



AHD Security Camera system

Quick Installation Guide

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1. Introduction

Thank you for purchasing our product.

This is a quick installation guide on how to setup the system. If you need customer support, email us and expect response within 24 hours or sooner.

2. Safety tips

1. Please do not put any fluid container on the product.
2. Please use the product in a well-ventilated environment and do not block the vents.
3. Please use the included power supply to prevent damage to the product.
4. Please use the product under its standard working temperature and humidity.
5. Place the DVR on a flat surface and avoid placing on vibrating surfaces.
6. Please follow the regulations and policies of your country and area regarding the installation of this device.

3. What else do you need?

- ① The DVR is like a desktop PC and you only require a monitor display to view it.

Tip: The monitor display can be a PC monitor or TV, with a VGA or HDMI input.

- ② Increase the storage by adding a SATA hard drive to the DVR. You can then record, playback and copy the videos when needed. (For DVRs with a preinstalled HDD, the system will automatically record once the HDD is formatted.)

Tip: For the SATA hard drive installation instructions, please refer to FAQ #Q1.

- ③ Internet connection. Like a PC, you can use it without internet. However, with an internet connection, you can make use of the system's full capabilities. Hard wire the DVR via the network cable to your router to get an internet Connection.

4. Know your hardware





- ① BNC port: Analog signal input port
- ② A-OUT: Audio out. Use the RCA to connect to audio output device
- ③ HDMI port: For viewing on HDTV
- ④ VGA port: For viewing on VGA monitor
- ⑤ AUDIO IN: Audio in. Use the RCA to connect to audio input device
- ⑥ USB ports: For mouse and data backup
- ⑦ WAN/ LAN port: To connect your DVR to the internet
- ⑧ Power supply

5. Things to check before installation

① Package contents

Please check all parts and accessories according to the packaging description. If any part is missing or damaged, contact our customer service immediately.

② Test run

The cameras require mounting and power cabling in some situations. To save time and ensure all devices work well, we suggest a test run of all devices IN THE SAME PLACE before installation. Follow the steps in section 6 to test run the system. If all works well, you can then go ahead to plan and mount cameras. If there are any issues with the test run, please contact us.

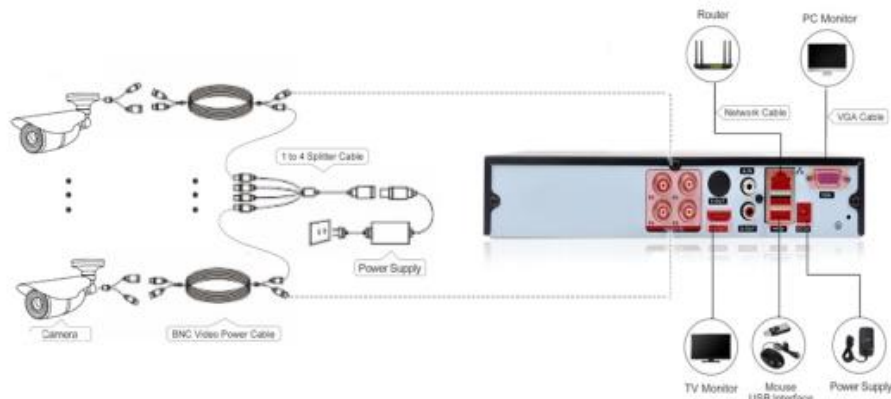
6. Setting up the system for live viewing

① Preparation

1. The camera system/DVR
2. A monitor or TV
3. A VGA or HDMI cable (Many monitors and TVs have them as standard accessories)
4. A router for internet connection

② System set up

Please connect the camera system according to the diagram below



1. Connect the monitor/ TV to the DVR via its HDMI or VGA port.
2. Connect the USB mouse to the USB port of DVR.
3. Connect the DVR WAN port to your router with a network cable.
4. Connect the BNC video power cable video input port to camera video output port. Then connect the BNC video power cable power output port to camera power input port.
5. Connect the BNC video power cable video output port to DVR video input port. Next, connect the BNC video power cable power input port to the 1-in-4 splitter cable power output port. After that, connect the 1-in-4 splitter cable power input port to DC12V power adapter.
6. Connect the DVR to the DC12V power adapter. After about 60 seconds, you will see the cameras' images on the screen and can begin to operate the system.

③ Set password

To protect your privacy, please set your password as soon as possible.

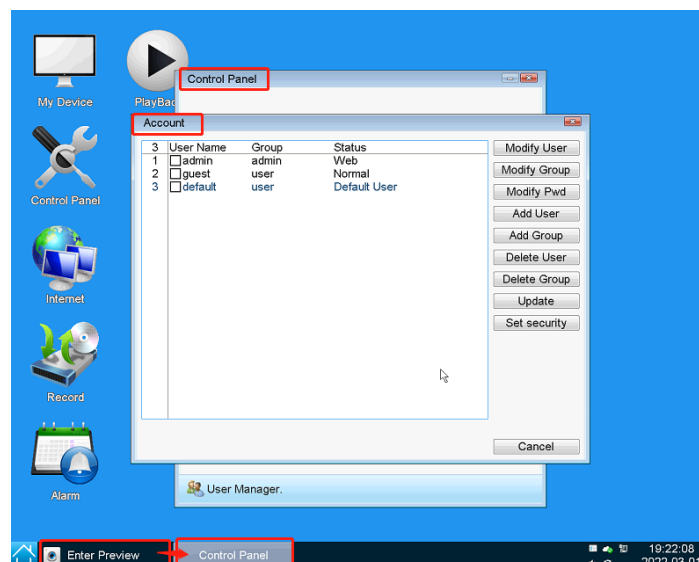
Step1. Right click the mouse, and click Login to go to the Main Menu.

Default ID: admin

Password: None (Default password is empty. Leave the password empty and click OK)



Step2. Click Main Menu→Enter Preview→Control Panel→Account→Modify Pwd to set password. Password should be no more than 16 letters or numbers.



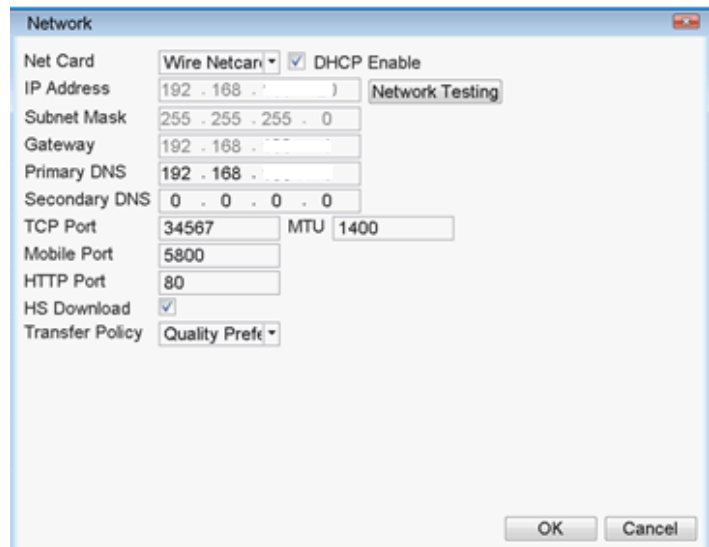
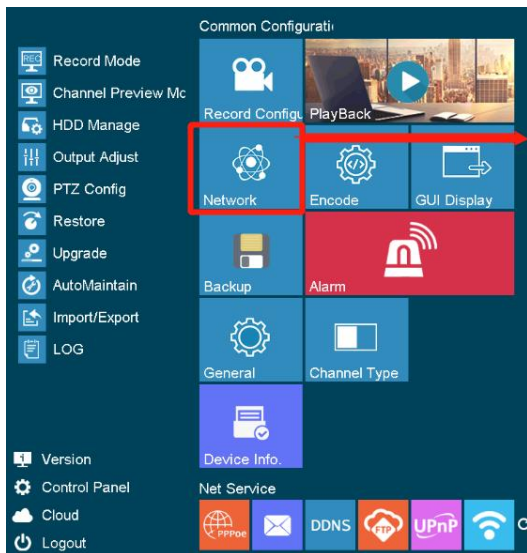
Tip: Remember your username and password as you will need them to login in to the App and VMS . If you forgot the password, please refer to FAQ# Q7 .

7. Network setting -Get the system online

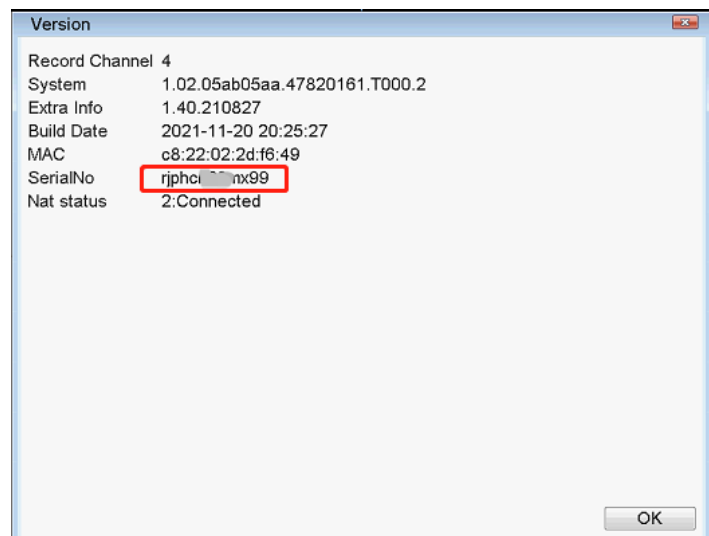
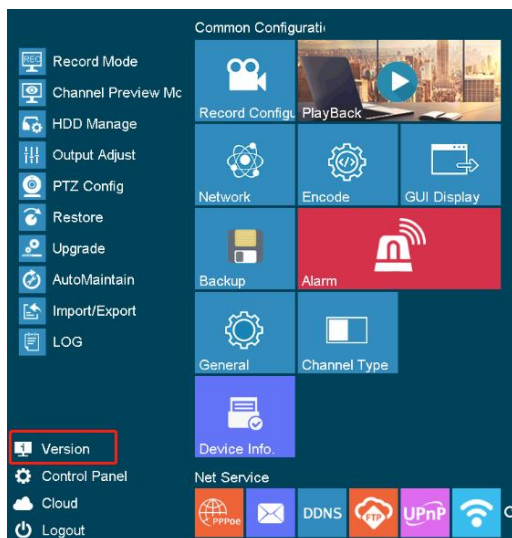
Without an internet connection, the system can only be managed and operated on site. To get the system online, you will need an internet connection so that you can operate it remotely from your smart phone or PC.

Make sure the DVR is connected to your router with a network cable and check the network status.

Step1. Right click mouse→Main Menu→Network, check DHCP is enabled.



Step2. Right click mouse to go to Main Menu → Version, then you can find the Serial No and NAT status as shown in the picture below.



8. Viewing the camera on a smart phone

View on mobile APP

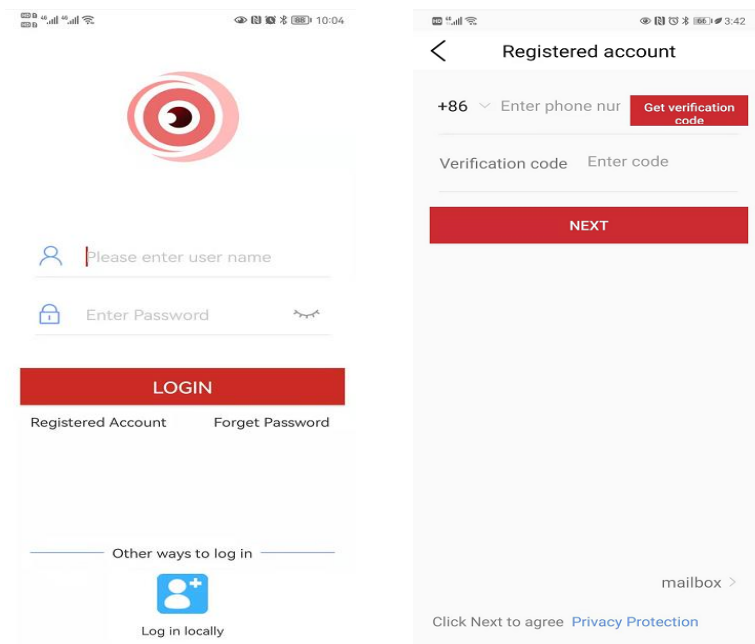
Step1. Download the APP and install it on your smart phone.

