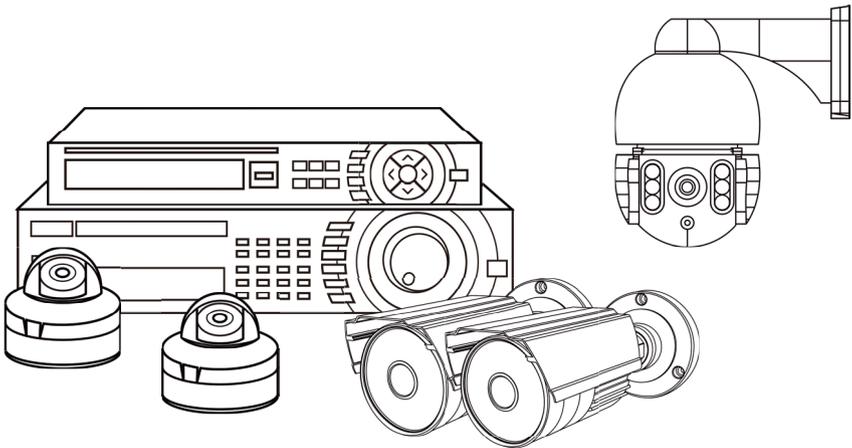


User Manual

Monitoring System

(J series)



Android



Iphone



Be sure to read this book before installing or using the surveillance camera. Keep the book in a safe place so that you can read it whenever necessary.

Please read carefully before use it

J.2022.008.E

🌐 www.jennov.com

✉ support@jennov.com

☎ U.S Hotline: +1 3239021978

Thank-you letter

Dear Customer,

Thank you very much for your trust and purchasing Jennov wireless security camera system.

Jennov keeps striving for excellence, and its security products are popular all over the world. Jennov aims to be a top notch brand in surveillance camera field and making unremitting efforts to develop more advanced and more convenient products for users around the world.

Jennov adheres to the principle of customer first and try the best to provide high-quality products and customized services for our customers. From the procurement of purchasing raw materials to the rigorous inspection before shipment, the whole process is under strict control. Moreover, in order to enable Jennov security products to be universal, the latest chip is built in every product, which ensures customers to get a better user experience.

It is possible for Jennov wireless camera kit to work imperfectly as you expected due to uncontrollable environmental factors such as distance and obstacles, so please test the final installation position before set it up, to ensure better use experience. If you have any problem during your use, please do not leave a review directly to define the problem, you can contact us via Email, we'd like to fix the problem with pleasure.

Your suggestion is precious for us to improve the products quality and it's an opportunity to provide customer services for you. We promise to try our best to provide the most satisfactory solution for you.

If you are satisfied with our products, please spend one minute in sharing your experience of this product in the product comments field. Your comment is very important to other customers who are interested in it or ready to buy it, and also an important encouragement to force us to keep hard-working. Thank you for your support!

On behalf of all of Jennov staff, I would like to express my sincere gratitude to you for your trust and support. If you need assistance, please contact us freely.

Thank you again for your cooperation and support. Wish you healthy and the best regards to you. Please take care of Jennov in the future!

All staff of Jennov

Contents

Preface

(1) Camera Description.....	02
(2) Description of NVR video recorder.....	03
(3) Description of 12-inch NVR monitor.....	04
(4) Connection Instruction.....	05
(5) Frequently asked questions and answers.....	06
1.Method of NVR login	06
2.Set NVR password	06
3.Steps to change the system language of the NVR recorder.....	07
4.How to adjust the system time and date of the NVR recorder?.....	07
5.How to solve the problem if the monitor does not show pictures.....	08
6.What if you forget NVR system password?.....	09
7.What is the function of the network cable?Does the system need to be connected to router via network cable when watching video on mobile phone or computer?.....	10
8.How to install the wireless camera?.....	10
9.How to playback local video files on TV?.....	11
10.Steps to set up 24/7 hours recording	11
11.Steps to set up 24/7 hours motion detection video recording.....	12
12.Alarm setting instructions.....	13
13.Email alarm of motion detection instructions.....	14
14.How to backup video data?.....	21
15.If the hard drive is full,should I delete it manually?.....	22
16.Solution to [HDD hard disk cannot be found].....	22
17.How to strengthen the camera signal via Repeater function?.....	23
18.How to enhance the camera signal via wired connection?.....	25
19.How to add a new camera to NVR?.....	25
20.Do you need to re-match-code when adding camera or replacing cameras? What should you pay attention to?.....	27
21.What is the solution if the camera does not work and no picture shows?.....	27
22.How to keep NVR online?What's the solution when NVR shows offline?.....	28
23.How to play back detect video with computer?.....	29
24.How to watch/playback videos on mobile app?.....	32
25.Settings of pushing mobile phone alarm messages.....	33

Preface

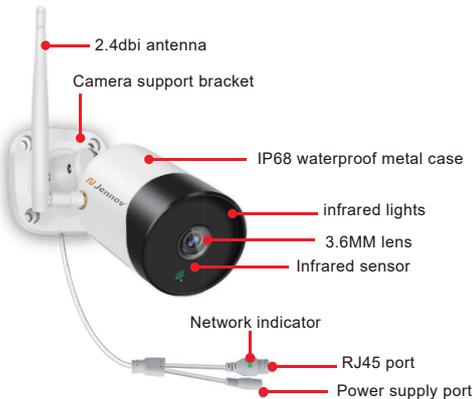
- 1) This manual instruction is for reference only. As the equipment is updated, it may be different from what is described in this pamphlet.
- 2) After receiving the products, please check whether all accessories are in the package.
- 3) Before installation, please turn on the power to check whether the camera picture appears on the NVR(monitor).
- 4) The NVR has built-in wifi receiver. In order to ensure the IP camera can receive the NVR signal perfectly, please install the camera in the scope that wifi signal can arrive. (please test whether the NVR wifi signal is reachable or not in advance).
- 5) All the cameras have been matched with NVR, and the NVR can be viewed and operated immediately after being powered on.
- 6) If you want to realize remote viewing on your smartphone, please connect the NVR to your router by network cable.

(1) Camera Description

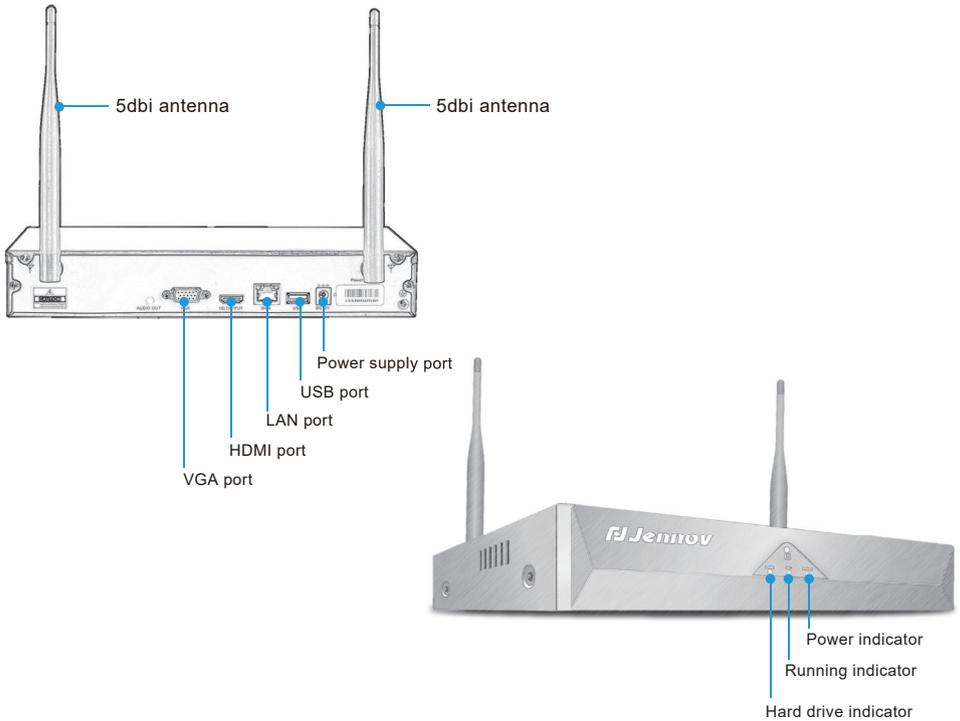
install on the wall



install on the ceiling



(2) Description of NVR video recorder

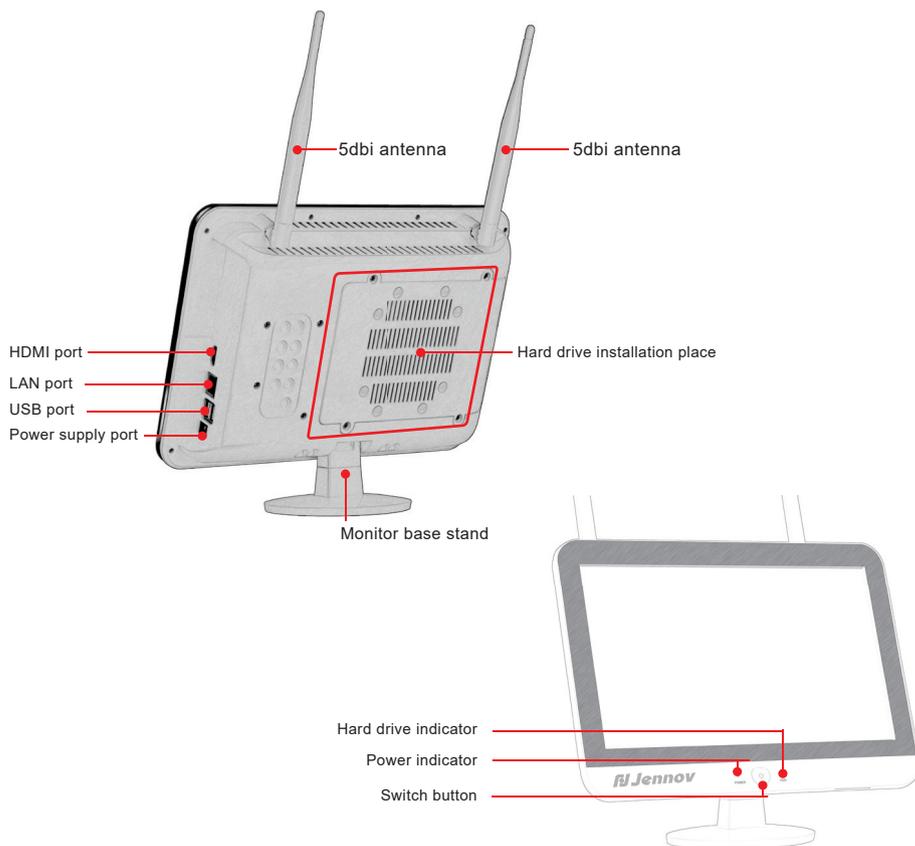


- 1) VGA port: Connect NVR and monitor with VGA cable(package does not include VGA cable).
- 2) HDMI port: Connect NVR and TV/monitor with HDMI cable.
- 3) LAN port:
 - A. Connecting the NVR and router with a network cable if you want to view remotely.
 - B. When you want to add a new camera to the NVR recorder,or when camera can't connect to the NVR via wifi,you will need to connect the NVR and camera with a network cable.
- 4) USB port: Operated with a USB mouse,used to save video files with a USB flash drive, used for system upgrade.
- 5) Power supply port: 12V/2A DC power adapter.
- 6) Antenna:Transmit wifi signal from NVR.
- 7) Power indicator: Light will turn to red when the NVR is powered.
- 8) HDD indicator:Light will turn to green when HDD works normally.

