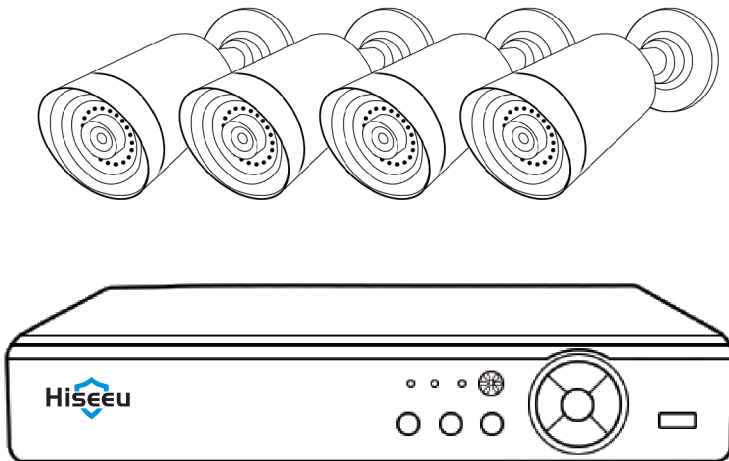




Digital Video Recorder System

Quick Guide



CUSTOMER SUPPORT

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

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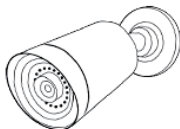
SAFETY CAUTIONS

- 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.

PACKING LIST



DVR
(Hard Drive not included)



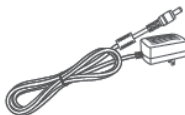
AHD Cameras



BNC Cables



USB Mouse



DC 12V/2A Power Adapters



Ethernet Cable



Power Cable Splitter
(1 Female to 4 Male)



Quick Guide



Screws
(For Hard Drive)

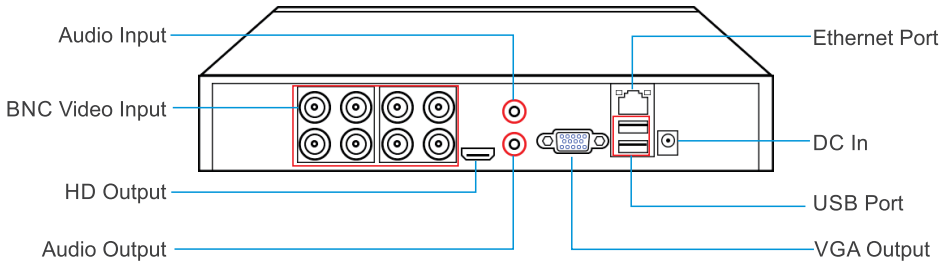


Screw Sets
(For Camera)

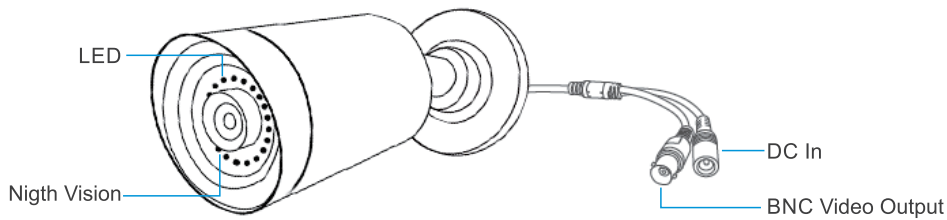
※If there is any part missing or damaged, please contact Hiseeu support.

PRODUCT OVERVIEW

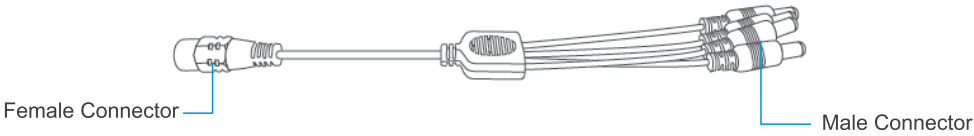
DVR



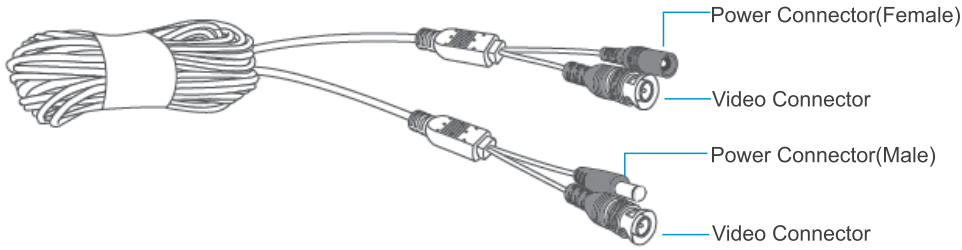
AHD Camera



Power Cable Splitter



BNC Cable







HARD DRIVE INSTALLATION AND SYSTEM CONNECTIONS

Hard Drive Installation

❗ IMPORTANT:

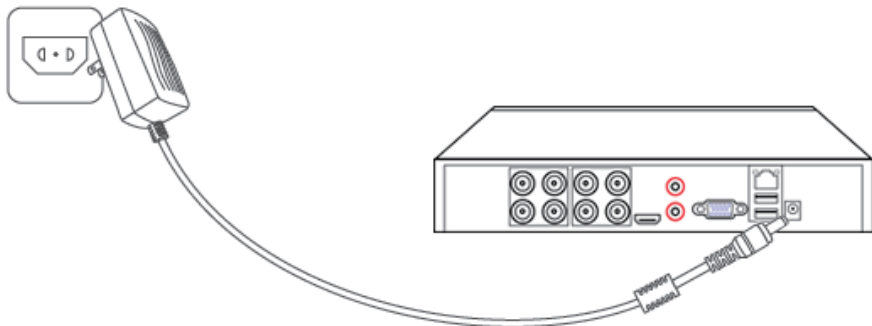
- ❶ To record videos and play the historical videos, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live video.
- ❷ The hard disk is pre installed in the system. If you need to replace it, please follow the steps below
- ❸ This DVR system works with a 3.5" SATA Hard Drive. The Hard Drive should be formatted after it's installed.

