SANNCE

Smart home security made easy

HDMI

Digital Video Recorder

User Manual

www.sannce.com

Production Information

Thank you for purchasing our DVR! This manual is designed for the installation and operation of this product. You can get more information about the features and functions of this product in details. Please read this manual carefully before using. Please contact us if you have any questions.

Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED.
SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.
IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information
FCC Information

Please take attention that changes or modification are not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Compliance: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC Conditions

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
1.This device may not cause harmful interference.
2.This device must accept any interference received, including interference that may cause undesired operation.

EU Conformity Statement

CE This product and -if applicable -the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2014/30/EU, the LVD Directive 2014/35/EU, the RoHS Directive 2011/65/EU.

2012/19/EU(WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points. For more information see: www.recyclethis.info

2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information.
The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb); or mercury (Hg). For proper recycling, return the
battery to your supplier or to a designated collection point. For more information see: www.recycle-this.info

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into [Warnings] and [Cautions].
Warnings: Serious injury or death may occur if any of the warnings are neglected.
Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

⚡	⚠
Warnings: Follow these safeguards to prevent serious injury or death.	Cautions: Follow these precautions to prevent potential injury or material damage.

⚡ Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100 to 240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.

Preventive and Cautionary Tips

- Before connecting and operating your device, please be advised of the following tips:
- Ensure unit is installed in a well-ventilated, dust-free environment.
- Unit is designed for indoor use only. Keep all liquids away from the device.
- Ensure environmental conditions meet factory specifications.
- Ensure unit is properly secured to a rack or shelf. Major shocks or jolts to the unit as a result of dropping it may cause damage to the sensitive electronics within the unit.
- Use the device in conjunction with an UPS if possible.
- Power down the unit before connecting and disconnecting accessories and peripherals.
- A factory recommended HDD should be used for this device.
- Improper use or replacement of the battery may result in hazard of explosion. Replace with the same or equivalent type only. Dispose of used batteries according to the instructions provided by the battery manufacture.

Content

Chapter 1 Description of Panels

1.1 Front Panel
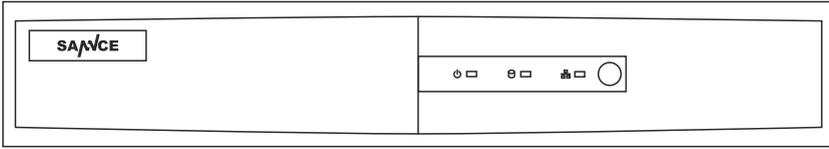
Detailed information for the front panel button:

⏻	Power status Indicator
🖴	HDD work status Indicator
🖧	Network status Indicator

1.2 Rear panel
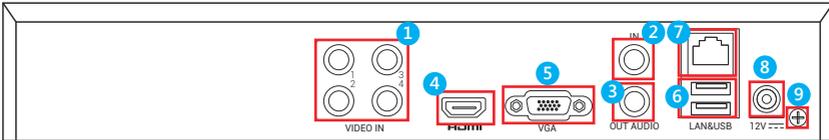
4CH
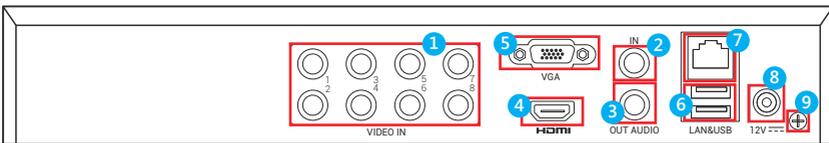
8CH
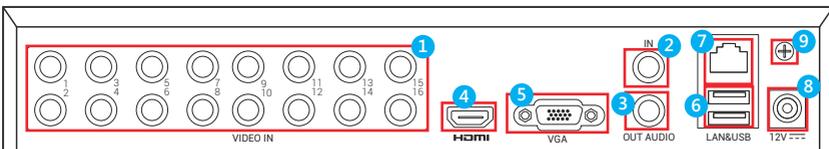
16CH

Detailed information for the rear panel:

SN	Name	SN	Name	SN	Name
1	Video input	2	Audio input	3	Audio output
4	HDMI output	5	VGA output	6	USB port
7	Network port	8	Power socket	9	GND port

Notes: This is for reference only, some components may not be included. This description applies to several models and the connection methods are similar in spite of the different appearance.

Chapter 2 Installation and Connection

2.1 DVR Installation
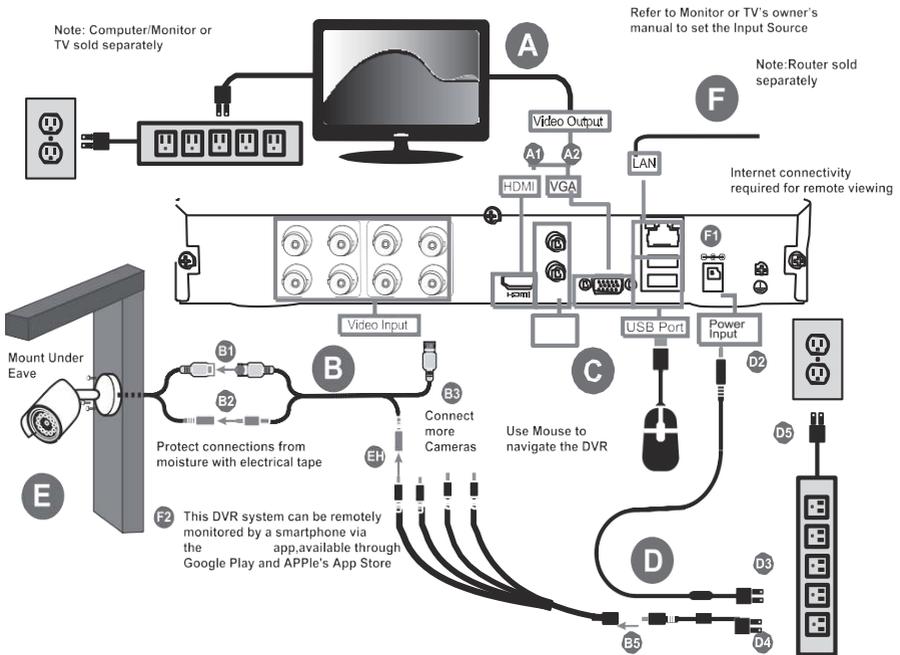
During the installation of the DVR:
1. Use brackets for rack mounting.
2. Ensure there is ample room for audio and video cables.
3. When installing cables, ensure that the bend radius of the cables are no less than five times than its diameter.
4. Allow at least 2cm (≈0.75-inch) of space between racks mounted devices.
5. Ensure the DVR is grounded.
6. Environmental temperature should be within the range of -10° C to 55° C, 14° F to131° F.
7. Environmental humidity should be within the range of 10% to 90%.

2.2 Hard Disk Installation

DVR system should be installed a 3.5 or 2.5 inches SATA internal hard drive for recording (2.5 inches SATA needs a bracket to hold the HDD). The system shows the real-time viewing interface, but you can't record or playback without installing the hard drive.

① Disassemble the screw

② Disassemble the cover

③ Place and fix the hard disk

④ Fix the screw of the hard disk

⑤ Connect the data wire

⑥ Connect the power wire

⑦ Cover the machine

⑧ Fix the cover

◀
Connect the data wire and the power wire to the corresponding port of the hard disk.

Notes: Please turn off the power before you install the hard drive. You can skip this step if you has installed the hard drive into your DVR in advance.

