

# Network Video Recorder System

## User Manual

Please read this quick manual thoroughly before using this product and keep it for future reference. For more detailed instructions, please contact us at [support@heimvision.com](mailto:support@heimvision.com).

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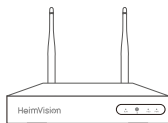
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## SAFETY CAUTIONS

- 1 Please do not place any container with liquid on the NVR.
- 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.

## PACKING LIST



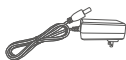
NVR x1 (Hard Disk  
Drive optional)



IP Camera ×4(HM241/241A)  
IP Camera ×6(Assure K22)



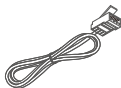
User Manual x1



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



DC 12V/1A  
Power Adapter ×4(HM241/241A)  
Power Adapter ×6(Assure K22)



Ethernet Cable x1



Screw for Hard Disk  
Drive x 4(Optional)

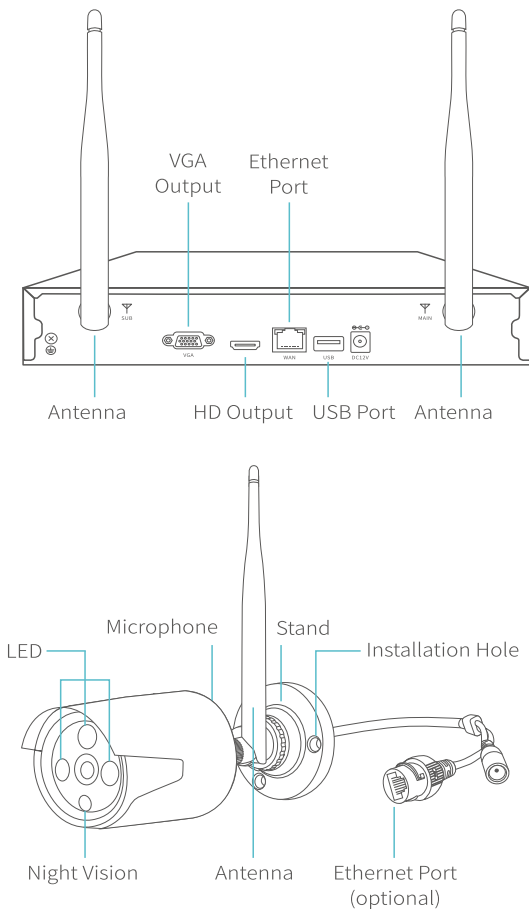


5dB Antenna ×4(HM241/241A)  
5dB Antenna ×6(Assure K22)



USB Mouse x1

## PRODUCT OVERVIEW

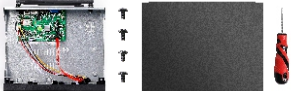

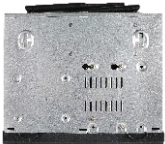


# INSTALLATIONS AND CONNECTIONS

## Hard Disk Drive Installation

### **i** IMPORTANT:

- 1** To record video and play the historical video, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live picture.
- 2** Please check whether you purchased the NVR kit with a Hard Disk Drive or without a Hard Disk Drive. If with a Hard Disk Drive, you may refer to the steps below to replace your Hard Disk Drive; while if without a Hard Disk Drive, you can purchase one, then install it following the instructions below.
- 3** This NVR system works with a 3.5" SATA Hard Disk Drive. The Hard Disk Drive should be formatted if it's installed.

<p><b>Step 1:</b> Unscrew and remove the top cover of the NVR.</p>	
<p><b>Step 2:</b> Connect the SATA power and data cables of the NVR to the corresponding ports of the Hard Disk Drive.</p>	
<p><b>Step 3:</b> Hold the Hard Disk Drive and the NVR together, carefully turn them over, then align the screw holes on the Hard Disk Drive with the screw holes on the NVR housing.</p>	

**Step 4:**

Using a Phillips screwdriver to tight the Hard Disk Drive and NVR housing with the provided screws, then assemble the top cover of the NVR.

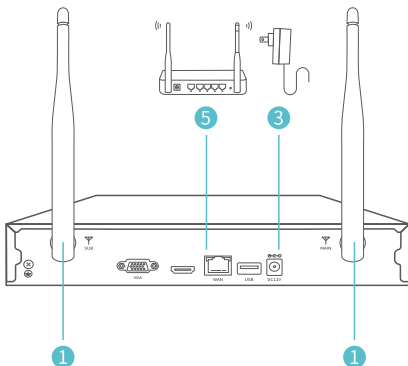


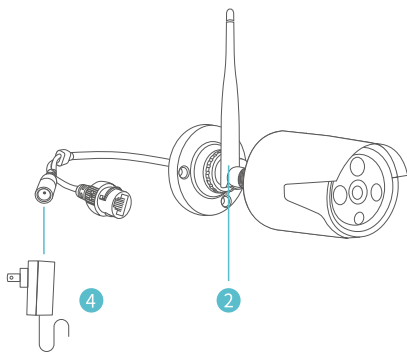
## System Connections



Do not fix the IP Camera with the screws before you can see the image on the monitor 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.
- 5 Connect the NVR to your router with the Ethernet Cable.





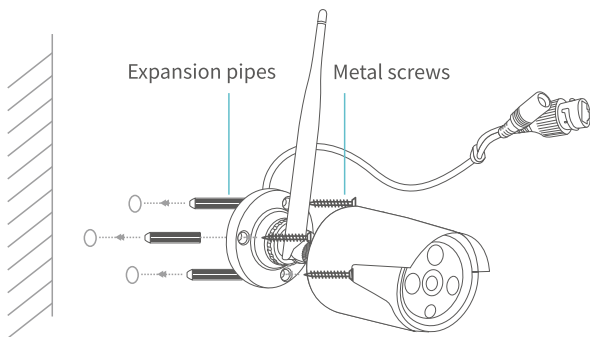
## Camera Installation

### Step 1:

Drill 3 holes on the wall/ceiling according to the holes on the camera base, then insert 3 green plastic expansion pipes into the holes.

