



# **Network Video Recorder**

**User Manual**

## Legal Information

### About this Document

- This Document includes instructions for using and managing the Product. Pictures, charts, images and all other information hereinafter are for description and explanation only.
- The information contained in the Document is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version of the Document at the Hikvision website ( <https://www.hikvision.com> ). Unless otherwise agreed, Hangzhou Hikvision Digital Technology Co., Ltd. or its affiliates (hereinafter referred to as "Hikvision") makes no warranties, express or implied.
- Please use the Document with the guidance and assistance of professionals trained in supporting the Product.

### About this Product

- This product can only enjoy the after-sales service support in the country or region where the purchase is made.
- If the product you choose is a video product, please scan the following QR code to obtain the "Initiatives on the Use of Video Products", and read it carefully.



### Acknowledgment of Intellectual Property Rights

- Hikvision owns the copyrights and/or patents related to the technology embodied in the Products described in this Document, which may include licenses obtained from third parties.
- Any part of the Document, including text, pictures, graphics, etc., belongs to Hikvision. No part of this Document may be excerpted, copied, translated, or modified in whole or in part by any means without written permission.
- **HIKVISION** and other Hikvision's trademarks and logos are the properties of Hikvision in various jurisdictions.
- Other trademarks and logos mentioned are the properties of their respective owners.
- **HDMI**<sup>™</sup> The terms HDMI and HDMI High-Definition Multimedia Interface, and the HDMI Logo are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. in the United States and other countries.

### **LEGAL DISCLAIMER**

- TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS DOCUMENT AND THE PRODUCT DESCRIBED, WITH ITS HARDWARE, SOFTWARE AND FIRMWARE, ARE PROVIDED "AS IS" AND "WITH ALL FAULTS AND ERRORS". HIKVISION MAKES NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE. THE USE OF THE PRODUCT BY YOU IS AT YOUR OWN RISK. IN NO EVENT WILL HIKVISION BE LIABLE TO YOU FOR ANY SPECIAL, CONSEQUENTIAL, INCIDENTAL, OR INDIRECT DAMAGES, INCLUDING, AMONG OTHERS, DAMAGES FOR LOSS OF BUSINESS PROFITS, BUSINESS INTERRUPTION, OR LOSS OF DATA, CORRUPTION OF SYSTEMS, OR LOSS OF DOCUMENTATION, WHETHER BASED ON BREACH OF CONTRACT, TORT (INCLUDING NEGLIGENCE), PRODUCT LIABILITY, OR OTHERWISE, IN CONNECTION WITH THE USE OF THE PRODUCT, EVEN IF HIKVISION HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS.
- YOU ACKNOWLEDGE THAT THE NATURE OF THE INTERNET PROVIDES FOR INHERENT SECURITY RISKS, AND HIKVISION SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER-ATTACK, HACKER ATTACK, VIRUS INFECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, HIKVISION WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.
- YOU AGREE TO USE THIS PRODUCT IN COMPLIANCE WITH ALL APPLICABLE LAWS, AND YOU ARE SOLELY RESPONSIBLE FOR ENSURING THAT YOUR USE CONFORMS TO THE APPLICABLE LAW. ESPECIALLY, YOU ARE RESPONSIBLE, FOR USING THIS PRODUCT IN A MANNER THAT DOES NOT INFRINGE ON THE RIGHTS OF THIRD PARTIES, INCLUDING WITHOUT LIMITATION, RIGHTS OF PUBLICITY, INTELLECTUAL PROPERTY RIGHTS, OR DATA PROTECTION AND OTHER PRIVACY RIGHTS. YOU SHALL NOT USE THIS PRODUCT FOR ANY PROHIBITED END-USES, INCLUDING THE DEVELOPMENT OR PRODUCTION OF WEAPONS OF MASS DESTRUCTION, THE DEVELOPMENT OR PRODUCTION OF CHEMICAL OR BIOLOGICAL WEAPONS, ANY ACTIVITIES IN THE CONTEXT RELATED TO ANY NUCLEAR EXPLOSIVE OR UNSAFE NUCLEAR FUEL-CYCLE, OR IN SUPPORT OF HUMAN RIGHTS ABUSES.
- IN THE EVENT OF ANY CONFLICTS BETWEEN THIS DOCUMENT AND THE APPLICABLE LAW, THE LATTER PREVAILS.

**© Hangzhou Hikvision Digital Technology Co., Ltd. All rights reserved.**

## Regulatory Information

### FCC Information

Please take attention that changes or modification 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 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: <http://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: <http://www.recyclethis.info> .

**Industry Canada ICES-003 Compliance**

This device meets the CAN ICES-3 (A)/NMB-3(A) standards requirements.

## Applicable Model

This manual is applicable to the models listed in the following table.

Series	Model
DS-96000NI-H16R	DS-96128NI-H16R
DS-96000NI-H16R/Pro	DS-96128NI-H16R/Pro
DS-96000NI-H24R	DS-96128NI-H24R
	DS-96256NI-H24R
DS-96000NI-H24R/Pro	DS-96128NI-H24R/Pro
	DS-96256NI-H24R/Pro
DS-96000NI-I16/C	DS-96128NI-I16/C
DS-96000NI-I16R/C	DS-96128NI-I16R/C

## Safety Instruction

- 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.
- Firmly connect the plug to the power socket. Do not connect several devices to one power adapter. Power off the device before connecting and disconnecting accessories and peripherals.
- Shock hazard! Disconnect all power sources before maintenance.
- The equipment must be connected to an earthed mains socket-outlet.
- The socket-outlet shall be installed near the device and shall be easily accessible.
- For the device with the sign ⚡ indicating hazardous live, the external wiring connected to the terminals requires installation by an instructed person.
- Never place the device in an unstable location. The device may fall, causing serious personal injury or death.
- Input voltage should meet the SELV (Safety Extra Low Voltage) and the LPS (Limited Power Source) according to the IEC62368.
- High touch current! Connect to earth before connecting to the power supply.
- 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.
- Use the device in conjunction with an UPS, and use factory recommended HDD if possible.
- This equipment is not suitable for use in locations where children are likely to be present.
- CAUTION: Risk of explosion if the battery is replaced by an incorrect type.
- Do not ingest battery. Chemical Burn Hazard!
- This product contains a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.
- Improper replacement of the battery with an incorrect type may defeat a safeguard (for example, in the case of some lithium battery types).
- Do not dispose of the battery into fire or a hot oven, or mechanically crush or cut the battery, which may result in an explosion.
- Do not leave the battery in an extremely high temperature surrounding environment, which may result in an explosion or the leakage of flammable liquid or gas.
- Do not subject the battery to extremely low air pressure, which may result in an explosion or the leakage of flammable liquid or gas.
- Dispose of used batteries according to the instructions.
- Keep body parts away from fan blades and motors. Disconnect the power source during servicing.
- Keep body parts away from motors. Disconnect the power source during servicing.
- Use only power supplies same with the original model, or LPS power supplies with the same voltage and electric current.

## Preventive and Cautionary Tips

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

- The device is designed for indoor use only. Install it in a well-ventilated, dust-free environment without liquids.
- Ensure recorder is properly secured to a rack or shelf. Major shocks or jolts to the recorder as a result of dropping it may cause damage to the sensitive electronics within the recorder.
- The device shall not be exposed to water dripping or splashing, and no objects filled with liquids, such as vases, shall be placed on the device.
- No naked flame sources, such as lighted candles, should be placed on the device.
- The ventilation should not be impeded by covering the ventilation openings with items, such as newspapers, table-cloths, curtains. The openings shall never be blocked by placing the device on a bed, sofa, rug, or other similar surface.
- For certain models, ensure correct wiring of the terminals for connection to an AC mains supply.
- For certain models, the equipment has been designed, when required, modified for connection to an IT power distribution system.
-  identifies the battery holder itself and identifies the positioning of the cell(s) inside the battery holder.
- + identifies the positive terminal(s) of the device which is used with, or generates direct current, and - identifies the negative terminal(s) of the device which is used with, or generates direct current.
- Keep a minimum 200 mm (7.87 inch) distance around the equipment for sufficient ventilation.
- For certain models, ensure correct wiring of the terminals for connection to an AC mains supply.
- Do not touch the sharp edges or corners.
- When the device is running above 45 °C (113 °F), or its HDD temperature in S.M.A.R.T. exceeds the stated value, please ensure the device is running in a cool environment, or replace HDD(s) to make the HDD temperature in S.M.A.R.T. below the stated value.
- Provide a surge suppressor at the inlet opening of the device under special conditions such as the mountain top, iron tower, and forest.
- Do not touch the bare components (such as the metal contacts of the inlets) and wait for at least 5 minutes, since electricity may still exist after the device is powered off.
- The USB port of the equipment is used for connecting to a mouse, keyboard, USB flash drive, or Wi-Fi dongle only. The current for the connected device shall be not more than 0.1 A.
- The serial port of the device is used for debugging only.
- If the power output port of the device does not comply with Limited Power Source, the connected device powered by this port shall be equipped with a fire enclosure.
- If a power adapter is provided in the device package, use the provided adapter only.
- For the device with sticker  or , pay attention to the following cautions: CAUTION: Hot parts! Do not touch. Burned fingers when handling the parts. Wait one-half hour after switching off before handling the parts.
- If the device needs to be installed on the wall or ceiling,

1. Install the device according to the instructions in this manual.
  2. To prevent injury, this device must be securely attached to the installation surface in accordance with the installation instructions.
- Under high working temperature (40 °C (104 °F) to 55 °C (131 °F)), the power of some power adapters may decrease.
  - Make sure that the power has been disconnected before you wire, install, or disassemble the device.
  - If the device needs to be wired by yourself, select the corresponding wire to supply power according to the electric parameters labeled on the device. Strip off wire with a standard wire stripper at corresponding position. To avoid serious consequences, the length of stripped wire shall be appropriate, and conductors shall not be exposed.
  - If smoke, odor, or noise arises from the device, immediately turn off the power, unplug the power cable, and contact the service center.

## Content Convention

In order to simplify description, please read the following conventions.

- Recorder or device mainly refers to video recorder.
- IP device mainly refers to network camera (IP camera), IP dome (speed dome), DVS (Digital Video Server), or NVS (Network Video Server).
- Channel mainly refers to the video channel in video recorder.

## Symbol Conventions

The symbols that may be found in this document are defined as follows.

Symbol	Description
 <b>Danger</b>	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.
 <b>Caution</b>	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
 <b>Note</b>	Provides additional information to emphasize or supplement important points of the main text.

# Contents

<b>Chapter 1 Basic Operation .....</b>	<b>1</b>
1.1 Activate Your Device .....	1
1.1.1 Default User and IP Address .....	1
1.1.2 Activate via Local Menu .....	1
1.1.3 Activate via SADP .....	2
1.1.4 Activate via Client Software .....	3
1.1.5 Activate via Web Browser .....	6
1.2 Configure TCP/IP .....	6
1.3 Configure HDD .....	7
1.4 Add Network Camera .....	8
1.4.1 Add Automatically Searched Online Network Camera .....	8
1.4.2 Add Network Camera Manually .....	9
1.4.3 Add Network Camera via Customized Protocol .....	10
1.5 Connect to Platform .....	11
1.5.1 Configure Hik-Connect .....	11
1.5.2 Configure ISUP .....	12
<b>Chapter 2 IoT .....</b>	<b>14</b>
2.1 Add an IoT Device .....	14
2.1.1 Add an Access Control Device .....	14
2.1.2 Add an Alarm Device .....	15
2.2 Configure the Linkage Action and Arming Schedule .....	17
2.3 Configure OSD .....	17
2.4 Search the IoT Record .....	18
2.5 IoT Video/Picture .....	20
2.5.1 Configure the Event Recording/Capturing .....	20
2.5.2 Search IoT Video .....	21

<b>Chapter 3 Camera Settings</b> .....	<b>23</b>
3.1 Configure Image Parameters .....	23
3.2 Configure OSD .....	23
3.3 Configure Privacy Mask .....	24
3.4 Configure IP Camera Time Sync .....	25
3.5 Import Network Camera Certificate .....	26
3.6 Import/Export IP Camera Configuration Files .....	26
3.7 Upgrade IP Cameras .....	27
<b>Chapter 4 Live View</b> .....	<b>28</b>
4.1 Start Live View .....	28
4.1.1 Configure Live View Settings .....	29
4.1.2 Configure Live View Layout .....	30
4.1.3 Configure Channel-Zero Encoding .....	31
4.1.4 Switch Main/Auxiliary Port .....	31
4.2 Digital Zoom .....	32
4.3 Fisheye View .....	32
4.4 3D Positioning .....	33
4.5 PTZ Control .....	34
4.5.1 Configure PTZ Parameters .....	34
4.5.2 Set a Preset .....	34
4.5.3 Call a Preset .....	35
4.5.4 Set a Patrol .....	35
4.5.5 Call a Patrol .....	37
4.5.6 Set a Pattern .....	37
4.5.7 Call a Pattern .....	38
4.5.8 Set Linear Scan Limit .....	38
4.5.9 One-Touch Park .....	39
<b>Chapter 5 Recording and Playback</b> .....	<b>40</b>

5.1 Recording .....	40
5.1.1 Configure Video Parameters .....	40
5.1.2 Enable H.265 Stream Access .....	42
5.1.3 ANR .....	42
5.1.4 Manual Recording .....	42
5.1.5 Configure Recording Schedule .....	42
5.1.6 Configure Holiday Recording .....	44
5.2 Playback .....	45
5.2.1 Instant Playback .....	45
5.2.2 Play Normal Video .....	46
5.2.3 Play Smart Searched Video .....	47
5.2.4 Play Custom Searched Files .....	47
5.2.5 Play Tag Files .....	48
5.2.6 Play by Sub-periods .....	49
5.2.7 Play External Files .....	49
5.3 Playback Operations .....	49
5.3.1 Edit Video Clips .....	49
5.3.2 Thumbnails View .....	50
<b>Chapter 6 Event .....</b>	<b>51</b>
6.1 Normal Event Alarm .....	51
6.1.1 Configure Motion Detection Alarms .....	51
6.1.2 Configure Video Loss Alarms .....	51
6.1.3 Configure Video Tampering Alarms .....	52
6.1.4 Configure Sensor Alarms .....	52
6.1.5 Configure Exceptions Alarms .....	52
6.1.6 Configure Combined Alarm .....	53
6.2 VCA Event Alarm .....	54
6.2.1 Temperature Screening .....	54

6.2.2 Face Capture .....	55
6.2.3 Vehicle Detection .....	56
6.2.4 Line Crossing Detection .....	57
6.2.5 Intrusion Detection .....	58
6.2.6 Region Entrance Detection .....	60
6.2.7 Region Exiting Detection .....	61
6.2.8 Multi-Target-Type Detection .....	62
6.2.9 Loitering Detection .....	62
6.2.10 People Gathering Detection .....	63
6.2.11 Fast Moving Detection .....	64
6.2.12 Parking Detection .....	65
6.2.13 Unattended Baggage Detection .....	66
6.2.14 Object Removal Detection .....	68
6.2.15 Audio Exception Detection .....	69
6.2.16 Defocus Detection .....	70
6.2.17 Sudden Scene Change Detection .....	71
6.2.18 PIR Alarm .....	71
6.2.19 Thermal Camera Detection .....	72
6.2.20 Queue Management .....	73
6.2.21 Target Detection .....	73
6.3 Configure Arming Schedule .....	74
6.4 Configure Linkage Actions .....	75
6.4.1 Configure Auto-Switch Full Screen Monitoring .....	75
6.4.2 Configure Buzzer .....	75
6.4.3 Notify Surveillance Center .....	76
6.4.4 Configure Email Linkage .....	76
6.4.5 Trigger Alarm Output .....	76
6.4.6 Configure PTZ Linkage .....	76

<b>Chapter 7 Smart Analysis .....</b>	<b>78</b>
7.1 Smart Event Settings .....	78
7.2 People Counting .....	78
7.3 Heat Map .....	78
<b>Chapter 8 File Management .....</b>	<b>80</b>
8.1 Search Files .....	80
8.2 Export Files .....	80
8.3 Smart Search .....	81
8.3.1 Face Picture Search .....	81
8.3.2 Search by Human Body Event .....	82
8.3.3 Vehicle Search .....	82
<b>Chapter 9 Storage .....</b>	<b>84</b>
9.1 Storage Device Management .....	84
9.1.1 Manage Local HDD .....	84
9.1.2 Add a Network Disk .....	86
9.1.3 Manage eSATA .....	87
9.2 Disk Array .....	89
9.2.1 Create a Disk Array .....	89
9.2.2 Rebuild an Array .....	91
<b>Chapter 10 Hot Spare Recorder Backup .....</b>	<b>94</b>
10.1 Set Hot Spare Device .....	94
10.2 Set Working Recorder .....	95
10.3 Manage Hot Spare System .....	95
<b>Chapter 11 Network Settings .....</b>	<b>97</b>
11.1 Configure DDNS .....	97
11.2 Configure PPPoE .....	97
11.3 Configure SNMP .....	98
11.4 Configure Email .....	99

11.5 Configure Port Mapping (NAT) .....	101
11.6 Configure Port .....	102
11.7 Configure ONVIF .....	104
<b>Chapter 12 User Management and Security .....</b>	<b>105</b>
12.1 Manage User Accounts .....	105
12.1.1 Add a User .....	105
12.1.2 Edit the Admin User .....	106
12.1.3 Edit an Operator/Guest User .....	107
12.2 Manage User Permissions .....	107
12.2.1 Set User Permissions .....	107
12.2.2 Set Live View Permission on Lock Screen .....	110
12.2.3 Set Double Verification Permission for Non-admin Users .....	111
12.3 Configure Password Security .....	111
12.3.1 Export GUID File .....	111
12.3.2 Configure Security Questions .....	112
12.3.3 Configure Reserved Email .....	113
12.4 Reset Password .....	114
12.4.1 Reset Password by GUID .....	114
12.4.2 Reset Password by Security Questions .....	115
12.4.3 Reset Password by Reserved Email .....	115
<b>Chapter 13 System Management .....</b>	<b>117</b>
13.1 Configure Device .....	117
13.2 Configure Time .....	117
13.2.1 Manual Time Synchronization .....	117
13.2.2 NTP Synchronization .....	118
13.2.3 DST Synchronization .....	118
13.2.4 Configure IP Camera Time Sync .....	119
13.3 Network Detection .....	119

13.3.1 Network Traffic Monitoring .....	119
13.3.2 Test Network Delay and Packet Loss .....	120
13.3.3 Export Network Packet .....	120
13.3.4 Network Resource Statistics .....	121
13.4 Storage Device Maintenance .....	122
13.4.1 Bad Sector Detection .....	122
13.4.2 S.M.A.R.T. Detection .....	122
13.4.3 HDD Health Detection .....	123
13.4.4 Configure Disk Clone .....	124
13.4.5 Repair Database .....	125
13.5 Upgrade Device .....	125
13.5.1 Upgrade by Local Backup Device .....	125
13.5.2 Upgrade by FTP .....	126
13.5.3 Upgrade by Web Browser .....	126
13.6 Import/Export Device Configuration Files .....	127
13.7 Log Management .....	127
13.7.1 Log Storage .....	127
13.7.2 Search & Export Log Files .....	128
13.7.3 Upload Logs to the Server .....	129
13.7.4 One-Way Authentication .....	130
13.7.5 Two-Way Authentication .....	130
13.8 Restore Default Settings .....	131
13.9 Security Management .....	132
13.9.1 IP/MAC Address Filter .....	132
13.9.2 RTSP Authentication .....	133
13.9.3 ISAPI Service .....	133
13.9.4 HTTP Authentication .....	133
<b>Chapter 14 Appendix .....</b>	<b>135</b>

14.1 Glossary .....	135
14.2 Frequently Asked Questions .....	136
14.2.1 Why is there a part of channels displaying “No Resource” or turning black screen in multi-screen live view? .....	136
14.2.2 Why is the video recorder notifying the stream type is not supported? .....	137
14.2.3 Why is the video recorder notifying risky password after a network camera is added? .....	137
14.2.4 How to improve the playback image quality? .....	137
14.2.5 How to confirm the video recorder is using H.265 to record video? .....	137
14.2.6 Why is the timeline at playback not constant? .....	138
14.2.7 Why is the video recorder notifying the network is unreachable when a network camera is being added? .....	138
14.2.8 Why is the IP address of network camera being changed automatically? .....	138
14.2.9 Why is the video recorder notifying IP conflict? .....	138
14.2.10 Why is image getting stuck when playing back by single or multi-channel cameras? .....	139
14.2.11 Why does my video recorder make a beeping sound after booting? .....	139
14.2.12 Why is there no recorded video after the motion detection is set? .....	139
14.2.13 Why is the video sound quality not good? .....	140

# Chapter 1 Basic Operation

## 1.1 Activate Your Device

### 1.1.1 Default User and IP Address

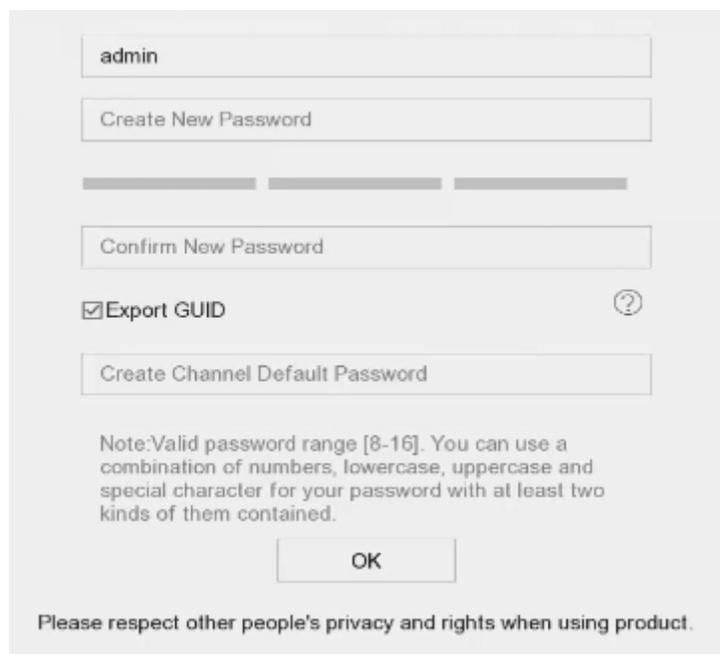
- Default administrator account: admin.
- Default IPv4 address: 192.168.1.64.

### 1.1.2 Activate via Local Menu

For the first-time access, you have to set an admin password to activate your device. No operation is allowed before activation. You can also activate the device via web browser, SADP or client software.

#### Steps

1. Enter the admin password twice.



admin

Create New Password

Confirm New Password

Export GUID ?

Create Channel Default Password

Note:Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.

OK

Please respect other people's privacy and rights when using product.

Figure 1-1 Activate via Local Menu



## Warning

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

2. Enter a password to activate network cameras that are connected to the device.
3. Click **OK**.



## Note

After the device is activated, you should properly keep the password.

## What to do next

Follow the wizard to set basic parameters.

- There are methods to reset your password when you forget. You have to configure at least one password resetting method after activation.
- For Hik-Connect configuration, refer to ***Configure Hik-Connect*** for details.

## 1.1.3 Activate via SADP

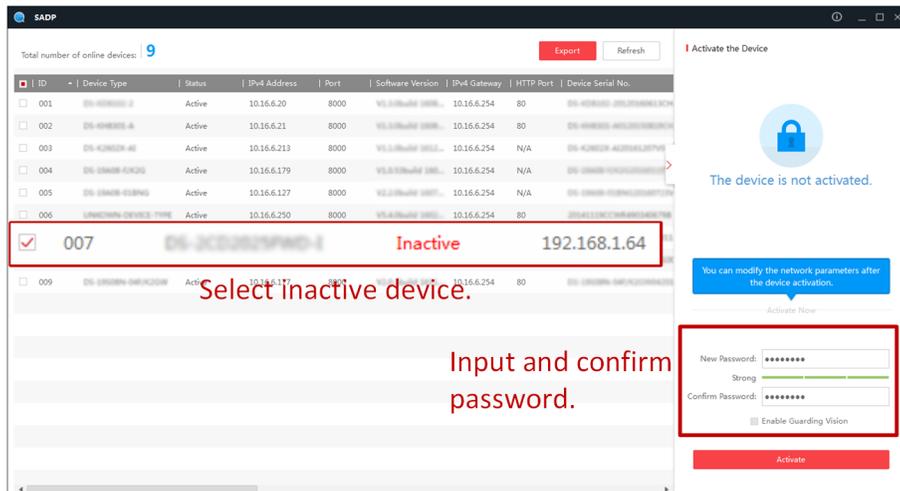
SADP software is used for detecting the online device, activating the device, and resetting its password.

### Before You Start

Get the SADP software from the supplied disk or the official website, and install the SADP according to the prompts.

### Steps

1. Connect your video recorder power supply to an electrical outlet and turn on it.
2. Run the SADP software to search the online recorders.
3. Check the recorder status from the device list, and select the inactive recorder.



**Figure 1-2 Activate via SADP**

4. Create and input the new password in the password field, and confirm the password.

### Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

5. Click **Activate**.

## 1.1.4 Activate via Client Software

The client software is versatile video management software for multiple kinds of devices.

### Before You Start

Get the client software from the supplied disk or the official website, and install the software according to the prompts.

### Steps

1. Run the client software and the control panel of the software pops up, as shown below.

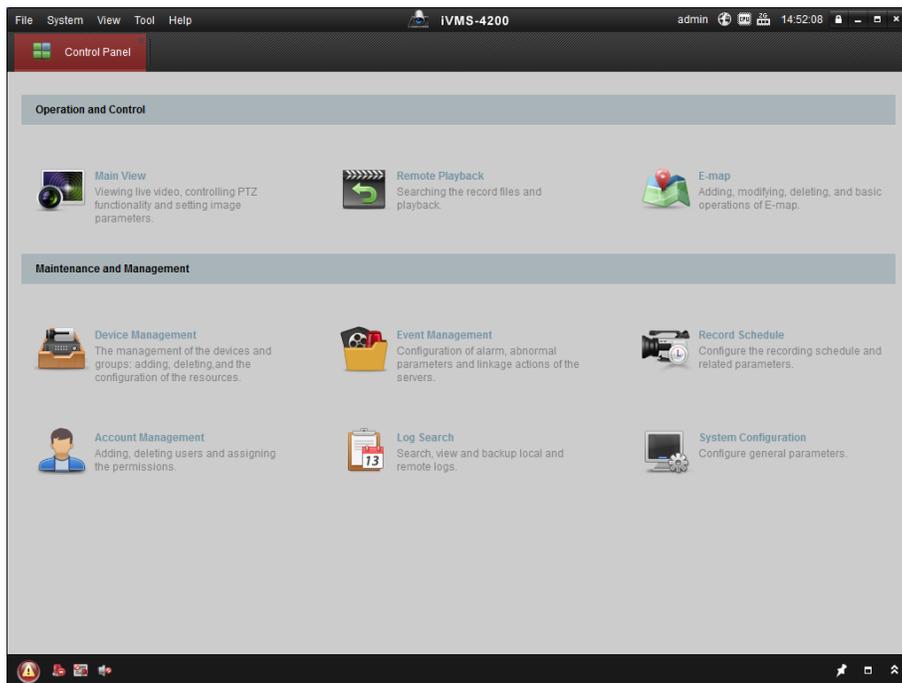


Figure 1-3 Control Panel

2. Click **Device Management** to enter the Device Management interface, as shown below.

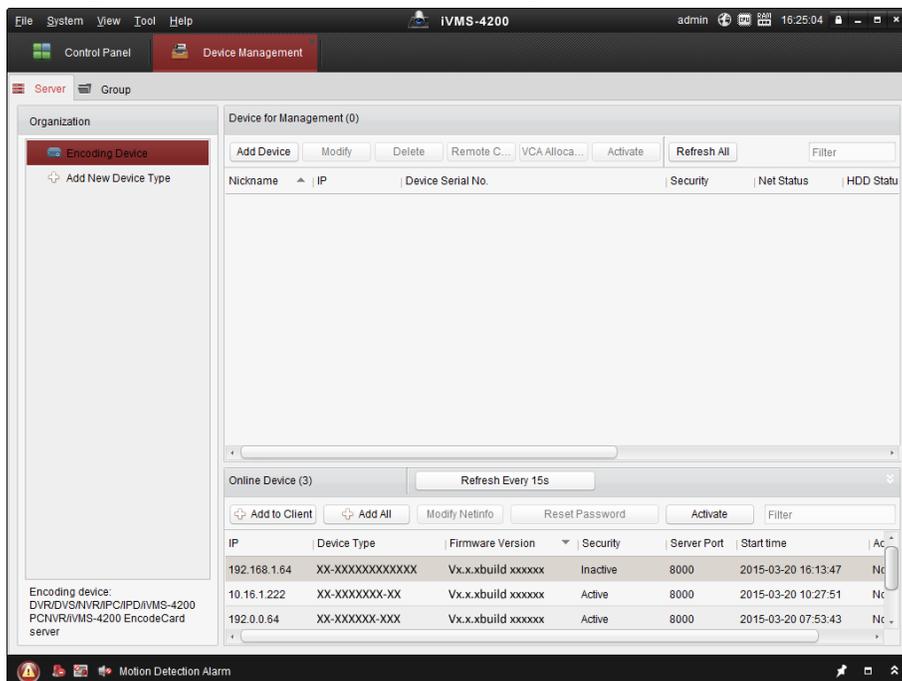


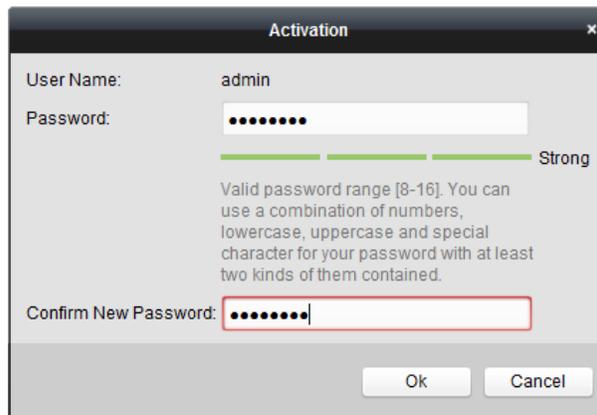
Figure 1-4 Device Management Interface

3. Check the recorder status from the device list, and select an inactive recorder.
4. Click **Activate** to pop up the Activation interface.
5. Create a password and input the password in the password field, and confirm the password.

 **Note**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

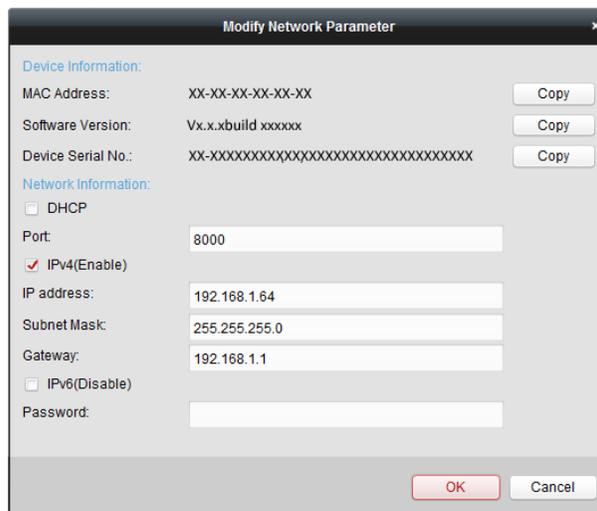
---



**Figure 1-5 Activation**

6. Click **OK** to start activation.

7. Click **Modify Netinfo** to pop up the Network Parameter Modification interface, as shown below.



**Figure 1-6 Modify Network Parameters**

8. Change the recorder IP address to the same subnet with your computer.

- Modify the IP address manually.
- Check **Enable DHCP**.

