



GuardianEye Monitoring System

INSTRUCTION MANUAL

Important Information

FCC Verification

This equipment has been tested and found to comply with the limits for 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 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 the 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

These devices comply with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- These devices may not cause harmful interference
- These devices must accept any interference received, including interference that may cause undesired operation

Important Notice - All jurisdictions have specific laws and regulations relating to the use of cameras. Before using any camera for any purpose, it is the buyer's responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of cameras and to comply with the applicable laws and regulations.

FCC Regulation (for USA): Prohibition against eavesdropping

Except for the operations of law enforcement officers conducted under

lawful authority, no person shall use, either directly or indirectly, a device operated pursuant to the provisions of this Part for the purpose of overhearing or recording the private conversations of others unless such use is authorized by all of the parties engaging in the conversation.

Warning - Changes or modifications made to this device not approved expressly by the party responsible for compliance could void the user's authority to operate the equipment.

Important Safety Instructions

- Make sure product is fixed correctly and stable if fastened in place
- Do not operate if wires and terminals are exposed
- Do not cover vents on the side of the device and allow adequate space for ventilation
- Only use the power adapter supplied with your NVR

Password Information

Your NVR does not have a default password. A password is created during the Wizard. If password protection has been enabled and you have forgotten your password, please contact Swann Helpdesk & Technical Support for assistance (contact numbers on the last page).

About this Manual

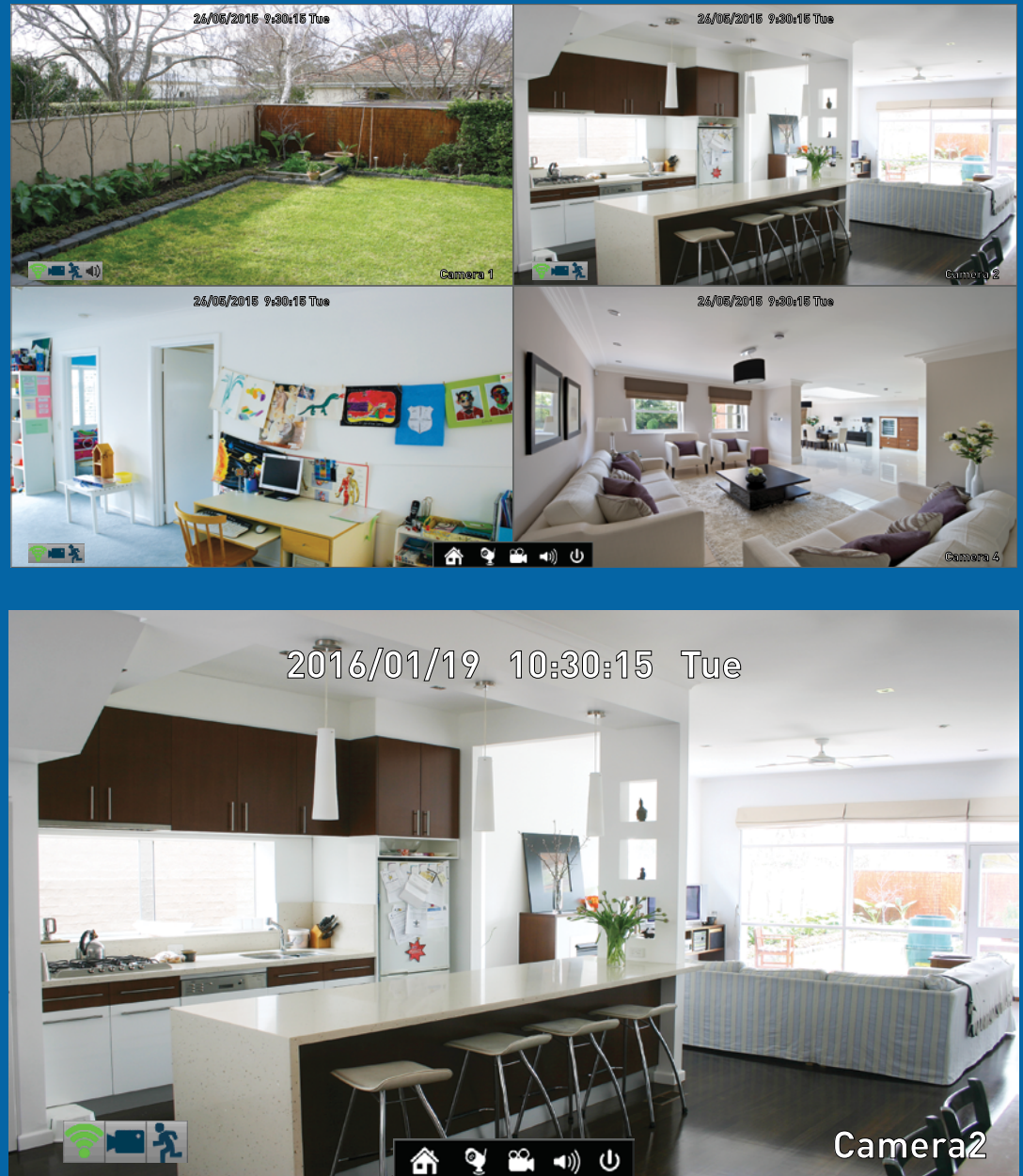
This instruction manual is written for the GuardianEye Monitoring System and was accurate at the time it was completed. However, because of our on-going efforts to constantly improve our products, additional features and functions may have been added since that time. We encourage you to visit our website to check for the latest updates.

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Live View

Live View is the default display mode for your NVR. Each camera connected will be displayed on-screen. You can check the status or operation of your NVR and cameras using the status icons and Menu Bar on the Live View screen. Right-click the mouse to access the Menu Bar.



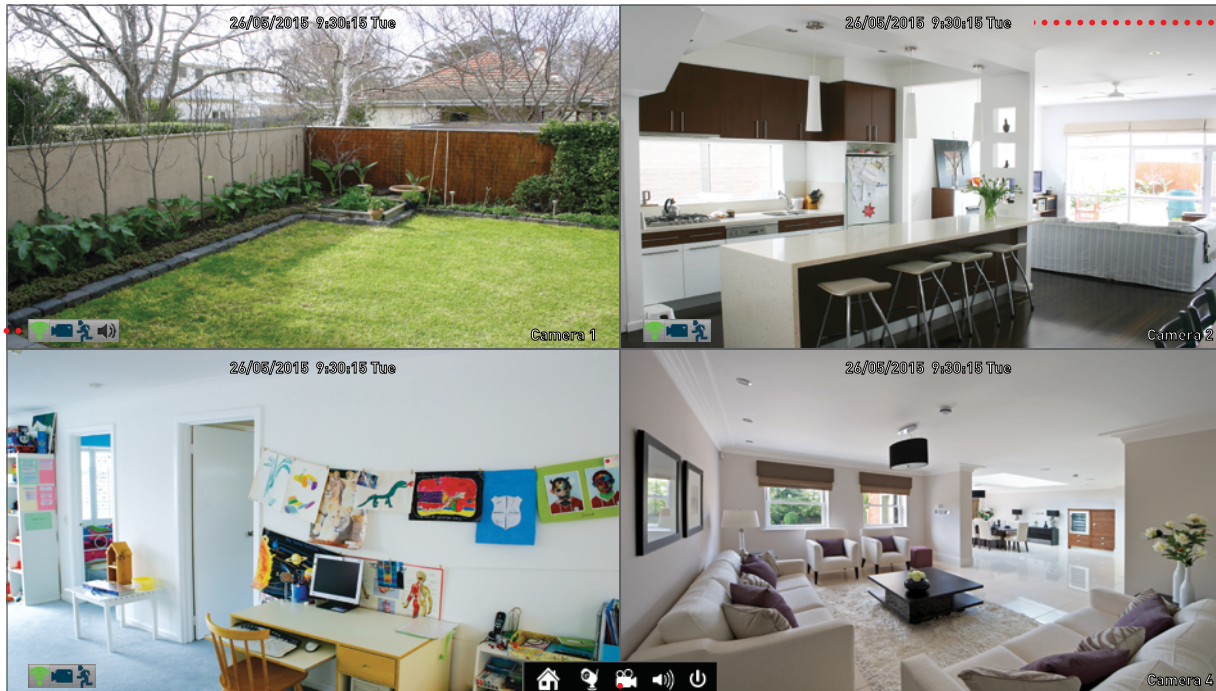
Live View Mode

Live View is the default display mode for your NVR. Each camera connected will be displayed on-screen. You can check the status or operation of your NVR and cameras using the status icons and Menu Bar on the Live View screen (right-click the mouse to display the Menu Bar at the bottom of the screen). You can also access the Menu to adjust settings for Recording, Motion, Network, and to search and play previously recorded videos.



Double-click a video channel to view full screen.

Status Icons



Date & Time

Camera Name



Click & drag a video channel to reposition it.

Menu - Opens the Menu.

Channel - Opens the Device List which displays your cameras that are currently connected.

Search - Click to search and playback previously recorded videos.

Audio - Click to enable or disable live audio playback. Only one video channel can be enabled at a time.

Shutdown - Click to Lock (password must be enabled), Shutdown or Reboot your NVR.

Live View Icons



The record icon indicates that your NVR is currently recording the camera's video stream.



The audio icon indicates that the camera is selected for live audio (click the "Audio" button on the Menu Bar to enable).



The motion icon indicates that your NVR is detecting motion from the camera.



This Wi-Fi icon indicates that the camera is communicating wirelessly with your NVR. The icon may change indicating the strength of the Wi-Fi signal (strong, medium or weak).



The network icon indicates that the camera is physically connected to your network via its LAN connection.



This Wi-Fi icon indicates that your NVR is running in Station mode and is wirelessly connected to your network. The icon may change indicating the strength of the Wi-Fi signal (strong, medium or weak).



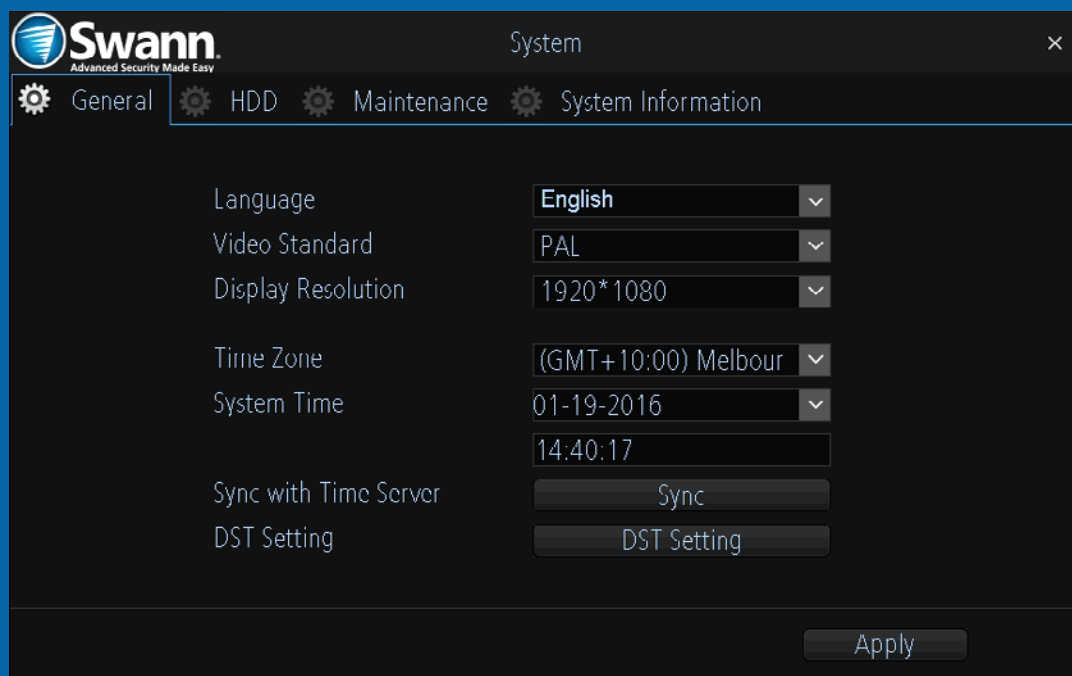
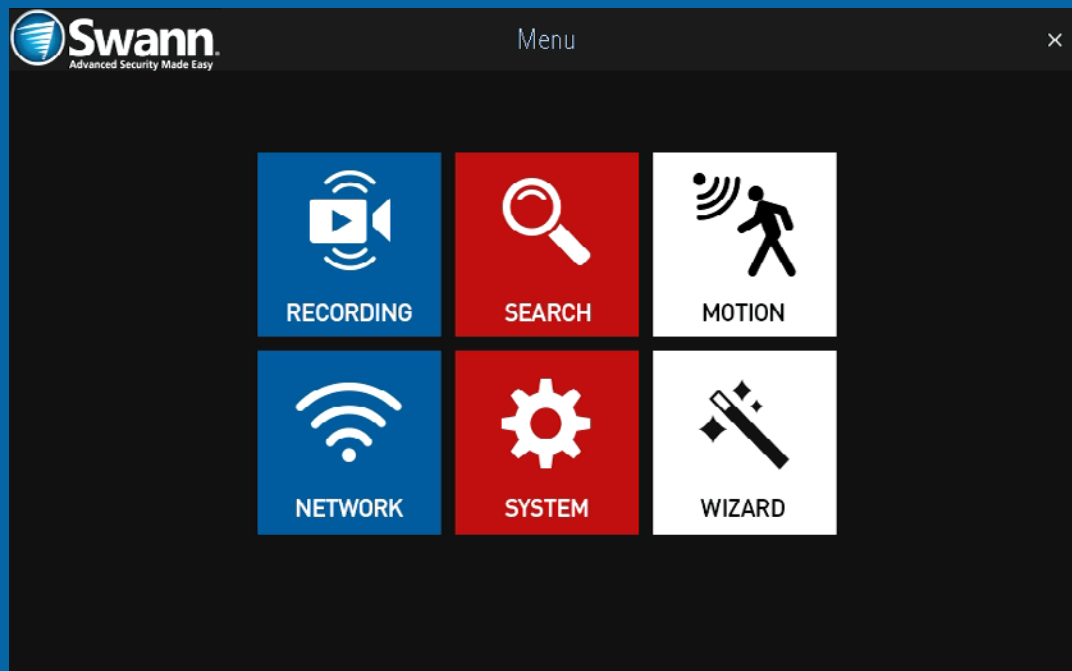
This Wi-Fi icon indicates that your NVR has been disconnected from your wireless network.

