

Network Video Decoder Quick Start Guide

V 3.8.1

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Welcome

Thank you for purchasing our product!

This quick start guide will help you become familiar with our device in a very short time.

Before installation and operation please read the following safeguard and warning carefully!

Please keep it well for future reference !

Cybersecurity Recommendations

Cybersecurity is more than just a buzzword: it's something that pertains to every device that is connected to the internet. IP video surveillance is not immune to cyber risks, but taking basic steps toward protecting and strengthening networks and networked appliances will make them less susceptible to attacks. Below are some tips and recommendations on how to create a more secured security system.

Mandatory actions to be taken for basic equipment network security:

1. Use Strong Passwords

Please refer to the following suggestions to set passwords:

- The length should not be less than 8 characters;
- Include at least two types of characters; character types include upper and lower case letters, numbers and symbols;
- Do not contain the account name or the account name in reverse order;
- Do not use continuous characters, such as 123, abc, etc.;
- Do not use overlapped characters, such as 111, aaa, etc.;

2. Update Firmware and Client Software in Time

- According to the standard procedure in Tech-industry, we recommend to keep your equipment (such as NVR, DVR, IP camera, etc.) firmware up-to-date to ensure the system is equipped with the latest security patches and fixes. When the equipment is connected to the public network, it is recommended to enable the “auto-check for updates” function to obtain timely information of firmware updates released by the manufacturer.
- We suggest that you download and use the latest version of client software.

“Nice to have” recommendations to improve your equipment network security:

1. Physical Protection

We suggest that you perform physical protection to equipment, especially storage devices. For example, place the equipment in a special computer room and cabinet, and implement well-done access control permission and key management to prevent unauthorized personnel from carrying out physical contacts such as damaging hardware, unauthorized connection of removable equipment (such as USB flash disk, serial port), etc.

2. Change Passwords Regularly

We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

3. Set and Update Passwords Reset Information Timely

The equipment supports password reset function. Please set up related information for password reset in time, including the end user's mailbox and password protection questions. If the information changes, please modify it in time. When setting password protection questions, it is suggested not to use those that can be easily guessed.

4. Enable Account Lock

The account lock feature is enabled by default, and we recommend you to keep it on to guarantee the account security. If an attacker attempts to log in with the wrong password several times, the corresponding account and the source IP address will be locked.

5. Change Default HTTP and Other Service Ports

We suggest you to change default HTTP and other service ports into any set of numbers between 1024~65535, reducing the risk of outsiders being able to guess which ports you are using.

6. Enable HTTPS

We suggest you to enable HTTPS, so that you visit Web service through a secure communication channel.

7. Enable Whitelist

We suggest you to enable whitelist function to prevent everyone, except those with specified IP addresses, from accessing the system. Therefore, please be sure to add your computer's IP address and the accompanying equipment's IP address to the whitelist.

8. MAC Address Binding

We recommend you to bind the IP and MAC address of the gateway to the equipment, thus reducing the risk of ARP spoofing.

9. Assign Accounts and Privileges Reasonably

According to business and management requirements, reasonably add users and assign a minimum set of permissions to them.

10. Disable Unnecessary Services and Choose Secure Modes

If not needed, it is recommended to turn off some services such as SNMP, SMTP, UPnP, etc., to reduce risks.

If necessary, it is highly recommended that you use safe modes, including but not limited to the following services:

- SNMP: Choose SNMP v3, and set up strong encryption passwords and authentication passwords.
- SMTP: Choose TLS to access mailbox server.
- FTP: Choose SFTP, and set up strong passwords.
- AP hotspot: Choose WPA2-PSK encryption mode, and set up strong passwords.

11. Audio and Video Encrypted Transmission

If your audio and video data contents are very important or sensitive, we recommend that you use encrypted transmission function, to reduce the risk of audio and video data being stolen during transmission.

Reminder: encrypted transmission will cause some loss in transmission efficiency.

12. Secure Auditing

- Check online users: we suggest that you check online users regularly to see if the device is logged in without authorization.
- Check equipment log: By viewing the logs, you can know the IP addresses that were used to log in to your devices and their key operations.

13. Network Log

Due to the limited storage capacity of the equipment, the stored log is limited. If you need to save the log for a long time, it is recommended that you enable the network log function to ensure that the critical logs are synchronized to the network log server for tracing.

14. Construct a Safe Network Environment

In order to better ensure the safety of equipment and reduce potential cyber risks, we recommend:

- Disable the port mapping function of the router to avoid direct access to the intranet devices from external network.
- The network should be partitioned and isolated according to the actual network needs. If there are no communication requirements between two sub networks, it is

suggested to use VLAN, network GAP and other technologies to partition the network, so as to achieve the network isolation effect.

- Establish the 802.1x access authentication system to reduce the risk of unauthorized access to private networks.

Important Safeguard and Warning

1 . Electrical safety

- All installation and operation here should conform to your local electrical safety codes.
- The product must be grounded to reduce the risk of electric shock.
- We assume no liability or responsibility for all the fires or electrical shock caused by improper handling or installation.
- Please use three-pin power socket (with GND).
- This device is to be connected only to the unit whose power feeding meets the requirements for SELV (Safety Extra Low Voltage) and complies with Limited Power Source according to IEC 60950-1.
- We are not liable for any problems caused by unauthorized modifications or attempted repair.

2 . Installation

- Do not apply power to the device before completing installation.
- Do not put object on the device.
- All the examination and repair work should be done by the qualified service engineers.

3 . Environment

- This series device should be installed in a cool, dry place away from direct sunlight, inflammable, explosive substances and etc.
- Please guarantee sound ventilation and keep device clean.

4. Accessories

- Be sure to use all the accessories recommended by manufacturer.
- Before installation, please open the package and check all the components are included.
- Contact your local retailer ASAP if something is broken in your package.








DANGER

- **RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE.**
- **DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.**
- **DO NOT USE THE USB PORT ON THE MAINBOARD DIRECTLY. ALWAYS USE THE USB PORT ON THE DEVICE PANEL.**
- **DO NOT CONNECT THE PERIPHERAL HDD VIA THE DEVICE HDD CABLE.**

Safety Instructions

The following categorized signal words with defined meaning might appear in the Manual.

