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# **3G/4G Internet-Email H.264 4 CH DVR**



## **Owner's Manual**

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**Customer Support 1-800-774-0284**

## Contents

Chapter 1 Overview .....	4
1.1 Introduction .....	4
1.2 Packaging and accessories .....	4
1.3 Main features .....	4
1.4 Technical Parameters.....	5
1.5 Product appearance and interface descriptions .....	6
1.5.1 Front panel .....	6
1.5.2 Back panel .....	6
1.6 Remote control .....	7
1.7 Mouse .....	8
Chapter 2 Quick Overview .....	8
2.1 HDD Installation .....	8
2.2 Boot .....	8
2.3 System login .....	9
2.4 Operation menu .....	9
2.4.1 MAIN MENU .....	10
2.4.2 KEYLOCK .....	10
2.4.3 CHN SWITCH (Channel Switch).....	10
2.4.4 VIDEO SEARCH.....	10
2.4.5 START SEQUENCE .....	10
2.4.6 START CRUISE .....	10
2.4.7 PTZ .....	11
2.4.8 MANUAL REC / STOP REC .....	12
2.4.9 ZOOM .....	12
2.4.10 PIP.....	12
Chapter 3 Advanced settings .....	13
3.1 MAIN MENU .....	13
3.2 Recording mode.....	14
3.3 Video search .....	15
3.4 Backup .....	16
3.5 Hard disk management.....	17
MAIN MENU / HDD.....	17
3.6 Basic setup .....	18
MAIN MENU / SETUP .....	18
3.6.1 System language .....	18
3.6.2 Time setup .....	19
3.6.3 User password .....	19
MAIN MENU / SETUP / PASSWORD .....	19
3.6.4 CAMERAS .....	20
3.6.5 VIDEO.....	21
3.7 Advanced Options.....	22
3.7.1 Alarm.....	23
3.7.2 System info .....	24
3.7.3 Motion detection.....	25
3.7.4 Mobile phone monitoring.....	26
MAIN MENU / ADVANCED / MOBILE .....	26
3.7.5 System maintenance .....	27
MAIN MENU / ADVANCED / MAINTAIN .....	27
3.7.6 PTZ Setup.....	28
3.7.7 Network setup.....	29

3.8 DDNS account .....	32
3.9 Improving Internet Access.....	37
Port Forwarding .....	37
DMZ Setting.....	39
Chapter 4 DVR network.....	40
4.1 Functional characteristics .....	40
4.2 Installation and download of controls .....	40
4.3 Network log-in.....	41
4.4 Live View .....	42
4.5 Playback .....	43
4.6 Record mode .....	44
4.7 Alarm setup.....	45
4.8 PTZ control .....	45
4.9 Network setup.....	46
4.10 System setup .....	46
4.11 Host Info.....	47
Chapter 5 Client Software & Player .....	48
5.1 Client software .....	48
5.2 Video Player.....	49
Appendix: Hard disk space used.....	52

### Precautionary Notes:

- ◆ The power supply of this DVR is provided through a regulated DC12V 5A adapter. Please only use this power supply with your DVR.
- ◆ Do not place the DVR in a place subject to rain or moisture.
- ◆ Do not install the DVR in a place subject to violent vibration.
- ◆ Do not install the DVR in a place subject to direct sunlight, or a high temperature environment.
- ◆ Do not block any vent openings in the case to allow for proper cooling.
- ◆ The DVR shall work under temperature, humidity and voltage according to the limits stated on the technical specifications page.
- ◆ Please keep dust near the unit to a minimum.
- ◆ Proper grounding shall be maintained for safe electrical operation.

# Chapter 1 Overview

## 1.1 Introduction

This highly featured DVR series is based on a space saving 1U Din Standard case that is loaded with the latest features and technology. H.264 dual-stream video compression increases the ability of this DVR to hold up to four times more video than previous models, and allows you to maximize the speed of your internet transmission at the same time. View live video from a remote location via the internet or with most Smartphones. Take advantage of the unit's full grid video motion detection with notifications that send you an e-mail of the image of the event as it happens or a text message to your mobile device. Backups or copies of selected video can be done via a USB flash drive, or a PC connected via a network connection. The video outputs on the DVR allow you to use a standard CCTV monitor, VGA cable directly to a PC monitor, any TV with a video input jack, or view from a computer connected to your network.

## 1.2 Packaging and accessories

**Following parts are included in the package:**

- ⊙ IR remote control
- ⊙ Remote control batteries
- ⊙ LAN patch cable
- ⊙ BNC patch cable
- ⊙ USB Mouse
- ⊙ Owner's Manual / CD
- ⊙ DC12V 5A power adapter

## 1.3 Main features

- ⊙ H.264 video compression format
- ⊙ 16-bit true-color semi-transparent graphical menu interface
- ⊙ A variety of recording modes: manual, timer, and alarm recording.
- ⊙ Copy events to flash drive or PC on network
- ⊙ One USB2.0 port for data backup, one USB1.1 for mouse connection.
- ⊙ Multiplex operation: recording, playback, monitor, backup and network transmission can be realized at the same time
- ⊙ Dual stream technology
- ⊙ Mobile phone monitoring
- ⊙ Event classification and precise time search and playback
- ⊙ Default parameters can be called for fast recovery

© Versatile USB interface for mouse connection

## 1.4 Technical Parameters

Features	Description
Operating system	Embedded LINUX OS
Video compression	H.264
Video input	4 BNC Video
Video output	1 VGA, 1 BNC Video
Display	1 /4 - channel(s)
Multiplex operation	Live view, record, network, backup, and mobile phone surveillance.
Recording mode	Timer/manual/motion detection/alarm
Recording frame rate	D1 @60fps,HD1 @ 120fps,CIF @240fps
Recording quality	High, Normal, Low
Recording resolution	CIF/Half-D1/D1 frame rate adjustable
Recording playback	1/4 channel playback simultaneously, FF & RW x2, x4, x8, Pause/Step, remote file playback.
Recording backup	To flash drive, external drive, or network.
Network transmission	4 channels real-time network transmission with CIF resolution
Capture function	Snapshots = JPEG 3Meg Pixels @10fps
Email alarm	YES
PTZ control	Manual and tour control
PTZ protocol	PELCO-D,PELCO-P
PIP	Full screen plus 1 or 2 smaller views
Zoom	Digital – Size and drag with mouse
HDD	1 SATA HDD, capacity to 2TB
Network and protocol	1 RJ-45 10/100M via Ethernet, supports TCP/IP, DHCP、DNS、DDNS、NTP etc.
IE browser	YES
Client software	INCLUDED
Dual stream	Main and secondary interchange
Multi - User	Online access up to 5 users
Multi-language	11 Languages
Mobile phone surveillance	Windows, Symbian, iPhone, Blackberry, Android
Network Capture	YES
Mouse interface	USB1.1
Backup interface	USB2.0
Remote control	IR
User authority	Multi-level user authority distribution
Power	DC12V/3A
Working temperature	0°C-50°C
Working humidity	10%—90%

## 1.5 Product appearance and interface descriptions

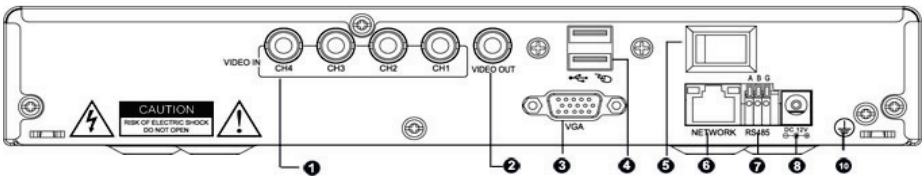
### 1.5.1 Front panel



LEDs to indicate Power, Network, Hard Drive, and Record operation.

### 1.5.2 Back panel

#### 4 CH



No.	Physical interface	Interface description
1	Video input	BNC - analog video(camera) signal input
2	Video output	Composite video to the monitor
3	VGA output	VGA monitor output , such as computer monitor
4	USB interface	USB flash drive and mouse ports
5	Power switch	Select power ON/OFF
6	Network	RJ45 Ethernet port
7	RS 485	RS485 control connection to PTZ camera
8	DC Power	12VDC/3A power input
10	Earth	Additional chassis ground terminal

## 1.6 Remote control



Key	Functional definition
	Not used on this model
	Not used on this model
0~9	Channel selection; number keys
PTZ	PTZ Control
	Single and multi-split screen
	Quit shortcut menu
	Shortcut menu
	Direction buttons: Next, on the left and right
	OK
ESC	Exit / Return
MENU	Enter the main menu
STARTREC	Start recording (please refer to 2.4.6 for the method)
STOPREC	Stop recording (please refer to 2.4.6 for the method)
	Video search
	Stop playback
	Fast reverse
	Fast forward
	Frame advance
F1, F2	Not used on this model

## 1.7 Mouse

This DVR incorporates a standard USB1.1 mouse to make menu and control functions as easy as operating a personal computer.

Mouse Action	Function
Right button	Open the system menu, return to the search menu during playback, or go to live screen view.
Left button	Double click during live view to display a channel full screen. Double click again to return to prior viewing mode. Single click to activate any menu item, volume adjustment, color adjustment, play function, or PTZ control.
Mouse movement	Left click / hold / drag the mouse to quickly adjust volume or the active grid squares in a motion detection zone.

## Chapter 2 Quick Overview

### 2.1 HDD Installation

Your DVR comes with a hard drive already installed. If you plan to upgrade in the future, select a SATA type interface. We recommend Seagate brand hard drives designed for surveillance use. Remember to always format a new hard drive after it is installed in your machine.

### 2.2 Boot

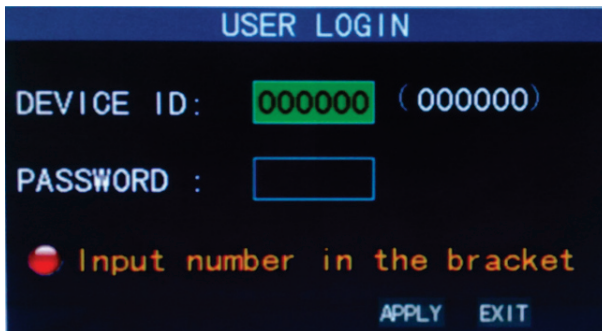
After all camera and monitor connections have been made, connect the 12VDC 5A power adapter to the DC 12V socket on the back panel, and press the power switch ON. The power indicator will light, and the monitor will display our company's logo for approximately 25 seconds while the system initializes. If the record mode is set to begin "When powered up" the "REC" indicator will turn on to indicate the system is working normally. A red "H" icon on the screen indicates a potential problem with the hard drive's connections, or a need for the drive to be formatted.