VIDEO LOSS

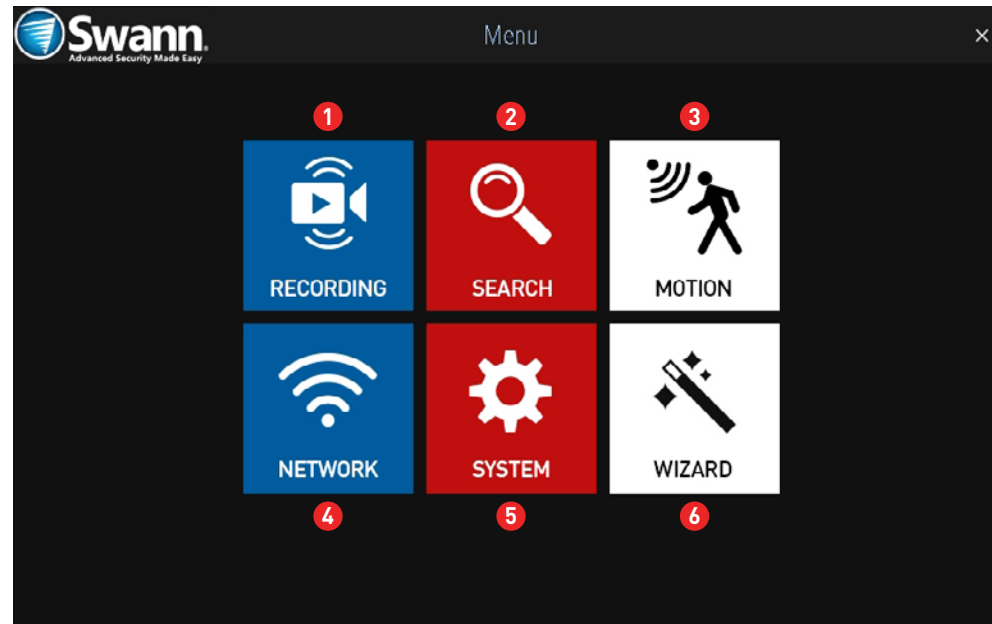
This indicates that the channel displaying this message, has lost the feed from its camera.

Menu

The Menu is where you control the various actions and options that are available on your NVR, such as adjusting settings for motion detection and changing network modes. You can also access previously recorded video for playback and to export to a USB storage device such as a flash drive. To maintain system integrity, a firmware upgrade can be performed when available.



Menu Layout



By right-clicking the mouse, you can access the Menu to play back previously recorded videos, to adjust settings for motion detection and to change system settings or upgrading the firmware.

1. Recording: This function allows you to adjust settings for the camera such as camera name, encoding settings for Main Stream and Sub Stream as well as changing the bitrate and frame rate. You can also change the schedule for both normal and motion recording.

2. Search: This function allows you to search and play back previously recorded videos. You're presented with an overview of video recorded on a particular day for a particular month for each channel on your NVR. You can also create a backup to a USB flash drive.

3. Motion: Motion is the default recording mode for your NVR. The entire view of the camera is enabled to detect motion however you can

select certain areas if you wish. The sensitivity and schedule can also be changed according to your needs. When motion is detected, you can enable your NVR to send you an email notification.

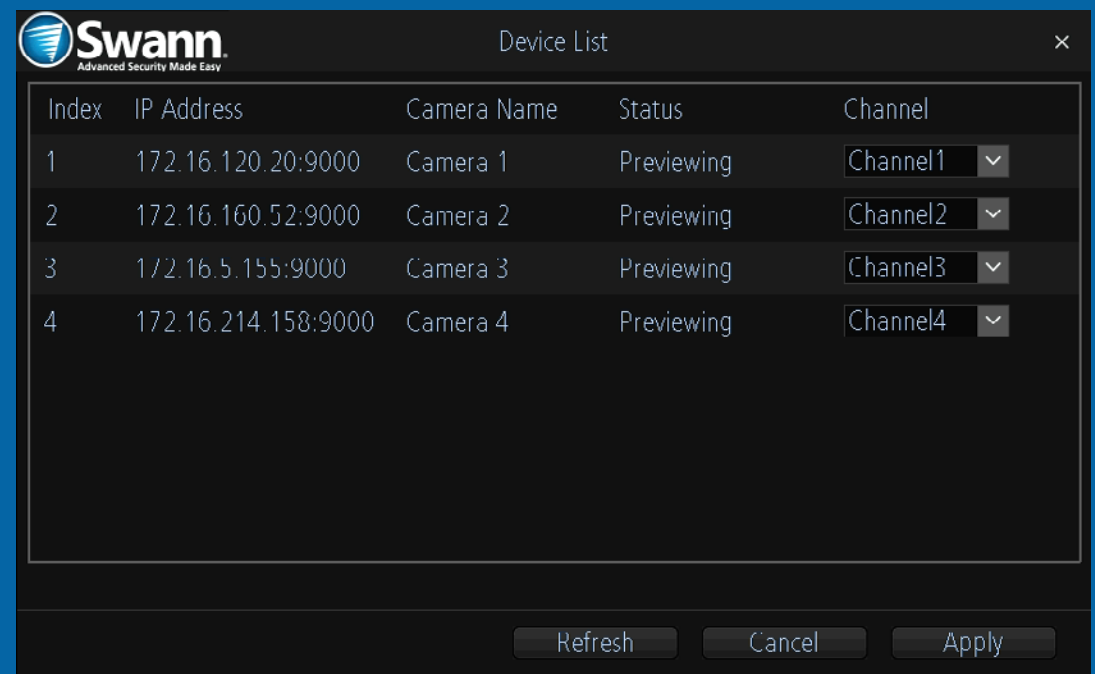
4. Network: This function gives you access to the various network options available including your email settings. The option to change to Station mode can also be done here.

5. System: This function gives you access to the various system settings such as language selection, display resolution, Daylight Saving, formatting the hard drive and upgrading the firmware.

6. Wizard: Click this to access the Wizard.

Camera Configuration

The camera configuration options are available in the “Recording” and “Motion” menus and by clicking the “Channel” button on the Menu Bar. You can change the camera name, alter the encoding settings for Main Stream and Sub Stream, change the bitrate and frame rate and assign a different channel number for each camera detected. The default motion detection area and schedule can also be changed.



Recording: Encode



Camera No.: Select a camera that you would like to configure.

Camera Name: Give your camera a relevant name. It can be up to 16 characters in length.

OSD Display Position: Allows you to change the position of the on-screen display. Click the "Set" button to change. Use the mouse to reposition the camera name. Right-click the mouse then click "Save" to exit.

Record Audio: This is enabled by default. Click the checkbox if audio recording is not required.

Encoding Parameters: Select which parameter that you would like to configure, Main Stream or Sub Stream. By default, the SwannView Link app and Windows software utilises the Sub Stream parameter to stream video from your NVR to your mobile device or computer.

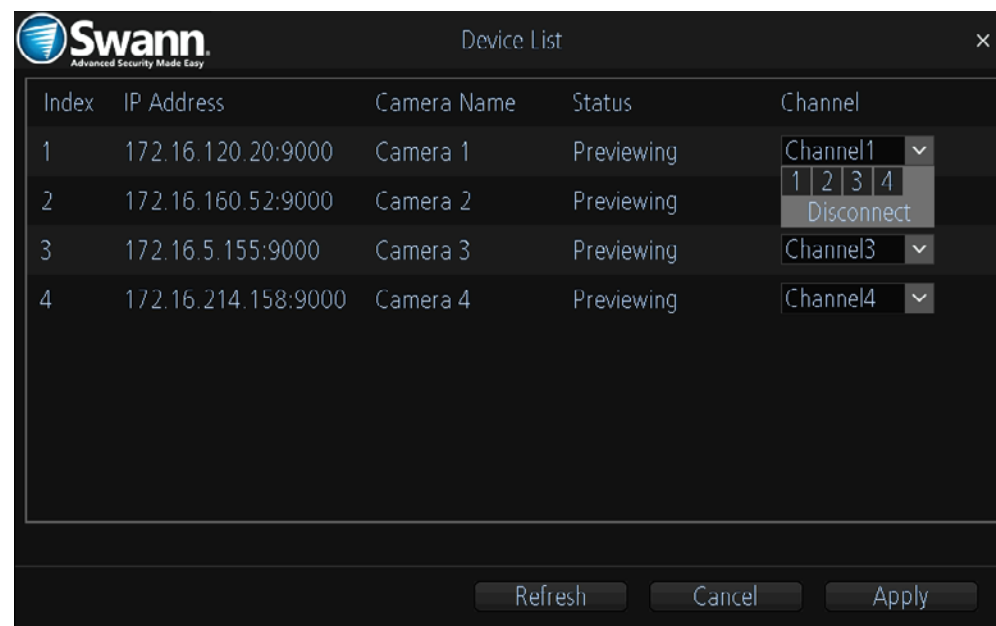
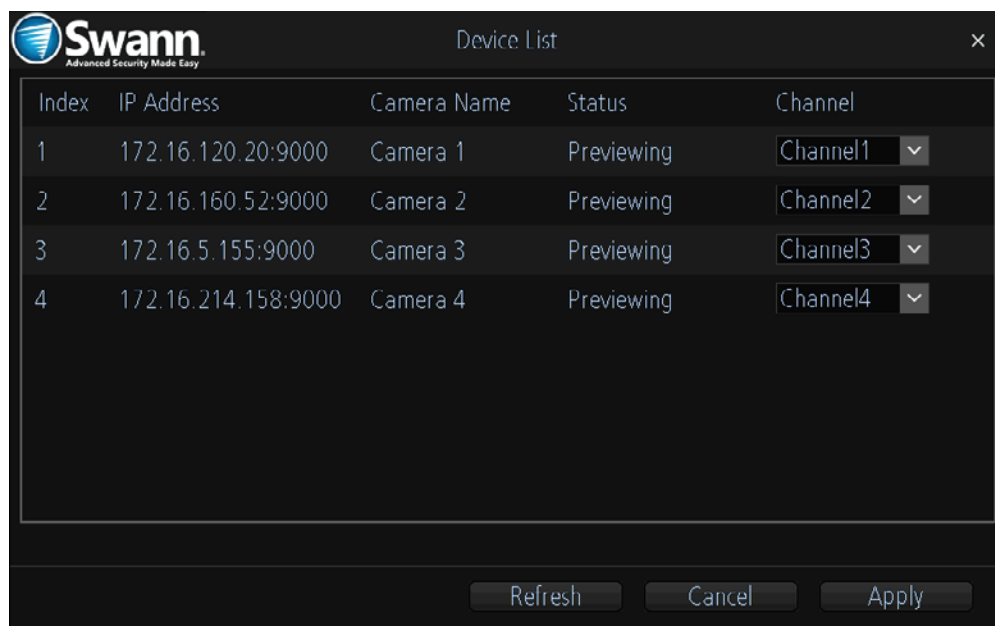
Resolution: The default resolution is 1080P (1920 x 1080) for Main Stream (a lower resolution is also available). For Sub Stream the default resolution is 640 x 360.

