SMONET

Wireless
Network Video Recorder System
User Manual

2PCS/4PCS/6PCS/8PCS
720P/960P/1080P

2CH/4CH/6CH/8CH NVR Kits

Content

Package Contents

Thank you for choosing Smonet product.
Here is the list for product and relevant accessories.

S/N	Item	Quantity
1	NVR	1pc
2	IP Camera(2CH/4CH/6CH/8CH)	2/4/6/8 pcs
3	DC 12V/2A power supply(for NVR)-3.3 feet	1pc
4	DC 12V/1A power supply(for IPC2CH/4CH/6CH/8CH)-10 feet	2/4/6/8 pcs
5	3.3 Ft network cable	1pc
6	USB mouse	1pc
7	User manual	1pc

How can I get product and technical support?

USA Toll Free: (866) 678-0666 (Available after 5:00 PM at Pacific Time)

CANADA Toll Free: (888) 792-5254 (Available after 5:00 PM at Pacific Time)

UK Toll Free: 08004 725222

E-mail for US&CA: smonet@mmllxx.com

E-mail for UK: smonet.uk@hotmail.com

Skype ID for US&CA: safeskysales003

Skype ID for UK: SMONETSERVICE

Wechat for US&CA: B997520270

Website: WWW.SMONETCCTV.COM

① Camera System Installation

Preparation for setup

Before installation, be sure to have the following:

- TV/PC monitor (Not laptop or all in one computer), with 1080P or higher resolution.
- VGA or HDMI cables for connection to the TV/PC monitor.
- Router (WAN) and Internet Service (for remote viewing)
- Ethernet cable for connecting the NVR to the Router
- If you purchased the system without a hard drive, you will need a hard drive if you wish to record videos from the cameras.

Installing a Hard Drive (Skip this section if a hard drive was pre-installed)

- Hard Drive Specifications: 4TB maximum, internal, SATA Interface, 3.5/2.5 inches
- Please power off the NVR before installing the hard drive.

Remove the cover from the unit, and remove the top two screws

Remove the cover

Connect the data wire and power wire as shown

Insert the hard drive, secure it to the bottom of the unit with the four screws

Replace the cover and fasten screws

NOTE: A newly installed Hard Drive needs to be formatted before recording. More information can be found at FAQ Part below.

Installing the system

Connect NVR and cameras with corresponding power adapters.NOTICE,

NVR Power Adapter: 12V/ 2A

Camera Power Adapter: 12V/ 1A

DO NOT USE WRONG ADAPTER FOR SYSTEM WORKING

Connect provided mouse to NVR box.

Attach provided antennas to cameras.

NOTE:

If antenna already has been screwed into the camera, please DO NOT unscrew it.
Otherwise camera will be broken. Systems have two different antennas. One can be
removed and the other cannot be, which is all-in-one.)

NOTICE,

Fasten antennas tightly for better signal transfer.

Connect NVR to PC Monitor or TV by VGA/ HDMI cable, please kindly noted that the
system doesn't support on laptop and All- in-One PC for initial Setup.

Connect NVR to the router by provided Ethernet cable, the router must be
WAN(wide area work).

| VGA Port | HDMI Port | Ethernet Port | USB Port | Power Supply |
| (PC Monitor) | (TV Monitor) | (Router) | (Mouse) | |
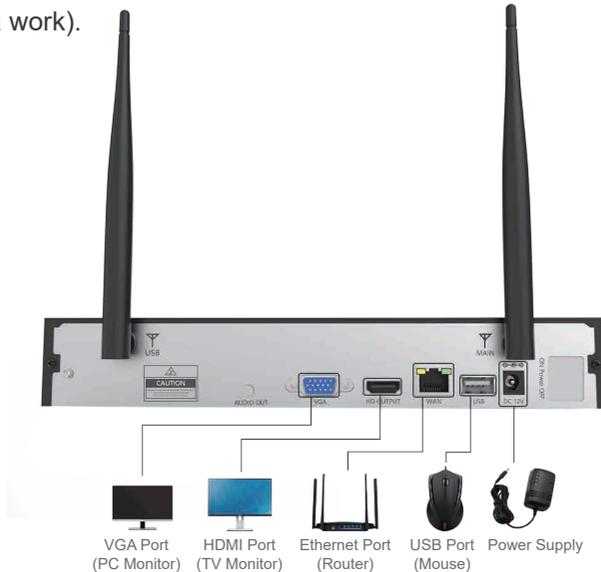
The NVR and cameras that came with your order have been paired and tested at
the factory to operate immediately when powered up. Pairing would only be neces-
sary if you add additional cameras to your system. (More on the pairing process
later)

Best placement of cameras in their final location

The NVR's signal coverage is circular with the NVR's antennas in the center. Signal is strongest around the combined NVR antennas and weak in the area immediately between the 2 antennas. For best signal reception the cameras should be placed around the NVR and as close to the same horizontal plane as the location of the NVR. The camera antennas should be vertical or perpendicular to the orientation of the antennas on the NVR.

Best wireless signal   Worst wireless signal

2 Password Management and Internet Connection

Log in: Right click your mouse to open the main menu on the home screen. Click System Setup and the password page will appear.

