

# AHD Security Camera system

Quick Installation Guide

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## 1. Introduction

Thank you for purchasing our product.

This is a quick installation guide on how to set the system up and run. If you need customer support, email us and expect response within 24 hours or sooner.

## 2. Safety tips

1. Please do not put any fluid container on the product.
2. Please use the product in a ventilated environment and do not block the vents.
3. Please use the included power supply to prevent damage to the product.
4. Please use the product under its standard working temperature and humidity.
5. Place DVR on a flat surface and avoid placing in on vibrating surfaces.
6. Please follow the regulations and policies of your country and area regarding the installation of this device.

## 3. What else do you need?

- ① The DVR is like a desktop PC and you only require a monitor display to view it.

**Tip:** The monitor display can be a PC monitor or TV, with a VGA or HDMI input.

- ② Increase the memory. Adding a SATA hard drive to the DVR will increase the memory of the system. You can then record, playback and copy the videos when needed. (For DVRs with a preinstalled HDD, the system will automatically record once the HDD is formatted.)

**Tip:** For the SATA hard drive installation instructions, please refer to FAQ #Q1.

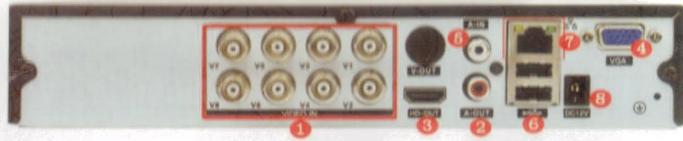
- ③ Internet connection. Like a PC, you can use it without internet. However, with an internet connection, you can have the make use of the system's full capabilities. Hard wire the DVR via the network cable to your router to get an internet network.

## 4. Know your hardware

### AHD Camera



## DVR



- ① BNC port: Analog signal input port
- ② A-OUT: Audio out. Use the RCA to connect to audio output device
- ③ HDMI port: For viewing on HDTV
- ④ VGA port: For viewing on VGA monitor
- ⑤ AUDIO IN: Audio in. Use the RCA to connect to audio input device
- ⑥ USB ports: For mouse and data backup
- ⑦ WAN/ LAN port: To connect your DVR to the internet
- ⑧ Power supply

## 5. Things to check before installation

### ① Package contents

Please check all parts and accessories according to the packaging description. If any part is missing or damaged, contact our customer service immediately.

### ② Test run

The cameras require mounting and power cabling in some situations. To save time and ensure all devices work well, we suggest a test run of all devices IN THE SAME PLACE before installation. Follow the steps in section 6 to test run the system. If all works well, you can then go ahead to plan and mount cameras. If there are any issues with the test run, please contact us.

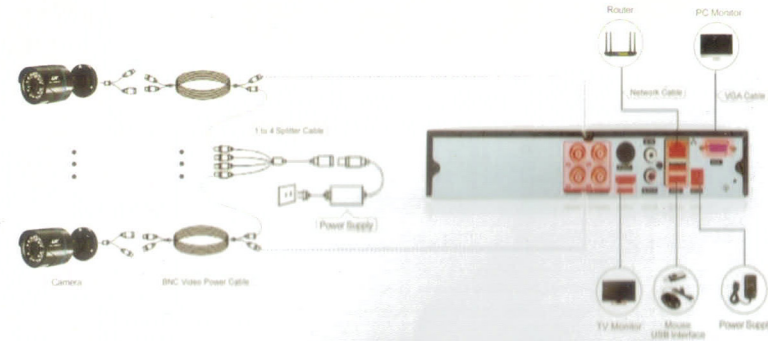
## 6. Setting up the system for live viewing

### ① Preparation

1. The UL\_TECH camera system/DVR
2. A monitor or TV
3. A VGA or HDMI cable (Many monitors and TVs have them as standard accessories)
4. A router for internet connection

### ② System set up

Please connect the camera system according to the diagram below



1. Connect the monitor/ TV to the DVR via its HDMI or VGA port.
2. Connect the USB mouse to the USB port of DVR.
3. Connect the DVR WAN port to your router with a network cable.
4. Connect the BNC video power cable video input port to camera video output port. Then connect the BNC video power cable power output port to camera power input port.
5. Connect BNC video power cable video output port to DVR video input port. Next, connect the BNC video power cable power input port to the 1-in-4splitter cable power output port. After that, connect the 1-in-4splitter cable power input port to DC12V power adapter.
6. Connect the DVR to the DC12V power adapter. After about 60 seconds, you will see the cameras' images on the screen and can begin to operate the system.

