

DO NOT DISCARD!



Owner's Manual

ORDER NUMBER

Version 2

DO NOT DISCARD!

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Disclaimers

- 1) Always test cameras and cables prior to mounting!
- 2) Make sure to weatherproof all your cable connections! Do not leave any connections directly exposed to weather!
- 3) Always use appropriate power supply(s) included in package!
- 4) Create a strong password on your DVR or NVR recorder! **Be sure to remember this password.** You may enter your username and password below for future reference:

USERNAME

PASSWORD

- 5) Hard drives come preinstalled in all recorders prior to shipping.
- 6) Check your bandwidth if you plan on viewing your cameras remotely. Without sufficient Internet speeds you may experience delay in your video feed. Each camera that will be viewed remotely could use **up to 1Mbps**. Please check with your provider for further information. Minimum Internet speeds can be found below:

1 Camera: 256 Kbps

4 Cameras: 1 Mbps

8 Cameras: 2 Mbps

16 Cameras: 4 Mbps

*The above values are for viewing cameras simultaneously. If you plan on viewing only a few cameras at a time, the values will be much less.

NVR Hardware Setup

The next section will cover connecting IP cameras with an NVR and the various types of cabling used. Keep in mind that most of our IP cameras use **PoE** (Power over Ethernet) and will not require a separate power source. All of our IP cameras will come with an **optional 12VDC connection** built in for those who do not wish to use PoE.

Connecting to NVR using Premade Ethernet Cable

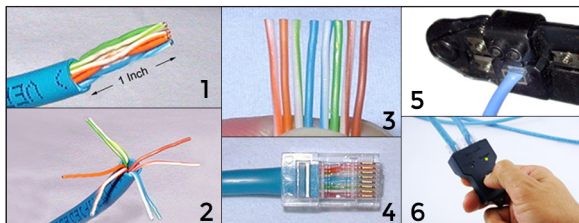
The common way to connect an IP camera to an NVR is by using a **premade Ethernet cable**. The cables are pre-cut and molded so no crimping or cutting is necessary. Simply plug one end of your Ethernet cable into your NVR system and the other end into your camera's input. Once the connection has been made, the camera feed will appear after **1-3 minutes**.



Connecting to NVR using Custom Ethernet Cable

You may also connect your IP camera to your NVR using a spool of **Cat5, Cat5e, or Cat6 cable**. We recommend using the **UTP** standard for configuring custom cable.

For extended transmission, use **Shielded Twisted Pair (STP)** cable.



www.cctvsecuritypros.com/content/pdfs/static-pages/CAT5-Termination.pdf

DVR Hardware Setup

This section of the Owner's Manual will explain how to connect your coax cameras and cables to your DVR.

Connecting to a DVR Using Premade BNC Cables

First, connect the BNC Video cable to the DVR side. Be sure to use the Video Inputs. Connect the opposite side of the BNC cable to the cameras.

Next, we will need to power the camera using the power connection on your premade cable. The male end of the cable will connect directly into the camera's harness. **No splicing will be needed.**

The female power connection will connect into the camera's power source. The power source will vary depending on what system you have. There are 3 different power options.

1. Individual Power Adapter

For connecting one camera at a time



2. 4 or 8 Path Power Splitter

Great for connecting up to 4 or 8 cameras using one power outlet



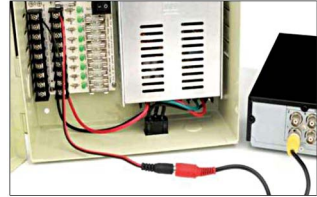
3. 9 or 18 Port Power Box

Each camera includes a male pigtail inside of the package. This will need to be connected to the Positive (**RED+**) and Negative (**BLACK-**) terminals inside the power box.



DVR Hardware Setup (Continued)

Here is an example of the power source connected to a power box using a premade cable.



Connecting to a DVR Using RG59 Spool Cable

After cutting the correct length of cable needed to run your camera, we can start by connecting the BNC connectors.

First, strip the cable back like shown (Figure A).



Figure A

Twist connector onto outer shield, making sure the connector pin is straight and seated correctly(Figure B).



Figure B

Attach your power connections and use electrical tape, heat shrink or wire nuts to protect them(Figure C).



Figure C

Use the included Male Pigtail to connect into the power box(Figure D). Be sure to use **Red** for the **Positive(+)** terminal and **Black** for the **Negative(-)** terminal.

