

Qsee® quick-start GUIDE

BNC HD



QC SERIES HD DVRs

COSTCO
CONCIERGE
SERVICES TECHNICAL SUPPORT

12M0902B 5/12

FREE Technical Support
1-866-861-0450.

Available 5 a.m.– 10 p.m. (PST), 7 days per week (excluding holidays)

Security Camera Systems

If you ever have any problems setting up or using this product, call the **TOLL-FREE** number below for additional assistance.

Test cameras and connections prior to mounting.

If specialty camera(s), such as a PTZ, are included in your package, please review instructions for specialty camera(s) before proceeding to Step 1.

STEP 1 CONNECT YOUR CAMERAS

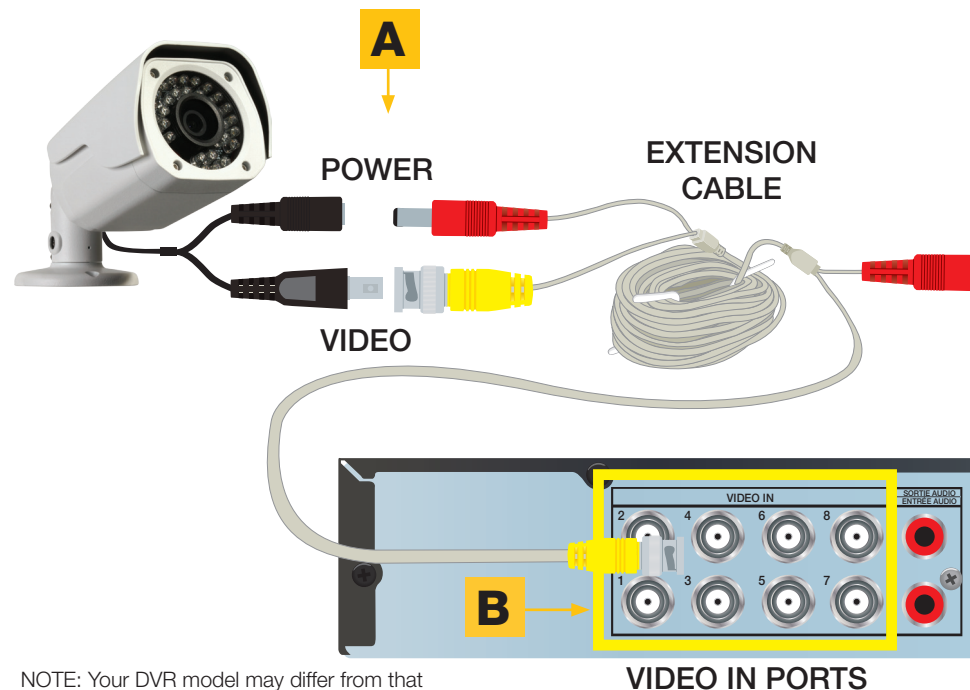
A

- Plug the camera's power connector into the extension cable.
- Repeat for the video connector, twisting the end to lock it.

B

- Plug the video connector on the other end of the extension cable into an available video-in port on the back of the DVR.
- Twist to lock.

Instructions for connecting the cameras are continued on the next page.



NOTE: Your DVR model may differ from that shown in this illustration.

Complete instruction manuals and software available at www.Q-See.com/Support

STEP 1 CONNECT YOUR CAMERAS

CONTINUED

C

Plug the extension cable's power connector into the power splitter.

D

Connect the power splitter to the power adapter.