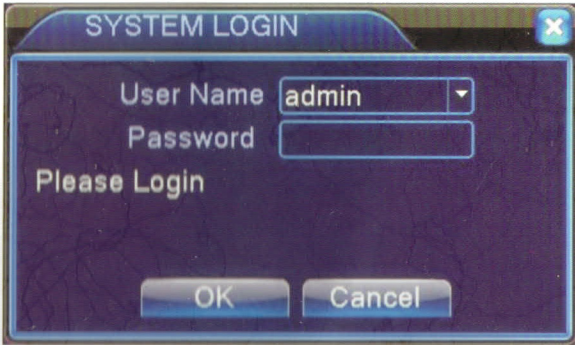
### ③ Set password

To protect your privacy, please set your password as soon as possible.

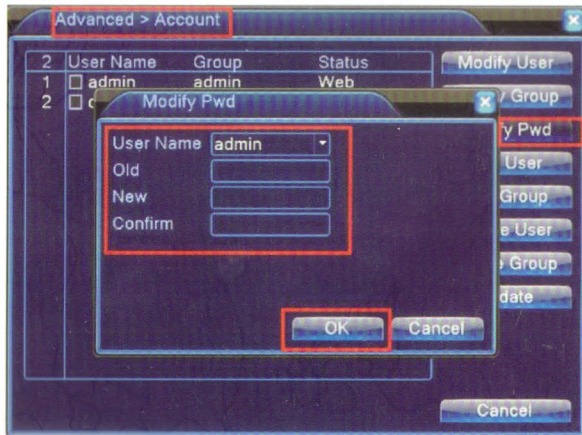
**Step1.** Right click the mouse, and click Login to go to the Main Menu.

**Default ID:** admin

Password: None (Default password is empty. Leave the password empty and click OK)



Step2. Click Main Menu → Advanced → Account → Modify Pwd to set password. Password should be no more than 16 letters or numbers.



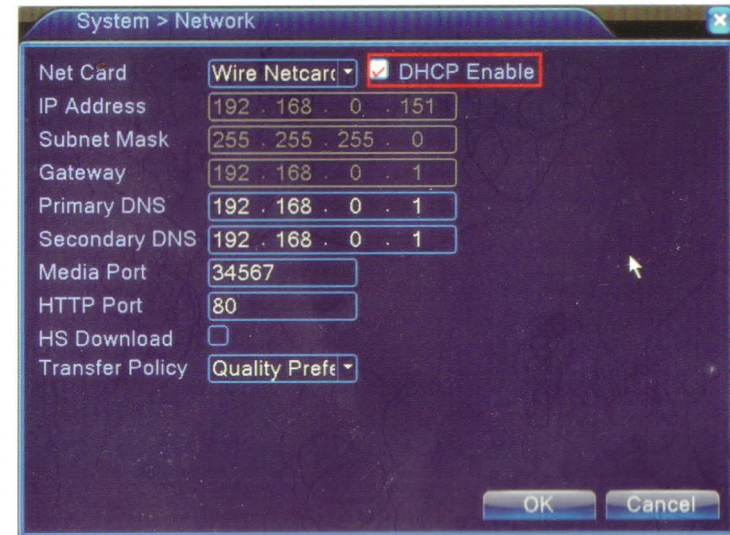
Tip: Remember your username and password as you will need them to login in to the App and VMS. If you forgot the password, please refer to FAQ# Q7.

## 7. Network setting -Get the system online

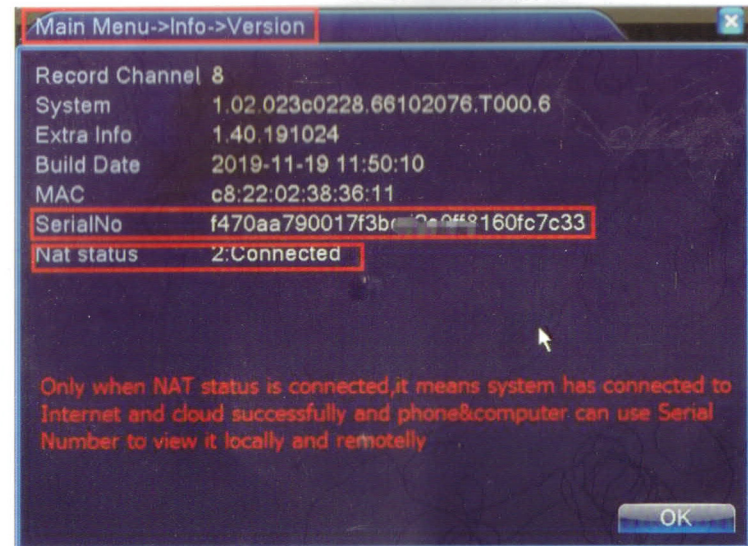
Without an internet connection, the system can only be managed and operated on site. To get the system online, you will need an internet connection so that you can operate it remotely from your smart phone or PC.

Make sure the DVR is connected to your router with a network cable and check the network status.

Step1. Right click mouse → Main Menu → System → Network, check DHCP is enabled.