Note:

- A. The number of cameras supported to be added to NVR is related to the number of NVR channels(you can find the number of channels supported by NVR in "Video Management").
- B. Laptop can't be used as a display to present real time picture,but you can view real-time picture and playback local videos on TV and PC.

(3) Description of 12-inch NVR monitor



1) Power indicator: Light will turn to red when the NVR is powered on.

2) HDD indicator: Light will turn to green when HDD works normally.

3) Switch button: Press the button to turn on/off the screen.

4) HDMI port: Connect NVR and TV/monitor with HDMI cable.

5) LAN port:

A. Connecting the NVR and router with a network cable if you want to view remotely.

B. When you want to add a new camera to the NVR recorder, or when camera can't connect to the NVR via wifi, you will need to connect the NVR and camera with a network cable.

6) USB port: Operated with a USB mouse, used to save video files with a USB flash drive, used for system upgrade.

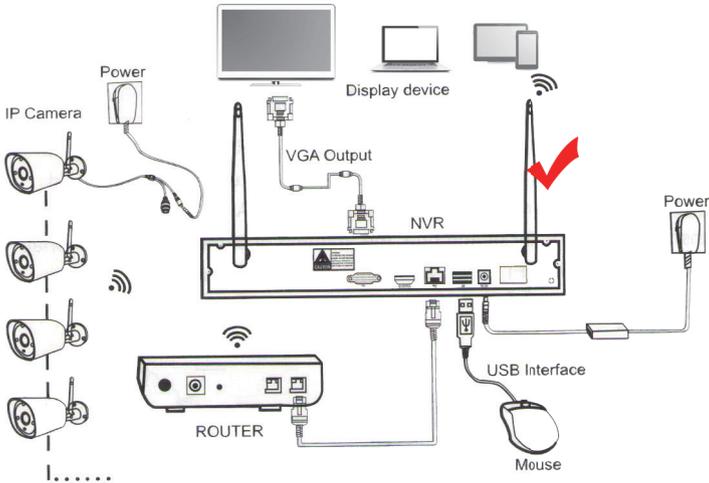
7) Power supply port: 12V/2A DC power adapter.

8) Antenna: Transmit wifi signal from NVR.

9) Monitor base stand: 90 degree adjustment.

(4) Connection Instruction

4.1 Connection Instruction of Black NVR Video Recorder



Step 1: Screw the antenna to the camera.

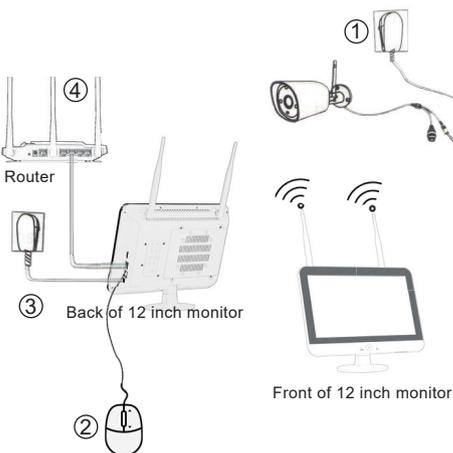
Step 2: Connect the NVR to the TV/monitor with a VGA / HDMI cable.

Step 3: Insert the mouse.

Step 4: Power on the camera and NVR(you can watch the camera real-time picture after tens of seconds, support local viewing, playback, etc.) (NVR power supply adapter is 12V/2A, camera power adapter is 12V/1A).

Step 5: Insert the network cable into the LAN port of the NVR and router(this step is necessary for remote viewing on the mobile phone/PC).

4.2 Connection Instruction of NVR Embedded Display Model



Step 1: Screw the antenna to the camera.

Step 2: Connect the monitor to the TV with a VGA / HDMI cable,if you want the pictures presented on a broader screen.

Step 3: Insert the mouse.

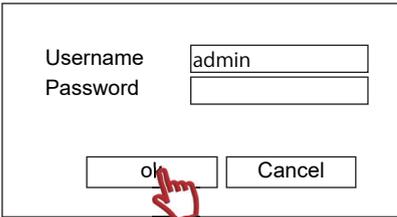
Step 4: Power on the camera and NVR(you can watch the camera real-time picture after tens of seconds, support local viewing, playback, etc.) (NVR power supply adapter is 12V/2A, camera power adapter is 12V/1A).

Step 5: Insert the network cable into the LAN port of the NVR and router(this step is necessary for remote viewing on the mobile phone/PC).

(5) Frequently asked questions and answers

1.Method of NVR login

The username is admin,and no password by default(please keep password to be blank),then clicked "OK" to enter the NVR system directly.



Username
Password

2.Set NVR password

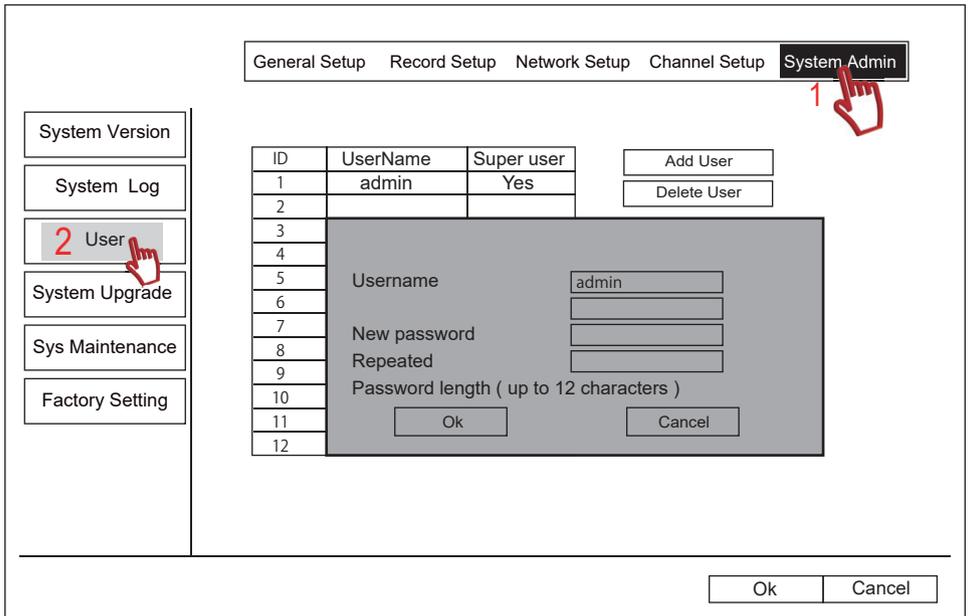
The default username is admin, and no password by default,please keep password to be blank and click "OK" to confirm.

If you want to change the password,please follow the steps:

right click your mouse enter System Setup>System Admin>User>Set Password.

You can enter a new username and password.

Note: The new password must less than 12 characters.Please do not use special characters,such as #,\$,%,&.



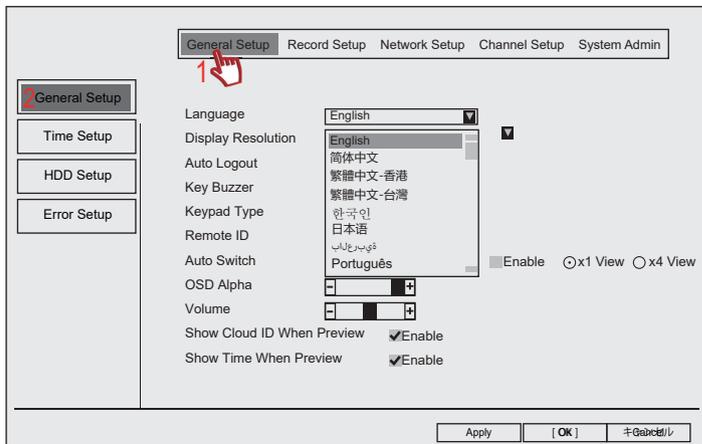
General Setup Record Setup Network Setup Channel Setup **System Admin**

System Version
System Log
2 User
System Upgrade
Sys Maintenance
Factory Setting

ID	UserName	Super user
1	admin	Yes
2		
3		
4		
5	Username	<input type="text" value="admin"/>
6		<input type="text"/>
7	New password	<input type="text"/>
8	Repeated	<input type="text"/>
9	Password length (up to 12 characters)	
10		
11	<input type="button" value="Ok"/>	<input type="button" value="Cancel"/>
12		

3.Steps to change the system language of the NVR recorder

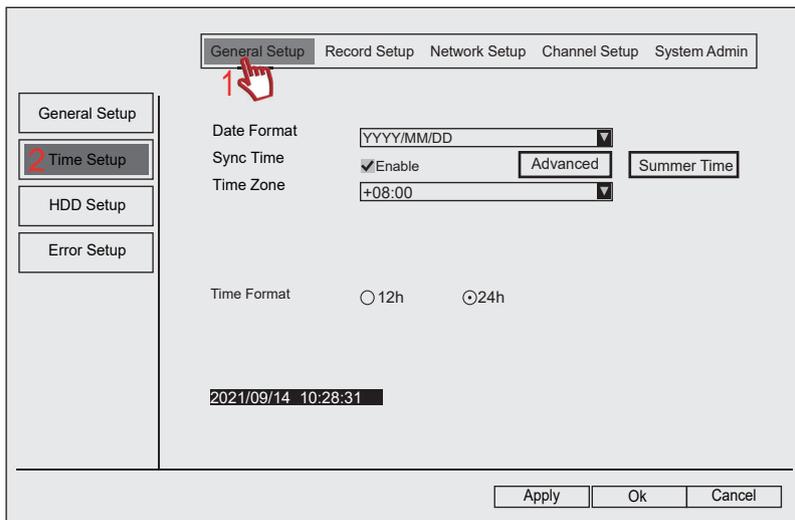
Please right click your mouse and enter System Setup>General Setup>Language, choose your language and click OK.



