

USER'S MANUAL

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Official website: <http://www.qacctv.com/english/>

Online CD: n.jooan.cc (Note: No need to input "www" when open the website.)

Mobile phone remote monitoring software.Scan the QR code to download it.

Android



IOS



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NETWORK CAMERA INSTRUCTIONS

1.MODIFY THE IP ADDRESS

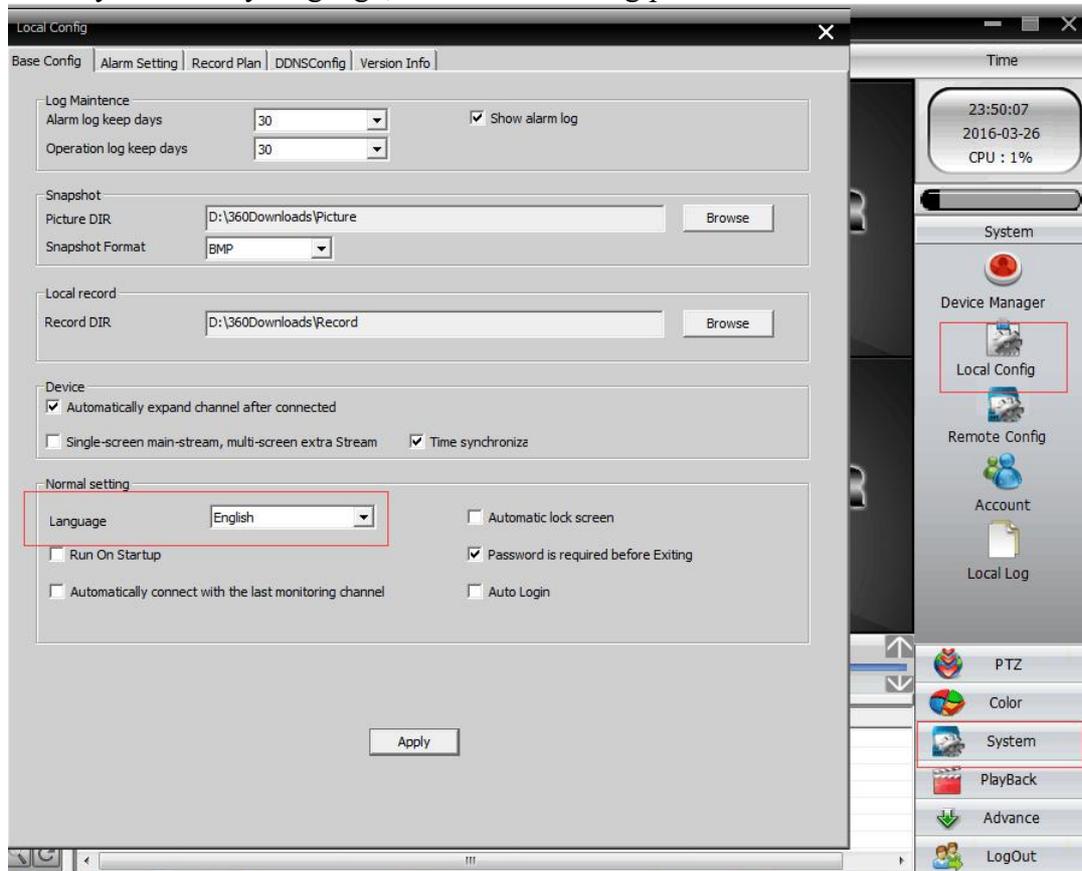
As the default IP address is Chinese IP 192.168.1.10. When you first connect the camera. Please modify it to the local IP address. The following paragraph is how to modify it.

Plug in the IP camera's power supply (It will takes 90 seconds to start).**Note:** Connect the IP camera and a computer to the same router or switch .Make sure the network is good.

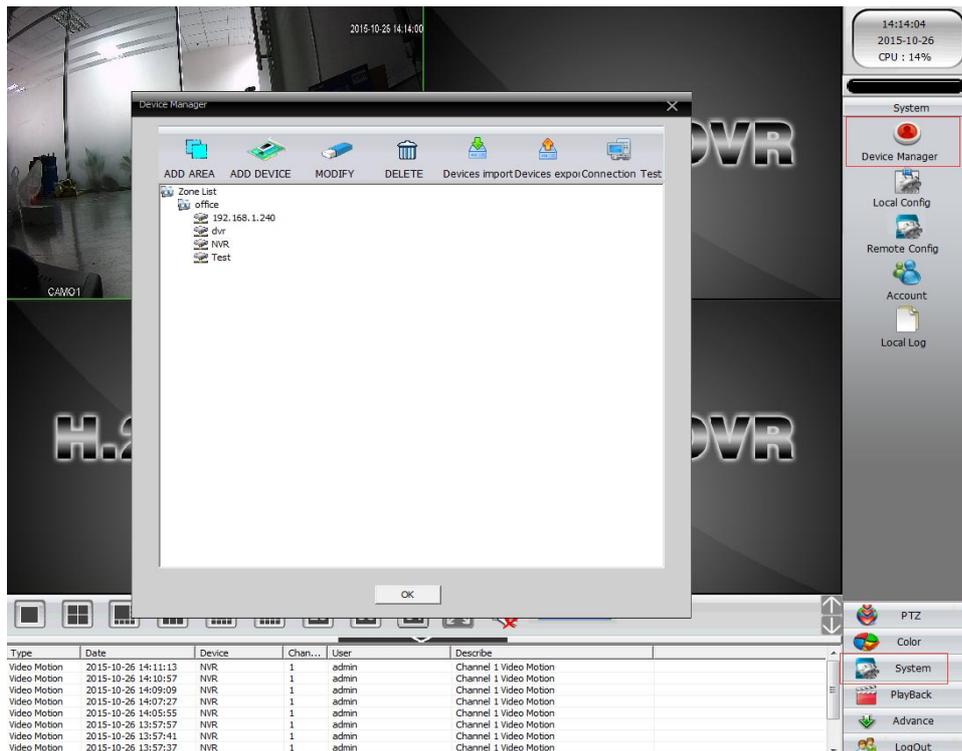
1.1: Install the CMS software. User can download the CMS software from the CD in the package.
Online CD: n.joan.cc (Note: No need to input "www" when open the website.) to download it.

1.2 :Open the CMS and login.(The default user name is super. The default password is blank, no need to input anything in it.)

Select your country language, as in the following picture:

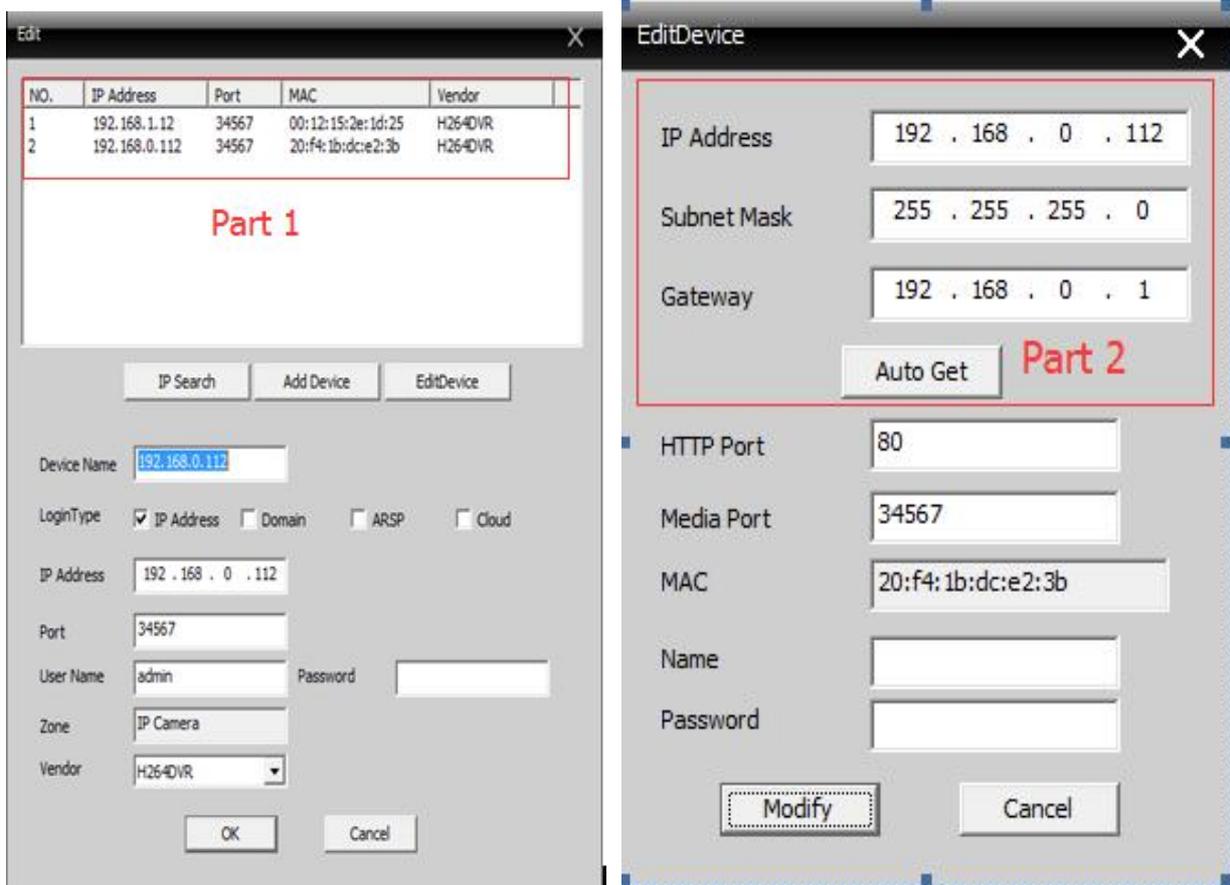


Click<System>-<Device manager>on the right. Then a page will pop up. As below:



Modify the IP Address Picture 1

1.3 :Click <ADD AREA> then input a zone name. Click OK. Select the name of the Zone List. Click <ADD DEVICE>. Click <IP Search>. The detected IP address will be shown. Select the searched IP address. Click<Edit Device> .Then pop up a page .As below. Click<Auto Get>.That's OK.



Modify the IP Address Picture 2.3

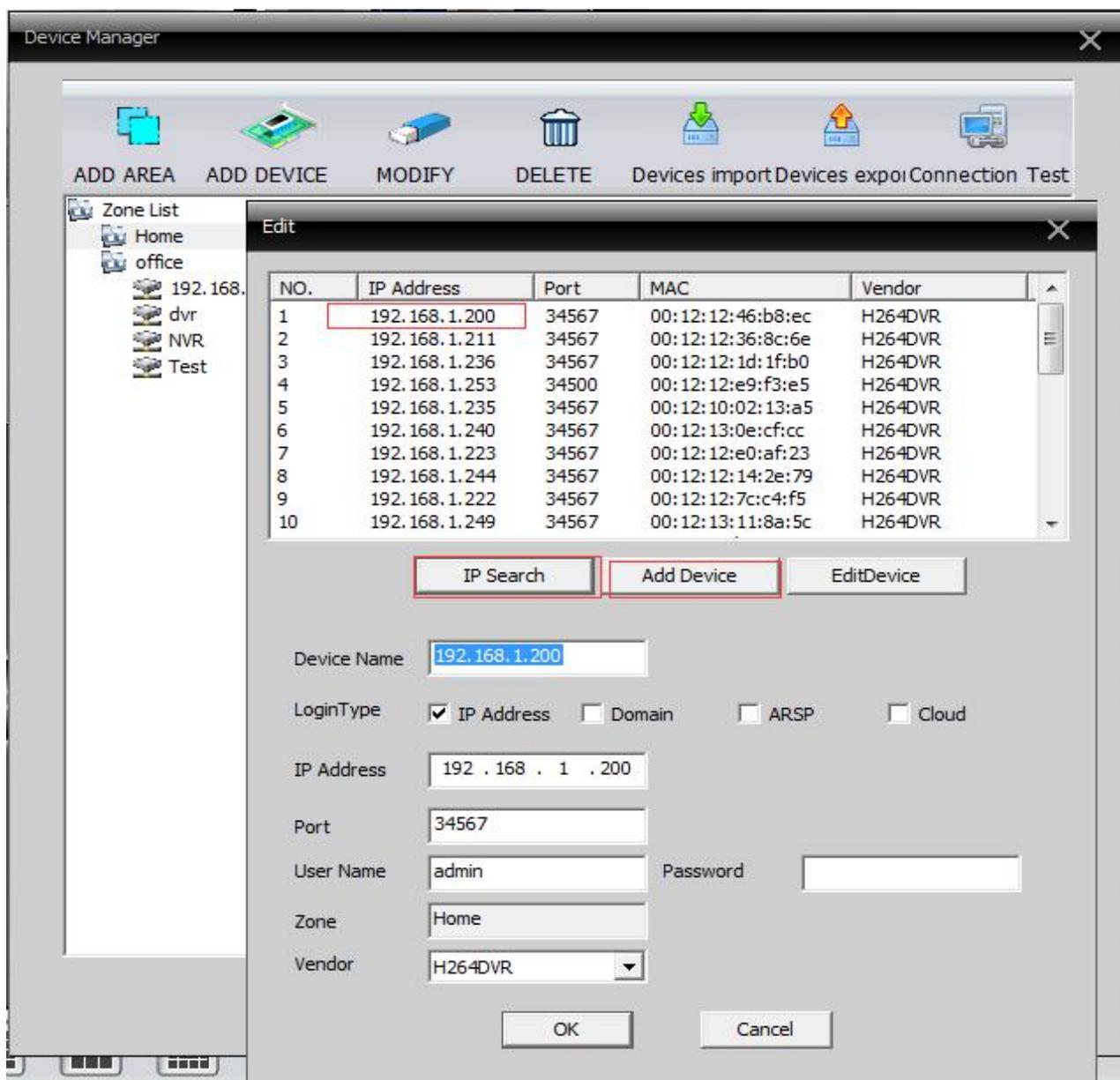
In the above two pictures. The part 1 is the searched devices list. The part 2 is the device IP Address. Gateway.

2.PART ONE: LAN CONNECTION

There are two methods about LAN connection.1.The CMS connection. 2.Web access.

