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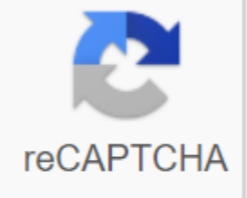**Continue**

Night owl 4 channel h.264 dvr manual

By purchasing a Night Owl product, you receive a (1) year warranty covering defects produced in materials and workmanran. Ngoài các lợi ích bảo hành và hỗ trợ kỹ thuật, bạn sẽ có quyền truy cập vào vô số hướng dẫn miễn phí của chúng tôi Làm thế nào để video. You can also watch our video tutorial by clicking on the How to video tab in your product page on our website. Night Owl's THD series camera compatibility: The THD Night Owl system is compatible with the following models: CM-AHD10W-BU; CM-AHD7B-BU; CM-HDA10W-BU; CM-HDA10W-DMA; CM-HDA7B-BU; CM-PIRHDA10W-BU; CM-THD10W-BU; CM-THD30W-BU-HIK (CM-650-H), (CM-724-H), (PC-624N-H), (CM-930A-TU), (CM-924A-TU), (PC-624-H), (DM-724-TU), (CM-MINI-908-H), (DM-924-TU), (DM-624T-BA) If the video quality of day or night cameras is impaired, you may need to change the cable running from camera to DVR. This system is designed to work with CL2 UL Cable Ratings or better. Please see the warranty section of this manual for exclusions and additional details. Not all features and capabilities are shared across all models so you can see features that don't apply. Additionally, you may find that the screen image doesn't exactly match the image on your screen. THIS MANUAL IS CORRECT AT THE TIME IT IS COMPLETED. DUE TO OUR ONGOING EFFORTS TO CONTINUALLY IMPROVE OUR PRODUCTS, FUNCTIONS MAY HAVE BEEN ADDED OR CHANGED. Before setting up your system, you MUST update your DVR software. Please follow these steps: Connect an included Ethernet cable end to the LAN port on the back of your DVR. Connect the other end to your Modem/Router to establish an Internet connection. Next, connect the DVR to the TV/Monitor using the supplied HDMI cable. If your TV/Monitor doesn't have an HDMI port, you can use a VGA cable (not provided). Using the supplied DVR power supply, the power supply on the DVR. Once the DVR is provided above, the boot wizard will start. Follow the steps in the Startup Wizard to upgrade your system software. NOTE: Your DVR must be connected to the Internet for a solid upgrade. Quick Setup Guide Use the QR Code scanner on your Smart Device to scan the QR Code. Scan the QR code on the left to access the Quick Setup Guide for Support in configuring the Night Owl Security system. FCC Index This device complies with Section 15 of the FCC Rules. The operation is subject to the following two conditions: (1) this device must not cause harmful interference and (2) it must accept any interference received, including interference that may cause unwanted activity. FCC Compliance Statement These limits are designed to provide reasonable protection against frequency interference in residential installations. This device produces, uses and can radiate radio frequency energy and not installed or used as instructed, may cause radio interference. However, there is no guarantee that interference will not occur in the reception of television, which can be determined by turning the device off and on. Users are encouraged to try and repair the intervention using one or more of the following measures: Re-orientation or relocation of the receiving antenna. Increase the separation between the device and the recipient. Connect the device to the socket on a different circuit than the device to which the recorder is connected. Consult an agent or an experienced radio/TV technician for help. CAUTION The Federal Communications Commission warns users that changes or modifications to the unit that are not explicitly approved by the department responsible for compliance may ererer the user's authority to operate the device. CHAPTER 2 SAFETY INSTRUCTIONS FOR USING THE POWER CONVERTER ARE PROVIDED. Do not use this product with a more applicable voltage than the indicated voltage. NEVER INSERT METAL INTO THE DVR SHELL OR ITS OPENINGS. Inserting metal into a DVR case can cause electric shock. DO NOT WORK IN WET OR DUSTY AREAS. Avoid placing DVRs in areas such as damp basements or dusty attics. DO NOT LET DVR BE EXPOSED TO RAIN OR USE NEAR WATER. If the DVR accidentally got wet, unplug it and contact technical support immediately. KEEP THE PRODUCT SURFACE CLEAN AND DRY. To clean the outer shell of the DVR, use a lightly moistened cloth. Do not use a cleaning solution or solvent. DO NOT INSTALL NEAR ANY HEAT SOURCE. Do not install DVR near any heat source such as stoves, heat registers, radiators or electronics (including amplifiers) that generate heat. UNPLUG THE DVR ON THE GO. Make sure the DVR is drawn before you move it. When moving this device, be sure to handle it carefully. MAKE SURE THERE IS GOOD AIR CIRCULATION AROUND THE DVR. This DVR uses an internal hard drive, generatic heat during operation to store video. Do not block vents on the DVR, as these vents reduce the heat generated while the system is running. Put this product in a well ventilated area. DO NOT TRY TO REMOVE THE TOP COVER. If you observe any unusual activity, withdraw the DVR immediately and contact technical support. Do not try to open the DVR to diagnose the cause of the problem. HANDLE DVR CAREFULLY. If you drop the DVR on any hard surface, it may damage the device. If the DVR is not functioning properly due to physical damage, contact the authorized agent for repairs. YOU SHOULD USE YOUR DVR WITH CONTINUOUS POWER (UPS). Connecting your DVR and camera to UPS enables continuous operation even during power outages. The run time will depend on the UPS rating used. CAUTION You may experience severe electric shock if you remove the cover of the DVR. NOTE: The following instructions lead you through the to download correctly for your Smart Device. Please refer to Pg. 33 of this User Guide for instructions on how to create an account and add your device. Night Owl fits your mobile lifestyle by allowing you to remotely track your home or business. Our free and exclusive Night Owl X app for iOS® and Android™ and Night Owl X HD phones for iOS® and Android tablet™ is available in the App Store and Google Play Store. NOTE: To ensure the best customer experience, make sure you download the right app for your device. Night Owl X Smartphones Night Owl X HD Tablets Make sure your computer /MAC® comply with the following specifications: PC operating system; Windows® 7, Windows® 8.1, and Windows® 10 PC Browser: IE®8, and more (System requirements for pc browsers only for viewing online) MAC operating system: MAC OS X® 10.9 or later MAC browser: N / A Make sure that your mobile device complies with the following specifications: Android™: 4.2 or later iOS®: 9 or more THIS MANUAL IS CORRECT AT THE TIME IT IS COMPLETED. DUE TO OUR ONGOING EFFORTS TO CONTINUALLY IMPROVE OUR PRODUCTS, SPECIFICATIONS MAY HAVE BEEN ADDED OR CHANGED. 4.2 Content Pack 1 x 8 Channel 3MP DVR Indoor/Outdoor Camera Bundles by UL Approved Video/Camera Hardware Mounting Cable and Screw Cable HDMI 1 x RJ-45 Cable (Ethernet) 1 x USB Mouse 1 x Support Material Packet Camera Power Adapter (s) 1 x DC 12V DVR Power Adapter Power C Splitters 3 x Night Owl Security Stickers NOTE: For best results, use including third-party Accessories may not work properly. DVR diagram 4.2.1 Once you have downloaded Night Owl X or Night Owl X HD and connected your DVR to your router, you can connect your DVR by scanning the QR code located on top of the DVR. FRONT VIEW REAR 1. Video input - Video input enables BNC camera connectivity. Images are used only for reference. Your product may change a little. The 8-channel model is shown above. 2. HDMI output - HDMI output allows video connection. If the TV/Monitor has HDMI input, connect the HDMI cable from the HDMI output port on the DVR to the HDMI input port on your TV/Monitor. 3. VGA input - VGA input enables video connection. If the TV/Monitor has VGA input, connect the VGA cable from the VGA input port on the DVR to the VGA input port on your TV/Monitor (excluding VGA cables). 4. Audio input - Allows to connect the amplifier by RCA cable. 