



USER'S MANUAL

VDP2 SERIES



VDP2 Series

DVR Component Model #:	DVR-VDP2-81
Firmware Version:	20210201
Camera Component Model #:	CM-DP2BK-B

Support.NightOwlSP.com



Thank you for choosing Night Owl Security

By purchasing a Night Owl product, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. In addition to warranty and technical support benefits, you have access to our vast library of free instructional How to Videos. For all Support Videos, go to www.youtube.com/nightowlsp to access Night Owl's YouTube page.



Camera Compatibility

Night Owl's VDP2 Series DVRs are compatible with the following cameras:

VDP2
CM-DP2L-BU
CM-TA2L-BU
CM-C20XL-BU
CM-DP2BK-B

NOTE: Not all features will work with all compatible cameras. You must use preferred cameras to access all features.

This system is designed to work with CL2 UL Rated cabling or better. If the camera's video quality, either day or night, is degraded, you may need to change the cable run from the camera to the DVR.

Please see the warranty section of this manual for exclusions and additional details. Not all features and capabilities are shared across all models. You may see features which are not applicable. Additionally, this manual contains screen images that may not exactly match those on your TV/Monitor/Smart Device.

THIS MANUAL WAS ACCURATE AT THE TIME IT WAS COMPLETED. DUE TO OUR ONGOING EFFORT TO CONSTANTLY IMPROVE OUR PRODUCTS, FUNCTIONS MAY HAVE BEEN ADDED OR CHANGED.

System Requirements

Please be sure that your PC/MAC® complies with the following specifications:

- **PC Operating System:** Windows® 10 and above
- **MAC Operating System:** MAC OS X® 10.9 and above
- Please be sure that your mobile device complies with the following specifications:
- **Android™:** 8.0 and above
- **iOS®:** 12.4 and above

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FCC Warnings

FCC

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Compliance Statement

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses and can radiate radio frequency energy and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



CAUTION

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Safety Instructions

Use the provided power adapter.

Do not use this product with a power source that applies more than the specified voltage.

Never insert metal into the DVR case or its openings.

Inserting metal into the DVR case may cause electric shock.

Do not operate in wet or dusty areas.

Avoid placing the DVR in areas such as a damp basement or dusty attic.

Do not expose the DVR to rain or use near water.

If the DVR accidentally gets wet, unplug it and contact technical support immediately.

Keep product surfaces clean and dry.

To clean the outside case of the DVR, use a lightly dampened cloth. Do not use cleaning solutions or solvents.

Do not install near any heat sources.

Do not install the DVR near any heat sources such as stoves, heat registers, radiators, or electronics (including amplifiers) that produce heat.

Unplug the DVR when moving it.

Make sure that the DVR is unplugged before you move it. When moving this device, be sure to handle it with care.

Make sure there is good air circulation around the DVR.

This DVR uses an internal hard drive, that generates heat during operation for video storage. Do not block the vents on the DVR as these vents reduce the generated heat while the system is running. Place this product in a well-ventilated area.

Do not attempt to remove the top cover.

If you observe any abnormal operation, unplug the DVR immediately and contact technical support. Do not attempt to open the DVR to diagnose the cause of the problem. Removing the cover will void your warranty.

Handle the DVR carefully.

If you drop the DVR on any hard surface, it may damage the device. If the DVR doesn't work properly due to physical damage, contact an authorized dealer for repair.

It is recommended to use your DVR with an uninterruptible power supply (UPS).

Connecting your DVR and cameras to a UPS allows continuous operation even during power outages. The run-time duration will depend on the rating of the UPS used.

**CAUTION**

You may be subjected to severe electrical shock if you remove the cover of the DVR.

Initial Setup

Night Owl strongly recommends that you complete the following sections in the order that they are listed to quickly and easily set up your system:

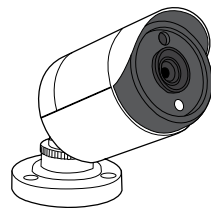
- Step 1. Verify Your Package Contents
- Step 2. Download the Night Owl Protect App and Create Your Account
- Step 3. Connect Your System
- Step 4. Set Up Your DVR
- Step 5. Install the Cameras

Step 1. Verify Your Package Contents

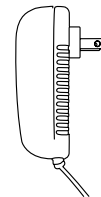
Before you begin to install your system, ensure you can identify all of the parts listed in this section. Images may vary slightly based on your model number.



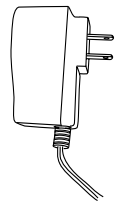
DVR



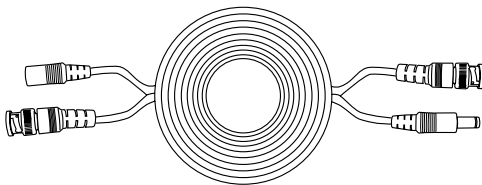
Camera(s)



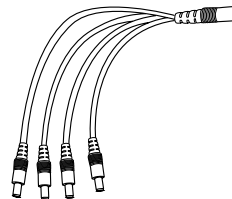
DVR Power Adapter (x1)



Camera Power Adapter(s)
(1 per 4 cameras)



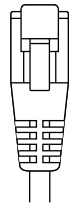
60 ft. Video/Power Cables
(1 cable per camera)



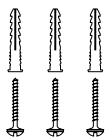
Power Splitter(s)
(1 per 4 cameras)



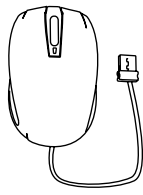
6 ft. HDMI (x1)



6 ft. Ethernet (x1)

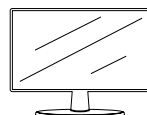


Mounting Hardware

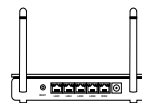


USB Mouse (x1)

Items Not Included



Monitor



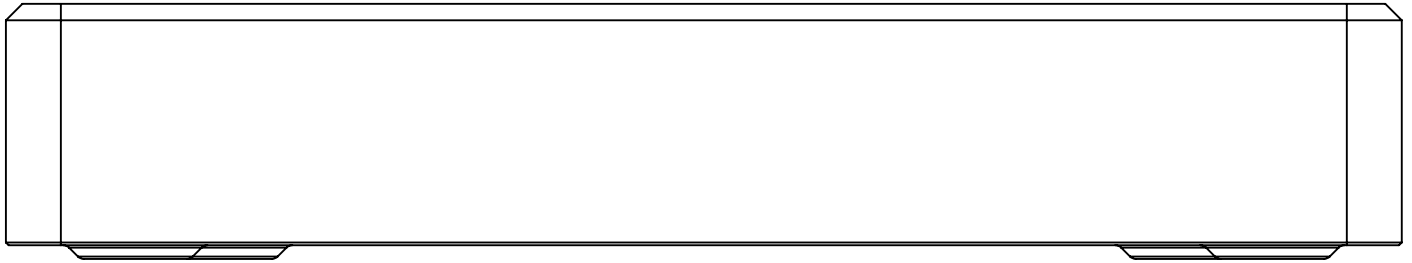
Router

NOTE: Internet access is **STRONGLY** recommended for this initial setup. A TV or monitor with a minimum 1080p HD resolution and an HDMI input is required for the initial setup.

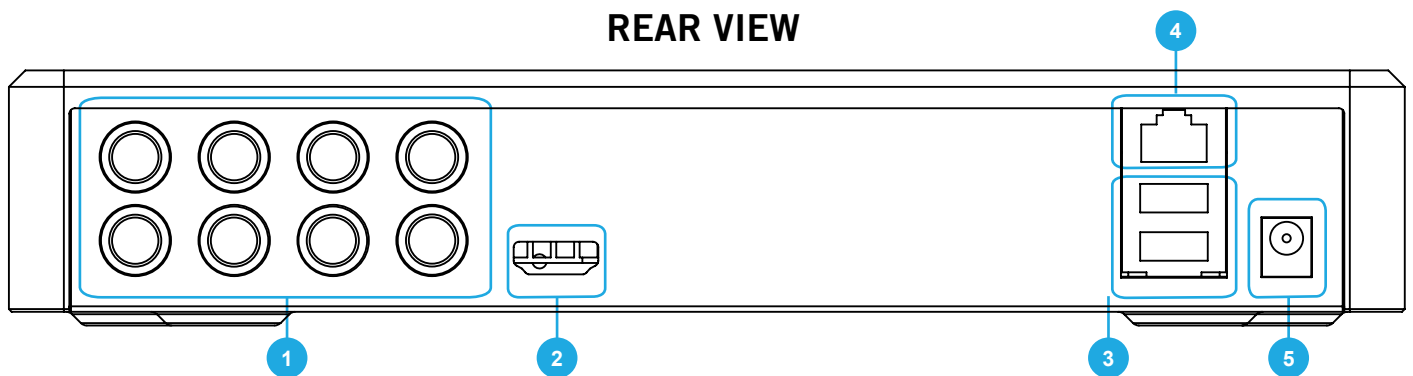
NOTE: For best results use Night Owl accessories. Third party accessories or products under a different brand may not work as well.

DVR Component Description

FRONT VIEW



REAR VIEW



1. **Video In:** Connect your BNC wired cameras to one of these ports.

NOTE: The DVR automatically detects the camera. Before turning the DVR on, make sure the cameras are connected to the DVR and a power source.

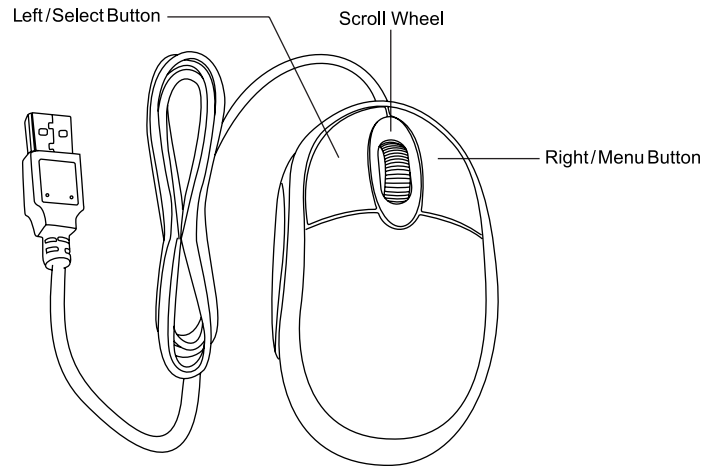
2. **HDMI (Recommended):** Connect your TV or monitor to this HDMI port using an HDMI cable.
3. **USB Ports:** Connect a USB mouse or a USB flash drive to this USB port for video backup.

NOTE: DO NOT CONNECT two USB mice or two USB flash drives to the DVR.

4. **LAN (Strongly Recommended):** Connect your DVR to the Internet using an Ethernet cable.
5. **Power Input:** Connect the DVR power adapter to this port to power the DVR.

NOTE: Connect and test all cameras locally before you install in their final location to ensure that all components function properly.

Mouse Description



Live Viewing:

Double-click the left button on any camera view in split-screen mode to bring it to full screen display. Double-click again to return to split-screen mode. Right-click to show the Tool Bar at the bottom of the screen. Left click on the Tool Bar or Menu to access the device's features.

In Setup:

Left-click to make a selection. Right-click to cancel setup or return to the previous screen.

To Enter Values:

Move the cursor to a blank field and click the mouse. A virtual keyboard will appear which supports numbers, letters, and symbols. The Shift function will access symbols in addition to upper case letters.

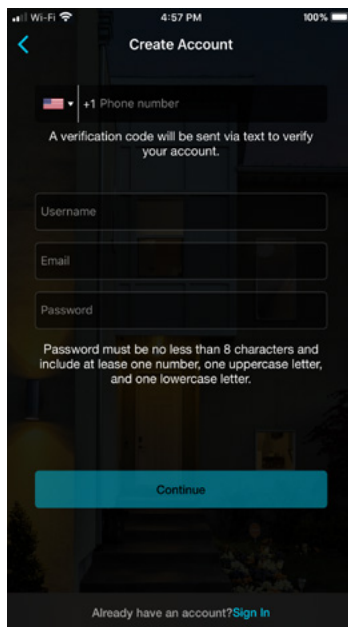
Step 2. Download the Night Owl Protect App and Create Your Account

IMPORTANT: Night Owl **STRONGLY** recommends that you create an account via the Night Owl Protect App. This app is the preferred method for password resets since you cannot reset your password from the DVR. You can choose not to use the app later if you wish.

1. Download the Night Owl Protect App from the Apple App or Google Play Store. If you already have a Night Owl Protect account and connected device, proceed to *Step 3 – Connect Your System*.



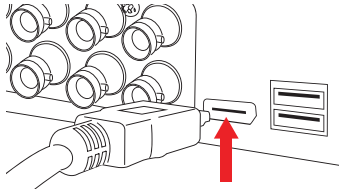
2. Follow the prompts on the Night Owl Protect App to create your account. For security purposes, a verification code will be sent to your phone to verify the account being created.



3. Finish creating your account and create a personal PIN number that you will enter upon each login to the app. For more information on the Night Owl Protect App, click here: <https://support.nightowlsp.com/hc/en-us/articles/360044127354-Night-Owl-Protect-Mobile-App-CMS>
4. When finished, proceed to *Step 3 – Connect Your System* to begin connecting the components of your system.

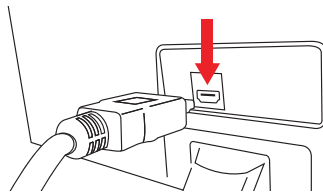
Step 3. Connect Your System

1



Plug one end of the included HDMI cable into the HDMI port on the back of the DVR.

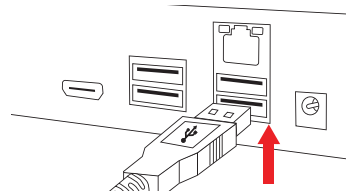
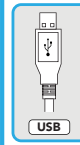
2



Plug the other end of the HDMI cable into the back of your TV or Monitor.

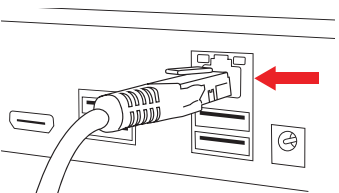
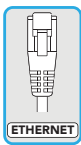
NOTE: To view cameras, TV or Monitor must be tuned to the same input the HDMI is plugged into.

3



Plug the USB mouse into the USB port on the back of the DVR.