9. Input the password to activate your IP address modification.

## 1.1.5 Activate via Web Browser

You can get access to the recorder via web browser. You may use one of the following web browsers: Internet Explorer 6.0 and above, Apple Safari, Mozilla Firefox, and Google Chrome. The supported resolutions include 1024 × 768 and above.

### Steps

1. Enter the IP address in web browser, and then press **Enter**. The default IP address is 192.168.1.64.

Activation

User Name admin

Password   Strong

Valid password range [8-16]. You can use a combination of numbers, lowercase, uppercase and special character for your password with at least two kinds of them contained.

Confirm

OK

**Figure 1-7 Web Browser Activation**

2. Set the password for the admin user account.

### Note

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

3. Click **OK**.

## 1.2 Configure TCP/IP

TCP/IP must be properly configured before operating your device over a network. Both IPv4 and IPv6 are available.

### Steps

1. Go to **System** → **Network** → **TCP/IP** .

The screenshot displays the TCP/IP Settings configuration interface. At the top, 'Working Mode' is set to 'Net Fault-Tolerance', 'Select NIC' is 'bond0', and 'NIC Type' is '10M/100M/1000M Self-adaptiv'. Below this, there are tabs for 'IPv4' and 'IPv6'. Under the 'IPv4' tab, 'Enable DHCP' is unchecked. The 'IPv4 Address', 'IPv4 Subnet Mask', and 'IPv4 Default Gateway' fields are empty. To the right, 'Enable Obtain DNS Se...' is checked, and 'Preferred DNS Server' and 'Alternate DNS Server' fields are empty. Below the IPv4 settings, 'MAC Address' is shown as a series of colored squares. 'MTU(Bytes)' is set to '1500' with a note: 'If MTU is less than 1280, IPv6 related functions will be unavailable.' 'Main NIC' is set to 'LAN1'. An 'Apply' button is located at the bottom left.

**Figure 1-8 TCP/IP Settings**

**2. Select Working Mode as Net-Fault Tolerance or Multi-Address Mode.**

**Net-Fault Tolerance**

The two NIC cards use the same IP address, and you can select the main NIC to LAN1 or LAN2. In this way, in case of one NIC card failure, the device will automatically enable another standby NIC card so as to ensure the normal running of the system.

**Multi-Address Mode**

The parameters of the two NIC cards can be configured independently. You can select LAN1 or LAN2 under Select NIC for parameter settings. Select one NIC card as the default route. When the system connects with the extranet, the data will be forwarded through the default route.

- 3.** Click **IPv4** or **IPv6** as you required.
- 4. Optional:** Check **Enable DHCP** to obtain IP settings automatically if a DHCP server is available on the network.
- 5.** Set related parameters.

---

 **Note**

Valid MTU value range is from 500 to 1500.

---

- 6.** Click **Apply**.

## 1.3 Configure HDD

Ensure the video recorder storage media is well. You can install at least one HDD and initialize it, or create a RAID and initialize it.

## 1.4 Add Network Camera

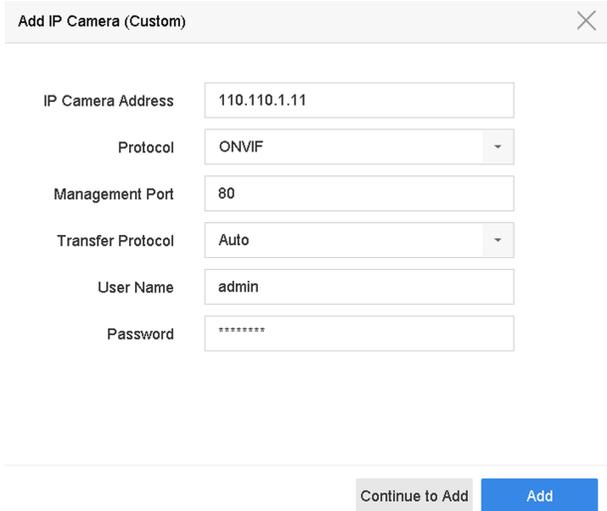
Before you can get live video or record the video files, you must add the network cameras to the connection list of the device.

### Before You Start

Ensure the network connection is valid and correct and the IP camera to add has been activated.

### Steps

1. Click  on the main menu bar.
2. Click **Custom Add** tab on the title bar.



IP Camera Address	110.110.1.11
Protocol	ONVIF
Management Port	80
Transfer Protocol	Auto
User Name	admin
Password	*****

Continue to Add   Add

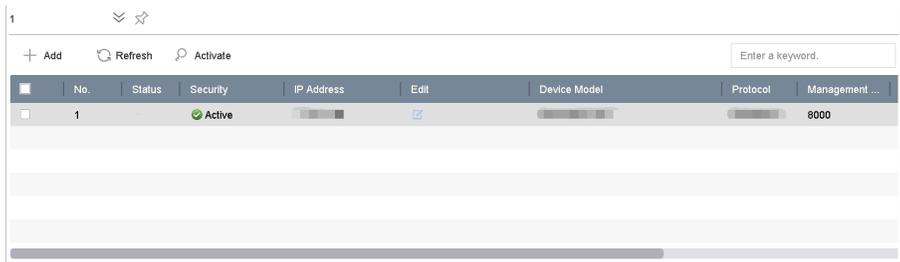
**Figure 1-9 Add IP Camera**

3. Enter IP address, protocol, management port, and other IP camera information to add.
4. Enter the login user name and password of the IP camera.
5. Click **Add** to finish the adding of the IP camera.
6. **Optional:** Click **Continue to Add** to continue to add additional IP cameras.

### 1.4.1 Add Automatically Searched Online Network Camera

#### Steps

1. Click  on the main menu.
2. Click **Number of Unadded Online Device** at the bottom.
3. Select the automatically searched online network cameras.
4. Click **Add** to add the camera which has the same login password with the video recorder.



**Figure 1-10 Add Automatically Searched Online Network Camera**

## Note

If the network camera to add has not been activated, you can activate it in the network camera list of camera management interface.

## 1.4.2 Add Network Camera Manually

Before you view live video or record video files, you must add network cameras to the device.

### Before You Start

Ensure the network connection is valid and correct, and the network camera is activated.

### Steps

1. Click  on the main menu.
2. Click **Custom Add**.
3. Set the parameters. For example, **IP Camera Address**, **Protocol**, etc.

## Note

Management port ranges from 1 to 65535.

Add IP Camera (Custom)

No.	Sta...	Security	IP Address	Device Model

IP Camera Address:

Protocol: HIKVISION

Management Port: 8000

Transfer Protocol: Auto

User Name: admin

Password:

Use Channel Defaul...

Enable IP Camera T...

Use Default Port

Verify Certificate

Search Continue to Add **Add**

**Figure 1-11 Add Network Camera**

4. **Optional:** Check **Use Channel Default Password** to use the default password to add the camera.

- 5. Optional:** Check **Enable IP Camera Time Sync** to synchronize the time of the connected IP camera automatically. For details, refer to ***Configure IP Camera Time Sync*** .
  - 6. Optional:** Check **Use Default Port** to use the default management port to add the camera. For SDK service, the default port value is 8000. For enhanced SDK service, the default value is 8443.
- 

## Note

The function is only available when you use HIKVISION protocol.

---

- 7. Optional:** Check **Verify Certificate** to verify the camera with certificate. The certificate is a form of identification for the camera that provides more secure camera authentication. It requires to import the network camera certificate to the device first when you use this function. For details, refer to ***Import Network Camera Certificate*** .
- 

## Note

The enhanced SDK service is only available when you use HIKVISION protocol.

---

- 8. Optional:** Click **Search** to search other network cameras.
- 9. Optional:** Click **Continue to Add** to add other network cameras.
- 10.** Click **Add**.

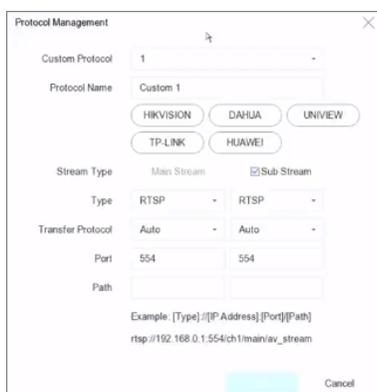
## 1.4.3 Add Network Camera via Customized Protocol

For network cameras that are not using standard protocols, you can configure customized protocols to add them. The system provides 8 customized protocols.

### Steps

- Click  on the main menu.
  - Go to **More Settings → Protocol** .
- 

## Note



- 3.** Set protocol parameters.

### Type

The network camera adopting custom protocol must support getting stream through standard RTSP.

## Path

Contact the manufacturer of network camera for the URL (Uniform Resource Locator) of getting main stream and sub-stream.



### Note

The protocol type and the transfer protocol must be supported by the network camera to add.

---

4. Click **OK**.
5. Click **Custom Add** to add cameras.
6. Set the parameters.
7. Click **OK**.

## 1.5 Connect to Platform

### 1.5.1 Configure Hik-Connect

Hik-Connect provides mobile phone application and platform service to access and manage your video recorder, which enables you to get a convenient remote access to the video security system.

#### Steps

1. Go to **System** → **Network** → **Advanced** → **Platform Access** .
2. Check **Enable** to activate the function. Then the service terms will pop up.
  - 1) Enter **Verification Code**.
  - 2) Scan the QR code to read the service terms and privacy statement.
  - 3) Check **The Hik-Connect service will require Internet access. Please read Service Terms and Privacy Statement before enabling the service.** if you agree with the service terms and privacy statement.
  - 4) Click **OK**.



### Note

- Hik-Connect is disabled by default.
  - The verification code is empty by default. It must contain 6 to 12 letters or numbers, and it is case sensitive.
- 
3. **Optional:** Configure following parameters.
    - Check **Custom** and enter **Server Address** as your desire.
    - Check **Enable Stream Encryption**, then verification code is required for remote access and live view.
    - Check **Time Sync**, and the device will sync time with Hik-Connect instead of NTP server.
  4. Bind your device with a Hik-Connect account.
    - 1) Use a smart phone to scan the QR code, and download Hik-Connect app. You can also download it from <https://appstore.hikvision.com> , or the QR code below. Refer to *Hik-Connect Mobile Client User Manual* for details.



**Figure 1-12 Download Hik-Connect**

2) Use Hik-Connect to scan the device QR, and bind the device.

---

 **Note**

If the device is already bound with an account, you can click **Unbind** to unbind with the current account.

---

5. Click **Apply**.

**What to do next**

You can access your video recorder via Hik-Connect.

### 1.5.2 Configure ISUP

SDK is based on Intelligent Security Uplink Protocol (ISUP). It provides APIs, library files, and commands for the third-party platform to access devices such as NVRs, speed domes, DVRs, network cameras, mobile NVRs, mobile devices, decoding devices, etc. With this protocol, the third-party platform can realize functions like live view, playback, two-way audio, PTZ control, etc.

**Steps**

---

 **Note**

This function is only available for certain models.

---

1. Go to **System** → **Network** → **Advanced** → **Platform Access** .

Access Type	ISUP
Enable	<input checked="" type="checkbox"/>
Server Address	
Server Port	7660
Registration Status	Offline
Device ID	720251740
Version	ISUP5.0
Encryption Password	*****

**Figure 1-13 ISUP Settings**

2. Select **Access Type** as **ISUP**.
3. Check **Enable**.

---

 **Note**

Enabling ISUP will disable other platform access.

---

4. Set the related parameters.

**Server Address**

The platform server IP address.

**Server Port**

The platform server port, ranges from 1024 to 65535. The actual port shall be provided by the platform.

**Device ID**

Device ID shall be provided by the platform.

**Version**

ISUP protocol version, only V5.0 is available.

**Encryption Password**

Encryption password is required when using ISUP V5.0 version, it provides more secure communication between the device and platform. Enter it for verification after the device is registered to the ISUP platform. It cannot be empty, or "ABCDEF".

5. Click **Apply** to save the settings and restart the device.

**What to do next**

You can see the registration status (online or offline) after the device is restarted.

## Chapter 2 IoT

IoT (Internet of Things) feature allows you to build connections between your video recorder and IoT devices, including access control and alarm devices. Video recorder will receive alarms from connected IoT devices. You can configure linkage actions like triggering recording and full screen monitoring, when IoT alarm occurs.

### 2.1 Add an IoT Device



Maximum number of IoT channel is the half of maximum network camera number of your video recorder.

---

#### 2.1.1 Add an Access Control Device

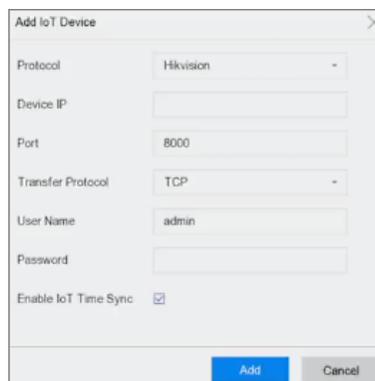
Add Hikvision alarm host and video intercom devices to receive alarms. You can configure linkage actions like triggering recording and full screen monitoring, when an alarm occurs.

##### Before You Start

Install access control devices. Ensure network communication between access control devices and video recorder is well.

##### Steps

1. Go to **Business Application** → **IoT** → **Access Control** → **Device Management** .
2. Click **Add**.



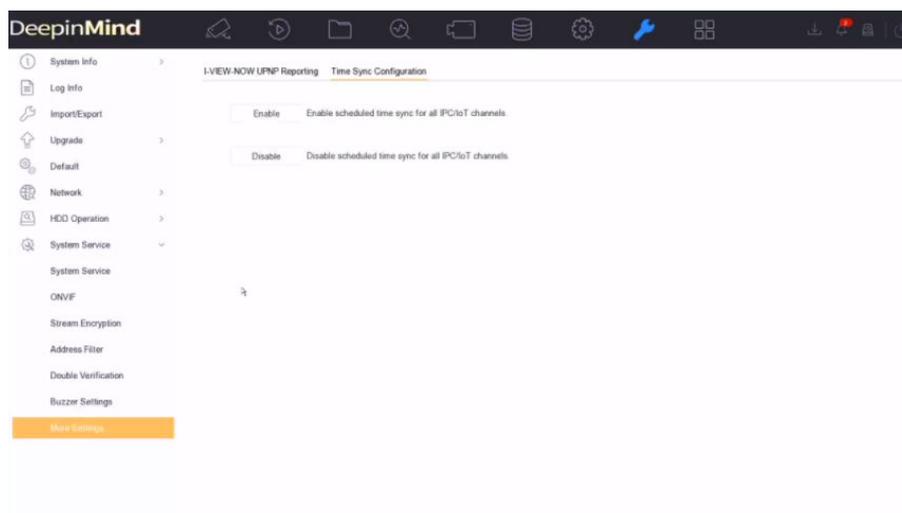
**Figure 2-1 Access Control**

3. Enter access control device information. **Device IP**, **Port**, **Transfer Protocol**, **User Name**, and **Password** must be the same with access control device.
4. **Optional**: Check **Enable IoT Time Sync** as your desire.

## Note

All IoT channels can be enabled/disabled with shortcuts.

- Go to **Maintenance** → **System Service** → **More Settings** .
- Click **Time Sync Configuration**, select **Enable IoT Time Sync** or **Disable IoT Time Sync** to enable/disable scheduled time sync for all IoT channels.



**Figure 2-2 IoT Time Sync**

This function is only available for the admin user.

- 
- Click **Add**.

## 2.1.2 Add an Alarm Device

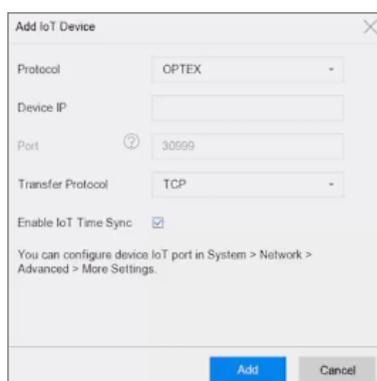
Add alarm devices of various manufacturers to receive alarms. You can configure linkage actions like triggering recording and full screen monitoring, when an alarm occurs.

### Before You Start

Install alarm devices. Ensure network communication between alarm devices and video recorder is well.

### Steps

- Go to **Business Application** → **IoT** → **Alarm** → **Device Management** .
- Click **Add**.



**Figure 2-3 Alarm Device**

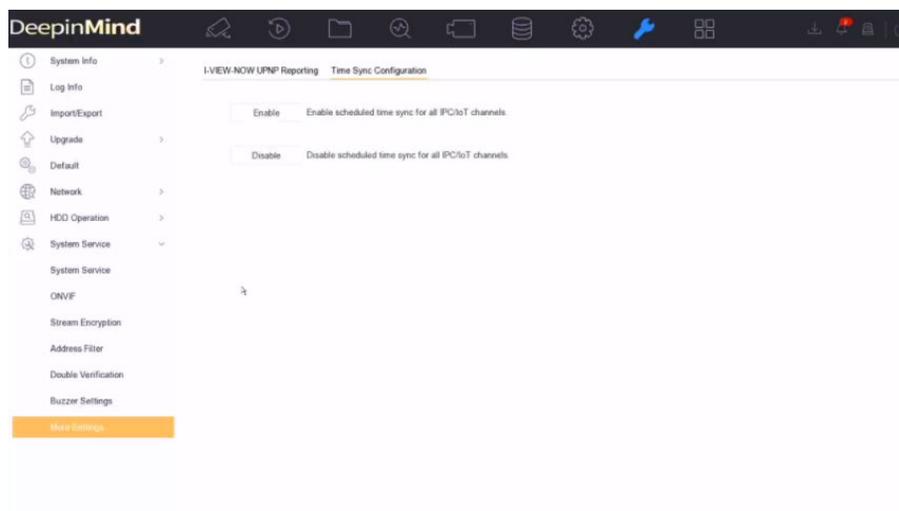
3. Enter access control device information. The information must be the same with the alarm device to add.
4. **Optional:** Check **Enable IoT Time Sync** as your desire.

---

 **Note**

All IoT channels can be enabled/disabled with shortcuts.

- a. Go to **Maintenance** → **System Service** → **More Settings** .
- b. Click **Time Sync Configuration**, select **Enable IoT Time Sync** or **Disable IoT Time Sync** to enable/disable scheduled time sync for all IoT channels.



**Figure 2-4 IoT Time Sync**

This function is only available for the admin user.

5. Click **Add**.

## 2.2 Configure the Linkage Action and Arming Schedule

Configure the linkage actions and arming schedule for access control or alarm devices. Linkage actions will be triggered when the designate alarm occurs.

### Steps

1. Click  of an added IoT device.

Figure 2-5 Configure IoT

2. Select **Event Type**. The following configuration is only valid for the selected event type.
3. Check **Enable**.
4. Check linkage actions as your desire. For detailed steps, refer to [Configure Linkage Actions](#) .

### Note

**Full Screen Monitoring** and **OSD Display** are only valid for the selected **Trigger Channel**.

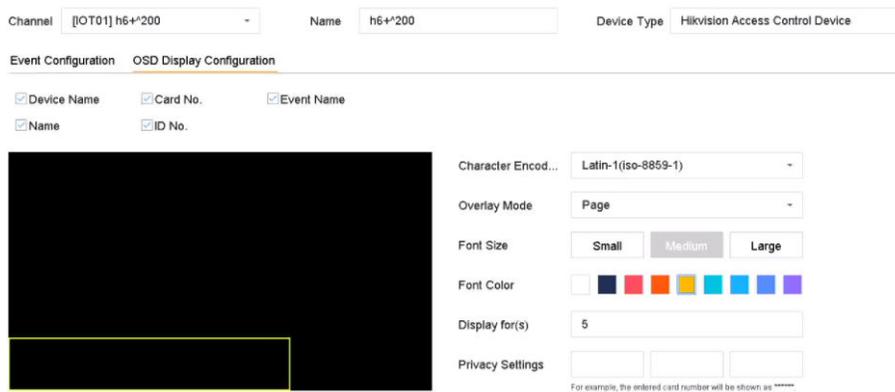
5. Click **Arming Schedule**.
6. Configure arming schedule. For detailed steps, refer to [Configure Arming Schedule](#) . Linkage action is only valid during the set schedule.
7. Click **Apply**.

## 2.3 Configure OSD

You can display alarm information received from IoT devices on live view image.

### Steps

1. Click  of an added IoT device.
2. Check **OSD Display** on Event Configuration interface.
3. Select **Trigger Channel**.
4. Click **OSD Display Configuration**.



**Figure 2-6 OSD Configuration**

5. Select items, including **Device Name**, **Card No.**, **Event Name**, **Name**, and **ID No.**, to display on live view image. The items are only for access control devices.
6. Configure OSD properties.

### **Overlay Mode - Scroll**

The OSD will automatically scroll to show the new alarm information.

### **Overlay Mode - Page**

When the current OSD cannot show more alarm information, it will automatically turn to new page.

### **Privacy Settings**

Enter privacy information you want to mask. Masked privacy information will be replaced by \*.

\*. Privacy information includes **Event**, **Device**, **Card**, **Name**, and **ID**.

7. Adjust the quadrilateral of yellow frame on the preview window to adjust IoT OSD size and position.
8. Click **Apply**.

## **2.4 Search the IoT Record**

Search alarms by time, by event type, or by channel.

### **Steps**

1. Go to event record interface.
  - Access control: Go to **Business Application** → **IoT** → **Access Control** → **Card Swiping Record** .
  - Alarm device: Go to **Business Application** → **IoT** → **Alarm** → **Search Data** .

Time: Custom [2019-05-18 00:00:00] [2019-05-18 23:59:59]

Channel: [All] IOT Channel

Event Type: All Event Subtype: All

Name: Card No.:

**Search**

**Figure 2-7 Search Event Record (Access Control)**

Time: Custom [2019-05-19 00:00:00] [2019-05-19 23:59:59]

Channel: [All] IOT Channel

Main Type: GJD Alarm Event Sub Type: All

**Search**

**Figure 2-8 Search Event Record (Alarm Device)**

2. Specify search conditions.

**Note**

**Name/Card No.:** When card swiping event occurs, the access control device will upload card name and card No. to video record. You can search event by card name or card No.

3. Click Search.

No.	Event Type	Name	Card No.	Card Type	Time	Event Source	View
1	Time Sync. Event				05-18-2019 14:04:39	IOT01	-
2	Time Sync. Event				05-18-2019 14:05:39	IOT01	-
3	Time Sync. Event				05-18-2019 14:06:39	IOT01	-
4	Time Sync. Event				05-18-2019 14:07:39	IOT01	-
5	Time Sync. Event				05-18-2019 14:08:39	IOT01	-
6	Time Sync. Event				05-18-2019 14:09:35	IOT01	-
7	Time Sync. Event				05-18-2019 14:09:40	IOT01	-
8	Time Sync. Event				05-18-2019 14:10:39	IOT01	-
9	Time Sync. Event				05-18-2019 14:11:40	IOT01	-
10	Time Sync. Event				05-18-2019 14:12:40	IOT01	-
11	Time Sync. Event				05-18-2019 14:13:39	IOT01	-
12	Time Sync. Event				05-18-2019 14:14:40	IOT01	-
13	Time Sync. Event				05-18-2019 14:14:41	IOT01	-
14	Time Sync. Event				05-18-2019 14:15:40	IOT01	-
15	Time Sync. Event				05-18-2019 14:16:40	IOT01	-
16	Time Sync. Event				05-18-2019 14:17:40	IOT01	-
17	Time Sync. Event				05-18-2019 14:18:40	IOT01	-
18	Time Sync. Event				05-18-2019 14:19:40	IOT01	-
19	Time Sync. Event				05-18-2019 14:19:46	IOT01	-
20	Time Sync. Event				05-18-2019 14:20:40	IOT01	-

Total: 22 P: 1/1

**Figure 2-9 Search Result (Access Control)**

No.	Channel	Time	Main Type	Sub Type	Status	Data	View
1	IOT03	05-18-2019 14:49:56	GJD Alarm Event	PIR Detection alarm			

Figure 2-10 Search Result (Alarm Device)

## 2.5 IoT Video/Picture

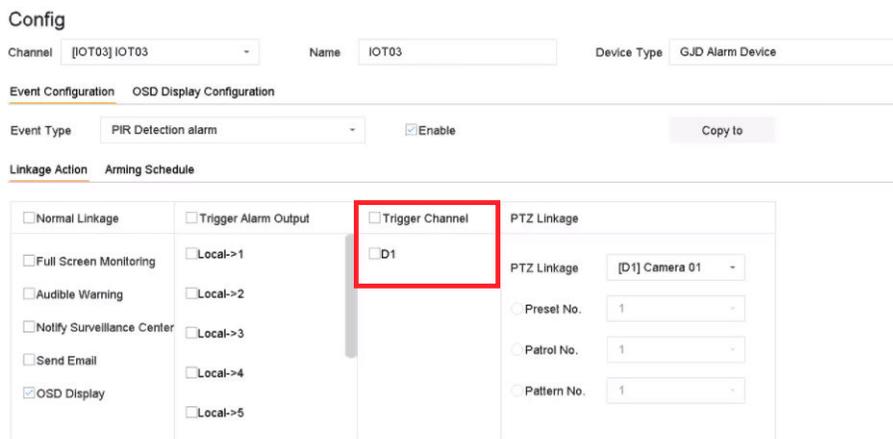
Configure the event recording or capturing schedule for the selected trigger channel, the channel will automatically record videos or capture pictures when IoT alarm occurs.

### 2.5.1 Configure the Event Recording/Capturing

The video recorder can record videos or capture pictures when an IoT alarm occurs.

#### Steps

1. Click  of an added IoT device.
2. Select desired **Event Type**.
3. Check **Enable**.
4. Check **Trigger Channel** you want to record event videos or capture pictures when an alarm occurs.



Config

Channel: [IOT03] IOT03    Name: IOT03    Device Type: GJD Alarm Device

Event Configuration    OSD Display Configuration

Event Type: PIR Detection alarm     Enable    Copy to

Linkage Action    Arming Schedule

Normal Linkage     Trigger Alarm Output     Trigger Channel    PTZ Linkage

Full Screen Monitoring     Local->1     D1    PTZ Linkage: [D1] Camera 01

Audible Warning     Local->2

Notify Surveillance Center     Local->3

Send Email     Local->4

OSD Display     Local->5

Preset No.: 1

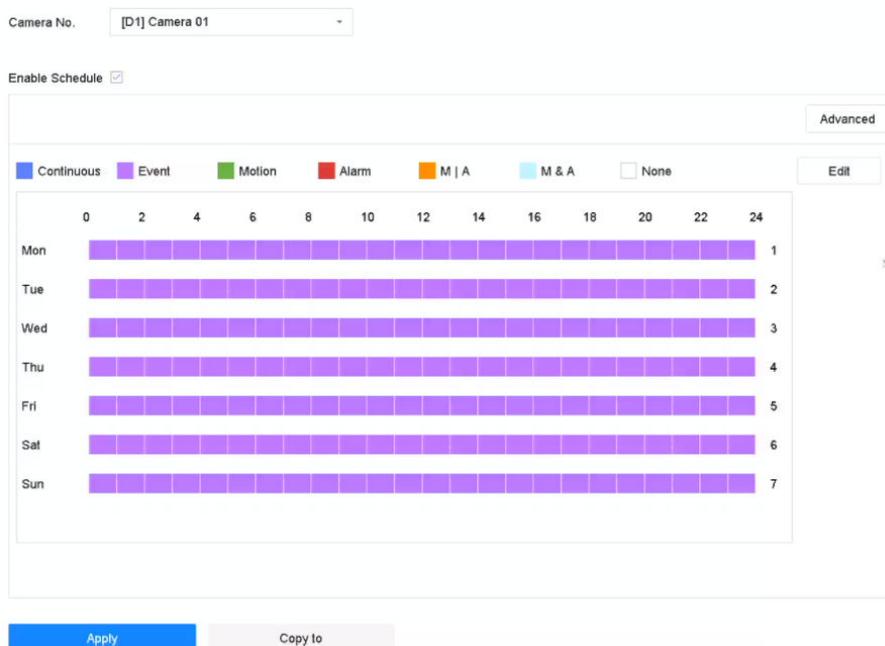
Patrol No.: 1

Pattern No.: 1

Figure 2-11 Trigger Channel

5. Click **Apply**.
6. Configure the event recording or capturing schedule. Here we take the example of configuring event recording to describe the steps.
  - 1) Go to **Storage** → **Schedule** → **Record**.
  - 2) Select **Camera No.** and check **Enable Schedule**. The camera should be the camera you select in step 4.
  - 3) Select the recording type as **Event**.

- 4) Drag the mouse on the time bar to set the event detection recording schedule. Refer to ***Configure Recording Schedule*** for details.
- 5) Click **OK**.



**Figure 2-12 Event Recording**

## Result

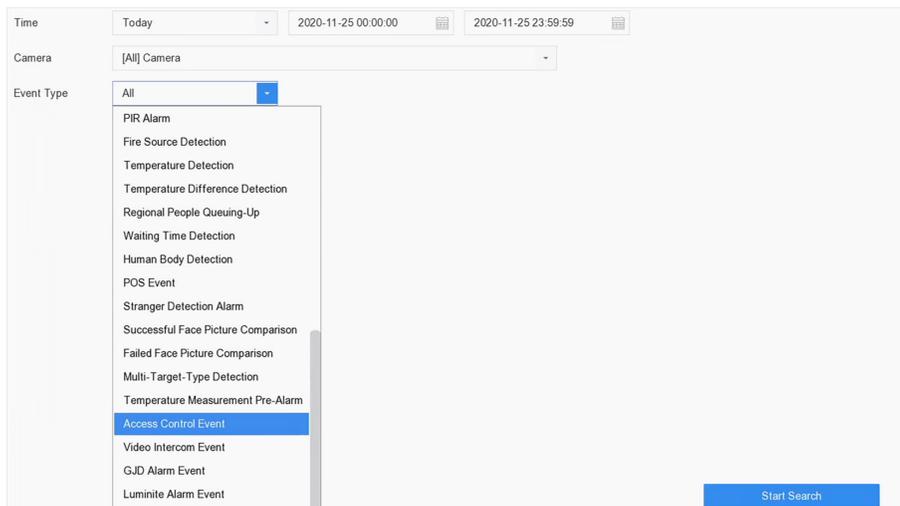
When an alarm occurs, the selected trigger channel will start event recording.

## 2.5.2 Search IoT Video

Search IoT event triggered videos.

### Steps

1. Go to **File Management** → **Video** → **Search by Event** .



**Figure 2-13 Search Event Video**

**2. Set search conditions.**

**Camera**

Select it as the selected trigger channels in IoT linkage action configuration.

**Event Type**

Select the desired IoT event.

**3. Click **Start Search**.**

## Chapter 3 Camera Settings

### 3.1 Configure Image Parameters

You can customize image parameters, including day/night switch, backlight, contrast, and saturation in **Camera → Display** .

#### Image Settings

Customize the image parameters including brightness, contrast, and saturation.

#### Exposure

Set the camera exposure time (1/10000 to 1 sec). A larger exposure value results in a brighter image.

#### Day/Night Switch

Set the camera to day, night, or auto switch mode according to time or the surrounding illumination condition. When the light diminishes at night, the camera can switch to night mode with high quality black and white image.