4.How to adjust the system time and date of the NVR recorder?

1) Adjust system time and date automatically

Connecting the NVR and router with a network cable to ensure the NVR system is online. Right click the mouse and select System Setup> General Setup> Time Setup,if you want to synchronize your local time and date,please enable “Sync Time” ,finally click “OK” .



2) Adjust system time and date manually

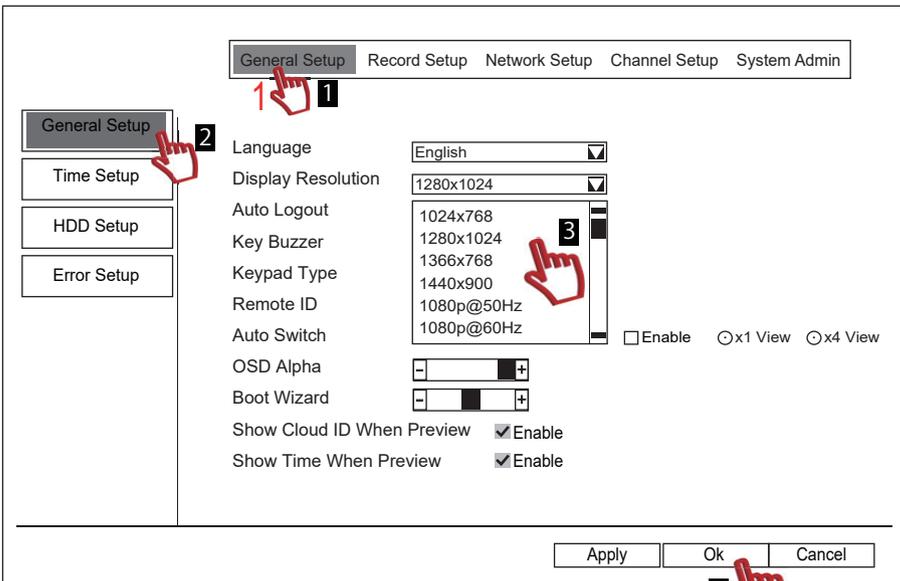
Right click the mouse and select System Setup>General Setup>Time Setup,please cancel “Sync Time” . Then set up “System Date” and “System Time” manually,finally click “OK” .

5.How to solve the problem if the monitor does not show pictures?

This Jennov wireless camera system will start to work immediately after you power on the system. Connecting the NVR to TV or PC monitor with a VGA/HDMI cable,then you can view the videos after they are powered on.If the display shows no picture and no signal,it is normally the resolution compatibility problem.

The default resolution of the NVR is 1280*1024.Please adjust the resolution of the NVR after confirming the input resolution of the display which you want to connect to your NVR system.

- 1) After confirming the resolution of the display which you want to present the pictures,then connecting the display which matches the default output resolution of the NVR with a VGA/HDMI cable,finally,you will enter the NVR system soon.
- 2) Right click your mouse,enter System Setup>General Setup>Display Resolution,please adjust the NVR resolution to match the original display resolution,finally click "OK" to complete the setting.



3) Reconnecting the NVR and the original display with HDMI/VGA cable,then check if the display can present pictures normally.

4) If there is only one display,and you can't adjust the NVR resolution with other display,then you can restore the NVR to the factory settings by mouse.The operation steps as following:When the NVR is powered on, left click your mouse and hold it for 6 seconds,then release it and wait for about 10 seconds,the NVR will restart automatically and restore the output resolution to the default value of 1024*768.

6. Set the flip function of the dome camera screen on the NVR interface.

When your dome camera is connected to the NVR, if the picture is flipped, we need to adjust the picture of the camera according to the following steps.

Right-click the screen to open the main menu - video management - select device - edit channel - image flip, click OK. It can also be copied to other channels at the same time. Then adjust the viewing angle up and down during installation.

Figure 1

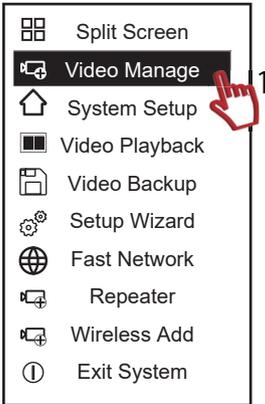


Figure 2

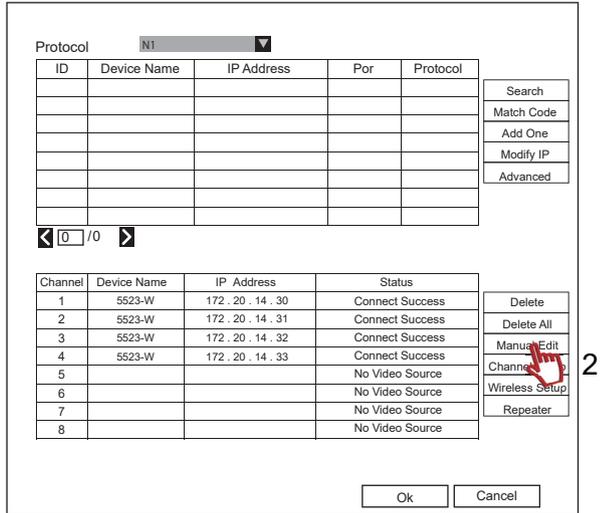


Figure 3

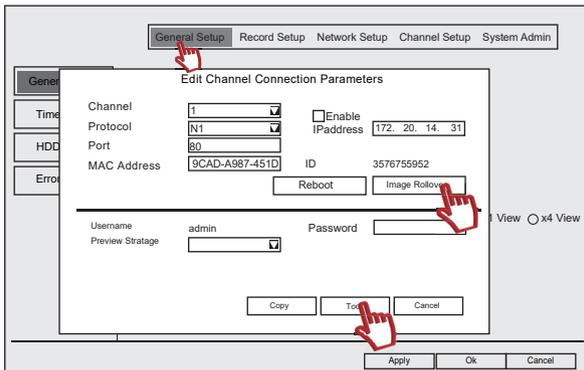


Figure 4

As shown below:

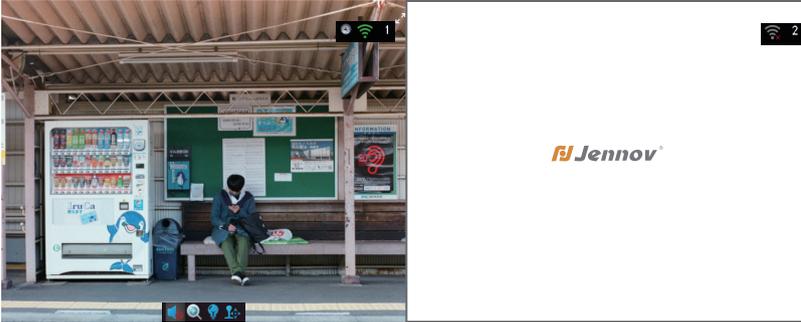


Before flipping the image



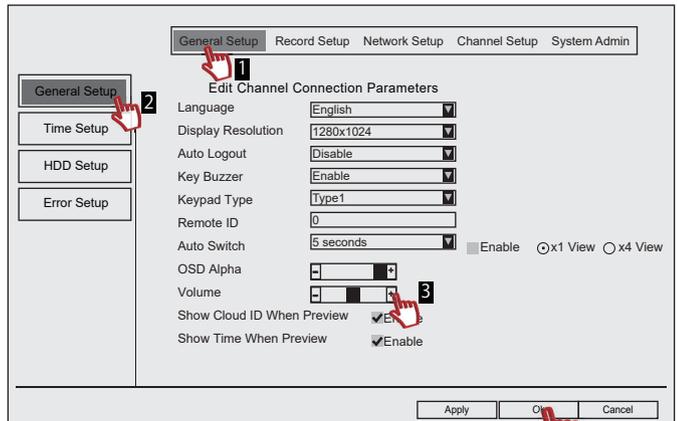
7. About the function of each icon

Click on the monitoring screen, and several icons such as sound switch, electronic zoom, color adjustment, PTZ setting (requires device support) will pop up at the bottom of the screen.



1. Speaker: If the recording function is installed on the device, after turning on the sound mark, you can hear the live sound on the monitor.

If the machine you are using has a recording function, you can adjust the sound according to the following steps. If there is no recording function, please ignore this step.



2. Digital zoom: Use the mouse to click "+" to achieve digital zoom, use the mouse wheel to zoom on the position to be viewed, and the right mouse button to exit.

3. Color adjustment: adjust the color and infrared mode of the monitoring screen, the default mode is recommended.

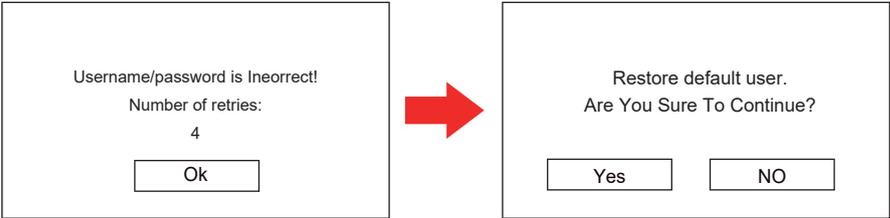
4. PTZ settings. If the device does not support this function, this function cannot be used.

