



Digital Video Recorder

Quick Start Guide

(EN / DE / IT / FR / ES)

www.annke.com

Hi, friend!

Thanks for choosing ANNKE.
If there's anything we can help,
please feel free to reach us!



Support@annke.com



<http://help.annke.com>



: +1 833 717 0187

Free Call for US and CA
7:00am-8:30pm EST
Weekday



: + 44 8081966228

Free Call for UK
12:00 pm - 1:30am, GMT,
Weekday

About this Manual

This Manual is applicable to Digital Video Recorder (DVR).

The Manual includes instructions for using and managing the product. Pictures, charts, images and all other information hereinafter are for description and explanation only. The information contained in the Manual is subject to change, without notice, due to firmware updates or other reasons. Please find the latest version in the company website. Please use this user manual under the guidance of professionals.

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 RESPONSIBILITIES 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 Conditions

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Warning Statements:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

EU Conformity Statement



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 2004/108/EC, the RoHS Directive 2011/65/EU and Amendment (EU)2015/863.



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



2013/56/EU (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.recyclethis.info

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measures are 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 manufacturer.

Contents

EN

1. What's in the Box	01
2. DVR Introduction	02
3. Connection Diagram	04
3.1 Hard Disk Installation.....	04
3.2 DVR Connection.....	06
4. Set up the DVR.....	07
4.1 Activating Your Device (A Must)	07
4.2 Setting Unlock Pattern (Optional)	08
4.3 Using the Setup Wizard	09
4.4 Login and Logout.....	16
4.5 Live View.....	17
4.6 Playback	19
4.7 Backup Video Records.....	20
4.8 TCP/IP Settings.....	22
4.9 ANNKE Vision App Setting.....	23
4.10 Email Setting	24
4.11 Adding IP Cameras	25
4.12 Recording Settings.....	26
4.13 Alarm Settings.....	27
5. Remote control	29
5.1 Accessing by Mobile	29
5.2 Accessing by IE.....	31
5.3 Accessing by CMS Client	33
6. Software Download and FAQ	36
6.1 Software Download	36
6.2 FAQ	36

DE

Vorstellung von der Oberfläche.....	39
Zugriff per Handy	41

IT

Descrizione dei pannelli.....	43
Telecomando.....	45

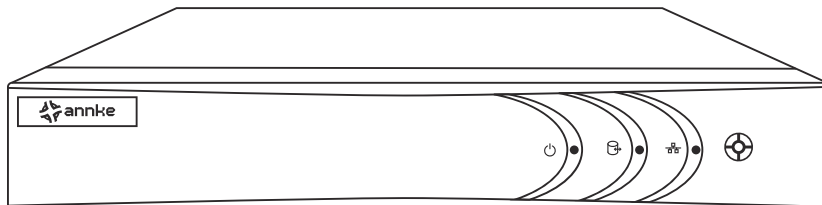
FR

Description des panneaux.....	47
Télécommande.....	49

ES

Descripción del panel frontal.....	51
Control remoto.....	53

1. What's in the Box



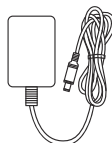
DVR



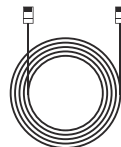
User Manual



USB Mouse



Power Adapter



Network Cable



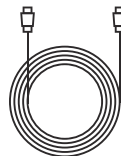
Wall Sticker



HDD Power Cable



HDD Data Cable

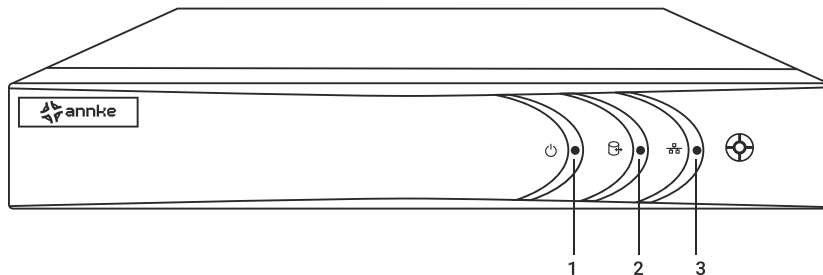


HDMI Cable

Note: Please check the package carefully. If the hard disk has been preinstalled, the hard disk power cable and data cable are not included.

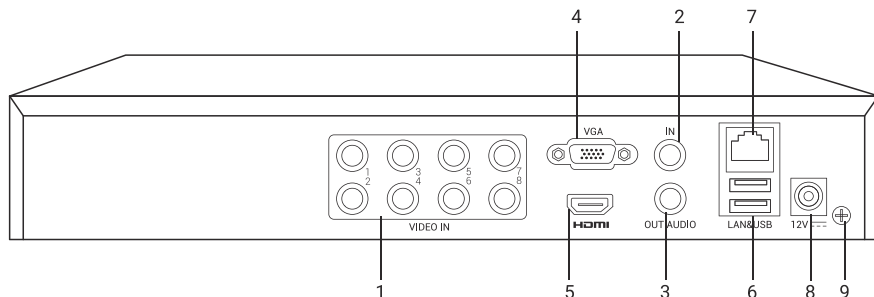
2. DVR Introduction

Front Panel



NO.	Icon	Status	Description
1		Solid yellow light	Stable power station
2		Red light	Reading or writing data from the HDD
3		Flickering yellow light	Stable network connection

Rear Panel



NO.	Port	Description
1	VIDEO IN	Connect with BNC cable
2	AUDIO IN	Connect a microphone with the RCA cable
3	AUDIO OUT	Connect a speaker with the RCA cable
4	VGA	Connect a VGA monitor with the VGA cable
5	HDMI	Connect a HDMI monitor with the HDMI cable
6	USB Port	Connect a mouse/U disk with the USB cable
7	LAN Interface	Connect the network with the LAN cable
8	Power input	Power the DVR with the DC 12V cable
9	GND	DVR ground interface

3. Connection Diagram

3.1 Hard Disk Installation

Note:

1. Hard Disk installation is needed for recording and video playback, otherwise, you can only preview.
2. Please skip this step if your device already has a hard disk installed.
3. Before installation, please make sure the power is disconnected from the device.

Steps:

1. Remove the cover from the device by unfastening the screws on the back and side.



2. Get the hard disk's power cable and data cable from the package, and prepare a hard disk and hard disk screws.



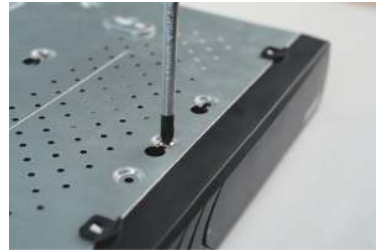
3. Connect one end of the power cable and data cable to the DVR's motherboard.



4. Connect another end of the power cable and data cable to the hard disk.



5. Place the hard disk on the bottom of the device, and then fasten the screws on the bottom to fix the hard disk.

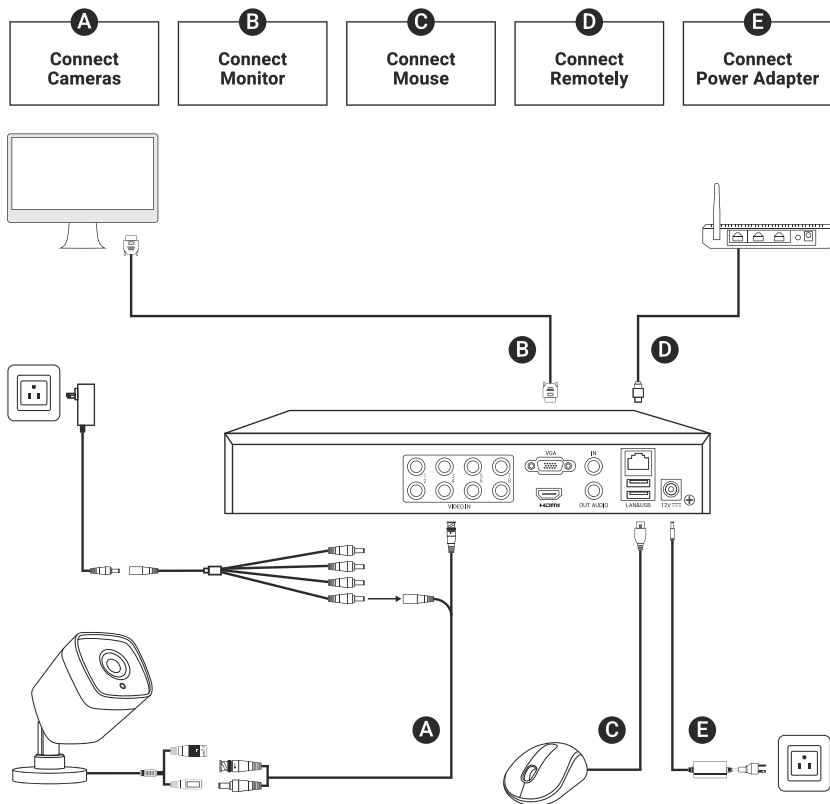


6. Re-install the cover of the device and fasten the screws.



3.2 DVR Connection

To make sure the DVR works properly, please connect every part and run the system before the final installation.



4. Set up the DVR

4.1 Activating Your Device (A Must)

Operation is prohibited before activating the device by setting an admin password. You can activate the device via Web Browser, SADP or client software.

1. Please choose the language you need. The default language is English.
2. Create a password and confirm it.
3. Click OK and enter an email address as a security email.

Note: Please set a strong password and keep it well. Password is viewable by clicking the small eye icon.



We highly recommend you create a strong password of your own (using a minimum of 8 characters, including capitalized letters, lowercase letters, numbers, and special characters) in order to increase the security level. And we recommend resetting your password regularly, especially in the high-security system as resetting the password monthly or weekly can better protect your privacy.

4.2 Setting Unlock Pattern (Optional)

After activating your device, you can set an unlock pattern to log in instead of typing the password. Draw the unlock pattern by connecting at least 4 dots twice to confirm.

Unlock Pattern


admin

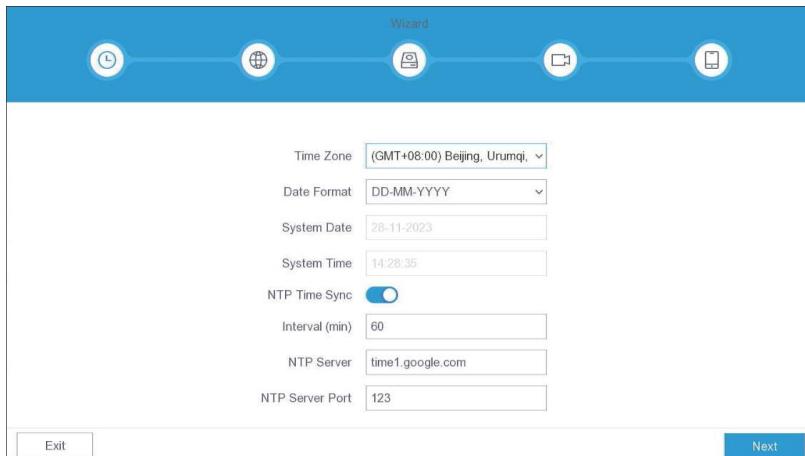
Draw the unlock pattern first.

