



PLATINUM DIGITAL HD

Professional HD Security System

INSTRUCTION MANUAL

Important Information

FCC Verification

This equipment has been tested and found to comply with the limits for 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 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 the receiver
- Connect the equipment into 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

These devices comply with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- These devices may not cause harmful interference
- These devices must accept any interference received, including interference that may cause undesired operation

Important Notice: All jurisdictions have specific laws and regulations relating to the use of cameras. Before using any camera for any purpose, it is the buyer's responsibility to be aware of all applicable laws and regulations that prohibit or limit the use of cameras and to comply with the applicable laws and regulations.

FCC Regulation (for USA): Prohibition against eavesdropping

Except for the operations of law enforcement officers conducted under

lawful authority, no person shall use, either directly or indirectly, a device operated pursuant to the provisions of this Part for the purpose of overhearing or recording the private conversations of others unless such use is authorized by all of the parties engaging in the conversation.

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

Important Safety Instructions

- Make sure product is fixed correctly and stable if fastened in place
- Do not operate if wires and terminals are exposed
- Do not cover vents on the side of the device and allow adequate space for ventilation
- Only use the power adapter supplied with your NVR

Password Information

This NVR does not have a default password. A password is created during the Setup Wizard. If password protection has been enabled and you have forgotten your password, you can enter a super password. Click "Forgot Password" then input your NVR's MAC address without the colons, for example, EC71DBE32877 - [see page 40 for more information](#).

Your NVR's MAC address can also be obtained using SwannView Link for Windows. Please download it from our website (support.swann.com).

About this Manual

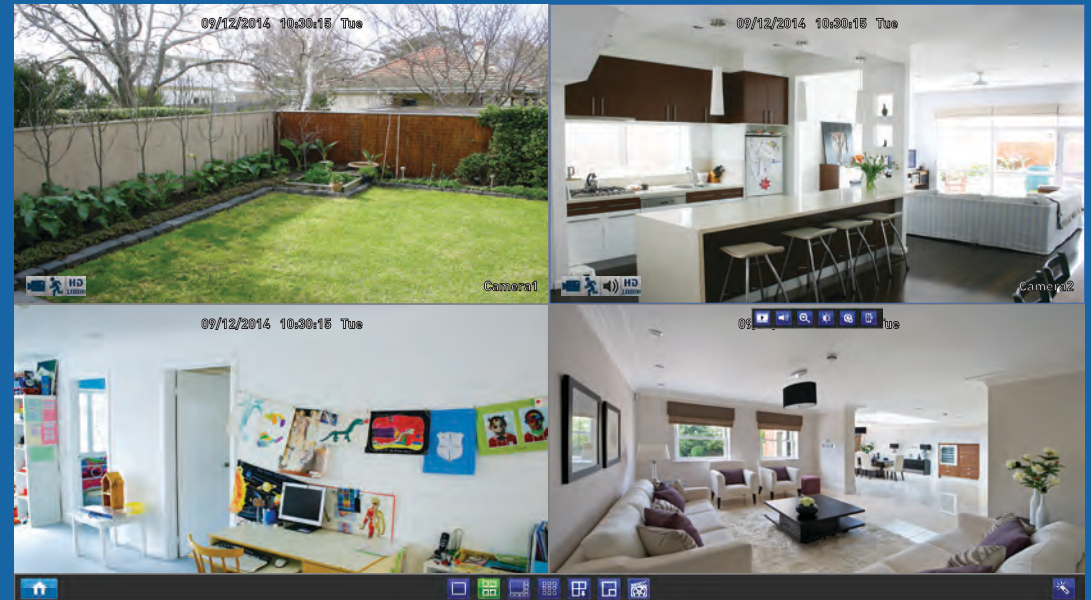
This instruction manual is written for the NVR-7300/7400 and was accurate at the time it was completed. However, because of our on-going efforts to constantly improve our products, additional features and functions may have been added since that time. We encourage you to visit our website to check for the latest updates and product announcements.

Contents

Important Information	2	Recording: Schedule	26
Contents	3	Chapter 5: Playback & Backup	27
Chapter 1: Live View	4	Search: Playback	28
Live View 4 & 8 Channel	5	The Playback Interface	29
Live View 16 Channel	6	Search: Event	31
Chapter 2: Menu	7	Search: Backup	32
Menu Layout	8	Chapter 6: System Configuration	33
Chapter 3: Camera Configuration	9	System: General	34
IP Channel	10	System: User	35
Display: Camera	11	System: Maintenance	36
Creating a Privacy Mask	13	Alarm: Exception	37
Camera Parameter	14	Device: HDD	38
Recording: Encode	15	Display: Output	39
Alarm: Motion	16	Network: General	40
Motion Detection	17	Network: Advanced	41
Motion Detection Schedule	18	Chapter 7: System Status	42
Motion Detection Tips	19	Search: Log Search	43
Alarm: Video Loss	20	Network: Status	44
Video Loss Schedule	21	Device: S.M.A.R.T	45
Controlling an Optical Zoom & Auto-focus Camera	22	System: System Information	46
Chapter 4: Recording Configuration	23	Glossary	47
Recording: Encode	24	Warranty Information	51
Recording: Option	25	Helpdesk & Technical Support	52

Live View

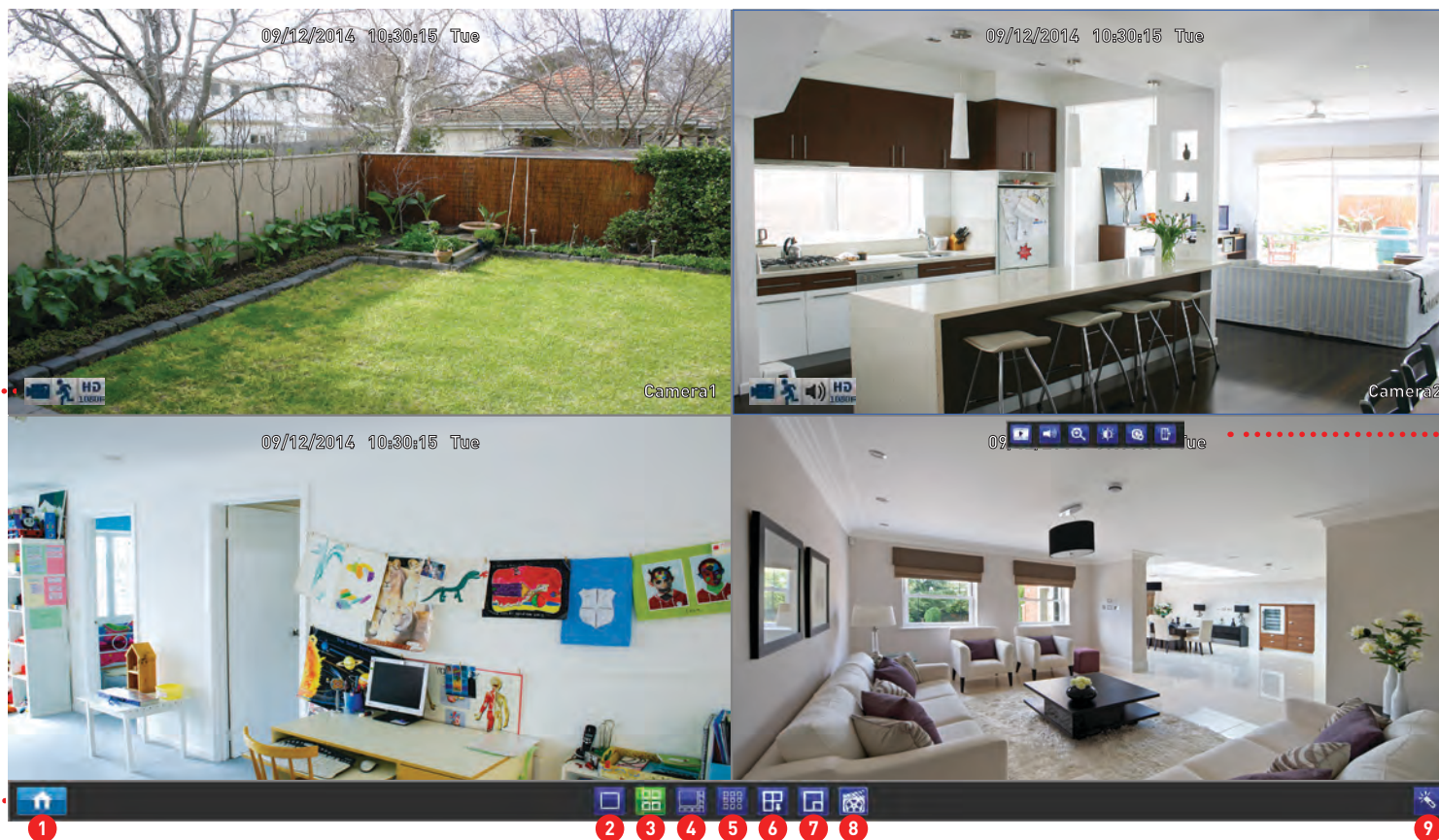
Live View is the default display mode for your NVR. Each camera connected will be displayed on-screen. You can check the status or operation of your NVR and cameras using the icons and Menu Bar on the Live View screen. Right-click the mouse to access the Menu Bar.



Live View: 4 & 8 Channel

Status Icons

Menu Bar



Double-click a live video channel to view full screen.



..... Camera Toolbar

Click & drag a live video channel to reposition it.

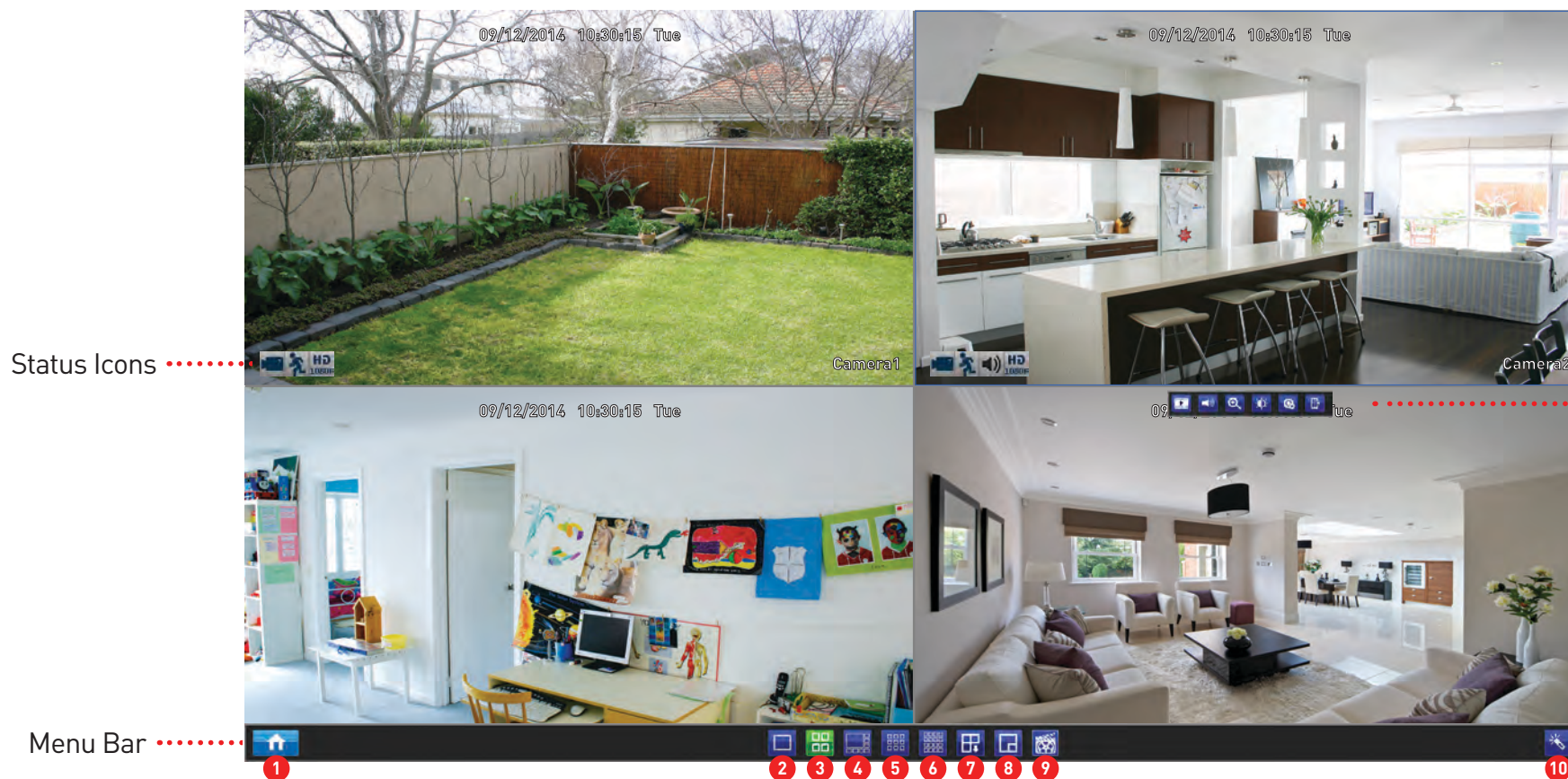


1. Opens the Menu.
2. Click to view a single camera.
3. Click to view four cameras.
4. Click to view eight cameras (1 + 7 formation).

5. Click to view eight cameras (3 x 3 formation).
6. Click to view the next screen in single or four camera view.
7. Click to enable PIP mode.

8. Click to manually record the selected camera.
9. Click to access the Setup Wizard.

Live View: 16 Channel



Double-click a live video channel to view full screen.



Camera Toolbar

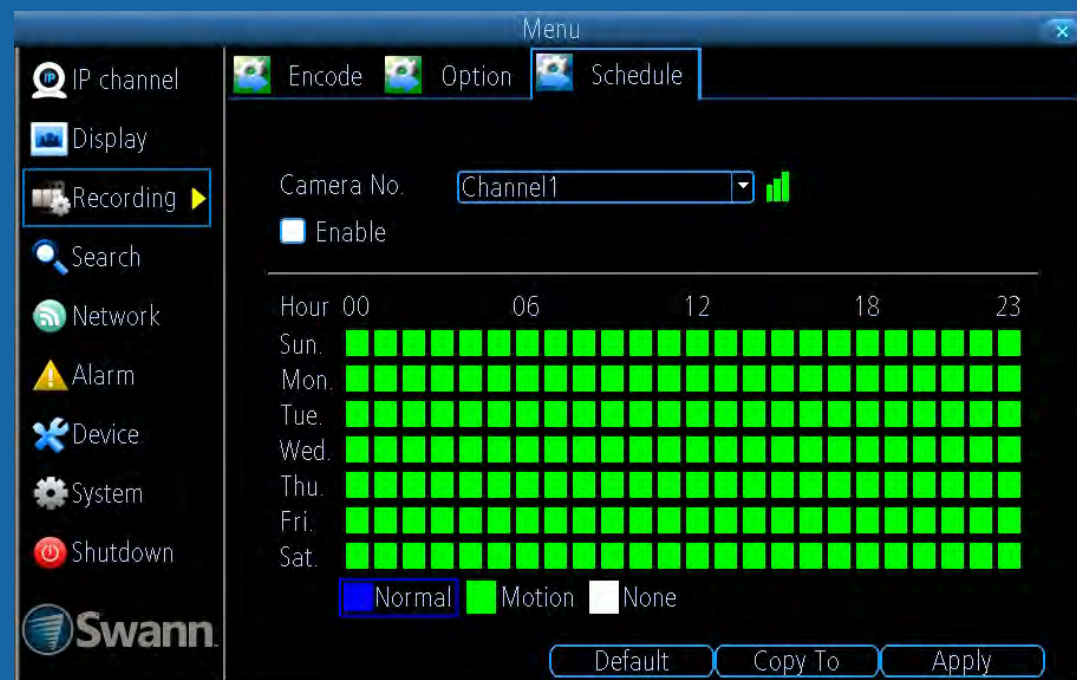
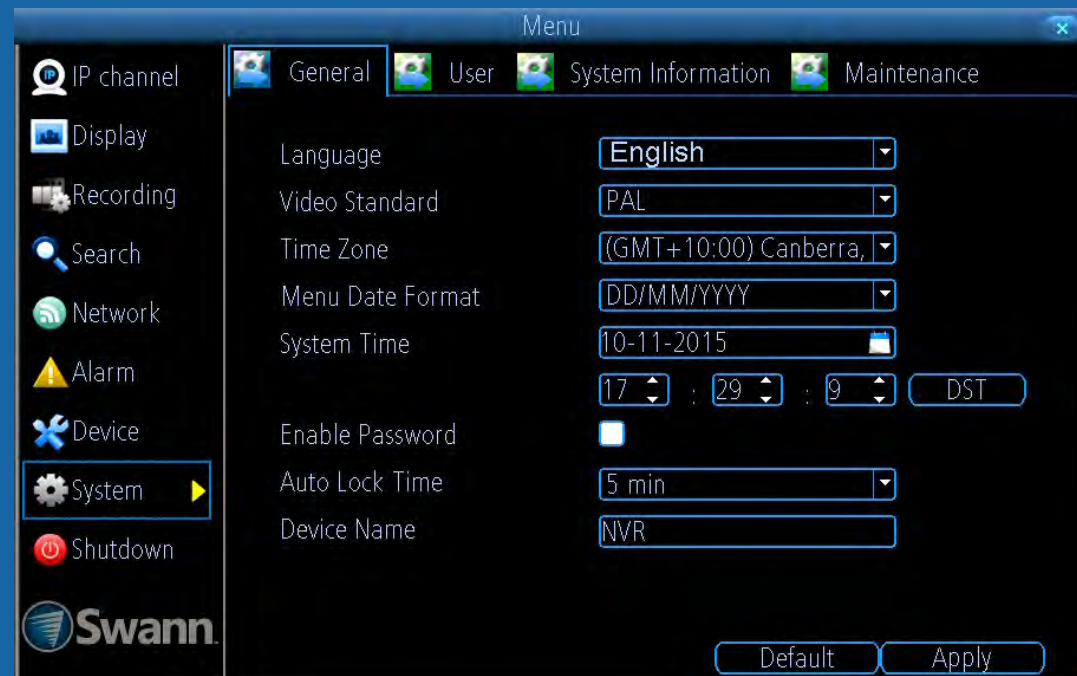
Click & drag a live video channel to reposition it.



