



Quick Start Guide

HDMI CE FC 

www.sanncegroup.com

Production Information

Thank you for purchasing our NVR! This manual is designed for the installation and operation of this product. You can get more information about the features and functions of this product in details. Please read this manual carefully before using. Please contact us if you have any questions.

Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Information

Please take attention that changes or modification are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Conditions

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.

EU Conformity Statement



This product and -if applicable -the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU.



2012/19/EU(WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info



2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: www.recyclethis.info

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into “Warnings” and “Cautions”.

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

	
Warnings: Follow these safeguards to prevent serious injury or death.	Cautions: Follow these precautions to prevent potential injury or material damage.



Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100 to 240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

Preventive and Cautionary Tips

Before connecting and operating your device, please be advised of the following tips:

- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only. Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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Chapter 1 Description of Panels

1.1 Front Panel



Detailed information for the front panel button:

Icon	Function
	The indicator is on when power on
IR	To receive remote commands
CH-	To shift down
CH+	To shift up
ESC	To cancel or return to the previous step
ENTER	To ensure or enter into the next step

Notes: This is for reference only, some components may not be included. This description applies to several models and the connection methods are similar in spite of the different appearance.

1.2 Rear Panel



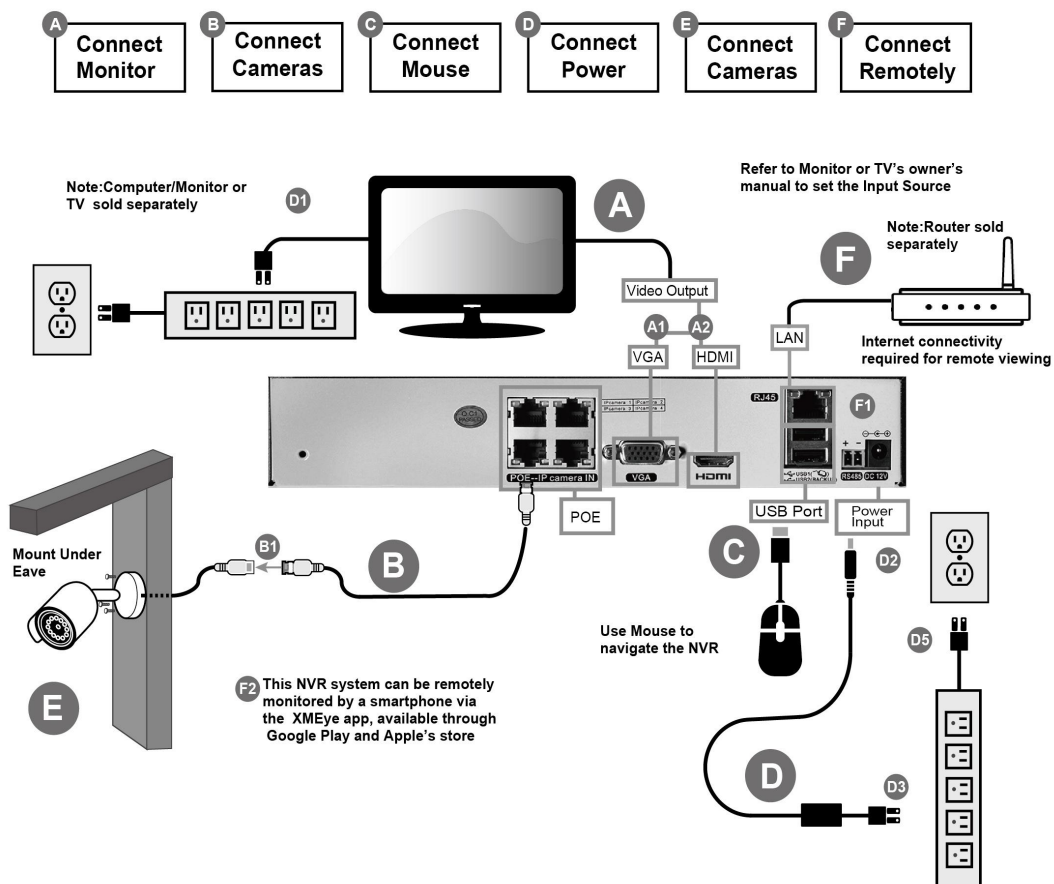
Detailed information for the rear panel:

SN	Name	SN	Name	SN	Name
1	Camera input	2	VGA output	3	HDMI port
4	USB port	5	RJ45 port	6	RS-485 input port
7	Power socket	8	GND port		

Notes: This is for reference only, some components may not be included. This description applies to several models and the connection methods are similar in spite of the different appearance.

Chapter 2 Installation and Connections

2.1 NVR Installation



During the installation of the NVR:

1. Use brackets for rack mounting.

2. Ensure there is ample room for audio and video cables.
3. When installing cables, ensure that the bend radius of the cables are no less than five times than its diameter.
4. Allow at least 2cm (≈ 0.75 -inch) of space between racks mounted devices.
5. Ensure the NVR is grounded.
6. Environmental temperature should be within the range of -10°C to 55°C , 14°F to 131°F .
7. Environmental humidity should be within the range of 10% to 90%.

2.2 Hard Disk Installation

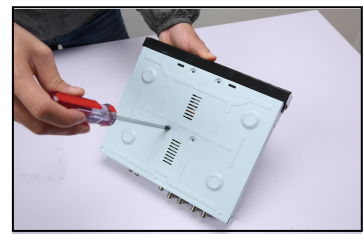
NVR system should be installed a 3.5 or 2.5 inches SATA internal hard drive for recording (2.5 inches SATA needs a bracket to hold the HDD). The system shows the real-time viewing interface, but you can't record or playback without installing the hard drive.



① disassemble the screw



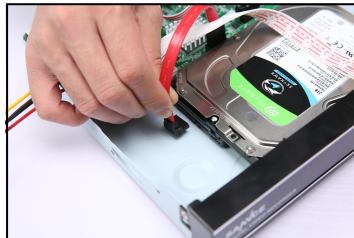
② disassemble the cover



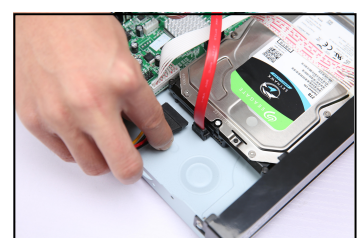
③ fix the screw of hard disk



④ fix the screw of hard disk



⑤ connect the data wire



⑥ connect the power wire



⑦ cover the machine



⑧ fix the cover



- Connect the data wire and the power wire to the corresponding port of the hard disk

Notes: Please turn off the power before you install the hard drive. You can skip this step if you has installed the hard drive on your DVR in advance.

Chapter 3 Menu Operation

3.1 Menu Structure



[Main Menu]: Open the Main Menu.

[Guide]: Select to open the Startup Wizard.

[Quick set]: Enter into the IP channel configuration wizard.

[Record Mode]: Select recording modes between Schedule, Manual and Stop.