## 2.3 System login

The DVR's default login name is 000000 without any password. You can set up your own private password by following the directions in chapter 3.6.3.

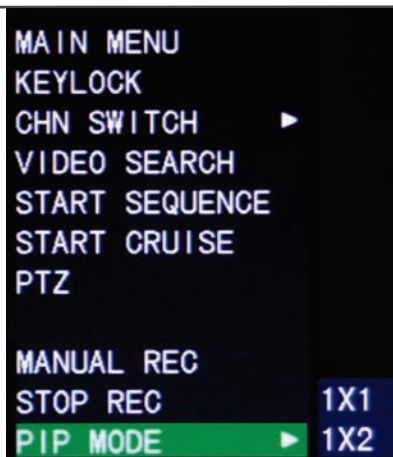
If a password has been initiated, the following login screen will appear when you attempt to operate the DVR.



**Device ID:** Using the default Device ID (000000) with your password works fine. When multiple DVRs are being controlled with the IR remote in the same room, assign a unique ID and password to each DVR.

## 2.4 Operation menu

Click the right mouse button to bring up the following menu. Each item is described in detail below.



## 2.4.1 MAIN MENU

Click "Main Menu" to access the advanced settings area for your DVR (described in chapter 3.1).

## 2.4.2 KEYLOCK

The KEYLOCK feature is not functional (or necessary) for this model as the front panel buttons have been eliminated on this chassis.

## 2.4.3 CHN SWITCH (Channel Switch)

Selects the channels that will be displayed.

## 2.4.4 VIDEO SEARCH

Use this selection to play back your video in a variety of ways. Please see Chapter 3.3 for details.

## 2.4.5 START SEQUENCE

Shows each active video channel (full screen) in a sequential order. Click on the screen to go back to normal viewing mode.

## 2.4.6 START CRUISE

Activates a memorized tour (group of preset positions) on a motorized pan / tilt / zoom camera.

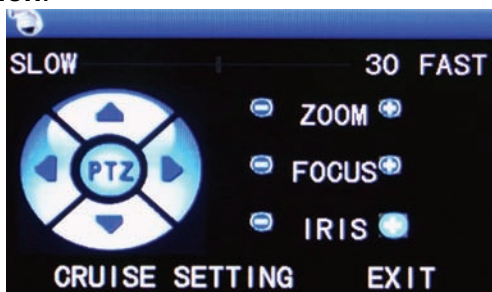
Note: This feature can only be used after setting up a PTZ camera that is compatible with this type of function such as a Security Labs SLC-171C or

Piczel 3505.

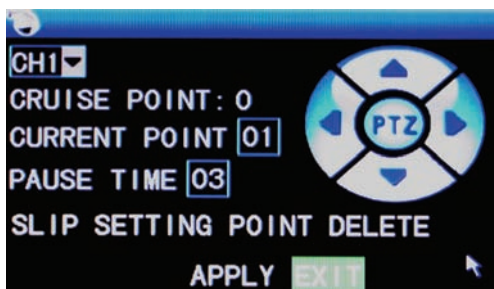
## 2.4.7 PTZ

Activates the control menu below to operate your compatible PTZ camera. PTZ variable speed (fast ~slow), direction, zoom, focus and aperture are available.

### Manual Operation:



### Cruise (Tour) setting:



Step 1 Select the PTZ channel

Step 2 Pan/Tilt the camera to position desired.

Step 3 Set pause time (time camera remains on object being viewed)

Step 4 Press SETTING POINT .Repeat steps 2-4 to set the next location

Step 5 Select the APPLY button to save your settings

----END

More points can be added later by repeating steps 2-5.

### SLIP:

The SLIP button allows you to go directly to a preset point. Stop the cruise function if it is active, enter the preset number you wish to view in the Current

Point box, click <Enter> on the yellow number drop list, click <SLIP>. The camera will scan to the preset point, and stay until another command is sent.

**Delete:**

Clears the cruise settings (tour) from memory.

## 2.4.8 MANUAL REC / STOP REC

Allows you to start and stop recording provided the DVR is not in “When powered up” mode, or if a timer recording is in progress.

## 2.4.9 ZOOM

In the single-channel full-screen mode, click on ZOOM, then left click and drag your mouse to outline the area you wish to enlarge. Double right click to exit.



## 2.4.10 PIP

In the single-channel full-screen mode, you can select 1x1 or 1x2 to superimpose one or two other smaller channel views over the main channel view



## Chapter 3 Advanced settings

### 3.1 MAIN MENU

The main menu has “PLAYBACK”, “RECORD”, “HDD”, “BASIC”, “ADVANCED” and “Exit” options, as shown below:

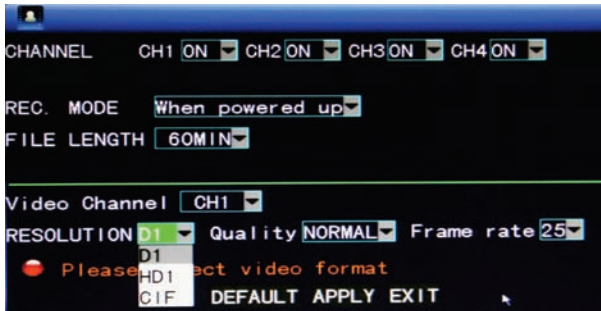


**Note:** The setup of all the submenus below will not be effective until “Enter” is pressed. The setup of this menu will be invalid if you exit directly. A helpful characteristic of this DVR is when you move the cursor to any option, a message box describing the option is displayed automatically in the lower part of the screen.

## 3.2 Recording mode

MAIN MENU / RECORD

Enter the Recording Mode screen via MAIN MENU / RECORD:



**CHANNEL:** Enables the record mode for the corresponding channel.

**REC.MODE:** Two modes: “When powered up”, or “By Timer”.

**When powered up:** DVR starts recording when this unit is energized (only if the corresponding channel is enabled in the “Channel” option.)

**BY TIMER:** When selected, a “SCHEDULE” button will appear on the right. Move the cursor here and click the button to enter the Record Time Configuration screen, as shown below:



**Channel:** You may choose either “ALL” or a single channel. “ALL” allows you to batch edit the schedule of all cameras used at the same time.

**Time configuration:** First select one of the three modes recording; ALARM (red), TIMED (green), or NO RECORD (blank). Then click each square (hour of the day) you wish to apply the selected record function to. 00 = Midnight through 23 = 11:00PM.

**FROM-TO-COPY:** Allows you copy the schedule you set up to “ALL” days or any specific day you select from the drop list.

**FILE LENGTH:** Left-click or press “Enter” to select the File length, with the 4 options of 15min, 30min, 45min and 60min. Sets the maximum file size of continuous recordings for easier transfer or limits lost data due to a corrupt file segment.

**VIDEO CHANNEL:** Select a channel to set the attributes below:

**RESOLUTION:** Available in three levels of D1 (704\*576), HD1 (704\*288) and CIF (352\*288). D1 = Best detail, through CIF = Uses less hard drive space

**QUALITY:** Three levels, High = Best detail, through Low = Uses less hard drive space.

**Frame rate:** Use a higher number when recording faster moving objects, or a lower number if you wish to extend the number of days that will be saved to the hard drive.

These three settings together use the available processing power of the DVR, also referred to as the “Global” availability. By default this DVR is set with all channels: Resolution = CIF, Quality = Normal, and Frame Rate = 30 ips (images per second). Not all channels can be adjusted to the highest settings at the same time. Lowering the resolution, frame rate, or quality of less important channels, will allow you to increase the resolution, frame rate, or quality of channels that have a higher priority of detail(s) required.

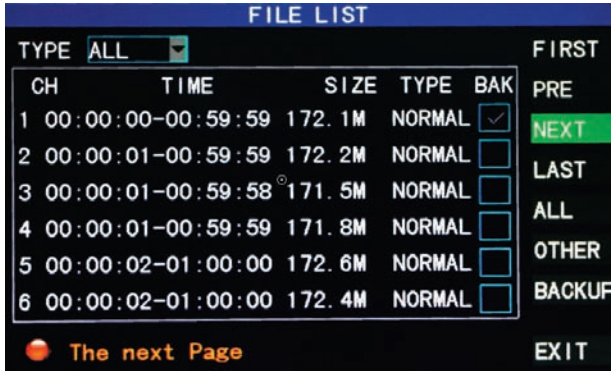
### 3.3 Video search

MAIN MENU / VIDEO SEARCH

Enter the Video Search screen from MAIN MENU / VIDEO SEARCH:



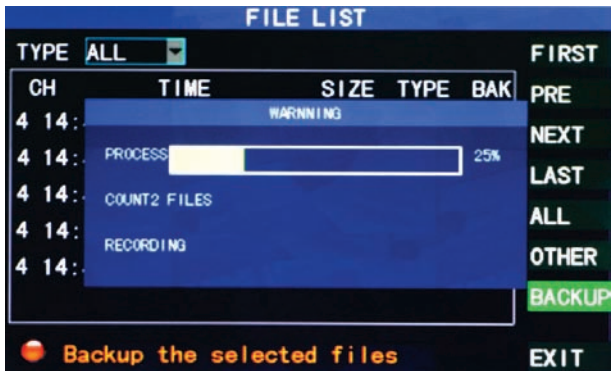
Click on “SEARCH” to show all available recordings to view, or enter the specific Channel, Date, and Time at the top of the page that you wish scan. Dates and times with available ALARM recordings will turn RED, and TIMED recordings will show as GREEN. Clicking on a “day” will display the “hours” recordings have taken place.



Clicking on the “FILE LIST” button shows the detailed list of recordings available for the selected day. You may further sort the list with the “TYPE” (All, Alarm, or Normal –Timed) or with buttons on the right of the screen. Click on any event listed to view it, or select the check box next to it to begin the Backup process.

