



A034-V2.1

Manuel
d'utilisation en français

TVI Wired Security Camera System

Quick Guide

CUSTOMER SUPPORT

Amazon US/CA : Love@Hiseeu.com
EU: Jason@Hiseeu.com
Aliexpress: Support@Hiseeu.com
Web: www.hiseeu.com
Tel: + 1 917 688 2228/1 855 66 009 99

Note: This manual may contain some incorrect information, even though it was published with our carefully proofreading. The new updates will be added to the next release without notice. Your valuable advice is really appreciated.

Thank You

Dear Valued Customer,

Greeting from Hiseeu Team! Thank you for choosing our products and hope everything going well with you and your family. Any difficulties during operating the system, please feel free to contact us, we will always try our best to assist you.

And if unfortunately, our products didn't meet your expectation, please feel free to contact us for support, we will do whatever we can to address your concerns. **Before your return item to Amazon, for your security concerns, please restore the system (Referring Page 27). It will erase your personal information (video footage, snapshot, email account, etc.)**

On behalf of all colleagues in Hiseeu, we sincerely appreciate your trust and support. Your advice is important to us, we always endeavor to assist our customers with the best of our service!

Thanks again and wish you all the best.

Yours Sincerely,

All staff in Hiseeu

Website: www.hiseeu.com

E-mail: Hiseeu US/CA email: Love@Hiseeu.com

EU email: Jason@Hiseeu.com

Tel: 1 917 688 2228/1 855 66 009 99

Applicable Models

This manual is applicable to the models listed in the following table.
(Some might not be listed in the following table)

Model Numb	Amazon ASIN	Item Name
AK-8AHB915S-N-CT	B0816DWCD5	8CH Bullet Camera System
AK-8AHB915SA-N-CT	BOBJPV5MC3	8CH Bullet Camera System
AK-16YAHB915SA-CT	BOC2CZTL5B	16CH Bullet Camera System
AK-4YAHB915S-AT	B0CP2K4RYD	5mp 4 Bullet Cameras System
AK-8YAHBC29-CT	B0C2CZTL5B	5mp 16CH Bullet and Dome Camera System
AK-4AHC215-AT-4	B0BHWMF5NC	5mp Dome Camera System
AK-4YHD5T-AT	B0CJ27HLF3	5mp 4 PTZ Cameras System
AK-8YHD5T-CT	B0D1BNR4PF	5mp 8 PTZ Cameras System
AK-8YAHBD95-CT	B0CQ2MFC4S	5mp 8 cameras System
Some might not be not listed		

The additional (compatible) camera and XVR listed in the following table.

Model Number	Amazon ASIN	Item Name
AHD5	BOCB81BZ18	5MP Mini PT Camera
2AHD5	BOCB81KJ5R	5MP Mini PT Camera 2PCS
AHB915S	B0B619WNS6	5MP Bullet Camera
AHB915SA	BOBK6WJ934	5MP Bullet Camera
AHC215	B07PYN423J	5MP Dome Camera
YXVR-8/YXVR-16	BOC8TKQWPD/BOC8TFRR93	5MP 8/16 Channal XVR
BNC-DC-30M	B0837P74KQ	100FT BNC Cable
DC12V-1F-4M-24	B09SG7S24F	1-to-4 Power Splitter Cable
DC12V-2F-8M-4	B09SG9Y2C8	1-to-8 Power Splitter Cable
12V 2A-24	B07GP1DX4N	12V 2A Power Supply Adapter
Some might not be not listed		

Table of Contents

Safety Caution	01
Camera Diagram	02
XVR Diagram	04
System Connections.....	05
Start Up Your Device	07
Network Setting	12
Common Alarm Configuration.....	13
Motion Detection	13
Smart Motion Detection	14
Privacy Mask.....	15
VCA Behavior Search	16
Record Setting.....	17
Regular Recording	18
Motion Detection Recording.....	18
Smart Motion Detection Recording	19
Playback	20
Common Playback.....	20
VCA Smart Motion Detection Playback.....	21
Backup Video to USB Device	22
Pan/Tilt Function.....	24
Reset XVR Password.....	25
Modify XVR Password.....	25
Retrieve XVR Password.....	26
Restore to Factory Settings.....	27
Setup on Mobile APP “Guard Live”	28
Enable Alarm Notifications.....	31
Share Device with Others.....	32
Setup on PC Client “Guard Station”.....	34
Local View.....	34
Remote View	37
Pan/Tilt Function.....	39
FAQ.....	40

Safety Caution

- Please read this user manual carefully to ensure that you can use the device correctly and safely. This manual is suitable for many models.

- All examples and pictures used in the manual are from one of the models for reference purpose.

There may be several technically incorrect places or printing errors in this manual. The updates will be added into the new version of this manual. The contents of this manual are subject to change without notice.

- This device should be operated only from the type of the power source indicated on the marking label. The voltage of the power must be verified before using the same. Kindly remove the cables from the power source if the device is not to be used for a long period of time.

- Use the device under the required safety power range, or it will cause power supply short circuit and device stop working.

- Use the navigation menu or the power switch to shut down, do not directly unplug the power. A sudden power failure may cause device damage and data loss.

- Do not install this device near any heat sources such as radiators, heat registers, stoves or other devices that produce heat.

- Do not install this device near water. Clean only with a dry cloth.

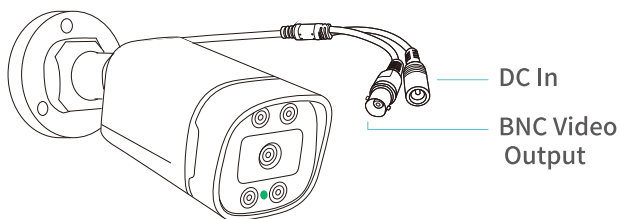
- Do not block any ventilation openings and ensure proper ventilation around the machine.

- Do not power off the device at normal recording condition.

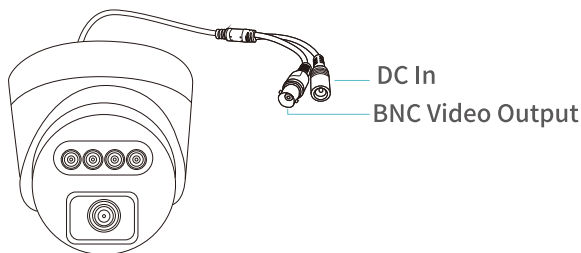
- This machine is for indoor use only. Do not expose the machine in rain or moist environment. In case any solid or liquid get inside the machine's case, please turn off the device immediately and get it checked by a qualified technician.
- Do not try to repair the device by yourself without technical aid or approval.
- When this product is in use, the relevant contents of Microsoft, Apple and Google will be involved in. The pictures and screenshot in this manual are only used to explain in the usage of our product. The ownerships of trademarks, logos and other intellectual properties related to Microsoft, Apple and Google shall belong to the above-mentioned companies.