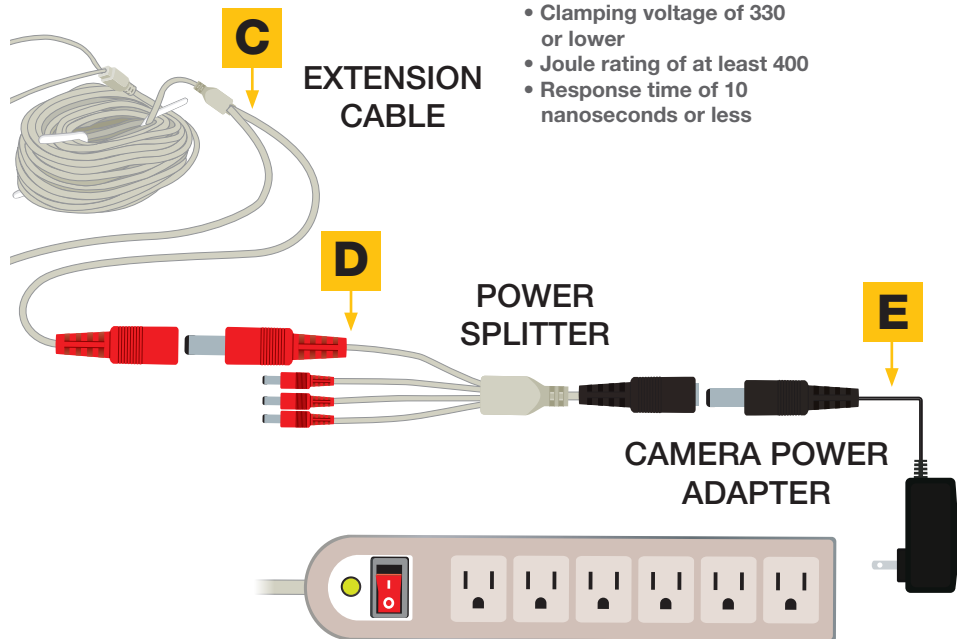
E

Plug the power adapter into a surge protector.

Repeat steps A-C for each camera. (There may be more than one camera power adapter and power splitter.)

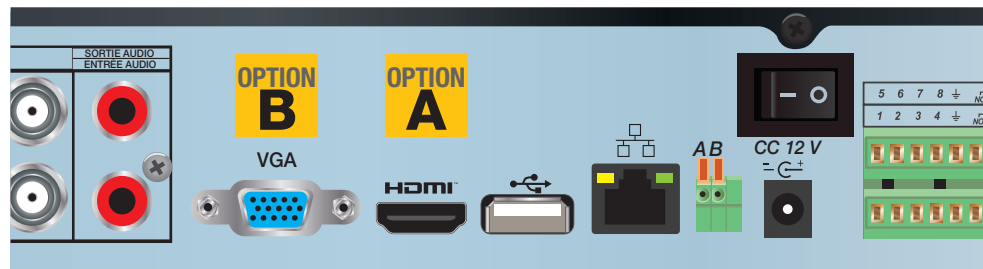
A surge protector with the following specifications is **STRONGLY** recommended:

- UL-1449 Rated
- Clamping voltage of 330 or lower
- Joule rating of at least 400
- Response time of 10 nanoseconds or less



STEP 2 CONNECT TO VIDEO DISPLAY

Choose video display option A or B:



OPTION A

HDMI™



OPTION A HDMI

- Plug the included HDMI cable into the DVR's HDMI port.
- Connect the other end of the HDMI cable to the monitor or TV.
- Plug the monitor or TV into a surge protector.

OPTION B

VGA



OR

OPTION B VGA MONITOR

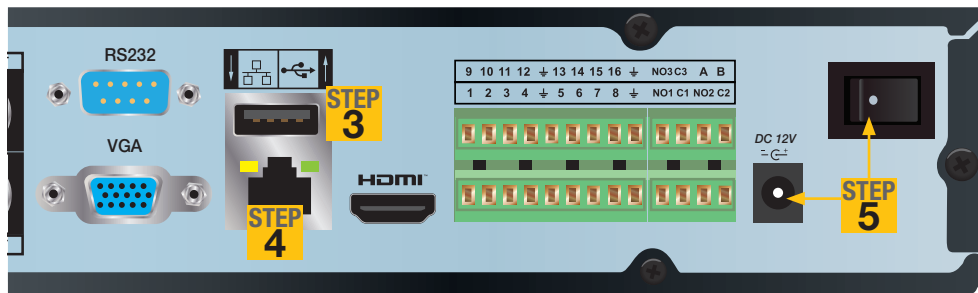
- Plug a VGA cable (not included) into the DVR's VGA port.
- Connect the other end of the VGA cable to the monitor.
- Plug the monitor into a surge protector.



NOTE: This is the highest quality viewing option



NOTE: The monitor must be 19" or larger



STEP 3 CONNECT MOUSE

Plug the mouse into the USB port **3** on the back of the DVR.

NOTE: The USB port on the front of the DVR is used for backing up video files.



STEP 4 CONNECT TO ROUTER

- Plug the included Network (Ethernet) cable into the Network port **4** on the back of the DVR.
- Connect the other end of the cable to an open port on your router (not included).

RJ45 Ethernet Cable



Before starting the DVR, download the free QC View App (for mobile phones) or QC View HD App (for tablets) from your device's app store.

STEP 5 TURN ON DVR

- Plug the DVR power supply into the power port **5** on the back of the DVR.



NOTE: DVR will have one of the two power supplies shown on the right.

- Plug the power cable into a surge protector.
 - Turn on the DVR's power switch.
- The DVR will beep as it powers up.

The Start Up Wizard will appear on-screen after a few minutes.



STEP 6 START UP WIZARD

When the startup wizard appears, follow the on-screen instructions to complete the NVR setup and connect to the internet using Q-See's Scan N' View service.

