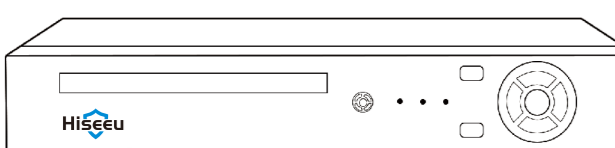
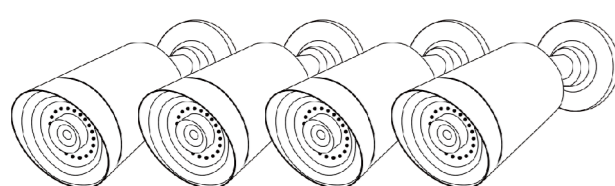




## PoE Security Camera System

### Quick Guide



### CUSTOMER SUPPORT

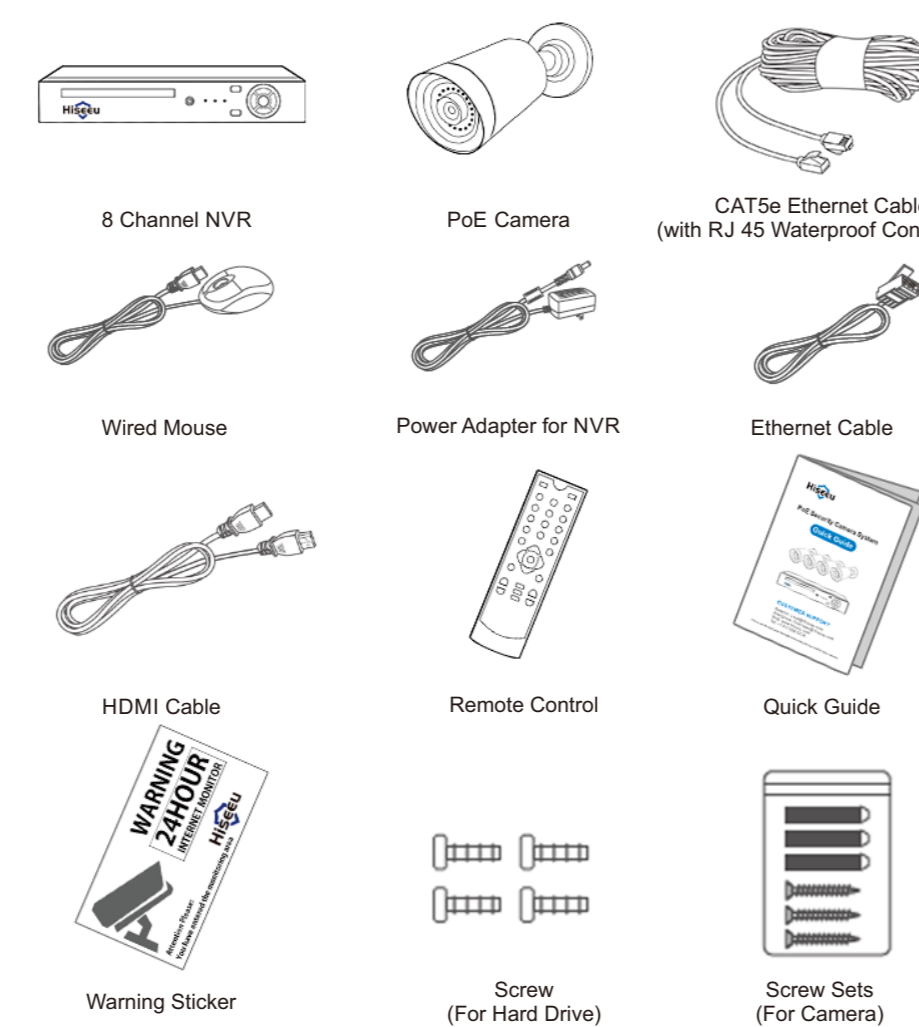
Amazon: Love@Hiseeu.com  
Aliexpress: Overseas@Hiseeu.com  
Web: www.hiseeu.com  
Tel: +1 917 688 2228

※ Please read this quick guide thoroughly before using and keep it well for future reference.

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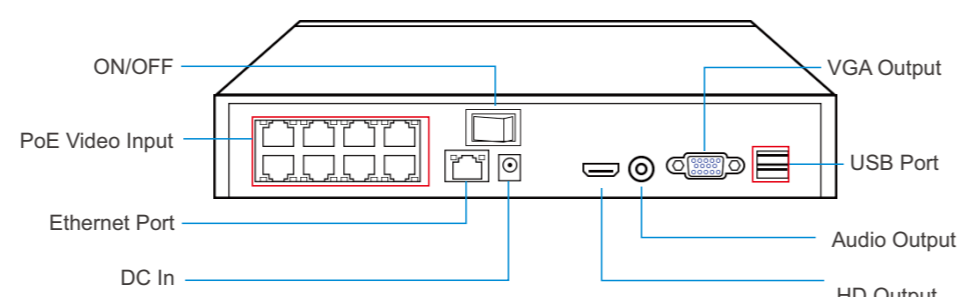
### PACKAGE CONTENTS



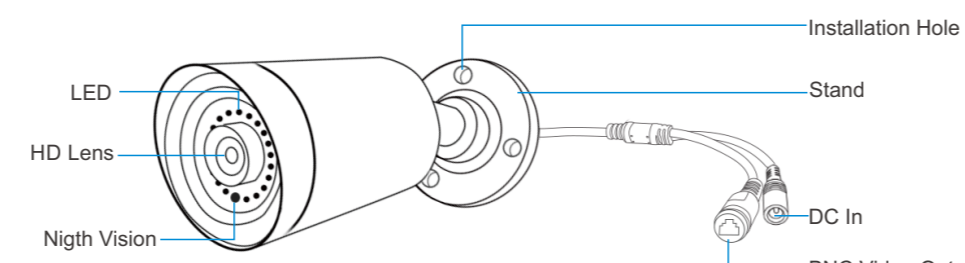
※ If there is any part missing or damaged, please contact Hiseeu support.

