



**ANPVIZ**  
SECURITY

# Digital Video Recorder

## User Manual



Scan the QR code to view  
How-to video for this series products

**HK Series**

EN

**Thank you very much for choosing Anpviz.**

**This Manual is used for all Anpviz DVRs series products.**

Our products are supported by the world's first video monitoring manufacturers, and they have adopted military level of protection.

It is our top priority to ensure your data safety and offer you a satisfactory service.

We strongly recommend that you set up an appropriate password for your device and save it, also set up security questions and reserved email to ensure you can reset password by yourself.

If you have any questions, please feel free to email us at **[support@anpvizsecurity.com](mailto:support@anpvizsecurity.com)**

Or visit **<https://www.anpvizsecurity.com/download/HKSeries>**

Please download Client software and user manuals from our download center

**<https://www.anpvizsecurity.com/downloadcenter.html>**

## About this Manual

This Manual is applicable to Digital Video Recorder (DVR).

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website . Please use this user manual under the guidance of professionals.

## Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES. IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

## Regulatory Information

### FCC Information

Please take attention that changes or modification are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**FCC Compliance:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### FCC Conditions

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.

## EU Conformity Statement



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU and Amendment (EU)2015/863.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: [www.recyclethis.info](http://www.recyclethis.info)





2013/56/EU (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information. The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling, return the battery to your supplier or to a designated collection point. For more information see: [www.recyclethis.info](http://www.recyclethis.info)

## Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into [Warnings] and [Cautions].

**Warnings:** Serious injury or death may occur if any of the warnings are neglected.

**Cautions:** Injury or equipment damage may occur if any of the cautions are neglected.

	
Warnings: Follow these safeguards to prevent serious injury or death.	Cautions: Follow these precautions to prevent potential injury or material damage.



### Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100 to 240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

### Preventive and Cautionary Tips

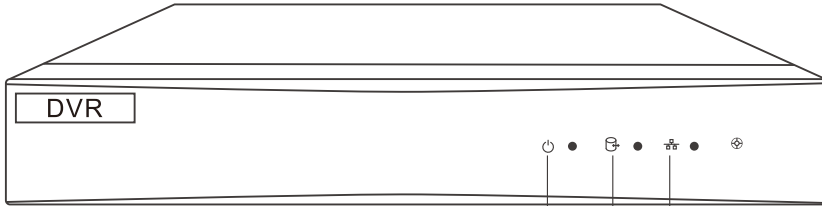
- Before connecting and operating your device, please be advised of the following tips:
- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only. Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacturer.

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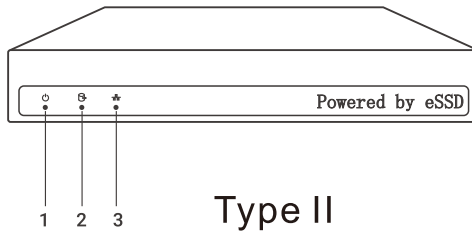
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# Chapter 1 Appearance introduction

## 1.1 Front Panel






Type I



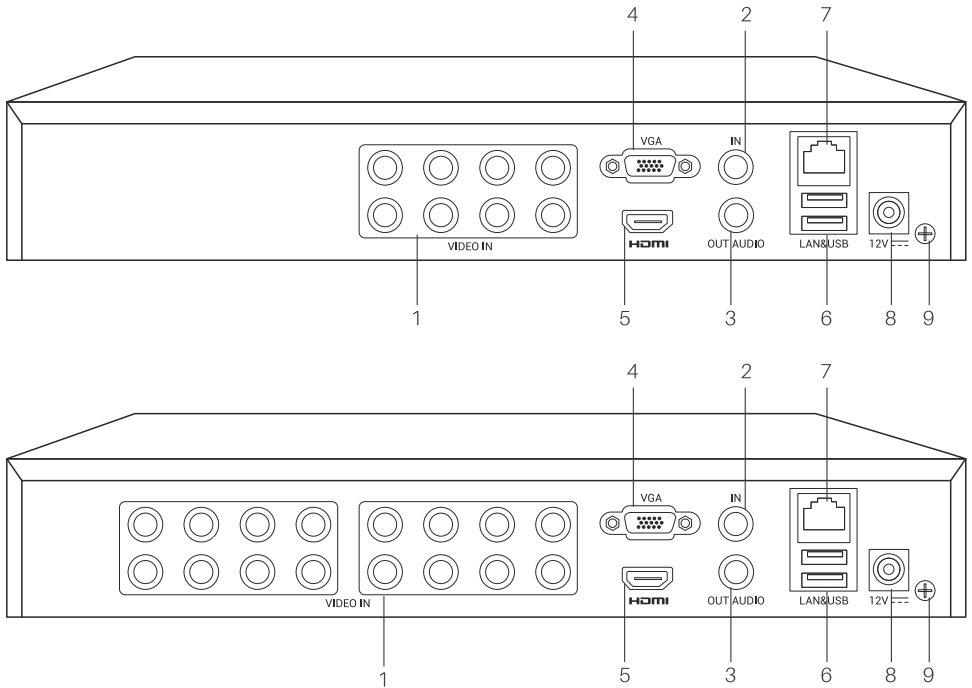
Type II

### Description of Front Panel

NO.	Icon	Description
1		Turns yellow when DVR is powered up.
2		Turns red when data is being read from or written to HDD.
3		Flickers yellow when network connection is functioning properly.

## 1.2 Rear Panel

The rear panel are various according to different models. Please refer to the actual product. The following figure is for reference only.



### Description of Rear Panel

No.	Item	Description
1	VIDEO IN	BNC interface for video input
2	AUDIO IN	RCA connector
3	AUDIO OUT	RCA connector
4	VGA	VGA video output connector
5	HDMI	HDMI video output connector
6	USB Port	USB port for mouse or U disk.
7	Network Interface	Connector for network
8	Power Supply	12V DC power supply.
9	GND	Ground

## Chapter 2 HDD Installation and Connection

### 2.1 Hard Disk Installation

After the hard disk is installed, the DVR can perform functions such as recording and playback. Without the HDD, you can only preview the current live monitoring video.

**Note:**

- 1) Before installing a hard disk drive(HDD), please make sure the power is disconnected from the DVR. A factory recommended HDD should be used for this installation. One or two SATA hard disks can be installed depending on different models.
- 2) If the DVR you purchased has pre-installed hard disk, you do not need to install.
- 3) The eDVRs Series has a built-in SSD storage hard drive, no need to install it.

**Tools Required:** Screwdriver.

Steps:

1. Remove the cover from the DVR by unfastening the screws on the back and side.



2. Find out the power cable and data cable of the hard disk from the DVR accessories box, and prepare a hard disk and the hard disk screw. See in the picture on the left hand side, three-colour power cable is on the left and the blue data cable is on the right.

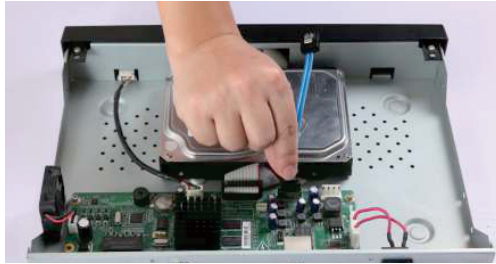


3. Connect one end of the power cable to the motherboard of DVR.





4. Connect one end of the data cable to the motherboard of DVR.



5. Connect the data cable and the power cable to the HDD.



6. Place the HDD on the bottom of the device and then fasten the screws on the bottom to fix the HDD.



7. Re-install the cover of the DVR and fasten screws.

## 2.2 HDD Storage Calculation Chart

The following chart shows an estimation of storage space used based on recording at one channel for an hour at a fixed bit rate.

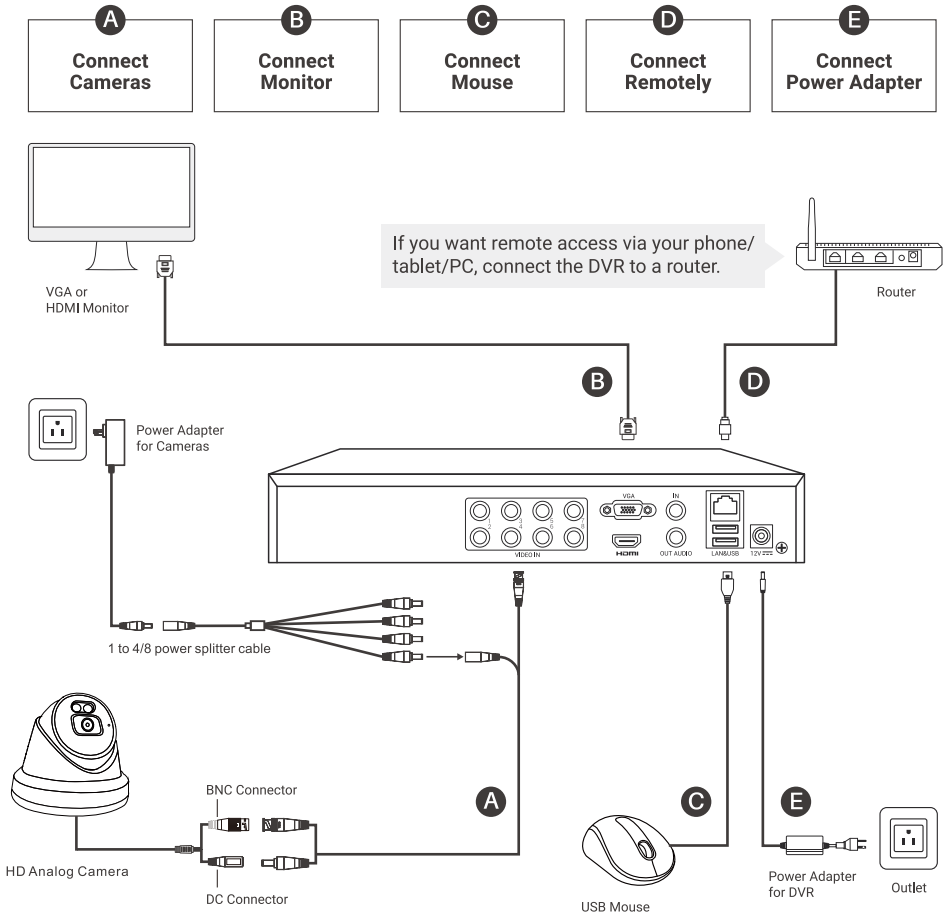
<b>Bit Rate</b>	<b>Storage Used</b>
96K	42M
128K	56M
160K	70M
192K	84M
224K	98M
256K	112M
320K	140M
384K	168M
448K	196M
512K	225M
640K	281M
768K	337M
896K	393M
1024K	450M
1280K	562M
1536K	675M
1792K	787M
2048K	900M
4096K	1.8G
8192K	3.6G
16384K	7.2G

Please Note that supplied values for storage space used are just for reference. Storage space used is estimated by formulas and may have some deviation from actual value.

