# Network Video Recorder

# User Manual

Hikvision® Network Digital Video Recorder User Manual

# Regulatory information
# FCC information

**FCC compliance:** This equipment has been tested and found to comply with the limits for a digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

## FCC conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

# EU Conformity Statement

This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Low Voltage Directive 2006/95/EC, the EMC Directive 2004/108/EC.

2002/96/EC (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info.

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info.

# Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only.
- Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

Thank you for purchasing our product. If there is any question or request, please do not hesitate to contact dealer.
This manual is applicable to the models listed in the following table.

| Series | Model | Type |
|---|---|---|
| 7100NI-SL | DS-7104NI-SL<br>DS-7108NI-SL | Network Video Recorder |

# Product Key Features

**General**

- Connectable to network cameras, network dome and encoders.
- Connectable to the third-party network cameras like AXIS, Brickcom, Bosch, PANASONIC, SAMSUNG and SANYO, and network cameras that adopt ONVIF or PSIA protocol.
- PAL/NTSC adaptive video inputs.
- Each channel supports dual-stream.
- Up to 8 network cameras can be connected.
- Independent configuration for each channel, including resolution, frame rate, bit rate, image quality, etc.
- The quality of the input and output record is configurable.

**Local Monitoring**

- Simultaneous HDMI and VGA outputs.
- HDMI output and VGA output at up to 1920×1080 resolution.
- Multiple screen display in live view is supported, and the display sequence of channels is adjustable.
- Live view screen can be switched in group, and manual switch and auto-switch live view are also provided, and the interval of auto-switch can be adjusted.
- Quick setting menu is provided for live view.
- Motion detection, tamper-proof, video exception alert and video loss alert functions.
- Privacy mask.
- Multiple PTZ protocols supported; PTZ preset, patrol and pattern.
- Zooming in by clicking the mouse and PTZ tracing by dragging mouse.

**HDD Management**

- 1 SATA hard disk can be connected, with a maximum of 4TB storage capacity.
- Support S.M.A.R.T. and bad sector detection.
- HDD quota management; different capacity can be assigned to different channel.

**Recording and Playback**

- Holiday recording schedule configuration.
- Continuous and event video recording parameters.
- Multiple recording types: manual, continuous, and motion.
- 8 recording time periods with separated recording types.
- Pre-record and post-record for motion detection for recording, and pre-record time for schedule and manual recording.
- Searching record files by motion detection.
- Tag adding for record files, searching and playing back by tags.
- Locking and unlocking record files.
- Searching and playing back record files by channel number, recording type, start time, end time, etc.
- Zooming in when playback.
- Reverse playback of multi-channel.
- Supports pause, play reverse, fast forward, slow forward, skip forward, and skip backward when playback, and locating by dragging the mouse.
- Up to 8-ch synchronous playback at 4CIF real time.

**Backup**
- Export video data by USB or SATA device.
- Export video clips when playback.
- Management and maintenance of backup devices.

**Alarm and Exception**
- Alarm for video loss, motion detection, tampering, abnormal signal, video input/output standard mismatch, illegal login, network disconnected, IP confliction, abnormal record, HDD error, and HDD full, etc.
- Alarm triggers full screen monitoring, audio alarm, notifying surveillance center, sending email and alarm output.
- Automatic restore when system is abnormal.

**Other Local Functions**
- Operable by mouse and remote control.
- Three-level user management; admin user is allowed to create many operating accounts and define their operating permission, which includes the limit to access any channel.
- Operation, alarm, exceptions and log recording and searching.
- Import and export of device configuration information.

**Network Functions**
- 1 self-adaptive 10M/100M network interface.
- IPv6 is supported.
- TCP/IP protocol, PPPoE, DHCP, DNS, DDNS, NTP, SADP, SMTP, SNMP, NFS, and iSCSI are supported.
- TCP, UDP and RTP for unicast.
- Auto/Manual port mapping by UPnP$^{TM}$.
- Remote reverse playback via RTSP.
- Support accessing by the platform via ONVIF.
- Remote search, playback, download, locking and unlocking of the record files, and support downloading files broken transfer resume.
- Remote parameters setup; remote import/export of device parameters.
- Remote viewing of the device status, system logs and alarm status.
- Remote locking and unlocking of mouse.
- Remote HDD initializing and program upgrading.
- Remote system restart and shutdown.
- Event and exception information can be sent to the remote host.
- Remotely start/stop recording.
- Remote PTZ control.
- Two-way audio and voice broadcasting.
- Embedded WEB server.

**Development Scalability:**
- SDK for Windows and Linux system.
- Source code of application software for demo.
- Development support and training for application system.

# TABLE OF CONTENTS

# Chapter 1  Introduction

# 1.1 Front Panel



Figure 1. 1 Front Panel of DS-7100NI-SL

| No. | Icon | Description |
|-----|------|-------------|
| 1 | | Indicator turns red when DVR is powered up. |
| 2 | | Indicator lights in red when data is being read from or written to HDD. |
| 3 | | Indicator blinks blue when network connection is functioning properly. |

# 1.2 USB Mouse Operation

A regular 3-button (Left/Right/Scroll-wheel) USB mouse can also be used with this NVR. To use a USB mouse:

1. Plug USB mouse into one of the USB interfaces on the front panel of the NVR.
2. The mouse should automatically be detected. If in a rare case that the mouse is not detected, the possible reason may be that the two devices are not compatible, please refer to the recommended the device list from your provider.

The operation of the mouse:

Table 1. 1 Description of the Mouse Control

| Name | Action | Description |
| --- | --- | --- |
| Left-Click | Single-Click | Live view: Select channel and show the quick set menu. Menu: Select and enter. |
| | Double-Click | Live view: Switch between single-screen and multi-screen. |
| | Click and Drag | PTZ control: pan, tilt and zoom. Tamper-proof, privacy mask and motion detection: Select target area. Digital zoom-in: Drag and select target area. Live view: Drag channel/time bar. |
| Right-Click | Single-Click | Live view: Show menu. Menu: Exit current menu to upper level menu. |
| Scroll-Wheel | Scrolling up | Live view: Previous screen. Menu: Previous item. |
| | Scrolling down | Live view: Next screen. Menu: Next item. |

# 1.3 Input Method Description



Figure 1. 2 Soft Keyboard

Description of the buttons on the soft keyboard:

Table 1. 2 Description of the Soft Keyboard Icons

| Icons | Description | Icons | Description |
|---|---|---|---|
| En | English | A | Capital English |
| 123 | Numbers | | Symbols |
| a | Lowercase/Uppercase | | Backspace |
| | Space | Enter | Enter |
| ESC | Exit | | |
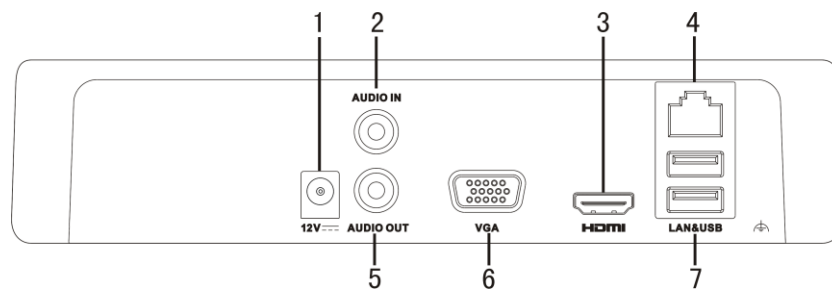
# 1.4   Rear Panel



Figure 1. 3 Rear Panel of DS-7100NI-SL

| No. | Item | Description |
|---|---|---|
| 1 | **Power Supply** | 12VDC power supply. |
| 2 | **Audio In** | RCA connector for two-way audio input. |
| 3 | **HDMI Interface** | HDMI video output connector. |
| 4 | **LAN** | Network interface |
| 5 | **Audio Out** | RCA connector for audio output. |
| 6 | **VGA Output** | DB9 connector for VGA output. Display local video output and menu. |
| 7 | **USB Interface** | Universal Serial Bus (USB) ports for additional devices such as USB mouse and USB Hard Disk Drive (HDD). |

# Chapter 2　　Getting Started

# 2.1   Starting Up and Shutting Down the NVR

*Purpose:*

Proper startup and shutdown procedures are crucial to expanding the life of the NVR.

*Before you start:*

Check that the voltage of the extra power supply is the same with the NVR's requirement, and the ground connection is working properly.

**Starting up the NVR:**

*Steps:*

1.  Check the power supply is plugged into an electrical outlet. It is HIGHLY recommended that an Uninterruptible Power Supply (UPS) be used in conjunction with the device.

2.  After startup, the Power LED indicator blinks red. A splash screen with the status of the HDD appears on the monitor.

**Shutting down the NVR**

*Steps:*

1.  Enter the Shutdown menu.
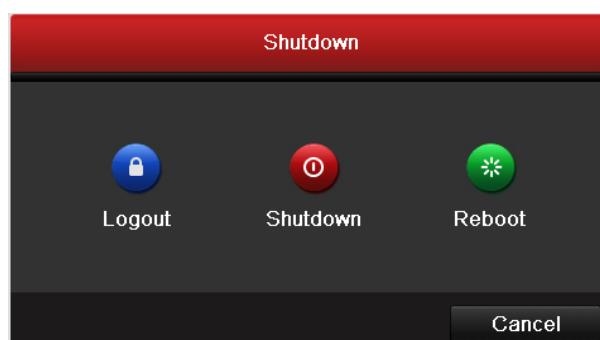
    Menu > Shutdown



Figure 2. 1 Shutdown Menu

2.  Click the **Shutdown** button.
3.  Click the **Yes** button.
4.  Unplug the power supply on the rear panel when the shutdown attention pops up.
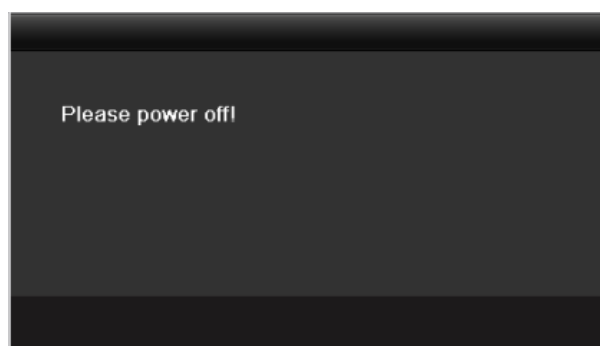


Figure 2. 2 Shutdown Attention

**Rebooting the NVR**

In the Shutdown menu, you can also reboot the NVR.

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*Steps:*

1. Enter the **Shutdown** menu by clicking Menu > Shutdown.
2. Click the **Logout** button to lock the NVR or the **Reboot** button to reboot the NVR.

# 2.2    Using the Wizard for Basic Configuration

By default, the Setup Wizard starts once the NVR has loaded, as shown in Figure below.
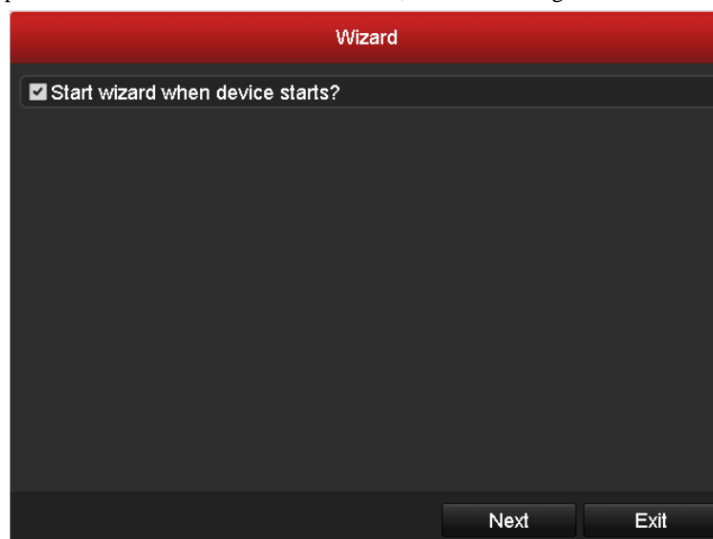


Figure 2. 3 Start Wizard Interface

Operating the Setup Wizard:

1.  The Setup Wizard can walk you through some important settings of the NVR. If you don't want to use the Setup Wizard at that moment, click the **Exit** button. You can also choose to use the Setup Wizard next time by leaving the "Start wizard when the device starts?" checkbox checked.

2.  Click **Next** button on the Wizard window to enter the **Login** window, as shown in Figure 2. 4.
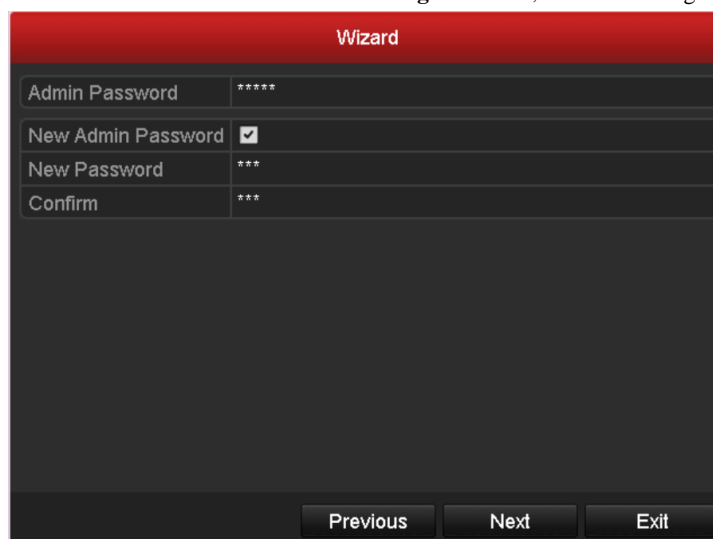


Figure 2. 4 Login Window

3.  Enter the admin password. By default, the password is 12345.

4.  To change the admin password, check the **New Admin Password** checkbox. Enter the new password and confirm the password in the given fields.

5.  Click the **Next** button to enter the date and time settings window, as shown in Figure 2. 5.

Figure 2. 5 Date and Time Settings

6. After the time settings, click **Next** button which takes you back to the Network Setup Wizard window, as shown in Figure 2. 6.



Figure 2. 6 Network Configuration

7. Click **Next** button after you configured the network parameters, which takes you to the **HDD Management** window, shown in Figure 2. 7.
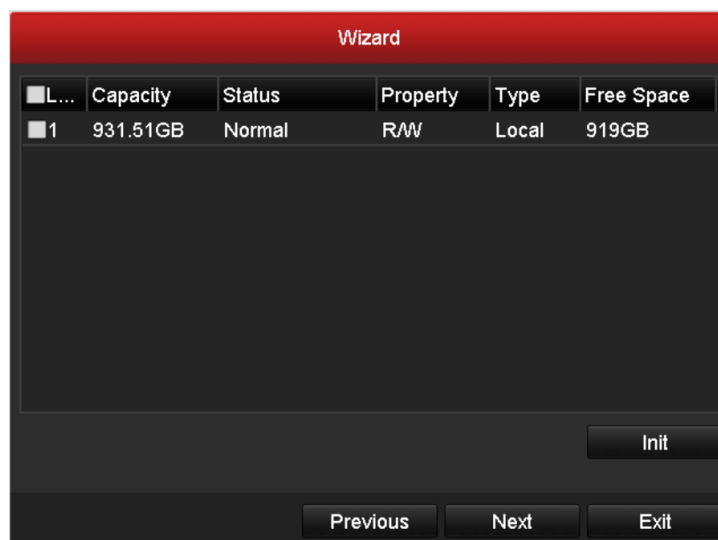
Figure 2. 7 HDD Management

8.  To initialize the HDD, click the **Init** button. Initialization removes all the data saved in the HDD.

9.  Click **Next** button to enter the **Adding IP Camera** interface.

10. Click **Search** to find online IP Camera. Select the IP camera to be added, and click the **Add** button.
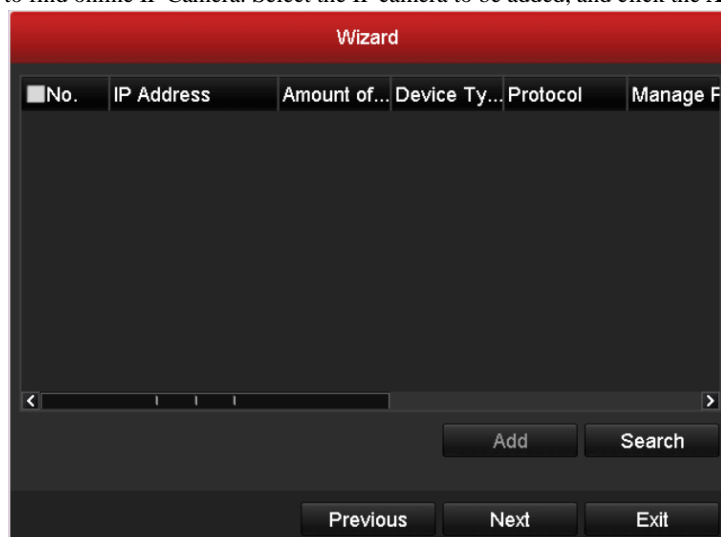


Figure 2. 8 Search for IP Cameras

11. Click **Next** button. Configure the recording for the searched IP Cameras.
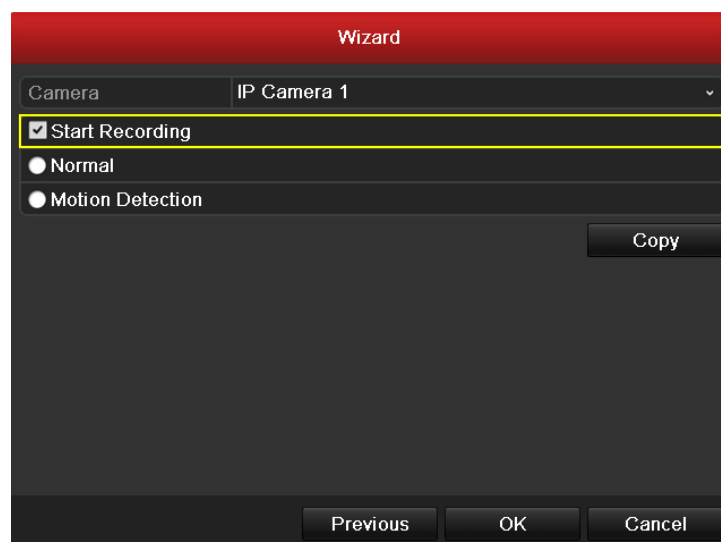
Figure 2. 9 Record Settings

12. Click **Copy** to copy the settings to other channels, as shown in Figure 2. 10.


Figure 2. 10 Copy Record Settings

13. Click **OK** to complete the startup Setup Wizard.

# 2.3 Adding and Connecting the IP Cameras

## 2.3.1 Adding the Online IP Cameras

*Purpose:*

The main function of the NVR is to connect the network cameras and record the video got from it. So before you can get a live view or record of the video, you should add the network cameras to the connection list of the device.

*Before you start:*

Ensure the network connection is valid and correct. For detailed checking and configuring of the network, please see *Chapter Checking Network Traffic* and *Chapter Configuring Network Detection.*

• **Task 1:**

*Steps:*

1. Right-click the mouse when you in the live view mode to show the right-click menu.

2. Select **Add IP Camera** in the pop-up menu and select **Auto** or **Manual** on your demand.
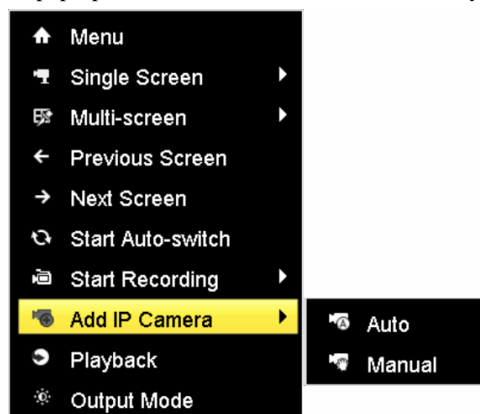


Figure 2. 11 Right-click Menu of Adding IPC

• **Auto**

The device will add the detected IP cameras or encoders automatically by the default user name and password of administrator.



Figure 2. 12 Auto Adding IPC Interface

*Note:* If the user name and password is changed, the auto adding of IP camera will fail, you may add it

manually.

- **Manual**

*Steps:*

1. To add the online cameras with same network segment:

    1) The detected online camera will be listed in the camera list, as shown in the figure below.
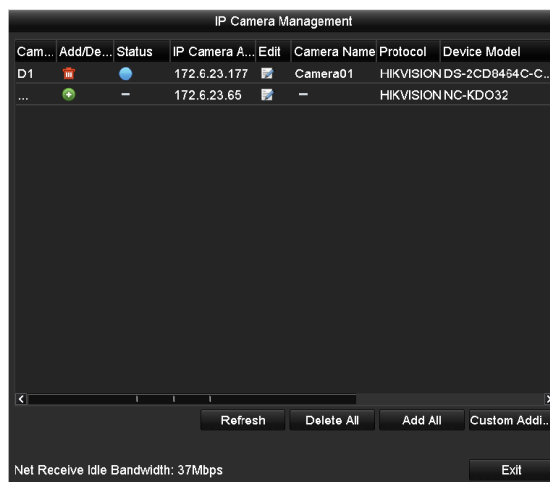


Figure 2. 13 Manual Adding IPC Interface

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2) Click the [+] button to add the camera.

Explanation of the icons:

| Icon | Explanation | Icon | Explanation |
|---|---|---|---|
| ![edit] | Edit basic parameters of the camera | ![add] | Add the detected IP camera. |
| ![connected-play] | The camera is connected; you can click the icon to get the live view of the camera. | ![warning] | The camera is disconnected; you can click the icon to get the exception information of camera. |
| ![connected] | The camera is connected. | ![advanced] | Advanced settings of the camera. |
| ![delete] | Delete the IP camera | | |

2. To add other IP cameras:

    1) Click the **Custom Add** button to pop up the Add IP Camera (Custom) interface.
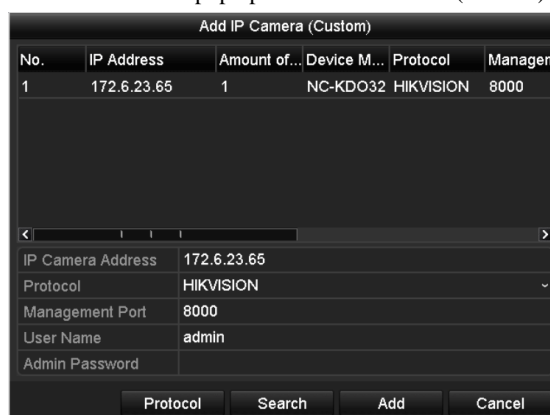


Figure 2. 14 Custom Adding IPC Interface

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2) You can edit the IP address, protocol, management port, and other information of the IP camera to

be added.

3) Click **Add** to add the camera.

- **Task 2:**

*Steps:*

1.  Enter the Camera Management interface.

    Menu> Camera> Camera



Figure 2. 15 Main Menu

**2.** Repeat the step 2 and 3 of adding IP cameras manually to add the camera.
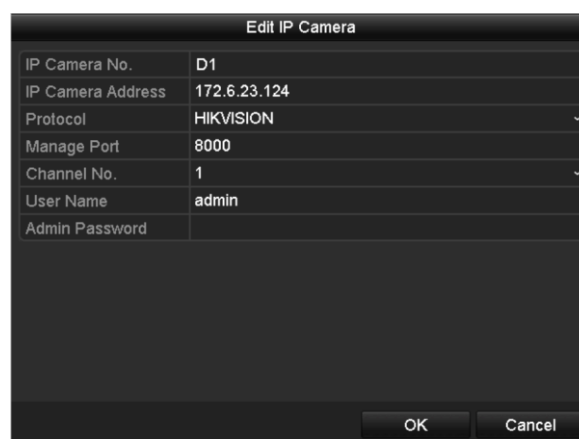


Figure 2. 16 IPC Management Interface

## 2.3.2 Editing the Connected IP cameras and Configuring Customized Protocols

After the adding of the IP cameras, the basic information of the camera lists in the page, you can configure the basic setting of the IP cameras.

*Steps:*

1.  Click the ![icon] icon to edit the parameters; you can edit the IP address, protocol and other parameters.
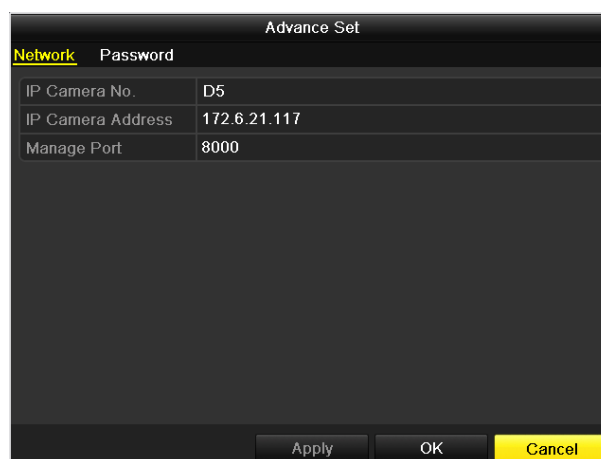
Figure 2. 17 Edit the Parameters

2. Click lick **OK** to save the settings and exit the editing interface.

**To edit advanced parameters:**

1. Drag the horizontal scroll bar to the right side and click the  icon.
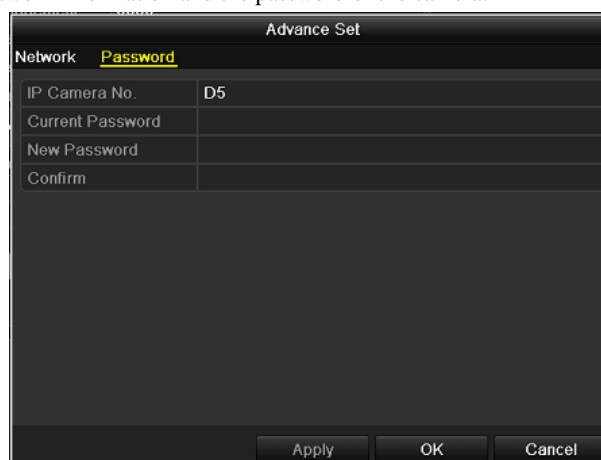


Figure 2. 18 Network Configuration of the Camera

2. You can edit the network information and the password of the camera.



Figure 2. 19 Password Configuration of the Camera

3.    Click **Apply** to save the settings and click **OK** to exit the interface.
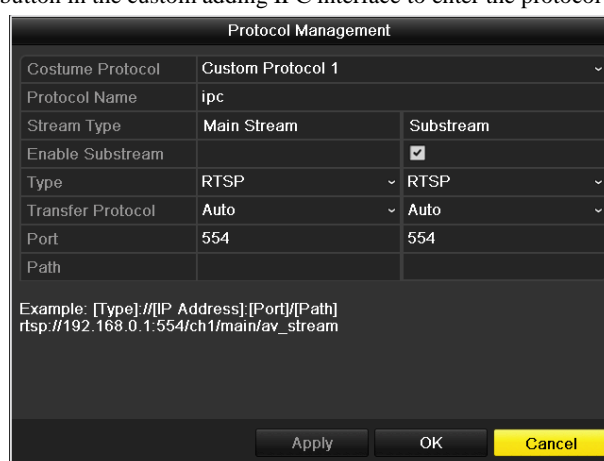
**Configuring the customized protocols**

*Purpose:*

To connect the network cameras which are not configured with the standard protocols, you can configure the customized protocols for them.

