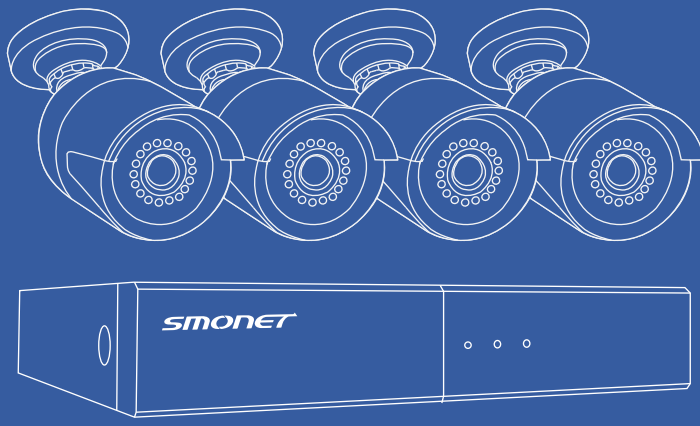
SMONET

PoE Security Camera System

4CH/6CH/8CH



Please read this User Manual carefully before installation

Content

Package Contents ——— 02

Camera System Installation ——— 03

System Login ——— 05

How to View Video on the Phone ——— 08

How to playback on the Phone ——— 10

Record Video ——— 11

Playback Video ——— 16

Video Backup ——— 17

View Live Video on Windows PC by Eseecloud Software ——— 19

Frequently Asked Questions ——— 22

Package Contents

Thank you for choosing SMONET product.
Here is the list for product and relevant accessories.

S/N	Item	Quantity
1	NVR	1pc
2	IP Camera(4CH/6CH/8CH)	4/6/8pcs
3	60 feet network cable	4/6/8pcs
4	Power supply for NVR	1pc
5	Mounting Screws	4/6/8pcs
6	USB mouse	1pc
7	User manual	1pc

How can I get product and technical support?

USA Toll Free: (866) 710-5666(Available after 5:30 PM at Pacific Time)

CANADA Toll Free: (866) 959-1666(Available after 5:30 PM at Pacific Time)

E-mail: smonet@mmllxx.com

Skype: safeskysales003

Wechat: B997520270

UK Toll Free: 08004 725222

E-mail: vipbuy@yesgoya.com

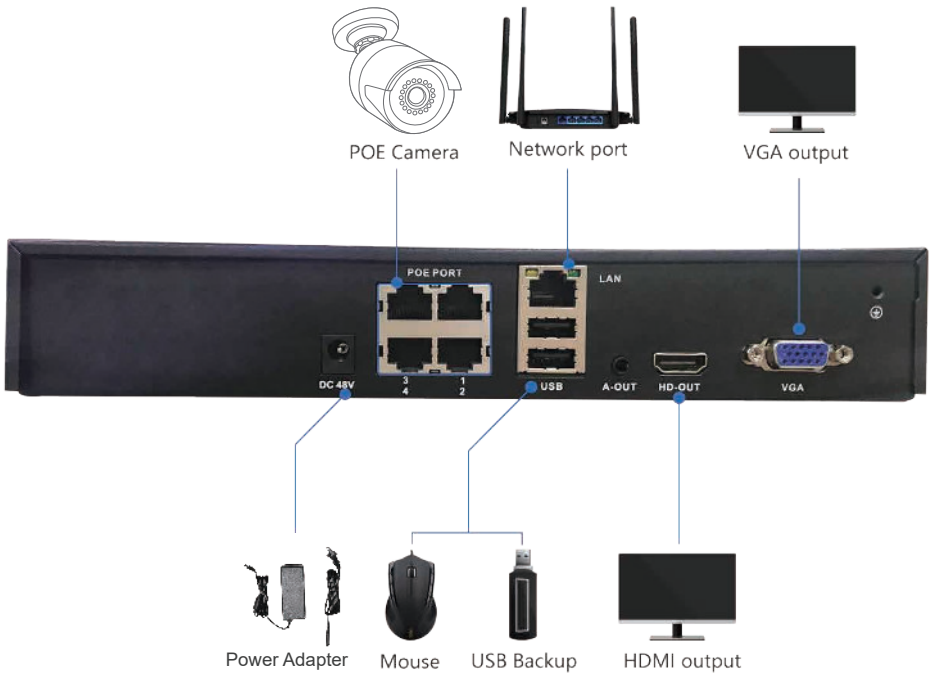
Skype: SMONETSERVICE

1 Camera System Installation

Please prepare below items:

TV/PC monitor(NOT laptop or All in one computer)

VGA/HDMI cable



Please connect power adapter for NVR box.

Please connect NVR box and monitor with VGA/HDMI cable.

Please connect USB mouse.

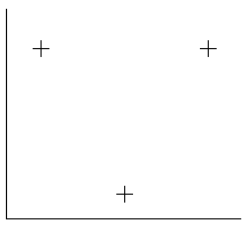
Normally, it will display blue screen with software interface even without cameras connection.

Please connect NVR box and Cameras with matched Ethernet cable.Then it will pop up cameras image on your monitor.

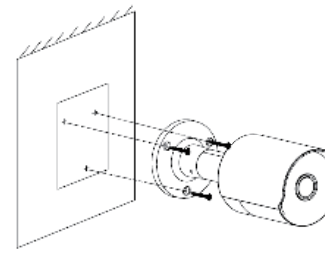
Tips: If it is totally black screen on your monitor after right connection, please try another monitor or cable to test. It might be the monitor resolution not compatible with the system resolution.

Installing cameras

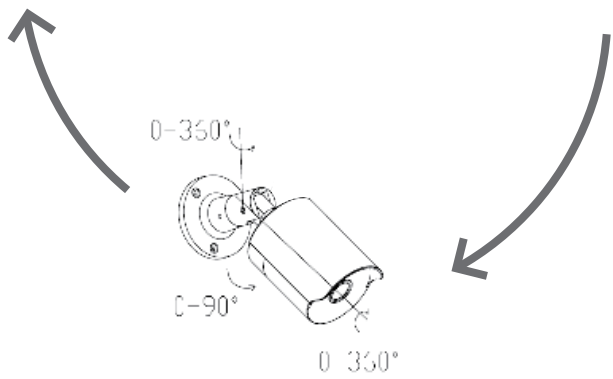
- Hole location sticker: put the sticker on wall, using 5mm drill to punch in the marked areas, make sure every hole is deeper than 30mm .Then, punch expansion screws in holes. As Picture 2-1 shows.
- Fixing IPC: The structure of camera is integrated, please use 3 provided screws to fix camera on wall. As picture 2-2 shows.
- Bracket adjustment: loosen specific screws on IPC, angle range for adjusting is showed on picture below,adjust camera's direction, then, fasten screws. As picture 2-3 shows.



