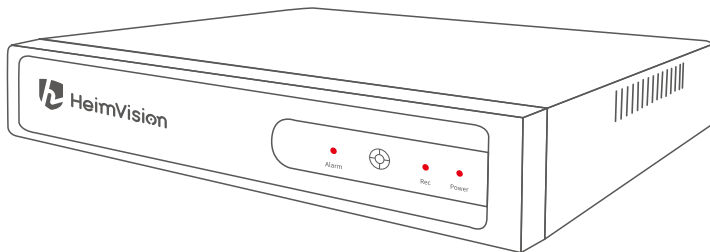
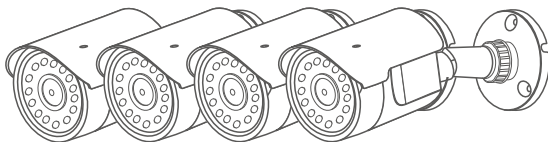




Digital Video Recorder System

ASSURE K26

Quick Guide



Please read this quick guide thoroughly before use and keep it well for future reference.

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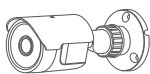
SAFETY CAUTIONS

- 1 Please do not place any container with liquid such as water, coffee, or beverage on the DVR.
- 2 Please put the DVR at a ventilated space and do not block the air vents.
- 3 For the system security, please use the original power supply provided.
- 4 Check the power voltage in case of any damage due to the wrong voltage.
- 5 Please obey the local security regulations and policies when installing the product.
- 6 If the DVR starts or works abnormally, please unplug the power adapter and carefully clean the dust on the mainboard in the DVR device, then restart the DVR.
- 7 We assume no liability or responsibility for any fires or electrical shock caused by improper installation.

PACKING LIST



DVR *1
(Hard Disk Drive not included)



AHD Camera *4



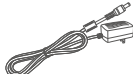
2-in-1 Video/Power Cable *4



Power Cable Splitter *1
(1 Female to 4 Male)



USB Mouse *1



DC 12V/2A Power Adapter *2



Ethernet Cable *1

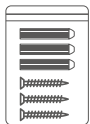


Quick Guide





Screw *4
(For Hard Disk Drive)

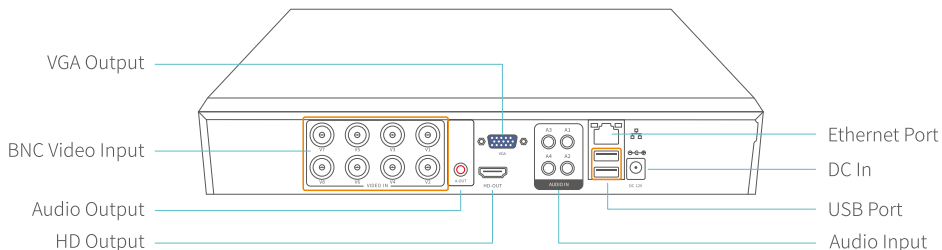


Screw set *4
(For Cameras)

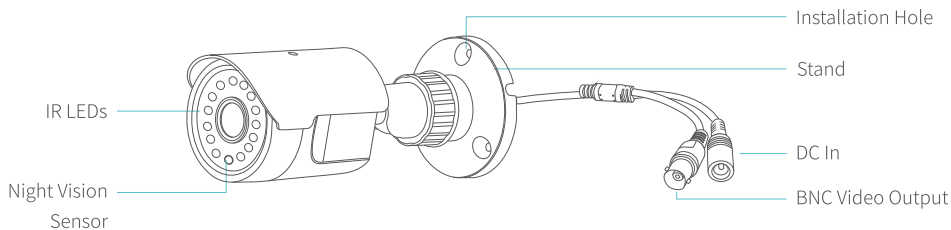
* If there is any part missing or damaged, please contact HeimVision support.

PRODUCT OVERVIEW

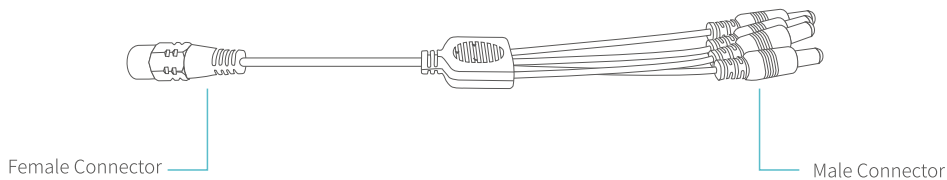
DVR



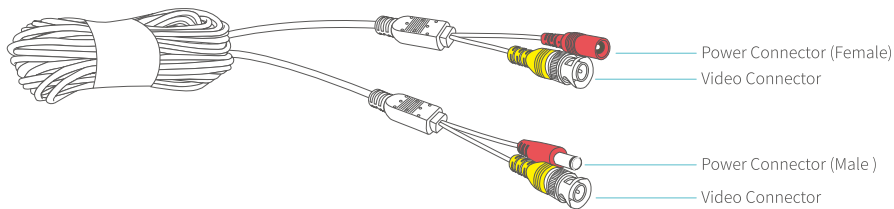
AHD Camera



Power Cable Splitter



2-in-1 Video/Power Cable



HARD DISK DRIVE INSTALLATION AND SYSTEM CONNECTIONS

Hard Disk Drive Installation

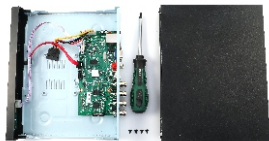
i IMPORTANT:

- 1** To record videos and play the historical videos, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live video.
- 2** A Hard Disk Drive is not included in this DVR system.
- 3** This DVR system works with a 3.5" SATA Hard Disk Drive. The Hard Disk Drive should be formatted after it's installed.



Step 1:

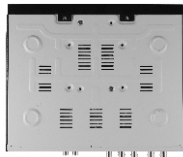
Unscrew the screws and remove the upper cover of the DVR.

**Step 2:**

Connect the SATA power cable and data cable of the DVR to the corresponding ports of the Hard Disk Drive.

**Step 3:**

Hold the Hard Disk Drive and the DVR together, carefully turn them over, then align the screw holes on the Hard Disk Drive with the screw holes on the DVR housing.

