

DVR FAQ's

Why can't I see any video when connecting the DVR to a VGA Monitor or HDMI port on TV?

The most likely conclusion is that the resolution setting for the display of your DVR is not compatible with the display setting for your monitor. Most new televisions and monitors that have HDMI connections which will automatically adjust for resolution settings, however, this will not work if the resolution setting is not in the range of the display device. To fix this problem, you can simply connect the DVR to the RCA input on any standard television and manually change the resolution setting by going to Main Menu -> Setting -> Display.

*****HINT:** Please see "Accidental Resolution Change" located in "Basic Troubleshooting" Section for step by step instructions.

My account has been locked on the DVR.

If an account experiences 5 incorrect login attempts within 30 minutes it will lock to prevent unauthorized access. You may immediately unlock the account by rebooting the DVR or wait for 30 minutes after which it will unlock automatically.

I've forgotten my password for the admin account of my DVR.

The DVR is shipped with two administrative accounts, admin and 888888. You should have changed passwords for both of these accounts upon your first login. If you did not change the default password for account 888888 and cannot remember your password for admin, log into the 888888 account with password 888888. To change the administrative passwords go to the Main Menu – Click Advanced – Click Account then select the user account you want to modify and click modify password. If you cannot access any account on your DVR, please contact customer service for assistance.

I can't see video windows when connecting to my DVR using Internet Explorer 8.

If you connect to your DVR with IE8 and see your camera list on the far left of the screen and your PTZ controls right next to the list and at the bottom of the screen then you need to enable Compatibility View. Click on the Tools menu (or press Alt-T) and select Compatibility View. You will need to refresh your session with the DVR (press the F5 key) and log back in for this change to take effect.

I can't hear sound from my DVR channels.

Ensure that audio is enabled for the channel you wish to hear in Main Menu -> Setting -> Encode. The channel must be in full screen mode on the console of the DVR. The microphone device must provide line-level input and be connected to the proper audio input lead of the multi-audio connection cable and powered speakers must be connected to the blue audio out lead of the multi-audio connection cable.

I've converted my downloaded video file to AVI format, but still receive an error when trying to play it.

You will need to download and install the XVID codec (coder/decoder) from <http://www.xvid.org>.

My USB flash drive is not being recognized when I try to use it for backing up files.

In order for the DVR to see a USB backup storage device it must be formatted using FAT32. Insert your

flash drive in a PC, open My Computer, right click on your USB device and select Format. Make sure that the File System field contains FAT32 and press the Start button. Warning: formatting a device will erase all information currently stored on it.

Why won't my remote work with my DVR?

Our DVR models ship with remotes that are programmable in order to control multiple units with one remote. If the remote is not working with the DVR you wish, check the face of the DVR and see if the ACT indicator is lit. If not, then the remote is not programmed to control this DVR. Enter the configuration of the DVR and go to Main Menu -> Setting -> General and look for the field DVR No. this is the identifier that needs to be entered into the remote. On the remote control, press the Add button (the REMOTE ADDRESS box should appear on your screen), enter the DVR No. using the numeric keys on the remote and press Enter/Menu. The ACT light should now be lit and you should be able to control the DVR with the remote. If you are still having problems, try changing batteries in the remote and try programming the remote on another DVR if possible. If this does not solve your problem contact your vendor for further help.

I've configured my DVR for motion detect recording, but can't find any recorded video except for channel 1 which seems to record continuously, even when motion isn't occurring.

When configuring the DVR for motion detect recording an option is available within the Main Menu -> Setting -> Detect configuration page that allows you to select configuration for all channels. If you select all channels and then configure your motion detect action to record channel 1, it will carry over to all channels. To confirm this, within the Main Menu -> Setting -> Detect configuration page, choose a random channel and see if it is set to record the proper channel when motion detection occurs, or does it record channel 1? Motion detect actions need to be individually defined for each channel.