annke

Network Video Recorder

# Quick Start Guide

( EN / DE / FR / IT / ES )

www.annke.com

Hi, friend!

Thanks for choosing ANNKE.
If there's anything we can help please feel free to reach us! We'll reply in 24H.

support@annke.com
http://help.annke.com

Tel: +1 833 717 0187  Free Call for US and CA 7:00am-8:30pm EST Weeday
+ 44 8081966228 Free Call for UK 12:00 pm - 1:30am, GMT, Weekday

# 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 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.

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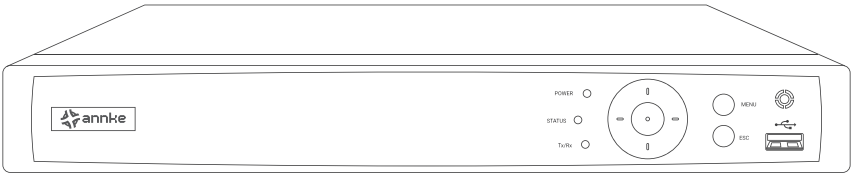
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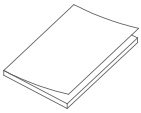
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EN

# 1. What's in the Box



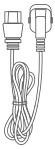

NVR



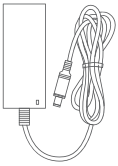
User Manual



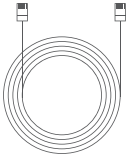
USB Mouse



Power Adapter Cable



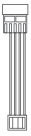
Power Adapter



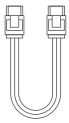
Network Cable



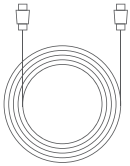

Wall Sticker



HDD Power Cable



HDD Data Cable



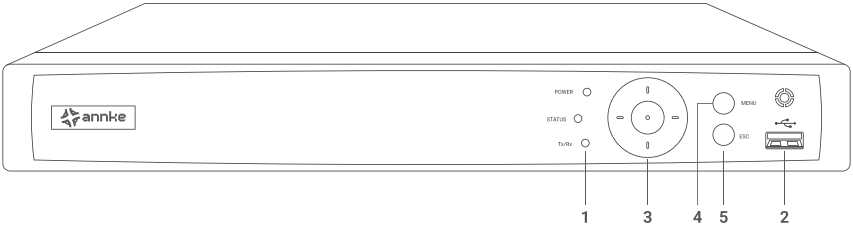
HDMI Cable

**Note:**

1. The appearance of different products may be different. The appearance in the picture is for reference only.
2. The type and quantity of accessories may vary depending on the model you purchase.
3. If the hard drive is preinstalled, the hard drive power cable and data cable have been installed inside and will not be included in the accessories.

# 2. NVR Introduction

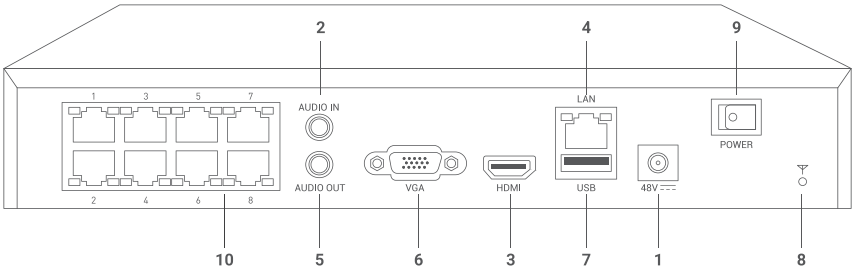
## Front Panel




| 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 | | USB port for USB mouse or USB disk. |
| 3 | Control Buttons | | Directions and entry button ,works in some menu modes. |
| 4 | MENU | | Return to the Main menu,works in some menu modes. |
| 5 | ESC | | Back to the previous menu, works in some menu modes |

**Note:** The actual appearance and components may vary with different products.

## Rear Panel




| No. | Item | Description |
|---|---|---|
| 1 | Power Supply | 48V DC power supply or AC 100-240V to power the NVR. |
| 2 | Audio In | Connect a microphone with a RCA cable if you need. |
| 3 | HDMI Interface | Connect to a HDMI monitor with a HDMI cable for live view. |
| 4 | LAN Network Interface | Connect the NVR to the LAN port of the router with a network cable if you need. |
| 5 | Audio Out | Connect a speaker with a RCA cable if you need. |
| 6 | VGA Interface | Connect to a VGA monitor with a VGA cable for live view. |
| 7 | USB Interface | USB port for USB mouse or USB disk. |
| 8 | Ground | Connect a ground wire to the ground screw to protect against lightning strikes |
| 9 | Power Switch | Switch for turning on/off the device. |
| 10 | PoE Interface | Network interfaces for PoE cameras and to provide power over Ethernet. |

**Note:** The actual appearance and components may vary with different products.

# 3. Connection Diagram

## 3.1 Hard Disk Installation

A hard drive is required to record and play back videos, otherwise you can only preview them. If your device already has a hard drive installed, skip this step. Before installation, make sure the power supply to the device is disconnected.

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



2. Get the hard disk's power cable and data cable from the package, and prepare a hard disk and hard disk screws.



3. Connect one end of the power cable and data cable to the NVR's motherboard.



4. Connect another end of the power cable and data cable to the hard disk.



5. Place the hard disk on the bottom of the device, and then fasten the screws on the bottom to fix the hard sick.



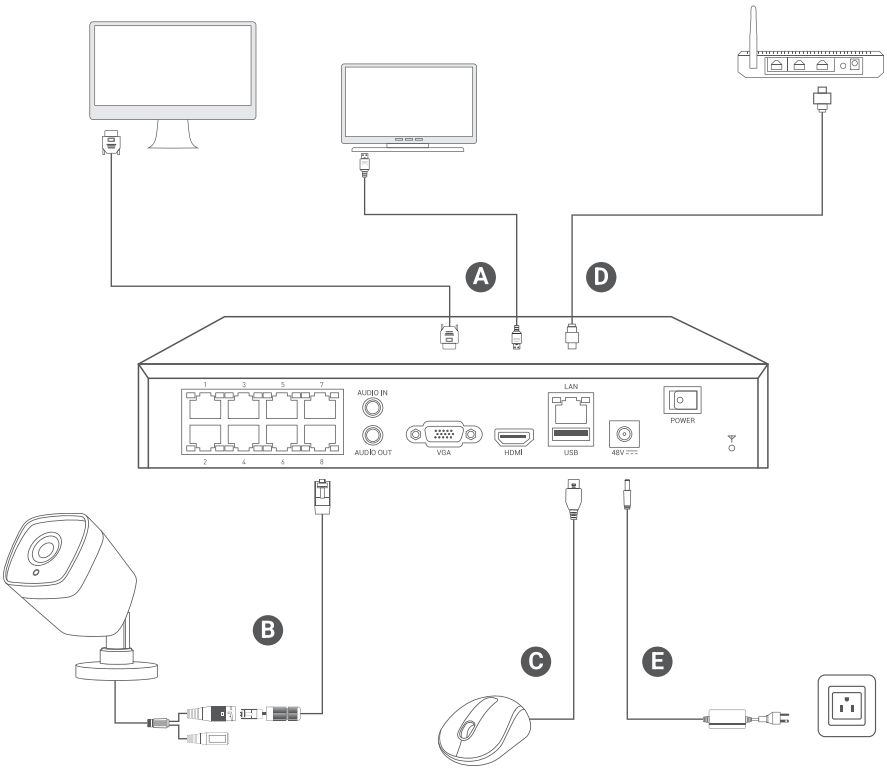
6. Re-install the cover of the device and fasten the screws.

## 3.2 NVR Connection

To make sure the NVR and cameras works properly, please connect every part and run the system before the final installation.

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 if your need(Optional).
5. Connect the NVR's power adapter.

| A | B | C | D | E |
|---|---|---|---|---|
| Connect Monitor | Connect Cameras | Connect Mouse | Connect Remotely | Connect Power |



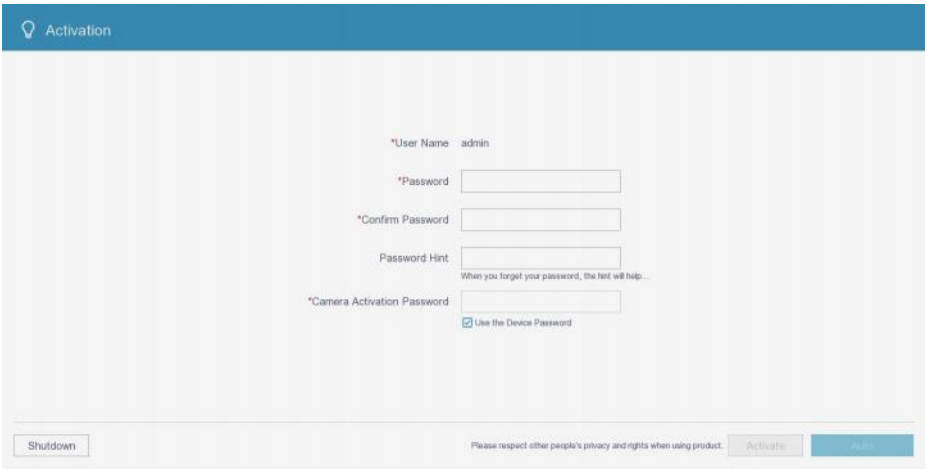
# 4. Set up the NVR

## 4.1 Activate Your Device

Operation is prohibited before activating the device by setting an admin password. 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. Set the resolution as 1080P to achieve better display effect if your monitor support 1080P or higher resolution.
3. Create a password and enter it twice, and create a password prompt if you need.
4. Click the "Activate" button to activate the NVR and proceed to the next step.

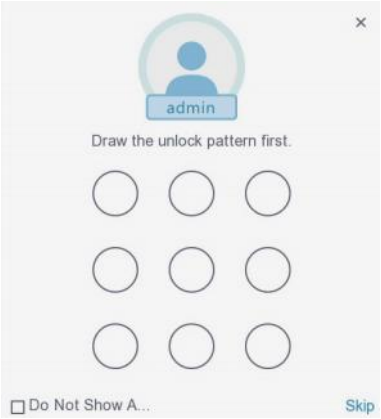
**Note:** Please set a strong password and keep it well. Password is viewable by clicking the small eye icon.




Strong Password recommended- We highly recommend you create a strong password of your own (using a minimum of 8 characters, including capitalized letters, lowercase letters, numbers, and special characters) in order to increase the security level. And we recommend resetting your password regularly, especially in the high-security system as resetting the password monthly or weekly can better protect your privacy.

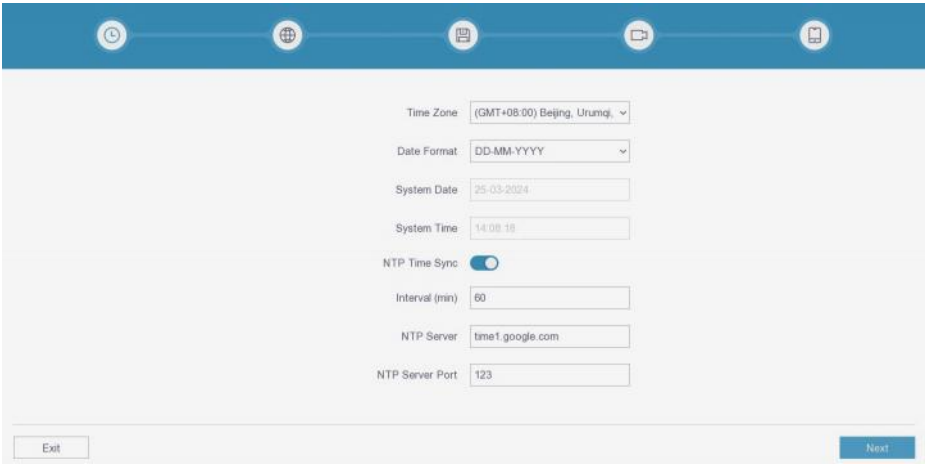
## 4.2 Set unlock pattern

After activating your device, you can set an unlock pattern to log in instead of typing the password every time if you need. Draw the unlock pattern by connecting at least 4 dots twice to confirm.




