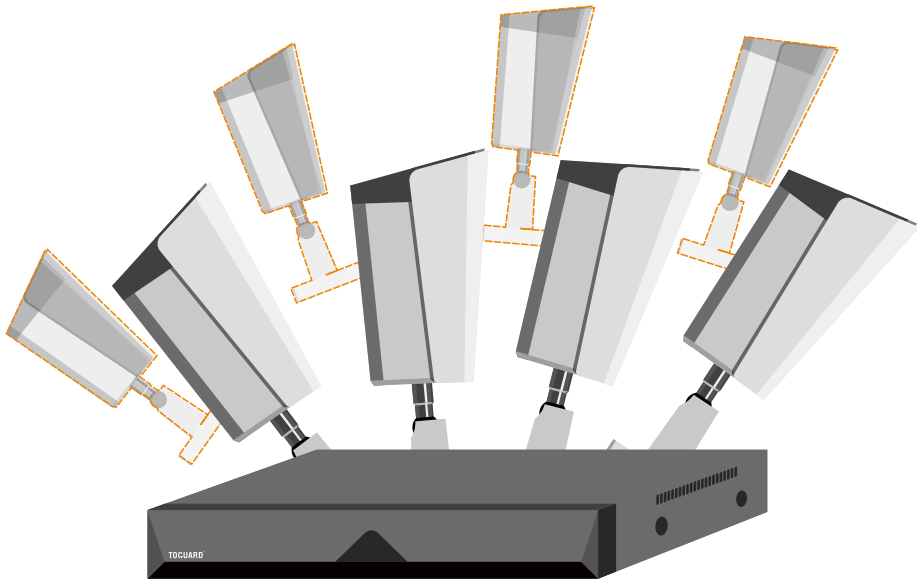


封面200g铜版纸过亚膜，内页75g双胶纸
size: 155x140mm
此页不印刷，共48页

TOGUARD®

W204/W208

AHD HD Video Security System
User Manual



SAFETY CAUTIONS

- ① Please do not place any container with liquid such as water, coffee, or beverage on the DVR.
- ② Please put the DVR at a ventilated space and do not block the air vents.
- ③ For the system security, please use the original power supply provided.
- ④ Check the power voltage in case of any damage due to the wrong voltage.
- ⑤ Please obey the local security regulations and policies when installing the product.
- ⑥ If the DVR starts or works abnormally, please unplug the power adapter and carefully clean the dust on the mainboard in the DVR device, then restart the DVR.
- ⑦ We assume no liability or responsibility for any fires or electrical shock caused by improper installation.

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PACKING LIST



DVR *1
(Hard Disk Drive not included)



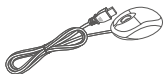
AHD Camera *4 /8



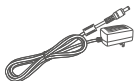
2-in-1 Video/Power Cable *4/8



Power Cable Splitter *1/2
(1 Female to 4 Male)



USB Mouse *1



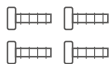
DC 12V/2A Power Adapter *2



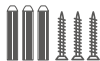
Ethernet Cable *1



Quick Guide



Screw *4
(For Hard Disk Drive)

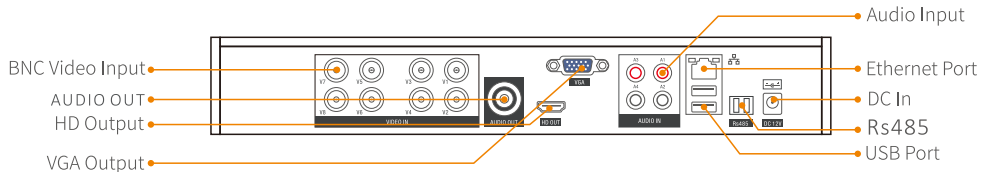


Screw set *4/8
(For Cameras)

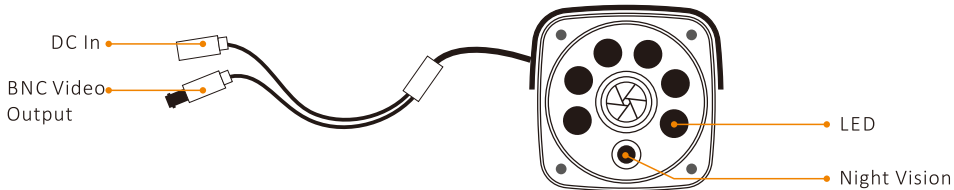
* If there is any part missing or damaged, please contact HeimVision support.