### Step 2:

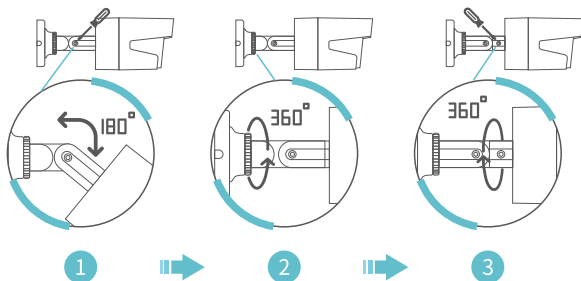
Fix the base of the camera into the expansion pipes with 3 metal screws.





### Step 3:

Loosen the screws on the camera to adjust the angle of the camera and tighten the screws after the adjustment.



### Tips:

- ① For getting the best image, please don't point the camera towards a light source.
- ② Pointing the camera towards a window to see outside is not recommended, which may result in poor image due to glare, reflection and other reasons.
- ③ Clean the lens of the camera regularly.
- ④ The camera can be used outdoors but cannot be soaked in water. Please make sure the waterproof connector is used correctly and the port of DC In is protected from water.

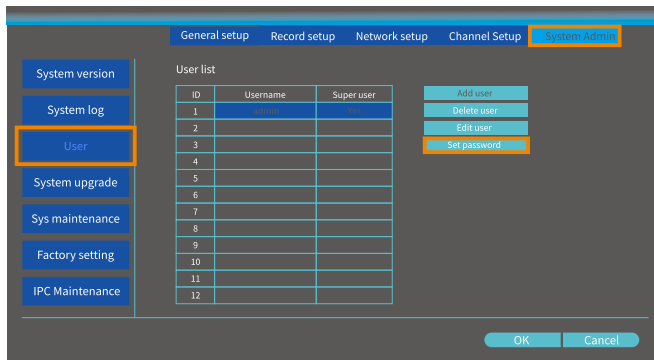
# OPERATE NVR SYSTEM WITH A MONITOR

## Live Picture

After connecting the NVR and cameras to power, connect a monitor to the NVR through the HDMI or VGA port (HDMI and VGA cable are not included) and wait for 2-3 minutes, then the live pictures from the cameras (main interface) will be displayed on the monitor. Connect the mouse to start operating the NVR system. Right click to show the **Menu** bar, then click **Split screen** to set the number of displayed live pictures.

### ! 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 the Ethernet cable currently;
- 3 To protect your privacy, please set the password at your earliest convenience. Right click on the main interface, then go to **System setup > System Admin > User > Set password** to set a password;



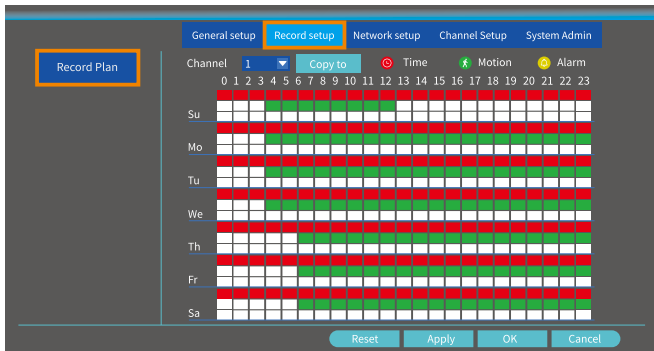
- 4 If you do not have a monitor, you can operate the NVR system on PC. See more details on page 27.

## Hard Disk Drive Formatting

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

## Video Recording

Right click on the main interface, then select **System setup > Record setup > Record Plan** to set the recording mode. The default recording mode of the NVR is 24/7 all time recording.



### **i** Tip:

You can click **Reset** to erase all the recording settings, then set the recording plan for each mode as needed.


## Record videos according to schedules

After reset, select **Channel** and click  **Time** to start setting schedules.

Left click and hold to select the day and hour you plan for recording.

The area selected will turn Red and click **Apply** to save the setting. The system will start recording at a specific time on a daily/weekly schedule.


## Record videos when motion detected


After reset, select **Channel** and click  **Motion** to start setting recording schedules for motion detection. Left click and hold to select the day and hour you plan for recording. The area selected will turn Green and click **Apply** to save the setting. The system will start recording when the camera detects any motion within the set time periods.

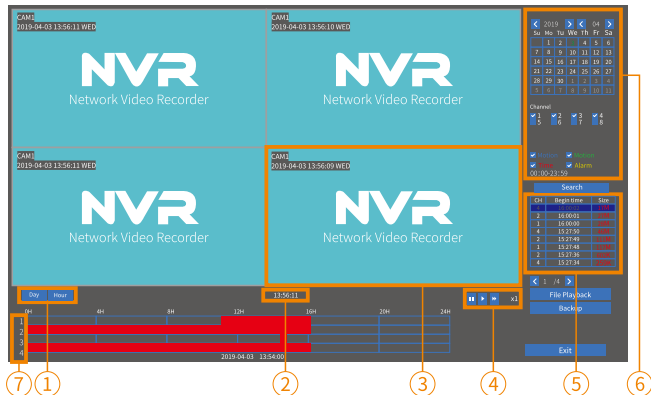
### Tips:

- 1 Changing the setting from 24/7 all time recording to recording on schedule or recording when motion detected helps to prolong the storage time of the Hard Disk Drive.
- 2 External device is required for **Alarm record** and this NVR does not support it.

## Video Playback

Right click on the main interface, then select **Video Playback** to play the videos recorded. Select the **Date** with Green color, **Channel** and **Record Mode** (  ), then click **Search** to list all the filtered videos.

Up to 4 channels of video can be played simultaneously. If you need to play 5-8 channels of video, please select the corresponding **Channel Number** and date, then click **Search**. The corresponding **Channel Number** (  ) will be displayed on the left side of the recording progress bar.



