SAFEVANT

Wireless Network Video Recorder System
User Manual

2PCS/4PCS/6PCS/8PCS
960P/1080P

2CH/4CH/6CH/8CH NVR Kits
Package Contents

Thank you for choosing Safevant product. Here is the list for product and relevant accessories.

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<tr>
<th>S/N</th>
<th>Item</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>NVR</td>
<td>1pc</td>
</tr>
<tr>
<td>2</td>
<td>IP Camera(2CH/4CH/6CH/8CH)</td>
<td>2/4/6/8 pcs</td>
</tr>
<tr>
<td>3</td>
<td>DC 12V/2A power supply(for NVR)-3.3 feet</td>
<td>1pc</td>
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<tr>
<td>4</td>
<td>DC 12V/1A power supply(for IP Camera)-10 feet</td>
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<tr>
<td>5</td>
<td>3.3 Feet network cable</td>
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</tr>
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<td>6</td>
<td>USB mouse</td>
<td>1pc</td>
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<td>7</td>
<td>4 Screws for HDD (only for systems without HDD)</td>
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How can I get tech support?
Email: safevantservice@hotmail.com
Skype ID: safeskysales008
US Toll Free: 18889599866 (available after 5:00 pm Pacific time)
CA Toll free 18884232549 (available after 5:00 pm Pacific time)
Website: www.safevantcctv.com
Getting Started

Before you begin installation, be sure to have the following:
- PC or TV monitor
- VGA or HDMI cable
- Router (WAN)
- Hard drive. If you purchased the system without a hard drive, you must first install it. If you do not have a hard drive, you will not be able to record and playback video. Please see below for hard drive installation instructions.

Do not attempt to install your cameras until you are able to view images on your TV or PC monitor first.

Installing the hard drive – if your system has a pre-installed hard drive, please skip this step and go directly to the section below, Installing the NVR. If you purchased a hard drive separately, it must be formatted after installing it. See the Frequently Asked Questions section of this manual for instructions about how to format a hard drive, refer the question, How do I format my new hard drive and check my hard drive information?

1. Installing your Network Video Recorder System

Remove the cover from the unit, and remove the top two screws.

Remove the cover.

Insert the hard drive, secure it to the bottom of the unit with the four screws.

Connect the data wire and power wire as shown.

Replace the cover and fasten screws.
Installing the System

- Connect the NVR and cameras with power adapters provided. Attach the antennas to the cameras, connect the mouse to the NVR. (Please note, power supply for NVR box is 12V-2000mA)
- Connect the PC or TV monitor to the NVR with a VGA or HDMI cable. You must use a PC or TV monitor, you cannot connect to a laptop.
- Connect the Router LAN Port to NVR WAN Port with Network Cable Provided. The router must be WAN(Wide Area Network).

For step-by-step installation instructions, you can also watch our video: https://youtu.be/NaVM6BK-dZY
2 Check NVR Network, Change NVR system login password

Once you have completed connecting the NVR, wait approximately 2-3 minutes. Next you will see the window below on your monitor screen. No password is necessary, click ok to continue.

Right click on the home screen of your monitor, navigate to System setup > System admin, click User on the left menu bar > Set password (Request: 6-10 Characters of at least two types, such as abc123). Create a password and type it in the field, repeat new password, click ok. Be sure to remember your password.
If you need to remote view on your mobile or pc, pls ensure that your nvr box connects to router with Ethernet cable. Please go to System setup > Network setup. In the middle of the window you should see Cloud status is ONLINE and Network Status is Healthy Network. Please ensure that you tick DHCP, Cloud, Net Diagnose Info Enable as shown in the figure below. Click ok.
3 Viewing on your Smartphone

- From your Smartphone, go to the App store or Google play Download “IP PRO”.
- Create an account and password. Be sure to remember your account login info. #Pic 1
- Click "+", then click Add a video recorder. #Pic 2
- On your device, either scan the QR code or manually enter your Cloud ID. You can locate your Cloud ID on your monitor screen (Go to system setup>network setup), (Use NVR login Username/password on your monitor screen here). #Pic 3
4 Viewing your system on your computer or laptop by CMS software

- If you need to remote view on computer of Windows or Mac, pls go to www.safevantcctv.com to download CMS software.
- Or email us at safevantservice@hotmail.com so that we can send you link to download.

5 Record Video

- If the model you bought without HDD, please firstly purchase 3.5 inch SATA interface HDD and install it inside NVR box.
- If the model you bought with HDD, please go to system setup>general setup>HDD setup to check your HDD information and click format. After status is formatted, it will automatically record 24/7. Or you can go to system setup>record setup to set step by step.
Right click on the home screen of your monitor and navigate to System setup > Record Setup again, click Copy to, check All, Click Ok. Copy the same setting of Channel 1 for the remaining channels.

