QUICK SETUP GUIDE

Thank you for choosing SANSCO.

Before Installation

This product may require cabling. It is highly recommended that all products and components be tested prior to installation.

Applications

If your NVR does not include a built-in hard drive (Check your Order Details), you may install one of your own, so you can record & playback recordings. By connecting the NVR to the Internet, you can view the cameras anywhere anytime.

Tech Support

For products introduction & specifications, please visit www.isansco.com.

For FAQ, troubleshooting, or customer support, email us at maxtopuk@gmail.com, we guarantee a reply within 24 hours.

Facebook: www.facebook.com/SanscoDirect

Skype: hewitt.powertechnic

Connect Your System

Plug in the Mouse — STEP 6

IMPORTANT! Install the Antennas for all the cameras

STEP 1

Connect the NVR to a monitor with either a HDMI or VGA cable — STEP 5

Connect to your Router with an Ethernet cable — STEP 4

Power up the NVR using the power adapter — STEP 3

Connect each camera to Wall Socket with power adapter — STEP 2

1. Connect Your System

Step 1. **[Important]** Properly install the Antennas for the cameras

Step 2. Power up the cameras using the power supplies (12V 1A)

Step 3. Connect the NVR to your wall socket with its power supply (12V 2A)

Step 4. Connect the NVR to your router with an Ethernet cable

Step 5. Connect the NVR to a HD monitor (at least 1920x1080p) with either a HDMI or VGA

Step 6. Plug the mouse (included) into the USB port at the rear panel of the NVR.

Once you complete the steps above, it should be pretty much ready to go. Within seconds, there will be a live video showing up on the screen.

Username: admin
Password: By default, there is no password for initial login (Please just leave it blank and click login)
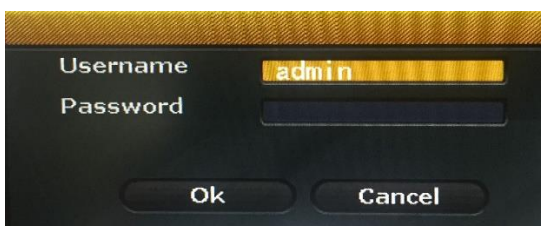
Tips: To protect your privacy, you may right click the mouse > Go to System Setup > System Admin > User > Set password to change your password.

2. Choose the Mounting Location

2.1 Mount the cameras anywhere within the Wi-Fi range, plug the power adapter to the camera and connect it to the power socket nearby.

2.2 The cameras should start streaming videos within 1 minute (or less).

2.3 If it does not display video, it is probably because of external factors such as concrete walls, glasses, mirrors, fish tank, etc., or the distance between camera and NVR, i.e. too far away, please try to move the cameras closer to the NVR.

3. Install Your Cameras to Ceilings or Walls
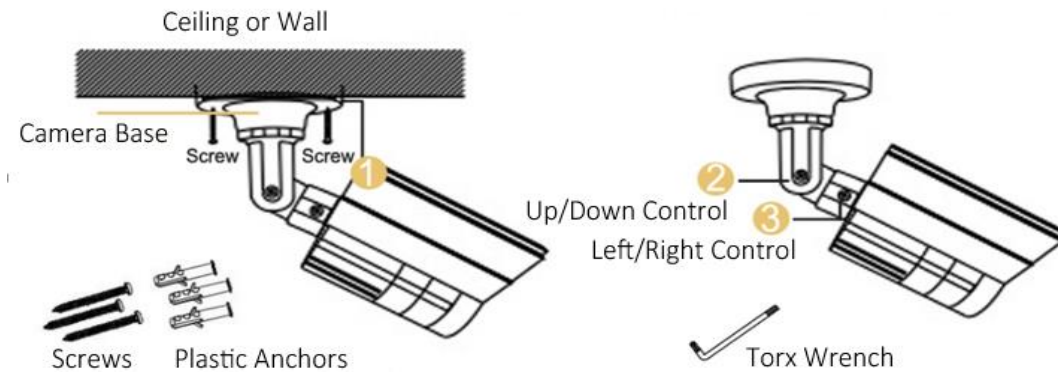
3.1 Locate the area where you want to install the camera. Drill the 3 screw holes for the anchors, hammer in the plastic anchors, line up the camera's screw holes with the screw holes you drill into the wall, you may un-screw the camera from the camera base if you want, install the screws, and then twist the camera back onto the base.

3.2 Aim the camera where you want. You may use the Torx Wrench to adjust the camera up and down.

3.3 Or you may move the camera left or right to your desired angle.

4. Wired Connection

If you plan to install the camera somewhere out of the Wi-Fi range, you may need to connect the camera to your router (with an Ethernet cable) in order to get better video streaming.

4.1 Use standard network cable to connect the camera to your Router (See the diagram below):
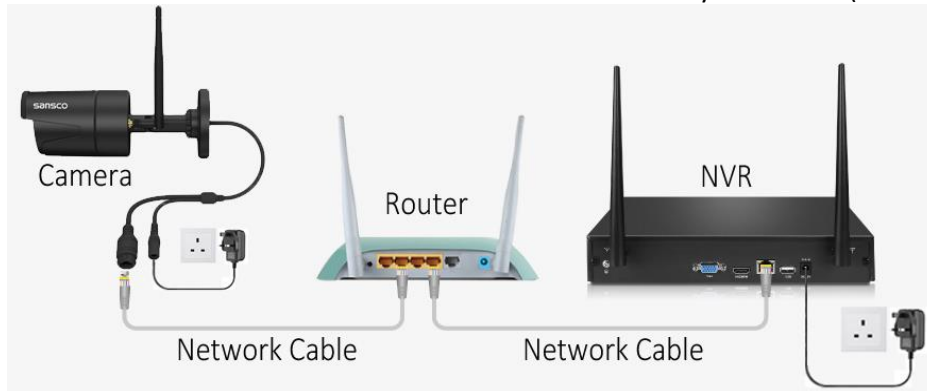
4.2 After you connect the camera to the router, go to the NVR menu, right click the mouse > go to [**Video Manage**] > [**Refresh**] > [**Auto Add**]. The camera will be added automatically, and the video will show up on the monitor.