#### Backlight

Set the camera's wide dynamic range (0 to 100). When the surrounding illumination and the object have large differences in brightness, you can set the WDR value to balance the brightness level of the whole image.

#### Image Enhancement

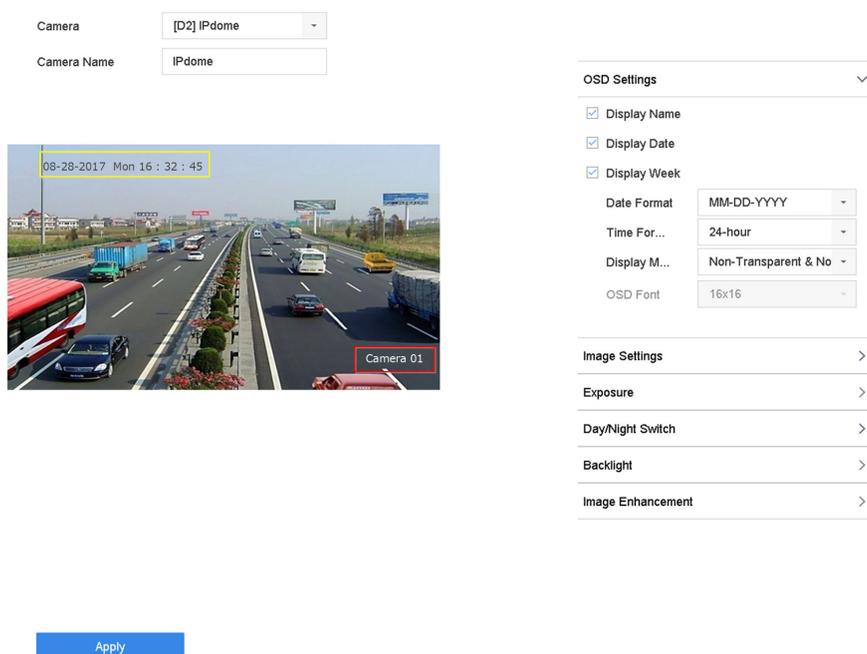
For optimized image contrast enhancement that reduces noise in video stream.

### 3.2 Configure OSD

You can configure the OSD (On-screen Display) for the camera, including date/time, camera name, etc.

#### Steps

1. Go to **Camera → Display** .
2. Select a camera as your desire.
3. Edit name in **Camera Name**.
4. Check **Display Name**, **Display Date** and **Display Week** to show the information on the image.
5. Set the date format, time format, and display mode.



**Figure 3-1 OSD Settings**

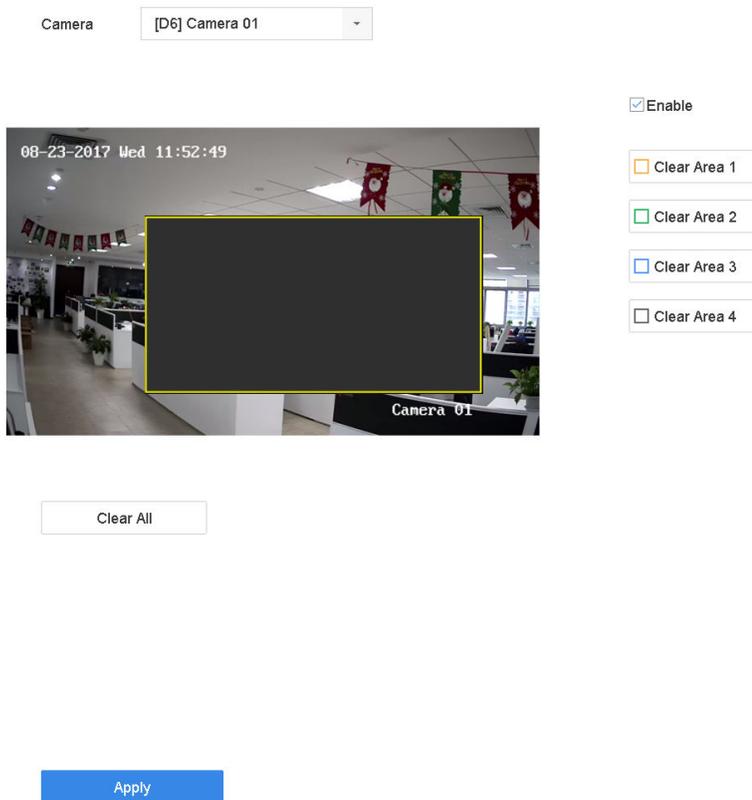
6. Drag the text frame on the preview window to adjust the OSD position.
7. Click **Apply**.

## 3.3 Configure Privacy Mask

The privacy mask protects personal privacy by concealing parts of the image from live view or recording with a masked area.

### Steps

1. Go to **Camera → Privacy Mask**.
2. Select a camera to set privacy mask.
3. Check **Enable**.
4. Draw a zone on the window. The zone will be marked by different frame colors.



**Figure 3-2 Privacy Mask Settings**

---

**Note**

- Up to 4 privacy masks zones can be configured and the size of each area can be adjusted.
- You can clear the configured privacy mask zones on the window by clicking the corresponding clear zone 1 to 4 icons on the right of the window, or click **Clear All** to clear all zones.

---

5. Click **Apply**.

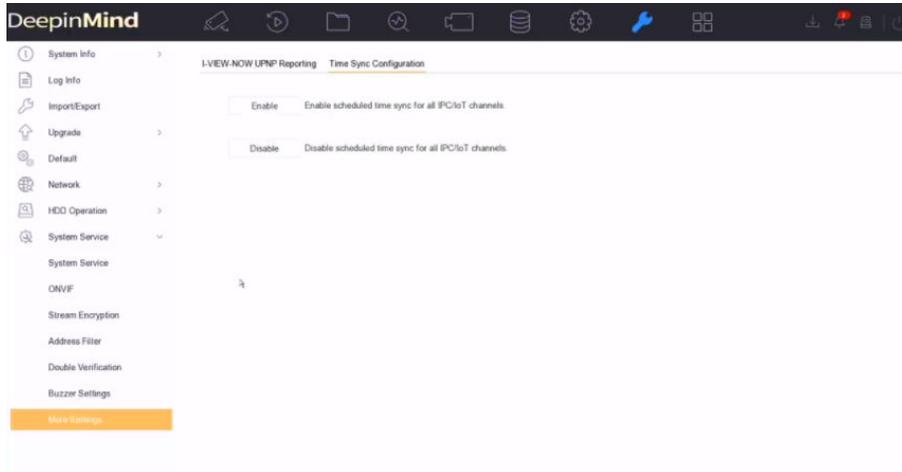
## 3.4 Configure IP Camera Time Sync

The device can automatically synchronize the time of connected IP camera after enabling this function.

### Steps

1. Go to **Camera → Camera → IP Camera** .
2. Position the cursor on the window of the IP camera and click  .
3. Check **Enable IP Camera Time Sync**.
4. Click **OK**.
5. **Optional:** All IPC channels can be enabled/disabled with shortcuts.
  - 1) Go to **Maintenance → System Service → More Settings** .

- 2) Click **Time Sync Configuration**, select **Enable IPC Time Sync** or **Disable IPC Time Sync** to enable/disable scheduled time sync for all IPC/IoT channels.



**Figure 3-3 IP Camera Time Sync**



### Note

This function is only available for the admin user.

---

## 3.5 Import Network Camera Certificate

Import the network camera certificate to the video recorder.

### Steps

1. Log in the network camera via web browser.
2. Go to **Configuration** → **Network** → **Advanced Settings** → **HTTPS** on the web browser to export its certificate.
3. Click **Export** at **Export Certificate** to save the certificate.
4. Log in the video recorder by web browser.
5. Go to **Configuration** → **System** → **Security** → **Trusted Root Certification Authorities** → **Import**.
6. Click **Import** to import the network camera certificate.

## 3.6 Import/Export IP Camera Configuration Files

The IP camera information, including the IP address, manage port, password of admin, etc., can be saved in Microsoft Excel format and backed up to the local device. The exported file can be edited on a PC, including adding or deleting the content, and copying the setting to other devices by importing the Excel file to it.

## Before You Start

When importing the configuration file, connect the storage device that contains the configuration file to the device.

## Steps

1. Go to **Camera → IP Camera Import/Export**.
2. Click **IP Camera Import/Export**, and the detected external device contents appear.
3. Export or import the IP camera configuration files.
  - Click **Export** to export the configuration files to the selected local backup device.
  - To import a configuration file, select the file from the selected backup device and click **Import**.



After the importing process is completed, you must reboot the device to activate the settings.

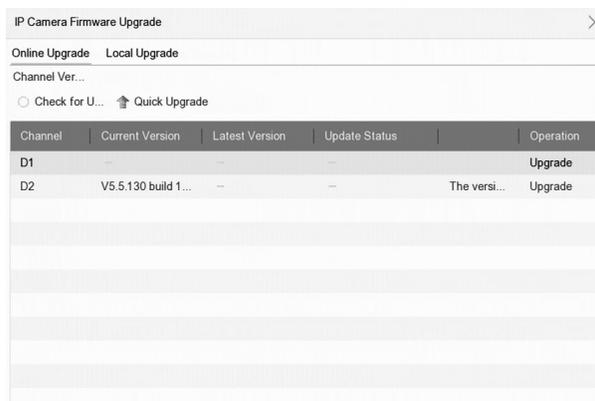
---

## 3.7 Upgrade IP Cameras

The IP camera can be upgraded through the device.

## Steps

1. Go to **Camera → Camera → IP Camera → More Settings → Upgrade**.



**Figure 3-4 Upgrade IP Cameras**

2. Select a method to upgrade your camera.

### Online Upgrade

Click **Online Upgrade**, and click **Check for Updates** or **Quick Upgrade** to upgrade your cameras.



Your device shall be properly connected to Hik-Connect.

---

### Local Upgrade

Inserted a USB flash drive that contains the firmware to your device. Click **Local Upgrade**, and select the camera and firmware file for upgrade.

The IP camera will automatically restart after it is upgraded.

3. Click **Upgrade**.

## Chapter 4 Live View

Live view displays the video image getting from each camera in real time.

### 4.1 Start Live View

Click  on the main menu bar.

- Select a window and double click a camera from the channel list to play the live image of the camera.
- Double click a window to view it in single-screen mode. Double click again to exit single-screen mode.
- Use the toolbar at the playing window bottom to realize the capture, instant playback, audio on/off, digital zoom, live view strategy, show information and start/stop recording, etc.

---

 **Note**

Click  at the lower right corner to stop all-day continuous recordings.

- 
- Click  to start/stop auto-switch. The screen will automatically switch to the next one.
  - Single click  to enable VCA information display. Double click  to disable VCA information display.

---

 **Note**

Click  at the lower right corner to enable/disable VCA information display for all channels. VCA information of 16 channels (maximum) is available.

- 
- Move the cursor to a window, and right click your mouse to display the shortcut menu of the window. The shortcut menu will be different according to the window.

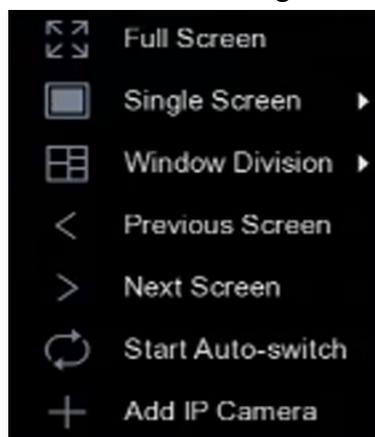


Figure 4-1 Shortcut Menu

## Note

If exception occurs, error information will be displayed on the screen. Click  to edit the parameters of different channel(s).

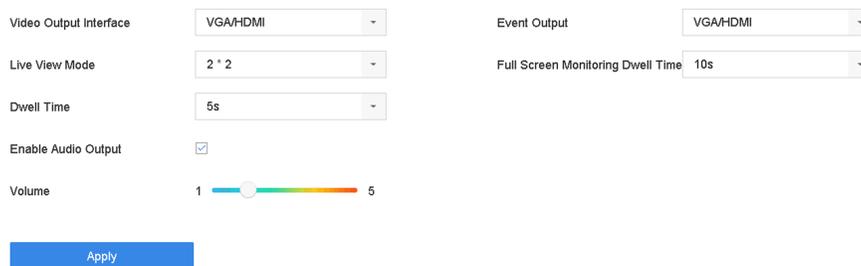
---

### 4.1.1 Configure Live View Settings

Live View settings can be customized. You can configure the output interface, dwell time for screen to be shown, mute or turning on the audio, the screen number for each channel, etc.

#### Steps

1. Go to **System** → **Live View** → **General** .



Video Output Interface	VGA/HDMI	Event Output	VGA/HDMI
Live View Mode	2 * 2	Full Screen Monitoring Dwell Time	10s
Dwell Time	5s		
Enable Audio Output	<input checked="" type="checkbox"/>		
Volume	1  5		

Apply

**Figure 4-2 Live View-General**

2. Configure the live view parameters.

#### Video Output Interface

Select the video output to configure.

#### Live View Mode

Select the display mode for Live View, e.g., 2\*2, 1\*5, etc.

#### Dwell Time

The time in seconds to wait between switching of cameras when using auto-switch in Live View.

#### Enable Audio Output

Enable/disable audio output for the selected video output.

#### Volume

Adjust the Live View volume, playback and two-way audio for the selected output interface.

#### Event Output

Select the output to show event video.

#### Full Screen Monitoring Dwell Time

Set the time in seconds to show alarm event screen.

3. Click **OK**.

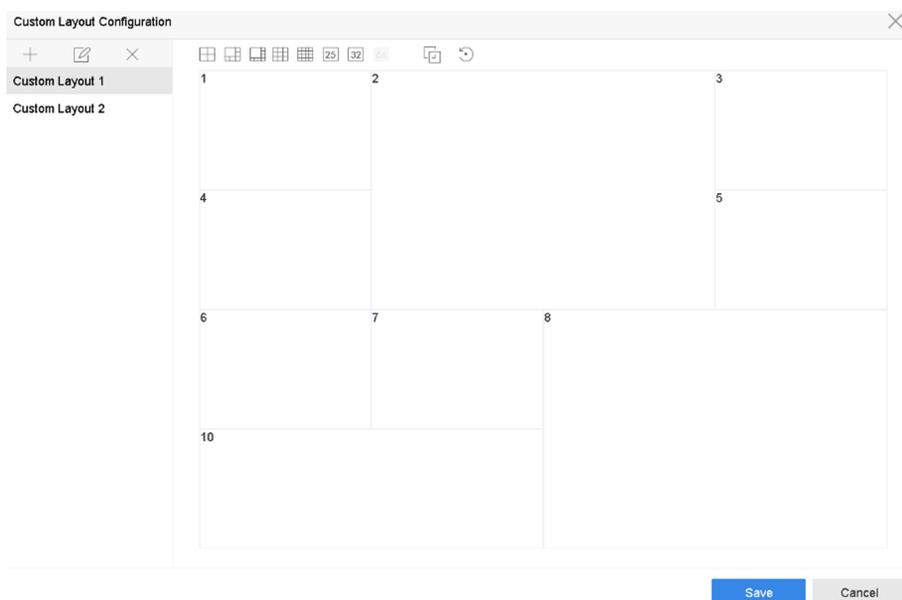
## 4.1.2 Configure Live View Layout

Live view displays the video image getting from each camera in real time.

### Configure Custom Live View Layout

#### Steps

1. Go to **System** → **Live View** → **View** .
2. Click **Set Custom Layout**.
3. Click  on the Custom Layout Configuration interface.
4. Edit the layout name.
5. Select a window division mode from the toolbar.



**Figure 4-3 Configure Live View Layout**

6. Select multiple windows and click  to joint the windows. The selected windows must be in rectangle area.
7. Click **Save**.  
The successfully configured layout is displayed in the list.
8. **Optional:** Select a live view layout from the list and click  to edit the name, or click  to delete the name.

### Configure Live View Mode

#### Steps

1. Go to **System** → **Live View** → **View** .
2. Select the video output interface.

3. Select a layout or custom layout from the toolbar.
4. Select a division window, and double-click on a camera in the list to link the camera to the window.

---

### Note

- You can also click-and-drag the camera to the desired window on the Live View interface to set the camera order.
- You can enter the number in the text field to quickly search the camera from the list.

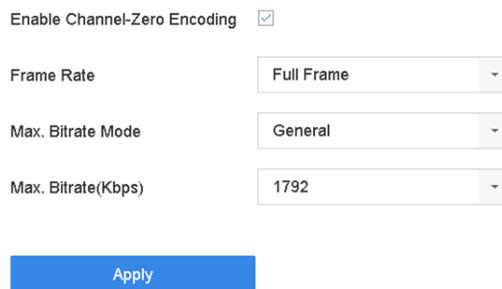
- 
5. Click **Apply**.
  6. **Optional:** Click  to start live view for all channels, or click  to stop all live view channels.

## 4.1.3 Configure Channel-Zero Encoding

Enable the channel-zero encoding when you need to get a remote view of many channels in real time from a web browser or CMS (Client Management System) software, in order to decrease the bandwidth requirement without affecting the image quality.

### Steps

1. Go to **System → Live View → Channel-Zero** .
2. Check **Enable Channel-Zero Encoding**.



Enable Channel-Zero Encoding	<input checked="" type="checkbox"/>
Frame Rate	Full Frame
Max. Bitrate Mode	General
Max. Bitrate(Kbps)	1792

Apply

**Figure 4-4 Channel-Zero Encoding**

3. Configure **Frame Rate**, **Max. Bitrate Mode**, and **Max. Bitrate**.

---

### Note

The higher frame rate and bitrate require the higher bandwidth.

- 
4. Click **Apply**.  
You can view all the channels on one screen via CMS or web browser.

## 4.1.4 Switch Main/Auxiliary Port

Only the image displaying at the main port can enter main menu and achieve device operation.

You can click  in Live View mode, or go to **System** → **Live View** → **General** to switch the main/auxiliary port

If your device has 2 HDMI interfaces and 2 VGA interfaces. HDMI1 and VGA1 are the main ports, and videos output are provided simultaneously. HDMI2 and VGA2 are auxiliary ports, and videos output are provided simultaneously.

### 4.2 Digital Zoom

Digital Zoom zooms into the live image in different magnifications (1x to 16x).

#### Steps

1. Start live view.
2. Click  from the toolbar.
3. Move the sliding bar or scroll the mouse wheel to zoom in/out the image to different magnifications (1x to 16x).



Figure 4-5 Digital Zoom

### 4.3 Fisheye View

The device supports the fisheye camera expansion in Live View or playback mode.

#### Before You Start

- The fisheye expansion view feature is supported only by certain models.
- The connected camera must support the fisheye view.

#### Steps

1. Start live view, click  to enter the fisheye expansion mode.
2. Select the expansion view mode.

**Table 4-1 Fisheye View Icon Description**

Icon	Description	Icon	Description
180° Panorama (  )	Switch the Live View image to the 180° panorama view.	360° Panorama (  )	Switch the Live View image to the 360° panorama view.
PTZ Expansion (  )	The PTZ Expansion is the close-up view of some defined area in the fisheye view or panorama expansion. It supports the electronic PTZ function, also called e-PTZ.	Radial Expansion (  )	In radial expansion mode, the whole wide-angle view of the fisheye camera is displayed. This view mode is called Fisheye View because it approximates the vision of a fish's convex eye. The lens produces curvilinear images of a large area, while distorting the perspective and angles of objects in the image.

## 4.4 3D Positioning

3D Positioning zooms in/out a specific live image area.

### Steps

 **Note**

This function is only available for certain models.

1. Start live view, and click .
2. Zoom in/out the image.
  - Zoom in: Click on the desired position in the video image and drag a rectangle area in the lower right direction to zoom in.
  - Zoom out: Drag a rectangle area in the upper left direction to move the position to the center and enable the rectangle area to zoom out.

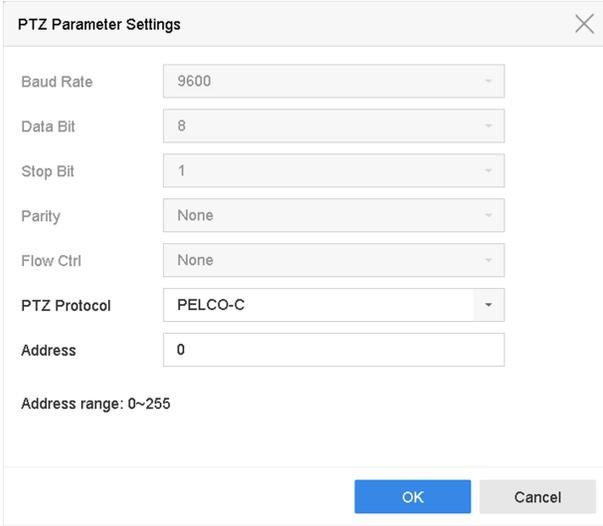
## 4.5 PTZ Control

### 4.5.1 Configure PTZ Parameters

Follow these procedures to set the PTZ parameters. The PTZ parameters configuration must be done before you can control the PTZ camera.

#### Steps

1. Click  on the quick settings toolbar of the PTZ camera.
2. Click **PTZ Parameters Settings** to set the PTZ parameters.



Parameter	Value
Baud Rate	9600
Data Bit	8
Stop Bit	1
Parity	None
Flow Ctrl	None
PTZ Protocol	PELCO-C
Address	0

Address range: 0~255

OK Cancel

**Figure 4-6 PTZ Parameters Settings**

3. Edit the PTZ parameters.

---

#### **Note**

All the parameters should be exactly match the PTZ camera parameters.

---

4. Click **OK** to save the settings.

### 4.5.2 Set a Preset

Presets record the PTZ position and the status of zoom, focus, iris, etc. You can call a preset to quickly move the camera to the predefined position.

#### Steps

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click directional buttons to wheel the camera to a location.
3. Adjust the zoom, focus and iris status.
4. Click  in the lower right corner of Live View to set the preset.



**Figure 4-7 Set Preset**

5. Select the preset No. (1 to 255) from the drop-down list.
6. Enter the preset name.
7. Click **Apply** to save the preset.
8. **Optional:** Click **Cancel** to cancel the location information of the preset.
9. **Optional:** Click  in the lower right corner of Live View to view the configured presets.



**Figure 4-8 View the Configured Presets**

### 4.5.3 Call a Preset

A preset enables the camera to point to a specified position such as a window when an event takes place.

#### Steps

1. Click  on the quick settings toolbar of the PTZ camera's Live View.
2. Click  in the lower right corner of Live View to set the preset.
3. Select the preset No. from the drop-down list.
4. Click **Call** to call it, or click  in the lower right corner of Live View, and click the configured preset to call it.



**Figure 4-9 Call Preset (1)**



**Figure 4-10 Call Preset (2)**

### 4.5.4 Set a Patrol

Patrols can be set to move the PTZ to key points and have it stay there for a set duration before moving on to the next key point. The key points are correspond to the presets.

#### Steps

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Patrol** to configure patrol.

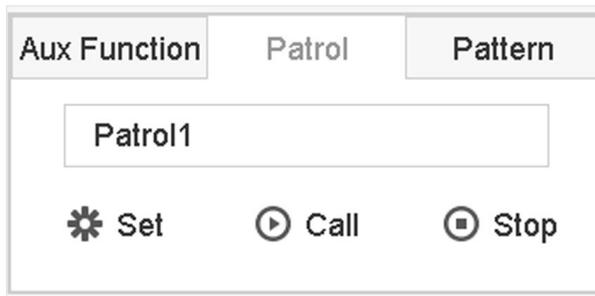


Figure 4-11 Patrol Configuration

- 3. Select the patrol No.
- 4. Click Set.

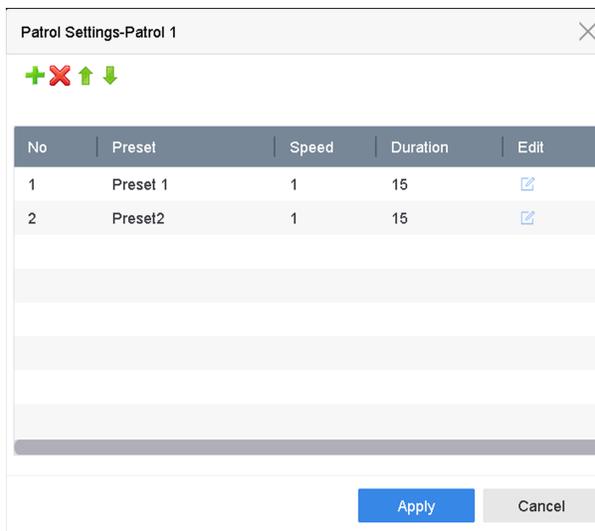


Figure 4-12 Patrol Settings

- 5. Click + to add a key point to the patrol.

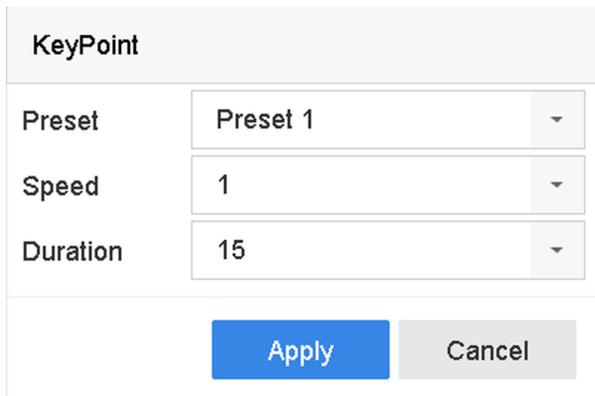


Figure 4-13 Key Point Configuration

- 1) Configure key point parameters.

**Preset**

Determines the order the PTZ will follow while cycling through the patrol.

**Speed**

Defines the speed the PTZ will move from one key point to the next.

**Duration**

Refers to the duration to stay at the corresponding key point.

2) Click **Apply** to save the key points to the patrol.

6. Other operation is as follows.

**Table 4-2 Operation Description**

Operation	Description	Operation	Description
✘	Select a key point to delete.	✎	Edit the added key point.
↑	Adjust the key point order	↓	Adjust the key point order

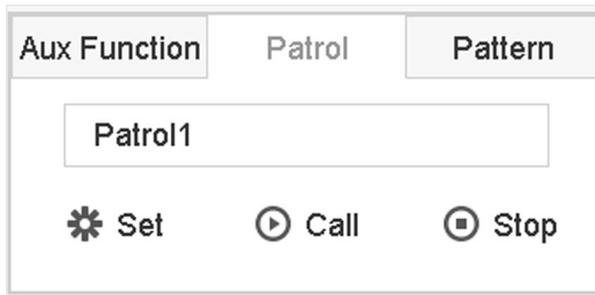
7. Click **Apply** to save the patrol settings.

### 4.5.5 Call a Patrol

Calling a patrol makes the PTZ move according to the predefined patrol path.

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Patrol** on the PTZ control panel.



**Figure 4-14 Patrol Configuration**

3. Select a patrol.
4. Click **Call** to start the patrol.
5. **Optional:** Click **Stop** to stop the patrol.

### 4.5.6 Set a Pattern

Patterns can be set by recording the movement of the PTZ. You can call the pattern to make the PTZ move according to the predefined path.

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.

2. Click **Pattern** to configure a pattern.



**Figure 4-15 Pattern Configuration**

3. Select the pattern No.

4. Set the pattern.

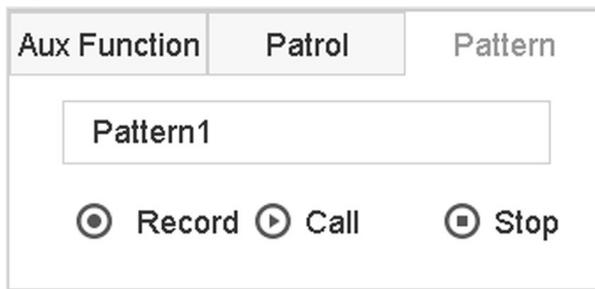
- 1) Click **Record** to start recording.
- 2) Click corresponding buttons on the control panel to move the PTZ camera.
- 3) Click **Stop** to stop recording. The PTZ movement is recorded as the pattern.

## 4.5.7 Call a Pattern

Follow the procedure to move the PTZ camera according to the predefined patterns.

### Steps

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Pattern** to configure pattern.



**Figure 4-16 Pattern Configuration**

3. Select a pattern.

4. Click **Call** to start the pattern.

5. **Optional:** Click **Stop** to stop the pattern.

## 4.5.8 Set Linear Scan Limit

Linear Scan trigger a scan in the horizontal direction in the predefined range.

### Before You Start

Make sure the connected IP camera supports the PTZ function and is properly connected.

---

 **Note**

This function is supported only by certain models.

---

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.
  2. Click directional buttons to wheel the camera to a location, and click **Left Limit** or **Right Limit** to link the location to the corresponding limit.
- 

 **Note**

The speed dome linear scans from the left limit to the right limit, and you must set the left limit on the left side of the right limit. Also, the angle from the left limit to the right limit must be not greater than 180°.

---

## 4.5.9 One-Touch Park

Certain speed dome models can be configured to start a predefined park action (scan, preset, patrol, etc.) automatically after a period of inactivity (park time).

**Before You Start**

Before operating this function, make sure the connected camera supports linear scan and is in HIKVISION protocol.

**Steps**

1. Click  on the quick settings toolbar of the PTZ camera's live view.
2. Click **Park (Quick Patrol)**, **Park (Patrol 1)**, or **Park (Preset 1)** to activate the park action.

**Park (Quick Patrol)**

The dome starts patrolling from the predefined preset 1 to preset 32 in order after the park time. Undefined presets will be skipped.

**Park (Patrol 1)**

The dome starts moving according to the predefined patrol 1 path after the park time.

**Park (Preset 1)**

The dome moves to the predefined preset 1 location after the park time.

---

 **Note**

The park time can be set only via the speed dome configuration interface. The default value is 5s by default.

---

3. **Optional:** Click **Stop Park (Quick Patrol)**, **Stop Park (Patrol 1)**, or **Stop Park (Preset 1)** to inactivate it.
-

## Chapter 5 Recording and Playback

### 5.1 Recording

#### 5.1.1 Configure Video Parameters

Go to **Camera** → **Video Parameters** .

##### Main Stream

Main stream refers to the primary stream that affects data recorded to the hard disk drive and will directly determine your recording quality and image size.

Comparing with the sub-stream, the main stream can provide a higher quality video with higher resolution and frame rate.

##### Frame Rate (FPS - Frames per Second)

It refers to the number of frames captured each second. A higher frame rate is advantageous when there is movement in the video stream, as it maintains image quality throughout.

##### Resolution

Image resolution is a measure of how much detail a digital image can hold. The greater the resolution, the greater the level of detail. Resolution can be specified as the number of pixel-columns (width) by the number of pixel-rows (height), e.g., 1024 × 768.

##### Bitrate Type

The bit rate (in kbit/s or Mbit/s) is often referred to as speed, but actually defines the number of bits/time unit rather than distance/time unit. Two types including variable or constant are available.

##### Enable H.265+

H.265+ is an optimized encoding technology based on the standard H.265/HEVC compression. With H.265+, the video quality is almost the same as that of H.265/HEVC but with less transmission bandwidth and storage capacity required.



##### Note

- A higher resolution, frame rate and bit rate setting will offer you better video quality, but it will also require more internet bandwidth and use more storage space on the hard disk drive.
  - H.265+ encoding technology is only available for certain models.
- 

##### Sub-Stream

Sub-stream is a second code that runs alongside the main stream. It allows you to reduce the outgoing internet bandwidth without sacrificing your direct recording quality.

