



EN

# USER MANUAL

## Mars PRO Series

Default user name: admin

Default password: 123456

## About this Manual

The material in this document is for information purpose and is subject to change without prior notice. We made every effort to ensure that this user's manual is accurate and complete. However, no liability is assumed for any errors and omissions that may have occurred.

## FCC Compliance Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the product and receiver.
- Connect the product 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.
- Declaration of Conformity

## Declaration of Conformity

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

## Copyright

### Limitation of Liability

- This publication is provided "AS IS" without warranty of any kind, either expressed or implied, including but not limited to, the implied warranties of merchantability, fitness for any particular purpose, or non-infringement of a third party's rights.
- This publication may include technical inaccuracies or typographical errors. Changes may be made to the information herein, at any time, for publication improvements and/or of the corresponding device(s).

### Disclaimer of Warranty

In no event shall the supplier be liable to any party or any person, except for replacement or reasonable maintenance of the product, for the cases, including but not limited to the following:

- Any damage or loss, including but without limitation, direct or indirect, special, consequential or exemplary, arising out of or relating to the device;
- Personal injury or any damage caused by inappropriate use or negligent operation of the user;
- Unauthorized disassemble, repair or modification of the device by the user;
- Any problem, consequential inconvenience, or loss or damage, arising out of combining the system with the devices of a third party;
- Any claim or action for damages, brought by any person or organization being a photogenic subject, due to violation of privacy with the result of pictures from a surveillance camera, including saved data, for some reason, becomes public or is used for the purpose other than for surveillance.

## Safety Information

### Warning

This is the symbol for indicating any potential hazard, risk or condition requiring special attention.  
The user needs to refer to the important operating and maintenance or servicing instructions.

### Caution

The lighting flash with an arrow head symbol, in an equilateral triangle, is intended to alert the user. There is dangerous "voltage" presence near by the product's enclosure which may be risk of person.

## Safety Precautions

- **Do not touch live electrical parts.**

Electric shock can be avoided. Follow the recommended practices listed below. Faulty installation, improper grounding, and incorrect operation and maintenance of electrical equipment are always sources of danger.

- **Do not try to install equipment outdoor, during strong wind and rain.**
- **Do not install or remove equipment outdoor, when raining.**
- **Do not try to install or operate any equipment, during a thunderstorm.**
- **Always ground all electrical equipment and the work platform.**  
Prevent accidental electrical shocks. Connect power source, control cabinets, and work platform to an approved electrical ground.
- **Always use the correct cable size.**  
Sustained overloading will cause cable failure and result in possible electrical shock or fire hazard. Work cable should be the same rating as the factory.
- **Always keep cables and connectors in good condition.**  
Improper or worn electrical connections can cause short circuits and can increase the chance of an electrical shock. Do not use worn, damaged, or bare cables.
- **Always avoid open-circuit voltage.**  
The added voltages increase the severity of electric shock hazard.
- **Always wear insulated gloves while you adjust equipment.**  
Electric power should be turned off and insulated gloves should be worn when making any equipment adjustment to assure shock protection.
- **Always wear protective clothing such as long sleeve shirts while you are installing or removing equipment.**
- **Always wear high, snug fitting shoes.**
- **Always wear clean clothes without grease or oil.**

- **Protect neighboring workers from exposure to arc radiation.**
- **Always wear long trousers or jeans while you are installing or removing equipment.**
- **Always wear safety helmet or hard hat and safety shoes before work.**
- **Always keep the equipment in dry places.**
- **Always wear safety harnesses/belt while you work in high places.**
- **Always wear dry clothing and avoid moisture and water.**
- **Always wear Public Safety Vest, while you work at night.**
- **Make sure all electrical connections are tight, clean, and dry.**
- **Make sure that you are well insulated to eliminate electric static charge.**
- **Always wear dry gloves, rubber-soled shoes, or stand on a dry board or platform.**
- **Always follow recognized safety standards.**
- **Always wear correct eye, ear, and body protection.**
- **Always have second person on-site, while you work in dark, poor ventilation, or high places.**
- **Make sure that you are well protected against arc flashes, mechanical injury, or other mishaps.**
- **Make sure that the polarity of wire is correct before installing equipment.**
- **Always handle equipment with care.**
- **Do not block the ventilation of equipment.**
- **Do not put the magnetic parts around the equipment.**
- **Do not put the objects on top of the equipment.**

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# Install the Hard Disk Drive(s)

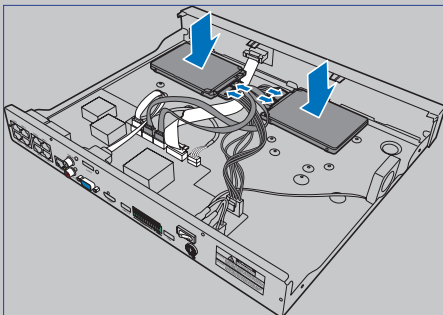
This NVR supports two 3.5" or 2.5" SATA hard disk drives.

**CAUTION:** DO NOT install or remove the hard disk drive while the device power is turned ON.

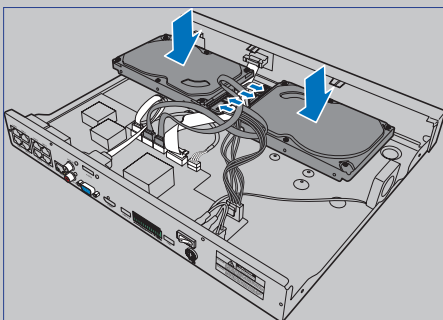
The installation procedure of 3.5" and 2.5" are slightly different. Please see the installation details as follows:

- a) Connect the data and power cables to the two hard disk drives and place the hard disk drives on the NVR case.

2.5" HDD

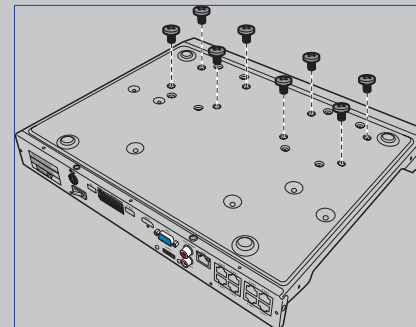


3.5" HDD

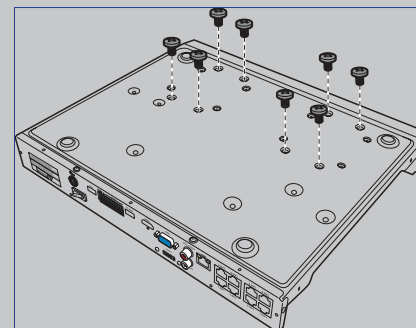


- b) Carefully flip the NVR case and secure the hard disk drives to the NVR with the eight (8) screws.

2.5" HDD



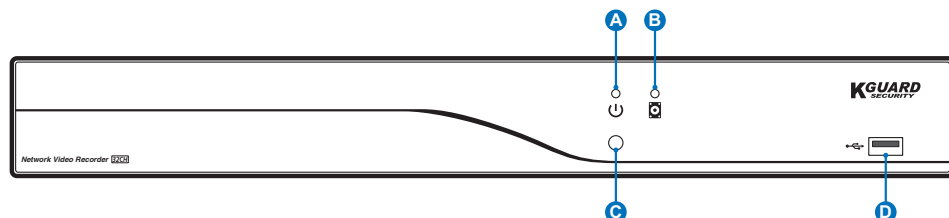
3.5" HDD



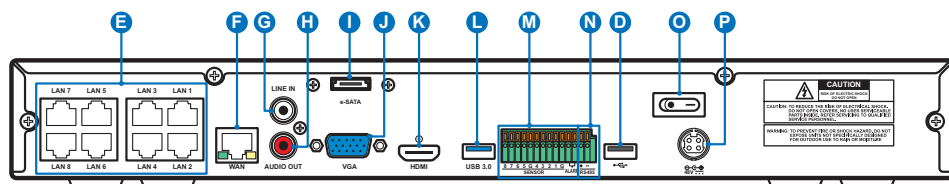
# Making the Connections

## Product Overview

Front View

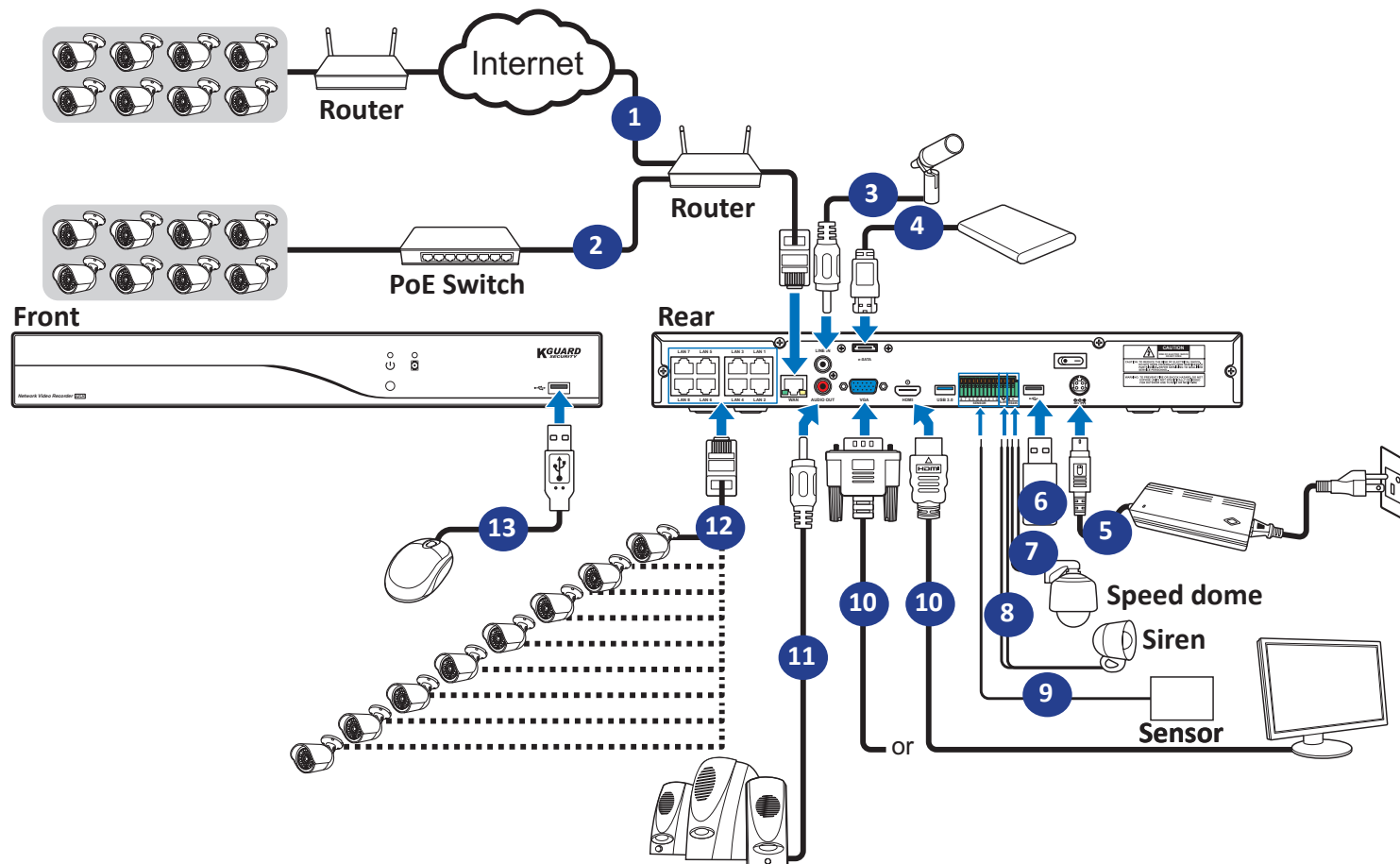


Rear View



- A) **Power LED** - This light will turn on when the power is turned on.
- B) **HDD LED** - This light will flash when the hard drive is working.
- C) **IR Sensor** - For receiving the infrared signal from the remote control.
- D) **USB** - Connect this to a USB mouse, flash disk, and other external storage drive.
- E) **PoE** - This is where you connect the IP cameras. Integrated PoE (Power Over Ethernet) ports provide power to cameras and video connection to NVR.
- F) **WAN** - Connect this to a network using the router or network switch. In addition to connecting to a network, you can also access the local or remote ONVIF IP cameras.
- G) **Line In** - For two-way audio input (Line Input).
- H) **Audio Out** - For connecting speakers.
- I) **e-SATA** - Connect this to an external hard drive to backup files stored on the NVR.
- J) **VGA** - Connect this to your TV or a monitor with VGA input.
- K) **HDMI** - Connect this to your digital TV or monitor with HDMI input.
- L) **USB 3.0** - Connect this to a USB flash drive to backup recorded events.
- M) **Alarm and Sensor I/O block** - Connect to external Sensors and Alarm devices.
- N) **RS-485** - This is where you connect a speed dome camera via RS-485.
- O) **Power switch** - Press to turn the NVR on or off.
- P) **Power** - This is where you connect the power adapter (48V/2A, 4-Pin DIN connector).

