



Amcrest HDCVI DVR Quick Start Guide

Version 3.3
Revised April 9th, 2015

Welcome

Thank you for purchasing our Amcrest HDCVI DVR!

This quick start guide will help you become familiar with our DVR in a very short time.

Before installation and operation, please read the below safeguards and warnings carefully.

Many of the setup sections below have corresponding videos on YouTube

To access the setup videos, please go to <http://amcrest.com/videos>



Important Safeguards and Warnings

- All installations and operations here should conform to your local electrical safety codes.
- We assume no liability or responsibility for any of the fires or electrical shocks caused by improper handling or installation.
- We are not liable for any problems caused by unauthorized modifications or attempted repair.
- Improper battery use may result in fire, explosion, or personal injury.
- When replacing the battery, please make sure you are using the same model.

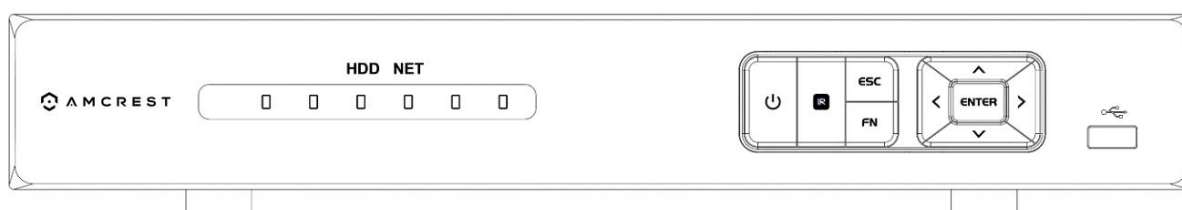
1. Check Hardware

When you receive the DVR system in the packaging, unpack it, and check all sides of the DVR to see if there is any physical damage. The protective materials used for the packaging of the DVR can protect most accidental damage during transportation, but to ensure that your equipment is operating as expected, it is recommended to inspect the product before proceeding further.





On the DVR unit, check specifically that the label on the bottom of the DVR is not damaged. The serial number of the unit is often needed to provide support.

Please check that all required items for your DVR are present and accounted for. To check what is included with your purchase, go to <http://amcrest.com/hdcsi-security-camera-systems.html/> and find the product you purchased, then scroll down and click the "What's Included" tab. If any item is missing, please contact us as soon as possible so we can send you the missing component.

Front Panel

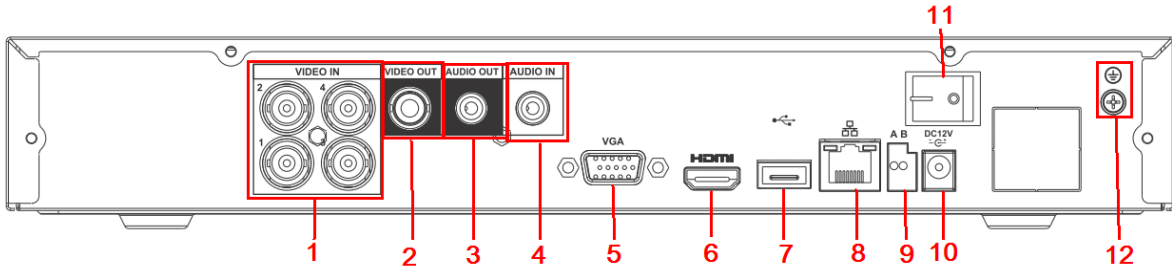


Please refer to the following chart for information on the front panel buttons.

Name	Icon	Function(s)
Power button		Power button, press this button for three seconds to boot up or shut down the DVR.
Up Down		Activates current controls, modify settings, and move up or down.
		Increase/decrease numerals.
		Assist in functions such as PTZ menu.
Left Right		Shifts current activated controls.
		When in playback, use these buttons to control the playback bar.
ESC	ESC	Go to the previous menu, or cancel the current operation.
		When in playback, push it to restore real-time monitoring.
Enter	ENTER	Confirms the current operation.
		Goes to the default button.
		Goes to the menu.
Assist	Fn	In one-window monitoring, push this button to display additional functions such as PTZ control and image color.
		Backspace function: in numeric/text control, press Fn for 1.5 seconds to delete the character before the cursor.
		In motion detection setup, use the Fn button and directional keys to adjust the settings.
		In text mode, push Fn to switch between numeric and English characters (small/capitalized), etc.
		Activate other special functions.
USB port		To connect USB storage devices or USB mouse.
Network abnormal indication LED	Net	When a network error occurs or there is no network connection, this LED becomes red to alert you.

HDD abnormal indication light	HDD	When an HDD error occurs or the HDD capacity is below the specified threshold, this LED becomes red to alert you.
IR Receiver	IR	This is used to receive the signal from the remote control.

2. Rear Panel



Please refer to the following chart for detailed information on the rear panel ports:

#	Name	#	Name	#	Name
1	Video input	2	Video output	3	Audio output
4	Audio input	5	Video VGA output	6	HDMI port
7	USB port	8	Network port	9	RS-485 input port
10	Power socket	11	On/Off button	12	GND port

3. Hardware Setup

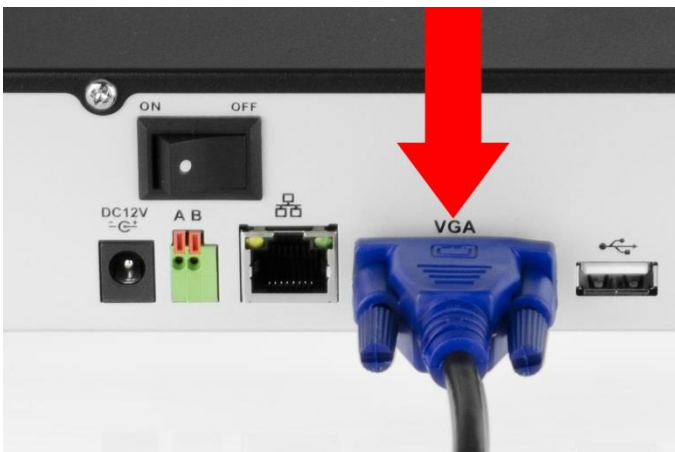
Before setting up the HDCVI, you will probably need the following items. The items are not included:

- A computer monitor or TV with either an HDMI or VGA input
- A power strip with room for 4 large power plugs

Note: It is recommended to connect all components of the system as shown below BEFORE mounting any of the cameras. This is to ensure all components are working. If any components are not functioning, please contact Amcrest Support.