For motion records only, just tick the green Motion only from the manual bar,

**Playback Video**

To use the playback feature, you must first set up the recording function as described in the section above. To playback, from the home screen of your monitor, right click and navigate to Video playback. From the right manual bar, choose date, channel, and select time, click Search and click playback. Please note that when the hard drive is full, the new recording will automatically overwrite the prior recording.
**7 Backup Video**

- From the home screen of monitor, right click the mouse, navigate to Video backup, select Channel,
- Or on the Video playback page, select date, channels, select certain time, then click Search and select the files you want to back up, click Backup.

Next, click Yes, remove your mouse directly and insert USB storage in one minute, then wait for the system to perform the back-up.

**8 Motion detection**

1) Right click the mouse on home screen of monitor, navigate to System setup>Channel setup>Video detection, set motion detection, set Arming Time and Area Edit, untick Alarm, E-mail Notice and App Alarm, untick Buzzer(if tick, NVR will make beeping sound when motion being detected), then click OK and local test if it is successfully set up. Move around in front of camera, if a little yellow man shows up on monitor, successfully set up.

2) Go to mobile App, select Me>Alarm setting>enable Notifications. Then you can access to phone App alerts. When motion being detected, an alarm message shows in Notifications: pls refers FAQ about how to get mobile notification when motion detection.
**Frequently Asked Questions**

Q: How do I format my new hard drive and check my hard drive information?

A: From the home screen of your monitor, right click the mouse, navigate to System setup > General setup > HDD Setup, select Format and click Format > click Ok.
Q: Do I need to connect the camera with network cable?
A: No, the cameras are wireless. You do, however, need to connect the camera with a power supply. The cameras and NVR are already paired. The camera will connect with the NVR automatically once attached to a power supply. Do not attempt to install your cameras until you are able to view images on your TV or PC monitor first.

Q: How can I troubleshoot camera issues?
A: First check to see if the power adapter is working by testing with another power adapter. If the power adapter is functioning, move the camera close to NVR box to check whether you have video or not. If there is no video, cover the photocell with your finger as shown in the figure below. If the IR-CUT light turns red, the camera is working. If it does not turn red, this indicates that the camera has experienced a malfunction. In this case, please contact us for after sale service.

Q: How can I get motion notifications on my Smartphone?
A: First verify that the status of your Cloud ID is ONLINE and the Network Status indicates Healthy Network (refer to section 2). Next, from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select the following: Enable for Motion Detection, Alarm, E-mail Notice and APP Alarm. Click Ok.
After you have finished setting your preferred channel as outlined above, repeat the process for your remaining preferred channels. Starting from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select Copy to and set the detection for all cameras, or you can adjust the sensitivity at any time by returning to this screen. When people passed by, you will get motion detection signal and notification as shown.

Q: How can I receive e-mail notifications for motion detection?

A: First, ensure you follow the steps outlined in the previous question How can I get motion notifications on my Smartphone?

To receive notifications, you need an Email account (Such as, Hotmail, Gmail, Yahoo, etc.)

Next, log into the web version of your Email account. In the upper right-hand corner, click on the Settings button, then select Connected accounts > POP and IMAP. Select Yes and Don’t as shown in the figure and Save.
From the home screen of your monitor, right click your mouse and navigate to System Setup, select Network setup, select Email from the left menu bar. From there, click Enable, enter the information in the fields as shown in the figure below. For the dot, please be sure to use the correct key on the keyboard next to the forward slash as shown in this figure:

- Complete the fields on the screen as follows (take hotmail account as an example):
  - SMTP Server: smtp-mail.outlook.com
  - Port: 587
  - Username: Sender e-mail address (click shift on the virtual keyboard for “@” symbol Hotmail e-mail address) to send alarm
  - Password: Sender E-mail login password
  - Encryption Type: SSL
  - Sender: Sender e-mail address to send alarm
  - Sendee: Receiver e-mail address to receive alarm (it must be different with sender, you can use another Hotmail/Gmail/Yahoo Email address)
  - If you use other email account as sender, such as gmail, yahoo, etc, you need find out their own SMTP server and port, or you can contact our service person.

![Network setup screenshot](image_url)
After you have entered all of your information, click Test until the Test success message appears on the screen. Please allow a few minutes for the testing cycle to complete. If the test failed, try another Email account. Click Ok. Whether or not your test was successful, be sure to click Ok to save your settings.

To test your alarm, walk past your camera. You will receive an Email notification within 2 to 3 minutes as shown in the sample figure below.

Q: How do I add a new camera? What should I do when there is no camera display on the screen?