### 3.4 Backup

Enter into the file list as shown above by clicking on the screen VIDEO SEARCH / SEARCH / Select Day of Month / FILE LIST.



Insert a flash drive with available space into the USB port marked with the



USB logo symbol (E shape with an arrow), select the check box next to the event to be copied, click on BACKUP.

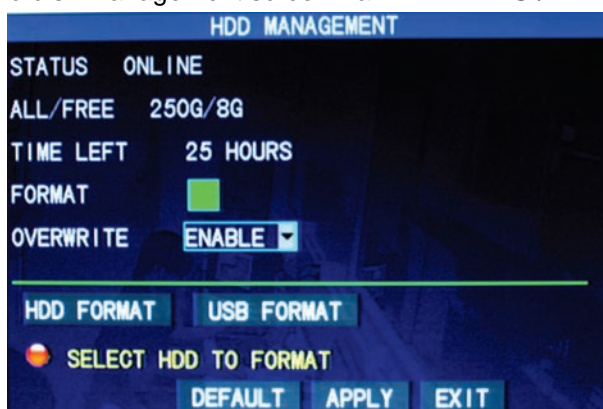
### Notes:

When the available space of the flash drive is less than the capacity of the recorded file, the system will prompt you with the message “Not Enough Space”. After the file has been backed up, exit the menu and unplug the flash drive. See Chapter 4 “DVR Network” for network backup instructions.

## 3.5 Hard disk management

### MAIN MENU / HDD

Enter the Hard disk Management screen via MAIN MENU / HDD



**STATUS:** Shows if the hard disk is installed properly. If the hard disk needs formatting, “Unformatted” will be displayed. If an working hard disk is detected, the hard disk status will show “ONLINE”.

**ALL/FREE:** Displays the total storage capacity and current remaining storage capacity of the hard disk.

**TIME LEFT:** Displays the hours remaining for recording based on the current settings for picture resolution and quality set in the RECORD menu.

**FORMAT:** Click the check box, a “√” will appear in this box, indicating that the HDD has been selected for formatting.

**OVERWRITE:** ENABLE: The hard disk will overwrite the earliest recording when its memory is full; DISABLE: Recording will stop when the memory of the hard disk is full.

**HDD FORMAT:** When a new hard disk is used for the first time, it is necessary to format it. Click the “Format HDD” button, and then click “Enter”. After clicking “Format HDD”, the system will prompt “Formatting will erase your data. Continue?” Press <Enter> or click OK, and the system will prompt “Formatting...” and then “Formatted Successfully”. The system will restart

automatically.

**USB FORMAT:** Use this function if your DVR will not recognize or write to your selected USB flash drive.

## 3.6 Basic setup

MAIN MENU / SETUP

Enter the Basic Setup screen via MAIN MENU / SETUP.

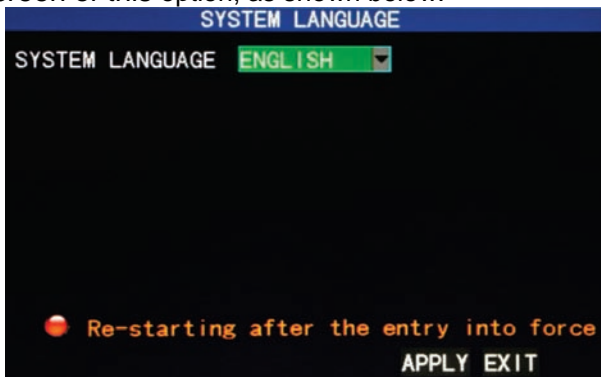


The Basic Setup screen includes the six options of: System Language, Time Setup, User Password, Camera Adjustments, Video Setup and Exit.

### 3.6.1 System language

MAIN MENU / SETUP / LANGUAGE

Move the cursor to the “LANGUAGE” option (the icon is enlarged and highlighted to indicate selection), and press <Enter> or click the icon to enter the setup screen of this option, as shown below:

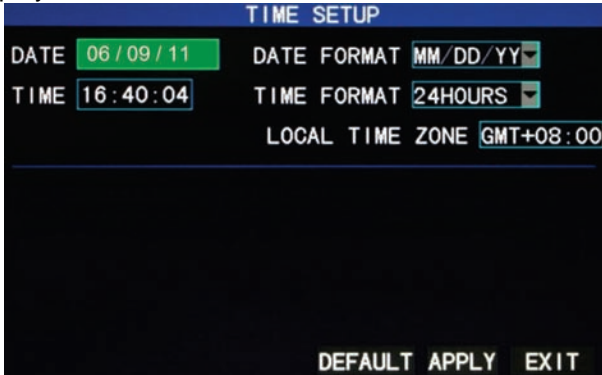


The system has multiple languages to choose from. Select a language, and click the "Apply" button to save. Your changes will take effect after a system restart.

### 3.6.2 Time setup

MAIN MENU / SETUP / DATE/TIME

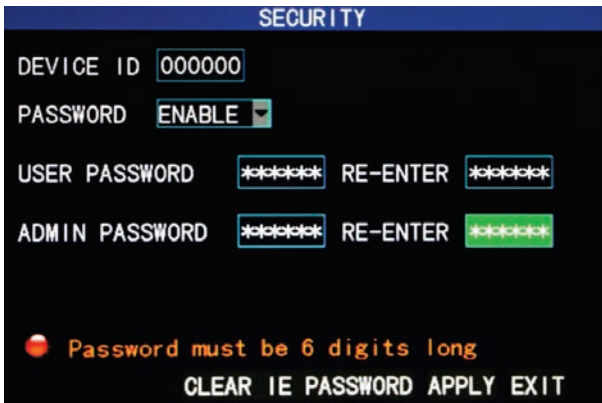
Move the cursor to the "DATE/TIME" option (the icon is surrounded by a yellow frame to indicate selection), and press "Enter" or click the icon with your mouse to display the screen below:



The system time, date format, time format, and time zone can be set up in this screen. Time zones are referenced to GMT (i.e. Eastern Time in the USA is -5:00, Central -6:00, Mountain -7:00, and Pacific -8:00).

### 3.6.3 User password

MAIN MENU / SETUP / PASSWORD



- 1) You can setup a password by going to MAIN MENU / SETUP / PASSWORD, then click <ENABLE> from the drop list. First generate a

USER password for others, then enter your own information in the ADMIN PASSWORD boxes, click <APPLY>. Only the lock function, channel switching, video search, log search, backup , PTZ control, mute, and manual recording functions are available to people with a USER password.

### 3.6.4 CAMERAS

#### MAIN MENU / SETUP / CAMERAS

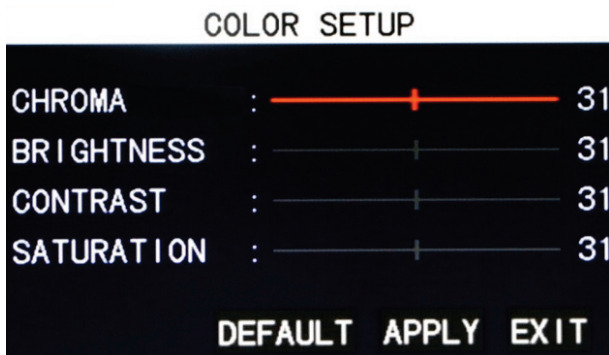
Move the cursor to the “CAMERAS” option (the icon is surrounded by a yellow frame to indicate selection), and press “Enter” or click the icon to enter the setup screen of this option, as shown below:



**Name:** Move the cursor to each NAME box where a yellow alpha-numeric table will appear. Click on the letters/numbers that you need, then click the (left angle) ENTER icon. Click the top right corner of the yellow table to change the fonts from numbers to letters.

**Position:** Use the drop list to locate the title of each channel on its display screen.

**Color:** Move the cursor to SETUP of the corresponding channel, and press <Enter> or click to enter the color setup screen, as shown below:



Press <Enter> or drag the cursor directly to set the picture color, including the 4 options of chroma, brightness, contrast and saturation. Press <Enter> to exit and save the set parameters.

**Preview:**

ON: Live video can be seen

OFF: Live video not seen, but recording is still possible.

**Preview time ON:** The current date and time are displayed at the top of the live video screen.

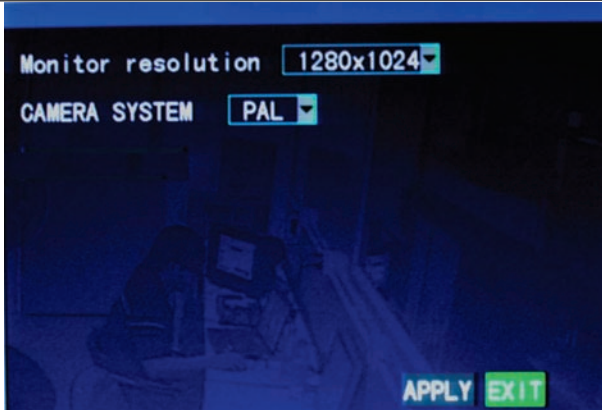
**Record Time ON:** Time and Date are recorded on video from cameras.

**Channel SEQ:** Allows you to set the dwell time for each camera used in the sequential viewing mode from 1-10 seconds or OFF. Sequential viewing shows each camera full screen in a sequential or serial order. Start the process from MAIN MENU / START SEQUENCE. Stop the process by selecting another channel view such as quad mode.

## 3.6.5 VIDEO

### MAIN MENU / SETUP / VIDEO

Move the cursor to the "VIDEO" option (the icon is surrounded by a yellow frame to indicate selection), and press <Enter> or click the icon to enter the setup screen of this option, shown below:



**MONITOR RESOLUTION:** Use the drop list to select: 1280\*1024 (High), 1024\*768 (Medium), and 800\*600 (Low) to best match the capability of your monitor.