Camera Diagram

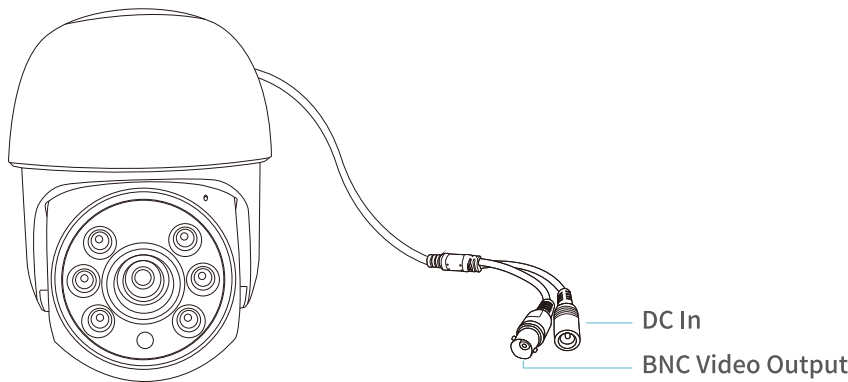
Bullet Camera



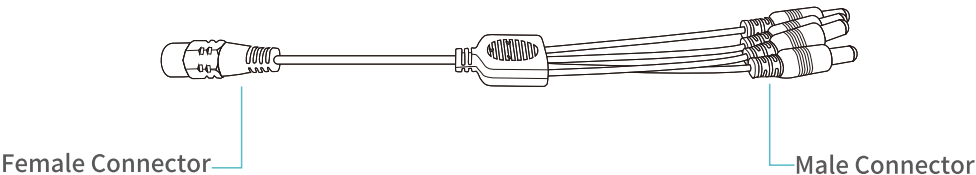
Dome Camera



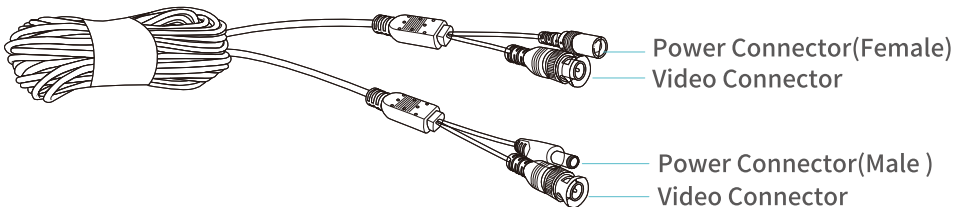
PT Mini Camera



Power Cable Splitter

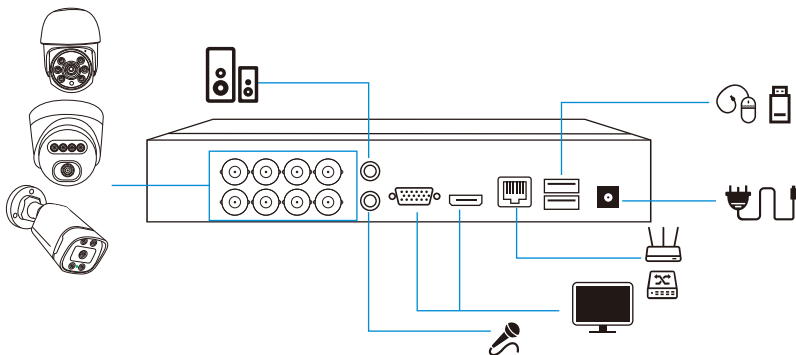


BNC Cable

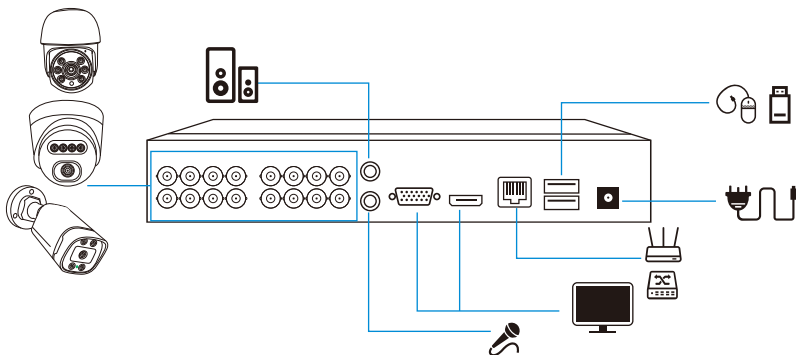


XVR Diagram

Type 1: 8 ports TVI XVR



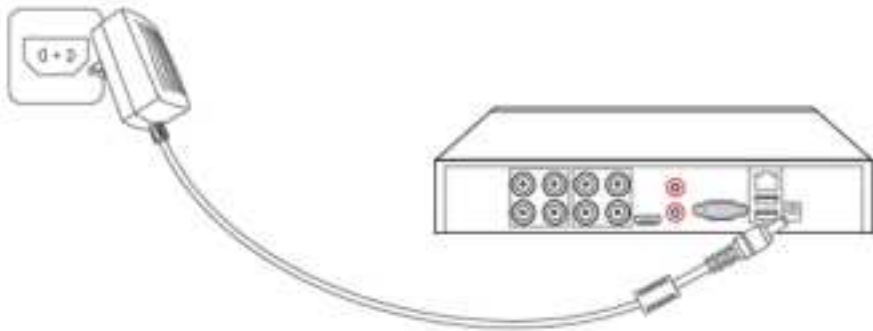
Type 2: 16 ports TVI XVR



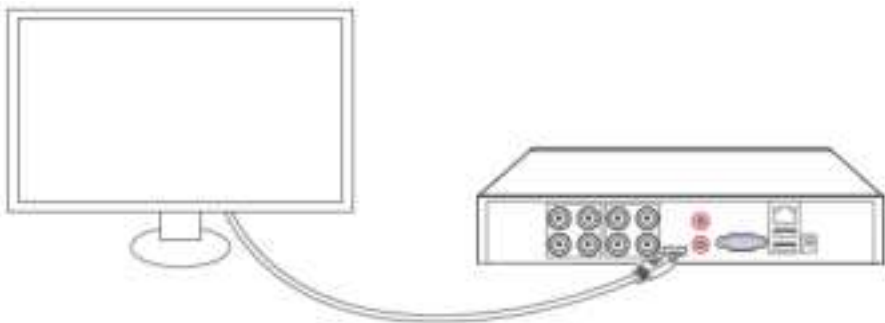
System Connections

Do not fix the TVI camera before you can view the image on the monitor and confirm the ideal position to install it.

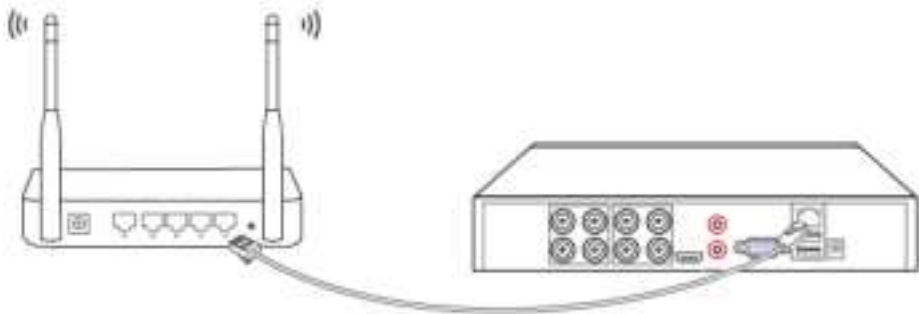
- 1. Plug a power adapter into the XVR and the socket to power on the XVR.



- 2. Connect a monitor to the HD Output or VGA Output on the XVR with an HDMI cable or VGA cable (not included).



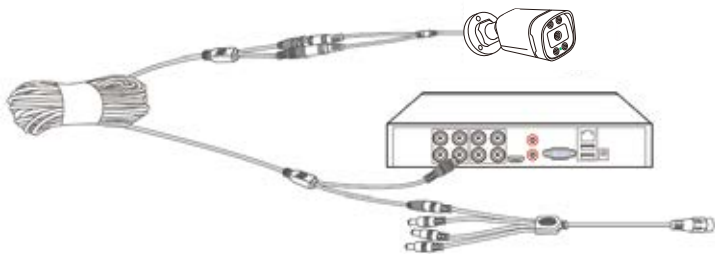
- 3. Connect the Ethernet Cable with the XVR and your router.



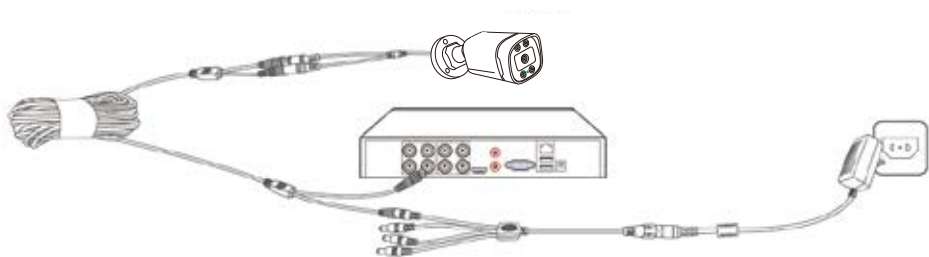
4. Connect the TVI camera with the BNC Cable.



5. Connect the Blue Video Connector to the BNC Video Input on the XVR, and connect the Red Power Connector to the Male Connector of the Power Cable Splitter.



6. Connect the Female Connector of the Power Cable Splitter with another power adapter. Then plug the power adapter into the socket to power on the camera.



Start Up Your Device

To start your device:
Check the power supply is plugged into an electrical outlet. It is HIGHLY recommended that an Uninterruptable Power Supply (UPS) be used in conjunction with the device.

1. Select a Language



2. Login in

User name is **admin**, password is **123456** by default.



Once login with default password, you are requiring to set a strong password for your security concerns.

3. Set a New Password

Old Password: 123456

New Password: Create a new password (Recommend Included Numbers, Letters and Special Characters)

Confirm: Input the new password again

Email: It is recommended to enter your email address used to reset password. If you forget the password in the future, you can use your email to reset it.

Change Password

Username

admin

Old Password

Password

Strong

Confirm

☒ Email

love@hiseeu.com

The passwords you entered do not match

Apply

4. Set Pattern

Set a pattern to unlock the XVR, make it's easy to access XVR locally, no need to type in password every time.
Please draw unlock pattern and confirm it.

Set Pattern

Please draw unlock pattern

☐ Don't show again

Skip

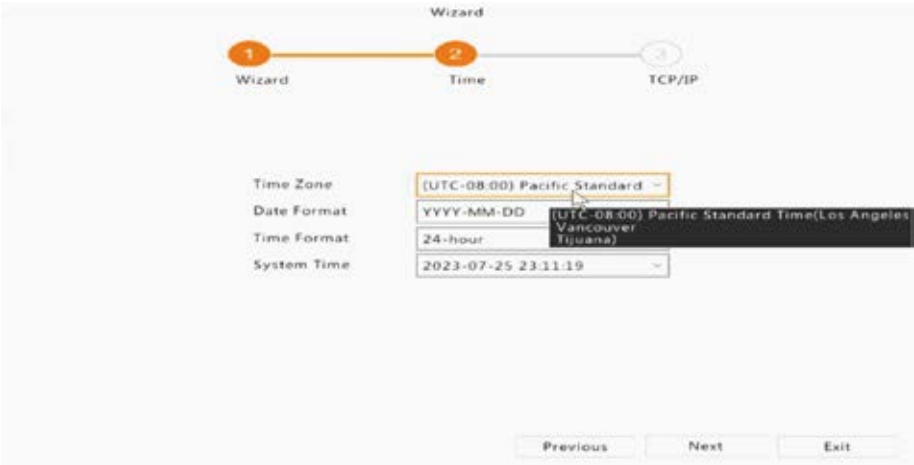
5. System Wizard

After the device starts up, the wizard will guide you through the initial settings, including date and time settings, network settings, HDD initializing, and IP camera detecting.

If you prefer to setup manually, please click on “Exit”



Date and Time



- Please enable “DHCP”, the XVR will obtain IP address automatically after you connect XVR to Router by network cable.
- Internet connection is necessary, if you want to remote access XVR from mobile APP or PC Client.

Wizard

1 Wizard 2 Time 3 TCP/IP

Select NIC: NIC1

☒ Enable DHCP

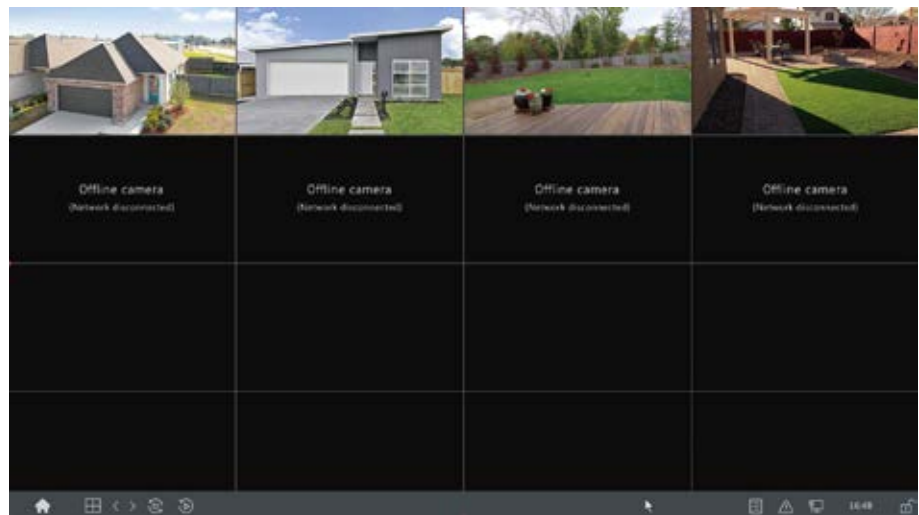
IP Address: 192 . 168 . 1 . 7

Subnet Mask: 255 . 255 . 255 . 0

IP Default Gateway: 192 . 168 . 1 . 1

Previous OK Exit

6. Live View



Right-click the mouse to bring out the menu, and click on "Menu" can navigate to the system control panel.



