

Hikvision HWN-2104MH-W

Hikvision HWN-2104MH-W 4-Channel Mini 1U Wi-Fi NVR User Manual

Model: HWN-2104MH-W

1. INTRODUCTION

This manual provides comprehensive instructions for the installation, operation, and maintenance of your Hikvision HWN-2104MH-W 4-Channel Mini 1U Wi-Fi Network Video Recorder (NVR). Please read this manual thoroughly before operating the device and retain it for future reference.

2. SAFETY INSTRUCTIONS

- Ensure the power supply voltage is correct before connecting the NVR.
- Do not expose the device to rain or moisture to avoid electric shock or fire.
- Install the NVR in a well-ventilated environment to prevent overheating.
- Avoid placing heavy objects on the NVR.
- Use only Hikvision-approved accessories and power adapters.
- Disconnect power before performing any maintenance or installation.

3. PACKAGE CONTENTS

Verify that all items are present in your package. If any items are missing or damaged, contact your vendor.

- Hikvision HWN-2104MH-W NVR Unit
- Power Adapter
- USB Mouse
- Screws for HDD Installation
- Quick Start Guide

4. PRODUCT OVERVIEW

The Hikvision HWN-2104MH-W is a compact 4-channel Wi-Fi NVR designed for efficient video surveillance recording and management.



This image displays the front of the Hikvision HWN-2104MH-W NVR, featuring the Hikvision logo on the left, a textured black finish, and three indicator lights on the right side of the front panel. Two Wi-Fi antennas are visible extending upwards from the rear of the unit.

Front Panel

- **Power Indicator:** Indicates the power status of the NVR.
- **HDD Indicator:** Indicates hard disk drive activity.
- **Network Indicator:** Indicates network connection status.

Rear Panel

- **Power Input:** Connects to the provided power adapter.
- **HDMI Output:** Connects to a monitor for video display.
- **VGA Output:** Connects to a monitor for video display.
- **LAN Port:** Connects to your local area network (LAN).
- **USB Ports:** For connecting a mouse, USB drive, or other peripherals.
- **Wi-Fi Antennas:** For wireless network connectivity and connecting to Wi-Fi cameras.

5. SETUP

5.1 Hard Drive Installation (Optional)

If your NVR did not come with a pre-installed hard drive, follow these steps:

1. Unscrew and remove the top cover of the NVR.

2. Connect the SATA data cable and power cable to the hard drive.
3. Secure the hard drive to the NVR chassis using the provided screws.
4. Replace the top cover and secure it with screws.

5.2 Physical Connections

1. Connect the NVR to a monitor using an HDMI or VGA cable.
2. Connect the USB mouse to a USB port on the NVR.
3. Connect the NVR to your router or network switch using an Ethernet cable (optional, for wired network access).
4. Connect the power adapter to the NVR's power input and then plug it into a power outlet. The NVR will power on automatically.

5.3 Initial Configuration

Upon first boot, the NVR will guide you through a setup wizard:

1. **Language Selection:** Choose your preferred language.
2. **Password Creation:** Create a strong password for the admin user.
3. **Network Settings:** Configure network parameters. For Wi-Fi, select your network and enter the password.
4. **HDD Initialization:** If a new HDD is installed, initialize it for recording.
5. **Camera Connection:** The NVR will automatically search for and connect to Hikvision Wi-Fi cameras within range. For manual addition, refer to the NVR's on-screen interface.
6. **Date and Time:** Set the correct date and time zone.

6. OPERATING THE NVR

6.1 Live View

After setup, the NVR will display the live feed from connected cameras on the monitor. You can switch between single-camera view and multi-camera grid view.

6.2 Recording

- **Continuous Recording:** Configured to record 24/7.
- **Motion Detection Recording:** Records only when motion is detected in the camera's view.
- **Scheduled Recording:** Set specific times for recording.
- **Manual Recording:** Start and stop recording manually from the live view interface.

6.3 Playback

Access recorded footage by navigating to the 'Playback' menu. You can search by date, time, and event type. Use the timeline to select and play back specific segments.

6.4 Remote Access (HiLookVision App)

To access your NVR remotely:

1. Download the HiLookVision app from your mobile device's app store.

2. Create an account and log in.
3. Add your NVR by scanning the QR code displayed on the NVR's monitor (found in the 'Network' or 'Platform Access' settings) or by manually entering its serial number.
4. Once added, you can view live feeds, play back recordings, and receive notifications from your mobile device.

7. MAINTENANCE

7.1 Firmware Updates

Regularly check for and install firmware updates to ensure optimal performance and security. Updates can typically be performed via the NVR's web interface or directly from the NVR's system menu.