Close

4.3 Using the Setup Wizard

4.3.1 General Setup

A setup wizard will guide you through the DVR system configuration process. Please follow the wizard to configure the system's time zone, date, and time as you need. Then click next.



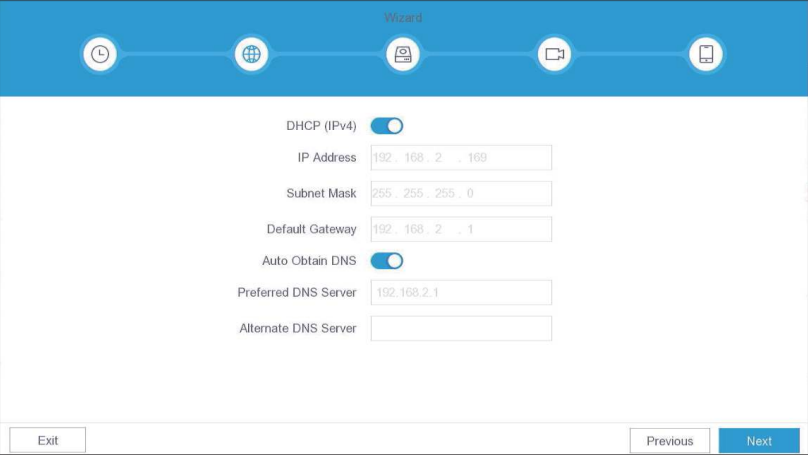
The screenshot shows a 'Wizard' window with a blue header bar containing five icons: a clock, a globe, a document with a checkmark, a monitor, and a floppy disk. The main area is white and contains the following configuration options:

- Time Zone: (GMT+08:00) Beijing, Urumqi, ▾
- Date Format: DD-MM-YYYY ▾
- System Date: 28-11-2023
- System Time: 14:28:35
- NTP Time Sync: ☒
- Interval (min): 60
- NTP Server: time1.google.com
- NTP Server Port: 123

At the bottom, there is an 'Exit' button on the left and a 'Next' button on the right.

4.3.2 Configure the IP Address

This DVR can work without a network. A network connection is needed if you need a remote control, which means the IP address and DNS server must be correctly obtained.



The screenshot shows a 'Wizard' window for network configuration. At the top, a blue header bar contains five circular icons representing different steps: a clock, a globe, a document with a checkmark, a monitor, and a server. The third icon, representing network configuration, is highlighted. Below the header, the 'DHCP (IPv4)' option is selected with a blue toggle switch. The 'IP Address' field is populated with '192.168.2.169'. The 'Subnet Mask' field is populated with '255.255.255.0'. The 'Default Gateway' field is populated with '192.168.2.1'. The 'Auto Obtain DNS' option is also selected with a blue toggle switch. The 'Preferred DNS Server' field is populated with '192.168.2.1', and the 'Alternate DNS Server' field is empty. At the bottom of the window, there are three buttons: 'Exit' on the left, 'Previous' in the center, and 'Next' on the right, which is highlighted in blue.

Wizard

DHCP (IPv4) ☒

IP Address 192.168.2.169

Subnet Mask 255.255.255.0

Default Gateway 192.168.2.1

Auto Obtain DNS ☒

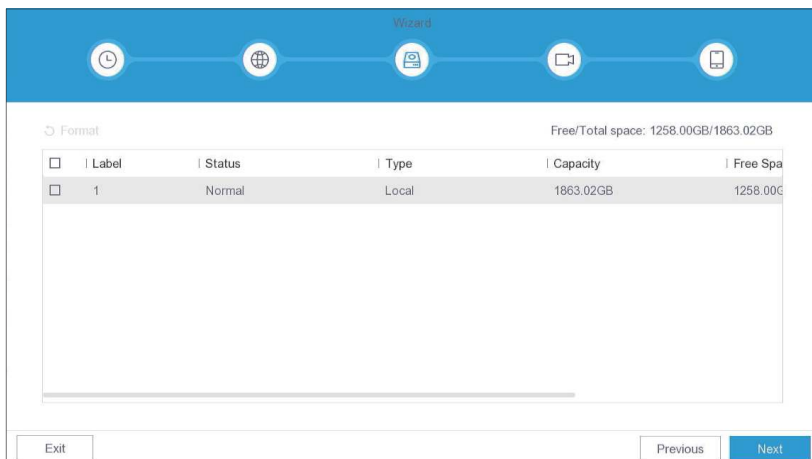
Preferred DNS Server 192.168.2.1

Alternate DNS Server

Exit Previous Next

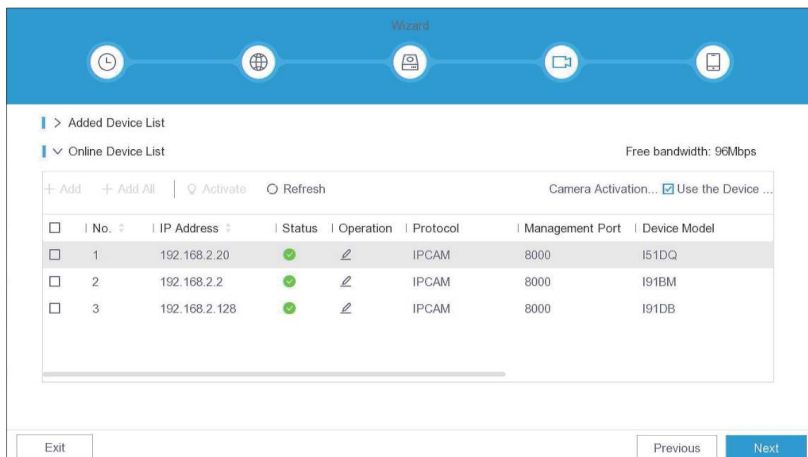
4.3.3 Set the hard disk

Newly installed hard disk needs to be formatted before the first use. Choose the target hard disk and click **"Format"**, then the status will show **"Normal"**. If the DVR has a preinstalled hard disk, click **"Next"** to ignore this step.



4.3.4 Add IP camera if you need

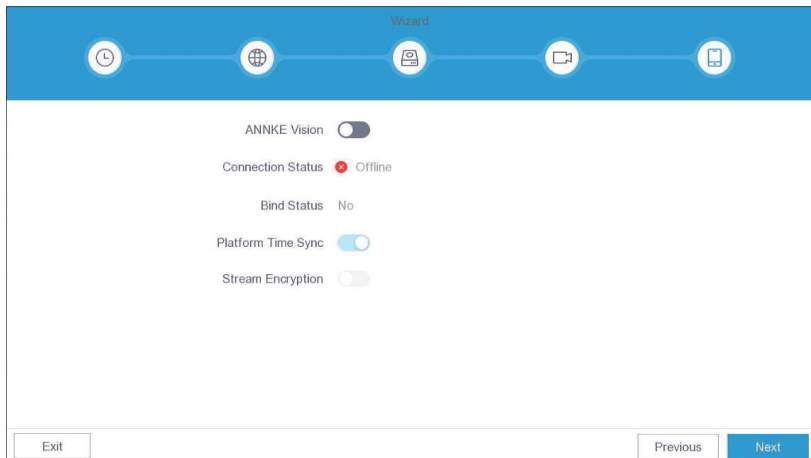
If your IP camera supports Onvif/IPCAM protocol and is in the same LAN as the DVR, the IP camera will automatically appear on the list. Select the IP camera and click **“Add”**.



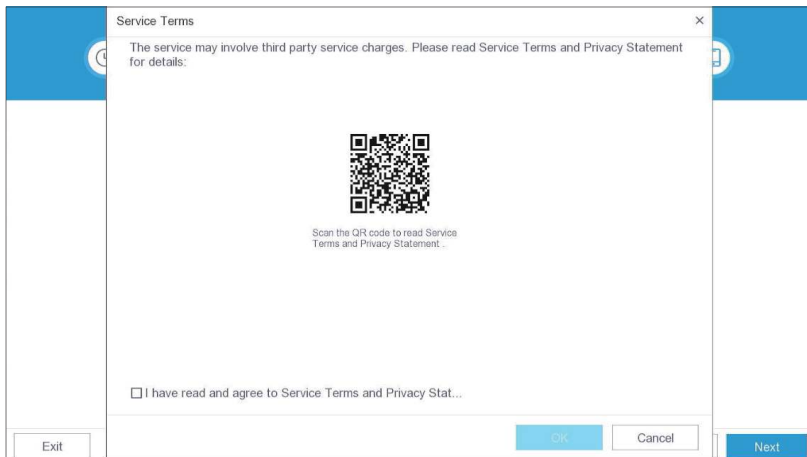
4.3.5 Download and use ANNKE Vision app.

Skip this step if you don't need the remote control.

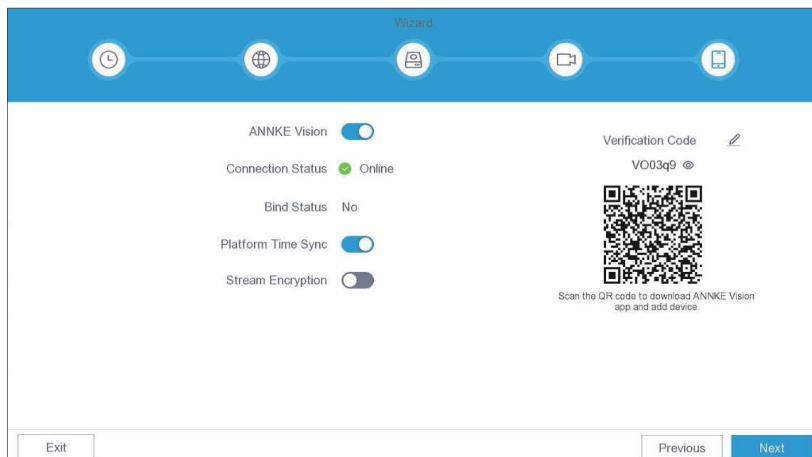
Enable the "**ANNKE VISION**" function, if you need the remote control. Or you can set it later in **Main Menu > System > Network > Advanced > Platform Access**.



Then agree to the service terms and privacy statement in the pop-up window. Manually create your verification code which consists of 6 to 12 digits or letters (ABCDEF is not allowed). And click **"OK"**.



You can scan the QR code (for Android & iPhone) to download the ANNKE Vision app, then follow the APP prompt to scan the device's SN QR code step by step. The device can be successfully added only if the **"Connection status"** is online. Click **"Finish"**.