Max. Frame Rate(fps): For Main Stream, the default frame rate is 15fps. For Sub Stream, the default frame rate is 6fps. Increasing the Sub Stream frame rate may improve playback quality when streaming.

Max. BitRate(Kbps): The default bitrate is 2048Kbps for Main Stream and 160Kbps for Sub Stream. Changing the bitrate may improve playback quality when streaming.

- Click the "Default" button to revert back to default settings.
- Use the "Copy to" button to apply all settings to the other cameras.
- Don't forget to click "Apply" to save settings.

Channel: Device List



Accessing the Device List displays the cameras that are currently configured, the IP address and status for each camera as well as the ability to assign a different channel number or to disconnect a camera (see above right).

You can also permanently change the position the camera is viewed in Live View mode, for example, a camera installed at the front entrance is currently assigned to Channel4 (bottom right in Live View mode), and you would prefer if this was positioned top left which is assigned to Channel1 (you can change the camera position in Live View mode, however rebooting the NVR will revert back to the original position).

Channel1: Top left.

Channel2: Top right.

Channel3: Bottom left.

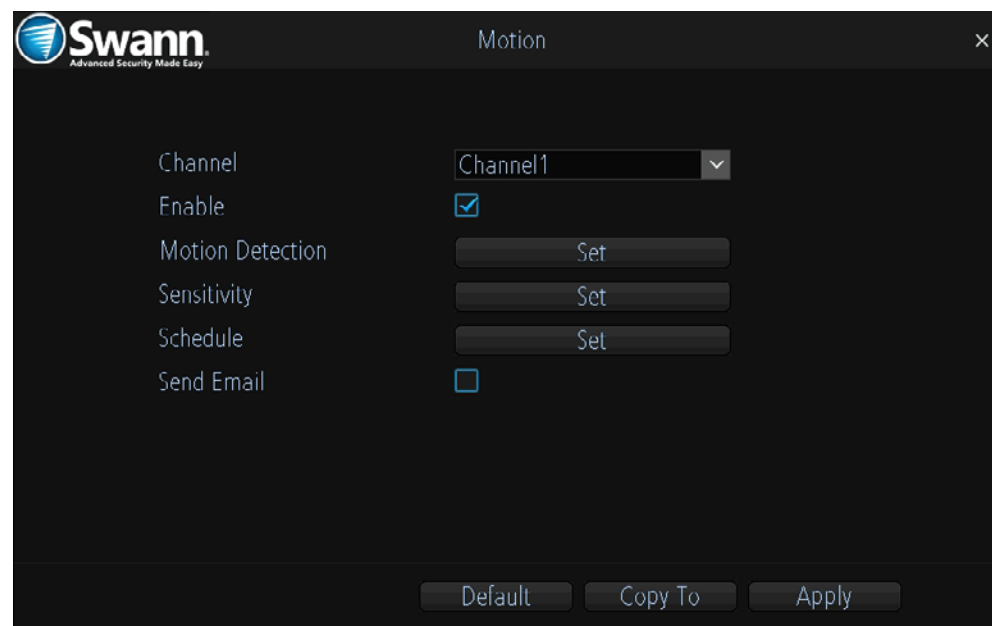
Channel4: Bottom right.

To access the Device List, right-click the mouse then click the “Channel” button.

When assigning a different channel number, each camera must have a unique number, they cannot share a channel number.

- Click the “Refresh” button to refresh the Device List.
- Click the “Cancel” button to exit.
- Don’t forget to click “Apply” to save settings.

Motion



Channel: Select a camera that you would like to configure.

Enable: Motion is enabled by default. Click the checkbox if you want to disable motion detection.

Motion Detection: Click the “Set” button to change the default motion detection area - [see page 13 for more information](#).

Sensitivity: Click the “Set” button to change the sensitivity level for each time period available.

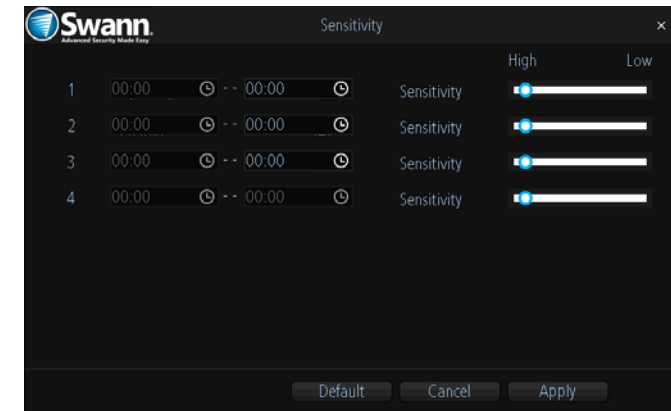
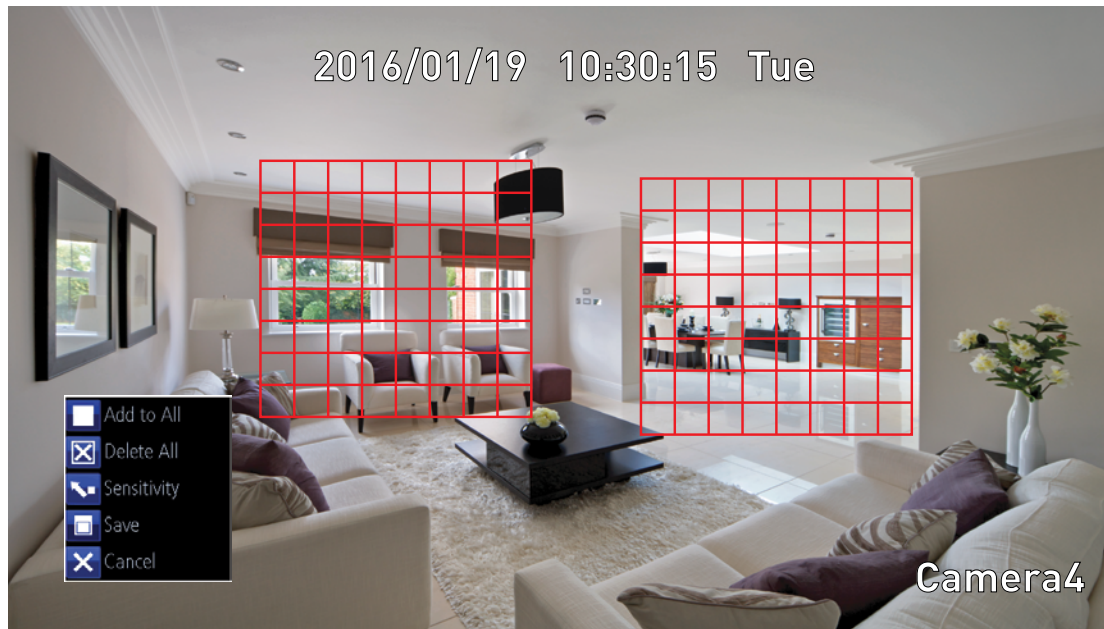
Schedule: Click the “Set” button to change the default alarm schedule - [see page 14 for more information](#).

Send Email: Click the checkbox to send an email when motion has been detected.

- Click the “Default” button to revert back to default settings.

- Use the “Copy to” button to apply all settings to the other cameras.
- Don’t forget to click “Apply” to save settings.

Motion: Motion Detection



Using the “Sensitivity” function, you can change the motion sensitivity for each time period available. Move the slider left or right to change the sensitivity level.

Detecting motion is an essential part of your security system. When motion has been detected by one or more cameras, a signal is sent to your NVR, alerting you to a potential threat in your home. It does this by sending an email and sending an alert to your mobile device or computer.

The entire view of the camera is enabled, however you can select certain areas if you wish. In the above example, a detection zone has been created for the windows and dining room entrance. Movement outside of these zones will not be detected.

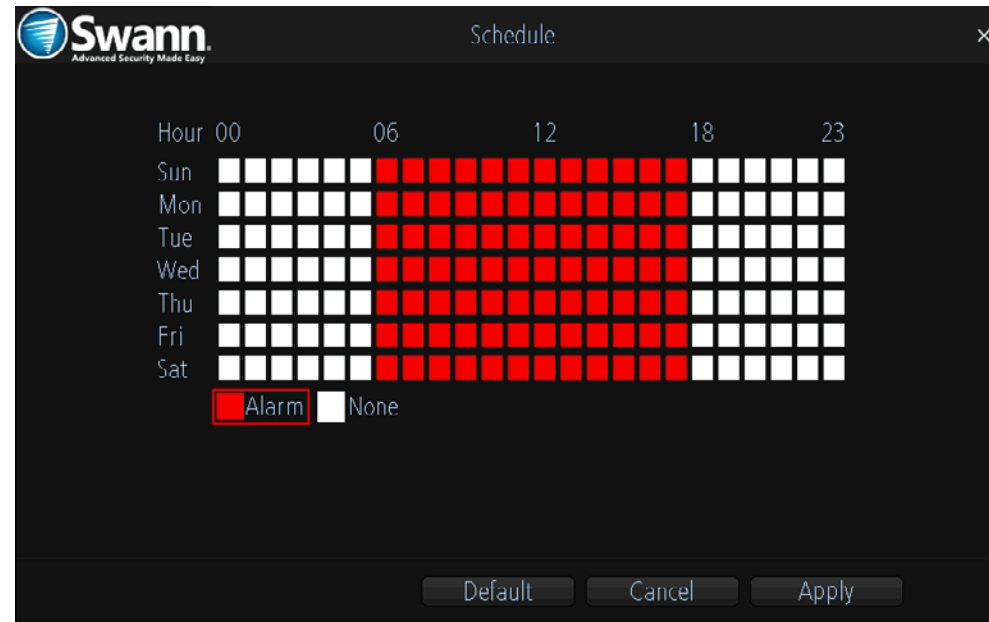
1. Right-click the mouse to access the sub-menu then click “Delete All”.
2. Click and drag to select the area that you want to create a zone for. Multiple zones can be created. The same action also applies if you want to delete a zone that has been created.

3. Right-click the mouse to access the sub-menu then click “Sensitivity” to adjust the sensitivity level (see above) if required.

4. Right-click the mouse to access the sub-menu then click “Save” to save any changes that you have made. To revert back to default settings click “Add to All” or click “Cancel” to exit.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Click “Cancel” to exit.

Motion: Schedule



The schedule is presented as a 24 hour 7 days a week grid and is colour coded to represent the event type. By default, a motion detection alarm schedule has been enabled for each camera. You can however change the schedule according to what fits in with your needs.

In the above example, a schedule has been created for 06:00 a.m. to 06:00 p.m. Sunday to Saturday. Using the mouse, click and drag the mouse over the squares corresponding to your desired time period.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Click “Cancel” to exit.

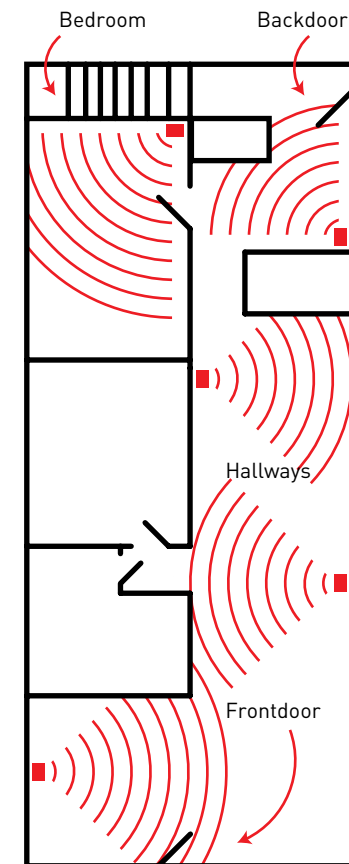
Motion Detection Tips

Placement of the cameras

1. Keep cameras 10 to 15 feet (3 to 4 metres) away from heating vents, where the sunlight shines in, and radiators. If a camera detects a swift change in motion, even that of a cloud passing quickly over direct sunlight shining into your living room, Motion Detection could be activated.
2. Place cameras in areas where people have to walk through, like the stairwell, main hallway or entry door. That way, an intruder will activate Motion Detection regardless of where they are headed. Intruders usually go right for the master bedroom, so put a camera near that room or other rooms where you have valuables, like the study.
3. Walk through your house and assess where intruders are most likely to enter, and what path they would take. Most burglars enter the home through a front or back door, so it's advisable to place the cameras near those areas.
4. When installing cameras outside, it's important to keep your front and backyard well-lit for ideal night vision and the ability to detect motion. It's common for intruders to enter a home through an unlocked garage or by using a garage door opener in an unlocked car located in the driveway.

