User Manual

ANNKE

Digital Video Recorder

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

Free call for US and CA, EST, 7Days, +1 833 717 0187

About this Manual

This Manual is applicable to Digital Video Recorder (DVR).
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 RESPONSIBILITES 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.
SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.
IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Conditions

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 or more of the following measures:
- Reorient or relocate the receiving antenna.
- 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.
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

RF Exposure Warning Statements:
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

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 2004/108/EC, the RoHS Directive 2011/65/EU and Amendment (EU)2015/863.

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

2013/56/EU (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

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.

Table of Contents

EN

Chapter 1 Description of Panels.....06
1.1 Front Panel.....06
1.2 Rear Panel.....07

Chapter 2 Installation and Connections.....08
2.1 Hard Disk Installation.....09
2.2 DVR Installation.....10
2.3 HDD Storage Calculation Chart.....12

Chapter 3 Menu Operation.....13
3.1 Activating Your Device.....13
3.2 Resetting Password.....14
3.3 Setting unlock pattern.....14
3.4 Using the Setup Wizard.....15
3.5 Live View.....18
3.6 Login and Logout.....20
3.7 Playback.....21
3.8 Backup.....22
3.9 Network Settings.....23
3.10 Adding IP Cameras.....26
3.11 Recording Settings.....28
3.12 Alarm Settings.....30

Chapter 4 Remote Control.....32
4.1 Accessing by mobile.....32
4.2 Accessing by IE.....34
4.3 Accessing by client.....37

Chapter 5 Software Download and FAQ.....40
5.1 Software Download.....40
5.2 FAQ.....40

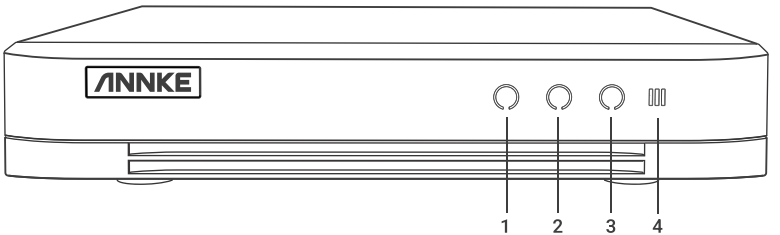
DE

Vorstellung von der Oberfläche.....44

Zugriff per Handy.....46

Chapter 1 Description of Panels

1.1 Front Panel

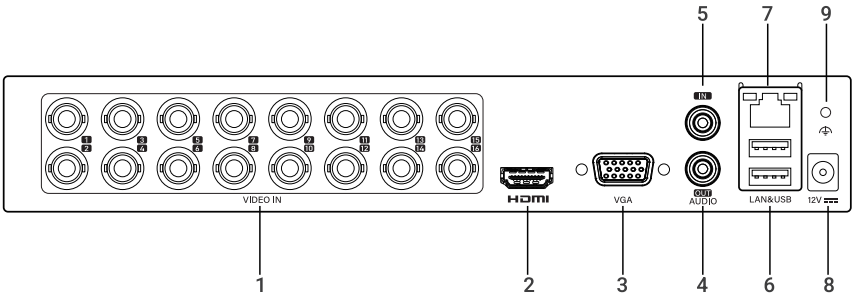


Description of Front Panel

No.	Name	Description
1	Power	Turns yellow when DVR is powered up.
2	Storage status	Turns white when data is being read from or written to HDD.
3	Network Tx/Rx	Flickers when network connection is functioning properly.

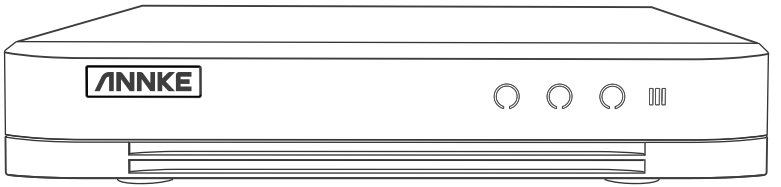
1.2 Rear Panel

The rear panel are various according to different models. Please refer to the actual product. The following figure is for reference only.



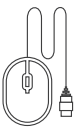
No.	Description	No.	Description
1	Video and coaxial audio in	6	USB interface
2	HDMI interface	7	LAN network interface
3	VGA interface	8	DC 12V power input
4	Audio out	9	GND
5	Audio in		

Chapter 2 Installation and Connections

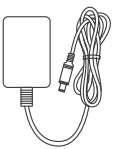


DVR

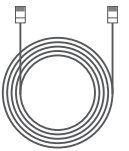
User Manual



USB Mouse



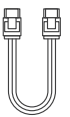
Power Adapter



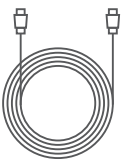
Network Cable

Wall Sticker

HDD Power Cable



HDD Data Cable



HDMI Cable

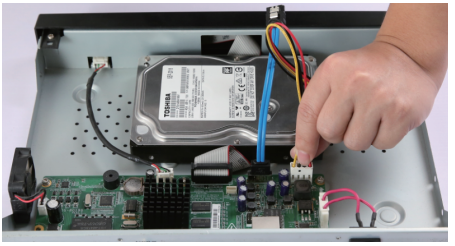
2.1 Hard Disk Installation

You can record and play back only after the hard disk is installed. Otherwise, you can only preview.
Please skip this step if your device already has a hard disk installed.
Note: It is recommended to install a professional surveillance HDD (hard disk drive).
Before installation, please make sure the power is disconnected from the DVR.
Tools Required: Screwdriver.
As the installation steps of HDD are similar among different models.

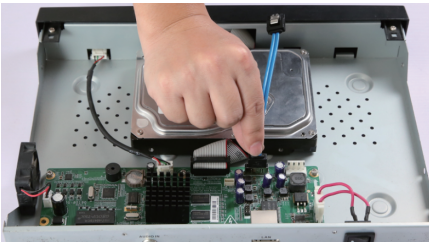
Steps:
1. Remove the cover from the DVR by unfastening the screws on the back and side.

2. Find out the power cable and data cable of the hard disk from the DVR 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.

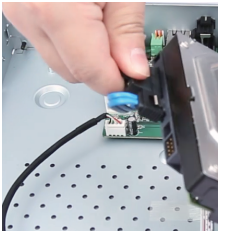
3. Connect one end of the power cable to the motherboard of DVR.



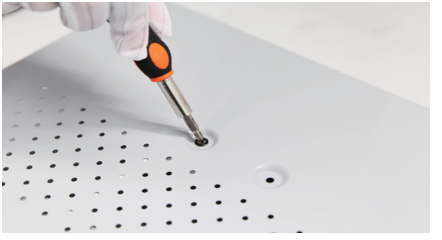
4. Connect one end of the data cable to the motherboard of DVR



5. Connect the date 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 DVR and fasten screws.

2.2 DVR Installation

Steps:

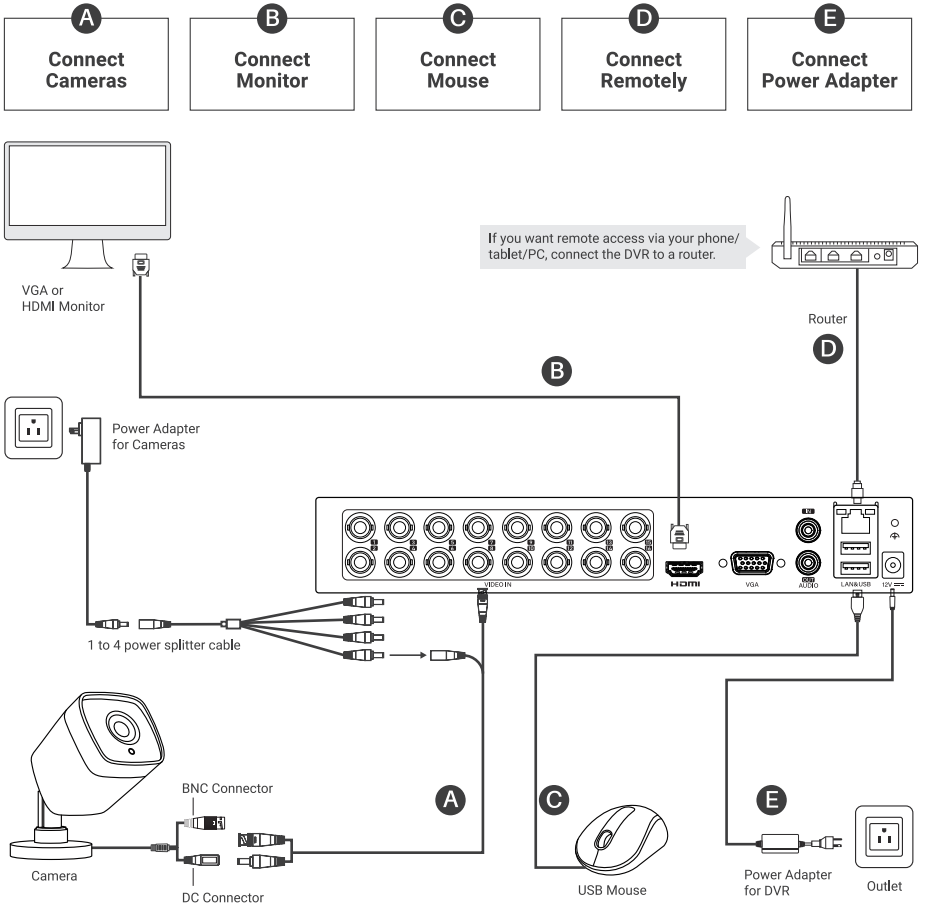
1. Use the video cables to link the camera and DVR, and use the 1 to 4 cable link the video cable power interface to the camera's power supply.