## 2.3 DVR connection

Steps:

1. Connect the camera's BNC Female port and DC Female port to the video cable's BNC Male port and DC Male port; connect the video cable's BNC Male port to the DVR's BNC Female port; connect the video cable's DC Female port to the power splitter cable's DC Male port; connect the power splitter cable's DC Female port to the power Male port
2. Connect the monitor's VGA cable or HDMI cable to the DVR's VGA port or HDMI port.
3. Connect the DVR's RJ-45 port to the router's LAN by network cable .
4. Connect the mouse's USB Male port to the DVR's USB Female port.
5. Connect the DVR's power adapter.



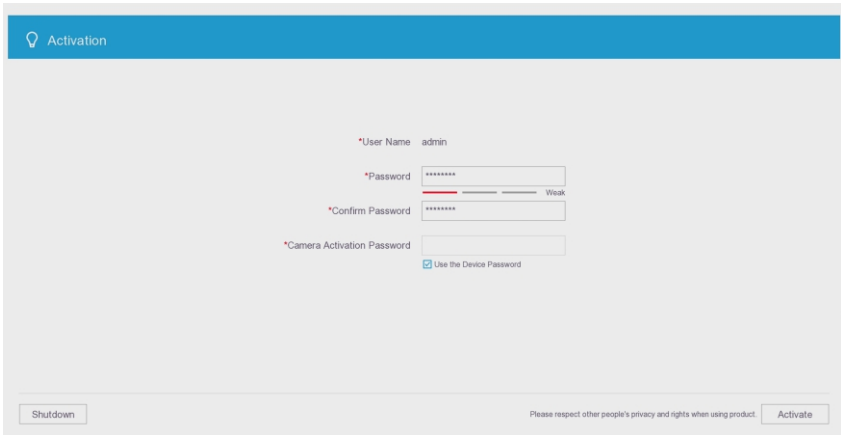
# Chapter 3 DVR Menu Operation

## 3.1 Activating Your Device

For the first-time access, you need to activate the device by setting an admin password. No operation is allowed before activation. You can also activate the device via Web Browser, SADP or client software.

1. Please choose the language you need. The default language is English.
2. Create a password in the text field of **Password**, **Confirm Password**, **enter an email address as a security email**.
3. Click Active icon to activate device.

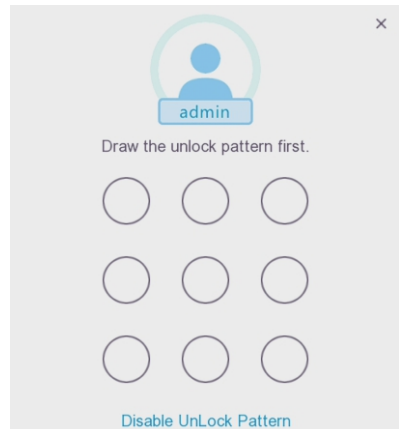
**Note:** Please set a password which is easy to remember. You can check the password by clicking on the small eye icon behind the input box.



Strong Password recommended- We highly recommend you create a strong password of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product. And we recommend you reset your password regularly, especially in the high security system, resetting the password monthly or weekly can better protect your privacy.

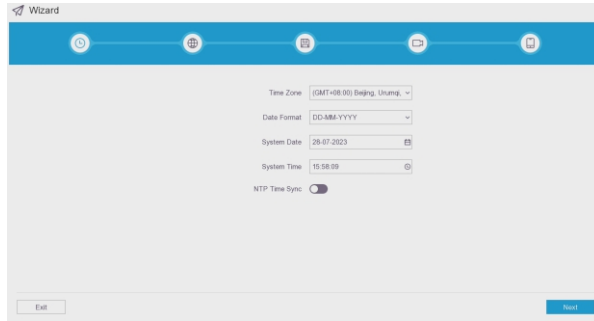
## 3.2 Setting unlock pattern

After activating your device, you can set unlock pattern instead of typing the password. Draw the unlock pattern by connect least 4 dots twice to confirm. And you can login by draw unlock pattern after setting.

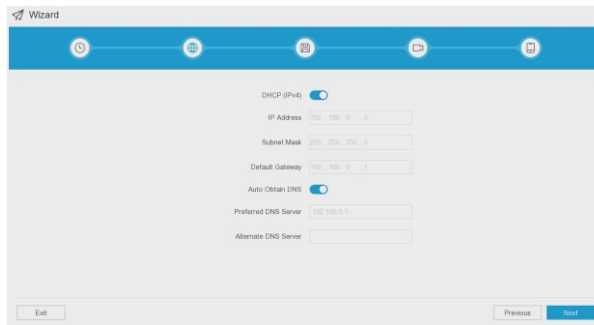


### 3.3 Using the Setup Wizard

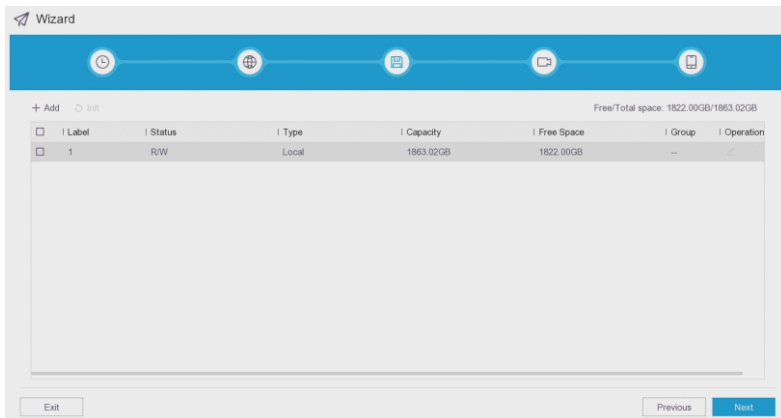
1. Follow the guide of the Wizard to configure the system's time zone, date and time as you need. Then click next.



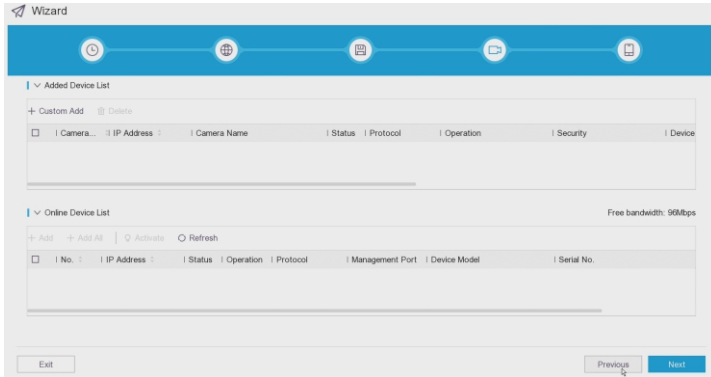
2. Configure the IP Address. This device can work without network. But if you want to monitor remotely, you need to connect your DVR to the internet first, and the IP address and DNS server must be correctly obtained.



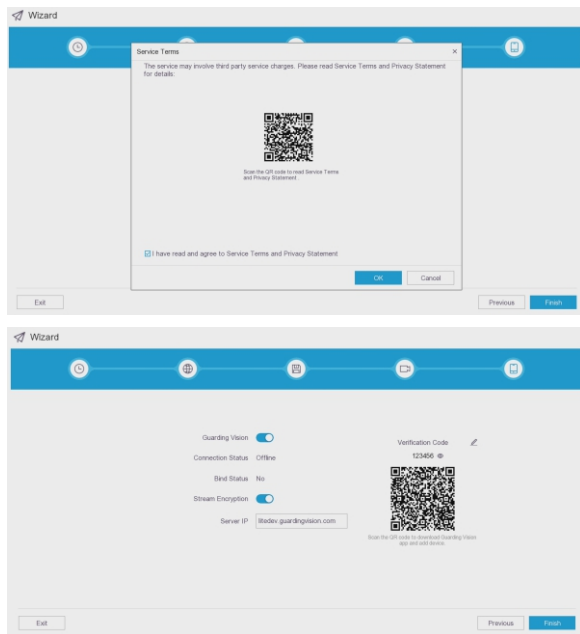
3. Set HDD. The newly installed hard disk needs formatting before it could be used. Choose the target HDD and click "int" to format it, then the status will show "Normal". If the purchased device has a pre-installed hard disk, we will format it before it leaves the factory.