5. Audio input - Audio input enables audio-assisted camera connectivity by connecting the white RCA plug to one of the audio inputs. After making an audio input connection, be sure to enable audio functionality in the DVR menu interface. 6. USB port – USB port that allows USB mouse and/or USB flash drive connection. You'll connect USB mouse to assist you in navigation of the DVR menu interface. You will connect a USB flash drive to download video files from the DVR and save them to your USB flash drive. 7. Network Ready RJ-45 (Ethernet) Port – the RJ-45 port will be used to connect the DVR to your router/modem via the included Ethernet cable. 8. Power input - Power input to connect the included DC 12V power supply. NOTE: Connect all cameras locally before the final location to ensure that all components function properly. 4.2.3 View Live Mouse Diagram: Double-click the left button on any camera view in split screen mode to display full screen. Double-click again to return to split screen mode. Right-click to display the Right-Click Menu at the bottom of the screen. Left-click hides the Right-Click Menu. Under Setup: Left-click to make a selection. Right-click to cancel setup or return to the previous screen. To Enter Values: Move the cursor to an empty field and click. The virtual keyboard appears to support numbers, letters, and symbols. The Shift function will access symbols in addition to capital letters. NOTE: Connect all cameras locally before the final location to ensure that all components function properly. Locate a 60 foot Video/Power Cable. Connect the camera to a cable end by matching BNC connectors and DC power connectors. The audio-assisted camera (not included) will have an additional RCA (white) connection that will transmit audio signals and will connect to the sound in the port on the back of your DVR. 4Plug BNC connects at the other end of the cable to an input video port on the DVR's back panel. 5Repeat per camera, recording the number of channels per camera plugged in. 5.2Power 5.2.1Standard Power Camera Locates an electrical splitter included. Connect the power spliter to the remaining DC power connectors (red) of the cable. Plug the power divider into a labeled camera power source, and then plug the camera power into an existing wall or UPS socket. Remember, the Night Owl always recommends using a mutant protecter to minimize the risk of damage caused to your DVR in case of increased capacity. Cameras, additional cables, power adjustables, and split splits are included only in certain security kits. Check the product packaging for detailed set contents. Make sure all cameras are working before mounting by connecting them as described in the section above. Once all the cameras are confirmed to be fully operational, you can run cables and mount the cameras in their final locations. 5.3 Mount the camera Connect all the cameras locally before the final set to ensure that all components function properly. Camera distance from DVR. The farther the camera is from the DVR or monitor, the higher the chance of signal degradation. The camera's power supply must be placed as close to the camera as possible when the distance exceeds 200 ft. because the power level will decrease over the expansion distance resulting in a video degradation. DO NOT place near high voltage wires or other sources of electrical interference. Electrical interference will reduce the signal quality. Put the camera out of reach to avoid vandalism. Avoid direct contact with the weather. Do not place the camera in which rain or snow will hit the lens directly, nor should the camera be placed so that the sun or glare shines directly on the lens. Your camera is weathery, but it won't work when submerged in water. Ensure that all electrical and video connections are not in direct contact with water and protected from elements. Installation surface. The mounting surface must hold at least four times the total weight of the camera. Follow these instructions to install your camera correctly. Locate the camera and choose a location where you want to mount it. Point out the screw position by marking three holes on the surface where you intend to mount the camera, using the holes on the trim a guide. Using a slightly smaller drill bit than the attached screw anchors, drill into the mounting surface using the guide marks you put in the previous step. Screw anchor mounting. Line the camera base holes with the screw anchors. Keep the base in place, insert the screws and tighten until safe. Once the stand is screwed in place, make sure that the camera is securely mounted by placing gentle pressure on the mount. Adjust the camera case to point in the direction of the area you want to track. Locate HDMI cable. Plug a cable end into the HDMI port on the back of the DVR. Connect the other end of the cable to the HDMI input available on your TV or monitor. Select the appropriate video input channel on your TV or monitor to watch DVR. If your TV doesn't have an HDMI port, you'll need to buy a VGA video cable. For VGA connectivity, attach one end of the VGA cable to the VGA DVR port and the other end to your VGA TV port. 1Locate DVR power converter labeled. NOTE: The camera power converter and DVR power converter should never be changed. DVR power matcher, may vary slightly. 2Plug cable power converter comes into the back of the DVR. 3. Plug the other end of the power converter cable into the available wall socket. If you're using a continuous power supply (UPS), plug the modem cable into one of its sockets. Remember, the Night Owl always recommends using a mutant protecter to minimize the risk of damage caused to your DVR in case of increased capacity. When your DVR is enabled it displays the Night Owl logo during initial creation. Once initial, you'll be prompted to use the Startup Wizard. Follow the on-screen instructions to: Complete the basic setup of your DVR. Upgrade the solid part. Set up Night Owl X or Owl X HD application Configure notifications. Check your camera locally. Create an Admin password. Configure write settings. The Boot Guide Camera Check screen serves as a reminder to check camera connections to the DVR. If the connected camera displays a No Signal message, please go to the www.NightOwlSP.com and click the Support tab. 7.1.2 Network check network Start Wizard Network Check screen shows instructions on how to connect your DVR to the Internet. You'll need an included Ethernet cable to establish a connection, your DVR won't be able to connect wirelessly to your router/modem. Once you have made the necessary connection using the Ethernet cable, you can click Check in the startup wizard to confirm the Internet connection. The Advanced Network Configuration tab is recommended only for advanced users. Once the internet connection has been established, the Startup Wizard displays the connection screen successfully. If your DVR is unable to establish an Internet connection, the Failed Connections screen will appear. Follow the instructions on this screen to check the network again. If you want to proceed with DVR setup without a network connection, you can do so by clicking on the box marked, I do not want to connect to the network. The Startup Guide Software Check screen automatically checks for micro-program updates. The Startup Wizard will notify you if a micro-program upgrade warning is detected. Please select Update to download and install the latest software available for your system. The DVR will automatically restart when the update is complete. This can take up to 10 minutes, please be patient. NOTE: DO NOT turn off your DVR or disconnect it from the Internet while the system is upgrading. When the solid part for your DVR is updated to the latest version, the Startup Guide displays the screen below. The Create Startup Wizard Password screen requires you to create an administrative password for your DVR system. Night Owl strongly shows that you write down your admin password on page 5 of your DVR's Quick Setup Guide, as you will be asked to log in anytime you want to configure or adjust your system settings. This screen will also ask you