

**ANNKE**

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# Network Video Recorder User Manual

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V1.0

Thank you very much for choosing ANNKE.

Our products are supported by the world's first video monitoring manufacturers, and they have adopted military level of protection. It is our top priority to ensure your data safety and offer you a satisfactory service. We strongly recommend that you set up an appropriate password for your device and save it, also set up security questions and reserved email to ensure you can reset password by yourself.

If you have any questions, please feel free to email us at **support@annke.com**, or visit our help center: **help.annke.com**.

Please download ANNKE App, Client software and user manuals from our download center: **<https://www.annke.com/pages/download-center>**

# About this Manual

This Manual is applicable to Network Video Recorder (NVR).

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website .

Please use this user manual under the guidance of professionals.

## Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.

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IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

## Regulatory Information

### FCC Information

Please take attention that changes or modification are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC Compliance:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.


### FCC Conditions


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.
2. This device must accept any interference received, including interference that may cause undesired operation.

## EU Conformity Statement

 This product and -if applicable -the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU.

 2012/19/EU(WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)



 2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

## Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into [Warnings] and [Cautions].

**Warnings:** Serious injury or death may occur if any of the warnings are neglected.

**Cautions:** Injury or equipment damage may occur if any of the cautions are neglected.

	
Warnings: Follow these safeguards to prevent serious injury or death.	Cautions: Follow these precautions to prevent potential injury or material damage.



### Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100 to 240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

### Preventive and Cautionary Tips

- Before connecting and operating your device, please be advised of the following tips:
- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only. Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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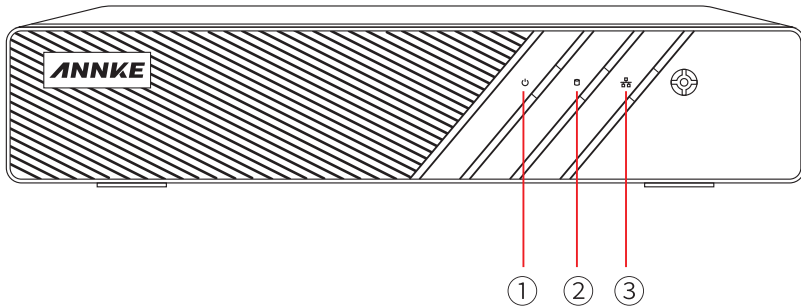
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# Chapter 1 Introduction

## 1.1 Front Panel



No.	Name	Description
1	Power	Power indicator turns yellow when system is running.
2	Status	Status indicator blinks red when data is being read from or written to HDD.
3	Tx/Rx	Tx/Rx indicator blinks yellow when network connection is functioning properly.

## 1.2 Rear Panel

The rear panel are various according to different models.

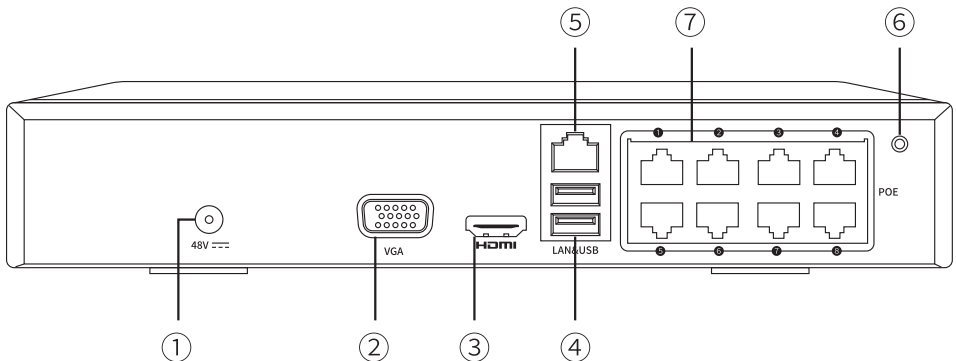


Table 1-3 Description of Rear Panel

No.	Item	Description
1	Power Supply	48 VDC power supply.
2	VGA Interface	DB15 connector for VGA output. Display local video output and menu.
3	HDMI Interface	HDMI video output connector.
4	USB Interface	Universal Serial Bus (USB) ports for additional devices such as USB mouse and USB Hard Disk Drive (HDD).
5	LAN Network Interface	10 /100 Mbps self-adaptive Ethernet interface.
6	Ground	Ground (needs to be connected when NVR starts up).
7	Network Interfaces with PoE function	Network interfaces for the cameras and to provide power over Ethernet.

### 1.3 Hard Disk Installation

**Please skip this step if your device already has a hard disk installed.**

After the hard disk is installed, the NVR can perform functions such as recording and playback. Without the HDD, you can only preview the current live monitoring video.

**Note:** Before installing a hard disk drive (HDD), please make sure the power is disconnected from the NVR. A factory recommended HDD should be used for this installation. One or two SATA hard disks can be installed depending on different models.

**Tools Required:** Screwdriver.

Steps:

1.Remove the cover from the NVR by unfastening the screws on the back and side.



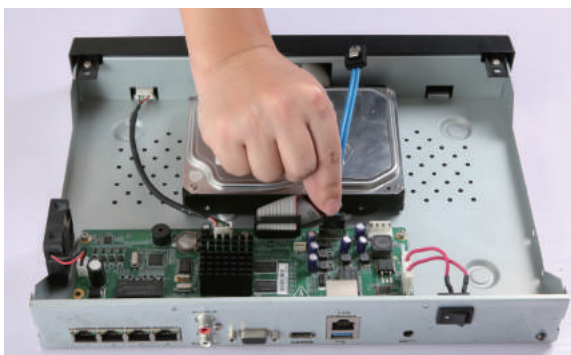
2.Find out the power cable and data cable of the hard disk from the NVR accessories box, and prepare a hard disk and the hard disk screw. See in the picture on the left hand side, three-colour power cable is on the left and the blue data cable is on the right.



3.Connect one end of the power cable to the motherboard of NVR.



4.Connect one end of the data cable to the motherboard of NVR.

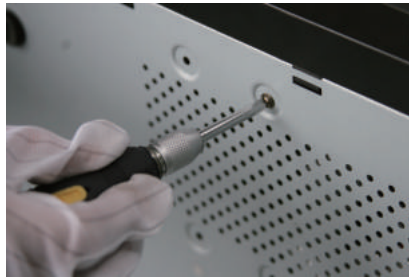




5. Connect the data cable and the power cable to the HDD.

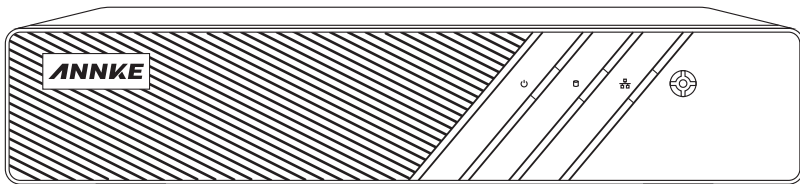


6. Place the HDD on the bottom of the device and then fasten the screws on the bottom to fix the HDD.



7. Re-install the cover of the NVR and fasten screws.

## 1.4 NVR Installation



Wall Sticker



Power Adapter



USB Mouse



Network Cable



User's Manual



HDD Power Cable



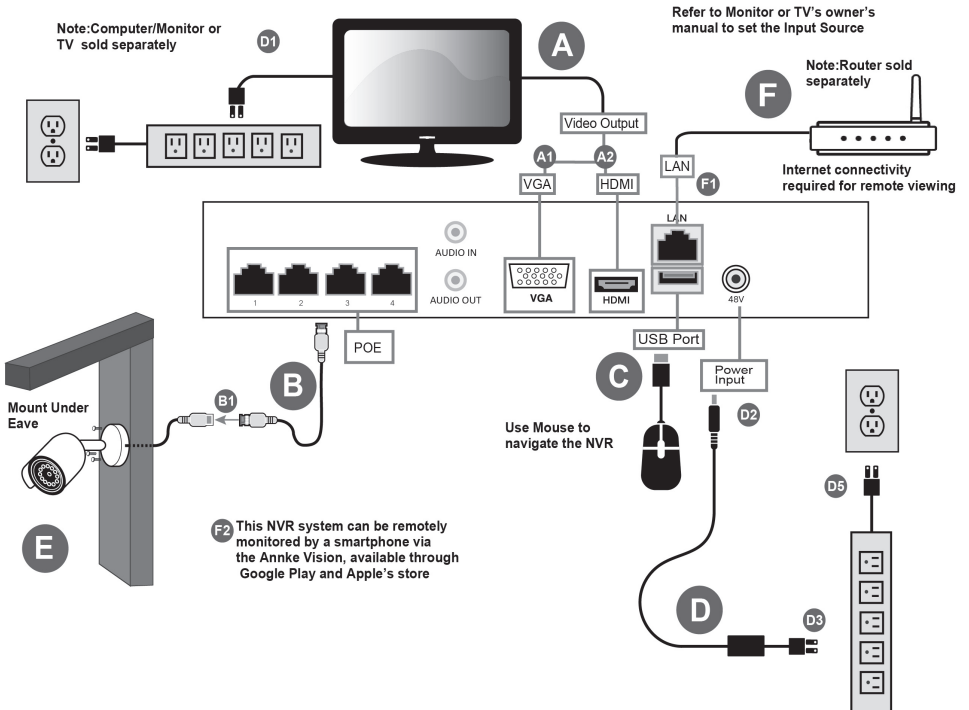
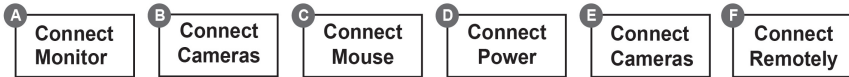
HDD Data Cable



HDMI Cable

**Steps:**

1. Connect the monitor's VGA cable or HDMI cable to the NVR's VGA cable or HDMI port.
2. Connect the camera by network cable to the NVR's POE port.
3. Connect the mouse to the NVR's USB port.
4. Connect the NVR's RJ-45 port to the router's LAN by network cable .
5. Connect the NVR's power adapter.



## 1.5 HDD Storage Calculation Chart

The following chart shows an estimation of storage space used based on recording at one channel for an hour at a fixed bit rate.

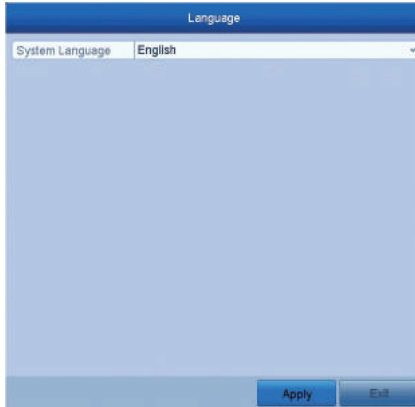
Bit Rate	Storage Used
96K	42M
128K	56M
160K	70M
192K	84M
224K	98M
256K	112M
320K	140M
384K	168M
448K	196M
512K	225M
640K	281M
768K	337M
896K	393M
1024K	450M
1280K	562M
1536K	675M
1792K	787M
2048K	900M
4096K	1.8G
8192K	3.6G
16384K	7.2G

Please note that supplied values for storage space used is just for reference. The storage values in the chart are estimated by formulas and may have some deviation from actual value.

