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Professional Security System

Quick Start Guide - EN

HGNVK 84804 / 84808 / 164808



CAUTION

RISK OF ELECTRIC SHOCK DO NOT OPEN



TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE THE COVER.

NO USER SERVICABLE PARTS INSIDE.

REFER SERVICING TO QUALIFIED PERSONNEL.



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS UNIT TO RAIN OR MOISTURE

CAUTION: TO PREVENT ELECTRIC SHOCK, ENSURE THE PLUG IS FULLY INSERTED INTO A MAINS SOCKET

IMPORTANT SAFEGUARD





All lead-free products offered by the company comply with the requirements of the European law of the Restriction of Hazardous Substances (RoHS) directive, which means our manufacturing processes and products are strictly "lead-free" and without the hazardous substances cited in the directive.

The crossed-out wheeled bin mark symbolizes that within the European Union the product must be collected separately at the product's end-of-life. This applies to your product and any peripherals marked with this symbol. Do not dispose of these products as unsorted municipal waste. Contact your local dealer for procedures for recycling this equipment.

DISCLAIMER

We reserve the right to revise or remove any content in this manual at any time. We do not warrant or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of this manual. The content of this manual is subject to change without notice.

RECOMMENDATIONS

- AVOID DUSTY LOCATIONS:
- INSTALL IN VENTILATED SPACE:
- DO NOT EXPOSE TO MOISTURE:
- DO NOT DROP:
- DO NOT OPEN CHASSIS:

Excessive build-up of dust may cause the unit to fail.

- Ensure adequate airflow around the NVR to prevent overheating.
- Exposing the unit to water poses high risk of electric shock.
- Doing so could damage internal components.
- No user-serviceable parts inside.

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- Apple[™], iPhone[™], iPad[™] and iTunes[™] are registered trademarks of Apple Computer, Inc.
- AndroidTM and Google Play[™] are registered trademarks of Google Inc

WARRANTY AND TECHNICAL SUPPORT

To help you make the most of this product you'll find a host of information including full product manuals, FAQ, troubleshooting guides and a support service if you have specific questions, available at our support website : *homeguardworld.com/support or www.iget.eu*.

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CONNECTING YOUR SYSTEM

1.1 Introduction

Congratulations on your purchase of this PoE NVR. We offers a complete CCTV solution for home or office security, featuring high quality cameras, easy setup and configuration, motion detection and network connectivity.

This system features:

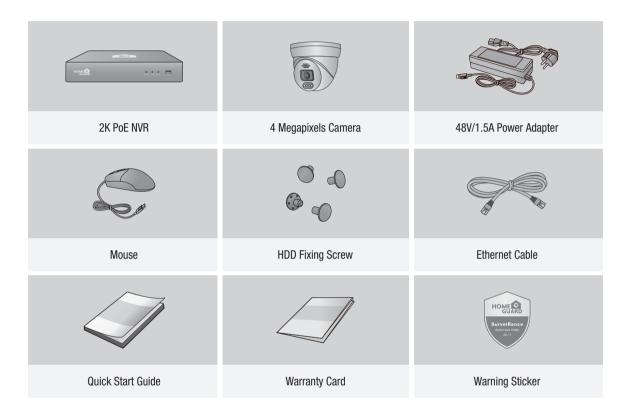
- H.265 Video compression
- Support 4CH/8CH/16CH PoE IPC
- Power, video and audio run through a single Ethernet cable per camera with Power over Ethernet cabling, PoE, making installation a lot simpler
- Support human detection and Vehicle detection
- Supports 8MP, 5MP, 3MP, 2MP(1080P), 1.3MP(960P), 1.0MP(720P) recording resolution
- · With the network specific codec, network transfer enabled regardless of the recording conditions
- Hard Disk overwrite function
- Mass storage hard disk backup through high-speed USB 2.0
- Simultaneous Record and Playback of 4/8/16-channel video data
- Various Search Modes (Search by Time, Event, Motion Detection)
- Various Recording Modes (Manual, Scheduled Recording)
- Remote Monitoring function by Network Viewer and Mobile Viewer

1.2 Package Contents

Please unwrap the product, and place the product on a flat place or in the place to be installed. Please check the following contents are included in addition to the main unit.

- The appearance of the components may differ from the image shown.
- Accessory category and quantity may differ depending on sales region.

Check the contents of your NVR package against this checklist. If anything is missing or damaged, please do not use the system, and inform your supplier as soon as possible.



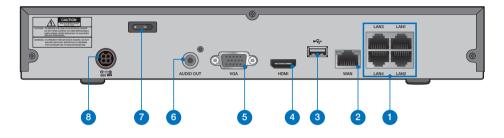
This manual covers both 4 channel and 8 channel versions of the Homeguard NVR kits model: HGNVK-44802 / 44804 / 84802 / 84804 / 84808 / 164808 / 164816.

