

# smartvuhome

## High-Resolution Network DVR System

Connect & Control. Anytime. Anywhere.



## USER MANUAL

[www.smartvuhome.co.nz](http://www.smartvuhome.co.nz)

Model Number: DVR5



Easy Install



Control via App



4CH Display



Mobile Alerts



1080p HD



Wireless Camera



Built-in HDD



Night Vision

**NOTE:** The DVR5 by default is configured to Overwrite previous recordings once the Hard Drive is Full. It can alternately be configured to STOP recording.

The Wireless Camera(s) provided with the DVR5 require use of the included Power Adapter(s) to function, and are unable to use Batteries.

Recording Video to Cloud Storage requires use of a subscription service available through the SmartVU Home app, as provided by an external supplier. Subscription is not provided with the purchase of this SmartVU Home DVR5.

To use **2-Way Audio** with the SmartVU Home app, suitable Camera(s) are required. The Camera(s) provided with the DVR5, currently do NOT support this feature.

For more information, visit [www.smartvuhome.co.nz](http://www.smartvuhome.co.nz)

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# About Your DVR5

## Main Features

- Display: 4CH
- Video Input: 4x Wireless Network (2.4GHz)
- Video Output: 1x VGA, 1x HDMI
- Remote Access: Via the SmartVU Home App
- Hard Drive: Built-in 1TB
- Recording Resolution: Up to 1080p
- Recording Mode: Manual, Motion, Schedule<sup>1</sup>
- Playback: 4CH Simultaneous Playback
- Video Compression: H.265
- DVR Network Interface: Ethernet (RJ-45)
- Camera: 4x Wireless Cameras
- Camera Resolution: 1080p

## What's in the Box?

Please check to see whether you have all the following:



*4x Wireless Cameras*



*USB (2.0) Mouse*



*User Manual*



*Ethernet Cable*



*12V/2A DVR PSU*



*4x 12V/1A Camera PSU*

*4x Camera Screw Sets*

**\*NOTE:** The DVR5 by default is configured to overwrite previous recordings once the Hard Drive is full. It can alternately be configured to STOP recording.

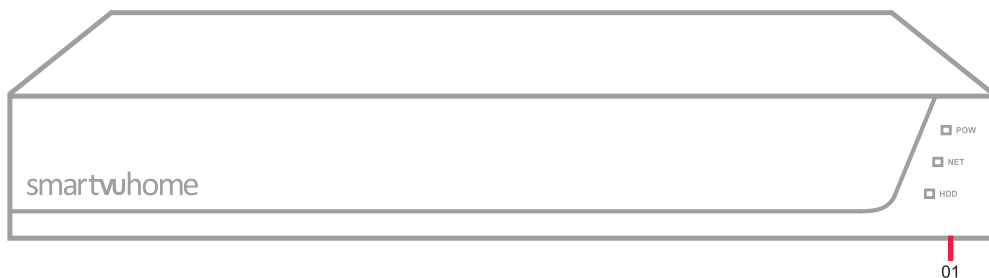
# About Your DVR5

DVR5	DESCRIPTION
Image Decoding	H.265 Main Profile Lever 4.2
Video Output	1080p@60fps
Audio Output	No
Recording/Playback	4CH Simultaneous Playback
Video Storage	Video: 1080p (20GB/Day)
Backup Storage	Supports External HDD, and USB Drive
Internal Hard Drive	1x 1TB SATA HDD
Power Supply	12V DC 2A
Power Consumption	3W (Without HDD)
Environment	Temperature: -10°C~55°C; Humidity: 10%~90%

CAMERA(S)	DESCRIPTION
Day & Night Mode	Automatic ICR Filter
Camera Resolution	1080p@20fps
Video Resolution	Main Stream: 1920x1080, 1280x720, 720x576, 640x480 Sub-Stream: 640x480, 480x360, 352x288, 176x144
Video Compression	H.265 Main Profile/H.264 Main Profile/M-JPEG
Wireless Band	2.4GHz
Power Supply	12V DC 1A
Environment	Temperature: -30°C~50°C; Humidity: 0%~90% RH

# Product Overview

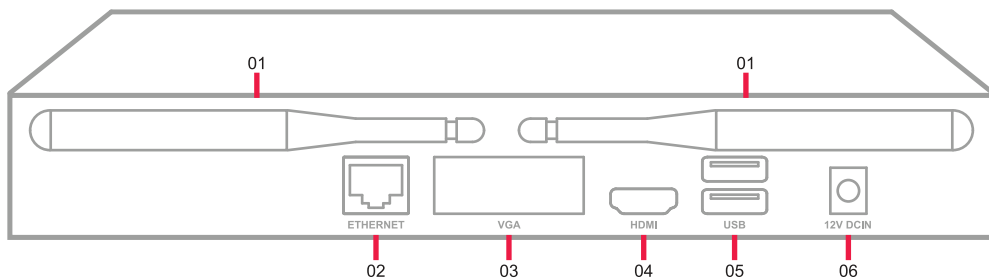
## Front Panel



### 01. DISPLAY

Power, Network, & Hard Drive Indicator.

## Back Panel



### 01. WI-FI ANTENNA

Wireless Internet Connectivity.

### 03. VGA

Analog Video Output.

### 05. 2x USB (2.0) PORT

USB Mouse & File Transfer.

### 02. ETHERNET

Wired Internet Connectivity.

### 04. HDMI

High Definition Video Output.

### 06. DC 12V

Connect the Power Adapter.

**NOTE:** The DVR5 is not capable of processing/outputting Audio from any connected Camera(s). To make use of the Audio function, setup with the SmartVU Home app and suitable Camera(s) is required. **See Page 02.**

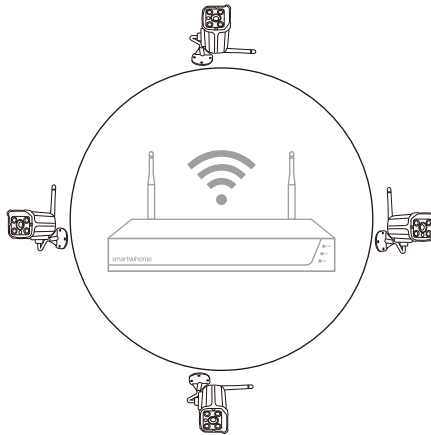
# First Time Installation

## Installation Preparation

### Placement of the DVR5

To ensure the DVR5 operates as smooth as possible and to avoid damaging the DVR5, the DVR5 should be kept away from moisture, heat and excessive dust. Ensure there is a reasonable amount of ventilation space around the DVR5. **See Page 29.**

It's recommended to place the DVR5 in the centre of the surveillance area, avoiding any obstacles between each Camera(s) installation location and the DVR5.



### Placement of the Camera(s)

If the Camera(s) and DVR5 are too far apart, communication may not work. Ensure the Camera(s) are within the Wireless Signal coverage range of the DVR5. Where possible the Antenna on the DVR5 and Camera(s) should be parallel to each other.