1. Opens the Menu.
2. Click to view a single camera.
3. Click to view four cameras.
4. Click to view eight cameras (1 + 7 formation).
5. Click to view eight cameras (3 x 3 formation).
6. Click to view sixteen cameras.
7. Click to view the next screen in single or four camera view.
8. Click to enable PIP mode.
9. Click to manually record the selected camera.
10. Click to access the Setup Wizard.

Menu

The Menu is where you control the various actions and options that are available on your NVR. You can also access previously recorded video for playback and to export to a USB storage device such as a flash drive. To maintain system integrity, a firmware upgrade can be performed when available and access to the Shutdown menu to restart or safely turn off your NVR.

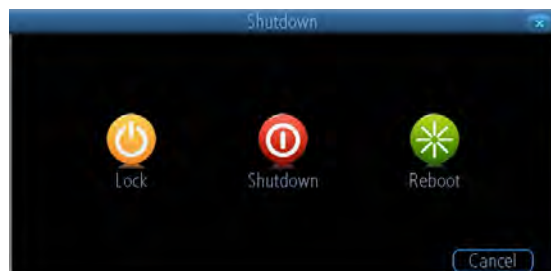
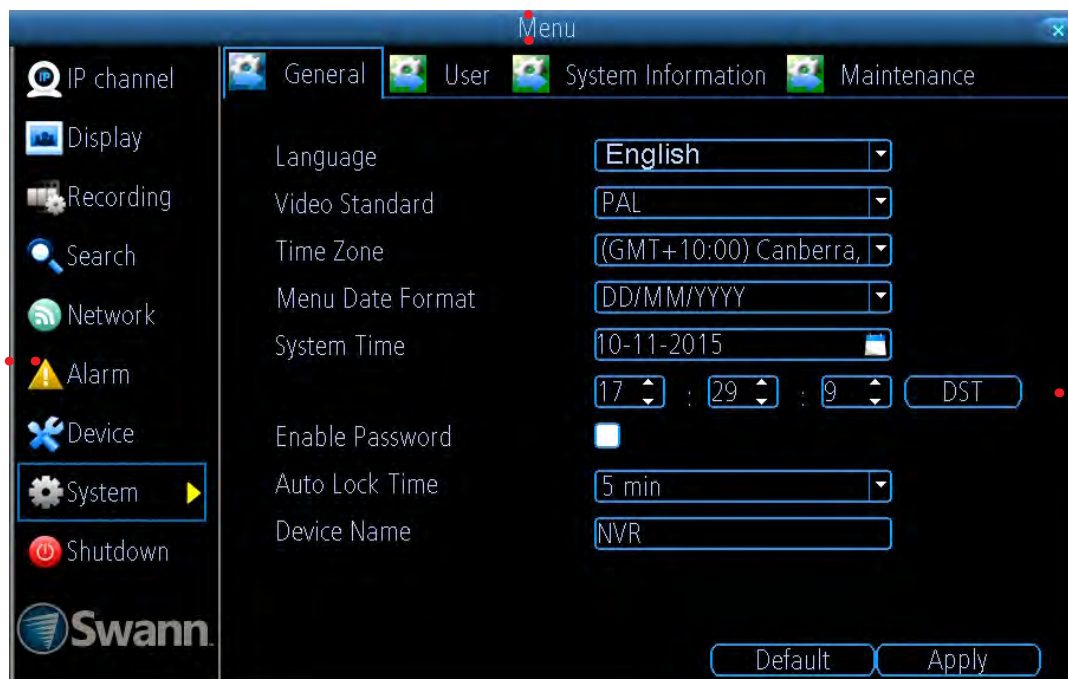


Menu Layout

The various actions and options that are available, are categorised on the left-hand side of the Menu.

Clicking each category will reveal a number of tabs or sub-categories that can be changed from their default value.

To exit or access the previous menu, right-click the mouse.

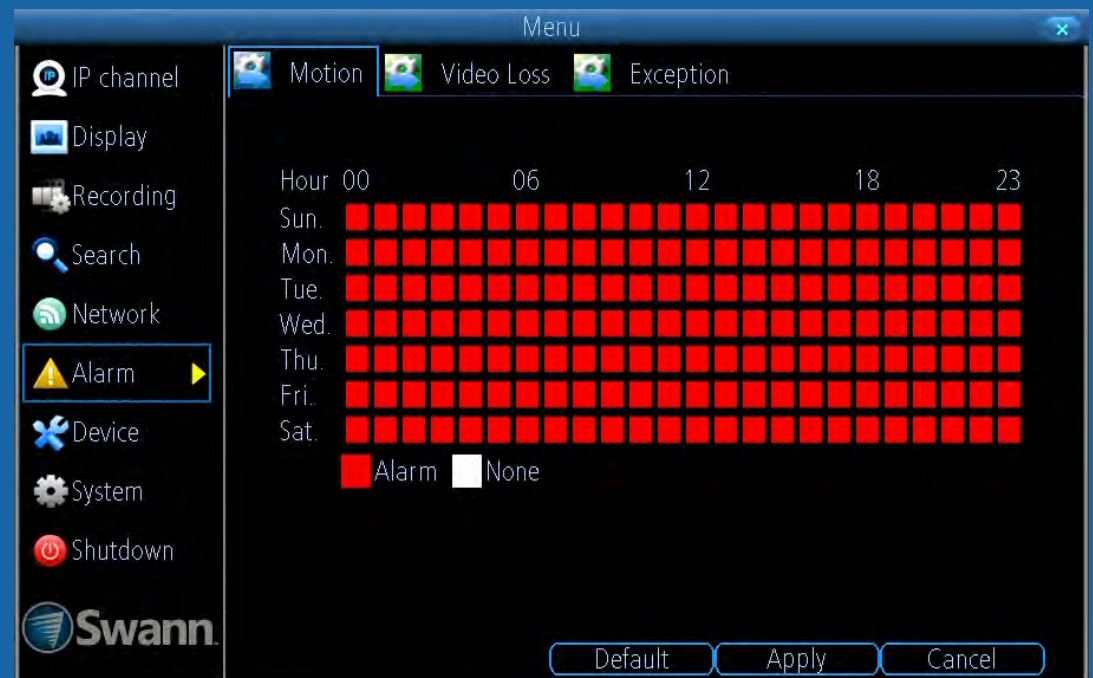


To shutdown, reboot or lock your NVR, click the "Shutdown" button. To ensure the integrity of your data and recordings, always select "Shutdown" when powering off your NVR.

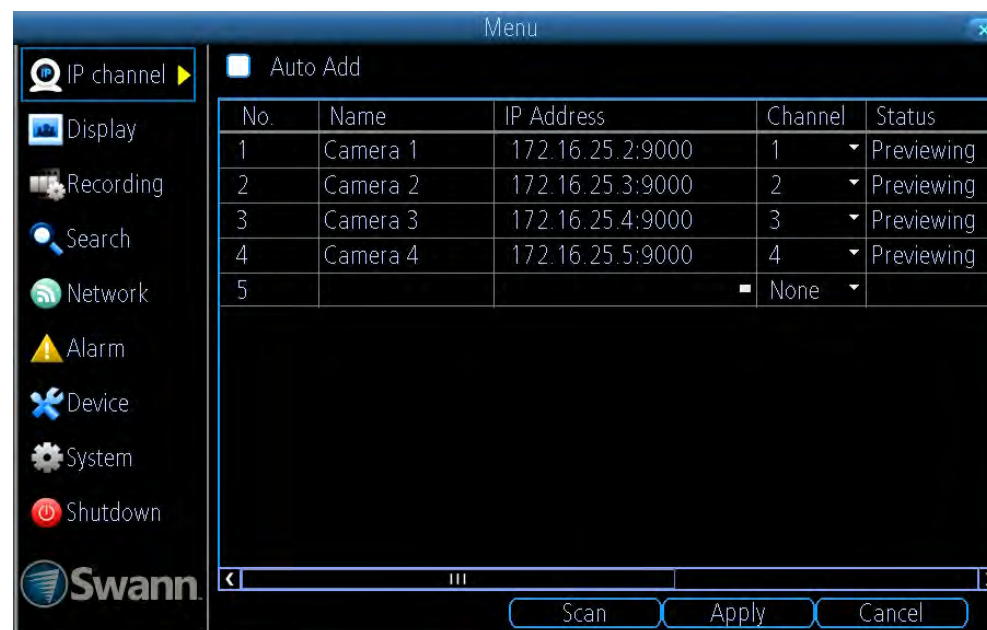
Some options may have additional menus that can be accessed.

Camera Configuration

The majority of the camera configuration options available are in the “Display”, “Recording” and “Alarm” menus that are accessible from the Menu. You can change the resolution and bitrate settings as well as the image settings for brightness, contrast and more. Your NVR has several controls for Motion Detection, Video Loss and the ability to create one or more privacy masks.



IP Channel



The IP channel function displays a list of cameras that are either connected directly to your NVR, or connected directly to your network. The name, IP address, channel number, status, user name and password of each camera is displayed. It's not necessary to change the camera's user name and password.

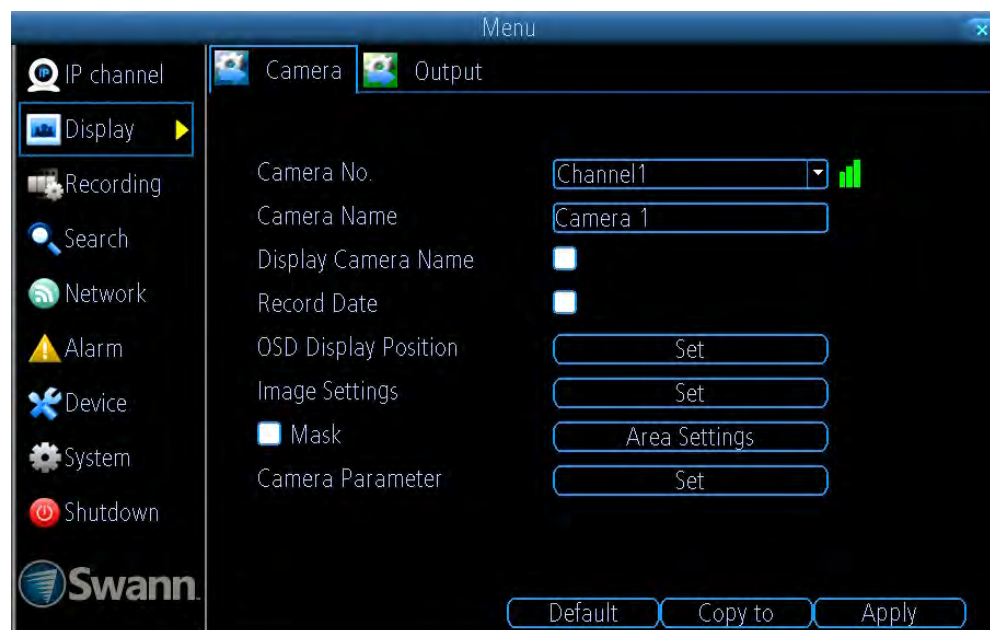
Auto Add: This option is enabled by default. Your NVR will automatically detect and display cameras connected directly to your NVR, or connected directly to your network.

Scan: Click this button to update the list of cameras detected.

- Don't forget to click "Apply" to save settings.
- Click "Cancel" to exit.

Display: Camera

The configuration options available allow you to name each camera relevant to where it has been installed as well as the ability to adjust image settings such as brightness and contrast. You also have complete control of the camera's display capabilities.



Camera No.: Select a camera that you would like to configure. Hovering the mouse over the selection box will display the IP address and MAC address of the camera selected. A green icon indicates that a camera is connected to that particular channel. A red icon indicates that a camera is not connected to that particular channel.

Camera Name: Select a name for the camera you've selected. It can be up to 16 characters in length.

Display Camera Name: Leave this enabled if you would like to display the camera name on the Live View screen, otherwise click to disable.

Record Date: It's recommended to leave this enabled as the date will be recorded directly onto your videos and creates an inseparable record of exactly when the footage was captured.

OSD Display Position: Allows you to change the position of the camera name on the Live View screen. Click the "Set" button to change. Use the mouse to reposition the camera name. Right-click the mouse then click "Save" to exit.

Image Settings: This gives you access to the image adjustment tools. Click the "Set" button to change then click "OK" when finished.

Brightness: This changes how light the image appears to be.

Contrast: This increases the difference between the blackest black and the whitest white in the image.

Saturation: This alters how much colour is displayed in the image. The higher the saturation, the more bright and vivid colours will appear.

Hue: This changes the colour mix of the image.

Display: Camera (cont.)



Sharpen: Increase or decrease the overall sharpness of the image. Increasing the sharpness will also increase the level of video noise that is visible.

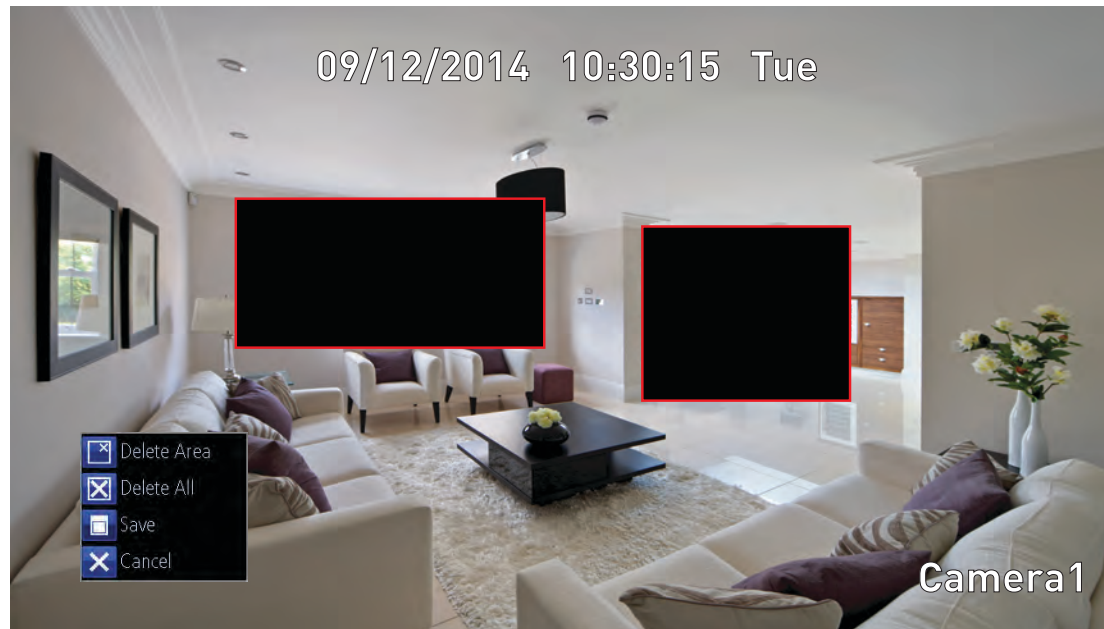
Mask: Click the checkbox to enable then click “Area Settings” to create one or more privacy masks - [see page 13 for more information](#).

Camera Parameter: [See page 14 for more information](#).

- Click the “Default” button to revert back to default settings.
- Use the “Copy to” button to apply all settings to the other cameras.
- Don’t forget to click “Apply” to save settings.
- Right-click the mouse to exit the Menu.

Creating a Privacy Mask

A privacy mask can be used if you want to obscure part of your image for privacy. You can also use this option to minimize false triggers for Motion Detection. You can create up to four areas per camera to mask. Any area obscured by a privacy mask won't be shown live or recorded.



1. Using the mouse, click and drag to select the area that you want to enable for a mask (as shown above). Up to four masks can be enabled.
 2. To delete a mask, move the arrow within the mask, right-click the mouse to access the sub-menu (as shown above) then click "Delete Area". Click "Delete All" to delete all masks. Click "Save" to save your mask or click "Cancel" to exit.
- Click the "Default" button to revert back to default settings.
 - Use the "Copy to" button to apply all settings to the other cameras.
 - Don't forget to click "Apply" to save settings.
 - Right-click the mouse to exit the Menu.

Camera Parameter

Camera Parameter: This function gives you complete control on every aspect of the camera's display capabilities. Click the "Set" button to change. The "Camera Parameter Setting" menu will appear on-screen. Click the various drop down menus to access the options available.

Anti-flicker: This function is used to reduce flicker caused by fluorescent lighting. If the video is flickering or you are mounting the camera outdoors, select the relevant option, otherwise leave it off -

OFF: Anti-flicker is turned off.

Outdoor: Select this if the camera will be mounted outdoors. It's designed to adjust the image for sunlight conditions.

50HZ: The UK and Australia utilise 50Hz for their mains frequency.

60HZ: The USA, Canada and some Latin American countries utilise 60Hz for their mains frequency.

Exposure Mode: This function determines how light or dark an image will appear on-screen. If there is very little light, the image will be underexposed. If there is too much light, the image will be overexposed -

Auto: The exposure level is handled automatically.

Low Noise: This function is used for night video. By increasing the gain range, you can decrease the video noise to gain a brighter image.

Anti-smearing: This function allows people and objects to be seen correctly against a very bright background. Altering the shutter range will change the overall brightness (having a lower range will increase the brightness but may blur fast moving objects). Adjust accordingly.

Manual: This function allows you to manually adjust the shutter speed. Slowing down the shutter speed allows more light into the camera producing a brighter image. The potential downside is that you get more motion blur.

Contextual: This function changes the way the camera processes white balance, to get the colours in the image as accurate as possible.

Auto: The white balance is handled automatically.

Day: Select this for day-time monitoring.

Night: Select this for night-time monitoring.

Manual: Different sources of light have a different temperature to them. Fluorescent lighting adds a bluish cast, incandescent bulbs add a red or yellowish tinge. This function allows you to manually increase or decrease the red and blue gain.

Day/Night: This function changes the camera's colour mode -

AGC: This function allows an increase in sensitivity, enabling operation in lower light conditions. Adjust the "Threshold" setting accordingly.

Colour: Select this for day-time monitoring.

Black&White: Select this for night-time monitoring.

CDS: This allows the image to be set by the camera's light sensor.

Backlight: Compensate for differences between dark and light objects -

OFF: The backlight is turned off.

BLC: This improves exposure of an object that is in front of a light source.

WDR: This will brighten dark areas and darken bright areas.

Mirroring: Click the checkbox to change the orientation of the image.