4. Add IP camera if you need. The IP camera in the same router with DVR will display automatically.



5. Set the Guarding Vision function. Jump this step if you don't need remote view. Click enable if you want and follow the step, or you can set it later in the Main Menu-Configuration- Network- Guarding Vision interface. Then read and agree to service terms and privacy statement in the pop up window



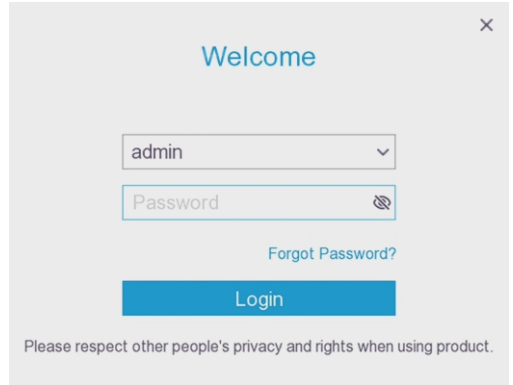
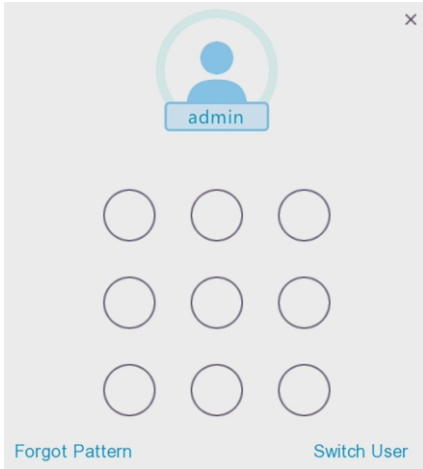
You need to manually enter a verification code first, which consists of 6 or above digits or letters. And then click refresh to get device's SN QR-code below. You can scan the QR code (for Android phone or iPhone) to download the APP Guarding vision, then follow the APP prompt to scan the device's SN QR code step by step. The device can be successfully added only if the P2P status is online.

**Note:** Picture is for reference only, please consult with the real products.

### 3.4 DVR Login and Logout

#### 1) User Login

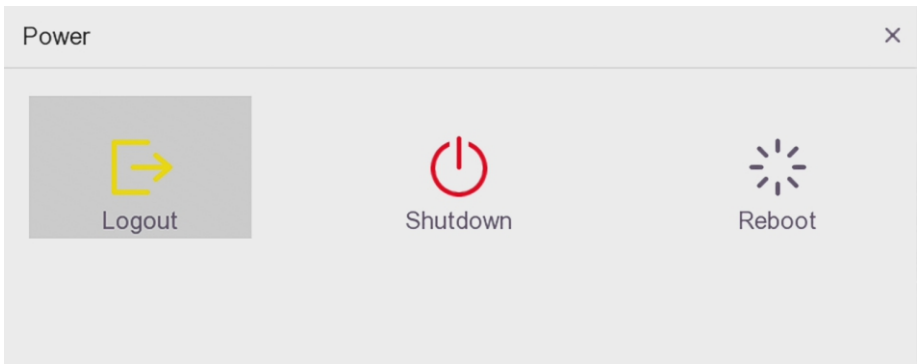
You must log in to the device to enter the menu and set other functions. You can log in by drawing an unlock pattern or entering a password, as shown below



**Note:** If you enter the wrong password 7 times in the Login dialog box, the current user account will be locked for 60 seconds.

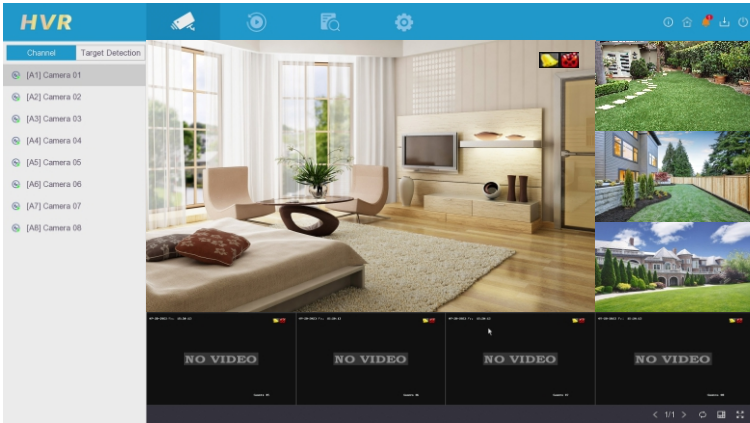
#### 2) User Logout

After logging out, the monitor turns to the live view mode and if you want to perform any operations, you need to enter user name and password log in again. Click Menu>Shutdown to enter into the Shutdown menu, and then click Logout, as shown in the figure below. After you have logged out the system, menu operation on the screen is invalid. It is required to input a user name and password to unlock the system.



### 3.5 Live View

In Live View mode, icons are provided on the screen to indicate different camera states. In the real-time viewing mode, there is an icon in the upper right corner of the screen of each channel, which shows the recording and alarm status of the channel, so that you can find the problem at the first time.

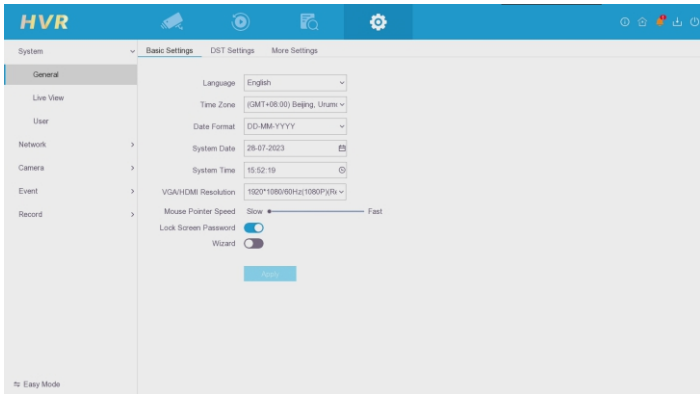


Explanation of the live view icons & Menu

Icon&Menu	Explanation	Menu	Explanation
	Alarm or alarms		Live view
	Recording		Playback
	Alarm & Recording		Search
	Event/Exception		Configuration
	Shut down		Maintenance

You can change DVR's output resolution to 1080P for better display effect if your monitor support 1080P or higher resolution. Go to the Main Menu>Configuration>System>General, change the output resolution from default 1024x768/60HZ to 1920x1080/60HZ (1080P).

**Note:** Please make sure your monitor support 1080P or higher resolution, otherwise the picture on your monitor will not be displayed properly.





### 3.6 Playback

The recorded video files on the hard disk can be played back in the following modes: instant playback, normal playback, smart playback.

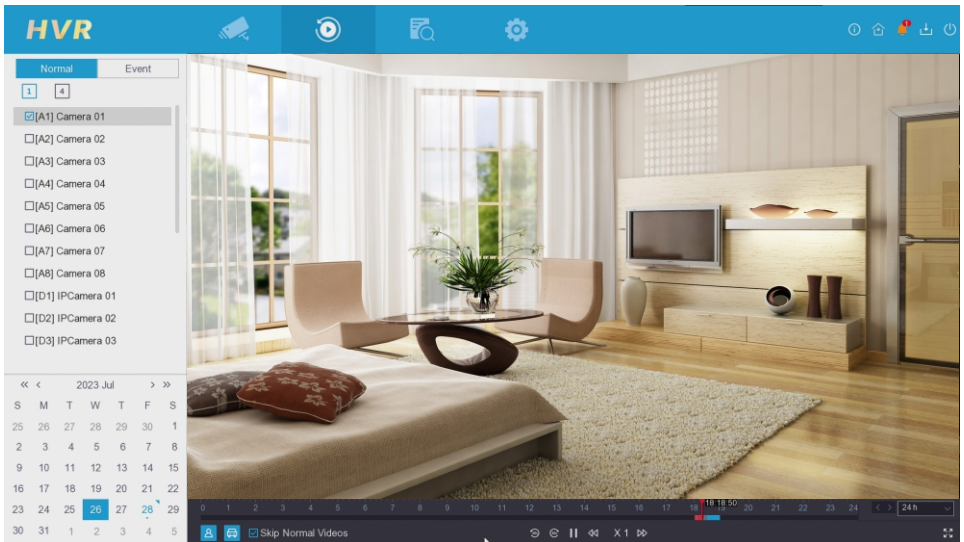
#### Normal Playback

1. Click Menu>Playback, enter playback interface.
2. Select one or more cameras in the Channel list to start playing the video.
3. Select a date in the calendar. If there are record files for that camera in that day, in the calendar, the icon for that day is highlighted in blue displayed as (20). Otherwise it is displayed as (20).
4. You can use the toolbar in the bottom progress to control playing progress.

#### Smart Event Playback

In the smart playback mode, the device can analyze the video containing the motion, line or intrusion detection information, mark it in red color and play the smart searched video. The smart playback must be in the single-channel playing mode.

1. Go to Playback.
2. Select the camera channel, and select the person and vehicle icon at the bottom
3. Click Playback.



### 3.7 Backup

Before starting the backup, please insert the backup device (such as a USB flash drive, mobile hard disk and other storage devices) into the device usb port. You can go to Menu>Search enter into the interface of Export and select the cameras to search.

1. Set search condition and click Search button to enter the search result interface.
2. The matched video files are displayed in the list. Select video files and click export.

