

VXH & VXS Series DVRs

1. What are the languages supported?

a. Lot of languages supported by system menu, web interface and CMS software.
English, French, Spanish, Portuguese, Hebrew, Chinese, Russian, Greek, Czech and Turkish

2. What is the max size of compatible HDD?

a. Up to 2TB for every HDD. See HDD compatibility list for more info.

3. What is the compatible PC and phone OS?

a. PC OS: Windows 2000/Windows XP/Windows VISTA/Windows 7
b. Mobile Phone OS: Windows Mobile, Symbian, iPhone, Android.

4. DVR cannot start up and hold on initialization screen.

a. Check the power cables and connection.
b. The power supply is bad or not enough. Please change a power adapter and try again.
c. The HDD is bad. Please disconnect the HDD and try to start the device without HDD.

5. No output or no any display on screen. But the indicators on the front panel of the DVR light.

a. Please check the cables and connection with the monitor.
b. The power supply is not enough so the DVR doesn't start up. Please change a power adapter and try again.
c. The video format of the DVR is different from the monitor (default resolution is 1280x1024).
d. Verify that the monitor is powered and turned on.

6. Some channels or all channels don't have image.

a. Check the cables and connection of cameras.
b. Cameras are faulty. Please replace them.
c. The video format of cameras is different from the DVR. Please change the video format of the DVR.
d. Check the power supply on cameras.
e. The DVR has hardware problem.

7. The DVR cannot detect HDD.

a. The power supply is not enough. Please change a power adapter and try again.
b. Check the HDD internal connection.
c. HDD is faulty. Replace HDD with a new one.

8. The DVR cannot record.

a. If it is a new HDD, please format it on the DVR first.
b. HDD is full. Please check if you enabled the recycle feature.
c. HDD is faulty. Please replace it.

9. The DVR cannot backup via USB devices, showing "Backup failed" or "No device or Disc"

a. Only the USB port on the front panel supports backup. Please check if you insert the USB drive on the front panel.

- b. The DVR supports only FAT32 formatted USB drives. Please verify/format the USB drive to FAT32 file system.
- c. The USB drive is not compatible. Please change an USB drive to check.

10. The DVR cannot update, showing “Update failed” or “No device or file”

- a. Only the USB port on the front panel supports update. Please check if you insert the USB drive on the front panel.
- b. The USB drive is not compatible. Please change an USB drive to check.
- c. Verify that the firmware is located in the correct path. Check that the firmware file is compatible with the device.

11. The DVR works fine. But it cannot be controlled by remote control or the front panel.

- a. Check the cable and connection between the front panel and the circuit board.
- b. You can select different DVRs to control by different device address. Please set Device address to 0 and again.
- c. The front panel is faulty. Replace the front panel.
- d. The remote control is out of batteries. Check/Replace the remote control batteries

12. The pictures have motion. But the DVR doesn't record.

- a. You didn't set motion detection correctly. Please check the settings, such as sensitivity, detection area and so on.
- b. The sensitivity is low. Please set it to 6 or higher
- c. Check if you set the schedule for motion detection correctly.

13. IE browser cannot install the plug-ins, showing a red cross.

- a. IE blocks activeX to download and install. Please go to Tools----Internet options----security. Change the settings and allow activeX to download and install.
- b. The firewall blocks activeX. Please close firewall.
- c. Some IE plug-ins are blocking activeX, like google bar. Please uninstall the plug-ins.

14. Users cannot enter setup via internet.

- a. The DVR allows only one user to enter setup. Please check if other users are configuring the DVR.

CMS Software

1. What is the compatible PC OS?

- a. PC OS: Windows XP/Windows VISTA/Windows 7

2. Users cannot add or search the devices to CMS. CMS cannot display pictures or something else.

- a. Please check if the devices are compatible with CMS.
- b. Please check if the server software matches with CMS software. Please download the latest software.
- c. Upgrade the device firmware.

3. CMS cannot display completely or crashes.

- a. Please open PC hardware acceleration. Click *Start*----*Run*. Click *Display*, enable *DirectDraw*, *Direct3D* and *AGP acceleration*.