To set up the DVR hardware, there are 7 major steps:

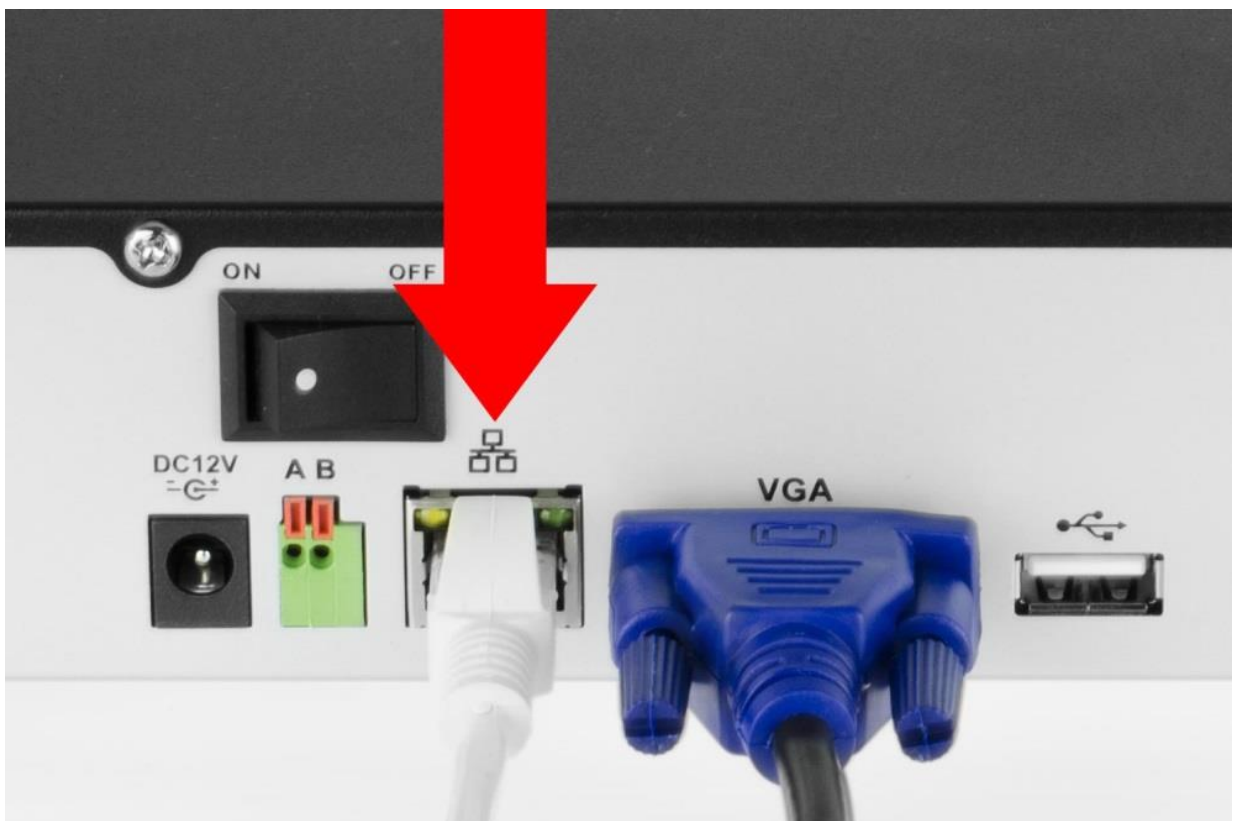
1. Connecting a monitor to the DVR. The DVR is compatible with any monitor that uses a VGA or HDMI connection. For purposes of this guide, we will use a VGA connection.



2. Connect a USB mouse to the front of the DVR.



3. Connect an Ethernet cable to your router, and then connect the other end of the cable to the DVR.



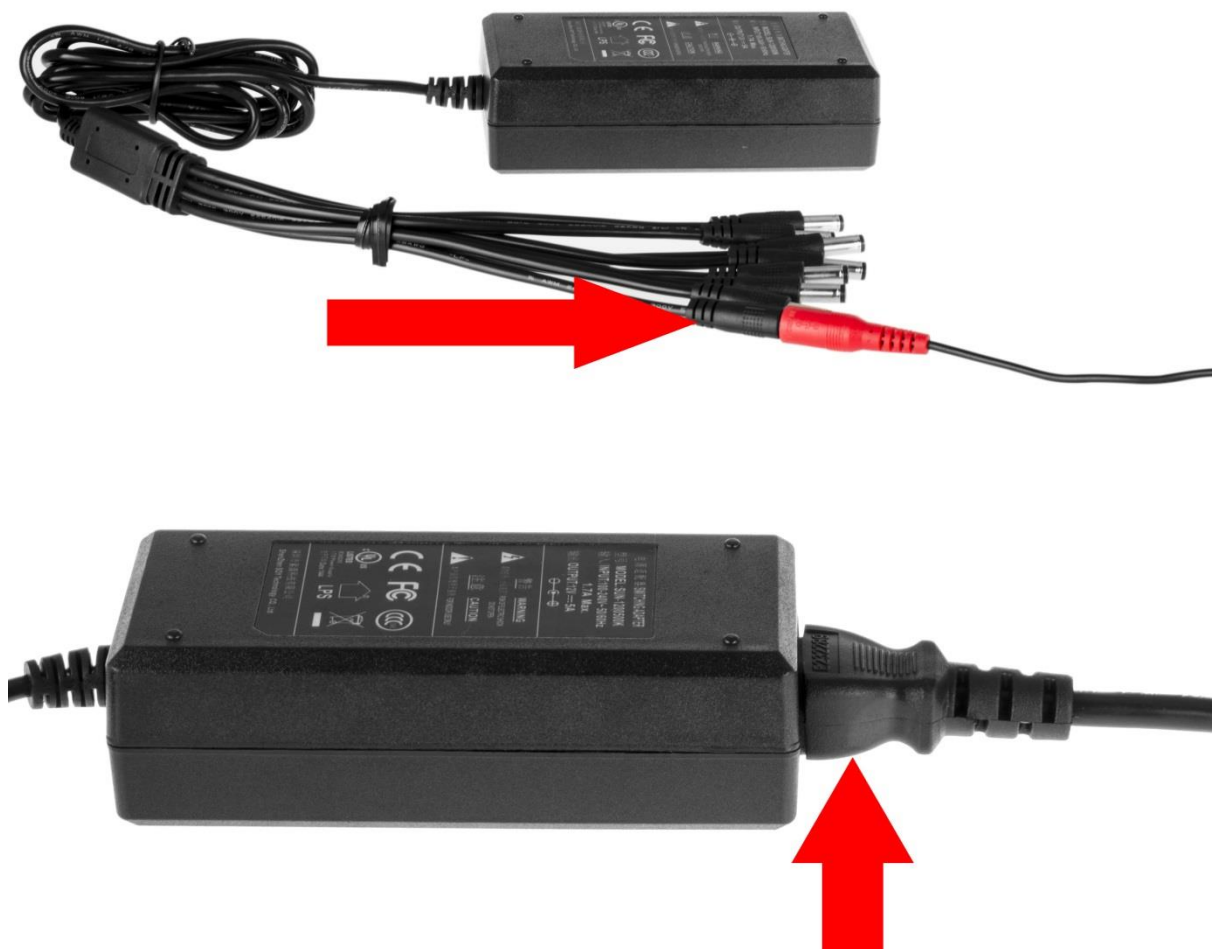
4. Connect the camera video extension cable to the camera's video cable and connect the camera power extension cable to the camera's power cable. There should be a tag on the video cable to help you make sure the right end of the cable is at hand.