## 4.3 Use the Setup Wizard

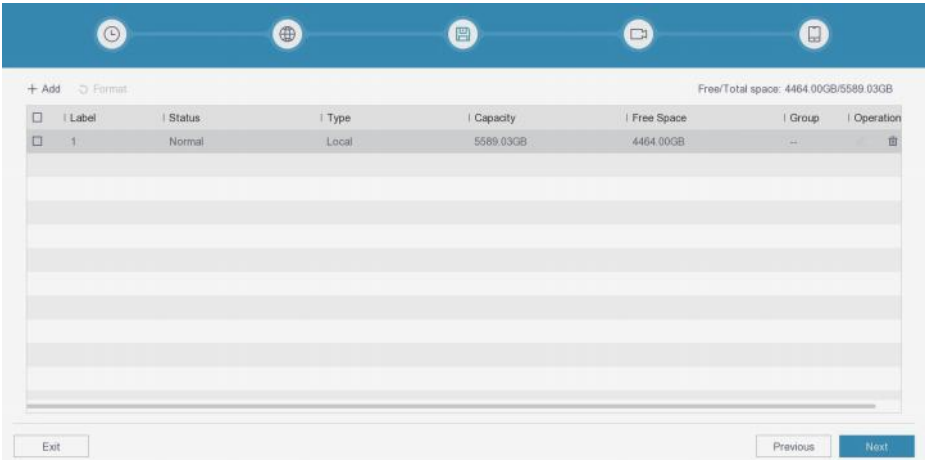
1. Configure the time settings. Please follow the wizard to configure the system's time zone, date, and time as you need. Then click next.



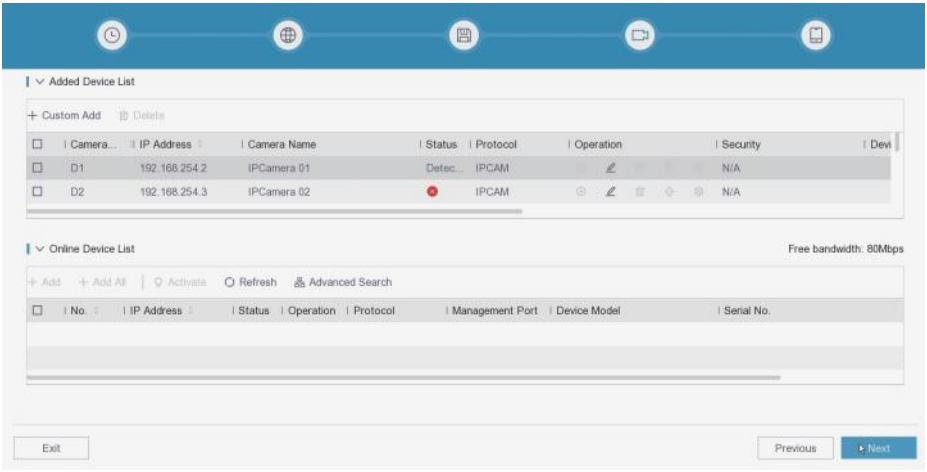
2. Configure the network settings. This NVR can work without network. If you need remote control, you need to connect the NVR to the router using a network cable. The default network mode is DHCP, which can also be changed to a static IP address.



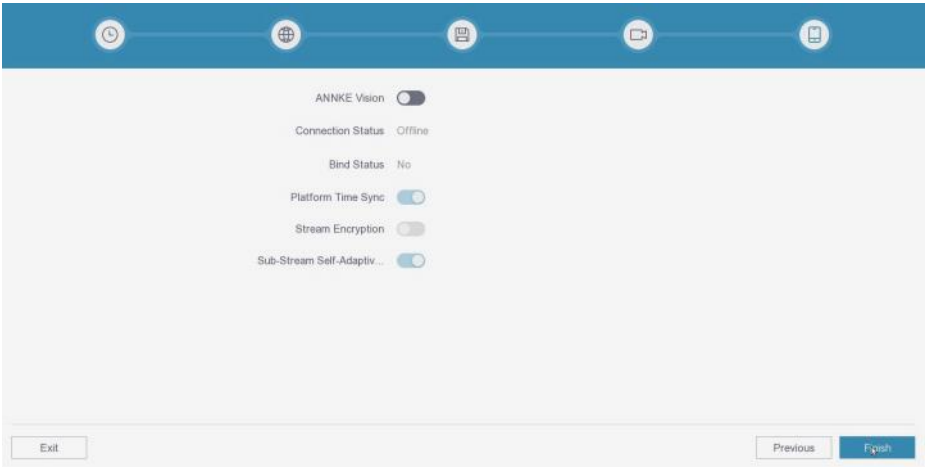

3. Configure the hard disk settings. Newly installed hard disk needs to be formatted before the first use. Choose the target hard disk and click **Format**, then the status will show **Normal**, then click **Next** to proceed to the next step.



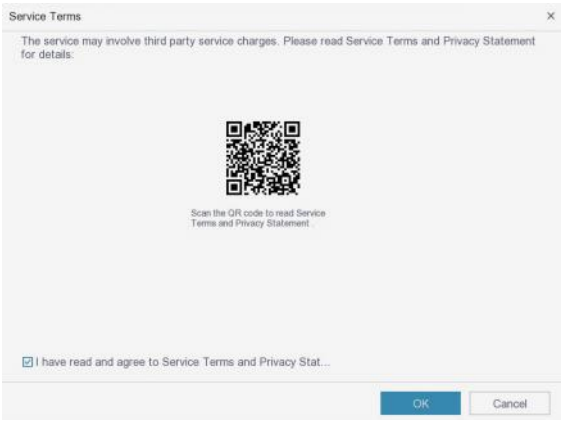
4. Configure the IP channels. If your ANNKE brand new network camera is connected to the POE port of NVR and supports the IPCAM protocol, the network camera will automatically appear online.




5. Configure the ANNKE Vision function. Click **Enable** if you need the remote control, or you can set it later in **Menu > System > Network > Advanced > Platform Access**.



Then agree to the service terms and privacy statement in the pop-up window. And click **OK**.



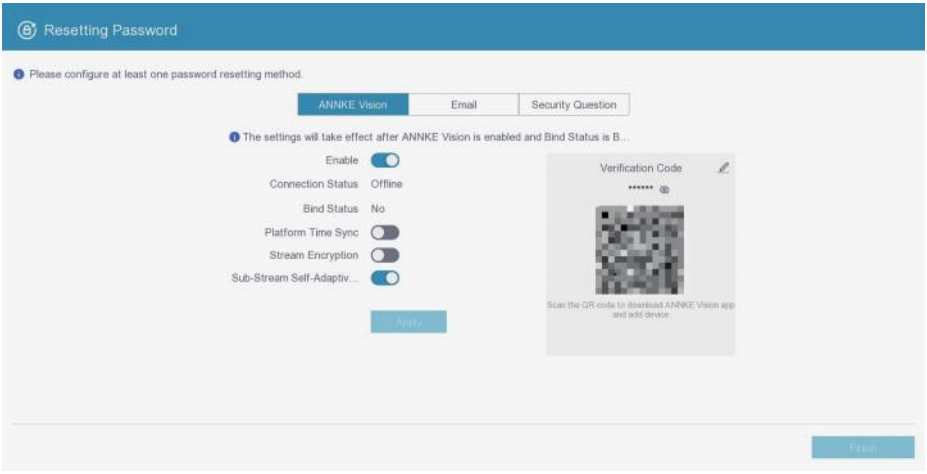

Click **Yes** to enable platform time sync if you need. You can manually change the verification code which consists of 6 to 12 digits or letters (ABCDEF is not allowed) as you wish or use the default code. Scan the QR code (for Android &iPhone) to download and install the ANNKE Vision app, then register an account and scan the QR code to add the device. You can get remote viewing if the **P2P Status** is online.

**Note:** Please scan the QR code on your device instead of the QR code in the user manual.

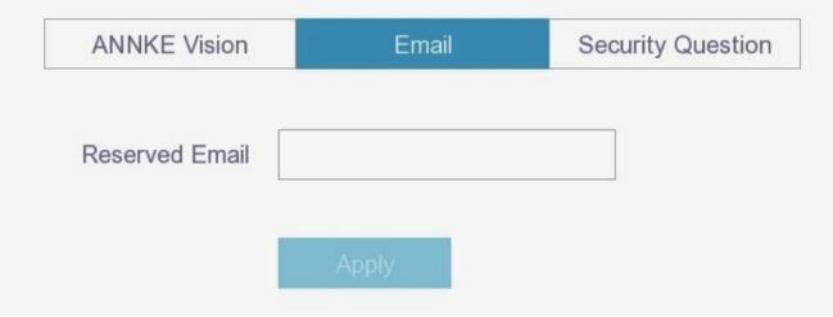


6. Configure the resetting password settings. There are 3 methods to resetting password.

a. Band the device to an account of ANNKE vision app.




b. Setting a reserved email.



c. Set 3 security questions.

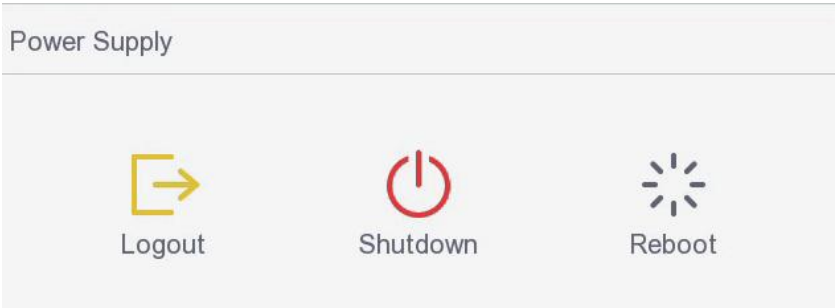



Please configure and apply at least one password resetting method. Then click finish to exit the setup wizard.

## 4.4 Logout and Loin

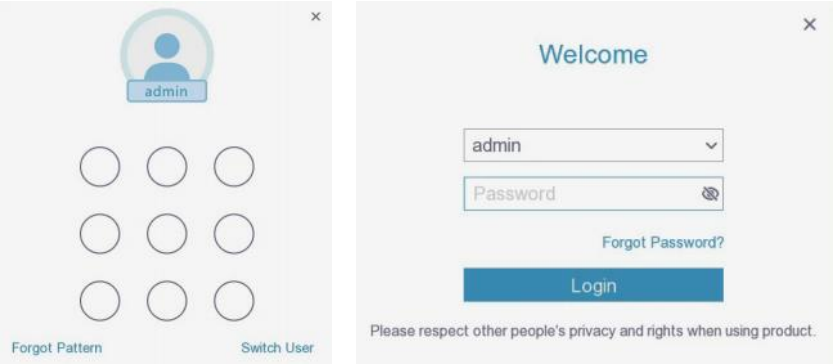
**User Logout**

For safety and privacy reasons, the device will automatically log out after 5 minutes(default) of no operation, or log out manually, click **Menu > Shutdown**, and then click **Logout**.



**User Login**

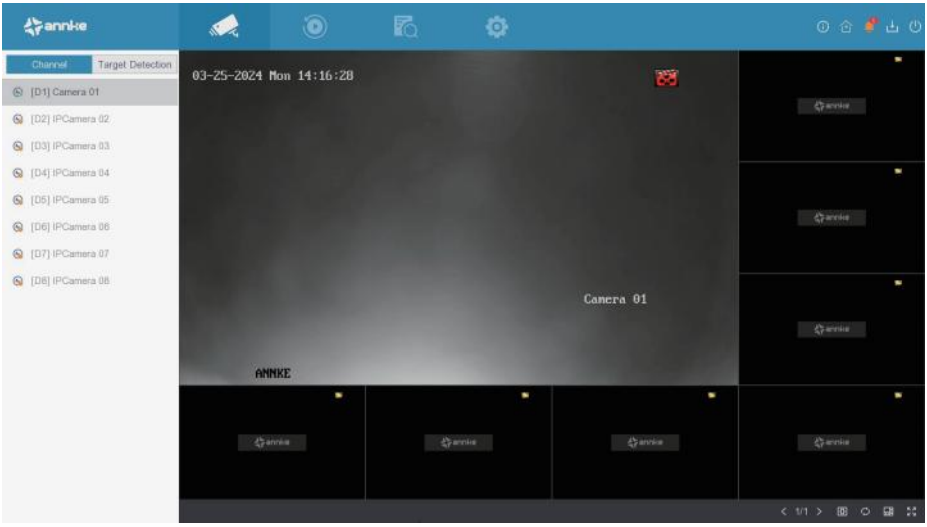
When the device screen is locked, you can log in by drawing the unlock pattern or inputting the password.