Step2. Right click mouse to go to Main Menu → Info → Version, then you can find the Serial No and NAT status as shown in the picture below.



## 8. Viewing the camera on smart phone

### View on mobile APP

**Step1.** Download the APP and install it on your smart phone.

---Please search "danale" in Google play or Apple store and install it on your smart phone.

----Scan the following QR code to install it.



iOS APP

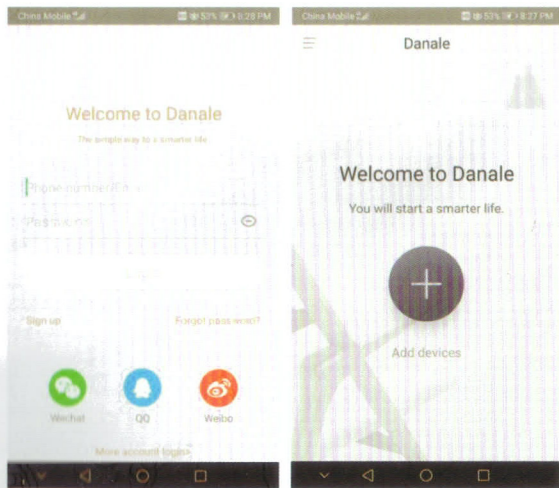


Android

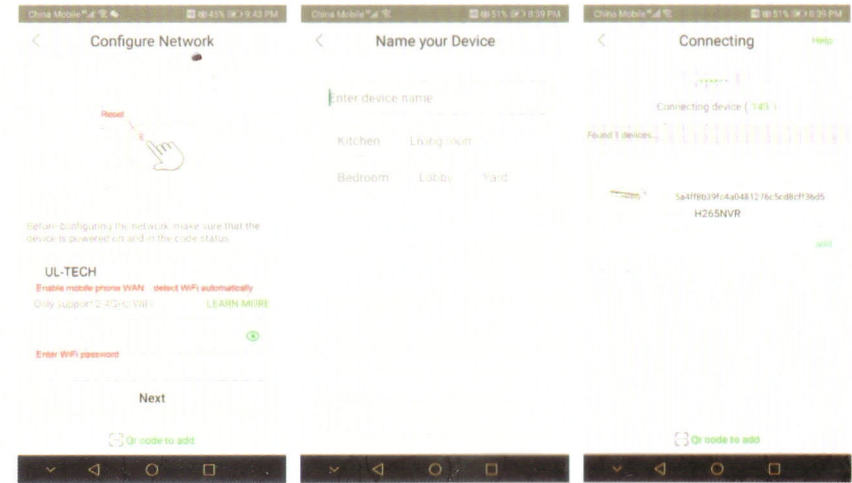


APP:danale

**Step2.** Run the APP and register an account (for first time users).



**Step3. A.** If your mobile phone connect to the Wi-Fi which is in the same LAN with the NVR (normally means they are connected to the same router), you can add the device by automatically search. Please enter the Router Wi-Fi password, and then click "Next". The app will automatically search the device which in the same LAN with your phone, then you can add the device which you want to add.



B. If your phone isn't in the same LAN with the DVR. Please click "QR code to add", then you can enter DVR Serial No. by manual.



**Tips:** 1. Right click mouse to go to Main Menu→Info→Version. You can find the Serial No. to and view the NAT status as shown in the picture below.

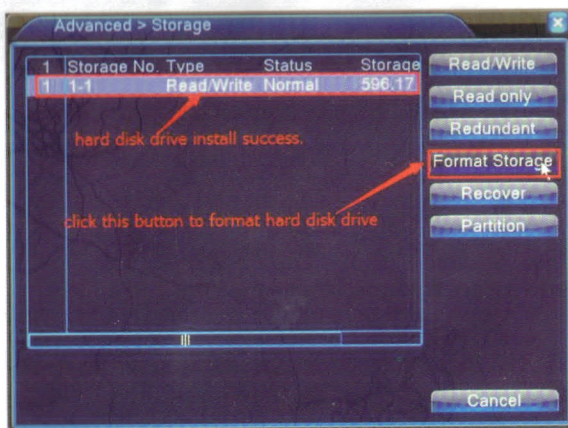
## 9. Viewing the camera on PC

If you want to access the DVR on your computer or laptop, please contact our customer service.

## 10. Recording video

### ① . System with pre-installed hard drive

For the kits that come with preinstalled hard drives, the device will automatically start to record videos when system powered up and running. The only thing to do is to ensure the hard drive is "formatted". You can check it in the "Main Menu→Advanced→Storage→Format Storage". If it is unformatted, select the hard drive and format it. After it is done, the system will record automatically.



### ② . System without pre-installed hard drive

Please refer to FAQ# Q1 to install the SATA hard drive and format it. After it is done, the system will record automatically.

