HeimVision

Network Video Recorder System
HM243

Quick Guide

Please read this quick manual throughly before using this product and keep it for future reference.

For more detailed instructions, please contact us at support@heimvision.com

SAFETY CAUTIONS

1. Please keep the NVR away from liquid in case of short-circuit.
2. Please use the product in an open space and do not block the air vents.
3. For your safety, please use the original power supply provided.
4. If the NVR starts or works abnormally, please unplug the power adapter and clean the dust on the mainboard in the NVR device, then restart the NVR.
5. Please obey the regulations and policies in your country and area when installing the product.

ABBREVIATIONS OR TERMS

NVR: Network Video Recorder
HDD: Hard Disk Drive
SATA: Serial ATA, a common hardware interface employed by our NVR.
EseeCloud: A software designed for this product.
FAT32: A file system of your USB Drive.

PACKAGE LIST
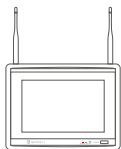
NVR x1
(Hard Disk Drive
not included)
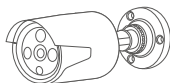
IP Camera x4

5dB Antenna x4
(for IP Camera)

Ethernet Cable x1

DC 12V/2A
Power Adapter x1
(for NVR)

DC 12V/1A
Power Adapter x4
(for IP Camera)

USB Mouse x1

Screw x4
(for HDD)

Screw package x4
(for IP cameras)

Quick Guide x1

PRODUCT OVERVIEW

Antenna

HD Output
Ethernet Port
USB Port

DC-In

LED

Stand

Installation Hole

Night Vision Sensor

Antenna

Ethernet Port

DC-In
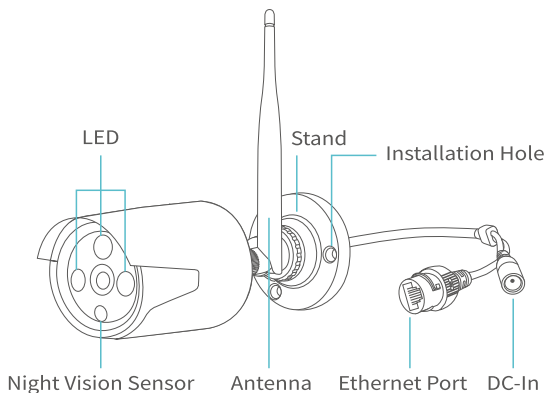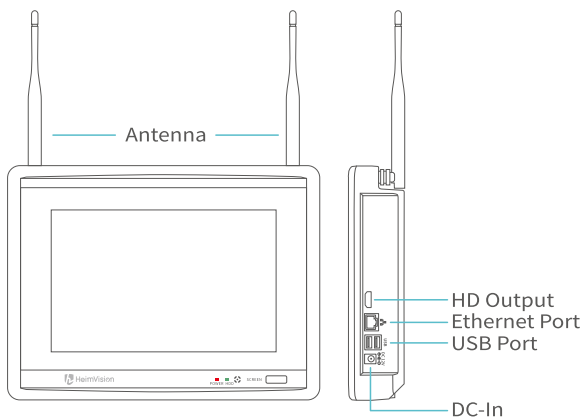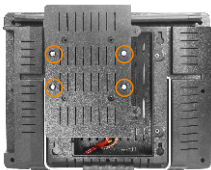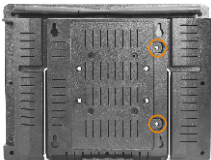
HARD DISK DRIVE INSTALLATION AND SYSTEM CONNECTIONS

Hard Disk Drive Installation

Notice:

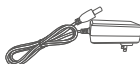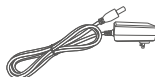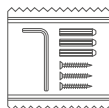1. To record video and play the recorded video, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live picture.
2. A Hard Disk Drive is not included in this NVR System.
3. This NVR system works with a 3.5'' SATA HDD. The HDD shoud be formatted if it's installed.

Step 1: Loosen the screws on the back of the NVR and then remove the cover.	
Step 2: Connect the power cables and data cables to the corresponding ports of your HDD.	
Step 3: Fasten the cover and HDD with the four screws.	
Step 4: Fasten the cover on the back of the NVR with the two screws.	

System Connections

⚠ Do not fix the IP Camera with the screws before you can see the image on the screen and know the ideal position to install it.