1.3 NVR Layout

Rear Panel

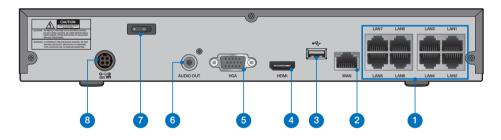
4CH NVR

Model: HGNVK-44802 / 44804



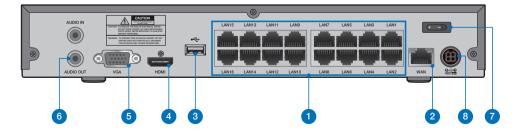
8CH NVR

Model: HGNVK-84804 / 84808



16CH NVR

Model: HGNVK-164808 / 164816



Front Panel



| Items | Part Names | Functions |
|-------|--------------|--|
| 1 | LAN Port | LAN network interface, support PoE, can supply power to the camera |
| 2 | WAN Port | Network input interface of the router |
| 3 | USB Port | For USB mouse and external storage |
| 4 | HDMI Output | For most modern TVs |
| 5 | VGA Output | Connect to VGA monitor, such as PC monitor |
| 6 | Audio Output | Audio signal output, RCA interface |
| 7 | Power Switch | Startup and shutdown |
| 8 | Power Port | Connect the attached power supply |
| 9 | Power LED | Indicates the NVR is turned ON when lit |
| 10 | HDD LED | Flashes when the HDD is in use |
| 1 | Network LED | Flashes when the internet is connected |
| 12 | USB Ports | For USB mouse and external storage |

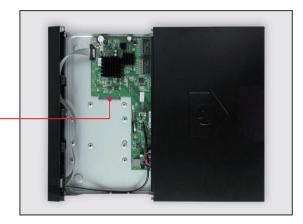
1.4 HDD Installation (Optional)

The system may not include hard disk depending on the kit you selected. The NVR works with most 3.5" or 2.5" SATA HDD.

CAUTION: DO NOT install or remove the hard disk drive while the device power is turned ON.

When power supply is disconnected, remove the screws at both sides with screwdriver, then remove the screws on the rear board, and then remove top cover of NVR.

HDD Data & Power Ports



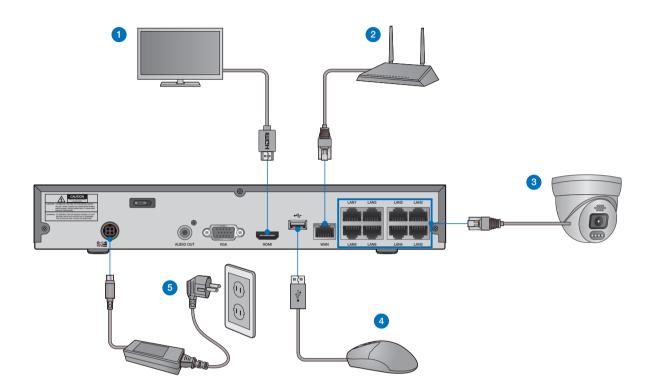
2 Connect data and power ports of hard drive to motherboard.



Holding the hard drive and the NVR, gently turn it over and line up the holes on the hard drive with the holes on the NVR. Using a screwdriver, screw the provided screws into the holes. Two groups of screw mounting holes are provided in the base frame of the NVR, respectively for installation of 3.5" hard drive and 2.5" hard drive. User should make selection based on their hard drive size. After complete HDD installation, assemble the cover.



1.5 Connecting the NVR



- Depending on the monitor port, connect the HDMI or VGA cable from your monitor to the HDMI or VGA Port on the rear panel.
- 2 Connect one end of the Ethernet cable into your router's LAN port, and the other end of the cable to the Ethernet port on the rear panel.
- 3 Connect cameras to the recorder using the included 60ft/18.3m Ethernet cables.
- 4 Connect the mouse to the USB Port on the front or back panel of the NVR.
- 5 Use the included power adapter to connect the recorder to a nearby outlet. Turn the recorder on using the power switch on the back panel.

Each Homeguard camera is supplied with a mounting kit for attaching it to a wall. Before you affix the camera in position, please ensure the cable is of adequate length to reach the NVR.

1.6 Using the Mouse



1 Left Button:

- Click to select menu options.
- During live viewing in split-screen view, double-click on a channel to view it in full-screen. Double-click the channel again to return to split-screen viewing.
- Click upon a channel on Live Viewing screen to open Camera Quick Tool bar.
- · Click and hold to drag sliders and scales on menu mode

2 Right Button:

- Click once to open the Task bar on the Live Viewing screen.
- In menus, click to go back / close menus.

3 Scroll Wheel:

- In menus, scroll to move up / down through the menu content.
- While hovering over the volume control wheel, scroll to turn system volume up / down.