<p>Step 1:</p> <p>Unscrew the screws and remove the upper cover of the DVR.</p>	 A photograph showing the internal components of a DVR housing with the top cover removed. A green circuit board is visible with various cables connected. A green screwdriver and the black upper cover are placed next to the unit.
<p>Step 2:</p> <p>Connect the SATA power cable and data cable of the DVR to the corresponding ports of the Hard Disk Drive.</p>	 A photograph showing the internal components of the DVR housing. A 3.5-inch SATA hard drive is positioned between the DVR unit and another component. Red and black SATA power cables and a blue SATA data cable are being connected to the ports on the hard drive.
<p>Step 3:</p> <p>Hold the Hard Drive and the DVR together, carefully turn them over, then align the screw holes on the Hard Drive with the screw holes on the DVR housing.</p>	 A photograph showing the back of the DVR housing. The internal components are visible, and the hard drive is being aligned with the screw holes on the back of the housing.
<p>Step 4:</p> <p>Fix the Hard Disk Drive and DVR housing with the provided screws, then assemble the upper cover of the DVR.</p>	 A photograph showing the back of the DVR housing with the hard drive and DVR unit secured. A green screwdriver is shown next to the unit, indicating the final assembly step.

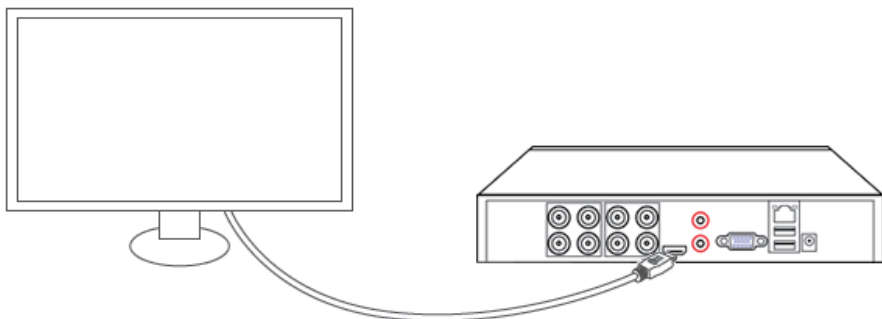
System Connections

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

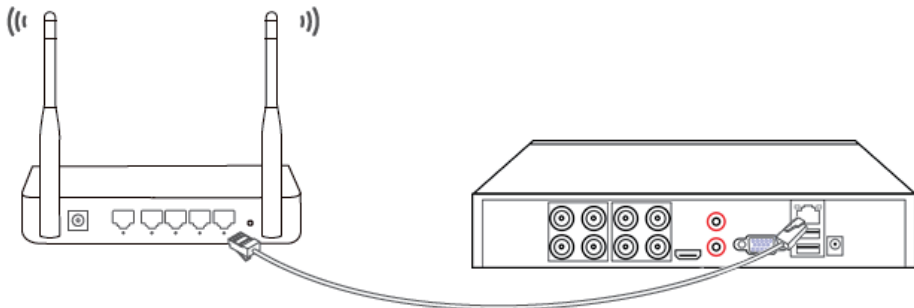
❶ Plug a power adapter into the DVR and the socket to power on the DVR.



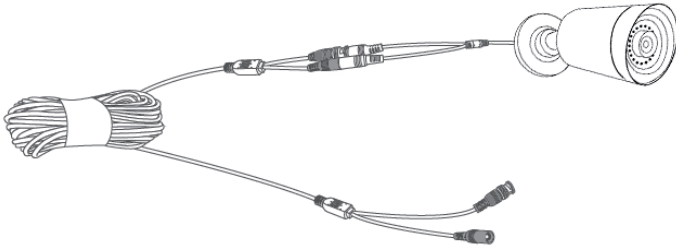
❷ Connect a monitor to the HD Output or VGA Output on the DVR with an HDMI cable or VGA cable (not included).



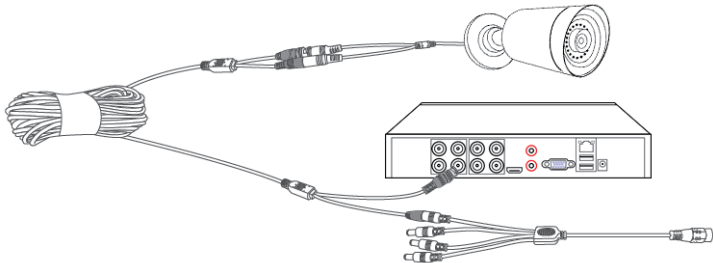
❸ Connect the Ethernet Cable with the DVR and your router.



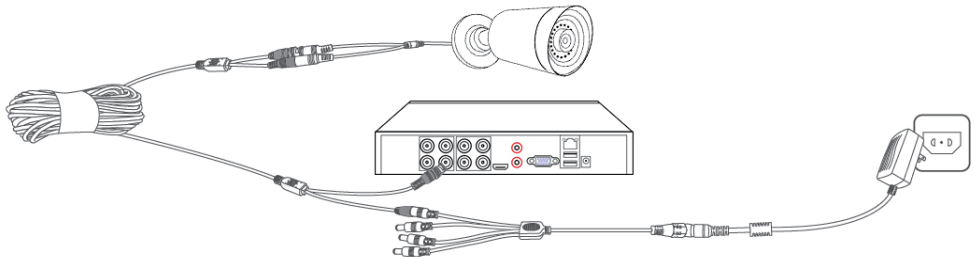
- 4 Connect the AHD camera with the BNC Cable.



- 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.



OPERATE DVR SYSTEM WITH A MONITOR

Startup Wizard

After connecting the DVR and cameras to power, wait for 2-3 minutes. A **Startup Wizard** will start to guide you via a series of pop-up windows. Connect the USB mouse to the DVR, then click **Next** until you see the window of **Time-Language Configuration**.

1 Select the time zone, date format, time format, language, and set the time for your DVR system.

Time - Language Configuration

Time Zone [UTC+08:00|Beijing, Urumqi, Tai]

System Time 2020-05-15 18:25:27

Date Format YYYY MM D

Date Separator -

Time Format 24-HOUR

Modify Language

Language ENGLISH

Previous Next Cancel

2 The default password is empty, please reset it for your DVR following the tip. The new password should be more than 6 digits and use the combination of numbers and letters to ensure your system's security.

