Wireless
Network Video Recorder System
User Manual

Hiseeu

2PCS/4PCS/6PCS/8PCS
Cameras

720P/960P/1080P

2CH/4CH/6CH/8CH NVR Kits

Package Contents

Thank you for choosing Hiseeu product.
Here is the list for product and relevant accessories.

S/N	Item	Quantity
1	NVR	1pc
2	IP Camera(2CH/4CH/6CH/8CH)	2/4/6/8 pcs
3	DC 12V/2A power supply(for NVR)-3.3 feet	1pc
4	DC 12V/1A power supply(for IPC2CH/4CH/6CH/8CH)-10 feet	2/4/6/8 pcs
5	3.3 Ft network cable	1pc
6	USB mouse	1pc
7	4 Screws for HDD (only for systems without HDD)	1bag
8	User manual	1pc

How can I get product and technical support?

US Toll Free:1-917-338-1084(Available Pacific Time 5:00pm -12:00pm)

China Toll Free:+86-0755-28170315

Email:oversease@hiseeu.com

Skype ID: chen.johnny1204

Website:www.hiseeu.com

① Installing your Network Video Recorder System

Getting Started

Before you begin installation, be sure to have the following:
- PC or TV monitor
- VGA or HDMI cable
- Router (WAN)
- Hard drive.If you purchased the system without hard drive, you must first install it.
If you do not have a hard drive, you will not be able to record and playback video.
Please see below for hard drive installation instructions

Do not attempt to install your cameras until you are able to view
images on your TV or PC monitor first.

Installing the hard drive – if your system has a pre-installed hard drive, please skip
this step and go directly the section below, Installing the NVR. If you purchased a
hard drive separately, it must be formatted after installed it. See the Frequently
Asked Questions section of this manual for instructions about how to format a hard
drive, refer the question, How do I format my new hard drive and check my hard
drive information?

Remove the cover from the unit, and remove the top two screws

Remove the cover
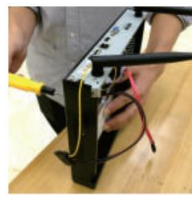
Insert the hard drive, secure it to the bottom of the unit with the four screws

Connect the data wire and power wire as shown

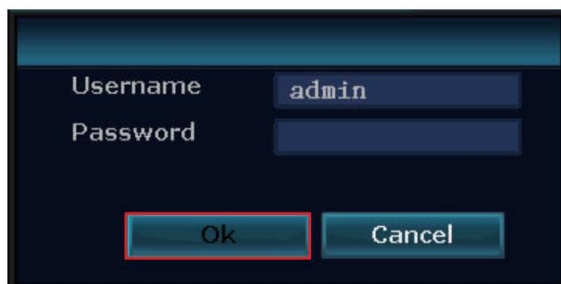Replace the cover and fasten screws

Installing the System

- Connect the NVR and cameras with power adapters provided. Attach the antennas to the cameras, connect the mouse to the NVR. (Please note, power supply for NVR box is 12V-2000mA)
- Connect the PC or TV monitor to the NVR with a VGA or HDMI cable. You must use a PC or TV monitor, you cannot connect to a laptop.
- Connect the Router LAN Port to NVR WAN Port with Network Cable Provided. The router must be WAN(Wide Area Network).

VGA Port   HDMI Port   Ethernet Port   USB Port
(PC Monitor)   (TV Monitor)   (Router)   (Mouse)

For step-by-step installation instructions, you can also watch our video: https://youtu.be/OvVPh3GhYxs

Once you have completed connecting the NVR, wait approximately 2-3 minutes. Next you will see the window below on your monitor screen. No password is necessary, click ok to continue.
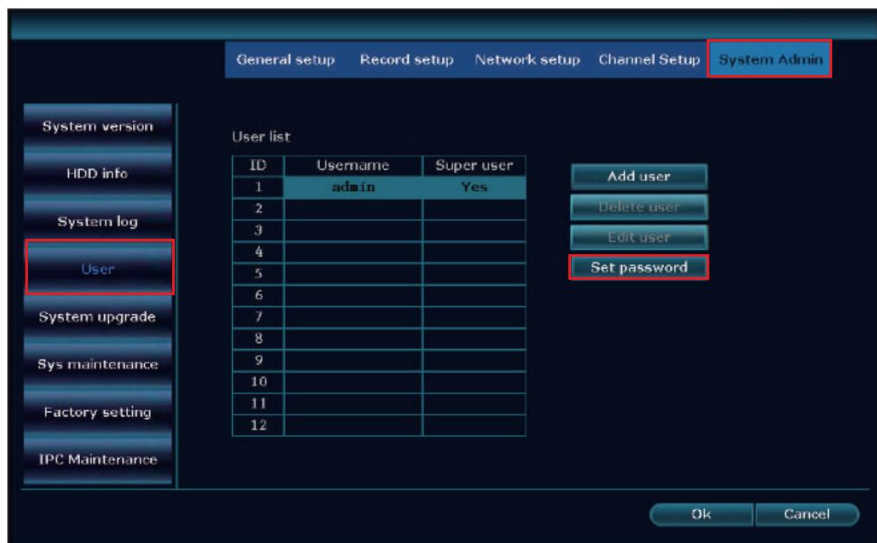