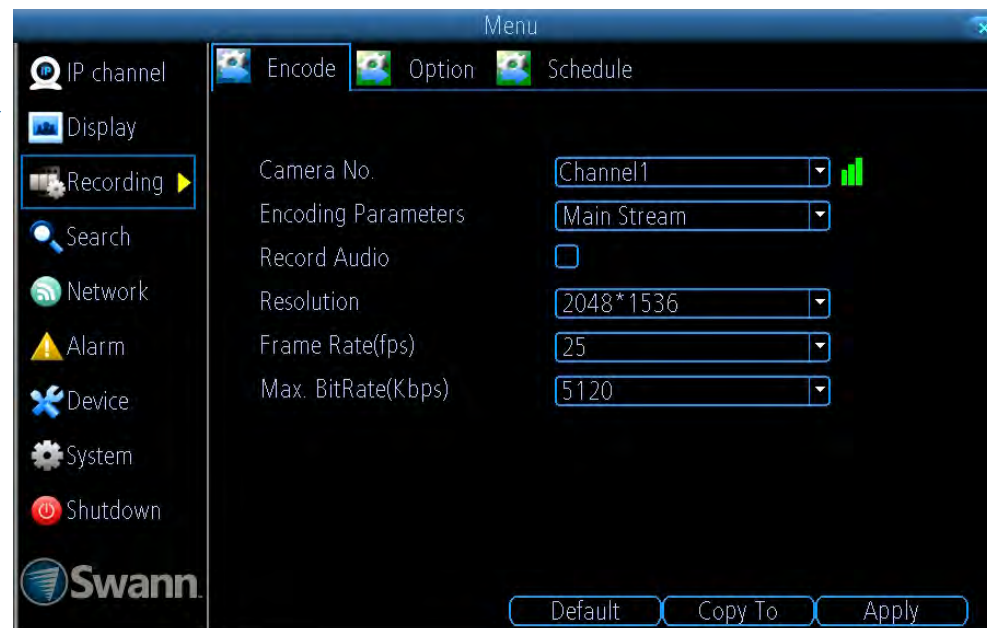
Rotation: Click the checkbox to turn the image upside down.

3D-Noise Filter: This function will reduce the overall noise content.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Click "Cancel" to exit.

Recording: Encode

The Encode function allows you to change the resolution and bitrate for each camera connected. By default the Main Stream resolution is 2048 x 1536 which fits in with the capabilities of the provided cameras. The Sub stream resolution is CIF (352 x 288).



Camera No.: Select a camera that you would like to configure.

Encoding Parameters: Select which parameter that you would like to configure, Main Stream or Sub stream. By default, the SwannView Link app and Windows software utilises the Sub stream parameter to display an image from your NVR to your mobile device or computer.

Record Audio: See page 24 for more information.

Resolution: The default resolution is 2048 x 1536 (4:3) for Main Stream. Other resolutions available are 2304 x 1296 (16:9), 1080P (1920 x 1080) and 720P (1280 x 720). For Sub stream, the default resolution is CIF (352 x 288) but can be changed to 640 x 360.

Frame Rate(fps): For Main Stream, the default frame rate is 25fps. For Sub stream, the default frame rate is 4fps. Change the frame rate if

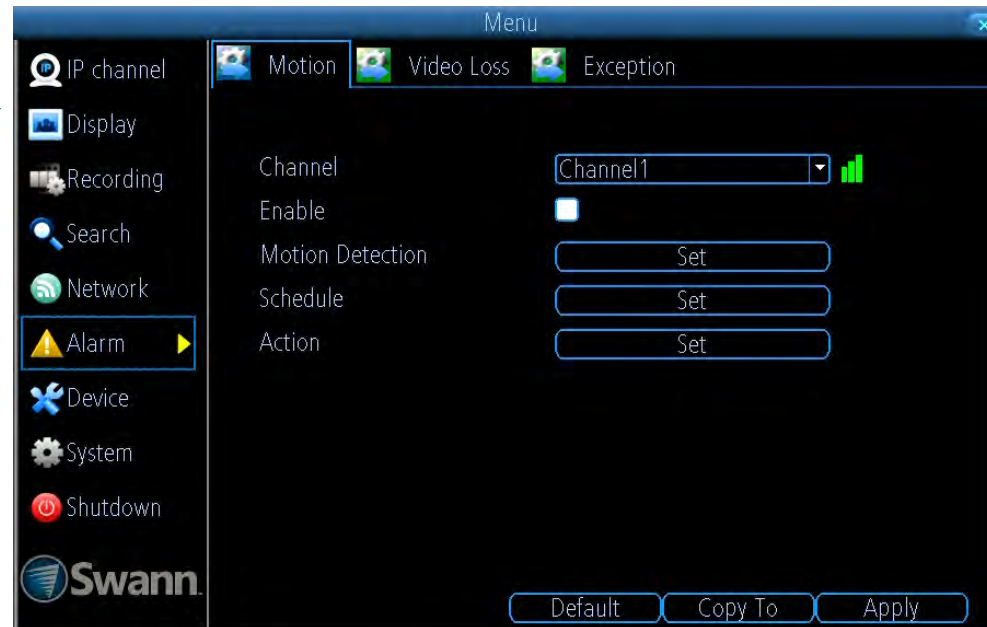
you're having issues streaming to your mobile device or computer.

Max. BitRate(Kbps): The default bitrate is 5120Kbps for Main Stream and 64Kbps for Sub stream. Change the bitrate if you're having issues streaming to your mobile device or computer.

- Click the "Default" button to revert back to default settings.
- Use the "Copy to" button to apply all settings to the other cameras.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Alarm: Motion

Whether you're waiting for an expected event, hoping you don't spot an unwelcome visitor, or just curious about what happens when you're not around, Motion Detection can be configured to alert you and record video only when it detects motion. Motion Detection is enabled by default.



Channel: Select a camera that you would like to configure.

Enable: Motion Detection is enabled by default.

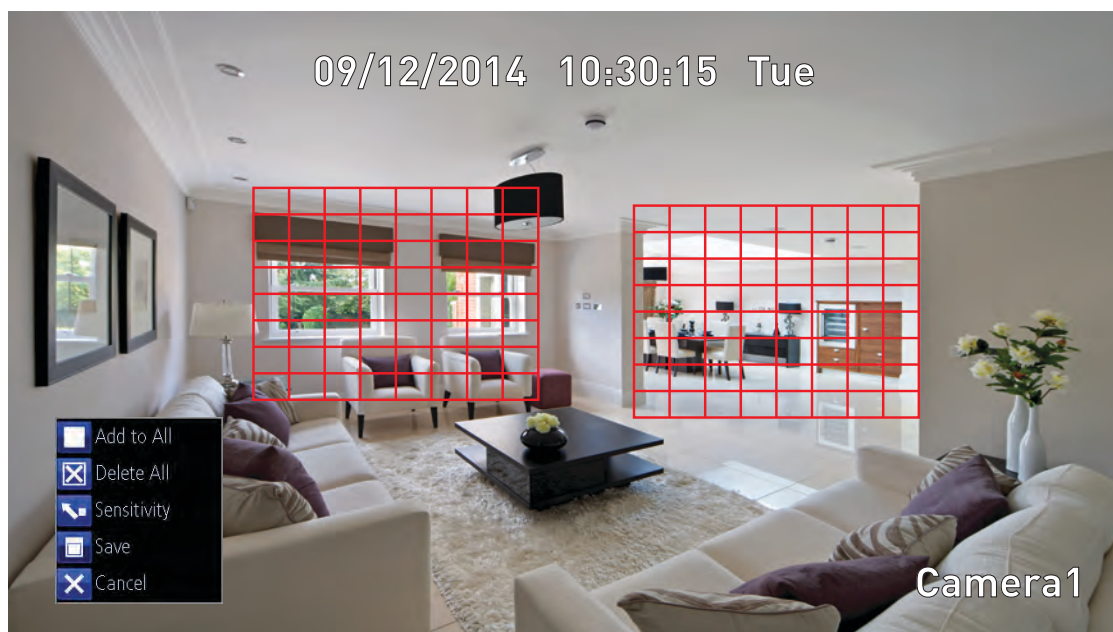
Motion Detection: Click the "Set" button to change the default Motion Detection area - [see page 17 for more information](#).

Schedule: Click the "Set" button to change the default Motion Detection alarm schedule - [see page 18 for more information](#).

Action: Click the "Set" button to enable an audio warning, to send an email and to trigger other cameras when motion is detected.

- Click the "Default" button to revert back to default settings.
- Use the "Copy to" button to apply all settings to the other cameras.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Motion Detection



Using the “Sensitivity” function, you can change the motion sensitivity level for each time period available. The level is controlled by a slider, allowing you to set a value between 0 and 50. The lower the number, the more sensitive the Motion Detection will be.

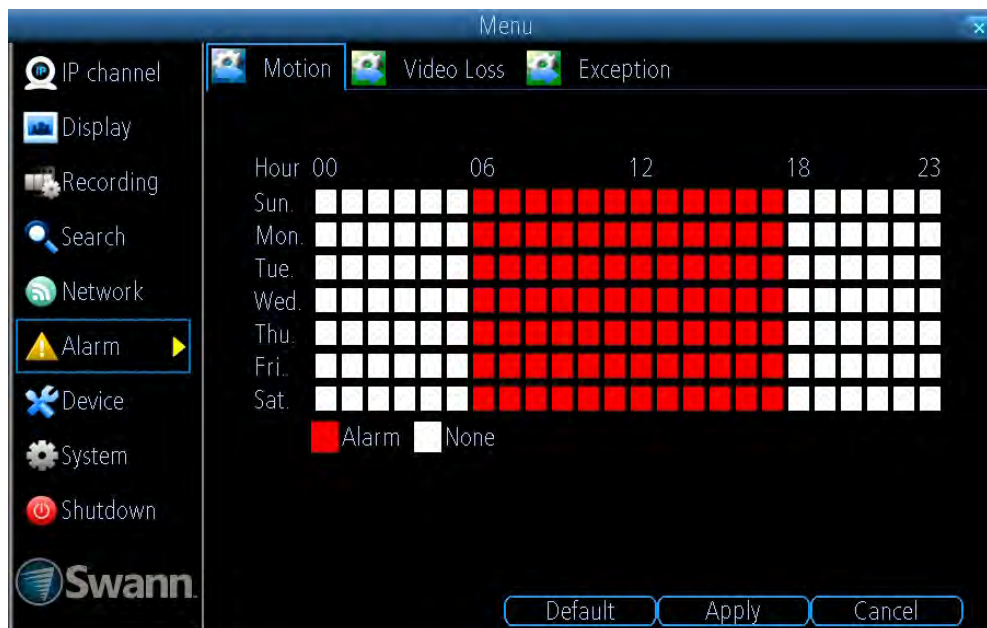
Motion Detection is an essential part of your security system. It's the main method that detects when someone is in your home when they shouldn't be. When motion has been detected by one or more cameras, a signal is sent to your NVR, alerting you to a potential threat in your home. It does this in several ways such as activating an audio warning using its internal buzzer, sending an email and sending an alert to your mobile device or computer. You can also configure your NVR so it triggers the other cameras to start recording.

Motion Detection is the default recording mode for your NVR. The entire view of the camera is enabled to detect motion however you can select certain areas if you wish. In the above example, a Motion Detection zone has been setup for the windows and dining room entrance. Movement outside of these zones will not be detected.

1. Right-click the mouse to access the sub-menu then click “Delete All”.
2. Click and drag to select the area that you want to create a zone for. Multiple zones can be created. The same action also applies if you want to delete a zone that has been created.
3. You can adjust the sensitivity level (see above) if required.
4. Right-click the mouse to access the sub-menu then click “Save” to save any changes that you have made. To revert back to default settings click “Add to All” or click “Cancel” to exit.
 - Click the “Default” button to revert back to default settings.
 - Use the “Copy to” button to apply all settings to the other cameras.
 - Don't forget to click “Apply” to save settings.
 - Right-click the mouse to exit the Menu.

Motion Detection Schedule

By default, a Motion Detection alarm schedule has been enabled for each connected camera. You can however change the schedule according to what fits in with your needs. The schedule is presented as a 24 hour 7 days a week grid and is colour coded to represent the event type.



In the above example, a schedule has been created for 06:00 a.m. to 06:00 p.m. Sunday to Saturday. Using the mouse, click on a particular square or section to change.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Click "Cancel" to exit.
- Right-click the mouse to exit the Menu.

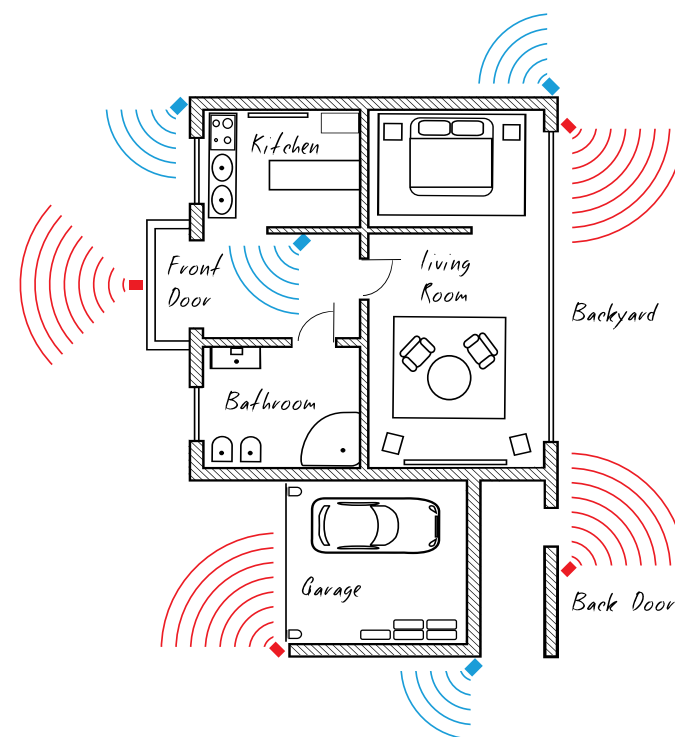
Motion Detection Tips

Placement of the cameras

1. Place cameras so they are facing areas where people have to walk through to approach your home regardless of where they are headed. A good idea is to place a camera overlooking your front door to capture an image of anyone approaching it for later reference, this is great if you have parcels delivered to your door or if the potential burglar knocks or rings the doorbell to see if anyone is home.
2. Walk around your house and assess where intruders are most likely to approach to enter, and what path they would take. Most burglars enter the home through a front or back door, so it's advisable to place the cameras near those areas so that you get the best amount of detail of anyone who approaches.
3. When installing cameras outside, it's important to keep your front and backyard as well-lit as possible for ideal night vision and the ability to detect motion. It's common for intruders to enter a home through an unlocked garage or by using a garage door opener in an unlocked car located in the driveway so positioning your cameras to overlook cars in the driveway and similar locations can be very useful.

Avoiding False Triggers

1. A tree, shrub or foliage that is blown by the wind - angle the camera so wind-blown objects are out of the camera's view or use the camera motion detection area settings to exclude these areas from detection.
2. People moving along sidewalks or streets that are close to your home, aim your cameras and use the motion detection area settings to ensure only legitimate threats are triggering events.
3. Vehicles moving in the background - angle the camera so as to avoid movement in the background or use the motion detection area settings to stop detection of cars in the street.
4. Vehicles moving in the background - angle the camera so as to avoid movement in the background or use the motion detection area settings to stop detection of cars in the street.

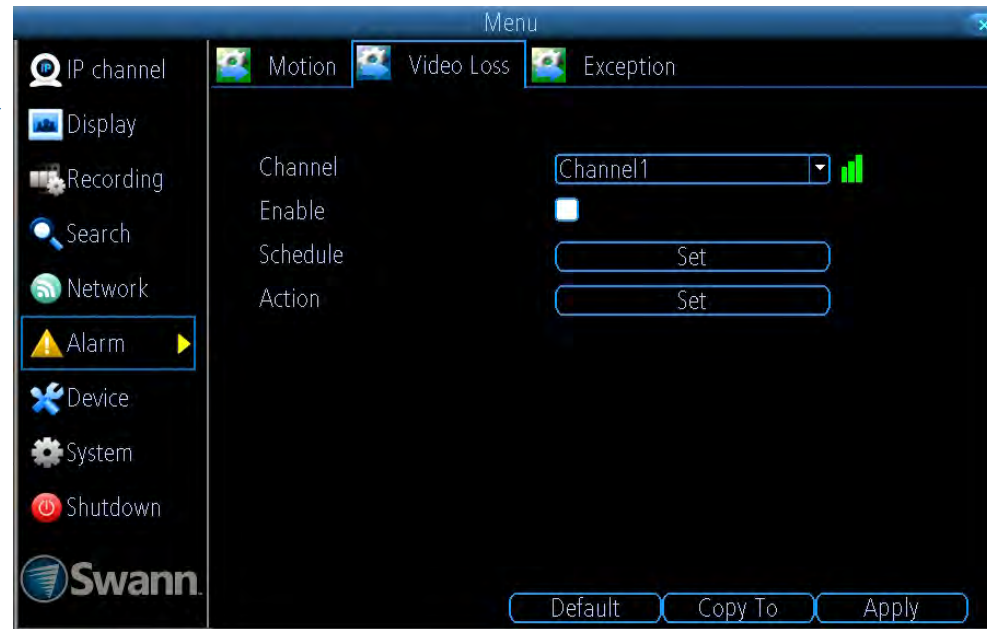


The red cameras illustrated (see above) are your primary locations. Place your cameras close to the front door, back door, garage entrance and overlooking the backyard.

The blue cameras illustrated are your secondary locations. If your NVR includes additional cameras, place these at the front entrance inside the home, the front of the house (this could overlook the front garden or driveway), a side gate or if you have multiple entrances to the backyard.

Alarm: Video Loss

Video Loss is regarded as a potential alarm event and is considered to occur any time your NVR doesn't receive an active video signal from any of its video inputs. When a video input has no incoming signal, a "VIDEO LOSS" message will appear on-screen.



Channel: Select a camera that you would like to configure.

