

**DO NOT DISCARD!**

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# Owner's Manual

**ORDER NUMBER**

Version 1.1

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**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) Make sure to change the password on your DVR or NVR recorder!

Be sure to remember this password. Write this password down and store in a safe place. You may enter your Username and Password below for future reference:

USERNAME	<input type="text"/>
PASSWORD	<input type="text"/>

- 5) Hard drives come pre-installed in all recorders prior to shipping.
- 6) If you plan on viewing your cameras remotely remember to check your bandwidth. 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 and 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.

## 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

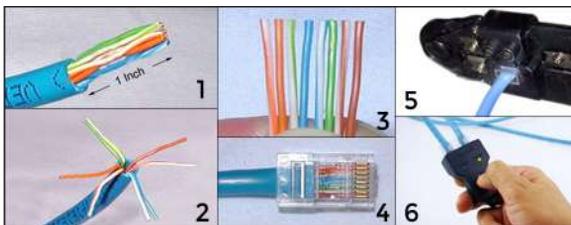
The most popular way to connect an IP camera to an NVR is using a Pre-made Ethernet Cable. The cables are pre-cut and molded so no crimping or cutting is necessary. Simply plug one end of your Ethernet cable into your NVR system and the other end into your camera's input. Once the connection has been 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 T568-B standard for configuring custom cable. Please make sure to use Solid Copper Cabling for all cable runs over 300ft. For more instructions on making custom cables, please visit our website:

[www.cctvsecuritypros.com/content/pdfs/static-pages/CAT5-Termination.pdf](http://www.cctvsecuritypros.com/content/pdfs/static-pages/CAT5-Termination.pdf)



## Before You Begin

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

### Mouse Operations

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

### 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 NVR is:

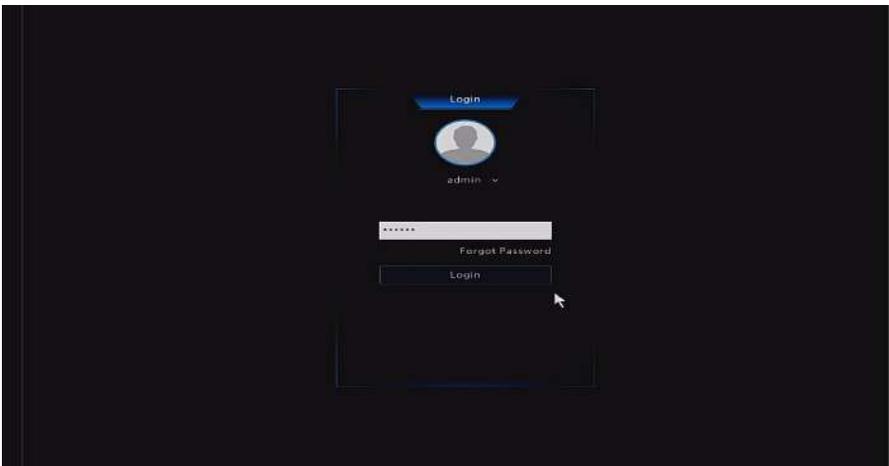
Username: **admin**

Password: **123456**

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

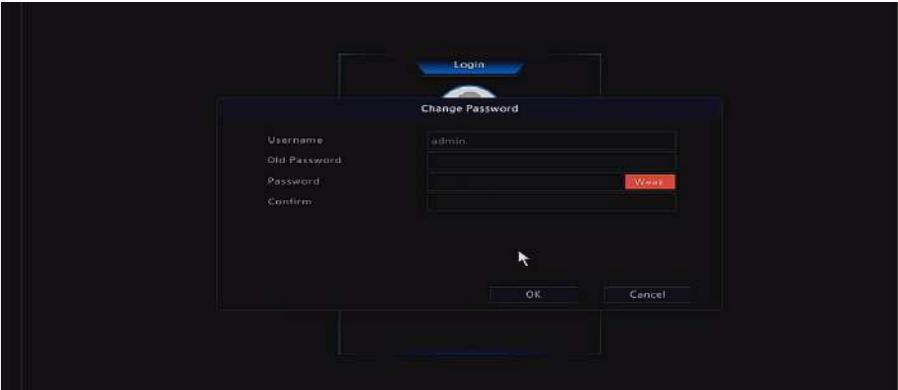
## Startup Wizard

Step 1) First, connect the power cable to the NVR 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 you will need to connect an Ethernet cable from your router or modem to the NVR system. Once the system has booted the Login Screen will appear. Use **123456** for the Password.