Right click on the home screen of your monitor, navigate to System setup > Network setup. In the middle of the window you should see Cloud status as ONLINE and Network Status as Healthy Network. If this does not appear, select DHCP and click Enable as shown in the figure below. Click ok, then power off the NVR box, wait a few seconds and power up.

Once you power up, repeat the steps outlined as above. Cloud status must be ONLINE and Network Status must be Healthy Network. If this does not happen, you will not be able to view remotely.


Right click on the home screen of your monitor, navigate to System setup > System admin, click User on the left menu bar > Set password(Request: 8 Characters Max.. Keep it short.). Create a password and type it in the field, repeat new password, click ok. Be sure to remember your password.
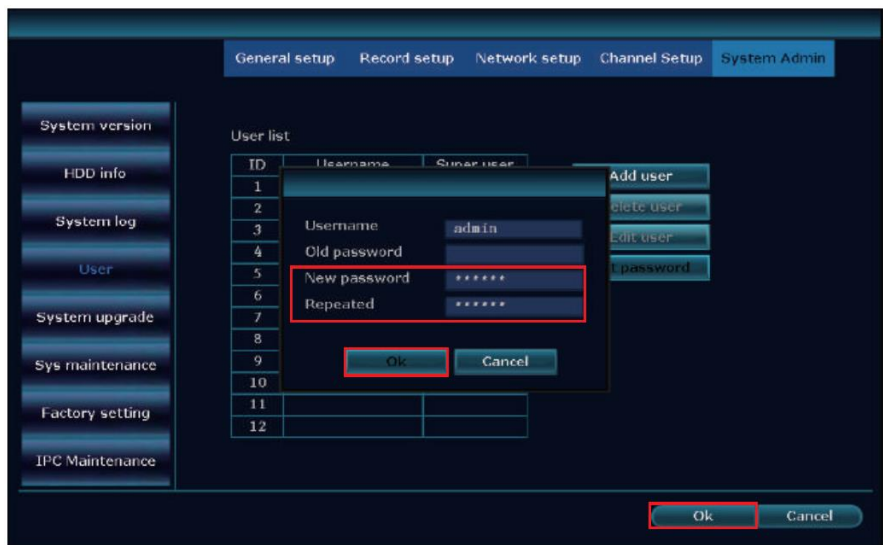
③ Viewing on your SmartPhone

● From your Smartphone, go to the App store. Download "IP PRO".

● Ceate an account and password.Be sure to remember your account login info.#Pic 1

● Click "+", then click Add device by ID.#Pic2

● On your device, either scan the QR code or manually enter your Cloud ID. You can locate your Cloud ID on your monitor screen as seen earlier in section 2 of this manual. (Use NVR login Username/password on your monitor screen here).#Pic3

● If you have multiple Smartphones, you must register multiple accounts. You cannot have one account across multiple devices.
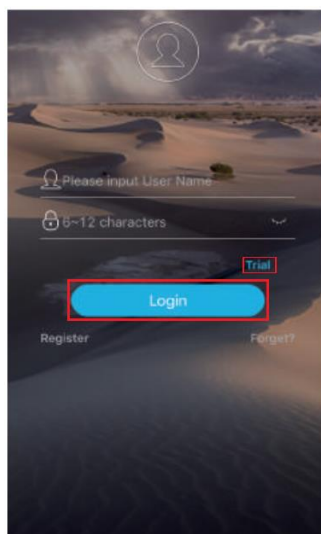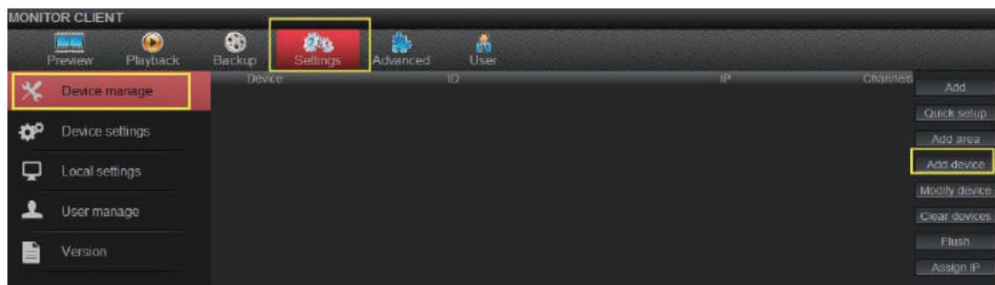
Pic1	Pic2	Pic3