# Chapter 2 Operation

## 2.1 Choose language

After you power up your NVR, the first step is choosing system language, you can choose language you need.



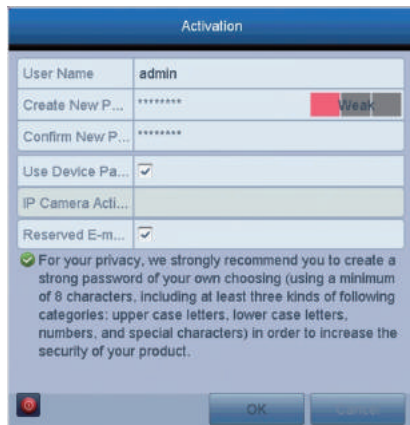
## 2.2 Activating Your Device

For the first-time access, you need to activate the device by setting an admin password. No operation is allowed before activation. You can also activate the device via Web Browser, SADP or Client Software.

Steps:

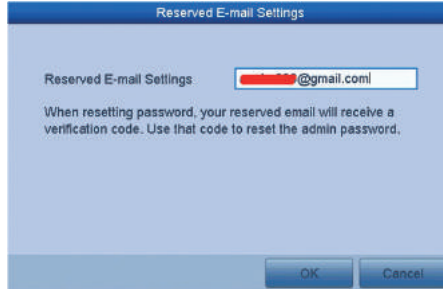
1. Input the same password in the text field of **Create New Password Confirm New Password and IP Camera Activation Password.** (You can set the IP camera activation password by yourself, but it is advisable to set the same one as the NVR's.)

**Note: Please set a memorable password for easy use and keep well.**



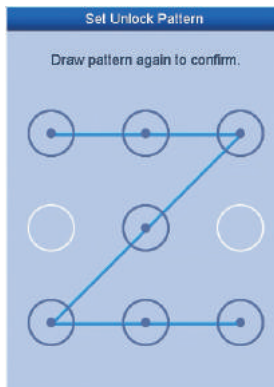
**Strong Password recommended**– We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your product.

2. Click OK to save the password and then enter the Reserved E-mail Settings. Input your email then you can get a verification code when you need to reset the password. This is the preferred method to reset your password when you forgot it.



### 3. Setting unlock pattern

After activating your device, you can set unlock pattern instead of typing the password. Draw the unlock pattern by connect least 4 dots twice to confirm. And you can login by draw unlock pattern after setting.



### 4. Setting security question configuration.

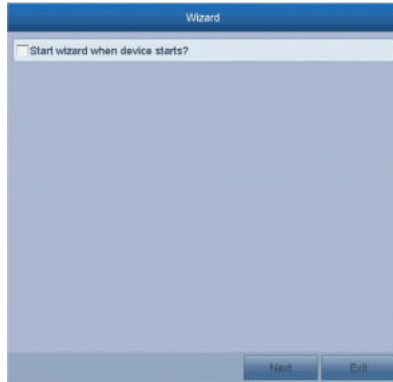
Select 3 questions from the list of questions and enter any answers, click Next to go to the next screen, this is the second way to reset your password when you forgot it. Please take photos and save it by your phone.



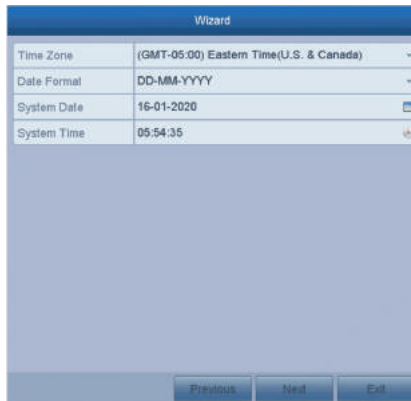
## 2.3 Using the Setup Wizard

After setting the language, you will come to the setup wizard interface.

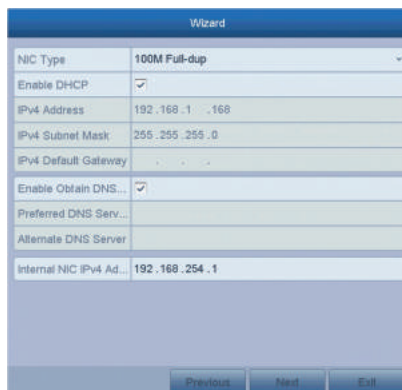
The Setup Wizard can walk you through some important settings of the device.



1. Click **Next** to continue the setup wizard and enter the time setting configuration interface.



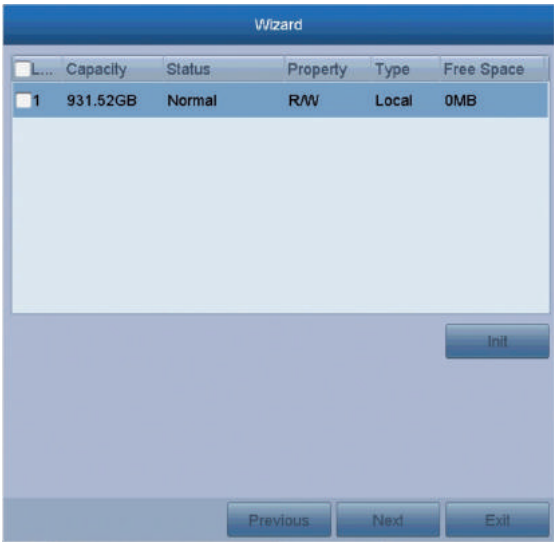
2. Configure the IP Address. If you want to monitor remotely, you need to connect your NVR to the Internet first, and the IP address and DNS server must be correctly obtained.



3. Set the P2P function. You need to manually enter a verification code first, which consists of 6 to 12 digits or letters, and then **confirm** it (ABCDEF is not allowed). You can scan the QR code (for Android&iPhone) to download the APP, then follow the APP prompt to scan the SN's QR code step by step. The device can be successfully added only if the P2P's status is online. You can also go to **Main Menu - Configuration- Network Settings - Platform Settings** to scan and add the device.



4. Set the HDD. The newly installed hard disk needs formatting before it could be used. Choose the target HDD and click "int" to format it, then the status will show "Normal".

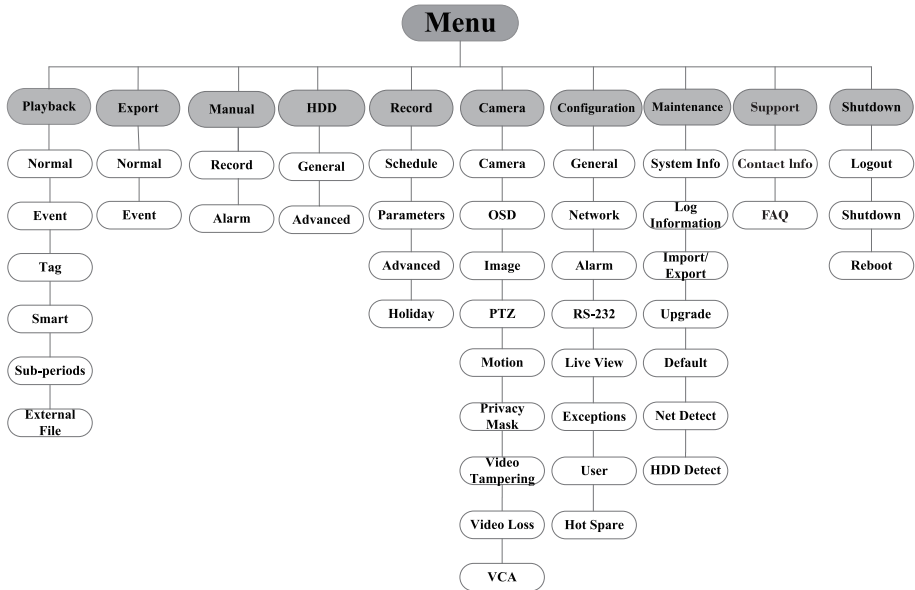


5. Follow the guide of the Wizard to configure other settings.

**Note:** Picture is for reference only, please consult with the real products.

## 2.4 Menu structure

The interface may be different between different models and different software versions.



## 2.5 Login and Logout

### User Login

You have to log in to the device before operating the menu and other functions. You can use the patterns to unlock or select the **User Name** in the drop-down list and input **Password**, then click **OK** to log in.

Login	
User Name	admin
Password	
OK Cancel	

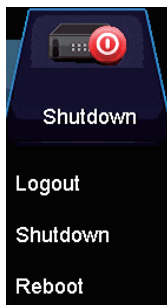
**Note:** If you enter the wrong password 7 times in the Login dialog box, the current user account will be locked for 60 seconds.

### User Logout

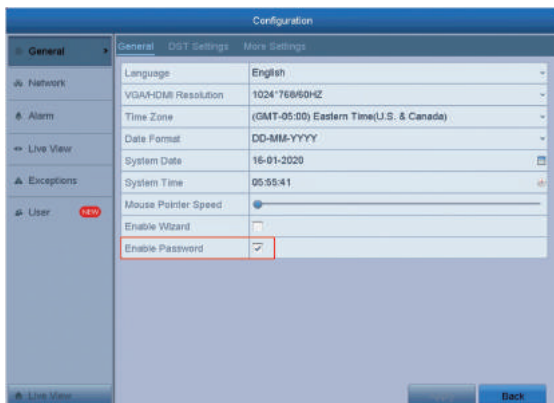
After logging out, the monitor turns to the live view mode and if you want to perform any operations, you need to enter user name and password log in again.

Click **Menu > Shutdown** to enter into the Shutdown menu, and then click **Logout**, as shown in the figure below. After you have logged out the system, menu operation on the screen is invalid. It is required to input a user name and password to unlock the system.





