

Hiseeu SNVR-32H

Hiseeu 4K 32 Channel PoE NVR User Manual

Model: SNVR-32H

1. INTRODUCTION

Thank you for choosing the Hiseeu 4K 32 Channel PoE Network Video Recorder (NVR). This NVR is designed to provide robust and reliable surveillance for your home or business, supporting high-resolution cameras and offering advanced features for recording, playback, and remote access. This manual will guide you through the setup, operation, and maintenance of your Hiseeu NVR.



Figure 1.1: Hiseeu 4K 32 Channel PoE NVR - Front and Rear Panels

This image displays the Hiseeu 4K 32 Channel PoE NVR from both the front and rear. The front panel shows the Hiseeu logo and a

sleek, dark design. The rear panel highlights various ports including Audio Out, Audio In, Ethernet, VGA, 4K HD Port (HDMI), USB 2.0 ports, and the DC 12V power input.

2. SETUP GUIDE

This section outlines the steps required to set up your Hiseeu NVR for optimal performance.

2.1 Package Contents

Before you begin, ensure all components are present:

- Hiseeu 4K 32 Channel PoE NVR (SNVR-32H)
- Power Adapter
- USB Mouse
- Quick Start Guide
- Screws for HDD installation (HDD not included)

2.2 Hard Drive Installation (HDD Not Included)

The Hiseeu NVR does not come with a pre-installed hard drive. You will need to install one or two SATA hard drives (up to 10TB each, 20TB total capacity) for recording. Refer to the quick start guide for detailed instructions on opening the NVR casing and securing the hard drive(s).

2.3 Connecting Your NVR

Follow these steps to connect your NVR:

1. **Connect Cameras:** The NVR does not have built-in PoE ports. Connect your PoE cameras to an external PoE switch (8/16/32 ports, depending on your camera count).
2. **Connect PoE Switch to NVR:** Connect the PoE switch to the NVR's Ethernet port using an Ethernet cable.
3. **Connect NVR to Router:** Connect the NVR's Ethernet port to your network router for internet access and remote viewing capabilities.
4. **Connect Display:** Connect a monitor to the NVR using the VGA or HDMI (4K HD Port) output.
5. **Connect USB Mouse:** Plug the included USB mouse into one of the NVR's USB ports.
6. **Power On:** Connect the power adapter to the NVR and then to a power outlet.



Figure 2.1: NVR Connection Diagram

This diagram illustrates the connection method for the Hiseeu 32-channel NVR. It shows the NVR connected to a router, and the router connected to an external PoE switch. The PoE switch then connects to multiple Hiseeu PoE cameras, indicating that an extra 32-Port PoE Switch is required and not included.



Figure 2.2: Power over Ethernet (PoE) Setup

This image demonstrates the simplicity of PoE setup. It shows a single Ethernet cable connecting a PoE camera to a router (via the NVR), providing both power and data. This highlights the 'True Play & Plug' and 'Free Remote Access' features, with a mobile phone displaying live video feeds.

2.4 Initial Configuration

Upon first power-up, the NVR will guide you through initial setup steps on the connected monitor, including network settings, time zone, and password creation. Ensure you set a strong password for security.

3. OPERATING YOUR NVR

This section covers the key operational features of your Hiseeu NVR.

3.1 Live View

After setup, you can view live feeds from all connected cameras on your monitor. Use the USB mouse to navigate the interface, select cameras, and access various settings.

3.2 Recording and Storage

The NVR supports continuous 24/7 recording. With H.265+ video compression, it efficiently saves hard drive storage by up to 50% compared to H.264, without compromising video quality.

