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› HiWatch Hikvision NVR-104-A/4P 4TB PoE 4-Channel Network Video Recorder User Manual

HiWatch NVR-104-A/4P

HiWatch Hikvision NVR-104-A/4P 4TB PoE 4-Channel Network Video Recorder User Manual

Model: NVR-104-A/4P | Brand: HiWatch by Hikvision

INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, maintenance, and troubleshooting of your HiWatch Hikvision NVR-104-A/4P 4-Channel Network Video Recorder. This NVR is designed for residential and small business surveillance, offering ease of use and reliable performance. It features a pre-installed 4TB Seagate Skyhawk HDD, optimized for 24/7 surveillance workloads.



Figure 1: Front view of the HiWatch Hikvision NVR-104-A/4P Network Video Recorder. This image displays the compact black unit with the 'NVR' logo centrally located on the top surface and status indicator lights on the front left edge.

PACKAGE CONTENTS

Verify that all items are present in the package:

- HiWatch NVR-104-A/4P 4TB Network Video Recorder
- Mains Power Supply
- USB Wired Mouse
- Quick Start Guide
- Software & Documentation CD

SETUP

1. Physical Installation

1. **Placement:** Position the NVR on a flat, stable surface in a well-ventilated area, away from direct sunlight, heat sources, and moisture. Ensure adequate space around the unit for proper airflow.
2. **Connect Power:** Connect the provided mains power supply to the NVR's power input port and then to a power outlet.
3. **Connect Monitor:** Connect a monitor to the NVR's HDMI or VGA output port.
4. **Connect Mouse:** Plug the USB wired mouse into one of the NVR's USB ports.
5. **Network Connection:** Connect an Ethernet cable from your router/switch to the NVR's LAN port.
6. **Camera Connection (PoE):** Connect your HiWatch/Hikvision IP cameras directly to the NVR's PoE ports using Ethernet cables. The NVR will provide power and data to the cameras.

2. Initial Configuration

1. **Power On:** The NVR will power on automatically once connected to power.
2. **First-Time Wizard:** Follow the on-screen First-Time Wizard to set up basic parameters such as language, date/time, network settings, and administrator password.
3. **Hard Drive Initialization:** The pre-installed 4TB Seagate Skyhawk HDD may require initialization before recording can begin. Follow the on-screen prompts or navigate to the Storage menu to format the HDD.
4. **Camera Detection:** The NVR's built-in PoE ports will automatically detect and configure connected HiWatch/Hikvision IP cameras. Verify that all connected cameras are displayed and functioning correctly in the live view.

OPERATING INSTRUCTIONS

Live View

After logging in, the NVR will display the live view of all connected cameras. You can switch between single-camera view and multi-camera grid view using the icons on the bottom toolbar.

Recording

- **Continuous Recording:** By default, cameras are often set to continuous recording. This can be configured in the **Configuration > Record > Schedule** menu.

- **Motion Detection Recording:** To enable recording only when motion is detected, navigate to **Configuration > Event > Motion Detection**. Configure the detection area and sensitivity for each camera.
- **Manual Recording:** Click the record icon in the live view interface to start or stop manual recording for a specific camera.

Playback

1. From the main menu, select **Playback**.
2. Choose the camera(s) and the date/time range for playback.
3. Use the timeline to navigate through recorded footage. The NVR supports 2-channel synchronous playback at 4 MP resolution or 4-channel at 1080p.

Backup

To back up recorded footage:

1. Insert a USB flash drive into one of the NVR's USB ports.
2. Navigate to **Menu > Export** or **Backup**.
3. Select the camera, date, and time range for the footage you wish to back up.
4. Choose the USB device as the destination and start the backup process.

MAINTENANCE

- **Regular Cleaning:** Keep the NVR unit clean and free from dust. Use a soft, dry cloth. Do not use liquid cleaners.
- **Firmware Updates:** Periodically check the HiWatch/Hikvision official website for firmware updates. Updating firmware can improve performance and add new features. Follow the instructions provided with the firmware update carefully.
- **Hard Drive Health:** The NVR's 4TB Seagate Skyhawk HDD is optimized for surveillance, but regular checks of its health status are recommended. Access the **Configuration > Storage > HDD** menu to monitor its status.
- **Password Security:** Regularly change your administrator password to ensure system security. Use a strong, unique password.
- **Environmental Conditions:** Ensure the NVR operates within its specified temperature and humidity ranges to prevent damage and ensure longevity.

TROUBLESHOOTING

Problem	Possible Cause	Solution
No video output on monitor.	Loose HDMI/VGA cable, incorrect monitor input, NVR not powered on.	Check cable connections. Ensure monitor is set to correct input source. Verify NVR power.
Cameras not displaying in live view.	Loose PoE cable, camera not powered, incorrect camera IP settings, camera fault.	Check PoE cable connections. Verify camera power. Ensure cameras are properly added/detected in NVR settings. Restart NVR and cameras.
No recording.	HDD not initialized, recording schedule not set, HDD full, HDD fault.	Initialize HDD in Storage > HDD . Configure recording schedule in Record > Schedule . Check HDD status. Back up and format HDD if full.

Problem	Possible Cause	Solution
Cannot access NVR remotely.	Network configuration issues, port forwarding not set up, firewall blocking.	Verify NVR network settings. Ensure router port forwarding is correctly configured for NVR ports. Check firewall settings on router and NVR.

SPECIFICATIONS

Feature	Detail
Model	NVR-104-A/4P
Channels	4-channel IP video input
PoE Ports	4 x PoE Ports (Plug & Play)
Recording Resolution	Up to 4 MP
Video Compression	H.264+
HDD Capacity	1 SATA interface, up to 6TB capacity (4TB Seagate Skyhawk HDD installed)
Synchronous Playback	2-ch @ 4 MP, or 4-ch @ 1080p
Video Output	HDMI, VGA
USB Interface	2 x USB 2.0
Dimensions	19.5 x 19.5 x 5 cm
Weight	0.6 kg
Connectivity Technology	Wired
UPC	754262782395

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the documentation included with your product or visit the official HiWatch by Hikvision website. Keep your purchase receipt as proof of purchase for warranty claims. For further assistance, contact HiWatch customer support through their official channels.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question