The screenshot shows the 'Wizard' setup screen for the ANNKE Vision app. At the top, a blue header bar contains the word 'Wizard' and five circular icons representing the steps: a clock, a globe, a document, a camera, and a smartphone. The main area is white and contains the following settings:

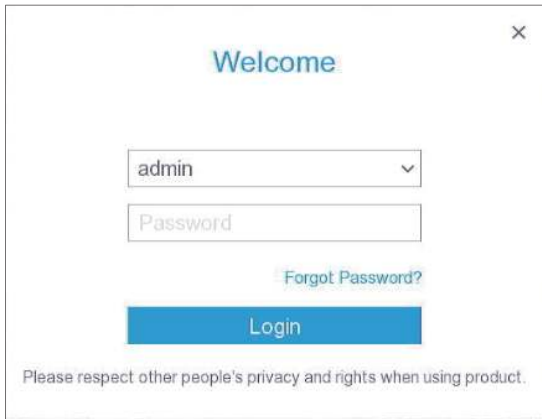
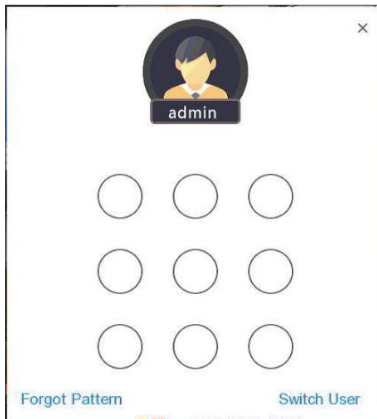
- ANNKE Vision: ☒
- Connection Status: ● Online
- Bind Status: No
- Platform Time Sync: ☒
- Stream Encryption: ☐

On the right side, there is a 'Verification Code' section with the code 'VO03q9' and a QR code. Below the QR code, it says 'Scan the QR code to download ANNKE Vision app and add device.' At the bottom, there are three buttons: 'Exit', 'Previous', and 'Next'.

4.4 Login and Logout

User Login

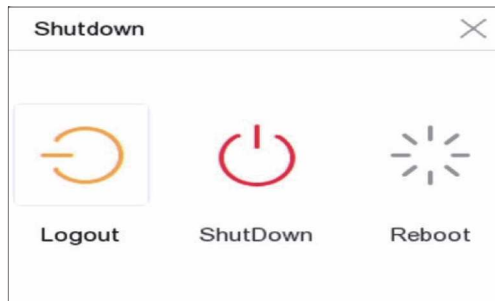
Login by drawing the unlock pattern(4.2) or inputting the password.



Note: If you enter the wrong password 7 times, the current user account will be locked for 60 seconds.

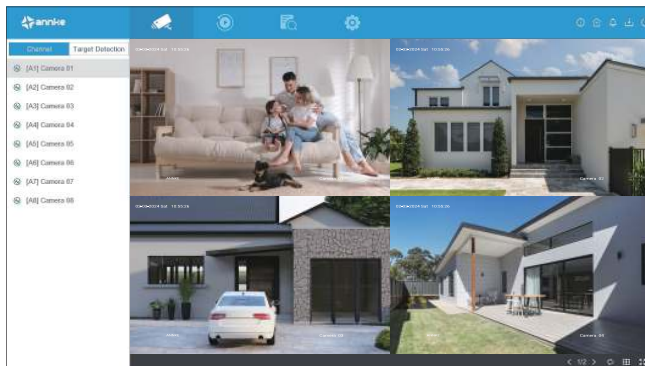
User Logout

For safety and privacy reasons, the device will automatically log out after 5 minutes(default) of no operation. **Click Menu > Shutdown**, and then click **“Logout”**.



4.5 Live View

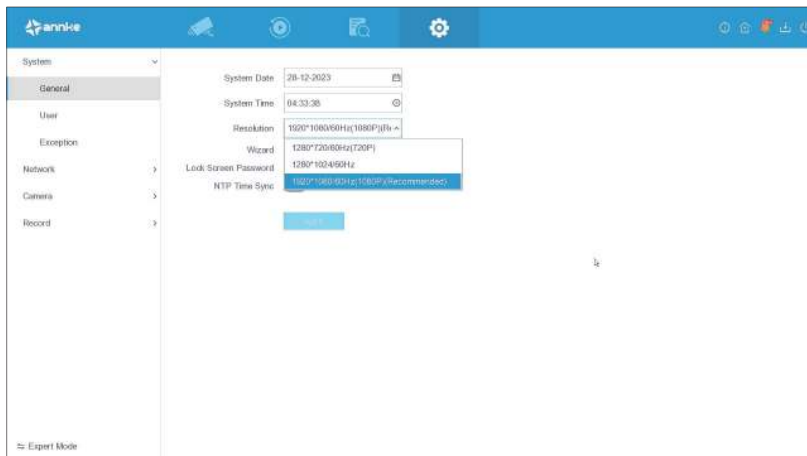
In the live view mode, the main functions' icons are at the top of the preview interface, and the record and alarm icons are at the right top of each channel.



Icon Explanation

Menu	Explanation	Menu	Explanation	Menu	Explanation
	Alarm or alarms		Live View		ANNKE Vision Service
	Recording		Playback		Digital Zoom
	Alarm & Recording		Search		PTZ Control
	Event/Exception		Configuration		Audio on
	Shut down		Maintenance		Stream

You can Modify the device's output resolution for a better display effect if your monitor support 1080P or higher resolution. Go to the **"Main Menu>Configuration>System>General"**, change the output resolution to 1920 * 1080/60HZ(1080P).



4.6 Playback

The recorded video files can be replayed in 3 modes: instant playback, normal playback, event playback.

Normal playback

1. Click **Menu > Playback**, and enter the playback interface.
2. Select camera channels you want to playback on the Channel list.
3. Select the exact date in the calendar (the date will be highlighted in blue on the calendar if that day has recordings), and it'll search the recordings and play it automatically.
4. Use the toolbar in the bottom progress to control playing progress.

Event playback

In the event playback mode, the device can analyze the video containing event alarm information, mark it in red color and play the event playback video.

The event playback must be in the single-channel playing mode.

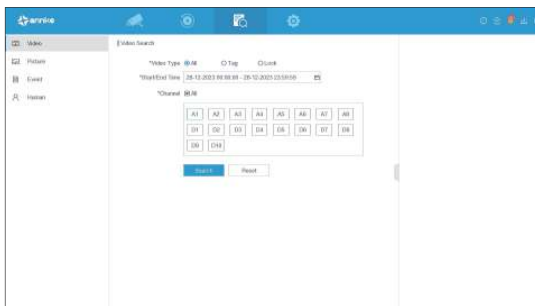
1. Go to playback.
2. Click Event.
3. Click the channel you want to playback.



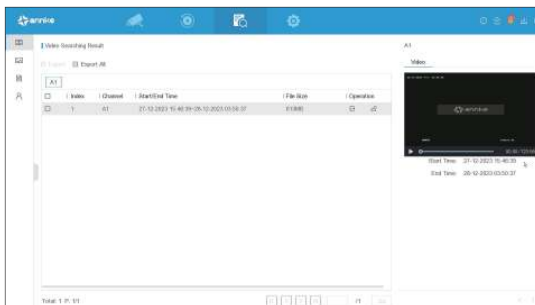
4.7 Backup

If you want to backup some recording files, you can insert a backup device into the USB interface of the DVR, then go to search menu to get the right files. You can search the camera's recording video, picture file, event file, human file as needed in the search menu.

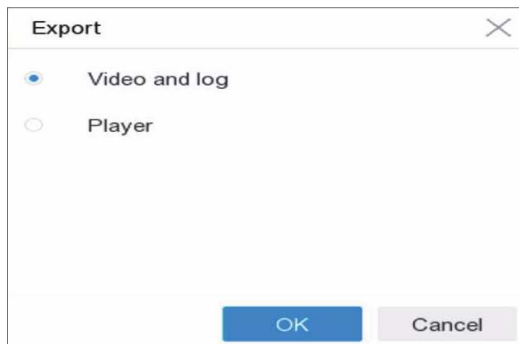
1. Specify detailed conditions, including search type, time, camera, etc. Click search to display results.
2. The matched files will be displayed, select the files you need and click export.



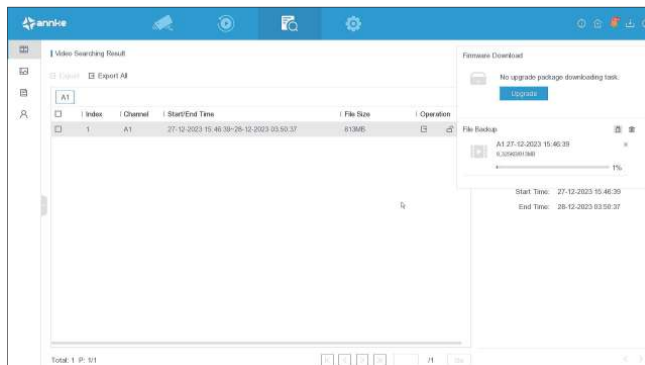
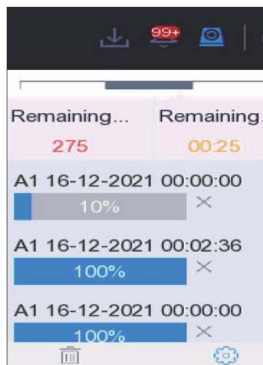
3. Select video and log, click OK to export files to a backup device, you can also backup the player.



4. The progress of the backup can be viewed in the upper right corner.

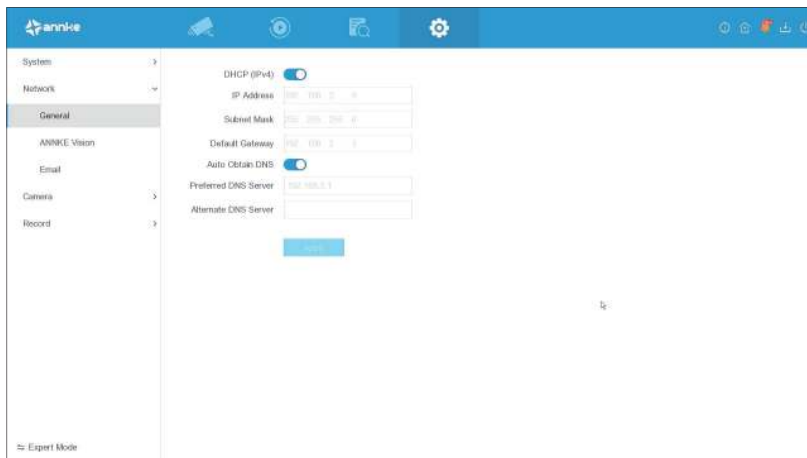


5. The backup progress can be viewed in the upper right corner.



4.8 TCP/IP Settings

Network settings must be properly configured if you want to operate the DVR via the network. Make sure the DVR is connected to the router through a network cable and your home network is in good condition. Go to **Main Menu > System > Network > General**. The DHCP function of the device is enabled by default. It will automatically obtain an IP address from your router. Or you can disable the DHCP and set the device's IP parameters as desired.



4.9 ANNKE Vision App Setting

If you need remote viewing, go to **Main Menu > System > Network > ANNKE Vision**, enable the **"ANNKE Vision"** function and create a verification code, make sure that the status of P2P shows **"Online"**, which means your network status is in good condition, then you can watch the video on your mobile phone or PC.