Time - Language Configuration

Time Zone [UTC+08:00|Beijing, Urumqi, Tai]

System Time 2020-05-15 18:25:36

Date Format

Date Separator

Time Format

Modify

Language

Unsafe Password Tip

Remind you current 'Admin' password is a Big Security Risk , whether to set a new password?

OK

Previous Next Cancel

Password Modify

The password is unsafe , please change it.

User Name admin

New

Confirm

It is recommended that the password be no less than 6 digits, and the number + letter form.

Next

Tips:

- 1 Please keep your password safe.
 - 2 You can enable the option of **Remember the password** on the page of logging in.
 - 3 If you forget the password, please refer to **Q2 of TROUBLESHOOTING** on page 27.
- 3 Select safety questions and enter the answers for resetting the password if necessary. You can also enter your email address for getting the verification code to reset the password.

Safety question

Please complete the following information to reset your password later

Safety Question

Question Please select a question

Answer

Question Please select a question

Answer

Reset password by verification code

☒ Send verification code to monitor APP

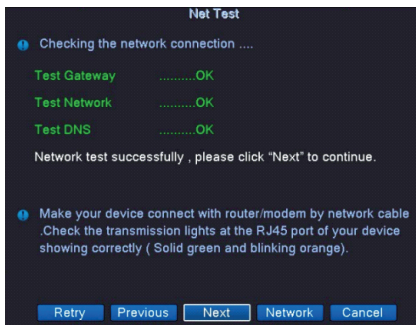
☐ Send verification code to my contact profile

Email

Recommend you write down your questions and answers and store it in a secure location.

Next

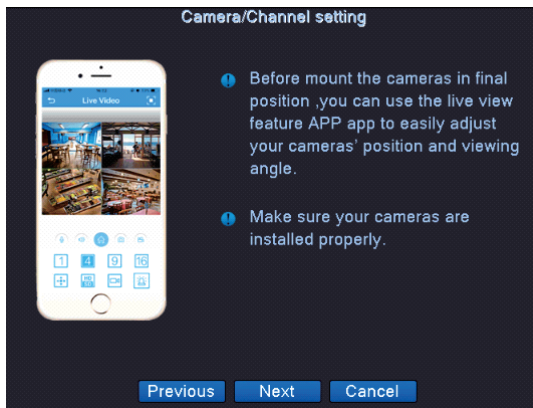
- ④ Check if the network connection status is normal. If not, you can configure it by clicking **Network**.



- ⑤ Scan the QR code to get the **Serial Number** of your DVR system and download the App named **XMEye** into your mobile device.



- ⑥ Before fixing the cameras, you can log in to **XMEye** App to check the live view to confirm the ideal position.



- ⑦ Detection based on human shape is enabled by default. The DVR system will send alerts to your mobile device when there is human shape detected by the cameras. Please refer to the section of **Motion Detect** on page 16 for the detailed setting.

Human Detect

Channel

1

Enable

☒

Sensitivity

Higher

Alarm Light

☐

Wander Time

10

Sec.

Period

Set

MD Interval

1

Sec.

Record Channel

1

2

3

4

5

6

7

8

Tour

1

2

3

4

5

6

7

8

Snapshot

1

2

3

4

5

6

7

8

PTZ Activation

Set

PostRec

10

Sec.

Show Message

☐

Send Email

☐

Write Log

☐

FTP upload

☐

Mobile reported

☒

Previous

Advanced

Next

Cancel

- ※Click **Next** and **OK** to exit the wizard. You can right click on the screen, then go to **Main Menu > Startup Wizard** to bring it up again. If the wizard is no longer needed, just check the box before **Don't Display the Wizard again** on the first interface of the **Startup Wizard**.

Live Video

You will see the live videos from the AHD cameras in split-screen mode (9 screens by default) after exiting the wizard.

Time

2020-05-15 18:30:27 Fri

Channel

CAM01

CAM02

CAM03

CAM04

CAM05

CAM06

CAM07

CAM08

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

5M-N(XVI)

Main Menu

Startup Wizard

Record Mode

PlayBack

PTZ Control

XVI control

Alarm Light

XVBS&H

HighSpeedPTZ

Color Setting

Output Adjust

Logout

View 1

View 4

View 8

View 9











Show/Hide

The Latest 6 Faces Detected






Channel's Bitrate

Kb/S	CH	Kb/S
7	5	8
8	6	8
8	7	8
8	8	8

※ Move the mouse cursor to the live video of any channel, some icons may be displayed according to the setting.

	Channel's Name		Motion Detected(Default)
	Recording		Play the video recorded for latest 5 minutes
	Mute/Unmute		Face Detected(Display only after enabling)
	Signal Switch(AHD-TVI-CVI)		Video Feed Loss Detected(Display only after enabling)
	Human Shape Detected(Default)		Camera Blocked Detected(Display only after enabling)

! Notes:

- ① The icons of  and  are displayed by default, while for icon ,  and , please right click and go to **Main Menu > Alarm** (see on page 15) to enable them.
- ② If you want to loop to display the live videos from some certain channels in full-screen mode, please go to **Main Menu > System > Tour** to enable this function.
- ③ For viewing the live video from one channel in full-screen mode, please move the mouse cursor to the desired channel, then double click. To exit full-screen mode, double click again.

Hard Drive Formatting

When you receive the system, the system has a pre installed hard disk, which does not need to be formatted, but if you have to replace another hard disk, it needs to be formatted at first, then it can be used normally. Install the Hard 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.

Record Conf.

Channel

1

Redundancy

☐

Length

60

min

PreRec

5

Sec.

Mode

☒ Schedule ☐ Manual ☐ Stop

Week

All

Regular

Detect

Alarm

Period 1

00:00 - 24:00

☒

☒

☒

Period 2

00:00 - 00:00

☐

☐

☐

Period 3

00:00 - 00:00

☐

☐

☐

Period 4

00:00 - 00:00

☐

☐

☐

Advanced

OK

Cancel

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, and HM245 doesn't support it.

