A-ZONE Wireless Security Kit User Guide

Thank your for choosing A-ZONE Product.

How can I get product and technical support?
Email: Melissa@azonecctvstore.com
WhatsApp: +86-138-2356-4721
Wechat ID: x391015921(Melissa@)
Website: http://www.azonecctvstore.com

1.Install your System

Before you install, be sure to have the following:
  a. PC or TV monitor
  b. VGA or HDMI cable
  c. Router (WAN)
  d. Hard drive.
  If you bought the system without hard drive, you need to buy a 3.5 SATA hard drive separately, then you will record and playback video, it must be formatted after installed it.
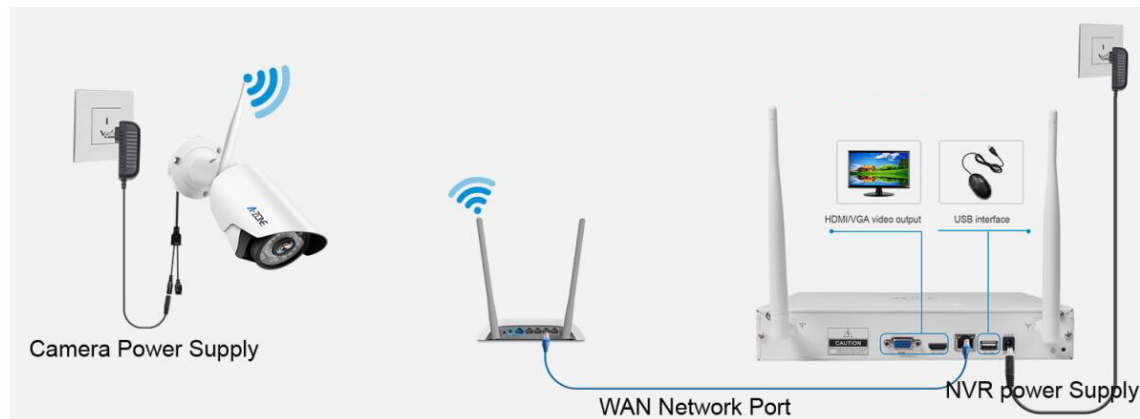 Do not attempt to install your cameras until you can view images on your TV or PC monitor first.
  Installing the hard drive video link – https://youtu.be/C6-3M0pChaQ
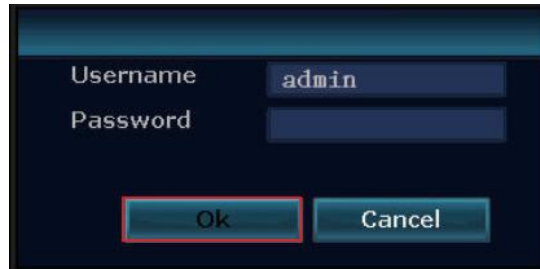 Taking out the hard drive video link - https://youtu.be/J4wnaKZcWiI

2. Installing the System

 a. Connect the NVR(12V 2A) and cameras(12V 1A) via power adapters provided.
 b. Connect the PC or TV monitor to the NVR via a VGA or HDMI cable. You must use a PC or TV monitor, you can't connect to a laptop.
 c. Connect the Router LAN Port to NVR WAN Port via Network Cable Provided. The router must be WAN(Wide Area Network), so you can view remotely.