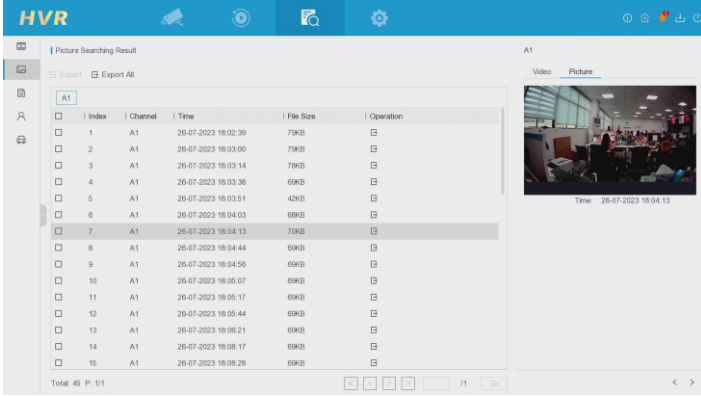
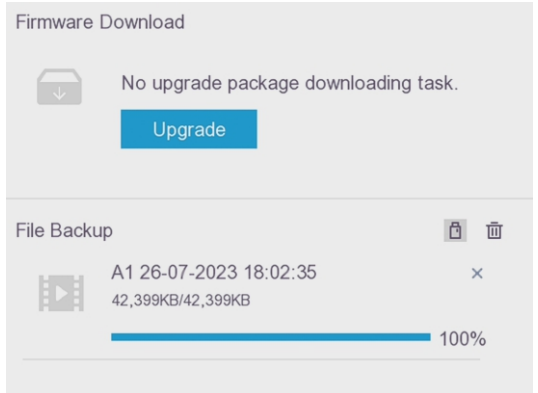
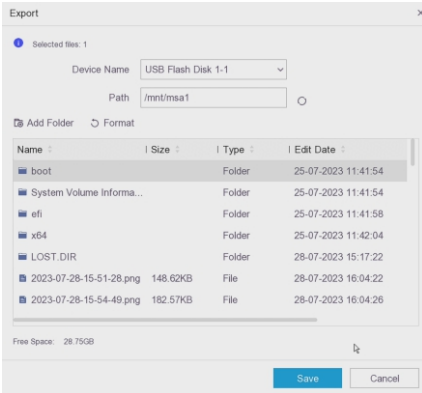


Figure 5

Figure 6

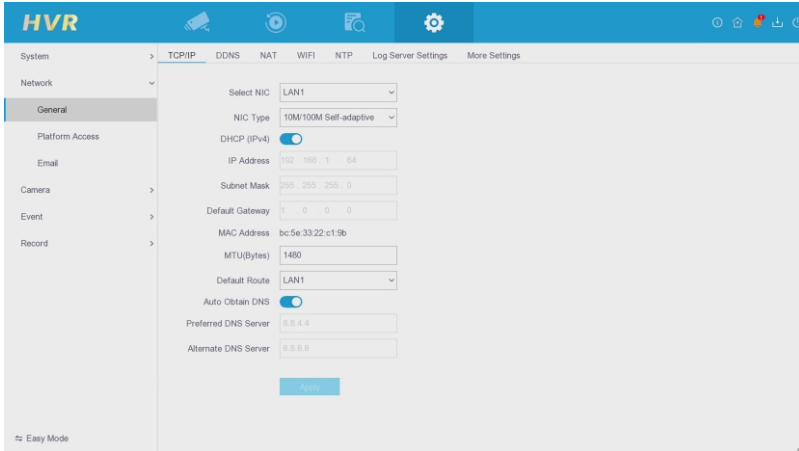
3. Select Video and Log and click OK to export files to backup device. The progress of the backup can be viewed in the upper right corner.



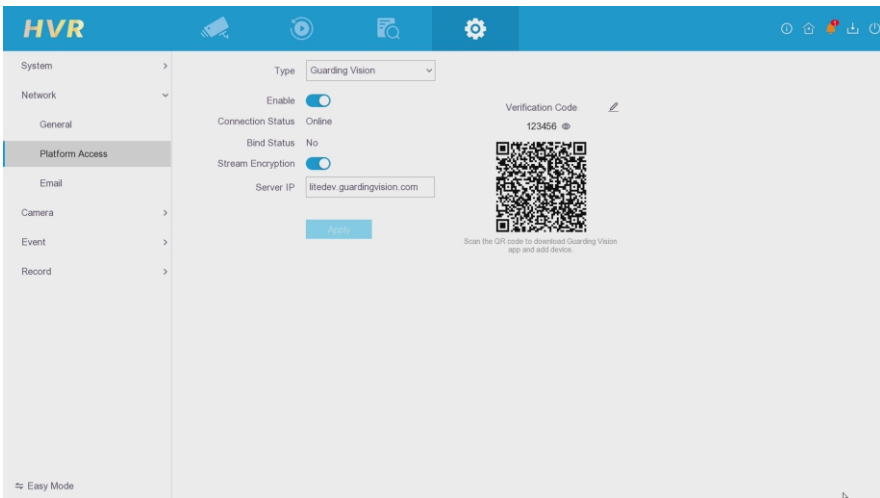
### 3.8 Network Settings

There are easy mode and expert mode to choose from in the lower left corner of menu > configuration interface, if you are a beginner, you can choose easy mode, if you want to set more settings, you can choose expert mode. The two modes can be switched by clicking a button.

Network settings must be properly configured if you want operate DVR over network. Make sure that the DVR is connected to the router by using the network cable and your network at home is in good condition. You can go to Menu>Configuration>Network to enter into the interface of Network Settings, as shown in the figure below.



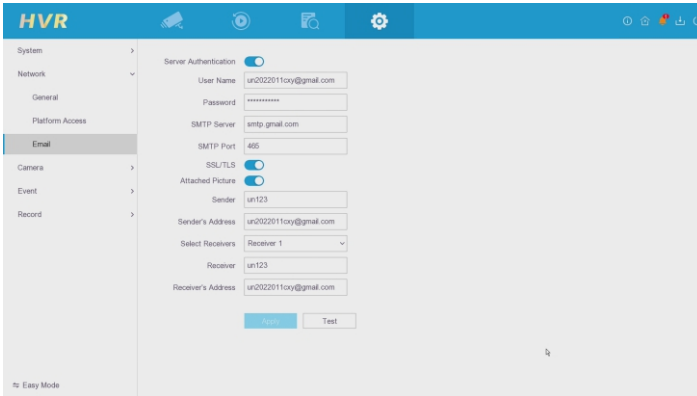
1. In the General Settings interface, you can configure the following settings: NIC Type, IPv4 Address, IPv4 Gateway, MTU and DNS Server. The DHCP function is enable by default, your device will automatically obtain an IP address and other network settings from your router.
2. Click "**Platform Access**", after Enable it, make sure that the P2P status shows "**Online**", which means your network status is in good condition, then you can watch the video normally on your mobile phone or PC, as shown in the figure below.



**Notes:**

A.The device can only be added by one app account. If you want to view the device on multiple mobile phones, you can log in with the same account or share the device with other accounts.B.After the device is added to the mobile app, the "unbind"button will be highlighted in blue. If you want to unbind the device from your app account,please click the "unbind"button.You can also delete the device from app.C.If the status shows offline, please follow the path "**Configuration-Network-General**"to ensure the network data is correctly acquired and the DNS field is filled right.

3. Click"**Email**", the system can send an Email after setting right to designated users when a specified event occurs, such as an alarm or motion event is detected, etc.



Configure the following Email settings and click Apply button to save the settings.

[**Server Authentication**]:Check the checkbox to enable the server authentication feature.

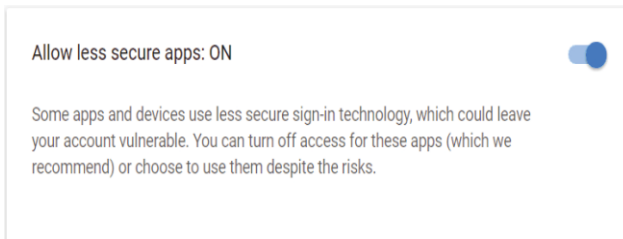
[**User Name**]: The user account of sender's Email for SMTP server authentication.

[**Password**]: The password of sender's Email for SMTP server authentication.

[**SMTP Server**]: The SMTP Server IP address or host name (e.g.smtp.gmail.com).

[**SMTP Port**]: The SMTP port. The port used for gmail is 465, and it can be 25, 587or other port for different smtp server,

[**SSL/TLS**]: Click the checkbox to enable SSL/TLS if required by the SMTP server (Login your Gmail mailbox, click and enable "SSL"and enter https://myaccount.google.com/security?pli=1#connectedapps, and then "Allow less secure apps"on,as shown in the figure below).



[**Attached Pictures**]: Check the checkbox of Enable Attached Picture if you want to send email with attached alarm images.

[**Sender**]: The name of sender.

[**Sender's Address**]: The Email address of sender.

[**Select Receivers**]: Select the receiver. Up to 3 receivers can be configured.

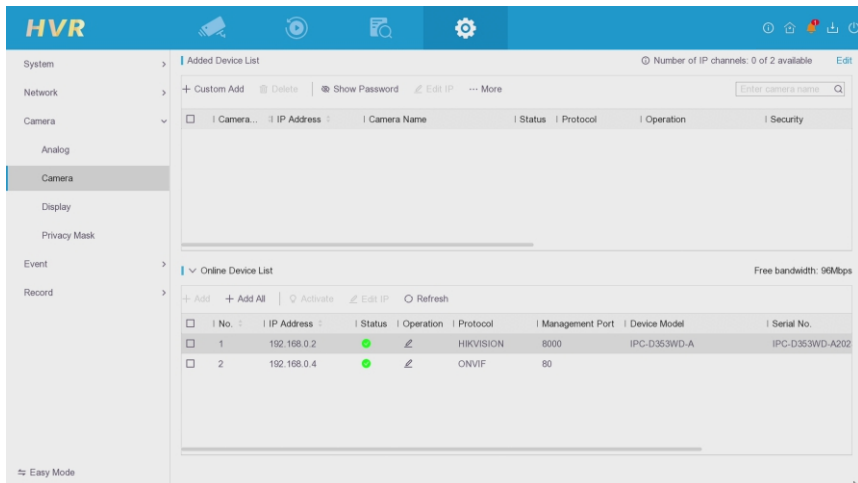
[**Receiver**]: The name of user to be notified.

[**Receiver's Address**]: The Email address of user to be notified.