7. Icon Explain



1. PTZ control	2. Manual Recording	3. Instant Playback
4. Digital Zoom	5. Image Config	6. Snapshot
7. OSD(On Screen Display)	8. Audio On/Off	9. Camera Details



1. Menu	2. Multi-Window	3. Previous Screen
4. Next Screen	5. Start Sequence	6. Playback



1. Camera Info	2. Alarm Status	3. Network Status
4. Date & Time	5. Lock/Hide Tool Bar	



: Motion Detected

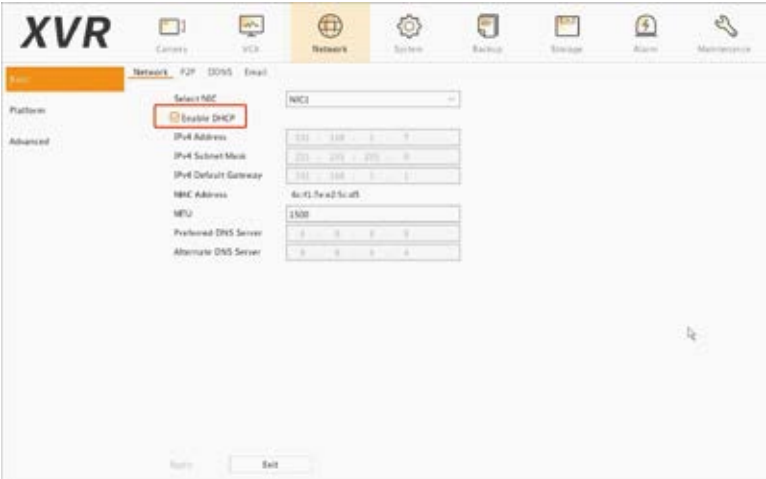


: Recording

Network Setting

- The XVR system can work without internet. Basic function like local live view, playback, backup, etc.
- Internet connection is only necessary if you want to remote access XVR from mobile APP or PC Client.
- Please **hard-wired** XVR to router by network cable (Not wirelessly)

1. Please navigate to **Network> Basic> TCP/IP**. Enable “DHCP”



2. Enable “P2P” for remote view




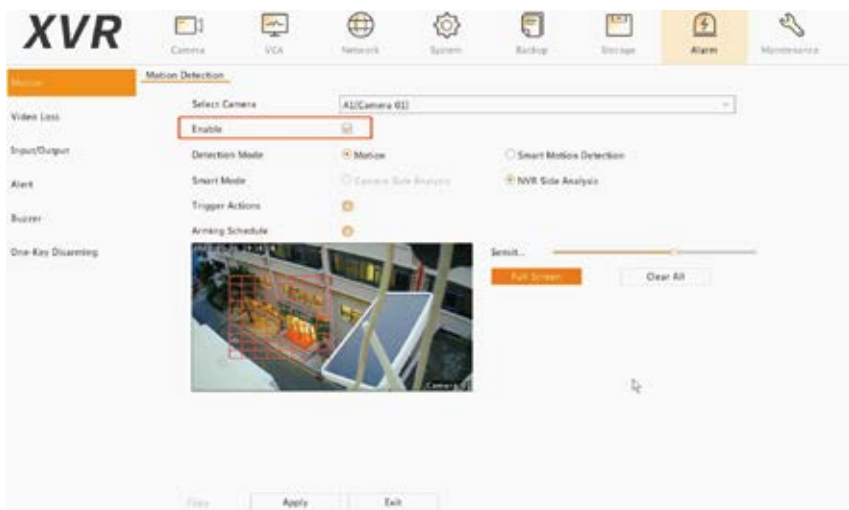
If the Device Status is “**Network connected...**” means device is online and ready for remote view, please refer to page “**28**” to setup on the mobile APP “Guard Live” If the Device Status is “Offline” please check the network connection first, if the problem remains, please feel free to contact us at Email (Hiseeu: Love@Hiseeu.com)

Common Alarm Configuration

Motion Detection

Motion detection detects the object motion in a specified rectangular area during a period. You need to set a detection area, sensitivity of detection for the camera to decide whether to report a motion detection alarm when it detects motion.

1. Please navigate to **Alarm> Motion> Enable** 
2. You can left-click and drag the mouse in camera preview image to customize the detection area.




- Motion Detection(Alarm) and Smart Motion Detection(VCA) Can't Configure at The Same Time.
- If you can't configure motion detection(Alarm), please ensure the smart motion detection was disabled.

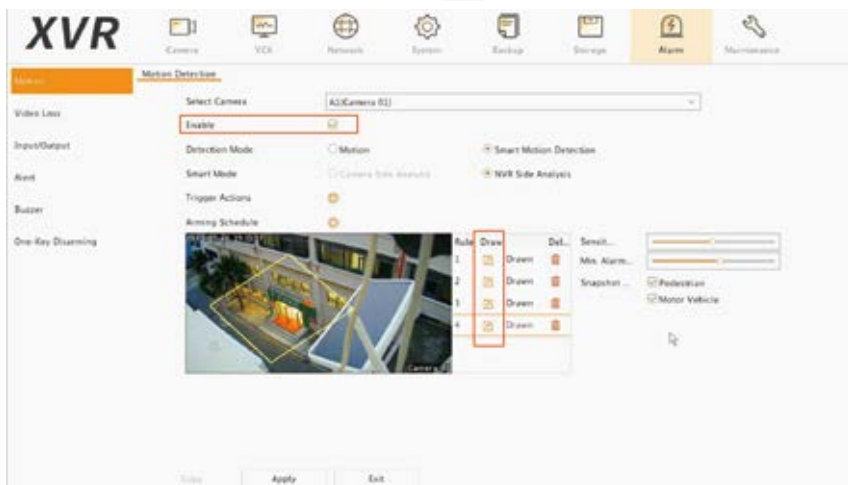
Smart Motion Detection

Smart Motion Detection detects motor vehicles, non-motor vehicles and pedestrians in configured area.

(1) Please navigate to “Alarm” > “Smart Motion Detection”

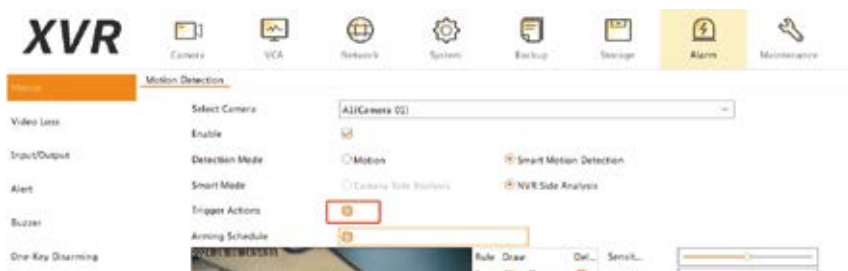
2. Enable 

3. Click on “” to draw the alarm area (Max 4 point, double click to finish), to delete the area, click on “”.



You can enable or disable “Motor Vehicle” or “Pedestrian” Snapshot as needed. The sensitivity is adjustable.

(2) If you need extra Alarm message like Alarm light, NVR buzzer..., plz click on Triggered Action to get more alarm message you want 【Alarm light to ward off the Suspicious Person, plz noted the light would only work in the night time】 (Please note that not all cameras support this function, only some cameras do.)





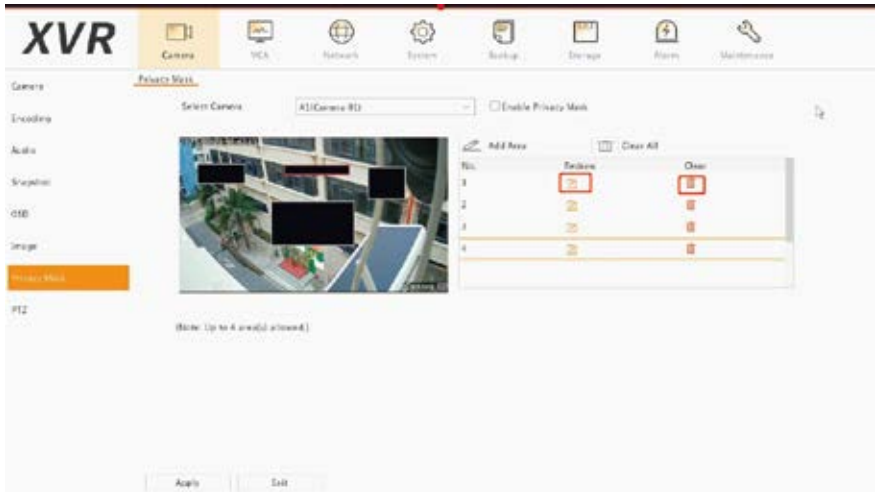


Privacy Mask

On certain occasions, you may need to set a mask area on the camera image to protect privacy, for example, the keyboard of an ATM machine. When camera's position is changed, the Privacy Mask won't be adjusted accordingly, please reset the privacy mask area.

1. Please navigate to Camera > Privacy Mask

2. Click on “” to draw the privacy area. To delete the area, click on “”

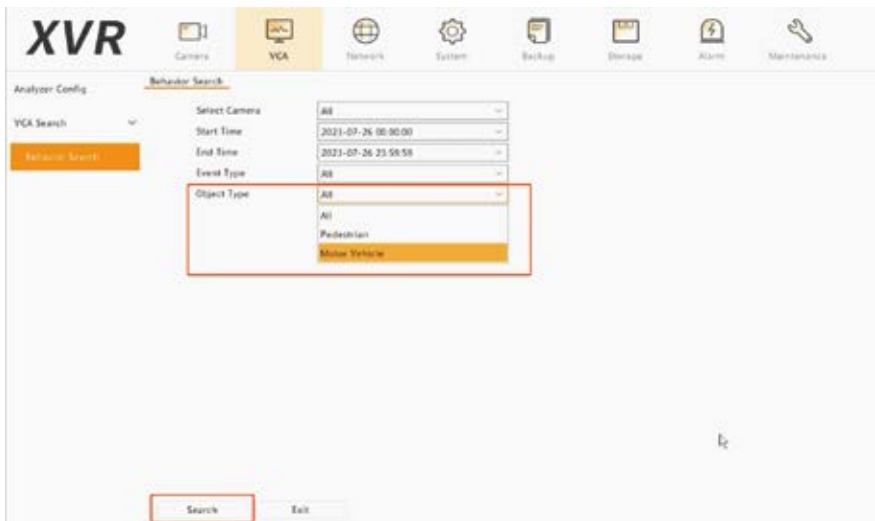


VCA Behavior Search

“Behavior Search” searches VCA data including Smart Motion Detection (Motor Vehicle, Pedestrian)

You need to Set and Save VCA before using “Behavior Search”

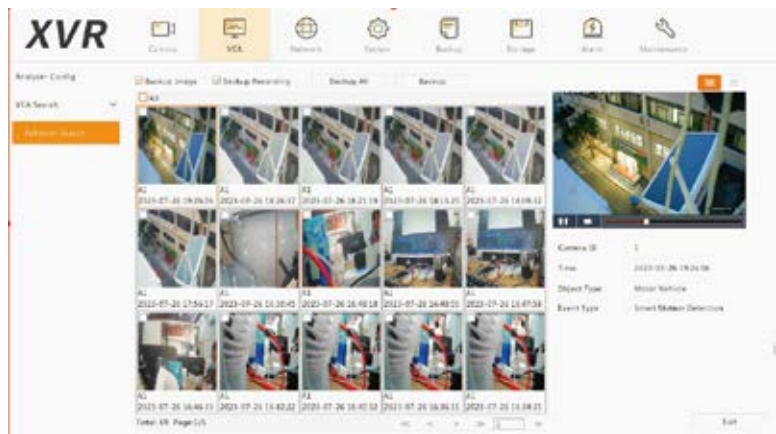
1. Click on VCA> Behavior Search



2.Select camera(s), set a search period, select a search type and target type, then click “Search”

3.View search results in a chart or table.