## Connection Diagram



- 1) You can connect to other IP cameras remotely over the Internet.
- 2) Connect a CAT.5E or higher RJ45 Ethernet cable for local connectivity. You can connect to other IP cameras through your local network.
- 3) Two-way voice conversation with the remote PC.
- 4) Connect an external hard disk drive to backup files stored on the NVR.
- 5) Connect the included power cable (48V/2A, 4-Pin DIN connector).
- 6) Use the USB flash disk for backup, camera, or system upgrade.
- 7) Connect a RS-485 device such as speed dome camera.
- 8) Connect an external alarm output device such as siren.
- 9) Connect external alarm sensors.

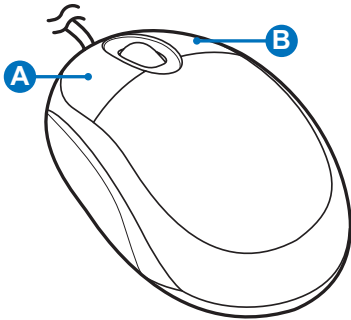
- 10) Connect the video output of the NVR to the TV or monitor via HDMI or VGA connection.
- 11) Connect speakers if you want to listen to the live audio sound or audio playback from the NVR.
- 12) Connect the PoE IP cameras. It may take up to 1 minute for the cameras to start transmitting video to the NVR.

**NOTE:** To ensure the image quality, we recommend you to use KGUARD H.265 PoE IP cameras, such as IPB-300 or IPB-400.

- 13) You need the USB mouse to go through the initial setup menus once the NVR is powered on.

# Common NVR Operations

## Using the Supplied Mouse



A) Left Button	B) Right Button
- <b>Click once</b> to choose an item in the menus and confirm your selection.	- <b>Click once</b> to open the pop-up menu on the Live Viewing screen and to exit from the menus.
- <b>Double-click</b> on the channel on the Live Viewing screen to view the channel in full screen mode. Double-click again to exit the full screen mode.	
- <b>Click and hold</b> to drag an area on motion mode or adjust the values of sliders and scales on menu mode.	

## Using the Virtual Keyboard

You will see the virtual keyboard automatically on the screen anytime you need to enter data.



Click to delete a character.

Click to enter the text.

Click to toggle the keyboard to upper case.

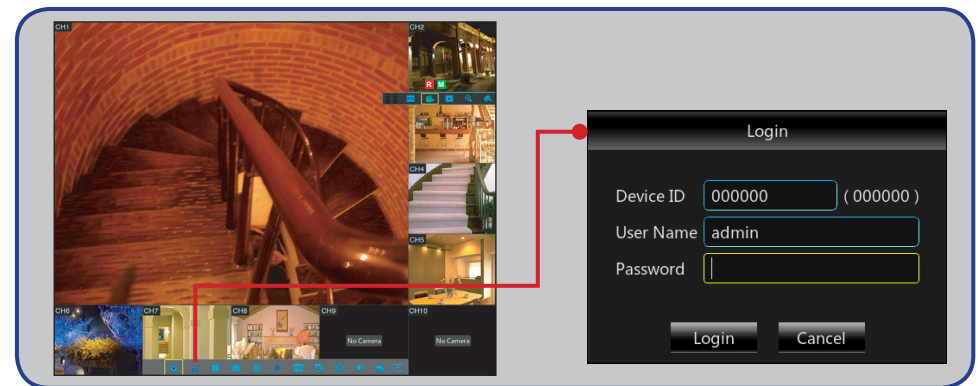
## Locking the Screen

The screen is locked to protect unauthorized OSD operation. To access the OSD menu, you need to authenticate yourself by providing the user name and password.

The default user name and password are as below:

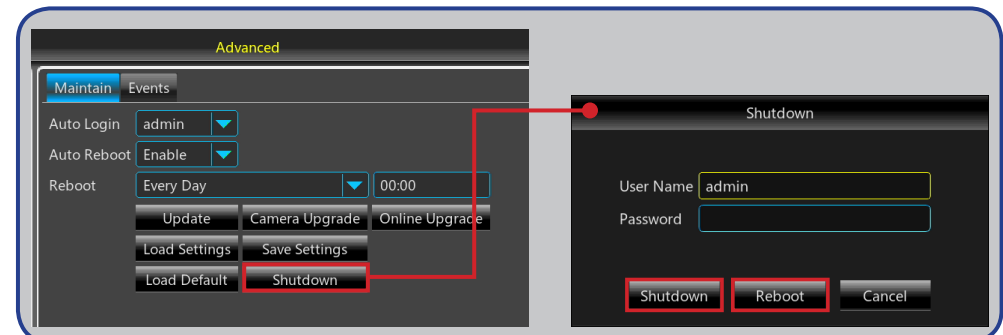
- **User name:** admin
- **Password:** 123456

**NOTE:** If necessary, you can also lock the screen manually. To do so, right-click on the Live Viewing screen to make the Pop-up menu bar visible. Then click



## Rebooting/Shutting Down the NVR

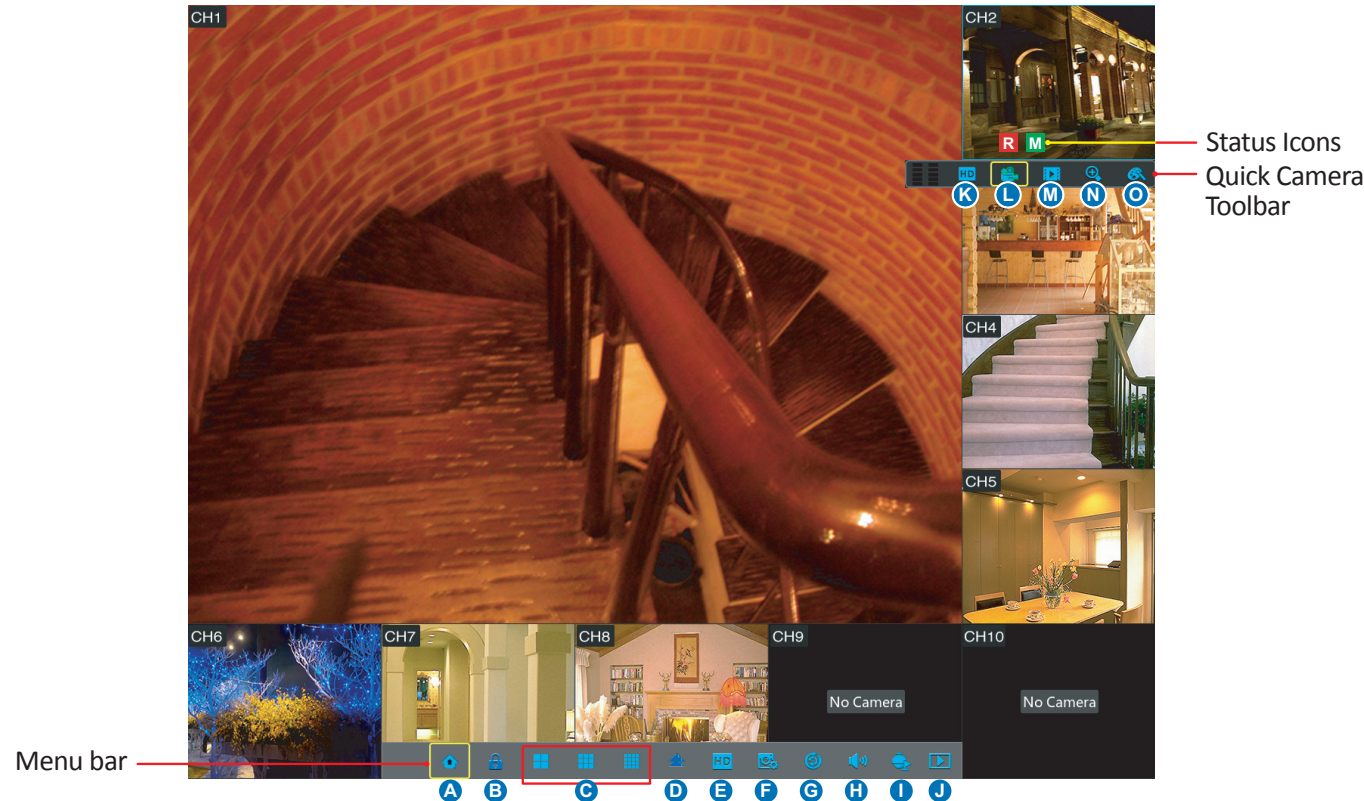
Rebooting and shutting down operations can be performed via the Main Menu.



# Live Viewing Screen

First screen you see after going through or skipping the Startup Wizard. On this screen, you see the live views from all connected cameras.

## Status Icons



Menu bar

## Menu Bar

- A) Click this to open the Main Menu.
- B) Click this to lock the screen.
- C) Click this to switch to different camera views.
- D) Click this to view more layout options.
- E) Click this to switch all channels to mainstream or substream (for live view resolution).
- F) Click this to switch between realtime, balanced, or smooth view. The view effect modes influence only the displayed video quality by bit rate and frame rate but do not influence the recording quality.
- G) Click this to start viewing channels in a sequence set in **Display: Output** on [page 13](#).
- H) Click this to adjust the volume.
- I) Click this to start / stop cruise for a PTZ camera.
- J) Click this if you want to playback videos.
- K) Click this to switch all channels to mainstream or substream (for live view resolution).
- L) Click to start recording the channel manually.
- M) Click to review the channel playback of the recent 5 minutes recording.
- N) Click to zoom in the channel.
- O) Click to adjust the channel color settings.

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

**NO HDD** The HDD icon indicates that the NVR cannot detect a HDD or the HDD is not formatted.

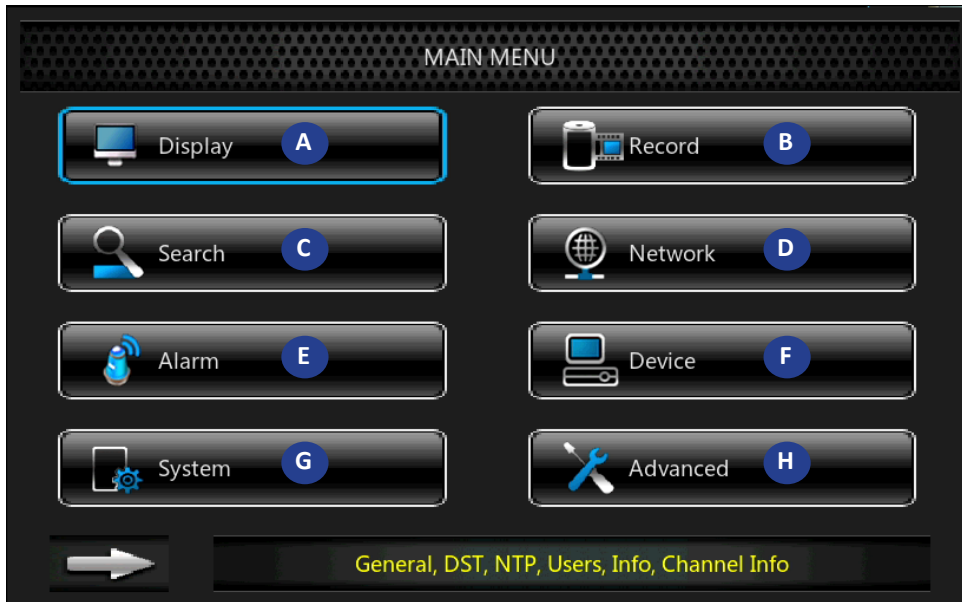
**R** This indicates that the NVR is currently recording.

**M** This icon appears when the camera has detected motion and triggers recording.

**No Camera:** Camera is not connected to the NVR.

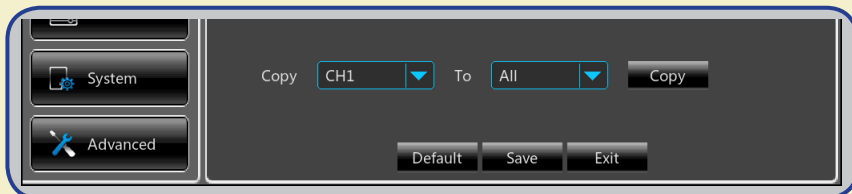


# Main Menu



- A) **Display** - Select this menu option to configure the cameras connection and how channels are displayed on the Live Viewing screen, for example color setup, video output resolution, privacy areas, etc.
- B) **Record** - Select this menu option to configure the recording options and set the recording schedule.
- C) **Search** - Select this menu option to search for recordings, events, and logs by different types.
- D) **Network** - Select this menu to configure the NVR's access parameters to the network, define the parameters (for example, resolution) for the mainstream, configure email settings and DDNS parameters.
- E) **Alarm** - Select this menu option to set the motion area and sensitivity, and configure the alarm settings.
- F) **Device** - Select this menu option to format the HDD, view available space, and set the PTZ configuration parameters and connection parameters to link your NVR to your Dropbox account.
- G) **System** - Select this menu option to modify general NVR settings, such as date and time, etc.
- H) **Advanced** - Select this menu option to modify maintenance tasks and update the system.