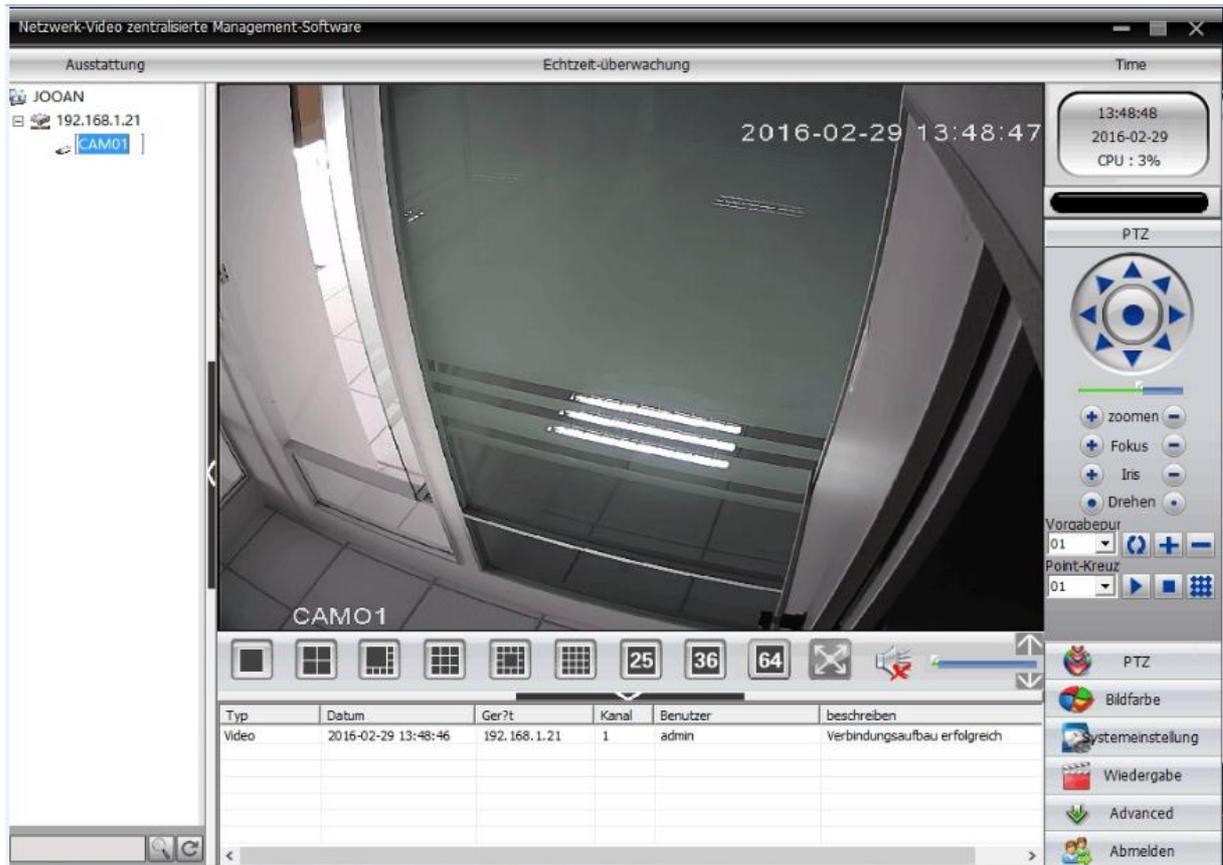
2.1:The CMS connection

Open the CMS and login. The default user name is super. The default password is blank, no need to input anything in it. Click<System>-<Device manager>. Click <ADD AREA> then input a zone name. Click OK. Select the name of the Zone List. Click<ADD DEVICE>. Click <IP Search>. The detected IP address will be shown. Select the searched IP address. Click<Add device>.As below:



The CMS connection in LAN Picture 4

Then you can find the added device on the top left. Double click it. The image will be shown. As below:



View the image Picture 5

Note:

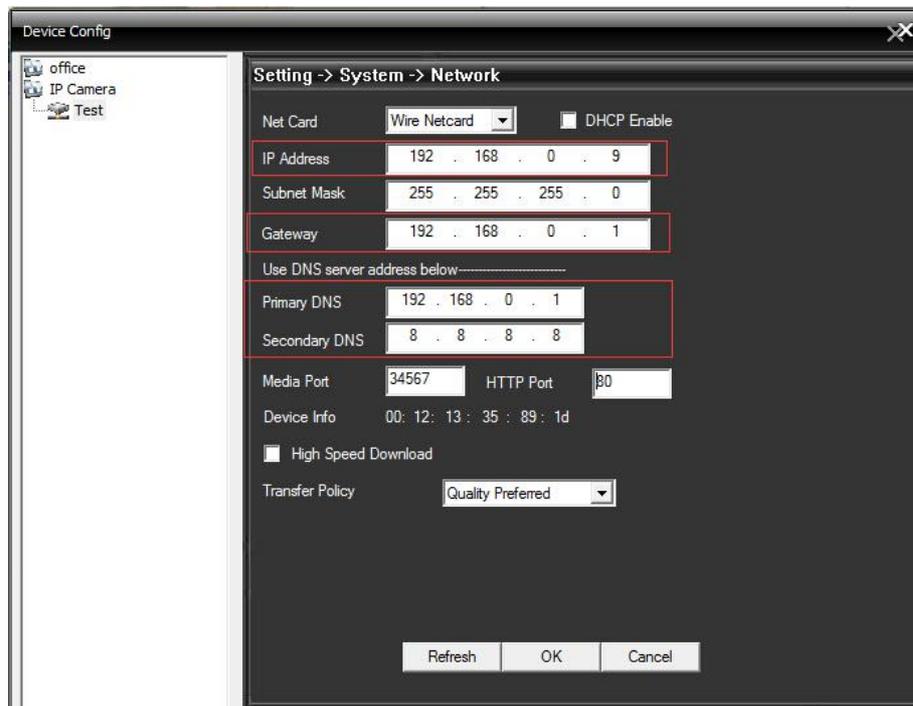
2.1.1: If you need to connect multiple devices. Repeat the above steps.

2.1.2: For remote viewing , please check the NAT status on the NVR. Click<Main menu>-<Info>-<Version>.If the NAT status is connected, everything is ok. If it is probing DNS, that means the camera and router are not in the same network segment.

To modify the camera’s network segment, Please operate on the CMS software. Select the third icon on the bottom, click<Network>. Please make sure the camera’s IP Address , Gateway, and router are in the same network segment. eg: If the router’s IP Address is 192.168.1.1. Then the camera’s IP Address and Gateway should be in the 192.168.1.x range. Primary DNS is the same with Gateway. Secondary DNS is 8.8.8.8



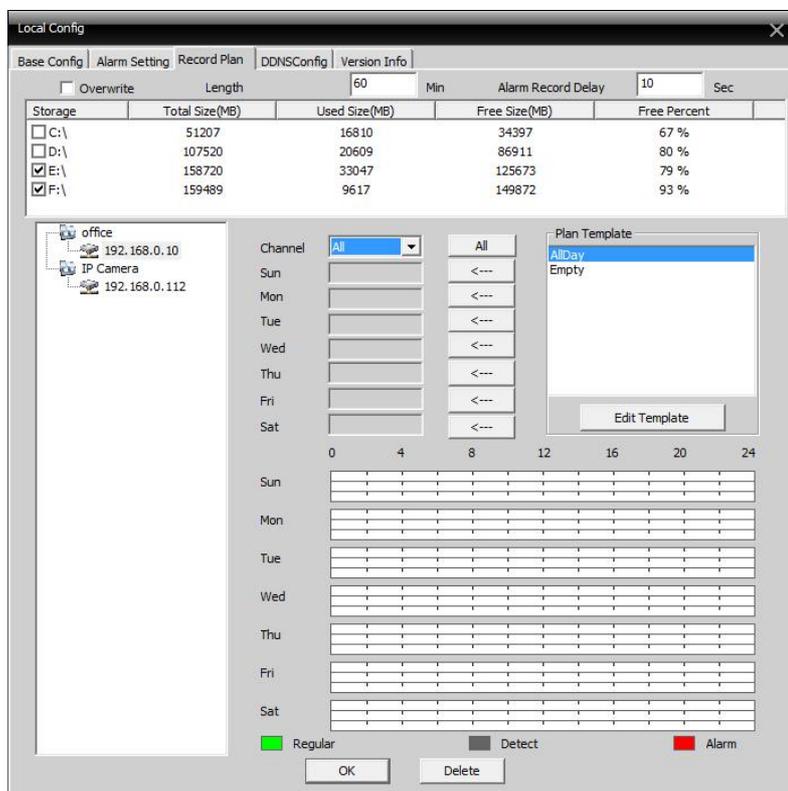
Network Configuration Picture 6



Network Configuration Picture 7

2.4 :Save video files to a computer

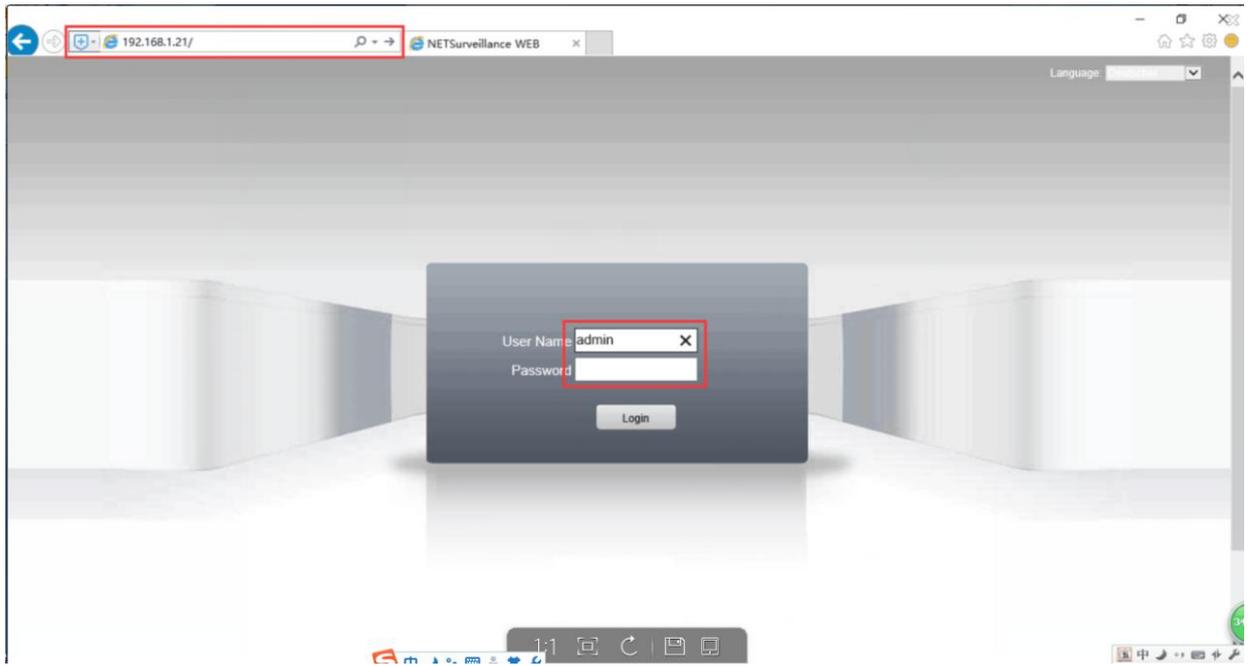
To save the video files in computer. Click<System>-<Local config>.Select<Record plan>.Select the hard disk you want to save in. Select the channel. Then click OK. As below:



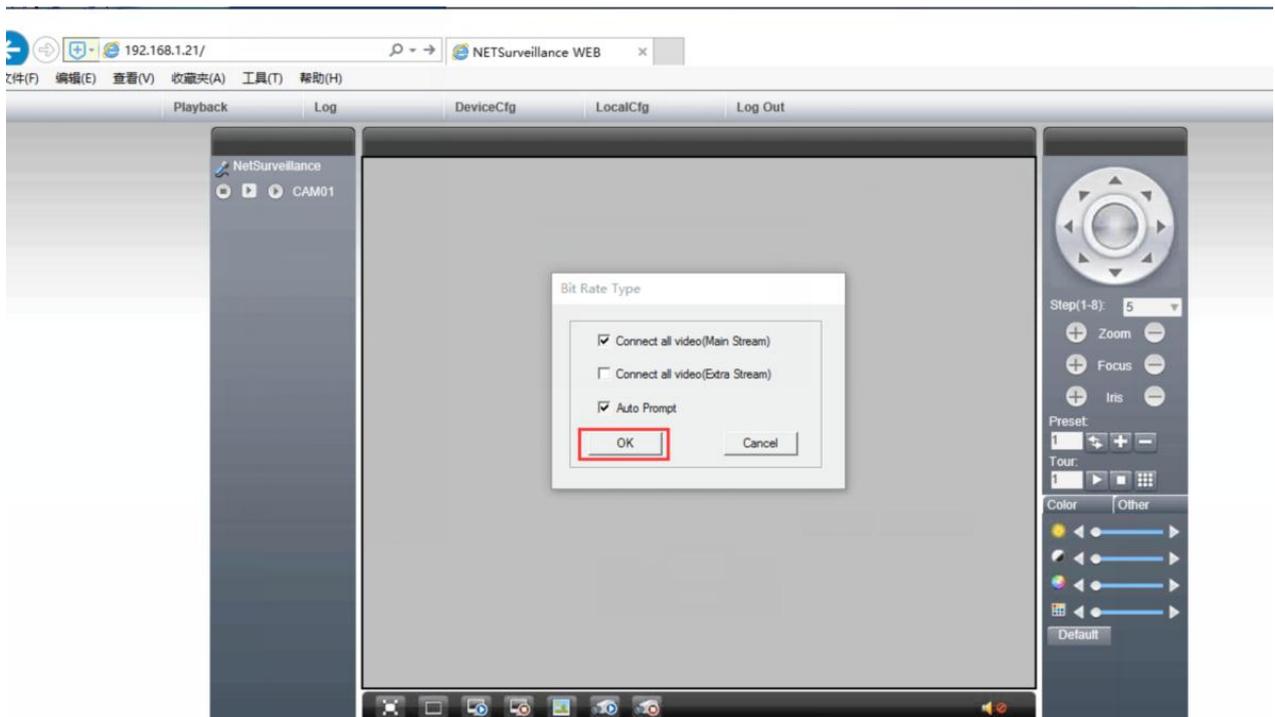
Save video files to computer Picture 6

3.WEB ACCESS

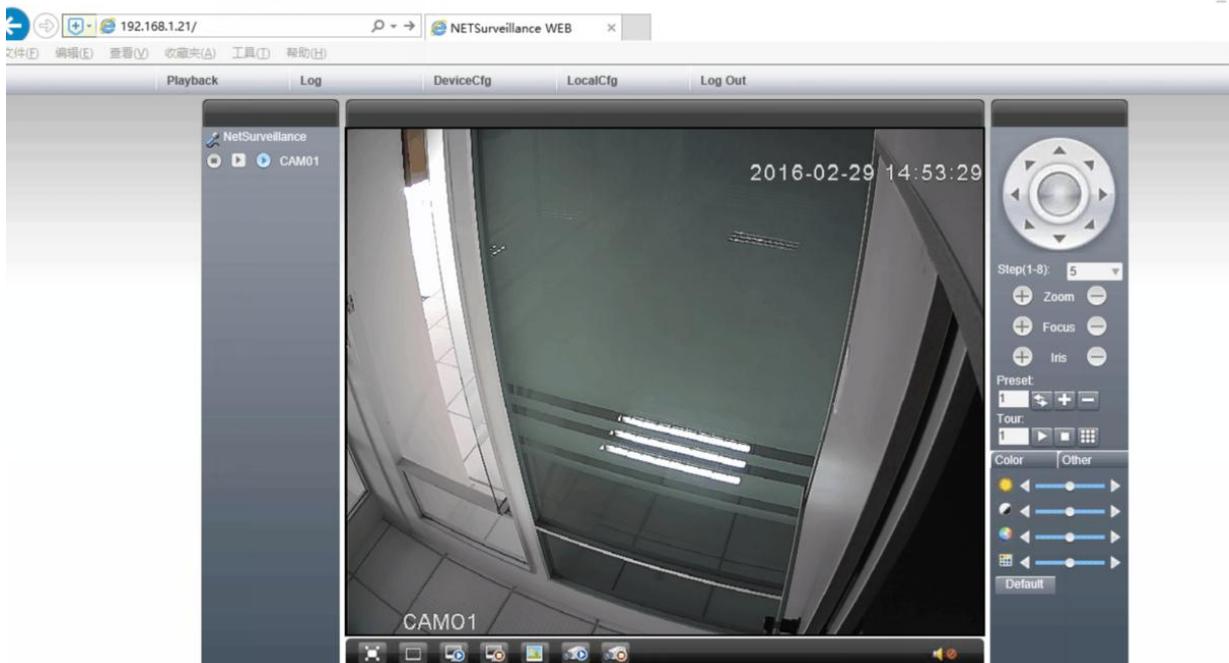
Input the device's IP address in IE browser bar to enter the web access login page.(Note: It only support IE browser). Input camera's user name and password.(The default user name is admin. The default password is blank, no need to input anything in it.) Click<Login>.Select the stream. (Main stream: image is very clear. Require high quality network. Not suitable when in remote view. The sub-stream is the opposite.)Then click <OK> to view.



Web access in LAN Picture 7



Web access in LAN Picture 8



Web access in LAN Picture 9

Part Two: WAN Connection

There are two methods for WAN Connection.1.WEB Access(for single camera)2.The CMS Connection.