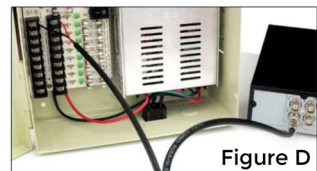


Figure D

Before You Begin

This section will cover the basics of your new SureVision security system. We will cover the basic local operations.

Mouse Operations

Name	Action	Description
Left button	Click	<ul style="list-style-type: none">• Select to confirm an item• Select to edit digits, symbols, upper-case or lower-case letters in a field
	Double-click	<ul style="list-style-type: none">• Enter or exit full screen mode in live view
	Drag	<ul style="list-style-type: none">• Draw or move a rectangle on the screen...for example, a motion detection area.
Right button	Click	<ul style="list-style-type: none">• Show the shortcut menu• Exit zoom• Exit the current window when Exit or Cancel is displayed
Wheel	Scroll up or scroll down	<ul style="list-style-type: none">• Scroll up or down a list or window; or zoom in or out on a playback progress bar

Logging In

- 1) Right-click anywhere on the screen and then choose Menu. You will see the login prompt.
- 2) Select your username from the drop-down list, enter your password, and then click **Login**.

The default username and password of your SureVision recorder is:

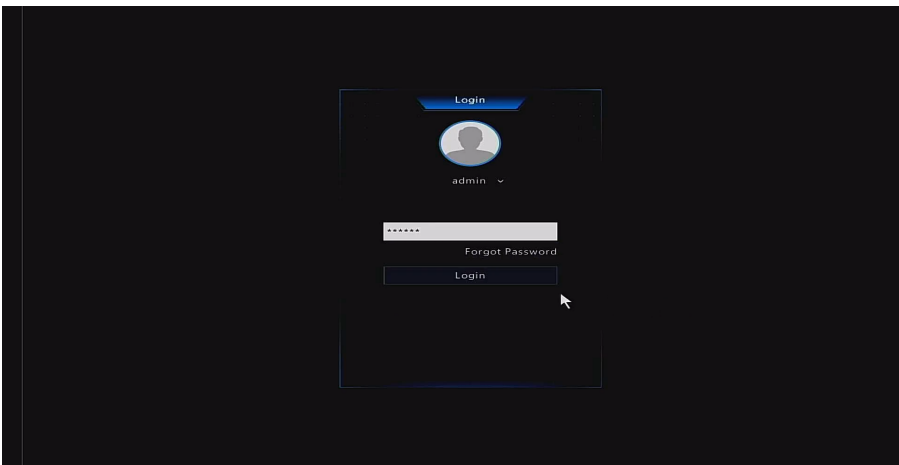
Username: **admin**

Password: **123456**

The default password is intended only for the first login and must be changed to a strong one containing **at least eight characters including letters, digits and symbols** after your first login to ensure security.

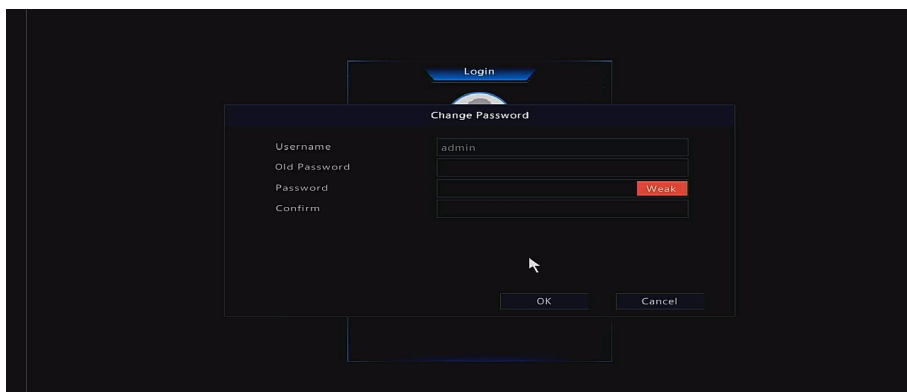
Startup Wizard

Step 1) First, connect the power cable to the recorder and connect the HDMI or VGA cable to your display. Now you can power on your SureVision camera system. If you are planning to view your cameras online through a cellphone or PC you will need to connect an Ethernet cable from your router or modem to the system. Once the system has booted the Login Screen will appear. Use **123456** for the password.



