

# DIGIVIEW 4i *pro*

4 CHANNEL NETWORKABLE CCTV SYSTEM  
WITH INTEGRAL 500GB HARD DRIVE



USER MANUAL



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## **SAFETY NOTICE**

### **IMPORTANT PRECAUTIONS!**

### **HIGH VOLTAGE HAZARD!**

### **HIGH VOLTAGE INSIDE!**

- Please keep this manual for later use.
- Please strictly comply with the warning indications on the machine and in this book.
- Please abide by instructions when operating.
- Do not use accessory devices not recommended by the manufacturer. Incorrect usage of accessory device may cause harm.
- Please use the power adapter equipped for the unit. Before connecting the AC power cord to the socket, please check if the specified requirements of the adapter is in accordance with the local power supply network. Please contact your dealer or the local power supply administration if you are not sure about the power supply to be used.
- Do not place anything on or around the power cord. A damaged power cord may cause electric shock.
- Please do not touch any control parts not mentioned in the manual. Incorrect adjustment of a control part not mentioned in the manual may damage the machine.
- Before cleaning the machine, pull out the power plug and clean the machine with a slightly damp cloth. Do not use any liquid or sprayed cleaning agent.
- Disconnect the unit from the mains power source if the unit is not likely to be used for a long period of time.
- Ensure air ventilation around the unit, and do not cover or block the vent hole
- Do not place the unit in direct sunlight or near a heat source such as a heat radiator, heating equipment, or other objects that generate heat.

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This manual is designed to be used as a quick start guide alongside the informative general user interface (GUI) of the DVR. Additional details of the subjects covered may be found within the on-screen menus of the machine itself. The menu above is not exhaustive and is designed to lead the user quickly to the most often required aspects of the unit.

# Front Panel



No.	FUNCTION	LED COLOUR
1	Main power on	Blue
2	Recording status on	Blue
3	Network connection on	Blue
4	Remote control receiver	N/A
5	Escape	N/A
6	Navigation keys	Control keys for main menu navigation



# Rear Panel



No.	interface	ID Description
1	VIDEO IN	Video input BNC connectors x 4
2	VIDEO OUT	Video output BNC x 2
3	AUDIO-OUT	Audio output AV
4	AUDIO-IN	Audio input AV
5	NET/LAN	Network Interface
6	USB	USB interface x 2
7	VGA	VGA display output
8	RS485	RS485 Interface
9	DC-12V	12V Power Input from power supply
10	GND	Ground column

**NB. To obtain best quality on screen display It is highly recommended to connect a monitor via the VGA output using a quality VGA lead (provided).**

# Basic operations

## POWER ON

Plug the red lead from the 5-way power supply marked DVR into the 12VDC power supply input of the DVR. Turn on the DVR at the mains power point. The Power supply indicator light ( Blue) will illuminate on the DVR front panel followed by several short bleeps.

## POWER OFF

Turn off the DVR at the mains power source.

### Notes on power

#### 1. Auto resume after power failure

If the DVR is shut down abnormally, it can automatically backup video and resume previous working status after power restore.

#### 2. Replacing the hard disk

Before replacing the hard disk, the power to the DVR must be turned off.

#### 3. Replacing the battery

Before replacing the battery the power supply must be turned off. The system time must be checked regularly. If the time is not correct you must replace the battery, we recommend replacing the battery every year and using the same battery type.

Note: The settings information must be saved before replacing the battery otherwise information will lose.

#### 4. Do not power off the DVR by removing the power cord from the unit

#### 5. Do not power off during recording

## MOUSE CONNECTION

In order to prevent un-authorized tampering most functions of the DVR are mouse controlled . Please plug in the supplied mouse via the USB interface on the rear panel.

## LIVE VIEWING

On start up the DVR will display a quad (four channel) image. Using Mouse double click on any image to bring to full screen. Double click again to return to a quad screen. System time and date, channel name, recording status and alarm status are indicated by the following icons:



Recording status



Motion detect



Video loss



Camera lock

## Controls

Right click the mouse anywhere on screen to activate the control menu selections. Selecting main menu will automatically show the SYSTEM LOGIN screen. The default settings are

**User Name:** Admin

**Password:** leave blank

Once logged in you may now right click again to access your menu selections. An opportunity to change the password is provided within the settings menu. Please note if an incorrect password is entered three times the DVR alarm will activate. If a wrong password is entered five times the system will lock out. To reset the system turn the main power off and back on after 5 minutes.