8.What if you forget NVR system password?

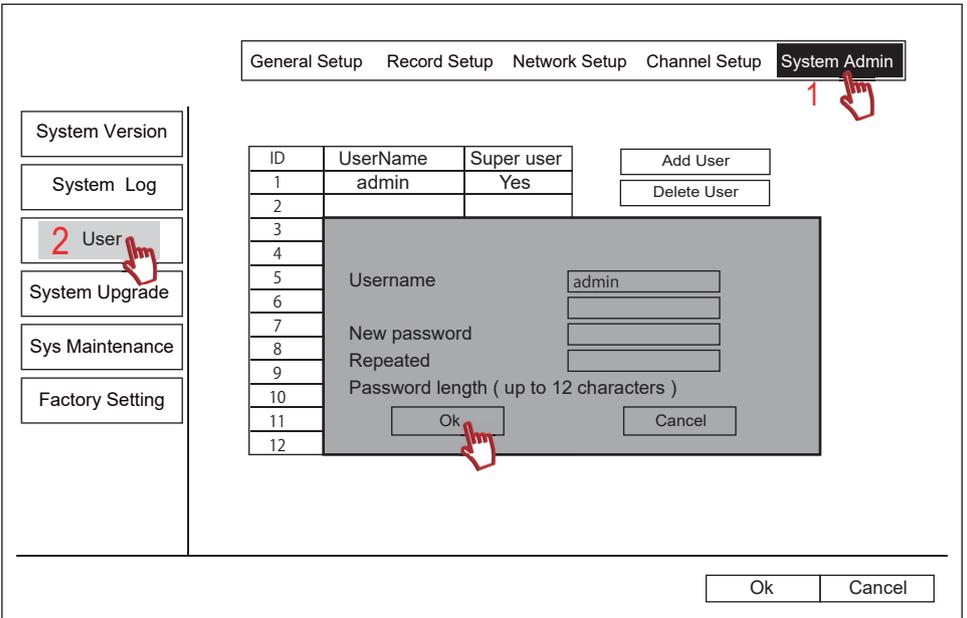
The default username is admin, and no password by default,please keep the password be blank and click "OK" to confirm.

Please follow below steps,if you forget the password:

- 1) Enter a wrong password,then click "OK",it will show [username/password is incorrect.Number of retries: 4]
- 2) Move the mouse arrow to any position on the screen,then quickly click the mouse left and right..... Repeat left and right for 6 times until a new interface shows.
- 3) When "Restore the default user,are you sure to continue?" appears,click "Yes".



4) Finally,you can set a new password in the user management.If you don't need a password, please leave it blank,and click "OK" to restore to the default password.



9.What is the function of the network cable?Does the system need to be connected to router via network cable when watching video on mobile phone or computer?

Please note that the network cable must be connected in the following cases:

- 1) If the camera didn't connect to the NVR,please connect the camera to the NVR with a network cable,then delete the original channel and re-match code to add camera.
- 2) Before the mobile phone or computer get access to your wireless camera system,the NVR must be connected to the router with a network cable to keep the NVR online.
- 3) When the camera is installed in a position where the NVR wifi signal is unreachable,you need to connect the camera to NVR with a network cable.

10.How to install the wireless camera?

The NVR has built-in wifi signal transceiver accessories.The camera can receive wifi signal via the NVR.Please install the NVR as far as possible within the effective distance where can receive the wifi signal,and avoid obstacles between the camera and NVR as much as possible.

- 1) The camera can be placed approximately 40M away from the NVR without obstacles.
- 2) When the camera and the NVR are separated by a wall,the recommended installation distance is about 20M.
- 3) In the case of 2 walls,the recommended installation distance is about 10M.



11. How to playback local video files on TV?

Right click the mouse, choose Video Playback.

After selecting the date, channel, recording mode and time zone, click "Search"

to search for an accurate video file based on the search condition.

A: Playback is controlled by the playback progress bar.

B: Support 2x/4x/8x playback.

C: Support 4 channel playback simultaneously.

D: You can select the display mode (Time/Motion/Sensor).



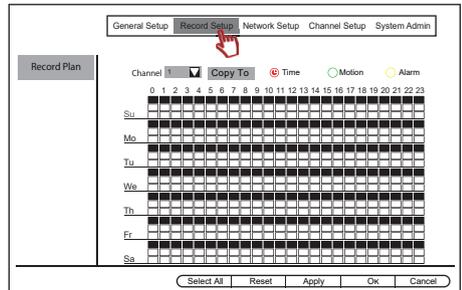
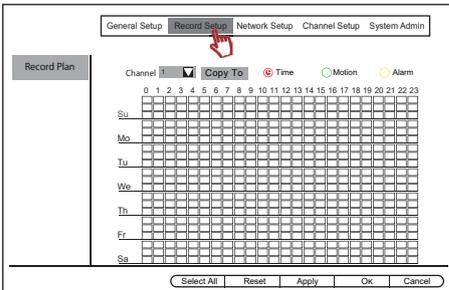
Note: Due to system updates, there may be a few differences in the above interface.

12. Steps to set up 24/7 hours recording

1) Click "System Setup" in the main menu, then select the "Record Setup", enter "Record Plan".

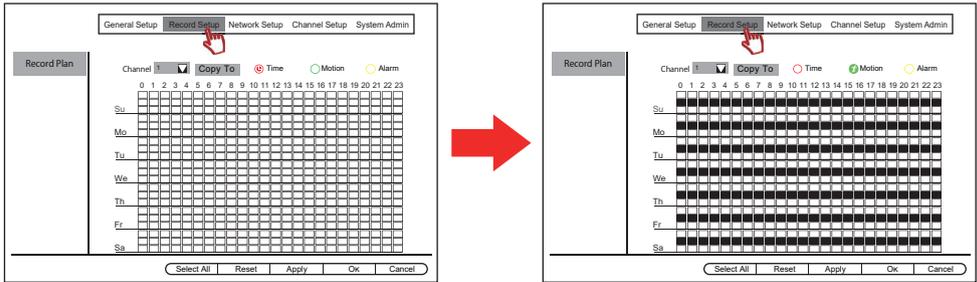
2) Choose "Time" then click "Select All", finally click "Apply" & "OK".

Settings for 24/7 continuous recording is completed.



Note: After completing the Setting, the red square indicates the system is under 24/7 hours recording.

13.Steps to set up 24/7 hours motion detection video recording

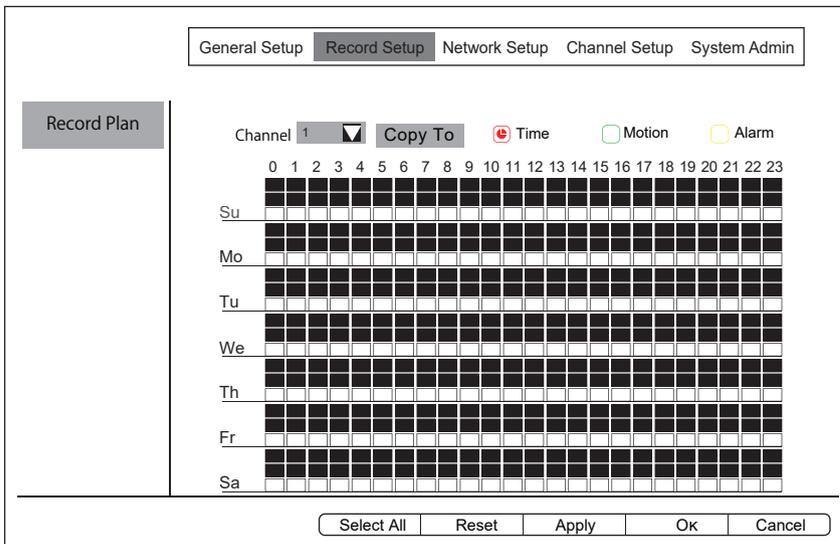


- 1) Click "System Setup" in the main menu, and select "Record Setup", then you will enter "Record Plan" .
- 2) Choose "Motion" and click "Reset" , then click "Select All" finally click "Apply" and "OK" to complete the motion detection recording settings.

Note:After completing the settings,the green square indicates the system is under motion detection recording.

Special instructions for recording settings:

A.Clicking "Time" and selecting all the time period,that's 24-hour recording.If you select specific time period,then the system will record during the time you've set up.Clicking "Motion" and select time period,that's motion detection recording.

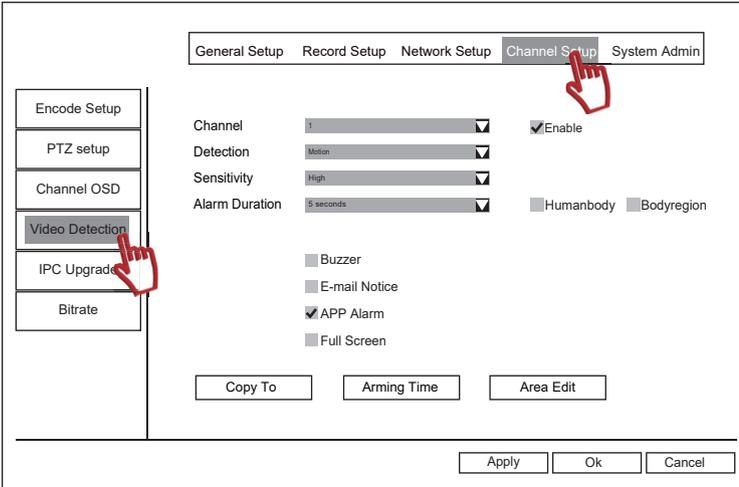


B. For this wireless camera system,you can set up both 24 -hour recording and motion detection recording at the same time,or only record during the time period you've set up when motion happens.