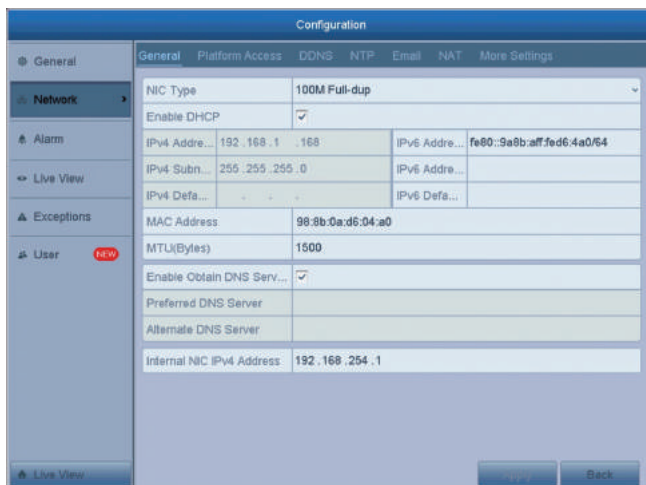
**Note:** If you don't want to input password every time, you can disable the password. Go to **Menu > Configuration > General > Enable Password** and choose disable, as shown in the figure below.



## 2.6 Network Settings

If you want to remote view or get email notice, you need connect the device to the internet first. Make sure that the NVR has connected to the router by using the network cable and your network at home is in good condition.

You can go to **Menu > Configuration > Network** to enter into the interface of Network Settings, as shown in the figure below.



1. Select the **General** tab.

2. In the **General Settings** interface, you can configure the following settings: NIC Type, IPv4 Address, IPv4 Gateway, MTU and DNS Server.

If the DHCP server is available, you can check the checkbox of **DHCP** to automatically obtain an IP address and other network settings from that server.

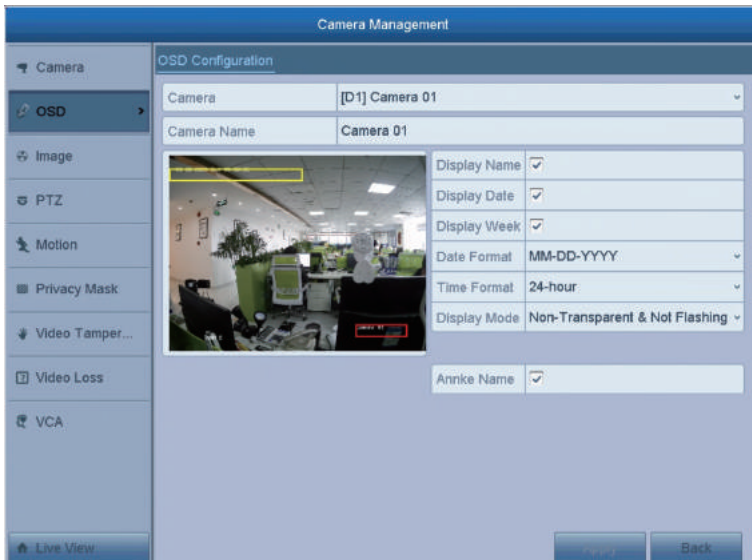
3. After having configured the general settings, click the **Apply** button to save the settings.

4. Click "**Platform Access**", make sure that the status of P2P shows "**Online**", which means your network status is in good condition, then you can watch the video normally on your mobile phone and PC, as shown in the figure below.



## 2.7 Camera Management Setting

Enter **Main Menu >Camera** to configure the camera management, you can set the image, PTZ, motion, video loss and so on. For example, you can click **OSD** to change the name of your camera, as shown in the figure below.



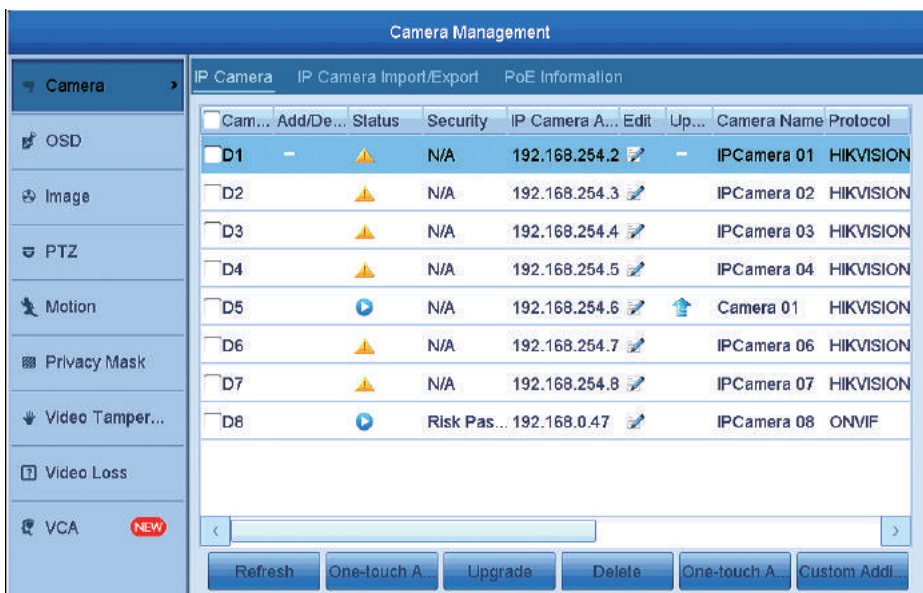
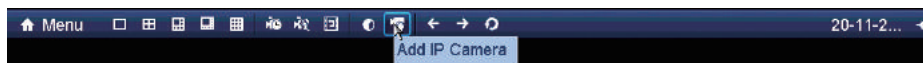
## 2.8 Adding IP Cameras

Before you can get a live view or record of the video, you should add the network cameras to the connection list of the device. Ensure the network connection is valid and correct, and the IP camera to add has already been activated.

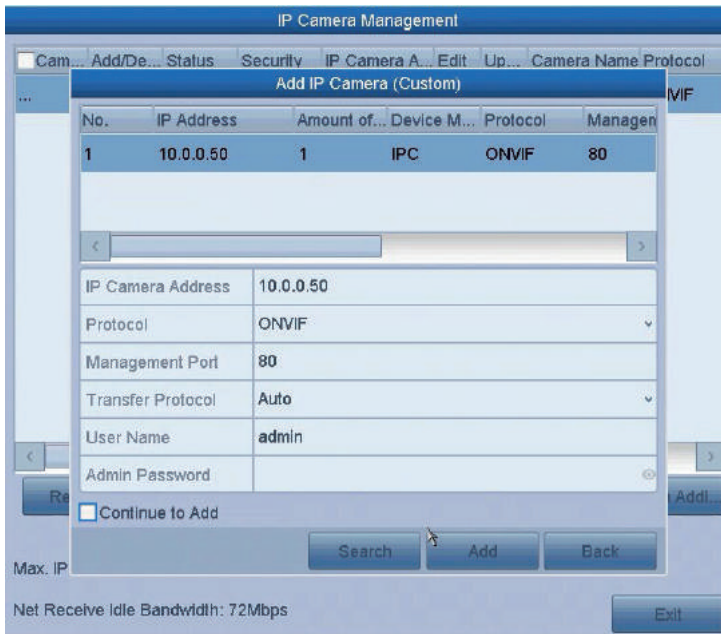
Please refer to the User Manual for activating the inactive IP camera.

Steps:

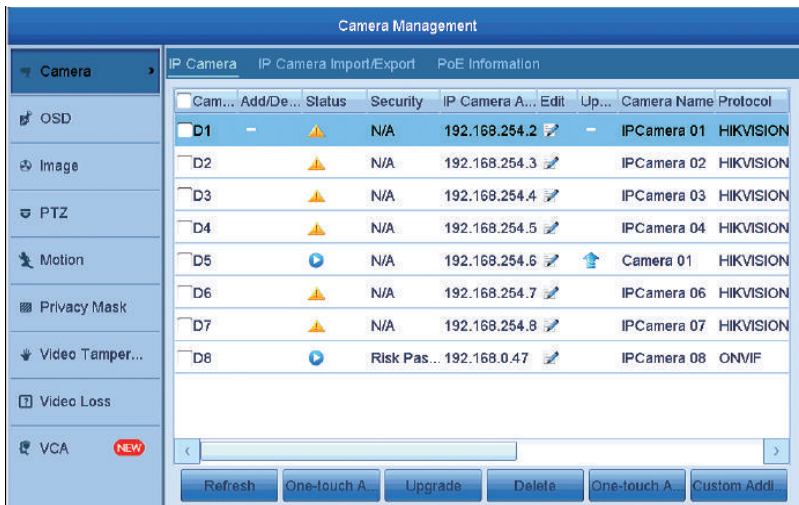
1. Select the **Add IP Camera** option from the right-click menu in live view mode or click **Menu > Camera > Camera** to enter the IP camera management interface.




2. The online cameras with same network segment will be detected and displayed in the camera list.
3. NVR will automatically assigned IP address to IP cameras. If IP camera support same protocol as NVR ( default protocol is IPCAM), the camera will be added automatically.
4. If IP camera support other protocol, it need add manually. For example, there is an IP camera support ONVIF, it's IP address is 192.168.0.47, we choose to use D8 channel to add it. You can change "Adding Method" to Manual, edit the IP address to 192.168.0.47, change "**Protocol**" to ONVIF, the management port will change automatic, then click "**OK**" to add.










5. For the successfully added IP cameras, the Security status shows the security level of the password of camera: strong password, weak password and risk password.



For the successfully added IP cameras, the status shows  and means you can play the live video.



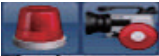

## Explanation of the icons

Icon	Explanation	Icon	Explanation
	Edit basic parameters of the camera		Add the detected IP camera.
	The camera is disconnected; you can click the icon to get the exception information of camera.		Delete the IP camera
	Play the live video of the connected camera.		Advanced settings of the camera.
	Upgrade the connected IP camera.	Security	Show the security status of the camera to be active/inactive or the password strength (strong/medium /weak/risk)

## 2.9 Live View

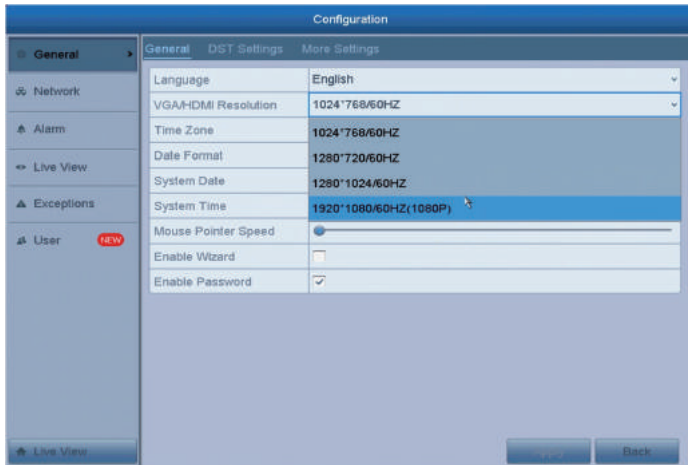
Some icons are provided on screen in Live View mode to indicate different camera status. In the live view mode, there are icons at the right top of the screen for each channel, showing the status of the record and alarm in the channel, so that you can find problems as soon as possible.

