



## **DVR stand alone**

### **1. What are the languages supported?**

a. Due to flash memory limitation, every firmware has 4 languages. We have 5 languages for every model

EN1: English, Portuguese, Spanish and French

EN2: English, German, Italian and Japanese

EN3: English, Russian, Greek and Turkish

EN4: English, Hebrew, Polish and Romanian

EN5: English, Bulgarian, Czech and Norway

### **2. What is the max size of compatible HDD?**

a. Up to 2TB for every HDD.

### **3. What is the compatible PC and phone OS?**

a. PC OS: windows 2000/XP/VISTA/Win7

b. Phone OS: windows mobile, symbian, Iphone, Android.

### **4. DVR cannot start up and hold on initialization screen.**

a. Check the power cables and connection.

b. The power supply is bad or not enough. Please change a power adapter to try.

c. The HDD is bad. Please disconnect the HDD to try.

### **5. No output or no any display on screen. But the indicators on the front panel of the DVR light.**

a. Please check the cables and connection.

b. The power supply is not enough. So the DVR doesn't start up. Please change a power adapter to try.

c. The video format of the DVR is different from the monitor.

### **6. Part or all channels don't have pictures.**

a. Check the cables and connection of cameras.

b. Cameras are bad. Please replace them.

c. The video format of cameras is different from the DVR. Please change the video format of the DVR.

d. The DVR has hardware problem.

### **7. The DVR cannot detect HDD.**

a. The power supply is not enough. Please change a power adapter to try.

b. Check the HDD connection.

c. HDD is bad. Replace it to check.

### **8. The DVR cannot record.**

a. If it is a new HDD, please format it on the DVR first.

b. HDD is full. Please check if you enable recycle.



c. HDD is bad. Please replace it.

9. The DVR cannot make backup via USB devices, showing “Backup failed” or “No device or Disc”

- a. Only the USB port on the front panel supports backup. Please check if you insert the USB drive on the front panel.
- b. The DVR supports only USB drives.
- c. The USB drive is not compatible. Please change an USB drive to check.

10. The DVR cannot update, showing “Update failed” or “No device or file”

- a. Only the USB port on the front panel supports update. Please check if you insert the USB drive on the front panel.
- b. The USB drive is not compatible. Please change an USB drive to check.
- c. According to the update instruction, check if you place the firmware in USB drive correctly or place the correct the firmware.

11. The DVR works fine. But it cannot be controlled by remote control or the front panel.

- a. Check the cable and connection between the front panel and the circuit board.
- b. You can select different DVRs to control by different device address. Please set Device address to 0. Then try again.
- c. The front panel is bad. Replace the panel.

12. The pictures have motion. But the DVR doesn't record.

- a. You don't set motion detection correctly. Please check the settings, such as sensitivity, detection area and so on.
- b. The sensitivity is lower. Please set it to 6 or higher
- c. Check if you set the schedule for motion detection correctly.

13. IE browser cannot install the plug-ins, showing a red cross.

- a. IE blocks activeX to download and install. Please enter tool----Internet options----security. Change the settings and allow activeX to download and install.
- b. The firewall blocks activeX. Please close firewall.
- c. Some IE plug-ins block activeX, like google bar. Please uninstall the plug-ins.

14. Users cannot enter setup via internet.

- a. The DVR allows only one user to enter setup. Please check if other users are configuring the DVR.



## CMS

### 1. What is the compatible PC OS?

a. PC OS: windows XP/VISTA/Win7

### 2. Users cannot add or search the devices to CMS. CMS cannot display pictures or something else.

a. Please check if the devices are compatible with CMS.

b. Please check if the server software matches with CMS software. Please ask for the latest software from your seller.

### 3. CMS cannot display completely or crashes.

a. Please open PC hardware acceleration. Click *Start---Run*. Click *Display*, enable *DirectDraw*, *Direct3D* and *AGP acceleration*.