Tips: Use **Auto Add** (Per **4.2** above) when you are doing a wired connection between the camera and your router. However, if you want the camera to work wirelessly (without connecting to the router), use **Match Code** to add camera to NVR. See instruction below on **Add camera by Matching Code**.

Step 1: Connect the NVR to the Internet

Connect the NVR to your router with an Ethernet cable. In a few minutes, you should be able to see the **Cloud ID** and **Status** (showed as ONLINE) at the bottom right corner of your screen. See below

Tips: If the NVR status does not show as "ONLINE", please go to **System Setup** > **Network Setup** > Check the box for **DHCP** or manually assign an IP address to the NVR. If this does not fix the status issue, please contact your Internet Service Provider (ISP) or your network administrator. (For example: port number 80 should be opened on the router.)

Step 2: Download the App (You can use IP Pro, or EseeCloud3**)**

Search **IP Pro** in Apple Store or Google Play. Or Scan the QR Code below to download the application.


| IP Pro | Apple Store | Google Play |

Step 3: Run the App

Download and run the app. On the login screen, tap **Register**, enter your **Username**, **Password**, and **Email Address** to create a new account.

Tips: You will receive an email to verify your email address, in that email, click the link to verify the email address. By doing this, you will be able to reset your password in case you forget it.

Once you complete the registration, login the App, press "**+**" at top right corner > **Add device** > **Add Recorder**:
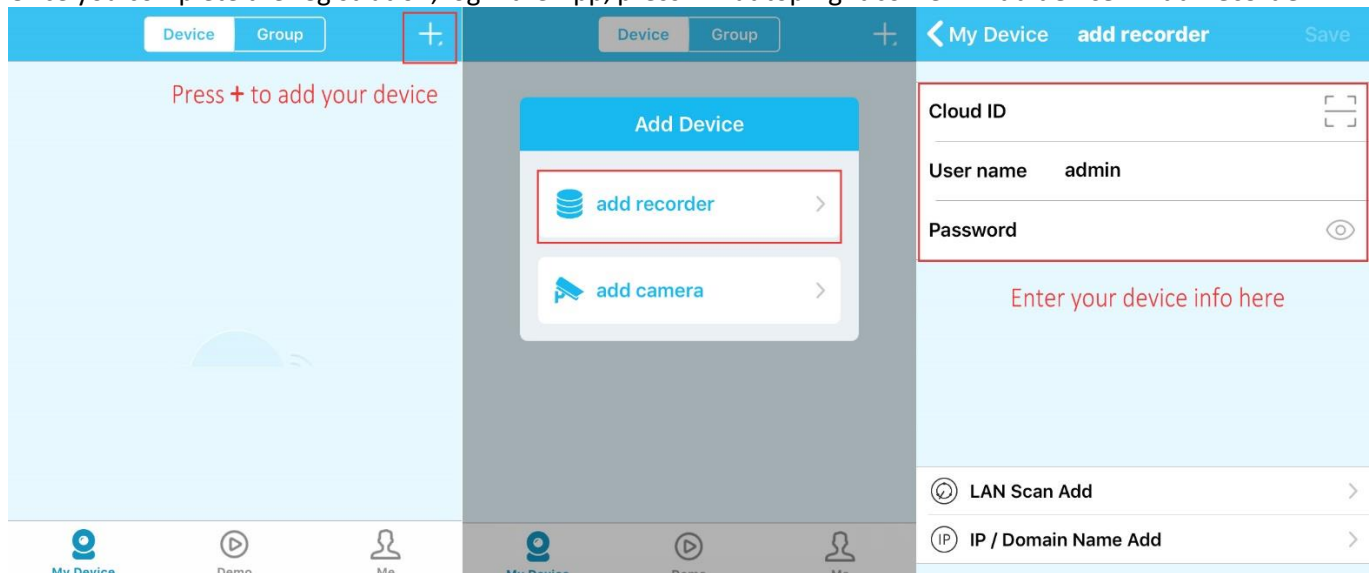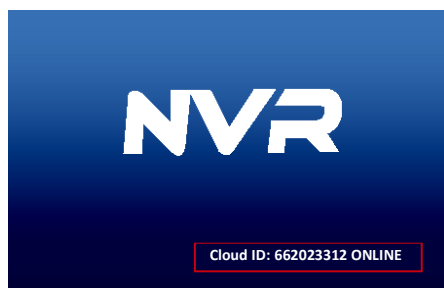
Enter your device information below:
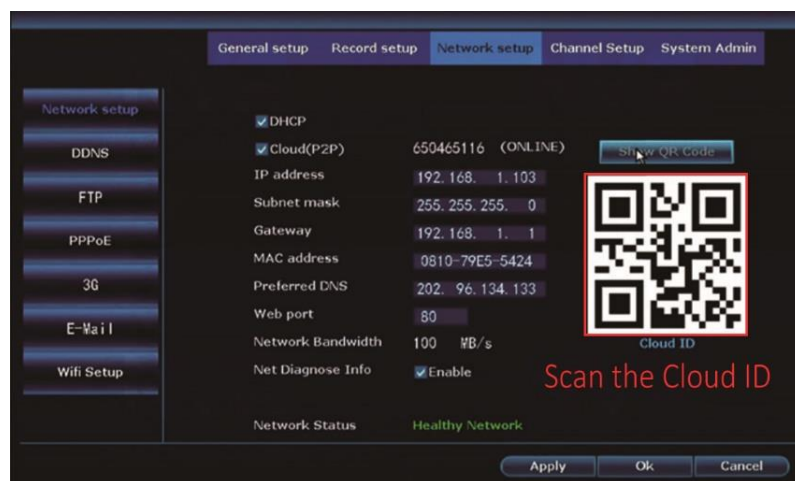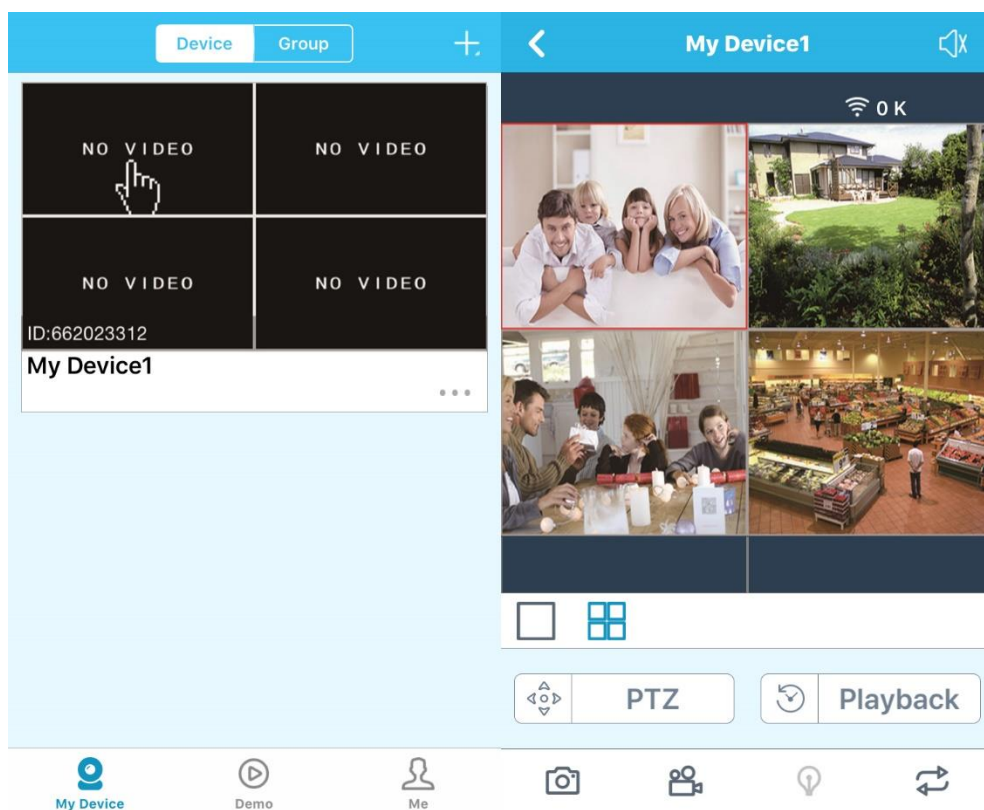

