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### Helpdesk / Technical Support

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**HOME**  <sup>®</sup>  
**GUARD**

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# Active Deterrence Security Kit

## Quick Start Guide - EN

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[www.iget.eu](http://www.iget.eu)



**CAUTION**

**RISK OF ELECTRIC SHOCK  
DO NOT OPEN**



**TO REDUCE THE RISK OF ELECTRIC SHOCK,  
DO NOT REMOVE THE COVER.**

**NO USER SERVICABLE PARTS INSIDE.**

**REFER SERVICING TO QUALIFIED PERSONNEL.**



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of non-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

**WARNING:**

**TO PREVENT FIRE OR SHOCK HAZARD, DO NOT  
EXPOSE THIS UNIT TO RAIN OR MOISTURE**

**CAUTION:**

**TO PREVENT ELECTRIC SHOCK, ENSURE THE PLUG  
IS FULLY INSERTED INTO A MAINS SOCKET**

## IMPORTANT SAFEGUARD



All lead-free products offered by the company comply with the requirements of the European law of the Restriction of Hazardous Substances (RoHS) directive, which means our manufacturing processes and products are strictly "lead-free" and without the hazardous substances cited in the directive.



The crossed-out wheeled bin mark symbolizes that within the European Union the product must be collected separately at the product's end-of-life. This applies to your product and any peripherals marked with this symbol. Do not dispose of these products as unsorted municipal waste. Contact your local dealer for procedures for recycling this equipment.

## DISCLAIMER

We reserve the right to revise or remove any content in this manual at any time. We do not warrant or assume any legal liability or responsibility for the accuracy, completeness, or usefulness of this manual. The content of this manual is subject to change without notice.

## RECOMMENDATIONS

- **AVOID DUSTY LOCATIONS:** Excessive build-up of dust may cause the unit to fail.
- **INSTALL IN VENTILATED SPACE:** Ensure adequate airflow around the NVR to prevent overheating.
- **DO NOT EXPOSE TO MOISTURE:** Exposing the unit to water poses high risk of electric shock.
- **DO NOT DROP:** Doing so could damage internal components.
- **DO NOT OPEN CHASSIS:** No user-serviceable parts inside.

## TRADEMARKACKNOWLEDGEMENTS

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- Apple™, iPhone™, iPad™ and iTunes™ are registered trademarks of Apple Computer, Inc.
- Android™ and Google Play™ are registered trademarks of Google Inc

## WARRANTY AND TECHNICAL SUPPORT

To help you make the most of this product you'll find a host of information including full product manuals, FAQ, troubleshooting guides and a support service if you have specific questions, available at our support website : **[homeguardworld.com/support](http://homeguardworld.com/support)**.

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# CONNECTING **YOUR SYSTEM**



# 1.1 Introduction

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Congratulations on your purchase of this Homeguard PoE NVR. Homeguard offers a complete CCTV solution for home or office security, featuring high quality cameras, easy setup and configuration, motion detection and network connectivity.

## **This system features:**


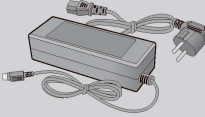



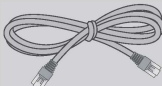
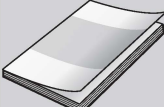
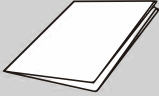
- H.265 Video compression
- Support 4CH/8CH/16CH PoE IPC
- Power, video and audio run through a single Ethernet cable per camera with Power over Ethernet cabling, PoE, making installation a lot simpler
- Provides a convenient User Interface
- Supports 8MP, 5MP, 3MP, 2MP(1080P), 1.3MP(960P), 1.0MP(720P) recording resolution
- With the network specific codec, network transfer enabled regardless of the recording conditions
- Hard Disk overwrite function
- Mass storage hard disk backup through high-speed USB 2.0
- Simultaneous Record and Playback of 4-channel video data
- Various Search Modes (Search by Time, Event, PIR detection and Motion Detection)
- Various Recording Modes (Manual, Scheduled Recording)
- Remote Monitoring function by Network Viewer and Mobile Viewer

## 1.2 Package Contents

Please unwrap the product, and place the product on a flat place or in the place to be installed.  
Please check the following contents are included in addition to the main unit.

- The appearance of the components may differ from the image shown.
- Accessory category and quantity may differ depending on sales region.

Check the contents of your NVR package against this checklist. If anything is missing or damaged, please do not use the system, and inform your supplier as soon as possible.

		
PoE NVR	Power Adapter	Mouse
		
HDD Fixing Screw	User Manual / Software	Ethernet Cable
		
Quick Start Guide	Warranty Card	

### NOTE

This manual covers both 4 channel and 8 and 16 channel versions of the Homeguard NVR kits model: HGNVK-44902 / 44904 / 84902 / 84904 / 84908 / 164908 / 1649xx.

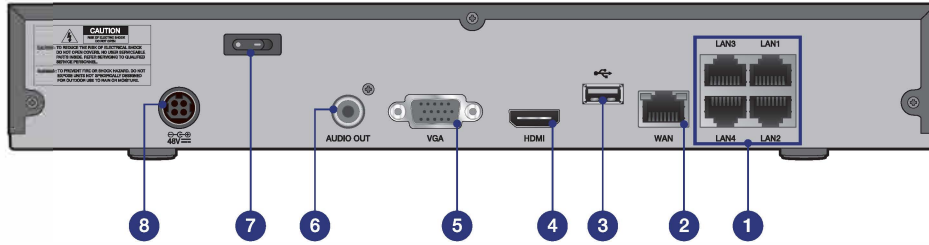


# 1.3 NVR Layout

## ■ Rear Panel

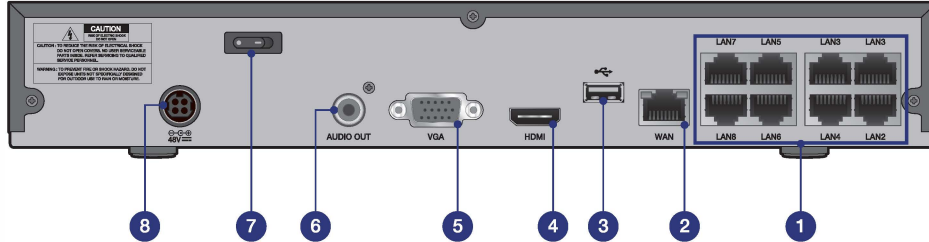
### 4CH NVR

Model: HGNVK-44902 / 44904



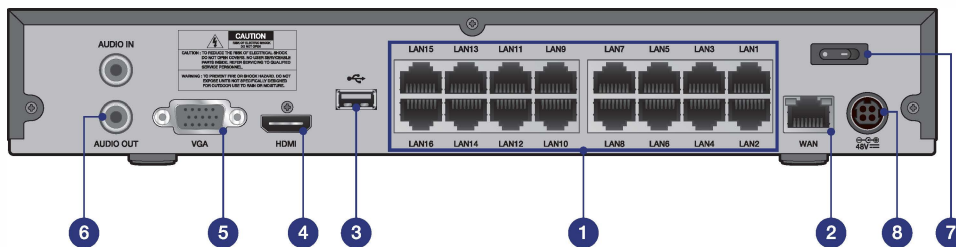
### 8CH NVR

Model: HGNVK-84902 / 84904 / 84908



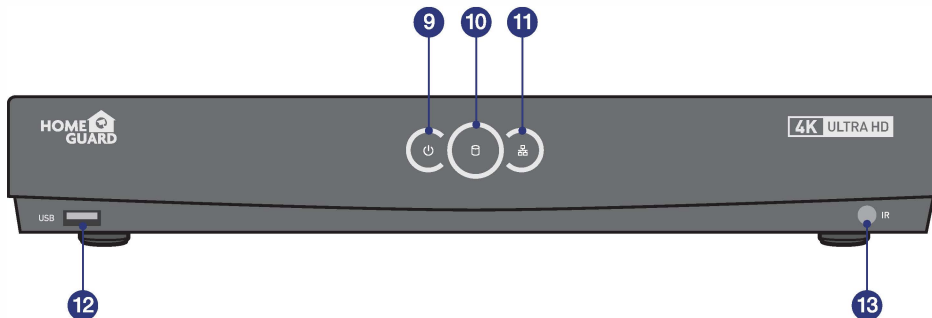
### 16CH NVR

Model: HGNVK-164908 / 1649xx



Items	Part Names	Functions
1	LAN Port	LAN network interface, support PoE, can supply power to the camera
2	WAN Port	Network input interface of the router
3	USB Port	For USB mouse and external storage
4	HDMI Output	For most modern TVs
5	VGA Output	Connect to VGA monitor, such as PC monitor
6	Audio Output	Audio signal output, RCA interface
7	Power Switch	Startup and shutdown
8	Power Port	Connect the attached power supply
9	Power LED	Indicates the NVR is turned ON when lit
10	HDD LED	Flashes when the HDD is in use
11	Network LED	Flashes when the internet is connected
12	USB Ports	For USB mouse and external storage

## ■ Front Panel



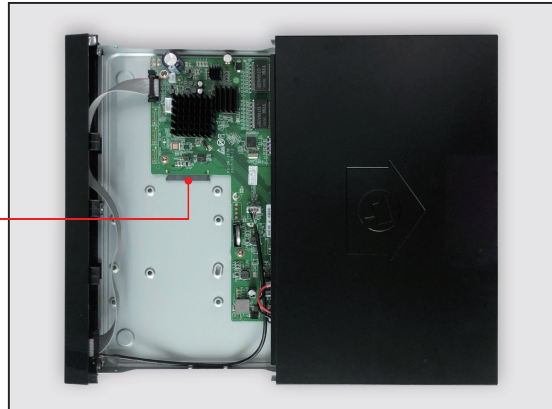
## 1.4 HDD Installation (Optional)

The system may not include hard disk depending on the kit you selected. The NVR works with most 3.5" or 2.5" SATA HDD.