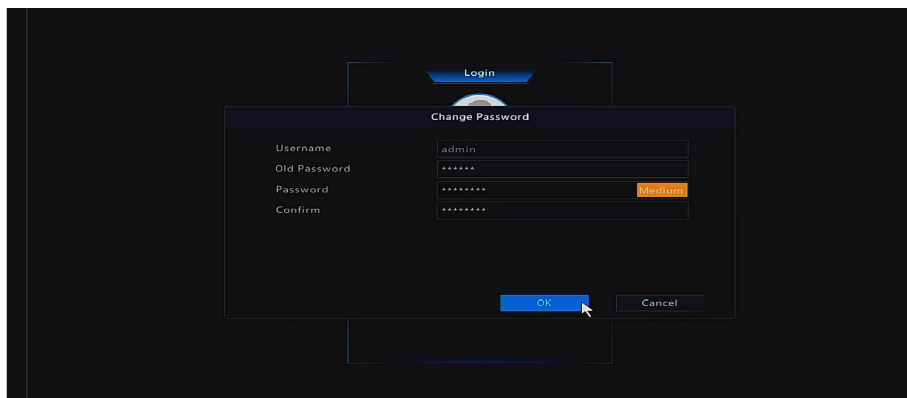
The system will ask you to change your password.

Step 2) Click **Next** and **Password Modify** menu will appear.



This menu will assist you in altering the password on your SureVision system. This is a very important step in securing your system.

You will need to enter the default admin password which is **123456**. Enter in a new password for your recorder. Please make sure this password has **at least eight characters including letters, digits and symbols**.



Startup Wizard (Continued)

Be sure to confirm this password below. Please be sure to write down your password and secure it in a safe place. You may click **OK** when you are ready to move to the next step.

Step 3) You can set your **Time Zone**, **Date Format** and **Time Format**. You may alter your **System Time** as well. Click **Next** when you are done.

The screenshot shows the 'Wizard' window with three steps: 1 Wizard, 2 Time, and 3 TCP/IP. Step 2 is active. The settings are as follows:

Setting	Value
Time Zone	(UTC-05:00) Eastern Standard
Date Format	YYYY-MM-DD
Time Format	24-hour
System Time	2019-10-31 12:22:24

At the bottom, there are three buttons: 'Previous', 'Next' (highlighted with a mouse cursor), and 'Exit'.

Step 4) If you have connected your recorder to your router or modem this menu will show you your IP settings. **DHCP** is enabled by default.

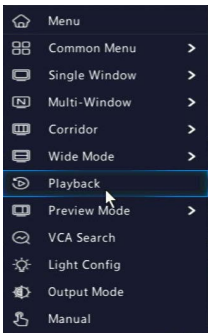
Startup Wizard (Continued)



You have successfully completed the **Startup Wizard**. Please continue reading for more details and configuration options!

After completing the **Startup Wizard** you will be brought to the main screen and any cameras that you have connected can now be viewed.

Shortcut Menu



You can **right click** anywhere on the screen to bring up the **Shortcut Menu**. The **Shortcut Menu** has frequently used functions to access them easily. A description of each of these menus can be found in the next section.

Shortcut Menu (Continued)

Menu - Access the main menu. Most of the operations described in this manual are performed from the main menu.

Common Menu - A list of commonly used menus (recently accessed menus)

Single Window - A fullscreen of the selected channel number

Multi Window - Selection of multi channel views

Corridor - Choose a corridor mode. Corridor mode can also be set in the Default Layout drop-down list under **System > Preview**. To display images in corridor mode, the camera must be installed correctly (rotated 90 degrees clockwise or counterclockwise), and then use the Image Rotation parameter under **Camera > Image** to rotate images accordingly.

Playback - Play the recording for the camera linked to the current window.