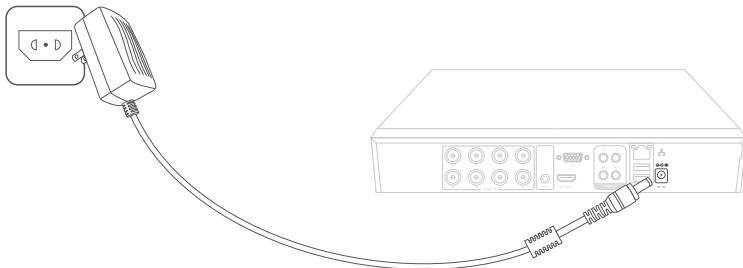
**Step 4:**

Fix the Hard Disk Drive and DVR housing with the provided screws, then assemble the upper cover of the DVR.

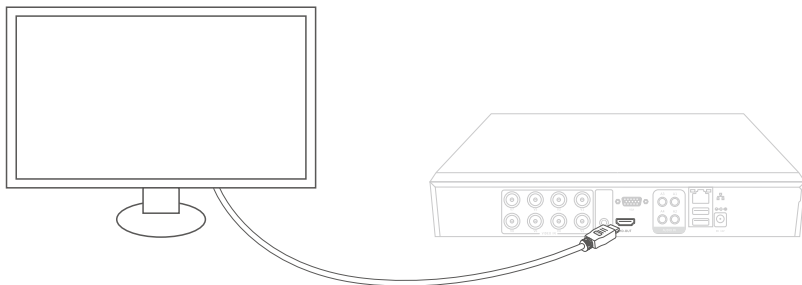


System Connections

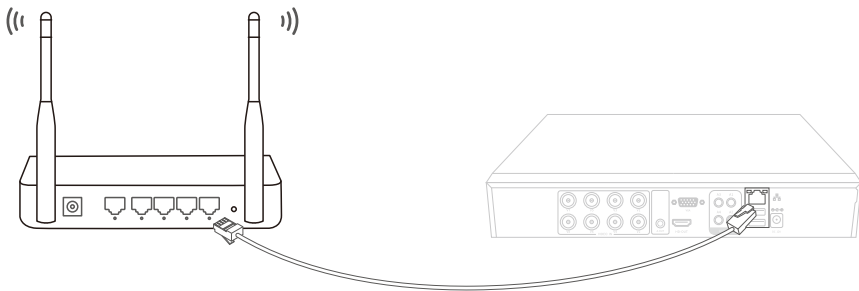
- ⚠ Do not fix the AHD camera before you can view the image on the monitor and confirm the ideal position to install it.
- 1 Plug a power adapter into the DVR and the socket to power on the DVR.



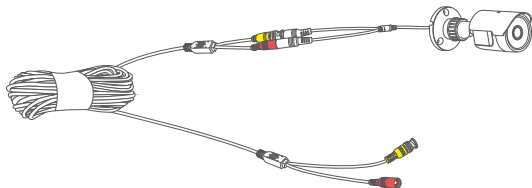
- 2 Connect a monitor to the HD Output or VGA Output on the DVR with an HDMI cable or VGA cable (not included).



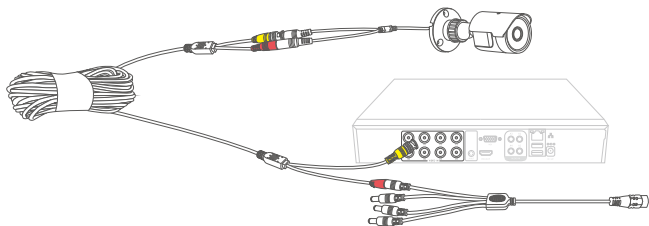
- 3 Connect the Ethernet Cable with the DVR and your router.



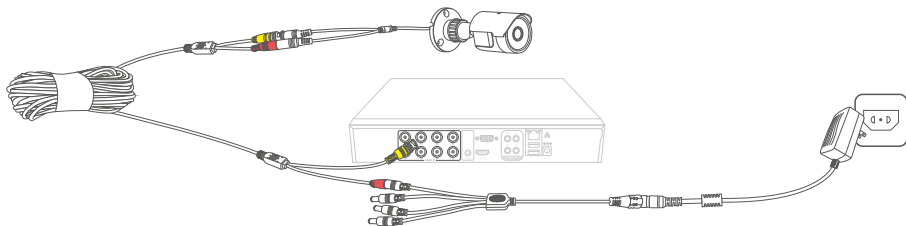
- 4 Connect the AHD camera with the 2-in-1 Video/Power Cable.



- 5 Connect the **Yellow Video Connector** to the **BNC Video Input** on the DVR, and connect the **Red Power Connector** to the **Male Connector** of the **Power Cable Splitter**.



- 6 Connect the **Female Connector** of the **Power Cable Splitter** with another power adapter. Then plug the power adapter into the socket to power on the camera.

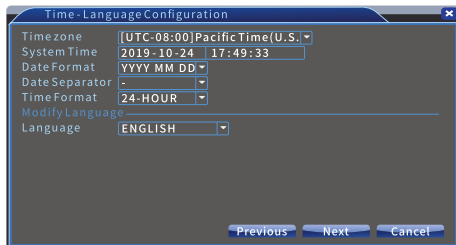


OPERATE DVR SYSTEM WITH A MONITOR

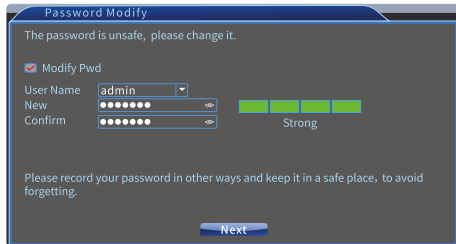
Startup Wizard

After connecting the DVR and cameras to power, wait for 2-3 minutes. A **Startup Wizard** will start to guide you via a series of pop-up windows. Connect the USB mouse to the DVR, then click **Next** until you see the window of **Time-Language Configuration**.

- 1 Select the time zone, date format, time format, language, and set the time for your DVR system.

