



High Definition Home and Business
Security Camera System

QT IP HD

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Welcome

Congratulations on your new surveillance purchase and welcome to the Q-See community; where empowered individuals demand the very best protection for their homes and businesses. Your state-of-the-art Q-See system produces sharp, clear images and is packed with an abundance of features that make it easy for you to keep a close eye on what matters most.

On behalf of our entire team, thank you for trusting Q-See to be your choice for your personal surveillance needs.



Sincerely,

Priti Sharma

President



Connect with us on social media.   

Warranty

To Activate Your **2-Year Limited Warranty**

You Must Create An Account At: **www.Q-See.com/welcome**

We're right here should you ever need assistance with your Q-See purchase.

Creating an account gives you access to:

1. The free QT View mobile app

2. Motion detection alerts

3. Live customer support

4. The ability to upload and save your proof of purchase

What does my warranty cover?

Q-See warrants that your product is free from defects in materials and workmanship. With the exceptions stated below, if your product is not operating properly, Q-See will repair or replace your product according to the guidelines stated in this warranty policy.

What doesn't my warranty cover?

- Misuse, vandalism, or tampering
- Modification or alteration to hardware or software, including the removal of Q-See logos or branding
- Cut or spliced cables or wires, or those coated in insulation, caulk, or other materials
- Products that have been painted

- Unsuitable physical or operating environment beyond product specifications
- Improper maintenance or unauthorized repairs
- Incorrect power supplies being used with products
- Power fluctuations or surges - please be sure to use a surge protector
- Failure caused by a non-Q-See product being used with your Q-See products
- Loss of data - please be sure to regularly back up any recorded data on a separate storage product, like an external hard drive or computer

For expanded warranty details, visit www.Q-See.com/warranty

Understanding Your NVR: Front Panel

NOTE: Your NVR model may differ from that shown in this illustration.

LED Indicators: Show status of power, HDD, record, etc.

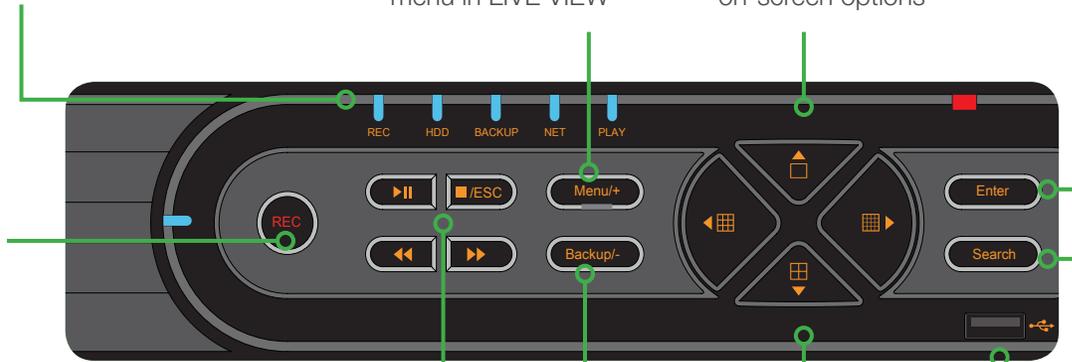
Menu/+ : Increase the value in SETUP. Enter menu in LIVE VIEW

Direction: Navigate through on-screen options

REC: Manually begins recording

Enter: Confirm selection

Search: Enters Search Mode



▶|| : Launches PLAYBACK window. Starts or pauses video

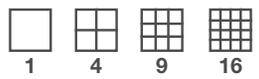
◀◀ : Rewind **▶▶ :** Fast Forward

■/ESC : Quit PLAYBACK mode. Exit the current window or status. Switch video output mode.
(Press and hold 10 seconds)

Backup/- : Decrease the value in SETUP. Enter backup mode in LIVE VIEW

Multiscreen: Change screen display mode between number of channels

USB Port: Connect USB flash or external hard drives to update firmware or backup recordings



Understanding Your NVR: Rear Panel

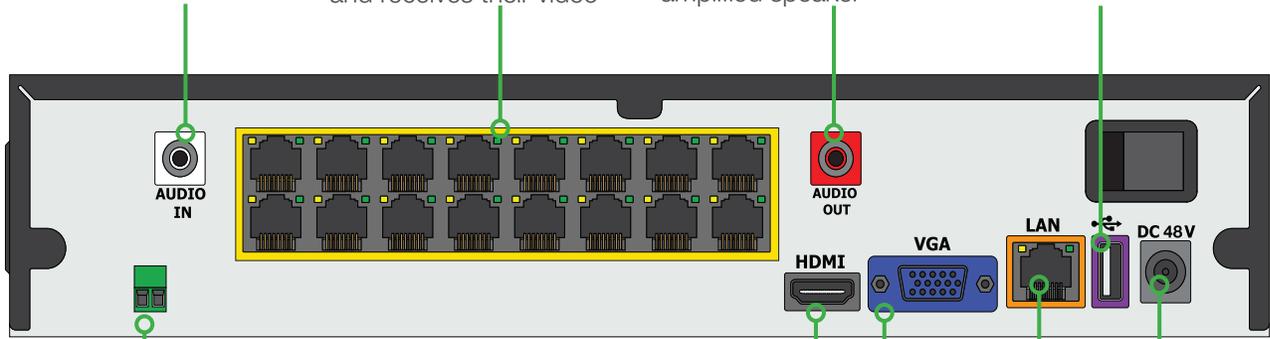
NOTE: Your NVR model may differ from that shown in this illustration. Not all features may be present. Colors are for reference only.

Audio In: Single channel RCA audio input from microphone

POE Ports: Powers High Definition cameras and receives their video

Audio Output: RCA connection for audio output – connect to an amplified speaker

USB: Connect USB mouse



RS-485 (PTZ):
For Legacy Pan-Tilt base control

HDMI: HDMI video output

VGA: Video output for connecting to monitor 19" or larger

LAN: Network (Ethernet) port

DC +48V:
Power input

ATTENTION: Some models may have two power supplies. Each will only fit into its proper port. Do not force or modify plugs or ports.

Setting Up Your System

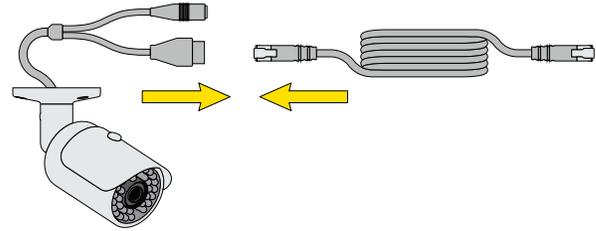
Step 1: Create Your Account

Go to www.Q-See.com/welcome and follow the easy steps to create your account.

ATTENTION: You **must** have an account to access:
Free mobile surveillance app, motion detection alerts, and
live customer support.

Step 2: Connect Your Cameras

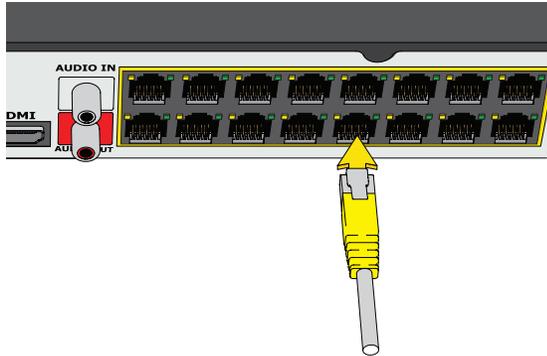
- A. Plug one end of the camera cable into the network socket on the camera. Make sure that you hear a “click” to ensure a good connection.



ATTENTION: The other camera lead is for use with a power adapter (not included) when the camera is not powered by the NVR and a POE (Power Over Ethernet) switch is not available. Cover with electrical tape if not used and exposed to weather.



- B. Plug the RJ45 connector on the other end of the camera cable into an available Video-In POE port on the back of the NVR. You will hear a click when the cable is properly inserted. These POE (Power Over Ethernet) ports will power the camera and receive its video.



ATTENTION: Do not connect a camera to the separate network (LAN) port. This is used to connect the NVR to your network and the Internet.



Repeat steps A-B for each camera.

Cameras will appear on screen in Live View in the order they were connected

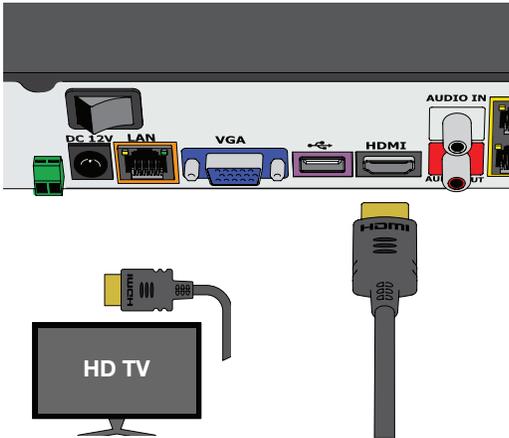
ATTENTION: Please test cameras and connections prior to mounting. If there is no image or a dark screen when you first connect the cameras, please see **Troubleshooting pg. 43.**

Step 3: Connect NVR to Display

Choose video display option A or B:

Option A: HDMI

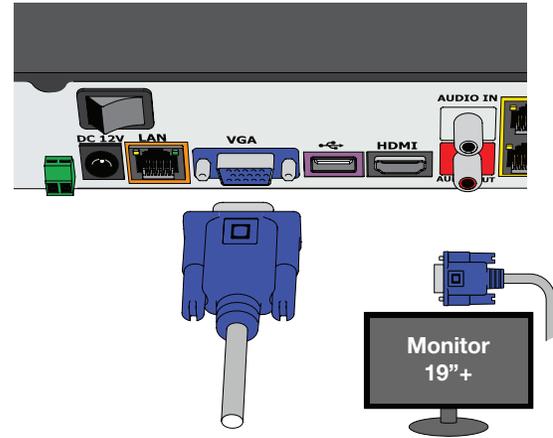
- Plug the included HDMI cable into the NVR's HDMI port.
- Connect the other end of the HDMI cable to the monitor or TV.
- Plug the monitor or TV into a surge protector.