PRODUCT OVERVIEW

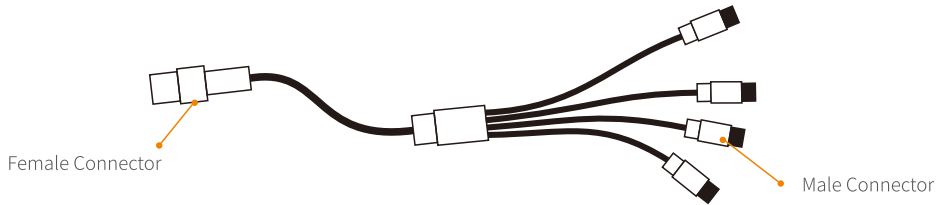
DVR



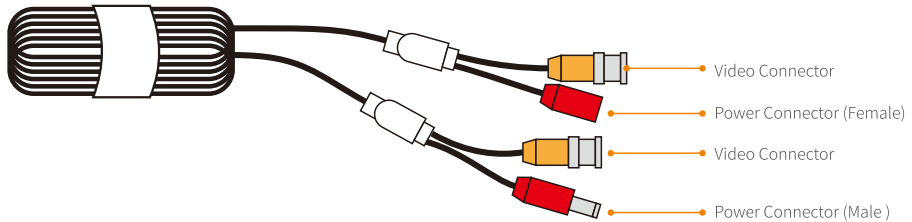
AHD Camera



Power Cable Splitter



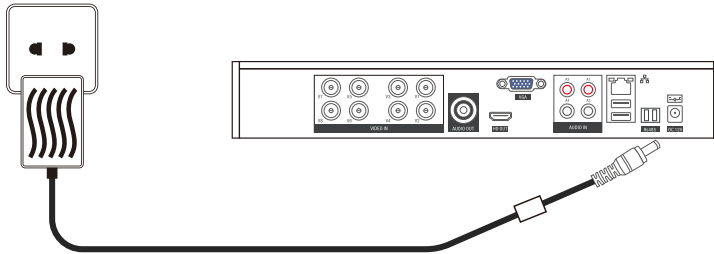
2-in-1 Video/Power Cable



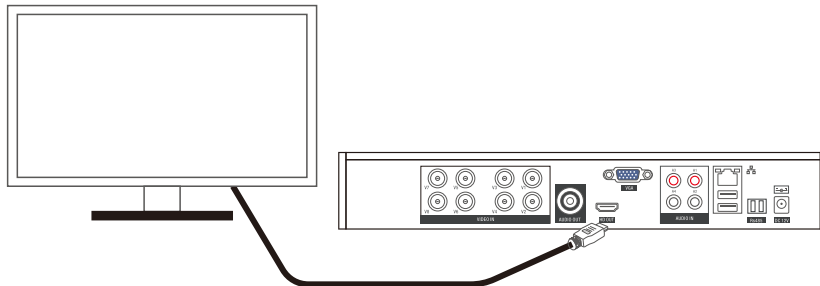
System Connections

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

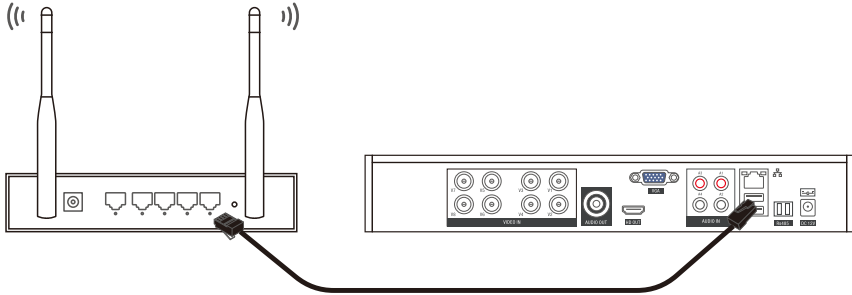
① Plug a power adapter into the DVR and the socket to power on the DVR.



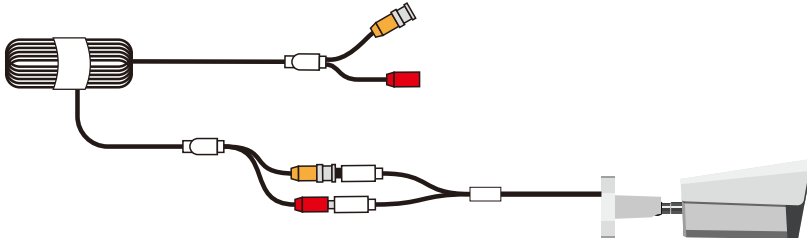
② Connect a monitor to the HD Output or VGA Output on the DVR with an HDMI cable or VGA cable (not included).



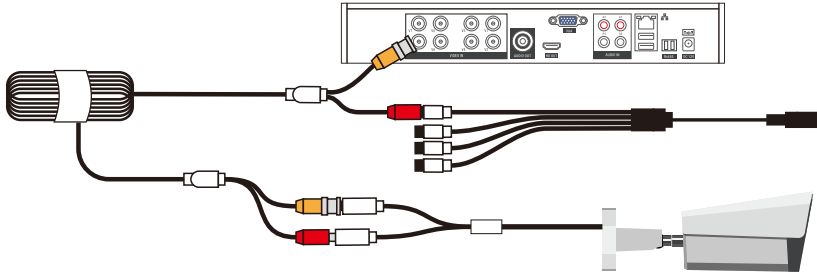
- 3 Connect the Ethernet Cable with the DVR and your router.



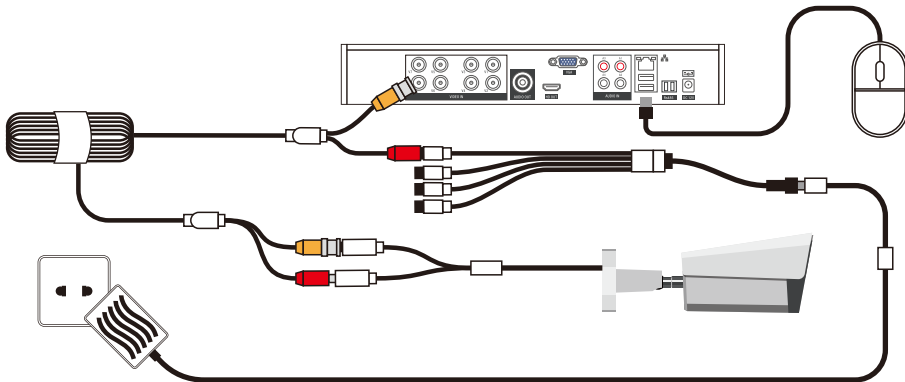
- 4 Connect the AHD camera with the 2-in-1 Video/Power Cable.



- 5 Connect the Yellow Video Connector to the BNC Video Input on the DVR, and connect the Red Power Connector to the Male Connector of the Power Cable Splitter.



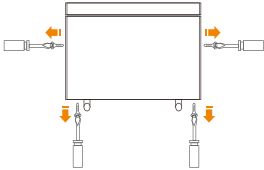
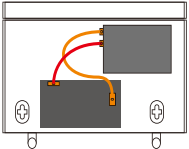
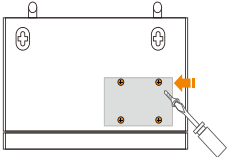
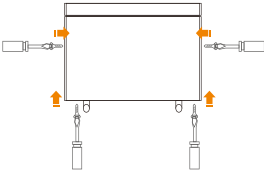
- 6 Connect the Female Connector of the Power Cable Splitter with another power adapter. Then plug the power adapter into the socket to power on the camera



HARD DISK DRIVE INSTALLATION AND S

i IMPORTANT:

- 1** To record videos and play the historical videos, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live video.
- 2** A Hard Disk Drive is not included in this DVR system.
- 3** This DVR system works with a 3.5" SATA Hard Disk Drive. The Hard Disk Drive should be formatted after it's installed.

