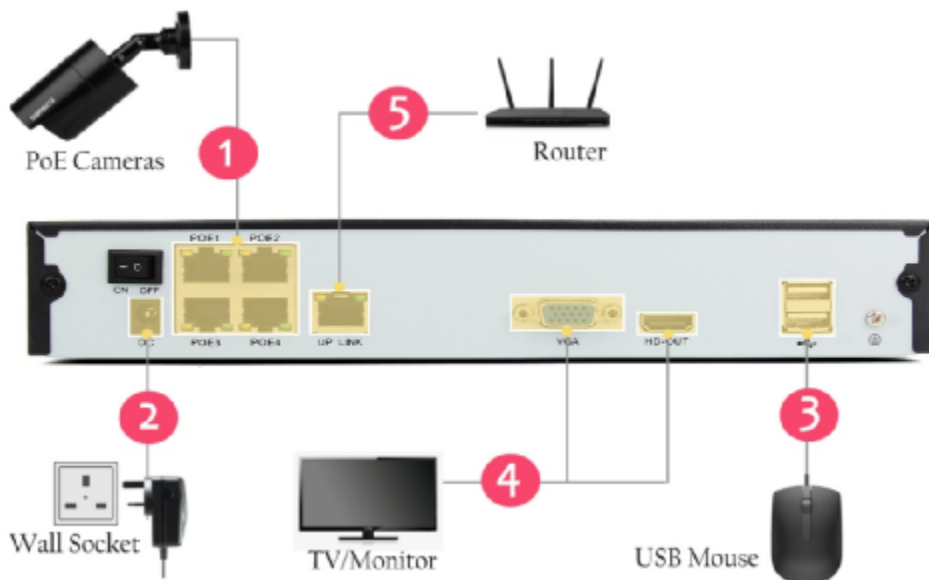


Quick Setup Guide (PoE System)

I Congratulations on your new purchase This quick setup guide will show you how to quickly set up your system for local and remote viewing. For detailed set-up instructions, please find within your CD which is included in your order, if your CD is missing or damaged during transportation, please contact us via email (**See Contact Us**).

Example Diagram for a Sansco 4-Channel PoE System



How to Connect Your System?

Step 1. Connect the PoE cameras to the NVR using the provided Ethernet cables.

Step 2. Connect the NVR to the wall socket using the power adapter.

Step 3. Connect the USB mouse to the USB port of your NVR.

Step 4. Connect the NVR with your monitor/TV using a HDMI, or VGA cable (NOT provided). **Use a monitor/TV that has a resolution of at least 1080p (1920x1080p).** For some monitor/TV, there might not be any display, this is because the monitor/TV does not support the default output from the NVR (@ 1024x768).

Step 5. Connect the NVR 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.