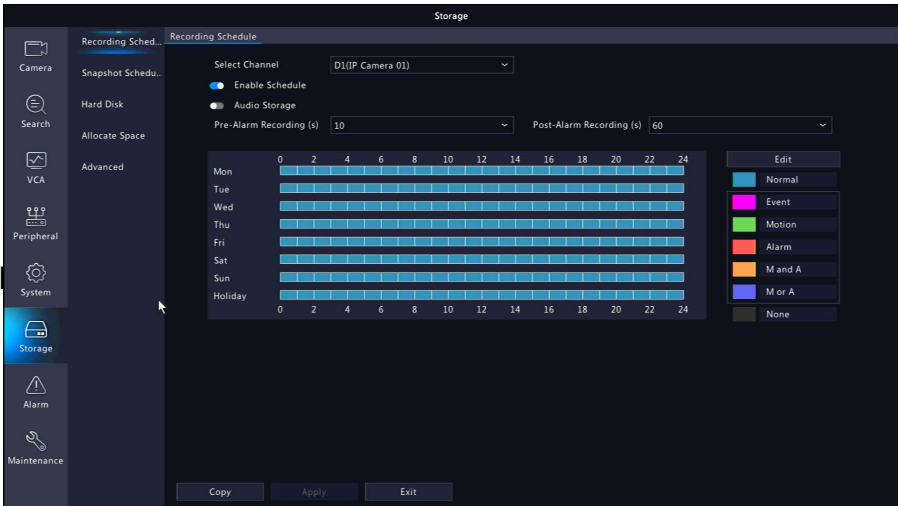
Output Mode - Choose a video output mode, including standard, soft, bright and vivid.

Recording Settings

To check or alter your recording settings please navigate to the **Menu > Storage > Recording**.

All SureVision systems are configured to record 24/7 right out of the box! You do not need to change anything here if you plan on recording 24 hours a day, 7 days a week.

Recording Settings (Continued)



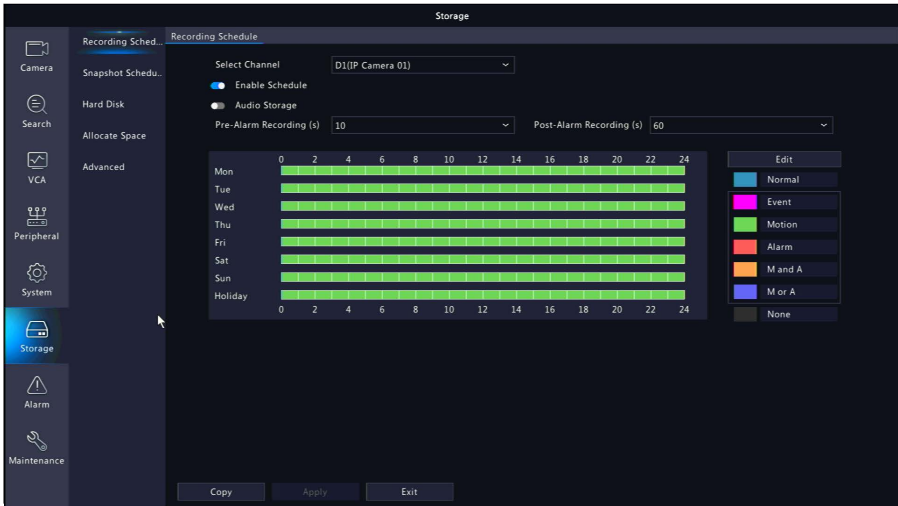
The recorder can also be configured for **Motion Detection**, which is a popular function. This will conserve hard drive space and make it easier to search for events in the future.

Motion Detection can be configured differently for each camera and each day if you choose (continue to the next section if you prefer to set up **Motion Detection**). If you plan to keep your system recording 24/7 you may skip ahead.

While inside of **Menu > Storage > Recording Schedule**, click the green box on the right hand column next to **Motion**. Click and drag on the schedule when you would like motion recording. Apply any changes after they have been made.

For a screenshot example of 24/7 motion detection, please see the **Figure** on the next page.

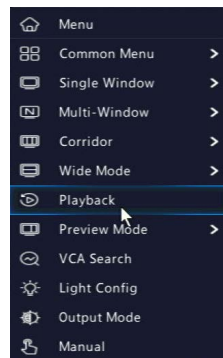
Recording Settings (Continued)