*Steps:*

1.    Click the **Protocol** button in the custom adding IPC interface to enter the protocol management interface.



Figure 2. 20 Protocol Management Interface

There are 16 customized protocols provided in the system, you can edit the protocol name; and choose whether to enable the sub-stream.

2.    Choose the protocol type of transmission and choose the transfer protocols.

*Note:* The protocol type and the transfer protocols must be supported by the connected network camera.

After adding the customized protocols, you can see the protocol name is listed in the dropdown list, please refer to Figure 2. 21.



Figure 2. 21 Protocol Setting

3.    Choose the protocols you just added to validate the connection of the network camera.

# Chapter 3    Live View

# 3.1   Introduction of Live View

Live view shows you the video image getting from each camera in real time. The NVR automatically enters Live View mode when powered on.

**Live View Icons**

In the live view mode, there are icons at the right top of the screen for each channel, showing the status of the record and alarm in the channel, so that you can know whether the channel is recorded, or whether there are alarms occur as soon as possible.

Table 3. 1 Description of Live View Icons

| Icons | Description |
|---|---|
| | Alarm (video loss, tampering, motion detection or sensor alarm) |
| | Record (manual record, continuous record, motion detection or alarm triggered record) |
| | Alarm & Record |

# 3.2   Operations in Live View Mode

In live view mode, there are many functions provided. The functions are listed below.

- **Single Screen**: showing only one screen on the monitor.
- **Multi-screen:** showing multiple screens on the monitor simultaneously.
- **Auto-switch:** the screen is auto switched to the next one. And you must set the dwell time for each screen on the configuration menu before enabling the auto-switch.

  Menu>Configuration>Live View>General.

- **Start Recording:** continuous record and motion detection record are supported.
- **Add IP Camera:** the shortcut to add IP camera.
- **Output Mode:** select the output mode to Standard, Bright, Gentle or Vivid.
- **Playback:** playback the recorded videos for current day.

## 3.2.1   Using the Mouse in Live View

Table 3. 2 Mouse Operation in Live View

| Name | Description |
| --- | --- |
| **Menu** | Enter the main menu of the system by right clicking the mouse. |
| **Single Screen** | Switch to the single full screen by choosing channel number from the dropdown list. |
| **Multi-screen** | Adjust the screen layout by choosing from the dropdown list. |
| **Previous Screen** | Switch to the previous screen. |
| **Next Screen** | Switch to the next screen. |
| **Start/Stop Auto-switch** | Enable/disable the auto-switch of the screens. |
| **Start Recording** | Start continuous recording or motion detection recording of all channels. |
| **Add IP Camera** | Add IP camera, manual mode and auto mode are selectable. |
| **Playback** | Enter the playback interface and start playing back the video of the selected channel immediately. |
| **Output Mode** | Four modes of output supported, including Standard, Bright, Gentle and Vivid. |

*Note:* The *dwell time* of the live view configuration must be set before using **Start Auto-switch.**
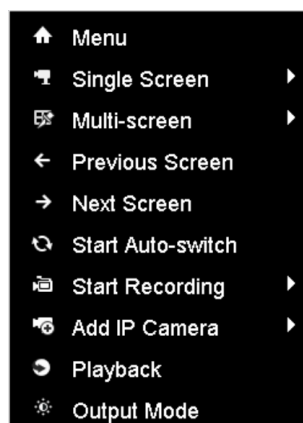
Figure 3. 1 Right-click Menu

## 3.2.2  Quick Setting Toolbar in Live View Mode

On the screen of each channel, there is a quick setting toolbar which shows when you single click the mouse in the corresponding screen.



Figure 3. 2 Quick Setting Toolbar

Table 3. 3 Description of Quick Setting Toolbar Icons

| Icons | Description | Icons | Description | Icons | Description |
|-------|-------------|-------|-------------|-------|-------------|
| / | Enable/Disable Manual Record | | Instant Playback | / | Mute/Audio on |
| | PTZ Control | | Digital Zoom | | Image Settings |
| | Live View Strategy | | Close | | |

Instant Playback only shows the record in last five minutes. If no record is found, it means there is no record during the last five minutes.

Digital Zoom can zoom in the selected area to the full screen. You can click and draw to select the area to zoom in, as shown in Figure 3. 3.

Figure 3. 3 Digital Zoom

Image Settings icon can be selected to enter the Image Settings menu.

You can set the image parameters like brightness, contrast, saturation and hue.



Figure 3. 4 Image Settings- Customize

 Live View Strategy can be selected to set strategy, including Real-time, Balanced, Fluency.
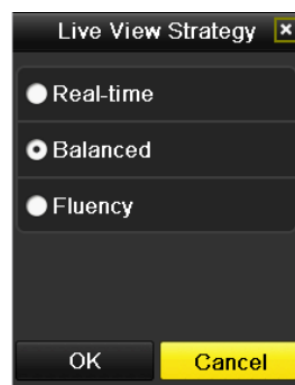


Figure 3. 5 Live View Strategy

# 3.3   Adjusting Live View Settings

*Purpose:*

Live View settings can be customized according to different needs. You can configure the output interface, dwell time for screen to be shown, mute or turning on the audio, the screen number for each channel, etc.

*Steps:*

1.  Enter the Live View Settings interface.

    Menu> Configuration> Live View



Figure 3. 6 Live View-General

The settings available in this menu include:

- **Video Output Interface:** Designates the output to configure the settings for. Only VGA/HDMI is selectable by default.

- **Live View Mode:** Designates the display mode to be used for Live View.

- **Dwell Time:** The time in seconds to *dwell* between switching of channels when enabling auto-switch in Live View.

- **Enable Audio Output:** Enables/disables audio output for the selected video output.

- **Event Output:** Designates the output to show event video.

- **Full Screen Monitoring Dwell Time:** The time in seconds to show alarm event screen.

    2.  Setting Cameras Order
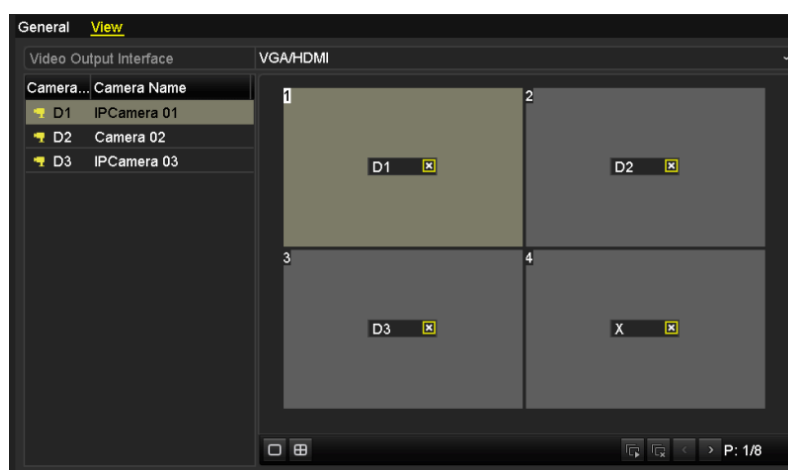


Figure 3. 7 Live View- Camera Order

To set the camera order:

1) Select a **View** mode in .

2) Select the small window, and double-click on the channel number to display the channel on the

window.

You can click  button to start live view for all the channels and click  to stop all the live view.

3) Click the **Apply** button to save the setting.

# 3.4　User Logout

*Purpose:*

After logging out, the monitor turns to the live view mode and if you want to do some operation, you need to enter user name and password tog in again.

*Steps:*

**1.** Enter the Shutdown menu.
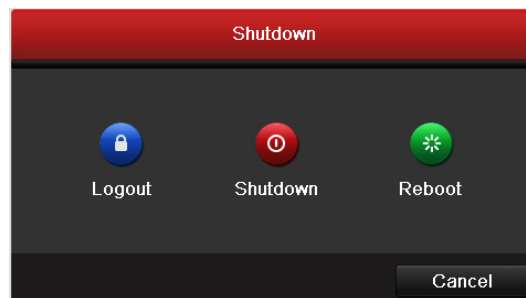
Menu>Shutdown



Figure 3. 8 Shutdown

**2.** Click **Logout**.

*Note:* After you have logged out the system, menu operation on the screen is invalid. It is required to input a user name and password to unlock the system.

# Chapter 4  PTZ Controls

# 4.1 Setting PTZ Presets, Patrols & Patterns

*Before you start:*

Please make sure that the presets, patrols and patterns should be supported by PTZ protocols.

## 4.1.1 Customizing Presets

*Purpose:*

Follow the steps to set the Preset location which you want the PTZ camera to point to when an event takes place.

*Steps:*

**1.** Enter the PTZ Control interface.

Menu>Camera>PTZ



Figure 4. 1 PTZ- More Settings

**2.** Use the directional button to wheel the camera to the location where you want to set preset.

**3.** Click the round icon before **Save Preset**.

**4.** Click the preset number to save the preset.

Repeat the steps2-4 to save more presets. If the number of the presets you want to save is more than 17, you can click […] and choose the available numbers.
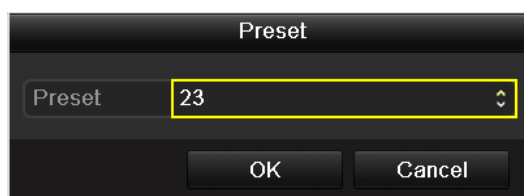


Figure 4. 2 More Presets

## 4.1.2 Calling Presets

*Purpose:*

This feature enables the camera to point to a specified position such as a window when an event takes place.

**Call preset in the PTZ setting interface:**

*Steps:*

1. Enter the PTZ Control interface.

   Menu>Camera>PTZ

2. Check the round icon of **Call Preset**.



Figure 4. 3 PTZ- Call Preset

3. Choose the preset number.

**Call preset in live view mode:**

*Steps:*

1. Press the PTZ button on the front panel or click the PTZ Control icon ⬜ in the quick setting bar to enter

   the PTZ setting menu in live view mode.
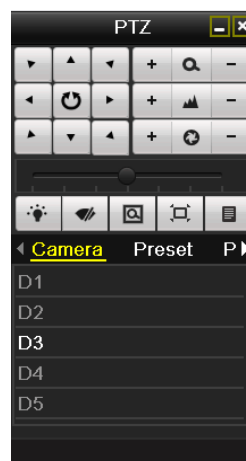


Figure 4. 4 PTZ Toolbar

2. Choose **Camera** in the list on the menu.

3. Double click the preset in the **Preset** list to call it.

## 4.1.3  Customizing Patrols

*Purpose:*

Patrols can be set to move the PTZ to different key points and have it stay there for a set duration before moving on to the next key point. The key points are corresponding to the presets. The presets can be set following the steps above in *Customizing Presets*.

*Steps:*

1. Enter the PTZ Control interface.

    Menu>Camera>PTZ

2. Select patrol number in the drop-down list of patrol.

3. Select the ⊙ under Patrol option box to add key points for the patrol.



Figure 4. 5 PTZ- Add Key Point

4. Configure key point parameters, such as the key point No., duration of staying for one key point and speed of patrol. The key point is corresponding to the preset. The **Key Point No.** determines the order at which the PTZ will follow while cycling through the patrol. The **Duration** refers to the time span to stay at the corresponding key point. The **Speed** defines the speed at which the PTZ will move from one key point to the next.
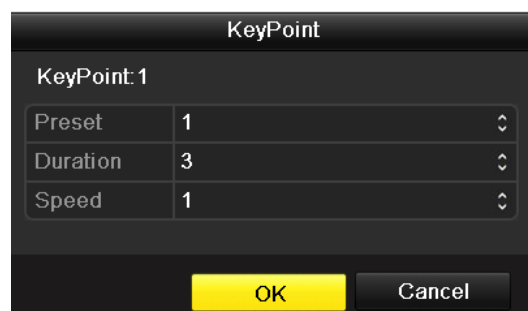


Figure 4. 6 Key Point Configuration

5. Click **OK** to save the key point to the patrol.

Repeat the above steps to add more key points.

Click the 🗑 icon to delete the corresponding key point, and click the trash icon 🗑 to.delete all the key points.

Select a key point, then click ⬆ or ⬇ button to adjust the order of the key points.
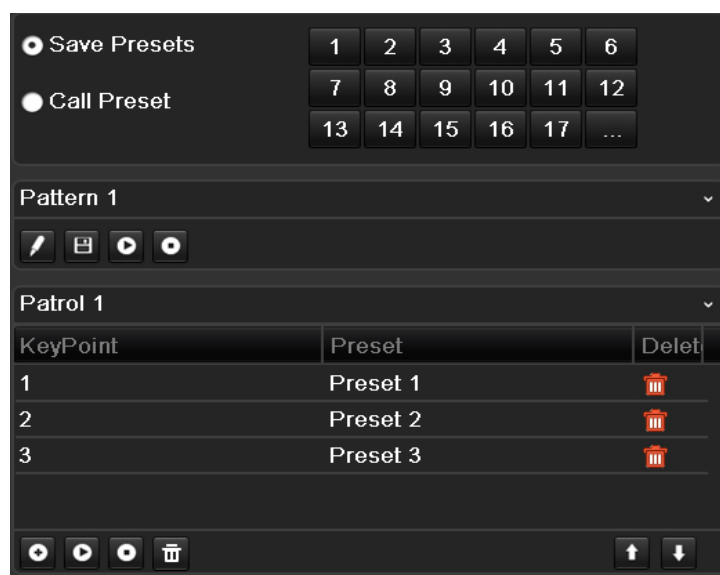
Figure 4. 7 Key Points Deletion

# 4.1.4  Calling Patrols

*Purpose:*

Calling a patrol makes the PTZ to move according the predefined patrol path.

**Calling patrol in the PTZ setting interface:**

*Steps:*

1.  In the PTZ setting interface.

    Menu> Camera> PTZ> More Settings

2.  Select the patrol number, and then click ▣ to call the patrol.

3.  Click ▣ to stop it.

**Calling patrol in live view mode:**

*Steps:*

1.  Press PTZ control on the front panel or on the remote, or click PTZ Control icon ▣ on the quick setting

    toolbar, to show the PTZ control toolbar.

2.  Choose **Patrol** on the control bar.

3.  Double click the patrol or select the patrol and click ▣ to call it.

Figure 4. 8 PTZ Toolbar- Patrol

## 4.1.5  Customizing Patterns

*Purpose:*

Patterns can be set by recording the movement of the PTZ. You can call the pattern to make the PTZ movement according to the predefined path.

*Steps:*

1.  Enter the PTZ Control interface.

    Menu>Camera>PTZ>More Settings

2.  Choose pattern number in the option box.



Figure 4. 9 PTZ- Pattern

3.  Click ![] and use your mouse to drag the image or click the eight directional buttons in the control box under the image to move the PTZ camera.

    The movement of the PTZ is recorded as the pattern.

4.  Click ![] to save the pattern.

## 4.1.6  Calling Patterns

*Purpose:*

Follow the procedure to move the PTZ camera according to the predefined patterns.

**Calling pattern in the PTZ setting interface**

*Steps:*

1. Enter the PTZ Control interface.

   Menu>Camera>PTZ>More Settings

2. Select the pattern number.

3. Click ⬛, then the PTZ moves according to the pattern. Click ⬛ to stop it.

**Call pattern in live view mode**

*Steps:*

1. In the live view mode, press PTZ control on the front panel or on the remote control, or click PTZ Control icon ⬛ on the quick setting toolbar.

2. And then choose **Pattern** on the control bar.

3. Double click the pattern or select the pattern and click ⬛ to call it.



Figure 4. 10 PTZ Toolbar- Pattern

# 4.2   PTZ Control Toolbar

In the Live View mode, you can press the PTZ Control button on the front panel or on the remote control, or

choose the PTZ Control icon [ ]  to enter the PTZ toolbar.
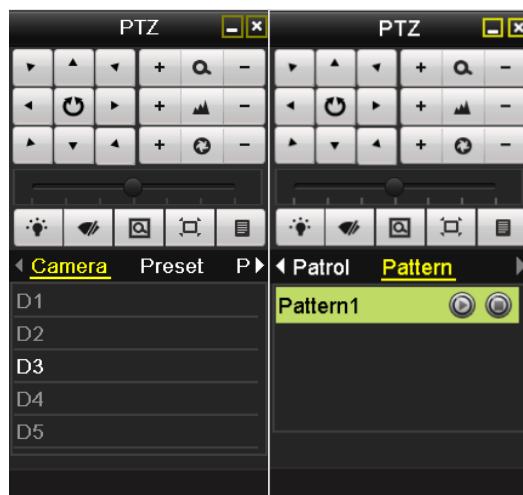


Figure 4. 11 PTZ Toolbar

Table 4. 1 Description of the PTZ toolbar icons

| Icon | Description | Icon | Description | Icon | Description |
|------|-------------|------|-------------|------|-------------|
| | Direction button and the auto-cycle button | + | Zoom+, Focus+, Iris+ | − | Zoom-, Focus-, Iris- |
| | The speed of the PTZ movement | | Light on/off | | Wiper on/off |
| | 3D-Zoom | | Image Centralization | Preset | Preset |
| Patrol | Patrol | Pattern | Pattern | | Menu |
| | Previous item | | Next item | | Start pattern/patrol |
| | Stop the patrol or pattern movement | | Minimize windows | | Exit |

# Chapter 5  Record Settings

# 5.1   Configuring Recording Parameters

*Purpose:*

By configuring the recording parameters you can define the parameters which affect the image quality, such as the transmission stream type, the resolution and so on.

*Before you start:*

Make sure that the HDD has already been installed. If not, please install a HDD and initialize it. (Menu>HDD>General)

| ■L... | Capacity | Status | Property | Type | Free Space | Gr... | Edit | D... |
|-------|----------|--------|----------|------|------------|-------|------|------|
| ■1 | 931.51GB | Normal | R/W | Local | 919GB | 1 | — | — |

Figure 5. 1 HDD- General

*Steps:*

1. Enter the Record settings interface to configure the recording parameters:

   Menu>Record> Parameters

| Camera | IP Camera 1 | ∨ |
|--------|-------------|---|
| Encoding Parameters | Main Stream(Continuous) | Main Stream(Event) |
| Stream Type | Video & Audio ∨ | Video & Audio ∨ |
| Resolution | 704*576(4CIF) ∨ | 704*576(4CIF) ∨ |
| Bitrate Type | Variable ∨ | Variable ∨ |
| Video Quality | Medium ∨ | Medium ∨ |
| Frame Rate | Full Frame ∨ | Full Frame ∨ |
| Max. Bitrate Mode | General ∨ | General ∨ |
| Max. Bitrate(Kbps) | 2048 ∨ | 2048 ∨ |
| Max. Bitrate Range Reco... | 1152~1920(Kbps) | 1152~1920(Kbps) |
| Pre-record | 5s | ∨ |
| Post-record | 5s | ∨ |
| Expired Time (day) | 0 | |
| Record Audio | ☑ | |

Figure 5. 2 Recording Parameters

2. Parameters Setting for Recording
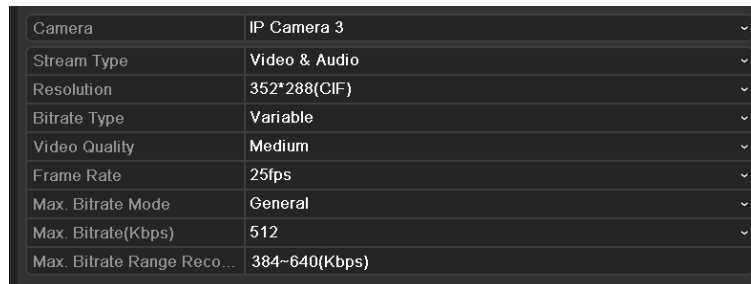
   1) Select **Record** tab page to configure. You can configure the stream type, the resolution, and other parameters on your demand.

      - **Pre-record:** The time you set to record before the scheduled time or event. For example, when an alarm triggered the recording at 10:00, if you set the pre-record time as 5 seconds, the camera records it at 9:59:55.

      - **Post-record:** The time you set to record after the event or the scheduled time. For example, when an alarm triggered the recording ends at 11:00, if you set the post-record time as 5 seconds, it records till 11:00:05.

      - **Expired Time:** The expired time is the longest time for a record file to be kept in the HDD, if the deadline is reached, the file will be deleted. You can set the expired time to 0, and then the file will not be deleted. The actual keeping time for the file should be determined by the capacity of the HDD.

      - **Record Audio:** Check the checkbox to enable or disable audio recording.

2) Click **Apply** to save the settings.

*Note:* The parameters of Main Stream (Event) are read-only.

3. Parameters Settings for Sub-stream

1) Enter the Sub-stream tab page.

| Camera | IP Camera 3 |
|---|---|
| Stream Type | Video & Audio |
| Resolution | 352*288(CIF) |
| Bitrate Type | Variable |
| Video Quality | Medium |
| Frame Rate | 25fps |
| Max. Bitrate Mode | General |
| Max. Bitrate(Kbps) | 512 |
| Max. Bitrate Range Reco... | 384~640(Kbps) |

Figure 5. 3 Sub-stream Parameters

2) Configure the parameters of the camera.

3) Click **Apply** to save the settings.

# 5.2   Configuring Record Schedule

*Purpose:*

Set the record schedule, and then the camera automatically starts/stops recording according to the configured schedule.

*Steps:*

**1.** Enter the Record Schedule interface.

Menu>Record>Schedule

**2.** Configure Record Schedule

1) Select Record Schedule.
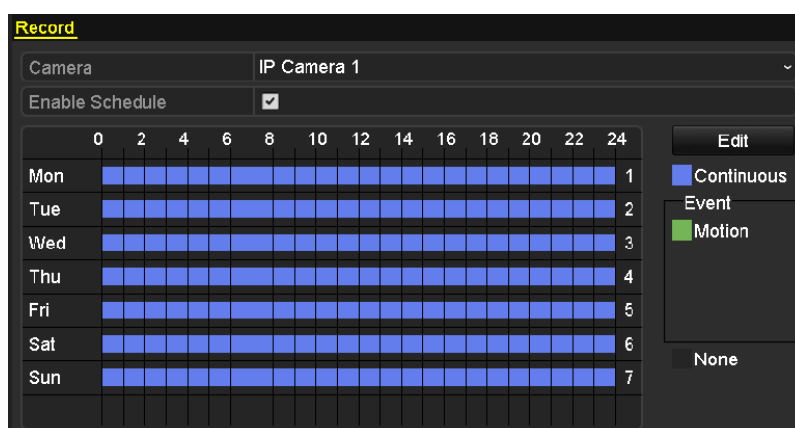


Figure 5. 4 Record Schedule

2) Choose the camera you want to configure.
3) Select the check box after the **Enable Schedule** item.
4) Click **Edit** button or click on the color icon under the edit button and draw the schedule line on the panel.

**Edit the schedule:**

I.   In the message box, you can choose the day to which you want to set schedule.
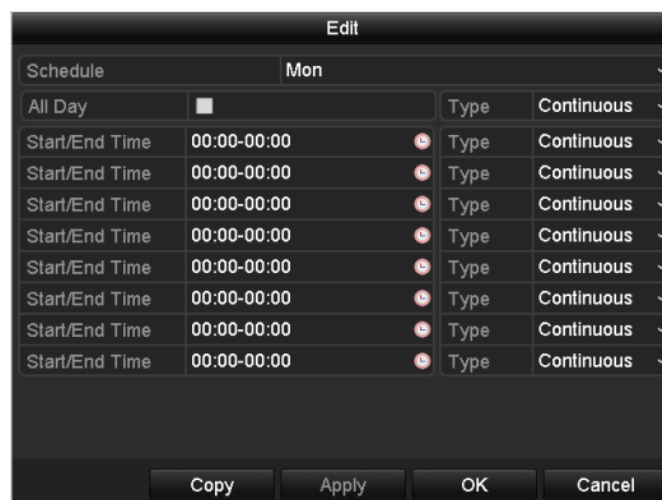


Figure 5. 5   Recording Schedule Interface

You can click the ⏰ button to set the accurate time of the schedule.

II.     To schedule an all-day recording, check the checkbox after the **All Day** item.

| All Day | ■ | Type | Continuous ~ |
|---|---|---|---|
| Start/End Time | 00:00-00:00 ⏰ | Type | Continuous ~ |
| Start/End Time | 00 �️ : 00 �️ - 00 �️ : 00 �️ | Type | Continuous ~ |
| Start/End Time | 00:00-00:00 ⏰ | Type | Continuous ~ |

Figure 5. 6 Edit Schedule

III.     To arrange other schedule, leave the **All Day** checkbox blank and set the Start/End time.

*Note:* Up to 8 periods can be configured for each day. And the time periods can't be overlapped each other.

Repeat the above edit schedule steps to schedule recording for other days in the week. If the schedule can also be applied to other days, click **Copy**.



Figure 5. 7 Copy Schedule to Other Days

IV.     Click **OK** to save setting and back to upper level menu.

V.     Click **Apply** in the Record Schedule interface to save the settings.

**Draw the schedule:**

Click on the color icons, you can choose the schedule type as continuous or event.



Figure 5. 8 Draw the Schedule

Descriptions of the color icons are shown in the figure below.
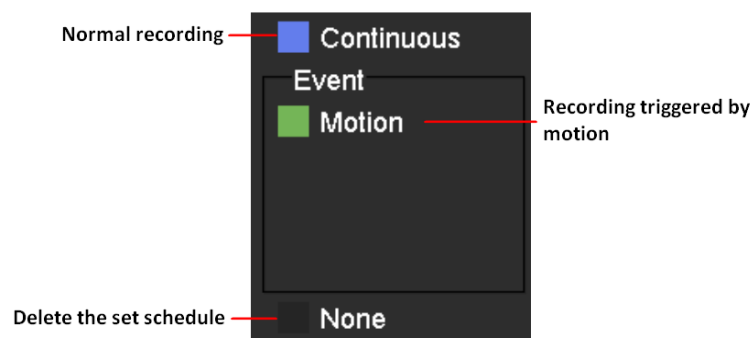
Figure 5. 9 Descriptions of the color icons

Click the **Apply** button to validate the settings.

If the settings can also be used to other channels, click **Copy**, and then choose the channel to which you want to copy.



Figure 5. 10 Copy Schedule to Other Channels

# 5.3 Configuring Motion Detection Record

*Purpose:*

Follow the steps to set the motion detection parameters. In the live view mode, once a motion detection event takes place, the NVR can analyze it and do many actions to handle it. Enabling motion detection function can trigger certain channels to start recording, or trigger full screen monitoring, audio warning, notify the surveillance center and so on. In this chapter, you can follow the steps to schedule a record which triggered by the detected motion.

