



# NAVIGATION TUTORIALS



# LOGGING INTO A RECORDER

## LOGGING INTO A RECORDER FROM THE MONITOR

1. Right click on the Live view screen
2. Select Main Menu in the right click selection menu
3. The recorder will prompt the user to login.
  - a. The default login password for the 888888 user name is 888888
  - b. The default login password for the 666666 user name is 666666
  - c. The default login password for the admin user name is admin
    - i. Note: Some firmware requires users to change the admin account password on the first boot of the recorder, the admin account password maybe what it was configured to.
4. After entering the password right click to remove the keyboard from the screen and then click Log in.

Using the forgotten password feature on older firmware will ask you to answer three security questions. These questions answers were setup during the first time install of the recorder. If these answers are not known please call technical support for a daily super password.

Using the forgotten password feature on a newer firmware will require the user to enter in their email address. The device will generate a QR code which will have to be scanned using a QR scanning app on a cell phone. This will give the user a long string of letters and number. This string will then need to be emailed to the email address that is listed on the screen. (You can also text the string to the email address). The user will then get a reset password emailed to them.

## LOGGING INTO THE RECORDER FROM THE WEB

1. On a windows PC open Internet Explorer (make sure to be using IE(Internet Explorer) and not EDGE on windows 10, IEs icon has a golden ring around the E)
2. Navigate to the recorder local IP address (the IP address can be found on the recorder by opening the main menu and then navigating to network at the bottom of the menu)
3. You will be prompted to download plugins from the browser if you have never logged into a recorder before. Ensure that these plugins are installed before logging into the device so that you can view your video feeds. (If the browser asks for you to install the Npapi plugins then you are in the wrong browser!)
4. Once the Log in screen loads type in the credentials and click the login button. (sometimes hitting enter to login does not work)
  - a. When logging in on the web browser only new created accounts and the admin account will work. The 888888 user name is only an account that works on the recorders monitor.
  - b. The default login password for the admin user name is admin

- i. Note: Some firmware requires users to change the admin account password on the first boot of the recorder, the admin account password maybe what it was configured to.

#### Troubleshooting:

- A. If the user is getting a "Login Failed" error the PC needs the Web Plugin removed and then reinstalled.
  - a. Open the recorders C:/ drive.
  - b. Navigate to the "Program Files" folder
  - c. Locate and delete the "webrec" folder (make sure IE is closed when doing this)
  - d. Then back out to the C:/ drive again.
  - e. Navigate to the "Program Files (x86)" folder
  - f. Locate and delete the "webrec" folder (make sure IE is closed when doing this)
  - g. Last, reopen IE and navigate back to the local IP of the recorder and click on the install button that pops up to reinstall the plugin.
- B. User gets a "Connection time is up" error.
  - a. IP Filtering is turned on in the recorders network settings (this can only be turned off from the recorders monitor)
  - b. When remotely accessing the TCP port is not opened correctly.
  - c. The recorder has a conflicting IP address on the local network.
- C. If the user is typing in the correct login but nothing happens the PC needs the Web Plugin removed and then reinstalled.
  - a. Open the recorders C:/ drive.
  - b. Navigate to the "Program Files" folder
  - c. Locate and delete the "webrec" folder (make sure IE is closed when doing this)
  - d. Then back out to the C:/ drive again.
  - e. Navigate to the "Program Files (x86)" folder
  - f. Locate and delete the "webrec" folder (make sure IE is closed when doing this)
  - g. Last reopen IE and navigate back to the local IP of the recorder and click on the install button that pops up to reinstall the plugin.

#### LOGGING INTO THE RECORDER FROM THE PHONE

In this section it will be assumed that the ports are already forwarded in the router and that P2P is enabled and online and that the recorder is locally networked correctly.

1. Download the i(g)DMSS app.
2. Open the app and navigate to the main menu (three lines in the upper left)
3. In the main menu open the Device manager.
4. In the Device manager menu click on add symbol in the upper left "+"
5. Next select to add the device as a wired device.

