

Real HD DS-7732NXI-K4/16P

Real HD DS-7732NXI-K4/16P 32-Channel 4K 12MP AcuSense NVR Instruction Manual

Model: DS-7732NXI-K4/16P | Brand: Real HD

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your Real HD DS-7732NXI-K4/16P 32-Channel 4K 12MP AcuSense Network Video Recorder (NVR). Please read this manual thoroughly before using the product to ensure proper setup and optimal performance. Keep this manual for future reference.

2. PRODUCT OVERVIEW

The Real HD DS-7732NXI-K4/16P is a high-performance 32-channel NVR designed for advanced surveillance systems. It features 16 Power-over-Ethernet (PoE) ports for simplified camera connectivity, supports up to 4K 12MP resolution, and incorporates AcuSense technology for intelligent human and vehicle detection.

2.1 Key Features

- Up to 32-channel IP camera inputs.
- Supports H.265+/H.265/H.264+/H.264 video formats for efficient storage.
- Decoding capacity: 2 channels @ 12MP, 3 channels @ 8MP, 6 channels @ 4MP, or 12 channels @ 1080p.
- 16 independent Power-over-Ethernet (PoE) interfaces for plug-and-play camera connection.
- Up to 256 Mbps incoming bandwidth and 160 Mbps outgoing bandwidth.
- Equipped with AcuSense technology for accurate human and vehicle detection, reducing false alarms.
- Supports up to 4 SATA interfaces for HDD (up to 10 TB capacity per HDD).
- Provides independent HDMI and VGA outputs, with HDMI supporting up to 4K resolution.
- Supports multiple VCA (Video Content Analytics) events.
- Hik-Connect for easy network management and remote access.



Figure 2.1: Overview of the DS-7732NXI-K4/16P NVR's key features and capabilities.

2.2 Package Contents

Verify that all items are present in your package:

- DS-7732NXI-K4/16P NVR Unit
- Power Adapter
- USB Mouse
- SATA Cables (for HDD installation)
- Quick Start Guide / Instruction Manual (this document)

Note: Hard drives are not included and must be purchased separately.

3. SETUP

3.1 Physical Installation

1. **Placement:** Place the NVR on a stable, flat surface in a well-ventilated area. Ensure adequate space around the unit for heat dissipation.
2. **Connect Monitor:** Connect a monitor to the NVR's HDMI or VGA output port using an appropriate cable.
3. **Connect Mouse:** Plug the included USB mouse into one of the NVR's USB ports.
4. **Connect Power:** Connect the power adapter to the NVR's power input and then plug it into a power outlet. The NVR will power on automatically.

3.2 Hard Drive Installation (Optional)

The NVR supports up to 4 SATA hard drives. Hard drives are not included. Follow these steps to install hard drives:

1. **Power Off:** Ensure the NVR is powered off and disconnected from the power source.
2. **Open Cover:** Unscrew and remove the top cover of the NVR chassis.
3. **Mount HDD:** Secure each hard drive to the designated mounting brackets inside the NVR using the provided screws.
4. **Connect Cables:** Connect the SATA data and power cables from the NVR motherboard to each installed hard drive.
5. **Close Cover:** Replace the top cover and secure it with screws.
6. **Format HDD:** After powering on the NVR, navigate to the storage settings in the NVR's menu to initialize and format the newly installed hard drives.

3.3 Network Connection

Connect the NVR to your local network for remote access and IP camera communication.

- Connect an Ethernet cable from the NVR's LAN port to your router or network switch.
- Ensure your network provides DHCP or configure a static IP address for the NVR through its system settings.

3.4 Camera Connection (PoE)

The NVR features 16 built-in PoE ports for direct connection of compatible IP cameras.

- Connect each PoE IP camera directly to one of the NVR's 16 PoE ports using an Ethernet cable.

- The NVR will automatically provide power and data to the cameras, enabling plug-and-play functionality.
- For additional cameras (up to 32 channels), connect them to your local network, and the NVR can discover and add them via the network.