*Steps:*

1. Enter the Motion Detection interface.

   Menu>Camera>Motion
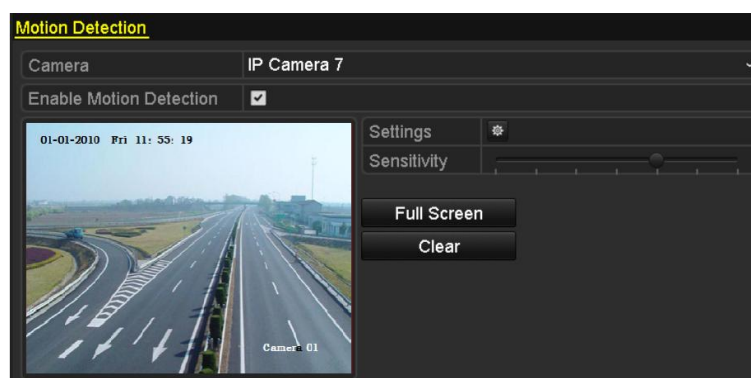


Figure 5. 11 Motion Detection

2. Configure Motion Detection：

   1) Choose camera you want to configure.

   2) Check the checkbox after **Enable Motion Detection**.

   3) Drag and draw the area for motion detection by mouse. If you want to set the motion detection for all the area shot by the camera, click **Full Screen**. To clear the motion detection area, click **Clear**.
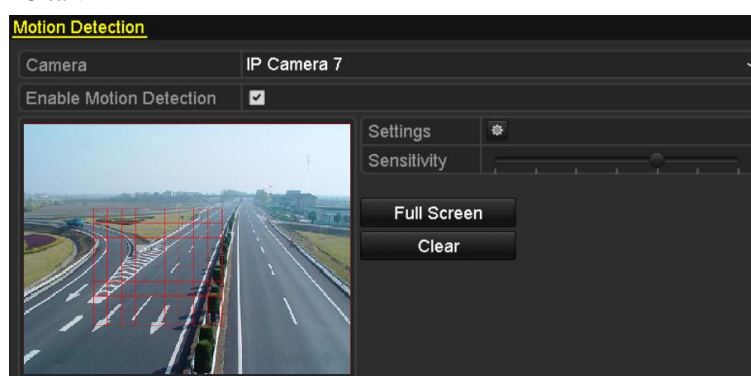


Figure 5. 12 Motion Detection- Mask

   4) Click **Setting**, and the message box for channel information pop up.
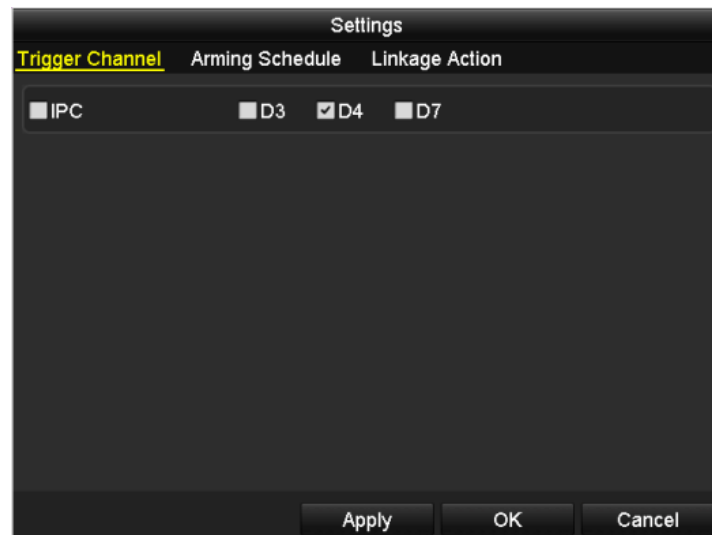
Figure 5. 13 Motion Detection Setting

5) Select the channels which you want the motion detection event to trigger recording.

6) Click **Apply** to save the settings.

7) Click **OK** to back to the upper level menu.

8) Exit the Motion Detection menu.

**3.** Edit the Motion Detection Record Schedule. For the detailed information of schedule configuration, see *Chapter Configuring Record Schedule.*

# 5.4   Manual Record

*Purpose:*

Follow the steps to set parameters for the manual record. The manual recording is prior to the scheduled recording.

*Steps:*

1.    Enter the Manual settings interface.

   Menu> Manual

   Or press the **REC** button on the remote control.
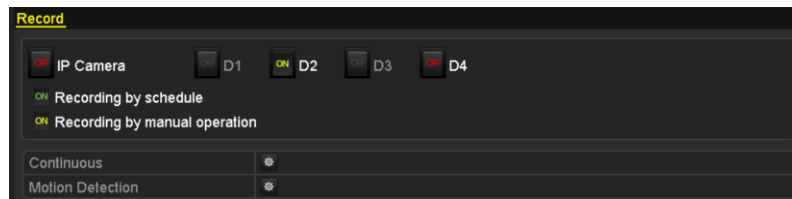


Figure 5. 14 Manual Record

2.    Enabling Manual Record

   1)   Select **Record** on the left bar.

   2)   Click the status button before camera number to change ⬛ to ⬛.

3.    Disable manual record.

   Click the status button to change ⬛ to ⬛.

   *Note:* Green icon ⬛ means that the channel is configured the record schedule. After rebooting all the manual records enabled are canceled.

# 5.5   Configuring Holiday Record

*Purpose:*

Follow the steps to configure the record schedule on holiday for that year. You may want to have different plan for recording on holiday.

*Steps:*

1.  Enter the Record setting interface.

    Menu>Record> Holiday
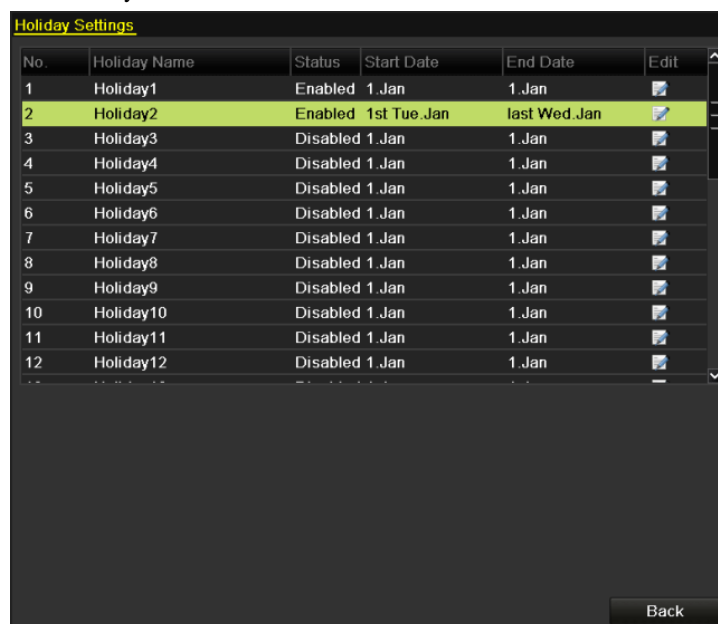


Figure 5. 15 Holiday Settings

2.  Enable Edit Holiday schedule.

    1)   Click [icon] to enter the Edit interface.
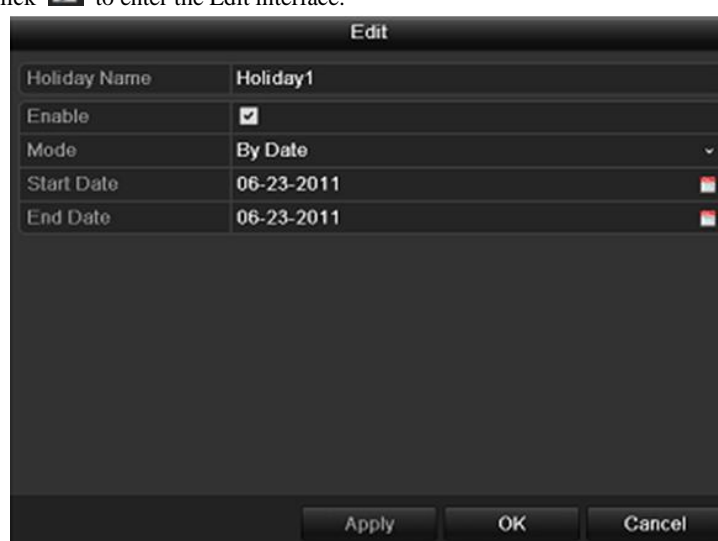


Figure 5. 16 Edit Holiday Settings

    2)   Check the checkbox after **Enable Holiday**.

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3) Select Mode from the dropdown list.

There are three different modes for the date format to configure holiday schedule.

4) Set the start and end date.

5) Click **Apply** to save settings.

6) Click **OK** to exit the Edit interface.

**3.** Enter Record Schedule settings interface to edit the holiday recording schedule. See *Chapter 5.2 Configuring Record Schedule.*

# 5.6 Files Protection

*Purpose:*

You can lock the recorded files or set the HDD property to Read-only to protect the record files from being overwritten.

*Steps:*

1. Enter Export setting interface.

   Menu> Export



Figure 5. 17 Playback

2. Select the channels you want to investigate by checking the checkbox to [✓].
3. Configure the record type, file type start/end time.
4. Click **Search** to show the results.



Figure 5. 18 Playback- Search Result

5. Protect the record files.

   1) Find the record files you want to protect, and then click the [🔓] icon which will turn to [🔒], indicating that the file is locked.

      *Note:* The record files of which the recording is still not completed can't be locked.

   2) Click [🔒] to change it to [🔓] to unlock the file and the file is not protected.

Figure 5. 19 Unlocking Attention

# Chapter 6 Playback

# 6.1 Playing Back Record Files

## 6.1.1 Playing Back by Channel

*Purpose:*

Play back the recorded video files of a specific channel in the live view mode. Channel switch is supported.

**Instant playback by channel**

*Steps:*

Choose a channel in live view mode using the mouse and click the [image] button in the quick setting toolbar.

Note: In the instant playback mode, only record files recorded during the last five minutes on this channel will be played back.



Figure 6. 1 Instant Playback Interface

**Playback by channel**

1. Enter the Playback interface.

Mouse: right click a channel in live view mode and select Playback from the menu, as shown in Figure 6. 2.
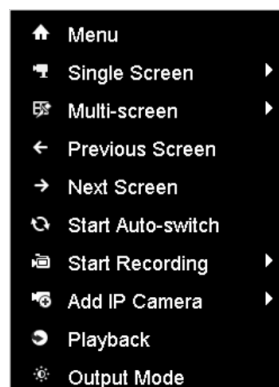


Figure 6. 2 Right-click Menu under Live View

Under multi-screen live view mode, the recorded files of the top-left channel will be played back.

*Note:* Pressing numerical buttons will switch playback to the corresponding channels during playback process.

2.  Playback management.

    The toolbar in the bottom part of Playback interface can be used to control playing progress, as shown in Figure 6. 3.



Figure 6. 3 Playback Interface

Click the channel(s) to execute simultaneous playback of multiple channels.
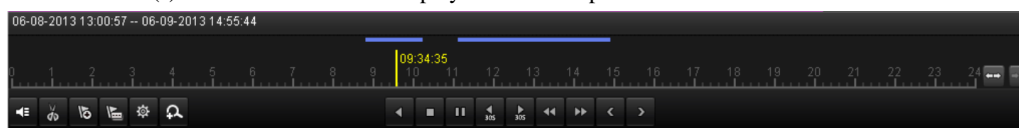


Figure 6. 4 Toolbar of Playback

*Note:* The  06-08-2013 13:00:57 -- 06-09-2013 14:55:44  indicates the start/end time of the record.

Table 6. 1 Detailed Explanation of Playback Toolbar

| Button | Operation | Button | Operation | Button | Operation | Button | Operation |
|---|---|---|---|---|---|---|---|
| | Audio on/ Mute | | Start/Stop clipping | | 30s forward | | 30s reverse |
| | Add default tag | | Add customized tag | | Tag management | | Speed down |
| | Pause reverse play/ Reverse play/ Single-frame reverse play | | Pause play/ Play/ Single-frame play | | Scaling up/down the time line | | Speed up |
| | Previous day | | Next day | | Full Screen | | Exit |
| | Stop | | Digital Zoom | | Video type | | Process bar |

*Note:* Playback progress bar: use the mouse to click any point of the progress bar or drag the progress bar to locate special frames.

# 6.1.2  Playing Back by Time

*Purpose:*

Play back video files recorded in specified time duration. Multi-channel simultaneous playback and channel switch are supported.

*Steps:*

1.  Enter playback interface.

    Menu>Playback

2.  Check the checkbox of channel(s) in the channel list and then double-click to select a date on the calendar.



Figure 6. 5 Playback Calendar

*Note:* If there are record files for that camera in that day, in the calendar, the icon for that day is displayed as .

Otherwise it is displayed as 

In the Playback interface:

The toolbar in the bottom part of Playback interface can be used to control playing process, as shown in Figure 6. 6.

Figure 6. 6 Interface of Playback by Time



Figure 6. 7 Toolbar of Playback by Time

*Note:* The ![06-08-2013 13:00:57 -- 06-09-2013 14:55:44] indicates the start/end time of the record.

Table 6. 2 Detailed Explanation of Playback-by-time Interface

| Button | Operation | Button | Operation | Button | Operation | Button | Operation |
|--------|-----------|--------|-----------|--------|-----------|--------|-----------|
| | Audio on/ Mute | | Start/Stop clipping | | 30s forward | | 30s reverse |
| | Add default tag | | Add customized tag | | Tag management | | Speed down |
| | Pause reverse play/ Reverse play/ Single-frame reverse play | | Pause play/ Play/ Single-frame play | | Scaling up/down the time line | | Speed up |
| | Previous day | | Next day | | Full Screen | | Exit |
| | Stop | | Digital Zoom | | Video type | | Process bar |

*Note:* Playback progress bar: use the mouse to click any point of the progress bar or drag the progress bar to locate special frames.

## 6.1.3  Playing Back by Event Search

*Purpose:*

Play back record files on one or several channels searched out by restricting event type (e.g. motion detection).

***Steps:***

1. Enter the Playback interface.

    Menu>Playback

2. Select the **Event** in the drop-down list on the top-left side. Only Motion is supported for the event type.
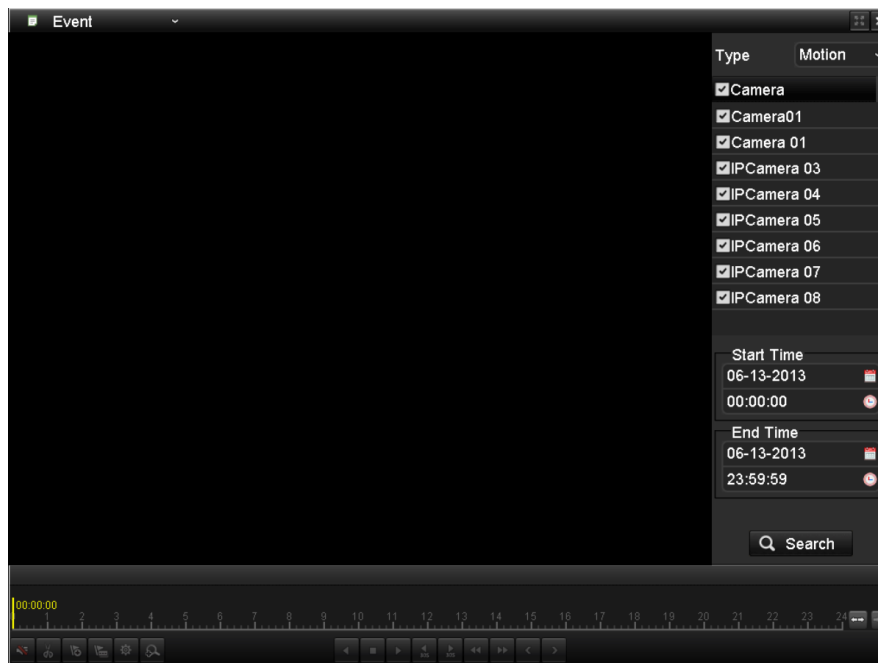


Figure 6. 8 Motion Search Interface

3. Click **Search** button to get the search result information. You may refer to the right-side bar for the result.



Figure 6. 9 Search Result Bar

4. Click ⏺ button to play back the file.

You can click the **Back** button to back to the search interface.

*Note:* Pre-play and post-play can be configured.

**5.** Playback interface.

The toolbar in the bottom part of Playback interface can be used to control playing process.



Figure 6. 10 Interface of Playback by Event



Figure 6. 11 Toolbar of Playback by Event

Table 6. 3 Detailed Explanation of Playback-by-event Toolbar

| Button | Operation | Button | Operation | Button | Operation | Button | Operation |
|---|---|---|---|---|---|---|---|
| | Audio on/ Mute | | Start/Stop clipping | | 30s forward | | 30s reverse |
| | Add default tag | | Add customized tag | | Tag management | | Speed down |
| | Pause reverse play/ Reverse play/ Single-frame reverse play | | Pause play/ Play/ Single-frame play | | Scaling up/down the time line | | Speed up |
| | Previous day | | Next day | | Full Screen | | Exit |
| | Stop | | Digital Zoom | | Process bar | | Video type |

*Note:* Playback progress bar: use the mouse to click any point of the progress bar or drag the progress bar to locate special frames.

## 6.1.4 Playing Back by Tag

*Purpose:*

Video tag allows you to record related information like people and location of a certain time point during playback. You are also allowed to use video tag(s) to search for record files and position time point.

*Before playing back by tag:*

1. Enter Playback interface.

   Menu>Playback

2. Search and play back the record file(s). Refer to *Chapter 6.1.1* for the detailed information about searching and playback of the record files.



Figure 6. 12 Interface of Playback by Time

---

Click [icon] button to add default tag.

Click [icon] button to add customized tag and input tag name.

*Note:* Max. 64 tags can be added to a single video file.

3. Tag management.

   Click [icon] button to check, edit and delete tag(s).

Figure 6. 13 Tag Management Interface

*Steps:*

1. Select the **Tag** from the drop-down list in the Playback interface.

2. Choose channels, edit start time and end time, and then click Search to enter Search Result interface.

   *Note:* You can enter keyword in the textbox ![Keyw...] to search the tag on your command.
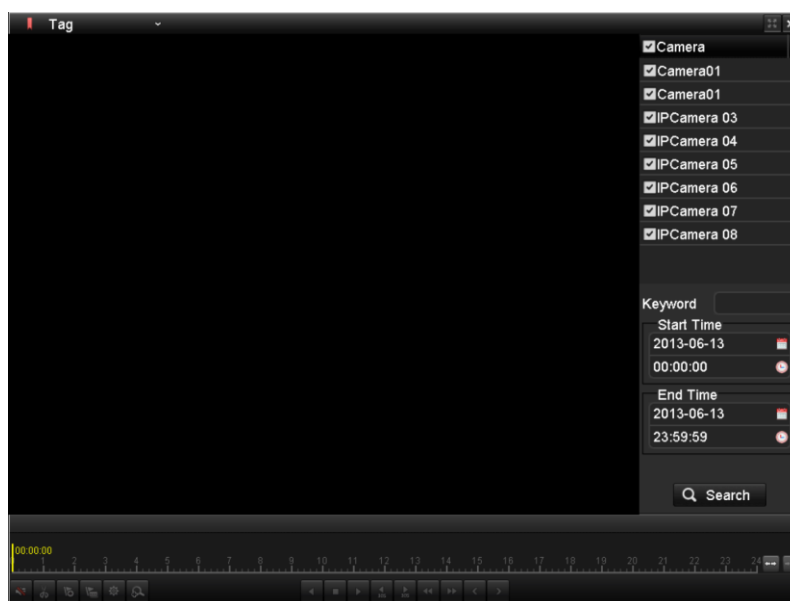


Figure 6. 14 Video Search by Tag

3. Click ![button] button to play back the file.

   You can click the **Back** button to back to the search interface.

   *Note:* Pre-play and post-play can be configured.

Figure 6. 15 Interface of Playback by Tag



Figure 6. 16 Toolbar of Playback by Tag

Table 6. 4 Detailed Explanation of Playback-by-tag Toolbar

| Button | Operation | Button | Operation | Button | Operation | Button | Operation |
|---|---|---|---|---|---|---|---|
| | Audio on/ Mute | | Start/Stop clipping | | 30s forward | | 30s reverse |
| | Add default tag | | Add customized tag | | Tag management | | Speed down |
| | Pause reverse play/ Reverse play/ Single-frame reverse play | | Pause play/ Play/ Single-frame play | | Scaling up/down the time line | | Speed up |
| | Previous day | | Next day | | Full Screen | | Exit |
| | Stop | | Digital Zoom | | Process bar | | Video type |

*Note:* Playback progress bar: use the mouse to click any point of the progress bar or drag the progress bar to locate special frames.

## 6.1.5  Playing Back by System Logs

*Purpose:*

66

Play back record file(s) associated with channels after searching system logs.

*Steps:*

1. Enter Log Information interface.

    Menu>Maintenance>Log Information

2. Click **Log Search** tab to enter Playback by System Logs.

    Set search time and type and click **Search** button.
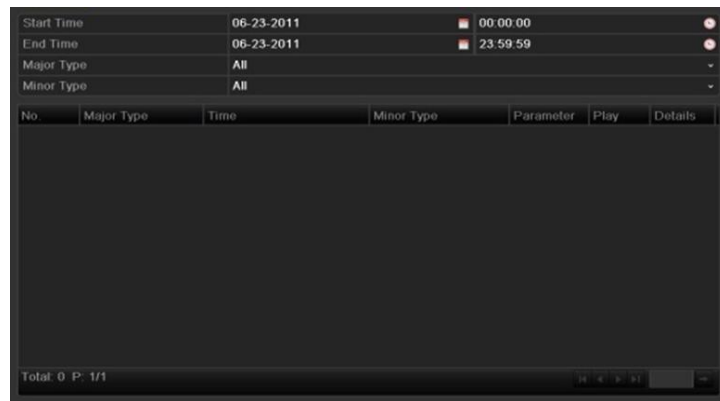


Figure 6. 17 System Log Search Interface

3. Choose a log with record file and click  button to enter Playback interface.

    *Note:* If there is no record file at the time point of the log, the message box "No result found" will pop up.
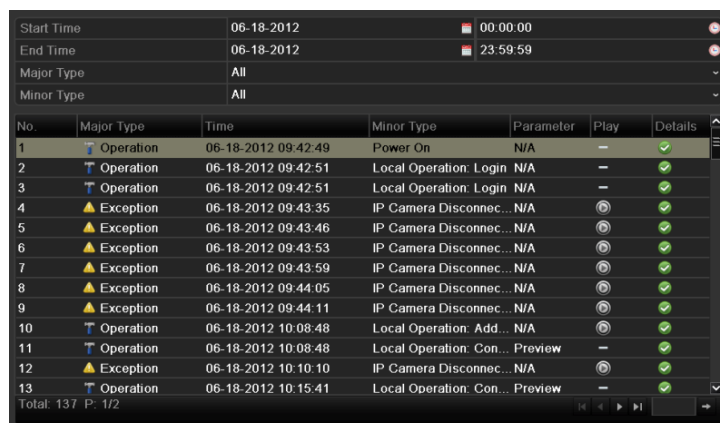


Figure 6. 18 Result of System Log Search

4. Playback interface.

    The toolbar in the bottom part of Playback interface can be used to control playing process.

Figure 6. 19 Interface of Playback by Log

## 6.1.6 Playing Back External File

*Purpose:*

Perform the following steps to look up and play back files in the external devices.

*Steps:*

1. Enter Tag Search interface.

   Menu>Playback

2. Select the **External File** in the drop-down list on the top-left side.

   The files are listed in the right-side list.

   You can click the  Refresh  button to refresh the file list.

3. Select and click the  button to play back it.
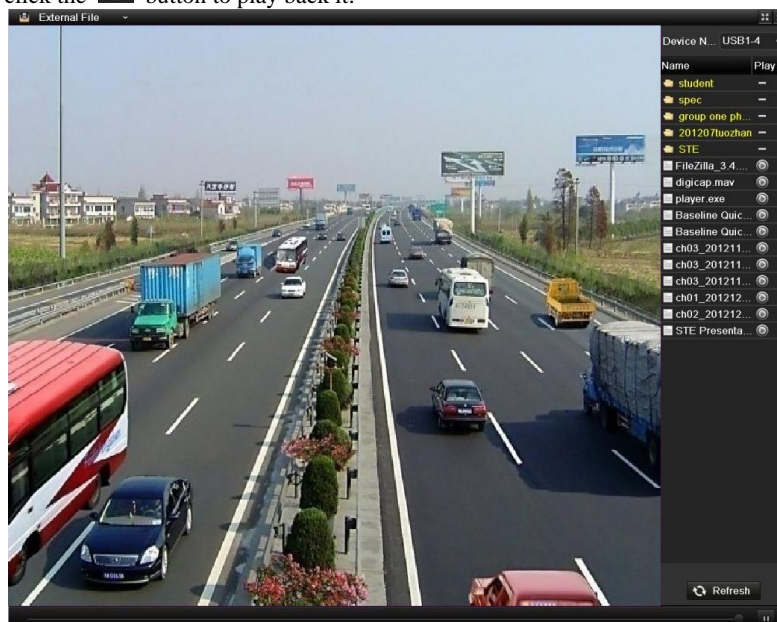


Figure 6. 20 Interface of External File Playback

# 6.2 Auxiliary Functions of Playback

## 6.2.1 Playing Back Frame by Frame

*Purpose:*

Play video files frame by frame, in case of checking image details of the video when abnormal events happen.

*Steps:*

Go to Playback interface.

If you choose playback of the record file: click button ◀◀ until the speed changes to Single frame and one click on the playback screen represents playback of one frame.

If you choose adverse playback of the record file: click button ◀◀ until the speed changes to Single frame and one click on the playback screen represents adverse playback of one frame. It is also feasible to use button ❚❚ in toolbar.

## 6.2.2 Digital Zoom

*Steps:*

1. Click the 🔍 button on the playback control bar to enter Digital Zoom interface.

2. Use the mouse to draw a red rectangle and the image within it will be enlarged up to 16 times.



Figure 6. 21 Draw Area for Digital Zoom

3. Right-click the image to exit the digital zoom interface.

## 6.2.3 Reverse Playback of Multi-channel

*Purpose:*

You can play back record files of multi-channel reversely. Up to 8-ch (with 4CIF resolution) simultaneous adverse

playback is supported; up to 4-ch (with 720P resolution) simultaneous adverse playback is supported, up to 2-ch (with 1080P resolution) and up to 1-ch (with 5MP resolution) reverse playback is supported.