2 BASIC OPERATION

1 Create a Password

Please create a user name and password for your device. Password MUST be **8 characters** long.



Use the on-screen keyboard to input text, numbers and characters. Click **t** to change from lower-case to upper-case

| Language | ENGLISH | | ~ | |
|--------------------|---------|-------|---|---------------|
| Device ID | 000000 | | | (000000) |
| | | | | |
| New Admin Name | admin | | | |
| Password Strength | | - | | |
| New Admin Password | | | | Show Password |
| Confirm Password | | | | Show Password |
| | | | | |
| | | Apply | | |
| | | | | |

2 Start Wizard

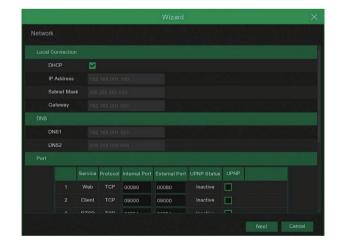
After NVR startup is completed, the start-up wizard will be displayed. Click "Start Wizard".



3 Network

In DHCP mode the router will automatically assign an IP address to NVR.

If the NVR fails to obtain an IP address, refer to the NVR Router Guide. If the problem still cannot be resolved, contact technical support.



CAUTION

Don't forget to write down your password:

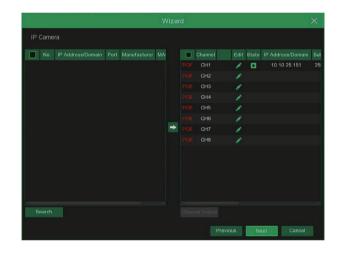
4 Date / Time

Set the date, time, NTP, DST.

| | | Wizard | × |
|------------------|------------|----------|-------------|
| Date/Time | | | |
| Date and Time NT | | | |
| Date | 06/12/2019 | | |
| Time | 12:37:08 | | |
| Date Format | MM/DD/YYYY | | |
| Time Format | 24Hour | | |
| Time Zone | GMT+08:00 | | |
| | | | |
| | | | |
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| | | | |
| | | | |
| | | Previous | Next Cancel |
| | | rievious | Galicer |

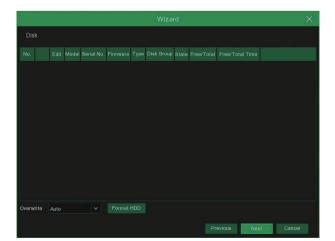
5 IP Camera

This menu allows you to add IP cameras to the NVR.



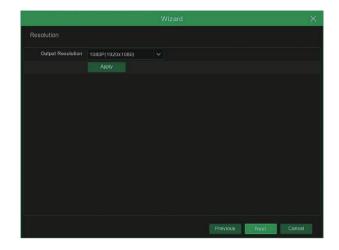
6 Disk

New hard drive(s) connected must be formatted before use. Upon connection, it will indicate to format new hard drive. Click on "**Select**" to select the unformatted hard drive. Click on "**Format HDD**" to pop up the user login window and enter the password to log in. A notice window will indicate "Entire Data Will Be Erased. do You Want To Continue?". Click "**OK**" to format the disk. When the progress bar is complete, the formatting process is completed.



7 Resolution

Select the resolution for the VGA output or HDMI output of your monitor.



8 Mobile

If you scan a QR code using **Homeguardsafe**, the device ID displayed in the NVR will be automatically reflected in the Mobile Viewer ID, and you can use the Mobile Viewer immediately by entering the ID / password of the NVR.



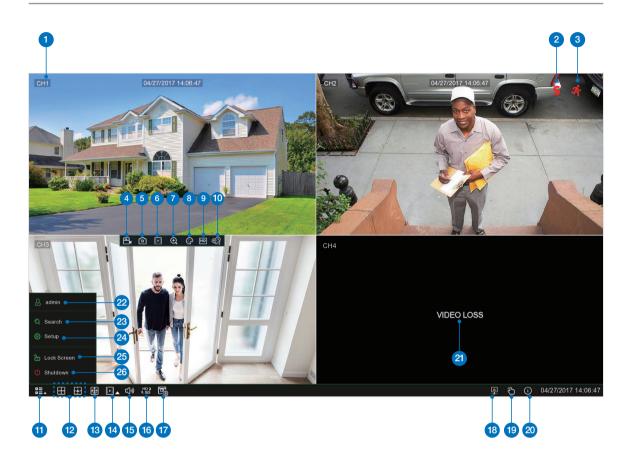
Summary

Shows system and network status of NVR. Click on "Finish" to finish setting of startup wizard.