1 **Cloud ID:** The Cloud ID can be found at right bottom corner of the screen, you can manually enter this ID. Or you can scan the Cloud ID here: right click the mouse > go to **System Setup** > **Network Setup** > **Show QR code**. See below:

OR

2 **Username:** admin

3 **Password:** Default: No password required, just leave it blank)

4 Tap **SAVE**. Tap on any channel to go to live view screen, see below:

Step 1: Download EseeCloud.exe from CD and install it to your computer.

(If your CD is broken, contact us for the link to download EseeCloud.exe)
Double click EseeCloud on your PC to run the software client, on the User Login, enter **username**, **password** and click **login**. You may want to check the box to the left hand side of **Remember password** so you don't need to enter password each time you login.

User login

| admin |
| |
| ■ Remember password |
| login |

Tip: Default username is **admin**, no password required for initial login, just leave it blank.

Step 2.1: Add Device by Cloud ID

Go to **Device Management** > **Add Device** > **Cloud ID**.

EseeCloud Live View Playback Device Management Resource Management

Device
Group

Add Device   Modify Network

LAN Add: Enter IP or ID   🔍   🔄 Refresh   Add

	ID	IP	Channel	Device Type	Device Name	User Name

Add Device ✕

○ IP/DDNS   ● Cloud ID

*Cloud ID: [   ]   Port: [80]

User Name: [admin]   Password: [   ]

Area: [Default Area ▾]   Device Name: [   ]

Type: [NVR ▾]   *Number Of Channels: [4]

Channel Serial: [1 ▾]   Channel Name: [Channel 1]

Channel Type: [Normal ▾]   Panorama: [Close ▾]

Finish   Cancel

Cloud ID: Please refer to the instruction above on how to find the cloud ID.
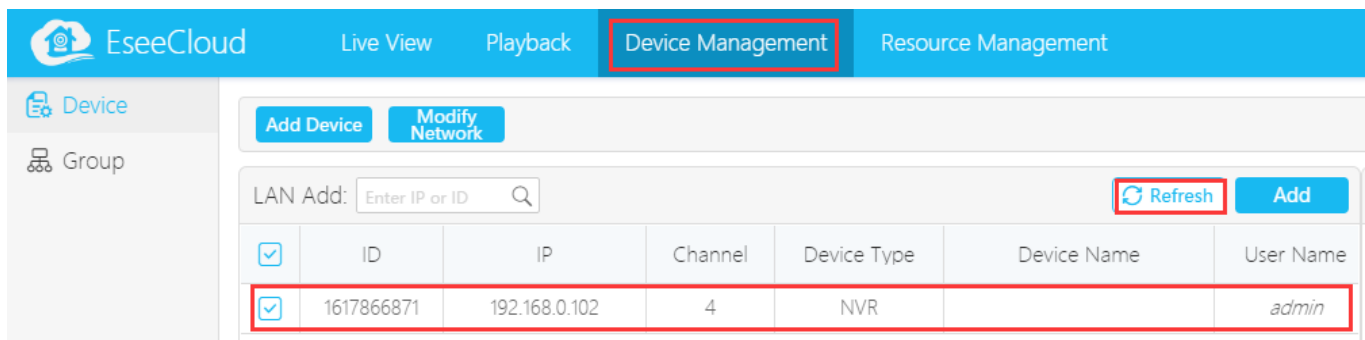**Username:** Default: admin
Password: Default: No password required, just leave it blank
Type: Choose NVR
Number of Channels: If your NVR is a 4-Channel one, enter 4.

Step 2.2: Add Device within LAN

2.2.1 Go to **Device Management**, click the **Refresh** button, it will show up the device which is within the LAN, see below.