# First Time Installation

## Step 1

### Connect and Power ON

Connect the DVR5 to the Mouse provided, and your Display via HDMI or VGA. Using the Power Supply provided, connect to the DVR5. Insert the Power Supply into a Wall Socket and power ON.

When booting up, the DVR5 will display an indicator light and emit a beep.



If the DVR5 does NOT power on, check the Power Supply is connected to both the DVR5 and Wall Socket correctly. Ensuring the Wall Socket is switched on and power is available.

## Step 2

### Boot Wizard

When the DVR5 is powered on, the DVR5 will automatically open the Config. Guide to help the User configure basic settings, prior to use.

#### 01. Download the App

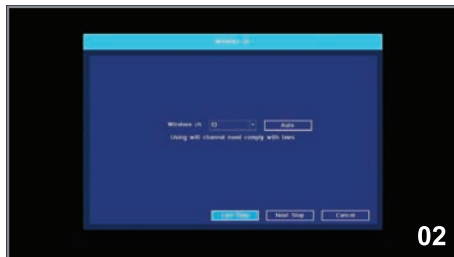
Use the QR Code displayed on-screen to Download the SmartVU Home App. Scan the P2P ID, with the SmartVU Home App to pair the DVR5. **See Page 27-28.**



01

#### 02. Set the Wireless Channel

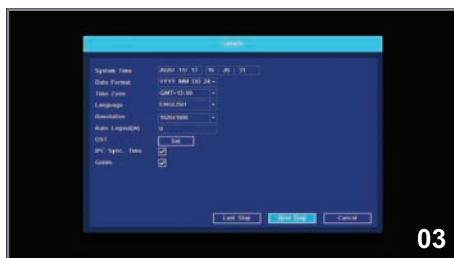
Set the Wireless Channel the DVR5, and connected Cameras will use.



02

#### 03. Set General Settings

Adjust the Language, Resolution, System Time, and Date to suit your requirements. **See Page 12.**



03

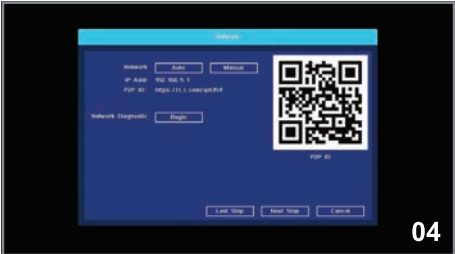
# First Time Installation

## Step 2

### Boot Wizard

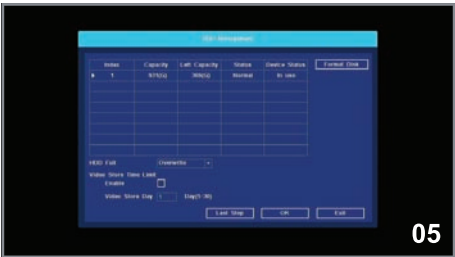
#### 04. Network Settings

There are two methods to setup Network Connection for the DVR5. Automatic and Manual. **See Page 17.**



#### 05. Hard Drive Management

Configure the Hard Drive/HDD inside the DVR5. You can format the Hard Drive, or set how the DVR5 manages Recordings, when its Hard Drive is Full. **See Page 18.**



Press **OK** to close Boot Wizard.

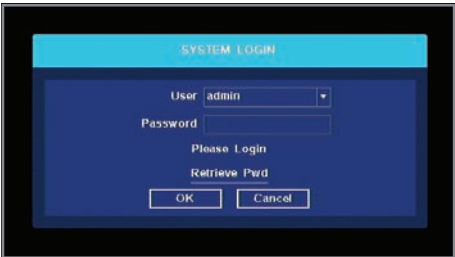
## Step 3

### Login to the DVR5

When the DVR5 is powered on, Right-Click anywhere on the Screen. Select **System**.



You will be prompted to Login. The Default User, and Password is **Admin**. Click **OK** to Login.



**NOTE:** We recommend setting a custom Password for security reasons. **See Page 19.**

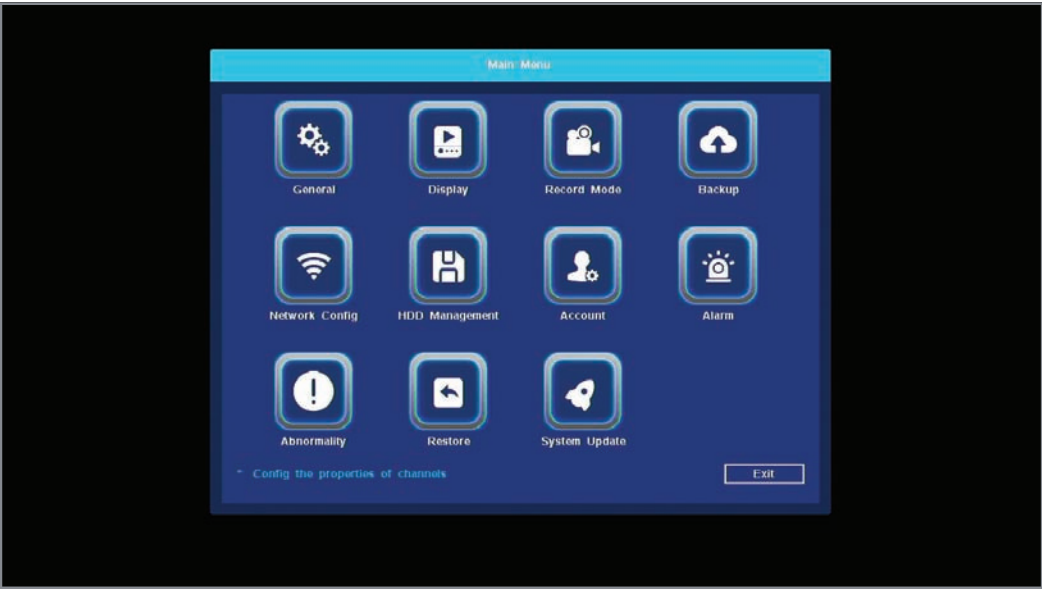
You can change the Password for **Admin**, but can not modify the Authority or Delete the Account.

# Main Menu

## Main Menu

All system information, user settings and setup options are accessed through the Main Menu. You will need to access the Main Menu any time you decide to change Settings, User Interfaces or Reset the DVR5. Right-Click anywhere on-screen to display the Main Menu, then select **System**.

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**Navigation**  
You can toggle between Menus by using Left Click to Select and Right Click for Back.

# Main Menu

## General

You can adjust the System Time, Language, Resolution to suit your requirements.