You can click on **"Don't show this window next time"** if you do not wish to have the wizard setting to appear next time.

| | Wizard | |
|-------------|--------------------------------|--|
| | | |
| | | |
| Resolution | 1080P(1920x1080) | |
| Date/Time | 06/12/2019 12:37:43, GMT+08:00 | |
| | | |
| | | |
| | | |
| DHCP | ON | |
| IP Address | | |
| Subnet Mask | 255.255.255.0 | |
| Gateway | | |
| DNS1 | 192.168.1.1 | |
| DNS2 | 8.8.8 | |

2.2 Main Interface



| Items | Part Names | Functions |
|-------|--------------------|--|
| 1 | Channel Name | Display channel name |
| 2 | Smart Detection | This icon appears when the camera has Smart Detection |
| 3 | Motion Detection | This icon appears when the camera has detected motion |
| 4 | Manual Recording | Enable or disable manual recording |
| 5 | Manual Capture | Make a snapshot of current video |
| 6 | Instant Playback | Playback of the last five minutes of the video |
| 7 | Zoom | Hold and drag mouse cursor to select a frame of current video to zoom in |
| 8 | Color Settings | Set hue, brightness, contrast and saturation of current channel |
| 9 | Stream Switch | Click to switch the channel between main stream and sub stream |
| 10 | Add Customized Tag | Click it to add the name for the recording |

| Items | Part Names | Functions | | |
|-------|------------------|--|--|--|
| 1 | Main Menu | Access the main menu | | |
| 12 | 4-Channel Layout | Display four channels of video | | |
| | More Layout | Click to choose more layouts for live view | | |
| 13 | Auto SEQ | Press this button to switch the screen mode in sequence | | |
| 14 | Play | Replay video recorded | | |
| 15 | Audio | Click to adjust audio volume | | |
| 16 | Stream Switch | Click to switch all IP channels between main stream and sub stream | | |
| 17 | Preview Policy | Click to switch among real-time, balanced, or smooth view | | |
| 18 | Connection State | Display the network connection status | | |
| 19 | Manual Mode | Set manual recording mode | | |
| 20 | System | System Information | | |
| 21 | Video Loss | Camera is off-line | | |
| 22 | Admin | To switch user | | |
| 23 | Search | Search & Playback | | |
| 24 | Setup | Click to access NVR System Setup menu | | |
| 25 | Lock Screen | Lock & unlock screen | | |
| 26 | Shutdown | Shutdown, reboot & logout the system | | |

2.3 Human Detection

1 On the Alarm → Motion page of the NVR board, you can set the Switch of the PoE camera as Human Detection, as shown below

| Setup Channel | Record Alarm N | | | | | | | | | \times |
|----------------|--------------------|----------------|-------|---|-----|-----------------|------|---------|-------|----------|
| Motion | Motion | | | | | | | | | |
| Exception | Channel | | | | | | | | | |
| Alarm Schedule | Switch | PIR and Person | | | | | | | | |
| Voice Prompts | Buzzer | Disable | | | | | | | | |
| | Area | | Setup | | | | | | | |
| | Distance | | | • | 80% | | | | | |
| | Send Email | Y | | | | | | | | |
| | Picture to Cloud | Y | | | | | | | | |
| | Video to Cloud | | | | | | | | | |
| | FTP Picture Upload | | | | | | | | | |
| | FTP Video Upload | | | | | | | | | |
| | Show Message | × | | | | | | | | |
| | Voice Prompts | | Setup | | | Motion status 🛧 | | | | |
| | | | | | | | | | | |
| | Copy CH1 | | | × | | Сору | | | | |
| | | | | | | | | | | |
| | | | | | | | Сору | Default | Apply | |

2 The PoE camera will only alarm when it detects the triggering of humanoid ,and si icons will be displayed in the upper right corner of the corresponding channel of the preview interface when triggered.

1 On the **Channel** \rightarrow **Deterrence** page of the NVR board, you can set whether to link the red and blue lights (Enforcer) and link the time schedule when the alarm is triggered.

| ୍ | Setup Channel | Record Alarm | Al Network | Device System | | | | | O 02/27/2023 08:11 | 9:02 × |
|---|---------------|--------------|------------|----------------|----------|----------------|----------|----------|--------------------|--------|
| • | | Deterrence | | | | | | | | |
| ٠ | | Channel | Setup | Light Switch 💛 | Schedule | Light Duration | Enforcer | Schedule | Enforcer Duration | |
| ۰ | | CH1 | Ô | | ٢ | 60 | | ۲ | 60 | |
| ٠ | | | | | | 4 | | | | |
| ٠ | | | | | | | | | | |
| ٠ | | | | | | | | | | |
| ٠ | | | | | | | | | | |
| ۲ | Voice Prompts | | | | | | | | | |
| • | Deterrence | | | | | | | | | |
| ٠ | | | | | | | | | | |
| ٠ | | | | | | | | | | |
| | | | | | | | | | | |
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| | | | | | | | | | | |
| | | | | | | | | | Dofault | Apply |

2 You can also click the Enforcer button on the channel floating window of the board preview interface to automatically open the red and blue lights and the Enforcer page.



