

# User Manual

**ANNKE**



# Network 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, +1 833 717 0187**

## 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.

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](http://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](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.

	
<b>Warnings:</b> Follow these safeguards to prevent serious injury or death.	<b>Cautions:</b> 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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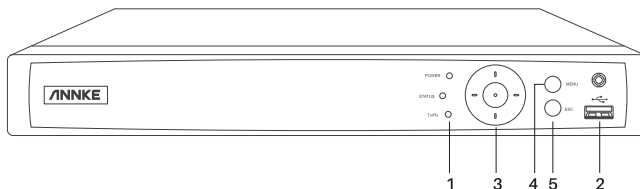
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## Chapter 1 Description of Panels

### 1.1 Front Panel

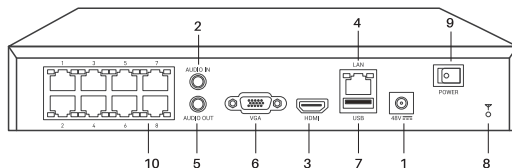


No.	Name		Description
1	Status Indicator	Power	Power indicator turns yellow when system is running.
		Status	Status indicator blinks red when data is being read from or written to HDD.
		Tx/Rx	Tx/Rx indicator blinks yellow when network connection is functioning properly.
2	USB Interface		Universal Serial Bus (USB) ports for additional devices such as USB mouse and USB Hard Disk Drive (HDD).
3	Control Buttons	DIRECTION	In menu mode, the direction buttons are used to navigate between different fields and items and select setting parameters.
			In playback mode, the Up and Down buttons are used to speed up and slow down record playing, and the Left and Right buttons are used to move the recording 30s forwards or backwards.
			In the image setting interface, the up and down button can adjust the level bar of the image parameters. In live view mode, these buttons can be used to switch channels.
			The Enter button is used to confirm selection in menu mode; or used to check checkbox fields and ON/OFF switch.
		ENTER	In playback mode, it can be used to play or pause the video.
			In single-frame play mode, pressing the Enter button will play the video by a single frame.
			In auto sequence view mode, the buttons can be used to pause or resume auto sequence.

4	MENU	Press the button will help you return to the Main menu (after successful login).
		In Playback mode, it is used to show/hide the control interface.
5	ESC	Back to the previous menu.
		Press for Arming/disarming the device in Live View mode.

## 1.2 Rear Panel

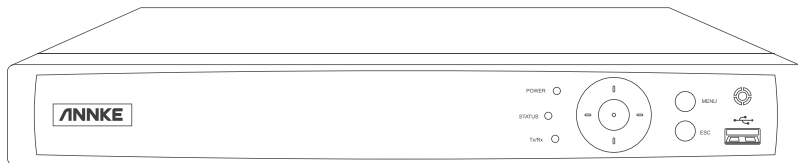
The rear panel are various according to different models.



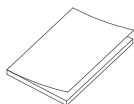
No.	Item	Description
1	Power Supply	48V DC power supply or AC 100-240V.
2	Audio In	RCA connector for audio input.
3	HDMI Interface	HDMI video output connector.
4	LAN Network Interface	110 /100 /1000 Mbps self-adaptive Ethernet interface.
5	Audio Out	RCA connector for audio output.
6	VGA Interface	DB15 connector for VGA output. Display local video output and menu.
7	USB Interface	Universal Serial Bus (USB) ports for additional devices such as USB mouse and USB Hard Disk Drive (HDD).
8	Ground	Ground (needs to be connected when NVR starts up).
9	Power Switch	Switch for turning on/off the device.
10	Network Interfaces with PoE function	Network interfaces for the cameras and to provide power over Ethernet.

## Chapter 2 Connections

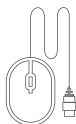
### 2.1 NVR Installation



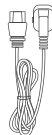
NVR



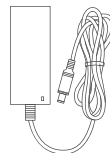
User Manual



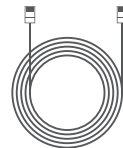
USB Mouse



Power Adapter Cable



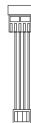
Power Adapter



Network Cable



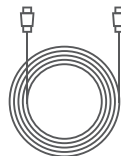
Wall Sticker



HDD Power Cable



HDD Data Cable



HDMI Cable



## 2.2 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.

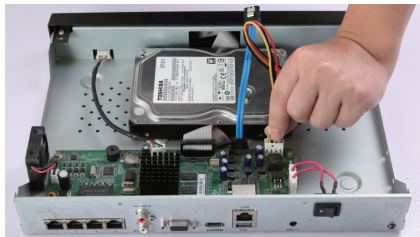
**Steps:**



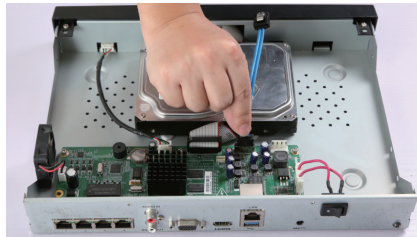
1. Remove the cover from the NVR by unfastening the screws on the back and side.



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.