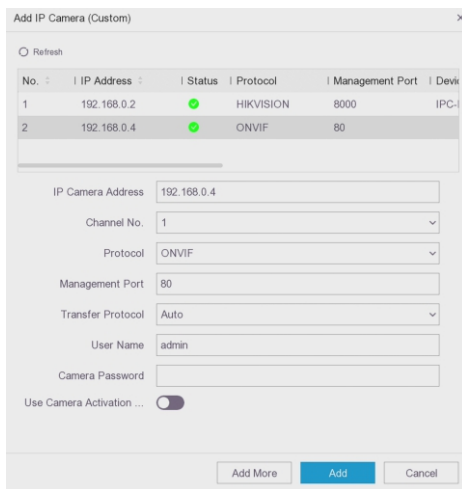
### 3.9 Add IP Cameras

DVR supports IP Camera for channel expansion, up to 6MP or above resolution (Depends on your DVR model) . If the resolution of the IPC is too high, you can reduce the IPC resolution to add to the system.

1.Select the Add IP Camera option from **Menu>Configuration>Camera>IPCamera>Online Device**. The online cameras with same network segment will be detected and displayed in the camera list.



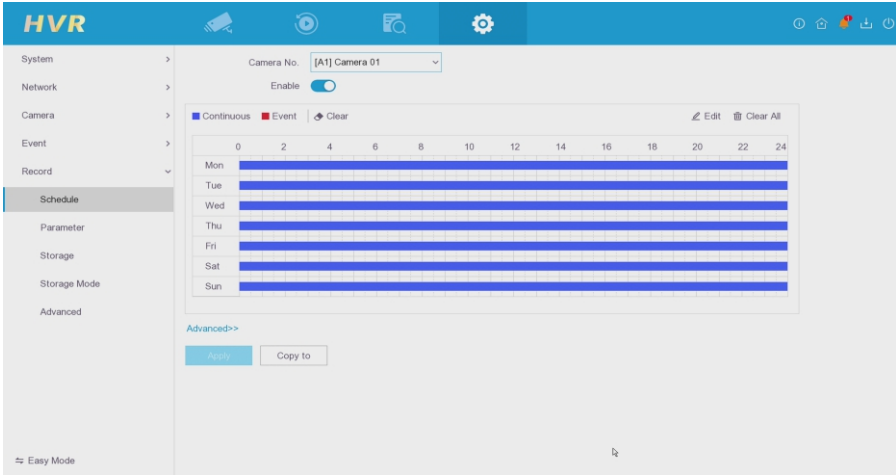
2.Click the "Custom Add" button enters into the following interface, input IP address listin the online device that you want to add,choose the correct Protocol and input the correct Management username and password of the IPC,click "OK"to save the setting.



**Note:** Different IP cameras have different passwords. If you enter a wrong password, the image will not display even if you click "Add".

### 3.10 Recording Settings

DVR can set the continuous recording or recording schedule to record. Make sure that the disk has already been installed before you start. Make sure the status of HDD shows "Normal". Go to **Menu> Record> Schedule**, enter into the interface like below.



Different recording types are marked in different color icons.

[Continuous]: Continuous recording.

[Event]: Only recording triggered by all event triggered alarm. Default setting is All-Day continuous recording, if you want to set the record schedule,

1. Choose the camera you want to configure in the Camera drop-down list.

2. Check the checkbox of Enable Schedule.

3. Configure the record schedule, draw the schedule.

(1) Click on the color icon to select a record type.

(2) Click and drag the mouse on the schedule.

(3) Click on the other area except for the schedule table to finish and exit the drawing. You can repeat step 1-3 to set schedule for other channels. If the settings can also be used to other channels, click Copy to, and then choose the channel to which you want to copy.

4. Click Apply in the Record Schedule interface to save the settings.

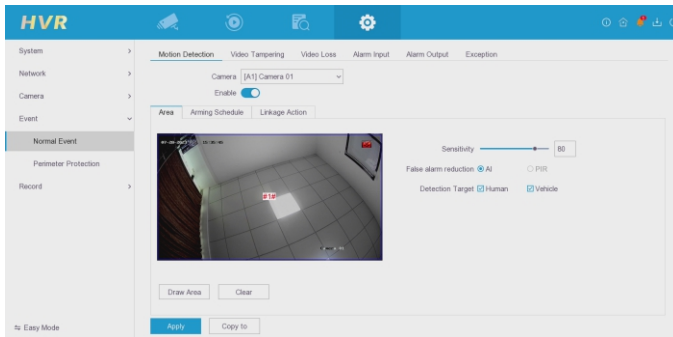
### 3.11 Event Alarm Settings

The motion detection enables the device to detect the moving objects in the monitoring area and triggers the alarm. In the Expert Mode, you can go to **Menu> Configuration> Normal Event> Motion Detection** enter into the interface of Camera Management and choose a camera you want to set up motion detection.

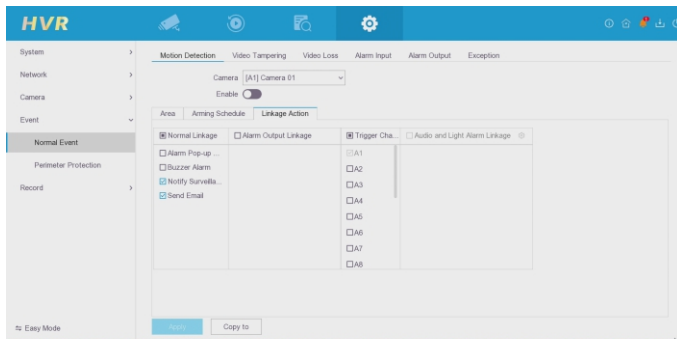
1. Click to enable motion detection, use the mouse to draw detection area(s) and drag the sensitivity bar to set sensitivity.

2. Support AI MD2.0 (Human/Vehicle) detection to reduce false alarms, and it is enabled by default.

3. Click "Arming Schedule" tab to set the channel's arming schedule. The default setting is full day.



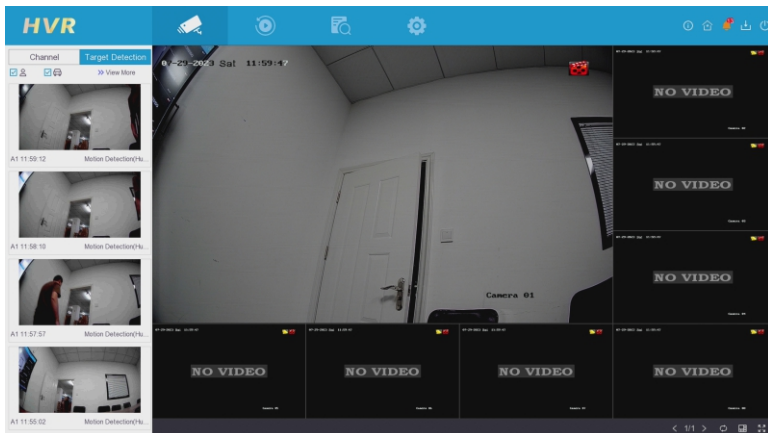
4. Click Linkage Action tab to set up alarm response actions of motion alarm. If you want to push alarm to your Phone, please choose "Notify Surveillance Center", choose "Send Email" to get email notice etc.
5. There are many other smart event like line crossing or intrusion (Need your buy device support) etc, if you want use you can set it like motion detection.



### 3.12 Target detection alarm Live view

After the Motion 2.0 function is set, click the target detection on the left side of the real-time live broadcast interface. Once a person or car is detected, the event type and picture will be displayed. Click the picture to playback the video of the person and car event (when the DVR has been installed with a hard disk), as shown in the figure:

**Note:** This function is only applicable to some models.



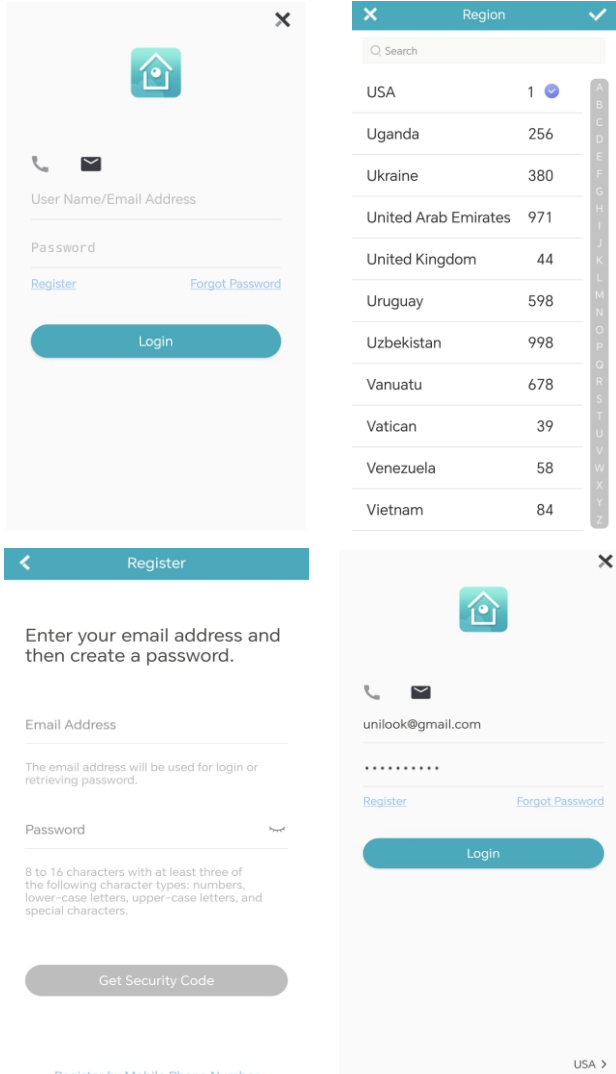
# Chapter 4 Remote Control

## 4.1. Accessing by Mobile Phone



Before you start to remote control, please make sure that the status of P2P shows **“Online”**, which means your network status is in good condition, then you can watch the video normally on your mobile phone and PC.