Notes:

- A. The device can be added by your only app account. But you can share the live view with other APP accounts.
- B. If you want to unbind the device from your app account, please click the **"Unbind"** button, or delete the device from your app account.
- C. If the P2P status shows "Offline", please go to **Main Menu > System > Network > General**, then check the network parameters are correctly acquired and the DNS field is filled in right.

4.10 Email Setting

The email function can be configured to send an email notification to all designated receivers if an alarm event is detected, e.g. motion detection event, video loss, video tampering, etc. Configure the following Email settings and click Apply button to save the settings.

[Enable Server Authentication]: Check the checkbox to enable server authentication.

[Email Address]: The user account of the sender's Email for SMTP server authentication.

[Email Password]: The third-party client authorization code of the sender's Email for SMTP server authentication.

[SMTP Mode]: General, or custom.

[SMTP Server]: The SMTP Server IP address or hostname.

[SMTP Port]: The SMTP port. The port used for Gmail is 587, and it can be 25, 465, or other ports for different SMTP servers.

[Enable SSL/TLS]: Click the checkbox to enable SSL/TLS.

[Sender]: The name of the email sender.

[Sender's Address]: The sender's email address.

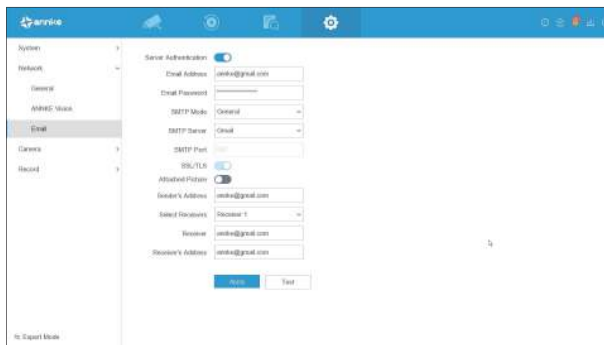
[Select Receivers]: Up to 3 receivers can be configured.

[Receiver]: The name of the user to be notified.

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

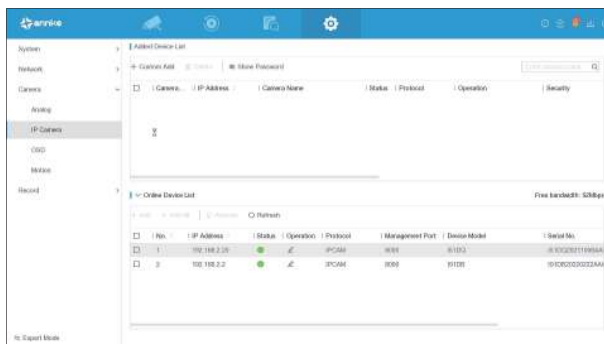
[Enable Attached Pictures]: Check the checkbox of Enable Attached Picture if you want to send an email with attached alarm images.

[Interval]: Time interval between the attached pictures.

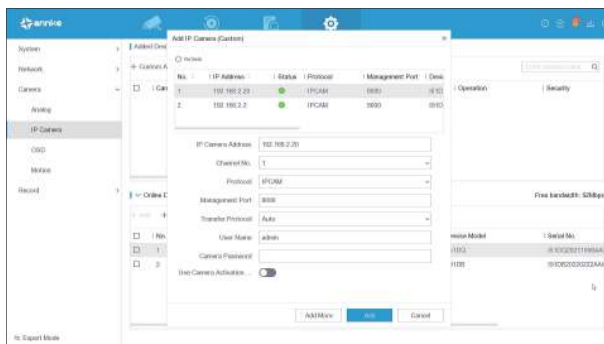


4.11 Adding IP Cameras

This 8-channel DVR can connect 2 IP Cameras at up to 6MP resolution which should support either ANNKE private protocol or Onvif protocol. If the resolution of the IP camera exceeds 6MP, you can degrade the resolution. IP camera and DVR must be in the same network. 1. Go to **Main Menu > Camera > Camera > IP Camera**. The online cameras with the same network segment will be displayed in the camera list.



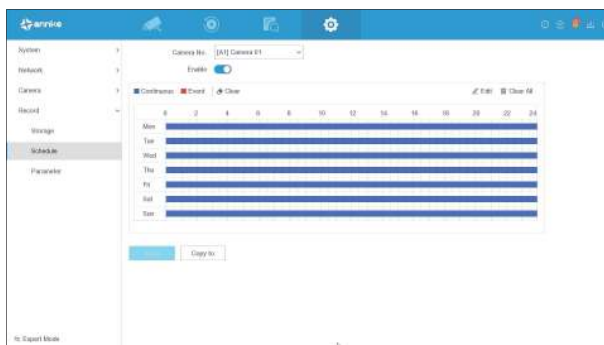
2. Click the **"Custom Add"** to enter the following interface, select the online device to add from the IP address list, enter the correct IP camera parameters, and click **"OK"** to complete the addition.



4.12 Recording Settings

DVR can record videos after installing and formatting a hard disk. The default recording mode is 7*24 continuous recording. You can set a specific recording period for each channel according to your needs.

1. Go to **Main Menu > Configuration > Record > Schedule > Record**, enter into the interface like below.



Different recording types are marked in different color icons.

[Continuous]: Continuous recording.

[Event]: Recording triggered by events.

[None]: No recording.

Please do the steps below if you want to set the scheduled recording.

2. Choose the camera on the drop-down list.

3. Check the **“Enable Schedule”**.

4. Configure the record schedule and draw the schedule.

(1) Select your preferred recording type.

(2) Click and drag the mouse on the schedule.

(3) Click outside the schedule table to finish and exit the drawing.

You can repeat steps 2-4 to set schedules for other camera channels or click **“Copy to”** to paste your recording schedule to other camera channels.

5. Click **“Apply”** to save the settings.

4.13 Alarm Settings

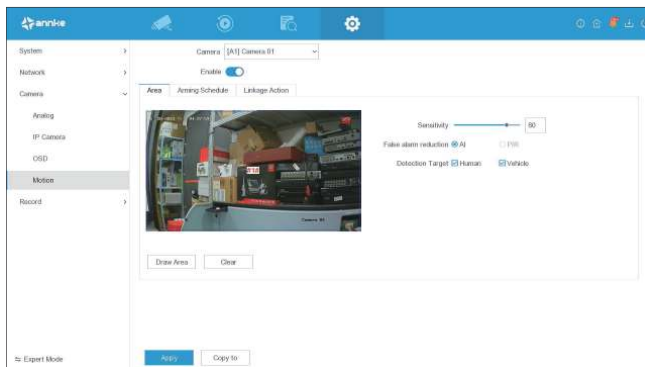
This DVR has deep-learning algorithms that help you take security to the next level with accurate, real-time threat detection that distinguishes people and vehicles from other targets, and this AI technology applies labels to recorded video footage with people and vehicles, speeding up video searching, minimizing manual efforts, and reducing overall security costs.

Motion detection has been enabled by default, no additional operation is required. If you have custom setting needs, you can modify the default settings.

1. Go to **Menu > Configuration > Camera > Motion Detection**.

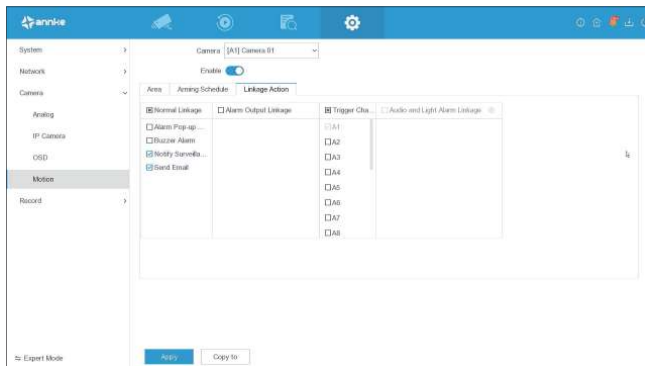
2. Select the camera to configure the motion detection.

3. Draw the detection area you prefer. The default setting is full area. Adjust the sensitivity, choose **“Target Detection”**, and you can also choose **“False Alarm Filter”** if your camera support PIR.



4. Click **"Arming Schedule"** to set the channel's arming schedule. The default setting is a full day.

5. Click **"Linkage Action"** to set up alarm response actions of the motion alarm. **"Notify Surveillance Center"** means alarms will be pushed to your ANNKE Vision app. **"Send Email"** means sending email notifications to the default mailbox if the mailbox has been set. Both are checked by default. Choose trigger alarm output if your camera supports light or audio alarms.



6. If you want to set motion detection for another channel, you can select another camera channel and repeat the above steps or just copy the above settings to other camera channels. There are many other events like line crossing or intrusion, etc. You also can try to set them if you want to use these functions.

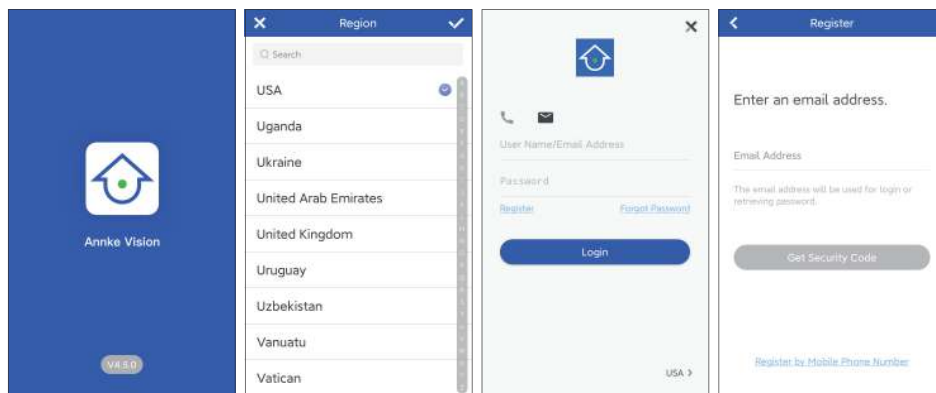
5. Remote control

5.1 Accessing by Mobile

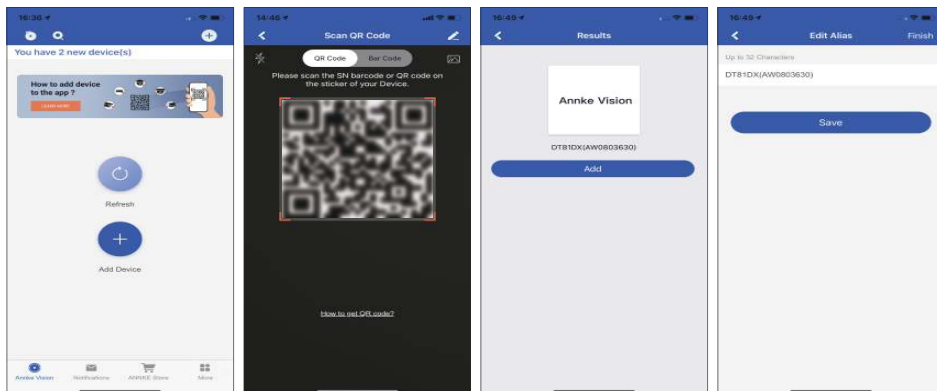
Before you start to remote control, please make sure that the P2P shows "**Online**" status, which means your network is in good condition, then you can watch the live view on your mobile phone and PC.