3.1 Activate Device

1. **Select Language:** After the DVR is powered on, automatically enter the "Activate Device" step. Select Language and click **"Apply"**.
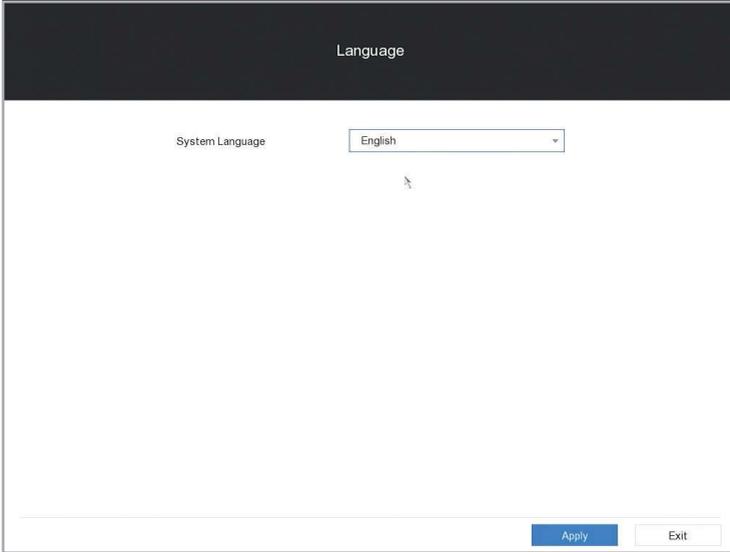
2. **Set password:** Input password and Email (Get the verification code by email after you forgot password), then click **"Activate"**.
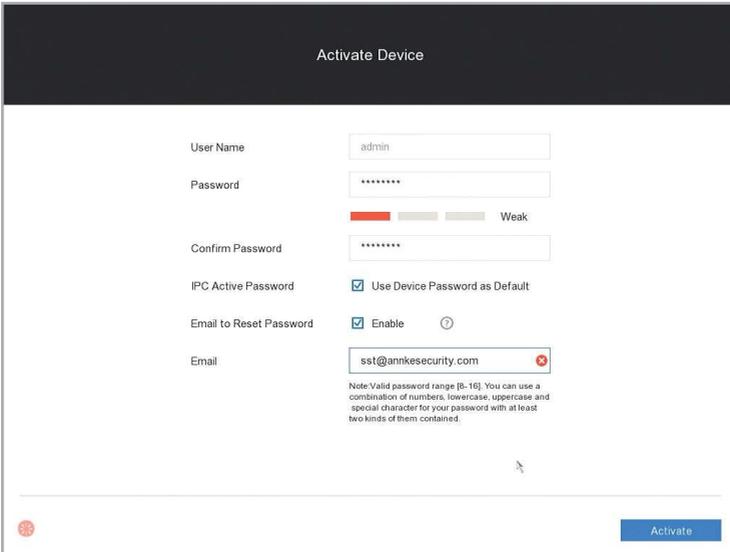
Activate Device

User Name: admin

Password: ********

Weak

Note

The device is activated.
Properly keep your password.

OK

Confirm Pass

IPC Active Pa...   as Default

Email to Rese...

Email

Note:Valid password range [8-16]. You can use a
combination of numbers, lowercase, uppercase and
special character for your password with at least
two kinds of them contained.

Activate
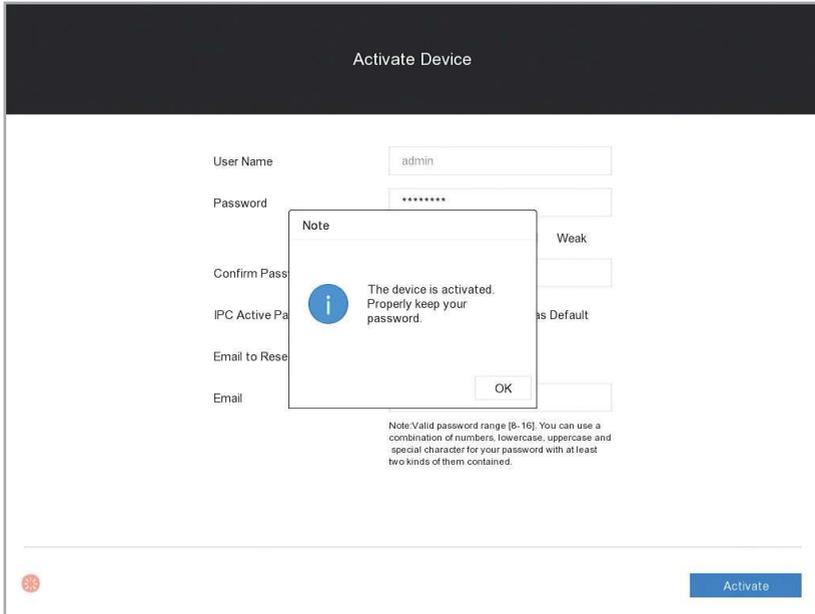
3. **Set Unlock Pattern:** Press the left button to draw a same pattern twice or click right button to skip this setting.

Set Unlock Pattern

Release your finger when done.
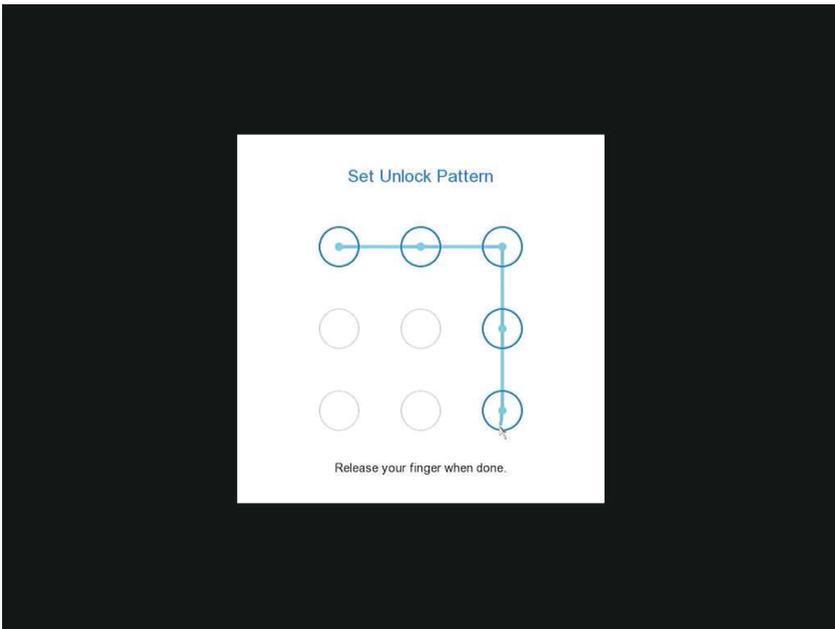
4. **Time setting:** Select the right **"Time Zone"** and configure date/time, then click **"Save and Next"** or click **"Exit"** to skip next setting.

5. **Network setting:** Click and check **"DHCP"** and **"Obtain DNS Automatically"**, the DVR will auto get IP address from your home router, then click **"Save and Next"** or click **"Exit"** to skip next setting.