Picture 2-1



Picture 2-2



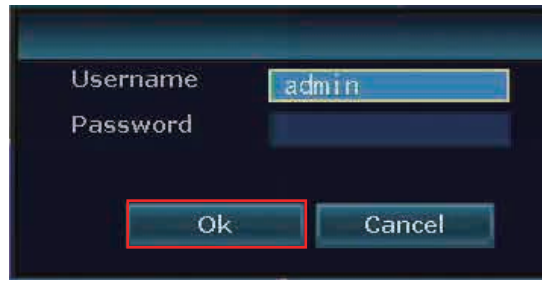
Picture 2-3

2 System Login

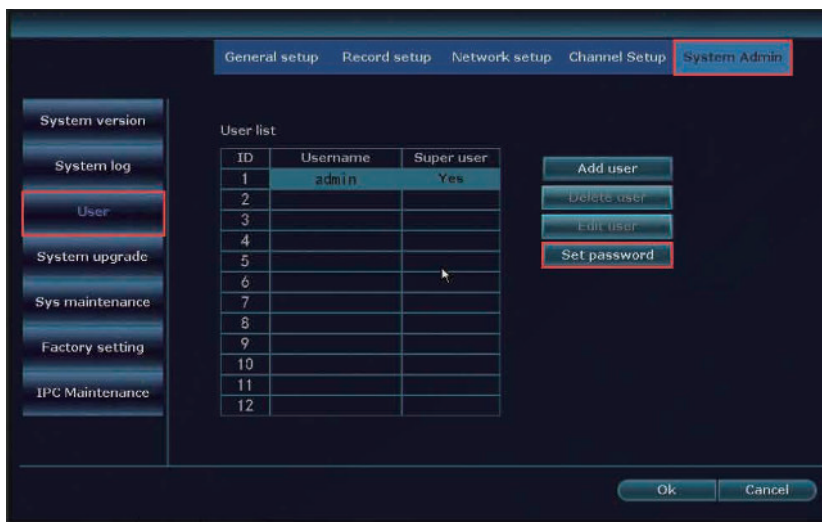
Please note the PoE Security Camera System default setting:

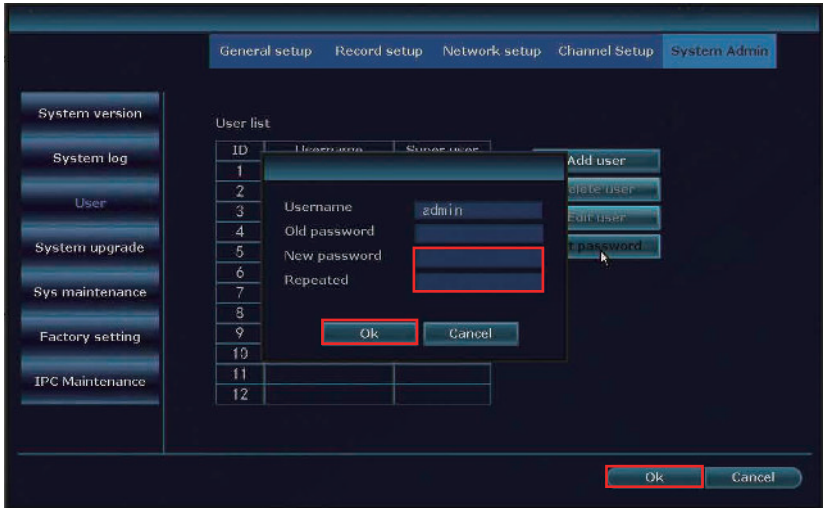
User name:admin

Password: Not required, leave the Password field blank.

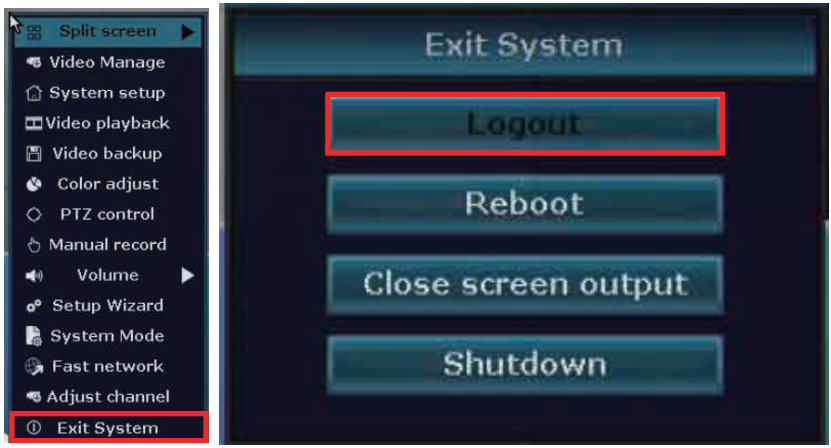


After log in, please right click the USB mouse, go to system setup>system admin->user>Set password.(Please keep your own password simple, 8 characters max-such as abcd1234)





After change into your own password successfully, please try to test to make sure that you can log in with your own password and remember it.



Please go back to monitor screen and right click the USB mouse, go to Exit system>Log out.

Then right click mouse again, it will pop up log in interface to log in with your own password.

Check Network Status:

Connect the NVR box to your router via an Ethernet cable, navigate to System setup>Network setup, make sure DHCP, Cloud(P2P) are enable. In the middle of the window you should see Cloud status as ONLINE and Network Status as Healthy Network.

Once the system is “Online”, you will be able to access videos from the cameras remotely by PC or Smart phone.

If the system does not show “Online”, please do the following:

1.Make sure the light at the network port of the NVR is flashing which indicates active communication with the router. Replace the cable if necessary.

2.In System Setup>Network Setup page, please tick off DHCP, click Apply. Then, please select DHCP again, click OK.

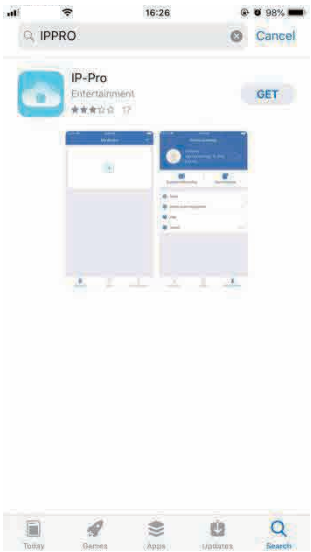
3.Power off the NVR by removing the power cable. Then, plug it in again to re-power the unit. NVR will re-boot.

4.Wait 2-3 minutes, then repeat steps 1 and 2. If the problem still remains, please contact Customer Service Team.

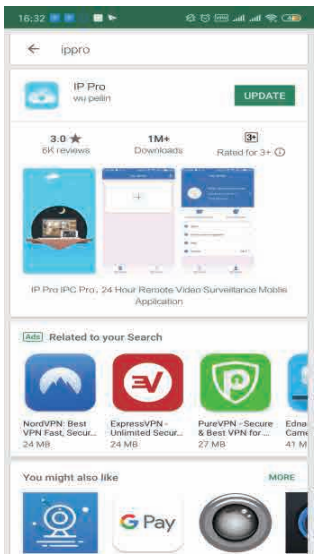
3 How to View Video on the Phone?