**System Time:** Set the Date and Time of the DVR5.

**Date Format:** Select the Format of the Date and Time. Year, Month, Day, 24 Hour is set by Default.

**Time Zone:** Select your Time Zone. When in New Zealand, select GMT+13:00.

**Language:** Select a UI Language. English is set by Default.

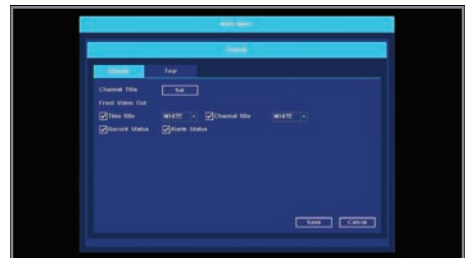
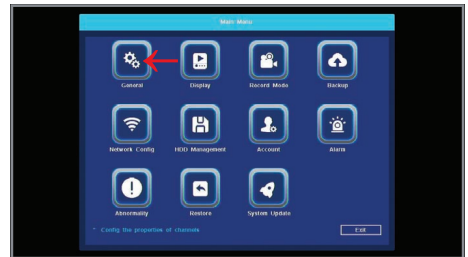
**Resolution:** Change the Resolution of the Video output to your TV, or Monitor. Select between 1024x768, 1280x720, 1280x1024, 1440x900, or 1920x1080.

**Auto Logout:** Adjust the length of Time the Main Menu stays logged in, before needing the User/Password again. Time starts when the Main Menu is exited.

Default is 0 (OFF). Where unless the DVR5 is Shutdown or Rebooted, it remains logged in. Select between 1 to 60 minutes.

**DST:** Set your Daylight Saving Time Period. Not available for New Zealand.

**IPC Sync. Time:** Check to ensure Camera Time Stamps are synchronized with DVR5.



# Main Menu

## Display

### Main Menu > Display > Display

Set the Display parameters of the Preview Window interface.

**Channel Name:** Edit the Channel Title for each Preview Window. Maximum support is 10 Characters.

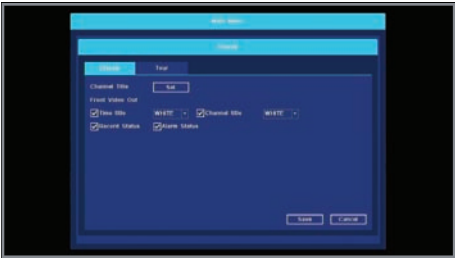
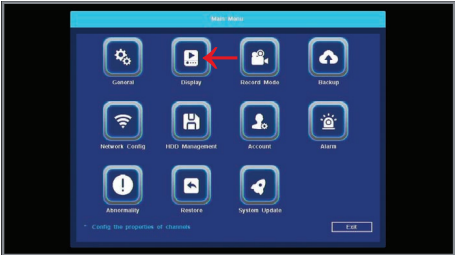
**Time Title:** Toggle the Time/Date display ON/OFF for the DVR5. Default Position is bottom-centre.

**Channel Title:** Toggle the Channel Title display for all Preview Windows.

**Record Status:** Toggle whether Preview Windows display the Record Status.

**Alarm Status:** Toggle whether Preview Windows display the Alarm Status.

**Save:** Save current Display settings.



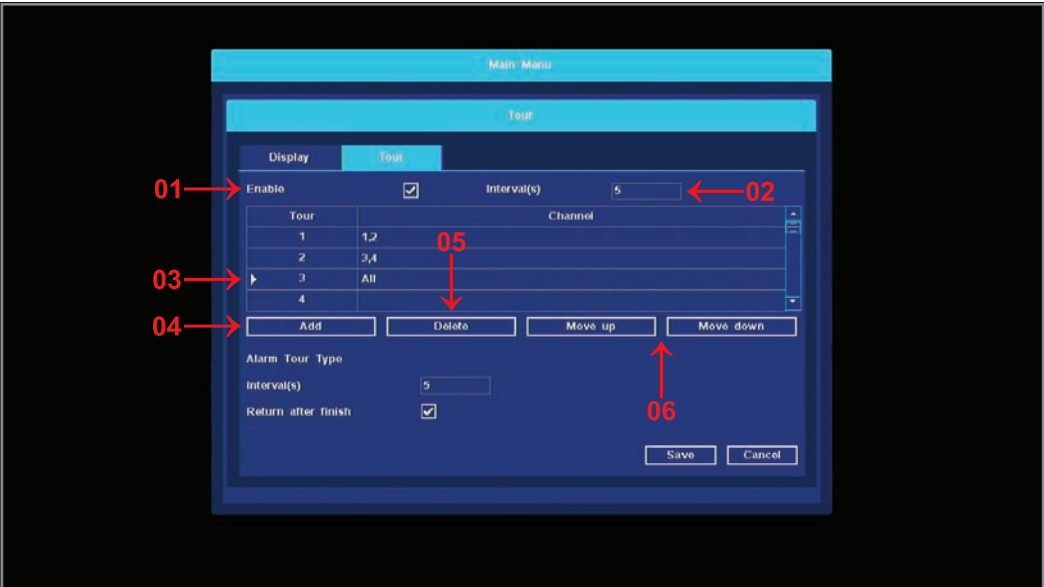
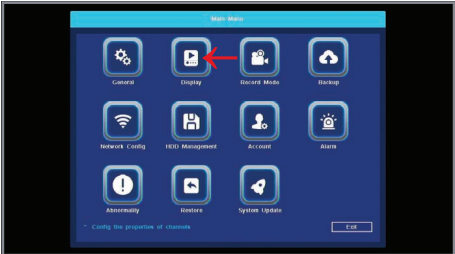
### Time/Channel Title

You can change the color of the Time Title and Channel Title. Select between White, Black, Red, Green, and Blue.

# Main Menu

## Display

**Main Menu > Display > Tour**  
Configure a Round Robin Scheme for the Preview Window interface.



- 01. Enable**  
The Preview Window interface will cycle between Channels per the Round Robin Scheme. Replaces the Default **View 4**.
- 02. Interval**  
Adjust the length of Time between Tour changes.
- 03. Round Robin Scheme**  
The Round Robin is an arrangement of Tours the DVR5 will cycle through, and each Tour will specify a Channel for the Preview Window interface to display.

- 04. Add**  
Add a Tour to the Round Robin Scheme. Select specific Channels, or select 'All'.
- 05. Delete**  
Delete selected Tour.
- 06. Move Up/Down**  
Move selected Tour Up/Down, to re-order the Round Robin Scheme.

# Main Menu

## Record Mode

Adjust and set the Record Mode settings for each connected Camera.

**CAM:** Select a specific Camera to configure, or select 'All'.

**Pre-Record:** Adjust the length of Time the DVR5 will start recording prior to an event. Select between 1 to 30 seconds.

**Delay:** Adjust the length of Time the DVR5 delays the start of the recording prior to an event. Select between 1 to 30 seconds.

**Mode Brush:** Set a Record Mode, Timer, Motion, or No.

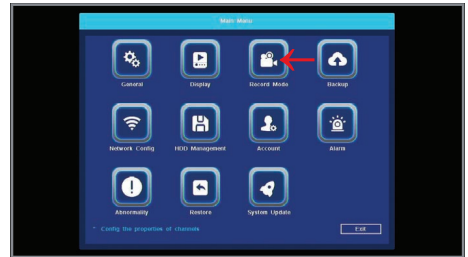
- **Timer:** Camera will record within the set Time Period, from start to finish.
- **Motion:** Camera will record when motion is detected, within the set Time Period.
- **No:** Camera will NOT record at all within the set Time Period.