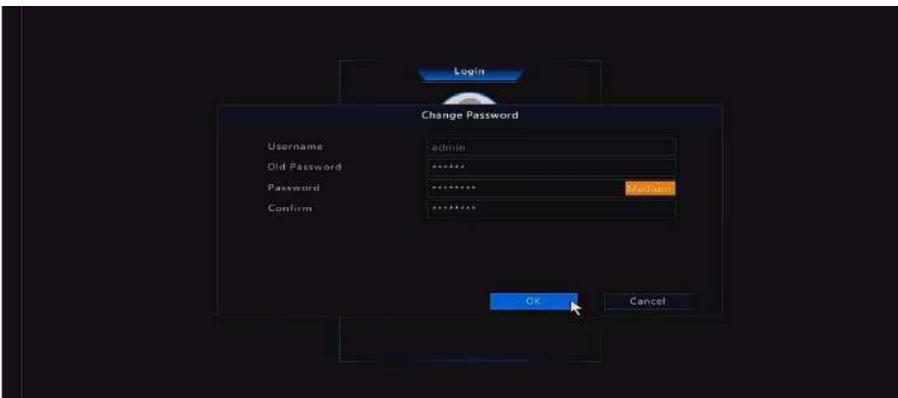
The system will ask you to change your password. We strongly recommend doing this step. Click **Yes**.

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



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

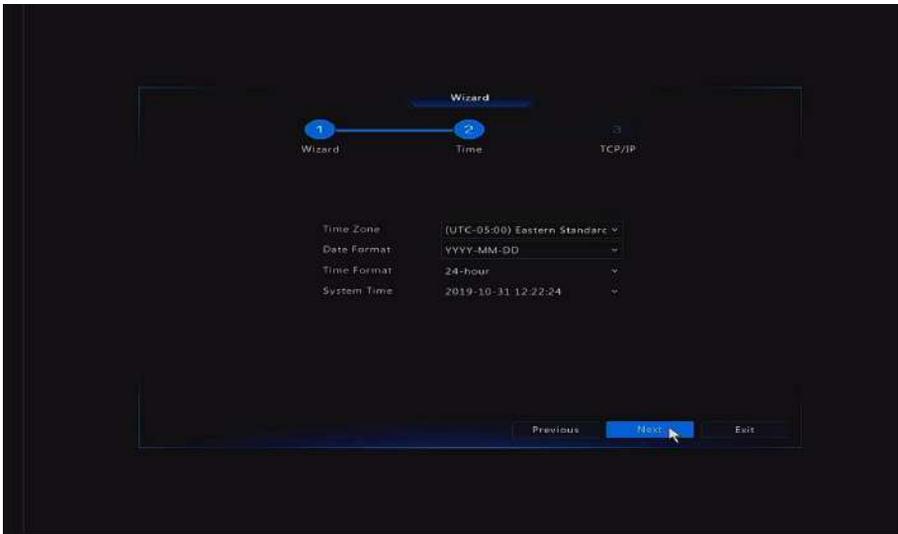
You will need to enter the default admin password which is **123456**. Enter in a new password for your SureVision NVR. Please make sure this password has upper and lower case letters as well as numerals to make it as strong as possible.



## 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.



**Step 4)** If you have connected your NVR to your router or modem this menu will show you your IP settings. DHCP is enabled by default but you can change this to Static by removing the checkbox and entering an IP address of your choice.