Connecting your Smartphone or Tablet

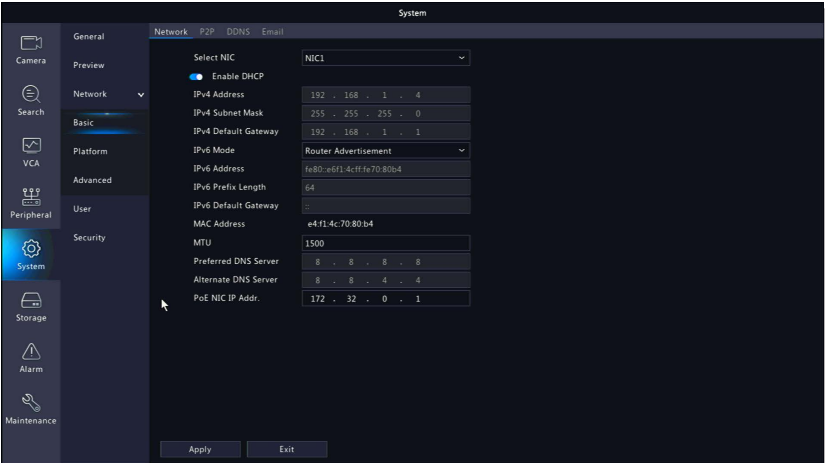
In order to connect to a **smartphone or tablet** you will need to have the recorder connected to an **Internet modem or router** that has **Internet access**. We will want to make sure the recorder is configured for remote viewing in the next section.

Step 1) Right click anywhere on the screen and select **Menu**.

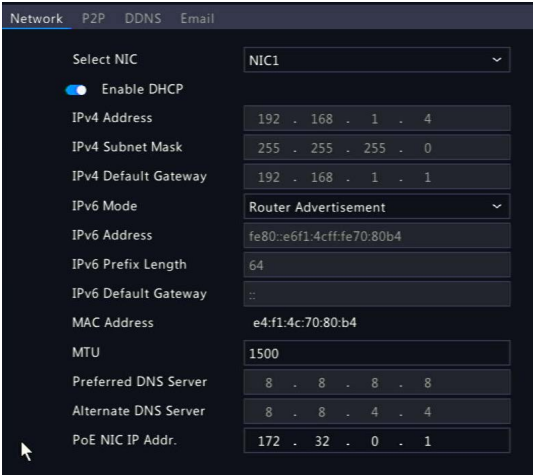


Connecting your Smartphone (Continued)

Step 2) Go to **System > Network > Basic**



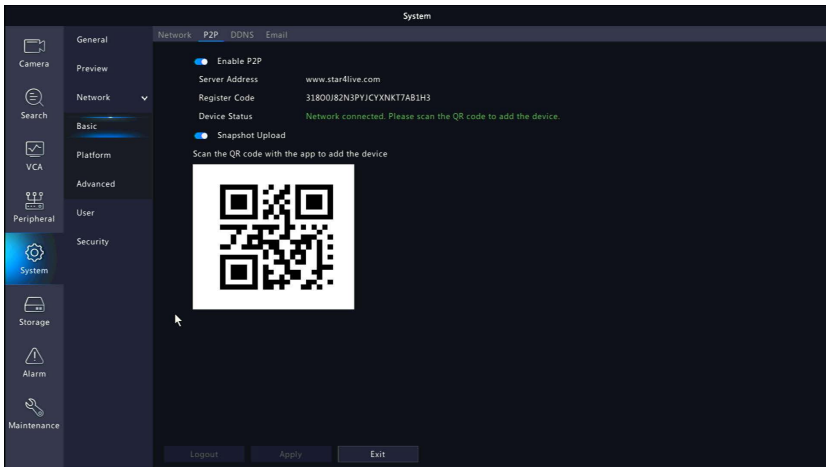
Step 3) Inside of the **Network** menu, make sure the **Enable DHCP** toggle is highlighted **Blue**. If you make any changes, be sure to click **Apply** at the bottom to save!



Connecting your Smartphone (Continued)

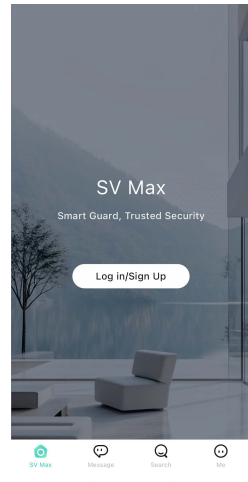
Step 4) Select **P2P** on the top row and make sure **Enable P2P** is highlighted **Blue**.

Leave this menu open as we will need to revisit this page when setting up your smartphone or tablet.



Step 5) Now that we have verified the system is ready to be accessed remotely, you will need to download the **SV Max** application to your Smartphone or Tablet. The App can be found by searching "**SV Max**" inside of the App Store or Google Play Store. Once **SV Max** has been downloaded and installed you can proceed to the next step.

Step 6) First time users will have to sign up to use the **SV Max** application. Tap **Login/Sign Up** and then **Sign Up** towards the bottom of the **Login** screen.