### SHORTCUT MENU

Selecting main menu will take you through to the shortcut menu where most regularly used settings can be found. Explanations of functions are displayed by hovering the mouse over each icon.

<b>Record</b>	Record set up / record playback / record back up
<b>Alarm</b>	Motion detection and alarm event settings
<b>System</b>	Time and date / network settings / on-screen display settings
<b>Advanced</b>	Hard disk management / password settings / network settings
<b>Info</b>	Hard Drive status / system usage log / version details

## Making a recording

### RECORD CONFIGURATION

This section allows you to configure the recording capability of the DVR to your precise requirements by each channel / camera.

<b>Channel</b>	Select 1-4 (all other settings now effect the specific channel selected)
<b>Redundancy</b>	Select if double ( backup ) recording is required when two hard drives are fitted
<b>Length</b>	The record time captured when using motion or alarm trigger detection
<b>Pre-Record</b>	The system can automatically archive up to 30 seconds of recording prior to a motion or alarm trigger
<b>Mode</b>	Selects the recording preference either by schedule or to stop and start recording manually

### SCHEDULE RECORDING

<b>Week</b>	You now have the ability to specify the recording requirements by each day ( select all if all days are the same )
<b>Period 1-4</b>	Each day can be segmented into 4 specific recording periods
<b>Regular</b>	Simply records constantly within the selected period
<b>Detect</b>	Only records by motion detection within the selected period
<b>Alarm</b>	Only records by alarm trigger within the selected period

## PLAYING BACK A RECORDING

To view recorded data right click anywhere on screen and enter playback directly from the menu. The playback screen can also be found in the main menu shortcuts record > Playback.

To play back recorded material left click on search and enter the following data.

- |                   |   |
|-------------------|---|
| <b>File Type</b>  | Do you wish to search for all recorded material or recordings made from specific triggers such as alarm or motion detection events. |
| <b>Read/Write</b> | Do you wish to source the data from the main hard drive or previously backed up material on external storage such as a USB stick.   |
| <b>Channel</b>    | Highlight all channels that you wish to source the data from.   |
| <b>Start Time</b> | Enter the time and date from which you wish the search to start.  |
| <b>End Time</b>   | Enter the time and date at which you wish the search to finish.   |
| <b>Play mode</b>  | Choose here the level of data decode.   |

When complete left click play. You can then simply use the icons at the foot of the screen to control playback of the whole selected period or choose specific start times from within the selected period via the list of start times on the right hand side of the screen.

**Digital Zoom** During playback it is possible to carry out a digital zoom. Left click and hold anywhere in the picture then move the mouse in any direction to create a selection window. Once you are happy with the selection window release the left click and then left click again within the created window to zoom in. To return to the original screen simply double click.

To exit the playback area right click and select > Up Window.

## TRANSFERRING A RECORDING TO USB

Recorded data can be easily transferred using the supplied 2GB USB stick drive. The amount of data that can be stored is only limited by the capacity of the USB drive. Larger capacity drives are available .

To create an archive of data insert the USB stick drive into a spare USB port.

Once a USB stick is present go to the main menu click record then backup.

If the USB stick is not visible on the back up screen click detect. The DVR will then display the details of the stick and its available capacity. If this is the USB stick you wish to use select it by clicking on the left hand box next to the stick description.

Now click backup. On this section you will select the data that you wish to backup to the selected USB stick.

- |                   |  |
|-------------------|--|
| <b>Type</b>       | Do you wish to back up all recorded material or recordings made from specific triggers such as alarm or motion detection events. |
| <b>Channel</b>    | Select the channels that you wish to back up.  |
| <b>Start Time</b> | Select the start date and time of the desired back up.   |
| <b>End Time</b>   | Select the end date and time of the desired back up.   |



Once you have entered the selections above click Add, data applicable to the selections will now appear in the main screen. Further more precise selections can then be made by clicking on the boxes to the left of the file details or selecting all files by clicking on the box next to Channel. Once your file choices have been made the required free data capacity and total capacity will be displayed at the bottom of the screen.