Note: Colors are for reference only.

Option B: VGA Monitor

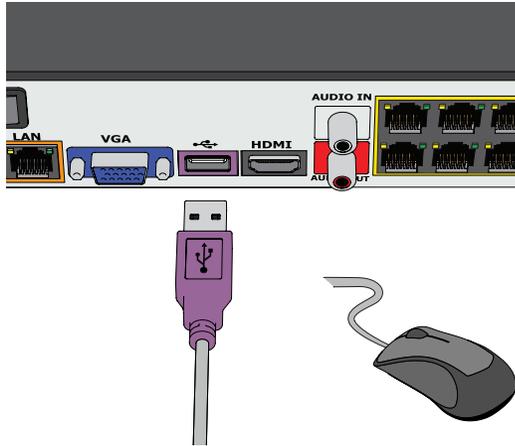
- Plug a VGA cable (not included) into the NVR's VGA port.
- Connect the other end of the VGA cable to the monitor (19" or larger).
- Plug the monitor into a surge protector.



Note: Colors are for reference only. VGA cable not included.

Step 4: Connect Mouse

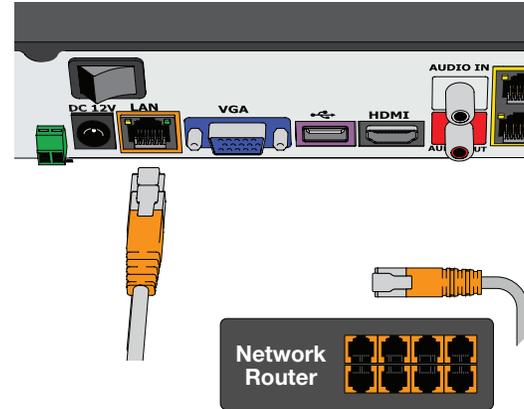
Plug the mouse into the USB port on the back of the NVR. If your model has two USB ports on the back, either one will work.



Step 5: Connect To Router

- Plug the included Network (Ethernet) cable into the Network (LAN) port on the back of the NVR.
- Connect the other end of the cable to an open port on your router (not included).

You will hear a click when the cable is properly connected



Step 6: Download the QT View Mobile App

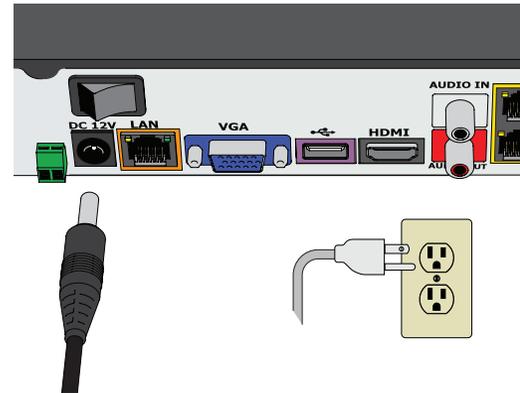
Before starting the NVR, download our free
QT View mobile app to your mobile device.



ATTENTION: Do not log in. You will
create a password later.

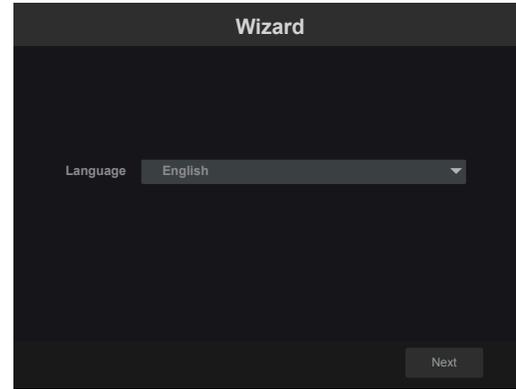
Step 7: Powering up the NVR

- Plug the NVR power supply cord into the DC+48V Port on the back of the NVR.
- Plug the power supply or power adapter into a surge protector.
- Turn on the NVR's power switch (if present). The NVR will beep as it powers up, and the Startup Wizard will appear on-screen after a few minutes.



Step 8: Startup Wizard

ATTENTION: In order to effectively use the search function and maintain accurate recordings, you must complete the Startup Wizard.



- A. **Set your desired language in the first window.**
The NVR will restart and continue in your chosen language.

Wizard

Admin Password Setup

User name admin

New Password 123456

Confirm Password 123456

Display Password Log in Automatically

IMPORTANT! Please change the Password. Keep it in a safe a location. Select a security question, below, to recover a lost password.

Edit Security Question Previous Next Cancel

B. Create a new password for the Admin user account.*

Please write down your new password in the space provided below.

*Password is case sensitive.

User Name: admin

Password: _____
Default: 123456

Wizard

Date and Time

Time Zone GMT-12 West of the International

System Time 01/24/2016 04:18:42

Date Format Month/Day/Year

Time Format 24-Hour

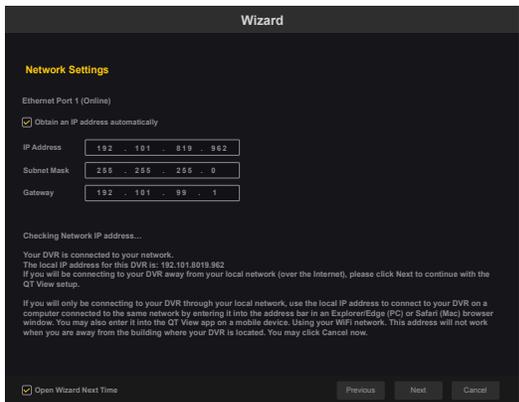
DST OFF

NTP ON

Previous Next Cancel

C. Set the current date and time.

If you will be connecting the NVR to the Internet, enabling Time Server allows the NVR to check a network server to maintain accurate time. Setting the start and end dates of Daylight Savings Time (DST) will allow your NVR to automatically adjust its internal clock.

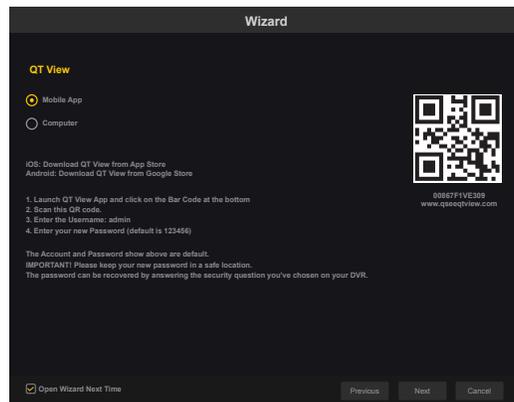


- D. **Click Next to allow your NVR to automatically connect to your network.** If it is successful, it will display a *Success* message along with your LAN (Local Area Network) address. If the attempt is unsuccessful, you will receive a *Failed* message. Ensure that your NVR is properly connected to your network/router before clicking on *Previous* to try again. Please refer to the Troubleshooting section on page 21 if this problem persists.

Step 9: QT View Mobile App

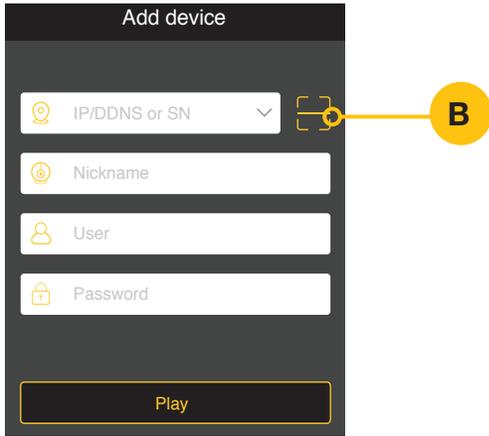
To view cameras on your mobile device, you will need to add your NVR to the QT View.

- A. Please choose how you would want to connect remotely with your mobile device.



ATTENTION: If your mobile device does not have a camera, select the Computer option and enter the number shown.

- B. Once you have launched the QT View Mobile App, Tap on the QR Code Scan icon.

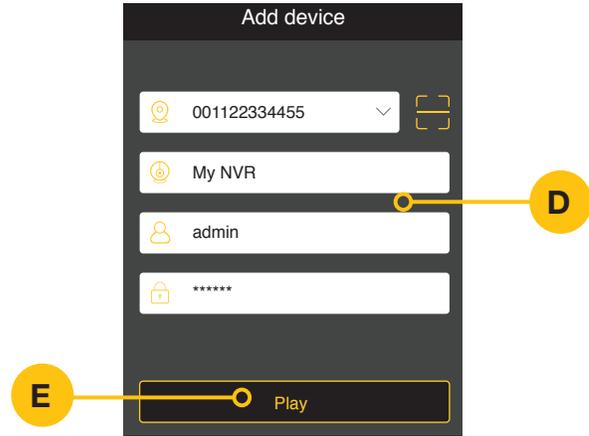


- C. Scan the QR code displayed on the Wizard screen with your mobile device.