### ③ . Recording setting

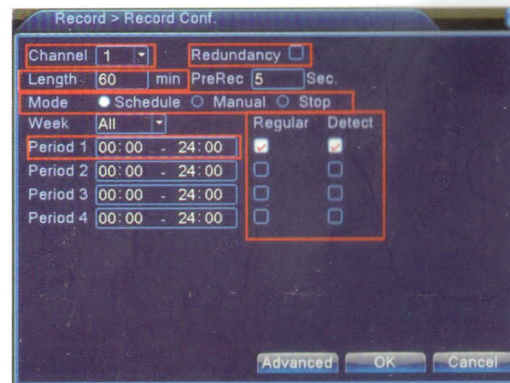
The DVR needs to install a hard drive disk for recording. Without a hard drive, the system can only display live viewing, but will not be able to record or playback.

Right click mouse → Main Menu → Record → Record → Set channel, Length, Period Etc. → OK.

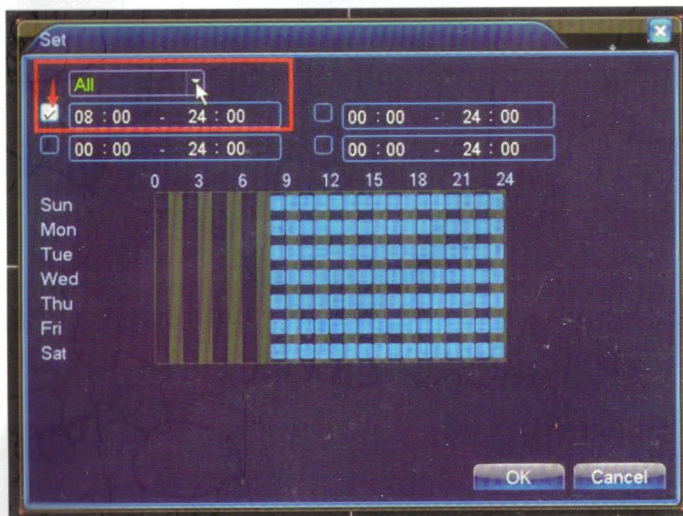
- ⌘ **Channel:** Choose the corresponding channel number. Choose "ALL" to set the entire channels.
- ⌘ **Redundancy:** Choose the redundancy function to double backup the file.
- ⌘ **Length:** Set the time length of each video file between 1 min and 120min. (60 minutes is default value)

- ⌘ **Manual:** Corresponding channel starts recording 24 hours non-stop.
- ⌘ **Stop:** Whatever state the channel is in, the corresponding channel recording will stop when the stop button is selected
- ⌘ **Period:** Set the time section for common recording. The recording will start only within the set range.
- ⌘ **Regular:** Record according to the time section setting.
- ⌘ **Detect:** Within the set time section, trigger the motion detect video blind, video loss or abnormal analysis.

**Regular Record.** Set time periods you want the DVR to record. Click right button → Main Menu → Record. You will see four time periods. The default is "Everyday 00:00-23:59" which means 24x7 recording. You can set your time. For example, if you want it to record from 2pm to 6am the next day, you should set two recording periods as shown in the picture below.

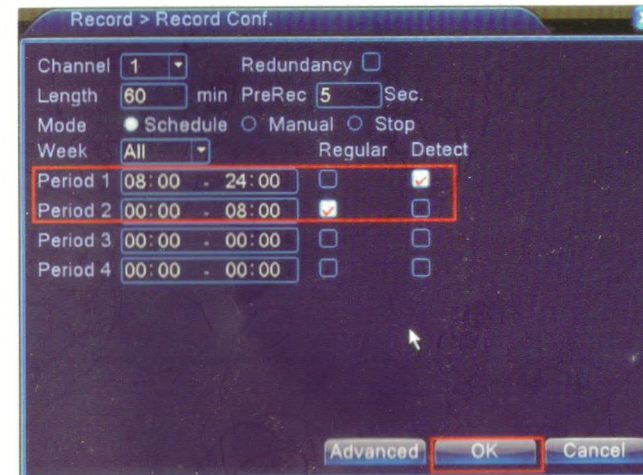


**Detect Record.** Detect Record means to record only when motion is detected. For example, if you want the system to record detect between 8am and midnight, see the picture below to do the setting.



#### ④ Setting up a recording plan

Different recording modes can be combined to make up a recording plan. For example, if you want the system to record detect from 8am to midnight and record from midnight to 8am, you can follow the setting below.



## 11. Playback video

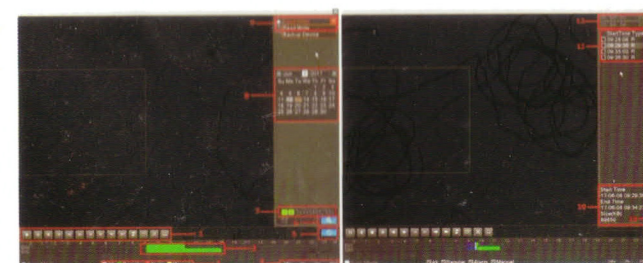
You need to record the video successfully before you playback it.