*Steps:*

1. Enter Playback interface.

    Menu>Playback

2. Check more than one checkboxes to select multiple channels and click to select a date on the calendar.



Figure 6. 22 4-ch Synchronous Playback Interface

3. Click ![button] to play back the record files reversely.

# Chapter 7  Backup

# 7.1  Backing up Record Files

## 7.1.1  Quick Export

*Purpose:*

Export record files to backup device(s) quickly.

*Steps:*

1.  Enter Video Export interface.

    Menu>Export>Normal

    Choose the channel(s) you want to back up and click **Quick Export** button.

    *Note:*

    1)  The time duration of record files on a specified channel cannot exceed one day. Otherwise, the message box "Max. 24 hours are allowed for quick export." will pop up.

    2)  The number of channels for synchronous export cannot exceed 4. Otherwise, the message box "Max. 4 channels are allowed for synchronous quick export." will pop up.
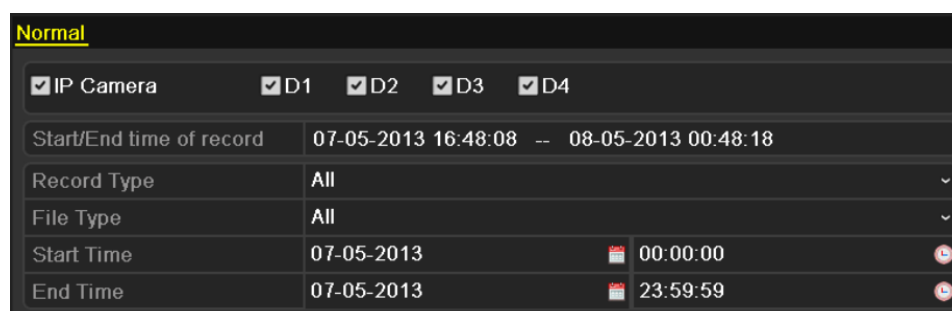


Figure 7. 1 Quick Export Interface

2.  Click the **Export** button to start exporting.

    *Note:* Here we use USB Flash Drive and please refer to the next section Normal Backup for more backup devices supported by the device.
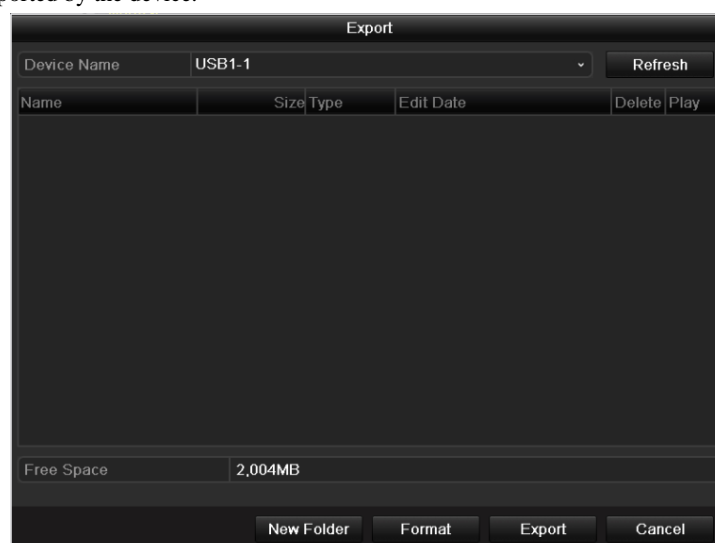


Figure 7. 2 Quick Export using USB1-1

Stay in the Exporting interface until all record files are exported.
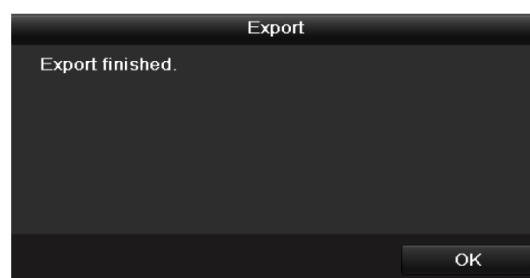


Figure 7. 3 Export Finished

3. Check backup result.

Choose the record file in Export interface and click button  to check it.

*Note:* The Player player.exe will be exported automatically during record file export.
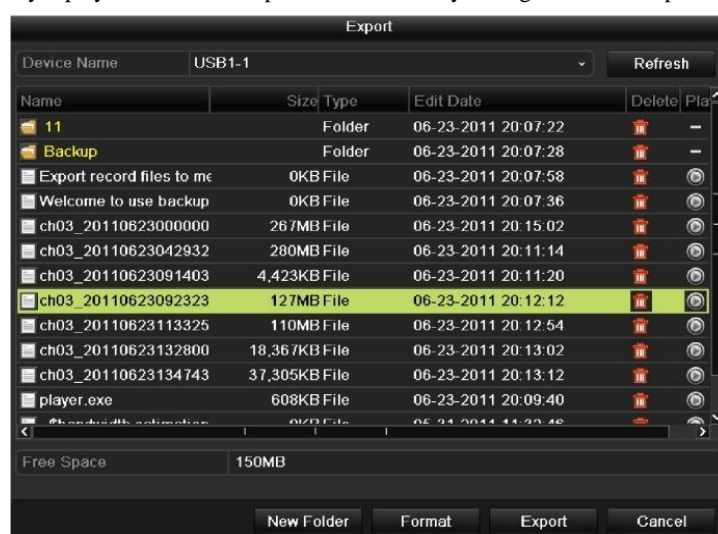


Figure 7. 4 Checkup of Quick Export Result Using USB1-1

## 7.1.2 Backing up by Normal Video Search

*Purpose:*

The record files can be backup to various devices, such as USB devices (USB flash drives, USB HDDs, USB writer), and SATA writer.

**Backup using USB flash drives and USB HDDs**

*Steps:*

1. Enter Export interface.

Menu>Export>Normal

2. Set search condition and click **Search** button to enter the search result interface.

Figure 7. 5 Normal Video Search for Backup

3. Select record files you want to back up.

   Click  to play the record file if you want to check it.

   Check the checkbox before the record files you want to back up.

   *Note:* The size of the currently selected files is displayed in the lower-left corner of the window.



Figure 7. 6 Result of Normal Video Search for Backup

4. Export.

   Click **Export** button and start backup.

   *Note:* If the inserted USB device is not recognized:

   - Click the **Refresh** button.
   - Reconnect device.
   - Check for compatibility from vendor.

   You can also format USB flash drives or USB HDDs via the device.
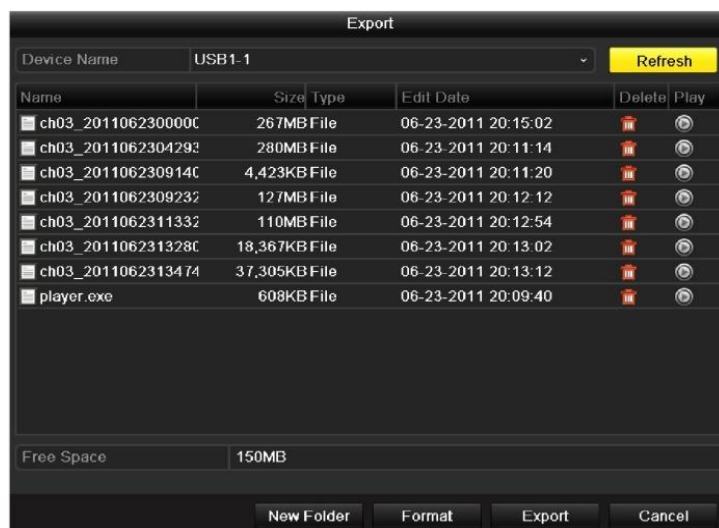
Figure 7. 7 Export by Normal Video Search using USB Flash Drive

Stay in the Exporting interface until all record files are exported with pop-up message box "Export finished".
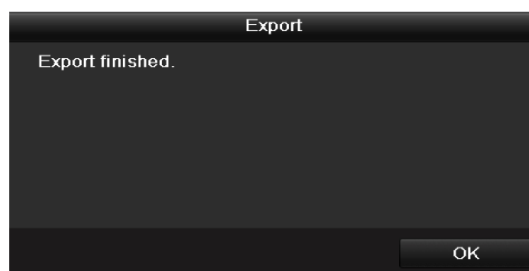


Figure 7. 8 Export Finished

**5.** Check backup result.

Choose the record file in Export interface and click button  to check it.

*Note:* The Player player.exe will be exported automatically during record file export.
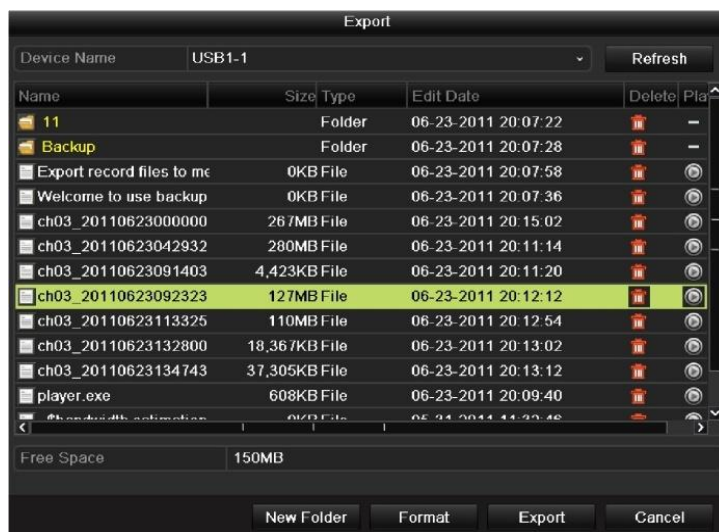


Figure 7. 9 Checkup of Export Result using USB Flash Drive

**Backup using USB writer and SATA writer**

*Steps:*

1. Enter Export interface.

    Menu>Export>Normal

2. Set search condition and click Search button to enter the search result interface.



Figure 7. 10 Normal Video Search for Backup

3. Select record files you want to back up.

    Click button ⊙ to play the record file if you want to check it.

    Check the checkbox before the record files you want to back up.

    *Note:* The size of the currently selected files is displayed in the lower-left corner of the window.



Figure 7. 11 Result of Normal Video Search for Backup

4. Export.

    Click **Export** button and start backup.

    *Note:* If the inserted USB writer or SATA writer is not recognized:

    • Click the **Refresh** button.

    • Reconnect device.

    • Check for compatibility from vendor.

Figure 7. 12 Export by Normal Video Search using USB Writer

Stay in the Exporting interface until all record files are exported with pop-up message box "Export finished".
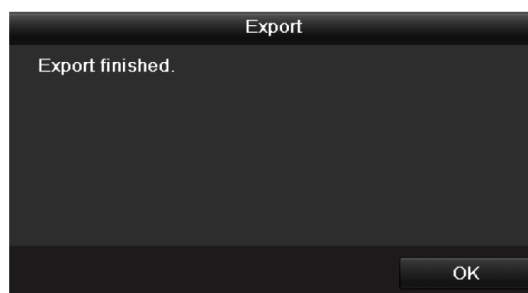


Figure 7. 13 Export Finished

**5.** Check backup result.

Choose the record file in Export interface and click button to check it.

*Note:* The Player player.exe will be exported automatically during record file export.
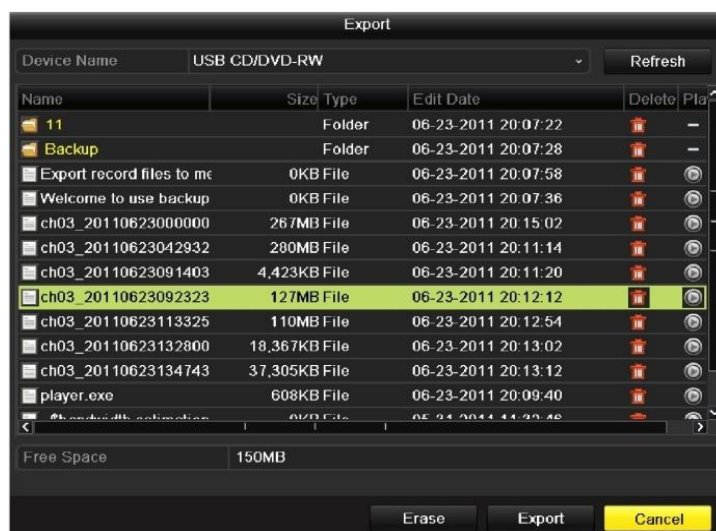


Figure 7. 14 Checkup of Export Result using USB Writer

## 7.1.3 Backing up by Event Search

*Purpose:*

Back up event-related record files using USB devices (USB flash drives, USB HDDs, USB writer), or SATA writer. Quick Backup and Normal Backup are supported.

*Steps:*

1. Enter Export interface.

    Menu>Export>Event

    1) Set the searching time period.

    2) Click **Search** button to enter the Search Result interface.



Figure 7. 15 Event Search for Backup

2. Select record files to export.

    1) Select a motion event in the list and click **Quick Export** button to enter Export interface immediately.

    2) Clicking **Details** button will take you to the interface with detailed information of all channels triggered by the selected motion event.

    3) Clicking **Quick Export** button will export record files of all channels triggered by the selected motion event.
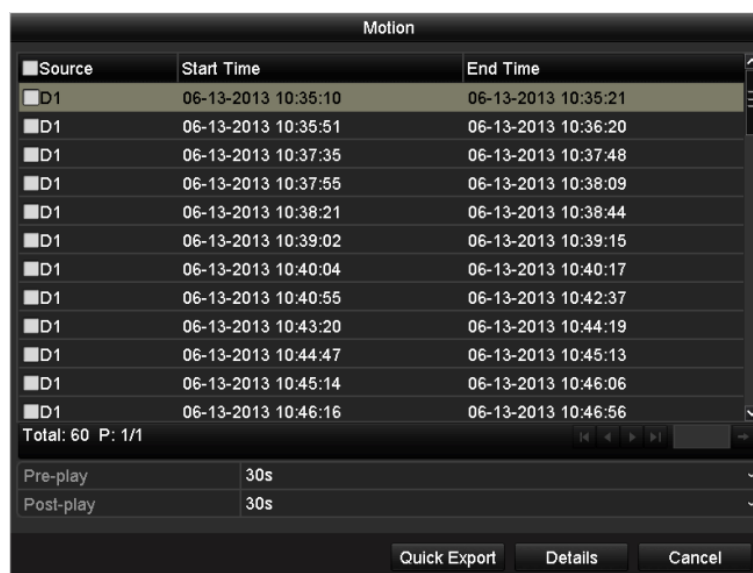


Figure 7. 16 Result of Event Search

    4) Click **Details** button to view detailed information of the record file, e.g. start time, end time, file size, etc.
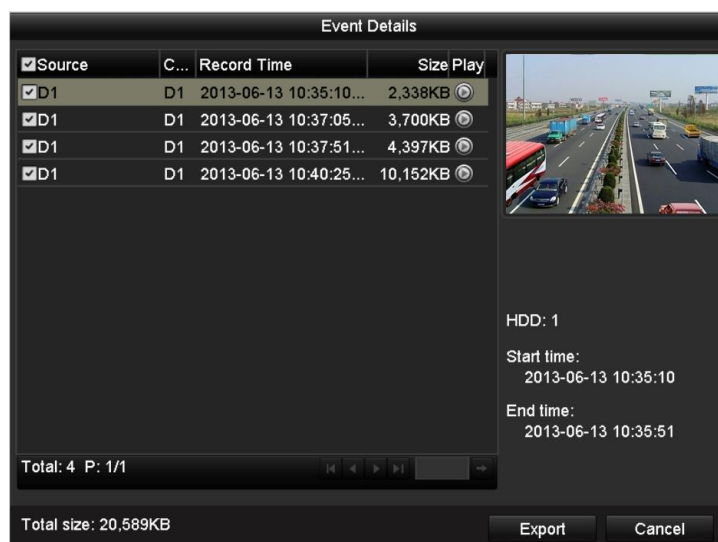
Figure 7. 17 Event Details Interface

3. Export.

Click the **Export** button and start back up.

*Note:* If the inserted USB device is not recognized:

- Click the Refresh button.

- Reconnect device.

- Check for compatibility from vendor.

You can also format USB flash drive or USB HDDs via the device.



Figure 7. 18 Export by Event Using USB Flash Drive

Stay in the Exporting interface until all record files are exported with pop-up message "Export finished".
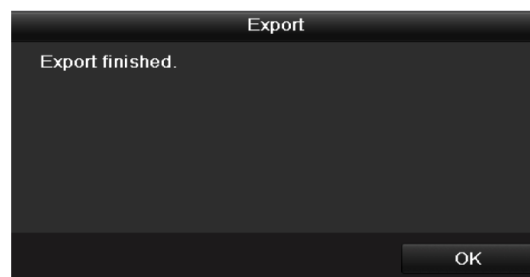
Figure 7. 19 Export Finished

4. Check backup result.

    *Note:* The Player player.exe will be exported automatically during record file export.
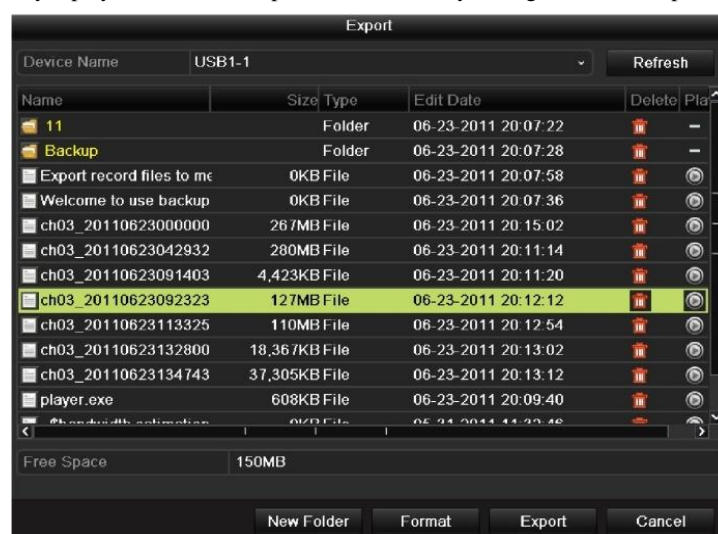


Figure 7. 20 Checkup of Event Export Result Using USB Flash Drive

## 7.1.4 Backing up Video Clips

*Purpose:*

You may also select video clips to export directly during Playback, using USB devices (USB flash drives, USB HDDs, USB writer) or SATA writer.

*Steps:*

1. Enter Playback interface.

    Please refer to *Chapter 6.1 Playing Back Record Files.*

2. During playback, use buttons   and   in the playback toolbar to start or stop clipping record file(s).

3. Quit Playback interface after finishing clipping and you will then be prompted to save the clips.

    *Note:* A maximum of 30 clips can be selected for each channel.

Figure 7. 21 Interface of Playback by Time

**4.** Click **Yes** to save video clips and enter Export interface, or click **No** to quit and do not save video clips.
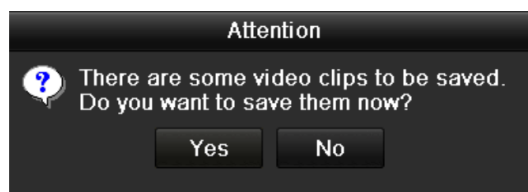


Figure 7. 22 Attention to Video Clip Saving

**5.** Export.

Click **Export** button and start backup.

*Note:* If the inserted USB device is not recognized:

- Click the **Refresh** button.
- Reconnect device.
- Check for compatibility from vendor.

You can also format USB flash drive or USB HDDs via the device.
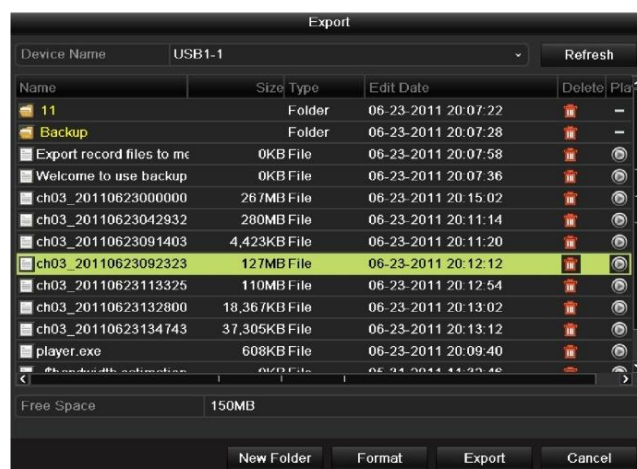


Figure 7. 23 Export Video Clips Using USB Flash Drive

Stay in the Exporting interface until all record files are exported with pop-up message "Export finished".
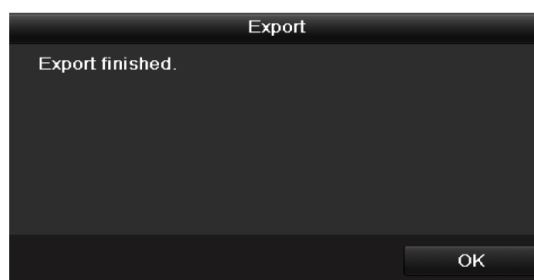


Figure 7. 24 Export Finished

6.  Check backup result.

    *Note:* The Player player.exe will be exported automatically during record file export.



Figure 7. 25 Checkup of Video Clips Export Result Using USB Flash Drive

# 7.2   Managing Backup Devices

**Management of USB flash drives and USB HDDs.**

1.    Enter Search Result interface of record files.

    Menu>Export>Normal

    Set search condition and click **Search** button to enter Search Result interface.

    *Note:* At least one channel shall be selected.
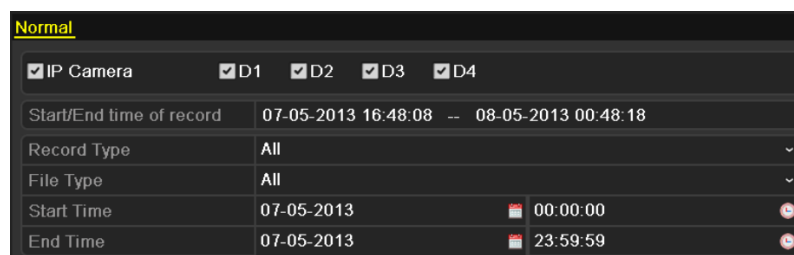


Figure 7. 26 Normal Video Search for Backup

**2.** Select record files you want to back up.

Click **Export** button to enter Export interface.

*Note:* At least one record file shall be selected.
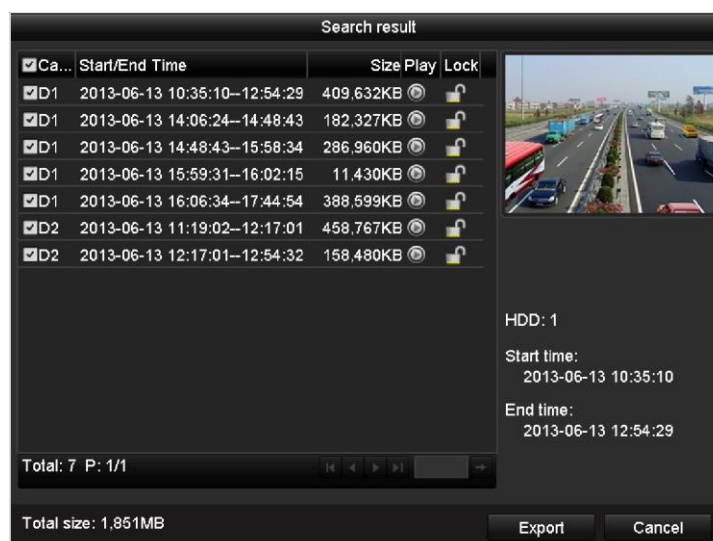


Figure 7. 27 Result of Normal Video Search for Backup

**3.** Backup device management.

Click **New Folder** button if you want to create a new folder in the backup device.

Select a record file or folder in the backup device and click  button if you want to delete it.

Select a record file in the backup device and click  button to play it.

Click **Format** button to format the backup device.

*Note:* If the inserted USB device is not recognized:

• Click the **Refresh** button.

• Reconnect device.

• Check for compatibility from vendor.
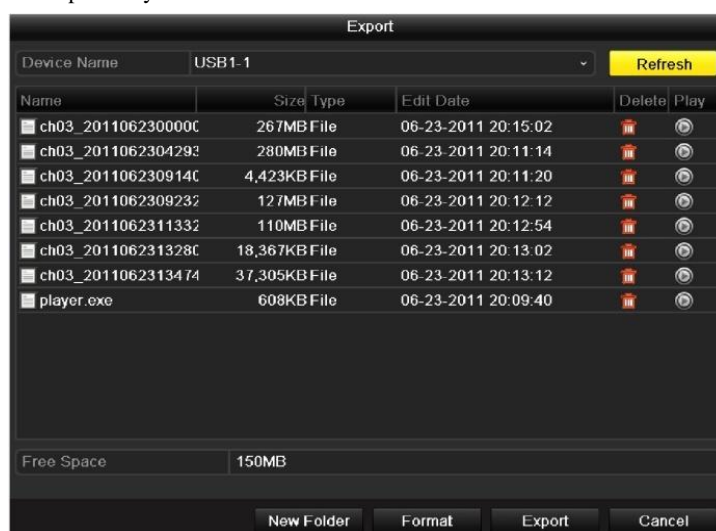


Figure 7. 28 USB Flash Drive Management

**Management of USB writers or DVD-R/W**

**1.** Enter Search Result interface of record files.

Menu>Export>Normal

Set search condition and click **Search** button to enter Search Result interface.

*Note:* At least one channel shall be selected.



Figure 7. 29 Normal Video Search for Backup

2. Select record files you want to back up.

Click **Export** button to enter Export interface.

*Note:* At least one record file shall be selected.



Figure 7. 30 Result of Normal Video Search for Backup

3. Backup device management.

Click **Erase** button if you want to erase the files from a re-writable CD/DVD.

*Note:* There must be a re-writable CD/DVD when you make this operation.

*Note:* If the inserted USB writer or DVD-R/W is not recognized:

• Click the **Refresh** button.

• Reconnect device.

• Check for compatibility from vendor.

Figure 7. 31 USB Writer Management

# Chapter 8  Alarm Settings

# 8.1  Setting Motion Detection Alarm

*Steps:*

1.  Enter Motion Detection interface of Camera Management and choose a camera you want to set up motion detection.

    Menu> Camera> Motion
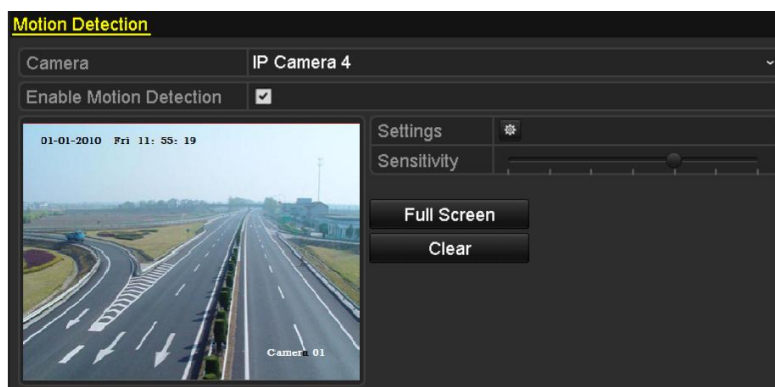


Figure 8. 1 Motion Detection Setup Interface

2.  Set up detection area and sensitivity.

    Tick "Enable Motion Detection", use the mouse to draw detection area(s) and drag the sensitivity bar to set sensitivity.