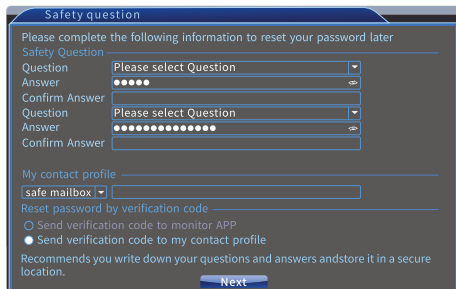


- 2 The default password is empty, please reset it for your DVR following the tip. The new password should be more than 6 digits and use the combination of numbers and letters to ensure your system's security.



 **Tips:**

- 1 Please keep your password safe.
- 2 You can enable the option of **Remember the password** on the page of logging in.
- 3 If you forget the password, please refer to Q2 of TROUBLESHOOTING.
- 3 Select safety questions and enter the answers for resetting the password if necessary. You can also enter your email address for getting the verification code to reset the password. Please ensure that your email address is valid and change it in time if you have a new email account.



Safety question

Please complete the following information to reset your password later

Safety Question

Question Please select Question

Answer ●●●●

Confirm Answer

Question Please select Question

Answer ●●●●●●●●

Confirm Answer

My contact profile

safe mailbox

Reset password by verification code

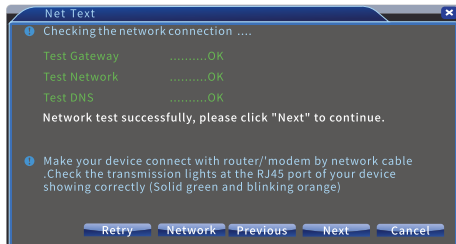
Send verification code to monitor APP

Send verification code to my contact profile

Recommends you write down your questions and answers and store it in a secure location.

Next

- 4 Check if the network connection status is normal. If not, you can configure it by clicking **Network**.



Net Test

Checking the network connection

Test GatewayOK

Test NetworkOK

Test DNSOK

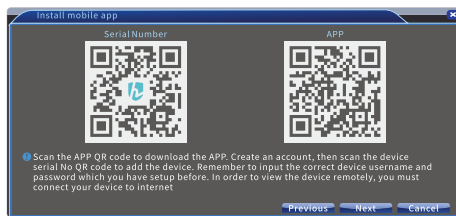
Network test successfully, please click "Next" to continue.

Make your device connect with router/modem by network cable
.Check the transmission lights at the RJ45 port of your device showing correctly (Solid green and blinking orange)

Retry **Network** **Previous** **Next** **Cancel**



- 5 Scan the QR code to get the Serial Number of your DVR system and download the App named XMEye into your mobile device.



- 6 Before fixing the cameras, you can log in to XMEye App to check the live view to confirm the ideal position.



- * Click OK to exit the wizard. You can right click on the screen, then go to Main Menu > Startup Wizard to bring it up again. If the wizard is no longer needed, just check the box before Don't Display the Wizard again on the first interface of the Startup Wizard.



Live Video

You will see the live videos from the AHD cameras in split-screen mode (4 screens with 1080P resolution by default) after exiting the wizard. If you need to watch more screens at the same time, please right click, go to **Main Menu > System > Digital > Channel Type**, check the box before 8 and click **OK**, then the NVR will reboot automatically and you can right click to select 8 screens with 1080N resolution.



* Move the mouse cursor to the live video of any channel, some icons may be displayed according to the setting.

CAM01	Channel's Name		Motion Detected
	Recording		Play the video recorded for the latest 5 minutes
	Mute/Unmute		Video Feed Loss Detected
	Signal Switch(AHD-TVI-CVI)		Camera Blocked Detected

! Notes:

- 1 If you want to loop to display the live videos from some certain channels in full-screen mode, please go to **Main Menu > System > Tour** to enable this function.
- 2 For viewing the live video from one channel in full-screen mode, please move the mouse cursor to the desired channel, then double click. To exit full-screen mode, double click again.

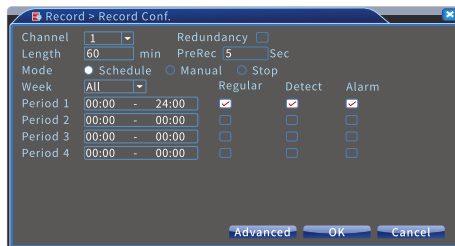


Hard Disk Drive Formatting

Install the Hard Disk Drive first, then right click and go to **Main Menu > Advanced > Storage** to check if the type is **Read/Write** or the status is **Normal**. If not, please click **Format Storage** to start formatting your Hard Disk Drive.

Video Recording

Right click on the screen, then go to **Main Menu > Record > Record Conf.** to set the record mode and record plan. This DVR is set to record videos 24 hours a day by default.



[Channel]:

Select the channel to set the record mode and plan. You can select a single channel or all channels.

[Redundancy]:

Installing 2 pieces of Hard Disk Drive is required when enabling this function, and ASSURE K26 doesn't support it.

[Length]:

Set the maximum video length of each recording from 1 minute to 120 minutes. It's 60 minutes by default.

[PreRec]:

The camera will start recording a video around 5s before it detects the motion.

You can reset the time from 1s to 30s, but the accuracy of the pre-recording time may be affected by the bitrate.



[Mode]:

Set the recording mode and the options are **Schedule**, **Manual** and **Stop**.

- * **Schedule:** The camera will record videos according to your record plan.
- * **Manual:** The camera will record standard videos 24 hours a day.
- * **Stop:** The camera will stop recording videos.

[Record Plan]:

Set the recording schedules.

- * **Week and Period 1/2/3/4:** Set the time period(s) of each day to record different types of videos.
- * **Regular:** The system will continuously record standard videos during the time period(s) you set.
- * **Detect:** The camera will start recording a video when it detects motion during the time period(s) you set.
- * **Alarm:** An extra alarm device is required for this type of video, and ASSURE K26 doesn't support it.

! Note:

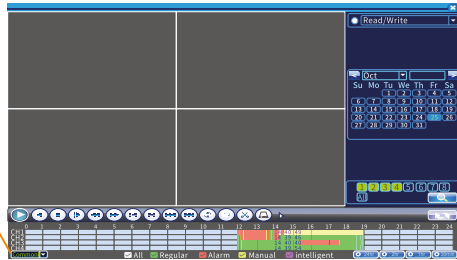
The oldest video will be overwritten by the latest one by default when the Hard Disk Drive runs out of space.