5. Connect the camera cable to any of the video input ports.



6. Connect the camera power extension cable to one of the camera power cables, connect this power cable into the power brick, and then plug the cable into an electrical socket.



7. Connect the DVR power cable into the back of the DVR, and then plug in the DVR power adapter into an electrical socket.



- PLEASE READ BELOW-

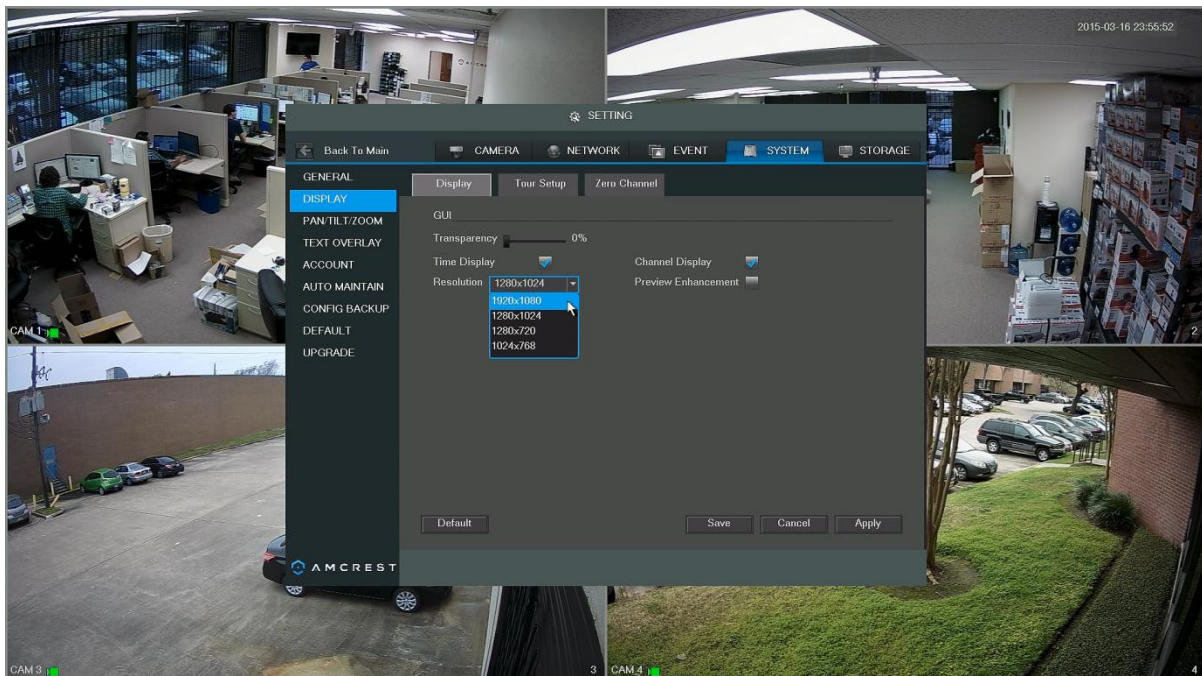
Note: Your DVR may not work properly if the following is not accounted for.

Every single HDCVI DVR comes preset to a video output resolution of **1280x1024**. What this means is that any time an HDMI cable is plugged in to an HDTV, it may result as a blank screen even if the DVR is operational.

If this occurs, please follow the steps below.

Procedure using a VGA cable:

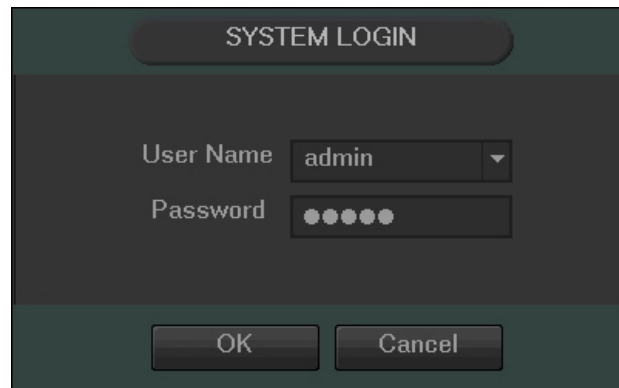
1. Connect your DVR to a computer monitor or TV screen with a VGA cable (the HDMI cable should not be connected during this process).
2. Boot up your DVR and you will see the interface appear and will be able to login. On a TV, please make sure you switch the "input" to VGA.
3. On your DVR, open the Main Menu by left-clicking once on the live feed screen and, under the Settings row, please click on the System icon. Then, on the new window, click Display from the list on the left column of options. Change your resolution from 1280x1024 to **1920x1080** and click Apply down below. Your DVR will reset to effect the change.
4. Disconnect the VGA cable and connect your DVR to an HD monitor or TV using an HDMI cable. Don't forget to change the input to HDMI on a TV. Your interface will now appear and you can use your DVR freely.



Display Settings Screen

4. Software Setup

After turning the system on, the default video display shows multiple windows. To bring up the login screen, left click the mouse or hit enter on the keyboard. The login screen should look like this:

A screenshot of a 'SYSTEM LOGIN' window. The window has a dark background with a title bar at the top that says 'SYSTEM LOGIN'. Below the title bar, there are two input fields: 'User Name' with a dropdown menu showing 'admin' and a small downward arrow, and 'Password' with a field containing five dots. At the bottom of the window, there are two buttons: 'OK' and 'Cancel'.

To login to the system for the first time, use one of the following default username/password combinations. Upon login for the first time, it is highly recommended to change your password for security reasons.

The system consists of two accounts:

- **Username:** admin **Password:** admin (administrator, local and network)
- **Username:** default **Password:** default (hidden user)

Note: If three failed logins are attempted within a 30 minute time period, the system will set off an alarm. After five login failures, the account will be locked.

The next screen that comes up is the General Settings Screen. Make sure to click the tabs at the top for Date & Time, as well as Holiday to configure those settings as well. Once you are satisfied with the settings on this screen, click the “Next Step” button at the bottom of the screen.

Note: These settings can be changed at any time by accessing the settings menu.

GENERAL

General Date&Time Holiday

Device ID HCVR

Device No. 8

Language ENGLISH

Video Standard NTSC

HDD Full Overwrite

Pack Duration 60 min.

Realtime Play 5 min.

Auto Logout 10 min.

☒ Navigation Bar

Mouse Speed Slow Fast

Default Apply

Pre Step Next Step Cancel

The next screen that comes up is the Encode settings screen. Make sure to click the tabs at the top for Snapshot and Overlay to configure those settings as well. Once you are satisfied with the settings on this screen, click the “Next Step” button at the bottom of the screen.