APP download
"IP-Pro"

## 4 Viewing your system on your computer or laptop by CMS software

- For Windows system, please download CMS software from www.hiseeu.com.
- Install CMS software first.   CMS
- Click Settings > Device Manage & Add device

- Select "By ESee ID".
- In the "ESee ID" box, enter the cloud ID(9 or 10 numbers). You can find it on your home monitor screen. Look at your home monitor screen, right click the mouse, Navigate to System setup> Network setup>find the Cloud ID.
- Username is NVR system user name on your home monitor screen.(If you don't change it in your setup, it should be admin)
- Password is your NVR system password on your home monitor screen.(If you don't change it in your setup, it should be blank, no password)
- Channels: Input 4 or 6 or 8. If you have 4 cameras, enter 4 etc.
- Click Confirm and you will see the video.

If that does not work, you may select "By IP address" and go to your System Setup and then go to the Network setup tab and get your IP address, Gateway etc.

Please note, if you use MAC OS system, please send e-mail to oversease@hiseeu.com. E-mail Subject: Request CMS software for MAC OS system
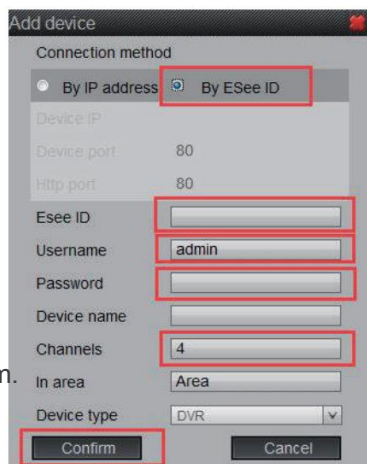
5 Record Video.

● Here is an easy way to set the recording function if you need record 24 hours everyday:

Right click on the home screen of your monitor, navigate to Manual record > select all > click All on > click ok. Once you have completed setting up the recording function, you will see a red dot in the upper right corner of each video. This indicates the system is recording.
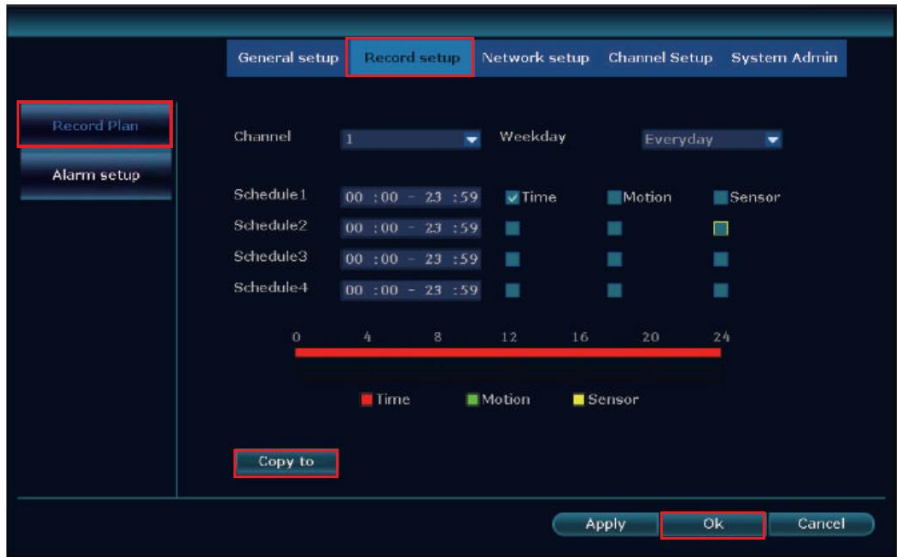
Manual record									
☑ All		☑ 1	☑ 2	☑ 3	☑ 4	☑ 5	☑ 6	☑ 7	☑ 8
All on		All off		Ok		Cancel			

● Here is another alternative way to set the recording.

From the home screen of your monitor, right click the mouse, navigate to System setup >Record setup>Record Plan, pls select Everyday for Weekday, please select time and click ok(If no hard drive or hard drive is not formatted, you cann't record and playback).

