STOXTAR

STOXTAR

User Manual

Wi-Fi Security Camera System

Thank You!

Friend of STOXTAR
Greeting from STOXTAR Team! Thank you for choosing our products and hope everything going well with you and your family.

Our products were certificated with CE, FCC, and UL for safety. Any difficulties during operating the system, please feel free to contact with us, we will always try our best to assist you.

If you are satisfied with our product, could you please take a moment to share your experience on Amazon? Your positive feedback means a lot to us and will encourage us to go further.

And if unfortunately, our products didn't meet your expectation, for security concerns please help us delete the system from your phone APP, and reset your NVR password, before sending it back to Amazon. It will erase your personal information (footage, email, etc.)

On behalf of all colleagues in STOXTAR, we sincerely appreciate your trust and support. Please let us know if there is anything we can do to assist you further. Thanks again and wish you all the best.

Yours Sincerely,
All staff in Stoxtar

Contact Us
Amazon Email: support@stoxtar.com
Website: www.stoxtar.com
24/7 Product Support
FAQs
How-to-Videos
Manuals

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1. Statement

The quick user guide will introduce most of the function of the system. This user guide may contain inaccurate content due to hardware and software upgrade. For latest user manual, please email support@stoxtar.com to get it.

2. Safety Caution

- Please do not put any fluid container on the product.
- Please use the product in ventilated environment and prevent blocking the vents.
- Please use included power supply with the product to prevent damage to the product.
- Please use the product under its standard working temperature and humidity.(advised in this manual or distributor's website)
- Dust on PCB may cause short circuit.It is suggested to clean the dust on PCB timely to make the product work properly.
- Please obey the regulation and policy in your country and area during the installation of this.

3. Out of Box Audit

After receiving the product, please check all products and according to distributor's package including information. If the product missed or damaged, please contact with the seller directly.

WiFi NVR×1

Dome or Bullet Camera(s)×4

Quick Guide×1

DC 12V 2A power supply (for NVR)×1

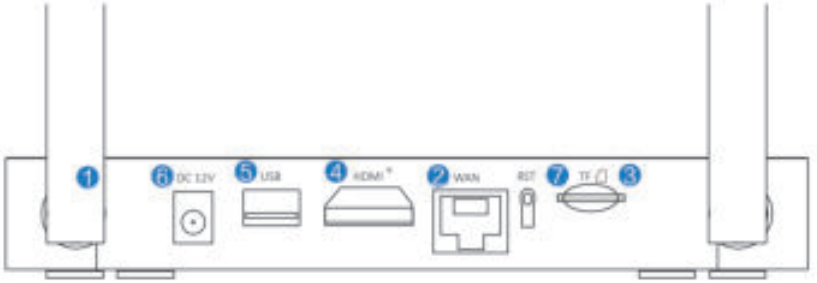
DC 12V 1A power supply(for Camera)×4

USB Mouse×1

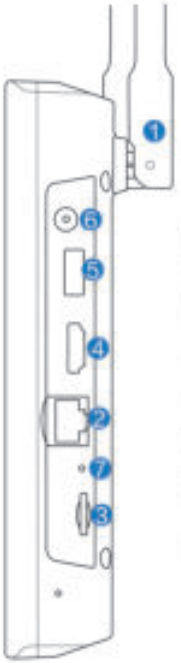
Network Cable×1

Screw bag (for 1 PC)×4

4. NVR

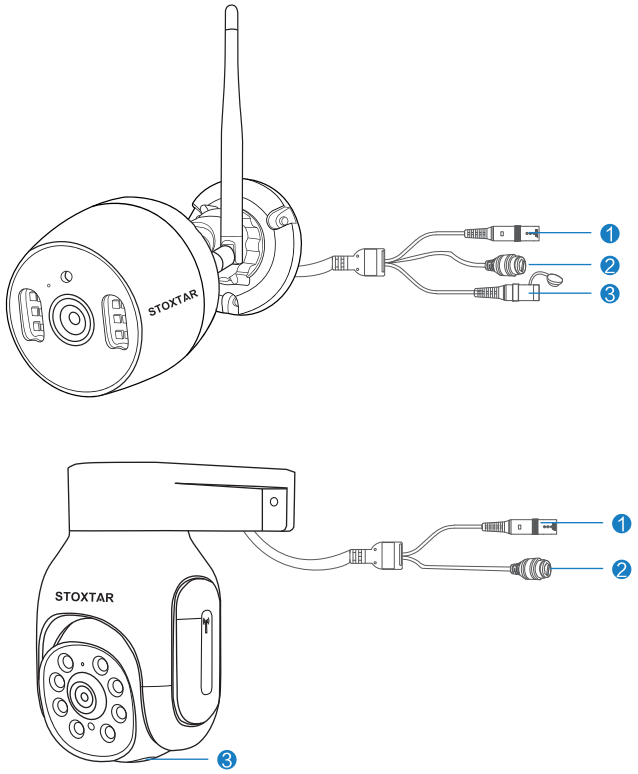


NVR with Monitor



1. **Antenna port:** Dual antennas expand the WIFI range
2. **WAN port:** Connect the NVR to the Internet
3. **TF card slot:** TF card interface
4. **HDMI interface:** Connect to high-definition TV
5. **USB port:** Connect mouse and U disk
6. **Power supply:** DC power input (12V 2A)
7. **RESET:** Press and hold for 3 seconds to reset (clear the password network and other settings, do not clear the camera channel , release button and restart to take effect), continue to press the reset button for 10 seconds to restore to factory setting (clear the password, including all settings, such as camera channels and so on)

5. WIFI Cameras

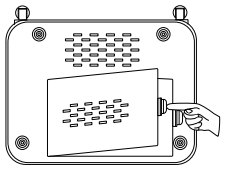


1. **DC Port:** Input power 12V 1A
2. **RJ45 Port:** For pair the camera with NVR,or connect the camera by wired connection
3. **Reset Button:** Press 6s to reset camera to factory setting or pair with NVR by WiFi connection

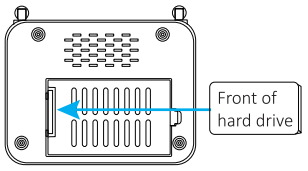
6. Hard Drive Installation

NVR:

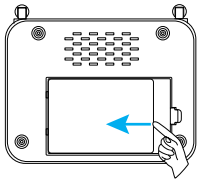
1. Open the hard disk cover on the back of the chassis and remove the cover.



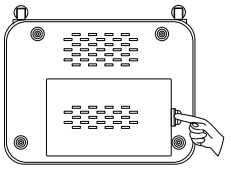
2. Align the hard disk socket with the wiring port on the NVR, insert the hard disk, and pay attention to the direction of the hard disk.



3. Align the hard disk with the hard disk socket and push it to the left to fix the hard disk.

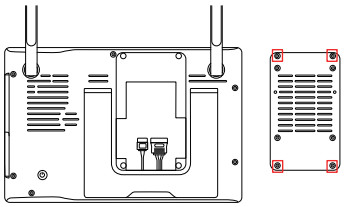


4. Close the hard disk cover.

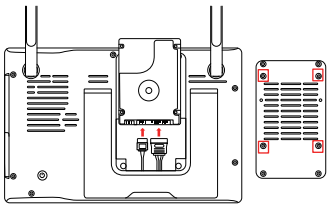


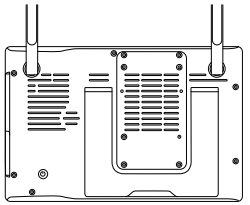
NVR with monitor:

1. Unscrews the 4 screws on the cover



2. Connect the 2 HDD cables to HDD, screw the HDD with cover



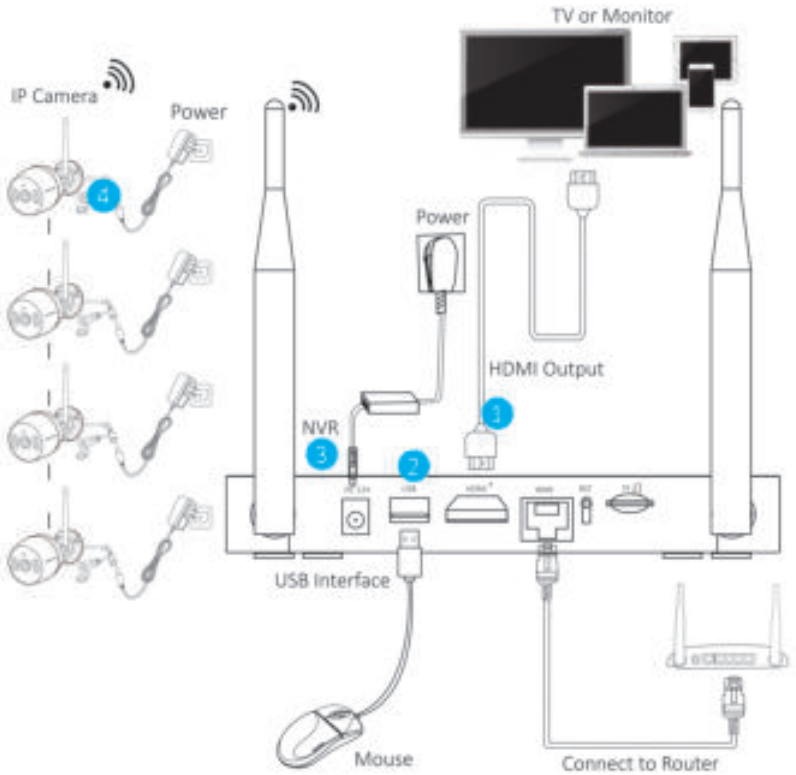


3. Close the hard disk cover.

7. System Installation

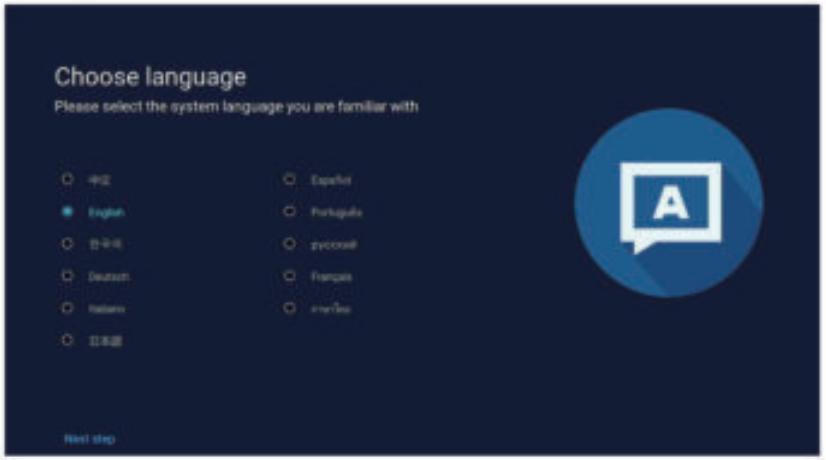
Connect the system as below steps:

1. Connect NVR with the HDMI cable to a TV or PC monitor, please notes Laptop and all-in-one computer doesn't work, because both are output. For NVR with monitor system, no need to connect an extra monitor via HDMI cable.
2. Plug in mouse to NVR USB port.
3. Plug in the power adapter with output 12V2A to the NVR.
4. Plug in the output 12V1A power adapter to the camera.
5. Turn on NVR and confirm all cameras show image here, then bring cameras to desired mounting locations, power on them and wait for 5 minutes to see if they can stream fluently on monitor. If a camera does not stream well, adjust it to a location with less obstacles in-line-of-sight from the NVR. If they stream fluently, go ahead to mount the cameras.
6. Network is not necessary, and you need network for remote access on cellphone or computer.

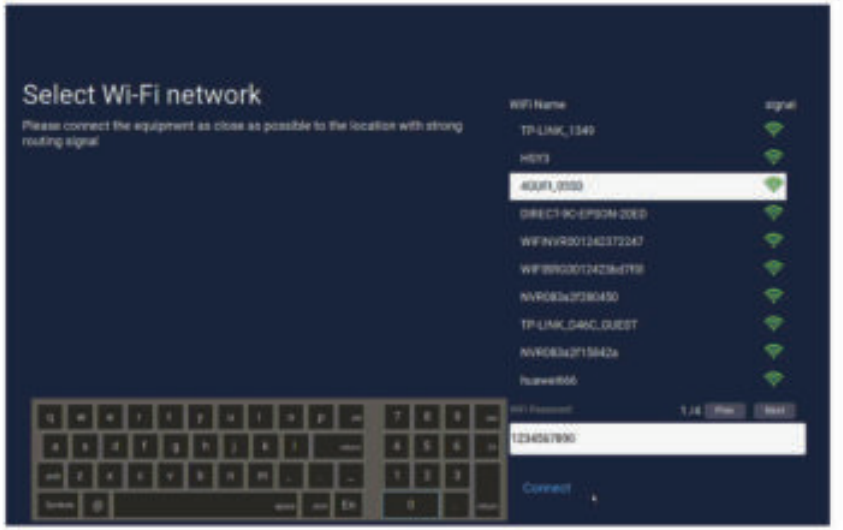


After powering on, please follow the steps of the setup wizard to complete settings.

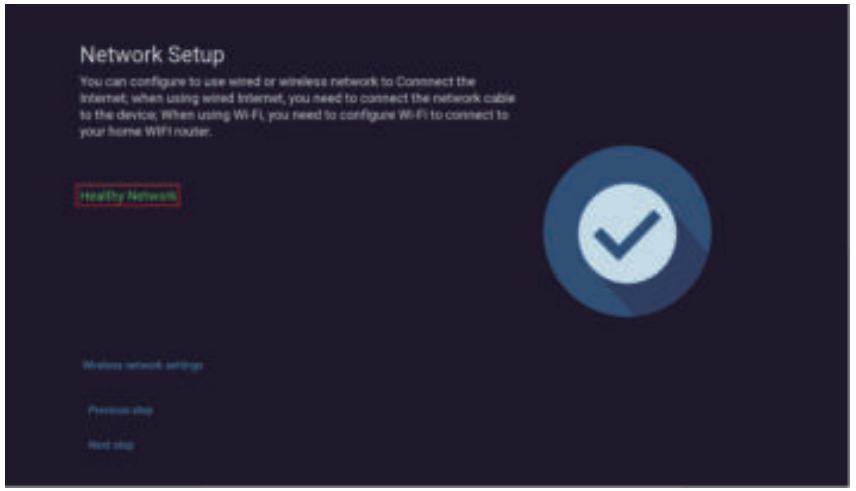
1. The system provide more language to choose, you can select Chinese, English, Spanish and so on.



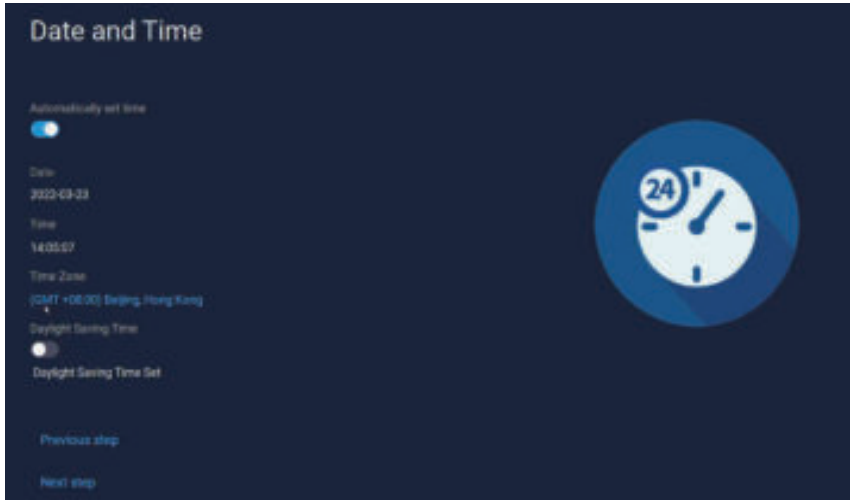
2. Click "**Next Step**" to connect your home WiFi, click "**Wireless network settings**", NVR will automatically search for WiFi near you home, select your home WiFi and input password, click connect. (Please note: only support 2.4Ghz WiFi network, 5Ghz not supported)



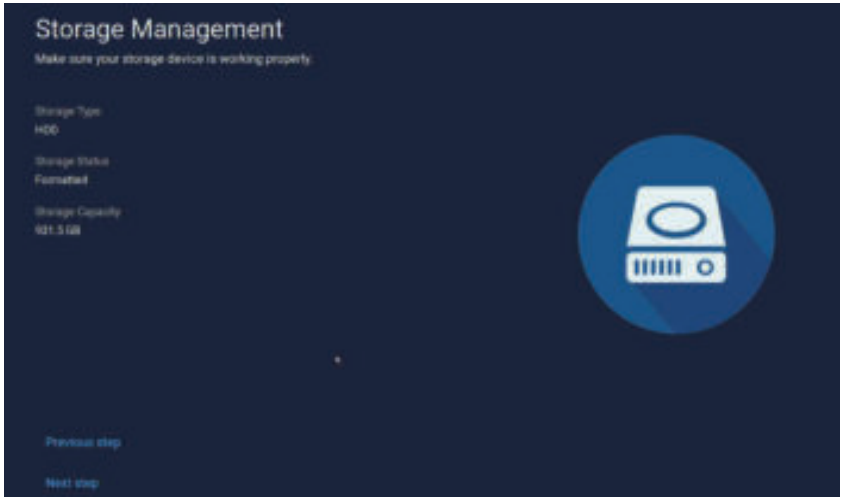
3. It means NVR has successfully connected to the Internet if display "Health Network". Then click “Next step”.



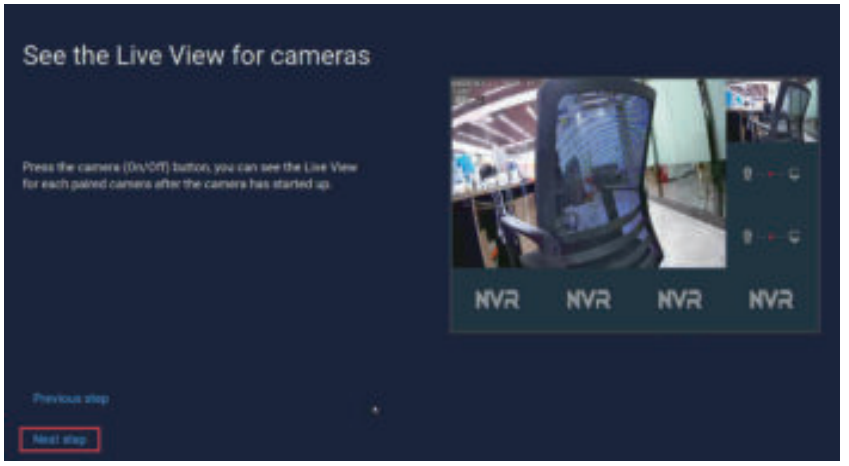
4. Turn on ”Automatically set time” option, if time is incorrect, please manual select your time zone.