Before WAN connection. User need to modify the default IP address to the local IP address.(please follow the “modify IP Address” in Part 1)

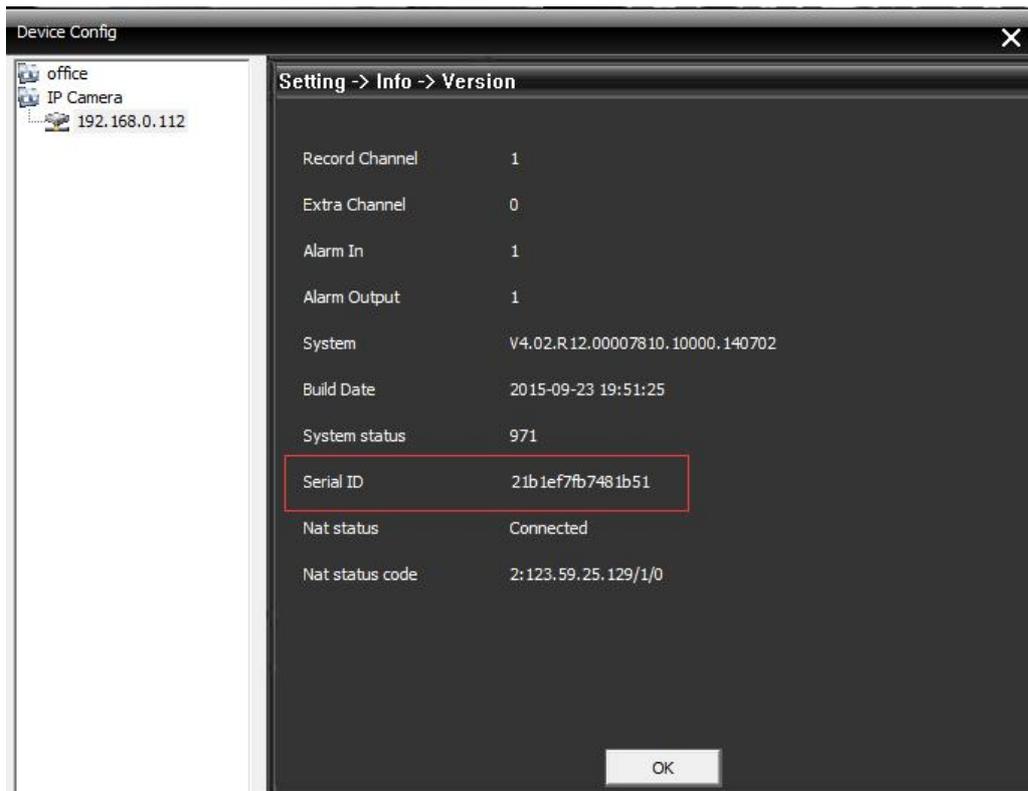
User need to find the camera’s serial ID for WAN connection. To search for the camera’s serial ID. There are two methods:

3.1:Open the device upgrade tool. Click<IP Search>.You can find the serial ID on the device info column.

3.2:Open the CMS. Add the camera to the CMS software. Right click on the image. Click<Device config>.Select the first icon on the bottom right .Click<Version>.The interface is shown as below



Search for serial ID Picture 10

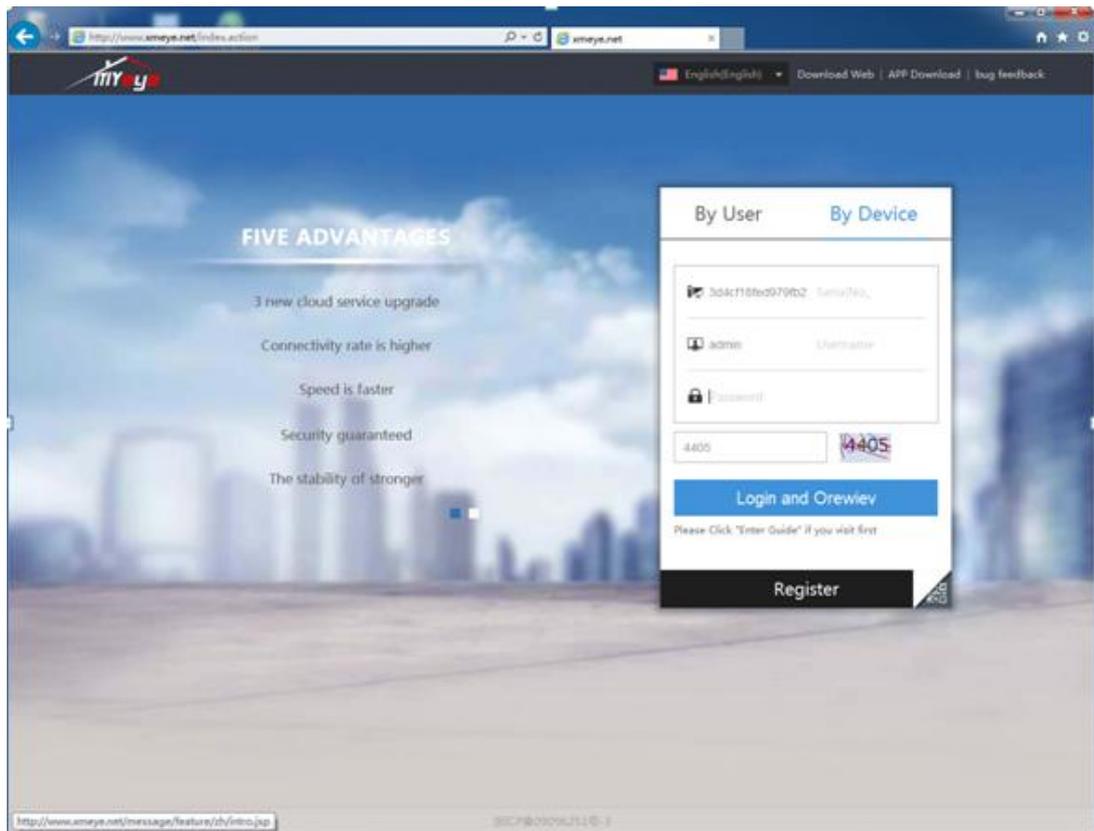


Search for serial ID Picture 11

4.WEB ACCESS.

Web access is suitable for single camera. It doesn't support managing multiple devices at the same time.

4.1: Input www.xmeye.net in IE browser to enter the web access page. (It only support IE browser).Select <By device>.Input the camera's serial ID. Input the user name and password. Click Login.(The default user name is admin. The default password is blank. No need to input anything in it.)



The web access in WAN Picture 12

4.2:Click<Download Web>on the top right. Please follow the guide to operate. After you download software, Click  on the browser bar. Close the ACTIVE filter. See picture 37:



Need ActiveX...

Need install some ActiveX controls to view the real time video.

Step 1:

If there is a message at the top of this page, please click this message and select

This website wants to run the following add-on:



Step 2:

After this window appeared, please click the button



If this message doesn't appear ...

This website wants to run the following add-on:

Click the button **Refresh** to refresh this page and check if the message appears.

If the message doesn't appear yet, please click the button **Download software** to download the ActiveX control setup software to install it by manual.



The web access in WAN Picture 13

4.3: The image will be shown as below:



The web access in WAN Picture 14

Note: If the image is not shown, please check the NAT status. make sure it is connected status. Follow page 4.

5.THE CMS CONNECTION

5.1:Open the CMS software and login. The default user name is super. The default password is blank, no need to input anything in it. Click<System>-<Device manager>.

Click <ADD AREA> then input a zone name. Click OK. Select the name of the Zone List. Click <ADD DEVICE>.The interface is as below:

NO.	IP Address	Port	MAC	Vendor
-----	------------	------	-----	--------

IP Search Add Device EditDevice

Device Name: Test

LoginType: IP Address Domain ARSP Cloud

Serial ID: [Red Box]

User Name: admin Password: [Empty]

Zone: IP Camera

Vendor: H264DVR

OK Cancel

The CMS connection in WAN Picture 15

5.2:Click<Cloud>. Input the serial ID. Click<OK>.The image will be shown as below:



The CMS connection in WAN Picture 16

Note:

5.2.1: If the image is not shown, please check the NAT status. make sure it is connected status. Follow page 4.

5.2.2: To save video files to a computer, please follow page 5.6

6 .MOBILE REMOTE VIEWING

There are four steps for mobile remote control:

<1> Mobile phone remote monitoring software. Scan the QR code to download it.

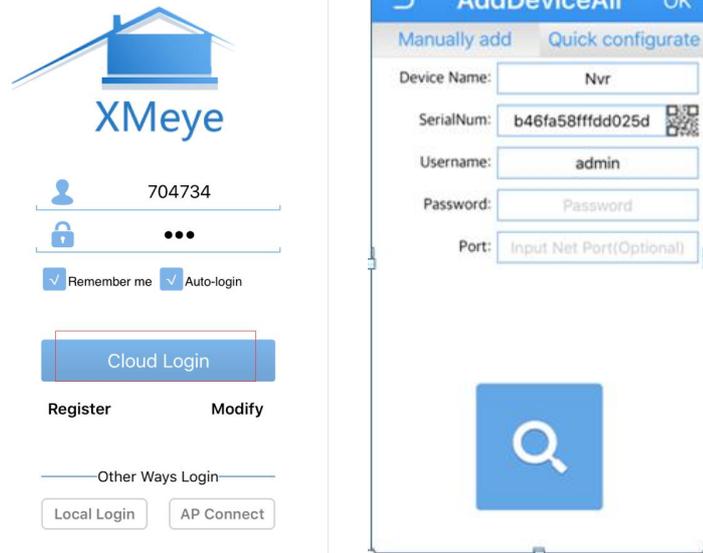
Android

IOS



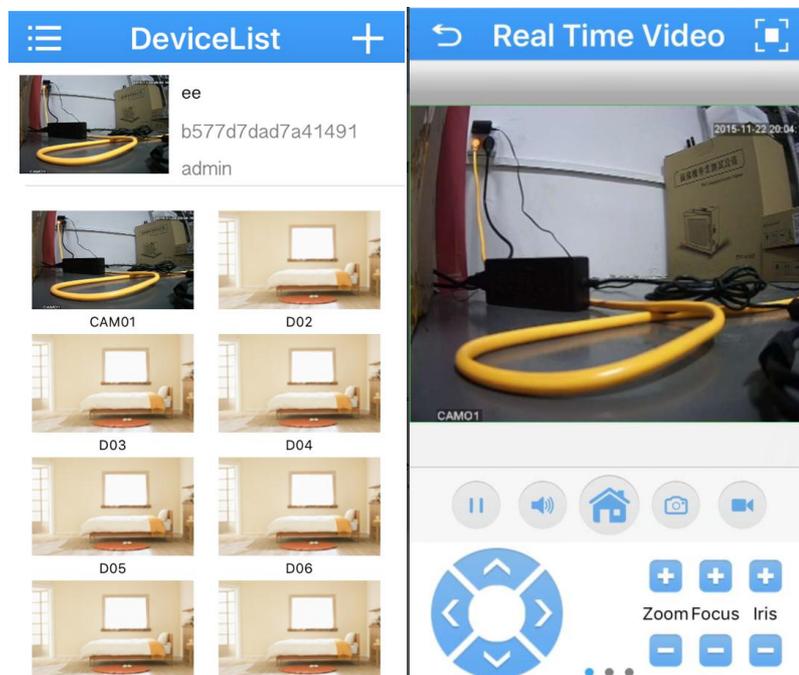
<2> Open the XMeye app. Tap <Register > to register an account .Input the account and password . Tap <Cloud login> .See picture as below:

<3> Tap <+> on the top right corner. Then a page will pop up. Input a Device Name. Input the Serial Number(to search for the serial number, please follow " Search for camera's serial ID/serial number" on page 8). Input the device's user name and password. and the Port is blank. Click OK.(The default user name is admin. The default Password is blank)



Mobile Remote Control Picture 19.20

<4> Enjoy remote viewing on your phone or tablet.



Mobile Remote Control Picture 21.22

Note: Please make sure the camera and router are in the same network segment.

Function Introduction



Menu



Voice



Play/ Pause



Image Snapshot



Record video directly to your smart phone or tablet

Note: Voice function will work only if the camera supports two-way audio function

Invert image: Click menu button ->Configure image->enable mirro flip button

Playback : Click menu button ->Remote playback

Download recorded video files :Click menu button-> Download

Device Upgrade : Click menu button->About->Equipment Update

7.FAQ AND MAINTENANCE

FAQ

If the problems are not listed, please contact the local service or call the HQ service. We are willing to offer the service.

1. How to adjust the image color of IPC?

<1>: Web access: Click<Other settings> on the bottom right. Select the image color and modify the parameters.

<2>:DVR access: Right click on the image. Select the image color. and modify the parameters.

Note: The parameters include brightness. contrast, saturation, hue, gain, sharpness horizontal and vertical sharpness.

2. Why the image color of the IPC is red?

<1>: IRCUT is set opposite. IE/CMS login->Device config->IPC parameters->IRCUT. Tick it.

<2>:Upgrade to the newest version.

3. When preview on IPC. We can see some icons such as time. Channel name. Can these icons be swap positions? Or be hidden?

Click<Device config>-<System setup>-<Output mode>.If tick the time title and channel title. The icons will be shown. If no tick. The icons will not be shown. There is a setting button beside the time title and channel title on the bottom. User can click it to set time title and channel title. Also can drag it to modify the position.

4. Our IPC connected to other brand NVR. The audio is so noisy?

Our IPC audio code is G.711A. Please modify the NVR audio code to G.711A too. If it is other format. There will be noisy or no sound.

5. How to connect the JOOAN camera to smart phone?

To remote view on smart phone. Please go to Apple store or Android market to download the XMeye app. Open xmeye. Click<+> on the top right. Input a any device name. Scan the Serial QR code.(please right click on the NVR. Click <guide>-<next>-<next>.The third QR code is serial QR code.) Input user name and password. The default user is admin, the default password is blank, no need to input anything in it. That is OK.

6. After connect the camera to smart phone. How to achieve multi-screen connection?

The default connection is the first image. After the first image shown, Click on another grid. Then click the channel on the bottom. It will return to the device list. Select the devices. Click Channel connection. That is OK.

7. How to search for JOOAN Camera 's serial number?

<1> Input the camera's IP address in browser to access.

<2> Click <Settings>-<Info>-<Version>. The serial number and connect status are shown on the page.

8. Using IP search tool or centre management software .Can't search for IP Camera?

The default IP is 192.168.1.1 or 192.168.1.19 (see the manual). If user didn't modify the default IP. Firstly modify the computer IP ,Make sure computer IP and camera IP are in the same network segment. For example 192.168.1.55. Ping the camera. If request time out. Check if the network cable or router connect well. If the network connection is normal. Then check if the

network device forbid icmp Bag. If don't remember the modified IP. User can use the IP Search tool in CMS software to search.

9. Web can't login

The active X was forbidden in Windows XP SP2. When you install the web active. There will pop up a dialog box of stopping installing active. Then you need to set to the IE browser. Open<Internet> option in IE browser. Click<Customized>.Enable "Not marked as safe ActiveX controls Initialize and

Page 14

script" and "Download unsigned ActiveX controls". Saved .reopen the IE browser. If installed control block or fire wall. Please closed these software. Login again.

The camera only support IE browser .Please do not use non-IE browser.

If the computer is WINVISTA system. Please close the user account control.(double click to enter user account-closed user account control).Then reboot the computer. That is OK.

After install the active control. Input user name and password to login. There is a prompt says" The user has login". Please modify another account to login.

10. After login on IE. Can't see the interface or the interface is a mess?

If you use IE 8. Please uninstall it. Install IE 6 or IE 7 or upgrade the active.

11. After login IE browser. The IE browser close automatically

IE modified by malicious code or trojans, viruses, please antivirus, or use Trojan killing tool scans

12. In the case of IE web access. Go to settings –encode settings. The resolution is grey . Can't modify the resolution.

The current IE active is newer than the old IE active. User can delete the active. Then login.