**Step1:** Right click mouse go to playback, and enter the video playback interface.



**Step2.** Click button "5" to search file, then you can select the files in the listed files area "11" and double click file name to play the video.

**Tip:** The HDD which saves the video files must be set as read/write state.



1. Playback control	2. Time display	3. Video type	4. Time schedule options
5. Switch by time/file/mode	6. File search	7. Selected by channel	8. Selected by time
9. Search by storage location	10. Files information	11. Listed files	12. Search by time

## 12. Backing up videos to USB storage

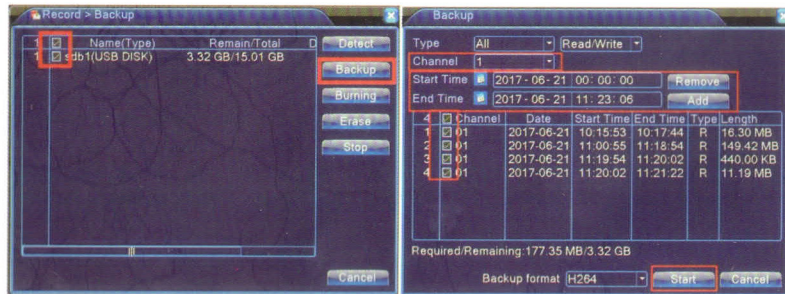
The system allows you to backup specific files from DVR to an external USB drive.

The following instructions will show you how to backup specific files.

The DVR support USB backup. After inserting the USB storage **Right click**→**Main Menu**→**Record**→**Backup**→**Select Storage Area**→**Backup**→**Select Channel, Time**

**Remove**→**Add**→**start**.

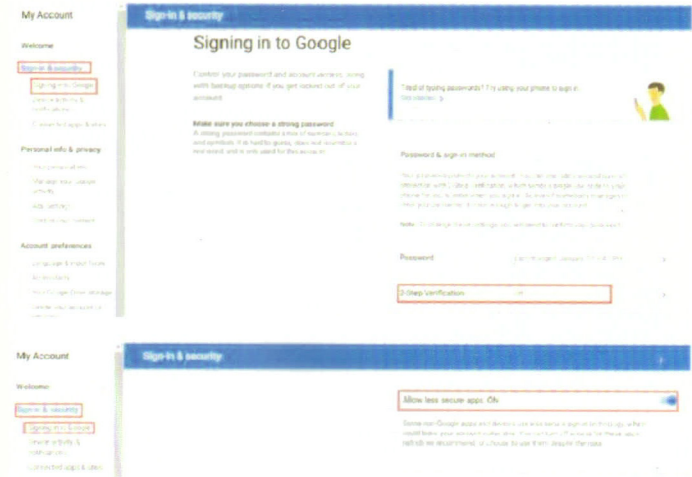
In this way, you can get the recorded video via USB



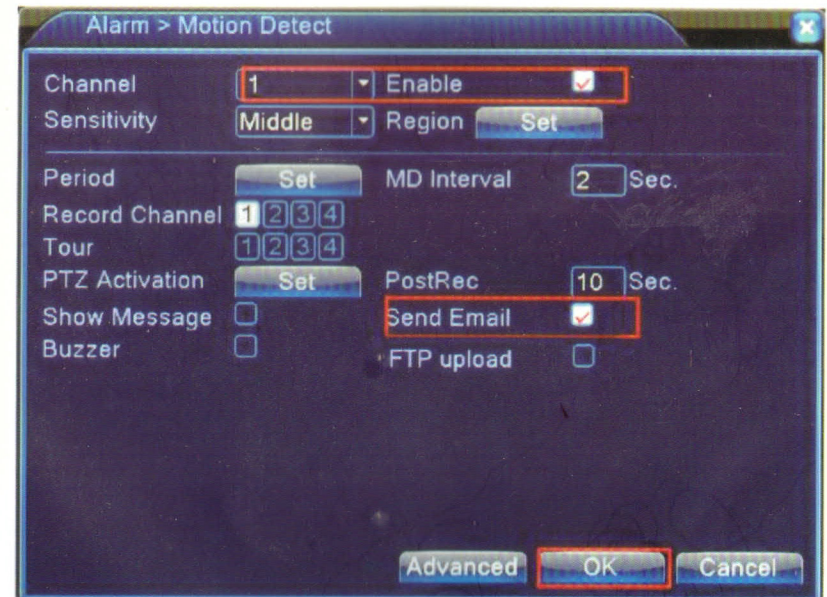
## 13. Email notification

Please make sure the DVR or DVR is connected to the router and internet successfully. Please prepare a Gmail email address and you can set up the email notification through the following steps.