2. Connect the monitor's VGA cable or HDMI cable to the DVR's VGA port or HDMI port.

3. Connect the mouse's USB Male port to the DVR's USB Female port.

4. Connect the DVR's RJ-45 port to the router's LAN by network cable.

5. Connect the DVR's power adapter.


A
Connect Cameras
B
Connect Monitor
C
Connect Mouse
D
Connect Remotely
E
Connect Power Adapter
VGA or HDMI Monitor
If you want remote access via your phone/ tablet/PC, connect the DVR to a router.
Router
D
B
Power Adapter for Cameras
1 to 4 power splitter cable
VIDEO IN
HDMI
VGA
AUDIO
LAN&USB
12V
A
BNC Connector
Camera
DC Connector
C
USB Mouse
E
Power Adapter for DVR
Outlet

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

Please Note that supplied values for storage space used are just for reference. Storage space used is estimated by formulas and may have some deviation from actual value.

Chapter 3 Menu Operation

3.1 Activating Your Device

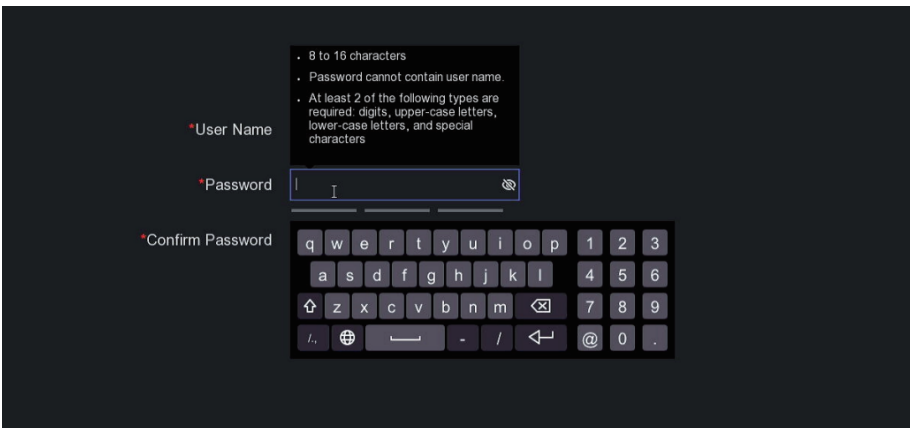
For the first-time access, you need to activate the device by setting an admin password. No operation is allowed before activation. You can also activate the device via Web Browser, SADP or client software.

1. Please choose the language you need. The default language is English.

2. Create a password in the text field of **Password, Confirm Password, enter an email address as a security email.**

3. Click Active icon to activate device.

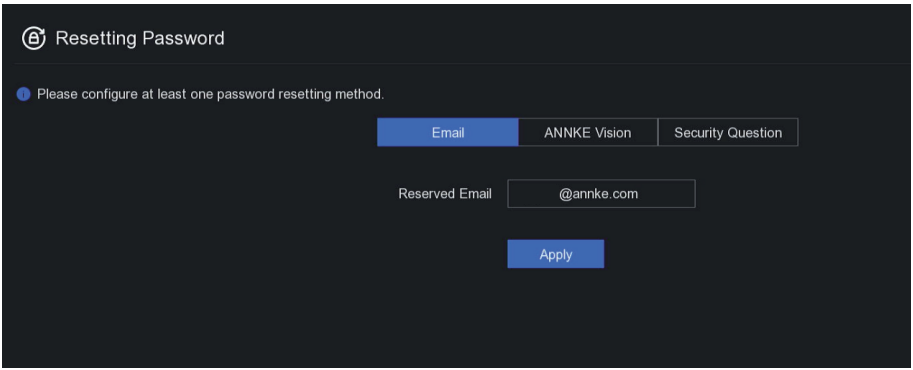
Note: Please set a password which is easy to remember. You can check the password by clicking on the small eye icon behind the input box.



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 privacy.

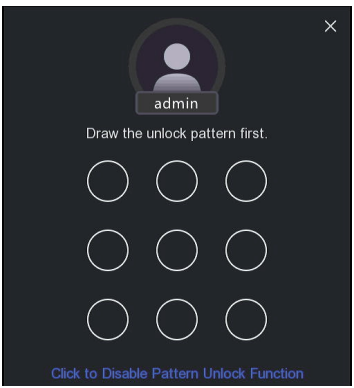
3.2 Resetting Password

Please configure and apply at least one password resetting method from **Email, ANNKE Vision** and **Security Question**, **we recommend setting up reserved email**. Then click Next and go to next step.



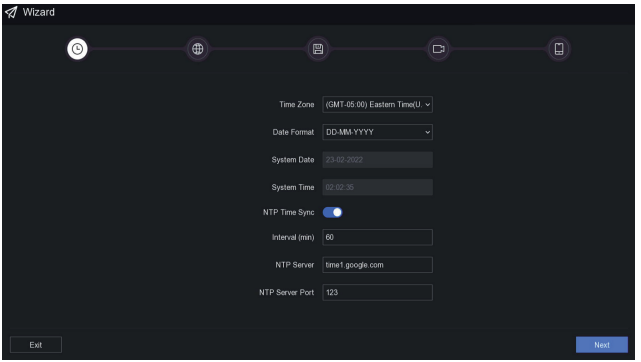
3.3 Setting unlock pattern

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.

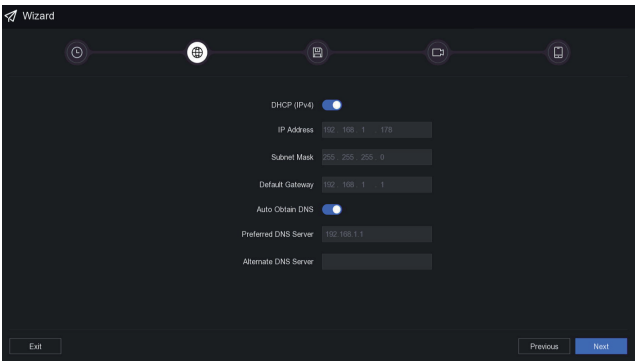


3.4 Using the Setup Wizard

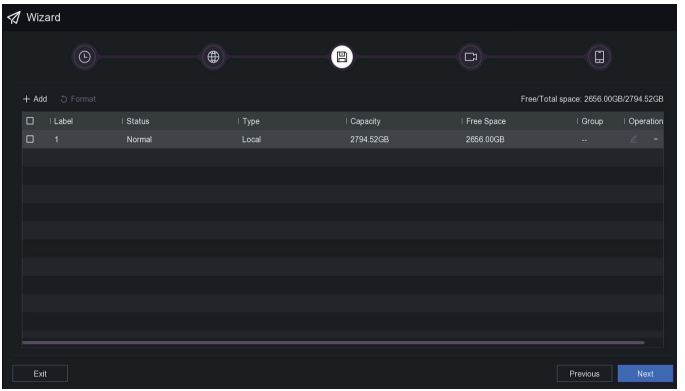
1. Follow the guide of the Wizard to configure the system's time zone, date and time as you need. Then click next.



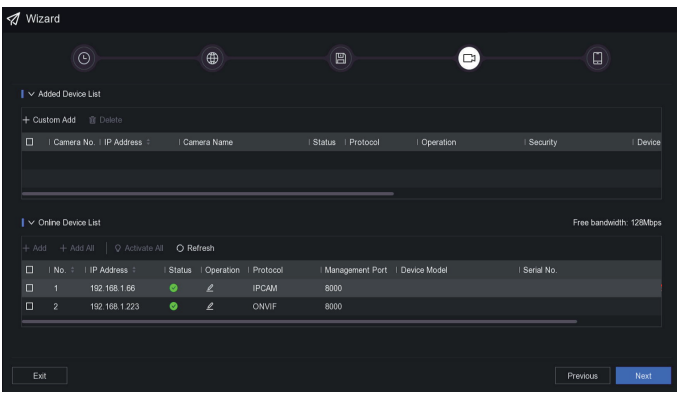
2. Configure the IP Address. This device can work without network. But if you want to monitor remotely, you need to connect your DVR to the internet first, and the IP address and DNS server must be correctly obtained.



3. Set HDD. The newly installed hard disk needs formatting before it could be used. Choose the target HDD and click "Format" to format it, then the status will show "Normal". If the purchased device has a pre-installed hard disk, we will format it before it leaves the factory.