**Note:** The system will restart when the monitor resolution is changed.

**CAMERA SYSTEM:** Changes between the two camera sync systems of PAL and NTSC (NTSC is used in the USA).

### 3.7 Advanced Options

MAIN MENU / ADVANCED

Enter the following screen from MAIN MENU / ADVANCED:

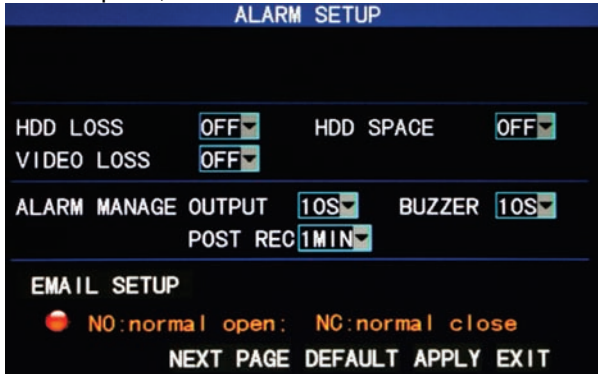


The advanced functions include the 7 options of alarm setup, system information, motion detection, mobile phone monitoring, system maintenance, PTZ Setup and network setup.

### 3.7.1 Alarm

#### MAIN MENU / ADVANCED / ALARM

Move the cursor to the ALARM option (the icon is surrounded by a yellow frame to indicate selection), and press <Enter> or click the icon to enter the setup screen of this option, shown below:



**Note:** When an alarm is produced, a red letter “I” will be displayed above the corresponding channel.

**HDD LOSS:** ON: When the system cannot identify the hard disk, an alarm will be generated, and a red mark “H” will be displayed at the bottom left corner of Channel 1 on the live view screen.

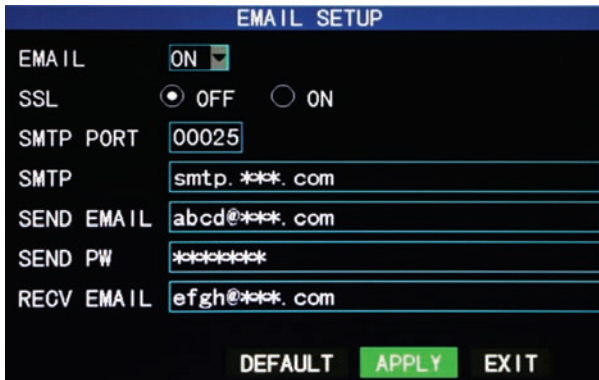
**HDD SPACE:** ON: When the remaining space of the hard disk is less than 500M, the lower part of the Video Preview screen will display: “The space of the hard disk is not enough. Please change the disk after shutdown.” This condition is averted if the “OVERWRITE” feature is ENABLED in the HDD menu.

**VIDEO LOSS:** ON: When the video of a certain channel is lost, “Video Loss” is displayed on the screen for that channel.

**BUZZER:** An internal buzzer can sound when an alarm is triggered. Available options are; 0sec (OFF), 10sec, 20sec, 40sec and 60sec.

**Post Alarm Recording:** The amount of time recorded after an alarm can be set here. Options are 30sec, 1min, 2min and 5min.

**Email SETUP:** Your DVR can send an image from an alarm trigger. Be sure to select “ON” and “APPLY” after entering your e-mail account information. The size of an image sent is approximately 11K.



EMAIL SETUP

EMAIL  ON

SSL  OFF  ON

SMTP PORT 00025

SMTP smtp.\*\*\*.com

SEND EMAIL abcd@\*\*\*.com

SEND PW \*\*\*\*\*

RECV EMAIL efgh@\*\*\*.com

DEFAULT APPLY EXIT

**SSL:** A secure link transmission protocol, whose “Off” or “On” state is determined by your mailbox server. “Off” is usually chosen.

**SMTP PORT:** The mailing port of the mailbox server, usually being 25, with the exception of a few mailboxes, such as the mailing port of the GMAIL server whose port number is 465.

**SMTP:** The server address of the sending mail service used. For example, the SMTP server of a Yahoo mailbox is smtp.mail.yahoo.com. Please check this address with your e-mail service provider.

**SEND EMAIL:** The mailbox address used to send mail.

**SEND PW:** The password of the mailbox used to send mail.

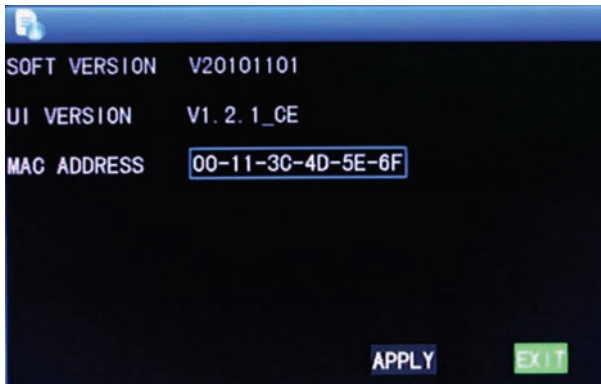
**RECV EMAIL:** The address used to receive the image transmitted from the DVR after an alarm.

### 3.7.2 System info

MAIN MENU / ADVANCED / INFO

Enter the system information screen shown below from MAIN MENU / ADVANCED / INFO.

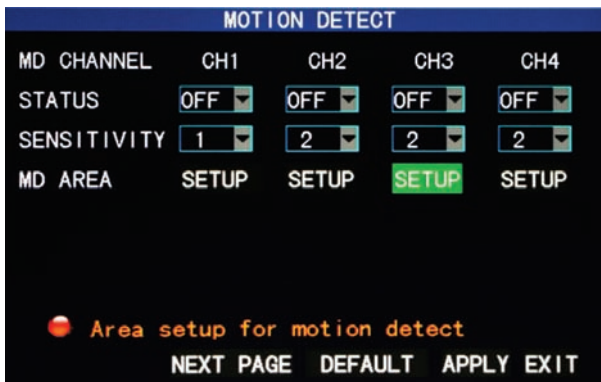




You can view the DVR's software / firmware version number, user interface version number, MAC address and the serial number on this screen.

### 3.7.3 Motion detection

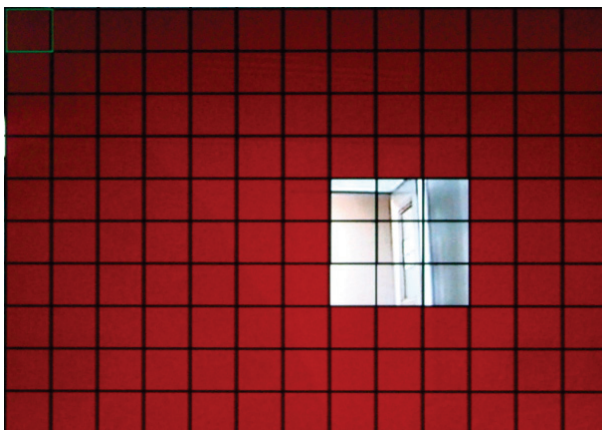
MAIN MENU / ADVANCED / MD



**MD Channel and STATUS:** Each channel has a corresponding switch. Select STATUS "On" or "Off" for each channel.


**SENSITIVITY:** You can adjust the sensitivity of each channel. Select a level of 1 (low) through 4 (high). Click on APPLY to save your settings.

**MD AREA:** Each channel has a corresponding motion detection area setting. Using the mouse, click the SETUP button to display the detection grid. RED = Active, Transparent = No alarm area. You can use this extremely helpful feature to protect points of interest, and avoid triggers from common activities.



**Operating the prompt:**

Mouse operation (recommended): Left-click the mouse and drag the motion box to set the area of dynamic detection.

Remote control operation: Use “” (display mode) to select full screen activation or the arrow keys and ENTER button to select a cell.

**Motion detection setup procedures:**

- A. Turn “On” the corresponding channel in the “STATUS” box;
- B. Set the sensitivity level as needed, 1 (low) through 4 (high). Click APPLY.
- C. Set the motion area of the corresponding channel in the “MD Area Setup” option. Click APPLY.
- D. In the “RECORD” mode menu; be sure to set the corresponding channel to “ON”, set REC MODE to “BY TIMER”, and “ALARM” should be selected in the SCHEDULE for the hours you wish Motion Detection to operate (further details Chapter 3.2).

A red letter “M” will appear on the live view screen when a motion trigger is activated.

## 3.7.4 Mobile phone monitoring

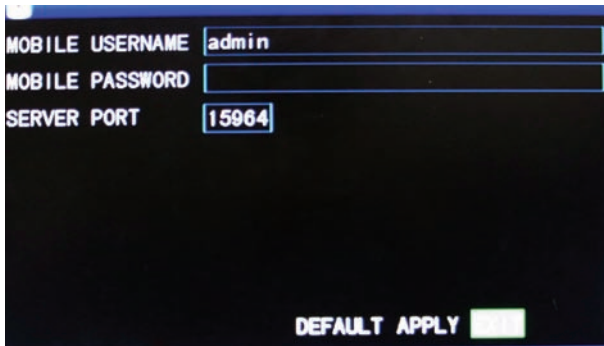
### MAIN MENU / ADVANCED / MOBILE

Apps for Android, Blackberry, Symbian, and Windows based mobile devices can be found on the included CD, or on our web site. iPhone users, download the free app kMEye from the App Store. Full screen camera views and PTZ controls are available.

**Setup method of mobile phone monitoring at the DVR end:**

Enter the following screen from;

## MAIN MENU / ADVANCED / MOBILE

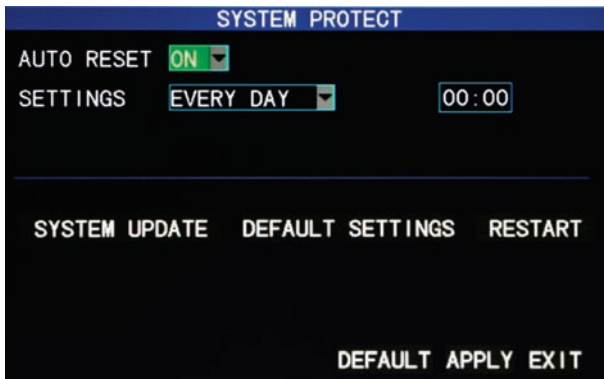


Enter your preferred login user name and password.

**Server port:** Has a setting range of 1,024 to 65,535. By default the mobile device port is 15961. Be sure to match this port number to the setup menu in your mobile device. Click APPLY when finished.

### 3.7.5 System maintenance

## MAIN MENU / ADVANCED / MAINTAIN



**AUTO RESET:** When this option is set to “ON”, you can set the restart frequency and time for the DVR. Performing an occasional restart or reboot of the system is a good practice to insure against power surges or static discharges that may corrupt the DVR while you are away.