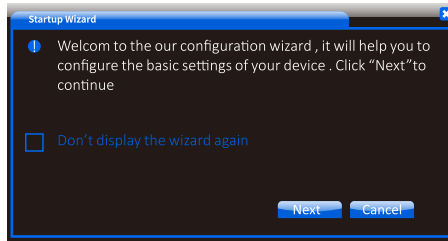
<p>Step 1: Unscrew the screws and remove the upper cover of the DVR.</p>	
<p>Step 2: Connect the SATA power cable and data cable of the DVR to the corresponding ports of the Hard Disk Drive.</p>	
<p>Step 3: Hold the Hard Disk Drive and the DVR together, carefully turn them over, then align the screw holes on the Hard Disk Drive with the screw holes on the DVR housing.</p>	
<p>Step 4: Fix the Hard Disk Drive and DVR housing with the provided screws, then assemble the upper cover of the DVR.</p>	

Configuration and Operation of the DVR System

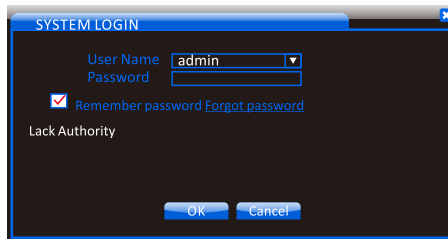
Startup Wizard

After connecting the DVR and the camera to power supply, wait for 2-3 minutes, the DVR will automatically power on and enter Live view. When the DVR is on, a Startup Wizard will guide you via a series of setup and configuration.

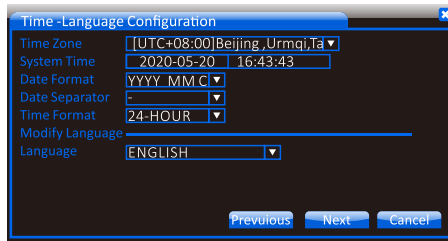
- 1 The Startup Wizard pops out, Click “Next” to continue.



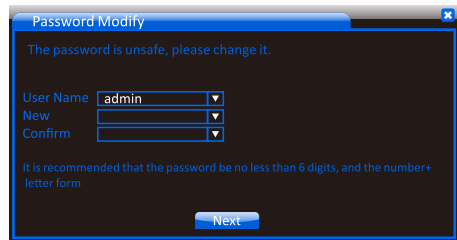
- 2 1.The System requires login to continue, the default password is empty, Click “OK” to continue.
(For security reasons, users are required to change the password to high strength combination. Please remember to change the password in the following steps.)



- 3 Select the time zone, date format, language and set the time for the DVR system.



- 4 The default password is empty, please reset the password following the tips. For maximum security, the password should be more than 6 digits with combination of number and letters. Click "OK" to reset the password.



- 5 To secure the password and retrieve the password, Select 2 safety questions and enter the answers. Enter the email address to get the verification code when resetting the password. Click “Next” to continue.

Safety question

Please complete the following information to reset your password later

Safety Question _____

Question ▾

Answer Go

Question ▾

Answer Go

Reset password by verification code _____

Send verification code to monitor APP

Send verification code to my contact profile

Email

Previous Next Cancel

- 6 (Optional) The DVR will automatically run a network test to check the internet connection. If the connection is successful, Click “Next” to continue. If not, you can configure it by clicking “Network”.

Net Test

Checking the network connection...

Test GatewayOK

Test NetworkOK

Test DNSOK

Network test successfully, Please click “Next” to continue.

Next Next Cancel Next Cancel

Live Video

After exiting the Startup Wizard, The DVR will enter Live Video Display, All AHD cameras connected will be displayed in this screen(9 split screen as default).

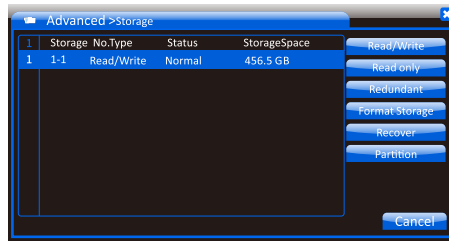


NOTICE:

- 1.If you want to view a specific camera in full screen. Use the mouse to choose that camera view and double click to enter full screen, double click again to exit full screen.
- 2.If you want to loop display each camera in full screen, please go to Main Menu-System-Tour to enable Tour and setup specifications.

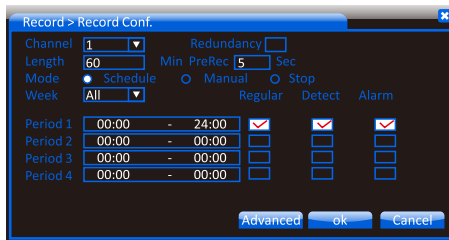
Hard Disk Drive Formatting

Install the Hard Disk Drive first, then right click and go to Main Menu > Advanced > Storage to check if the type is Read/Write or the status is Normal. If not, please click Format Storage to start formatting your Hard Disk Drive.



Video Recording

Right click on the screen, then go to Main Menu > Record > Record Conf. to set the record mode and record plan. This DVR is set to record videos 24 hours a day by default.



【Channel】:

Select the channel to set the record mode and plan. You can select a single channel or all channels.

【Redundancy】:

Installing 2 pieces of Hard Disk Drive is required when enabling this function, Not available on W204 / W208 devices

【Length】:

Set the maximum video length of each recording from 1 minute to 120 minutes. It's 60 minutes by default.

【PreRec】:

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

You can reset the time from 1s to 30s, but the accuracy of the pre-recording time may be affected by the bitrate.