General setup	Record setup	Network setup	Channel Setup	System Admin

Record Plan

Alarm setup

Channel	1 ▼	Weekday	Everyday ▼

			Time	Motion	Sensor
Schedule1	00 :00 - 23 :59		✓ Time	■ Motion	■ Sensor
Schedule2	00 :00 - 23 :59		■	■	☐
Schedule3	00 :00 - 23 :59		■	■	■
Schedule4	00 :00 - 23 :59		■	■	■

0	4	8	12	16	20	24

■ Time   ■ Motion   ■ Sensor

Copy to

Apply   Ok   Cancel

Right click on the home screen of your monitor and navigate to System setup > Record Setup again, click Copy to, check All, Click Ok. Copy the same setting for Channel 1 for the remaining channels.


6 Playback Video.

● To use the playback feature, you must first set up the recording function as described in the section above. To playback, from the home screen of your monitor, right click and navigate to Video playback > Manual Search. Please note that when the hard drive is full, the new recording will automatically overwrite the prior recording.
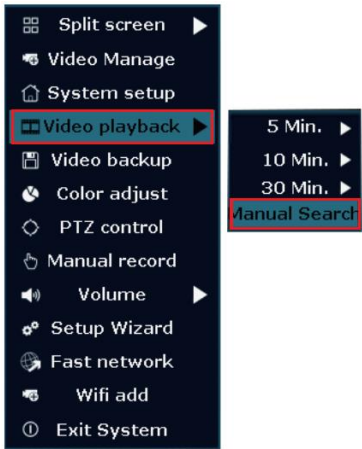
● Search the time which you want to playback, click search, click Playback.
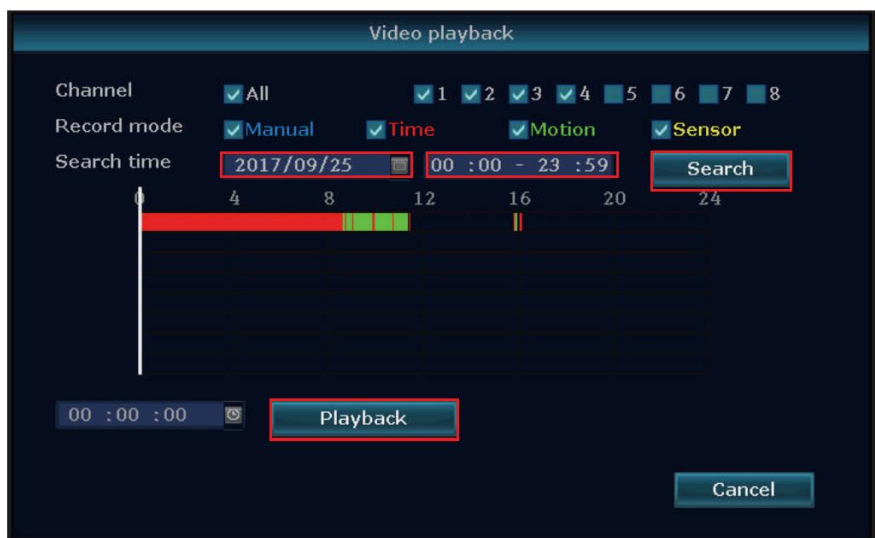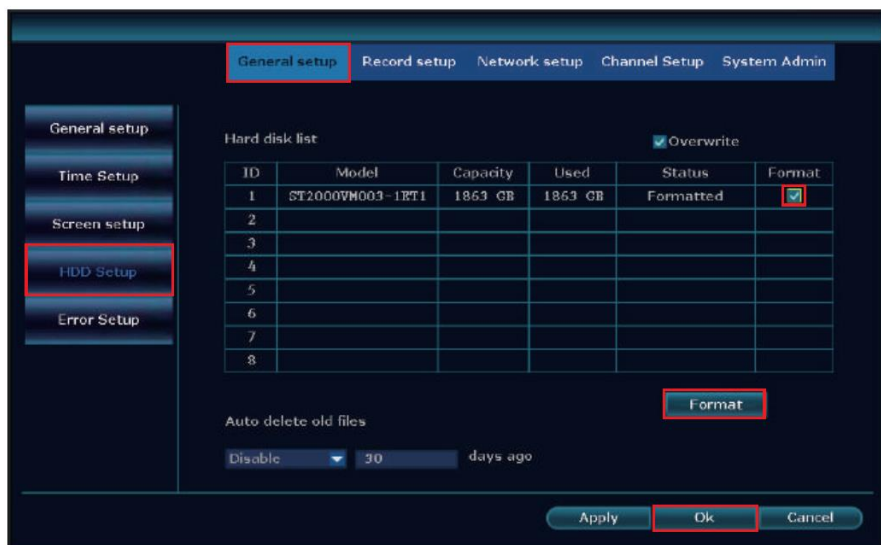

7 Frequently Asked Questions

Q:How do I format my new hard drive and check my hard drive information?
A:From the home screen of your monitor, right click the mouse, navigate to System setup > General setup > HDD Setup, select Format and click Format > click Ok.
From this screen you can also check to see if your system has a pre-installed hard drive.