1. Download the "**Annke Vision**" app from **Google Play Store** or **Apple Store**. Click "**Register**" to sign up for an account with your mobile phone number or email address, please click "**Login**" after you registered successfully.

Note: Please select the correct country/region when you register an account, it cannot be changed once selected.



2. Select “+” or click the icon “+” in the upper right corner to add a device. You can follow the path **“Menu-Configuration-Network-Platform Access”** to scan the QR code of the DVR serial number.



3. Select the device to get the real-time preview, click the icon “...” in the upper right corner to enter into the interface of function, you can playback, change settings and other functions. Click **“More”** to check more information.



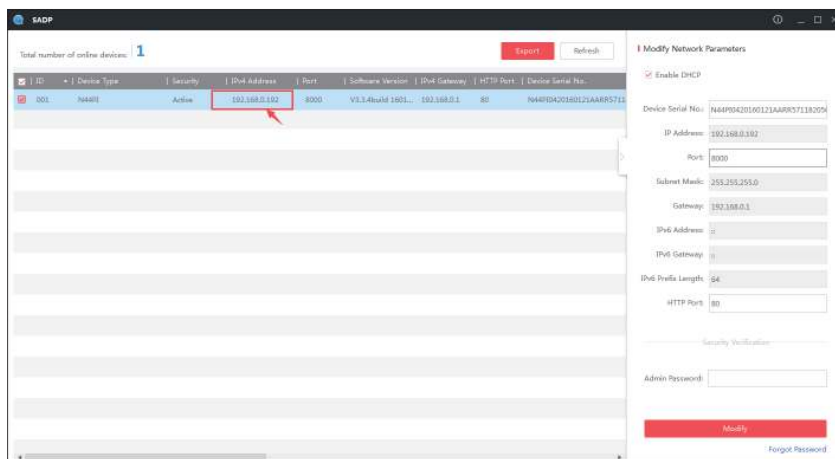
Note: For your security, an SN can only be added by one account. But an account can be used on multiple mobile phones.

5.2 Accessing by IE

When you are at home or the device only works within LAN, you can log in on the IE browser through the device's IP address. You can find the IP address of the device by SADP or just go to DVR's **Main Menu > System > Network > TCP/IP**. You can download the SADP software from the website below: www.annke.com/pag-es/download-center

Steps:

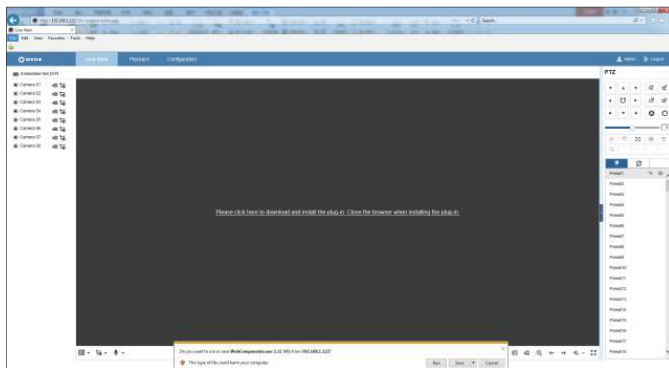
1. Run the SADP software to search online devices, then double-click the IP address to the web browser. Or just input it into web browser if you know the IP address.



2. Enter the user name "**admin**" and password in the login interface, and click the Login button.



3. Download and install the plug-in for watching live video and managing the cameras. Close the browser when installing the plug-in.



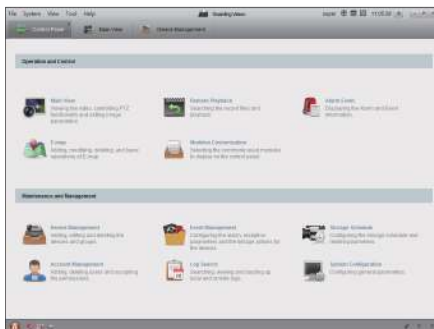
4. Reopen IE and log in, then choose the channel you want to watch the live video.



5.3 Accessing by CMS Client

You can view the live video and manage the camera with the client software **Guarding Vision**. Please download it from our official website www.annke.com/pages/download-center. And follow the installation prompts to install the software.

The control panel and live view interface of **Guarding Vision** are shown below. For more information, please press F1 to get the user manual.



Steps:

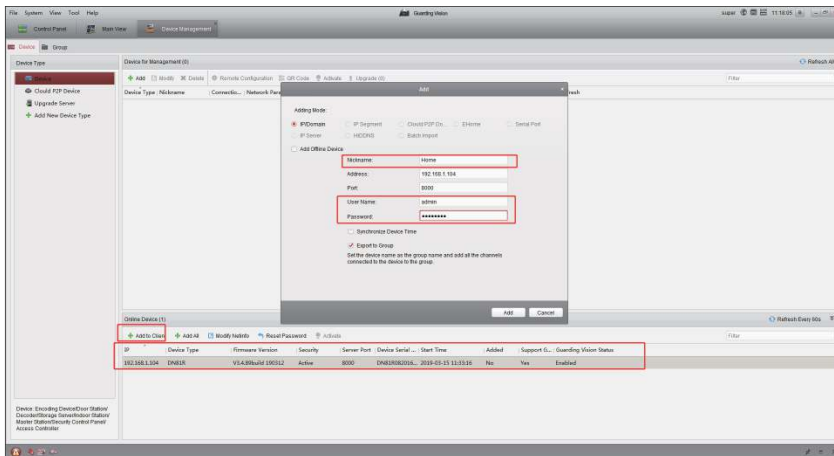
1. Activate the device

If your device has been activated you can go to Step 2 directly.

Go to **"Control Panel-Device Management"**, on the bottom of the screen in the **"Online Device"** section showing all devices within the network. The **"Security"** will display whether the DVR/NVR is active or not. If the DVR is **"Inactive"**, press the **"Activate"**, then enter a new password into the **"Password"** field, retype the password into the **"Confirm Password"** field, press the OK button, and then it will be activated.

2. Add device

Choose **Device type > Device**, click **"Add to Client"**, then it will show the **"Add"** window. You need to input the nickname, user name, and password (the password is the same as your activated password), then click **"Add"** to add the device to the client, as shown in the figure below.



Note: If you want to remotely access the DVR by CMS client, choose "Cloud P2P Device" and log in to your account to watch the live view.

3. Live view

Go to **Control Panel—Main View**, then you can set your viewing interface. Up to 64 channels can be shown on one screen. And if you have added IPCs, you can get a live view on the screen, too, as shown in the figure below.



6. Software Download and FAQ

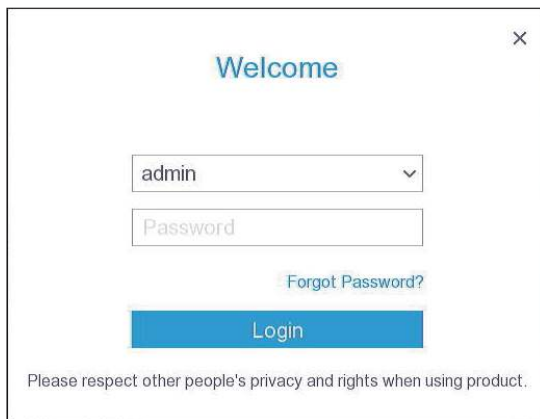
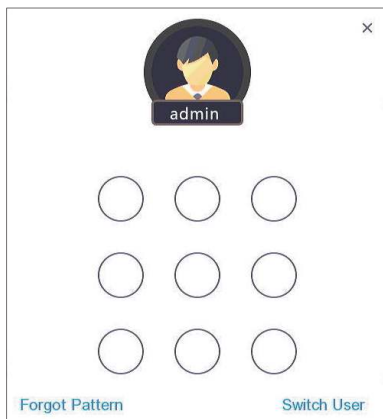
6.1 Software Download

Download software from our website: www.annke.com/pages/download-center or contact support@annke.com for help.

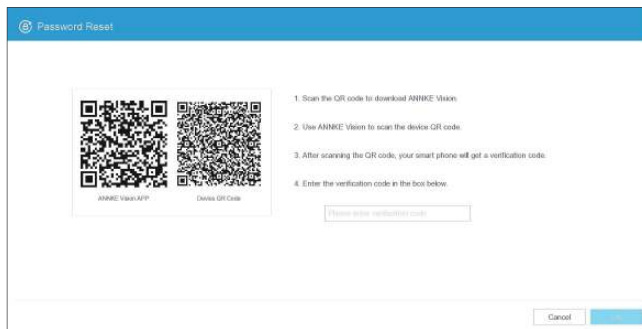
6.2 FAQ

1. What should I do if I forget the DVR's password?

(1) If you forget your password, please click **"Forgot Password"** in the lower-right corner of the login interface;



(2) Scan the QR code by your **Annke Vision** app, you will get an email that includes a verification code within 5 mins, log in your email, input the code into the text field, then you can reset your password.



(3) If you haven't set a reserved email or can't get the code, please email to **support@annke.com** or visit **help.annke.com** for help.

2. What should I do when I can not watch the live view online on my mobile phone?

Please go to the DVR **Main Menu > System > Network > Advanced > Platform Access** to check the status of your DVR network. If the DVR's P2P status is "**Online**", you can add the device to the "**Annke Vision**" app to view it remotely. If you can not view it, please check it follow the following steps:

(1). Log into the router to check whether its safe protection level is high and whether P2P is disabled. If so, please enable it.

(2). Check whether the DVR's P2P status is offline or not, if it is offline:

a. Confirm if your router has enabled the P2P; check your router's firewall status.

b. Confirm whether the network cable is correctly connected to the router, or replace the network cable.

c. If DHCP is enabled on the router, check whether DHCP is enabled on the DVR, and whether the IP address of the same network segment as the router is obtained. If the router is set to a static IP address, fix the IP address of the DVR manually and pay attention to the DNS Address can not be empty.

(3). If the DVR is online, please check whether your mobile phone network is normal or not.

3. What should I do if it prompts the device has already been added at my first adding? Or what should I do if I forget the APP account and password?

For security reasons, a device can only be added by one account. If it prompts that the device has already been added at your first adding, or if you forget the app's ID and password, you can follow **"Configuration-Network -Platform Access"** and find the **"Unbind"** button. If the device has already been added, the button will be highlighted. Click to **"Unbind"** and then re-add the device or re-register an account to add the device again.