【Mode】:

Set the recording mode and the options are **Schedule**, **Manual** and **Stop**.

- * **Schedule:** The camera will record videos according to your record plan.
- * **Manual:** The camera will record standard videos 24 hours a day.
- * **Stop:** The camera will stop recording videos.

【Record Plan】:

Set the recording schedules.

- * **Week and Period 1/2/3/4:** Set the time period(s) of each day to record different types of videos.
- * **Regular:** The system will continuously record standard videos during the time period(s) you set.

- * **Detect:** The camera will start recording a video when it detects motion or human shape during the time period(s) you set. If you enable the alarms of **Video Blind**, **Video Loss**, the camera will record the video as well.
- * **Alarm:** An extra alarm device is required for this type of video, and HM245 doesn't support it.

! NOTICE:

When the hard drive runs out of space, the DVR will automatically loop back to the earliest videos and overwrite them with latest video, so the DVR will keep recording.

Video Playback

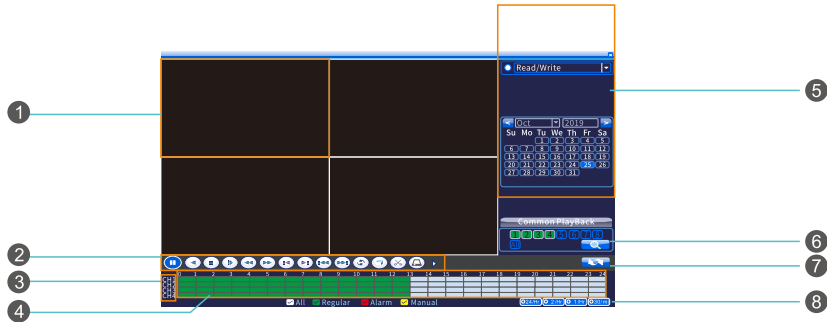
Right click on the screen, enter Main Menu- Record- Playback. In this section you can playback all video recorded.

Playback Mode

1. Common Playback

Select the channel (up to 4 channels at the same time), a period and a date on **Blue** background to play all types of videos recorded.


Playback Mode



- 1 Area for Video Playing
- 2 Playback Buttons
- 3 Timeline
- 4 Channel
- 5 Filters
- 6 Filtered Videos List
- 7 R: Standard Videos
- 8 M: Videos recorded when the camera detects motion or human shape.
- 9 Detailed Info. of the Selected Video
- 10 Search
- 11 Show/Hide Filtered Videos List
- 12 Timeline by Hour/Minute

Operation in Playback:

1.Click on the Green / Red part on the time line of each channel to playback historical video. (Green for standard videos / Red for video triggered by motion detection or other event)















2.Click this button  to show and hide Video list of a specific camera, the videos are sorted by time. Then click the specific video to play it.

Notice:

Video Filter list will be unavailable when you have started timeline playback, Exit playback and re-enter to use the video filter.

Description of Playback Buttons

Left click on the live video of any channel, then start using the buttons to control the video playback.

	Play/Pause		Reverse to play
	Stop		Playback in slow motion
	Fast Reverse		Fast Forward
	Previous Frame		Next Frame
	Previous Video		Next Video
	Repeat to play all the videos recorded on the selected day		Full Screen
	Start/End video cutting		Backup

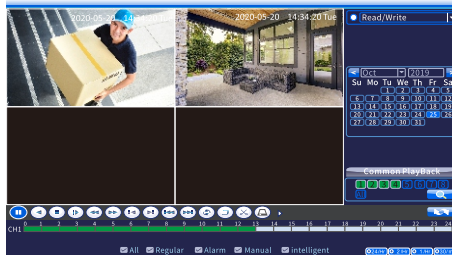
NOTICE:

- 1. Previous Frame and Next Frame work only when the video is paused.
- 2. Fast Forward and Fast Reverse rate will be displayed above the time line.
- 3. You can use (⊗) button to cut a video and click (💾) button to save the video to external USB storage device.

2. Sync Playback

This function aims to put the videos from different channels at the same time to compare.

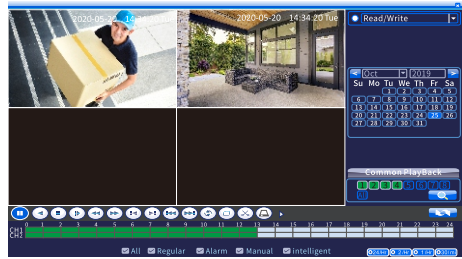
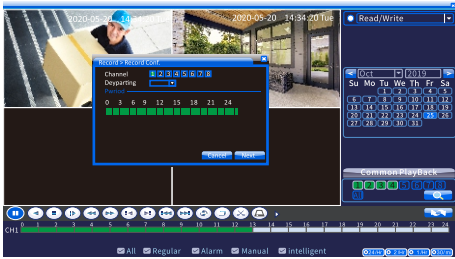
Select 2 channels at least (up to 4 channels), a period and a date on **Blue** background to play the historical videos simultaneously at the selected time on the same timeline.



3. Dayparting

This function aims to put the videos from the same channel but at different time to compare.

Select a channel, number of split screens, and a period to play the videos recorded from this channel on different timelines.



! Note:

You need to press and hold the left mouse and move on the bar of Period to select time period.

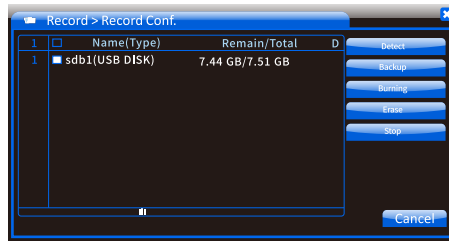
Video Backup

Step 1:

Insert a FAT32 USB Flash Drive in the USB port on the back of the DVR, right click on the main screen, go to **Main Menu** → **Record** → **Backup** to start backup.

