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› SANNCE 4K PoE CCTV NVR System User Manual

SANNCE SU-N96PBK400-OP

SANNCE 4K PoE CCTV NVR System User Manual

Model: SU-N96PBK400-OP

1. INTRODUCTION AND SYSTEM OVERVIEW

This manual provides comprehensive instructions for the installation, operation, and maintenance of your SANNCE 4K PoE CCTV NVR 16 Channel Home Security Camera System. This system is designed for robust 24/7 surveillance recording, offering advanced features such as motion and vehicle detection, and supporting various high-definition IP cameras for comprehensive monitoring.

The SANNCE NVR system is engineered to deliver high-resolution video capture and intelligent monitoring capabilities, ensuring detailed surveillance even when zoomed in. Its Power over Ethernet (PoE) functionality simplifies installation by providing both power and data connectivity through a single Ethernet cable for each camera.

2. WHAT'S IN THE BOX

Please verify that all items listed below are included in your package. If any items are missing or damaged, please contact SANNCE customer support.

What's in the Box



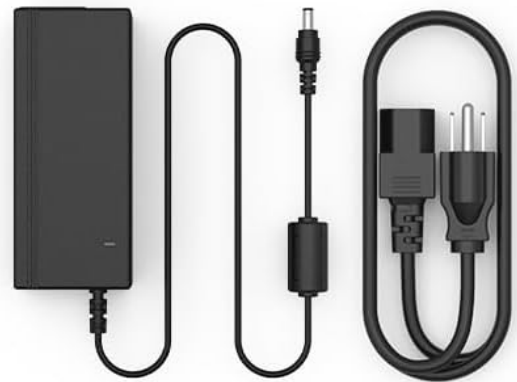
NVR x1



User's Manual x1



USB Mouse x1



Power Adapter x1

Image: Contents of the SANNCE 4K PoE CCTV NVR System package, including the NVR unit, user manual, USB mouse, and power adapter.

- SANNCE 4K PoE NVR Unit (x1)
- User's Manual (x1)
- USB Mouse (x1)
- Power Adapter (x1)

3. PRODUCT FEATURES

The SANNCE 4K PoE CCTV NVR system offers a range of advanced features designed for reliable and intelligent surveillance:

- **16-Channel 4K UHD Recording:** Supports up to sixteen 8MP UHD cameras with 100Mbps PoE channels, ensuring high-definition footage with exceptional detail.



Image: The SANNCE 4K PoE NVR system, featuring a 4TB hard drive and icons indicating human and vehicle detection capabilities.

- **24/7 Continuous Surveillance:** Capable of non-stop recording, providing constant monitoring of your property day and night.

The Ultimate 4K Day & Night



Image: Illustration of the system's 24/7 monitoring capability, showing clear day and night vision.

- **Smart Human & Vehicle Detection with Facial Recognition:** Advanced technology improves detection accuracy, allowing for precise identification of humans and vehicles. Receive notifications via app pushes or email for recognized faces or vehicles (requires compatible cameras).

Smart Detection Human/Vehicle



APP Push



Email Alert



SANNCE VISION

Now

You have an alarm notice, devicename: ycw8
Time: 2023-08-02 16:24:43 Human Shape Detection



SANNCE VISION

Now

Notification Center, Device Alarm



Image: Demonstration of smart detection, highlighting human and vehicle recognition with app push and email alerts.

- **High Compatibility:** Offers extensive compatibility with third-party IP cameras and supports various network protocols including IPV4, IPV6, RTSP, TCP/IP, and DHCP.

High Compatibility

with third-party IPCs

@IPV4/IPV6/RTSP/TCP/IP/DGCP



Image: An illustrative diagram showing various IP cameras connected to the NVR across different rooms of a house, emphasizing broad compatibility.

- **Expandable Storage:** Comes with a 4TB hard drive and supports expansion up to 12TB, providing ample storage for extensive video footage.

Expandable Capacity

Support 12TB max. HDD



Image: Visual representation of the NVR's expandable storage capacity, supporting up to 12TB HDD.

- **4K UHD HDMI Output:** Connect to a 4K monitor or TV via HDMI for crystal-clear live view and playback in ultra-high definition.