[PlayBack]: Play back recordings.

[PTZ Control]: Control the PTZ cameras.

[High Speed PTZ]: Enter into controlling the high speed dome camera.

[Color Setting]: Enter into setting the color parameters(Brightness, Contrast, Hue...)

[Output Adjust]: Adjust the output settings.

[Logout]: Click to logout, shutdown or reboot the system.

[Leave Full Screen]: Enter into leaving the full screen display mode.

3.2 System Login

1. Login: Log in to the system by inputting your user name and password (Default user name is “admin” and the default password “null” means you needn’t input the password, just keep the password box blank, you can click “OK” to login directly).



2. Change Password: Enter “Main Menu”>“Advanced”>“Account” to modify the password.



3. Forget Password: We need you to provide the date of the NVR and the label shows model at the bottom of the NVR to us if you forgot the password, and then we will send super password to you.

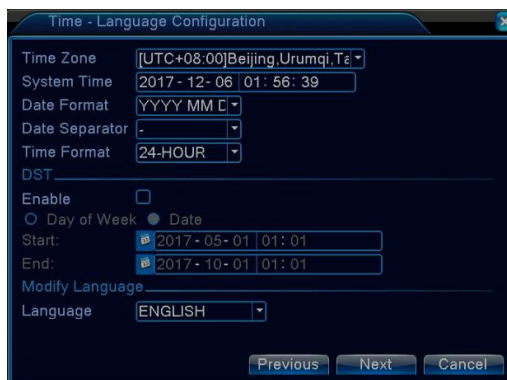
3.3 Using the Setup Wizard

3.3.1 Guide



Click “**Guide**” to enter into the configuration wizard.

3.3.2 Time—Language Configuration



You can enter “**Guide**”, and click “**Next**” to go to this interface.

[Time Zone]: Set and select the time zone.

[System Time]: Set the system data and time.

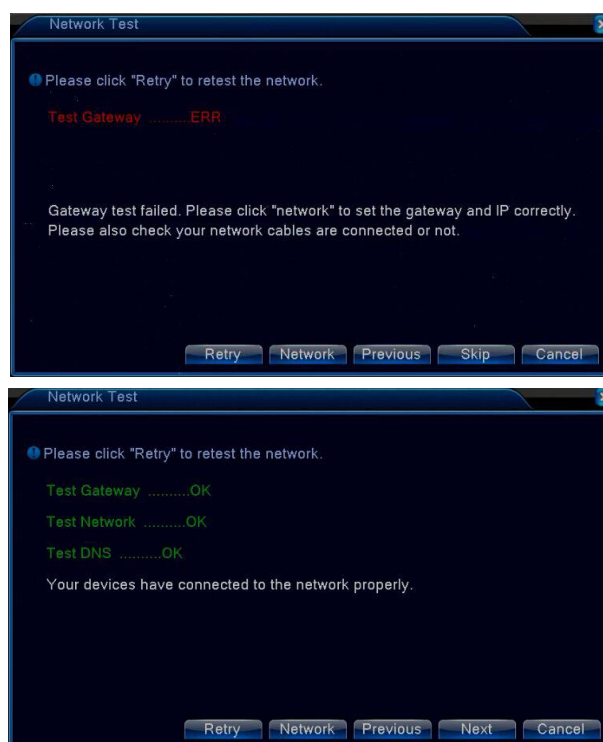
[Date Format]: Choose the data format: YMD, MDY, DMY.

[Date Separator]: Choose list separator of the data format.

[Time Format]: Choose time format: 24-hour or 12-hour.

[Language]: Select the language you want. Such as English, French, Portuguese, Russian, Italian, S-Chinese, T-Chinese, Spanish, Thai, Greek, Japanese, German, Polish.

3.3.3 Network Test



You can enter “**Guide**” , and click “**Next**” to the next step, and then click “**Next**” again go to this interface. When you connect the NVR to router by using an Ethernet Cable, if there is “Test Gateway.....ERR” shows up, click “**Retry**” make it turns to “Test Gateway.....OK”. Make sure “Test Gateway”, “Test network”, “Test DNS” are “OK”, which means your device has been connected to the network properly, and then you can view all cameras image remotely on the computer and mobile phone.

3.3.4 Install Mobile App and Add Device

1. Install Mobile App

You can enter “**Guide**” to go to this interface. Scan the QR code of “**APP**” below to download mobile app from App Store or Google Play.



2. Add Device

Scan the QR code of “Serial No” below to add your device by the “**XMEye**” app on your mobile phone.

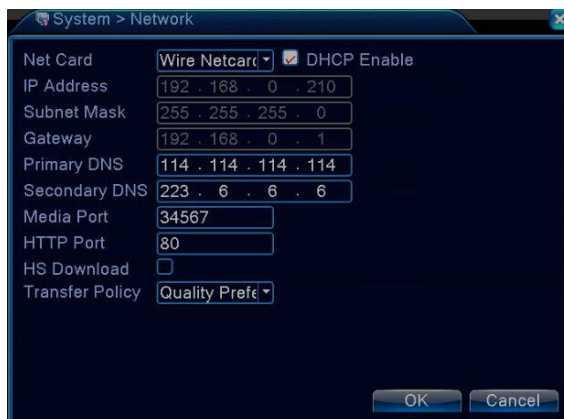


3.4 Network Setting

Go to NVR’s “**Main Menu**”>“**System**”>“**Network**”, click and check “**DHCP Enable**”, and then you will get an IP Address as shown in the figure below.

***Notes:** Make sure you have a router and high-speed network connection. Connect your NVR to the router by using the Ethernet cable. Make sure your network speed come up to 1Mbps at least in order to get the best video

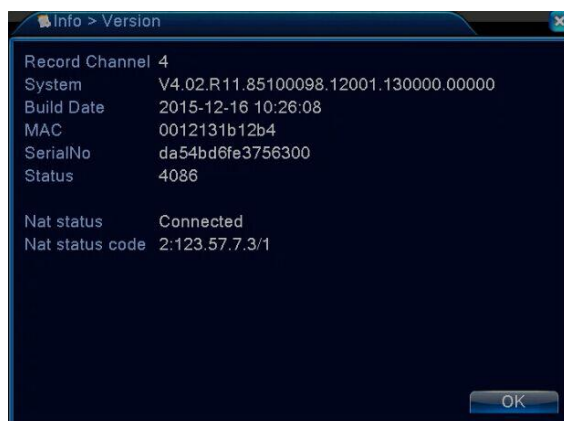
recording.



Go to NVR's **"Main Menu">"Net Service">"Cloud"**, make sure your NVR has a high-speed network connection, the **"Cloud"** will be **"Connected"**, and click **"OK"** to save your setting, as shown in the figure below.



Go to NVR's **"Main Menu">"Info">"Version">"Serial No"** to check your **"Serial No"**. It's a combination of 16 characters and numbers, as shown in the figure below.



