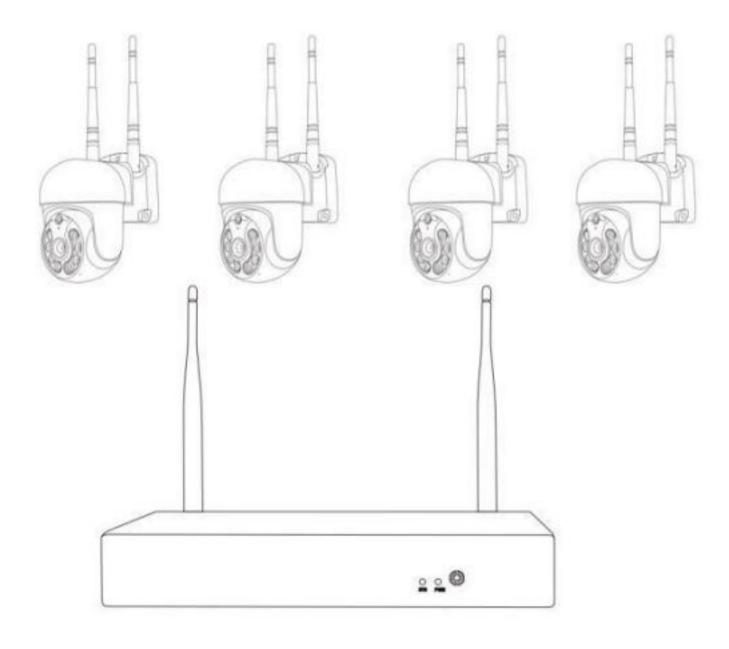
## **ALPTOP**



## **Network Video Recorder System**

## User Manual

Please read this quick manual before using this product and keep it for future reference. For more detailed instructions, please contact us at **support@alptopsecurity.com**.

## CONTENTS

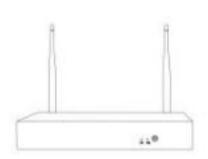
SAFETY CAUTIONS	4
PACKING LIST	4
PRODUCT OVERVIEW	5
INSTALLATIONS AND CONNECTIONS	6
Hard Disk Drive Installation	6
System Connections	
Camera Installation	8
OPERATE NVR SYSTEM WITH A MONITOR	9
Live Picture	9
Hard Disk Drive Formatting	10
Video Recording	10
Video Playback	11
Alarm Setting	13
Audio In and Out	15
Video Backup	16
Network Setup	17
Other Functions on the Menu Bar	18
OPERATE NVR SYSTEM FROM CLIENT ON PC	20

Client Installation and Login	20
Video Playback and Backup	22
Other Functions of the Bottom Menu	24
OPERATE NVR SYSTEM ON MOBILE DEVICE	25
Download and install the App	25
Add the NVR System to the App	28
OPERATE NVR SYSTEM FROM THE BROWSER ON PC	32
EXTEND THE WIFI RANGE	33
Adjust the Antennas to the Appropriate Angle	34
Set up Cascading Connection	35
Get an Extra Repeater Device	37
Enhance the Network Connection via Wired Connection	39
ADD A NEW IP CAMERA TO THE NVR SYSTEM	40
TROUBLESHOOTING GUIDE	42
SPECIFICATIONS	47
FCC STATEMENT	477
CAUTION	48

## SAFETY CAUTIONS

- Please do not place any container with liquid on the NVR.
- 2 Please use the product in an open space and do not block the air vents.
- For your safety, please use the original power supply provided.
- If the NVR starts or works abnormally, please unplug the power adapter and clean the dust on the main board in the NVR device, then restart the NVR.
- Please obey the regulations and policies in your country and area when installing the product.

## **PACKING LIST**







NVR x1 (No Hard Disk Drive )

IP Camera x 4(AT-200AW)

User Manual x1



DC 12V/2A (For NVR)



DC 12V/1A
Power Adapter x 4(For camera)



Ethernet Cable x1



Screw for Hard Disk Drive x 4(Optional)

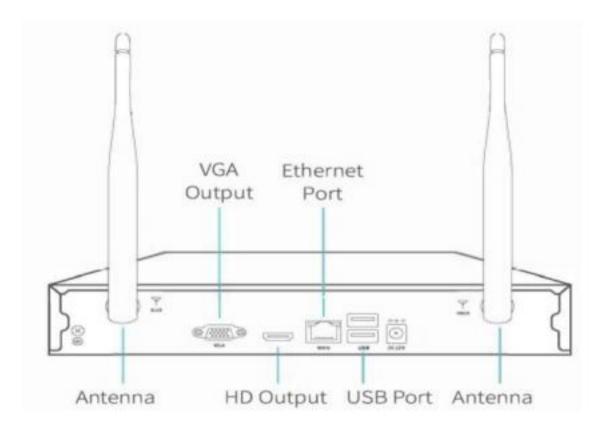


Activate Warranty Card



USB Mouse x1

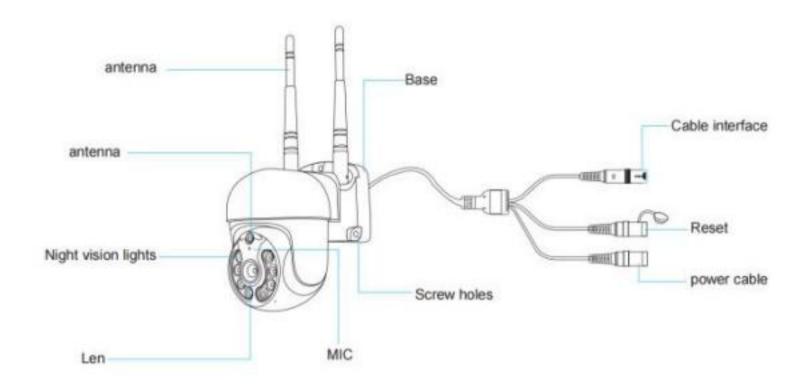
## **PRODUCT OVERVIEW**



Ethernet Port: Connect your NVR to router with a network cable

USB Ports: For mouse and backup

HD Output:For viewing on HDTV VGA Port:For viewing on VGA monitor



## INSTALLATIONS AND CONNECTIONS

#### Hard Disk Drive Installation

#### **MPORTANT:**

- To record video and play the historical video, the installation of the Hard Disk Drive is a must. Otherwise, you can only watch the live picture.
- 2 The NVR kit comes without a Hard Disk Drive. Please prepare one by yourself, then install it following the instructions below.
- 10 This NVR system works with a "3.5" or "2.5" SATA Hard Disk Drive. The Hard Disk Drive should be formatted if it's installed.

#### Step 1:

Unscrew and remove the top cover of the NVR.



#### Step 2:

Connect the SATA power and data cables of the NVR to the corresponding ports of the Hard Disk Drive.



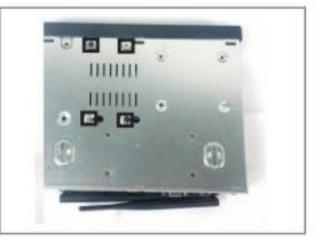
#### Step 3:

Hold the Hard Disk Drive and the NVR together, carefully turn them over, then align the screw holes on the Hard Disk Drive with the screw holes on the NVR housing.



#### Step 4:

Using a Phillips screwdriver to tight the Hard
Disk Drive and NVR housing with the
provided screws, then assemble the top
cover of the NVR.