7.2 Hard Drive Management

Monitor the health of your hard drive through the NVR's storage settings. Format the HDD periodically if needed, or replace it if errors are detected.

7.3 Cleaning

Use a soft, dry cloth to clean the exterior of the NVR. Do not use liquid cleaners or aerosols. Ensure ventilation openings are free from dust and obstructions.

8. TROUBLESHOOTING

Problem	Possible Cause	Solution
No video output on monitor	Loose cable connection, incorrect input source on monitor, NVR not powered on.	Check HDMI/VGA cable connections. Ensure monitor is on correct input. Verify NVR power.
Cannot connect to Wi-Fi cameras	Cameras out of range, incorrect Wi-Fi password, camera not powered.	Ensure cameras are within NVR's Wi-Fi range. Verify Wi-Fi password in NVR settings. Check camera power.
No recording	HDD not initialized, recording schedule not set, HDD full or faulty.	Initialize HDD in storage settings. Configure recording schedule. Check HDD status and capacity.
Remote access not working	NVR not connected to internet, incorrect app settings, firewall issues.	Verify NVR internet connection. Check HiLookVision app settings and NVR's platform access status.

9. SPECIFICATIONS

Feature	Specification
Model	HWN-2104MH-W






Feature	Specification
Video Input	Up to 4-channel IP cameras
Video Compression	H.265+/H.265/H.264+/H.264
Decoding Capacity	4-ch @ 1080p
Live View/Storage/Playback Resolution	Up to 4 MP
HDD Support	1 SATA interface (up to 1 TB capacity mentioned in product data, check actual support for higher capacities)
Connectivity	Wi-Fi, Ethernet
Network Interface	1 RJ45 10M/100M self-adaptive Ethernet interface
USB Interface	2 x USB 2.0
Video Output	1 HDMI, 1 VGA
Power Supply	DC 12V
Dimensions	Mini 1U chassis (specific dimensions not provided in input)

10. WARRANTY AND SUPPORT

Hikvision products come with a limited warranty. For detailed warranty information, please refer to the warranty card included with your product or visit the official Hikvision website. For technical support, product registration, or service inquiries, please contact your local Hikvision dealer or visit the Hikvision support portal online.

Online Support: www.hikvision.com/en/support/

Related Documents - HWN-2104MH-W

 <p>The image shows the cover of the Hikvision HiWatch Series Network Video Recorder User Manual. It features the Hikvision logo at the top, a red and white diamond pattern on the left, and a red square with a white camera icon on the right. The text 'Network Video Recorder' and 'User Manual' is at the bottom.</p>	<p>Hikvision HiWatch Series Network Video Recorder User Manual</p> <p>Comprehensive user manual for the Hikvision HiWatch Series Network Video Recorder, detailing setup, configuration, operation, and maintenance for models like HWN-2100MH-W.</p>
 <p>The image shows the cover of the Hikvision HiWatch Series Network Video Recorder Quick Start Guide. It features the Hikvision logo at the top, a red and white diamond pattern on the left, and a red square with a white camera icon on the right. The text 'Network Video Recorder' and 'Quick Start Guide' is at the bottom.</p>	<p>Hikvision HiWatch Series Network Video Recorder Quick Start Guide</p> <p>A quick start guide for Hikvision HiWatch Series Network Video Recorders (NVRs), covering panel descriptions, installation, HDD setup, menu operations like startup/shutdown, activation, login, network settings, adding cameras, live view, recording, playback, and web browser access. Includes model information, safety guidelines, and regulatory compliance.</p>
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 <p>The image shows the cover of the Hikvision HiWatch Series Catalog 2022 H2: Professional Security Solutions. It features the Hikvision logo at the top, the text 'HIKVISION HIWATCH SERIES PROFESSIONAL SECURITY SOLUTIONS' and 'Catalog 2022 H2' below it, and a blue background with a network diagram and a camera icon.</p>	<p>Hikvision HiWatch Series Catalog 2022 H2: Professional Security Solutions</p> <p>Explore the Hikvision HiWatch Series Catalog 2022 H2, featuring professional and simple security solutions including IP cameras, Turbo HD cameras, NVRs, and DVRs. Discover advanced technologies like H.265+, WDR, EXIR, and Motion Detection 2.0 for homes and small businesses.</p>

Platform	ARM	V4.75.200 build231110
OS	Linux	2.6.32
Kernel	2.6.32	10.0
Database	MySQL	5.5.52
Web Server	Apache	2.4.18

[Hikvision Network Video Recorder V4.75.200 build231110 Release Note](#)

Release notes for Hikvision Network Video Recorder firmware version V4.75.200 build231110, detailing new features, modified functions, and customer impact.