**NOTE:** The most common menu operations are the following:



- Click Save to save changes.
- Click Exit to close the menu (or right-click on the menu).
- Click Default to restore default values.
- Click Copy / To, to copy the current settings to all channels or one specific channel.

# Display: IP Camera

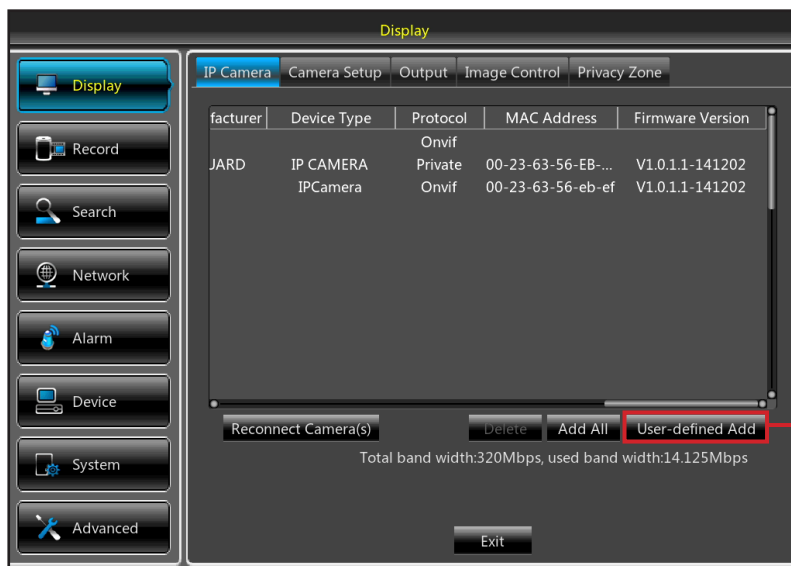
This menu allows you to view the online/connected cameras and add the IP cameras to the system. The NVR supports up to 32 IP cameras.



- **Select Box** (☐): Check in the title bar to mark all cameras or next to a camera, to select that specific camera.
- **Channel**: Display camera name.
- **Add/Delete** (+/-): Click to add or delete a camera.
- **Edit** (Pencil): Click to modify the camera's settings.
- **State** (TV): View the camera state (online/offline).
- **Modify** (Document): Click to make modifications to the online camera.
- **IP Address/Domain**: Display the camera's IP address/domain.
- **Subnet Mask**: Display the camera's subnet mask address.
- **Port**: Display the camera's connection port.
- **Manufacturer**: Display the camera manufacturer's name.
- **Device Type**: Display the device type.
- **MAC Address**: Display the camera's MAC address.
- **Firmware Version**: Display the camera's firmware version.
- **Reconnect Camera(s)**: Select the camera you wish to reconnect and click **Reconnect**.

**NOTE:** The system will automatically assign a new IP address to the selected IP camera.

- **Delete**: Select the camera you wish to remove and click **Delete**.
- **Add All**: Click to add all available IP cameras to the system.
- **User-defined Add**: Click to manually add the IP cameras. Enter the IP address/domain, alias, position, port, protocol, user name, password, and bind channel.



**NOTE:** You can connect your cameras to your NVR using the following three methods: directly through the PoE ports, through your local network, or remotely over the Internet.

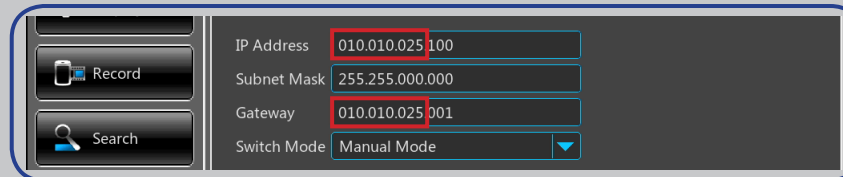
# Display: IP Camera & Camera Setup

## NOTE:

- Click **Add** to add the camera or **Search** to let the system to search for the visible IP cameras. If you have entered more IP cameras, you can select which ones you want to add and then click **Add Selected**.
- To delete a camera, check it first and then click **Delete**.
- To exit the User-defined Adding IP Camera screen, click **Cancel**.

To add and assign non-KGUARD ONVIF cameras to PoE ports, perform the following:

- 1) Set the **Switch Mode** setting to **Manual Mode** and configure the cameras on the same network segment as NVR Switch's IP Address and Gateway. See "**Network: DDNS & Switch & RTSP**" on page 25.

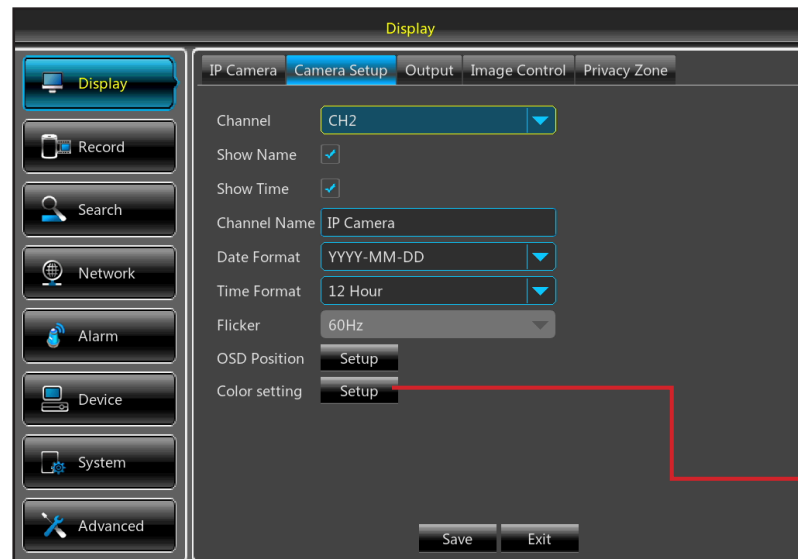


The screenshot shows a configuration window with the following fields:

IP Address	010.010.025.100
Subnet Mask	255.255.000.000
Gateway	010.010.025.001
Switch Mode	Manual Mode

- 2) Go to NVR's IP Camera menu (**Display > IP Camera**), click **User-defined Add**.
- 3) Set the **Protocol** setting to **Onvif** and enter **User Name** and **Password** of the IP camera.
- 4) Select the connected IP camera (on the right panel) and click **Add**.

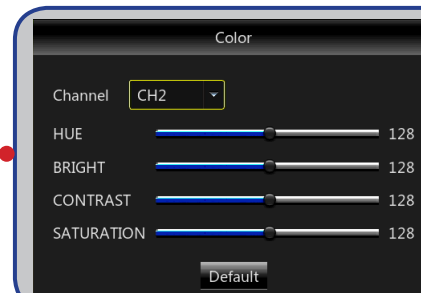
This menu allows you to configure how the channels are displayed on the Live Viewing screen.



The screenshot shows the **Display > IP Camera** menu with the following settings for Channel CH2:

Channel	CH2
Show Name	<input checked="" type="checkbox"/>
Show Time	<input checked="" type="checkbox"/>
Channel Name	IP Camera
Date Format	YYYY-MM-DD
Time Format	12 Hour
Flicker	60Hz
OSD Position	Setup
Color setting	Setup

- **Channel:** Select the channel you want to modify.
- **Show Name/Show Time:** Uncheck if you do not want the channel name or current time to be displayed on the Live Viewing screen.
- **Channel Name:** Enter the name of the channel.
- **Date Format/Time Format:** Select the desired date or time format.
- **Flicker:** Select 50Hz or 60Hz, depending on your geographical location.
- **OSD Position:** Click **Setup** to determine where you want the channel name and current date to be displayed when you are viewing the channel.



The screenshot shows the **Color** settings window with the following sliders:

Channel	CH2
HUE	128
BRIGHT	128
CONTRAST	128
SATURATION	128

**HUE:** Changes the color mix of the image.

**BRIGHT:** Defines how bright the image appears on the display.

**CONTRAST:** Increases the difference between the darkest black and the whitest white in the image. Modify the contrast if the sections of the image look "grey out".

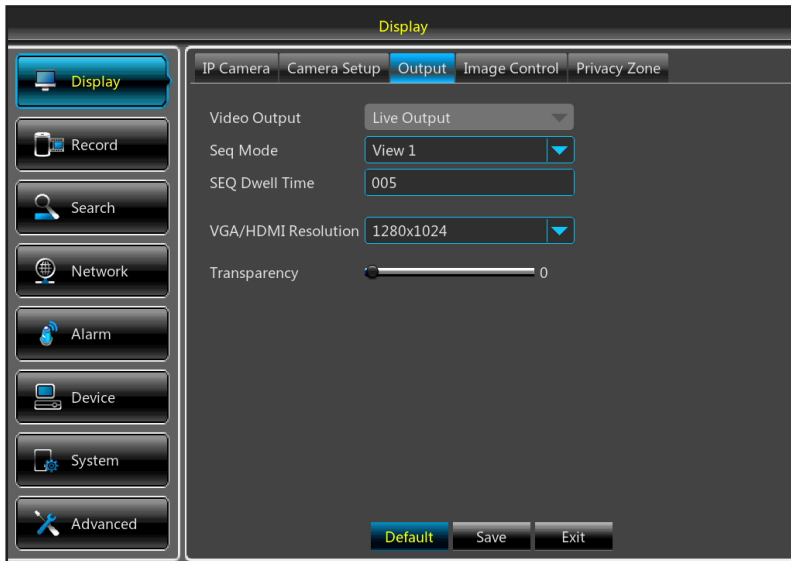
**SATURATION:** Alters how much color is displayed in the image. The higher the saturation, the brighter and vivid colors will appear to be. Setting this parameter too high can degrade the image quality.

- **Color setting:** Click **Setup** to configure video color settings.



# Display: Output & Image Control

This menu allows you to configure the video output settings.



- **Video Output:** This is the monitor that you use for live view display.
- **Seq Mode:** Choose your favorite layout from the drop-down menu for viewing channels in a sequence on live view.
- **SEQ Dwell Time:** Set how long you want the channel to be displayed on the live viewing screen in a sequence.
- **VGA/HDMI Resolution:** Select the highest resolution your monitor/TV supports. The higher the resolution, the more details you will see on your images. The NVR will restart after you change the resolution.
- **Transparency:** Decide how transparent you want the menus to be. Choose partially transparent (see-through) if you need to keep an eye on happenings while adjusting settings.

This menu allows you to configure the camera settings. Some IP cameras may not support this feature and the IP camera settings cannot also be changed using the NVR.

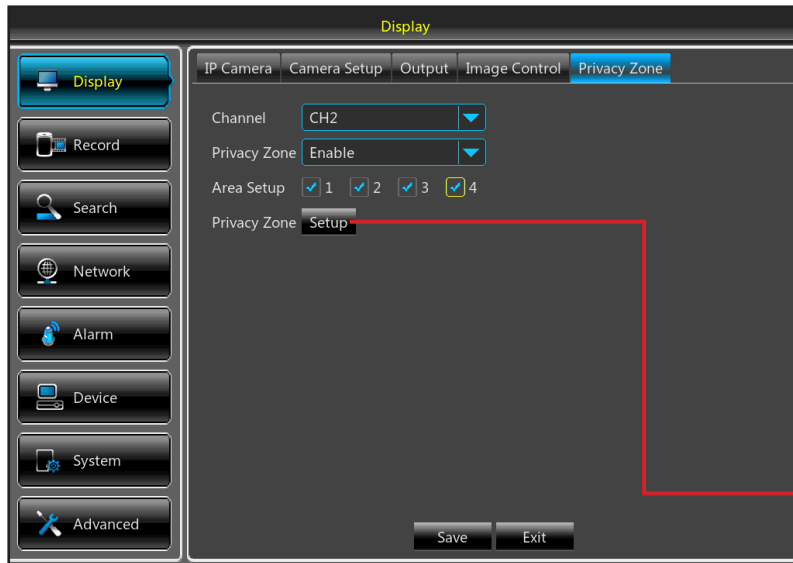


- **Channel:** Select the channel you want to modify.
- **IR-CUT Mode:** Select the desired built-in filter switch-over mode to ensure the camera works properly both in the daylight and night.
- **IR-CUT Delay:** Set the IR-CUT switching time delay.
- **Lens Flip/Angle Flip:** Check to enable automatic lens flip and/or angle flip.
- **Back Light:** Enable this feature to compensate the darkness of the subject when shooting against bright light source. For example, sunlight.
- **3D Noise Reduction:** Enable this feature to digitally minimize the video noise and extend the NVR storage.
- **Level:** Set the noise reduction level.
- **WDR (Wide Dynamic Range):** Enable to allow automatically adjust the brightness and contrast of the video when shooting in the darkness with bright light sources.
- **AGC (Automatic Gain Control):** Configure this feature when shooting in changing lightning environments. The video image is brightened in dark areas.
- **White Balance:** Choose the white balance level between Auto (automatic adjustment), Manual (manual adjustment of red and blue gain), or indoor (optimized according to the indoor environment).
- **Shutter:** Set the shutter mode.

- **Time Exposure:** Choose the exposure time of the camera.