**System update:** Should it become necessary to update the operating firmware in the DVR; Copy the firmware update file to a blank USB flash drive, turn the DVR's power OFF, insert the drive into the USB slot, then turn the power back ON. Please wait a few minutes while the new firmware loads. DO NOT TURN THE POWER OFF OR REMOVE THE FLASH DRIVE UNTIL THE DVR BOOTS UP AND SHOWS THE NORMAL CAMERA VIEWING SCREEN ON YOUR MONITOR. NOTE: THE SCREEN WILL BE BLANK DURING THE UPDATE PROCESS.

**DEFAULT SETTING:** Quickly restores the system parameters to the factory default settings.

**RESTART:** Click to manually restart (reboot) the DVR. If the screen controls are unresponsive, disconnect and reconnect the power to the back of the DVR.

### 3.7.6 PTZ Setup

MAIN MENU / ADVANCED / PTZ

PTZ SETUP				
CHANNEL	CH1	CH2	CH3	CH4
PROTOCOL	PELCO-D	PELCO-D	PELCO-D	PELCO-D
BAUD RATE	2400	9600	9600	9600
DATA BIT	8	8	8	8
STOP BIT	1	1	1	1
VERIFY	NONE	ODD	ODD	ODD
ADDRESS	001	001	001	001
<span style="color: red;">●</span> To setup CH5. CH6. CH7. CH8				
<span style="background-color: green; color: white; padding: 2px;">NEXT PAGE</span> <span style="margin-left: 20px;">DEFAULT</span> <span style="margin-left: 20px;">APPLY</span> <span style="margin-left: 20px;">EXIT</span>				

**Channel:** Select the channel the dome camera is connected to and match the parameters in the drop boxes to the settings in your PTZ camera.

**Protocol:** Pelco D and Pelco P are the most popular communication methods used to control a PTZ camera. Pelco D is the default in the DVR.

**Baud rate:** Is the speed of the data (modem) that is used to communicate with the PTZ. Options of 1200, 2400, 4800 and 9600 bps are available. 9600 is the most popular.

**Data bit:** Options of 5, 6, 7 and 8, 8 by default

**Stop bit:** Options of 1 and 2, 1 by default

**VERIFY:** Options of None/Odd/Even/Mark/Space, None by default

**Address :** The address number is set to match the address number in the camera (which is also adjustable). Most people will make the address

number in the camera and in the DVR the same as the DVR's channel number that the camera is attached to. Following this method makes it easier to remember the camera's address.

### 3.7.7 Network setup

#### MAIN MENU / ADVANCED / NETWORK

Before using your DVR on a network, there are three things that you should know about the type of connection you are using.

**Item 1** – Do you have a Static or Dynamic WAN IP address from your ISP (Internet Service Provider)? A Static IP address does not change, it is provided by your ISP for a minimal extra charge. You can see your WAN IP address displayed and test your internet connection speed by going to: <http://www.security-labs.com/ip.shtml>

**Item 2** – Are you installing the DVR on a LAN connection (behind a router) or on a WAN (Internet) connection (direct to modem)?

Glossary of terms:

**LAN** – Local Area Network                      **WAN** – Wide Area Network (Internet)

**ISP** – Internet Service Provider      **ADSL (or DSL)** – Asymmetric Digital Subscriber Line

**DHCP** – Dynamic Host Configuration Protocol

**DNS**- Domain Name System (supplied by your ISP)

**DDNS** – Dynamic Domain Name System

**DMZ** – An unprotected zone outside of your firewall

**IP ADDRESS** – A four segment number with up to three digits per segment (i.e. 173.15.11.129) assigned to a location like your home via the internet (WAN) and then typically another number (i.e. 192.168.1.50) to your DVR from a local network (LAN) inside your home.

A broadband modem (such as DSL or Cable) will normally connect to a router. Your router may have both wired and wireless features. Typically, computers and your DVR connect to the ports (RJ45 type jacks) on the back of the router. Please be sure your DVR is connected to your router or modem with the

supplied RJ45 type patch cable before proceeding

## MAIN MENU / ADVANCED / NETWORK

TYPE	STATIC
MEDIA PORT	9000
WEB PORT	0080
IP ADDRESS	192.168.001.197
SUBNET MASK	255.255.255.000
GATEWAY	192.168.001.001
DNS	210.021.196.006
UPNP	ON
DDNS SETTINGS	
DEFAULT APPLY EXIT	

**TYPE:** Three options: STATIC, DHCP, and PPPOE

**STATIC :** Use this option when entering a known IP address manually. A static IP address (one that never changes) can be supplied by your internet service provider, and offers the most reliable method of contacting your DVR from the internet. **When connecting to router, log in to its setup or administrator settings page to view the Subnet Mask, Gateway, and DNS numbers for your network. Enter these same numbers into the boxes of the menu above.**

Note: There are (2) IP addresses to remember; the local area network (LAN) IP address (the one for the DVR) and the wide area network (WAN) or Internet Address (the one to your Modem). The LAN address is used to operate your DVR from computers inside your network (at home or business). The WAN address is used to operate your DVR from the internet (remote locations).

**DHCP:** The DHCP option is the easiest to use for the DVR's network connection. An IP address will be assigned by the router or modem automatically after the DVR is connected to the router or modem. The router or modem will act as a DHCP host and assign an open local IP address to the DVR. This is perhaps the easiest way to assign an IP address to your DVR, but may make it harder to contact via the internet later unless you plan to use a DDNS service.

**PPPOE:** If you have only one DVR connected to an ADSL line, you can use this mode.

NETWORK SETUP

TYPE	PPPoE
MEDIA PORT	09000
WEB PORT	00080
PPPoE NAME	
PASSWORD	
DNS	202.096.128.166

DDNS SETTINGS

DEFAULT APPLY EXIT

After entering the broadband user name and password, click “APPLY” and the system will restart. The DVR will establish a network connection in the PPPoE mode automatically. After successful connection, the IP on the IP address will be modified to the acquired dynamic WAN IP address automatically.

**Media port:** The port number used in the private protocol communication between the DVR and your PC. The default port is 9000. If this port is occupied by any other service on your PC, please change the number to an unused port.

**WEB port:** The http port is 80 by default. If the administrator modifies the WEB port to any other port, such as 88, please add the IP the port number to the end of the IP address (i.e. “http://192.168.1.19:88” ) in the address bar when accessing the DVR via Internet Explorer.

**Subnet mask:** Is filled in automatically when using the DHCP mode. The default setting is 255.255.255.000

**Gateway:** The gateway is an address that directs devices to the WAN (internet). The gateway is filled in automatically when using the DHCP mode. The most common manual entry method is to keep the first three sets of numbers the same as your IP address, and the last set of numbers as “001”. The gateway address for your local network can be found on the administrator settings home page for your router.

**DNS:** The Dynamic Name Server address for your internet connection can also be found on the administrator settings page of your router. Make sure this number is set correctly to avoid problems with your DVR being able to send e-mail alerts.

**UPNP:** Universal Plug ‘N Play can expedite the process of seeking and assigning an available IP address and port number if the feature is also available and activated on your router.

## DDNS Setup

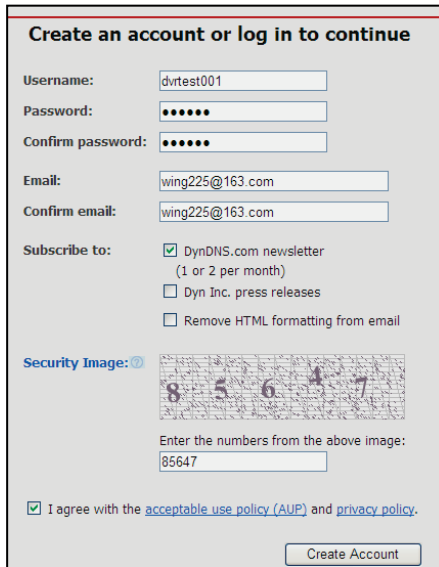
Using a Static IP address from your ISP is a preferred method of operation. If you are only able to get a Dynamic IP address (one that changes periodically), you may consider using a DDNS provider.

DDNS (Dynamic Domain Name Service) is an internet service which allows you to associate the IP address of your DVR with a name like [www.myDVR.com](http://www.myDVR.com). Some companies such as [www.dyndns.org](http://www.dyndns.org) provide this service free of charge. To use the service you must create an account with a DNS service. You may register at DDNS Server: <http://www.dyndns.org>.

### 3.8 DDNS account

#### 1) Create account

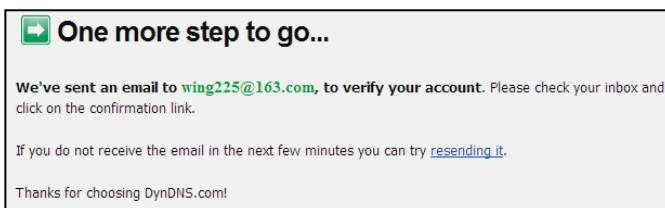
First open [www.dyndns.com](http://www.dyndns.com), and click the Create Account option:  
Fill in the account information.



The screenshot shows a web form titled "Create an account or log in to continue". The form contains the following fields and options:

- Username:**
- Password:**
- Confirm password:**
- Email:**
- Confirm email:**
- Subscribe to:**
  - DynDNS.com newsletter (1 or 2 per month)
  - Dyn Inc. press releases
  - Remove HTML formatting from email
- Security Image:** An image with the numbers 8, 5, 6, 4, 7 overlaid on a background of text. Below it is a text input field with the value "85647".
- I agree with the [acceptable use policy \(AUP\)](#) and [privacy policy](#).
- 

After confirmation, the system will prompt that the verification message has been sent to the designated mailbox, as shown below:





### 2) Activate account

Log in your mailbox and open the confirmation link sent from [support@dyndns.com](mailto:support@dyndns.com), as shown below:

Your DynDNS.com Account 'dvrtest001' has been created. You need to visit the confirmation address below within 48 hours to complete the account creation process:

<https://www.dyndns.com/account/confirm/31zRTMGafDv8JVduG-wpQw>

Click the link below and enter the website to activate the account.