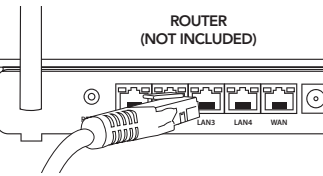
4



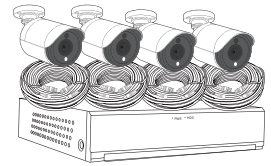
Plug one end of the included Ethernet cable into the LAN port on the back of the DVR.

NOTE: Night Owl recommends connecting to the Internet for the best user experience.

5

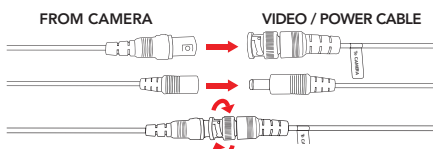


Plug the other end of the Ethernet cable into a port on the back of your router or modem.



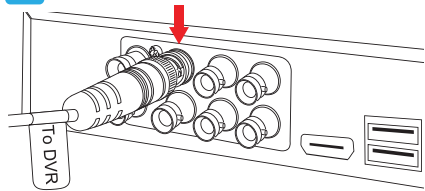
STOP: BEFORE installing, connect and test each camera locally to confirm they function properly.

6



Connect the end of the camera's cable to the end of a video / power cable labeled TO CAMERA ONLY.

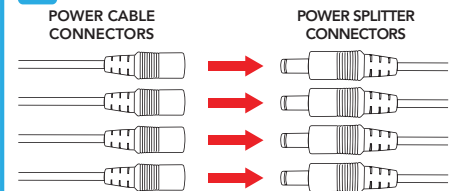
7



Connect the video / power cable labeled TO DVR ONLY to an open video input on the DVR.

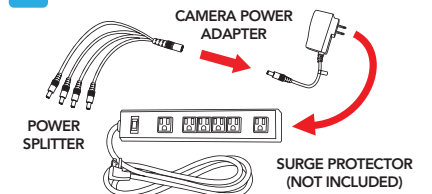
NOTE: Make sure you twist and lock BNC connectors.

8



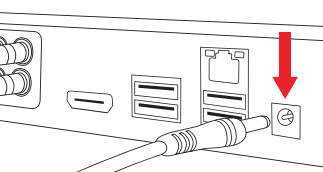
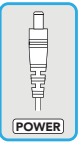
Connect the red female power leads of the video / power cables to the male power splitter ends.

9



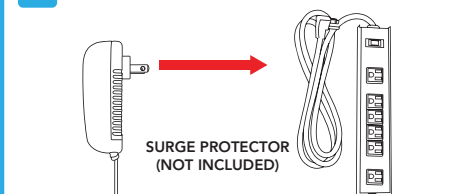
Connect the power splitter to the camera power adapter and plug the adapter into a surge protector or Uninterruptible Power Supply (UPS).

10



Connect the DVR power adapter to the Power Input on the rear of the DVR.

11



Plug the DVR power adapter into a surge protector or Uninterruptible Power Supply (UPS). Some systems beep upon booting up.

NOTE: Make sure the UPS or surge protector is switched ON.

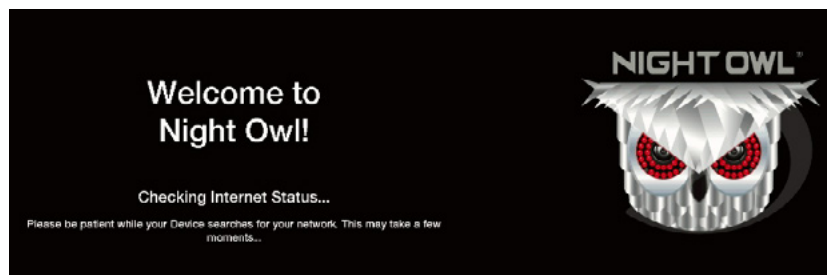
Step 4. Set Up Your DVR

IMPORTANT: Night Owl STRONGLY recommends that you have the DVR connected to the Internet for initial setup. This connection allows the DVR to easily download the latest firmware and run through the Set Up Wizard quickly. You can disconnect your DVR from the Internet after your system is setup and running, if you wish. Note that if you do disconnect from the Internet, you will not receive automatic firmware updates that include system upgrades and you will be unable to get help from our Technical Support Team without the latest firmware running.

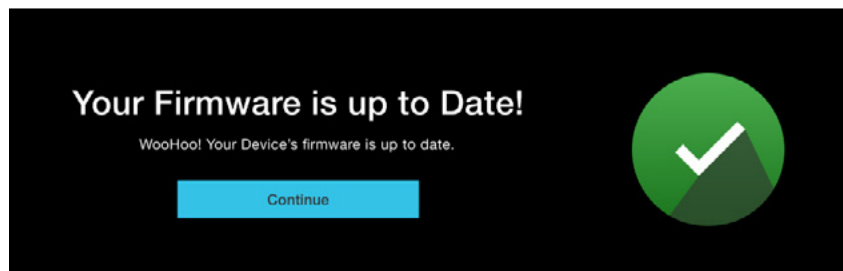
If you still do not wish to connect to the Internet, follow the steps in *Disconnected from the Internet*.

Connected to the Internet (Strongly Recommended Method)

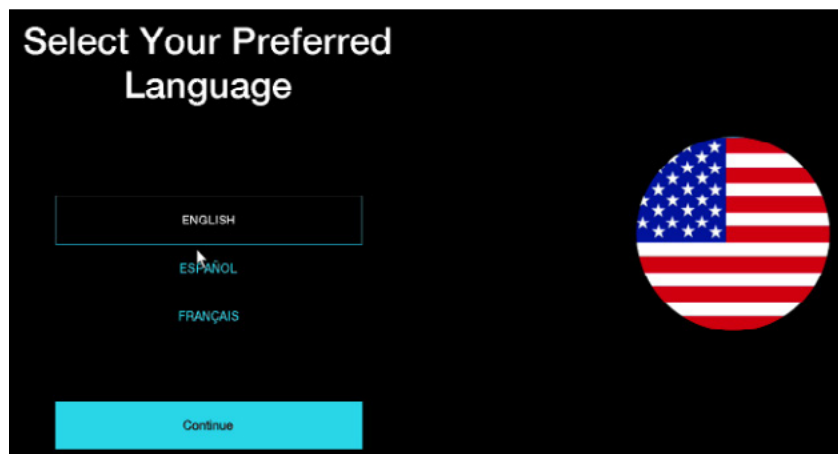
1. Once your DVR is connected to a power source, the DVR immediately begins to boot up and checks for the latest firmware. This process may take several minutes.



2. Click **Continue** on the Your Firmware is up to Date screen.

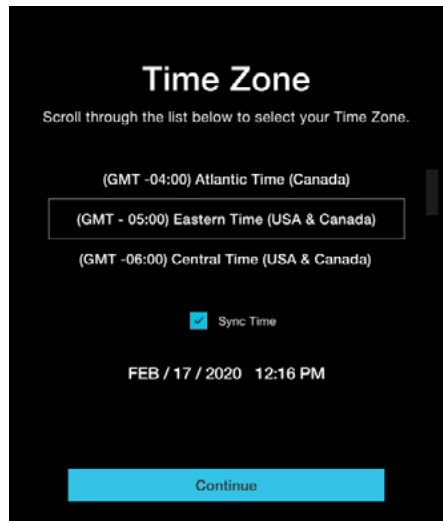


3. Select your preferred language and click **Continue**.

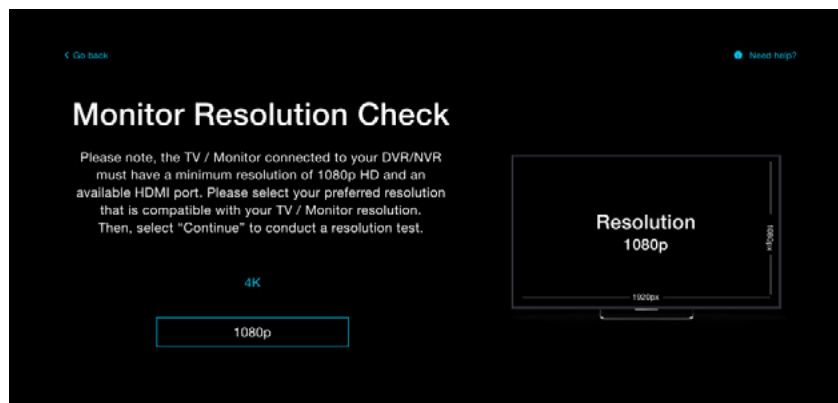


4. Set your Time Zone and click **Continue**.

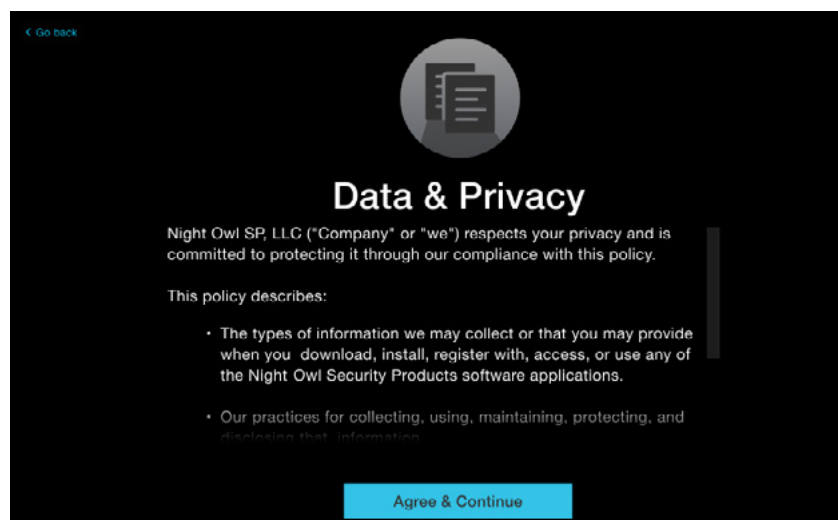
If your recorder is connected to the Internet, Sync Time should be automatically selected and will work to keep your system's date and time up to date automatically.



5. Select your monitor resolution and then click **Continue**.

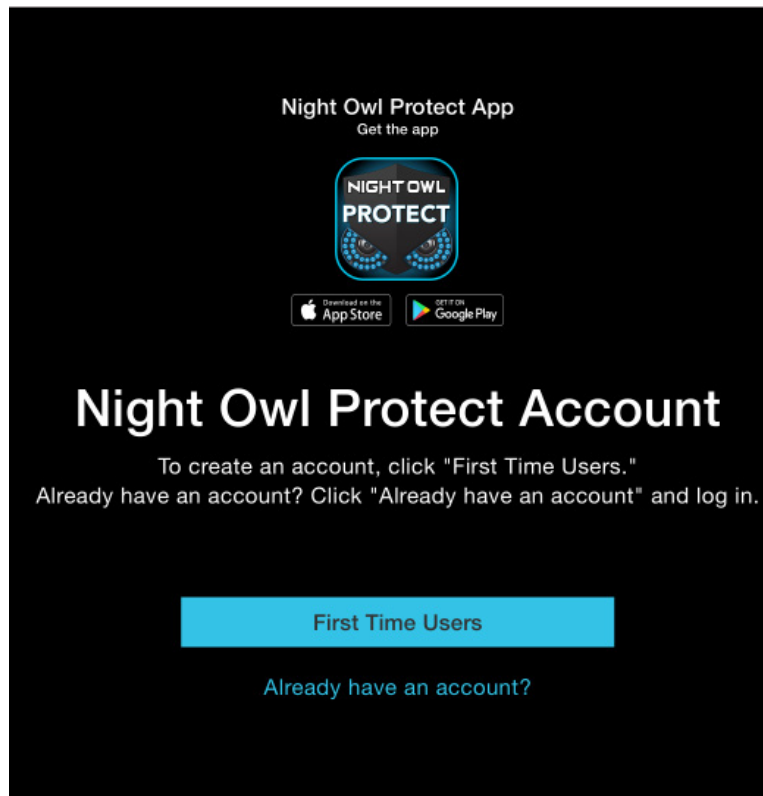


6. Click **Agree & Continue** at the Data & Privacy screen.

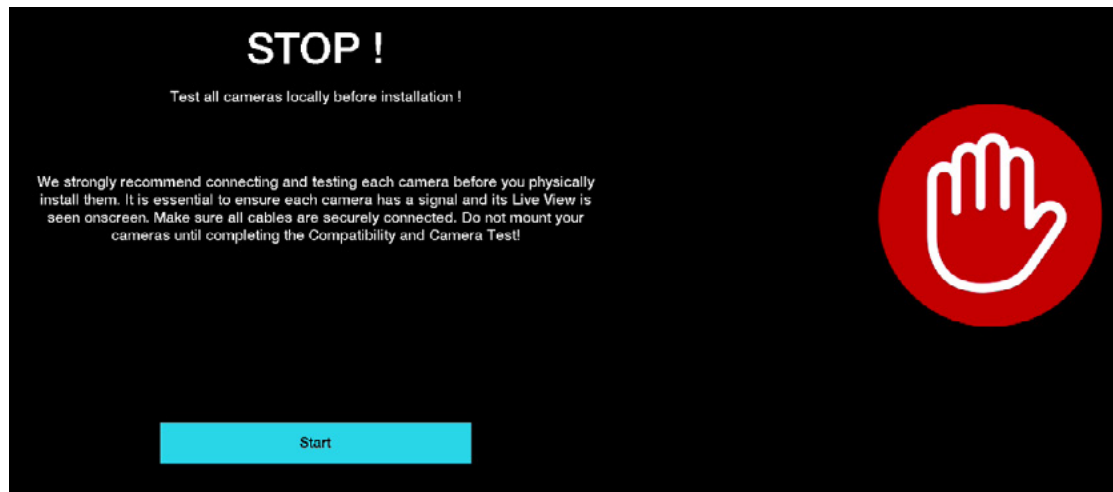


7. If you have already created an account using the Night Owl Protect App, click **Already have an account** and login using your Username and Password.