Find the file in C disk and delete the file.

C:\ProgramFiles\NetSurveillance

13. The image is frozen ,pause. Not smooth

If the resolution you select is uxga or higher. The max frame you select is 7-20 fps. If play 7 frames in 1 second. It is normal the image is frozen. To make the video more fluent. Please lower the resolution. And set the frame to 25 fps.

If set a fixed code stream. Please set a high code stream. Or set to VBR. in network setting->Network transmission QOS. Select smooth screen priority.

Network problem: Firstly ping the IP camera. See if it lose the bag. If it does. Please if check the network cable and router work well. Insufficient network bandwidth or congestion will cause the screen to pause.

14. The image has mosaic

If the resolution and frame rate is set too high, the allowed stream is set too low, or network bandwidth is insufficient, will cause the image to have the mosaic, if desired screen smooth but allows some low picture quality, you can reduce some of the resolution, the frame rate increase, while the stream up a bit, if you

need clear picture, do not need fluency. increase the resolution , reduce the frame rate.

15. When preview on IE browser. Image color partial white, black and white contrast very different

Go to image settings to set the image's brightness. **contrast and saturation, Chroma.**

DVR INSTRUCTIONS

Thank you for purchasing our product. When you first time connect, Please follow the Configuration Wizard to operate.

PART 1 BASIC OPERATION

1. HDD INSTALLATION

For the first use, please install the hard disk. Every series product supports SATA interface HDD. (Remark: the device can run normally without HDD, but cannot do record and playback.)



①disassemble the screw



②disassemble the cover



③fix the screw of hard disk



④fix the screw of hard disk



⑤connect the data wire



⑥connect the power wire



⑦cover the machine



⑧fix the cover

2. DVR/NVR KIT 'S CONNECTION METHOD



DVR Connections: Diagram 1



NVR Connections: Diagram 2

3.SYSTEM LOGIN

When the DVR/NVR boots up, the user must login and the system provides the corresponding functions with the user purview. There are three user settings. The names are **admin, guest and default** and these names have no password. The default user name is “admin”. To modify user name and password ,Please click<Main menu>-<Advanced>-<Account >.

Admin is the super user purview; guest and default’s permissions are preview and video playback. User admin and guest’s password can be revised, while their permissions can’t be revised; user default is the default login user whose permission can be revised but not its password.



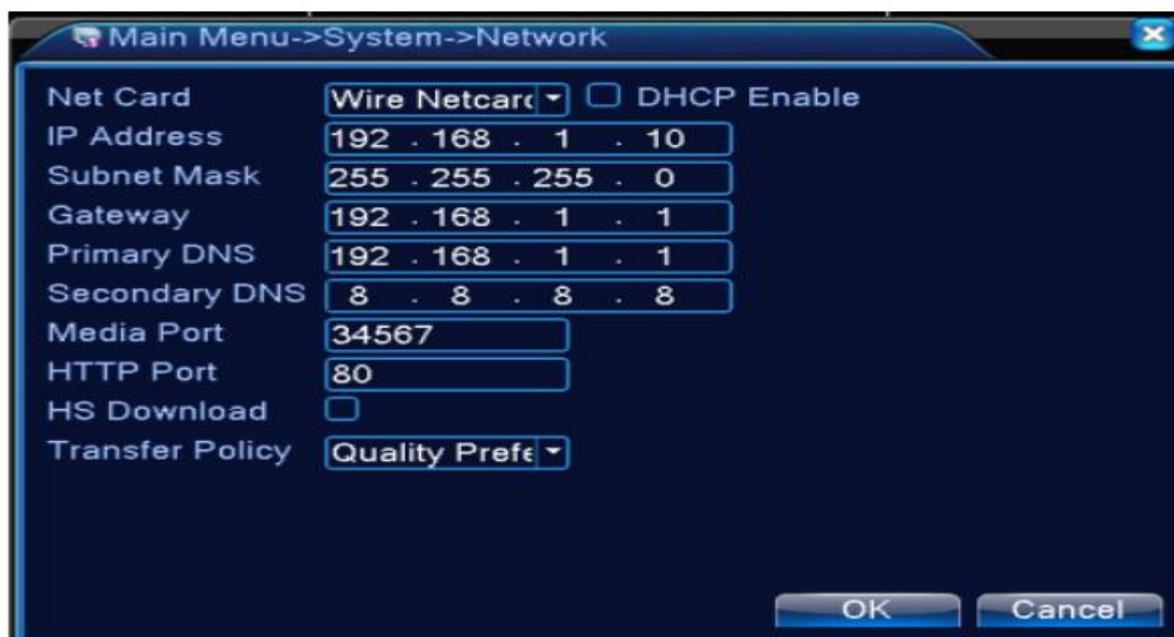
System Login Picture 3

Password protection: If the password is continuous wrong three times, the alarm will start. If the password is continuous wrong five times, the account will be locked. (through reboot or after half an hour, the account will be unlocked automatically).

For your system security, please modify your password after first login.

4. NETWORK CONFIGURATION

Please follow up Configuration Wizard step to setup DVR/NVR network. Or click <Main menu>- <System>--<Network> to setup.



Network configuration Picture 4

Please make sure the device IP Address , Gateway and router are in the same network segment, Primary DNS is the same with Gateway. Secondary DNS is 8.8.8.8

5.CHANNEL MANAGE

This chapter includes “Manually add camera”, “Modify camera IP address”.
“Select recording resolution and playback channel”.

5.1 DVR Channel Manage

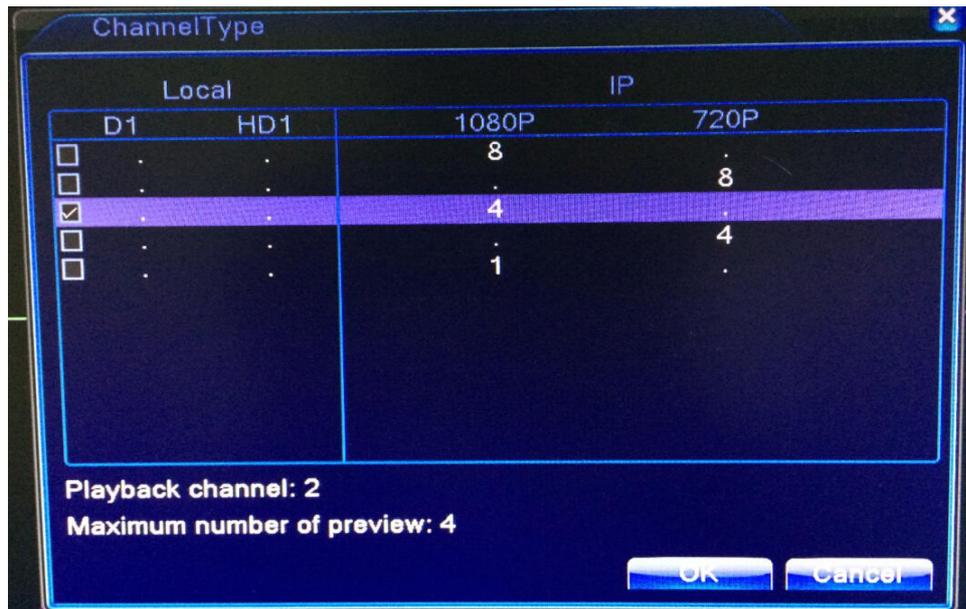
5.1.1 Select Recording resolution. Playback channel.

<1>Click<Main Menu>-<System>-<Digital >.Then popup the following page.



DVR mode Picture 5

<2>Click <Channel Type>.You can select recording channel, playback channel and recording resolution. See picture 6:



DVR Channel Type Picture 6

In the above picture, recording channel is 4, playback channel is 2, recording resolution is 1080P.

5.2 NVR Channel Manage

5.2.1 Select Recording resolution. Playback channel.

<1>Click<Main Menu>-<System>-<Digital >-<Digital channel> (setup method is the same with DVR. See 5.1.1 chapter)

5.2.2 Add IP camera

There are two ways to add IP camera. 1.Automatically add camera 2.Manually add camera.

Automatically add camera

Please follow the Configuration Wizard to select “Auto-connected mode” when you first time connect cameras.

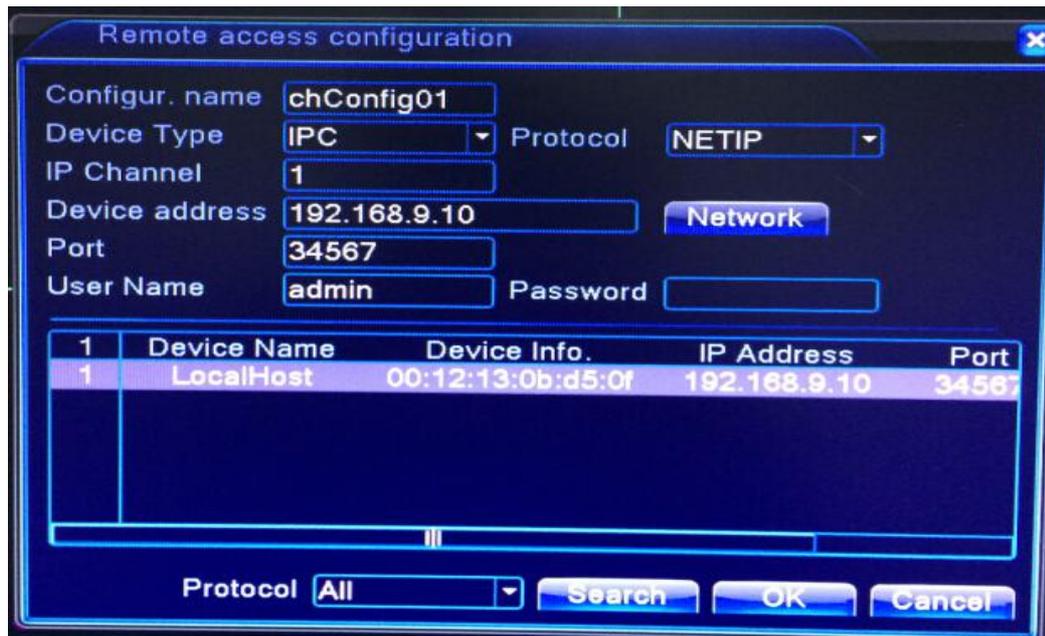
Manually add camera(You can modify camera IP address in this step)

<1>Click<Main Menu>-<System>-<Digital>. Then popup the following page



NVR Channel Picture 7

<2> Click <Digital channels>-<Add> -<Search>, will show all the device that searched out, Select the device listed. Double click it. See picture 8.



Search IP Camera Picture 8

Note

- (1) **Only IP camera needs this operation. Analog camera doesn't need.**
- (2) **Modify IP Camera IP address and segment. Click<Network> to modify.**

<3>Click OK. Then will popup the following page. Tick the device. See picture 9. Click ok. Saved.



Single link page of digital channel Picture 9

Remark: when the current resolution is over the max resolution that the channel supported, then a red “X” will be shown on the preview image.

6. RECORD CONFIGURATION

Set the recording parameters in the surveillance channel. The system is set 24 hours recording in the first startup. You can enter <Main Menu>-<Record>-<Recording Config> to set. See picture 10:



Record Config Picture 10

【Channel】 Select record channel. You can select “All”. If you want to setup separately, you also can set one by one.

【Length】 Set the time length of each video file. 60minutes is the default value.

【Record Mode】

Schedule: Setup recording in a period time. Select date in<Week>,Select time in<Period>

Manual: Recording 24 hours a day

Stop: Stop recording

【Pre-Record】 Record 1-30 seconds before the action. (time length is decided by the code stream)

7. PLAYBACK

<1>Right click, select <Playback>

Note: The hard disk that saves the video files must be set as read-write or read-only state.

<2>Select the playback channel, the date, click refresh button  which is on the bottom right side. Then popup a page. Select a video file. Double click it. See picture11:



Playback Picture 11

1. Playback control 2. Operation hint 3. File searching

4. Listed files 5. File information

【Playback control】 See detail in below chart

Key	Function	Key	Function
	Play/Pause		Backward play
	Slow forward		Fast forward
	Previous frame		Next frame
	Previous file		Next file
	Round play		Full screen
	Stop		

Playback control key Picture 12

【Listed files】 Look up the listed files that accord with the searching criteria.

【File information】 Look up the found file information.

Note: play under frame by frame, the playback status should be paused firstly

Special function

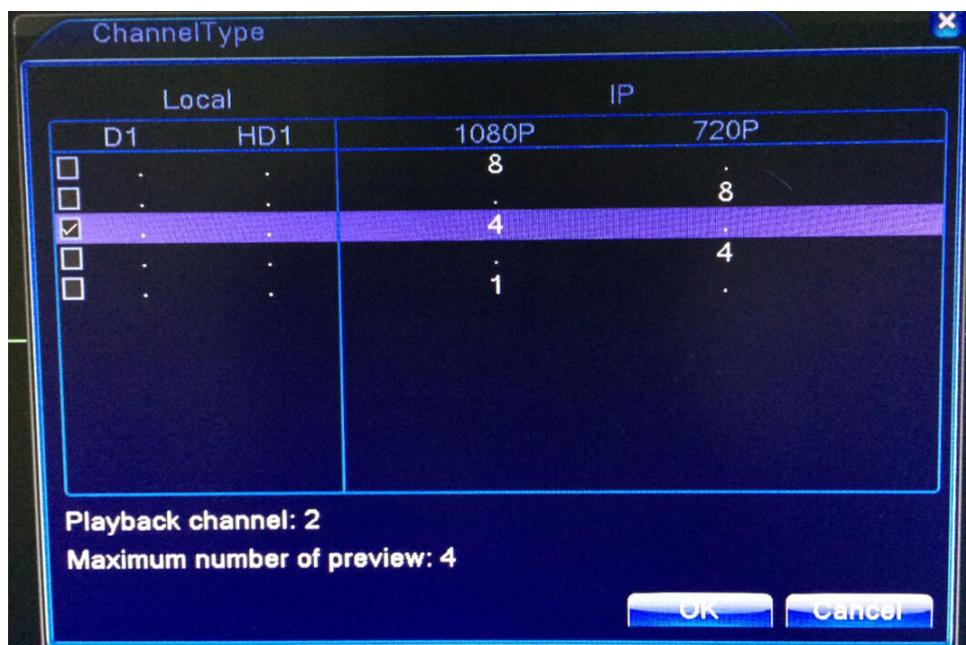
Accurate playback: Click refresh . Then input time (h/m/s) in the time column on the top right. and then click play button. The system can operate accurate playback according to the searching time.

Local zoom: When the system is in single-window full-screen playback mode, you can drag your mouse in the screen to select a section and then left click mouse to realize local zoom. You can right click mouse to exit.

Note: When the current resolution of the channel is over DVR/NVR Max resolution, to playback this channel, will show a Red “X” .

8. MULTI-CHANNEL PLAYBACK

<1> Select playback channels. Click<Main Menu>-<System>-<Digital>-<Channel Type>.Select the playback channels you need.(Note: playback channel is on the bottom left side.)