to set a recovery email address in case your administrator password is forgotten. NOTE: You won't be able to complete the startup wizard unless a recovery email address is set up. To change your recovery email address, you MUST run the startup wizard again. Just click on the text box to open the on-screen keyboard. Use this keyboard to create your Admin password and enter your recovery email address. If you forget your Administrator password, just click on the Forget Password tab in the Startup Guide and the Security Code will be sent to your recovery email address. Use of security code to restart your DVR and create a NOTE: Forgot your administrative password? Click on the Forget PWD tab? in the Start And Security Code Guide will be sent to your recovery email address. Restart the DVR and enter the security code when prompted. Create a new password for the DVR. The Startup Guide Date and Time Setup Screen lets you set the current date and time. You can choose to use the Network Time Protocol (NTP) to automatically configure the current date and time. NOTE: You must be connected to the Internet to use NTP. 7.1.6 Night Owl Apps The Night Owl Startup Wizard gives you information about where to find the Night Owl X app and how it can be used to remotely view your DVR and live streaming records. NOTE: The screenshot below for the Night Owl X app setup is designed specifically for smartphones. Please download the Night Owl X HD app if you are using Tablet. Once you've installed the Night Owl X or Night Owl X HD app on your smart device and created an account, you can scan the QR code on Startup Wizard to configure your DVR using the Night Owl X or Night Owl X HD app! NOTE: To view your system remotely, your DVR must be connected to the Internet. Please follow the next steps to create and use your Night Owl X or Night Owl X HD account. Download and install Apps 1 Download the appropriate App from the App Store or Google Play Store and install the app on your device. NOTE: Use the right app for compatibility. 2 Create an account using an email address for a username and password of 6 to 20 characters. This account allows users to log in to multiple Night Owl devices. Please note, this is not the login information created for the DVR, this login is unique to the Night Owl X #2 and Night Owl X HD applications. NOTE: Setup is the same for phones and tablets. 3 To confirm your email address, click the link in the confirmation email from night owl (no_reply@NightOwlsp.com). NOTE: You MUST complete Step 3 before continuing! Go to your email, open the confirmation email from the Night Owl, and click the Confirm Email link. You MUST confirm your email to use the app! NOTE: When adding a new device, the Night Owl X app 5-10 minutes before you start receiving notifications. A device can be added to the Night Owl X app using the app's Smart Auto Detection or through QR Code Setup. With Smart Auto Detection, your DVR will automatically be detected by Night Owl X software, making connecting easy! To use this preferred method, make sure your smart device and DVR are both on the same network. 4. Add a device To start adding a new device, first select the yellow plus sign in the Devices menu. 4a. Smart Auto Detection If the device Smart and your DVR is located on the same network, Smart Auto Detection will automatically find your DVR. If this is not available, please use QR Code Settings from step 4B below. 4b. Set up a QR code To use the device with a QR code and hover over your Smart Device camera lens via the QR code located in the top right corner of the DVR. Sign in to your App 5. On the Device Login screen, enter the login information for the DVR (Remember, the DVR login and Night Owl X app login are different). The DVR username is admin by default. If you're not an administrator, sign in with your username login information. If you don't have a username and password, please contact the administrator and ask them to create a name for you using the instructions on page 7 of your QSG. The Start Guide Password Verification screen displays your Administrator password. Night Owl recommends writing down your password in your DVR Quick Setup Guide. 7.1.8 Boot Guide camera/channel settings/channel settings serve as a reminder to mount the system's camera in the last position so you can precisely adjust the location, detection area, and channel sensitivity. The Start Guide Camera Positioning screen shows how you can use the Night Owl X or Night Owl X HD App's Live View feature to easily adjust the camera's position and viewing angle. 7.1.10 Startup Guide Channel Settings Channel Settings explain in detail how you'll configure your Channel Settings. The Startup Guide Channel Settings screen explains in detail how you'll configure your Channel Settings. 7.1.11 The boot guide's Default View Screen default view allows you to select the default view of the monitor connected to your DVR. You can choose several viewing options from the drop-down menu: Live View: 1*1 channel on the Live View screen: 2*2 channels on the Live View screen: 1+5 channels on the Live View: 1+7 channels on the Live view: 3*3 channels on screen 7.1.12 Helpful Link Screen Link and Helpful Support of the Startup Assistant contains a QR code linked to: PC/MAC DVR troubleshooting guide® DVR software download page Support page For more information, visit the www.NightOwlSP.com and click the Support tab at the top of the page. NOTE: Please scan these QR Codes directly from your TV/Monitor, NOT directly from this page. Once you've successfully completed the Startup Guide, click Finish to start using your Night Owl DVR. The following sections will describe the main screens you'll access to sign in, play back, record, and configure. 7.2.1 Live View (All channels) After you have completed the initial setup of your DVR through the Launch Guide, whenever you turn on the DVR, the first thing you will see is the screen Live View. Live View is the default display mode of your DVR. That's where you can view images directly from your camera and access the DVR menu. Read through this to learn about Live View status icons and how to control and manage your DVRs with the Channel Toolbar and Mouse Menu. Motion detection icon: Indicates that an alarm event such as motion detection, video loss, or spoofing has occurred. DVR status recording icon: Indicates that your DVR is currently recording video from this camera. This icon will be the same whether the recording has been scheduled, started manually or activated by motion. OSD Time: The current date and time. OSD camera name: The current name of each Camera/Channel. Video loss icon: Shows that the specific channel has lost its feed from the corresponding camera. This may be due to disconnected/damaged cables, cameras may lose power, or the camera may have been unsent from the channel. This also appears if you don't have a camera connected to the channel. System Exceptions icon: Indicates that an alarm event or exception has occurred. Click the icon to access the Alarm/Exception Information log where you can find event-specific details. Menu: Open the Main Menu. View options: Lock manually or unlock the screen. When the screen is locked, you'll need to enter your username and password to access it. 2a Single Camera View: Open a single channel to watch in full screen mode. The slide menu contains a list of channels to choose from. 2b multi-camera view: Choose a multi-screen viewing option where you can view multiple video feeds at once. Slide Show 2c: Turn on the order mode to automatically switch views between channels for specific time periods. Camera Name/Settings: Open Camera Management to configure various camera settings such as screen display information, motion detection, security masks, and more. Recording schedule: Open the recording menu to set up a recording schedule for the camera and customize how DVR records footage and encrypts files. Video Play back: Open Video Play play. Search and export videos: Open the Search/Export menu to Copy or back up footage from your DVR. You will need a compatible usb flash drive to store data (fat32 file format only). NOTE: Before exporting a video file, the external USB flash drive or memory card must be in FAT32 file format. 