14. Alarm setting instructions

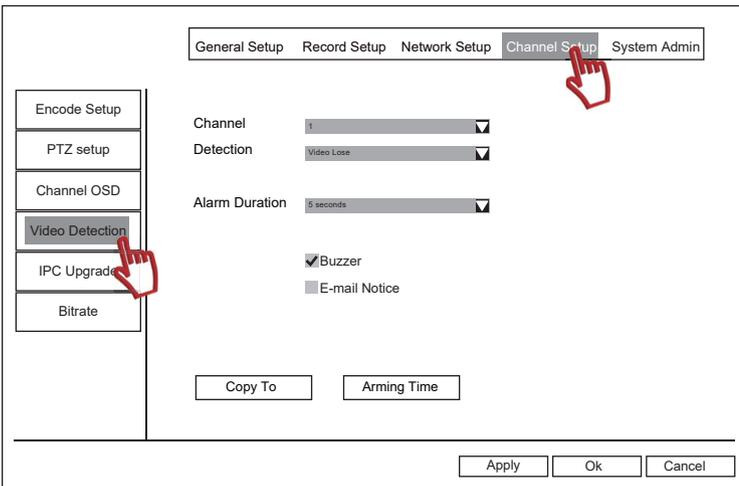
14.1 Steps to set up motion detection buzzer alarm

- 1) Right click your mouse and select "System Setup".
- 2) Click "Video Detection" then click "Channel Setup" on the top left.
- 3) Select the corresponding motion detection channel.
- 4) Click "Detection" drop-down menu,select "Motion" then check "Buzzer" below, finally click "Apply" & "OK" to complete motion detection alarm setting.



14.2 Steps to set up video lose buzzer alarm

- 1) Select "System Setup" on the main menu.
- 2) Click "Video Detection" then click "Channel Setup" on the top left.
- 3) Select the corresponding channel.
- 4) Click "Detection" drop-down menu,select "Video Lose" then check "Buzzer" below, finally click "Apply" & "OK" to complete video lose alarm setting.



15. Email alarm of motion detection instructions

1) NVR system online setting

Connecting the NVR and router with a network cable to enable the cloud ID online.

You can check the NVR system network status by entering System Setup>Network Setup.

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
---------------	--------------	----------------------	---------------	--------------

Network Setup

DHCP

IP Address: 192.168.0.51

Subnet Mask: 255.255.255.0

Gateway: 192.168.0.1

MAC Address: 9CA3-AA32-F842

Preferred DNS: 192.168.0.1

Web Port: 80

MTU: 1400

Network Bandwidth: 100 Mb/s

Network service:

Network Status: Healthy Network

Cloud ID
250051741

2) Turn on email notification function:

Right click the mouse, enter System Setup>Channel Setup>Video Detection, select the channel, and click "Enable". Choosing "Detection" drop-down menu, and selecting "Motion", then choosing "E-mail Notice", then choosing "E-mail Notice".

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
---------------	--------------	---------------	----------------------	--------------

Video Detection

Channel: 1

Detection: Motion

Sensitivity: High

Alarm Duration: 5 seconds

Buzzer

E-mail Notice

Alarm

Pull Screen

3) Email function settings:

Please right click the mouse and enter System Setup>Network Setup>E-Mail

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
Network Setup				
DDNS				
E-mail				
Wireless Setup				
PPPOE				
Wireless Internet				

E-mail Function	<input checked="" type="checkbox"/> Enable	
SMTP Provider	gmail	<input checked="" type="checkbox"/> More Parameter
Sender	jennov@gmail.com	<input type="button" value="Test"/>
Password	xxxxxxxxxxxxxxxx	<input type="button" value="Display"/>
SMTP Server	smtp.gmail.com	
Port	465	
Encryption Type	SSL	
Sendee 1	jennov@gmail.com	<input checked="" type="checkbox"/> Quicl Setup
Sendee 2	jennov@gmail.com	
Subject	NVR Report	
Interval	30	Second
<input checked="" type="checkbox"/> Health Mail Enable		
Health Mail Interval	30	Minute

<input type="button" value="Reset"/>	<input type="button" value="Apply"/>	<input type="button" value="Ok"/>	<input type="button" value="Cancel"/>
--------------------------------------	--------------------------------------	-----------------------------------	---------------------------------------

A.Steps to set up Yahoo Mail Alarm:

Enable "E-Mail Function" ,select the "More parameters" option.

SMTP Provider:Select "yahoo"

Sender: xxx@yahoo.com

Password: Email password for xxx@yahoo.com

SMTP Server: smtp.mail.yahoo.com

Port: 465

Encryption Type: SSL

Sendee 1 : xxx@yahoo.com

Click "Test" to check if the settings are successful.When shows "Test Complete" , check your Yahoo inbox whether it receive the alarm successfully.

B.Steps to set up Gmail Alarm:

Enable email function,check the "More parameters" option.

SMTP Provider:Select "gmail"

Sender:xxx@gmail.com

Password:[Use the 16-digit password generated randomly by Gmail System.

Please read the following Step C.to obtain the password.

SMTP Server: smtp.gmail.com

Port: 465

Encryption Type: SSL

Sendee 1: xxx@gmail.com

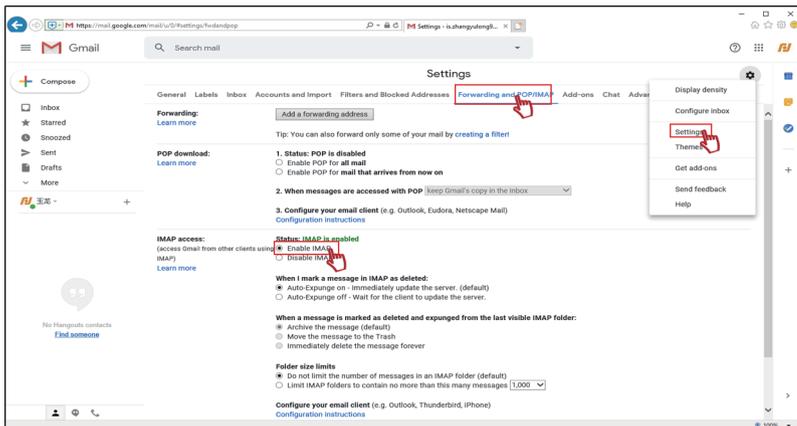
Click "Test" to check if the settings are successful.When shows "Test Complete" , check your Gmail inbox whether it receive the alarm successfully.

Note:

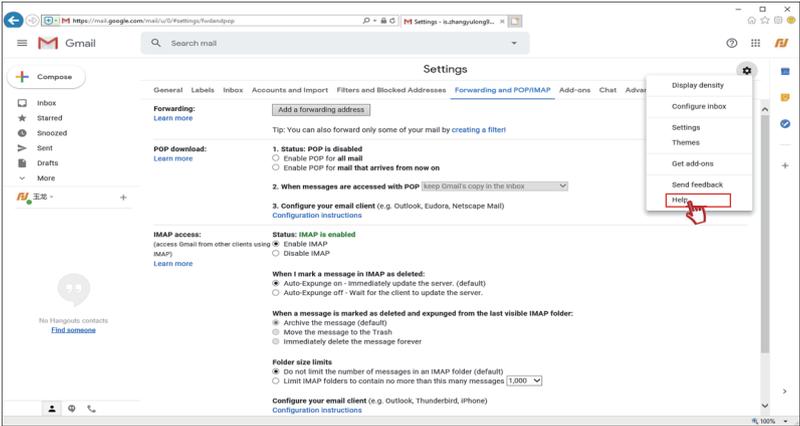
If you are not sure which method to set up the email alarm password is correct, you can enter your email password firstly, then test.If failed, then please copy follow step C to obtain 16-digit password generated randomly by your email.

C. Steps for Gmail to obtain 16-bit password

Run Gmail and enter setting.click "Forwarding and POP/IMAP" ,then enable POP/IMAP function.



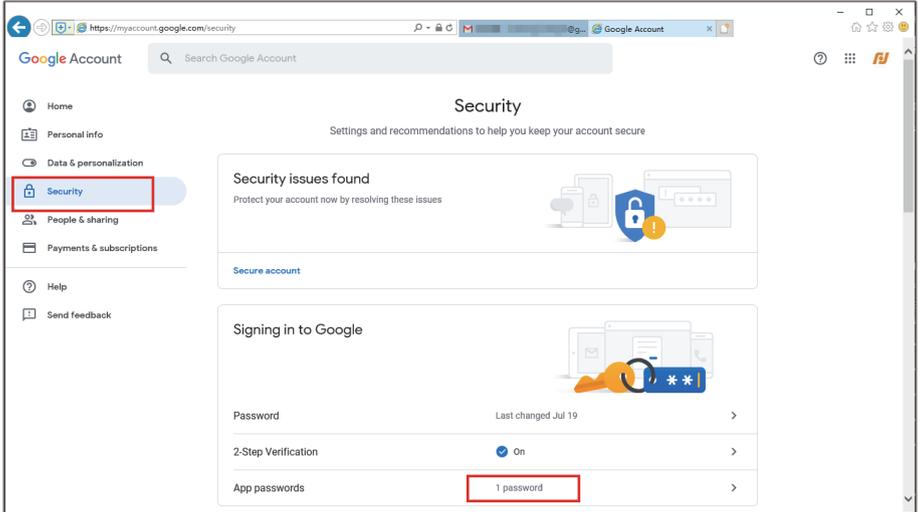
Enter main menu, and click "Help"



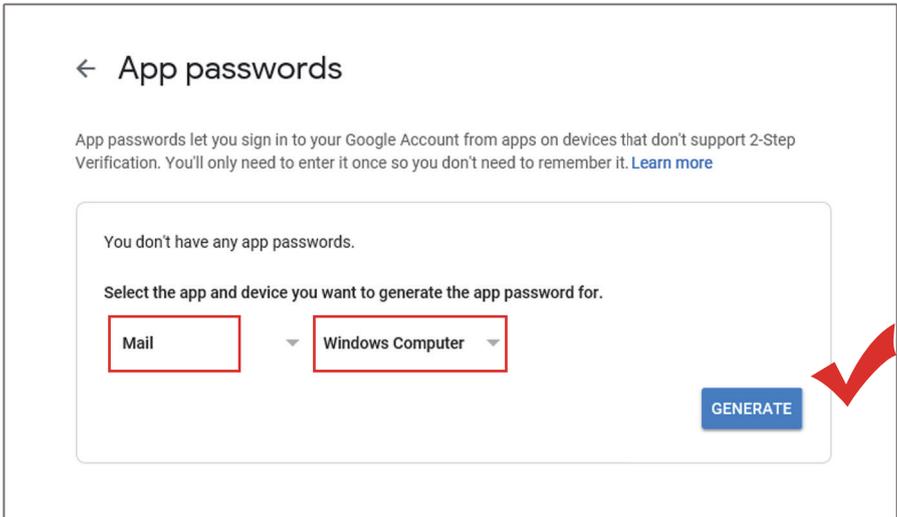
Enter "Sign in using App Passwords" and click "Google Account"



Then you will enter a new page, please enter your Gmail password and choose "Security" , finally choose "1 password" of the " App passwords" .