## 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.

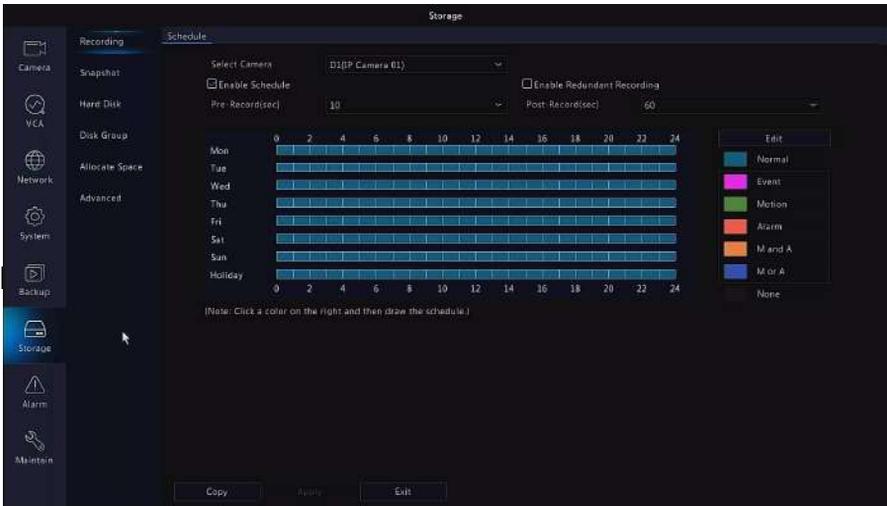
**Output Mode** - Choose a video output mode, including standard, soft, bright and vivid.

## Recording Settings

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

All SureVision NVR 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 NVR can also be configured to 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 the Recording setting (**Menu -> Storage -> Recording**) 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 figure on the next page.

# Recording Settings (Continued)



## Connecting your Smartphone or Tablet

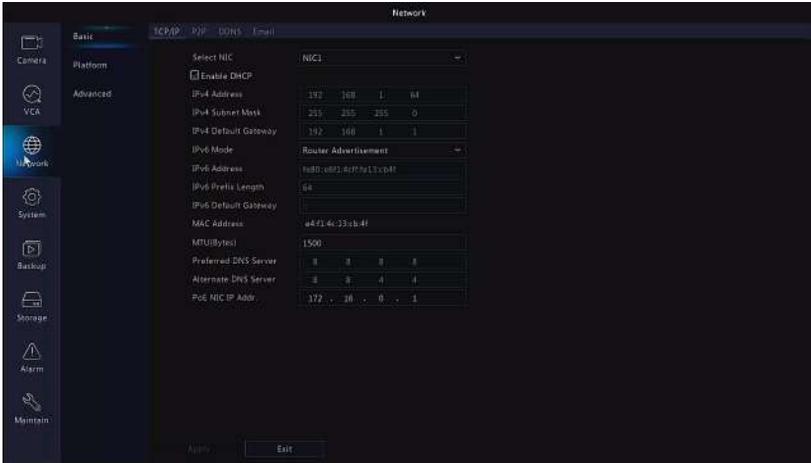
In order to connect to a Smartphone or Tablet you will need to have the NVR connected to a modem or router that has Internet access. We will want to make sure the NVR is configured for Internet access in the next section.

Step 1) Right Click anywhere on the NVR's screen and select **Menu**.

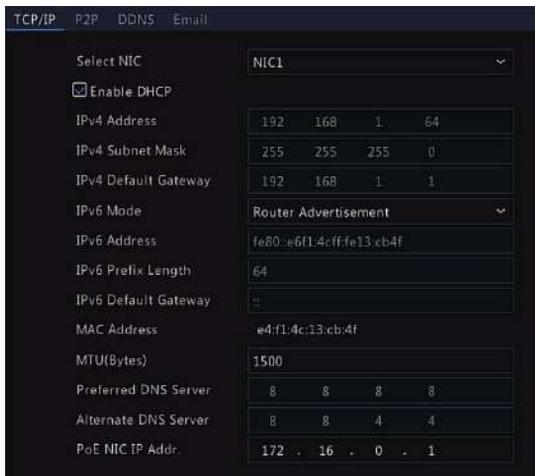


# Connecting Your Smartphone...(Cont'd.)

Step 2) Select **Network**.