**Time Point:** When set, recording will occur within the set Time Periods (08:00 - 17:00), on the Days selected (Mon, Wed).

**Copy:** Select another Camera, to duplicate the current Record Mode settings onto.

**Restore:** Returns Record Mode settings to Default.

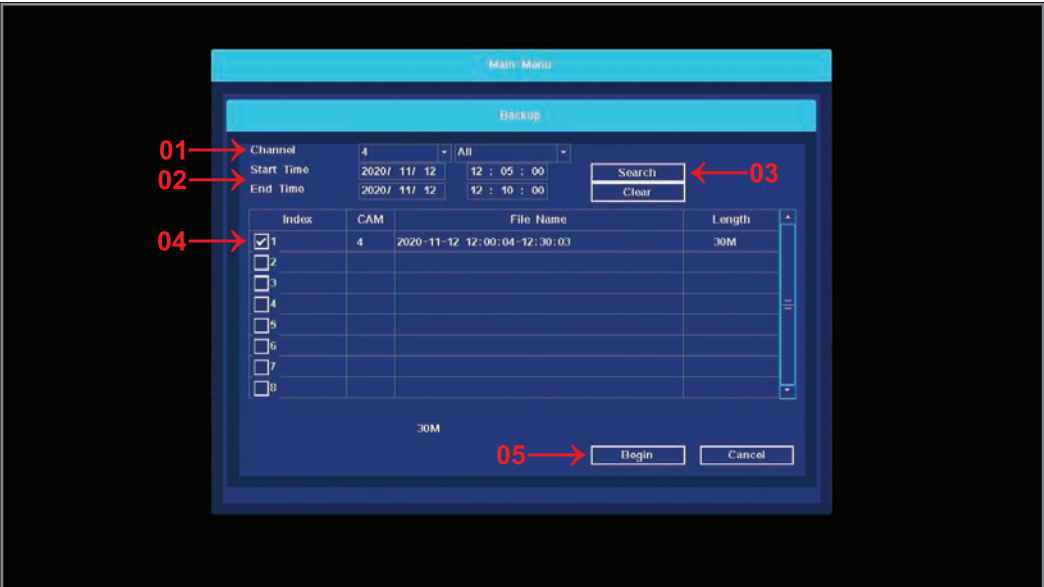
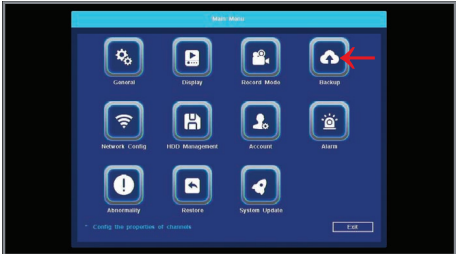
**Save:** Save current Record Mode settings.



# Main Menu

## Backup

With the Backup interface you can transfer Video Files recorded on the DVR5 onto an external USB Device.



### 01. Channel

Select a specific Camera to backup, or select 'All'.

### 02. Start Time/End Time

Set the Time Period to backup.

### 03. Search

With the Time Period set, click Search. The DVR5 will locate the specific Time Period, and list the relative Video Files.

### 04. Video Files

The DVR5 will list Video Files here, if a Search is completed. If Time Period set exceeds 30 minutes, Video Files will be split.

### 05. Begin

With Video Files selected, click Begin. The DVR5 will start transferring Video Files to the connected USB Device.

**NOTE:** Before attempting to Backup any Video Files, ensure an external USB Device has been connected to the USB Port on the back panel of the DVR5.



# Main Menu

## Network Config.

There are two methods to setup Network Connection for the DVR5. Automatic and Manual.

Automatic Setup.

01. Ensure DHCP Enable is selected. This should be Enabled by Default.
02. Click **SAVE** to save changes.

**NOTE:** DHCP assigns an IP Address when a system is started, helping to prevent network conflicts.

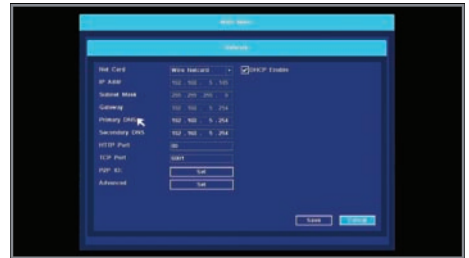
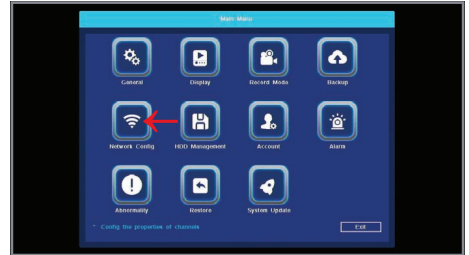
Manual Setup.

01. Ensure DHCP Enable is disabled.
01. Set the IP Address, Subnet Mask and Gateway.
02. Click **SAVE** to save changes.

### P2P ID

The P2P ID is required, when attempting to access the DVR5 from your phone or tablet.

**See Page 27-28.**



### AUTOMATIC (DHCP Enable)

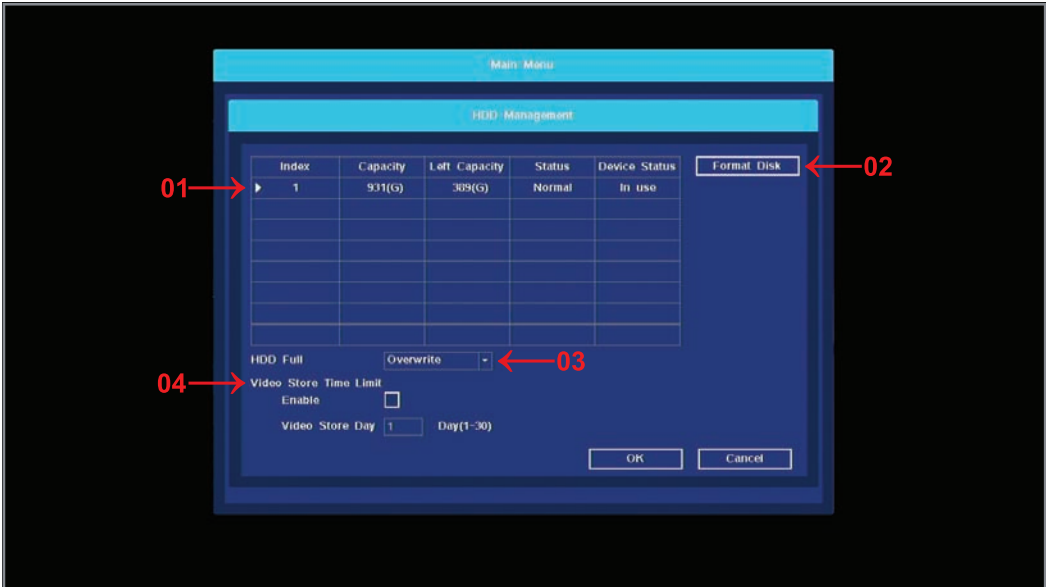
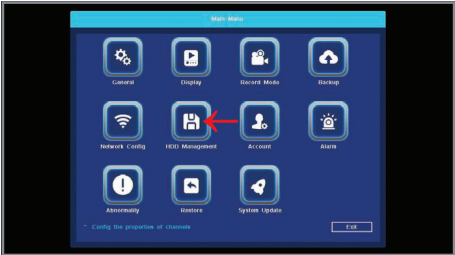
The IP Address settings are set automatically by your Router/Access Point - recommended.