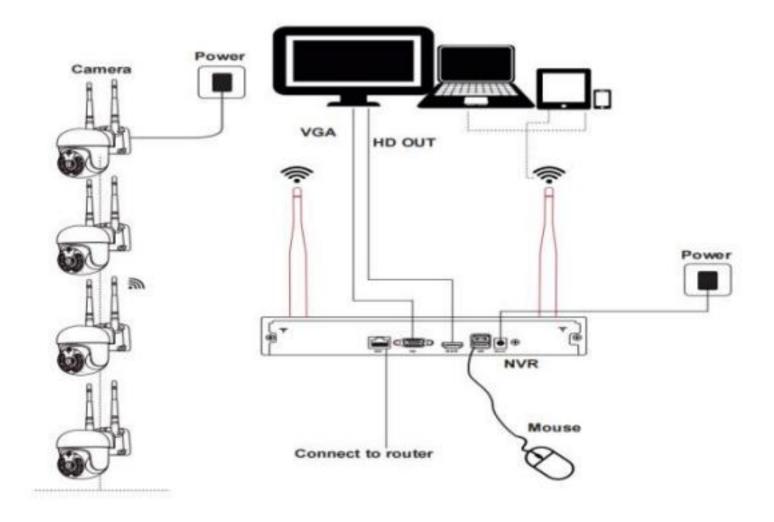


## **System Connections**



Do not fix the IP Camera with the screws before you can see the image on the monitor and know the ideal position to install it.

- 1 Plug the power adapter (12V/1A) into the IP Camera and the socket.
- 2 Plug the power adapter (12V/2A) into the NVR and the socket.
- 3 Connect the NVR to Router with an Ethernet cable.
- Oconnect a monitor to the NVR via its HDMI or VGA port (HDMI and VGA cables are not included).
- So Plug the mouse (included) into the USB port at the rear panel of NVR. You will then be able to operate the NVR with the mouse.



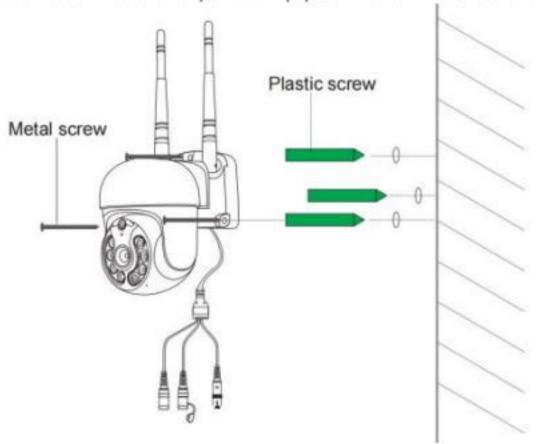
#### Camera Installation

#### Step 1:

Drill 3 holes on the wall according to the holes on the camera base, then insert 3 green plastic expansion pipes into the holes.

#### Step 2:

Fix the base of the camera into the expansion pipes with 3 metal screws.



## Tips:

- For getting the best image, please don't point the camera towards a light source.
- 2 Pointing the camera towards a window to see outside is not recommended, which may result in poor image due to glare, reflection and other reasons.
- 3 Clean the lens of the camera regularly.
- The camera can be used outdoors but cannot be soaked in water. Please make sure the waterproof connector is used correctly and the port of DC In is protected from water.

#### OPERATE NVR SYSTEM WITH A MONITOR

#### **Live Picture**

After connecting the NVR and cameras to power, connect a monitor to the NVR through the HDMI or VGA port (HDMI and VGA cable are not included) and wait for 1-2 minutes, then the live pictures from the cameras (main interface) will be displayed on the monitor. Connect the mouse to start operating the NVR system. Right click to show the **Menu** bar, then click **Split screen** to set the number of displayed live pictures.

## Notes:

- The default Username for the NVR system is admin and the default Password is empty (no need to enter anything);
- 2 You will see the Cloud ID and status on the right bottom corner on your screen. You will also get the QR code of NVR by click "licon."



To protect your privacy, please set the password at your earliest convenience. Right click on the main interface, then go to System setup> System Admin> User> Set password to set a password; Please write the new password in a notebook.



If you do not have a monitor, you can operate the NVR system on PC. See more details on page 20.

## **Hard Disk Drive Formatting**

Install the Hard Disk Drive first, then right click on the main interface and go to

System setup> General setup> HDD setup to check its status. If it's not

Formatted, check the box to select the right Hard Disk Drive, then click Format.

## **Video Recording**

Right click on the main interface, then select **System setup> Record setup> Record Plan** to set the recording mode. The default recording mode of the NVR is **24/7 all time recording**.





You can click **Reset** to erase all the recording settings, then set the recording plan for each mode as needed.

#### Record videos according to schedules

After reset, select **Channel** and click **© Time** to start setting schedules.

Left click and hold to select the day and hour you plan for recording.

The area selected will turn Red and click **Apply** to save the setting. The system will start recording at a specific time on a daily/weekly schedule.

#### Record videos when motion detected

After reset, select **Channel** and click Motion to start setting recording schedules for motion detection. Left click and hold to select the day and hour you plan for recording. The area selected will turn Green and click **Apply** to save the setting. The system will start recording when the camera detects any motion within the set time periods.

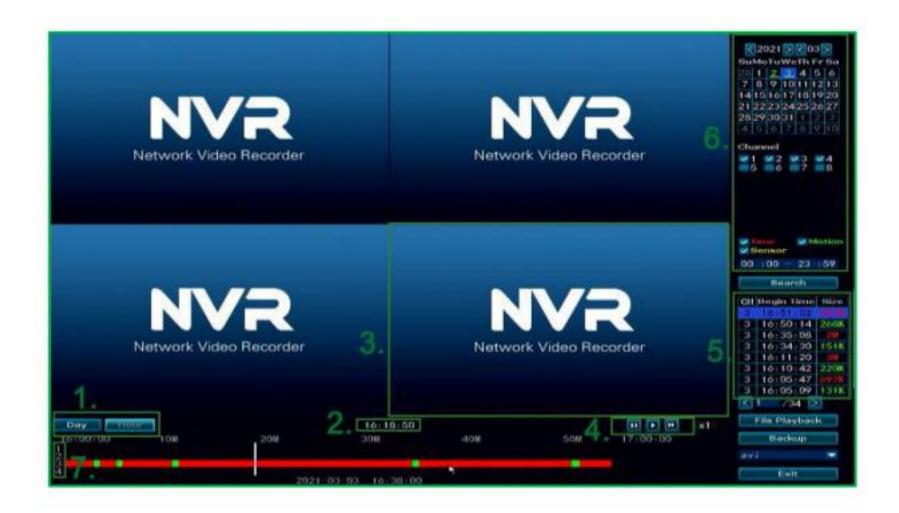


- Ochanging the setting from 24/7 all time recording to recording on schedule or recording when motion detected helps to prolong the storage time of the Hard Disk Drive.
- External device is required for Alarm record and this NVR does not support it.

## Video Playback

Right click on the main interface, then select **Video Playback** to play the videos recorded. Select the **Date** with Green color, **Channel** and **Record Mode**(⑥), then click **Search** to list all the filtered videos.

Up to 4 channels of video can be played simultaneously. If you need to play 5—8 channels of video, please select the corresponding **Channel Number** and date, then click **Search**. The corresponding **Channel Number**(⑦) will be displayed on the left side of the recording progress bar.



- 1 Display the timeline by Day/Hour
- 2 Video Recording Time
- 3 Area for Video Playing

- 4 Pause/Play/Fast Forward
- 5 Filtered Videos List
- 6 Filters
- (7) Channel Number

## Option1:

Select one video file from the **Filtered Videos List** (5),then click **File Playback** to play the selected video.

## Option2:

Left click on the Red/Green(Red for scheduled recording and Green for recording when motion detected) part of the timeline.

#### Note:

If you just setup the motion detection recording mode, each recording file is at least 30S by default.

If you just setup the 24-hour recording mode, each single recording file defaults to 1 hour of recording.

## **Alarm Setting**

Right click on the main interface, then go to System Setup>Channel Setup>Video detection to set alarms for channels.



#### Channel:

Select a channel from 1 to 8.

#### Detection:

Select the alarm(s) for the channel(s).

Motion 1: This option is enabled by default and will be triggered when motion detected.