4K UHD via HDMI

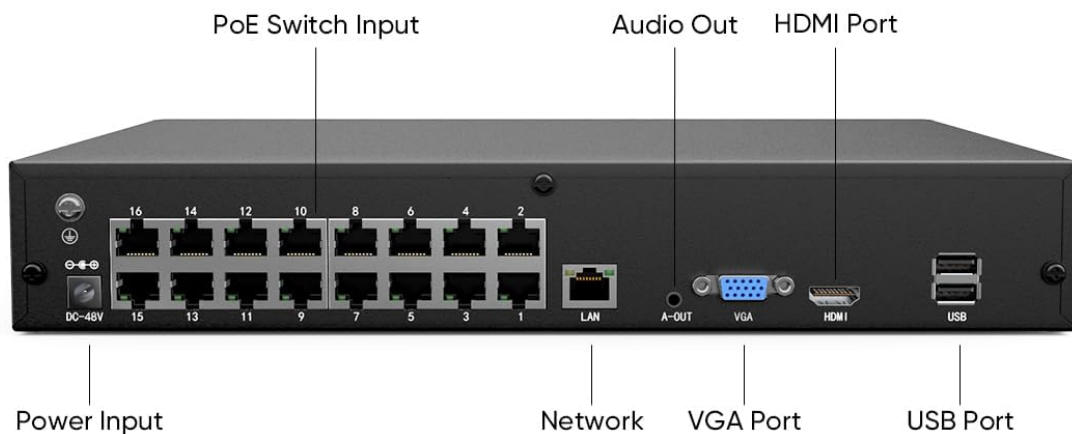


Image: Diagram showing the NVR's rear panel with ports, including HDMI for 4K UHD output, and a connected display.

- **Remote Monitoring:** Access live video feeds and recorded footage from anywhere, anytime, using the dedicated mobile application.

Check Your Home/Business

Anytime, Anywhere

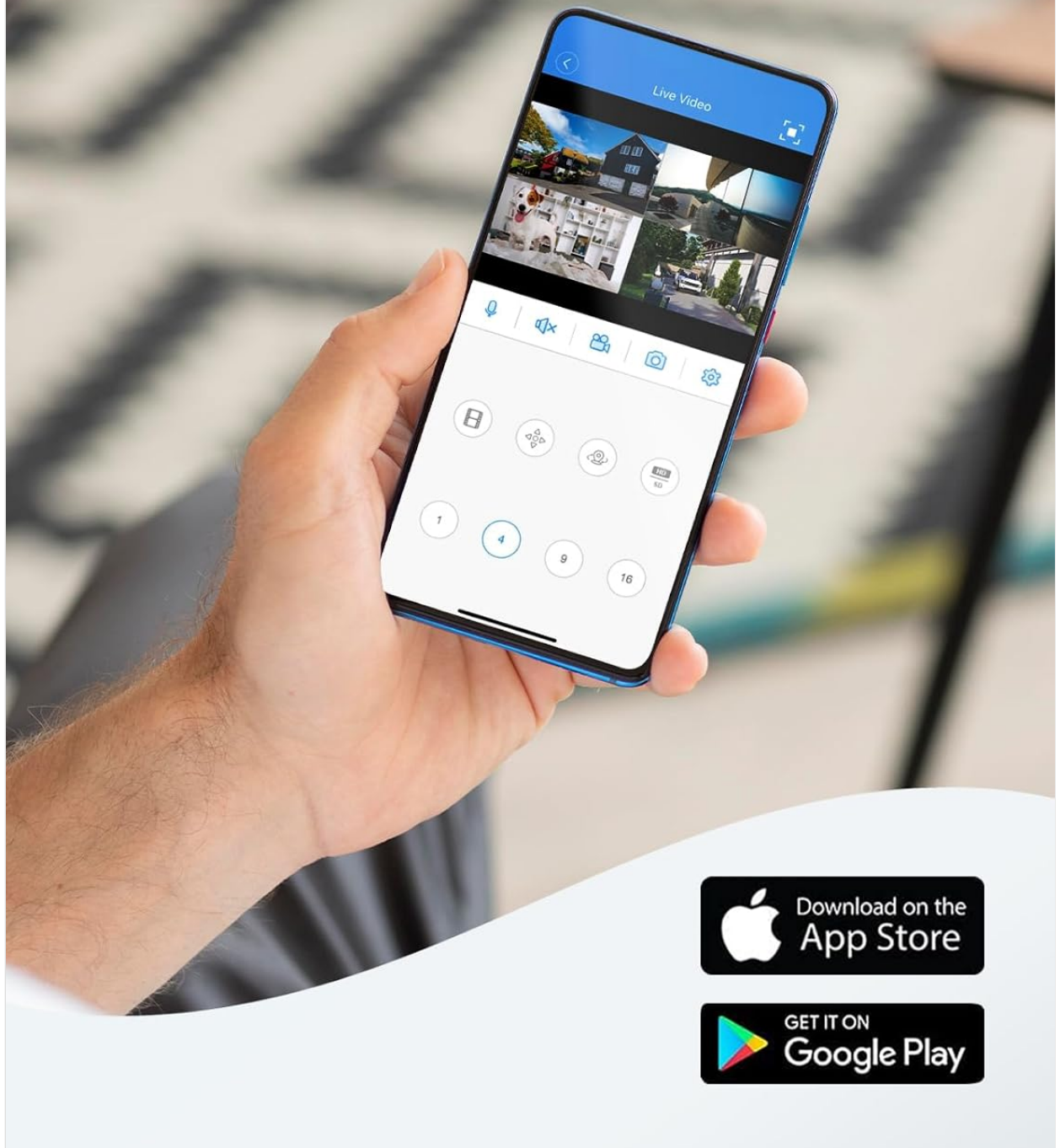


Image: A hand holding a smartphone displaying the live video feed from the security system, indicating remote monitoring capabilities.