NOTE: The Default Username is "admin" and a Password is not required. Leave the password field blank. Simply click Login to access the System Setup menu.
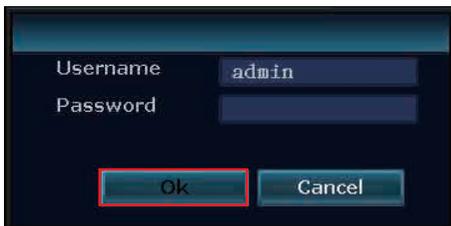
Setting a Password: Right click on the home screen of your monitor, navigate to System setup > System admin, click User on the left menu bar > Set password(Request: 8 Characters Max.. Keep it short.). Create a password and type it in the field, repeat new password, click 'OK'. Be sure to remember your password.
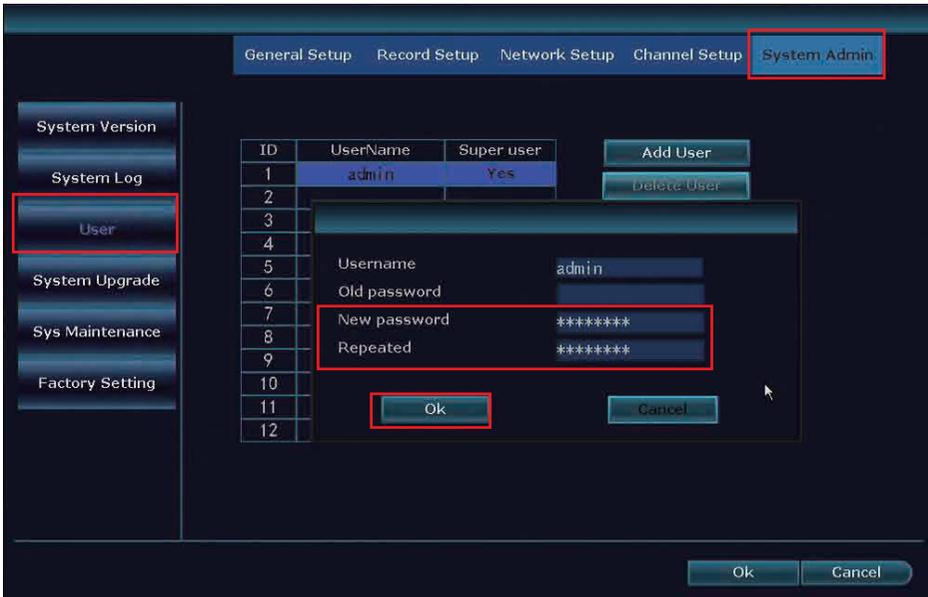
Check Network Status: With the NVR connected to your router via an Ethernet cable, navigate to System setup > Network setup, make sure DHCP is checked. At the bottom of the window you should see Network Status as Healthy Network. Click Show QR Code, you should see Cloud ID.
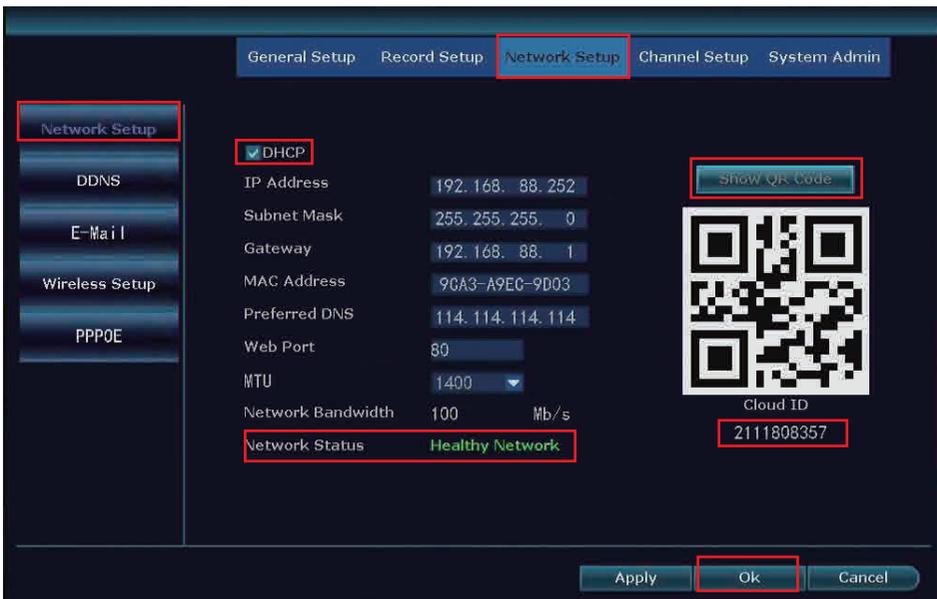
Click network icon at the bottom right side of main screen > you should see page of Fast network.
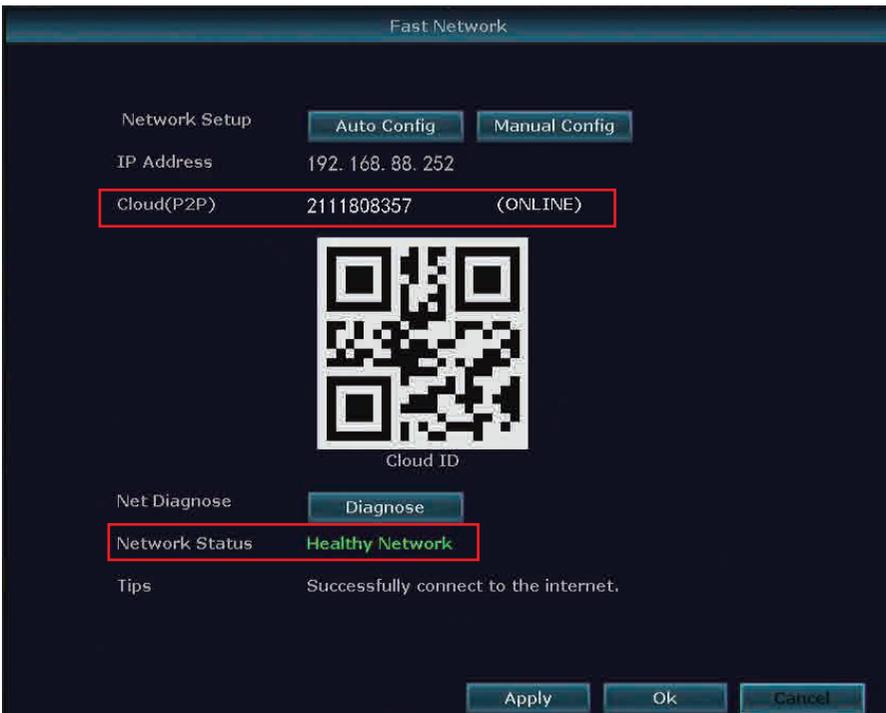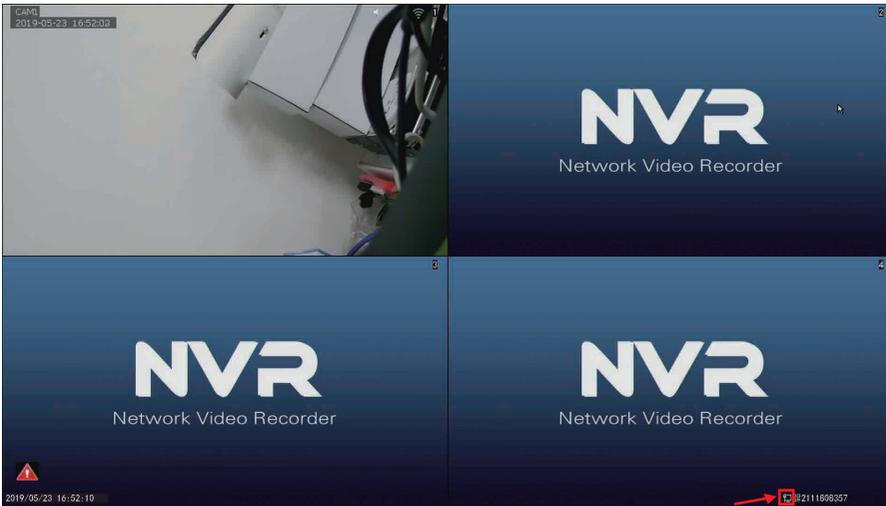
Once Cloud(P2P) is "Online", you will be able to access videos from the cameras remotely by PC or Smart Phone (More on this in the next Section of this manual).
If the system does not come "Online" please do the following:
1.Make sure the light at the network port of the NVR is flashing which indicates active communication with the router. Re-seat or replace the cable if necessary.