## Note:

Enabling this option is necessary for Motion Recording.

【Video loss 】: This option will be triggered when the camera gets lost or disconnected.

**[Video cover]:**The area you select will become black without image to protect your privacy.

#### Sensitivity:

Set the sensitivity for the **Motion detection**, which ranges from 0 to 100 and the default setting is 50.

#### Alarm duration:

Set the duration for Buzzer.

#### Buzzer:

Check the box, and the camera will buzzer when the selected option of **Detection** is triggered.

#### E-Mail Notice:

Check the box, and the NVR will send the messages to your email when the selected option of **Detection** is triggered. Please to **Network Setup>E-Mail** to enable and set your email. Details refer to Page 46.

#### App Alarm:

Check the box, and the App will push notifications to your mobile device when Motion Detection is triggered.

#### **Arming Time:**

Set the time period for **Motion** and **Video loss**. The default setting is 24/7 all day monitoring and you can modify the time period. Click **Reset**, then select the time period you prefer.

#### Area edit:

Set the area for **Motion** and **Video cover**. The default setting is all selected. If you'd like to customize the detection area, please right click on the screen to bring up option of **all selected**, **all clear** and **return**. Select **all clear**, then left click and hold to start setting an area for detection.

## Note:

A icon will be displayed on the live picture when any selected option of **Detection** is triggered. Click it to check the detailed alarm information. Click "clear all" will turn off it.

You will check humanbody recording from **AI playback** once you have enabled humanbody and bodyregion. 

Humanbody Bodyregion each recording file is 30S by default.

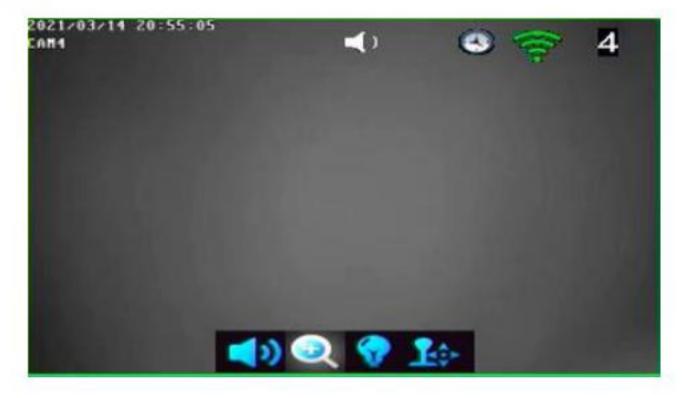
#### **Audio In and Out**

If your camera has a microphone, please go to Channel Setup>Encode

Setup, then set the Encode Mode to AV Stream. Audio and video can be simultaneously recorded, saved and played back.



Move the mouse to the live picture of each channel, Left click on the preview screen, then click the () to turn on or off the sound that you can hear from the camera.



The NVR does not have an **Audio Out** port, please connect it to your external display with an **Audio Out** port via the HDMI port, then playback the audio. You can also playback audio through the mobile phone APP or PC client.

## Video Backup

Right click on the main interface, then select Video Backup to enter the interface below.



#### Step1:

Select Channel, Record mode and Search Time, then click Search to display the filtered videos list.

#### Step2:

Check the box to select the video files, click **Backup** and wait for a pop-up window to prompt you to insert a USB Drive within one minute.

#### Step3:

Unplug the mouse and insert your USB Drive within one minute, then the NVR system will back up the selected videos into your USB Drive automatically.

## Tips:

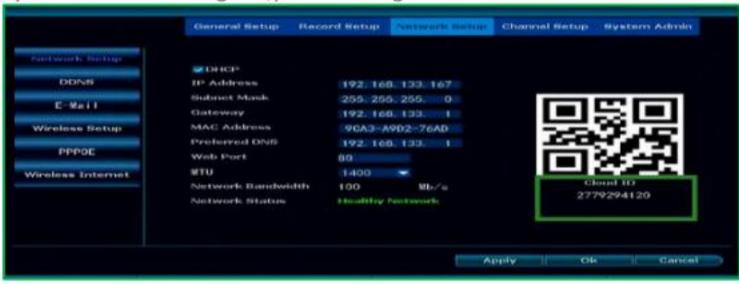
- The NVR system only supports the USB Drive up to 64GB and the format of the USB Drive should be FAT32.
- 2 To back up the video one by one via another method,go to the interface of Video Playback and select one video file from the filtered videos list. Click Backup and insert the USB Drive into the USB port of the NVR System within one minute. The video will be saved to the USB Drive automatically.

## **Network Setup**

To remotely watch the videos from mobile device or PC, please make sure the NVR is connected to the router with the Ethernet cable first, then go to **System** setup>Network setup to check the Cloud ID, IP address and Web port, etc.

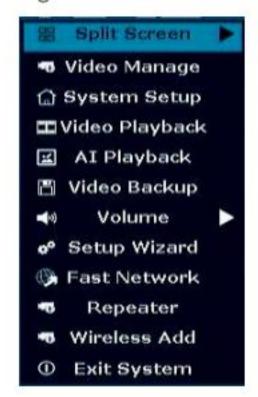
- Make sure the status of the Cloud (P2P) is ONLINE.if it's OFFLINE, please unplug the Ethernet cable, then plug again to check the status.
- 2 The number after Cloud(P2P),e.g.2779294129,is the Cloud ID of the NVR device.
- Make sure the DHCP and Cloud(P2P) are checked.
- Make sure the Network status is Healthy Network.
- Web port may vary on different NVR systems.
- If you are prompted that the DNS is wrong, please change it to 114.114.114.114or8.8.8.8.

If your network is not good, please change the MTU to 1000.



#### Other Functions on the Menu Bar

Right click to show the main Menu bar as shown below, right click again to hide it.



## Split screen:

Change the numbers of the channels showing in the same screen.

#### Video Manage:

add IP Camera by **Match Code**, manage IP Cameras and Channels, etc.

## System setup:

includes General setup, Record setup, Network setup, Channel Setup and System Admin.

- \*General setup:change Language,set up the Time,Change Display Resolution and check Hard Disk Drive information,etc.
- \*Record setup:set up the record mode for each channel.
- \*Network setup: check the IP address, Cloud ID, etc.
- \*Channel setup:change the name of the camera, check the Bitrate, etc.
- \*System Admin:check the system version, update the system, User and password setup, make a factory reset and check the system log etc..

## Video backup:

back up the selected historical videos.

## Setup Wizard:

show the QR codes for App downloading and checking the Cloud ID.

## Fast network:

configure the network.

#### ① Exit System:

Log out, reboot and shut down the system etc..

#### Color adjust:

adjust the **Brightness, Contrast, Sharpness** and **IRcut mode** etc.of the picture in each Channel.

IRcut mode: Select from daylight, night, full color mode, smart mode and Infrared mode (default),

【daylight】: The image from the camera is in color mode.

Inight : The image from the camera is in black&white mode.

【Infrared mode 】: The image from the camera automatically toggles between color and black&white mode according to the ambient light.

**[Full color mode ]**: If you choose 'Color', the white light will turn on automatically in darkness, and the image will always be in color.

**Smart mode** The camera will be in 'Infrared mode' as default. Once there is motion detected, the camera will switch to 'color mode'. And it will be back to 'Infrared mode' if there is no motion detected after 30s.

## PTZ control:

You can click the direction arrow to control the camera direction and adjust the monitoring area.

#### Note:

You cannot set "Tour start" on the monitor, please set Tour Start in the mobile APP. The camera does not support optical zoom, only support digital zoom.



## OPERATE NVR SYSTEM FROM CLIENT ON PC

#### Olmportant:

• https://www.alptopsecurity.com/Download/165.html is the link for downloading the EseeCloud client. Open the link and choose File Download, then download Eseecloud for Windows and EseeCloud\_mac for iOS.

After downloading, install and operate the Client following instructions.