# Display: Privacy Zone

**NOTE:** Create Privacy Zone(s) if you want to partially cover up your image. You can create up to four privacy zones. On your image, they appear as “red box rectangle areas”. You can choose where you want to create the zone(s) and how large the zone(s) are. Just click inside the default red-lined rectangle and drag it where you want to create a privacy zone. Then click and hold the red line and move the cursor to give the desired shape for the zone. Right-click to return to the Privacy Zone menu.



- **Channel:** Select the channel(s) where you want to set privacy zone(s).
- **Privacy Zone:** You need to enable this function to set privacy areas.
- **Area Setup:** Decide how many privacy areas you want to set and check the area(s).
- **Privacy Zone:** Click **Setup** to open the channel in full screen mode and start marking the privacy zones. Depending on the number of areas you have chosen in **Area Setup**, you will see areas covered with red box rectangles on the channel view. When you have finished marking the areas, right-click to return to the Main Menu.

**NOTE:** The privacy zone(s) are not visible on channel live view as well as on the video file.

Four Privacy Zones



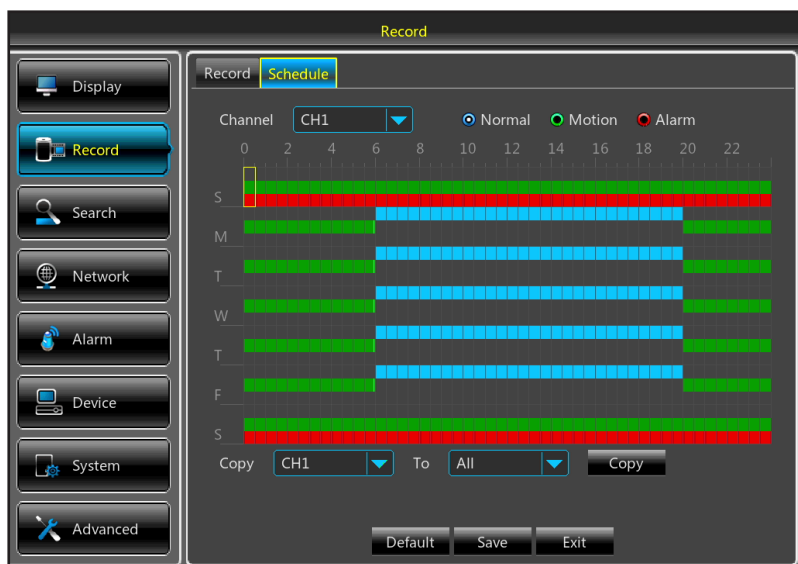
# Record: Record & Schedule

This menu allows you to configure the recording parameters for each channel.



- **Channel:** Select the channel to set its recording parameters.
- **Record:** Enable in order to allow the video to be recorded to the HDD.
- **Stream Mode:** Choose the recording resolution.
- **PreRecord:** If this option is enabled, the NVR starts recording a few seconds before an event occurs. Use this option if your primary recording type is motion based.

This menu allows you to specify when the NVR records video and define the recording mode for each channel. The recording schedule lets you set up a schedule like, daily and hourly by normal (continuous) recording, motion recording, and alarm recording. To set the recording mode, click first on the mode (Normal Record/ Motion Record/ Alarm Record), then drag the cursor to mark the slots. The recording schedule is valid only for one channel. If you want to use the same recording schedule for other channels, use **Copy/To** function.

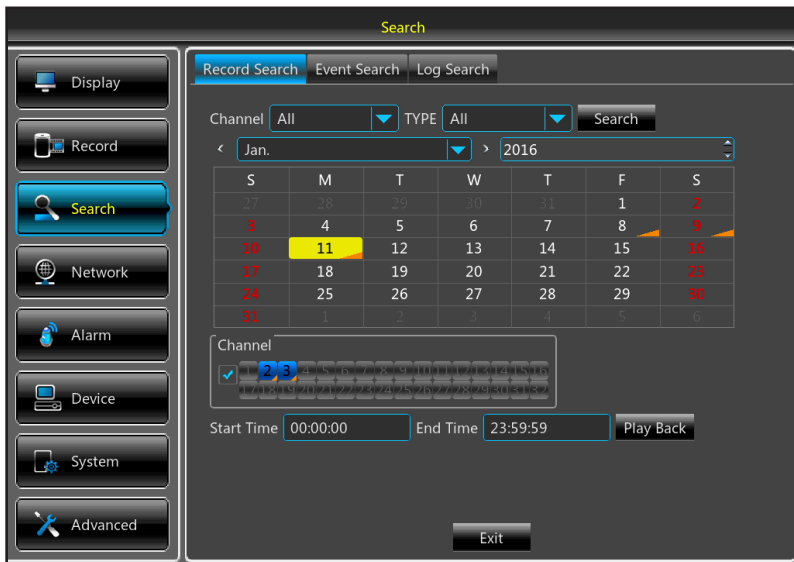


The image on the left side shows a recording schedule defined for Channel 1. According to this example schedule, Channel 1 would -

- On Saturday and Sunday record based on Motion and Alarm 24 hours.
- From Monday to Friday record continuously from 6AM to 8PM and motion based from 8PM to 6AM.
- **Channel:** Select the channel to set its recording parameters.
- **Normal Record:** When the time slot is marked blue, this indicates the channel performs normal recording for that time slot.
- **Motion Record:** When the time slot is marked green, this indicates the channel records only when a motion is detected during that time slot. We recommend to use this type of recording. To use this type of recording, you must enable and configure the motion settings for the channel in Alarm menu. See [“Alarm: Motion” on page 26](#).
- **Alarm Record:** When the time slot is marked red, this indicates the channel records only when the alarm sensor is triggered during that time slot.
- **No Record:** A time slot marked black means that there is no recording scheduled for the time slot.

# Search: Record Search

This menu allows you to search and playback the recorded videos based on recording type, channel, date and time parameters.

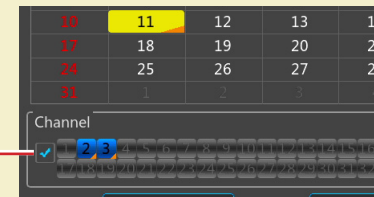


- **Channel:** Choose a channel to playback the recording or choose **All** to view the recordings from all channels.
- **TYPE:** Choose a specific recording type.
- **Search Date:** Enter the month and year where you want to search the recorded videos. Click **Search**. The result is displayed in the calendar.
- **Start Time/End Time:** Click on the date that is marked with a small orange triangle in the calendar and specify the beginning time and end time of the footage you want to review in playback. Then click **Play Back**.

## NOTE:

- *The days that are marked with a small orange triangle indicate the days when a recording took place.*
- *The channels that have recordings on a specific day are displayed in the channel view. Uncheck the channels you do not wish to see in playback.*

Channel view





# Search: General

## Playback Recordings

### Playback Screen





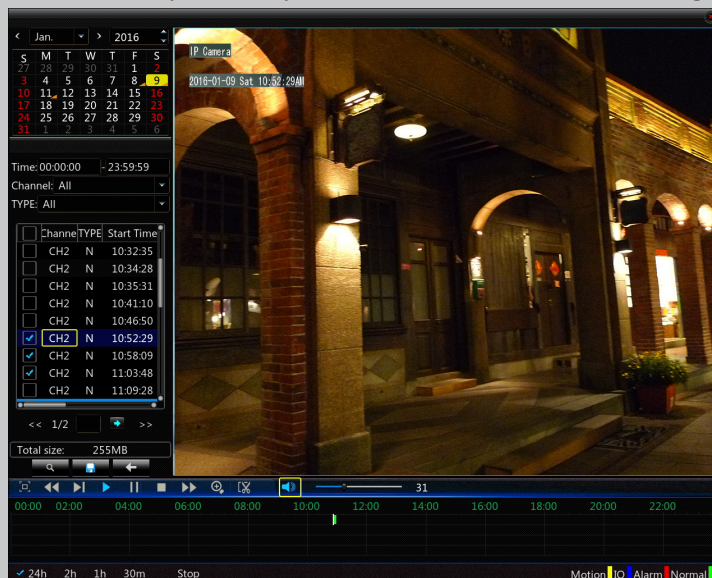
- a) **Close** - Click to close the Playback screen.
- b) **Recording(s)** - Video recordings from the selected channels.
- c) **Trim Video** - Please see more in “Trimming Videos” on page 19.
- d) **Volume Control** - Slide the sliderbar to increase or decrease volume. Click to mute audio.
- e) **Zoom In** - Click to zoom in.
- f) **Time Bar** - The color indicates the video recording type: Normal recording (green), Motion recording (yellow), Alarm recording (red), and IO recording (blue).
- g) **Recording Type Indicator** - Motion, IO, Alarm (Motion + IO), and Normal.
- h) **Time Frame** - Select Playback timeline.
- i) **Switch** - Click to switch into backup mode.
- j) **Channels** - Check the channels to playback.
- k) **Recording Calendar** - Dates marked with orange triangles have video recordings.


# Search: General (continued)

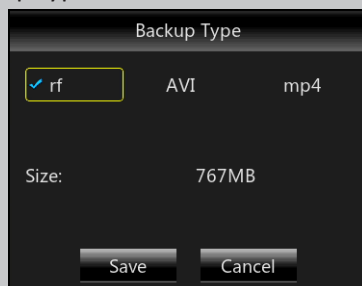
## Backing Up Videos

Use this function if you need to backup the recorded videos.

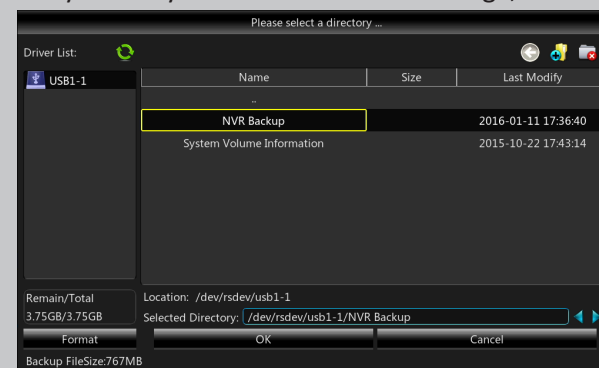
- 1) Connect a USB flash drive to the NVR.
- 2) On Playback screen, click  to view all the recordings of a specific day as a list for backing up purposes.
- 3) Set the date and time to search for the recordings. Click on the specific day and then click . The recordings of that day will be displayed as a list.



- 4) Select the recording(s) and click .
- 5) Choose the video backup type and click **Save**.



- 6) Choose a directory where you want to save the footage, and click **OK**.



**NOTE:** To view recordings in "\*.rf" format, please install the media player from the supplied product CD.

# Search: General (continued)

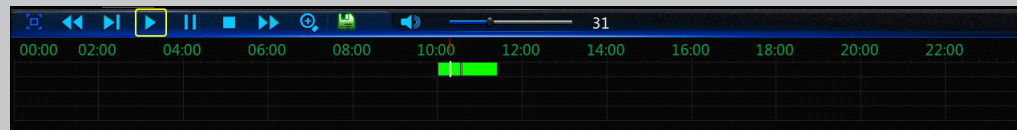
## Trimming Videos


Use this function if you need to backup just a certain section of the video recording.

- 1) Connect a USB flash drive to the NVR.
- 2) Double-click on the channel (to display in full screen during video playback) that you wish to backup.
- 3) Click on the Time Bar to mark the beginning of the video footage you wish to backup.



- 4) Click .

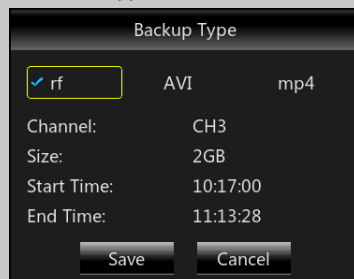


- 5) Click on the Time Bar to mark the end of the video footage you wish to backup.
- 6) Click .

The marked up area is now displayed within the red arrows.



A video type selection message appears.

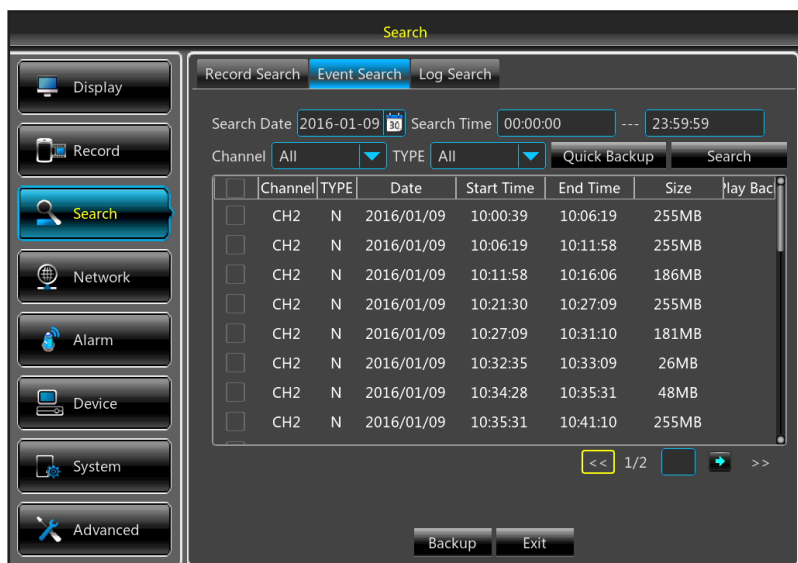


**NOTE:** To view recordings in “\*.rf” format, please install the media player from the supplied product CD.

- 7) Choose the video backup type and click **Save**.
- 8) Choose a directory where you want to save the footage, and click **OK**.