2. In System Setup>Network Setup page, please tick off DHCP, click Apply. Then, please select DHCP again, click OK.

3.Power off the NVR by removing the power cable. Then, plug it in again to re-power the unit. NVR will re-boot.

4.Wait 2-3 minutes then repeat steps 1-2. If the problem remains please contact the Smonet Customer Service Team.

③ Remote Viewing on a Smart Phone

- From your Smartphone, download free App 'IP PRO' or 'Eseecloud' from Google Play or App Store.
- Click Register to create an account and password based on your email or phone number. Be sure to remember your account login info.#Pic 1
- Click "+", then click Add device by ID.#Pic2
- On your device, either scan the QR code or manually enter your Cloud ID. You can locate your Cloud ID on your monitor screen as seen earlier in section 2 of this manual. (Use NVR login Username/password on your monitor screen here).#Pic3
- If you have multiple Smartphones, you must register multiple accounts. You cannot have one account across multiple devices.
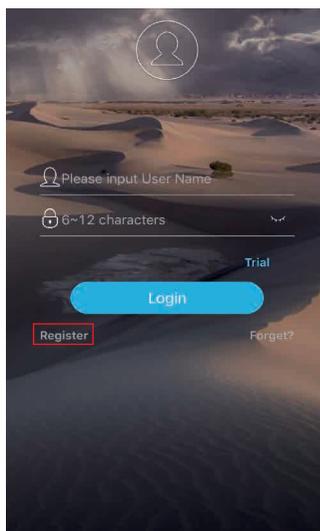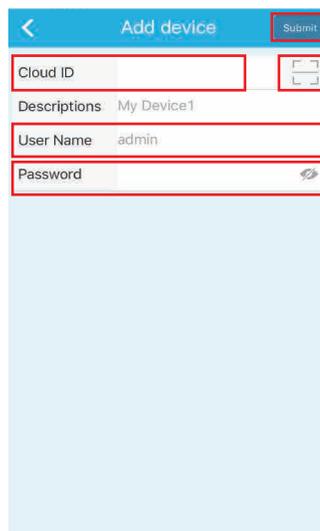
Pic1   Pic2   Pic3

④ Viewing on PC by Eseecloud Software

● Please contact seller for Eseecloud software.

● Install Eseecloud Software first.

● The default setting of Eseecloud software is no password under admin account, please.

● Select "Add" at upper right corner.

● In the "Add device" box, select Cloud ID. Enter the cloud ID(9 or 10 numbers). You can find it at the bottom right side of your home monitor screen.

● Username is NVR system user name on your home monitor screen.(If you don't change it in your setup, it should be admin)

● Password is your NVR system password on your home monitor screen.(If you don't change it in your setup, it should be blank, no password)

● Channels: Input 4 or 6 or 8. If you have 4 cameras, enter 4 etc.

● Click Finish, the device will be added successfully.
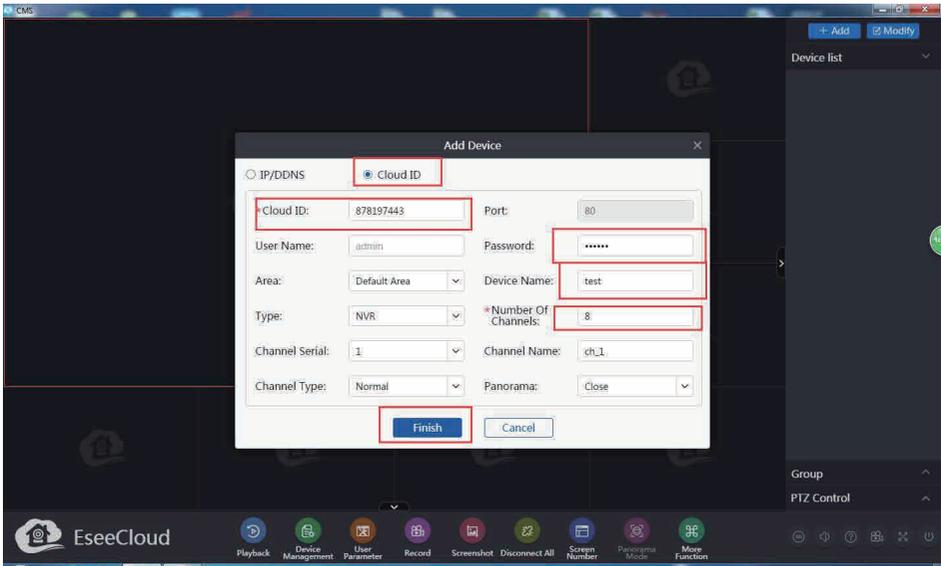
● At right bar, you'll see your Device name, double click on it, select Connect Videos, you'll be able to view live videos.
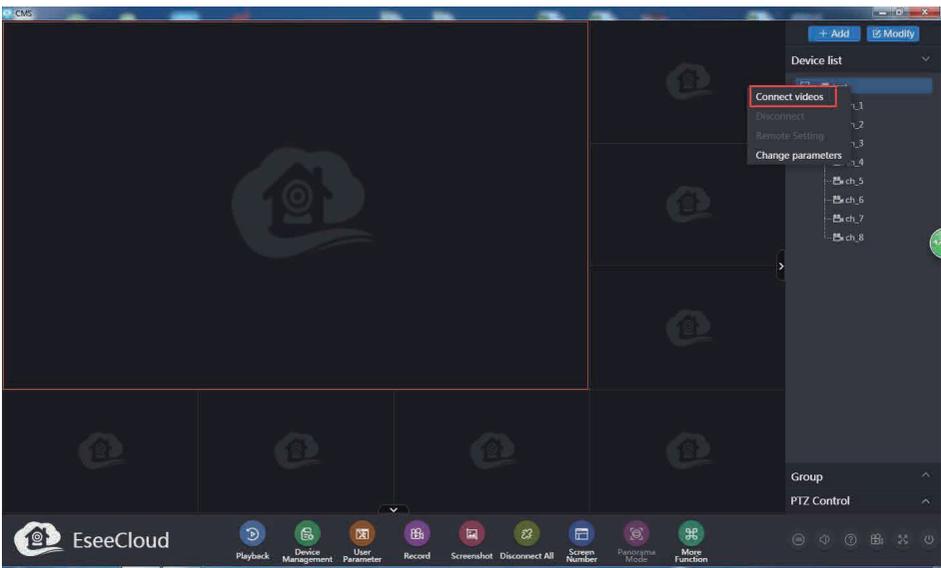
⑤ Record Video