- OPERATE NVR SYSTEM WITH A MONITOR.
- Connect the NVR system to the Router via Ethernet cable in advance.
- Make sure the status of the Cloud (P2P) is ONLINE. If it's OFFLINE, please unplug the Ethernet cable, then plug again to check the status.
- Make sure the Network status is Healthy Network.

## Client Installation and Login

#### Step 1:

Double left click the EseeCloud\_Setup.exe file to install and run the Client.

#### Step 2:

Log in to **EseeCloud** Client with the default **User Name** (admin) and **password** (empty, namely enter nothing) if you did not set any password.



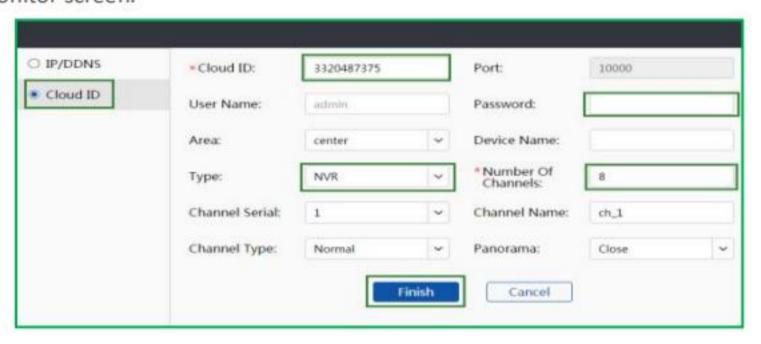
#### Step 3:

Read the tips and click +Add on the right upper corner to enter the window of Add Device.

#### Step 4:

Switch to **Cloud ID** option first. Enter the **Cloud ID** of your NVR system, select Type as **NVR**, enter the password if you set one (if not, the default password is empty) and enter **8** in Number of Channels, then click **Finish** to add the NVR system.

You can see the Cloud ID and QR code on the right bottom corner on your monitor screen.



#### Step 5:

After it's added successfully, left click the mouse on the (\*) icon to connect your NVR system and show the live picture of the channels.





## Video Playback and Backup

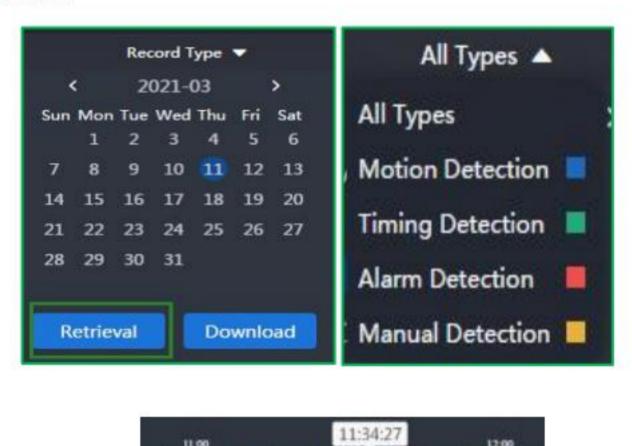
#### Step 1:

Left click the on the bottom menu bar, then click **Confirm** in the pop-up window of **Tip** to enter the interface of Video **Playback**.

#### Step 2:

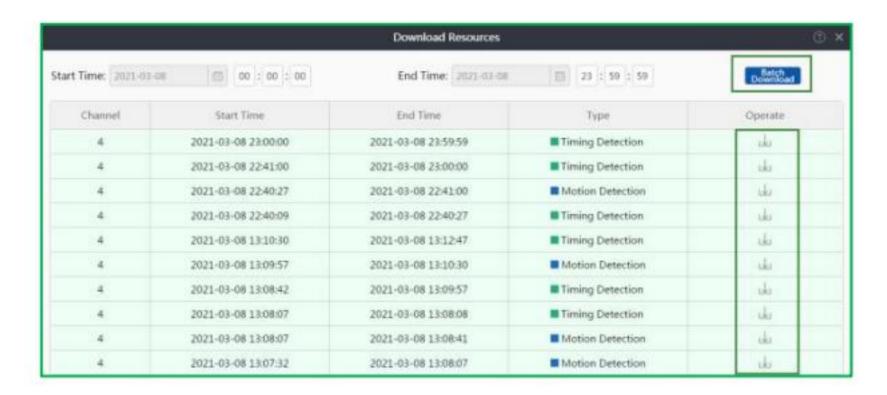
Select **Channel**, **Record type** and **Date**, click **Retrieval** to display the videos recorded, then left click on the timeline with colors or drag the white timebox to play the video.

**Note**:Please ignore Alarm detection and Manual detection. This system don't support that.

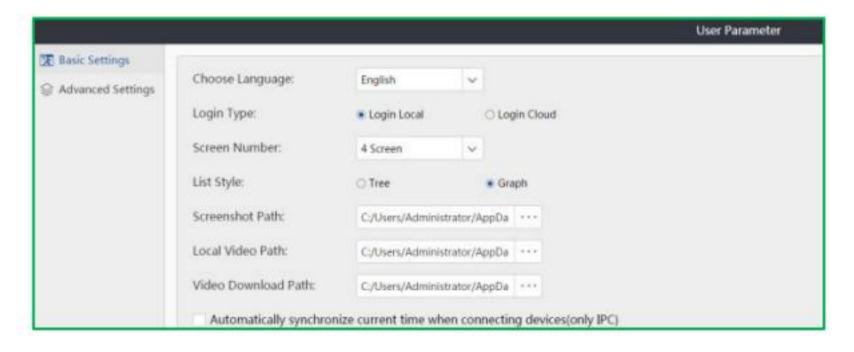


Step 3:

Click the **Download** button on the right bottom corner or the download button on the bottom menu bar to pop out the window of **Download Resources**. Click the download the video one by one or click the **Batch Download** button to download all the videos together to your computer.



Click "User parameter" and view the location where the videos and picture are saved.



#### Step4

Click the icon to exit from the video playback interface and get back to the live picture again.



#### Other Functions of the Bottom Menu

**Device Management(** ⓐ): add more NVR devices, delete the selected NVR device and modify the information of the NVR device.

**User Parameter( ):** change language, change the paths of saving Screenshot, downloading the historical video and saving the recording file of current live picture, etc.

Record( (a): record the current live video into your computer.

**Screenshot( (a)):** capture a screenshot of the current live picture and save into your compute.

Disconnect all ( ): disconnect the NVR device.

Screen Number( ): change the channel numbers showing in the screen

More Function( \*\*): change the password of the ad min, check the user logs, manage the local resources like Screenshot and videos, etc.

## OPERATE NVR SYSTEM ON MOBILE DEVICE

## **IMPORTANT:**

- Oconnect the NVR system to the Router via the Ethernet cable in advance.
- Make sure the NVR system and the mobile device are connected to the same network.
- OPERATE NVR SYSTEM WITH A MONITOR.

## Download and install the App

Search and download EseeCloud into your mobile device from App Store/
Google Play or scan the QR codes below to download





EseeCloud APP

EseeCloud APP Download

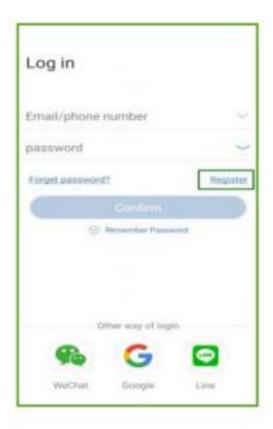


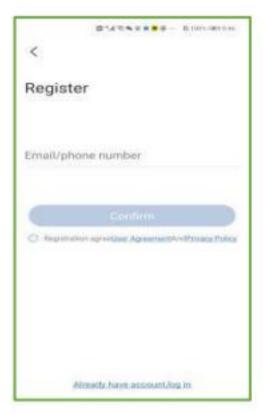
iOS System:iOS 8.0 and later Android System: Android 4.4 and later Google Play™ is a trademark of Google Inc., and App Store™ is a trademark of App Inc.