Step1: Download Software

On your Smart phone, please download “IP Pro” or “Eseecloud” from App Store or Google Play. Take “IP PRO” for example:



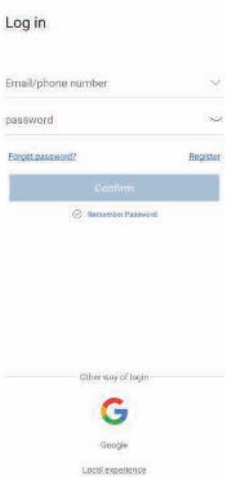
Android



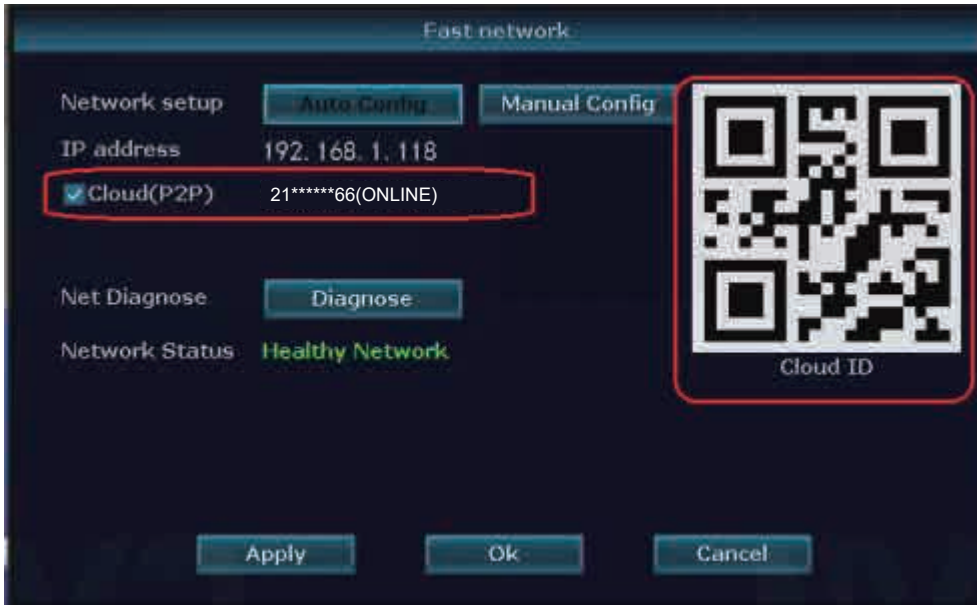
iOS

Step2: Register

Open the app, register an account based on your email address or phone number. Set your own password, then confirm.



(1) On the monitor, right click the mouse, navigate to “Fast Network”, please check the Cloud(P2P)status and make sure it shows “online”.
Notice: If the Cloud(P2P)status is Not-online, you won’t be able to add the device, please refer to page 7 about how to check network status.

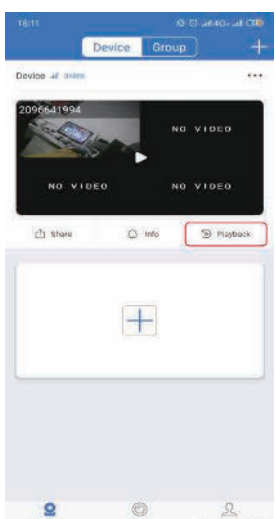


(2) On your phone, open “IP Pro” app , Click “+”, navigate to Kits> add manully.
Please focus on following information when you input,
Cloud ID: It's the Cloud(P2P) number and can be found on “Fast network” page on your monitor.
User Name: admin (System default setting, please don't change it)
Password: it means the 'log-in password' on your monitor. Please leave it blank if you didn't setup a new one.
After inputting required information, please click “Complete” to save. You should see the device on your App, please check.

Please Note: If you have multiple Smart phones or tablets, you do not need to register multiple accounts. You can use one account to log in on multiple devices.

4 How to playback on the Phone

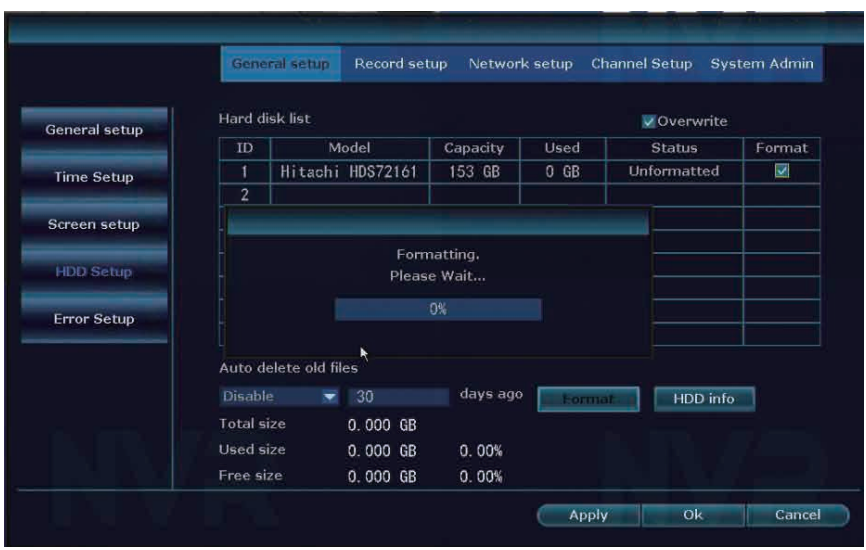
On home screen of IP Pro, make sure that you have added devices successfully. Find the camera you want to check, then click “playback”. In Playback page, there is a time bar below and you are allowed to drag the time bar to select a specific time.(You can customize time scale here and you are able to select playback camera channels).

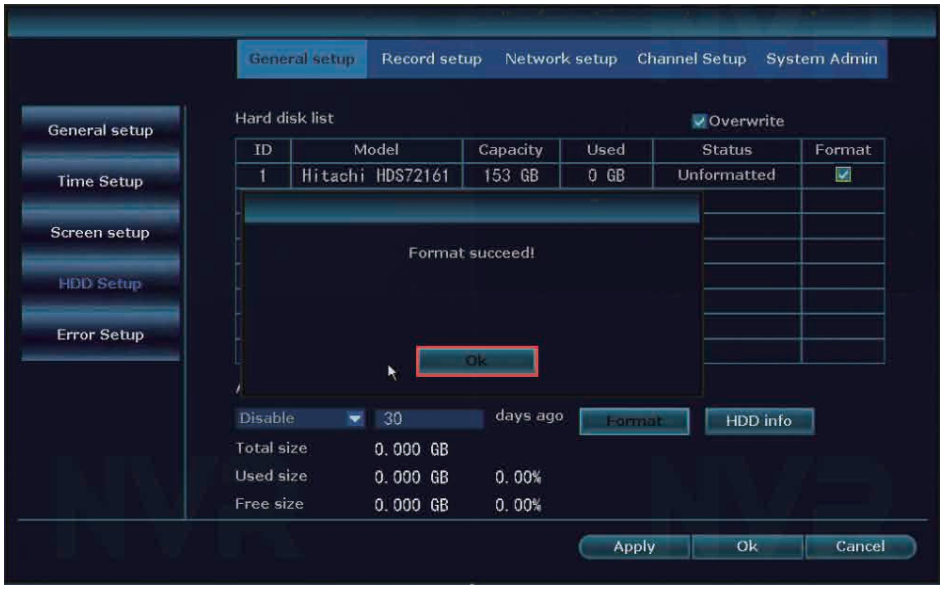


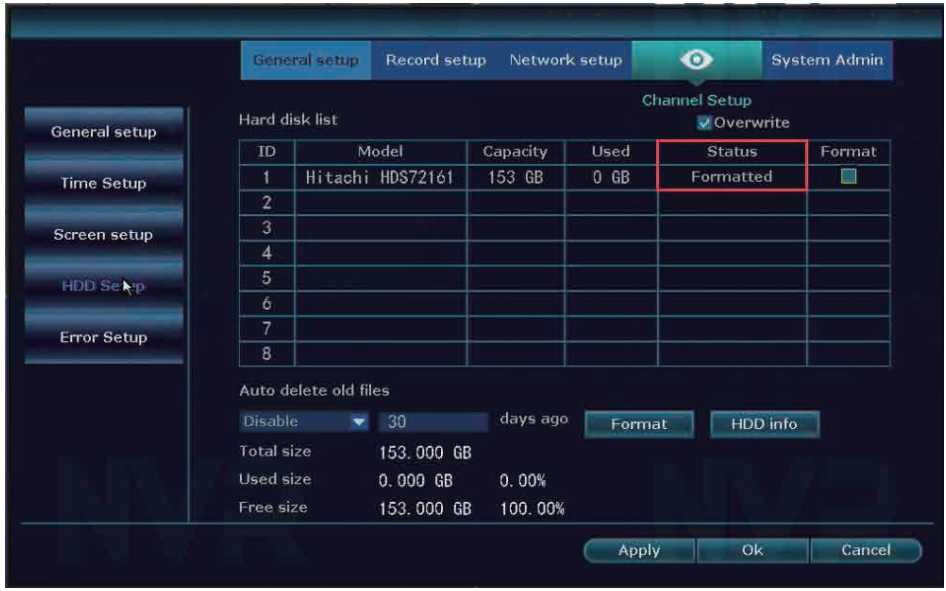
5 Record Video

- Please kindly note that it only can support to record when your system recognize hard drive.