4. What should I do when the DVR shows no pictures in single or multiple camera channels?

Please check the DVR power supplies first, video cables, and cameras are in good condition. Their malfunctions may result in the DVR showing no pictures. Please find out which part causes the problem:

- (1). Please replace the camera to check whether the picture can be displayed;
- (2). Please replace the cable to check whether the picture can be displayed;
- (3). Please replace the power adapter to check whether the picture can be displayed;
- (4). Please change the DVR channel to check whether the picture can be displayed

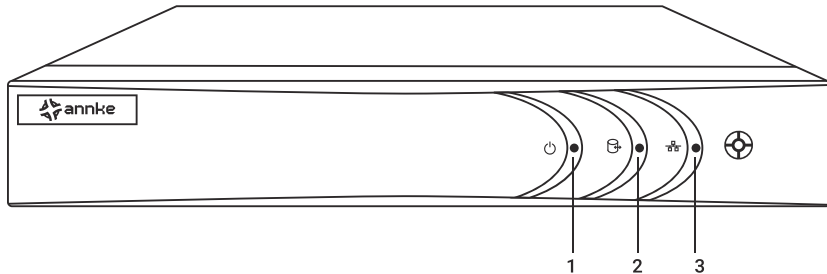
5. What should I do if I can't operate the interface of the DVR on the monitor?

The default resolution of the DVR output to the monitor is 1024x768, and it can also be adjusted to 1920x1080 resolution or higher. If the resolution of the monitor is too low or is not a standard monitor, the interface may not be displayed properly.

- (1). Adjust the display screen ratio to check whether it is normal after adjustment, and check the maximum resolution of the monitor;
- (2). If the monitor supports adjusting the margins, you can move the picture down until you can control the main menu, then enter the **Main Menu > System > General > VGA/HDMI Resolution** to change the appropriate resolution and save the settings;
- (3). Connect the DVR and your computer to the same router, download and follow the IP search tool to log in to the device by IP address, and go to **Configuration > System settings > Menu Output > VGA / HDMI Resolution** to change to the appropriate resolution and save the settings.

Vorstellung von der Oberfläche

Die Rückseite ist unterschiedlich, je nachdem welches Modell Sie haben. Bitte achten Sie auf das tatsächlichen Produkt. Das folgende Bild ist nur für Referenz gültig.

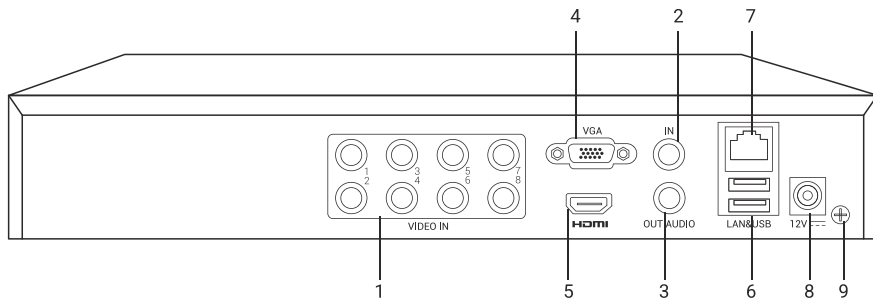


Beschreibung der Frontplatte

Nr.	Symbol	Status	Beschreibung
1		Durchgehend gelbes Licht	Stabiles Kraftwerk
2		Rotlicht	Daten von der Festplatte lesen oder schreiben
3		Flackerndes gelbes Licht	Stabile Netzwerkverbindung



Weitere Details anzeigen



Beschreibung von Rückseite

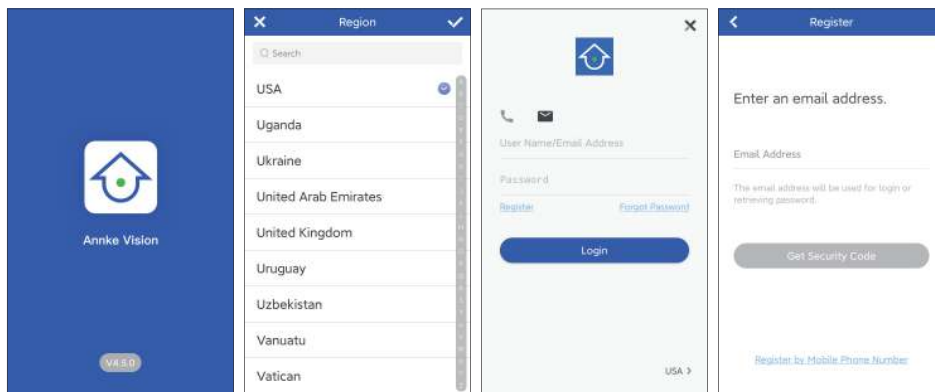
Nr.	Artikel	Beschreibung
1	VIDEO IN	Mit BNC-Kabel verbinden
2	AUDIOEINGANG	Schließen Sie ein Mikrofon mit dem Cinch-Kabel an
3	AUDIO AUSGANG	Schließen Sie einen Lautsprecher mit dem Cinch-Kabel an
4	VGA	Schließen Sie einen VGA-Monitor mit dem VGA-Kabel an
5	HDMI	Schließen Sie einen HDMI-Monitor mit dem HDMI-Kabel an
6	USB-Anschluss	Schließen Sie eine Maus/U-Disk mit dem USB-Kabel an
7	LAN-Schnittstelle	Verbinden Sie das Netzwerk mit dem LAN-Kabel
8	Leistungsaufnahme	Versorgen Sie den DVR mit dem 12-V-Gleichstromkabel mit Strom
9	GND	DVR-Erdungsschnittstelle

Zugriff per Handy

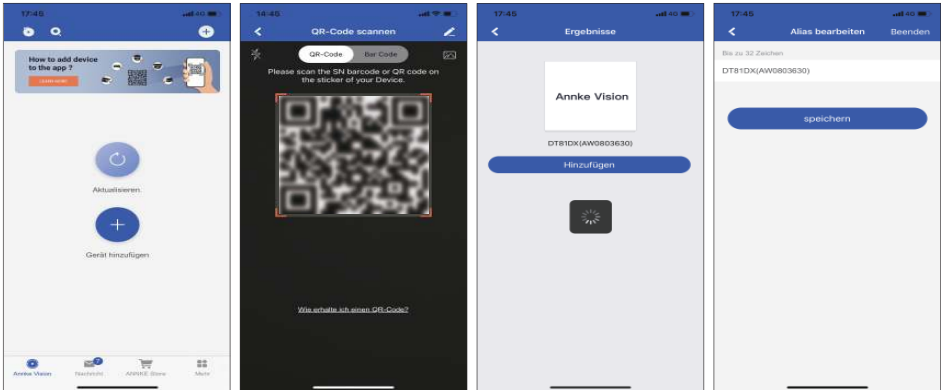
Bevor Sie die Fernbedienung benutzen, stellen Sie bitte sicher, dass der P2P-Status "Online" anzeigt. Das bedeutet, dass Sie guten Netzwerkempfang haben und Sie das Video normal auf Ihrem Handy und PC abspielen können.

1. Öffnen Sie die App "**ANNKE Vision**" aus Google Play oder dem Apple Store und klicken Sie auf "Registrieren", um ein Konto mit Ihrer Handy-Nummer oder Ihrer E-Mail-Adresse einzurichten. Klicken Sie bitte auf "Anmelden", nachdem Sie die Registrierung erfolgreich abgeschlossen haben.

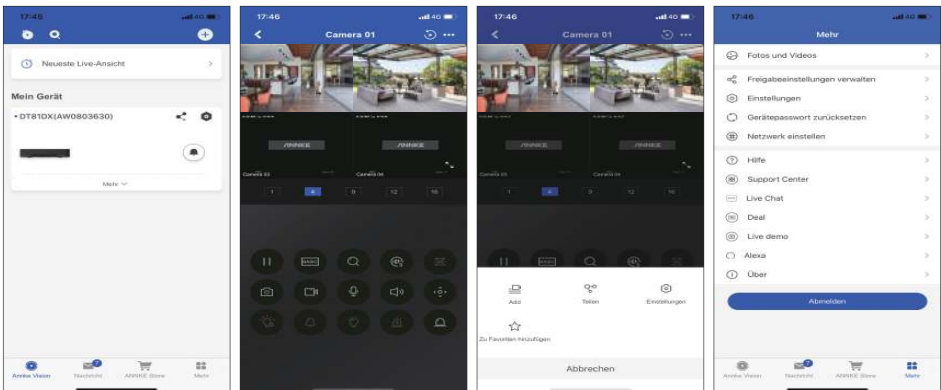
Hinweis: Bitte wählen Sie das richtige Land / Region aus, wenn Sie ein Konto registrieren, da dies nicht später nicht mehr geändert werden kann.



2. Wählen Sie " + " oder klicken Sie auf das Symbol " + " in der oberen rechten Ecke, um ein Gerät hinzuzufügen. Sie können auch den QR-Code an der Unterseite des Geräts scannen, um es hinzuzufügen, oder auf die Schnittstelle **Menü > Konfiguration > Netzwerk** gehen, um den QR-Code zu erhalten.

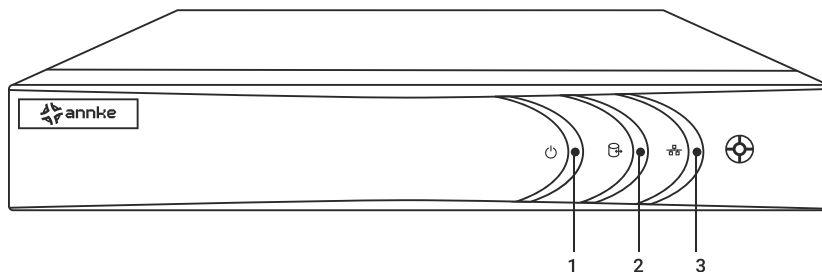


3. Wählen Sie das Gerät aus, um eine Echtzeit-Vorschau zu erhalten. Klicken Sie auf das Symbol "..." in der oberen rechten Ecke, um in die Schnittstelle für die Funktionen zu gelangen. Sie können die Wiedergabe starten, Einstellungen und andere Funktionen ändern. Klicken Sie auf **"Mehr"**, um weitere Informationen zu erhalten.



1. Descrizione dei pannelli

1.1 Pannello frontale



Descrizione del pannello frontale

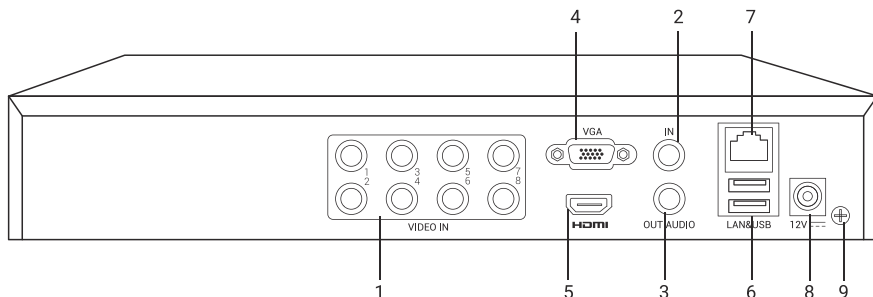
Nr.	Icona	Stato	Descrizione
1		Luce gialla fissa	Centrale elettrica stabile
2		luce rossa	Lettura o scrittura di dati dall'HDD
3		Luce gialla tremolante	Connessione di rete stabile



Vedi più dettagli

1.2 Pannello posteriore

Il pannello posteriore varia a seconda dei modelli. Si prega di fare riferimento al prodotto effettivo. La figura seguente è solo un riferimento.