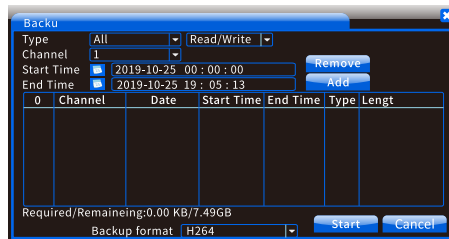
Step 2:

In the pop-up window, choose the USB flash drive just inserted, click Backup to continue.



Step 3:

Choose Channel , Start Time and End Time, then click Add to display the filtered video list.



Step 4:

Select the videos by checking the boxes or check the box above to select all, Choose the backup format. Finally click Start to backup all selected videos.

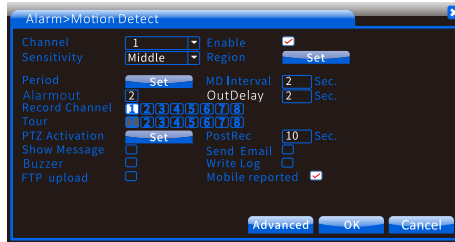


NOTICE :

1.The USB flash drive needs to be formatted to FAT32.

Motion Detect

In live View window, go to Main Menu- Alarm- Motion Detect. You can configure the parameter of Motion Detection function. With Motion Detection on, the camera will start recording when it detects motion.



【Channel】:

Select the channel you'd like to enable motion detection.

【Enable】:

Check the box to enable motion detection.

【Sensitivity】:

If you select higher sensitivity, the camera will be more easily to be triggered to start recording videos. It's advised to select **Middle** to balance the accuracy and effectiveness of the alarm, thus reducing the false alarms.

【Region】:

Click **Set**, then press and hold the left mouse to drag and select the area for detecting. The pink area indicates the selected area.

【Period】:

Set up to 4 time periods for each day to send the alerts when the camera detects motion.

【MD Interval】:

Set the time interval of two alerts. It aims to decrease the frequency of the alerts caused by the same moving object.

【Record Channel】:

The selected channel(s) will start recording when the current channel detects motion.

【Tour】:

The display will loop to display the live video from the selected channel(s) in full-screen mode when the current channel detects motion. You can go to **Main Menu > System > Tour** to set the time interval to show the live video in full-screen mode

【PTZ Activation】:

The cameras don't support this function.

【PostRec】:

The camera will remain to record the video around 10s after the motion or human shape detection ends. You can reset the time from 10s to 300s.

【Show Message】:

After enabling this function, the DVR will show message when the Motion Detection is triggered.

【Send Email】:

Before enabling this function, please go to **Main Menu > System > NetService**, then double click on **EMAIL** option to set up your email address to receive the alerts.

【Write Log】:

The logs of the alerts will be written into the system once you enable this function. You can go to **Main Menu > Info > Log** to check the detailed log information.

【FTP upload】:

The system will send the videos recorded or snapshots captured to the FTP server you set when the camera detects motion. Please go to **Main Menu > System > NetService**, then double click on FTP option to set up your FTP server.

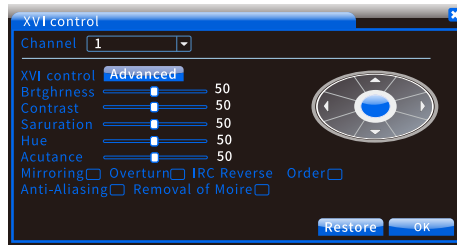
【Mobile reported】:

The system will send alerts to your mobile device when the camera detects motion. Please install the App and add the DVR to the App following the section of OPERATE DVR SYSTEM ON MOBILE DEVICE on page 27.

▲ For the setting of alarms like **Video Blind**, **Video Loss**, **Human Detect** and **Face detection**, please refer to the settings of **Motion Detect**. If prompting **Video Loss**, the DVR will not record videos, but only to send alarms.

XVI Control

In live View window, go to Main Menu-System- XVI Settings to configure your camera views.



* If the live video from the camera is mirrored or flipped, you can check the box before **Mirroring** or **Overturn** to fix it.

* If you set something wrong, please click **Restore** to get back to default settings.

Mobile Phone APP and Operation

i IMPORTANT:

- 1 Please make sure the DVR system has been connected to your router via the Ethernet cable. You can check the network connection status from the **Startup Wizard**.
- 2 Get the **Serial Number** from **Main Menu- Info- Version** or the QR code in **Startup Wizard**.

Download and Install the App

Search and download XMEye into your mobile device from App Store/Google Play or scan the QR codes below to download.



iOS



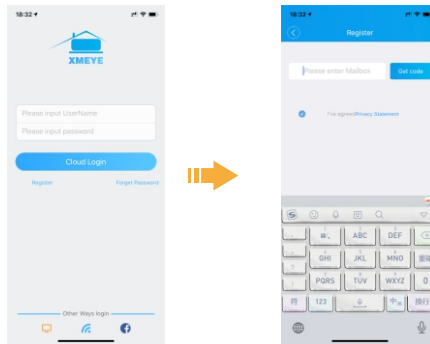
Andorid

Add the DVR System to the App

Launch XMEye App after installing, then follow these steps to add the DVR system.

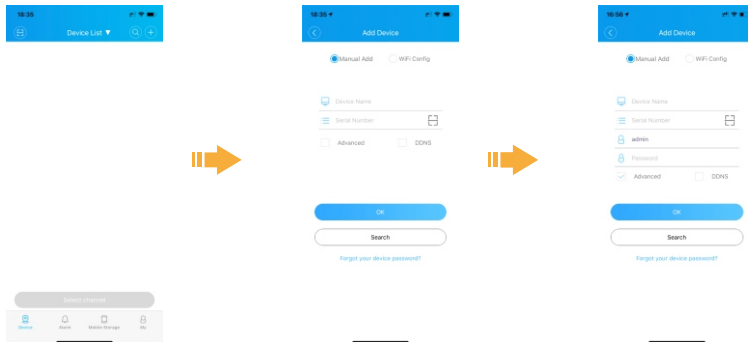
Step 1:

Register an account with your email address. You will get a code by email to set a user name and password.