Q:Do I need to connect the camera with network cable?

A:No, the cameras are wireless. You do, however, need to connect the camera with a power supply. The cameras and NVR are already paired. The camera will connect with the NVR automatically once attached to a power supply. Do not attempt to install your cameras until you are able to view images on your TV or PC monitor first.

Q:How can I troubleshoot camera issues?

A:First check to see if the power adapter is working by testing with another power adapter. If the power adapter is functioning, move the camera close to NVR box to check whether you have video or not. If there is no video, cover the photocell with your finger as shown in the figure below. If the IR-CUT light turns red, the camera is working. If it does not turn red, this indicates that the camera has experienced a malfunction.In this case,please contact us for after sale service.


Cover the photocell

Q:How can I get motion notifications on my Smartphone?

A: First verify that the status of your Cloud ID is ONLINE and the Network Status indicates Healthy Network (refer to section 2). Next, from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select the following: Enable for Motion Detection, Alarm, E-mail Notice and APP Alarm. Click Ok.


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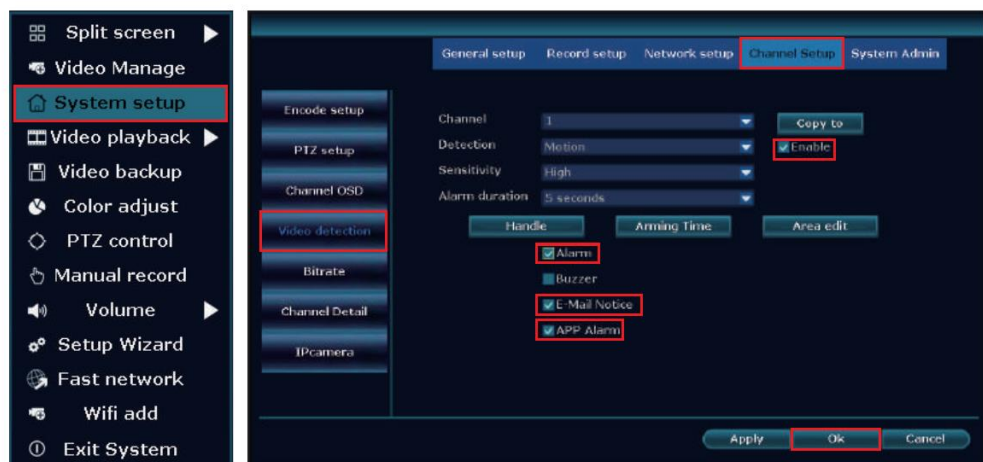
After you have finished setting your preferred channel as outlined above, repeat the process for your remaining preferred channels. Starting from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select Copy to and either select the All option for all cameras, or you can select the specific channel(s) you prefer. Click ok.You can adjust the sensitivity at any time by returning to this screen.When people passed by,you will get motion detection signal and notification as shown.
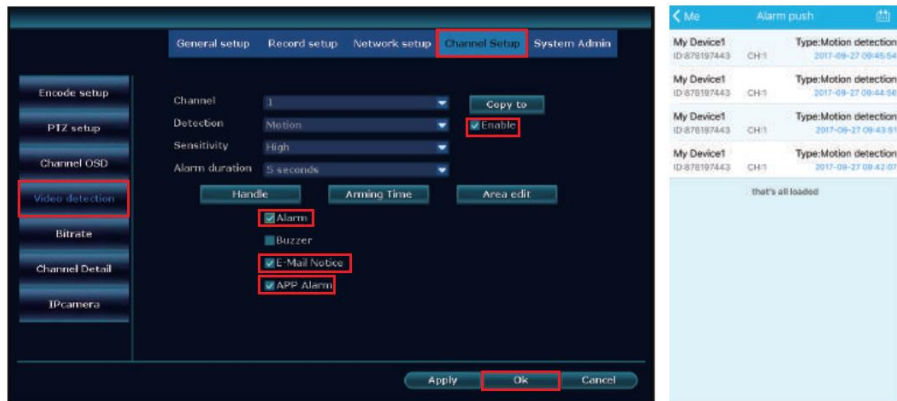
Q:How can I receive e-mail notifications for motion detection?

A: First,ensure you follow the steps outlined in the previous question How can I get motion notifications on my Smartphone?

● To receive notifications, you need a Email account (Such as, Hotmail,Gmail,Yahoo, etc.)