3.Login

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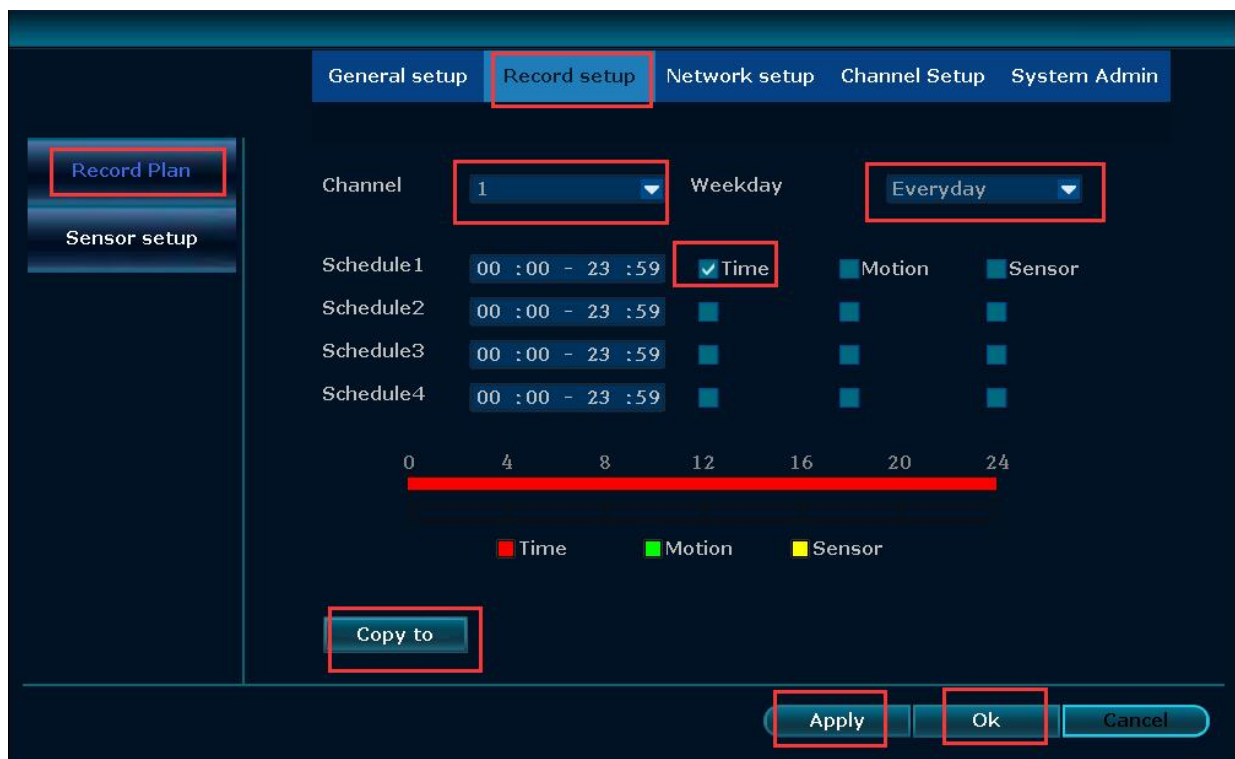
Username	admin
Password	

Ok   Cancel

4. Record Video

If you need record 24 hours everyday(You need a Hard Drive and format it)
a. First Way, Right click Manual record > select all > click All on > click ok. Once you have completed setting up the recording function, you will see a red dot in the upperright corner of each video. That indicates the system is recording.
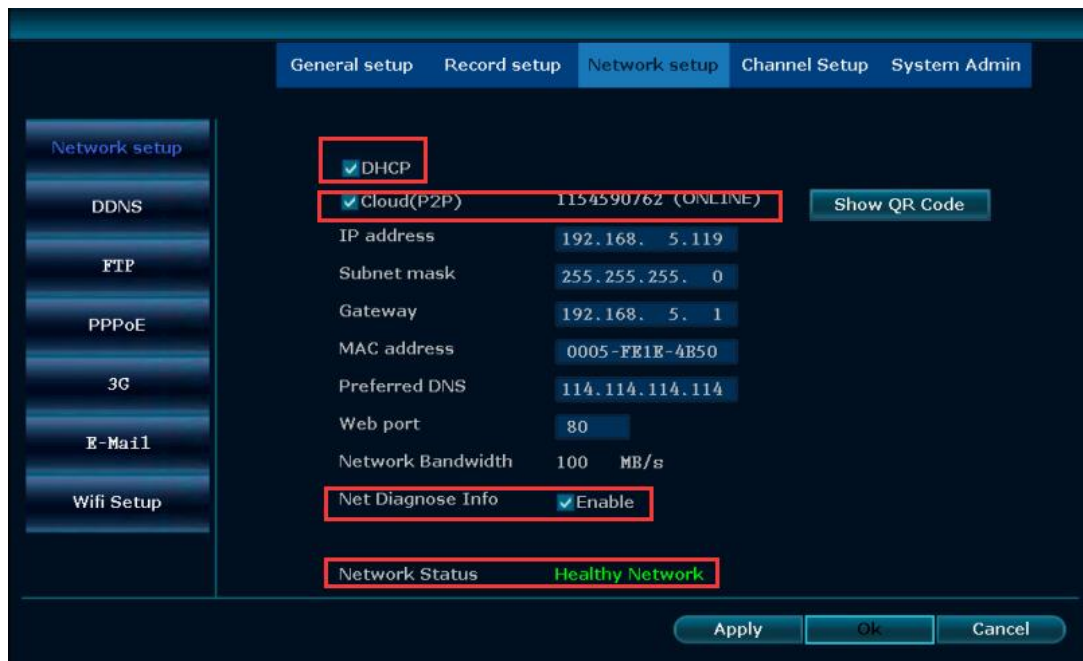
Manual record