6. **Sannce Home:** Click and check **"Enable"**, set a Verification code and allow internet access. Scan the APP QR code to download mobile APP, scan the device the device QR code to add DVR by APP, then click **"Save and Next"** or **"Next"** to skip next setting.
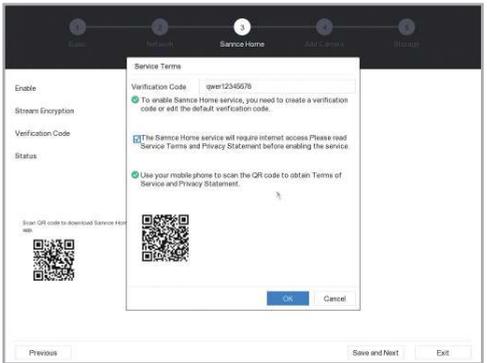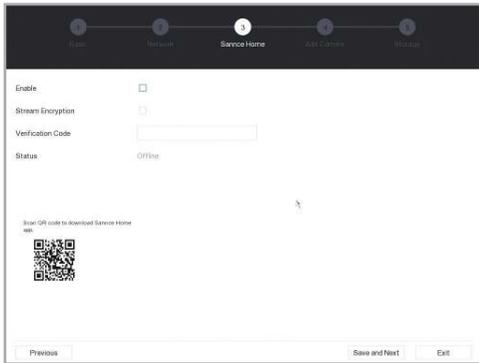
7. **Add IP Camera:** Click **"+"** to add IP camera (This DVR can connect IP cameras via ONVIF protocol, then click **"Save and Next"** or **"Exit"** to skip next setting.
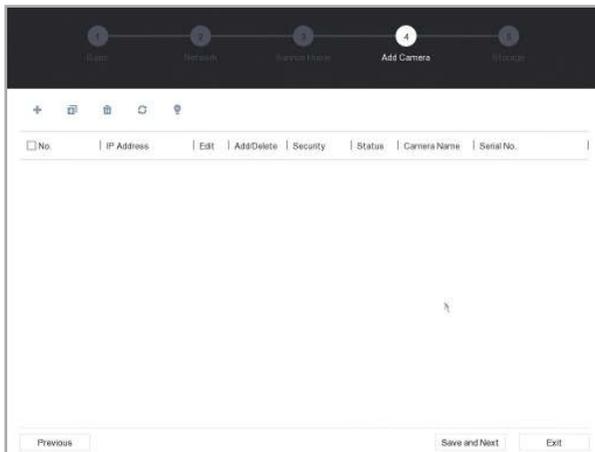
8. **Storage :** Click **"Add"** to add NAS or IP SAN (If haven't this storage, skip this step); check and click the HDD and click **"Init"** to format it, then click **"Finish"**.
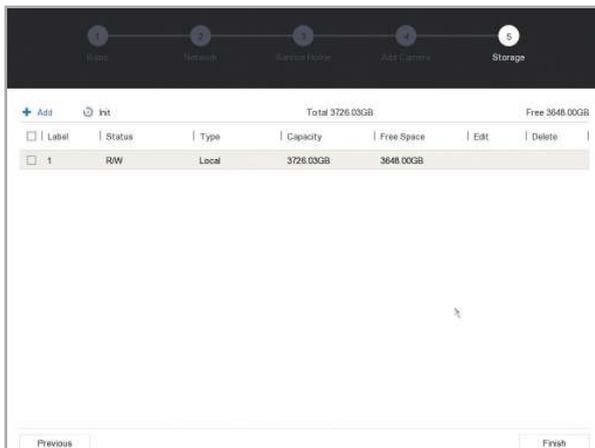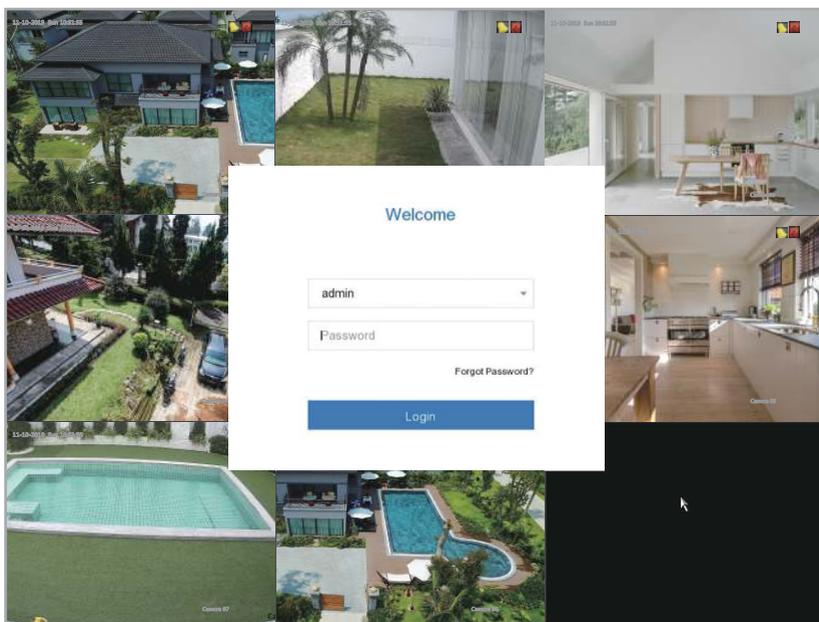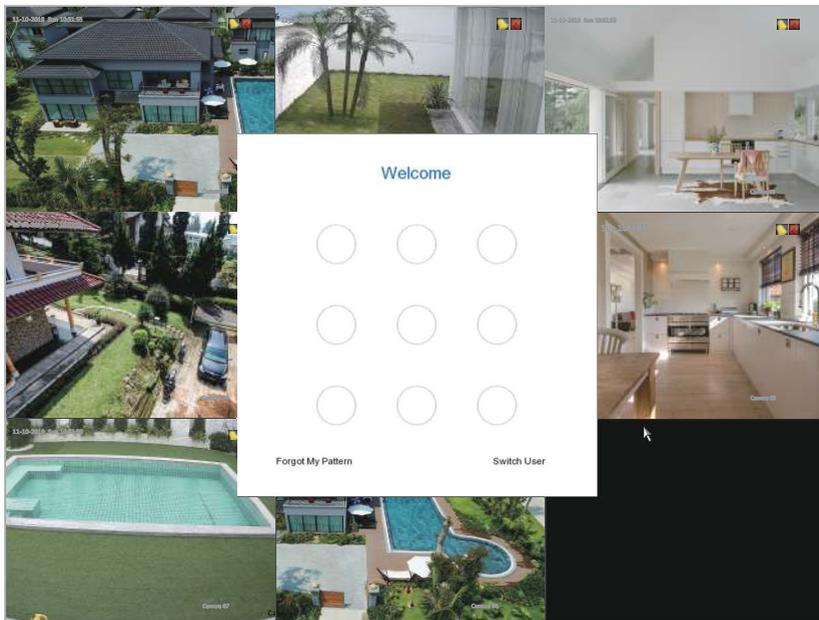
3.2 Live view
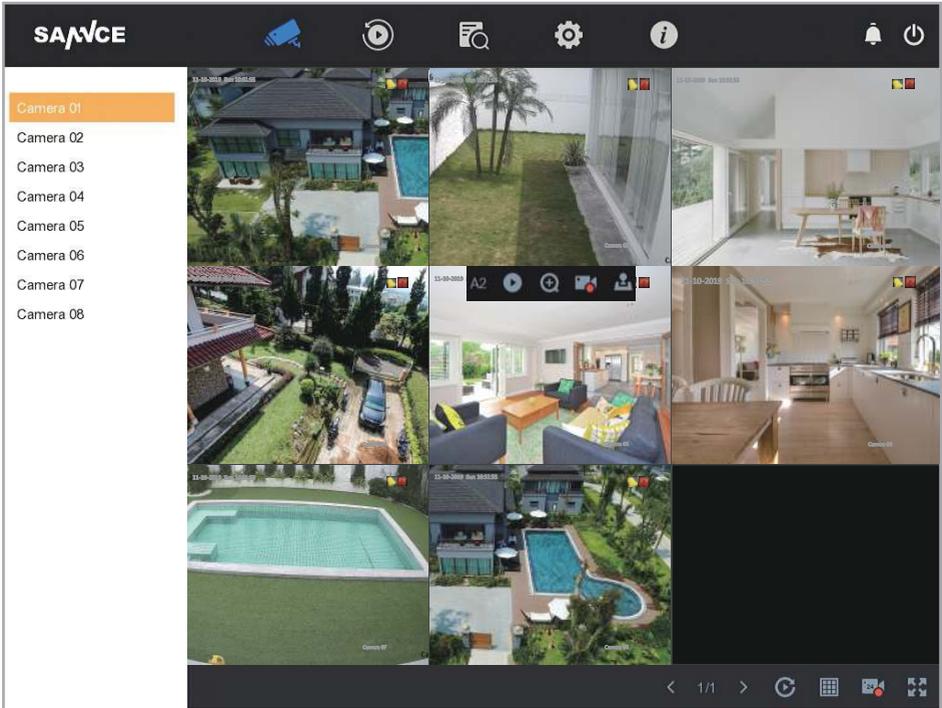