● Next, log into the web version of your Email account. In the upper right-hand corner, click on the Settings button, then select Connected accounts > POP and IMAP Select Yes and Don't as shown in the figure and Save.
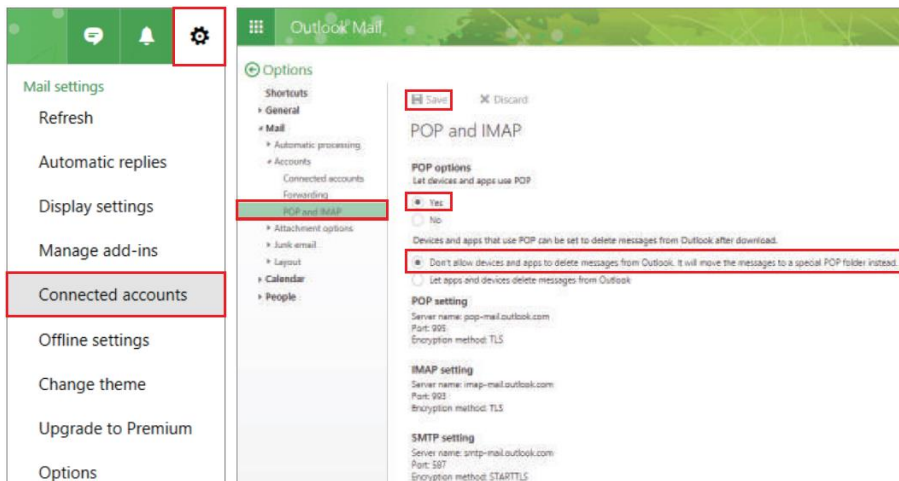
From the home screen of your monitor, right click your mouse and navigate to System Setup, select Network setup, select Email from the left menu bar. From there, click Enable, enter the information in the fields as shown in the figure below. For the dot, please be sure to use the correct key on the keyboard next to the forward slash as shown in this figure:

- Complete the fields on the screen as follows(take hotmail account as an example):
- SMTP Server: smtp-mail.outlook.com
- Port: 587
  Username: Sender e-mail address (click shift on the virtual keyboard for "@" symbol Hotmail e-mail address) to send alarm
- Password: Sender E-mail login password
- Encryption Type: SSL
- Sender: Sender e-mail address to send alarm
- Sendee: Receiver e-mail address to receive alarm (it must be different with sender, you can use another Hotmail/Gmail/Yahoo Email address)
- If you use other email account as sender,such as gmail,yahoo,etc,you need find out their own SMTP server and port,or you can contact our service person.

● After you have entered all of your information, click Test until the Test success message appears on the screen. Please allow a few minutes for the testing cycle to complete. If the test failed, try another Email account.Click Ok. Whether or not your test was successful, be sure to click Ok to save your settings.

● To test your alarm, walk past your camera. You will receive an Email notification within 2 to 3 minutes as shown in the sample figure below.
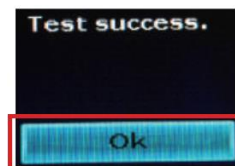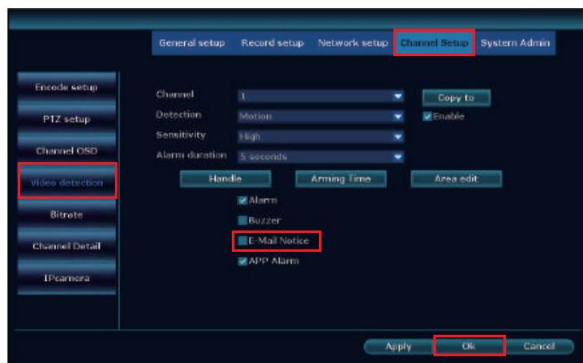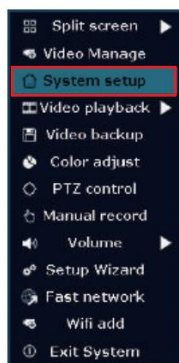

Event:Motion detect in video channel 1; Time: 2017-8-18 11:24:36; Device: K9604-W; IP Address: 192.168.0.236

Q:How do I stop the Email notification?

A:From the home screen of your monitor, right click your mouse and navigate to System Setup > select Channel Setup > Video detection. Deselect Email Notice.- Click Ok.


Next, re-enter the same dialogue box that you just entered by right clicking on the home screen of your monitor and navigate to System Setup > Channel Setup > Video detection again. Click the Copy to button and either select the option for all or you can select the specific channel(s) you prefer. Click ok, Email alarm will be deactivated.

Q.How do I use a USB to Back-up my data?