✔1 ✔2 ✔3 ✔4 ✔All

All on   All off   Ok   Cancel

b. Second way: right click System setup >Record setup>Record Plan, pls select Everyday for Weekday -- select time -- click Copy to-- choose all -- click OK, Copy the same setting for Channel 1 for the remaining channels.
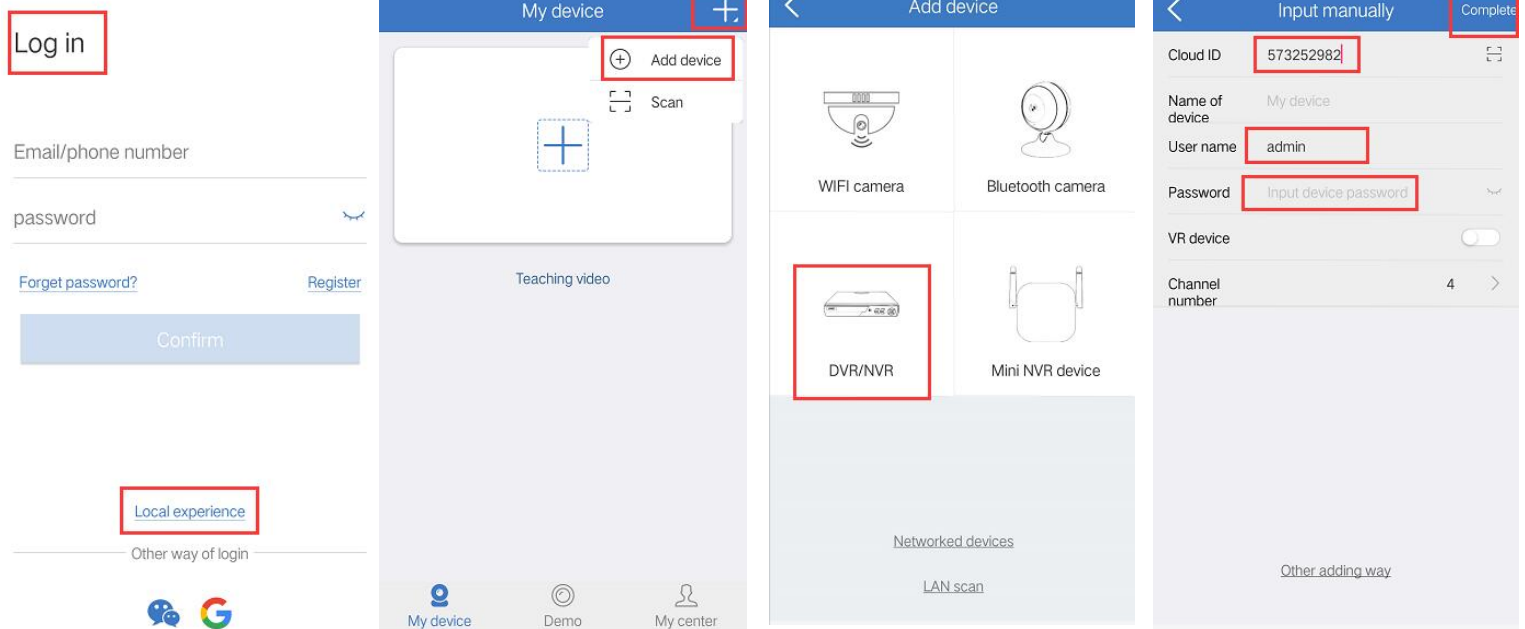
General setup	Record setup	Network setup	Channel Setup	System Admin

Record Plan

Sensor setup

Channel [1 ▼]   Weekday [Everyday ▼]

Schedule1 00 :00 - 23 :59 ✔Time ■Motion ■Sensor
Schedule2 00 :00 - 23 :59 ■ ■ ■
Schedule3 00 :00 - 23 :59 ■ ■ ■
Schedule4 00 :00 - 23 :59 ■ ■ ■