4. Add IP camera if you need. The IP camera in the same router with DVR will display automatically.



5. Set the ANNKE Vision function. Jump this step if you don't need remote view. Click enable if you want and fellow the step, or you can set it later in the **Main Menu > System > Network > Advanced > Platform Access** interface. (Figure 1)
Then read and agree to service terms and privacy statement in the pop up window. (Figure 2)

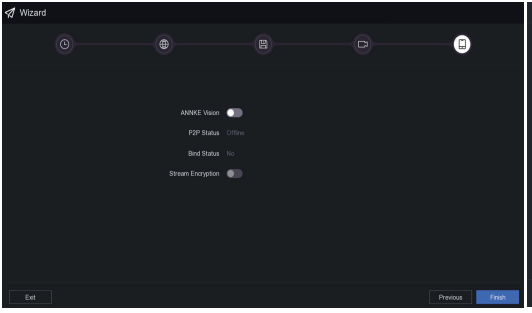


Figure 1

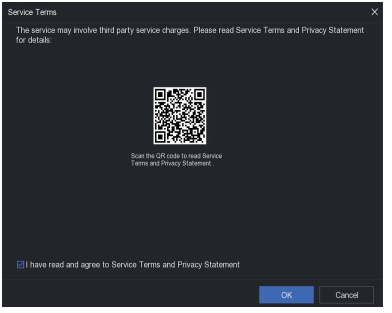
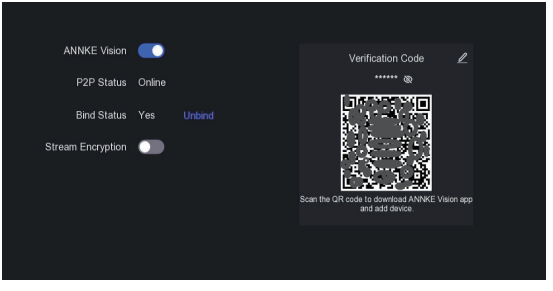


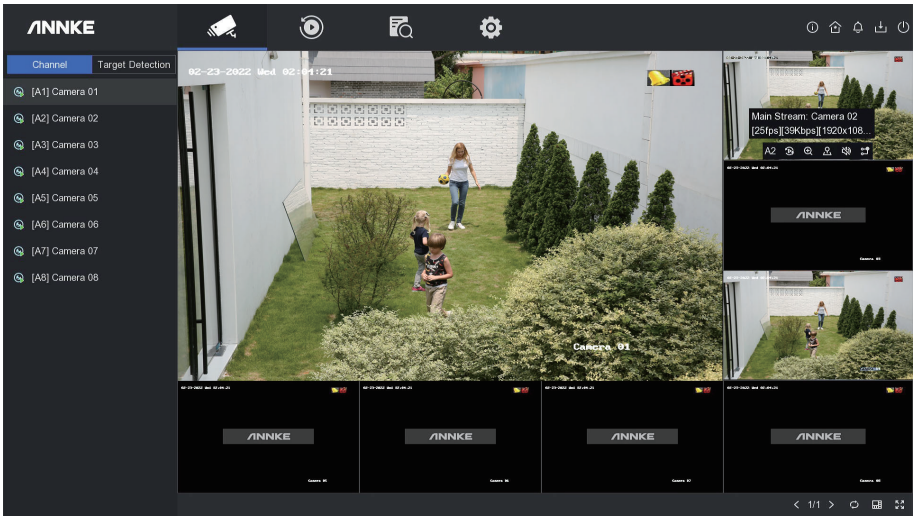
Figure 2

You can scan the QR code(for android & iPhone) to download the app **ANNKE Vision**, then follow the app prompt to scan the same QR code to add device. The device can be successfully added only if the P2P status is online. You can use the default verification code or just manually enter a new code, which consists of 6 to 12 digits, uppercase letters, or lowercase letters.
Note: Please scan the QR code on your device instead of the QR code in the user manual.



3.5 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.

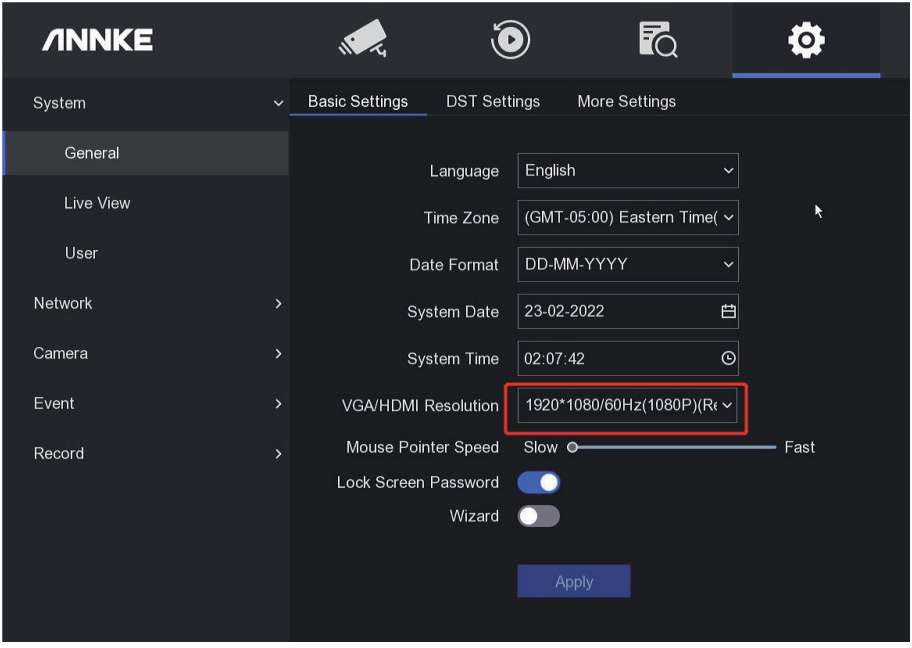


Explanation of the live view icons & Menu

Menu	Explanation	Menu	Explanation	Menu	Explanation
	Alarm or alarms		Live view		ANNKE Vision Service
	Recording		Playback		Digital Zoom
	Alarm & Recording		Search		PTZ Control
	Event/Exception		Configuration		Audio on
	Shut down		Maintenance		Stream

You can change DVR's output resolution to 1080P or 4K for better display effect if your monitor support. Go to the Main Menu>configuration>System>General-VGA/HDMI Resolution, and select the suitable resolution.

Note: Please make sure your monitor support 1080P or 4K resolution before you change the output resolution, otherwise the picture on your monitor will not be displayed properly.

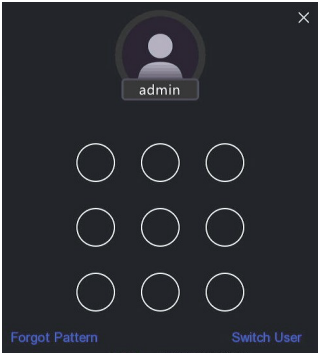


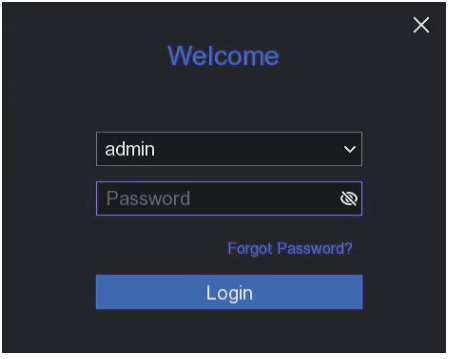
The interface may be different between different models and different software versions.

3.6 Login and Logout

User Login

You have to log in to the device before entering the menu and setting other functions. You can log in by drawing the unlock pattern or inputting the password.

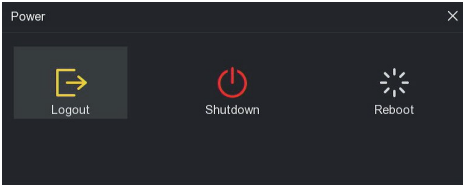




Note: If you enter the wrong password 7 times in the Login dialog box, the current user account will be locked for 60 seconds.

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.

3.7 Playback

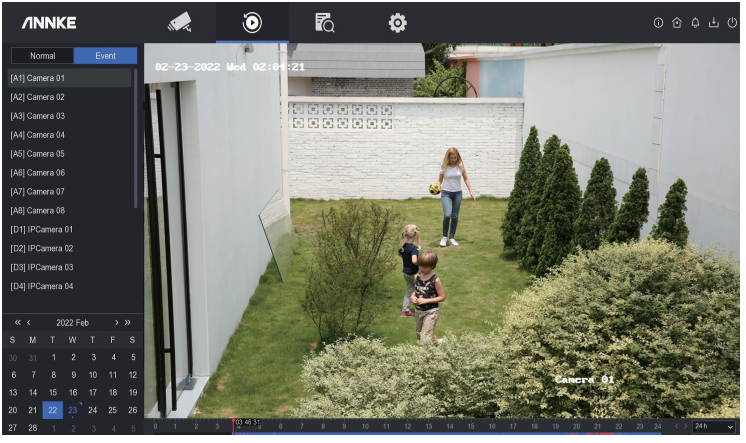
The recorded video files on the hard disk can be played back in the following modes: instant playback, normal playback, smart playback.