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

## 4.5 Live View

In the live view mode, you can see live video from cameras. The main functions' icons are at the top of the preview interface, and the record and alarm icons are at the right top of each channel.

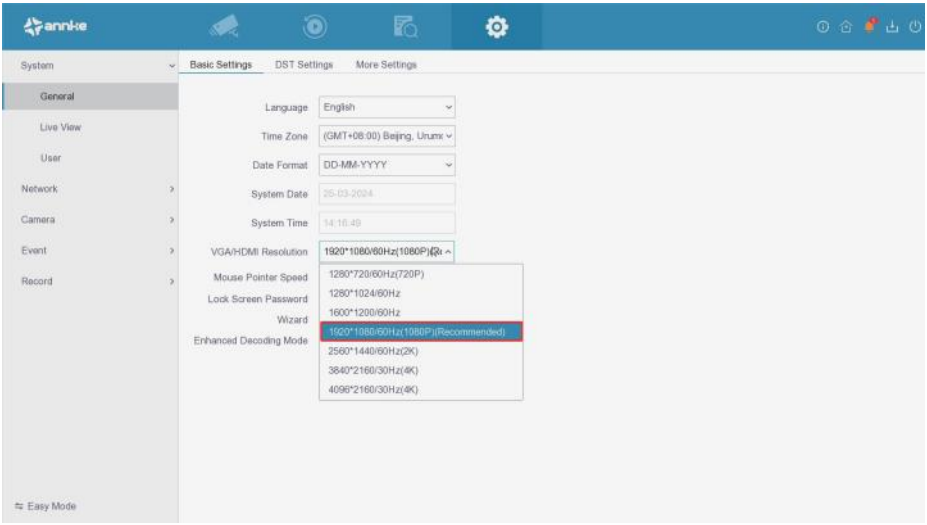


## Icon Explanation

| Menu | Explanation | Menu | Explanation | Menu | Explanation |
|---|---|---|---|---|---|
| | Alarm(s) | | Live View | | ANNKE Vision Service |
| | Recording | | Playback | | Digital Zoom |
| | Alarm & Recording | | Search | | PTZ Control |
| | Event/Exception | | Configuration | | Audio On/Off |
| | Shut down | | Maintenance | | Stream Switch |

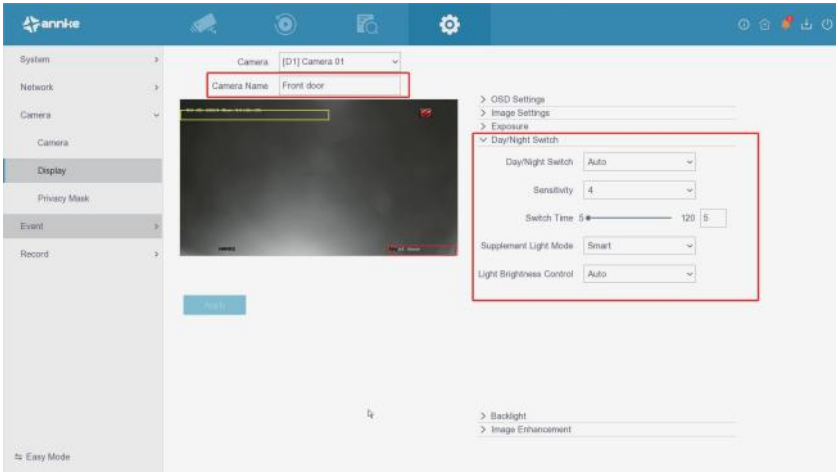
You can change the device's output resolution for a better display effect if your monitor support 1080P or higher resolution. Go to **Menu>Configuration>System>General**, change the output resolution as you need.

**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.




## 4.6 Display Settings

Go to **Menu > Configuration > Camera > Display**, you can modify the camera name of the channel , modify the watermark, modify the camera's day and night switching parameters, and other image parameters.



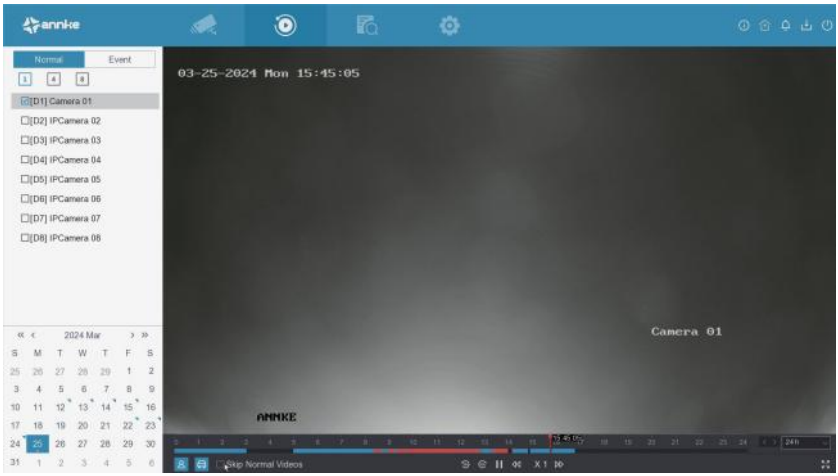

## 4.7 Playback

The recorded video files can be replayed in 3 modes: instant playback, normal playback, event playback.

**Instant playback:** Quick playback function on the preview interface. Click the play button to play the video files recorded in the last five minutes.

**Normal playback**

1. Click **Menu > Playback > Normal**.
2. Select the camera channel you want to playback on the channel list.
3. Double-click to select the exact date in the calendar (the date will be highlighted in blue on the calendar if that day has recordings) , playback will start automatically.
4. Select human and vehicle under the progress bar, videos containing these events will be displayed in red in the progress bar. Clicking skip normal videos will directly play these red event videos.



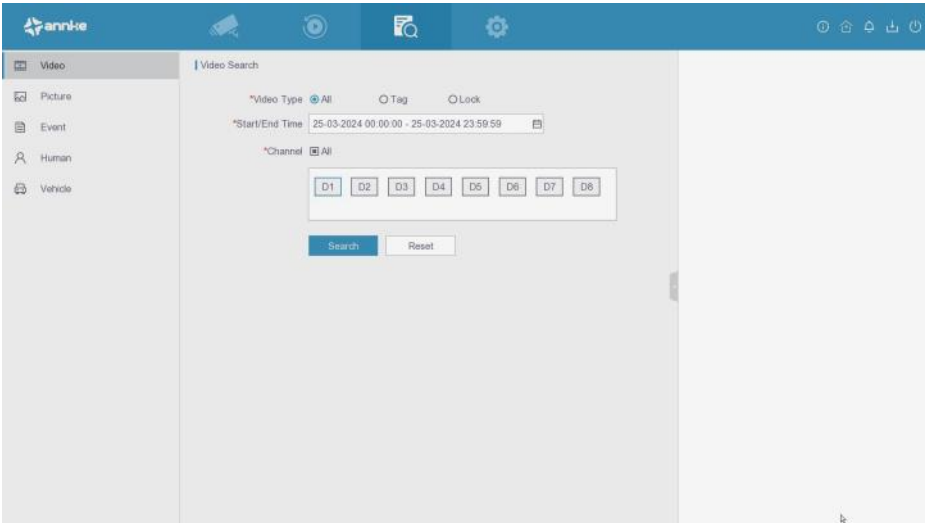
**Event playback:** Click **Menu > Playback > Event**, the operation method is very similar to normal playback, only the recording containing the event part will be played back.



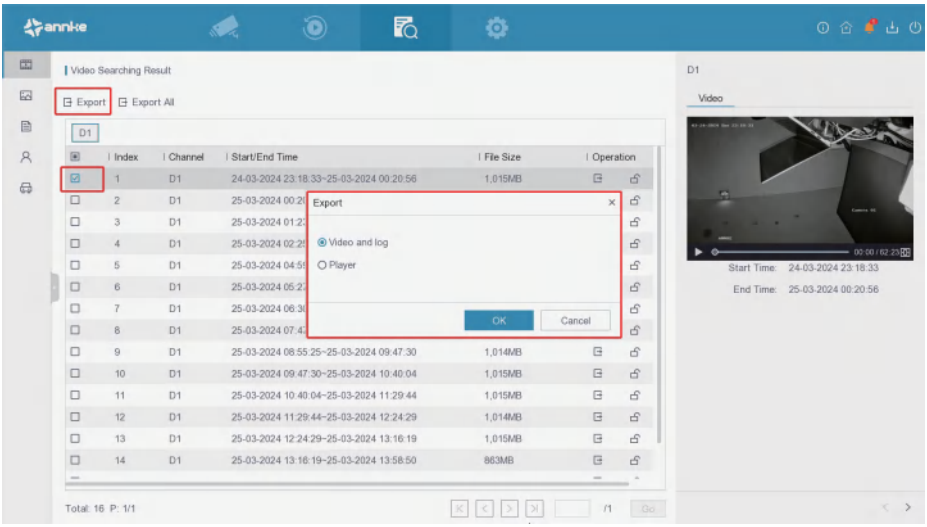

## 4.8 Backup

Please connect the backup device to the USB port before you start.

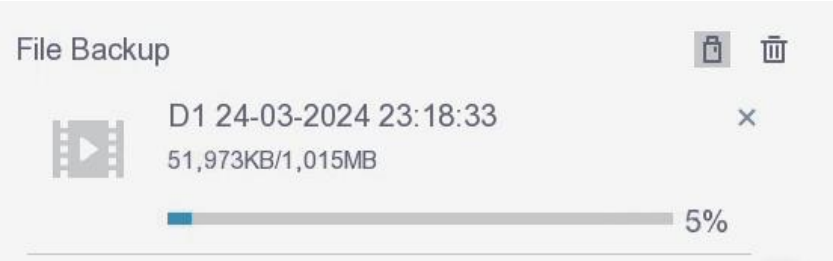
1. Go to **Menu > Search** interface.
2. Set the search condition and click **Search** for results.



3. Matched video files will be displayed on the list. Select the files you need and click **Export**, select **Video and Log** and click **OK** to export files to the backup device.

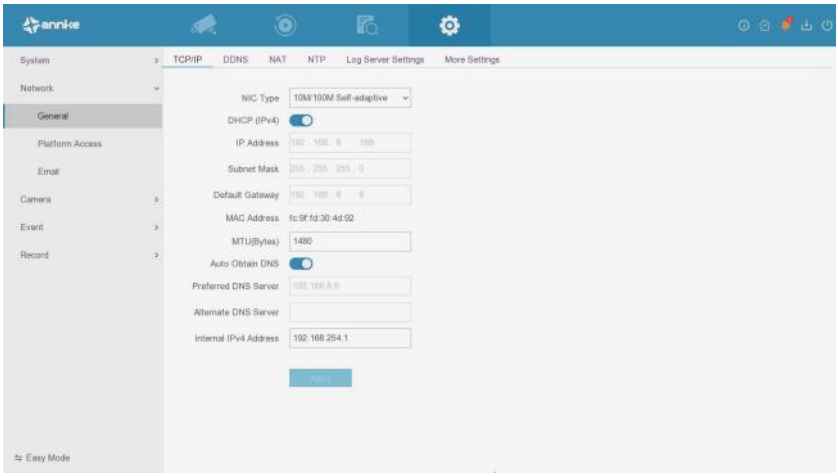



4. The backup progress can be viewed in the upper right corner.



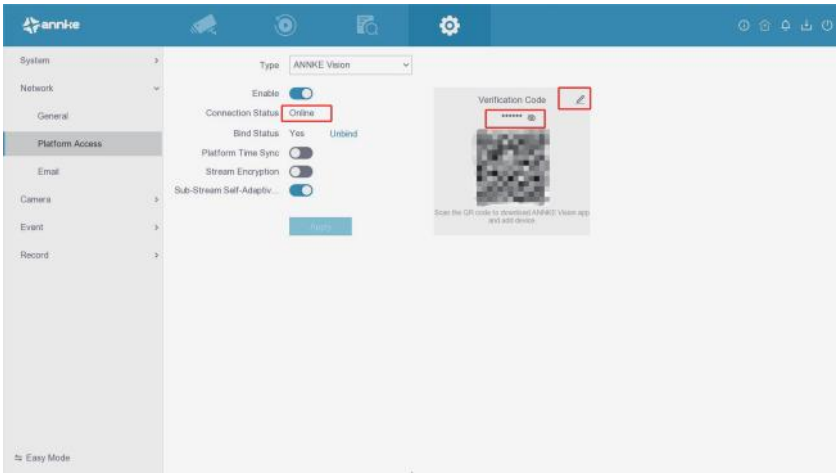
## 4.9 TCP/IP Settings

Network settings must be properly configured if you want to operate the NVR via the network. Make sure the NVR is connected to the router through a network cable and your network is in good condition. Go to **Menu > Configuration > Network > General > TCP/IP**. The DHCP function is enabled by default. It will automatically obtain an IP address from your router. Or you can disable the DHCP and set the device's IP parameters as desired.




