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GW Security VD16CH8C8936IP

GW 16 Channel 4K NVR 8MP Security Camera System User Manual

Model: VD16CH8C8936IP

1. Introduction

This manual provides detailed instructions for the installation, operation, maintenance, and troubleshooting of your GW 16 Channel 4K NVR 8MP Security Camera System. Please read this manual thoroughly before using the product to ensure proper and safe operation.

The GW 16 Channel 4K NVR 8MP Security Camera System offers advanced surveillance capabilities with Ultra HD 4K resolution, H.265+ compression, and intelligent AI features such as human, vehicle, and facial detection. Designed for both indoor and outdoor use, this system provides comprehensive security monitoring.

2. Package Contents

Before beginning installation, please verify that all components listed below are included in your package:

- 1 x GW5516NPN: 16 Channel NVR with pre-installed 4TB Hard Drive
- 8 x GW8533MIC: 8MP IP Dome Cameras
- 4 x GWCAT60: 60FT CAT5E Cables
- 4 x GWCAT100: 100FT CAT5E Cables
- All necessary accessories (power adapters, mouse, etc.)
- 1 x User Manual & Quick Guide



Figure 2.1: Complete GW 16 Channel 4K NVR Security Camera System components.

3. Setup Guide

3.1 NVR Connection

1. **Connect Power:** Connect the NVR to a power outlet using the provided power adapter.
2. **Connect Monitor:** Connect a monitor to the NVR's HDMI or VGA output port.
3. **Connect Mouse:** Connect the USB mouse to a USB port on the NVR for navigation.
4. **Network Connection:** Connect the NVR to your network router using an Ethernet cable for remote access and updates.



Figure 3.1: NVR front and rear panel connections.

3.2 Camera Installation and Connection (PoE)

The cameras utilize Power over Ethernet (PoE), simplifying installation as a single network cable provides both power and video signal.

1. **Mount Cameras:** Select appropriate locations for your cameras, ensuring optimal viewing angles and coverage. Securely mount each camera using the provided hardware. The cameras are IP66 rated for outdoor use.
2. **Connect Cameras to NVR:** Connect each IP camera directly to the PoE ports on the NVR using the provided CAT5E cables. The NVR will automatically detect and power the cameras.



Figure 3.2: Simplified PoE connection diagram.

3.3 Initial System Configuration

Upon first boot, the NVR will guide you through an initial setup wizard. Follow the on-screen prompts to set up date/time, network settings, and hard drive initialization.

4. Operating the System

4.1 Live View and Playback

Access the live view of all connected cameras from the NVR's interface. Use the playback function to review recorded footage. The system supports 4K 2160P resolution at 15fps and 2048P at 30fps for camera recording, with full 4K @30fps NVR recording.



Figure 4.1: Visual comparison of 4K Ultra HD resolution.

4.2 AI Smart Functions

The system features advanced Artificial Intelligence (AI) capabilities to enhance security and reduce false alarms.

- **Human/Vehicle Detection:** The cameras can differentiate between human and vehicle movement, providing more accurate alerts.
- **Facial Recognition:** Identify and log familiar faces, or receive alerts for unknown individuals.
- **Smart Motion Detect:** Customize motion detection zones and sensitivity to filter out irrelevant movements.



Figure 4.2: AI Smart Functions in action.



Figure 4.3: Detailed view of facial recognition capabilities.

4.3 Remote Access

Access your security system remotely via smartphone, tablet, or PC. Download the GWeye Pro app for mobile devices or the GW VMS Client software for computers.

- **Mobile App:** Scan the QR code for the free app (RXCamView) and then scan the NVR's S/N for quick setup.
- **PC Software:** Install the GW VMS Client software for comprehensive management from your computer.



Figure 4.4: Mobile viewing setup for remote access.

4.4 Recording Modes

The NVR supports various recording modes:

- **Manual:** Start and stop recording manually.
- **Time Scheduled:** Set specific times for continuous recording.
- **Alarm Triggered:** Record when an alarm event occurs.
- **Smart Motion Detect:** Record only when intelligent motion (human/vehicle/face) is detected.