Connecting your Smartphone (Continued)

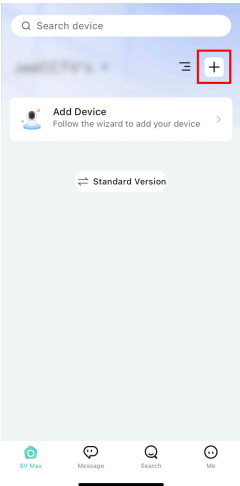
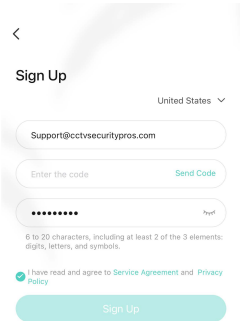
Step 7) Enter a valid **Email Address** into the top field and click **Send Code**. A verification code will be sent to the email address provided. Enter the verification code into the **"Enter Code"** field.

Step 8) Create a password for your mobile account. **We recommend using the same password that you created for your NVR.** After entering your password, agree to the **Service Agreement** and **Privacy Policy** and tap **Sign Up**

Password must be at least eight characters including letters, digits and symbols.

Step 9) After completing the sign up process you will be taken to the app's **Home Screen**. Tap the **+** sign at the top right.

Step 10) The app will access your phone's camera, which you can use to scan the QR Code we saw in the **P2P** screen during **Step 4**. Once it successfully scans, tap **Next**.



Connecting your Smartphone (Continued)

Step 12) Give your device any name you'd like. This is purely used to identify the system in your app. Tap **Next**.

Step 13) On the next page, you can decide to enable or disable **Signup-Free Authorization**. If enabled, anyone who has the QR code and username/password to the recorder can add it to their mobile device. If disabled, the first person to scan the QR Code (the primary user) will need to share the device to other users through their app. **The QR code will not work for future users with this setting disabled.**

Step 14) **SV Max** will now bring you back to the **Home screen**. You can tap on the picture of your camera to see the **Live View**. Tap on the individual camera boxes to get a closer look. You can also access **Playback** for individual cameras through this view as well.

< Signup-Free Authorization



When enabled:

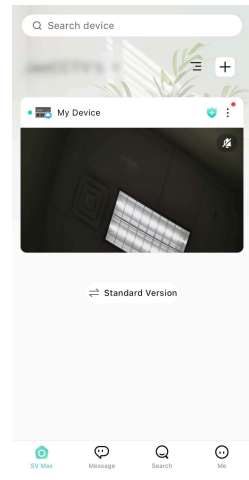
1. Other users can add and use this device by scanning the register code and entering the device password.
2. You can view info about users who have added the device without signup and revoke their permissions in Me > Sharing Management > Signup-Free.

When disabled:

The device cannot be added by others via scanning. However, you can still share it with others.

Enable

Disable



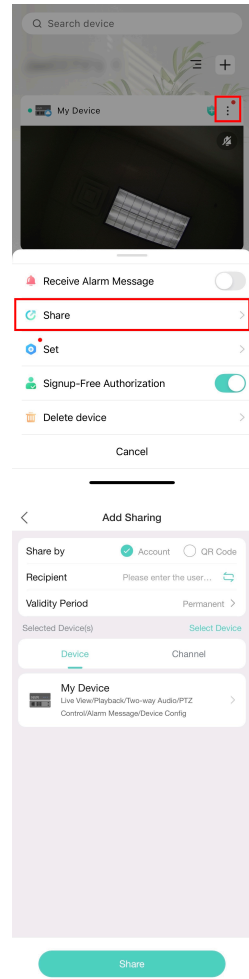
Sharing Your Remote Access with Others

Most users will want to share remote access with multiple people. Each user will need to download the **SV Max** app found in the Apple App Store or Google Play Store. If **Signup-Free Authorization** is enabled, they can skip creating an account and scan the same QR code from before and enter the password of the NVR.

If **Signup-Free Authorization** is disabled, the new user will need to create an account on their mobile device, and the primary user will need to share to them.

To share a device, tap on the three dots to the right of your device's name, and select **Share**, and **Shared Use**.