Step 2:

Log in to XMEye with your user name and password, then tap **+** on the upper right corner. Enter the information required on the interface of Add Device, then tap OK to add the device.



Device Name:

Set a name for your DVR system

Serial Numer:

Get the serial number from **Main Menu > System > Info.** > Version or the QR code from **Startup Wizard**.


Username (Default is admin):

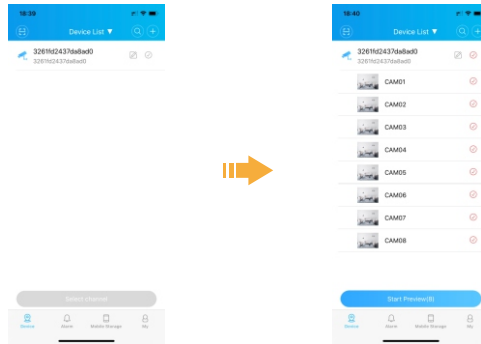
Enter **admin** if you did not change it in the **Startup Wizard**.

Password (Default is null):




Enter the password of DVR you set in the **Startup Wizard**. If it's changed, please enter the new password.

Live Video

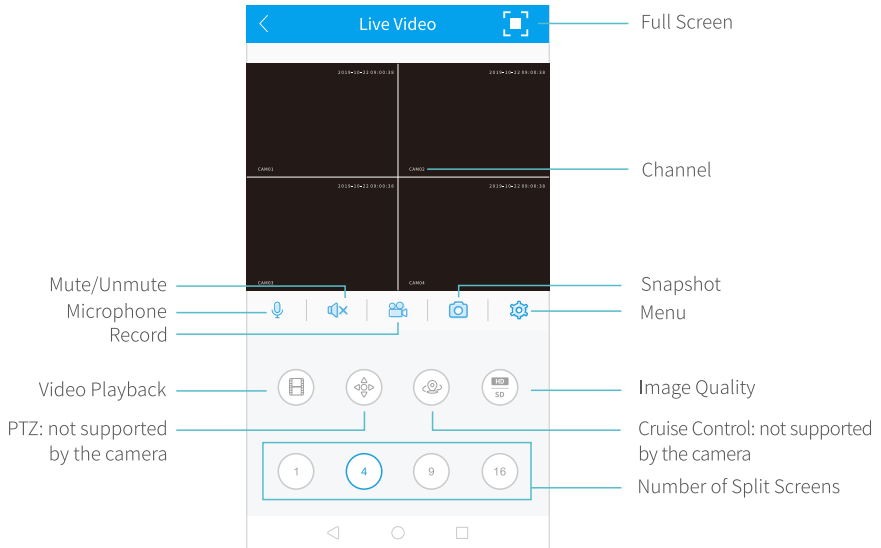
After successfully adding the DVR, it will be listed on the interface of **Device List**. Tap the  icon and **Start Preview** to view the live videos from all channels.











Tips:




- 1 A blue  icon indicates the DVR system is online, while the grey one  indicates it's offline. You can tap  to confirm the information you entered.
- 2 Tap on the name of the device to list all the cameras, you can select some certain channels to preview.

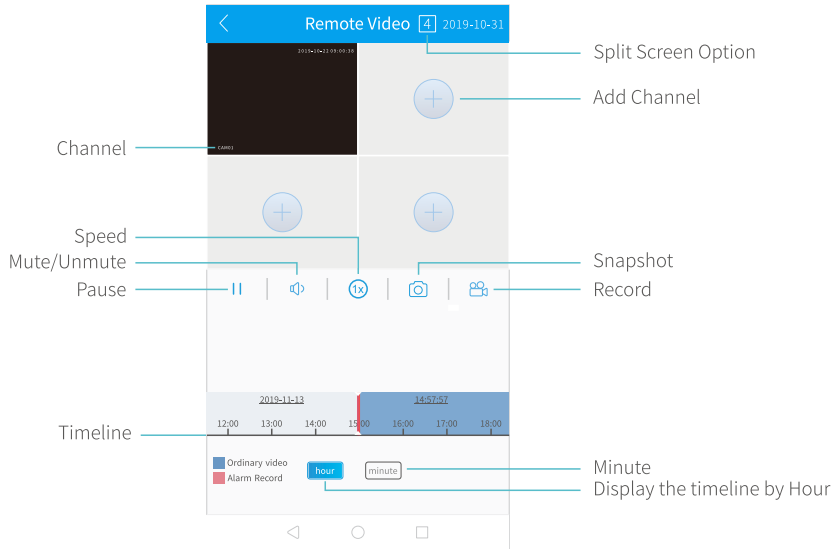
Function Overview of the Live Video



- * Tap  to enter the detailed settings of the channel. You can set the record plan, alarms, and more here.
- * Tap  icon to capture a picture and save to your mobile device.
- * Tap  to start recording; tap it again to end and save the video to your mobile device.
- * Tap  to display the live video from one channel on the screen. You can slide it leftward to show the live video from another channel.
- * Tap  to display the live video from 4 channels on the screen, so do  and .
- * Tap  to switch the image quality from SD to HD. SD is recommended for smoother streaming.

Video Playback

Tap  on the interface of live video to play the video recorded in the Hard Disk Drive of the DVR system. Tap  on the top right of **Remote Video**, it will switch to .



*  stands for one screen displayed on the interface, while  indicates 4 screens.

* Tap  to add another channel.

* Slide leftward or rightward on the timeline to check the videos recorded by time.

* **Alarm Record** stands for the videos recorded when the camera detected motion, human shape, or more.

Video Backup

Tap  on the interface of Live Video, then tap Video Download to back up the videos to your mobile device.

OPERATE DVR SYSTEM ON PC CLIENT

IMPORTANT:

- 1 Please turn off antivirus protection and firewalls in Windows Security.
- 2 Please make sure the DVR system has been connected to your router via the Ethernet cable. You can check the network connection status from the Startup Wizard.