Video Playback

Right click on the screen, then go to **Main Menu > Record > Playback** to play the video recorded. You can set the playback modes as you like, and **Common Playback** is set by default.



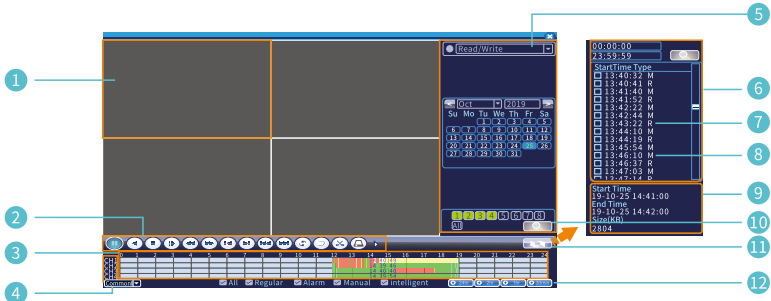
Common Playback
 Sync Playback
 Day parting
 Intelligent fast playback
 Intelligent retrieval



Explanation of playback modes

1. Common Playback

Select the channel (up to 4 channels at the same time), a period and a date on **Blue background** to play all types of videos recorded.



- 1 Area for Video Playing
- 2 Playback Buttons
- 3 Timeline
- 4 Playback Modes
- 5 Filters
- 6 Filtered Videos List
- 7 R: Standard Videos
- 8 M: Videos Recorded When the Camera Detects Motion
- 9 Detailed Info. of the Selected Video
- 10 Search
- 11 Show/Hide Filtered Videos List
- 12 Timeline by Different Time Periods

 **Tip:**

Filters will not be available after you left click on the timeline, but you can exit this mode and re-enter to select the filter.

Option 1 :

Left click on the Green/Red (Green for standard videos recorded, and Red for the videos recorded when the camera detected motion) part of the timeline of each channel to play the historical videos.















Option 2 :

Left click on the live video of one channel, show the filtered video list, then double click on the selected video to play it.



Description of Playback Buttons

Left click on the live video of any channel, then start using the buttons to control the video playback.



	Play/Pause		Reverse to play
	Stop		Playback in slow motion
	Fast Reverse		Fast Forward
	Previous Frame		Next Frame
	Previous Video		Next Video
	Repeat to play all the videos recorded on the selected day		Full Screen
	Start/End video cutting		Backup

Tips:

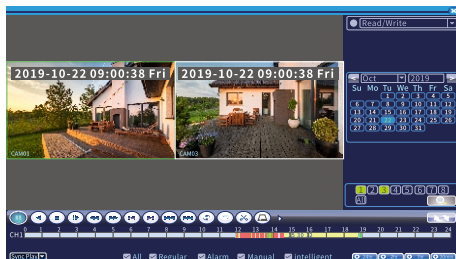
- 1 You can click the  icon to cut a video, then click  to back up to the external storage.
- 2 **Previous Frame** and **Next Frame** work only when pausing the video.
- 3 The speed of **Fast Reverse** and **Fast Forward** will be displayed on the right end of **Playback Buttons**.



2. Sync Playback

This function aims to put the videos from different channels at the same time to compare.

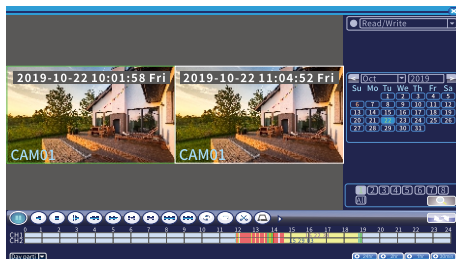
Select 2 channels at least (up to 4 channels), a period and a date on **Blue** background to play the historical videos simultaneously at the selected time on the same timeline.



3. Dayparting

This function aims to put the videos from the same channel but at different time to compare.

Select a channel, number of split screens, and a period to play the videos recorded from this channel on different timelines.

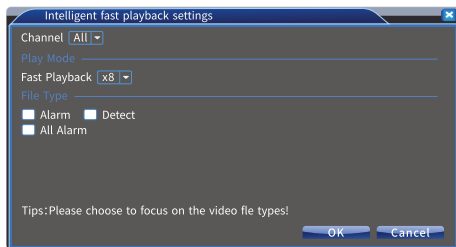


! Note:

You need to press and hold the left mouse and move on the bar of **Period** to select time period.

4. Intelligent Fast Playback

This function aims to play the videos recorded when motion detected at a fast speed which includes x2, x4, x6 and x8. Alarm is not available as another alarm device is required.



5. Intelligent Retrieval

This function aims to help you find out the exact videos you need.

Video Backup

Step 1:

Insert the USB disk into the USB port of the DVR system. Right click on the screen, then go to **Main Menu > Record > Backup** to start.

Step 2:

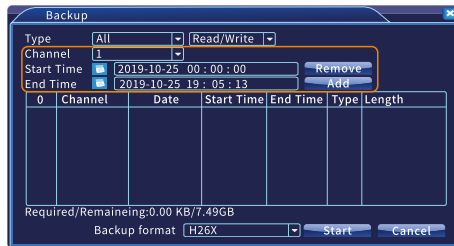
Select your USB disk, then click **Backup** to bring up a pop-up window.





Step 3:

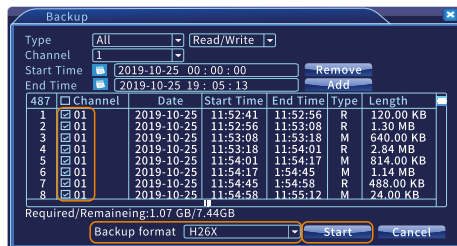
Select Channel, Start Time and End Time, then click Add to display all the filtered videos.



Step 4:



Check the box to select the video files and Backup format, then click Start to back up the videos.