● NOTE: Recording and playback requires a hard drive installed and shipped with the system or installed in the NVR by the user.

Recording - There are two types of recording – Scheduled Recording and Motion Activated Recording.

● **TYPE 1: Scheduled Recording** – Right click the mouse on the home screen and navigate to System Setup>Record Setup.

Factory default setting is playing 24 hours/ 7days recording for all channels.

If device user like to change, please 'Reset' first. Then, setup your own schedule.
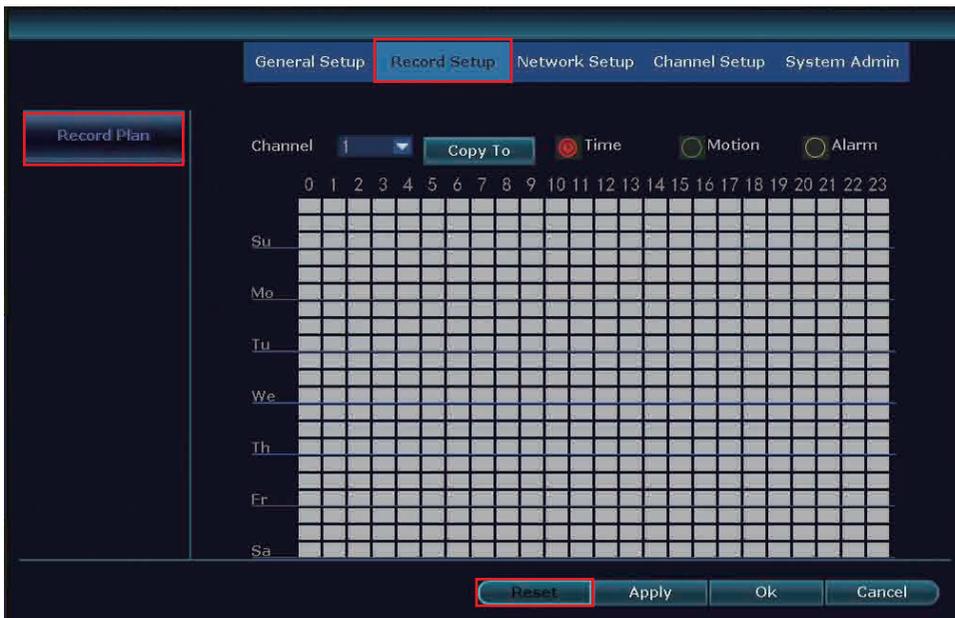
How:

Repeat the following steps for each camera channel:

Step1: Select the channel you wish to schedule.

Step2: Highlight the Time button. The "Motion" and "Alarm" buttons will be discussed ads part of Type 2: Motion Recording in the next section.

Step3: The period can be set to an individual day of the week (7 day available from Monday to Sunday)

Step4: Specific time intervals can be set for recording during a 24-hour period (from 0am to 23pm)

Step5: If you wish to set the same period and time periods for all camera channels, simply click "Copy to."

NOTE: You do not have to repeat this process for each channel if you select "Copy to"

TYPE 2: Motion Activated Recording - In System Setup>Record Setup>Record Plan page, please select Motion.
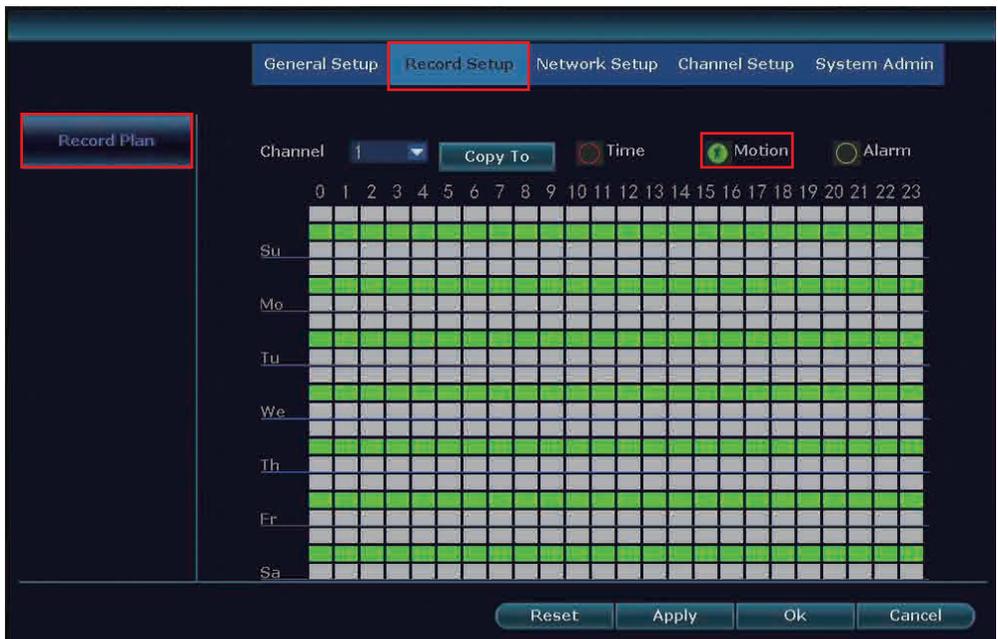
Then, please set motion detection alarm as following information.

Step1: On your monitor, please navigate to System Setup>Channel Setup>Video Detection.

Step2: Please make sure Enable is checked. Select one channel, choose Motion in Detection.

Step3: Motion sensitivity adjustment.

Step4: Select alert type including Buzzer, E-mail Notice and APP Alarm

• Buzzer: your NVR box will start to beep when motion being detected.