- 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
- ⑦ Channel Number

### Option 1:

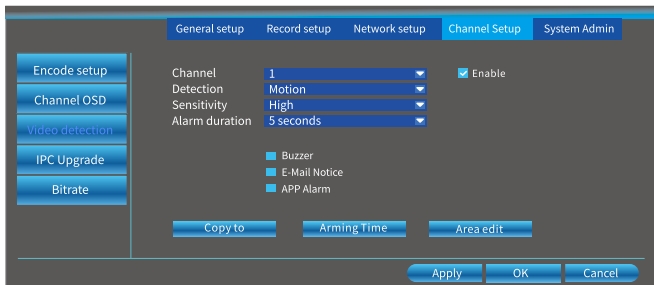
Select one video file from the **Filtered Videos List** ( ⑤ ), then click **Play** or **File Playback** to play the selected video.

### Option 2:

Left click on the Red/Green (Red for scheduled recording and Green for recording when motion detected) part of the timeline.

## Alarm Setting

Right click on the main interface, then go to **System Setup > Channel Setup > Video detection** to set alarms for channels.



### Channel:

Select a channel from 1 to 8.

### Detection:

Select the alarm(s) for the channel(s).

**【 Motion 】**: This option is enabled by default and will be triggered when motion detected.

### ! Note:

Enabling this option is necessary for **Motion Recording**.

**【 Video loss 】**: This option will be triggered when the camera gets lost or disconnected.

**【 Video cover 】**: The area you select will become black without image to protect your privacy.

**Sensitivity:**

Set the sensitivity for the **Motion detection**, which ranges from 0 to 100 and the default setting is 50.

**Alarm duration:**

Set the duration for **Buzzer**.

**Buzzer:**

Check the box, and the camera will buzzer when the selected option of **Detection** is triggered.

**E-Mail Notice:**

Check the box, and the NVR will send the messages to your email when the selected option of **Detection** is triggered. Please go to **Network Setup > E-Mail** to enable and set your email. Details refer to Q12 on Page 40.

**App Alarm:**

Check the box, and the App will push notifications to your mobile device when **Motion Detection** is triggered.


**Arming Time:**

Set the time period for **Motion** and **Video loss**. The default setting is 24/7 all day monitoring and you can modify the time period. Click **Reset**, then select the time period you prefer.

**Area edit:**

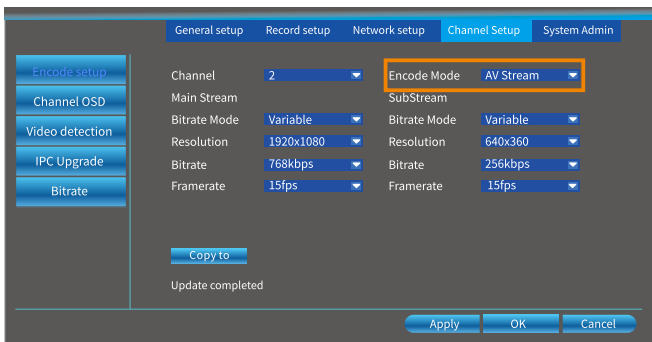
Set the area for **Motion** and **Video cover**. The default setting is **all selected**. If you'd like to customize the detection area, please right click on the screen to bring up options of **all selected**, **all clear** and **return**. Select **all clear**, then left click and hold to start setting an area for detection.


**! Note:**

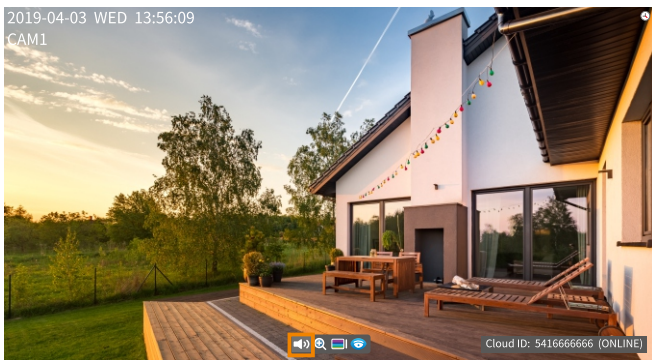
A  icon will be displayed on the live picture when any selected option of **Detection** is triggered. Click it to check the detailed alarm information.

## Audio In and Out

If your camera has a microphone, please go to **Channel Setup > Encode Setup**, then set the **Encode Mode** to **AV Stream**. Audio and video can be simultaneously recorded, saved and played back.



Move the mouse to the live picture of each channel, click the  to turn on or off the sound that you can hear from the camera.





- \* If your NVR has an **Audio Out** port, connect your earphone to it to get audio.
- \* If your NVR does not have an **Audio Out** port, connect it to your external display with an **Audio Out** port via the HDMI port, then playback the audio. You can also playback audio through the mobile phone APP or PC client.

## Video Backup

Right click on the main interface, then select **Video Backup** to enter the interface below.

Video backup

Channel

Record mode

Search time

☒ All
 ☒ 1
 ☒ 2
 ☒ 3
 ☒ 4
 ☒ 5
 ☒ 6
 ☒ 7
 ☒ 8

☒ Manual
 ☒ Time
 ☒ Motion
 ☒ Alarm

2019/04/03

00 : 00 - 23 : 59

Search

USB:

Format

ID	Channel	Mode	Begin time	End time	Duration	Size	Select
1	4	Time	16 : 00 : 02	16 : 10 : 13	00 : 10 : 11	19M	<input checked="" type="checkbox"/>
2	5	Time	16 : 00 : 01	16 : 10 : 13	00 : 10 : 12	100M	<input checked="" type="checkbox"/>
3	2	Time	16 : 00 : 01	16 : 10 : 13	00 : 10 : 12	30M	<input checked="" type="checkbox"/>
4	1	Time	16 : 00 : 00	16 : 10 : 13	00 : 10 : 13	30M	<input checked="" type="checkbox"/>
5	5	Time	15 : 33 : 50	16 : 00 : 01	00 : 26 : 11	275M	<input checked="" type="checkbox"/>
6	4	Time	15 : 27 : 50	16 : 00 : 02	00 : 32 : 12	46M	<input checked="" type="checkbox"/>
7	2	Time	15 : 27 : 49	16 : 00 : 01	00 : 32 : 12	111M	<input checked="" type="checkbox"/>
8	1	Time	15 : 27 : 48	16 : 00 : 00	00 : 32 : 12	117M	<input checked="" type="checkbox"/>

< 1 / 4 >

USB storage

AVI

Backup

Cancel

### Step 1:

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

### Step 2:

Check the box to select the video files, click **Backup** and wait for a pop-up window to prompt you to insert a USB Drive within one minute.

### Step 3:

Unplug the mouse and insert your USB Drive within one minute, then the NVR system will back up the selected videos into your USB Drive automatically.



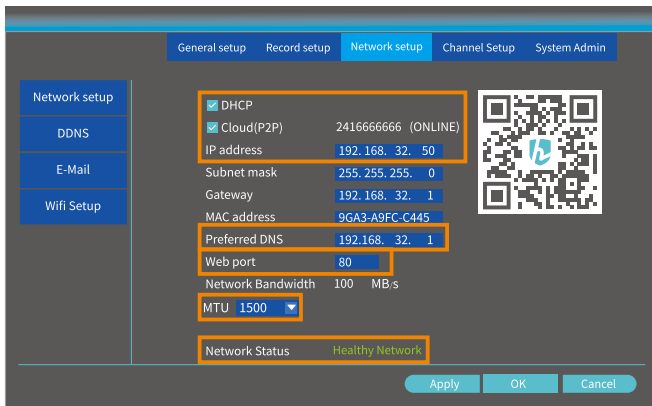
### Tips:

- 1 The NVR system only supports the USB Drive up to **64GB** and the format of the USB Drive should be **FAT32**.
- 2 An extra Hub is needed when you'd like to connect the mouse and the Drive to the USB port on the NVR system at the same time.
- 3 To back up the video one by one via another method, go to the interface of **Video Playback** and select one video file from the filtered videos list. Click **Backup** and insert the USB Drive into the USB port of the NVR System within one minute. The video will be saved to the USB Drive automatically.

## Network Setup

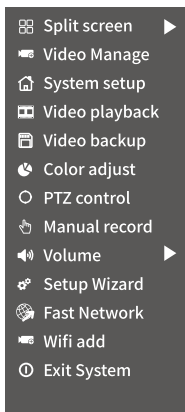
To remotely watch the videos from mobile device or PC, please make sure the NVR is connected to the router with the Ethernet cable first, then go to **System setup > Network setup** to check the **Cloud ID**, **IP address** and **Web port**, etc.

- 1 Make sure the status of the **Cloud(P2P)** is **ONLINE**. If it's **OFFLINE**, please unplug the Ethernet cable, then plug again to check the status.
- 2 The number after **Cloud(P2P)**, e.g. 2416666666, is the **Cloud ID** of the NVR device.
- 3 Make sure the **DHCP** and **Cloud(P2P)** are checked.
- 4 Make sure the **Network status** is **Healthy Network**.
- 5 **Web port** may vary on different NVR systems.
- 6 If you are prompted that the DNS is wrong, please change it to 114.114.114.114 or 8.8.8.8.  
If your network is not good, please change the MTU to 1000.



## Other Functions on the Menu Bar

Right click to show the main Menu bar as shown below, right click again to hide it.



### Split screen:

change the numbers of the channels showing in the same screen.

### Video Manage:

add IP Camera by Match Code, manage IP Cameras and Channels, etc.

### System setup:

includes General setup, Record setup, Network setup, Channel Setup and System Admin.

\* General setup: change Language, set up the Time, Change Display Resolution and check Hard Disk Drive 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..



#### Video backup:

back up the selected historical videos.



#### Color adjust:

adjust the **Brightness**, **Contrast**, **Sharpness** and **Ircut mode** etc. of the picture in each Channel.

##### \* Ircut mode:

Select from **daylight**, **night** and **Infrared mode** (default).

【**daylight**】: The image from the camera is in color mode.

【**night**】: The image from the camera is in black&white mode.

【**Infrared mode**】: The image from the camera automatically toggles between color and black&white mode according to the ambient light.



#### Manual record:

turn on the video recording manually when the current time is not within the specific recording schedules.



#### Setup Wizard:

show the QR codes for App downloading and checking the Cloud ID.



#### Fast network:

configure the network.



#### Exit System:

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

## OPERATE NVR SYSTEM FROM CLIENT ON PC

**i** Important:

**1** <https://www.heimvision.com/download> is the link for downloading the EseeCloud client. Open the link and choose **File Download**, then download **Eseecloud** for Windows and **EseeCloud\_mac** for iOS.

After downloading, install and operate the Client following instructions.

- 2** Check the **Cloud ID** from the **Network setup** mentioned in the section of **OPERATE NVR SYSTEM WITH A MONITOR**.
- 3** Connect the NVR system to the Router via Ethernet cable in advance.
- 4** Make sure the status of the **Cloud(P2P)** is **ONLINE**. If it's **OFFLINE**, please unplug the Ethernet cable, then plug again to check the status.
- 5** Make sure the **Network status** is **Healthy Network**.

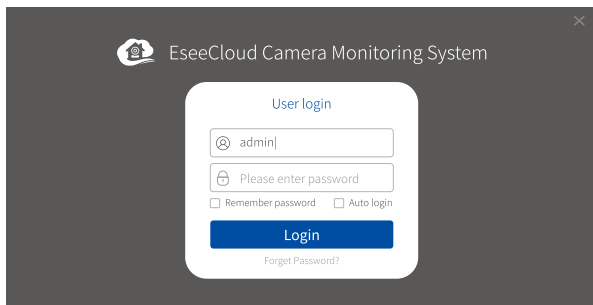
## Client Installation and Login

**Step 1:**

Double left click the **EseeCloud\_Setup.exe** file to install and run the Client.