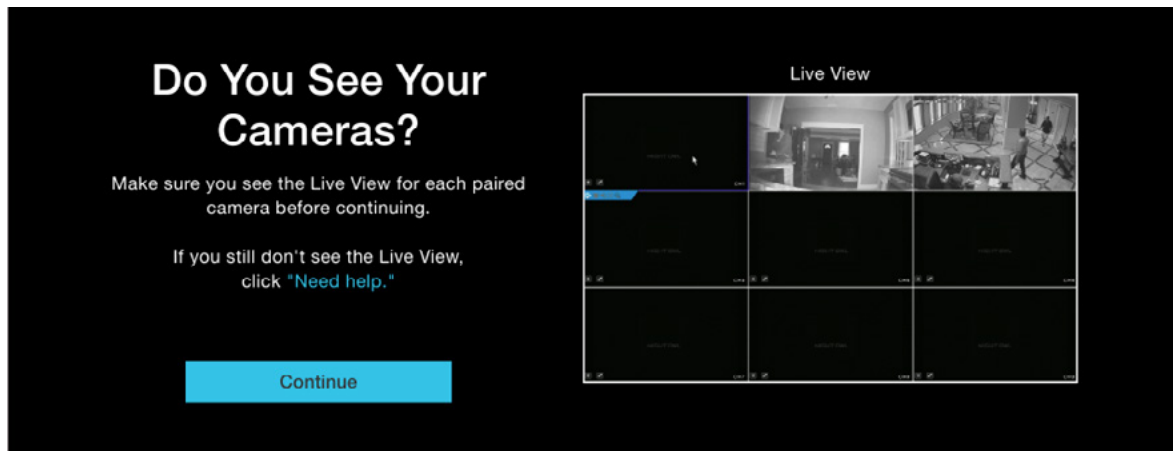
If you have not set up an account, it is **STRONGLY** encouraged that you do that now following *Step 2 – Download the Night Owl Protect App and Create Your Account* above. Alternatively, you can set up your account on the Night Owl website at www.no-protect.com.



8. After you have successfully logged in, the system prompts you to test your cameras. Click **Start**.



9. Verify that you can see your cameras and click **Continue**.



10. Click **Complete Setup**. Your DVR goes to the Live View screen. Proceed to *Step 5 - Install the Cameras*.

Disconnected from the Internet

IMPORTANT: Night Owl **STRONGLY RECOMMENDS** connecting the DVR to the Internet for this initial setup.

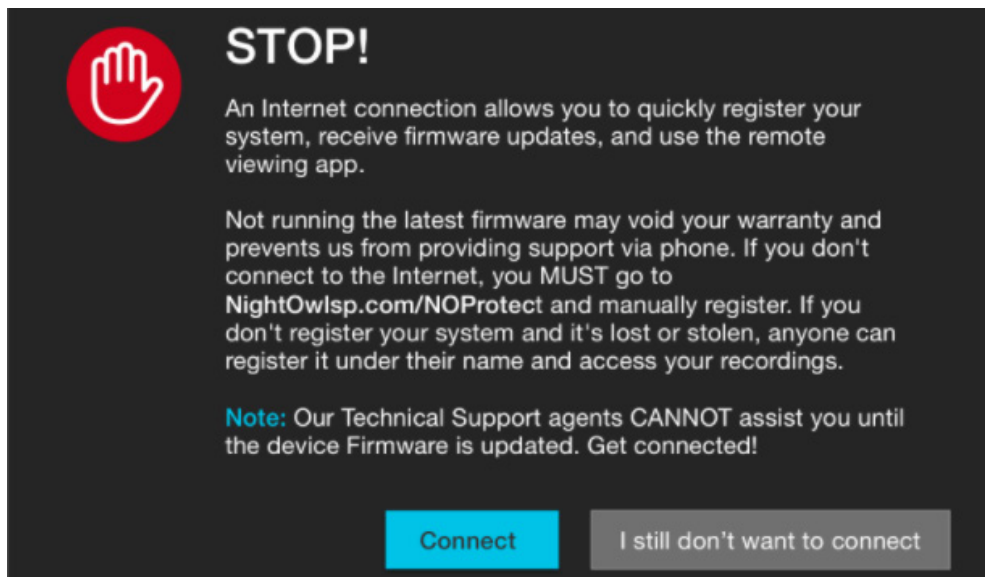
Please note the following limitations if you choose to NOT connect the DVR to the Internet:

- You must manually update the DVR firmware to the latest version to receive Technical Phone Support. Go to <https://support.nightowlsp.com/> and type “VDP2” (see the support label on your DVR to confirm) in the search field to access the latest firmware. Follow the instructions that are provided with the download.
- You cannot view your system remotely on a Smart Device.
- Resetting your password is a much longer process to ensure security.

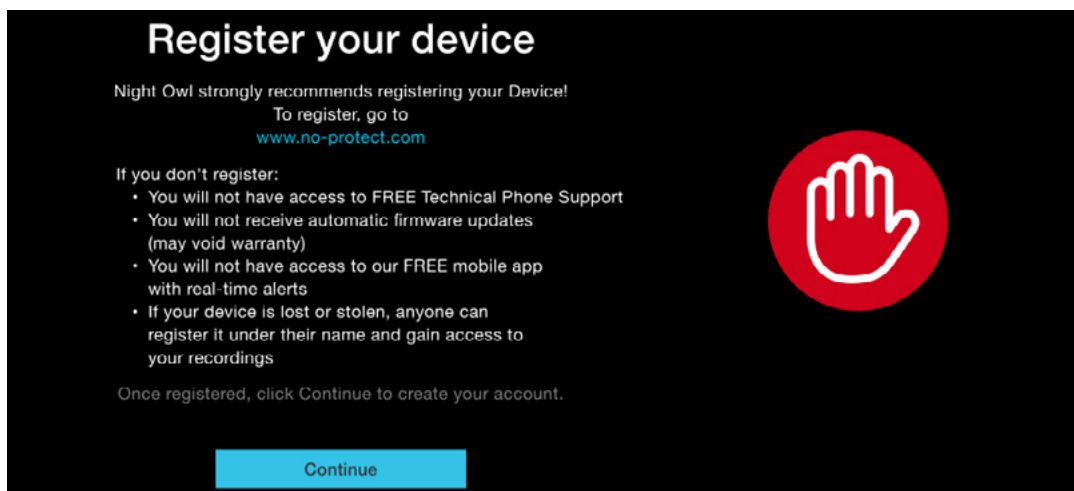
BEFORE YOU BEGIN THIS PROCEDURE:

You must have a USB flash drive or External Hard Drive that is formatted to FAT32. Refer to the *Format a USB Flash Drive or External Hard Drive* section of the Back Up/Export Videos chapter for further instructions.

1. Plug your DVR into a power source.
2. After ensuring you have a formatted USB flash drive or External Hard Drive, click **I do not want to connect to the Internet**.
3. At the STOP prompt, after reading the advisory message, click **I still don't want to connect it**.

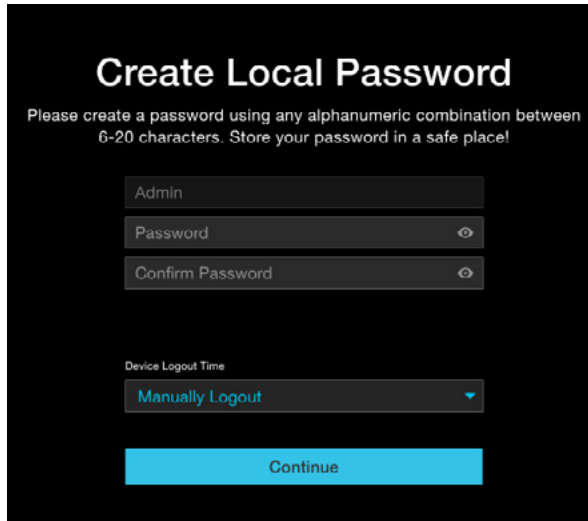


4. Select your preferred language and click **Continue**.
5. Select your Time Zone and then use the scroll to select the current date and time. Then click **Continue**.
6. Select your monitor resolution and then click **Continue**.
7. Click **Agree & Continue** at the Data & Privacy screen.
8. Go to www.no-protect.com to register the DVR. Use the information found on the DVR's support sticker to complete registration.
9. After the DVR is registered, click **Continue**.



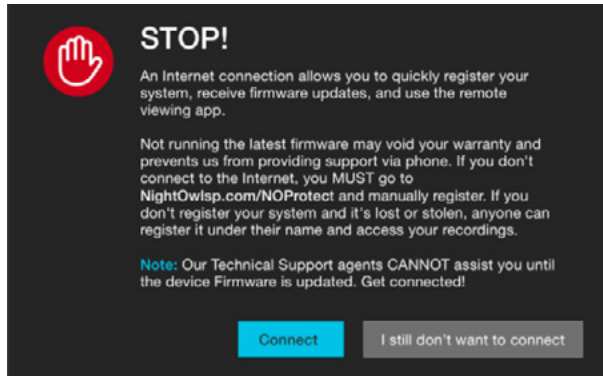
10. Create a local password:

- The default username is “admin”.
- Create a password (any alphanumeric combo with a minimum of 6 - 20 characters; **MUST** include a number, a lowercase letter, and an uppercase letter).
- Click **Continue**.



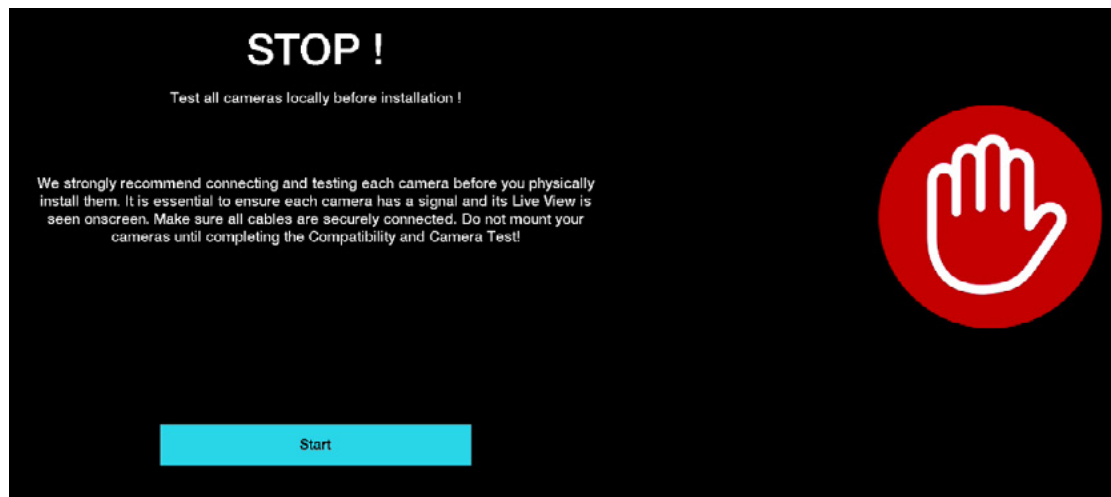
The screenshot shows a 'Create Local Password' screen with a dark background. At the top, the title 'Create Local Password' is in white. Below it, a message reads: 'Please create a password using any alphanumeric combination between 6-20 characters. Store your password in a safe place!'. There are three input fields: 'Admin' (pre-filled), 'Password', and 'Confirm Password', each with a toggle icon. Below these is a 'Device Logout Time' dropdown menu set to 'Manually Logout'. At the bottom is a blue 'Continue' button.

11. Click **I still do not want to connect**. Alternatively, you can click **Connect** to connect to the Internet and follow the steps in the *Connected to the Internet* section above.

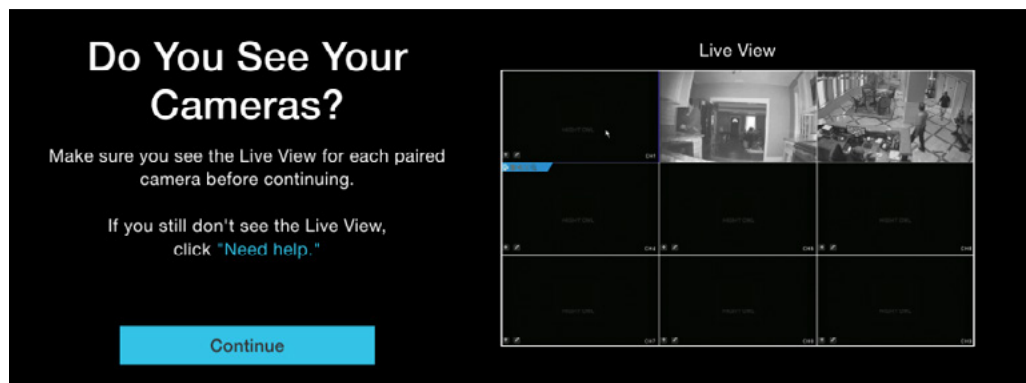


The screenshot shows a 'STOP!' screen with a dark background. On the left is a red hand icon. The title 'STOP!' is in white. Below it, text reads: 'An Internet connection allows you to quickly register your system, receive firmware updates, and use the remote viewing app.' Another paragraph states: 'Not running the latest firmware may void your warranty and prevents us from providing support via phone. If you don't connect to the Internet, you **MUST** go to NightOwlsp.com/NOProtect and manually register. If you don't register your system and it's lost or stolen, anyone can register it under their name and access your recordings.' A note at the bottom says: 'Note: Our Technical Support agents CANNOT assist you until the device Firmware is updated. Get connected!'. At the bottom are two buttons: 'Connect' (blue) and 'I still don't want to connect' (grey).

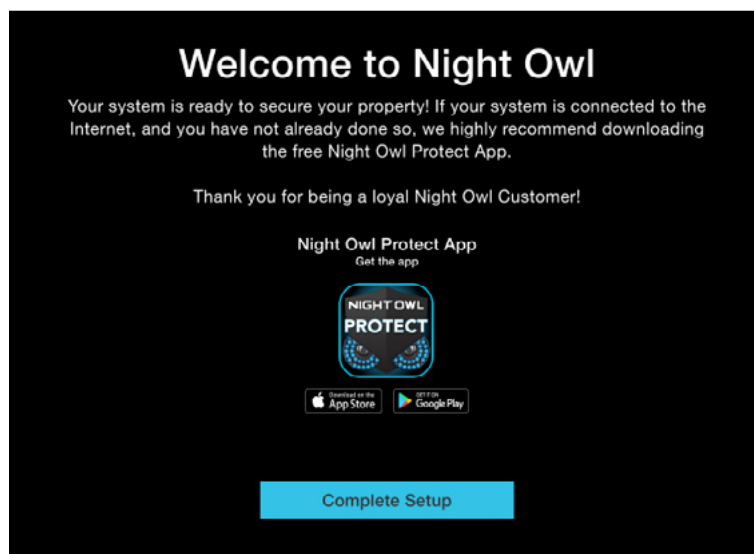
12. Click **Start** to complete the camera compatibility test.