## 2.3 NVR connections

### 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.

**A**

**Connect  
Monitor**

**B**

**Connect  
Cameras**

**C**

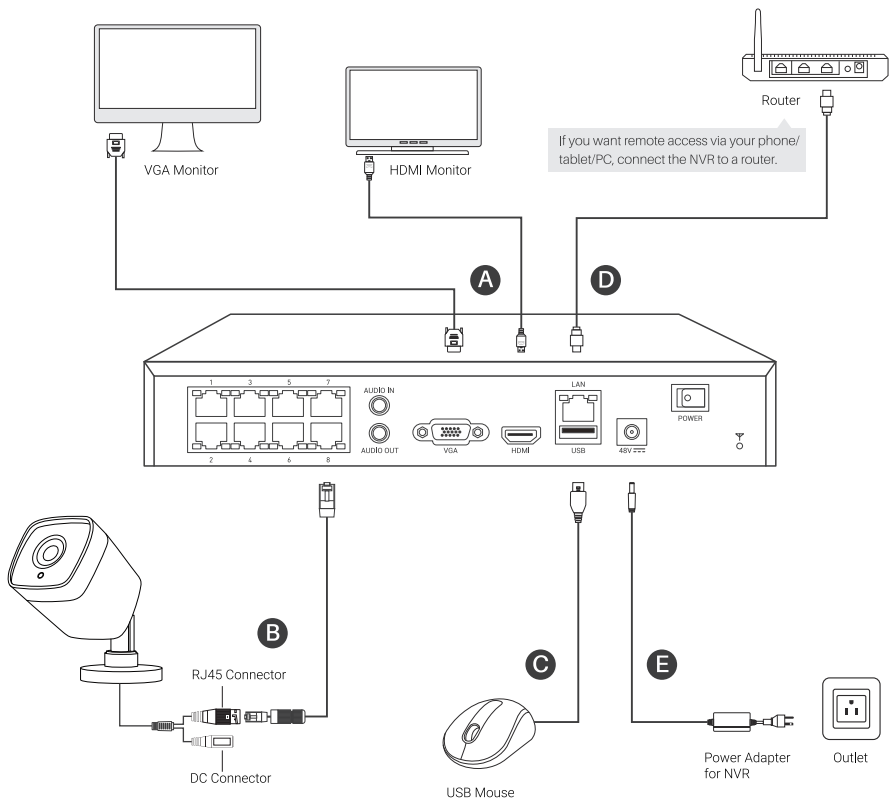
**Connect  
Mouse**

**D**

**Connect  
Remotely**

**E**

**Connect  
Power**



## 2.4 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 are just for reference. Storage space used is estimated by formulas and may have some deviation from actual value.

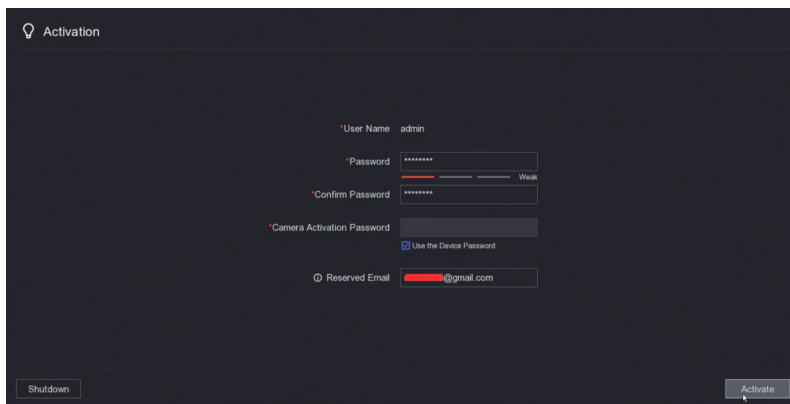
## Chapter 3 Menu Operation

### 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.

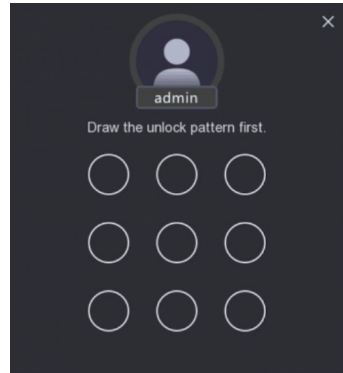
**Note:** Please set a password which is easy to remember. You can check the password by clicking on the small eye icon behind the input box.



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.

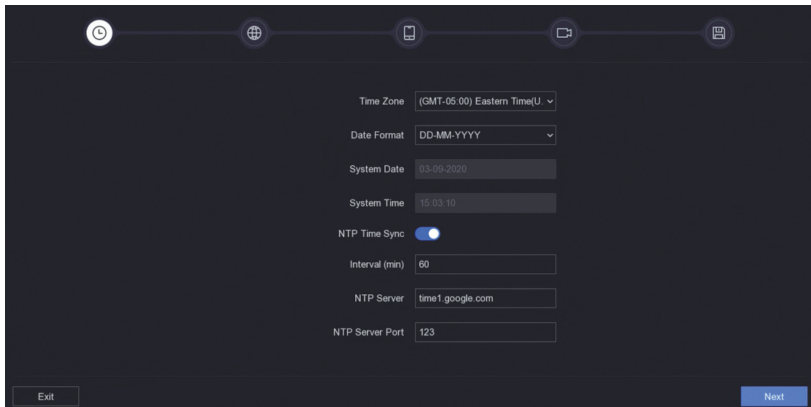
### 3.2 Setting unlock pattern

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.



### 3.3 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 NVR to the internet first, and the IP address and DNS server must be correctly obtained.

DHCP (IPv4) ☒

IP Address 192.168.1.116

Subnet Mask 255.255.255.0

Default Gateway 192.168.1.1

Auto Obtain DNS ☒

Preferred DNS Server 114.114.114.114

Alternate DNS Server 223.5.5.5

Exit Previous Next

3. Set the ANNKE Vision function. Jump this step if you don't need remote view. Click enable if you want and follow the step, or you can set it later in the **Main Menu - Configuration- Network - ANNKE Vision** interface. Then read and agree to service terms and privacy statement in the pop up window.