## 4.10 ANNKE Vision Platform Access

If you need remote viewing, go to **Menu > Configuration > Network > Platform Access**, enable the **ANNKE Vision** function and create a verification code, make sure that the status of P2P shows **Online**, scan the QR code to down load ANNKE Vision app and add device, then you can watch the video on your mobile phone.



## 4.11 Email Settings

The email function can be configured to send an email notification to all designated receivers if an alarm event is detected if you need, go to **Menu > System > Network > Email**. Configure the follow Email settings and click **Apply** button to save the settings.

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

**[Email Address]:** The user account of the sender's Email for SMTP server authentication.

**[Email Password]:** The third-party client authorization code of the sender's Email for SMTP server authentication.

**[SMTP Mode]:** General or custom.

**[SMTP Server]:** The SMTP Server IP address or host name.

**[SMTP Port]:** The SMTP port used for Gmail is 587, and it can be 25, 465, or other ports for different SMTP servers.

**[Enable SSL/TLS]:** Click the checkbox to enable SSL/TLS.

**[Enable Attached Pictures]:** Check the checkbox of Enable Attached Picture if you want to send an email with attached alarm images.

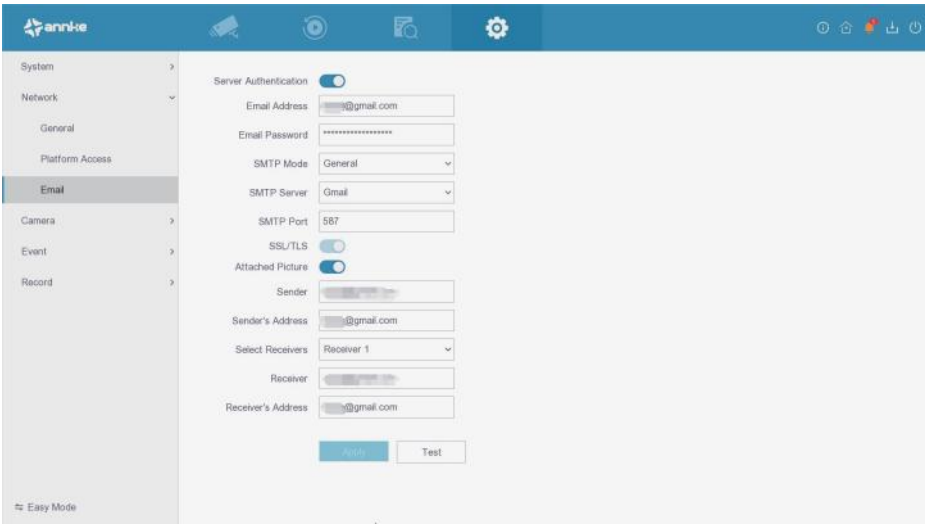
**[Sender]:** The name of the email sender.

**[Sender's Address]:** The sender's email address.

**[Select Receivers]:** Up to 3 receivers can be configured.

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

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

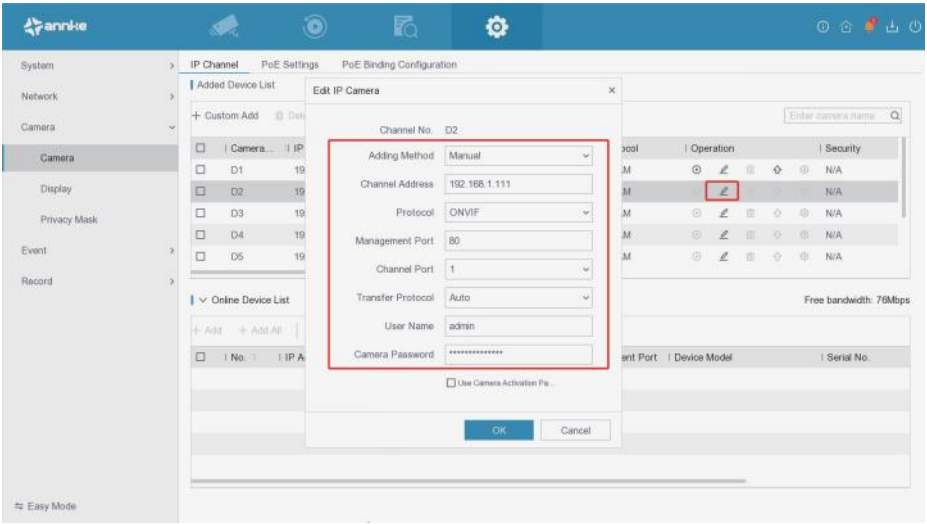


## 4.12 Add IP Cameras

The ANNKE brand new IP Camera that supports IPCAM protocol can be directly plugged into the POE port of the NVR, and the NVR will automatically activate and add the camera. But if it is an already activated camera, it is recommended to restore the camera to factory settings first and then connect it to the POE port of NVR.

For third-party IP cameras that support and have enabled the ONVIF protocol, you can do as follows.

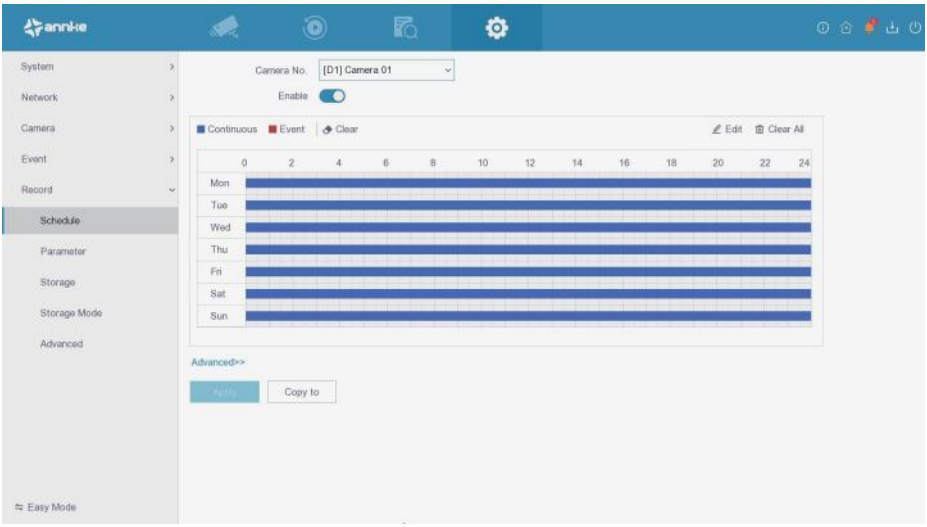
1. Connect the IP camera to the router with the same network segment as the NVR.
2. Go to **Menu > Configuration > Camera > Camera > IP Channel**. The online cameras with the same network segment will be displayed in the online device list.
3. Select the channel whose status shows IP camera does not exist from the added device list, click edit, change the adding method to manual, and then enter the IP address of IP camera you want to add, change protocol to ONVIF, input ONVIF port(depends on IP camera) , input username and password for the ONVIF protocol of the IP camera. Then click OK, the status of IP camera will show online if the parameters are correct.



## 4.13 Recording settings

Video can be recorded after the NVR is installed and the hard disk is formatted. The default recording mode is 7*24 continuous recording. You can set a specific recording period for each channel as needed.

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

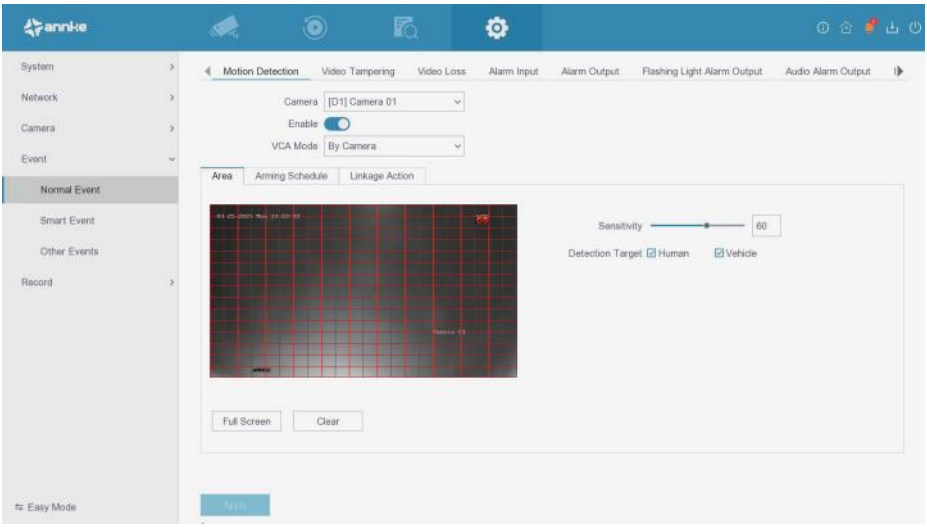



2. Select the channel whose recording time settings need to be modified in the drop-down list.
3. Configure the record schedule and draw the schedule.
(1) Select your preferred recording type. Different recording types are marked in different color icons.
**[Continuous]:** Blue means continuous recording.
**[Event]:** Red means recording triggered by events.
**[Clear]:** Blank means none recording.
(2) Click and drag the mouse on the timetable to select the required time period.
(3) Click **Apply** to save the settings.
4. You can repeat step 2&3 to set schedules for other channels or click **Copy to** to paste your recording schedule to other camera channels.

## 4.14 Alarm settings

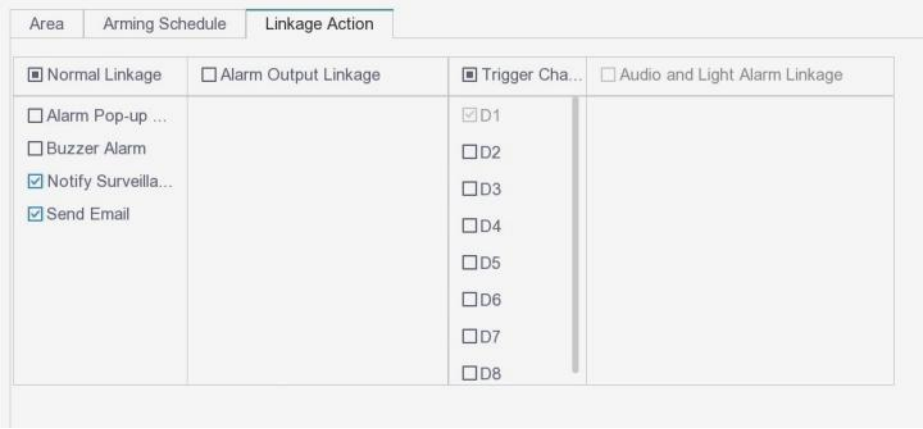
The motion detection enables the device to detect the moving objects in the monitoring area and trigger the alarm. In default mode, all IP cameras have motion detection enabled. If you want to modify some settings, go to **Menu > Configuration > Event > Normal Event > Motion Detection**, enter into the interface of motion detection settings.

1. Select the channel on which motion detection needs to be configured.
2. Check the checkbox to enable motion detection.
3. Draw the detection area and adjust the sensitivity as you prefer. The default detection area is full picture, and the default sensitivity is 60.