After entering your Gmail password, you will enter "App passwords" page, select the APP(Mail) and device (Windows computer or other device) which you want to generate the app password for. Finally click "GENERATE".



The 16-bit password will show after several seconds.

Generated app password

Your app password for Windows Computer

vpbq dbld fvpz jbms

How to use it

1. Open the "Mail" app.
2. Open the "Settings" menu.
3. Select "Accounts" and then select your Google Account.
4. Replace your password with the 16-character password shown above.

Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.

[Learn more](#)

DONE

Add your Google account

Enter the information below to connect to your Google account.

Email address

Password

Include your Google contacts and calendar

Please copy this 16-bit password to the E-Mail setting.

General Setup Record Setup **Network Setup** Channel Setup System Admin

Network Setup

DDNS

E-mail

Wireless Setup

PPPOE

Wireless Internet

E-mail Function Enable

SMTP Provider More Parameter

Sender

Password 

SMTP Server

Port

Encryption Type

Sendee 1 Quick Setup

Sendee 2

Subject

Interval Second

Health Mail Enable

Health Mail Interval Minute

Note: If you fail to set up, please check if you have enable the email POP function. (Login to the email on the web page to setup.)

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
---------------	--------------	----------------------	---------------	--------------

Network Setup	DDNS	E-mail	Wireless Setup	PPPOE	Wireless Internet
---------------	------	---------------	----------------	-------	-------------------

E-mail Function	<input checked="" type="checkbox"/> Enable		<input checked="" type="checkbox"/> More Parameter
SMTP Provider	gmail		
Sender	jennov@gmail.com		Test
Password	xxxxxxxxxxxxxxxx		<input type="checkbox"/> Display
SMTP Server	smtp.gmail.com		
Port	465		
Encryption Type	SSL		
Sendee 1	jennov@gmail.com		<input checked="" type="checkbox"/> Quick Setup
Sendee 2	jennov@gmail.com		
Subject	NVR Report		
Interval	30		Second
<input checked="" type="checkbox"/> Health Mail Enable			
Health Mail Interval	30		Minute

Reset Apply Ok Cancel

4) How to avoid frequent email alarm?

If you enable "E-Mail Notice" function, when the camera detects motion in the detected areas, you will receive Email alarm. However, you may receive lots of emails because the camera will detect everything, including leaves falling from the tree, or rain drops.

If you want to reduce useless E-Mail alarms, please follow below steps to edit the detect areas.

Right click your mouse to enter System Setup>Channel Setup>Video Detection>Area Edit.

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
---------------	--------------	---------------	----------------------	--------------

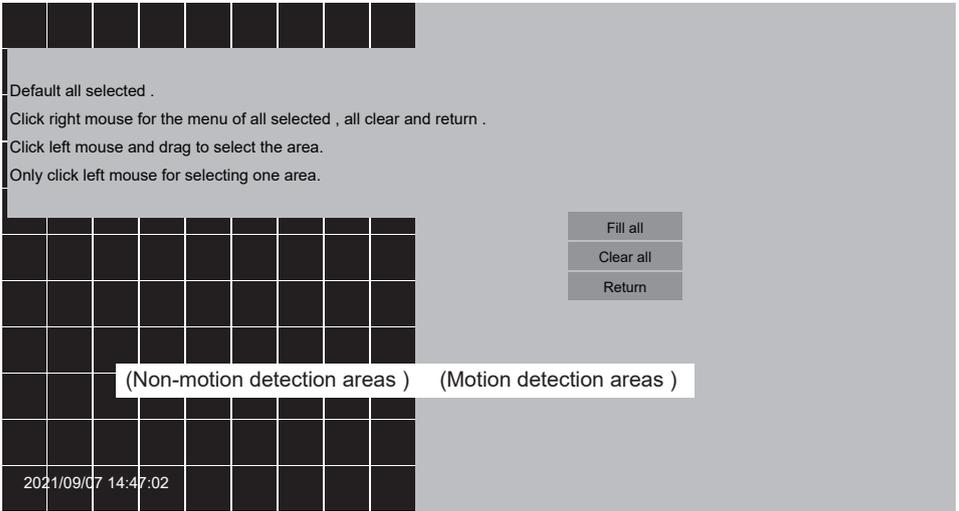
Encode Setup	PTZ setup	Channel OSD	Video Detection	IPC Upgrade	Bitrate
--------------	-----------	-------------	------------------------	-------------	---------

Channel	1		<input checked="" type="checkbox"/> Enable
Detection	Motion		
Sensitivity	High		
Alarm Duration	5 seconds		<input type="checkbox"/> Humanbody <input type="checkbox"/> Bodyregion
<input type="checkbox"/> Buzzer			
<input type="checkbox"/> E-mail Notice			
<input checked="" type="checkbox"/> APP Alarm			
<input type="checkbox"/> Full Screen			

Copy To Arming Time Area Edit

Apply Ok Cancel

Then the areas edition page will show. You can edit the detection areas, when you finish the edition, then right-click the mouse, choose "return", finally click "OK" to save the settings.



Note:

If movements happened in the blank areas, the system will not send you email alarm.
If movements happened in the blue detection area, the system will beep, and the Email that you set to receive information and APP will receive the information notification.

16. How to backup video data

Please follow the steps to backup the video data.

- 1) Insert the USB flash drive into the USB port on the back of the NVR.
- 2) Right click and select "Video Backup" in the shortcut menu, and enter the "Video Backup" interface. As below picture shows:



- 3) Select the channel and Record Mode you want to search.
- 4) Select time period and click the "Search" .
- 5) Wait for about 30 seconds, and the system will search for video data according to the conditions.

6) Left click the mouse to select the video you want to back up and click "Backup" .

As below picture shows:

Video Backup

Channel All
 1 2 3 4 5 6 7 8

Record Mode Time Motion Sensor

Search Time

USB :

ID	Channel	Mode	Begin Time	End Time	Duration	Size	Select
1	1	Time	23:00:00	23:59:59	00:59:59	35M	<input checked="" type="checkbox"/>
2	1	Time	22:00:00	23:00:00	01:00:00	35M	<input checked="" type="checkbox"/>
3	1	Time	21:00:00	22:00:00	01:00:00	55M	<input checked="" type="checkbox"/>
4	1	Time	20:00:00	21:00:00	01:00:00	135M	<input type="checkbox"/>
5	3	Time	19:54:58	19:59:59	00:05:01	47M	<input type="checkbox"/>
6	3	Time	19:17:45	19:53:43	00:35:58	319M	<input type="checkbox"/>
7	3	Time	19:00:06	19:16:42	00:16:36	255M	<input type="checkbox"/>
8	3	Time	18:57:36	18:57:49	00:00:13	2M	<input type="checkbox"/>

/9

After completing the search,you can find the Begin Time,End Time,Duration,and Size of the video data.

In order to make video backup successful,please ensure that the USB flash drive has enough storage space.

Note:

If the backup video data is in AVI format,please download the dedicated playback software through the following URL. <https://www.cd.cctvex.com>

17.If the hard drive is full,should I delete it manually?

When the hard drive is full,the previous video will be covered automatically in order to save the storage space of the new video.

Even if all cameras are working,the built-in 1TB/2TB hard drive can save video files for a long time.

The system supports up to 4TB SATA interface 3.5-inch hard drive.

Note:HDD can only be installed inside the NVR,and external HDD is not supported.

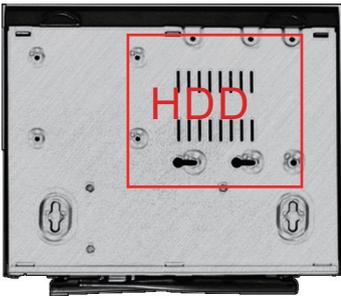
18. Solution to [HDD hard disk cannot be found]

1) Check the specifications and conditions of the power adapter.The power adapter standard is 12V/1A for IP cameras, 12V/2A for black NVR,and 12V/2A for 12-inch video monitor.

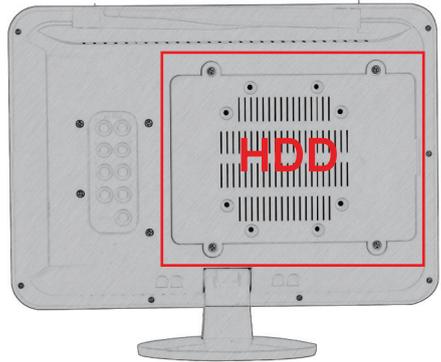
2) Remove the screws on the NVR shell and check if there is any problem with the internal hard drive power cable and data cable.Is there a bad contact when the data cable is plugged or unplugged.

If the data cable is defective, please replace the data cable and test again.Please pay attention to whether the monitor shows there is no hard drive when the NVR is restarted.

3) 2 ways to install the hard drive



Black NVR Recorder



12 inch monitor NVR recorder

If you want to install a larger capacity hard drive (maximum support 4TB), please refer to the above method to replace the hard drive installed inside the NVR.

19. How to strengthen the camera signal via Repeater function?

- 1) When there is a problem of weak signal caused by long distance or physical obstacles such as walls, please try to use the "Repeater" function to strengthen the signal.
Repeater (or cascading) working principle is if one of the two cameras signal is stable, and the other camera's picture is unstable because it is far from the NVR, then we can aggregate the further camera signal to the closer camera, and the signals of the two cameras will be sent to the NVR by the stronger signal camera. (Please note these two cameras cannot be too far or separated by walls.)
- 2) Before setting this function, please put the camera near the NVR and ensure both cameras are connected to wifi.
- 3) Right click the mouse, enter Video Management > Repeater.