3.5 Add IP Cameras

Before adding the camera, make sure the IP camera supports Onvif protocol and the resolution of IPC must be less than or equal to the resolution of NVR. Before you can get a live view or record of the video, you should add the IP camera to the device. Please make sure the network connection is valid and correct.

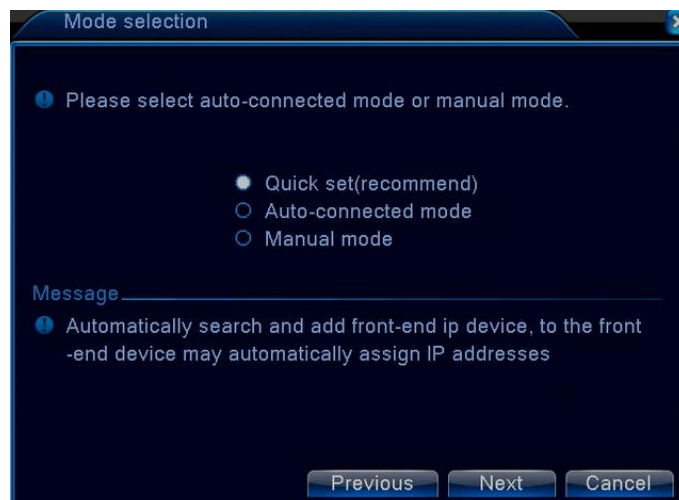
Steps:

1. Connect NVR and IP camera into the same router respectively by using the network cable, make sure they are in the same LAN (It connects to the router through wifi if it is a wifi IP camera, not through the Ethernet cable).
2. Connect NVR to the monitor.

Method 1: Right-click the mouse will pop up the quick menu, click “**Quick Set**” enters into the interface of mode selection to add the IP camera, then tick and click “**Add**” the channel you want to add the IP camera, click “**Apply**” to save the setting.



Method 2: Right-click the mouse will pop up the quick menu, click “**Guide**”> “**Time-Language Configuration**”> “**Network Test**”> “**Install Mobile App**”> “**Add Devices**”> “**Mode Selection**” enters into the interface of mode selection to add the IP camera. There are three modes: **Quick set**, **Auto-connected mode**, **Manual mode**, as shown in the figure below.



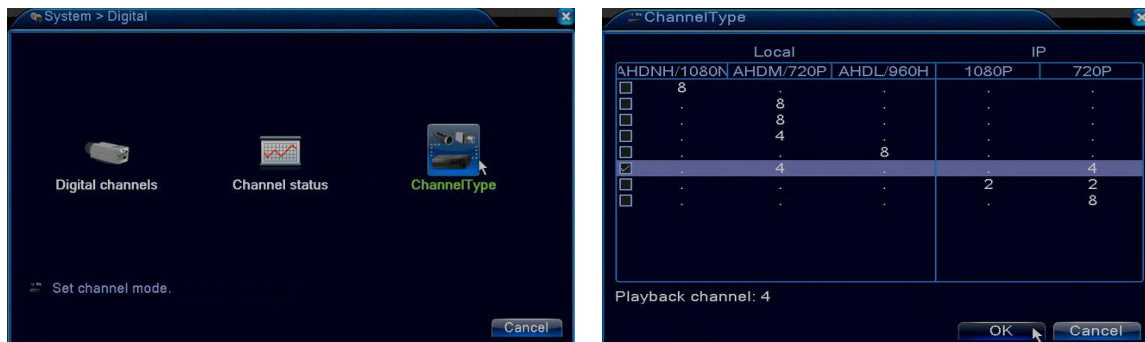
Please select “**Quick set**” or “**Auto-connected mode**”, and click “**Next**” enters into the interface of adding the IP camera, then tick and click “**Add**” the channel you want to add the IP camera, click “**Next**” and “**OK**” to save the

settings, as shown in the figure below.

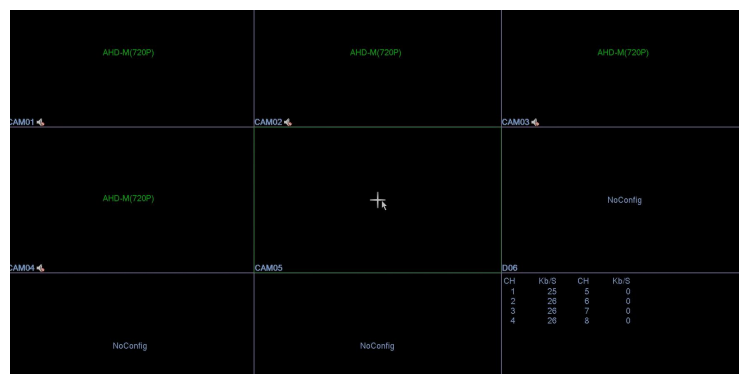


Method 3:

1. Go to NVR's **"Main Menu"> "System"> "Digital"> "Channel Type"** to the interface of adding IP camera, for example, you can tick the sixth option, it will connect to 4 NVR and 4 IP cameras. System will reboot after you change the NVR to IP mode, as shown in the figure below.



2. Click the icon "+" in the middle.



3. Click search, select the camera, click **"Add"**, input the user name and password of IP camera, and then click **"Apply"** to save the setting, as shown in the figure below.



4. Check connection status. Click **“Exit”**. Live video appears.

If you find status is connected but there is still no image, please go to NVR’s **“Main Menu”> “System”> “General”** to change video standard or reboot NVR to have a try.

3.6 Recording Setting

Steps:

1. Make sure hard disk has been installed in advance, and then go to NVR’s **“Main Menu”>“Info”>“HDD Info”** to confirm that the status of hard disk is **“Normal”**.

2. Go to NVR’s **“Main Menu”>“Record”>“Record Configuration”** to go to the interface of recording setting.

The system will keep recording all day long when you set the recording time for 24 hours. Select and check **“Regular”**(Schedule recording), **“Detect”**(motion detection recordings), **“Alarm”**(other alarm recordings like video loss recordings) and click **“OK”** to save, as shown in the figure below.



[Channel]: Select the corresponding channel number to set the channel.

[Redundancy]: Click and check this option to double backup the file. Every video file will be duplicated to saved in two hard disks drive instead of one if your system supports installing two hard drives. Make sure that there are two hard disks installed. One is read-write disk and the other is redundant disk.

[Length]: Set the time length of each video file. 60 minutes is the default value.

[PreRecord]: Record 1-30 seconds before the action. (time length is decided by the code stream)

[Record Mode]: Set video state: schedule, manual or stop.

[Period]: Set the time section of common recording, The recording starts in the set range only.