Back up search results (including images and recordings) as needed. To view videos recorded when the behavior was detected (around 10 seconds before and after), click the play button. The following figure shows an example.



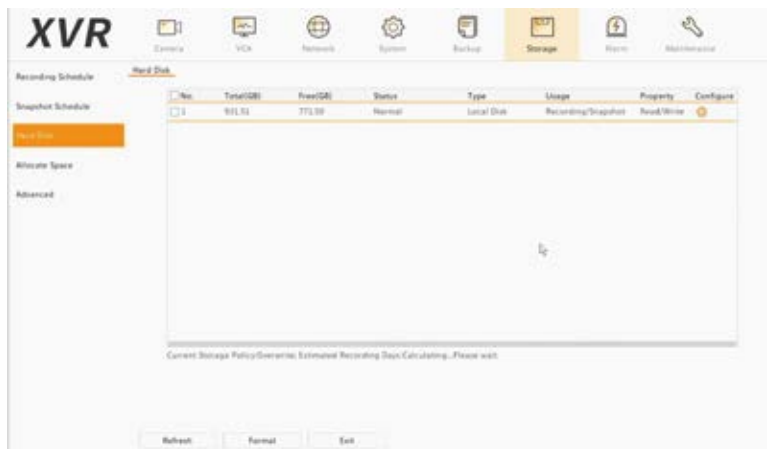
Recording Setting

Before setup recording plan, please make sure the hard drive is function properly.

Please navigate to **Storage> Hard Disk**

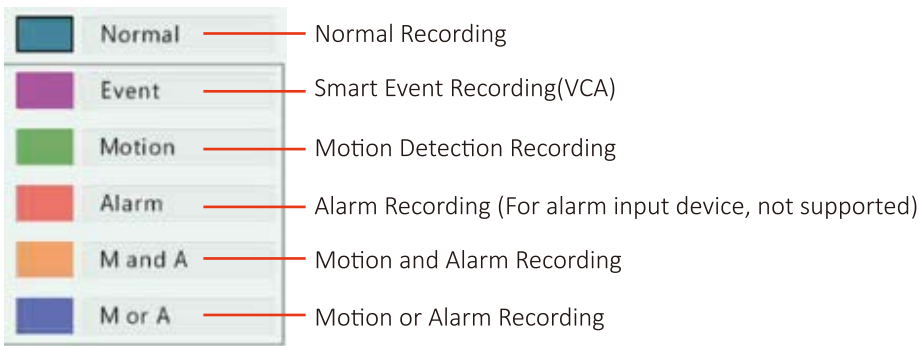
Status should be **Normal**

Properly: **Read/Write**



Regular Recording

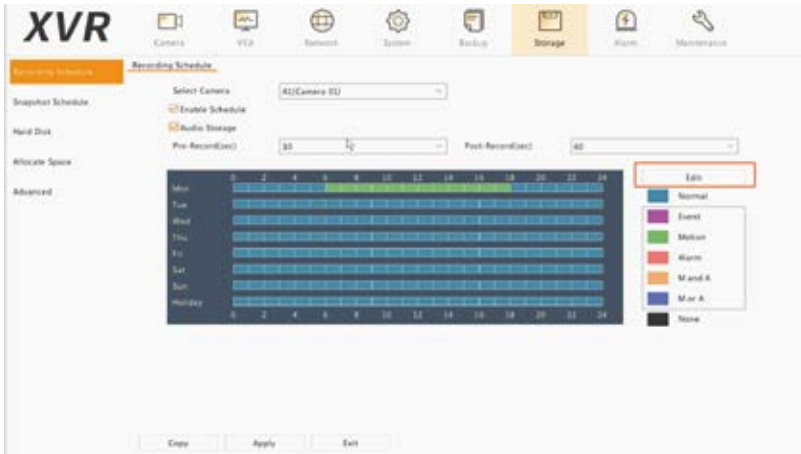
System was setup to 24/7 continues recording by default. If you enabled motion detection recording properly, it will highlight the recording type when you playback video on XVR.



Motion Detection Recording

Motion Detection recording will only record when moving object detected. You can setup record plan for each camera individually.

1. Select the camera
2. Left-click mouse highlight “Motion”
3. Left-click and hold the mouse to draw the detection time period

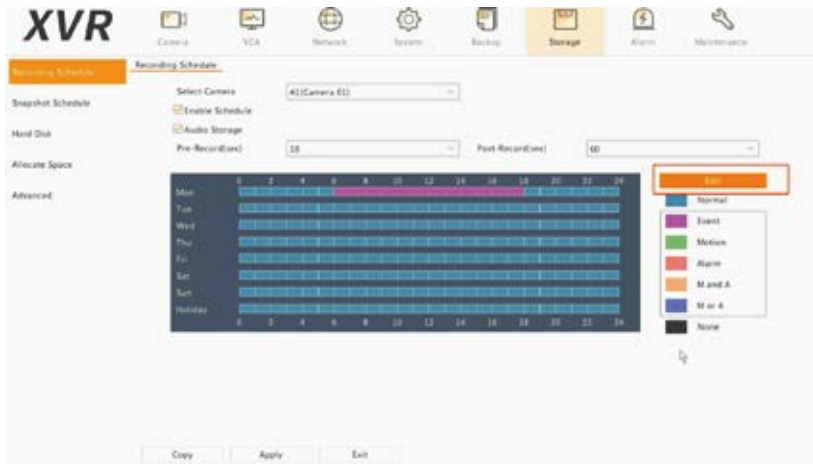


Smart Motion Detection Recording

Event recording will only record when VCA and Smart Motion Detection triggered.

You can setup record plan for each camera individually.

1. Select the camera
2. Left-click mouse highlight “Event”
3. Left-click and hold the mouse to draw the detection time period



Playback

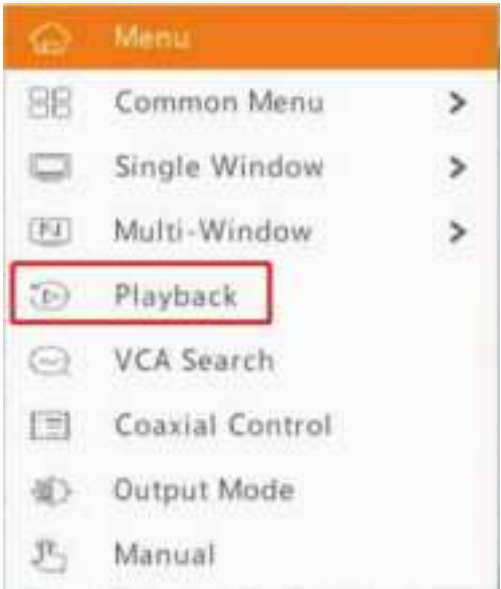
Common Playback

1. Instant Playback

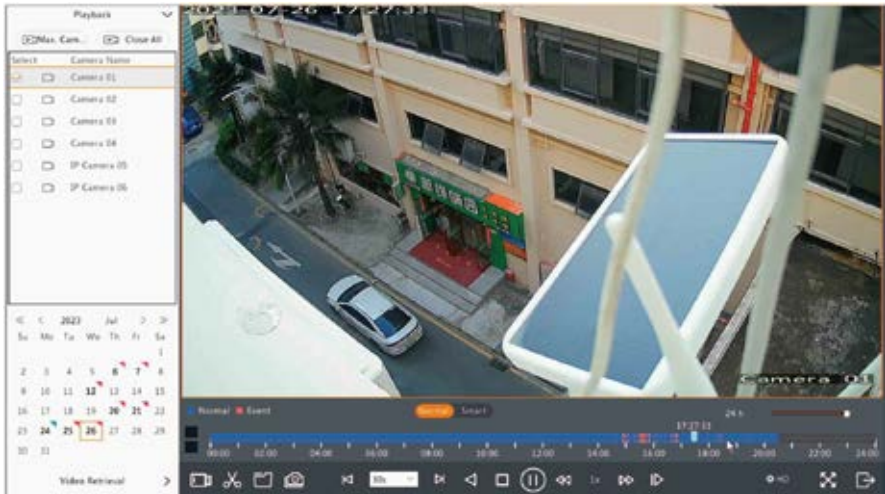
On each camera live view window, click on “⏮” to play back the video in recent 5 minutes.



2. Right-click mouse from XVR home screen and click on “Playback”.



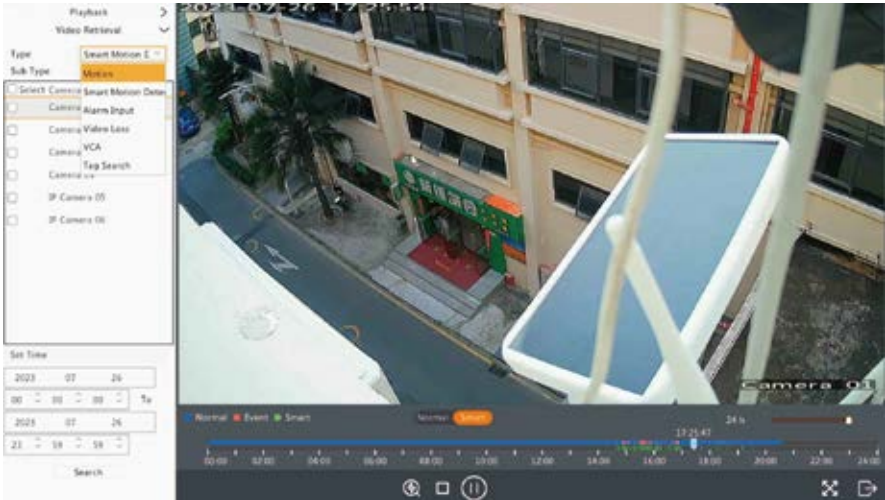
- 1). Select the date from the calendar
- 2). Select the camera (Max support 4CH Playback simultaneous)