Channel Type Picture 13

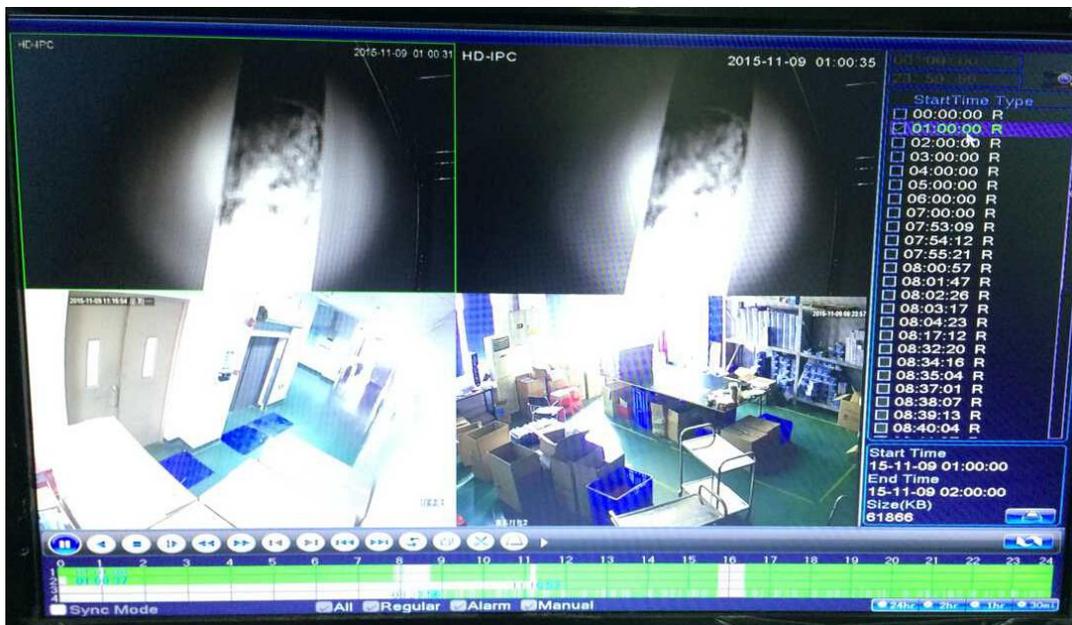
<2> Click-<Playback>

<3>In the search page, select the file type, select multi-channels , select date. Click  to refresh the page. See picture 14:



Select playback video Picture 14

<4>Select a time. Double click it. Then multi-channels playback at the same time.



Multi-Playback at the same time Picture 15

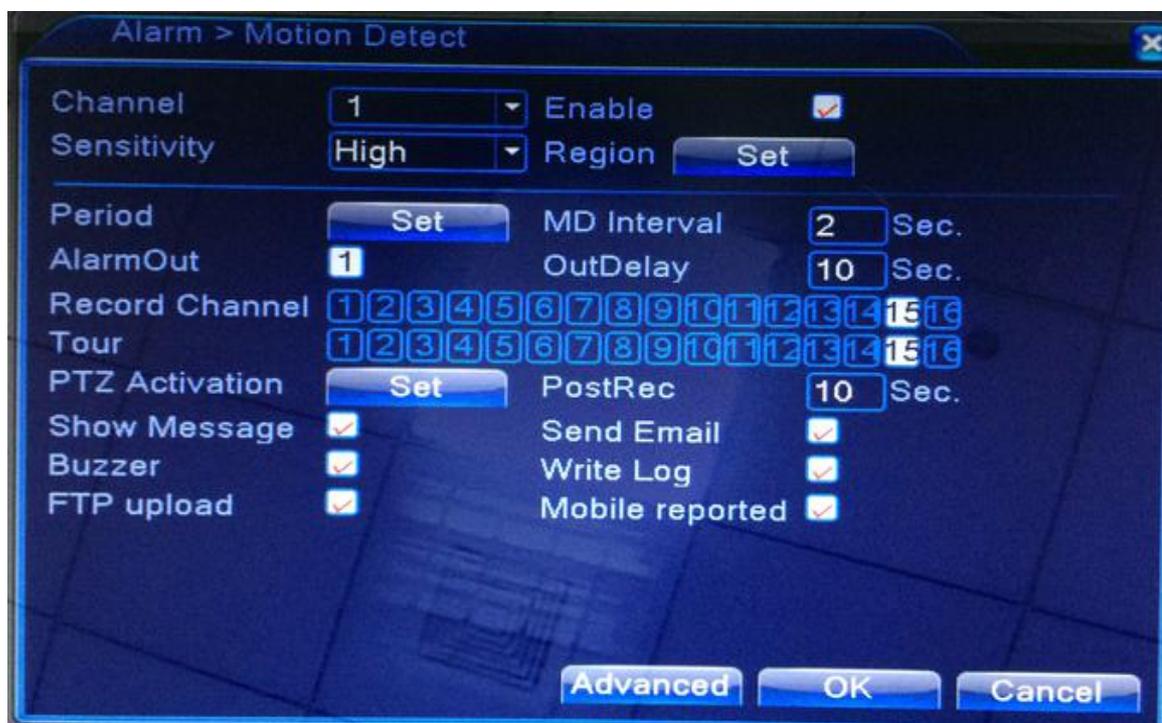
Note: When current resolution of the channel is over DVR/NVR Max resolution, to playback this channel, will show a Red “X”

9. ALARM

9.1 Setup Motion Detection

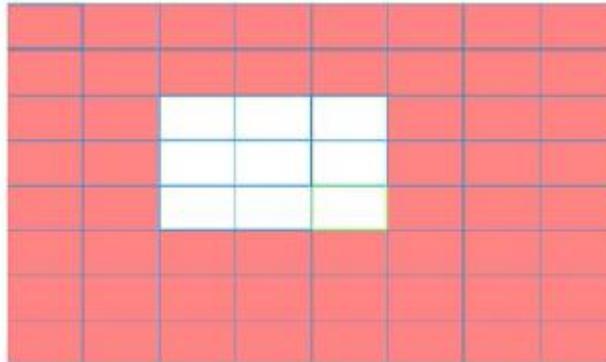
When system detects the motion signal that reaches the set sensitivity, the motion detect alarm is on and the linkage function is turned on.

Click<Main Menu>-<Alarm>-<Motion Detect>, See picture 16:



Motion Detection Setup Picture 16

Select the motion detection channel, click <Enable>, adjust the sensitivity level, Click <Set> next to <Region>, holds down the left mouse button from left to right to select. See picture 17 (note: the default area is motion detection area.). Select<Record channel> for motion detection recording. According to your requirements to Select <Show message> <Send email> <Buzzer> <Write Log> <FTP upload> <Mobile reported> **(Please use the same method to setup other channels motion detection.)**



Motion Detection Area picture 17

Other Functions Introduction

【MD Interval】 Only one alarm signal is turned on even there are several motion detect signals in the set interval.

【Alarm out】 Start the external equipment of the corresponding linkage alarm when the motion detection alarm is turned on.

【Out delay】 Delay a few moments and stop when the alarm state is turned off. The range is 10~300 seconds.

【Tour】 Means that selective channels single window alternate patrol preview. The interval is set in the [Main Menu]>[System] > [Tour].

【PTZ Activation】 Set the PTZ activation when the alarm is turned on.

*Hybrid mode, PTZ link to related PTZ information of analog channel, while digital channel model, the PTZ is linked to the related PTZ information on the remote device connected. Note to link PTZ, need go [Shortcut menu]->[PTZ control] to set preset point, cruise between points & interval time, etc.

【FTP upload】 to tick it, the video & picture of related record channel & snapshot channel will be uploaded to assigned position.

Note: FTP upload need be set at [Net service]

9.2 Setup Motion Detection Recording

<1> Setup DVR/NVR motion detection. (follow “9.1 Setup Motion Detection” chapter).

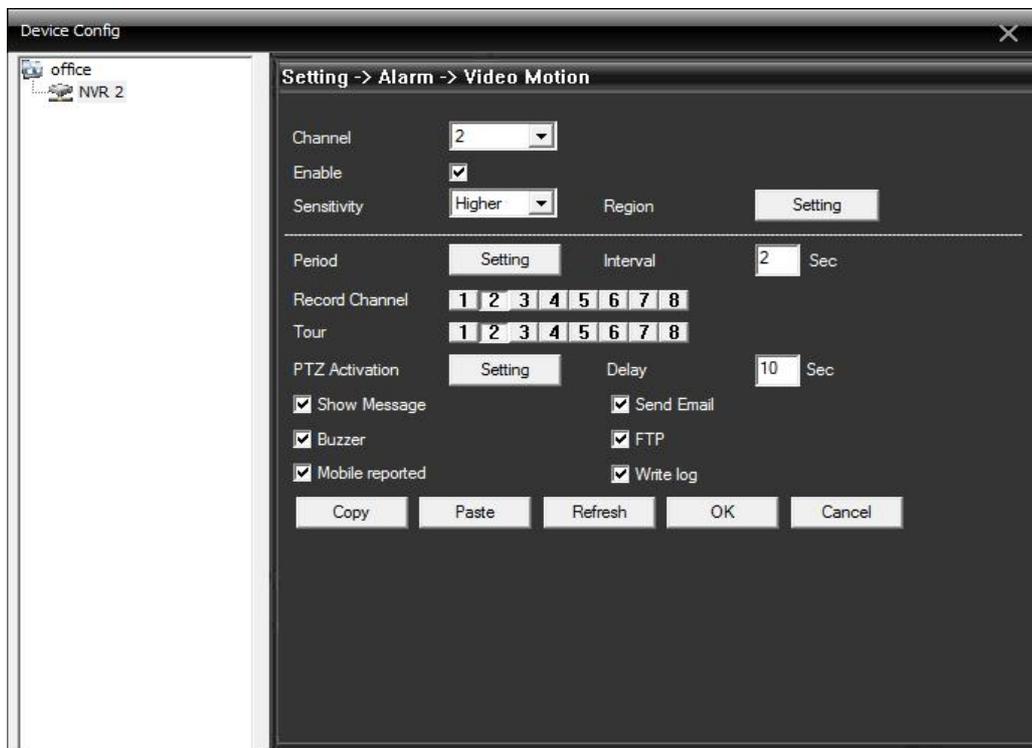
<2> Setup IP camera motion detection on CMS. There are 3 steps. (Only IP camera need operate this step, analog camera doesn't need.)

(1)Add IP camera to CMS.(follow “Part 3 WAN connection 1.1 chapter”.)

(2)Right click the channel, Click the second icon on the bottom, Click<Video Motion>, See picture18.19:



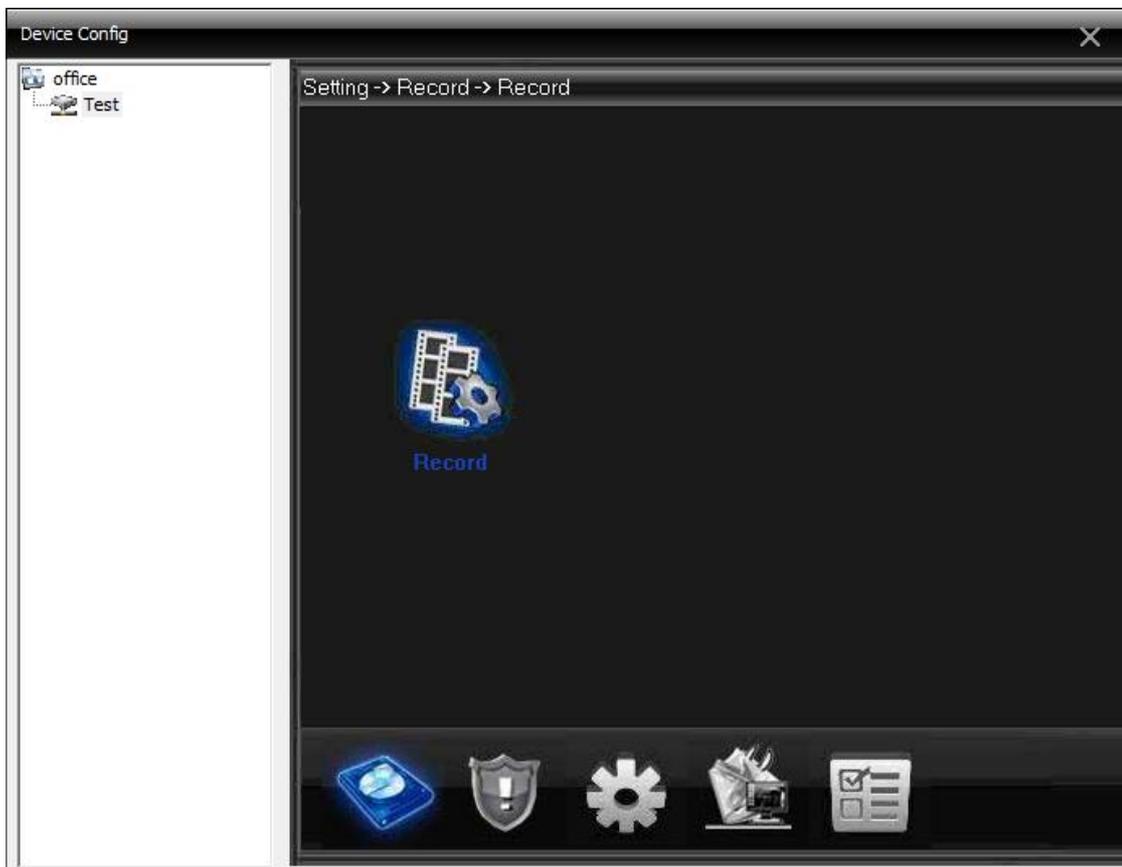
IP Camera Motion Detection Setup Picture 18



IP Camera Motion Detection Setup Picture 19

(3) Select the channel, click <Enable>, adjust the sensitivity level, Click <Set> Next to <Region>, hold down the left mouse button from left to right to select the area. It can be repeated to select. According to your requirements to chose <Send email> <Buzzer> <FTP> <Write log>.

<3>Then add DVR/NVR to CMS software.(Please follow “Part 3 WAN Connection 1.1 chapter” to operate.) Right click on screen. Click<Device Config>---<Record>. See picture 20:



Setup Motion Detection Recording Picture 20

<4>Select Channel for motion detection recording. Cancel ticking <Regular> .Click OK. See picture 21:



Setup Motion Detection Recording Picture 21

Note: If you need to setup motion detection recording on other channels. Please operate the same way.

9.3 Setup Video Blind

When the video image is influenced by the environment such as bad brightness or reaching the set sensitivity parameter, the camera mask function is turned on and the linkage function is turned on.

Operation is the same with motion detection.(See 9.1 Motion Detection)



Video Blind setup Picture 22

9.4 Setup Video loss

When the equipment can not obtain the channel video signal, the video loss alarm is turned on and the linkage function is turned on.

Operation is the same with motion detection.(See 9.1 Motion Detection)



Video loss setup Picture 23

10. PTZ DEVICE /RS485 DEVICE

Click<Main Menu>-<System>-<PTZ Config>



PTZ Device /RS485 Device Picture 24

【Channel】 Select the dome camera in put channel.

【Protocol】 Select the corresponding dome protocol. (PELCOD as an example)

【Address】 Set as the corresponding dome address. Default: 1.
(Note: The address must be consistent with the dome address.)

【Baud rate】 Select the corresponding dome baud rate length. You can control the PTZ and vidicion. Default: 115200.

【Databits】 Include 5-8 options. Default: 8.

【Stop bits】 Include 2 options. Default: 1.

【Parity】 Include odd check, even check, sign check, blank check.
Default: void.

11. PREVIEW

Login normally and choose the multi-menu preview status.

The system date, time and channel name are shown in each viewing window. The surveillance video and the alarm status are shown in each window.

1		Recording status	3		Video loss
2		Motion detect	4		Camera lock

Preview Icon Picture 25

12.BACKUP

You can backup the video files to external storage through setup.

Note: The storage must be installed before the file backup. If the backup is terminated, the already backup can playback individually.