Signal Words	Meaning
 DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 TIPS	Provides methods to help you solve a problem or save you time.
 NOTE	Provides additional information as the emphasis and supplement to the text.

Revision History

No.	Version	Revision Content	Release Time
2	V3.8.1	Change USB3.0 logo	June 2019
1	V3.8.0	2.5U security baseline	July 2018

Privacy Protection Notice

As the device user or data controller, you might collect personal data of others, such as face, fingerprints, car plate number, Email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures including but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

About the Manual

- The Manual is for reference only. If there is inconsistency between the Manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the Manual.
- The Manual would be updated according to the latest laws and regulations of related regions. For detailed information, see the paper User's Manual, CD-ROM, QR code or our official website. If there is inconsistency between paper User's Manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the Manual. Please contact the customer service for the latest program and supplementary documentation.

- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, please refer to our final explanation.
- Upgrade the reader software or try other mainstream reader software if the Guide (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the Manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

1 Front Panel/Rear Panel/Installation



Note

- All the installation and operations here should conform to your local electric safety rules.
- VGA cable quality and length can affect the video quality. It may result in distorted video, noise, black margin. The video quality may vary even if you are viewing the same video via different VGA cables.

1.1 Check Unpacked Device

When you received the device from the shipping agency, please check whether there is any visible damage. The protective materials used for the package of the device can protect most accidental clashes during transportation. Then you can open the box to check the accessories.

Please check the items in accordance with the list.

Finally you can remove the protective film of the device.

The label at the bottom of the box is very important. Usually we need you to present the serial number when we provide the service after sales.

1.2 Front panel

1.2.1 1/4-channel 4K High Definition&1-channel 4K (H.265) high definition series





The front panel is shown as in Figure 1-1.



Figure 1-1

Please refer to the following sheet for detailed information.

Name	Icon	Function
Power button		Press it for three seconds to boot up or shut down the device. Press it three times within one second, it can clear device configuration.
Power indicator light		The indicator light becomes on when system boots up.
Network indicator light		The indicator light becomes on when abnormal network event occurs (offline, IP conflict and etc.)
USB port		Connect to external USB device.

Name	Icon	Function
Alarm indicator light		The light becomes on when there is an alarm.
HDD indicator light		N/A
IR receiver		N/A
Output indicator light		<p>It is to display output port working mode.</p> <ul style="list-style-type: none"> ● For 1-channel 4K high definition series, only the first indicator light are effective. ● For 4-channel 4K high definition series and 4-channel high definition series, only the channel 1 to channel 4 indicator lights are effective.

1.2.2 9-channel 4K high definition (with 4 input ports) series / 9-channel 4K high definition series /9-channel High Definition Series/16-channel High Definition Series

The 9-channel 4K high definition (with 4 input ports) series /9-channel 4K high definition series /9-channel high definition series front panel is shown as in Figure 1-2.

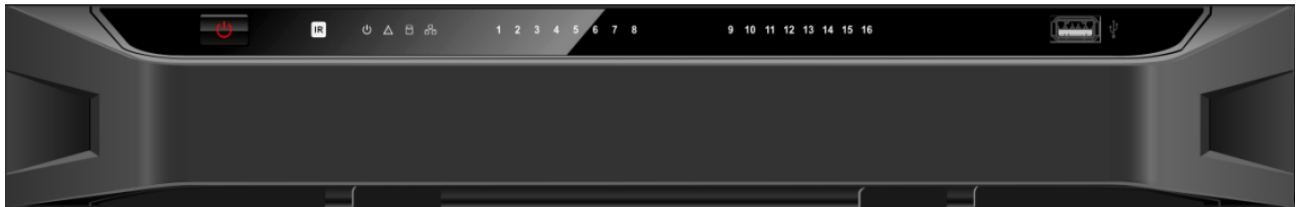



Figure 1-2







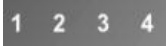
The 16-channel high definition series front panel is shown as in Figure 1-3.



Figure 1-3

Please refer to the following sheet for detailed information.

Name	Icon	Function
Power button		<p>Press it for three seconds to boot up or shut down the device.</p> <p>Press it three times within one second, it can clear</p>

Name	Icon	Function
		device configuration.
Power indicator light		The indicator light becomes on when system boots up.
Network indicator light		The indicator light becomes on when abnormal network event occurs (offline, IP conflict and etc.)
USB port		Connect to external USB device.
Alarm indicator light		The light becomes on when there is an alarm.
HDD indicator light		N/A
IR receiver		N/A
Output indicator light		<p>It is to display output port working mode.</p> <ul style="list-style-type: none"> For 9-channel 4K high definition series/ 9-channel 4K high definition (with 4 input ports) series/9-channel high definition series, only the channel 1 to channel 9 indicator light is effective. For 16-channel high definition series, only the channel 1 to channel 16 indicator light is effective.

1.2.3 12-channel 4K high definition series/12-channel 4K high definition (with 4 input ports) series/ 15-channel 4K high definition series/15-channel 4K high definition (with 4 input ports) series/ 18-channel 4K high definition series/18-channel 4K high definition (with 4 input ports) series/ 21-channel 4K high definition series/21-channel 4K high definition (with 4 input ports) series

The front panel is shown as below. See Figure 1-4.

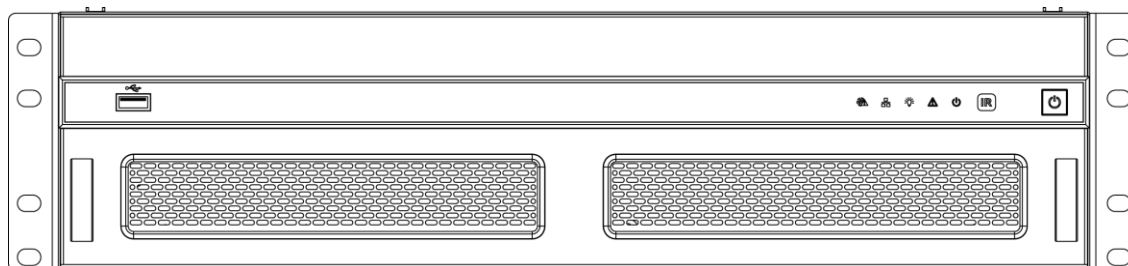










Figure 1-4

Please refer to the following sheet for detailed information.