# Main Menu

## HDD Management

Configure and manage the Hard Drive/HDD inside the DVR5.



### 01. HDD Details

Information regarding the Hard Drive, such as Total/Free Space and Status can be found displayed here.

### 02. Format Disk

Format the Hard Drive, doing this will clear all recordings on the DVR5.

### 03. HDD Full\*

Select what the DVR5 does when the Hard Drive is Full.

### 04. Video Store Time Limit

Set the Video Store Time Limit. Select between 1 to 30 days.

**\*NOTE:** The DVR5 by default is configured to Overwrite previous recordings once the Hard Drive is Full. It can alternately be configured to STOP recording.

# Main Menu

## Account

The Default User and Password is **Admin**.

You can change the Password for **Admin**, but can not modify the Authority or Delete the Account.

New User.

01. Select Add User.
02. Set the User Name and Password.
03. Set the Users Authority Configuration.  
Select between System, PTZ Control, Playback, and Backup.
04. Click **SAVE** to save changes.

Modify User.

01. Select Modify User.
02. Adjust the Authority Configuration of the selected User.
04. Click **SAVE** to save changes.

**NOTE:** You can only Modify User when logged in with the Admin Account. But, you can't Modify the Admin Account.

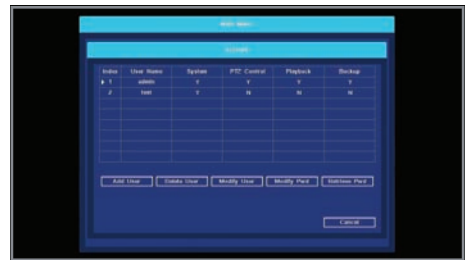
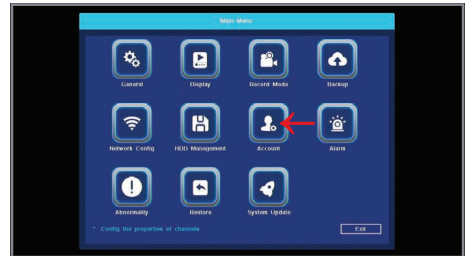
Modify Password.

01. Select Modify Password.
02. Enter the Old/Current Password for the selected User.
03. Enter the New Password, then Confirm.
04. Click **SAVE** to save changes.

**NOTE:** You can only Modify Password for the specific User Account, that you're logged into.

Retrieve Password.

Set the Email Address the DVR5 will send a Recovery Password to, if you ever forget the Password for your User Account.



# Main Menu

## Alarm

### Motion Detect

**CAM:** Select a specific Camera/Channel to configure, or select 'All'.

**Period:** Set the activation Time Period, that Motion Detect will operate in. The Default is 24 Hours, 7 Days.

**Delay:** Adjust the length of Time the DVR5 delays the start of the recording prior to an event. Select between 1 to 30 seconds.

**Record Channel:** Set Channels the DVR5 will Record, if Motion Detect is activated on the Camera/Channel selected for **CAM**.

**Show Message:** When the Alarm occurs, the DVR5 displays a ICON in the Preview Window.

**Send Email:** Configure the DVR5 to Send an Email when the Alarm occurs.

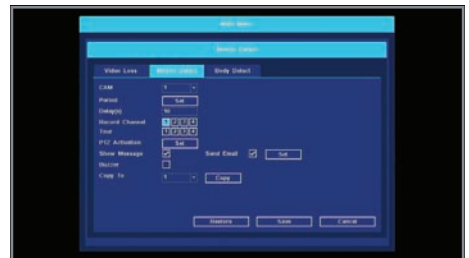
**Buzzer:** When the Alarm occurs, the DVR5 emits TWO long beeps.

**Copy:** Select another Camera, to duplicate the current Alarm settings onto.

**Restore:** Returns Alarm settings to Default.

**Save:** Save current Alarm settings.

**NOTE:** Video Loss, and Body Detect each use similar options to Motion Detect.



### Show Message (ICON)

With Motion Detect, the ICON displayed is a RED Leaf. Where Body Detect, displays a RED Human. Video Loss has no ICON.

# Main Menu

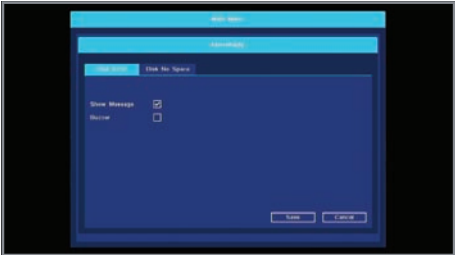
## Abnormality

### Disk No Space

When Hard Drive space is insufficient, the DVR5 can provide prompts.

**Lower Bound:** The Hard Drive can reserve space. Select between 5 to 30 GB.

**Buzzer:** When the Alarm occurs, the DVR5 emits TWO long beeps.



### NOTE:

Disk Error uses similar options (Buzzer) to Disk No Space.

## Restore

Restoring Factory Settings will return User Settings back to default. Recordings on the Hard Drive will be safe.

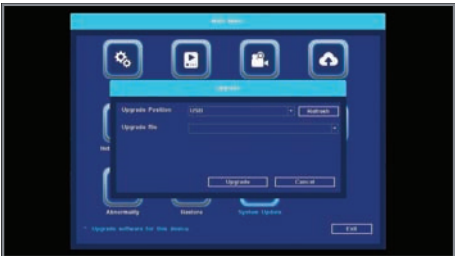
01. Select Restore.
02. You will receive a prompt to confirm that you wish to Restore Factory Settings. Select **OK**, the DVR5 will automatically restart, and complete the Factory Reset.
03. When the Factory Reset has completed, you'll be returned to the Initial Setup screen to setup your DVR5. Refer to Page 10.



## System Update

Upgrade the DVR5 main program. Requires a USB Flash Drive with update file, inserted into the USB Port on the DVR5.

**NOTE:** The DVR5 will automatically reboot once the Upgrade has been completed.



# Right-Click Menu

## Right-Click Menu

All system information, user settings and setup options are accessed through the Main Menu. You will need to access the Main Menu any time you decide to change Settings, User Interfaces or Reset the DVR5. To display the Main Menu, Right Click anywhere on the Screen. Select **System**.