Right click on the live view window.

[🎥]: Click "Live" to view camera video.

[⊙]: Click it to playback video recording.

[🔍]: Click it to search and backup video recording.

[⚙]: Click it to configure DVR.

[ⓘ]: Click it to check the DVR system information/log and DVR restore setting.

[🔔]: Click it to check the DVR alarm information.

[⏻]: Click it to logout/Shutdown/reboot DVR.

[🟨]: It mean the camera has alarm information.

[🟥]: The camera is recording video.

[⏵]: Instant playback the camera recording video.

[⊕]: Click to digital zoom the camera video.

[📹]: Start and stop video recording.

[👤]: Control camera PTZ function(Only for the PTZ camera).

[⬜]: Preview in single window/four windows.

3.3 Login the system

Right click on the live view window, press left button to draw the pattern to login DVR or click **"Switch user"** and input the password, then click **"Login"**.

3.4 Recording setting
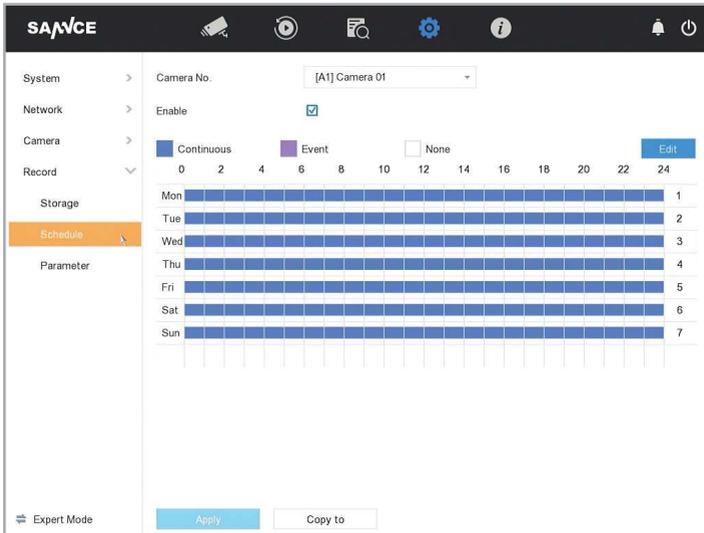
You can enter **[Configuration]-[Record]-[Record]-[Schedule]**, set the record schedule.

[Camera No.]: Select DVR channel.

[Enable]: Check and enable it.

[Advanced]: Click to enter the advanced setting, you can configure record audio/pre-record/post-record/stream type/expired time(Day).

[Continuous]: Set continuous recording.

[Event]: Set alarm linkage recording.

[None]: Not recording.

[Edit]: Click to edit the recording time mode.

[Week and time]: Press left button and draw to select the week and time.

3.5 Playback recording video
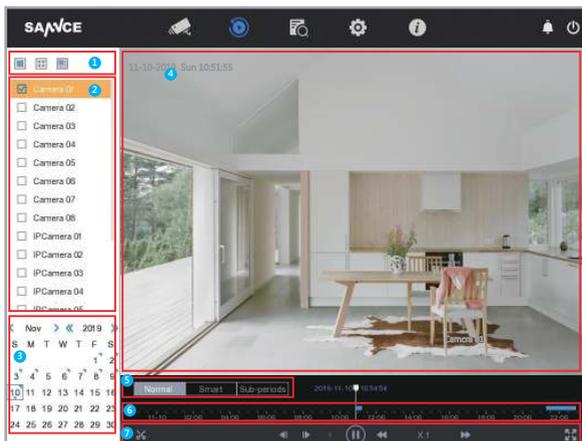
You can enter**[Playback]** to play back recording video.

[1]: Select channel split mode

[2]: Select the channel for video playback.

[3]: Select the date of video playback.

[4]: Display video recording of the channel.

[5]: Select video playback mode: Normal/Smart/Sub-periods.

[6]: Video playback time progress bar.

[7]: Video playback toolbar: Clip/30s backward/30s forward/play/pause/speed down/speed up/full
screen.

3.6 Search&Backup video
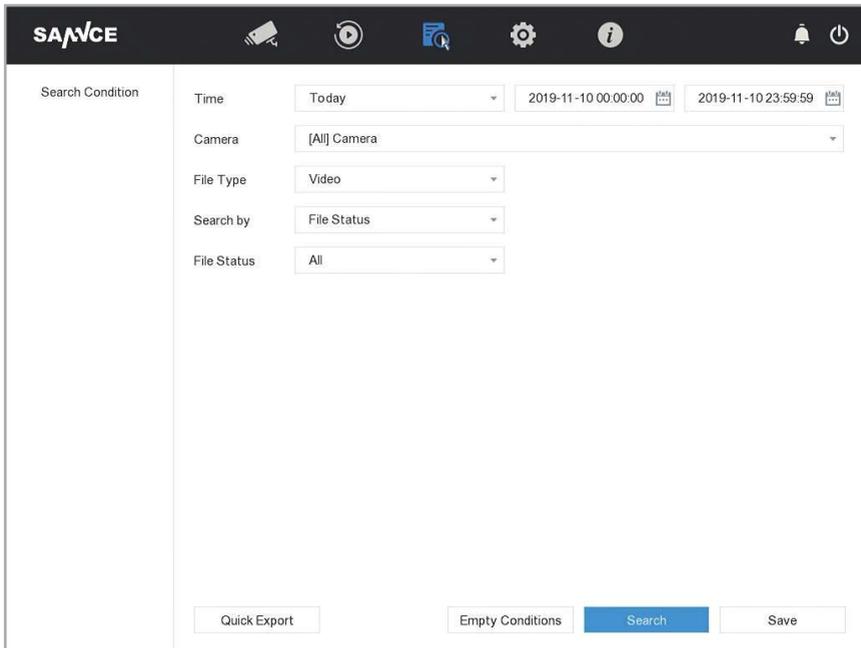
You can enter **[Search]**to backup video to USB storage.