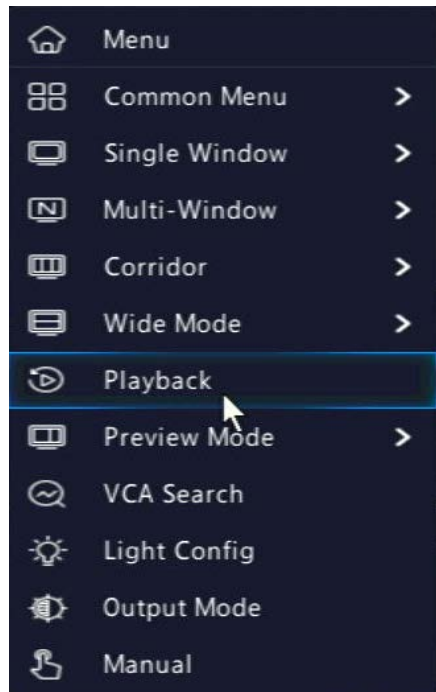
Enter the username of the user's account and change their validity period to however long you want (leave it as default for permanent sharing). You can also decide what features you want the user to have access to. Once configured to your liking, tap **Share**, and they should now see the device when they refresh their app.



Watching Playback Video

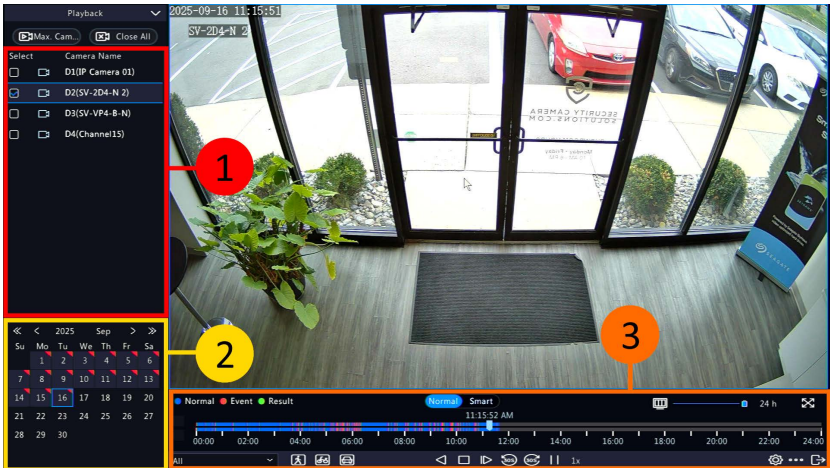
The main function of your new SureVision system is to record and store video 24/7 or on motion detect. These videos will be stored on an included internal hard drive. Once you are ready to view these videos please see this guide below.

In order to access the **Playback** you will need to **Right click** on the main screen and select **Playback**.



You are now inside of the **Playback** menu. From here you can watch all of your recorded videos. You will see 3 key areas for watching playback video on the next page:

Watching Playback Video (Continued)



1) This section is for selecting which cameras you would like to view. Check the box next to the camera from which you would like to watch playback video. You may select multiple cameras at a time although it is much easier to watch one at a time!

2) This section will show you which days have recorded video on them. Days with recording will show up in blue or red while days with-out recordings will be transparent. Start by selecting which day you would like to view.

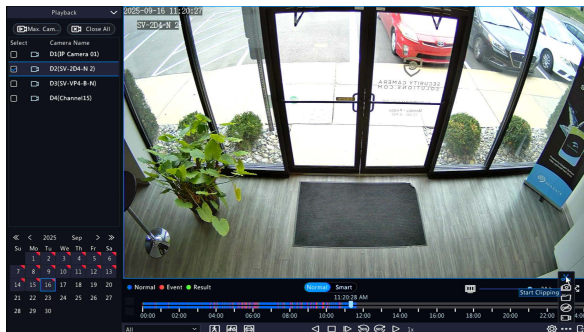
3) This is your timeline and will show you exactly how much recorded video is stored from the selected cameras on the selected day. You can click around on this timeline to skip ahead or go back. You may also zoom in and out of the timeline by selecting a time on the timeline and scrolling with the mouse wheel.

Backing Up Video

Another important feature built into your SureVision system is the ability to backup footage to a **USB Drive**. This comes in handy if you have an event you want to keep for your records or an event that needs to be handed over to the authorities. This section will cover backing up footage for safe keeping.

Step 1) Plug in your USB Drive. Within the **Playback** menu, select the camera(s) you want to backup and the day of the incident.

Step 2) Click on the **Scissors** icon at the right of the screen to show two red markers on the timeline. Move these markers to the **Start Time** and **End Time** you would like for your clip.