Clicking start will commence the back up operation and replace the capacity requirement with information on the estimated time to complete the process.

## System

The system sections allows configuration of much of the general functionality of the DVR.

<b>General</b>	Setting time and date, Language and machine identification details.
<b>Encode</b>	Each channel can be configured for recording resolution, frame rate and picture quality. High resolution with high frame rates at high quality will create the highest amount of data (Bit rate) and therefore fill up the hard drive at the quickest rate.
<b>Network</b>	The DVR output can be viewed locally around a network (LAN) or remotely via the internet. Settings can be entered using a fixed or DHCP IP address. Details of the correct data to enter can be provided by your internet service provider or IT support.
<b>Net service</b>	Settings can be made for network communication via PPPoE, NTP and SMTP for e-mail alerts. Specific setting requirements can be provided by your internet service provider or IT support. Includes opportunity to enter forwarded Port number for mobile device viewing and set up for a wireless (WIFI) connection of your DVR to your router if a wired connection is not possible.  <b>Note: A wireless USB adaptor is needed if WIFI connection to your router is required. The adaptor must have a Ralink RT3070 board included, our wireless USB adaptor DVRWLA is compatible.'</b>
<b>GUI Display</b>	Settings for how the on-screen information is displayed.
<b>PTZ Config</b>	Settings and configuration of control of Pan and Tilt zoom cameras.
<b>RS232</b>	
<b>Tour</b>	

## ADVANCED

<b>HDD Manage</b>	Settings for the Hard drive.
<b>Account</b>	Configuration of users and their level of access. Individual users can be arranged in groups and have their access to functions within the DVR controlled.
<b>Online user</b>	Information with regard to online users is displayed and can be disconnected if required.

<b>Output Adjust</b>	Allows precise set up of the image display on screen to fit various monitors exactly.
<b>Auto Maintain</b>	Configure schedule for auto reboot and auto delete old recordings to assist processor and increase Hard drive life.
<b>Restore</b>	Selectable factory setting restore on major functions.
<b>Upgrade</b>	Access for software remote and local software upgrades.

## INFO

<b>HDD Info</b>	Information on Hard drive including HDD type . Space left on drive quoted both a capacity or record time left according to record settings.
<b>BPS</b>	Live display of Specific KB/S and MB/H rate per channel.
<b>LOG</b>	Time and dated data log of all major users and system functions.
<b>Version</b>	Specific description of DVR including serial number and build date.
<b>Logout</b>	Logout of the DVR , Shutdown the DVR or re-boot the DVR.

## Remote viewing

### Network Connection

To enable remote viewing you need to first connect the DVR with your network and enter your networks details.

- Step 1** Connect the DVR with your networks router using PC type network cable.
- Step 2** Fill out the DVRs network settings page; this should be done by your IT technician or a Networking Engineer.
- Step 3** To allow remote viewing of your DVR, your router requires at least 3 ports “forwarded” to the DVRs IP address (avoid using port 80), two are for PC viewing, the third is for mobile phone viewing ( This port is entered in the Net Service area ), if your mobile phone supports this. The best APP at time of writing for mobile viewing is Meye ProV2 - This should be done by your IT technician or a Networking Engineer.



**Note: If this setup is not done correctly you will NOT be able to view your DVR via a PC or mobile phone, either locally within the premises or remotely or both. If you can view your DVR locally but not remotely this indicates incorrect setup of your routers “port forwarding”.**

## Important - Settings for remote viewing with a mobile phone

As mentioned above, the preferred current APP ( iPhone and Android ) for remote viewing of images from Digi-view systems is MeyeProV2. In addition to the port forwarding requirements it is required that all channels are encoded as follows not forgetting the video and audio tick selections.

Input at the " encode" page of the "system" section of the main menu.