0   4   8   12   16   20   24

■Time ■Motion ■Sensor

Copy to

Apply   Ok   Cancel

5.View on your phone or PC

First, Please check whether your Cloud ID and Network status is healthy network.
If this does not appear, select DHCP and click Enable - Click ok, then wait a few seconds .
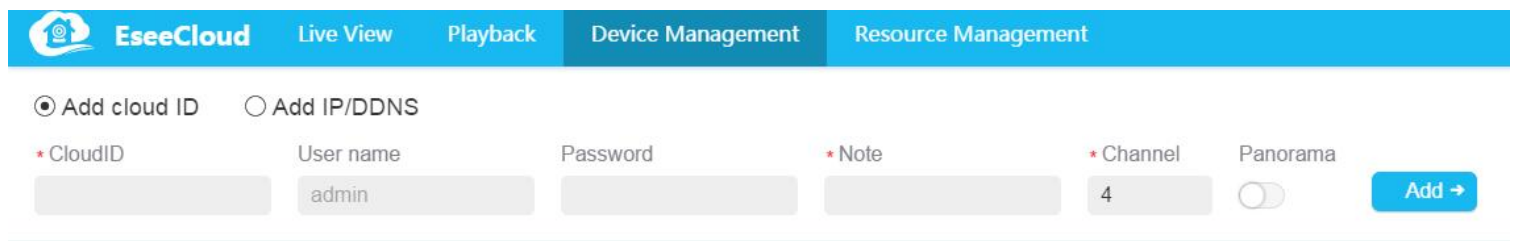
Second, Pls go to your phone App store. Download "IP PRO/ AZ Cam ".
Ceate an account and password. Be sure to remember your account login info.
Finally, Click "+", then click Add device by ID.You can find your Cloud ID on your monitor screen (Use NVR box Username/password)

Third, Download the software Eseecloud(IOS and windows) or CMS(windows) on your computer.
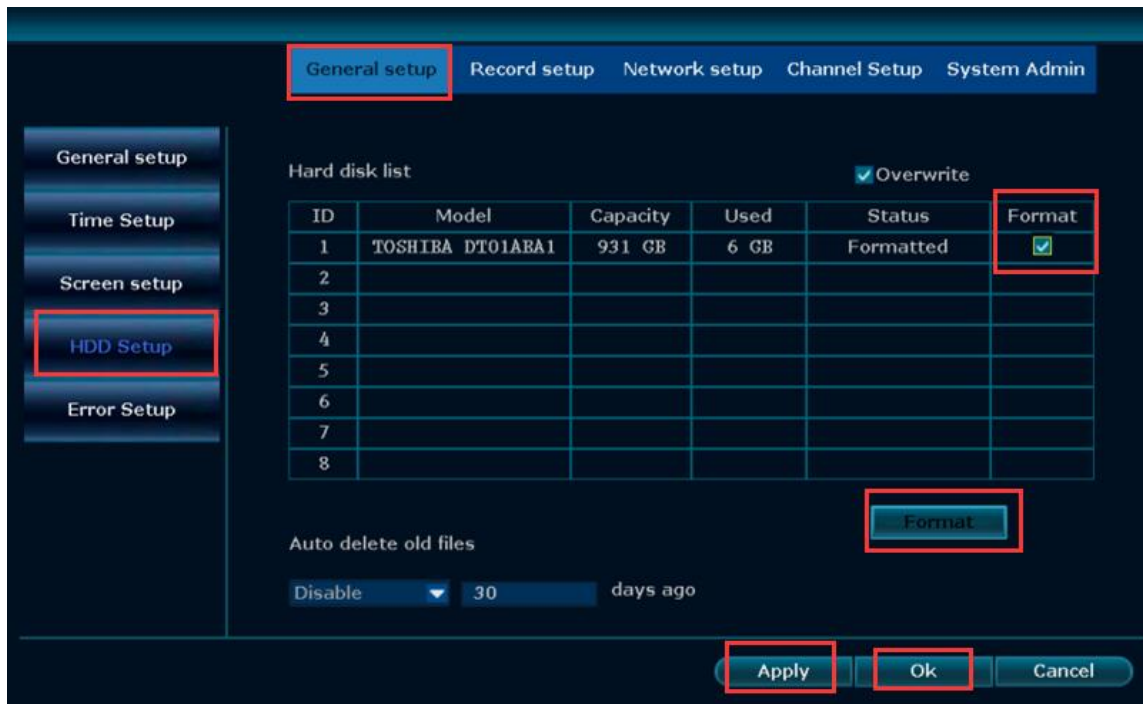the CMS you can download it from CD or Eseecloud from http://www.azonecctvstore.com .
a. Install software first.
b. Login with your NVR box Username and password.
c. Click " Plus" , input the cloud id, username and password, then you will view the recording .

6. Frequently Asked Questions

Q. How do I format my new hard drive and check my hard drive information?
A: Please go to the monitor Screen, right click System setup > General setup > HDD Setup, choose Format > click Ok. From this screen you can also check whether your system has a pre-installed hard drive.