2.2.2 Click the **Add** button to add the device.　The device will then show up within **Device,** you can find more options to the right hand side of the **Device**. See below:

Step 3: Image Preview
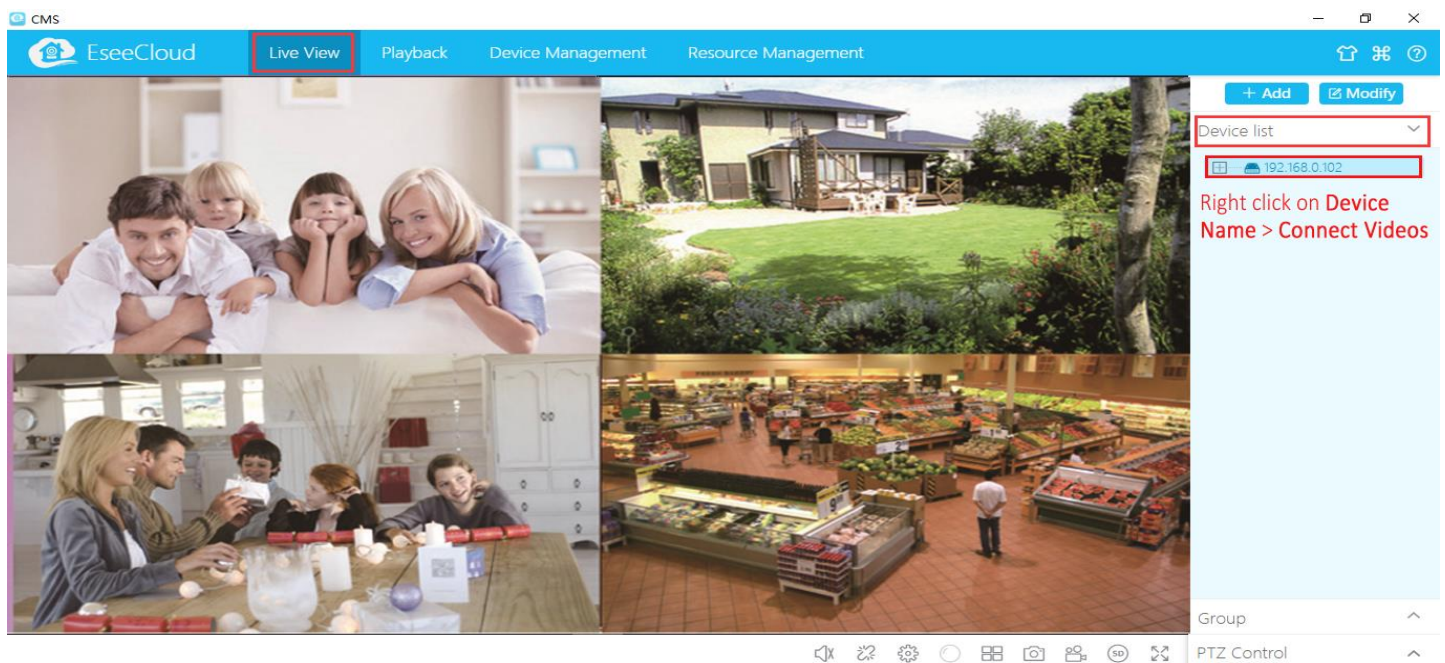
After you add the device successfully, click **Live View** > **Device List**, right click on the **Device Name** > **Connect Videos**, see below:
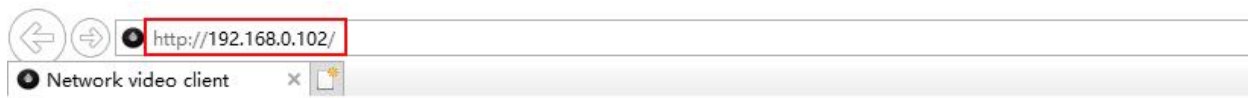
If your PC is located in the same LAN as the NVR (normally means they are connected to the same router).

Step1: Find the IP address and Web port of your NVR (IP address can be found in **System Setup** > **Network Setup**), see below:
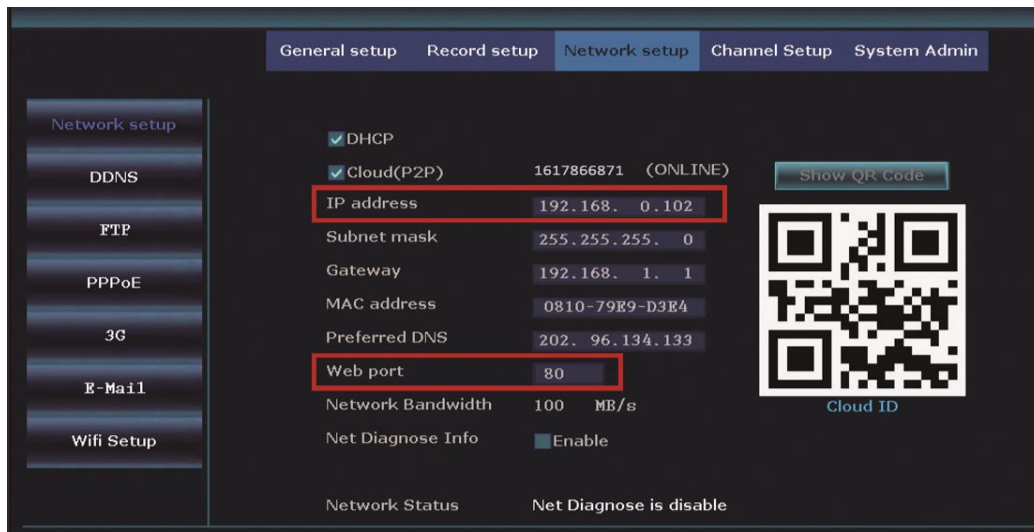
Step 2: Enter the NVR's IP address into your **IE browser** like this: http://your-ip-address, for example: http://192.1.0.102 (If the default port number 80 has been changed e.g. to 100, you will also need to add the new port number at the end of the IP address, for example: http://192.168.1.100:100).

User Name: admin

Password: By default no password required, just leave it blank

If your PC is <u>NOT</u> within the same LAN as the NVR (For example, you want to remotely access your home cameras while you are in your office):

⑴ Open your Internet Explorer (IE) and go to **www.e-seenet.com**

⑵ Enter **Cloud ID**, **Username** and **Password** to login.