**Step 2:**

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



### Step 3:

Read the tips and click **Experience** to start. Click **+Add** on the right upper corner to enter the window of **Add Device**.

### Step 4:


Switch to **Cloud ID** option first. Enter the **Cloud ID** of your NVR system, select **Type** as **NVR**, enter the password if you set one (if not, the default password is empty) and enter **Number of Channels** (up to 8), then click **Finish** to add the NVR system.

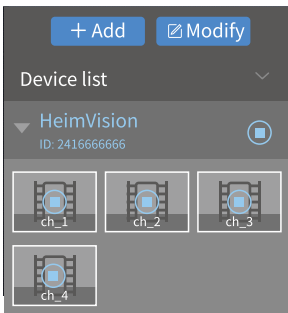
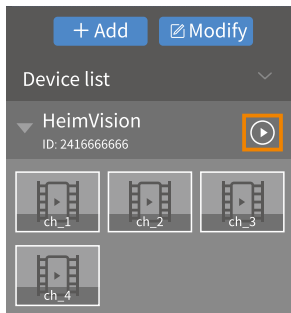
The screenshot shows the 'Add Device' window in the EseeCloud application. The 'Cloud ID' tab is selected in the left sidebar. The main area contains the following fields:

- Cloud ID:** 2416666666
- Port:** 10000
- User Name:** admin
- Password:** (empty)
- Area:** center (dropdown)
- Device Name:** HeimVision
- Type:** NVR (dropdown)
- \* Number Of Channels:** 8
- Channel Serial:** 1 (dropdown)
- Channel Name:** ch\_1
- Channel Type:** Normal (dropdown)
- Panorama:** Close (dropdown)

At the bottom, there are two buttons: **Finish** and **Cancel**.

### Step 5:

After it's added successfully, left click the mouse on the  icon to connect your NVR system and show the live picture 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:



Left click the  on the bottom menu bar, then click **Confirm** in the pop-up window of **Tip** to enter the interface of **Video Playback**.

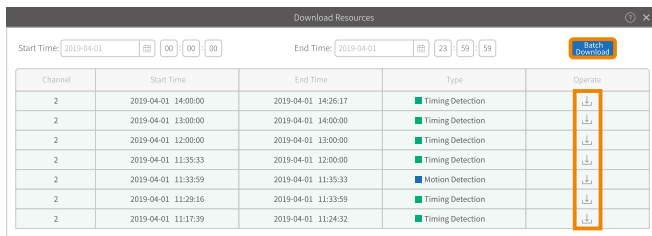
### Step 2:

Select **Channel**, **Record type** and **Date**, click **Retrieval** to display the videos recorded, then left click on the timeline with colors or drag the white time box to play the video.




### Step 3:

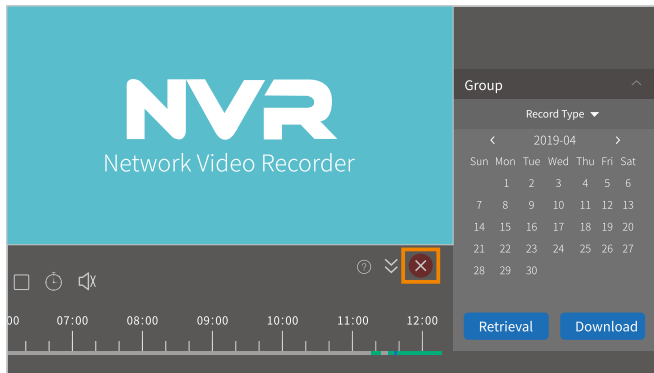
Click the **Download** button on the right bottom corner or the  icon on the bottom menu bar to pop out the window of **Download Resources**. Click the  icon to download the video one by one or click the **Batch Download** button to download all the videos together to your computer.



### Step 4:

Click the  icon to exit from the video playback interface and get back to the live picture again.





## Other Functions of the Bottom Menu

**Device Management** (🔧): add more NVR devices, delete the selected NVR device and modify the information of the NVR device.

**User Parameter** (👤): change language, change the paths of saving Screenshot, downloading the historical video and saving the recording file of current live picture, etc.

**Record** (📹): record the current live video into your computer.

**Screenshot** (📷): capture a screenshot of the current live picture and save into your computer.

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

**Screen Number** (📺): change the channel numbers showing in the screen.

**More Function** (⚙️): change the password of the admin, check the user logs, manage the local resources like Screenshot and videos, etc.

## OPERATE NVR SYSTEM ON MOBILE DEVICE

- i** IMPORTANT:
- 1 Connect the NVR system to the Router via the Ethernet cable in advance.
  - 2 Make sure the NVR system and the mobile device are connected to the same network.
  - 3 Check the **Cloud ID** from the **Network setup** mentioned in the section of **OPERATE NVR SYSTEM WITH A MONITOR**.

### Download and install the App

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



iOS System:  
iOS 8.0 and later



Android System:  
Android 4.4 and later

**!** Note:

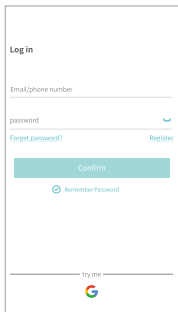
Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of App Inc.

### Add the NVR System to the App

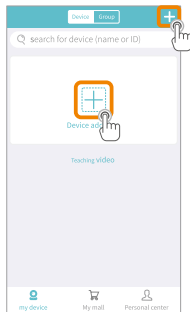
Install and open **HeimKits** App, then follow the steps below to add the NVR system.