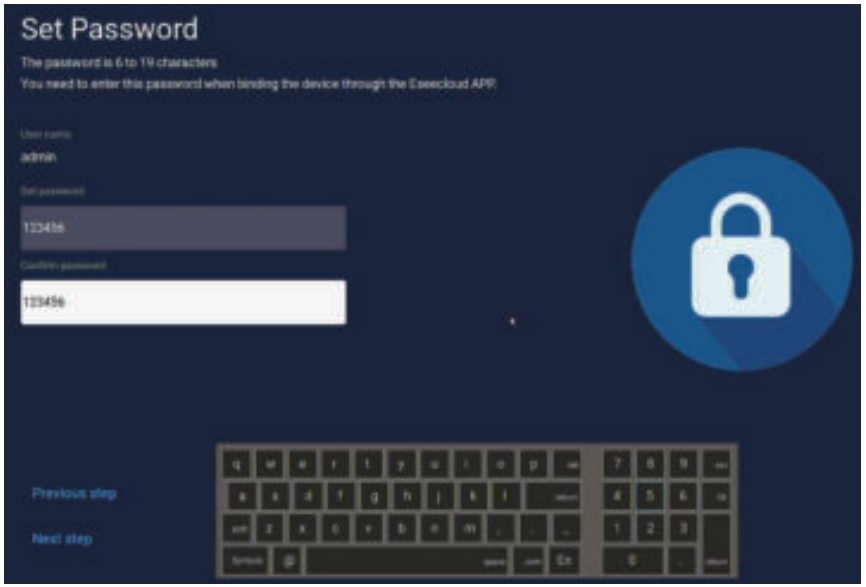
5. Check whether NVR recognize hard drive. If it is not recognized, the HDD information will not be displayed. You can refer the FAQ Q5 to troubleshot.



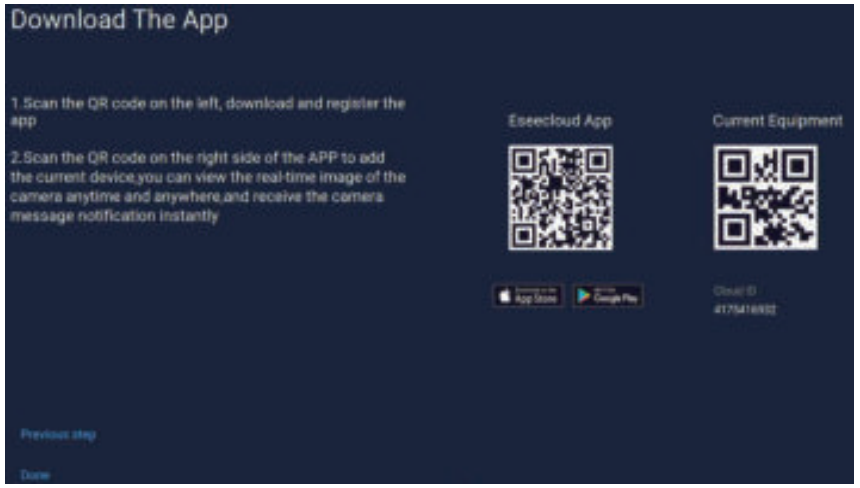
6. The next step, after NVR and cameras are plugged into outlet, NVR will be paired to camera automatically. You can check whether all images have been displayed on this interface.



7. The last step is set up password for your system, then click “**Next Step**”, "**Done**".



8. You can scan the QR-code to download the app and remote view.



8. App Remote View

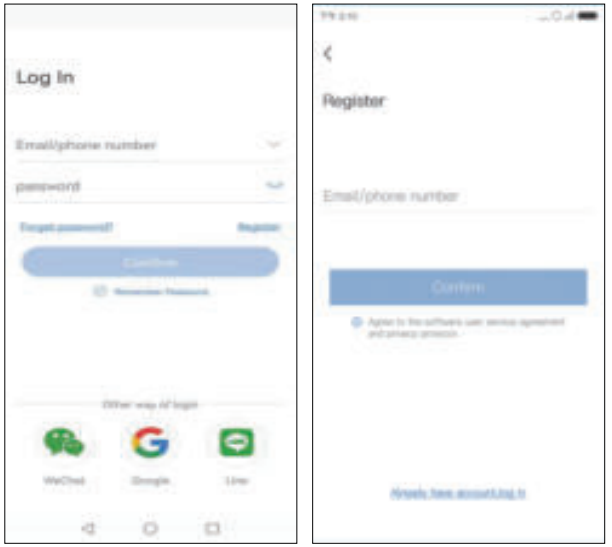
You can also search “**EseeCloud**” on App store or Google Play.

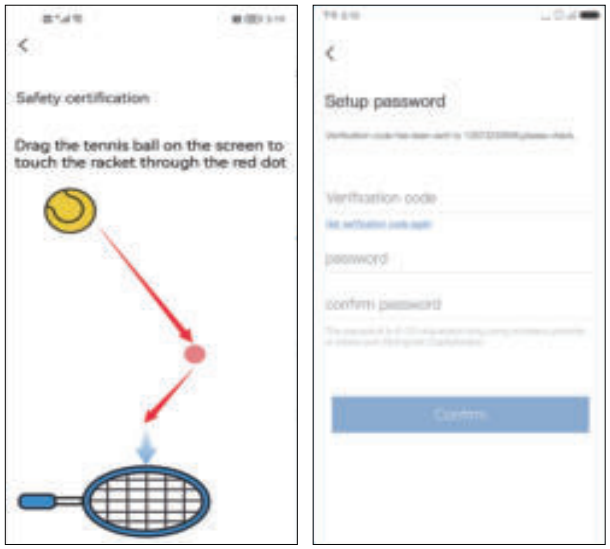
EseeCloud App　　EseeCloud App Download

Note: For IOS system, it requires IOS 9.0 version or above. For Android, Android 5.0 or above.

1.1 **Register Account**

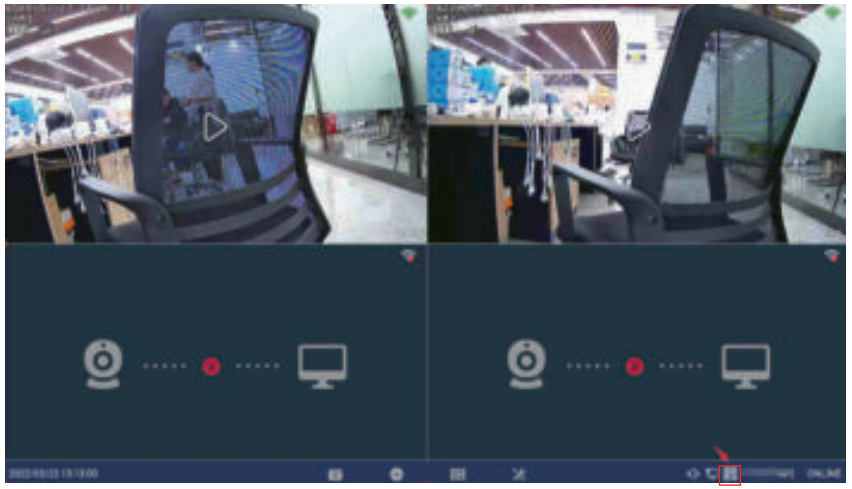
1) Go to login interface, click "**Register**".
2) Register with your phone number or email address, click "**Confirm**".
3) Manually press and hold the **tennis ball**, drag it to the red dot, and then drag it to the **tennis racket** to go to the next step.
4) You’ll receive a verification code, input the verification code and set up your own password, then click "**Confirm**" to complete.

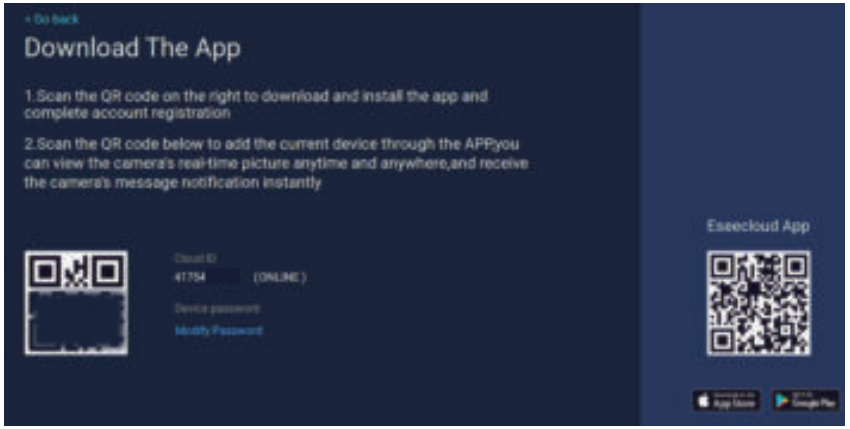


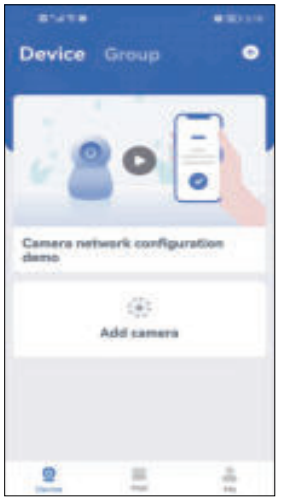


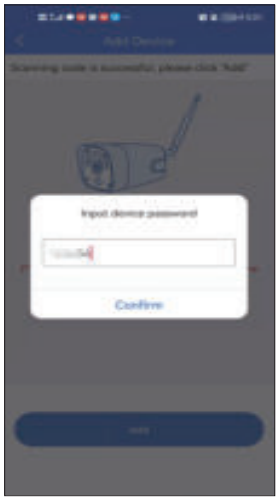
1.2 Add device

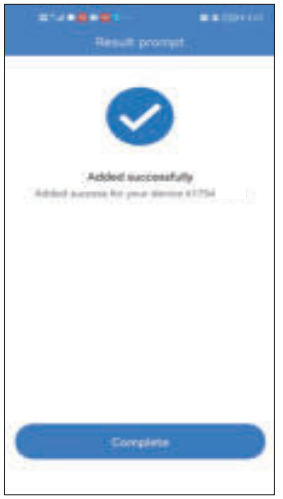
1) Go to NVR, click icon to view a QR-code and device cloud ID.
2) Click "+ Add camera" on the app, scan QR-code of NVR, input device password, confirm.
3) Setting device name, click "Add", complete.





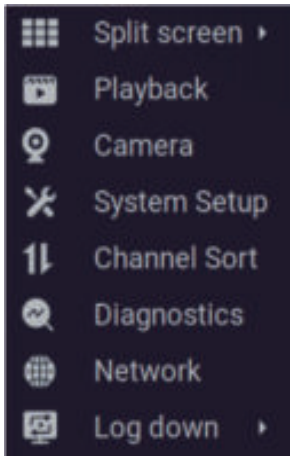






9. NVR Menu Option

Right click your mouse, you will see the main menu options.



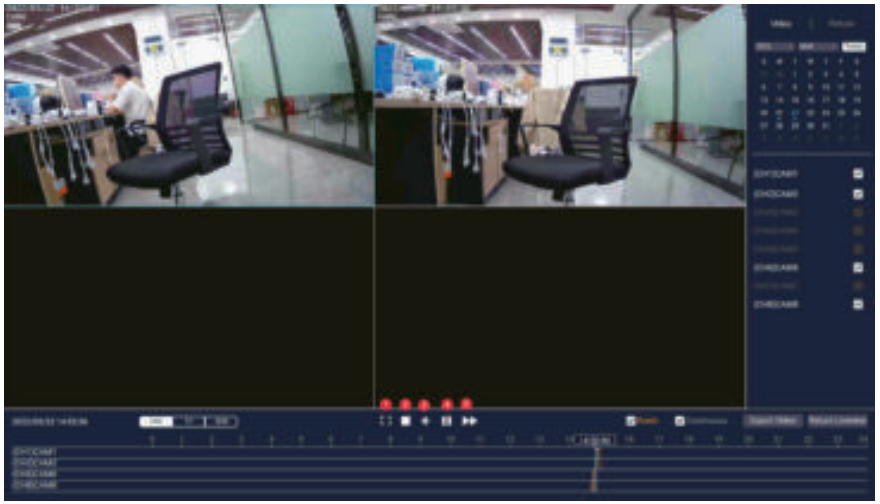
Split screen: Change the view state, you can choose to view multiple or single cameras.
Playback: Enter the video playback interface to play the recorded video, and you can click "**Export Video**" to download the record via USB disk.
Please note: the system can only view the playback of 4 channel at a time.
Camera: View the settings related to the added camera, such as set up record plan, motion detection and add extra camera etc.

System Setup: Manage all system settings
Channel Sort: Adjust the camera channel sorting order
Diagnostics: Diagnose camera status , signal and firmware version
Network: View your devices network connection
Log down: Logout, reboot, shutdown

9.1 Split Screen

Change status of live view, support x1 view, x4 view, x6 view, x8 view, x9 view, x10 view.

9.2 Playback on NVR

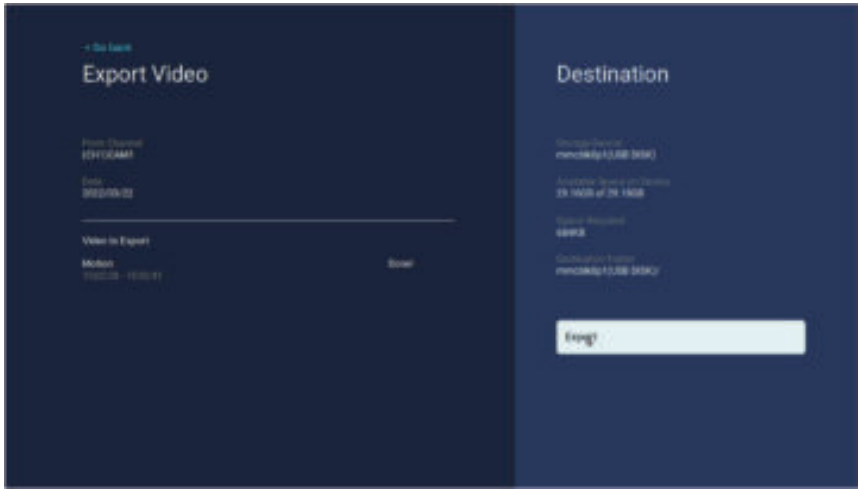


Right-click on the video preview interface and enter the "Playback" interface, it will automatically start retrieving the video of the day (default video playback).
Select the video playback type (video playback or smart playback), select the date and channel, and select the recording type(movement, timing, humanoid) and the recording will be retrieved in real time.

Button description:
1. Play in full screen;
2. Switch to 1 screen or 4 screen playback;
3. Turn on sound
4. Play, pause
5. Fast forward 2 times , 4 times , 8 times;

Timeline: You can click 24h, 30m in the lower left corner to switch the unit of the time axis. In the area with the video time axis. click the left mouse button to start playback from the time the mouse click.
Smart playback: Click "**Picture**" option on right upper corner and select the options of human shape, and mobile recording to View only the corresponding type of video clips (Note: SD card video recording does not support intelligent playback).
All recordings: Click on all recordings to display the required recording clips of the current channel, and you can select the recordings in the corresponding time period to play.

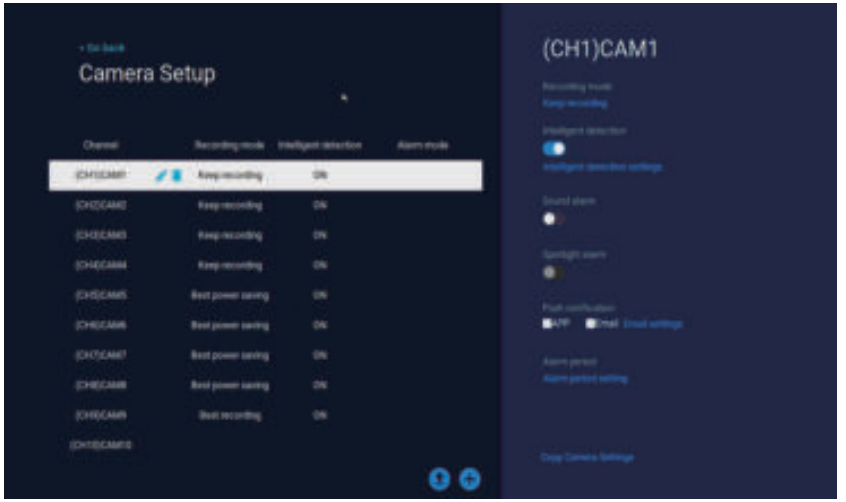
9.3 Download Videos on NVR



1. Inserting a SD card in NVR to backup videos is easy and convenient in the video playback interface.
Select the channel window that needs to be backed up→ click the backup Video button in the lower right corner→ select the export folder→ click export.
2. You can take out the hard disk from the NVR and then put it to your computer.
3. Please download the back up software:
http://download.dvr163.com/tool/DiskBackup.rar
that you can back up the file.
4. You need to download the player on your computer:
http://download.dvr163.com/tool/Video-player%20.zip, that you can play it.

9.4 Camera Setting

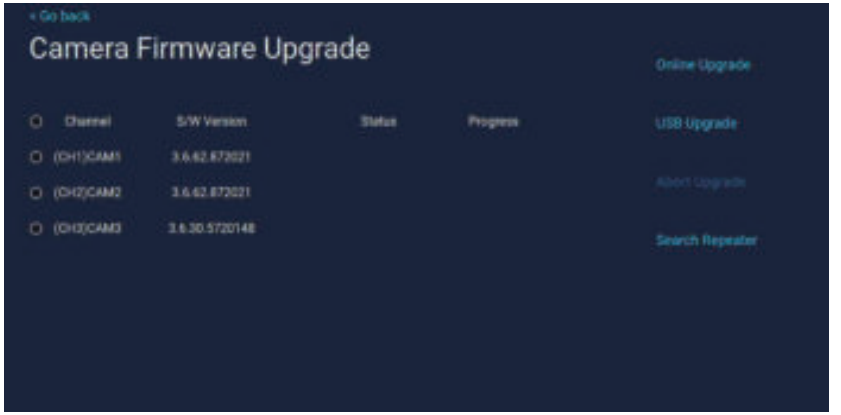
9.4.1 Camera setup



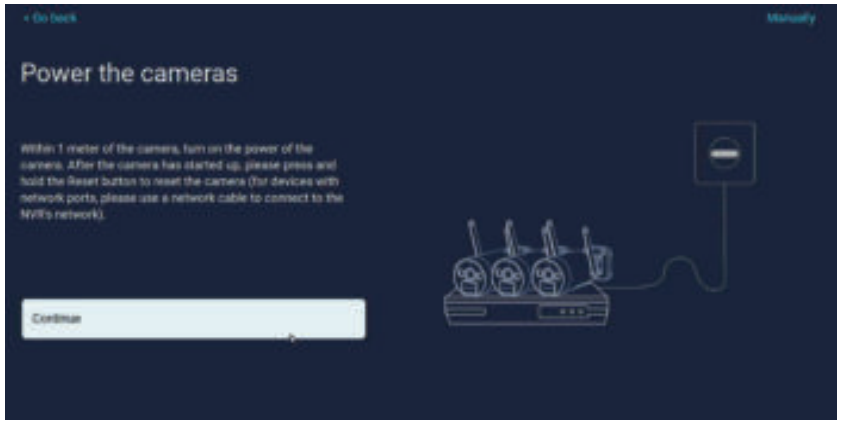
Name the camera. Delete camera.