# Search: Event Search & Log Search

This menu displays the recordings that were triggered by the NVR.

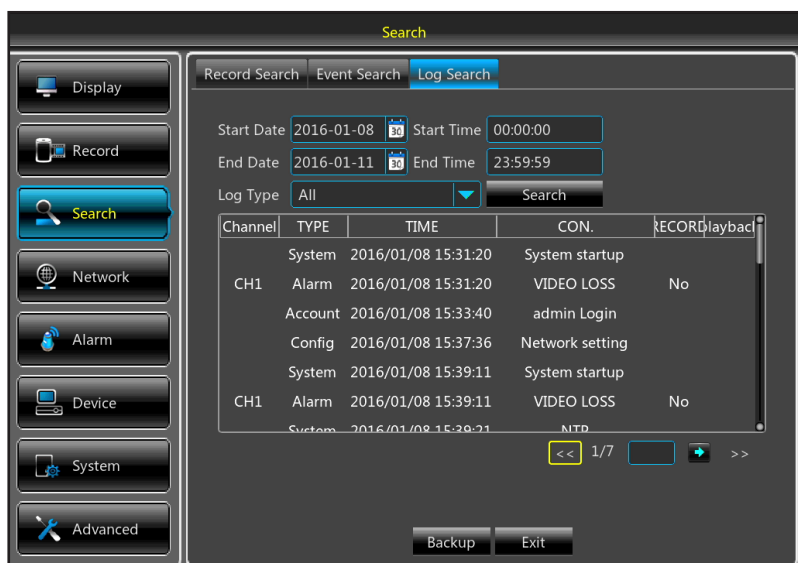


- **Search Date:** Specify the date for search the event.
- **Search Time:** Specify the starting time and the ending time to search for the event.
- **Channel:** Select the channel to search, or select **All** to search all channels.
- **TYPE:** Select the type of recording to search among **All**, **Normal**, **Alarm (Motion + IO)**, **Motion**, or **IO**. Then click **Search**.

## NOTE:

- *You can backup the event(s) or playback the event(s). To backup the entire event, click Quick Backup. To backup an individual event, choose the event first and then click Backup. Please see more details in “Backing Up Videos” on page 18.*
- *To playback event(s), double-click on the event. Please see more details in “Playback Recordings” on page 17.*

This menu displays a list of events, presented in chronological order: the most recent events will be at the end of the list. The **Log** will list all events that the NVR monitored.



- **Start (Date or Time)/End (Date or Time):** Specify the start and end date/time of the logs you want to review and/or save on an external USB storage device. Click **Search**.
- **Log Type:** Select the log type among **All**, **System**, **Config**, **Alarm**, **Account**, **Record**, or **Storage**.

## NOTE:

- *Double-click on the log to view the details, the previous log, next log, or to playback the alarm logs. More information on playback, please refer to “Playback Recordings” on page 17.*



- *To backup the logs, click Backup. Please see more details in “Backing Up Videos” on page 18.*



# Network: Network

The most common types are DHCP or Static. Most probably your network type is DHCP, unless the network is manually addressed (usually called- Static). If you need an authentication user name and password to the Internet, then choose PPPoE.

- **Network Type:** Select the network type you are using.

**NOTE:** If you are not sure in your network type or settings, please contact your ISP (Internet Service Provider).

**DHCP:** This is the network type when a device on your network (usually a router) assigns automatically all the network parameters for your NVR.

**Static:** Requires all the network parameters to be filled in manually.

The screenshot shows the 'Network' configuration page with the 'Network' tab selected. The 'DHCP' option is checked under the 'Network Type' section. The following fields are visible and highlighted with a red box: IP Address (010.000.020.187), Subnet Mask (255.255.255.000), Gateway (010.000.020.254), DNS1 (010.000.000.251), and DNS2 (008.008.008.008). Other fields include Client Port (09000), HTTP Port (00080), and UPNP (Disable). Buttons for Default, Save, and Exit are at the bottom.

The screenshot shows the 'Network' configuration page with the 'Static' option checked under the 'Network Type' section. The following fields are visible: IP Address (010.000.020.187), Subnet Mask (255.255.255.000), Gateway (010.000.020.254), DNS1 (010.000.000.251), and DNS2 (008.008.008.008). Other fields include Client Port (09000) and HTTP Port (00080). Buttons for Default, Save, and Exit are at the bottom.

**PPPoE:** This is an advanced protocol that allows the NVR to connect to the network more directly via DSL modem.

The screenshot shows the 'Network' configuration page with the 'PPPoE' option checked under the 'Network Type' section. The following fields are visible: User, Password, IP Address (010.000.020.187), Gateway (010.000.020.254), DNS1 (010.000.000.251), and DNS2 (008.008.008.008). Other fields include Client Port (09000) and HTTP Port (00080). Buttons for Default, Save, and Exit are at the bottom.

# Network: Network & Mainstream

- **User/Password:** You need to use the login credentials only when the network type is set to PPPoE.
- **HTTP Port:** This is the port that you will use to log in remotely to the NVR (e.g. using the Web Client). If the default port 80 is already taken by other applications, please change it.
- **Client Port:** This is the port that the NVR will use to send information through. If the default port 9000 is already taken by other applications, please change it.
- **IP Address:** The IP address identifies the NVR in the network. It consists of four groups of numbers between 0 to 255, separated by periods. For example, "192.168.001.100". You need to enter the IP address manually only if your network type is **Static**.
- **Subnet Mask:** Subnet mask is a network parameter which defines a range of IP addresses that can be used in a network. If IP address is like a street where you live then subnet mask is like a neighborhood. The subnet address also consists of four groups of numbers, separated by periods. For example, "255.255.000.000". Alike IP address, you need to enter the subnet mask manually only if your network type is **Static**.
- **Gateway:** This address allows the NVR to access the Internet. The format of the **Gateway** address is the same as the **IP Address**. For example, "192.168.001.001". Alike IP address, you need to enter the gateway address manually only if your network type is **Static**.
- **DNS1/DNS2:** DNS1 is the primary DNS server and DNS2 is a backup DNS server. Usually should be enough just to enter the DNS1 server address.
- **UPnP:** If you want to log in remotely to the NVR using Web Client, you need to complete the port forwarding. Enable this option if your router supports the UPnP. You need to enable UPnP both, on NVR and router. In this case, you do not need to configure manually port forwarding on your router.

**NOTE:** If your router does not support UPnP, make sure the port forwarding is completed manually. Please see the customized free guide on <http://portforward.com/kguard>.

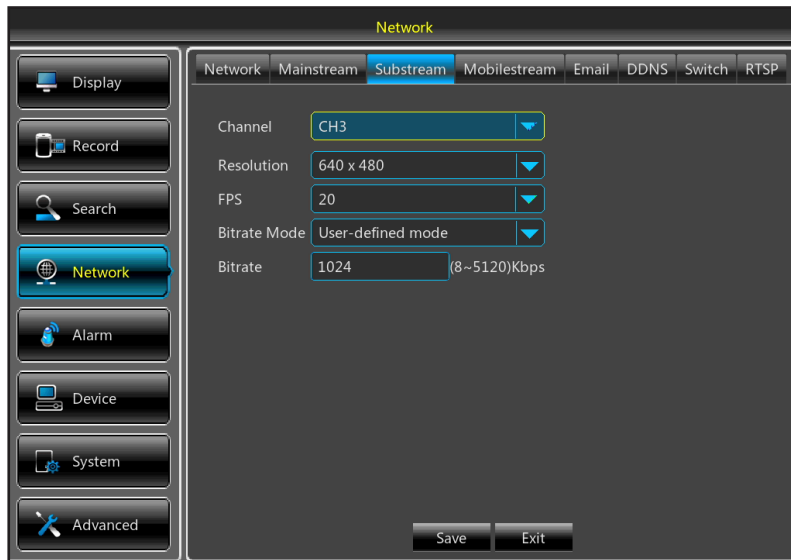
This menu allows you to configure the recorded video parameters. All the modifications you apply to these settings will affect the recorded video saved into the HDD.



- **Channel:** Select the channel to configure recording related information.
- **Resolution:** This parameter defines, how large the recorded images will be.
- **FPS:** This parameter defines the number of frames per second the NVR will record.
- **Bitrate Mode:** If you want to set the bitrate by yourself, then choose **User-defined mode**. If you want to select the predefined bitrate, choose **Predefined mode**.
- **Bitrate Control:** Select the bitrate level based on the complexity of the scene. For a simple scene, such as gray wall is suitable constant bitrate (**CBR**). For more complex scene, such as busy street is suitable variable bitrate (**VBR**).
- **Bitrate:** This parameter corresponds to the speed of data transfer that the NVR will use to record video. Recordings that are encoded at higher bitrates, will be of better quality.
- **Audio:** Check the box to enable audio for a channel. Make sure the camera with audio capability is properly connected to the selected channel.

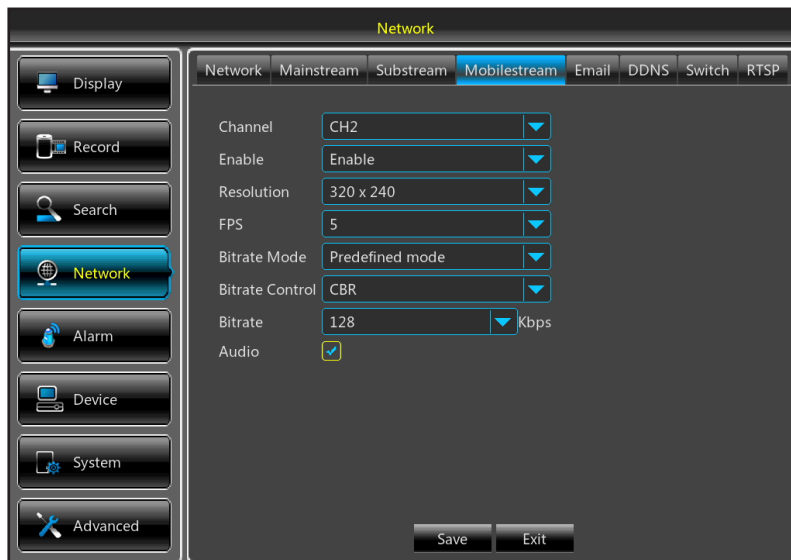
# Network: Substream & Mobilestream

This menu allows you to configure the settings of a particular channel if the channel is being viewed via PC (for example, **Web Client**).



- **Channel:** Select the channel to configure stream related information.
- **Resolution:** Set the screen resolution.
- **FPS:** This parameter defines the number of frames per second at the remote session.
- **Bitrate Mode:** If you want to set the bitrate by yourself, then choose **User-defined mode**. If you want to select the predefined bitrate, choose **Predefined mode**.
- **Bitrate:** This parameter is the data throughput during the remote session.

This menu allows you to configure the settings of a particular channel if the channel is being viewed via mobile devices. All the modifications you apply to these settings will not affect the recorded video saved into the HDD.



- **Channel:** Select the channel to configure stream related information.
- **Enable:** Enable to allow the remote access function.
- **Resolution:** Set the screen resolution.
- **FPS:** This parameter defines the number of frames per second at the remote session.
- **Bitrate Mode:** If you want to set the bitrate by yourself, then choose **User-defined mode**. If you want to select the predefined bitrate, choose **Predefined mode**.
- **Bitrate Control:** Select the bitrate level based on the complexity of the scene. For a simple scene, such as gray wall is suitable constant bitrate (**CBR**). For more complex scene, such as busy street is suitable variable bitrate (**VBR**).
- **Bitrate:** This parameter is the data throughput during the remote session.
- **Audio:** Check the box if you want to hear the live sound at the remote session. Make sure the camera with audio capability is properly connected to the selected channel.

# Network: Email & Email Schedule

Please complete these settings if you want to receive the system notifications on your email when a motion is detected, HDD becomes full, HDD is in error state, or Video Loss occurs.

Network: Email configuration window. The window shows settings for Email, SSL, SMTP Port, SMTP Server, Sender, Sender Password, Receiver, and Interval. The Email tab is selected, and the settings are as follows:

- Email: Enable
- SSL: Disable
- SMTP Port: 465
- SMTP Server: smtp.gmail.com
- Sender: kguard@gmail.com
- Sender Password: \*\*\*\*\*
- Receiver: kguard@gmail.com
- Interval: 3 Min

Buttons: Test, Email Schedule, Default, Save, Exit.