The system also supports Cloud Storage (Google Drive & Dropbox) for off-site backup.

5. Maintenance

5.1 General Care

To ensure optimal performance and longevity of your security system:

- Regularly clean camera lenses with a soft, damp cloth to prevent dust and dirt buildup, which can affect image clarity.
- Ensure the NVR is placed in a well-ventilated area to prevent overheating.
- Check cable connections periodically to ensure they are secure and free from damage.

5.2 Hard Drive Management

The NVR comes with a pre-installed 4TB hard drive and supports up to 2 SATA drives, with a total capacity of up to 24TB (12TB each). The H.265+ video compression technology significantly reduces file sizes, saving storage space and bandwidth.

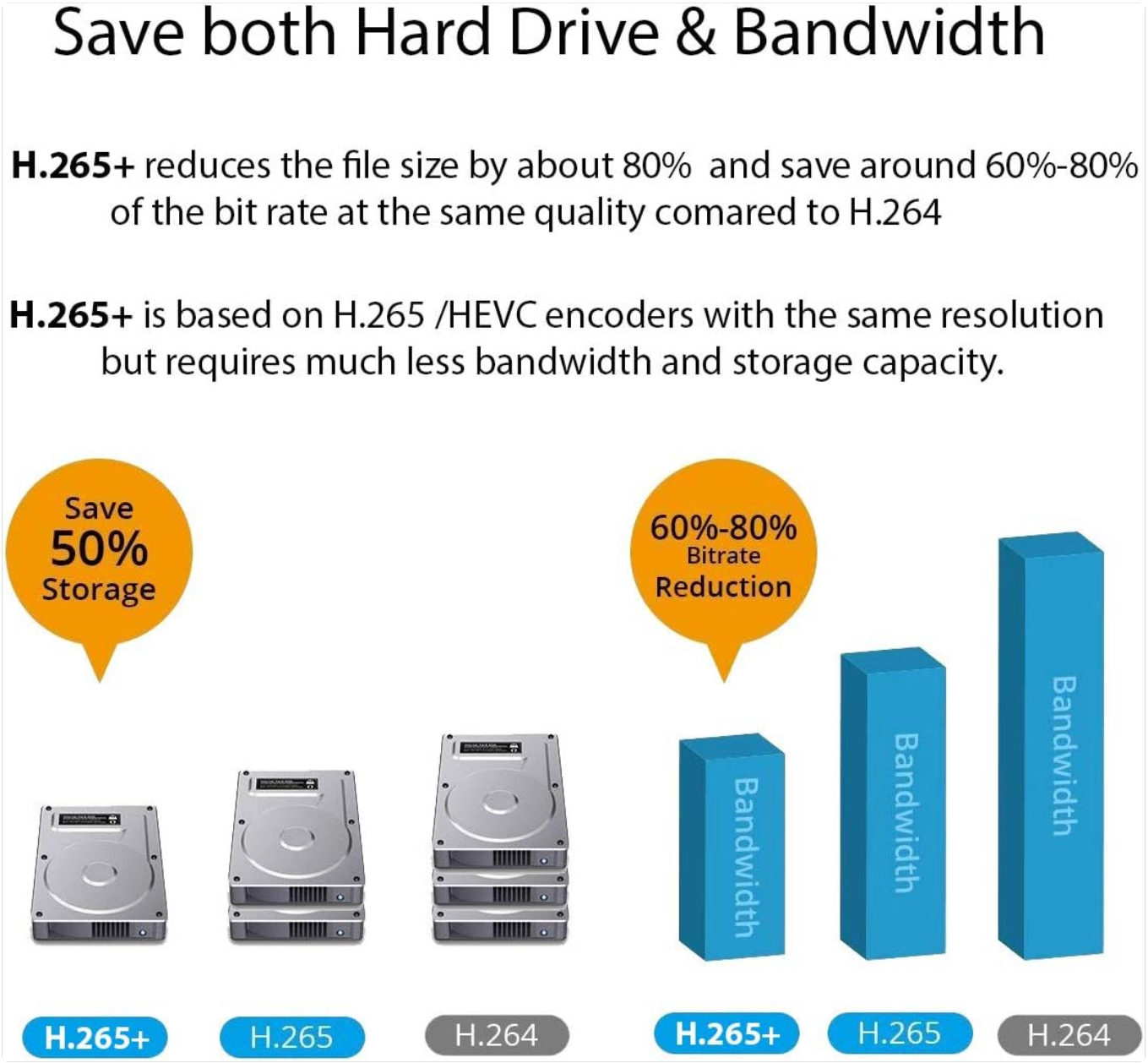

Figure 5.1: H.265+ compression benefits for storage and bandwidth.