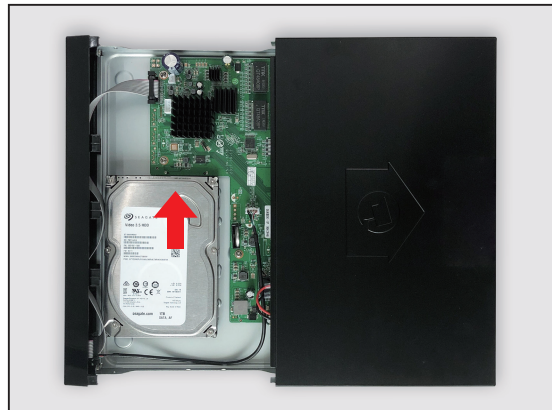
**CAUTION: DO NOT** install or remove the hard disk drive while the device power is turned ON.

- 1 When power supply is disconnected, remove the screws at both sides with screwdriver, then remove the screws on the rear board, and then remove top cover of NVR.

HDD Data & Power Ports



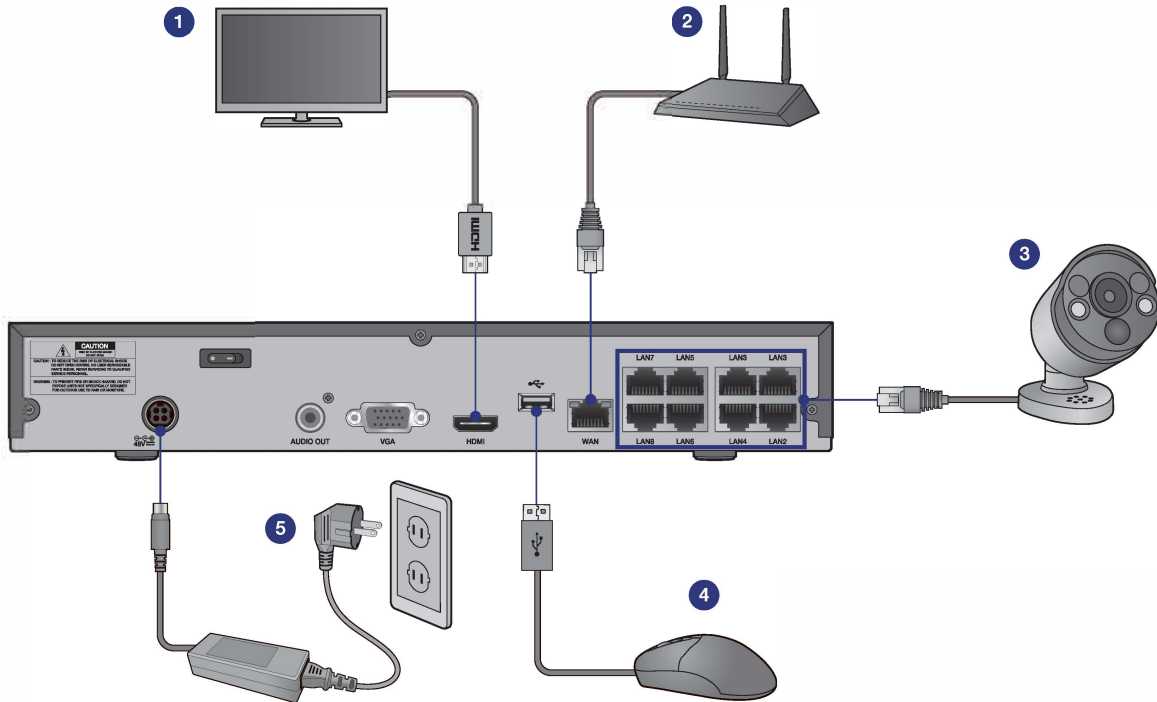
- 2 Connect data and power ports of hard drive to motherboard.



- 3 Holding the hard drive and the NVR, gently turn it over and line up the holes on the hard drive with the holes on the NVR. Using a screwdriver, screw the provided screws into the holes. Two groups of screw mounting holes are provided in the base frame of the NVR, respectively for installation of 3.5" hard drive and 2.5" hard drive. User should make selection based on their hard drive size. After complete HDD installation, assemble the cover.



## 1.5 Connecting the NVR



- 1 Depending on the monitor port, connect the HDMI or VGA cable from your monitor to the HDMI or VGA Port on the rear panel.
- 2 Connect one end of the Ethernet cable into your router's LAN port, and the other end of the cable to the Ethernet port on the rear panel.
- 3 Connect cameras to the recorder using the included 60ft/18.3m Ethernet cables.
- 4 Connect the mouse to the USB Port on the front or back panel of the NVR.
- 5 Use the included power adapter to connect the recorder to a nearby outlet. Turn the recorder on using the power switch on the back panel.

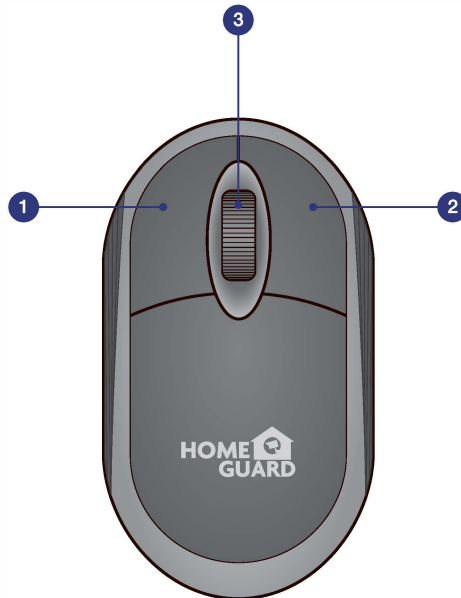
### TIP

Each Homeguard camera is supplied with a mounting kit for attaching it to a wall. Before you affix the camera in position, please ensure the cable is of adequate length to reach the NVR.



## 1.7 Using the Mouse

---



### 1 Left Button:

- Click to select menu options.
- During live viewing in split-screen view, double-click on a channel to view it in full-screen. Double-click the channel again to return to split-screen viewing.
- Click upon a channel on Live Viewing screen to open Camera Quick Tool bar.
- Click and hold to drag sliders and scales on menu mode

### 2 Right Button:

- Click once to open the Task bar on the Live Viewing screen.
- In menus, click to go back / close menus.

### 3 Scroll Wheel:

- In menus, scroll to move up / down through the menu content.
- While hovering over the volume control wheel, scroll to turn system volume up / down.

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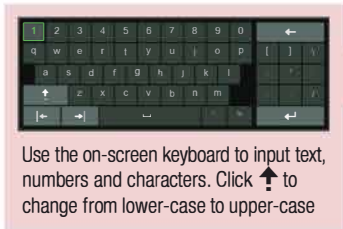


# BASIC **OPERATION**

# 2.1 Start-up wizard

## 1 Create a Password

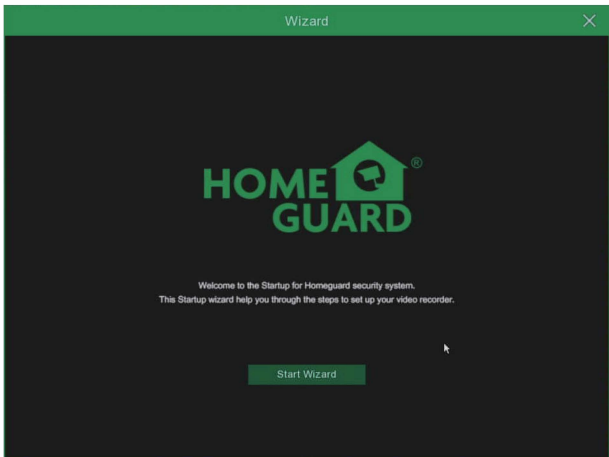
Please create a user name and password for your device. Password **MUST** be **8 characters** long.



Language: ENGLISH (dropdown)  
Device ID: 000000 (000000)  
New Admin Name: admin (dropdown)  
Password Strength: [Progress bars]  
New Admin Password: [Input field]  Show Password  
Confirm Password: [Input field]  Show Password  
Apply

## 2 Start Wizard

After NVR startup is completed, the start-up wizard will be displayed. Click **"Start Wizard"**.