4. Enable human and vehicle detection target. If the IP camera you link to the NVR supports human and vehicle detection function, the NVR can get this function to reduce the number of false alarm push messages sent to the APP. Some types NVR support human and vehicle detection by itself. If your IP Camera(the resolution cannot exceed 4MP) does not support this function, you can change the VCA mode to **By NVR** to get the function.
5. Click **Arming Schedule** to set the channel's arming schedule. The default setting is a full day.
6. Click **Linkage Action** to set up alarm response actions of the motion alarm.

Notify surveillance center means alarms will be pushed to your ANNKE Vision app.
Send Email means sending email notifications to the default mailbox if the mailbox has been set.
Trigger channel means to start motion detection recording on the selected channel.
Audio and light alarm linkage meas trigger alarm light or sound output if your IP camera supports light or audio alarms.




7. If you want to change motion detection settings for other channels, you can select other channels and repeat the above steps or just copy the above settings to other channels.
8. There are many other normal events and smart events like line crossing or intrusion if your IP camera support, you also can try to set them if you want to use these functions.

# 5. Remote control

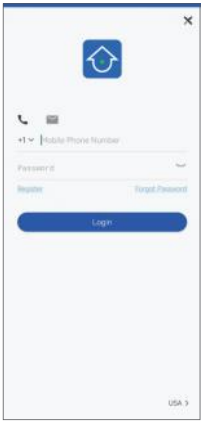
## 5.1 Accessing by mobile

Before you start to remote control, please make sure that the P2P connection status shows Online.
1. Download the ANNKE Vision app from Google Play Store or Apple Store. Click Register to sign up for an account with 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 QR code of the NVR SN number.



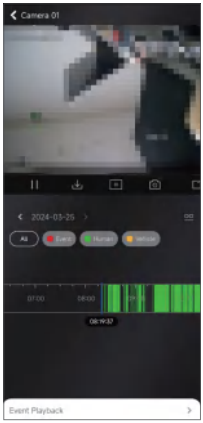


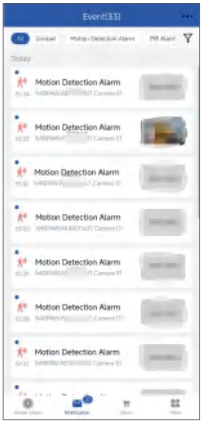


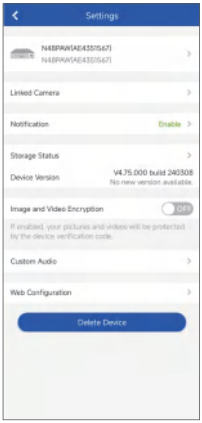



3. Click on the device to preview it in real time. You can also perform video playback, view push information, change settings, etc.









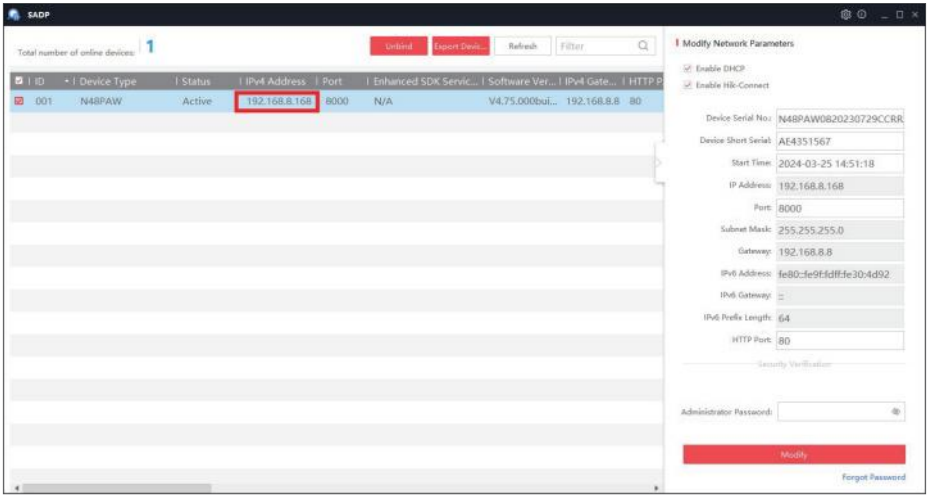

**Note:**

1. For your security, a device can be added by only one app account, but the device can be shared with other app accounts registered in the same area.
2. If you want to unbind the device from your app account, please click the **Unbind** button, or delete the device from your app account.
3. If you have multiple devices, one app account can add them all.
4. If the device shows **Offline**, please go to **Menu > System > Network > TCP/IP** , then check whether the network parameters are correctly acquired.

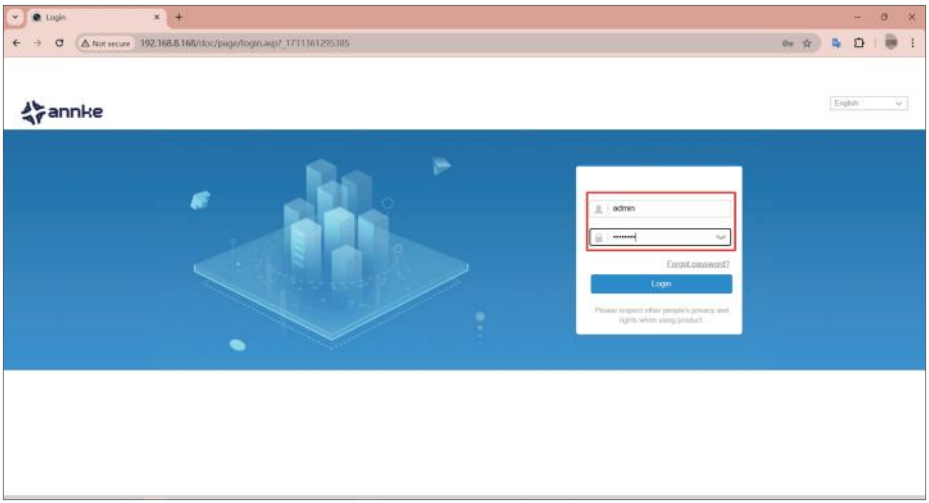
## 5.2 Accessing by IE

When your computer and your NVR are in the same LAN, you can log in on a browser through device's IP address. You can find the IP address of the device by SADP software or just go to **Menu > System > Network > TCP/IP** and find it. SADP can be downloaded from the website: www.annke.com/pag- es/download-center.

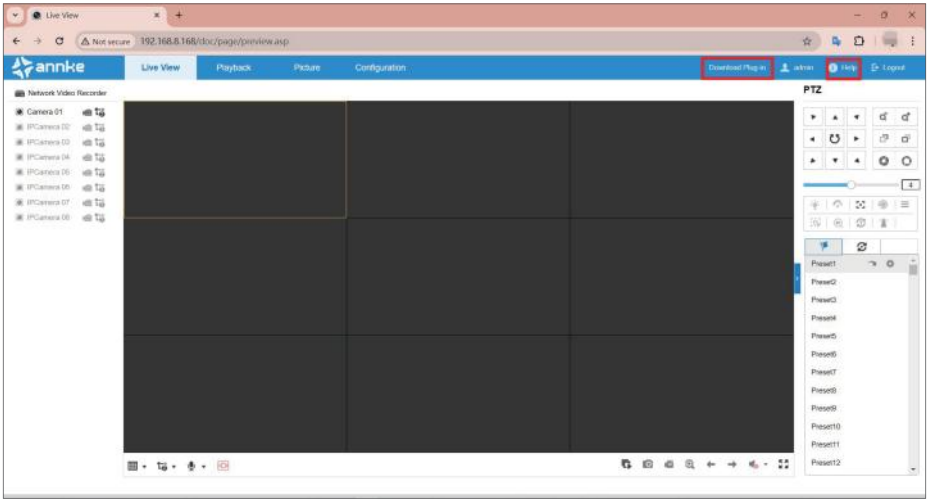
1. Run the SADP software to search online devices, then double-click the IP address to enter the web browser. Or just input it into your web browser if you know the IP address.



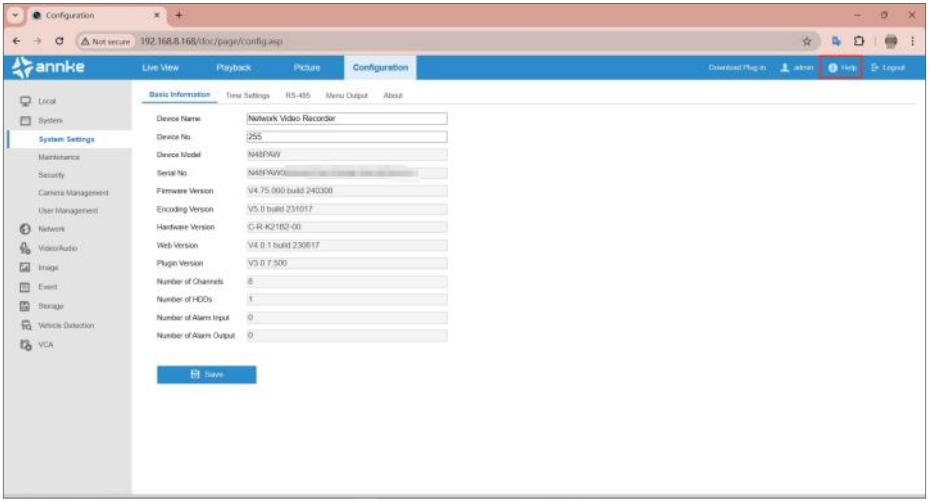

2. Enter the user name **admin** and the password of NVR in the login interface, and click the Login button.



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

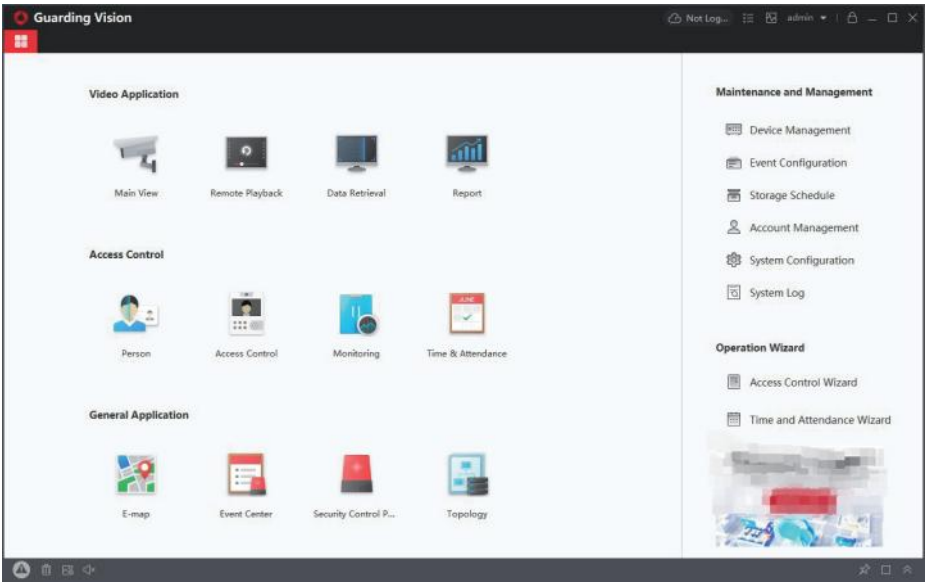



4. Reopen the browser and log in again, then choose the channel you want to watch the live video. You can also perform operations such as playback or modifying settings.