- **Email:** Enable this feature.
- **SSL:** Enable if your email server requires the SSL verification. If you are not sure, please consult your email service provider. For example, if you are using Gmail then this option should be enabled.
- **SMTP Port:** Enter the SMTP port of your email server. For example, if you are using Gmail, the SMTP port is 465.
- **SMTP Server:** Enter the SMTP server address of your email.
- **Sender:** Enter your email address.
- **Sender Password:** Enter the password of your email.
- **Receiver:** Enter the email address where you want to receive the event notifications from the NVR.
- **Interval:** Configure the length of the time interval between the notification emails from the NVR.

**NOTE:** To make sure all settings are correct, click Test. The system sends an automated email message to your inbox. If you received the test email, it means the configuration parameters are correct.

For the convenience, you can create an email schedule. Define when and what type of events you want to be notified by email.

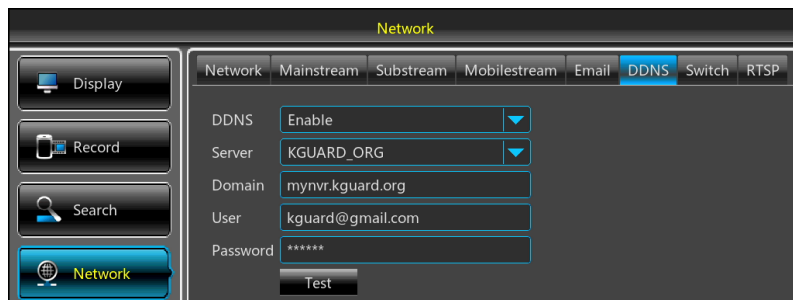
Network: Email Schedule configuration window. The window shows settings for Channel, Legend, and a grid for the email schedule. The Channel is set to CH1. The Legend indicates: Motion (Blue), Events (Red), and Alarm (Green). The grid shows the schedule for each day of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) across hours (0 to 22). The schedule is defined by colored slots: Blue for Motion, Red for Events, and Green for Alarm. Buttons: Copy, To, All, Copy, Email, Default, Save, Exit.

The color codes on email schedule have the following meanings:

- **Blue:** Slot for Motion.
- **Red:** Slot for Events (HDD full, HDD error, or Video Loss).
- **Green:** Slot for Alarm.

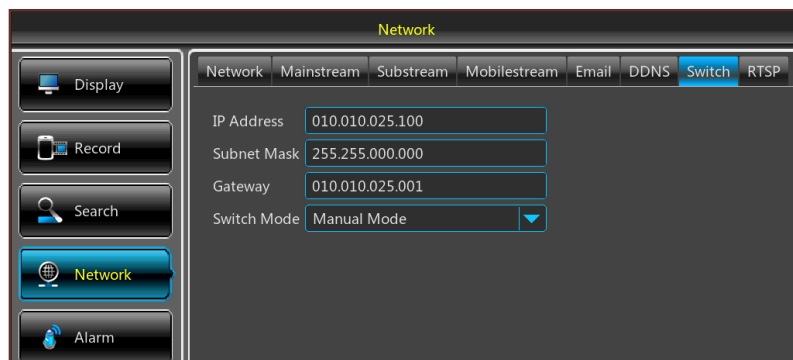
# Network: DDNS & Switch & RTSP

The DDNS provides a static address to simplify remote connection to your NVR. To use the DDNS, you first need to open an account on the DDNS service provider's web page. For example, **KGUARD.ORG**: <http://www.kguard.org>.



- **DDNS**: Enable the DDNS service.
- **Server**: Select the preferred DDNS server.
- **Domain**: Enter the domain name you created on the DDNS service provider's web page. This will be the address you type in the URL box when you want to connect remotely to the NVR via PC.
- **User/Password**: Enter the user name and password you obtained when creating an account on the DDNS service provider's web page. For example, username for KGUARD.ORG users is the email address you used when creating the account on KGUARD.ORG web page.
- **Test**: Click to test the DDNS settings.

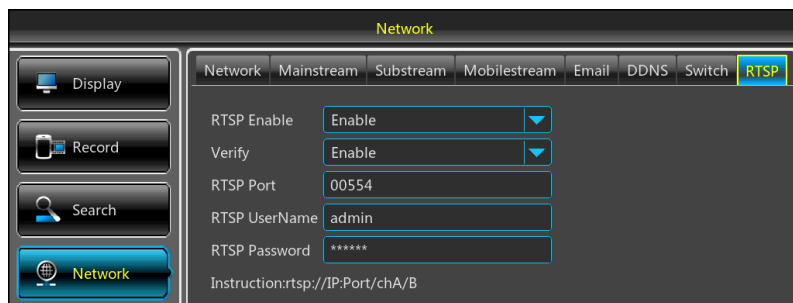
Do not change the Switch parameters (IP Address, Subnet Mask, and Gateway) unless necessary.



- **IP Address**: This is the IP address for the internal switch.
- **Subnet Mask**: This is the Subnet Mask for the internal switch.
- **Gateway**: This is the Gateway for the internal switch.
- **Switch Mode**: Select the switch mode. For adding KGUARD ONVIF cameras (such as IPB-300 or IPB-400) to PoE ports, set this setting to **Auto Mode**. For adding non-KGUARD ONVIF cameras to PoE ports, set this setting to **Manual Mode**.

**NOTE:** If you want to assign non-KGUARD ONVIF cameras to PoE ports, make sure to configure the cameras on the same network segment as NVR Switch's IP Address and Gateway, and the Switch Mode is set to Manual Mode.

RTSP stands for Real Time Streaming Protocol. This feature allows you to see the live view of the selected channel using the third party software application, such as VLC Media Player.



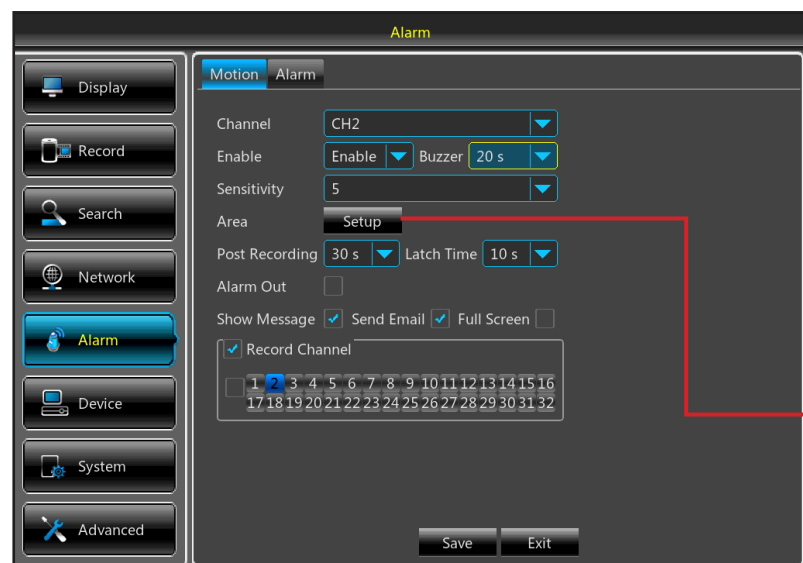
- **RTSP Enable**: Enable the RTSP control protocol if you want to use it.
- **Verify**: Enable to prompt for an authentication user name and password.
- **RTSP Port**: This is the port that the NVR will use to stream the real-time multimedia content. If the default port 00554 is already taken by other applications, please change it.
- **RTSP UserName/Password**: Enter the user name and password for accessing via RTSP protocol.

# Alarm: Motion

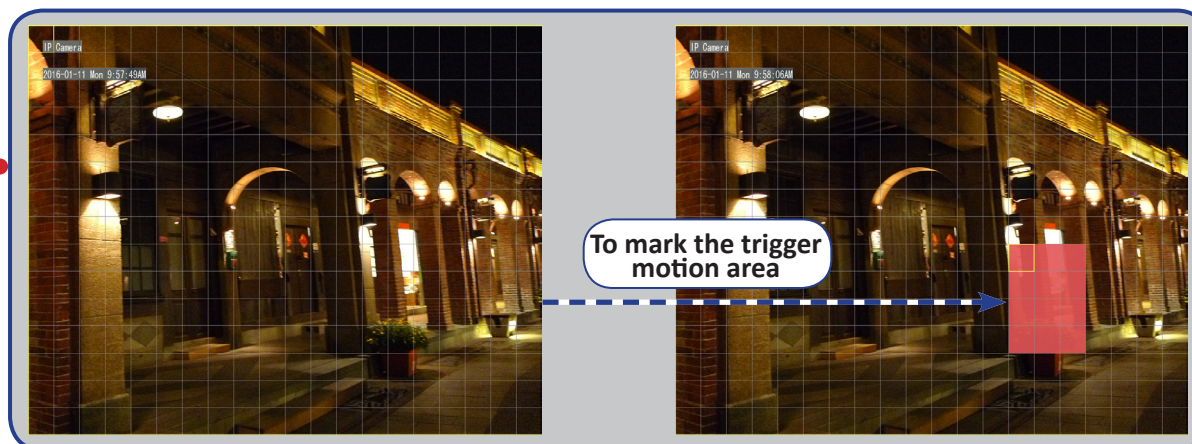
The motion detection is pretty straight forward, the NVR simply compares one frame to another. A sufficient amount of difference is interpreted as motion. When the motion is detected, the system can be set to automatically initiate recording. In this menu you can select the channels where you want the motion based recording to take place.

By default, the whole screen is marked for motion detection (red blocks). If you want to disable the motion detection on an area, you need to click the grid cursor and then drag the mouse to highlight the scope to unmark the area (transparent block).

If you set the motion detection at a high sensitivity level ("8" is the most sensitive) then the frequency of false alarm events increases. Vice versa if the sensitivity level is too low ("1" is the least sensitive), you might increase the risk that a significant motion event will not trigger the motion detection to record.



- **Channel:** Select the channel you want to set the motion detection.
- **Enable:** Enable the motion detection for a channel.
- **Buzzer:** The NVR can use its internal buzzer to emit an alarm tone. You can set the buzzer duration in seconds when the motion is detected. To disable buzzer, select **Disable**.
- **Sensitivity:** Set the sensitivity level.
- **Area:** To setup motion area, click **Setup**.



- **Post Recording:** You can set how long after an event occurs that the NVR will continue to record. The recommended recording length is 30 seconds but it can be set higher up to 5 minutes.
- **Latch Time:** Select the alarm sound duration of the I/O alarm device.
- **Alarm Out:** If an alarm device is connected, check the box to make the device sound the alarm when triggered.
- **Show Message/Sent Email:** Check the box to display "M" icon on the screen or let the NVR to send you an auto-email when the motion is detected.
- **Full Screen:** If this function is enabled and a motion is detected in a channel, you will see that channel in full screen.
- **Record Channel:** Here you can select which channels you want to include to the motion detection. If the motion is detected, the recording will start immediately on those channels.



# Alarm: Alarm & Device: HDD

This menu allows you to configure the alarm settings.

The screenshot shows the 'Alarm' configuration menu. On the left is a sidebar with icons for Display, Record, Search, Network, Alarm (highlighted), Device, System, and Advanced. The main area is titled 'Alarm' and contains the following settings:

- Motion Alarm:** Alarm In (IO-1), Alarm Type (NO), Buzzer (OFF), Latch Time (10 s), Post Recording (30 s), Alarm Out (checkbox), Show Message (checked), Send Email (checked), Full Screen (checkbox).
- Record Channel:** A grid of 32 channels (1-32) with checkboxes. Channel 1 is selected.
- Copy:** Copy (IO-1), To (All), Copy button.
- Buttons:** Default, Save, Exit.

- **Alarm In:** Select the IO alarm sensor.
- **Alarm Type:** Select the alarm sensor type: **NO** (Normal-Open), **NC** (Normal-Close), or **OFF**.
- **Buzzer:** Set the buzzer duration when the alarm sensor is triggered. To disable buzzer, select **OFF**.
- **Latch Time:** Select the alarm sound duration of the I/O alarm device.
- **Post Recording:** Here you can configure how long the NVR will continue to record after the alarm sensor is triggered.
- **Alarm Out:** If an alarm device is connected, check the box to make the device sound the alarm when the alarm sensor is triggered.
- **Show Message/Sent Email:** Check the box to display a message on screen or let the NVR to send you an auto-email when the alarm sensor is triggered.
- **Full Screen:** If this function is enabled and the alarm sensor is triggered, the corresponding channel will be displayed in full screen.
- **Record Channel:** Select which channels start to record when the alarm sensor is triggered.

This menu allows you to configure the HDD that the NVR uses for saving the recordings. You need to format the HDD only at the first startup and if you replace the HDD.

The screenshot shows the 'Device' configuration menu. On the left is a sidebar with icons for Display, Record, Search, Network, Alarm, Device (highlighted), System, and Advanced. The main area is titled 'Device' and contains the following settings:

- Tab:** HDD (selected), Cloud storage, PTZ.
- Table:**

No.	State	Free/Total	Free Time	Select
2 *	OK	422G/465G	75Hour	<input checked="" type="checkbox"/>

- Overwrite:** Auto (dropdown), Format HDD button.
- Buttons:** Default, Save, Exit.