• E-mail Notice: you need to bind your email to the system if you want to receive email alert. More information about how to bind email can be checked in FAQ.

Step5: Arming time: Factory Default Setting is 24 hours/ 7 days selected for motion detection.

Click 'Reset' first and go to setup your own plan.

Step6: Area edit: Factory Default Setting is all areas selected for motion detection. If device user like to change, please right-click mouse to clear all first. Then, select motion detection area as you wish.

Step7: After setting area, please right click your mouse, choose Return get back to Video Detection page. Please click Apply to save the setting.

Step8: You can simply click Copy to, copy the motion detection setting to other channels, and adjust area setting for each cameras one by one.
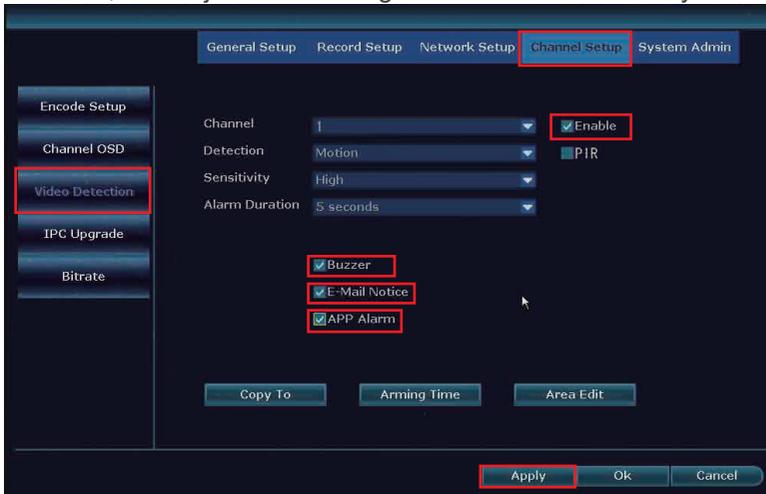
6 Playback Video

● To use the playback feature, you must first set up the recording function as described in the section above. To playback, from the home screen of your monitor, right click and navigate to 'Video playback'.
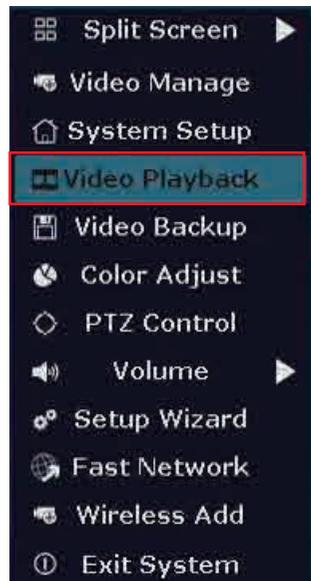
● At right bar, please select a date, channel, record type, specific time, click Search, you'll see colorful timeline show up at bottom of your screen, recorded video will start to playback.
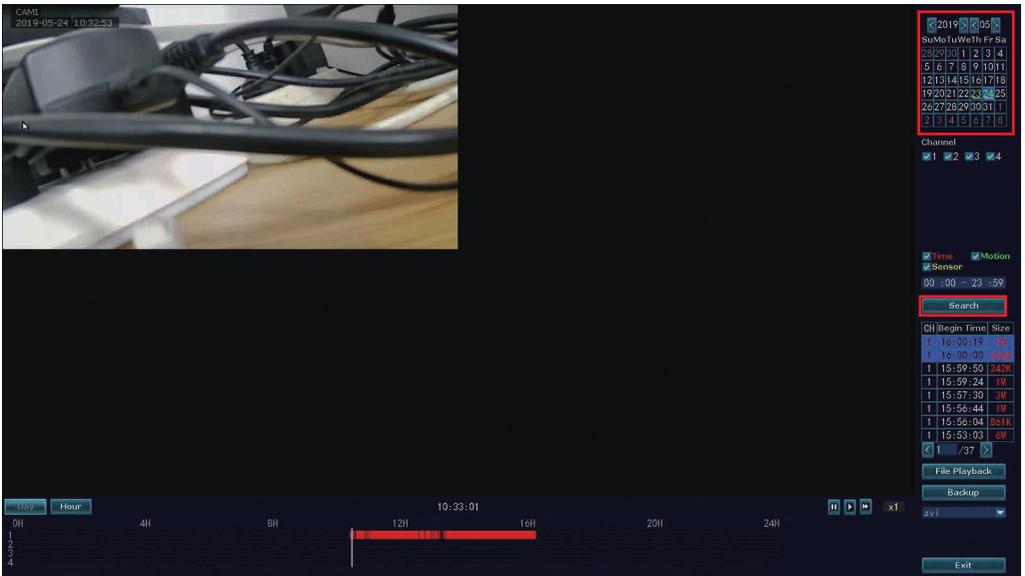
7 Frequently Asked Questions

Q1: How do I format my new hard drive and check my hard drive information?

A: From the home screen of your monitor, right click the mouse, navigate to System setup > General setup > HDD Setup, select Format and click Format > click OK.

From this screen you can also turn off the overwrite function and check your hard drive Status.

ID	Model	Capacity	Used	Status	Format
1	ST2000VX007-2AY1	1863.0 GB	1863.0 GB	Unformatted	☑

☑ Overwrite

Total Size   1863.0 GB
Used Size   1863.0 GB   100.0%
Free Size   0.0 GB   0.0%
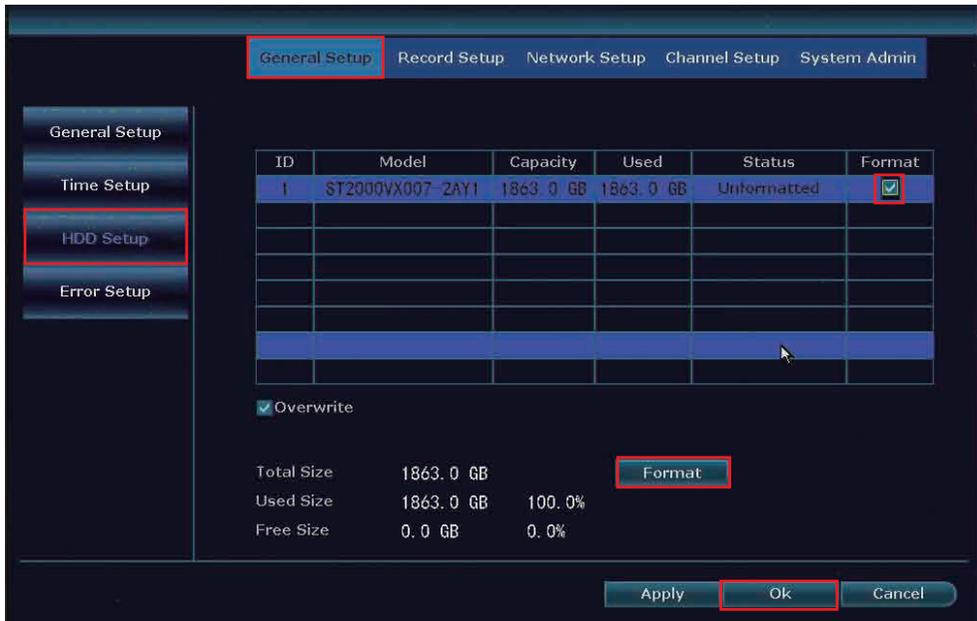
Q2: Do I need to connect the camera with network cable?