Client Downloading and Installation

Please visit our official website : www.toguard.cc and download the software in the Download section, or you can contact our service email at: Support@toguard.cc and get the software.

Add the DVR system to the Client

Option 1: Add the DVR system automatically

Please make sure the DVR system and your PC are connected with the same router.

Step 1:

Please log in to the client with the default User Name (admin) and Password (admin).



VMS

UserName: admin

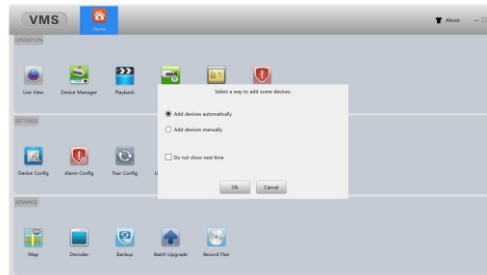
Password: ●●●●●●

Remember Password

SIGNIN CANCEL

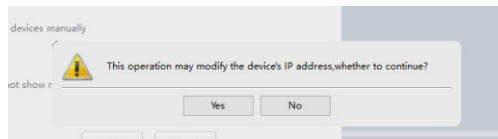
Step 2:

Click OK to add the DVR system automatically.



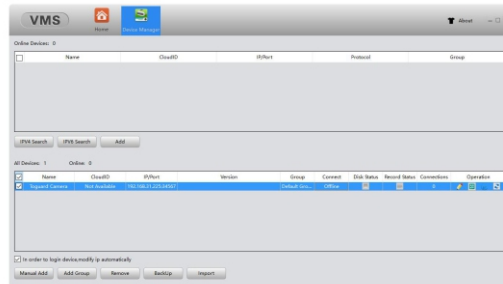
Step 3:

Tap YES on the pop-up window of "This operation may modify the device's IP address, whether to continue?"




Step 4:

The DVR you added will be listed on the interface of **Device Manager** after 10s searching.



Invalid Password:

The VMS Client cannot load the password of the DVR system automatically, you need to modify it by clicking .

Connected:

The DVR system is ready to use.

Offline:

Please check if the DVR system and PC are connected to the same router.

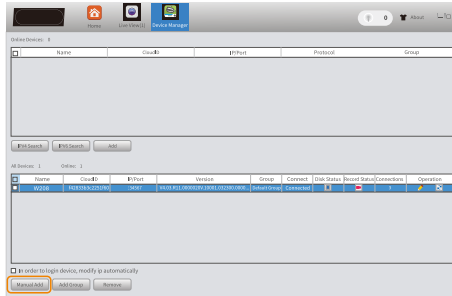
Timeout:

Network may be disconnected, please click  to refresh.

Option 2 : Add the DVR system manually

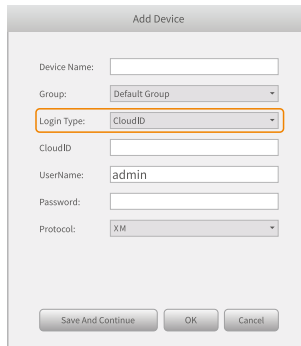
Step 1:

Click **Manual Add** at the lower left corner on the interface of **Device Manager**.



Step 2:

Change the **Login Type** from **IP** to **CloudID** and enter the required information on the interface of **Add Device**.



Device Name:

Set a name for the DVR.

CLOUD ID:

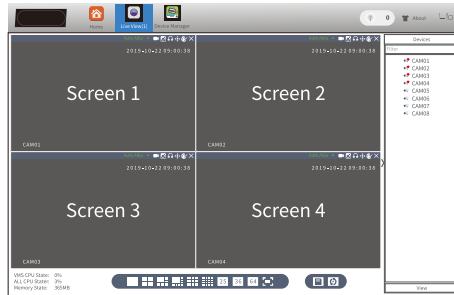
Also called Serial Number. You can get it from **Startup Wizard** or by accessing **System > Version**.

Password:

Enter the password you set for the DVR system.

Live Video

Please click **Home > Live View** to view the live videos from all channels.



* Click to select a screen (the selected one will be marked with the white border) then double click to select one channel **Toguard Cameras**, the live video from the channel will be displayed on the selected screen. For example, select **Screen 1** and **CAM02**, the live video from **CAM02** will be displayed on **Screen 1**.

* Double click on one screen to show the channel in full-screen mode, double click again to exit full-screen mode.

Video Recording

You can go to **Home > OPERATION > Record Settings** to set the disk in which the video will be saved for **VMS Client**. Please go to **Home > ADVANCE > Record Plan** to set the detailed record plan.

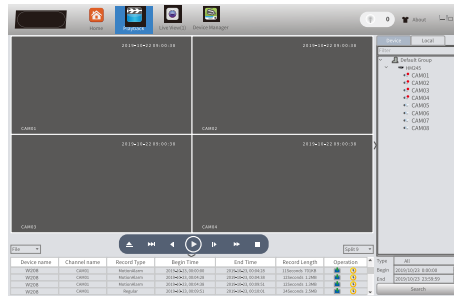
! Notes:

- 1 You need always log in to **VMS Client** for saving the videos into the Disk of your PC.
- 2 Select **D:/** to save the videos in case of insufficient disk space and abnormal situation of your PC.
- 3 The disk of PC is not designed for surveillance need and long-time recording may cause damage to your disk.
If using **VMS Client** to record videos is inevitable, it's advised to use the dedicated server and hard disk for surveillance.

Video Playback



Click **Home > Playback** to check all the videos recorded.

Check the box before the channel(s) you prefer, select **Type** of the video, select the **Begin** and **End** time, then click **Search** to list the filtered videos.

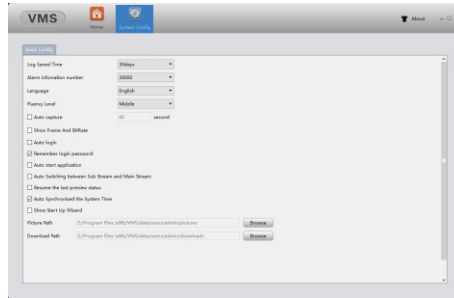


Double click on the selected video files to play the video or select one video file, then click **▶** button to play the video.