Sub-stream is often exclusively used by apps to view live video. Users with limited internet speeds may benefit most from this setting.

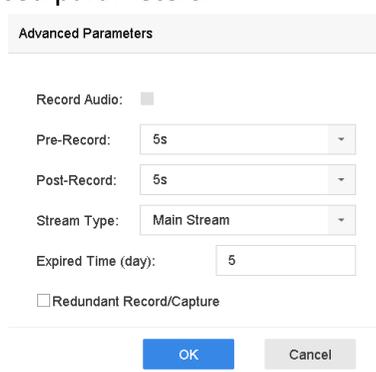
## Video Quality

Set the video quality as you desire. The higher video quality results in more storage space requirement.

## Configure Advanced Parameters

### Steps

1. Go to **Storage** → **Schedule** → **Record** .
2. Check **Enable Schedule** to enable scheduled recording.
3. Click **Advanced** to set the advanced parameters.



Advanced Parameters

Record Audio:

Pre-Record: 5s

Post-Record: 5s

Stream Type: Main Stream

Expired Time (day): 5

Redundant Record/Capture

OK Cancel

**Figure 5-1 Advanced Record Settings**

### Record Audio

Enable or disable audio recording.

### Pre-record

The time you set to record before the scheduled time or event. For example, when an alarm triggers the recording at 10:00, and if you set the pre-record time as 5 seconds, the camera records at 9:59:55.

### Post-record

The time you set to record after the event or the scheduled time. For example, when an alarm triggered recording ends at 11:00, and if you set the post-record time as 5 seconds, it records till 11:00:05.

### Stream Type

Main stream and sub-stream are selectable for recording. When you select sub-stream, you can record for a longer time with the same storage space.

### Expired Time

The expired time is period for a recorded file to be kept in the HDD. When the deadline is reached, the file will be deleted. If you set the expired time to 0, the file will not be deleted. The actual keeping time for the file should be determined by the capacity of the HDD.

### **Redundant Record/Capture**

By enabling redundant record or capture you save the record and captured picture in the redundant HDD.

### **5.1.2 Enable H.265 Stream Access**

The device can automatically switch to the H.265 stream of IP camera (which supports H.265 video format) for the initial access.

Go to **Camera → More Settings → H.265 Auto Switch Configuration** to enable the function.

### **5.1.3 ANR**

ANR (Automatic Network Replenishment) can automatically enable SD card of network camera to save the video in the condition of network disconnection, and can synchronize data after the network is recovered.

#### **Before You Start**

- Ensure the network connection between your device and network cameras is valid and correct.
- Ensure the network camera has been installed with an SD card.

#### **Steps**

1. Log in your device via web browser.
2. Go to **Configuration → Storage → Schedule Settings → Advanced Parameter** .
3. Check **Enable ANR**.
4. **Optional:** For certain camera types, set **ANR Cycle**.

#### **ANR Cycle**

The camera would follow the time cycle to synchronize videos with the video recorder.

5. Click **OK**.

### **5.1.4 Manual Recording**

You can click  to manually start/stop recording videos at live view.

### **5.1.5 Configure Recording Schedule**

The camera would automatically start/stop recording according to the configured recording schedule.

### Before You Start

- Ensure you have installed the HDDs to the device or added the network disks before storing the video files, pictures and log files.
- Before enabling **Motion**, **Alarm**, **M | A** (motion or alarm), **M & A** (motion and alarm), and **Event** triggered recording and capture, you must configure the motion detection settings, alarm input settings and other events as well. Refer to **VCA Event Alarm** for details.

### Steps

1. Go to **Storage** → **Schedule** → **Record** .
2. Select a camera.
3. Check **Enable Schedule**.
4. Select a recording type.

#### Continuous

Scheduled recording.

#### Event

Recording triggered by all event triggered alarm.

#### Motion

Recording triggered by motion detection.

#### Alarm

Recording triggered by alarm.

#### M/A

Recording triggered by either motion detection or alarm.

#### M&A

Recording triggered by motion detection and alarm.

5. Drag the cursor on time bar to set the record schedule.

Camera No. [D3] Camera 01

Enable Schedule

Advanced

Continuous Event Motion Alarm M | A M & A None Edit

	0	2	4	6	8	10	12	14	16	18	20	22	24	
Mon	Continuous	1												
Tue	Continuous	2												
Wed	Continuous	3												
Thu	Continuous	4												
Fri	Continuous	5												
Sat	Continuous	6												
Sun	Continuous	7												

Copy to Apply

Figure 5-2 Record Schedule

## Note

- You can repeat the above steps to set schedule recording or capture for each day in the week.
- Continuous recording is applied to each day by default.

6. **Optional:** Copy the recording schedule to other camera(s).
  - 1) Click **Copy to**.
  - 2) Select camera(s) to duplicate with the same schedule settings.
  - 3) Click **OK**.
7. Click **Apply**.

## 5.1.6 Configure Holiday Recording

You may want to have different plan for recording on holiday, this function allows you to set the recording schedule on holiday for the year.

### Steps

1. Go to **System** → **Holiday**.
2. Select a holiday item from the list.
3. Click  to edit the selected holiday.
4. Check **Enable**.

**Edit**

Enable

Holiday N...

Mode

Start Date

End Date

**Figure 5-3 Edit Holiday Settings**

5. Set **Holiday Name**, **Mode**, **Start Date**, and **End Date**.
6. Click **OK**.
7. Set the schedule for holiday recording. Refer to [\*\*\*Configure Recording Schedule\*\*\*](#) for details.

## 5.2 Playback

### 5.2.1 Instant Playback

Instant playback enables the device to play the recorded video files recorded in the last five minutes. If no video is found, it means there is no recording during the last five minutes.

After selecting the camera on **Live View**, you can move the cursor to the window bottom to access the toolbar, and click  to start instant playback.



Figure 5-4 Playback

## 5.2.2 Play Normal Video

Go to **Playback**, select date and camera(s). **1** **4** **8** **9** **16** is the window division shortcut for grouping cameras and playing videos. You can also select camera(s) from the list to achieve simultaneous playback of multiple camera(s).

Position the cursor on playback window, and use the toolbar at the bottom to perform playback operations. Refer to **Playback Operations** for details.

### Note

256x playing speed is supported.



Figure 5-5 Play Normal Video

## 5.2.3 Play Smart Searched Video

In smart playback mode, the device can analyze videos that containing motion, line, or intrusion detection information, and mark them in red.

Go to **Playback**, click **Smart**, and then click motion detection (  ), line crossing detection (  ), or intrusion detection (  ) in the toolbar at the bottom to play the video as your desire.

For certain cameras that have enabled human and vehicle of motion detection, you can click  or  to search human and vehicle targets. When you are playing back videos that contain human or vehicle targets, the device cannot use the videos (that contain human or vehicle targets) to apply a double analysis of line crossing detection (  ) or intrusion detection (  ).



Figure 5-6 Playback by Smart Search

## 5.2.4 Play Custom Searched Files

You can play video by customized search conditions.

### Steps

1. Go to **Playback**.
2. Select camera(s) from the list.
3. Click **Custom Search** at the lower-left corner.
4. Select a search method. For example, **Search by Appearance**.
5. Set search conditions
6. Click **Start Search**. The search result list displays 1 channel.
7. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.
8. **Optional:** Click  to play a video.
9. Click  to lock a file. The locked file will not be overwritten.
10. **Optional:** Export search results to a backup device.
  1. Select file(s) in the search result list, or check **Select All** to select all files.
  2. Click **Export** to export the selected file(s) to a backup device.

---

## Note

- You can click  to view export progress.
  - You can click  to return to search interface.
- 

## 5.2.5 Play Tag Files

Video tag allows you to record information, such as people and locations of a certain time point, during playback. You can use video tag(s) to search video files and position time point.

### Add Tag Files

#### Steps

1. Go to **Playback**.
2. Search and play back the video file(s).
3. Click  to add the tag.
4. Edit the tag information.
5. Click **OK**.

---

## Note

Max. 64 tags can be added to a single video file.

---

### Play Tag Files

#### Steps

1. Go to **Playback**.
2. Click **Custom Search** at the lower-left corner.
3. Click **Search by Tag**.
4. Set search conditions, including time and tag keyword.
5. Click **Start Search**. The search result list displays 1 channel.
6. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.
7. Click  to play a video.
8. **Optional:** Export search results to a backup device.
  - 1) Select file(s) in the search result list, or check **Select All** to select all files.
  - 2) Click **Export** to export the selected file(s) to a backup device.

---

## Note

- You can click  to view export progress.
  - You can click  to return to search interface.
-

## 5.2.6 Play by Sub-periods

The video files can be played in multiple sub-periods simultaneously on the screen.

### Steps

1. Go to **Playback**.
2. Click  at the lower-left corner.
3. Select a camera.
4. Set the start time and end time for searching video.
5. Select the different multi-period at the lower-right corner, e.g., 4-Period.



### Note

According to the defined number of split-screens, the video files on the selected date can be divided into average segments for playback. E.g., if there are video files existing between 16:00 and 22:00, and the 6-screen display mode is selected, then it can play the video files for 1 hour on each screen simultaneously.

---

## 5.2.7 Play External Files

You can play files from external storage devices.

### Before You Start

Connect the storage device with the video files to your device.

### Steps

1. Go to **Playback**.
2. Click  at the lower-left corner.
3. Click , or double-click the file to play it.

## 5.3 Playback Operations

### 5.3.1 Edit Video Clips

You can cut and export video clips during playback.

### Steps

1. Go to **Playback**.
2. Click  at the bottom toolbar.
3. Set the start time and end time. You can click  to set the time period, or set a time segment on time bar.
4. Click  to save the video clip to a storage device.

## 5.3.2 Thumbnails View

With the thumbnails view on the playback interface, you can conveniently locate the required video files on the time bar.

In the playback mode, position the cursor on time bar to get preview thumbnails.



**Figure 5-7 Thumbnails View**

You can click a thumbnail to enter the full-screen playback.

## Chapter 6 Event

### 6.1 Normal Event Alarm

#### 6.1.1 Configure Motion Detection Alarms

Motion detection enables the device to detect the moving objects in the monitored area and trigger alarms.

##### Steps

1. Go to **System → Event → Normal Event → Motion Detection** .
2. Select a camera.
3. Check **Enable**.
4. Set the motion detection rule.

**For cameras or video recorders have human and vehicle detection function.**

Click **Draw Area** to draw the detection area(s) on the preview screen.

Check **Enable AI by Device** if **Detection Target** should be analyzed by your video recorder.

Set **Detection Target** as **Human** or **Vehicle** to discard alarms which are not triggered by human body or vehicle.

**For cameras or video recorders do not have human and vehicle detection function.**

Click **Full screen** to set the full-screen as the detection area, or drag on the preview screen to draw the customized detection area.

5. Set **Sensitivity**

##### Sensitivity

**Sensitivity** ranges from 0 to 100. It allows you to calibrate how readily movement triggers the alarm. A higher value results in the more readily to triggers motion detection.

6. Set the arming schedule. Refer to **Configure Arming Schedule** .
7. Set linkage actions. Refer to **Configure Linkage Actions** .
8. Click **Apply**.

#### 6.1.2 Configure Video Loss Alarms

Video loss detection detects video loss of a channel and takes alarm response action(s).

##### Steps

1. Go to **System → Event → Normal Event → Video Loss** .
2. Select a camera.
3. Check **Enable**.

4. Set the arming schedule. Refer to [\*\*\*Configure Arming Schedule\*\*\*](#) .
5. Set linkage actions. Refer to [\*\*\*Configure Linkage Actions\*\*\*](#) .

### 6.1.3 Configure Video Tampering Alarms

Video tampering detection triggered an alarm when the camera lens is covered and takes alarm response action(s).

#### Steps

1. Go to **System → Event → Normal Event → Video Tampering** .
2. Select a camera.
3. Check **Enable**.
4. Set the video tampering area. Drag on the preview screen to draw the customized video tampering area.
5. Set **Sensitivity** (0-2). 3 levels are available. The sensitivity calibrates how readily movement triggers the alarm. A higher value more readily triggers the video tampering detection.
6. Set the arming schedule. Refer to [\*\*\*Configure Arming Schedule\*\*\*](#) .
7. Set linkage actions. Refer to [\*\*\*Configure Linkage Actions\*\*\*](#) .

### 6.1.4 Configure Sensor Alarms

Set the handling action of an external sensor alarm.

#### Steps

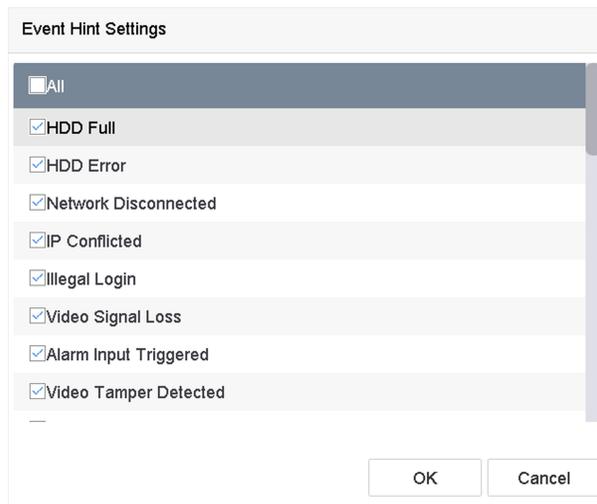
1. Go to **System → Event → Normal Event → Alarm Input** .
2. Select an alarm input item from the list and click  .
3. Select the alarm input type.
4. Edit the alarm name.
5. Check **Input**.
6. Set the arming schedule. Refer to [\*\*\*Configure Arming Schedule\*\*\*](#) .
7. Set linkage actions. Refer to [\*\*\*Configure Linkage Actions\*\*\*](#) .

### 6.1.5 Configure Exceptions Alarms

Exception events can be configured to take the event hint in the Live View window and trigger alarm output and linkage actions.

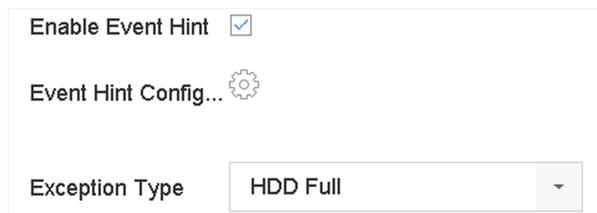
#### Steps

1. Go to **System → Event → Normal Event → Exception** .
2. **Optional:** Enable the event hint to display it in the live view window.
  - 1) Check **Enable Event Hint**.
  - 2) Click  to select the exception type(s) to take the event hint.



**Figure 6-1 Event Hint Settings**

3. Select an exception type.



**Figure 6-2 Exceptions Handling**

4. Set the linkage actions. Refer to [Configure Linkage Actions](#) .

## 6.1.6 Configure Combined Alarm

Combined alarm combines events with alarm input. The combined alarm will be triggered when it receives alarms from both alarm input and events. Event types include motion detection, video tampering detection, and other smart events such as line crossing detection, intrusion detection, etc.

### Before You Start

Ensure the channel has been assigned with event alarm as your desire, and the alarm input has been configured (refer to [Configure Sensor Alarms](#) ).

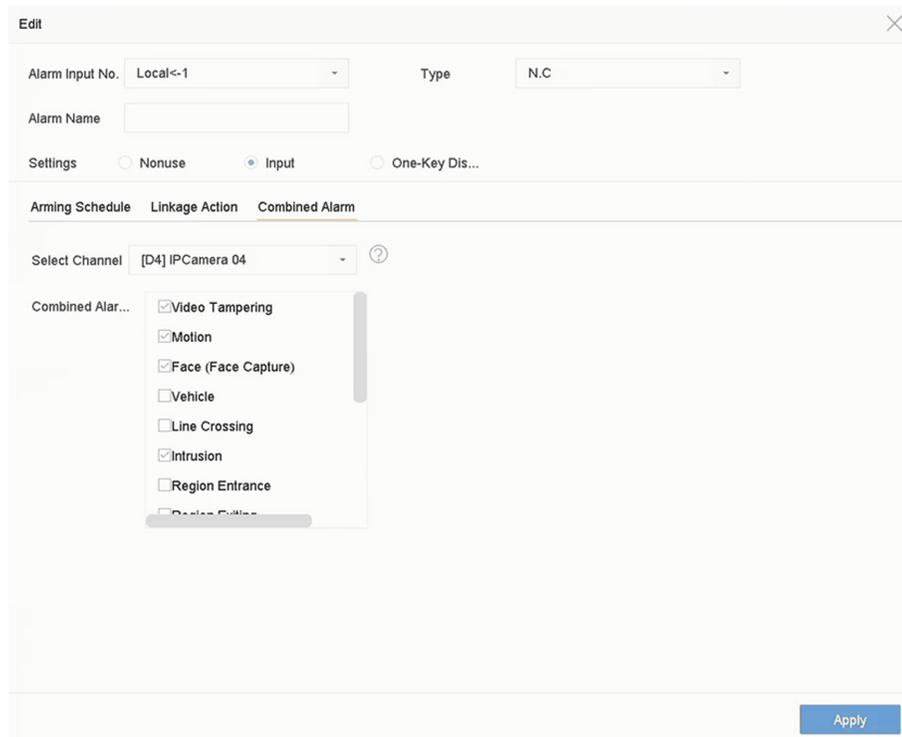
### Steps

1. Go to **System** → **Event** → **Normal Event** → **Alarm Input** .
2. Select an alarm input item from the list and click  .
3. Select **Settings** as **Input**.
4. Click **Combined Alarm**.
5. Select a channel as your desire.
6. Select **Combined Alarm Event**.
7. Click **Apply**.

## Note

The combined alarm arming schedule and linkage action are the same as the selected event(s).

---



The screenshot shows a configuration window titled "Edit" with a close button (X) in the top right corner. It contains several sections:

- Alarm Input No.:** A dropdown menu showing "Local<-1".
- Type:** A dropdown menu showing "N.C".
- Alarm Name:** An empty text input field.
- Settings:** Three radio buttons: "Nonuse", "Input" (selected), and "One-Key Dis...".
- Arming Schedule | Linkage Action | Combined Alarm:** Three tabs, with "Combined Alarm" being the active one.
- Select Channel:** A dropdown menu showing "[D4] IPCamera 04" and a help icon (?).
- Combined Alar...:** A list of detection events with checkboxes:
  - Video Tampering
  - Motion
  - Face (Face Capture)
  - Vehicle
  - Line Crossing
  - Intrusion
  - Region Entrance
  - Device Failure
- Apply:** A blue button at the bottom right.

Figure 6-3 Combined Alarm

## 6.2 VCA Event Alarm

The device supports receiving VCA detections sent by connected IP cameras. Enable and configure VCA detection on the IP camera settings interface first.

---

### Note

- VCA detections must be supported by the connected IP camera.
  - Refer to the network camera user manual for detailed VCA detection instructions.
- 

### 6.2.1 Temperature Screening

After specified thermography cameras are connected, the device can display temperature measurement results, and notify you with audio alert when normal or abnormal temperature is detected.

#### Before You Start

Ensure your thermography camera supports this function, and it is properly configured.

### Steps

1. Go to **System → Event → Smart Event** .
2. Select the optical channel of thermography camera.
3. Click **Face Capture**.
4. **Optional:** Check **Save VCA Picture** to save the captured pictures of face detection.
5. Set the arming schedule. Refer to ***Configure Arming Schedule*** .
6. Set linkage actions. Refer to ***Configure Linkage Actions*** . If you require to implement linkage actions only when the thermography camera detects abnormal temperature, check **Abnormal Body Temperature** in **Rule Settings**.



### Note

The abnormal temperature is detected and defined by the thermography camera.

---

7. Click **Apply**.

### What to do next

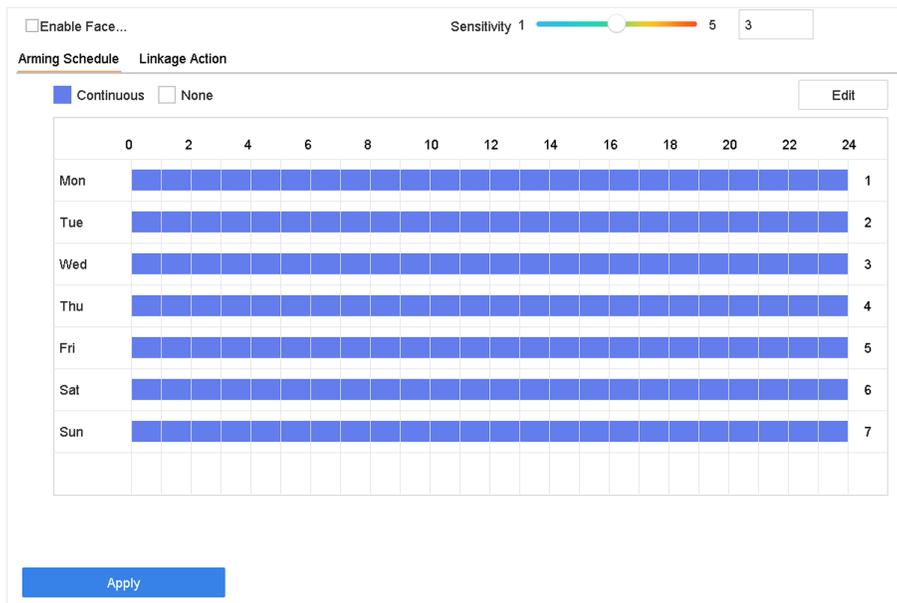
- You can check  of **Target** in live view to view detection results.
- You can go to **File Management → Smart Search → Search by Appearance** to search detection results.

## 6.2.2 Face Capture

The face capture detects and captures faces appearing in the scene. Linkage actions can be triggered when a human face is detected.

### Steps

1. Go to **Smart Analysis → Smart Event Settings → Facial Recognition** .
2. Click **Face Capture**.



**Figure 6-4 Face Capture**

3. Select a camera to configure.
4. Check **Enable Face Capture**.
5. **Optional:** Check **Save VCA Picture** to save the captured pictures of face detection.
6. Set the detection sensitivity.

### Note

Sensitivity range: [1-5]. The higher the value is, the easier faces will be detected.

7. Set the arming schedule. Refer to ***Configure Arming Schedule*** .
8. Set linkage actions. Refer to ***Configure Linkage Actions*** .
9. Click **Apply**.

## 6.2.3 Vehicle Detection

Vehicle detection, available in the road traffic monitoring, is tend to detect the passed vehicle on the road, and capture its license plate at the same time.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Vehicle Detection** .
2. Select a camera.
3. Click **Vehicle**.
4. Check **Enable Vehicle Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured vehicle detection pictures.
6. Configure rules, including **Area Settings**, **Picture**, **Overlay Content**, and **Blocklist and Allowlist**.

#### Area Settings

Up to 4 lanes are selectable.

## Blocklist and Allowlist

You can export the file first to see its format, and edit it and import it to the device.

7. Click **Apply**.



### Note

Refer to *Network Camera User Manual* for detailed instructions for the vehicle detection.

8. Set the arming schedule. Refer to **Configure Arming Schedule** .

9. Set the linkage actions. Refer to **Configure Linkage Actions** .

## 6.2.4 Line Crossing Detection

Line crossing detection detects people, vehicles, and objects crossing a set virtual line. The detection direction can be set as bidirectional, from left to right or from right to left.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection** .

2. Select a camera.

3. Click **Line Crossing**.

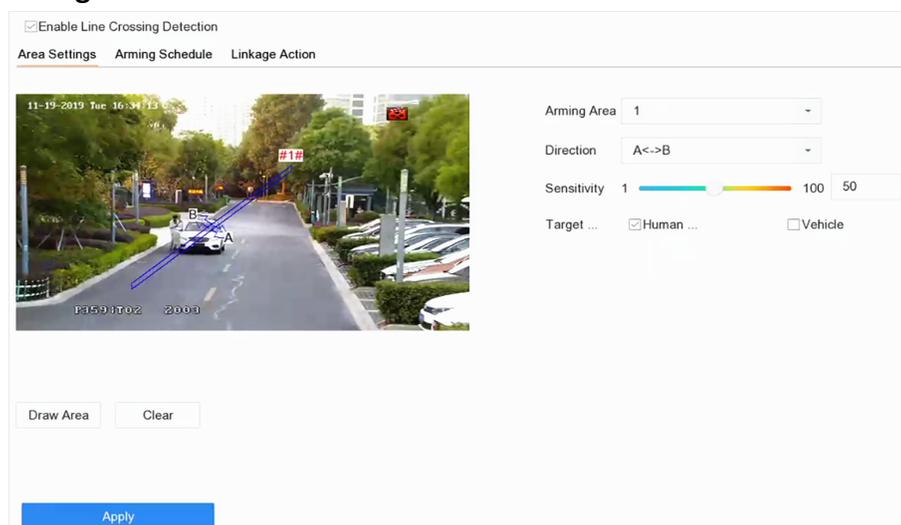


Figure 6-5 Line Crossing Detection

4. Check **Enable Line Crossing Detection**.

5. **Optional:** Check **Save VCA Picture** to save the captured pictures of line crossing detection.

6. Set the line crossing detection rules and detection areas.

1) Select an arming area.

2) Select **Direction** as **A<->B**, **A->B**, or **A<-B**.

#### **A<->B**

Only the arrow on the B side shows. When an object goes across the configured line with both directions can be detected and alarms are triggered.

#### **A->B**

Only the object crossing the configured line from the A side to the B side can be detected.

### **B->A**

Only the object crossing the configured line from the B side to the A side can be detected.

- 3) Set the detection sensitivity. The higher the value is, the more easily the detection alarm can be triggered.
- 4) Click **Draw Region**.
- 5) Draw a virtual line in the preview window.

**7. Optional:** Draw the maximum size/minimum size for targets.

---



### **Note**

Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.

---

- 1) Click **Max. Size/Min. Size**.
- 2) Draw an area in preview window.
- 3) Click **Stop Drawing**.

**8. Optional:** Select **Target of Interest** as **Human Body** or **Vehicle** to discard alarms which are not triggered by human body or vehicle.

**9.** Set the arming schedule. Refer to [Configure Arming Schedule](#).

**10.** Set linkage actions. Refer to [Configure Linkage Actions](#).

**11.** Click **Apply**.

## **6.2.5 Intrusion Detection**

Intrusion detection function detects people, vehicles or other objects that enter and loiter in a pre-defined virtual region. Specific actions can be taken when an alarm is triggered.

### **Steps**

1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection**.
2. Select a camera.
3. Click **Intrusion**.

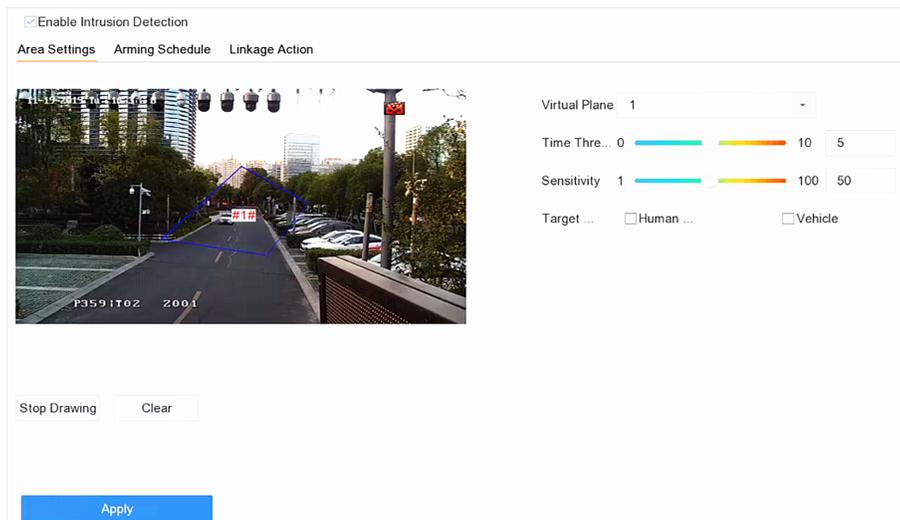


Figure 6-6 Intrusion Detection

4. Check **Enable Intrusion Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured intrusion detection pictures.
6. Set the detection rules and detection areas.
  - 1) Select a virtual panel. Up to 4 virtual panels are selectable.
  - 2) Set **Time Threshold**, and **Sensitivity**.

#### Time Threshold

The time an object loiter in the region. When the duration of the object in the defined detection area exceeds the threshold, the device will trigger an alarm.

#### Sensitivity

Sensitivity is the object size which is able to trigger an alarm. The higher the sensitivity is, the more easily the detection alarm will be triggered.

- 3) Click **Draw Area**.
- 4) Draw a quadrilateral in the preview window.
7. **Optional:** Draw the maximum size/minimum size for targets.

---

#### Note

Only the targets in the size ranging from maximum size to minimum size will trigger Intrusion detection.

---

- 1) Click **Max. Size/Min. Size**.
- 2) Draw an area in preview window.
- 3) Click **Stop Drawing**.
8. **Optional:** Select **Target of Interest** as **Human Body** or **Vehicle** to discard alarms which are not triggered by human body or vehicle.
9. Set the arming schedule. Refer to ***Configure Arming Schedule***.
10. Set linkage actions. Refer to ***Configure Linkage Actions***.
11. Click **Apply**.

## 6.2.6 Region Entrance Detection

Region entrance detection detects objects that enter a predefined virtual region.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection** .
2. Select a camera.
3. Click **Region Entrance Detection**.

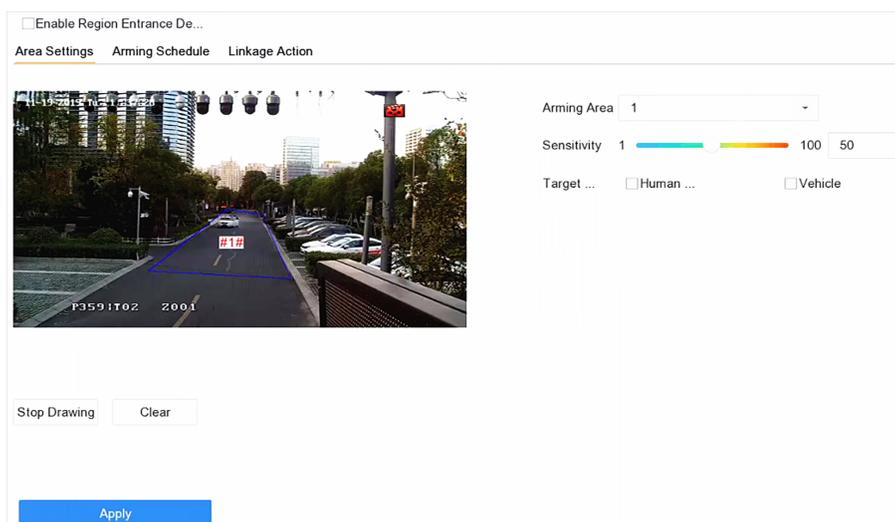


Figure 6-7 Region Entrance Detection

4. Check **Enable Region Entrance Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured pictures of region entrance detection pictures.
6. Set detection rules and detection areas.
  - 1) Select **Arming Region**. Up to 4 regions are selectable.
  - 2) Set **Sensitivity**. The higher the value is, the easier the detection alarm will be triggered. Its range is [0-100].
  - 3) Click **Draw Region**, and draw a quadrilateral in the preview window.
7. **Optional:** Draw the maximum size/minimum size for targets. Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.
  - 1) Click **Max. Size/Min. Size**.
  - 2) Draw an area in preview window.
  - 3) Click **Stop Drawing**.
8. **Optional:** Select **Target of Interest** as **Human Body** or **Vehicle** to discard alarms which are not triggered by human body or vehicle.
9. Set the arming schedule. Refer to **Configure Arming Schedule** .
10. Set linkage actions. Refer to **Configure Linkage Actions** .
11. Click **Apply**.