13. Verify that you can see your cameras and click **Continue**.



14. Click **Complete Setup**.



15. Go to <https://support.nightowlsp.com/> and type "VDP2" (see the support label on your DVR to confirm) in the search field to access the latest firmware. Follow the instructions that are provided with the download.
16. Proceed to *Step 5 – Install the Cameras*.

Step 5. Install the Cameras

IMPORTANT: Before you begin this step, if you have not already done so, ensure all cameras work before final installation.

Plan Your Installation

When planning your installation, keep the following pointers in mind:

Distance: The further the camera is from the DVR or monitor, the higher the chances of signal degradation. Locate the camera's power supply as close to the camera as possible when the distance exceeds 200 ft. as the power level will drop over extended distances, resulting in video degradation.

Electrical Interference: Do NOT place the cameras near high voltage wires or other sources of electrical interference. Electrical interference degrades the quality of the signal.

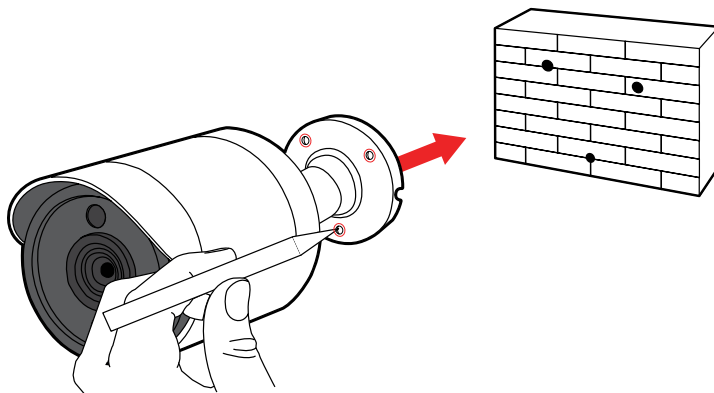
Outside Elements: Avoid direct exposure to weather. Do not place the camera where rain or snow will hit the lens directly. Do not place the camera so that the sun or bright light shines directly into the lens. Your camera is weatherproof, but it will not work when submerged in water. Ensure that all power and video connections are not directly exposed to water and are protected from the elements.

Mounting Surface: Ensure your mounting surface holds at least four times the camera's total weight.

Camera Angles: Use the Live View on your DVR to verify that your camera will be at an ideal angle before permanently installing.

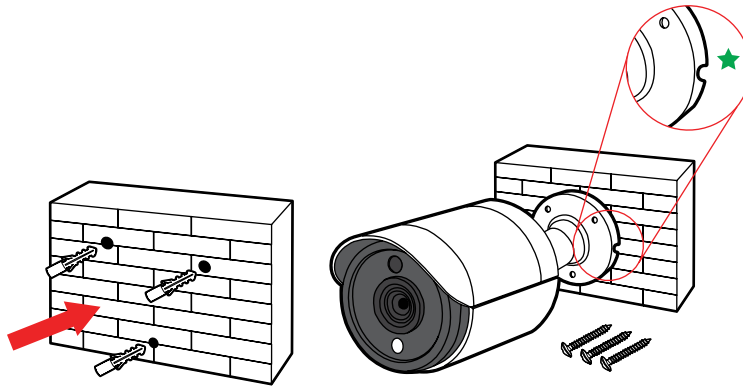
Install the Cameras

1. Use the holes in the base of each camera as a template to mark the screw positions on the surface where you plan to mount the camera.



2. Using a drill bit slightly smaller than the included screw anchors, drill into the mounting surface using the guide marks.

3. Insert the screw anchors. Line up the camera base holes with the screw anchors, insert the screws through the base, and tighten to secure the camera in place. Ensure you feed the camera wire through the indent in the base as indicated by the green star in the following illustration.



Add Additional Cameras

You can add additional cameras to your system at any time by following steps 6 - 9 in *Step 3 – Connect Your System* and repeating the steps in this section.

Night Owl's VDP2 Series DVRs are compatible with the following cameras:

VDP2
CM-DP2L-BU
CM-TA2L-BU
CM-C2OXL-BU
CM-DP2BK-B

Congratulations

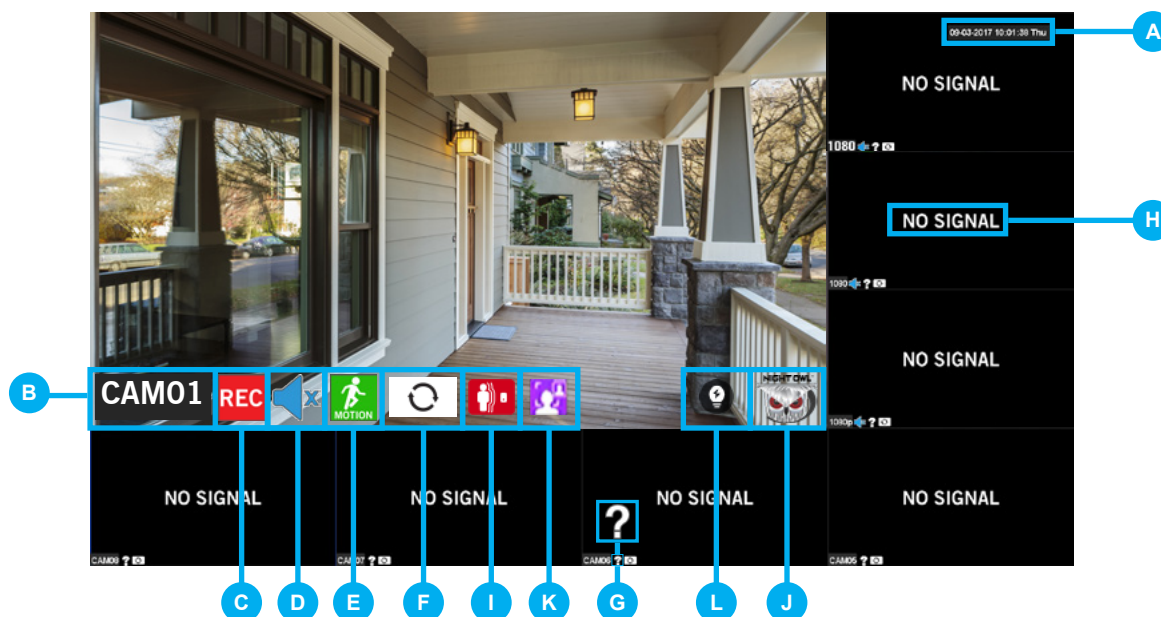
You are ready to start using your system! Refer to the *Live View* chapter of this manual for more information on how Night Owl works and how to utilize all of its monitoring features.

Live View (All Channels)

Live View is the default screen you see when viewing all channels on your DVR. You can customize the Live View by selecting a Quad, Eight, or Nine channel configuration.

In Quad and Nine view mode, double clicking on a channel displays the camera image in full screen; double click the full screen channel to revert to multiple channel view.

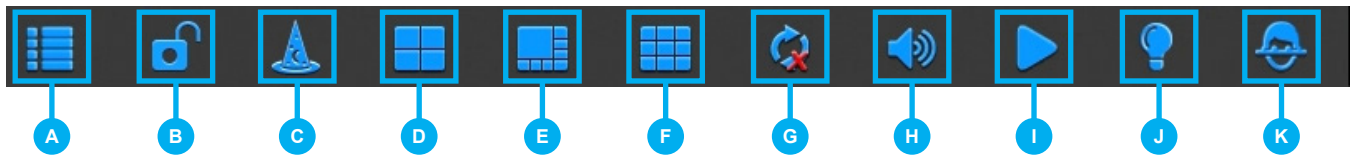
In Eight view mode, double click on a channel to display in the larger screen within the Eight view screen; double clicking the larger screen turns that channel into full screen view. Double click again to revert to Eight view mode.



- A Date and Time:** Current date and time of the system.
- B Channel Name:** On screen display of channel name.
- C DVR Status Recording Icon:** Indicates that your DVR is currently recording video from this camera.
- D Speaker Icon:** Allows you to enable or disable audio from an audio enabled camera. *Audio is not available on all models.
- E Motion Detection Icon:** Indicates that an alarm event such as motion detection, video loss or tampering has occurred.
- F Refresh Icon:** Auto detects the camera. By double clicking on this icon, you can change the format from CVI to AHD to TVI. This would allow the DVR to have different types of cameras connected at once.
- G Question Mark:** Shown when there is no signal to that particular channel.
- H Video Loss Icon:** Indicates that the specific channel has lost the feed from the corresponding camera. This may be caused by a disconnected/damaged cable, the camera may have lost power, or the camera may have been de-registered from the channel. This also appears if you do not have a camera connected to the channel.
- I Human Detection Icon:** Indicates the camera is currently detecting human motion.
- J Night Owl Logo:** Indicates that the video transmission protocols are working properly.
- K Facial Detection Icon:** Indicates the camera has captured a face using Facial Capture Technology.
- L Light Control Icon:** Status of the camera's spotlight (not all camera models have a spotlight).

Right-Click Menu From Live View

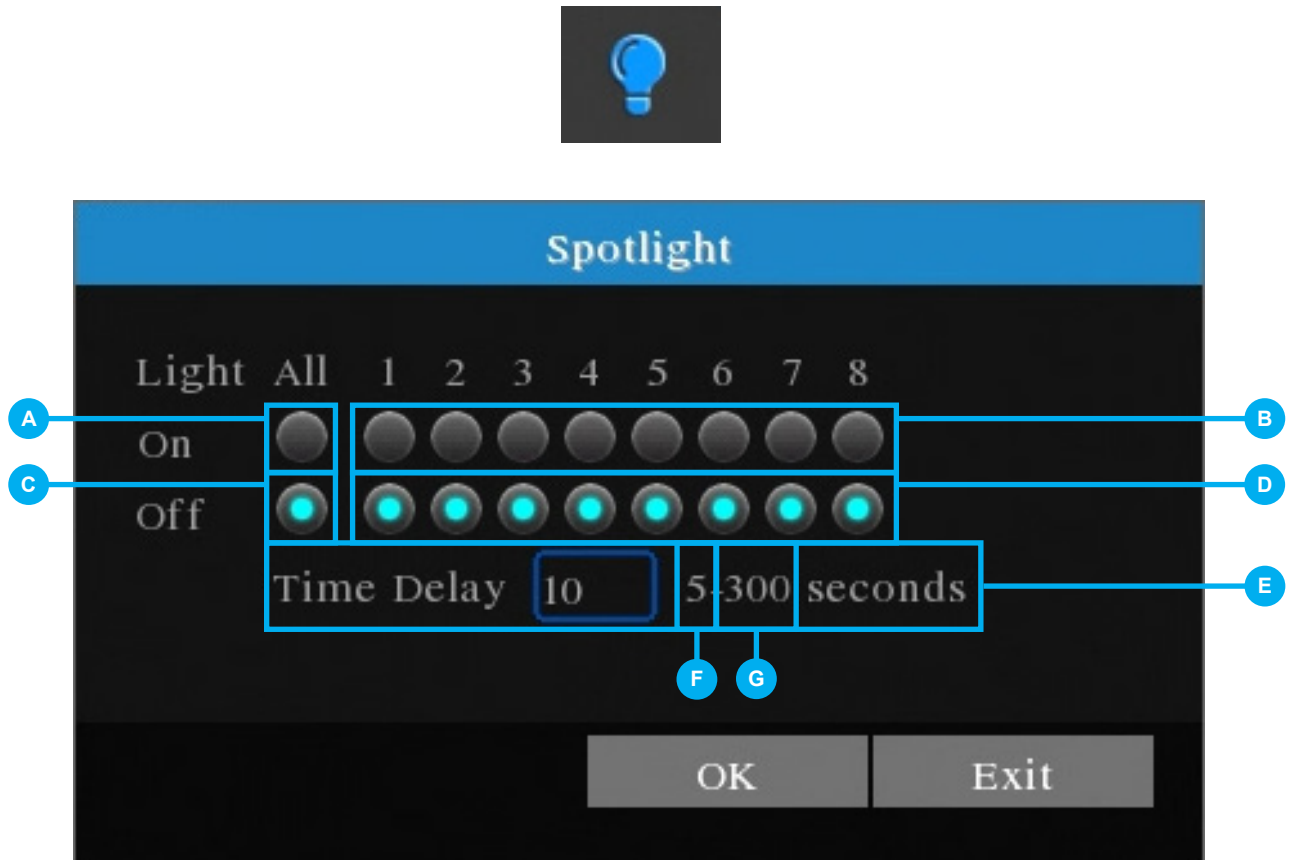
Right-click on the mouse from the Live View screen to bring up a tool bar. The tool bar will enable you to easily change your view layout, lock the system, adjust audio and image settings and playback video events.



- A Main Menu:** Access the main menu to configure or adjust settings.
- B Lock Screen:** Manually locks or unlocks the screen. Once the screen is locked, you need to enter your username and password to gain access.
- C Startup Wizard:** Launches the Startup Wizard.
- D Quad View:** 4 channel view.
- E Channel View:** 8 channel view.
- F Channel View:** 9 channel view.
- G Auto Sequence:** Start/Stop the slide show sequence of each channel.
- H Audio:** Adjust the volume of audio streaming from an audio enabled camera or audio input.
*Audio is not available on all models.
- I Playback:** Access the recording/playback menu and functions.
- J Light:** Manage the light control settings for each camera.
*Spotlights are not available on all models.
- K Face:** Add/Remove the facial detection menu from the right side of the screen.