7. Run the startup wizard: open the startup wizard. The channel toolbar is a 'shortcut' to commonly used DVR functionality that you can use to operate a particular channel. Whether you want to play back recordings, zoom in on images, or just adjust your camera's image settings, the Channel Toolbar is a quick and convenient way to keep up with what's happening on your camera. To open the Channel Toolbar, just left-click the channel you want to work on. Instant play back:The last 5 minutes play back of the recorded video. Digital Zoom: Enter Digital Zoom mode. Use the PIP (Picture-in-Picture) function to launch another selected area. You can also click and drag to draw a specific zoom in the area.1Instant Playback: The last 5 minutes playback of the recorded video. Image settings: Adjust brightness, contrast, saturation, sharpness and de-noising, color and on-screen display options, or choose from one of the preset image modes. Sound: Turn live audio on or off. PTZ Control: Displays the dashboard to operate a PTZ camera that is connected and configured with your DVR. Previous screen: Displays the previous channel(s). Next screen: Displays the next channel(s). Close: Close the toolbar. Any time you want to configure or adjust your system settings, you will be asked to sign in by entering your username and password. It is important that you save your login information or you will not be able to access your DVR. Be sure to store your username and password in a secure location (Night Owl suggests page 5 of your QSG). You'll need this information to access the main menu. Users: Type the User name you created in the Startup Guide or User Menu. Password: Enter the Password you created in the Startup Guide or User Menu. If the password is incorrect, you'll be prompted to try again. Note that passwords are case-different from lowercase and must be 6 to 24 characters long. Forget Password: Send a security code to your recovery email. Once you enter the security code, your DVR will restart and you will be able to create a new password. NOTE: If you've forgotten your admin password, just click on the Forget PWD tab and the security code will be sent to your recovery email address. Use a security code to restart your DVR and create a new password. Make sure apply is clicked to save all the changes you make in the menu. If you don't save the changes, they won't be applied. You can also select the Default button on any page to restore the default settings for those parameters. The main menu gives you access to many great DVR features. You can customize the camera name, track recent events, create a recording schedule, configure advanced motion detection settings, check the condition of your hard drive, and change other DVR settings. Video play back: Search for and view all video recordings by channel, record type, date, or time period. Search/Export: Copy or back up footage from a DVR. You will need a compatible usb flash drive to store data (fat32 file format only). Camera: Configure different camera settings such as on-screen display information, motion detection, security masks, and more. Recording: Set recording schedules for cameras and customize how DVR records footage and encrypts files. Hard drive: Check the status of your DVR installed hard drive and adjust its settings. Configuration: Access general DVR system settings, including date and time, displays live view, exception processing, and user accounts. Use. Find general information about your DVR system. This is also where you can perform various system maintenance tasks including upgrading your DVR software, re-placing your DVR on default settings, and running hard drive diagnostic tests. Shutdown: Shut down or restart the DVR, or simply log out of the user account. To ensure the integrity of your data and records, always select Shutdown when DVR power is turned off. The Video Play back menu lets you

search your DVR hard drive for video recording. You can view, tag, and export video clips from within this menu. Play play type: Select the video recording for play back. Options are: Normal (i.e., Motion and Continuity, Events, Tags, Intelligence, Extra Time, and External Files.) Camera selection: Search for records from one or more cameras.1Playback Type: Select a video recording for playback. Options are: Normal (i.e., Motion and Continuity, Events, Tags, Intelligence, Extra Time, and External Files.) Calendar: Appears when you select Normal Play back. The marked date shows the logs available for viewing on these days from the selected camera. Video play back console: Set up a recording schedule for the camera and customize how DVR records footage and encrypts files. Normal play back: Shows the start time of the first available video recording and the end time of the last video recording made. Video timeline: Click any point of the video timeline to quickly scan through video. Mute: Mute audio from video. 4. Start/Stop Cutting: Clips of interesting parts of the video are recorded by placing markers and marking points on the video recording. When the video file is playing, click the Start Cut from button at the marker and click the marker again. Multiple markers and markers can be applied. 5. Lock File: This feature allows you to lock clips on DVR, preventing them from being overwritten. 6. Add Default Tags: Tags are description keywords that you can add to your videos at certain time locations to record information such as people or activities. By adding tags, you can easily find the video content you want to watch. Click this button to add a default tag named TAG. To add a custom tag, click the Add Custom Tag button to the right of this button. You can add up to 64 cards per video. 7. Add a custom tag: Enter a name for the tag you're adding. 8. File management: Allows you to manage or export blocked and tagged video clips. 9. Zoom in: Enter Digital Zoom mode. Use the PIP (Picture in Picture) screen in the bottom right corner to select another area to zoom. You can also click and drag to draw a zoom area. 10. Play back: Play back the video. 12. Pause play play: Click again to resume play play. 13. Rewind 30 seconds: Rewind the video for 30 seconds. 14. 30s Fast Forward: Fast forward video by 30. Fast Forward 30s: Fast forward the video of 30 15. Rewind: Slow down video play play (x1/2, x1/4, x1/8, Single Frame). 16. Rewind: Speed up video play play (x2, x4, x8, xMAX). 17. Play Previous Record: For normal play back, start playing the previous day's recordings. To play back the event, start playing the previous motion detection record. To play back The Card, start playing the previously tagged event. 18. Play Next Sound Recording: For normal play back, start playing the next day's recordings. To play back the event, start playing the next motion detection record. To play back Tags, start playing the next tagged event. 19. Continuous: Represents normal event recording segments (manually and scheduled) on the video timeline. 20. Motion: Represents segments that record motion detection events on video timelines. 21. Timeline zoom: Zoom in (to show shorter, detailed time periods) or out of video timelines. When a video is recorded, it is stored as a file on your DVR hard drive. In this menu, you can copy video recordings from your DVR hard drive to an external storage device such as a USB flash drive. NOTE: Before exporting a video file, the external USB flash drive or memory card must be in FAT32 file format. Record publishing steps: 1. Connect a USB storage device to a USB port on the back of the DVR. 2. Specify channel(s), record type, file type, and duration to search Search. DVR shows you all your recordings in accordance with your search criteria, when they are recorded and which channels they are recorded. 4. Select the record you want to copy, and then click Export or select all records, click Export All. 5. In the Device Name list, make sure your USB device is the current choice. You can also create a new folder in your USB device to store your DVR records by clicking on the new folder. 