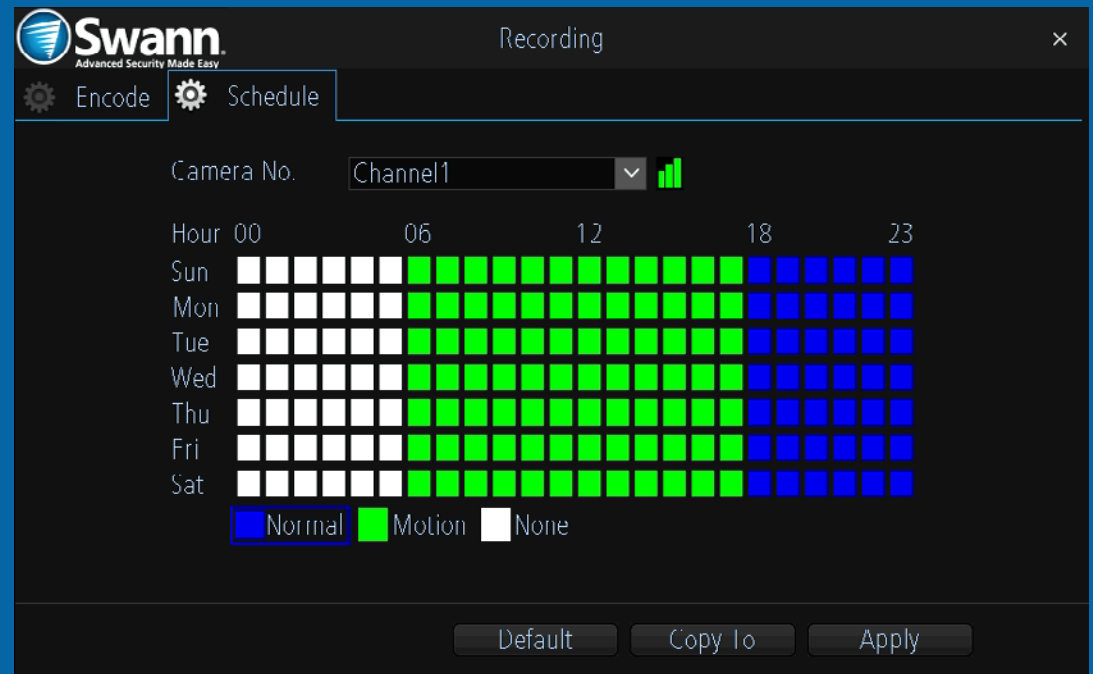
Avoiding false triggers

1. A flag or foliage that is blown by the wind - angle the camera so wind-blown objects are out of the camera's view.
2. Pets moving in front of the camera - lower the sensitivity level and/or point the camera into areas that are not particular high-traffic for your pets.
3. Vehicles moving in the background - angle the camera so as to avoid movement in the background.
4. Moving air from a heater or air conditioner - angle the camera away from these sources.
5. Movement reflected off smooth surfaces such as glass - lower the sensitivity level and/or avoid pointing the camera directly at glass surfaces.



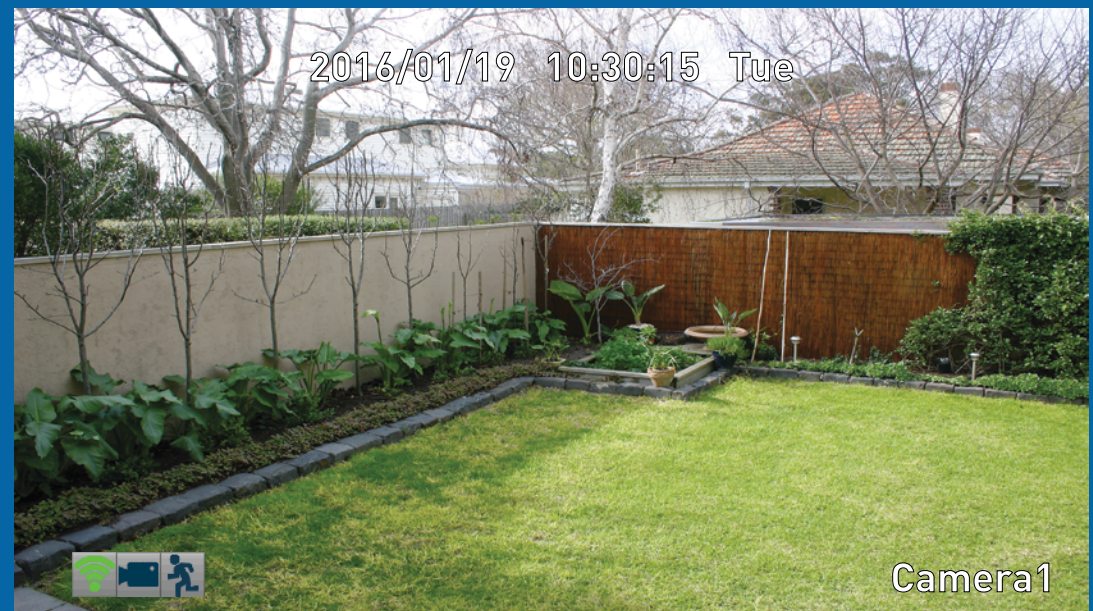
Recording Configuration

The recording schedule is accessible from the “Recording” menu. From here you can change the schedule for each camera connected. By default, a motion detection alarm schedule has been enabled for each camera. However, you can change the schedule according to what fits in with your needs.

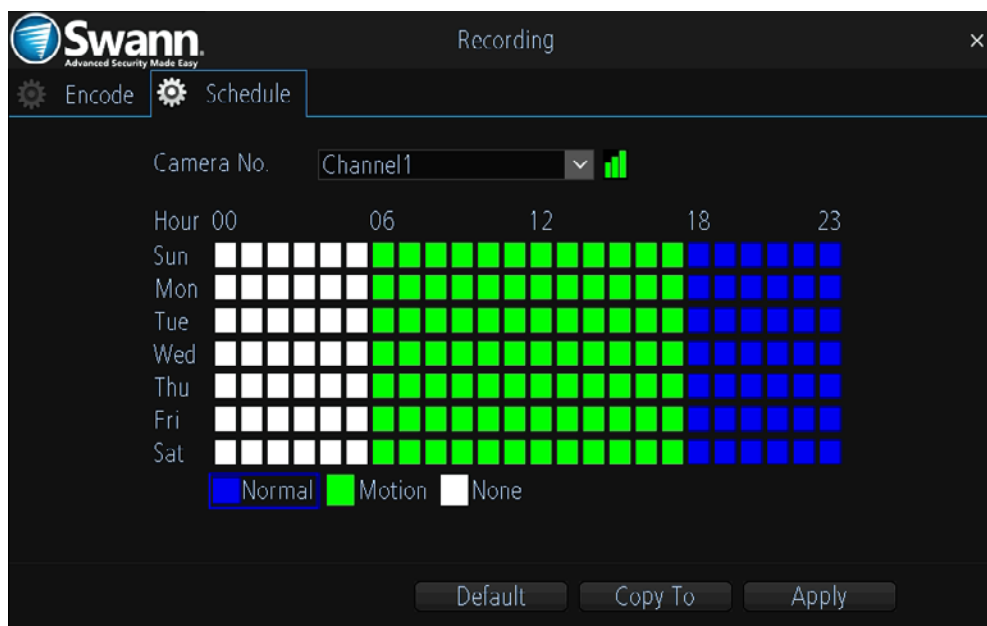


The image shows the Swann Recording configuration interface. At the top, there is a logo for Swann with the tagline "Advanced Security Made Easy". Below the logo, there are two tabs: "Encode" and "Schedule". The "Schedule" tab is selected. The interface displays a grid for configuring the recording schedule for "Camera No. Channel1". The grid has columns for hours (00, 05, 12, 18, 23) and rows for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat). The legend indicates that blue squares represent "Normal" recording, green squares represent "Motion" recording, and white squares represent "None" recording. The current schedule shows "Normal" recording from 18:00 to 23:00 on all days, and "Motion" recording from 05:00 to 12:00 on all days. At the bottom, there are buttons for "Default", "Copy To", and "Apply".

Day	00	05	12	18	23
Sun	None	Motion	Motion	Normal	Normal
Mon	None	Motion	Motion	Normal	Normal
Tue	None	Motion	Motion	Normal	Normal
Wed	None	Motion	Motion	Normal	Normal
Thu	None	Motion	Motion	Normal	Normal
Fri	None	Motion	Motion	Normal	Normal
Sat	None	Motion	Motion	Normal	Normal



Recording: Schedule



The schedule is presented as a 24 hour 7 days a week grid and is colour coded to represent the event type. By default, a motion detection alarm schedule has been enabled for each camera. You can however change the schedule according to what fits in with your needs.

Camera No.: Select a camera that you would like to configure.

Normal: Your NVR will constantly record for a set period of time.

Motion: Your NVR will only record when motion has been detected from one or more cameras.

None: As the name suggests, your NVR will not record.

In the above example, a motion recording schedule has been created for 06:00 a.m. to 06:00 p.m. and a normal recording schedule for 06:00 p.m. to 12:00 a.m. Sunday to Saturday. Using the mouse, select the de-

sired recording mode (Normal, Motion or None) then click and drag the mouse over the squares corresponding to your desired time period.

- Click the “Default” button to revert back to default settings.
- Use the “Copy to” button to apply all settings to the other cameras.
- Don’t forget to click “Apply” to save settings.

Playback & Backup

The Search function gives you the ability to search and play previously recorded videos that are stored on your NVR's hard drive. Each camera is presented as a 24 hour grid and is colour coded to represent the event type. A monthly calendar is also visible alerting you on which days have recordings available. The Backup function gives you the ability to save important events to a USB storage device such as a flash drive.

Swann Advanced Security Made Easy Video Search

2016 Jan 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

00 06 12 18 23

CH1
CH2
CH3
CH4

Normal Alarm None

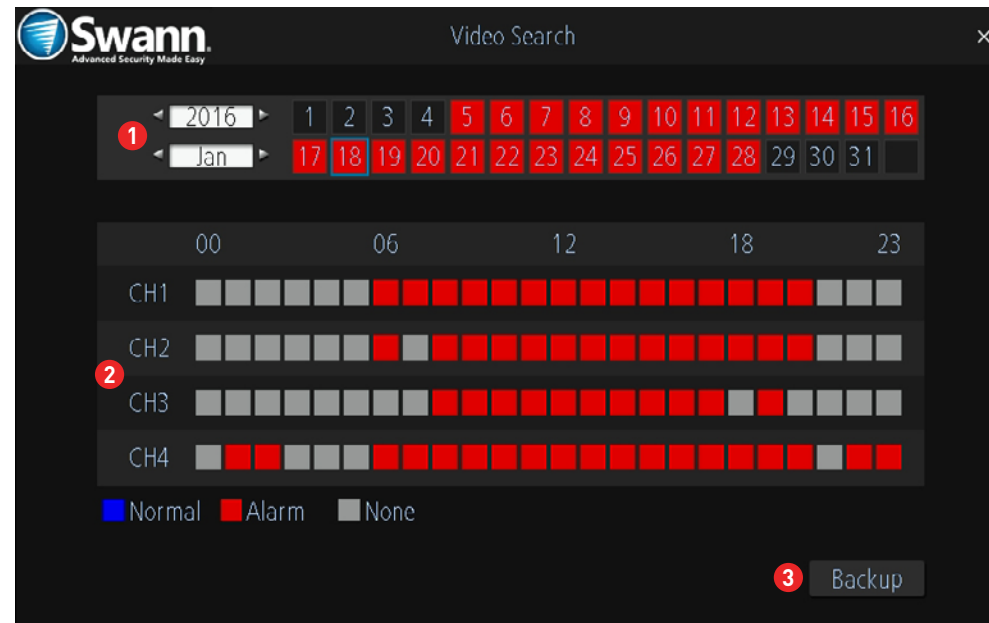
Backup

Swann Advanced Security Made Easy Video Search

<input checked="" type="checkbox"/> CII.	Start Time	Stop Time	Size
<input checked="" type="checkbox"/> CH1	01-18-2016 06:34:26	01-18-2016 06:41:01	67.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 06:43:28	01-18-2016 06:45:46	26.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 06:51:02	01-18-2016 06:53:36	23.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 07:09:06	01-18-2016 07:11:35	24.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:28:45	01-18-2016 08:32:28	23.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:49:05	01-18-2016 08:56:17	37.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:59:45	01-18-2016 09:00:00	1.50MB

Backup Play

Search: Video Search



Each camera is presented as a 24 hour grid and is colour coded to represent the event type (Normal or Alarm). A monthly calendar is also visible alerting you on which days have recordings available (dates in red have recordings available).

1. Select the year and month that you would like to search for then select a date to display the recordings available.
2. Click on a particular event to play back video - [see page 20 for more information](#).
3. Click this to save important events to a USB storage device such as a flash drive. After clicking the "Backup" button, you will see a list of videos for the date that has been selected - [see page 21 for more information](#).