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**, and **Face Detection**, 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.

Notes:

The oldest video will be overwritten by the latest one by default when the Hard Disk Drive runs out of space.

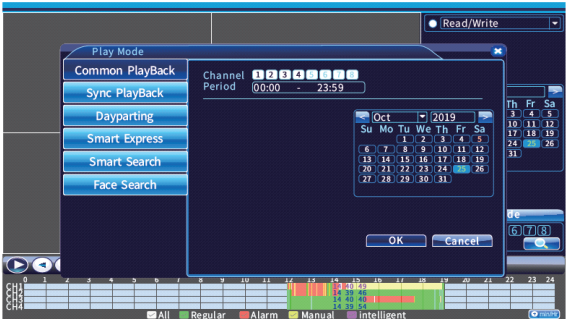
Video Playback

Right click on the screen, then go to **Main Menu > Record > Playback** to play the video recorded. You will see the different playback modes in the pop-up window of **Play Mode**.

Explanation of playback modes

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.





- 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

💡 Tip:

Filters will not be available after you left click on the timeline, but you can exit this mode and re-enter to select the filter.

Option 1 :

Left click on the Green/Red (Green for standard videos recorded, and Red for the videos recorded when the camera detected motion or human shape) part of the timeline of each channel to play the historical videos.

Option 2 :



Left click on the live video of one channel, show the filtered video list, then double click on the selected video to play it.

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		Play 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

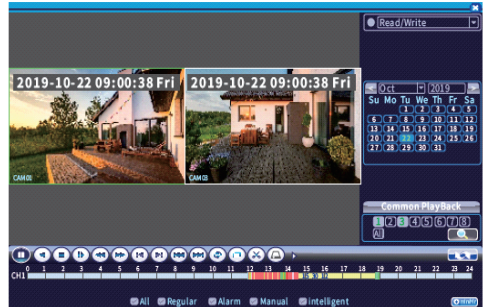
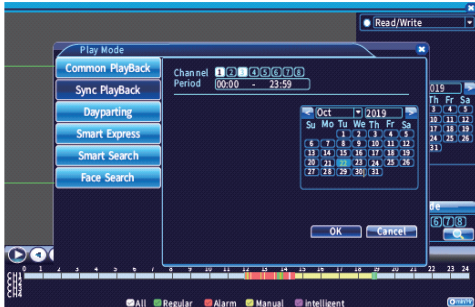
Tips:

- ① You can click the  icon to cut a video, then click  to back up to the external storage.
- ② Previous Frame and Next Frame work only when pausing the video.
- ③ The speed of Fast Reverse and Fast Forward will be displayed on the right end of **Playback** Buttons.

2. Sync Playback

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

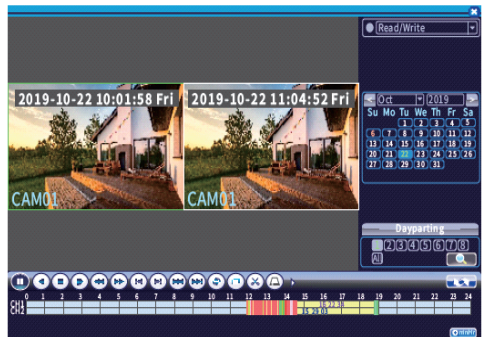
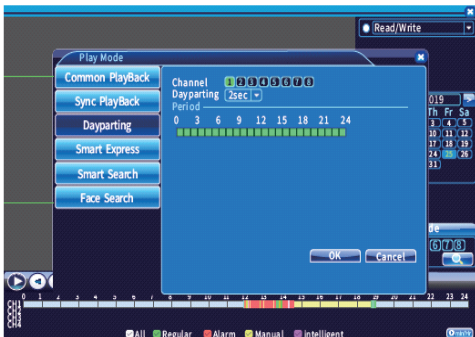
Select 2 channels at least (up to 4 channels), a period and a date on **Blue** background to play the historical videos simultaneously at the selected time on the same timeline.



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.

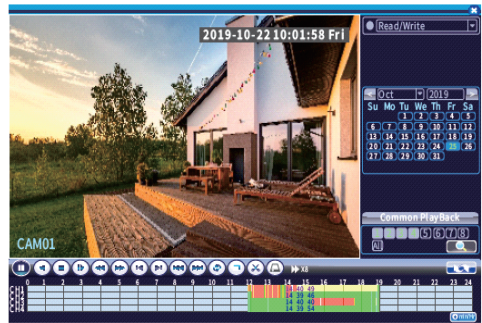
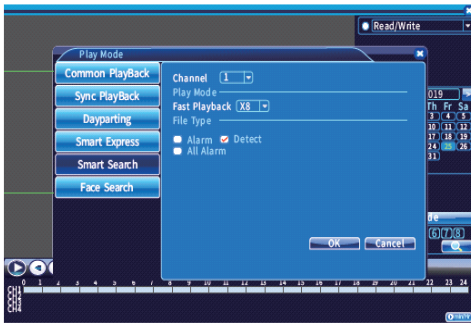


Notes:

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

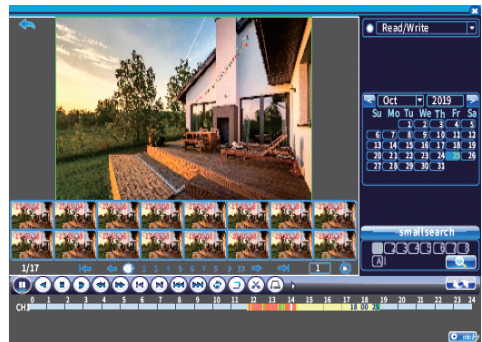
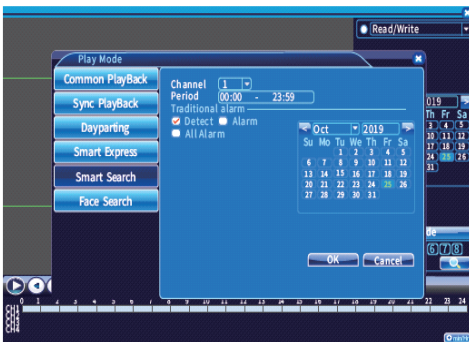
4. Smart Express

Select one channel or all channels, then select the speed of **Fast Playback**, the system will play all the videos recorded with the speed you selected.