① Unwind the antennas of the NVR;

② Install and tighten the antennas on the IP cameras;

③ Plug the power adapter (12V/2A) into the NVR and the socket;

④ Plug the power adapter (12V/1A) into the IP Camera and the socket.
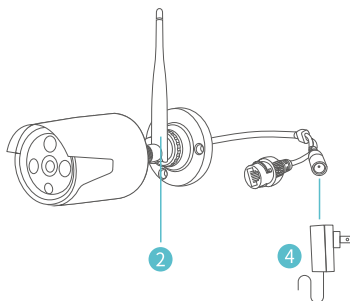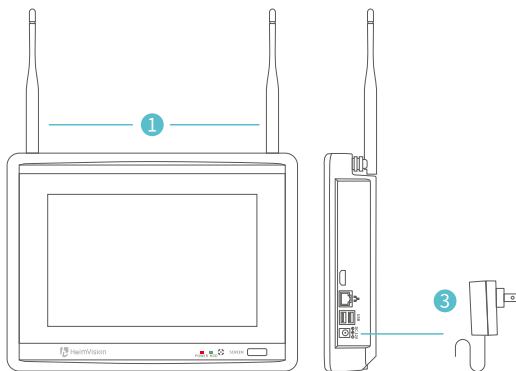
OPERATE NVR SYSTEM

Live Picture

Plug the NVR and cameras in, and wait for 2-3 minutes. The live pictures from the cameras will be displayed on the screen. Then you can connect the mouse to the NVR and start operating the NVR system.

Notes:

1. The default **Username** for the NVR system is **admin** and the default **Password** is empty (no need to enter anything);

2. This NVR system can be only connected to the network by Ethernet cable currently;

3. To protect your privacy, please set the password at your earliest convenience. Right click the mouse on the main interface, then go to **System setup** > **System Admin** > **User** > **Set password** to set a password;
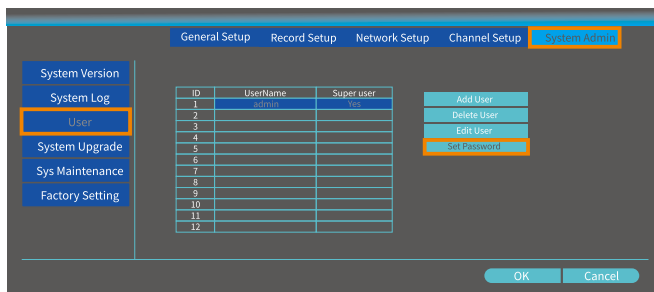
Hard Disk Drive Formatting

Install the HDD first, then right click the mouse on the main interface and go to **System Setup** > **General setup** > **HDD Setup** to check its status. If it's not **Formatted**, select the right HDD, then click **Format**.

Video Recording

Right click the mouse on the main interface, then select **System setup** > **Record setup** > **Record Plan** to set the record mode. The default record mode of the NVR is 24/7 all time record.
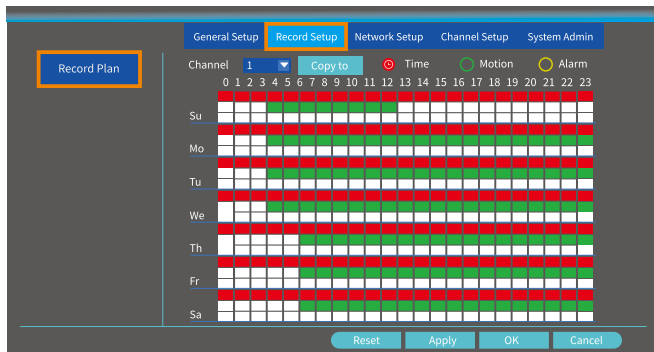
Notice: Click **Reset** before you change the record mode.

Scheduled Record

After reset, select **Channel** and click ⊙ **Time** to start scheduled record setup. Left click the mouse and then select the day and hour you plan for recording. The area selected will turn to **Red** and click **Apply** to save the setting. The system will start recording at a specific time on a daily/weekly schedule.

Motion Record

After reset, select **Channel** and click ◯ **Motion** to start motion record setup. Left click the mouse and then select the day and hour you plan for recording. The area selected will turn to **Green** and click **Apply** to save the setting. The system will start recording when the camera detects any motion.