Enable ☒

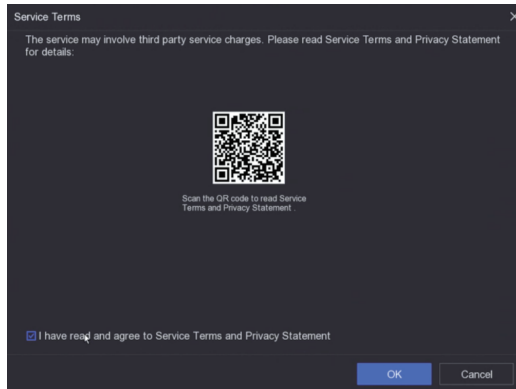
Connection Status Offline

Bind Status No

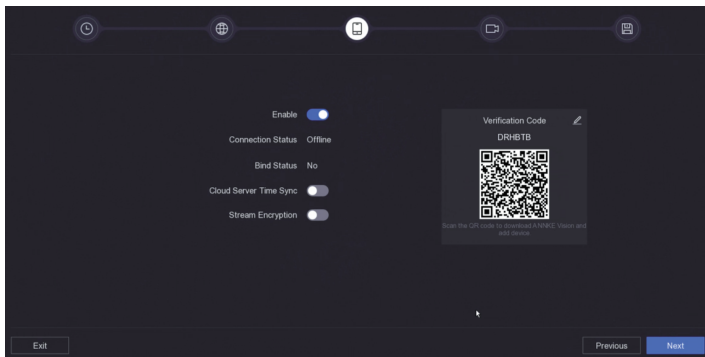
Cloud Server Time Sync ☐

Stream Encryption ☐

Exit Previous Next

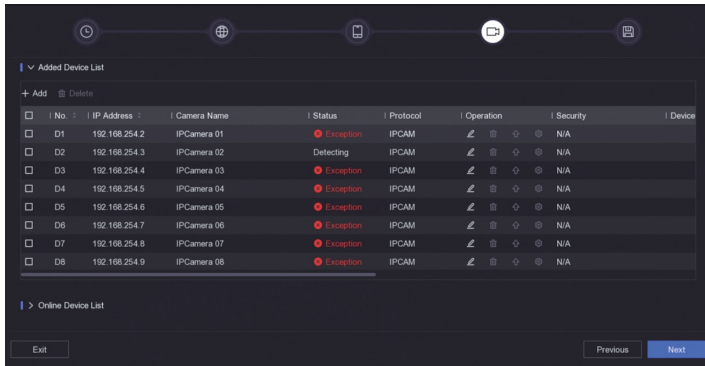


You can scan the QR code (for Android & iPhone) to download the APP **Annke vision**, then follow the APP prompt to scan the device's SN QR code step by step. The device can be successfully added only if the **P2P status** is online. You can use the default verification code or just manually enter a new code, which consists of 6 to 12 digits or letters(ABCDEF is not allowed).

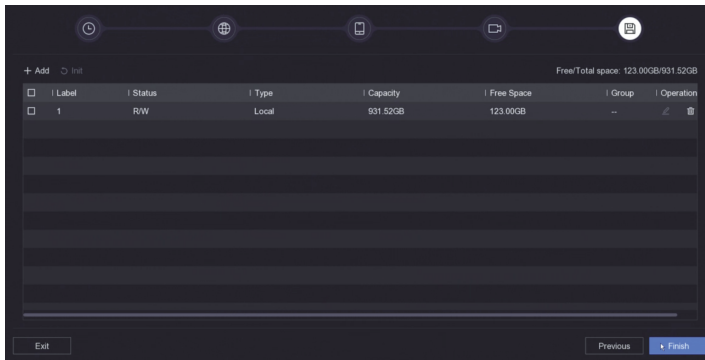




4. Add IP camera if you need. The IP camera in the same router with NVR will display automatically.



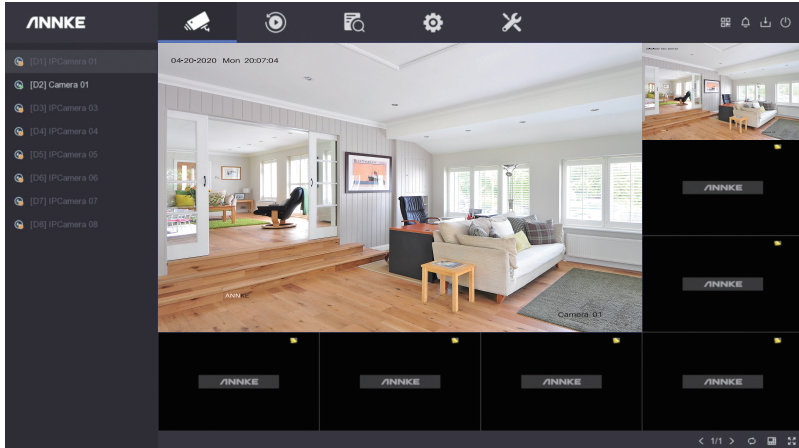
5. Set HDD. The newly installed hard disk needs formatting before it could be used. Choose the target HDD and click "Int\*" to format it, then the status will show "Normal". If the purchased device has a pre-installed hard disk, we will format it before it leaves the factory.













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

### 3.4 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.

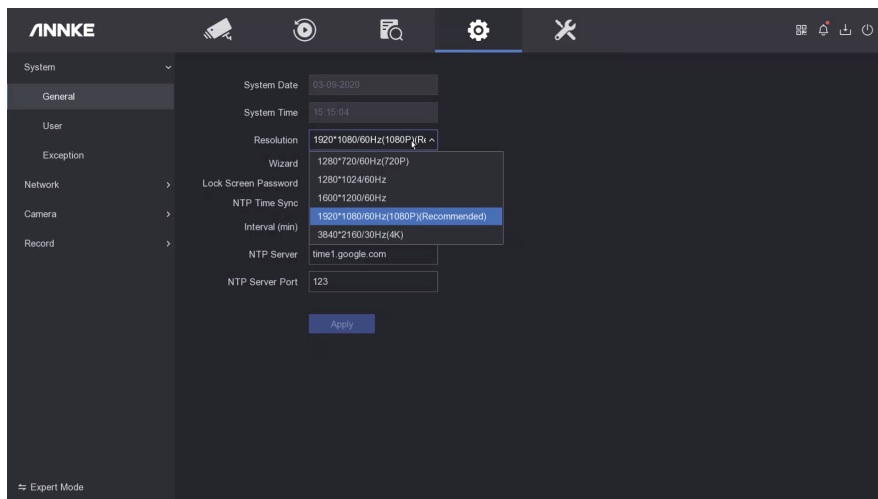


Explanation of the live view icons & Menu

Icon&Menu	Explanation	Menu	Explanation
	Alarm or alarms		Live view
	Recording		Playback
	Alarm & Recording		Search
	Event/Exception		Configuration
	Shut down		Maintenance

You can change NVR's output resolution to 1080P for better display effect if your monitor support 1080P or higher resolution. Go to the Main Menu > Configuration > System > General, change the output resolution from default 1024\*768/60HZ to 1920\*1080/60HZ (1080P).