4. OPERATING INSTRUCTIONS

4.1 User Interface Overview

Upon startup, the NVR will display the live view interface on the connected monitor. Use the USB mouse to navigate the menus.



Figure 4.1: The NVR's live view interface, showing multiple camera feeds and channel selection.

The interface typically includes:

- **Live View Area:** Displays real-time video feeds from connected cameras.
- **Channel List:** A sidebar to select and manage individual camera channels.
- **Toolbar:** Icons for various functions such as recording, playback, settings, and system status.

4.2 Remote Access (Hik-Connect App)

Access your NVR and camera feeds remotely using the Hik-Connect application on your smartphone, tablet, or PC.



Figure 4.2: Simplified steps for setting up remote access via the Hik-Connect app.

1. **Connect NVR to Internet:** Ensure your NVR is connected to your network and has internet access.
2. **Download Hik-Connect App:** Download and install the "Hik-Connect" app from your device's app store (Google Play for Android, App Store for iOS).
3. **Add Device:** Open the app, create an account, and follow the in-app instructions to add your NVR by scanning its QR code or manually entering its serial number.
4. **Start Watching:** Once added, you can view live feeds, play back recordings, and manage settings from your mobile device.



Figure 4.3: Example of the Hik-Connect mobile application interface displaying multiple camera views.

4.3 Recording and Playback

The NVR supports continuous, scheduled, and event-triggered recording. Recordings are stored on the installed hard drives.

- **Recording Settings:** Access the NVR's menu to configure recording schedules, motion detection, and other event triggers for each camera.
- **Playback:** To review recorded footage, select the playback option from the main menu. You can search by date, time, and event type.



Figure 4.4: The NVR's playback interface, allowing users to review recorded footage with timeline navigation.

The NVR utilizes H.265+/H.265 compression technology, which significantly reduces storage space requirements while maintaining high video quality.

4.4 Smart Functions (AcuSense Technology)

The integrated AcuSense technology enhances security by intelligently distinguishing between humans and vehicles and other moving objects (e.g., animals, falling leaves). This significantly reduces false alarms and allows for more efficient event searching.

- **Configuration:** Enable and configure AcuSense features for supported cameras within the NVR's VCA (Video Content Analytics) settings.
- **Event Filtering:** Use AcuSense filters during playback or event search to quickly find footage containing only human or vehicle activity.

5. MAINTENANCE

5.1 General Care

- Keep the NVR clean and free from dust. Use a soft, dry cloth for cleaning.
- Ensure proper ventilation to prevent overheating. Do not block ventilation openings.
- Avoid exposing the NVR to extreme temperatures, humidity, or direct sunlight.

5.2 Firmware Updates

Periodically check the Real HD official website for firmware updates. Keeping your NVR's firmware up-to-date ensures optimal performance, security, and access to new features. Follow the instructions provided with the firmware update package carefully.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your NVR. For more complex problems, please contact technical support.

Problem	Possible Cause	Solution
No video output on monitor.	Loose cable connection; incorrect monitor input; NVR not powered on.	Check HDMI/VGA cable connections. Ensure monitor is set to correct input. Verify NVR power.
Cameras not displaying.	Camera not powered; network issue; camera not added/configured.	Check PoE connections for power. Verify network connectivity. Ensure cameras are added and enabled in NVR settings.

Problem	Possible Cause	Solution
Remote access not working.	NVR not connected to internet; incorrect network settings; Hik-Connect app issue.	Verify NVR internet connection. Check NVR network settings. Re-add device in Hik-Connect app.
Hard drive not detected.	Loose SATA cables; faulty HDD; HDD not initialized/formatted.	Check SATA data and power cables. Try a different HDD. Initialize and format HDD in NVR settings.
False alarms from motion detection.	Sensitivity too high; environmental factors; AcuSense not enabled/configured.	Adjust motion detection sensitivity. Enable and configure AcuSense for human/vehicle filtering.

7. SPECIFICATIONS

Detailed technical specifications for the Real HD DS-7732NXI-K4/16P NVR.