[Time]: Select search time.

[Camera]: Select camera.

[File type]: Select search file type.

[Search by]: Select search criteria.

[File Status]: Select file status, include "all/unlocked/locked".

[Quick Export]: Directly back video recording file.

[Empty conditions]: Clear search criteria.

[Search]: Click to search video recording file.

[Save]: Click to save the search condition.

Select the file and click **"Export"** to back up video file to USB storage.

Note: Make sure already insert USB storage to DVR USB interface before searching file.

3.7 Motion detection
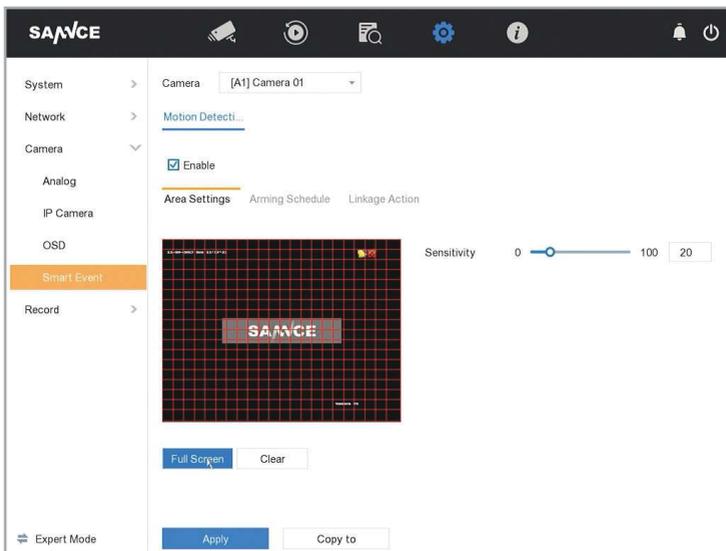
You can enter **[Configuration]-[Camera]-[Smart Event]** to set motion detection function, after finished setting, click **"copy to"** to set other channel and click **"Apply"** to save settings.

**[Camera]:** Select the DVR channel.

[Enable]: check this setting to enable motion detection.

[Area Settings]: Click to set the detect area, Hold down the left button and drag the selected area. The red area is the motion detection area, no color area is not detected area.

[Sensitivity]: Set motion detection sensitivity level.

[Full screen]: Check it, the alarm channel camera will display full screen after detected motion alarm.

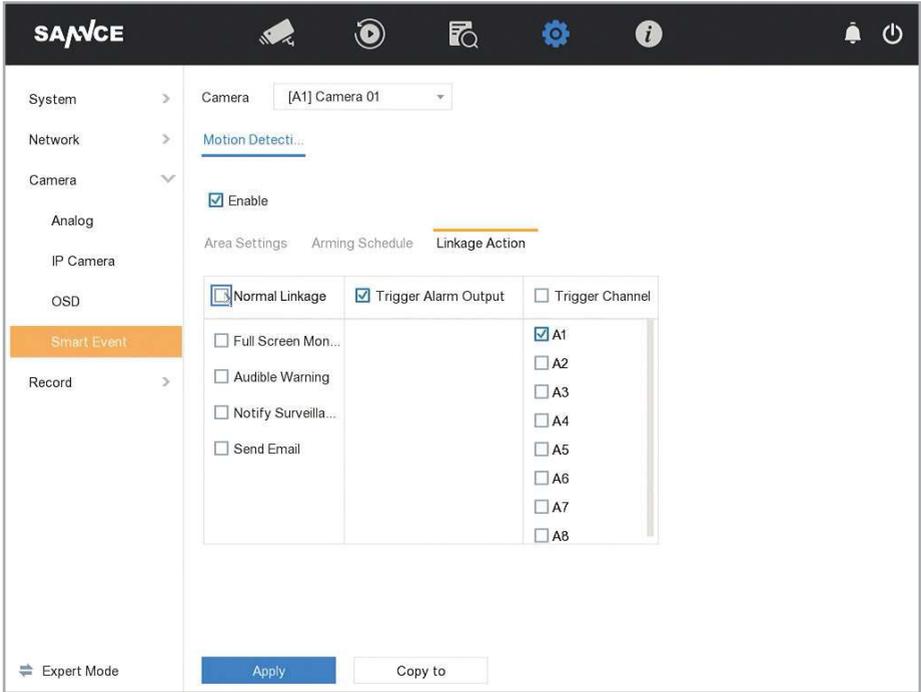**[Clear]:** Clear all regions setting.
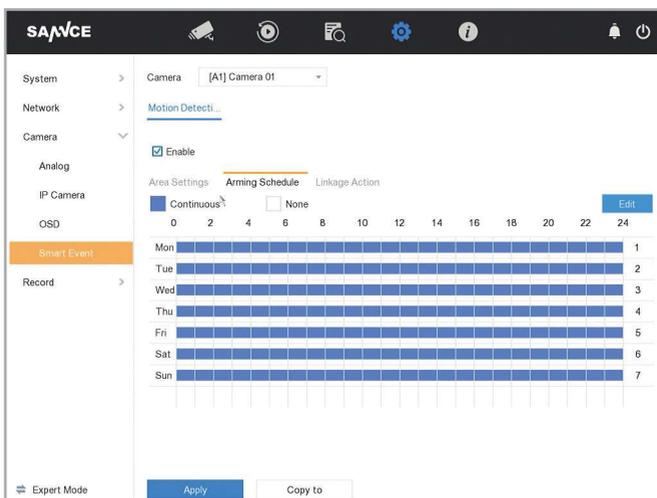
Click **"Arming Schedule"** to configure the detect motion schedule.

[Continuous]: Set continuous motion detection.

[None]: Not enable motion detect.

**[Edit]:** Click to edit motion detection start/end time.

Click **"Linkage Action"** to configure the detect link action.

[Normal linkage]: Include full screen monitoring/audible warning/notify surveillance center/send email.

[Trigger alarm output]: Motion alarm link hardware alarm output , only for the DVR has hardware alarm output.

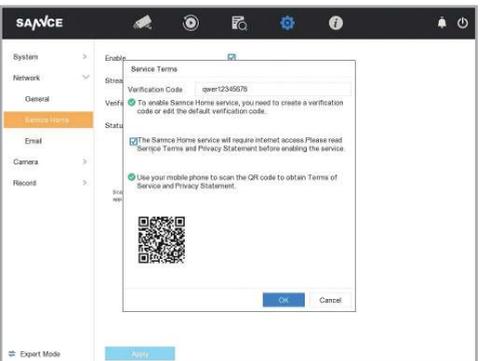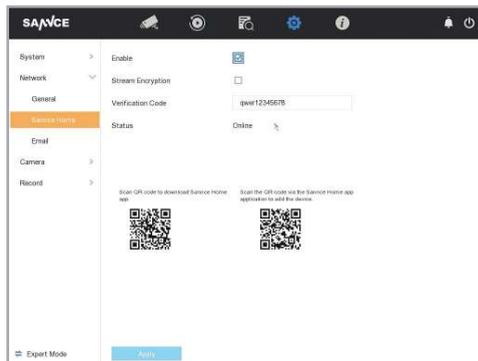**[Trigger channel]:** Select the motion alarm trigger camera.