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

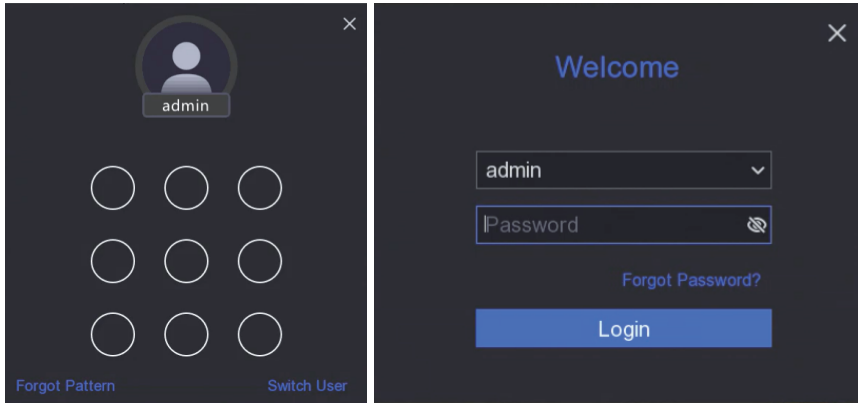


The interface may be different between different models and different software versions.

## 3.5 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.

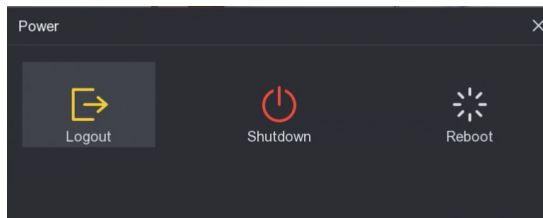


**Note:** If you enter the wrong password 7 times in the Login dialog box, the current user account will be locked for 60 seconds.

### 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.



## 3.6 Playback

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

### Normal playback

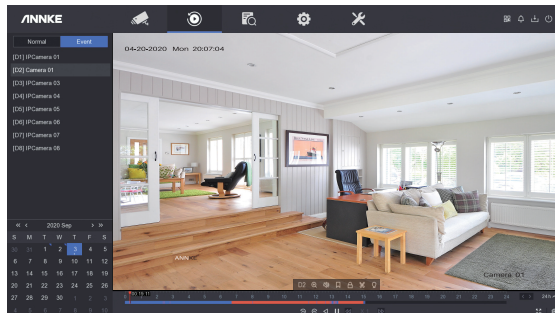
1. Click Menu > Playback, enter playback interface.
2. Select one or more cameras in the Channel list to start playing the video.
3. Select a date in the calendar. If there are record files for that camera in that day, in the calendar, the icon for that day is highlighted in blue displayed as ( 3 ).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



### Event playback

In the event 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 event playback must be in the single-channel playing mode.

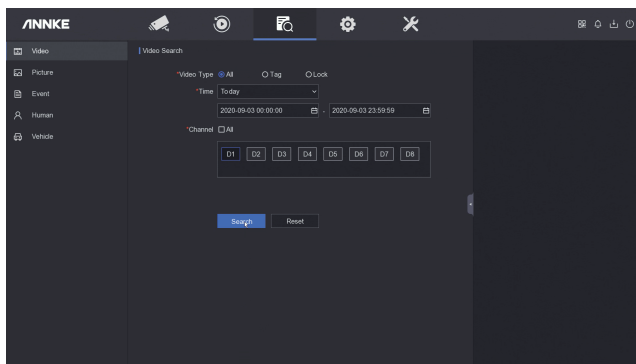
1. Go to Playback.
2. Click event.
3. Start playing the video of camera.



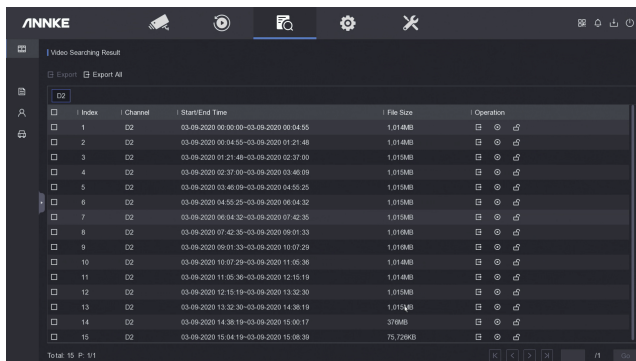
## 3.7 Backup

Please insert the backup device(s) into the device before you start. You can go to Menu>Search enter into the interface of Export and select the cameras to search.

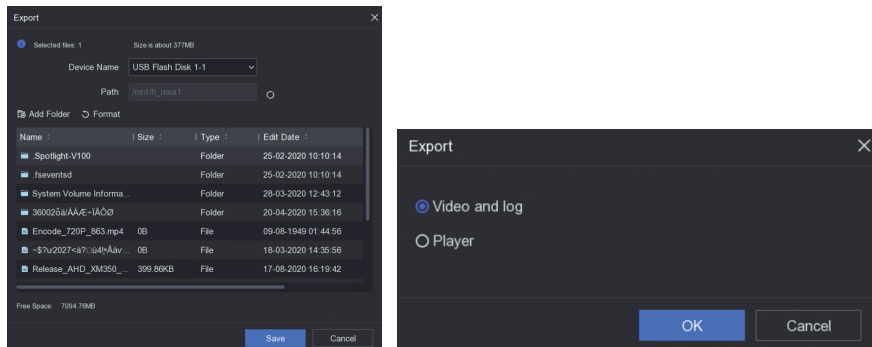
1. Set search condition and click Search button to enter the search result interface.



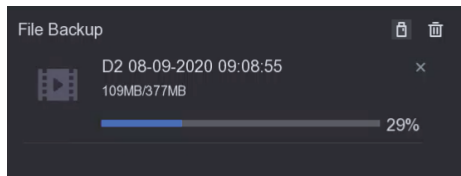
2. The matched video files are displayed in the list. Select video files and click export.



3. Select Video and Log and click OK to export files to backup device.



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

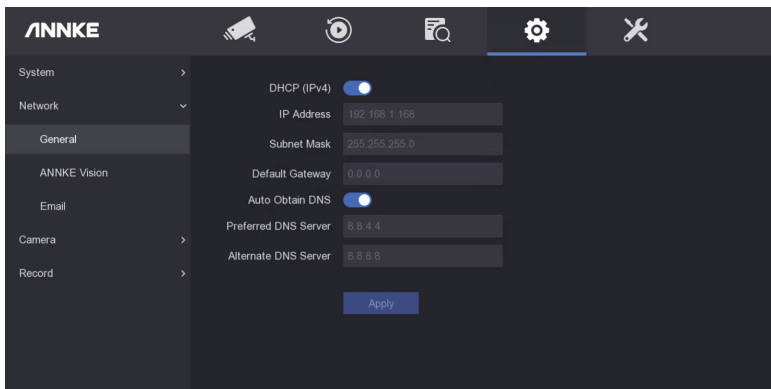


## 3.8 Network Settings

There are easy mode and expert mode in the **Menu > Configuration** interface to choose, you can choose easy mode if you are a beginner, you can choose expert mode if you want set more settings. Two modes can switch by click the button. Network settings must be properly configured if you want operate NVR over network.