ATTENTION: The QR Code is also located on the top of your NVR.



- D. Once scanned, the App will return to the Login Screen. The NVR's ID will appear in the SN (serial number) section. Enter the Account (User Name) and your new password.
- E. Tap *Play* to begin viewing your cameras



Always test your cameras to view live video before you install them onto the wall.

Adding Mobile Devices

After completing the process on your first mobile device, click the *Previous* button located on the Wizard window and repeat Step 9 with that mobile device.

QT View On Your Computer

After setup you can access your NVR over the Internet on a computer or by downloading the QT View application.

Go to www.QTView.com.

Using the QT View app:

- A. Click the link to download the Windows software.
- B. Follow the on-screen instructions to install the program after accepting the license terms as requested.
- C. Launch the program by clicking on the icon on your desktop.

- D. Create a user name and password for the program. These do not need to be the same as those on the NVR.
- E. Log into QT View using the name and password you created.
- F. Select the computer hard drive you want to use to save video.
- G. In the Control Panel, click *Add Device*.
- H. QT View will automatically scan your network for any NVRs connected to it.



- I. Click *Add* to access any NVRs.
If you changed your password, select the NVR, and click *Edit* to enter the correct information.



- J. Click the Live Preview tab
- K. Click and drag *Root* into a blank square. The cameras will load automatically.

Using a Browser:

PC: Use Internet Explorer, Firefox or Chrome with IE plug-in
Macintosh: Use Safari

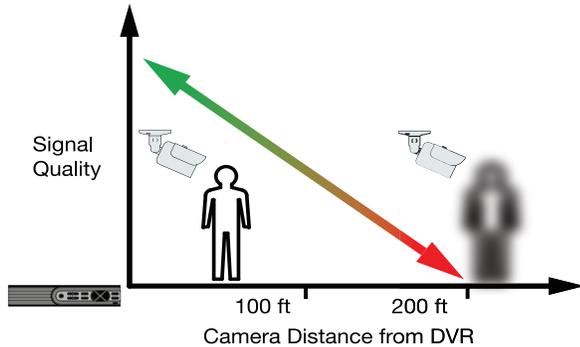
- A. Enter your NVR's serial number on the label on the NVR's case.
- B. Enter the User Name and Password you created in the Software Menu.
- C. Select language.
- D. Click on *Login* to begin viewing your cameras.

ATTENTION: Search "QT View" at www.Q-See.com/support for more info.

Get the Most Out of Your Q-See Cameras

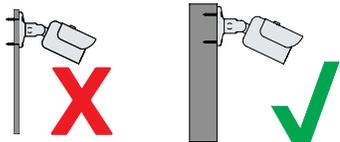
Follow these tips to maximize the life and performance of your cameras.

Distance from viewing/recording device



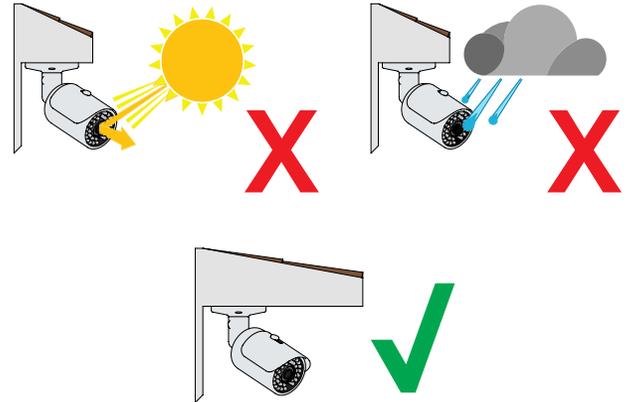
Mounting surface thickness

Mount your camera on a wall that is at least 2.5" thick.

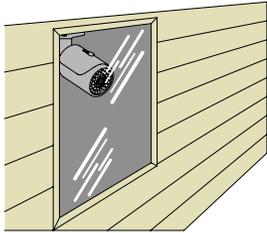


Avoid direct exposure to weather

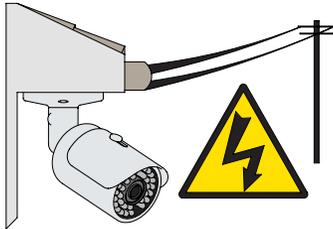
Mount your camera under an eave or awning if possible.



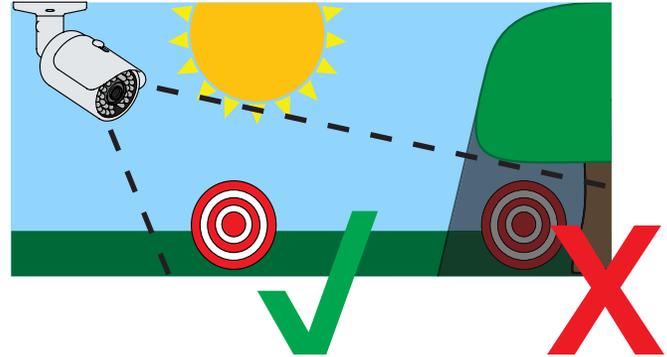
Do not place camera behind a window



Do not place near high voltage wires or other sources of electrical interference



Light levels should be approximately the same between camera and target area



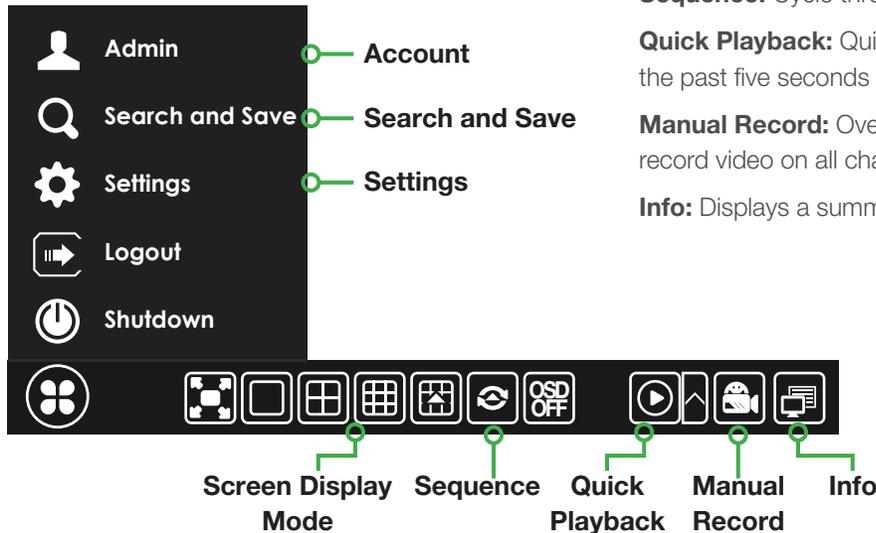
Legal Considerations

Always check state and local laws before installing cameras.
(2011 NEC 820.44)

Understanding Your Menu Bar

Menu Bar

The NVR's on-screen menus are accessed through the Menu Bar which appears when the mouse is moved to the bottom of the screen. There is a combination of quick-access icons as well as a pull-up menu of options on the left.



Account: Shows which user is logged in.

Search and Save: Search for recorded video, play it back and save it to an external USB drive.

Settings: Opens the Settings Menus to adjust your system.

Screen Display Mode: Choose how many, along with which live video channels will be displayed on screen.

Sequence: Cycle through a selection of live video channels.

Quick Playback: Quickly play back video. Choose from the past five seconds through the past five minutes.

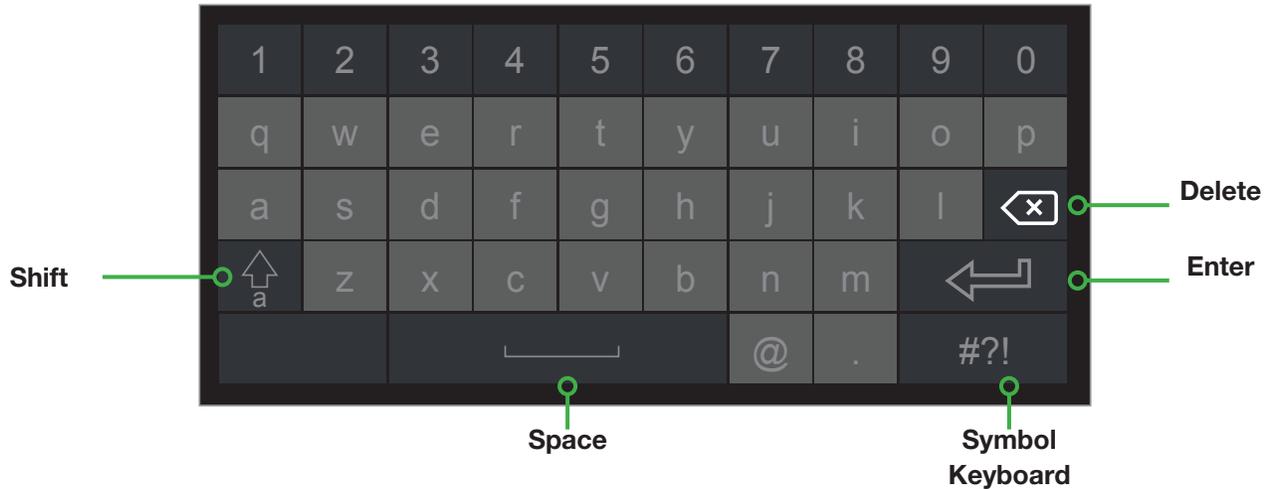
Manual Record: Overrides current settings to record video on all channels until deselected.