5.3 Weather Resistance

The cameras are designed to withstand various weather conditions, with an IP67 rating, and can operate in temperatures ranging from -40°F to 140°F (-40°C to 60°C).



Figure 5.2: Camera weather resistance ratings.

6. Troubleshooting

This section addresses common issues you might encounter with your GW Security Camera System.

6.1 No Video Display

- **Check Power:** Ensure the NVR and cameras are properly powered. Verify power adapters are securely connected.
- **Cable Connections:** Confirm all Ethernet cables between cameras and NVR, and video cables (HDMI/VGA) to the monitor, are securely plugged in.
- **NVR Status:** Check the NVR's power and HDD indicator lights. If the HDD light is off or red, there might be a hard drive issue.

6.2 Remote Access Issues

- **Network Connection:** Ensure the NVR is connected to the internet and has a stable network connection.
- **App/Software Version:** Make sure you are using the correct and latest version of the mobile app (GWeye Pro) or PC software (GW VMS Client).
- **QR Code/S/N:** Double-check that you have correctly scanned the QR code or entered the Serial Number (S/N) for your NVR.

6.3 False Alarms from Motion Detection

- **Adjust Sensitivity:** Reduce the motion detection sensitivity in the NVR settings.
- **Configure Detection Zones:** Utilize the smart motion detection feature to define specific areas of interest and exclude areas with frequent irrelevant movement (e.g., trees swaying, passing traffic if not relevant).
- **Utilize AI Features:** Ensure Human/Vehicle Detection is enabled to filter out non-human/vehicle movements.

6.4 Poor Night Vision

- **Clear Obstructions:** Ensure there are no obstructions directly in front of the camera lens that could reflect IR light.
- **External Lighting:** While cameras have IR night vision up to 130FT, adding external ambient light can improve color night vision in very low light conditions.

For persistent issues or advanced troubleshooting, please contact GW Security Technical Support.

7. Specifications

Feature	Specification
Brand	GW Security
Model Number	VD16CH8C8936IP
Connectivity Technology	Ethernet
Video Capture Resolution	2160p, 4K
Special Features	Waterproof, Night Vision, Motion Sensor, AI Detection (Face, Human, Vehicle)
Number of Channels	16
Memory Storage Capacity	Up to 24 TB (2 x 12TB SATA)
Power Source	Corded Electric
Item Dimensions (L x W x H)	20 x 15 x 10 inches
Compatible Devices	Personal Computers, TV, Tablets, Cameras
Signal Format	Digital
Low Light Technology	Night Vision (Color Night Vision with sufficient ambient light)
Night Vision Range	Up to 130 FT
Frame Rate	480fps Real-time (NVR record rate)
Recording Mode	Face Recognition / Manual / Time Scheduled / Alarm Triggered / Smart Motion Detect
Optical Sensor Technology	CMOS
Hardware Interface	Ethernet (RJ45)
Lens Type	Wide Angle (135° Field of View)
Video Input	RJ45
Item Weight	36.1 pounds
H.265+ Technology	Supported (for efficient compression)
NDAA Compliance	Yes

8. Warranty and Support

8.1 Warranty Information

Your GW 16 Channel 4K NVR 8MP Security Camera System is covered by a **2-Year Warranty** from the date of purchase. This warranty covers defects in materials and workmanship under normal use. Please retain your proof of purchase for warranty claims.

8.2 Technical Support

GW Security provides **US-based Free Life Time Tech Support** for this product. If you encounter any issues or require assistance with setup, operation, or troubleshooting, please do not hesitate to contact our support team. Contact information can typically be found on the GW Security website or in the quick guide included with your product.

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