    Click ⚙ button and set alarm response actions.

3.  Click **Trigger Channel** tab and select one or more channels which will start to record or become full-screen monitoring when motion alarm is triggered, and click **Apply** to save the settings.



Figure 8. 2 Set Trigger Camera of Motion Detection

4.  Set up arming schedule of the channel.

    1) Select Arming Schedule tab to set the arming schedule of handling actions for the motion detection.

    2) Choose one day of a week and up to eight time periods can be set within each day.

    3) Click **Apply** to save the settings

    *Note:* Time periods shall not be repeated or overlapped.
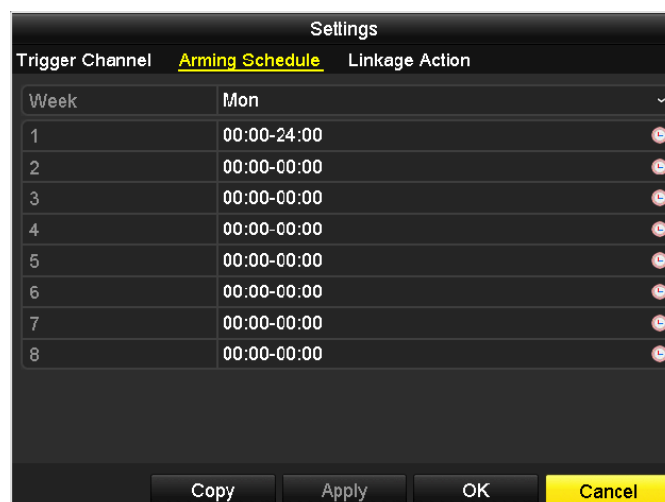
Figure 8. 3 Set Arming Schedule of Motion Detection

5. Click **Linkage Action** tab to set up alarm response actions of motion alarm (please refer to *Chapter 8.5 Setting Alarm Response Actions*).

   Repeat the above steps to set up arming schedule of other days of a week. You can also use **Copy** button to copy an arming schedule to other days.

6. Click the **OK** button to complete the motion detection settings of the channel.

# 8.2   Detecting Video Loss Alarm

*Purpose:*

Detect video loss of a channel and take alarm response action(s).

*Steps:*

1. Enter Video Loss interface of Camera Management and select a channel you want to detect.

   Menu> Camera> Video Loss
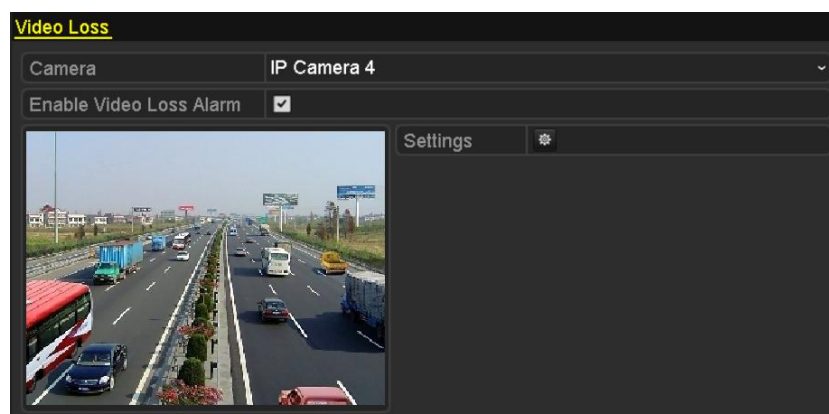


Figure 8. 4 Video Loss Setup Interface

2. Set up handling method of video loss.

Check the checkbox of "Enable Video Loss Alarm", and click ![icon] button to set up handling action of video loss.

3. Set up arming schedule of the channel.

   1) Select Arming Schedule tab to set the channel's arming schedule.

   2) Choose one day of a week and up to eight time periods can be set within each day.

   3) Click **Apply** button to save the settings.

   *Note:* Time periods shall not be repeated or overlapped.
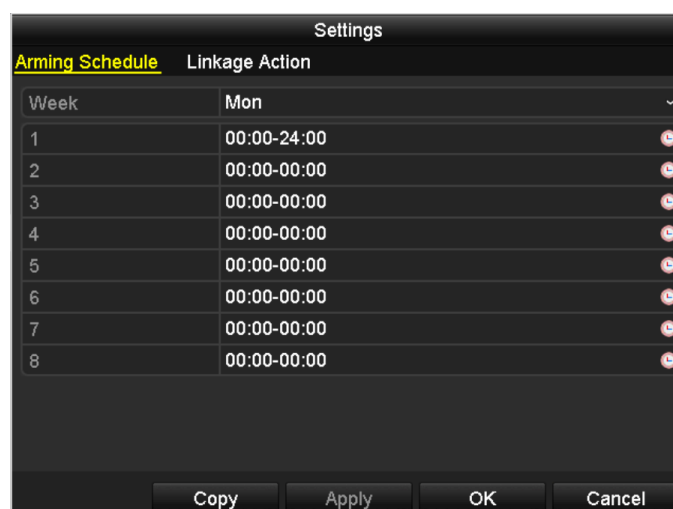


Figure 8. 5  Set Arming Schedule of Video Loss

4. Select **Linkage Action** tab to set up alarm response action of video loss (please refer to *Chapter8.5 Setting*

*Alarm Response Actions*).

Repeat the above steps to set up arming schedule of other days of a week. You can also use **Copy** button to copy an arming schedule to other days.

5. Click the **OK** button to complete the video loss settings of the channel.

# 8.3   Detecting Video Tampering Alarm

*Purpose:*

Trigger alarm when the lens is covered and take alarm response action(s).

*Steps:*

1. Enter Video Tampering interface of Camera Management and select a channel you want to detect video tampering.

   Menu> Camera> Tamper-proof
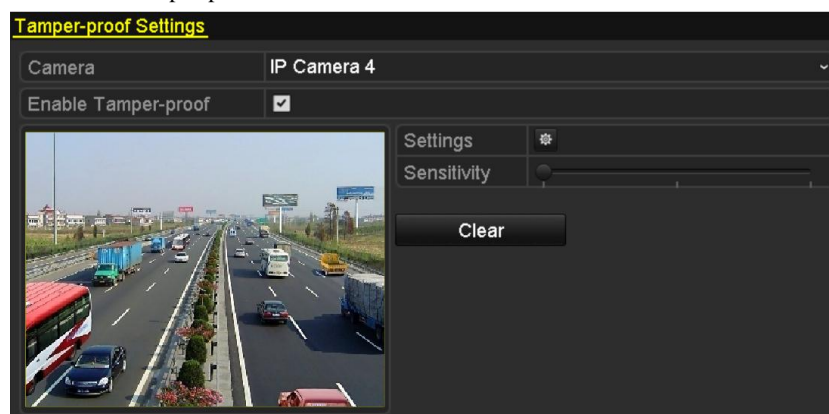


Figure 8. 6 Tamper-proof Setup Interface

2. Set the video tampering handling method of the channel.

   Check the checkbox of "Enable Tamper-proof".

   Drag the sensitivity bar and choose a proper sensitivity level. Use the mouse to draw an area you want to detect video tampering.

   Click ⚙ button to set up handling method of video tampering.
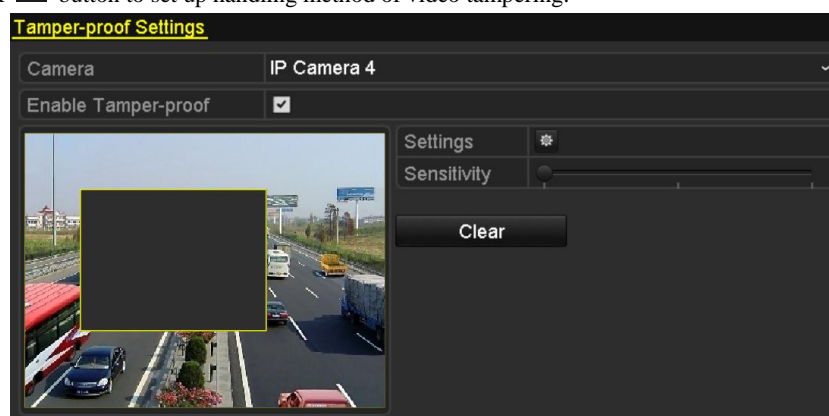


Figure 8. 7 Set Detection Area and Sensitivity of Video Tampering

3. Set arming schedule and alarm response actions of the channel.

   1) Click Arming Schedule tab to set the channel's arming schedule.

   2) Choose one day of a week and Max. eight time periods can be set within each day.

   3) Click **Apply** button to save the settings.

   *Note:* Time periods shall not be repeated or overlapped.
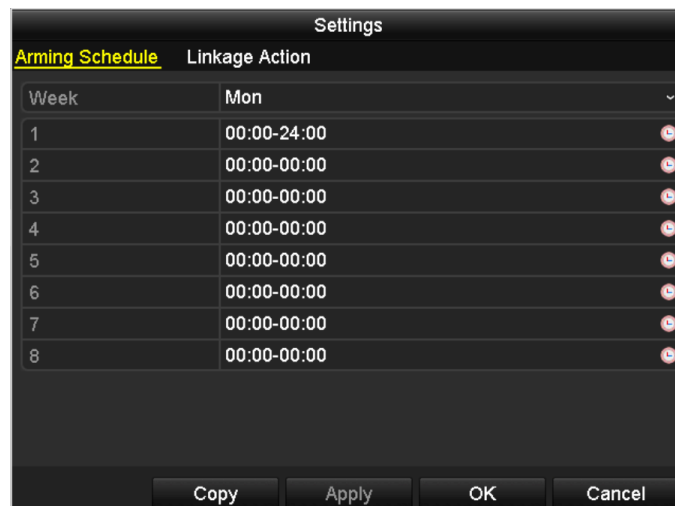
Figure 8. 8 Set Arming Schedule of Video Tampering

---

**4.** Select **Linkage Action** tab to set up alarm response actions of video tampering alarm (please refer to
*Chapter 8.5 Setting Alarm Response Actions*).

Repeat the above steps to set up arming schedule of other days of a week. You can also use **Copy** button to
copy an arming schedule to other days.

**5.** Click the **OK** button to complete the video tampering settings of the channel.

# 8.4 Handling Exceptions Alarm

*Purpose:*

Exception settings refer to the handling method of various exceptions, e.g.

- **HDD Full:** The HDD is full.
- **HDD Error:** Writing HDD error or unformatted HDD.
- **Network Disconnected:** Disconnected network cable.
- **IP Conflicted:** Duplicated IP address.
- **Illegal Login:** Incorrect user ID or password.
- **Record Exception:** No space for saving recorded files.

*Steps:*

Enter Exception interface of System Configuration and handle various exceptions.

Menu> Configuration> Exceptions

Please refer to *Chapter 8.5 Setting Alarm Response Actions* for detailed alarm response actions.

Figure 8. 9 Exceptions Setup Interface

# 8.5   Setting Alarm Response Actions

*Purpose:*

Alarm response actions will be activated when an alarm or exception occurs, including Full Screen Monitoring, Audible Warning (buzzer), Notify Surveillance Center, Trigger Alarm Output and Send Email.

**Full Screen Monitoring**

When an alarm is triggered, the local monitor (VGA or HDMI monitor) display in full screen the video image from the alarming channel configured for full screen monitoring.

If alarms are triggered simultaneously in several channels, their full-screen images will be switched at an interval of 10 seconds (default dwell time). A different dwell time can be set by going to Menu >Configuration>Live View, and set the value of Full Screen Monitoring Dwell Time.

Auto-switch will terminate once the alarm stops and you will be taken back to the Live View interface.

*Note:* You must select during "Trigger Channel" settings the channel(s) you want to make full screen monitoring.

**Audible Warning**

Trigger an audible *beep* when an alarm is detected.

**Notify Surveillance Center**

Sends an exception or alarm signal to remote alarm host when an event occurs. The alarm host refers to the PC installed with Remote Client.

*Note:* The alarm signal will be transmitted automatically at detection mode when remote alarm host is configured. Please refer to *Chapter 9.2.4 Configuring Remote Alarm Host* for details of alarm host configuration.

**Email Linkage**

Send an email with alarm information to a user or users when an alarm is detected.

Please refer to *Chapter 9.2.8 Configuring Email* for details of Email configuration.

# Chapter 9  Network Settings

# 9.1 Configuring General Settings

*Purpose:*

Network settings must be properly configured before you operate NVR over network.

*Steps:*

1.  Enter the Network Settings interface.

    Menu >Configuration>Network

2.  Select the **General** tab.

| | |
|---|---|
| NIC Type | 10M/100M Self-adaptive |
| Enable DHCP | ☐ |
| IPv4 Address | 172 .6  .23  .185 |
| IPv4 Subnet Mask | 255 .255 .255 .0 |
| IPv4 Default Gateway | 172 .6  .23  .1 |
| IPv6 Address 1 | fe80::2ff:8fff:fe0c:f46a/64 |
| IPv6 Address 2 | |
| IPv6 Default Gateway | |
| MAC Address | 00:ff:8f:0c:f4:6a |
| MTU(Bytes) | 1500 |
| Preferred DNS Server | |
| Alternate DNS Server | |

Figure 9. 1 Network Settings Interface

3.In the **General Settings** interface, you can configure the following settings: NIC Type, IPv4 Address, IPv4

Gateway, MTU and DNS Server.

If the DHCP server is available, you can click the checkbox of **DHCP** to automatically obtain an IP address

and other network settings from that server.

*Note:* The valid value range of MTU is 500 ~ 9676.

4.  After having configured the general settings, click **Apply** to save the settings.

# 9.2    Configuring Advanced Settings
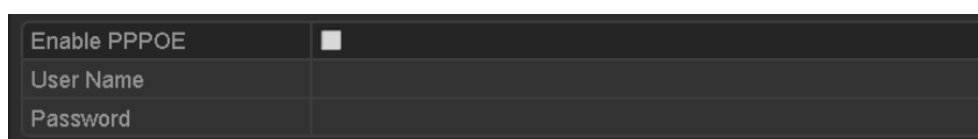
## 9.2.1   Configuring PPPoE Settings

*Purpose:*

Your NVR also allows access by Point-to-Point Protocol over Ethernet (PPPoE).

*Steps:*

   1.    Enter the **Network Settings** interface.

         Menu >Configuration> Network

   2.    Select the **PPPoE** tab to enter the PPPoE Settings interface, as shown in Figure 9. 2.

| Enable PPPOE | ■ |
|---|---|
| User Name | |
| Password | |

Figure 9. 2 PPPoE Settings Interface

   3.    Check the **PPPoE** checkbox to enable this feature.

   4.    Enter **User Name** and **Password** for PPPoE access.

   *Note:* The User Name and Password should be assigned by your ISP.

   5.    Click **Apply** to save and exit the interface.

   6.    After successful settings, the system asks you to reboot the device to enable the new settings, and the
         PPPoE dial-up is automatically connected after reboot.

You can go to Menu >Maintenance>System Info >Network interface to view the status of PPPoE connection.

Please refer to *Chapter 12.1 Viewing System Information* for PPPoE status.

## 9.2.2   Configuring DDNS

*Purpose:*

If your NVR is set to use PPPoE as its default network connection, you may set Dynamic DNS (DDNS) to be used
for network access.

Prior registration with your ISP is required before configuring the system to use DDNS.

*Steps:*

   1.    Enter the Network Settings interface.

         Menu >Configuration> Network

   2.    Select the **DDNS** tab to enter the DDNS Settings interface, as shown in Figure 9. 3.

Figure 9. 3 DDNS Settings Interface

---

**3.** Check the **DDNS** checkbox to enable this feature.

**4.** Select **DDNS Type**. Five different DDNS types are selectable: IPServer, DynDNS, PeanutHull, NO-IP and HiDDNS.

• **IPServer:** Enter **Server Address** for IPServer.



Figure 9. 4 IPServer Settings Interface

---

• **DynDNS:**

1) Enter **Server Address** for DynDNS (i.e. members.dyndns.org).

2) In the NVR Domain Name text field, enter the domain obtained from the DynDNS website.

3) Enter the **User Name** and **Password** registered in the DynDNS website.



Figure 9. 5 DynDNS Settings Interface

---

• **PeanutHull:** Enter the **User Name** and **Password** obtained from the PeanutHull website.

| Enable DDNS | ☑ |
|---|---|
| DDNS Type | PeanutHull |
| Server Address | |
| Device Domain Name | |
| Status | Off-Line |
| User Name | |
| Password | |
| Confirm | |

Figure 9. 6 PeanutHull Settings Interface

- **NO-IP:**

    Enter the account information in the corresponding fields. Refer to the DynDNS settings.

    1) Enter **Server Address** for NO-IP.

    2) In the NVR Domain Name text field, enter the domain obtained from the NO-IP website (www.no-ip.com).

    3) Enter the **User Name** and **Password** registered in the NO-IP website.

| Enable DDNS | ☑ |
|---|---|
| DDNS Type | NO-IP |
| Server Address | |
| Device Domain Name | |
| Status | Off-Line |
| User Name | |
| Password | |
| Confirm | |

Figure 9. 7 NO-IP Settings Interface

- **HiDDNS:**

    Enter the **Server Address** and **Device Domain Name** for HiDDNS.

    1) The **Server Address** of the HiDDNS server displays as www.hik-online.com by default.

    2) Enter the **Device Domain Name.** You can use the alias you registered in the HiDDNS server or define a new device domain name. If a new alias of the device domain name is defined in the NVR, it will replace the old one registered on the server. You can register the alias of the device domain name in the HiDDNS server first and then enter the alias to the **Device Domain Name** in the NVR; you can also enter the domain name directly on the NVR to create a new one.

| Enable DDNS | ☑ |
|---|---|
| DDNS Type | HiDDNS |
| Server Address | www.hik-online.com |
| Device Domain Name | |
| Status | Off-Line |
| User Name | |
| Password | |
| Confirm | |

Figure 9. 8 HiDDNS Settings Interface

**Register the device on the HiDDNS server.**

1)    Go to the HiDDNS website: www.hik-online.com.

2)    Click <u>Register new user</u> to register an account if you do not have one and use the account to log in.



Figure 9. 9 Register an Account

3)    In the Device Management interface, click ⊞Add to register the device.



Figure 9. 10 Register the Device

*Note:* The device name can only contain the lower-case English letter, numeric and '-'; and it must start with the lower-case English letter and cannot end with '-'.

**Access the Device via Web Browser or Client Software**

After having successfully registered the device on the HiDDNS server, you can access your device via web browser or Client Software with the **Device Domain Name** (**Device Name**).

**Task 1: Access the Device via Web Browser**

Open a web browser, and enter *http://www.hik-online.com/alias* in the address bar. Alias refers to the **Device Domain Name** on the device or the **Device Name** on the HiDDNS server**.**

*Example: http://www.hik-online.com/nvr*

*Note:* If you mapped the HTTP port on your router and changed it to port No. except 80, you have to enter *http://www.hik-online.com/alias:HTTP port* in the address bar to access the device. You can refer to *Chapter 9.2.9* for the mapped HTTP port No.

**Task 2: Access the devices via iVMS4200**

For iVMS-4200, in the Add Device window, select ⦿ HiDDNS and then edit the device information.

**Nickname**: Edit a name for the device as you want.

**Server Address**: www.hik-online.com

**Device Domain Name**: It refers to the **Device Domain Name** on the device or the **Device Name** on the HiDDNS server you created**.**

**User Name**: Enter the user name of the device. By default it is admin.

**Password**: Enter the password of the device. By default it is 12345.



Figure 9. 11 Access Device via iVMS4200

5.  Click **Apply** button to save and exit the interface.

## 9.2.3 Configuring NTP Server

*Purpose:*

A Network Time Protocol (NTP) Server can be configured on your NVR to ensure the accuracy of system date/time.

*Steps:*

1.  Enter the Network Settings interface.

    Menu >Configuration> Network

2.  Select the **NTP** tab to enter the NTP Settings interface, as shown in Figure 9. 12.



Figure 9. 12 NTP Settings Interface

3.  Check the **Enable NTP** checkbox to enable this feature.

4.  Configure the following NTP settings:

    - **Interval:** Time interval between the two synchronizing actions with NTP server. The unit is minute.
    - **NTP Server:** IP address of NTP server.
    - **NTP Port:** Port of NTP server.

5.  Click **Apply** button to save and exit the interface.

*Note:* The time synchronization interval can be set from1 to 10080min, and the default value is 60min. If the NVR is connected to a public network, you should use a NTP server that has a time synchronization function, such as the server at the National Time Center (IP Address: 210.72.145.44). If the NVR is setup in a more customized network,

NTP software can be used to establish a NTP server used for time synchronization.

# 9.2.4  Configuring Remote Alarm Host

*Purpose:*

With a remote alarm host configured, the NVR will send the alarm event or exception message to the host when an alarm is triggered. The remote alarm host must have the Network Video Surveillance software installed.

*Steps:*

1. Enter the Network Settings interface.

    Menu >Configuration> Network

2. Select the **More Settings** tab to enter the More Settings interface, as shown in Figure 9. 13.



Figure 9. 13 More Settings Interface

3. Enter **Alarm Host IP** and **Alarm Host Port** in the text fields.

    The **Alarm Host IP** refers to the IP address of the remote PC on which the Network Video Surveillance Software (e.g., iVMS-4200) is installed, and the **Alarm Host Port** must be the same as the alarm monitoring port configured in the software.



Figure 9. 14   Configure Alarm Host

4. Click **Apply** button to save and exit the interface.

# 9.2.5  Configuring Multicast

*Purpose:*

The multicast can be configured to realize live view for more than 64 cameras through network for DS-7100NI-SL series NVR.

A multicast address spans the Class-D IP range of 224.0.0.0 to239.255.255.255. It is recommended to use the IP address ranging from 239.252.0.0 to 239.255.255.255.

*Steps:*

1. Enter the Network Settings interface.

    Menu >Configuration> Network

2. Select the **More Settings** tab to enter the More Settings interface, as shown in Figure 9. 13.

3. Set **Multicast IP**, as shown in Figure 9. 15. When adding a device to the Network Video Surveillance Software, the multicast address must be the same as the NVR's multicast IP.

| Server Port | 8000 |
| HTTP Port | 80 |
| Multicast IP | 239.221.2.78 |

Figure 9. 15 Configure Multicast

4. Click **Apply** button to save and exit the interface.

*Note:* The multicast function should be supported by the network switch to which the NVR is connected.

# 9.2.6 Configuring RTSP

*Purpose:*

The RTSP (Real Time Streaming Protocol) is a network control protocol designed for use in entertainment and communications systems to control streaming media servers.

*Steps:*

1. Enter the Network Settings menu

 Menu >Configuration> Network

2. Select the **More Settings** tab to enter the More Settings menu, as shown in Figure 9. 13.

| RTSP Port | 554 |

Figure 9. 16 RTSP Settings Interface

3. Enter the RTSP port in the text field of **RTSP Service Port**. The default RTSP port is 554, and you can change it according to different requirements.

4. Click **Apply** button to save and exit the menu.

# 9.2.7 Configuring Server and HTTP Ports

*Purpose:*

You can change the server and HTTP ports in the Network Settings menu. The default server port is 8000 and the default HTTP port is 80.

*Steps:*

1. Enter the Network Settings interface.

 Menu >Configuration> Network

2. Select the **More Settings** tab to enter the More Settings interface, as shown in Figure 9. 13.

3. Enter new **Server Port** and **HTTP Port**.

| Server Port | 8000 |
| HTTP Port | 80 |
| Multicast IP | |

Figure 9. 17 Host/Others Settings Menu

4.  Enter the Server Port and HTTP Port in the text fields. The default Server Port is 8000 and the HTTP Port is 80, and you can change them according to different requirements.

5.  Click **Apply** button to save and exit the interface.

*Note:* The Server Port should be set to the range of 2000-65535 and it is used for remote client software access. The HTTP port is used for remote IE access.

# 9.2.8  Configuring Email

*Purpose:*

The system can be configured to send an Email notification to all designated users if an alarm event is detected, etc., an alarm or motion event is detected or the administrator password is changed.

Before configuring the Email settings, the NVR must be connected to a local area network (LAN) that maintains an SMTP mail server. The network must also be connected to either an intranet or the Internet depending on the location of the e-mail accounts to which you want to send notification.

*Steps:*

1.  Enter the Network Settings interface.

    Menu >Configuration> Network

2.  Set the IPv4 Address, IPv4 Subnet Mask, IPv4 Gateway and the Preferred DNS Server in the Network Settings menu.

3.  Click **Apply** button to save the settings.

4.  Select the **Email** tab to enter the Email Settings interface.



Figure 9. 18 Email Settings Interface

5.  Configure the following Email settings:

    **Enable Server Authentication (optional):** Check the checkbox to enable the server authentication feature.

    **User Name**: The user account of sender's Email for SMTP server authentication.

    **Password**: The password of sender's Email for SMTP server authentication.

    **SMTP Server:** The SMTP Server IP address or host name (e.g., smtp.263xmail.com).

    **SMTP Port No.:** The SMTP port. The default TCP/IP port used for SMTP is 25.

    **Sender:** The name of sender.

    **Sender's Address:** The Email address of sender.

    **Select Receivers:** Select the receiver. Up to 3 receivers can be configured.

    **Receiver:** The name of user to be notified.

**Receiver's Address:** The Email address of user to be notified.

**Enable Attached Picture (optional):** Check the checkbox of **Enable Attached Picture** if you want to send email with attached alarm images. The interval is the time of two adjacent alarm images. You can also set SMTP port and enable SSL here.

**Interval:** The interval refers to the time between two actions of sending attached pictures.

**Test:** Sends a test message to verify that the SMTP server can be reached.

6.  Click **Apply** button to save the Email settings.

7.  You can click **Test** button to test whether your Email settings work. The corresponding Attention message box will pop up. .
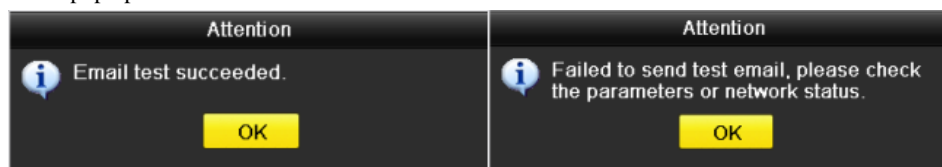


Figure 9. 19 Email Testing Attention

# 9.2.9  Configuring UPnP™

*Purpose:*

Universal Plug and Play (UPnP™) can permit the device seamlessly discover the presence of other network devices on the network and establish functional network services for data sharing, communications, etc. You can use the UPnP™ function to enable the fast connection of the device to the WAN via a router without port mapping.