3.8 Network setting
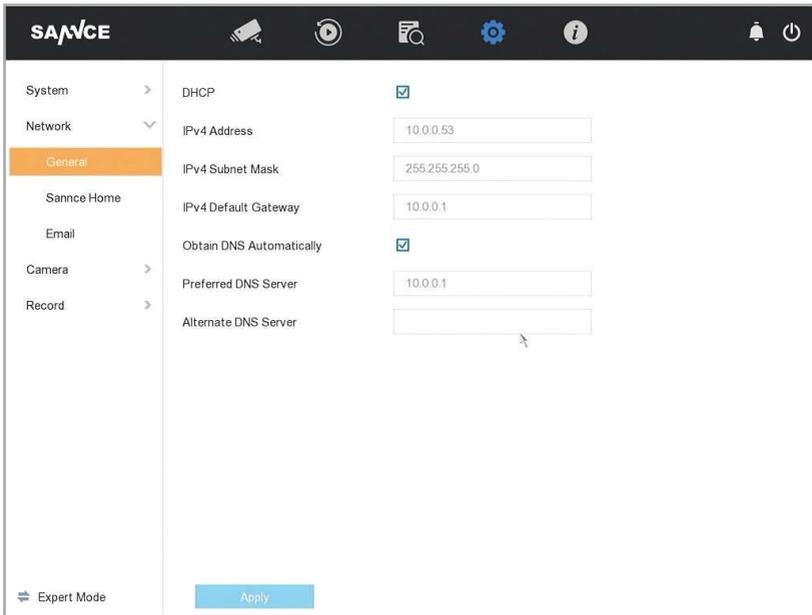
You can enter **[Configuration]-[Network]-[General]** to set network function.

[DHCP]: Check it to enable DHCP function, DVR will auto get the IP address from locale router.

[Obtain DNS Automatically]: Check it to enable DNS function, DVR will auto get the DNS from locale router.

You can enter **[Configuration]-[Network]-[Sannce Home]** to set network function.

[Enable]: Check it to enable Sannce Home function, then the service terms will pop up, enter the verification code.

[Stream Encryption]: Check enable stream encryption, verification code is required for remote access and live view.

[Verification code]: Enter verification code, verification code is required when visit DVR by mobile app.

[Status]: It will display **"Online"** when DVR connects internet successfully;if displays **"Offline"**, please try to check the DVR network connection.

APP Download QR-Code: Scan the APP QR-Code to download **"Sannce Home"** or try to search **"Sannce Home"** in Apple APP store and Google Play store.

3.9 Email setting

You can enter **[Configuration]-[Network]-[Email]** to set Email.

[Server Authentication][User name][Password]: Check it to enable the function if the SMTP server requires user authentication and enter user name and password accordingly.

[SMTP server]: Input the Email box SMTP server address.

[SMTP port]: Input the SMTP server port, it will auto display port when you selected the right encryption protocol.

[SSL/TLS]: Check to enable SSL/TLS if required by the SMTP server.

[Attached picture]: Check to enable the function if you want to send email with attached alarm images.

[Sender]: The name of the sender.

[Sender's address]: Input the sender Email box address.

[Select Receivers]: Select the receiver. Up to 3 receivers can be configured.

[Receiver]: The name of the receiver.

**[Receiver's Address]:** The Email address of user to be notified.

4.1 Accessing by Web Browser

Before start:

1. Make sure you have a router and high-speed network connection;

2. Connect the DVR to your router by using an Ethernet cable;

3. Upgrade your client software and mobile app to the latest version;

4. Make sure your network speed come up to 1Mbps at least to get the best video recording.

5. Go to DVR's **[Configuration] - [Network] - [Sannce Home] - [Status]** to confirm **"Online"**. Go to DVR's **[Configuration] - [Network] - [General]** to get your IP address, for example, 192.168.2.7. Open your IE browser and input the IP address, login with your user account and password, as shown in the figure below.
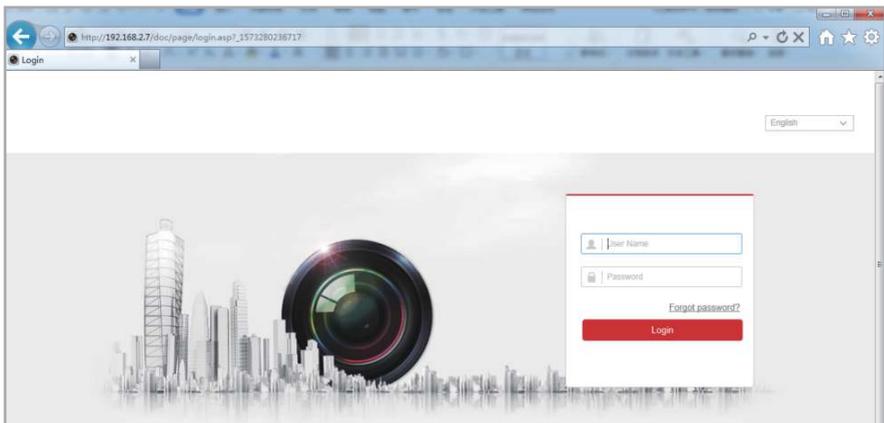