Tips:

1. Changing the setting from 24/7 recording to motion recording helps to prolong your HDD storage time.

2. External device is required for **Alarm record** and this NVR does not support it.

Video Playback

Right click the mouse on the main interface, then select **Video Playback** to play the recorded videos. Select the date with green color, **Channel** and **Record Mode** (⑥), then click **Search** to list all the filtered videos.
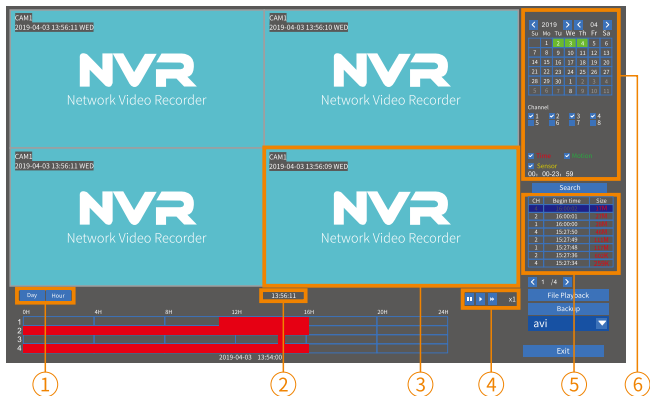
① Display the timeline by Day/Hour
② Video Recording Time
③ Area for Video Playing
④ Pause/Play/Fast Forward
⑤ Filtered Videos List
⑥ Filters

Option 1: Select one video file from the **Filtered Videos List** (⑤), then click **Play** or **File Playback** to play the selected video.

Option 2: Left click the mouse on the **Red**/**Green** (Red for **Scheduled Record** and Green for **Motion Record**) part of the timeline. The videos recorded from 4 channels can be played at the same time.

Video Backup

Option 1:

Insert a USB drive (up to 64GB and FAT32 format only), then select **Video Playback** to enter the interface below.

Option 2:

Right click the mouse on the main interface then select **Video Playback** to enter the interface below.

Step 1:

Select **Channel**, **Record mode** and **Search Time**, then click **Search** to display the filtered videos list.

Step 2:

Select the videos and click **Backup**, the videos will be downloaded to your USB drive.

Network Setup

Connecting the NVR to a router with the ethernet cable is a must if you want to remotely view the videos from a mobile device or a PC. You can check **Cloud ID**, **IP address** and **Web port** here.

1. Click **Show QR Code**, you can see the QR code and **Cloud ID** here.

2. Make sure the **Network status** is **Healthy Network**;

3. **Web port** may vary on different NVR systems.
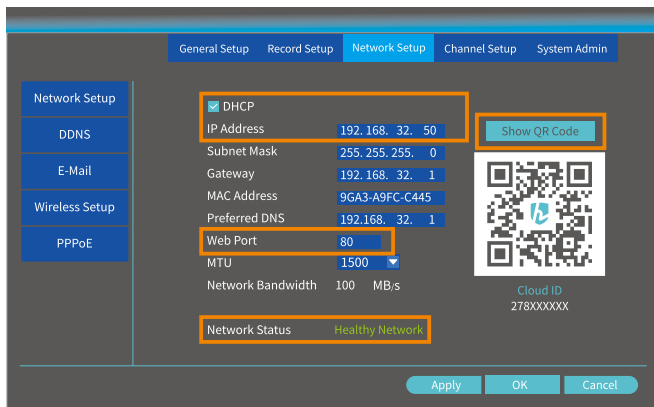
Other Functions on the Menu Bar

Right click the mouse to show the main **Menu** bar as shown below, right click again to hide it.
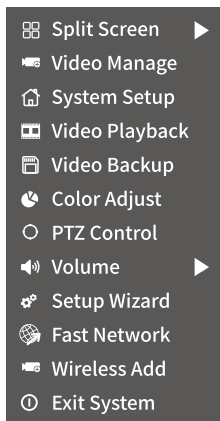
Split screen:
Select it to change the channel displayed on the screen or divide the screen into four/six/eight channels.

Video Manage:
Select it to add IP cameras by **Match Code**, to manage IP cameras and channels, etc.

System setup:
It includes **General setup**, **Record setup**, **Network setup** and **System Admin**.

  * General setup: change Language, set up the Time, change Display Resolution and check HDD information etc.

* Record setup: set up the record mode for each channel.
* Network setup: check the IP address, Cloud ID, etc.
* Channel setup: change the name of the camera, check the Bitrate, etc.
* System Admin: check the system version, update the system, User and password setup, make a factory reset and check the system log, etc.

Color adjust:

Select it to adjust the brightness, contrast and sharpness of each channel.

PTZ Control: Select to pan/tilt/zoom, this NVR does not support the function.

Setup Wizard:

Show the QR code to download the app and show the **Cloud ID**.

Fast network:

Configure the network.