## 6.2.7 Region Exiting Detection

Region exiting detection detects objects that exit from a predefined virtual region.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Perimeter Protection** .
2. Select a camera.
3. Click **Region Exiting**.

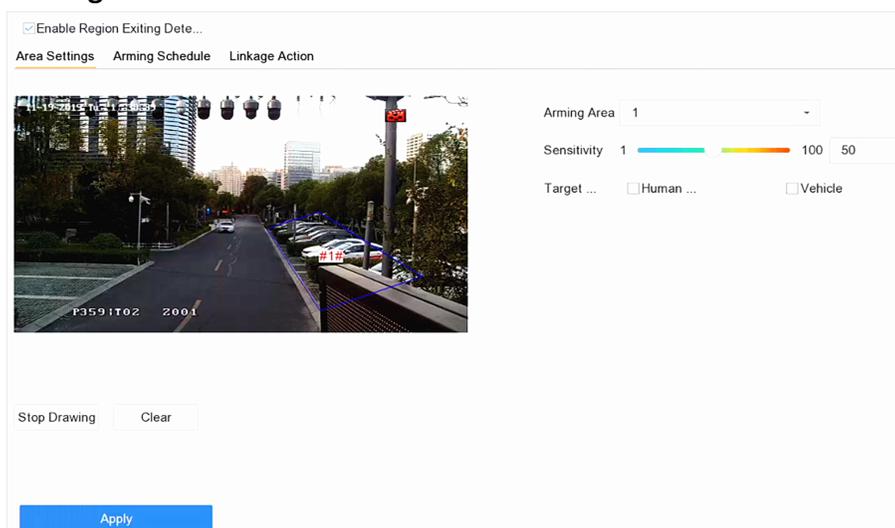


Figure 6-8 Region Exiting Detection

4. Check **Enable Region Exiting Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured region exiting detection pictures.
6. Follow these steps to set the detection rules and detection areas.
  - 1) Select **Arming Region**. Up to 4 regions are selectable.
  - 2) Set **Sensitivity**. The higher the value is, the more easily the detection alarm will be triggered. Its range is [0-100].
  - 3) Click **Draw Region** and draw a quadrilateral in the preview window.
7. **Optional:** Draw the maximum size/minimum size for targets. Only the targets in the size ranging from maximum size to minimum size will trigger line crossing detection.
  - 1) Click **Max. Size/Min. Size**.
  - 2) Draw an area in preview window.
  - 3) Click **Stop Drawing**.
8. **Optional:** Select **Target of Interest** as **Human Body** or **Vehicle** to discard alarms which are not triggered by human body or vehicle.
9. Set the arming schedule. Refer to [Configure Arming Schedule](#) .
10. Set linkage actions. Refer to [Configure Linkage Actions](#) .
11. Click **Apply**.

## 6.2.8 Multi-Target-Type Detection

Multi-target-type detection enables the device to detect the faces, human bodies and vehicles simultaneously in a scene.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Video Structuralization** .
2. Select a camera.
3. Check **Enable Multi-Target-Type Detection**.
4. **Optional**: Check **Save VCA Picture** to save the captured intrusion detection pictures.
5. Set detection area.
  - 1) Click **Draw Area**.
  - 2) Adjust the red frame on the image to draw the detection area. It is full screen by default.
  - 3) Click **Stop Drawing**.
6. Set the arming schedule. Refer to [Configure Arming Schedule](#) .
7. Set linkage actions. Refer to [Configure Linkage Actions](#) .
8. Click **Apply**.

## 6.2.9 Loitering Detection

Loitering detection is used to detect whether a target stays within a specified area longer than the set time and trigger alarm for linked actions.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.
3. Click **Loitering Detection**.

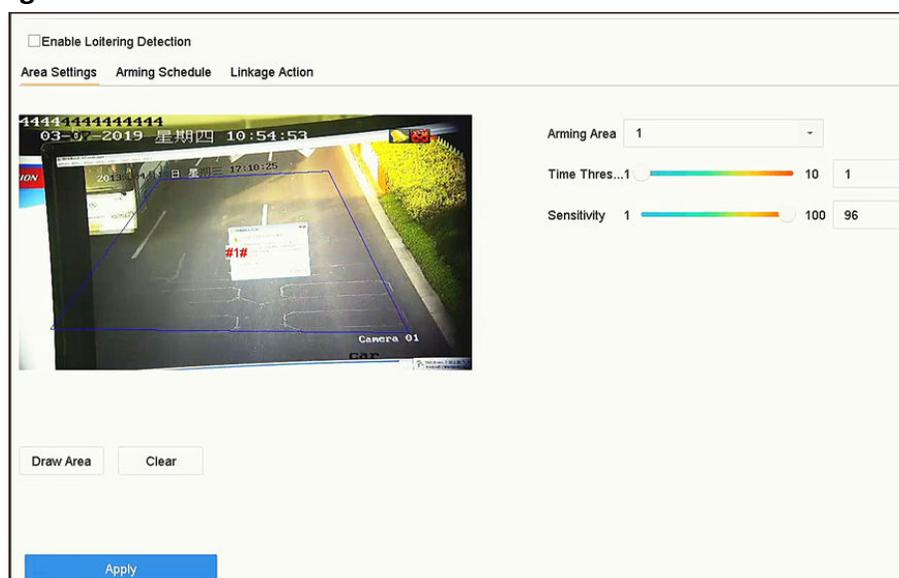


Figure 6-9 Loitering Detection

4. Check **Enable Loitering Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured loitering detection pictures.
6. Set loitering detection parameters.
  - 1) Select **Arming Area**.



Up to 4 areas are selectable.

---

- 2) Set **Time Threshold**.

### **Time Threshold**

The time of the target staying in the region. If the value is 10, an alarm is triggered after the target has stayed in the region for 10 s. Range: [1-10].

- 3) Set **Sensitivity**.

### **Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to **Configure Arming Schedule**.
8. Set the linkage actions. Refer to **Configure Linkage Actions**.
9. Click **Apply**.

## 6.2.10 People Gathering Detection

People gathering detection is used to detect whether the density of human bodies within a specified area exceeds the set value and trigger alarm for linked actions.

### **Steps**

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events**.
2. Select a camera.
3. Click **People Gathering**.

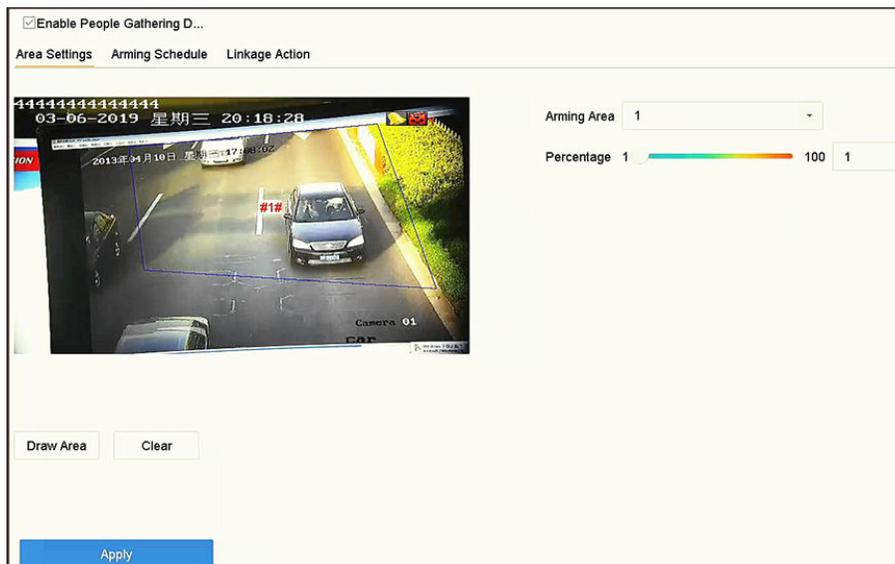


Figure 6-10 People Gathering Detection

4. Check **Enable People Gathering Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured people gathering detection pictures.
6. Set people gathering detection parameters.
  - 1) Select **Arming Area**.

---

 **Note**

Up to 4 areas are selectable.

- 2) Click **Draw Area** to draw a quadrilateral in the preview window by specifying four vertices of the area.
- 3) Set **Percentage**.

**Percentage**

The density of human bodies within the area. If it exceeds the threshold value, the device will trigger alarm.

7. Set the arming schedule. Refer to [Configure Arming Schedule](#) .
8. Set the linkage actions. Refer to [Configure Linkage Actions](#) .
9. Click **Apply**.

## 6.2.11 Fast Moving Detection

Fast moving detection is used to detect suspicious running and chasing, over-speed, and fast moving. It will trigger alarm when an object is moving fast and send notification to arming host so that necessary actions can be taken in advance.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.

### 3. Click **Fast Moving**.

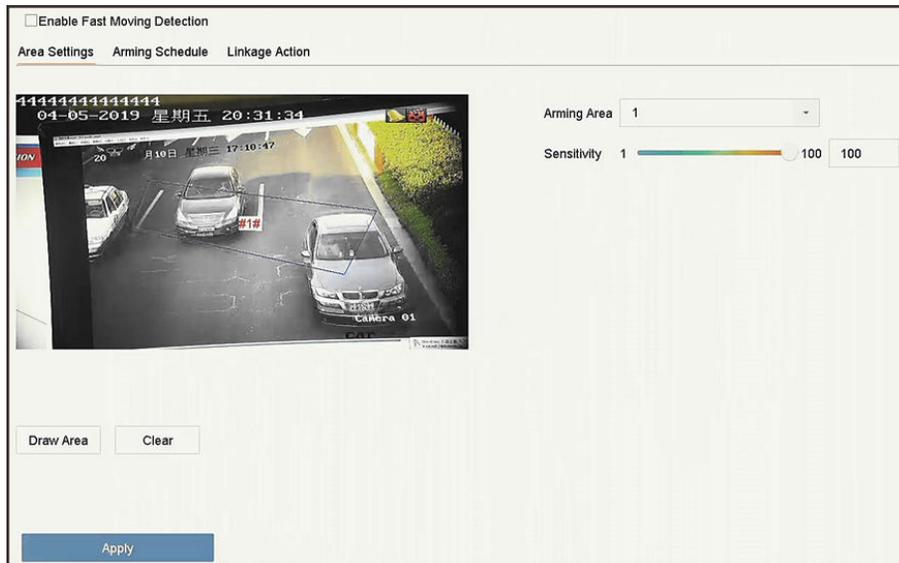


Figure 6-11 Fast Moving Detection

### 4. Check **Enable Fast Moving**.

5. **Optional:** Check **Save VCA Picture** to save the captured fast moving detection pictures.

6. Set fast moving detection parameters.

1) Select **Arming Region**. Up to 4 regions are selectable.

2) Click **Draw Area** to draw a quadrilateral in the preview window by specifying four vertices of the area.

3) Set **Sensitivity**.

#### **Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to [Configure Arming Schedule](#) .

8. Set the linkage actions. Refer to [Configure Linkage Actions](#) .

9. Click **Apply**.

## 6.2.12 Parking Detection

Parking detection is used to detect parking violation in the area, applicable in expressway and one-way street.

#### **Steps**

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .

2. Select a camera.

3. Click **Parking**.

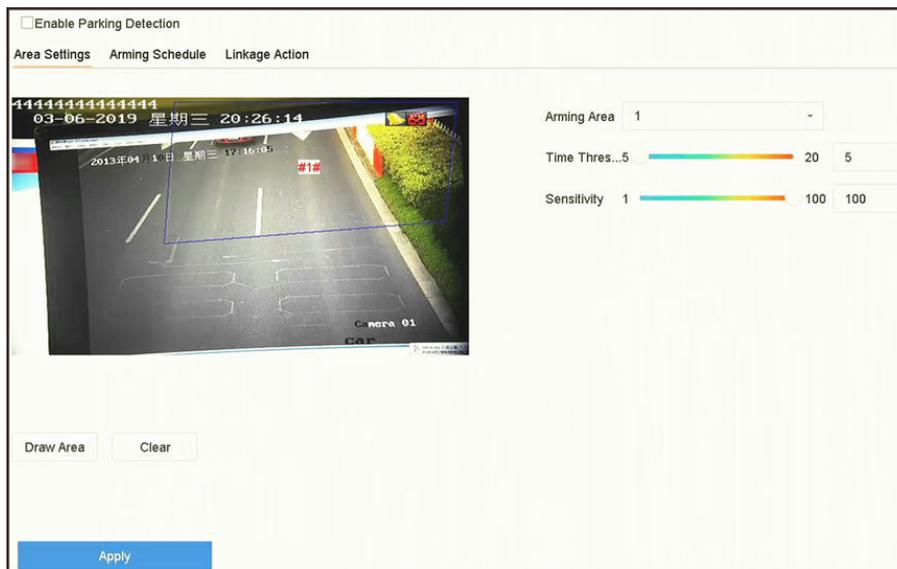


Figure 6-12 Parking Detection

4. Check **Enable Parking Detection**.

5. **Optional:** Check **Save VCA Picture** to save the captured parking detection pictures.

6. Set parking detection parameters.

1) Select **Arming Area**.

---

### **Note**

Up to 4 areas are selectable.

---

2) Set **Time Threshold**.

#### **Time Threshold**

The time of a vehicle staying in the region. If the value is 10, an alarm will be triggered after the vehicle has stayed in the region for 10 s. Range: [5-20].

3) Set **Sensitivity**.

#### **Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

7. Set the arming schedule. Refer to ***Configure Arming Schedule***.

8. Set the linkage actions. Refer to ***Configure Linkage Actions***.

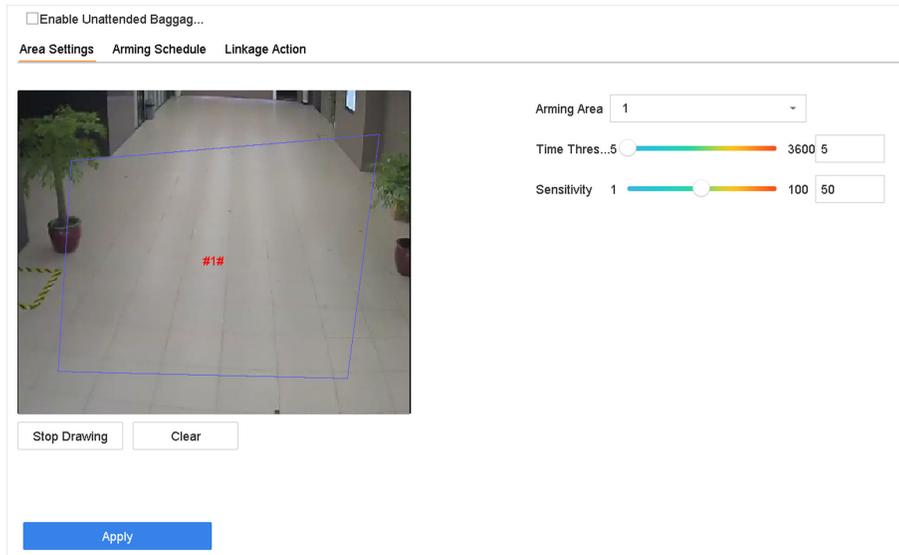
9. Click **Apply**.

## 6.2.13 Unattended Baggage Detection

Unattended baggage detection detects the objects left over in a predefined region such as the baggage, purses, dangerous materials, etc., and a series of actions can be taken when the alarm is triggered.

## Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.
3. Click **Unattended Baggage**.



**Figure 6-13 Unattended Baggage Detection**

4. Check **Enable Unattended Baggage Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured unattended baggage detection pictures.
6. Set the detection rules and detection areas.
  - 1) Select **Arming Area**.

---

### **Note**

Up to 4 areas are selectable.

- 2) Drag the sliders to set **Time Threshold** and **Sensitivity**.

#### **Time Threshold**

The time of the objects left in the region. If the value is 10, an alarm will be triggered after the object is left and stayed in the region for 10 s. Range: [5-20].

#### **Sensitivity**

Similarity of the background image to the object. The higher the value is, more easily the detection alarm will be triggered.

- 3) Click **Draw Region** and draw a quadrilateral in the preview window.

7. Set the arming schedule. Refer to **Configure Arming Schedule** .
8. Set linkage actions. Refer to **Configure Linkage Actions** .
9. Click **Apply**.

## 6.2.14 Object Removal Detection

The object removal detection function detects the objects removed from a predefined region, such as the exhibits on display, and a series of actions can be taken when the alarm is triggered.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.
3. Click **Object Removable**.

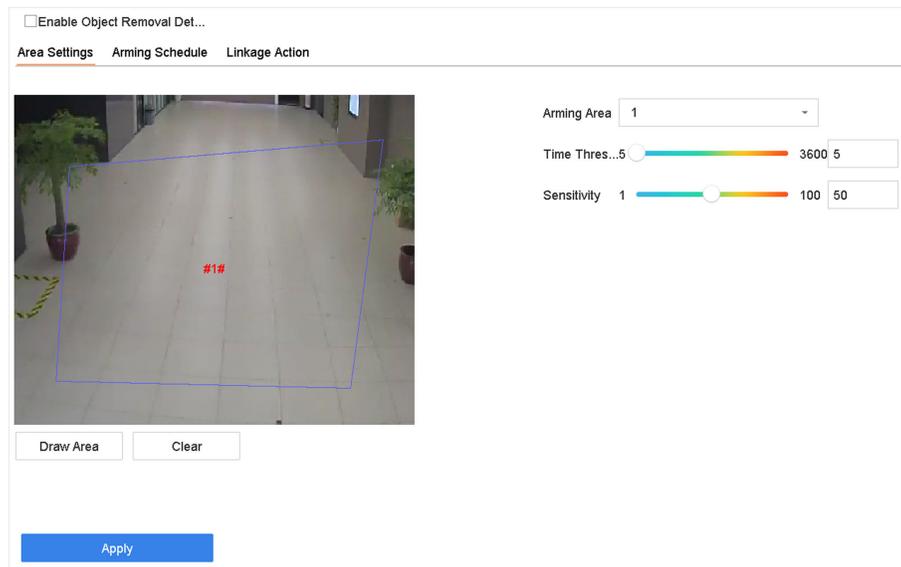


Figure 6-14 Object Removal Detection

4. Check **Enable Object Removable Detection**.
5. **Optional:** Check **Save VCA Picture** to save the captured object removable detection pictures.
6. Follow these steps to set the detection rules and detection areas.
  - 1) Select **Arming Area**.

### Note

Up to 4 areas are selectable.

- 2) Drag the sliders to set **Time Threshold** and **Sensitivity**.

#### Time Threshold

The time of the objects removed from the region. If the value is 10, alarm will be triggered after the object disappears from the region for 10 s. Range [5-20].

#### Sensitivity

The similarity degree of the background image. If the sensitivity is high, a very small object taken from the region will trigger the alarm.

- 3) Click **Draw Area** and draw a quadrilateral in the preview window by specifying four vertices of the detection region.

7. Set the arming schedule. Refer to **Configure Arming Schedule** .

8. Set the linkage actions. Refer to [Configure Linkage Actions](#).
9. Click **Apply**.

## 6.2.15 Audio Exception Detection

Audio exception detection detects abnormal sounds in the scene, such as a sudden increase/decrease in sound intensity.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events**.
2. Select a camera.
3. Click **Audio Exception**.

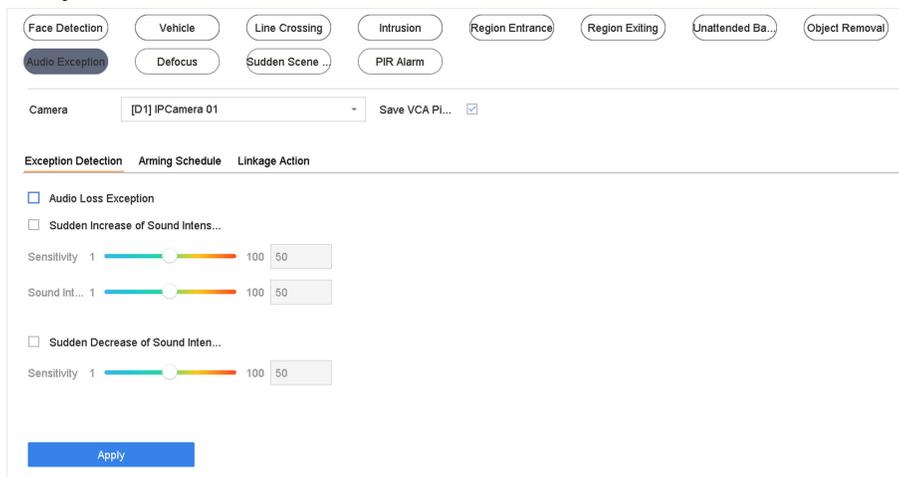


Figure 6-15 Audio Exception Detection

4. **Optional:** Check **Save VCA Picture** to save the captured audio exception detection pictures.
5. Set the detection rules.
  - 1) Select **Exception Detection**.
  - 2) Check **Audio Loss Exception**, **Sudden Increase of Sound Intensity Detection**, and/or **Sudden Decrease of Sound Intensity Detection**.

### Audio Loss Exception

Detects a steep sound rise in the scene. Set **Sensitivity** and **Sound Intensity Threshold** for the steep sound rise.

### Sensitivity

The smaller the value is, the more severely the change would trigger the detection. Range [1-100].

### Sound Intensity Threshold

It can filter the sound in the environment. The louder the environment sound is, the higher the value should be. Adjust it according to the environment. Range [1-100].

### Sudden Decrease of Sound Intensity Detection

Detects a steep sound drop in the scene. Detection sensitivity [1-100].

6. Set the arming schedule. Refer to ***Configure Arming Schedule***.
7. Set the linkage actions. Refer to ***Configure Linkage Actions***.
8. Click **Apply**.

## 6.2.16 Defocus Detection

Image blur caused by lens defocus can be detected.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events**.
2. Select a camera.
3. Click **Defocus**.

The screenshot shows the configuration interface for Defocus Detection. At the top, there is an 'Enable' checkbox and a 'Sensitivity 1' slider set to 100. Below this, there are two tabs: 'Arming Schedule' and 'Linkage Action'. Under 'Arming Schedule', there are radio buttons for 'Continuous' (selected) and 'None', and an 'Edit' button. The main area is a grid with days of the week (Mon-Sun) on the y-axis and hours (0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24) on the x-axis. All cells in the grid are filled with blue, indicating that defocus detection is armed continuously for all days and hours. At the bottom, there is an 'Apply' button.

Figure 6-16 Defocus Detection

4. Check **Enable**.
5. **Optional:** Check **Save VCA Picture** to save the captured defocus detection pictures.
6. Set the detection sensitivity.

### Sensitivity

Sensitivity range: [1-100]. The higher the value is, the more easily the defocus image will be detected.

7. Set the arming schedule. Refer to ***Configure Arming Schedule***.
8. Set the linkage actions. Refer to ***Configure Linkage Actions***.
9. Click **Apply**.

## 6.2.17 Sudden Scene Change Detection

Scene change detection detects the change of the video security environment affected by external factors, such as the intentional rotation of the camera.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.
3. Click **Sudden Scene Change**.

The screenshot shows the configuration interface for Sudden Scene Change detection. At the top, there is an 'Enable' checkbox and a 'Sensitivity 1' slider set to 50. Below this, there are two tabs: 'Arming Schedule' and 'Linkage Action'. Under 'Arming Schedule', there are two radio buttons: 'Continuous' (selected) and 'None'. An 'Edit' button is located to the right. The main part of the interface is a grid with days of the week (Mon-Sun) on the vertical axis and time slots (0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24) on the horizontal axis. All cells in the grid are filled with blue, indicating that the detection is enabled for all days and times. An 'Apply' button is located at the bottom left.

Figure 6-17 Sudden Scene Change

4. Check **Enable**.
5. **Optional:** Check **Save VCA Picture** to save the captured sudden scene change detection pictures.
6. Set the detection sensitivity.

### Sensitivity

Ranges from 1 to 100, the higher the value, the more easily the change of scene can trigger the alarm.

7. Set the arming schedule. Refer to **Configure Arming Schedule** .
8. Set the linkage actions. Refer to **Configure Linkage Actions** .
9. Click **Apply**.

## 6.2.18 PIR Alarm

A PIR (Passive Infrared) alarm is triggered when an intruder moves within the detector vision field. The heat energy dissipated by a person or any other warm blooded creature such as dogs, cats, etc., can be detected.

## Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a camera.
3. Click **PIR Alarm**.

The screenshot shows the configuration interface for a PIR Alarm. At the top, there is a checkbox labeled "Enable PIR Alarm". Below it are two tabs: "Arming Schedule" (which is active) and "Linkage Action". Under the "Arming Schedule" tab, there are two radio buttons: "Continuous" (selected) and "None". To the right of these is an "Edit" button. The main part of the interface is a grid representing a 24-hour cycle for each day of the week. The columns are labeled with even numbers from 0 to 24. The rows are labeled with the days of the week: Mon, Tue, Wed, Thu, Fri, Sat, and Sun. Each cell in the grid is filled with a blue bar, indicating that the alarm is armed continuously throughout the day. At the bottom of the form is an "Apply" button.

Figure 6-18 PIR Alarm

4. Check **PIR Alarm**.
5. **Optional:** Check **Save VCA Picture** to save the captured of PIR alarm pictures.
6. Set the arming schedule. Refer to [Configure Arming Schedule](#) .
7. Set the linkage actions. Refer to [Configure Linkage Actions](#) .
8. Click **Apply**.

## 6.2.19 Thermal Camera Detection

The NVR supports the event detection modes of the thermal network cameras: fire and smoke detection, temperature detection, temperature difference detection, etc.

### Before You Start

Add the thermal network camera to your device and make sure the camera is activated.

## Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a thermal camera.
3. **Optional:** Check **Save VCA Picture** to save the captured pictures of detection.
4. Select an event detection (Temperature Measurement Alarm, etc.).
5. Set the arming schedule. Refer to [Configure Arming Schedule](#) .
6. Set the linkage actions. Refer to [Configure Linkage Actions](#) .
7. Click **Apply**.

## 6.2.20 Queue Management

After connecting with queue management camera, you can set the arming schedule and linkage action of queue management.

### Before You Start

Ensure the recorder have connected with queue management camera.

### Steps

1. Go to **Smart Analysis** → **Smart Event Settings** → **Other Events** .
2. Select a queue management camera.
3. **Optional:** Check **Save VCA Picture** to save the captured pictures of detection.
4. Set the arming schedule. Refer to Chapter ***Configure Arming Schedule*** for details.
5. Set the linkage actions. Refer to Chapter ***Configure Linkage Actions*** for details.
6. Click **Apply**.

## 6.2.21 Target Detection

In live view mode, the target detection function can achieve smart detection, facial detection, vehicle detection, and human body detection during the last 5 seconds and the following 10 seconds.

### Steps

1. In live view mode, click **Target** to enter the target detection interface.
2. Select different detection types: smart detection (  ), vehicle detection (  ), facial detection (  ), and human body detection (  ).

---

### Note

For thermal cameras, the temperature measurement event is in smart detection (  ), the face capture and facial temperature measurement are in facial detection (  ).

---

3. Click  to set alarm configuration.
  - 1) Select IP Camera(s) and IoT channel(s), and complete access control event display settings.

#### Display Pop-Up

Enable this function, the pop-up including person type information, body temperature and mask-wearing status (optional) will be displayed once the alarm is triggered.

#### Mask Not Wearing Event

Temperature units including Celsius degree and Fahrenheit degree of the detected target are available. Enable this function, when the target does not wear mask, the pop-up will show yellow. Meanwhile, if the target has exceptional body temperature, the pop-up will turn red.

4. Select the historical analysis (  ) or real-time analysis (  ) to obtain the results.

 **Note**

The smart analysis results of the detection are displayed in the list. Click a result in the list to play the related video.

---

### 6.3 Configure Arming Schedule

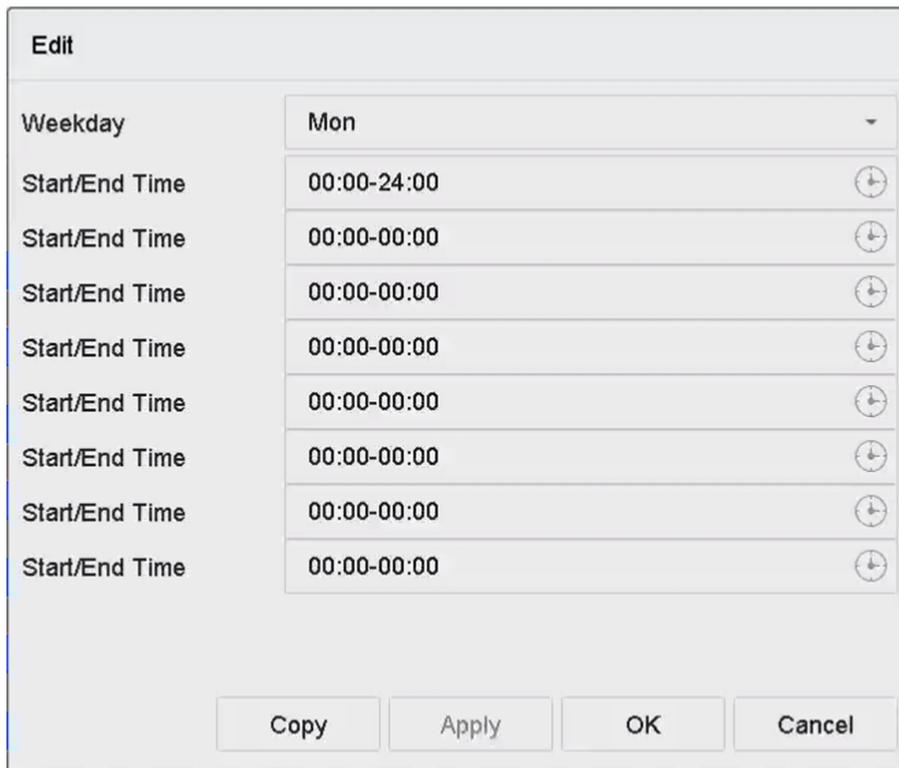
**Steps**

1. Click **Arming Schedule**.
  2. Click **Edit**.
  3. Select a day of the week and set the time period. Up to eight time periods can be set each day.
- 

 **Note**

Time periods cannot repeat or overlapped.

---



**Figure 6-19 Set Arming Schedule**

4. You can click **Copy** to copy the current day arming schedule settings to other day(s).
5. Click **Apply** to save the settings.

## 6.4 Configure Linkage Actions

Alarm linkage actions will be activated when an alarm or exception occurs.

### 6.4.1 Configure Auto-Switch Full Screen Monitoring

When an alarm is triggered, the local monitor displays in full screen the video image from the alarming channel configured for full screen monitoring. And when the alarm is triggered simultaneously in several channels, you must configure the auto-switch dwell time.



Auto-switch will terminate once the alarm stops and back to the live view interface.

---

#### Steps

1. Go to **System → Live View → General** .
2. Set the event output and dwell time.

#### Event Output

Select the output to show the event video.

#### Full Screen Monitoring Dwell Time

Set the time in seconds to show the alarm event screen. If alarms are triggered simultaneously in several channels, their full-screen images will be switched at an interval of 10 seconds (default dwell time).