### PRODUCTS REVIEW

#### NVR Details



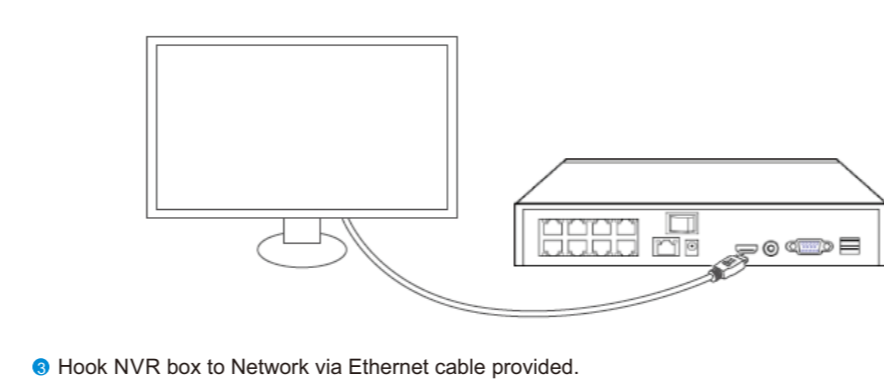
#### Camera Details



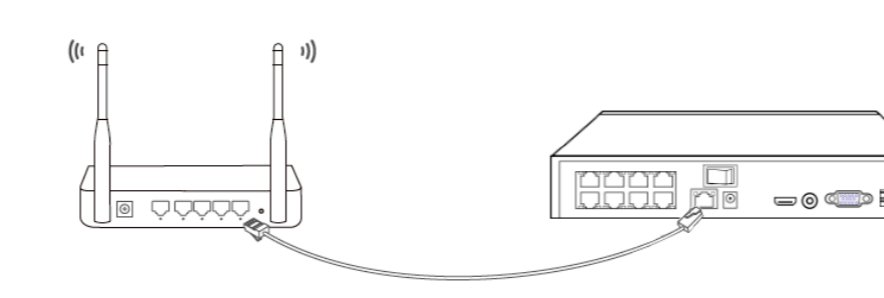
#### System Connection

- ▲ Please test the camera before installation.
- Connect Cameras to NVR box by CAT5e Ethernet Cable provided.

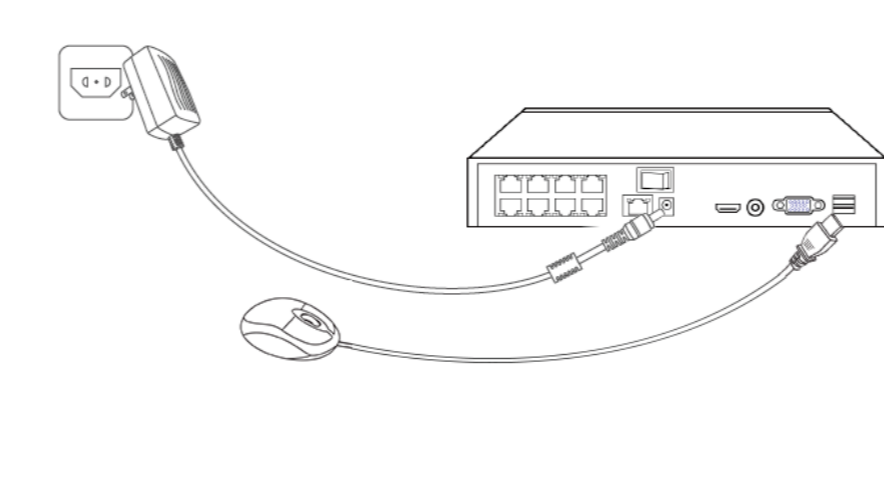
- Hook NVR box to TV monitor via HDMI cable provided.



- Hook NVR box to Network via Ethernet cable provided.



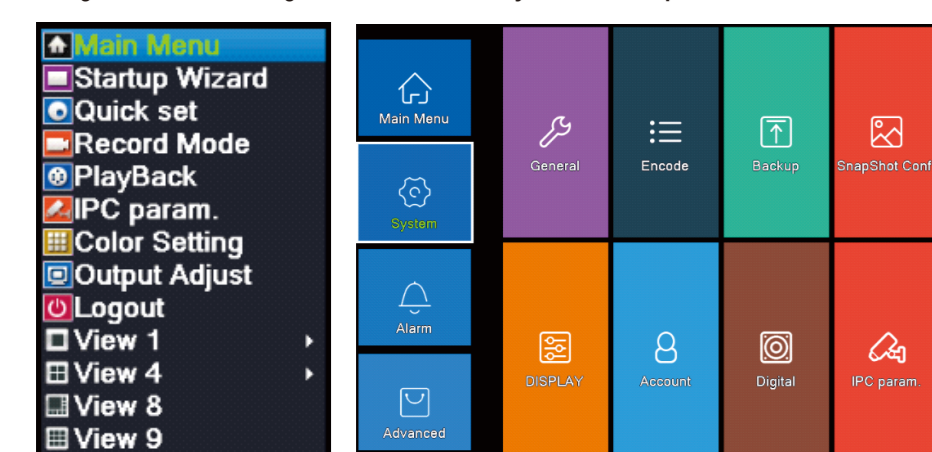
- Connect NVR's mouse and power on the NVR by original power adapter