## 3 Network

In DHCP mode the router will automatically assign an IP address to NVR.

If the NVR fails to obtain an IP address, refer to the NVR Router Guide. If the problem still cannot be resolved, contact technical support.

Wizard

Network

Local Connection

DHCP:

IP Address: 192.168.001.100  
Subnet Mask: 255.255.255.000  
Gateway: 192.168.001.001

DNS

DNS1: 192.168.001.001  
DNS2: 008.008.008.008

Port

	Service	Protocol	Internal Port	External Port	UPNP Status	UPNP
1	Web	TCP	00080	00080	Inactive	<input type="checkbox"/>
2	Client	TCP	09000	09000	Inactive	<input type="checkbox"/>
3	RTSP	TCP	00000	00000	Inactive	<input type="checkbox"/>

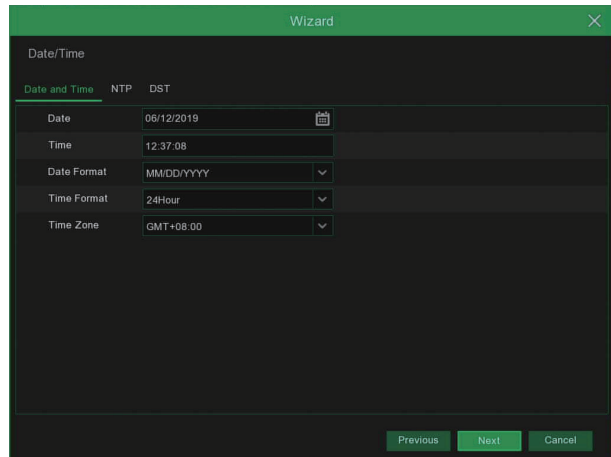
Next Cancel

**CAUTION** Don't forget to write down your password: \_\_\_\_\_



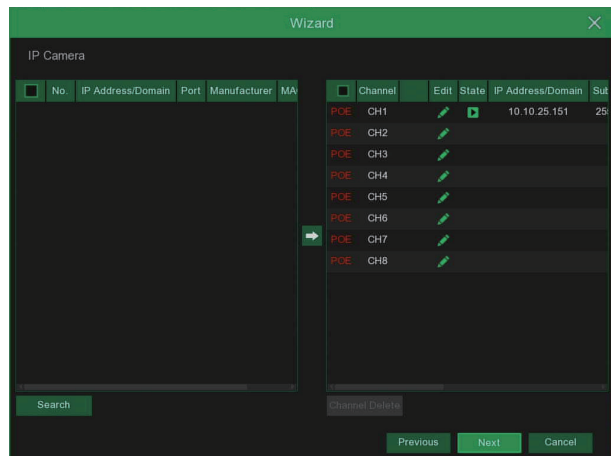
#### 4 Date / Time

Set the date, time, NTP, DST.



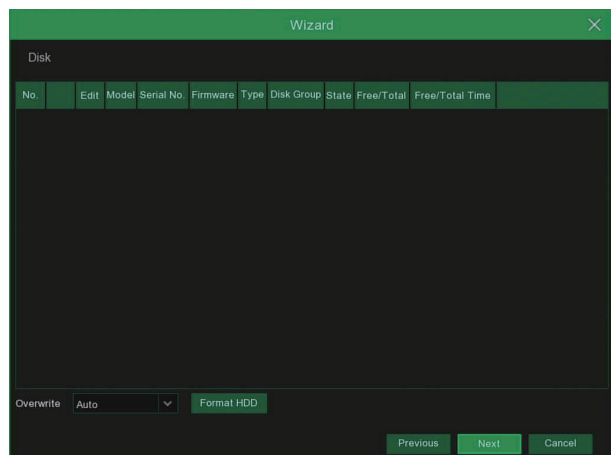
#### 5 IP Camera

This menu allows you to add IP cameras to the NVR.



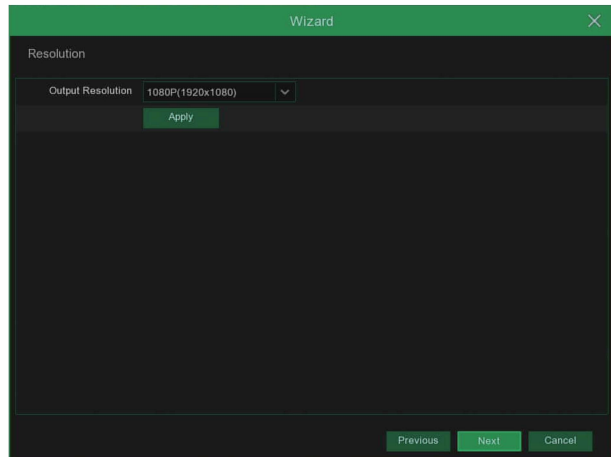
#### 6 Disk

New hard drive(s) connected must be formatted before use. Upon connection, it will indicate to format new hard drive. Click on **"Select"** to select the unformatted hard drive. Click on **"Format HDD"** to pop up the user login window and enter the password to log in. A notice window will indicate "Entire Data Will Be Erased. do You Want To Continue?". Click **"OK"** to format the disk. When the progress bar is complete, the formatting process is completed.



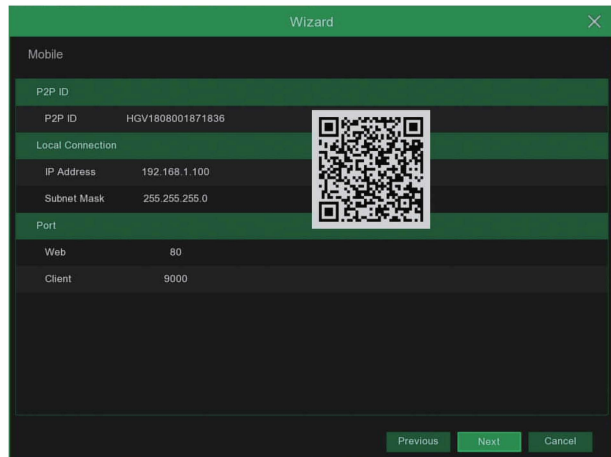
## 7 Resolution

Select the resolution for the VGA output or HDMI output of your monitor.



## 8 Mobile

If you scan a QR code using **Homeguardsafe**, the device ID displayed in the NVR will be automatically reflected in the Mobile Viewer ID, and you can use the Mobile Viewer immediately by entering the ID / password of the NVR.

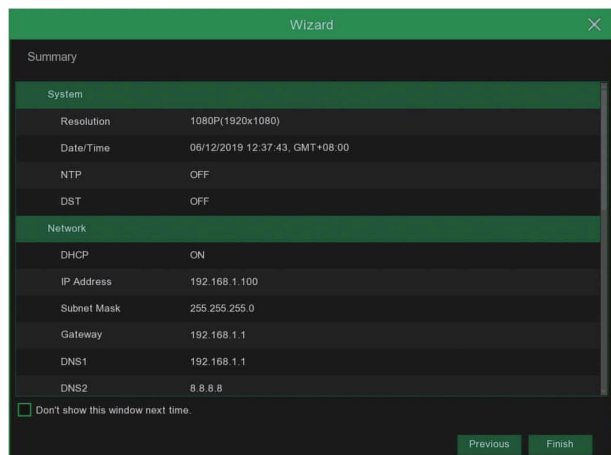


## 9 Summary

Shows system and network status of NVR.

Click on **“Finish”** to finish setting of startup wizard.

You can click on **“Don't show this window next time”** if you do not wish to have the wizard setting to appear next time.



## 2.2 Main Interface



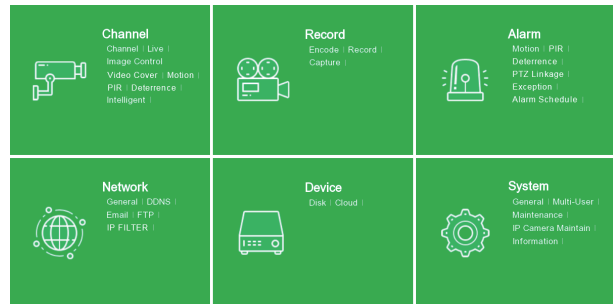
Items	Part Names	Functions
1	Channel Name	Display channel name
2	PIR	This icon appears when the camera has PIR detection
3	Motion Detection	This icon appears when the camera has detected motion
4	Manual Recording	Enable or disable manual recording
5	Manual Capture	Make a snapshot of current video
6	Instant Playback	Playback of the last five minutes of the video
7	Zoom	Hold and drag mouse cursor to select a frame of current video to zoom in
8	Color Settings	Set hue, brightness, contrast and saturation of current channel
9	Stream Switch	Click to switch the channel between main stream and sub stream
10	Add Customized Tag	Click it to add the name for the recording