General setup	Record setup	Network setup	Channel Setup	System Admin

General setup

Time Setup

Screen setup

HDD Setup

Error Setup

Hard disk list ☑ Overwrite

ID	Model	Capacity	Used	Status	Format
1	TOSHIBA DT01ABA1	931 GB	6 GB	Formatted	☑
2					
3					
4					
5					
6					
7					
8					

Format

Auto delete old files

Disable ▼ 30 days ago

Apply   Ok   Cancel

Q. Do I need to connect the camera with network cable?
A: If you don't need view the recording remotely and playback , you don't need the network cable, but if you want view remotely and playback, you need connect the NVR to your router via a network cable.

Q. How can I solve camera no video issues?
A. First check whether 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;
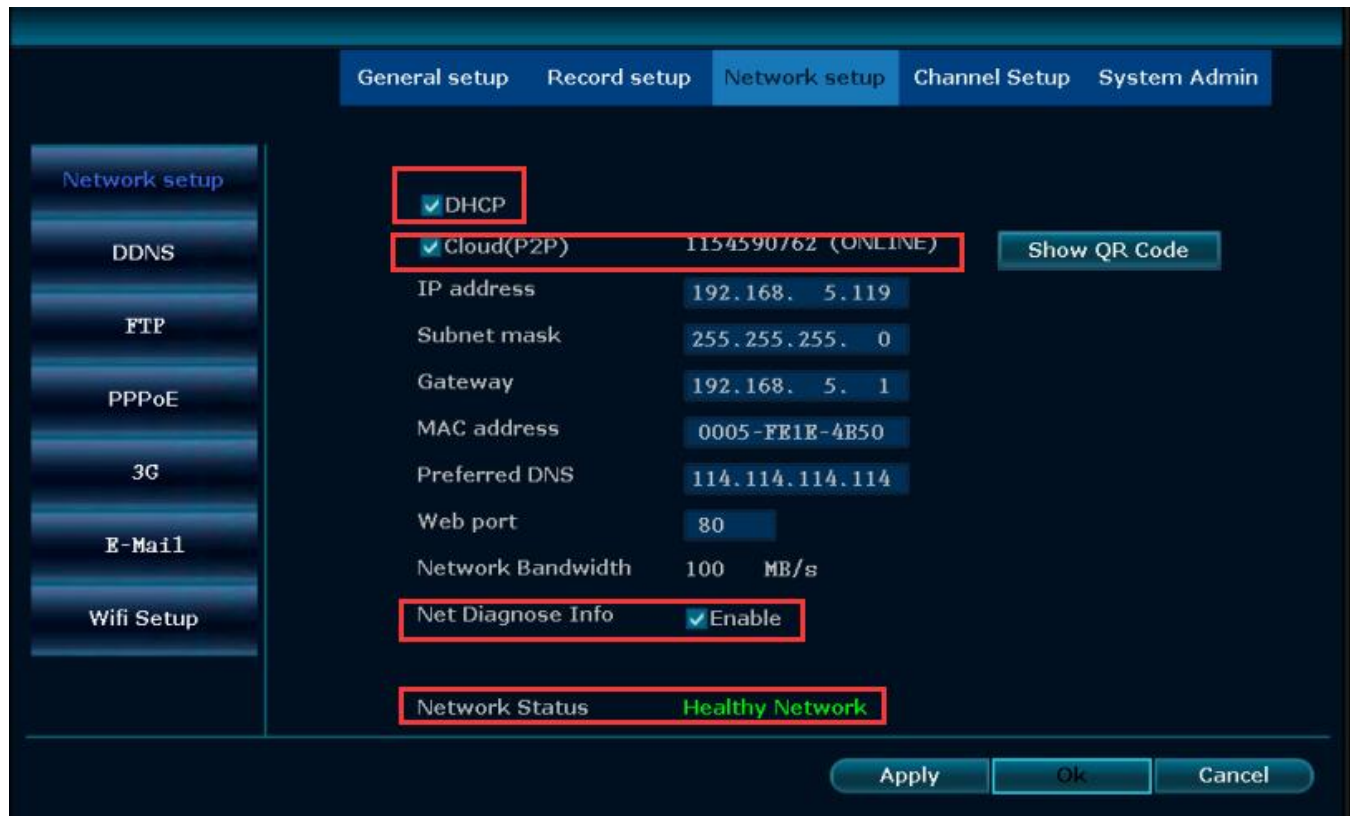If there is no video, press the green part with your finger as shown in the figure below. Please put the camera in a dark environment when press the green part. If the IR-CUT light turns red, the camera is working;If it does not turn red, this indicates that the camera has experienced a malfunction. In this case,please contact us for after sale service.
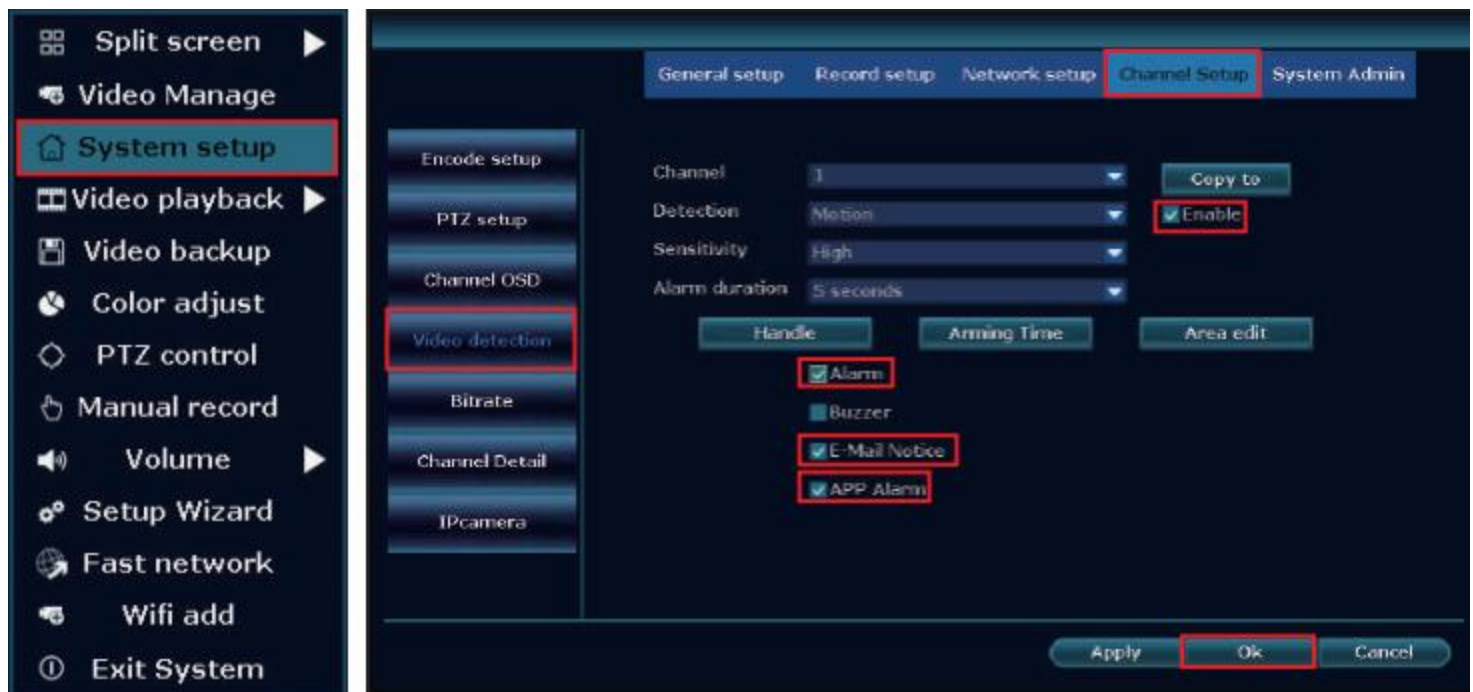