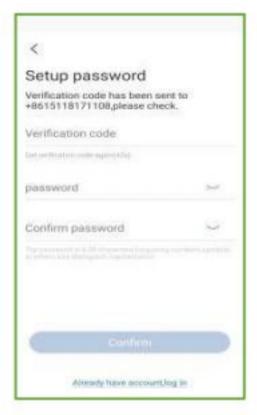
## Add the NVR System to the App

Install and open **EseeCloud** App, then follow the steps below to add the NVR system.

**Step 1:** Register an account with your email address or phone number and log into **EseeCloud.** 





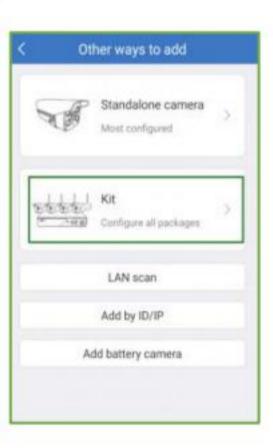


#### Step 2:

Tap the icon on the upper right corner or "Add smart device" in the center to continue. Then Click "Other ways to add" "Kit"





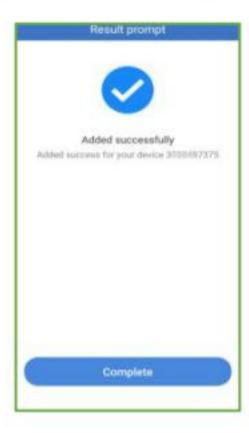


After inputting the Cloud ID, Device name, user name and device password, click complete in the upper right corner to return to the device list.

#### Note:

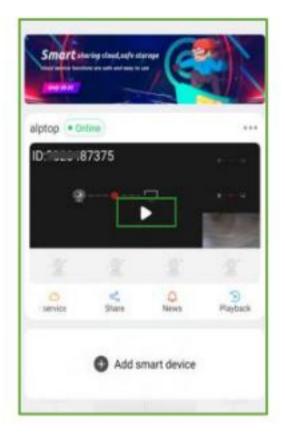
- 1.Please right click your mouse on the monitor and choose fast network to get the QR code or Cloud ID number. You can see the Cloud ID and QR code on the right bottom corner on your monitor screen.
- 2.The default password is empty (no need to enter anything).It should be consistent with the monitor's password. If your monitor has set a new password, you also need to enter the new password here.

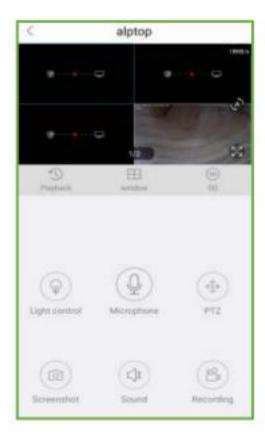


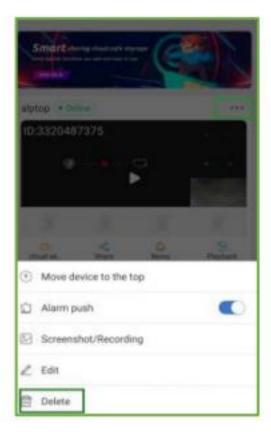




**Step 3:** Tap the thumbnail on the main interface to show the live pictures. You can delete the device by click ""."





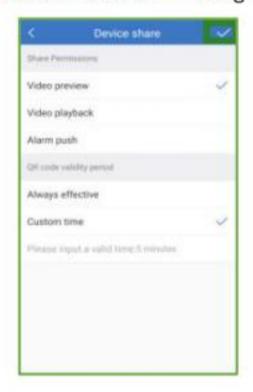


### Shared Device to another phone

When you can use your camera properly. You can start to share your camera to your friends or family members.

Return to the main interface of the camera, Click "Share" to share your device. Choose share permissions and click to get the share QR code.







Your friends or family members need to install Eseecloud app on phone.

Click the "+" add button on the device list to jump to the scan code scanning interface, scan the shared device QR code, enter the search device interface, confirm the add button.

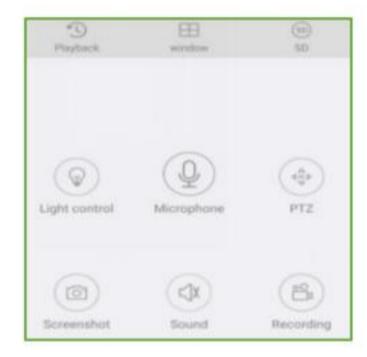






#### Preview Menu





#### Q News:

Tap to view alarm messages. Please click to turn on/off the Alarm message push.

## " Playback:

Tap to view the videos recorded.

#### ₩indow:

Change the number of channels displayed on the screen.

## SD SD:

Switch the image quality between **SD** and **HD. SD** is the default setting and recommended for smooth streaming.

## @Microphone:

Tap to start talking with people near the camera that you choose. Press and hold the (1) icon to talk; press the (2) icon to hang up.

## @Screenshot:

Tap to capture a screes hot to the App. Please go to the Main interface> Personal center> Screenshot/Recording to check.

## ( Sound:

Turn on/off the sound from the camera.

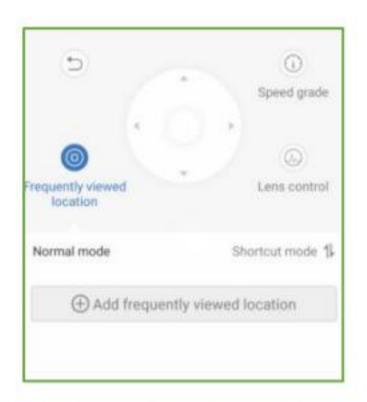
## Recording:

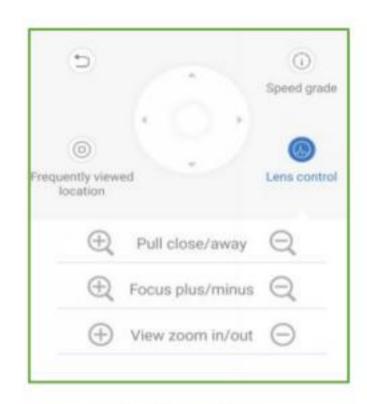
Tap to start recording the live video; tap again to end and save it into the App.

PTZ function: Click on the PTZ in the preview interface to call up the PTZ function. You can slide the control button or click the direction arrow to control the camera direction and adjust the monitoring area.

1)Click the frequently-watched position button to display the frequently-watched position, which supports adding, calling, and deleting the frequently watching position. The frequently-watching position is divided into shortcut mode and normal mode; Recommend to use shortcut mode and you can rename the preset place.

2)Click the speed level button to pop up the PTZ speed level selection pop-up box; About lens control, please note that the camera only support digital zoom.

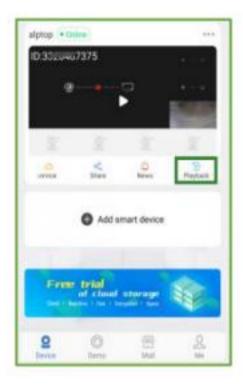




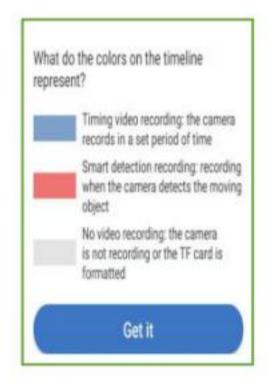
Note:Light control don't work in APP, Please set it with your monitor.

#### Video playback and download

Click "Playback" to play the videos recorded. Select Channel, Date to display the videos recorded, then left click on the timeline to play the video.