*Before you start:*

If you want to enable the UPnP™ function of the device, you must enable the UPnP™ function of the router to which your device is connected. When the network working mode of the device is set as multi-address, the Default Route of the device should be in the same network segment as that of the LAN IP address of the router.

*Steps:*

1.  Enter the Network Settings interface.

    Menu > Configuration > Network

2.  Select the **UPnP** tab to enter the UPnP™ interface.
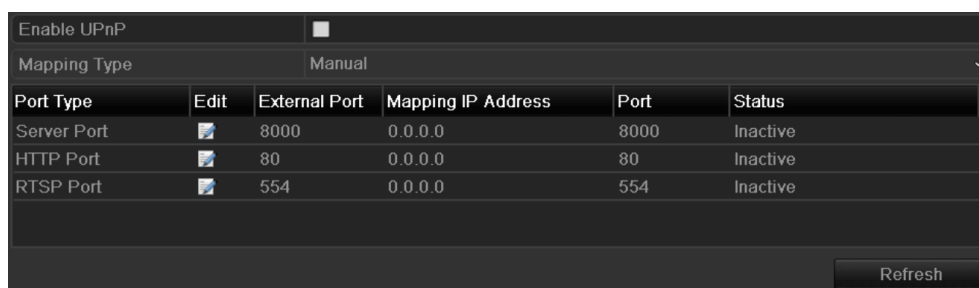


Figure 9. 20 UPnP™ Settings Interface

3.  Check ☑ checkbox to enable UPnP™.

4.  Select the Mapping Type as Manual or Auto in the drop-down list.
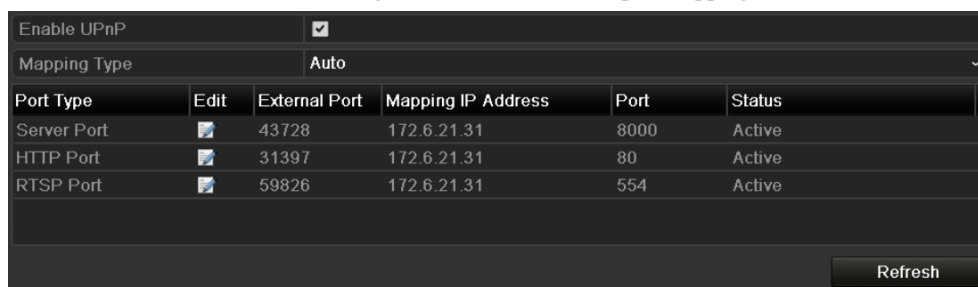
    **Task1: Auto**

    If you select Auto, the Port Mapping items are read-only, and the external ports are set by the router

automatically.

***Steps:***

1) Click **Apply** button to save the settings.

2) You can click **Refresh** button to get the latest status of the port mapping.

| Enable UPnP | | ☑ | | | |
|---|---|---|---|---|---|
| Mapping Type | | Auto | | | |
| Port Type | Edit | External Port | Mapping IP Address | Port | Status |
| Server Port | 📝 | 43728 | 172.6.21.31 | 8000 | Active |
| HTTP Port | 📝 | 31397 | 172.6.21.31 | 80 | Active |
| RTSP Port | 📝 | 59826 | 172.6.21.31 | 554 | Active |
| | | | | | Refresh |

Figure 9. 21 UPnP™ Settings Finished-Auto

**Task2: Manual**
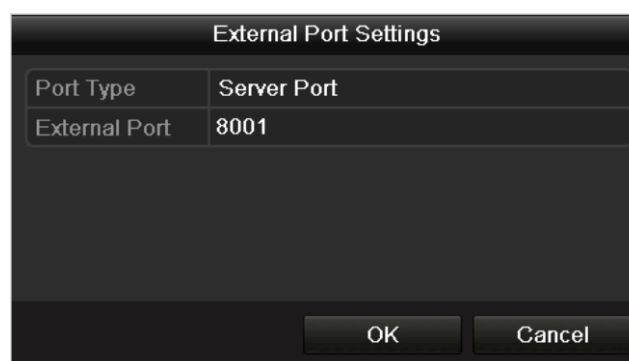
If you select Manual as the mapping type, you can edit the external port on your demand by clicking 📝 to activate the External Port Settings dialog box.

***Steps:***

**1)** Click 📝 to activate the External Port Settings dialog box. Configure the external port No. for server port, http port, and RTSP port respectively.

***Notes:***

1) You can use the default port No., or change it according to actual requirements.

2) External Port indicates the port No. for port mapping in the router.

3) The value of the RTSP port No. should be 554 or between 1024 and 65535, while the value of the other ports should be between 1 and 65535 and the value must be different from each other. If multiple devices are configured for the UPnP™ settings under the same router, the value of the port No. for each device should be unique.

| External Port Settings | |
|---|---|
| Port Type | Server Port |
| External Port | 8001 |
| | OK     Cancel |

Figure 9. 22 External Port Settings Dialog Box

**2)** Click **Apply** button to save the settings.

**3)** You can click **Refresh** button to get the latest status of the port mapping.
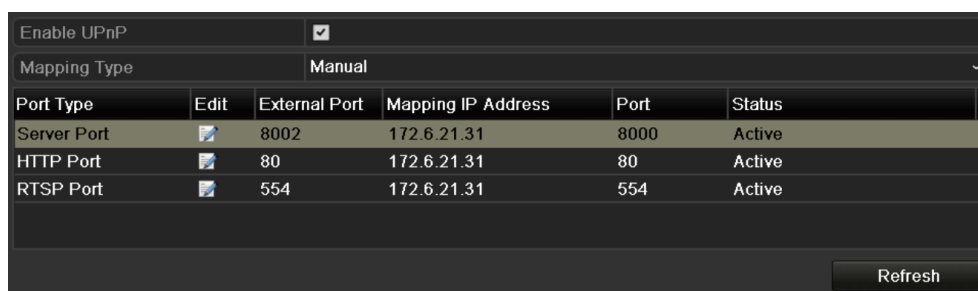
Figure 9. 23 UPnP™ Settings Finished-Manual

# 9.2.10 Configuring High-speed Download

*Purpose:*

You can enable the High-speed Download function to widen the outgoing bandwidth of the device. In this way you can speed up the download of record files through web browser or CMS software.

*Note:* If you enable the high-speed download function, the local menu operation will be affected. It is recommended to disable this function after finishing the remote downloading of record files.

*Steps:*

1. Enter the Network Settings interface.

    Menu >Configuration> Network

2. Select the **More Settings** tab to enter the More Settings interface, as shown in Figure 9. 13.

3. Check the checkbox of **Enable High-speed Download**. And click the **OK** button in the pop-up message box to confirm the settings.



Figure 9. 24 High-speed Download Settings Menu
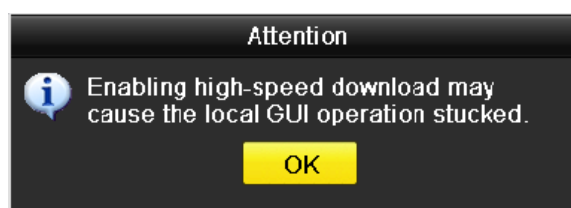


Figure 9. 25 Message Box of High-speed Download

4. Click **Apply** button to save and exit the interface.

# 9.3   Checking Network Traffic

*Purpose:*

You can check the network traffic to obtain real-time information of NVR such as linking status, MTU, sending/receiving rate, etc.

*Steps:*

**1.** Enter the Network Traffic interface.

> Menu >Maintenance>Net Detect
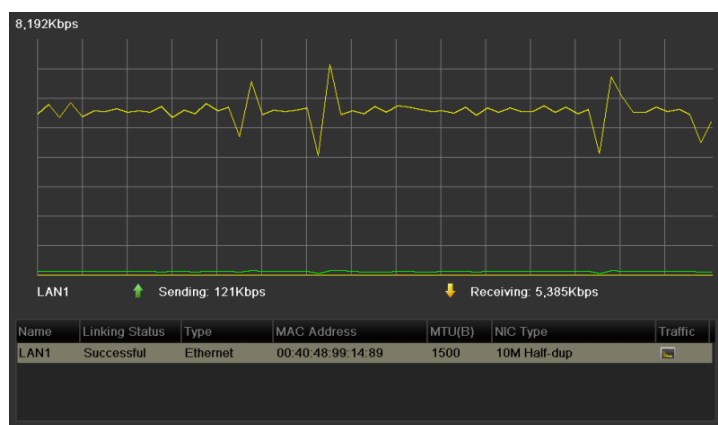


Figure 9. 26 Network Traffic Interface

**2.** You can view the sending rate and receiving rate information on the interface. The traffic data is refreshed every 1 second.

# 9.4   Configuring Network Detection

*Purpose:*

You can obtain network connecting status of NVR through the network detection function, including network delay, packet loss, etc.

## 9.4.1  Testing Network Delay and Packet Loss

*Steps:*

1.    Enter the Network Traffic interface.

Menu >Maintenance>Net Detect

2.    Click the **Network Detection** tab to enter the Network Detection menu, as shown in Figure 9. 27.



Figure 9. 27 Network Detection Interface

3.    Enter the destination address in the text field of **Destination Address**.

4.    Click **Test** to start testing network delay and packet loss. The testing result pops up on the window. If the testing is failed, the error message box will pop up as well. Refer to Figure 9. 28.



Figure 9. 28 Testing Result of Network Delay and Packet Loss

## 9.4.2  Exporting Network Packet

*Purpose:*

By connecting the NVR to network, the captured network data packet can be exported to USB-flash disk and other local backup devices.

*Steps:*

1.  Enter the Network Traffic interface.

Menu >Maintenance>Net Detect

2.  Click the **Network Detection** tab to enter the Network Detection interface.

3.  Select the backup device from the dropdown list of Device Name, as shown in Figure 9. 29.

*Note:* Click **Refresh** button if the connected local backup device cannot be displayed. When it fails to detect

the backup device, please check whether it is compatible with the NVR. You can format the backup device if the format is incorrect.



Figure 9. 29 Export Network Packet

4.  Click **Export** to start exporting.
5.  After the exporting is complete, click **OK** to finish the packet export.



Figure 9. 30 Packet Export Attention

*Note:* Up to 1M data can be exported each time.

## 9.4.3  Checking the Network Status

*Purpose:*
You can also check the network status and quick set the network parameters in this interface.
*Steps:*
Click **Status** button on the right bottom of the page.



Figure 9. 31 Network status checking

If the network is normal the following message box pops out.
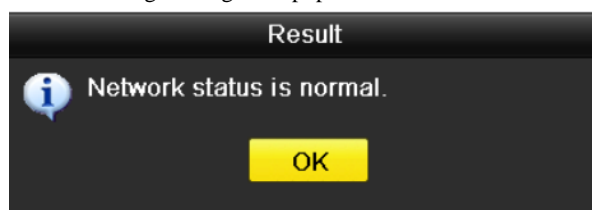
Figure 9. 32 Network status checking result

If the message box pops out with other information instead of this one, you can click **Network** button to show the quick setting interface of the network parameters.

# 9.4.4 Checking Network Statistics

*Purpose*:
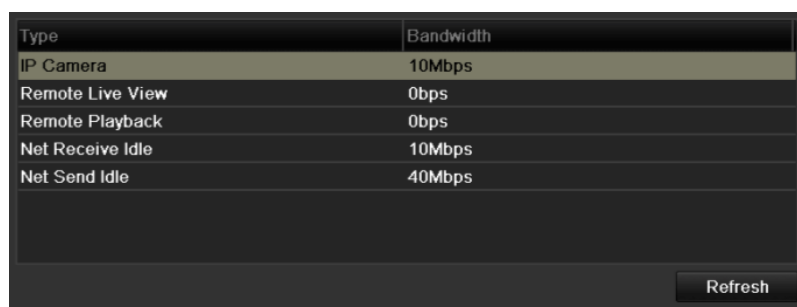
You can check the network status to obtain the real-time information of NVR.

*Steps:*

1. Enter the Network Detection interface.

    Menu>Maintenance>Net Detect

2. Choose the **Network Stat.** tab.

| Type | Bandwidth |
|---|---|
| IP Camera | 10Mbps |
| Remote Live View | 0bps |
| Remote Playback | 0bps |
| Net Receive Idle | 10Mbps |
| Net Send Idle | 40Mbps |

Figure 9. 33 Network Stat. Interface

3. Check the bandwidth of IP Camera, bandwidth of Remote Live View, bandwidth of Remote Playback, bandwidth of Net Receive Idle and bandwidth of Net Send Idle.

4. You can click **Refresh** button to get the newest status.

# Chapter 10   HDD Management

# 10.1 Initializing HDDs

*Purpose:*

A newly installed hard disk drive (HDD) must be initialized before it can be used with your NVR.

*Note:* A message box pops up when the NVR starts up if there exits any uninitialized HDD.
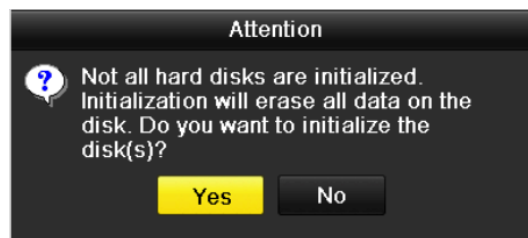


Figure 10. 1 Message Box of Uninitialized HDD

Click **Yes** button to initialize it immediately or you can perform the following steps to initialize the HDD.

*Steps:*

1.  Enter the HDD Information interface.

    Menu > HDD> General
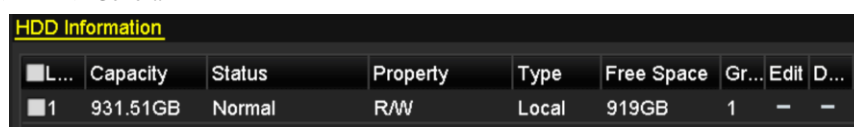


Figure 10. 2 HDD Information Interface

2.  Select HDD to be initialized.

3.  Click the **Init** button.
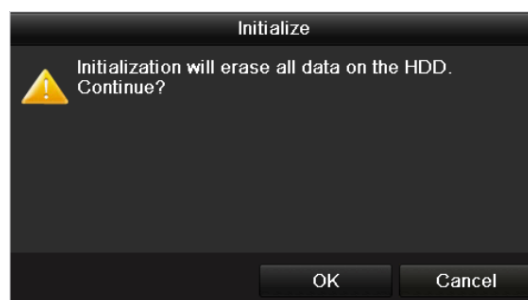


Figure 10. 3 Confirm Initialization

4.  Select the **OK** button to start initialization.
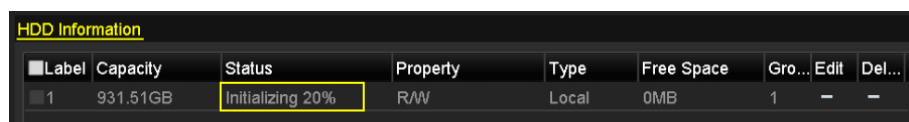


Figure 10. 4 Status changes to Formatting

5.  After the HDD has been initialized, the status of the HDD will change from *Uninitialized* to *Normal*.

| ■L... | Capacity | Status | Property | Type | Free Space | Gr... | Edit | D... |
|---|---|---|---|---|---|---|---|---|
| ■1 | 931.51GB | Normal | R/W | Local | 919GB | 1 | — | — |

HDD Information

Figure 10. 5 HDD Status Changes to Normal

*Note:* Initializing the HDD will erase all data on it.

# 10.2 Checking HDD Status

*Purpose:*

You may check the status of the installed HDDs on NVR so as to take immediate check and maintenance in case of HDD failure.

**Checking HDD Status in HDD Information Interface**

*Steps:*

1. Enter the HDD Information interface.

    Menu > HDD>General

2. Check the status of each HDD which is displayed on the list, as shown in Figure 10. 6.
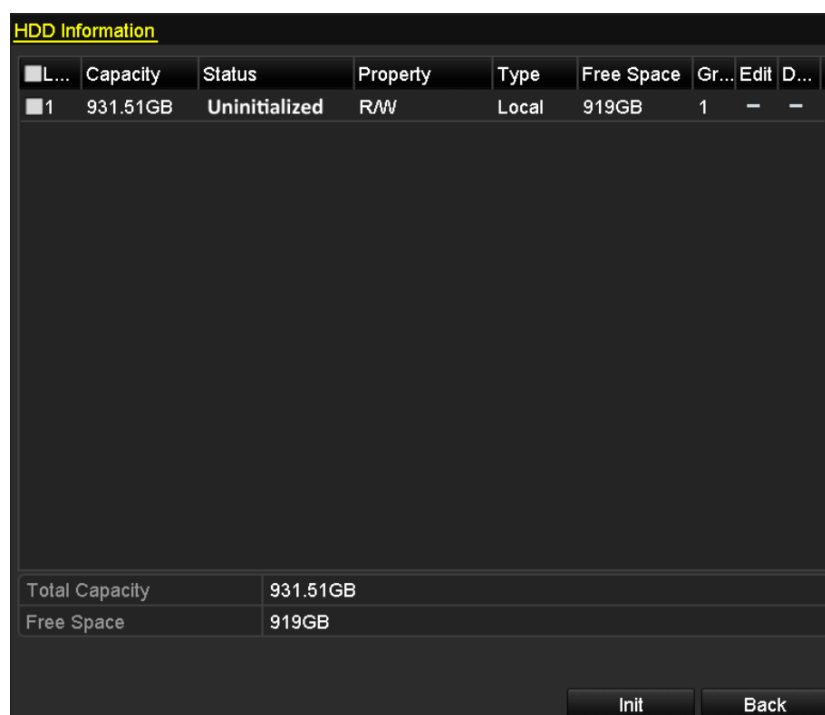


Figure 10. 6 View HDD Status (1)

*Note:* If the status of HDD is *Normal* or *Sleeping*, it works normally. If the status is *Uninitialized* or *Abnormal*, please initialize the HDD before use. And if the HDD initialization is failed, please replace it with a new one.

**Checking HDD Status in HDD Information Interface**

*Steps:*

1. Enter the System Information interface.

    Menu >Maintenance > System Info

2. Click the **HDD** tab to view the status of each HDD displayed on the list, as shown in Figure 10. 7.

| Label | Status | Capacity | Free Space | Property | Type | Group |
|-------|--------|----------|-----------|----------|------|-------|
| 1 | Normal | 931.51GB | 928GB | R/W | Local | 1 |

| | |
|---|---|
| Total Capacity | 931.51GB |
| Free Space | 928GB |

Figure 10. 7 View HDD Status (2)

# 10.3 HDD Detection

*Purpose:*

The device provides the HDD detection function such as the adopting of the S.M.A.R.T. and the Bad Sector Detection technique. The S.M.A.R.T. *(*Self-Monitoring, Analysis and Reporting Technology*)* is a monitoring system for HDD to detect and report on various indicators of reliability in the hopes of anticipating failures.

**S.M.A.R.T. Settings**

*Steps:*

1. Enter the S.M.A.R.T Settings interface.

    Menu > HDD > HDD Detect.

2. Select the HDD to view its S.M.A.R.T information list, as shown in Figure 10. 8.
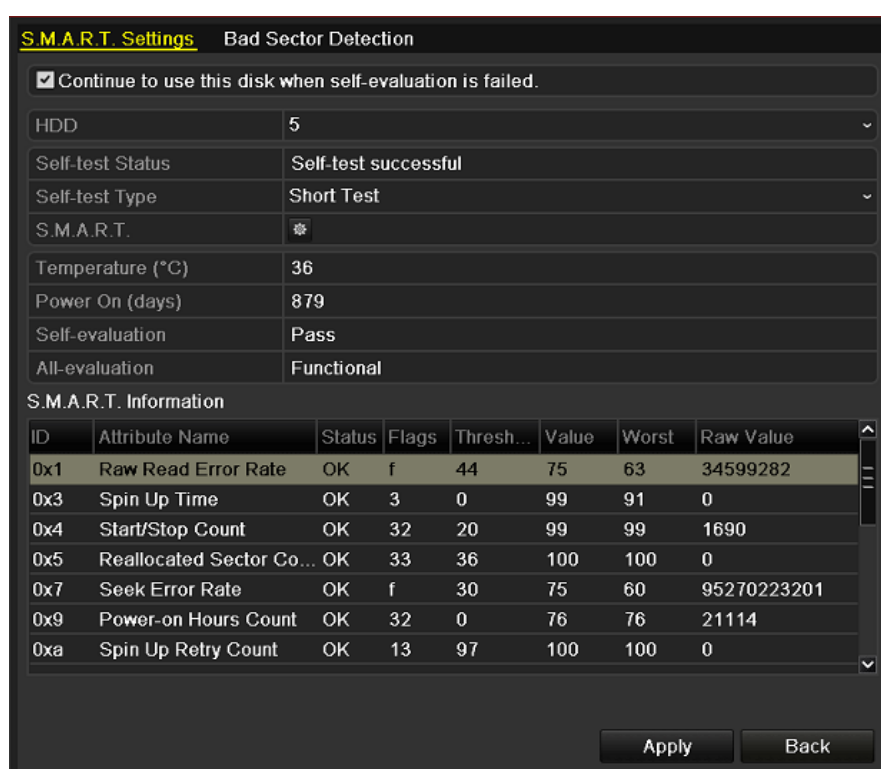


Figure 10. 8 S.M.A.R.T Settings Interface

The related information of the S.M.A.R.T. is shown on the interface.

You can choose the self-test types as Short Test, Expanded Test or the Conveyance Test.

Click the start button to start the S.M.A.R.T. HDD self-evaluation.



*Note:* If you want to use the HDD even when the S.M.A.R.T. checking is failed, you can check the checkbox of the **Continue to use the disk when self-evaluation is failed** item.

**Bad Sector Detection**

*Steps:*

1. Click the Bad Sector Detection tab.

2. Select the HDD No. in the dropdown list you want to configure, and choose All Detection or Key Area Detection as the detection type.

3. Click the **Detect** button to start the detection
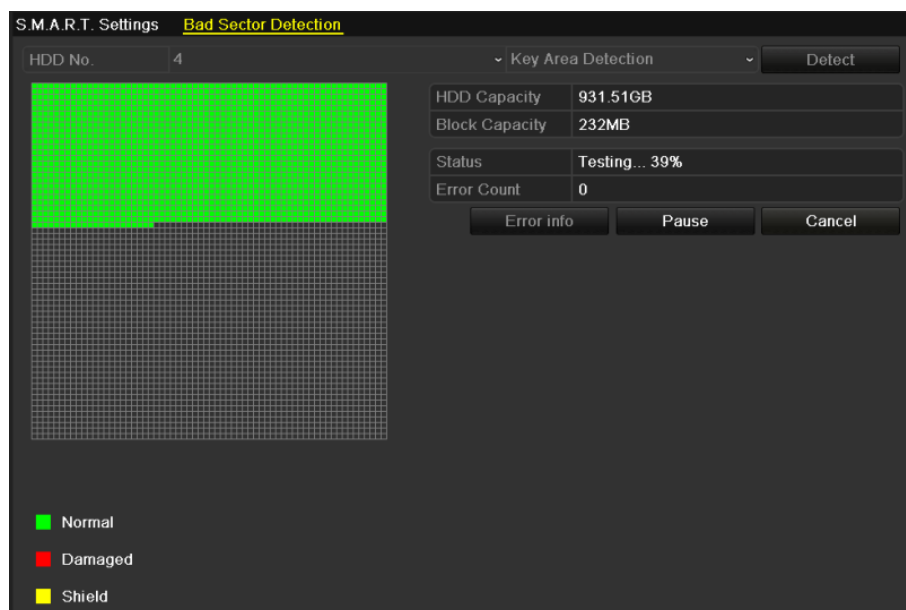


Figure 10. 9 Bad Sector Detection

And you can click **Error info** button to see the detailed damage information

And you can also pause/resume or cancel the detection.

# 10.4 Configuring HDD Error Alarms

*Purpose:*

You can configure the HDD error alarms when the HDD status is *Uninitialized* or *Abnormal*.
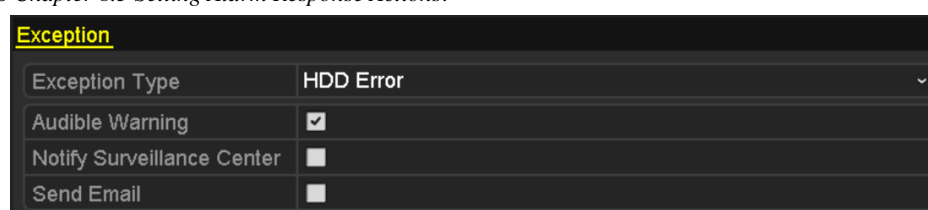
*Steps:*

1. Enter the Exception interface.

    Menu > Configuration > Exceptions

2. Select the Exception Type to **HDD Error** from the dropdown list.

3. Click the checkbox(s) below to select the HDD error alarm type (s), as shown in Figure 10. 10.

*Note:* The alarm type can be selected to: Audio Warning, Notify Surveillance Center, and Send Email. Please refer to *Chapter 8.5 Setting Alarm Response Actions*.



Figure 10. 10 Configure HDD Error Alarm

4. Click the **Apply** button to save the settings

# Chapter 11   Camera Settings

# 11.1 Configuring OSD Settings

*Purpose:*

You can configure the OSD (On-screen Display) settings for the camera, including date /time, camera name, etc.

*Steps:*

1. Enter the OSD Configuration interface.

   Menu > Camera > OSD

2. Select the camera to configure OSD settings.

3. Edit the Camera Name in the text field.

4. Configure the Display Name, Display Date and Display Week by clicking the checkbox.

5. Select the Date Format, Time Format and Display Mode.
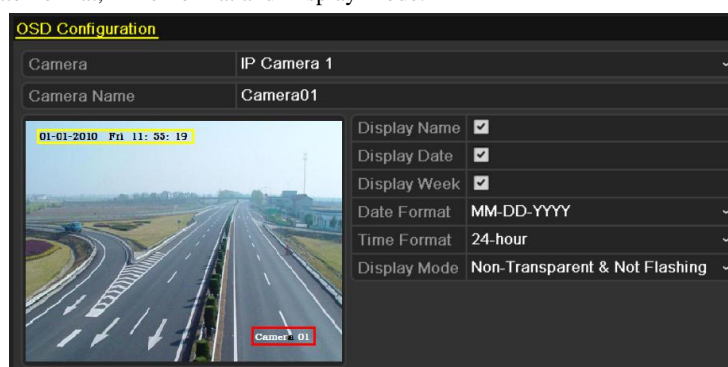


Figure 11. 1 OSD Configuration Interface

6. You can use the mouse to click and drag the text frame on the preview window to adjust the OSD position.

7. Click the **Apply** button to apply the settings.

# 11.2 Configuring Privacy Mask

*Purpose:*

You are allowed to configure the four-sided privacy mask zones that cannot be viewed by the operator. The privacy mask can prevent certain surveillance areas to be viewed or recorded.