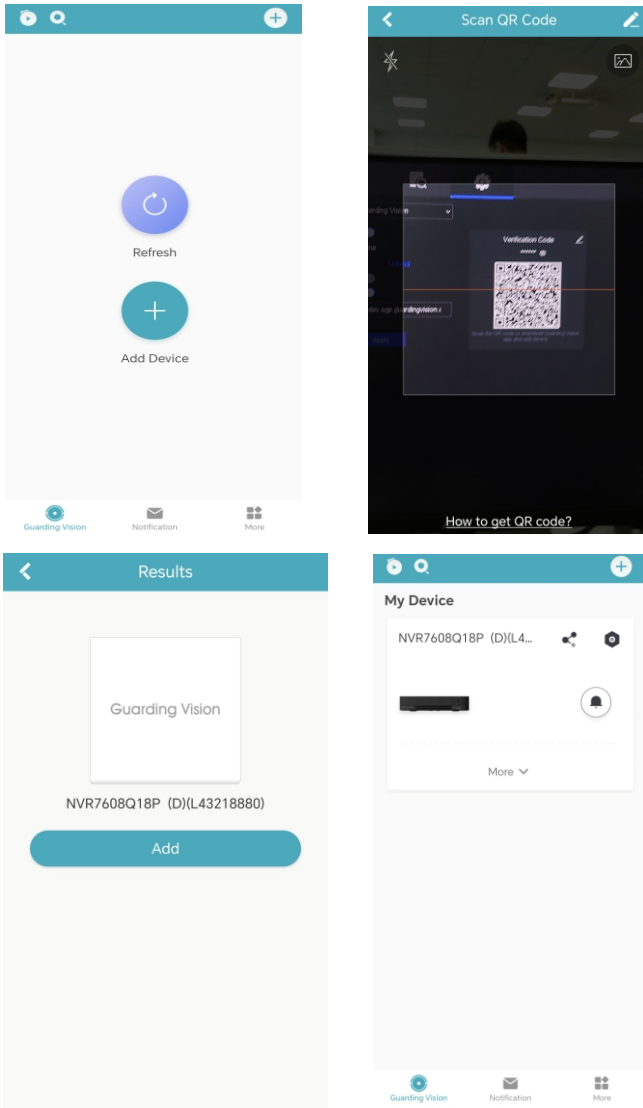
1. Open up your **“Guarding Vision”** APP from Google Play or Apple Store, click **“Register”** to sign up for an account by your mobile phone number or email address, please click **“Login”** after you registered successfully.


**Note:** Please select the correct country / region when you register an account, it cannot be changed once selected.

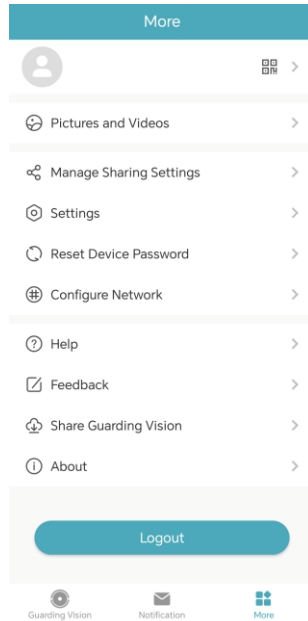
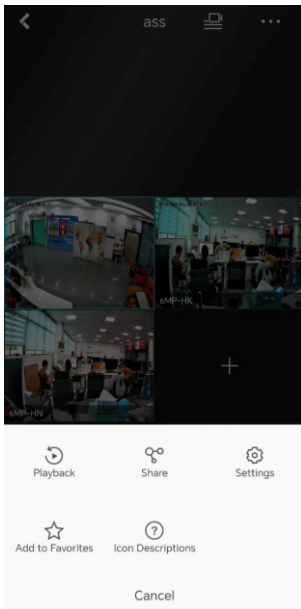
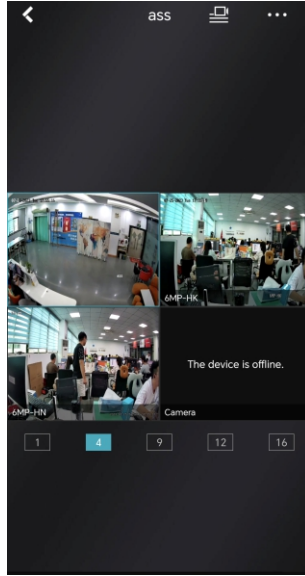
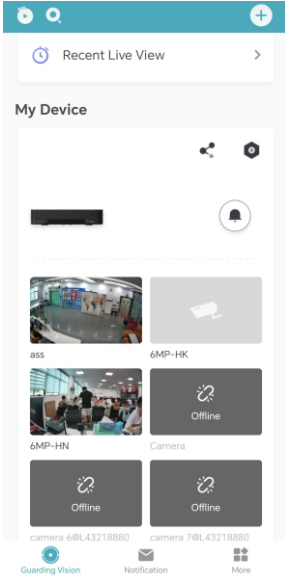




2. Select “” or click the icon “” in the upper right corner to add a device. You can also scan the QR code at the bottom of the device to add or go to "Menu"→"Configuration"→"Network"→"Platform Access" interface to get the QR code.



3. Select the device to get real-time preview, click the icon “” in the upper right corner to enter into the interface of function, you can playback, change settings and other functions. click “More” to check more information.



**NOTE:** For your security, an SN can only be added by one account. But an account can be used on multiple mobile phones.

## 4.2 Accessing by Web

You can get access to the video recorder via web browser. You may use one of the following listed web browsers: Internet Explorer 11.0, Edge, Mozilla Firefox, and Chrome.

The supported resolutions

include 1024 × 768 and above. When you are at home or the device only works within LAN, you can login on IE browser through device's IP address.

You can find the IP address of the device by SADP or just go to NVR's

**Main Menu > Configuration > Network > General.** You can find the SADP software

download from our website: [www.anpvizsecurity.com/download/software&Tools-HK Series](http://www.anpvizsecurity.com/download/software&Tools-HK Series)

linked: <https://www.anpvizsecurity.com/download-21725>

### Steps:

1. Run the SADP software to search online devices, then double click IP address to web browser. Or just input it into web browser if you know the IP address.

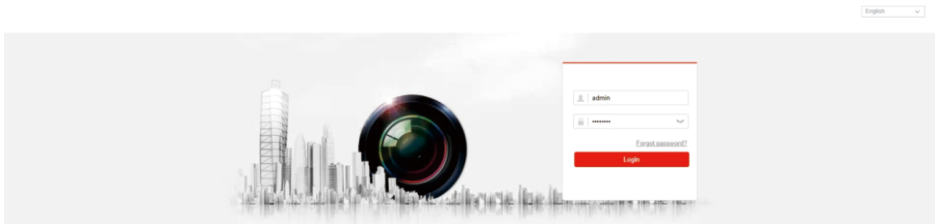
ID	Device Type	Security	IPv4 Address	Port	Software Version	IPv4 Gateway	HTTP Port	Device Serial No.
001	96480	Active	192.168.0.192	8000	V3.3.4build 1801...	192.168.0.1	80	N64P05420160121AA8R37118205



### Note

If you have changed HTTP port, enter `http://IP address:HTTP port` in address bar. E.g., `http://192.168.1.64:81`.

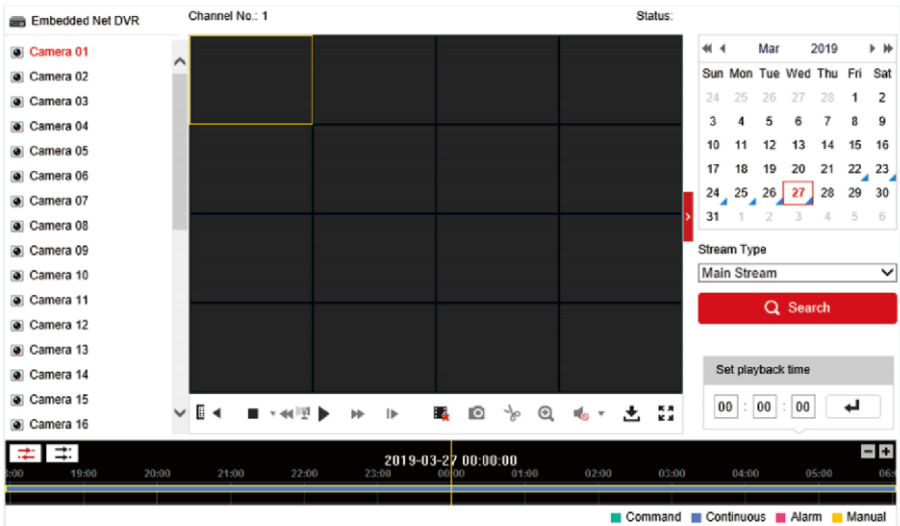
2. Enter the user name "admin" and password in the login interface, and click the **Login** button.



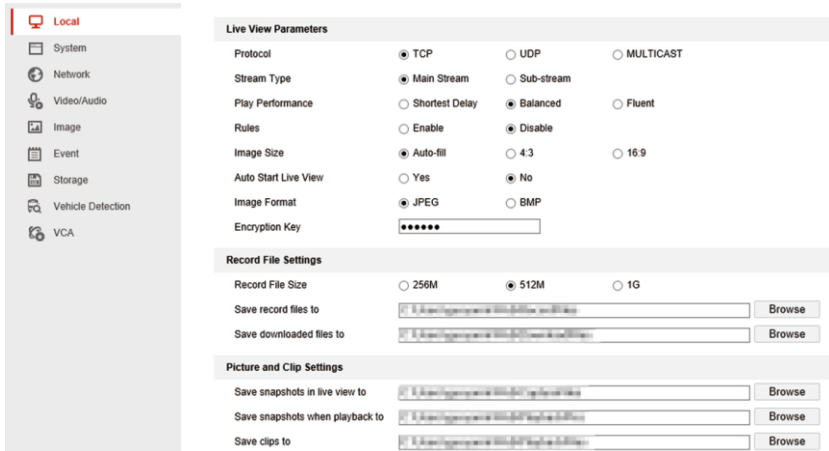
3. Once you entered the home page, you need download and install the plug-in to view live video and manage the camera. Close the browser when installing the plug-in. For IE browser, click the middle to download, and for (Chrome, Firefox, edge), click to download in the upper right corner of the page.