Light Menu

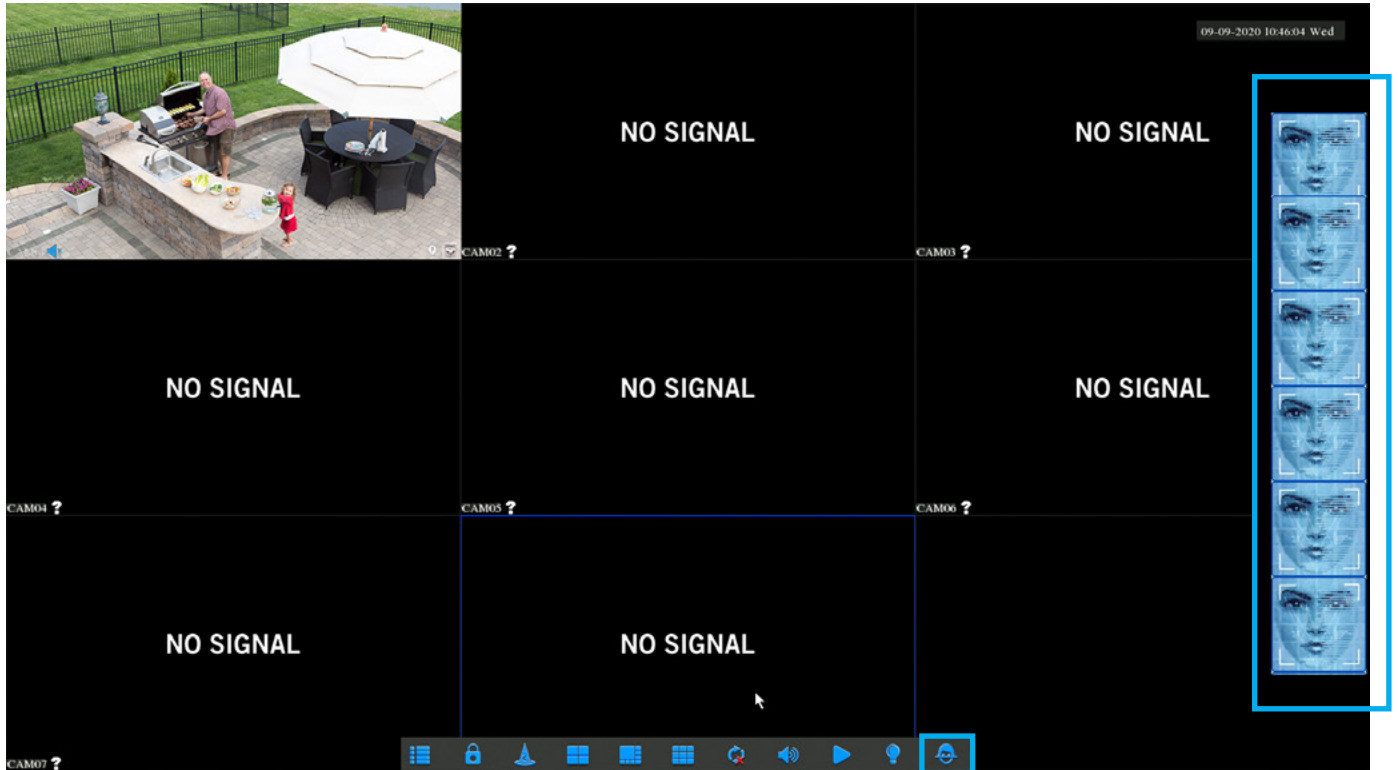
While your system may not include spotlight enabled cameras, your VDP2 DVR is compatible with our spotlight cameras. Use this menu to enable or disable the spotlight or adjust the timing for any connected cameras that are spotlight enabled.



- A On - All Bubble:** Turns on the spotlight for all spotlight cameras connected to the DVR.
- B On - Ch.1 - Ch.8 Bubble(s):** Activates the spotlight for the spotlight camera connected to the selected channel.
- C Off - All Bubble:** Turns off the spotlight for all spotlight cameras connected to the DVR.
- D Off - Ch.1 - Ch.8 Bubble(s):** Turns off the spotlight for the spotlight camera connected to the selected channel.
- E Delay Time:** Determines the amount of time the spotlight remains on when manually turned on from the Light Menu.
- F Maximum Delay Time:** The maximum Delay Time is 5 minutes (300 seconds).
- G Minimum Delay Time:** The minimum Delay Time is 5 seconds.

Facial Capture Menu

With Facial Capture enabled, detected faces appear on the right side of the Live View screen.



Event Playback

Access the playback menu by selecting the Play Icon on the Right-click menu.



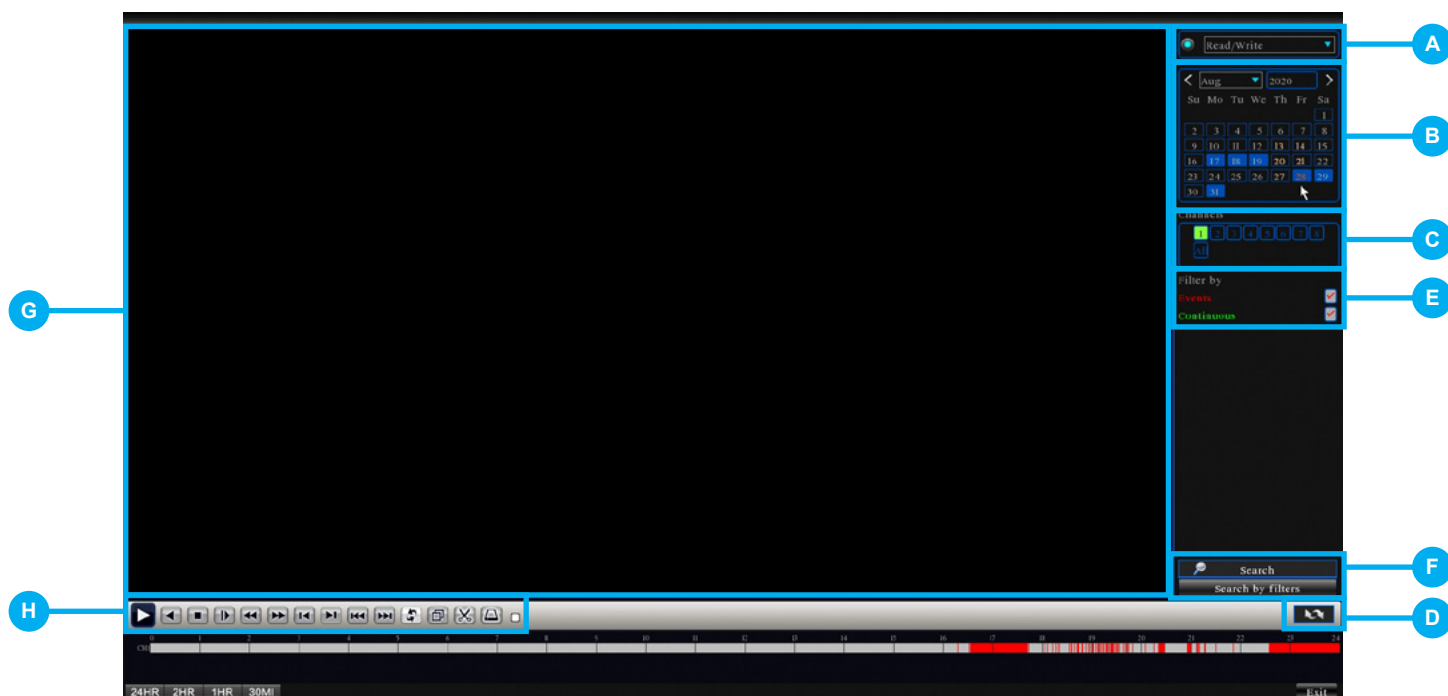
Step 1: From the **CHANNEL** list, select the channel(s) you want to search for recorded events.

Step 2: Use the calendar under **DATE** to select the date(s) that have events from the selected channel(s). Dates marked in blue have recordings.

Step 3: (Optional) Use the **FILTER BY** feature to search by event type(s) to narrow down the search results.

Step 4: Slide the timeline to search the time segments that have events. Time segments are marked Red for Motion Recordings and Green for Continuous Recordings.

Step 5: Slide the Timeline to the time segment you want to watch, and **Playback** starts automatically.

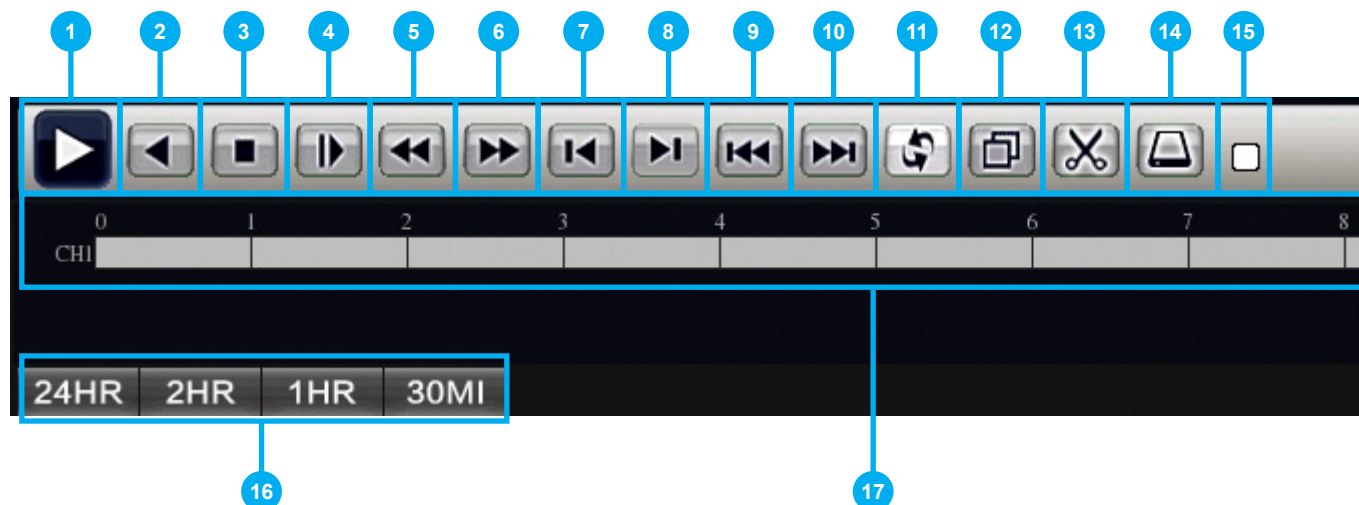


- A Playback Origin:** Select the origin of the playback (choose up to two options):
- **Read/Write:** Reading the recording on the HDD.
 - **Backup Devices:** Reading the recording on an external flash drive.

NOTE: The recording **MUST** be exported.

- B Calendar:** Highlighted dates indicate events are available for viewing from the selected camera(s).
- C Camera Selection:** Search for recordings from up to two cameras at a time.
- D Export File Mode:** Switch to export file mode.
- E Recording Filter:** Allows filtering based on the type of recording: Motion or Continuous.

- F Search by Filter or Snapshot:** Search by Filter allows you to filter by Event or Continuous, and Search by Snapshot lists facial capture events.
- G Video Screen:** Video recordings are played here when you click Play from the Playback toolbar. If you have selected more than one camera, the Video screen appears in a Multiview format. You can view a particular camera in full screen by double-clicking on the camera's screen. To return to the Multiview display, double-click on the screen again.
- H Video Playback Control Pane:** You can perform various playback operations such as pause, slow, and reverse/forward. You can also clip parts of the video recording and save to an external HDD or USB flash drive. When multiple cameras are being played, the control pane works for the selected camera on the video screen.



- 1 Start/Play/Pause:** Start/Play/Pause playback.
- 2 Play Backward/Pause:** Play/Pause backward playback.
- 3 Stop:** Stop playback.
- 4 Slow Down:** Slow down video playback (x1/2, x1/4, x1/8).
- 5 Rewind:** Rewind video playback (x1/2, x1/4, x1/6, x1/8).
- 6 Fast Forward:** Fast Forward video playback (x1/2, x1/4, x1/6, x1/8).
- 7 Previous Frame:** Move the video to the previous video frame.
- 8 Next Frame:** Move the video to the next video frame.
- 9 Previous Recording:** Switch the playback video to the previous recording. If the playback video is Motion Recording, it switches to the previous motion detection file. If it is Continuous Recording, it rewinds the video feed by one hour.
- 10 Next Recording:** Switches the playback video to the next recording. If the playback video is Motion Recording, it will play the next motion detection file, if it is Continuous Recording, it will fast forward one hour.
- 11 Repeat Playback:** Once the playback has finished, the video restarts at the first recording of the selected day.

- 12 **Full Screen:** View the playback in full screen.
- 13 **Start/Stop Clipping:** Clip interesting parts of the recorded event by clicking Start Clipping at the start and Stop Clipping at the end.
- 14 **Backup:** Backup video clippings to an external USB drive.
- 15 **Status:** Indicates the current status of the playback.
- 16 **Timeline Scale:** Modify the video timeline.
- 17 **Timeline:** Show all recorded events during the selected time.

Backing Up / Exporting Videos

IMPORTANT: Before you can back up or export recorded videos stored on the DVR Hard Disk Drive, you must first format your USB flash drive or External Hard Drive (HDD) to FAT32/ExFat as detailed in the *Formatting a USB or External Hard Drive* section below.

As your DVR accumulates recordings, it eventually becomes full. When this happens, the oldest recordings stored are overwritten by the latest recordings. If there are recordings that you want to save long-term, you need to export them to a USB flash drive or external HDD.

Formatting a USB Flash Drive or External Hard Drive

WARNING

Formatting erases ALL data on the USB flash drive or external HDD.

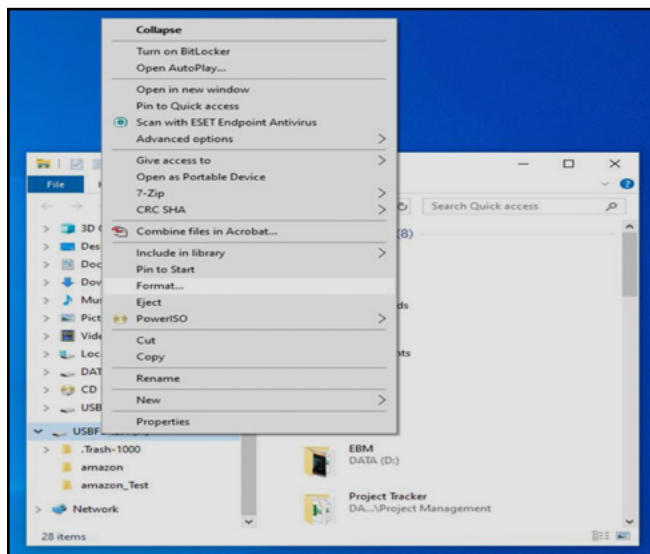
IMPORTANT: DO NOT connect the DVR's hard disk drive to your PC or Mac.