### 3) Login

After successful activation, open the home page <http://www.dyndns.com/> to log in. After successful login, click “Services”→“Dynamic DNS”, as shown below:

The screenshot shows the DynDNS.com website interface. At the top, the logo and navigation menu are visible. The 'Services' menu item is highlighted with a red box. Below the navigation, a sidebar on the left lists various services, and the main content area displays the 'Services' page. The 'Dynamic DNS' service is highlighted with a red box, showing its description and a globe icon. Other services like 'Custom DNS', 'Domain Registration', and 'Spring Server VPS' are also visible.

Logged In User: **dvrtest001**  
[My Cart](#) [My Services](#) [Log Out](#)

About **Services** Account Support News

Need help? Get access to phone support with [Dynamic DNS Pro](#).

**Services**

We offer you superior domain name services (DNS), high quality domain management, world-class e-mail services, web redirection, and network monitoring. All of our services include **free email technical support** where you speak to a highly trained engineer rather than a call center reading a script off of a screen.

[Why DynDNS.com - why you should choose us](#)  
[Technology Overview - a peek behind the curtain](#)

**Domain Services**

**Dynamic DNS**  
Service to track your dynamic IP address.

**Custom DNS**  
Our dynamic and static DNS management tool for your own domain.

**Domain Registration**  
Register new domains or transfer existing ones.

**Spring Server VPS**  
From Web Servers to Gaming Servers, Spring Server VPS is your

### 4) Application for free domain name

After entering the “Dynamic DNS Services” screen, click “Dynamic DNS Free” to apply for a free dynamic domain name, as shown below:

### Dynamic DNS Services

Our trademark service designed for users with dynamic IP addresses. Sign up for service today and avoid paying high prices for a static IP.

[Manage My Account](#)

[Pricing Details](#)



**Dynamic DNS Pro:** Our **premium Dynamic DNS upgrade** provides 25 additional hosts, access to phone support and logging, and [prevents accounts from expiring](#).



**Dynamic DNS Free:** Our **free DNS tool** with many domains to choose from and integrated URL redirection functionality.



**Custom DNS:** Dynamic DNS **service for your own domain** (e.g. [www.yourdomain.com](#)) provides **stable, reliable and globally redundant** DNS hosting for personal and business sites.

Enter the “Dynamic DNS Free” screen, as shown below. Click

[Get Started](#)

### Dynamic DNS Free

Dynamic DNS Free (DDNS) allows you to create a hostname that points to your home or office IP address, providing an easy-to-remember URL for quick access. We also provide an update mechanism which makes the hostname work with your dynamic IP address. **We continue to offer this service free** to the Internet community as we have done so **for nearly 10 years**.

[Get Started](#)

[Manage Hosts](#)

#### Capabilities and Features

- Get five (5) hostnames in [88 available domains](#) for free.
- Forward web requests or mark host offline for maintenance or downtime.
- Configure MX records for flexible mail routing.
- Update host using [ddns update clients](#) for a wide variety of platforms.
- Modify DNS TTL values for fast propagation or reliable static IP caching.
- Deliver your DNS records to 5 DNS servers in 5 tier-1 datacenters around the globe.
- Query volume up to 648,000 queries/month

#### Screenshot



Enter the hostname, select the service type and then enter the dynamic IP address (usually being the dynamic IP address of the network of the DVR host) to be tied in the Add New Hostname screen, as shown below. Complete the application for the dynamic domain name as prompted.

## Add New Hostname

[↑ Host Services](#)

Note: You currently don't have any active [Dynamic DNS Pro upgrades](#) in your account. You cannot use some of our Host Service features. Paying for an Dynamic DNS Pro upgrade will make this form fully functional and will add several other features.

**Hostname:**  .

**Wildcard Status:** Disabled [[Want Wildcard support?](#)]

**Service Type:**

- Host with IP address [[?\]](#)
- WebHop Redirect [[?\]](#)
- Offline Hostname [[?\]](#)

**IP Address:**   
[Use auto detected IP address 59.40.212.55.](#)  
[TTL](#) value is 60 seconds. [Edit TTL.](#)

**Mail Routing:**  Yes, let me configure Email routing. [[?\]](#)

## Shopping Cart

dvrtest001.dvrdns.org added to cart. **You must checkout to activate.**

Your cart contains **free services only**. You will not be asked for credit card information.

### Upgrade Options

Free accounts allow only five Dynamic DNS hosts.  
• To add more and enjoy [additional benefits](#) for only \$15.00 per year, [purchase Dynamic DNS Pro](#).  
• To get Dynamic DNS for **your own domain**, use [Custom DNS](#).

### Dynamic DNS Hosts

[dvrtest001.dvrdns.org](#) -  \$0.00

Please enter coupons in the box below and click "Add Coupon".

**Sub-Total: \$0.00**

**Order Total: \$0.00**

Would you like to [print an estimate/quote?](#)

### Free Services Checkout

Once you have confirmed the contents of your cart your services will be instantly activated.

Service	Period	Price
Dynamic DNS Hosts		
<a href="http://dvrtest001.dvrdns.org">dvrtest001.dvrdns.org</a>	-	\$0.00
<b>Sub-Total:</b>		<b>\$0.00</b>

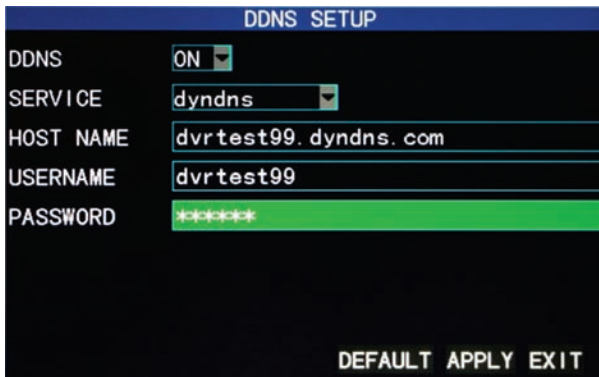
### Host Services

[Add New Hostname](#) - [Host Update Logs](#)

[dvrtest001.dvrdns.org](http://dvrtest001.dvrdns.org) successfully activated.

Hostname	Service	Details	Last Updated
<a href="http://dvrtest001.dvrdns.org">dvrtest001.dvrdns.org</a>	Host	59.40.212.55	Dec. 01, 2009 10:17 PM

## MAIN MENU / ADVANCED / NETWORK / DDNS SETTINGS



**DDNS:** With the two options of “ON” and “OFF”; when DDNS operation is desired, please select DDNS "ON".

**SERVICE:** You may select provider options of 3322, dyndns (most popular), and perfecteyes.

**Host name:** Enter the host name registered with your chosen DDNS server.

**User name:** Enter the user name registered with your chosen DDNS server.

**Password:** Enter the password registered with your chosen DDNS server.

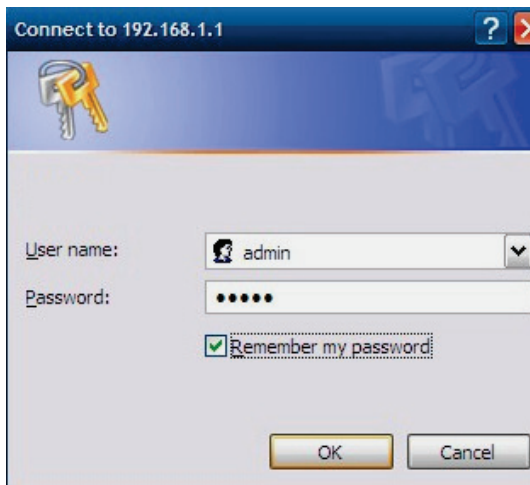
## 3.9 Improving Internet Access

### Port Forwarding

Port Forwarding is used to direct inbound traffic to the appropriate devices on a network. In this case, a PC from a remote location can be easily directed to your DVR's login page.

Port forwarding procedures showing a popular brand router's menus:

- 1) Enter the IP address of your router into the address bar of your web browser.
- 2) Log into the router.



Click "OK" to enter the main screen of the router, as shown below:

# 4 Channel H.264 DVR User Manual

192.168.1.1/StaRouter.htm

The screenshot shows the 'Status' page of a 'Wireless-G Broadband Router'. The page has a dark blue header with the title 'Wireless-G Broadband Router' and 'Firmware Version: 1.0.0'. Below the header is a navigation bar with tabs for 'Setup', 'Wireless', 'Security', 'Access Restrictions', 'Applications & Gaming', 'Administration', and 'Status'. The 'Status' tab is selected, and a sub-menu shows 'Router', 'Local Network', and 'Wireless'. The main content area is divided into two sections: 'Router Information' and 'Internet Configuration Type'. The 'Router Information' section displays: Firmware Version: 1.0.01 build 003, Mar. 26, 2008; Current Time: Mon, June 9 2011 00:22:50; MAC Address: 00:E0:4C:77:3E:30; Router Name: ; Host Name: ; Domain Name: . The 'Internet Configuration Type' section displays: Login Type: PPPoE; Login Status: Connected (with a 'Disconnect' button); IP Address: 58.250.193.144; Subnet Mask: 255.255.255.255; Default Gateway: 58.250.192.1; DNS 1: 210.21.196.6; DNS 2: 221.5.88.88. On the right side, there is a blue sidebar with explanatory text for 'Firmware Version', 'Current Time', 'MAC Address', 'Router Name', and 'Configuration Type'.

Click Applications & Gaming, as shown below:

The screenshot shows the 'Applications & Gaming' configuration page. The navigation bar is the same as in the previous screenshot, but the 'Applications & Gaming' tab is selected. Below the navigation bar, there are sub-tabs for 'Port Range Forward', 'Port Triggering', 'DMZ', and 'QoS'. The 'Port Range Forward' sub-tab is selected. The main content area is a table titled 'Port Range' with the following columns: Application, Start, End, Protocol, IP Address, and Enable. The table contains 10 rows of port forwarding rules. The first three rows have 'Enable' checkboxes checked, while the remaining seven have them unchecked. At the bottom of the page, there are two buttons: 'Save Settings' and 'Cancel Changes'.

Application	Start	End	Protocol	IP Address	Enable
	80	to 80	Both	192.168.1.19	<input checked="" type="checkbox"/>
	9000	to 9000	Both	192.168.1.19	<input checked="" type="checkbox"/>
	6000	to 6000	Both	192.168.1.19	<input checked="" type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>
	0	to 0	Both	192.168.1.0	<input type="checkbox"/>

Fill in the IP and the port number in the corresponding boxes, and select

“Both” in [Protocol]. In this case, 80 stands for the WEB port, 9000 for the media port and 6000 for the mobile phone port.