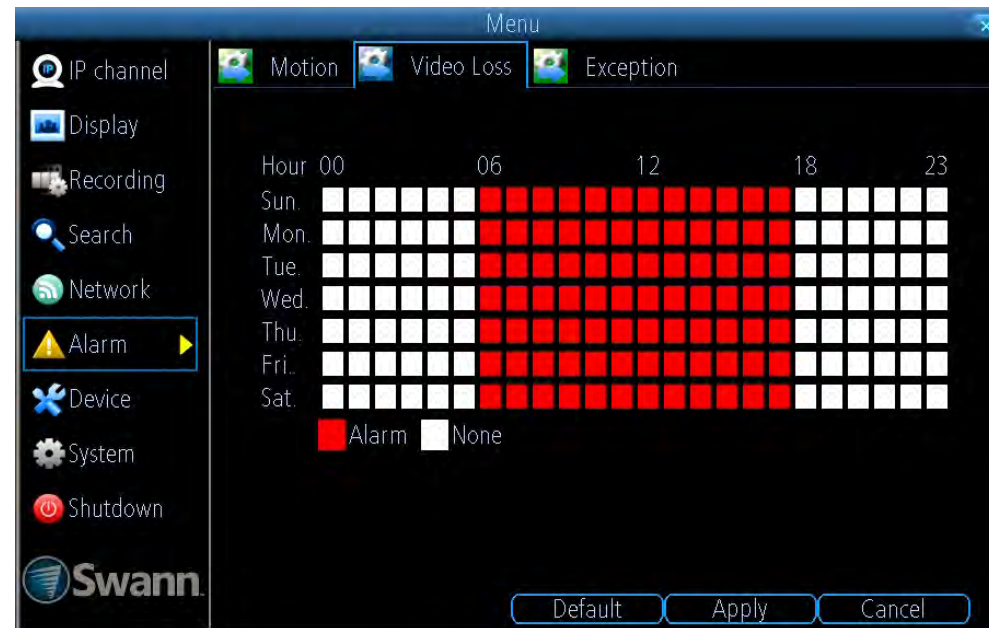
Enable: Click the checkbox to enable.

Schedule: Click the "Set" button to change the default Video Loss alarm schedule - [see page 21 for more information](#).

Action: Click the "Set" button to enable an audio warning and to send an email.

- Click the "Default" button to revert back to default settings.
- Use the "Copy to" button to apply all settings to the other cameras.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Video Loss Schedule



In the above example, a schedule has been created for 06:00 a.m. to 06:00 p.m. Sunday to Saturday. Using the mouse, click on a particular square or section to change.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Click “Cancel” to exit.
- Right-click the mouse to exit the Menu.

Controlling an Optical Zoom & Auto-focus Camera

If you have purchased an IP camera with an optical zoom and auto-focus function, you can use the on-screen camera controls to zoom in and out of the scene the camera is focused on. You can also adjust the focus if needed.



1. To control the camera, use the mouse and single click the channel the camera is connected to.

2. The camera toolbar will appear on-screen. Click the “Zoom” button to view the camera full screen.

3. The camera controls will appear as shown above. Here are descriptions for each button from left to right -

Zoom In: Click this to zoom into the scene the camera is focused on. You can click and hold to do a continual zoom or you can single click to zoom incrementally. Depending on what the camera is focused on, if you find the image is out of focus, give the Zoom Out button a quick tap to refocus.

Zoom Out: Click this to zoom out of the scene. You can click and hold to

do a continual zoom or you can single click to zoom incrementally.

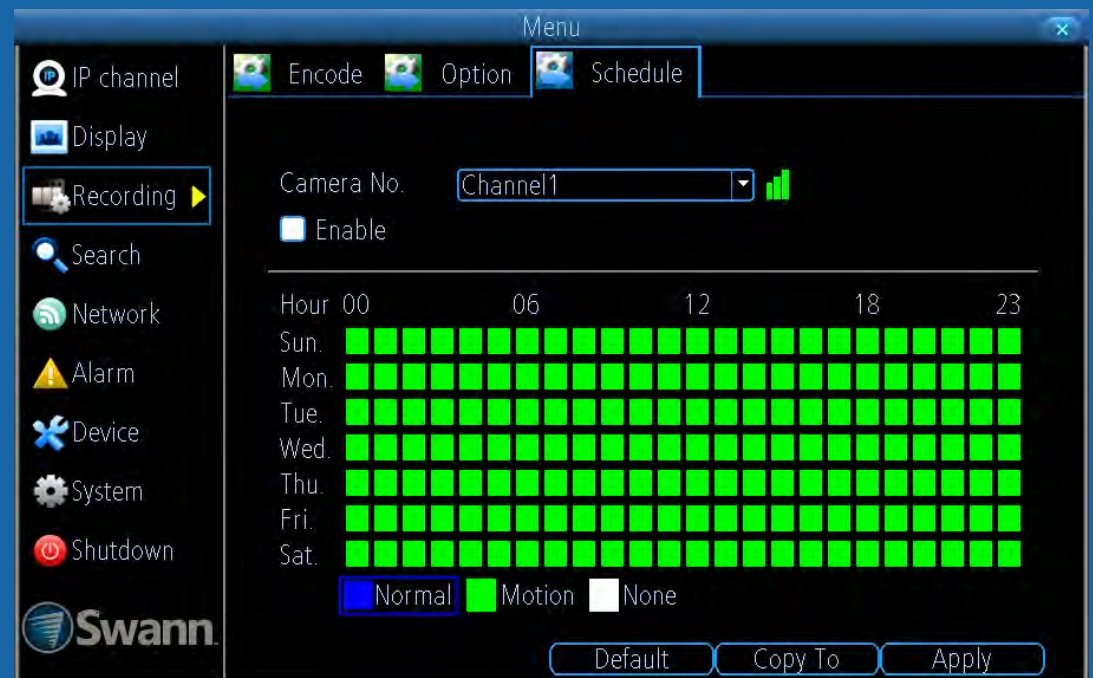
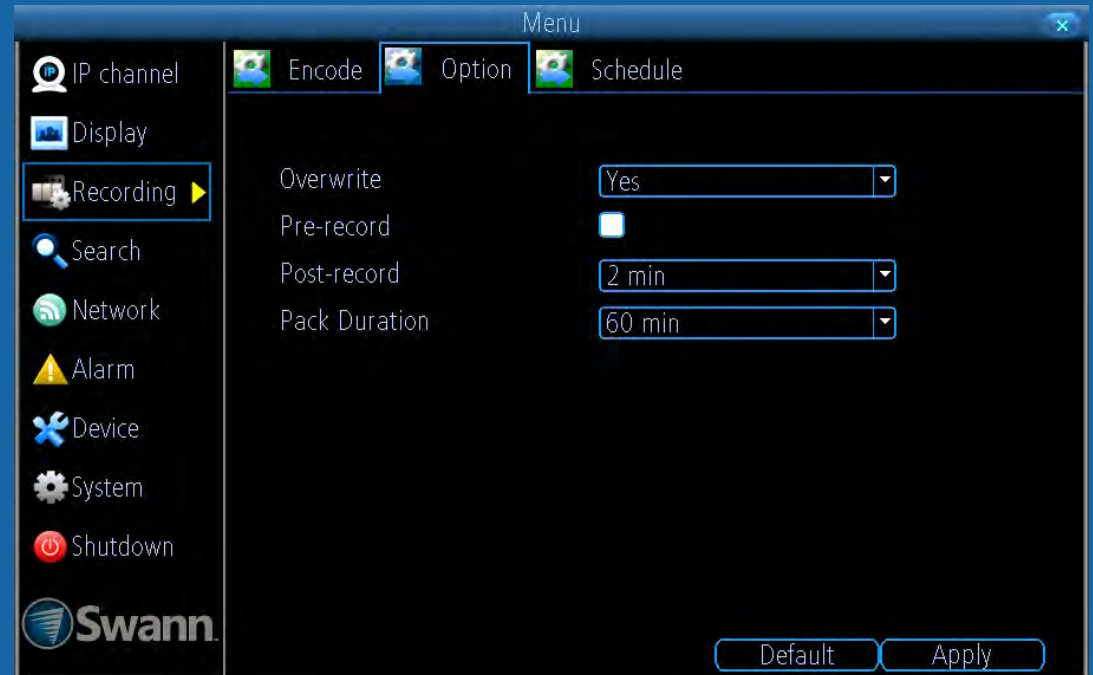
Focus Far: Click this to focus on objects in the distance. Single click to focus incrementally.

Focus Near: Click this to focus on objects close to the camera. Single click to focus incrementally.

Exit: Click this to exit. Alternatively you can also right-click the mouse to exit.

Recording Configuration

The Recording Configuration options are available in the “Recording” menu. From here you can access and change the recording schedule for each camera connected as well as how your NVR will record video to the hard drive. You can also enable audio recording from the camera’s built-in microphone.



Recording: Encode



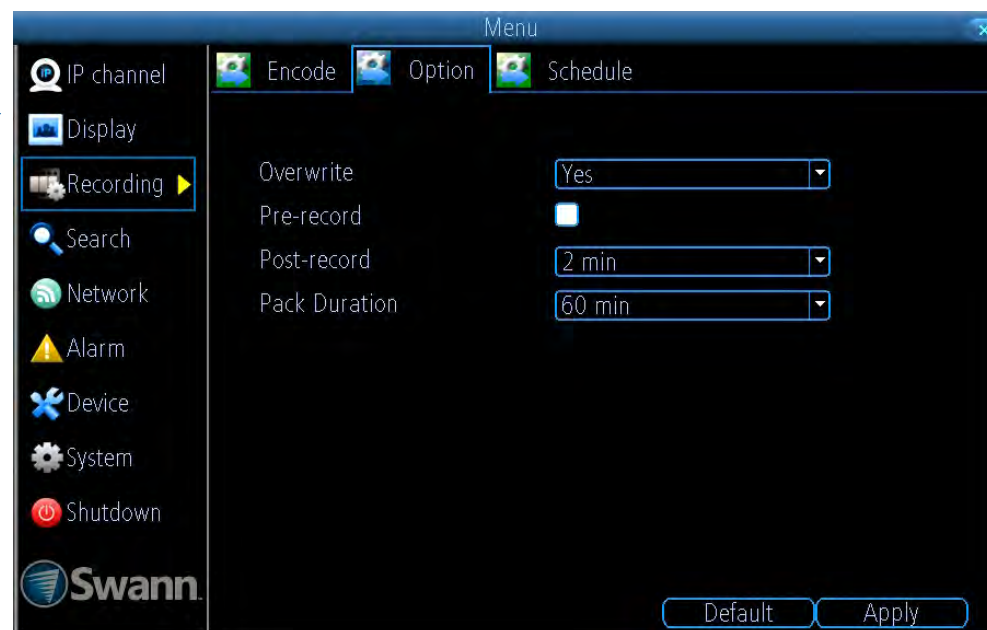
Record Audio (Main Stream): Click the checkbox to enable audio recording from the camera's built-in microphone. To monitor what is being recorded, your NVR's audio output has to be enabled - [see page 39](#) for more information.

Record Audio (Sub stream): To monitor audio when using the Swann-View Link app and Windows software, you must enable audio recording for Sub stream (select "Sub stream" then click the checkbox to enable).

- Click the "Default" button to revert back to default settings.
- Use the "Copy to" button to apply all settings to the other cameras.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Recording: Option

The options available here allow you to change various aspects of how your NVR will record video, such as recording before and after an event has occurred as well as the ability to record over existing video, to make room for new events on the hard drive.



Overwrite: This option allows your NVR to overwrite the oldest video files on the hard drive when recording. This prevents your NVR from running out of storage space. It's recommended to this option enabled and to backup important events before they are overwritten.

Pre-record: It's recommended to leave this option enabled as it allows your NVR to record for a number of seconds before an event occurs.

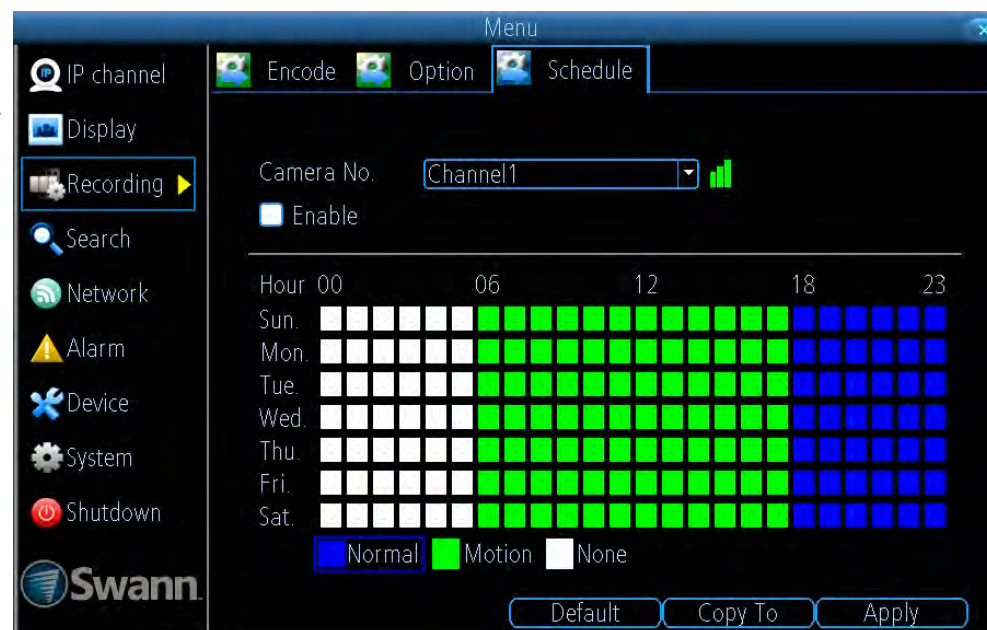
Post-record: This option instructs your NVR to record for a set period of time after an event has occurred. The default setting will suit most day-to-day situations, but you can change according to your needs.

Pack Duration: This instructs your NVR to split the recording into discrete units. Even though the recording is broken up into separate units, your NVR will play it as one continual video. The default selection will suit most situations, but you can change according to your needs.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Recording: Schedule

By default, a Motion Detection recording schedule has been enabled for each connected camera. You can however change the schedule according to what fits in with your needs. The schedule is presented as a 24 hour 7 days a week grid and is colour coded to represent the event type.



Camera No.: Select a camera that you would like to configure.

Enable: A Motion Detection recording schedule is enabled by default.

Normal: Your NVR will constantly record for a set period of time.

Motion: Your NVR will only record when motion has been detected from one or more cameras.

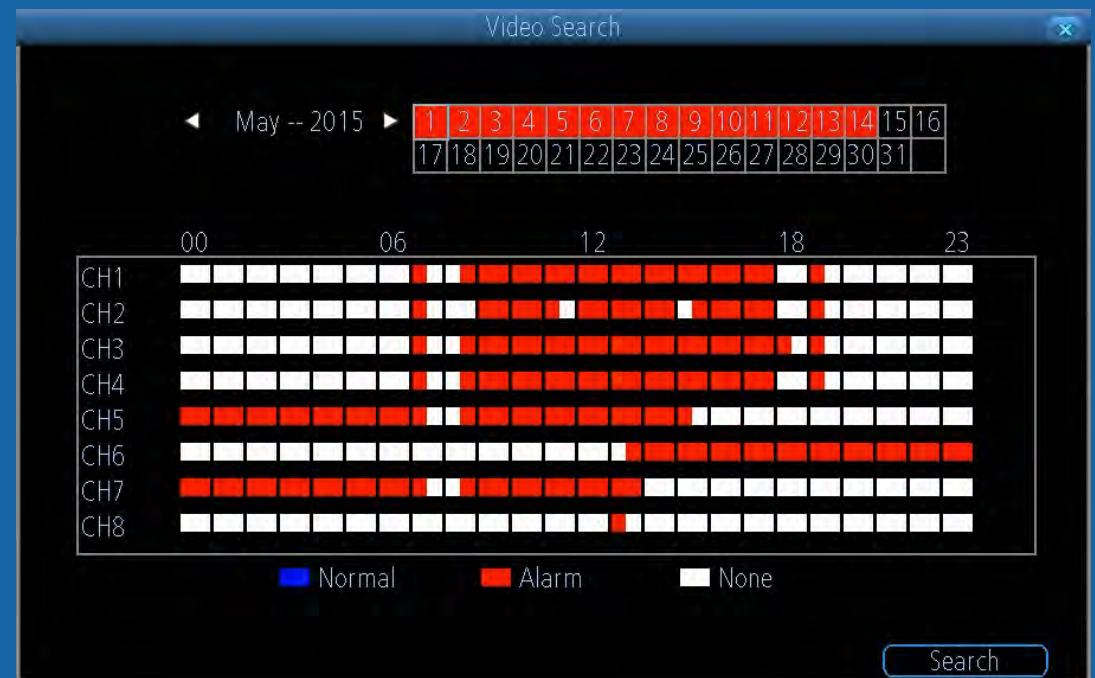
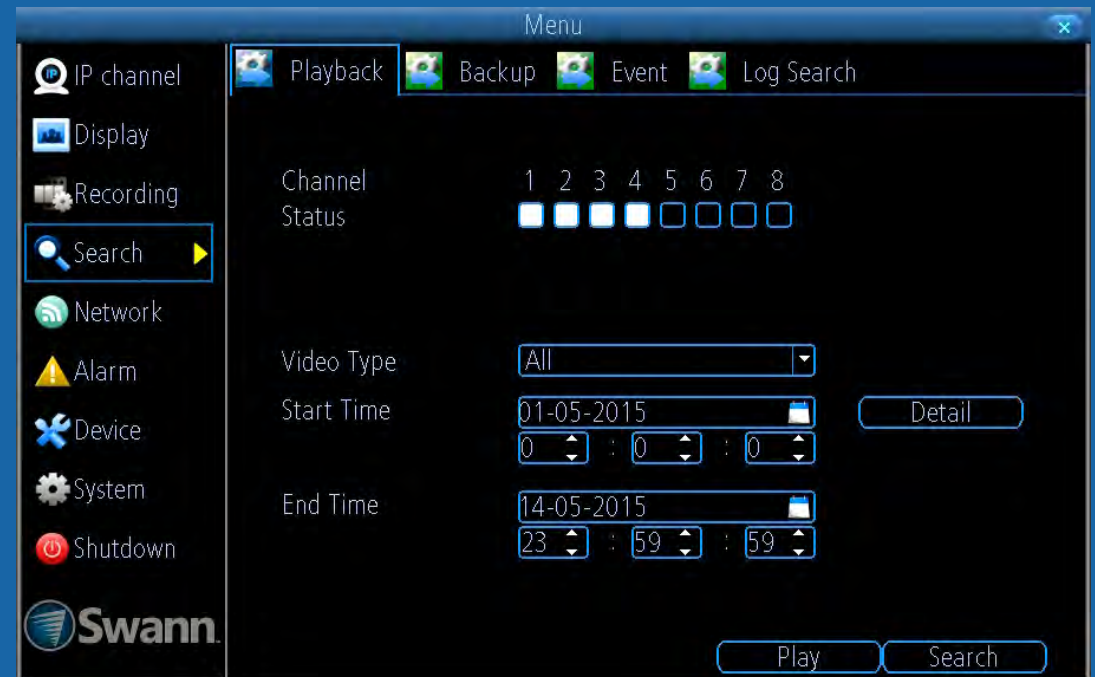
None: As the name suggests, your NVR will not record.