This section provides formatting instructions for:

- Windows OS
- Mac

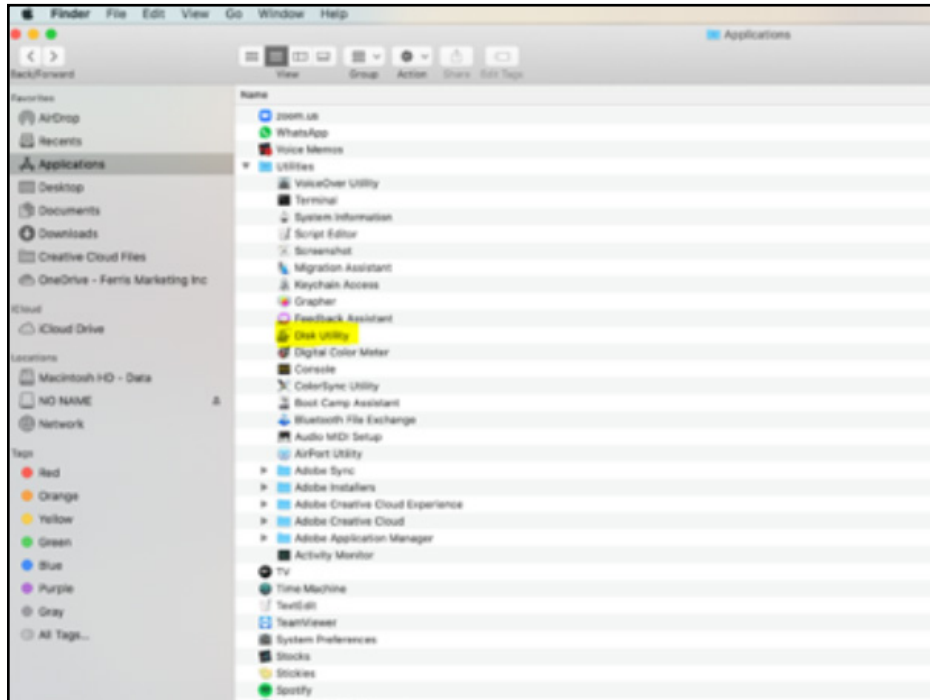
Format for Windows OS

1. Insert an empty USB flash drive or connect an external HDD into a USB port on your PC.
2. Press and hold the **Window key + E** and release when File Explorer appears.
3. Right-click on your USB flash drive or external HDD on the left side of the File Explorer and select **Format**.
4. In the File System field select **FAT32** and click **Start**.
5. Do not unplug the USB flash drive or external HDD until formatting is complete.

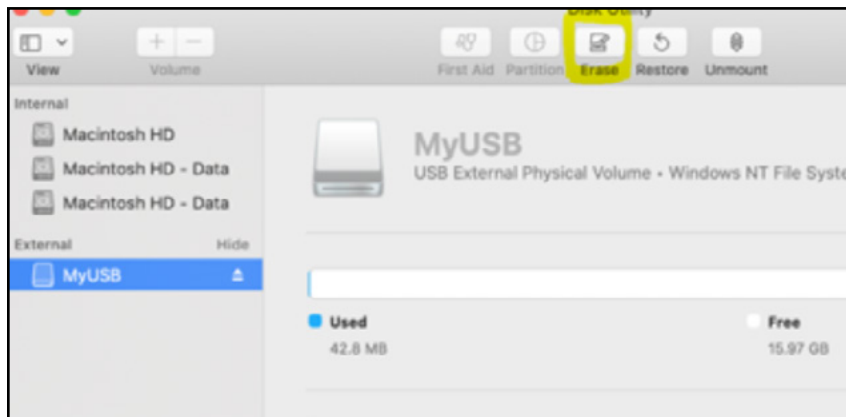


Format for Mac

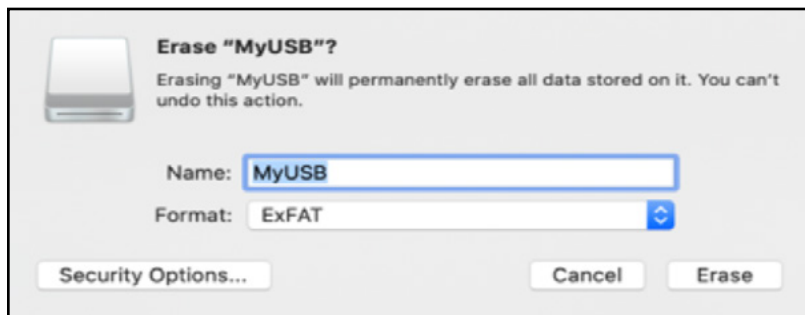
1. Insert the USB flash drive or connect the external HDD into your Mac.
2. Select **Applications > Utilities** and launch **Disk Utility**.



3. Select the USB flash drive or external HDD in the sidebar in Disk Utility and click **Erase** in the Disk Utility Bar.



4. Create a name, click on the **Format** dropdown menu, and choose either MS-DOS (FAT32) or ExFAT. Then click **Erase**.



Video Backup

From Live View, access the Right-click menu and click on the Play Icon. From here, you can export videos to save them for long term storage or share with someone.

NOTE: You can play the videos in the default media players for macOS and Windows.

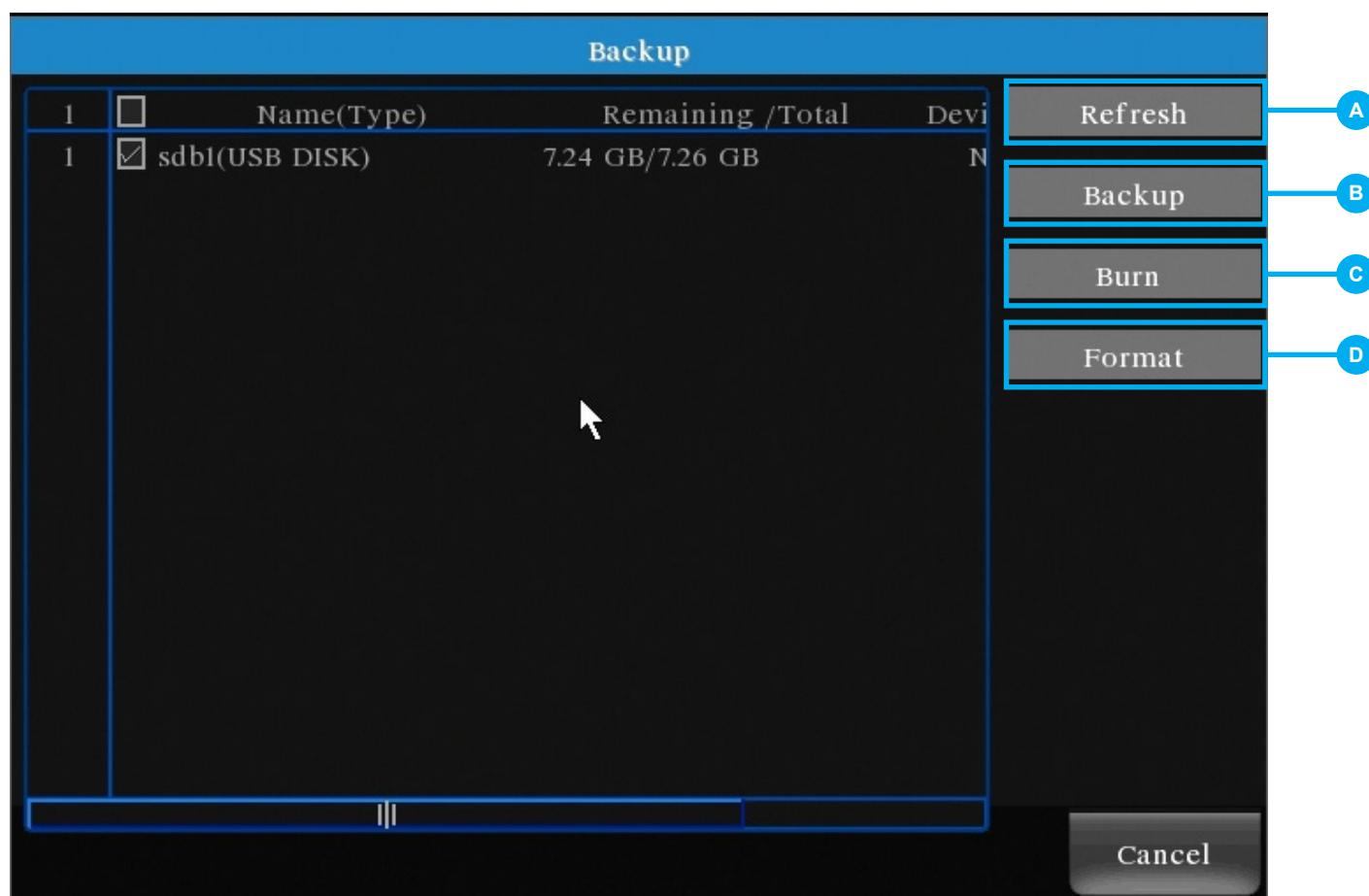
- 1 To export a Recording, once you have selected a specific date, switch to Export Recording Mode by clicking the Export File icon.



- 2 A list of all recordings shows in the navigation panel. You can play the video before exporting. To play the video before exporting, double click the video segment you want to watch. After selecting the videos that you would like to export, click the Backup icon.



- 3 The backup Dialog screen opens. Select the USB Device and click "**Backup**"



- A **Refresh:** Searches for USB storage devices plugged into the DVR.
- B **Backup:** Export recorded videos.
- C **Burn:** Start recording the Live View video on the selected flash drive.
- D **Format:** Format the selected flash drive.

- 4 When the “Backup” option is selected, the following window opens. Click “**Start**” to begin the backup process.

The screenshot shows a 'Backup' window with a blue header. It contains several input fields and buttons. Callout A points to the 'Recording' dropdown menu, which is set to 'All'. Callout B points to the 'Channel' dropdown menu, set to '1'. Callout C points to the 'Start Time' field, which shows '08 - 31 - 2020 00 : 00 : 00'. Callout D points to the 'End Time' field, which shows '08 - 31 - 2020 14 : 24 : 04'. Callout E points to the 'Remove' button. Callout F points to the 'Add' button. Callout G points to the 'Backup format' dropdown menu, which is set to 'MP4'. Below the input fields is a table with columns: '1', 'Channel', 'Date', 'Start Time', 'End Time', 'Type', 'Stream', and 'Length'. The table contains one row with the following data: '1', '01', '2020-08-31', '10:26:18', '10:26:48', 'M', 'Main Stream', and '1.18 MB'. Below the table is a progress bar and the text 'Required/ Available: 1.18 MB/7.24 GB'. At the bottom are 'Start' and 'Cancel' buttons.

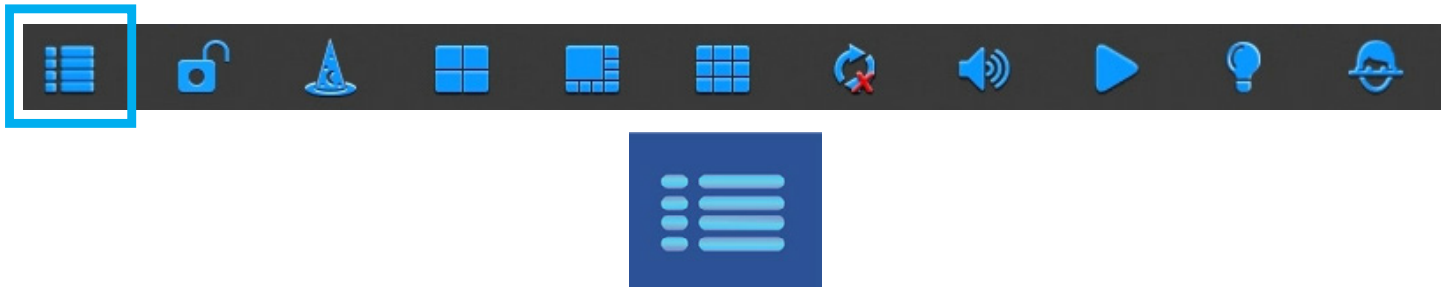
1	Channel	Date	Start Time	End Time	Type	Stream	Length
1	☒ 01	2020-08-31	10:26:18	10:26:48	M	Main Stream	1.18 MB

- A Recording:** Recording Options: Motion Detection (MD), Manual, General, Alarm/MD, and All.
- B Channel:** The channel with recordings to export.
- C Start Time:** Date/Time to search for recordings.
- D End Time:** Date/Time to end the search for recordings.
- E Remove:** Delete the recording from the search.
- F Add:** Add the recordings found using the search parameters.
- G Backup Format:** The type of format used to back up your recordings. Standard format is MP4 and should be set to default. H26X should ONLY be selected if the firmware supports it. Please refer to system specifications.

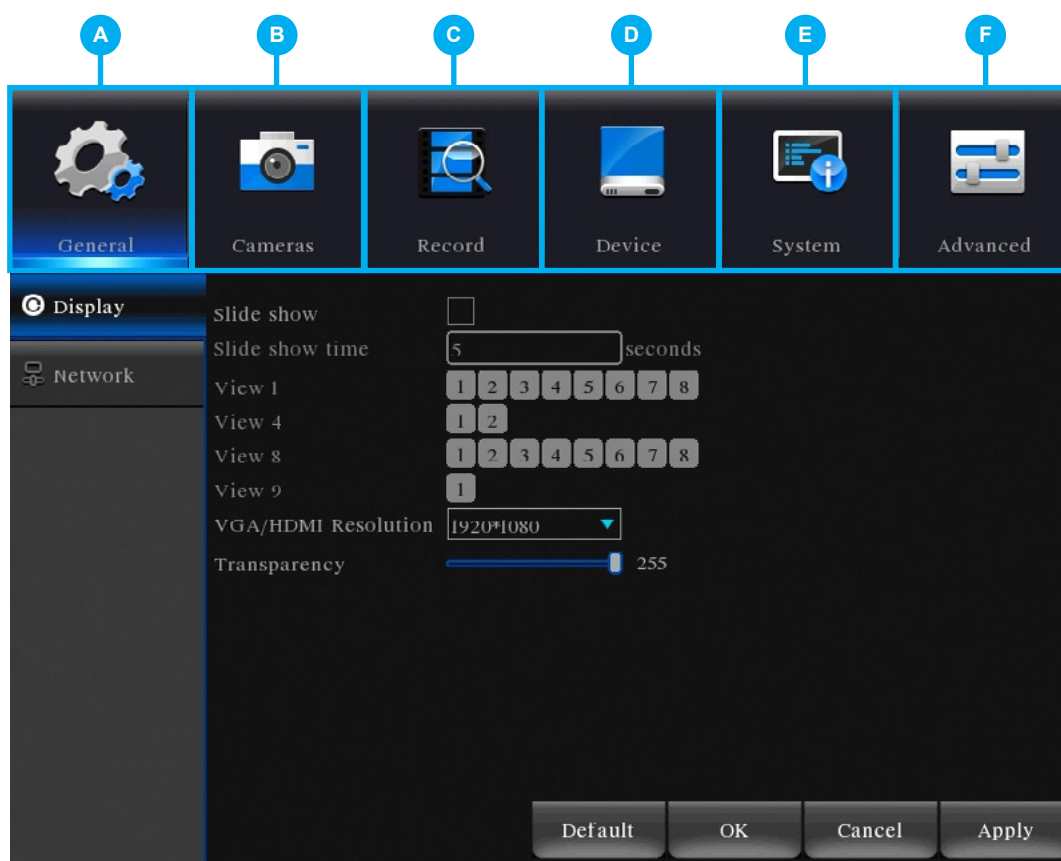
Main Menu

Menu Screen

Access the main menu by selecting the Menu Icon on the Right-click menu.