Video Manage

Protocol N1

ID	Device Name	IP Address	Por	Protocol

Search

Match Code

Add One

Modify IP

Advanced

◀ 0 / 0 ▶

Channel	Device Name	IP Address	Status
1	5523-W	172.20.14.30	Connect Success
2	5523-W	172.20.14.31	Connect Success
3	5523-W	172.20.14.32	Connect Success
4	5523-W	172.20.14.33	Connect Success
5			No Video Source
6			No Video Source
7			No Video Source
8			No Video Source

Delete

Delete All

Manual Edit

Channel Setup

Wireless Setup

Repeater

Ok
Cancel

Take Camera 1 and Camera 2 as examples:

After installing camera 1,if the wifi signal is full when placed it near the NVR,then it is difficult for camera 2 to receive a good enough signal from the NVR.

Click "+" behind CH1 to add CH2,then click "Apply".

The camera 1 then acts as a signal "transmitter" ,enhancing the signal of the camera 2.

Repeater

Auto Repeater

Connect Information

Channel	Signal
CH1	---
CH2	72:89
CH3	59:71
CH4	41:61

Refresh Apply Ok Cancel

Repeater

Auto Repeater

Connect Information

Channel	Signal
CH1	75:79
CH2	72:89
CH3	77:78
CH4	65:79

Refresh Apply Ok Cancel

Note:

A:Please check the signal strength of the "transmitter" and the camera before setting the repeater function.

B:If there is a red line behind a camera,then the camera can't be used as a signal transmitter, because it means the camera is not connected to the NVR.

Repeater

Auto Repeater

Connect Information

Channel	Signal
CH1	---
CH2	---
CH3	---
CH4	---

Refresh Apply Ok Cancel

C:If there is an obstacle between the camera and the NVR or the distance is too long,please use repeater function.The repeater function can enhance the signal and the signal arrival distance range can be increased by 2 times.

D:It is possible to improve the signal by using a camera with a strong signal as a transmitter.If two or more cameras are used,the signal of the strong camera will also decrease.

20.How to enhance the camera signal via wired connection.

The NVR has a built-in router inside,and the IP camera will receive the wifi of the NVR.

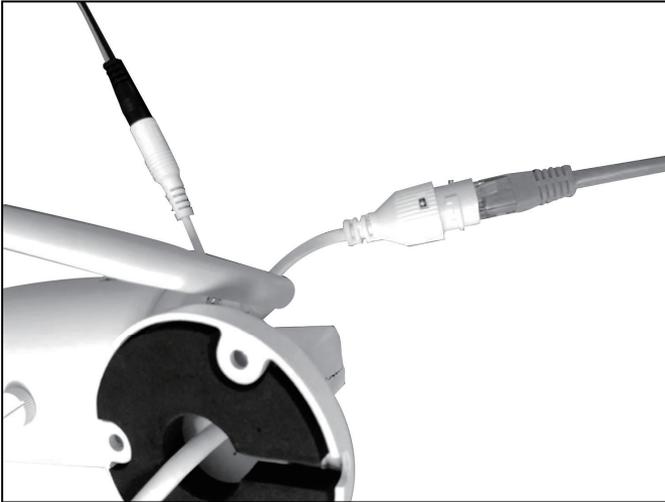
When the IP camera is installed beyond the effective wifi signal range of the NVR,or there are too many obstacles between NVR and camera,please connect the NVR and the IP camera with the network cable to realize camera signal improving via wired signal transmission.

21.How to add a new camera to NVR?

What is the solution for no picture shows on the display or camera shows "connect failed"?

If you want to add a new camera to your wireless camera system,or the NVR(monitor) shows "connect failed",please follow belows steps to solve it.

- 1) Move the camera closer to the NVR and set up the antenna for each camera.
- 2) Power on the cameras.
- 3) Connecting the NVR to the camera with network cable (RJ45),the connection way of the NVR and camera as below picture shows:



- 4) Right click your mouse and enter "Video Management" .

The list above shows the camera information,and the list below shows the NVR channel information.

5) Select the channels which status show "Connect Failed" , in the below list,then click "Delete" .

Video Manage

Protocol N1 ▼

ID	Device Name	IP Address	Por	Protocol

Search
 Match Code
 Add One
 Modify IP
 Advanced

◀ 0 / 0 ▶

Channel	Device Name	IP Address	Status
1	5523-W	172 . 20 . 14 . 30	Connect Success
2	5523-W	172 . 20 . 14 . 31	Connect Success
3	5523-W	172 . 20 . 14 . 32	Connect Success
4	5523-W	172 . 20 . 14 . 33	Connect Success
5			No Video Source
6			No Video Source
7			No Video Source
8			No Video Source

Delete
 Delete All
 Manual Edit
 Channel Setup
 Wireless Setup
 Repeater

Ok
Cancel

6) Click "Search" in the list above to view the new IP address,then click "Match code" . (When the "Wireless Add" page appears,please wait ten seconds and click "Exit".) Then "Matching code.Are you sure to continue?" page will show,please click "Yes" to complete the settings.

7) If the connection is successful,the status will be displayed as "Connect Success" and the camera IP address will change to 172.20.14.xxx. (172.20.14.xxx means wireless connection.)

Video Manage

Protocol N1 ▼

ID	Device Name	IP Address	Por	Protocol

Search
 Match Code
 Add One
 Modify IP
 Advanced

◀ 0 / 0 ▶

Channel	Device Name	IP Address	Status
1	5523-W	172 . 20 . 14 . 30	Connect Success
2	5523-W	172 . 20 . 14 . 31	Connect Success
3	5523-W	172 . 20 . 14 . 32	Connect Success
4	5523-W	172 . 20 . 14 . 33	Connect Success
5			No Video Source
6			No Video Source
7			No Video Source
8			No Video Source

Delete
 Delete All
 Manual Edit
 Channel Setup
 Wireless Setup
 Repeater

Ok
Cancel

8) After the camera ip address change to "172.20.14.xxx",then unplug the network cable and install the camera to its final position.(The camera should be installed in the wifi range of the NVR.)

22.Do you need to re-match-code when adding camera or replacing cameras?What should you pay attention to?

1) When adding/replacing a wifi camera,you need to re-match-code the camera to your NVR.Before matching code,you need to enter "Video Management" ,and delete the channel that has been added before(or will to be replaced),otherwise the new channel will not be able to be added and cause code failure.

2) When matching the code,it is better to place the camera near to the NVR and connect them with a network cable to ensure the process of matching code will be completed more quickly and steadily.

23.What is the solution if the camera does not work and no picture shows?

Please check if it is a problem with camera's power supply adapter/cable?

You can follow below steps to find out the reason.

1) Power on the camera with the power adapter,cover the infrared sensor of the camera, and check if the infrared LED lights will turn to red or not in a dark.As below picture shows:



2)If the infrared lights don't turn to red in the dark,there may be a problem with the camera's power cable or power supply adapter.

3)If the infrared lights turn to red but no picture appears,then you need to match code for NVR and camera to check if the camera is broken.(Please refer to question 19.)

24.How to keep NVR online?What's the solution when NVR shows offline?

Please follow below steps to check the reason:

- 1) Check the LAN connection:Does the NVR and router connected with a network cable?
- 2) Check the DHCP setting:Right click the mouse enter System Setup→Network Setup,and check if the DHCP function has been enabled or not.If not,please turn on the function and then click "OK" .

General Setup	Record Setup	Network Setup	Channel Setup	System Admin
Network Setup				
DDNS				
E-mail				
Wireless Setup				
PPPOE				
Wireless Internet				
<input checked="" type="checkbox"/> DHCP				
IP Address		192.168.0.51		
Subnet Mask		255.255.255.0		
Gateway		192.168.0.1		
MAC Address		9CA3-AA32-F842		
Preferred DNS		192.168.0.1		
Web Port		80		
MTU		1400		
Network Bandwidth		100 Mb/s		
Network service				
Network Status		Healthy Network		

Cloud ID
250051741

Apply Ok Cancel

3) If the NVR still offline,please allocate IP address for your NVR manually.Operation steps are as below:

A: Check the gateway of your home router:

A1: If you are a Windows user,right click your mouse on the "Start" page,and enter "Run" interface, then key in "cmd" and click "OK" .When a new page shows,please enter " ipconfig" , finally click enter key onyour keyboard,then your home router information will show.

Normally,the default gateway of your home router is 192.168.1.1,and 192.168.0.1 is the gateway of the test router.

```
Administrator: C:\WINDOWS\system32\cmd.exe
Microsoft Windows [Version 10.0.18362.418]
(c) 2019 Microsoft Corporation. All rights reserved.
C:\Users\Administrator>ipconfig

Administrator: C:\WINDOWS\system32\cmd.exe
IPv6 Address. . . . . : 240e:fe:3113:e400:c4f0:3167:d
d43:3
IPv6 Address. . . . . : 240e:fe:3113:e411:38fc:447a:6
84a:1762
Temporary IPv6 Address. . . . . : 240e:fe:3113:e411:d75:acal:24
ec:435b
Link-local IPv6 Address . . . . . : fe80::38fc:447a:684a:1762K7
IPv6 Address. . . . . : 192.168.0.155
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : fe80::c4f0:21ff:fe67:ddf3K7
192.168.0.1
```

A2: If you are a MAC user,please enter the Network Control Panel(System Environment Settings <System Preferences<Network),then find your router and its IP address,such as 192.168.1.1.

B:Go to the NVR “System Setup”

B1: Disable “DHCP” function.

B2: Assign an IP address for the NVR system manually.

IP address:For example,if the gateway of the home router is 192.168.1.1,then the "IP address" is between 192.168.1.2 and 192.168.1. 254 (for example,192.168.1.110).If the gateway is 192.168.0.1, then the “IP address” is between 192.168.0.2 and 192.168.0.254 (for example,192.168.0.110).

The submask will be filled in automatically,such as 255.255.255.0.

B3: Set "Gateway" and "Preferred DNS".

Gateway:the same with the gateway of the home router.

Preferred DNS:the same with the DNS of the home router.

B4: After setting the IP address,gateway,and Preferred DNS correctly,then click “Apply” .

(Other parameters can use the default value.)