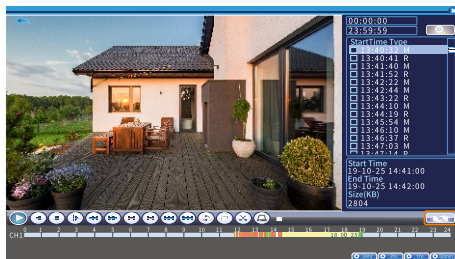




Tips:

- 1 The format of the USB Drive should be FAT 32.
- 2 An alternative solution to back up the videos is listed below.

- * Go to the interface of video playback and click  to show the filtered video list.
- * Check the box to select the videos.
- * Click  to start backing up. The next steps are the same as the first solution mentioned above.



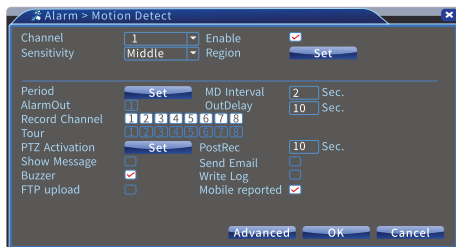
Alarm

IMPORTANT:

You can select to enable **Motion Detection**, **Video Loss** and **Video Blind** as needed.

Motion Detect

The camera will start to record videos when it detects motion.



[Channel]:

Select the channel you'd like to enable motion detection.

[Enable]:

Check the box to enable motion detection.

[Sensitivity]:

If you select higher sensitivity, the camera will be more easily to be triggered to start recording videos. It's advised to select **Middle** to balance the accuracy and effectiveness of the alarm, thus reducing the false alarms.

[Region]:

Click **Set**, then press and hold the left mouse to drag and select the area for detecting. The pink area indicates the selected area.



[Period]:

Set up to 4 time periods for each day to send the alerts when the camera detects motion.

[MD Interval]:

Set the time interval of two alerts. It aims to decrease the frequency of the alerts caused by the same moving object.

[AlarmOut]:

Not available.

[OutDelay]:

Not available.

[Record Channel]:

The selected channel(s) will start recording when the current channel detects motion.

[Tour]:

The display will loop to display the live video from the selected channel(s) in full-screen mode when the current channel detects motion. You can go to **Main Menu > System > Tour** to set the time interval to show the live video in full-screen mode.

[PTZ Activation]:

The cameras don't support this function.

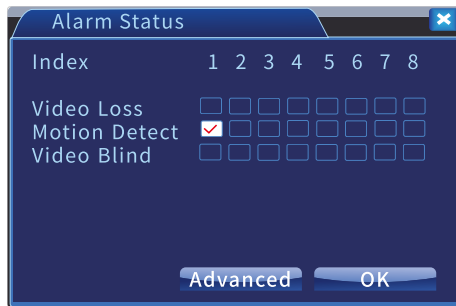
[PostRec]:

The camera will remain to record the video around 10s after the motion or detection ends. You can reset the time from 10s to 300s.

[Show Message]:

After enabling this function, the display will pop up a window to show the **Alarm Status** for all kinds of alarms when the cameras detect motion, video loss, or more.





【Send Email】:

Before enabling this function, please go to **Main Menu > System > NetService**, then double click on **EMAIL** option to set up your email address to receive the alerts.

【Buzzer】:

After enabling this function, the camera will give out alarm sound when motion is detected.

【Write Log】:

The logs of the alerts will be written into the system once you enable this function. You can go to **Main Menu > Info > Log** to check the detailed log information.

【FTP upload】:

The system will send the videos recorded to the FTP server you set when the camera detects motion. Please go to **Main Menu > System > NetService**, then double click on **FTP** option to set up your FTP server.

【Mobile reported】:

The system will send alerts to your mobile device when the camera detects motion. Please install the App and add the DVR to the App following the section of **OPERATE DVR SYSTEM ON MOBILE DEVICE**.

 For the setting of alarms like **Video Blind**, **Video Loss**, please refer to the settings of **Motion Detect**.



Up-to-Coaxial Control

Right click on the main menu and select **XVI control** to start setting up your camera.



- * If the live video from the camera is mirrored or flipped, you can check the box before **Mirroring** or **Overturn** to fix it.
- * If you set something wrong, please click **Restore** to get back to default settings.

OPERATE DVR SYSTEM ON MOBILE DEVICE

i IMPORTANT:

- 1 Please make sure the DVR system has been connected to your router via the Ethernet cable. You can check the network connection status from the **Startup Wizard**.
- 2 Get the **Serial Number** from **Main Menu > System > Info. > Version** or the QR code in **Startup Wizard**.



Download and Install the App

Search and download XMEye into your mobile device from App Store/Google Play or scan the QR codes below to download.



iOS



Andorid



Tip:

An alternative option to download and install the App is to scan the QR code from the Startup Wizard.

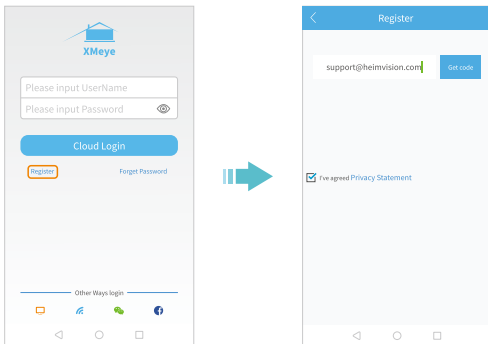
Add the DVR System to the App

Launch XMEye App after installing, then follow these steps to add the DVR system.



Step 1:

Register an account with your email address. You will get a code by email to set a user name and password.



Step 2:

Log in to XMEye with your user name and password, then tap **+** on the upper right corner. Enter the information required on the interface of **Add Device**, then tap **OK** to add the device.



Device Name:

Set a name for your DVR system

Serial Numer:

Get the serial number from **Main Menu > System > Info. > Version** or the QR code from **Startup Wizard**.


Username (Default is admin):

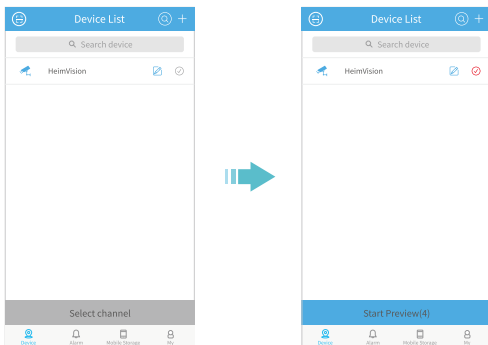
Enter **admin** if you did not change it in the **Startup Wizard**.