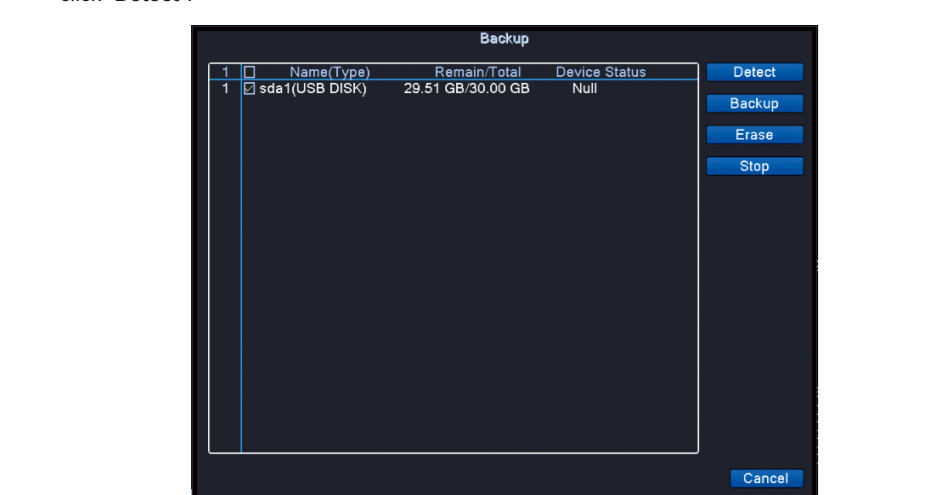
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### How to backup video?

- Insert your USB Device to NVR's USB port.
- Right-Click Mouse, navigates to **Main Menu > System > Backup**.

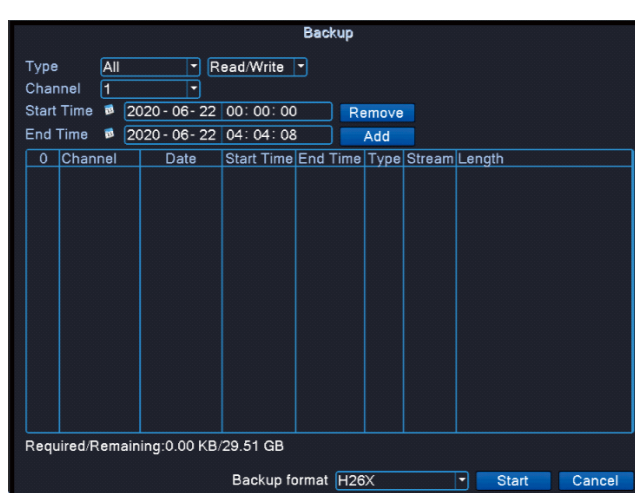


- NVR will detect available USB device. Click **"Backup"** if your USB Device didn't show up, click **"Detect"**.

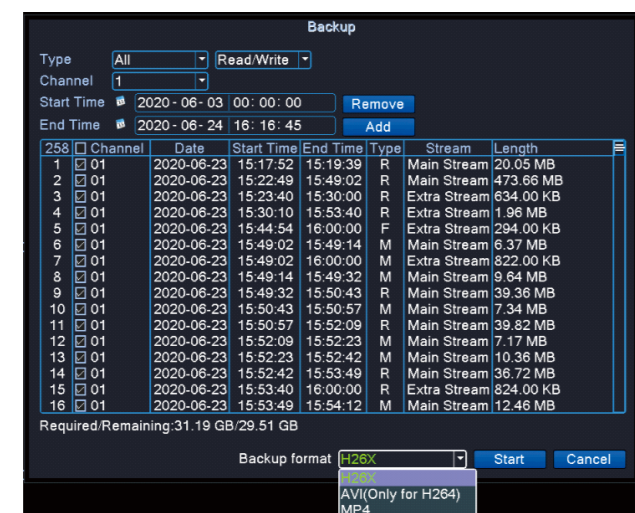


- Select **Record Type > Select Channel > Set the Time > Click Add**

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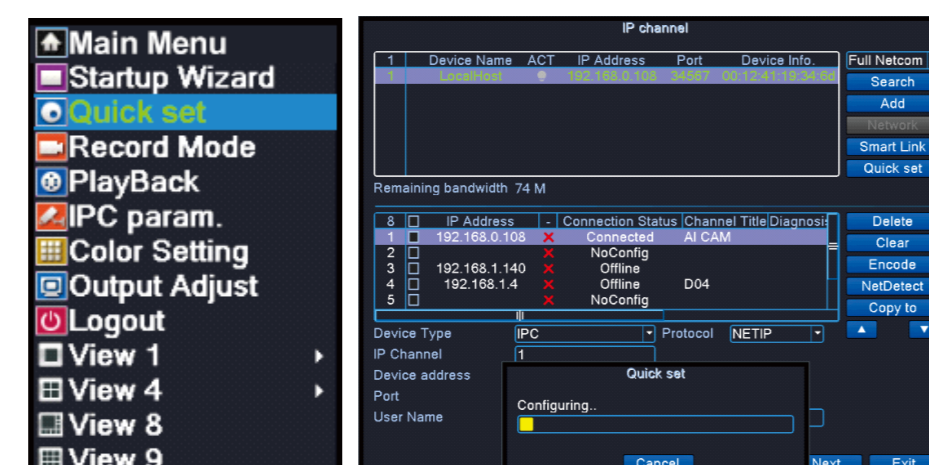


- Select the video Files> Choose **Backup format > Start**. Please choose "MP4", it's compatible with most of video player.