Name	Icon	Function
Power button		Press it for three seconds to boot up or shut down the device.
IR receiver		N/A
Power indicator light		The indicator light becomes on when system boots up.
Alarm indicator light		The light becomes on when there is an alarm.
Running indicator light		The light is on when device is running.
Network indicator light		N/A
Fan indicator light		N/A
USB port		Connect to external USB device.

1.3 Rear Panel

1.3.1 1-channel 4K High Definition Series//1-channel 4K (H.265) high definition series

The rear panel is shown as below. See Figure 1-5.

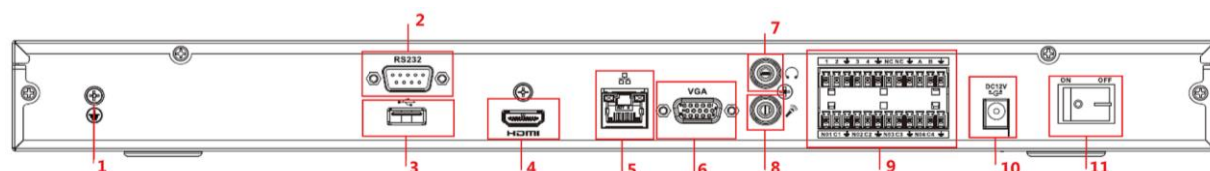


Figure 1-5

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	RS232 port	3	USB port
4	HDMI port	5	Network interface(10M/100M/1000M self-adaptive Ethernet port)	6	VGA port
7	Audio talk output port RCA OUT	8	Audio talk input port RCA IN	9	4-channel alarm input, 4-channel alarm output,

SN	Port Name	SN	Port Name	SN	Port Name
					RS485 port.
10	Power socket	11	Power switch	-	-

1.3.2 4-channel 4K high definition series

The rear panel is shown as below. See Figure 1-6.

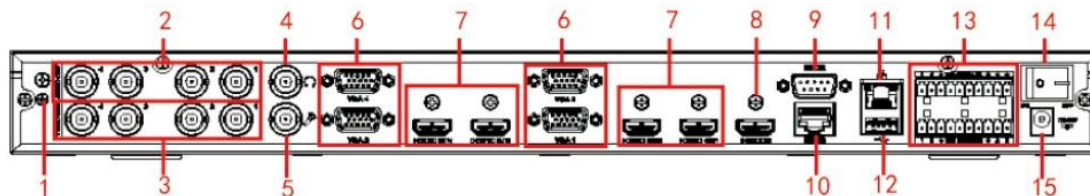


Figure 1-6

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	Audio output port(BNC)	3	Video output port (BNC)
4	Audio talk input port	5	Audio talk output port	6	VGA port
7	HDMI output port	8	HDMI input port	9	RS232 port
10	RS232 port to control the screen	11	Network interface(10M/100M/1000 M self-adaptive Ethernet port)	12	USB port
13	Alarm input, alarm output, standard RS485 port	14	Power on-off button	15	Power socket

1.3.3 9-channel 4K high definition (with 4 input ports) series

The rear panel is shown as below. See Figure 1-7.

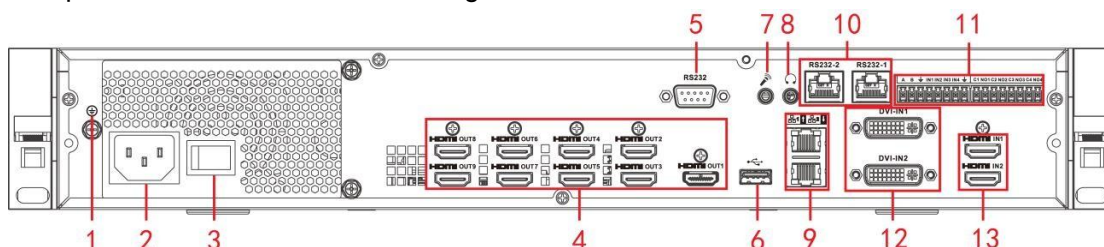


Figure 1-7

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	Power socket	3	Power on-off button
4	HDMI output port	5	RS232 port	6	USB3.0 port
7	Audio talk input	8	Audio talk output	9	Network

	port		port		interface(10M/100M /1000M self-adaptive Ethernet port)
10	RS232 port to control the screen	11	Alarm input, alarm output, standard RS485 port	12	DVI-I input port
13	HDMI input port	-	-	-	-

1.3.4 9-channel 4K high definition series

The rear panel is shown as below. See Figure 1-8.

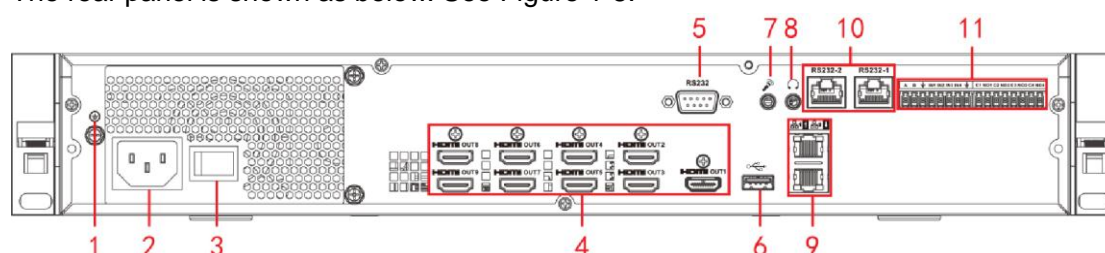


Figure 1-8

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	Power socket	3	Power on-off button
4	HDMI input port	5	RS232 port	6	USB3.0 port
7	Audio talk input port	8	Audio talk output port	9	Network interface(10M/100M/1000M self-adaptive Ethernet port)
10	RS232 port to control the screen	11	Alarm input, alarm output, standard RS485 port	-	-

1.3.5 9-channel High Definition Series

The rear panel is shown as below. See Figure 1-9.