ENCODE

Encode Snapshot Overlay

Channel 1

Type Regular

Compression H.264

Resolution 720P

Frame Rate(FPS) 30

Bit Rate Type CBR

I Frame Interval 1 S

Bit Rate(Kb/S) 2048

Reference Bit Rate 2048-4096Kb/S

Audio/Video ☐

Audio Format G711a

Extra Stream1

H.264

CIF

7

CBR

1 S

160

40-256Kb/S

Audio Source NORMAL

Default Copy Apply

Pre Step Next Step Cancel

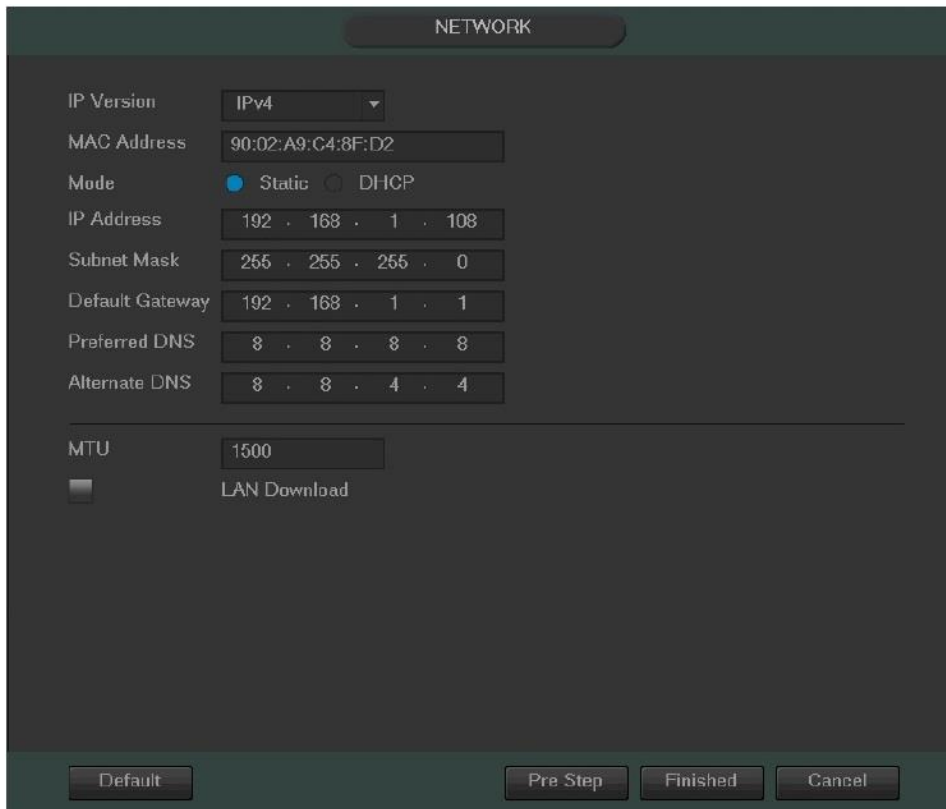
The next screen that comes up is the Record settings screen. Once you are satisfied with the settings on this screen, click the “Next Step” button at the bottom of the screen.

The screenshot shows the 'RECORD' settings screen. It features three main sections: 'Main Stream', 'Extra Stream', and 'Snapshot'. Each section contains three radio button options: 'Schedule', 'Manual', and 'Stop'. In the 'Main Stream' section, 'Manual' is selected. In the 'Extra Stream' section, 'Manual' is also selected. In the 'Snapshot' section, 'Manual' is selected. At the bottom of the screen, there are three buttons: 'Pre Step', 'Next Step', and 'Cancel'.

The next screen that comes up is the Schedule settings screen. Make sure to click the tabs at the top for Record and Snapshot to configure those settings as well. Once you are satisfied with the settings on this screen, click the “Next Step” button at the bottom of the screen.

The screenshot shows the 'SCHEDULE' settings screen. It features a title bar 'SCHEDULE' and two tabs: 'Record' and 'Snapshot'. The 'Record' tab is selected. Below the tabs, there are settings for 'Channel' (set to 1), 'PreRecord' (set to 4), 'S' (set to S), and 'Redundancy' (unchecked). Below these, there are radio buttons for 'Regular' (checked), 'MD', 'Alarm', and 'MD&Alarm'. Below these, there is a grid for scheduling, with columns for days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and rows for hours (0, 2, 4, 6, 8, 10, 12, 14, 16, 18, 20, 22, 24). At the bottom, there are buttons for 'Default', 'Copy', 'Apply', 'Pre Step', 'Next Step', and 'Cancel'.

The final screen in the setup process is the Network settings screen. Once you are satisfied with the settings on this screen, click the “Finished” button at the bottom of the screen. Once more, note that these settings can be changed at any time by accessing the settings menu.



The image shows a 'NETWORK' settings screen. At the top, there is a title bar with the word 'NETWORK'. Below it, the settings are organized into two columns. The left column contains labels for 'IP Version', 'MAC Address', 'Mode', 'IP Address', 'Subnet Mask', 'Default Gateway', 'Preferred DNS', 'Alternate DNS', 'MTU', and a checkbox for 'LAN Download'. The right column contains the corresponding values: 'IPv4', '90:02:A9:C4:8F:D2', 'Static' (selected with a blue dot), '192 . 168 . 1 . 108', '255 . 255 . 255 . 0', '192 . 168 . 1 . 1', '8 . 8 . 8 . 8', '8 . 8 . 4 . 4', '1500', and 'LAN Download'. At the bottom of the screen, there are four buttons: 'Default', 'Pre Step', 'Finished', and 'Cancel'.