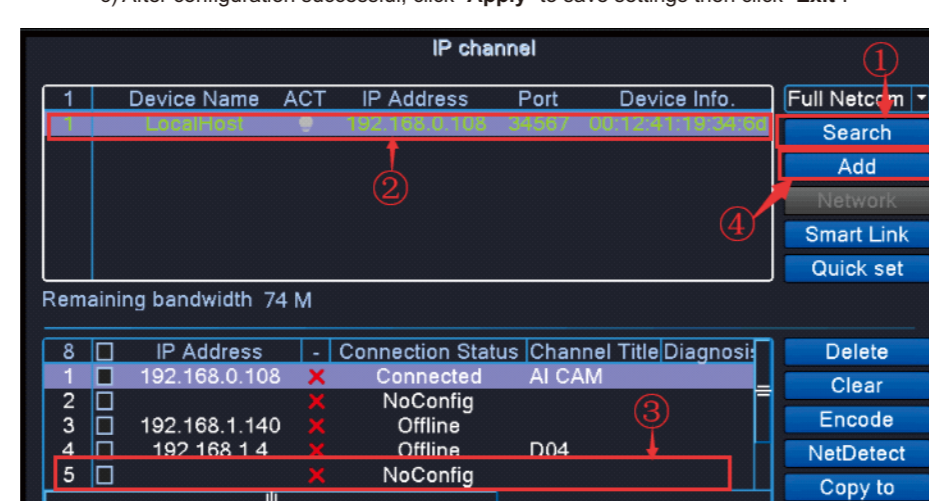
### Add new camera or replace defective camera

- Please connect camera to NVR box via Ethernet cable, make sure camera and NVR are powered.
- Right-click mouse > **Quick Set** (Normally NVR will be configuring automatically)



- If your camera still not connected, please manual add as below.

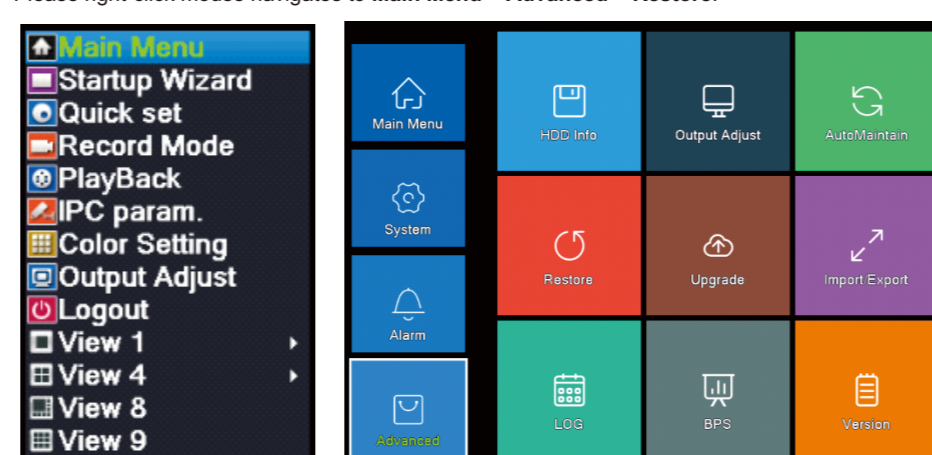
- a) Click "Search". NVR will search camera with same IP segment, then select the new camera's IP address.
- b) Select an empty Channel for the new camera (for example #5), then click "Add".
- c) After configuration successful, click "Apply" to save settings then click "Exit".



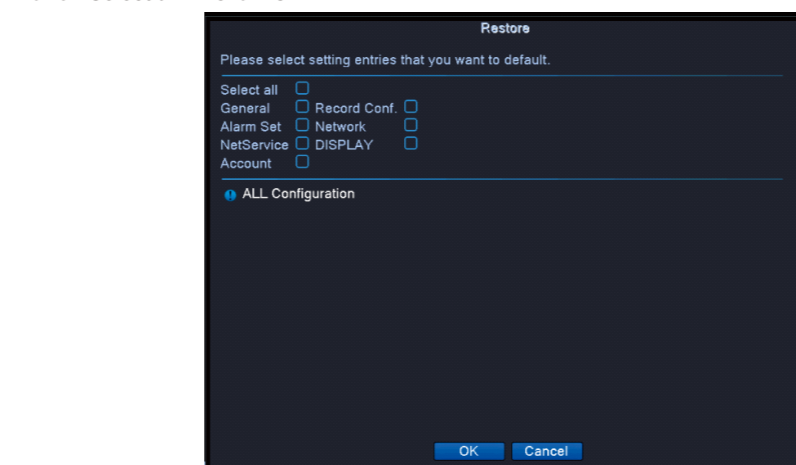
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### Restore to Factory Setting

Please right-click mouse navigates to **Main Menu > Advanced > Restore**.