## LOCAL NETWORK VIEWING - INTERNET EXPLORER

After connecting your DVR to the network, your PC 'Web browser' (internet explorer) can be used for local or remote viewing.

**Step 1** Open web browser on a local PC (same premises as DVR), then enter the DVRs IP address and 'HTTP port' into the address bar. For example, the IP address of the DVR is 10.10.10.105, and 'HTTP port' number is 5557 then you should enter http://10.10.10.105:5557 on the address bar to connect.

The first time you connect to the DVR from a new PC a security warning message will pop-up asking whether you accept "web.cab" file. You must to accept in order to be able to access your DVR.

(If the "web.cab" file pop-up fails to show or download, please reduce IE security level or disable third party pop-up blockers and try again)

**Note: If this is the first time you have connected to your DVR from this PC it will take 4-5 minutes to load**

**Step 2** Login; enter user's name and password, the default Administrator User ID is admin, and the password is empty (no password).

**Note: You may use this method for future Local network viewing of your DVR.**

## BASIC WEB OPERATION - CONTROL PANEL BUTTONS

### Split

Choose how many camera images you wish to display. For 4 channel DVRs choose 'view 4' or for 8 channel DVRs choose 'view 8' etc.

### Playback

Enters playback mode; used for searching and playing back recordings already stored on the DVR.

### Log

Display event log information, if any.

### Local Cfg

Operate alarm set up on the web end.

## Device Cfg

Right click mouse and select 'Device Cfg'. You can now adjust most of the DVRs Config settings as if you were at the DVR in person.

## DISPLAYS LIST OF AVAILABLE CAMERAS

### PTZ controls

Only suitable for PTZ cameras.

### Picture adjustment controls

Such as Colour, Contrast etc.

### Viewing your cameras

Choose and click a viewing window on the left hand side where you wish to display your first camera. Next, pick a camera from the right hand list and double click it. The camera you have chosen will now be displayed in the left hand window. Adding your other cameras is the same method; you just have to choose an unused window from the left hand side for each new camera.

## REMOTE NETWORK VIEWING - INTERNET EXPLORER

**Step 1** Open Internet Explorer on a remote PC then enter the DVR premises' external IP address and the DVRs 'HTTP port' into the address bar. For example, if the external IP address is 94.135.246.12, and 'HTTP port' number is 5557 then you should enter `http://94.135.246.12:5557` on the address bar to connect.

**To find your DVR premises' external IP address, using a PC at the DVRs location go to [www.google.co.uk](http://www.google.co.uk) and type in "what is my IP?". Any of the top search results will take you to a website which will display your External IP address.**

The first time you connect to the DVR from a new remote PC a security warning message will pop-up asking whether you accept "web.cab" file. You must to accept in order to be able to access your DVR.

(If the "web.cab" file pop-up fails to show or download, please reduce IE security level or disable third party pop-up blockers and try again)

**Note: If this is the first time you have connected to your DVR from this PC it will take 4-5 minutes to load**

**Step 2** Login; enter user's name and password, the default Administrator User ID is admin, and the password is empty (no password).

**Note: If the initial network setup is not done correctly you will NOT be able to view your DVR via a PC or mobile phone, either locally within the premises or remotely or both. If you can view your DVR locally but not remotely this indicates incorrect setup of your routers "port forwarding".**

# Troubleshooting

## **The DVR cannot boot up normally.**

Possible reasons are as follows:

- 1 The power supply is not correctly connected.
- 2 The power supply is damaged
- 3 The hard disk is damaged .
- 4 The front panel is damaged.
- 5 The main board of the DVR is damaged.

## **The DVR reboots automatically or stops working after boot up a few minutes.**

Possible reasons are as follows:

- 1 The input voltage is not stable or too low.
- 2 The hard disk is damaged.
- 3 The DVR is subject to poor environmental conditions . Heat , dust , moisture etc
- 4 The hardware of the DVR is damaged.