- **Format HDD:** Select the HDD you want to format and then click **Format HDD**. To start formatting, you need to enter your user name and password and then click **OK** to confirm to continue formatting.
- **Overwrite:** Use this option to overwrite the old recordings on the HDD when the HDD is full. For example, if you choose the option 7 days then only the last 7 days recordings are kept on the HDD. To prevent overwriting any old recordings, select **Disable**. If you have disabled this function, please check the HDD status regularly, to make sure the HDD is not full.

# Device: Cloud Storage & PTZ

This feature allows users to see what is happening on your camera site anytime, anywhere through the Internet. Uploading the snapshots can be based on a time interval or a motion is detected.



- **Activate Cloud:** Click to activate the function. An activation email will be sent to the Receiver email account. Make sure to check your email and follow the link to complete cloud storage activation within 3 minutes.
- **Advanced E-mail Setup:** Click to configure your email settings.
- **Upgrade Cloud Storage:** Click to upgrade the current cloud storage service.

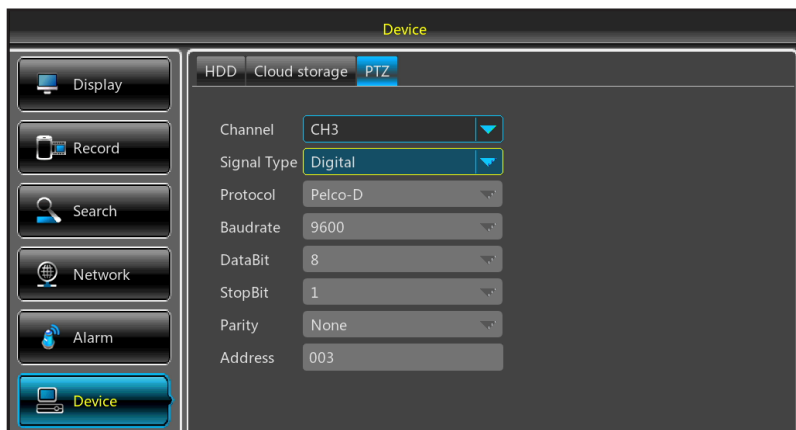
- **Cloud storage:** Enable to allow cloud settings.
- **Cloud Type:** This NVR only supports Dropbox cloud storage.
- **Channel:** Select the channels where you want to upload the photos to Dropbox.
- **Interval:** Set the photo uploading interval.
- **Motion detection:** Enable if you want to upload photos to Dropbox when the camera detects a motion.
- **Driver Name:** Enter the cloud storage name for your NVR.

## Getting ready to start uploading the snapshots

- 1) Enable **Cloud storage** and configure Cloud settings for channel(s).
- 2) Configure advanced email settings in **Advanced E-mail Setup**.
- 3) Click **Activate Cloud** and wait for the verification email.
- 4) Click **Activate Cloud in Dropbox** link on verification email.
- 5) Enter your Dropbox account credentials.

Setting up the Cloud service is now complete. If you encountered any problems while activating the Cloud service, please repeat steps from 3 to 5.

This menu allows you to configure the PTZ (Pan-Tilt-Zoom) settings for the dome camera.



- **Channel:** Choose a channel where is connected a dome camera.
- **Signal Type:** Choose the signal type.
- **Protocol:** Choose the communication protocol between the PTZ capable camera and NVR.
- **Baudrate:** The speed of the information sent from the NVR to the PTZ-capable camera. Make sure it matches the compatibility level of your PTZ-capable camera.
- **DataBit/StopBit:** The information between the NVR and PTZ-capable camera is sent in individual packages. The **DataBit** indicates the number of bits sent, while the **EndBit** indicates the end of the package and the beginning of the next (information) package. The available parameters for **DataBit** are the following: **8, 7, 6, 5**. The available parameters for the **StopBit** are **1** or **2**.
- **Parity:** Is necessary for error check. See the documentation of your PTZ-capable camera, to configure this setting.
- **Address:** Set the command address of the PTZ system. Please be noted that each PTZ-capable camera needs a unique address to function properly.



# System: General & Users

This menu allows you to configure the general parameters of the system, such as date and time, OSD language, menu timeouts, etc.

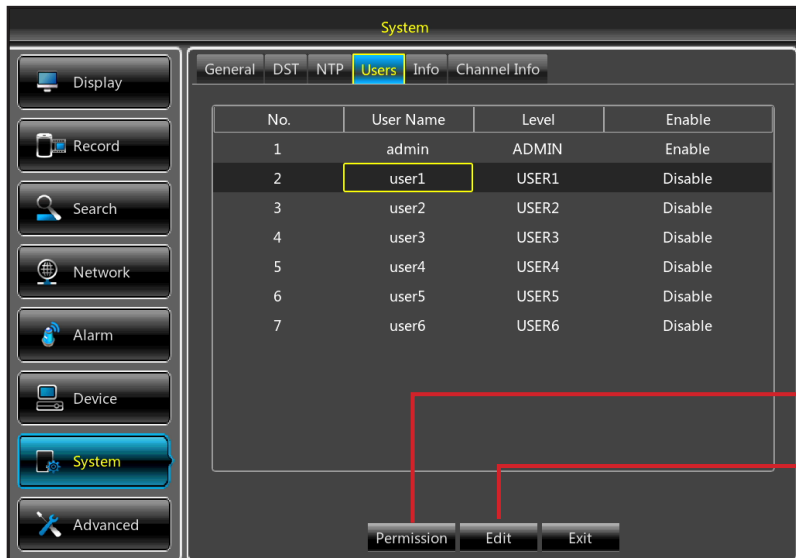


- **Date/Time:** Enter the date and time manually.

**NOTE:** For date/time automation over the Internet, enable NTP.

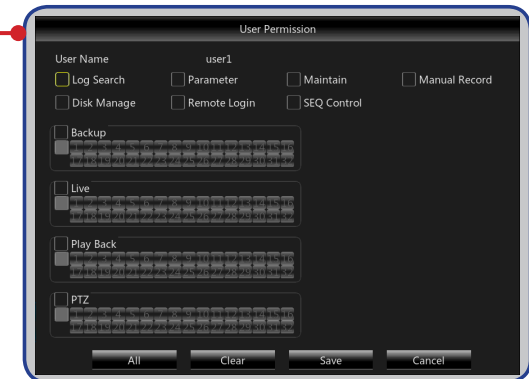
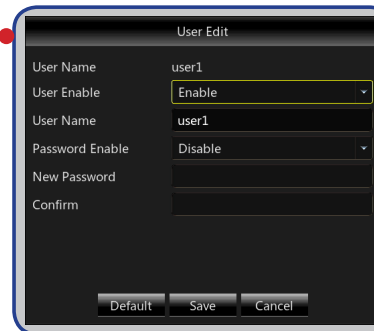
- **Date Format:** Set the date format here. For example, if you keep the default **YY-MM-DD** and today's date is January 11th, 2016, the date appears on the footages as 2016-01-11.
- **Time Format:** Set the time format here. For example, if you keep the default **24 Hour** and the current time is 5:29:54 PM, the time appears on the footages as 17:29:54.
- **Language:** Choose the OSD language.
- **Flicker:** Choose the video format between 50 Hz or 60 Hz, depending on your geographical location. For example, in USA the flicker should be set to 60 Hz, if set to 50 Hz, then the live video from the camera will be flickering.
- **Menu Time Outs:** Set the time out the NVR will exit the menus when they are not in use.
- **Show Wizard:** Check if you want the Startup Wizard to reappear each time you startup the NVR.

This menu allows you to configure the user login information.



**NOTE:** The default user name is "admin" and default password is "123456".

- **User Edit:** To enable/disable the user account, modify the user name and password, click on the user account you wish to edit, then click **Edit**.



- **Change User Permissions:** To modify user access permissions, click on the user account you wish to modify, then click **Permission**.

# System: DST & NTP

DST stands for Daylight Savings Time.



- **DST:** Enable if Daylight Saving Time (DST) is observed in your country.
- **Time Offset:** Select the amount of time to offset for DST.
- **Daylight Saving Time:** Choose to set the daylight saving time in weeks or in days.
- **Start Time/End Time:** Set the start time and end time for daylight saving.

NTP stands for Network Time Protocol. This feature allows you to synchronize the date and time automatically on the NVR over Internet. Therefore the NVR needs to be connected to the Internet.



- **NTP:** Enable if you want the NVR to update the date and time automatically.
- **Server Address:** Select the NTP (Network Time Protocol) server.
- **Time Zone:** Select the Time Zone in your location.
- **Update Now:** Click to update the system date and time.

# System: Info & Channel Info

This menu allows you to view various system related information.

The screenshot shows the 'System' menu with the 'Info' tab selected. The left sidebar contains icons for Display, Record, Search, Network, Alarm, Device, System (highlighted), and Advanced. The main area displays the following information:

Device ID	000000
Device Name	MP3201
Device Type	MP3201
Hardware Version	DM-287
Firmware Version	V5.2.0-20160105
IE Version	V2.0.0.246
IP Address	10.0.20.187
MAC Address	00-23-63-5B-84-CF
HDD Capacity	465G
Flicker	60Hz
Client Port	9000

At the bottom, there are 'Save' and 'Exit' buttons.

- **Device ID:** Enter the desired ID for your NVR. The device ID is used to identify the NVR, and can only be composed of numbers, and cannot be the same with other IDs when multiple NVRs are connected in the same network.
- **Device Name:** Enter the desired name for your NVR. The name can include both letters and numbers.

This menu allows you to view the basic information of the channels, like alias, state, mainstream/substream/mobilestream parameters, motion recording, privacy zone(s), and PTZ support.

The screenshot shows the 'System' menu with the 'Channel Info' tab selected. The left sidebar is the same as the previous screenshot. The main area displays a table with channel information:

Channel	Alias	State	Mainstream	Substream
CH1		Off-line		
CH2		On-line	1920x1080, 30Fp...	640x 480,
CH3		On-line	1920x1080, 30Fp...	640x 480,

Below the table, it shows 'Total band width:320Mbps, used band width:14.125Mbps'. At the bottom, there is an 'Exit' button.

**NOTE:** To make modifications to these parameters, please refer to their respective menus.

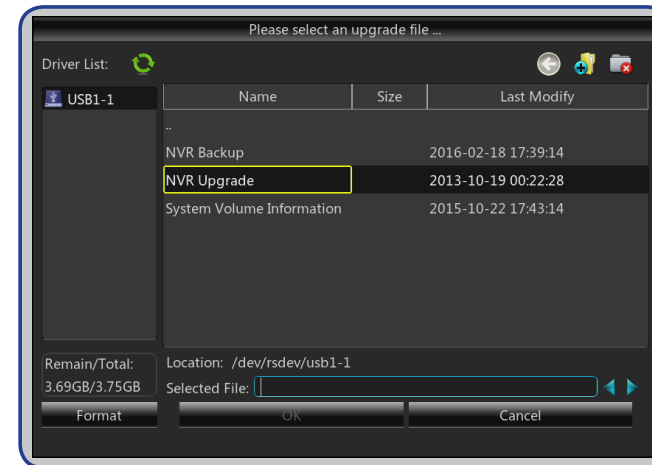
# Advanced: Maintain

This menu allows you to set automatic system maintenance, load factory defaults, update the firmware/camera settings, and reboot/shut down the NVR.

**NOTE:** Before updating the firmware or camera, obtain the upgrade file. Save the file to a USB storage device and plug in to the USB port of the NVR.



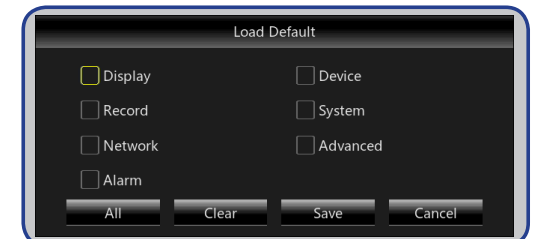
- **Auto Login:** If you want to log in to the NVR automatically for live view after each startup, then only administrator user account can be set for auto login.
- **Auto Reboot:** Set enable to reboot the NVR based on a schedule.
- **Reboot:** Choose to reboot the NVR on daily basis, on weekly basis, or on monthly basis.
- **Update:** Click to start updating the firmware. Select the upgrade file and click **OK**.



- **Camera Upgrade:** Click to start updating the camera. Select the upgrade file and click **OK**.

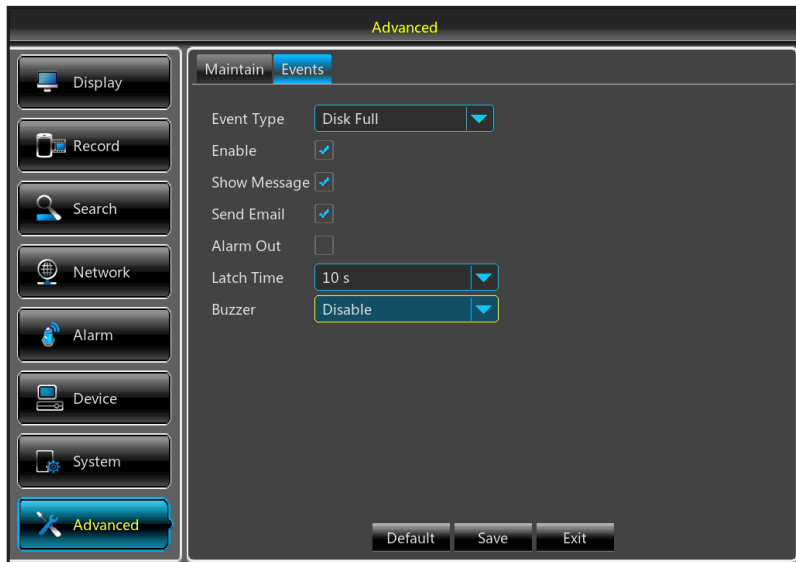
**NOTE:** This function is only applicable to KGUARD H.265 PoE IP cameras, such as IPB-300 or IPB-400.