Tick of "Select all" > Click **"OK"**

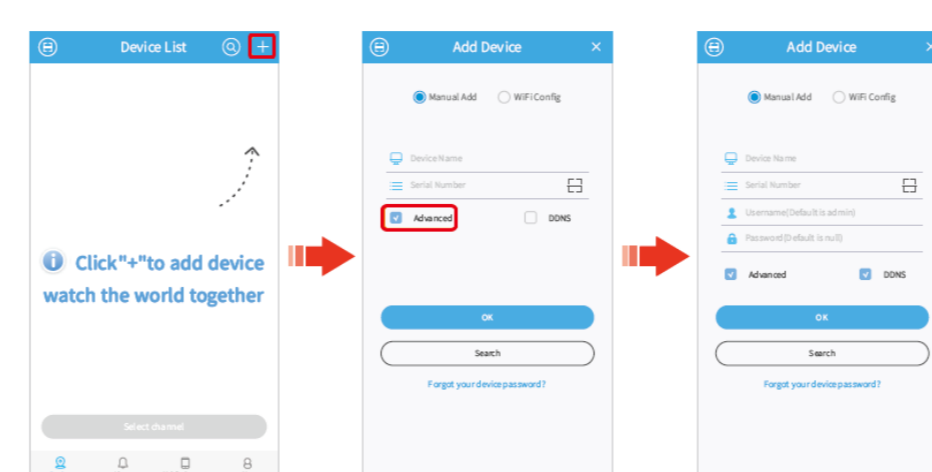


### Explanation of Icons

Icon	Channel's Name	Icon	Icon
Recording	CAM01	Motion Detected(Default)	
Mute/Unmute	2	Play the video recorded for latest 5 minutes	
Human Shape Detected(Default)	3	Offline	
	4	Online	
	5	Video Feed Loss Detected(Display only after enabling)	
	6	Camera Blocked Detected(Display only after enabling)	

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- Click "4" to add device > **Advanced**.

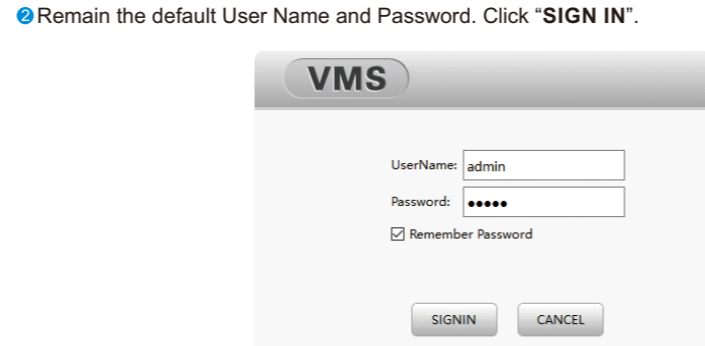


Device Name:  
Name Your Device as You Like.  
Serial Number:  
Click the "Scan" icon to Scan NVR's QR Code. (Navigate to Main Menu > Advanced > Version)  
User Name:  
admin  
Password:  
Input your NVR login password.

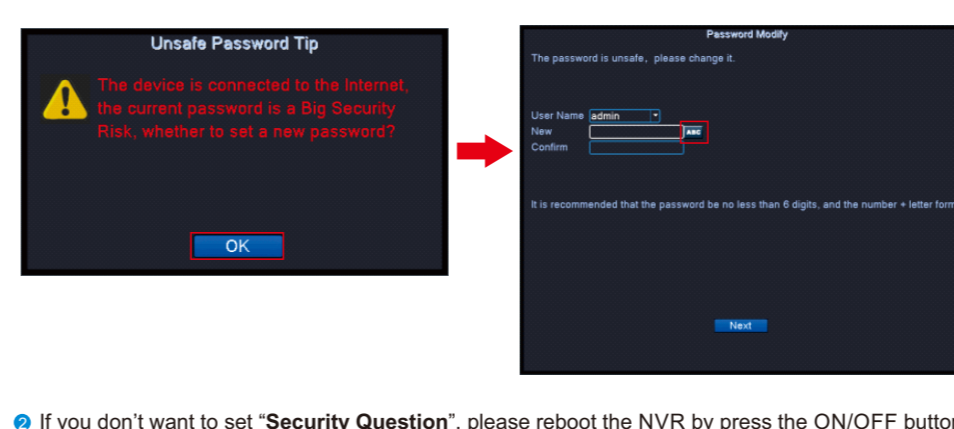
### Remote Access on PC Client

Please contact vendor for PC Client download Link and video instruction.

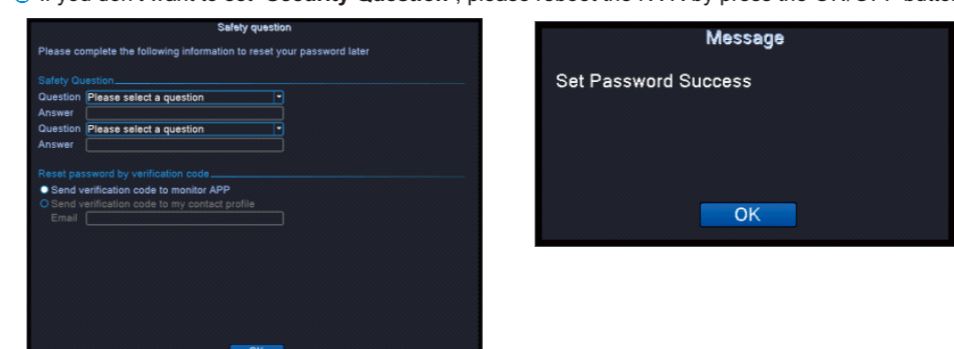
- Download PC Client **"VMS"** and installed.
- Remain the default User Name and Password. Click **"SIGN IN"**.