4. SETUP GUIDE

Follow these steps to set up your SANNCE 4K PoE NVR system:

1. **Unpack the System:** Carefully remove all components from the packaging and ensure nothing is missing or damaged.
2. **Connect the Hard Drive (if not pre-installed):** If your NVR did not come with the hard drive pre-installed,

open the NVR casing, connect the SATA data and power cables to the hard drive, and secure it in the designated bay.

3. **Connect Power:** Plug the provided power adapter into the NVR's DC 48V input port and then into a power outlet.
4. **Connect Display:** Connect a monitor or TV to the NVR using an HDMI cable (for 4K UHD output) or a VGA cable.
5. **Connect USB Mouse:** Plug the included USB mouse into one of the NVR's USB ports.
6. **Connect PoE Cameras:** Connect your PoE IP cameras to the NVR's PoE ports using Ethernet cables. The NVR will automatically power the cameras and establish video connections.
7. **Network Connection (Optional but Recommended):** For remote viewing and firmware updates, connect the NVR's LAN port to your router using an Ethernet cable.
8. **Initial Setup Wizard:** Upon first boot, the NVR will guide you through an initial setup wizard to configure language, date/time, network settings, and create an administrator password.

5. OPERATING INSTRUCTIONS

Once the system is set up, you can begin operating your SANNCE NVR:

- **Local Access:** Use the connected monitor and USB mouse to navigate the NVR's graphical user interface (GUI).
- **Live View:** The default screen displays live feeds from all connected cameras. You can switch between single-camera view, multi-camera view, and customize display layouts.
- **Recording Settings:** Access the recording menu to configure continuous recording, motion-triggered recording, scheduled recording, and customize recording quality for each channel.
- **Playback:** To review recorded footage, enter the playback interface. You can filter recordings by time, date, event type (motion, vehicle, face detection), and channel to quickly locate specific incidents.
- **Motion/Vehicle/Face Detection Setup:** Configure detection zones, sensitivity levels, and alarm actions (e.g., record, send email, push notification to app) for each camera.
- **Remote Access (Mobile App):** Download the official SANNCE mobile application from your device's app store. Register an account, add your NVR by scanning the QR code or manually entering its details, and then you can view live feeds, play back recordings, and receive alerts remotely.
- **Data Backup:** You can back up important video clips to a USB flash drive or an external hard drive connected to the NVR's USB port.

6. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your SANNCE NVR system:

- **Cleaning:** Periodically clean the NVR unit and cameras with a soft, dry cloth. Ensure ventilation openings on the NVR are free from dust and obstructions to prevent overheating.
- **Firmware Updates:** Check the SANNCE official website regularly for firmware updates. Updating the firmware can improve system stability, add new features, and enhance security. Follow the provided instructions carefully during the update process.
- **Hard Drive Health:** Monitor the health of the internal hard drive through the NVR's system settings. If any warnings appear, consider backing up data and replacing the drive.
- **Password Security:** Regularly change your NVR and app passwords to strong, unique combinations to prevent unauthorized access.
- **Cable Management:** Ensure all cables are securely connected and free from damage. Loose connections

can lead to signal loss or intermittent issues.

7. TROUBLESHOOTING

This section addresses common issues you might encounter:

- **No Video Output on Monitor:**

- Check if the NVR is powered on.
- Verify the HDMI/VGA cable connection between the NVR and the monitor.
- Ensure the monitor is set to the correct input source (HDMI/VGA).

- **No Camera Image:**

- Ensure the camera is properly connected to a PoE port on the NVR.
- Check the Ethernet cable for damage.
- Verify the camera's IP address and network settings within the NVR interface.
- Restart the NVR and the problematic camera.

- **Cannot Access NVR Remotely:**

- Ensure the NVR is connected to your router and has internet access.
- Check network settings on the NVR (DHCP enabled or static IP configured correctly).
- Verify that the mobile app is connected to the correct NVR ID/QR code.
- Check your router's firewall settings; port forwarding might be required for direct access (though P2P/Cloud access usually bypasses this).

- **Recording Not Working:**

- Check if the hard drive is installed, initialized, and healthy in the NVR's settings.
- Verify recording schedules and motion detection settings for the channels.
- Ensure there is sufficient storage space on the hard drive.

If you encounter issues not covered here, please refer to the comprehensive online resources or contact SANNCE customer support.

8. SPECIFICATIONS

Detailed technical specifications for the SANNCE 4K PoE CCTV NVR System:

Specification	Detail
Model Number	SU-N96PBK400-OP
Product Dimensions	17.32 x 3.54 x 12.99 inches
Item Weight	6.34 pounds
Connectivity Technology	Wired (PoE)
Compatible Devices	IP Cameras
Memory Storage Capacity	4 TB (expandable up to 12 TB)
Hard Disk Size	4 TB

9. WARRANTY AND SUPPORT

SANNCE products are designed for reliability and performance. For specific warranty terms and conditions, please refer to the warranty card included with your product or visit the official SANNCE website.

Should you require technical assistance, have questions about your product, or need to report an issue, the SANNCE support team is available to help. Please visit the SANNCE support page or contact them directly through the contact information provided on their official website.