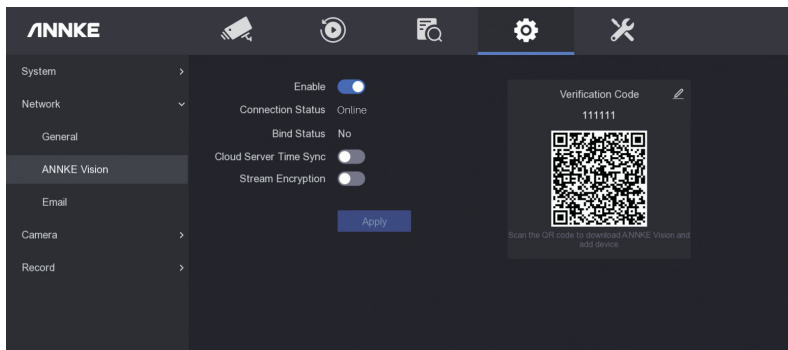
Make sure that the NVR has connected to the router by using the network cable and your network at home is in good condition.

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



1. 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. 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 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 "Configuration-Network-General" 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.

The screenshot shows the ANNKE configuration interface. The left sidebar contains a menu with the following items: System, Network, General, ANNKE Vision, Email (highlighted), Camera, and Record. The main content area is titled 'Server Authentication' and contains the following settings:

- Server Authentication:** A toggle switch is turned on.
- User Name:** A text input field with a redacted value.
- Password:** A text input field with a redacted value.
- SMTP Server:** A text input field containing 'smtp.gmail.com'.
- SMTP Port:** A text input field containing '587'.
- SSL/TLS:** A toggle switch is turned on.
- Attached Picture:** A toggle switch is turned on.
- Sender:** A text input field with a redacted value.
- Sender's Address:** A text input field containing a redacted email address.
- Select Receivers:** A dropdown menu showing 'Receiver 1'.
- Receiver:** A text input field with a redacted value.
- Receiver's Address:** A text input field containing a redacted email address.

An 'Apply' button is located at the bottom of the settings area.

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).

Allow less secure apps: ON



Some apps and devices use less secure sign-in technology, which could leave your account vulnerable. You can turn off access for these apps (which we recommend) or choose to use them despite the risks.

[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.

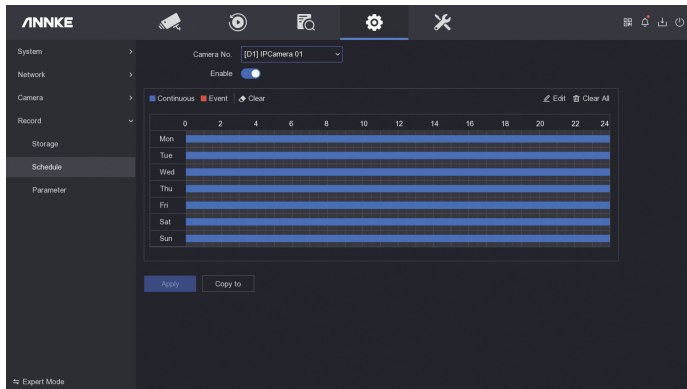
[Receiver]: The name of user to be notified.

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

### 3.9 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 **Menu> 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.

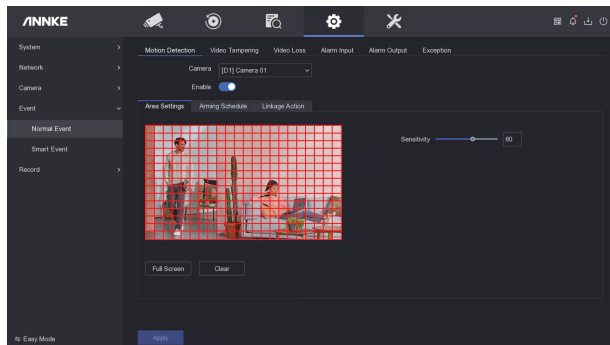
You can repeat step 1-3 to set schedule for other channels. If the settings can also be used to other channels, click Copy to, and then choose the channel to which you want to copy.

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

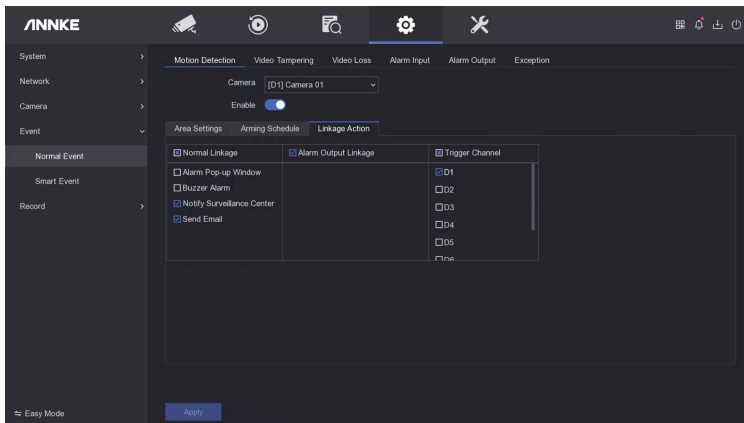
## 3.10 Alarm Settings

The motion detection enables the device to detect the moving objects in the monitoring area and trigger the alarm. In the Expert Mode, you can go to **Menu > Configuration > Normal Event > Motion Detection** enter into the interface of Camera Management and choose a camera you want to set up motion detection.

1. Check “  ” checkbox to enable motion detection, use the mouse to draw detection area(s) and drag the sensitivity bar to set sensitivity.



2. Click "**Arming Schedule**" tab to set the channel's arming schedule. The default setting is full day.
3. 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 light or audio alarm.