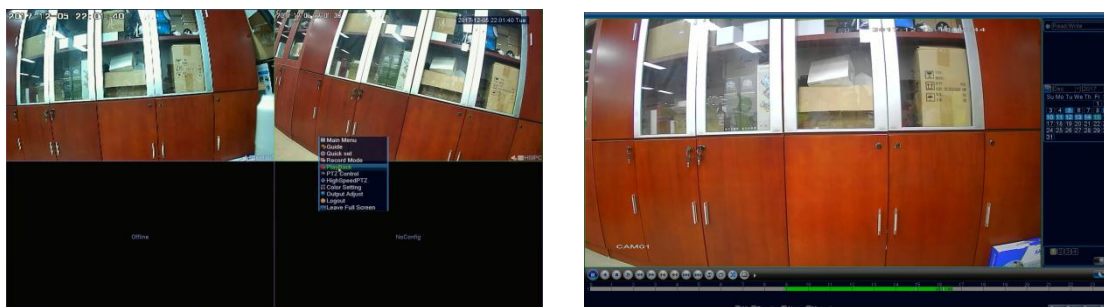
[Record Type]: Set recording type: regular, detect or alarm.

3.7 Playback

Two methods for you to playback the video files in the hard drive.

1. Right-click and then select “**Playback**” in the menu structure on your desk.
2. Enter “**Main Menu**”>“**Record**”>“**Playback**”.

The video has been recorded in “**Regular**”, you can click “” button to playback the video files when the channel number and the time bar turns green, as shown in the figure below.



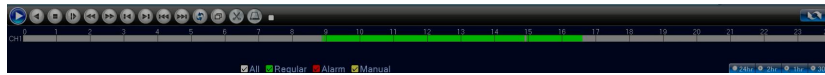
1. The date in blue represents there is video record, you can choose to playback.



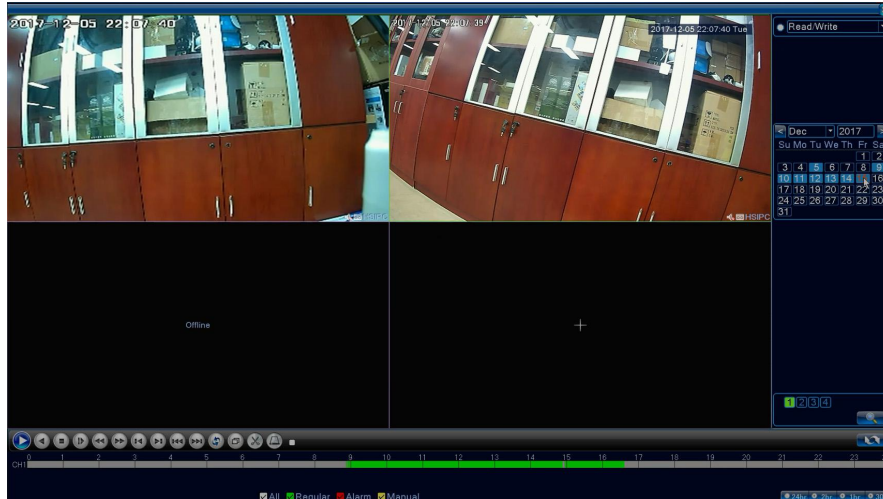
2. Select the channels shows green to playback.



3. Select the time bar shows green to playback (Green represents regular recording).

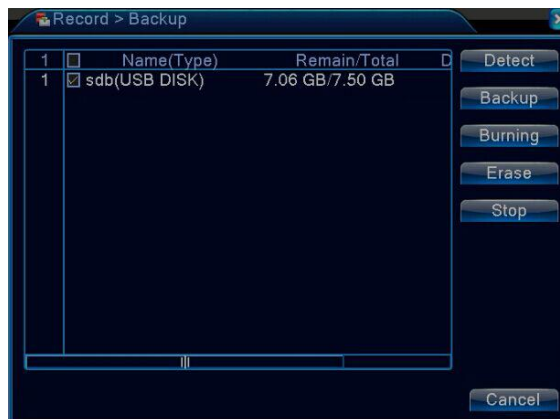


4. You can click “” button to playback the video files.

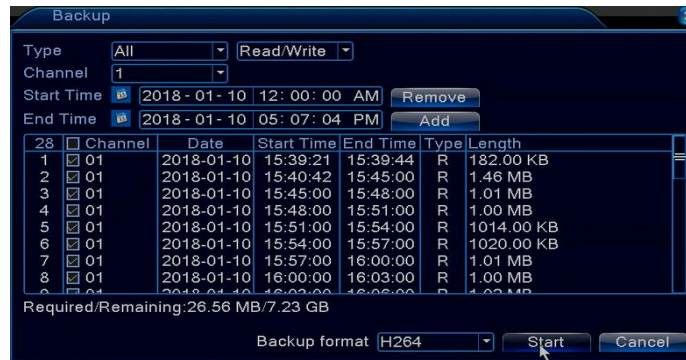


3.8 Backup

Go to NVR’s “**Main Menu**”>“**Record**”>“**Backup**”, you can backup the video files to external storage. Plug the USB drive into the USB 2.0 port, as shown in the figure below.



Click “**Backup**” button will pop up a dialog box. You can select the backup files according to the “**Type**”, “**Channel**”, “**Start Time**”, “**End Time**”. Add your files, select “Backup format”(AVI or H.264) and click “**Start**”, as shown in the figure below.



[Type]: Select the corresponding type (“All”, “Alarm”, “MD”, “Alarm/MD”, “Manual”, “General”) to backup.

[Channel]: Select the corresponding channel to backup.

[Start Time]: Select time to start backup.

[End Time]: Select time to end backup.

Click “OK” when you get the message of “**Backup finished**”, then you can plug the USB drive out. You need to install the APP “**Displayer**” in the CD to play the video on the PC.

3.9 Alarm Setting

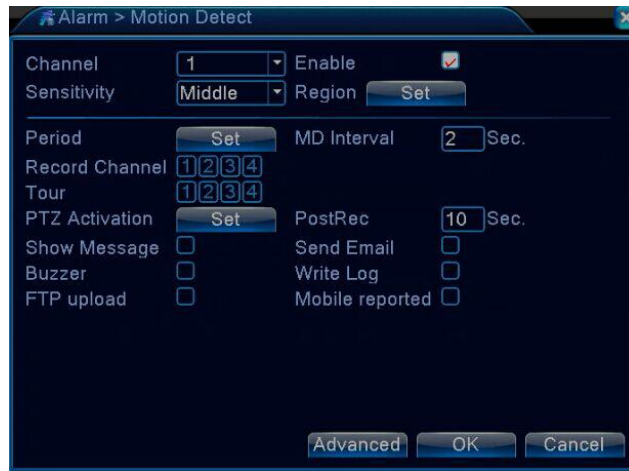
Go to NVR’s “**Main Menu**”>“**Alarm**” to go to the interface of Alarm setting. Alarm functions include: motion detect, video blind, video loss, alarm input and alarm output, as shown in the figure below.



3.9.1 Motion Detect

Steps:

1. Go to NVR’s “**Main Menu**”>“**Record**”>“**Record Configuration**” to tick “**Detect**”.
2. Go to NVR’s “**Main Menu**”>“**Alarm**”>“**Motion Detect**” to go to the interface of Motion Detect. Click and check “**Enable**”, select “**Channel**”, “**Sensitivity**”, “**Period**”, “**Alarm Out**”, “**Record Channel**”, “**Buzzer**”, “**Send Email**” according to you needs, and then click “**OK**” to save, as shown in the figure below.