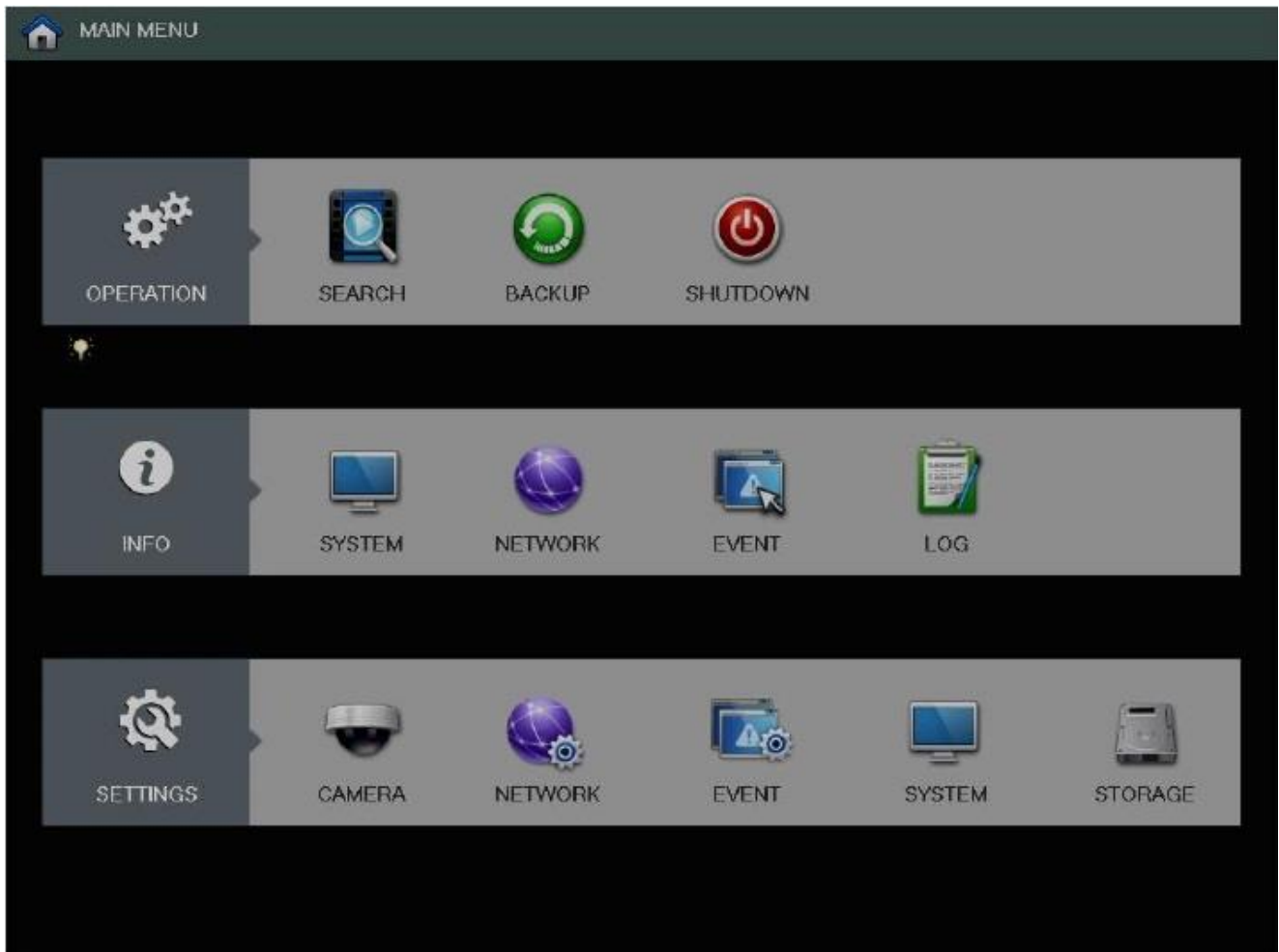
Setting	Value
IP Version	IPv4
MAC Address	90:02:A9:C4:8F:D2
Mode	Static
IP Address	192 . 168 . 1 . 108
Subnet Mask	255 . 255 . 255 . 0
Default Gateway	192 . 168 . 1 . 1
Preferred DNS	8 . 8 . 8 . 8
Alternate DNS	8 . 8 . 4 . 4
MTU	1500
LAN Download	<input type="checkbox"/>

Once the setup process is finished and you have clicked the “Finished” button, you should see the below dialog box:



5. Software Interface Guide

The screenshot below is the main screen for the Amcrest DVR software:



Below are short descriptions for each of the menu items on the main menu:

Operation -> Search: Search and playback recorded video.

Operation -> Backup: Backup recorded files onto a CD or USB drive.

Operation -> Shutdown: Logout, shutdown, or restart the system.

Info -> System: View information about the recordings, hard drive statistics, or version information.

Info -> Network: View information about the network or test the network status

Info -> Event: Display information about events that triggered recording.

Info -> Log: Display system logs of critical events.

Settings -> Camera: Review or edit settings for each camera.

Settings -> Network: Review or edit network settings for the DVR.

Settings -> Event: Review or edit settings that trigger recording events.

Settings -> System: Review or edit system parameters or configuration.

Settings -> Storage: Review or edit storage parameters and settings.

6. Web Setup

For purposes of this guide, we will outline the most common method for setting up web access. Using Universal Plug and Play (UPnP) and Dynamic Domain Name Server (DDNS) functionality is the easiest way to setup stable remote access. For this method, your router should support the uPnP networking protocol and the protocol should be enabled. Please refer to your router manufacturer's documentation to learn how to enable uPnP on your router.

To view a video on how to setup the HDCVI for UPnP/DDNS remote access go to <http://amcrest.com/videos> and view the video titled

"How to Gain Remote Access to Your HDCVI DVR with Universal Plug and Play".



Below is a step-by-step walkthrough that details how to setup the HDCVI for Remote Web Access using UPnP and DDNS:

1. Login to your DVR, open the main menu then go to Settings -> Network.
2. Using the left hand menu, go to the Connection menu, and write down the HTTP port. It is recommended to ensure the port number is at least 5 digits long to prevent any port conflicts. If need be, change the port to a 5 digit number that is less than 65535, note the number down, and click save before proceeding to the next step.
3. The system will prompt you to reset the DVR. Click OK and wait for the DVR to restart.
4. Login to your DVR, open the main menu then go to Settings -> Network.
5. Click the Connections menu item on the left hand menu, and ensure that the HTTP port has changed.
6. Click the DDNS menu item on the left hand menu, click the enable checkbox, and then click the Apply button on the bottom right.
7. Write down the entire Domain Name field, including the white text that says .quickddns.com
8. Click the UPnP menu item on the left hand menu, and click the enable radio button at the top.
9. While in the UPnP menu, double click the HTTP port, and change both the internal and external HTTP ports to match the number that was used in step 2.
10. Uncheck the last 4 checkboxes in the PAT table on the UPnP menu.
11. Click apply, and ensure the UPnP status field says "Searching."
12. Exit this menu to go back to the main menu, then re-enter the UPnP menu, and ensure the UPnP status says "Success".
13. Open a web browser and enter in the DDNS domain name address from step 3, enter in a colon, then type the port number from step 4 on to the end.
 - a. For example, if the DDNS domain name is `http://abc123456789.quickddns.com` and your HTTP Port is 33333, the URL would be `http://abc123456789.quickddns.com:33333`
14. The browser may prompt you to install a plugin. Click install to download the plugin, then click on the plugin installation file to install the plugin.
15. If the browser prompts you to allow the plugin to work on the computer, hit Allow to ensure the plugin can run successfully.
16. Enter in login details into the username and password fields.

17. Click the WAN option, and then click Login.
18. Once the main interface opens, click the plug icons next to each camera on the list on the left hand side, and activate the main stream for each of them to enable the live feed.

To view videos on other methods to setup remote web access for the Amcrest HDCVI DVR, go to <http://amcrest.com/videos> .