Check if the camera works
cover the light sensive, if the light on, the camera work.

Q. How can I get motion notifications on my Smartphone?
A. First pls check your Cloud ID is ONLINE and the Network Status is Healthy Network (see picture 1)
Next, right click System setup > Channel Setup > Video detection.
Select the following: Enable for Motion Detection, Alarm, E-mail Notice and APP Alarm -- Click Ok.
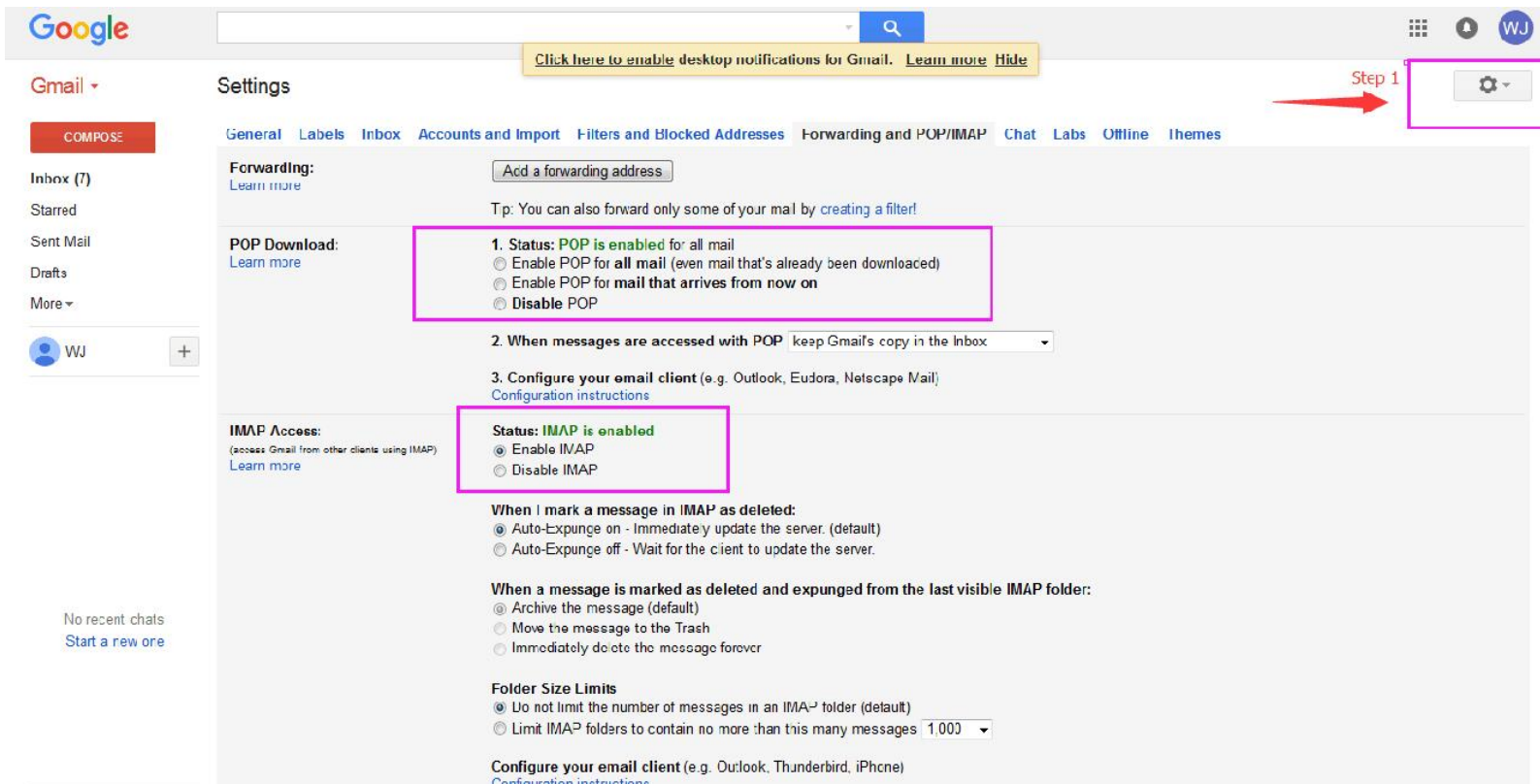(see picture 2)

Picture 1

Picture 2

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

A. To receive notifications, you need a Email account (Such as, Hotmail,Gmail,Yahoo, etc.)
Step 1, login to the web version of your Email account. In the upper right-hand corner, click on the Setting sbutton, then select Connected accounts > POP and IMAP Select Yes and Don't as shown in the figure and Save

Step 2 , Go to your monitor screen, right click System Setup - Network setup - Email. 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.
 * E-Mail Function: Select Enable
 * SMTP Server: Enter the format smtp.live.com
 * Port: set to 25
 * Username: your mailbox user name (eg: azone-stana@outlook.com)
 * Enter your email password
 * Encryption Type: Default, If you click on 'test' but it shows failed,then modified the typeto SSL)
 * From: Enter your full email address (eg: azone-stana@outlook.com))
 * To: Enter your email to receive alarm messages (eg: azone-stana@outlook.com)
 * Subject: default , you can change your own theme named.
 * Interval: time interval to receive mail (if an alarm is triggered a high frequency, the time interval is too short can cause a mailbox full)
 * Health mailbox interval: the number of minutes during normal operation if the video recorder to send a message to the recipient that you set at intervals .As shown 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 cameras.
step 1: Remove the network cable between NVR and router, plug the camera into the power supply, connect the NVR to the camera with a network cable.The camera and NVR must be plugged into the same router.
step 2: go to your monitor screen, right click to Video Manage - click Refresh to find the IP address of the camera - 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 NVR. Connect the NVR with the router by network cable again. See example in the figure below.

Q. How do restore my unit to the Factory Settings?
A. Step 1: Please go to your monitor screen , Right click System setup > System admin > Factory
  setting - click all - click ok.
  Step 2: right click Video manage - click Refresh - click Auto Add - after all IP addresses appear - click
  ok, all videos will appear on your monitor screen.