When system detects the motion signal that reaches the set sensitivity, the motion detect alarm is on and the linkage function will be turned on.

3.9.2 Video Blind

Steps:

1. Go to NVR's "Main Menu">"Record">"Record Configuration" to tick "Alarm".
2. Go to NVR's "Main Menu">"Alarm">"Video Blind" go to the interface of Video Blind. Click and check "Enable", select "Channel", "Sensitivity", "Period", "Alarm Out", "Record Channel", "Buzzer", "Send Email" according to you needs, and then click "OK" to save, as shown in the figure below.



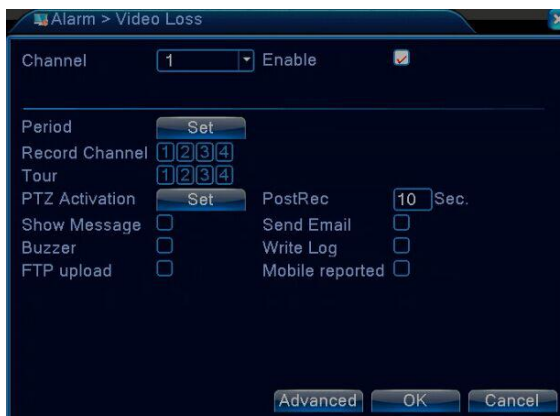
When the video image is influenced by the environment such as in the dim lighting conditions or reaching the setting sensitivity parameter, the camera mask function and the linkage function will be turned on.

3.9.3 Video Loss

Steps:

1. Go to NVR's "Main Menu">"Record">"Record Configuration" to tick "Alarm".
2. Go to NVR's "Main Menu">"Alarm">"Video Loss" to go to the interface of Video Loss. Click and check

“Enable”, select “Channel”, “Sensitivity”, “Period”, “Alarm Out”, “Record Channel”, “Buzzer”, “Send Email” according to you needs, and then click “OK” to save, as shown in the figure below.

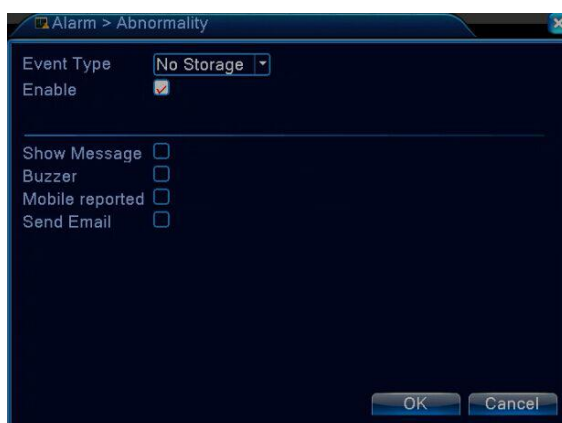


When the equipment can not get the channel video signal, the video loss alarm and the linkage function will be turned on.

3.9.4 Abnormality

Steps:

1. Go to NVR’s “Main Menu”>“Record”>“Record Configuration” to tick “Alarm”.
2. Go to NVR’s “Main Menu”>“Alarm”>“ Abnormality” to go to the interface of Abnormality. Click and select “Event Type”(No Storage/Storage Device Error/Storage No Device/Net Disconnection/IP Conflict can be selected), “Enable”, “Show Message”, “Buzzer”, “Mobile Reported”, “Send Email” according to you needs, and then click “OK” to save, as shown in the figure below.



Analyzing and inspecting current software and hardware of the device: When some abnormal events happen, the device will make a relative answer such as show message and buzzer.

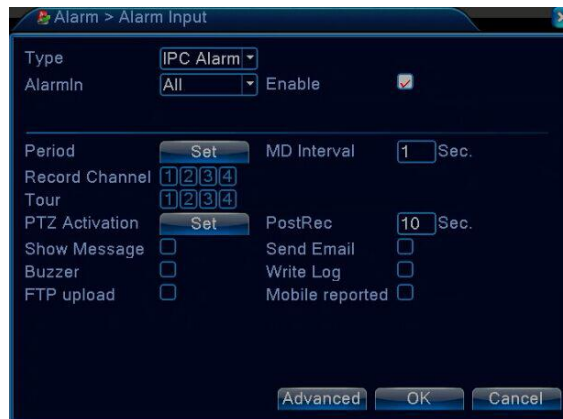
3.10 Email Setting

Steps:

1. Make sure your NVR has connected to the router and Internet successfully. You can go to NVR’s “Main

Menu> **Info**> **Version** to confirm that the “Nat status” shows connected.

2. Please go to NVR’s **Main Menu**> **Alarm**> **Motion Detect** to tick **Enable** and **Send Email** function, as shown in the figure below.



3. Please go to NVR’s **Main Menu**> **System**> **Net Service**> **EMAIL** to go to the interface of Email Setting, double-click **EMAIL**, as shown in the figure below.



4. Please tick **Enable** and **Need SSL**, input the information as required, such as SMTP Server is “smtp.gmail.com”(you must enable **Less secure on** on your Gmail), **Port** is “465”, **User Name** and **Sender** is your gmail account, **Password** is your gmail account password, **Receiver** can be any email, change **Title** according to you needs, and then click **OK** to save, as shown in the figure below. Make sure your **Mail Testing** succeeds, and then click **OK** to save. It will send alerts to your email when there is motion detected.



Notes: The account of User Name is the same as Sender, while Receiver is a different account to receive email alerts. Click “OK” to save after “Mail Testing” succeeds. It will send alarm message. Please check the camera after you got the alarm message and check the recorded video later.

Chapter 4 Remote Control

4.1 Accessing by Web Browser

Before start:

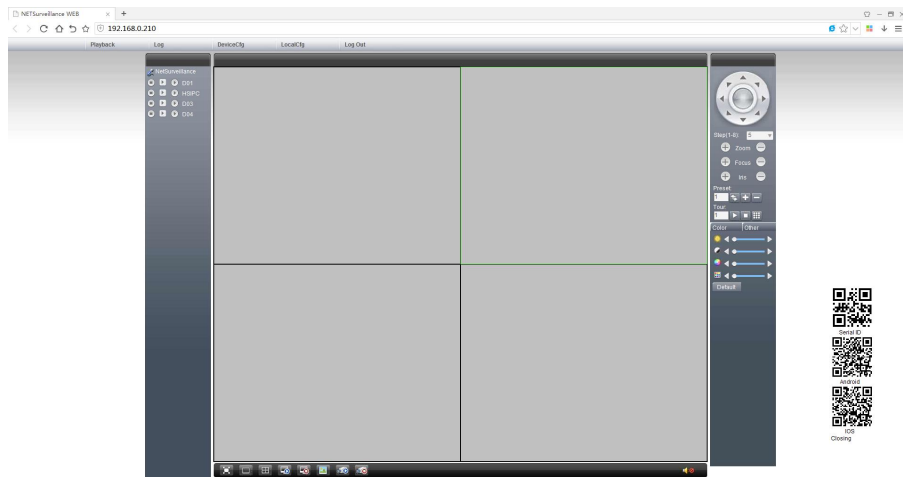
1. Make sure you have a router and high-speed network connection;
2. Connect the NVR to your router by using an Ethernet cable;
3. Upgrade your client software and mobile app to the latest version;
4. Make sure your network speed come up to 1Mbps at least to get the best video recording.
5. Enter “**Main Menu**”>“**Info**”>“**Version**” to confirm that the “Nat status” shows connected.