5. Smart Search

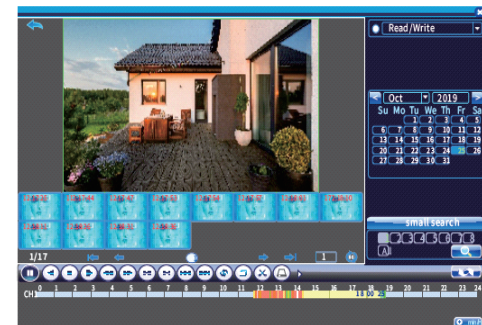
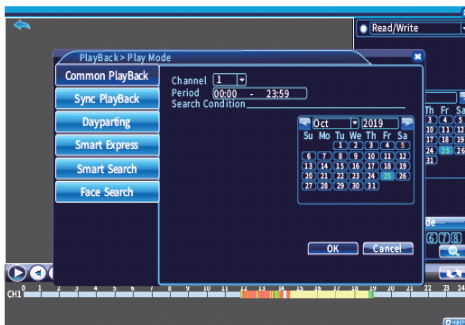
Select one channel and a time period, then check the box before **Detect** and select a date on **Blue** background to play the videos recorded when the camera detected the motion or human shape.



※ Double click the thumbnail to play the related videos.

6. Face Search

Select one channel, a time period and a date on **Blue** background to play the videos recorded when the camera detected faces.



Video Backup

Step 1:

Insert the USB disk into the USB port of the DVR system. Right click on the screen, then go to **Main Menu >Record > Backup** to start.

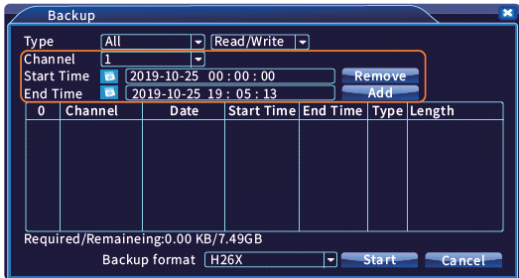
Step 2:

Select your USB disk, then click **Backup** to bring up a pop-up window.



Step 3:

Select **Channel**, **Start Time** and **End Time**, then click **Add** to display all the filtered videos.





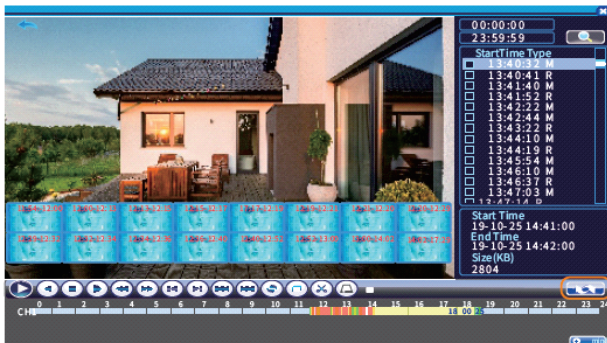
Step 4:

Check the box to select the video files and **Backup format**, then click **Start** to back up the videos.



💡 Tips:

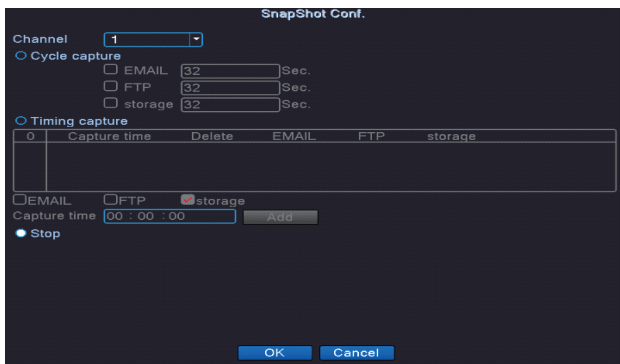
- ① The format of the USB Drive should be FAT 32.
- ② An alternative solution to back up the videos is listed below.
 - * Go to the interface of video playback and click  to show the filtered video list.
 - * Check the box to select the videos.
 - * Click  to start backing up. The next steps are the same as the first solution mentioned above.



Snapshot Setup

The system will capture the snapshots 24 hours a day when the camera detects motion or human shape.

Go to **Main Menu > system> SnapShot Conf.** to reset the time interval of capturing a snapshot, and set up the schedules when the camera will capture a snapshot as well.



Alarm

📌 IMPORTANT:

The alarms of **Motion Detect** and **Human Detect** are enabled by default. If you need to record videos when the camera detects the face or gets blocked as well, please enable **Face Detection** and **Video Blind**.

Please go to **Main Menu > Alarm** to set the alarm you need.

Motion Detect

The camera will start to record videos when it detects motion.

The screenshot shows the 'Motion Detect' configuration window. It has a dark background with white text. At the top, it says 'Motion Detect'. Below this, there are several settings: 'Channel' is set to '1', 'Sensitivity' is set to 'Middle', 'Enable' is checked (indicated by a green square), and 'Region' has a 'Set' button. Below these, there are two rows of settings: 'Period' with a 'Set' button and 'MD Interval' set to '2' Sec.; 'Record Channel' with a 'Set' button and a list of channels '1 2 3 4 5 6 7 8'; 'Tour' with a 'Set' button and a list of channels '1 2 3 4 5 6 7 8'; 'Snapshot' with a 'Set' button and a list of channels '1 2 3 4 5 6 7 8'; 'PTZ Activation' with a 'Set' button; 'PostRec' set to '10' Sec.; 'Show Message' with an unchecked checkbox; 'Send Email' with an unchecked checkbox; 'Write Log' with an unchecked checkbox; and 'FTP upload' with an unchecked checkbox. At the bottom, there are three buttons: 'Advanced', 'OK', and 'Cancel'.

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.

Snapshot:

The selected channel(s) will capture a picture when the current channel detects motion.