**Step 1:**

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



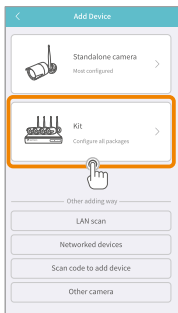
1



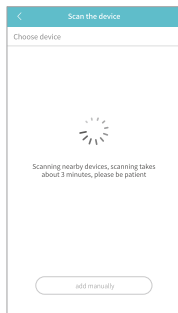
2

## Step 2:

Tap Kit, then the App will search the NVR automatically.



3



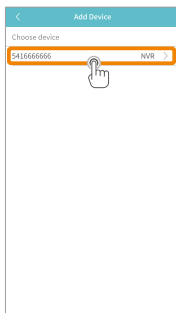
4

## Tip:

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

### Step 3:

Tap the NVR you added, then input the information required (e.g. enter the password if you set one) and tap Complete to enter the main interface.



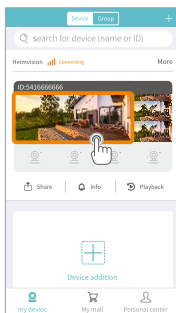
5



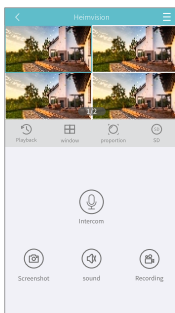
6

### Step 4:

Tap the thumbnail on the main interface to show the live pictures.



7



8

**Info:**

Tap to view alarm messages. Please go to **Personal center > Settings** to turn on the **Alarm message push**.

**Playback:**

Tap to view the videos recorded.

**Window:**

Change the number of channels displayed on the screen.



**Proportion:**

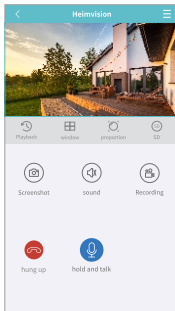
Change the aspect ratio.

**SD:**

Switch the image quality between **SD** and **HD**. **SD** is the default setting and recommended for smooth streaming.

**Intercom:**

Tap to start talking with people near the NVR. Press and hold the  icon to talk; press the  icon to hang up.

**Screenshot:**

Tap to capture a screenshot to the App. Please go to the **Main interface > Personal center > Screenshot/Recording** to check.

**Sound:**

Turn on/off the sound from the camera.

**Recording:**

Tap to start recording the live video; tap again to end and save it into the App.

## OPERATE NVR SYSTEM FROM THE BROWSER ON PC



**Important:**

- 1 The status of the **Cloud (P2P)** should be **ONLINE**. If it's **OFFLINE**, please insert the Ethernet cable and check it again after 1-2 minutes.
- 2 Check the **Cloud ID**, **IP address** and **Web port** from the **Network setup** mentioned in the section of **OPERATE NVR SYSTEM WITH A MONITOR** on page 15.
- 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.

After getting your **IP address** (e.g. 192.168.32.213), enter it into **IE** browser and log in to the NVR system. Please Install the **Web View Control** after your first login. Changing the Internet setting to allow the installation of the **Web View Control** on some computers is required, please contact us for more information.

Then you can check the live picture of each channel, play the videos recorded (  ), download the videos recorded, change the settings (  ) and so on.

Network video client



Username:

Password:

☒ Remember me

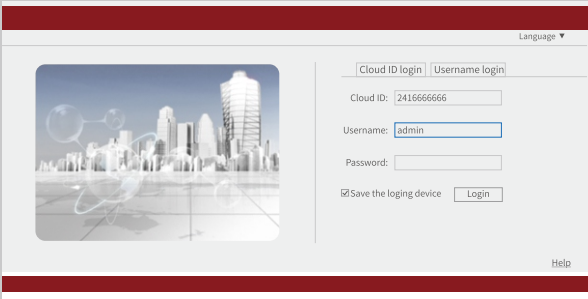
### Tip:

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.

After getting the **Cloud ID**, please visit **www.e-seenet.com**, then enter the **Cloud ID** (e.g.2416666666) and **Username** to log in to the NVR system. You can only view the live picture from the Cloud in this option.

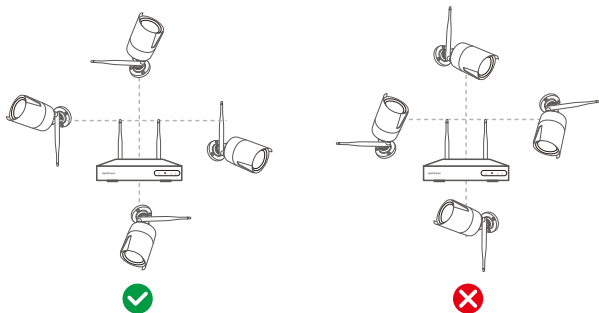


## EXTEND THE WIFI RANGE

The Wifi signal will be weaker when going through the wall, stairs and other obstacles. However, there are some solutions that may help to extend the Wifi 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 system when they are in the flat plane, or adjust the antennas of the cameras to be vertical to the antennas of the NVR system when they are in the vertical plane, to receive better signal.



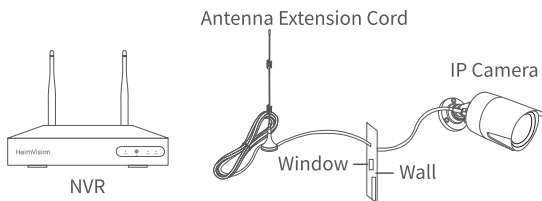
### Tip:

Place the NVR on the desk and be far away from the devices that are easy to interfere the connection, such as microwave oven, TV, etc. Make sure the obstacles between the NVR and the cameras are as few as possible.

## 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 to the place where the Wifi signal is strong.





## Get an Extra Repeater Device

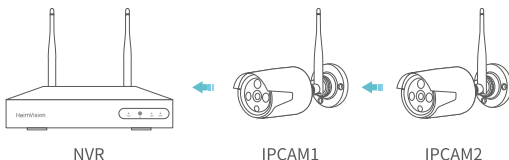
To extend the Wifi range, you can also install a Repeater device. Please refer to the user manual of the Repeater device you bought for using it.