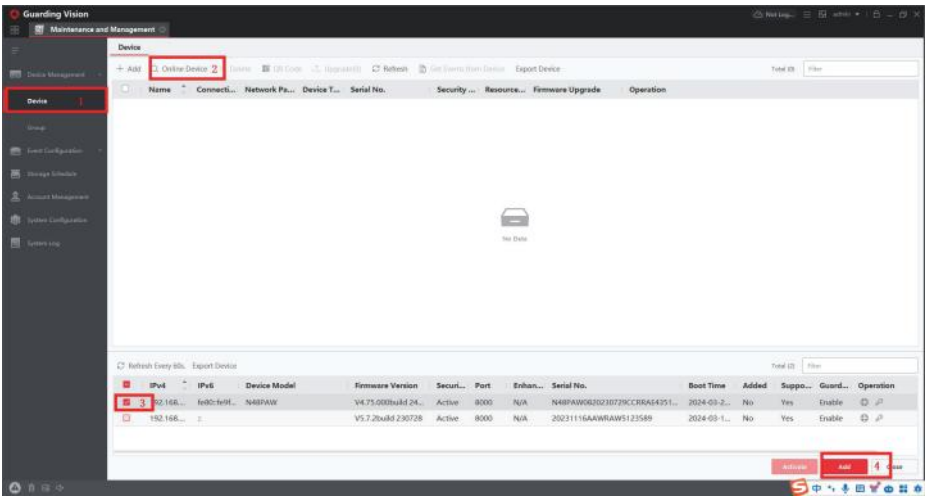
## 5.3 Accessing by CMS client

You can view the live video and manage the camera with the PC client software **Guarding Vision**. Please download and install it from our official website **www.annke.com/pages/download-center**. The control panel and live view interface of **Guarding Vision** is shown below.

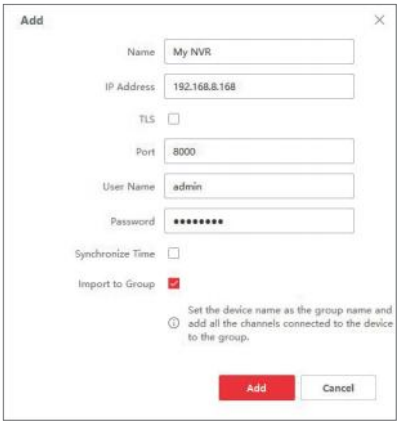



### View in LAN

1. Add device. Go to **Device Management > Device**, click online device, the devices in the same LAN will be displayed, check the devices that need to be added. Click **Add**,



In the pop-up dialog box, you need to input device name, user name(admin), password (the password is your NVR activated password), then click add to add the device to client.

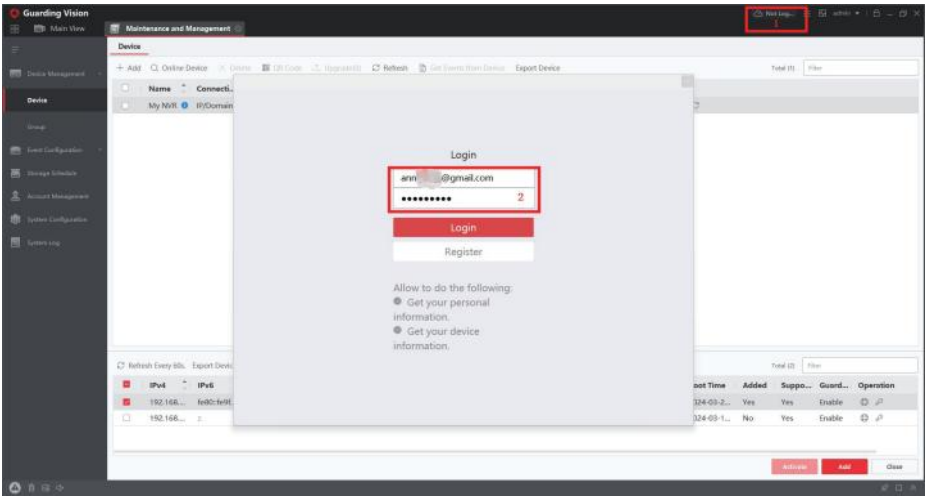



2. Go to **Control Panel—Main View**, double click the device in the resource list, you can get a live view in the screen, as shown in the figure below.



**View in WAN**

If you want to remote access by PC client, please add your device to your mobile app Guarding vision first. Open PC client Guarding Vision, click the P2P login button in the upper right corner, choose right region and enter ANNKE Vision login interface, input your ANNKE Vision app account and password, then click login. After that, you can find your device in the **Main View - Resource** interface.




# 6. Software Download and FAQ

## 6.1 Software Download

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

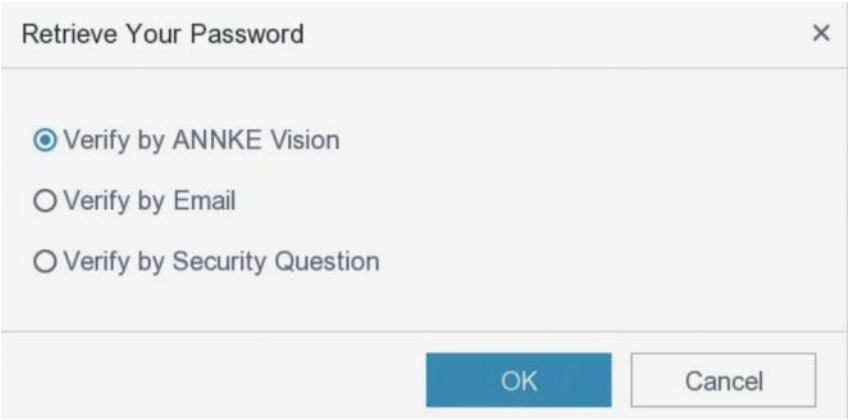
## 6.2 FAQ

1. What should I do if I forget the NVR's password?

If you have set up the password retrieval function, you can reset your password by yourself. There are three ways: verify by account (ANNKE Vision app scanning), security Questions, reserved Email.

1. Please click **Forgot Password** in the lower-left corner of the login interface;



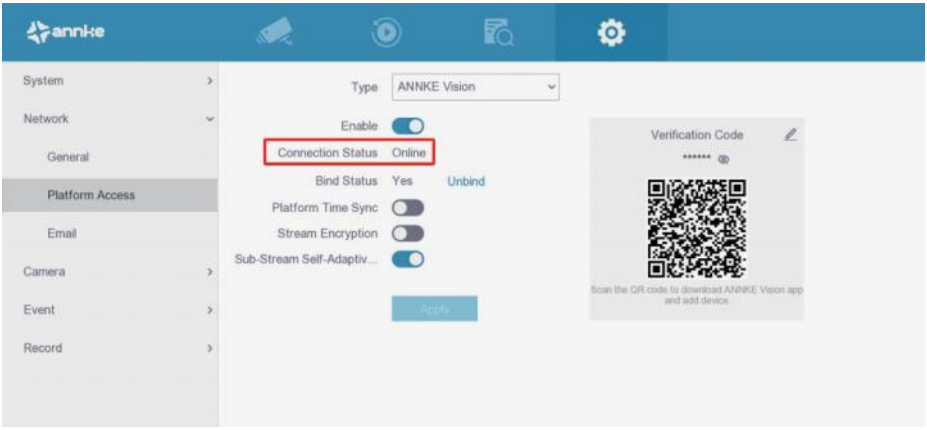



2. Choose one of the 3 methods, such as verify by ANNKE Vision. After scanning by app, you will receive an email containing the verification code within 5 minutes. Log in to your email and enter the verification code received in the mailbox. into the text field and you can reset your password.



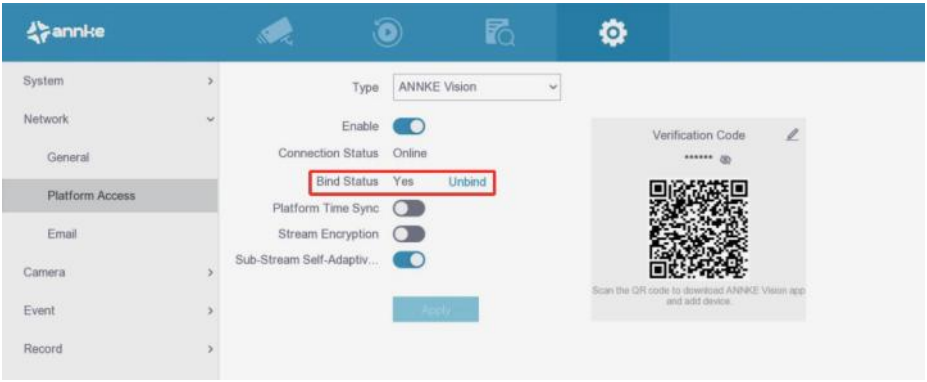

3. If you don't have the above three methods, please email to support@annke.com or visit help.annke.com for help.

2. What should I do when I can not watch the live view online on my mobile phone?
Please go to the NVR **Menu > Configuration > Network > Platform Access** interface, check the connection status of your NVR network.
1. If the connection status is **Online**, please check whether your mobile phone network is normal or not.

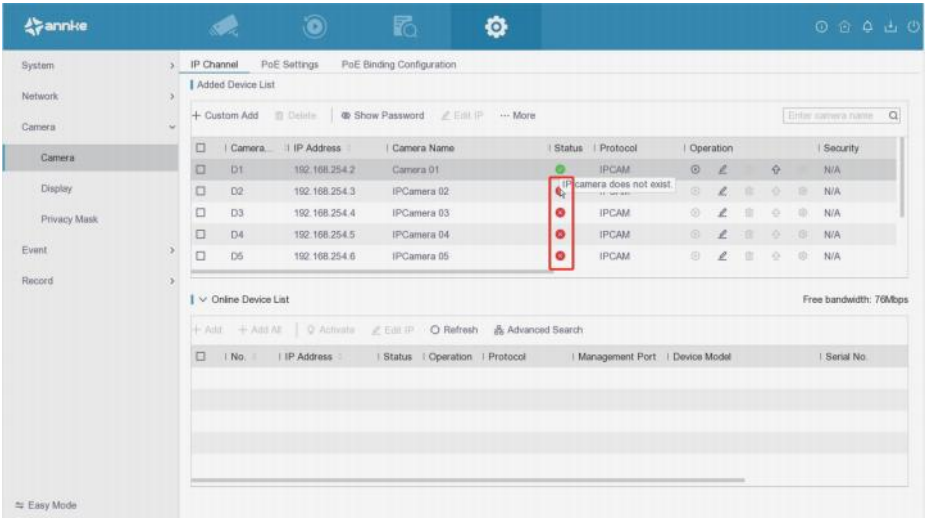


2. If is is **offline**, you need check the following:
a. Confirm if your NVR has enabled the ANNKE Vision platform access.
b. Check whether the link between NVR and router is OK, and whether the network cable is normal.
c. Check whether the IP address and DNS of the NVR are obtained correctly. Whether the IP address is in the same network segment as the connected router, and DNS cannot be empty.
b. Log into the router to check whether its safe protection level is high and whether P2P is disabled. If so, please enable it.

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 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 first adding, or if you forget the app's ID and password, you can go to NVR **Menu > Configuration > Network > Platform Access**, find the **Unbind** button behind bind status. Click to **Unbind** and then re-add the device or re-register an account to add the device again.

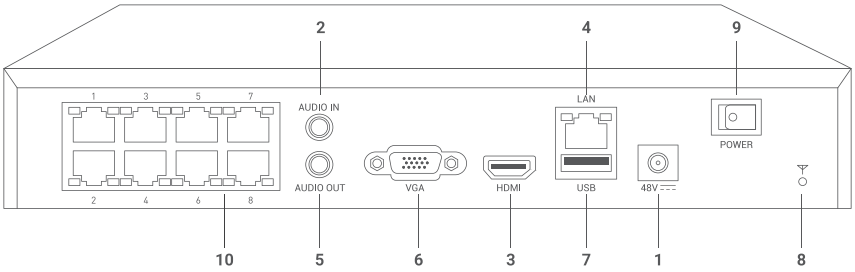


4. What should I do when NVR shows no picture in single or multiple camera channels?
When there is no picture in single or multiple channels, please go to **Menu> Configuration>Camera>IP camera**, NVR will show live video only when the channel status shows online. If the status shows exception, click exception to show the hits:
a. When it shows incorrect camera user name and password or the user is locked, please check whether the username and password of the accessed network camera are entered correctly.
b. 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.




c. When it shows the network is unreachable, please check whether the network parameters of the network camera of this channel are entered correctly.
If you can't solve the problem, you can visit help.annke.com website or email support@annke.com for help.