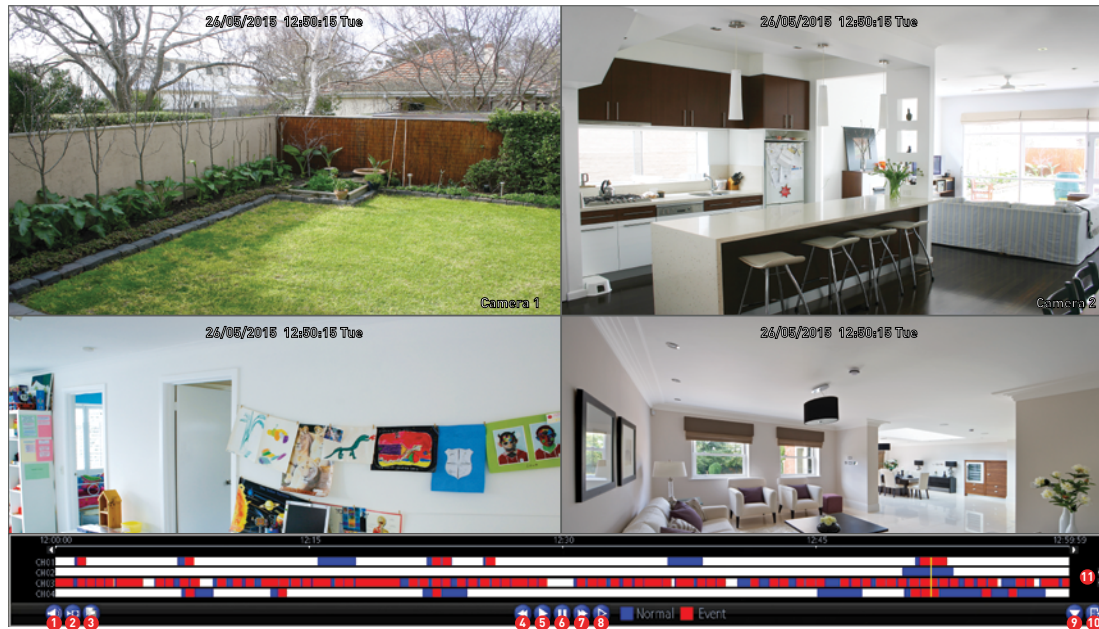


Please note - When playing back recordings, your NVR will continue to monitor and record as normal, therefore playback performance may be sacrificed to ensure reliable recording.

The Playback Interface



Double-click a video channel to view full screen.



1. Mute: Mutes audio playback.

2. Cut: This button allows you to make multiple cuts in your video which you can then export to a USB storage device. When a video is playing, press this button, press and hold the mouse button while dragging along the timeline to set the mark in point then release the mouse button to set the mark out point. You will see a scissor icon above the timeline indicating the two points that have been created.

3. Copy: Click this to save your mark in and mark out points to a USB storage device such as a flash drive.

4. Fast Rewind: Click this to play backwards. Click a number of times to increase speed.

5. Play: Click to play.

6. Pause/Single Frame: Pauses playback. Subsequent presses will move a single frame forward in the video.

7. Fast Forwards: Speeds up playback. Click a number of times to increase speed.

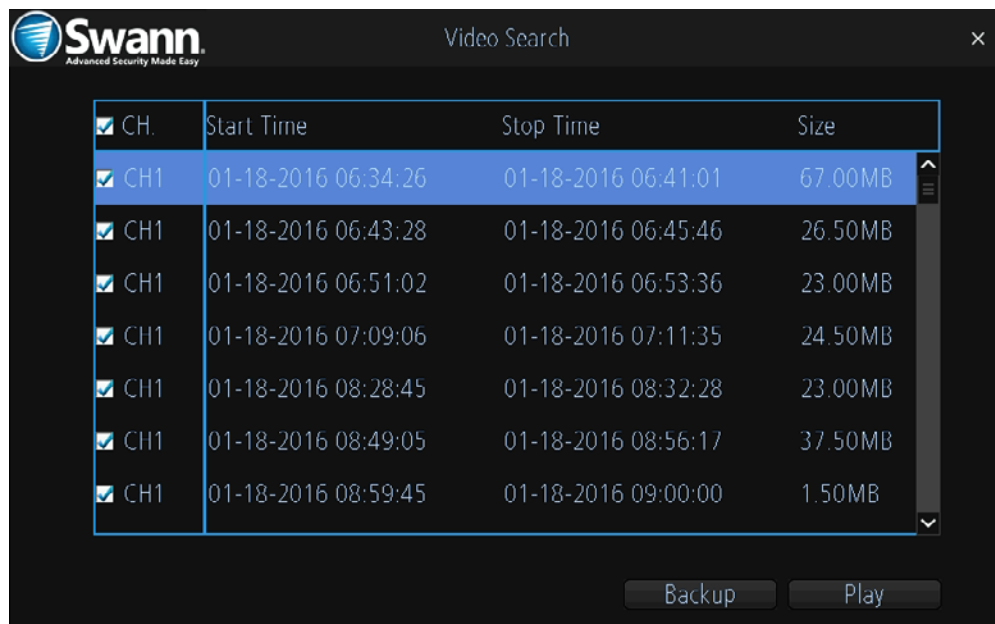
8. Slow Forwards: Play video at reduced speed. Click a number of times to reduce the speed.

9. Hide: Click this to hide the playback interface so you can maximise your viewing area (you can also do this by right-clicking the mouse then clicking "Console").

10. Exit: Click this to exit the playback interface.

11. Zoom In/Out: Zoom in and out of the timeline for precise control.

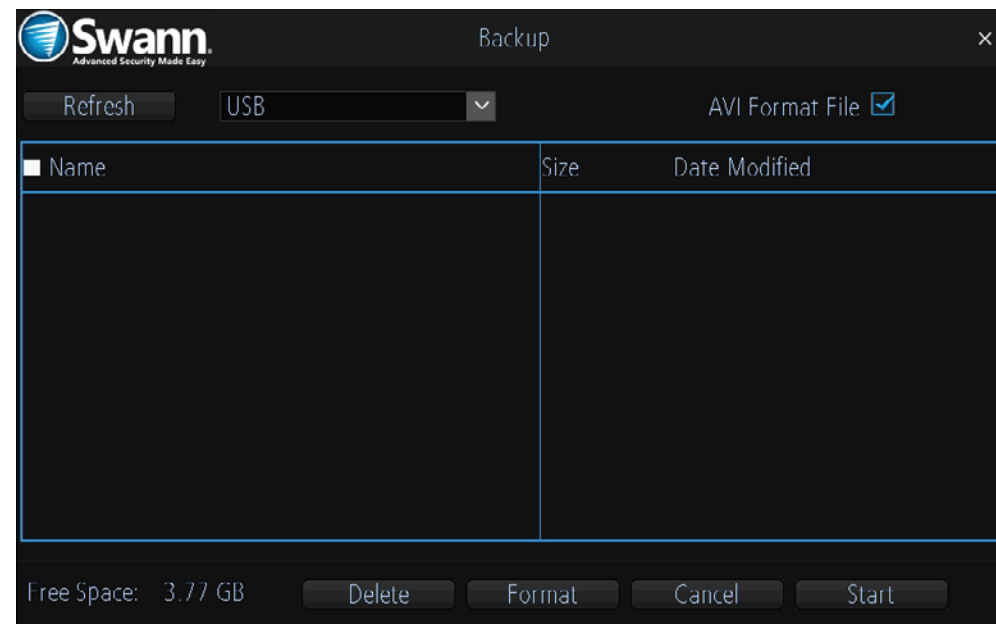
Search: Backup



Swann Advanced Security Made Easy Video Search

<input checked="" type="checkbox"/> CH.	Start Time	Stop Time	Size
<input checked="" type="checkbox"/> CH1	01-18-2016 06:34:26	01-18-2016 06:41:01	67.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 06:43:28	01-18-2016 06:45:46	26.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 06:51:02	01-18-2016 06:53:36	23.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 07:09:06	01-18-2016 07:11:35	24.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:28:45	01-18-2016 08:32:28	23.00MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:49:05	01-18-2016 08:56:17	37.50MB
<input checked="" type="checkbox"/> CH1	01-18-2016 08:59:45	01-18-2016 09:00:00	1.50MB

Backup Play



Swann Advanced Security Made Easy Backup

Refresh USB AVI Format File

Name	Size	Date Modified
------	------	---------------

Free Space: 3.77 GB Delete Format Cancel Start

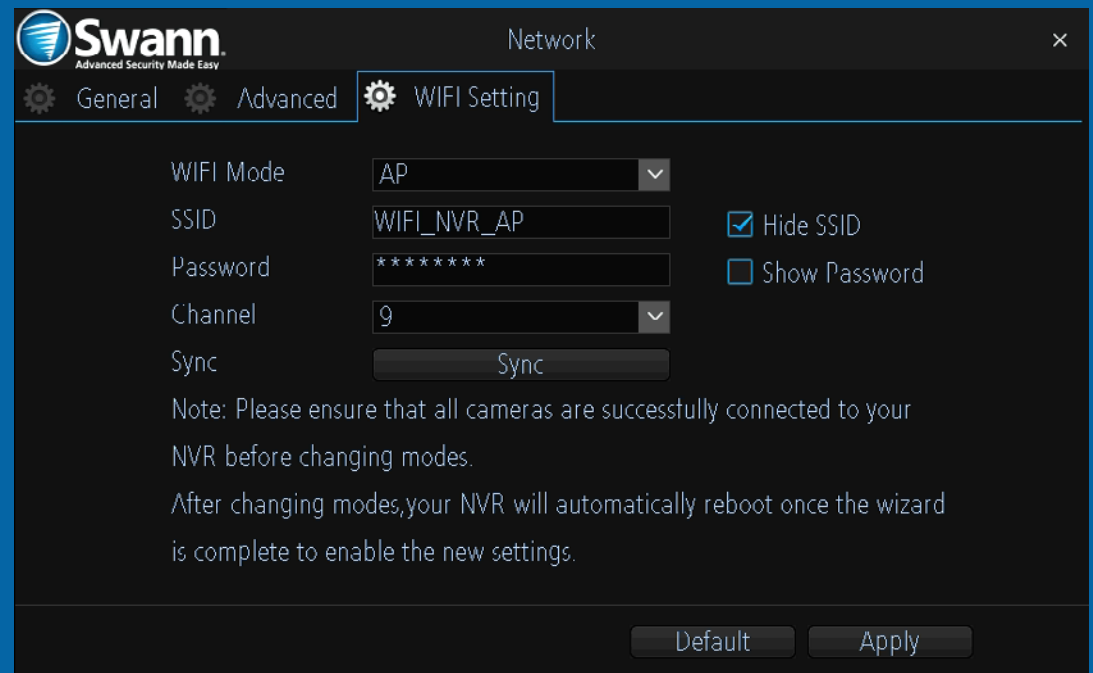
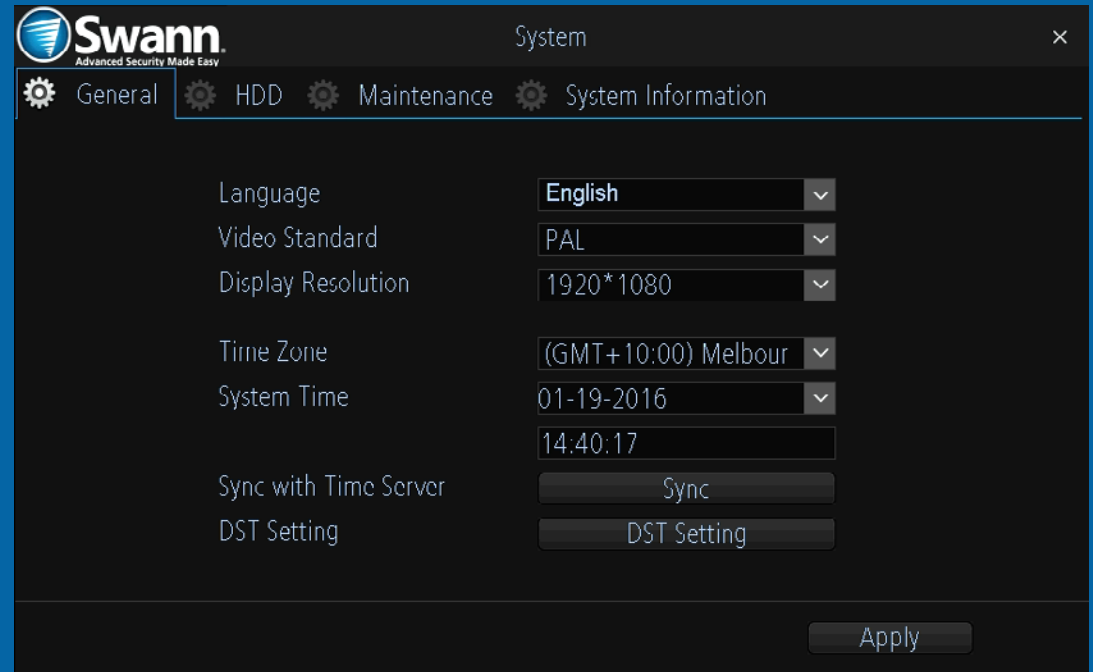
1. By default, each video listed has been selected for backup. If you don't want this, click the checkbox next to the "CH." heading then click the checkbox next to the video that you want to backup.
2. You can also click "Play" to check that the video you have selected is the one that you want to backup.
3. Before proceeding, connect a USB flash drive to the spare USB port located at the rear of your NVR.
4. Wait a short moment then click "Backup".
5. Select the location that you want to save to then click "Start". A progress bar will be displayed on-screen. You also have the option of deleting files and to format the storage device. When finished, right-click the mouse to exit.