6. Then select to add the camera as IP/Domain or as P2P

#### IP/DOMAIN

1. When adding the recorder as IP/Domain the first thing the app will ask for is a name. This name is only going to be a name for inside the app. Use any name.
2. Second the app will ask for the Address. This address will be the recorder locations public IP address (you can get this by google searching "what is my IP"). This address can also be a DDNS if one was setup in the recorder.
3. Next it will be asking for a port, the port will be the recorder TCP port (37777 by default).
4. Then username input should be admin, this can be changed to a user created username
5. Next enter in the username account password.
6. The app will have the ability to select main stream or extra stream for live view and Playback, it is suggested to select Main for both.
7. Last click live preview at the bottom of the screen, this will then take you to live view and start displaying the cameras if the device connects.

Remember to turn off the phones Wi-Fi connection and be on the 4G cell network to make sure that everything is working.

#### P2P

1. When adding the recorder as p2p the first thing the app will ask for is a name. This name is only going to be a name for inside the app. Use any name.
2. Second the app will ask for the recorders SN (serial number). Users can manually type in the recorders SN or click on the small QR scan button.
3. The user can then scan the SN QR Code on the recorder located at Main menu > Network settings > P2P.
4. After scanning or adding the SN to the app the next option will be User name and password, please enter the admin account credentials or enter in a user created account.
5. The app will have the ability to select main stream or extra stream for live view and Playback, it is suggested to select Main for both.
6. Last click live preview at the bottom of the screen, this will then take you to live view and start displaying the cameras if the device connects.

#### LOGGING INTO THE RECORDER FROM THE SMART PSS

1. Download and install the Smart PSS from the web.
2. After install open the software and login with the default Smart PSS password of UN: admin PW: admin. If installing version 2.0 or newer the software will ask you to create a password on install.
3. After the Smart PSS is open in the home screen open the "device" menu.
4. In the device menu if on the same network as the recorder click on the search button the software will automatically find the recorder, select the recorder and click on the add button. If using from remote computer click on the add button at the top.

- a. When doing a manual add fill out the name. This name is only for in the software.
  - b. Next select IP/Domain or P2P as the add mode.
  - c. Next type in the remote IP address or type in the P2P SN for the recorder
  - d. Then type in the Username and password for the recorder.
  - e. Last save the device by clicking "ADD"
5. After the device has been added by either of the two methods in step 4, the device status should then turn green and say online. (This may take up to 5 min).
6. After the device status is green and the device is online, click on the home screen or + button at the very top of the software to open a new menu / tab.
7. Select the live view menu. Once in the live view menu select the user's desired amount of channels to view at the bottom of the 4 live view squares.
8. Then double click on the recorders name on the left hand side (version 2.0) or right hand side (version 1.16.1). The cameras should then open up for live viewing.

#### LOGGING INTO THE RECORDER WITH THE EASY4IP

1. Download the Easy4IP software from the web.
2. Install the software and then run the software.
3. Create the user an account for the software using the sign up button on the login screen.
4. After the account is made log into the software using that account.
5. Next after logging in click on the device manager button in the bottom left of the software.
6. Next click on Add device in the upper right.
7. Then to add the recorder type in the device SN, and then the username and password to log into the recorder with.
8. Click the add button on the end of the Password field.

#### ADDING TO ACCOUNT USING THE LAN

1. Download the Easy4IP software from the web.
2. Install the software and then run the software.
3. Create the user an account for the software using the sign up button on the login screen.
4. After the account is made log into the software using that account.
5. Next after logging in click on the device manager button in the bottom left of the software.
6. Next click on Add device in the upper right.
7. Next select the LAN add mode and start a scan.
8. At this point the software will detect all device SNs from the local network.
9. Check off each of the device that are to be added to this Easy4IP account.