Camera upgrade, select the camera you want to upgrade, you can select “**Online upgrade**” or “**USB Upgrade**”.

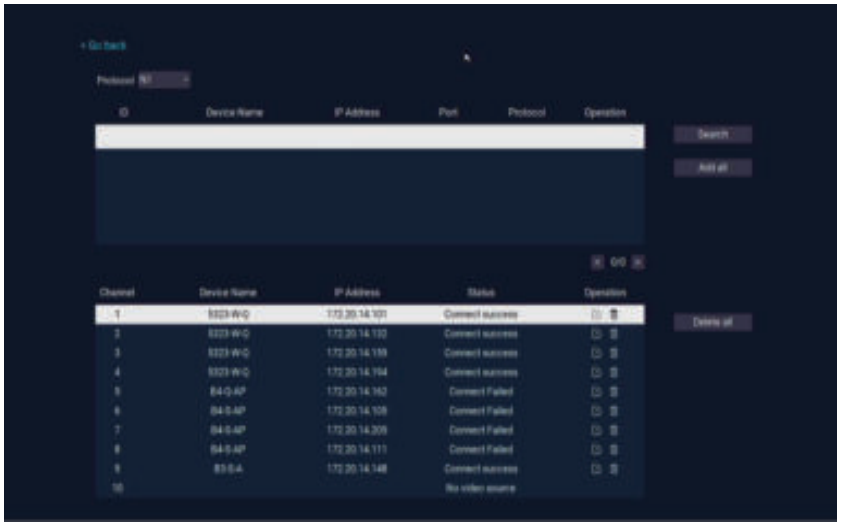
Please remember, when the camera works normally, do not upgrade the camera at will.



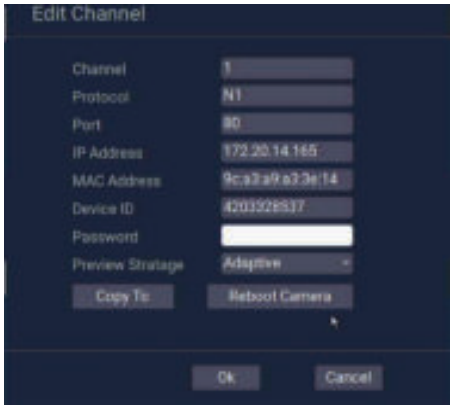
Add camera, after reset the camera, click add camera, NVR will search the camera automatically.



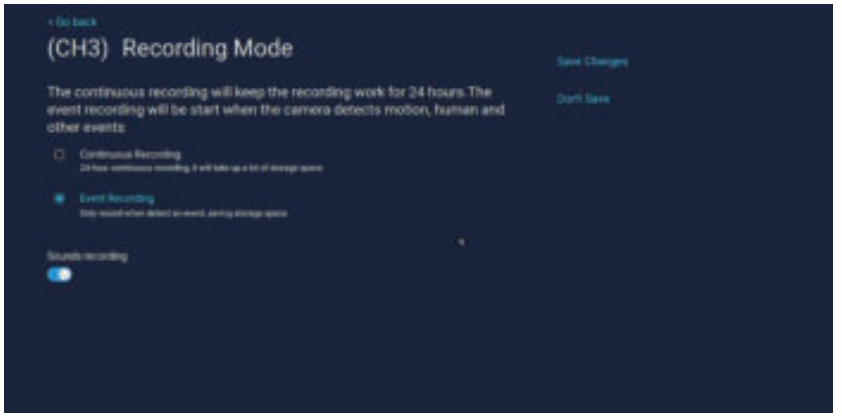
Manually: you can see the camera IP address on this interface.



Click Edit icon, you can see more information of the camera.



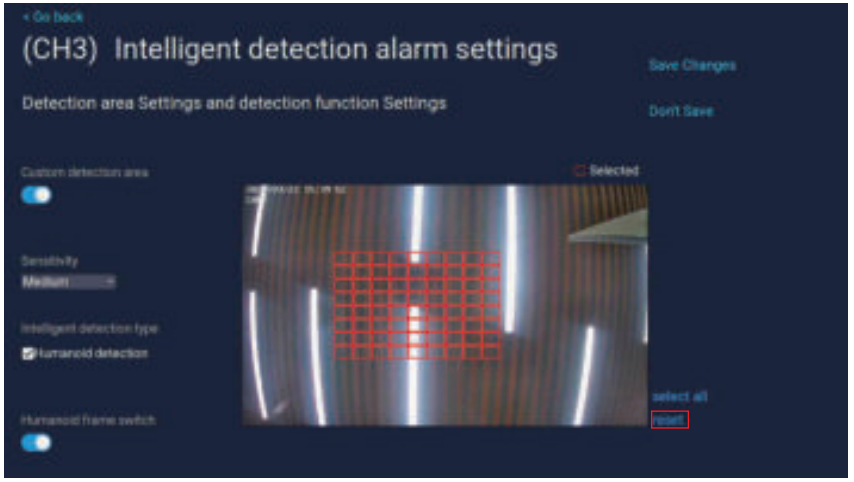
9.4.2 Setup Record Plan



Provide two record modes:
Continuous Recording: The camera will record 24/7.
Event Recording: Normally, the camera will enter sleep mode. When movement is detected, it will record.
Please remember to turn on "**Sound Recording**", otherwise, camera only records video without sound.

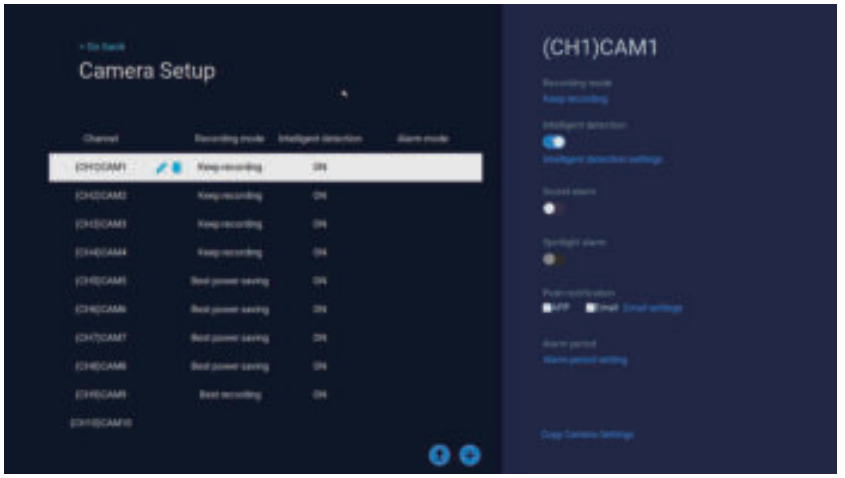
9.4.3 Motion Detection

Click "**Intelligent detection alarm settings**" on camera settings interface, you can setup motion detection.

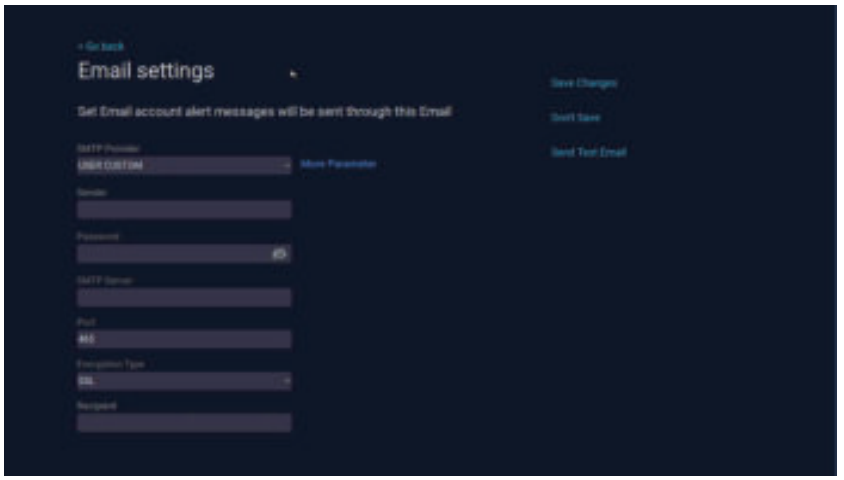


A. **Custom detection area:** Default select all area, show red color. If too many notifications are pushed, please click "**reset**", then hold the left mouse and drag to select motion detection area.
B. **Sensitivity:** if you get too many motion detection notifications, select lowest; less motion detection notification, select higher.
C. **Humanoid detection:** Turn on human detection to decrease the false detect.
Humanoid frame switch: When a person is detected, the target is framed.
After setting, please remember to click save changes, and then return to the camera setting interface.
D. Enable "**Push App notification**". The system pushes notification to App. But you need to add device to your phone first.

E. **Sound and Spotlight Alarms:** If camera is built-in speaker(2-way audio) and light, when camera detect motion, it will alarm and floodlight will on automatically.

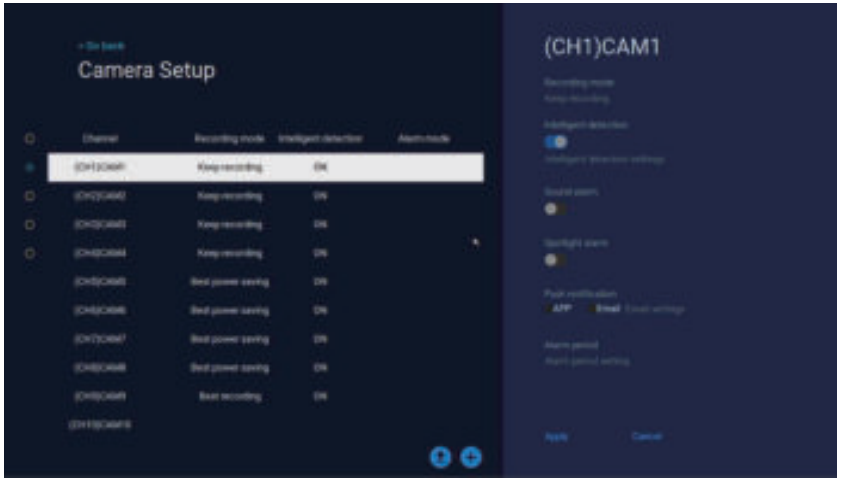


F. **Email Settings**
Check enable Email Notification first
Log in your email account and enable Enable SMTP service. Then go to NVR, click Email settings page. Click More Parameter to see more and input the information required to set email notification.
Please notes: Gmail turn off "Allow Less Secure APP Aceess " function on 2022-5-31, so Gmail can't setup successfully.
SMTP Provider: select your email provider
Sender: email which will get the motion detection
Password: some email will generate a password after you turn on SMTP service, then input this password, if not generate a new password, use your email password
SMTP Server: when you choose SMTP provider it will sync manually
Port: refer this link to find your email port: https://www.arclab.com/en/kb/email/list-of-smtp-and-imap-servers-mailserver-list.html
Encryption Type: SSL
Recipient: input any word to mention you is email from the system motion detection
After all setup, click "Send Test Email", to test email setting successfully or

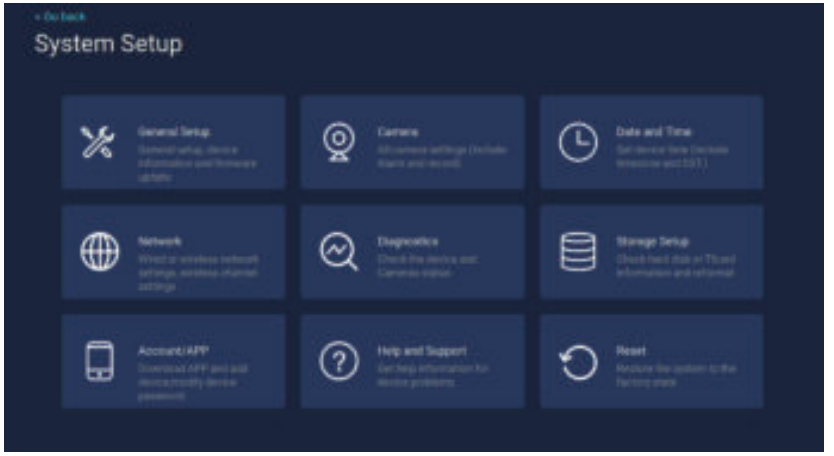


G. Alarm period settings: you can set different alarm time periods to reduce the time of frequent alarms.

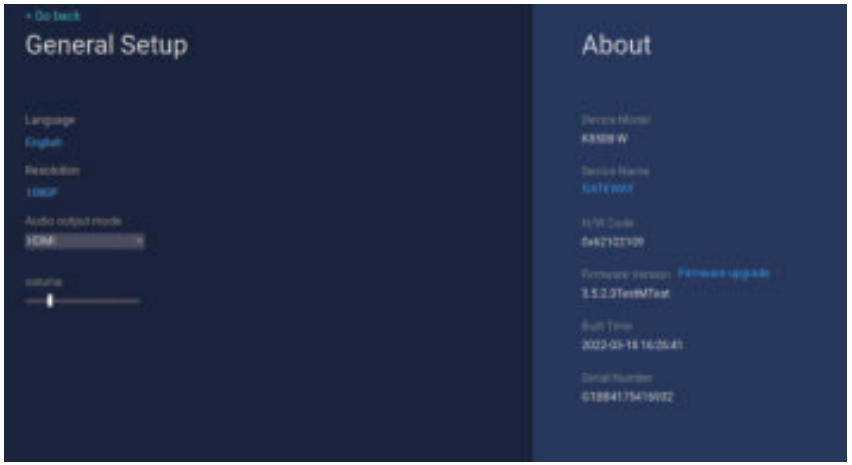
After setting up the camera, click "Copy camera settings", you can directly copy it to other cameras, which is very convenient.



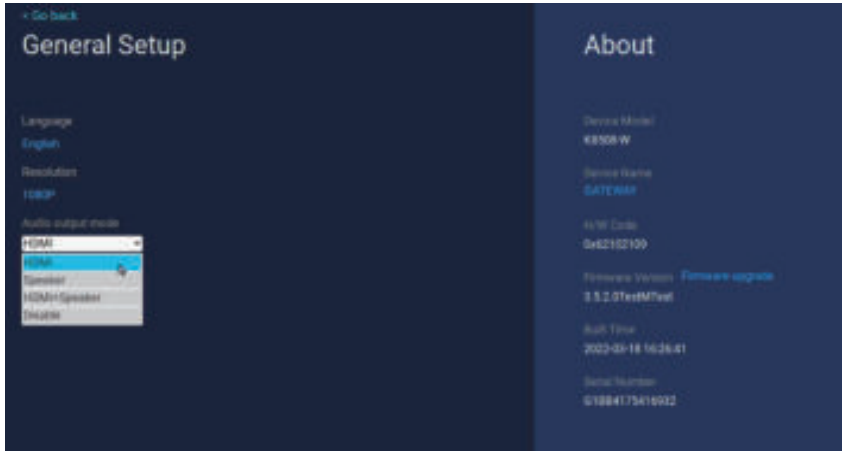
9.5 System Setup



9.5.1 General setup



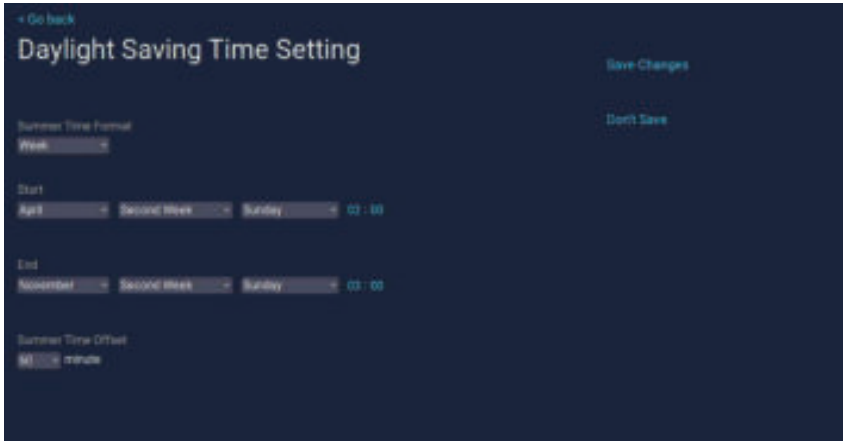
Language: setup the system language.
Resolution: this is monitor resolution, the default better resolution is 1080p.



Audio output mode
HDMI mode: The sound is directly transmitted to TV monitor through the camera, and the sound is played through the speaker of TV monitor.
Speaker: Directly transmit to NVR and play sound through NVR.
HDMI+Speaker: NVR and monitor speaker play sound at the same time
Disable: Only images, no sound.

9.5.2 Date and Time

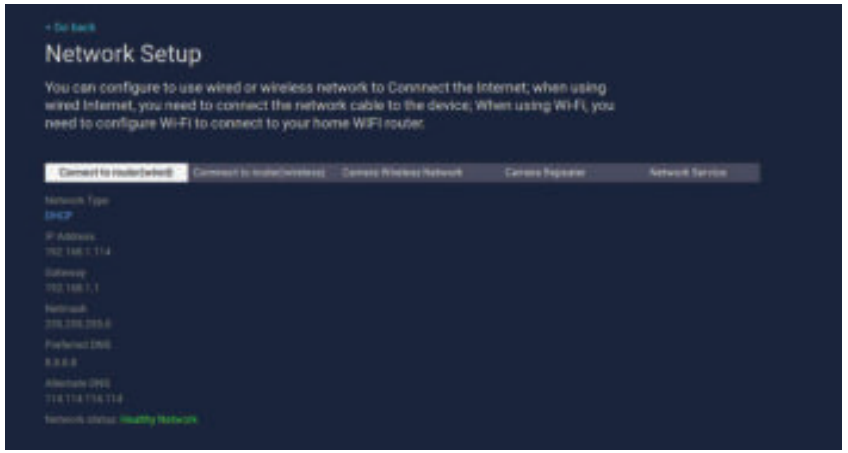
Automatically set time: when system connect the network, it will automatically use your local time,
Time Zone: find your city time zone to input correct one
Daylight Saving Time: You can set the start time and end time of daylight saving time according to the local time.



9.5.3 Network

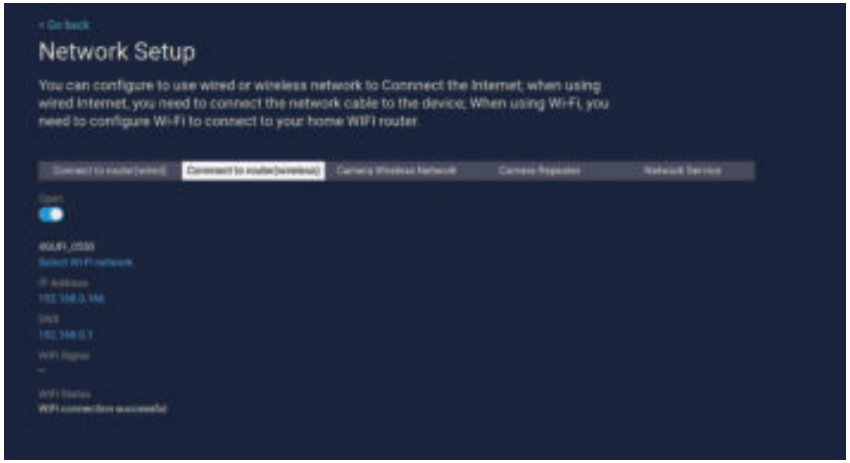
Connect to router(wired)

When you connect the NVR to your router via network cable, you can check whether it is successfully connected with on this interface.