6. Click Export. 7. Select Video and Sign in, and then click OK to start copying the selected records to your USB storage device. Wait until the Export records is finished being displayed before removing your USB storage device. NOTE: If you require a media player to view video files on your computer, repeat step 6, select Player, and then click OK to copy a media player application to your USB device. 8.3 Camera management In this menu, you can adjust or modify individual camera settings connected to your DVR. On Display: Configure on-screen display for display name, display date, date format, time format, and font size. Image settings: Adjust how DVR displays images coming from your camera. 3. PTZ: Configure settings on your DVR to control PTZ-powered cameras. 4. Motion: Configure motion and level detection settings sensitivity for each camera. By default, DVR has motion recording enabled on all channels, configured to operate at an average sensitivity level. 5. Security mask: Create and place masks to conceal parts of the camera's image on the screen. This limits what can be seen in Live View and on video-recording-useful when you want to protect personal privacy or sensitive areas. 6. Video spoofing: Can be used in situations where someone can cover the viewing field of the camera or if they are trying to tamper with the video signal. 7. Video loss: Considered a potential alarm event, and is considered to occur at any time that the DVR does not receive an active video signal on any of its inputs. This menu allows you to make changes to the information displayed on the screen related to each connected camera. Camera Name: You can specify a maximum name of 32 characters for the selected camera. By default, all channels are named Camera No. but this can be set to anything you like. Display Name: Choose whether the name of the camera appears on the screen. Display date: Choose whether the current date appears on the screen. We recommend that you check this box and make sure that the date is correct. Date Format: Choose how you want to display the date. The default format is MM-DD-YYYY. Time Format: Choose how you want to display the time. The default format is 24 hours. Display mode: Choose how OSD (Display on screen) appears. Keep in mind that some OSD settings (such as Transparent and/or Flashing) are harder to fake or modify videos than others – on the other, they're harder to read. Choose the best setting for your circumstances- it's worth having a look at a few settings to see what options are available. Font: Select the size of the information text that appears on the screen. 8.3.2 Image settings In this menu, you can adjust the image settings related to each connected camera. Camera: Select the camera you want to configure. Time segment: This determines how long you want to apply the setting. The default setting is 24 hours. This is especially useful if you want different image settings for different times of the day. Mode: There are four built-in modes that you can choose from: Standard, Indoor, Dim light, and Outdoors. Brightness: Changes how images appear on the screen. This setting cannot make the camera look further in the dark or increase the clarity of the image in low-light environments. Contrast: Increases the difference between the blackest and whitest in the image. Useful if parts of the image are grayed out but setting the contrast too high will reduce the image quality. Saturation: Changes the amount of color displayed in the image. The higher the saturation, the brighter and more vivid the color. Hue: Change the color mix of images. Sharpness: How sharp your image will be. Setting the sharpness too high will make your image look pixelated. Setting the sharpness too low will everything looks soft and fuzzy. Denoising: Select the noise reduction level that is applied to the video signal. NOTE: If your camera's image settings are changed and the result isn't ideal, you can always reset your default value image settings by clicking Default. You can easily copy the image settings of your current camera to other cameras. Just click Copy, choose which camera, and then click OK. Camera parameters setting 8.3.3 In this part of the menu, you can change the sensitivity of the camera that reacts to light. This will expand or shorten your camera's Night Vision settings. Camera: Select the camera you want to configure. Daily to night sensitivity: Change camera sensitivity to switch from Night Vision (Photo B/W) to Day Vision (Color Image). If sensitivity is set to high, the camera will require less light changes to switch to Night Vision, thus expanding Night Vision. Night-to-day sensitivity: Change camera sensitivity to switch from Night Vision (Color Image). If sensitivity is set to high, the camera will require more light to switch to Day Vision, thus expanding Day Vision. Infrared light brightness: Determines the brightness of infrared light in night vision mode. The PTZ menu applies to any connected PTZ-powered camera. Camera: Select the camera you want to configure. PTZ parameters settings: Settings for PTZ cameras must be configured before they can be used. Presets: A preset is a location in the photo where you want the camera to focus. Patrol: Patrol mode guides your DVR to automatically move the camera according to the preset positions that have been created. You can increase or decrease the duration before moving on to the next booking location. Template: There is no functionality in this model. Linear scan: There is no functionality on this menu. PTZ controls: Use PTZ controls to move the camera to the desired focal position. Zoom and focus controls can also be used. You can use speed control to determine the speed at which the camera moves. PTZ Full Controls: Click on PTZ to access the full PTZ controls available for specific cameras. In this menu, you can adjust or modify individual camera settings connected to your DVR. Camera: Select the channel you want to configure. Sensitivity: Move the slider to set the value between MIN and MAX. Full screen: Select the entire viewing area of the camera preview window to detect movement. Pre-Record: The number of seconds the DVR will record before the scheduled time or event occurs. For example, setting this option to 30 seconds will allow the movement event to be recorded at 12:00:00:00 to accommodate footage from 11:59:30. After recording: The number of seconds the DVR will continue recording after the scheduled time or the event that occurs. For example, this up to 30 seconds will allow recording for a motion event to occur at 12:00:00 a.m. stop recording at 12:00:30. Clear: Delete the entire viewing area of the camera preview window. Notification settings: Specify how your DVR will respond and notify you when motion is detected. You can activate additional cameras to start recording, you can adjust your armed schedule, send email alerts or activate the internal alarm of the DVR to sound. In this section of the menu, you can create and place a security mask to hide parts of the camera's image on the screen. This limits what can be seen in Live View and on video-recording-useful when you want to protect personal privacy or sensitive areas. You can set up to four zones per camera to hide from view. Click and drag on the preview window to select the area you want to hide. To remove an existing security mask, click the Clear Zone button associated with the outer border color of the privacy mask. 8.3.7 Video spoofing can be used in situations where someone can cover the camera's field of view or if they are trying to tamper with the video signal. Camera: Select the channel you want to configure. Settings: Specify the action of the DVR when detecting tampering on the selected camera. The options available are: Full-screen monitoring: The screen of the affected camera is displayed in full screen mode. Sound warning: A constant sound beep is heard from the DVR. Push notifications: An alert message is sent to the Night Owl X. Send Email client software: If you have configured your email account details, an alert will be sent to your email address. Sensitivity: Move the slider to increase or decrease sensitivity. 