3 The red and blue lights can be turned on or off on the Enforcer page, and the red and blue lights will automatically turn off after a period of time.

| | | Enforcer | × |
|----------|---------|-----------|----|
| Channel | СНЗ | ~ | |
| Enforcer | Enable | | ~ |
| | Enable | | |
| | Disable | | |
| | | | |
| | | | |
| | | | |
| | Defa | ult Cance | el |

1 Access Main menu → Setup → Record → Record



2 Record

Record Switch: Check to enable the recording in this channel.

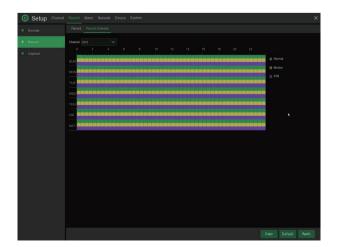
Stream Mode: Choose the recording quality. If you choose Dualstream, the system will record in both Mainstream & Substream.

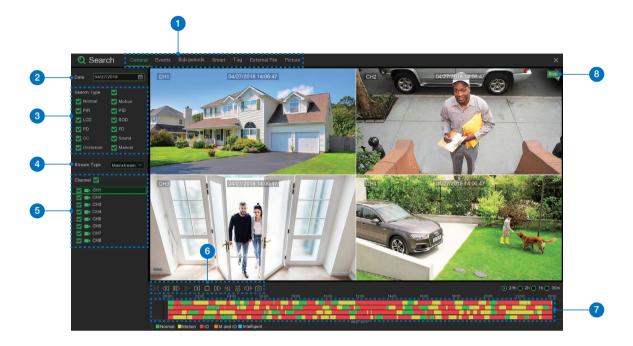
PreRecord: If this option is enabled, the NVR starts recording a few seconds before an alarm event occurs. Use this option if your primary recording type is motion or I/O alarm based.

| Setup Channel | Record Alarm Network | Device System | | | × |
|----------------|----------------------|-----------------|--------------|-------------|---|
| Encode | | | | | |
| Record | Channel | Record Switch 🗸 | Stream Mode | PreRecord ~ | |
| Capture | CH1 | | DualStream 🗸 | | |
| and the second | | | | | |
| | | | | | |
| | | | DualStream 🗸 | | |
| | | | | | |
| | | | DualStream 🗸 | | |
| | | | | | |
| | | | DualStream 🗸 | | |
| | | | | | |
| | | | | | |

3 Record Schedule

This menu allows you to specify when the NVR records video and defines the recording mode for each channel. The recording schedule lets you set up a schedule like, daily and hourly by normal (continuous) recording, motion recording, PIR recording. To set the recording mode, click first on the mode radio button (Normal, Motion, PIR), then drag the cursor to mark the slots.





Click Search button in the Main Menu to enter search / playback section.

| Items | Part Names | Functions |
|-------|-------------------------|--|
| 1 | Search Options | The system provides various search & playback methods: General, Events, Sub-periods, Smart, Tag, External File & Pictures |
| 2 | Search Date | Search by a date to playback. |
| 3 | Search Type | The system provides different search types to narrow your search. |
| 4 | Stream Type | To choose the stream type you want to search & play. |
| 5 | Channel Selection | To choose the channels you want to search & play. |
| 6 | Video Playback Controls | To control the video playback. |
| 7 | Timeline | Continuous recordings are shown with colored bars to represent different types of recording (legend shown in the bottom-right corner of the display). Use the timeframe options. |
| 8 | Playback Status | Display the video play status. |

CONNECTING SMART DEVICE

3.1 Before Start

- Make sure you have a router and high-speed Internet access (not included).
- Connect your NVR to your router using an Ethernet cable (see the Quick Connection Guide for details).
- Upgrade your NVR firmware and client software or mobile app to the latest versions.
- Please note that an upload speed of 1Mbps is required for remote video streaming.
- Up to 3 devices may connect to the system at the same time.

3.2 Get the App

For the best experience, download the Homeguardsafe app for your smartphone by scanning the QR code below or searching for "**Homeguardsafe**" in the App Store or "**Homeguardsafe PRO**" in the Google play.



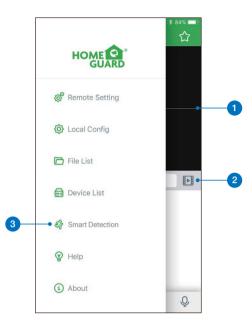
iOS - iPhone & iPad





Android - Phone & Pad











Live View Displays real-time footage of your system.



Playback Play video that has been recorded on your NVR.