DHCP: adaptive local network
IP address: NVR IP address(according to your router change to the same, the first 3 number should be the same, the last one can't be same, otherwise it will show IPC conflict)
Gateway: use router Gateway
Netmask: 255.255.255.0, no need change
Preferred DNS: suggest use 8.8.8.8
Alterable DNS: suggest use 114.114.114.114
Network status:
Healthy network: network connect successfully
Gateway Unreachable: means NVR IP gateway and IP address not the same as your router, Click DHCP, select static, then find your router correct IP gateway, such as 192.168.1.1, then IP address should be 192.168.1.*** which can't be the same as your router, change it on NVR.
Request DNS Error: disable DHCP, reboot the NVR and your router.
Network Cable Disconnect: make sure the NVR connect with router by Ethernet cable
Network Busy: disable DHCP, change the preferred DNS to 8.8.8.8, reboot the NVR and your router.

Connect to router(wireless)

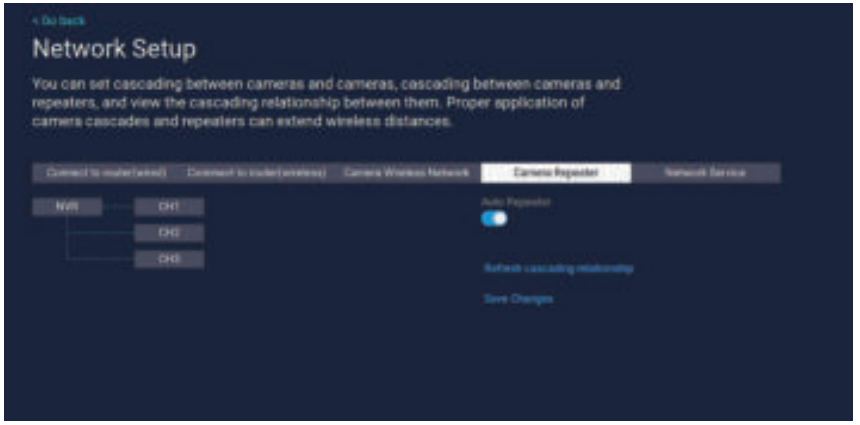


Except wire connection, you also can connect NVR to your home WiFi wireless. Select you home WiFi and input password, click **connect**.

Camera Wireless Network

ESSID: NVR hotspot (to pair with camera, can't be changed)
Password: NVR hotspot password can't be changed
Wireless Channel: according to your country policy choose correct one
Region: US(FCC), EU(EU), Asia(MKK)
Adaptive channel: the system will automatically select available wireless channels

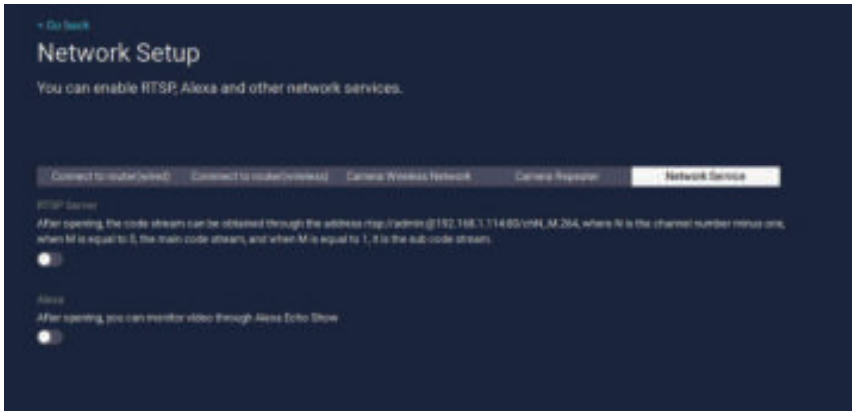
Camera Repeater



Each wireless security camera can act as WiFi repeater, so you can add the camera of weak signal to strong one to enhanced signal. You can enable Auto Repeater and the system will automatically form a WiFi relay chain. The camera with weak signal will auto connected to one with better signal. It may take half an hour to form an auto WiFi relay chain.
You can also set camera as repeater manually.
Before setting, please go back to main menu→ click **Camera Diagnostic**→ **More Diagnostic Results**, check the camera signal.

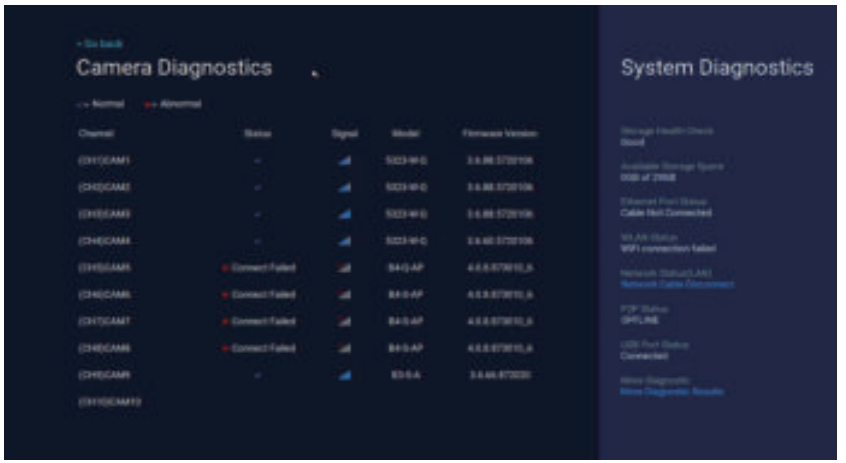
And then go to camera repeater, click channel of strong signal, add the weak signal channel behind it.

Network Service



Enable RTSP Server: rtsp://user:password@ipaddr:port/chN_M.264
user: The user name defaults to admin
password: The password is empty by default
IP address: IP address of the device
port: 80 or 554
N is the channel number: IPC is 0, 4 NVR is 0~3, 8 NVR is 0~7,10 NVR is 0-9, and so on.
M is the code stream number: the main code stream is 0, and the secondary code stream is 1
Alexa: enable it allow connect the system to echo show. Please refer the page 43.

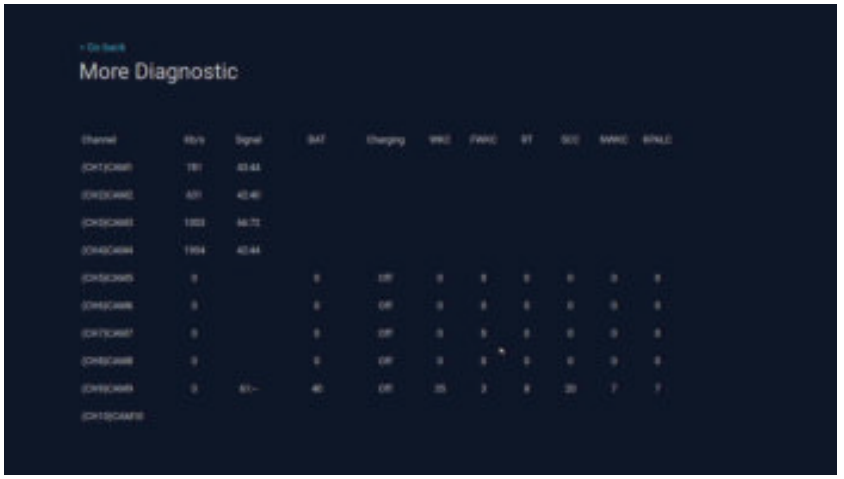
9.5.4 Diagnostic



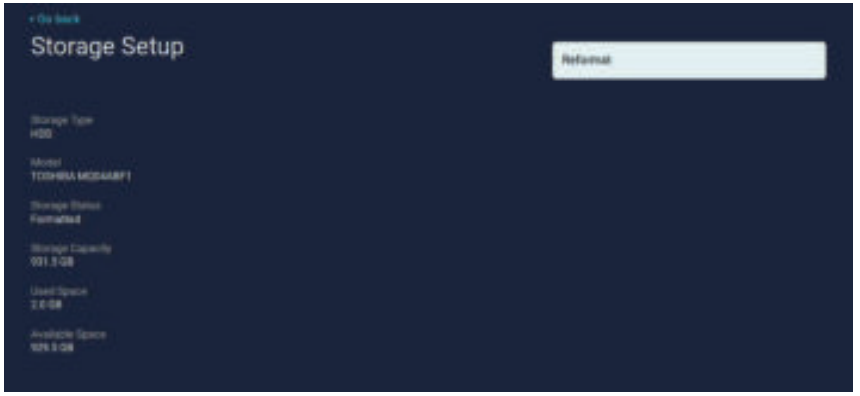
You can check the camera information on this interface, for example, check the camera status is normal or not, signal value and version etc.

More Diagnostic Results

You can see the main code stream of each camera and the accurate signal value.



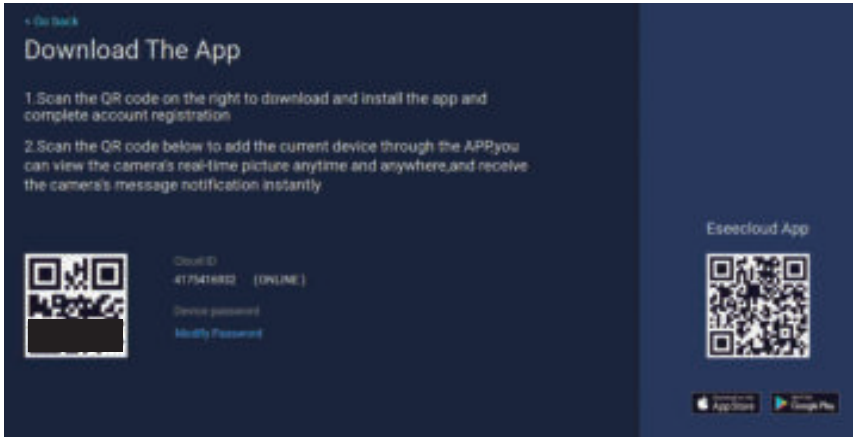
9.5.5 Storage Setup



Format: the first time to use please format the HDD, it will delete all record on your NVR

Please notes: if there is no any HDD information, please make sure the system you bought is built-in HDDor not. Besides, NVR power adapter output should be **12V2A or 12V3A**. Using camera power adapter 12V1A can't provide enough power for HDD work, and the monitor will show "**NO HDD Found**".

9.5.6 Account/App



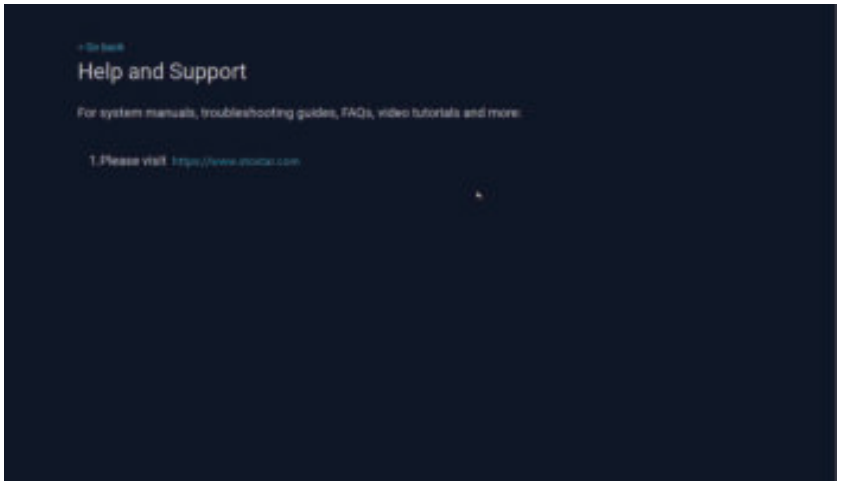
You can add the device to the mobile phone for remote access and check alarm notifications.

Modify Password: If you have set the password, you can scan the QR-code to add device directly.

9.5.7 Help and Support

If you have any problem of the camera system, please email us or call us at your free time, we will help you to solve your issue.

If we not reply you in time, you can go to our official website, there are solutions to some common problems on our official website. You can refer to the methods in it first, and we will reply to you as soon as possible at work.

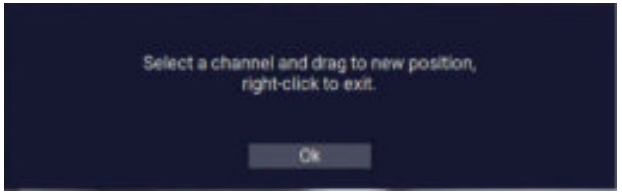


9.5.8 Reset

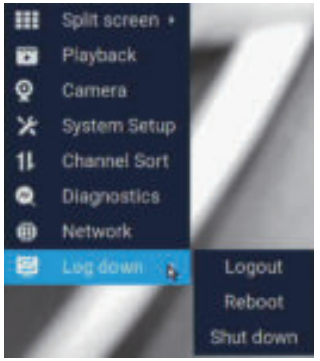
After restoring the factory settings, NVR will restart. If you check delete added cameras, all camera connection relationships with NVR will be deleted. You can reconnect the camera you want to NVR after NVR restart.

9.6 Channel Sort

Click this option, you can move the position order of the camera through the mouse.



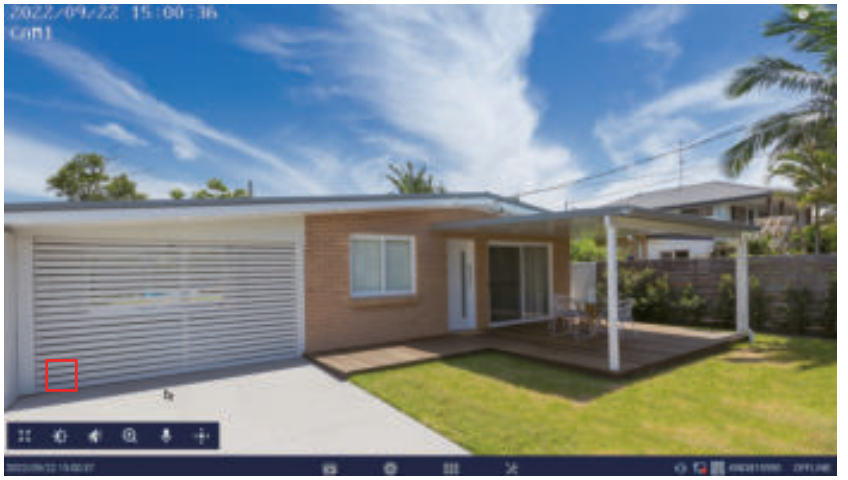
9.7 Log Down



Logout: logout user
Reboot: restart the NVR
Shut down: turn off the NVR, then unplug the power adapter

10. Channel Icons

10.1 Light Control

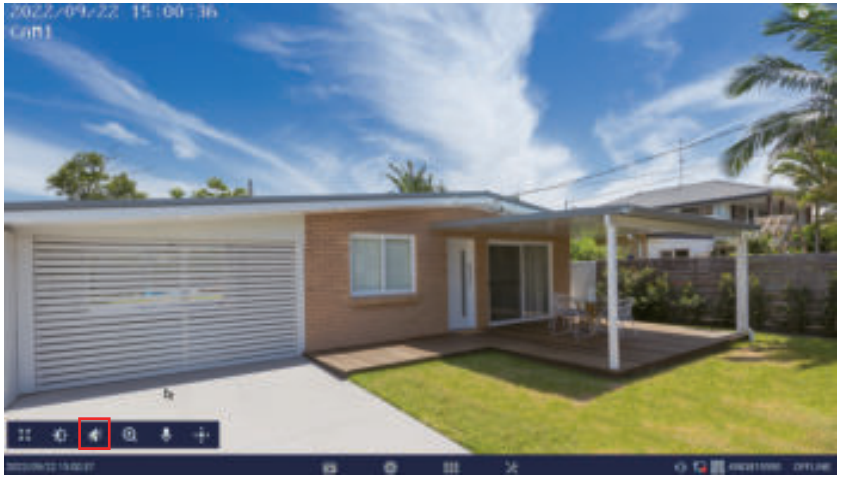


Infrared night vision: Camera records black and white image automatically at night. At daytime, it switches back to day mode.
Night vision off: Camera image keeps in full color day and night.
Infrared always on: Image remains black and white day and night
Full color night vision: When the surrounding light level is too low for color video, the floodlights will automatically on and camera records color images and videos.

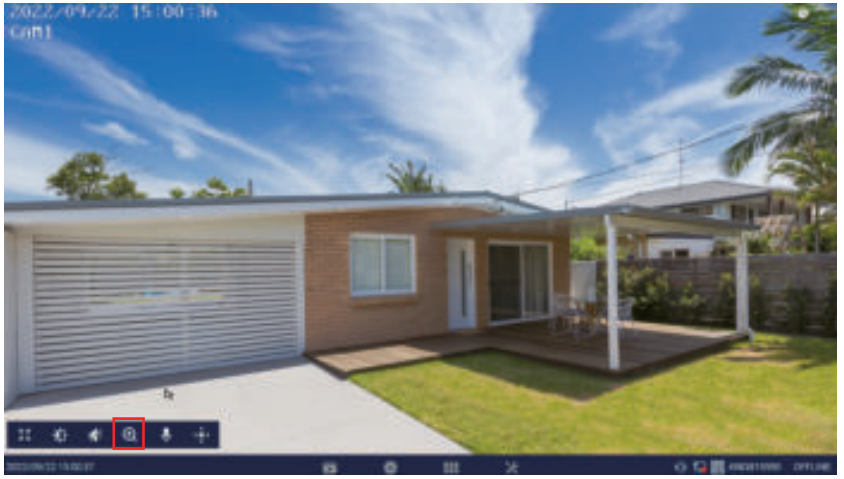
Smart night vision: When the camera detects a person or object, flood-light will on and camera records images and videos in full color. Normally, it is a black-and-white image at night.
Image Flip: he image position will be upside down.

10.2 Sound

If you want to hear the sound of camera, please enable audio.