### **DMZ Setting**

Your router may also contain a feature called DMZ (demilitarized zone). Entering the LAN IP address of your DVR in the DMZ places your DVR outside of the router’s firewall, and allows access to the DVR with less security restrictions normally required for a PC.

# Chapter 4 DVR network

## 4.1 Functional characteristics

A graphical user interface (GUI) based on an ActiveX control, can be downloaded from the DVR to your PC via Internet Explorer. This GUI will provide you with a screen display of menus and controls to operate your DVR over a network. As an option to downloading the ActiveX control program, you can install the client viewer program on the included CD (see Chapter 5). The majority of users do both.

## 4.2 Installation and download of controls

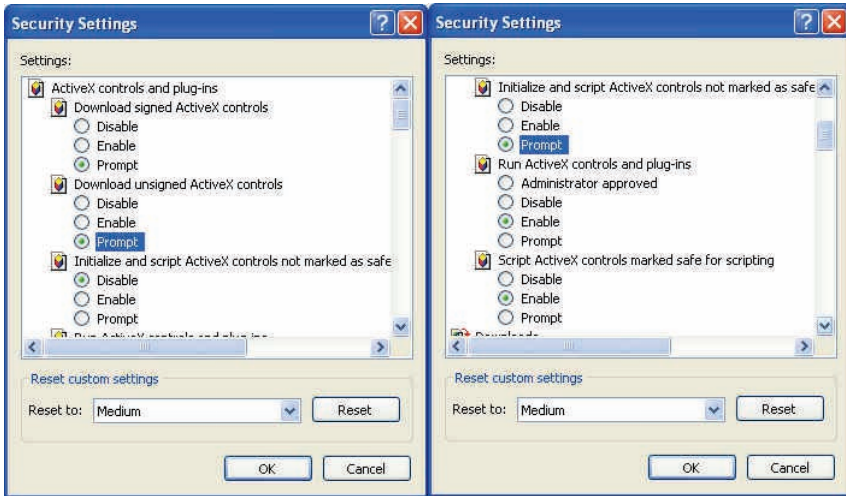
The use of ActiveX controls may be blocked by the security settings in your Windows based PC. Adjusting the security settings in Internet Explorer may be necessary.

INTERNET EXPLORER / TOOLS / INTERNET OPTIONS / SECURITY  
First add the local IP address of the DVR as a "Trusted Site". Click to highlight "Trusted Sites", click "Sites", enter the DVR's IP address in the "Add this website to the zone", click "Add". Be sure box for Requiring Server Verification is not checked, click OK or Close.





Click on Custom Level for Trusted Sites and click on “Prompt” for “Download unsigned ActiveX controls”, and “Initialize and script ActiveX controls not marked as safe for scripting”.



Further adjustments may be needed, but make all adjustments in the Trusted Sites section. This will keep your security settings higher for general web browsing. Click OK when finished.

Enter the IP address of the DVR in the IE address bar, and accept the controls as prompted.

### 4.3 Network log-in

Log into the DVR after the ActiveX program has been installed. Select “LAN” or “INTERNET” depending on the network environment, and click “Login” to connect.



**Note:** Selecting the LAN option when the DVR and PC are on the same local network will increase the viewing frame rate.

## 4.4 Live View

### Play control:


: OPEN or CLOSE live viewing mode.

: SNAPSHOT CAPTURE

Clicking on the Snapshot icon during a live viewing session will save an image to your hard drive C:/DVR folder by default. You can change the destination folder by going to: SETUP / SETTING / FILE SAVE PATH

: RECORD

Clicking on the record icon saves live video streams to your hard drive, C:/DVR folder by default. You can change the destination folder by going to: SETUP / SETTING / FILE SAVE PATH Click the icon once again to stop recording to your hard drive.

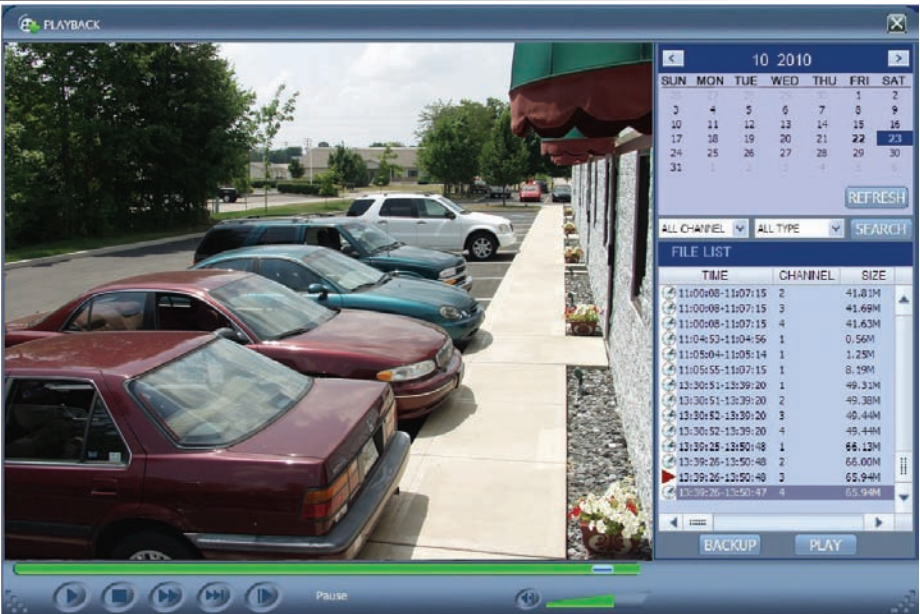
: Display channel modes 1, 4, 9 and 16 (depending on your model).

**PTZ control:** Intuitive controls for a connected PTZ camera (Chapter 3.7.6).



## 4.5 Playback

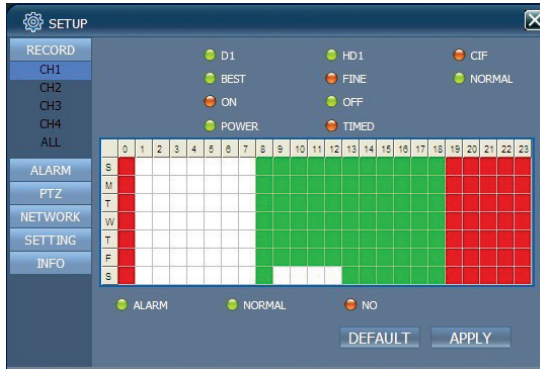
Click Playback, then Refresh, to enter the screen shown below:



Click the date, channel, record type, and then click “Search”. The eligible recorded files will appear in the file list, with the highlighted calendar numbers denoting dates with record data, as shown in the figure above. Select the file to be played back, and double-click this file or click “Playback” to view it. A control bar will appear at the bottom of the picture for pause, stop, fast forward, slow play and next frame control. Click “Backup” to save the file in the designated folder(see Figure 4.10 for setting the destination folder).

## 4.6 Record mode

Click “Setup”→“RECORD” to enter the remote record scheduling mode, as shown below:



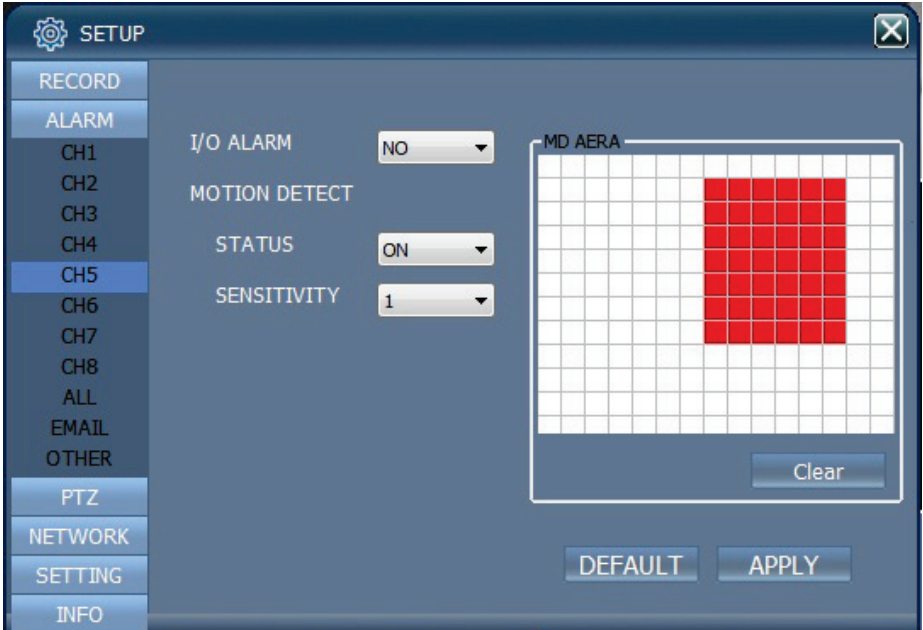
Provides network access to the record setup screen, same as described in

Chapter 3.2.

**Note:** “Detail” can be set in 4-channel DVRs only.

## 4.7 Alarm setup

Click “Setup” → “Alarm ” to enter the Alarm Setup screen, as shown below:



Provides network setup access for each channel as described in Chapters 3.7.1 and 3.7.3.

## 4.8 PTZ control

Click “Setup” → “PTZ ” to enter the PTZ Control mode.



Provides network access to the PTZ setup as described in Chapter 3.7.6.

## 4.9 Network setup

Click “Setup” → “Network Setup” to enter the Network Setup mode, as shown below:



Provides network access to make changes to the network settings as described in Chapter 3.7.7.

## 4.10 System setup

Click “Setup” → “Setting” to enter the Setting screen, as shown below:



**INTERNET:** Adjusts the data stream of the DVR to best match your internet connection speed. The highest setting (1024K) will produce the best picture quality, but some delay may be noticeable if the bandwidth of your connection is too low. This setting is best done while viewing a moving object(s).

**Note:** You can check your internet connection speed by going to: <http://www.security-labs.com/ip.shtml>

**File SAVE PATH:** Allows you to choose the destination folder for snapshots and video recorded to your hard drive.

**IE password:** Create and store a login password for network access (Note: This password may be cleared in the main menu of the DVR.)