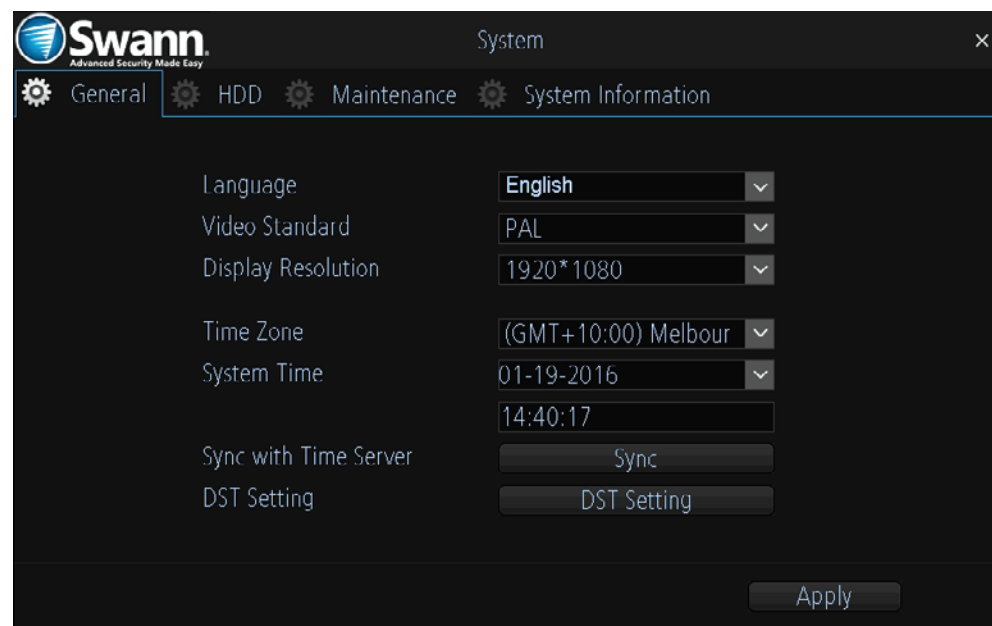
Please note - Depending on the number of files that have been selected, the backup process can be time consuming.

System Configuration

The options available here give you complete control on how your NVR is configured and how it operates. Some of the options such as screen resolution, time zone, email configuration, password creation and Daylight Saving Time are configured during the Wizard. You can also perform a firmware upgrade when available.



System: General



Language: Select a language you would like the system menus to be displayed in. In addition to the default English selection, both French and Spanish languages are available.

Video Standard: Select the correct video standard for your country. USA, Canada and some Latin American countries are NTSC. UK and Australia are PAL.

Display Resolution: Select a resolution that is suitable for your display. 1920 x 1080 resolution will give you the best display quality.

Time Zone: Select a time zone relevant to your region.

System Time: Select the correct date and time. The date is displayed as month, day and year. The time is displayed in 24-hour time.

Sync with Time Server: Click to automatically synchronize your NVR's

internal clock with a time server. A message will appear on-screen stating sync time has been successful. Click "OK" to continue.

DST Setting: This allows you to configure your NVR to automatically adjust its time for Daylight Saving in your time zone - [see page 24 for more information](#).

- Don't forget to click "Apply" to save settings.

Daylight Saving

Swann
Advanced Security Made Easy

DST Setting

Enable DST

Offset 1 Hour

Mode Week

Start Time

Oct 1st Sun 02:00:00

End Time

Apr 1st Sun 02:00:00

Default Cancel Apply

Enable DST: Click the checkbox to enable.

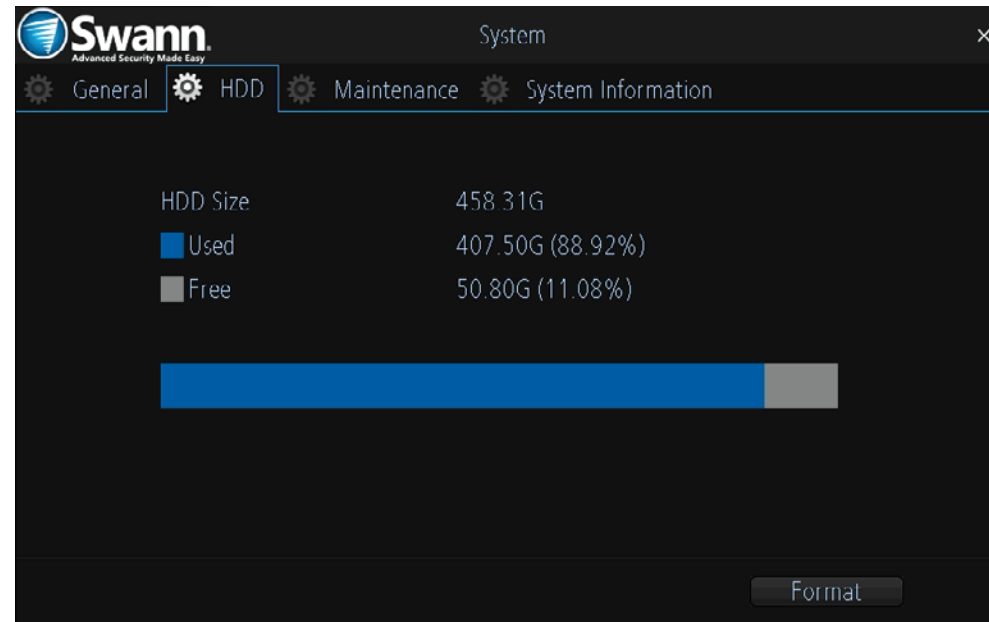
Offset: Select the time that Daylight Saving has increased by in your time zone. Adjust accordingly.

Mode: Select to enable Daylight Saving by week or by date.

Start Time/End Time: Set when Daylight Saving starts and ends, for example, 2 a.m. on the first Sunday of a particular month or on a particular date. Adjust accordingly.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Click “Cancel” to exit.

System: HDD

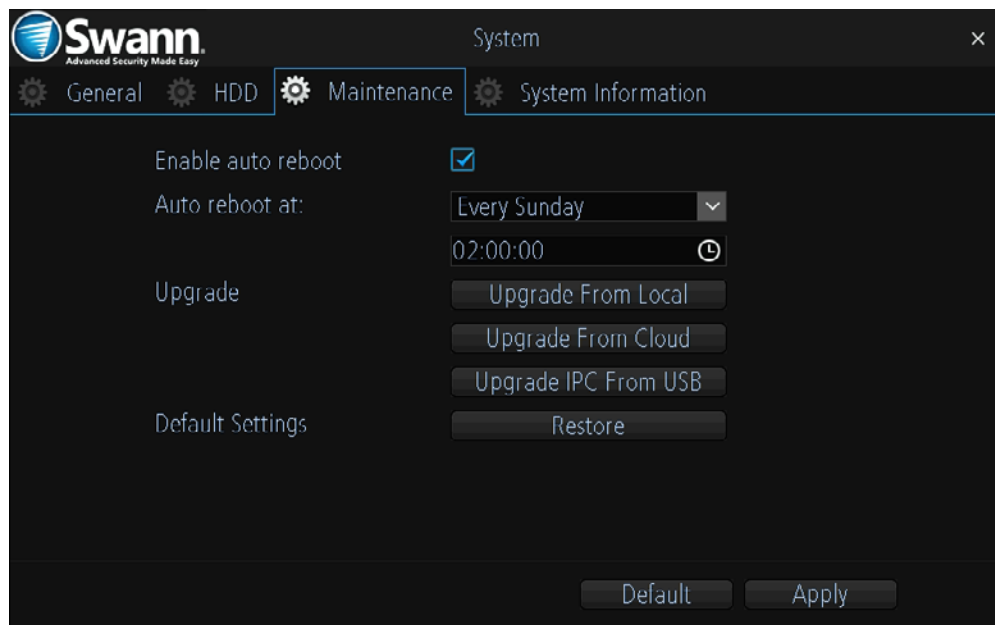


This function gives you the option of formatting your NVR's hard drive. If a new hard drive has been installed, it must be formatted before use.

Format: Click this to format the hard drive. A message will appear on-screen stating that all your recordings will be deleted (If you have any recordings that are required, back them up to a USB storage device first). Click "OK" to continue. The hard drive will now format which will only take a few short moments.

When completed, your NVR will display the used and free figures available (this is dependent on the capacity of the hard drive installed and may vary from the example shown).

System: Maintenance



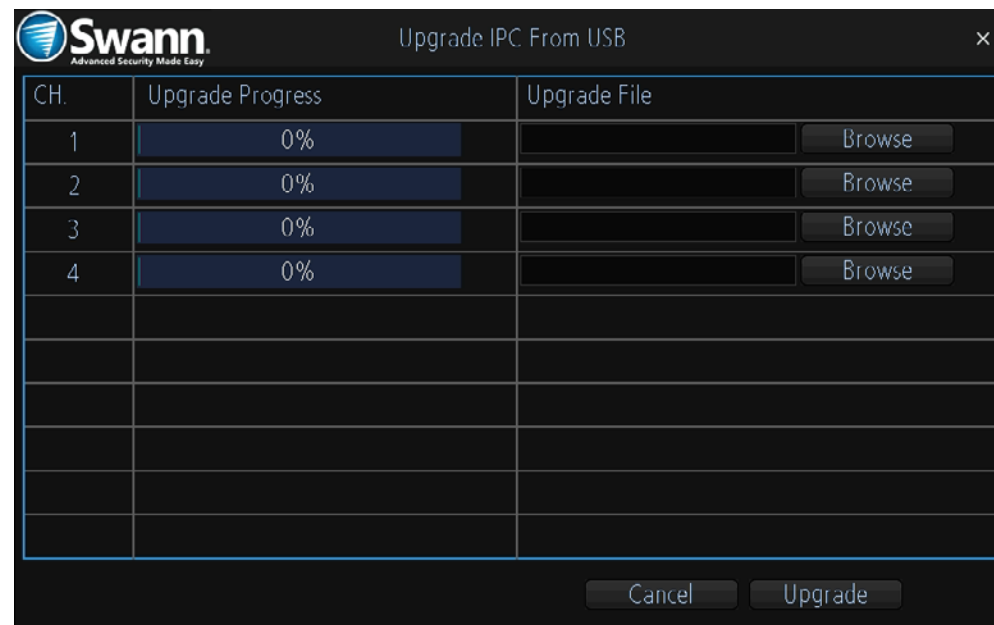
Enable auto reboot: It's recommended to leave this enabled as it maintains the operational integrity of your NVR.

Auto reboot at: Choose an appropriate day and time to reboot your NVR.

Upgrade From Local: Click this to upgrade the firmware from a local source such as a USB flash drive. Select the firmware file, click "Upgrade" then "OK" to confirm. When the firmware upgrade has completed, your NVR will reboot automatically.

Check From Cloud: Click this to check if an updated firmware is available using your Internet connection. A message will appear on-screen informing you if an update is available. Click the "Upgrade" button to proceed then follow the on-screen instructions.