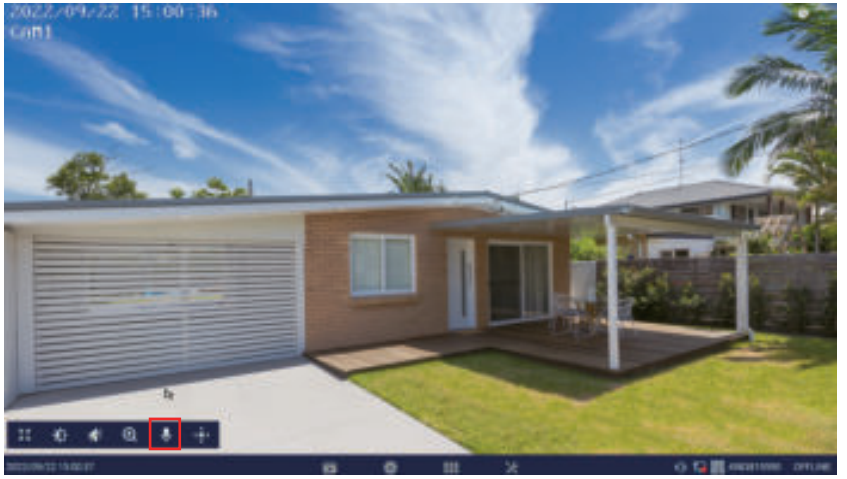


10.3 Digital Zoom



On the left bottom, click to enter Zoom and scroll the mouse to zoom the image, you will see a red frame on the right bottom, move red frame to anywhere you want to zoom, then click “+,-” to zoom
If you only scroll mouse, it only zooms the right top corner.

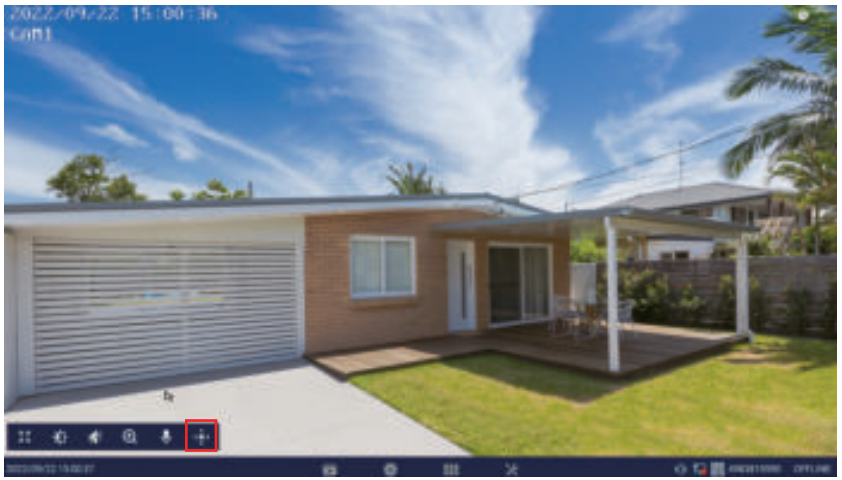
10.4 Microphone

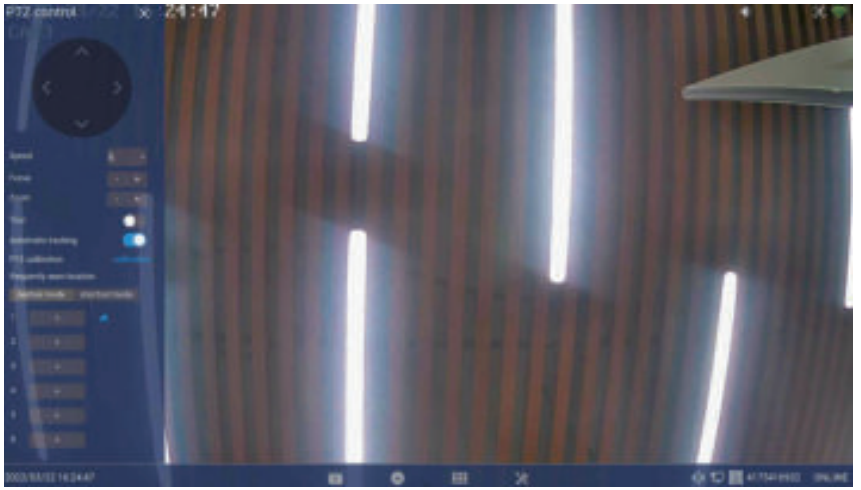


Click “Talking” to speak some word on the NVR monitor.
The TV/PC monitor without speaker and microphone does not suport Talking.
Please notes if you want to hear the sound from camera, please hang up at first

10.5 PTZ Control (Only for PTZ camera)

If the camera system you purchase is bullet camera, ptz function cannot be used. However, NVR supports adding 10 cameras. You can add another PTZ camera of our brand.

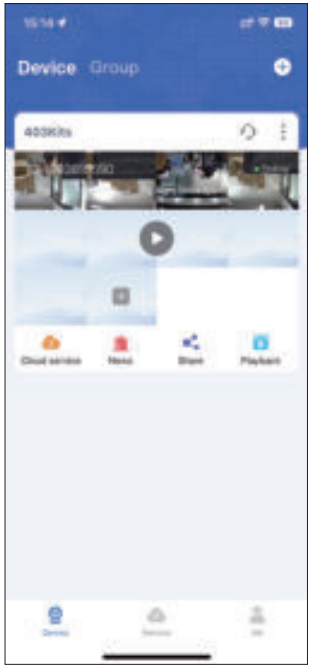




PTZ Control: Drag the direction key to move the camera lens up and down, left and right.
Speed: Select a rotating speed of the camera to your like.
Focus: When zooming in/out, if the camera image is not in focus, click this option to focus manually. However, if the image is normal, do not click it, because it will damage the image definition of the camera (only for optical zoom camera).
Zoom: zoom in or out the camera image (only for optical zoom camera here).
Tour: enable this option, camera will auto rotate 360° and end in 4 hours.
Automatic tracking: when the camera detects an object, it will follow the movement of the object.
PTZ calibration: when there is a deviation in the camera position or the pan tilt cannot rotate left and right or up and down, click PTZ adjustment, and the camera will calibrate automatically.

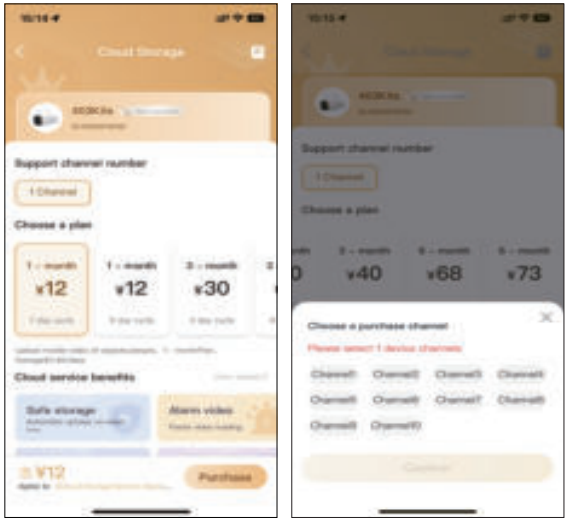
Frequently seen location
Normal mode: adjust the camera lens to a position as you want, click “add”, then click the camera icon on the right to select the channel.
Shortcut mode: this option is only available for optical zoom camera, some functions of the optical zoom camera need to input the command code to start.

11. App Function Settings

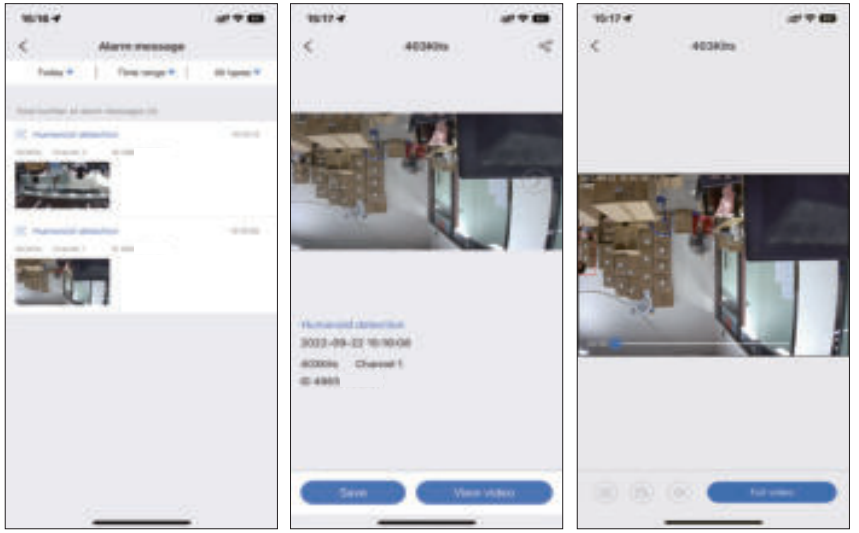


11.1 Cloud Service

Click “ ”icon to buy cloud storage. NVR with built-in HDD no need to buy cloud storage, or the videos will be stored in HDD and cloud storage at the same time. Cloud storage service needs to be purchased for each channel seperately.



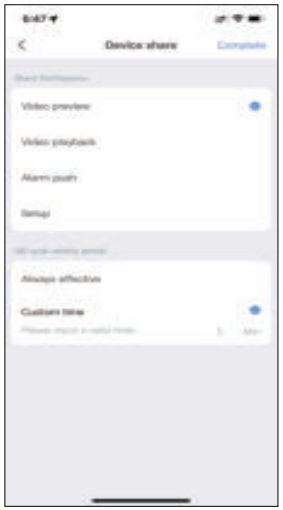
11.2 News



Check motion detection message and photo, click the photo → **View Video** → Full video to see 30s motion playback.

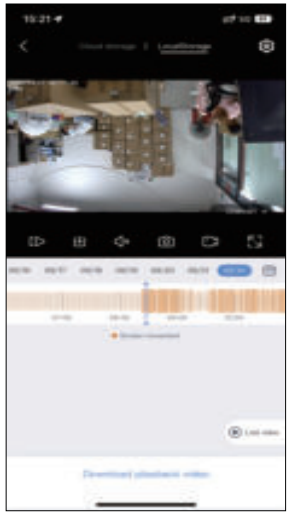
Please notes if no playback on NVR monitor, it will show no video. Make sure NVR set recording function.

11.3 Share



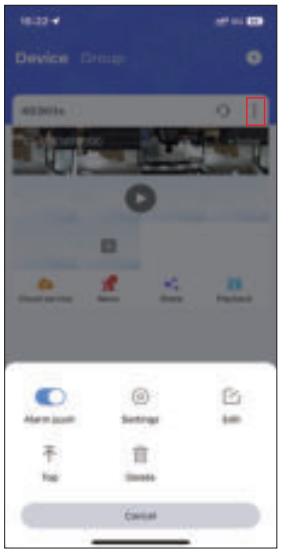
Click "Share" icon to share the device to your family members or friends without letting them know the system admin password.
Share Permissions: set the permissions allow others to check.
QR code validity period: QR code valid time
Let people whom you would like to share your cameras download App, register an account and scan shared QR code to view the cameras.

11.4 Playback



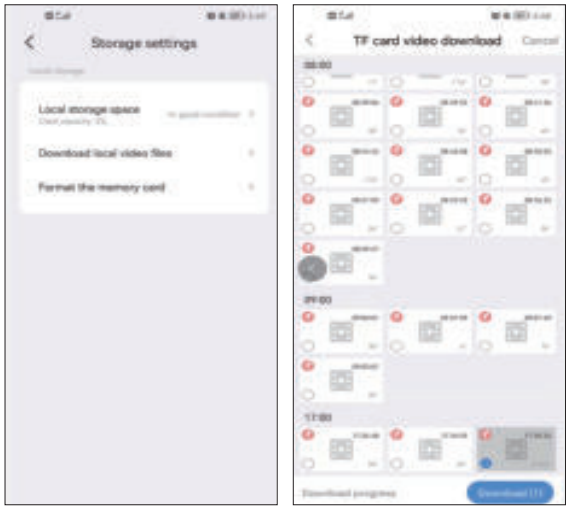
Click "Playback" icon to playback , select "Channel" icon to select channel, click "" icon to select a date. Here playback doesn't support fast forward or backward. But CloudStorage playback supports fast forward.
Click "Download playback video" icon allow to download the playback on the phone.

11.5 Setup NVR Function

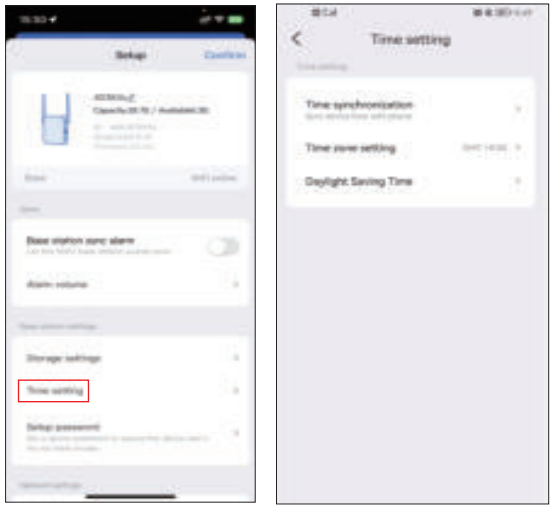


Click ⋮ icon, go to Settings, you can set up the NVR function.

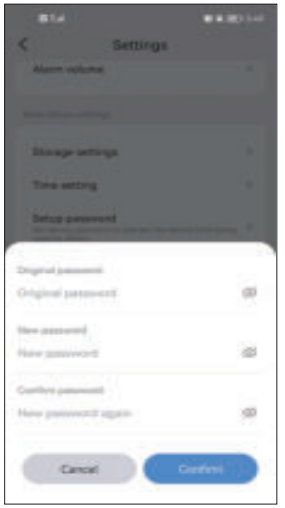
Base station sync alarm: when camera detects object moving, the NVR will alarm.
Alarm volume: NVR alarm volume
Storage settings: Check used capacity and condition of local storage and download the recorded video. You can click format the memory card to format SD card.



Time Setting: Time settings for all cameras .



Setup password: Set new password for your camera system. After setting, please re-enter the new password on your NVR.

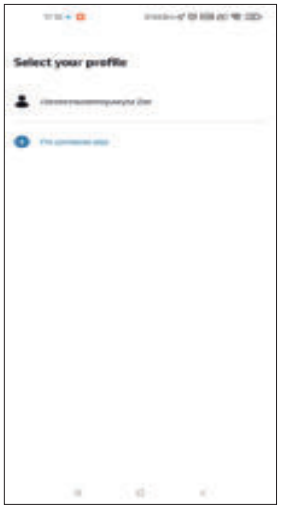


Set Wi-Fi channel: If the signal is not good, the signal can be enhanced by modifying the signal channel.
Configure WiFi connection: After connecting your WiFi, if NVR is connected through the network cable, unplug the network cable, and NVR will automatically switch to connect your WiFi wirelessly.

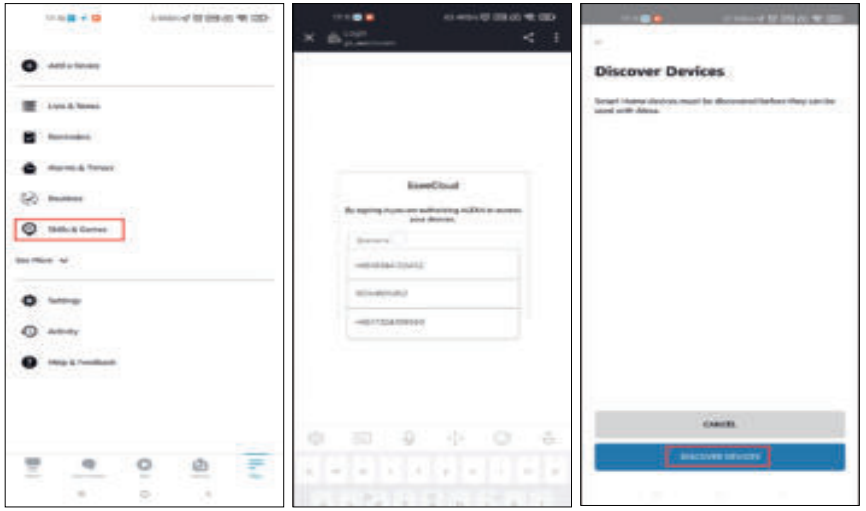
Alexa service authorization: Please enable this option before adding the device to Alexa, otherwise you will not be able to connect successfully.

11.6 Steps to Connect with Alexa

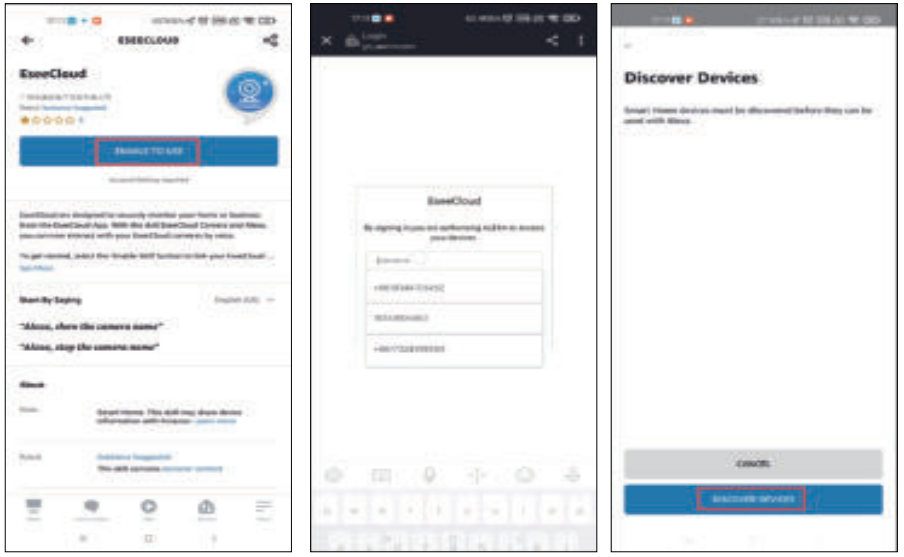
1) After enable Alexa option, please go to Alexa App, login your Amazon buyer account and password.



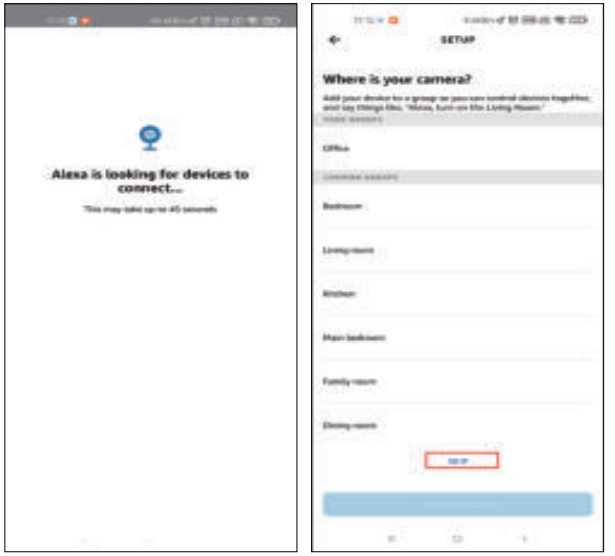
2) Go to more, click "**skill & games**" → search "**EseeCloud**" → click DISCOVER DEVICES.



3) Click **ENABLE TO USE** → input account and password of Eseecloud → select **DISCOVER DEVICES**.