Info: Displays a summary of your NVR and its status.

On-Screen Keyboard

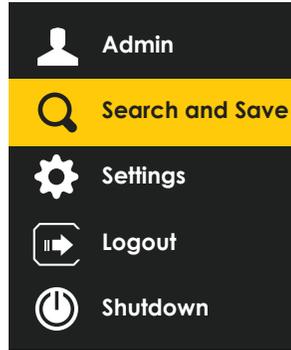
When a field in a window needs text entered into it - such as a password - the On-Screen Keyboard will open up when the field is clicked.

Text is entered by pointing at each character with the cursor and clicking with the mouse.



Video Search, Playback and Backup

Your NVR records video captured by your cameras to its internal hard drive. These records can be accessed by selecting *Search and Save* in the pull-up menu. You can search for video that was recorded during a certain time, by type of recording, and by reviewing snapshots of recordings.



Search by Time: This is the best way to search one or more cameras to identify an incident.

Search by Event: This allows you to search through incidents which the system has flagged, one camera at a time.

Search by Snapshot: This searches the snapshots (still images) triggered by an incident. These can be used to narrow down a video record search, or they can be exported for use outside of your system.

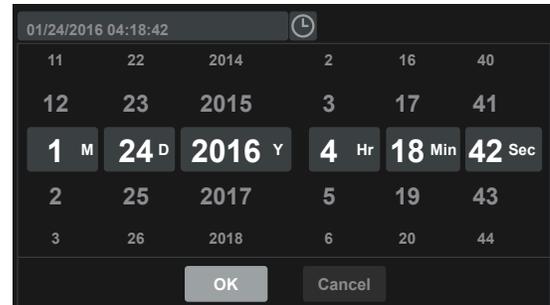
Once you've found the desired video, you can play it back and then save your files to a removable USB flash drive in a format that is easily playable on your computer.

Setting Search Time

You will need to set the start and end times for your video searches using the pull-down calendars in the upper right. Click on  to open the calendar.

Click on a field (month, day, hour, etc.) and use the scroll wheel on the mouse to select the desired date and time.

Click *OK* to close the window.



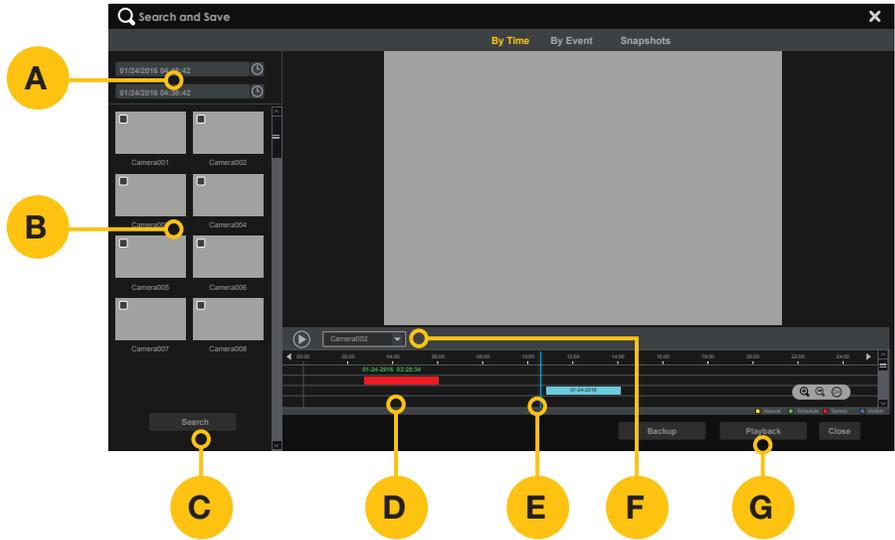
Searching by Time

- A. Set the start and end times of your search.
- B. Select which camera(s) to search.
- C. Click *Search*
- D. Video recorded during the search period will appear as color-coded bars, showing the time and duration.

Playback (Single Camera)

- E. Click on the timeline where you want playback to start. The blue time marker will snap to that position.
- F. Select a channel in the pull-down and Press 

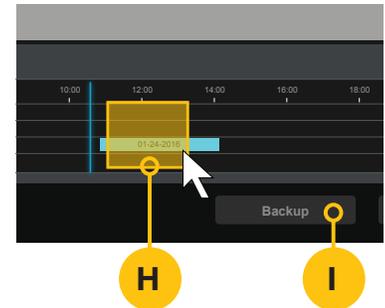
ATTENTION: Pressing *Playback* (G) will open full screen mode showing video from multiple cameras. Functions operate as described above. Press  to back up files.



Backup

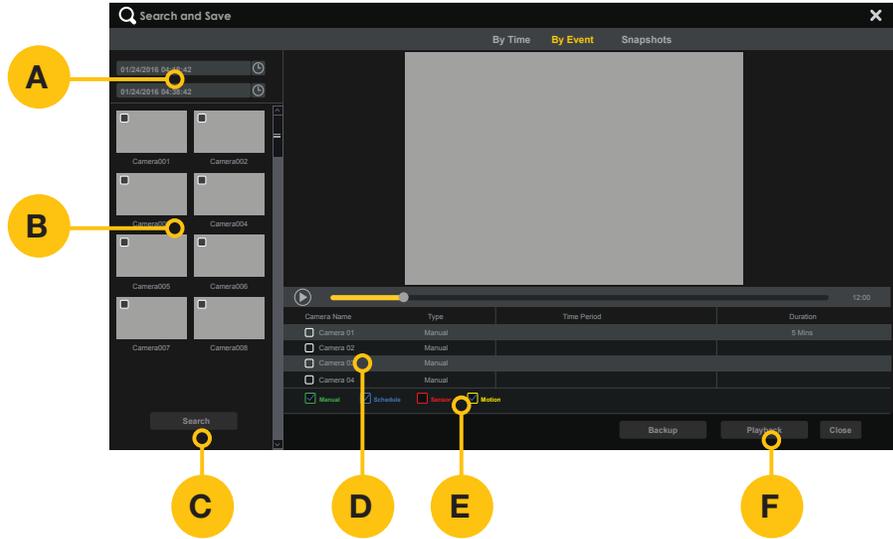
- H. Click and drag on the timeline to select the video(s) to back up.
- I. Press *Backup*

Insert a USB flash drive into the port on the front of the NVR and follow the on-screen instructions.



Searching by Event

- A. Set the start and end times of your search.
- B. Select which camera(s) to search.
- C. Click *Search*
- D. Video recorded during the search period will appear in a list.
- E. Refine your search by selecting the typer of event.



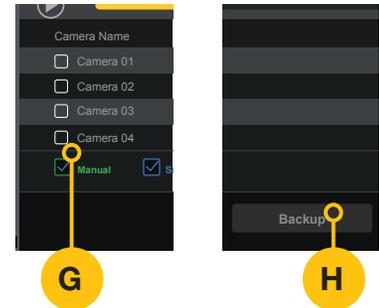
Playback

- F. Select a file to view and press *Playback*

Backup

- G. Select the file(s) you want to backup
- H. Press *Backup*

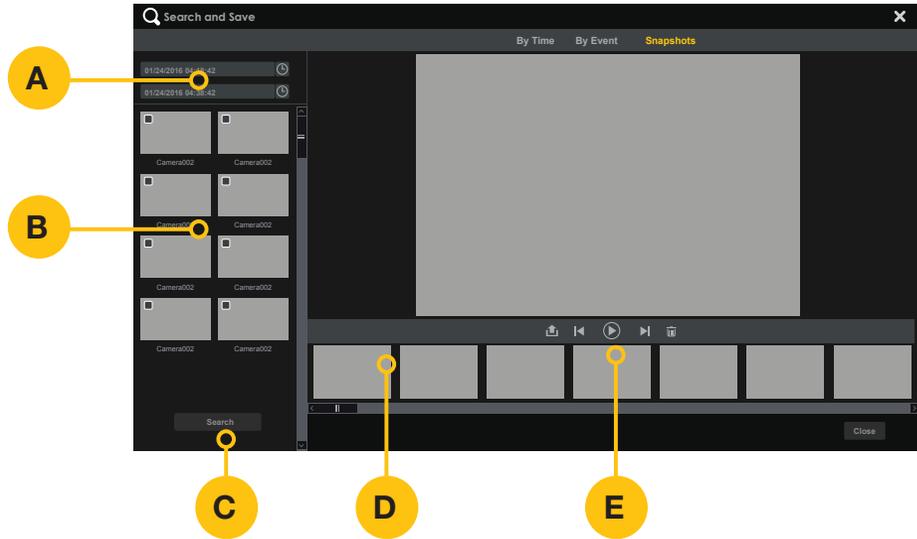
Insert a USB flash drive into the port on the front of the NVR and follow the on-screen instructions.



ATTENTION: Video events will play back one at a time. Pressing *Playback* will change to full-screen mode.

Searching by Snapshot

- A. Set the start and end times of your search.
- B. Select which camera(s) to search.
- C. Click *Search*
- D. Snapshots of video recorded during the search period will appear in order of the time they were created - regardless of channel - below the playback window.