Descrizione del pannello posteriore

Nr.	Articolo	Descrizione
1	VIDEO IN	Collegare con cavo BNC
2	INGRESSO AUDIO	Collega un microfono con il cavo RCA
3	USCITA AUDIO	Collega un altoparlante con il cavo RCA
4	VGA	Collegare un monitor VGA con il cavo VGA
5	HDMI	Collegare un monitor HDMI con il cavo HDMI
6	Porta USB	Collegare un mouse/disco U con il cavo USB
7	Interfaccia LAN	Collegare la rete con il cavo LAN
8	Ingresso alimentazione	Alimenta il DVR con il cavo DC 12V
9	GND	Interfaccia di terra del DVR

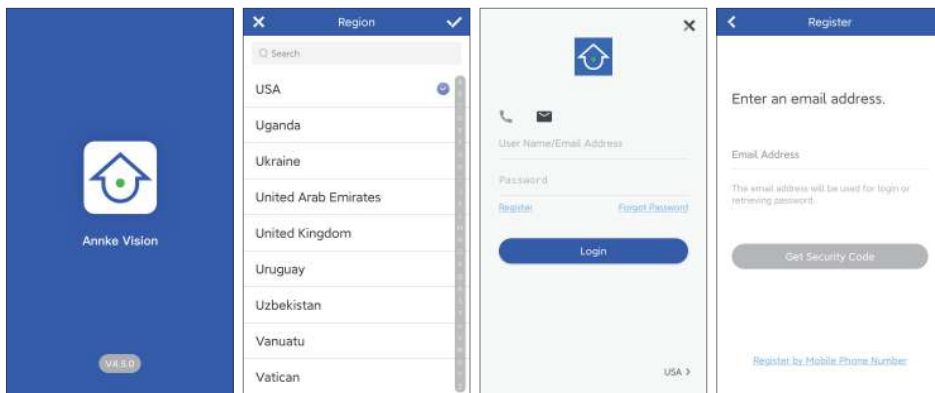
2. Telecomando

2.1 Accesso da cellulare

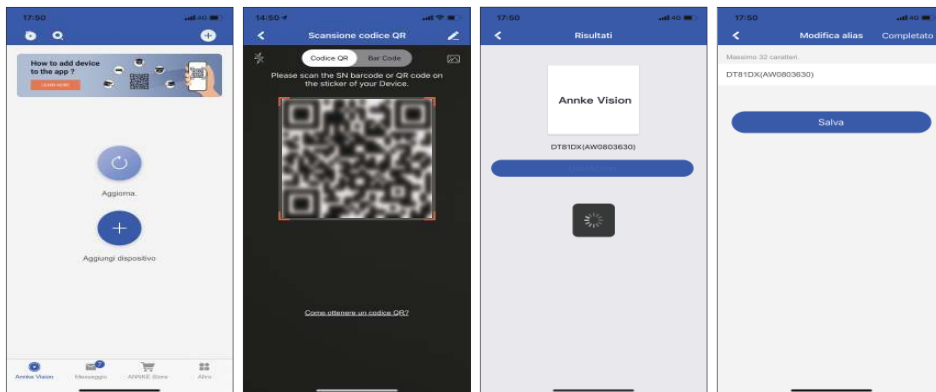
Prima di iniziare il controllo remoto, assicurarsi che lo stato del P2P mostri **"Online"**, il che significa che lo stato della rete è in buone condizioni, quindi è possibile guardare il video normalmente sul telefono cellulare e sul PC.

1. Aprire l'APP **"Annke Vision"** da Google Play o Apple Store, fare clic su **"Registrati"** per registrare un account tramite il numero di telefono cellulare o l'indirizzo e-mail; fare clic su **"Login"** dopo aver effettuato la registrazione.

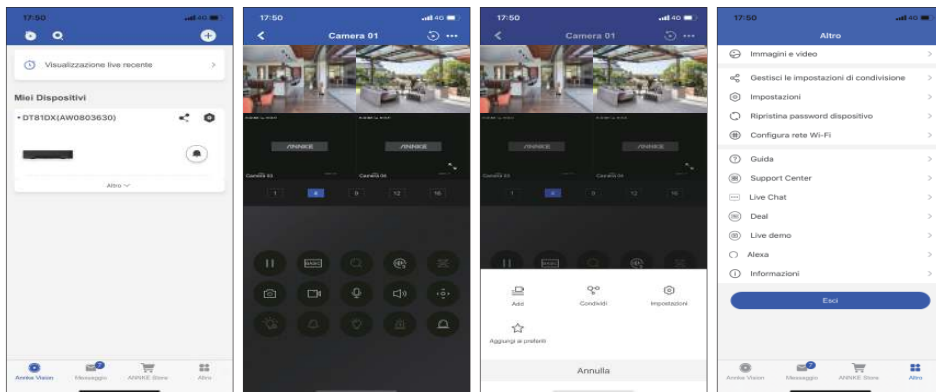
Nota: selezionare il paese/regione corretto al momento della registrazione dell'account; una volta selezionato, non è più possibile modificarlo. non è più possibile modificarlo.



2. Selezionare "  " o cliccare su "  " nell'angolo superiore destro per aggiungere il dispositivo. È possibile seguire il percorso **"Menu-Configurazione-Rete-Piattaforma- Accedi"** per scansionare il codice QR dell'SN.



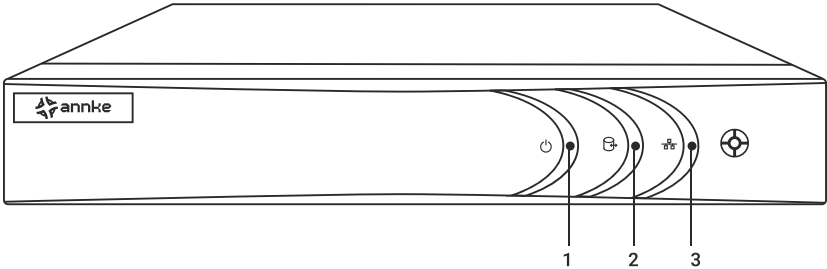
3. Selezionare il dispositivo per ottenere un'anteprima in tempo reale, fare clic sull'icona "..." nell'angolo in alto a destra per accedere all'interfaccia delle funzioni; è possibile riprodurre, modificare le impostazioni e altre funzioni. fare clic su "Altro" per controllare ulteriori informazioni.



Nota: per motivi di sicurezza, un SN può essere aggiunto da un solo account. Tuttavia, un account può essere utilizzato su più telefoni cellulari.

1. Description des panneaux

1.1 Panneau avant



Description du panneau avant

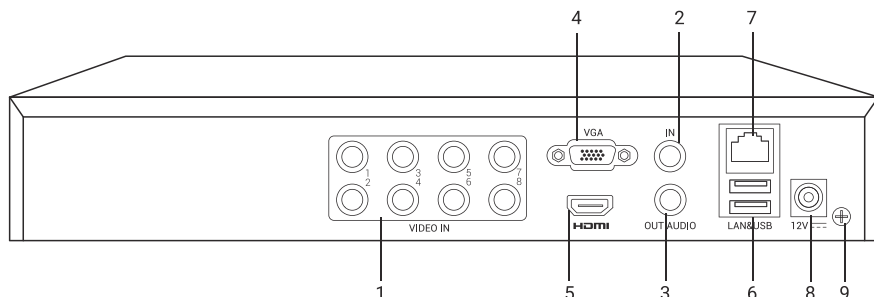
NON.	Icône	Statut	Description
1		Lumière jaune solide	Centrale stable
2		lumière rouge	Lecture ou écriture de données à partir du disque dur
3		Lumière jaune scintillante	Connexion réseau stable



Voir plus de détails

1.2 Panneau arrière

Le panneau arrière est différent selon les modèles. Référez-vous au produit réel. La figure suivante n'est qu'une référence.



Description du panneau arrière

Non.	Article	Description
1	ENTRÉE VIDÉO	Connectez-vous avec un câble BNC
2	ENTRÉE AUDIO	Connectez un microphone avec le câble RCA
3	SORTIE AUDIO	Connectez une enceinte avec le câble RCA
4	VGA	Connectez un moniteur VGA avec le câble VGA
5	HDMI	Connectez un moniteur HDMI avec le câble HDMI
6	Port USB	Connectez une souris/disque U avec le câble USB
7	Interface réseau local	Connectez le réseau avec le câble LAN
8	Entrée de puissance	Alimentez le DVR avec le câble DC 12V
9	Terre	Interface au sol du DVR

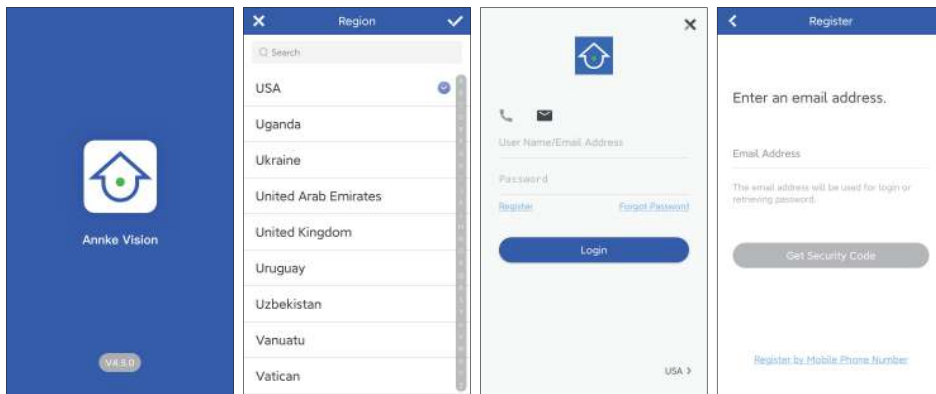
2. Télécommande

2.1 Accès par téléphone portable

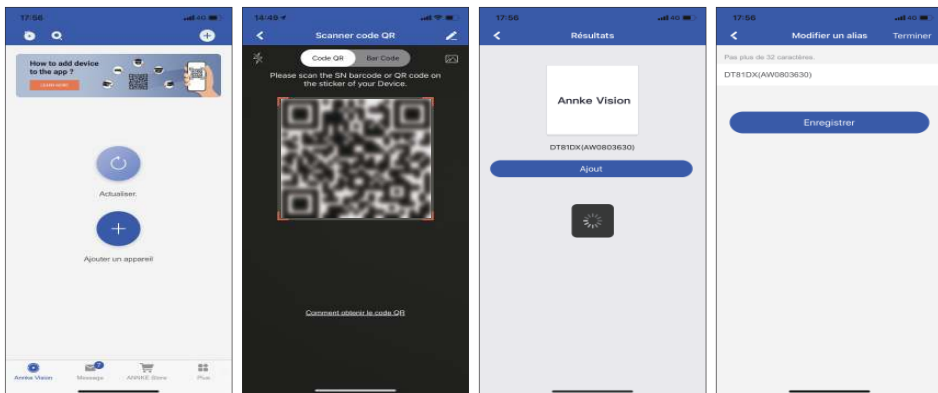
Avant de commencer à télécommander, assurez-vous que l'état du P2P indique "**Online**", ce qui signifie que votre réseau est en bon état. Vous pourrez alors regarder la vidéo normalement sur votre téléphone portable et votre PC.