4. If you want to set motion detection for another channel, you can repeat the above steps or just copy the above settings to it.

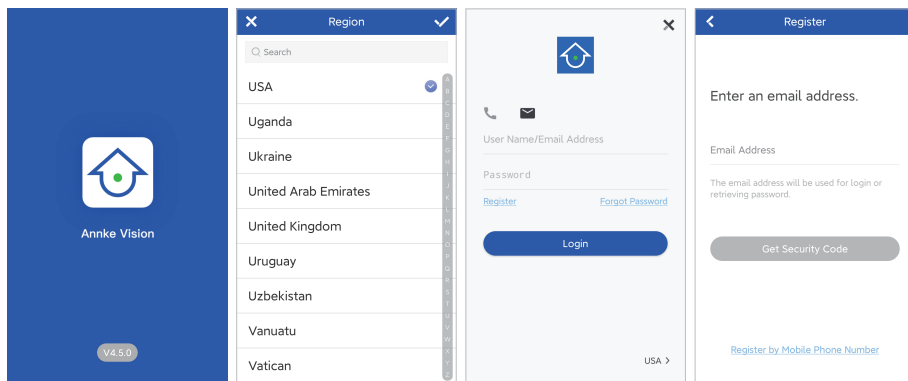
## Chapter 4 Remote Control



### 4.1 Accessing by mobile

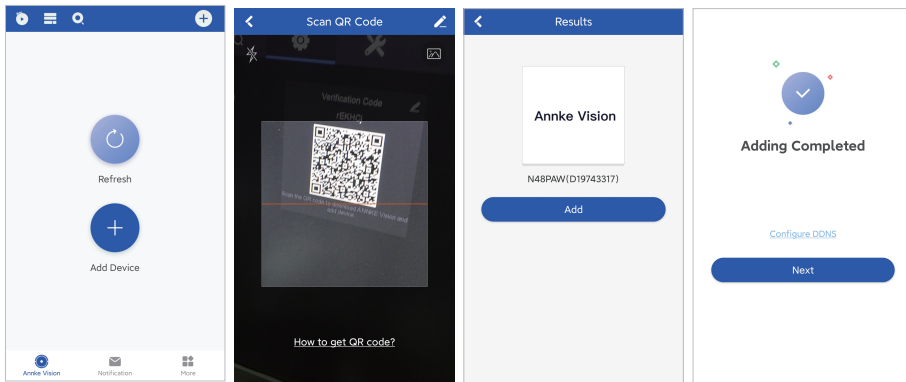
Before you start to remote control, please make sure that the status of P2P shows **"Online"**, which means your network status is in good condition, then you can watch the video normally on your mobile phone and PC.

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.

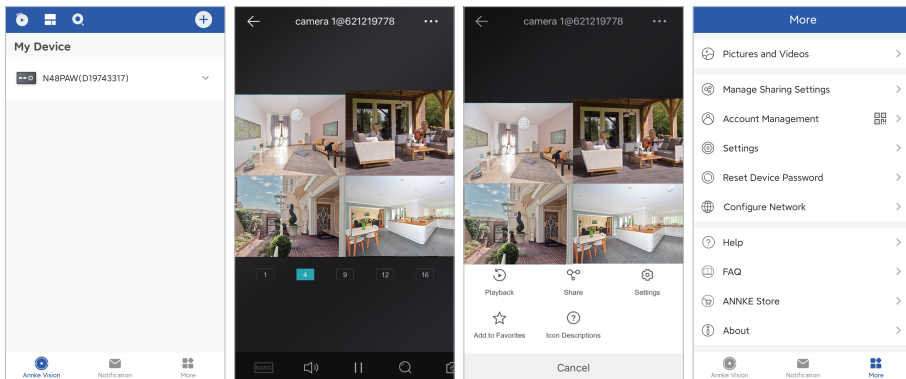
**Note:** Please select the correct country/region when you register an account, it cannot be changed once selected.



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.



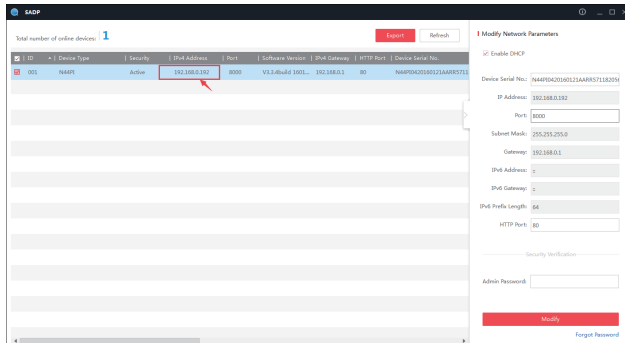
**NOTE:** For your security, an SN can only be added by one account. But an account can be used on multiple mobile phones.

## 4.2 Accessing by IE

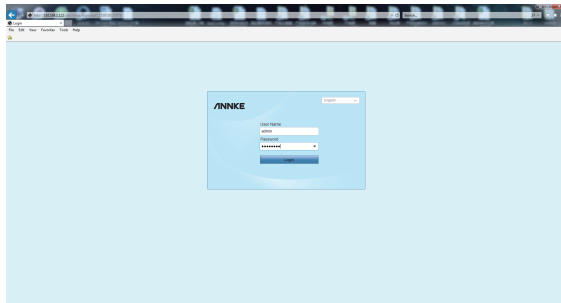
When you are at home or the device only works within LAN, you can login on IE browser through device's IP address. You can find the IP address of the device by SADP or just go to NVR's **Main Menu > Configuration > Network > General**. You can download the SADP software from the website below : [hwww.annke.com/pages/download-center](http://hwww.annke.com/pages/d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

### Steps:

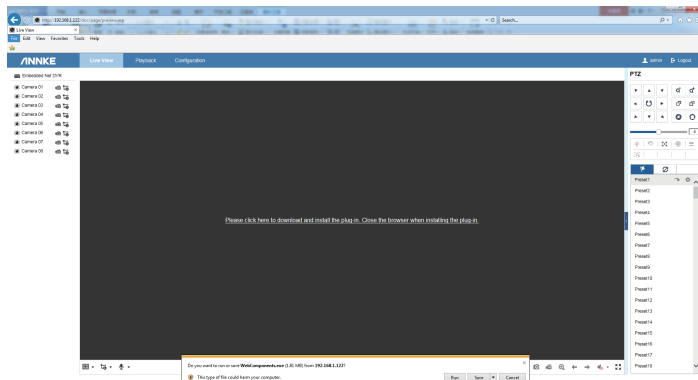
1. Run the SADP software to search online devices, then double click IP address to web browser. Or just input it into web browser if you know the IP address.