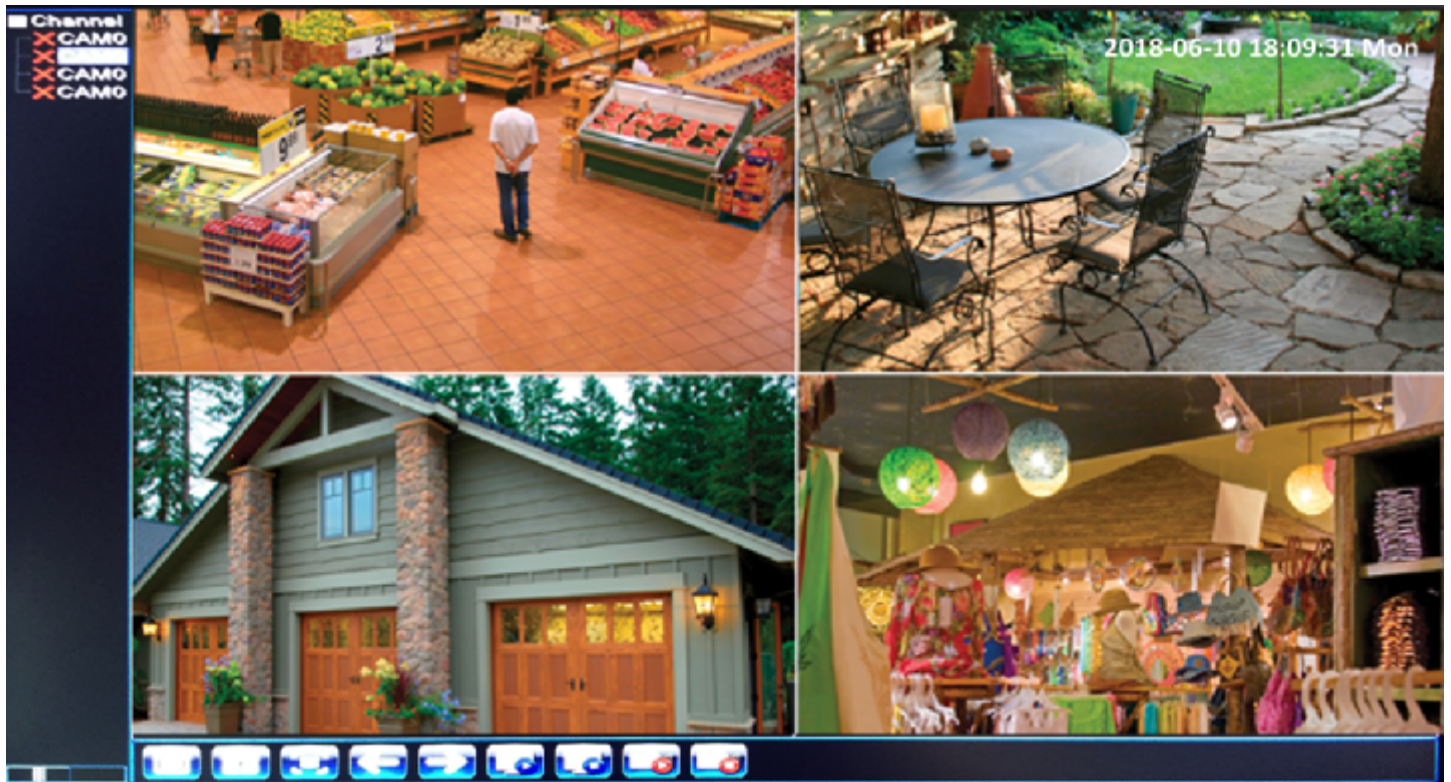
II Local Viewing on Your Monitor/TV

Power up the NVR, turn it on, and then turn on your monitor/TV, wait until you see the System Login, by default, username is admin, no password (leave it blank). Click OK to log in. Wait a few seconds and you will see four channels live video on your screen (**If you don't have any display on your monitor, refer to FAQ below**).

IMPORTANT: You may change your password after first-time login. Just in case you forget your password next time, or you are locked out of the system, please email us to request a super password.



Once you've logged in, you should be able to view all the camera:



You can right click your mouse to navigate through the NVR menu and configure the system from here:

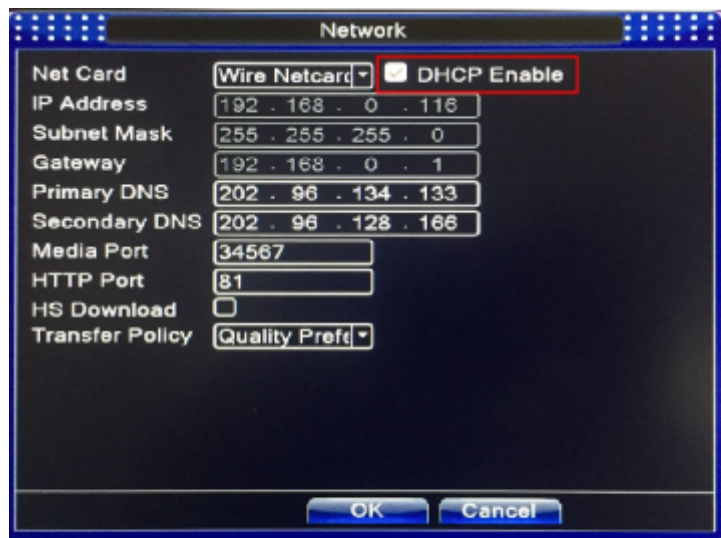


III Remote Viewing on Your Mobile Device (iPhone for example)