- Please search “TSEye” in Google Play Store or Apple App Store and install it on your smart phone.
- Scan the following QR code to install it.

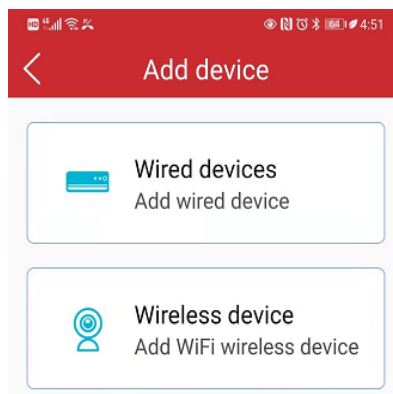


Android/iOS APP

Step2. Run the APP and register an account (for first time users).



Step3. Click the add button in the upper right  corner to enter the device addition interface. There will be two options, Wired devices and Wireless device.




Step4. In add a Wired Device option, choose “serial number” and tap this icon to scan the QR code which can be found by going to the “Cloud” option. Afterwards, you should see the SN written on the text box

Add Device

Name:

Serial Number IP/Domain

SN: 

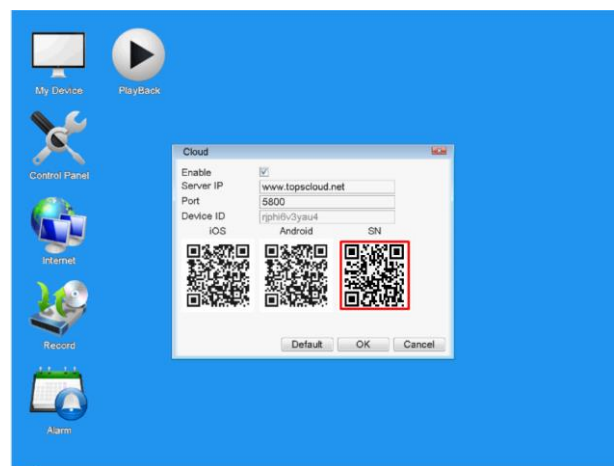
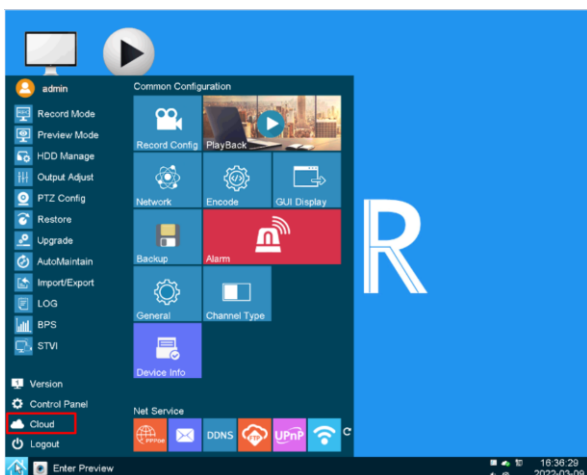
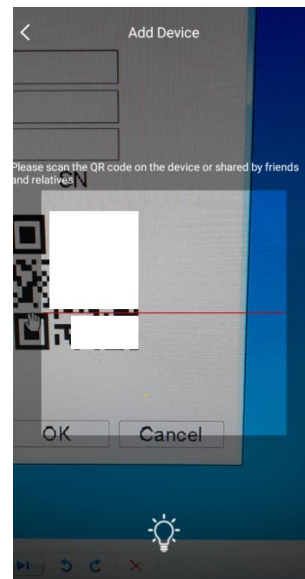
Username: admin

Password:

Stream : Substream >

ADD DEVICE


SEARCH LOCAL DEVICES



Add Device

Name:

Serial Number IP/Domain

SN: 

Username: admin

Password:

Stream : Substream >

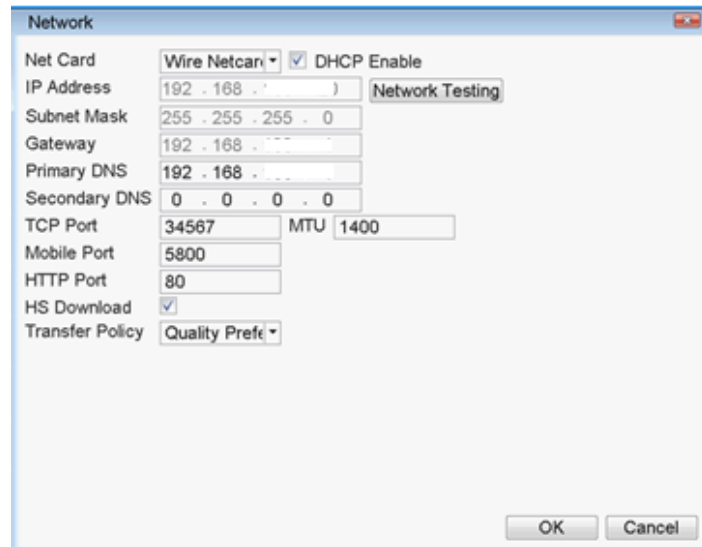
ADD DEVICE

SEARCH LOCAL DEVICES

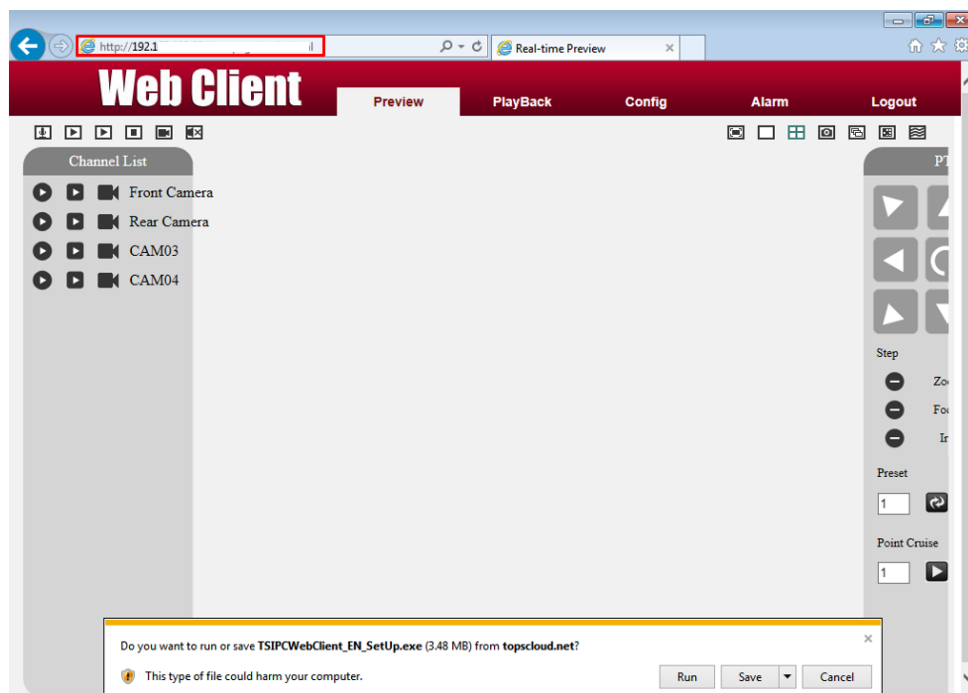
9. Viewing the camera on PC

How to view your CCTV system camera remotely via a web browser

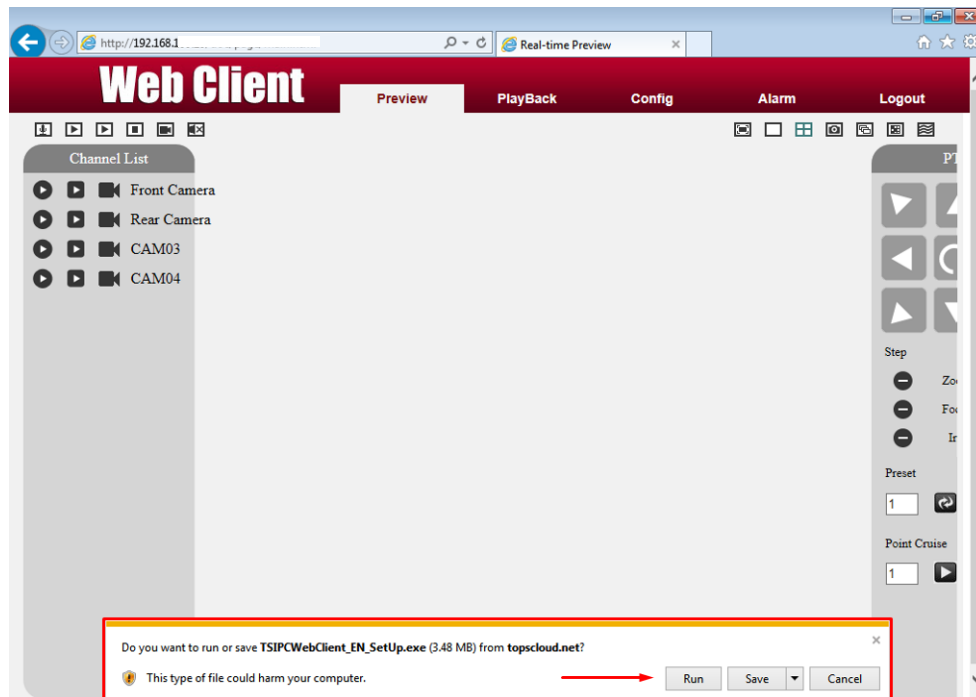
To access your CCTV through a web browser, you need to identify its IP address. It can be found by going to Main Menu > Network.