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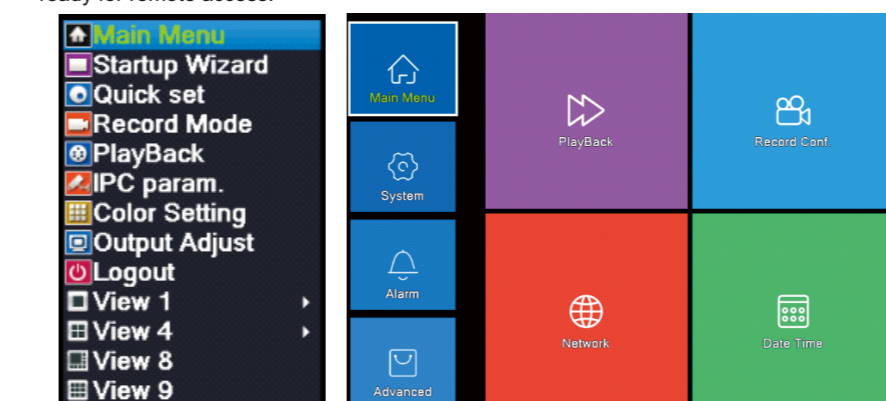


- If you don't want to set "Security Question", please reboot the NVR by press the ON/OFF button.



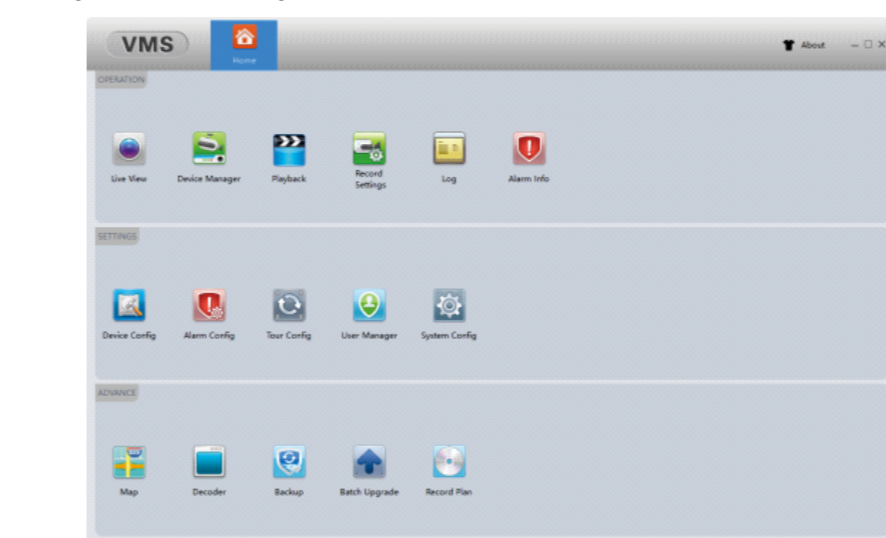
### Internet Connection

- Please connect NVR box to Router via Network Cable.
- Right-Click Mouse Navigates to **Main Menu > Network > Enable DHCP**.
- After that, please go to **"Net Service"**, if the "Cloud Status" shows online, means NVR is online and ready for remote access.