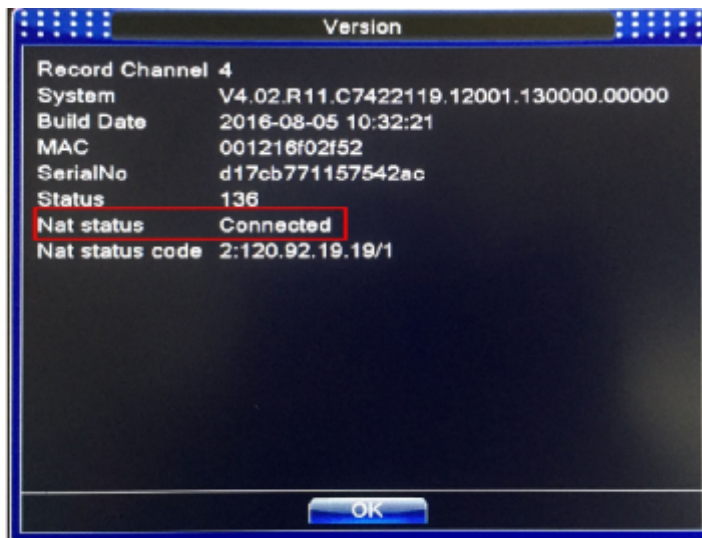
* Make sure the network cable is already connected between the NVR and your Router.

* After system login, right click your 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:

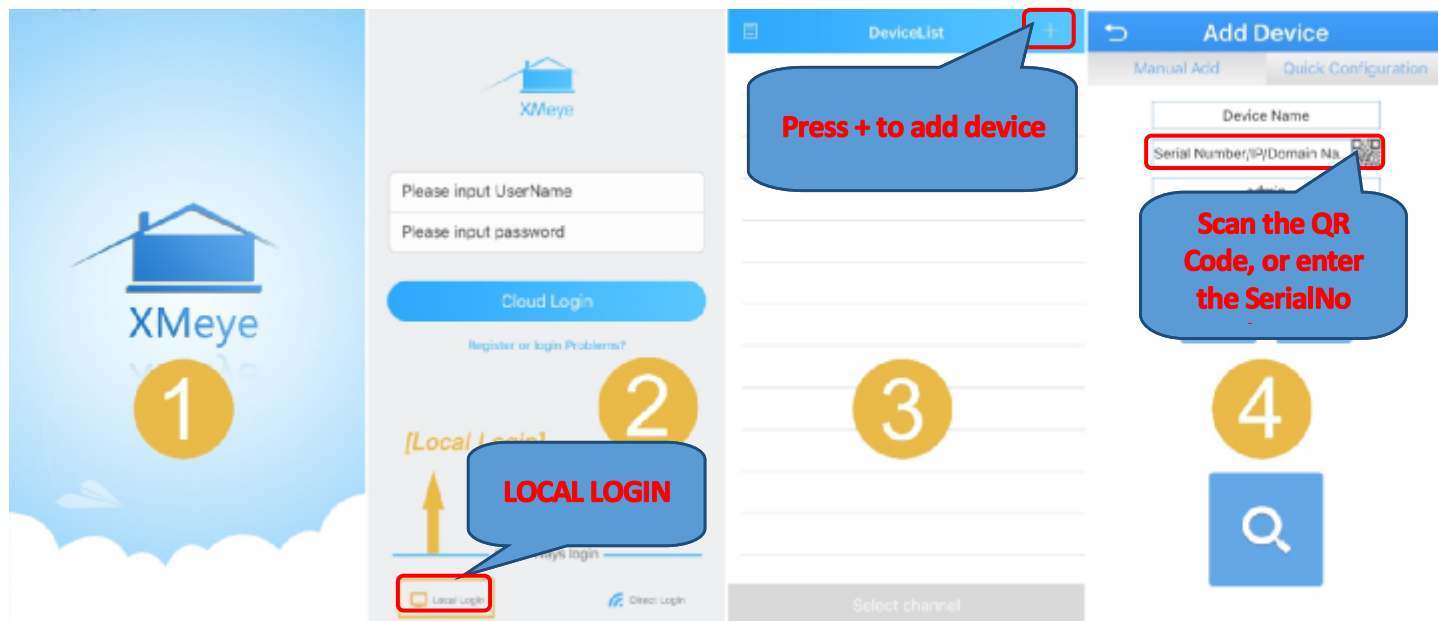


Enable DHCP here



Make sure the NAT Status is Connected

After you can confirm the above, go through the steps below:



Step 1. On your iPhone, install the mobile APP: XMEYE.