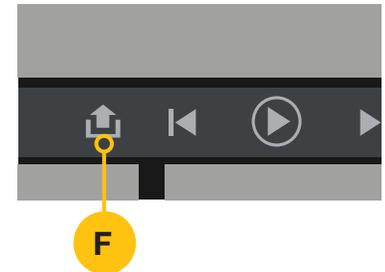
Playback

- E. Select a snapshot to view and press  to begin a slide show of the snapshots.

Backup

- F. Select a snapshot to save (export) to a USB drive and click 

Insert a USB flash drive into the port on the front of the NVR and follow the on-screen instructions.



The Settings Menu

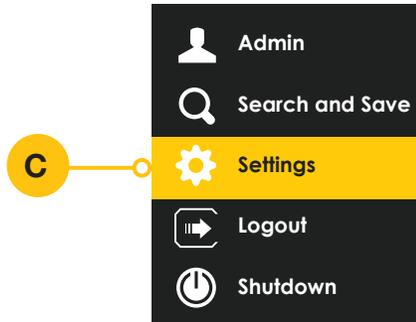
Most of the day-to-day functions use the icons in the Menu Bar. The Settings Menu is used to control how your Recorder operates - schedules, users, notifications, etc.

To reach the Settings Menu:

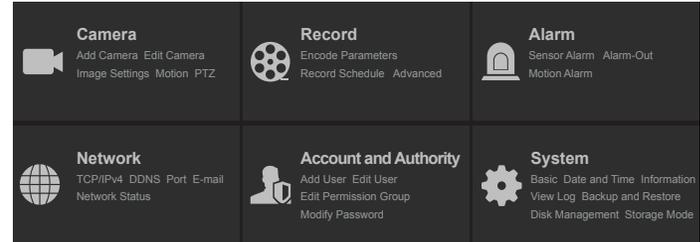
- A. Move your mouse to the bottom of the screen. The Menu Bar will appear.
- B. Click on the *Start* icon.



- C. Click *Settings*



- D. Select the setting you want to change from the menu tiles.



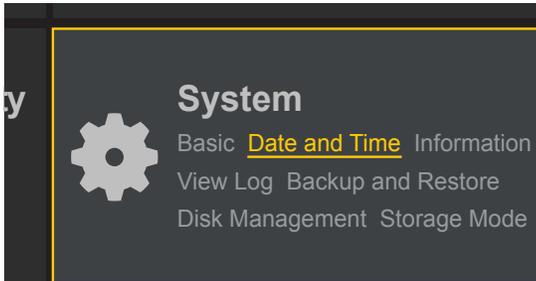
Date and Time

Setting the Date and Time

ATTENTION: The date and time were set up in the Startup Wizard. If you have an incorrect date or time, first check the settings to see if the time zone is correct.

ATTENTION: When changing the date and time make sure to back up important video and to discard that all previously recorded footage or it will appear out of sync when trying to playback.

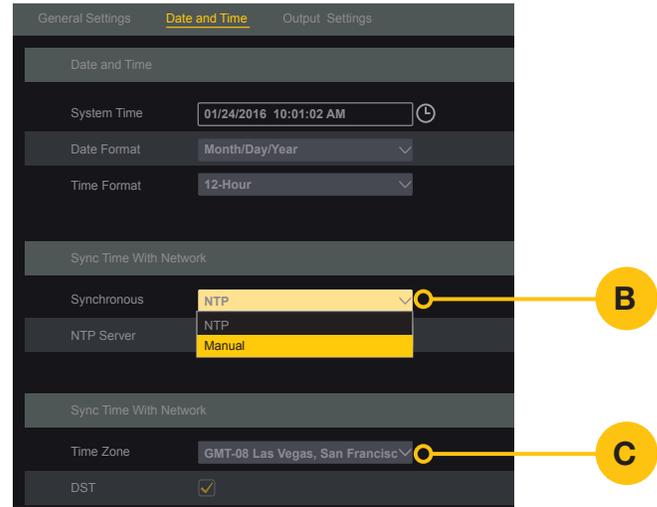
A. Select *Date and Time* in the System tile.



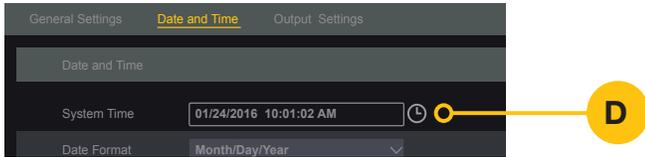
B. **Automatic time synchronizing must be disabled to modify specific time settings.**

Click on Synchronous and select *Manual*

C. Select your Time Zone

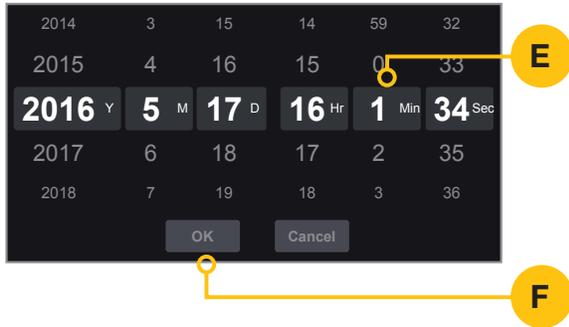


D. To modify the date and time, click the *Clock* ⌚ icon

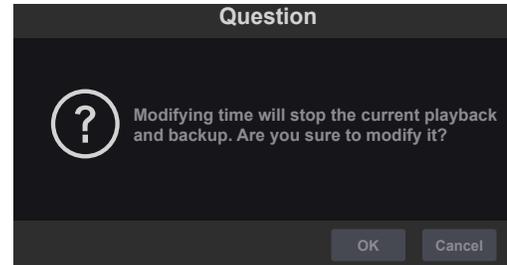


E. Click and Scroll with the mouse to the desired numbers.

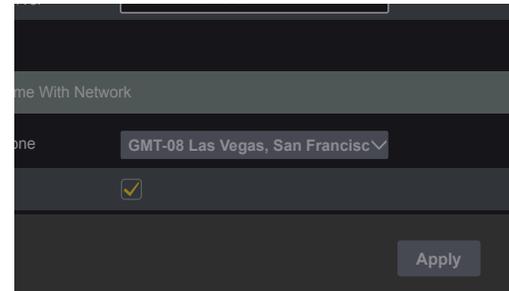
F. Click OK.



G. A message will appear to confirm that any backups or playback will stop in order to modify the time. Click OK.



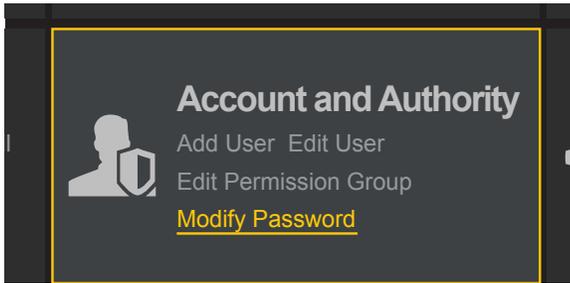
H. Click Apply.



Passwords and Users

Changing a Password

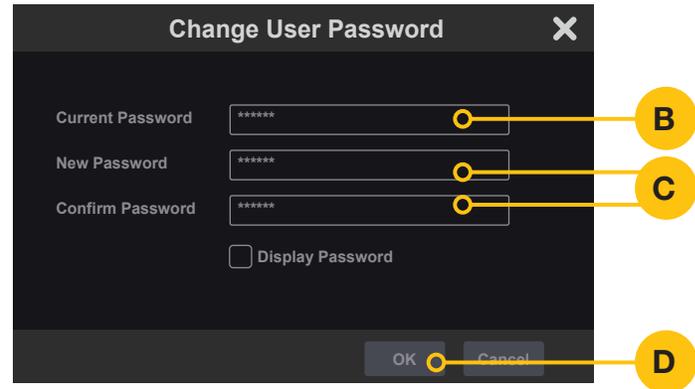
- A. Select *Modify Password* in the Account and Authority tile.



ATTENTION: Only the Admin user can access the Account and Authority settings.

- B. Enter the Current Password
Default Password: 123456

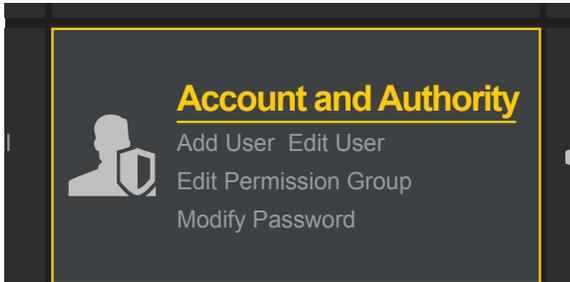
- C. Enter your New Password and re-enter in the Confirm Password field.



- D. Click OK.

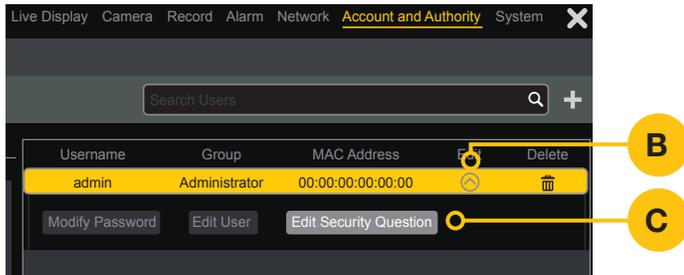
Setting Up the Password Recovery Tool

- A. Select *Account and Authority* in the Account and Authority tile.