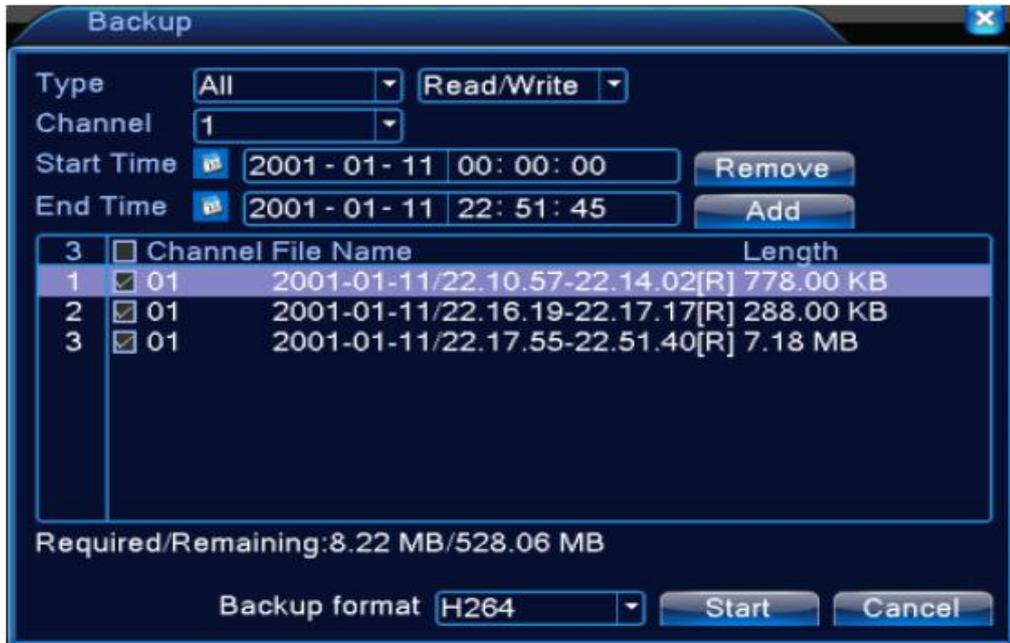
<1>Plug a USB flash disk into DVR/NVR.

<2>Click <Main Menu>-<Record>-<Backup>.Tick the device, Click<Backup>.See picture 26



Backup Picture 26

<3>Then popup a page. Select the Channel, Input Start time and End time. Click <Add>.You will find video files on the following list. Tick the file you want to backup. Select a <Backup format>.Click start. It begins to backup. That's ok. See picture 27.



Backup Picture 27

13.TIME AND LANGUAGE SETUP

Click <Main Menu>-<System>-<General> to setup time and language.

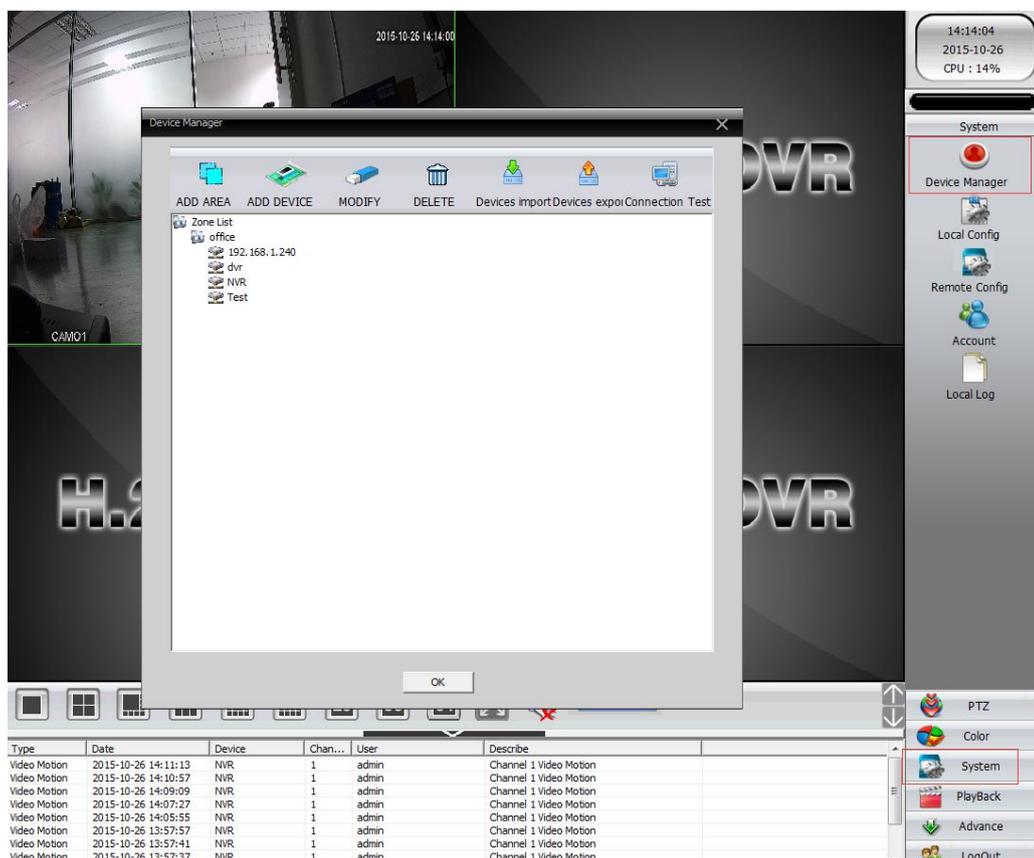
14. RESTORE AND UPGRADE

Click<Main Menu>-<Advanced> to restore or upgrade.

PART 2 LAN CONNECTION

Please make sure router, DVR/NVR, camera and computer are in the same segment .

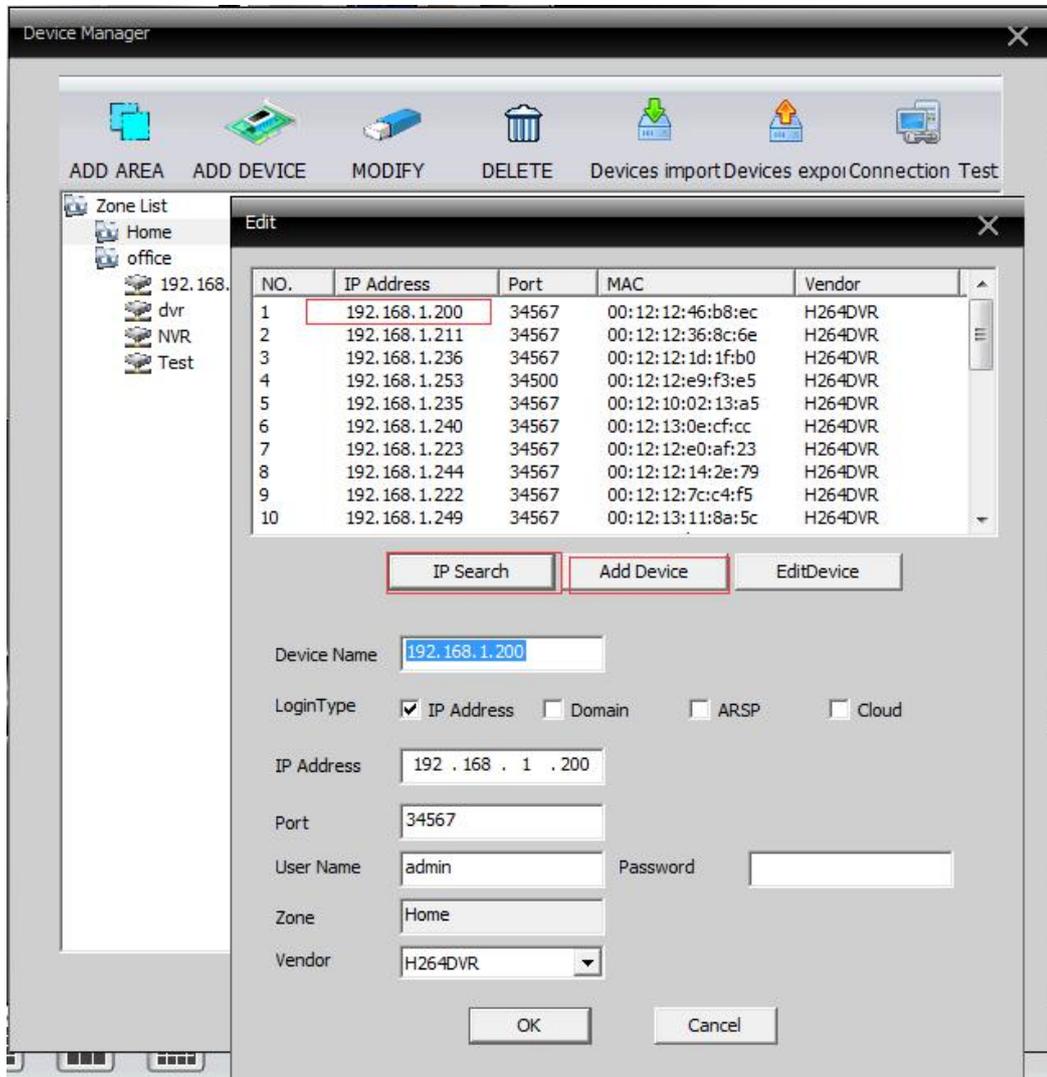
<1>Open CD in the package to download CMS software. Open CMS. Click<System>-<Device Manager> .Then popup a page. See picture 28:



LAN Connection Picture 28

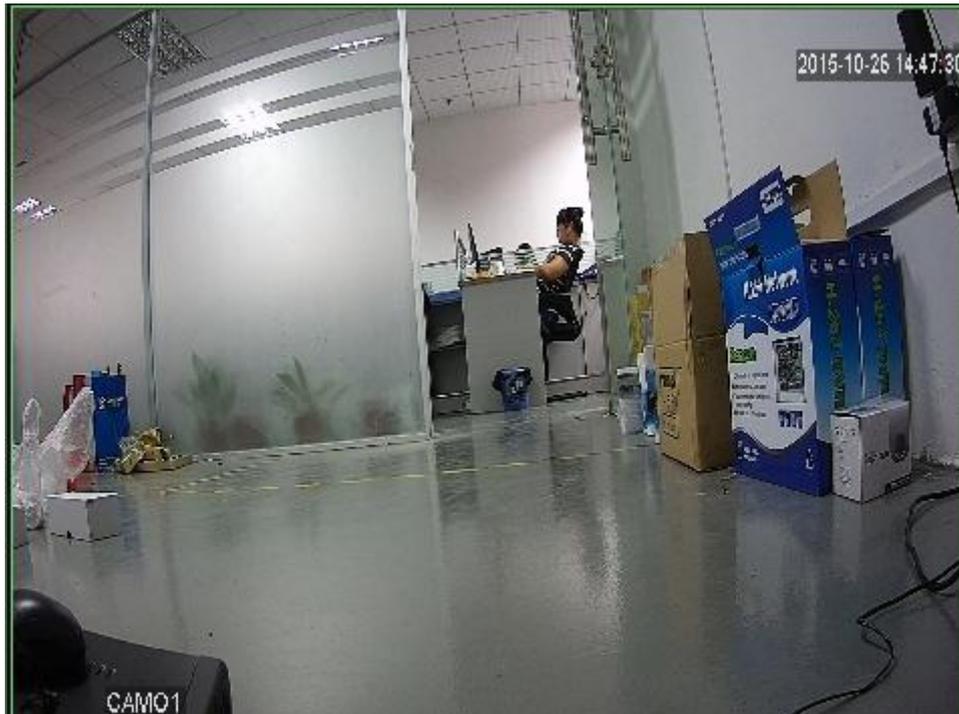
<2> Click<ADD AREA>, Input a zone name. Click ok. Select the name of the Zone List. Click<ADD DEVICE>.Then popup a page.

See picture 29. Click<IP Search>,There will show device IP address .
Select the searched IP address. Then click<Add Device>.Click
OK.(To add other devices, Please operate the same way.)



LAN Connection Picture 29

Now you can view the picture on your computer. See picture 30:



LAN Connection Picture 30

PART 3 WAN CONNECTION

1. Multi-device management platform software-CMS

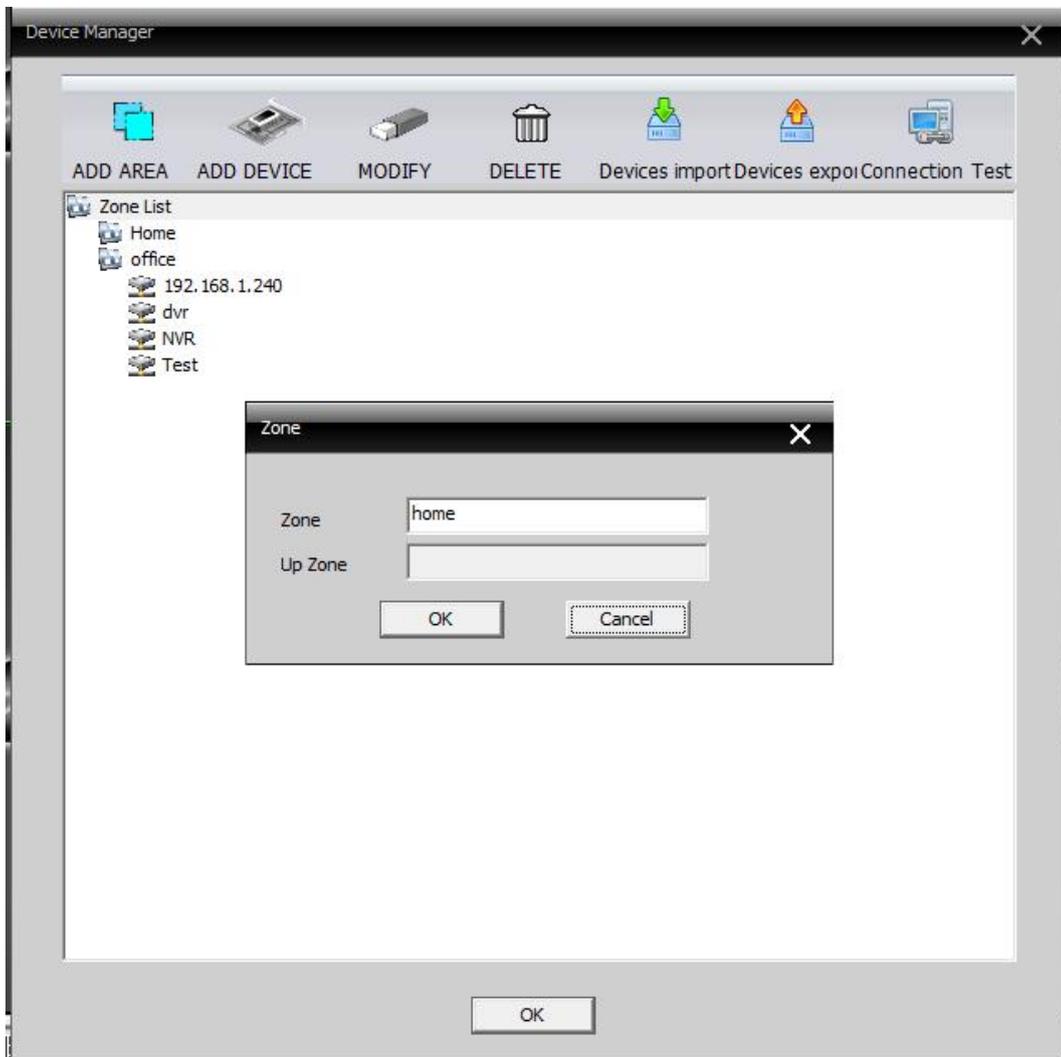
Multi-device management platform software CMS is a professional software to remote monitoring of multiple devices, safe, convenient, stable and unified. No need to download plug-ins, recommends customers to use.

1.1 ADD DVR/NVR/ IP Camera to CMS

<1>Download CMS software from the CD, follow the tip to install it.