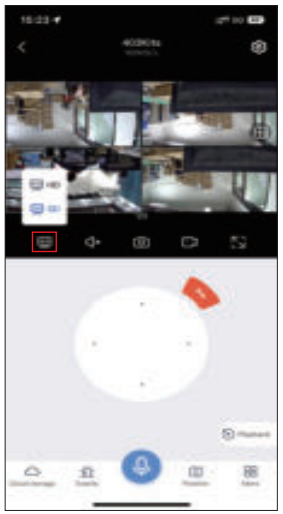
4) Wait for 45s to find the device, after finding your device, you can view the camera on Echo show.



Connecting device: You can enter a separate channel to set.

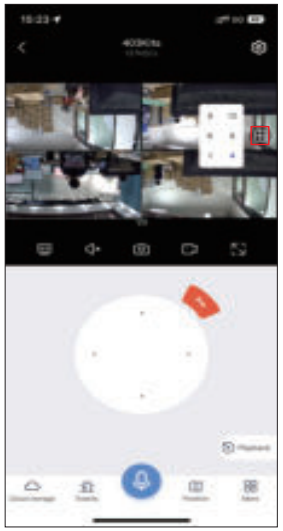
12. Real Time Recording Function Options

12.1 SD & HD mode



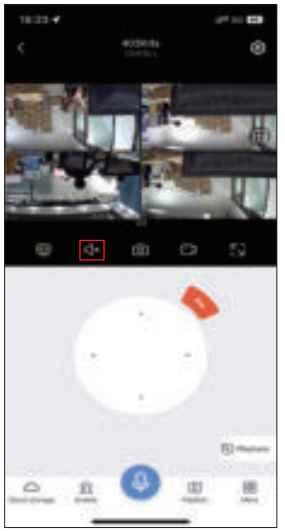
Click “ ” icon switch SD to HD mode. Camera default SD mode, for clearly image please switch to HD mode. Note: the server can't always support HD viewing, so please switch SD to HD manually to view clearer videos on phone App.

12.2 View More Camera



Click “ ” icon switch to view by x1, x4, x6, x8, x9, x13 cameras.

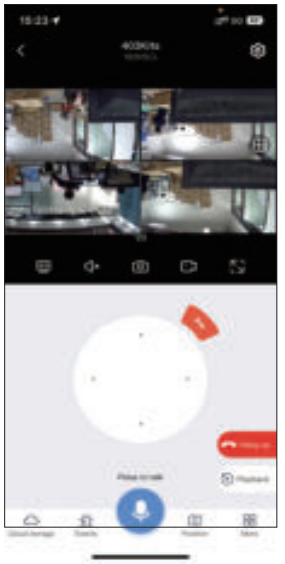
12.3 Volume ON/OFF



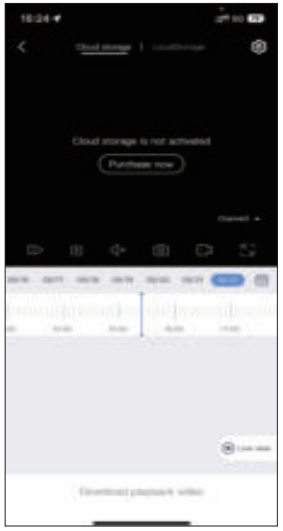
Click “ ” icon to turn on hear real-time recording sound of the camera. Please note that you also need to turn the phone volume up to hear clearly.

12.4 Two Way Audio

Two way audio camera please press the “ ”icon to communicate with people near the camera.

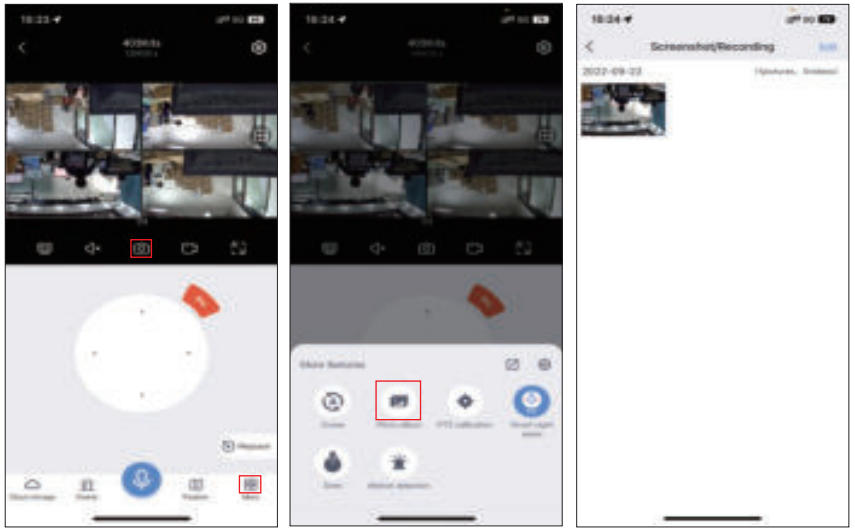


12.5 CloudStorage



Click “ Purchase now ” icon to purchase cloud storage service then you can playback videos saved by cloud storage

12.6 Screenshot & Recording



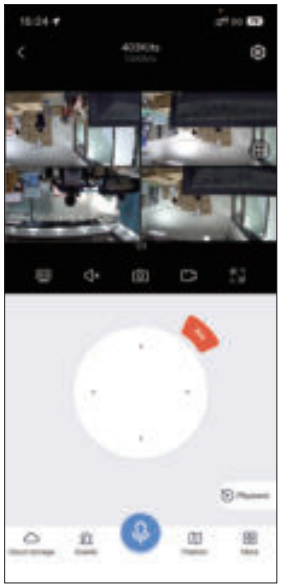
Take a screenshot or manually record an important picture and save it on mobile phone as evidence in the future.

After recording successfully, please click “ ” more icon → select “ ” Photo album icon, you can check the video on this interface.

12.7 Landscape View

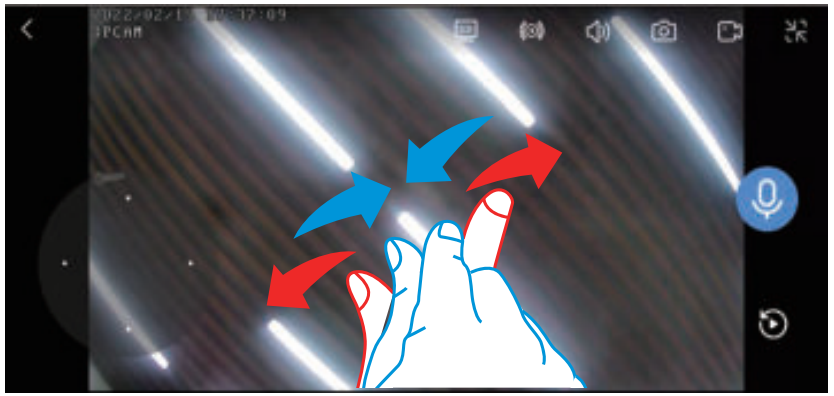
Click the ” ” icon to switch the vertical screen viewing to landscape view.

12.8 Pan Tilt (only for PTZ camera)



Click “ ” to turn the pan and tile function, drag the direction key to move the camera lens up and down, left and right.

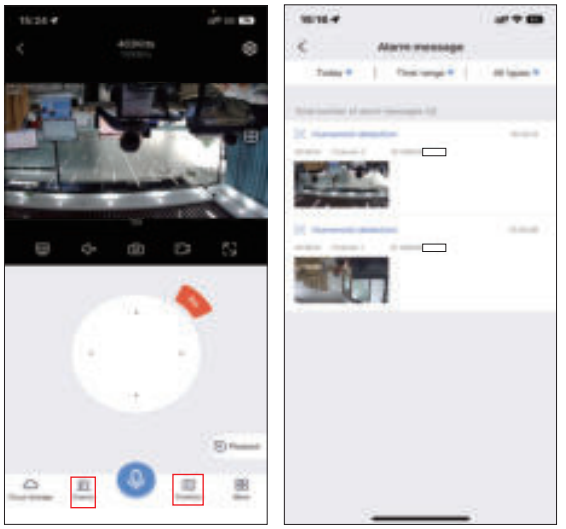
12.9 Zoom and Focus



For digital zoom camera, please manually zoom in and out with your figures.

Click “**Pro**” to set optical zoom function for camera with optical zoom.
Zoom: This function only using for optical zoom camera, if you are purchase digital zoom camera, click to zoom in and out is unresponsive.
Focus: When zooming in / out, if the camera image is not in focus, click this option to focus manually. However, if the image is normal, do not click it, because it will damage the image definition of the camera.

12.10 Alarm Message



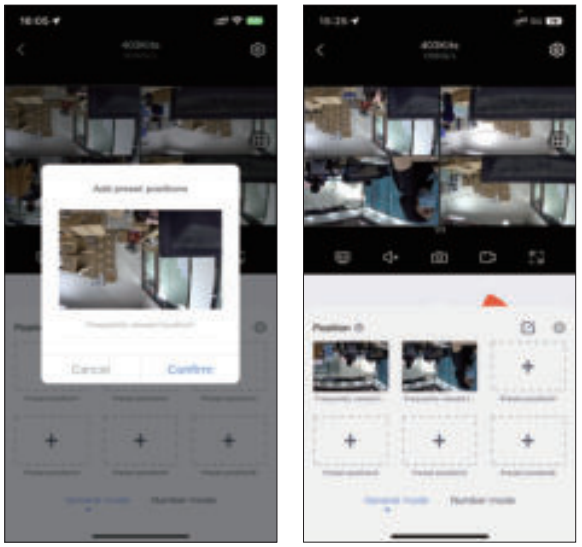
Click ”

” icon, to see motion detection information.

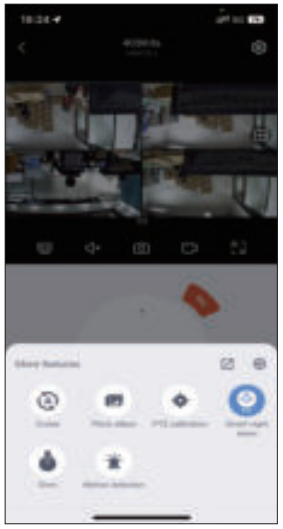
12.11 Frequently Viewed Location

Only work for PTZ camera, click “ ” icon.
Set several positions that you viewed frequently. You just need click **transfer button** instead of moving the camera lens position manually .
a. Adjust the camera lens to a position you want, click **add Preset position**.

b. Named the Preset position, click confirm, directly click the image in the box and the camera will return to the position you set.



12.12 More

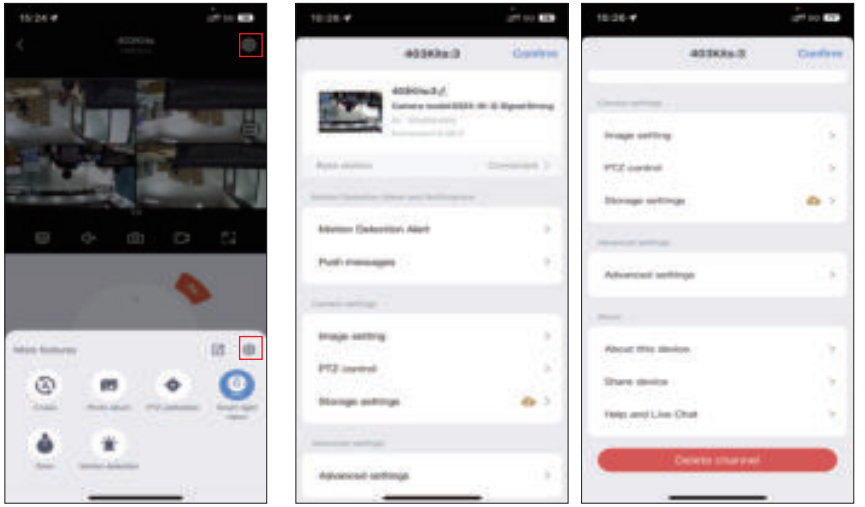


Cruise: turn on it, the camera will start 360 ° automatic cruise for about 4 hours(only work for PTZ camera), and then stop.
Siren: When detect a stranger appears in your home and near the house, please click the alarm button, and the camera will make an alarm sound to scare away the intruders. The alarm sound lasts for 14 seconds.

Night Vision Mode: If you turn off night vision, the camera will keep day light mode, select "**on**", it will switch to infrared mode at night. Select "**Auto**", it will turn on floodlight at night.

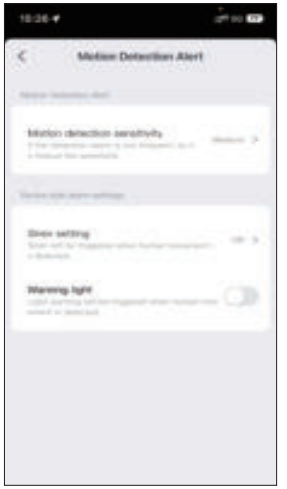
12.13 Settings

Select "⚙" icon go to change some settings of camera.



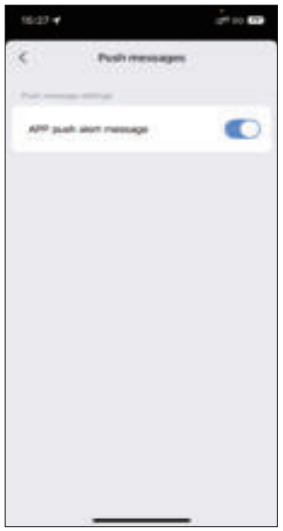
12.14 Motion Detection Alert

Motion detection sensitivity: If you receive too many false alarm messages, please set the sensitivity of motion detection to low
Siren setting: to turn on camera siren function
Warning light: to turn on camera warning light



12.15 Push Message Settings

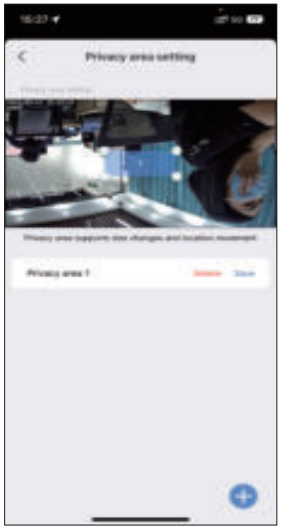
Enable this option, so that you can receive alarm message.



12.16 Image Setting

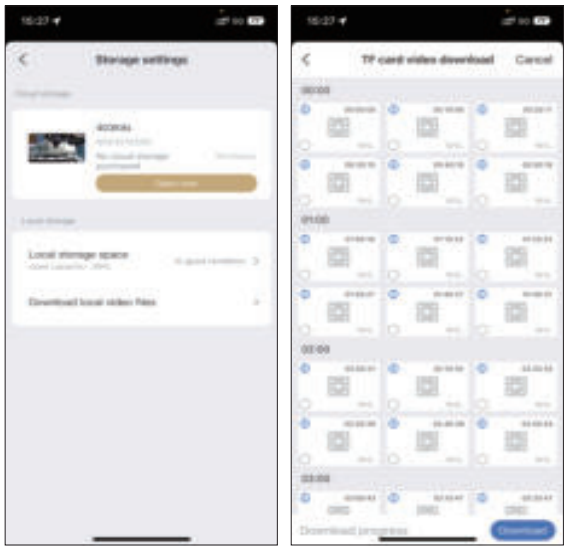
Night vision mode: If the lighting mode cannot be set successfully in more options, you can also set it in picture settings.
In addition to these three modes, you can also choose to turn on the infrared light all the time, and the image will remain black and white no matter day or night. Turn off night vision and it will always maintain full-color night vision.

Privacy zone setting: Set the privacy area, and the image area you set will be covered with color boxes.



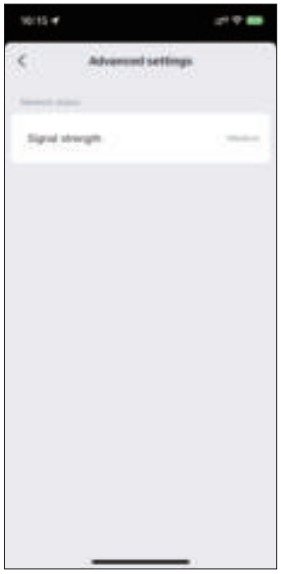
12.17 Storage Settings

You can check the hard drive status and download video.



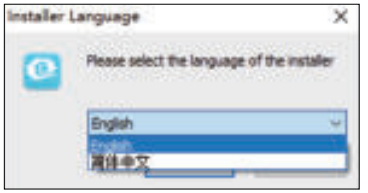
12.18 Advance Settings

Check the camera signal is weak or strong.

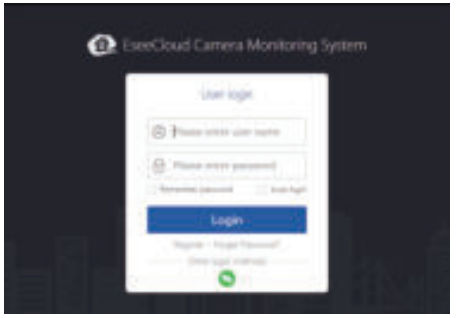


13 To View on MAC and Windows Computer

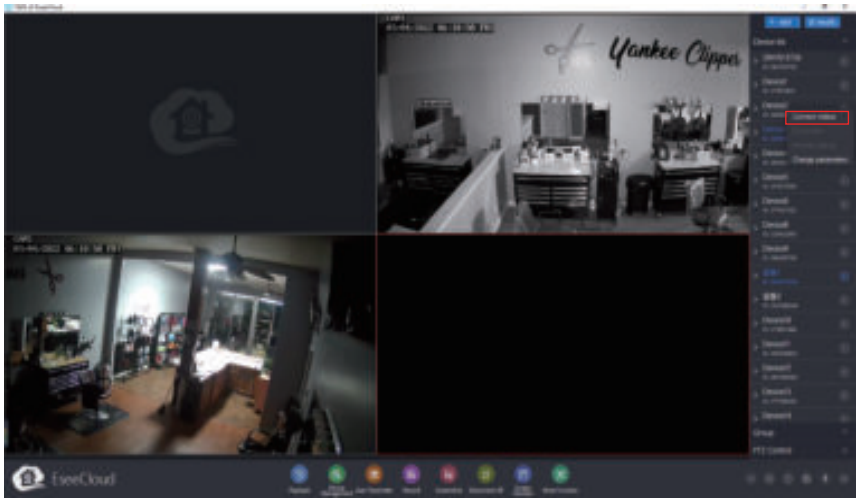
Download Eseecloud for Mac or Windows Computer
Please email support@stoxtar.com to get the software download.



Select English to install the software.



Login with phone EseeCloud account(email or phone number and password).
Mac computer please click switch to cloud login then input phone EseeCoud account.
After login, camera system will automatically synchronize on computer.

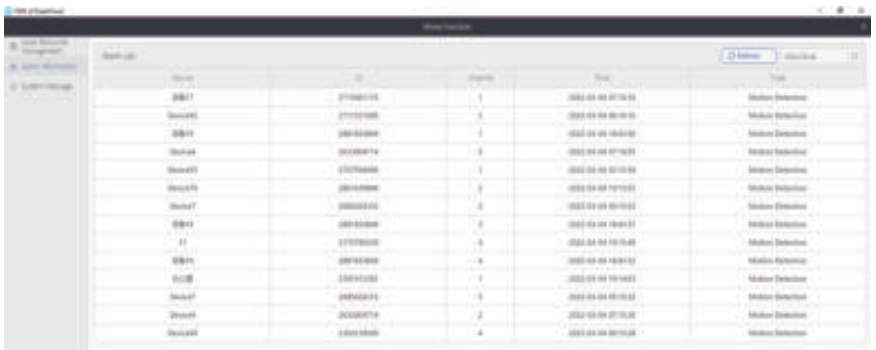


Select Connect videos icon to see camera live stream on computer.