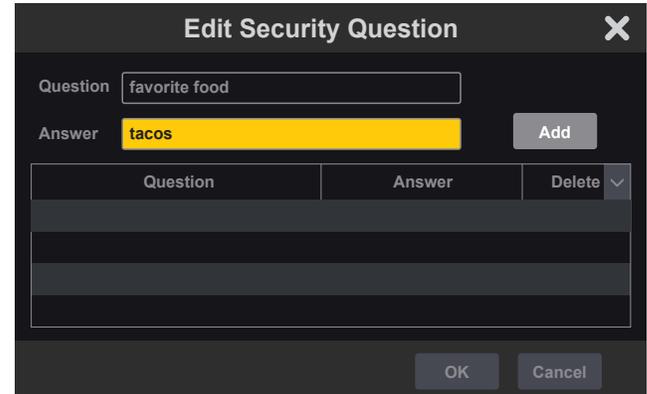
- B. Click the *Edit* ⌘ icon

- C. Click *Edit Security Question*



- D. Enter the desired Question and Answer using the On-Screen Keyboard

- E. Click *Add*

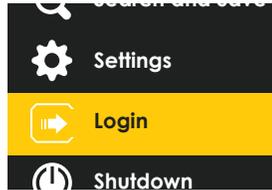


- F. Click *OK*

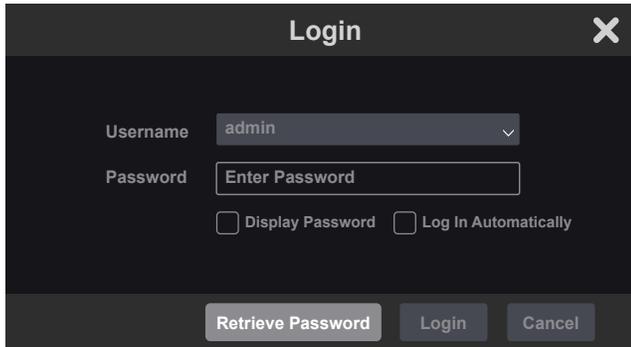
Recovering a Lost Password

ATTENTION: You must have already configured the Password Recover Tool. (see previous page)

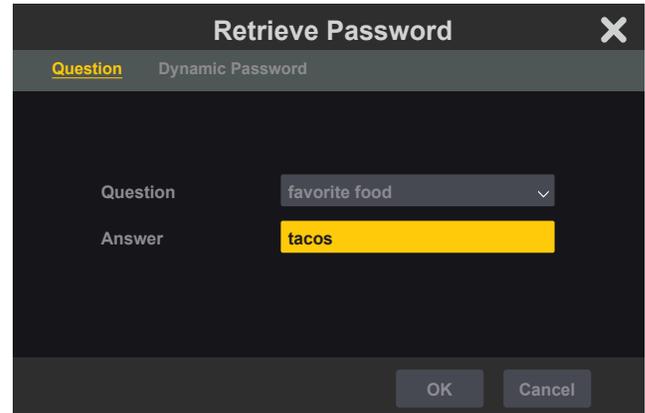
- A. Click *Login* in the Start Menu



- B. Click *Retrieve Password*



- C. Select a Question and enter the answer you saved.
- D. Click *OK*

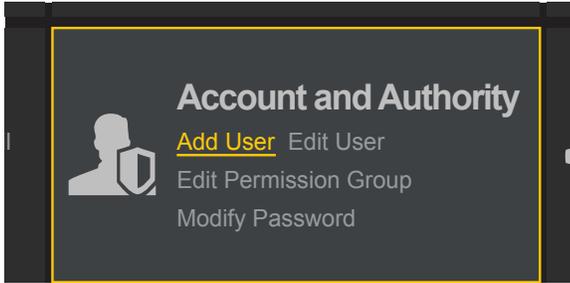


- E. The Password will reset to the default **123456**
- F. Return to the Login window and use the password *123456* to log in.

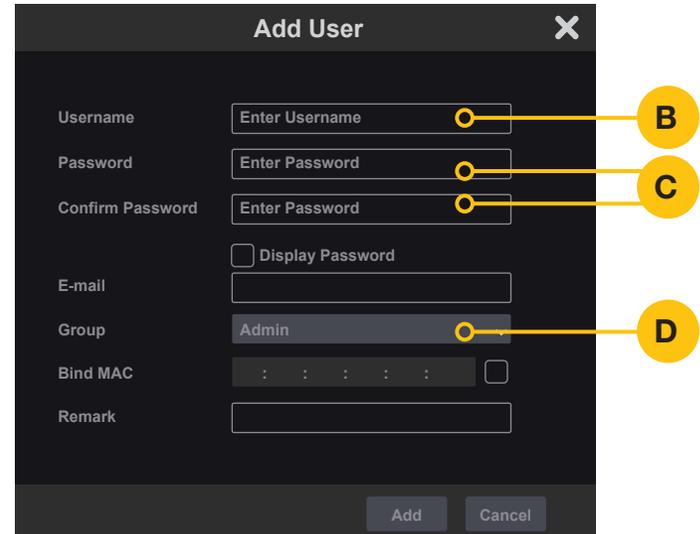
ATTENTION: You should change your password from the default as soon as possible. (See “**Changing a Password**”)

Adding a User

- A. Select *Add User* in the Account and Authority tile.

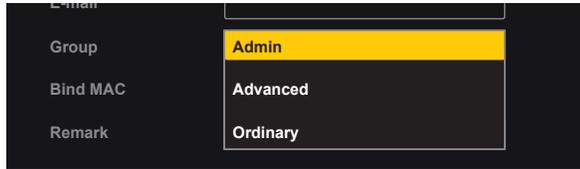


- B. Enter the new User Name
- C. Enter the New Password and re-enter in the Confirm Password field.

A screenshot of the "Add User" form in a mobile application. The form has a dark background with white text. At the top right is a close button (X). The form contains several fields: "Username" with a text input field containing "Enter Username" and a yellow circle callout labeled "B"; "Password" with a text input field containing "Enter Password" and a yellow circle callout labeled "C"; "Confirm Password" with a text input field containing "Enter Password" and a yellow circle callout labeled "C"; a "Display Password" checkbox; "E-mail" with a text input field; "Group" with a dropdown menu showing "Admin" and a yellow circle callout labeled "D"; "Bind MAC" with a text input field containing " : : : : " and a checkbox; and "Remark" with a text input field. At the bottom right are "Add" and "Cancel" buttons.

- D. If you wish to limit the rights of the new user, click *Group*.
Otherwise, skip to Step F.

E. Select the desired group for this user.



ATTENTION: Each Group has a default set of accessible functions for its users:

Ordinary: Audio Talk (Intercom) and Preview all cameras.

Advanced: Ordinary permissions plus: Local and Remote Camera Management, Local and Remote System Settings, Remote Login and Playback or Backup Cameras along with Control of any PTZ cameras.

Administrator: No limits on permissions

Groups may be edited or created in the Edit Permission Group portion of the Account and Authority menu.

F. Add a comment about this user, if desired.

G. Click *Add*.

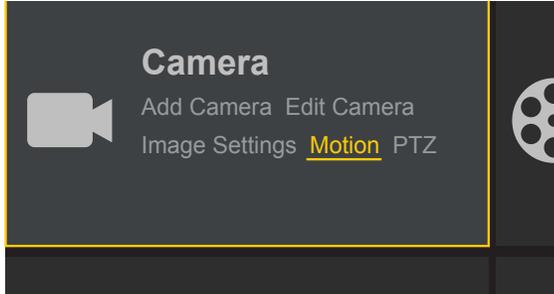
A screenshot of the 'Add User' form. The form is titled 'Add User' and has a close button (X) in the top right corner. The form contains the following fields: 'Username' (text input), 'Password' (text input), 'Confirm Password' (text input), 'Display Password' (checkbox), 'E-mail' (text input), 'Group' (dropdown menu with 'Admin' selected), 'Bind MAC' (text input with a checkbox), and 'Remark' (text input). At the bottom of the form, there are two buttons: 'Add' and 'Cancel'. A yellow circle with the letter 'F' is positioned to the right of the 'Remark' field, with a yellow line pointing to the text input. Another yellow circle with the letter 'G' is positioned to the right of the 'Add' button, with a yellow line pointing to the button.

Recording

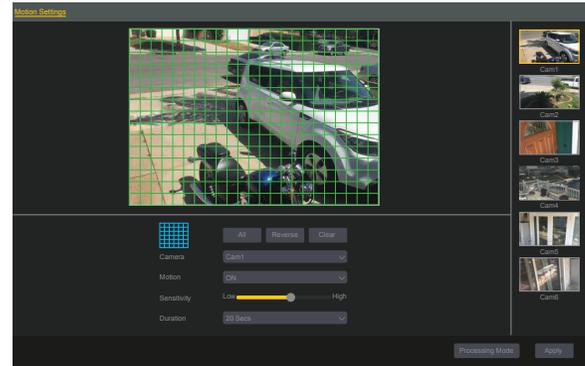
Motion Detection Area

ATTENTION: Your system is factory-set to record whenever motion is detected by the camera. These instructions are to help you specify the area(s) you want to detect motion.