Items	Part Names	Functions
11	Main Menu	Access the main menu
12	4-Channel Layout	Display four channels of video
	More Layout	Click to choose more layouts for live view
13	Auto SEQ	Press this button to switch the screen mode in sequence
14	Play	Replay video recorded
15	Audio	Click to adjust audio volume
16	Stream Switch	Click to switch all IP channels between main stream and sub stream
17	Preview Policy	Click to switch among real-time, balanced, or smooth view
18	Connection State	Display the network connection status
19	Manual Mode	Set manual recording mode
20	System	System Information
21	Video Loss	Camera is off-line
22	Admin	To switch user
23	Search	Search & Playback
24	Setup	Click to access NVR System Setup menu
25	Lock Screen	Lock & unlock screen
26	Shutdown	Shutdown, reboot & logout the system

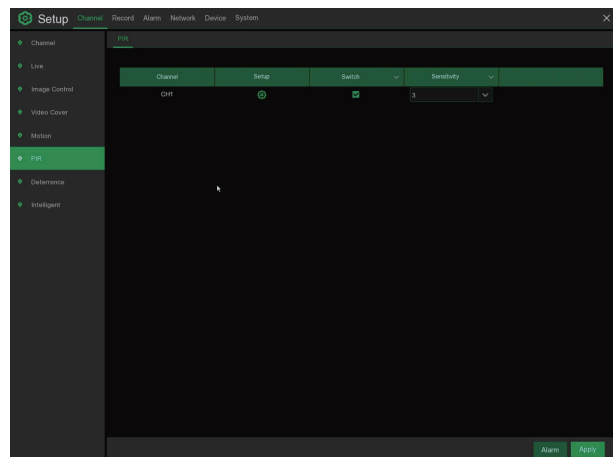
## 2.3 PIR Setup

PIR is advanced motion detection that senses body heat and reduces false alarms. The PIR Technology takes your motion detection to the next level by greatly reducing inaccuracies and false motion alerts. Homeguard camera's PIR sensor can detect changes in heat produced by humans, animals and vehicles. This new technology requires both changes in motion and heat be detected simultaneously. Not only does this innovative technology significantly reduce the number of false alerts you receive, it also conserves hard drive space. It is true and smart detection!

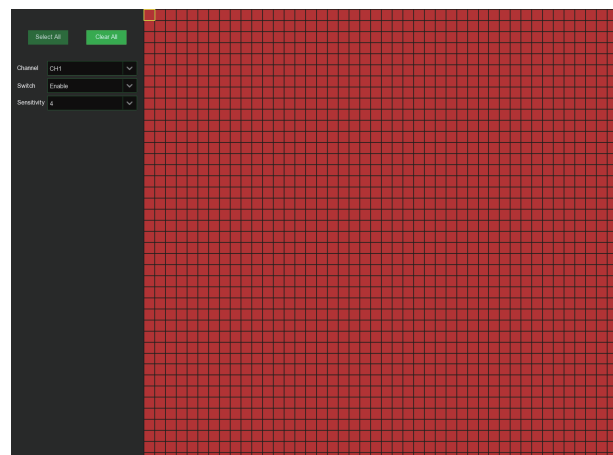
- 1 Access **Main menu** → **Setup** → **Channel** → **PIR**.



- 2 Click Setup button  to set the PIR detect field.

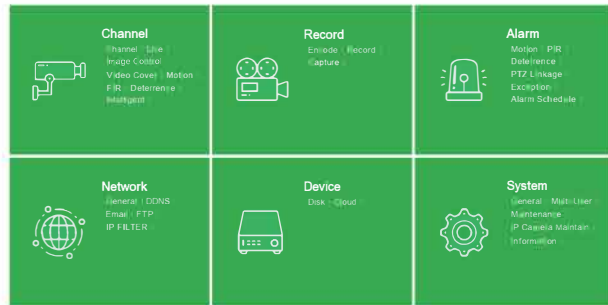


- 2 click **"Select all"** to set all of the field. Right click and exit, then click **"Apply"** to save the setting.



# 2.4 Record

- 1 Access Main menu → Setup → Record → Record

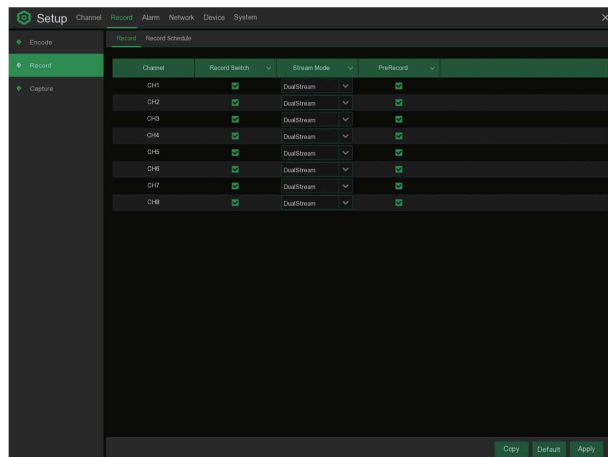


- 2 Record

**Record Switch:** Check to enable the recording in this channel.

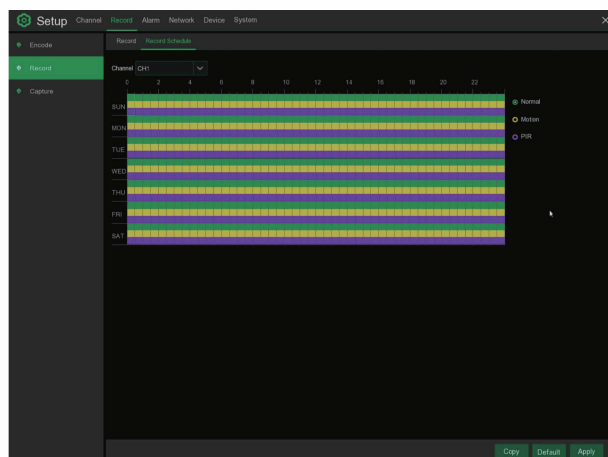
**Stream Mode:** Choose the recording quality. If you choose Dualstream, the system will record in both Mainstream & Substream.

**PreRecord:** If this option is enabled, the NVR starts recording a few seconds before an alarm event occurs. Use this option if your primary recording type is motion or I/O alarm based.



- 3 Record Schedule

This menu allows you to specify when the NVR records video and defines the recording mode for each channel. The recording schedule lets you set up a schedule like, daily and hourly by normal (continuous) recording, motion recording, PIR recording. To set the recording mode, click first on the mode radio button (Normal, Motion, PIR), then drag the cursor to mark the slots.



## 2.5 Playback

Click **Search** button in the **Main Menu** to enter search / playback section.



Items	Part Names	Functions
1	Search Options	The system provides various search & playback methods: General, Events, Sub-periods, Smart, Tag, External File & Pictures
2	Search Date	Search by a date to playback.
3	Search Type	The system provides different search types to narrow your search.
4	Stream Type	To choose the stream type you want to search & play.
5	Channel Selection	To choose the channels you want to search & play.
6	Video Playback Controls	To control the video playback.
7	Timeline	Continuous recordings are shown with colored bars to represent different types of recording (legend shown in the bottom-right corner of the display). Use the timeframe options.
8	Playback Status	Display the video play status.

CONNECTING  
**SMART DEVICE**

3



## 3.1 Before Start

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- Make sure you have a router and high-speed Internet access (not included).
- Connect your NVR to your router using an Ethernet cable (see the Quick Connection Guide for details).
- Upgrade your NVR firmware and client software or mobile app to the latest versions.
- Please note that an upload speed of 1Mbps is required for remote video streaming.
- Up to 3 devices may connect to the system at the same time.



## 3.2 Get the App

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For the best experience, download the Homeguardsafe app for your smartphone by scanning the QR code below or searching for “ **Homeguardsafe** ” in the App Store or Google play.

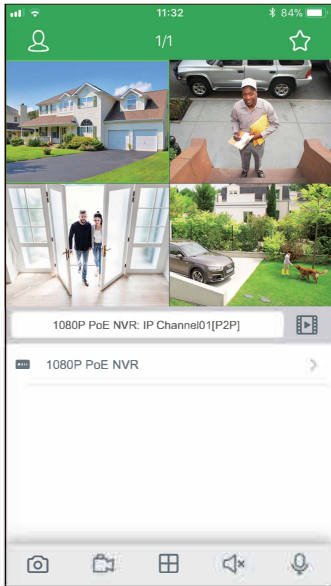
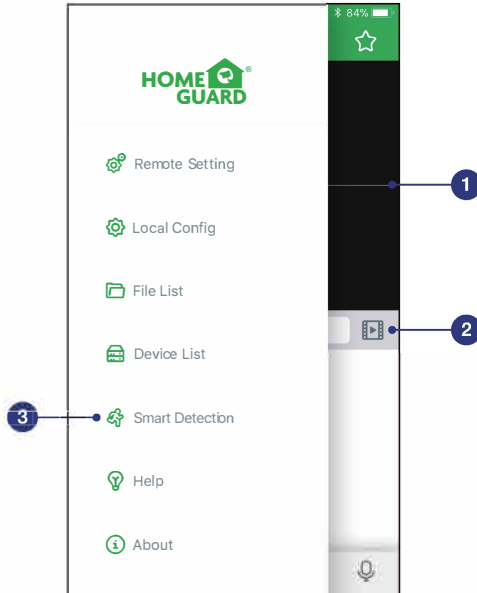