Upgrade IPC From USB: Click this to upgrade the camera's firmware

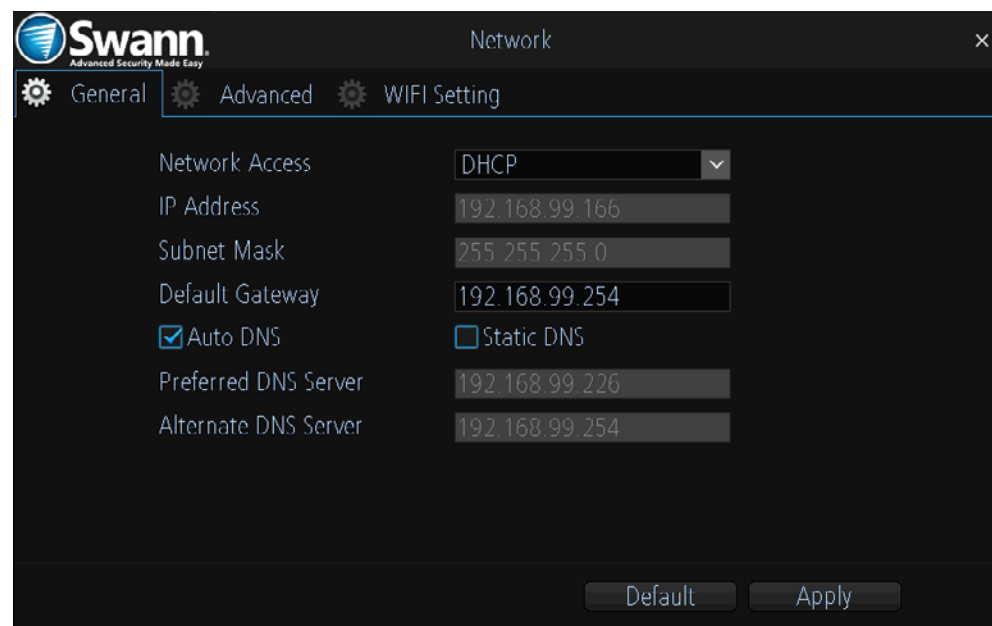


from a local source such as a USB flash drive (see above right screenshot). To upgrade the firmware, click "Browse", select the firmware file then click "OK". Repeat these steps for each camera displayed. When finished click "Upgrade". Each camera will restart when the upgrade has completed.

Default Settings: Click this to restore factory default settings. All recordings on the hard drive will remain.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.

Network: General



As SwannLink Peer-to-Peer technology is utilised to communicate with your network and mobile device, configuration of the network settings is not required. If you have networking expertise and require specific settings for your network, your NVR does have the ability to change them.

Network Access: You can select between two different network types that your NVR can be connected to. The two types are -

DHCP (Dynamic Host Configuration Protocol): This is a system where your router will automatically assign an IP address to each device connected to your network.

Static: This requires that all devices on your network have their IP address manually defined.

IP Address: Each device on your network must have a unique IP address

to identify itself. A typical address might be "192.168.1.24" or something similar.

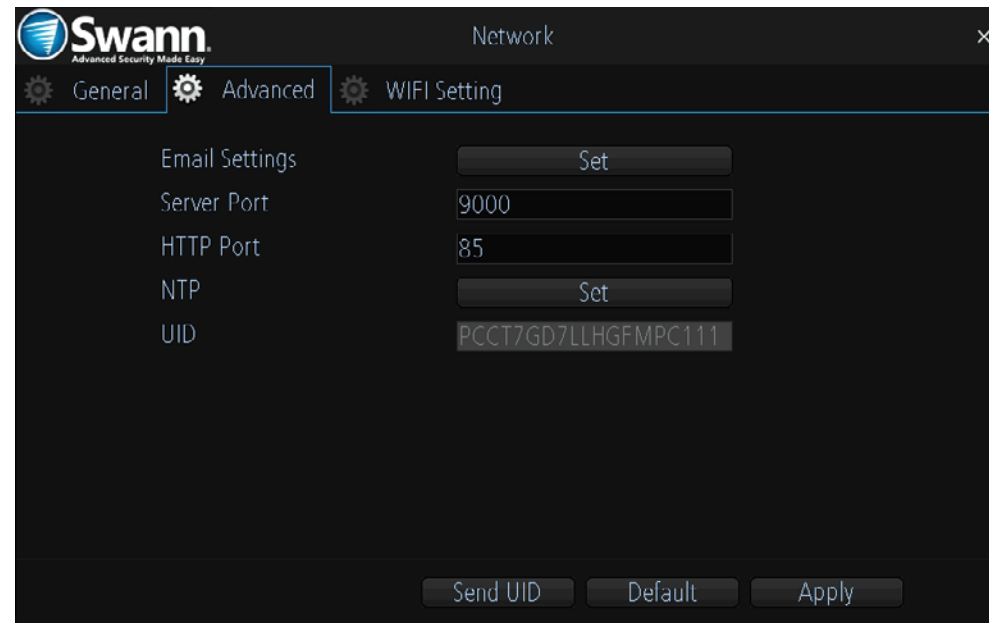
Subnet Mask: This allows the flow of network traffic between hosts to be segregated based on a network configuration. A typical address might be "255.255.255.0" or something similar.

Default Gateway: This allows your NVR to connect to the Internet. This is typically the same IP address as your modem or router.

Auto DNS/Static DNS: Select how would like to define your DNS servers. It's recommended to leave this on auto.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.

Network: Advanced



Email Settings: Click the “Set” button if any changes are required to your email account - [see page 29 for more information](#).

Server Port: This is the port that your NVR will use to send information through. The default number will work in most situations.

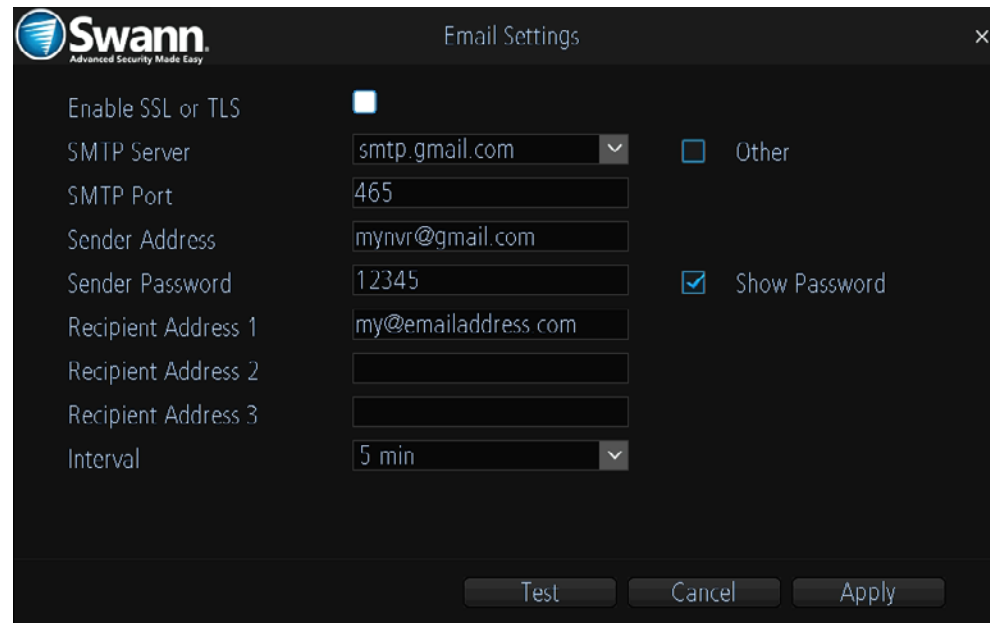
HTTP Port: This port is used to log into your NVR from a remote location.

NTP (Network Time Protocol): This function allows your NVR to automatically sync its clock with an on-line server. This gives it the ability to constantly have an accurate time setting.

UID: This is your NVR’s unique identification code. Click “Send UID” to send this to your email address.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.

Email Settings



Swann
Advanced Security Made Easy

Email Settings

Enable SSL or TLS

SMTP Server smtp.gmail.com Other

SMTP Port 465

Sender Address mynvr@gmail.com

Sender Password 12345 Show Password

Recipient Address 1 my@emailaddress.com

Recipient Address 2

Recipient Address 3

Interval 5 min

Test Cancel Apply

1. Populate each field as shown above (the email addresses shown are examples only, don't use these). You can input up to three email addresses that you can send email alerts to.

2. The interval is the length of time that must elapse after your NVR sends an email alert before it will send another. Adjust accordingly.

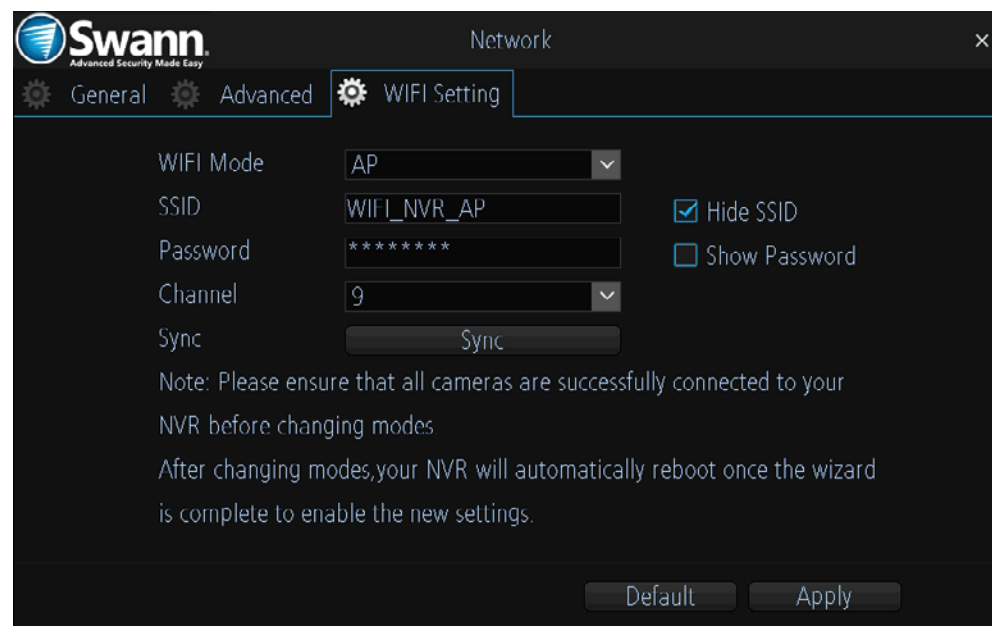
3. Click "Test" to verify the information you've entered is correct. Click "OK" to continue.

- Don't forget to click "Apply" to save settings.
- Click "Cancel" to exit.



Please note - If you receive an error message, check that you have input your email address and password correctly and check your cables and connections.

Network: WIFI Setting



As mentioned in the Wizard quick start guide, the default mode of operation is AP mode. You can however change this to Station mode.

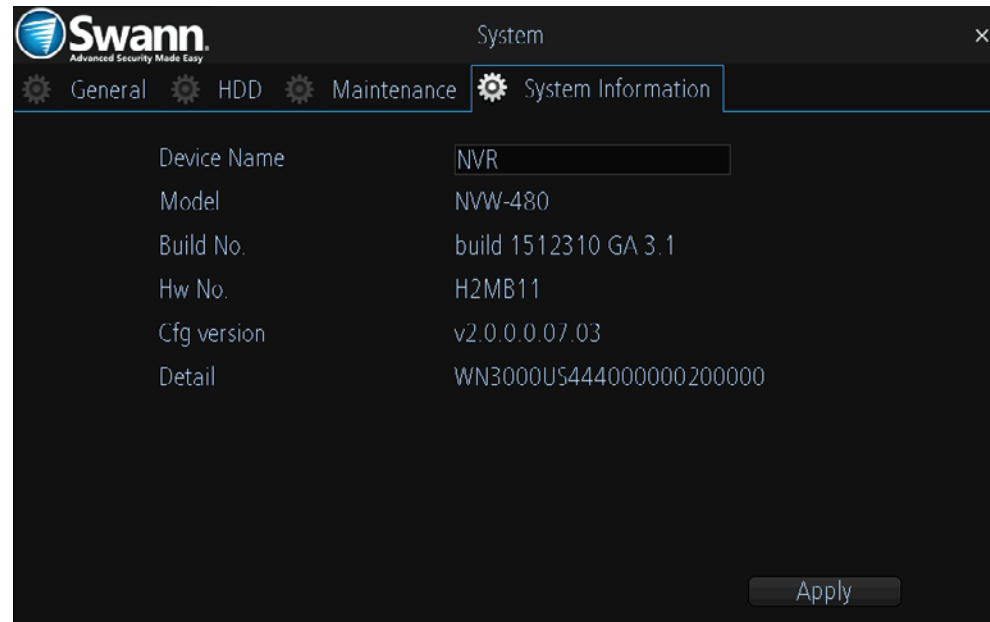
Station mode allows wireless communication with your router to gain internet access. This gives you the flexibility of placing your NVR in a different location, without having to be physically connected to your router. Having internet access gives your NVR the ability to automatically synchronise its internal clock, to send email alerts when events occur and remote access using the SwannView Link app and software.

As mentioned in the on-screen message, make sure each camera has successfully connected with your NVR before changing modes. This is very important as your NVR will instruct the cameras on which mode has been selected. If you see all four cameras in Live View mode, you're good to go.

WiFi Mode: Change from "AP" to "Station" mode -

1. At the next screen, select your Wi-Fi router then click the next button (circle and triangle). Other routers within your vicinity may also appear. If your router does not appear, click the "Refresh" button.
2. Input the password for your Wi-Fi router. It's very important that the password is correct, otherwise your NVR and cameras will fail to connect. Click the next button.
3. A list will appear with all four cameras automatically selected. If one or more cameras fail to appear, click the "Refresh" button. When all four cameras appear (click the camera's checkbox if not selected) then click the "Apply" button. Your NVR and cameras will now reboot and appear on-screen after a few short moments.