  Please go to System setup>General setup>HDD setup to check you can read hard drive information and status is formatted.




General setup
Record setup
Network setup
Channel Setup
System Admin
General setup
Time Setup
Screen setup
HDD Setup
Error Setup
Hard disk list
Overwrite
ID
Model
Capacity
Used
Status
Format
1
Hitachi HDS72161
153 GB
0 GB
Unformatted
Format succeed!
Ok
Disable
30
days ago
Format
HDD info
Total size
0.000 GB
Used size
0.000 GB
0.00%
Free size
0.000 GB
0.00%
Apply
Ok
Cancel


General setup
Record setup
Network setup
System Admin
Channel Setup
General setup
Time Setup
Screen setup
HDD Setup
Error Setup
Hard disk list
Overwrite
ID
Model
Capacity
Used
Status
Format
1
Hitachi HDS72161
153 GB
0 GB
Formatted
2
3
4
5
6
7
8
Auto delete old files
Disable
30
days ago
Format
HDD info
Total size
153.000 GB
Used size
0.000 GB
0.00%
Free size
153.000 GB
100.00%
Apply
Ok
Cancel

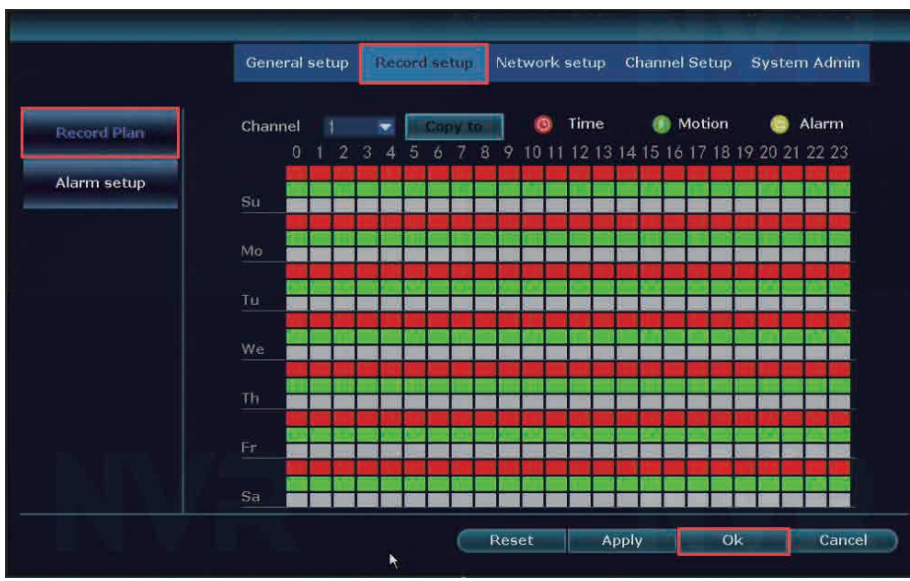
Three types of Recordings

TYPE 1: Manual Record

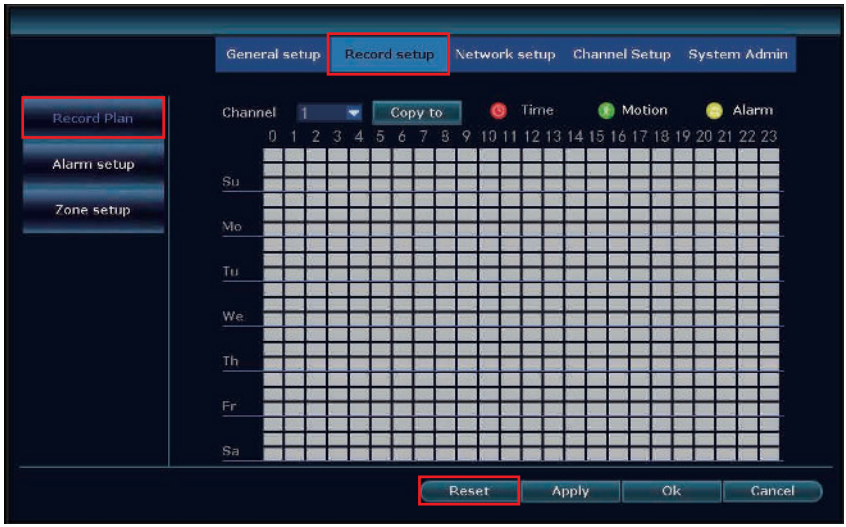
Please right click the USB mouse, go to Manual record,tick all and Ok.

TYPE 2: Scheduled Record

Please right click the USB mouse, go to System setup>Record setup>Record Plan(Red means time recording;Green means motion recording)



If device user like to change, please “Reset” first. Then, setup your own schedule.



How:

Repeat the following steps for each camera channel:

Step 1: Select the channel you wish to schedule.

Step 2: Highlight the Time button. The “Motion” and “Alarm” buttons will be discussed ads part of **TYPE 3: Motion Activated Recording** in the next section.

Step 3: The period can be set to an individual day of the week (7 day available from Monday to Sunday)

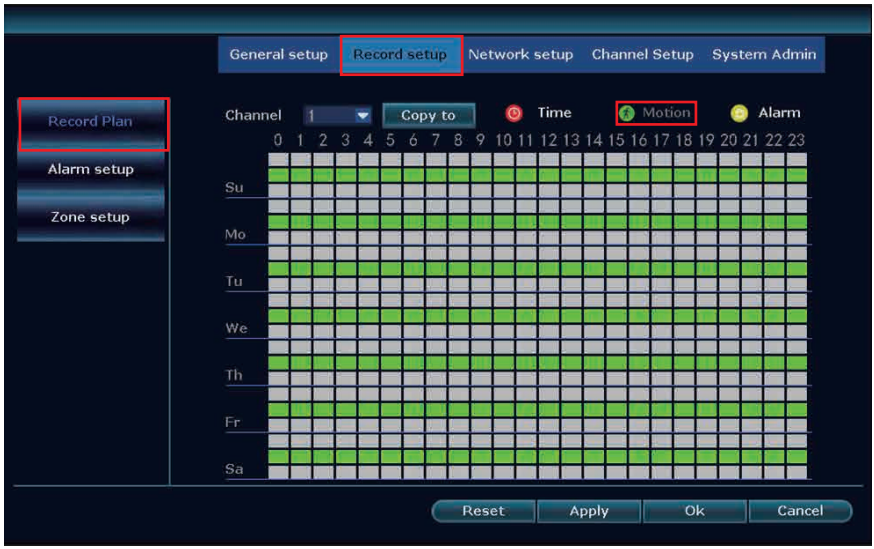
Step 4: Specific time intervals can be set for recording during a 24-hour period (from 0 am to 23 pm)

Step 5: If you wish to set the same period and time periods for all camera channels, simply click “Copy to”.