Normal playback

1. Click **Menu > Playback**, enter playback interface.
2. Select one or more cameras in the Channel list to start playing the video.
3. Select a date in the calendar. If there are record files for that camera in that day, in the calendar, the icon for that day is highlighted in blue displayed as (20). Otherwise it is displayed as (20).
4. You can use the toolbar in the bottom progress to control playing progress.

Smart playback

In the smart playback mode, the device can analyze the video containing the motion, line or intrusion detection information, mark it in red color and play the smart searched video.
The smart playback must be in the single-channel playing mode.
1. Go to Playback.
2. Start playing the video of camera.
3. Click Smart.

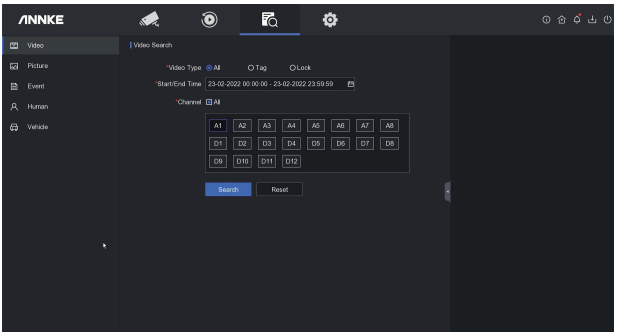


3.8 Backup

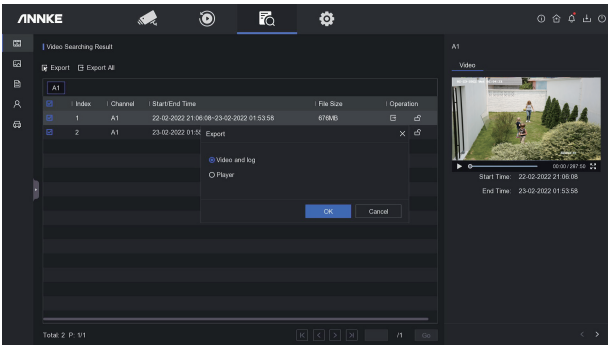
If you want backup some recording files, you can insert a backup device into the USB interface of DVR, then go to search menu to get the right files. You can search camera's recording video, picture file, event file, human file, Vehicle file as your wish in the search menu.

1. Specify detailed conditions, including search type, time, camera, etc. Click search to display results.

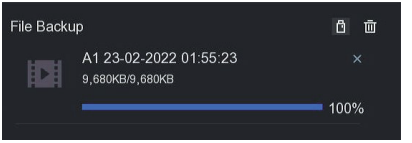
2. The matched files will be displayed, select the files you need and click export.



3. Select video and log, click OK to export files to backup device, you can also backup the player.

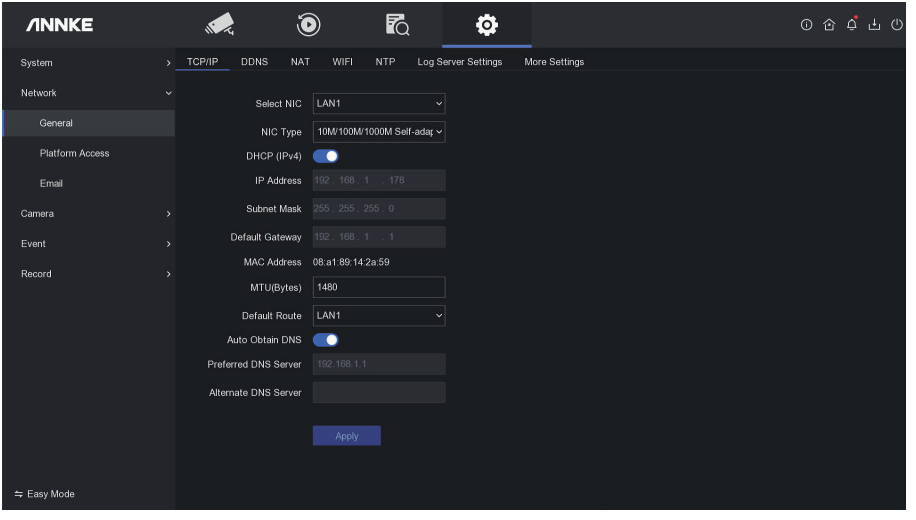


4. The progress of the backup can be viewed in the upper right corner.



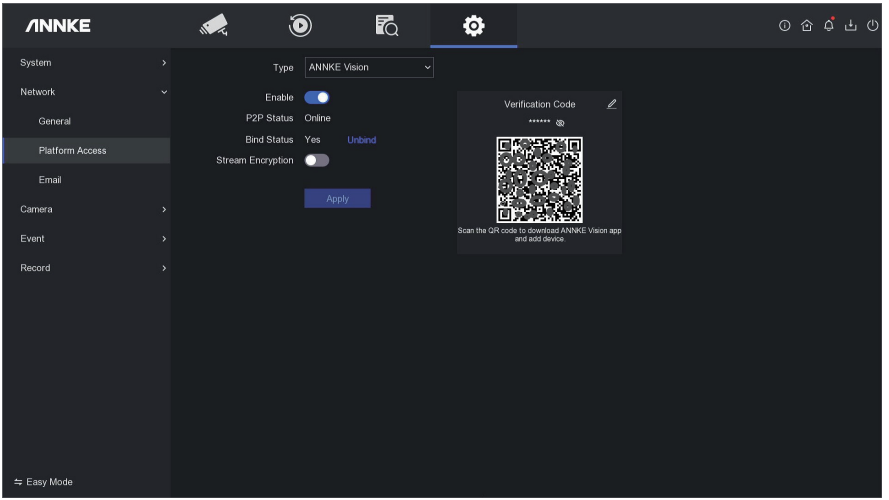
3.9 Network Settings

Network settings must be properly configured if you want operate DVR over network.
Make sure that the DVR has connected to the router by using the network cable and your network at home is in good condition.
You can go to **Main Menu > System > Network > TCP/IP** to enter into the interface of Network Settings, as shown in the figure below.



1. In the General Settings interface, you can configure the following settings: NIC Type, IPv4 Address, IPv4 Gateway, MTU and DNS Server.The DHCP function is enable by default, your device will automatically obtain an IP address and other network settings from your router.

2. Go to **Main Menu > System > Network > Advanced > 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 or PC, as shown in the figure below.



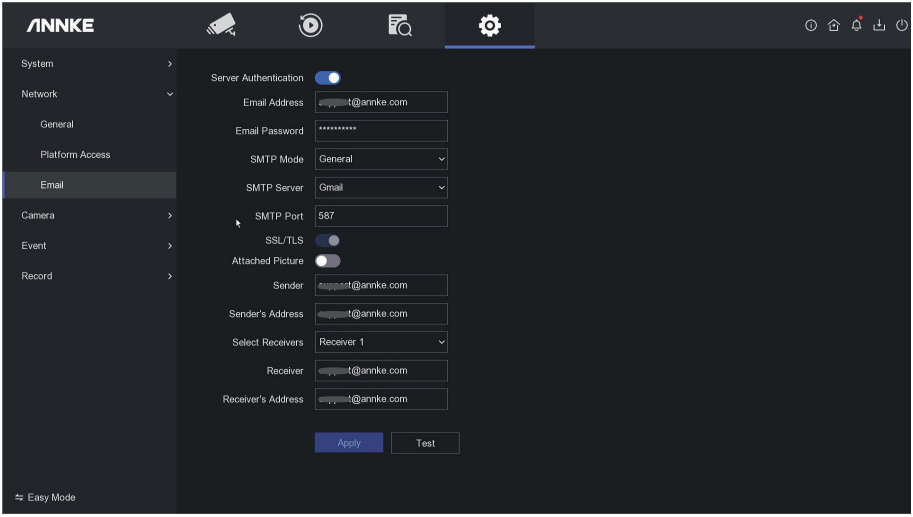
Notes:

A. The device can only be added by one app account. If you want to view the device on multiple mobile phones, you can log in with the same account or share the device with other accounts.

B. After the device is added to the mobile app, the "unbind" button will be highlighted in blue. If you want to unbind the device from your app account, please click the "unbind" button .You can also delete the device from app.

C. If the status shows offline, please follow the path Main Menu > System > Network > TCP/IP to ensure the network data is correctly acquired and the DNS field is filled right.

3. Click "Email", the system can send an Email after setting right to designated users when a specified event occurs, such as an alarm or motion event is detected, etc.



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

[Server Authentication]: Check the checkbox to enable the server authentication feature.

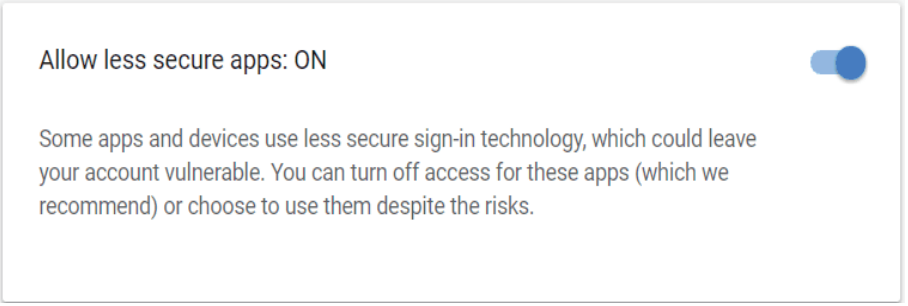
[User Name]: The user account of sender's Email for SMTP server authentication.