Password (Default is null):




Enter the password of DVR you set in the **Startup Wizard**. If it's changed, please enter the new password.

Live Video

After successfully adding the DVR, it will be listed on the interface of **Device List**. Tap the  icon and **Start Preview** to view the live videos from all channels.

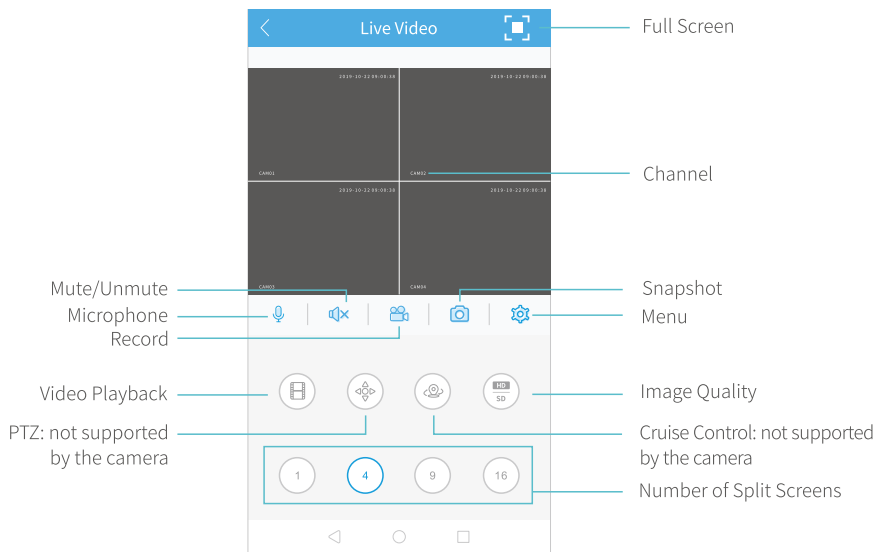










Tips:

- 1 A blue  icon indicates the DVR system is online, while the grey one  indicates it's offline. You can tap  to confirm the information you entered.
- 2 Tap on the name of the device to list all the cameras, you can select some certain channels to preview.






Function Overview of the Live Video

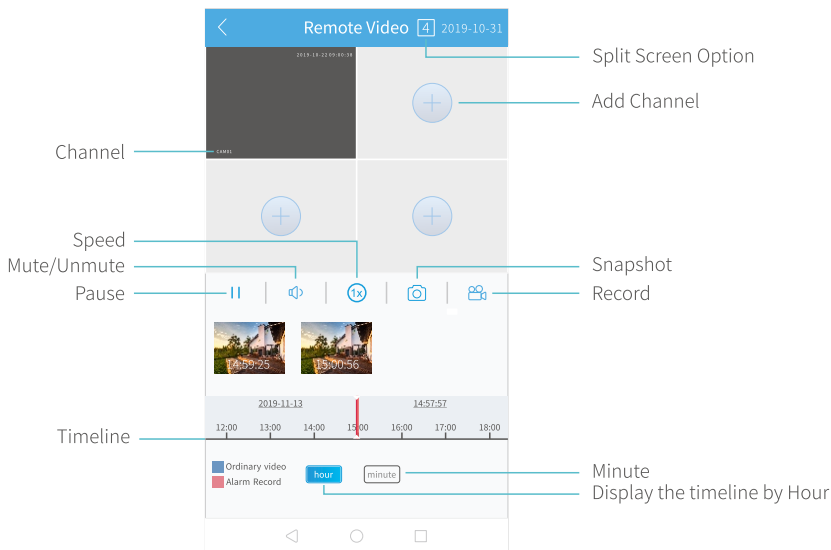


- * Tap  to enter the detailed settings of the channel. You can set the record plan, alarms, and more here.
- * Tap  icon to capture a picture and save to your mobile device.
- * Tap  to start recording; tap it again to end and save the video to your mobile device.
- * Tap  to display the live video from one channel on the screen. You can slide it leftward to show the live video from another channel.
- * Tap  to display the live video from 4 channels on the screen, so do  and .
- * Tap  to switch the image quality from SD to HD. SD is recommended for smoother streaming.



Video Playback

Tap  on the interface of live video to play the video recorded in the Hard Disk Drive of the DVR system. Tap  on the top right of **Remote Video**, it will switch to .



*  stands for one screen displayed on the interface, while  indicates 4 screens.

* Tap  to add another channel.

* Slide leftward or rightward on the timeline to check the videos recorded by time.

* **Alarm Record** stands for the videos recorded when the camera detected motion.





Video Backup

Tap  on the interface of Live Video, then tap Record Download to back up the videos to your mobile device.

OPERATE DVR SYSTEM ON PC CLIENT

 IMPORTANT:

-  Please turn off antivirus protection and firewalls in Windows Security.
-  Please make sure the DVR system has been connected to your router via the Ethernet cable. You can check the network connection status from the Startup Wizard.

Client Downloading and Installation

Please visit <https://www.heimvision.com/download/cameras/clientvms.exe> to download and install the VMS Client following the setup wizard.

Add the DVR system to the Client

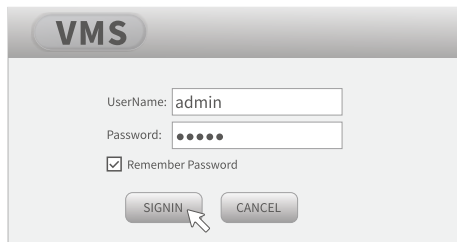
Option 1: Add the DVR system automatically

Please make sure the DVR system and your PC are connected with the same router.

Step 1:

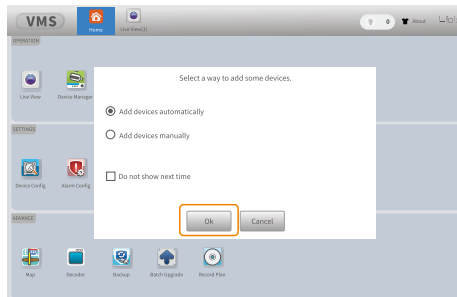
Please log in to the client with the default **User Name** (admin) and **Password** (admin).