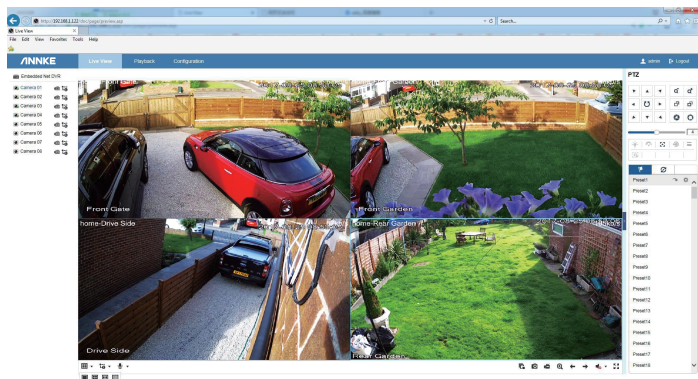
2. Enter the user name "admin" and password in the login interface, and click the Login button.



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



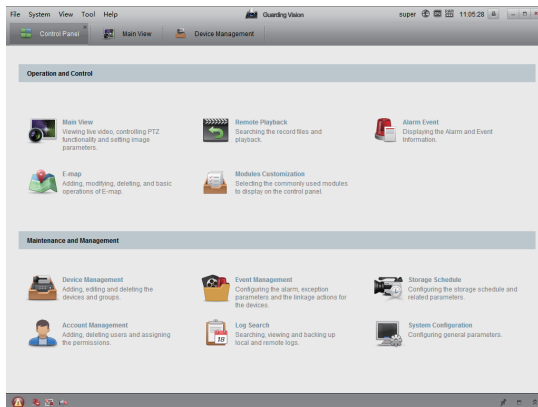
4. Reopen IE and login, then choose the channel you want to watch the live video.





## 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](http://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:

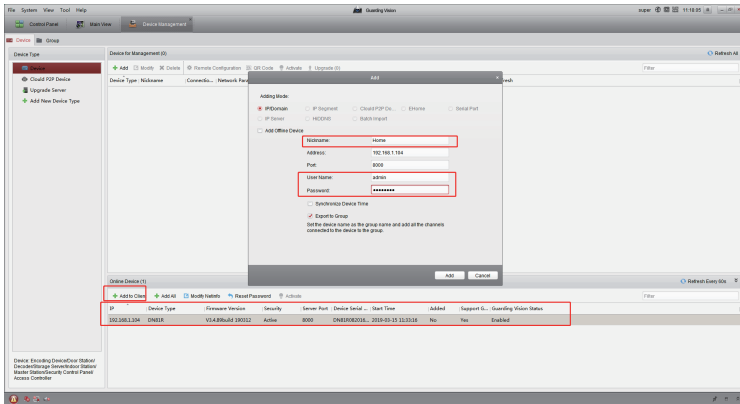
#### 1. Activate device

If your device has 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 show **"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.

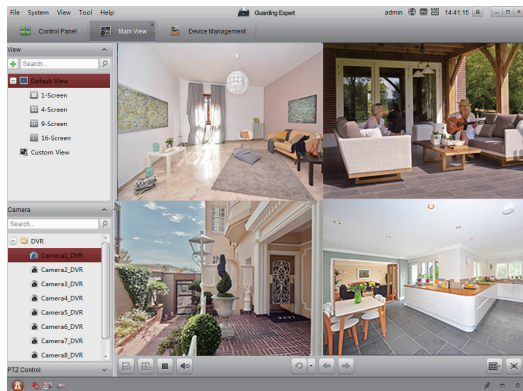


Note: If you want to remote access by CMS, choose "Cloud P2P Device" and login your cloud account and see live view.

### 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

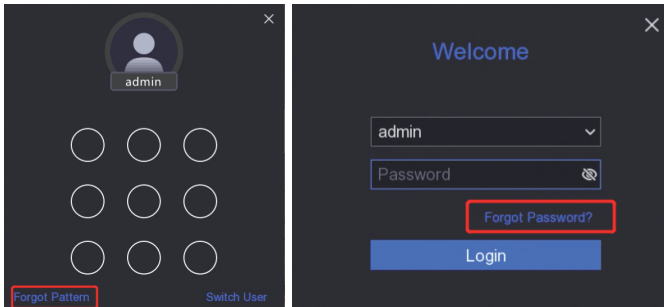
Download software from our website:

[www.annke.com/pages/download-center](http://www.annke.com/pages/download-center) or contact [support@annke.com](mailto:support@annke.com) for help.

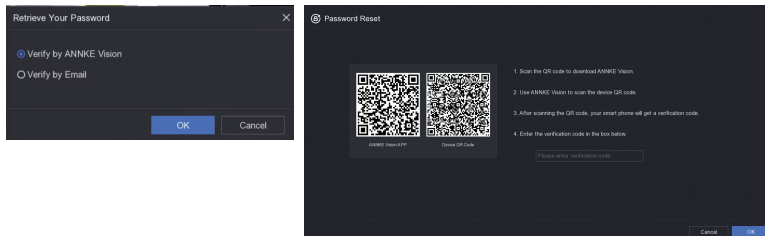
### 5.2 FAQ

#### 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 retrieve your password by ANNKE Vision or email. We suggest use ANNKE Vision to retrieve, scan the Device QR Code, then you will get a verification code and then enter the code in the box, you can reset your password after that.



## 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 the device to **"Anne 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 if your router has enabled the P2P; check your router's firewall status.
- b. Please confirm 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 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 app account. If you find the device has already been added, you can apply for sharing or just unbind the device.

There are two way to unbind the device by yourself.

- (1). Click Unbind icon in the interface of NVR Main menu> Configuration > Network > Anne vision;
- (2). Scan the QR code of device by app Anne vision, unbind the device just follow the hit of your app.