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



# Connecting Your Smartphone...(Cont'd.)

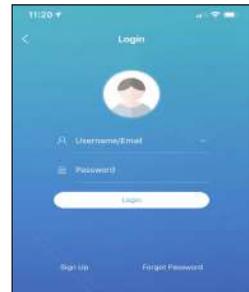
Step 4) Select P2P on the top row and make sure **Enable P2P** is highlighted.

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



Now that we have verified the NVR system is ready to be accessed remotely you will need to download the SureVision Application to your Smartphone or Tablet. The App can be found by searching "SureVision" inside of the App Store or Google Play Store. Once SureVision 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 SureVision application. Select **Sign Up** at the bottom.



# Connecting Your Smartphone...(Cont'd.)

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



Step 8) Create a password for your mobile account. Click **Sign Up** when your password has been entered. Be sure to **Check the Service Agreement** box before proceeding.

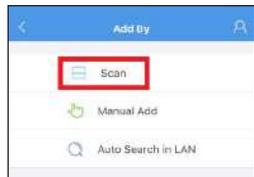


- **Password Note:** 6-20 characters that use 2 of the following... letters (A-Z, a-z), digits (0-9) and special characters.

Step 9) After completing the sign up process you will be taken to the **Apps Home Screen**. If you would like to add a new device now click **Add**.



Step 10) Select the **Scan** option. This will allow us to scan the **P2P QR** code.

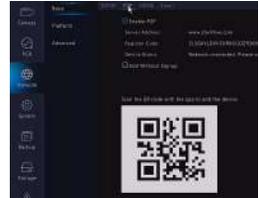


Step 11) Navigate to **Menu ->System-> Network -> P2P**. The QR code found in this menu will be scanned using the SureVision App.



## Connecting Your Smartphone...(Cont'd.)

Step 12) Use the **SureVision Scan** feature on the app to scan the QR code found in the above menu.

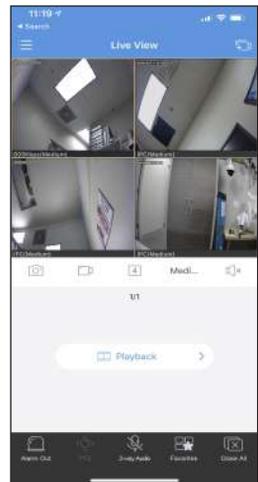


Step 13) Enter a unique name so you can identify your system when connecting in the future. Click **Start Live View** at the bottom when you are done entering your name.



Any cameras you have attached on your NVR system will now be accessible through the SureVision app.

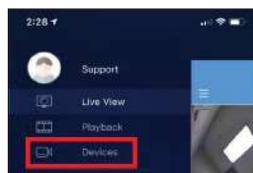
SureVision has a built in **Help** section to aid you in watching live view and playback footage. It can be found by clicking on the **Menu** button at the top left



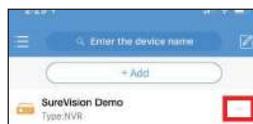
# Sharing Your Remote Access with Others

Most users will want to share remote access with multiple people. Each user will need to download the SureVision app found in the App store or Play store and register an account inside of the app. Please follow the SureVision App setup for help creating a new account found on page 14. In order for your new user to access your SureVision system you will need to generate a sharing **QR code** for the new user to scan.

**Step 1)** Start by opening your SureVision Application and clicking the top left Icon and select **Devices**.



**Step 2)** Select the “3 Dots” icon highlighted in red next to the device you wish to share.



**Step 3)** Select Share.



**Step 4)** Select **QR Code** at the top and enter a password for the new user. You will need to share this password with your new user so please be sure to remember this one! Enter the **Valid Period**...this is how long your user will have access to the system for. You may grant temporary access or adjust the time for a years worth of access. Last, enter the permission. Will this user be an Administrator or a user with limited access? Once complete click **Generate** at the bottom.