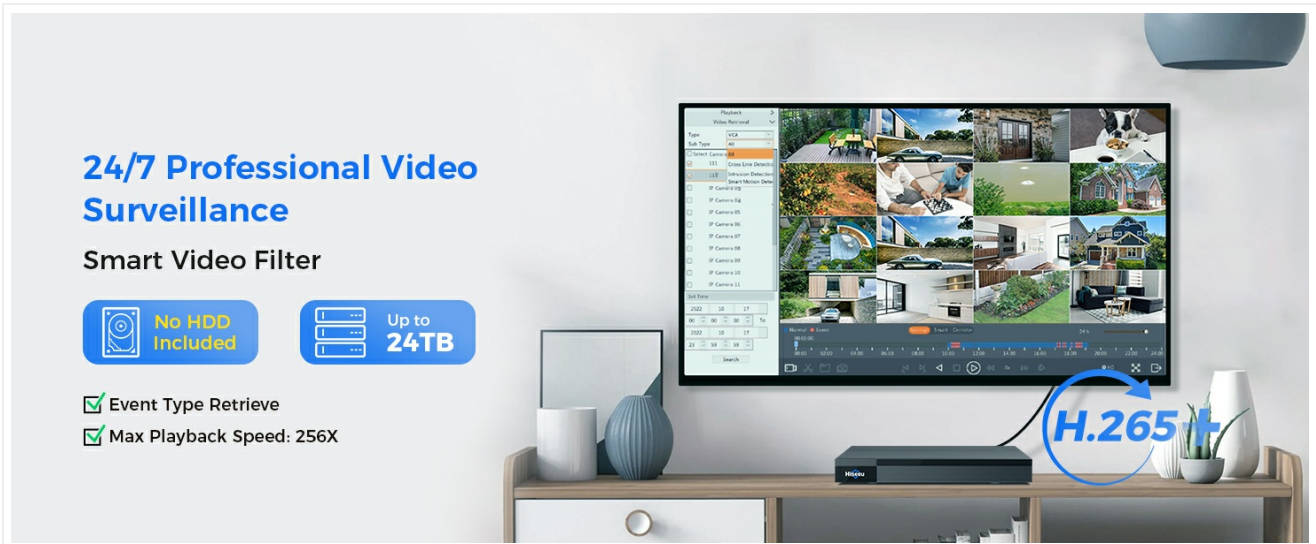


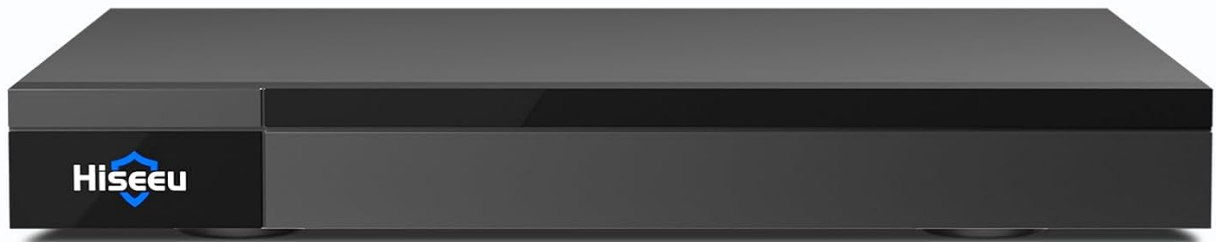
Figure 3.1: 24/7 Professional Video Surveillance Interface

This image shows the NVR's interface for 24/7 professional video surveillance, featuring a smart video filter. It highlights that no HDD is included but supports up to 24TB storage, and utilizes H.265+ compression. The interface displays multiple camera feeds and options for event type retrieval and playback speed.

3.3 Smart Playback

The NVR features smart playback capabilities, allowing you to quickly locate important events. Motion detection events are highlighted, and accurate search functions enhance ease of use.

Hiseeu 4K PoE NVR



24/7

2 SATA Interface
Up to 24TB Capacity
(HDD not Included)



32CH

Extendable to
32 channel



PoE

Power over
Ethernet



H.265+

H.265+
Professional
Video Compression



P2P

Free APP and PC
Client for
Remote Access

Figure 3.2: Advanced Smart Playback

This image illustrates the advanced smart playback feature, designed to help users quickly locate events. It shows a timeline with marked events and three thumbnail previews of recorded footage, demonstrating how specific moments can be easily found.

3.4 Motion Detection & Alerts

Configure motion detection zones and sensitivity. The NVR can trigger alerts such as a buzzer, and send push notifications to your mobile app when motion is detected. For Hiseeu PoE cameras, advanced behavior detection features are available, reducing false positives from environmental factors like trees, clouds, and rain.