Notes: The default user name is **[admin]**, and can not be changed. The password is the same to the password of DVR. You will go the interface as shown in the figure below after you login successfully. You will get the image if the camera connects to the channel successfully.
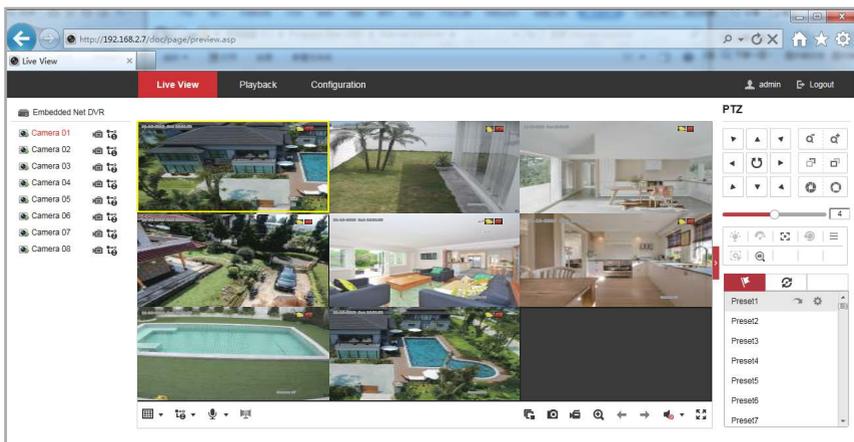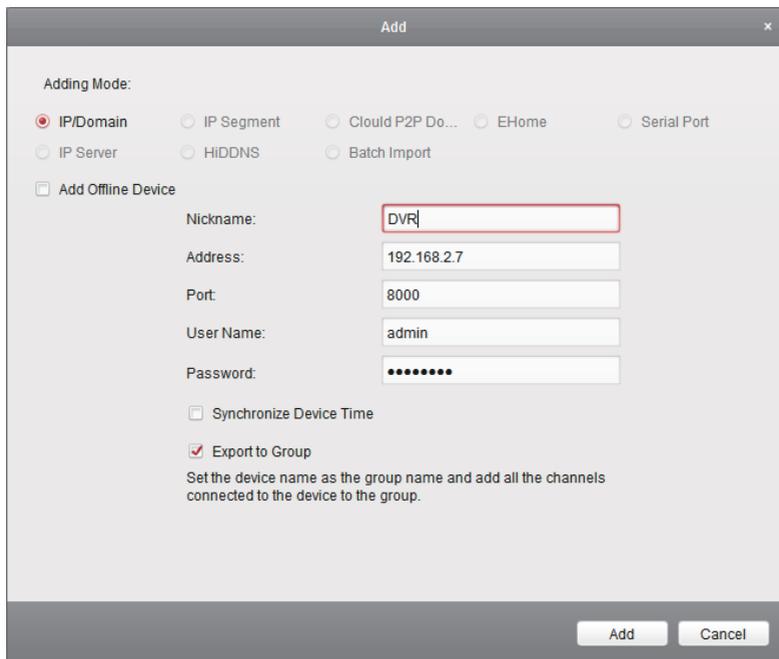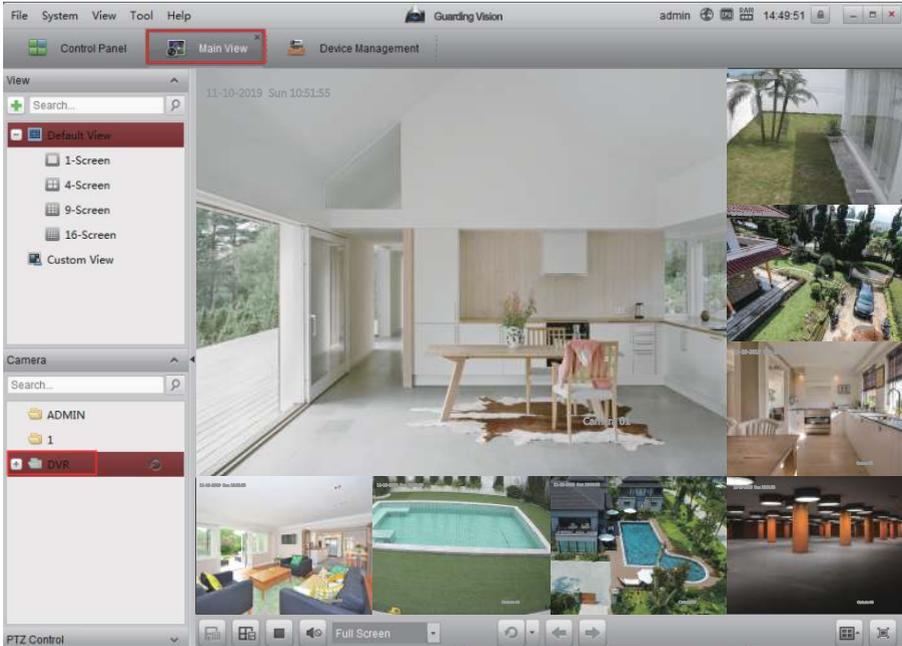
4.2 Guarding Vision

Guarding Vision Client software is in the supplied CD. Double-click the icon of Guarding Vision after installed .
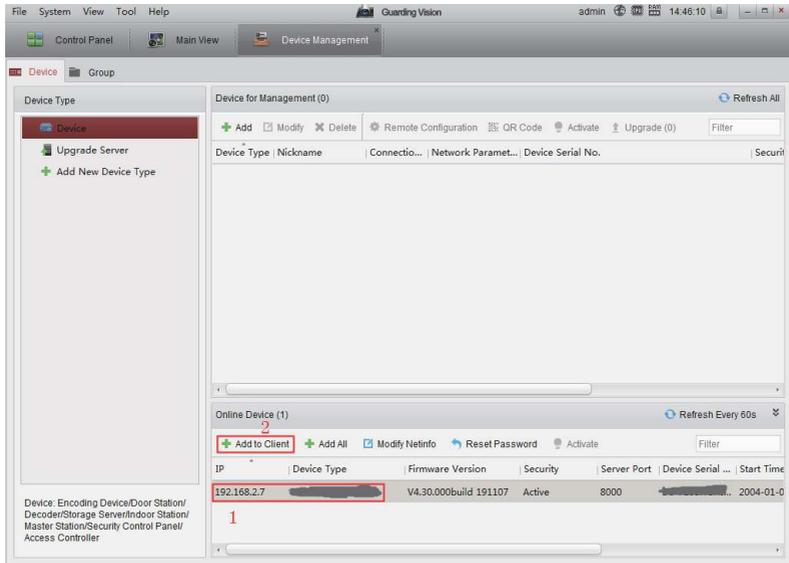
Select the DVR and click **"Add to Client"**

Input a DVR name and password,then click **"Add"** to save the setting.

Click **"Main view"** and double click the DVR group to view video.

4.3 Accessing by Mobile Phone

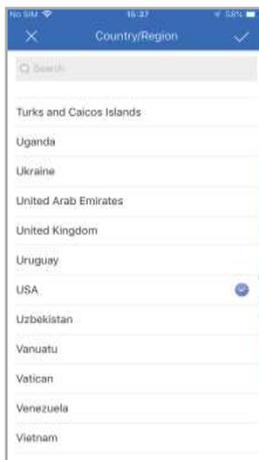## 4.3.1 iPhone / iPad / Android

a. Install the **Sannce Home** App for free from the APP Store or Google Play store. Tap the icon Sannce Home to open the APP.

Sannce Home

b. Select **"Select country or region"** and click **"√"** to save the setting.

c. Click **"login"** and **"Register"** to create an APP account, you can use your mobile phone number or Email address as the APP login account.
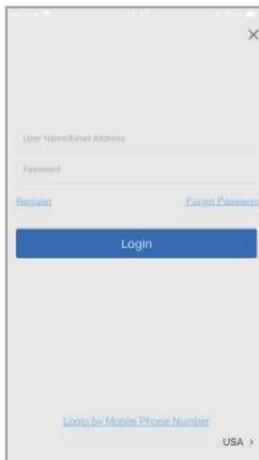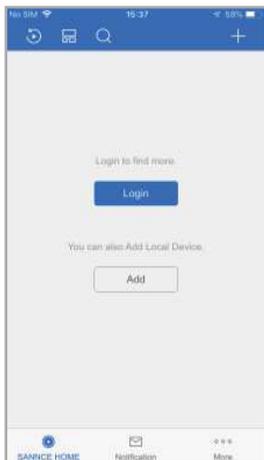
d. After login the APP, click **"+"**, scan the DVR ID QR code **(Configuration-Network-Sannce Home)** to add DVR.
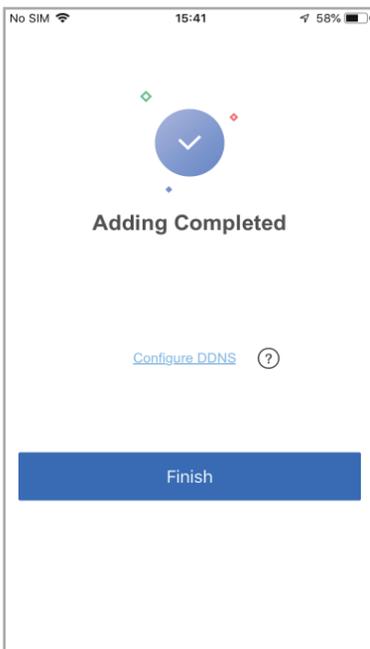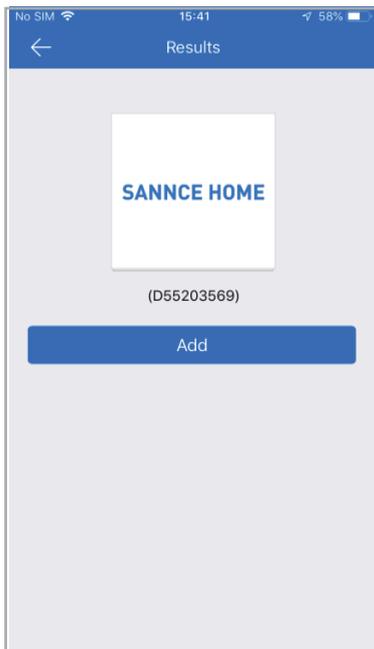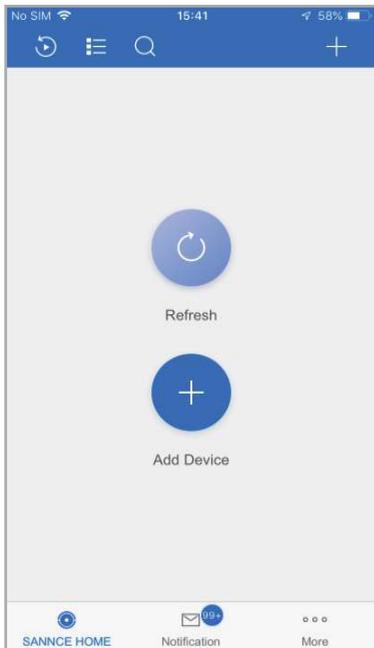
e. Click DVR name to view camera video.