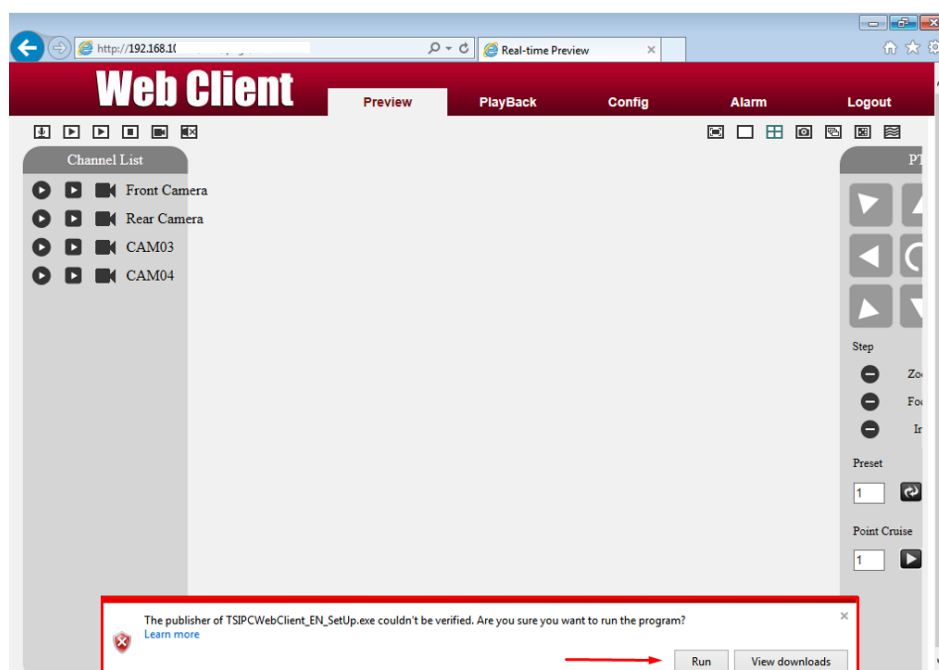
IP Address may be different depending on your network settings. Open your Internet Explorer and enter this IP address on the address bar



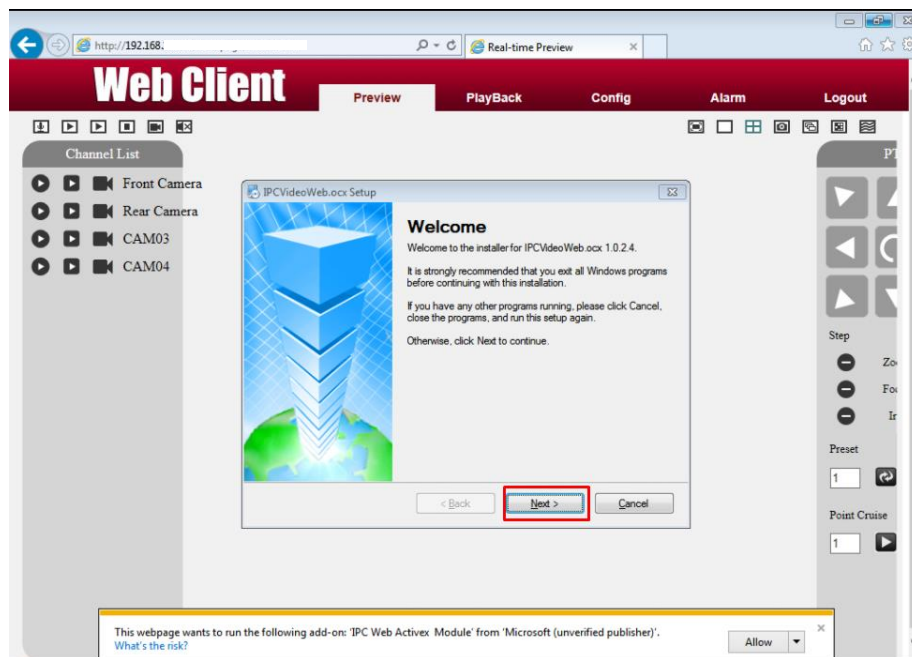
Afterwards, you need to install the plugin in order for the live view, playback and other functionalities to work. A prompt in a form of dialogue box will appear at the bottom of the browser, it may say that “this type of file could harm your computer” but no need to worry as this file is safe. Click “Run” in order to proceed with the installation



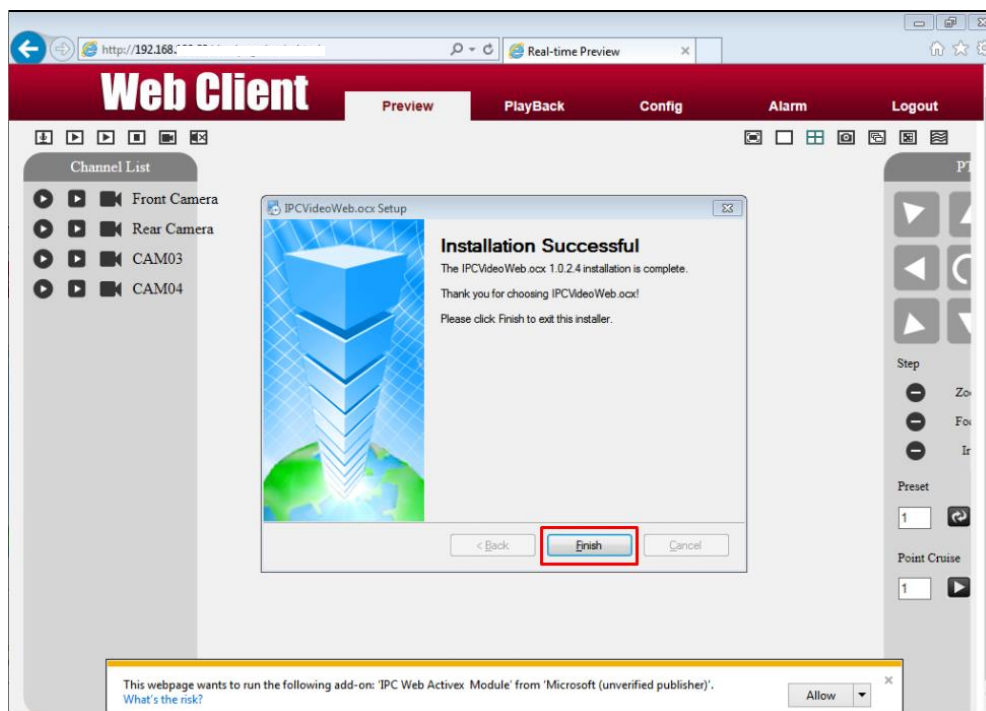
Another prompt may appear saying that the publisher could not be verified, please ignore this and proceed by clicking “Run”. Rest assured, we’ve carefully checked the file ourselves and it’s safe to use.



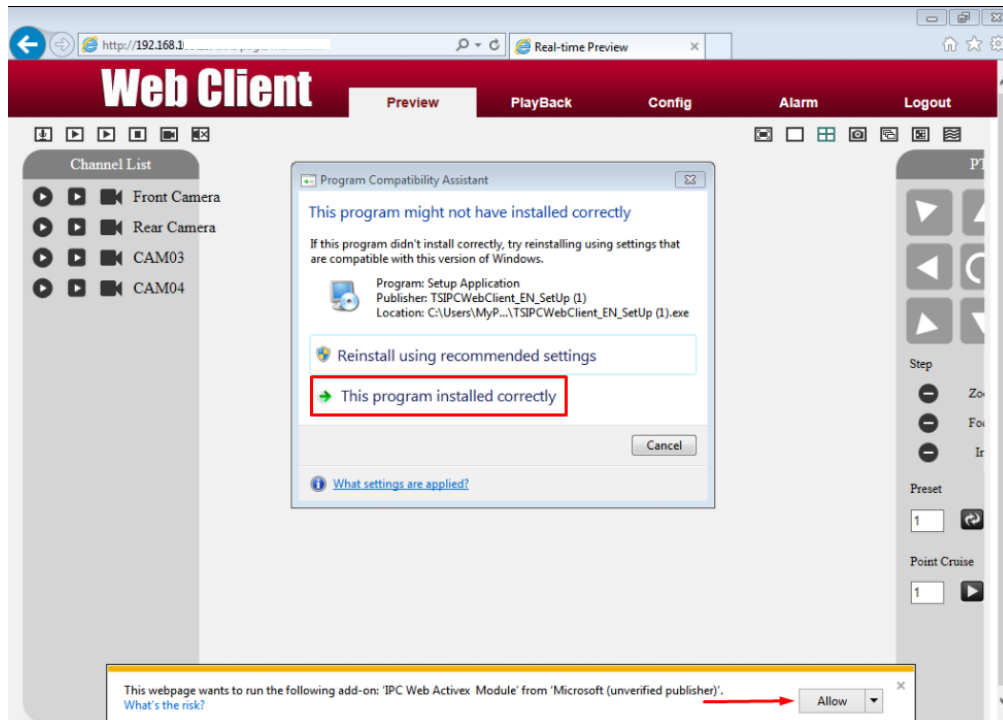
A dialogue box will appear, click “Next”



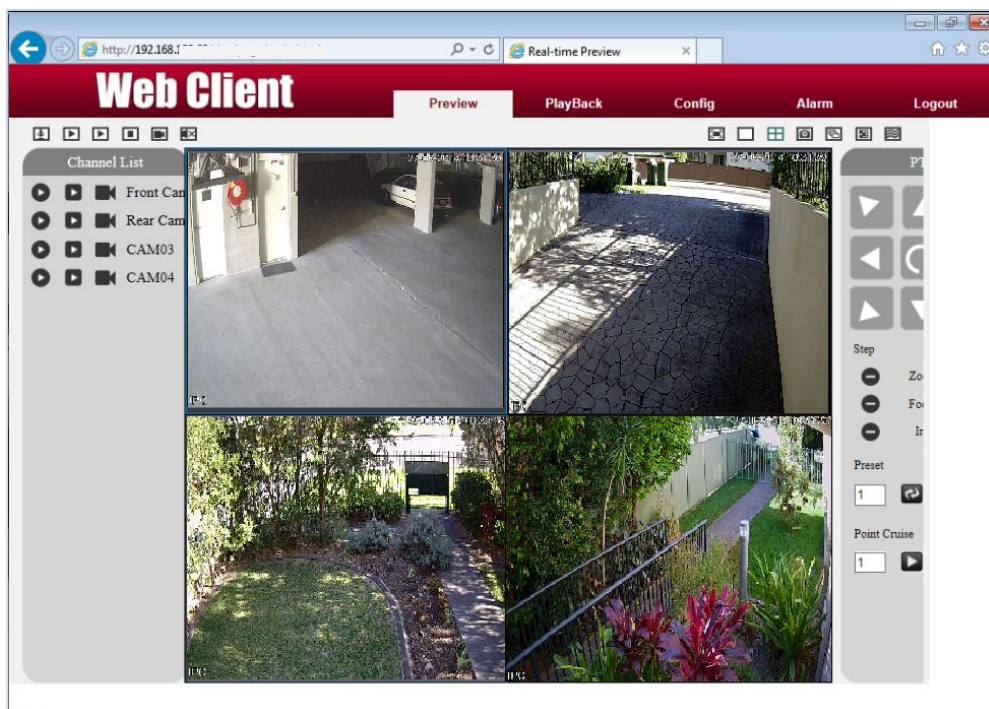
Once the plugin has finished installing, click “Finish”



Another dialogue box will appear, just click “This program installed correctly”. Make sure to click “Allow” on the second dialogue box that will appear at the bottom of the browser so the plugin will work properly.




After all that is done, go to preview to check the live-view of your CCTV

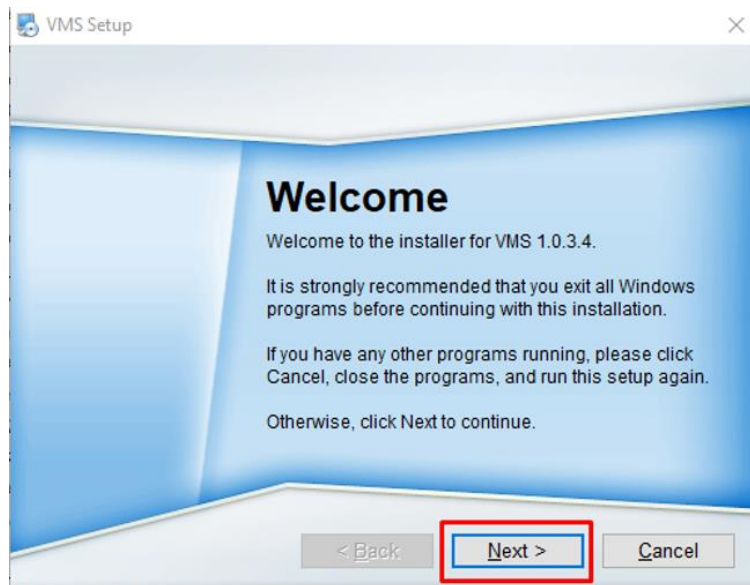


How to view your CCTV system camera remotely via PC App

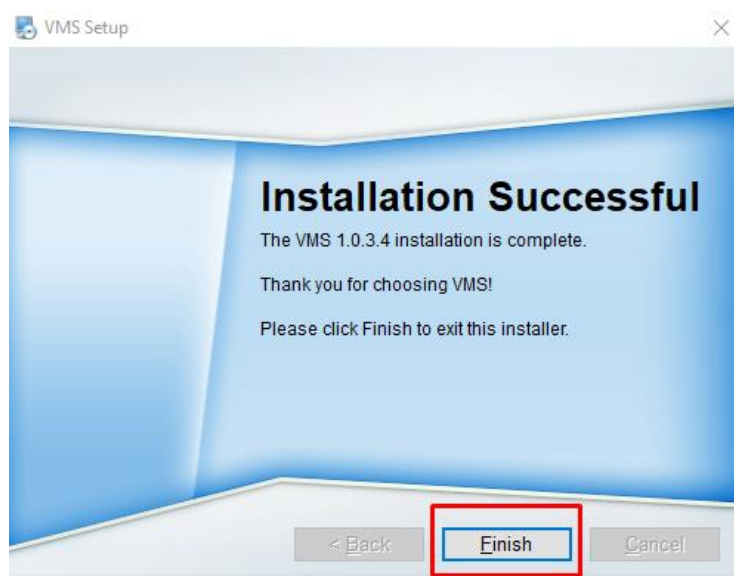
The app used for remote access of your CCTV through the Desktop is called VMS, launch the installation file to begin the process of installation