A: You need to make sure you have recorded video in your hard driver first, from the home screen of your monitor, navigate to Video backup. Select all or any channel(s) you prefer, select the particular time frame you desire, then click Search then Backup
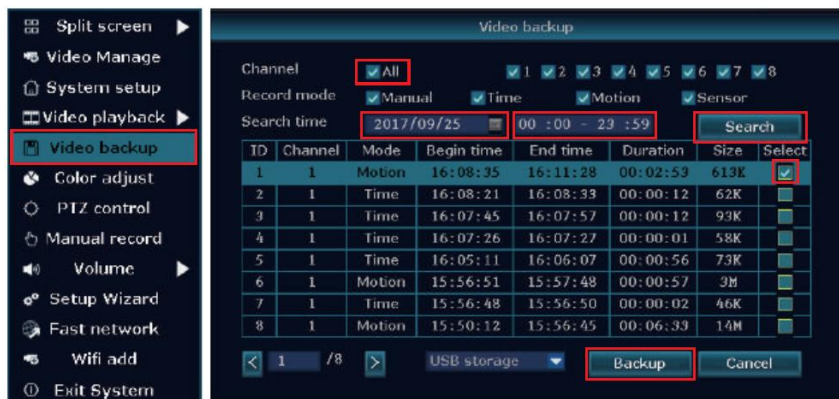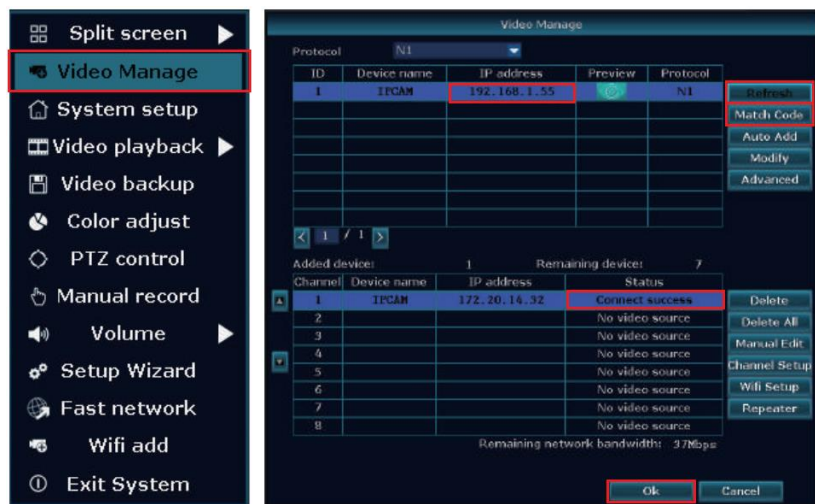

Next, click Yes, remove your mouse directly and insert USB storage in one minute,then wait for the system to perform the back-up.
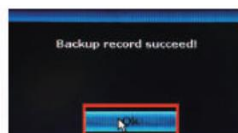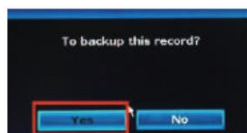
Q:How do I add a new camera? What should I do when there is no camera display on the screen?

A: In some situations, you may need to add a new camera to your NVR. For example, you may need to replace a broken camera, or if you have an expandable NVR, you can also add cameras.

Remove the network cable between NVR and router, plug the camera into the power supply, connect the NVR to the camera with a network cable.The camera and NVR must be plugged into the same router. From the home screen of your monitor, right click your mouse and navigate to Video Manage. Click Refresh to find the IP address of the camera, see example in the figure below. Navigate to IP address, then click Match Code. The camera channel will connect automatically. When the channel says Connect, you will no longer need a network cable for the camera; the cable can then be removed between the camera and the NVR. Connect the NVR with the router by network cable again.

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		Video Manage			
Protocol	N1				
ID	Device name	IP address	Preview	Protocol	Refresh
1	IPCAM	192.168.1.55		N1	Match Code
					Auto Add
					Modify
					Advanced

☐ 1 / 1 ☐

Added device:　1　　　Remaining device:　7

Channel	Device name	IP address	Status	
1	IPCAM	172.20.14.32	Connect success	Delete
2			No video source	Delete All
3			No video source	Manual Edit
4			No video source	Channel Setup
5			No video source	Wifi Setup
6			No video source	Repeater
7			No video source	
8			No video source	

Remaining network bandwidth: 37Mbps

Ok　　Cancel

Split screen ▶
Video Manage
System setup
Video playback ▶
Video backup
Color adjust
PTZ control
Manual record
Volume ▶
Setup Wizard
Fast network
Wifi add
Exit System

Q: How can I strengthen the wireless signal?

A: Adjust the direction of the antennas as shown in the figure below

Best wireless signal

Worst wireless signal

Q:How do I adjust the Date and Time?