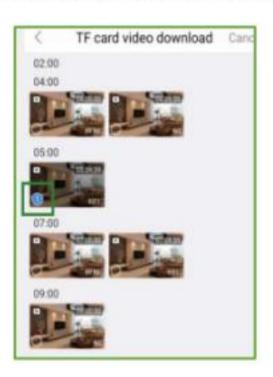


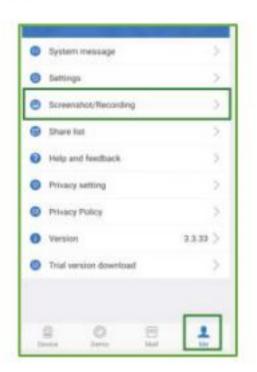




Click the "Download" button on the playback interface to enter the video download page, check the required video segment download, and the downloaded video segment will display the green play icon; You can also see these videos from App-Me-Screenshot/Recording.







## OPERATE NVR SYSTEM FROM THE BROWSER ON PC

## Important:

- The status of the Cloud (P2P) should be ONLINE. If it's OFFLINE, please insert the Ethernet cable and check it again after 1-2 minutes.
- Ocheck the Cloud ID, IP address and Web port from the Network setup mentioned in the section of OPERATE NVR SYSTEM WITH A MONITOR.
- Internet Explorer (IE) browser is recommended.

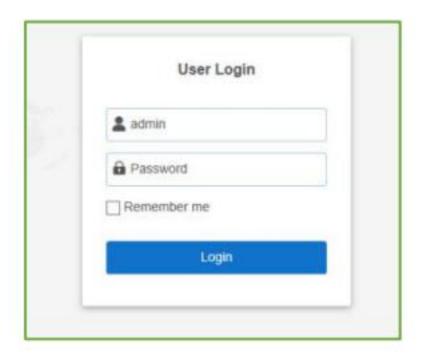


#### Option 1:

When your PC is connected to the same Router as the NVR's, you can visit the local network to operate

After getting your IP address (e.g. 192.168.133.167), enter it into IE browser and log in to the NVR system. Please Install the Web View Control after your first login. Changing the Internet setting to allow the installation of the Web View Control on some computers is required, please contact us for more information.

Then you can check the live picture of each channel, play the videos recorded ( ), download the videos recorded, change the settings ( ) and so on.



The default account is admin, password is empty (no need to enter anything). It should be consistent with the monitor's password. If your monitor has set a new password, you also need to enter the new password here.

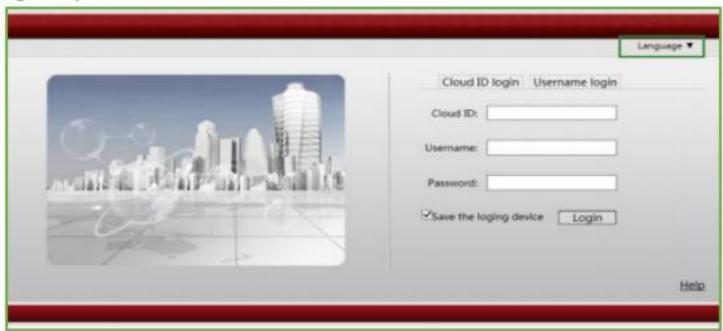


If the **Web port** (e.g. 80) of your NVR system has been changed to another number, e.g. 1111, please enter **192.168.133.167:1111** into the IE browser.

#### Option 2:

When your PC is connected to a different Router which is not the same as your NVR'S, you can visit the NVR system from Cloud.

After getting the Cloud ID, please visit www.e-seenet.com, then enter the Cloud ID (e.g.2416666666) and Username to log in to the NVR system. You can only view the live picture from the Cloud in this option. Change the language at the right top corner.



## **EXTEND THE Wireless RANGE**

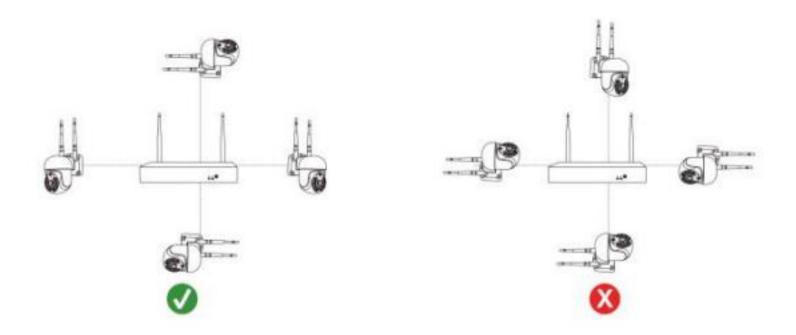
The wireless signal will be weaker when going through the wall, stairs and other obstacles. The signal strength should be greater than 30, so that the camera will work properly, please check the signal of the camera from main menu-system setup-network setup-wireless setup-signal.



However, there are some solutions that may help to extend the signal range.

## Adjust the Antennas to the Appropriate Angle

According to the signal transmission character of antenna, it's better to adjust the antennas of the cameras to be paralleled with the antennas of the NVR system when they are in the flat plane, or adjust the antennas of the cameras to be vertical to the antennas of the NVR system when they are in the vertical plane, to receive better signal.

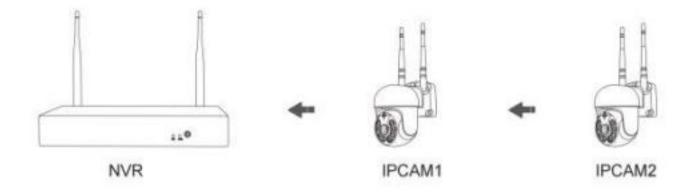


## Tip:

Place the NVR on the desk and be far away from the devices that are easy to interfere the connection, such as microwave oven, TV, etc. Make sure the obstacles between the NVR and the cameras are as few as possible.

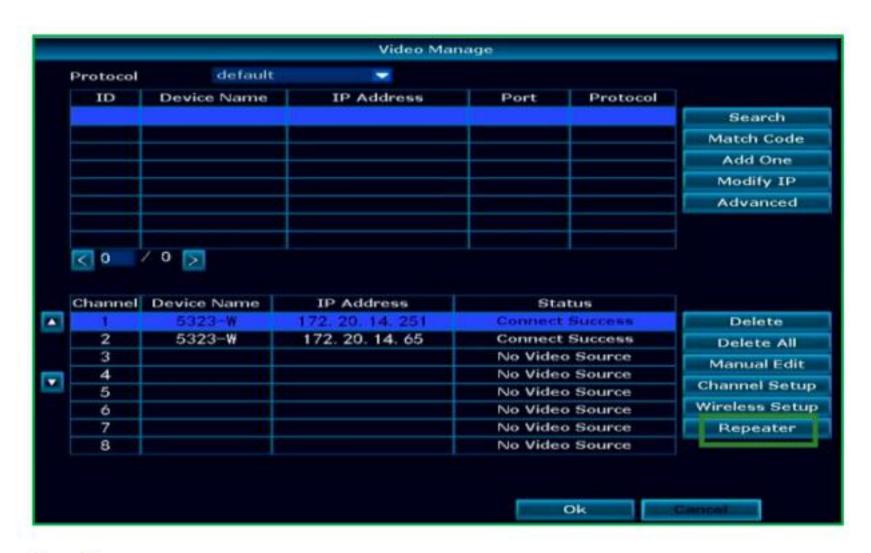
## **Set up Cascading Connection**

- Notes:
- When the IPCAM2 is installed out of the wireless Range, but the IPCAMI with VERY strong WiFi signal or with smooth streaming is between the NVR and IPCAM2, then you can set up the IPCAMI as a virtual repeater following the steps.



2 This virtual Repeater function cannot strengthen the WiFi signal, but just help to extend the WiFi distance by the IP Camera.

# Step 1: Right click to show the Menu bar, then click Video Manage> Repeater to enter the Repeater setting



Step 2:

Click + after CHI/IPCAMI, then select 2 to set IPCAMI as a repeater. This means CH2/IPCAM2 is connected to the NVR through CHI/IPCAMI.