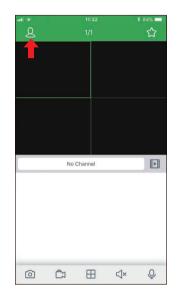
2

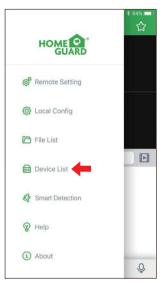
3.4 For iPhone

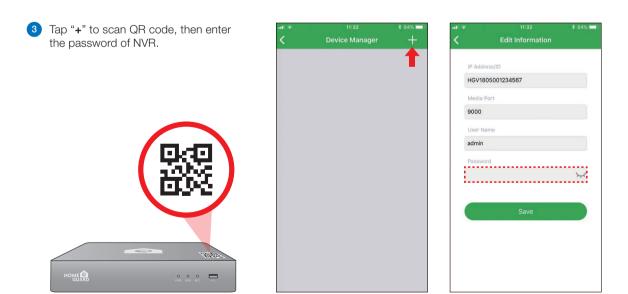
1

Install the free **Homeguardsafe** app from the App Store. Tap the **Homeguardsafe** icon to open the app.









4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

On the Homeguardsafe APP, tap Remote Setting and go into Deterrence setting. You can set the red and blue lights and linked with the time schedule when the alarm is triggered.

| < | Deterrence 💾 💭 |
|----------------------------|-----------------|
| Channel | CH1 ~ |
| Light | |
| Deterrence Mode | Warning Light V |
| Enforcer Light | |
| Enforcer Light Duration | 60 |
| Schedule | > |
| Region | > |

5 You can also turn **on/off** the red and blue lights by clicking the red and blue light icons during preview.

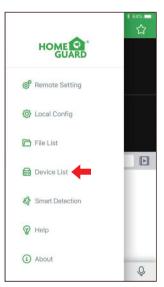


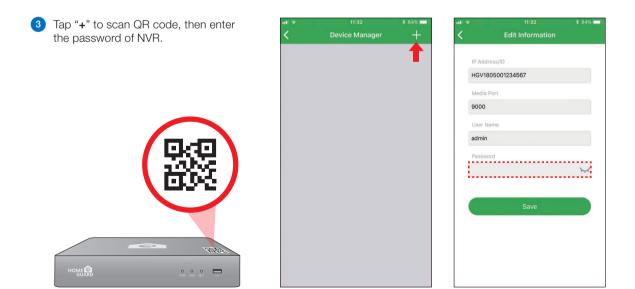
3.5 For iPad

Install the free **Homeguardsafe** app from the App Store. Tap the **Homeguardsafe** icon to open the app.









4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

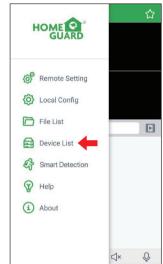
3.6 For Android

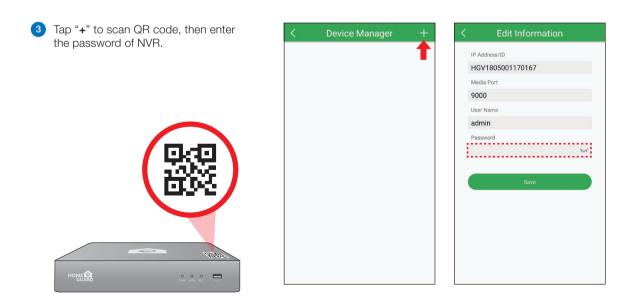
Install the free **Homeguardsafe PRO** app from the Google Play. Tap the **Homeguardsafe PRO** icon to open the app.



After start app, tap to open the menu, tap to open device list page







4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

CONNECTING TO PC&MAC

4.1 Remote Access via Web Client

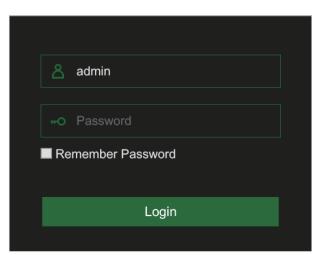
For IE/Chrome/Firefox

- 1 Launch the explorer on your PC and enter the NVR IP address or DDNS domain name (Host Name) you have set on NVR in the URL box.
- 2 For the first time you run the web client, system will require to install the web client plugin.

Click download to download the plugin and install to your computer.



3 After installing the plug-in, close & launch again your browser and repeat step 1 to open the login page. Input your user name and password to login the web client.



For Mac Safari

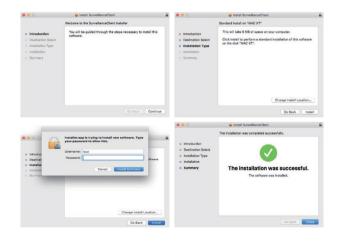
 Launch the Safari in your Mac, and enter the NVR IP address or DDNS domain name (Host Name) you have set on NVR in the URL box.