Go to NVR’s “**Main Menu**”>“**System**”>“**Network**”>“**IP Address**” to get your IP address, for example, 192.168.0.210. Open your IE browser and input the IP address, login with your user name and password, as shown in the figure below.

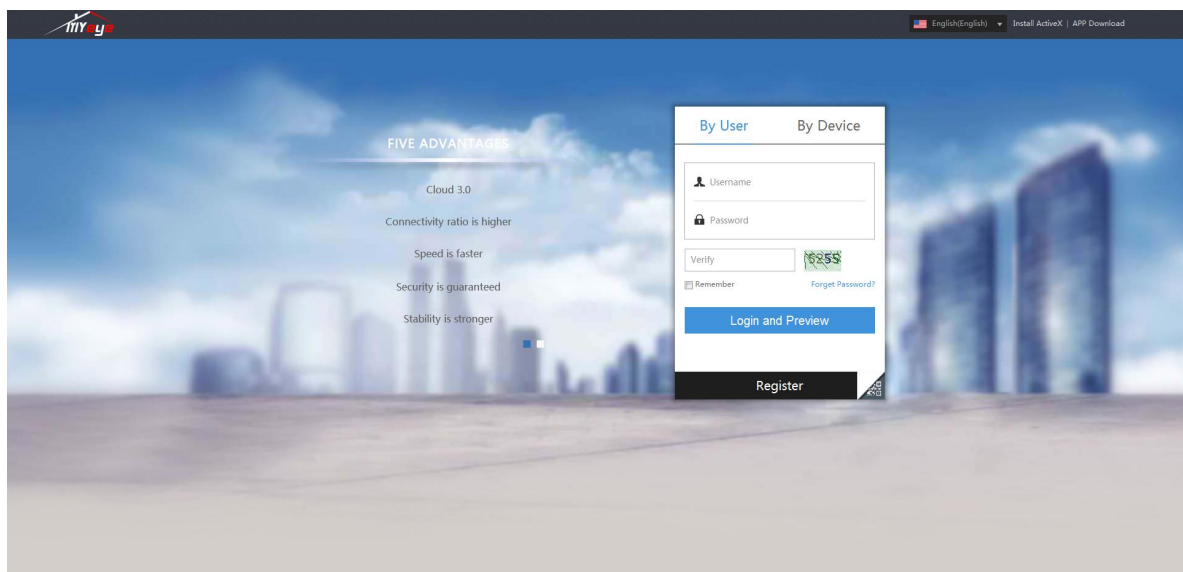




Notes: The default user name is “admin”, and can not be changed. The password is the same to the password of NVR (The default password “null” means you needn't input the password, just keep the password box blank), then you can login on Web Browser. You will go the interface as shown in the figure below after you login successfully. You will get the image if the camera connects to the channel successfully.



Visit <http://xmeye.net/> via IE browser on PC as shown in the figure below.



Select the language at the upper right, and then click “**Download**” to download and install “**Active.exe**”. You must

install “**Active.exe**” when you visit for the first time.

Login By User or By Device

By User: Click “**Register**” and follow the instruction when you get a new account to login, as shown in the figure below. You can login directly if you have registered an account on your mobile phone.

The image shows a login interface with two tabs: "By User" (selected) and "By Device". Under the "By User" tab, there are input fields for "Username" (with a user icon and the text "Hsg123446") and "Password" (with a lock icon and masked dots). Below these fields is a "Verify" input field and a CAPTCHA image showing the number "7858". There is a "Remember" checkbox and a "Forget Password?" link. A large blue button labeled "Login and Preview" is centered below the inputs. At the bottom, there is a black bar with a white "Register" button and a QR code icon in the bottom right corner.

By Device:

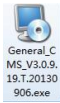
[Serial NO.]: Input your NVR ID, enter “**Main Menu**” > “**Info**” > “**Version**” > “**Serial No**” to get it.

[Username]: admin

[Password]: The password is the same to the password of NVR(The default password “null” means you needn't input the password, just keep the password box blank).

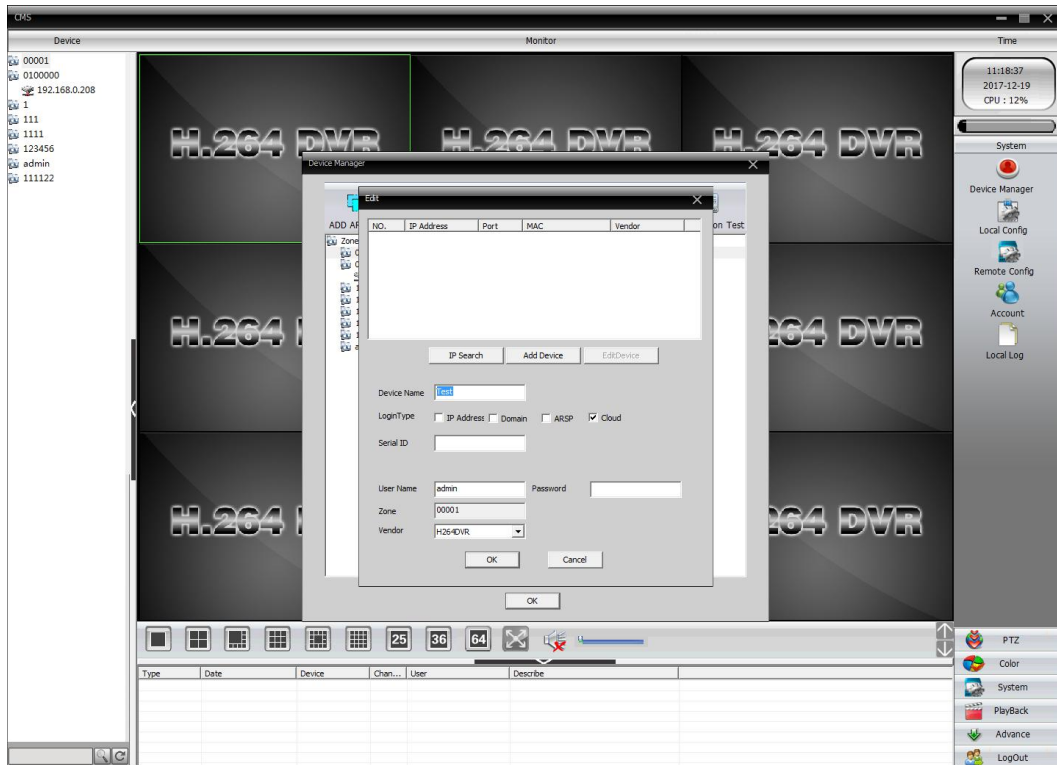
The image shows a login interface with two tabs: "By User" and "By Device" (selected). Under the "By Device" tab, there are input fields for "SerialNO." (with a monitor icon), "Username" (with a user icon), and "Password" (with a lock icon). Below these fields is a "Verify" input field and a CAPTCHA image showing the number "0798". A large blue button labeled "Login and Preview" is centered below the inputs. At the bottom, there is a black bar with a white "Register" button and a QR code icon in the bottom right corner.