*Steps:*

1. Enter the Privacy Mask Settings interface.

    Menu > Camera >Privacy Mask

2. Select the camera to set privacy mask.

3. Click the checkbox of **Enable Privacy Mask** to enable this feature.
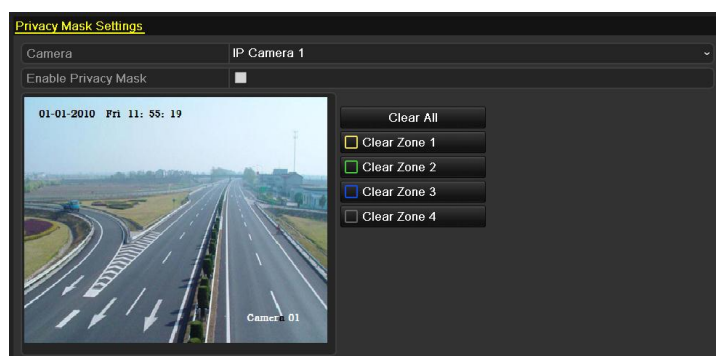


Figure 11. 2 Privacy Mask Settings Interface

4. Use the mouse to draw a zone on the window. The zones will be marked with different frame colors.

*Note:* Up to 4 privacy masks zones can be configured and the size of each area can be adjusted.

5. The configured privacy mask zones on the window can be cleared by clicking the corresponding Clear Zone1-4 icons on the right side of the window, or click **Clear All** to clear all zones.
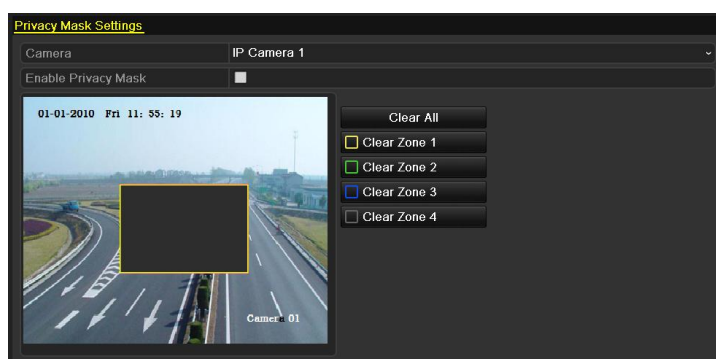


Figure 11. 3 Set Privacy Mask Area

6. Click the **Apply** button to save the settings.

# 11.3 Configuring Video Parameters

*Steps:*

1. Enter the Image Settings interface.

   Menu > Camera >Image



Figure 11. 4 Image Settings Interface

2. Select the camera to set image parameters.

3. You can click on the arrow to change the value of each parameter.

4. Click the **Apply** button to save the settings.

# Chapter 12   NVR Management and Maintenance

# 12.1 Viewing System Information

## 12.1.1 Viewing Device Information

*Steps:*

1. Enter the System Information interface.

   Menu >Maintenance>System Info

2. Click the **Device Info** tab to enter the Device Information menu to view the device name, model, serial No. , firmware version and encode version, as shown in Figure 12. 1.

| Device Name | Embedded Net DVR |
|---|---|
| Model | |
| Serial No. | XXXXXXXXXXXXXXXXXXXX |
| Firmware Version | Vx.x.x, Build xxxxxx |
| Encoding Version | Vx.x, Build xxxxxx |

Figure 12. 1 Device Information Interface

## 12.1.2 Viewing Camera Information

*Steps:*

1. Enter the System Information interface.

   Menu >Maintenance>System Info

2. Click the **Camera** tab to enter the Camera Information menu to view the status of each camera, as shown in Figure 12. 2.

| Camer... | Camera Name | Status | Motion Det... | Tamper-proof | Video Loss |
|---|---|---|---|---|---|
| D1 | Camera01 | Connected | Used | Used | Not used |
| D2 | Camera 01 | Connected | Not used | Not used | Not used |
| D3 | IPCamera 03 | Disconnected | Not support... | Not supported | Not support... |

Figure 12. 2 Camera Information Interface

## 12.1.3 Viewing Record Information

*Steps:*

1. Enter the System Information interface.

   Menu >Maintenance>System Info

2. Click the **Record** tab to enter the Record Information menu to view the recording status recording parameters of each camera, as shown in Figure 12. 3.

| Camer... | Recor... | Stream... | Frame ... | Bitrate(Kbps) | Resolution | Recor... | Encodi... |
|----------|----------|-----------|-----------|---------------|------------|----------|-----------|
| D1 | Not used | Video ... | 10fps | 512 | 1280*720(HD720P) | | Contin... |
| D2 | Not used | Video | 30fps | 4096 | 1920*1080(1080P) | | Contin... |
| D3 | Not used | Video ... | 30fps | 2048 | Unknown Resolution | | Contin... |

Figure 12. 3 Record Information Interface

# 12.1.4 Viewing Network Information

*Steps:*

1.  Enter the System Information interface.

    Menu >Maintenance>System Info
2.  Click the **Network** tab to enter the Network Information menu to view the network information, as shown in Figure 12. 4.

| NIC | LAN1 |
|-----|------|
| IPv4 Address | 172.6.23.185 |
| IPv4 Subnet Mask | 255.255.255.0 |
| IPv4 Default Gateway | 172.6.23.1 |
| IPv6 Address 1 | fe80::2ff:8fff:fe0c:f46a/64 |
| IPv6 Address 2 | |
| IPv6 Default Gateway | |
| Preferred DNS Server | 0.0.0.0 |
| Alternate DNS Server | 0.0.0.0 |
| Enable DHCP | Disabled |
| Enable PPPOE | Disabled |
| PPPOE Address | |
| PPPOE Subnet Mask | |
| PPPOE Default Gateway | |

Figure 12. 4 Network Information Interface

# 12.1.5 Viewing HDD Information

*Steps:*

1.  Enter the System Information interface.

    Menu >Maintenance>System Info
2.  Click the **HDD** tab to enter the HDD Information menu to view the HDD status, free space, property, etc., as shown in Figure 12. 5.

Figure 12. 5 HDD Information Interface

# 12.2 Searching & Export Log Files

*Purpose:*

The operation, alarm, exception and information of the NVR can be stored in log files, which can be viewed and exported at any time.

*Steps:*

1.  Enter the Log Information interface.

    Menu >Maintenance>Log Information



Figure 12. 6 Log Search Interface

2.  Set the log search conditions to refine your search, including the Start Time, End Time, Major Type and

Minor Type.

3. Click the **Search** button to start search log files.

4. The matched log files will be displayed on the list shown below.



Figure 12. 7 Log Search Results

*Note:* Up to 2000 log files can be displayed each time.

5. You can click the [icon] button of each log or double click it to view its detailed information, as shown in Figure 12. 8. And you can also click the [icon] button to view the related video files if available.



Figure 12. 8 Log Details

6. If you want to export the log files, click the **Export** button to enter the Export menu, as shown in Figure 12. 9.

Figure 12. 9 Export Log Files

7. Select the backup device from the dropdown list of **Device Name**.
8. Click the **Export** to export the log files to the selected backup device.

    You can click the **New Folder** button to create new folder in the backup device, or click the **Format** button to format the backup device before log export.

    *Notes:*

    1)    Please connect the backup device to NVR before operating log export.

    2)    The log files exported to the backup device are named by exporting time, e.g.,
    *20110514124841logBack.txt*.

    **To export all the log files:**

    You can enter the Log Export interface.

    Menu> Maintenance> Log Information> Log Export
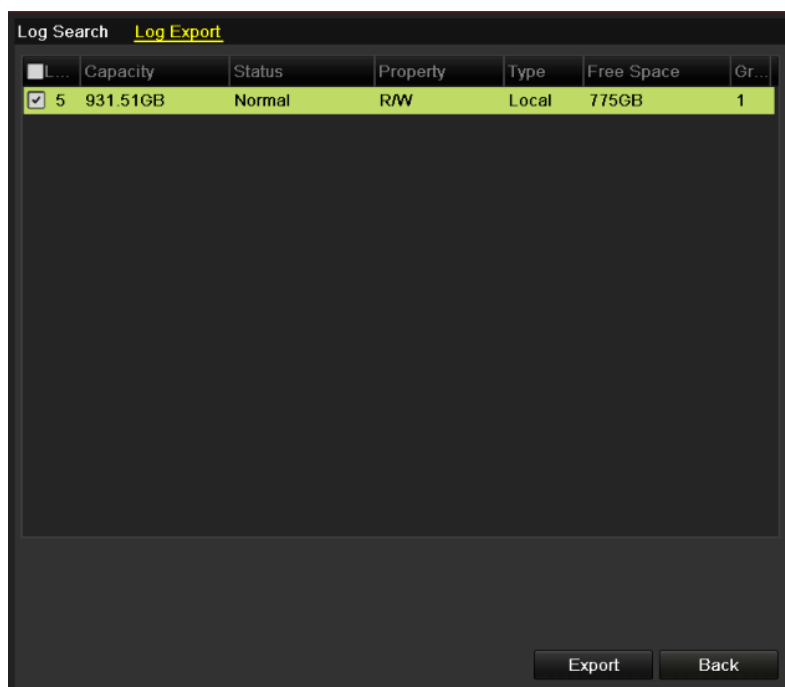
Figure 12. 10 Log Export Interface

You can check the checkbox of the HDD.

Click the **Export** button to export all the log files stored in the HDD.

# 12.3 Importing/Exporting Configuration Files

*Purpose:*

The configuration files of the NVR can be exported to local device for backup; and the configuration files of one NVR can be imported to multiple NVR devices if they are to be configured with the same parameters.

*Steps:*

1. Enter the Import/Export Configuration File interface.

   Menu > Maintenance >Import/Export



Figure 12. 11 Import/Export Config File

2. Click the **Export** button to export configuration files to the selected local backup device.
3. To import a configuration file, select the file from the selected backup device and click the **Import** button. After the import process is completed, you must reboot the NVR.

*Note:* After having finished the import of configuration files, the device will reboot automatically.

# 12.4 Upgrading System

*Purpose:*

The firmware on your NVR can be upgraded by local backup device or remote FTP server.

## 12.4.1 Upgrading by Local Backup Device

*Steps:*

1. Connect your NVR with a local backup device where the update firmware file is located.
2. Enter the Upgrade interface.

    Menu >Maintenance>Upgrade

3. Click the **Local Upgrade** tab to enter the local upgrade menu, as shown in Figure 12. 12.
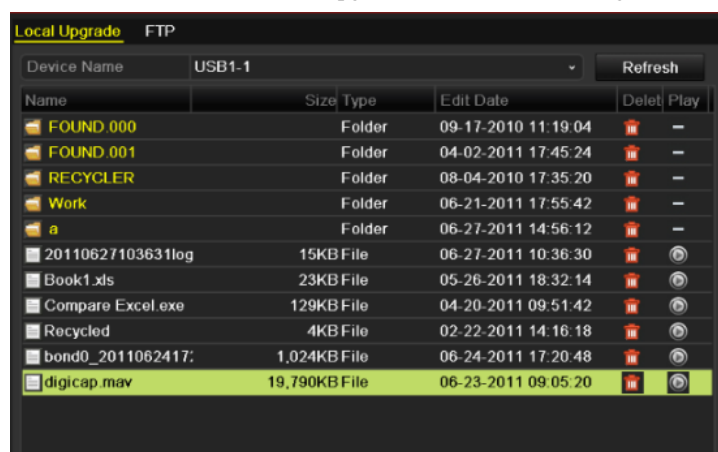


Figure 12. 12 Local Upgrade Interface

4. Select the update file from the backup device.
5. Click the **Upgrade** button to start upgrading.
6. After the upgrading is complete, reboot the NVR to activate the new firmware.

## 12.4.2 Upgrading by FTP

*Before you start:*

Configure PC (running FTP server) and NVR to the same Local Area Network. Run the 3rd-party TFTP software on the PC and copy the firmware into the root directory of TFTP.

*Steps:*

1. Enter the Upgrade interface.

    Menu >Maintenance>Upgrade

2. Click the **FTP** tab to enter the local upgrade interface, as shown in Figure 12. 13.
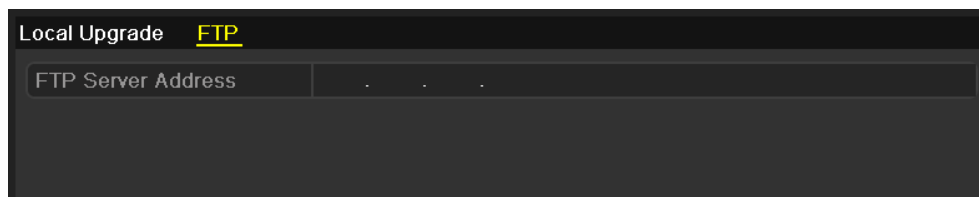
Figure 12. 13 FTP Upgrade Interface

---

**3.** Enter the FTP Server Address in the text field.

**4.** Click the **Upgrade** button to start upgrading.

**5.** After the upgrading is complete, reboot the NVR to activate the new firmware.

# 12.5 Restoring Default Settings

*Steps:*

1. Enter the Default interface.

   Menu > Maintenance > Default
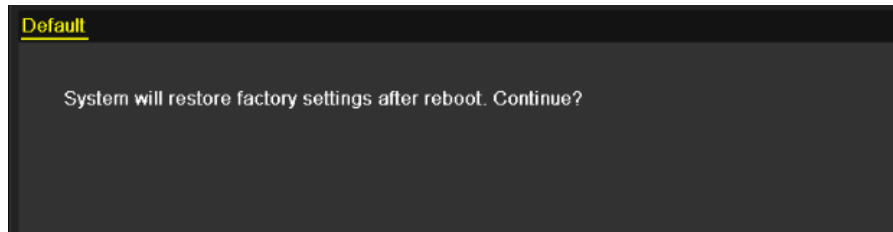


Figure 12. 14 Restore Factory Default

2. Click the **OK** button to restore the default settings.

*Note:* Except the network parameters (including IP address, subnet mask, gateway, MTU, default route and server port), all other parameters of the device will be restored to factory default settings.

# Chapter 13   Others

# 13.1 Configuring General Settings

*Purpose:*

You can configure the output resolution, system time, mouse pointer speed through the Menu > Configuration > General interface.

*Steps:*

1. Enter the General Settings interface.

   Menu >Configuration> General

2. Select the **General** tab.
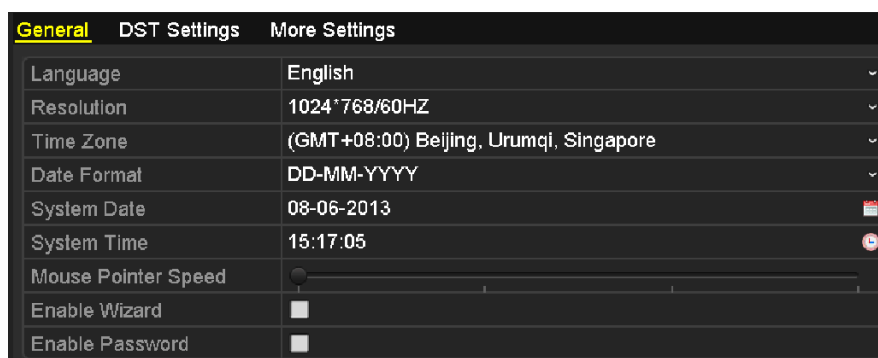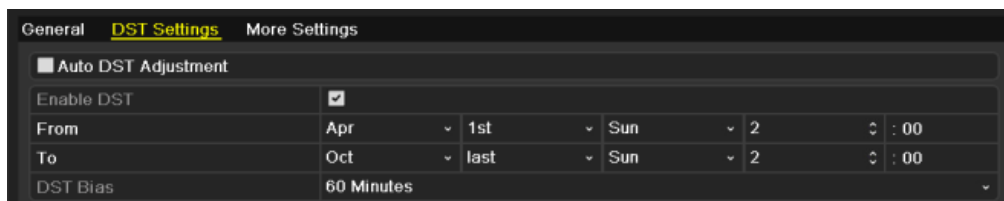


Figure 13. 1 General Settings Interface

3. Configure the following settings:

   - **Language:** The default language used is *English*.
   - **Resolution:** Select the output resolution, which must be the same with the resolution of the monitor screen.
   - **Time Zone:** Select the time zone.
   - **Date Format:** Select the date format.
   - **System Date:** Select the system date.
   - **System Time:** Select the system time.
   - **Mouse Pointer Speed:** Set the speed of mouse pointer; 4 levels are configurable.
   - **Enable Wizard:** Enable/disable the Wizard when the device starts up.
   - **Enable Password:** Enable/disable the use of the login password.

4. Click the **Apply** button to save the settings.

# 13.2 Configuring DST Settings

*Steps:*

**1.**   Enter the General Settings interface.

Menu >Configuration>General

**2.**   Choose **DST Settings** tab.

| General | DST Settings | More Settings | | | | | | |
|---|---|---|---|---|---|---|---|---|
| ■ Auto DST Adjustment | | | | | | | | |
| Enable DST | ☑ | | | | | | | |
| From | Apr | ⌄ | 1st | ⌄ | Sun | ⌄ | 2 | ↕ : 00 |
| To | Oct | ⌄ | last | ⌄ | Sun | ⌄ | 2 | ↕ : 00 |
| DST Bias | 60 Minutes | | | | | | | ⌄ |

Figure 13. 2 DST Settings Interface

You can check the checkbox before the Auto DST Adjustment item.

Or you can manually check the Enable DST checkbox, and then you choose the date of the DST period.

# 13.3 Configuring More Settings for Device Parameters

*Steps:*

1.  Enter the General Settings interface.

    Menu >Configuration>General

2.  Click the **More Settings** tab to enter the More Settings interface, as shown in Figure 13. 3.

| General | DST Settings | More Settings | |
|---|---|---|---|
| Device Name | Embedded Net DVR | | |
| Device No. | 255 | | |
| Auto Logout | Never | | ⌄ |
| Menu Output Mode | HDMI/VGA | | ⌄ |

Figure 13. 3 More Settings Interface

3.  Configure the following settings:

    - **Device Name:** Edit the name of NVR.
    - **Device No.:** Edit the serial number of NVR. The Device No. can be set in the range of 1~255, and the default No. is 255. The number is used for the remote and keyboard control.
    - **Auto Logout:** Set timeout time for menu inactivity. E.g.,when the timeout time is set to *5 Minutes*, then the system will exit from the current operation menu to live view screen after 5 minutes of menu inactivity.
    - **Menu Output Mode:** You can choose the menu display on different video output.

4.  Click the **Apply** button to save the settings.

# 13.4 Managing User Accounts

*Purpose:*

There is a default account in the NVR: *Administrator*. The *Administrator* user name is *admin* and the password is *12345*. The *Administrator* has the permission to add and delete user and configure user parameters.

## 13.4.1 Adding a User

*Steps:*

1. Enter the User Management interface.

    Menu >Configuration>User
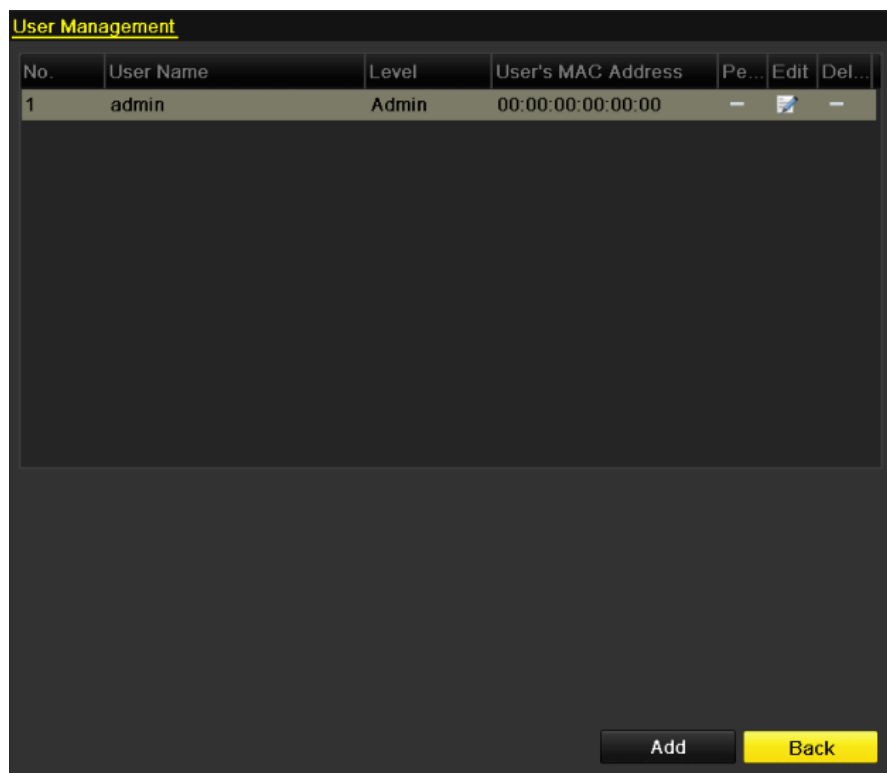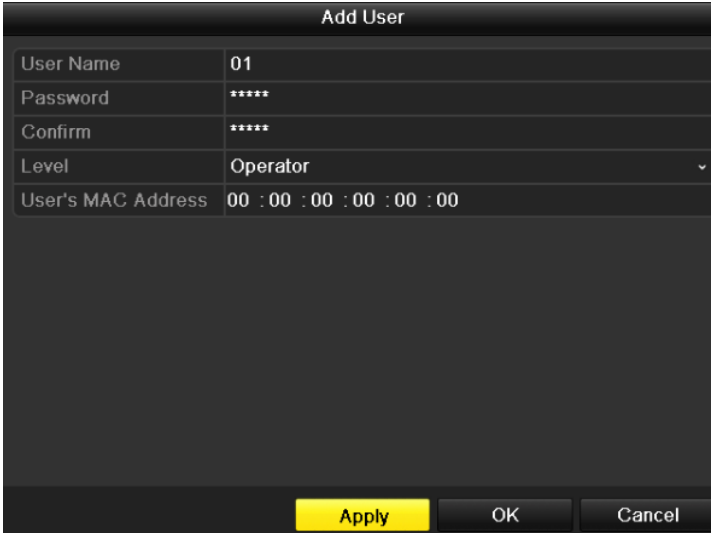


Figure 13. 4 User Management Interface

2. Click the **Add** button to enter the Add User interface.
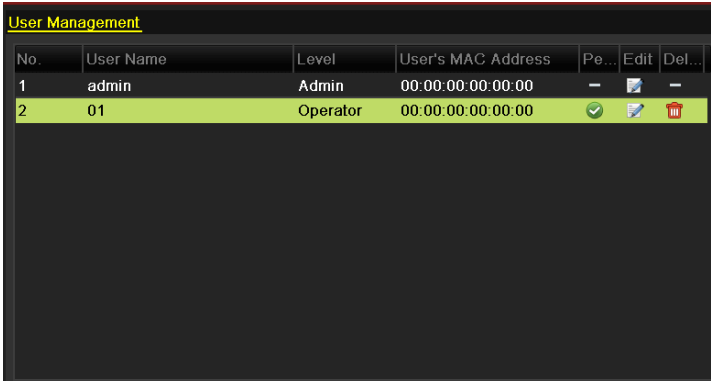
Figure 13. 5 Add User Menu

3. Enter the information for new user, including **User Name**, **Password**, **Level** and **User's MAC Address**.

   **Level:** Set the user level to Operator or Guest. Different user levels have different operating permission.

   - **Operator:** The *Operator* user level has permission of Two-way Audio in Remote Configuration and all operating permission in Camera Configuration.

   - **Guest:** The Guest user has no permission of Two-way Audio in Remote Configuration and only has the local/remote playback in the Camera Configuration.

   - **User's MAC Address:** The MAC address of the remote PC which logs onto the NVR. If it is configured and enabled, it only allows the remote user with this MAC address to access the NVR.

4. Click the **OK** button to save the settings and go back to the User Management interface. The added new user will be displayed on the list, as shown in Figure 13. 6.



Figure 13. 6 Added User Listed in User Management Interface

5. Select the user from the list and then click the  button to enter the Permission settings interface, as shown in Figure 13. 7.
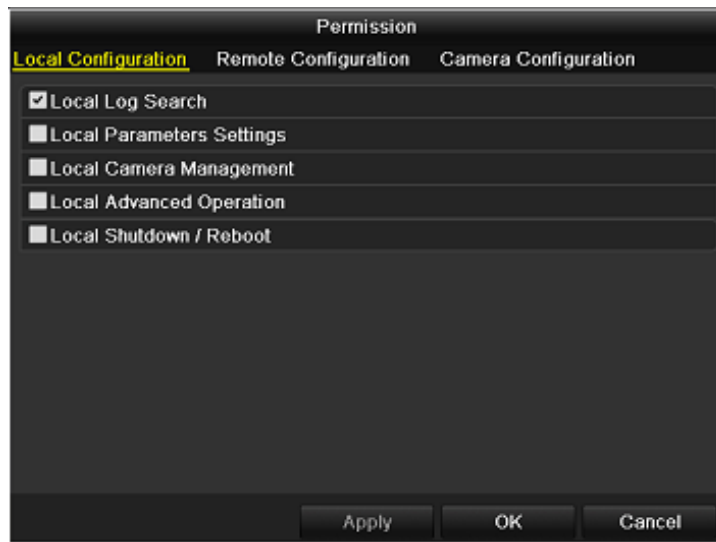
Figure 13. 7 User Permission Settings Interface

6. Set the operating permission of Local Configuration, Remote Configuration and Camera Configuration for the user.

**Local Configuration**

- Local Log Search: Searching and viewing logs and system information of NVR.
- Local Parameters Settings: Configuring parameters, restoring factory default parameters and importing/exporting configuration files.
- Local Camera Management: The adding, deleting and editing of IP cameras.
- Local Advanced Operation: Operating HDD management (initializing HDD, setting HDD property), upgrading system firmware, clearing I/O alarm output.
- Local Shutdown Reboot: Shutting down or rebooting the NVR.

**Remote Configuration**

- Remote Log Search: Remotely viewing logs that are saved on the NVR.
- Remote Parameters Settings: Remotely configuring parameters, restoring factory default parameters and importing/exporting configuration files.
- Remote Camera Management: Remote adding, deleting and editing of the IP cameras.
- Remote Video Output Control: Sending remote button control signal.
- Two-Way Audio: Realizing two-way radio between the remote client and the NVR.
- Remote Alarm Control: Remotely arming (notify alarm and exception message to the remote client) and controlling the alarm output.
- Remote Advanced Operation: Remotely operating HDD management (initializing HDD, setting HDD property), upgrading system firmware.
- Remote Shutdown/Reboot: Remotely shutting down or rebooting the NVR.