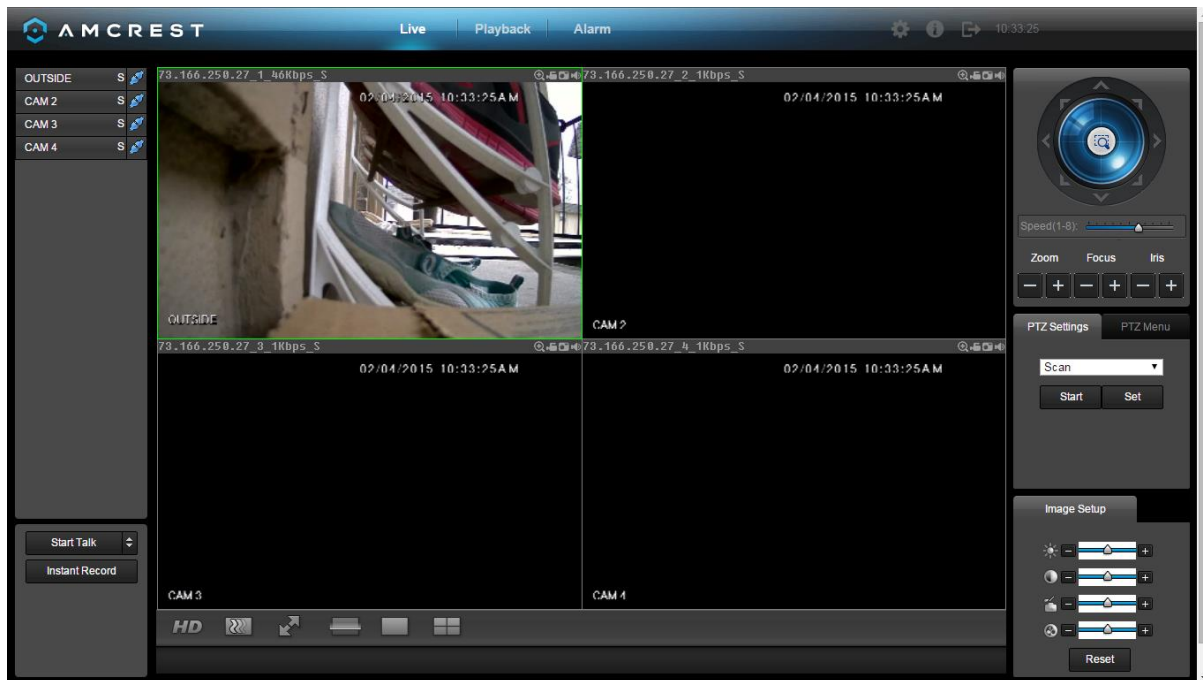
To get more detailed information on other methods to setup remote web access for the Amcrest HDCVI DVR, please refer to the user manual.

If the process above is not working, please contact Amcrest Support via one of the following options:

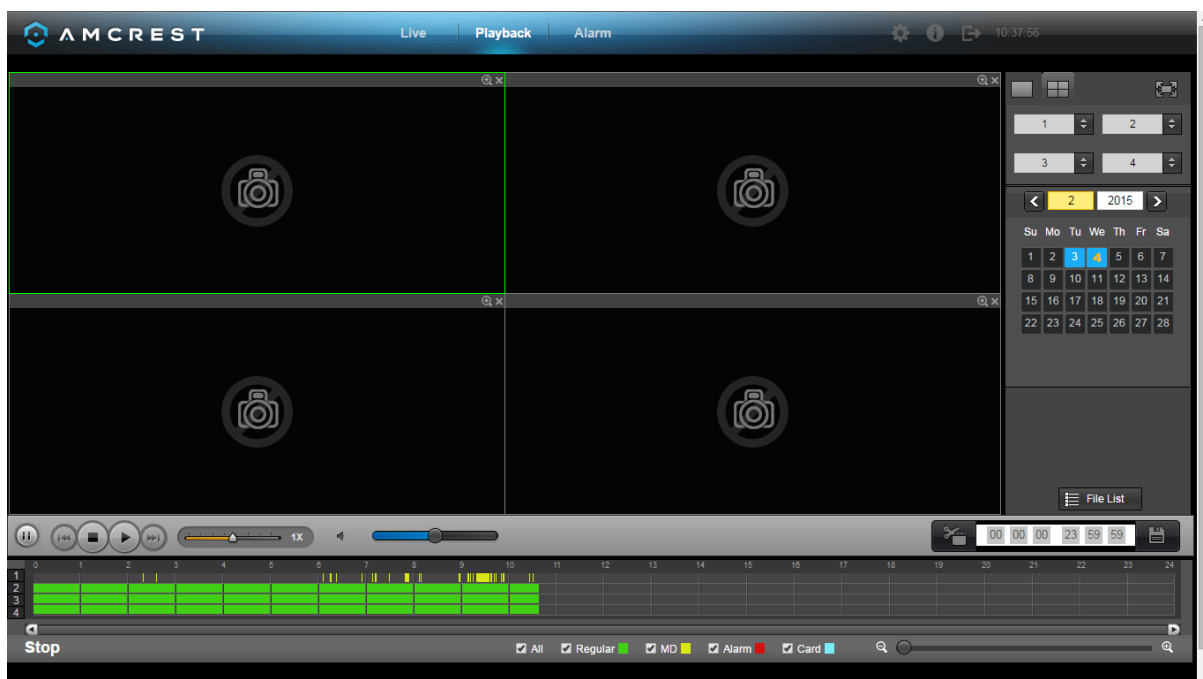
- Visit <http://amcrest.com/contacts> and use the email form
- Call Amcrest Support using one of the following numbers
Toll Free: (888) 212-7538
International Callers (Outside of US): +1-713-893-8956
USA: 713-893-8956
Canada: 437-888-0177
UK: 203-769-2757
- Email Amcrest Customer Support support@amcrest.com

7. Web Interface

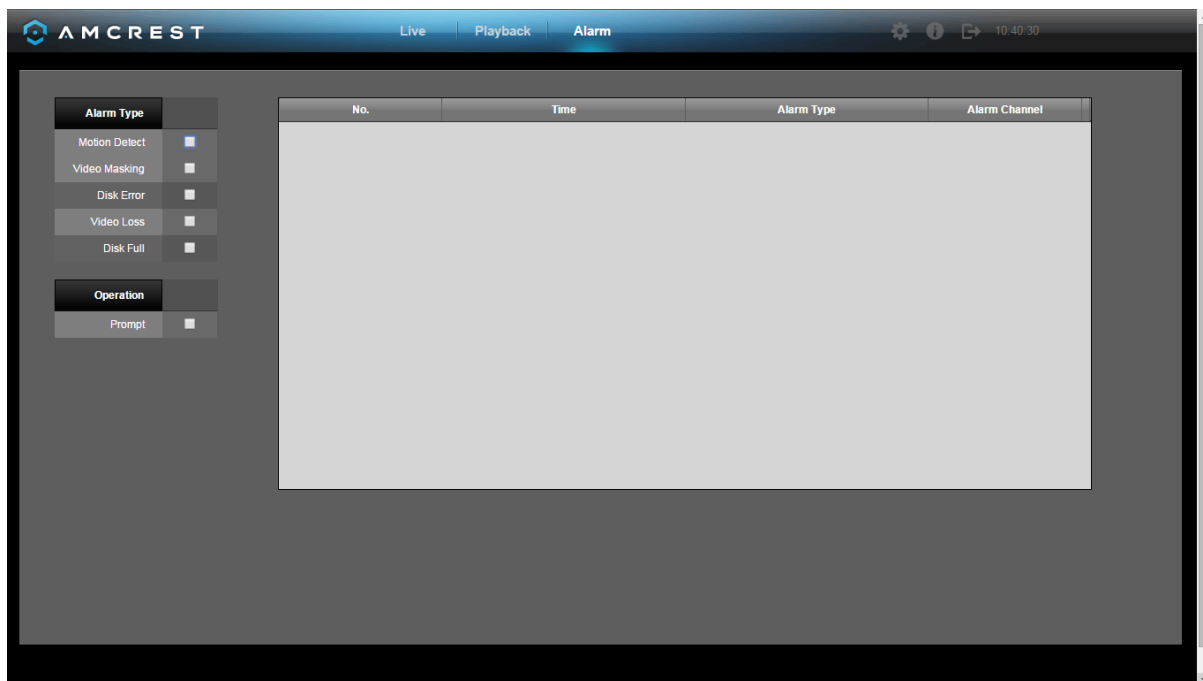
The web interface has 3 main tabs:



Live: This tab shows live playback of any connected cameras. Ensure that the small icon on the right of each camera's name on the left hand list is blue; otherwise the live video feed will not show.



Playback: This tab allows for playback of recorded video. Select the date from the menu on the right and then click on the timeline at the bottom of the screen to select a playback starting location. Once the starting point has been selected, hit the play button to begin playback.



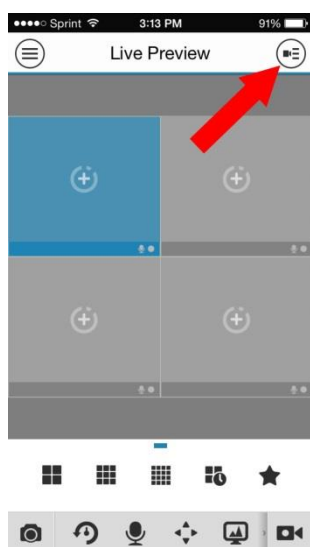
Alarm: This tab shows a list of any alarms that have been triggered, either by motion detection, video masking, disk error, video loss, or the disk becoming full.

8. Amcrest View App Setup

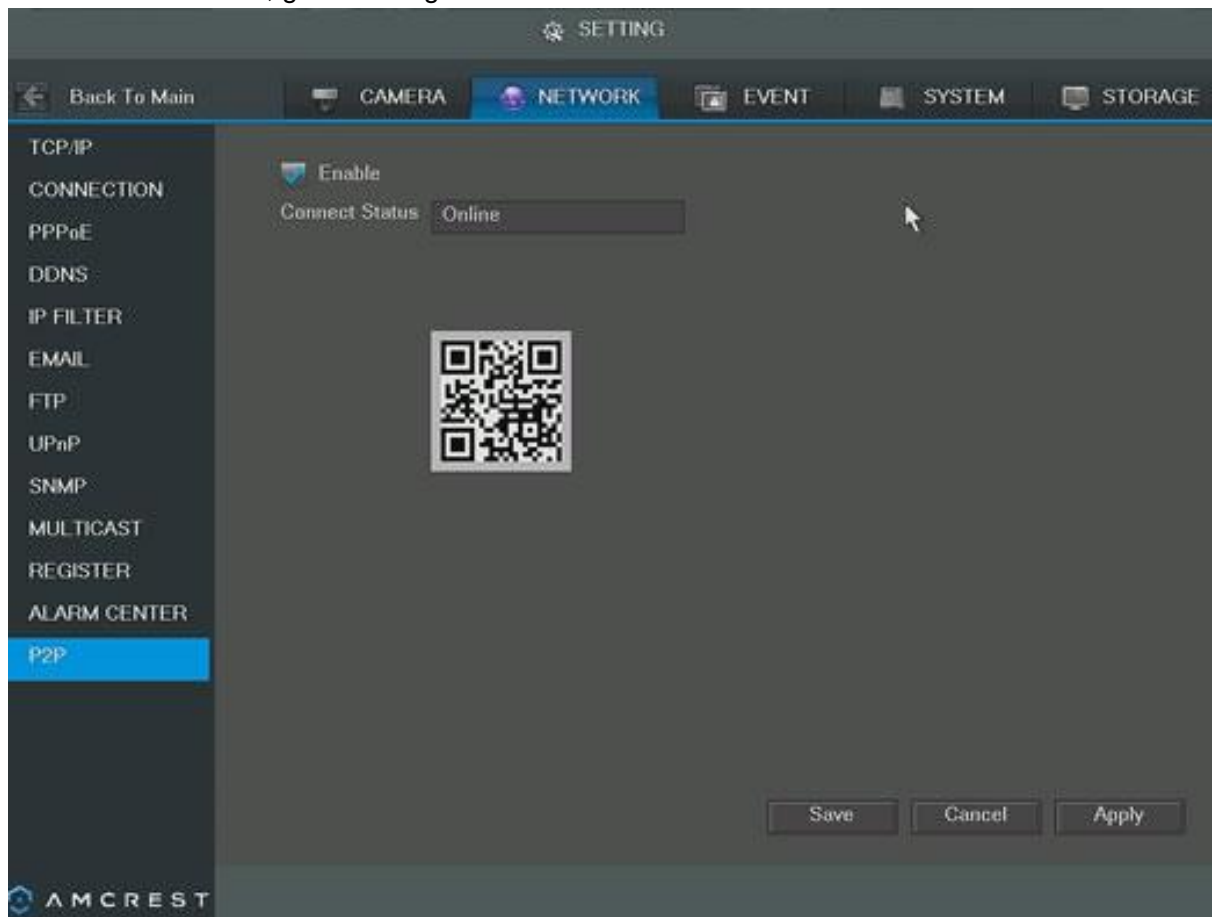
The Amcrest View app is available for both Android and iOS. There are two versions of the app, Amcrest View Lite, and Amcrest View Pro. The Pro version contains some features that the Lite version does not.

For purposes of this guide, we will use iOS, though both apps have the same interface.

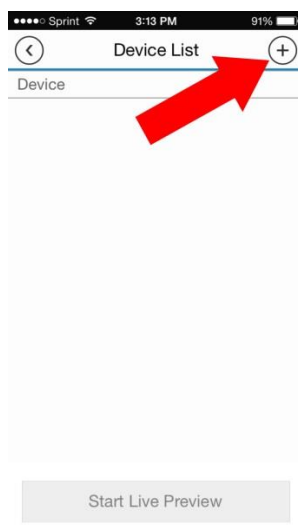
1. Download and Install either the Amcrest View Lite or Amcrest View Pro app from the app store.
2. Open the app, and click the icon in the top right hand corner to view connected devices.