 VMS_Eng_WIN32_White_20211021.exe

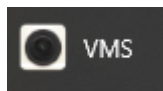
A dialogue box will appear, follow the on-screen prompt and instructions to finish the installation



Click Finish once the installation process is done



Launch the app in order to start with the initial configuration



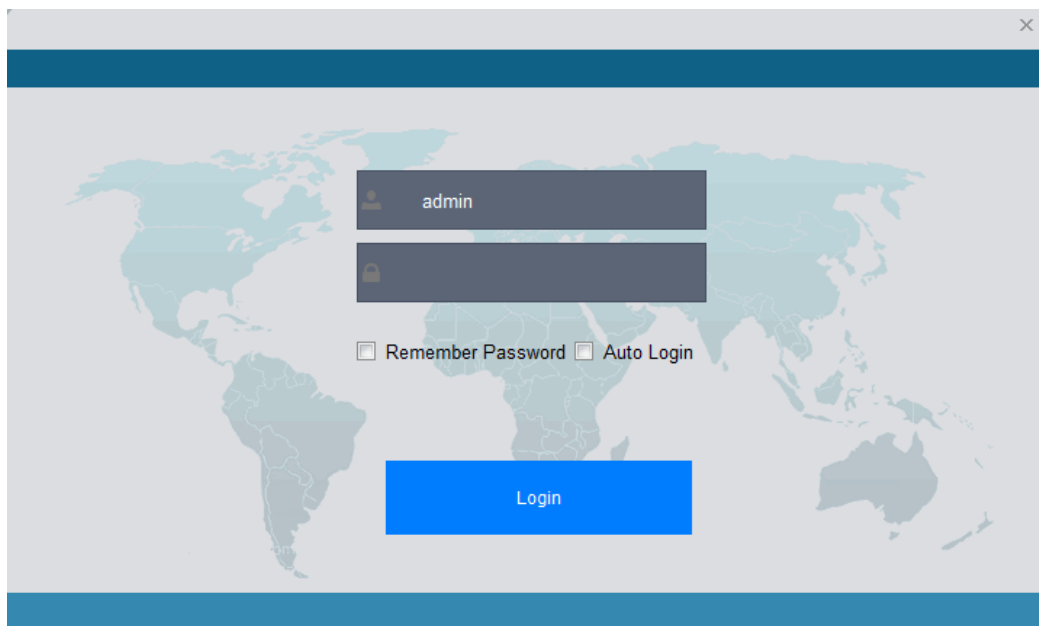
It will ask to elect your login password, fill up the password and confirm password. Please make sure to use secure password

This is a screenshot of the "Initialization" window, specifically the "1. Password Setting" step. The window has a title bar with "Initialization" and a close button. Below the title bar, there are two tabs: "1. Password Setting" (active) and "2. Password Protection". A yellow warning icon with an exclamation mark is followed by the text "Please set admin password at first installation!". There are three input fields: "Password", "Password Strength", and "Confirm Password". Below these fields is a checkbox labeled "Auto Login after Registration". At the bottom right, there are two buttons: "Next" and "Cancel".

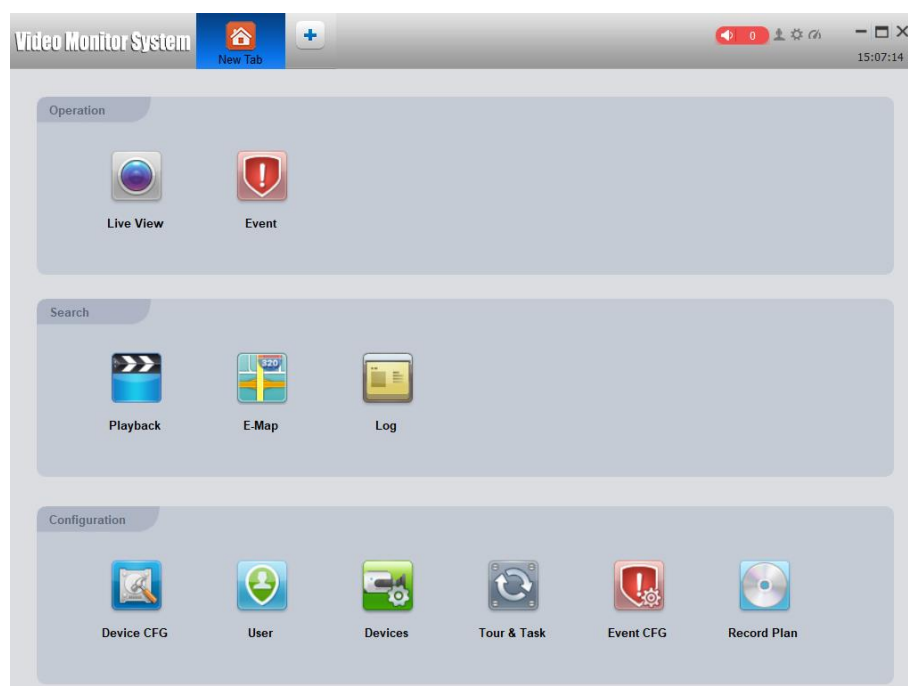
Click "Next" and it will prompt to choose your Security Questions, this is important just in case you forgot your password so you can recover your account and still be able to login. Please make sure to remember them and save somewhere safe.

This is a screenshot of the "Initialization" window, specifically the "2. Password Protection" step. The window has a title bar with "Initialization" and a close button. Below the title bar, there are two tabs: "1. Password Setting" and "2. Password Protection" (active). A yellow warning icon with an exclamation mark is followed by the text "Please set security questions!". There are three sets of questions and answers: "Question 1" with the question "What is your favorite children's book?", "Question 2" with the question "What was the first boss?", and "Question 3" with the question "What is the name of your favorite film?". Each question has a dropdown menu for the question and a text input field for the answer. At the bottom right, there is a button labeled "finish".

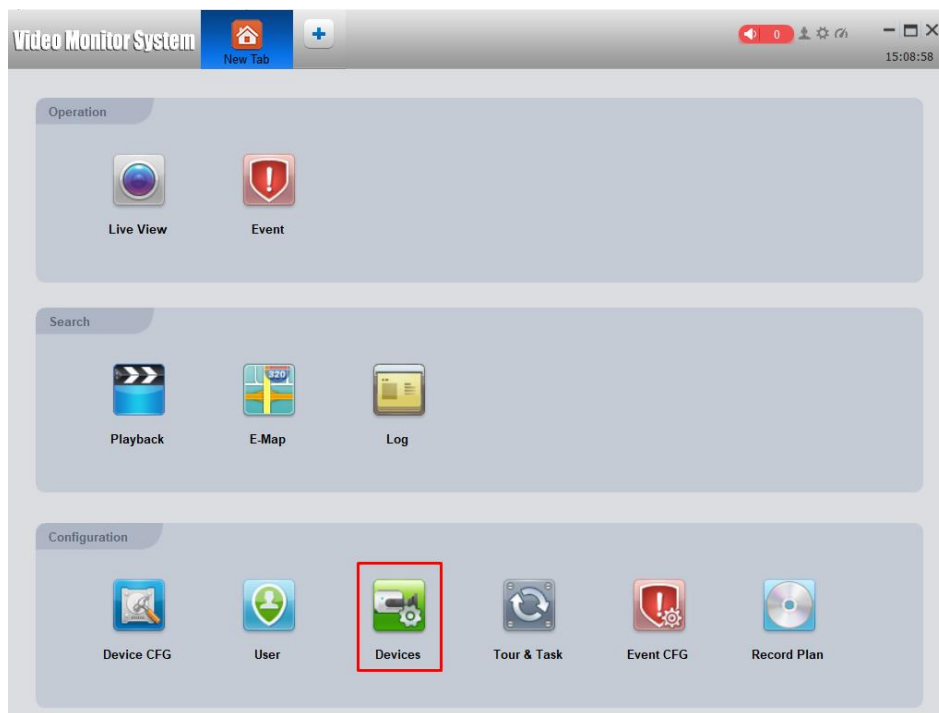
Click “finish” to complete the security questions. You will now be able to login using your elected password. Default username is admin.



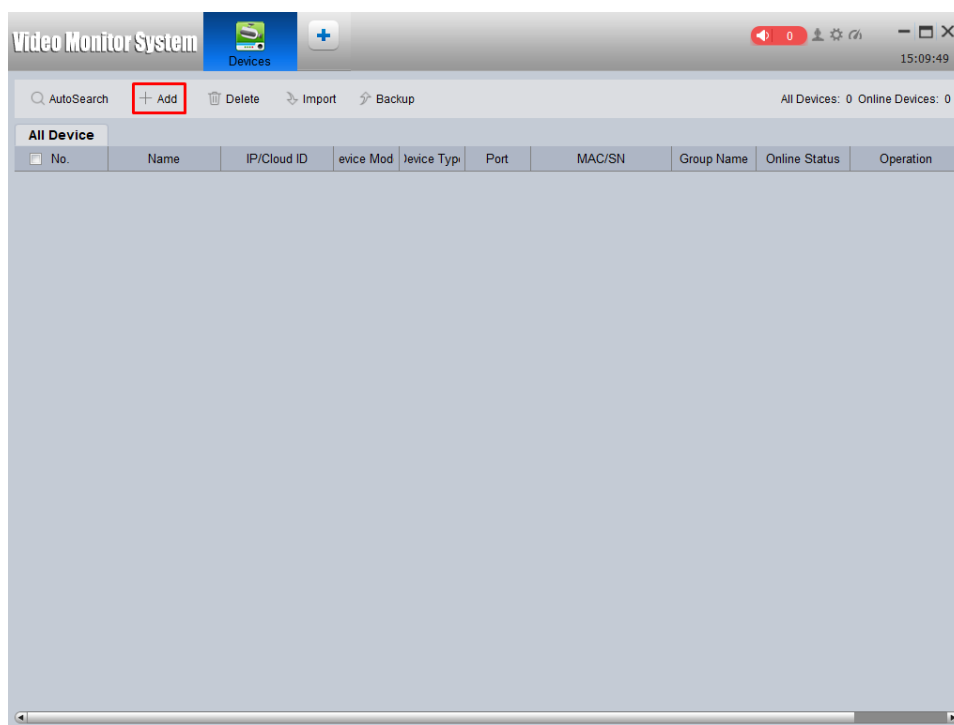
After successfully logging in, it will show this User Interface. This is where you will check the live-view, playback, settings and other functionalities you can do with your CCTV system.



To add your CCTV device, click on “Devices”



It will then show this list of all devices, on initial setup it will not show any devices yet, so click “+Add” to start adding your device.