A: No, the cameras are wireless. You do, however, need to connect the camera with a power supply. The cameras and NVR are already paired. The camera will connect with the NVR automatically once attached to a power supply. Do not attempt to install your cameras until you are able to view images on your TV or PC monitor first.

Q3: How can I troubleshoot camera issues?

A: First check to see if the power adapter is working by testing with another power adapter. If the power adapter is functioning, move the camera close to NVR box to check whether you have video or not. If there is no video, cover the photocell with your finger as shown in the figure below cover around 5 to 10 seconds. If the IR-CUT light turns red, the camera is working. If it does not turn red, this indicates that the camera has experienced a malfunction.In this case,please contact us for after sale service.

Cover the photocell

Q4: Why I cannot get motion notifications on my Smartphone?

A: First verify that the status of your Cloud ID is ONLINE and the Network Status indicates Healthy Network (refer to section 2). Next, from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select the following: Enable for Motion Detection, E-mail Notice, and APP Alarm. Click OK.
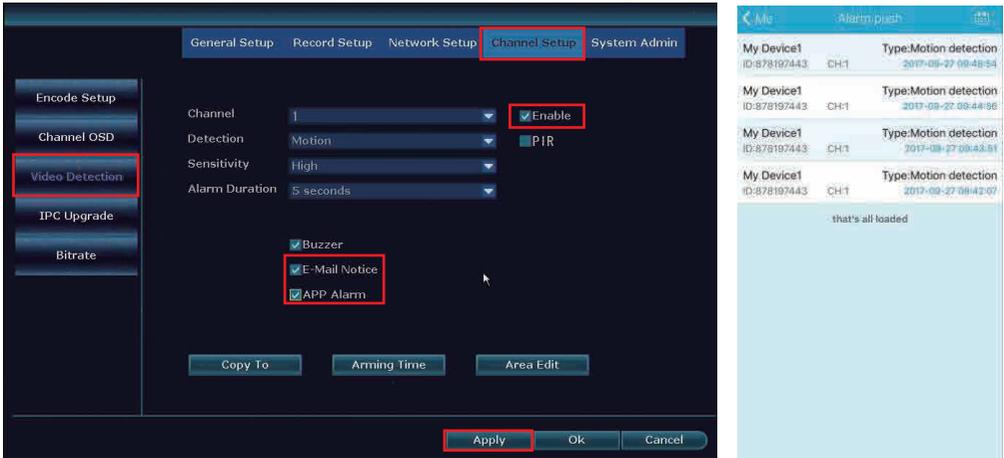
Please make sure you haven not blocked message notifications from the IP PRO app in your phone settings.

Q5: How can I receive e-mail notifications for motion detection?

A: First,ensure you follow the steps outlined in the previous question How can I get motion notifications on my Smartphone?

- To receive notifications, you need a Email account (Such as, Hotmail,Gmail,Ya- hoo, etc.)
- Next, log into the web version of your Email account. In the upper right-hand corner, click on the Settings button, then select Connected accounts > POP and IMAP Select Yes and Don't as shown in the figure and Save.
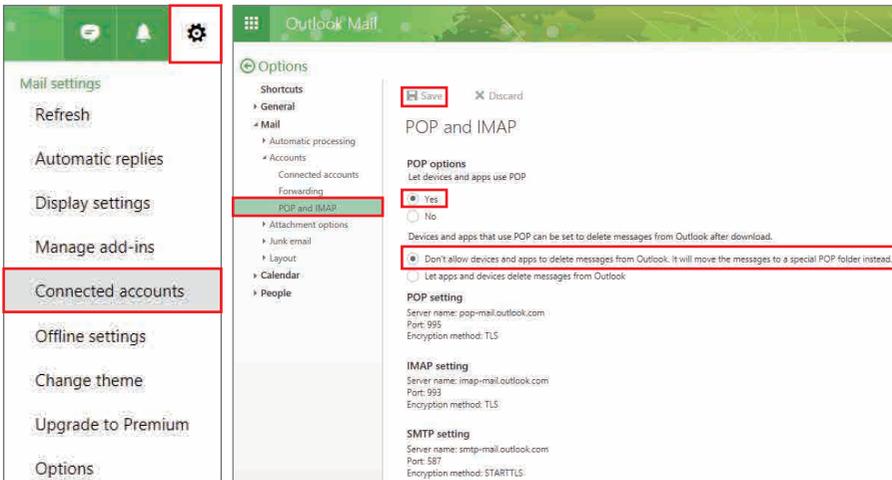
From the home screen of your monitor, right click your mouse and navigate to System Setup, select Network setup, select Email from the left menu bar. From there, click Enable and More Parameter, enter the information in the fields as shown in the figure below. For the dot, please be sure to use the correct key on the keyboard next to the forward slash as shown in this figure:

- Complete the fields on the screen as follows(take hotmail account as an example):
- SMTP Provider: select it per your email type
- Sender: Sender e-mail address to send alarm
- Password: Sender E-mail login password
- Port: 25 or 587
- Encryption Type: TLS or SSL
- Sendee: Receiver e-mail address to receive alarm (it can be the same email account with sender)
- If you use other email account as sender,such as gmail,yahoo,etc,you need find out their own SMTP server and port.
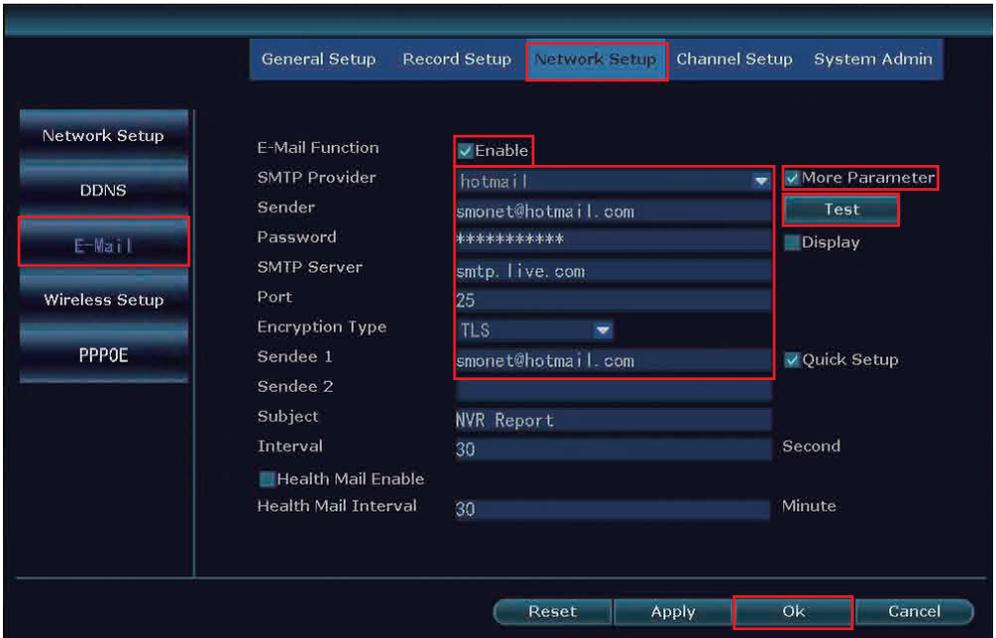
- After you have entered all of your information, click Test until the Test success message appears on the screen. Please allow a few minutes for the testing cycle to complete. If the test failed, try another Email account.Click OK. Whether or not your test was successful, be sure to click Ok to save your settings.
- To test your alarm, walk past your camera. You will receive an Email notification within 2 to 3 minutes as shown in the sample figure below.

Event:Motion detect in video channel 1; Time: 2017-8-18 11:24:36; Device: K9604-W; IP Address: 192.168.0.236
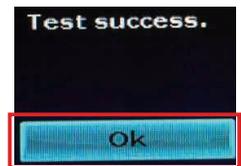
Notice: Motion detection snapshot will only be sent by email, not included in app notification.

Q6: How do I stop the Email notification?

A: From the home screen of your monitor, right click your mouse and navigate to System Setup > select Channel Setup > Video detection. Deselect Email Notice.- Click OK.
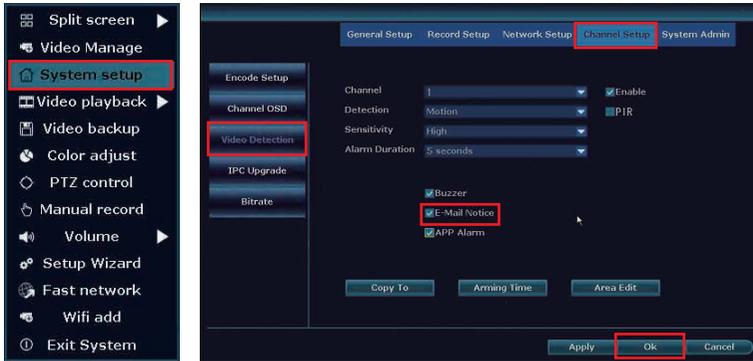
Next, re-enter the same dialogue box that you just entered by right clicking on the home screen of your monitor and navigate to System Setup > Channel Setup > Video detection again. Click the 'Copy to' button to other Channels. Click OK, Email alarm will be deactivated.

Q7. How do I use a USB to Back-up my data?

A: You need to make sure you have recorded video in your hard driver first, from the home screen of your monitor, navigate to Video backup. Select all or any channel(s) you prefer, select the particular time frame you desire, click Search, select specific file in the square, click Backup.
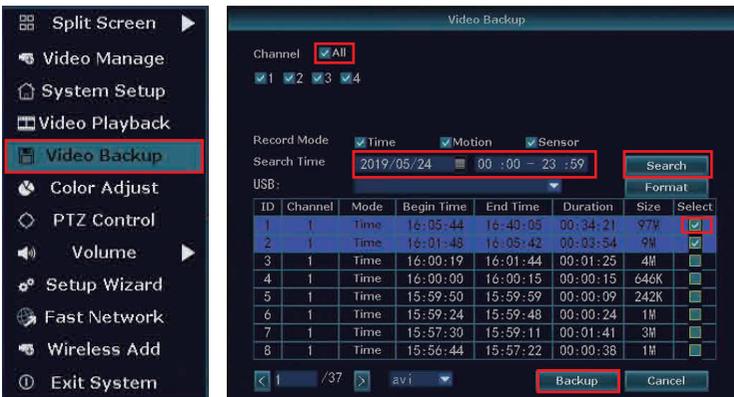
Next, click Yes, remove your mouse directly and insert USB storage in one minute,then wait for the system to perform the back-up.
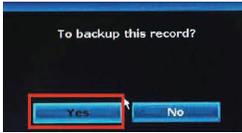
Q8: How do I add a new camera? What should I do when there is no camera display on the screen?

A: As mentioned previously the system uses its own 2.4GHz wireless signal and the cameras and NVR are paired at the factory before shipping. If you plan to add additional cameras up to a total maximum of eight, you will need to manually pair the individual cameras to the NVR by detecting and matching the unique code of the camera.

Step1: Remove the Ethernet cable connecting the NVR to your router and connect it to the new camera. Power up the camera.

Step2: right click the mouse and select the "Video Manage" menu item.

Step3: Click the 'search' button and you will see your new camera start as 192.XXX. Then, click 'Match Code' at right. Wait the camera to show as 172.XXX in Added device area. Picture will show up after a while.

The new camera is now paired with the NVR and its video is ready to be displayed. The NVR should be reconnected to your router via the Ethernet cable and your new camera can be installed at its permanent location.
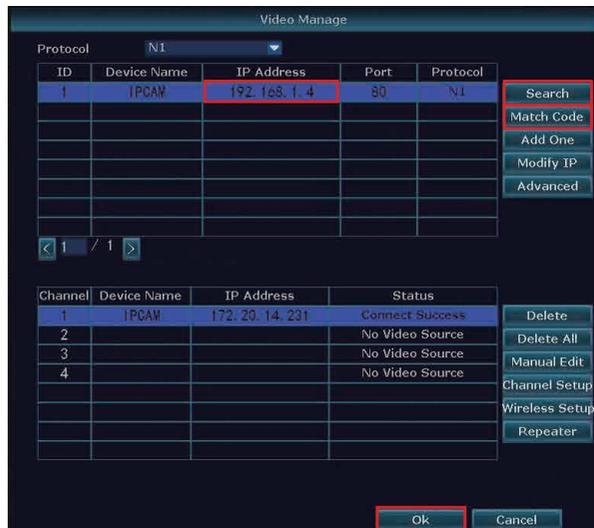
Q9: How can I strengthen the wireless signal?