Exit System:

Log out, reboot and shut down the system, etc.

OPERATE NVR SYSTEM FROM ESEECLOUD ON PC

Notice:

1. https://www.heimvision.com/download/Cameras is the link for downloading **EseeCloud** or you can contact our HeimVision service team to get the installation link.

2. Your **Cloud ID** can be found in **Network Setup** (Page 09).

3. Please make sure that your NVR is Internet connected through the ethernet cable, and the status of your network is **Healthy Network**.

EseeCloud Login

Step 1:

Double click **EseeCloud_Setup.exe** to install and then run the software.

Step 2:

Log in to **EseeCloud** Client with the default **User Name** (admin) and **password** (empty, namely enter nothing) if you did not set any password.

EseeCloud Camera Monitoring System

User login

admin|

Please enter password

☐ Remember password   ☐ Auto login

Login

Forget Password?

Step 3:

Click **+ Add** (on the upper right corner) to add device.

Step 4:

- Click **Cloud ID** (on the left side);

- Input your **Cloud ID** number, user name (admin) and password (skip it if you didn't set one);

- Select **NVR** in the Type box and input **4** in the box of **Number of Channels**;

- Click **Finish**.

EseeCloud				
Add Device				
○ IP/DNNS	* Cloud ID:	2416666666	Port:	10000
● Cloud ID	User Name:	admin	Password:	
	Area:	center	Device Name:	HeimVision
	Type:	NVR	* Number Of Channels:	4
	Channel Serial:	1	Channel Name:	ch_1
	Channel Type:	Normal	Panorama:	Close
		Finish Cancel		

Step 5:

Click ⊙ to connect your NVR system and show the live pictures of the channels.
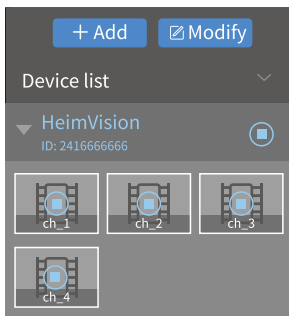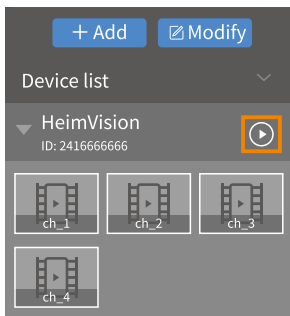
Tip:

The **Device list** is displayed with the **Graphic** structure. If it's displayed with a **Tree** structure, please double click on the device name to connect the system.

Video Playback and Backup

Step 1:

Click ⟳ (on the bottom menu bar), then click **Confirm** in the pop-up window to enter the interface of **Video Playback**.

Step 2:

Select **Channel**, **Record type** and **Date** to filter the videos, click **Retrieval** to display the recorded videos, then click on the colored timeline to see the recorded videos.

Step 3:

Click **Download** (on the lower right corner) to enter the interface of **Download Resources**.
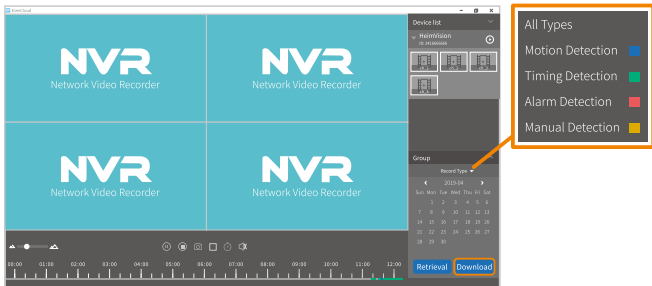
Step 4:

Click ⬇ to download the video one by one or click **Batch Download** to download all the videos together to your computer.
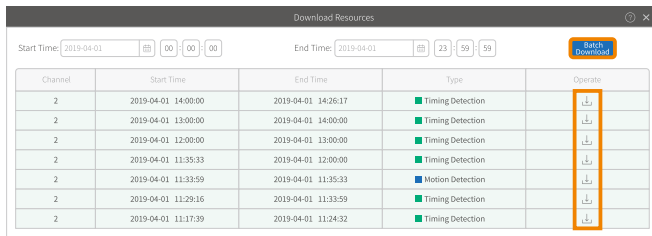
Step 5:

Click to exit from the video playback interface and get back to the live video interface.
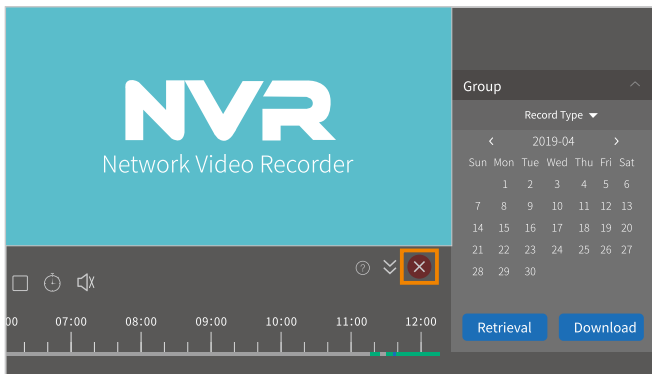
Other Functions of the Bottom Menu

Device Management(**):** To add/delete NVR devices; to modify the device information.

User Parameter(**):** To select language; to change the storage paths of Screenshots and videos; to set time zone.

Record(**):** To record the live videos on your computer.

Screenshot(**):** To capture a screenshot of the live videos and save it on your computer

Disconnect all(**):** To disconnect the NVR device.

Screen Number(**):** To change the channels showing in the screen.

More Function(**):** To change the password; to check the user logs; to check system messages.

OPERATE NVR SYSTEM ON A MOBILE DEVICE

Notice:

1. Your **Cloud ID** can be found in **Network Setup** (Page 09).
2. Please make sure that your NVR is Internet connected through the ethernet cable, and the status of your network is **Healthy Network**.
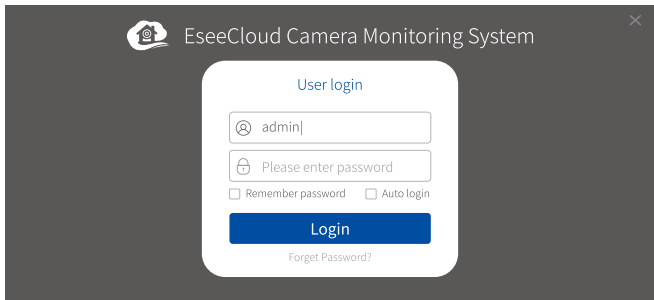3. Please make sure the NVR System and the mobile device are connected to the same network the first time.

App Installation

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

iOS System:
iOS 8.0 or later

Android System:
Android 4.4 and up

NVR System Adding

Install and open **HeimKits** App, then follow the steps below to add the NVR system.

Step 1:

Register an account with your email address and log in to **HeimKits**, then tap ✛ in the center or on the upper right corner to continue.
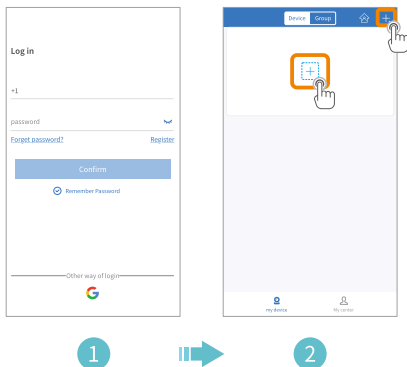
Step 2:

Tap **Kit** to start adding your NVR system, then the App will scan the NVR system nearby automatically.
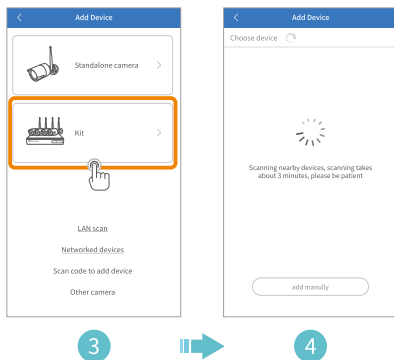
Step 3:

Tap on the correct **NVR** after scanning. Then input the required information (e.g. enter the password if you set one; if not, skip it.) Then tap on **Complete** to enter the main interface.
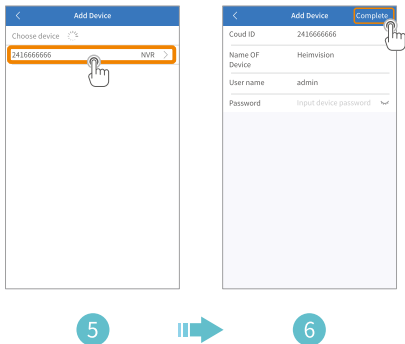
Step 4:

Tap on the picture to enter the live interface, then you can capture a screenshot, record the live videos on your mobile device and play the recorded videos from your NVR system.
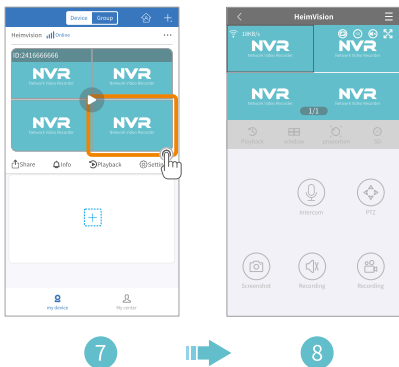
Tips:

 * If the NVR is not added automatically, please tap **add manully** to add it.