3. Go to the **Linkage Action** interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
4. Select the **Full Screen Monitoring** alarm linkage action.
5. Select the channel(s) in **Trigger Channel** for full screen monitoring.

### 6.4.2 Configure Buzzer

When an alarm is detected, the buzzer will make an audible beep.

#### Steps

1. Go to **System → Live View → General** .
2. Check **Enable Audio Output**.
3. Set the audio volume.
4. Click **Apply**.
5. Go to **Linkage Action** interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
6. Select **Buzzer** as the alarm linkage action.

### 6.4.3 Notify Surveillance Center

The device can send an exception or alarm signal to the remote alarm host when an event occurs. The alarm host refers to the PC installed with client software (e.g., iVMS-4200, iVMS-5200).

#### Steps

1. Go to **System** → **Network** → **Advanced** → **More Settings** .
2. Set the alarm host IP and alarm host port.
3. Go to **Linkage Action** interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
4. Select **Notify Surveillance Center**.

### 6.4.4 Configure Email Linkage

The system can send an email with alarm information to a user or users when an alarm is detected.

#### Steps

1. Go to **System** → **Network** → **Advanced** → **Email** .
2. Set the email parameters.
3. Click **Apply**.
4. Go to the **Linkage Action** interface of the alarm detection (e.g., motion detection, video tampering, face detection, etc.).
5. Select **Send Email** alarm linkage action.

### 6.4.5 Trigger Alarm Output

The alarm output can be triggered by the alarm input, motion detection, video tampering detection, face detection, line crossing detection, and any all other events.

#### Steps

1. Go to **Linkage Action** of the alarm detection (e.g., motion detection, face detection, line crossing detection, intrusion detection, etc.).
2. In **Trigger Alarm Outputs**, select the alarm output(s) to trigger.
3. Go to **System** → **Event** → **Normal Event** → **Alarm Output** .
4. Select an alarm output item from the list.

### 6.4.6 Configure PTZ Linkage

The system can trigger the PTZ actions (e.g., call preset/patrol/pattern) when the alarm event, or VCA detection events occurs.

#### Before You Start

Make sure the connected PTZ or speed dome connected supports PTZ linkage.

### Steps

1. Go to **Linkage Action** interface of the alarm input or VCA detection (e.g., face detection, line crossing detection, intrusion detection, etc.).
2. Select the **PTZ Linkage**.
3. Select the camera to perform the PTZ actions.
4. Select the preset/patrol/pattern No. to call when the alarm events occur.



### Note

You can set only one PTZ type for the linkage action each time.

---

## Chapter 7 Smart Analysis

---

### Note

The available functions in this chapter may vary according to different models.

---

### 7.1 Smart Event Settings

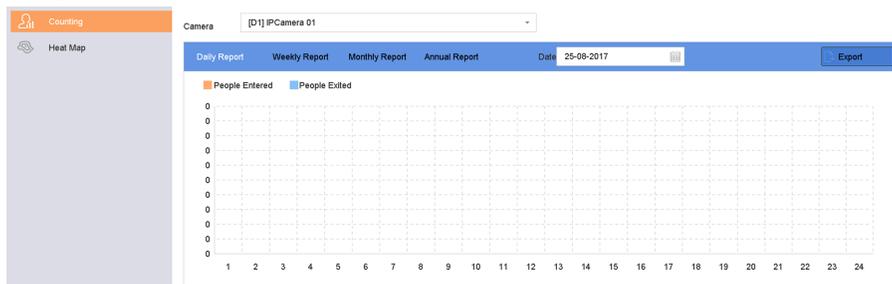
Smart events like vehicle detection, perimeter protection (line crossing detection, intrusion detection, etc) can be configured, refer to **VCA Event Alarm** for configuration details.

### 7.2 People Counting

People counting calculates the number of people entering or leaving a certain configured area and creates daily/weekly/monthly/annual reports for analysis.

#### Steps

1. Go to **Smart Analysis** → **Smart Report** → **Counting** .
2. Select a camera.
3. Select the report type.
4. Set **Date** to analyze.



**Figure 7-1 People Counting**

5. **Optional:** Click **Export** to export the report in Microsoft Excel format.

### 7.3 Heat Map

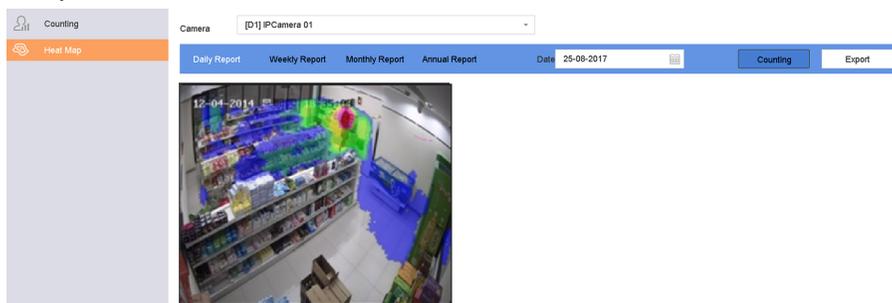
Heat map is a graphical representation of data. The heat map function is used to analyze how many people visited and stayed in a specific area.

#### Before You Start

The function must be supported by the connected IP camera and the corresponding parameters must be set.

## Steps

1. Go to **Smart Analysis** → **Smart Report** → **Heat Map** .
2. Select a camera.
3. Select the report type.
4. Set **Date** to analyze.



**Figure 7-2 Heat Map**

5. Click **Counting**.

---

### **Note**

As shown in the figure above, red color block (255, 0, 0) indicates the most trafficked area, and blue color block (0, 0, 255) indicates the less-popular area.

---

The results will be displayed in graphics marked in different colors.

6. **Optional:** Click **Export** to export the statistics report in Microsoft Excel format.

## Chapter 8 File Management

### 8.1 Search Files

Specify detailed conditions to search videos and pictures.

#### Steps

1. Go to **File Management** → **Video** , or **File Management** → **Picture** .
2. Select a search method. For example, **Search by Appearance**, or **Search by Event**.
3. Specify detailed conditions, including time, camera, etc.
4. Click **Start Search**.
5. Click **Channel** to select a channel as your desire. It will display the searching results of the selected channel.
6. **Optional**: Click  or  to switch view mode.
7. **Optional**: For videos, click  or  in different view mode to lock a video. The locked video will not be overwritten.
8. **Optional**: Export search results.
  - 1) Select result file(s) from the search result interface, or check **Select All** to select all files.
  - 2) Click **Export** to export the selected file(s) to a backup device.

---

#### Note

- You can click  to view export progress.
  - You can click  to return to search interface.
- 

### 8.2 Export Files

Export files for backup purposes to a USB device, or eSATA HDD.

#### Steps

1. Search files. Refer to **Search Files** for details.
2. Select files.
3. Click **Export**.
4. **Optional**: For vehicle files, check **Backup License Plate Statistics Info** to export license plate statistics information later.
5. Select the file to export as **Video and log** and click **OK**.
6. Select the backup device and folder path.
7. Click **OK**.

## 8.3 Smart Search

### 8.3.1 Face Picture Search

#### Search by Face Picture Comparison Event

Search face picture by face picture comparison results.

##### Steps

1. Go to **File Management** → **Smart Search** → **Face** → **Search by Event** .
2. Set the start time and end time.
3. Select a channel.
4. Select **Event Type** as **Face Picture Comparison**.
5. Click **Start Search**. The search result list displays 1 channel.
6. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.

##### What to do next

Refer to [View Searching Result](#) .

#### Search by Appearance

Search face picture by appearance.

##### Steps

1. Go to **File Management** → **Smart Search** → **Face** → **Search by Appearance** .
2. Set search conditions.
3. Click **Start Search**. The search result list displays 1 channel.
4. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.

##### What to do next

Refer to [View Searching Result](#) .

#### View Searching Result

- Double click a file to view the related video.
- Click **Export** to export the selected file(s) to a backup device. You can click **Select All** to select all files.

### Note

- You can click  to view export progress.
  - You can click  to return to search interface.
- 

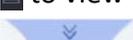
### 8.3.2 Search by Human Body Event

Search pictures by human body detection alarms.

#### Steps

1. Go to **Smart Analysis** → **Smart Search** → **Human** → **Search by Event** .
  2. Set the start time and end time.
  3. Select a channel.
  4. Select **Event Type** as **Human Body Alarm**.
  5. Click **Start Search**. The search result list displays 1 channel.
  6. Click **Channel** to select a channel as your desire. It will display search results for the selected channel.
  7. **Optional**: Export search results.
    - 1) Select result file(s) from the search result interface, or check **Select All** to select all files.
    - 2) Click **Export** to export the selected file(s) to a backup device.
- 

### Note

- You can click  to view export progress.
  - You can click  to return to search interface.
- 

### 8.3.3 Vehicle Search

You can search and view the matched vehicle pictures.

#### Steps

1. Go to **File Management** → **Smart Search** → **Vehicle** .
  2. Select a search method. For example, **Search by Appearance**, or **Search by Event**.
  3. Select the IP camera for the vehicle search.
  4. Set search conditions.
  5. Click **Start Search**. The search result list displays 1 channel.
  6. Click **Channel** to select a channel as your desire. It will display searching results for the selected channel.
  7. Export search results.
    - 1) Select result file(s) from the search result interface, or check **Select All** to select all files.
    - 2) Click **Export** to export the selected file(s) to a backup device.
-

---

### **Note**

- You can click  to view export progress.
  - You can click  to return to search interface.
-

# Chapter 9 Storage

 **Note**

The available functions in this chapter may vary according to different models.

## 9.1 Storage Device Management

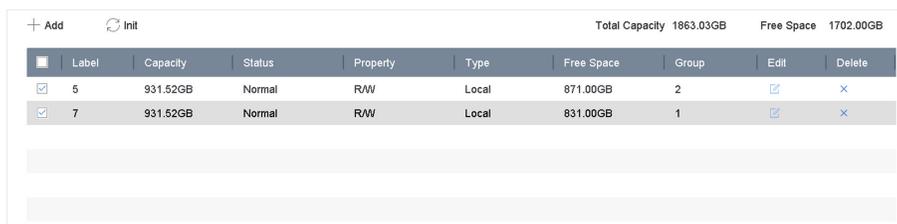
### 9.1.1 Manage Local HDD

#### Configure HDD Group

Multiple HDDs can be managed in groups. Video from specified channels can be recorded onto a particular HDD group through HDD settings.

#### Steps

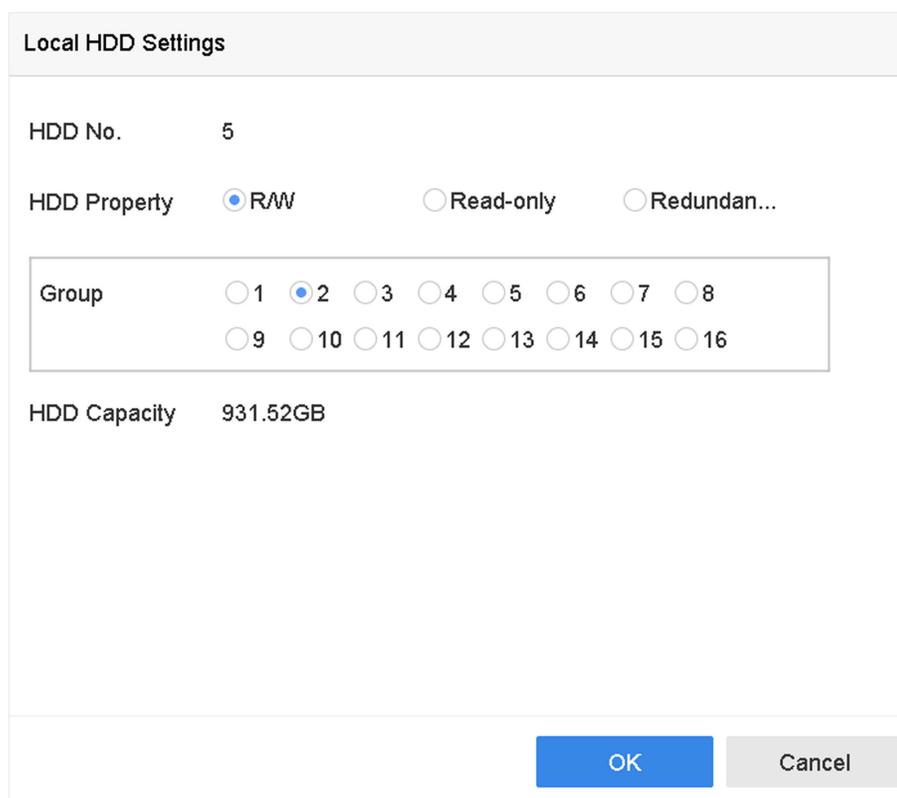
1. Go to **Storage** → **Storage Mode** .
2. Select **Mode** as **Group**.
3. Click **Apply**.
4. Go to **Storage** → **Storage Device** .
5. Select a HDD.



	Label	Capacity	Status	Property	Type	Free Space	Group	Edit	Delete
<input checked="" type="checkbox"/>	5	931.52GB	Normal	R/W	Local	871.00GB	2		
<input checked="" type="checkbox"/>	7	931.52GB	Normal	R/W	Local	831.00GB	1		

**Figure 9-1 Storage Device**

6. Click  to enter Local HDD Settings interface.



Local HDD Settings

HDD No. 5

HDD Property  R/W  Read-only  Redundan...

Group  1  2  3  4  5  6  7  8  
 9  10  11  12  13  14  15  16

HDD Capacity 931.52GB

OK Cancel

**Figure 9-2 Local HDD Settings**

7. Select a group number for the HDD.
8. Click **OK**.

---

 **Note**

Regroup the cameras for HDD if the HDD group number is changed.

---

9. Go to **Storage → Storage Mode** .
10. Select group number from the list.
11. Select related camera(s) to save videos and pictures on the HDD group.
12. Click **Apply**.

## Configure the HDD Property

HDD property can be set as R/W, Read-only, or Redundant.

### Before You Start

Set the storage mode to Group. For detailed steps, refer to [\*\*\*Configure HDD Group\*\*\*](#)

### Steps

1. Go to **Storage → Storage Device** .
2. Click  of desired HDD.
3. Select **HDD Property**.

### R/W

HDD supports both read and write.

### Read-only

Files in read-only HDD will not be overwritten.

### Redundant

Save the videos and pictures not only in the R/W HDD but also in the redundant HDD. It effectively enhances the data safety and reliability. Ensure at least another HDD which is in Read/Write status exists.

4. Click **OK**.

## Configure the HDD Quota

Each camera can be configured with an allocated quota for storing videos or pictures.

### Steps

1. Go to **Storage → Storage Mode** .
2. Select **Mode** as **Quota**.
3. Select a camera to set quota.
4. Enter the storage capacity in the text fields of **Max. Record Capacity (GB)** and **Max. Picture Capacity (GB)**.
5. Click **Copy to** to copy the quota settings of the current camera to other cameras.
6. Click **Apply**.



### Note

- When the quota capacity is set to 0, all cameras will use the total capacity of HDD for videos and pictures.
  - Reboot the video recorder to activate the new settings.
- 

## 9.1.2 Add a Network Disk

You can add the allocated NAS or IP SAN disk to the device, and use it as a network HDD.

### Steps

1. Go to **Storage → Storage Device** .
2. Click **Add**.

Custom Add

NetHDD: NetHDD 1

Type: NAS

NetHDD IP: 120 . 36 . 2 . 39

NetHDD Directory: /nas/device1/11|

Search

OK Cancel

**Figure 9-3 Add NetHDD**

3. Select **NetHDD** type.
4. Enter **NetHDD IP** address and click **Search** to search the available NetHDD.
5. Select the desired NetHDD.
6. Click **OK**.
7. The added NetHDD will be displayed in the HDD list. Select the newly added NetHDD and click **Init**.

### 9.1.3 Manage eSATA

---

#### Note

The eSATA function is only available for certain models.

---

### Configure eSATA for Data Storage

When there is an external eSATA device connected to your video recorder, you can configure the eSATA usage as data storage and manage the eSATA.

#### Steps

1. Go to **Storage** → **Advanced** .
2. Select **eSATA Usage** as **Export** or **Record/Capture**.

## Export

Use the eSATA for backup.

## Record/Capture

Use the eSATA for record/capture. Refer to the following steps for operating instructions.

eSATA	eSATA1
Usage	Record/Capture

**Figure 9-4 eSATA Mode**

## What to do next

If eSATA usage is set as **Record/Capture**, enter the storage device interface to edit its property or initialize it.

## Configure eSATA for Auto Backup

If you made an automatic backup plan, the video recorder will back up the local videos of 24 hours ahead of the backup start time to eSATA.

## Before You Start

Ensure the device has correctly connected with an external eSATA hard drive, and its usage type is set as **Export**. Refer to ***Manage eSATA*** for details.

## Steps

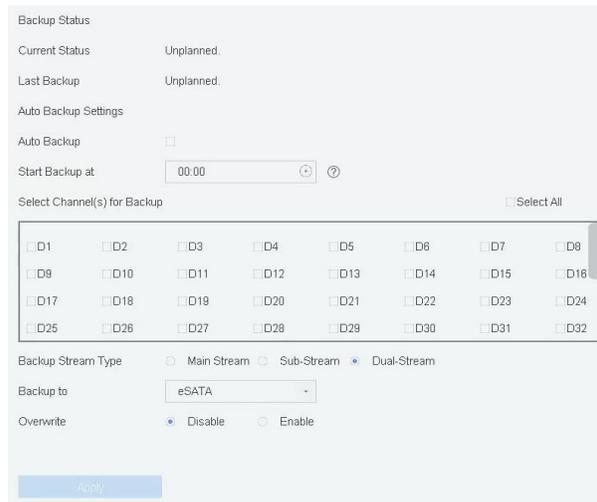
1. Go to **Storage → Auto Backup**.
2. Check **Auto Backup**.
3. Set the backup start time in **Start Backup at**.



### Note

If the day experiences a failed backup, the video recorder will back up the videos 48 hours ahead of the backup start time in the next day.

4. Select channels for backup.
5. Select **Backup Stream Type** as your desire.
6. Select **Overwrite** type.
  - **Disable**: When HDD is full, it will stop writing.
  - **Enable**: When HDD is full, it will continue to write new files by deleting the oldest files.
7. Click **Apply**.



**Figure 9-5 Configure eSATA for Auto Backup**

## 9.2 Disk Array

A disk array is a data storage virtualization technology that combines multiple physical disk drives into a single logical unit. Also known as a "RAID", an array stores data over multiple HDDs to provide enough redundancy so that data can be recovered if one disk fails. Data is distributed across the drives in one of several ways called "RAID levels", based the redundancy and performance required.

---

### Note

The functions in this section are only available for certain models.

---

### 9.2.1 Create a Disk Array

The video recorder supports software-based disk arrays. Enable the RAID function as required, and ensure each HDD capacity is not less than 4 TB. If your device has no more than 16 SATA interfaces, a disk array can contain no more than 8 HDDs. If your device has 24 SATA interfaces, a disk array can contain no more than 12 HDDs. Two ways are available for creating an array: one-touch configuration and manual configuration.

#### One-Touch Creation

One-touch configuration creates the disk array. By default, the array type created by one-touch configuration is RAID 5.

## Before You Start

Install at least 3 HDDs. If more than 10 HDDs are installed, 2 arrays will be created. To maintain reliability and stability running of the HDDs, it is recommended to use of enterprise-level HDDs of the same model and capacity.

## Steps

1. Go to **Storage → Advanced** .
2. Check **Enable RAID**.
3. Click **Apply** and reboot the device to have settings take effect.
4. After reboot, go to **Storage → RAID Setup → Physical Disk** .
5. Click **One-touch Config**.
6. Edit **Array Name** and click **OK** to start configuring.



If you install 4 or more HDDs, a hot spare disk for array rebuilding will be created.

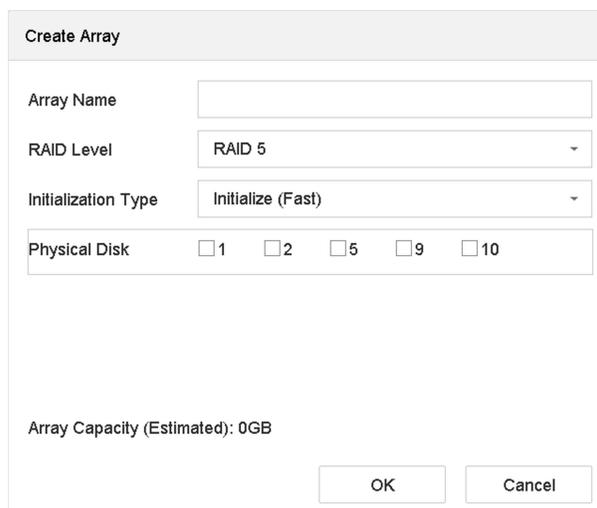
7. **Optional:** The video recorder will automatically initialize the created array. Go to **Storage → RAID Setup → Array** to view the information of the created array.

## Manual Creation

Manually create a RAID 0, RAID 1, RAID 5, RAID 6, or RAID 10 array.

## Steps

1. Go to **Storage → Advanced** .
2. Check **Enable RAID**.
3. Click **Apply** and reboot the device to have settings take effect.
4. After reboot, go to **Storage → RAID Setup → Physical Disk** .
5. Click **Create**.



Array Name

RAID Level: RAID 5

Initialization Type: Initialize (Fast)

Physical Disk:  1  2  5  9  10

Array Capacity (Estimated): 0GB

OK Cancel

**Figure 9-6 Create Array**

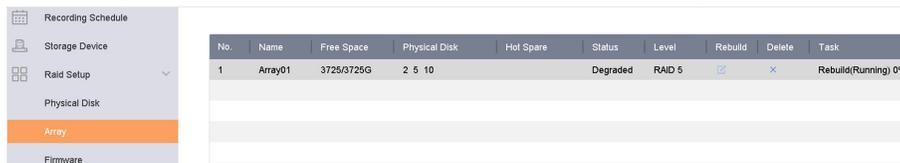
6. Enter **Array Name**.

7. Select **RAID Level** as required.
8. Select the physical disks to constitute the array.

**Table 9-1 The Required Number of HDDs**

RAID Level	The Required Number of HDDs
RAID 0	At least 2 HDDs.
RAID 1	At least 2 HDDs.
RAID 5	At least 3 HDDs.
RAID 6	At least 4 HDDs.
RAID 10	The number of HDD must be an even ranges from 4 to 16.

9. Click **OK**.
10. **Optional:** The video recorder will automatically initialize the created array. Go to **Storage → RAID Setup → Array** to view the information of the created array.



**Figure 9-7 Array List**

## 9.2.2 Rebuild an Array

The array status includes Functional, Degraded, and Offline. To ensure the high security and reliability of the data stored in an array, take immediate and proper maintenance of the arrays according its status.

### Functional

No disk loss in the array.

### Offline

The number of lost disks has exceeded the limit.

### Degraded

If any HDD fails in the array, the array degrades. Restore it to Functional status by rebuilding the array.

## Configure a Hot Spare Disk

The hot spare disk is required for the disk array automatic rebuilding.

### Steps

1. Go to **Storage → RAID Setup → Physical Disk** .

No.	Capacity	Array	Type	Status	Model	Hot Spare	Task
1	1863.02GB	Array01	Array	Functional	ST2000VX000-1CU164	--	None
<input type="checkbox"/> 2	2794.52GB		Normal	Functional	ST3000VX000-9YW166	<input type="checkbox"/>	None
5	1863.02GB	Array01	Array	Functional	ST2000VX000-1CU164	--	None
<input type="checkbox"/> 9	2794.52GB		Normal	Functional	ST3000VX000-1CU166	<input type="checkbox"/>	None
10	1863.02GB	Array01	Array	Functional	ST2000VX000-1CU164	--	None

**Figure 9-8 Physical Disk**

2. Click  of an available HDD to set it as the hot spare disk.

## Automatically Rebuild an Array

The video recorder can automatically rebuild degraded arrays with the hot spare disks.

### Before You Start

Create hot spare disks. For details, refer to [Configure a Hot Spare Disk](#) .

### Steps

1. Go to **Storage → RAID Setup → Array** .

No	Name	Free Space	Physical Disk	Hot Spare	Status	Level	Rebuild	Delete	Task
1	Array01	3725/3725G	2 5 10		Degraded	RAID 5	<input type="checkbox"/>	<input type="checkbox"/>	Rebuild(Running) 0%

**Figure 9-9 Array List**

## Manually Rebuild an Array

If no hot spare disks are configured, rebuild a degraded array manually.

### Before You Start

At least one available physical disk must exist to rebuild an array.

### Steps

1. Go to **Storage → RAID Setup → Array** .

2. Click  of the degraded array.

**Rebuild Array**

Array Name: Array01

RAID Level: RAID 5

Array Disk: 5 10

Physical Disk:  2  9

OK Cancel

**Figure 9-10 Rebuild Array**

3. Select the available physical disk.
4. Click **OK**.
5. Click **OK** on the pop up message box "Do not unplug the physical disk when it is under rebuilding."

## Chapter 10 Hot Spare Recorder Backup

Video recorders can form an N+1 hot spare system. The system consists of several working video recorders and a hot spare video recorder; when the working video recorder fails, the hot spare video recorder switches into operation, thus increasing the reliability of the system. Contact your dealer for details of models that support the hot spare function.

A bidirectional connection shown in the figure below is required to be built between the hot spare video recorder and each working video recorder.



Figure 10-1 Building a Hot Spare System

### 10.1 Set Hot Spare Device

Hot spare devices takes over working device tasks when working device fails.

#### Steps

1. Go to **System** → **Hot Spare** .
2. Select **Work Mode** as **Hot Spare Mode**.

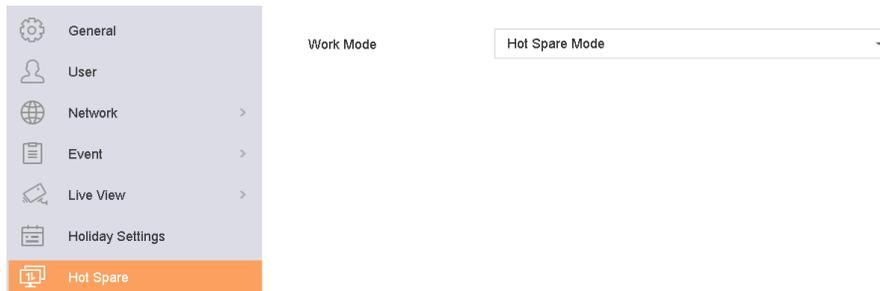


Figure 10-2 Hot Spare

3. Click **Apply**.
4. Click **Yes** in the pop-up attention box to reboot the device.

---

#### Note

- The camera connection will be disabled when the device works in hot spare mode.
  - It is highly recommended to restore the device defaults after switching the working mode of the hot spare device to normal mode to ensure the normal operation afterward.
-

## 10.2 Set Working Recorder

### Steps

1. Go to **System** → **Hot Spare** .
2. Select **Work Mode** as **Normal Mode**.
3. Check **Enable**.
4. Enter IP address, user name, and admin password of the hot spare recorder.

Work Mode	<input type="text" value="Normal Mode"/>
Enable	<input checked="" type="checkbox"/>
IPv4 address of the hot spare device	<input type="text" value="10 . 15 . 1 . 106"/>
User Name of Hot Spare Device	<input type="text" value="admin"/>
Password of the hot spare device	<input type="password" value="*****"/>
Working Status	<input type="text" value="Connected"/>

\*Notice: After the hot spare is enabled, you must link the working device to the hot spare device, otherwise, this function is not available.

**Figure 10-3 Hot Spare**

5. Click **Apply**.

## 10.3 Manage Hot Spare System

### Steps

1. Go to **System** → **Hot Spare** in the hot spare recorder.
2. Check working recorders on the device list and click **Add** to link the working recorder to the hot spare recorder. The working recorder working status descriptions are as follows:

#### No record

The working recorder works properly.

#### Backing up

If the working recorder goes offline, the hot spare recorder will record the videos of the network camera connected to the working device. The video back up functions for one working recorder at a time.

#### Synchronizing

When the working recorder comes back online, the lost videos will be restored by the video synchronization function. The video synchronization function can be enabled for one working recorder at a time.

---

#### **Note**

A hot spare recorder can connect up to 32 working recorders.

---

Work Mode

Device List

<input type="checkbox"/>	No.	IP Address
<input type="checkbox"/>	1	10.15.2.107

Working Dev...

No.	IP Address	Connection Status	Working Status	Delete

**Figure 10-4 Add Working Recorder**

## Chapter 11 Network Settings

### 11.1 Configure DDNS

You can set Dynamic DNS service for network access. Different DDNS modes are available: DynDNS, PeanutHull, and NO-IP.

#### Before You Start

You must register the DynDNS, PeanutHull, or NO-IP services with your ISP before configuring DDNS settings.

#### Steps

1. Go to **System** → **Network** → **TCP/IP** → **DDNS**

The screenshot shows the DDNS configuration interface. At the top, there are tabs for 'TCP/IP', 'DDNS', 'PPPoE', 'NTP', and 'NAT'. The 'DDNS' tab is active. Below the tabs, there is an 'Enable' checkbox which is checked. Underneath, there are several input fields: 'DDNS Type' is a dropdown menu set to 'DynDNS'; 'Server Address' is a text box containing 'member.dyndns.org'; 'Device Domain Name' is a text box containing '1233dyndns.com'; 'User Name' is a text box containing 'test'; and 'Password' is a text box filled with asterisks. Below these fields, the status is displayed as 'Status DDNS is disabled.' At the bottom of the form is a blue 'Apply' button.

Figure 11-1 DDNS Settings

2. Check **Enable**.
3. Select **DDNS Type** as DynDNS.
4. Enter Server Address for DynDNS (i.e., members.dyndns.org).
5. Under Device Domain Name, enter the domain name obtained from the DynDNS Website.
6. Enter **User Name** and **Password** registered in the DynDNS Website.
7. Click **Apply**.

### 11.2 Configure PPPoE

If the device is connected to Internet through PPPoE, you need to configure user name and password accordingly under **System** → **Network** → **TCP/IP** → **PPPoE** .

Contact your Internet service provider for details about PPPoE service.

### 11.3 Configure SNMP

You can configure SNMP (SNMP v2 and SNMP v3) settings to get device status and parameter information via web browser. SNMP v3 adds cryptographic security to SNMP v2, and provides security with authentication and privacy.

#### **Before You Start**

Download the SNMP software to receive device information via the SNMP port. By setting the trap address and port, the device is allowed to send alarm events and exception messages to the center.

#### **Steps**

1. Go to **Configuration** → **Network** → **Advanced Settings** → **SNMP** via web browser.

### SNMP v2

Enable SNMP v2c

Read SNMP Community

Write SNMP Community

Trap Address

Trap Port

### SNMP v3

Enable SNMPv3

Read UserName

Security Level

Authentication Algorithm  MD5  SHA

Authentication Password

Private-key Algorithm  DES  AES

Private-key password

Write UserName

Security Level

Authentication Algorithm  MD5  SHA

Authentication Password

Private-key Algorithm  DES  AES

Private-key password

Trap Address

Trap Port

### SNMP Other Settings

SNMP Port

**Figure 11-2 SNMP Settings**

2. Enable SNMP v2 or SNMP v3 as your desire.
3. Set related parameters.
4. Set **SNMP Port**.
5. Click **Save**.

## 11.4 Configure Email

The system can be configured to send an e-mail notification to all designated users when a specified event occurs such as when an alarm or motion event is detected, or the administrator password is changed, etc.