**Step1:** Please login to the Google account. Click Signing in to Google to set "2-Step Verification" off. Then turn on "Allow less secure apps".

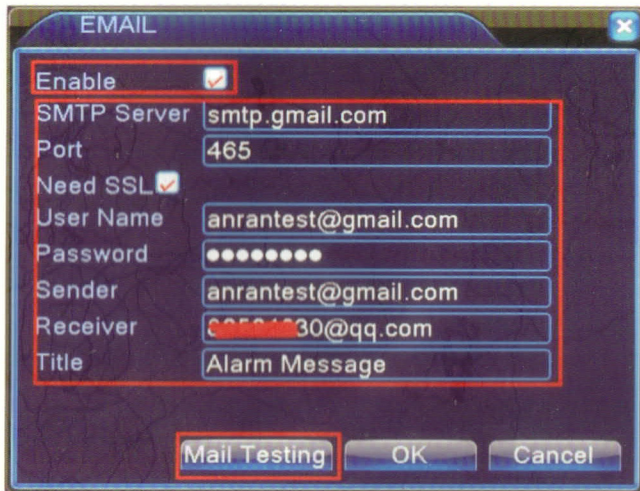


**Step2:** Please enable alarm and email alerts function. Right click mouse go to the **Main Menu**→**Alarm**→**Motion Detect**→**Click Enable and Send Email**. Then click "OK".



**Step3:** Please set up email in DVR setting as picture below. If the email testing is successful, the email notification is now activated.





SMTP Server	You email SMTP server. For example: smtp.gmail.com
Port	465
SSL	Need click
User Name	Sender e-mail address(Gmail e-mail address) to send alarm
Password	Sender E-mail login password
Receiver	Can be any e-mail.

## 14. FAQs

### Q1. How to install a hard disk drive (HDD)?

A: Before installing the HDD, please power off the system.



1. Remove screws on both sides of DVR.



2. Remove the cover.



3. Connect the HDD to the motherboard.



4. Fasten the screws of the HDD.

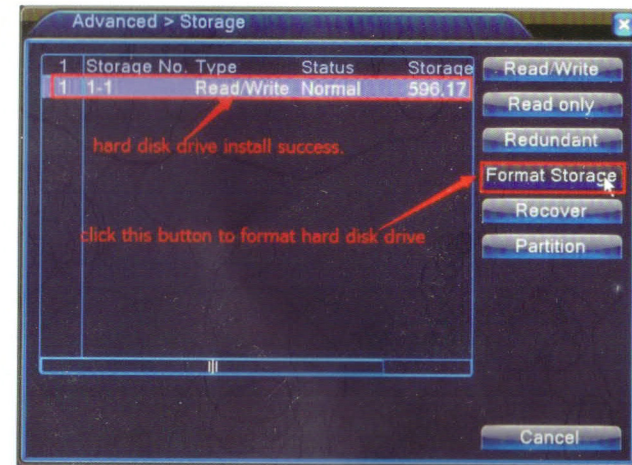


5. Close the cover.



6. Fasten screws on both sides of DVR.

B: Right click the mouse, **Main Menu** → **Advanced** → **Storage** → **Format Storage**, then click Format and format HDD.



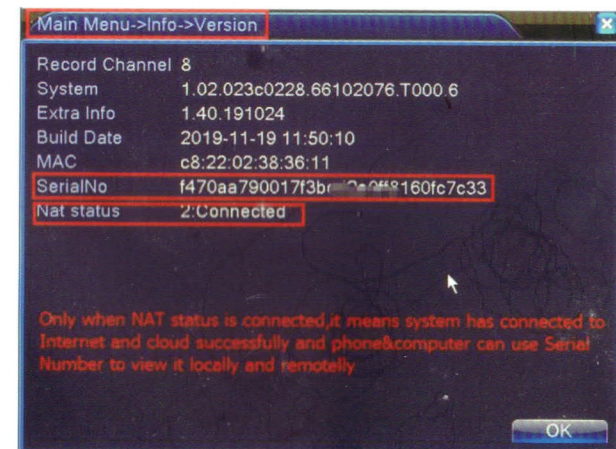
Tip1: Before the hard disk is installed, it is normal for the DVR to have a collision sound, because it is the sound of the hard disk's cable and the DVR shell colliding.

Tip2:if DVR can not read the HDD, check the cable and interface of hard disk, and restart the DVR.