8.3.8 Video loss is considered a potential alarm event, and is considered to occur at any time that the DVR does not receive an active video signal on any of its inputs. Camera: Select the channel you want to configure. The options available are: Full-screen monitoring: The screen of the affected camera is displayed in full screen mode. Sound warning: A constant sound beep is heard from the DVR. Push notifications: An alert message is sent to the Night Owl X. Send Email client software: If you have configured your email account details, an alert will be sent to your email address. 8.4.1 Schedule In this menu, you can specify when the DVR will record the video and under what mode for each channel. Recording settings: Specify how your DVR will respond and notify you when motion is detected. Motion Detection as their recording mode. The schedule presented on the screen applies to a camera throughout the week. There is a 24-hour timeline for each day of the week. Each square timeline represents one hour in the Time 24 hours. When defining a recording schedule, there are 3 types of records to choose from: Continuous (Blue): The DVR will continuously record for any time period. You won't miss anything, but continuous recording will fill your hard drive very quickly. Typically, we recommend Motion as a better recording mode for most users. Motion (Green): The default and recommended recording settings. The DVR will only record when it detects something moving in front of a camera, and then will only record footage from the camera(s) that do detect movement. No (black): DVR will not record anything. How to change your camera's recording schedule: In the Camera list, select a channel. To set the recording mode for a specific time and date, first select the mode, and then click the corresponding square(s) in the timeline. The color of the square changes the specified recording mode. To quickly include a large portion of time squares, you just click and drag the mouse over the squares corresponding to your desired date and time. NOTE: Use the copy button to quickly assign identical schedule layouts to multiple channels at once. 8.4.2 Video quality settings In this part of the menu, you can customize how DVR records footage and encrypts files. Encryption is a term referring to the compression algorithm used by DVR. Camera: Select the camera you want to configure. Camera resolution: The video resolution and frame rate of the selected camera. Record quality settings: You can change the Main Stream settings for both Continuous and Event records, and you should choose the same settings for both types of records. Resolution: The number of frames per second (fps) that the DVR will record. Video quality: The actual amount of data that DVR uses to record videos. The options are of low, medium and high quality. The higher the bit rate, the more space each record takes up on the hard disk. Records encoded at higher bit rates are of better quality, especially when recording motion. H264+: By turning on this check mark, the DVR compresses the video at a higher resolution than H264 can achieve, while retaining optimal video quality. It is activated by default and doubles the amount of recording space on your DVR hard drive. NOTE: You can easily copy the current mainstream recording settings to another cameras. Simply click Copy, select the camera, and then click OK. Substream menu in the Video Quality Settings tab will allow you to customize the encryption settings for Smart Devices using the Night Owl X. Camera app: Select the camera you want to configure. Resolution: A small part of the Main Stream and what you'll see over the Internet or through a smart device. Typically, Substream resolutions will have significantly lower quality and bit rates than primary streams. Bitrate type: Type of compression H264, recommended and it is the default setting. Video quality: The amount of data that DVR uses to record videos. The options are of low, medium and high quality. The higher the bit rate, the more space each record takes up on the hard disk. Records encoded at higher bit rates are of better quality, especially when recording motion. NOTE: You can easily copy the current substream recording settings to other cameras. Just click Copy, select which camera, and then click OK. Override options are turned on by default. This allows DVR to be able to record events as they occur. If the hard drive is full, the DVR will record on the record that has been stored on the hard drive. DVR will always record on the oldest files on your hard drive first. 8.5 This menu hard drive allows you to format the hard drive(s) in the DVR. The drive format does not already have data on it, because the initial process deletes all information on the drive. Hard Drive Format: Click this button to format the selected drive. Remember, the hard drive format will delete all video files from the hard drive. In this menu, you can configure general, network, live viewing, system events, and user settings for your DVR system. 8.6.1 General Tabs of the Configuration menu will allow you to access display and system settings for your DVR. 8.6.1 (a) General In this section of the menu, you can configure general DVR settings such as language, time and date, mouse pointer speed, and more. Language: The language that displays DVR menus, alerts, and other communications. The language options available are English, French and Spanish. Resolution: DVR input resolution. Time zone: Time zones are especially important if you have enabled this NTP-set to your time zone. Date Format: Displays on the Day screen. System Date: This can be edited manually or set to update automatically using NTP. System Time: This can be edited manually or set to update automatically using NTP. Mouse pointer speed: Move the slider to increase or decrease the mouse pointer speed. Turn on The Guide: When selected, the DVR will automatically run the setup guide when the DVR is turned on. Allow password: When enabled, the DVR will require a password for any operation performed. Night Owl recommends turning on password protection. In this section of the menu, you can configure settings related to daylight saving time. Automatic DST adjustment: DST will automatically adjust. Allow DST: Activate this setting if you want the DVR to adjust the time when daylight saving time begins. From/To: Determine when daylight saving applies to your location. DST bias: This refers to the difference in minutes, which is usually 60 minutes in multiple locations. 8.6.1 (c) Other installer name: Name DVR regulations. You can also enter your own name for the DVR. Number of devices: Number of internal devices Dvr. Auto-sign out: Choose when the menu screen still doesn't work before the DVR closes the menu screen and displays the Live View screen. Menu output mode: If you have Multiple monitors connected to your DVR, you can select the menu bar display and the Menu will be displayed on (HDMI or VGA), otherwise the default settings will be removed. ADVANCED In this menu, you can configure network settings for your DVR, get information related to remote access and email notifications. 