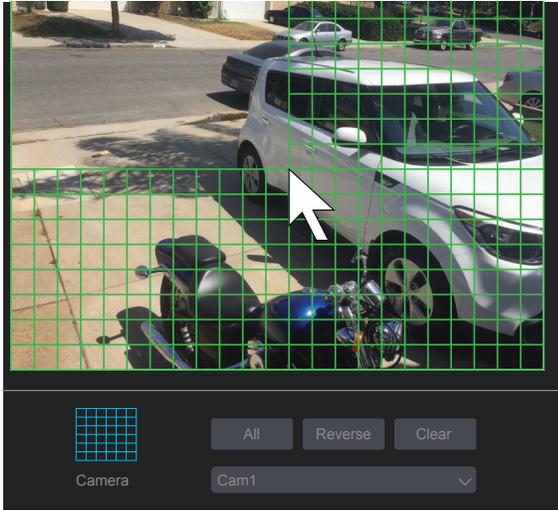
A. Select *Motion* in the Camera tile.



B. Choose which camera you want to modify by clicking its thumbnail image on the right.

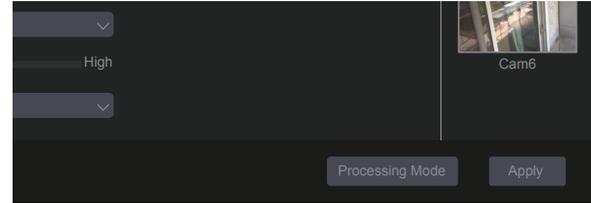


- C. Click and drag with the mouse in the camera view to remove or add areas of motion sensitivity. The blue animation below the camera view provides a demonstration.



ATTENTION: In the image above, the user is turning off motion detection for the area of the street and sidewalk to reduce false alarms.

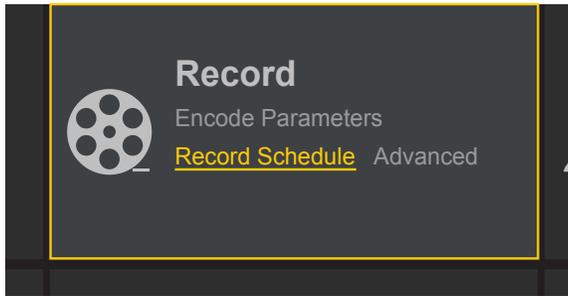
- D. Repeat for any additional cameras and then click *Apply*.



Setting the Motion Detection Recording Schedule

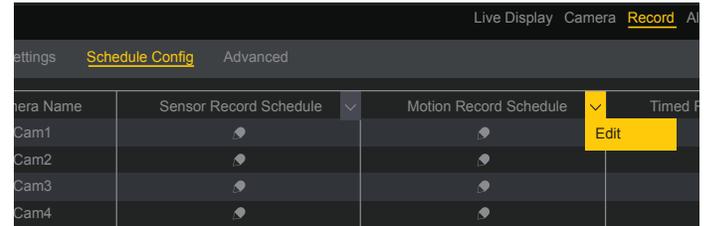
ATTENTION: Your system is factory-set to record whenever motion is detected at any time. These instructions are to help you set a specific schedule.

- A. Select *Record Schedule* in the Record tile.

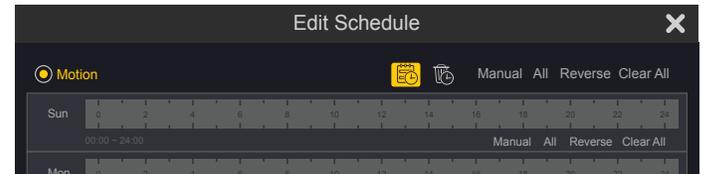


To schedule ALL cameras

- B. Select *Edit* in the Motion Detection Schedule pull down.



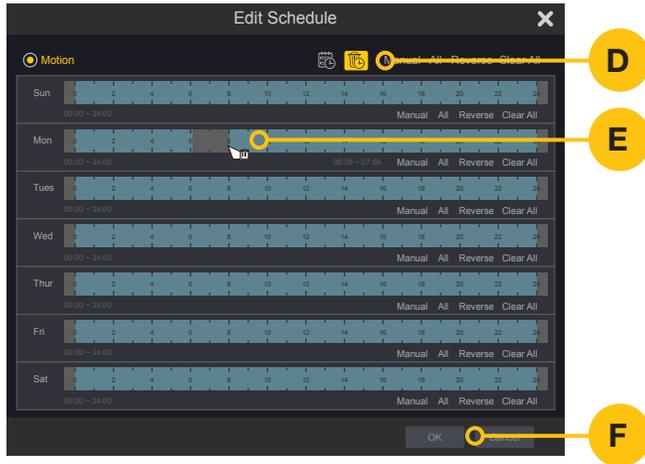
- C. Select *All* to fill in the entire schedule area.



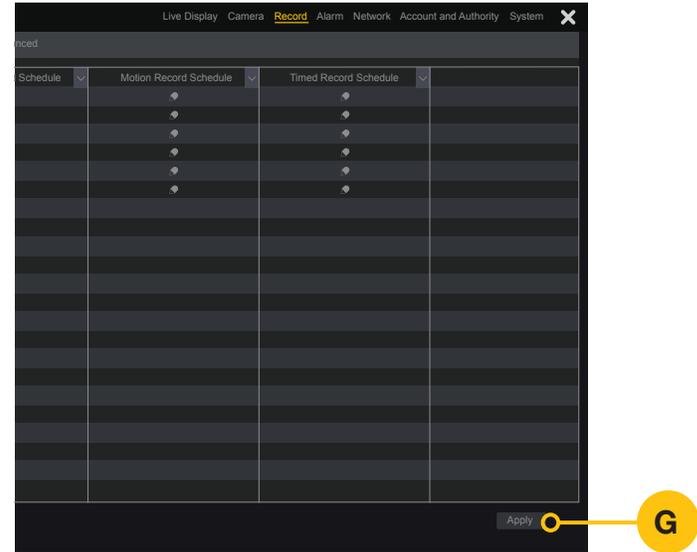
D. Select the  icon.

E. Click and drag with the mouse to remove (turn off recording) specific times.

F. Click *OK*.



G. Click *Apply*.



 : Fills in (turns on recording)

 : Removes (turns off recording)

Manual: Set start and end times numerically.

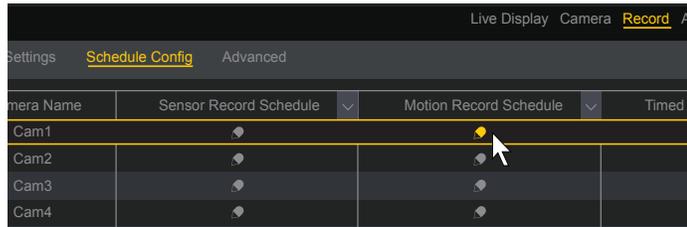
All: Fills in (turns on recording) for entire day

Reverse: Inverts schedule - times scheduled for recording are turned off, and vice-versa

Clear All: Empties (turns off recording) for entire day

To schedule ONE camera

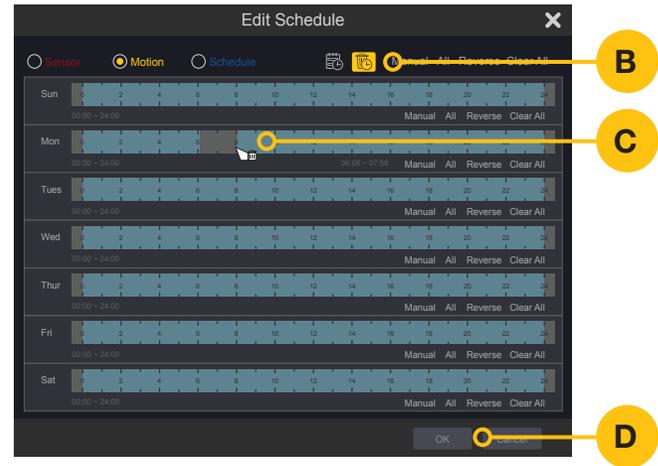
- A. Click on the  icon for the camera you want to schedule under the Motion Detection.



- B. Select the  icon.

- C. Click and drag with the mouse to remove (turn off recording) specific times.

- D. Click OK.



: Fills in (turns on recording)



: Removes (turns off recording)

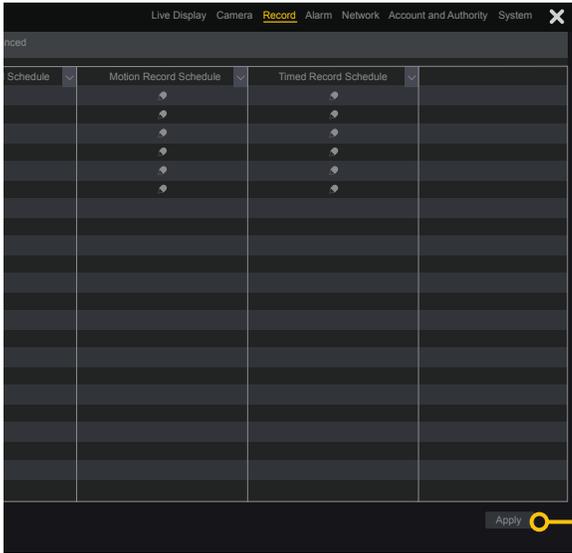
Manual: Set start and end times numerically.