# Step 3:

Click **Apply** to finish the cascading connection. To check if it's set successfully, please click **Refresh**.

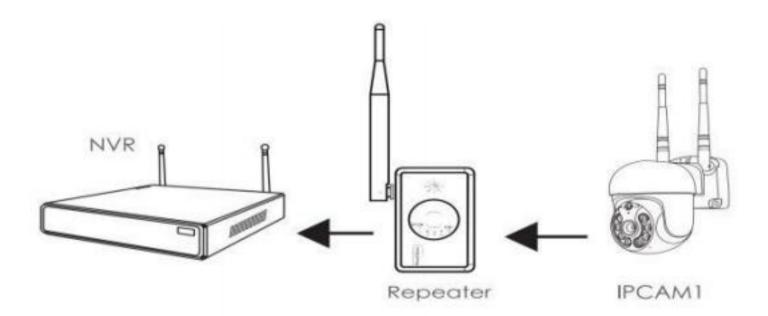
# Step 4: Delete the repeater

Move the mouse to the CHx (x is the channel number) which is required to be deleted, left click the mouse to delete, and then click "Apply" and "OK".

# Get an Extra Repeater Device

To extend the signal range, you can also install a repeater device. Please refer to the user manual of the repeater device you bought for using it.

Please contact us at to buy a WiFi range extender that matches with our product. You can search ASIN "B07NRBYM5C" on Amazon to buy a repeater.



# Add WiFi Repeater and setup(for some repeater):

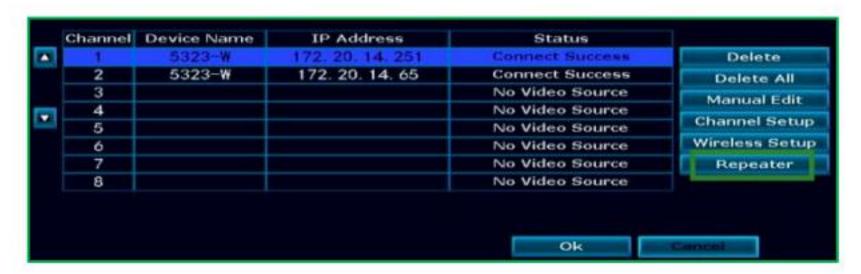
1.Connect the IPC router and the NVR with a network cable. Search for the IPC router on the video manage interface, and double-click "router" in the list, click the "match code" button to pair the router to the wireless NVR, as shown below.



Connected with Repeater.



2. Click Repeater and add the camera you want to add after the router.





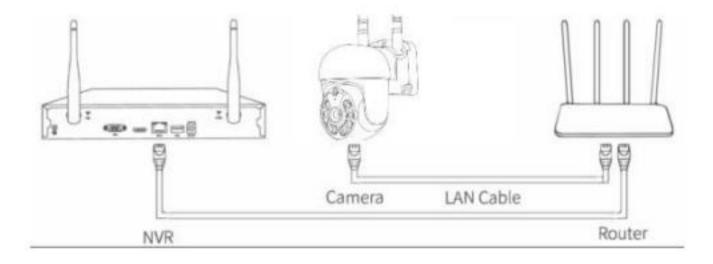
**Note:**For more accurate pairing information, please refer to the instruction manual of the repeater you purchased.

# **Enhance the Network Connection via Wired Connection**

If the WiFi signal is still too weak, you could connect the IP camera with the NVR system through a LAN cable.

# Step 1:

Connect the NVR system and the IP camera to the same router through a LAN cable.



# Step 2:

Right click on the main interface of the NVR system to show the Menu bar, then

select Video Manage.

# Step 3:

Select and delete the IP camera that you would like to switch from wireless connection to wired connection.

_	Channel	Device Name	IP Address	Status	
1		5323-W	172. 20. 14. 62	Connect Success	Delete
	2	5323-W	172. 20. 14. 84	Connect Failed	Delete All
	3	5323-W	172. 20. 14. 192	Connect Failed	Manual Edit
	4	5323-W	172. 20. 14. 251	Connect Success	
	5			No Video Source	Channel Setup
	6			No Video Source	Wireless Setup
	7			No Video Source	Repeater
	8			No Video Source	

# Step 4:

Click **Search** to show the IP camera, select it, then click "Add one" to add the camera automatically. The added camera will be shown in the Added device list.



# ADD A NEW IP CAMERA TO THE NVR SYSTEM

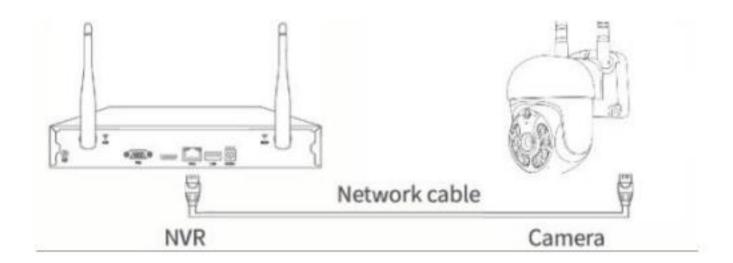
When you need to add a new IP Camera to your NVR system, please follow the steps below.

# Step 1:

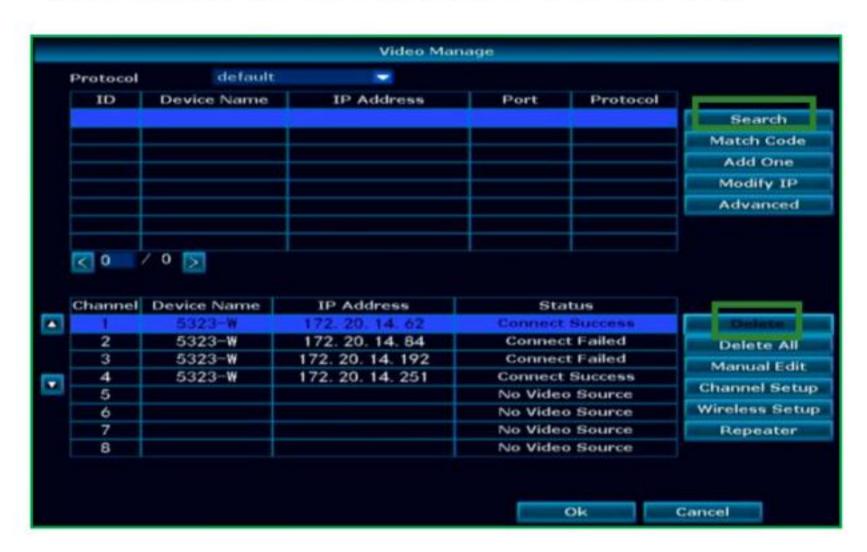
Plug the power adapter into the new camera and socket;

# Step 2:

Plug the Ethernet cable into the NVR system and the camera;



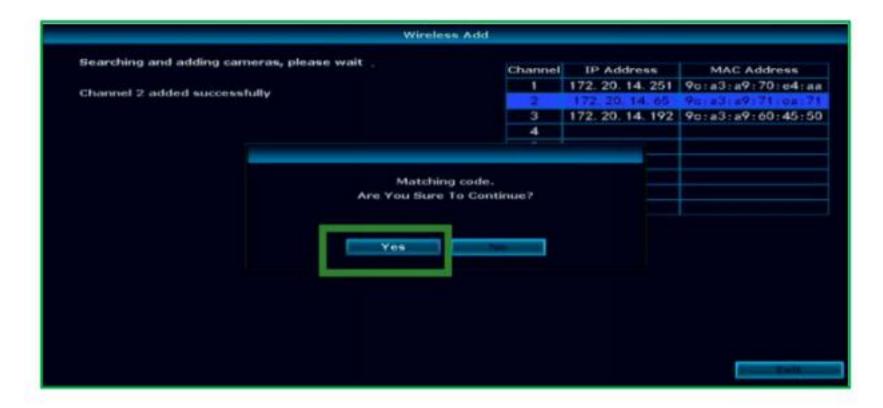
Step 3:
Right click the mouse to show the Menu bar, then select Video Manage.