- **Intrusion Detection:** Detects when an object enters a defined area.
- **Crossing Line Detection:** Triggers an alert when an object crosses a virtual line.
- **Human/Vehicle Detection:** Differentiates between humans, vehicles, and non-important objects (e.g., leaves, insects, shadows) to minimize false alarms. *(Note: This feature is only supported by Hiseeu brand PoE cameras.)*

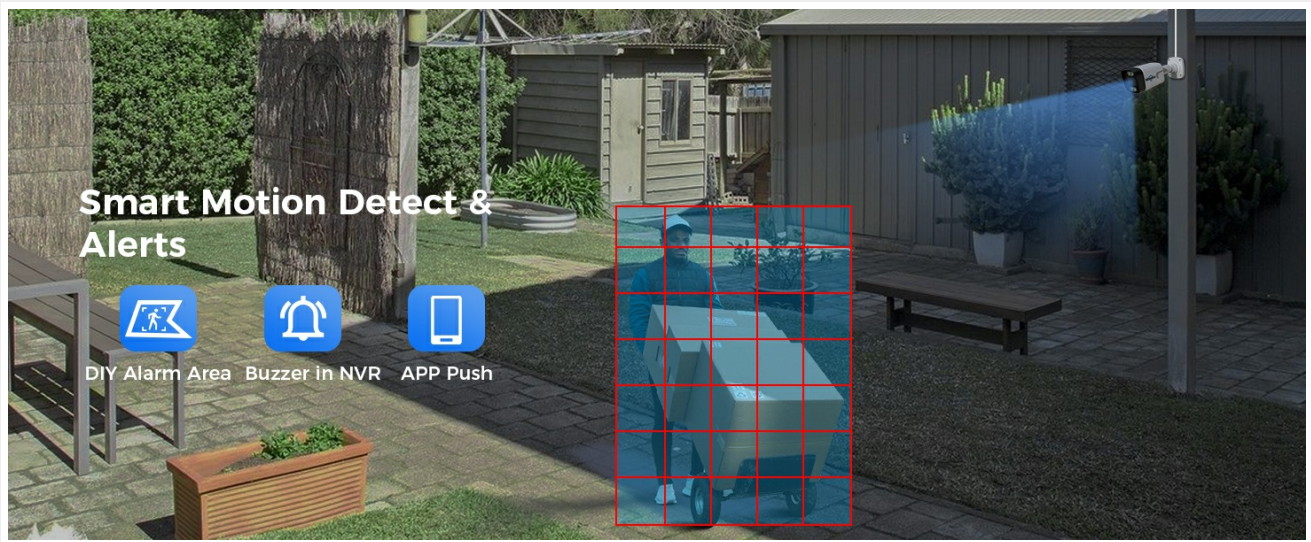


Figure 3.3: Smart Motion Detect & Alerts

This image highlights the smart motion detection and alert features. It shows a person pushing a box in a backyard with a red grid overlay indicating a detected motion area. Icons for 'DIY Alarm Area', 'Buzzer in NVR', and 'APP Push' are displayed, illustrating the customizable alert options.

Behavior Detection

Reduces 99% of false positives from trees, clouds, rain, and other non-important types of motion viewed by the camera.

IMPORTANT NOTES: Only Hiseeu Brand PoE Camera support this function



Intrusion Detection



Crossing Line Detection

Figure 3.4: Behavior Detection

This image illustrates the behavior detection capabilities, which reduce false positives by 99% from environmental factors. It shows two scenarios: 'Intrusion Detection' with a car in a defined area, and 'Crossing Line Detection' with a person crossing a virtual line (A to B). A note emphasizes that only Hiseeu Brand PoE Cameras support this function.

3.5 Remote Access

Access your NVR remotely from anywhere using the free 'Guard Live' app (available on App Store and Google Play) for mobile devices, or 'Guard Station' software for PC/MAC/Tablet. No monthly fees are required for remote viewing.