# 1. Einführung auf der Rückseite des NVR



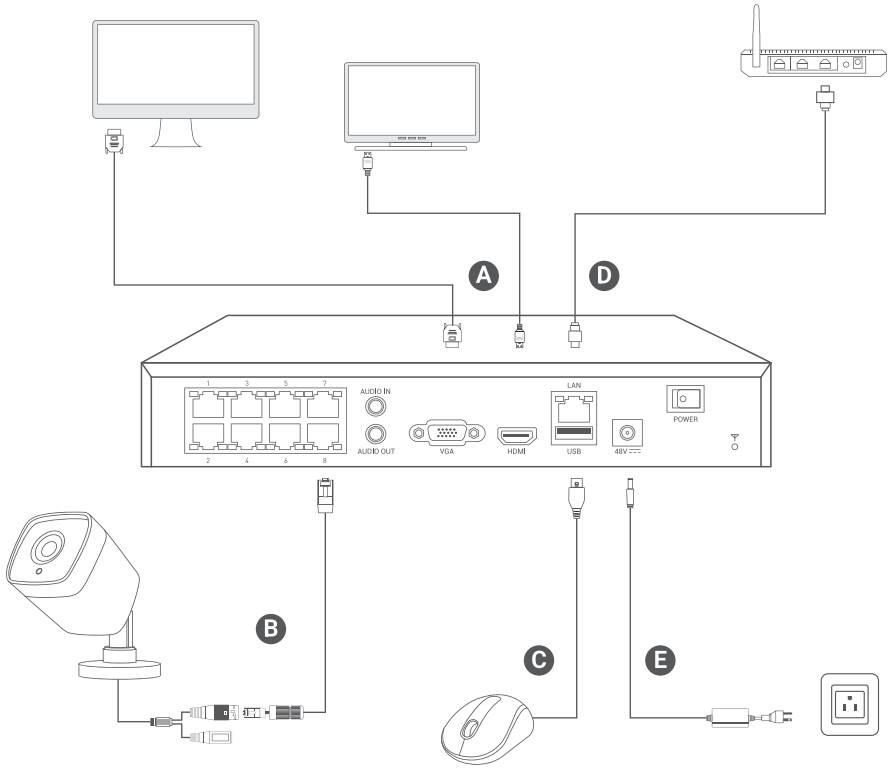

| NEIN. | Artikel | Beschreibung |
|---|---|---|
| 1 | Stromversorgung | 48-V-Gleichstromnetzteil oder 100-240-V-Wechselstrom zur Stromversorgung des NVR. |
| 2 | Audioeingang | Schließen Sie bei Bedarf ein Mikrofon mit einem Cinch-Kabel an. |
| 3 | HDMI-Schnittstelle | Schließen Sie für die Live-Ansicht einen HDMI-Monitor mit einem HDMI-Kabel an. |
| 4 | LAN-Netzwerkschnittstelle | Verbinden Sie den NVR bei Bedarf mit einem Netzwerkkabel mit dem LAN-Port des Routers. |
| 5 | Audio Ausgang | Schließen Sie bei Bedarf einen Lautsprecher mit einem Cinch-Kabel an. |
| 6 | VGA-Schnittstelle | Schließen Sie für die Live-Ansicht einen VGA-Monitor mit einem VGA-Kabel an. |
| 7 | USB-Schnittstelle | USB-Anschluss für USB-Maus oder USB-Festplatte. |
| 8 | Boden | Schließen Sie zum Schutz vor Blitzeinschlägen ein Erdungskabel an die Erdungsschraube an |
| 9 | Stromschalter | Schalter zum Ein-/Ausschalten des Geräts. |
| 10 | PoE-Schnittstelle | Netzwerkschnittstellen für PoE-Kameras und zur Bereitstellung von Strom über Ethernet. |

**Hinweis:** Das tatsächliche Aussehen und die Komponenten können je nach Produkt variieren.

# 2. NVR-Verbindungsdiagramm

Um sicherzustellen, dass der NVR und die Kameras ordnungsgemäß funktionieren, schließen Sie bitte alle Teile an und starten Sie das System vor der endgültigen Installation.

| A | B | C | D | E |
|---|---|---|---|---|
| Schließen Sie einen Monitor an | IP-Kameras anschließen | Schließen Sie eine Maus an | Mit dem Router verbinden | Schließen Sie die Stromversorgung an |

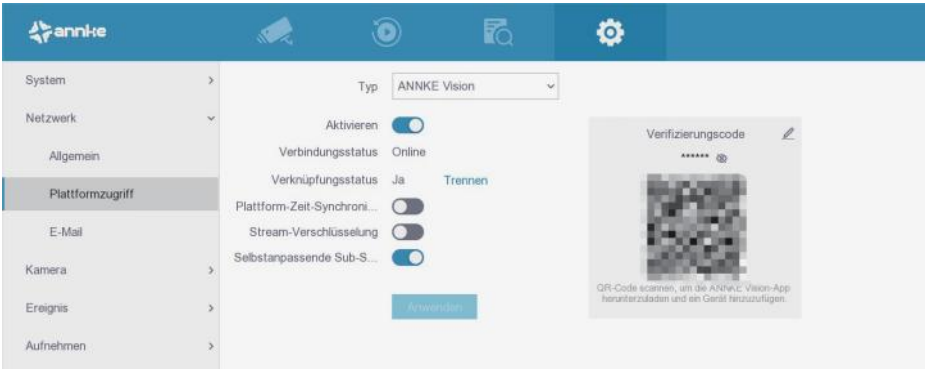


# 3. Richten Sie den NVR ein

Der Betrieb ist vor der Aktivierung des Geräts durch Festlegen eines Admin-Passworts untersagt. Nach der Aktivierung des Geräts können Sie mit dem Einrichtungsassistenten grundlegende Einstellungen wie Zeitzone, Uhrzeit, Netzwerk, Festplatte und Passwort zurücksetzen vornehmen.

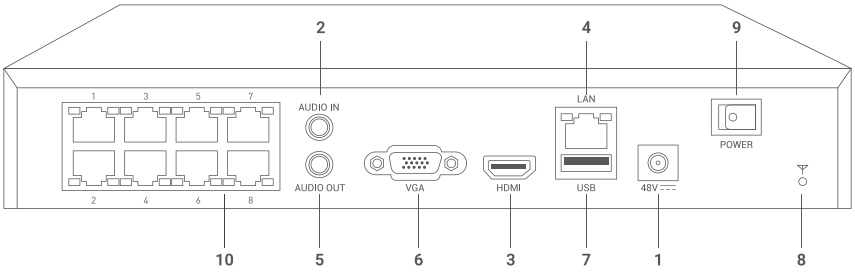
# 4. Fernbedienung per Handy

1. Nachdem das Gerät erfolgreich mit Ihrem Router verbunden wurde, der Zugriff auf die ANNKE Vision-Plattform aktiviert ist und der Verbindungsstatus „Online" anzeigt, kann es zur Fernanzeige zum Mobiltelefon hinzugefügt werden.
2. Laden Sie die ANNKE Vision-App aus dem Google Play Store oder Apple Store herunter, klicken Sie auf Registrieren, um sich mit Ihrer Mobiltelefonnummer oder E-Mail-Adresse für ein Konto zu registrieren, und scannen Sie dann mit der APP den SN-QR-Code, um das Gerät hinzuzufügen. Den QR-Code finden Sie im folgenden Pfad: Menü-Konfiguration-Netzwerk-Plattformzugriff.




Für weitere Anweisungen kontaktieren Sie uns bitte unter support@annke.com

# 1. Présentation du panneau arrière du NVR



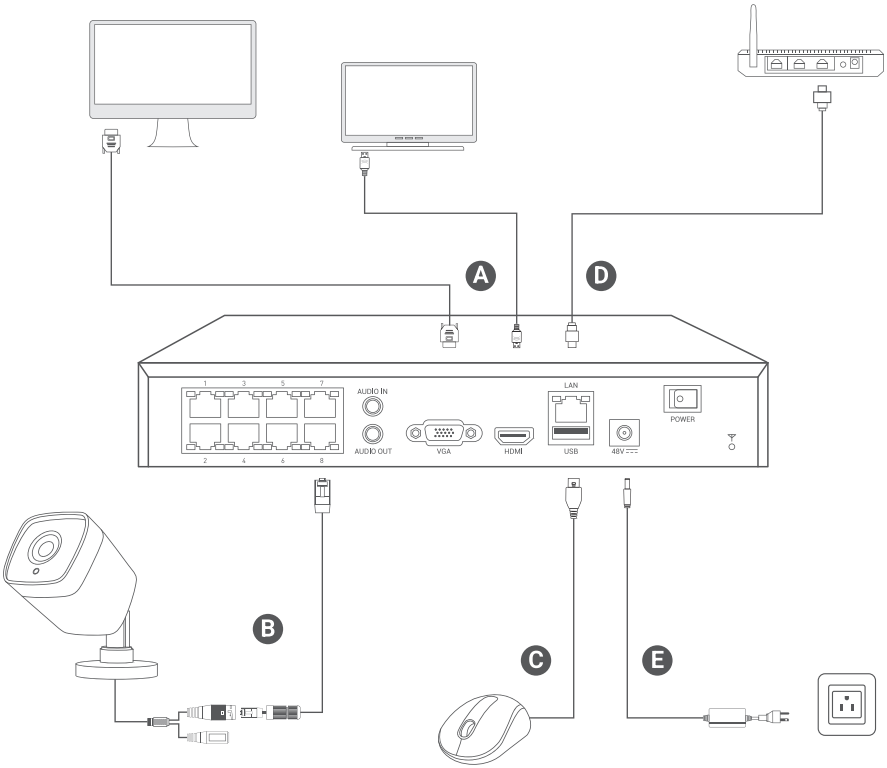

| Non. | Article | Description |
|---|---|---|
| 1 | Source de courant | Alimentation 48 V DC ou AC 100-240 V pour alimenter le NVR. |
| 2 | Entrée audio | Connectez un microphone avec un câble RCA si vous en avez besoin. |
| 3 | Interface HDMI | Connectez-vous à un moniteur HDMI avec un câble HDMI pour une visualisation en direct. |
| 4 | Interface réseau LAN | Connectez le NVR au port LAN du routeur avec un câble réseau si vous en avez besoin. |
| 5 | Sortie audio | Connectez un haut-parleur avec un câble RCA si vous en avez besoin. |
| 6 | Interface VGA | Connectez-vous à un moniteur VGA avec un câble VGA pour une visualisation en direct. |
| 7 | Interface USB | Port USB pour souris USB ou disque USB. |
| 8 | Sol | Connectez un fil de terre à la vis de terre pour vous protéger contre la foudre |
| 9 | Power Switch | Interrupteur |
| 10 | Interface PoE | Interfaces réseau pour caméras PoE et pour fournir une alimentation via Ethernet. |

**Remarque :** l'apparence réelle et les composants peuvent varier selon les produits.

# 2. Schéma de connexion du NVR

Pour vous assurer que le NVR et les caméras fonctionnent correctement, veuillez connecter chaque pièce et exécuter le système avant l'installation finale.

| A | B | C | D | E |
|---|---|---|---|---|
| Connectez un moniteur | Connectez les caméras IP | Connectez une souris | Connectez-vous au routeur | Connectez l'alimentation |



# 3. Configurez le NVR

L'opération est interdite avant d'activer l'appareil en définissant un mot de passe administrateur. Après avoir activé l'appareil, vous pouvez utiliser l'assistant de configuration pour compléter les paramètres de base tels que le fuseau horaire, l'heure, le réseau, le disque dur et la réinitialisation du mot de passe.

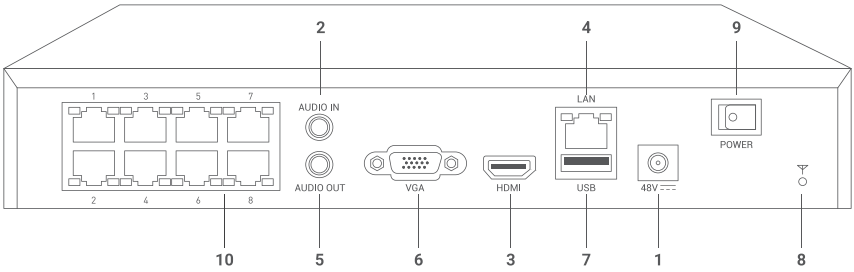
# 4. Contrôle à distance par mobile

1. Une fois l'appareil connecté avec succès à votre routeur, l'accès à la plateforme ANNKE Vision est activé et l'état de la connexion indique En ligne, il peut être ajouté au téléphone mobile pour une visualisation à distance.
2. Téléchargez l'application ANNKE Vision depuis Google Play Store ou Apple Store, cliquez sur S'inscrire pour créer un compte avec votre numéro de téléphone mobile ou votre adresse e-mail, puis utilisez l'application pour scanner le code QR SN afin d'ajouter l'appareil. Vous pouvez retrouver le QR code dans le chemin suivant : Menu-Configuration-Réseau-Accès Plateforme.