NOTE: You do not have to repeat this process for each channel if you select “Copy to”

TYPE 3: Motion Activated Recording

In System Setup>Record Setup>Record Plan page, please select Motion.



Then, please set motion detection alarm as following information.

Step 1: On your monitor, please navigate to System Setup>Channel Setup>Video Detection.

Step 2: Please make sure Enable is checked. Select one channel, choose Motion in Detection.

Step 3: Motion sensitivity adjustment.

Step 4: Select alert type including Buzzer, E-mail Notice and APP Alarm

- Buzzer: your NVR box will start to beep when motion being detected.
- E-mail Notice: you need to bind your email to the system if you want to receive email alert. More information about how to bind email can be checked in FAQ.

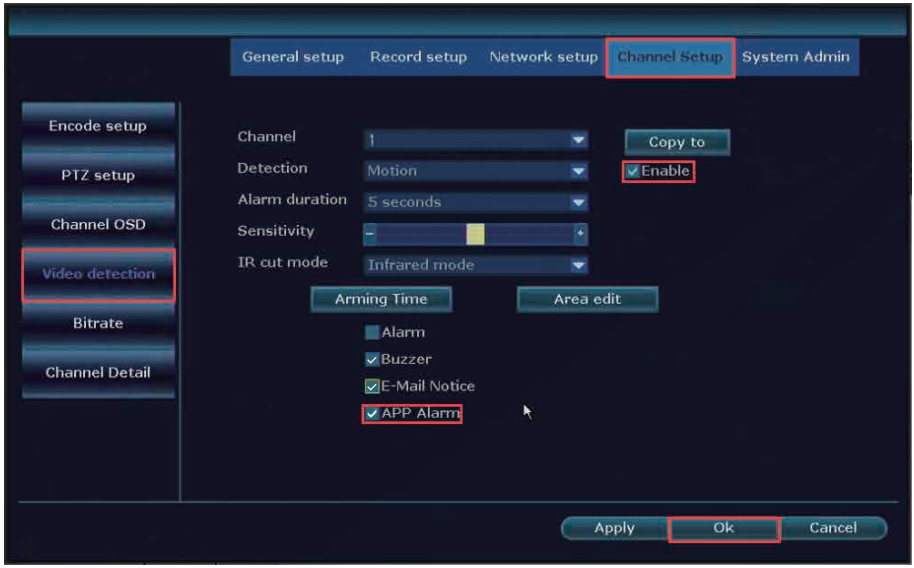
Step 5: Alarming time: Factory Default Setting is 24 hours/ 7 days selected for motion detection.

Click “Reset” first and go to setup your own plan.

Step 6: Area edit: Factory Default Setting is all areas selected for motion detection. If device user like to change, please right-click mouse to clear all first. Then, select motion detection area as you wish.

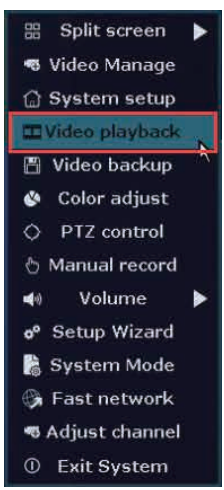
Step 7: After setting area, please right click your mouse, choose Return get back to Video Detection page. Please click Apply to save the setting.

Step 8: You can simply click Copy to, copy the motion detection setting to other channels, and adjust area setting for each cameras one by one.



6 Playback Video

- To use the playback feature, you must first set up the recording function as described in the section above. To playback, from the home screen of your monitor, right click and navigate to “Video playback”.



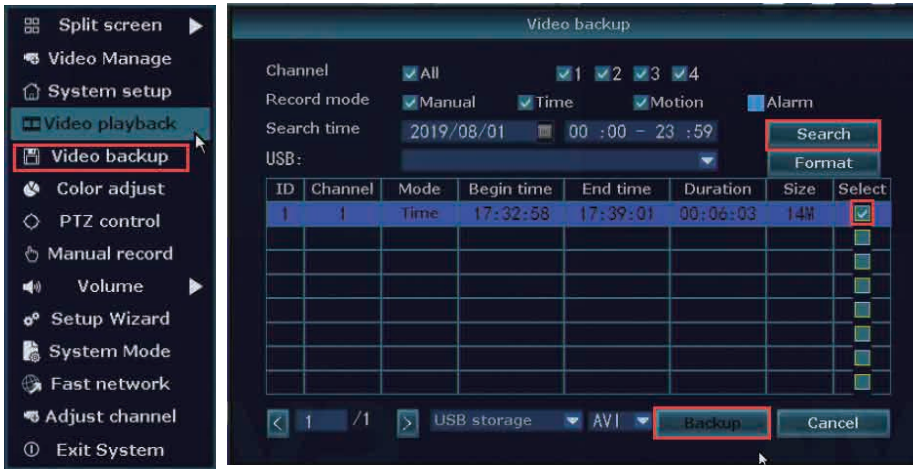
- At right bar, please select a date, channel, record type, specific time, click Search, you'll see colorful timeline show up at bottom of your screen, recorded video will start to playback.

7 Video Backup

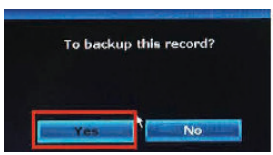
- Please kindly note that your system will automatically overwrite when hard drive is full. So remember to backup important videos.

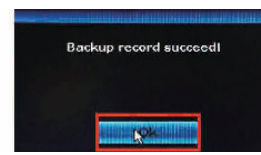
  Steps:

  Right click the USB mouse, go to Video backup, and select specific channel and time to search video, please select the videos to backup.



It will pop up message as below, please follow steps:





8 View Live Video on Windows PC by Eseecloud Software

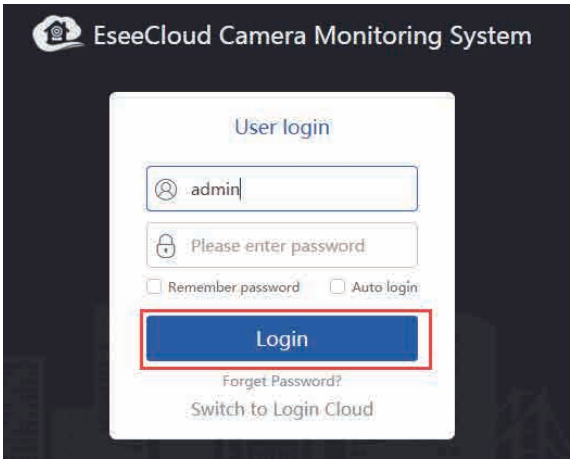
Please contact Customer Service for Eseecloud software.

Install Eseecloud Software.

