Q1. The image from the camera is upside down. 

WARNING: Image upside-down. To correct it, carefully turn them over, and then align the screws. 

Q2. The interface of the DVR system is not operable. 

PTZ: not supported

Q3. The camera is not showing correctly (Solid green and blinking orange). 

Insert the USB disk into the USB port of the DVR system. Right-click on the screen, then go to Devices Manager. 

Q4. The App on my mobile device cannot receive snapshots when the camera detects motion, humans, or objects. 

Enter the password of DVR you set in the VMS Client. 

Q5. The image from the camera is undersized. 

The camera will start recording a video around 5s before it detects motion or a human shape. 

Q6. I need to set the record plan. 

This DVR is set to record videos 24 hours a day by default. 

Q7. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Step 1: Click the top-right corner to enter the function. 
Step 2: Check the box before the channel(s) you prefer, select the channel. 

Q8. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q9. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q10. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q11. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q12. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q13. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q14. How can I modify the timestamps and channel names displayed on the screen when playing the videos? 

Click the top-right corner to enter the function. 

Q15. How can I do if the color of the live video is abnormal? 

If you set something wrong, please click Forget Answers to forgetting the verification code to reset the password. 

Q16. The interface of the DVR system is not operable. 

If you set something wrong, please click Forget Answers to forgetting the verification code to reset the password.