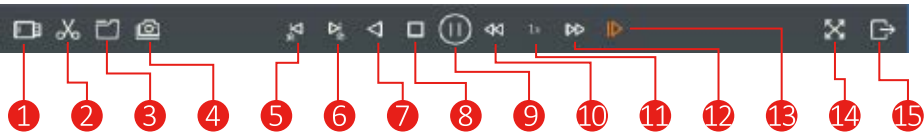
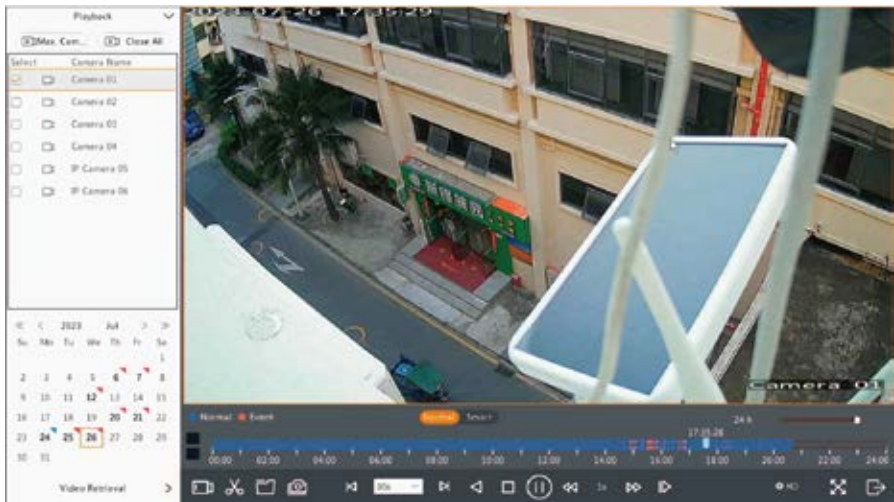
- : Normal Recording
- : Motion Detection Recording

VCA Smart Motion Detection Playback

Click on “Video Retrieval” , in this interface, you can playback video more effectively.



It allows you to search certain event type results in short video list for preview



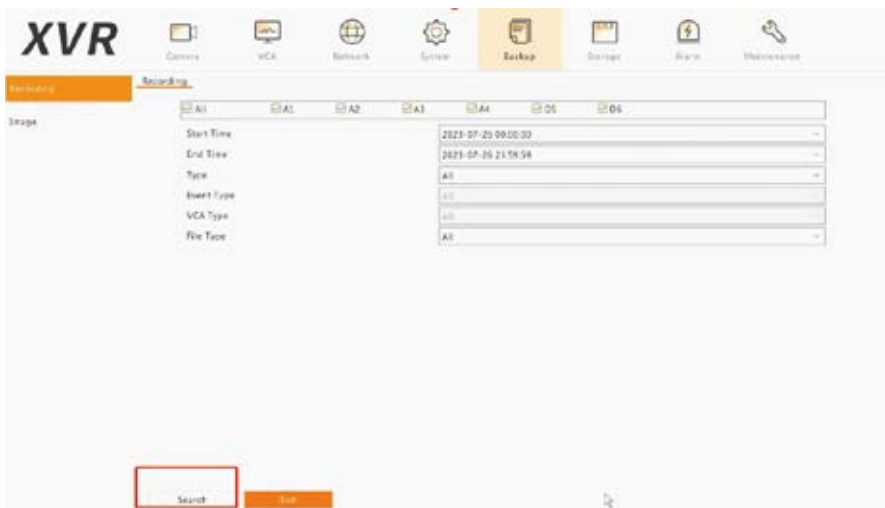
1. External File	2. Start Clipping	3. File Mangement
4. Snapshot	5. Rewind 30s	6. Forward 30s
7. Reverse	8. Stop	9. Play/Pause
10. Speed Down	11. Speed Up	12. Forward by Frame
13. HD:High Definition	14. Full Screen	15. Exit


Backup Video to USB Device

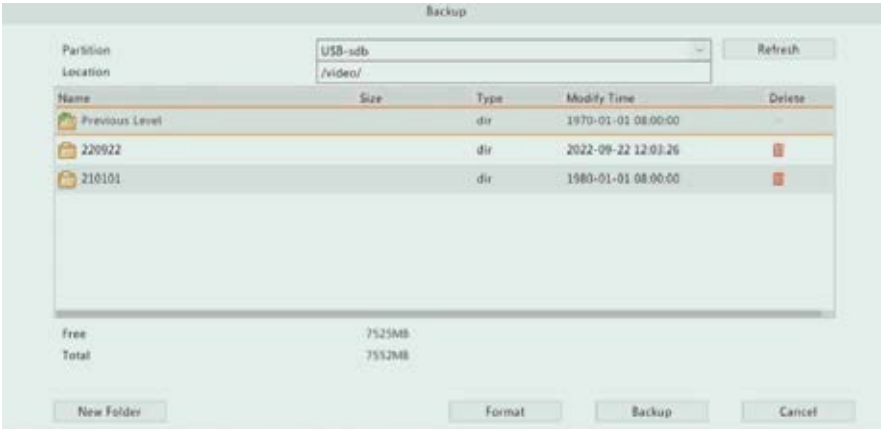
Before You Start

- Please make sure the XVR’s Hard Disk is working properly.
- Corresponding recording plane was set up
- Please Use “VLC” player to play backup files

- 1. Insert a USB disk into the XVR USB port. Navigate to **Backup>Recording**
- 2. Select the Camera, time period, and recording type as needed. Click on “Search”



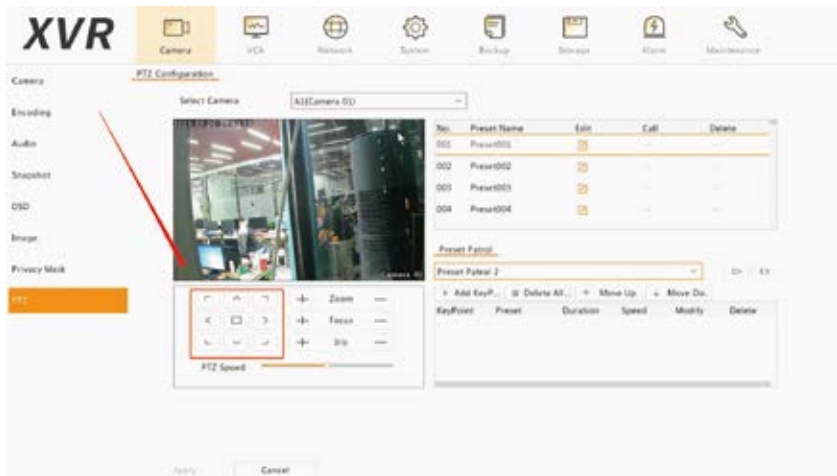
- 3. Click on “  ” to preview the footage, select the file and click on “Backup” to back up video



Pan/Tilt Function

(CAUTIONS: Only Hiseeu PT Mini Camera support Pan/Tilt function)

Right click your mouse to “Camera>PTZ” , see the one circled in the photo below, and control it by clicking the icon



Please note that Hiseeu PT Mini Camera support one way radio on the TVI model !!

So we should change the Camera Model to the “TVI” .


Here is the video about how to change the camera “VIDEO SETTING” to the “TVI” ,You can refer it.

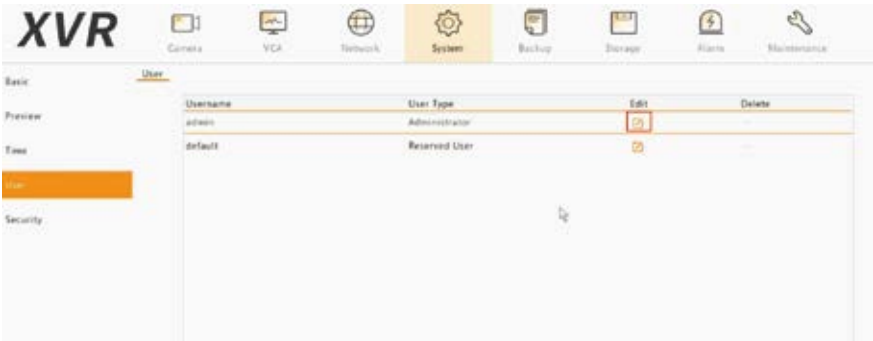


Reset XVR Password

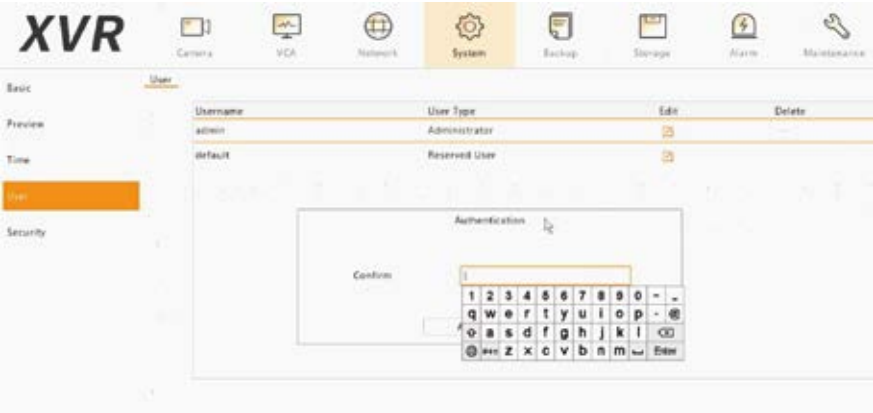
Modify XVR Password

If you have your current password, and only want to change the password, please follow the instruction to modify it.

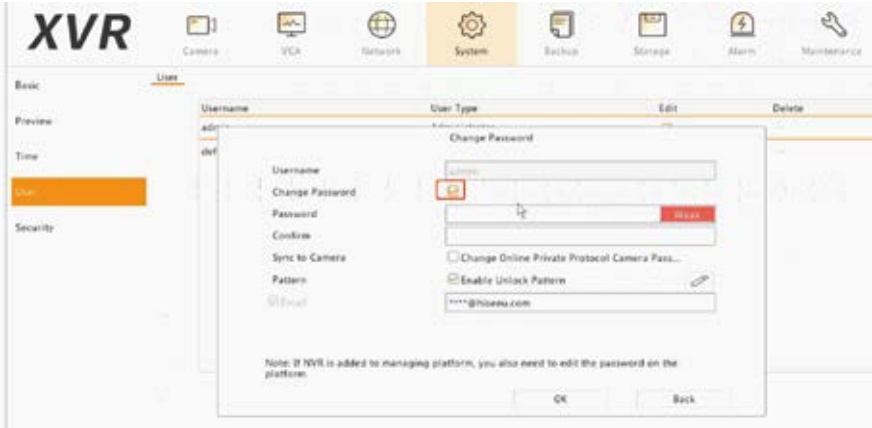
1. Please navigate to **System> User>** Click on “” icon



2. Input your current password to confirm



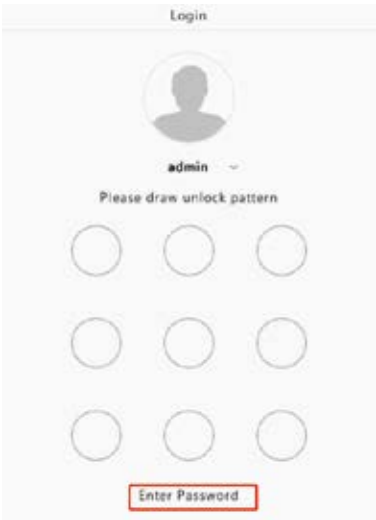
3. Click on “” to change password



Retrieve XVR Password

If you forget your current password, please follow the instruction to reset it.