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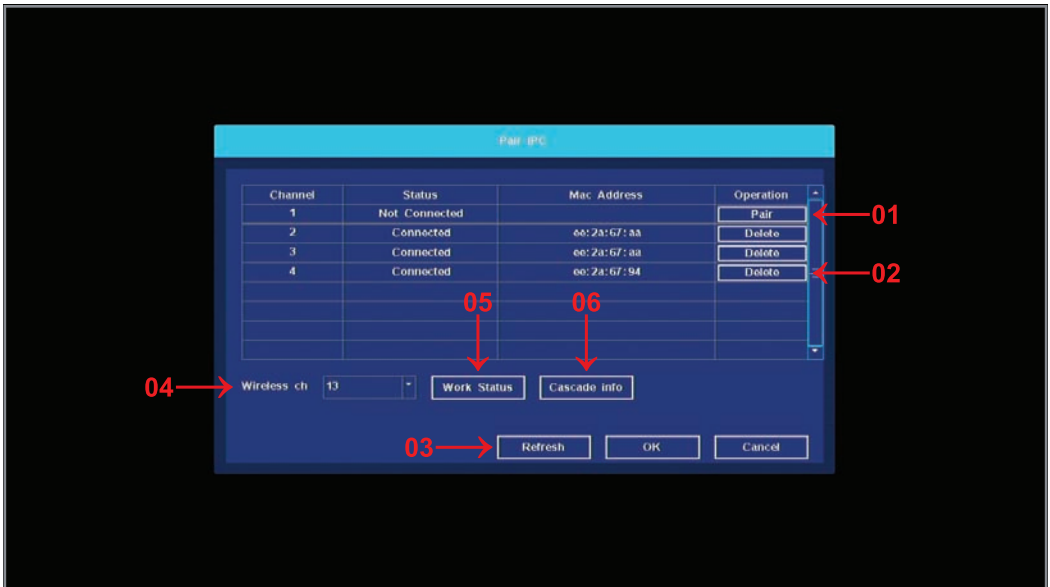
**PTZ Control**  
The Cameras included with the DVR5 are not PTZ (Pan-Tilt-Zoom) capable.

# Right-Click Menu

## Pair IPC

### Right-Click Menu > Pair IPC

Check the status of connected Cameras.  
Pair a Camera with the DVR5, or Delete  
a connected Camera.



### 01. Pair

Connect a Camera with the DVR5, if a Channel is available.

01. Click Pair. The DVR5 will display a prompt, to start pairing.

02. Press the IPC button, found on the Camera cable for 5 seconds.

03. Click **OK** to complete pairing.

### 02. Delete

Disconnect a Camera that's paired with the DVR5.

### 03. Refresh

Click to Refresh information displayed.

### 04. Wireless CH.

Select the Wi-Fi Channel the DVR5 will use for the Cameras.

### 05. Work Status

Display the Network Status of the DVR5 and connected Cameras. Such as Wi-Fi Version, Wi-Fi Strength of each Camera, etc...

### 06. Cascade Info

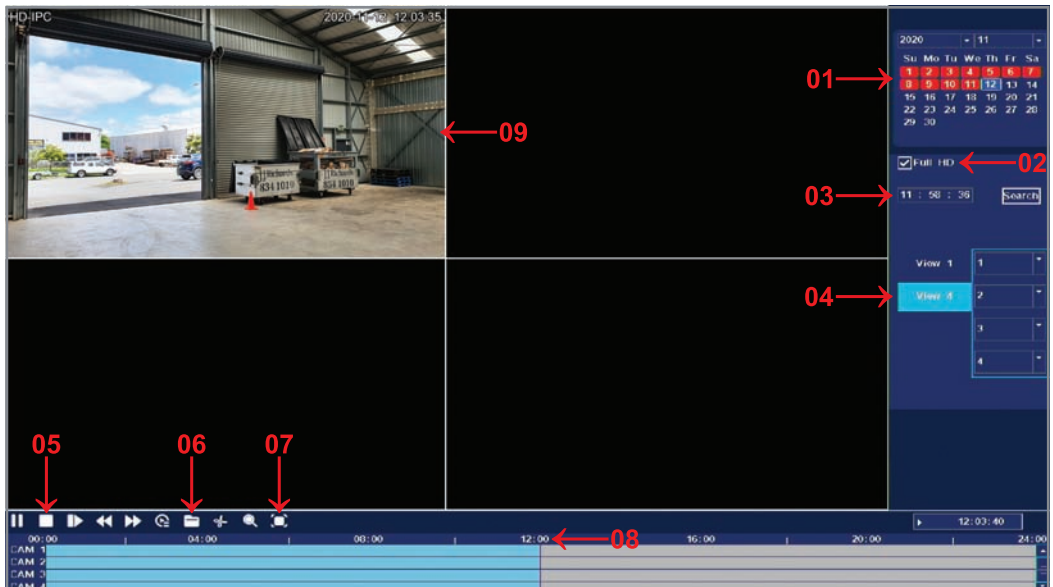
View Cascade Information of connected Cameras.

# Right-Click Menu

## Recording Playback

### Right-Click Menu > Playback

Through the Playback interface you can review Playback from multiple Cameras across several days, at the same time.



#### 01. Date Selection

Select a Date for Playback. The Date with a white border is the current Date. Where the Dates with a red background, indicate a recording.

#### 02. Full HD

Toggle main stream/sub-stream Playback.

#### 03. Time Search

Search for a specific Time, on the current Date.

#### 04. Camera Selection

Select what Cameras will be displayed for Playback.

#### 05. Playback Control

Play, Pause, Stop, Next Frame, Rewind, and Fast Forward.

#### 06. Backup

Open the Backup Menu. See Page 87.

#### 07. Full Screen Mode

Display Preview Window at Full Screen.

#### 08. Time Progress Bar

Mouse Scroll to switch between 1 Hour and 24 Hour.

#### 09. Preview Window

Selected Cameras will be displayed here for Playback. Default View is 4 Cameras.



# Right-Click Menu

## IPC Config.

### Right-Click Menu > IPC Config.

View/Adjust Settings for a selected Camera.

Simply Right-Click the Preview Window, for the Camera you want to adjust. Then select IPC Config.



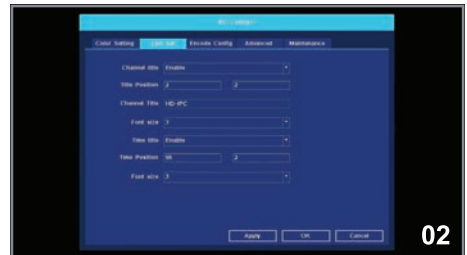
### Color Setting (Fig. 01)

Set the Display parameters of the Preview Window for the selected Camera. Such as Brightness, Contrast, and Image Quality.