A: 1. Cameras and NVR are communicated by antennas. Make sure all cameras antenna fixed tightly. Adjust the direction of antennas as shown in the figure below.

Best wireless signal

Worst wireless signal

Putting NVR box higher, to be the same level and central of cameras. Please don't put NVR box behind/under monitor.

2. Please don't put two cameras too close, they may cost interference to each other.

3. Metal or glass blocks signal a lot. Avoid putting cameras behind these obstacles.

4.Contact service person if more assistance is needed.

Q10: How do I adjust the Date and Time?

A: First way: Verify that your system have a healthy network(refer to section 2). Navigate to System setup>General setup>Time setup from the left menu bar. Select Enable>click Apply>click OK.

Second way: Navigate to System Setup>General setup&Time setup, please unselect Enable>Select correct System Date & System Time and click Apply. Click OK.

Q11: I have my cameras set up outdoors for motion type recording and I notice there is much more motion detected at night than during daylight. In fact, most recordings show no large object moving at all, only small dots and streaks of light. Why is that and is there anything I can do about it?

A: At night the area is illuminated by infrared LEDs. Rain or other precipitation near the lens is highly illuminated by the LEDs. Insects are also attracted by the LED light and are also highly illuminated. Try lower the sensitivity settings on the cameras to minimized false recordings. You could also try mounting the cameras under a building overhang that will block rain from passing too close to the camera lens.

Q12: What is the working temperature of Security Cameras.

A: Camera working temperature: From -50 degrees Fahrenheit to +122 degrees Fahrenheit.

Q13: How do restore my unit to the Factory Settings?

A: Right click the mouse from the home screen of your monitor, navigate to System setup > System admin > Factory setting, click Simple Restore or Restore All.

Noted: For 'Restore All', cameras pictures will be gone. Their IP addresses need to be searched to add to the system. Right click the mouse navigate to Video manage, click Search, click Add One, after all IP addresses appear, click OK. All videos will appear on your monitor screen.

General Setup　Record Setup　Network Setup　Channel Setup　System Admin

System Version
System Log
User
System Upgrade
Sys Maintenance
Factory Setting

Simple Restore
Retention (channels,network,user) configuration

Restore All
restore all configuration.

Configuration Import

Configuration Export

Apply　Ok　Cancel
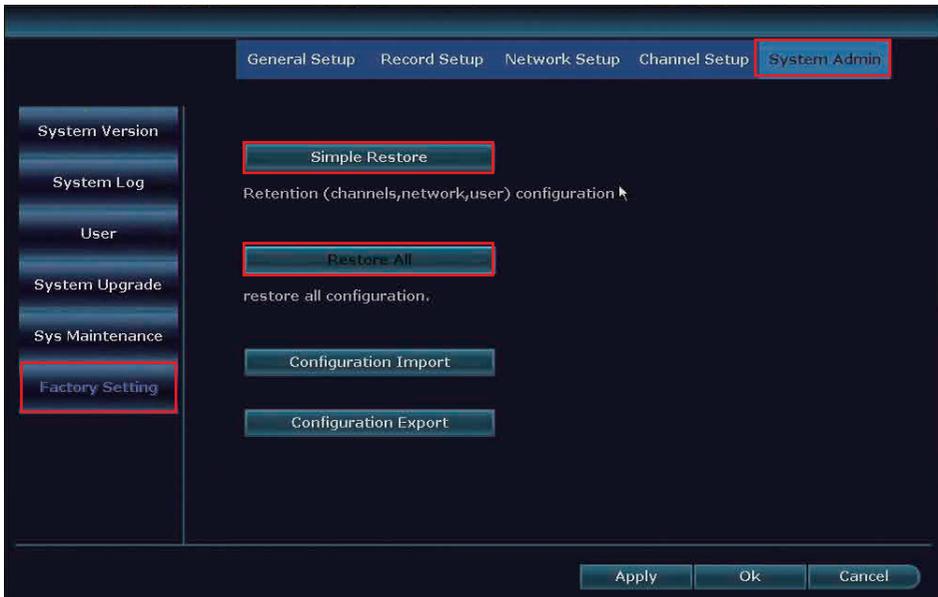
Q14: My system doesn't recognized its hard drive?

A: First confirm that the power adapter for NVR is 12V-2000mA. Once you have confirmed, right click the mouse from the home screen of your monitor and navigate to System setup > General setup > HDD setup. Verify if there is HDD information, select hard drive information, click Format>OK .If there is no hard drive information, open the NVR box and check to see if the cable of hard drive is loose. Re-connect the HDD cable.

Q15: What if I forgot my login password?

A: please call us or send us Email, update us your phone number. Email subject: Request Password Reset. So that we call and give you super password to login.

Q16: What's the meaning of IRON on the TV/PC monitor?

A:

Picture	IRON	Location	Meaning
	Green bar	Top Right Corner	Wireless Signal
	a little clock	Top Right Corner	Recording
	Red Triangle	Bottom Left Screen	Alarm
	Little Yellow man	Top Right Corner	Motion Detection

Q17: I connected the system, why nothing is showing on my monitor?

A: Step1: Please make sure your TV/PC Monitor has been set to HDMI Mode and you are connected to its HDMI port. Be sure the HDMI cable is tightly connected. Step2: The resolution of your TV/PV Monitor must be 1080P or higher. Since the output resolution of our system is 1080P any TV/PC Monitor with lower resolution would not be compatible. Try to connect the NVR to another monitor with higher resolution. When the videos appear, you may need to adjust the NVR to a lower resolution level, such as 1024*768, to allow the videos to properly display on the screen. If so, right click the mouse on your home screen and navigate to System Setup>General Setup>General Setup. Select an appropriate Display Resolution for your monitor and click "Apply" to save.

Step3: If above does not help, since a VGA connection is more stable than an HDMI connection, connect the NVR to monitor by VGA cable and set the monitor mode to VGA.
If the problem remains, please call us or send us Email.