Step 2. Run the APP. Press "**LOCAL LOGIN**" on the login screen. You don't need to register the Cloud Login.

Step 3. Press **+** to Add device.

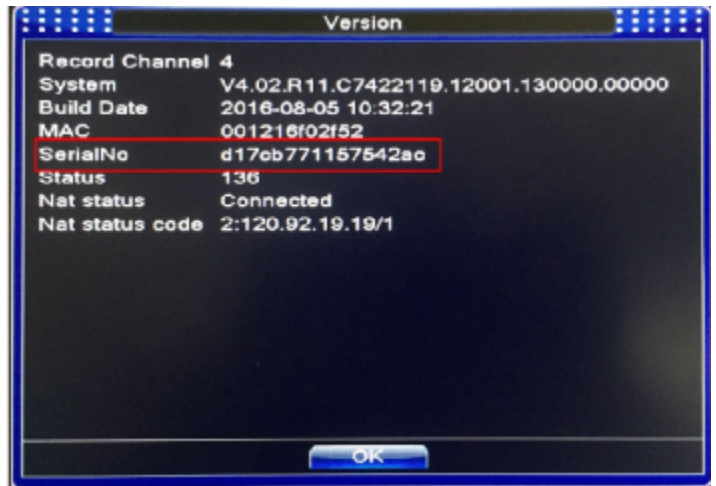
Step 4. Scan the QR Code of the device, OR manually enter the Serial Number.

Where can I find the QR Code or the Serial Number for the Device?

On the NVR Menu, right click – Guide – Next – Next – Next – Next – **SN Code**. Scan this code on your APP. Alternatively, you can go to Main Menu – Info – Version, and find the **SerialNo**. You can then manually enter the Serial Number to your APP. See below:



Scan the SN code here



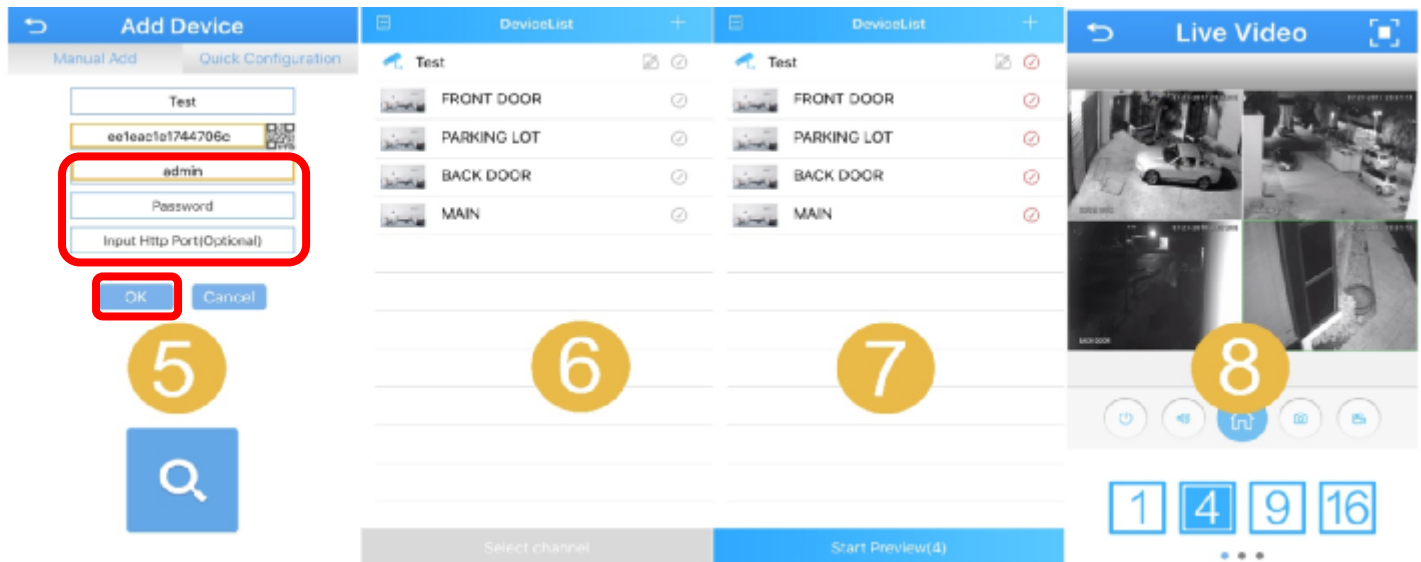
Find the SerialNo here

Step 5. Username: admin, no password, no Http Port, leave them both blank, then press OK.

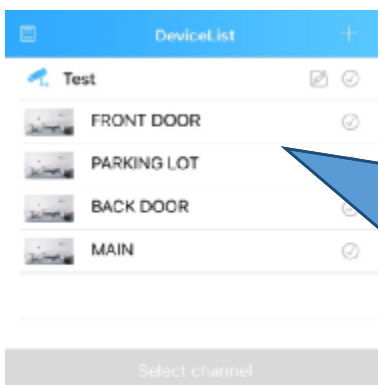
Step 6. Device will then show up on the Device List.

Step 7. All channels of the devices.

Step 8. Press “Start Preview” to live view on your iPhone.