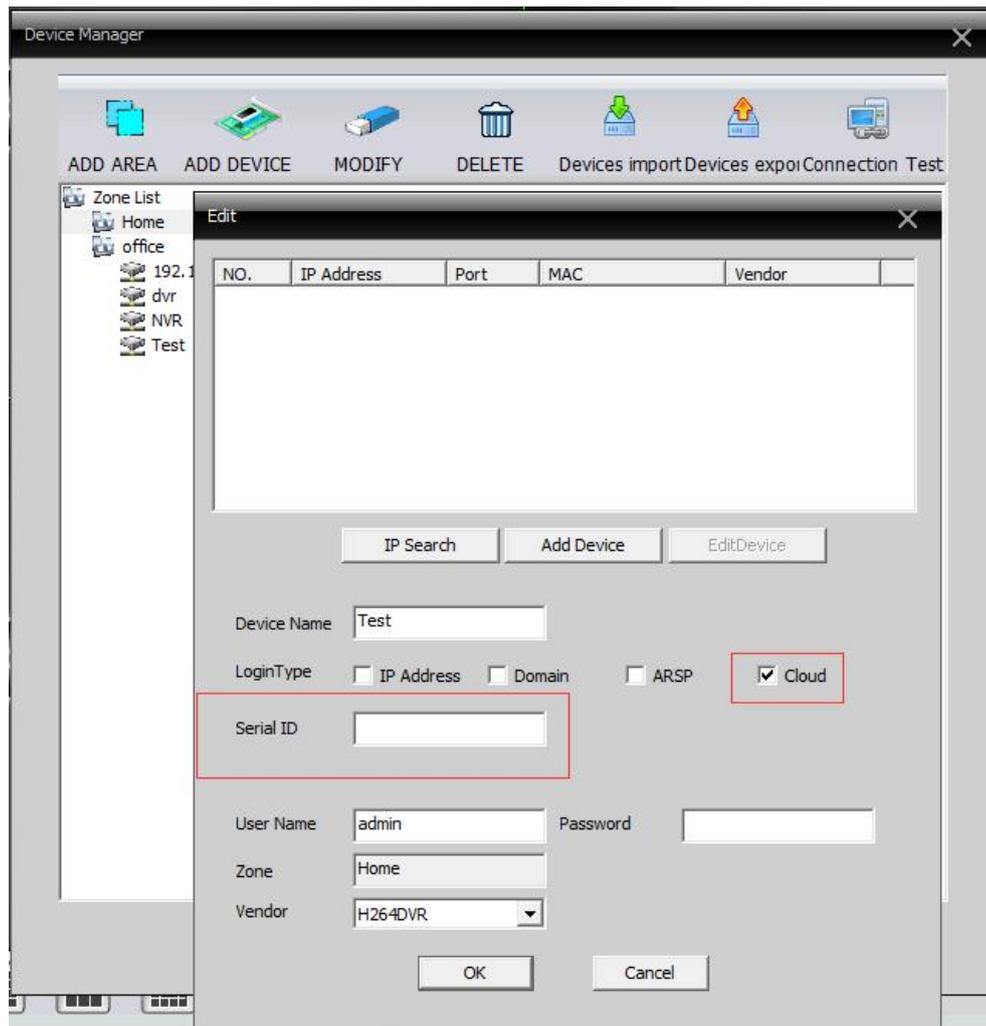
<2>After installing CMS on computer. Double click CMS icon on desktop. Click login.

Click<System>-<Device manager>,Then popup a page. Click<ADD AREA>, Input zone name. Click ok. See picture 31:



Add Device to CMS Picture 31

<3>Select the name in the Zone list. Click<ADD DEVICE>.Then popup a page. See picture 32.Click <Cloud>, Input device Serial number. Saved.



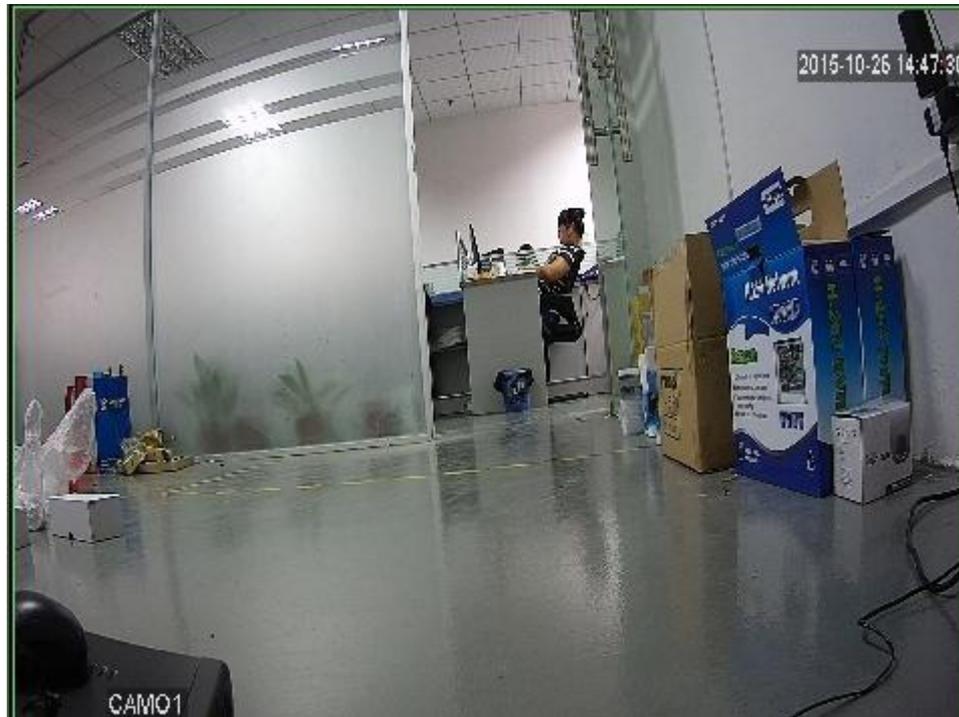
Add Device to CMS Picture 32

Note: Add DVR/NVR to CMS, Please input DVR/NVR serial number.

Add IP camera to CMS, Please input IP camera serial number.

(Searching DVR/NVR/IP Camera serial number, Please follow “Part 3 WAN Connection 1.2 and 1.3 chapter ”)

Then you can view the picture on your computer remotely.



Add Device to CMS Picture 33

Note

Please make sure camera ,nvr, router are in the same segment.

Click<Main menu>-<Info>-<Version> to find the NAT status to check.

If the NAT status is Connected. That is ok. If it is Probing DNS, that means

the camera ,nvr ,router are not in the same segment.

- (1) To modify NVR segment. Please click <Main menu>-<System>--<Network> to modify.
- (2) To modify IP camera segment. Please follow “Part 1 Basic Operation 5.2.2 chapter ” operation.

1.2 Searching DVR/NVR serial number

Please operate on DVR/NVR, Right click<Main Menu>-<Info>-<Version> to find DVR/NVR serial number.

1.3 Searching IP camera serial number

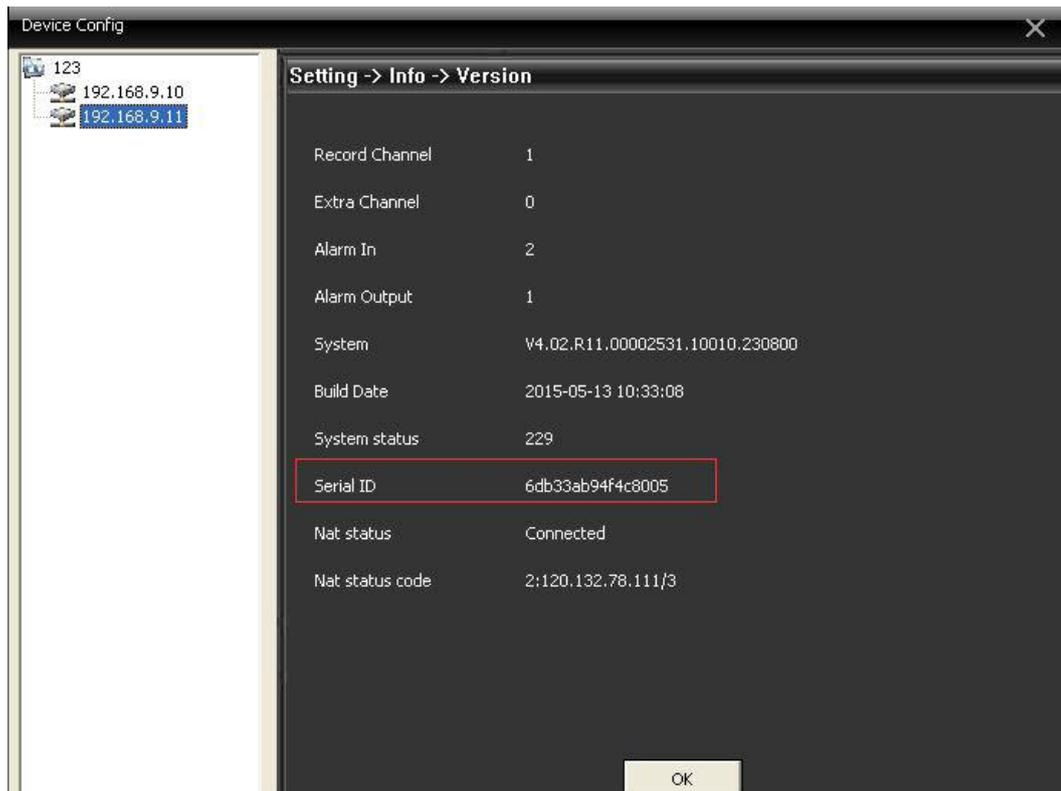
<1> In LAN connection status. Click<IP Search> to search device. Select the searched IP address, Click<Add device>.Click<OK>. Then you will see the device on the top left side.

<2>Select IP cameras added on the device list, double click it. The picture shows on the screen. Right click on the picture. Select<Device config>,Then popup a page. Select the fifth icon on the bottom. Click <Version>, See picture 34



Searching IP camera serial number Picture 34

Then you can find the serial number. See picture 35:



Searching IP camera serial number Picture 35

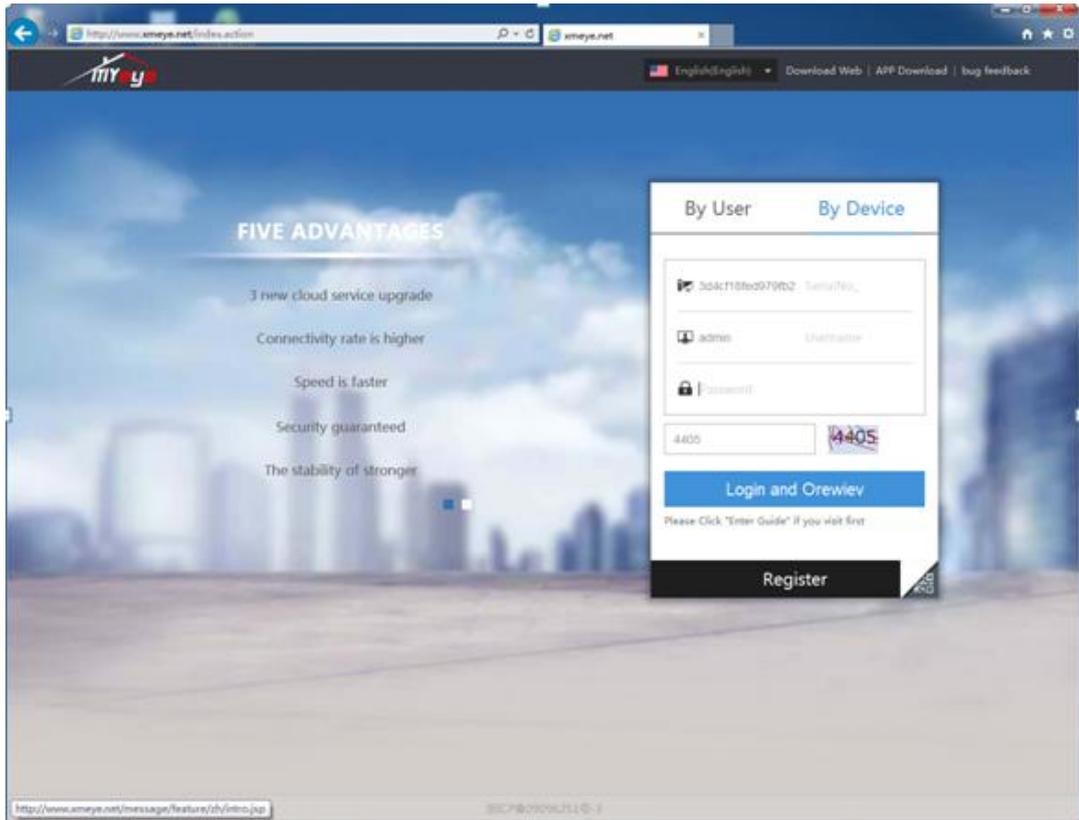
Note: How to distinguish video recorder and IP camera in the searched IP addresses ?

Click on one IP address added, if there are many cameras shown in the list, that is video recorder. If there is only one device shown. That is IP camera. You can right click it to rename.

2. Web Access

<1> Input “www.xmeye.net” in IE browser to web access. Select language on the top right .(note: web access only suitable for IE browser)

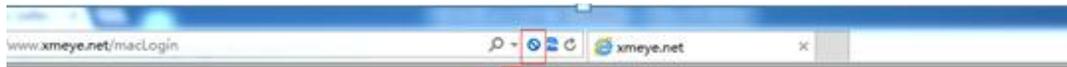
<2> Click <Download Web> on the top right. See picture 36:



Web Access Picture 36

<3> Click<By Device>.Input serial number, user name admin, device password(default password is empty) and verify to login. See picture 36:

Please follow the guide to operate. After you download software, Click  on the browser bar. Close the ACTIVE filter. See picture 37:



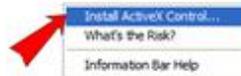
Need ActiveX...

Need install some ActiveX controls to view the real time video.

Step 1:

If there is a message at the top of this page, please click this message and select

This website wants to run the following add-on:



Step 2:

After this window appeared, please click the button

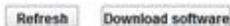


If this message doesn't appear ...

This website wants to run the following add-on:

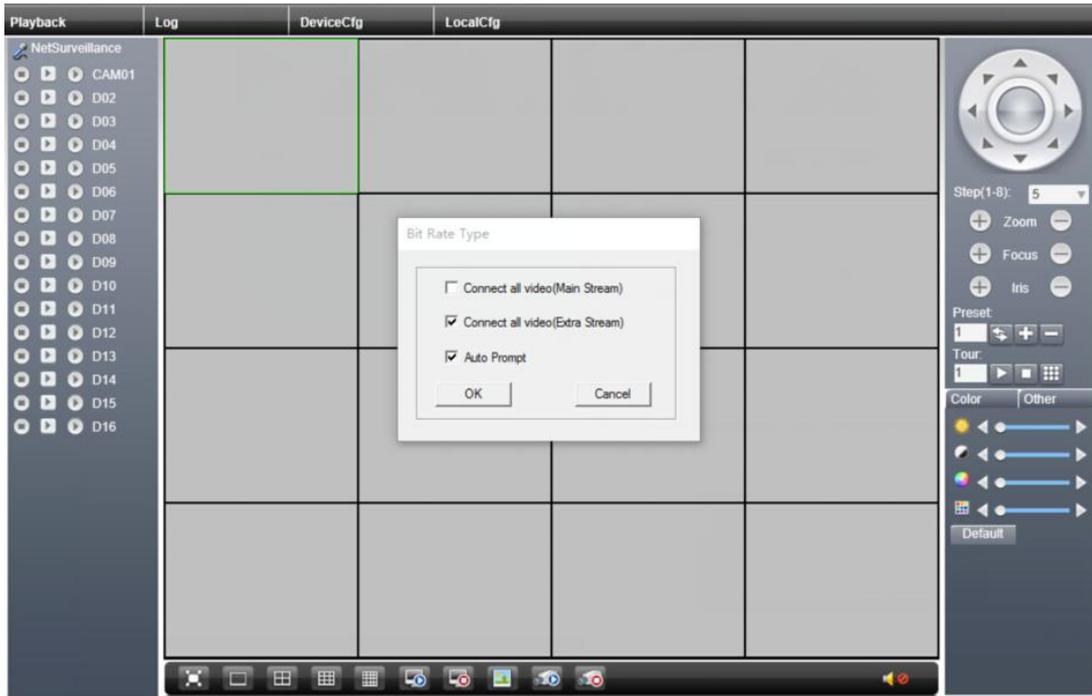
Click the button **Refresh** to refresh this page and check if the message appears.