### Explanation of the live view icons

Icon	Explanation
	Indicating that there is an alarm or are alarms. Alarm includes video loss, tampering, motion detection or sensor alarm, etc.
	Recording (manual record, continuous record, motion detection or alarm triggered record)
	Alarm & Recording
	Event/Exception (event and exception information, appears at the lower-left corner of the screen.)

You can change NVR's output resolution to 1080p for better experience if your monitor support . In NVR, goes to the **Main Menu>Configuration>General> General>VGA/HDMI Resolution**, change the output resolution from default 1024\*768HZ to 1920\*1080HZ or other choice you want.

**Note:** Please make sure your monitor support 1080P or higher resolution, otherwise the picture on your monitor will not be displayed properly.



## 2.10 Recording Settings

NVR can set the continuous recording or motion detection video by one-click, and also set the recording schedule to record. Make sure that the disk has already been installed before you start. If not, please install a disk and initialize it. Make sure the status of HDD shows "Normal".





### Purpose:

Two kinds of record types are introduced in the following section, including Instant Record and All-day Record. And for other record types, you may refer to the user manual for detailed information. After rebooting all the manual records enabled are canceled.

### 2.10.1 Instant Recording

On the live view window of each channel, there is a quick setting toolbar which shows on the bottom of the window when you click on it.



Click the  icon to enable the record, and the icon turns to . And click  icon to disable the record, then the icon turns to .

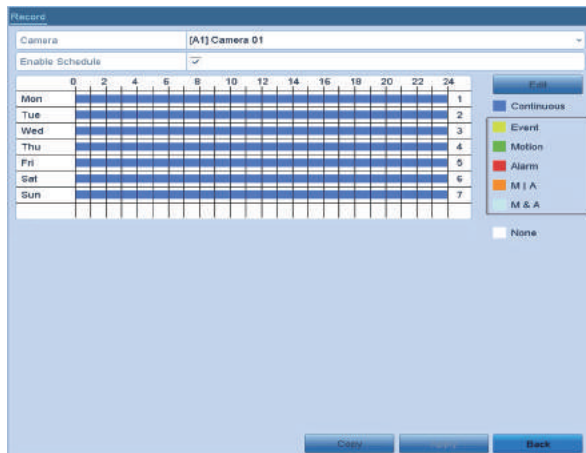
### 2.10.2 All-day Recording

Steps:

1. On the live view window, right click the window and move the cursor to the **Start Recording** option, and select **Continuous Record or Motion Detection Record** on your demand.
2. And click the **Yes** button in the pop up attention message box to confirm the settings. Then all the channels will start to record in the selected mode.

### 2.10.3 Set the recording schedule to record

Set the record schedule, and then the camera will automatically start/stop recording according to the configured schedule. You can go to **Menu > Record > Schedule** enter into the interface of Record Schedule.



Different recording types are marked in different color icons.

**【Continuous】** : scheduled recording.

**【Event】** : recording triggered by all event triggered alarm.

**【Motion】** : recording triggered by motion detection.

**【Alarm】** : recording triggered by alarm.

**【M/A】** : recording triggered by either motion detection or alarm.

**【M&A】** : recording triggered by motion detection and alarm.

1.Choose the camera you want to configure in the Camera drop-down list.

2.Check the checkbox of **Enable Schedule**.

3.Configure the record schedule.

#### Draw the schedule

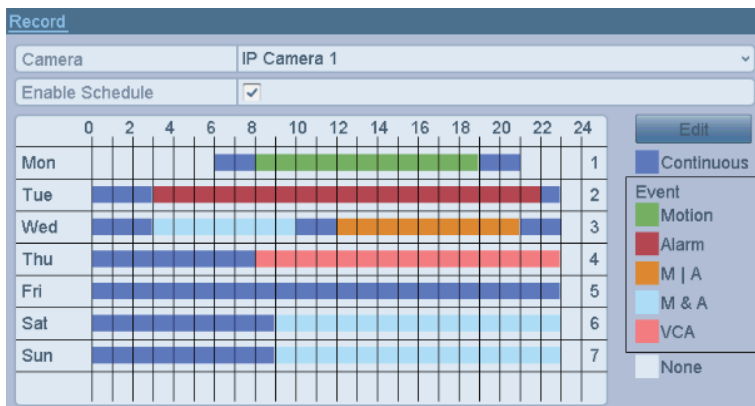
(1) Click on the color icon to select a record type in the event list on the right-side of the interface.

(2) Click and drag the mouse on the schedule.

(3) Click on the other area except for the schedule table to finish and exit the drawing.

You can repeat step 1-3 to set schedule for other channels. If the settings can also be used to other channels, click Copy, and then choose the channel to which you want to copy.

4.Click **Apply** in the Record Schedule interface to save the settings.



**Note:** Up to 8 periods can be configured for each day. And the time periods cannot be overlapped with each other; To enable Event, Motion, Alarm, M | A (motion or alarm) and M & A (motion and alarm) triggered recording, you must configure the motion detection settings, alarm input settings or VCA settings as well; The VCA settings are only available to the smart IP cameras.

## 2.11 Playback

The recorded video files on the hard disk can be played back in the following modes: instant playback, all-day playback for the specified channel, and playback by normal/event/smart/ tag/sub-periods/external file search.



### Playing Back by Normal Search

Steps:

1. Enter playback interface.

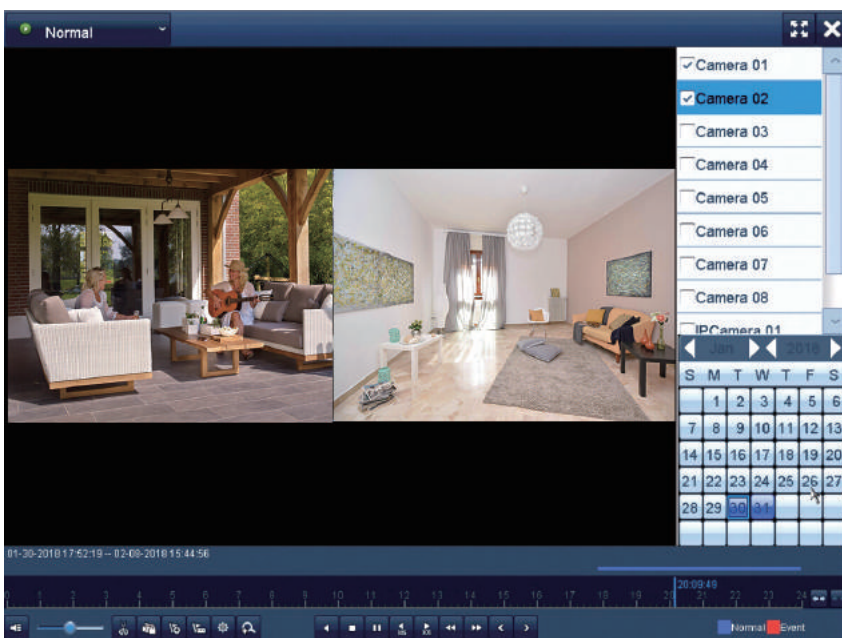
Click Menu>Playback or select Playback from the right-click menu

2. Check the checkbox of channel(s) in the channel list and then double-click to select a date on the calendar.

Note: If there are record files for that camera in that day, in the calendar, the icon for that day is displayed as . Otherwise it is displayed as .

3. You can use the toolbar in the bottom part of Playback interface to control playing progress.

4. Select the channel(s) you want to play back by checking the checkbox(s), or execute simultaneous playback of multiple channels.





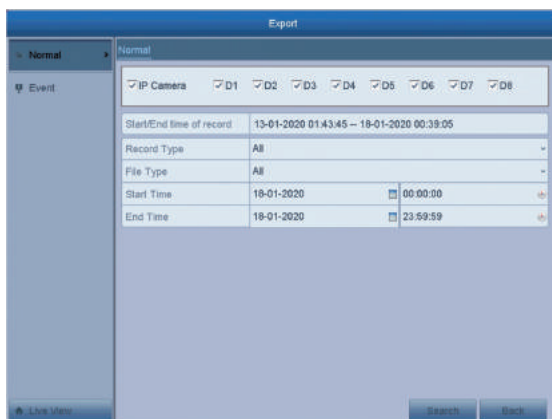
## Detailed Explanation of Playback Toolbar

Button	Operation	Button	Operation	Button	Operation
	Audio on/ Mute		Start/Stop clipping		30s forward
	30s reverse		Add default tag		Add customized tag
	Tag management		Speed down		Pause reverse play/ Reverse play/ Single-frame reverse play
	Pause play/ Play/ Single-frame play		Scaling up/down the time line		Speed up
	Previous day		Next day		Full Screen
	Exit		Stop		Digital Zoom
	Save the clips		Process bar		Video type

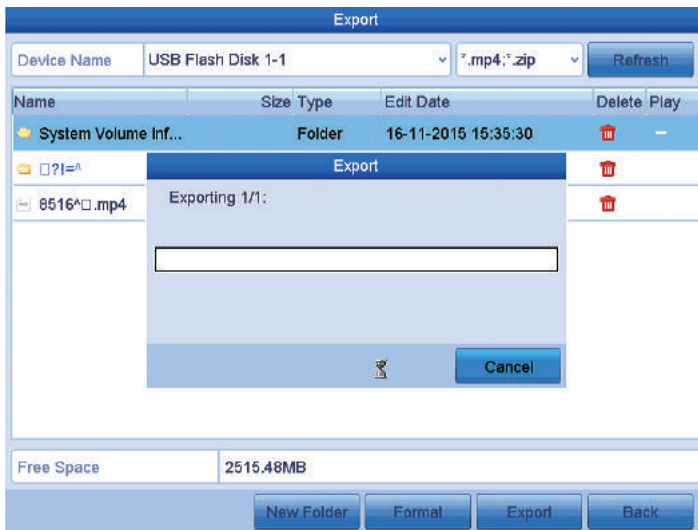
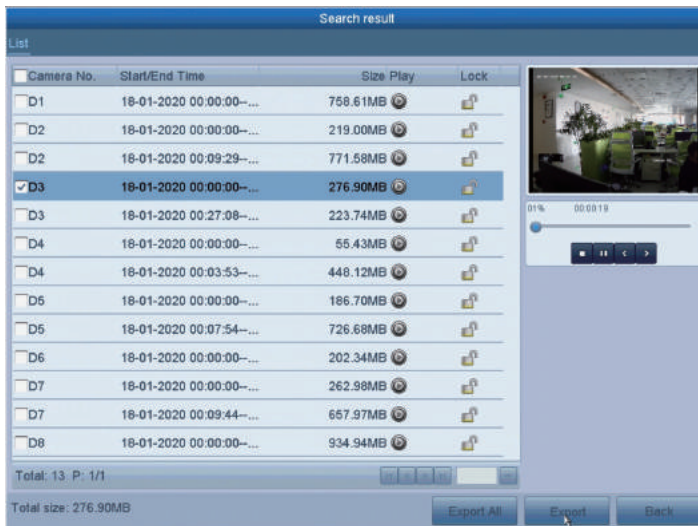
**Note:** The **14-01-2015 22:15:23 -- 03-03-2015 09:49:37** indicates the start time and end time of the record files. The icon “” represents normal recording (manual or schedule); “” represents event recording (motion, alarm, motion | alarm, motion & alarm). Playback progress bar: use the mouse to click any point of the progress bar to locate special frames.