System: System Information

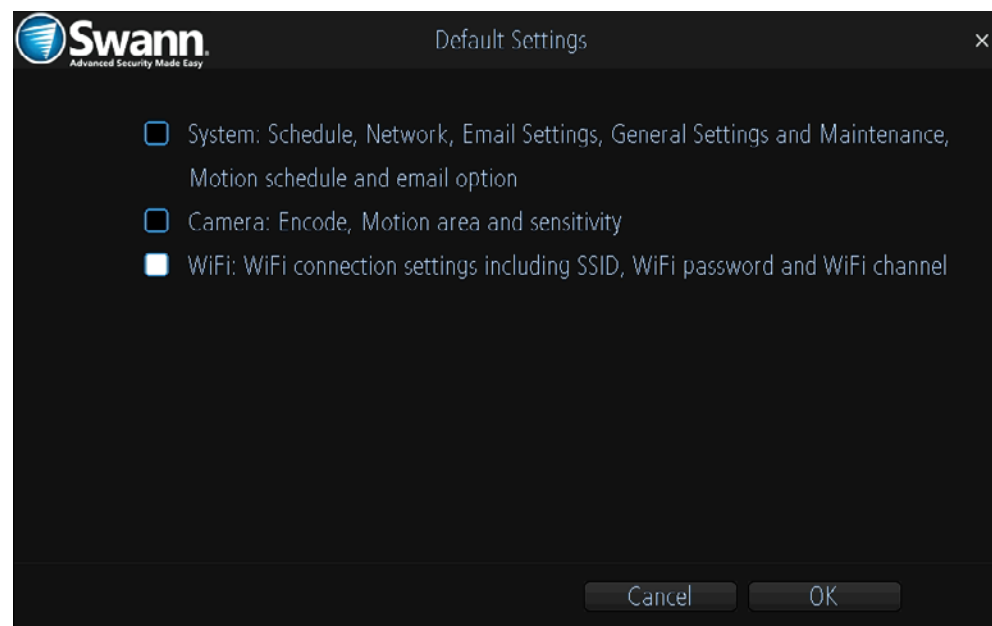


Device Name: Give your NVR a relevant name.

If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

- Don't forget to click "Apply" to save settings.

Troubleshooting



What can I do if my NVR no longer communicates with my cameras?

At some point in time this may happen. You may have input your router's password incorrectly or failed to sync network settings to all cameras. This can cause your NVR and cameras to stop talking to each other.

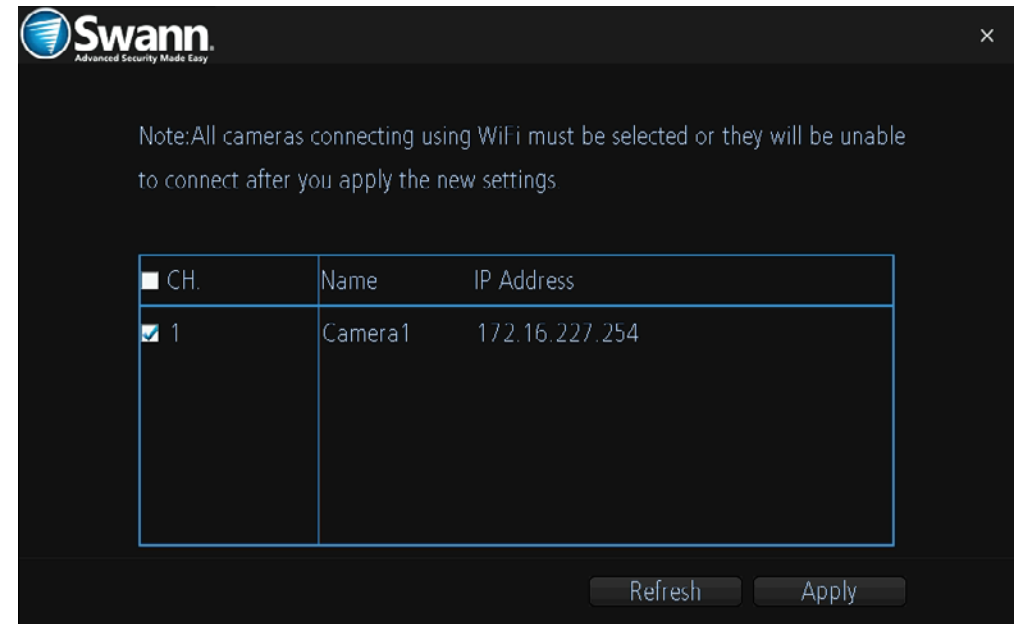
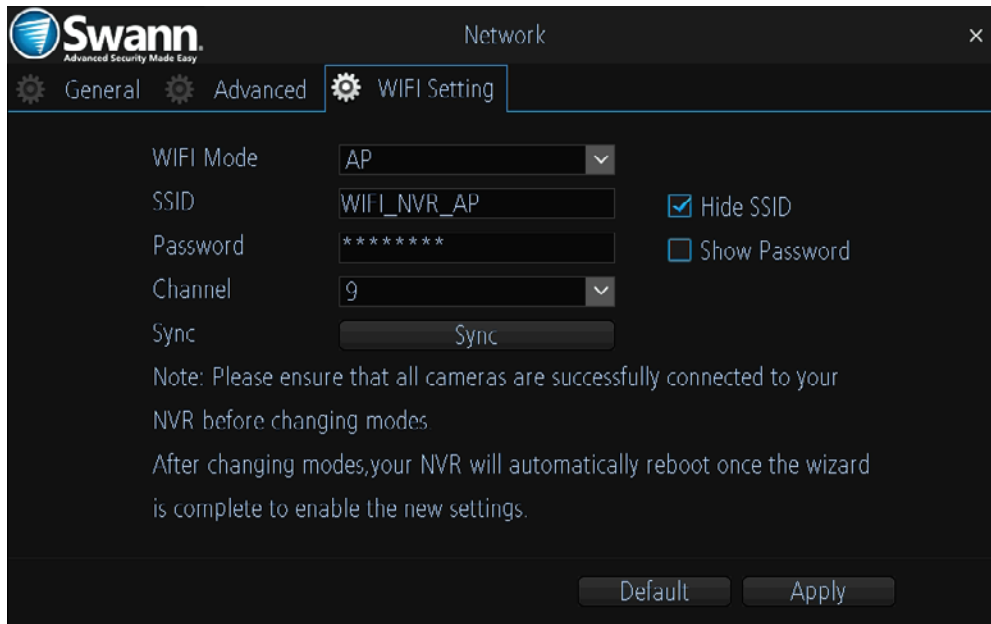
There are two methods available to restore communication with your cameras. A factory reset is required to restore the network settings on your NVR -

1. Right-click the mouse, click "Menu", input your password (if needed), click "System" then click "Restore".
2. As shown above, click the checkbox on the third option available then click "OK". Click "OK" again to confirm. This should only take a few short moments. Right-click the mouse to exit.

3. It's now time to reset each camera. Disconnect the camera's power then hold down the reset button. Keep holding the reset button while plugging in the power cable, hold for 20 seconds then release. This should only take a few short moments.

4. You should now see the camera in Live View mode. Repeat the above steps for each camera available.

Troubleshooting (cont.)



The second method is a little more complicated, so if the first method doesn't work, please try this.

An additional Ethernet cable is required, check the components included with your router, one should have been included.

We recommend that you restore one camera at a time, so disconnect the power cable from each camera before proceeding.

1. If you haven't done a factory reset, follow the instructions on the previous page to restore the network settings on your NVR.
2. Go to "WIFI Setting" in the "Network" menu. As shown above, your NVR will be in AP mode. Make sure your NVR is connected to your router using the provided Ethernet cable.
3. Grab your spare Ethernet cable, plug this into the LAN port on the

camera then connect this to your router.

4. Hold down the camera's reset button. Keep holding the reset button while plugging in the camera's power cable, hold for 20 seconds then release.
5. Click the "Sync" button. As shown above, your camera should be listed. If not, click the "Refresh" button. When the camera appears (click the camera's checkbox if not selected) then click the "Apply" button.
6. After a few short moments, you should now see the camera in Live View mode. Disconnect the Ethernet cable from the camera's LAN port and repeat the above steps for each camera available.

Each camera restored will also appear in the camera list when restoring the other cameras.

Glossary

AP Mode - This mode allows wireless communication with the provided cameras, however your NVR must be physically connected to your router to gain Internet access.

Auto DNS (Domain Name System) - A service that stores domain names and translates them into Internet protocol addresses. For example, www.google.com will have a DNS server address that is equivalent to 74.125.224.72. For this option, the DNS server is automatically provided by your Internet service provider.

Bitrate - The amount of data that your NVR will use to record video. The higher the bitrate, the more space each recording will consume on the hard drive. Increasing this will also consume more bandwidth when streaming.

DHCP (Dynamic Host Configuration Protocol) - Uses an appropriate server or router to enable dynamic assignment of an IP address to a device connected to the network.

Display Resolution - Is the number of pixels supported by your HDTV or VGA monitor. 1920 x 1080 resolution will give you the best display quality.

DNS Server - Is a standard technology for managing public names of web sites and other Internet domains. DNS technology allows you to type names into your web browser which your computer will automatically find the address on the Internet.

DST - Daylight Saving is the period of the year when clocks are moved one hour ahead.

Format - Is a command that prepares a storage device such as a USB flash drive or hard drive to hold data.

Frame Rate - The measurement of the rate that pictures are displayed to create a video feed. This is typically done as frames per second.

HTTP Port - It stands for Hypertext Transfer Protocol and is the port that is used to log into your NVR.

IP Address - The address of a device attached to the network. Each device on the network must use a unique address. IP addresses range from 0.0.0.0 to 255.255.255.255.

Main Stream - Is the video feed that your NVR will display and record.

Motion Detection - Is the main method used by your NVR to detect motion and is an essential part of your security system. It does this by comparing one frame of video with the next. A certain amount of difference between these two frames is interpreted as motion.

NTP - It stands for Network Time Protocol and is used to synchronize your NVR's clock with a time based server.

NTSC - Is the video system used in North America, Canada and some Latin American countries. In NTSC, 30 frames are transmitted each second.

OSD (On-screen Display) - Display information from the camera such as time, date and camera name on-screen.

PAL - Is the video system used in the United Kingdom, Australia and most European countries. In PAL, 25 frames are transmitted each second.

Resolution - The measure of detail that can be seen in an image. The higher the number, the greater the detail available.

Server Port - Is a logical connection place and specifically, using the Internet protocol TCP/IP, the way a client program specifies a particular server program on a computer in a network. Your NVR will use this port to send information through.

Glossary

SMTP Port - Is the port number used by a SMTP server. This is specified by your Internet service provider or by the email provider.

SMTP Server - It stands for Simple Mail Transfer Protocol and is the address used to send emails.

SSID - Is the technical term for a network name. When you setup a wireless network, you give it a name to distinguish it from other networks in your neighbourhood.

Static - Requires all devices on the network to have their IP addresses manually defined, as there is no device dedicated to automatically assigning addresses.

Static DNS - In some circumstances, your Internet service provider may require you to use a static DNS instead of an auto DNS on your router. Match your routers settings here.

Station Mode - This mode allows your NVR to gain internet access, without having to be physically connected to your router.

Sub Stream - Is the video stream that your NVR will send to remote devices via the network or Internet. Video quality is reduced to make it easier to send.

Subnet Mask - Is a method that allows one large network to be broken down into several smaller ones.

Time Server - Is a computer or server that reads the actual time from reference clock and distributes the information to its clients on the network.

Time Zone - Is a region that observes a uniform standard time for legal, commercial, and social purposes. It is convenient for areas in close communication to keep the same time.

UID - It stands for Unique Identifier and is a numeric or alphanumeric

string that is associated with a single entity within a given system. By entering your NVR's UID into the SwannView Link app and software, allows you to communicate with your NVR without having to remember IP addresses or port numbers.

Warranty Information

USA

Swann Communications USA Inc.
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Santa Fe Springs CA 90670
USA

Australia

Swann Communications
Unit 13, 331 Ingles Street
Port Melbourne Vic 3207
Australia

United Kingdom

Swann Communications LTD.
Stag Gates House 63/64 The Avenue
S0171XS
United Kingdom

Warranty Terms & Conditions

Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of date of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann's repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.

By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

Helpdesk & Technical Support

Technical Support E-mail: tech@swann.com

Technical Support Website: support.swann.com

Telephone Helpdesk

USA Toll Free 1-800-627-2799

USA Parts & Warranty 1-800-627-2799

(M-F, 9am-5pm US PT)

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