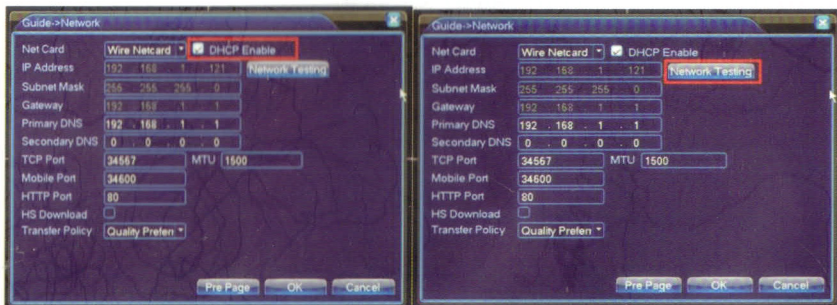
### Q2. Where can I find the device ID number of the system and NAT status?

A: There are two ways to find the device ID number and NAT status.

Method A: Right click mouse go to **Main Menu** → **Info** → **Version**, then you can find the Serial No and NAT status as pictured below.



**Method B:** Right click mouse → Main Menu → System → Network, check that DHCP is enabled. Then return to the main interface, Right click mouse → Guide → Next, to indicate that the network has been connected. Then you can get the APP QR code and Serial No QR code.



**Tip:** If you can not find the Device ID from the Method A and Method B, you have to register as follows.

### 1. Network setting -Get the system online

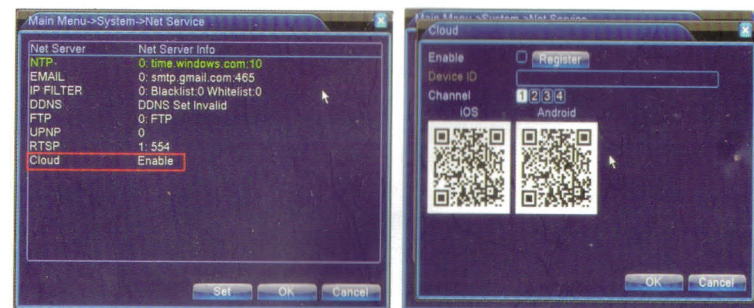
Without an internet connection, the system can only be managed and operated on site. To get the system online, you will need an internet connection so that you can operate it remotely from your smart phone or PC.

Make sure the DVR is connected to your router with a network cable and check the network status.

**Step1.** Right click mouse → Main Menu → System → Network, check DHCP is enabled, and click "OK".



**Step2.** Right click mouse → Main Menu → System → Net Service, double click Enable to enter into the Cloud interface.



**Step3.** Tick Enable and click "Register", then you can get the Device ID.



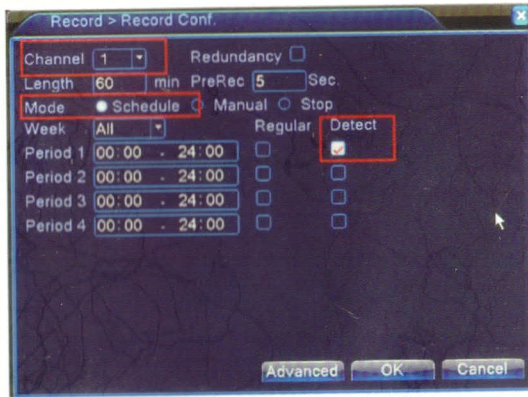
### Q3. How to I set up motion detection recording?

The DVR needs to install a hard disk drive for recording. Without the hard disk, the system can only display live viewing, but will not be able to record or playback.

Motion detection recording means that the DVR will record automatically when it is triggered by movement.

1. Go to the **Main Menu → Record** and select channel. Tick Schedule and Detect.

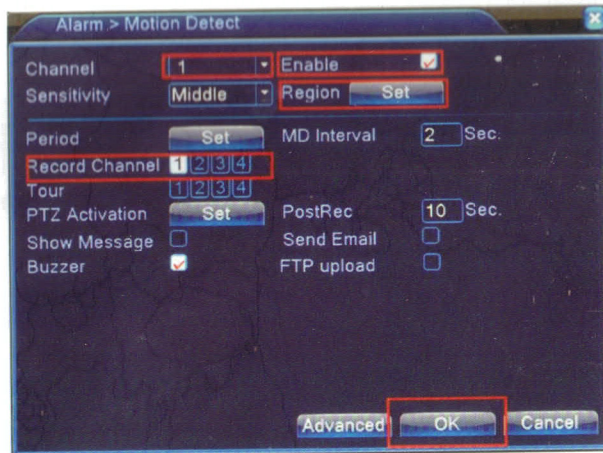
**Tip:** This step is necessary for setting and you cannot skip it. Please do not tick Manual or Stop.



## 2. Motion detect setting

Right click mouse to go to **Main Menu**→**Alarm**→**Motion Detect**. Tick "Enable", select "Sensitivity", "Region", "Record Channel", "Buzzer", "Send Email" according to your needs and click "OK" to save. It will record when the system detects any motion.

**Tip:** Even if you are setting up channel 1, you can still select other channels to record when camera in channel 1 is recording.