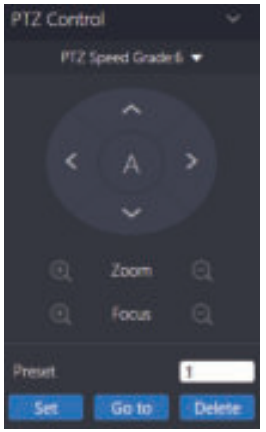
Click icon to see the playback.

Click allow to change the view channel from 1-64.

Click icon to see EseeCloud software version and motion detection message .



Click PTZ Control icon to control the PTZ camera, Zoom and Focus only work on optical zoom camera.



14. Frequently Asked Questions

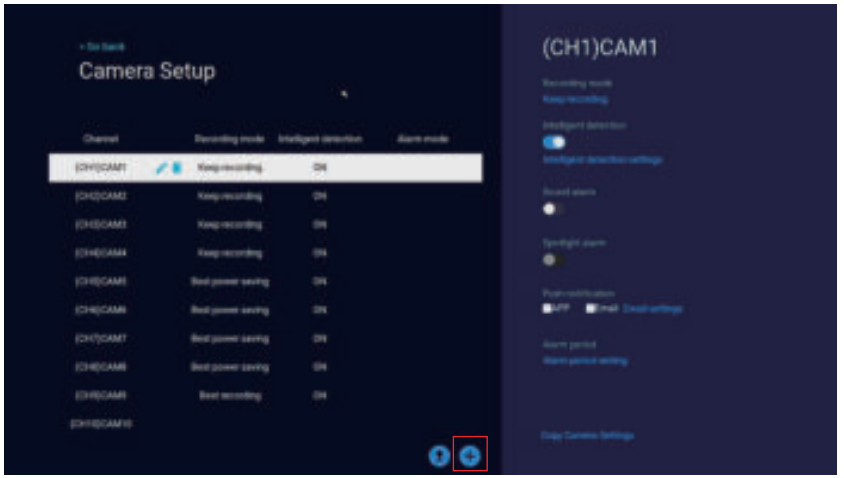
Q1: How can I troubleshoot camera issues: IPC disconnected / Connect failed?

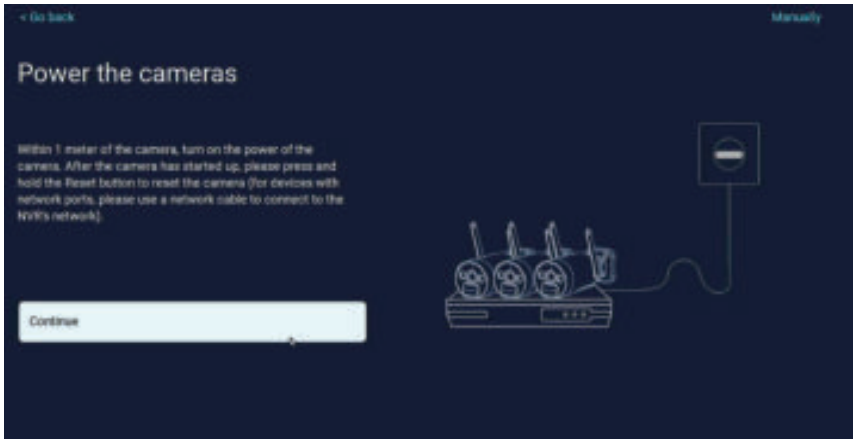
A: 1. Check to see if the power adapter is working by testing with power adapter of a good camera.

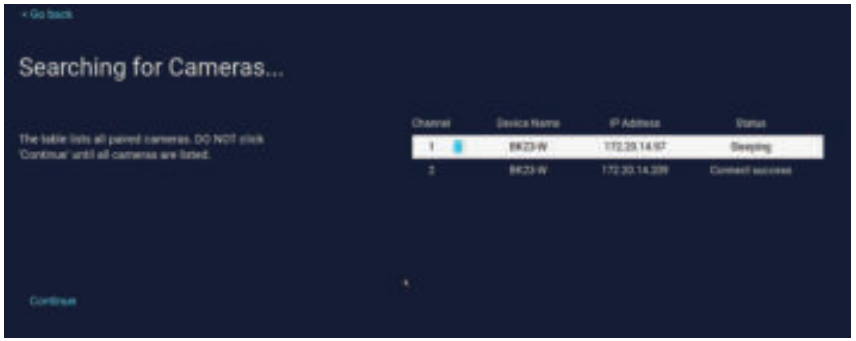
2. Move the camera close to NVR box to check whether videos show in monitor or not. If yes, the camera power adapter may be defective.

3. If there is no video, cover the camera photocell with your finger as shown in the figure below. If the IR-CUT light turns red in the darkness, the camera is working but still not show image.

Please delete the cameras which Connect failed on Camera setup, press camera reset button about 10s, click , Continue, wait for a new camera IP address show up, then still click continue to exit and install camera outside.



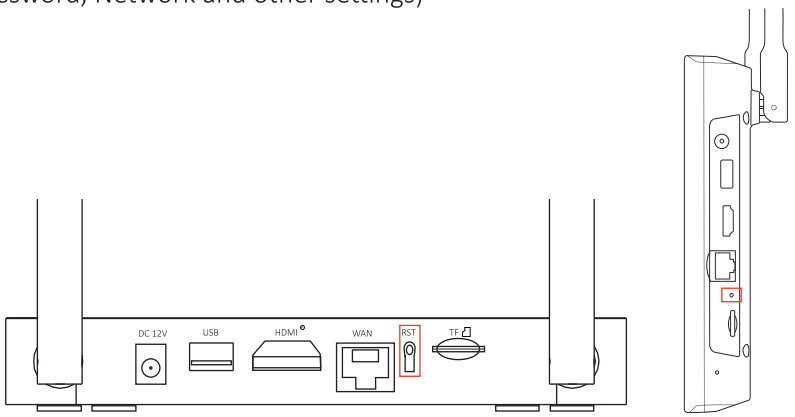




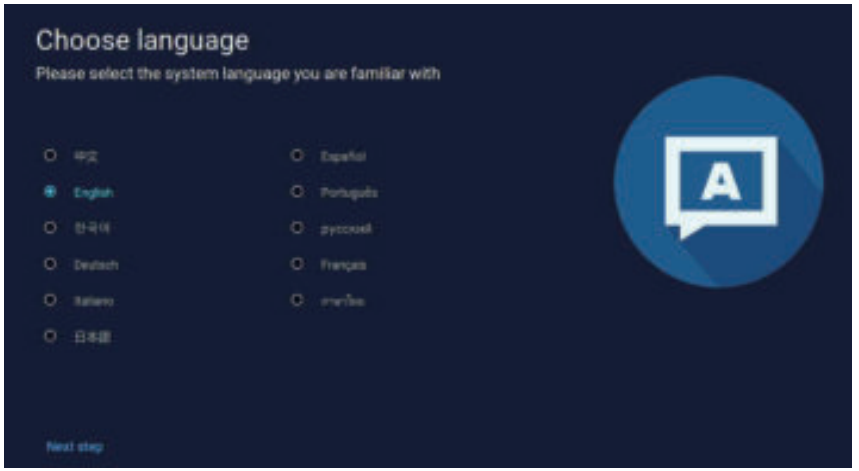
If it does not turn red, this indicates that the camera has experienced a malfunction. In this case, please contact us for after sale service.

Q2: How to do if forget the system password?

A: 1. Press the reset button for 3 seconds, NVR will reboot and clear the password, Network and other settings)



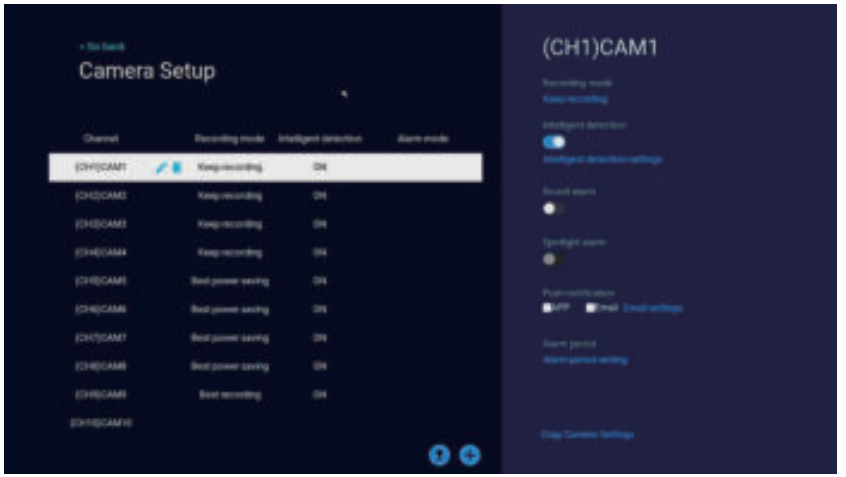
2. After reboot NVR, The system will restore the factory settings. You need to select the language, connect WiFi, reset the password and setup a new password, but you don't need to reconnect the camera.



Q3: How to add a new camera to your NVR?

A: lease refer below steps to connect camera with NVR.

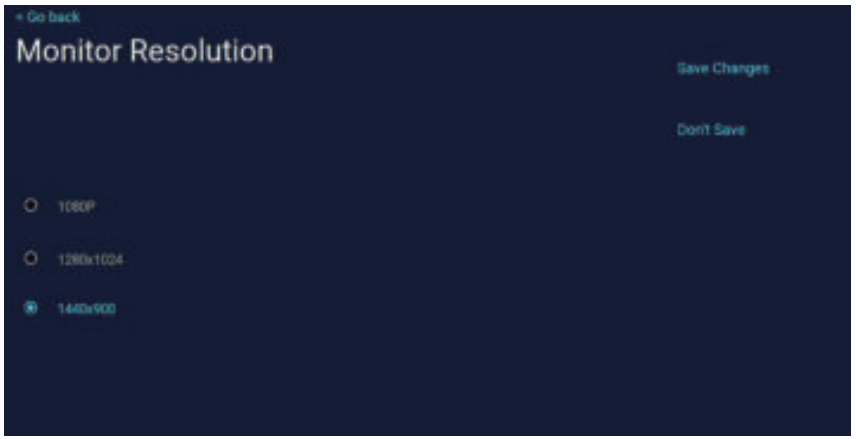
1. Connect camera with power adapter, and put it close to NVR,
2. Make camera antenna and the NVR wifi antenna are parallel,
3. Right click the mouse, select camera, click add icon, continue,
4. Press the reset button for 10s, then move the hand away
5. New camera ip address 172.20.14.** show up, click **continue** to complete connection.



Q4: Connected the system with monitor, why nothing is showing here?

A: Default output resolution of the NVR is 1080P, which may not be compatible with some monitor screens. There are a few options you can try to fix it:

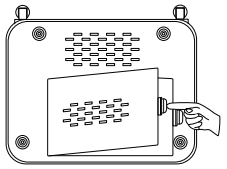
1. Press the left side of the mouse about 30s, don't remove your finger from the mouse, and wait the system reboot, it will change to the minimum resolution.
2. Try another monitor with hdmi cable until getting video on the monitor screen. Don't forget to change the input to hdmi on a tv.
3. When you see the video on another monitor, right click the mouse→ **system setup**→ **general setup**, adjust the display resolution to 1440x900, click save changes. Finally. Change to connect system with the first tv monitor, check if you can see the video once connected.



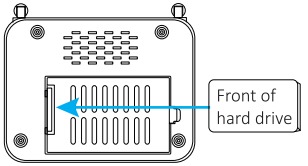
Q5: How to install the hard drive?

A: The camera system includes 2.5 inch 1TB hard drive.

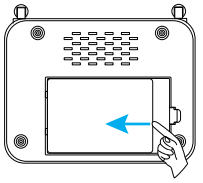
1. Open the hard disk cover on the back of the chassis and remove the cover.



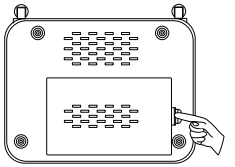
2. Align the hard disk socket with the wiring port on the NVR, insert the hard disk, and pay attention to the direction of the hard disk.



3. Align the hard disk with the hard disk socket and push it to the left to fix the hard disk.



4. Close the hard disk cover.

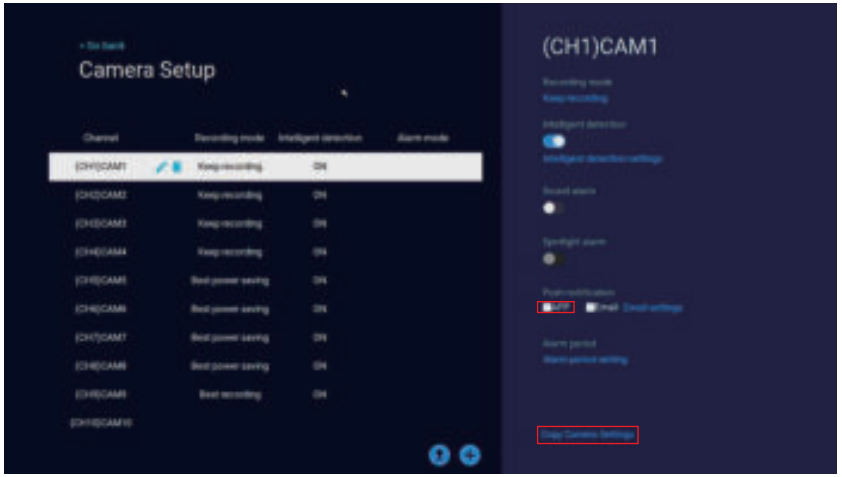


Q6: What should do show HDD not found on NVR?

A: 1. Open the cover behind the NVR, check whether the hard drive is installed, take out the hard drive and reinstall it.
2. Check the power adapter of NVR is 12V2A or 12V1A, it must using the 2A power adapter.
3. Right click your mouse→ **system setup**→ **storage setup**, check whether you can see the hard drive info. If so, the hard drive is working.

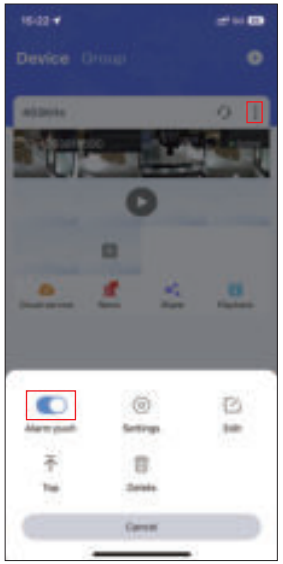
Q7: How to receive notification alarm message on cellphone?

A: 1. Right click the mouse→ Camera→ enable **Push notification**, after set it up, click **Copy camera settings** to set to all channel.

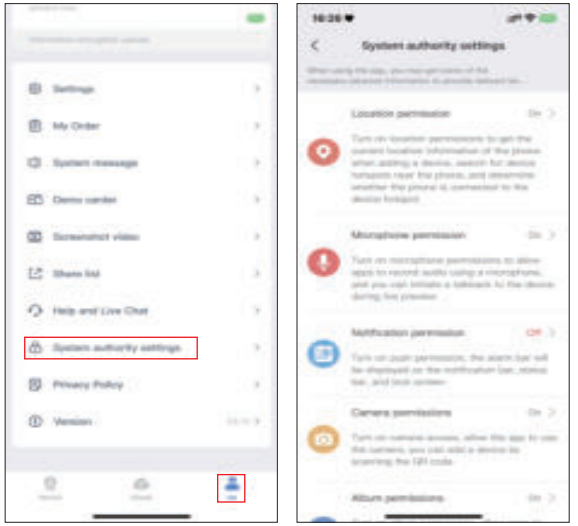


2. Enable App Alarm on mobile phone

Go to the app→ click ⋮ icon→ enable **Alarm push**.



Click **System authority settings**, turn on all permission of the app.



Q8: How to do if camera lost signal with NVR?

A: Please check if the antenna on the camera is loose.

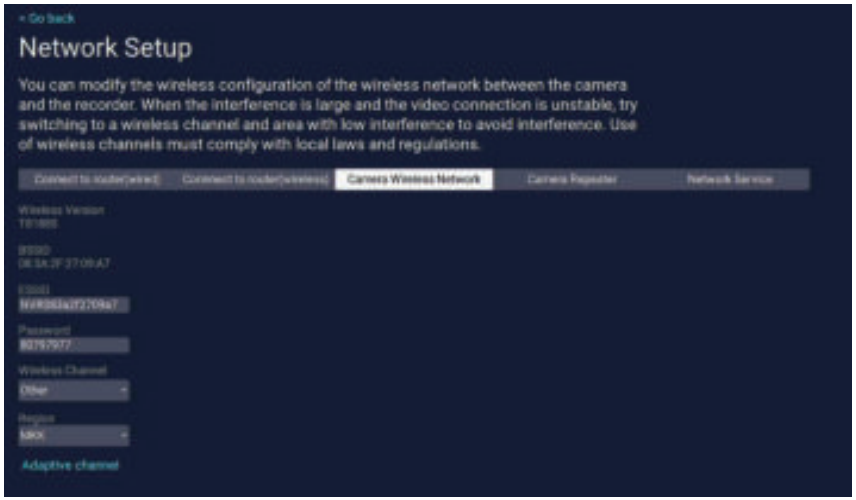
change the wireless channel and region of the camera system, and the antenna of NVR is better to stand up.

change region to FCC, wireless channel change to 1, 6, 11 to check.

change region to T-mode, wireless channel to 3.

change region to EU, wireless channel to 13.

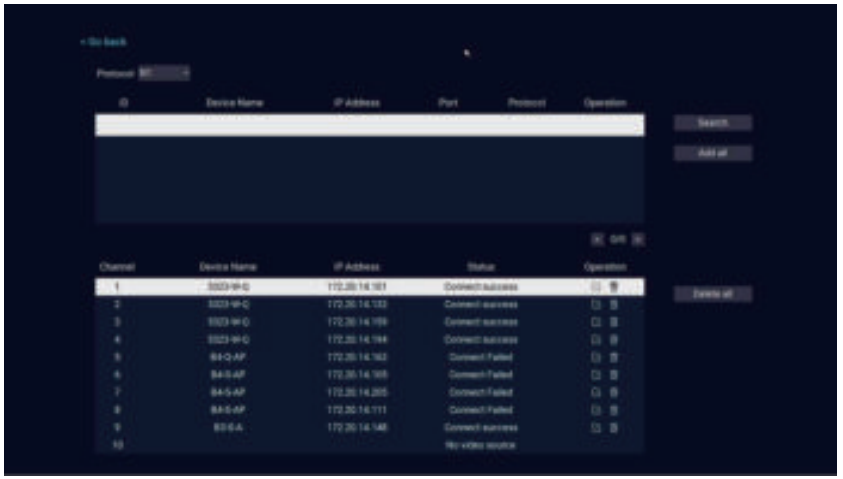
Then reboot the NVR.