2 Download the plug-in "SurveillanceClient.dmg", locate the downloaded file and double click it.

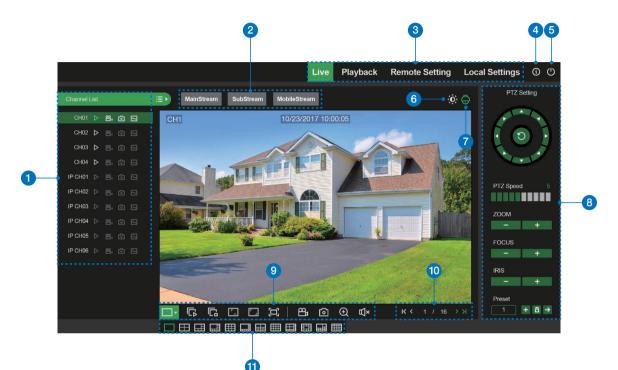


3 Click on "Continue" → "Install". Enter user name and password for Mac computer, Click on "Install Software" → "Close" to finish installation.



4 Close Safari and open again to repeat step 1 to open the Web Client login page.

Live Interface



| Items | Functions |
|-------|--|
| 1 | Channel List |
| 2 | Live Video Stream Options |
| 3 | Main Menus |
| 4 | Information: Hover over to see system details |
| 6 | Exit |
| 6 | Color Controls: Click to display or hide the color controls |
| 7 | PTZ Controls: Click to display or hide the PTZ controls for using PTZ cameras |
| 8 | PTZ Controls: PTZ control menu |
| 9 | Live View Control Buttons |
| 0 | Navigation: Shows current page number for the channels shown on screen. Use the arrow keys to switch between pages |
| 1 | Page View: Click to select how many channels appear on screen at a time |

1 Open your browser, go to www.homeguardsafe.com Please sign up and login.



2 Click **Device Manager**, input the device information and click **save** to add NVR.

| Live | Playback | Device Manager | System Manager | | | |
|----------------|----------|----------------|-------------------|----------------|------------------|---|
| Device Manager | | 😁 Home | 😘 Modity 🛪 Delete | Device IP/ID : | R0V1709036246740 | |
| Devices List | | - | | Client Port : | 9000 | |
| | | | | Device Name : | Home | |
| | | | | User Name : | admin | • |
| | | | | Password : | ••••• | |
| | | | | | Save | |

3 Click Live, Click ► to Displays real-time footage of your system.



4 Click **Playback**, you can play video that has been recorded on your NVR.

| Uve | Playtuck | Device Manager | System Manager | | | | | | | (Logi |
|--|------------------------|---|----------------|---------------|--|----------------------------|-----------------|-------|-------|--------|
| 5 N T 1 2 3 8 9 50 16 99 10 16 99 10 16 99 10 17 22 28 28 29 30 Type All | 4 5 6 7 11 12 13 14 | | | 0.6000 | | | 2000-20-20-00 | 200 | | |
| | 5 | | 0000-00-00 (| 0.0000 | | | 0000.00.00 00) | 000 | | |
| | | ୁସ୍ <u>୦୦୦୦</u> ପ୍ ସ୍ ୦୦୦୦ Window01 | • • • • • • | B. D ± | | 1/2 1 2 4 8 96.00 96.00 | | 20.00 | 22.00 | |
| | | Window02 Window03 Window04 | | | | | | | | |

TECHNICAL SUPPORT



5.1 Technical Specifications

H.265 Standard Compression

PoE NVR

Compression



| Compression | H.265 Standard Compression |
|------------------------|---|
| Operating System | |
| Smart Device Support | Apple iOS(iPhone/iPad) and Android Phones and Tablets |
| Dual Stream | Yes, Set by Channel |
| Image Quality | 1024 × 768, 1920 × 1080, 2560 × 1440, 3840 × 2160 |
| Frame Rate Recording | 16CH NVR: 1 Channel: 8MP @ 45fps total; 1 Channel: 5MP @ 74fps total; |
| | 6 Channel: 2MP @ 160fps total |
| | 4CH/8CH NVR: 2Channel: 8MP @ 30fps total; 3 Channel: 5MP @ 45fps total |
| | 4Channel: 2MP @ 120fps total |
| Image Playback Quality | 16CH NVR: 3 Channel 8MP: 15fps (Max 3CH playback); 4 Channel 5MP: 15fps (Max 4CH playback) |
| | 6 Channel 2MP: 30fps (Max 6CH playback) |
| | 4CH/8CH NVR: 2 Channel 8MP: 15fps (Max 2CH playback); 3 Channel 5MP: 15fps (Max 3CH playback) |
| | 4Channel 2MP: 30fps (Max 4CH playback) |
| Video Mode | Manual, Automatic & Motion Detection |
| Backup Capability | USB Devices (Hard Disk, Flash Drive, DVD/RW etc.), |
| | Webpage, CMS, Mobile Client |
| User Control | Mouse or Remote Control (Both Included) |
| Recording resolution | 8MP, 5MP, 3MP, 2MP (1080P), 1.3MP (960P), 1.0MP (720P) |
| Video Input | 4 Channel: 4 × PoE; 8 Channel: 8 × PoE; 16 Channel: 16 × PoE |
| Video Output | $1 \times HDMI$ (up to 4K), $1 \times VGA$ |
| Audio Output | $1 \times \text{RCA}, 1 \times \text{HDMI}$ |
| Network Interface | RJ-45 port (100/1000M) |
| USB Port | 2 × USB 2.0 |
| Alarm Input / Output | No Alarm Input or Output, Not Supported |
| Interface | $1 \times SATA HDD, Maximum Support to 10TB$ |
| Power | 4CH/8CH NVR: 48V/1.5A; 16CH NVR: 48V/3.75A |
| Operating Temperature | -10°C ~ 50°C |
| NVR Size | 4CH/8CH NVR: 295 \times 228 \times 55 mm; 16CH NVR: 295 \times 228 \times 55 mm |
| | |