iOS - iPhone & iPad



Android - Phone & Pad

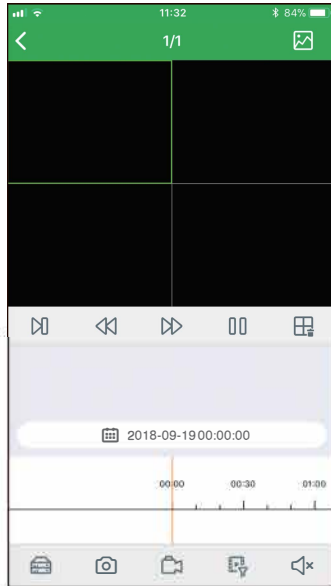
# 3.3 User Interface



1

### Live View

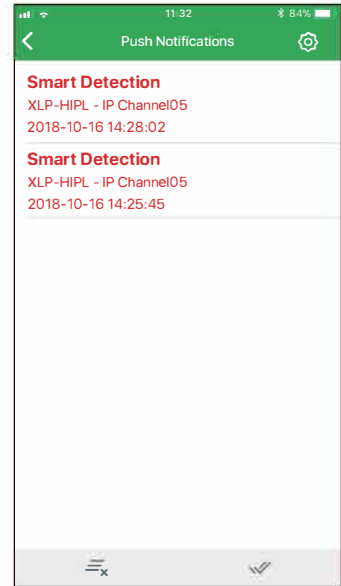
Displays real-time footage of your system.



2

### Playback

Play video that has been recorded on your NVR.



3

### Smart Detection

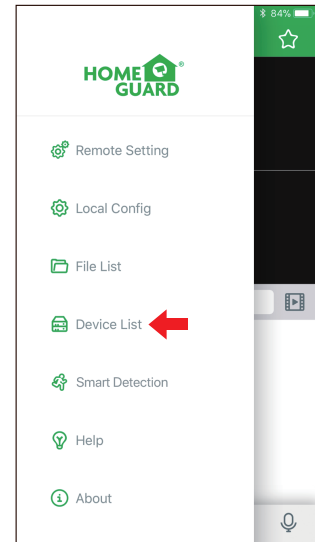
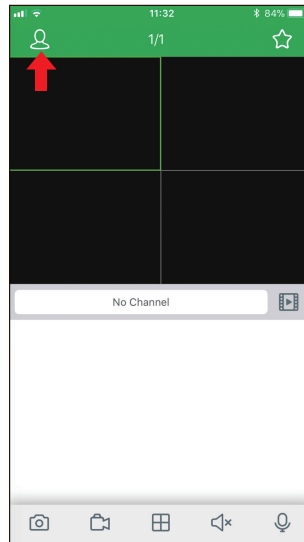
Access the Smart Detection notification list and to enable push notifications.

# 3.4 For iPhone

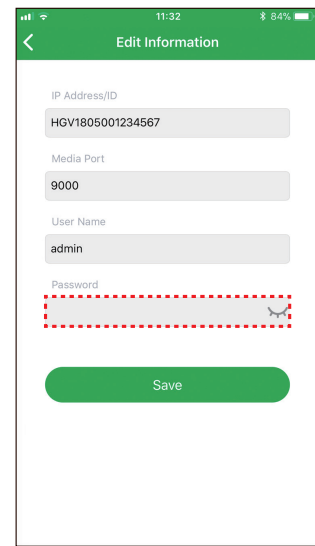
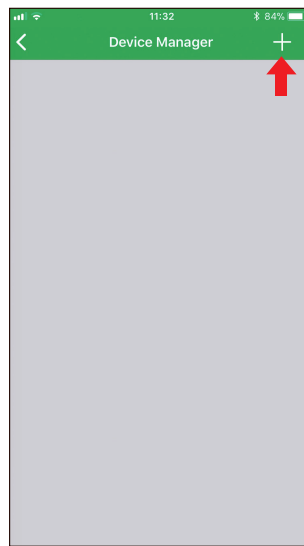
- 1 Install the free **Homeguardsafe** app from the App Store. Tap the **Homeguardsafe** icon to open the app.



- 2 After start app, tap to open the menu, tap to open device list page



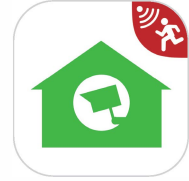
- 3 Tap "+" to scan QR code, then enter the password of NVR.



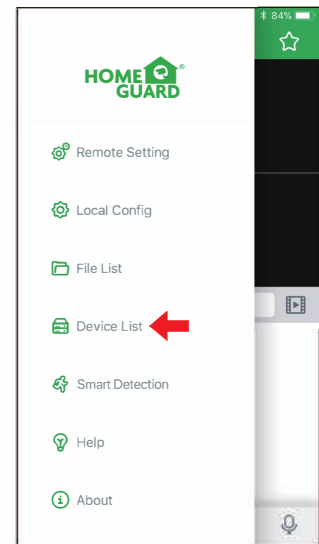
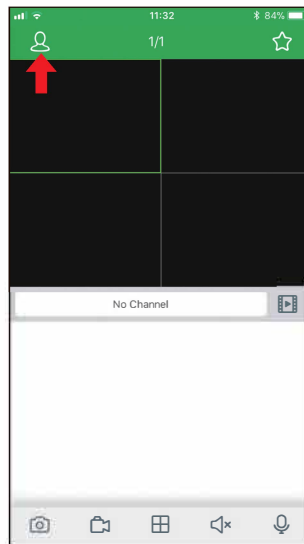
- 4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

## 3.5 For iPad

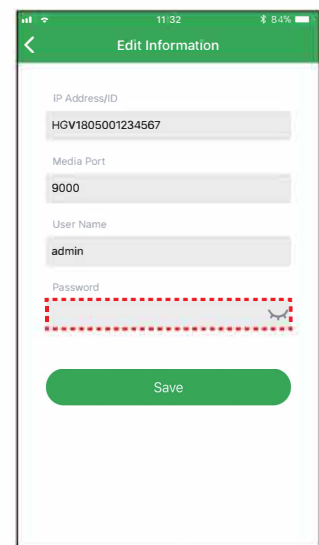
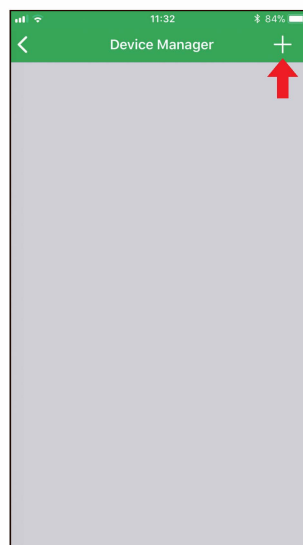
- 1 Install the free **Homeguardsafe** app from the App Store. Tap the **Homeguardsafe** icon to open the app.



- 2 After start app, tap to open the menu, tap to open device list page



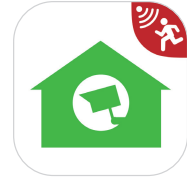
- 3 Tap "+" to scan QR code, then enter the password of NVR.



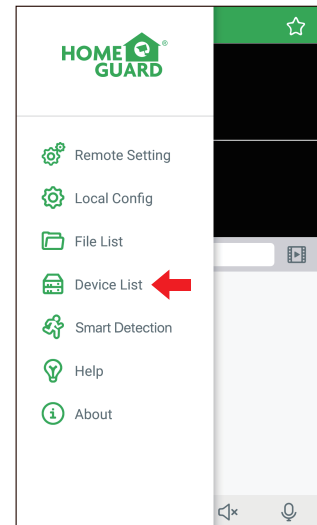
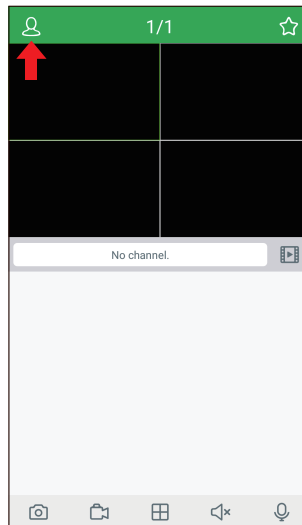
- 4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

## 3.6 For Android

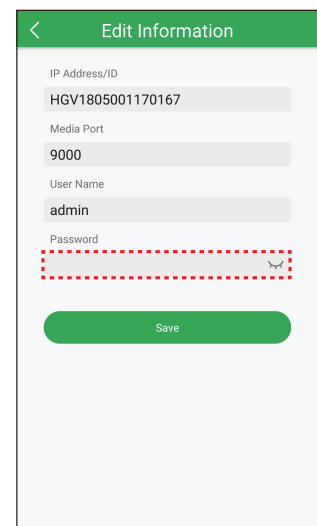
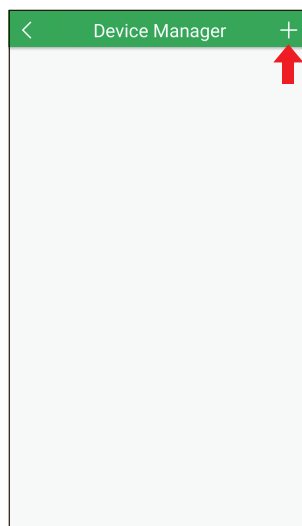
- 1 Install the free **Homeguardsafe** app from the Google Play. Tap the **Homeguardsafe** icon to open the app.