A dialogue box will appear, Input the “Device name” first. Next choose the “Method to add”, we recommend to choose “Cloud” as it’s the easiest way. Fill up the Cloud ID with the ID you get when adding the mobile app through the Cloud option. Click “Save and Continue” to save and add the

device.

The image shows two screenshots of the 'Manual Add' dialog box. In the first screenshot, the 'Device Name' field is highlighted with a red box. In the second screenshot, the 'Method to add' dropdown is set to 'Cloud', and the 'Save and Continue' button is highlighted with a red box.

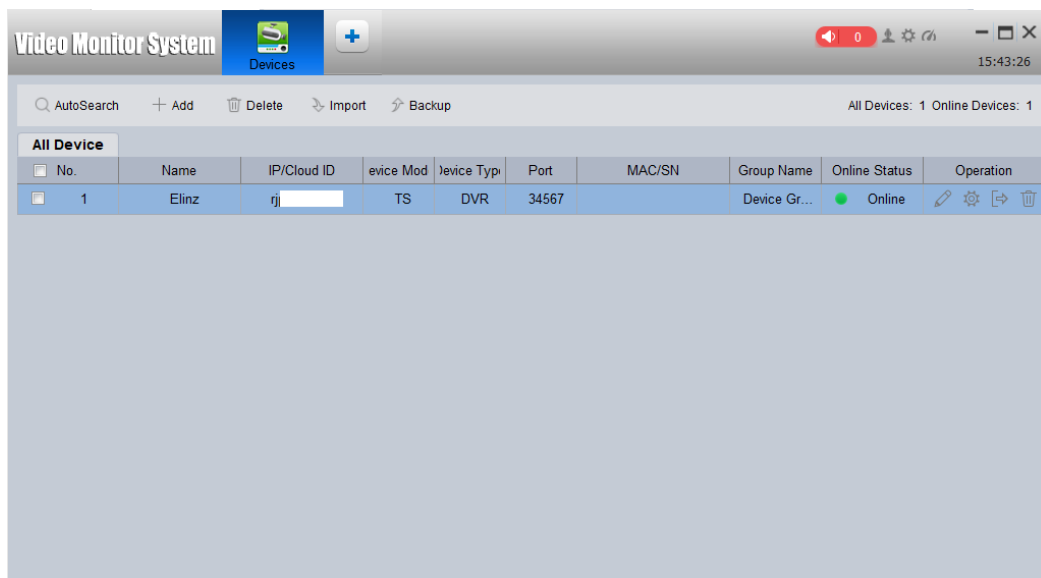
It may show that the device is offline from the device list. In order to fix this, edit the device by clicking the pen icon under the “Operation” tab. Remove the password and click “Save”

The screenshot shows the 'Video Monitor System' interface. At the top, there's a 'Devices' tab. Below it, a table lists the devices. The first device is 'Elinz' with status 'Offline'. The 'Operation' column shows a pen icon for editing.

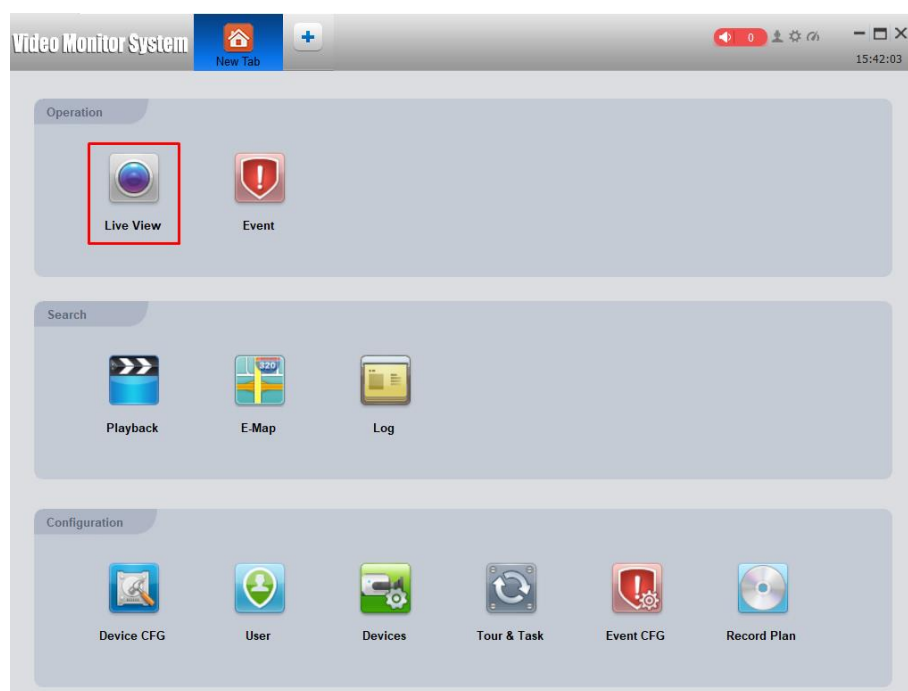
No.	Name	IP/Cloud ID	evice Mod	evice Typi	Port	MAC/SN	Group Name	Online Status	Operation
1	Elinz	rjp	TS	DVR	34567		Device Gr...	Offline	

The image shows the 'Modify' dialog box. The 'Password' field is highlighted with a red box, and the 'Save' button is also highlighted with a red box.

It will now show “Online” on the Device Status



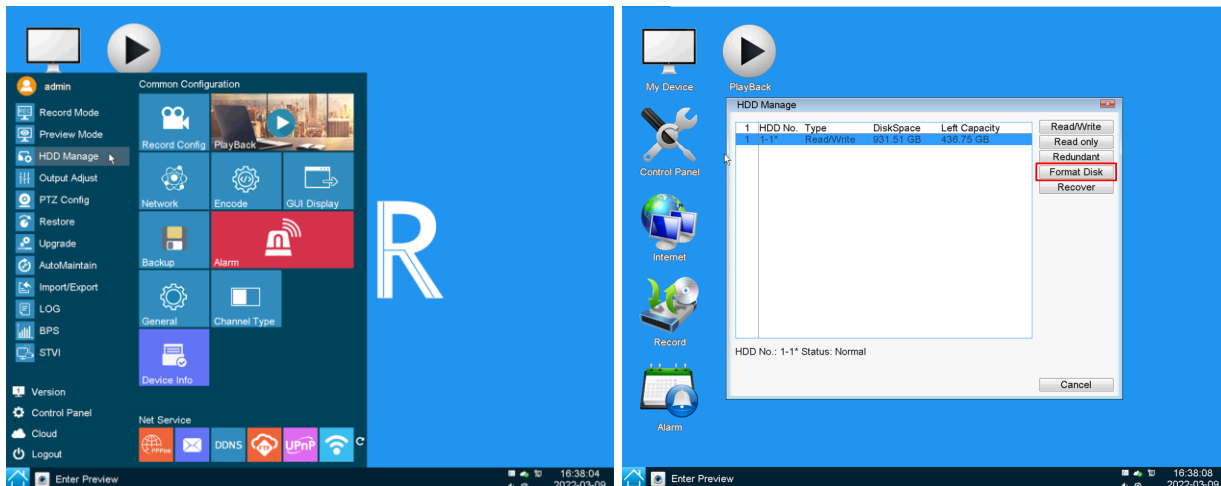
Go to Live View in order to check if the device is successfully added and that it shows the live feed from the cameras



10. Recording video

①. System with pre-installed hard drive

Before starting to record video footage, it is a good idea and we highly recommend to format first the hard drive to avoid problems later on. You can do this by going to "Main Menu > HDD Manager > Format Disk".



②. System without pre-installed hard drive

If the DVR system that you've purchased does not come with pre-installed hard drive, please refer to FAQ #Q1 to install the HDD and format it. Afterwards, the system will record automatically

③. Recording setting

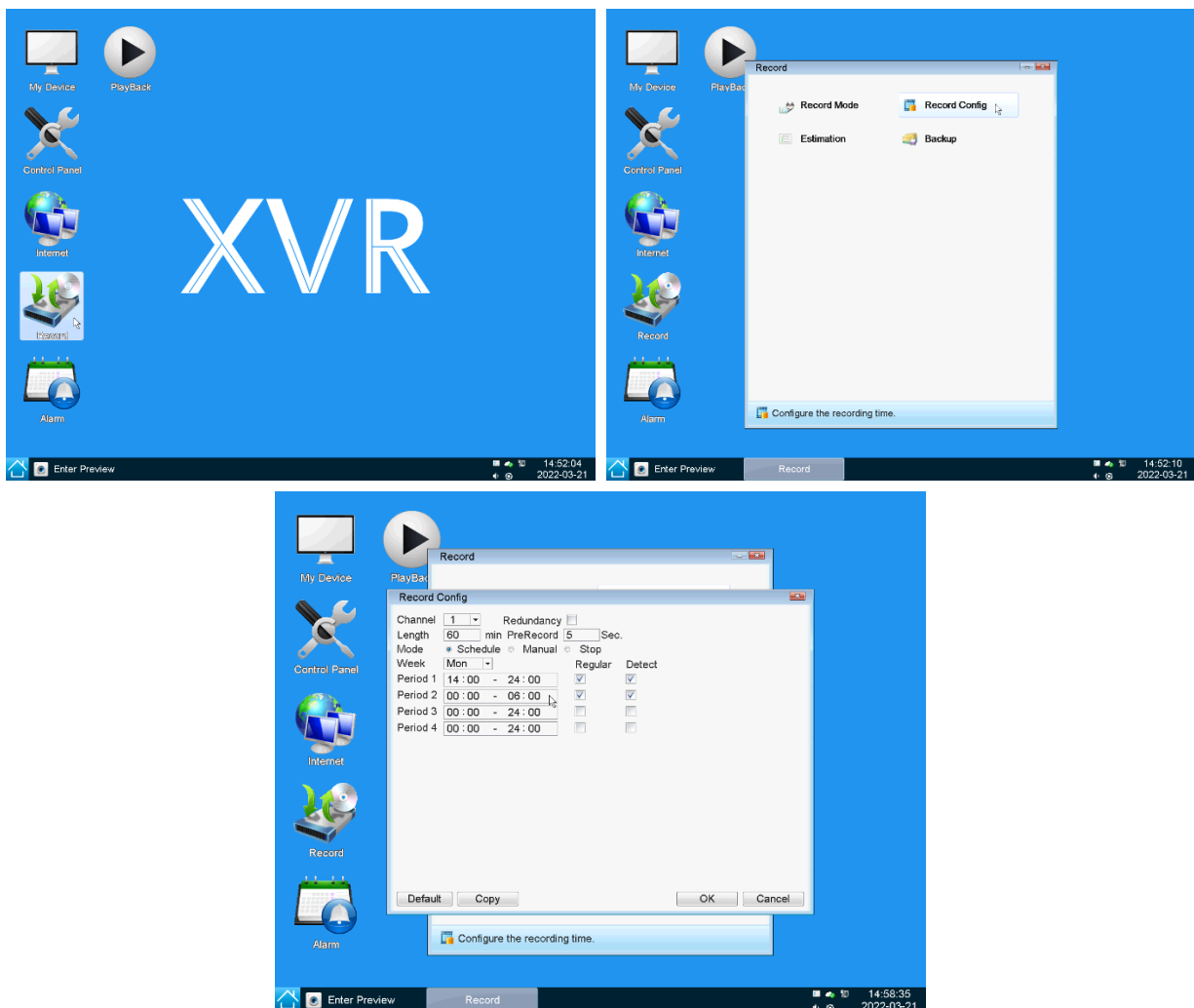
The DVR needs to install a hard disk drive for recording. Without it, the system can only display live viewing, but will not be able to record or playback.

Right click mouse → Main Menu → Record → Record → Set channel, Length, Period Etc. → OK.