4. Click the web page playback function to playback the recorded video of the device, as shown in the figure



5. Click Configuration to enter configuration interface.



### 4.3 Accessing by Client

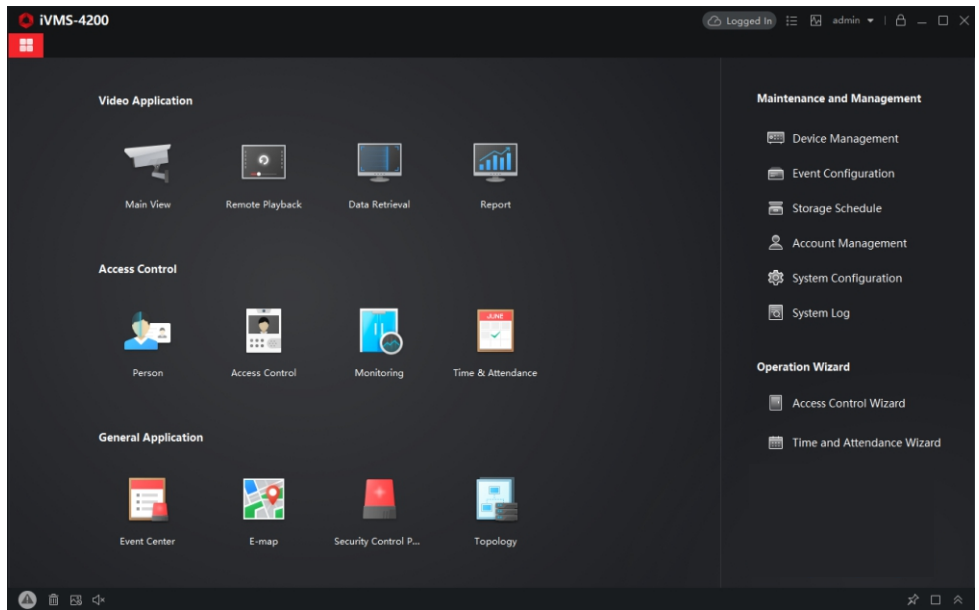
You can view the live video and manage the camera with the client software iVMS4200 .

Install the desktop software “Guarding Vision/iVMS4200” and search the device.

You can download Guarding Vision/iVMS4200 from our website:

[www.anpvizsecurity.com/download/software&Tools-HK Series](http://www.anpvizsecurity.com/download/software&Tools-HK Series)

<https://www.anpvizsecurity.com/download-21725>



## Steps:

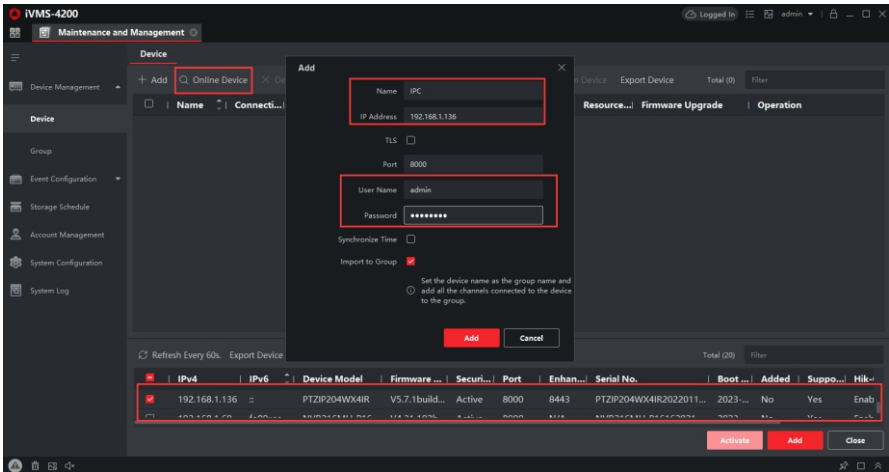
### 1. Activate device

If your device have been activated you can go to Step 2 directly.

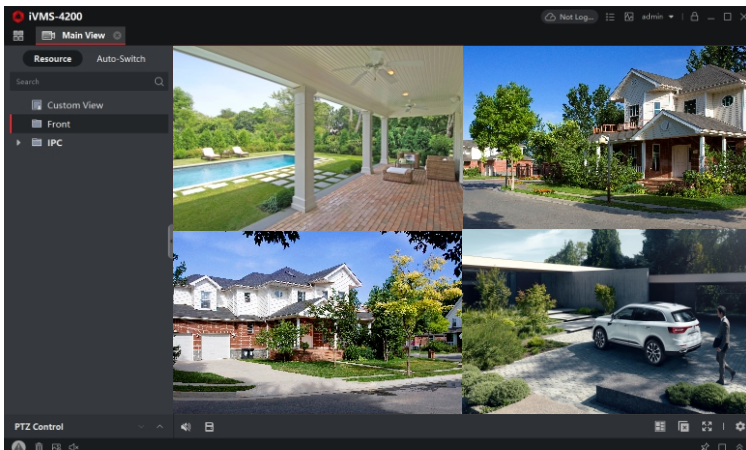
Go to Control Panel-Device Management, on the bottom of the screen in the Online Devices section the screen will display all devices on the network. The **"Security"** will display whether the DVR/NVR is active or not. If the NVR is **"Inactive"** highlight the NVR and press the Activate button to display the **"Activation"** window, then enter a new password into the **"Password"** field, retype the password into the **"Confirm Password"** field, press the OK button, and then it will be activated.

### 2. Add device

Choose **"Device type"> "Device"**, click **"Add to Client"**, it will shown **"Add"** window, you need to input Nickname, user name, password (the password is same as your activated password), then click add to add the device to client, as shown in the figure below.

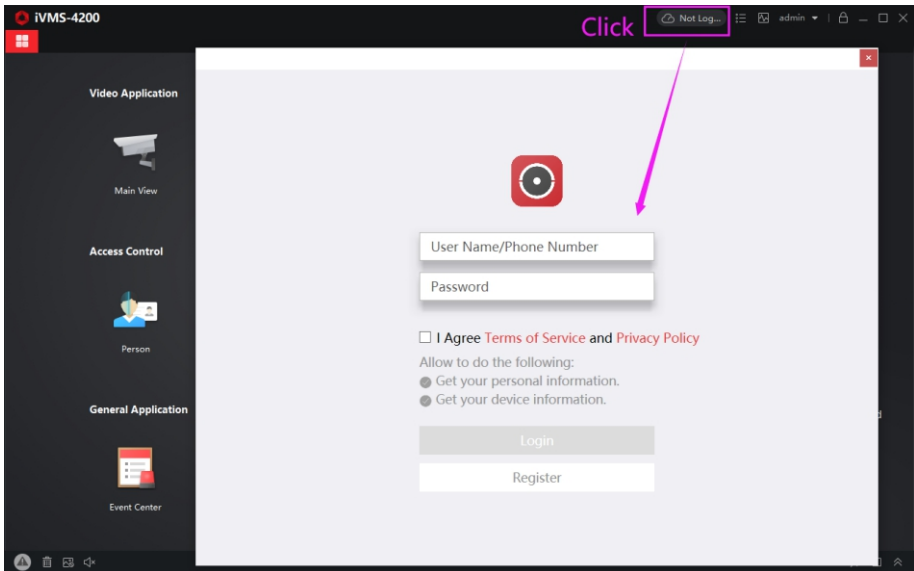


### 3. Live View

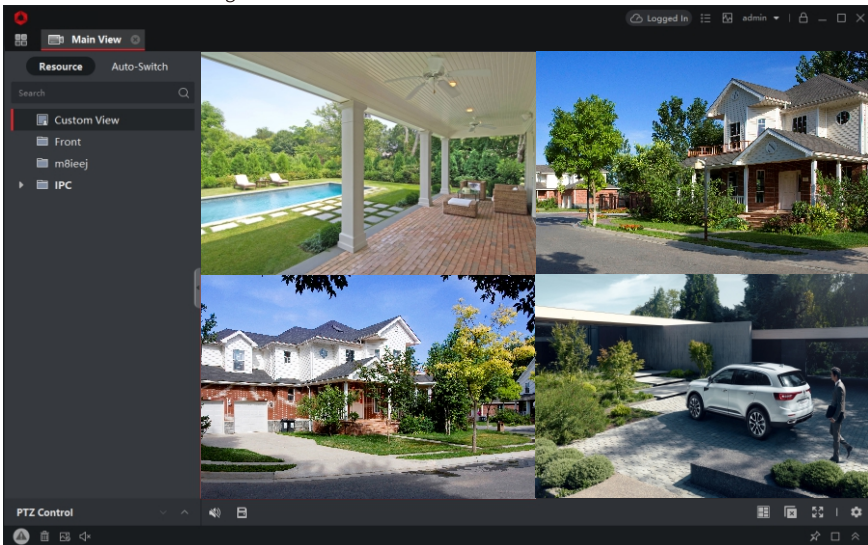


### 3. Remote View

If you want to remotely access the device through “iVMS4200 or Guarding vision”, please click the cloud login in the upper right corner, and log in to your cloud account to preview the device under the account, as shown in the figure.