Step 4:

Click **search** to show the new IP camera, select it, Click "Match Code", then click "Yes", the NVR will start to match code to the camera.

After that you can unplug the Ethernet cable.



#### Step 5:

After matching successful, the added camera will be showed "connect success" under status.

#### Note:

No Video Source: An unoccupied channel always shows No Video Source under Status. Please delete the original camera by selecting it from the Added device list and clicking the **Delete** button if need.

Connect failed:means that the camera has been matched to the NVR system, but there is no video due to power supply or exceeding the wireless working distance.

# TROUBLESHOOTING GUIDE

# Q1. There is no live picture sometimes.

- It may be caused by the poor network due to WiFi interference, obstacle blocking and so on.
- When you are viewing the live picture from the Cloud, please make sure the network connection between the NVR and router works well. At the same time, make sure the router provides enough upload bandwidth. To improve the quality of network, you can reboot the router regularly.

- When you are viewing the live picture from the same network as your router's, please make sure the network connection between the camera and NVR works well. You can check the quality of the signal from the live interface.
  - \* If the wireless signal is good but the live picture of all the channels still buffers and lags, another device may interfere the connection between the NVR and cameras. Please try to get rid of it or change the Wireless channel from System Setup > Network Setup > Wireless Setup > Wireless Channel.
  - \* If the signal of one channel is poor, move the camera close to the NVR to check whether the strength of WiFi signal is stronger and pointed at the right direction. If the signal of all channels is poor, please slowly move the antennas of the NVR until they point at the right direction as mentioned in the section of Adjust the antennas to the appropriate angle on page 33.

Please feel free to contact us at <a href="mailto:support@alptopsecurity.com">support@alptopsecurity.com</a> for more help.

# Q2. There is no live picture when using a browser to log in to the NVR.

- •Please go to System Setup > Network Setup > Web port to check whether the Web port has been changed from 80 to another number, e.g.1111. If yes, input the IP address and:1111 into IE to visit. For example, the IP address is 192.168.251.106 and the Web port is 1111, then please input http://192.168.251.106: 111.
- Make sure you have installed the Web View Control correctly on your IE browser.

#### Q3. Can I add the extra new camera?

 The camera with the same brand is recommended when you'd like to add more cameras. To get the link of buying camera and the detailed guide for adding the camera, please contact us at support@alptopsecurity.com.

# Q4. How long is the storage time of the Hard Disk Drive?

The example below is for an average data rate 512Kbps and 4 cameras.
 The capacity of storing the video for one day (24 hours) is around 21.09GB based on the formula below:

22,118,400KB=21,600MB 21,600MB=21.09GB

 If you have a 1TB Hard Disk Drive, the capacity of it after formatting is around 921GB.

The storage time is around 43 days (921GB/21.09GB≈43).

If the kit you bought contains 6 cameras, the storage time is around 29 days. However, the data rate of the camera is **Variable Bitrate** which depends on the surveillance environment. If there are many moving objects in the live picture, the data rate will be faster. Go to **System setup> Channel setup** to check it, then use the formula mentioned above to calculate it.

# Q5. NVR system cannot detect the Hard Disk Drive.

- Make sure the NVR works well.
- Make sure the power cable and SATA cable of the Hard Disk Drive are connected correctly and firmly.
- Try another Hard Disk Drive.
- The Hard Disk is a consumable. The Hard Disk Drive with brand and for 24/7 surveillance is recommended. Make sure you back up the important videos timely for safety.

# Q6. What should I do if I forget the password for logging in to the NVR?

 Please send us the time (e.g. 3320487375 2021-3-17 17:29:45) displayed on your login interface. The server will generate a temporary password which is only valid for 1S minutes. Alptop support team will send you the password.



# Q8. No display on the Monitor of the NVR system.

 This might be mainly caused by resolution compatibility. The default resolution of the NVR is 1280\*1024, which may not be compatible with some monitors. Here are the steps for solving the issue:

# Step 1:

Connect the NVR to any other monitor via the VGA output (or you may also try any other monitor via the HDMI output to see if you can enter the **Menu** 

bar of the NVR);

#### Step 2:

When you are able to see the menu, please go to System Setup> General Setup> Screen Setup> Display Resolution to change the resolution to 1024\*768, then click Apply.

# Step 3:

Connect the NVR to your primary screen again to check the display.

# Q9. How can I receive the push notifications for App?

- Right click on the main interface, then go to System Setup> Channel Setup> Video detection, check APP Alarm and click Apply, then your mobile device will receive notifications when the camera detection is triggered.
  - \* Please make sure you have allowed **Esectloud** to send push notifications to your mobile device.
  - \* Please make sure you have enabled the option of Settings> Alarm message push on the App.

# Q10. What should I do when the PC shows the device on line but the App shows offline?

- Please check whether you have entered the correct Cloud ID and password on Eseecloud App.
- · Make sure the network of your mobile device is stable and strong.
- If the issue persists, please send the screenshot of the reported error to
   Alptop support team to check for the solution.

#### Q11. How far can the cameras work from the NVR?

 It depends on the wireless signal strength and interference attenuation. It's recommended to place the cameras within the range of 60ft-100ft away from the NVR.

Q12.Wireless NVR also support connect wirelessly to your wifi router?

Yes.Please setup wireless connection between NVR and router as follow.

1. Right click on the main interface, then go to System Setup> Network Setup>

### Wireless internet.

- 2. Enable "wireless LAN", Select the router that need to connect.
- 3. Fill in the router password, Click "Apply" button to confirm.

4.It will show "WiFi connection successful" if connected to router WiFi.

Note: The router needs to be as close as possible to the NVR. We recommend connecting NVR to router with wired ways. (network cable).

# Q13. How can I receive notifications in my Email?

- Right click on the main interface, then go to System setup> Network setup>
   E-Mail to set it following the instructions below:
  - E-Mail function: check the box to enable it.
  - SMTP Provider: select from gm ail, hot-mail and Yahoo mail, etc. according to your email service provider.
  - Sender: enter your email address.
  - Password: enter the correct password of your email address.
  - Sclick Test to check whether you can receive the test email. If yes, the setting is successful; if not, please check the box before More Parameter to continue the following steps.
  - Opert: enter the corresponding port of your email service provider. You can refer to the following list.

Email	SMTP server	Port	Encryption
Gmail	smtp.gmail.com	465	<b>√</b>
Hot-mail	smtp.live.com	587	√
Yahoo mail	smtp.mail.yahoo.com	465	√

Encryption Type: select SSL or TLS.

**Tip**: You can obtain the **Port** and **Encryption Type** from your email service provider. Or contact us for help.

- Sendee 1: it's the same as the Sender by default. You can change to another email address to receive the notifications, then click Apply to complete the setting.
- Olick Test again to check if you can receive the test email.

Explanations of other options:

- \* Sendee 2: it is not necessary to fill in. But you can enter another email address to receive notifications when your family member wants to know as well.
- \* Subject: you can change as needed or just leave it like this.
- \* Interval: set the time interval to receive the alarm message. The default setting is 30 seconds. Please avoid setting the time interval too short, as it may cause the insufficient space of your email.
- \* Health email enable: check the box to enable it, then you will receive emails that tell you the NVR works normally.
- \* Health email interval: set the time interval of email for telling you that the NVR works well.

# SPECIFICATIONS

Operation frequency	2412-2472MHz
Max. RF output power	<12 dBm

# FCC STATEMENT

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, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

#### NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio

communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

#### WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

# CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS



The symbol indicates DC voltage RECYCLING

This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.

# ALPTOP

# **CUSTOMER SUPPORT**

E-mail:support@alptopsecurity.com

Website: www.alptopsecurity.com

Model Number: AT-300WKD