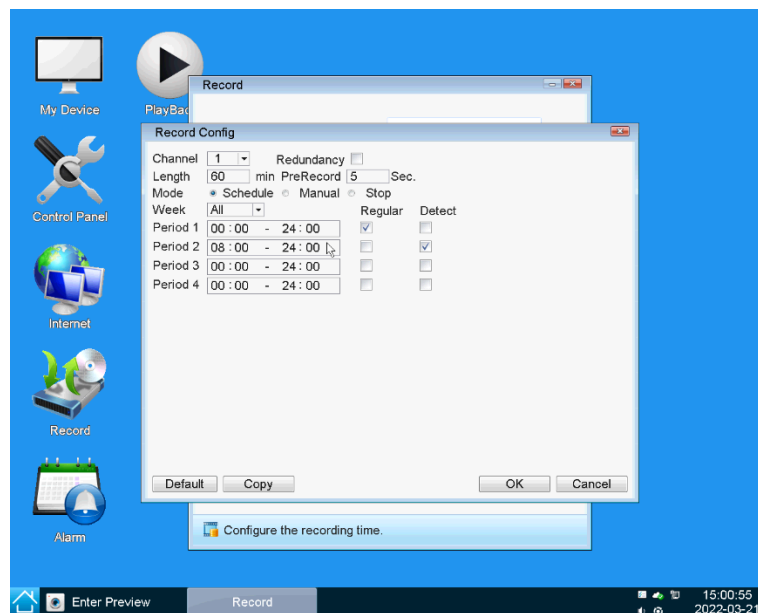
- Channel: Choose the corresponding channel number. Choose "ALL" to set the entire channels.
- Redundancy: Choose the redundancy function to double backup the file.
- Length: Set the time length of each video file between 1 min and 120min. (60 minutes is default value)
- Manual: Corresponding channel starts recording 24 hours non-stop.
- Stop: Whatever state the channel is in, the corresponding channel recording will stop when the stop button is selected

- **Period:** Set the time section for common recording. The recording will start only within the set range.
- **Regular:** Record according to the time section setting.
- **Detect:** Within the set time section, trigger the motion detect video blind, video loss or abnormal analysis.

Regular Record. Set time periods you want the DVR to record. Desktop > Click Record > Record Config. You will see four time periods. The default is "Everyday 00:00-24:00" which means 24x7 recording. You can set your time. For example, if you want it to record from 2pm to 6am the next day, you should set two recording periods as shown in the picture below.

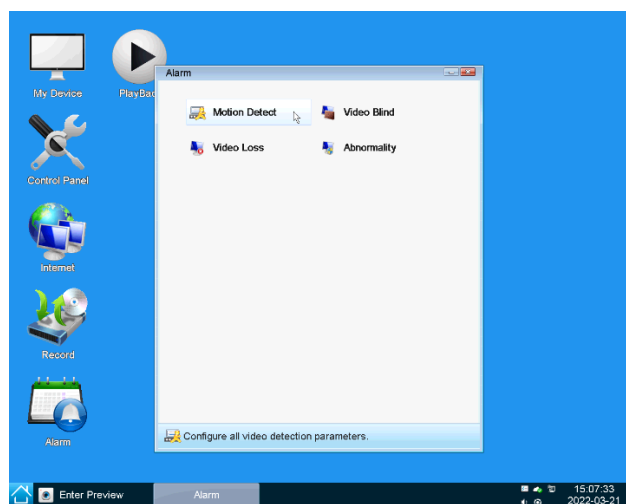


Detect Record. Detect Record means to record only when motion is detected. For example, if you want the system to record when motion is detected between 8am and midnight, see the picture below to do the setting.

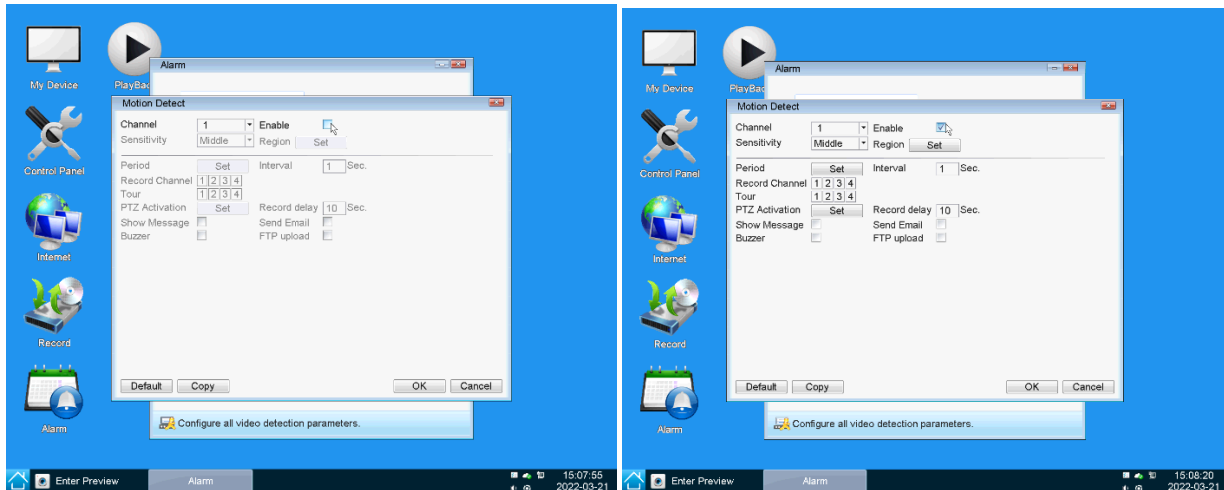


④ Setting up a recording plan

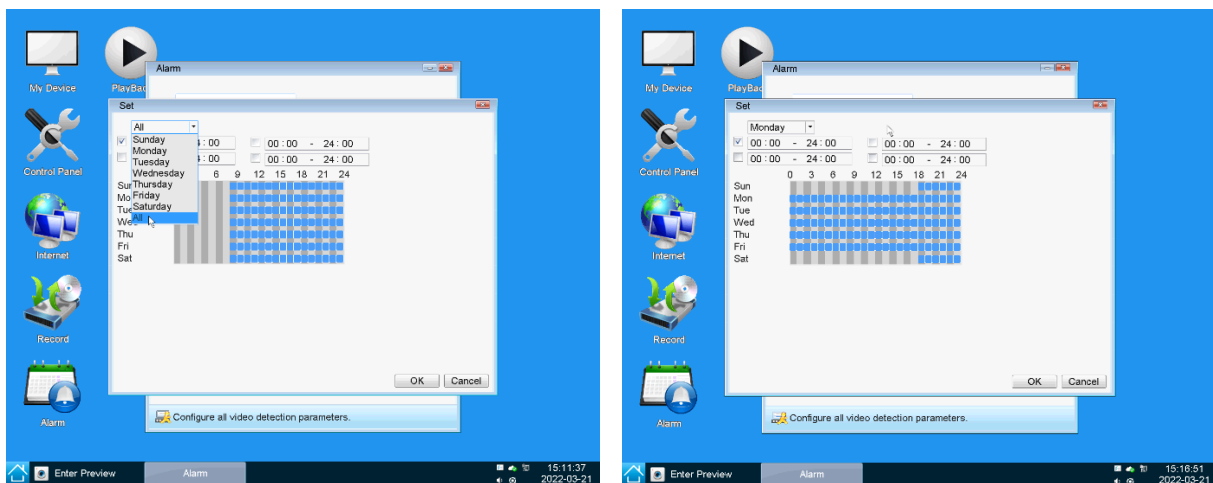
Different recording modes can be combined to make up a recording plan. For example, if you want the system to record motion detection from 8am to midnight, you can follow the setting below. Desktop > Alarm > Motion Detect



Tick Enable



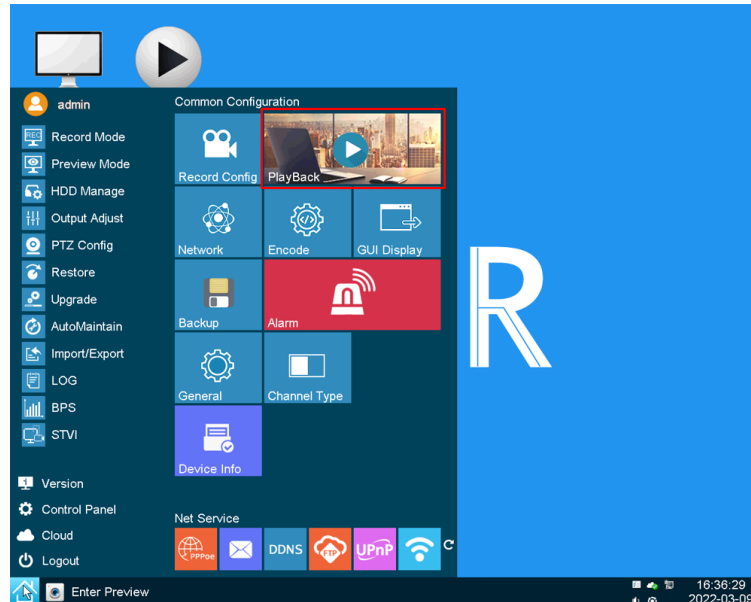
Also, if you want the system to record motion detection continuously every weekdays and only 6pm to midnight during weekends you can follow the setting below.



11. Playback video

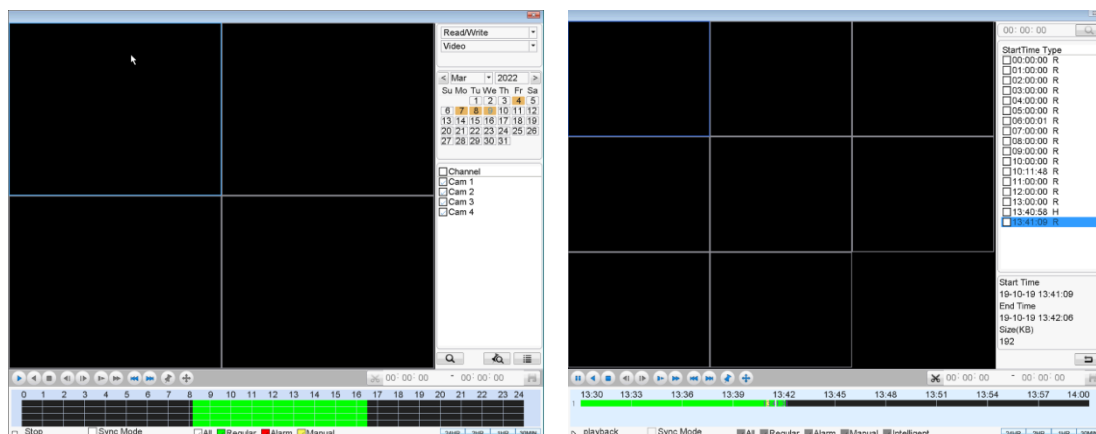
You need to record the video successfully before you can playback.

Step1: Right click mouse go to playback, and enter the video playback interface.



Step2: You can double-click the file to play in the list, or click the play button, or select slice playback.

Tip: The HDD which saves the video files must be set as read/write state.



	play		Next file
	Inverted video recording		Previous frame
	stop playback		next frame
	slow play		Full screen display
	fast play		Label
	Previous file		shear

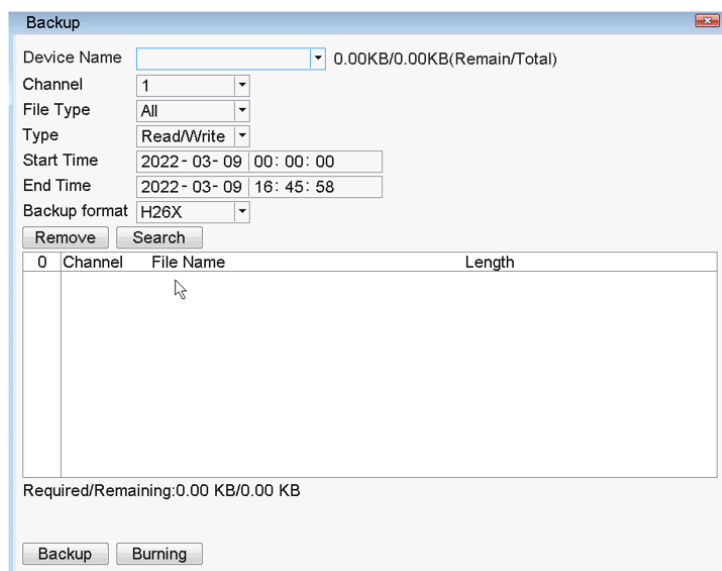
12. Backing up videos to USB storage

The system allows you to backup recorded videos from the DVR to an external USB drive.