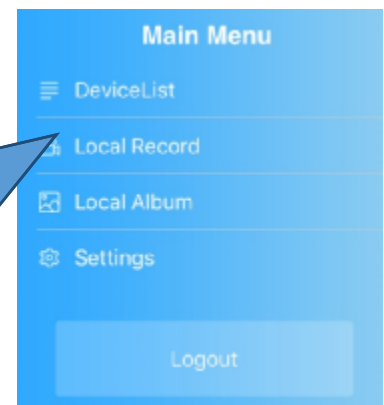


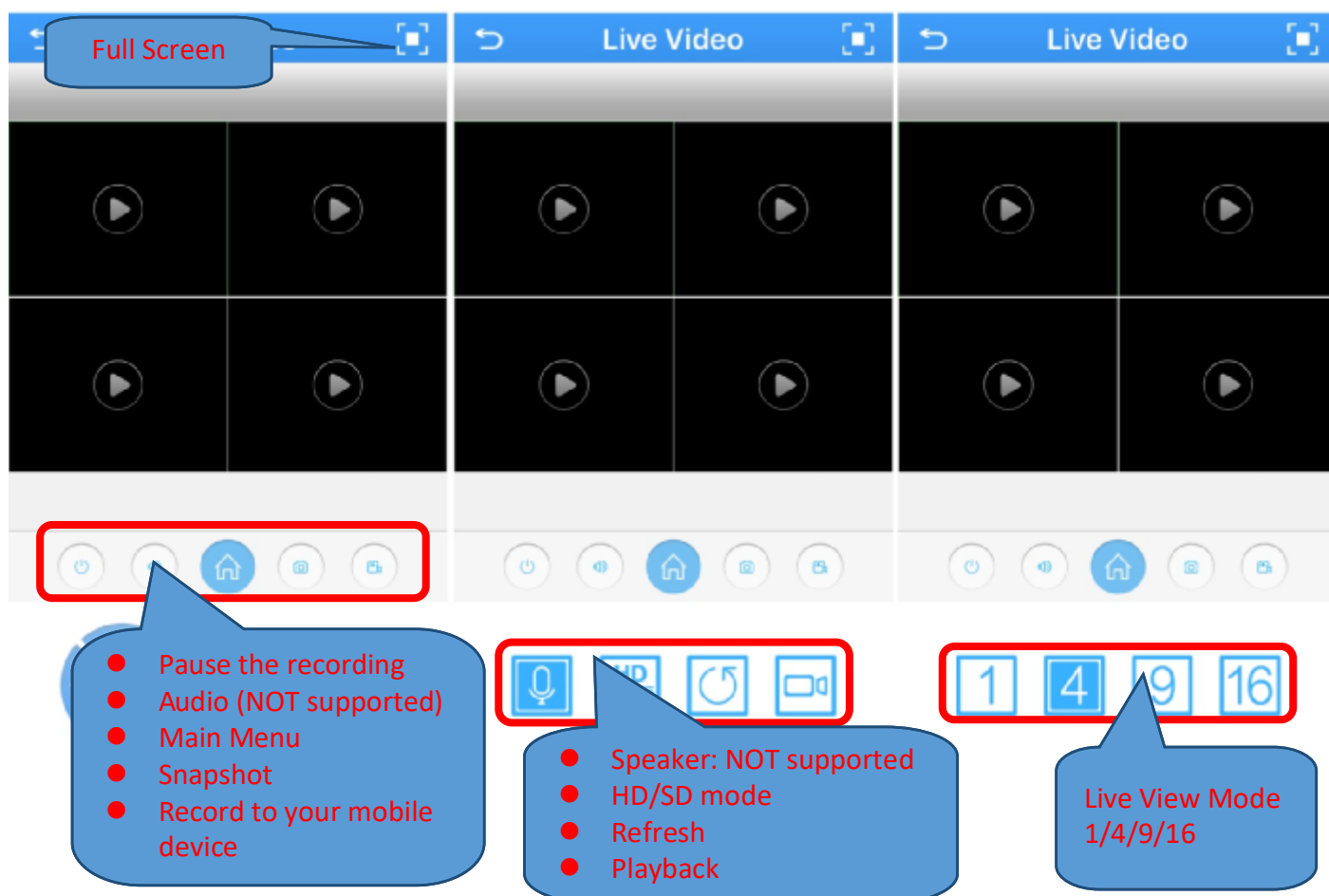
IV More Operations on the App



Choose the desired channel to view, or edit the device info after you press [edit] icon.

Main Menu:
Device List
Local Record
Local Album
Settings





V Frequently Asked Questions

Q: No picture, no display on monitor / TV after the connection?

1. Check the cable connection from the NVR to your Monitor/TV.
2. Try another HDMI, or VGA cable. HDMI signal is sometimes picky, please use only GOLD PLATED HDMI, or use VGA connection if HDMI does not work.
3. Power off the monitor / TV and NVR, then power up the monitor/TV then the NVR. Make sure of the sequence.
4. Your Monitor/TV's input channel for NVR is not selected. Select the correct input channel your NVR is connected to.
5. 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).
6. 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

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 on your mobile devices. You will not be able to access the cameras remotely via internet, either.

To access the NVR menu or the live view interface, please follow the Connection Diagram under Section I, 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 NVR/camera settings in the Menu.

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 NVR Menu, right click your mouse – Guide – Next – Next – Next – SN Code. Scan this code on your APP. Alternatively, you can go to Main Menu – Info – Version, and find the SerialNo. 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 NVR is making a cracking noise

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

- 1. You may format the hard drive first*
- 2. And restore the NVR settings*
- 3. You may remove the internal hard drive and test only the NVR to confirm whether the noise is from 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. 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, 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.

Q: My NVR is not recording, why?

We sell NVR with/without hard drive, so make sure your NVR come 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 HDD with SATA connector.

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

We have super password for each NVR, you will need to email us with your order information as well as the key code, so we can send you a unique super password to unlock your NVR.

***How to find the key code?** Please find the question mark right next to the password box (login screen), then click on it, and you will find the key code, send us that key code and we will generate the super password for you to unlock. Please note that the key code may change every 24 hours. Just in case that happened (due to our time zone difference), you will need to send us the most recent key code you have on your screen.*

Q: Does the NVR record audio as well?

Sorry, this NVR box does not support audio.

Q: How to set up email notifications for my NVR?

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

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

First of all, make sure your NVR 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 NVR or troubleshooting, please feel free to contact us via telephone or email address listed below:

Telephone: +44 07443107538 (UK CUSTOMER ONLY)

Email: maxtopuk@gmail.com

Skype ID: hewitt.powertechnic

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

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

IMPORTANT:

This is only a quick setup guide, if you need detailed user manual of your system, you may find it on the CD we supply with this package, if you can't use your CD on your computer, or your order does not include a CD, please contact us immediately, we will send you e-copy of the CD.