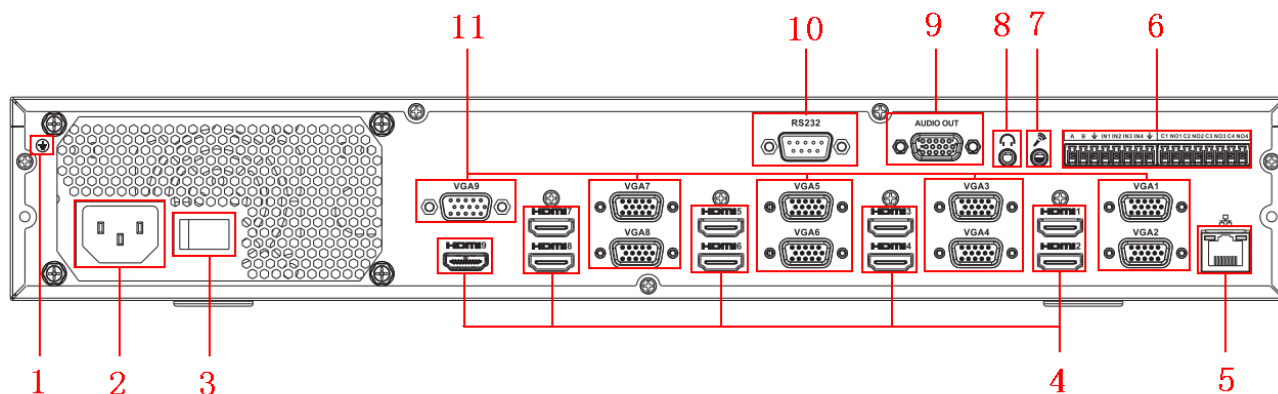


Figure 1-9

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	Power switch	3	Power socket
4	HDMI port	5	Network interface(10M/100M/1000M self-adaptive Ethernet port)	6	Relay input, relay output, standard RS485 port.
7	Audio talk input port	8	Audio talk output port	9	Audio output port
10	RS232 port	11	VGA port	-	-

1.3.6 16-channel High Definition Series

The rear panel is shown as below. See Figure 1-10.

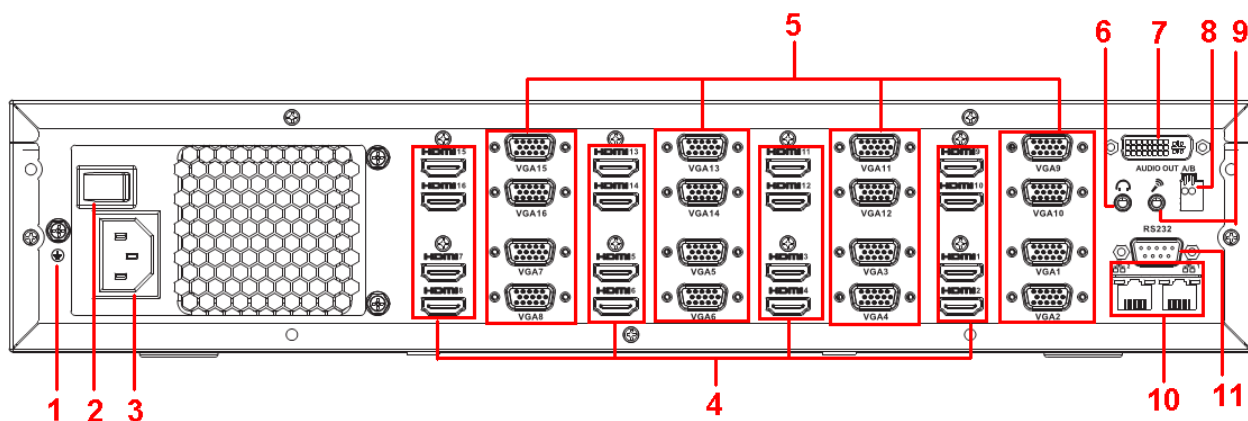


Figure 1-10

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	Ground screw hole	2	Power switch	3	Power socket
4	HDMI port (16)	5	VGA port (16)	6	Audio talk output port
7	Audio output port	8	Standard RS485 port	9	Audio talk input port
10	Network	11	RS232 port	-	-

	interface(10M/100M/1000M self-adaptive Ethernet port)			
--	--	--	--	--

1.3.7 12-channel 4K high definition series/12-channel 4K high definition (with 4 input ports) series/ 15-channel 4K high definition series/15-channel 4K high definition (with 4 input ports) series/ 18-channel 4K high definition series/18-channel 4K high definition (with 4 input ports) series/ 21-channel 4K high definition series/21-channel 4K high definition (with 4 input ports) series

The 21-channel 4K high definition series/21-channel 4K high definition (with 4 input ports) series rear panel is shown as below. See Figure 1-11.

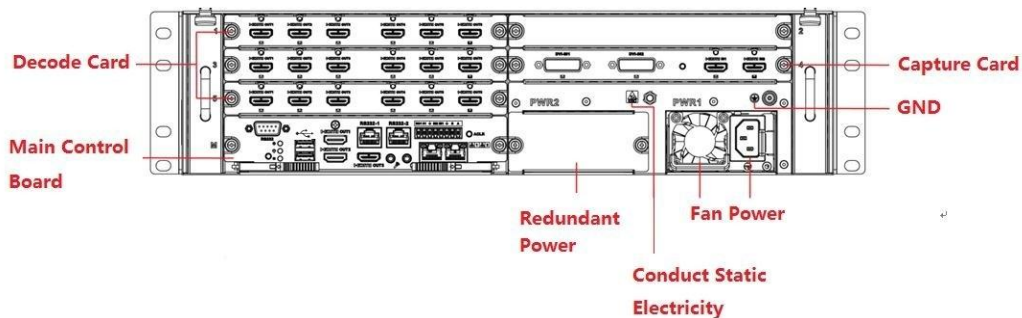


Figure 1-11

The 18-channel 4K high definition series/18-channel 4K high definition (with 4 input ports) series rear panel is shown as below. See Figure 1-12.