The default setting of Eseecloud software:

User name: admin

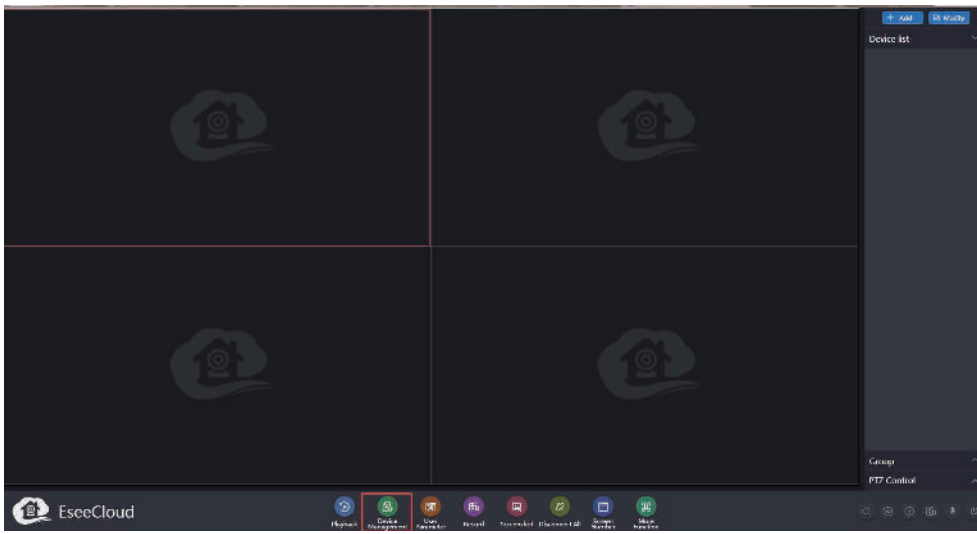
Password: Not required, leave the Password field blank.



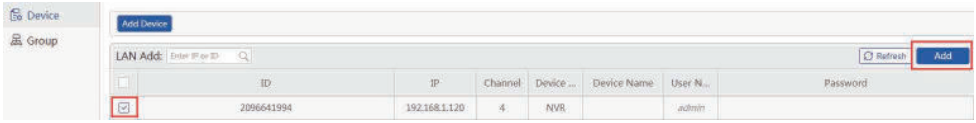
1.Local View:

Make sure both computer or laptop and whole system are in the same Internet.

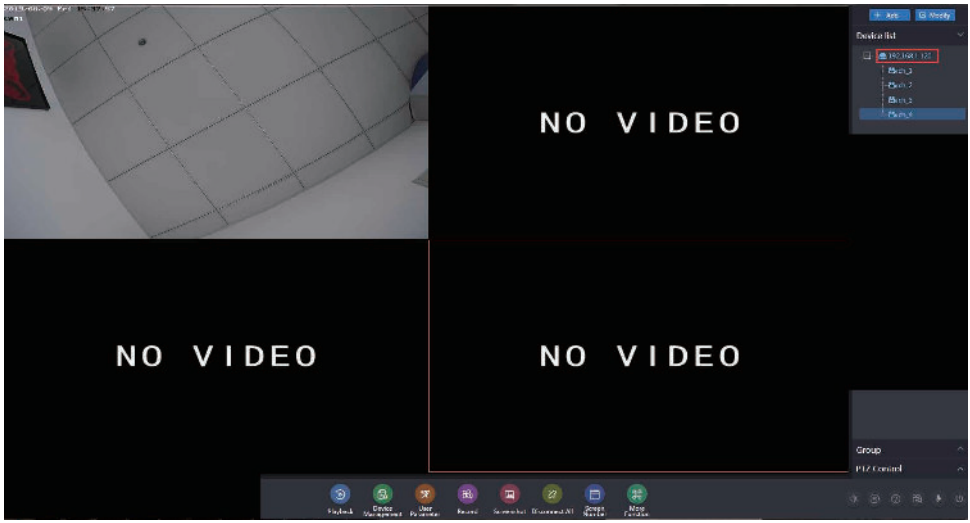
Click Device Management.



The Eseecloud software will search the camera system automatically.
Select the Device and click Add.

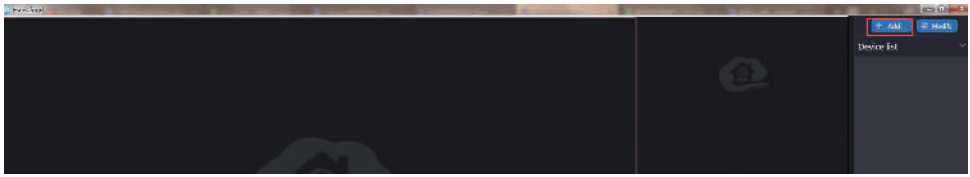


Go back and click Device list, double click the IP address of NVR(192.xxx.x.xxx)

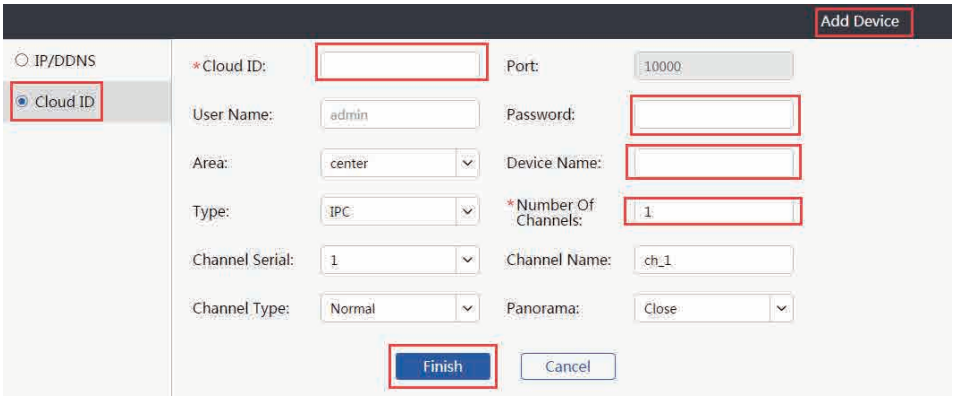


2.Remote View:

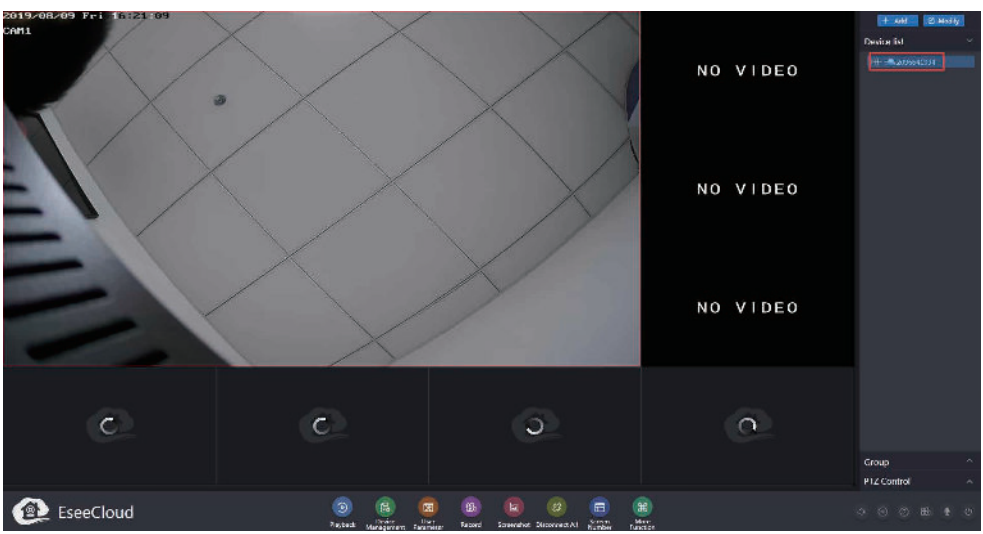
Click Add at upper right corner.