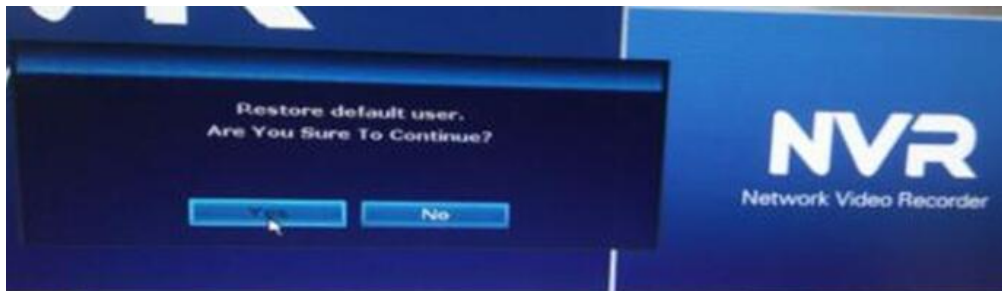**Q.** My system does not recognize that I have a hard drive installed, how to find it?
A. First confirm that the power adapter for NVR is 12V-2000mA. Once you have confirmed, right click
  System setup > General setup > HDD setup. Verify if there is HDD information. If there is no hard
  drive information, open the NVR box and check to see if the cable of hard drive is loose. Re-connect
  the hard drive cable.

Q. What if I forget my NVR login password ?
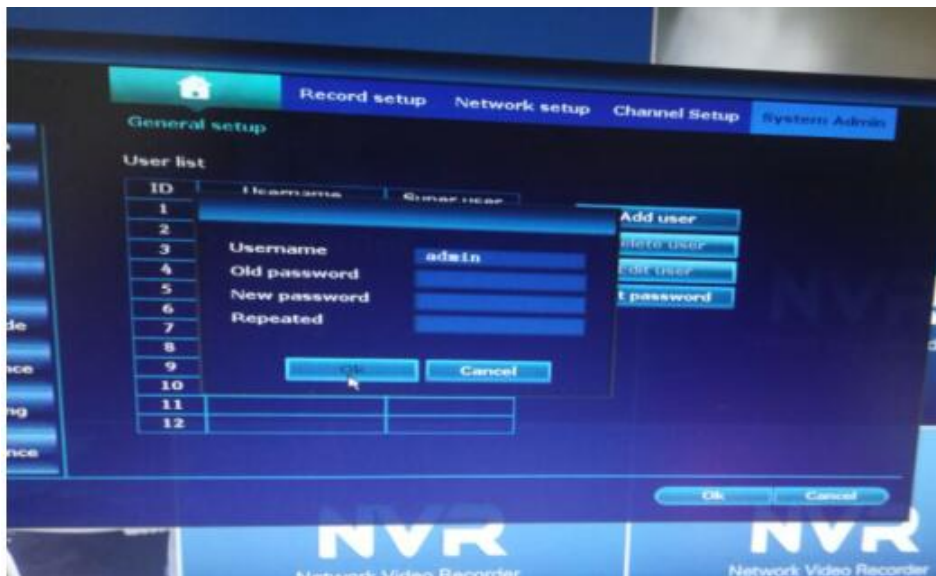**A.** The first method, When login the system, it ask for the password, but you forget the new password.
   Click "OK" and it will show "username/password is incorrect"

Left click the mouse and Right click, left and right, left and right… repeat several times. Until you get
the new interface to "restore default user"

You can re-set a new password again, or directly click "OK" to save the setting. (the user name
is admin, default password is no password)

The Second method, pls contact our service email at Melissa@azonecctvstore.com, or contact our
WhatsAPP +86 13823564721, we will provide your a super password to reset it.

Q. I connected the system, why nothing is showing on my monitor?

A. Please check if NVR's power adapter indicator is on,

   If it is on, means NVR get power.

   If camera get power, NVR get power, but still no video show up?

   Please confirm the HDMI or VGA cable is ok?

   If HDMI or VGA cable is ok, we guess it is resolution problem. The default resolution which can support our system 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/HDMI cable first. On the monitor, make sure the "input" is set to VGA or HDMI.

   When you see the video on another monitor, right click 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.

Q.How do I use a USB to Back-up my data?

A. You need to make sure you have recorded video in your hard drive first, then right click Video backup - Select all or any channel(s) you prefer - Select the particular time frame you desire - Click Search then Backup - Click Yes, remove your mouse directly and insert USB storage in 15 seconds, then wait for the system to perform the backup.