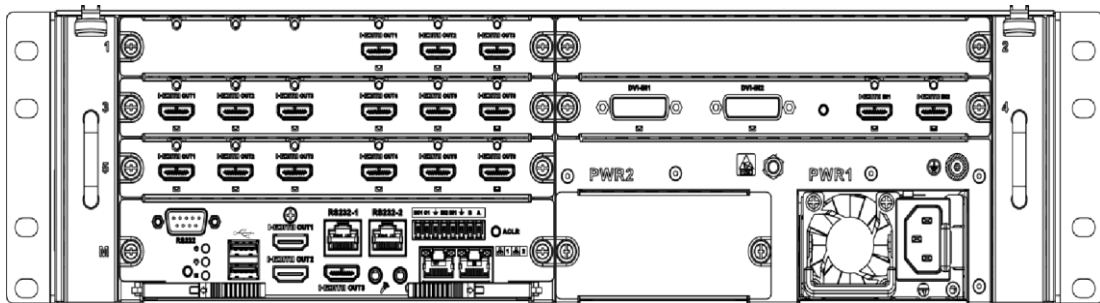


Figure 1-12

The 15-channel 4K high definition series/15-channel 4K high definition (with 4 input ports) series rear panel is shown as below. See Figure 1-13.

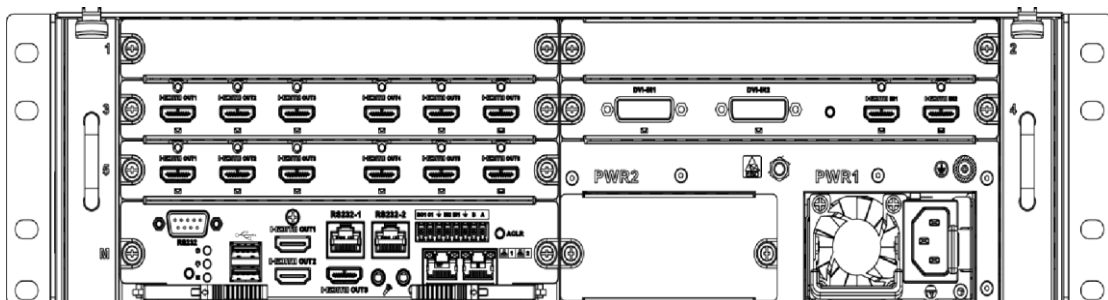


Figure 1-13

The 12-channel 4K high definition series/12-channel 4K high definition (with 4 input ports) series rear panel is shown as below. See Figure 1-14.

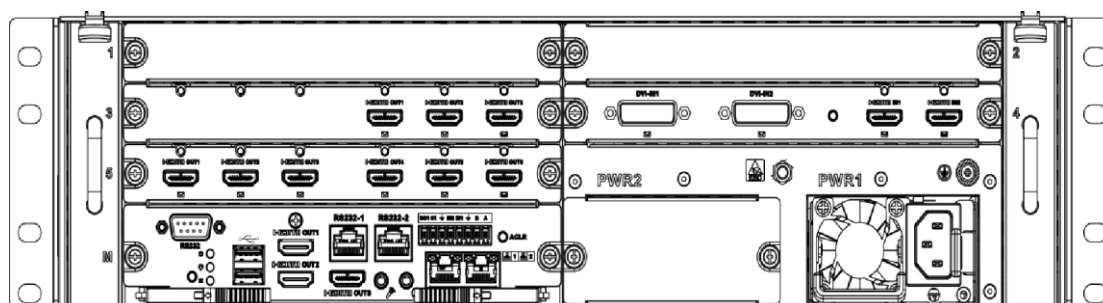


Figure 1-14



Note

- For the above four series, they only have different decode card types. The rest parts are the same.
- For XX-channel 4K high definition series and XX-channel 4K high definition (with 4 input ports) series, the only difference is one series has the capture card and the other does not have capture card. The rest parts are the same.

Main control board

The control board interface is shown as below. See Figure 1-15.

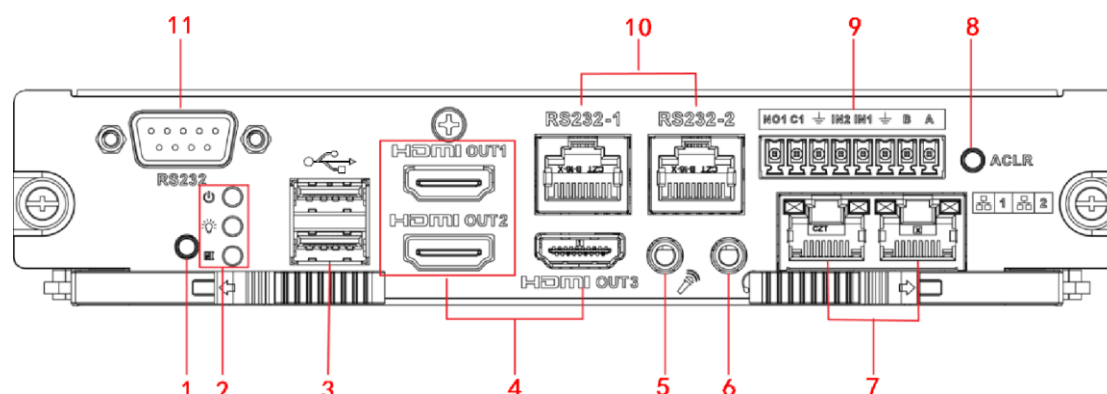


Figure 1-15

Please refer to the following sheet for detailed information.