1. Q: What can I do if the system does not detect the HDD?

A: Check if the power supply system is properly connected and data & power ports of HDD are securely connected to motherboard, and if something wrong with the HDD interface. Or you may check if your HDD is supported by referring to the specifications or descriptions.

2. Q: I have changed the password but forget the new password, how can I access the system?

- A: If you forget system password, please consult with our technical personnel. We strongly suggest user to set password easy to be remembered and relatively safe. If you have safety requirement, please do not set very simply password, such as 000000.
- 3. Q: We see abnormal video signal or even no video signal by connecting the NVR and camera together. Power supply for both devices is OK. What is wrong?
 - A: Check network cable at NVR side to see if the cable is firmly connected and if it is worn out and needs to be replaced, or to check if NTSC or PAL is selected consistently.

4. Q: How to prevent NVR from being influenced by heat?

- A: The NVR needs to dissipate heat while it is running. Please place the NVR in a place with good air circulation and away from heat sources to ensure stability and life of the NVR.
- 5. Q: The remote controller of NVR doesn't work while the monitor screen is OK and panel keys are functional. Why?
 - A: Operate again by aiming the remote controller at the IR receiver on front panel. If it still doesn't work, please check if the batteries in the remote controller are dying. If not, check if the remote controller is broken.

6. Q: I want to take out HDD from my PC and install it in NVR. Can it work?

A: All HDDs supported by the system can be used. But remember, once NVR runs, the data on your HDD will be lost.

7. Q: Can I playback while recording?

A: Yes. The system supports the function of playing while recording.

8. Q: Can I clear some records on HDD of NVR?

A: In consideration of the file security, you may not clear part of records. If you want to remove all the records, you can format HDD.

9. Q: Why can't I log in NVR client?

A: Please check if the network connection settings are correct and RJ-45 port is with good contact. And check if your account and password are correctly input.

10. Q: Why can't I find any records during playback?

A: Please check if the data port connection for HDD is OK and system time is properly adjusted. Try a few times and restart. If it still doesn't work, check if the HDD is broken.

11. Q: Why doesn't dynamic detection work?

A: Please check if the motion detection time and motion detection regional setting are correct and if the sensitivity is set too low.

12. Q: Why does buzzer keep alarming?

A: Please check the alarm setting, check if motion detection function is enabled and object motion is detected all the time. Besides, refer to corresponding HDD alarm setting.

13. Q: Why can't I stop recording by pressing "STOP" button or click "Stop Recording" in context menu?

A: Pressing Stop or Stop Recording can only stop manual record. If you want to stop Scheduled recording in certain time quantum, please change the setting to No Record. To stop Startup recording, please change record mode to scheduled recording or manual recording. Then you may stop recording by the prescribed methods. And another way of stopping recording is to set channel as off status in record setting.

5.3 Warranty & Support

All the products sold are covered by 24 months warranty from the date of invoice.

Warranty instructions:

- 1. Please contact us when the product is caused by its own fault within 2 year warranty.
- 2. Please mail us your written warranty card as soon as possible after purchasing our products so that we can repair or replace this product to its original operation condition. Or the company will not deal with it.
- 3. Please write the truth on the warranty card.
- 4. Paid for repairing as follows:
 - A. Equipment failure caused by human operation
 - B. Equipment failure caused by not conforming to the using environment
 - C. No warranty card
 - D. Warranty expired

| Product model: |
|------------------------|
| Product serial number: |
| Purchase date: |
| Jser name: |
| Contact person: |
| elephone: |



Note: Please keep the warranty card for the better service. For technical support, please contact us

www.iget.eu/cs/helpdesk-centrum-cs

https://helpdesk.intelek.cz/

5.5 Camera Installation Template

To make camera installation easier, you can tear off this page and adhere it to the place you would like to install your cameras.