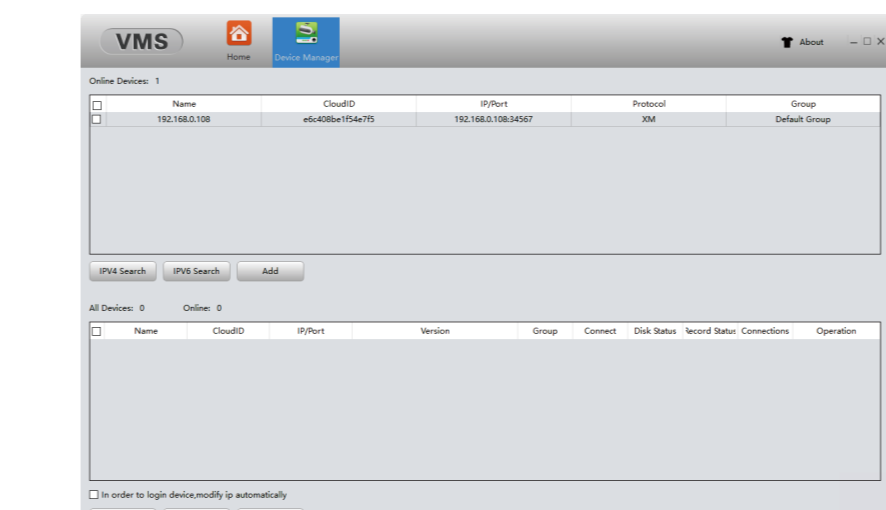


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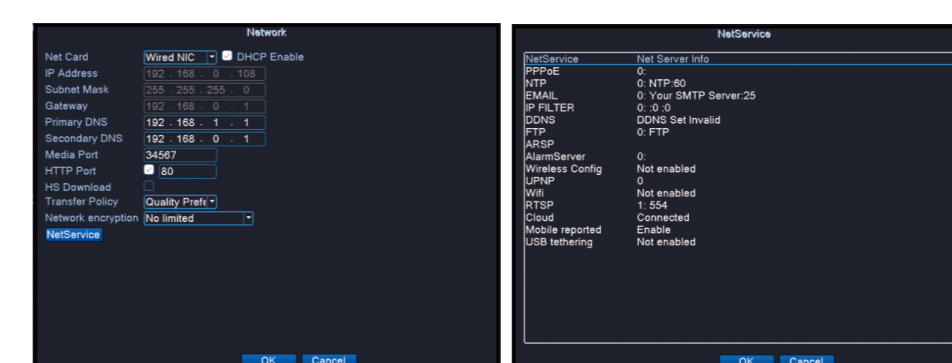
- Navigate to "Device Manager".



- Manual Add.



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- If the "Cloud Status" shows "Probing DNS", please reboot NVR device by press ON/OFF button. If the problem remains, please contact the vendor.

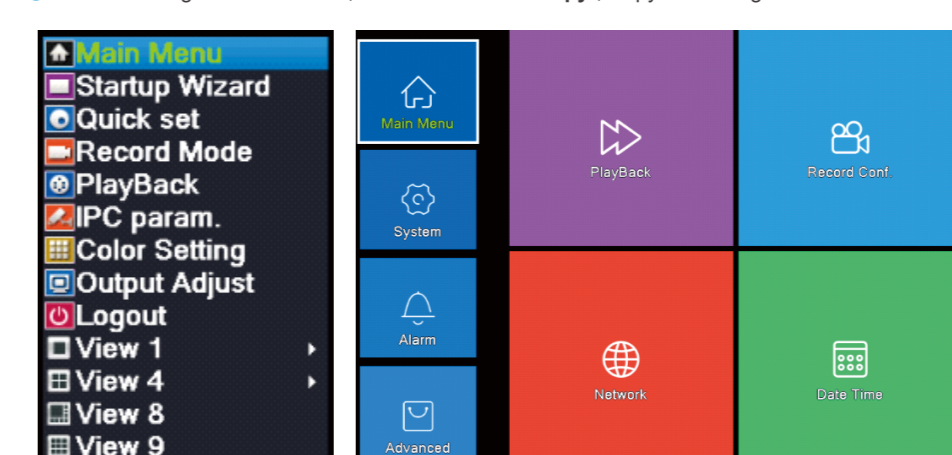
### How to setup video record?

24/7 Video Record

Please right-click mouse navigates to **Main Menu > Record Conf**.

#### Tips:

- ① You can customize schedule recording based on your needs
- ② Default Setting is for Channel 1, hit "Advanced" > "Copy", Copy the settings to other channels.

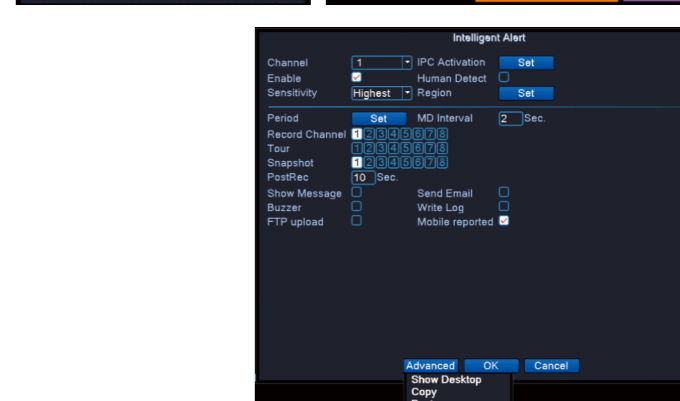
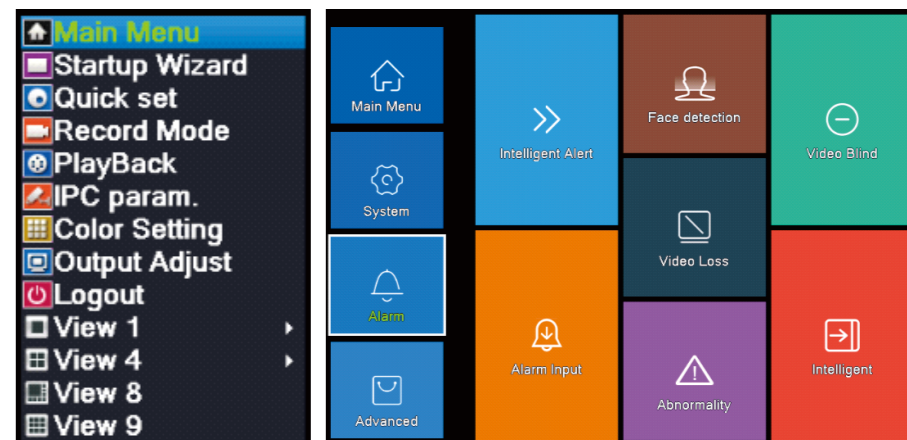


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### Motion Detect Recording

Please right-click mouse navigates to **Main Menu > Alarm > Intelligent Alert > Tick of "Enable"**.

