# Quick Setup Guide VER 2.0

## I Congratulations on your new purchase

This quick setup guide will show you how to quickly set up your system for local and remote access. For complete instructions, detailed manuals, or how to set your DVR, please check within your CD which is included in the package, or contact your supplier for assistance.



#### How to Connect Your System?

- 1. Connect the camera. Each camera has two cable connectors, one for video, and the other for power.
- 2. Connect the DVR to the power socket, use the same power adapter for cameras (via 1-to-5 power splitter).
- 3. Connect the USB mouse.
- 4. Connect the DVR with your monitor using a HDMI, or VGA cable (NOT provided).
- 5. Connect the DVR with your router using a RJ45 network cable (NOT provided).

Note: If you don't have to remotely access the cameras from internet, you can skip step 5.

## II System Setup

Power up your DVR and log in with the default username "admin", no password. Wait a few seconds and you will see four channels of live video.

For security purposes: If you enter the password wrongly three times, the alarm will start. If for five times, the account will be locked. (Through reboot or after half an hour, the account will be unlocked automatically).

SYSTEM LOGIN
User Name admin
Password
Please Login
OK Cancel

Note: Please change the password after first login.

## III Mobile Viewing (Take iPhone/iPad for example)

- \* Make sure the network cable is connected between the DVR and your Router.
- \* DVR Configuration: Right click the mouse [Main Menu] [System] [Network], Check [DHCP Enable]. See below:
- \* Go to [Main Menu] [Info] [Version] [NAT Status], make sure it shows [CONNECTED]. See below:



- 1. Install the mobile APP: XMEYE to your mobile phone
- 2. Run the APP. Choose "LOCAL LOGIN" on the login screen.
- 3. Add device on Device List.
- 4. Scan the QR Code of the device, OR manually Enter the Serial Number.

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# How to Find the QR Code or the Serial Number for the Device?

On the DVR Menu, right click your mouse – Guide – Next – Next – Next – <u>SN Code</u>. Scan this code on your APP. Alternatively, you can go to Main Menu – Info – Version, and find the <u>SerialNo</u>. You can then manually enter the Serial Number to your APP.



SN Code

SerialNo

- 5. Username: admin, no password, no Port number, then name your device, then tab OK to add.
- 6. Device will then show up on the Device List. 7. All channels of the devices. 8. Live view on your App.



# IV More Operations on the App





# Q: I don't have internet connection, is it required for my setup?

If you do not have internet connection, you can only view the cameras on your Monitor/TV, but not your mobile devices. You will not be able to access the cameras remotely via internet, either.

To access the DVR menu or the live view interface, please follow the <u>Connection Diagram</u> under <u>Section I</u>, connect all the cables (except step 5), and you will be able to view all cameras on your monitor/TV, you can then make changes, or configure the DVR/camera settings on your screen.

## Q: No picture on monitor / TV after connecting it to the DVR

1. Check the <u>cable connection</u> from the DVR to your Monitor/TV.

- 2. Try a different HDMI, or VGA cable. HDMI signal is sometimes picky, so use VGA connection if HDMI does not work.
- 3. Power off the monitor / TV and DVR, then power up the monitor/TV then the DVR. Make sure of the sequence.
- 4. Your Monitor/TV's input channel for DVR is not selected. Select the correct input channel your DVR is connected to.
- 5. Your Monitor/TV does not support the default output of the DVR, make sure your Monitor/TV's resolution is not less than 1280x1024 pixels. In fact, we suggest a monitor/TV with maximum resolution at <u>1920x1080 (1080p</u>).

6. If there is no picture on the monitor only <u>after</u> you mistakenly change the DVR's output resolution, you need to change it back to default. In this case, you need to connect the DVR to a different monitor/TV with higher resolution and then change it back to default resolution

## Q: I want to access the cameras on my APP, but I am unable to find the SN Code/SerialNo for the device?

On the DVR Menu, right click your mouse – Guide – Next – Next – Next – <u>SN Code</u>. Scan this code on your APP. Alternatively, you can go to Main Menu – Info – Version, and find the <u>SerialNo</u>. You can then manually enter the Serial Number to your APP. Please refer to the Section III [Mobile Viewing] – **How to Find the QR Code or the Serial Number for the Device**?

## Q: My DVR is making a cracking noise

This normally happens for DVR with hard drive, if your DVR does not include a hard drive, please skip.

- 1. You may format the hard drive first
- 2. And restore the DVR settings
- 3. You may kindly take out the hard drive and give it a test to confirm it is the hard drive.

#### Q: The night vision of my camera is terrible?

- 1. Make sure you do not aim your camera towards something JUST in front of the lens, i.e. wall, flowers, etc.
- 2. Do not face the camera towards glass, mirror, etc., which reflects the IR lights from the camera.
- 3. Do not face the camera lens towards direct lamps/sunlight.
- 3. Light up the ambient area a little bit, in complete darkness, the night performance may be affected.

## Q: My camera is getting misty inside, is there a known fix?

Condensation occurs in a humid environment as a result of the difference of the temperatures of the air and the object on which it occurs. In most cases it will clear up itself. The mist is more or less a rapid drop in temperature - one solution might be the use of a see-through rain cover, or a large enough ziplock bag with appropriate cuts, applied before taking the camera out of doors to minimize the humidity trapped in it. Otherwise, the same humidity will still condense within the rain cover itself instead of in the camera just like when one uses a rain cover in cold weather with a warm camera. Another, not as practical, but effective solution might be to regulate the temperature around the camera, but isolating it from humidity is the more guaranteed solution, even if it is only applicable in very few situations. If the issue remains, you may send it back for replacement, please contact us via email or contact the supplier.

### Q: My DVR is not recording, why?

We sell DVR with / without hard drive, so make sure your DVR come with a preinstalled hard drive. If your DVR does not include a hard drive, you can source one on your own, or you can purchase one from us. If you have a spare hard drive and you can install on your own, make sure it is a <u>3.5 inch internal HDD with SATA connector</u>.

#### Q: I've forgotten the login password for my DVR and I can't log in, I am locked out.

We have <u>super password</u> for your DVR, you can email us with the following information and we will send you a unique password: Your model number, the date/time display on your screen. Password varies from date to date.

#### Q: My remote is not working?

- 1. The remote will only work after you login to the main menu of your DVR
- 2. Make sure to insert new battery in correct way.

3. IR interference. A Plasma TV on the wall nearby, a IR cameras on the interior? Is there direct sunshine coming through a window? Does it happen at times, and at other times it works fine? If you receive a faulty remote, contact us immediately and we will help you get a new one.

# Q: Does the DVR record audio as well?

By default, the cameras do not have audio recording function, If you wish to record audio you will need to install additional devices, i.e. microphone, speakers, microphone for <u>Audio IN</u>, speaker for <u>Audio OUT</u>.

## Q: How to set up email notifications for my DVR?

Please contact us via the following methods to request more information on set up the email notifications for your DVR.

## Q: How to set up motion detection recording, playback?

First of all, make sure your DVR comes with a hard drive. Then contact us via the following method to request more instruction on motion detection recording/playback.

## VI Contact us

If you have any inquiries regarding the setup on the DVR or troubleshooting, please feel free to contact us via telephone or email address listed below:

Telephone: 07443107538 Email: <u>maxtopuk@gmail.com</u>. Skype ID: hewitt.powertechnic Facebook: <u>www.facebook.com/liuhuanjie</u>

We reply all message in 24 hours. Please expect a short delay on the reply due to different time zones. Telephone Service Hours: Mon through Fri 10 AM to 5PM GMT