SN	Name	SN	Name	SN	Name
1	Default button	2	<ul style="list-style-type: none"> Main control board power indicator light, system status indicator light, PCI-E status indicator light 	3	USB port

SN	Name	SN	Name	SN	Name
4	HDMI output port	5	Audio talk input port	6	Audio talk output port
7	Network port	8	Clear alarm button	9	<ul style="list-style-type: none"> ● 2-channel alarm input, 1-channel alarm output , ● RS485 port.
10	RJ45 COM port	11	RS232 COM port	-	-

Decode card

The 3-channel decode card is shown as in Figure 1-16.

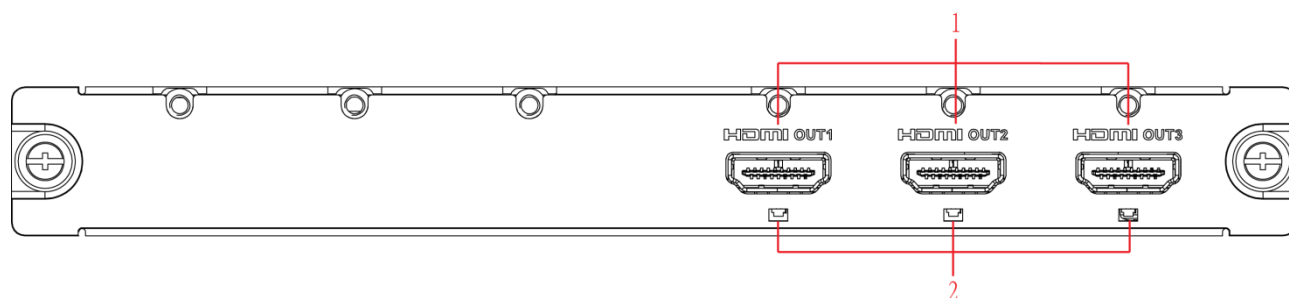


Figure 1-16

The 6-channel decode card is shown as in Figure 1-17.

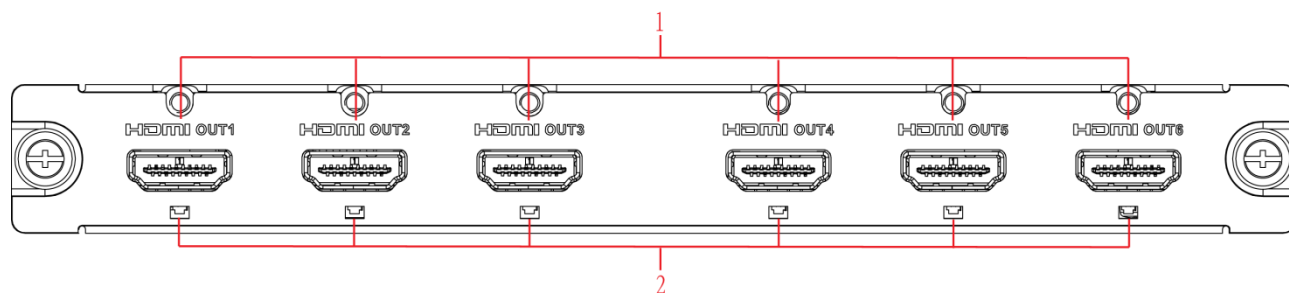


Figure 1-17

Please refer to the following sheet for detailed information.

SN	Port Name	SN	Port Name	SN	Port Name
1	HDMI output port	2	Indicator light	-	-

Capture card

The capture card is shown as in Figure 1-18.

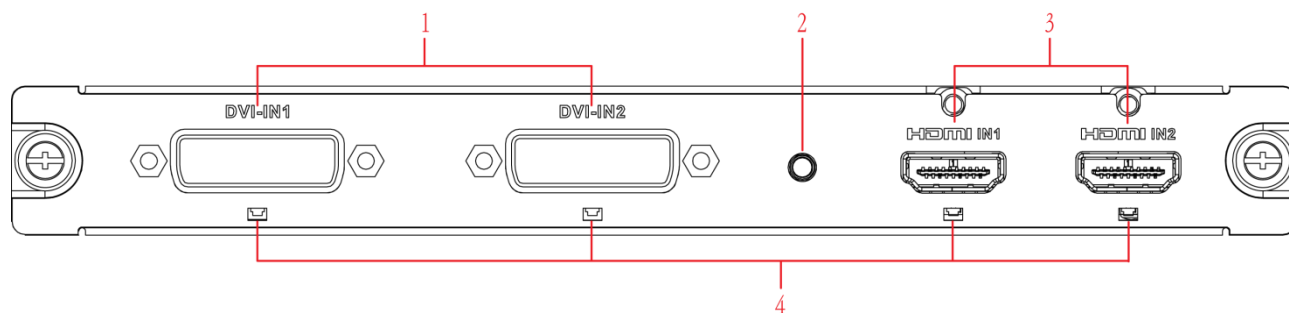


Figure 1-18

Please refer to the following sheet for detailed information.

SN	Name	SN	Name	SN	Name
1	DVI input port	2	Backup button	3	HDMI input port
4	Indicator light	-	-	-	-



Note

When you connect it to the PC network port, please use crossover cable.

When you connect it to the PC via router or switcher, please use straight cable.

1.4 Connection

Please refer to the follow figure for connection information. See Figure 1-19.

The following figure is based on the 4-channel 4K high definition series product.