[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]: The SMTP port. The port used for gmail is 587, and it can be 25,465 or other port for different smtp server.

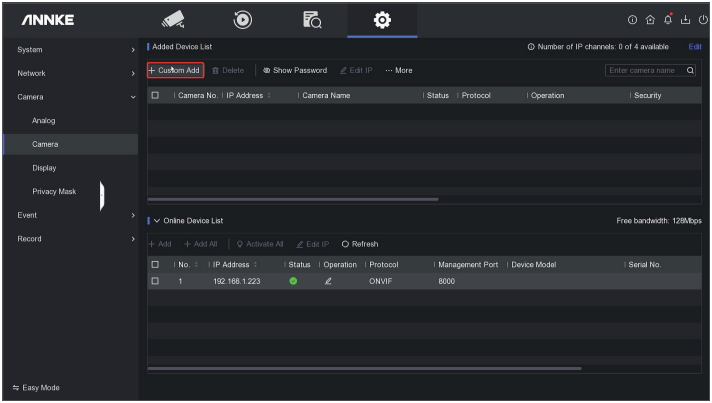
[SSL/TLS]: Click the checkbox to enable SSL/TLS if required by the SMTP server (Login your Gmail mailbox, click and enable "SSL" and enter https://myaccount.google.com/security?pli=1#connectedapps, and then turn "Allow less secure apps" on, as shown in the figure below).



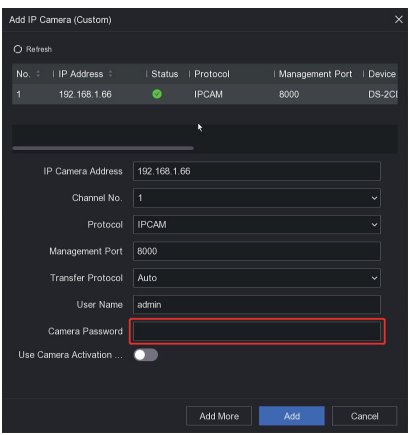
[Attached Pictures]: Check the checkbox of Enable Attached Picture if you want to send email with attached alarm images.
[Sender]: The name of sender.
[Sender's Address]: The Email address of sender.
[Select Receivers]: Select the receiver. Up to 3 receivers can be configured.
[Receiver]: The name of user to be notified.
[Receiver's Address]: The Email address of user to be notified.

3.10 Adding IP Cameras

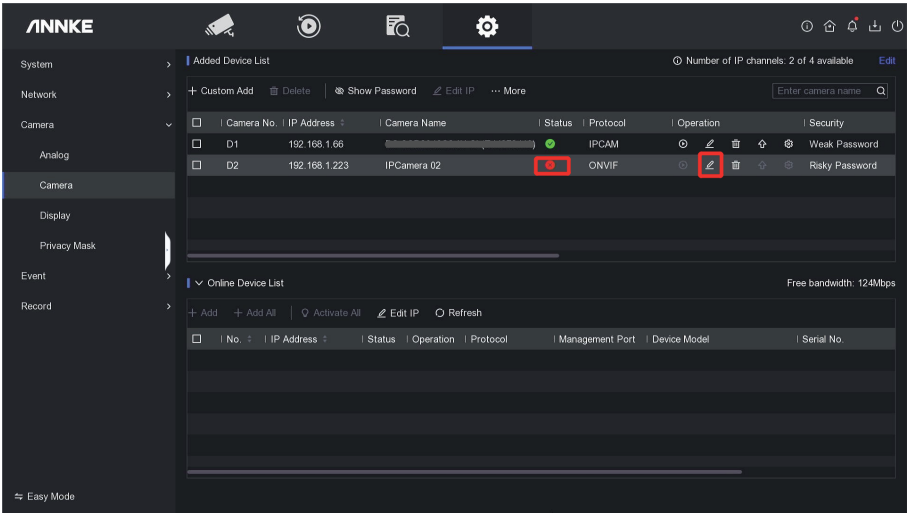
This DVR supports up to 8 analog security cameras and 4 IP cameras simultaneously. After switching to IP signal in the settings, you can connect up to 12 IP cameras (no analog cameras) at the same time. The maximum resolution that different types cameras can access is 8MP TVI / 5MP AHD / 4MP CVI / 8MP IP camera. Before adding the IP cameras to the DVR, make sure the IP cameras support the ANNKE private protocol or ONVIF protocol, you must know the password of the IP cameras, the IP cameras and DVR must be located in the same network.
1. Enter the **Main menu > Configuration > Camera > Camera**, the online IP cameras in the same network will be detected and displayed in the camera list.



2. Click "**Custom ADD**", Choose the camera you want to add and input the correct password of the IP camera, then click "**ADD**".



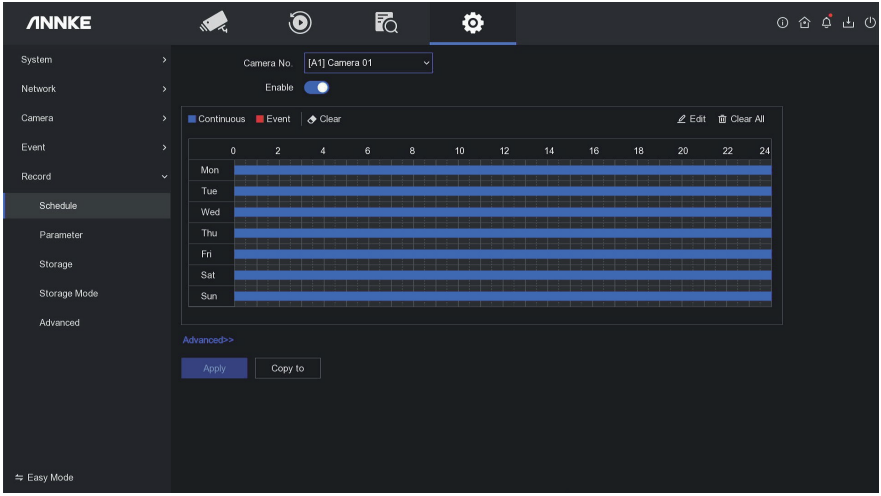
3. The IP camera's status will be displayed as( )if the addition is successful, or it will be displayed as( )if there is a problem, then you need to check whether the password or other settings of the IP camera are correct, click( )to modify the settings.



3.11 Recording Settings

DVR can set the continuous recording or 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".

Go to **Main Menu > Configuration > Record > Schedule**, enter into the interface like below.



Different recording types are marked in different color icons.
[Continuous]: Continuous recording.
[Event]: Only recording triggered by all event triggered alarm.
[None]: No recording.

Default setting is All-Day continuous recording, if you want to set the record schedule.

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.
(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 to, and then choose the channel to which you want to copy.

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

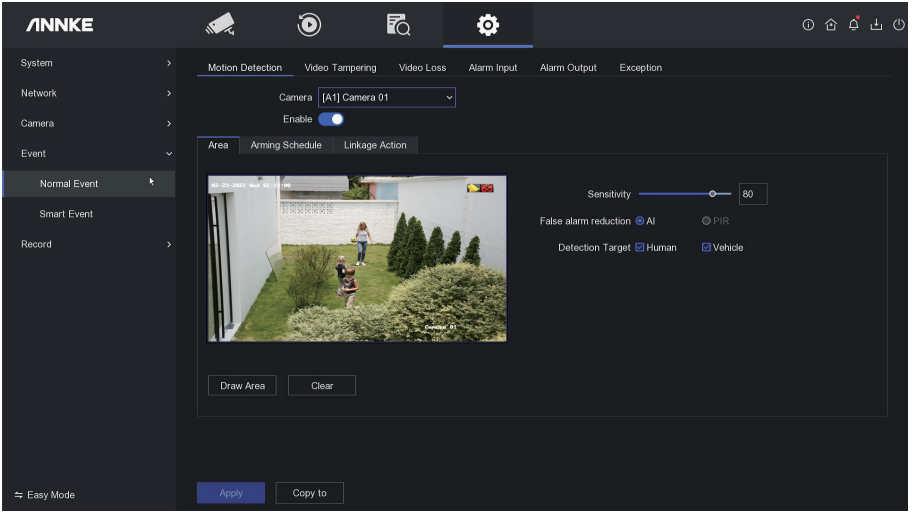
3.12 Alarm Settings

This series device have **deep-learning algorithms** that helps you take security to the next level with accurate, real-time threat detection that distinguishes **people and vehicles** from other targets, and this **AI technology** applies labels to recorded video footage with people and vehicles, speeding up video searches, minimizing manual effort, and reducing overall security costs.