Cloud ID: The Cloud ID can be found at right bottom corner of your monitor.
User Name: By default, admin
Password: By default no password required, just leave it blank

Step 3: If this is the first time that you use IE to view your cameras, you may be asked to download and install some add-ons (i.e. WebClient.exe) in order to gain full access, please go on and follow the on-screen instruction to install the add-on. Once it is installed, close your IE and re-open it to enter the NVR's IP address.   Meanwhile, on your IE, please go to:

⑴ **Tools > Internet Options > Security > Internet > Custom Level**.
⑵ Scroll down the mouse until you see **ActiveX controls and plug-ins**. If you have Internet Explorer 9 or 11, disable **Allow ActiveX Filtering**.
⑶ Choose **Prompt** for the following:
 Download signed ActiveX controls
 Download unsigned ActiveX controls
 Initialize and script ActiveX controls not marked as safe for scripting
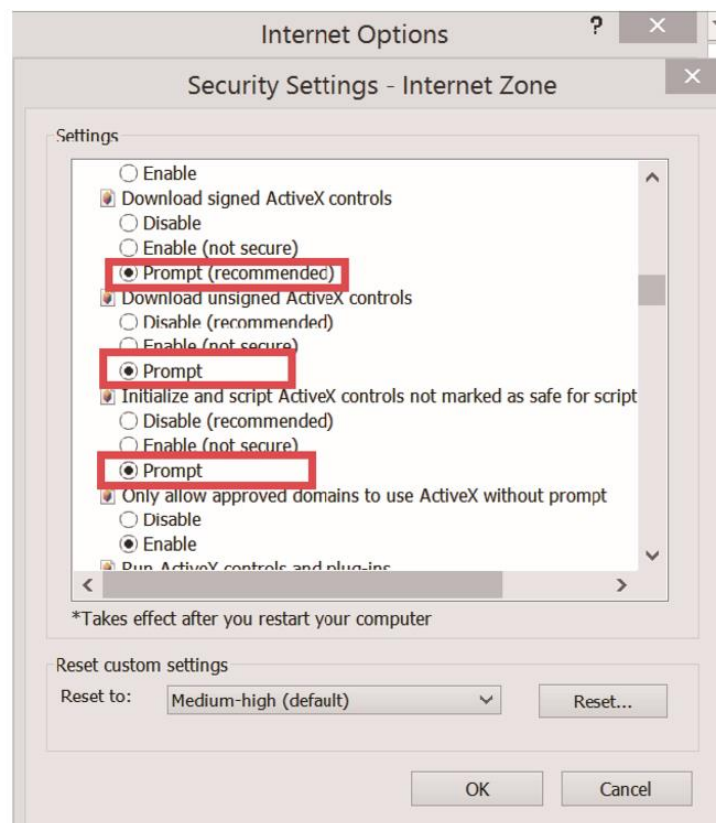
Step4: Click **OK** to exit the **Security Settings** after you complete the settings.

Add Cameras by Matching Code

1. When do you normally use Match Code?

1.1 Add extra cameras to your system.

1.2 Re-pair the camera to the NVR if connection fails. Delete it first from **Added Device**, then re-pair it to any vacant channel again. (The status of a vacant channel always shows **No Video Source**).

2. Add extra camera by Matching Code

2.1 Power on the new camera connect it to the NVR through Network cable.
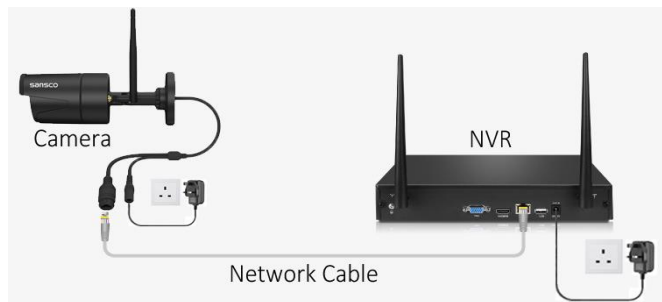
2.2 Right-click your mouse on the NVR menu, go to **Video Manage.** (See the screenshot to the right)

2.3 Click **Refresh** > Find the camera's IP > Click **Match Code**. The NVR will start to match code with the camera. After it matches code successfully, the "status" will show as "Connect success", which means the camera has been added to the NVR successfully. See below:
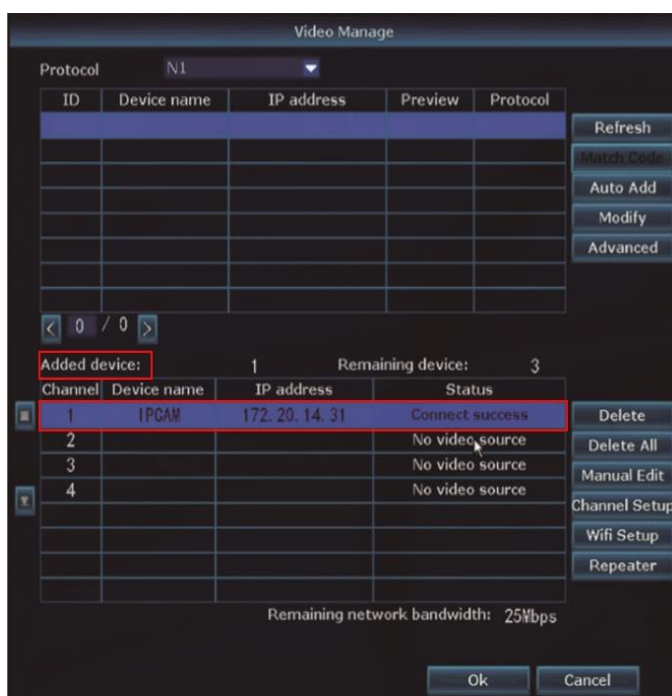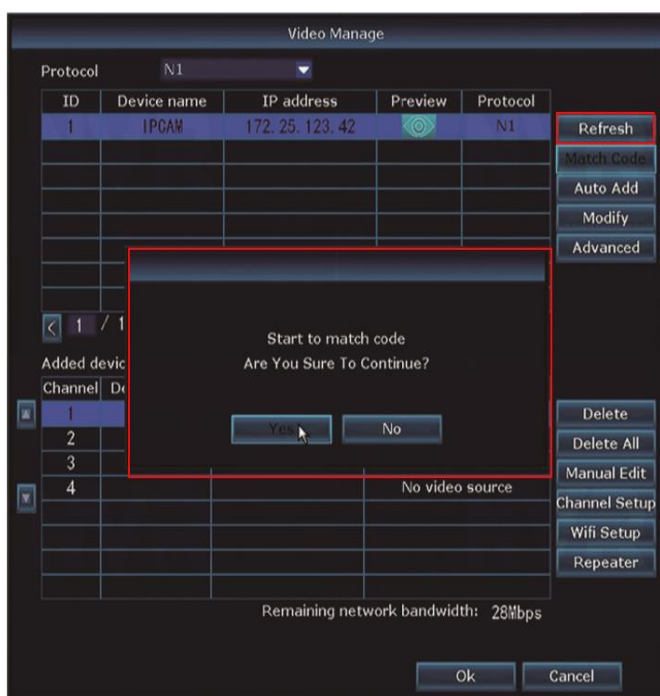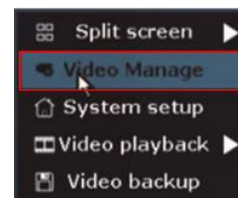
3. Re-pair the camera (which has no video output) by Matching Code