- 2 After start app, tap  to open the menu, tap  to open device list page



- 3 Tap "+" to scan QR code, then enter the password of NVR.



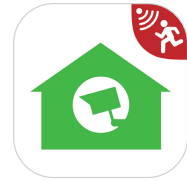
- 4 Tap **"Save"** to add NVR. The app opens in Live View and streams video from all connected cameras.

# CONNECTING **TO PC&MAC**

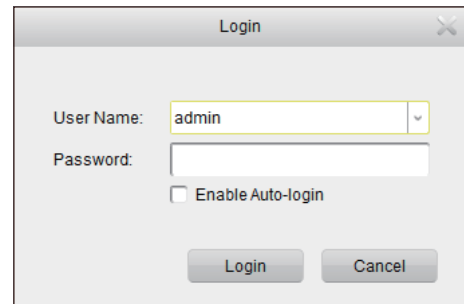
4

## 4.1 Homeguardsafe Software for PC & Mac

- 1 Find the setup file of digital surveillance central management software named "Homeguardsafe" from CD, and install it.

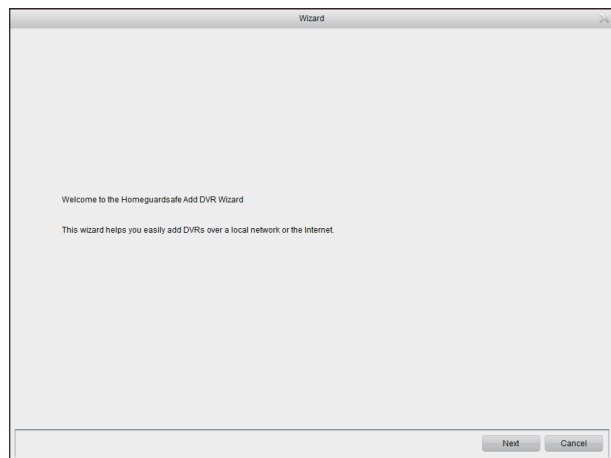


- 2 Double left click the icon to pop up [ LOGIN ] interface, Input your user name & password you like, and click "Login" to enter the system.

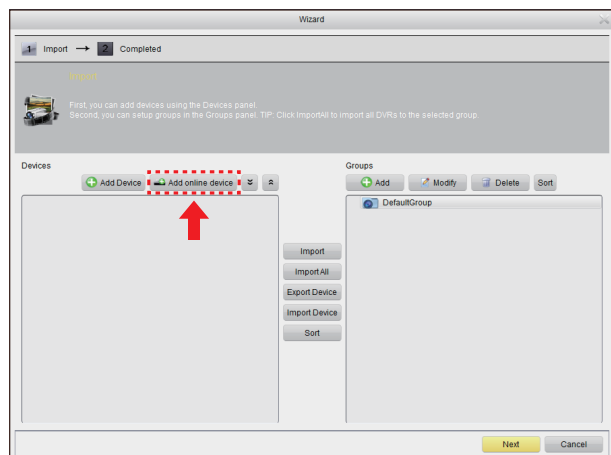


- 3 Run Homeguardsafe and Add Device Wizard will be opened. Click **Next**.

*Note: If Add Device Wizard is not opened, please single click **Help** to manually open it.*

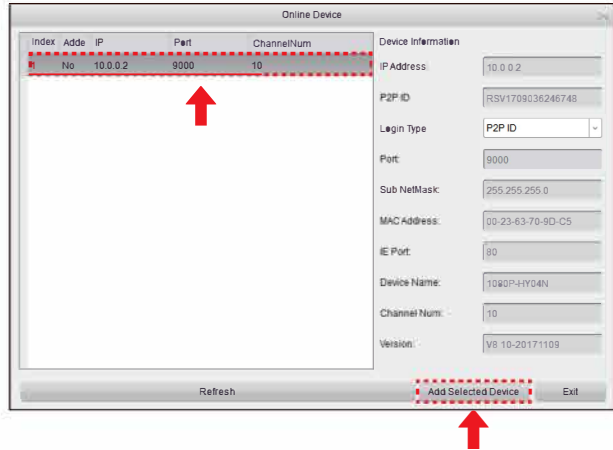


- 4 Click **Add Online Device** and the client software will scan all the online network NVRs in LAN.

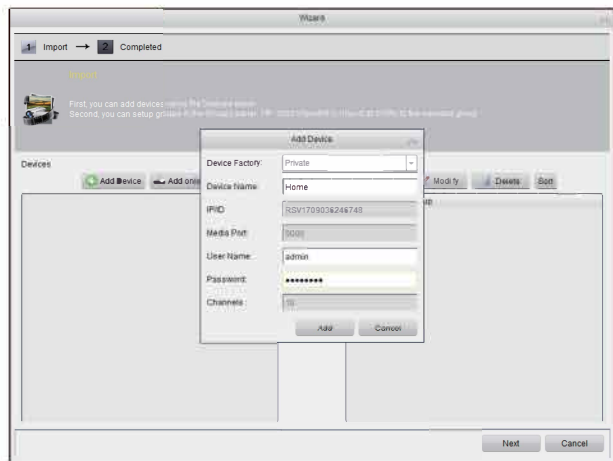


- Click a NVR in the list and the added devices, IP address, port and channel number will be displayed. Click **Add Selected Device** to add.

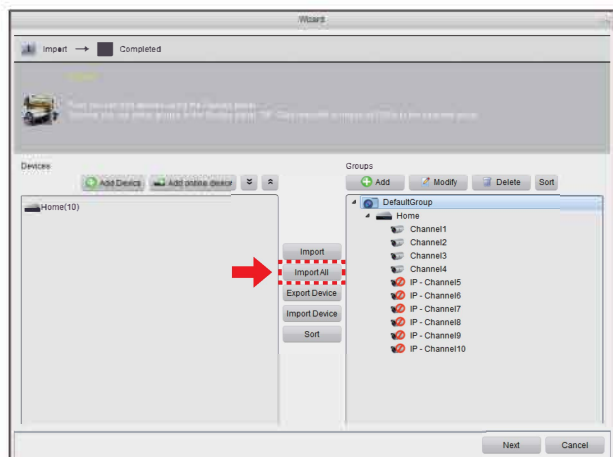
**Note:** If your NVR is not available in the list, click **Exit** and then click **add Device** to manually input the IP address of NVR.



- Input the name of the selected NVR, e.g. home, office, etc. Input the NVR user name and password. Click **Add**.

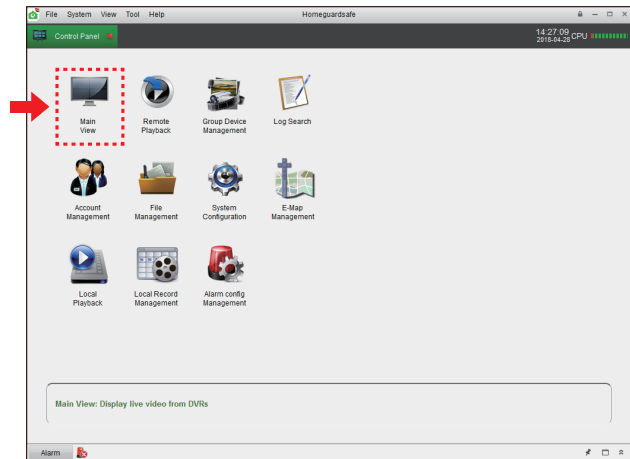


- Click **Import All** to import all NVRs to the default group.  
Click **Next** and then click **Finish** to complete the wizard.

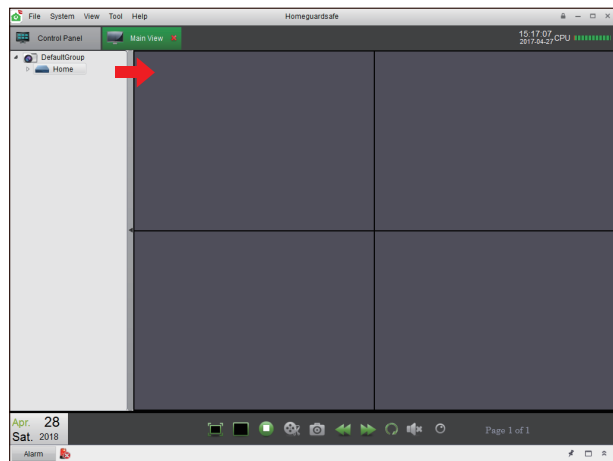




- 8 Click **Control Panel** option. Then Click **Main View**.



- 9 Click and drag the default group to the display window to access real-time footage of your system.