4.2 CMS



CMS client software is in the supplied CD. It shows like that  after installation.

Double-click the icon of CMS and login, you will go to the interface as shown in the figure below.



Click “System”>“Device Manager”>“ADD AREA”  >“ADD DEVICE” , you will go to the interface as shown in the figure above. Add the device before you use for the first time.

[Device Name]: User-defined

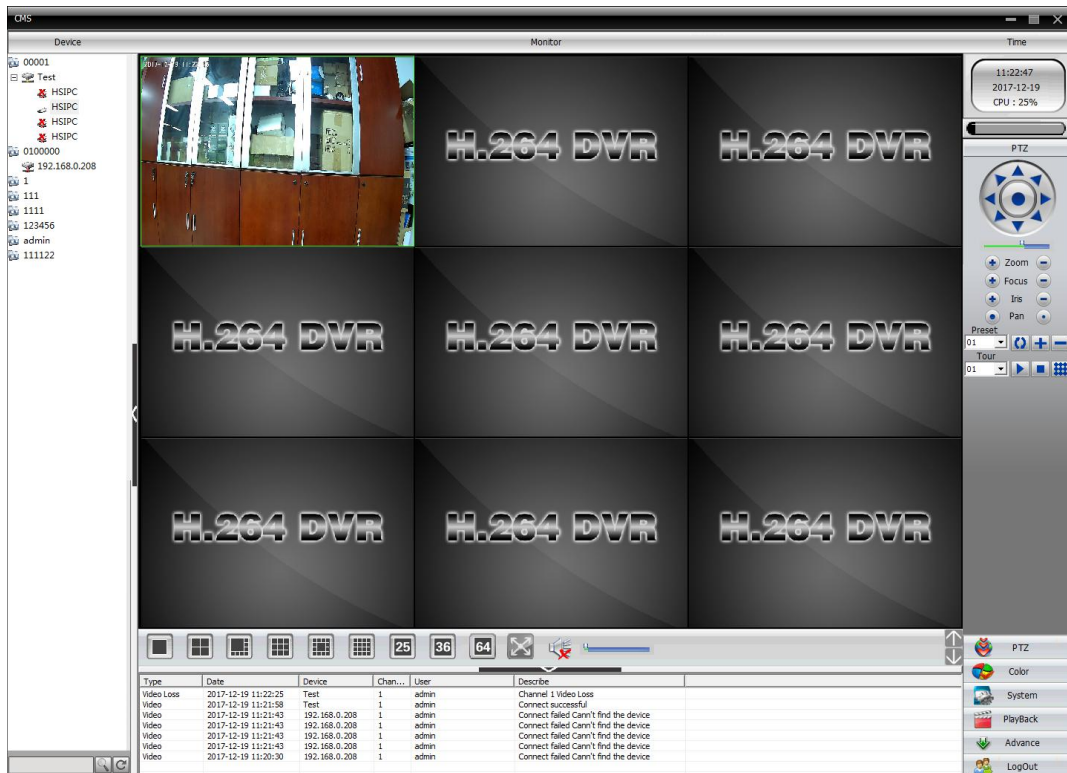
[Login Type]: Select ARSP

[Serial ID]: Enter “Main Menu”>“Info”>“Version”>“Serial No” to get your Serial NO. It’s a combination of 16 characters and numbers.

[Port]: TCP port, default by 34567

[User Name/Password]: The default user name is “admin” and can not be changed. The password is the same to the password of NVR(The default password “null” means you needn't input the password, just keep the password box blank).

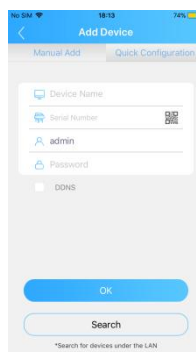
Click “OK” to save after you have set up the above parameters, you can double-click to open your device.



4.3 Accessing by Mobile Phone

4.3.1 iPhone / iPad

- Install the XMEye app for free from the APP Store. Tap the icon XMEye to open the APP.
- Tap Register to create a new account (Need to input the User name and Password).
- Tap “+” to add a new device .
- Configure the following.



1 [Device Name]: Input a name for your system on your own.

2 : Scan the QR code on the NVR's Guide to get the Serial Number. The Guide will pop up when you powered on the NVR for the first time and you can find it on the NVR's quick menu. You can enter “**Main Menu**”> “**Info**”> “**Version**”> “**Serial No**” to get the Serial Number and then input your Serial Number

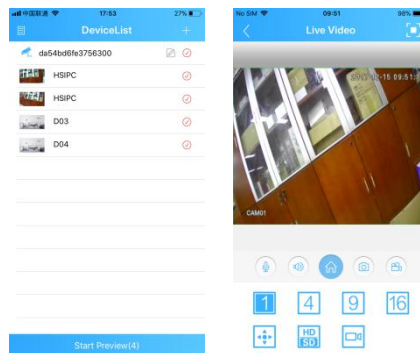
manually if you can not scan the QR code.

3 [User Name]: admin

4 [Password]: The password is the same to the password of NVR(The default password “null” means you needn't input the password, just keep the password box blank).

e. Tap OK to add your device to the APP.

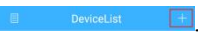
f. Whenever you open the XMEye APP, the Device List window will be popped up for the first time. Tap the device you want to view, then you can get the video from all the connected cameras.



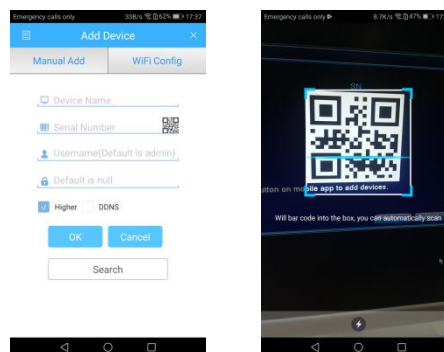
4.3.2 Android

a Install the XMEye APP for free from the Google Play. Tap the icon XMEye to open the APP.

b Tap Register to create a new account (Need to input the User name and Password).

c Tap “+” to add a new device .

d Configure the following.