Within the menu tabs, you can access settings for all aspects of your security system.

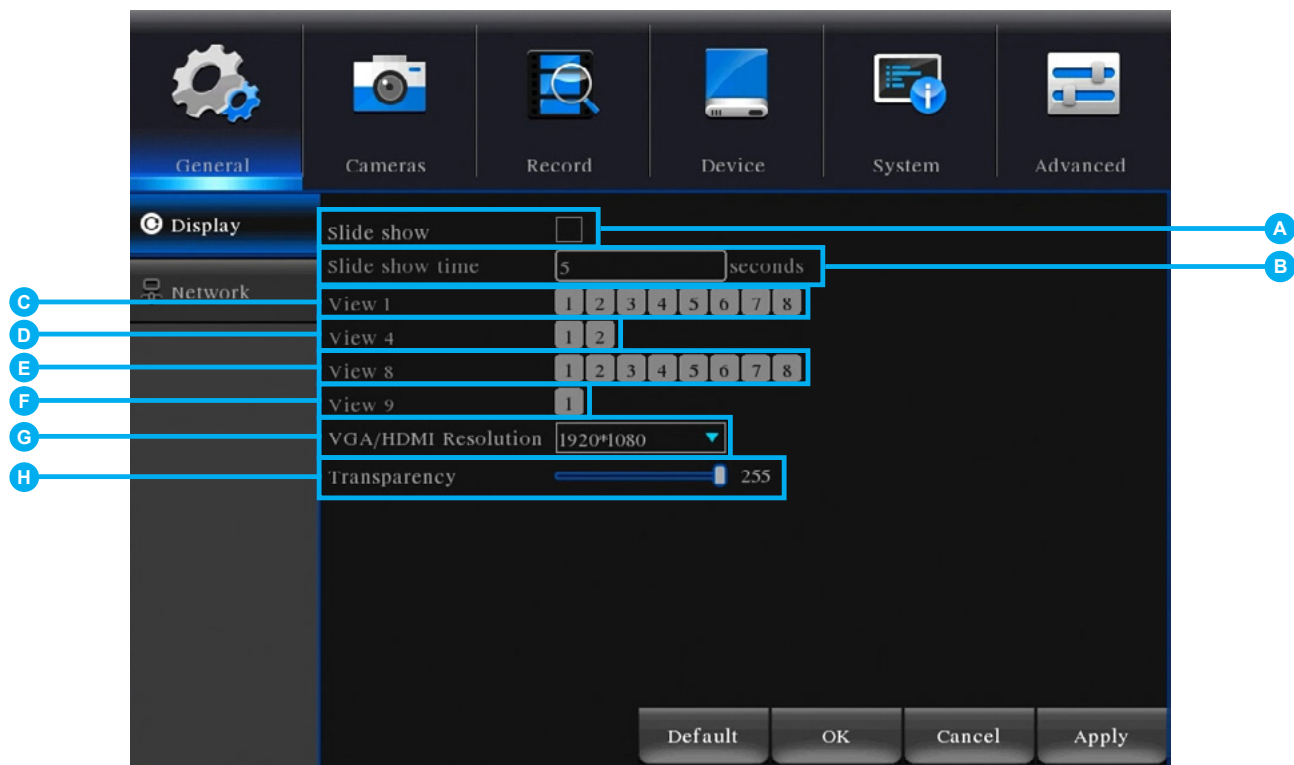


- A General Menu:** Access Display and Network submenus and manage the settings for those categories.
- B Cameras Menu:** Adjust the camera settings for each connected camera.
- C Record Menu:** Setup or modify general recording settings and triggered events. Access the Playback screen.
- D Device Menu:** Monitor available HDD space.
- E System Menu:** Access general settings such as timestamp displays, user access, system info, and access logs.
- F Advanced Menu:** View and change maintenance settings, upgrades, and HDD alerts.

General Menu

The general menu will allow you to access display and network settings for your DVR system.

Display



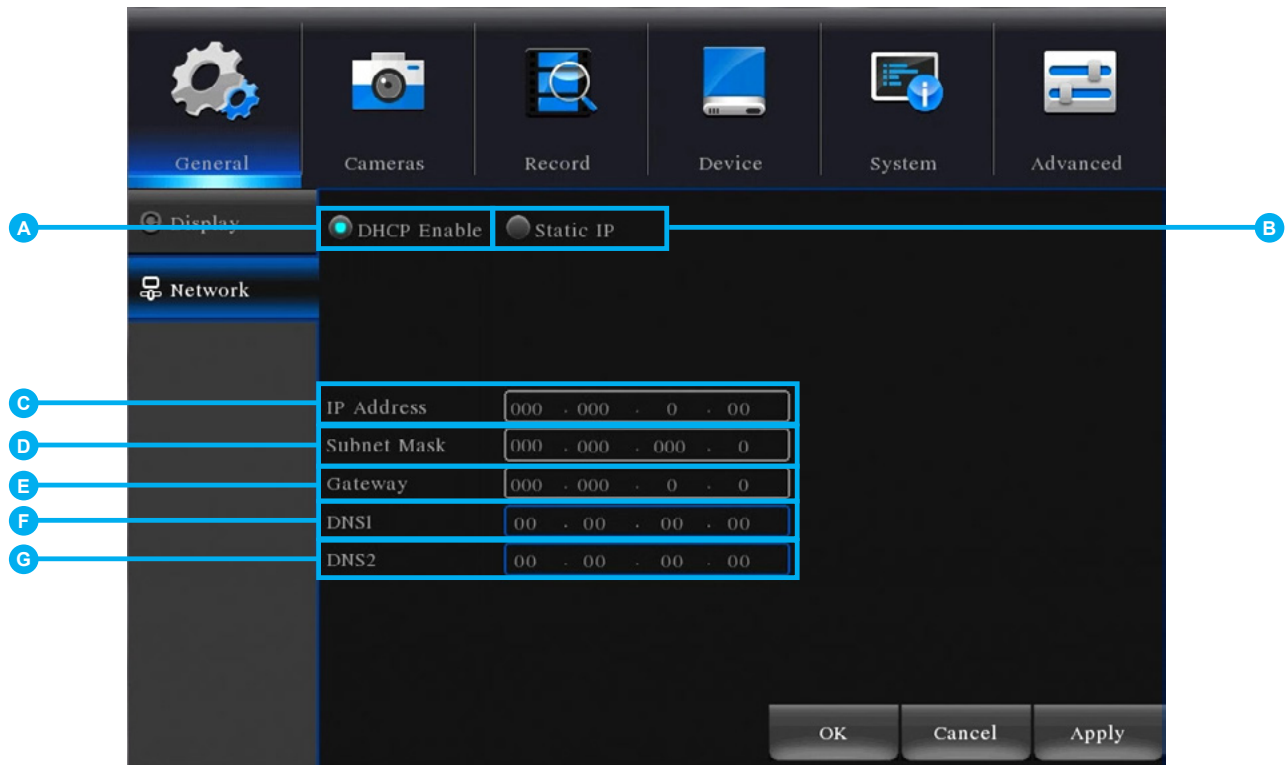
- A Slide Show:** By default, checking the box for Slide Show activates all views. To remove a view, deselect the box and/or boxes next to the view you want removed.
- B Slide Show Time:** Adjust the length of time that each channel is displayed during the sequential view. You can select between 1 and 300 seconds per channel. To begin the auto sequence feature, click on the Auto Sequence icon which is located on the quick access bar.
- C View 1:** This is the full screen slide show setting. Select the number of channels to include in the slide show sequence.
- D View 4:** This is the Quad View slide show setting. Select the number of slides based on the number of channels you are using. Each slide displays 4 channels.
- E View 8:** This is the 8-View slide show setting. Select the slide based on which channel you would like to feature on the maximized view.
- F View 9:** This is the 9-View slide show setting.
- G VGA/HDMI Resolution:** Optimize the display resolution to best fit your TV/Monitor. By default, the DVR selects a resolution of 1920 x 1080.
- H Transparency:** Modify the menu transparency when displayed on the screen.

NOTE: Do NOT select a resolution size larger than your TV / Monitor can accomodate

Network

Find network values and optimize connectivity based on your Internet connection. In most cases the values should populate automatically once your DVR is connected to the Internet. The values in this section should only be adjusted if you are an advanced user and have extensive experience in device networking.

NOTE: Do not adjust these advanced settings unless you are knowledgeable and understand the changes being made to the DVR.

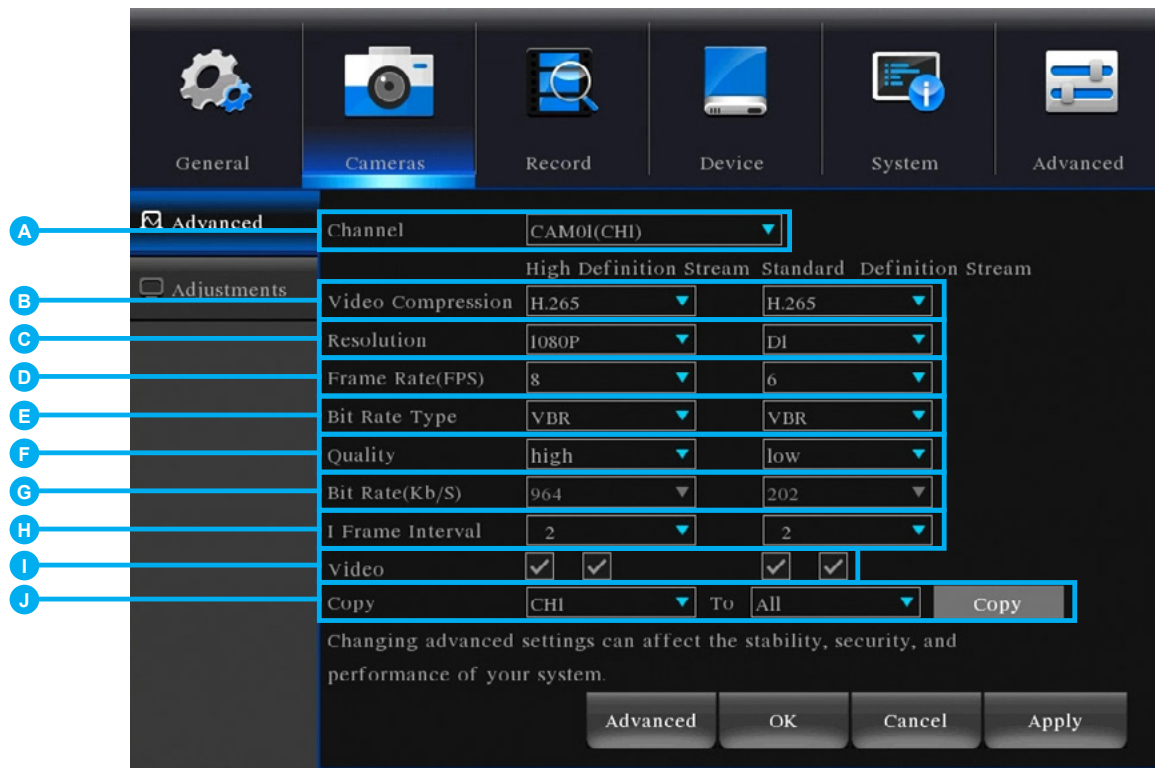


- A DHCP Enable:** The most common network connection type. These values are collected automatically from your ISP when connected.
- B Static IP:** Modify these values if you are using a static IP address. Information can be obtained from your router and ISP.
- C IP Address:** Network address of the connected DVR.
- D Subnet Mask:** The range of IP addresses that can be found in the network. This should always be set to the default address 255.255.255.000.
- E Gateway:** The connection between two networks. This should always be the IP address of the connected router.
- F DNS1:** Primary Domain Name System server address.
- G DNS2:** Secondary Domain Name System server address.

Cameras Menu

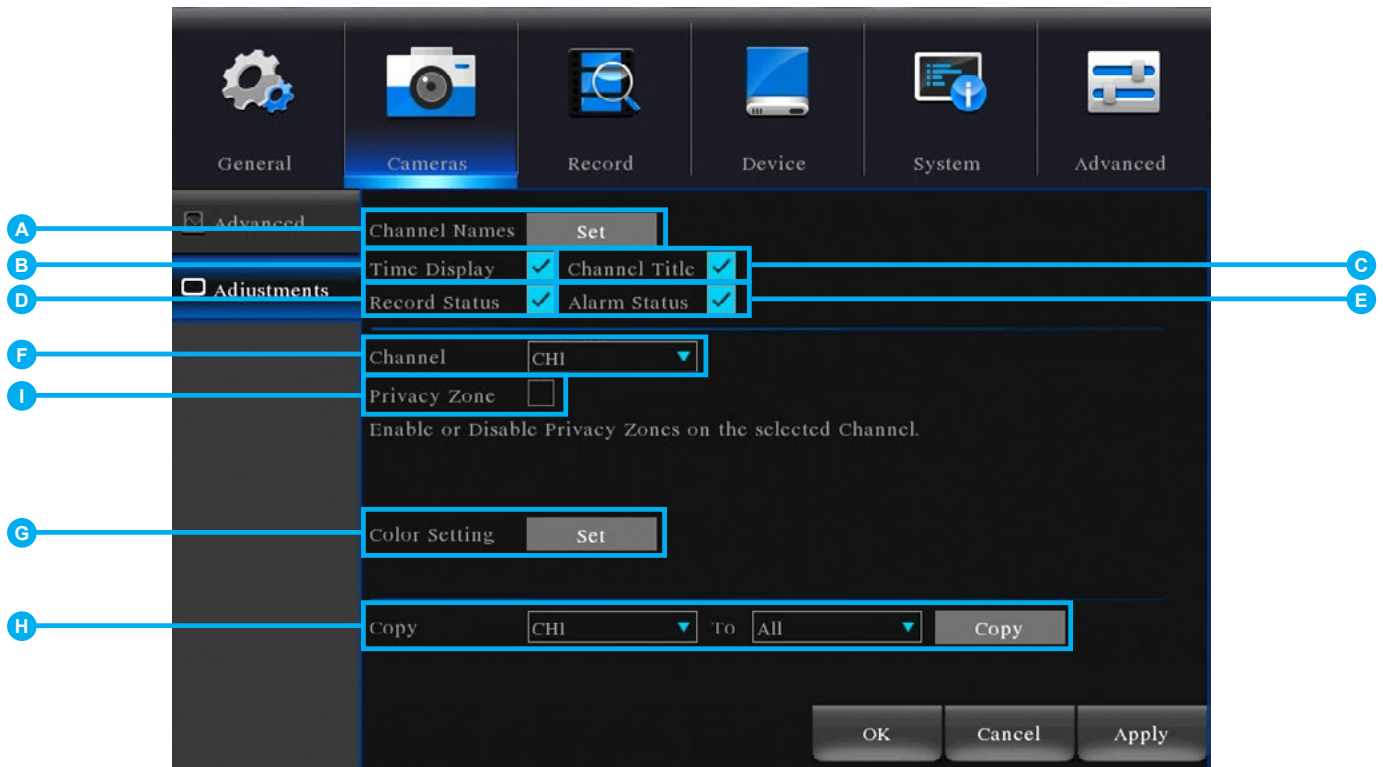
From this menu, you can quickly adjust your camera settings such as the resolution, FPS (Frames per Second), channel name and image settings.