24/7 Professional Video Surveillance

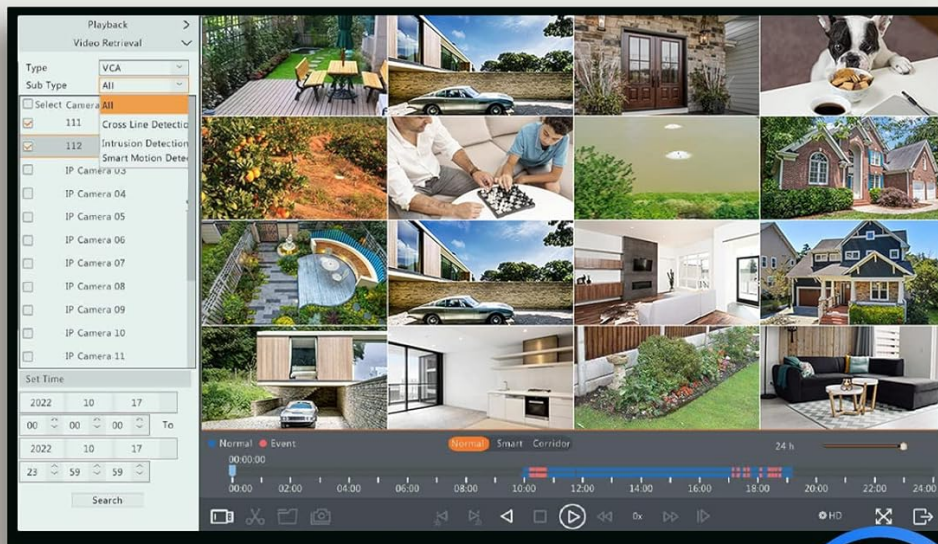
Smart Video Filter



No HDD
Included



Up to
24TB



- ✓ Event Type Retrieve
- ✓ Max Playback Speed: 256X

H.265+



Figure 3.5: Easy Remote Access

This image demonstrates the ease of remote access to the NVR system. It shows a tablet and a smartphone displaying live video feeds from multiple cameras, with icons for downloading the 'Guard Live' app from the App Store and Google Play. The interface on the screens shows various camera views and playback options.

4. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Hiseeu NVR system.

- **Keep Clean:** Regularly wipe the NVR unit with a soft, dry cloth. Avoid using liquid cleaners or aerosols.
- **Ventilation:** Ensure the NVR is placed in a well-ventilated area to prevent overheating. Do not block ventilation openings.
- **Cable Management:** Periodically check all cable connections (power, Ethernet, video) to ensure they are secure and undamaged.
- **Hard Drive Health:** If you have installed a hard drive, consider checking its health periodically through the NVR's system settings. While not strictly necessary for most users, it can help preempt potential recording issues.
- **Firmware Updates:** Check the Hiseeu official website for any available firmware updates. Keeping your

NVR's firmware up-to-date can improve performance, add new features, and enhance security.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your Hiseeu NVR.

5.1 No Video Output on Monitor

- **Check Power:** Ensure the NVR is powered on and the power adapter is securely connected.
- **Display Connection:** Verify that the VGA or HDMI cable is securely connected to both the NVR and the monitor. Try a different cable or port if available.
- **Monitor Input:** Ensure your monitor is set to the correct input source (VGA or HDMI).

5.2 Cameras Not Displaying / Recording

- **PoE Switch:** Confirm that your external PoE switch is powered on and functioning correctly.
- **Camera Connections:** Check that all PoE cameras are properly connected to the PoE switch with functional Ethernet cables.
- **NVR-PoE Switch Connection:** Ensure the Ethernet cable connecting the NVR to the PoE switch is secure.
- **Hard Drive:** If recording is the issue, ensure a hard drive is installed and properly initialized within the NVR's settings. Remember, the NVR does not include a hard drive.
- **Camera Compatibility:** Verify that your cameras are compatible with the NVR (4K/5MP/4MP/3MP/1080P/720P PoE cameras).

5.3 Remote Access Issues

- **Network Connection:** Ensure the NVR is connected to your router and has internet access. Check your router's internet connection.
- **App/Software:** Make sure you are using the correct app ('Guard Live' for mobile, 'Guard Station' for PC/MAC) and that it is updated to the latest version.
- **NVR Status:** Check the NVR's network status on the local monitor to ensure it's online and properly configured for remote access.
- **Account Binding:** If you encounter issues with the NVR being