f. Click " "to playback recording video remotely, select channel and date, then click **"Start playback"**

Chapter 5 FAQ & Troubleshooting

1. No setting interface displayed on the monitor after the device is starting up normally.

Possible Reasons:
Do not connect your DVR to the port of laptop's VGA or HDMI directly.
Make sure the resolution of monitor higher than the display resolution of DVR. Otherwise, the monitor will not show any image of cameras.

Solutions:
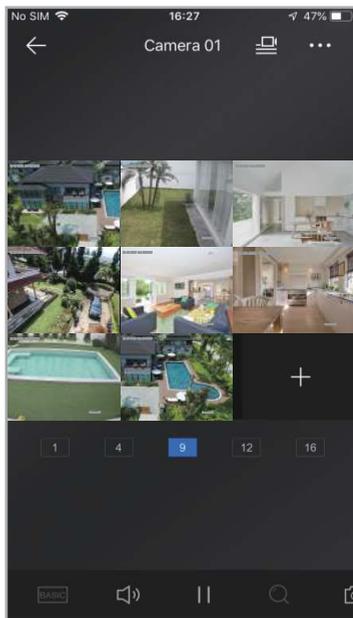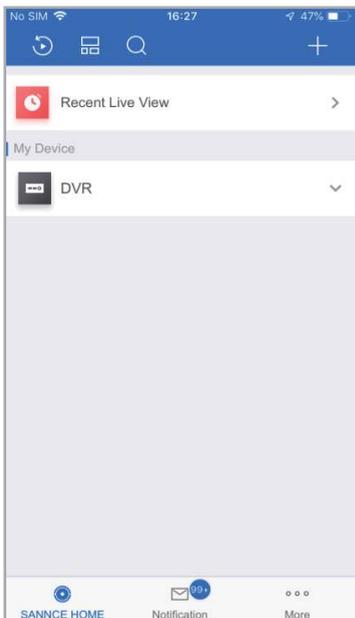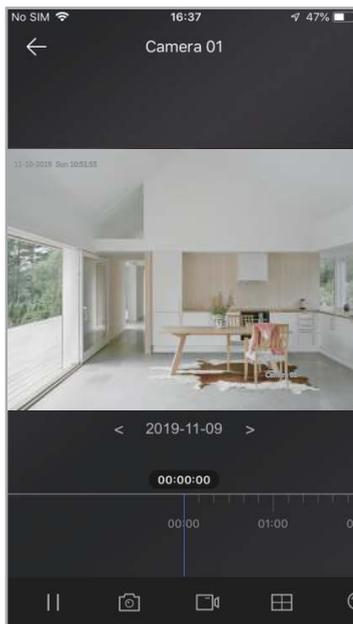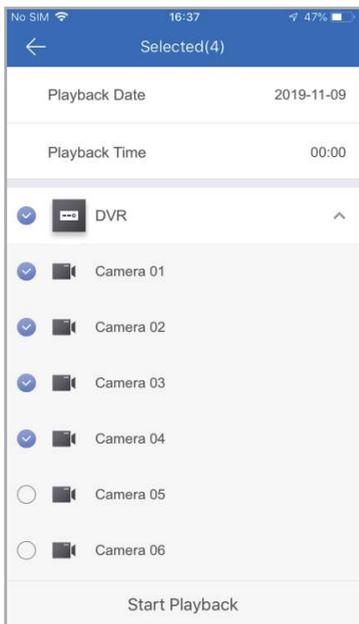Method 1: Use the monitor with a higher resolution to connect your DVR so that you can log in DVR and change its display resolution to lower one.
Method 2: You can access the camera through CMS software on your computer to change its display resolution to lower one.
Method 3: You can access the DVR system on the computer's browser by DVR's IP and change its display resolution on web page.

2. All cameras has no image showing up on the DVR after the device is starting up normally.

Possible Reasons:
Make sure all cameras are connected to the port of Video-in with cables and your recorder should be connected to the monitor with the cable, but the video of all cameras are not shown on the monitor (You can still see the setting panel of recorder) .

Solutions:
Method 1: Check the connection of your system is correct or not.
Method 2: Check the camera lens at night and make sure infrared light turns on. Try to connect a 12V power supply to the camera if there is no infrared light.

3. You can not view on the mobile phone and computer.

Possible Reasons:
The Sannce Home status is offline.

Solutions:
Please check the DVR internet connection.

4. No image displayed on some cameras Possible Reasons:
Make sure all cameras are connected to DVR/NVR with cables and recorder is connected to the monitor with the cable, one or several cameras has no image displayed on the monitor, but others are working fine, you should make sure the camera, cable, or channel port is damaged or not.

For example:

1.Connect the camera C1 to the channel A1 with the cable B2 to confirm if it is the cable B1's problem

2.Connect the camera C1 to the channel A2 with the cable B2 to confirm if it is the camera C1's problem.

3. Connect the camera B2 to the channel A1 with the cable B2 to confirm if it is the channel port A1's problem.

Solutions:

Please make sure whether the camera, cable, or channel port is damaged or not so that we can give you the correct replacement.

5. Video can not be recorded.

Possible Reasons:

The DVR needs an internal hard disk drive for recording. Without hard drive, the system can show live viewing, but can not be recorded or playback. The status of hard drive is abnormal.

Solutions:

Make sure the hard drive is installed. The hard drive is installed for the first time needs to format, you can enter the [Configuration] - [Record] - [Storage] to click format and select the hard disk.

6. Email alerts is failed Possible Reasons:

You had better use Gmail, do not use Yahoo or Hotmail. Alarm and email alerts function are not enabled.

Solutions:

Method 1: Please make sure the DVR has connected to the router and Internet successfully.

Method 2: Please enable alarm and email alerts function.

7. Forget password Solutions:

Method 1: Please use password resetting email to get password.

Method 2: Please contact technical engineer to reset password.

For more information, please visit:

www.sannce.com

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