1. Ouvrez votre APP "**Annke Vision**" à partir de Google Play ou Apple Store, cliquez sur "**Register**" pour vous inscrire à un compte par votre numéro de téléphone mobile ou votre adresse e-mail, cliquez sur "Login" après vous être enregistré avec succès.

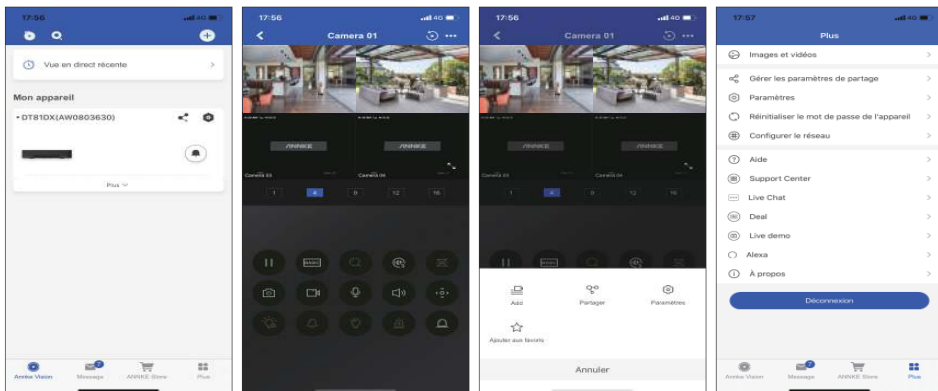
Remarque: Sélectionnez le pays/la région correct(e) lors de l'enregistrement de votre compte, il n'est pas possible de le/la modifier une fois sélectionné(e).



2. Sélectionnez () ou cliquez () sur l'icône dans le coin supérieur droit pour ajouter un périphérique. Vous pouvez suivre le chemin "**Menu-Configuration-Network-Platform Access**" pour scanner le code QR du SN.



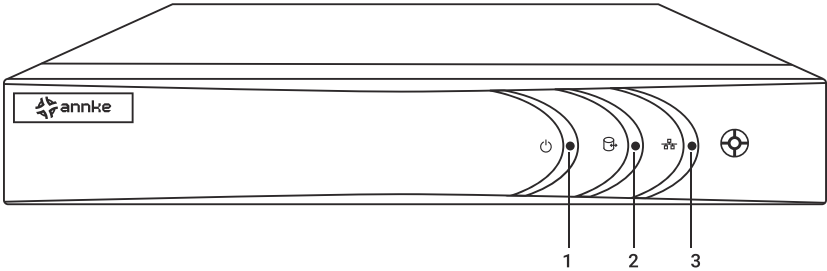
3. Sélectionnez le dispositif pour obtenir un aperçu en temps réel, cliquez sur l'icône " ●●● " dans le coin supérieur droit pour entrer dans l'interface de la fonction, vous pouvez lire, modifier les paramètres et d'autres fonctions. Cliquez sur " More " pour vérifier plus d'informations.



Remarque: pour votre sécurité, un SN ne peut être ajouté que par un seul compte. Mais un compte peut être utilisé sur plusieurs téléphones mobiles.

1. Descripción del panel frontal

1.1 Panel frontal



Description of Front Panel

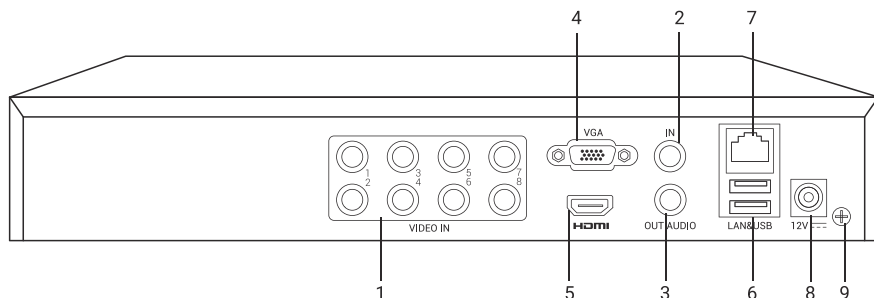
NO.	Icono	Estado	Descripción
1		Luz amarilla sólida	Central eléctrica estable
2		luz roja	Leer o escribir datos desde el HDD
3		Luz amarilla parpadeante	Conexión de red estable



Ver más detalles

1.2 Panel trasero

El panel trasero es variado según los diferentes modelos. Consulte el producto real. La siguiente figura e solo para referencia.



Description of Rear Panel

No.	Artículo	Descripción
1	VÍDEO EN	Conectar con cable BNC
2	AUDIO EN	Conecte un micrófono con el cable RCA
3	SALIDA DE AUDIO	Conectar un altavoz con el cable RCA
4	vga	Conecte un monitor VGA con el cable VGA
5	HDMI	Conecte un monitor HDMI con el cable HDMI
6	Puerto USB	Conecte un mouse/disco U con el cable USB
7	Interfaz LAN	Conectar la red con el cable LAN
8	Entrada de alimentación	Encienda el DVR con el cable DC 12V
9	Tierra	Interfaz de tierra DVR

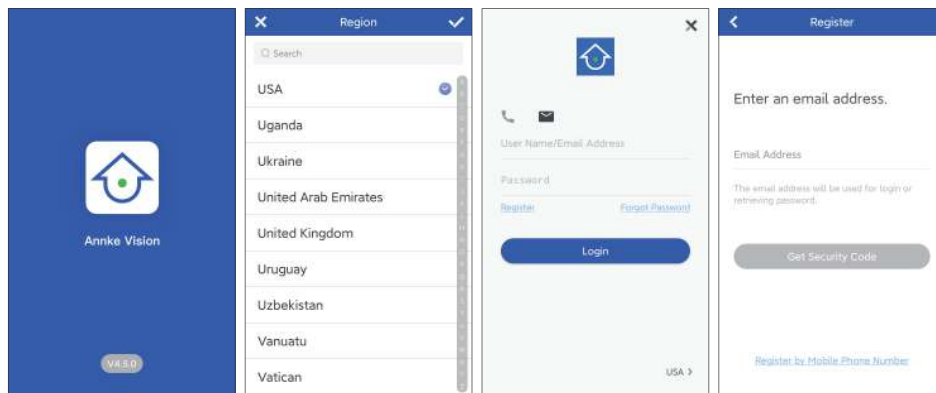
2. Control remoto

2.1 Acceso por móvil

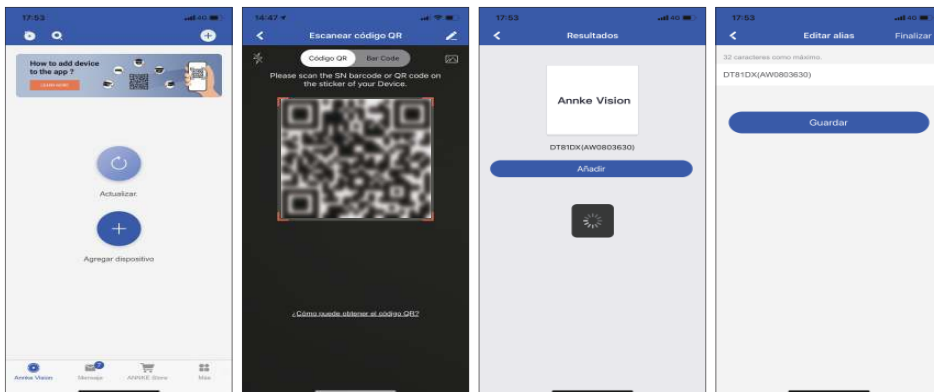
Antes de comenzar a controlar a distancia, asegúrese de que el estado de P2P muestre **"En línea"**, lo que significa que el estado de su red está en buenas condiciones, luego puede ver el video normalmente en su teléfono móvil y PC.

1. Abra su aplicación **"Annke Vision"** desde Google Play o Apple Store, haga clic en **"Registrarse"** para registrarse para obtener una cuenta por su número de teléfono móvil o dirección de correo electrónico, por favor haga clic en **"Iniciar sesión"** después de registrarse correctamente.

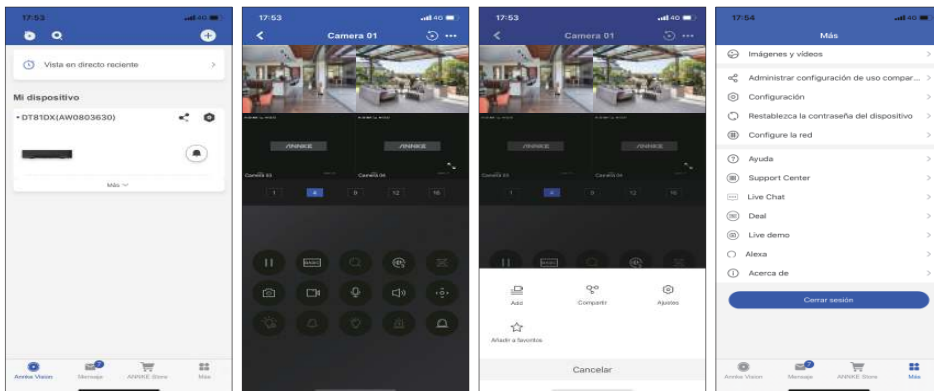
Nota: Seleccione el país / región correcto cuando registre una cuenta, no se puede cambiar una vez.



2. Seleccione " + " o haga clic en el icono " + " en la esquina superior derecha para agregar un dispositivo. Puede seguir la ruta **"Menú >Configuración >Acceso a la red >plataforma"** para escanear el código QR del SN.



3. Seleccione el dispositivo para obtener una vista previa en tiempo real, haga clic en "el icono" "..." en la esquina superior derecha para ingresar a la interfaz de la función, puede reproducir, cambiar la configuración y otras Funciones, haga clic en "Más" para consultar más información.



Nota: Para su seguridad, un SN solo puede ser agregado por una cuenta. Pero una cuenta se puede usar en varios teléfonos móviles.



Shenzhen Kean Digital co.,Ltd.

Address: Room 1001, Rujun Building, No.105 Center Road,
Bantian Street, Longgang District, Shenzhen, China. 518000

Tech Support Email Address: support@annke.com

Tel: +1 833 717 0187 Free Call for US and CA 7:00am-8:30pm EST Weekend
+ 44 8081966228 Free Call for UK 12:00 pm - 1:30am, GMT, Weekday

UK	REP	THEMIS AR support ltd 85 Great Portland St, London, United Kingdom, W1W 7LT legal@themisar.com
----	-----	--

EC	REP	THEMIS AR Unterstützung UG Beedstrasse 54, In Dusseldorf, (40468), Deutschland legal@themisar.com
----	-----	---

UK
CA



Made in China