To do Match Code, you will need to delete the failed channel first, **Right click** > **Video Manage** > **Added device**, choose the failed channel, then click **Delete** to the right hand side. Then follow **step 2.3** as stated above.

Tips: All cameras provided in the box are already pre-paired with the NVR, so normally you don't need to do **Match Code** for the cameras supplied.

Your system may not include an internal Hard Drive. (This depends on which model you bought, we sell systems with or without hard drive). If your system does not include a hard drive, please install one of your own, the system works with most 3.5 inch SATA Hard Drive.

1. Install a Hard Drive (If your system has a preinstalled hard drive already**, skip this section)**

(1) Power off the NVR system and unplug all cables, NVR cover is secured with screws. Remove the screws and slide

the cover off.

(2)   Find the **two SATA Connections** (power and data) on the NVR main board, plug the two cable connections into

the hard drive (They only go one way), place the HDD over the screw slots of your NVR and slide the HDD into place, then install the hard drive with the screws.
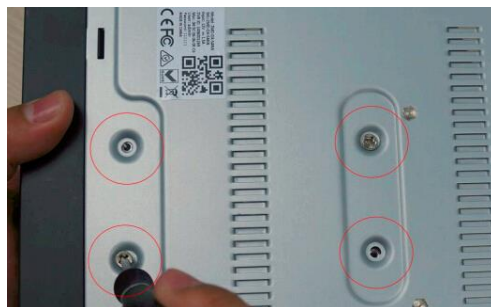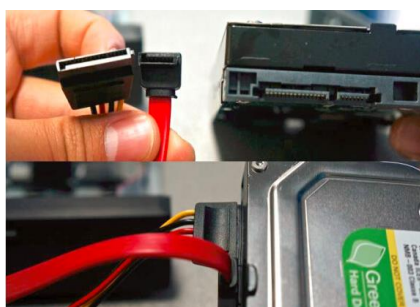
Tips: Once the hard drive is installed go to the NVR setting and find **HDD Setup**: Right click the mouse > Go to **System setup** > **General setup** > **HDD Setup** > **Format**, then click on **Format**. The hard drive should format then after a restart be ready to use.
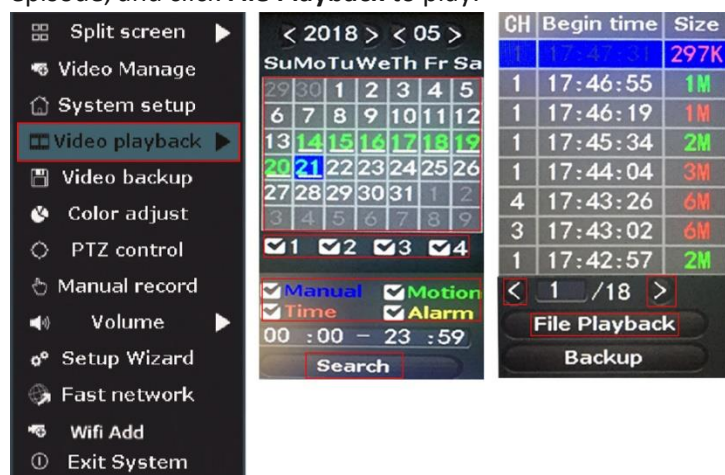
2. Record video

Right click the mouse > Go to **System Setup** > **Record Setup** > Choose the **Channel** > Click **Time** > Set up the time frame on the grid > Click **Copy to** > **All** > **OK** > **OK**.

Tips: When you are setting up the time frame for recording, you can left click and drag your mouse, or you can left click the little box on the grid, the color of the little box will change, which means it has been selected. Each day of the week is corresponding to 3 lines, the first line for **Time** (regular recording), the second line for **Motion** (motion recording), and the third line for **Alarm** (alarm recording). You should click Time, Motion, or Alarm above the grid first before you configure the timing below.

📹 Video Playback

Right click the mouse > **Video playback**. You can set the search criteria: Date, Time, Channel, Record Mode (Manual/Motion/Time/Alarm), and click **Search.** Left click or drag your mouse on the time bar (at the bottom) to start the playback. Under **Search,** you can see all episodes of the recording, navigate to your desired page and episode, and click **File Playback** to play.