You may visit **amazon.com** to search and buy a Wifi range extender RR01 that matches with our product.

## Set up Cascading Connection

### ! Notes:

- 1 When the IPCAM2 is installed out of the Wifi Range, but the IPCAM1 with strong Wifi signal (check it from the live picture) or with smooth streaming is between the NVR and IPCAM2, then you can set up the IPCAM1 as a virtual repeater following the steps.



- 2 This virtual **Repeater** function cannot strengthen the Wifi signal, but just help to extend the Wifi distance by the IP Camera.

## Step 1:

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

Video Manage

Protocol
N1 ▼

ID	Device name	IP address	Preview	Protocol

Refresh
Match Code
Auto Add
Modify
Advanced

<
0 / 0
>

Added device: 5
Remaining device: 3

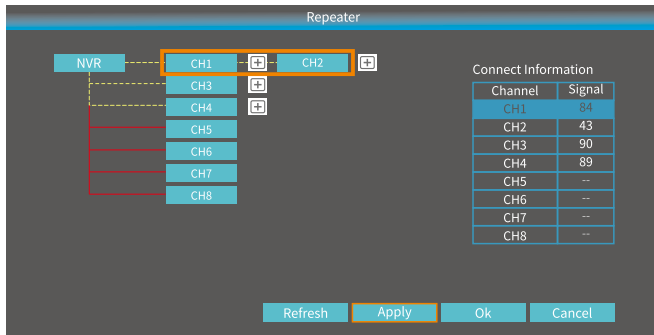
Channel	Device name	IP address	Status
1	IPCAM	172. 20. 14. 31	Connect success
2	IPCAM	172. 20. 14. 32	Connect success
3	IPCAM	172. 20. 14. 30	Connect success
4	IPCAM	172. 20. 14. 33	Connect success
5			No video source
6			No video source
7			No video source
8			No video source

Delete
Delete All
Manual Edit
Channel Setup
Wifi 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:

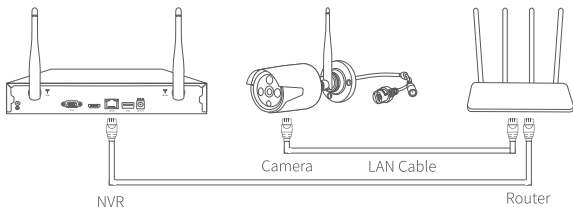
Click **Apply** to finish the cascading connection. To check if it's set successfully, please click **Refresh**. To delete the **Repeater**, left click on the selected channel, then click **Apply** and **OK**.

## Enhance the Network Connection via Wired Connection

If the Wifi signal is still too weak, you could connect the IP camera with the NVR system through a LAN cable.

### Step 1:

Connect the NVR system and the IP camera to the same router through a LAN cable.



**Step 2:**

Right click on the main interface of the NVR system to show the **Menu** bar, then select **Video Manage**.

**Step 3:**

Select and delete the IP camera that you would like to switch from wireless connection to wired connection.

Video Manage

Protocol N1

ID	Device name	IP address	Preview	Protocol

Refresh  
 Match Code  
 Auto Add  
 Modify  
 Advanced

< 0 / 0 >

Added device: 5      Remaining device: 3

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			No video source
6			No video source
7			No video source
8			No video source

Delete  
 Delete All  
 Manual Edit  
 Channel Setup  
 Wifi Setup  
 Repeater

Ok
Cancel

**Step 4:**

Click **Refresh** to show the IP camera, select it, then click **Auto Add** to add the camera automatically. The added camera will be shown in the Added device list.

Video Manage

Protocol N1

ID	Device name	IP address	Preview	Protocol
1	IPCAM	172.20.14.33		N1

Refresh  
Match Code  
Auto Add  
Modify  
Advanced

< 0 / 0 >

Added device: 5      Remaining device: 3

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 video source
5			No video source
6			No video source
7			No video source
8			No video source

Delete  
Delete All  
Manual Edit  
Channel Setup  
Wifi Setup  
Repeater

Ok
Cancel

## ADD A NEW IP CAMERA TO THE NVR SYSTEM

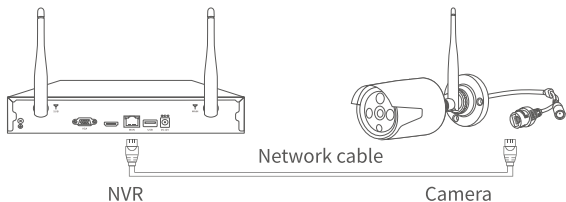
When you need to add a new IP Camera to replace the original one, please follow the steps below.

### 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;



### Step 3:

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

### Step 4:

Delete the original camera by selecting it from the **Added device** list and clicking the **Delete** button.

Video Manage

Protocol N1

ID	Device name	IP address	Preview	Protocol

Refresh
Match Code
Auto Add
Modify
Advanced

<
0 / 0
>

Added device: 5
Remaining device: 3

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			No video source
6			No video source
7			No video source
8			No video source

Delete
Delete All
Manual Edit
Channel Setup
Wifi Setup
Repeater


Ok
Cancel

### Step 5:

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

Video Manage

Protocol N1

ID	Device name	IP address	Preview	Protocol
1	IPCAM	172.20.14.33		N1

Refresh

Match Code

Auto Add

Modify

Advanced

< 0 / 0 >

Added device: 5      Remaining device: 3

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 video source
5			No video source
6			No video source
7			No video source
8			No video source

Delete

Delete All

Manual Edit

Channel Setup

Wifi Setup

Repeater

Ok

Cancel

### Step 6:

After matching successful, the added camera will be showed in the **Added device** list.