Pour plus d'instructions, veuillez nous contacter à support@annke.com

# 1. Introduzione al pannello posteriore dell'NVR



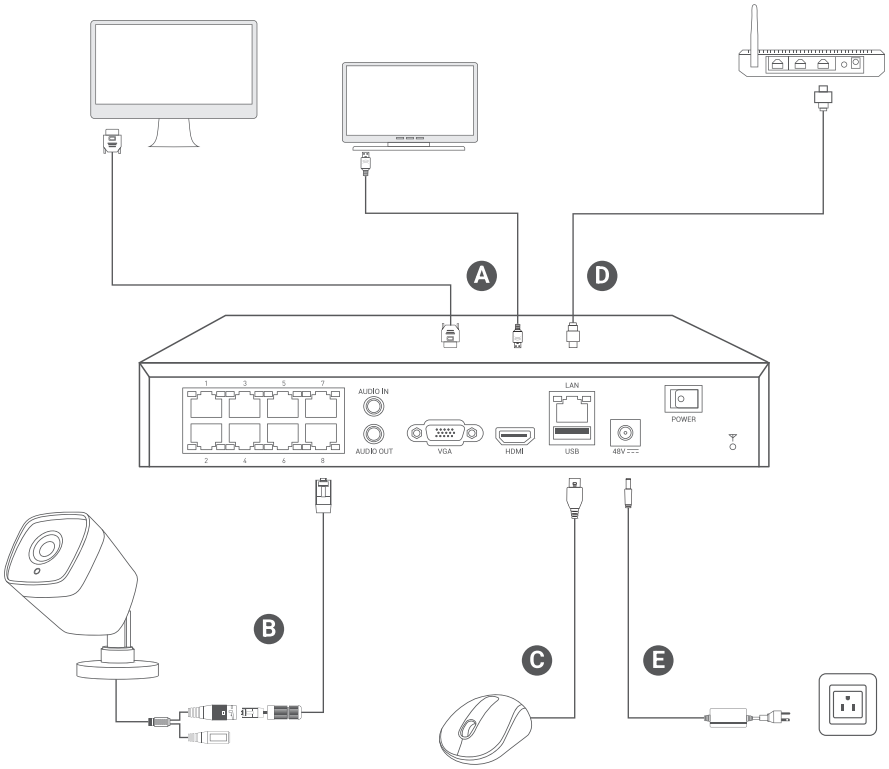

| NO. | Articolo | Descrizione |
|---|---|---|
| 1 | Alimentazione elettrica | Alimentatore 48V DC o AC 100-240V per alimentare l'NVR. |
| 2 | Ingresso audio | Se necessario, collega un microfono con un cavo RCA. |
| 3 | Interfaccia HDMI | Collegare a un monitor HDMI con un cavo HDMI per la visualizzazione dal vivo. |
| 4 | Interfaccia di rete LAN | Se necessario, collega l'NVR alla porta LAN del router con un cavo di rete. |
| 5 | Uscita audio | Se necessario, collega un altoparlante con un cavo RCA. |
| 6 | VGA Interface | Interfaccia VGA |
| 7 | Interfaccia USB | Porta USB per mouse USB o disco USB. |
| 8 | Terra | Collegare un filo di terra alla vite di terra per proteggersi dai fulmini |
| 9 | Interruttore di alimentazione | Interruttore per accendere/spegnere il dispositivo. |
| 10 | Interfaccia PoE | Interfacce di rete per telecamere PoE e per fornire alimentazione tramite Ethernet. |

**Nota:** l'aspetto e i componenti effettivi possono variare a seconda dei prodotti.

# 2. Schema di collegamento dell'NVR

Per assicurarsi che l'NVR e le telecamere funzionino correttamente, collegare ogni parte ed eseguire il sistema prima dell'installazione finale.

| A | B | C | D | E |
|---|---|---|---|---|
| Collega un monitor | Collegare le telecamere IP | Collegare un mouse | Connettersi al router | Collegare l'alimentazione |

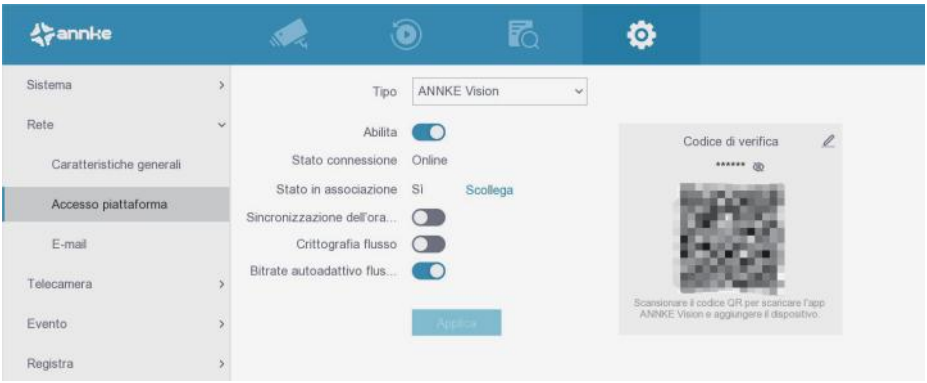


# 3. Configura l'NVR

L'operazione è vietata prima di attivare il dispositivo impostando una password amministratore. Dopo aver attivato il dispositivo, è possibile utilizzare la configurazione guidata per completare le impostazioni di base come fuso orario, ora, rete, disco rigido e reimpostazione della password.

# 4. Controllo remoto tramite cellulare

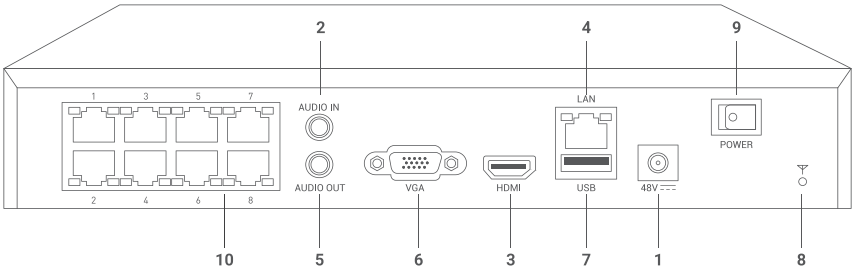
1. Dopo che il dispositivo è stato collegato correttamente al router, l'accesso alla piattaforma ANNKE Vision è abilitato e lo stato della connessione mostra Online, può essere aggiunto al telefono cellulare per la visualizzazione remota.
2. Scarica l'app ANNKE Vision da Google Play Store o Apple Store, fai clic su Registra per registrare un account con il tuo numero di cellulare o indirizzo e-mail, quindi utilizza l'APP per scansionare il codice QR SN per aggiungere il dispositivo. Puoi trovare il codice QR nel seguente percorso: Menu-Configurazione-Rete-Accesso alla piattaforma.




Per ulteriori istruzioni, contattaci all'indirizzo support@annke.com

ES

# 1. Introducción al panel posterior del NVR



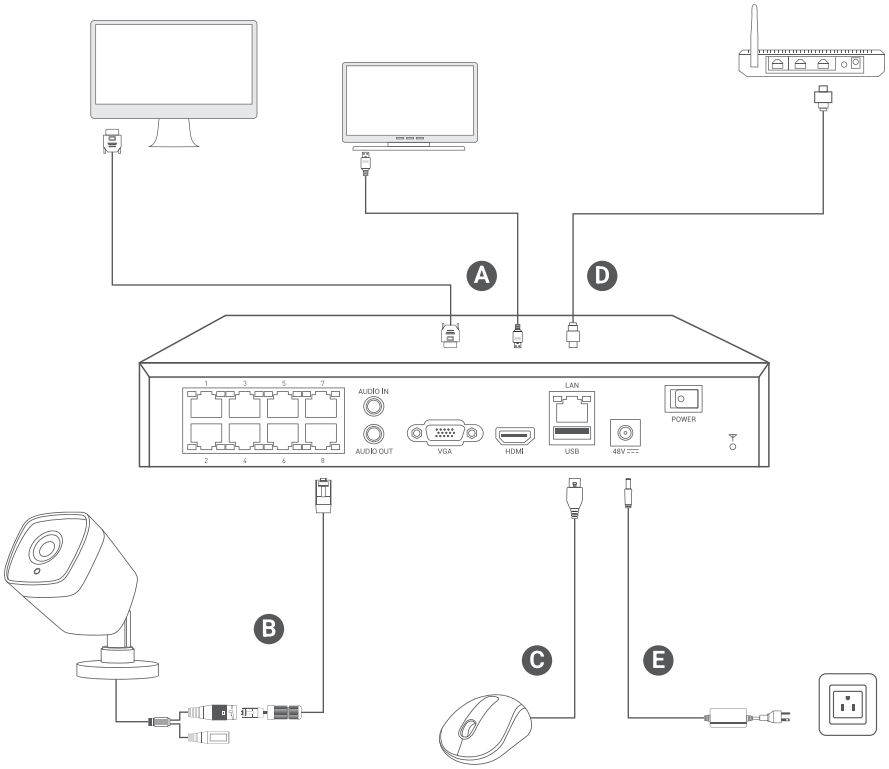

| No. | Artículo | Descripción |
|---|---|---|
| 1 | Fuente de alimentación | Fuente de alimentación de 48 V CC o CA 100-240 V para alimentar el NVR. |
| 2 | Audio en | Conecte un micrófono con un cable RCA si es necesario. |
| 3 | Interfaz HDMI | Conéctese a un monitor HDMI con un cable HDMI para ver en vivo. |
| 4 | Interfaz de red LAN | Conecte el NVR al puerto LAN del enrutador con un cable de red si es necesario. |
| 5 | Salida de audio | Conecte un altavoz con un cable RCA si es necesario. |
| 6 | Interfaz VGA | Conéctese a un monitor VGA con un cable VGA para ver en vivo. |
| 7 | Interfaz USB | Puerto USB para ratón USB o disco USB. |
| 8 | Suelo | Conecte un cable de tierra al tornillo de tierra para protegerse contra rayos. |
| 9 | Interruptor de alimentación | Interruptor para encender/apagar el dispositivo. |
| 10 | Interfaz PoE | Interfaces de red para cámaras PoE y para proporcionar alimentación a través de Ethernet. |

**Nota:** La apariencia y los componentes reales pueden variar según los diferentes productos.

# 2. Diagrama de conexión del NVR

Para asegurarse de que el NVR y las cámaras funcionen correctamente, conecte todas las piezas y ejecute el sistema antes de la instalación final.

| A | B | C | D | E |
|---|---|---|---|---|
| Conecte un monitor | Conectar cámaras IP | Conectar un ratón | Conectarse al enrutador | Conecte la fuente de alimentación |



# 3. Configure el NVR

La operación está prohibida antes de activar el dispositivo configurando una contraseña de administrador. Después de activar el dispositivo, puede utilizar el asistente de configuración para completar la configuración básica, como la zona horaria, la hora, la red, el disco duro y restablecer la contraseña.

# 4. Control remoto por móvil

1. Después de que el dispositivo se haya conectado exitosamente a su enrutador, el acceso a la plataforma ANNKE Vision esté habilitado y el estado de la conexión muestre En línea, se puede agregar al teléfono móvil para visualización remota.
2. Descargue la aplicación ANNKE Vision de Google Play Store o Apple Store, haga clic en Registrarse para registrarse para obtener una cuenta con su número de teléfono móvil o dirección de correo electrónico, luego use la APLICACIÓN para escanear el código QR SN y agregar el dispositivo. Podrás encontrar el código QR en la siguiente ruta: Menú-Configuración-Red-Acceso a Plataforma.




Para obtener más instrucciones, contáctenos en support@annke.com

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