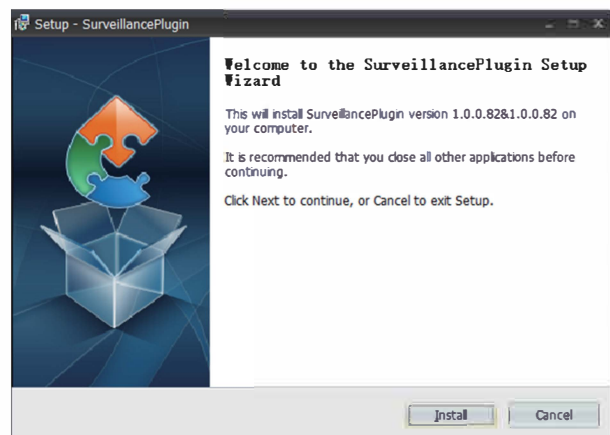
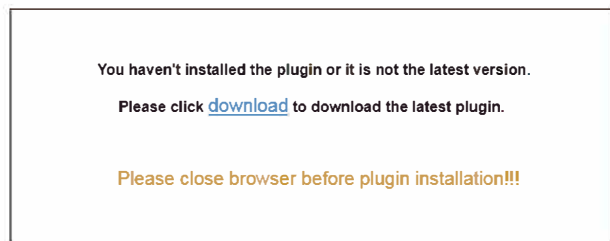
## 4.2 Remote Access via Web Client

### For IE/Chrome/Firefox

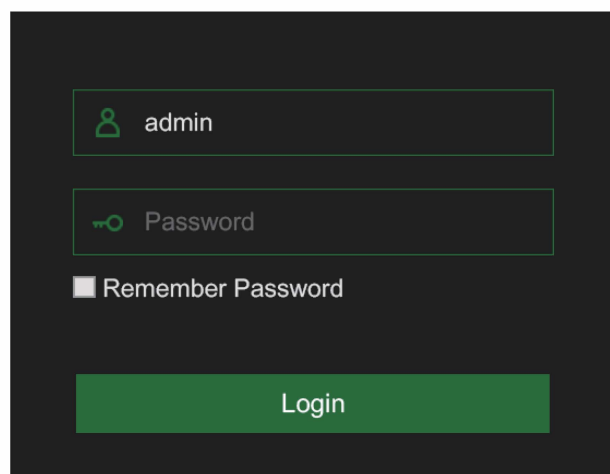
- 1 Launch the explorer on your PC and enter the NVR IP address or DDNS domain name (Host Name) you have set on NVR in the URL box.

- 2 For the first time you run the web client, system will require to install the web client plugin.

Click download to download the plugin and install to your computer.

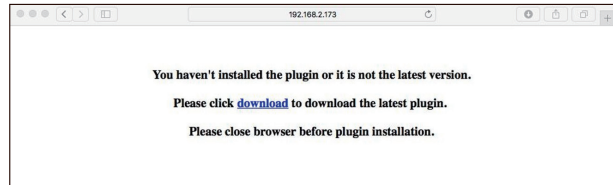


- 3 After installing the plug-in, close & launch again your browser and repeat step 1 to open the login page. Input your user name and password to login the web client.

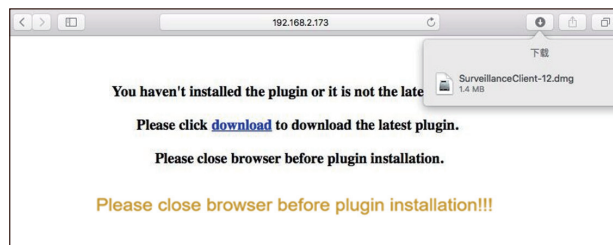


## For Mac Safari

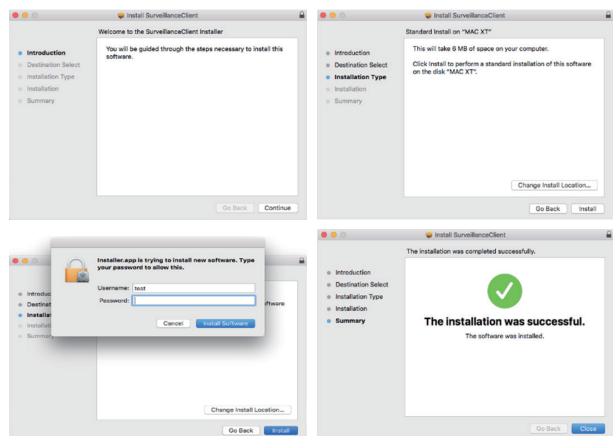
- 1 Launch the Safari in your Mac, and enter the NVR IP address or DDNS domain name (Host Name) you have set on NVR in the URL box.



- 2 Download the plug-in "SurveillanceClient.dmg", locate the downloaded file and double click it.

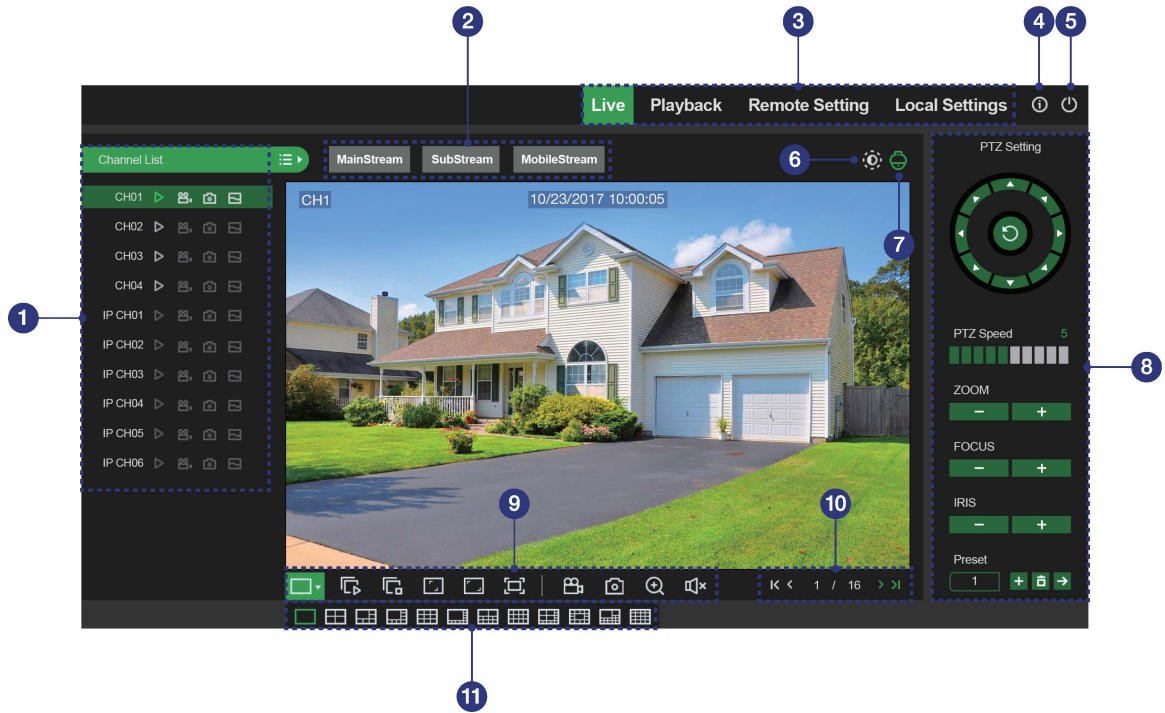


- 3 Click on "Continue" → "Install". Enter user name and password for Mac computer, Click on "Install Software" → "Close" to finish installation.



- 4 Close Safari and open again to repeat step 1 to open the Web Client login page.

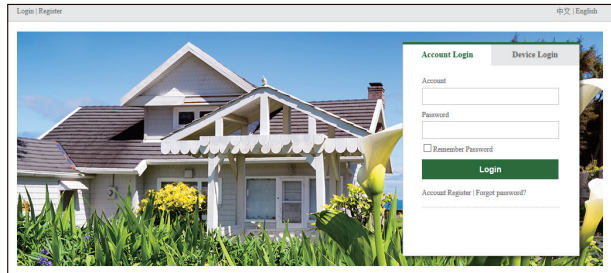
## Live Interface



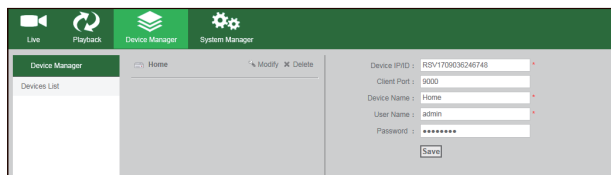
Items	Functions
1	Channel List
2	Live Video Stream Options
3	Main Menus
4	Information: Hover over to see system details
5	Exit
6	Color Controls: Click to display or hide the color controls
7	PTZ Controls: Click to display or hide the PTZ controls for using PTZ cameras
8	PTZ Controls: PTZ control menu
9	Live View Control Buttons
10	Navigation: Shows current page number for the channels shown on screen. Use the arrow keys to switch between pages
11	Page View: Click to select how many channels appear on screen at a time

## 4.3 Homeguard Cloud Access

- 1 Open your browser, go to [www.homeguardsafe.com](http://www.homeguardsafe.com)  
Please sign up and login.