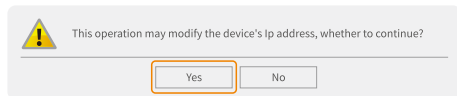
Step 2:

Click **OK** to add the DVR system automatically.



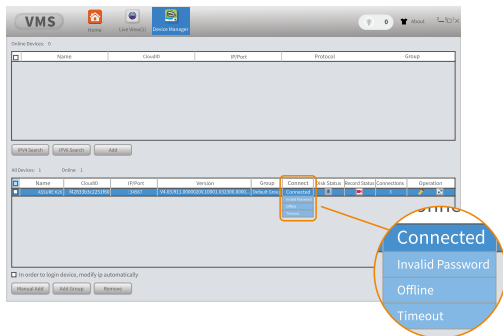
Step 3:

Tap **YES** on the pop-up window of "This operation may modify the device's IP address, whether to continue?"



Step 4:

The DVR you added will be listed on the interface of **Device Manager** after 10s searching.



Invalid Password:

The VMS Client cannot load the password of the DVR system automatically, you need to modify it by clicking .

Connected:

The DVR system is ready to use.

Offline:

Please check if the DVR system and PC are connected to the same router.

Timeout:

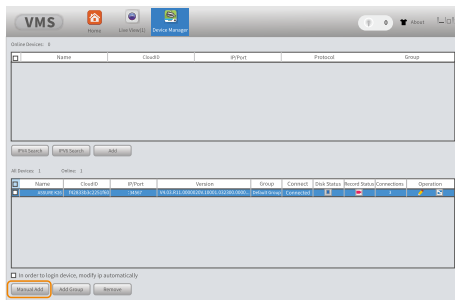
Network may be disconnected, please click  to refresh.



Option 2 : Add the DVR system manually

Step 1:

Click **Manual Add** at the lower left corner on the interface of **Device Manager**.



Step 2:

Change the **Login Type** from IP to **CloudID** and enter the required information on the interface of **Add Device**.

The screenshot shows the 'Add Device' dialog box. It contains the following fields and controls:

- Device Name:
- Group:
- Login Type: (highlighted with an orange box)
- CloudID:
- UserName:
- Password:
- Protocol:

At the bottom, there are three buttons: 'Save And Continue', 'OK', and 'Cancel'.



Device Name:

Set a name for the DVR.

CLOUD ID:

Also called Serial Number. You can get it from **Startup Wizard** or by accessing **Main Menu > Info. > Version**.

Password:

Enter the password you set for the DVR system.

Live Video

Please click **Home > Live View** to view the live videos from all channels.



- * Click to select a screen (the selected one will be marked with the white border), then double click to select one channel under the list of **HeimVision**, the live video from the channel will be displayed on the selected screen. For example, select **Screen 1** and **CAM02**, the live video from **CAM02** will be displayed on **Screen 1**.
- * Double click on one screen to show the channel in full-screen mode, double click again to exit full-screen mode.



Video Recording

You can go to **Home > OPERATION > Record Settings** to set the disk in which the video will be saved for **VMS Client**. Please go to **Home > ADVANCE > Record Plan** to set the detailed record plan.

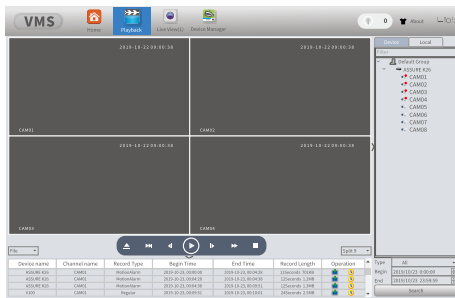
! Notes:

- 1 You need always log in to **VMS Client** for saving the videos into the Disk of your PC.
- 2 Select **D:/** to save the videos in case of insufficient disk space and abnormal situation of your PC.
- 3 The disk of PC is not designed for surveillance need and long-time recording may cause damage to your disk.
If using **VMS Client** to record videos is inevitable, it's advised to use the dedicated server and hard disk for surveillance.

Video Playback

Click **Home > Playback** to check all the videos recorded.

Check the box before the channel(s) you prefer, select **Type** of the video, select the **Begin** and **End** time, then click **Search** to list the filtered videos.





The screenshot shows the VMS Client interface. The main area is a video playback window with four channels (CAM01-CAM04) and a playback control bar. On the right, there is a search filter panel with a tree view of channels (CAM01-CAM08) and a search criteria table.

Device name	Channel name	Record Type	Begin Time	End Time	Record Length	Operation	Type
4533047-001	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	Begin
4533047-002	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-003	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-004	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-005	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-006	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-007	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End
4533047-008	CAM01	Intercom	2018-10-25 00:00:00	2018-10-25 00:00:00	00:00:00	▶	End

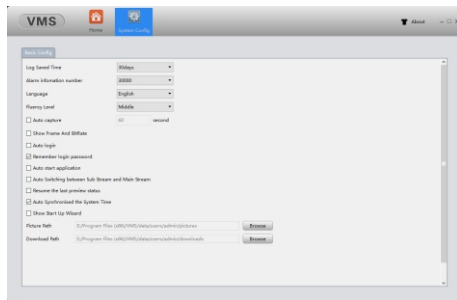
Double click on the selected video files to play the video or select one video file, then click  button to play the video.



Video Downloading(Backup)

Stay on the interface of Video Playback, click  to download the selected video, while click  to download the video fragment by time period in this video file. The file you downloaded will be saved to the default path on the PC.

You can go to Home > SETTINGS > Systems Config to modify the path.



The format of the file you downloaded is H264 and the file is encrypted. It only can be played by the exclusive media player and you can get it from <https://www.heimvision.com/download/cameras/player.exe>.

TROUBLESHOOTING

Q1. The DVR system boots up abnormally or reboots automatically.