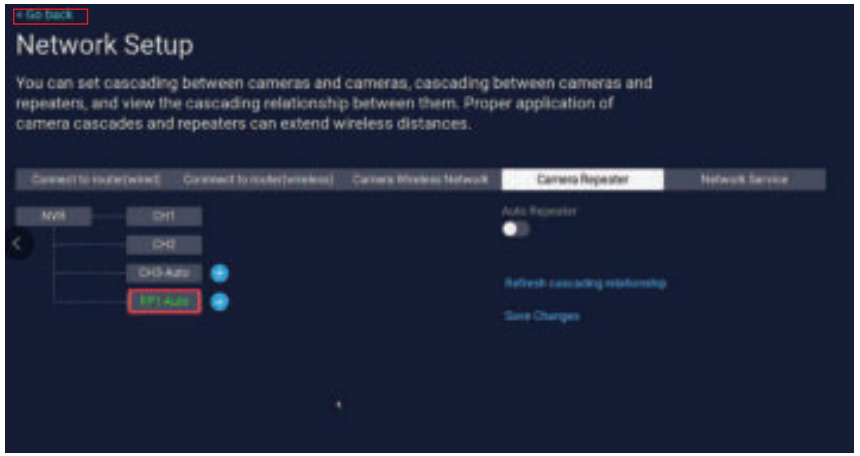
If the distance between camera to NVR is over 30FT, you can add a WiFi repeater.

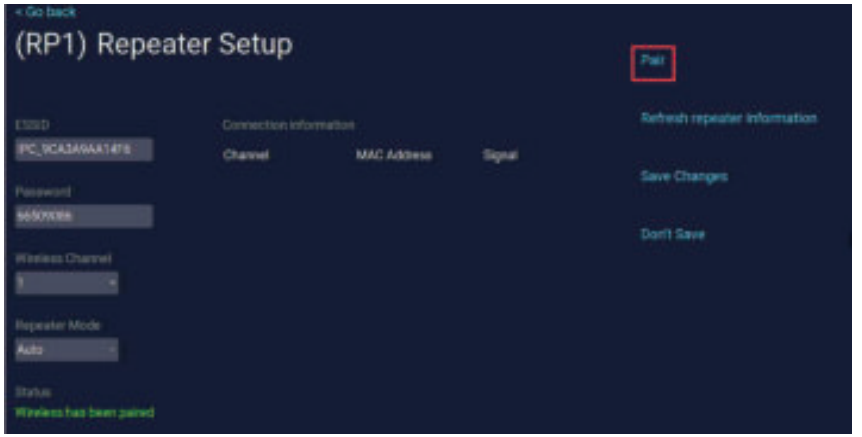
Setup WiFi repeater

1. plug in power adapter, and using network cable connect repeater to NVR.
2. press the reset button on the repeater for 15s.
3. right click your NVR mouse→ **Camera**→ **Add camera**→ **Manually**→ click **search**.

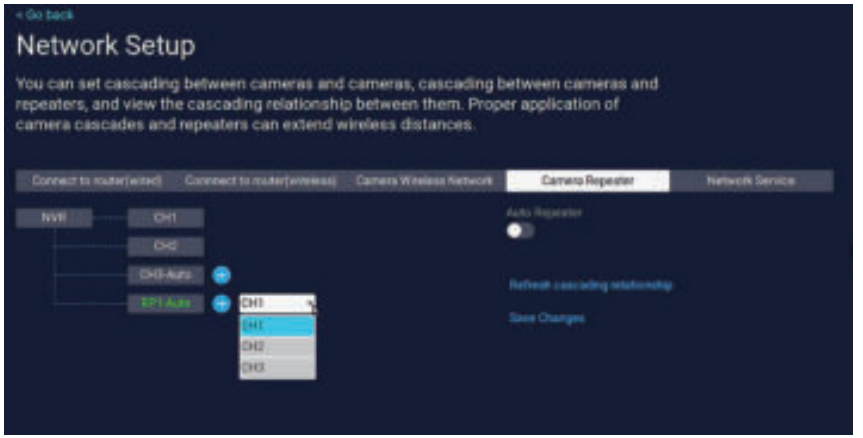


4. When it finds repeater, click **go back**→ go to **Network**→ **Camera Repeater**→ click "**PR1-Auto**" button to pair the repeater. Then unplug the network cable.





5. Click **Save Changes**, finally, you can add the camera to WiFi repeater.



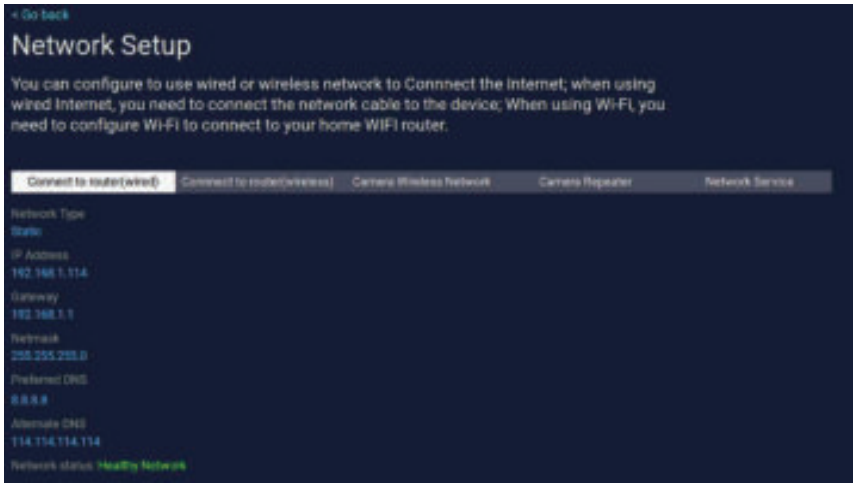
Q9: How to do if NVR offline?

A: 1. Please right click your mouse→ **system setup**→ **Account/APP**→ check the cloud id is showing online or offline.

2. If offline, go back to main menu→ **Network setup**→ Connect to router, Check if NVR is successfully connected to WiFi

3. If success, go to connect to router (wire)→ check the network sate is healthy or unreachable,

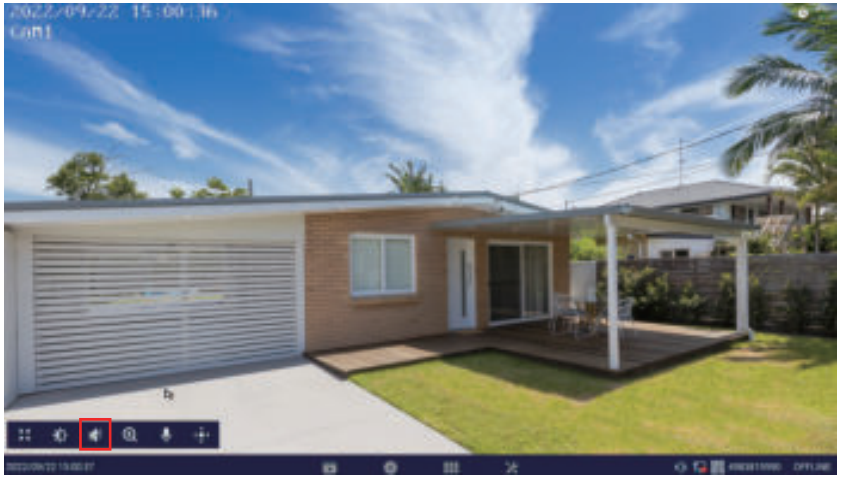
If showing gateway unreachable, please click **DHCP**→ **select Static**, power off the NVR and power on again.



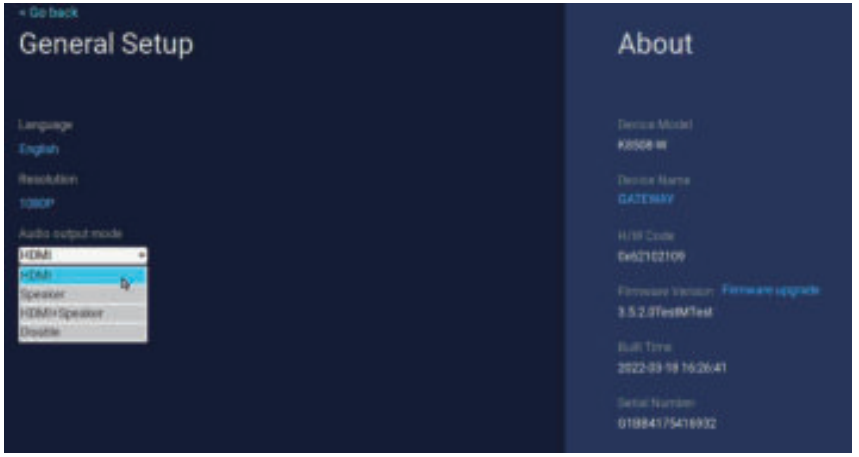
4. When it showing Healthy Network, go to Account/APP interface to check cloud ID is online or offline.
If still offline, please send email or call us.

Q10: Why can't I hear the sound?

A: 1. Please left click your mouse, you will see a small menu, check if you have turn on the sound option.

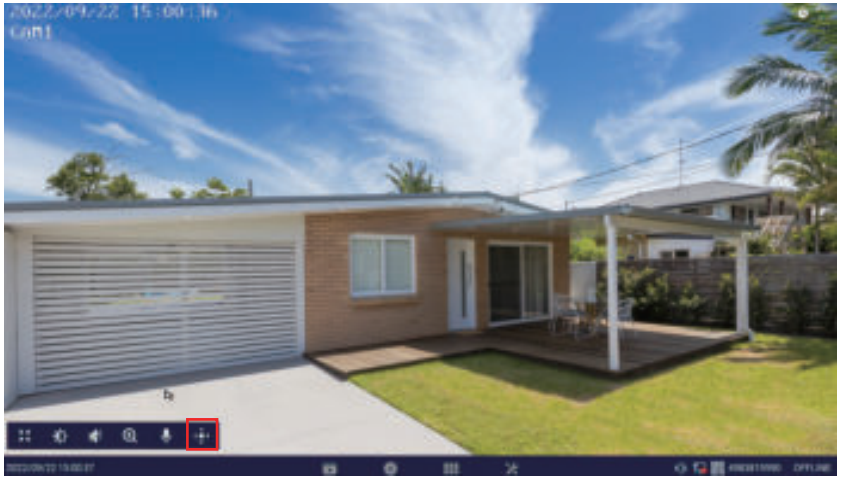


2. If the audio is already on, but still can not hear sound, please right click your mouse→ **system setup→ general setup→ Audio output mode**, select **HDMI+Speaker**.

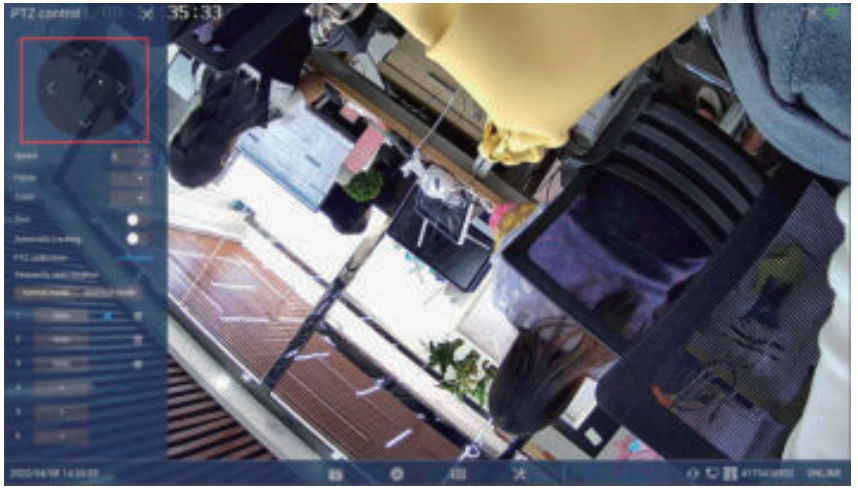


Q11: How to using PTZ control on NVR?

A: 1. Please left click your mouse→ click **PTZ** icon.

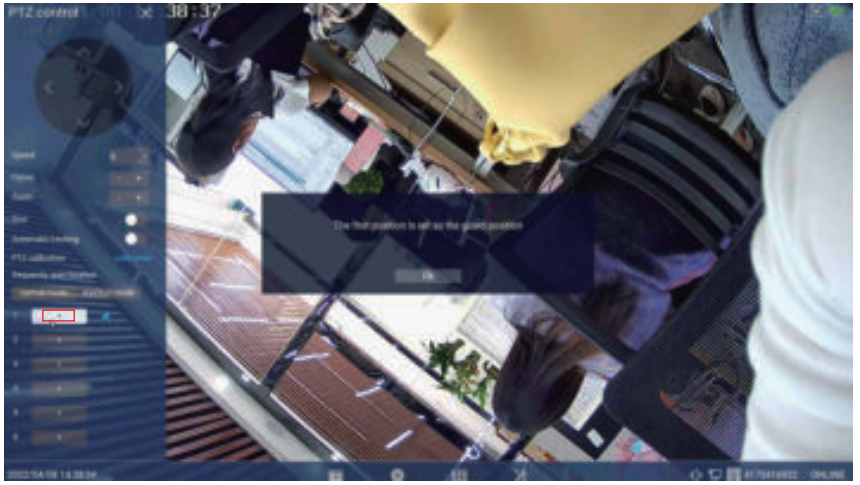


2. Click the PTZ steering wheel above to move the camera up, down, left and right.

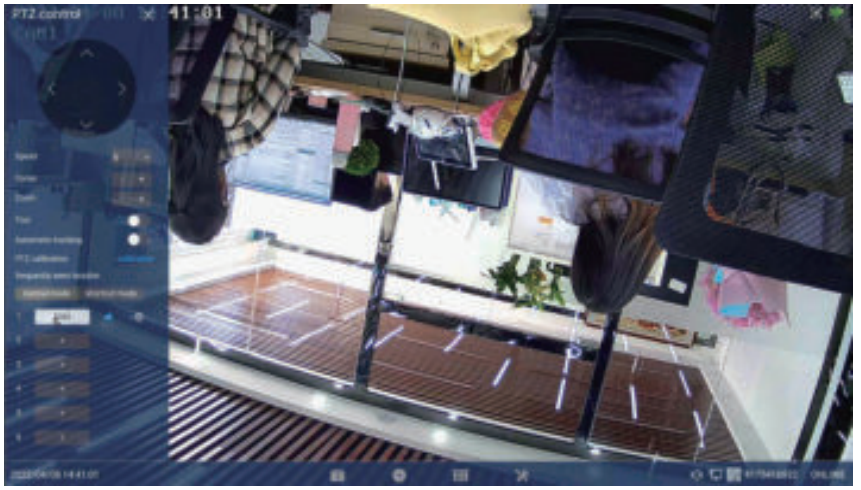


Q12: How to setup Frequently viewed location?

A: 1. Left click channel screen, select **PTZ** icon, adjust the camera lens to a position you want, then click **add +** to set it as frequently seen location 1.



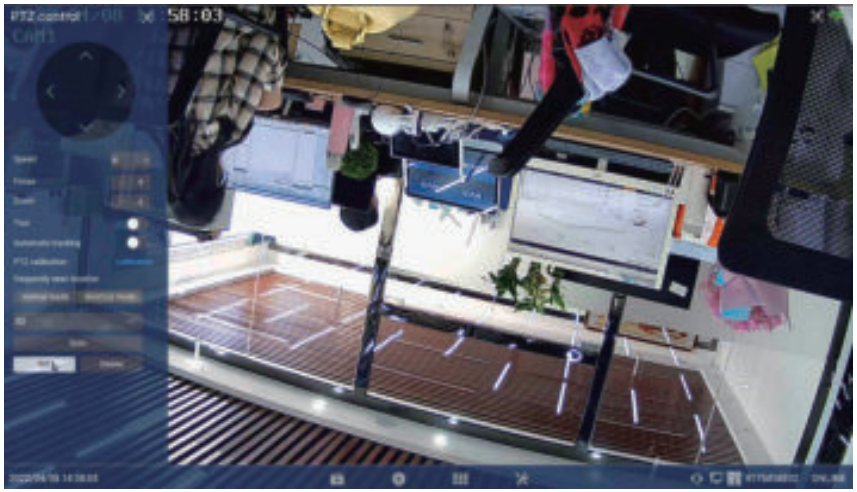
2. Click "**Goto**", the camera will rotate to the position you set. You can follow the steps to set more frequent view positions.



Q13: How to do when the camera can not move?

A: If your camera is optical zoom camera, you can try to setup digital command, and the camera pan tilt will restore the factory settings.

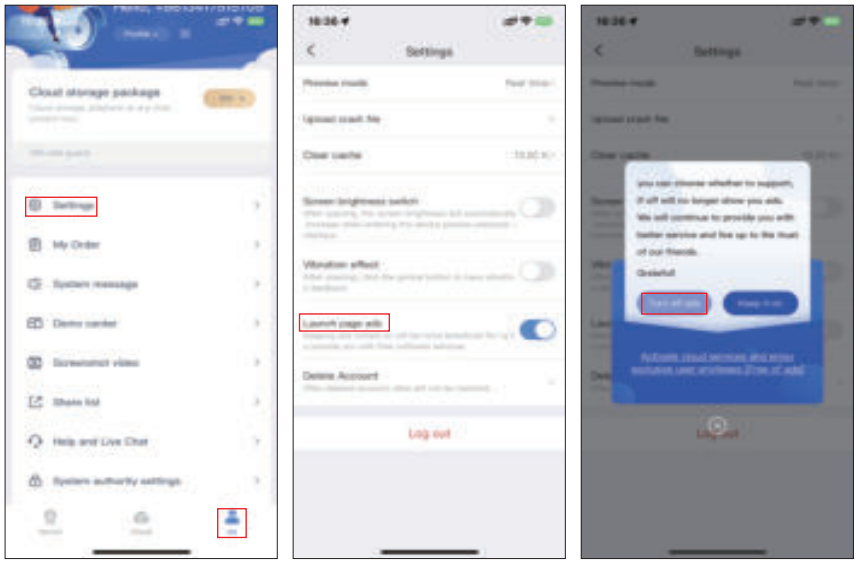
1. Please left click your mouse→ PTZ→ shortcut mode→ tap arrow option to delete the existing number, then input 40, set.



2. If your camera is digital zoom camera, please unplug the power adapter, wait for 5-10 minutes.
Plug it again. Try to move the camera again, if still can not move, please contact us.

Q14: How to turn off APP advertisement?

A: Click **Me**→ **Settings**→ Launch page ads, disable it, then it will pop a message ,click Turn off ads .Then it will be turn off successfully.



FCC RADIATION NORM

FCC

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

FCC Compliance Statement

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on.
The user is encouraged to try and correct the interference by one or more of the following measures:

CAUTION!

·Reorient or relocate the receiving antenna.
·Increase the separation between the equipment and the 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.

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment should be installed and operated with a minimum distance of 8 inches between the radiator and vour body.