Category	Item	Specification
General	Power Supply	100 to 240 VAC, 50 to 60Hz
	Consumption	≤ 20 W (without HDD and PoE off)
Environmental	Working Temperature	-10 °C to 55 °C (14 °F to 131 °F)
	Working Humidity	10% to 90%
Physical	Dimension (W × D × H)	445 × 400 × 71 mm (17.5" × 15.7" × 2.8")
	Weight	≤ 5 kg (without HDD, 11 lb.)
	Item Weight (Shipping)	30 pounds
Certifications	FCC	Part 15 Subpart B, ANSI C63.4-2014
	CE	EN 55032: 2015, EN 61000-3-2, EN 61000-3-3, EN 50130-4, EN 55035: 2017
	Obtained Certification	CE, KC, WEEE, REACH, RoHS, CB, LOA
	ASIN	B0FPCMF7PB
Video & Audio	IP Video Input	32-ch
	Incoming Bandwidth	256 Mbps
	Outgoing Bandwidth	160 Mbps
	HDMI Output	1-ch, 4K (3840 × 2160)/30Hz, 2K (2560 × 1440)/60Hz, 1920 × 1080/60Hz, 1600 × 1200/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz, 1024 × 768/60Hz

Video Output Category	Item	Specification
	VGA Output	1-ch, 1920 × 1080/60Hz, 1600 × 1200/60Hz, 1280 × 1024/60Hz, 1280 × 720/60Hz
	Video Output Mode	HDMI/VGA independent output
Audio	Audio Output	1-ch, RCA (Linear, 1 KΩ)
	Two-Way Audio	1-ch, RCA (2.0 Vp-p, 1 KΩ, using the audio input)
Decoding	Decoding Format	H.265+/H.265/H.264+/H.264
	Recording Resolution	12 MP/8 MP/6 MP/5 MP/4 MP/3 MP/1080p/UXGA/720p/VGA/4CIF/DCIF/2CIF/CIF/QCIF
	Synchronous Playback	16-ch
	Decoding Capability	1-ch@12 MP (30 fps)/2-ch@8 MP (30 fps)/4-ch@4 MP (30 fps)/8-ch@1080p (30 fps)
	Stream Type	Video, Video & Audio
Audio Compression	G.711ulaw/G.711alaw/G.722/G.726/AAC	
Network	Remote Connection	128
	Network Protocol	TCP/IP, DHCP, IPv4, Hik-Connect, DNS, DDNS, NTP, RTSP, SADP, SMTP, SNMP, NFS, iSCSI, UPnP™, HTTP, HTTPS
	Network Interface	1 RJ-45 10/100/1000 Mbps self-adaptive Ethernet interface
PoE	Interface	16, RJ-45 10/100 Mbps self-adaptive Ethernet interface
	Power	≤ 200 W
	Standard	IEEE 802.3 af/at
Auxiliary Interface	Serial Interface	2 RS-485 (half-duplex), 1 RS-232
	SATA	4 SATA interfaces
	Capacity	Up to 10 TB capacity for each HDD
	Alarm In/Out	16/4 (16/9 is optional)
	USB Interface	Front panel: 2 × USB 2.0; Rear panel: 1 × USB 3.0
	DC 12V	N/A (optional to support)



Figure 7.1: Dimensional diagram of the DS-7732NXI-K4/16P NVR (measurements in mm).

8. WARRANTY AND SUPPORT

8.1 Warranty Information

Real HD products are covered by a limited warranty. Please refer to the warranty card included with your product or visit the official Real HD website for detailed warranty terms and conditions. Keep your proof of purchase for warranty claims.

8.2 Technical Support

For technical assistance, troubleshooting, or product inquiries, please contact Real HD customer support. Contact information can typically be found on the Real HD website or on the product packaging.

- Before contacting support, please have your NVR model number (DS-7732NXI-K4/16P) and serial number ready.
- Describe the issue clearly and provide any relevant error messages or steps taken.