🔴 Motion Detection Recording

Step1: Right click the mouse, go to **System Setup** > **Record Setup** > Choose the **Channel** > Click **Motion** > Set up the time frame on the grid > Click **Copy to** > **All** > **OK** > **OK**. You may click **Reset** to erase all the selection on the grid, and configure again.   If you schedule the recording the way below (green line from Sun to Sat, 00:00-24:00), it means your NVR will only record when movement is detected within this time frame (Sunday-Saturday, 24/7).
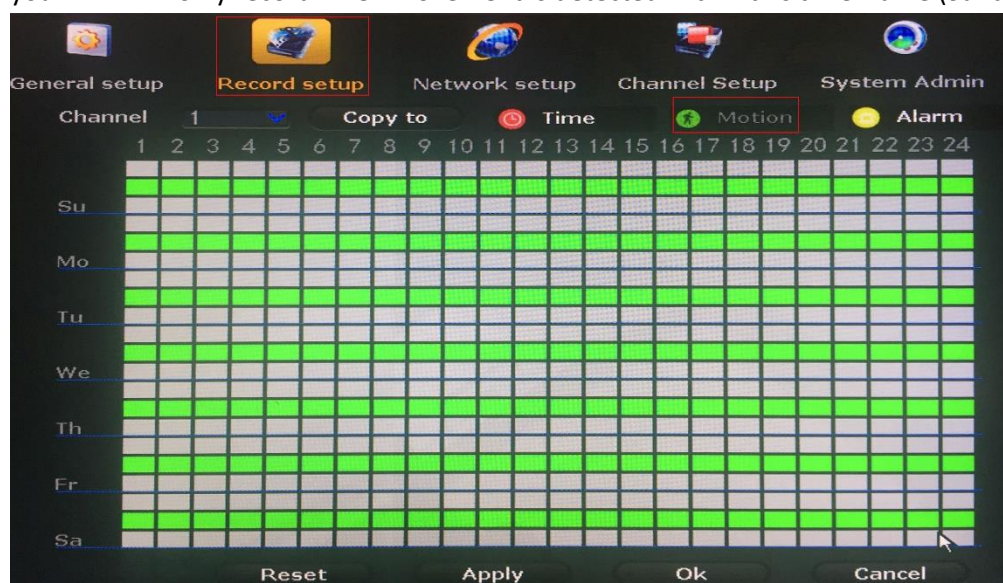
Step2: Go to **Channel Setup** > **Video detection** > Choose the **Channel**, then from the drop-down menu of **Detection**, choose **Motion** > Set up the **Sensitivity** > Check the boxes below for Alarm, Buzzer, Email Notice or App Alarm per your needs > Click **Copy to** > Choose **All** > Click **OK** to save the setting.

Tips: The area being monitored for motion can be edited under **Area Edit**. Click Area Edit, by default, the whole screen was selected and being monitored, if you want to mask specific area, left click and drag your mouse, or simply left click your mouse on specific boxes of the grid to unselect them. You can also right click your mouse to unselect the whole screen, or select the whole screen over again, right click your mouse and choose **Return** to exit.

How to Do Video Backup via USB Device

Step 1 Find a USB memory stick. Since there is only **one** USB port on the NVR, please find the USB adapter provided in the package, connect it to the USB port of your NVR, it will then allow you to connect multiple USB devices (mouse and the memory stick) into the same USB port.

Step 2 Right click the mouse > Choose **Video backup** > Choose the **Channel**, **Record mode**, **Search time** > Click **Search** > Select the video you want to backup > Click **Backup**.
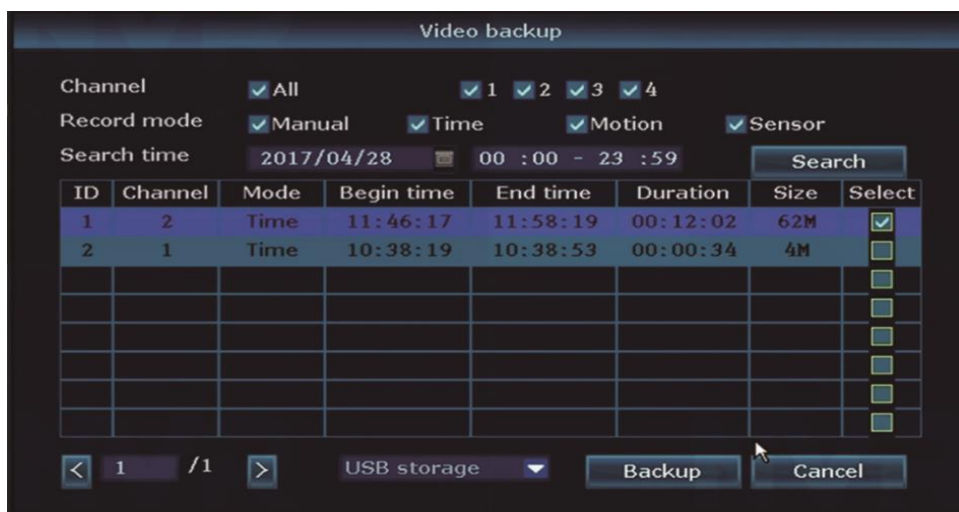
Tips: The maximum backup capacity is 32GB. Recordings will be backed up at hourly intervals.

Frequently Asked Question

Question: I have connected the system, but nothing is showing on my monitor?

Answer:

1. Check the cable connection from the NVR to your Monitor/TV.

2. Try another HDMI, or VGA cable. HDMI signal is sometimes picky, use only GOLD PLATED HDMI, or use VGA connection if HDMI does not work.

3. Your Monitor/TV does not support the default output of the NVR, make sure your Monitor/TV's resolution is no less than 1024x768 pixels. In fact, we suggest a monitor/TV with a minimum resolution of 1920x1080 (1080p).

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

*5. If you can access the NVR menu but there is no video feed on the monitor, you may need to check whether the cameras are being installed within the Wi-Fi range, if not, you will need to do **wired connection** instead, see the instruction above.*

Question: The system worked for a while then some channels started to lose signals, why?
Answer:
1. Make sure all cameras are within the Wi-Fi range so none of them disconnects from Wi-Fi.
2. Try use <u>wired</u> connection if cameras are to be installed outside the Wi-Fi range.
3. Reset your system, then re-pair all the cameras with the NVR. Check the instruction above.
4. Check the firmware version and forward it to us, we will check for firmware update (if applicable).

Question: Does the NVR record sound?
Answer: This NVR does <u>not</u> record audio, it records video only.