A: First way: Verify that your system have a healthy network. Right click the mouse from the home screen of your monitor, navigate to System setup>Network Setup. Check to see that Network Status says Healthy Network. From the same Window, select General setup>Time setup from the left menu bar. Select Enable>Sync now, click ok.

　　Second way: Navigate to System Setup>General setup&Time setup, please unselect Enable>Select correct System Date & System Time and click Apply. Click ok.

Q:What is best temperature for the cameras to operate at their optimum level?

A: Select a location for the camera that has an ambient temperature ranging from -50 degrees Fahrenheit to 122 degrees Fahrenheit.

Q:How do restore my unit to the Factory Settings?

A: Right click the mouse from the home screen of your monitor, navigate to System setup > System admin > Factory setting, click all, click ok. Next, right click the mouse from the home screen of your monitor and navigate to Video manage, click Refresh, click Auto add, after all IP addresses appear, click Ok. All videos will appear on your monitor screen.

Q:My system does not recognize that I have a hard drive installed, how to find it?

A: First confirm that the power adapter for NVR is 12V-2000mA. Once you have confirmed, right click the mouse from the home screen of your monitor and navigate to System setup > General setup > HDD setup. Verify if there is HDD information (please also refer to Frequently Asked Question, How do I format my new hard drive and check my hard drive information?) .If there is no hard drive information, open the NVR box and check to see if the cable of hard drive is loose. Re-connect the HDD cable.

Q:How do I reset the NVR login password?

A: To protect your privacy, please send an Email to oversease@hiseeu.com, Email subject: Request Password Reset.

Q: What's the meaning of IRON on the TV/PC monitor?
A:

Picture	IRON	Location	Meaning
	Green bar	Top Right Corner	Wireless Signal
	Red dot	Top Right Corner	Recording
	Red Triangle	Bottom Left Screen	Alarm
	Little Yellow man	Top Right Corner	Motion Detection

Q:I connected the system, why nothing is showing on my monitor?

A: The default output resolution of the NVR is 1280*1024, which may not be compatible with some monitor screens. There are a few options you can try to fix it:

● Connect PC/TV monitor with NVR box by VGA cable first. On the monitor, make sure the "input" is set to VGA.If no VGA cable, try another monitor with HDMI cable until getting video on the monitor screen. Don't forget to change the input to HDMI on a TV.

● When you see the video on another monitor, right click the mouse>System setup>General setup&Screen setup, adjust the VGA resolution to 1024x768, click OK finally. Change to connect system with the first TV monitor, check if you can see the video once connected.
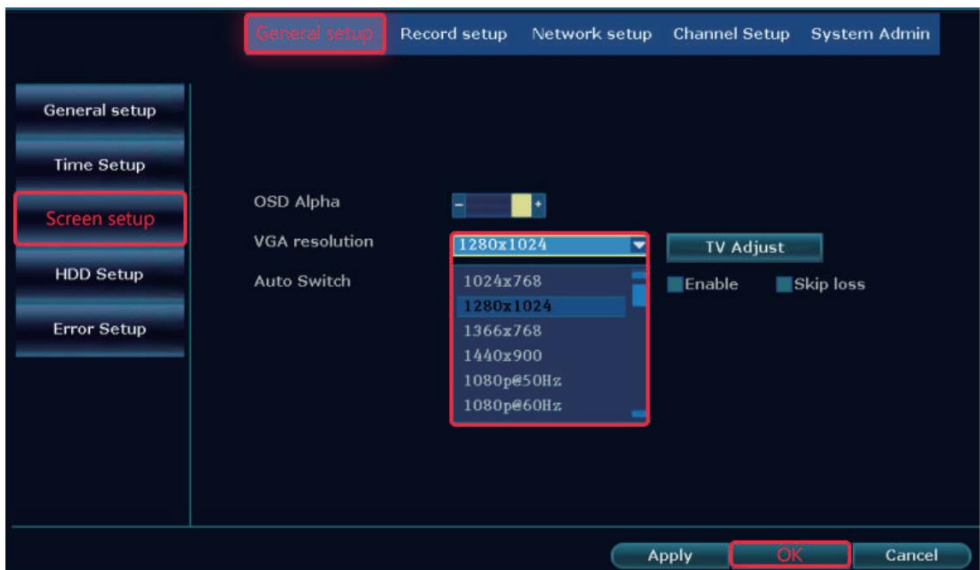
How can I get product and technical support?

US Toll Free:1-917-338-1084(Available Pacific Time 5:00pm -12:00pm)

China Toll Free:+86-0755-28170315

Email:oversease@hiseeu.com

Skype ID: johnny.chen1204

Wechat ID: 13590254421

Website: www.hiseeu.com