# Sharing Your Remote Access...(Cont'd.)

Step 5) Your new user will need to add a device on their phone or tablet using this QR code.



## Watching Playback Video

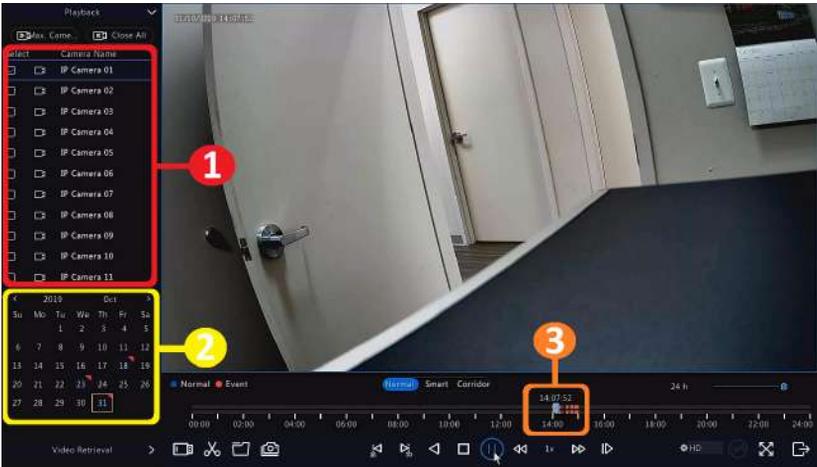
The main function of your new SureVision NVR is to record and store video 24/7 or on motion detect. These videos will be stored on an included internal hard drive. Once you are ready to view these videos please see this guide below.

In order to access the Playback menu you will need to right click on the NVR's Main Screen and select **Playback**.



You are now inside of the Search menu. From here you can watch all of the playback video stored on the NVR. 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!

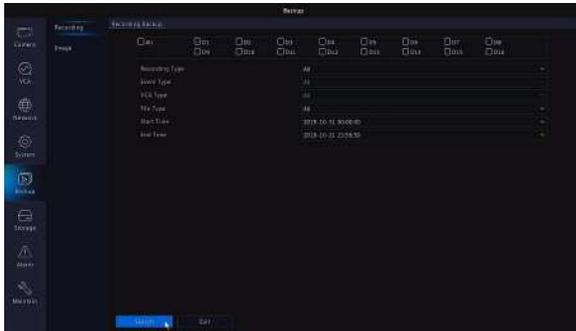
**#2)** This section will show you which days have recorded video on them. Days with recording will show up in orange while days without recordings will be transparent. Start by selecting which day you would like to view.

**#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.

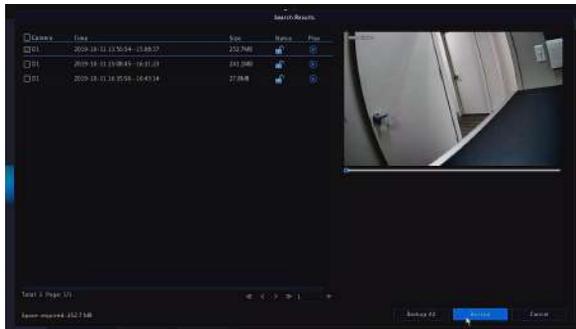
# Backing Up Video

Another important feature built into your SureVision NVR is the ability to backup footage to a USB Drive or External USB Hard 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.

First we will navigate to **Menu -> Backup** menu. Enter **Camera Number, Date** and **Time** you would like to backup and click **Search**.