PTZ Activation:

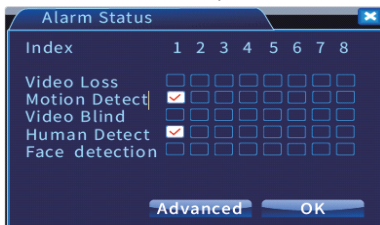
The cameras don't support this function.

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 display will pop up a window to show the **Alarm Status** for all kinds of alarms when the cameras detect motion, human shape, or more.



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.

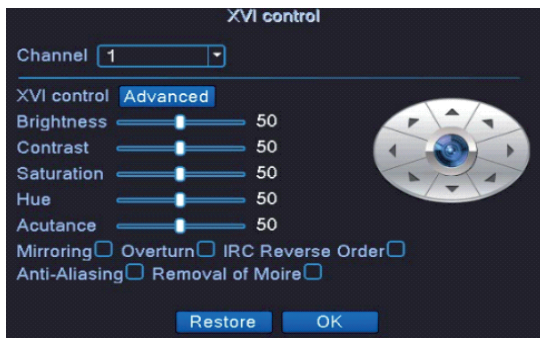
Mobile reported:

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 18.

▲ 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.

Up-to-Coaxial Control

Right click on the main menu and select XVI control to start setting up your camera.



※ 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.

OPERATE DVR SYSTEM ON MOBILE DEVICE

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 > System > 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



Android



Tip:

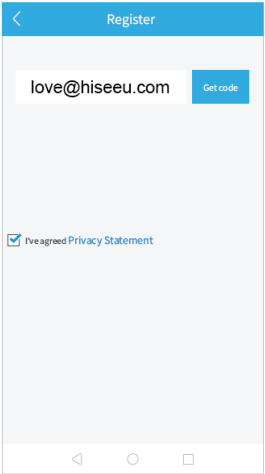
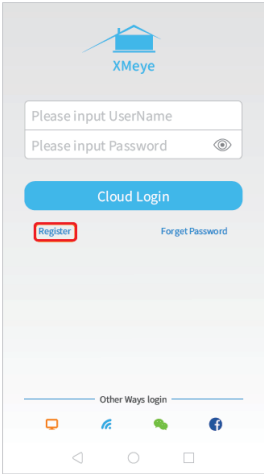
An alternative option to download and install the App is to scan the QR code from the **Startup Wizard**.

Add the DVR System to the App

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

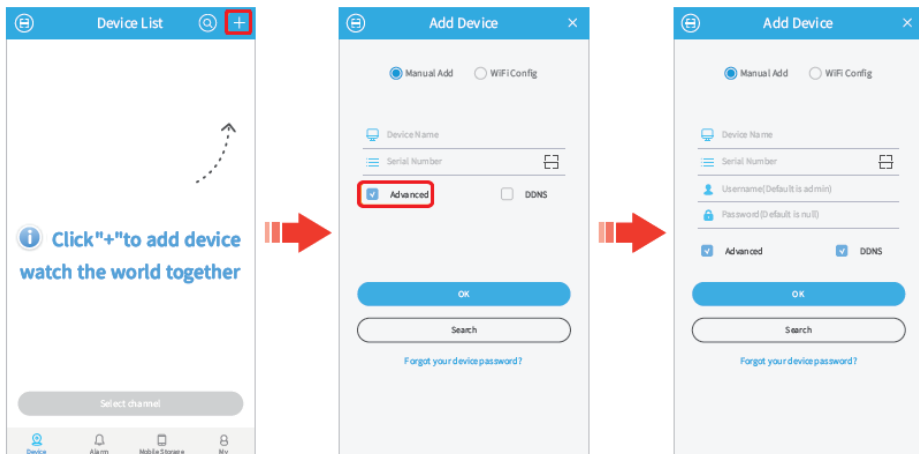
Step 1:

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 Number:

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):

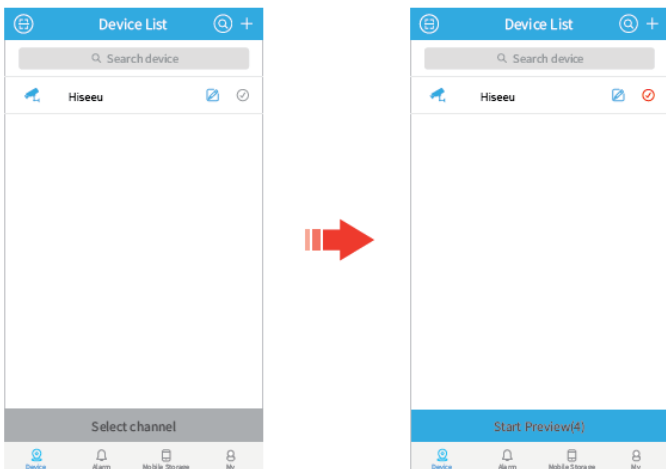
Enter the password of DVR you set in the **Startup Wizard**. If it's changed, please enter the new password.

Live Video

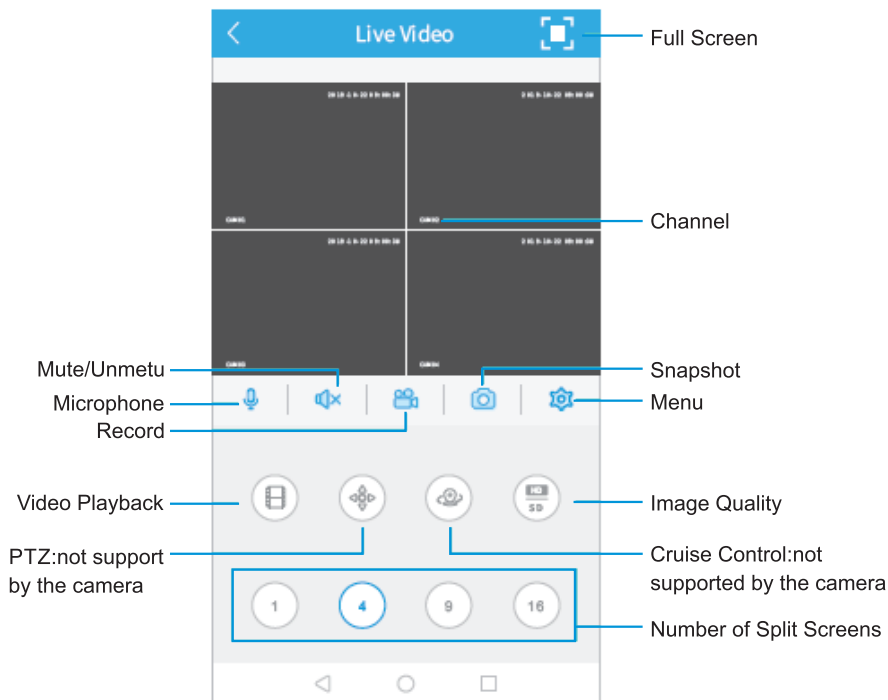
After successfully adding the DVR, it will be listed on the interface of **Device List**. Tap the  icon and **Start Preview** to view the live videos from all channels.