The following instructions will show you how to backup recorded videos.

The DVR supports USB backup. After inserting the USB storage Right click→Main Menu→Record→Backup→Select Storage Area→Backup→Select Channel, Time→Remove→Add→start.

This way, you can get the recorded video via USB

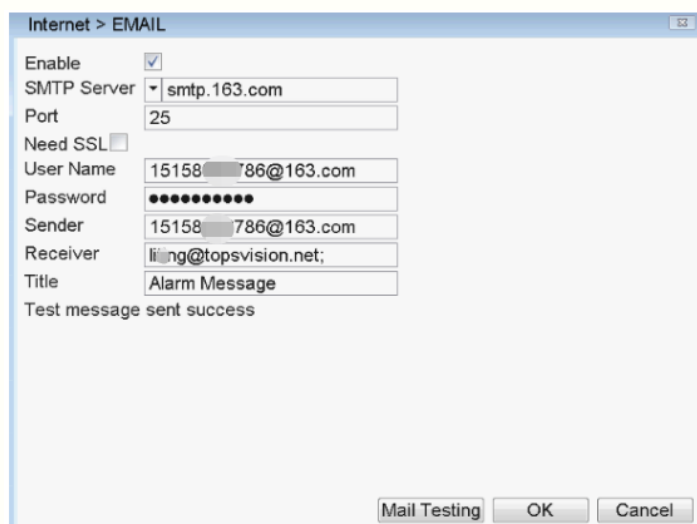


13. Email notification

Please make sure the DVR is connected to the router and internet successfully. Also, it is important to have a valid email address to setup email notification through the following steps.

Step1: Tick the "Send Email" check box to send email notification when alarm is triggered

Note: To send email, you need to set it in [Main Menu] > [EMAIL] or [enter desktop] > [Network] > [EMAIL]. An example is shown in the figure below (using 163 mailbox)



Step2: Please enable alarm and email alerts function. Right click mouse go to the Main Menu→ Alarm→ Motion Detect→Click Enable and Send Email. Then click “OK”.

Alarm > Motion Detect

Channel: 1 Enable: ☒

Sensitivity: Middle Region: Set

Period: Set Interval: 1 Sec.

Alarm Output: 1 Delay: 10 Sec.

Record Channel: 1 2 3 4 5 6 7 8

Tour: 1 2 3 4 5 6 7 8

PTZ Activation: Set Record delay: 10 Sec.

Show Message: ☐ Send Email: ☒

Buzzer: ☐ FTP upload: ☐

Default Copy OK Cancel

14. FAQs

Q1. How to install a hard disk drive (HDD)?

A: Before installing the HDD, please power off the system.



1. Remove screws on both sides of DVR.



2. Remove the cover.



3. Connect the HDD to the mother board.



4. Fasten the screws of the HDD.

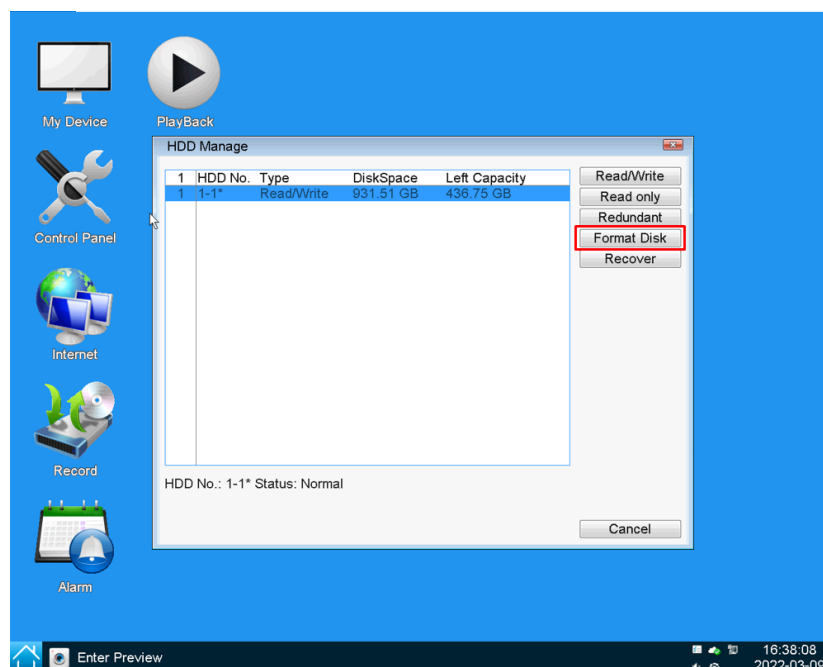


5. Close the cover.



6. Fasten screws on both sides of DVR.

B: Right click the mouse, Main Menu→Storage→Format Storage, then click Format and format HDD.



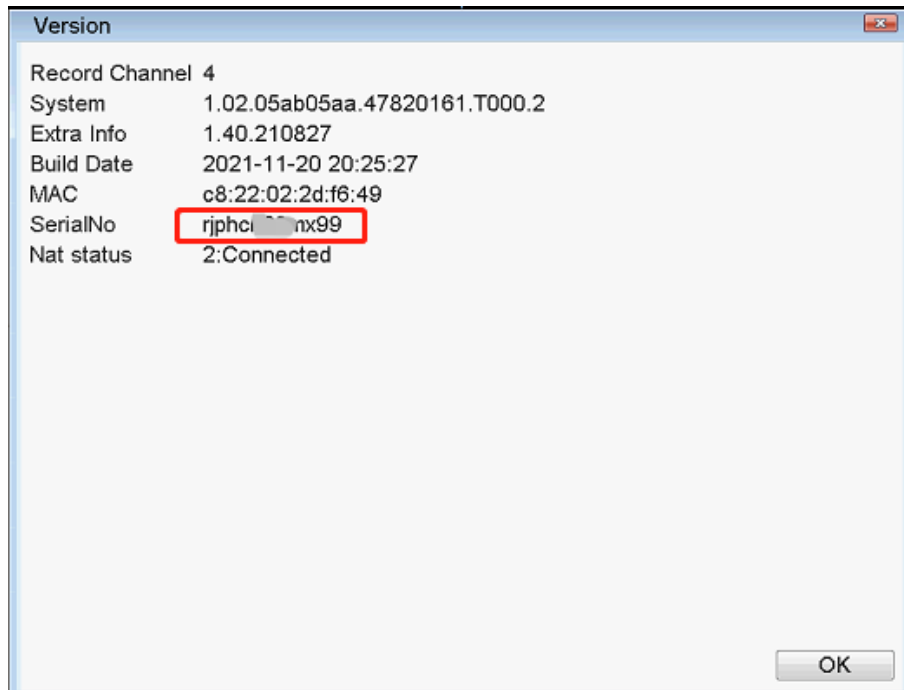
Tip1: Before the hard disk is installed, it is normal for the DVR to have a collision sound, because it is the sound of the hard disk's cable and the DVR shell colliding.

Tip2: if DVR cannot read the HDD, check if the HDD cables are properly connected, and restart the DVR.

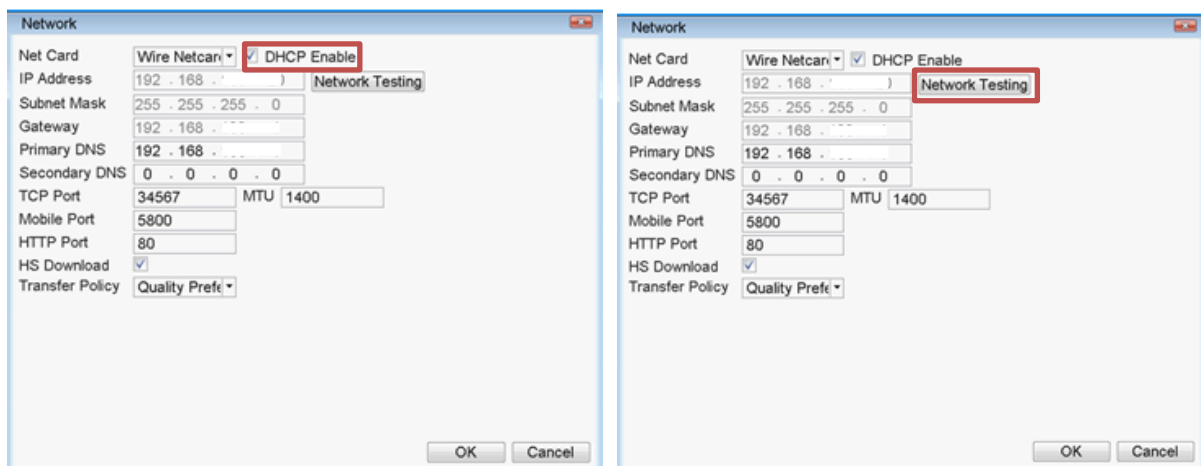
Q2. Where can I find the device ID number of the system and NAT status?

A: There are two ways to find the device ID number and NAT status.

Method A: Right click mouse go to Main Menu→Version, then you can find the Serial No and NAT status as pictured below (Connected).



Method B: Right click mouse→Main Menu→System→Network, check that DHCP is enabled. Then return to the main interface, Right click mouse→Guide→Next to indicate that the network has been connected. Then you can get the APP QR code and Serial No QR code.

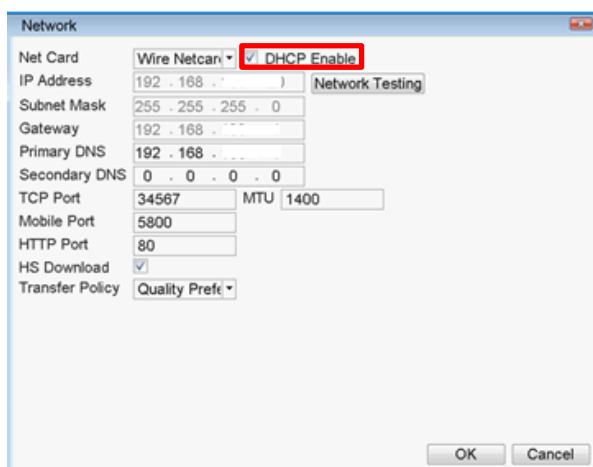


1. Network setting -Get the system online

Without an internet connection, the system can only be managed and operated on site. To get the system online, you will need an internet connection so that you can operate it remotely from your smart phone or PC.

Make sure the DVR is connected to your router with a network cable and check the network status.

Step1. Right click mouse→Main Menu→System→Network, check DHCP is enabled, and click “OK”.



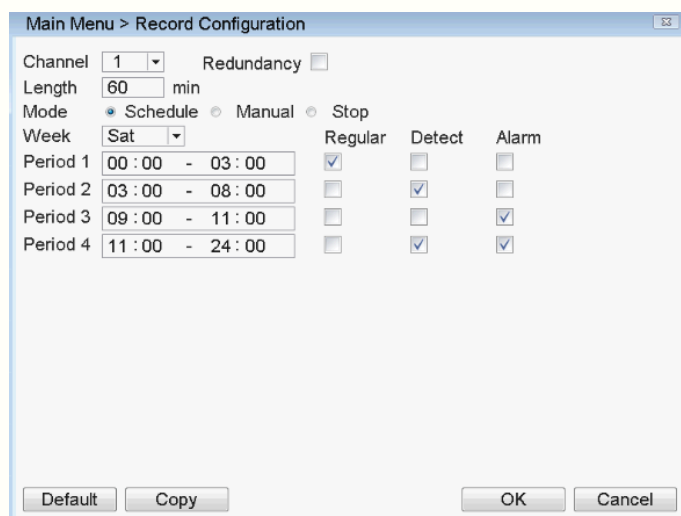
Q3. How to I set up motion detection recording?