## 4.11 Host Info

Click “DVR HOST” to view the Host Info screen. The operating state of the hard disk, the time remaining and the software version and MAC address of this system are displayed. Client Soft shows the version of the viewer in use.



## Chapter 5 Client Software & Player

A CD containing client software and a file player is included with your DVR. The client software gives you all of the menu and control functions available to the DVR without the need to use Internet Explorer.

### 5.1 Client software

Click on Client software on the enclosed CD.

Name	Date modified	Type	Size
Files Currently on the Disc (3)			
Client software	3/21/2011 4:07 AM	File folder	
Mobile software	3/21/2011 4:07 AM	File folder	
Player	3/21/2011 4:07 AM	File folder	

Click on setup.exe.

Name	Date modified	Type	Size
Files Currently on the Disc (2)			
NetDvr.msi	3/10/2011 3:00 AM	Windows Installer ...	5,742 KB
setup.exe	3/10/2011 3:00 AM	Application	387 KB

Click



on the desktop after the installation. Then the same login screen as using IE shows as below:

**USER LOGIN** ✕

IP ADDRESS :

MEDIA PORT :

PASSWORD :

NETWORK :

**IP ADDRESS:** Enter IP address or DDNS domain name



**MEDIA PORT:** Enter the port number, the default is 9000

**PASSWORD:** Enter network password if you created one earlier.

**NETWORK:** Select LAN is the local area network, or INTERNET is the wide area network

Note: After a successful login, the interface shown is the same as that of IE. Please refer to the instructions in Chapter 4 if needed.

## 5.2 Video Player

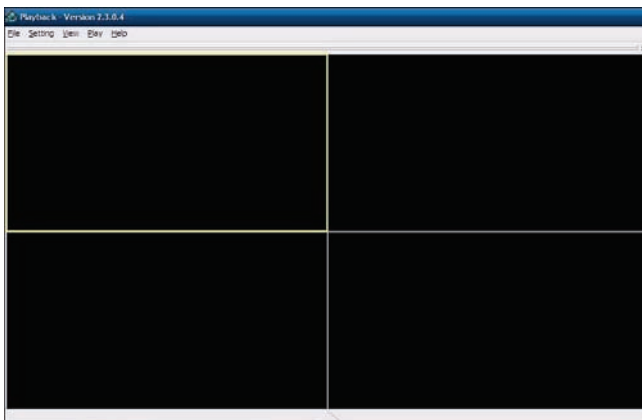
Videos saved to your PC hard drive from the DVR are in a 264 file format. The player on the included CD will show these files on your PC. A converter to change the files to an AVI format is also included.

Click on the Player folder

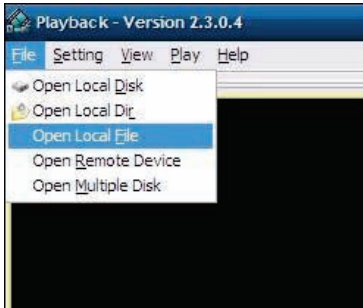
Name	Date modified	Type	Size
Files Currently on the Disc (3)			
Client software	3/21/2011 4:07 AM	File folder	
Mobile software	3/21/2011 4:07 AM	File folder	
Player	3/21/2011 4:07 AM	File folder	

Click on PlaybackSetup.exe

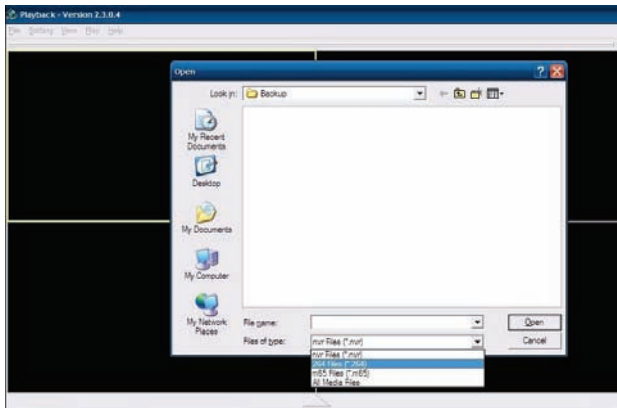
Name	Date modified	Type	Size
Files Currently on the Disc (1)			
PlaybackSetup.exe	6/9/2009 3:43 AM	Application	2,729 KB



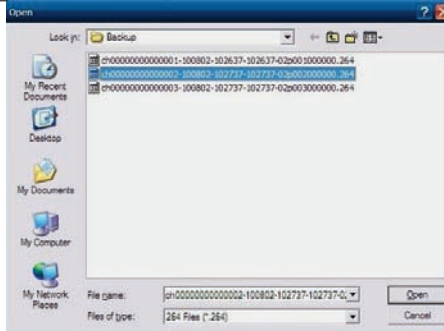
Select: Open Local File to play a video from your PC hard drive



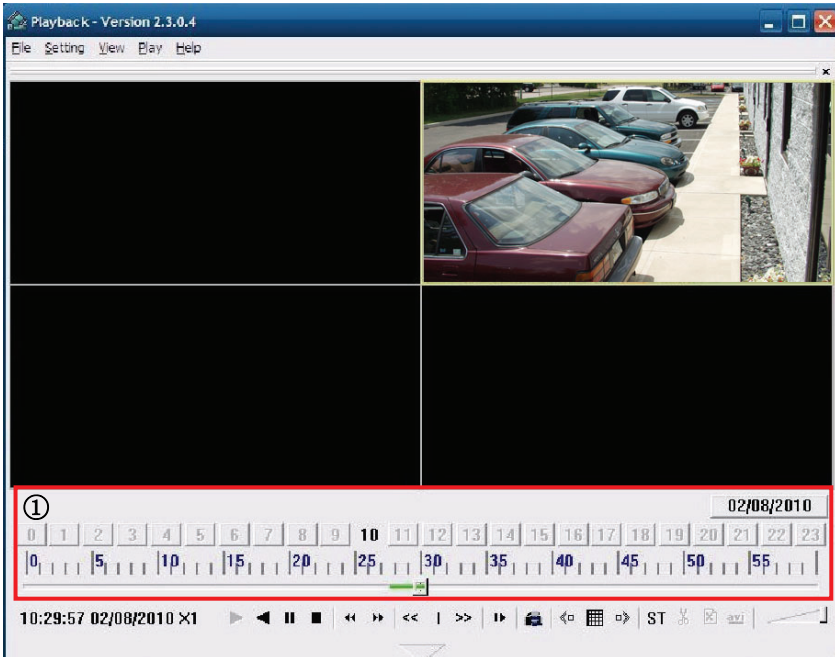
Select: 264 Files from the drop list at the bottom.







Double click or OPEN the file you wish to view.
















After playback begins, an arrow icon  appears at the bottom of the screen. Clicking on the arrow icon displays additional controls shown below.



Function Icon	Definition	Function Icon	Definition
	Recording Schedule		All video
	Play Forward, Play backward		Increase video

## 4 Channel H.264 DVR User Manual

 	Pause, STOP	ST	Start Operation
 	Backward /forward frame		File Cut
   	Slow/Normal/Fast		File Deletion
	Next Hour	avi	AVI Format transmission
	Capture bitmap		OSD
	Decrease video		Volume Control

**Note:**1.Double click a channel image to enlarge, double click again to return to quad view.

2.When converting to an AVI format, click the ST button, then click the AVI button to select required time periods.

## Appendix: Hard disk space used

Unit: Megabyte /Channel/Hour

Bit rate Resolution	Excellent	Good	Ordinary
D1	400	300	200
half-D1	350	250	150
CIF	300	200	100

## *Limited Product Warranty*

### **ONE YEAR PARTS AND LABOR; HARD DRIVE: MAY VARY WITH MODEL**

Should this product prove to be defective in material or workmanship under normal usage, we will provide without charge to the consumer, parts and/or labor necessary to remedy the defect for the period of ONE YEAR from the date of purchase. The warranty period commences on the date that the product is purchased by the consumer. Any implied warranty is also limited to the duration above.

**THIS WARRANTY DOES NOT COVER THE FOLLOWING: FLUCTUATIONS IN THE POWER SOURCE OR LIGHTNING-RELATED DAMAGE; ATTACHED OR UNATTACHED ACCESSORIES; COSMETIC PARTS SUCH AS KNOBS AND ACCESS DOORS; CABINET DAMAGE, INCLUDING DAMAGE IN TRANSIT; ACCIDENTAL DAMAGE; MISUSE; ABUSE; UNAUTHORIZED PARTS USAGE OR REPAIRS; RECEPTION PROBLEMS DUE TO INADEQUATE SIGNAL; UNAUTHORIZED INTERNAL CONTROL OF ADJUSTMENTS; INSTALLATION; ADJUSTMENT OF CONSUMER CONTROLS; EXCEEDING THE MAXIMUM OR MINIMUM RATED LIMITATIONS OF THE PRODUCT AS OUTLINED; OR ANY USE OF THE PRODUCT OTHER THAN THAT SPECIFICALLY PRESCRIBED IN THE OWNER'S MANUAL. THIS WARRANTY APPLIES TO PRODUCT SOLD AS NEW AND NOT REMANUFACTURED, RECERTIFIED, OR B STOCK PRODUCTS. THE MANUFACTURER'S OBLIGATION UNDER THIS WARRANTY SHALL BE TO REPLACE SUCH PARTS AND PROVIDE LABOR AS STATED. THE MANUFACTURER WILL NOT BE LIABLE FOR ANY LOSSES OR INCONVENIENCES DIRECT OR INDIRECT, OR CONSEQUENTIAL PROPERTY DAMAGES.**

To obtain warranty service, the consumer must provide the product, along with evidence that will positively identify the date that the product was purchased, from an authorized product representative, dealer, retailer, or distributor. Prior to shipment, a RETURN AUTHORIZATION must be obtained; this will assist us in efficient service on your unit, and possibly avoid shipment if the adjustment can be made over the phone. If shipment is made, the cost for postage, insurance and shipping of the product is the responsibility of the owner.

**To obtain a warranty return authorization number, contact our Customer Service at: 1-800-774-0284 or 15540 Herriman Blvd. Noblesville, IN 46060.**

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