Cloud ID: 9 or 10 numbers. You can find it at your home monitor screen. Navigate to System setup > Network setup.
Username: admin
Password: it means the 'log-in password' on your monitor. Please leave it blank if you didn't setup one.
Channels: Input 4, 6 or 8. If you have 4 cameras, enter 4 etc.
Click Finish, the device will be added successfully.



Double click the Device, the live video will be shown.



P.S.: If the computer or laptop is MAC, please send e-mail to customer service to get software and instruction.

9 Frequently Asked Questions

Q1: What's the working temperature of Security Camera?

A: Camera working temperature: From -50 degree Fahrenheit to+122 degree Fahrenheit.

Q2: After connecting, why nothing show up on screen? How to troubleshoot?

A: 1) Please make sure your monitor has been set to HDMI Mode(Please match with your HDMI Port), and HDMI cable is tightly connected.
2) Whether the resolution of your Monitor is 1080P or high above 1080P? Since the output resolution of our system is 1080P. If monitor's resolution is not compatible, image won't show up either.
3) Please try to connect NVR to another monitor with higher resolution, after images show up, please right click the mouse, navigate to System setup>General setup>Screen setup>Output resolution>adjust to lower level, such as 1024*768--Click "Apply" to save.
4) If above doesn't help, please try connect NVR to monitor by VGA cable, and set the monitor mode to VGA. Since VGA connection is more stable than HDMI connection.
5) If problem remains, please reach to Customer Service Team

Q3: How do I adjust the Date and Time?

A: First way: Verify that your system has a healthy network(refer to Page 7). Navigate to System setup>General setup>Time setup. Select Enable>click Apply>-click OK.
Second way: Navigate to System Setup>General setup&Time setup, please unselect Enable>Select correct System Date & System Time and click Apply. Click OK.

Q4: Why does it say "No disk" though hard drive is installed?

A: 1) Please open your NVR box by using the screws drive within the package, to check whether HDD cables loose and reconnect it again.
2) Please navigate to System setup>General setup>HDD setup, Please help us check whether there is HDD information or not. If there is a hard drive information, please select it, click Format>Apply.

Q5: Pictures color is abnormal. How to troubleshoot?

A: 1) Please try to adjust output mode on the home screen of monitor, right click the mouse,
navigate to Color adjust>Default >Click Ok. You can also adjust the color mode by yourself.
2) Power off the camera for a while, then power on to check if it becomes normal or not. If still the same issue, please contact customer service team.

Q6: How to restore the unit to the Factory Settings?

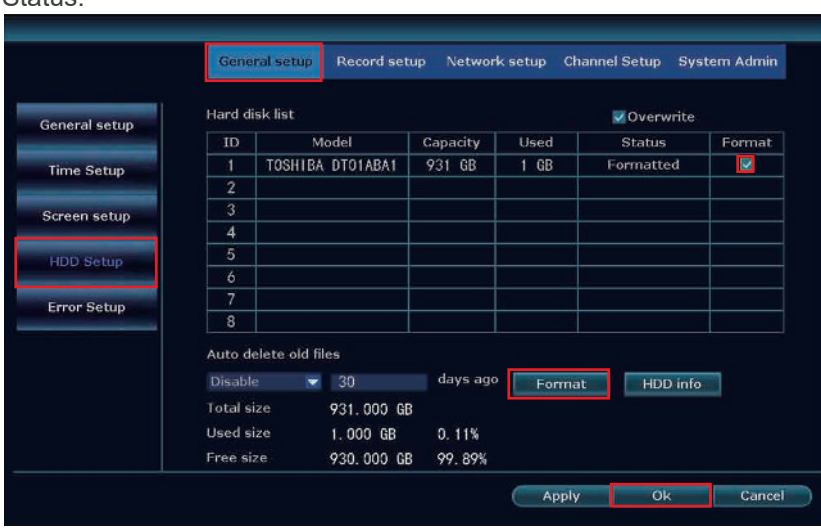
A: Right click the mouse from the home screen of your monitor, navigate to System setup > System admin > Factory setting, click All.

Q7: How can I get motion notifications on the Smart Phone?

A: After setup motion detection alarm on monitor, default setting is that you'll receive motion notification on your phone. If haven't, please make sure you haven't blocked message notification from the app on phone settings.
If you're using android phone, please open the APP, click the menu button at upper left corner, click Settings, open message push option.

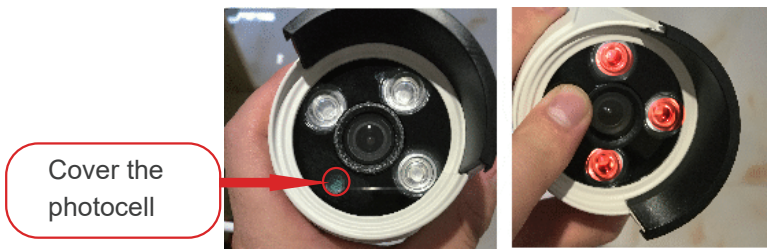
Q8: How do I format my new hard drive and check my hard drive information?

A: From the home screen of your monitor, right click the mouse, navigate to System setup > General setup > HDD Setup, select Format and click Format > click OK. From this screen you can also turn off the overwrite function and check your hard drive Status.



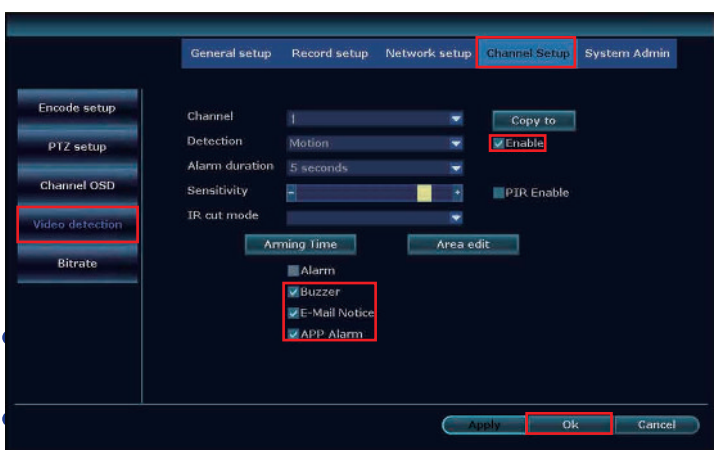
Q9: How can I troubleshoot camera issues?

A: First check to see if the power adapter is working by testing with another power adapter. If the power adapter is functioning, move the camera close to NVR box to check whether you have video or not. If there is no video, cover the photocell with your finger as shown in the figure below cover around 5 to 10 seconds. If the IR-CUT light turns red, the camera is working. If it does not turn red, this indicates that the camera has experienced a malfunction.In this case,please contact us for after sale service.



Q10: Why I cannot get motion notifications on my Smartphone?

A: First verify that the status of your Cloud ID is ONLINE and the Network Status indicates Healthy Network (refer to Page 7). Next, from the home screen of your monitor, right click the mouse, navigate to System setup > Channel Setup > Video detection. Next, select the following: Enable for Motion Detection, E-mail Notice, and APP Alarm. Click OK.