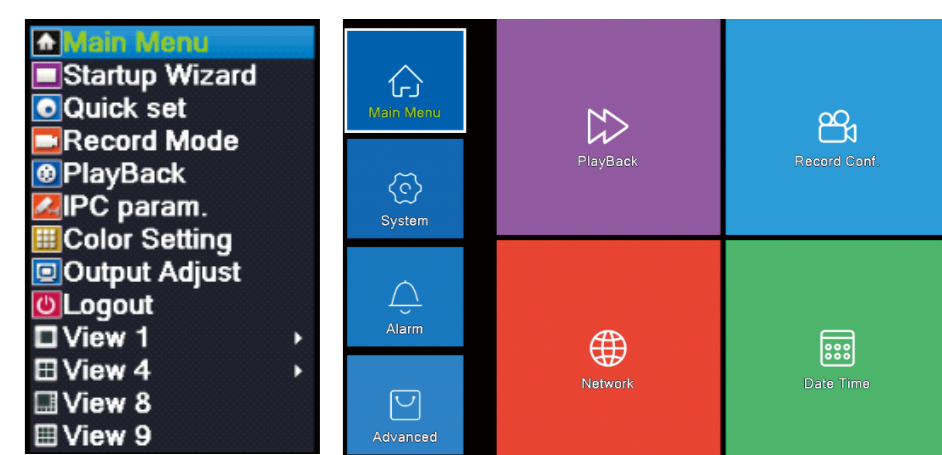


#### Tips:

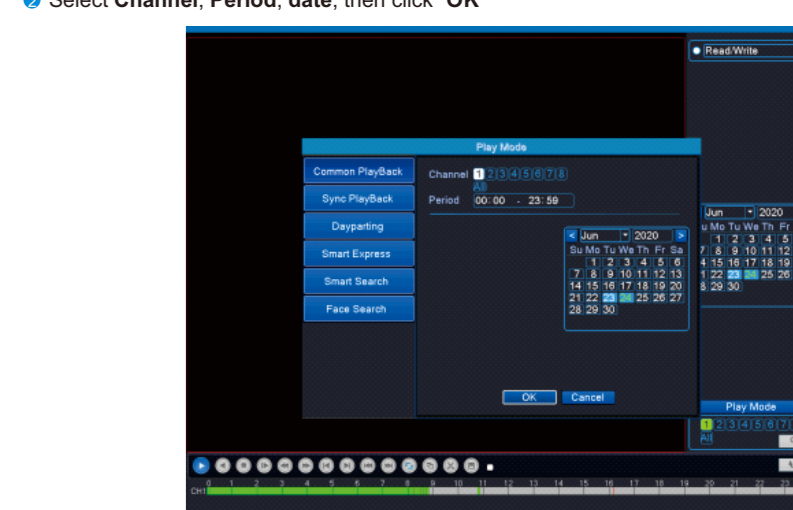
- ① The device will be only recording when motion detected.
- ② Please Tick off "Mobile Reported" if you need alert push to Mobile APP.
- ③ Default Setting is for Channel 1, hit "Advanced" > "Copy", Copy the settings to other channels.

### How to playback video?

- Right-Click Mouse, hit **"Playback"**. Or go to **Main Menu > Playback**



- Select Channel, Period, date, then click **"OK"**



Green: Regular Recording  
Red: Alarm Recording

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### FAQ

- Q1. What's the warranty?**  
All of our products with 2-year warranty, any difficulties please contact the vendor.
- Q2. How to modify NVR password?**  
Please Right-Click Mouse Navigates to **Main Menu > System > Account > Modify Password**.
- Q3. What should I do if I forget my password?**
  - Please Click **Forget Password > Forget Answer**, you will get the "CAPTCHA" QR code.
  - Open the mobile APP "XMeye", click "I can" > **Forget Your Device Password (FIND PWD)**.
  - Scan the "CAPTCHA" QR code, you will get a super password.
  - Use the super password to login your device and modify password. (If device ask for old password, let it blank)
- Q4. How to find my NVR's serial number?**  
Please right-click mouse navigates to **Main Menu > Advanced > Version**.
- Q5. How to change my camera's name?**  
Please Right-Click mouse navigates to **Main Menu > System > Display > Channel Title "Set"**.
- Q6. What if the hard drive is full?**  
Hard drive will overwrite itself when it's full. You also can format hard drive by navigate to **Main Menu > Advanced > HDD info > Format**.
- Q7. How to get motion alerts on my phone?**
  - Please make sure "Motion Detect" was setup properly and enabled "Mobile Report" (Refer to Motion Detect Recording in Page 07).
  - Open "XMeye" mobile App, navigate to **Alarm > Alarm Push > Enable "Allow Notifications"**.
- Q8. What should I do if I got too many push notifications from App?**
  - Please right-click mouse navigates to **Main Menu > Alarm > Intelligent Alert**.
  - Customize "Sensitivity", "Region" and "Period" settings, set alerts for certain areas and period to reduce unnecessary alerts.

Shenzhen Hiseeu Technology Co., Ltd

How can I get product and technical support?  
US Toll Free: 1-917-688-2228(Available Pacific Time 5:00pm-12:00pm)  
Amazon Email: love@hiseeu.com  
Aliexpress Email: Overseas@hiseeu.com  
WeChat ID: +86 13392810296  
Skype ID: johnny.chen1204  
Website: www.hiseeu.com  
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