1 [Device Name]: Input a name for your system on your own.

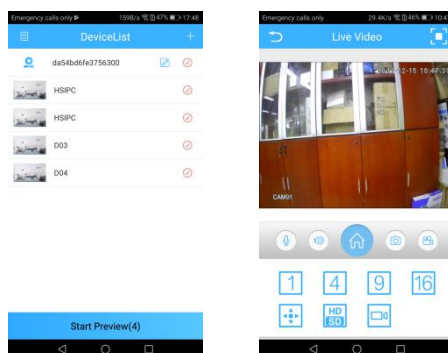
2 : Scan the QR code on the NVR’s Guide to get the Serial No. The Guide will pop up when you powered on the NVR for the first time and you can find it on the NVR’s quick menu. You can enter “**Main Menu**”> “**Info**”> “**Version**”> “**Serial No**” to get the Serial Number and then input your Serial Number manually if you can not scan the QR code.

3 [User Name]: admin

4 [Password]: The password is the same to the password of NVR(The default password “null” means you needn't input the password, just keep the password box blank).

e Tap OK to add your device to the APP.

f Whenever you open the XMEye APP, the Device List window will be popped up for the first time. Tap the device you want to view, then you can get the video from all the connected cameras.



Chapter 5 FAQ & Troubleshooting

1. No setting interface displayed on the monitor after the device is starting up normally.

Possible Reasons:

Do not connect your NVR to the port of laptop's VGA or HDMI directly.

Make sure the resolution of monitor higher than the display resolution of NVR. Otherwise, the monitor will not show any image of cameras.

Solutions:

Method 1: Use the monitor with a higher resolution to connect your NVR so that you can log in NVR and change its display resolution to lower one.

Method 2: You can access the camera through CMS software on your computer to change its display resolution to lower one.

Method 3: You can access the NVR system on the computer's browser by NVR's IP and change its display resolution on web page.

2. All cameras has no image shows up on the NVR after the device is starting up normally.

Possible Reasons:

Make sure all cameras are connected to the port of Video-in with cables and your recorder should be connected to the monitor with the cable, but the video of all cameras are not shown on the monitor (You can still see the setting panel of recorder) .

Solutions:

Step 1: You can right click the mouse to get a desktop shortcut menu in the preview mode. Click “Guide” and select “Auto connected mode”, then click “Next” and “OK” to save the settings.

Step 2: Click the icon “connect all video” at the bottom of screen.

Step 3: Use your hands to cover the front of camera. If you can see infrared lights turns on with red lights, which means the cameras are on.

Step 4: Go to NVR’s “Main Menu”> “Advanced”> “Restore” enters into the interface of configuring restore setup. Restore recorder to factory default.

3. You can not viewing on the mobile phone and computer.

Possible Reasons:

The status of NAT is not connected.

Solutions:

Please go to Main Menu-- Info--Version to check the status of NAT is Connected.

4. NAT is probing DNS

Possible Reasons:

Your IP address is wrong.

Connection cable is damaged.

Solutions:

Method 1: Make sure the yellow light is flicker and the green light doesn't flicker (if not, you should change your network cable or change the internet access on the router).

Method 2: Fix your IP address

5. NAT shows Disable

Possible Reasons:

Cloud is not enabled.

Solutions:

Method : Please go to **Main Menu ---System ---Net Service** to Enable **Cloud**.

6. No image displayed on some cameras

Possible Reasons:

Make sure all cameras are connected to NVR with cables and recorder is connected to the monitor with the cable, one or several cameras has no image displayed on the monitor, but others are working fine, you should make sure

the camera, cable, or channel port is damaged or not.

For example:

Image	NO	YES	YES	YES
Channel	channel A1	channel A2	channel A3	channel A4
Cable	cable B1	cable B2	cable B3	cable B4
Camera	camera C1	camera C2	camera C3	camera C4

1. Connect the camera C1 to the channel A1 with the cable B2 to confirm if it is the cable B1's problem
2. Connect the camera C1 to the channel A2 with the cable B2 to confirm if it is the camera C1's problem.
3. Connect the camera B2 to the channel A1 with the cable B2 to confirm if it is the channel port A1's problem.

Solutions:

Step 1: Please make sure that yellow light of all network ports are flashing quickly, while the green light turns on but does not flash.

Step 2: Go to NVR's Main Menu > System > Digital to check and enable all the channels.

Step 3: Please E-mail or make a call phone to us if you have any further questions.

7. Video can not be recorded.

Possible Reasons:

The NVR needs an internal hard disk drive for recording. Without hard drive, the system can show live viewing, but can not be recorded or playback. The status of hard drive is abnormal.

Solutions:

Method 1: Make sure the hard drive is installed. The hard drive is installed for the first time needs to format, you can enter the Main Menu --Advanced Settings -- Hard Disk Management to click format and select the hard disk.

Method 2: Please go to Main Menu---Record---Playback to check recordings.

8. Email alerts is failed

Possible Reasons:

You had better use Gmail, do not use Yahoo or Hotmail. Alarm and email alerts function are not enabled.

Solutions:

Method 1: Please make sure the NVR has connected to the router and Internet successfully.

Method 2: Please enable alarm and email alerts function.

Method 3: Please make sure the edition of your device must be after December 2015. If not, please send email to us.

9. All cameras has no image shows up on the NVR after the device is starting up normally.

Possible Reasons:

Connection cable is damaged.

Input mode of the monitor is incorrect.

Solutions:

Method 1: Please go to Guide and select Auto-connected mode.

Method 2: Please make sure your camera has been connected correctly.

10. Forget password**Solutions:**

Method 1: Please make sure that there is no default password, you can login directly.

Method 2: Please send the date and model of your NVR, you can email to us or make a phone call to us.

11. The status of your hard disk is abnormal.**Possible Reasons:**

Your DVR has not installed the hard disk, or the specification of your hard disk is incorrect.

Solutions:

Method 1: Please make sure your hard drive meets all requirements from us. Please make sure your hard drive is for the surveillance use, not for the PC.

Method 2: Please make sure your NVR has installed the hard drive in advance.

Method 3: Please go to **Main Menu--Advanced--Storage** to check if there is hard drive and its status is normal or not. If there is nothing on the storage or the status is not normal, please click Format Storage.

Method 4: Install the hard drive and put the hard drive close to your ear to check if you can hear some noise. One hour later, use your hand to touch the hard drive to check if it is hot. If you can not hear any noise and the surface of hard drive is not hot, it means that the hard drive is not being powered up. Please contact us.

Please E-mail or make a call phone to us if you have any further questions.

Contact SANNCE Technical Support		
E-mail	support@mysannce.com	US Eastern time 07:00-11:00 and 20:00-24:00 Mon-Fri UK London time 07:00-16:00 Mon-Fri AU Sydney time 07:00-16:00 Mon-Fri
Facebook	@sanncectv	
Telephone	US:574 607 4801	
	UK:154 362 4340	
	AU:07 3106 3355	