In the above example, a Motion Detection recording schedule has been created for 06:00 a.m. to 06:00 p.m. and a Normal recording schedule for 06:00 p.m. to 12:00 a.m. Sunday to Saturday. Using the mouse, you can click on a particular square or section to change or select the desired recording mode (Normal, Motion or None) then click and drag the mouse over the squares corresponding to your desired time period.

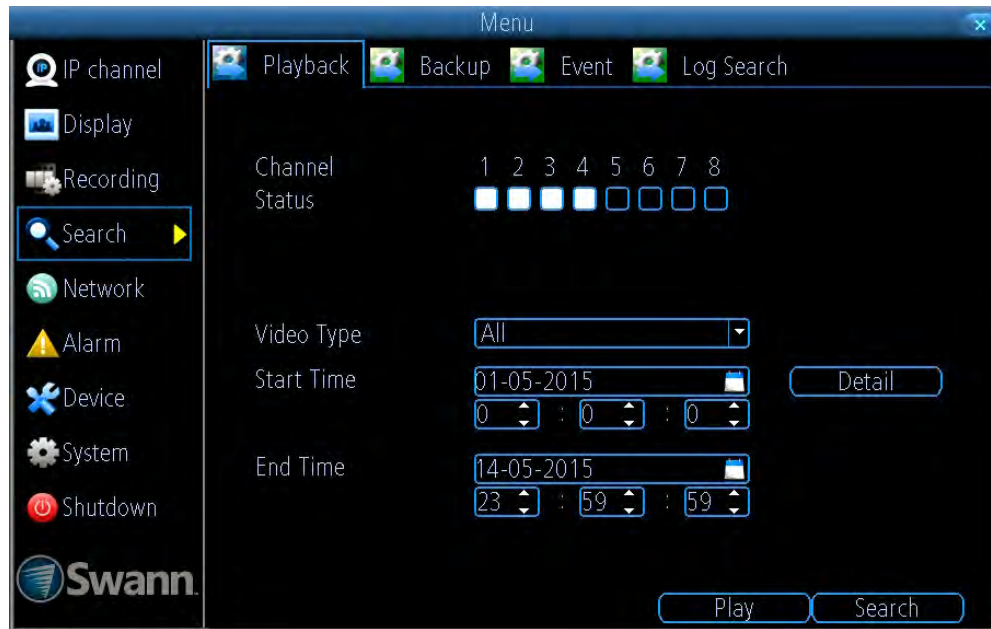
- Click the “Default” button to revert back to default settings.
- Use the “Copy to” button to apply all settings to the other cameras.
- Don’t forget to click “Apply” to save settings.
- Right-click the mouse to exit the Menu.

Playback & Backup

The Playback function gives you the ability to search and play previously recorded videos that are stored on your NVR's hard drive. You have the choice of playing video that matches your recording schedule, manual recordings or motion events only. The Backup function gives you the ability to save important events to a USB storage device such as a flash drive.



Search: Playback



Channel Status: Select from one or more cameras for playback. The 8 channel model can play up to four channels at a time and the 4 channel model can only play one channel at a time.

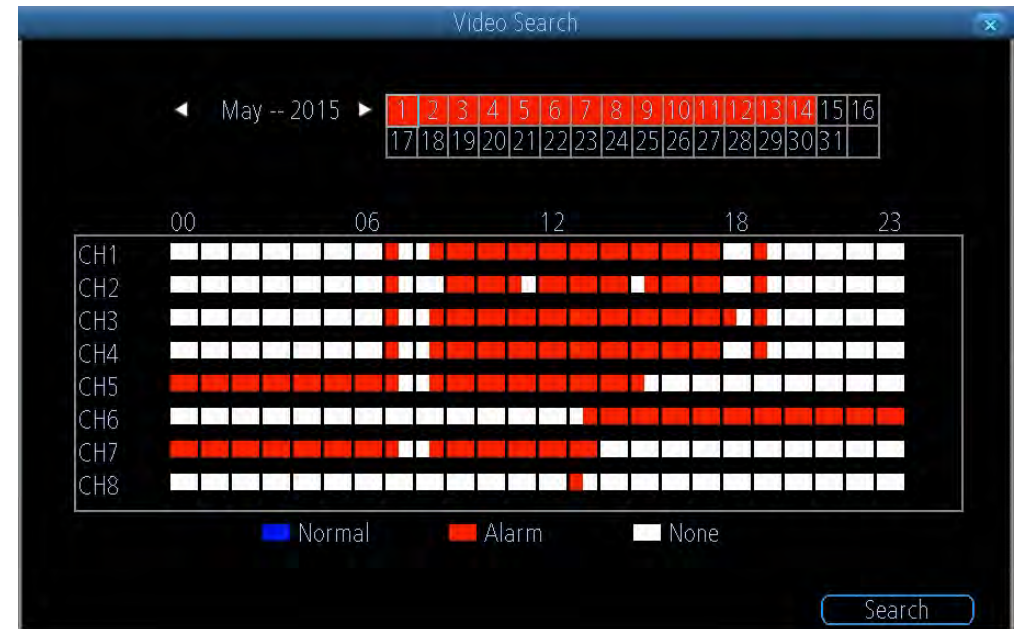
Video Type: Select the video type that you want to search for. The options are “All”, “Manual”, “Schedule” and “Motion”.

Start Time: Select your start date and time.

End Time: Select your end date and time.

Click the “Play” button to start playing or click “Search” to display a list of videos matching your search criteria - [page 29 for more information](#).

Detail: Clicking this option will give you an overview of video recorded on a particular day for a particular month for each video input on your NVR. You can select a different month and day to view. Both Normal and



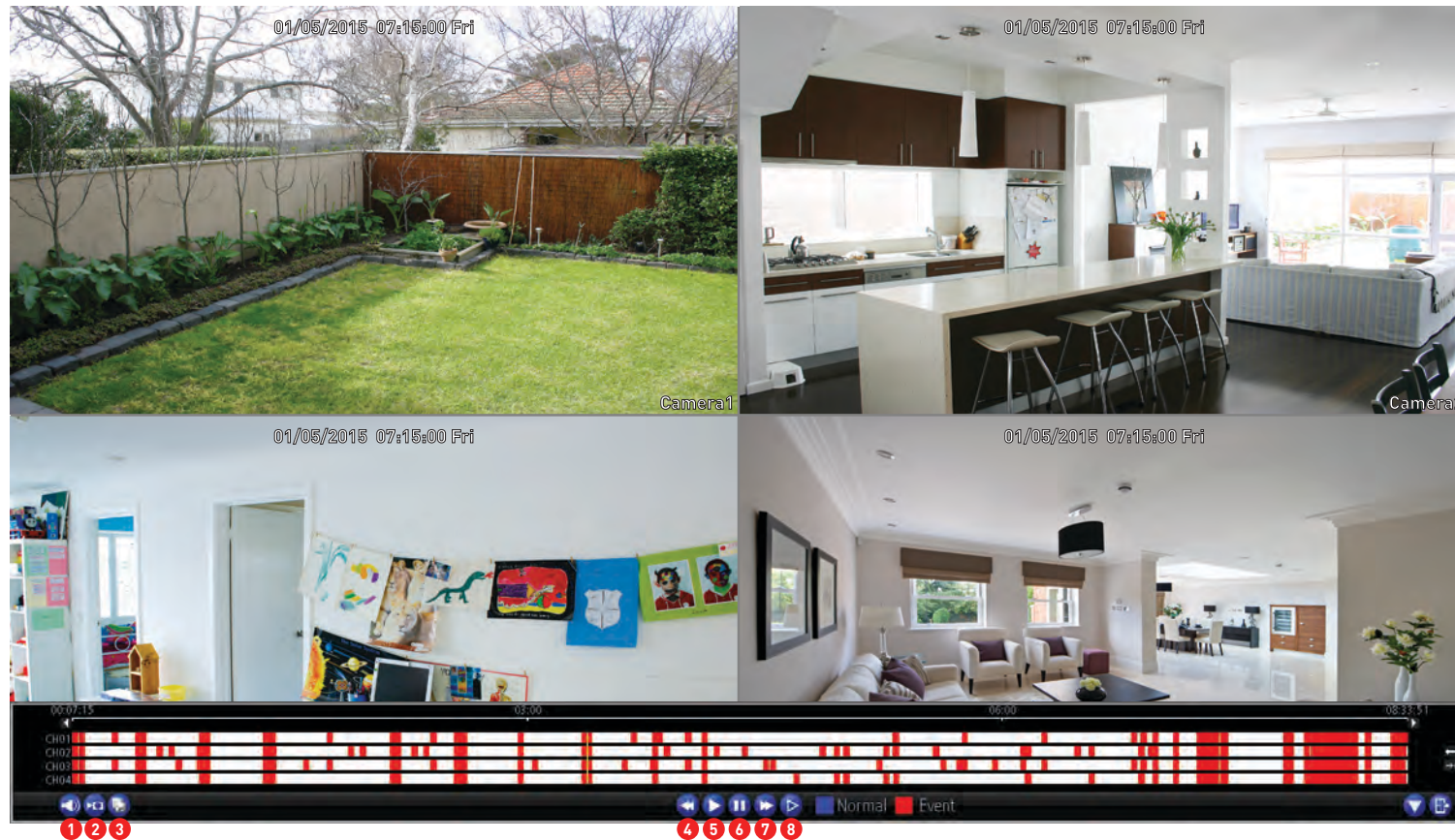
Motion Detection recording types are colour coded. You can select to play video in 30 minute allotments (see above right example).

- Right-click the mouse to exit the Menu.



While playing back recordings, your NVR will continue to monitor and record as normal, therefore playback performance may be sacrificed to ensure reliable monitoring and recording.

The Playback Interface



Double-click a video channel to view full screen.



1. Mute: Mutes audio playback.

2. Cut: This button allows you to make cuts to your video which you can then export to a USB storage device. When a video is playing, press this button then press and hold the mouse button while dragging along the timeline to set the mark in and out points. You will see a scissor

icon above the timeline indicating the mark in and out points. Multiple points can be created.

3. Copy: Click this to save to a USB storage device such as a flash drive.

4. Fast Rewind: Click this to play backwards. Click a number of times to increase speed.

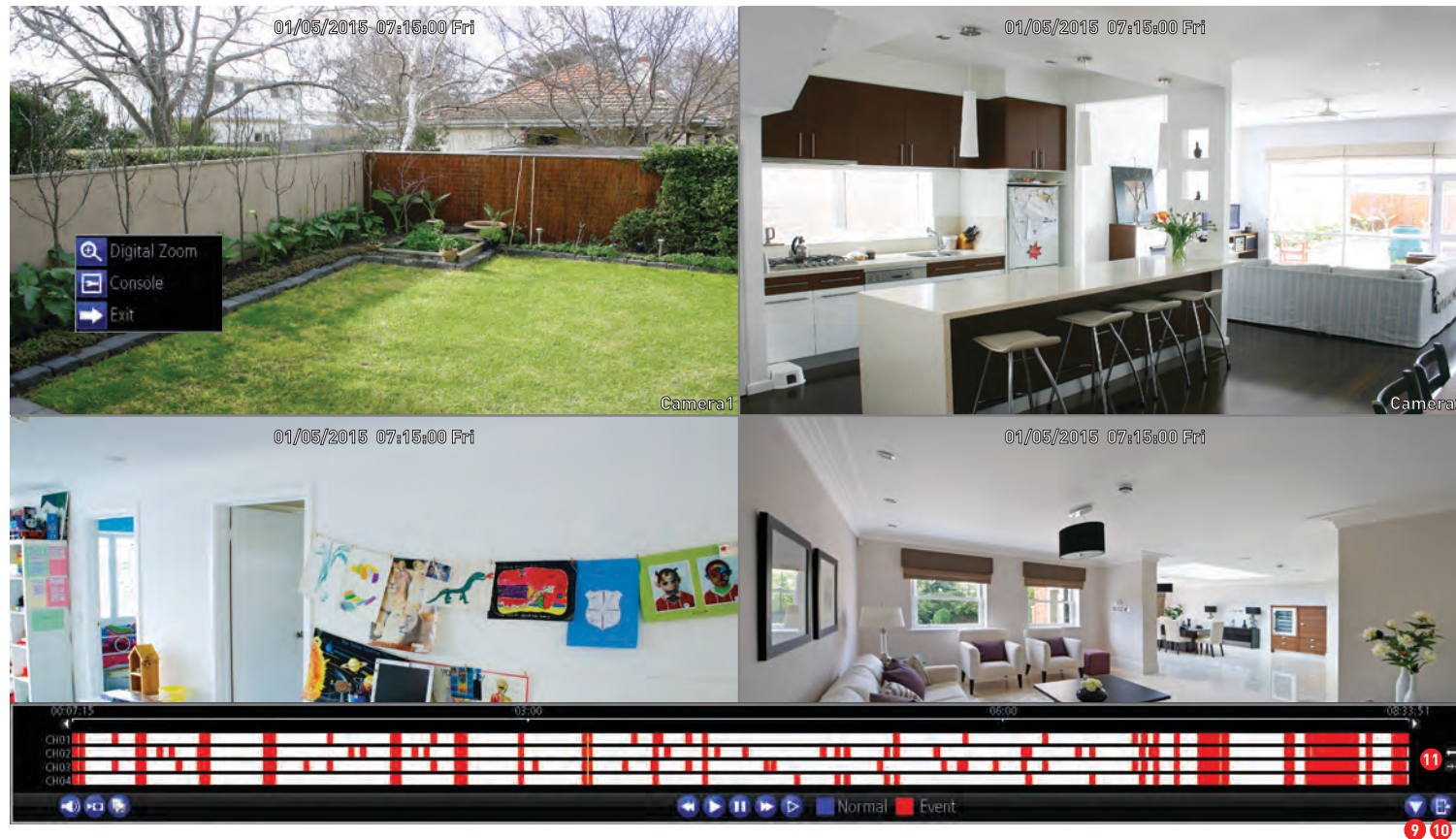
5. Play: Click to play.

6. Pause/Single Frame: Pauses playback. Subsequent presses will move a single frame forward in the video.

7. Fast Forwards: Speeds up playback. Click a number of times to increase speed.

8. Slow Forwards: Play video at reduced speed. Click a number of times to reduce the speed.

The Playback Interface (cont.)



9. Hide: Click this to hide the playback interface so you can maximise your viewing area.

10. Exit: Click this to exit the playback interface.

11. Zoom In/Out: Zoom in and out of the time-line for precise control.

You can access the sub-menu to enter Digital Zoom mode (see above example). Right-click

the mouse over the channel you want to view then click "Digital Zoom". The channel will display full screen and the zoom controls will appear on-screen. From left to right, here are the descriptions for each button -

Zoom In: Click this to zoom into the video. Keep clicking to zoom further (6x zoom available).

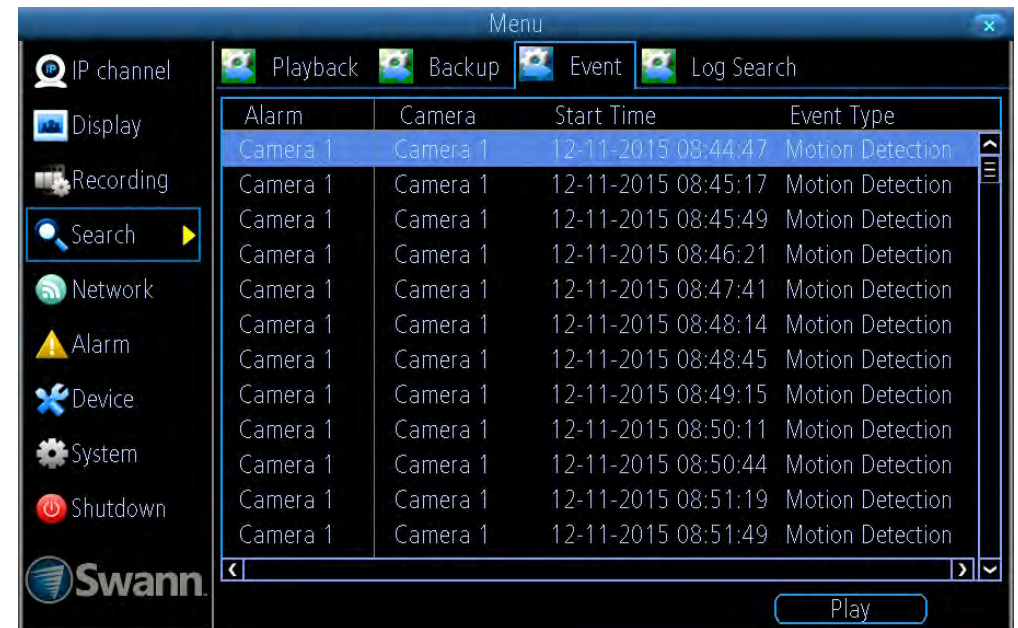
Zoom Out: Click this to zoom out of the video.

Region Zoom: Click this to zoom into a particular section of the video (6x zoom available). When zoomed, click and hold the mouse to scroll around.

Restore: Click this to restore the zoom level.

Exit: Click to exit.

Search: Event



Channel Status: Select from one or more cameras for playback or click "All" to select all cameras.

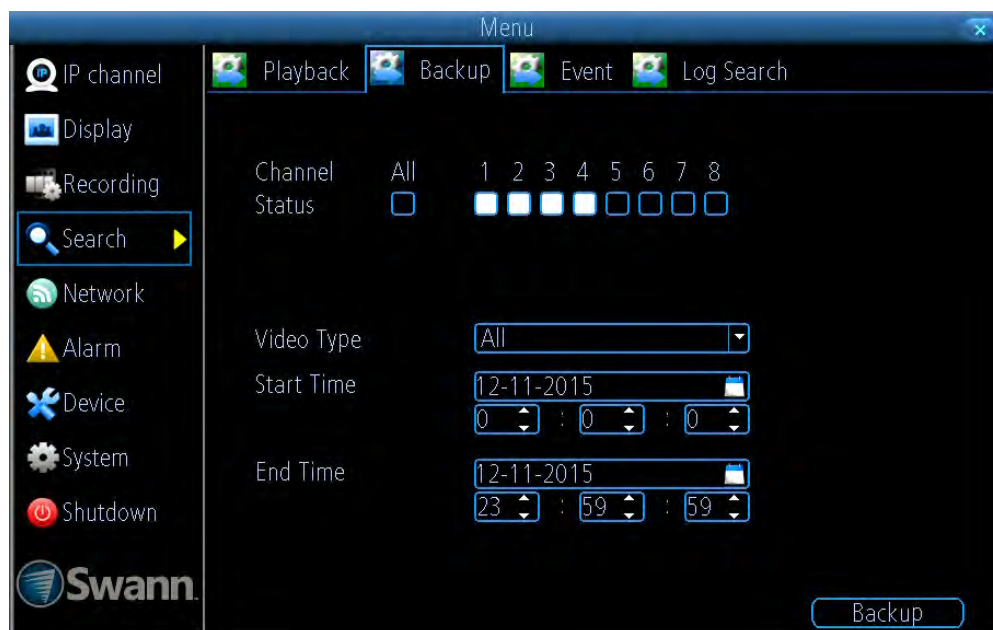
Event Type: As Motion Detection is the sole event type, this cannot be changed.