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.






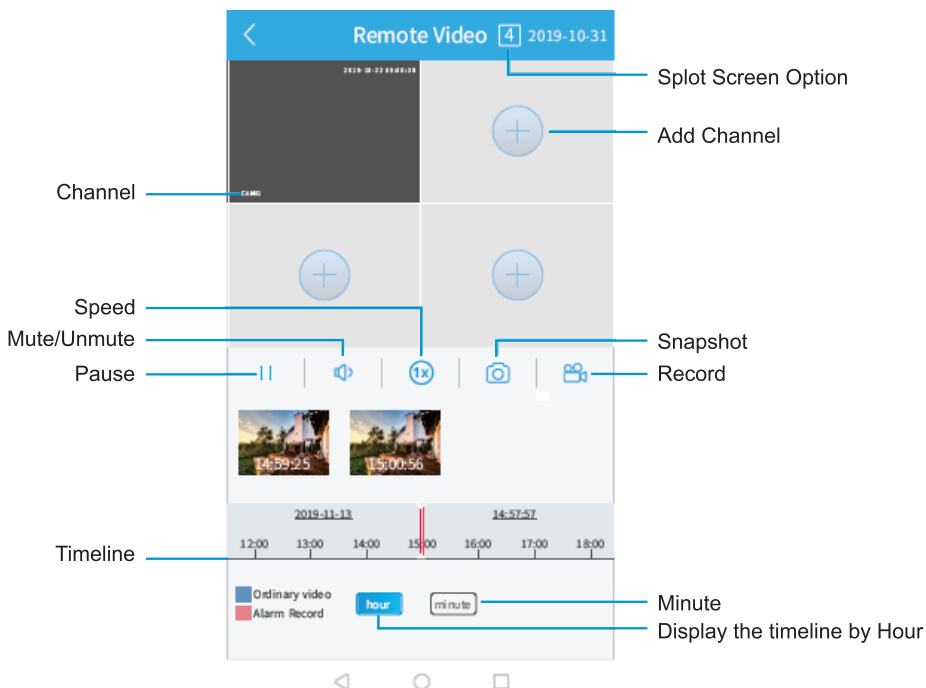
Function Overview of the Live Video






- * Tap  to enter the detailed settings of the channel. You can set the record plan, alarms, and more here.
- * Tap  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 **Record Download** to back up the videos to your mobile device.

OPERATE DVR SYSTEM ON PC CLIENT

❗ IMPORTANT:

- ❶ Please turn off antivirus protection and firewalls in Windows Security.
- ❷ 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 <https://download.xm030.cn/d/MDAwMDA2NDA=> (Mac) or <https://download.xm030.cn/d/MDAwMDA2NDE=> (Windows) to download and install the **VMS Client** following the setup wizard.

Email us to get the latest download link.

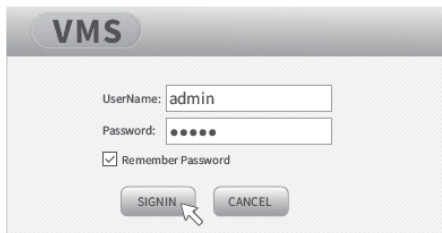
Add the DVR system to the Client

Option 1: Add the DVR system automatically

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

Step 1:

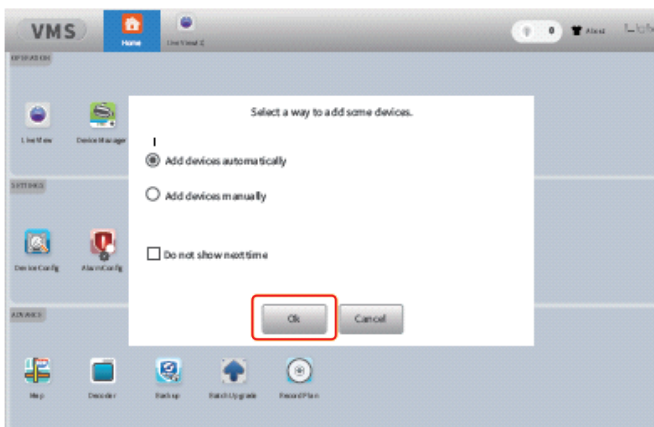
Please log in to the client with the default **User Name** (admin) and **Password** (admin).



The image shows a login window titled "VMS". It contains two input fields: "UserName:" with the text "admin" and "Password:" with eight dots. Below the password field is a checkbox labeled "Remember Password" which is checked. At the bottom are two buttons: "SIGNIN" and "CANCEL". A mouse cursor is pointing at the "SIGNIN" button.

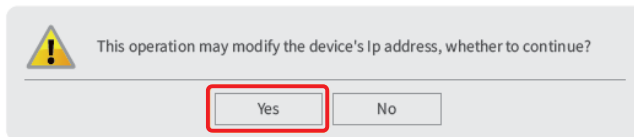
Step 2:

Click **OK** to add the DVR system automatically.