If "Network Status" shows "Healthy Network",it means the NVR has connected to the router successfully, and can be connected to the computer/mobile app to view detect picture.

The screenshot shows the 'Network Setup' page of an NVR. At the top, there are tabs for 'General Setup', 'Record Setup', 'Network Setup' (which is selected), 'Channel Setup', and 'System Admin'. On the left side, there is a vertical menu with buttons for 'Network Setup', 'DDNS', 'E-mail', 'Wireless Setup', 'PPPOE', and 'Wireless Internet'. The main area contains the following settings:

- DHCP
- IP Address: 192.168.0.51
- Subnet Mask: 255.255.255.0
- Gateway: 192.168.0.1
- MAC Address: 9CA3-AA32-F842
- Preferred DNS: 192.168.0.1
- Web Port: 80
- MTU: 1400
- Network Bandwidth: 100 Mb/s
- Network service: Network service
- Network Status: Healthy Network

On the right side, there is a QR code and the text 'Cloud ID 250051741'. At the bottom, there are three buttons: 'Apply', 'Ok', and 'Cancel'.

25.How to play back detect video with computer?

Note:Before connecting the computer/mobile phone to your NVR,you must connect the NVR to your router with a network cable(so that the wireless system will be online).If the NVR network status shows “Healthy Network” ,it means your NVR is online.Then the computer/mobile phone can connect to the NVR.Please refer to question 20 for more details.

This screenshot is identical to the one above, showing the 'Network Setup' page with the same configuration fields, QR code, and buttons.

1) Check your NVR device number (Cloud ID).

You can find the NVR Cloud ID by clicking "Show QR Code" in the System Setup > Network Setup.

2) Go to Jennov official technical support website.

You can download EseeCloud computer client software on <https://www.cd.ctvex.com>.

3) Run EseeCloud (Note: EseeCloud has different version for Windows and MAC computer.)

EseeCloud default username: admin

EseeCloud default password: no password, please keep password be blank, click "login" directly.

4) After entering EseeCloud CMS, please click "Device Management" then click "Add Device".

Please enter your NVR Cloud ID other parameters just as below picture shows. Finally click "Finish" to complete device adding process.

EseeCloud Camera Monitoring System

Logging Local

admin

Please enter password

Remember password Auto login

Login

Forget Password?
Switch to Login: Cloud

+ Add Modify

Device List

Group
PTZ Control

EseeCloud Playback Device Management User Parameter Record Screenshot Disconnect All Screen Number More Function

Device Management

Device

Group

Add Device Modify Network Set IP

LAN Add IP or ID Refresh Add

ID	IP	Channel	Device...	Device Name	User N...
----	----	---------	-----------	-------------	-----------

Device: Enter device name

Add Modify Set Clear Delete Add Area

Add Device

IP/DDNS Cloud ID

* Cloud ID 258xxxx Port 10000

User Name admin Password

Area Default Area Device Name

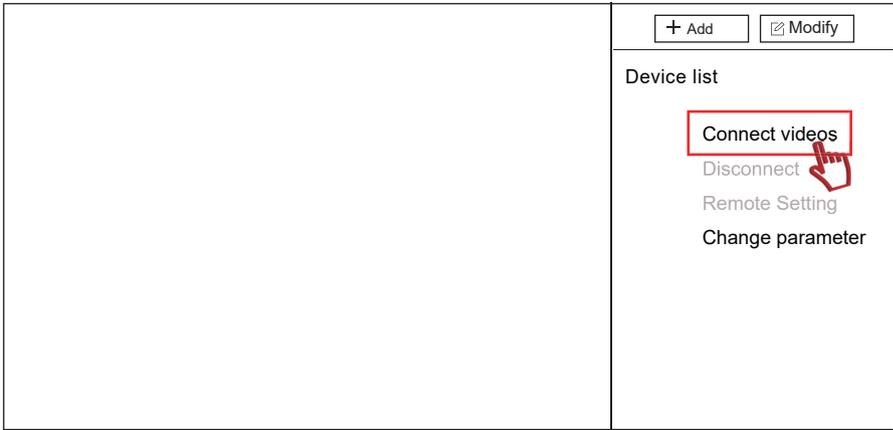
Type: NVR *Number Of Channels 4

Channel Serial 1 Channel Name ch_1

Channel Type: Normal Panorama Close

Finish Cancel

5) Please return to EseeCloud home page, then select the device that you want to view video, finally right click your mouse and choose "Connect videos", then you're able to open the monitor preview page and view real-time video.



Descriptions of other function:

Playback:used to play back the recorded videos stored in the NVR hard drive.

After clicking the button,you can search and play the corresponding videos according to the specific conditions.The searching files steps are the same as you operate on your NVR.

Screenshot:used to capture the monitor screen,the images will be saved in the computer.

26.How to watch/play back videos on mobile app?

Note:Before connecting the mobile phone to your NVR,you must connect the NVR and router with a network cable (so that the wireless camera system will be online).when NVR network status shows "Healthy Network" ,the mobile phone can get access to the system.Please refer to question 20 for more details.

1) Check the NVR QR code(Cloud ID),please refer to question 22.

2) Scan the QR code of EseeCloud on the manual to install it or you can search "EseeCloud" in your phone app store to download and install it.

3) Run EseeCloud,and register/log in to it.The steps are as following:

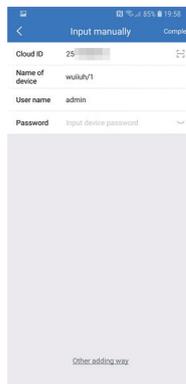
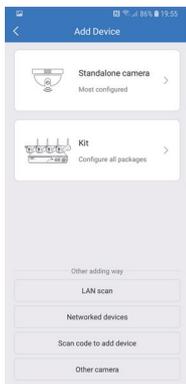
Click "Register" ,and enter a username,password,email address and other related information,then log in.

4) Steps to operate Eseecloud:

A.Run Eseecloud,click the "+" icon and click "Scan code to add camera" to scan the NVR cloud ID QR code. (You can also enter the NVR Cloud ID number manually.)

B.Enter the device name,and click "Complete" .Return to the app homepage to check whether you have added your wireless camera system into the APP sucessfully.

Note:The default username of the system is admin and the password is blank.



C.Click the "Play" triangle button to view the real-time videos of your wireless camera system.

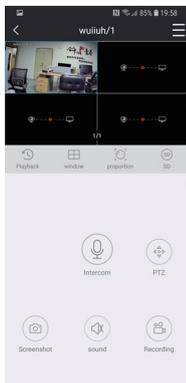
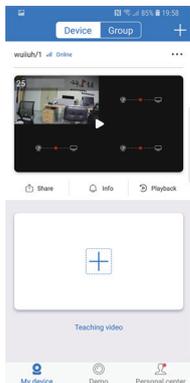
D.Double-click to enlarge the preview screen,the APP has "Playback" , "SD/HD" switch," Screenshot" ," Sound" function,

Note:

A.The "Recording" function in the app will save the video to the mobile phone.(It will occupy your mobile phone memory.)

B.The current wireless camera system doesn't support intercom function,so the "intercom" function is invalid.

C.PTZ control function will be active only for the cameras which support PTZ function.

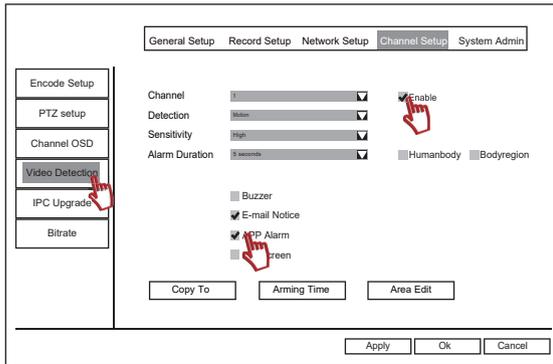


27.Settings of pushing mobile phone alarm messages

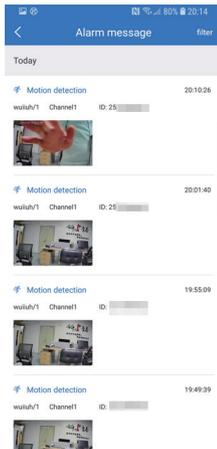
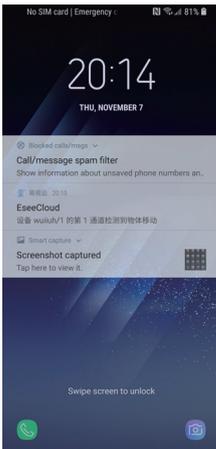
Please follow below steps to set up motion detection alarm pushing via mobile phone app:

A. Enter NVR System Setup>Channel Setup>Video Detection, then select the channel you want to set up, finally choose "Enable" .

B. Select "Motion" for the "Detection" drop-down menu, and select "APP Alarm" finally click "OK" .



When the corresponding channel detects moving objects, the mobile phone will receive the alarms, and you can watch the automatic recorded videos if you click the pushed message.



Postscript

Founded in Shenzhen in 2006 , Jennov is an excellent brand that sells high quality and reliable wireless surveillance security products all over the world , such as the United States , Europe and Japan.

With the latest security technology , we will provide customers with high image quality , convenient for usage and reasonable price security products.

Jennov wireless security products include not only security kits consisting of ordinary NVRs and IP cameras, but also the latest multifunctional kits, including NVR monitors and network cameras.

Jennov's innovative surveillance products are used in homes , factories , banks , offices , shops , public places , etc , and are very popular in Asia , Europe and the Americas. Our professional engineers team has developed more advanced products , if you have any valuable suggestions for our products , please feel free to contact us.

The customer team and the technology support team will reply the emails within 24 hours.

Contact Email : support @ jennov.com

Warranty Tips

Please fill in the following information or scan QR code to activate the free 12-month warranty from the order date on.

After finish filling or scanning, please take a picture and send it to the email(support@jennov.com).

Then your free warranty will take effect !

During the warranty period, if any parts of product are damaged, please contact us immediately and we will provide satisfactory resolution.

Order Date: _____

Order Number/ID: _____

Buyer E-mail: _____

Buyer Tel: _____

Contact us

 www.jennov.com

 support@jennov.com

 U.S Hotline: +1 3239021978



Free Warranty