Start Time: Select your start date and time.

End Time: Select your end date and time.

1. Click "Search" to display a list of videos matching your search criteria.
2. Select a video then click "Play". You have the choice of selecting one or more cameras for synchronous playback (up to 4 channels can be played at the same time).
3. Click "OK" to play or click "Cancel" to exit.
 - Right-click the mouse to exit the Menu.

Search: Backup



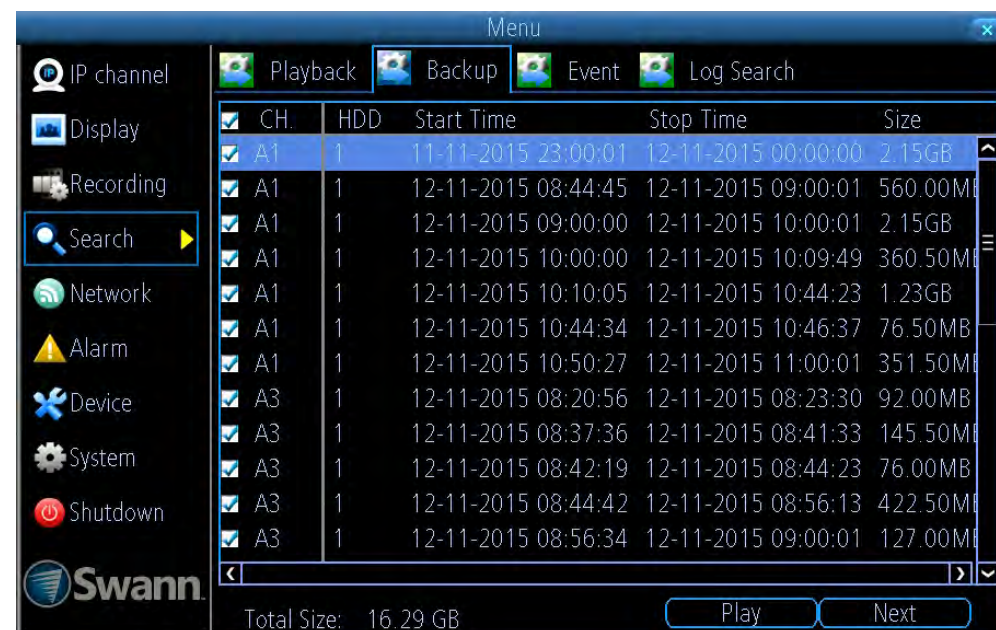
Channel Status: Select from one or more cameras to backup or click “All” to select all cameras.

Video Type: Select the video type that you want to search for. The options are “All”, “Manual”, “Schedule” and “Motion”.

Start Time: Select your start date and time.

End Time: Select your end date and time.

1. Click “Backup” to display videos matching your search criteria.
2. By default, each video listed has been selected for backup. If you don’t want this, click the checkbox next to the “CH.” heading then click the checkbox next to the video that you want to backup.
3. You can also click “Play” to check that the video you have selected is the one that you want to backup.



4. Before proceeding, connect a USB flash drive to the port located at the front of your NVR.

5. Wait a short moment then click “Next”.

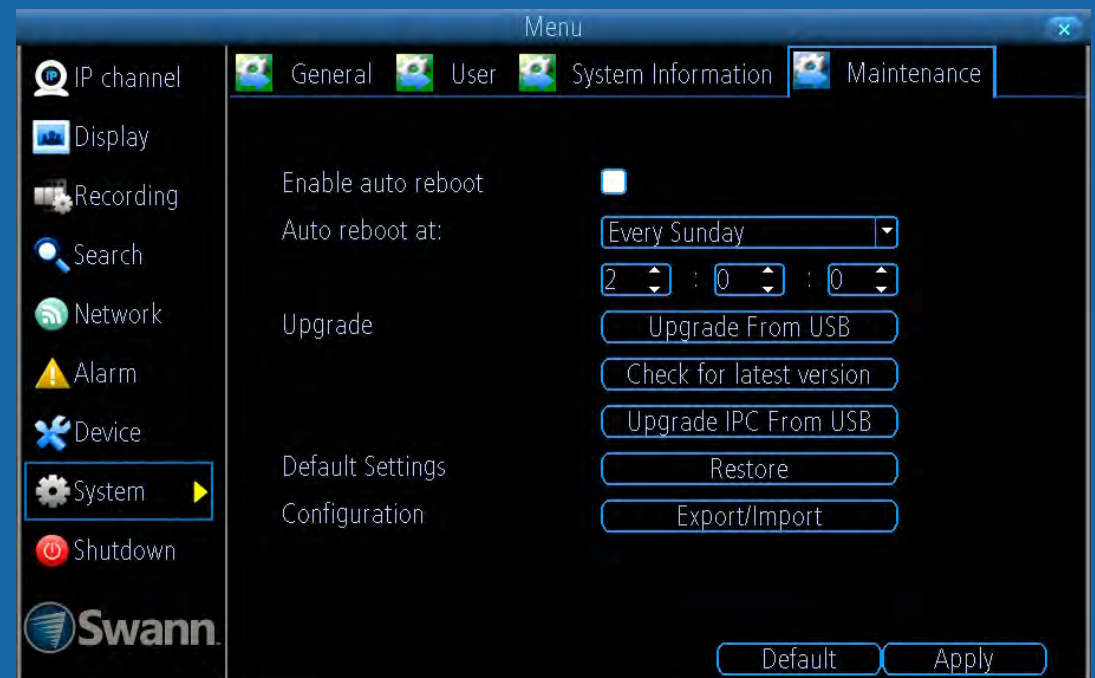
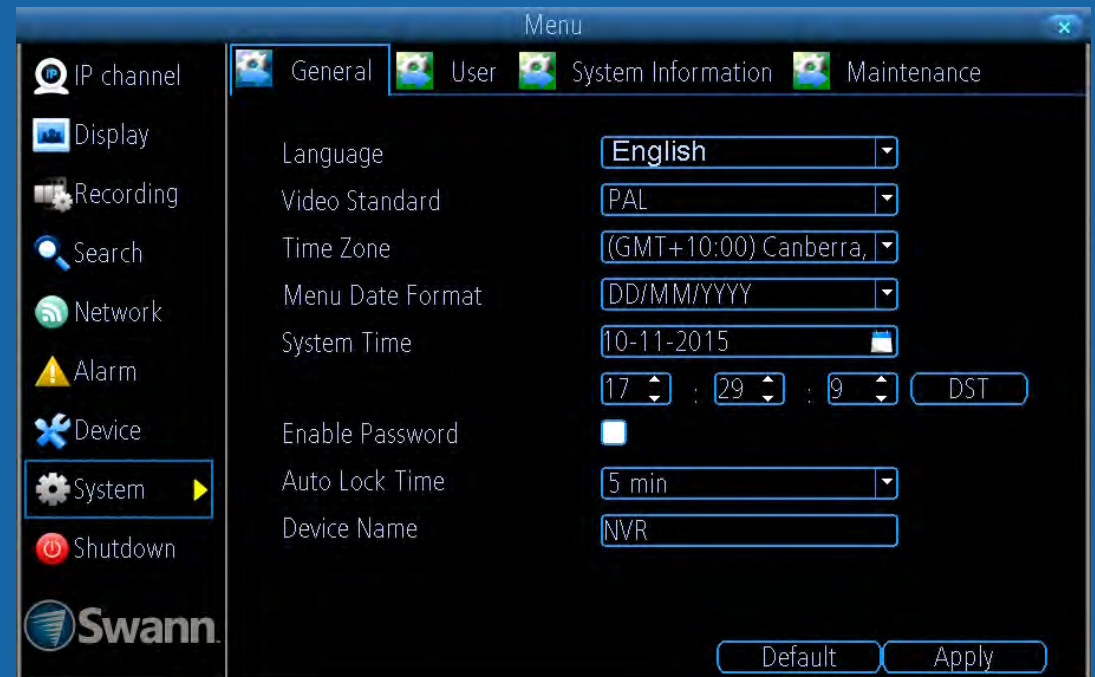
6. Select the location that you want to save to then click “Start”. A progress bar will be displayed on-screen. You also have the option of deleting files and to format the storage device.

Please note, depending on the number of files that have been selected, the backup process can be time consuming.

- Right-click the mouse to exit the Menu.

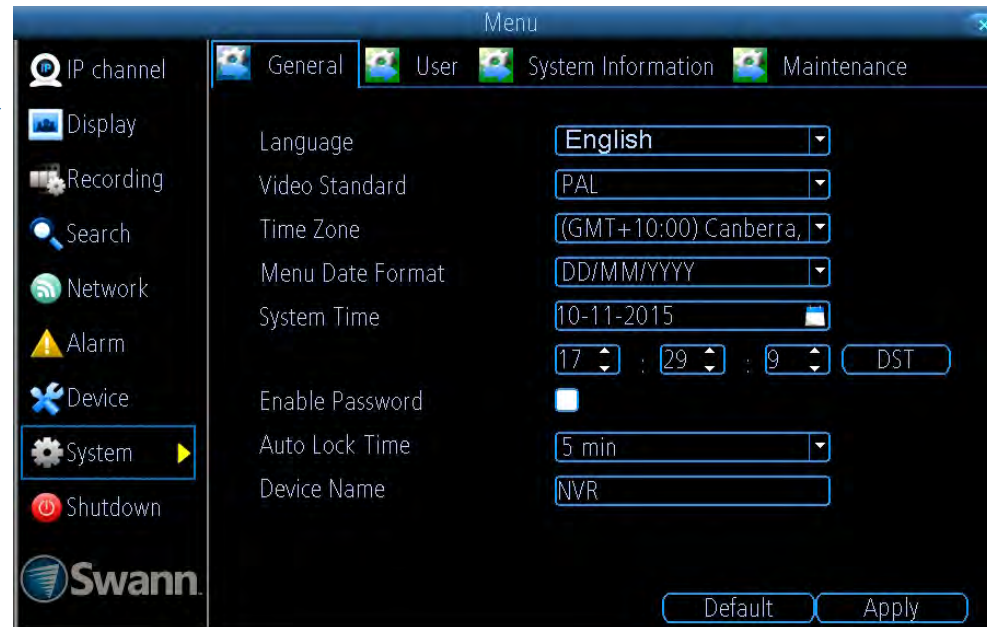
System Configuration

The options available here give you complete control on how your NVR is configured and how it operates. Some of the options such as screen resolution, time zone, email configuration, password creation and Daylight Saving Time are configured during the Wizard. You can also perform a firmware upgrade when available.



System: General

The settings for Language, Video Standard, Time Zone, Menu Date Format, System Time, enabling a password and renaming your device are configured during the Setup Wizard.



Language: Choose a language for the Menu.

Video Standard: Select the correct video standard for your country. USA, Canada and some Latin American countries are NTSC. UK and Australia are PAL.

Time Zone: Select the correct time zone relevant to your region.

Menu Date Format: Select a preferred display format.

System Time: Change the system time and date if required.

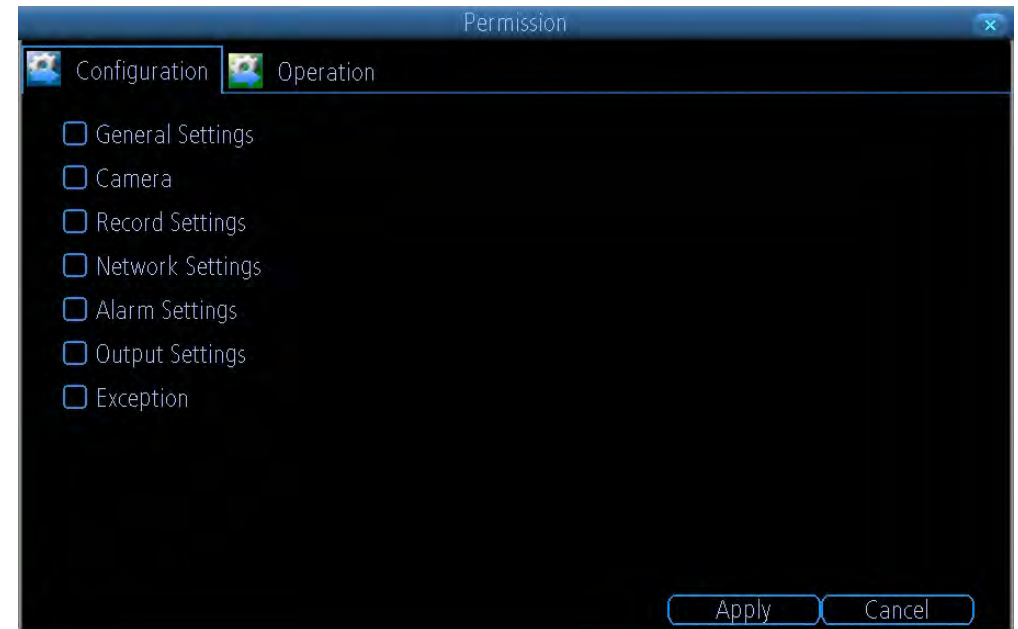
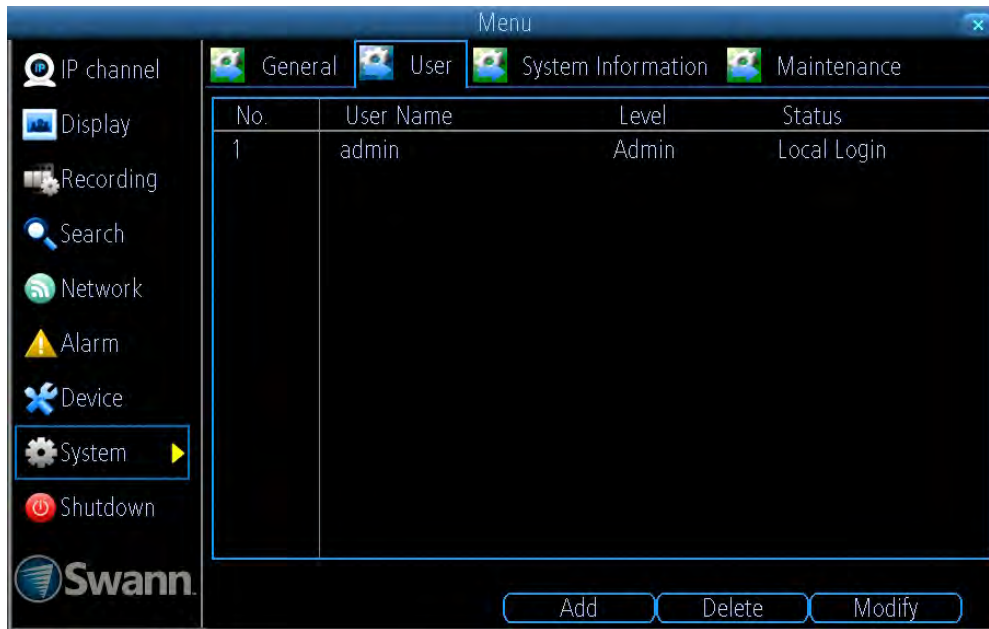
Enable Password: Enable this for added security when accessing the Menu.

Auto Lock Time: You can change this to alter the time your NVR will exit the Menu when idle.

Device Name: Give your NVR a relevant name.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Right-click the mouse to exit the Menu.

System: User



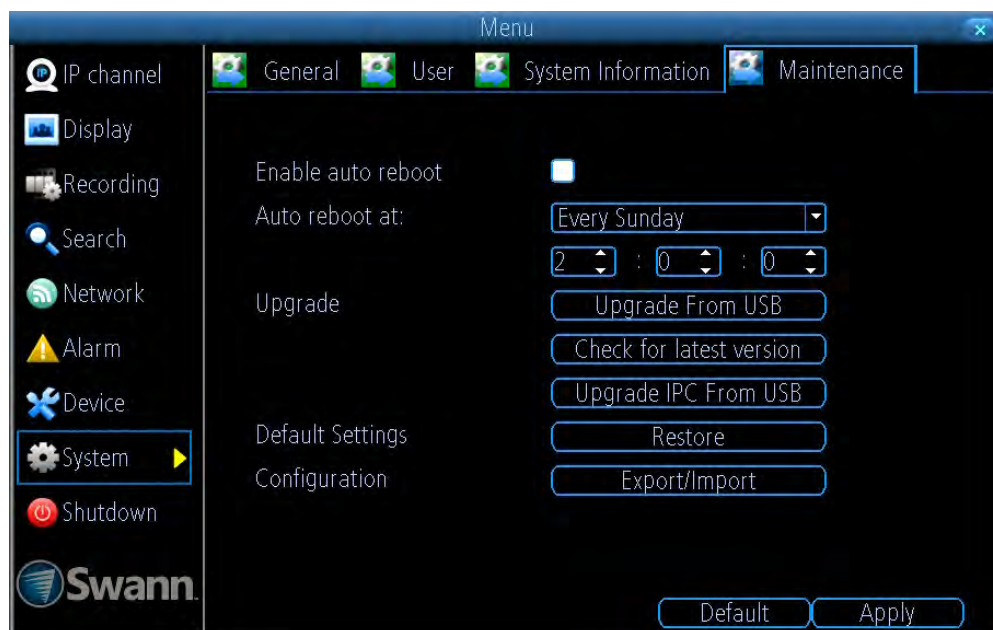
Add: Click this to add a new user.

Delete: Click this to delete an existing user. Please note, the administrator cannot be deleted.

Modify: Modify an existing user's password. Click the "Permission" button to modify configuration and operation permissions (see above right example). Please note, the administrator's permissions cannot be modified.

- Right-click the mouse to exit the Menu.