### Before You Start

The device must be connected to a local area network (LAN) that contains an SMTP mail server. The network must also be connected to either an intranet or the Internet depending on the location of the email accounts to which you want to send notifications.

### Steps

1. Go to **System** → **Network** → **Advanced** → **Email** .
2. Configure the email settings.

#### Server Authentication

Check to enable the function if the SMTP server requires user authentication and enter the user name and password accordingly.

#### SMTP Server

The IP address of SMTP Server or host name (e.g., smtp.263xmail.com).

#### SMTP Port

The SMTP port. The default TCP/IP port used for SMTP is 25.

#### Enable SSL/TLS

Check to enable SSL/TLS if required by the SMTP server.

#### Sender

The sender's name.

#### Sender's Address

The sender's address.

#### Select Receivers

Select the receiver. Up to 3 receivers can be configured.

#### Receiver

The receiver's name.

#### Receiver's Address

The email address of the user to be notified.

#### Attached Image

Check to send email with attached alarm images. The interval is the time between sending two subsequent alarm images.

#### Interval

The time interval for capturing the attached images.

3. **Optional:** Enable the alternate SMTP, and configure the required parameters for alternate SMTP. When the preferred SMTP is invalid, the device will use alternate SMTP to send emails.
4. **Optional:** Click **Test** to send a test email.
5. Click **Apply**.

## 11.5 Configure Port Mapping (NAT)

Two ways are provided for port mapping to realize the remote access via the cross-segment network, UPnP™ and manual mapping.

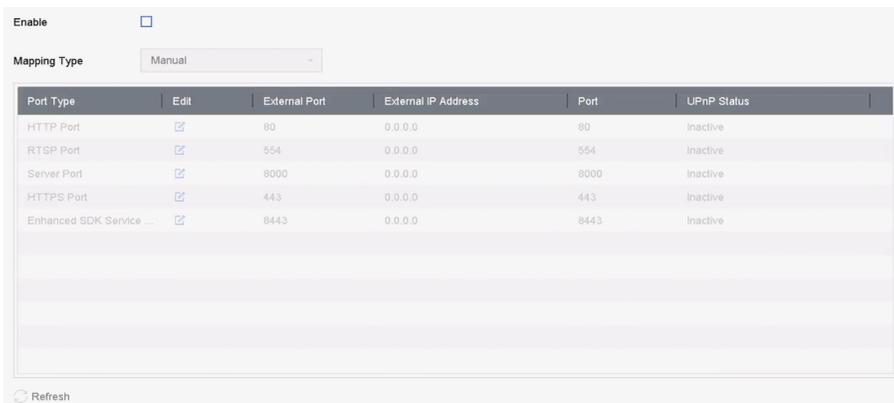
### Before You Start

If you want to enable the UPnP™ function of the device, you must enable the UPnP™ function of the router to which your device is connected. When the network working mode of the device is set as multi-address, the Default Route of the device should be in the same network segment as that of the LAN IP address of the router.

Universal Plug and Play (UPnP™) can permit the device seamlessly discover the presence of other network devices on the network and establish functional network services for data sharing, communications, etc. You can use the UPnP™ function to enable the fast connection of the device to the WAN via a router without port mapping.

### Steps

1. Go to **System** → **Network** → **TCP/IP** → **NAT** .



**Figure 11-3 Port Mapping Setting**

2. Check **Enable**.

3. Select **Mapping Type** as **Manual** or **Auto**.

- **Auto**: If you select **Auto**, the port mapping items are read-only, and the external ports are set by the router automatically.
- **Manual**: If you select **Manual**, you can edit the external port on your demand by clicking to activate **External Port Settings**.

---

### **Note**

- You can use the default port No., or change it according to actual requirements.
- External Port indicates the port No. for port mapping in the router.
- The value of the RTSP port No. should be 554 or between 1024 and 65535, while the value of the other ports should be between 1 and 65535 and the value must be different from each

other. If multiple devices are configured for the UPnP™ settings under the same router, the value of the port No. for each device should be unique.

4. Enter the virtual server setting page of router; fill in the blank of **Internal Source Port** with the internal port value, the blank of **External Source Port** with the external port value, and other required contents.

 **Note**

- Each item should be corresponding with the device port, including server port, http port, RTSP port and https port.
- The virtual server setting interface below is for reference only, it may be different due to different router manufactures. Please contact the manufacture of router if you have any problems with setting virtual server.

Delete	External Source Port	Protocol	Internal Source IP	Internal Source Port	Application
<input type="checkbox"/>	81	TCP	192.168.251.101	80	HTTP

Figure 11-4 Set Virtual Server Item

## 11.6 Configure Port

You can configure different types of ports to enable relevant functions.

### Steps

1. Go to **System** → **Network** → **Advanced** → **More Settings** .

Alarm Host IP	<input type="text"/>
Alarm Host Port	<input type="text" value="0"/>
Server Port	<input type="text" value="8000"/>
HTTP Port	<input type="text" value="80"/>
Multicast IP	<input type="text"/>
RTSP Port	<input type="text" value="554"/>
Enhanced SDK Ser...	<input type="text" value="8443"/>

**Figure 11-5 Port Settings**

2. Configure port settings as needed.

### **Alarm Host IP/Port**

With a remote alarm host configured, the device will send the alarm event or exception message to the host when an alarm is triggered. The remote alarm host must have the client management system (CMS) software installed. The alarm host IP refers to the IP address of the remote PC on which the CMS software (e.g., iVMS-4200) is installed, and the alarm host port (7200 by default) must be the same as the alarm monitoring port configured in the software.

### **Server Port**

Server port (8000 by default) should be configured for remote client software access and its valid range is 2000 to 65535.

### **HTTP Port**

HTTP port (80 by default) should be configured for remote Web browser access.

### **Multicast IP**

Multicast can be configured to enable Live View for cameras that exceed the maximum number allowed through network. Both IPv4 and IPv6 are available for multicast IP address. For IPv4, it covers Class-D IP ranging from 224.0.0.0 to 239.255.255.255 and it is recommended to use an IP address ranging from 239.252.0.0 to 239.255.255.255. When adding a device to the CMS software, the multicast address must be the same as that of the device.

### RTSP Port

RTSP (Real Time Streaming Protocol) is a network control protocol designed to control streaming media servers. The port is 554 by default.

### Enhanced SDK Service Port

The enhanced SDK service adopts TLS protocol over the SDK service that provides safer data transmission. The port is 8443 by default.

3. Click **Apply**.

## 11.7 Configure ONVIF

ONVIF protocol allows the connection with third-party cameras. The added user accounts have the permission to connect other devices via ONVIF protocol.

### Steps

1. Go to **Maintenance** → **System Service** → **ONVIF**.
2. Check **Enable ONVIF** to enable the ONVIF access management.



### Note

ONVIF protocol is disabled by default.

3. Click **Add**.
4. Enter **User Name**, and **Password**



### Caution

We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

5. Select **Level** as **Media User**, **Operator** or **Admin**.
6. Click **OK**.

## Chapter 12 User Management and Security

### 12.1 Manage User Accounts

The Administrator user name is admin and the password is set when you start the device for the first time. The Administrator has the permission to add and delete users and configure user parameters.

#### 12.1.1 Add a User

##### Steps

1. Go to **System** → **User** .
2. Click **Add** to enter the operation permission interface.
3. Input the admin password and click **OK**.
4. In the Add User interface, enter the information for a new user.



##### Caution

**Strong Password Recommended**—We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. We also recommend that you reset your password regularly. Especially in the high security systems, resetting the password monthly or weekly can better protect your product.

---

##### User Level

Set the user level to Operator or Guest. Different user levels have different operating permission.

- Operator: An Operator user level has Two-way Audio permission in Remote Configuration and all operating permissions in Camera Configuration by default.
- Guest: The Guest user has no permission of Two-way Audio in Remote Configuration and only has the local/remote playback in the Camera Configuration by default.

##### User's MAC Address

The MAC address of the remote PC that logs onto the device. If it is configured and enabled, it allows only the remote user with this MAC address to access the device.

5. Click **OK**.

In the User Management interface, the added new user is displayed on the list.

## 12.1.2 Edit the Admin User

For the admin user account, you can modify your password and unlock pattern.

### Steps

1. Go to **System** → **User** .
2. Select the admin user from the list.
3. Click **Modify**.

The screenshot shows a dialog box titled "Edit User" with a close button (X) in the top right corner. The dialog contains the following fields and options:

- User Name: admin
- Password: [masked with asterisks] Discard C...
- Confirm: [masked with asterisks]
- Note: Valid password range [8-16]. You can use...
- Password S...: [Progress indicator]
- User's MAC Ad...: 00 : 00 : 00 : 00 : 00 : 00
- Unlock Patt...:  Enable Unlock Pattern [gear icon]
- GUID File:  Export [question mark icon]
- Security Qu...: [gear icon]
- Reserved E...: [empty field] [question mark icon] Modify

At the bottom of the dialog are two buttons: "OK" (blue) and "Cancel" (grey).

**Figure 12-1 Edit User (Admin)**

4. Edit the admin user information as desired, including a new admin password (strong password is required) and MAC address.
5. Edit the unlock pattern for the admin user account.
  - 1) Check **Enable Unlock Pattern** to enable the use of an unlock pattern when logging in to the device.
  - 2) Use the mouse to draw a pattern among the 9 dots on the screen, and release the mouse when the pattern is done.
6. Check **Export** of **GUID File** to export the GUID file for the admin user account.

---

### Note

When the admin password is changed, export the new GUID to the connected USB flash drive in the Import/Export interface for the future password resetting.

7. Configure security question for password resetting.
8. Configure reserved email for password resetting.

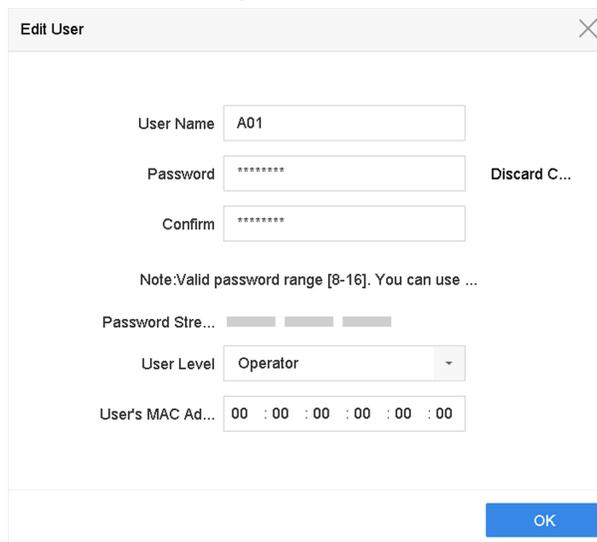
9. Click **OK** to save the settings.

## 12.1.3 Edit an Operator/Guest User

You can edit the user information, including user name, password, permission level, and MAC address.

### Steps

1. Go to **System → User**.
2. Select a user from the list and click **Modify**.



**Figure 12-2 Edit User (Operator/Guest)**

3. Edit the user information as desired, including the new password (strong password is required) and MAC address.
4. Click **OK**.

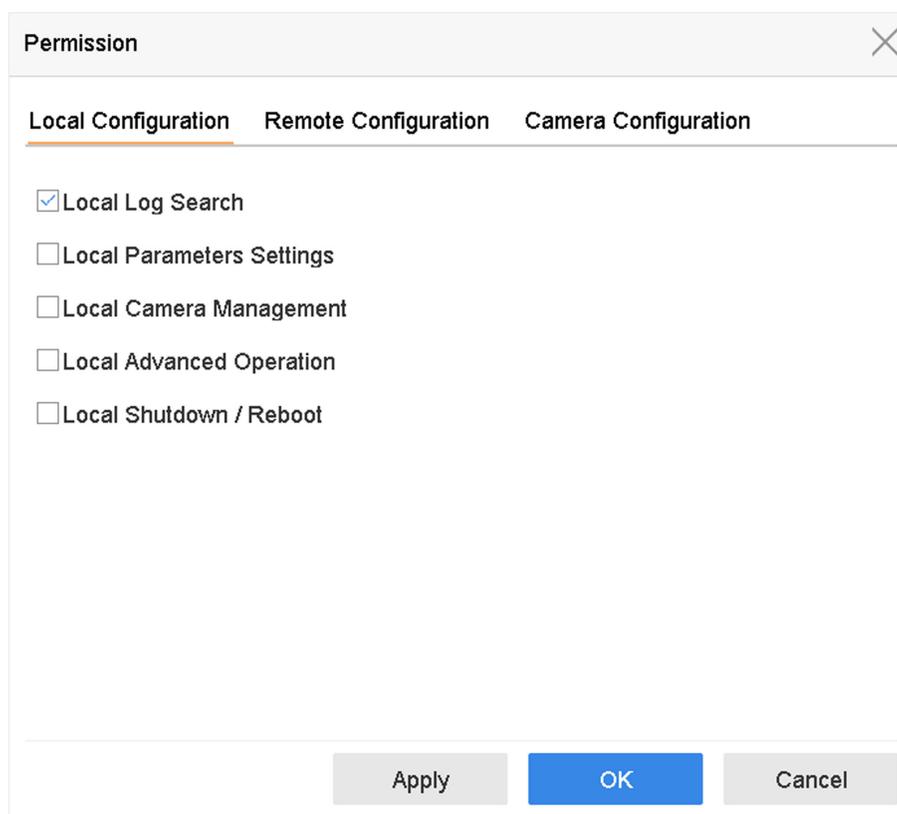
## 12.2 Manage User Permissions

### 12.2.1 Set User Permissions

For an added user, you can assign the different permissions, including local and remote operation of the device.

### Steps

1. Go to **System → User**.
2. Select a user from the list, and then click  to enter the permission settings interface.



**Figure 12-3 User Permission Settings Interface**

**3. Set the user's operating permissions for **Local Configuration**, **Remote Configuration**, and **Camera Configuration** for the user.**

**1) Set Local Configuration**

**Local Log Search**

Searching and viewing logs and system information of device.

**Local Parameters Settings**

Configuring parameters, restoring factory default parameters, and importing/exporting configuration files.

**Local Camera Management**

Adding, deleting, and editing of IP cameras.

**Local Advanced Operation**

Operating HDD management (initializing HDD, setting HDD property), upgrading system firmware, clearing I/O alarm output.

**Local Shutdown Reboot**

Shutting down or rebooting the device.

**2) Set Remote Configuration**

**Remote Log Search**

Remotely viewing logs that are saved on the device.

### **Remote Parameters Settings**

Remotely configuring parameters, restoring factory default parameters, and importing/exporting configuration files.

### **Remote Camera Management**

Remote adding, deleting, and editing of the IP cameras.

### **Remote Serial Port Control**

Configuring settings for RS-232 and RS-485 port settings.

### **Remote Video Output Control**

Sending remote button control signals.

### **Two-Way Audio**

Operating the two-way radio between the remote client and the device.

### **Remote Alarm Control**

Remotely arming (notify alarm and exception message to the remote client) and controlling the alarm output.

### **Remote Advanced Operation**

Remotely operating HDD management (initializing HDD, setting HDD property), upgrading system firmware, clearing I/O alarm output.

### **Remote Shutdown/Reboot**

Remotely shutting down or rebooting the device.

## 3) Set Camera Configuration

### **Remote Live View**

Remotely viewing live video of the selected camera(s).

### **Local Manual Operation**

Locally starting/stopping manual recording and alarm output of the selected camera(s).

### **Remote Manual Operation**

Remotely starting/stopping manual recording and alarm output of the selected camera(s).

### **Local Playback**

Locally playing back recorded files of the selected camera(s).

### **Remote Playback**

Remotely playing back recorded files of the selected camera(s).

### **Local PTZ Control**

Locally controlling PTZ movement of the selected camera(s).

### **Remote PTZ Control**

Remotely controlling PTZ movement of the selected camera(s).

## Local Video Export

Locally exporting recorded files of the selected camera(s).

## Local Live View

View live video of the selected camera(s) in local.

4. Click **OK** to save the settings.

### 12.2.2 Set Live View Permission on Lock Screen

The admin user can set live view permission for specific cameras in the screen lock status of device.

- The admin user can set this permission for user accounts.
- When the normal user (Operator or Guest) has no local live view permission for specific camera (s), the live view permission for such camera (s) on lock screen status cannot be configured (live view not allowed by default).

#### Steps

1. Go to **System** → **User** .
2. Click **Live View Permission on Lock Screen**.
3. Input admin password and click **Next**.

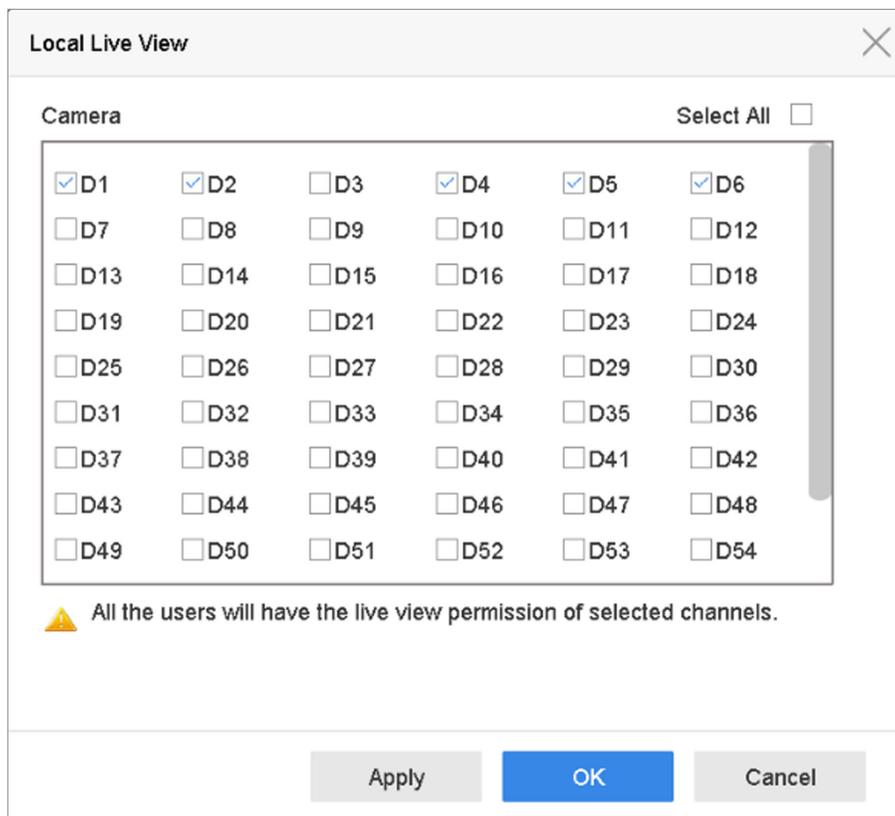


Figure 12-4 Set Live View Permissions on Lock Screen

4. Set the permissions. Select the camera (s) to allow live view when the current user account is in logout status.
5. Click **OK**.

### 12.2.3 Set Double Verification Permission for Non-admin Users

After double verification is enabled in the channel, a non-admin user must be verified by an authorized user to get the permission. Only admin has the authorization to set double verification.

#### Steps

1. Go to **Maintenance** → **System Service** → **Double Verification Settings** .

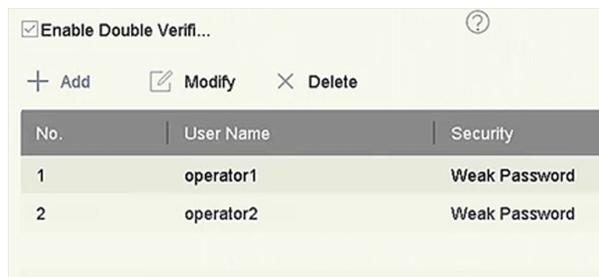


Figure 12-5 Set Double Verification User

2. Check **Enable Double Verification**.
3. Set double verification user. The double verification is different from the system user. You can add up to 8 double verification users.
  - 1) Click **Add** to add a double verification user.
  - 2) Enter the admin password.
  - 3) Set the user parameters, including user name, password, camera permission, etc.
  - 4) Click **OK**.
4. Click **Apply**.
5. Set permission for non-admin users.
  - 1) Go to **System** → **User** .
  - 2) Click  to edit user permission.
  - 3) Select **Camera Permission**. Only **Local Playback**, **Remote Playback/Download**, and **Local Video Export** are available for double verification.
  - 4) Select the channel(s) that requires double verification.
  - 5) Click **OK**.

## 12.3 Configure Password Security

### 12.3.1 Export GUID File

The GUID file can help you to reset password when you forget it. You can export GUID file via web browser. Please keep the GUID file properly.

## Before You Start

Ensure you are on the same network segment with your device.

## Steps

1. Go to **Configuration → System → User Management → User Management** .
2. Select the admin user.
3. Click **Account Security Settings**.
4. Click **Modify**.

The screenshot shows a 'Security Question Configuration' dialog box. It has three rows for security questions. Each row has a dropdown menu for the question and a text box for the answer. The questions are: 'Your father's name?', 'Your mother's name?', and 'Your head teacher's name in senior high school'. Below the questions, there is a section titled 'Export GUID File' with a question mark icon and an 'Export' button. Below that is a section titled 'Password Recovery via E-mail' with a question mark icon and a text input field. At the bottom right, there are 'OK' and 'Cancel' buttons.

Figure 12-6 Export GUID File

5. Click **Export** in **Export GUID File**.
6. Enter the admin password.
7. Save the GUID file to a directory as your desire.

## 12.3.2 Configure Security Questions

The security questions can help you to reset password when you forget your password, or encounter security issues. You can configure security questions via web browser.

## Before You Start

Ensure you are on the same network segment with your device.

## Steps

1. Go to **Configuration → System → User Management → User Management** .
2. Select the admin user.
3. Click **Account Security Settings**.

## 4. Click **Modify**.

The screenshot shows a dialog box titled "Security Question Configuration". It contains three rows of security questions, each with a dropdown menu for the question and a text input field for the answer. The first row has the question "Your father's name?", the second row has "Your mother's name?", and the third row has "Your head teacher's name in senior high school". Below the questions is a section titled "Export GUID File" with a question mark icon and an "Export" button. Below that is a section titled "Password Recovery via E-mail" with a question mark icon and a text input field. At the bottom right of the dialog are "OK" and "Cancel" buttons.

**Figure 12-7 Configure Security Questions**

5. Set the security questions.
6. Click **OK**.
7. Enter the admin password.
8. Click **OK**.

### 12.3.3 Configure Reserved Email

The reserved email will help you to reset password when you forget your password.

#### Steps

1. Check **Reserved E-mail** when you are activating the device, or click **Modify** when you are editing the admin user account.
2. Enter reserved email address.

The screenshot shows the 'Edit User' dialog box with the following fields and options:

- User Name: admin
- Password: \*\*\*\*\* (with a 'Modify' button)
- User's MAC Ad...: 00 : 00 : 00 : 00 : 00 : 00
- Unlock Patt...:  Enable Unlock Pattern (with a gear icon)
- GUID File:  Export (with a question mark icon)
- Security Qu...: (with a gear icon)
- Reserved E...: z\*\*\*\*\*@\*\*\*\*\*.com (with a 'Modify' button)

Buttons at the bottom: OK, Cancel

**Figure 12-8 Configure Reserved Email**

3. Click **OK**.

## 12.4 Reset Password

When you forget the admin password, you can reset the password by importing the GUID file, answering security questions, or entering verification code from your reserved email.

### 12.4.1 Reset Password by GUID

You can reset password by GUID via web browser.

#### Before You Start

Ensure you have the correct GUID file.

#### Steps

1. On the user login interface, click **Forgot password**.
2. Select **Verification Mode** as **GUID File Verification**.
3. Click **Browse** to locate the GUID file.
4. Click **Next**.
5. Enter a new password.



### **Warning**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

---

6. Confirm the new password.

7. Click **Next**.

### **12.4.2 Reset Password by Security Questions**

You can reset password by answering security questions via web browser.

#### **Before You Start**

Ensure you have configured the security questions when you activate the device or edit the admin user account.

#### **Steps**

1. On the user login interface, click **Forgot password**.
  2. Select **Verification Mode** as **Security Question Verification**.
  3. Enter the answers of each question.
  4. Click **Next**.
  5. Enter a new password.
- 



### **Warning**

We highly recommend you to create a strong password of your own choosing (using a minimum of 8 characters, including at least three kinds of following categories: upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

---

6. Click **Next**.

### **12.4.3 Reset Password by Reserved Email**

#### **Before You Start**

Ensure you have configured the reserved email when you are activating the device or editing the admin user account. (Refer to **Configure Reserved Email** )

#### **Steps**

1. On the user login interface, click **Forgot Password**.
  2. On the password reset type interface, select **Verify by Reserved Email**.
  3. Click **OK**.
-

4. Click **Next** if you accept the legal disclaimer. You can use a smartphone to scan the QR code and read the legal disclaimer.
5. Obtain the verification code. There are two ways to get the verification code.
  - Use Hik-Connect app to scan the QR code.
  - Send the QR code to email server.
    - a. Insert a USB flash drive to your device.
    - b. Click **Export** to export the QR code to USB flash drive.
    - c. Email the QR code to [pw\\_recovery@hikvision.com](mailto:pw_recovery@hikvision.com) as attachment.
6. Check your reserved email, and you will receive a verification code within 5 minutes.
7. Enter the verification code.
8. Click **OK** to set the new password.

## Chapter 13 System Management

### 13.1 Configure Device

#### Steps

1. Go to **System** → **General** .
2. Configure the following settings.

#### Language

The default language used is English.

#### Output Standard

Set the output standard to NTSC or PAL, which must be the same as the video input standard.

#### Resolution

Configure video output resolution.

#### Device Name

Edit device name.

#### Device No.

Edit the device serial number. The Device No. can be set in the range of 1 to 255, and the default No. is 255. The number is used for the remote and keyboard control.

#### Auto Logout

Set the timeout time for menu inactivity. E.g., when the timeout time is set to 5 minutes, then the system will exit from the current operation menu to Live View screen after 5 minutes of menu inactivity.

#### Mouse Pointer Speed

Set the speed of the mouse pointer; 4 levels are configurable.

#### Enable Wizard

Enable/disable the Wizard when the device starts up.

#### Enable Password

Enable/disable the use of the login password.

3. Click **Apply** to save the settings.

### 13.2 Configure Time

#### 13.2.1 Manual Time Synchronization

## Steps

1. Go to **System** → **General** .
2. Configure the date and time.
3. Click **Apply** to save the settings.

## 13.2.2 NTP Synchronization

Connection to a network time protocol (NTP) server can be configured on your device to ensure the system's date and time accuracy.

## Steps

1. Go to **System** → **Network** → **TCP/IP** → **NTP** .
2. Check **Enable**.
3. Configure NTP settings as need.

### Interval (min)

Time interval between two time synchronization with NTP server

### NTP Server

IP address of the NTP server

### NTP Port

Port of the NTP server

4. Click **Apply**

## 13.2.3 DST Synchronization

DST (daylight saving time) refers to the period of the year when clocks are moved one period ahead. In some areas worldwide, this has the effect of creating more sunlit hours in the evening during months when the weather is the warmest.

We advance our clocks ahead a certain period (depends on the DST bias you set) at the beginning of DST, and move them back the same period when we return to standard time (ST).

## Steps

1. Go to **System** → **General** .
2. Check **Enable DST**.
3. Set **DST mode** as **Auto** or **Manual**.

### Auto

Automatically enable the default DST period according to the local DST rules.

### Manual

Manually set the start time and end time of the DST period, and the DST bias.

4. Set the DST Bias. Set the time (30/60/90/120 minutes) offset from the standard time.
5. Click **Apply** to save the settings.

## 13.2.4 Configure IP Camera Time Sync

The device can automatically synchronize the time of connected IP camera after enabling this function.

### Steps

1. Go to **Camera → Camera → IP Camera** .
2. Position the cursor on the window of the IP camera and click  .
3. Check **Enable IP Camera Time Sync**.
4. Click **OK**.
5. **Optional:** All IPC channels can be enabled/disabled with shortcuts.
  - 1) Go to **Maintenance → System Service → More Settings** .
  - 2) Click **Time Sync Configuration**, select **Enable IPC Time Sync** or **Disable IPC Time Sync** to enable/disable scheduled time sync for all IPC/IoT channels.

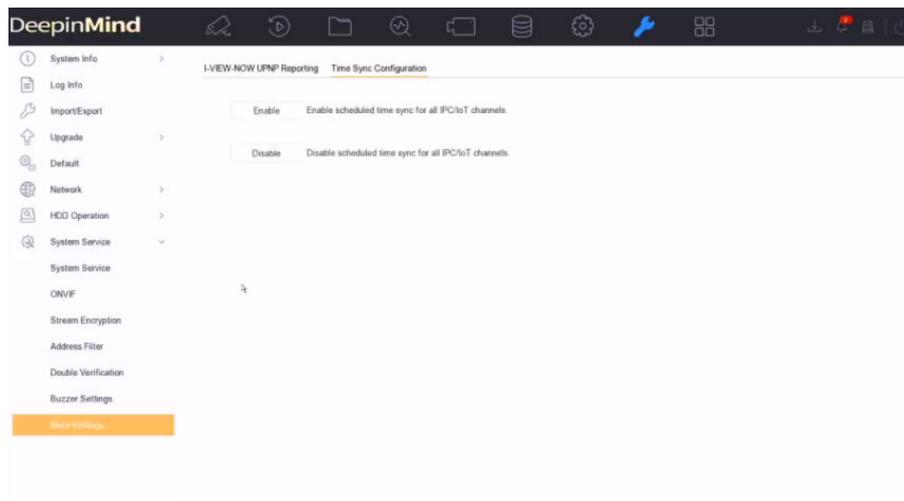


Figure 13-1 IP Camera Time Sync

---

### Note

This function is only available for the admin user.

---

## 13.3 Network Detection

### 13.3.1 Network Traffic Monitoring

Network traffic monitoring is the process of reviewing, analyzing and managing network traffic for any abnormality or process that can affect network performance, availability and/or security.

### Steps

1. Go to **Maintenance → Network → Traffic** .

2. You can view the real-time network traffic status, including MTU (Maximum Transmission Unit), and network throughput.

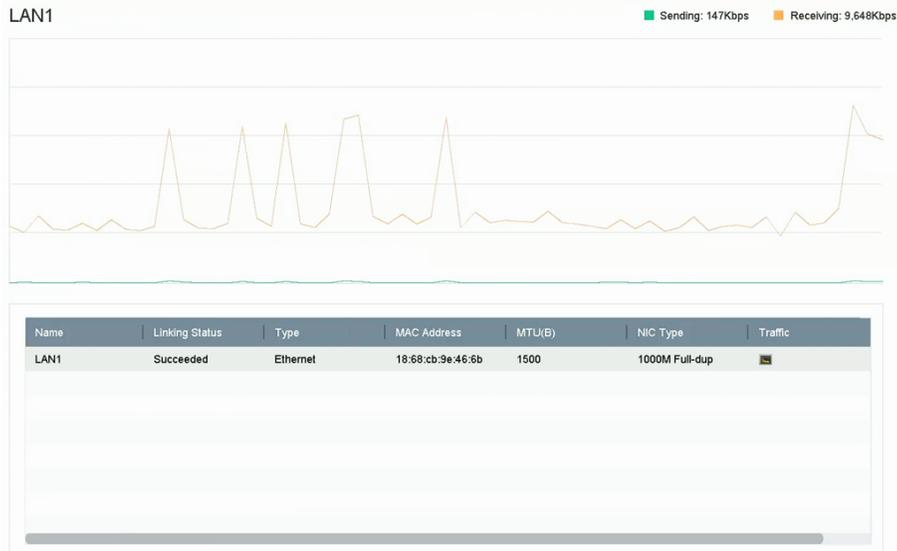


Figure 13-2 Network Traffic

### 13.3.2 Test Network Delay and Packet Loss

Network delay is caused by slow response of the device when oversized data information is not limited during transmission under certain network protocol, e.g. TCP/IP. Packet loss test is for testing network packet loss rate that is the ratio of lost data packet and total number of transmitted data packet.