1. In the system login interface, please click on “Forget Pattern”> “Forget Password”



2. If you set the reserved email before, please use this email address to register an APP (Guard Live) account and navigate to **Me> Ganeral> Forget Device Password**, scan the QR code to obtain the security code.

Retrieve Password

Serial No. 2102353EH83229000005

Email ****@hiseeu.com

Security Code

Please scan the QR code to obtain the security code:


Guard Live: Me > Tool > Forget Device Password

Guard Viewer: Me > General > Forget Device Passwo..

For admin only

OK

Back

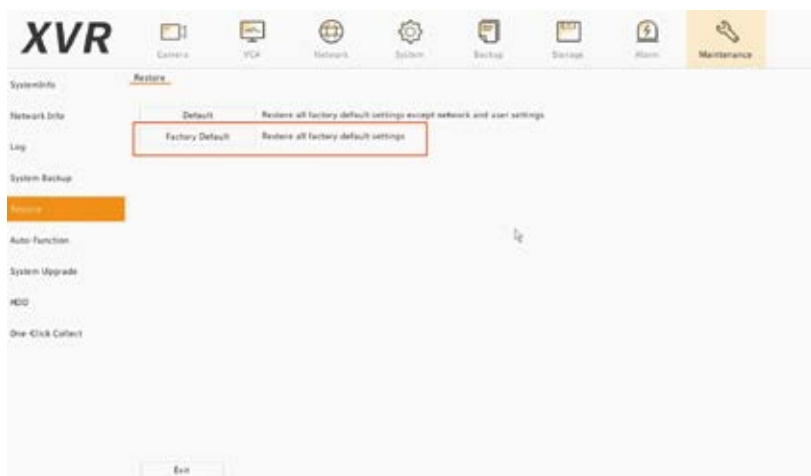


If you didn't set up email before, or have any difficulties resetting the password, please email us at Email: Love@Hiseeu.com

Restore to Factory Settings

If the XVR system isn't work properly, you can restore it to factory default settings.

Please navigate to **Maintenance> Restore> Factory Default**



- Before your return item to Amazon, for your security concerns, please restore the system to “Factory Default” settings. It will erase your personal information (video footage, snapshot, email account, etc.)
- You also can navigate to **Storage> Hard Disk> Select the HDD and click on “Format”**

Setup on Mobile APP“Guard Live”

Please connect NVR to the router directly with an Ethernet cable to get network use

Download and install the app.

Please scan the QR code to download the free APP “Guard Live”
You also can visit the Apple Store or the Google Play Store to download the “Guard Live” App for iOS or Android devices. After installation, tap the icon to launch the app.




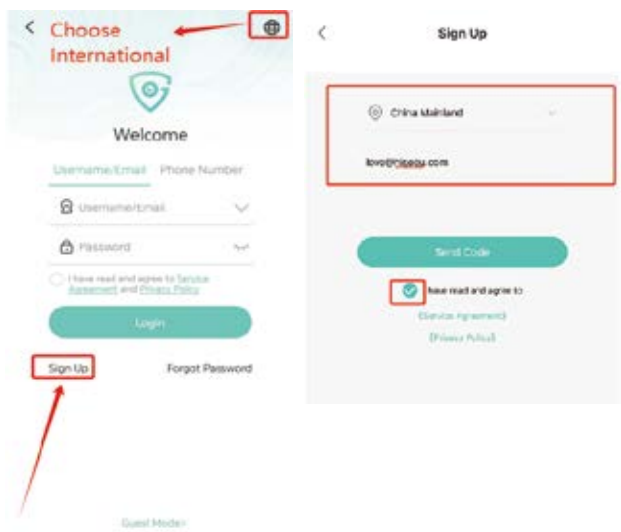
For iOS



For Android

Register an Account and login

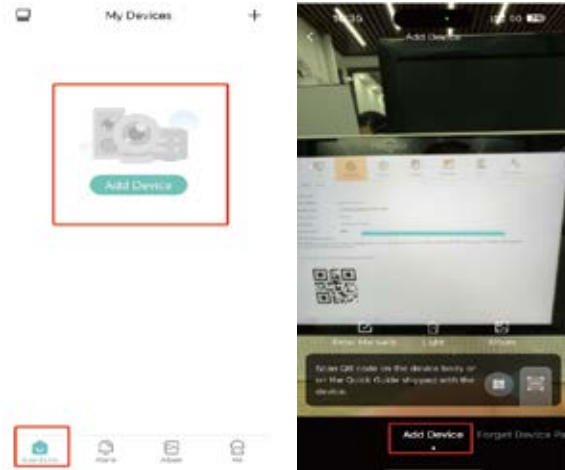
For first time use, please create a new account and add camera via following steps: Please tap , and choose International first, then tap “Sign up” and follow the on-screen prompt to register an account by email or by phone number (Need to select the Correct region)



Add Device

Step 1:

Go to **“Guard Live”**, and click on **“Add Device”**, then Scan the NVR QR Code in this NVR Operating Path: **“Network> Basic> P2P”**, check Step 2



Step 2:

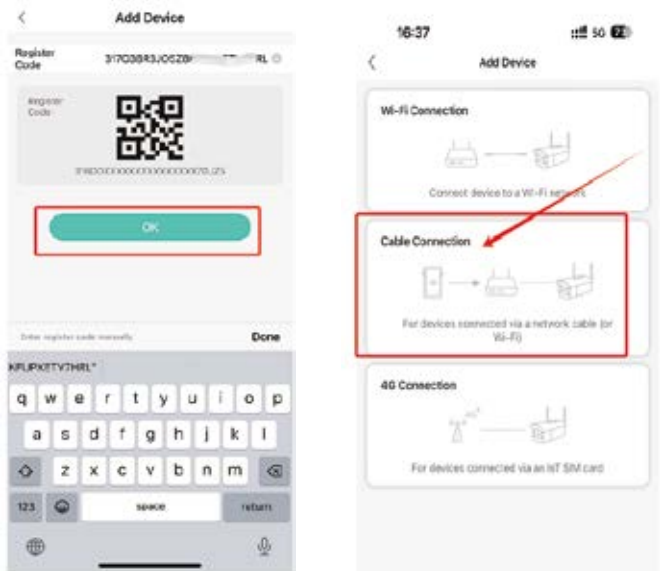
Find out the NVR QR Code via this way: Go next to the TV monitor that connected to the NVR, and right click your mouse and Navigate to **“Menu > Network > Basic > P2P”**

● If Device Status is **“Network connected...”**, means device is online, and ready for remote view



● If the Device Status is **“Offline”**, please check the network connection first, if the problem remains, please feel free to contact us at **Email: Love@Hiseeu.com**

➡ Step 3: Click “OK” after scanning the QR CODE, and choose “Cable Connection” Only



After you add the device successful, the “Device status” will be “Online”, and [your APP account username will display here.](#)

- You can check your APP user name by navigate to “Me”
- If the username doesn't belong to you, please click on “Delete” and add it again



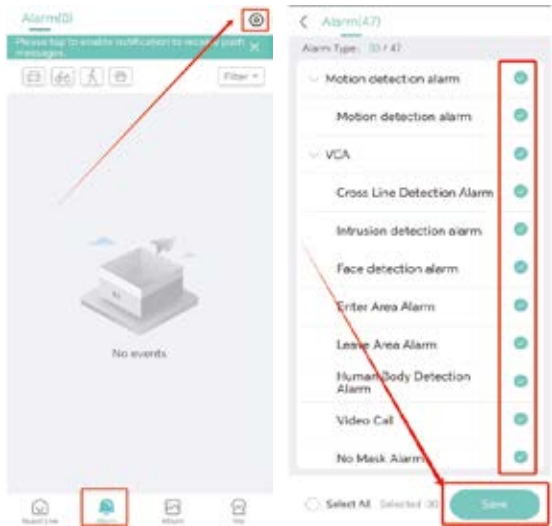
➡ Step 4: Start Live View

Go to “Guard Live” and click on certain Channel to live view



Enable APP Alarm Notifications

- 1.Please make sure the Alarm (Motion Detection and VCA) was configured on NVR properly.
- 2.Launch the APP and tap on “Alarm” and tap on “⚙️”, and choose the alarm notification type you want, Then click “Save”

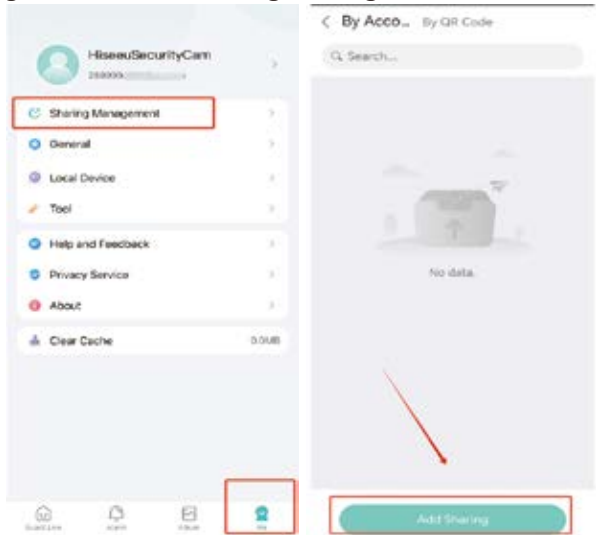


Share Device with Others

One device linked One User ONLY. The NVR system ONLY can be controlled by one authorized account, who can share the device with others in order to prevent attacking or hacking.