## 2.12 Backup

Please insert the backup device(s) into the device before you start. You can go to **Menu>Export>Normal** enter into the interface of Export and select the cameras to search. You can set search condition and click **Search** button to enter the search result interface, as shown in the figure below.




1. Set search condition and click **Search** button to enter the search result interface. The matched video files are displayed in **List** display mode. Select video files from the **List** interface to export.

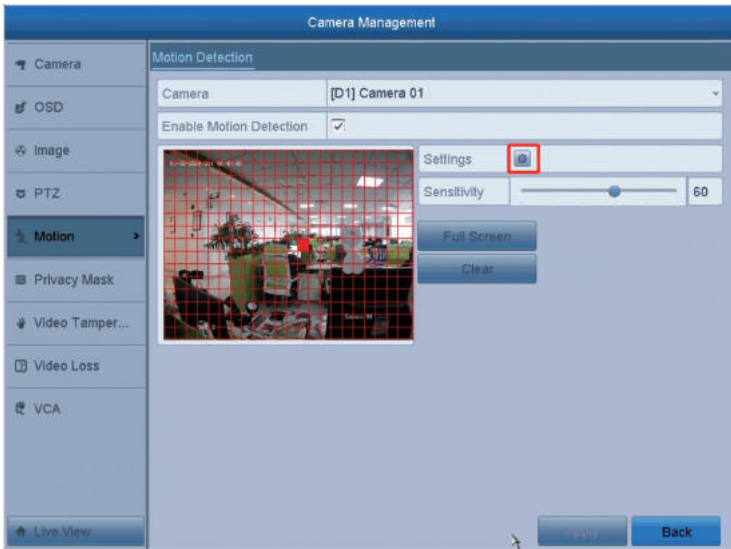


3. Export the video files.

## 2.13 Setting Motion Detection Alarm

Steps:

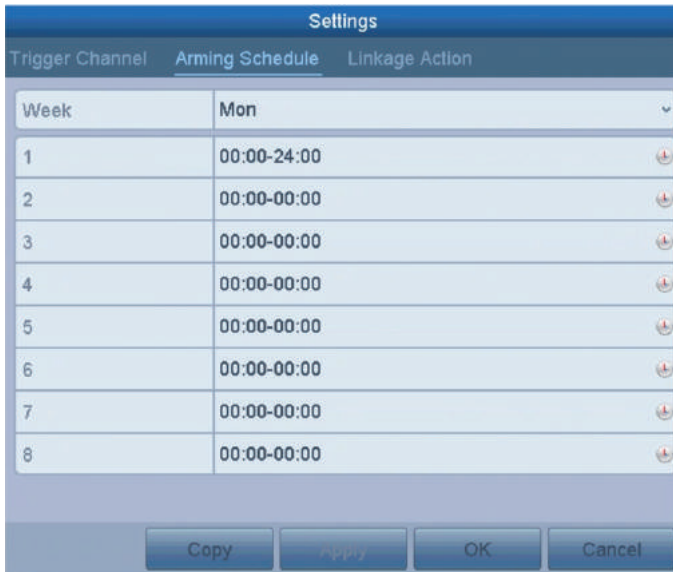
1. You can go to **Menu > Camera > Motion Detection** enter into the interface of Camera Management and choose a camera you want to set up motion detection.
2. Set detection area and sensitivity. Check  checkbox to enable motion detection, use the mouse to draw detection area(s) and drag the sensitivity bar to set sensitivity. And then click  to set alarm response actions.



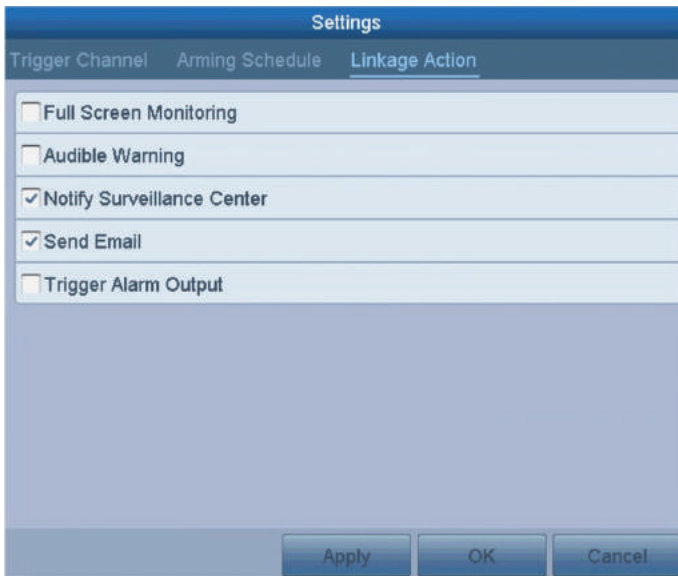
3. Click **Trigger Channel** tab and select one or more channels which will start to record or become full-screen monitoring when motion alarm is triggered.



4. Set arming schedule of the channel. Select **Arming Schedule** tab to set the channel's arming schedule.



5. Click **Linkage Action** tab to set up alarm response actions of motion alarm.



For example: Notify Surveillance Center: Sends alarm signal to your mobile app Annke Vision or PC client Guarding Vision which have add the device when an event occurs. alarm host refers to the PC installed with Remote Client. Send email: Send an email with alarm information to a user or users when an alarm is detected.

6. If you want to set motion detection for another channel, repeat the above steps.

## 2.14 Setting Email

Before configuring the Email settings, the NVR must be connected to a local area network (LAN) that maintains an SMTP mail server. The network must also be connected to either an intranet or the Internet depending on the location of the e-mail accounts to which you want to send notification.

### Steps:

You can go to **Menu > Configuration > Network > General** enter into the interface of Network Settings.

1.Set the IPv4 Address, IPv4 Subnet Mask, IPv4 Gateway and the Preferred DNS Server in the Network Settings menu, as shown in below.Click **Apply** to save the settings.

NIC Type	10M/100M Self-adaptive		
Enable DHCP	<input checked="" type="checkbox"/>		
IPv4 Address	192 .168 .0 .228	IPv6 Address	fe80::bead:28ff:fea7:3a52/64
IPv4 Subnet Mask	255 .255 .255 .0	IPv6 Address	
IPv4 Default Gateway	192 .168 .0 .1	IPv6 Default Gateway	
MAC Address	bc:ad:28:a7:3a:52		
MTU(Bytes)	1500		
Preferred DNS Server	114.114.114.114		
Alternate DNS Server	8.8.8.8		

2.Select the Email tab to enter the Email Settings interface.

General Platform Access PPPOE DDNS NTP <u>Email</u> NAT More Settings			
Enable SMTP	<input checked="" type="checkbox"/>	SMTP Server	smtp.gmail.com
User Name	yangyang	SMTP Port	587
Password	*****	Enable SSL	<input checked="" type="checkbox"/>
Sender	yangyang		
Sender's Address	yangyang@gmail.com		
Select Receivers	Receiver 1		
Receiver	yangyang		
Receiver's Address	yangyang@gmail.com		

3. Configure the following Email settings and click Apply button to save the settings.

**[Enable Server Authentication]** (optional): Check the checkbox to enable the server authentication feature.

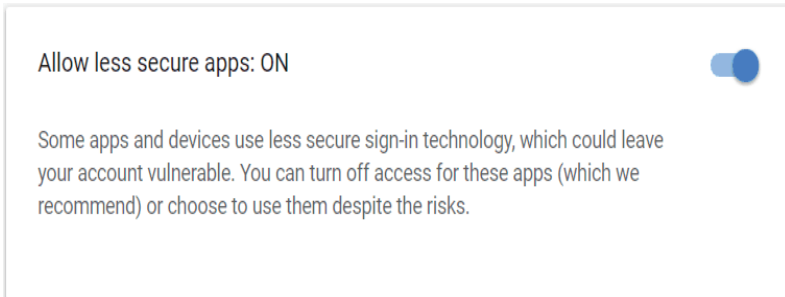
**[User Name]:** The user account of sender's Email for SMTP server authentication.

**[Password]:** The password of sender's Email for SMTP server authentication.

**[SMTP Server]:** The SMTP Server IP address or host name (e.g.,smtp.gmail.com).

**[SMTP Port No.]:** The SMTP port. The port used for gmail is 587, and it can be 25,465 or other port for different smtp server.

**[Enable SSL]**(optional): Click the checkbox to enable SSL if required by the SMTP server(Login your Gmail mailbox, click and enable "SSL" and enter <https://myaccount.google.com/security?pli=1#connectedapps>, and then turn "Allow less secure apps" on, as shown in the figure below).