#### Steps

1. Go to **Maintenance** → **Network** → **Network Detection**.
2. Select a network card in **Select NIC**.
3. Enter the destination IP address in **Destination Address**.
4. Click **Test**.

Network Delay, Packet Loss Test

Select NIC: LAN1

Destination Address: 10.6.114.33 [Test]

Figure 13-3 Test Network Delay and Packet Loss

### 13.3.3 Export Network Packet

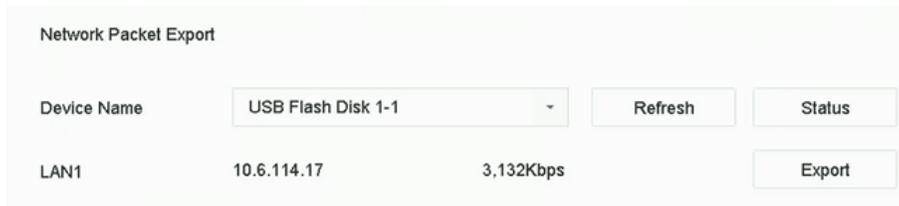
After the recorder accessing network, you can use USB flash drive to export network packet.

## Before You Start

Prepare a USB flash drive to export network packet.

## Steps

1. Insert the USB flash drive.
2. Go to **Maintenance** → **Network** → **Network Detection**.
3. Select network card in **Select NIC**.
4. Select the USB flash drive in **Device Name**. You can click **Refresh** if the connected local backup device cannot be displayed.



**Figure 13-4 Export Network Packet**

5. **Optional:** Click **Status** to view the network status.
6. Click **Export**.



## Note

It will export 1 MB data each time as default.

---

## 13.3.4 Network Resource Statistics

The remote access, including web browser and client software, will consume output bandwidth. You can view the real-time bandwidth statistics.

## Steps

1. Go to **Maintenance** → **Network** → **Network Stat**.

Type	bandwidth
IP Camera	5,120Kbps
Remote Live View	0bps
Remote Playback	0bps
Net Receive Idle	155Mbps
Net Send Idle	160Mbps

**Figure 13-5 Network Resource Statistics**

2. View the bandwidth statistics, including **IP Camera**, **Remote Live View**, **Remote Play**, **Net Total Idle**, etc.
3. **Optional:** Click **Refresh** to obtain the latest data.

## 13.4 Storage Device Maintenance

### 13.4.1 Bad Sector Detection

#### Steps

1. Go to **Maintenance** → **HDD Operation** → **Bad Sector Detection** .
2. Select the HDD No. you want to configure in the dropdown list.
3. Select **All Detection** or **Key Area Detection** as the detection type.
4. Click **Self-Test** to start the detection.

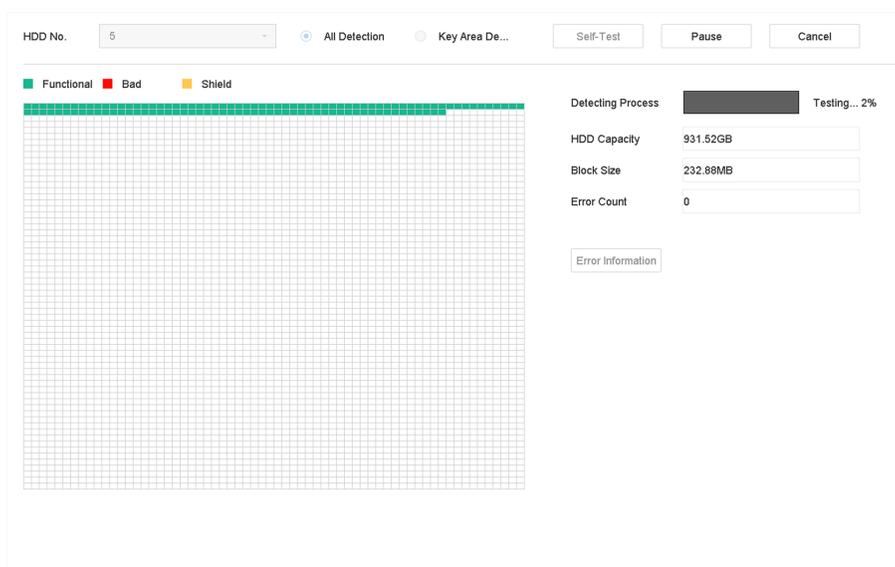


Figure 13-6 Bad Sector Detection

---

#### Note

- You can pause/resume or cancel the detection.
  - After testing has been completed, you can click **Error information** to see the detailed damage information.
- 

### 13.4.2 S.M.A.R.T. Detection

HDD detection functions such as the adopting of the S.M.A.R.T. and the Bad Sector Detection techniques. S.M.A.R.T. (Self-Monitoring, Analysis, and Reporting Technology) are HDD monitoring systems to detect various reliability indicators in the hopes of anticipating failures.

#### Steps

1. Go to **Maintenance** → **HDD Operation** → **S.M.A.R.T** .
2. Select the HDD to view its S.M.A.R.T. information list.
3. Set **Self-Test Type**.

## 4. Click **Self-Test** to start the S.M.A.R.T. HDD self-evaluation.

Continue to use this disk when self-evaluation is failed.

HDD No.

Self-Test Type

Temperature...  Self-Evaluation

Working Time...  All-Evaluation

S.M.A.R.T Infor

ID	Attribute Name	Status	Flags	Threshold	Value	Worst	Raw Value
0x1	Raw Read Error R...	OK	2f	51	200	200	8
0x3	Spin Up Time	OK	27	21	113	107	7316
0x4	Start/Stop Count	OK	32	0	98	98	2657
0x5	Reallocated Sector...	OK	33	140	200	200	0
0x7	Seek Error Rate	OK	2e	0	200	200	0
0x9	Power-on Hours C...	OK	32	0	88	88	9369
0xa	Spin Up Retry Count	OK	32	0	100	100	0
0xb	Calibration Retry C...	OK	32	0	100	100	0

**Figure 13-7 S.M.A.R.T. Settings Interface**

### **Note**

To use the HDD even when the S.M.A.R.T. checking has failed, check **Continue to use the disk when self-evaluation is failed**.

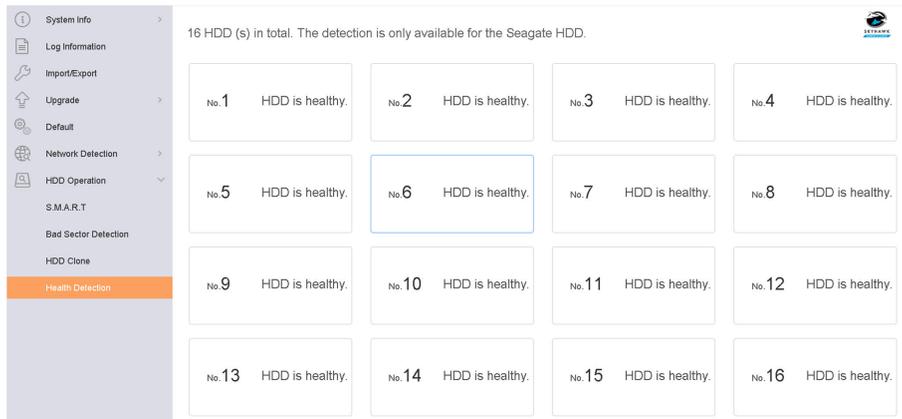
The related information of the S.M.A.R.T. is shown, and you can check the HDD status.

## 13.4.3 HDD Health Detection

You can view the health status of a 4 TB to 8 TB Seagate HDD that generated after October 1, 2017. Use this function to help troubleshoot HDD problems. Health Detection shows a more detailed HDD status than the S.M.A.R.T. function.

### Steps

1. Go to **Maintenance** → **HDD Operation** → **Health Detection** .



**Figure 13-8 Health Detection**

2. Click a HDD to view details.

### 13.4.4 Configure Disk Clone

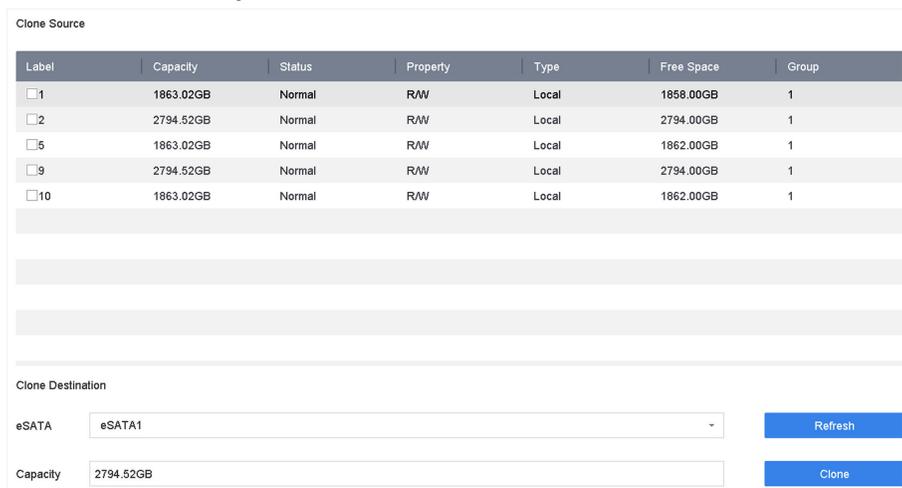
Select the HDDs to clone to the eSATA HDD.

#### Before You Start

Connect an eSATA disk to the device.

#### Steps

1. Go to **Maintenance** → **HDD Operation** → **HDD Clone** .



**Figure 13-9 HDD Clone**

2. Check the HDD to clone. The capacity of the selected HDD must match the capacity of the clone destination.

3. Click **Clone**.

4. Click **Yes** on the pop up message box to create the clone.

## 13.4.5 Repair Database

Repairing database will rebuild all databases. It might help to improve your system speed after upgrade.

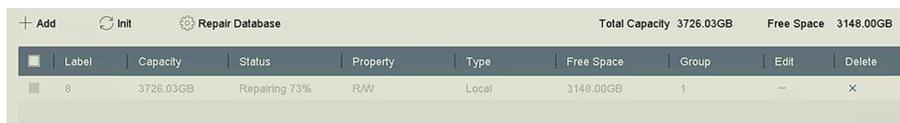
### Steps

1. Go to **Storage** → **Storage Device** .
2. Select the drive.
3. Click **Repair Database**.
4. Click **Yes**.

---

### Note

- Repairing database will rebuild all databases. Existing data will not be affected, but local search and playback functions will not be available during the process, you can still achieve search and playback functions remotely via web browser, client software, etc.
  - Do not pull out the drive, or shut down the device during the process.
  - You can see the repairing progress at **Status**.
- 



	Label	Capacity	Status	Property	Type	Free Space	Group	Edit	Delete
	8	3726.03GB	Repairing 73%	R/W	Local	3148.00GB	1	-	x

Figure 13-10 Repair Database

## 13.5 Upgrade Device

Your device firmware can be upgraded with a local backup device or remote FTP server.

### 13.5.1 Upgrade by Local Backup Device

#### Before You Start

Connect your device to a local storage device that contains the firmware update file.

#### Steps

1. Go to **Maintenance** → **Upgrade** .
2. Click **Local Upgrade** to enter the local upgrade interface.



**Figure 13-11 Local Upgrade**

3. Select the firmware update file from the storage device.
4. Click **Upgrade** to start upgrading.

After the upgrade is completed, the device will reboot automatically to activate the new firmware.

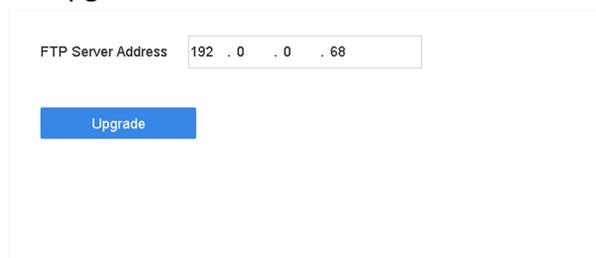
## 13.5.2 Upgrade by FTP

### Before You Start

Ensure the network connection of the PC (running FTP server) and the device are valid and correct. Run the FTP server on the PC and copy the firmware into the corresponding directory of your PC.

### Steps

1. Go to **Maintenance** → **Upgrade** .
2. Click **FTP** to enter the local upgrade interface.



**Figure 13-12 FTP Upgrade**

3. Enter **FTP Server Address**.
4. Click **Upgrade** to start upgrading.
5. After the upgrading is complete, reboot the device to activate the new firmware.

## 13.5.3 Upgrade by Web Browser

You can upgrade the device by web browser

After logging in to the device via web browser, go to **Configuration** → **System** → **Maintenance** → **Upgrade** . Click **Browse** to upload the firmware, and upgrade the device.

## 13.6 Import/Export Device Configuration Files

The device configuration files can be exported to a local device for backup; and the configuration files of one device can be imported to multiple devices if they are to be configured with the same parameters.

### Before You Start

Connect a storage device to your device. To import the configuration file, the storage device must contain the file.

### Steps

1. Go to **Maintenance** → **Import/Export** .



**Figure 13-13 Import/Export Configuration File**

2. Export or import the device configuration files.

- Click **Export** to export configuration files to the selected local backup device.
- To import a configuration file, select the file from the selected backup device and click **Import**.

---

### Note

After having finished importing configuration files, the device will reboot automatically.

---

## 13.7 Log Management

---

### Note

The functions in this section are only available for certain models.

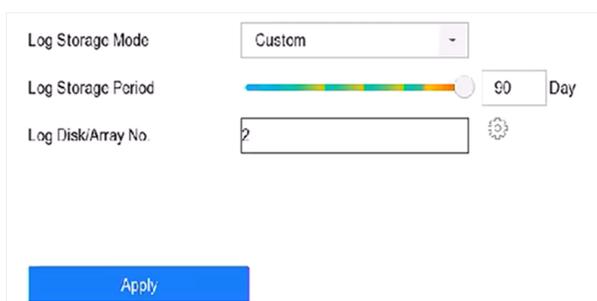
---

### 13.7.1 Log Storage

You can customize the log storage disk and log storage period.

### Steps

1. Go to **Storage** → **Advanced** .



**Figure 13-14 Log Storage**

**2. Set Log Storage Mode.**

- System Default** Each disk will allocate a certain space to store logs in 6 months. After 6 months, old logs will be overwritten.
- Custom** You can set **Log Storage Period** and allocate **Log Disk** for log storage. When the log disk is full, logs that exceed the period will be overwritten.

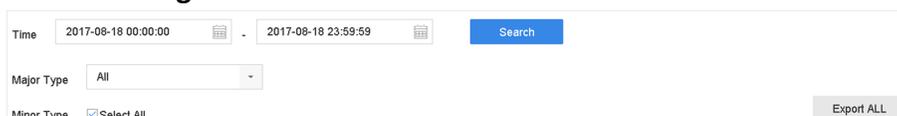
**3. Click Apply.**

## 13.7.2 Search & Export Log Files

The device operation, alarm, exception, and information can be stored in log files, which can be viewed and exported at any time.

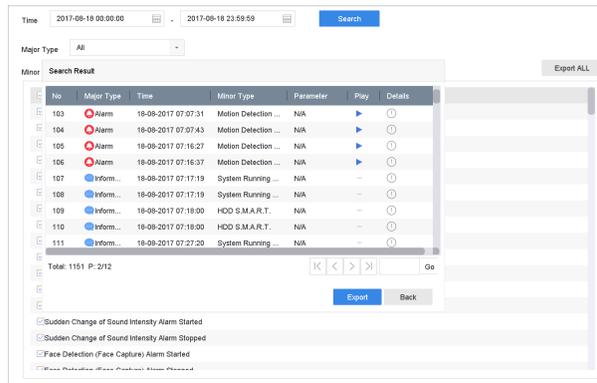
### Steps

**1. Go to Maintenance → Log Info .**



**Figure 13-15 Log Search Interface**

- 2. Set the log search conditions, including the time, major type and minor type.**
- 3. Click Search** to start searching the log files.
- 4. The matched log files will be displayed on the list, as shown below.**



**Figure 13-16 Log Search Results**

## Note

Up to 2,000 log files can be displayed each time.

### 5. Related Operation:



Click or double-click it to view detailed information.



Click it to view the related video file.

**Export/Export ALL**

Click it to export all the system logs to the storage device.

## 13.7.3 Upload Logs to the Server

You can upload system logs to the server for backup.

### Steps

1. Go to **System** → **Network** → **Advanced** → **Log Server Settings** .

**Figure 13-17 Log Server Settings**

2. Check **Enable**

3. Set **Upload Time**, **Server IP Address**, and **Port**.

4. **Optional**: Click **Test** to test if parameters are valid.

5. Click **Apply**.

## 13.7.4 One-Way Authentication

You can install a CA certificate (from the server) to your device to authorize the server via web browser. It would improve the log communication security.

### Before You Start

- Download the CA certificate from the server.
- Ensure log server parameters are valid.

### Steps

1. Go to **Configuration → Network → Advanced Settings → Log Server Configuration** .

The screenshot shows a web configuration page for Log Server Configuration. At the top, there is a checked checkbox labeled 'Enable'. Below it are three input fields: 'Log Server Address' (containing '19.201.198'), 'Log Server Port' (containing '8080'), and 'Upload Time Interval (h)' (containing '1'). A 'Test' button is positioned below these fields. The 'Client Certificate' section contains three buttons: 'Create' (with 'No file.' next to it), 'Download', and 'Delete'. Below this is an 'Install Generated Certificate' section with a file input field, a 'Browse' button, and an 'Install' button. The 'CA Certificate' section has an 'Install' label, a file input field, a 'Browse' button, and an 'Install' button. At the bottom of the form is a prominent red 'Save' button.

**Figure 13-18 One-Way Authentication**

2. Install the CA certificate in **CA Certificate**.
3. **Optional:** Click **Test** to test if the connection is valid.
4. Click **Save**.

## 13.7.5 Two-Way Authentication

You can install a CA certificate (from the server) to your device to authorize the server, and create a certificate (from your device) to authorize your device by the server. This would improve the log communication security. Two-way authentication can be configured via web browser.

### Before You Start

- Download the CA certificate from the server.
- Ensure log server parameters are valid.

### Steps

1. Go to **Configuration → Network → Advanced Settings → Log Server Configuration** .

The screenshot shows a configuration interface for two-way authentication. It starts with an 'Enable' checkbox checked. Below are input fields for 'Log Server Address' (containing '192.168.1.100'), 'Log Server Port' (containing '8080'), and 'Upload Time Interval (h)' (containing '1'). A 'Test' button is positioned below these fields. The 'Client Certificate' section contains a 'Create Certificate Request' button (labeled 'Create') with the text 'No file.' to its right, a 'Download Certificate Req...' button (labeled 'Download'), and a 'Delete Certificate Request' button (labeled 'Delete'). Below this is an 'Install Generated Certificate' field with 'Browse' and 'Install' buttons. The 'CA Certificate' section has an 'Install' field with 'Browse' and 'Install' buttons. A large red 'Save' button is at the bottom left.

**Figure 13-19 Two-Way Authentication**

2. Install the CA certificate in **CA Certificate**.
3. Click **Create** in **Client Certificate**, and follow the pop-up to create the certificate.
4. Click **Download** to download the certificate file to a desired location.
5. Upload the downloaded certificate file to the server, and the server will return the certificate key.
6. Open the certificate as a text file, and modify it by the certificate key as the server returned.
7. Install the modified certificate in **Client Certificate**.
8. **Optional:** Click **Test** to test if the connection is valid.
9. Click **Save**.

## 13.8 Restore Default Settings

### Steps

1. Go to **Maintenance** → **Default** .

The screenshot displays three restore options in a list:

- Restore Defaults**: Reset all settings to factory default except network and admin password settings
- Factory Defaults**: Restore device to inactive status and all settings including network and password
- Restore to Inactive**: Leave all settings unchanged except restore device to inactive status without admin password

**Figure 13-20 Restore Default Settings**

2. Select the restore type from the following three options.

### Restore Defaults

Restore all parameters, except the network (including IP address, subnet mask, gateway, MTU, NIC working mode, default route, server port, etc.) and user account parameters, to the factory default settings.

## Factory Defaults

Restore all parameters to the factory default settings.

## Restore to Inactive

Restore the recorder to inactive status.



### Note

The recorder will reboot automatically after restoring to the default settings.

---

## 13.9 Security Management

### 13.9.1 IP/MAC Address Filter

The address filter decides whether to allow or forbid specific IP/MAC address to get access to your device.

#### Steps

1. Go to **Maintenance** → **System Service** → **Address Filter** .

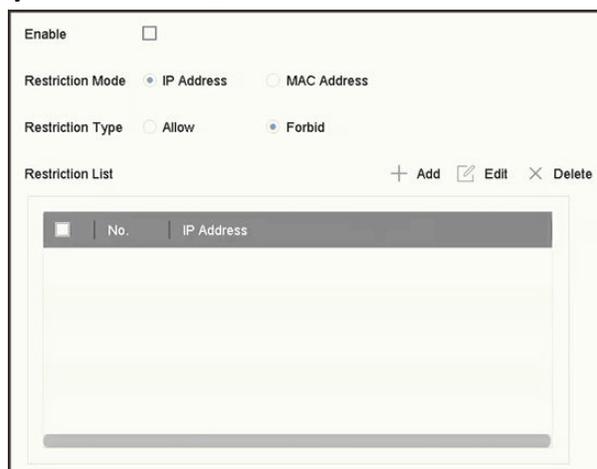


Figure 13-21 Address Filter

2. Check **Enable**.
3. Select **Restriction Mode**. Choose to filter by IP address or MAC Address.
4. Select **Restriction Type**. The device mechanism will allow or forbid specific IP/MAC address to get access to your device.
5. **Optional**: Set **Restriction List**. You can add, edit or delete address.
6. Click **Apply** to save the settings.

## 13.9.2 RTSP Authentication

You can specifically secure the stream data of live view by setting the RTSP authentication.

### Steps

1. Go to **System** → **System Service** → **System Service** .



The screenshot shows two settings: 'Enable RTSP' with a checked checkbox, and 'RTSP Authentication Type' with a dropdown menu set to 'digest'.

**Figure 13-22 RTSP Authentication**

2. Select **RTSP Authentication Type**.

---

### Note

Two authentication types are selectable, if you select **digest**, only the request with digest authentication can access the video stream by the RTSP protocol via the IP address. For security reasons, it is recommended to select **digest** as the authentication type.

---

3. Click **Apply**.
4. Restart the device to take effect the settings.

## 13.9.3 ISAPI Service

ISAPI (Internet Server Application Programming Interface) is an open protocol based on HTTP, which can realize the communication between the system devices (e.g., network camera, NVR, etc.). The device is as a server, the system can find and connect the device.

### Steps

1. Go to **System** → **System Service** → **System Service** .
2. Check **Enable ISAPI**.
3. Click **Apply**.
4. Restart the device to take effect the settings.

## 13.9.4 HTTP Authentication

If you need to enable the HTTP service, you can set HTTP authentication to enhance access security.

### Steps

1. Go to **Maintenance** → **System Service** → **System Service** .



The screenshot shows two settings: 'Enable HTTP' with a checked checkbox, and 'HTTP Authentication Type' with a dropdown menu set to 'digest'.

**Figure 13-23 HTTP Authentication**

2. Check **Enable HTTP**.

### 3. Select **HTTP Authentication Type**.

---



#### **Note**

Two authentication types are selectable, for security reasons, it is recommended to select **digest** as the authentication type.

---

### 4. Click **Apply** to save the settings.

### 5. Restart the device to take effect the settings.

## Chapter 14 Appendix

### 14.1 Glossary

#### Dual-Stream

Dual-stream is a technology used to record high resolution video locally while transmitting a lower resolution stream over the network. The two streams are generated by the DVR, with the main stream having a maximum resolution of 1080P and the sub-stream having a maximum resolution of CIF.

#### DVR

Acronym for Digital Video Recorder. A DVR is device that is able to accept video signals from analog cameras, compress the signal and store it on its hard drives.

#### HDD

Acronym for Hard Disk Drive. A storage medium which stores digitally encoded data on platters with magnetic surfaces.

#### DHCP

Dynamic Host Configuration Protocol (DHCP) is a network application protocol used by devices (DHCP clients) to obtain configuration information for operation in an Internet Protocol network.

#### HTTP

Acronym for Hypertext Transfer Protocol. A protocol to transfer hypertext request and information between servers and browsers over a network.

#### PPPoE

PPPoE, Point-to-Point Protocol over Ethernet, is a network protocol for encapsulating Point-to-Point Protocol (PPP) frames inside Ethernet frames. It is used mainly with ADSL services where individual users connect to the ADSL transceiver (modem) over Ethernet and in plain Metro Ethernet networks.

#### DDNS

Dynamic DNS is a method, protocol, or network service that provides the capability for a networked device, such as a router or computer system using the Internet Protocol Suite, to notify a domain name server to change, in real time (ad-hoc) the active DNS configuration of its configured hostnames, addresses or other information stored in DNS.

#### Hybrid DVR

A hybrid DVR is a combination of a DVR and NVR.

#### NTP

Acronym for Network Time Protocol. A protocol designed to synchronize the clocks of computers over a network.

### NTSC

Acronym for National Television System Committee. NTSC is an analog television standard used in such countries as the United States and Japan. Each frame of an NTSC signal contains 525 scan lines at 60Hz.

### NVR

Acronym for Network Video Recorder. An NVR can be a PC-based or embedded system used for centralized management and storage for IP cameras, IP Domes and other DVRs.

### PAL

Acronym for Phase Alternating Line. PAL is also another video standard used in broadcast televisions systems in large parts of the world. PAL signal contains 625 scan lines at 50Hz.

### PTZ

Acronym for Pan, Tilt, Zoom. PTZ cameras are motor driven systems that allow the camera to pan left and right, tilt up and down and zoom in and out.

### USB

Acronym for Universal Serial Bus. USB is a plug-and-play serial bus standard to interface devices to a host computer.

## 14.2 Frequently Asked Questions

### 14.2.1 Why is there a part of channels displaying “No Resource” or turning black screen in multi-screen live view?

#### Reason

1. Sub-stream resolution or bitrate settings is inappropriate.
2. Connecting sub-stream failed.

#### Solution

1. Go to **Camera → Video Parameters → Sub-Stream** . Select the channel, and turn down the resolution and max. bitrate (resolution shall be less than 720p, max. bitrate shall be less than 2048 Kbps).



#### Note

If your video recorder notifies not support this function, you can log in to the camera, and adjust video parameters via web browser.

2. Properly set the sub-stream resolution and max. bitrate (resolution shall be less than 720p, max. bitrate shall be less than 2048 Kbps), then delete the channel and add it back again.

### 14.2.2 Why is the video recorder notifying the stream type is not supported?

#### Reason

The camera encoding format mismatches with the video recorder.

#### Solution

If the camera is using H.265/MJPEG for encoding, but video recorder does not support H.265/MJPEG, change the camera encoding format to the same as video recorder.

### 14.2.3 Why is the video recorder notifying risky password after a network camera is added?

#### Reason

The camera password is too weak.

#### Solution

Change the camera password.



#### Warning

We highly recommend you create a strong password of your own choosing (Using a minimum of 8 characters, including at least three of the following categories: upper case letters, lower case letters, numbers, and special characters.) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

---

### 14.2.4 How to improve the playback image quality?

#### Reason

Recording parameter settings are inappropriate.

#### Solution

Go to **Camera → Video Parameters** . Increase resolution and max. bitrate, and try again.

### 14.2.5 How to confirm the video recorder is using H.265 to record video?

#### Solution

Check if the encoding type at live view toolbar is H.265.

### 14.2.6 Why is the timeline at playback not constant?

#### Reason

1. When the video recorder is using event recording, it only records video when event occurs. Hence the video may not be continuous.
2. Exception occurs, such as the device offline, HDD error, record exception, network camera offline, etc.

#### Solution

1. Ensure the recording type is continuous recording.
2. Go to **Maintenance** → **Log Information** . Search the log file during the video time period. See if there are unexpected events, such as HDD error, record exception, etc.

### 14.2.7 Why is the video recorder notifying the network is unreachable when a network camera is being added?

#### Reason

1. The IP address or port of network camera is incorrect.
2. The network between video recorder and camera is disconnected.

#### Solution

1. Go to **Camera** → **Camera** → **IP Camera** . Click  of the selected camera, and edit its IP address and port. Ensure the video recorder and camera is using the same port.
2. Go to **Maintenance** → **Network** → **Detection** . Enter the IP address of network camera in **Destination Address**, and click **Test** to see if the network is reachable.

### 14.2.8 Why is the IP address of network camera being changed automatically?

#### Reason

When network camera and video recorder are using the same switch but in different subnets, the video recorder will change the IP address of network camera to the same subnet as itself.

#### Solution

When adding camera, click **Custom Add** to add camera.

### 14.2.9 Why is the video recorder notifying IP conflict?

### Reason

The video recorder uses the same IP address as other devices.

### Solution

Change the IP address of video recorder. Ensure it is not the same as other devices.

### 14.2.10 Why is image getting stuck when playing back by single or multi-channel cameras?

#### Reason

HDD read/write exception.

#### Solution

Export the video, and play it with other devices. If it plays normally on other device, change your HDD, and try again.

### 14.2.11 Why does my video recorder make a beeping sound after booting?

#### Reason

1. The front panel is not fastened (for the device which its front panel is removable).
2. HDD error, or do not have HDD.

#### Solution

1. If it makes continuous beeps, and your device's front panel is removable, ensure the front panel is fastened.
2. If it makes non-continuous beeps (3 long, 2 short), take HDD error as an example, check if the device has installed HDD. If not, you can go to **System → Event → Normal Event → Exception**, and uncheck **Event Hint Configuration** to disable HDD error event hint.  
Check if the HDD is initialized. If not, go to Storage > Storage Device to initialize the HDD.  
Check if the HDD is broken. You can change it, and try again.

### 14.2.12 Why is there no recorded video after the motion detection is set?

#### Reason

1. The recording schedule is incorrect.
2. The motion detection event setting is incorrect.
3. HDD exception.

### **Solution**

1. The recording schedule is setup correctly by following the steps listed in Configuring Record/Capture Schedule.
2. The motion detection area is configured correctly. The channels are being triggered for motion detection (See Configuring Motion Detection).
3. Check if the device has installed HDD.  
Check if the HDD is initialized. If not, go to Storage > Storage Device to initialize the HDD.  
Check if the HDD is broken. You can change it, and try again.

### **14.2.13 Why is the video sound quality not good?**

#### **Reason**

1. The audio input device does not have a good effect in sound collection.
2. Interference in transmission.
3. The audio parameter is not properly set.

#### **Solution**

1. Check if the audio input device is working properly. You can change another audio input device, and try again.
2. Check the audio transmission line. Ensure all lines are well connected or welded, and there is no electromagnetic interference.
3. Adjust the audio volume according to the environment and audio input device.



See Far, Go Further