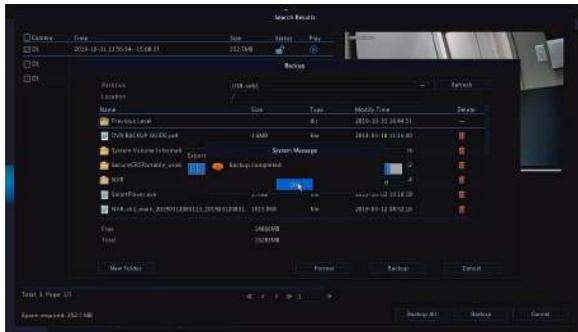


Be sure to insert your USB Drive at this time. Select which files you would like to backup by checking the box next to the file on the left side. Once all of the files have been selected click **Backup**.



## Backing Up Video (Continued)

A progress bar will appear on screen to show how much time it will take to backup the files to your USB drive. This could take some time depending on how many files you are attempting to backup at once. When backup is complete you can click **OK** and remove your drive.



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

It is possible for the files to be backed up from the **Search menu** as well. This section will show you how to clip video files easily from that **Search menu**.

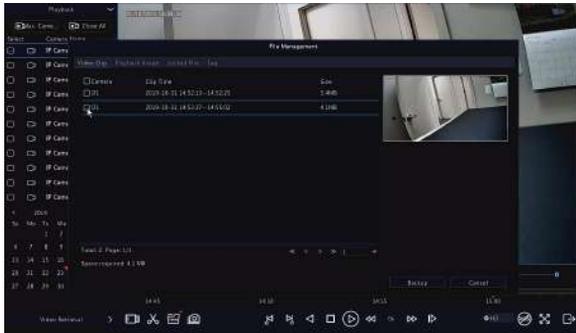
From the **Search menu** click on the **Scissors Icon** found on **# 1** in the example. Click and drag the red tabs around the timeline. These tabs represent your **Start Time** and your **End Time**.

Once you have selected your start and end times you may click on the **File Management** button shown as **# 2**.

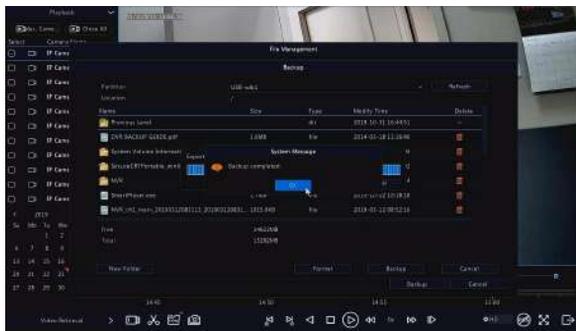
# Backing Up Video (Continued)



Insert your USB Drive. After you click the **File Management** button select the file in the file list and select **Backup**. You will see a progress bar to show the time remaining.



After your backup is complete you can remove your USB drive and view the .MP4 file on your preferred media player.



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## Frequently Asked Questions

*Q: What is the default username and password for my Sure-Vision NVR or Cameras?*

A: The default username is "admin" and the default password is "123456" without quotations.

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

A: All SureVision systems come preinstalled 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 connect your SureVision system into a router or modem to use. Basic functions like recording and playback will always function without an internet connection.

*Q: How do I get the system to record?*

A: Your SureVision NVR systems is designed to record as soon as it is powered on. You will not need to configure any special options or enable anything. As soon as your camera feeds are live on the screen they are also being recorded to your internal hard drive!

## Frequently Asked Questions (Continued)

*Q: I forgot my password what can I do?*

A: If you have the SureVision Smartphone app you can use the Forgot Device Password inside of the Local Config option. 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 purchased a SureVision kit 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 warranty!

*Q: How far away can I run my cables?*

A: With SureVision NVRs and SureVision IP cameras you can run up to 800FT+ using Solid Copper Core Cat5e or Cat6 cable. Please make sure to use the correct cable and enable the "Extended transmission" option inside of the Camera Settings.

*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 RJ45 connections, etc. Please be sure to keep those connections

## Frequently Asked Questions (Continued)

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 weather-proofed connections can not be covered under 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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**Notes:**



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