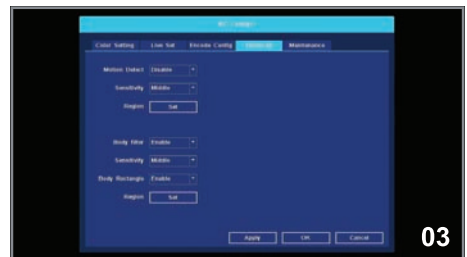
### Live Set (Fig. 02)

Adjust On-Screen Information displayed in the Preview Window. Such as the Camera Title, Title Position, and Font Size.



### Encode Config.

View Main Stream and Sub-Stream details for the selected Camera. Such as Bit Rate, Encoding, Frame Rate, and Resolution.



### Advanced (Fig. 03)

Enable/Adjust the Motion Detect and Body Detect Sensitivity, and Region for selected Camera.

### Maintenance

Upgrade the Camera Version. Requires a USB Flash Drive with update file, inserted into the USB Port on the DVR5.

**NOTE:** The DVR5 will automatically reboot once the Upgrade has been completed.

# Right-Click Menu

## Info

Provides access to the Activity Log, and the Version. Displaying the Serial Number, and System Version.

This information is quite useful for Technical Support, and can help when troubleshooting.



## Shutdown

### Restore

Restoring Factory Settings will return User Settings back to default. Recordings on the Hard Drive will be safe.

### Logout

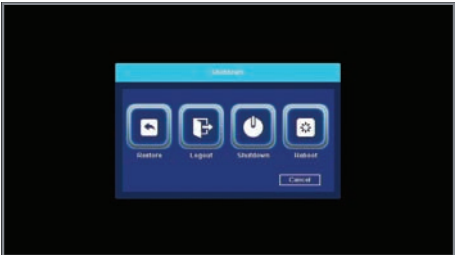
Select this option if you need to Logout the User. Recommended if Auto Logout hasn't been setup. **See Page 12.**

### Shutdown

This will Shutdown the DVR5, you will need to power reset (unplug) the DVR5 to boot it back up.

### Reboot

Select this option if you need to Reboot the DVR5 during use, the Reboot will also Logout the User.



### NOTE:

To help prevent information from being lost, ensure setting changes have been saved prior to using the power options.

## View 4

When the DVR5 boots up, it displays a Preview Window. Default View is 4 Cameras. To enlarge a Preview Window, select a Preview Window and Left-Click twice. When in Full Screen, simply Left-Click twice to exit, or select **View 4** in the Right-Click Menu.

# Mobile Monitoring



Download the SmartVU Home app on your phone or tablet to access and control the SmartVU Home DVR5. **Available on both iOS, and Android.**

Search “SmartVU Home” to download the app, or scan the QR Code below.

## Setup the SmartVU Home App

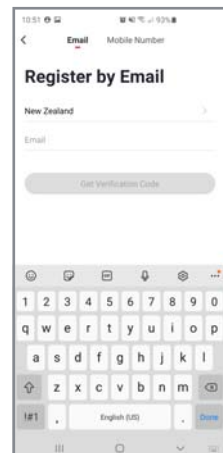
Ensure the DVR5 is connected to Ethernet.

Ensure the Network Config. of the DVR5 is correctly setup. **See Page 17.**

Install the Mobile Monitoring app the DVR5 has been designed to use, SmartVU Home.


Launch the SmartVU Home app, and select Register.

Follow the on-screen prompts to Register a User Account via Email, or Mobile Number.




# Mobile Monitoring

## Add Devices

Select **Add Device**, or  in the SmartVU Home app.

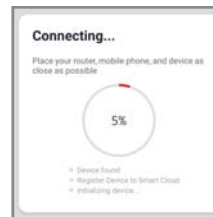
With the DVR5, from the Right-Click Menu select System > Network Config. > P2P ID

Select  in the SmartVU Home app, then Scan the QR Code displayed on the DVR5 for the P2P ID.

The SmartVU Home app will try connect to the DVR5. The Device Added Successfully prompt will display, once connected. Select **DONE**.

The DVR5 should now be connected to the User Account, the SmartVU Home app was logged into.

**NOTE:** The DVR5 can only be connected to one User Account, at a time. It will need to be removed from any previous/old User Account, before it can be connected to the current/new User Account.

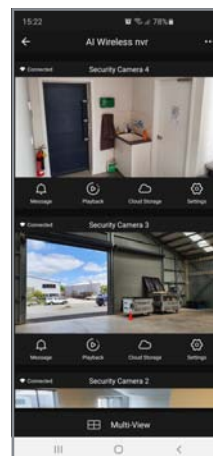


## Device Preview

Once the DVR5 has connected successfully, you can open the control options.

- View: Watch simultaneous Live Feeds.
- Playback: Play Recordings on the DVR5.
- Cloud: Record Video to Cloud Storage<sup>1</sup>.
- Multi-View: Display 4x Preview Windows.
- Snapshot: Screenshot the Camera.

**NOTE:** Cloud Storage requires use of a subscription service available through the SmartVU Home app, as provided by an external supplier. **See Page 02.**



# DVR5 Placement

## Instructions

With long extended periods of use, the DVR5 can operate at temperature. This does not affect the operation or overall performance of the DVR5.

To ensure the DVR5 operates as smooth as possible and to avoid damaging the DVR5, several instructions are outlined below. Please follow the all instructions carefully to help protect the DVR5 from malfunction.

DO NOT place the DVR5 in the following environments:

- Avoid locations exposed to direct sunlight, that risk the DVR5 overheating.
- DO NOT place the DVR5 near any heat source, such as other electronic equipment.
- Avoid locations with high humidity, that risk contact with water or moisture.
- Ensure there is a reasonable amount of ventilation space around the DVR5.
- DO NOT place the DVR5 in a location with NO ventilation, such as a cupboard.
- Ensure the air vents on the DVR5 are not blocked or covered.
- Avoid locations where dust is prone to collect in large amounts.

Otherwise, this may result in fire, electric shock, malfunction or product deformation.



# Troubleshooting

## **No Power Indicator on the Front Panel**

**Possible Cause:** Unplugged/Switched OFF.

**Solution 1:** Check the Power Supply is plugged into both the DVR5 and the Wall Socket correctly.

**Solution 2:** Ensure the Wall Socket is switched ON and there is power available.

## **The DVR5 is powered on, but there's no Video on the TV/Monitor.**

**Solution 1:** Ensure the HDMI/VGA cable used is firmly connected to both the DVR5 and the TV/Monitor.

**Solution 2:** Ensure you selected the correct Input/Source on the TV/Monitor.

**Solution 3:** Try replacing the HDMI/VGA cable used.

**Solution 4:** Try connecting the DVR5 to another TV/Monitor.

## **The Video output to the TV/Monitor is distorted, cropped, or expanded.**

**Possible Cause:** Resolution settings may not be suitable for the connected TV/Monitor.

**Solution 1:** Check the Resolution settings on the DVR5.

- Select System → General → Resolution, to adjust the Resolution setting on the DVR5 to suit the TV/Monitor. **See Page 12.**

**Solution 2:** Check the Aspect Ratio, and/or Resolution settings on the TV/Monitor.

## **Time on the DVR5 is ahead/behind ONE Hour.**

**Possible Cause:** The **DST** (Daylight Saving Time) Setting is not available on the DVR5, when setup for New Zealand.

**Solution 01:** In Summer, New Zealand time uses 'Daylight Saving Time', with clocks put forward one hour (GMT+13.00), beginning on the last Sunday in September.