The DVR needs to install a hard disk drive for recording. Without the hard drive, the system can only display live viewing, but will not be able to record or playback.

Motion detection recording means that the DVR will record automatically when it is triggered by movement.

1. Go to the Main Menu→Record and select channel. Tick Schedule and Detect.

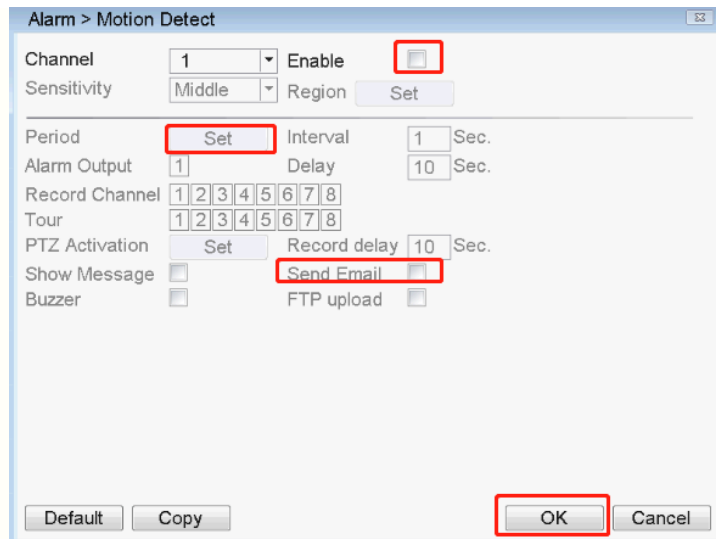
Tip: This step is necessary for setting and you cannot skip it. Please do not tick Manual or Stop.



2. Motion detection setting

Right click mouse to go to Main Menu→Alarm→Motion Detect. Tick “Enable”, select “Sensitivity”, “Region”, “Record Channel”, “Buzzer”, “Send Email” according to your needs and click “OK” to save. It will record when the system detects any motion.

Tip: Even if you are setting up channel 1, you can still select other channels to record when camera in channel 1 is recording.

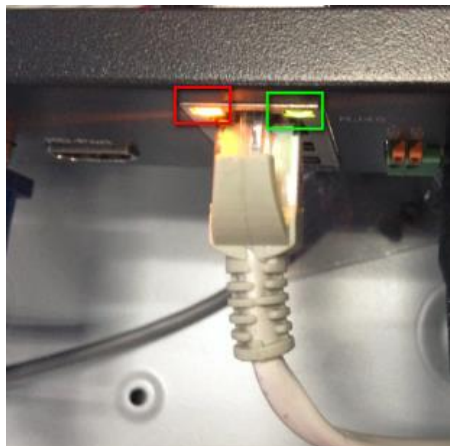


Q4. What to do if DVR cannot connect to cloud?

A: Please refer to Q2. If the NAT status is not connected, it means that the system failed to connect to cloud.

You can try these steps to connect to cloud

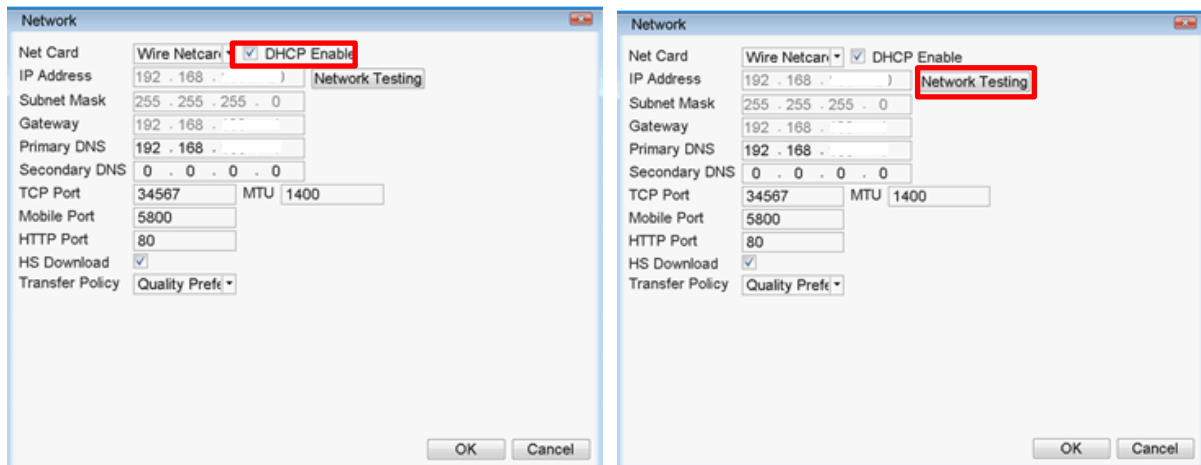
1. Please check the yellow and green light on the ethernet port of DVR. The green light should be on, and the yellow light should be blinking. This indicates that the recorder has connected to the router successfully. If not, please make sure that the UTP cable is connected properly and not damaged. Make sure you have Internet connection or connect to other ports on the router.



2. Right click mouse→Main Menu→System→Network, check that DHCP is enabled.

Then return to the main interface, Right click mouse→Guide→Next.

Tip: If the test result fails, please restart the DVR and test it once again.



Q5. What should I do if there is no display on the TV/monitor?

A. If there is no display on TV/monitor.

Please use your TV remote control to switch to signal source. If the signal source is correct but you still cannot get any display, this is typically caused by a resolution compatibility issue. The default output resolution of the DVR is 1280 x 1024, which may not be compatible with some screens.

Here is how to rectify it:

Step1. Connect the DVR to any other screen via VGA or HDMI to see if you can enter the menu.

Step2. Go to Main Menu→System→Display. Change it to 1080p@60 and apply to save it.

Tip: Never try 1080p@50 especially in USA

Step3. Connect it back to your primary screen. You should be able to see the display on the screen now.

B: If the TV/monitor always shows the photo below.



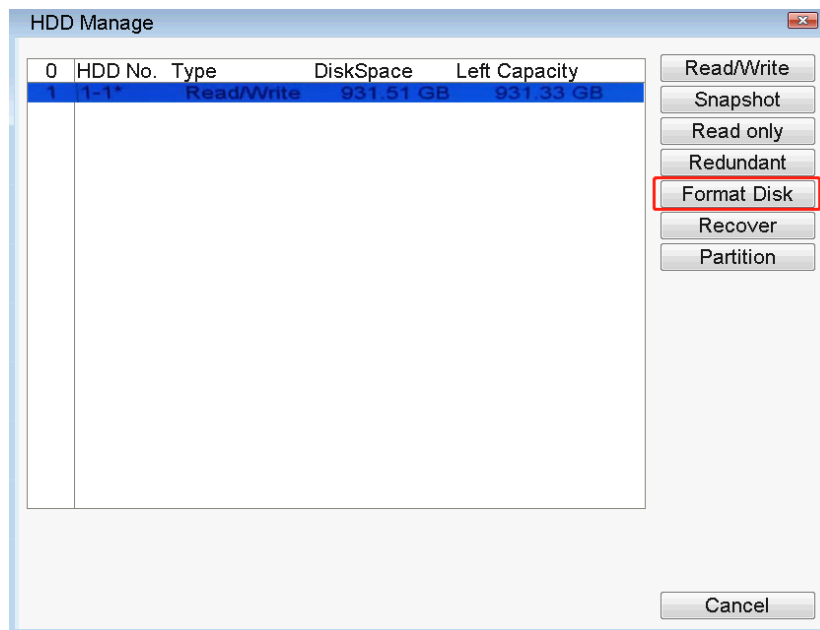
The monitor's resolution must be higher than the display resolution of DVR. If not, the monitor is not able to show any image of cameras. The DVR default resolution is 1280 × 1024. If the monitor

cannot show any image of cameras, it means that the display resolution of the DVR is higher than your monitor. Please use a monitor with 1280 × 1024 resolution or higher to connect to the DVR.

Q6. What to do if the hard disk drive cannot be recognized?

A: Please make sure that the HDD is properly installed and cables are connected accordingly.

Go to Main Menu--HDD Manage and check if there is a hard drive and that its status is normal.



B: If the DVR cannot recognize the HDD, you can try the following methods below.

1. If the HDD is not from a third party, please make sure that your HDD meets all the requirements below:

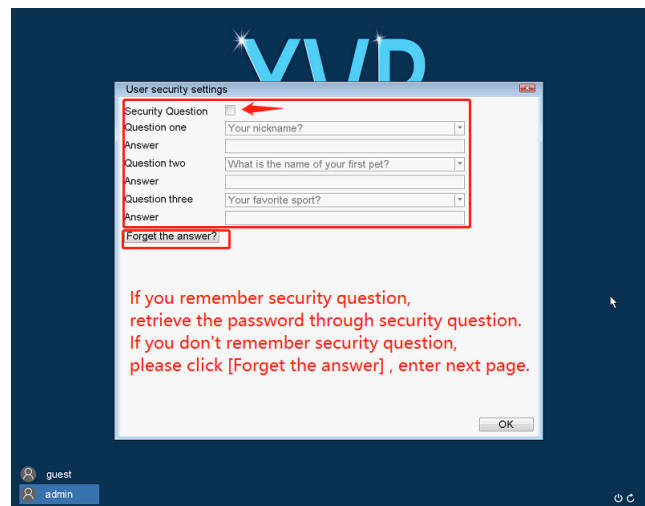
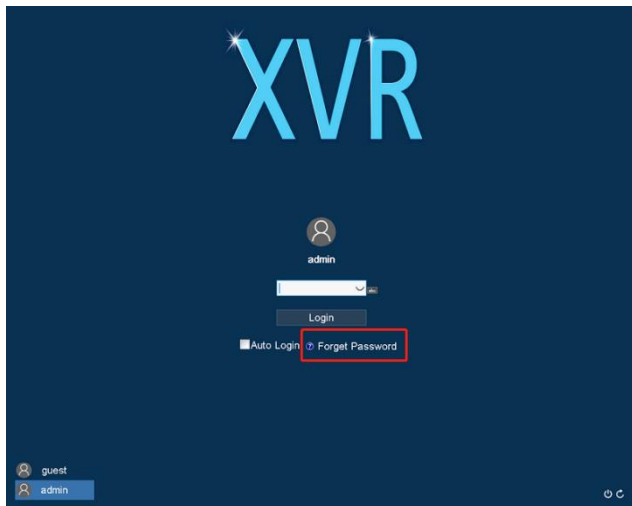
- a. The type should be SATA.
- b. Recommended storage size is from 500GB to 4TB hard disk.
- c. Please make sure your hard drive is for surveillance use, not for desktop use.

2. Open the cover of the DVR. Uninstall and install HDD a few times.

3. Install the HDD and place the HDD close to your ear to check if you can hear some noise. One hour later, use your hand to touch the HDD to check if it is warm. If you cannot hear any sound and surface of HDD is not warm, it means that the HDD is not powered up. Unplug the DVR from the power source and plug in again. Contact customer service for assistance if the HDD is still not working.

Q7. What should I do if I forgot my password?

A: If you forgot your DVR login password or the default password couldn't work, please refer to the following steps.



If you still can't retrieve the password after following the steps above, please contact us and send a photo of your DVR screen showing the date and time like the photo below. It should be the current date and time so we can send you the correct password