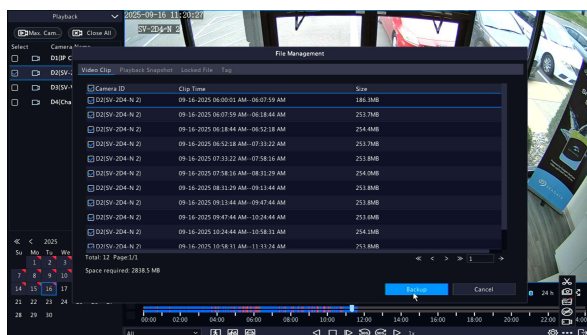


Step 3) Click the **Scissors** icon again, and it will store the clip to the recorder. Click on the folder labeled **New** at the right.



Backing Up Video (Continued)

Step 4) Here, you can select the clips that were stored. The system will break up the clips into smaller files if necessary, so be sure to select them all. Click **Backup**, and it will let you choose where to save those clips to on your USB Drive.



Step 5) You should see a progress bar indicating how long the backup will take. When complete, you may unplug your USB Drive and load the recordings onto a PC for viewing.

All backup files will be saved as an **.MP4 file format**, a universal format which should be easily viewed in most modern media players.

Frequently Asked Questions

Q: What is the default username and password for my SureVision recorder or IP cameras?

A: The default username is admin and the default password is 123456.

Q: Do I need to install my own hard drive?

A: All SureVision systems come pre-installed with your choice of hard drive capacity! No need to get out a screw driver for this one.

Q: Do I need a monitor for the system to function?

A: Having a monitor for initial setup is a must. After network configuration you may remove your monitor if you choose to do so.

Q: Do I need Internet for the system to function?

A: The short answer is no, you do not. If you plan on taking advantage of the remote viewing and cell phone viewing, you will need to physically connect your SureVision system to a router or modem to do so. Basic functions like recording and playback will always function without an Internet connection.

Q: How do I get the system to record?

A: Our SureVision systems is designed to record video as soon as it is powered on. As soon as your camera feed is live on the screen video is being recorded. If your camera is equipped with audio, that will need to be enabled inside of the Main Menu > Camera > Audio > Audio Input as well as Storage > Recording > Audio Storage.

Frequently Asked Questions (Continued)

Q: I forgot my password! What can I do?

A: If you have the SV Max smartphone app you can use the Forgot Device Password option on the Me screen. Follow the steps to help reset your password. If you cannot use this method you will need to contact us at support@cctvsecuritypros.com for a temporary password. Please note that we will need to verify your original order for security reasons and a reset code may take several days to generate!

Q: Do my IP cameras need another power source? I see two cables coming out of my camera, should both be connected?

A: If you're using our IP cameras with a SureVision NVR from us you will not need the extra 12VDC connection. We include the extra connection in the event PoE is not being used. Feel free to tape up the connector or move it to the side as its most likely not needed! Please do not cut this cable as it will void your camera's warranty!

Q: How far away can I run my cables?

A: With SureVision NVRs and SureVision IP cameras, you can run up to 800 ft using Solid Copper Core Cat5e or Cat6 cable. Please make sure to use the correct cable and enable the Extended Transmission option inside of Main Menu > Camera > Cam Config settings for your given channel.

With SureVision DVRs and coax cameras, how far you can run video and power greatly depends on the camera's resolution and extra functions, the cable's gauge, and the amperage of the power supply being used.

Frequently Asked Questions (Continued)

Q: My cables will be exposed to the weather. What can I do to stop the weather from getting in?

A: Proper weatherproofing techniques include using weatherproof junction boxes, silicone sealant, weatherproof connections, etc. Please be sure to keep those connections dry and sealed. The number one cause of premature failure is an improperly sealed connection! Try your best to seal where the camera gets mounted to an exterior wall and where the cables connect. Improperly weatherproofed connections will not be covered under our warranty.

Q: How fast does my Internet Upload Speed need to be to view cameras remotely?

A: This depends on the amount of cameras that you plan on viewing simultaneously. We recommend an Upload speed of 4Mbps per camera to view the highest quality possible. However, our cameras can function on a secondary lower quality stream to help with lower upload speeds. These values can be altered as low as 256Kbps per camera to accommodate your network speeds. The video quality may suffer while watching remotely, but the system will still record at the higher quality stream without using too much bandwidth.



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2050 Springdale Road, Suite 600
Cherry Hill, NJ 08003
(888) 653-2288
www.cctvsecuritypros.com