**Camera Configuration**

- Remote Live View: Remotely viewing live video of the selected camera (s).
- Local Manual Operation: Locally starting/stopping manual recording and alarm output of the selected camera (s).
- Remote Manual Operation: Remotely starting/stopping manual recording and alarm output of the selected camera (s).
- Local Playback: Locally playing back recorded files of the selected camera (s).
- Remote Playback: Remotely playing back recorded files of the selected camera (s).
- Local PTZ Control: Locally controlling PTZ movement of the selected camera (s).
- Remote PTZ Control: Remotely controlling PTZ movement of the selected camera (s).

- Local Video Export: Locally exporting recorded files of the selected camera (s).
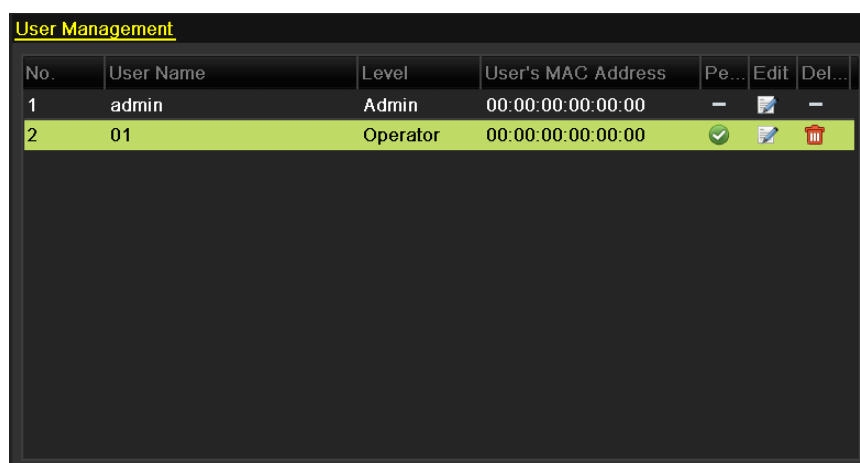
7. Click the **OK** button to save the settings and exit interface.

*Note:* Only the *admin* user account has the permission of restoring factory default parameters.

# 13.4.2 Deleting a User

*Steps:*

1. Enter the User Management interface.

    Menu >Configuration>User

2. Select the user to be deleted from the list, as shown in Figure 13. 8.



Figure 13. 8 User List

3. Click the 🗑 icon to delete the selected user.

# 13.4.3 Editing a User

*Steps:*

1. Enter the User Management interface.

    Menu >Configuration>User

2. Select the user to be edited from the list, as shown in Figure 13. 8.

3. Click the 📝 icon to enter the Edit User interface, as shown in Figure 13. 9.

    *Note:* The admin user can also be edited.

Figure 13. 9 Edit User Interface

4.  Edit the user information, including user name, password, level and MAC address.

    Check the checkbox of **Change Password** if you want to change the password of the current user.

5.  Click the **OK** button to save the settings and exit the menu.

# Appendix

# Glossary

- **Dual Stream:** Dual stream is a technology used to record high resolution video locally while transmitting a lower resolution stream over the network. The two streams are generated by the DVR, with the main stream having a maximum resolution of 4CIF and the sub-stream having a maximum resolution of CIF.

- **HDD:** Acronym for Hard Disk Drive. A storage medium which stores digitally encoded data on platters with magnetic surfaces.

- **DHCP:** Dynamic Host Configuration Protocol (DHCP) is a network application protocol used by devices (DHCP clients) to obtain configuration information for operation in an Internet Protocol network.

- **HTTP:** Acronym for Hypertext Transfer Protocol. A protocol to transfer hypertext request and information between servers and browsers over a network

- **PPPoE:** PPPoE, Point-to-Point Protocol over Ethernet, is a network protocol for encapsulating Point-to-Point Protocol (PPP) frames inside Ethernet frames. It is used mainly with ADSL services where individual users connect to the ADSL transceiver (modem) over Ethernet and in plain Metro Ethernet networks.

- **DDNS:** Dynamic DNS is a method, protocol, or network service that provides the capability for a networked device, such as a router or computer system using the Internet Protocol Suite, to notify a domain name server to change, in real time (ad-hoc) the active DNS configuration of its configured hostnames, addresses or other information stored in DNS.

- **Hybrid DVR:** A hybrid DVR is a combination of a DVR and NVR.

- **NTP:** Acronym for Network Time Protocol. A protocol designed to synchronize the clocks of computers over a network.

- **NTSC:** Acronym for National Television System Committee. NTSC is an analog television standard used in such countries as the United States and Japan. Each frame of anNTSC signal contains 525 scan lines at 60Hz.

- **NVR:** Acronym for Network Video Recorder. An NVR can be a PC-based or embedded system used for centralized management and storage for IP cameras, IP Domes and other DVRs.

- **PAL:** Acronym for Phase Alternating Line. PAL is also another video standard used in broadcast televisions systems in large parts of the world. PAL signal contains 625 scan lines at 50Hz.

- **PTZ:** Acronym for Pan, Tilt, Zoom. PTZ cameras are motor driven systems that allow the camera to pan left and right, tilt up and down and zoom in and out.

- **USB:** Acronym for Universal Serial Bus. USB is a plug-and-play serial bus standard to interface devices to a host computer.

# Troubleshooting

- **No image displayed on the monitor after starting up normally.**

  *Possible Reasons*

  a)     No VGA or HDMI connections.

  b)     Connection cable is damaged.

  c)     Input mode of the monitor is incorrect.

  *Steps*

  1. Verify the device is connected with the monitor via HDMI or VGA cable.

     If not, please connect the device with the monitor and reboot.

  2. Verify the connection cable is good.

     If there is still no image display on the monitor after rebooting, please check if the connection cable is good, and change a cable to connect again.

  3. Verify Input mode of the monitor is correct.

     Please check the input mode of the monitor matches with the output mode of the device (e.g. if the output mode of NVR is HDMI output, then the input mode of monitor must be the HDMI input). And if not, please modify the input mode of monitor.

  4. Check if the fault is solved by the step 1 to step 3.

     If it is solved, finish the process.

     If not, please contact the engineer from Hikvision to do the further process.


- **There is an audible warning sound "Di-Di-Di-DiDi" after a new bought NVR starts up.**

  *Possible Reasons*

  a)     No HDD is installed in the device.

  b)     The installed HDD has not been initialized.

  c)     The installed HDD is not compatible with the NVR or is broken-down.

  *Steps*

  1. Verify at least one HDD is installed in the NVR.

     1) If not, please install the compatible HDD.

        *Note:* Please refer to the "Quick Operation Guide" for the HDD installation steps.

     2) If you don't want to install a HDD, select "Menu>Configuration > Exceptions", and uncheck the Audible Warning checkbox of "HDD Error".

  2. Verify the HDD is initialized.

     1) Select "Menu>HDD>General".

     2) If the status of the HDD is "Uninitialized", please check the checkbox of corresponding HDD and click the "Init" button.

  3. Verify the HDD is detected or is in good condition.

     1) Select "Menu>HDD>General".

     2) If the HDD is not detected or the status is "Abnormal", please replace the dedicated HDD according to the requirement.

  4. Check if the fault is solved by the step 1 to step 3.

     1) If it is solved, finish the process.

     2) If not, please contact the engineer from Hikvision to do the further process.


- **The status of the added IPC displays as "Disconnected" when it is connected through Hikvision Protocol.**

  **Select "Menu>Camera>Camera>IP Camera" to get the camera status.**

*Possible Reasons*

a)     Network failure, and the NVR and IPC lost connections.

b)     The configured parameters are incorrect when adding the IPC.

c)     Insufficient bandwidth.

*Steps*

1. Verify the network is connected.

Open the Command Prompt, and execute the ping command. Input "ping IP" (e.g. ping 172.6.22.131).

*Note:* Simultaneously press **Ctrl** and **C** to exit the ping command.

If there exists return information and the time value is little, the network is normal.

2. Verify the configuration parameters are correct.

1)     Select "Menu>Camera>Camera>IP Camera".

2)     Verify the following parameters are the same with those of the connected IP devices, including IP address, protocol, management port, user name and password.

3. Verify the whether the bandwidth is enough.

1)     Select "Menu >Maintenance > Net Detect > Network Stat.".

2)     Check the usage of the access bandwidth, and see if the total bandwidth has reached its limit.

4. Check if the fault is solved by the step 1 to step 3.

If it is solved, finish the process.

If not, please contact the engineer from Hikvision to do the further process.


- **The IPC frequently goes online and offline and the status of it displays as "Disconnected".**

*Possible Reasons*

a)     The IPC and the NVR versions are not compatible.

b)     Unstable power supply of IPC.

c)     Unstable network between IPC and NVR.

d)     Limited flow by the switch connected with IPC and NVR.

*Steps*

1. Verify the IPC and the NVR versions are compatible.

1)     Enter the IPC Management interface "Menu > Camera > Camera>IP Camera", and view the firmware version of connected IPC.

2)     Enter the System Info interface "Menu>Maintenance>System Info>Device Info", and view the firmware version of NVR.

2. Verify power supply of IPC is stable.

1)     Verify the power indicator is normal.

2)     When the IPC is offline, please try the ping command on PC to check if the PC connects with the IPC.

3. Verify the network between IPC and NVR is stable.

Open the Command Prompt, use the ping command and keep sending large data packages to the connected IPC, and check if there exists packet loss.

*Note:* Simultaneously press **Ctrl** and **C** to exit the ping command.

*Example:* Input **ping 172.6.22.131 –l 1472 –f.**

4. Verify the switch is not flow control.

Check the brand, model of the switch connecting IPC and NVR, and contact with the manufacturer of the switch to check if it has the function of flow control. If so, please turn it down.

5. Check if the fault is solved by the step 1 to step 4.

If it is solved, finish the process.

If not, please contact the engineer from Hikvision to do the further process.

- **No monitor connected with the NVR locally and when you manage the IPC to connect with the device by web browser remotely, of which the status displays as Connected. And then you connect the device with**

**the monitor via VGA or HDMI interface and reboot the device, there is black screen with the mouse cursor.**

**Connect the NVR with the monitor before startup via VGA or HDMI interface, and manage the IPC to connect with the device locally or remotely, the status of IPC displays as Connect. And then connect the device with the CVBS, and there is black screen either.**

*Possible Reasons:*

After connecting the IPC to the NVR, the image is output via the main spot interface by default.

*Steps:*

1. Enable the output channel.
2. Select "Menu > Configuration > Live View > View", and select video output interface in the drop-down list and configure the window you want to view.

   *Notes:*

   1) The view settings can only be configured by the local operation of NVR.
   2) Different camera orders and window-division modes can be set for different output interfaces separately, and digits like "D1"and "D2" stands for the channel number, and "X" means the selected window has no image output.

3. Check if the fault is solved by the above steps.

   If it is solved, finish the process.

   If not, please contact the engineer from Hikvision to do the further process.

- **Live view stuck when video output locally.**

  *Possible Reasons:*

  a) Poor network between NVR and IPC, and there exists packet loss during the transmission.
  b) The motion detection and alarm functions are enabled, and the parameters of Main Stream (Normal) and Main Stream (Event) are different. So the image looks stuck due to the image changes between different resolutions.
  c) The frame rate has not reached the real-time frame rate.

  *Steps:*

  1. Verify the network between NVR and IPC is connected.

     1) When image is stuck, connect the RS-232 ports on PC and the rear panel of NVR with the RS-232 cable.
     2) Open the Super Terminal, and execute the command of "**ping** *192.168.0.0* **–l 1472 –f**" (the IP address may change according to the real condition), and check if there exists packet loss.

        *Note:* Simultaneously press **Ctrl** and **C** to exit the ping command.

  2. Check the parameters of Main Stream (Normal) and Main Stream (Event).

     Select "Menu > Record > Parameters > Record", and set the resolution of Main Stream (Event) the same as the one of Main Stream (Normal).

  3. Verify the frame rate is real-time frame rate.

     Select "Menu > Record > Parameters > Record", and set the Frame rate to Full Frame.

  4. Check if the fault is solved by the above steps.

     If it is solved, finish the process.

     If not, please contact the engineer from Hikvision to do the further process.

- **Live view stuck when video output remotely via the Internet Explorer or platform software.**

  *Possible Reasons:*

  a) Poor network between NVR and IPC, and there exists packet loss during the transmission.
  b) Poor network between NVR and PC, and there exists packet loss during the transmission.
  c) The performances of hardware are not good enough, including CPU, memory, etc..

*Steps:*

1. Verify the network between NVR and IPC is connected.

   Open the Command Prompt, and execute the command of "**ping** *192.168.0.0* **–l 1472 –f**" (the IP address may change according to the real condition), and check if there exists packet loss.

   *Note:* Simultaneously press **Ctrl** and **C** to exit the ping command.

2. Verify the network between NVR and PC is connected.

   1) Open the Command Prompt in the Start menu, or you can press "windows+R" shortcut key to open it.

   2) Use the ping command to send large packet to the NVR, execute the command of "ping 192.168.0.0 –l 1472 –f" (the IP address may change according to the real condition), and check if there exists packet loss.

   *Note:* Simultaneously press **Ctrl** and **C** to exit the ping command.

3. Verify the hardware of the PC is good enough.

   Simultaneously press **Ctrl**, **Alt** and **Delete** to enter the windows task management interface, as shown in the following figure.
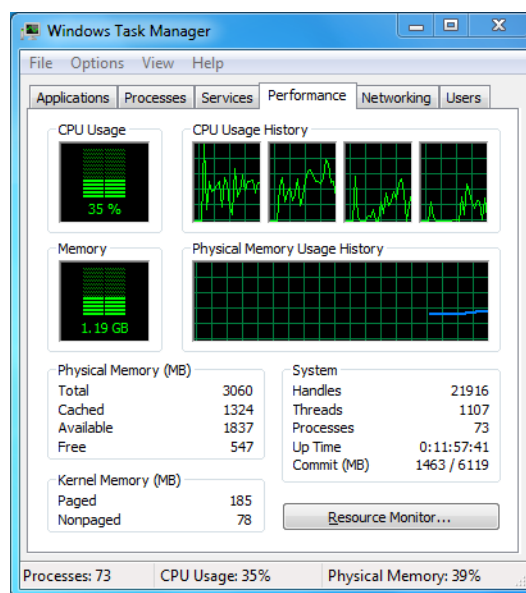


Windows task management interface

   Select the "Performance" tab; check the status of the CPU and Memory.

   If the resource is not enough, please end some unnecessary processes.

4. Check if the fault is solved by the above steps.

   If it is solved, finish the process.

   If not, please contact the engineer from Hikvision to do the further process.

- **When using the NVR to get the live view audio, there is no sound or there is too much noise, or the volume is too low.**

  *Possible Reasons:*

  a) Cable between the pickup and IPC is not connected well; impedance mismatches or incompatible.

  b) The stream type is not set as "Video & Audio".

  c) The encoding standard is not supported with NVR.

  *Steps:*

1. Verify the cable between the pickup and IPC is connected well; impedance matches and compatible.

   Log in the IPC directly, and turn the audio on, check if the sound is normal. If not, please contact the manufacturer of the IPC.

2. Verify the setting parameters are correct.

Select "Menu > Record > Parameters > Record", and set the Stream Type as "Audio & Video".

3. Verify the audio encoding standard of the IPC is supported by the NVR.

NVR supports G722.1 and G711 standards, and if the encoding parameter of the input audio is not one of the previous two standards, you can log in the IPC to configure it to the supported standard.

4. Check if the fault is solved by the above steps.

If it is solved, finish the process.

If not, please contact the engineer from Hikvision to do the further process.

**The image gets stuck when NVR is playing back by single or multi-channel.**
*Possible Reasons:*
a) Poor network between NVR and IPC, and there exists packet loss during the transmission.
b) The motion detection and alarm functions are enabled, and the parameters of Main Stream (Normal) and Main Stream (Event) are different. So the image looks stuck due to the image changes between different resolutions.
c) The frame rate is not the real-time frame rate.
d) The NVR supports up to 16-channel synchronize playback at the resolution of 4CIF, if you want a 16-channel synchronize playback at the resolution of 720p, the frame extracting may occur, which leads to a slight stuck.

*Steps:*

1. Verify the network between NVR and IPC is connected.

Open the Command Prompt, and execute the command of "**ping** *192.168.0.0* **–l 1472 –f**" (the IP address may change according to the real condition), and check if there exists packet loss.

*Note:* Simultaneously press the **Ctrl** and **C** to exit the ping command.

2. Check the parameters of Main Stream (Normal) and Main Stream (Event).

Select "Menu > Record > Parameters > Record", and set the resolution of Main Stream (Event) the same as the one of Main Stream (Normal).

3. Verify the frame rate is real-time frame rate.

Select "Menu > Record > Parameters > Record", and set the Frame Rate to "Full Frame".

4. Verify the hardware can afford the playback.

Reduce the channel number of playback.

Select "Menu > Record > Parameters > Record", and set the resolution and bitrate to a lower level.

5. Reduce the number of local playback channel.

Select "Menu > Playback", and uncheck the checkbox of unnecessary channels.

6. Check if the fault is solved by the above steps.

If it is solved, finish the process.

If not, please contact the engineer from Hikvision to do the further process.

**No record file found in the NVR local HDD, and prompt "No record file found".**
*Possible Reasons:*
a) The time setting of system is incorrect.
b) The search condition is incorrect.
c) The HDD is error or not detected.

*Steps:*

1. Verify the system time setting is correct.

Select "Menu > Configuration > General > General", and verify the "Device Time" is correct.

2. Verify the search condition is correct.

Select "Playback", and verify the channel and time are correct.

3. Verify the HDD status is normal.

Select "Menu > HDD > General" to view the HDD status, and verify the HDD is detected and can be read and written normally.

4. Check if the fault is solved by the above steps.

If it is solved, finish the process.

If not, please contact the engineer from Hikvision to do the further process.

# List of Compatible IP Cameras

## List of Hikvision IP Cameras

*Note:* For the list, our company holds right to interpret.

| Type | Model | Version | Max. Resolution | Sub-stream | Audio |
|---|---|---|---|---|---|
| HD Network Camera | DS-2CD883F-E | V4.0.1 build 120508 | 2560×1920 | √ | √ |
| | DS-2CD886BF-E | V2.0 build 110715 | 2560×1920 | √ | √ |
| | DS-2CD886 MF-E | V2.0 build 110715 | 2560×1920 | √ | √ |
| | DS-2CD854F-E | V4.0.1 build 120508 | 2048×1536 | √ | √ |
| | DS-2CD754F-E(I) | V4.0.1 build 120508 | 2048×1536 | √ | √ |
| | DS-2CD8254F-E | V4.0.1 build 120508 | 2048×1536 | √ | √ |
| | DS-2CD754FWD-E | V4.0.1 build 120508 | 1920×1080 | √ | √ |
| | DS-2CD753F-E(I) | V4.0.1 build 120508 | 1600×1200 | √ | √ |
| | DS-2CD853F-E | V4.0.1 build 120508 | 1600×1200 | √ | √ |
| | DS-2CD8153F-E | V4.0.1 build 120508 | 1600×1200 | √ | √ |
| | DS-2CD8253F-E | V4.0.1 build 120508 | 1600×1200 | √ | √ |
| | DS-2CD7153-E | V4.0.1 build 120508 | 1600×1200 | √ | × |
| | DS-2CD876BF-E | V2.0 build 110715 | 1600×1200 | √ | √ |
| | DS-2CD876MF-E | V2.0 build 110715 | 1600×1200 | √ | √ |
| | DS-2CD877BF | V2.0 build 110715 | 1920×1080 | √ | √ |
| | DS-2CD752MF-E | V2.0 build 110614 | 1600×1200 | √ | √ |
| | DS-2CD852MF-E DS-2CD852F-E | V2.0 build 110426 | | | |
| | DS-2CD862MF-E | V2.0 build 110614 | 1280×960 | √ | √ |
| | | V2.0 build 110426 | | | |
| | DS-2CD8464F-EI | V4.0.1 build 120508 | 1280×960 | √ | √ |
| | DS-2CD863PF/NF-E | V4.0.1 build 120508 | 1280×960 | √ | √ |
| | DS-2CD864FWD-E | V4.0.1 build 120508 | 1280×720 | √ | √ |
| | DS-2CD763PF/NF-E | V4.0.1 build 120508 | 1280×960 | √ | √ |
| | DS-2CD763NF-EI | V4.0.1 build 120508 | 1280×960 | √ | √ |
| SD Network Camera | DS-2CD7133-E | V4.0.1 build 120508 | 640×480 | √ | × |
| | DS-2CD733F-E(I) | V4.0.1 build 120508 | 640×480 | √ | √ |
| | DS-2CD833F-E | V4.0.1 build 120508 | 640×480 | √ | √ |
| | DS-2CD8133F-E | V4.0.1 build 120508 | 640×480 | √ | √ |
| | DS-2CD802NF | V2.0 build 090522 | 704×576 | √ | √ |
| | DS-2CD812PF DS-2CD832F DS-2CD892PF/NF | V2.0 build 090715 | | | |

| | | | | | |
|---|---|---|---|---|---|
| | DS-2CD893PF(WD)-E | V4.0.1 build 120508 | 704×576 | √ | √ |
| | DS-2CD793PF(WD)-E(I) | V4.0.1 build 120508 | 704×576 | √ | √ |
| | DS-2CD793NF(WD)-E(I) | V4.0.1 build 120508 | 704×576 | √ | √ |
| Thermal Camera | DS-2CD8313PF-E40 | V3.0 build 110812 | 352×288 | √ | √ |
| Intelligent Traffic Camera | DS-2CD966(B) DS-2CD966-V(B) | V3.1.0 build120423 | 1360×1024 | × | × |
| | DS-2CD976(B) DS-2CD976-V(B) | V3.1.0 build120423 | 1600×1200 | × | × |
| | DS-2CD976(C) | V3.1.0 build120423 | 1600×1200 | × | × |
| | DS-2CD976-V(C) | V3.1.0 build120423 | 1600×1200 | × | × |
| | DS-2CD977(B) DS-2CD977(C) | V3.1.3 build120710 | 1920×1080 | × | × |
| | DS-2CD986A(B) | V3.1.0 build120423 | 2448×2048 | × | × |
| | DS-2CD986A(C) | V3.1.0 build120423 | 2448×2048 | × | × |
| | DS-2CD986C(B) | V2.1 build 110521 | 2560×1920 | × | × |
| Network Speed Dome | DS-2DF1-572 | V4.0.2 build 120813 | 1280×720 | √ | √ |
| | DS-2DF1-772 | V4.0.2 build 120813 | 1280×720 | √ | √ |
| | DS-2DF1-618H | V3.1.0 build 110811 | 704×576 | √ | √ |
| | DS-2DF1-718 | V3.1.0 build 110811 | 704×576 | √ | √ |
| | DS-2DF1-518 | V3.1.0 build 110811 | 704×576 | √ | √ |
| HD DVS | DS-6601HFHI | V1.0.1 build 120409 | 1920×1080 | √ | √ |
| | DS-6601HFHI/L | V1.0.1 build 120409 | 1920×1080 | √ | √ |
| SD DVS | DS-6501HCI-SATA DS-6504HCI-SATA DS-6516HCI-SATA | V1.0.1 build 110104 | 704×576 | × | √ |
| | DS-6508HFI-SATA | V1.0.1 build110104 | 704×576 | × | √ |
| | DS-6601HCI DS-6602HCI DS-6604HCI | V1.2.0 build 120215 | 704×576 | × | √ |
| | DS-6601HFI DS-6602HFI DS-6604HFI | V1.2.0 build 120215 | 704×576 | × | √ |

# List of Third-party IP Cameras

*Note:* **ONVIF compatibility** refers to the camera can be supported both when it uses the ONVIF protocol and its private protocols. **Only ONVIF is supported** refers to the camera can only be supported when it uses the ONVIF protocol.

| IPC Manufacturer or Protocol | Model | Version | Max. Resolution | Sub-stream | Audio |
|---|---|---|---|---|---|
| Arecont | AV1305M | 65175 | 1280×1024 | √ | × |
| | AV2155 | 65143 | 1600×1200 | √ | × |
| | AV2815 | 65220 | 1920×1080 | √ | × |
| | AV3105M | 65175 | 1920×1080 | √ | × |
| | AV5105 | 65175 | 1920×1080 | √ | × |
| Axis | M1114 | 5.09.1 | 1024×640 | √ | × |
| | M3011(ONVIF compatibility) | 5.21 | 704×576 | √ | × |
| | M3014(ONVIF compatibility) | 5.21.1 | 1280×800 | √ | × |
| | P3301(ONVIF compatibility) | 5.11.2 | 768×576 | √ | √ |
| | P3304(ONVIF compatibility) | 5.20 | 1440×900 | √ | √ |
| | P3343(ONVIF compatibility) | 5.20.1 | 800×600 | √ | √ |
| | P3344(ONVIF compatibility) | 5.20.1 | 1440×900 | √ | √ |
| | P5532 | 5.15 | 720×576 | √ | × |
| | Q7404 | 5.02 | 720×576 | √ | √ |
| Panasonic | WV-SF336H | Application:1.06 Image data:1.06 | 1280×960 | √ | √ |
| | WV-SP306H | Application:1.34 Image data:1.06 | 1280×960 | √ | √ |
| PELCO | D5118 | 1.8.2-20120327-2.9310-A1.7852 | 1280×960 | √ | × |
| | IXE20DN-AAXVUU2 | 1.8.2-20120327-2.9081-A1.7852 | 1920×1080 | √ | × |
| | IXE10DN-ACDJV44 | 1.8.2-20120327-2.9081-A1.7852 | 1280×1024 | √ | × |
| | IX30DN-ACFZHB3 | 1.8.2-20120327-2.9080-A1.7852 | 2048×1536 | √ | × |
| SAMSUNG (ONVIF compatibility) | SNB-3000P | V1.41_110709 | 704×576 | × | √ |
| | SNB-5000P | V2.00_110727 | 1280×1024 | × | √ |
| | SNB-7000P | V1.10_110819 | 2048×1536 | × | √ |
| | SNP-5200H | V1.04_110825 | 1280×1024 | × | √ |
| | SNZ-5200 | V1.04_110825 | 1280×1024 | × | √ |

| | VCC-HD2300P | 2.03-02(110318-00) | 1920×1080 | × | × |
|---|---|---|---|---|---|
| SANYO | VCC-HD2500P | 2.02-02(110208-00) | 1920×1080 | × | √ |
| | VCC-HD4600P | 2.03-02(110315-00) | 1920×1080 | × | √ |
| | VCC-HD5400 | 2.03-06(110315-00) | 1920×1080 | × | × |
| SONY (Only ONVIF is supported) | SNC-DH220T | 1.50.00 | 2048×1536 | × | × |
| ZAVIO | D5110 | MG.1.6.03P1 | 1280×1024 | √ | × |
| | F3106 | MG.1.6.03P1 | 1280×1024 | √ | √ |
| | F3206 | M2.1.6.01C2 | 1920×1080 | √ | √ |
| | F531E | LM.1.6.18 | 640×480 | √ | √ |

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