All: Fills in (turns on recording) for entire day

Reverse: Inverts schedule - times scheduled for recording are turned off, and vice-versa

Clear All: Empties (turns off recording) for entire day

E. Click *Apply*.

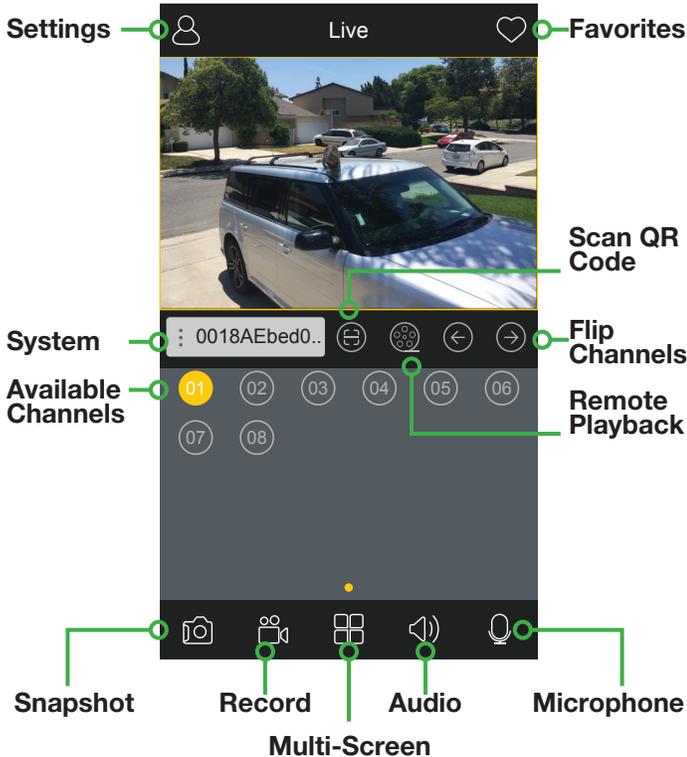


ATTENTION: When motion is detected, a yellow Motion Indicator and a red Recording Indicator will appear in the upper right corner of the camera's Live Preview window.



QT View Mobile App

Understanding the Controls



Settings: Change settings on your system, change app settings, find saved files and more.

Favorites: Saved selected channels or channel combinations as favorites and select those when opening the app.

System: Choose which DVR/NVR to view.

Channels: Tap a channel to start watching live video or to change channels.

Scan QR Code: Add a new system to your app.

Flip Channels: Cycle through available video channels.

Remote Playback: View files recorded on your system's hard drive.

Snapshot: Captures still image and saves it on your mobile device.

Record: Records video onto your mobile device's memory.

Multi-Screen: View one or more channels simultaneously.

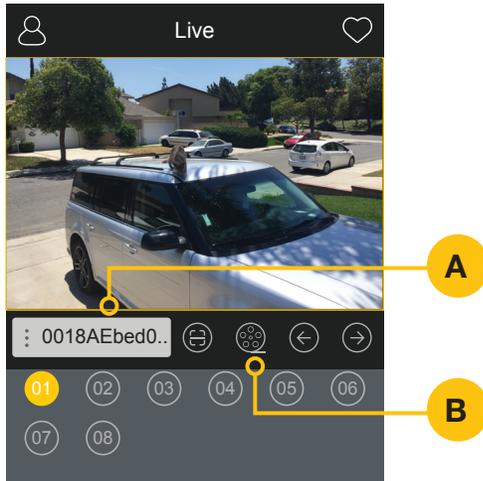
Audio: Requires a camera with microphone or a separate microphone connected to your system on that channel and located with the camera.

Microphone: Tap to activate to speak through your mobile device a speaker connected to your system and located near the camera. Untap to hear any audio response.

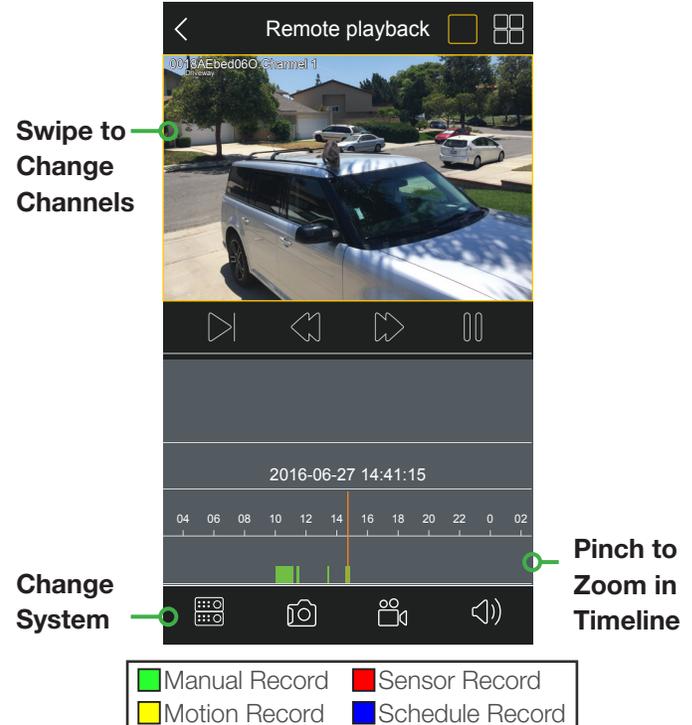
Remote Playback

To access video on your system's hard drive:

- A. Select the system to search.
- B. Tap the  icon.



- C. Scroll left or right to find the desired time. Tap on the date to choose a different day. Recorded events are shown as color blocks on the timeline (see below). Playback will start automatically.



Resources / Appendix

Wizard Glossary

DST (Daylight Savings Time): Set DST to change where applicable. Click “Set” to enter the start and end dates. Make sure the box is checked.

NTP (Network Time Protocol): This maintains the accuracy of the NVR’s clock. Check the box to turn on.

Language: This is the language the NVR will use.

Local IP Address (LAN): The NVR’s address on your local network.

IP: Internet Protocol. IP devices communicate with each other via a local network or over the Internet.

POE: Power Over Ethernet. Uses a standard Ethernet cable to transmit power and commands to the camera while receiving video back from it.

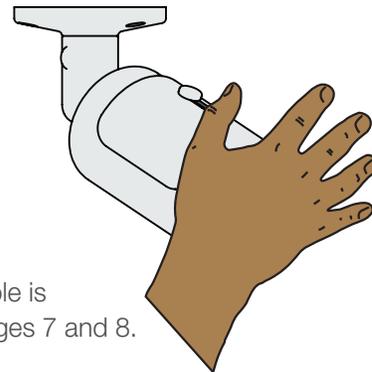
NVR: Network Video Recorder. Work with IP cameras connected to it directly or over a network.

Troubleshooting

Testing for power and night vision

After you connect your camera to the NVR and power, if you do not see a video image on screen and your NVR does not display a “video loss” message you should test your camera to ensure it is properly connected.

1. With your camera(s) still connected to power, cover the lens end of your camera with your hand or an object to completely block it.
2. Keep the lens blocked for 10 seconds. You should see a faint red glow from the infrared LEDs. This indicates that your camera has power and is working properly.



If you still do not have a video signal from the camera, check that the video cable is properly connected to both the camera and the NVR as shown in Step 2 on pages 7 and 8.

Other tests:

- Connect the camera to a cable that has a working camera attached. If the camera works, the cable will need to be replaced through the RMA process at www.Q-See.com/support.
- Connect the cable to a different channel on the NVR. If you see video, then the culprit is a bad channel input and the NVR will need to be replaced through RMA.

Troubleshooting

Cable extended to more than 200 feet. The camera power supply/power splitter combination is only designed to power cameras up to 200 feet. Any cameras beyond that distance will need their own power supply which is available at www.q-see.com.

Dark video image. Some cameras feature an infrared cut filter to improve daytime video images. This can sometimes get stuck. Place a hand over the lens for 10 seconds to trigger night vision mode. You may hear a soft click as the filter resets.

Upside down video image. Change the position of your camera to correct. Or, click on the live video from that camera. A tool bar will appear above the video image. Click on the  icon to open the Image Adjust window. Select the *Flip* option at the bottom.

Camera looking through window has video image during day, but not at night. The LEDs on the camera act as a flashlight and, at night, this light is being reflected by the window back at the camera. You will need to reposition the camera outside the window.

Camera video is very dark during one time of day, but lighter during others. Reposition the camera. Any sun or artificial light shining directly onto the lens will backlight the subjects in the camera's field of view and cause them to appear dark and/or washed out. Keep in mind that the sun changes positions over the course of a year as well as during the day.

Camera on a metal building has excessive static. The camera will need to be separated from the metal building by using a rubber gasket.

Troubleshooting

Network Troubleshooting.

Check that the network cable is properly connected to the LAN port on the back of your NVR and to a network port on your router. The lights on both ports should blink occasionally to indicate that data is being transmitted.

If the cable is properly connected, but no data is transmitting, replace the cable or try another port on the router.

Your NVR must be connected directly to the router and not through a network hub or switch.

Your router must have DHCP enabled. Consult your router's manual to determine if it has this feature and how to enable it. If your router is provided by your Internet Service Provider (ISP), consult their tech support.

Notes

Notes

24/7 Online Support Portal and Knowledge Base

www.q-see.com/support



Repairs and Returns



How-To's



Support Videos



Firmware Updates



Software



Manuals and Guides

Additional Support

Live Phone Support

Mon-Fri : 6AM-7:00PM PST
1-877-998-3440

Chat Support

Mon-Fri: 6AM-7PM PST
Sat-Sun 9AM-5PM PST

Languages

English, Spanish