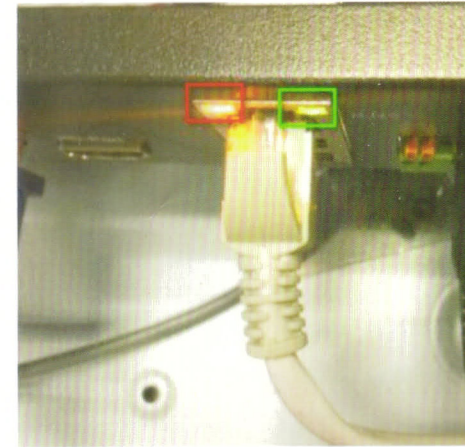


## Q4. What do I do if DVR cannot connect to cloud?

**A:** Please refer to Q2. If the NAT status is not connected, it means that the system failed to connect to cloud.

You can try this steps to connect to cloud

1. Please check the yellow and green light on the ethernet port of DVR. The green light should be on, and the yellow light should be blinking. This indicates that the recorder has connected to the router successfully. If not, please change the ethernet port of the router or use another router.



1.

2. Right click mouse→**Main Menu**→**System**→**Network**, check that DHCP is enabled.

Then return to the main interface, Right click mouse→**Guide**→**Next**.

**Tip:** If the test result fails, please restart the DVR and test it once again.



## Q5. What should I do if there is no picture on the TV/monitor?

**A.** If there is no any picture on TV/monitor.

Please use your TV remote control to switch to signal source. If the signal source is correct but you still cannot get any display, this is typically caused by a resolution compatibility issue.

The default output resolution of the DVR is 1280 x 1024, which may not be compatible with some screens.

Here is how to rectify it:

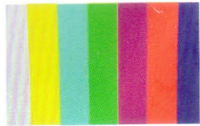
**Step1.** Connect the DVR to any other screen via VGA or HDMI to see if you can enter the menu.

**Step2.** Go to **Main Menu**→**System**→**Display**. Change it to 1080p@60 and apply to save it.

**Tip:** Never try 1080p@50 especially in USA

**Step3.** Connect it back to your primary screen. You should be able to see the display on the screen now.

**B:** If the TV/monitor always shows the following two picture.



The monitor's resolution must be higher than the display resolution of DVR. If not,

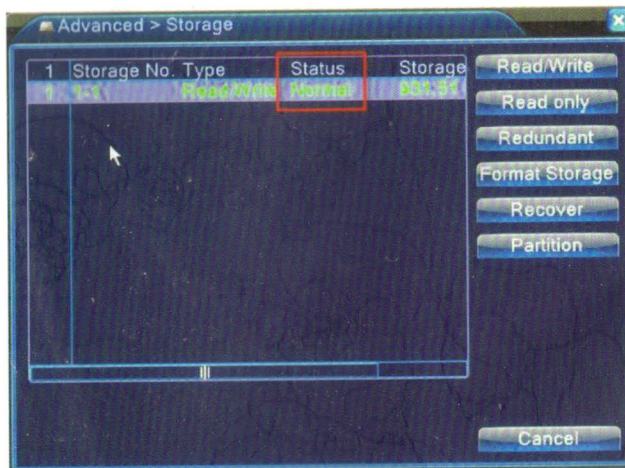
The monitor is not able to show any image of cameras. The DVR default resolution is

1280 × 1024. If the monitor cannot show any image of cameras, it means that the display resolution of DVR is higher than your monitor. Please use a higher than 1280 × 1024 resolution monitor to connect to the DVR.

## Q6. What to do if the hard disk drive cannot be recognized?

**A:** Please make sure that your device includes a pre-installed hard drive inside.

Go to **Main Menu-Advanced-Storage** and check if there is a hard drive and that its status is normal.



**B:** If the DVR cannot recognize the HDD, you can try the following methods below.

1. If the HDD is not from a third party, please make sure that your HDD meets all the requirements below:

- The type should be SATA.
- Recommended use specifications is from 500G to 4TB hard disk.
- Please make sure your hard drive is for surveillance use, not for PC use.

2. Open the cover of the DVR. Uninstall and install HDD a few times.

3. Install the HDD and place the HDD close to your ear to check if you can hear some noise. One hour later, use your hand to touch the HDD to check if it is warm. If you cannot hear any sound and surface of HDD is not warm, it means that the HDD is not powered up. Unplug the DVR from the power source and plug in again. Contact customer service for assistance if the HDD is still not working.

## Q7. What should I do if I forget my password?

**A:** If you forgot the DVR password created by yourself or the default password couldn't work, please refer to follow steps.

Step1. Please capture a picture of the date show on the DVR and send it to us.



Step2. We will send a new password to you, and please enter the new password and click login, then the system will reboot and the password will revert to the default state.