- * The input voltage is unstable or too low. Please replace the power supply, then try again.
- * The hard disk is damaged or the cables of the hard disk drive are broken. Please replace the hard disk drive or fix the cable.
- * Please disconnect the camera with the DVR to verify if the DVR can boot up. If yes, the video signal of the camera may be not stable. Please replace the camera or the corresponding cables.



* This DVR system is set to perform the automated maintenance task at 01:00 every Tuesday by default, thus it will reboot automatically. You can go to **Main Menu > Advanced > AutoMaintain** to modify the reboot time. If the issue persists, please contact HeimVision Support for more help.

Q2. How should I do if I forget my password?

Please click **Forgot Password** when logging into the DVR system.

* The system will ask you the security questions you set in the **Startup Wizard**, please enter the right answer to reset your password.

* If you forget the answers, click **Forget Answers** to enter the interface of **Verification Code**. Launch XMEye App, tap **Forgot your device password?** (on the interface of Add Device) > **FIND PWD** on an iOS/Android device to scan the QR code on the left side to get a verification code, then enter it into the box on the interface of **Verification Code** to reset your password. However, if you set an email to get the verification code in **Startup Wizard**, the App will send the code to that email. You need to get it from email, then enter it on the interface of **Verification Code**.

If you still cannot reset your password, please contact HeimVision Support.

Q3. How long can a Hard Disk Drive record for this DVR system?

* There are 4 AHD cameras connecting to this DVR system by default. These cameras are with the resolution of 1080P and variable bitrate which depends on the surveillance scenes. If the bitrate is around 2Mb/s, the corresponding size of the video file will be around 21G per day. As a result, a Hard Disk Drive with the capacity of 1T may record around 12 days.

Q4. How can I connect an extra camera with the DVR system in addition to the 4 cameras in the package?

* ASSURE K26 DVR system supports up to 8 cameras to be connected. Please contact HeimVision to get the same type of cameras and the corresponding cables.



* If you just have a camera in hand, please follow the steps below:

For the camera with the format of TVI/CVI/SVI/CVBS, right click on the screen, select **XVI&AHD** to set the **Signal** of the channel to **Auto** or the corresponding format of your camera, then connect the camera with the DVR system.

For an IP camera, please go to **Main Menu > System > Digital > ChannelType** to check the box of the fourth line, then go back to the main screen and move the cursor to the channel you'd like to connect the camera. Click **+** in the center of the screen to start adding the camera.

Q5. The image from the camera is upside down.

* Right click on the main screen and click **XVI Control**, then check the box before **Mirroring** or **Overturn** to flip the image.

Q6. What should I do if it runs out of the space on your Hard Disk Drive?

* The DVR system is set to loop recording by default, which means the latest videos will overwrite the old videos automatically when it runs out of the space on the Hard Disk Drive.

You can back up the important videos, then delete the videos or format the Hard Disk Drive.

Q7. Why does the Hard Disk Drive stop saving videos?

* Please go to **Main Menu > System > General** to check whether the **Storage Full** is set to **Stop Record**. If yes, the Hard Disk Drive will not save the videos once it runs out of space.

* Please go to **Main Menu > Advanced > Storage > Partition** to check if the space you set for **Record Partition** runs out.

* Please do not set the Hard Disk Drive as, **Read only** or **Redundant**. **Read/Write** setting for an Hard Disk Drive is the right choice.

* If the Hard Disk Drive cannot be read, is damaged or is not formatted, it cannot save videos.



Q8. Why does the App remind me of "Maximum Video Link"?

* For remote viewing, such as from App or PC Client, you can only simultaneously access the live videos from 6 channels at most. Please close the unnecessary channel.

Q9. Why can't I watch live videos with the PC Client?

- * Please make sure that your PC and the DVR system are connected to the same router and verify that the Serial Number(Cloud ID) and password you entered are correct.
- * Please go to **Main Menu > System > NetService**, double click **RTSP** and check the box to enable it.

Q10. How to set a privacy zone?

* You can conceal parts of the image from the live view to protect your privacy. The part you selected will be marked as a black block regardless of the channel status. You can go to **Main Menu > System > Display > Region Cover** to set 4 rectangular areas at most for each channel.

Q11. What should I do if I got too many push notifications from App?

* This DVR system can support to send you alerts when the camera detects motion, video feed loss, or the camera gets blocked. You can go to **Main Menu > Alarm** to disable certain kinds of alarms to reduce alerts. What's more, you can lower the **Sensitivity**, set the **Region** and **Period** to reduce alerts.

Q12. How can I modify the time stamp and channel name displayed on the screen when playing the videos recorded?

* You can go to **Main Menu > System > Display** to select the channel you'd like to set, then enable **Time Display** and **Channel Title**, then click **Set**. You can even drag them to your desired position on the screen.





Q13. Why does the live video from channels loop to pop up on the full screen?

* Please go to **Main Menu > System > Tour** to verify if you enabled the setting of **Tour**, or go to **Main Menu > Alarm** to check whether you enabled **Tour** function of certain kind of alarm. You can disable it to exit this mode.

Q14. What can I do if the color of the live video is abnormal?

* Please right click on the main screen, then select **Color Setting** to modify the color setting of the camera, or go to **XVI Control** to modify the color setting.


Q15. The interface of the DVR system is not completely displayed on the monitor.

* This is likely due to the unmatchable resolution between the monitor and the DVR system. You can go to **Main Menu > System > Display** to change the resolution of the DVR to match the monitor's, or **Main Menu > Advanced > Output Adjust** to reset **Left Deflate/Right Deflate** and **Black vertical/Black horizontal**.

Q16. How can I record a video with sound?

To enable this function, please follow the steps below:

Step 1: Please go to **Main Menu > Advanced > Device Info. > Audio In Channels** to select the number of channels (up to 4) that you need to record sound.

Step 2: Right click on the screen, go to **Main Menu > System > Encode**, select a channel and check all boxes after **Video/Audio**. You will see a  icon on the **Live Video** of the selected channel, which indicates a successful setting. If you'd like to set for more channels, just repeat this step.

Step 3: Connect an external **Audio Pickup** (not supplied) to the **Audio Input** of the DVR and the power.

Step 4: Place the **Audio Pickup** near the camera you need to record sound. Please ensure that the camera matches the channel you set on the DVR.



CUSTOMER SUPPORT

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