Go to the **Control Canel - Main View**, you can see the cloud account, click the device under the account to preview the real-time image



For more information, please press F1 to get user manual.

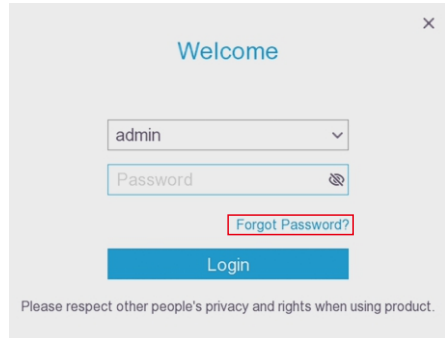
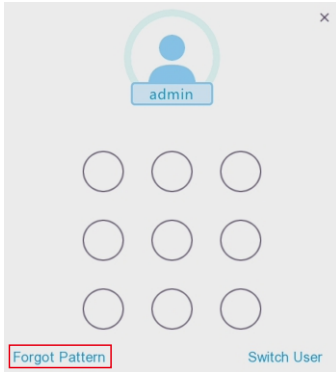
## Chapter 5 Download software

If you need to download manuals and software, please log in to the Anpviz official website ([www.anpvizsecurity.com](http://www.anpvizsecurity.com)) to enter the download center, search for HK series, and download detailed manuals, software tools, etc.

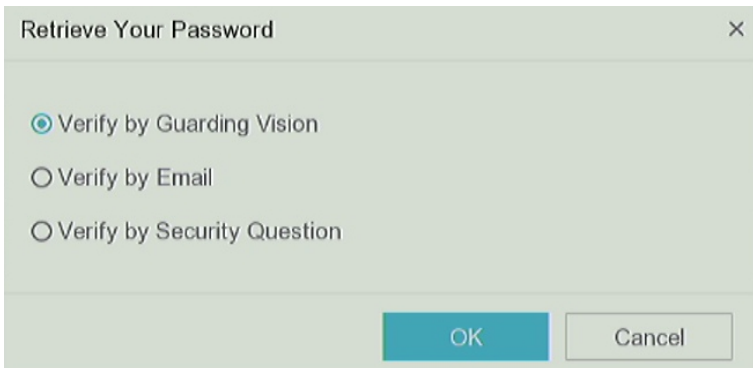
## Chapter 6 FAQs

### 1. What should I do if I forgot the DVR's password?

(1) If you forgot your password, please click "Forgot Password" in the lower left corner of the login interface;



You can reset your password by yourself through App, email or security question.

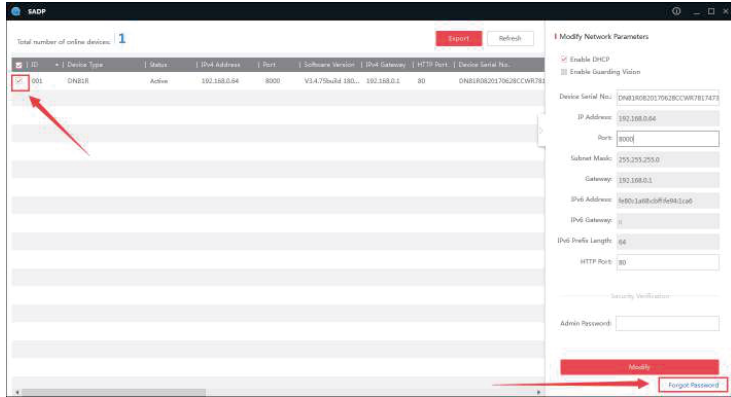


The email address or security question must be set by you before. If you have not set it or forgot it, you can export the XML file through the App operation or the SADP tool and send it to [support@anpvizsecurity.com](mailto:support@anpvizsecurity.com) to get the reset key. The specific operation of exporting the XML file is as follows:

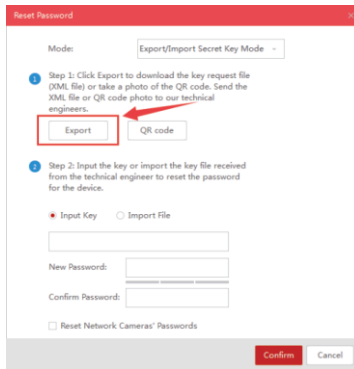


a. Download SADP from the Anpviz website: <https://www.anpvizsecurity.com/download/Software & Tools/HK Series-SADP> (<https://www.anpvizsecurity.com/download-21725>) and install it on your computer. Make sure your computer and your device are in the same network.

b. Open SADP and check the target device, click “Forgot Password” to enter the Reset Password interface-export XML file, as shown in the figure

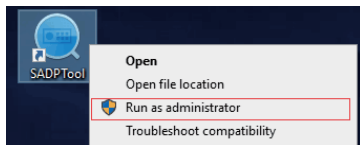


c. Click “Export” to download the key request file, and set the file path in the pop-up window.



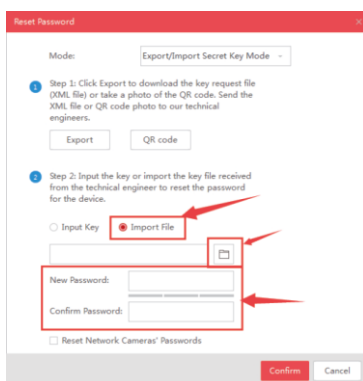
Click "Select Folder" to save the device's key request file on your PC. The exported key request file is a XML file which is named in the form of "Device Serial No.-System Time".

Note: If your exporting fails, please right-click on SADP and run it as an administrator;



d. As the file has a valid period, please send an email to **Support@anpvizsecurity.com** immediately after exporting the file, and let us know that you have forgotten the password. Our technical engineer will send you a keyfile back. Please don't restart the DVR after the file is exported, otherwise the file will immediately become invalid.

e. Select "Import File" as the resetting method. Click the file icon to select the received key file (XML file) and click "Open". Input a new password twice, and the system will evaluate the password strength automatically. We highly recommend you to use a strong password to ensure your data security. Lastly, click "Confirm" to finish your resetting.



## 2. What should I do if the mobile phone cannot preview the video online?

Please go to the "Main Menu" > "Configuration" > "Network" > "Platform Access" to check the status of your network. If the NVR's P2P status is displayed online, you can add a device to "GuardingVision" APP to view it remotely. If you can not view it, please check the following steps:

(1). Please check the NVR's P2P status is offline or not, if it is offline:

- a. Please confirm whether the network cable is correctly connected to the router, or replace the network cable.
  - b. If DHCP is enabled on the router, check whether DHCP is enabled on the NVR and whether the IP address of the same network segment as the router is obtained. If the router is set to a static IP address, fix the IP address of the NVR manually and pay attention to the DNS Address can not be empty
- (2). If it is not the problem of NVR offline, please check your mobile phone network is Normal or not.

## 3. What should I do when I add the device to the phone, but the device has already been added ?

For your security, a device can only be added by one account.

You can unbind it yourself through the App according to the prompts.

If you forget to register an account and password of mailbox, please take a photo of label at the bottom of the device and e-mail it to **support@anpvizsecurity.com** to unbind, and then you can rebind to the new account.

#### 4. What should I do when DVR shows no picture in single or multiple camera channels?

Please make sure DVR, power supplies, cables, cameras and any part or parts is damaged or not may result in NVR shows no picture. Please use the replacement method to check which part is the cause of the problem:

- (1). Please check all parts of the connection, whether it is loose or poor contact caused by no picture;
- (2). Please replace the camera to see if the picture can be displayed;
- (3). Please replace the cable to see if the picture can be displayed;
- (4). Please replace the power to see if the picture can be displayed;
- (5). Please replace the DVR channel to see if the picture can be displayed

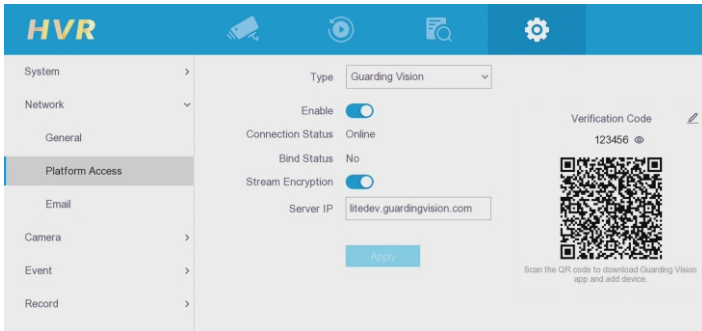
#### 5. What should I do if the interface of the DVR monitor can not be operated?

The default resolution of the DVR output to the monitor is 1024 \* 768, and it can also be adjusted to 1920 \* 1080 resolution. If the resolution of the monitor is too low or is not a standard monitor, the interface may not be displayed properly.

- (1). Adjust the display screen ratio to see if it is normal after adjustment, and check the maximum resolution of the monitor;
- (2). If the monitor supports adjusting the margins, you can move the picture down until you can control the main menu, then you can enter the **"Main menu" > "Configuration" > "General" > "VGA/HDMI Resolution"** change to the appropriate resolution and save the setting;
- (3). Connect the NVR and your computer to the same router, download and follow the IP search tool to login to the device by IP address and go to **"Configuration">"System settings" > "Menu Output" > "VGA / HDMI Resolution"** to change to the appropriate resolution and save the setting.

#### 6. How to Find Device The Encryption Password/Verification Code?

Go the NVR Menu-configuration-network settings-Platform Access-Verification Code, as follows:



Installation Video Guide or Trouble Shoot Video Guide



For more instruction, please download the detailed user manual from <https://www.anpvizsecurity.com/download/HK-series>

✉ support@anpvizsecurity.com



Official website



YouTube



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✉ : [support@anpvizsecurity.com](mailto:support@anpvizsecurity.com)

🏢 : Anpviz Security Electronic Ltd



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