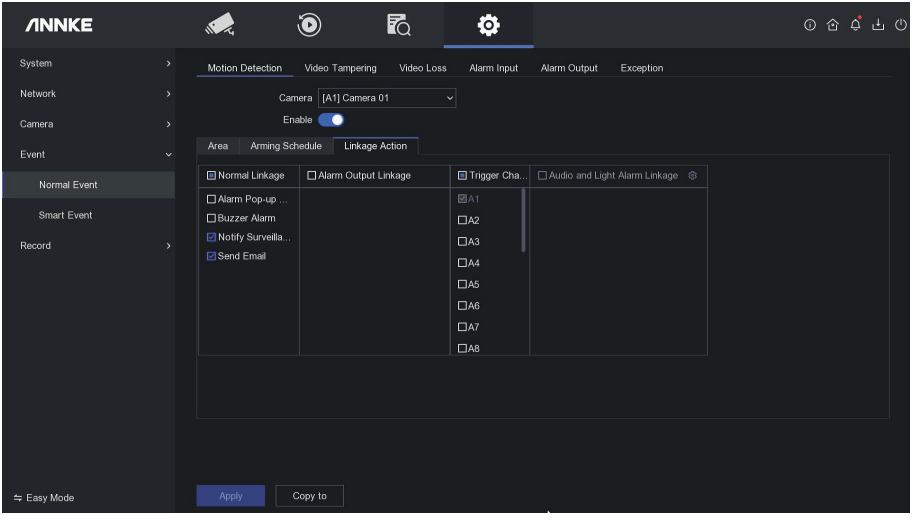
The AI function is enabled as default. You can change the settings as you wish too. **Go to Menu > Configuration > Event > Normal Event > Motion Detection**.

1. Select the camera to configure the motion detection.

2. Draw detection area as you wish, the default setting is full area. Adjust the sensitivity, choose target detection, and you can also choose “False Alarm Filter” if your camera support PIR.



3. Click **"Arming Schedule"** tab to set the channel's arming schedule.The default setting is full day.
4. Click Linkage Action tab to set up alarm response actions of motion alarm. If you want to push alarm to your Phone, please choose **"Notify Surveillance Center"**, choose **"Send Email"** to get email notice. Choose trigger alarm output if your camera support such like right light or audio alarm.



5. If you want to set motion detection for another channel, you can repeat the above steps or just copy the above settings to it.
6. There are many other event like line crossing or intrusion,etc, if you want use you can set it like motion detection.

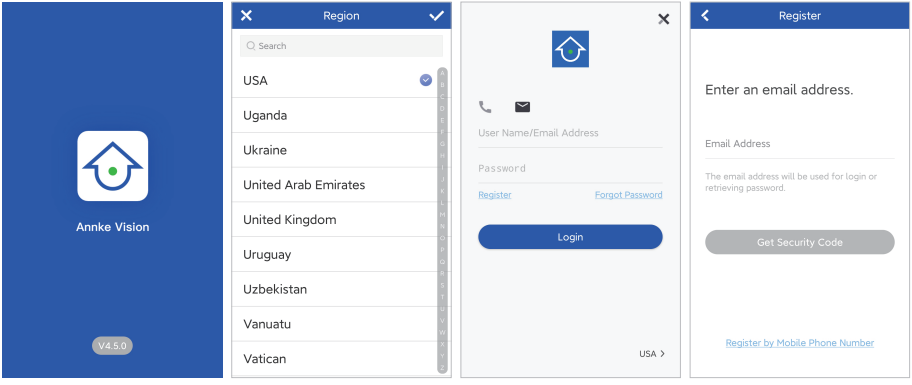
Chapter 4 Remote Control

4.1 Accessing by mobile

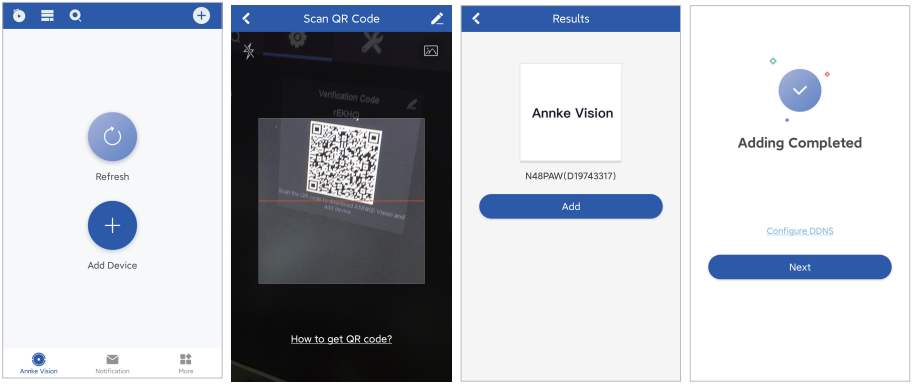
Before you start to remote control, please make sure that the status of P2P shows **"Online"**, which means your network status is in good condition, then you can watch the video normally on your mobile phone and PC.

1. Open up your **"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.

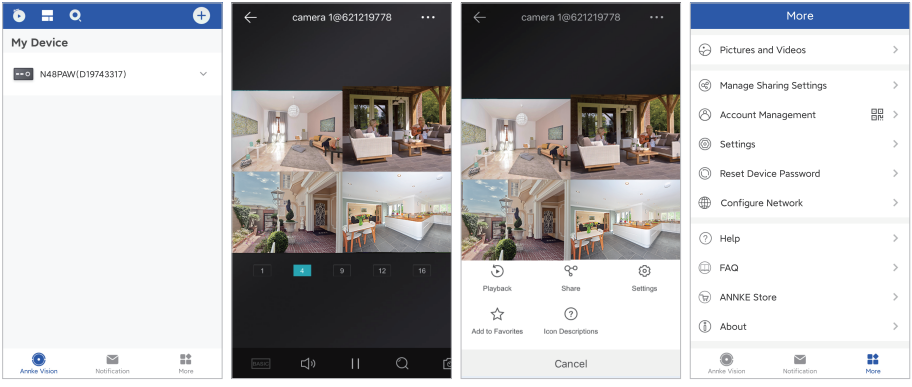
Note: Please select the correct country / region when you register an account, it cannot be changed once selected.



2. Select " ⊕ " or click the icon " ⊕ " in the upper right corner to add a device. You can follow the path "**Menu-Configuration-Network-Platform Access**" to scan the SN's 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.



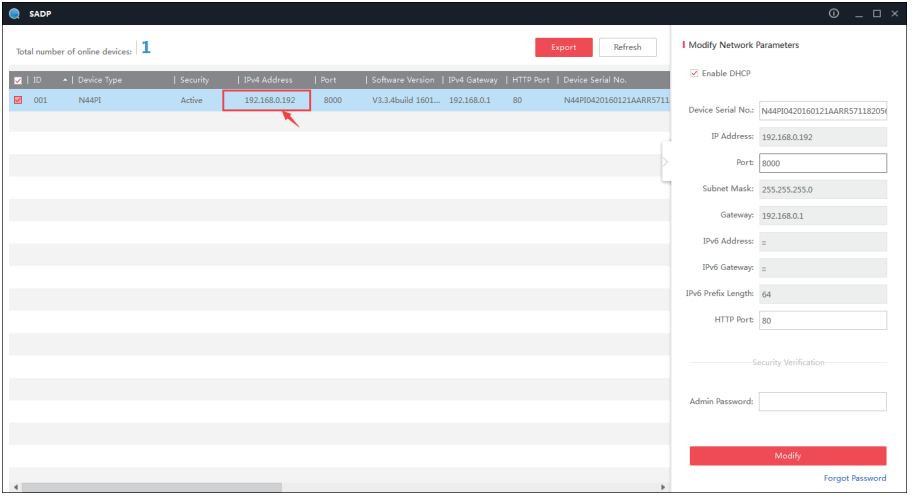
Note: For your security, an SN can only be added by one account. But an account can be used on multiple mobile phones.

4.2 Accessing by IE

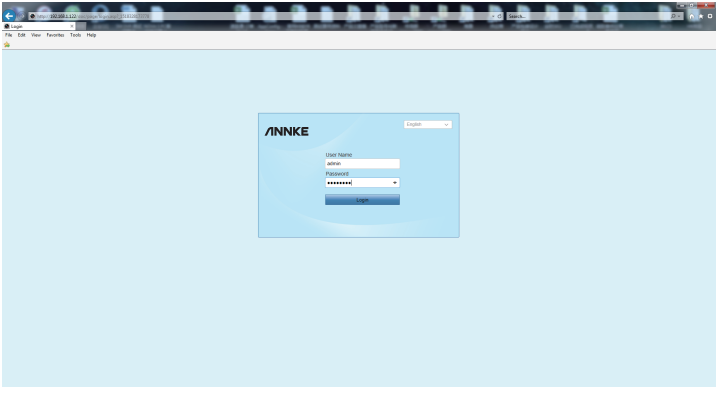
When you are at home or the device only works within LAN, you can login on IE browser through device's IP address. You can find the IP address of the device by SADP or just go to DVR's **Main Menu > System > Network > TCP/IP**. You can download the SADP software from the website below: **www.annke.com/pages/download-center**

Steps:

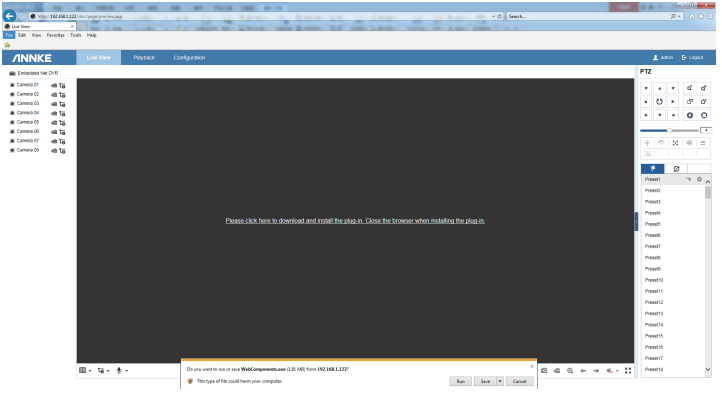
1. Run the SADP software to search online devices, then double click IP address to web browser. Or just input it into web browser if you know the IP address.