**[Sender]:** The name of sender.

**[Sender's Address]:** The Email address of sender.

**[Select Receivers]:** Select the receiver. Up to 3 receivers can be configured.

**[Receiver]:** The name of user to be notified.

**[Receiver's Address]:** The Email address of user to be notified.

**[E-mail Test]:** Sends a test message to verify that the SMTP server can be reached.

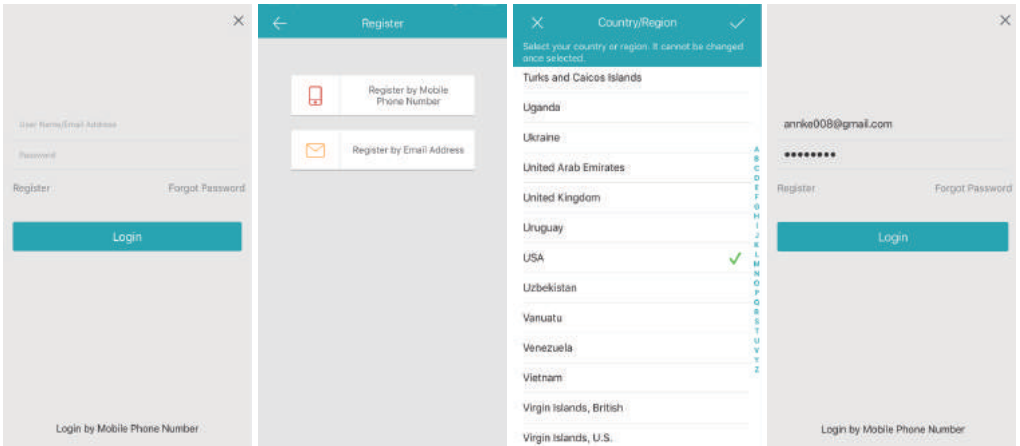
## Chapter 3 Remote Control



### 3.1 Accessing by mobile

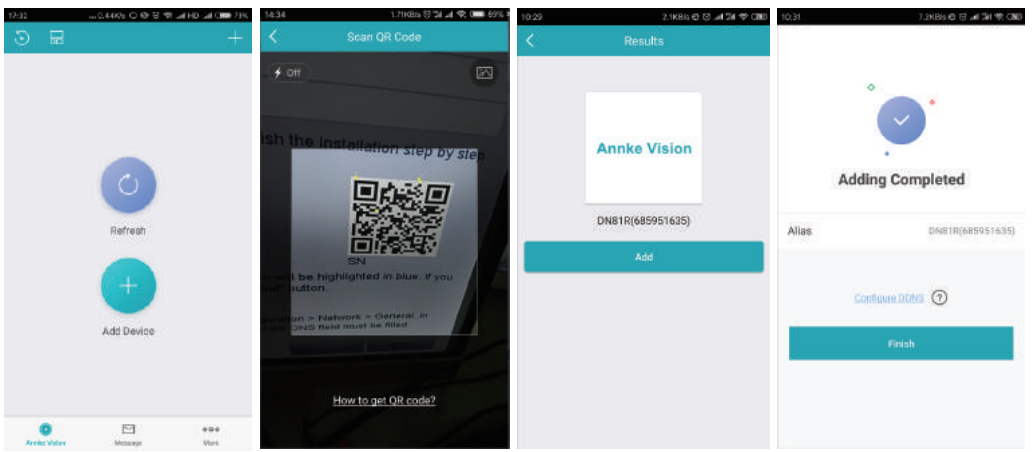
Before you start to remote control, please make sure that the status of P2P shows "**Online**", which means your network status is in good condition, then you can watch the video normally on your mobile phone and PC.


1. Download **ANNKE VISION** APP from Google Play or Apple Store, click "**Register**" to sign up for an account by your mobile phone number or email address, please click "Login" after you registered successfully.

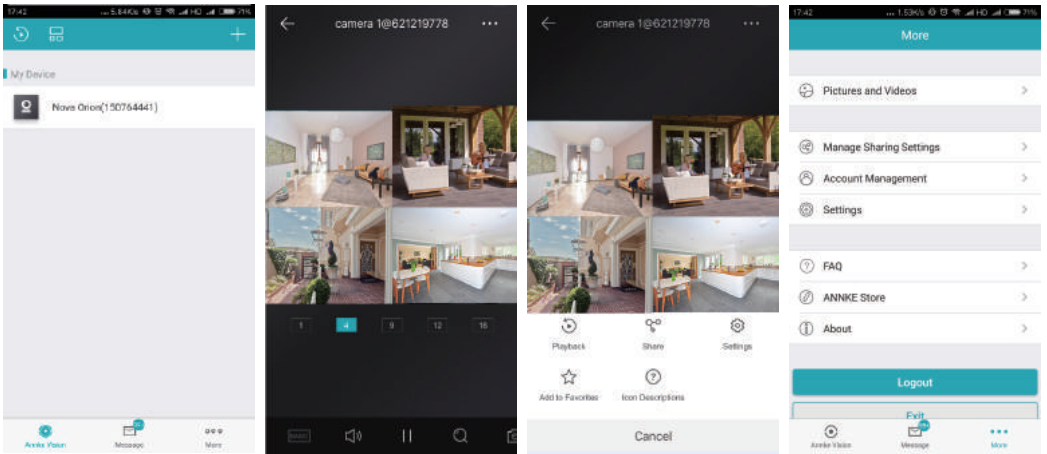
**Note:** Please select the correct country / region when you register an account, it cannot be changed once selected.



2. Select “” or click the icon “” in the upper right corner to add a device. You can also scan the QR code at the bottom of the device to add or go to “Menu”→“Configuration”→“Network” interface to get the QR code.



3. Select the device to get real-time preview, click the icon “” in the upper right corner to enter into the interface of function, you can playback, change settings and other functions. click “More” to check more information.



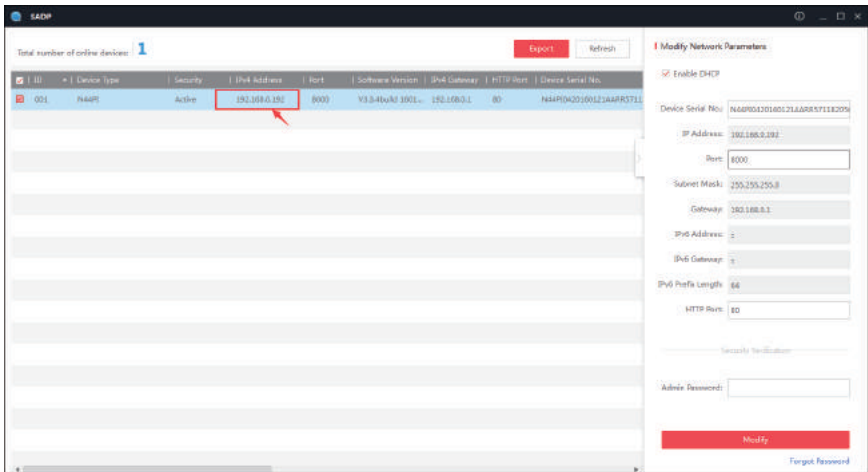
**NOTE:** For your security, an SN can only be added by one account. But an account can be used on multiple mobile phones, and your device can be shared to other accounts.

### 3.2 Accessing by IE

When you are at home or the device only works within LAN, you can login on IE browser through device's IP address. You can find the IP address of the device by SADP or just go to DVR's **Main Menu > Configuration > Network > General**. You can find the SADP software in the CD or download from our website: [www.annke.com](http://www.annke.com).

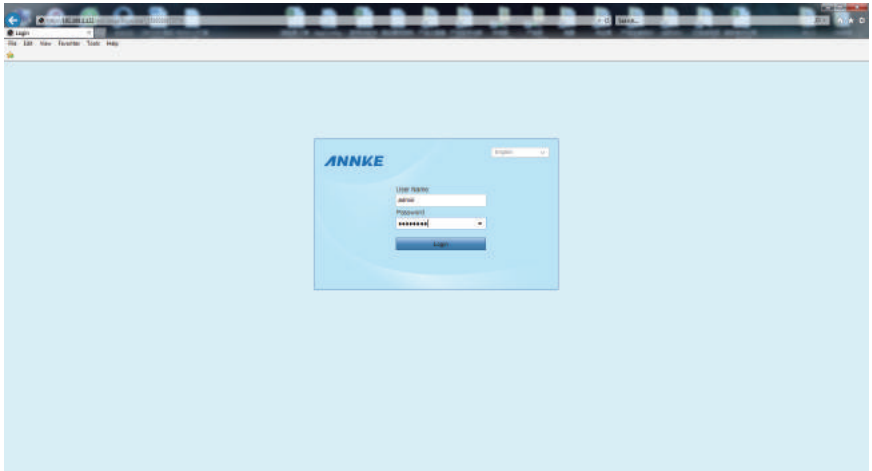
**Steps:**

1. Run the SADP software to search online devices, then double click IP address to web browser.

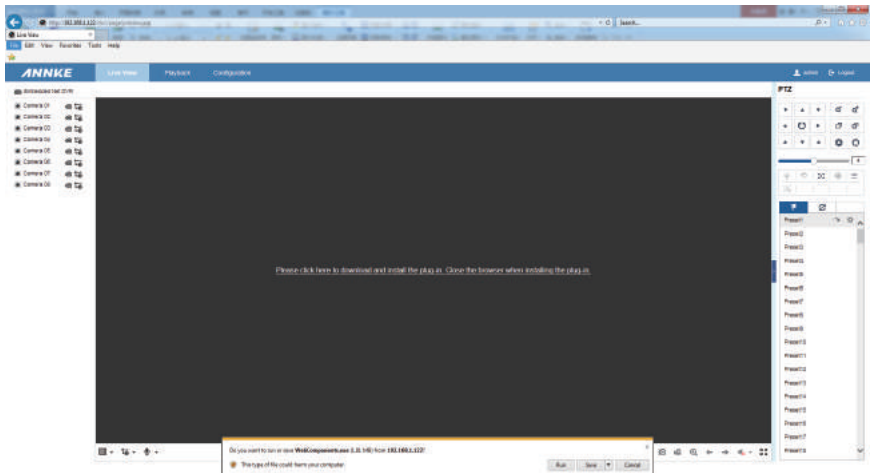


2. Enter the user name "admin" and password in the login interface, and click the Login button.





3. Download and Install the plug-in for watching live video and managing the camera. Close the browser when installing the plug-in.



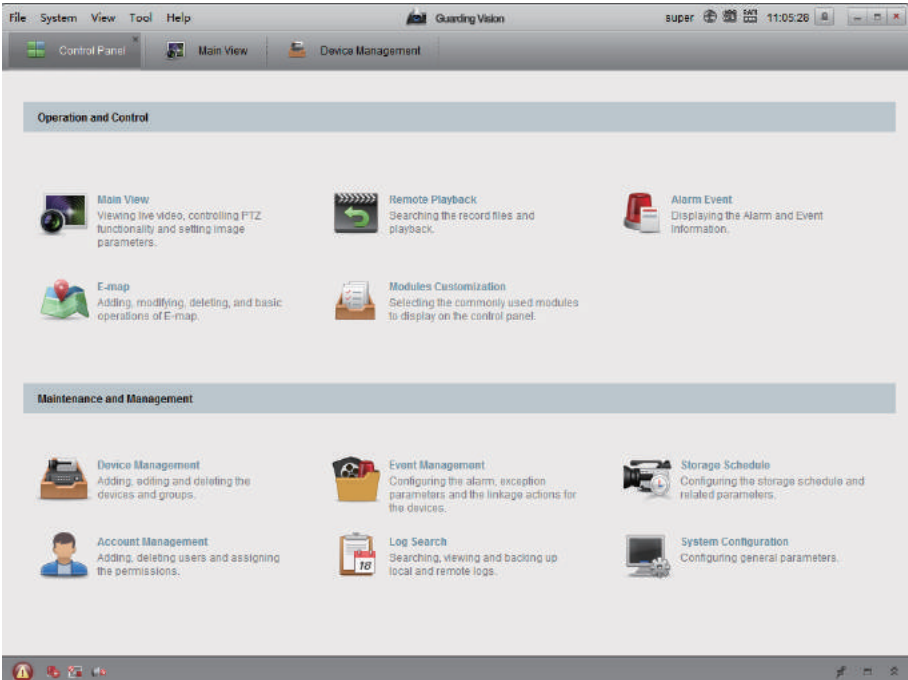
4. Then choose the channel you want to watch the live video.