WIZARD GLOSSARY

DST (Daylight Savings Time): Set DST to change where applicable. Click Set to enter the start and end dates. Make sure the box is checked.

NTP (Network Time Protocol): Maintains the accuracy of the DVR's clock. Check the box to turn on.

Language: This is the language the DVR will use.

NOTE: If a new language is selected, the DVR will restart. The wizard will continue in English but menus will be in the selected language.

Local IP Address (LAN): The DVR's address on the network. Write the address on the line below. To access the DVR from a computer on the same network, enter this address into the web browser.

To complete setup, launch QC View App on your mobile device.

Local Address (LAN): _____

To prevent the wizard from running again, uncheck the startup option.

Q-SEE QC VIEW ON YOUR COMPUTER

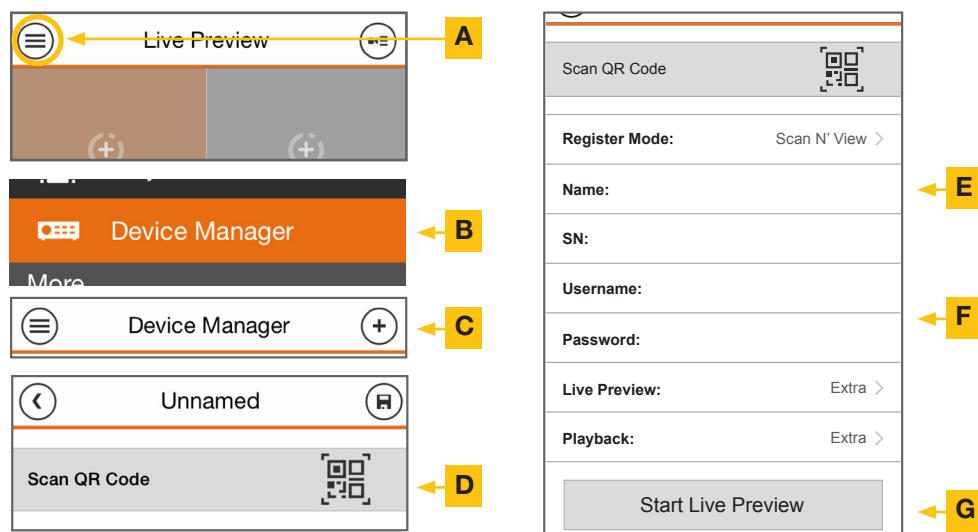
To access your DVR over the Internet on a computer (Mac or PC) go to www.q-seeqcview.com

- Create a user account by clicking on Sign Up Now.
- Log into your new account.
- Click on Add Device.
- Enter a name for your DVR, its Serial Number (shown in the silver label on the DVR's case), your user name and password.
- Select your DVR from the list.
- Click ► to start viewing your cameras.

STEP 7 QC VIEW MOBILE APP

To view cameras, you need to add your DVR to the app.

- A. Tap on Menu
- B. Select Device Manager
- C. Select Add (+)
- D. Scan the QR code
- E. Enter a name for your system
- F. Enter your username and password
- G. Tap on Start Live Preview



QC VIEW GLOSSARY

DVR Title: Use descriptive name, such as “Home DVR” or “Office” to help keep track of multiple systems.

Username: User ID selected during DVR setup (“admin” is the default username)

Password: Password selected during DVR setup (“admin” is the default password)

Live Preview/Playback: Uses the lower-bandwidth “Extra Stream” for mobile viewing by default. “Main Stream” will be clearer but uses more bandwidth.

When you can view live video from the cameras, they are tested and ready to be installed.

STEP 8 REGISTER YOUR PRODUCT

Register NOW at www.Q-See.com/Register to be eligible for live support and product news.

Q-See never shares or sells registration information!

CAMERA TROUBLESHOOTING

If you do not see video from a camera:

1. Check to ensure that the camera is connected to a Video-In port.
2. Check the individual cable connections - both video and power.
3. Connect the camera to a different video-in port to determine if the problem is with a camera or a cable. Switch one element (camera, or cable, or power supply) at a time to isolate the problem.

HELP AND ADVANCED SETTINGS

- Priority technical support for Costco members at **1-866-861-0450**
- Most problems can be solved online via our 24/7 knowledge base at www.Q-See.com/Support

TIPS FOR INSTALLING CAMERAS

When installing the cameras, the optimal placement depends on each unique situation. The green areas shown in the illustration to the right are usually the best locations to mount cameras, but also consider the following:

- Field of view
- Accessibility to potential vandalism
- Exposure to undesirable weather
- Length of camera cable
- Proximity to high voltage wires or other sources of potential electrical interference
- Do not place camera behind a window or other obstruction