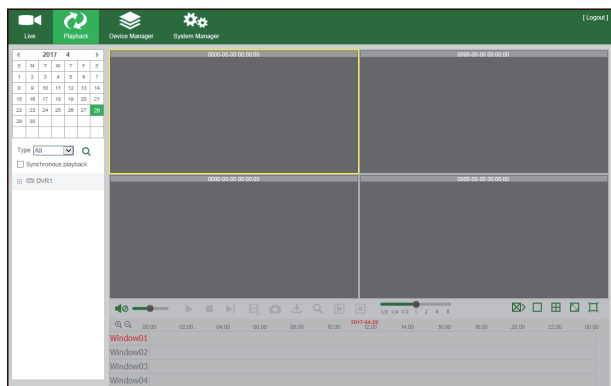
- 2 Click **Device Manager**, input the device information and click **save** to add NVR.



- 3 Click **Live**, Click ► to Displays real-time footage of your system.



- 4 Click **Playback**, you can play video that has been recorded on your NVR.

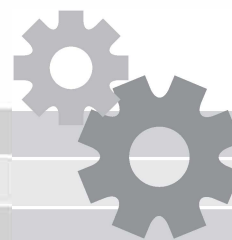


TECHNICAL  
**SUPPORT**



## 5.1 Technical Specifications

### PoE NVR



<b>Compression</b>	H.265 Standard Compression
<b>Operating System</b>	Linux
<b>Smart Device Support</b>	Apple iOS(iPhone/iPad) and Android Phones and Tablets
<b>Dual Stream</b>	Yes, Set by Channel
<b>Image Quality</b>	1024 × 768, 1920 × 1080, 2560 × 1440, 3840 × 2160
<b>Frame Rate Recording</b>	16CH NVR: 1 Channel: 8MP @ 45fps total; 1 Channel: 5MP @ 74fps total; 6 Channel: 2MP @ 160fps total 4CH/8CH NVR: 2Channel: 8MP @ 30fps total; 3 Channel: 5MP @ 45fps total 4Channel: 2MP @ 120fps total
<b>Image Playback Quality</b>	16CH NVR: 3 Channel 8MP: 15fps (Max 3CH playback); 4 Channel 5MP: 15fps (Max 4CH playback) 6 Channel 2MP: 30fps (Max 6CH playback) 4CH/8CH NVR: 2 Channel 8MP: 15fps (Max 2CH playback); 3 Channel 5MP: 15fps (Max 3CH playback) 4Channel 2MP: 30fps (Max 4CH playback)
<b>Video Mode</b>	Manual, Automatic & Motion Detection
<b>Backup Capability</b>	USB Devices (Hard Disk, Flash Drive, DVD/RW etc.), Webpage, CMS, Mobile Client
<b>User Control</b>	Mouse or Remote Control (Both Included)
<b>Recording resolution</b>	8MP, 5MP, 3MP, 2MP (1080P), 1.3MP (960P), 1.0MP (720P)
<b>Video Input</b>	4 Channel: 4 × PoE; 8 Channel: 8 × PoE; 16 Channel: 16 × PoE
<b>Video Output</b>	1 × HDMI (up to 4K), 1 × VGA
<b>Audio Output</b>	1 × RCA, 1 × HDMI
<b>Network Interface</b>	RJ-45 port (100/1000M)
<b>USB Port</b>	2 × USB 2.0
<b>Alarm Input / Output</b>	No Alarm Input or Output, Not Supported
<b>Interface</b>	1 × SATA HDD, Maximum Support to 8TB
<b>Power</b>	4CH/8CH NVR: 48V/1.5A; 16CH NVR: 48V/3.75A
<b>Operating Temperature</b>	-10°C ~ 55°C
<b>NVR Size</b>	4CH/8CH NVR: 300 × 227 × 53mm; 16CH NVR: 300 × 302 × 54mm

## 5.2 Technical Q&A

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**1. Q: What can I do if the system does not detect the HDD?**

**A:** Check if the power supply system is properly connected and data & power ports of HDD are securely connected to motherboard, and if something wrong with the HDD interface. Or you may check if your HDD is supported by referring to the specifications or descriptions.

**2. Q: I have changed the password but forgot the new password, how can I access the system?**

**A:** If you forget system password, please consult with our technical personnel. We strongly suggest user to set password easy to be remembered and relatively safe. If you have safety requirement, please do not set very simply password, such as 000000.

**3. Q: We see abnormal video signal or even no video signal by connecting the NVR and camera together. Power supply for both devices is OK. What is wrong?**

**A:** Check network cable at NVR side to see if the cable is firmly connected and if it is worn out and needs to be replaced, or to check if NTSC or PAL is selected consistently.

**4. Q: How to prevent NVR from being influenced by heat?**

**A:** The NVR needs to dissipate heat while it is running. Please place the NVR in a place with good air circulation and away from heat sources to ensure stability and life of the NVR.

**5. Q: The remote controller of NVR doesn't work while the monitor screen is OK and panel keys are functional. Why?**

**A:** Operate again by aiming the remote controller at the IR receiver on front panel. If it still doesn't work, please check if the batteries in the remote controller are dying. If not, check if the remote controller is broken.

**6. Q: I want to take out HDD from my PC and install it in NVR. Can it work?**

**A:** All HDDs supported by the system can be used. But remember, once NVR runs, the data on your HDD will be lost.

**7. Q: Can I playback while recording?**

**A:** Yes. The system supports the function of playing while recording.

**8. Q: Can I clear some records on HDD of NVR?**

**A:** In consideration of the file security, you may not clear part of records. If you want to remove all the records, you can format HDD.

**9. Q: Why can't I log in NVR client?**

**A:** Please check if the network connection settings are correct and RJ-45 port is with good contact. And check if your account and password are correctly input.

**10. Q: Why can't I find any records during playback?**

**A:** Please check if the data port connection for HDD is OK and system time is properly adjusted. Try a few times and restart. If it still doesn't work, check if the HDD is broken.

**11. Q: Why doesn't dynamic detection work?**

**A:** Please check if the motion detection time and motion detection regional setting are correct and if the sensitivity is set too low.

**12. Q: Why does buzzer keep alarming?**

**A:** Please check the alarm setting, check if motion detection function is enabled and object motion is detected all the time. Besides, refer to corresponding HDD alarm setting.

**13. Q: Why can't I stop recording by pressing "STOP" button or click "Stop Recording" in context menu?**

**A:** Pressing Stop or Stop Recording can only stop manual record. If you want to stop Scheduled recording in certain time quantum, please change the setting to No Record. To stop Startup recording, please change record mode to scheduled recording or manual recording. Then you may stop recording by the prescribed methods. And another way of stopping recording is to set channel as off status in record setting.



## 5.3 Warranty & Support

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All the products sold are covered by 24 months warranty from the date of invoice.

### Warranty instructions:

1. Please contact us when the product is caused by its own fault within 2 year warranty.
2. Please mail us your written warranty card as soon as possible after purchasing our products so that we can repair or replace this product to its original operation condition. Or the company will not deal with it.
3. Please write the truth on the warranty card.
4. Paid for repairing as follows:
  - A. Equipment failure caused by human operation
  - B. Equipment failure caused by not conforming to the using environment
  - C. No warranty card
  - D. Warranty expired

Product model: \_\_\_\_\_

Product serial number: \_\_\_\_\_

Purchase date: \_\_\_\_\_

User name: \_\_\_\_\_

Contact person: \_\_\_\_\_

Telephone: \_\_\_\_\_



*Note:* Please keep the warranty card for the better service.  
For technical support, please contact us [support@homeguardworld.com](mailto:support@homeguardworld.com)

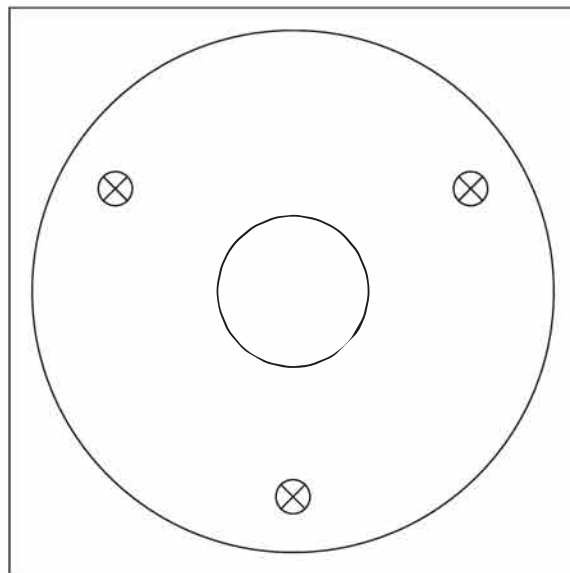
## 5.4 Camera Installation Template

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To make camera installation easier, you can tear off this page and adhere it to the place you would like to install your cameras.

### TEMPLATE

This template is used to install the camera on the wall



**CAMERA FRONT**