If the message doesn't appear yet, please click the button **Download software** to download the ActiveX control setup software to install it by manual.

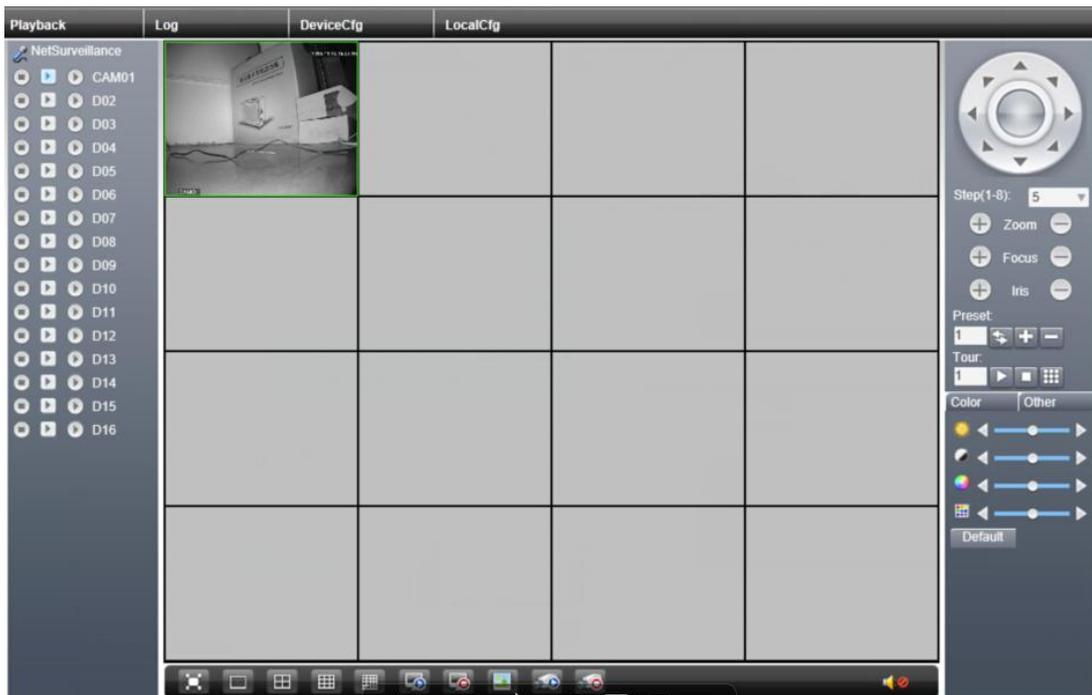


Web Access Picture 37

<4>Select streams. Click ok. Then you can see the picture show on the screen.



Web Access Picture 38



Web Access Picture 39



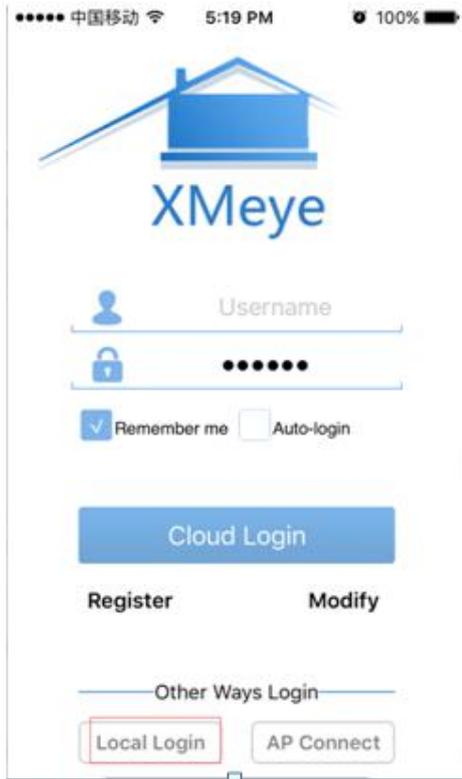
Web Access Picture 40

PART 4 MOBILE REMOTE CONTROL

<1> Go apple store or android store to download “XMeye” app to install.

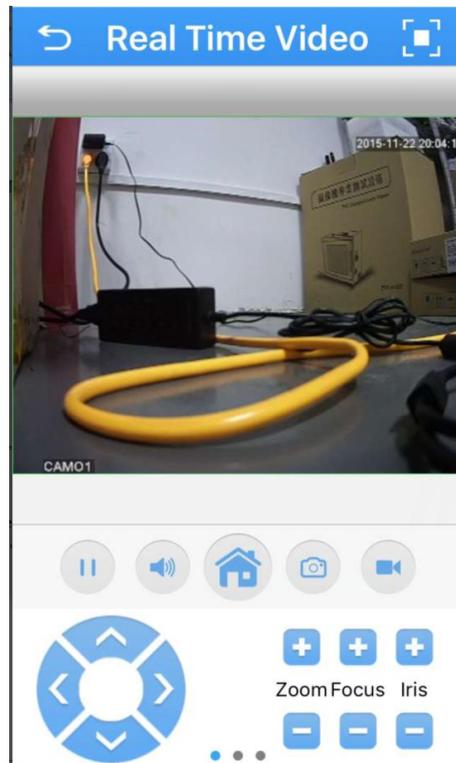
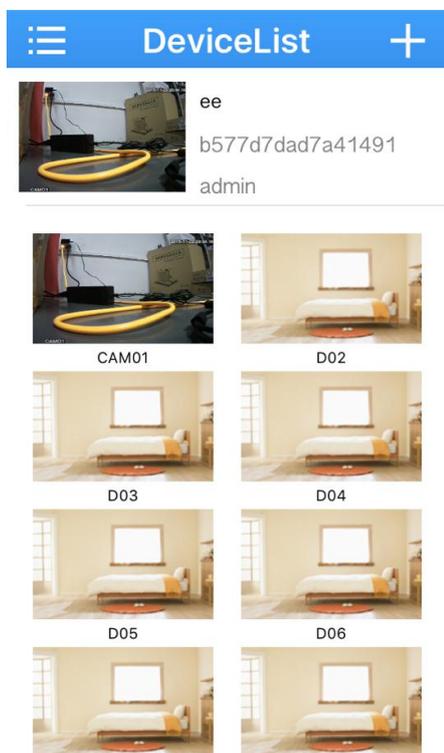
<2>Open XMeye. Click <Register > to register account .Select <local Login> .See picture 41:

<3>Click<+> on the top right corner. Then popup a page. Input Device Name. Scan the Serial Num (Right click on the DVR/NVR, click < Guide>-<Next>, there are three QR code, the third one is Serial number). Password and Port are empty. Click OK.



Mobile Remote Control Picture 41.42

<4> Now enjoy a remote view on your phone.



Mobile Remote Control Picture 43.44

Note: Please make sure DVR/NVR, camera, router are in the same segment.

Function Introduce



Play/ Pause



Voice



Menu



Catch image



Recording video to save in smart phone

Note: Voice function will work if the camera support two-way audio function



Click  There are some functions. See picture44:

Configure image: Inverted image

Remote playback: Playback

Download : Downloading recording files

PART 5 FAQ AND MAINTENANCE

FAQ

If the problems are not listed, please contact the local service or call the HQ service. We are willing to offer the service.

1、 The DVR cannot boot up normally.

Possible reasons are as followed:

- 1 The power supply is not correct.
- 2 Switch power supply line is not in good connection.
- 3 Switch power supply is damaged.
- 4 The program updating is wrong.
- 5 The hard disk is damaged or the hard disk lines are broken.
- 6 The front panel is damaged.
- 7 The main board of the DVR is damaged.

2、 The DVR reboots automatically or stops working after boot up a few minutes.

Possible reasons are as followed:

- 1 The input voltage is not stable or too low.
- 2 The hard disk is damaged or the hard disk lines are broken.
- 3 The power of the switch power supply is low.
- 4 Frontal video signal is not stable.
- 5 Bad heat radiator or too much dust or bad running circumstance for the DVR.
- 6 The hardware of the DVR is damaged.

3、 System can not detect hard disk.

Possible reasons are as followed:

- 1 The hard disk power supply line is not connected.
- 2 The cables of the hard disk are damaged.
- 3 The hard disk is damaged.
- 4 The SATA port of main board is damaged.

4、 There are no video outputs in single channel, multiple channels and all channels.

Possible reasons are as followed:

- 1 The program is not matched. Please update the program.
- 2 The image brightness is all 0. Please restore the default setup.
- 3 There is no video input signal or the signal is too weak.
- 4 The channel protection or the screen protection is set.

5 The hardware of the DVR is damaged.

5、 Real-time image problems such as the image color or the brightness distortion.

Possible reasons are as followed:

- 1 When using the BNC output, the option between the N mode or PAL mode is wrong and the image becomes black and white.
- 2 The DVR is not matched the monitor impedance.
- 3 The video transmission distance is too far or the loss of the video transmission line is too large.
- 4 The color and brightness setting of the DVR is wrong.

6、 I can not find the video files in local playback mode.

Possible reasons are as followed:

- 1 The data line of the hard disk is damaged.
- 2 The hard disk is damaged.
- 3 Update the different program with the origin program files.
- 4 The video files to look up are covered.
- 5 The recording is not on.

7、 The local video is not clear.

Possible reasons are as followed:

- 1 The image quality is too bad.
- 2 The reading program is wrong. Reboot up the DVR.
- 3 The data line of the hard disk is damaged.
- 4 The hard disk is damaged.
- 5 The hardware of the DVR is damaged.

8、 There is no audio signal in the surveillance window.

Possible reasons are as followed:

- 1 It is not an active tone arm.
- 2 It is not an active sound box.
- 3 The audio lines are damaged.
- 4 The hardware of the DVR is damaged.

9、 There is audio signal in the surveillance window but no audio signal in the playback

state.

Possible reasons are as followed:

- 1 Setting issues: the audio option is not Selectn.
- 2 The according channel is not connected with the video.

10、 The time is wrong.

Possible reasons are as followed:

- 1 Setting is wrong..
- 2 The battery is in bad connection or the voltage is too low.
- 3 The oscillation is damaged.

11、 The DVR can not control the PTZ.

Possible reasons are as followed:

- 1 There is something wrong with the frontal PTZ.
- 2 The setting, connection or the installation of the PTZ decoder is not correct.
- 3 The connections are not correct.
- 4 The PTZ setting of the DVR is not correct.
- 5 The protocols of the PTZ decoder and the DVR are not matched.
- 6 The address of the PTZ decoder and the DVR are not matched.
- 7 When multiple decoders are connected, the far port of the PTZ decoder line A(B) must connect a 120 Q resistance to reduce the reflection otherwise the PTZ control is not stable.
- 8 The distance is too far.

12、 The motion detect is not working,

Possible reasons are as followed:

- 1 The time range set is not correct.
- 2 The motion detect area set is not correct.
- 3 The sensitivity is too low.
- 4 Limited by some hardware edition.

13、 I can not login via web or CMS.

Possible reasons are as followed:

- 1 The system is windows 98 or win me. We recommend updating to windows 2000sp4 or higher Version or installing the software for low edition.
- 2 ActiveX is hold back.
- 3 The version is not exceeded dx8.1. Update the display card driver.
- 4 Network connection failure.
- 5 Network setting issues.
- 6 Invalid password or user name.
- 7 The CMS is not matched the DVR program version.

14、 The image is not clear or there is no image in network preview state or video file playback state.

Possible reasons are as followed:

- 1 Network is not stable.
- 2 The user machine is resource limited.
- 3 Select the play-in-team mode in the network setup of DVR.
- 4 The region shelter or channel protection is set.
- 5 The user has no surveillance purview.
- 6 The real-time image of the hard disk recording machine itself is not clear.

15、 Network connection is not stable.

Possible reasons are as followed:

- 1 Network is not stable.
- 2 IP address is conflicted.
- 3 MAC address is conflicted.
- 4 The net card of the DVR is bad.

16、 There is something wrong with the USB backup or writing a CD.

Possible reasons are as followed:

- 1 The rewritable machine and the hard disk are shared the same data lines.
- 2 The data is too much. Please stop recording and backup.
- 3 The data exceeds the backup storage.
- 4 The backup equipment is not compatible.

5 The backup equipment is damaged.

17、 The keyboard can not control the DVR.

Possible reasons are as followed:

- 1 The serial port of the DVR is not set correctly.
- 2 The address is not correct.
- 3 When multiple transformers are connected, the power supply is not large enough.
Please give each transformer individual power supply.

4 The distance is too far.

18、 Alarm can not be recessional.

Possible reasons are as followed:

- 1 The setting of the alarm is not correct.
- 2 The alarm output is turned on manually.
- 3 The input machine is damaged or the connections are not correct.
- 4 There are some problems for specific program edition, Please update the program.

19、 Alarm is not working.

Possible reasons are as followed:

- 1 The setting of the alarm is not correct.
- 2 The connection of the alarm is not correct.
- 3 The alarm input signal is not correct.
- 4 A alarm is connected with two loops synchronously.

20、 The remote controller is not working,

Possible reasons are as followed:

- 1 The remote control address is not correct.
- 2 The remote control distance is too far or the angle is too large.
- 3 The battery is used up.
- 4 The remote controller or the front panel of the recording machine is damaged.

21、 The storage time is not enough.

Possible reasons are as followed:

- 1 Front vidicon quality is bad. The lens is too dirty. The vidicon is in backlighting

installation.

- 2 The hard disk capability is not enough.
- 3 The hard disk is damaged.

22、 The downloading files can not play.

Possible reasons are as followed:

- 1 There is no media player.
- 2 There is no DX8.1 software or higher edition.
- 3 There is no DivX503Bundle.exe file to play AVI video files.
- 4 The DivX503Bundle.exe and ffdshow-2004 1012 .exe files must be installed in the windows xp system.

23、 I can not remember the advanced password or network code in the local menu operation.

Please contact the local service or call the HQ service. We will offer the service according the machine type and the program edition.

24、 Can not see the preview picture the digital channel

Possible reasons are as followed:

- 1 Did not add device
- 2 The device of related channel was not enable
- 3 The device of related channel was not selected.
- 4 The selected device did not connect to video sources
- 5 The channel title of selected remote device is not exist.
- 6 Stream for remote channel was set by extra stream.
- 7 User name & password not matched
- 8 directly input with IP address or port No. incorrectly when adding device.
9. The resolution of added device is too large to display by the monitor.

25、 Click “search” why not search out any of the device.

Possible reasons are as followed:

- 1 There is no other device exist in the Local area network
- 2 The subnet mask setting incorrectly on Network settings.

26、 The snapshot at alarm function was enable, why not catch picture

Possible reasons are as followed:

- 1 HDD manage without partition for snapshot.
- 2 Partition for snapshot is 0
- 3 The snapshot function is not enable on record-> storage of related channel.

27、 The time shows on digital channel is not the same as local side:

Enable the time synchronous function of digital channel.

28、 Can not see preview picture of analog channel

Possible reasons are as followed:

- 1 The camera did not connect to video interface
- 2 The device did not connect to video source
- 3 Video source is broken.

29、 Picture will be frozen when multi-connection and shift devices.

Picture come out from digital channel need few seconds, shift device means to show new picture, so it needs several seconds to buffer.

Maintenance

- 1 Please brush printed circuit boards, connectors, fans, machine box and so on regularly.
- 2 Please keep the grounding well done to prevent the video or audio signal interfered and the DVR from static or inductive electricity.
- 3 Do not pull out the video signal line or RS-232 port or RS-485 port with the power on.
- 4 Do not use the TV in the local video output port(VOUT) of DVR. It will damage the video output circuit easily.
- 5 Do not turn off the switch directly. Please use the turn-off function in the menu or press the turn-off button in the panel (3 seconds or longer) to protect the hard disk.
- 6 Please keep the DVR away from heat resource.
- 7 Please keep the DVR ventilated for better heat radiator.