## **System cannot detect hard disk.**

Possible reasons are as follows

- 1 The hard disk power supply line is not connected.
- 2 The cables of the hard disk are damaged.
- 3 The hard disk is damaged.
- 4 The SATA port of main board is damaged.
- 5 Hard disk cables not fully inserted

## **There are no video outputs in single channel, multiple channels and all channels.**

Possible reasons are as follows

- 1 The image brightness is set to zero.
- 2 There is no video input signal or the signal is too weak.
- 3 The channel protection or the screen protection is set.
- 4 The hardware of the DVR is damaged
- 5 No cameras connected
- 6 No power to connected cameras

## **Real-time image problems such as the image color or the brightness distortion.**

Possible reasons are as follows

- 1 The PAL / NTSC settings are not correct for region ( Pal to be used in Europe )
- 2 The signal from the camera is too weak due to excess distance between camera and DVR.
- 3 The color and brightness setting of the DVR is wrong.

## **I cannot find the video files in local playback mode.**

Possible reasons are as followed:

- 1 The data line of the hard disk is damaged
- 2 Recording did not take place in the specified time range.
- 3 The hard disk is damaged.
- 4 The video files to look up are covered.
- 5 The recording is not on.
- 6 Harddrive has been overwritten

**The local video is not clear.**

Possible reasons are as follows

- 1 The image quality is too bad.
- 2 The reading program is wrong. Reboot up the DVR.
- 3 The data line of the hard disk is damaged.
- 4 The hard disk is damaged.
- 5 The hardware of the DVR is damaged.
- 6 DVR connected via video output not VGA

**There is no audio signal in the surveillance window.**

Possible reasons are as follows

- 1 There is no audio device connected.
- 2 The audio lines are damaged.
- 3 The hardware of the DVR is damaged.

**There is audio signal in the surveillance window but no audio signal in playback**

Possible reasons are as followed:

- 1 Setting issues: the audio option is not chosen.
- 2 The according channel is not connected with the video.
- 3 There is no audio device connected.

**The time is wrong.**

Possible reasons are as followed:

- 1 Setting is wrong.
- 2 The battery is in bad connection or the voltage is too low.

**The motion detect is not working.**

Possible reasons are as followed:

- 1 Settings are not correct in Record Conf.
- 2 Settings are not correct in Alarm > Motion detect
- 3 The motion detect area set is not correct.
- 4 The sensitivity is too low.

**I cannot login via web.**

Possible reasons are as followed:

- 1 The OS of the computer is not Windows 2000 service pack 4 or higher ( ie Windows XP )
- 2 ActiveX is not allowed by PC
- 3 Active X version is older than 8.1
- 4 Network connection failure.
- 5 Network setting issues.
- 6 Invalid password or user name.

**There is something wrong with the USB backup**

Possible reasons are as follow

- 1 The data exceeds the USB stick capacity.
- 2 The USB stick is not compatible.
- 3 The USB stick is damaged.

**The image is not clear or there is no image in network preview state or video file playback state.**

Possible reasons are as followed:

- 1 Network is not stable.
- 2 The user machine has limited resource.
- 3 Choose the play-in-team mode in the network setup of DVR.
- 4 The region shelter or channel protection is set.
- 5 The user has no surveillance to view
- 6 The real-time image of the hard disk recording machine itself is not clear.

**Network connection is not stable.**

Possible reasons are as followed:

- 1 Network is not stable.
- 2 IP address is conflicted.
- 3 MAC address is conflicted.
- 4 The network card of the computer or the hard disk recording machine is not functioning correctly

**Alarm is not working.**

Possible reasons are as followed:

- 1 The setting of the alarm is not correct.
- 2 The connection of the alarm is not correct.
- 3 The alarm input signal is not correct.

**The remote control is not working,**

Possible reasons are as followed:

- 1 The remote control address is not correct.
- 2 The remote control distance is too far or the angle is too large.
- 3 The battery is flat in the remote control
- 4 The remote control input on the front panel is covered.
- 5 The remote controller or the front panel of the DVR is damaged.

**The back up files cannot play.**

Possible reasons are as followed:

- 1 There is no media player.
- 2 There is no DX8.1 software or higher edition.
- 3 There is no DivX503Bundle.exe file to play AVI video files.
- 4 The DivX503Bundle.exe and ffdshow-2004 1012-. Exe files must be installed in windows.

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