Video Downloading(Backup)

Stay on the interface of Video Playback, click  to download the selected video, while click  to download the video fragment by time period in this video file. The file you downloaded will be saved to the default path on the PC.

You can go to Home > SETTINGS > Systems Config to modify the path.



The format of the file you downloaded is H264 and the file is encrypted. It only can be played by the exclusive media player and you can get it from

The downloaded video is in encrypted H264 format, it can only be played with exclusive player.

Please visit our official website : www.toguard.cc and download the H264 Player in the Download section, or you can contact our service email at: Support@toguard.cc and get the H264 Player.


TROUBLESHOOTING

Q1. The DVR system boots up abnormally or reboots automatically.

- * The input voltage is unstable or too low. Please replace the power supply, then try again.
- * The hard disk is damaged or the cables of the hard disk drive are broken. Please replace the hard disk drive or fix the cable.
- * Please disconnect the camera with the DVR to verify if the DVR can boot up. If yes, the video signal of the camera may be not stable. Please replace the camera or the corresponding cables.
If the issue is not solved, please contact our service email at: Support@toguard.cc for more help.

Q2. How should I do if I forget my password?

Please click **Forgot Password** when logging into the DVR system.

- * The system will ask you the security questions you set in the **Startup Wizard**, please enter the right answer to reset your password.
- * If you forget the answers, click **Forget Answers** to enter the interface of **Verification Code**. Launch XMEye App, tap  > **FIND PWD** on an Android device or tap **Forgot your device password?** (on the interface of Add Device) > **FIND PWD** on an iOS device to scan the QR code on the left side to get a verification code, then enter it into the box on the interface of **Verification Code** to reset your password. However, if you set an email to get the verification code in **Startup Wizard**, the App will send the code to that email. You need to get it from email, then enter it on the interface of **Verification Code**.
If the issue is not solved, please contact our service email at: Support@toguard.cc for more help.

Q3. How long can a Hard Disk Drive record for this DVR system?

- * There are 4 AHD cameras connecting to this DVR system by default. These cameras are with the resolution of 1080P and variable bitrate which depends on the surveillance scenes. If the bitrate is around 2Mb/s, the corresponding size of the video file will be around 21G per day. As a result, a Hard Disk Drive with the capacity of 1T may record around 12 days.

Q4: The camera live view is upside down.

- * In live View window, right click to Main Menu-System- XVI Settings, you can Mirror or Overturn the image.

Q5. What should I do if it runs out of the space on your Hard Disk Drive?

- * The DVR system is set to loop recording by default, which means the latest videos will overwrite the old videos automatically when it runs out of the space on the Hard Disk Drive.
You can back up the important videos, then delete the videos or format the Hard Disk Drive.

Q6. Why does the Hard Disk Drive stop saving videos?

- * Please go to **Main Menu > System > General** to check whether the **Storage Full** is set to **Stop Record**. If yes, the Hard Disk Drive will not save the videos once it runs out of space.
- * Please go to **Main Menu > Advanced > Storage > Hard Disk Drive Partition** to check if the space you set for **Record Partition** runs out.
- * If the Hard Disk Drive cannot be read, is damaged or is not formatted, it cannot save videos.

Q7. Why doesn't the PC Client watch the live videos?

- * Please make sure that your PC and the DVR system are connected to the same router and verify that the Serial Number(Cloud ID) and password you entered are correct.
- * Please go to **Main Menu > System > NetService**, double click RTSP and check the box to enable it.

Q8. How to set a privacy zone?

- * You can conceal parts of the image from the live view to protect your privacy. The part you selected will be marked as a black block regardless of the channel status. You can go to **Main Menu > System > Display > Region Cover** to set 4 rectangular areas at most for each channel.

Q9. How can I modify the time stamp and channel name displayed on the screen when playing the videos recorded?

- * You can go to **Main Menu > System > Display** to select the channel you'd like to set, then enable **Time Display** and **Channel Title**, then click **Set**. You can even drag them to your desired position on the screen.

Q10. Why does the live video from channels loop to pop up on the full screen?

* Please go to **Main Menu > System > Tour** to verify if you enabled the setting of **Tour**, or go to **Main Menu > Alarm** to check whether you enabled **Tour** function of certain kind of alarm. You can disable it to exit this mode.

Q11. How can I do if the color of the live video is abnormal?

* Please right click on the main screen, then select **Color Setting** to modify the color setting of the camera, or go to **XVI Control** to modify the color setting.

Q12. The interface of the DVR system is not completely displayed on the monitor.


* This is likely due to the unmatchable resolution between the monitor and the DVR system. You can go to **Main Menu > System > Display** to change the resolution of the DVR to match the monitor's, or **Main Menu > Advanced > Output Adjust** to reset **Left Deflate/Right Deflate** and **Black vertical/Black horizontal**.

Q13. How can I record a video with sound?

You will need external Audio Pickup Device to record audio, it is not included in the standard system.

To enable this function, please follow the steps below:

Step 1: Please go to **Main Menu > Advanced > Device Info. > Audio In Channels** to select the number of channels (up to 4) that you need to record sound.

Step 2: Right click on the screen, go to **Main Menu > System > Encode**, select a channel and check all boxes after **Video/Audio**. You will see a  icon on the **Live Video** of the selected channel, which indicates a successful setting. If you'd like to set for more channels, just repeat this step.

Step 3: Connect an external **Audio Pickup** (not supplied) to the **Audio Input** of the DVR and the power.

Step 4: Place the **Audio Pickup** near the camera you need to record sound. Please ensure that the camera matches the channel you set on the DVR.

If you have any other questions or problems, Please feel free to contact us at

support@toguard.cc

We have professional team at your service, and your satisfaction is guaranteed.

