



## FAQ's on MDVR 720P 3-4 Cam System from FalconEye

First, please make sure you have read and reviewed all manuals included with system and if you have lost these manuals, please visit [www.dashcam.co](http://www.dashcam.co) and visit "Manuals" section located in the bottom/footer of website. Then download and review MDVR manuals here.

1. **Q: *Do I have to connect the MDVR or display to the vehicle's ignition or can I just hook them to the battery?***

**Answer:** They can be connected either way, but the customer should be aware that if they connect the MDVR's "Accessory" lead to their vehicle's accessory wiring, ***the MDVR will only record when the vehicle's ignition is on.*** If they connect the display's "Accessory" lead to the vehicle's accessory wiring, then the display will turn on when the vehicle's ignition is on and will turn off when the key is switched off. If they wish either unit to be on constantly, then they need to connect both "Accessory" and "Battery +" leads for that unit to the vehicle's battery + circuit, with the unit's "Battery -" lead connecting to any good vehicle ground.

2. **Q: *I can't open the MDVR settings window -- I click the "OK" button on the soft keyboard, but nothing happens, what do I do?***

**Answer:** Once you click the "OK" button, the soft keyboard will disappear. You then need to use the remote's UP arrow key to navigate to the "Check box" in the upper right corner of the dialog window; press the remote's "Select" key to select it and bring up the MDVR's menu.

3. **Q: *When I put the SD card into my computer, Windows says that it needs to be formatted, what do I do?***

**Answer:** Discussed on the DVR Player Installation manual, page 1 -- refer to "**IMPORTANT NOTE**"; have the customer click "Cancel" in any Windows dialogs that want to format the SD card.

4. **Q: *I installed the player software but it doesn't find the SD card when I open the player software. How can I solve this?***

**Answer:** The player must be opened with Administrator privileges. Have your customer right-click on the DVR Player desktop icon, then select "Run As Administrator" from the context menu that appears.



5. **Q: *The player software opens but there are no videos shown and none of the videos play. What can I do to view videos?***

**Answer:** Check item 3 (above) first; if the customer has run it as administrator, then make sure that the customer has installed the required Windows feature "DirectPlay" before installing the DVR Player software. If they have not, it can be installed by:

- **Windows 8 or Windows 10:** Have the customer navigate to the "**Control Panel**" --> "**Programs**" --> "**Add or Remove Windows Features**" dialog. Check the check-box for "**Legacy**" --> "**DirectPlay**", and click "OK" to have Windows install it.
- **Windows 7:** The customer will need to download the DirectPlay software from Microsoft as an installer file, and double-click on the downloaded file to install it; the link is --> <https://www.microsoft.com/en-us/download/details.aspx?id=34429>

6. **Q: *I converted some video to AVI, but Windows won't play the video. How do I solve this?***

**Answer:** Discussed on the last page of the DVR Player manual. The AVI files produced by the DVR Player software don't quite conform to the Microsoft AVI file format -- I don't know why -- and Windows Media Player won't play them. The well-known VLC free media player plays them very well; have your customer download & install VLC from this link --> <http://get.videolan.org/vlc/2.2.4/win32/vlc-2.2.4-win32.exe>

7. **Q: *I want to set up the CMS Server software -- how can I do it?***

**Answer:** FalconEye is no longer selling units with either Wi-Fi or LAN capability. This CMS and CMS Server software is included on the CD by the manufacturer, but can only be used with Wi-Fi or LAN capable units. NOTE: This software should probably be removed from the product installation CD.