* This device does not support **Intercom** and **PTZ** function.

OPERATE NVR SYSTEM FROM A BROWSER ON PC

Notice:

1. Your **Cloud ID**, **IP address** and **Web Port** can be found in **Network Setup**(Page 09).

2. Please make sure that your NVR is Internet connected through the ethernet cable, and the status of your network is **Healthy Network**.

3. **Internet Explorer (IE)** browser is recommended.

Option 1:

When your PC is connected to the same Router as the NVR's, you can visit the local network to operate.

Input your **IP address** (e.g. 192.168.32.213) into the search bar of your browser and log in to the NVR system. Please install **Web View Control** after your first login. And then change the Internet setting to allow the installation of **Web View Control**.

Then you can watch live videos, play and download the recorded videos and change the settings, etc.
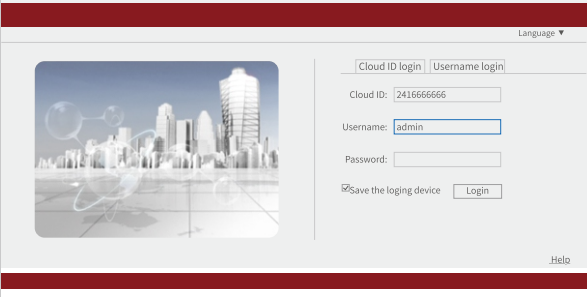
Tip:

If the **Web port** (e.g. 80) of your NVR system has been changed to another number, e.g. 1111, please enter **192.168.32.213:1111** into the IE browser.

Option 2:

When your PC is connected to a different Router which is not the same as your NVR'S, you can visit the NVR system from Cloud.

Please visit **www.e-seenet.com**, then input your **Cloud ID** (e.g.2416666666) and **Username** to log in to the NVR system.

EXTEND THE WI-FI RANGE

The Wi-Fi signal will be weaker when going through walls, stairs and other obstacles. However, there are some solutions that may help to extend the Wi-Fi range.

Adjust the Antennas to the Appropriate Angle

According to the signal transmission character of antenna, it's better to adjust the antennas of the cameras to be paralleled with the antennas of the NVR when they are in a horizontal plane, or adjust the antennas of the cameras to be vertical to the antennas of the NVR when they are in a vertical plane. By doing so, your NVR can pick up better signals.
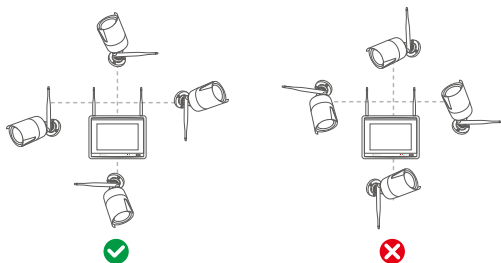
Tip:

Please keep your NVR away from the devices that interfere the connection easily, such as microwave oven, TV, etc. Make sure there are as few obstacles as possible between your NVR and the cameras.

Get an Extra Antenna Extension Cable with Stand

Take off the antenna of the IP camera, then install the **Antenna Extension Cord** into the IP Camera and put it in a position where the Wi-Fi signal is strong.

Antenna Extension Cord

IP Camera

Window — Wall

NVR
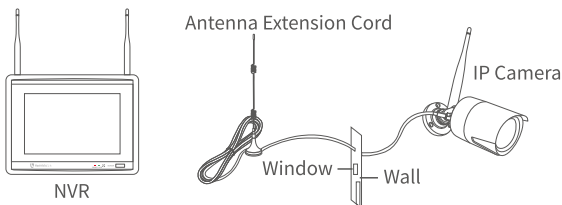
Get an Extra Repeater

To extend the Wi-Fi range, you can also install a Repeater. Please refer to the user manual of the repeater if you bought one.

Setup Cascading Connection

Notes:

1. You can use the IP cameras as repeaters to extend the connection range.
2. This virtual **Repeater** function cannot strengthen the Wi-Fi signal, but just help to extend the Wi-Fi range by the IP Camera.