8.6.2 (a) Generic In this section of the menu, you can configure network settings for your DVR yourself. It is usually not necessary as DVR automatically configures them for you when you connect DVR to your router via Ethernet cable. Type of NIC: Your DVR is capable of connecting to your LAN (Local Area Network) at different speeds and can adjust itself accordingly depending on network traffic. It's a good idea to leave your current default setting for the best streaming performance. Enable DHCP: DHCP (Dynamic Configuration Protocol) is a system in which a device on your network (usually a router) automatically assigns IP addresses to devices connected to the network. This option is enabled by default and is the recommended way for DVR to receive an IP address from your router. If you require a DVR to have a static IP address, you will need to disable this option. Static networks require all devices to have a manually defined IP address, as none of the devices are dedicated to automatically assigning addresses. IPv4 Address: The network address of the connected DVR. IPv4 sub network mask: The range of IP addresses found in the network. This MUST be set in the network. IPv4 Subnet: Connect between two networks. This must always be the IP address of the connected network interface for communication at the data link layer. MTU (Bytes): MTU (Maximum Transmission Unit) is the size of the largest datagram that can be sent over a network. You should leave the default settings. Preferred DNS Server: Domain name system server address. Everything on the Internet is located through an IP address - however, for ease of use, we link the domain name. Alternative DNS servers: Dns servers back up. This part of the menu will show you how to gain the Night Owl X app with your DVR. 8.6.2 (c) DDNS Activate or Disable DDNS services to view your DVR from the computer. Device domain: Set to the domain you created when registering DDNS. DDNS registration process. Passwords: Passwords created during DDNS registration. You can configure NTP server details to get the current date and time. Allow NTP: Allows DVR to connect to an NTP server. Duration (minimum): The amount of time in minutes will be between the DVR updates its internal clock to match the NTP server. A default interval of 60 minutes is recommended. NTP Server: The default server is used to get the exact date and time. NTP Port: The default is 123, you should only change this if you are using a different NTP server and you know that it uses a different port. If you're pool.ntp.org, make sure the port is 123. 8.6.2 (e) Email In this section of the menu, you can configure the Email setting to allow alarm notifications to be sent from your DVR. Turn on Server Authentication: If your outbox server requires authentication, make sure this box is selected. Username: The user name for the out-of-the-way email account. Password: Password for the out-of-the-way email account. SMTP Server: Your email provider's SMTP server address. For commonly used mail server settings, see Popular email provider settings below. If your email provider isn't listed in the table, use your Internet browser to easily find your email provider's server and port address by searching for 'smtp settings' followed by the name of your email provider. SMTP gateway: The SMTP port is used by your email provider. Turn on SSL: Whether the email server you're using requires a secure link. Sender: Enter a name to identify the sender of the email. Sender Address: The address where you're sending the email. This will be the Username you have set up for the email server you are using, followed by @ and then the email server. For example, Username@gmail.com or similar. Select Recipient: Select the recipient of the e-mail message to configure. DVR can send email notifications to up to three recipients. Recipient address: The email address where you want the DVR to send the email. However, this can be any email address you like, noting that DVR can send a large number of automated emails under certain conditions. Turn on Photo Attachment: When this option is available, the DVR attaches a small image to each email alert (if available). For motion-based email alerts, this will be an image of anything triggered that detects motion. The internal must elapse after the DVR sends an email alert before it can send another alert. Popular email provider settings: Gmail server address: Smtp.gmail.com Ports: 465 or 587 SSL Requests: Yes Hotmail / Live.com Server address: smtp.live.com Port: 465 SSL Requests: Have AOL Server Address: Mail.aol.com Ports: 465 SSL Requests: Have Yahoo Server Address: smtp.mail.yahoo.com Ports: 465 or 587 SSL Requests: Have iCloud Server Address: smtp.mail.me.com Ports: 587 SSL Requests: There are Outlook.com Server Addresses: Smtp.live.com Ports: 587 SSL Requests: There are 8.6.3 Live View These options allow you to configure Live View display settings. Video Output Interface: The default output is VGA/HDMI. Live View Mode: Select the Multiple View format defaults in in- View. Long hold time: Set the number of seconds to stare on the video channel before moving on to the next channel when Start automatically switches to the Mouse Menu in Live View. Turn on Audio Input: As the cameras provided with DVR do not support audio capture, this option is not required. Volume: DVR audio output volume. Output event: The default output is VGA/HDMI. Full-screen tracking hold: The alarm event viewing interval will be displayed. In this section of the menu, you can activate DVR to track alarm events or exceptions. One exception is any deviation from the normal behavior of DVR-phrased in another way, it's like saying that DVR is working well except for these events. Turn on Event Suggestions: Turn on DVR to monitor alarm events and system exceptions. When an exception occurs, the DVR displays the icon on the Live View screen. Event Hint settings: Select the type of alarm event, and the exception triggers the icon display. Exception type: Select the exception that you want the DVR to react to. By configuring actions for these events, you can create any combination of automatic audio or email alerts sent to different types of events. The types of exceptions available are: HDD Full: Occurs when the DVR runs out of space on the hard drive to save new footage. This event is redundant if you have overwritten the enabled setting, as the DVR will automatically delete the old footage to ensure it can continue recording. HDD Error: Occurs when the DVR has difficulty accessing its hard drive, or when it cannot detect one at all. Network disconnected: Occurs when the DVR has an Internet connection problem. This may point to a problem with the configuration of the DVR, an error with your network, or a problem with your Internet service provider (ISP). IP conflict: occurs when the DVR detects another device on the same network as a conflicting IP address. Basically, it indicates that two devices are trying to use the same IP address. This will not happen if you are using DHCP address unless one or more devices are set up to use a static IP (static address method that overrides the automatic transfer process). Illegal login: This will occur if the DVR detects sign-in with an incorrect Username or password. Input/Burn Resolution does not match: If the connected camera is not capable of matching the resolution selected in the Record Tab menu. Sound warning: A constant sound beep is heard from the DVR when an exception occurs. Push notifications: An alert message is sent to the Night Owl X customer software when an exception occurs. Send Email: If you've configured your email account details, alerts will be sent to your email address when exception occurs. In this section of the menu, you can change the administrator account password and configure the Guest and Operator accounts to restrict access to the DVR. To add additional users, select Add: The Service Provider's user account can access all camera activities including play back and publish video recordings with limited access to multiple menus. Any operation that requires a change to the DVR or camera settings is not possible. Guest user accounts can only be viewed directly from the camera and play back camera recordings. To remove a user, select User name from the table, and then click the Delete icon button. In the Maintenance menu, you can access information related to the DVR system, connected camera, network settings, and alarms. The System Information tab of the menu will have information about your system information, camera status, recording, and network configuration, and hard drive status. 