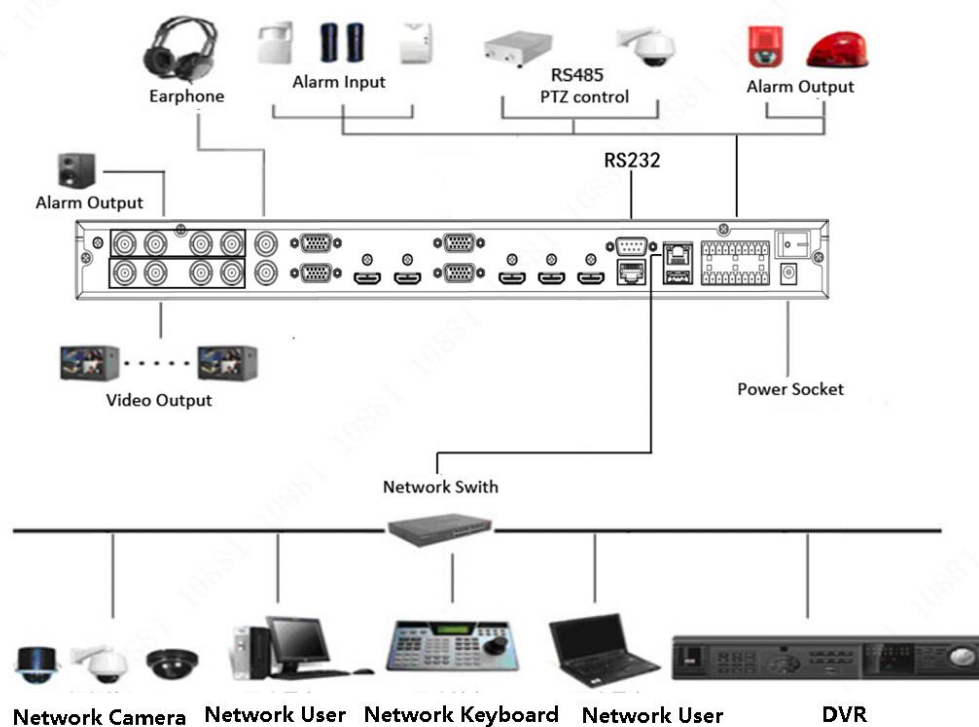


Figure 1-19

2 Operation



Note

- The following operations are generally based on the 9-channel high definition series product.
- Slight different may be found in the user interface.

2.1 Boot up

Connect the device to the power and then press the power button in the rear panel. You can see the power indicator light becomes on and device boots up.

The system is in multiple-window display mode by default.

2.2 Shut down

You can press power button in the front panel for three seconds to shut down the device.



Note

When decoder is working, if the power failure occurs, the system can automatically connect to the front-end device and restore previous working status once the power connection becomes normal.

2.3 Network Connection

Step 1 Use network cable to connect the Ethernet port of the device and the PC NIC port together. Make sure the device connection is OK.

Step 2 Set PC and device in the same IP segment.



Note

Device default IP address is 192.168.1.108.

Step 3 Use order ping `***.***.***.***`(Device IP address) to check connection is OK or not. Usually the return TTL value should be less than 64.

Step 4 Open Internet Explorer and then input the address in the column. Click **【Enter】** button.



Note

WEB control can be downloaded and installed automatically. System can download the latest Web control and remove the old one.

After login the WEB interface, please change device IP address according to the actual situation. Refer to user's manual for detailed information.

Step 5 Connect the device to the network.

2.4 Login



Note

Different series products have different login modes.

2.4.1 4-channel high definition series/16-channel high definition series/1-channel 4K high definition series/1-channel 4K(H.265) high definition series/4-channel 4K high definition series

- Step 1 Open the Internet Explorer and then input the device IP address in the address column, click **【Enter】** button.
- Step 2 Device pops up Install plug-in interface. Please click OK and follow the prompts to install the plug-in. If you can't download the plug-in file, please modify your Internet Explorer security setup. After installation, the interface is shown as below. See Figure 2-1.

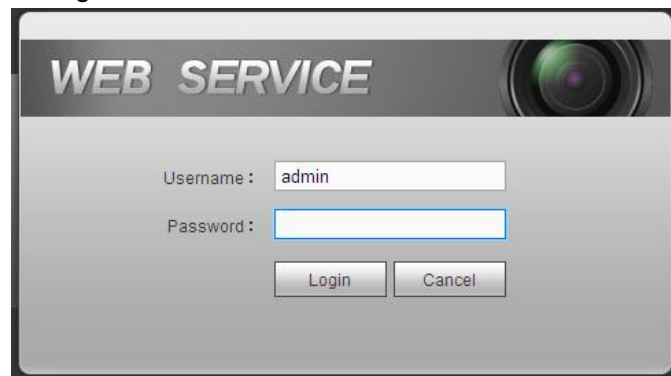


Figure 2-1

- Step 3 Please input your user name and password and then click Login button.



Note

Default factory name is **admin** and password is **admin**.

Device pops up Modify Password dialogue box. See Figure 2-2.



Figure 2-2

- Step 4 Please input the new password twice and then click the Yes button.



Note

The password ranges from 8 to 32 digitals. It can contain letters, numbers and special characters (excluding “'”, “|”, “,”, “.”, “&”) . The password shall contain at least two categories. Usually we recommend the strong password.



WARNING

STRONG PASSWORD RECOMMENDED-For your device own safety, please create a strong password of your own choosing. We also recommend you change your password periodically especially in the high security system.

Step 5 After successfully set the new password, system asks you to login again. Please input the user name admin and new password to login.



Note

- Different series products have different login interfaces. Please refer to the actual interface for detailed information.
- For 9-channel high definition series/16-channel high definition series/1-channel 4K high definition series/1-channel 4K (H.265) high definition series, the interface is shown as in Figure 2-3. For 4-channel 4K high definition series, the interface is shown as below. See Figure 2-4.