NVR   IPCAM1   IPCAM2
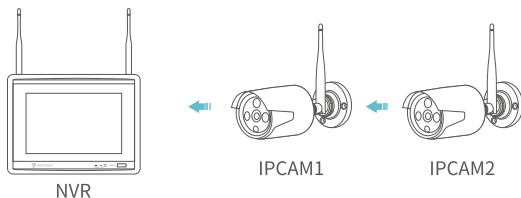
Step 1:

Right click the mouse to show the **Menu** bar, then click **Video Manage** > **Repeater** to enter the **Repeater** setting .

Video Manage				

Protocol: N1

ID	Device Name	IP Address	Port	Protocol

Search
Match Code
Add One
Modify IP
Advanced

< 0 / 0 >

Channel	Device Name	IP Address	Status
1	IPCAM	172. 20. 14. 31	Connect Success
2	IPCAM	172. 20. 14. 32	Connect Success
3	IPCAM	172. 20. 14. 30	Connect Success
4	IPCAM	172. 20. 14. 33	Connect Success
5			
6			
7			
8			

Delete
Delete All
Manual Edit
Channel Setup
Wireless Setup
Repeater

Ok   Cancel

Step 2:

Click ➕ after CH1/IPCAM1, then select **2** to set IPCAM1 as a repeater. This means CH2/IPCAM2 is connected to the NVR through CH1/IPCAM1.
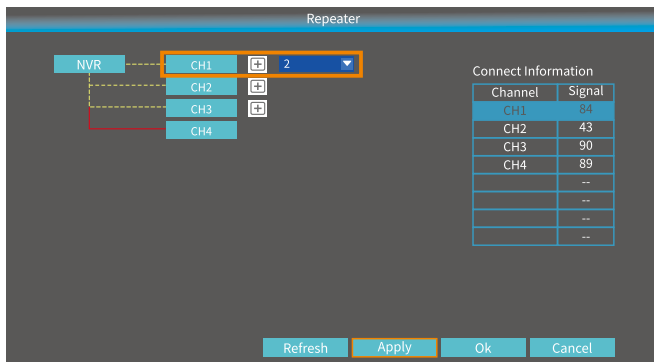
Step 3:

Click **Apply** to finish the cascading connection. To check if it's set successfully , please click **Refresh**. To delete the **Repeater**, left click on the selected channel, then click **Apply** and **OK**.

ADD OR DELETE CAMERAS

This NVR system supports up to 8 cameras at most, please contact our HeimVision service team to get the purchase link. If you want to add/delete cameras, please follow the steps below:

Add Cameras

Step 1:

Plug the power adapter into the new camera and socket;

Step 2:

Plug the Ethernet cable into the NVR system and the camera;

NVR   Network cable   Camera
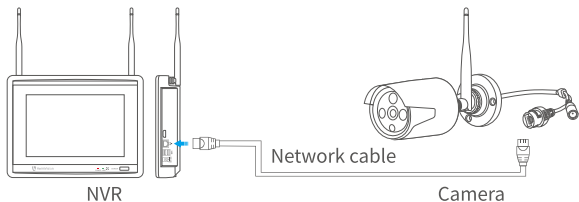
Step 3:

Right click the mouse to show the **Menu** bar, then select **Video Manage**.

Step 4:

Click Refresh to show the new IP camera and select it, then click **Match Code**
to add the new camera automatically.

ID	Device Name	IP Address	Port	Protocol
1	IPCAM	172.20.14.33	80	N1

Protocol: N1

Refresh
Match Code
Auto Add
Modify
Advanced

0 / 0

Channel	Device Name	IP Address	Status
1	IPCAM	172. 20. 14. 31	Connect Success
2	IPCAM	172. 20. 14. 32	Connect Success
3	IPCAM	172. 20. 14. 30	Connect Success
4			No Sideo Source
5			No Sideo Source
6			No Sideo Source
7			No Sideo Source
8			No Sideo Source

Delete
Delete All
Manual Edit
Channel Setup
Wirless Setup
Repeater

Ok   Cancel

Delete Cameras

Select the camera need to be deleted from the added device list and click Delete.