For admin user, please follow the instruction to share the device with others:

Step 1: Navigate to “Me-- Sharing Management-- Add Sharing”



Step 2: Share Device by Account Or by QR Code

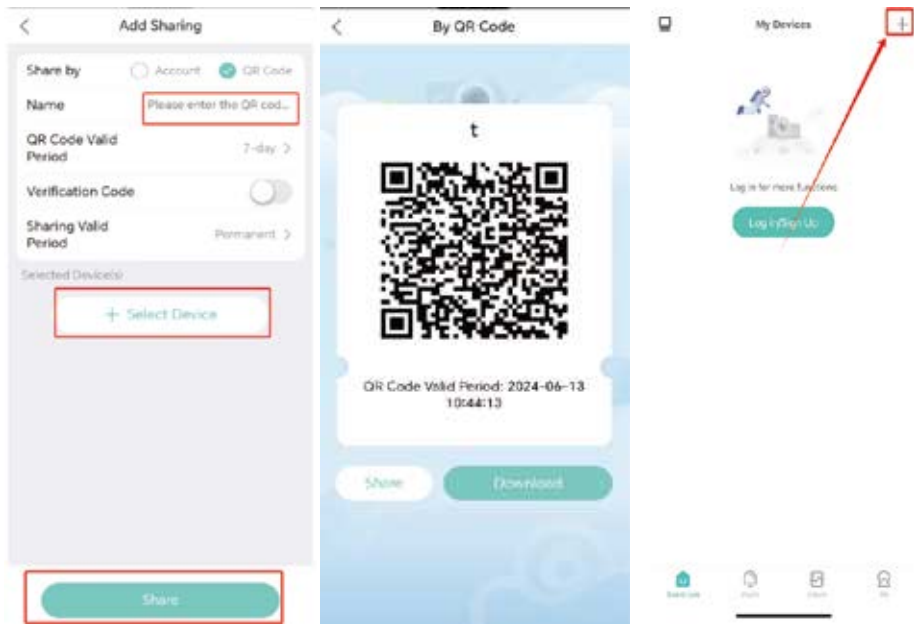
●By Account: (Note: The other user need to register an Guard Live APP account and provide the user name for share)

- (1) Enter the user name to the “Recipient”
- (2) Select Device (Or Channel)
- (3) Click “Share”



By QR Code

- (1)Enter the QR Code name (whatever you want)
- (2)Click “Select Device” to choose the device or channel you want to share
- (3)Click “Share” to generate the QR Code
- (4)The other user need to register an “Guard Live” APP account , and click on “+” to scan the QR Code Generated to add the device



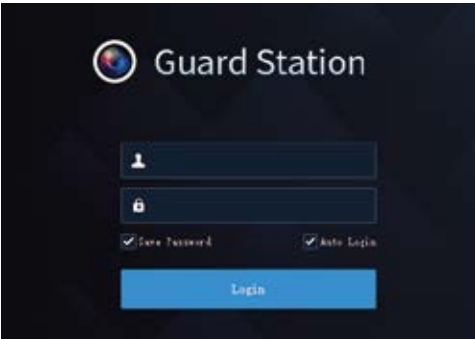
Setup on PC Client “Guard Station”

Accessing the camera via Guard Station PC software, please contact [Email \(①Hiseeu: Love@Hiseeu.com \)](mailto:Love@Hiseeu.com) for download link.

Download link:

<https://www.dropbox.com/sh/jeftu4sqwy4y1u8/AAD4PkyEJxg6j4H1n20PxBkZa?dl=0>

Download and run “Guard Station” on the PC

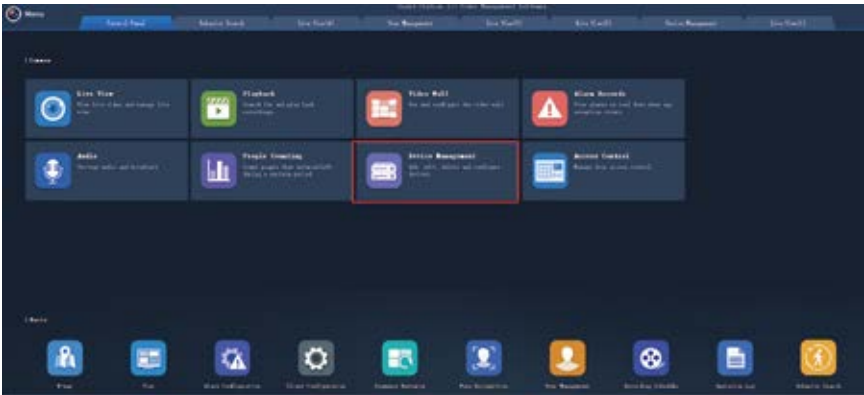


User name is: admin
Password is: 123456

Local View

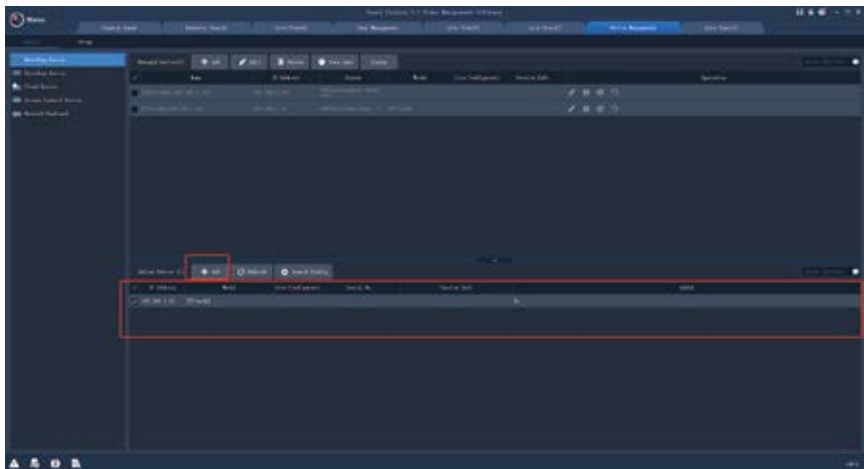
If the XVR system and your PC is under same network

- Please click on “Device Management”

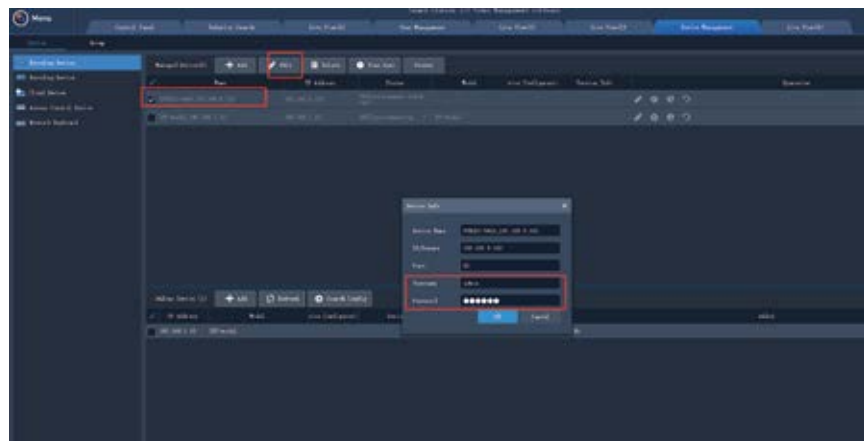


Device under same network will displayed here.

- Select the device and click on “Add”> ”Add”

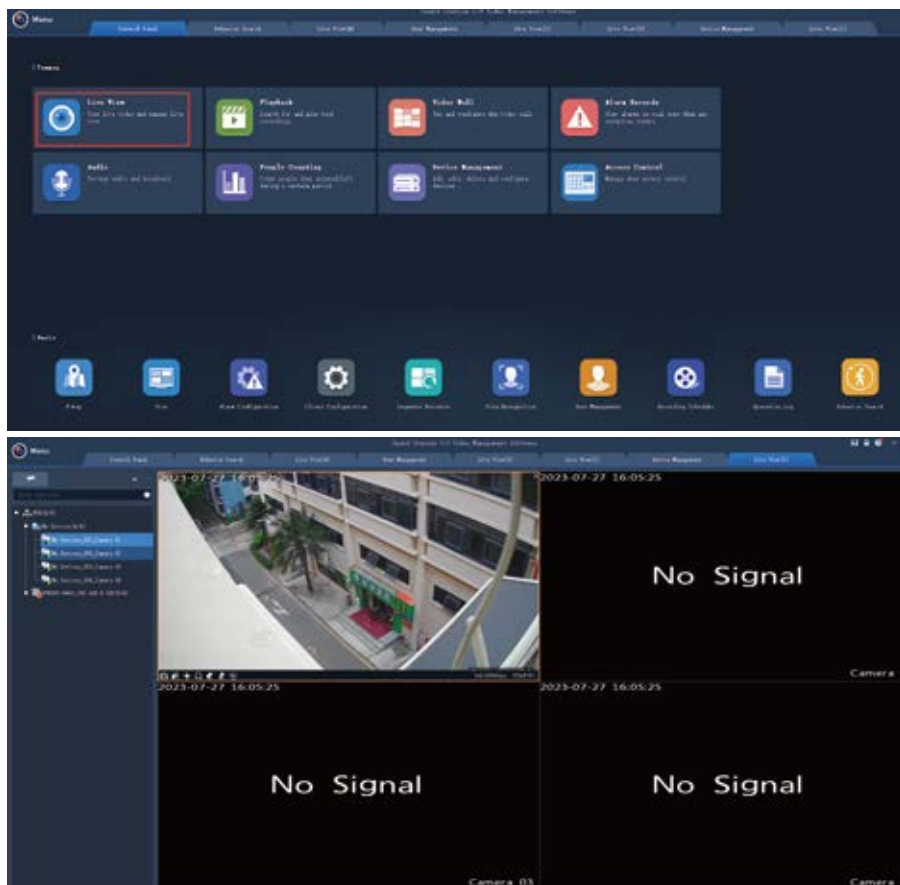


User name is admin, password is 123456 by default, if you modified it, please edit and update the password