System: Maintenance



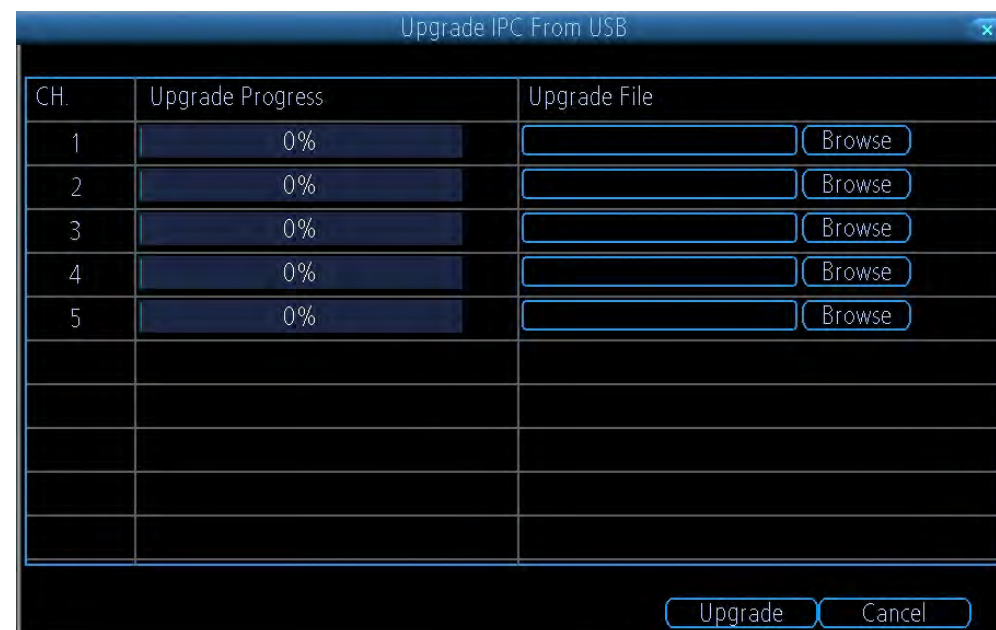
Enable auto reboot: It's recommended to leave this enabled as it maintains the operational integrity of your NVR.

Auto reboot at: Choose an appropriate day and time to reboot your NVR.

Upgrade From USB: Click this to upgrade the firmware from a local source such as a USB flash drive. Select the firmware file, click "Upgrade" then "OK" to confirm. When the firmware upgrade has completed, your NVR will reboot automatically.

Check for latest version: Click this to check if an updated firmware is available using your Internet connection. A message will appear on-screen informing you if an update is available. Click the "Upgrade" button to proceed then follow the on-screen instructions.

Upgrade IPC From USB: Click this to upgrade the camera's firmware



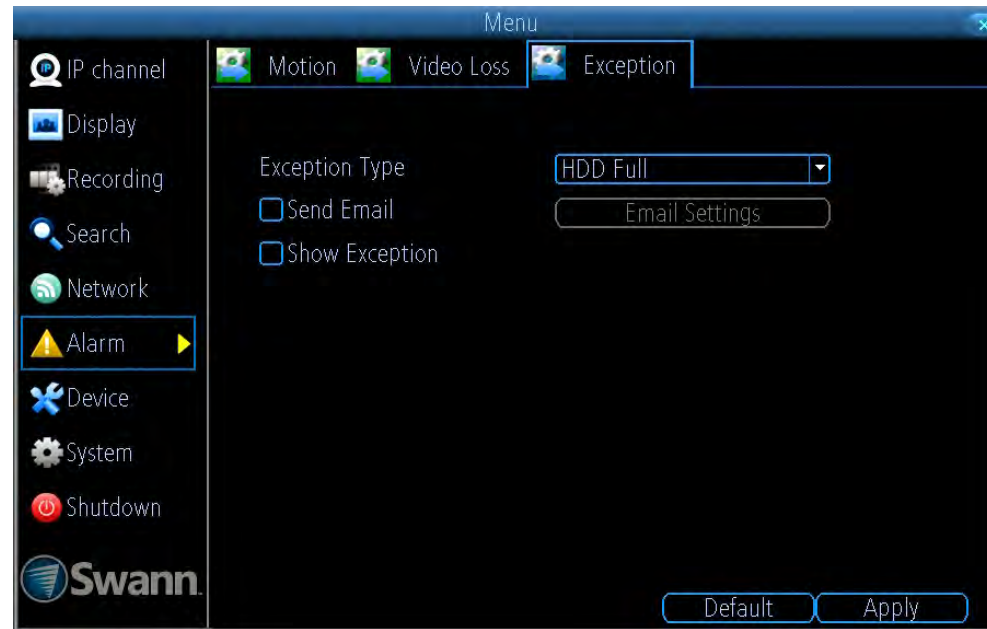
from a local source such as a USB flash drive (see above right screenshot). The number of channels visible will depend on how many IP camera inputs your NVR has. To upgrade the firmware, click "Browse", select the firmware file then click "OK". Repeat these steps for each camera connected. When finished click "Upgrade". Each camera will restart when the upgrade has completed.

Default Settings: Click this to restore factory default settings.

Configuration: Click this to export or import a configuration file containing all the settings that you have customised.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Alarm: Exception



Exception Type: Select the exception type that you would like to enable for notification.

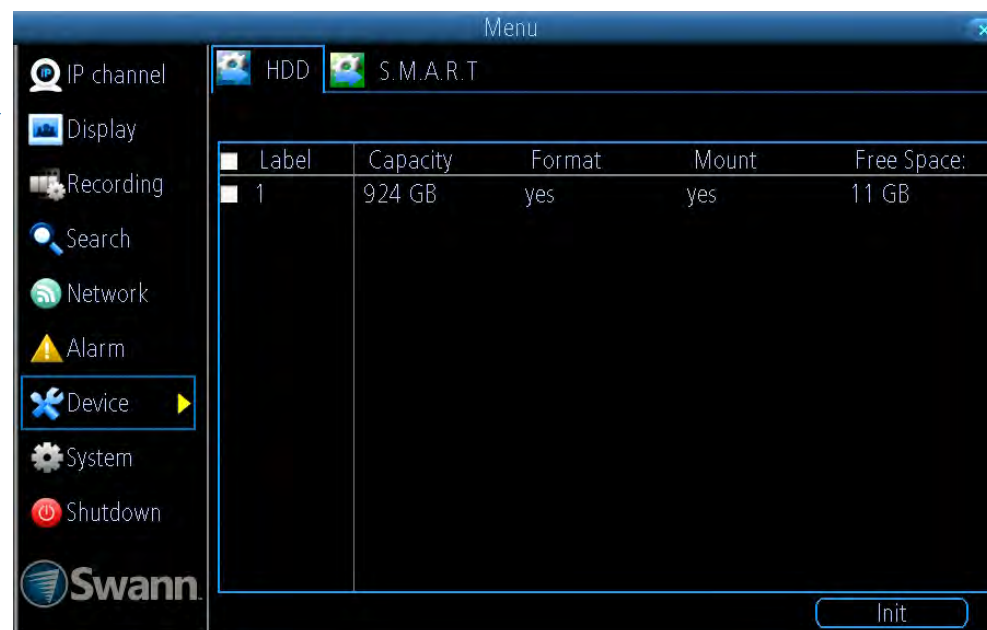
Send Email: Click the checkbox to send an email for the exception type you have selected. Click "Email Settings" if any changes are required to your email account.

Show Exception: Click the checkbox to display a message on-screen for the exception type you have selected.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Device: HDD

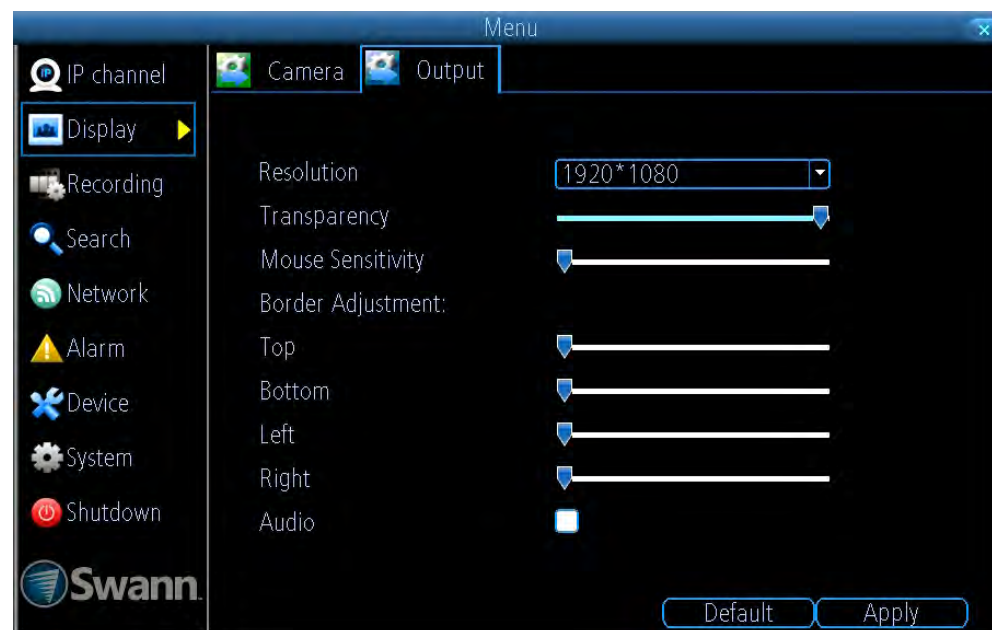
This function gives you the option of formatting your NVR's hard drive, and it will be listed here for selection. If you have a hard drive connected to your NVR's eSATA port, it will also be listed.



Init: Click the checkbox next to the hard drive that you want to format then click this button. Please note, formatting the hard drive will remove all information that is stored on it. Backup your files before formatting.

- Right-click the mouse to exit the Menu.

Display: Output



Resolution: Select a resolution that is suitable for your HDTV or monitor.

Transparency: Increase or decrease the transparency level for the on-screen menus.

Mouse Sensitivity: Increase or decrease the mouse sensitivity.

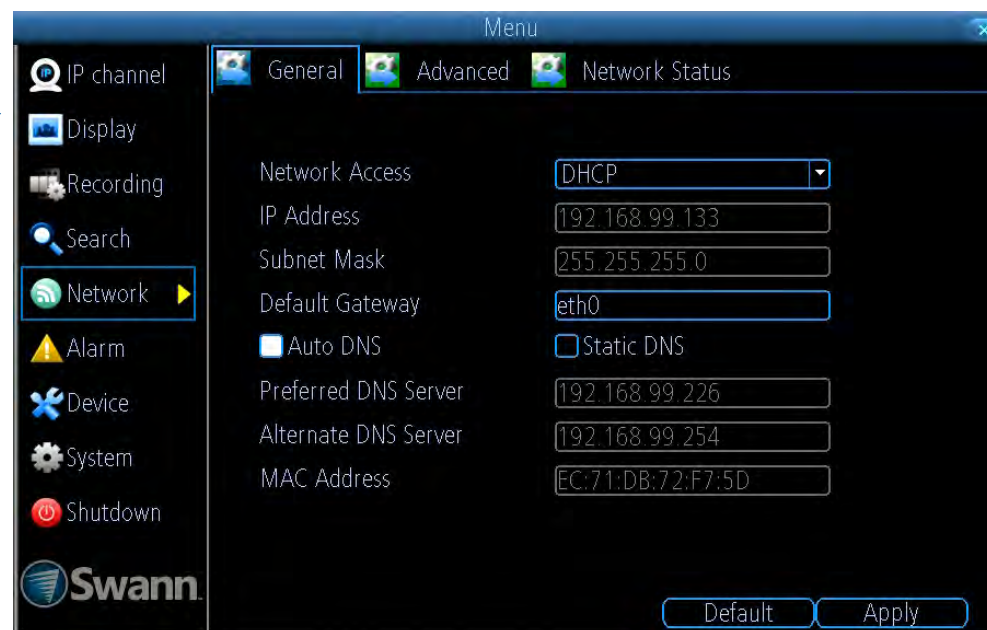
Border Adjustment: Adjust the top, bottom, left and right border if necessary for your HDTV or monitor.

Audio: Click the checkbox to enable audio monitoring in Live View mode. If you're using the VGA connection for display, you will need to connect speakers or an audio amplifier to your NVR's audio output.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Network: General

As SwannLink Peer-to-Peer technology is utilised to communicate with your network and mobile device, configuration of the network settings is not required. If you have networking expertise and require specific settings for your network, your NVR does have the ability to change them.



Network Access: You can select between three different network types that your NVR can be connected to. The three types are -

DHCP (Dynamic Host Configuration Protocol): This is a system where your router will automatically assign an IP address to each device connected to your network.

Static: This requires that all devices on your network have their IP address manually defined.

PPPoE: An advanced protocol that allows your NVR to be directly connected to a DSL modem.

IP Address: Each device on your network must have a unique IP address to identify itself. A typical address might be "192.168.1.24" or something similar.

Subnet Mask: This allows the flow of network traffic between hosts to be segregated based on a network configuration. A typical address might be "255.255.255.0" or something similar.

Default Gateway: This allows your NVR to connect to the Internet. This is typically the same IP address as your modem or router.

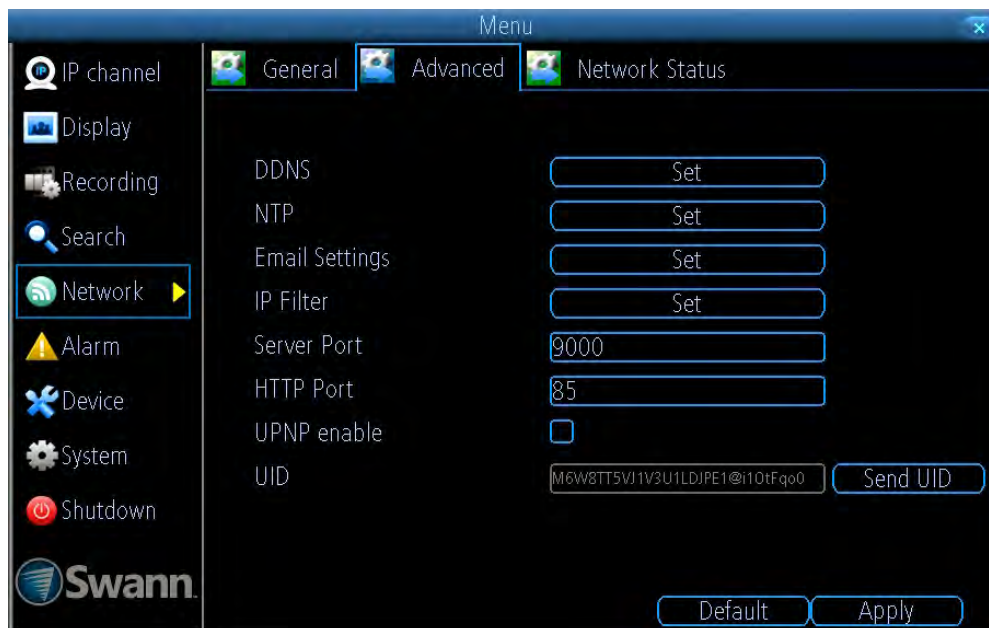
Auto DNS/Static DNS: Select how would like to define your DNS servers. It's recommended to leave this on auto.

MAC Address: Is a unique identifier for network devices. Can also be used as a super password if you have forgotten your current password.

- Click the "Default" button to revert back to default settings.
- Don't forget to click "Apply" to save settings.
- Right-click the mouse to exit the Menu.

Network: Advanced

Prior to developing our SwannLink Peer-to-Peer technology, our SwannDNS service was used to connect to your NVR remotely. This service is still active and we recommend creating an account as a means of backup.



DDNS: Click the “Set” button to configure a DDNS service. Go to (mydvr.swanndvr.com) to create your account then input the details here.

NTP: The NTP (Network Time Protocol) function allows your NVR to automatically sync its clock with an on-line server. This gives it the ability to constantly have an accurate time setting.

Email Settings: Click the “Set” button if any changes are required to your email account.

IP Filter: An advanced feature which allows you to exercise precise control over what devices are allowed to communicate with your NVR.

Server Port: This is the port that your NVR will use to send information through. The default number will work in most situations.

HTTP Port: This port is used to log into your NVR from a remote location.

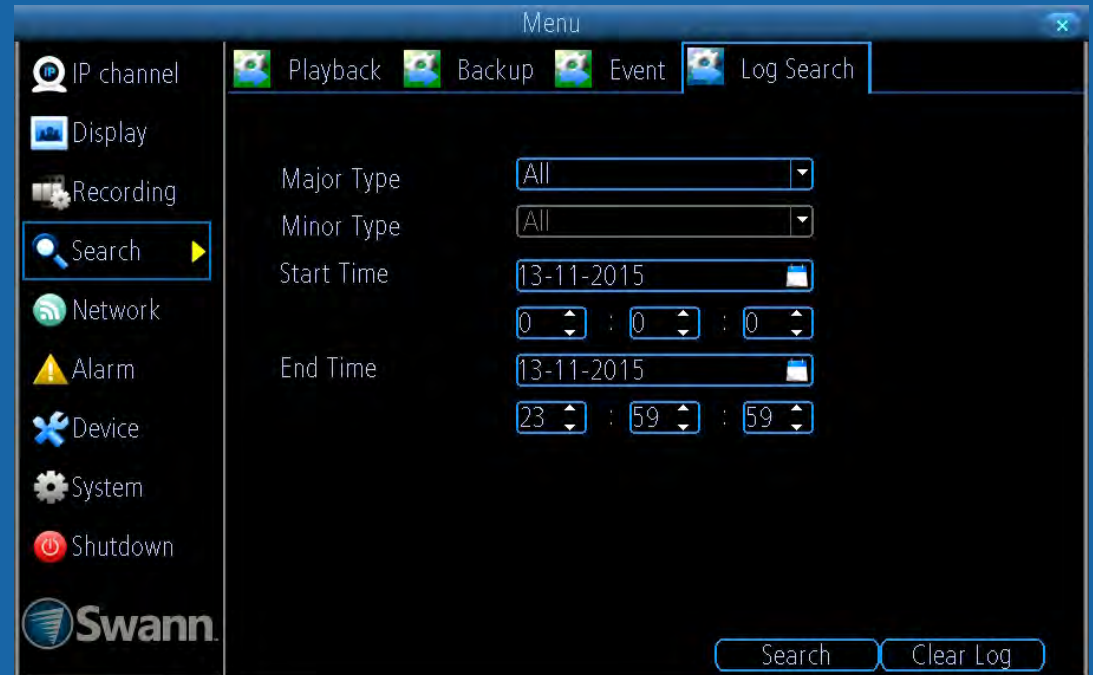
UPNP enable: This option allows your NVR and your router to open and close the necessary ports. Click the checkbox to enable when using our SwannDNS service.