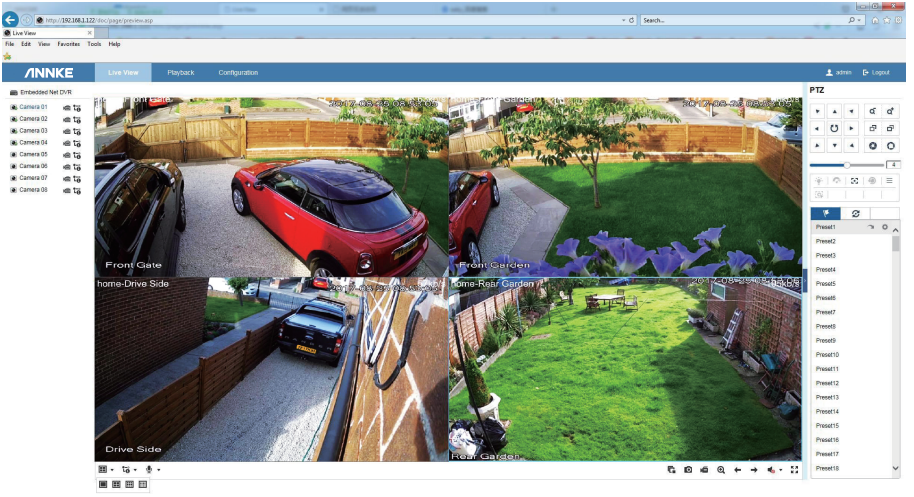
2. Enter the user name **"admin"** and password in the login interface, and click the Login button.



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



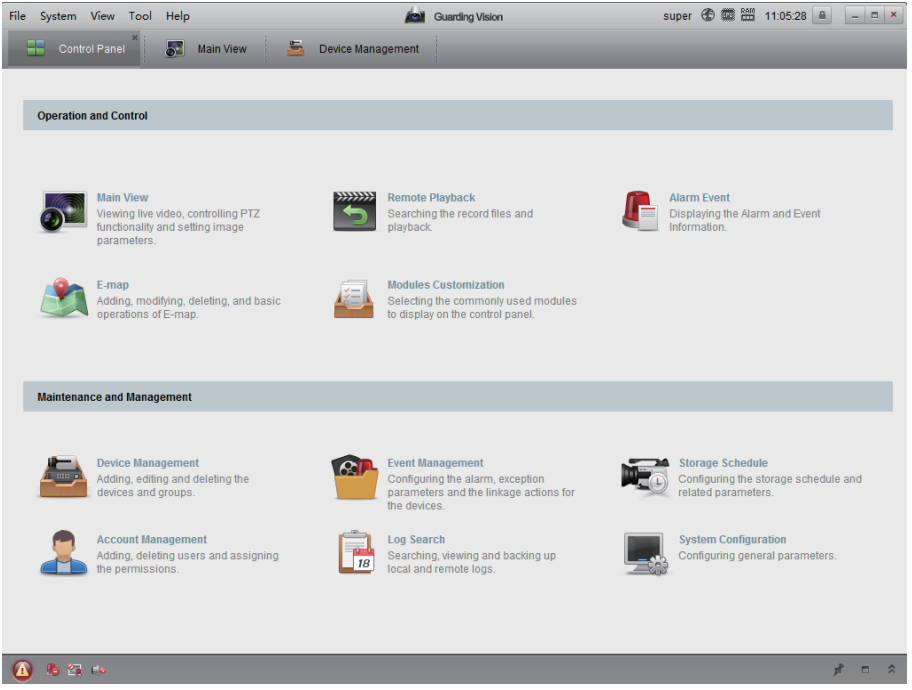
4. Reopen IE and login, then choose the channel you want to watch the live video.



4.3 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 www.annke.com/pages/download-center, Please follow the installation prompts to install the software.

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



Steps:

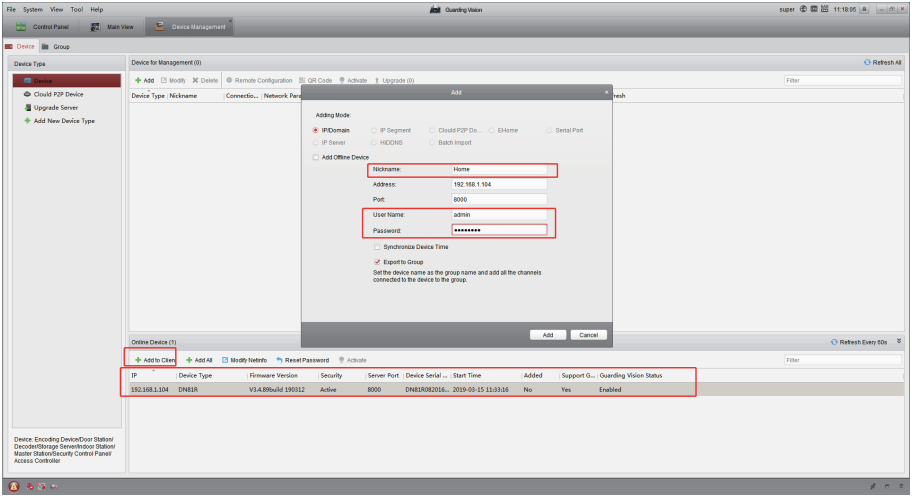
1. Activate device

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 **"Conf irm 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 5 Software Download and FAQ

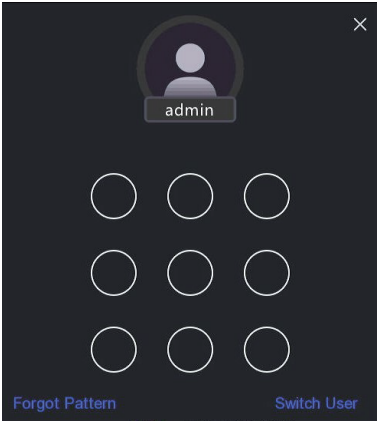
5.1 Software Download

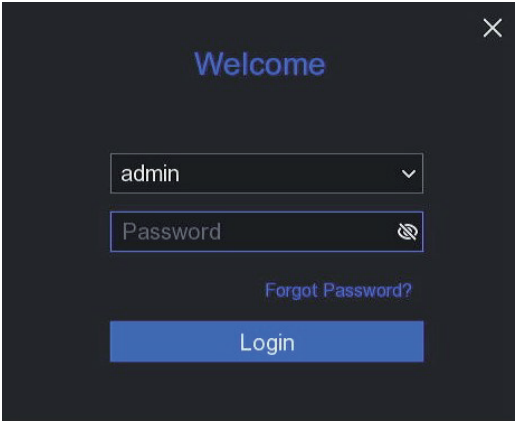
Download software from our website: **www.annke.com/pages/download-center** or contact **support@annke.com for help**.

5.2 FAQ

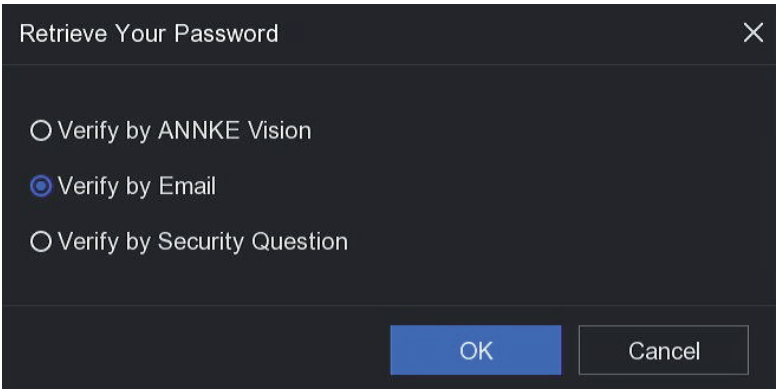
1. What should I do if I forgot the DVR's password?

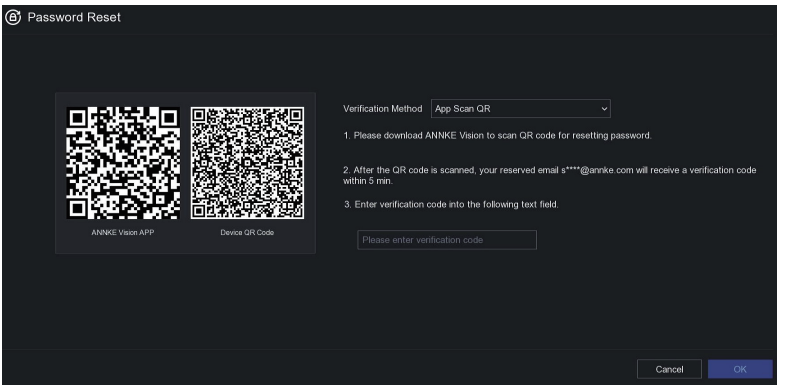
(1) If you forget your unlock pattern and login password, click "forget my Pattern" then click "Forget password".