- Select System → General → Time Zone → Set it to GMT+13:00.

**Solution 02:** 'Daylight Saving Time' ends on the first Sunday of the following April, when clocks are put back (GMT+12.00).

- Select System → General → Time Zone → Set it to GMT+12:00.

## **How to Reset the DVR5**

**Solution 1:** Perform a Power Reset.

1. Unplug the Power Supply from the Wall Socket and DVR5, wait one minute.

2. Reconnect the Power Supply.

**Solution 2:** Perform a Factory Restore.

Performing a Factory Restore will return user settings back to default. Recordings on the Hard Drive, Time, Language, and Wireless Config. options will be untouched.

- Select Shutdown → Restore → OK, this will reboot the DVR5. **See Page 26.**

**TIP:** Before contacting SmartVU Home for any issues, try turning off the DVR5 completely for one minute, then turn it back on. If the issue persists, contact SmartVU Home.

# Troubleshooting

## Unable to access the DVR5 with the SmartVU Home App

**Possible Cause:** If you fail to remotely access the DVR5 with the SmartVU Home app, it may be the result of the DVR5's connection to your Network/Router.

**Solution 1:** Check whether your Router has access to the Internet. Connect your phone or PC to the Wi-Fi or LAN port of the Router that the DVR5 is connected to and try visit a Website, such as google.com

**Solution 2:** Ensure the Ethernet cable is firmly connected to the DVR5 and the Router.

**Solution 3:** Check the LAN port indicators (LED) on both the Router and DVR5, and see whether they are all ON and flickering. If not, try another Ethernet cable or plug the cable into other LAN ports on the Router.

**Solution 4:** Check the Network Config. on the DVR5.

- Select System → Network Config, and make sure DHCP is Enabled. **See Page 17.**

**Solution 4:** Perform a Power Reset, on both the DVR5 and Router. It clears the memory, and configures the basic Network parameters of the DVR5 again.

## Motion Detect is triggered too often.

**Solution 1:** Environment may not be suitable, if lighting conditions often change, etc...

Mount the Camera(s) in a controlled environment, viewing an otherwise still environment. So motion is only detected, when an unintended event occurs.

**Solution 2:** Motion Detect Sensitivity and Region settings may not be suitable.

Simply Right-Click the Preview Window, for the Camera you want to adjust.

- Select IPC Config. → Advanced, to configure Sensitivity and Region settings that better suit the environment. **See Page 25.**

**NOTE:** Body Detect has similar options to Motion Detect, for Sensitivity and Region.

## Unable to log into the DVR5, how to Retrieve the Password.

**Solution 1:** You DID NOT setup a Retrieval Email on the DVR5.

If you forget the Password to your User Account. Select Retrieve Password on System Login. The DVR5 will automatically generate a Random Number. Supply this Random Number to SmartVU Home. **See Page 33.** We will analyze it, and Generate a Password to provide you. Type it into the Generated Password 'Field' and click OK. The DVR5 will show your old Password.

**Solution 2:** You setup a Retrieval Email on the DVR5.

If you forget the Password to your User Account. Select Retrieve Password on System Login. The DVR5 will automatically generate a Random Number. Then click SEND, the DVR5 will send an Email with a Generated Password to the Address you provided. **See Page 19.** Type it into the Generated Password 'Field' and click OK. The DVR5 will show your old Password.

# Troubleshooting

## **Unable to see Camera(s) on the DVR5.**

**Possible Cause:** There are any number of reasons why Camera(s) may not be working. This includes physical damage, power issues, distance, or pairing issues.

**Solution 1:** Perform a Power Reset on the Camera(s).

1. Unplug the Power Supply from the Wall Socket and Camera(s), wait one minute.
2. Reconnect the Power Supply.
3. When the Camera(s) been powered on for one minute, it should display on the DVR5.

**Solution 2:** Check the Camera(s) Power Supply.

Ensure the Power Supply is still securely connected to the Camera(s), try another Power Supply or Wall Socket just in case.

**Solution 3:** Ensure the Camera(s) are paired with the DVR5.

- Select Pair IPC, ensure the 'Connected' status is displayed for the affected Camera(s).

**See Page 23.**

**Solution 4:** The Camera(s) are too far from the DVR5, or not positioned correctly.

If the Camera(s) and DVR5 are too far apart, communication may not work. Ensure the Camera(s) are within the Wireless Signal coverage range of the DVR5. If you're unable to see the Camera(s) on the DVR5, try place the DVR5 and Camera(s) closer together.



# Contact Us

We provides free technical assistance for all of our products during our normal business hours. We try our best to get the issues sorted either over the phone or via email.

**CONTACT METHODS:**

METHOD	CONTACT DETAILS
Phone	0800 347 488 or 07 929 4123
Fax	07 929 4122
Email	support@dishtv.co.nz
Website	www.smartvuhome.co.nz

**OFFICE HOURS** are 8:00am - 5:00pm NZST, Mon - Fri (excluding Public Holidays).

# Warranty Information

Thank you for your recent SmartVU Home product purchase.

For your benefit, it's recommended that you keep the original invoice or receipt in a safe place, you can be required to show them to the retailer or place of purchase whenever a warranty repair is necessary.

## **Consumer Warranty:**

SmartVU Home warrant this product to be free of defects in materials and workmanship, subject to the conditions set forth below.

- The warranty is valid for a period of one year from the date of first purchase.
- The warranty is only valid in New Zealand.
- This product must be used solely for domestic purposes.
- In the event that this product fails to function properly during the warranty period, then SmartVU Home will make this product capable of operating for the purpose of which it was designed, without charging for labour or parts.
- All warranty claims will require you to return the product to our address.
- The obligations of SmartVU Home are limited to the repair of defective parts. The costs and risks of transport to the retailer, the removal and installation of the product, and any other costs directly or indirectly related to its repair, are not covered by warranty.
- Any repair performed by un-authorized repair shops or agents will not be reimbursed. If such repairs damage this product, such damage will not be covered by this warranty.
- This warranty is not applicable to cases outside defects in materials and workmanship, in particular, it does not cover:
  - a. the replacement of parts due to normal wear and tear.
  - b. damage caused by accidents, negligence, modifications, improper use or installation, such as providing insufficient ventilation.
  - c. damage caused by lightning, water, fire, acts of war, incorrect mains voltages or any other cause beyond the control of SmartVU Home.
  - d. products whose serial number has been removed, defaced or is illegible.
- This warranty is offered to any person who has legally obtained possession of this product within the warranty period.





## High-Resolution Network DVR System

Connect & Control. Anytime. Anywhere.

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