### 3.3 Accessing by client

You can view the live video and manage the camera with the client software **Guarding Vision**. Please download it from our official website <http://support.annke.com/document/HK/general/client/Guarding-Vision.exe>, Please follow the installation prompts to install the software.

The control panel and live view interface of **Guarding Vision** are shown below.



## Steps:

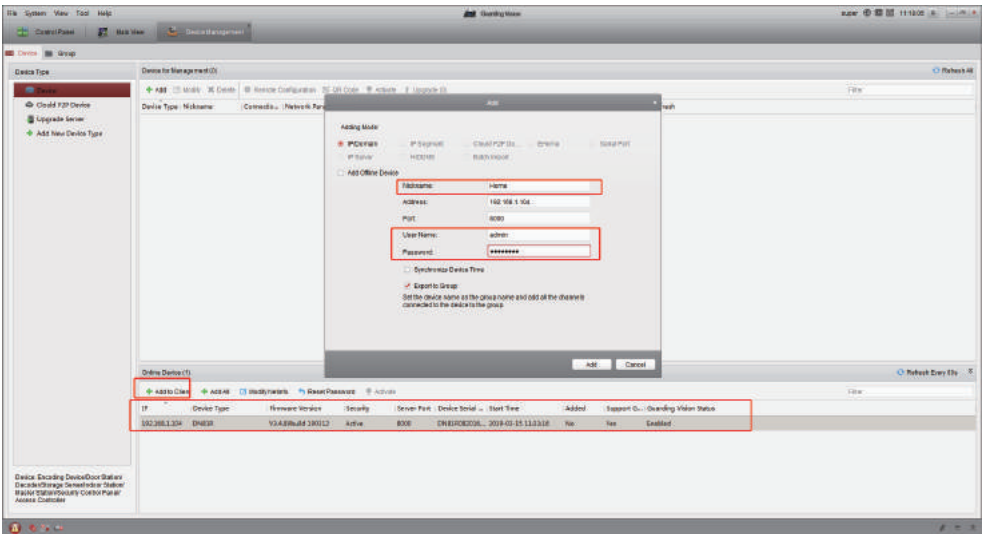
### 1. Activate device

If your device have been activated you can go to Step 2 directly.

Go to Control Panel-Device Management, on the bottom of the screen in the Online Devices section the screen will display all devices on the network. The **"Security"** will display whether the DVR/NVR is active or not. If the NVR is **"Inactive"** highlight the NVR and press the Activate button to display the **"Activation"** window, then enter a new password into the **"Password"** field, retype the password into the **"Confirm Password"** field, press the **OK** button, and then it will be activated.

### 2. Add device

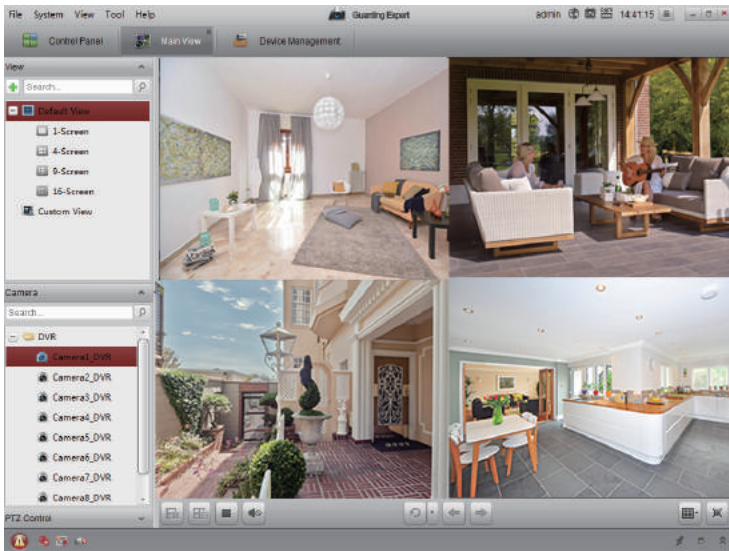
Choose **"Device type"> "Device"**, click **"Add to Client"**, it will shown **"Add"** window, you need to input Nickname, user name, password (the password is same as your activated password), then click add to add the device to client, as shown in the figure below.



**Note:** If you want to remote access by CMS, choose **"Cloud P2P Device"** and login your cloud account and see live view.

### 3. Live view

Go to **Control Panel—Main View**, you can choose view screen,64 channel in one screen maximum, and if you have added IPC, you can get a live view in the screen, as shown in the figure below.



For more information, please press F1 to get user manual.

## Chapter 4 Software Download and FAQ

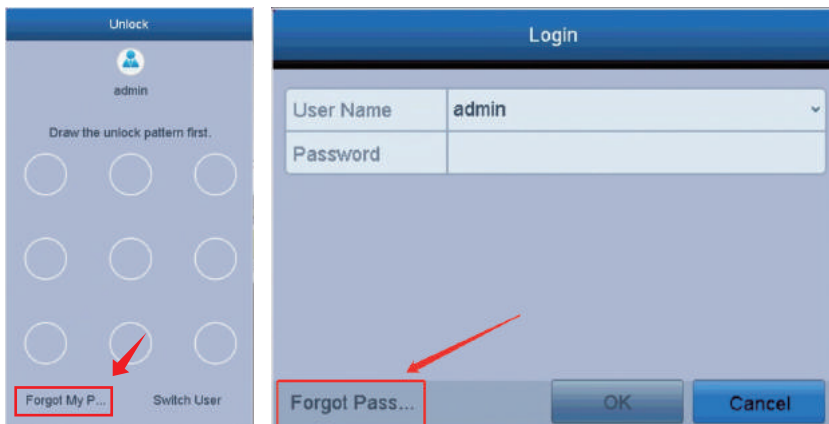
### 4.1 Software Download

Download software from our website: <https://www.annke.com/pages/download-center> or contact [support@annke.com](mailto:support@annke.com) for help.

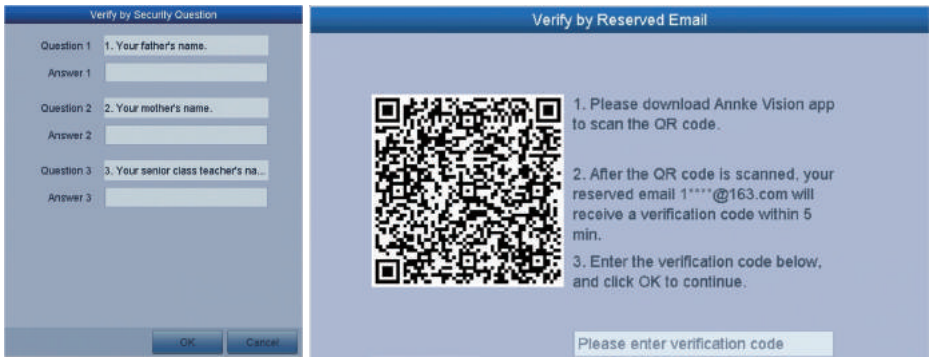
### 4.2 FAQ

#### 1. What should I do if I forgot the NVR's password?

(1) If you forgot your password, please click "Forgot Password" in the lower left corner of the login interface;



(2) You can use the three preset security questions or use the reserved Email to set a new password and reactivate the device.



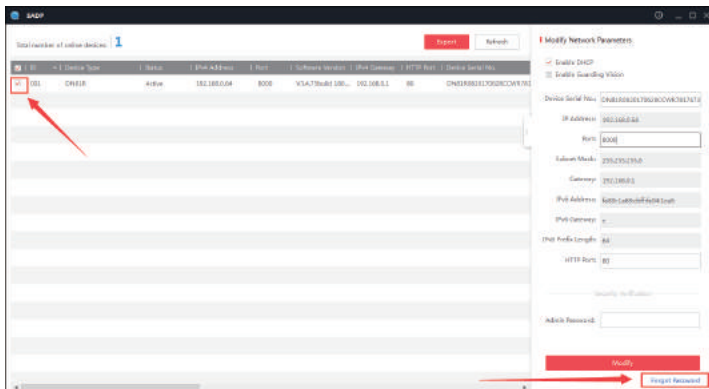
(3) If you forget the answers for the questions and email, please use SADP to export the configuration files to reset the password.

a. Download SADP from the CD or the website below:

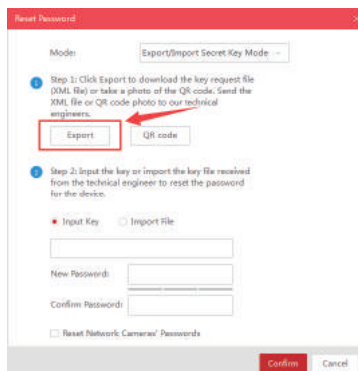
<http://support.annke.com/document/HK/general/tool/SADPTool.exe>

and install it on your computer. Make sure your computer and your device are in the same network.

b. Open SADP and check the target device, click "Forgot Password" to enter the Reset Password interface.

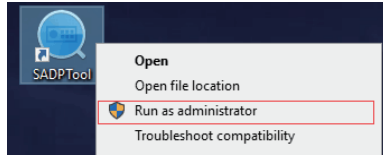


c. Click "Export" to download the key request file, and set the file path in the pop-up window.



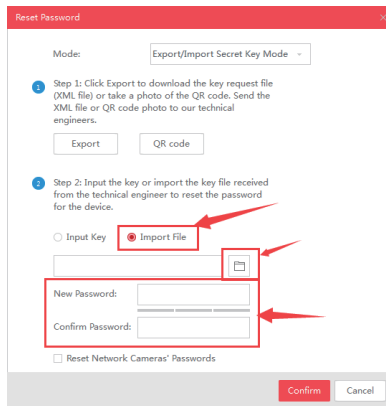
Click "Select Folder" to save the device's key request file on your PC. The exported key request file is a XML file which is named in the form of "Device Serial No.-System Time".

Note: If your exporting fails, please right-click on SADP and run it as an administrator;



d. As the file has a valid period, please send an email to support@annke.com immediately after exporting the file, and let us know that you have forgotten the password. Our technical engineer will send you a key file back. Please don't restart the DVR after the file is exported, otherwise the file will immediately become invalid.

e. Select "Import File" as the resetting method. Click the file icon to select the received key file (XML file) and click "Open". Input a new password twice, and the system will evaluate the password strength automatically. We highly recommend you to use a strong password to ensure your data security. Lastly, click "Confirm" to finish your resetting.