## TROUBLESHOOTING GUIDE

### Q1. There is no live picture sometimes.

- It may be caused by the poor network due to Wifi 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 the quality of the Wifi signal from the live interface.
    - \* If the Wifi 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 try to get rid of it or change the Wifi channel from **System Setup > Network Setup > Wifi Setup > Wifi Channel**.
    - \* If the Wifi signal of one channel is poor, move the camera close to the NVR to check whether the strength of Wifi signal is stronger and make sure the antenna of the camera is fixed well and pointed at the right direction. If the Wifi 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** on page 29.

If you need more help, please feel free to contact us at [support@heimvision.com](mailto: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 the extra new camera?

- The camera with the same brand is recommended when you'd like 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](mailto:support@heimvision.com).

### Q4. What should I do if I remove 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 a New IP Camera to the NVR System** on page 34. 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 512Kbps and 4 cameras. The capacity of storing the video for one day (24 hours) is around 21.09GB based on the formula below:

$$512(\text{Kbps}) * 3600(\text{seconds per hour}) * 24(\text{hours per day}) * 4(\text{Channels}) =$$

$$176,947,200\text{Kbit}$$

$$176,947,200\text{Kbit} = 22,118,400\text{KB}$$

$$22,118,400\text{KB} = 21,600\text{MB}$$

$$21,600\text{MB} = 21.09\text{GB}$$

- If you have a 1TB Hard Disk Drive, the capacity of it after formatting is around 921GB.

The storage time is around 43 days ( $921\text{GB}/21.09\text{GB} \approx 43$ ).

If the kit you bought contains 6 cameras, the storage time is around 29 days.

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 faster. 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 is a consumable. 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 password for logging in to the NVR?

- 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.

#### Q8. No display on the Monitor of the NVR system.

- This might be mainly caused by resolution compatibility. The default resolution of the NVR is 1280\*1024, which may not be compatible with some monitors. Here are the steps for solving the issue:

##### Step 1:

Connect the NVR to any other monitor via the VGA output (or you may also try any other monitor via the HDMI output to see if you can enter the **Menu** bar of the NVR);

##### Step 2:

When you are able to see the menu, please go to **System Setup > General Setup > Screen Setup > Output Resolution** to change the resolution to **1024\*768**, then click **Apply**.

##### Step 3:

Connect the NVR to your primary screen via the HDMI output again to check the display.

### Q9. How can I receive the push notifications for App?

- Right click on the main interface, then go to **System Setup > Channel Setup > Video detection**, check **APP Alarm** and click **Apply**, then your mobile device will receive notifications when the camera detection is triggered.
- \* Please make sure you have allowed **HeimKits** to send push notifications to your mobile device.
- \* Please make sure you have enabled the option of **Settings > Alarm message push** on the App.

### Q10. What should I do when the PC shows the device online but the App shows offline?

- Please check whether you have entered the correct **Cloud ID** on HeimKits App.
- Make sure the network of your mobile device is stable and strong.
- If the issue persists, please send the screenshot of the reported error to **HeimVision** support team to check for the solution.

### Q11. How far can the cameras work from the NVR?

- It depends on the Wifi signal strength and interference attenuation. It's recommended to place the cameras within the range of 65ft-98ft away from the NVR.

### Q12. How can I receive notifications in my Email?

- Right click on the main interface, then go to **System setup > Network setup > E-Mail** to set it following the instructions below:
  - ① **E-Mail function:** check the box to enable it.
  - ② **SMTP Provider:** select from gmail, hot-mail and Yahoo mail, etc. according to your email service provider.
  - ③ **Sender:** enter your email address.
  - ④ **Password:** enter the correct password of your email address.

- 5 Click **Test** to check whether you can receive the test email. If yes, the setting is successful; if not, please check the box before **More Parameter** to continue the following steps.
- 6 **Port**: enter the corresponding port of your email service provider. You can refer to the following list.

Email	SMTP server	Port	Encryption
Gmail	smtp.gmail.com	465	✓
Hot-mail	smtp.live.com	587	✓
Yahoo mail	smtp.mail.yahoo.com	465	✓

- 7 **Encryption Type**: select SSL or TLS.

**Tip**: You can obtain the **Port** and **Encryption Type** from your email service provider. Or contact us for help.

- 8 **Sendee 1**: it's the same as the **Sender** by default. You can change to another email address to receive the notifications, then click **Apply** to complete the setting.
- 9 Click **Test** again to check if you can receive the test email.

Explanations of other options:

- \* **Sendee 2**: it is not necessary to fill in. But you can enter another email address to receive notifications when your family member wants to know as well.
- \* **Subject**: you can change as needed or just leave it like this.
- \* **Interval**: set the time interval to receive the alarm message. The default setting is 30 seconds. Please avoid setting the time interval too short, as it may cause the insufficient space of your email.
- \* **Health email enable**: check the box to enable it, then you will receive emails that tell you the NVR works normally.
- \* **Health email interval**: set the time interval of email for telling you that the NVR works well.

## SPECIFICATIONS

Operation frequency	2412-2472MHz
Max. RF output power	< 12 dBm

## 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.

This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

**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 préjudiciable, et
  - ② ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

This equipment complies with RF radiation exposure limits set forth for an uncontrolled environment. This transmitter must not be co - located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

Ce matériel est conforme aux limites d'exposition aux rayonnements rf énoncées dans un autre environnement. cet émetteur ne doit pas être situées ou opérant conjointement avec toute autre antenne ou l'émetteur. Ce matériel devrait être installé et adapté à une distance minimale de 20cm entre le radiateur et votre corps.

## 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.



## CUSTOMER SUPPORT

North America : [support@heimvision.com](mailto:support@heimvision.com)

United Kingdom : [support.uk@heimvision.com](mailto:support.uk@heimvision.com)



[@HeimVisionOfficial](https://www.facebook.com/HeimVisionOfficial)



[@heimvision\\_official](https://www.instagram.com/heimvision_official)



[www.heimvision.com](http://www.heimvision.com)

Model Number: K9604-W