- **Online Upgrade:** Click to upgrade the system over Internet directly.
- **Load Settings:** Select this option to import the settings that you have saved earlier, using the **Save Settings** function.
- **Save Settings:** Select this option to save the NVR current settings such as the video recording settings, network configurations, and etc to the USB device.
- **Load Default:** Use this feature to restore the factory default settings of the NVR. It is recommended to load defaults for all options, after upgrading the firmware.
- **Shutdown:** Click to reboot or shut down the NVR. You are prompted to enter your user name and password.



# Advanced: Events

This menu allows you to view the type of events when you want the NVR to issue an alarm.



- **Event Type:** Select the event type. Options are:
  - **Disk Full:** When HDD is full.
  - **Disk Error:** If HDD is not detected properly.
  - **Video Loss:** If camera is not detected properly.
- **Enable:** Check the box to enable the monitoring of the event.
- **Show Message:** Check the box to display a message on the screen when Disk Full, Disk Error, or Video Loss event happens.
- **Send Email:** Check the box to let the NVR to send you an auto-email when an event occurs. To set up the email and schedule, please see [“Network: Email & Email Schedule”](#) on page 24.
- **Alarm Out:** If an alarm device is connected, check the box to make the device sound the alarm when an event occurs.
- **Latch Time:** Select the alarm sound duration of the I/O alarm device.
- **Buzzer:** Set the buzzer duration when an event occurs. To disable buzzer, select **Disable**.

# Remote Access via Web Client

Use the Web Client to remotely access your NVR at anytime via a PC. Before you access the Web Client, you need to ensure that the network settings of the NVR are configured properly. The most convenient and easiest way is if you have set the NVR a static IP address (see “[Network: Network](#)” on page 21). It means you only need to open the web browser on your PC and type in the static IP address you have set on the NVR. However, if the IP address of the NVR is assigned by a DHCP server (see “[Network: Network](#)” on page 21), then it means that each time you reboot the NVR, the IP address changes. In this case, ask if your ISP can provide you a static IP address. If not, then configure the DDNS service. See the network settings in “[Network: Network](#)” on page 21 and “[Network: DDNS & Switch & RTSP](#)” on page 25. Also, please make sure the UPnP is configured in the NVR and router, or the manual port forwarding is completed in the router.

**NOTE:** For Safari on Mac OS, verify the following:

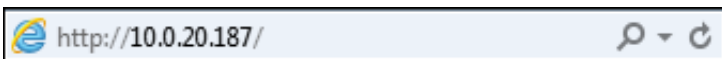
- a. Make sure you have installed or updated the Web plug-in to the latest version. Click the [download](#) link to download the SurveillanceClient Installer software, close the browser, and follow the on-screen instructions to install the software on your Mac.
- b. Make sure that the Web plug-in is enabled in your browser (go to Safari > Preferences > Security > check Allow Plug-ins checkbox).
- c. When logging in for the first time, click Trust to enable your browser to use “SurveillanceClientNvr2.plugin” plug-in.

## Logging In

To access the Web Client, do the following:

- 1) Launch the web browser (Internet Explorer) on your PC and enter the NVR static IP address or DDNS domain name (Host Name) you have set on NVR in the URL box.

**NOTE:** The following IP address is an example only.



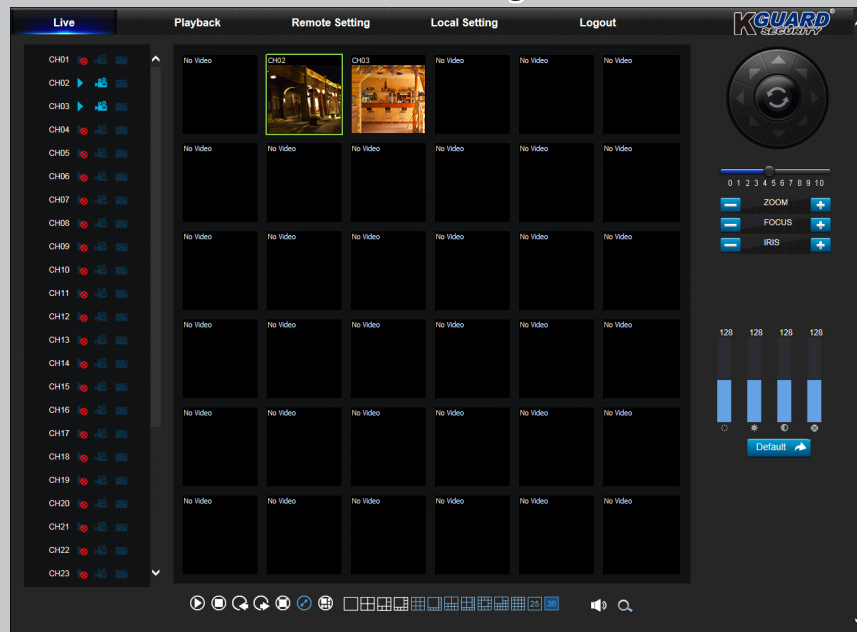
The user login page opens as shown.

The default NVR user name is “**admin**” and default password is “**123456**”.

- 2) Enter the **User Name** and **Password**. Then click **Login**.

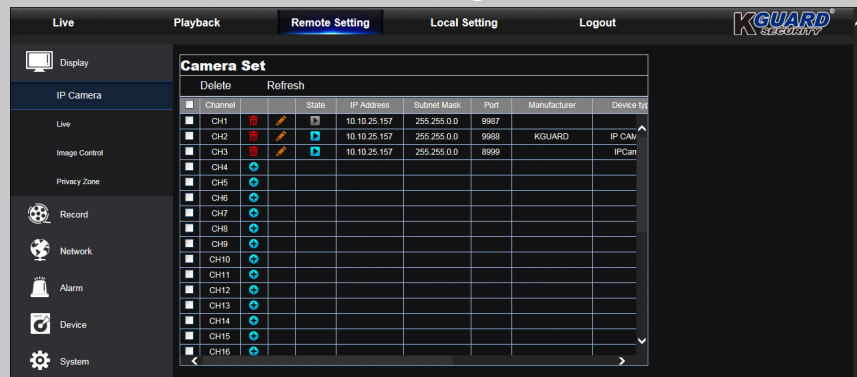
# Remote Access via Web Client (continued)

## Remote Live Viewing Screen



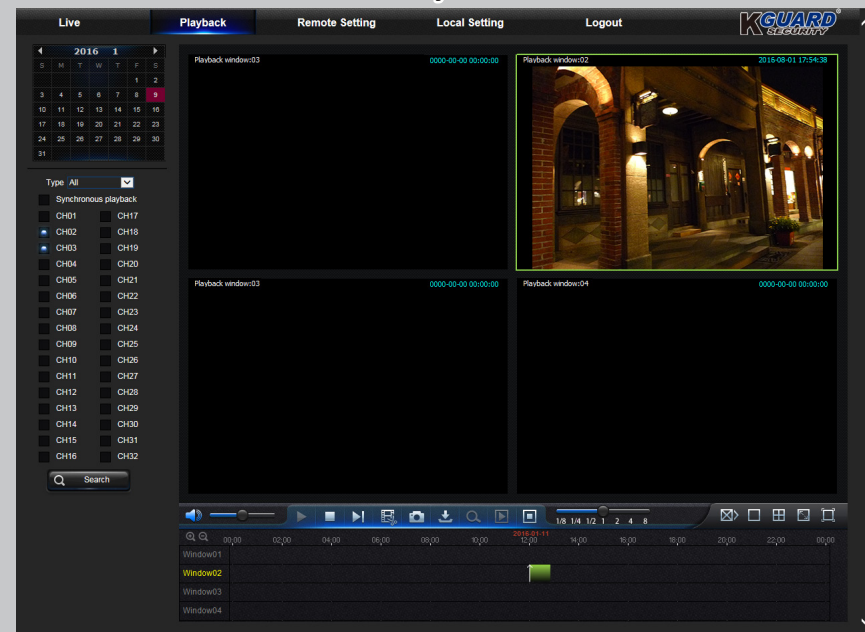
This is the first screen that opens after you have logged in to the Web Client. Here you can show or disable channels (▶), start recording (📹) manually, take snapshots (📷) of the screens, configure PTZ settings (not supported), etc.

## Remote Settings Menu



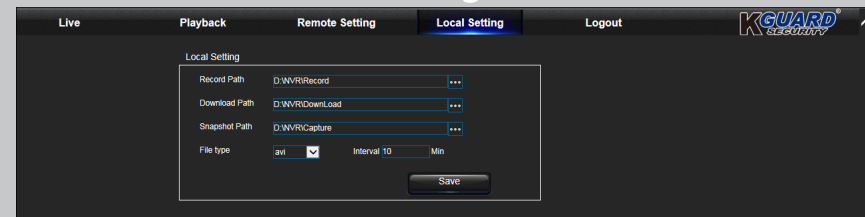
Here you can remotely configure the settings of the NVR. Please see “Main Menu” on page 10 for more information.

## Remote Playback Screen



You can look for recorded files stored on the HDD inside the NVR, and save the result to the local directory on your PC. To configure the local directory. Please see “Local Settings Menu” listed below.

## Local Settings Menu



- **Record Path:** Set the path to save manual recordings on your PC's local drive.
- **Download Path:** Set the path on your PC's local drive where you want to download recordings from the NVR.
- **Snapshot Path:** Set the path to save manual snapshots on your PC's local drive.
- **File type:** Choose your preferred file type for manual recordings.
- **Interval:** Set the interval time in minutes.
- **Save:** Click **Save** to save the modifications.



# Troubleshooting

If you experience any problems in using the NVR, try the following solutions to these common problems before calling for service. If problems persist, contact the customer service in your area.

**Question:** I have changed the administrator password but I cannot remember it.

**Answer:**

- To obtain the factory default password, contact your retailer or directly send an email to KGUARD at [support@kguardsecurity.com](mailto:support@kguardsecurity.com).

**Question:** The NVR does not turn on and the indicators are not lit.

**Answer:**

- Check if the power adapter (48V/2A) is properly connected.
- Plug the power adapter to another power outlet, the current outlet may be damaged.
- Check if the Power Switch on NVR is set to the ON position.

**Question:** The remote control is not working.

**Answer:**

- Make sure nothing is blocking the remote control and the NVR. Aim the remote control at a proper distance.
- Check the remote control batteries.

**Question:** Channels have no video signal.

**Answer:**

- Check if the cameras are properly connected.
- If your cameras are connected to the PoE port, it may take up to 1 minute for the cameras to start transmitting video to the NVR.
- Check if the input bandwidth have been exceeded the limits.

**Question:** The NVR can not add the 3rd party IP camera that I connect to PoE ports.

**Answer:**

- Make sure the camera is ONVIF compliant.
- If the camera does not support PoE, check if the camera is using an external power supply.
- Check if the camera is set to the same network segment as NVR Switch's IP and Gateway.
- Check if the **Switch Mode** is set to **Manual Mode**.

**Question:** Motion detection function does not work.

**Answer:**

- Check if the motion detection is enabled, and motion area is marked for the channel.

**Question:** Time display is not correct.

**Answer:**

- Date/time setup is not correct.
- By default, the time and date is updated automatically after the NVR is connected to the Internet. Make sure the time zone on NTP menu is set correctly according to your location.

**Question:** The buzzer keeps on sounding.

**Answer:**

- Check the Motion or Events settings. Motion Detection or Video Loss may be detected. Check the HDD capacity and the video connections, which may be triggering the buzzer.

**Question:** I cannot access the web client.

**Answer:**

- Check if the network cable is properly connected to the NVR.
- Check if the UPnP function is enabled in router and NVR or if the router does not support UPnP, then make sure the port forwarding is completed.
- Check if the network settings are properly configured. See [“Network: Network” on page 21](#).
- Ensure that you have Internet Explorer 6 or above.
- For Safari on Mac OS, make sure that the Flash Player is enabled in your browser and you have updated the Adobe Flash Player plug-in to the latest version.





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#### Customer Support

##### **KGUARD INFORMATION CO., LTD.**

Address: 4F, No.113, Jian 2nd Road,  
Jhonghe District, New Taipei City 23585, Taiwan  
TEL: +886-2-8228-6080  
FAX: +886-2-8221-6857  
Email: support@kguardsecurity.com

##### **USA Technical Support Contact**

TEL: 1-866-978-4888  
Email: usservice@kguardsecurity.com