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

When there is no picture in single or multiple channels, please go to Main menu> Configuration>Camera>IP camera, NVR will show live video only when the channel status shows online. If the status shows exception, click exception to show the hits:

- (1). When it shows the user name and password doesn't match, you need to check whether the user name and password of IP camera are correct.
- (2). When it shows IP camera does not exist, please check whether NVR, IP camera and network cable are connected normally, you can use the replacement method to check which part is the cause of the problem.

If you can't solve the problem, you can visit [help.annke.com](http://help.annke.com) website or email [support@annke.com](mailto:support@annke.com) ask for help.

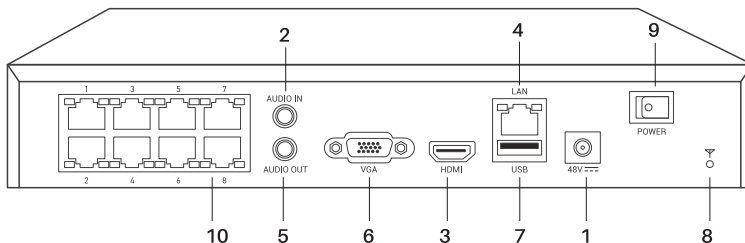
## 5. What should I do if the interface of the NVR monitor can not be operated?

The default resolution of the NVR output to the monitor is 1024x768, 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" > "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.

## 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

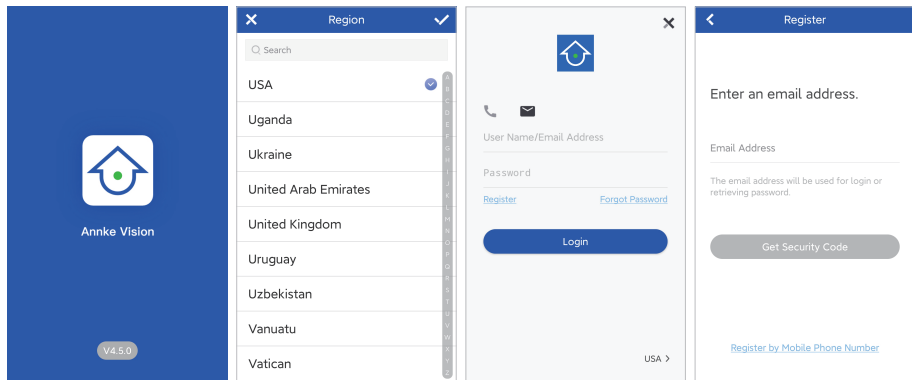
Nr.	Artikel	Beschreibung
1	Netzteil	48V DC Netzteil ist geeignet für N44PI und AC 100~240V für N48PI.
2	Audio Eingang	RCA Stecker für Audio eingeben.
3	HDMI Anschluss	Für Video transportieren.
4	LAN Netzwerk	110/100/1000 Mbps selbstanpasse Ethernet anschließen.
5	Audio Ausgang	RCA Stecker für Audio for audio ausgeben.
6	VGA Anschluss	DB15 Stecker für VGA-Ausgang. Lokales Video und Menü anzeigen.
7	USB Anschluss	Für externe Geräte wie z.b. USB Mäuse und USB Festplatte.
8	Boden	Boden (Verbindung benötigt, wenn NVR startet wird).
9	Schalter	Gerät ein- und ausschalten.
10	Anschluss von Netzwerk mit PoE Funktion	Mit Kamera anschließen und bietet Strom über Ethernet an.



## Zugriff per Handy

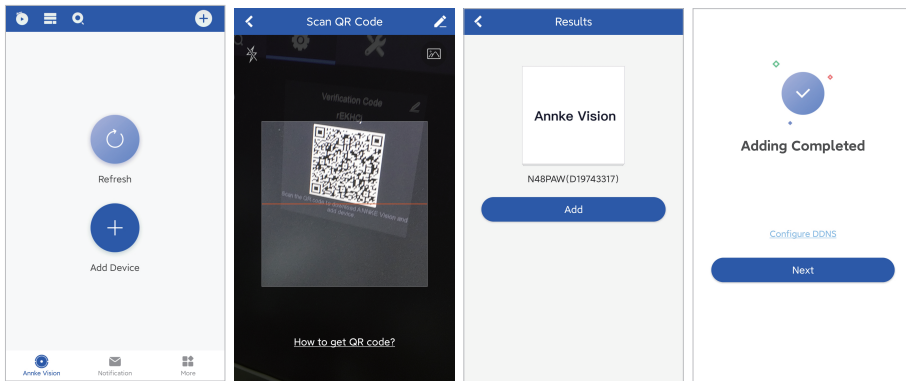
Bevor Sie die Fernbedienung benutzen, stellen Sie bitte sicher, dass der P2P-Status **Online** anzeigt. Das bedeutet, dass Sie guten Netzwerkempfang haben und Sie das Video normal auf Ihrem Handy und PC abspielen können.

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.

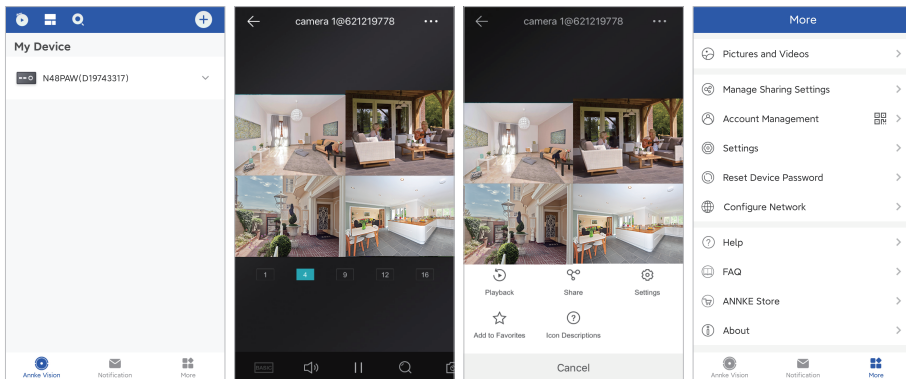
**Hinweis:** Bitte wählen Sie das richtige Land / Region aus, wenn Sie ein Konto registrieren, da dies nicht später nicht mehr geändert werden kann.



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.





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