Figure 2-3

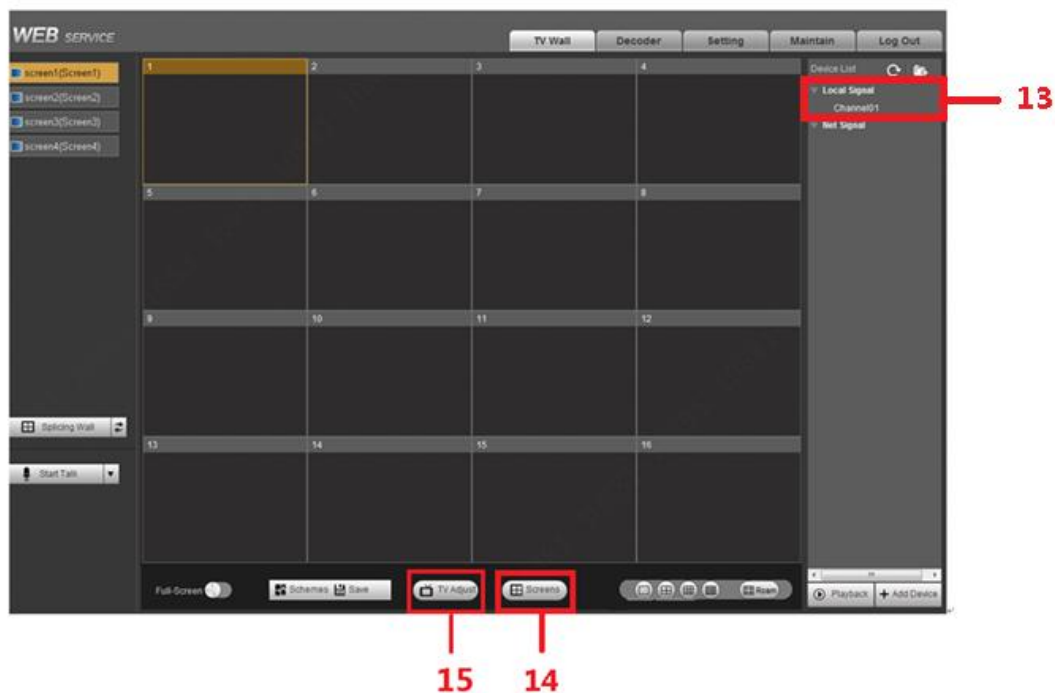


Figure 2-4

Please refer to the following sheet for detailed information.

SN	Name	SN	Name
1	System menu	2	Network signal
3	Add/delete device	4	Playback
5	Roam	6	Window split
7	Scheme manager/Save	8	Full-screen button
9	Refresh	10	Bidirectional talk
11	Splicing wall	12	Screen No.
13	Local signal	14	Screen manager
15	TV adjustment	-	-

2.4.2 9-channel 4K high definition series/9-channel 4K high definition (with 4 input ports) series/12-channel 4K high definition series/12-channel 4K high definition (with 4 input ports) series/15-channel 4K high definition series/15-channel 4K high definition (with 4 input ports) series/18-channel 4K high definition series/18-channel 4K high definition (with 4 input ports) series/21-channel 4K high definition series/21-channel 4K high definition (with 4 input ports) series

Step 1 Open the Internet Explorer and then input IP address on the address column, click 【Enter】 button.

Enter Initialization interface. See Figure 2-5.

Init Device

Username

admin

Password

Low

Middle

High

Confirm

The password is not less than 8 bits,and contains at least two digits,letters and common characters

Yes

Figure 2-5

Step 2 Input password and then confirm, click OK button. See Figure 2-6.



 Note


The password ranges from 8 to 32 digitals. It can contain letters, numbers and special characters (excluding “”, ‘ ’, , , . , & ”) . The password shall contain at least two categories. Usually we recommend the strong password.



WARNING

STRONG PASSWORD RECOMMENDED-For your device own safety, please create a strong password of your own choosing. We also recommend you change your password periodically especially in the high security system.

WEB SERVICE



Username:

Password:

Figure 2-6

Step 3 Input the password and then click Login.



 Note

System default user name is **admin**.

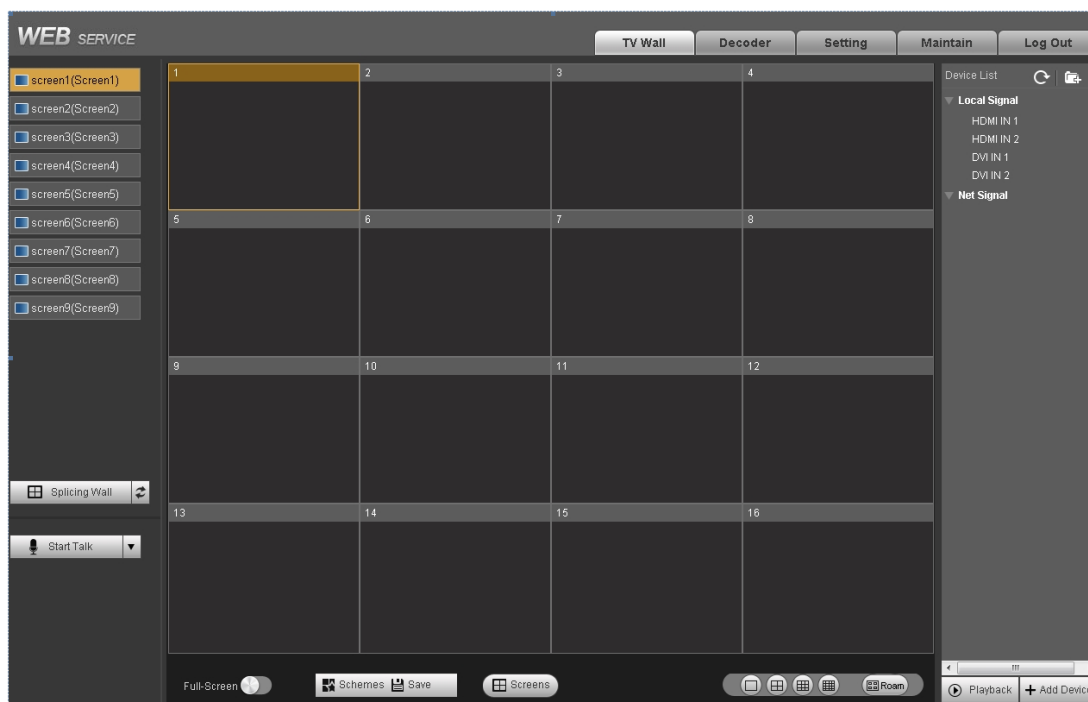


Figure 2-7



Note

- For detailed operation introduction, please refer to the User's Manual.
- This quick start guide is for reference only. All the designs and software here are subject to change without prior written notice.
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- If there is any uncertainty or controversy, please refer to the final explanation of us.
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