(2) There are three ways to reset your password, verify by ANNKE Vision, Email, security question.We choose verify by email for example, scan the QR code by your ANNKE Vision app, your reserved email will receive a verification code within 5 min, login your email, get the code and input it into the text field, then you can reset your password.





(3) If you haven't set reserved email or cann't get the code, please email to support@annke.com or visit help.annke.com for help.

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

Please go to the **Main Menu > System > Network > Advanced > Platform Access** to check the status of your network. If the DVR's P2P status is displayed **"Online"**, you can add the device to **"Annke Vision"** APP to view it remotely. If you can not view it, please check the following steps:

(1). Please log in to the router to check if its protection level is set high, and check if P2P is disabled. If so, please enable it.

(2). Please check the DVR's P2P status is off line or not, if it is offline:

a. Please conf irm if your router has enabled the P2P; check your router's f irewall status.

b. Please conf irm whether the network cable is correctly connected to the router, or replace the network cable.

c. If DHCP is enabled on the router, check whether DHCP is enabled on the DVR 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, f ix the IP address of the DVR manually and pay attention to the DNS Address can not be empty.

(3). If it is not the problem of DVR off line, please check your mobile phone network is Normal or not.

3. What should I do if it prompts the device has already been added at my first adding? Or what should I do if I forget the APP's account and password?

For security reasons, a device can only be added by one account. If it prompts that the device has already been added at your f irst adding, or if you forget the app's ID and password, you can follow the path **"Conf iguration-Network -Platform Access"** and f ind the Unbind button. If the device has already been added, the button will be highlighted. Click to unbind from the account and then you can re-add the device or re-register an account to add the device again.

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

Please make sure DVR, power supplies, cables, cameras and any part or parts is damaged or not may result in DVR 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;

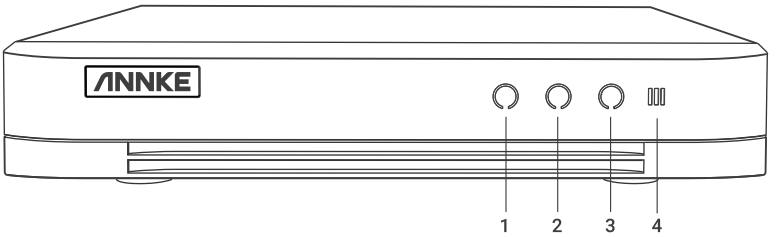
(3). Please replace the cable to see if the picture can be displayed;

(4). Please replace the power to see if the picture can be displayed;
(5). Please replace the DVR channel to see if the picture can be displayed

5. What should I do if the interface of the DVR monitor can not be operated?
The default resolution of the DVR output to the monitor is 1280x720, and it can also be adjusted to 1920x1080 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 > System > General > VGA/HDMI** Resolution change to the appropriate resolution and save the setting;
(3). Connect the DVR 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 **Conf iguration > System settings > Menu Output > VGA / HDMI Resolution** to change to the appropriate resolution and save the setting.

Kapitel 1 Beschreibung der Panels

1.1 Frontblende

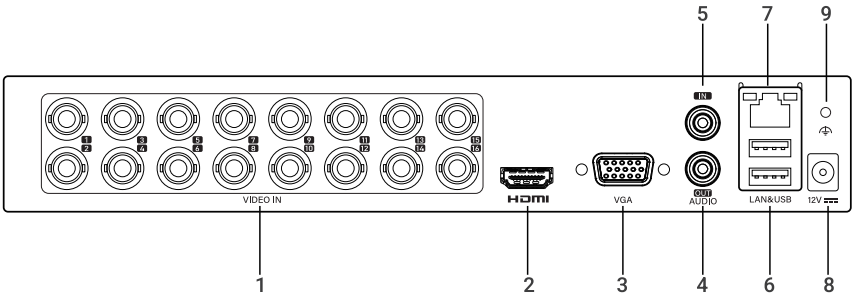


Beschreibung der Frontplatte

Nr.	Name	Beschreibung
1	Leistung	Leuchtet gelb, wenn der DVR eingeschaltet wird.
2	Speicherstatus	Speicherstatus Wird weiß, wenn Daten von der Festplatte gelesen oder darauf geschrieben werden.
3	Netzwerk Tx/Rx	Flackert, wenn die Netzwerkverbindung ordnungsgemäß funktioniert.

Rückseite

Die Rückwand ist je nach Modell unterschiedlich. Bitte beziehen Sie sich auf das tatsächliche Produkt. Folgende Abbildung dient nur als Referenz.



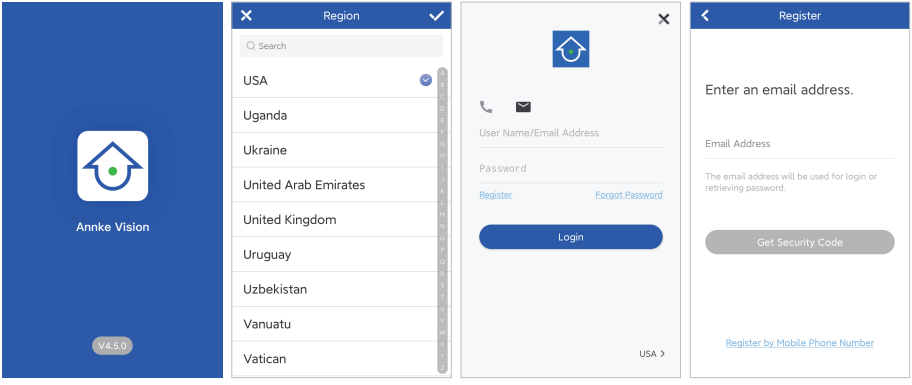
No.	Beschreibung	No.	Beschreibung
1	Video und Koaxial Audio in	6	USB-Schnittstelle
2	HDMI-Schnittstelle	7	LAN-Netzwerkschnittstelle
3	VGA-Schnittstelle	8	DC 12V Stromeingang
4	Audioausgang	9	GND
5	Audio in		

Zugriff per Handy

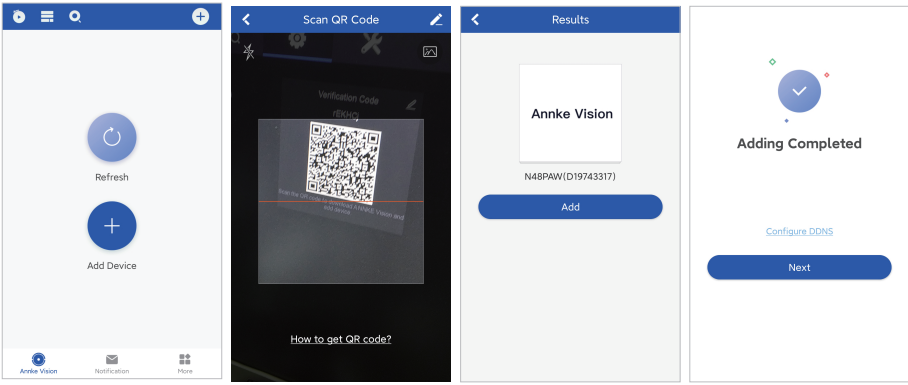
Bevor Sie die Fernbedienung benutzen, stellen Sie bitte sicher, dass der P2P-Status "Online" anzeigt. Das bedeutet, dass Sie guten Netzwerkempfang haben und Sie das Video normal auf Ihrem Handy und PC abspielen können.

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.

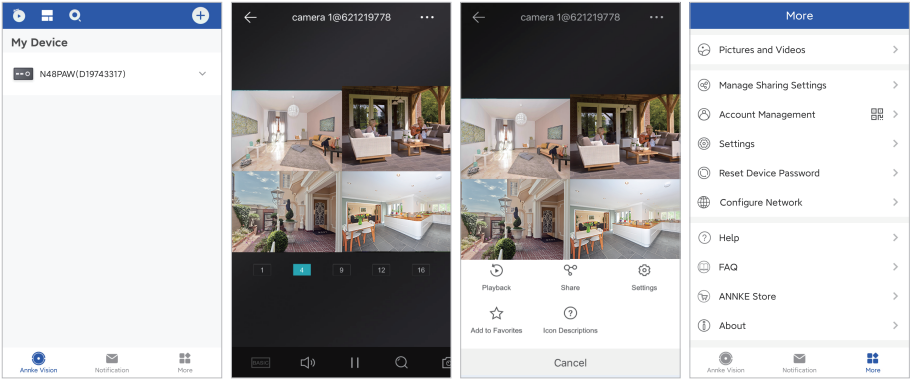
Hinweis: Bitte wählen Sie das richtige Land / Region aus, wenn Sie ein Konto registrieren, da dies nicht später nicht mehr geändert werden kann.



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.



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