Video Manage					
Protocol	N1				
ID	Device Name	IP Address	Preview	Protocol	
					Refresh
					Match Code
					Auto Add
					Modify
					Advanced

‹ 0 / 0 ›

Channel	Device Name	IP Address	Status	
1	IPCAM	172. 20. 14. 31	Connect Success	Delete
2	IPCAM	172. 20. 14. 32	Connect Success	Delete All
3	IPCAM	172. 20. 14. 30	Connect Success	Manual Edit
4	IPCAM	172. 20. 14. 33	Connect Success	Channel Setup
5			No Video Source	Wireless Setup
6			No Video Source	Repeater
7			No Video Source	
8			No Video Source	

Ok   Cancel

TROUBLESHOOTING GUIDE

Q1. There is no live picture sometimes.

• It may be caused by the poor network due to Wi-Fi interference, obstacle blocking and so on.

1. When you are viewing the live picture from the Cloud, please make sure the network connection between the NVR and router works well. At the same time, make sure the router provides enough upload bandwidth. To improve the quality of network, you can reboot the router regularly.

2. When you are viewing the live picture from the same network as your router's, please make sure the network connection between the camera and NVR works well. You can check each channel's signal strength on the upper right corner of their live pictures.

* If the Wi-Fi signal is good but the live picture of all the channels still buffers and lags, another device may interfere the connection between the NVR and cameras. Please keep as few signal interferences as possible between the NVR and the cameras.

* If the Wi-Fi signal of one channel is poor, move the camera close to the NVR to check whether the strength of Wi-Fi signal is stronger and make sure the antenna of the camera is fixed well and pointed at the right direction. If the Wi-Fi signal of all channels is poor, please slowly move the antennas of the NVR until they point at the right direction as mentioned in the section of **Adjust the antennas to the appropriate angle** from page 20.

If you need more help, please feel free to contact us at **support@heimvision.com**.

Q2. There is no live picture when using a browser to log in to the NVR.

• Please go to **System Setup** > **Network Setup** > **Web port** to check whether the **Web port** has been changed from **80** to another number, e.g. **1111**. If yes, input the **IP address** and **:1111** into IE to visit. For example, the IP address is **192.168.251.106** and the **Web port** is **1111**, then please input **http://192.168.251.106: 1111**.

- Make sure you have installed the **Web View Control** correctly on your IE browser.

Q3. Can I add extra cameras?
- The camera with the same brand is recommended if you want to add more cameras. To get the link of buying camera and the detailed guide for adding the camera, please contact us at support@heimvision.com.

Q4. What should I do if I removed a camera from the NVR system?
- The steps to add it again are the same as adding a new camera mentioned in the section of **Add Cameras** on page 23. Find the camera that matches with the deleted channel, connect it to the NVR with the Ethernet cable, then go to **Video Manage** > **Auto Add** to add it.

Q5. How long is the storage time of the Hard Disk Drive?
- The example below is for an average data rate 1024Kbps and 4 cameras. Storing the videos for one day takes up about 42.19GB storage based on the formula below:
1024(Kbps) * 3600(seconds per hour) * 24(hours per day) * 4(Channels)= 353,894,400Kbit
353,894,400Kbit= 44,236,800KB
44,236,800KB= 43,200MB
43,200MB= 42.19GB
If you have a 1TB Hard Disk Drive, the capacity of it after formatting is around 921GB.
The storage time is around 22 days (921GB/42.19GB≈22).
However, the data rate of the camera is **Variable Bitrate** which depends on the surveillance environment. If there are many moving objects in the live picture, the data rate will be higher. Go to **System setup** > **Channel setup** to check it, then use the formula mentioned above to calculate it.

Q6. NVR system cannot detect the Hard Disk Drive.
   • Make sure the NVR works well.
   • Make sure the power cable and SATA cable of the Hard Disk Drive are
     connected correctly and firmly.
   • Try another Hard Disk Drive.
   • The Hard Disk Drive with brand and for 24/7 surveillance is recommended.
     Make sure you back up the important videos timely for safety.

Q7. What should I do if I forget the login password?
   • Please send us the time (e.g. 2019-03-20 23:59:57 WED) displayed on the
     live picture of the channel. The server will generate a temporary password
     which is only valid for 15 minutes. HeimVision support team will send you
     the password.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

IC STATEMENT

This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie. This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

(1) this device may not cause interference, and

(2) this device must accept any interference, including interference that may cause undesired operation of the device. appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes:

   ① le dispositif ne doit pas produire de brouillage prejudiciable, et

   ② ce dispositif doit accepter tout brouillage recu, y compris un brouillage susceptible de provoquer un fonctionnement indesirable.

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

The symbol indicates DC voltage

RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.
User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

HeimVision

CUSTOMER SUPPORT

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