## 2. What should I do when Mobile phone can not watch the video online ?

Please go to the "Main Menu" > "Configuration" > "Network" > "Platform Access" to check the status of your network. If the NVR's P2P status is displayed online, you can add a device to "ANNKE Vision" APP to view it remotely. If you can not view it, please check the following steps:

(1). Please check the NVR's P2P status is offline or not, if it is offline:

a. Please confirm whether the network cable is correctly connected to the router, or replace the network cable.  
b. If DHCP is enabled on the router, check whether DHCP is enabled on the NVR and whether the IP address of the same network segment as the router is obtained. If the router is set to a static IP address, fix the IP address of the NVR manually and pay attention to the DNS Address can not be empty

(2). If it is not the problem of NVR offline, please check your mobile phone network is Normal or not.

## 3. What should I do when I add the device to the phone, but the device has already been added ?

For your security, a device can only be added by one account, if you find the device has already been added by another account, you can unbind the device through the app prompt by yourself. You can email support@annke.com or visit help.annke.com for help.

#### **4. What should I do when NVR shows no picture in single or multiple camera channels?**

Please make sure NVR, power supplies, cables, cameras and any part or parts is not damaged, or may result in NVR shows no picture. Please use the replacement method to check which part is the cause of the problem:

- (1). Please check all parts of the connection, whether it is loose or poor contact caused by no picture;
- (2). Please replace the camera to see if the picture can be displayed;
- (3). Please replace the cable to see if the picture can be displayed;
- (4). Please replace the power to see if the picture can be displayed;
- (5). Please replace the NVR channel to see if the picture can be displayed

#### **5. What should I do if the interface of the NVR monitor can not be operated?**

The default resolution of the NVR output to the monitor is 1024 \* 768, and it can also be adjusted to 1920 \* 1080 resolution. If the resolution of the monitor is too low or is not a standard monitor, the interface may not be displayed properly.

- (1). Adjust the display screen ratio to see if it is normal after adjustment, and check the maximum resolution of the monitor;
- (2). If the monitor supports adjusting the margins, you can move the picture down until you can control the main menu, then you can enter the **"Main menu" > "Configuration" > "General" > "VGA/HDMI Resolution"** change to the appropriate resolution and save the setting;
- (3). Connect the NVR and your computer to the same router, download and follow the IP search tool to login to the device by IP address and go to **"Configuration">"System settings" > "Menu Output" > "VGA / HDMI Resolution"** to change to the appropriate resolution and save the setting.

**ANNKE**

WE DELIVER SAFETY

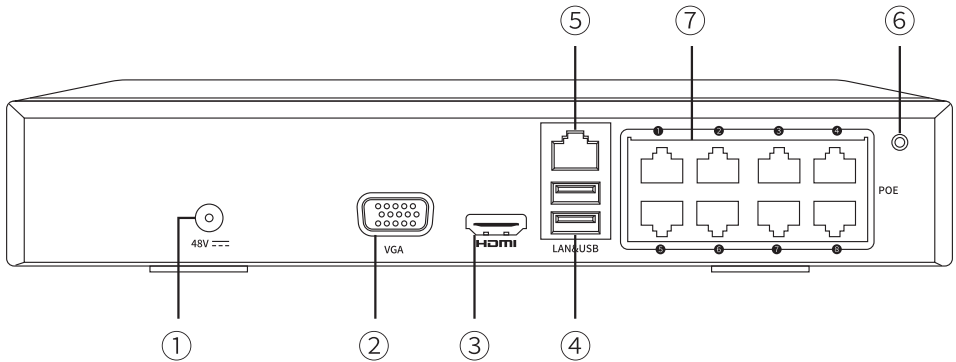
# Netzwerk Videorecorder Kurzanleitung

[www.annke.com](http://www.annke.com)



# Vorstellung von der Oberfläche

Die Rückseite ist unterschiedlich, je nachdem welches Modell Sie haben. Bitte achten Sie auf das tatsächlichen Produkt. Das folgende Bild ist nur für Referenz gültig.



## Beschreibung von Rückseite

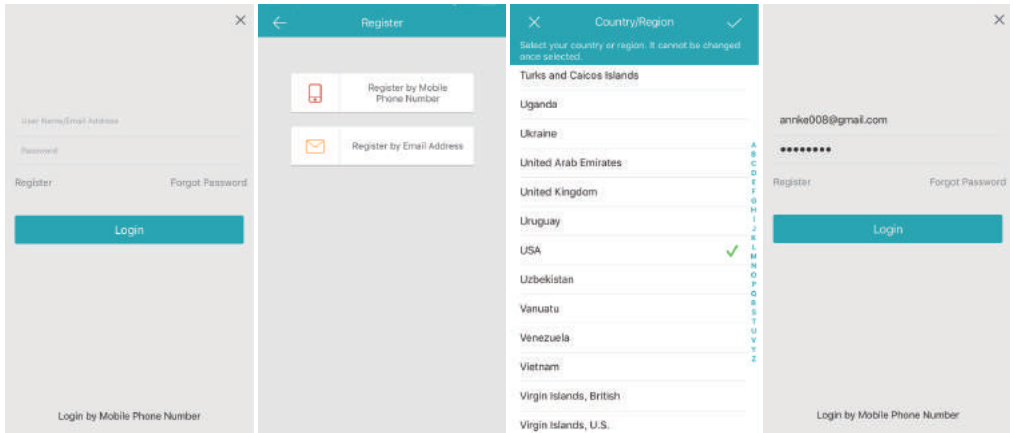
Nr.	Artikel	Beschreibung
1	Netzteil	48V DC Netzteil
2	VGA Anschluss	DB15 Stecker für VGA-Ausgang. Lokales Video und Menü anzeigen.
3	HDMI Anschluss	Für Video transportieren.
4	USB Anschluss	Für externe Geräte wie z.B. USB Mäuse und USB Festplatte
5	LAN Netzwerk	1 10 /100 Mbps selbstanpasse Ethernet anschließen
6	Boden	Boden (Verbindung benötigt, wenn NVR startet wird).
7	Anschluss von Netzwerk mit PoE Funktion	Mit Kamera anschließen und bietet Strom über Ethernet an.



## Zugriff per Handy

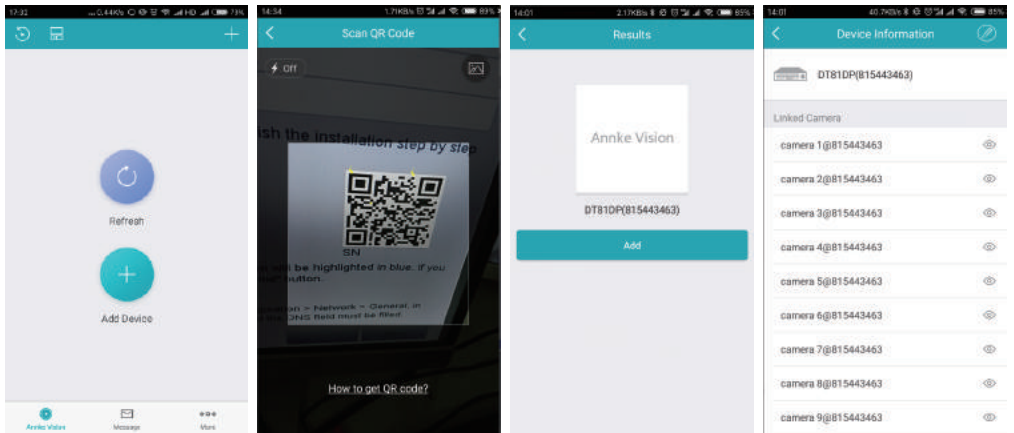
Bevor Sie die Fernbedienung benutzen, stellen Sie bitte sicher, dass der P2P-Status "Online" anzeigt. Das bedeutet, dass Sie guten Netzwerkempfang haben und Sie das Video normal auf Ihrem Handy und PC abspielen können.

1. Öffnen Sie die App "**ANNKE Vision**" aus Google Play oder dem Apple Store und klicken Sie auf "**Registrieren**", um ein Konto mit Ihrer Handy-Nummer oder Ihrer E-Mail-Adresse einzurichten. Klicken Sie bitte auf "**Anmelden**", nachdem Sie die Registrierung erfolgreich abgeschlossen haben.

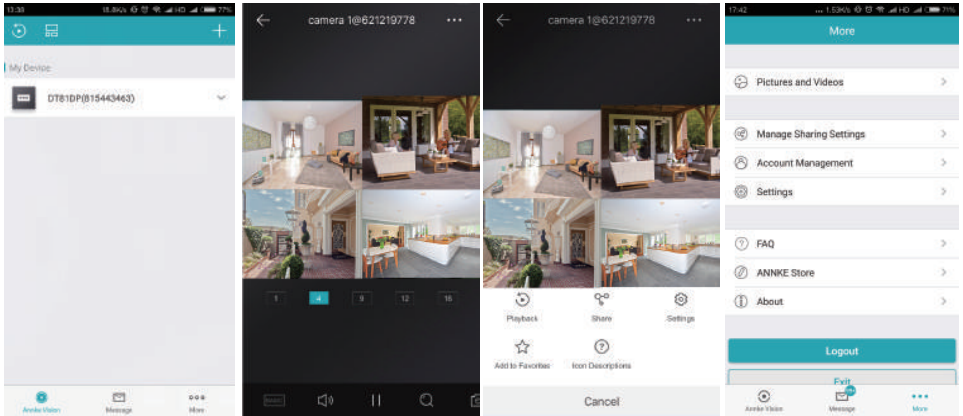
**Hinweis:** Bitte wählen Sie das richtige Land / Region aus, wenn Sie ein Konto registrieren, da dies nicht später nicht mehr geändert werden kann.



2. Wählen Sie "  " oder klicken Sie auf das Symbol "  " in der oberen rechten Ecke, um ein Gerät hinzuzufügen. Sie können auch den QR-Code an der Unterseite des Geräts scannen, um es hinzuzufügen, oder auf die Schnittstelle "Menü" → "Konfiguration" → "Netzwerk" gehen, um den QR-Code zu erhalten.



3. Wählen Sie das Gerät aus, um eine Echtzeit-Vorschau zu erhalten. Klicken Sie auf das Symbol "⋮" in der oberen rechten Ecke, um in die Schnittstelle für die Funktionen zu gelangen. Sie können die Wiedergabe starten, Einstellungen und andere Funktionen ändern. Klicken Sie auf "Mehr", um weitere Informationen zu erhalten.





For more information,  
please visit:

[www.annke.com](http://www.annke.com)



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Tech Support Center : [help.annke.com](mailto:help.annke.com)

Tech Support Email : [support@annke.com](mailto:support@annke.com)

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