- Star Live View

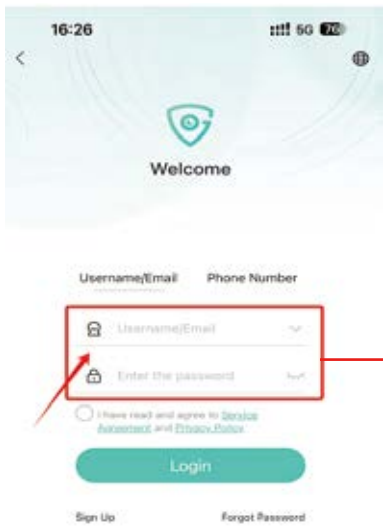
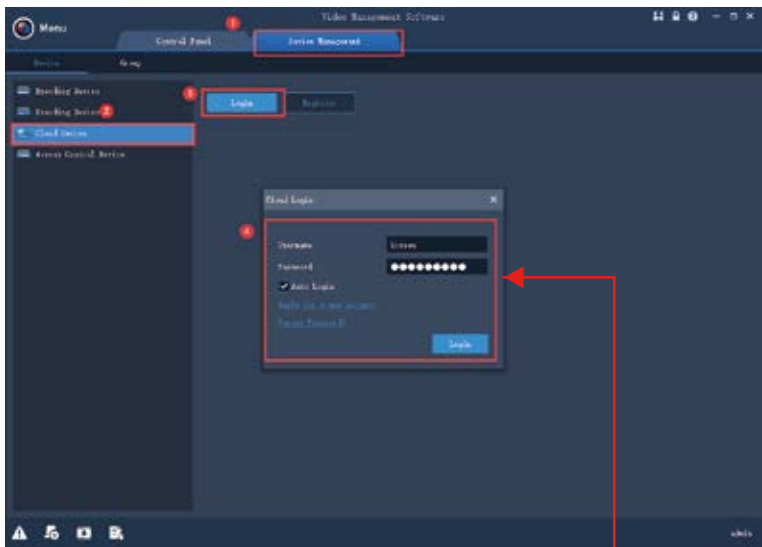
Please click on “Control Panel”> ”Live View”> Double>Click Camera to load the live view video



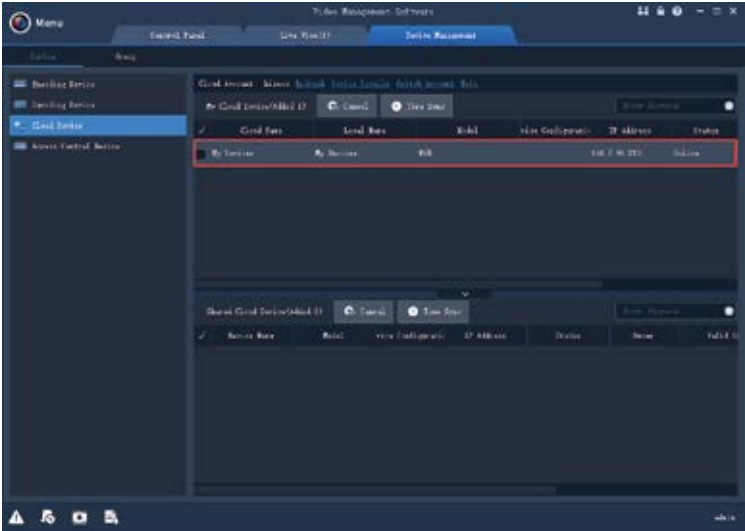
Remote View

If the camera and PC are NOT under same network:
Please refer to page “28” setup your mobile account and add device first.

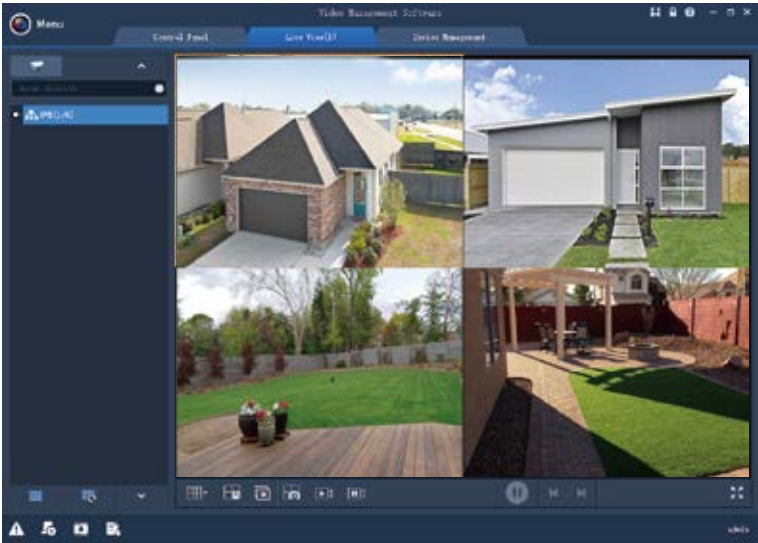
- 1) Please Navigate to “Device Management”> “Cloud Device”> Click on “Login”
- 2) Login with your APP account and password.



3) After Login, the device you added will list here




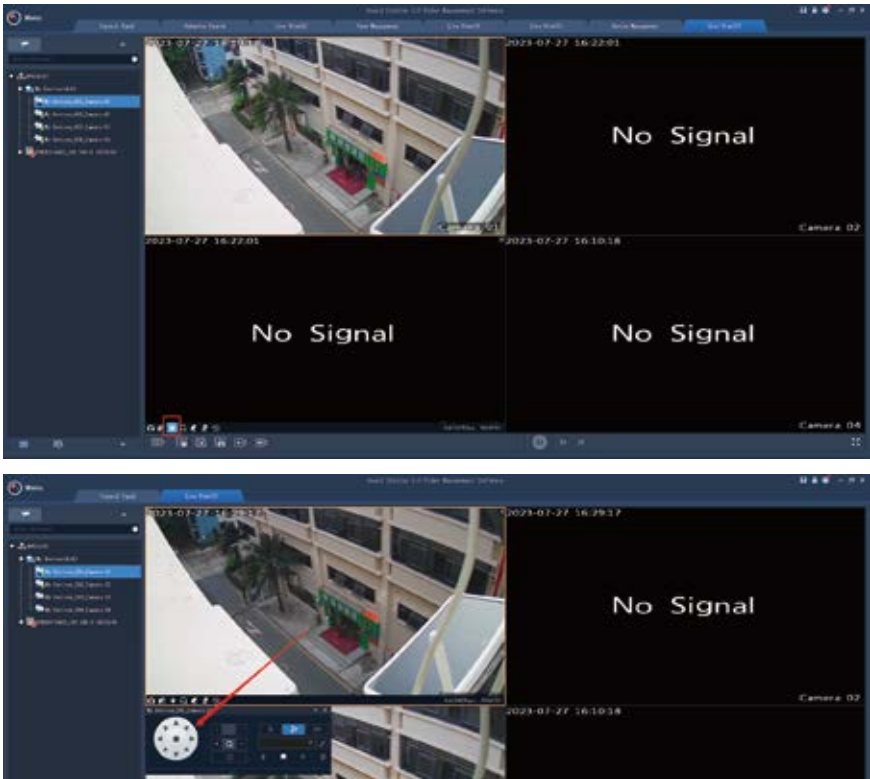
Please click on “Control Panel”> “Live View”> Double-Click Camera to load the live view video



Pan/Tilt Function

(CAUTIONS: Only Hiseeu PT Mini Camera support Pan/Tilt function)

Move your mouse to the lower left corner of the camera image, you will see the icon “”, click into it to pan/tilt the camera



FAQ

1.Modify XVR System's Language

A: Please navigate to System > Basic> Device Language select the language you need

2.Why I connect the camera but do not show the picture on the TV monitor?

A:Please make sure the connection of the camera system is right. You can refer the connection picture as below or page “5” of the system connection.



3.XVR System is Not Recording?

A: First please navigate to Storage> Hard Disk. Make sure the Hard Disk status is “Normal, property is “Read/write” . Then navigate to “Recording” check the record plan is setup properly.

4.What Happens When HDD is Full

A: XVR system was setup overwrite when HDD is full,if you would like to stop the recording, please navigate to Storage> Advanced> Stop

5.Why I can't remote view the cameras on phone app when my net-work is not the same as camera's?

A: Plz delete the device first, and re-add device to app refer to page “28”

6.Why I can' t receive the Alarm notification from the App?

A:Please make sure the alarm (Motion Detection) was configuration properly.

You should connect the XVR to the network and add the device to the “Guard Viwer” ,

Launch the APP and tap on “ ” and navigate to Alarm Notifica-

tions>Allow Notifications>Enable the Device Notifications.

You can refer the page “31”

7. Why should I enter the Password when I set up the new system?

For the security of the system, the default username and password are set at the time of production. User name is admin, password is 123456 by default

8. When I receive the camera system and reset the camera system I found the E-mail address of the camera system is not mine, what should I do?

A: navigate to Me > General > Forget Device Password

Take this page and send to us by E-mail (Hiseeu: Love@Hiseeu.com). We will help you.

Retrieve Password

Serial No. 210235XEHN3229000005

Email ****@hiseeu.com

Security Code

Please scan the QR code to obtain the security code:

Guard Live: Me > Tool > Forget Device Password

Guard Viewer : Me > General > Forget Device Passwo...

For admin only

OK Back

9. How to Contact Customer Service?

A: Any questions during operating our products, please feel free to contact us by email:

Love@Hiseeu.com Tel: +1917 688 2228/1855 66 009 99

10. How many security cameras can be use the motion detection at the same time?

Supports motion detection for up to four cameras simultaneously

11.Device Offline on APP or NVR?

If the device shows offline on mobile phone app “Guard Live” , we need to make sure the NVR is connected to network perfectly or not

Go next to your Monitor that connected to NVR, and check out the network status

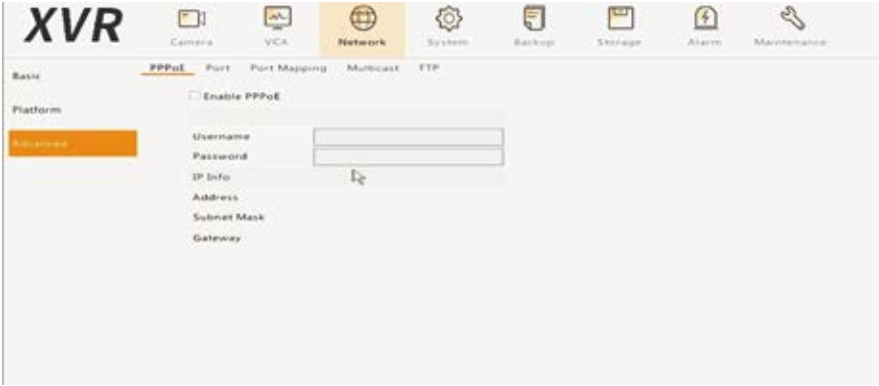
first navigate to this path first : "Menu--Network--Basic--P2P" , also check the device status is online or not,



If it shows: network disconnected, plz enable the DHCP in this path " Menu--Network--Basic-TCP/IP " and click "Apply" . After that, go back to "P2P" and check if the device status is online or not



Also , please make sure the PPPOE needs to be disabled, plz navigate to “Network--Advanced--PPPoE”



12.How to turn on the Alarm light （Please notice that only some cameras model support）？

Please refer the Page “ 14 ” to turn on the Alarm light.

Amazon: Love@Hiseeu.com
Aliexpress: Support@Hiseeu.com
Web: www.hiseeu.com
Tel: + 1 917 688 2228/1 855 66 009 99