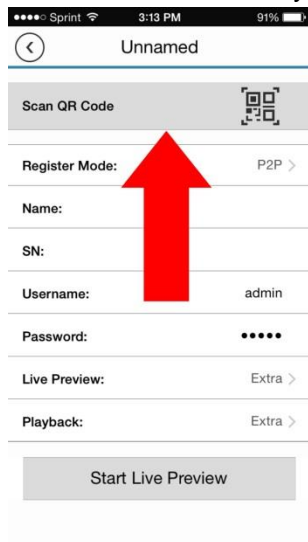
3. Go to your DVR, and open the main menu.
4. From the main menu, go to Settings -> Network -> P2P.



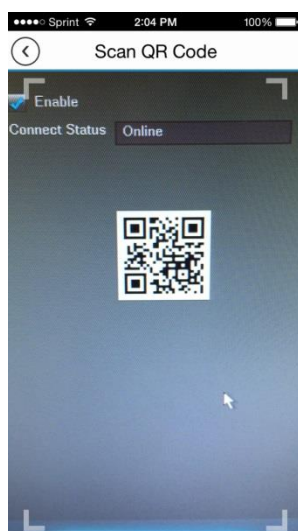
5. Ensure that the “Enable” option is selected on this screen.
6. On the app, click the plus sign in the top right hand corner.



7. Click the button that says “Scan QR Code”.



8. Point the phone's camera at the QR code displaying on the DVR's screen.
Make sure the QR code fits inside of the clear box in the center of the phone screen.
Your phone will vibrate and take you back to the previous page when the scan is successful.



9. Enter whatever Username and Password you use to login to your DVR. By default, it will use “admin” for the Username and “admin” for the password.

The screenshot shows a mobile app interface for registering a device. At the top, there's a status bar with 'No Service', '3:14 PM', and '91%' battery. Below is a header with a back arrow and 'Unnamed'. The main content area has a 'Scan QR Code' button with a QR icon. Below that are several fields: 'Register Mode:' with a dropdown arrow, 'Name:', 'SN:' with the value 'TZ44LI011W', 'Username:' with the value 'admin', and 'Password:' with masked characters '.....'. There are also 'Live Preview:' and 'Playback:' sections, each with a dropdown arrow. At the bottom is a large grey button labeled 'Start Live Preview'. Two red arrows are overlaid: one pointing down to the 'Register Mode:' dropdown and another pointing up to the 'Start Live Preview' button.

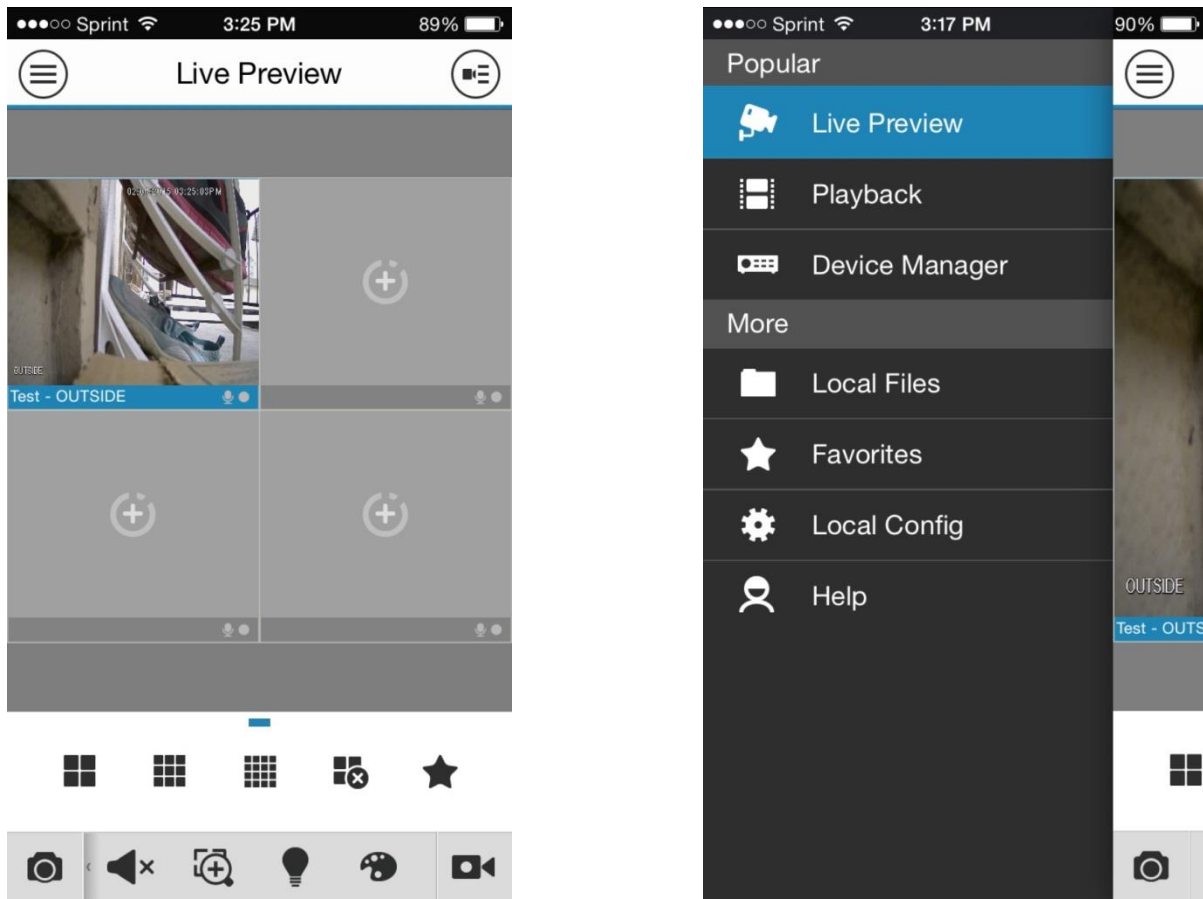
Click “Start Live Preview”.

To view a video on how to setup the Amcrest HDCVI DVR for remote access on a smartphone or tablet, go to <http://amcrest.com/videos> and view the video titled “How to Setup Amcrest HDCVI DVR for Remote Access on Smartphone/Tablet”.



9. Amcrest View App Interface

Once the app is setup to work with your DVR, it should look like the image below on the left. Clicking the Menu Icon (The 3 Horizontal Lines in a Circle) on the top left hand corner will open the menu for this app, and it should look like the image below on the right.



Live Preview is the default screen that the app opens on, but from the menu, Playback, and Device Manager can be opened, as well as other menu items for other features.

Note:

- For a detailed operational introduction, please refer to our CD included in your package for the electronic version of the *User Manual*.
- To view setup videos for many of the steps outlined in this guide, go to <http://amcrest.com/videos>
- This quick start guide is for reference only. Slight differences may be found in the user interface.
- All the designs and software here are subject to change without prior written notice.
- All trademarks and registered trademarks mentioned are the properties of their respective owners.
- If you have any questions or concerns, please contact us at support@amcrest.com, or call us at 888-212-7538.