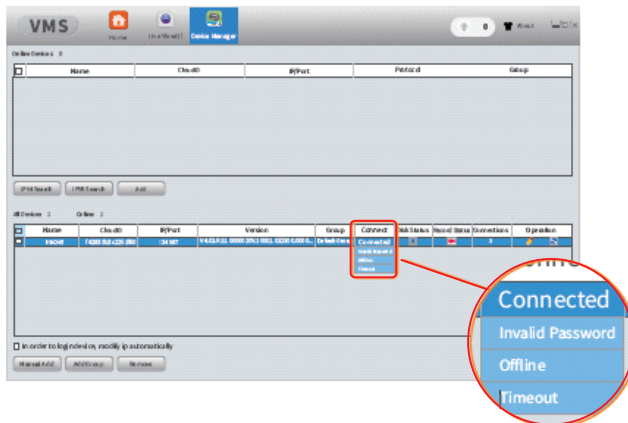
Step 3:

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.

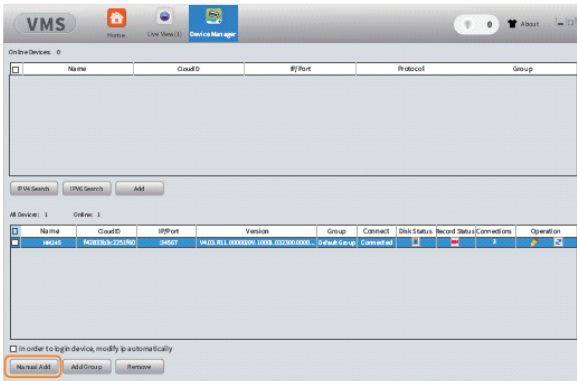
Timeout:

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**.

Add Device

Device Name:

Group:
Default Group

Login Type:
CloudID

CloudID

UserName:
admin

Password:

Protocol:
X M

Save And Continue
OK
Cancel

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 under the list of **Hiseeu**, 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.

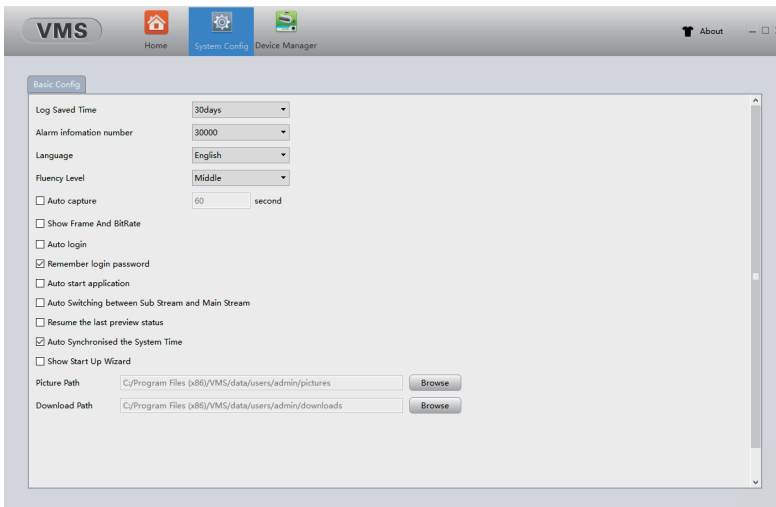


Double click on the selected video files to play the video or select one video file, then click button to play the video.

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 <https://download.xm030.cn/d/MDAwMDA2NDg=>

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.
- * This DVR system is set to perform the automated maintenance task at 01:00 every Tuesday by default, thus it will reboot automatically. You can go to **Main Menu > Advanced > AutoMaintain** to modify the reboot time.

If the issue persists, please contact Hiseeu Support 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 you still cannot reset your password, please contact Hiseeu Support.

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. How can I connect an extra camera with the DVR system in addition to the 4 cameras in the package?

- * Hiseeu DVR system supports up to 8 cameras to be connected. Please contact Hiseeu to get the same type of cameras and the corresponding cables.
- * If you just have a camera in hand, please follow the steps below:
For the camera with the format of TVI/CVI/SVI/CVBS, right click on the screen, select **XVI&AHD** to set the **Signal** of the channel to **Auto** or the corresponding format of your camera, then connect the camera with the DVR system.
For an IP camera, please go to **Main Menu > System > Digital > ChannelType** to check the box of the fourth line, then go back to the main screen and move the cursor to the channel you'd like to connect the camera.
Click  in the center of the screen to start adding the camera.

Q5. The image from the camera is upside down.

- * Right click on the main screen and click **XVI Control**, then check the box before **Mirroring** or **Overturn** to flip the image.

Q6. 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.

Q7. 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.
- * Please do not set the Hard Disk Drive as **Snapshot**, **Read only** or **Redundant**. **Read/Write** setting for an Hard Disk Drive is the right choice.
- * If the Hard Disk Drive cannot be read, is damaged or is not formatted, it cannot save videos.

Q8. The App on my mobile device cannot receive snapshots when the camera detects motion, human or the camera gets blocked, etc.?

The App can receive the snapshots by default and you can check from Alarm Push/Alarm of the App.

- * Please go to **Main Menu > Alarm > The alarm you'd like to get snapshots**, enable the option of Mobile Reported.
- * Please go to **Main Menu > System > NetService** to confirm that the option of **Mobile Reported** is enabled.

Q9. Why does the App remind me of "Maximum Video Link"?

- * For remote viewing, such as from App or PC Client, you can only simultaneously access the live videos from 6 channels at most. Please close the unnecessary channel.

Q10. 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.

Q11. 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.

Q12. What should I do if I got too many push notifications from App?

- * This DVR system can support to send you alerts when the camera detects motion, human, face, video feed loss, or the camera gets blocked. You can go to **Main Menu > Alarm** to disable certain kinds of alarms to reduce alerts. What's more, you can lower the **Sensitivity**, set the **Region** and **Period** to reduce alerts.

Q13. 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.

IC STATEMENT

This device complies with RSS247 of Industry Canada. Cet appareil se conforme à RSS247 de Canada d'Industrie.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) this device may not cause interference, and
- (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes:

- ① le dispositif ne doit pas produire de brouillage préjudiciable, et
- ② ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

The device must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC STATEMENT

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS

 The symbol indicates DC voltage

 RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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

Whatsapp :+86 13392810296

Facebook:facebook.com/cctv.hiseeu



Official Website
www.hiseeu.com