UID: This is your NVR’s unique identification code. Click “Send UID” to send this to your email address.

- Click the “Default” button to revert back to default settings.
- Don’t forget to click “Apply” to save settings.
- Right-click the mouse to exit the Menu.

System Status

The various status tabs give you an overview of the various settings and options that have been selected for your NVR to function. Each action that your NVR performs as well as events detected are logged, which you can search and view. If you call our helpdesk for assistance, our staff may ask you to access these tabs to assist them in solving any technical issues that you may be having.



Search: Log Search

The screenshot shows the 'Log Search' tab in the Swann software. The left sidebar contains icons for IP channel, Display, Recording, Search (highlighted), Network, Alarm, Device, System, and Shutdown. The main area has the following fields:

- Major Type: All
- Minor Type: All
- Start Time: 13-11-2015
- End Time: 13-11-2015 23:59:59

At the bottom right are 'Search' and 'Clear Log' buttons.

The screenshot shows the 'Log Search' tab in the Swann software, displaying search results in a table. The left sidebar is identical to the previous screenshot. The table has four columns: Major Type, Record Time, Minor Type, and Parameter.

Major Type	Record Time	Minor Type	Parameter
OP	13-11-2015 08:29:23	Logout	N/A
OP	13-11-2015 09:16:08	Logout	N/A
OP	13-11-2015 09:19:31	Login	N/A
OP	13-11-2015 09:25:00	Logout	N/A
OP	13-11-2015 09:35:38	Logout	N/A
OP	13-11-2015 09:37:50	Login	N/A

Major Type: Select the major type that you want to search for. The options are “All”, “Manual”, “Schedule” and “Motion”.

Minor Type: Depending on the major type selected, you have various options to choose from.

Start Time: Select your start date and time.

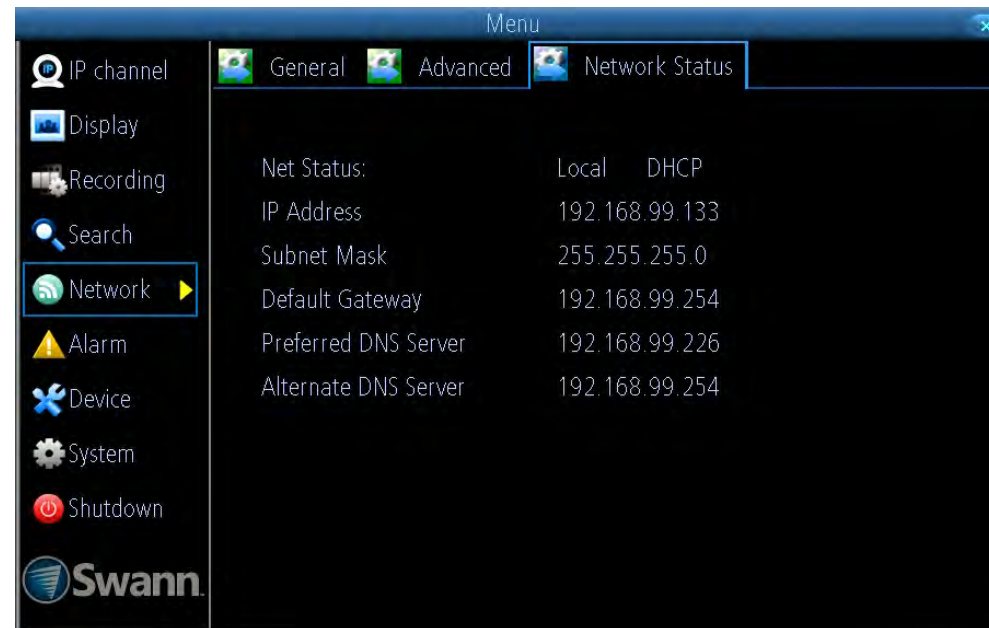
End Time: Select your end date and time.

Search: Click this to commence the search. The logs matching your search criteria will be displayed (see above right example).

Clear Log: Click this to clear the system logs.

- Right-click the mouse to exit the Menu.

Network: Status



Displays the current network settings provided by your network.

- Right-click the mouse to exit the Menu.

Device: S.M.A.R.T



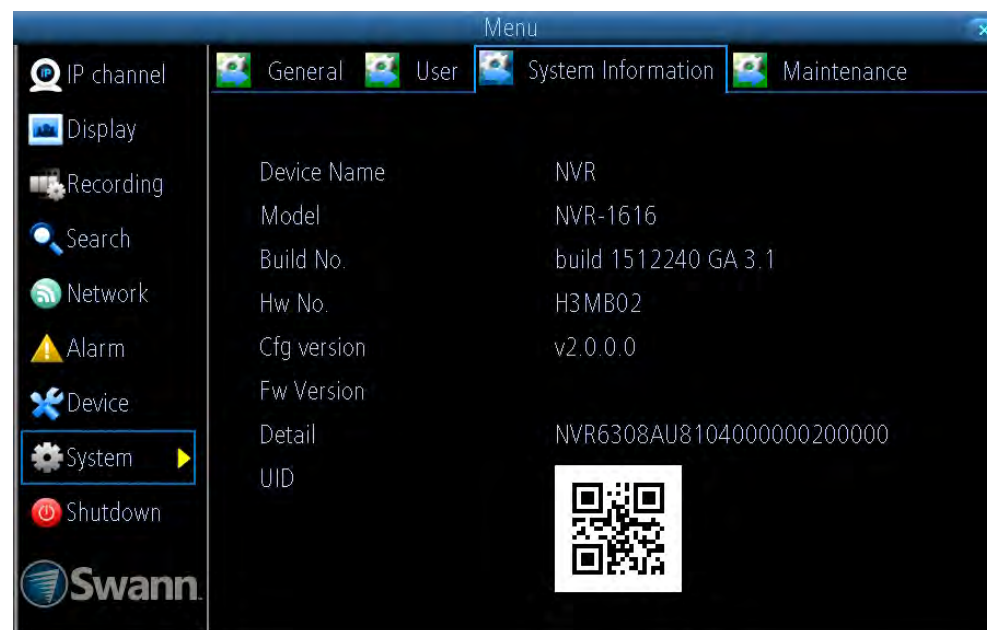
The screenshot shows a software interface titled "Menu" with a sidebar on the left containing icons for IP channel, Display, Recording, Search, Network, Alarm, Device (highlighted), System, and Shutdown. The main area displays HDD information for "disk :1 [931 GB]". It shows the model number "WD-WMC1U925", firmware "01.01A01", and status "Good". Below this is a table of SMART attributes.

Name	Current	Worst	Threshold	Status
raw-read-error-rate	200	200	51	yes
spin-up-time	157	140	21	yes
start-stop-count	100	100	0	n/a
reallocated-sector-count	200	200	140	yes
seek-error-rate	200	200	0	n/a
power-on-hours	93	93	0	n/a
spin-retry-count	100	253	0	n/a

Displays technical and performance information about the hard drive selected.

- Right-click the mouse to exit the Menu.

System: System Information



Displays technical information about your NVR.

If you call our helpdesk for assistance, our staff may ask you to access this tab to assist them in solving any technical issues that you may be having.

- Right-click the mouse to exit the Menu.

Glossary

3D-Noise Filter: Is an enhanced form of digital noise reduction. The advancement in technology enables noise to be filtered even more effectively from the image, even in low light conditions.

50Hz: Is the mains frequency used in the UK, Australia and most European countries.

60Hz: Is the mains frequency used in the United States, Canada and some Latin American countries.

AGC (Automatic Gain Control): In low light conditions, the camera will automatically boost the gain control so that people and objects can be seen more clearly. The advantage of this technique is that your camera will produce images in much lower light conditions. The downside is that the amplification will increase the video noise visible.

Anti-flicker: As fluorescent lighting operates at the same frequency as your mains power, this will cause luminance flicker when viewed through the camera. Enabling the anti-flicker options available can reduce or eliminate the flicker that is visible.

Anti-smearing: A smear effect means that a bright vertical line originating from a bright light source appears in the image. This happens especially with back lighting. Enabling this allows people and objects to be seen correctly against a very bright background.

AP Mode: This mode allows wireless communication with the provided cameras, however, your NVR must be physically connected to your router to gain Internet access.

Auto DNS (Domain Name System): A service that stores domain names and translates them into Internet protocol addresses. For example, www.google.com will have a DNS server address that is equivalent to

74.125.224.72. For this option, the DNS server is automatically provided by your Internet service provider.

Auto-focus: Will adjust the lens of your camera to focus on an object being viewed.

Bit rate: The amount of data that your NVR will use to record video. The higher the bitrate, the more space each recording will consume on the hard drive. Increasing this will also consume more bandwidth when streaming. Unit of measurement is either Mbps (megabits per second) or kbps (kilobits per second).

BLC (Back Light Compensation): Improves exposure of an object that is in front of a light source. It does this by splitting the whole image into different regions, and then applying separate exposure levels to those regions.

Brightness: This changes how light the image appears to be. Its value is different in darkness to that in daylight. For example, the lights from car headlights appears to be brighter at night.

CDS: This allows the image to be set by the camera's light sensor. A CDS sensor is basically a resistor that changes its resistive value (in ohms) depending on how much light is shining onto the sensor.

Contrast: This increases the difference between the blackest black and the whitest white in the image. Without contrast there wouldn't be an image because there would be no differentiation between light and dark.

DDNS (Dynamic DNS): Is a service that converts IP addresses into host names (this is a lot easier than trying to remember an IP address). This makes DDNS a good fit for home networks, which normally receives an IP address from the ISP that will change occasionally.

Glossary

DHCP (Dynamic Host Configuration Protocol): Uses an appropriate server or router to enable dynamic assignment of an IP address to a device connected to the network.

Display Resolution: Is the number of pixels supported by your TV or VGA monitor or the output signal of a viewing device, e.g. your NVR. 1920 x 1080 resolution will give you the best display quality.

DNS Server: Is a standard technology for managing public names of web sites and other Internet domains. DNS technology allows you to type names into your web browser which your computer will automatically find the address on the Internet.

DST (Daylight Saving Time): Is the period of the year when clocks are moved one hour ahead.

Extranet: Better known as a remote network. On your NVR, this is where the DDNS settings are found.

Format: Is a command that prepares a storage device such as a USB flash drive or hard drive to hold data.

Firmware: The software that operates a discrete device (e.g. your smartphone). It is referred to in this way rather than software as it is integral to the operation of your device.

Frame Rate: The measurement of the rate that pictures are displayed to create a video feed. The unit of measurement is frames per second (fps).

Gateway: Is a node or router that routes traffic from a device on your home network to the outside network that is providing access to the Internet.

H.264+: Mass video data requires increased storage capacity. To resolve this issue, video compression technologies are used to reduce the data

while maintaining image quality. H.264+ is an innovative encoding technology aimed at surveillance video.

Hardware: A physical device. Your NVR is hardware.

HDD (Hard Disk Drive): Is a storage device located inside your NVR. It is where all data is kept, saved and stored.

HTTP Port: HTTP stands for Hypertext Transfer Protocol. This port is used to log into the web browser interface of your NVR using a web client, such as Internet Explorer.

Hue: Is somewhat synonymous to what is usually referred to as colors. By altering the hue, you can change the colour mix of the image.

IP Address: The address of a device attached to the network. Each device on the network must use a unique address. IP addresses range from 0.0.0.0 to 255.255.255.255.

IP Channel: Is a list of cameras that are either directly connected to your NVR, or connected directly to your network. This will typically display the camera's name, IP address, channel number, status, user name and password.

Live View: Is the default display mode for your NVR. Each camera connected will be displayed on-screen.

MAC Address: Is a unique identifier for network hardware. Can also be used as a super password if you have forgotten your current password.

Main Stream: Is the video feed that your NVR will display and record.

Mask: Is used to obscure part of your image for privacy. It can also be used to minimise false triggers when your NVR detects motion. Any area obscured won't be shown live or recorded.

Glossary

Menu: Is where you control the various actions and options that are available on your NVR.

Motion Detection: Is the main method used by your NVR to detect motion and is an essential part of your security system. It does this by comparing one frame of video with the next. A certain amount of difference between these two frames is interpreted as motion.

NAS: Network Attached Storage. A network device with one or more HDDs that other network devices can use as if the storage was connected directly.

NIC: Network Interface Controller. The hardware component that allows a device to connect to a network. Both wired and wireless NICs exist for these respective purposes.

NTP (Network Time Protocol): Is used to synchronize your NVR's clock automatically with a network time server.

NTSC: Is the video system used in North America, Canada and some Latin American countries. In NTSC, 30 frames are transmitted each second.

Optical Zoom: Is a true zoom feature. It allows you to zoom in (or out) on an object to get a closer view by using the camera's lens.

OSD (On-screen Display): Display information from the camera such as time, date and camera name on-screen.

Pack Duration: Instructs your NVR to split recordings into discrete units. Each unit can be a maximum of 60 minutes in length. Your NVR will play these as one continual video.

PAL: Is the video system used in the United Kingdom, Australia and most European countries. In PAL, 25 frames are transmitted each second.

Post-record: Instructs your NVR to record for a set period of time after an event has occurred.

PPPoE: Point-to-Point Protocol over Ethernet is the most common method that your router uses to login to your ISP to enable your internet connection. This setting also exists on your NVR, but is only for advanced users as the configuration required is difficult to complete and requires a modem-only device (or a modem/router set to modem-only).

Pre-record: Allows your NVR to record for a number of seconds before an event occurs.

Resolution: The measure of detail that can be seen in an image. The higher the number, the greater the detail available.

RTSP: Real Time Streaming Protocol. A network protocol designed to transmit video and audio information over networks and the internet in real time.

Saturation: This alters how much colour is displayed in the image. The higher the saturation, the more bright and vivid colours will appear.

Server Port: Is a logical connection place and specifically, using the Internet protocol TCP/IP, the way a client program specifies a particular server program on a computer in a network.

S.M.A.R.T.: Self-Monitoring, Analysis and Reporting Technology. This is automatic system on modern HDDs and SSDs to detect potential drive errors before they occur.

SMTP: This stands for Simple Mail Transfer Protocol. This is used to send an outbound email (e.g. from your NVR to an email address).

SMTP Port: Is the port number used by a SMTP server to listen for email send requests. This is specified by your email provider.

Glossary

SMTP Server: This is the address of the server used for SMTP. Usually in the form of a web address (e.g. smtp.gmail.com).

Software: A set of instructions that runs on a computing device. Internet Explorer and Swannview Plus for Windows are examples of software.

SSID: Is the technical term for a wireless network name. When you set-up a wireless network, you give it a name to distinguish it from other networks in your neighbourhood.

SSL: Secure Socket Layer. A secure method for connecting to servers. In the context of your NVR, primarily used for email server connections.

Static: When referring to IP addresses, this is where a device's IP address has been manually entered. Sometimes used on older devices without UIDs to prepare for internet access.

Static DNS: In some circumstances, your Internet service provider may require you to use a static DNS instead of an auto DNS on your router.

Station Mode: This mode allows your wireless NVR to connect to your wireless network like any other wireless device. Used when you don't want to have your wireless NVR connected to the router via a cable.

Sub Stream: Is the video stream that your NVR will send to remote devices via the network or Internet. Video quality is reduced to make it easier to send.

Subnet Mask: Used to define which part of the IP address refers to the network location. If this is incorrect, your NVR may not be able to connect to the internet.

Time Server: Is a computer or server that reads the actual time from reference clock and distributes the information to its clients on the network.

Time Zone: Is a region that observes a uniform standard time for legal, commercial, and social purposes. It is convenient for areas in close communication to keep the same time.

UID: It stands for Unique Identifier and is an alphanumeric string that is associated with a single entity within a given system. By entering your NVR's UID into the mobile app and software, allows you to communicate with your NVR without having to remember IP addresses or port numbers.

UPnP: Universal Plug and Play. A network protocol designed to allow network connected devices to automatically configure a router for the purposes of remote access. Not required to be enabled when using UID.

VCA: Video Content Analysis is a new method for triggering recording and events. This uses the image processing system of the NVR & camera to set specific triggers for recording (such as line crossing or intrusion (loitering)). This system does use more processing power, therefore it may not be available on all devices.

Video Loss: Is regarded as a potential alarm event and is considered to occur any time your NVR doesn't receive an active video signal from any one of its video inputs.

Video Quality Diagnostics: Enables your NVR to alert you if the camera has a blurred image, abnormal brightness or unwanted tint in the image due to the lighting and white balance of the camera.

WDR (Wide Dynamic Range): Is technology to balance out images that have a large dynamic range. An example of this situation would be if an indoor camera were pointing towards a window or building entrance. The image produced by the camera during the day would be extremely washed out due to the high brightness of the incoming light.

Warranty Information

USA

Swann Communications USA Inc.
12636 Clark Street
Santa Fe Springs CA 90670
USA

Australia

Swann Communications
Unit 13, 331 Ingles Street
Port Melbourne Vic 3207
Australia

United Kingdom

Swann Communications LTD.
Stag Gates House 63/64 The Avenue
S0171XS
United Kingdom

Warranty Terms & Conditions

Swann Communications warrants this product against defects in workmanship and material for a period of one (1) year from its original purchase date. You must present your receipt as proof of date of purchase for warranty validation. Any unit which proves defective during the stated period will be repaired without charge for parts or labour or replaced at the sole discretion of Swann. The end user is responsible for all freight charges incurred to send the product to Swann's repair centres. The end user is responsible for all shipping costs incurred when shipping from and to any country other than the country of origin.

The warranty does not cover any incidental, accidental or consequential damages arising from the use of or the inability to use this product. Any costs associated with the fitting or removal of this product by a tradesman or other person or any other costs associated with its use are the responsibility of the end user. This warranty applies to the original purchaser of the product only and is not transferable to any third party. Unauthorized end user or third party modifications to any component or evidence of misuse or abuse of the device will render all warranties void.

By law some countries do not allow limitations on certain exclusions in this warranty. Where applicable by local laws, regulations and legal rights will take precedence.

For Australia: Our goods come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to major failure.

Helpdesk & Technical Support

Technical Support E-mail: tech@swann.com

Technical Support Website: support.swann.com

Telephone Helpdesk

USA Toll Free 1-800-627-2799

USA Parts & Warranty 1-800-627-2799
(M-F, 9am-5pm US PT)

AUSTRALIA 1800 788 210

NEW ZEALAND Toll Free 0800 479 266

UK 0808 168 9031



Tell us what you think!

We are constantly working to improve the quality of our documentation, and we would appreciate your feedback. You can give us your feedback by clicking [here](#) to complete a short survey.