A: In some situations, you may need to add a new camera to your NVR. For example, you may need to replace a broken camera, or if you have an expandable NVR, you can also add additional cameras.

Charge the camera with matched power supply, connect the router to the camera with a network cable. The camera and NVR must be plugged into the same router. From the home screen of your monitor, right click your mouse and navigate to Video Manage. Click Refresh to find the IP address of the camera, see example in the figure below. Navigate to IP address, then click Match Code. The camera channel will connect automatically. When the channel says Connect, you will no longer need a network cable for the camera; the cable can be removed between the camera and the router.
Q: How can I strengthen the wireless signal?
A: Adjust the direction of the antennas as shown in the figure below

Best wireless signal  |  Worst wireless signal

Please contact us at safevantservice@hotmail.com so that we can send Instruction about Repeater function or purchase long antennas for cameras to boost wifi

Q: How do I adjust the Date and Time?
A: First way: Verify that your system is healthy network. Right click the mouse, navigate to System setup>Network Setup. From the same Window, go to General setup>Time setup from the left menu bar. Tick Enable Sync now, click Apply>OK. Second way: Navigate to System Setup>General setup>Time setup, please un-tick Enable Sync now, select your local time zone and click Apply>OK.
Q: What is best temperature for the cameras to operate at their optimum level?
A: Select a location for the camera that has an ambient temperature ranging from -50 degrees Fahrenheit to 122 degrees Fahrenheit.

Q: How do restore my unit to the Factory Settings?
A: Right click the mouse, please navigate to System setup > System admin > Factory setting, un-tick wifi setup and network setup, click ok. Next, right click the mouse, navigate to Video manage, click Refresh, click Auto add, after all IP addresses appear, click Ok. All videos will appear on your monitor screen.

Q: My system does not recognize that I have a hard drive installed, how to find it?
A: First confirm that the power adapter for NVR is 12V-2000mA.
Right click the mouse and navigate to System setup > General setup > HDD setup. Verify if there is HDD information. Secondly, please open NVR box to check whether HDD cable is loose and reconnect the cable.

Q: How do I reset the NVR login password?
A: To protect your privacy, please send an Email to technical support, Email subject: Request Password Reset.

Q: What's the meaning of IRON on the TV/PC monitor?
A:

<table>
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<tr>
<th>Picture</th>
<th>IRON</th>
<th>Location</th>
<th>Meaning</th>
</tr>
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<tr>
<td>💻</td>
<td>Green bar</td>
<td>Top Right Corner</td>
<td>Wireless Signal</td>
</tr>
<tr>
<td>🔴</td>
<td>Red dot</td>
<td>Top Right Corner</td>
<td>Recording</td>
</tr>
<tr>
<td>⚠️</td>
<td>Red Triangle</td>
<td>Bottom Left Screen</td>
<td>Alarm</td>
</tr>
<tr>
<td>🧣</td>
<td>Little Yellow man</td>
<td>Top Right Corner</td>
<td>Motion Detection</td>
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</table>
Q: Camera showing IPC Disconnect on Video manage page?
A: 1) check if IR CUT light turns red or not when power on camera and cover the photocell (refer to troubleshooting camera issue)
   
   2) if it turns red, it means camera is fine, move this camera near to nvr box to check whether there is image on monitor. Since wifi range depends on its distance and obstruction between cameras and nvr box.

   3) if camera is working fine and near to nvr box, still no image, camera needs to match code. Since when camera lose auto pair connection with nvr box, it will display no image. Connect camera to router with Ethernet cable, go to Video Mangage, click refresh, IP address begin with 192 showing in the first column, click match code, then IP address goes to second column beginning with 172, showing IPC connected.

Q: How to flip image when installing camera upside down?
A: On the home screen monitor, right click the mouse, navigate to Video Manage>Manual Edit> click Image Rollover>click OK

Q: I connected the system, why nothing is showing on my monitor?
A: The default output resolution of the NVR is 1280*1024, which may not be compatible with some monitor screens. There are a few options you can try to fix it:
   
   ● Connect PC/TV monitor with NVR box by VGA cable first. On the monitor, make sure the "input" is set to VGA. If no VGA cable, try another monitor with HDMI cable until getting video on the monitor screen. Don't forget to change the input to HDMI on a TV.
   
   ● When you see the video on another monitor, right click the mouse>System setup>-General setup&Screen setup, adjust the VGA resolution to 1024x768, click OK finally. Change to connect system with the first TV monitor, check if you can see the video once connected.
How can I get tech support?
Email:safevantservice@hotmail.com
Skype ID:safeskysales008
US Toll Free:18889599866 (available after 5:00 pm Pacific time)
CA Toll free 18884232549 (available after 5:00 pm Pacific time)
Website: www.safevantcctv.com