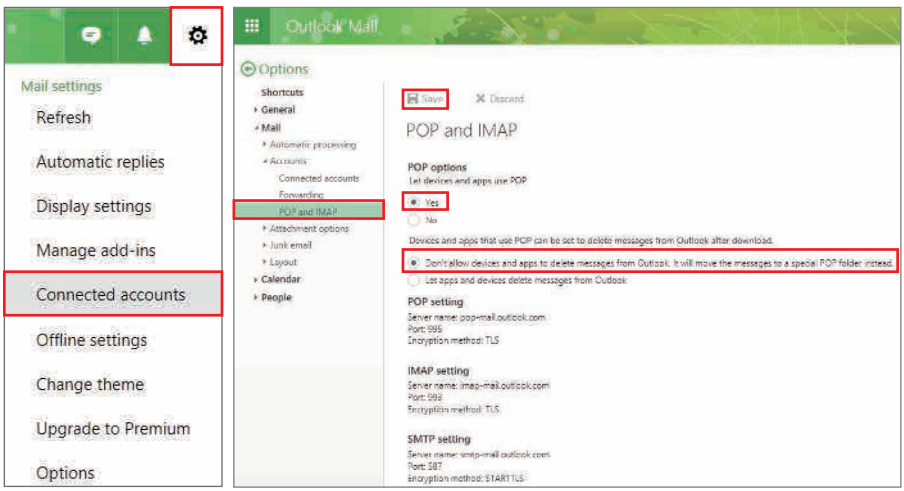


Please make sure you allow “Message Notifications” from the app on your phone settings.

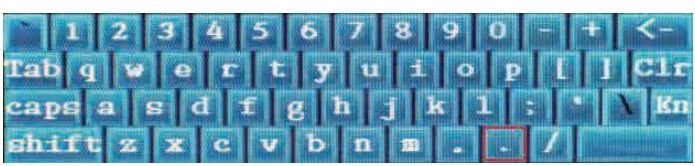
Q11: How can I receive e-mail notifications for motion detection?

A: First,ensure you follow the steps outlined in the previous question How can I get motion notifications on my Smartphone?

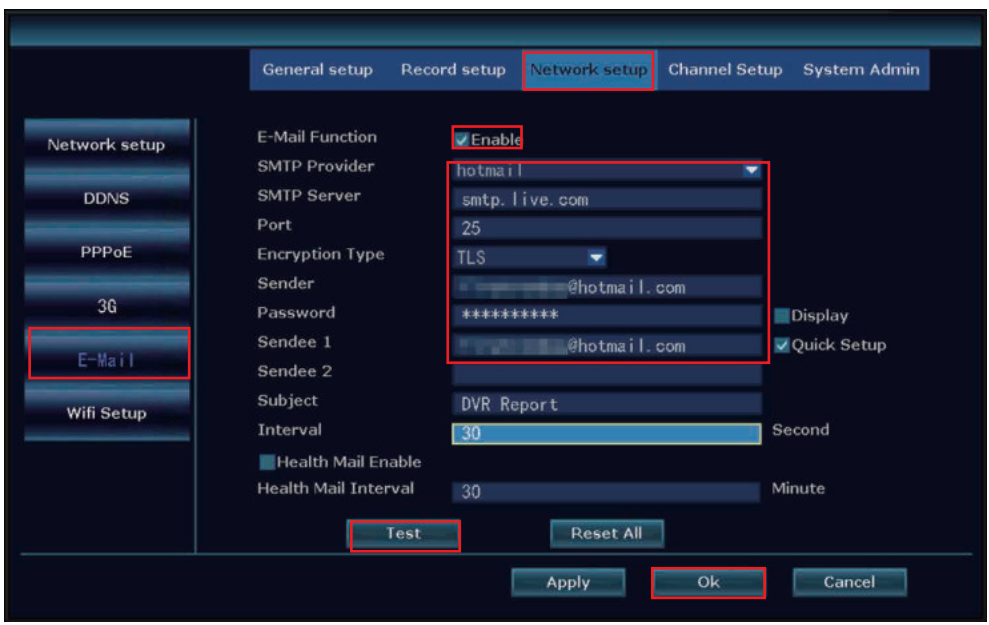
- To receive notifications, you need a Email account (Such as, Hotmail,Gmail,Ya- hoo, etc.)
- Next, log into the web version of your Email account. In the upper right-hand corner, click on the Settings button, then select Connected accounts > POP and IMAP Select Yes and Don't as shown in the figure and Save.



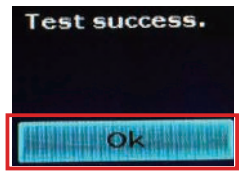
From the home screen of your monitor, right click your mouse and navigate to System Setup, select Network setup, select Email from the left menu bar. From there, click Enable, enter the information in the fields as shown in the figure below. For the dot, please be sure to use the correct key on the keyboard next to the forward slash as shown in this figure:



- Complete the fields on the screen as follows(take hotmail account as an example):
- SMTP Server: smtp-mail.outlook.com
- Port: 587
  Username: Sender e-mail address (click shift on the virtual keyboard for “@” symbol Hotmail e-mail address) to send alarm
- Password: Sender E-mail login password
- Encryption Type: SSL
- Sender: Sender e-mail address to send alarm
- Sendee: Receiver e-mail address to receive alarm (it must be different with sender, you can use another Hotmail/Gmail/Yahoo Email address)
- If you use other email account as sender,such as gmail,yahoo,etc,you need find out their own SMTP server and port,or you can contact our service person.



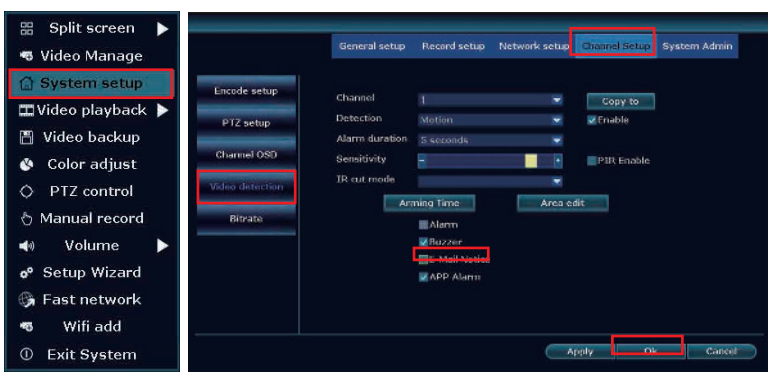
- After you have entered all of your information, click Test until the Test success message appears on the screen. Please allow a few minutes for the testing cycle to complete. If the test failed, try another Email account.Click OK. Whether or not your test was successful, be sure to click Ok to save your settings.
- To test your alarm, walk past your camera. You will receive an Email notification within 2 to 3 minutes as shown in the sample figure below.



Notice: Motion detection snapshot will only be sent by email, not included in app notification.

Q12: How do I stop the Email notification?

A: From the home screen of your monitor, right click your mouse and navigate to System Setup > select Channel Setup > Video detection. Deselect Email Notice. Click OK.



Next, re-enter the same dialogue box that you just entered by right clicking on the home screen of your monitor and navigate to System Setup > Channel Setup > Video detection again. Click the “Copy to” button to other Channels. Click OK, Email alarm will be deactivated.

Q13: What's the meaning of ICON on the TV/PC monitor?
A:

	Red dot	Top Right Corner	Recording
	Red Triangle	Bottom Left Screen	Alarm

How can I get product and technical support?

USA Toll Free: (866) 710-5666(Available after 5:30 PM at Pacific Time)

CANADA Toll Free: (866) 959-1666(Available after 5:30 PM at Pacific Time)

E-mail: smonet@mmllxx.com

Skype: safeskysales003

Wechat: B997520270

UK Toll Free: 08004 725222

E-mail: vipbuy@yesgoya.com

Skype: SMONETSERVICE