8.7.1 (a) Device information In this menu, you can view name, model, serial number, firmware version, hardware version, and firmware upgrade requirements of the DVR. To upgrade your micro-program online, click the Check for Updates button. If new software is available, the system will propose an upgrade to the latest firmware version. Camera 8.7.1 (b) In this part of the menu, you can check the status of each camera connected to the DVR. You can easily figure out what DVR features such as motion detection, video tampering, etc. are being used by the cameras. 8.7.1 (c) Write In this part of the menu, you can check the recording settings for each camera connected to the DVR. You can also find out if there are any cameras recording. 8.7.1 (d) Network In this section of the menu, you can view your current network settings. In this section of the menu, you can check the status of the hard drive connected to the DVR. 8.7.2 Log DVR information continuously provides information logs for each alarm event, activity, and exception as they occur. The logs are stored in the hard drive of the DVR and can be viewed and exported at any time. To export logs: Click Search and Export. 8.7.3 Import/Export In this section of the menu, you can export or import configuration files that contain all the DVR settings you've customized, including recording settings, schedules, etc. using a USB storage device. This will come in handy as it will save you time if you need to reset the DVR back to the factory's default settings. NOTE: This feature is only available to advanced users! Unless instructed by a technical support worker, please ignore this menu screen. In this section of the menu, you can upgrade the master section of the DVR using a USB storage device. NOTE: This feature is only available to advanced users, unless directed by a technical support worker, please ignore this menu screen. How to upgrade DVR software by using a USB device: Connect a storage device contains a micro-program update file to a USB port on the back of the DVR. Click Refresh. In the Device Name list, make sure your USB device is the current choice. Select the micro-program update file, and then click Upgrade. After the update is complete, the DVR restarts automatically. In this part of the menu, you can restore the default settings of your DVR system. You can reset the DVR and download the factory's default settings. There are two options available: Factory default: Will reset all parameters including network and user settings. Default Restore: Will do the same, but will maintain your network and user settings. The DVR will restart after you click Yes. DDNS: Dynamic domain naming system. The method automatically updates the given name, address, or other information such as the URL on the given name server. DHCP: Active server configuration protocol. The network protocol allows the server to automatically assign devices and IP addresses. IP: Internet protocol. Protocol for standard communication on the Internet. ISP: Internet service provider. An organization that provides services to access or use the Internet. OSD: On the display. PIR: Passive infrared. Heat-based sensors that notice heat alarms and only give warnings when detecting people, animals or vehicles. SMTP: Simple mail transfer protocol. The standard is used to transmit emails. UPS: Uninterrupted power supply. The device is used to keep DVR and camera supplied when the main power supply is lost or disconnected. UTC (Up-the-Coax): This new technology allows PTZ functions to be sent back and again between the DVR and the camera using a standard BNC (Video/Power) cable without a separate port. THD: Hi-Definition Analog. Provides crisp and clear HD images via co-axis cables. NIGHT OWL, LLC ('Night Owl) only provides the following warranty to the original retail buyer (Buyer) for this product (Product): For a period of one (1) year after the date of sale, the Product will not be subject to production errors in materials and workmanmanman. In the event of a Product error, buyer must return the Product at Buyer's expense (without ENCRYPTION) to the address below, with initial proof of purchase receipt. At its own decision, the Night Owl will repair or replace the Product at no additional cost to buyer. Any Replacement Product (or parts) will be under the same warranty as the Original Product until the expiration date of the original warranty period. This Warranty exclusion does not apply to the following parts or to the following parts or to the following events: Bulbs, LEDs and batteries; The product cannot be used or installed in the way described in the installation instructions; Use the Product negligently or abusively or abusively; Short-circuit or electrical power Use of replacement parts not provided by night owl; Products forged, modified or repaired by other service providers; The product has not been maintained in accordance with regulations; Accidents, fires, floods or other acts of God; Do not use Night Owl-approved accessories; Defects or damages arising from the use of the Product under conditions other than normal (including normal atmospheric conditions, humidity and humidity). Unless prohibited by law, this warranty is in place of other, express or implied warranties and the Night Owl does not allow any person to undertake any other obligation or liability in connection with the sale or service of the Product. In no event shall the Night Owl be liable for any special damages or consequences arising out of the Use of the Product or arising out of the product's incident or inactivity or for any delay in the performance of this warranty as a result of any cause beyond the control of the Product. This warranty does not apply to the installation or dismantling and re-installation of the product after repair. Night Owl does not make any claims or warranties relating to the Product's potential, ability or effectiveness to prevent, mitigate or in any way affect personal or property damage or injury. Night Owl is not liable for any personal damage, loss or theft related to the product or use it for any damages, whether related to physical or mental that. Any and all claims or reports, whether written or verbal, by sales staff, retailers, reseller or distributor in reverse are not authorized by the Night Owl and do not affect this warranty. Return under this warranty To get the service, please ensure that you have registered the product online no later than thirty (30) days after purchase at www.NightOwlSP.com in the warranty subscription section or in any other way described in the instructions. Disclaimer Some use, publication and/or distribution of video/audio recordings from security cameras and/or audio equipment are prohibited or restricted by federal, state, and local law. When turning on and/or using recording features with your hidden security camera, be sure to comply with laws in your country, state, and locality. Mac and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 10 are registered trademarks of Microsoft Corporation in the United States and/or other countries. If a problem occurs, you can easily fix it yourself. The following table describes some of their most common problems and likely solutions. Please refer to the table before calling for technical support. Be sure to write down all the important information below and it's in a safe position. Note general DVR information: Mac addresses can be found in the Network tab of Maintenance menu. Component Model number can be found in the Device Information tab of the DVR Maintenance Menu. Administrative password: User password: Mac Address: Component model number: Note Internet login information: This information can be found in the Network tab in the Configuration Menu of the DVR. IPv4 Address: IPv4 Subnet Mask: IPv4 Gateway: DNS1: DNS2: For troubleshooting instructions, FAQs, video tutorials, and more: Please visit www.NightOwlSP.com. Click the Support tab. Type THD30 in the top right search bar. Access the necessary support documentation. iPhones, iPads, Macs, and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8, and Windows10 are registered trademarks of Microsoft Corporation in the United States and/or other countries. Water.