Question: The night vision of my camera is terrible?
Answer:
1. Make sure not to 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. They will reflect the IR lights from the camera.
3. Do not face the camera lens towards direct lamps or sunlight.
4. Light up the ambient area a little bit, in complete darkness, night performance may be affected.

Question: My camera is getting misty inside, is there a known fix?
Answer: 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 zip-lock 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.

Question: My NVR is not recording, why?
Answer: We sell NVR with / without hard drive, so make sure your NVR comes with a preinstalled hard drive. If your NVR 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 3.5 inch internal hard drive with SATA connector. If your NVR comes with a hard drive but it is not recording, please verify the hard drive info, if it is not showing hard drive info, open the NVR case and verify the cable connection. If it shows up error under the hard drive info, Right click the mouse > Go to **System setup** > **General setup** > **HDD Setup** > **Format**, then click on **Format**.
Note that because the hard drive records continuously (24/7), it may become corrupted after some time, we warrant the hard drive up to 12 month following the purchase date, if your hard drive is not recording anymore, you may still contact us via email.

Question: The NVR kept shutting down or rebooting.
Answer:
1**.** Format the HDD: Right click > System Setup > General Setup > HDD Setup > Format.
2. Disconnect the hard drive from the NVR, you will need to slide off the NVR cover in order to do so, once it is disconnected, check whether the problem continues on a standalone NVR. If no, re-connect the hard drive back to the NVR and test again.

3. Replace the power adapter for NVR.

4. If the issue follows, that may be the problem of the NVR. Please contact us via email.

Question: I forget my login password and I am locked out?

Answer: You can use the following method to reset your system manually.

On the log-in screen, if you enter the wrong password, it should give you the above error message. Don't click the OK button yet, instead, hover your mouse there, left click, right click, left click, right click, repeat this operation a few more times, until you see the following screen, which indicates you can reset your system now, click Yes to proceed.
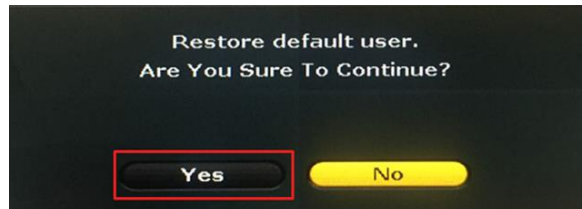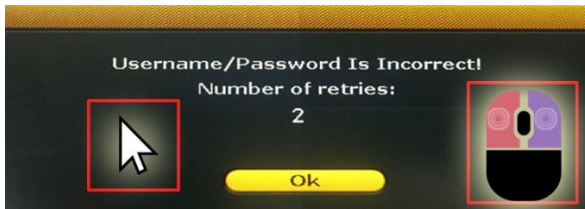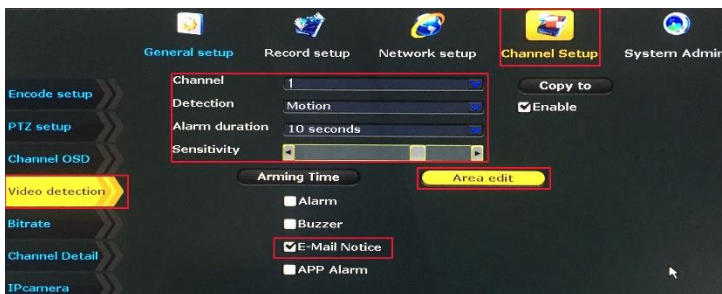

Question: How to set up email notification (for example, Gmail)?

Answer:

Step 1. Right Click > **System setup** > **Network setup** > Check the NVR status and make sure it is **online**, see below:
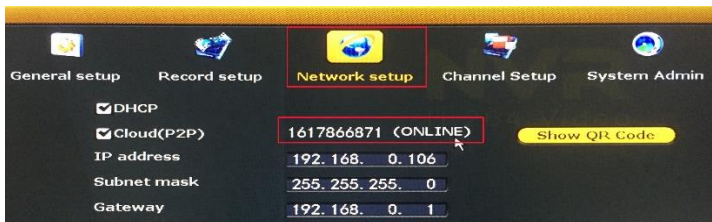
Step 2. Right Click > **System setup** > **Channel Setup** > **Video detection,** make sure **E-Mail Notice** is checked. See below

Step 3. Log into your Gmail account, and go to this link to turn on **Access for lower secure apps (**Allow less secure apps: ON**).**   Link: **https://myaccount.google.com/security?pli=1#connectedapps**.
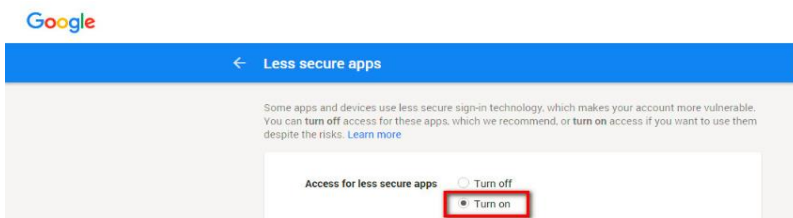
Step 4. Go to **System setup** > **Network setup** > **E-Mail**, enter the following info:

SMTP server: smtp.gmail.com

Port: 587

Username/Password: Your Gmail account/Password

Encryption Type: SSL (or TLS).

Sender: Your Gmail.

Sendee 1/2: Receiver email address.

Step 5. Click Test.

Question: My NVR shows Offline all the time, how to get it to show Online?

Answer: 1. Login to your router setup portal (i.e 192.168.x.x) and find the DHCP option, make sure it's enabled.

2. Right click your mouse, go to System setup - Network Setup - check the box for DHCP,

3. Right click - Fast network.

4. Assign an IP address to your NVR manually and disable DHCP.

Question: How to contact us for customer service?

Answer: Email us at maxtopuk@gmail.com.

Skype ID: hewitt.powertechnic

Facebook: www.facebook.com/SanscoDirect, or, www.facebook.com/liuhuanjie

Telephone: +44 07443107538 (UK Customer Only)

We reply all emails/message in 24 hours. Please expect a short delay on the reply due to time zone difference.

Phone Service Hours: Mon to Fri 10am to 5pm GMT

Your Reliable CCTV Expert

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maxtopuk@gmail.com