Advanced



- A Channel:** Select a channel to edit.
- B Video Compression:** Set the video compression format to optimize transmission bandwidth and storage space on your DVR.
- C Resolution:** Choose between 960H (960 x 480), 720p (1280 x 720), 1080p (1920 x 1080), 3MP, 4MP, 5MP, or 8MP resolutions based on your TV or monitor capabilities.
- D Frame Rate (FPS):** Increase or decrease the frames per second of the streaming video depending on your connection speed. Higher FPS equals better video quality. If experiencing lag or stutter, lower the FPS.
- E Bitrate Type:** Select CBR (constant bit rate or a fixed encoding speed) or VB (variable bit rate or an average encoding speed); if using VBR, you must select the desired quality of video.
- F Quality:** Select the quality of video recording.
- G Bitrate:** Adjust the amount of data transferred while streaming. The default setting is sufficient for most networks.
- H I-Frame Interval:** Choose the interval between I-Frames. When the interval is shorter, the video quality is higher, however the video needs more network capacity. When intervals between I-Frames are longer, the video transmission uses less bandwidth, but the video quality is lower.
- I Video:** Enables the main and the sub video streams. *Not available on all systems.
- J Copy:** Allows you to copy settings from the current camera to other cameras.

Adjustments

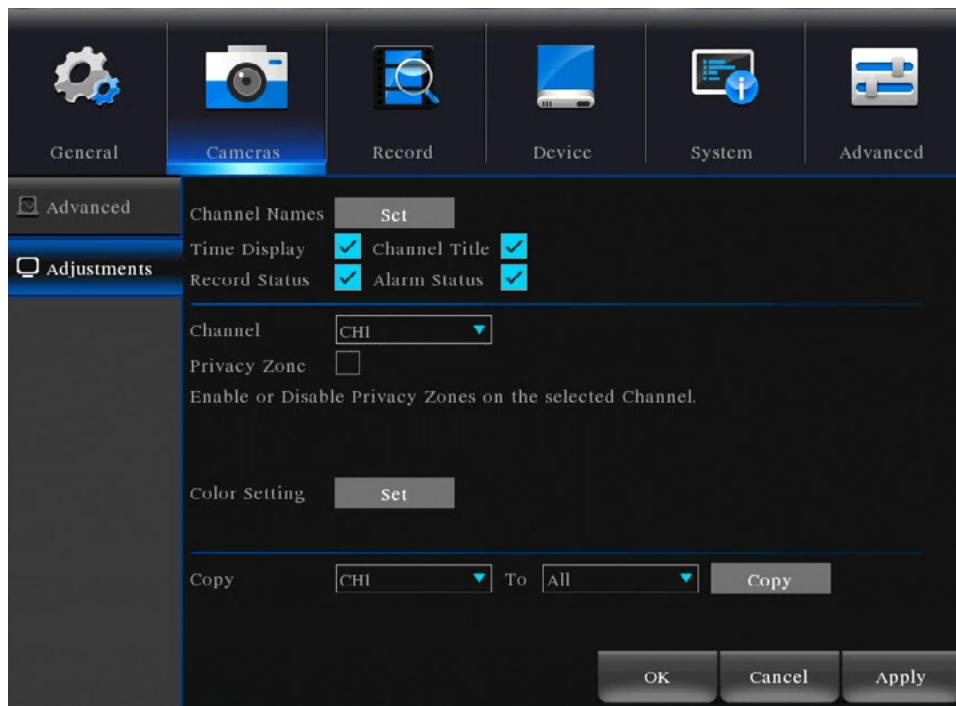


- A Channel Names:** Set display options for each channel.
- B Time Display:** Time displayed on the channel view.
- C Channel Title:** Display channel name on the channel view.
- D Record Status:** Display record status on the channel view.
- E Alarm Status:** Display alarm status on the channel view.
- F Channel:** Select a channel to edit.
- G Color Setting:** Click “Set” to access a sub-menu to adjust the colors of the selected channel. In this sub-menu, you can adjust the Hue, Brightness, Contrast, Grain, Horizontal Sharpness, Vertical Sharpness and Saturation of the image.
- H Copy:** Click “Copy” to set the current channel’s settings to another channel.
- I Privacy Zone:** Enabling and setting the Privacy area allows the user to block specific areas from displaying live and recorded video. You can Enable/Disable up to four Privacy Zones on a selected channel.

Setting Privacy Zones

If there are areas within the camera's field of view that you do not want visible from a TV / Monitor, follow the steps below:

- 1 Select a channel.
- 2 Click the **"Privacy Zone"** check box.
- 3 Select the amount of area to be covered (up to 4). We strongly advise you set one area at a time.
- 4 Click on the **"Set"** button. A full screen view of the camera selected pops up and a white rectangle (Privacy Zone) is populated.
- 5 You can adjust the covered area by clicking and dragging across the area with the mouse.
- 6 To adjust the size of the area, hover the mouse pointer over the inner side of the edges of the rectangle. When the mouse's onscreen pointer changes shapes, click and drag to adjust the size.
- 7 Right-click to return to the menu and click **"Apply"** to save the settings.

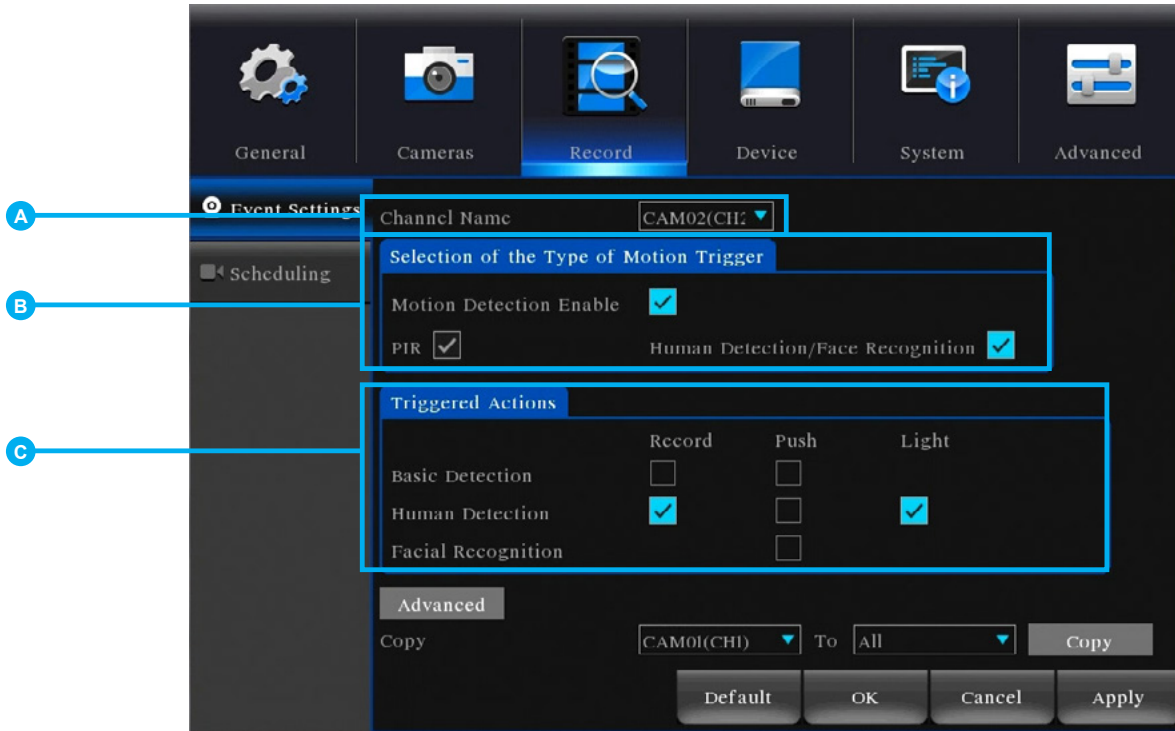


Record Menu

From this menu you can enable recording, set video settings, and adjust streaming options.

Event Settings

This menu displays the record settings for your cameras. It will show what type of events your camera is set to record, let you enable or disable push notifications to your Smart Device and the Spotlight (for cameras equipped with one).



A Channel Name: Select a channel to configure.

B Selection of the Type of Motion Trigger:

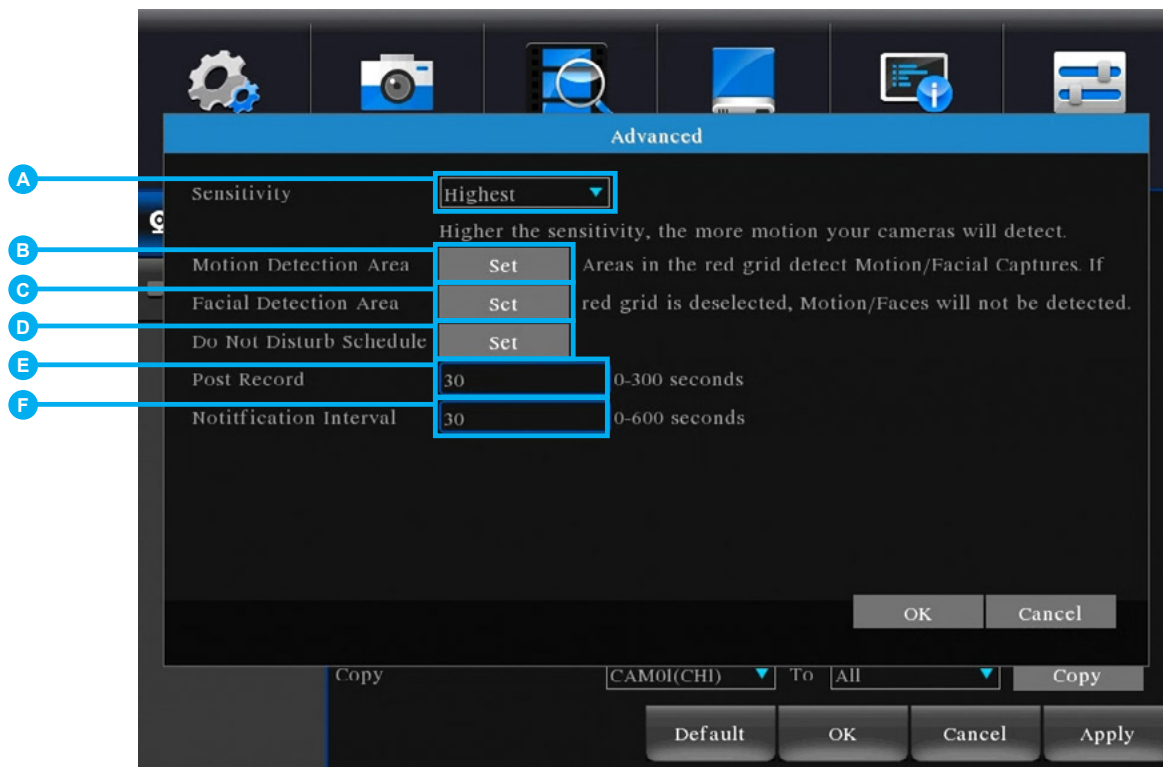
- **Motion Detection Enable:** When checked, the motion detection feature is enabled on the selected channel. By default, all channels have motion detection enabled.
- **PIR:** Toggle between ON and OFF for passive infrared sensor (PIR) based motion detection. *Not available on all models.
- **Human Detection/Face Recognition:** Enabled by default. Monitors the channels for human motion, and upon detection, scans for facial features.

C Triggered Actions:

- **Record:** Enables the corresponding action to take place when either detection or recognition takes place.
- **Push:** Enables the corresponding action to take place when either detection or recognition takes place.
- **Light:** Toggle between ON and OFF to enable the camera's spotlight during motion detection. Only available for Spotlight enabled cameras.
- **Basic Detection:** Enables the corresponding action to take place when basic motion detection takes place.
- **Human Detection:** Toggle between ON and OFF to enable human motion detection on the camera.
- **Facial Recognition:** When enabled, a push notification is sent to the App when this event takes place.

Event Settings Advanced

The Advanced tab lets you adjust your camera's motion sensitivity, motion detection and facial detection areas, your post record settings and notification interval.



- A Sensitivity:** Adjusts the level of motion detection. A lower setting requires more movement in the camera range to begin recording.
- B Motion Detection Area:** Clicking “Set” allows you to configure areas that detect motion. The “Red Boxes” denote the areas that detect motion. When finished, right-click to return to the menu.
- C Facial Detection Area:** Clicking “Set” allows you to configure areas that detect faces. The “Red Boxes” denote the areas that detect faces. When finished, right-click to return to the menu.
- D Do Not Disturb:** Set the time frame for which the system does not notify the user of activity.
- E Post Record:** Set the amount of time to record after motion is detected (between 30 and 300 seconds).
- F Notification Interval:** Set the timing between each motion detection event and push notifications. Default parameters are configured for optimal use. Adjusting the intervals may result in missed notifications.

Do Not Disturb Schedule

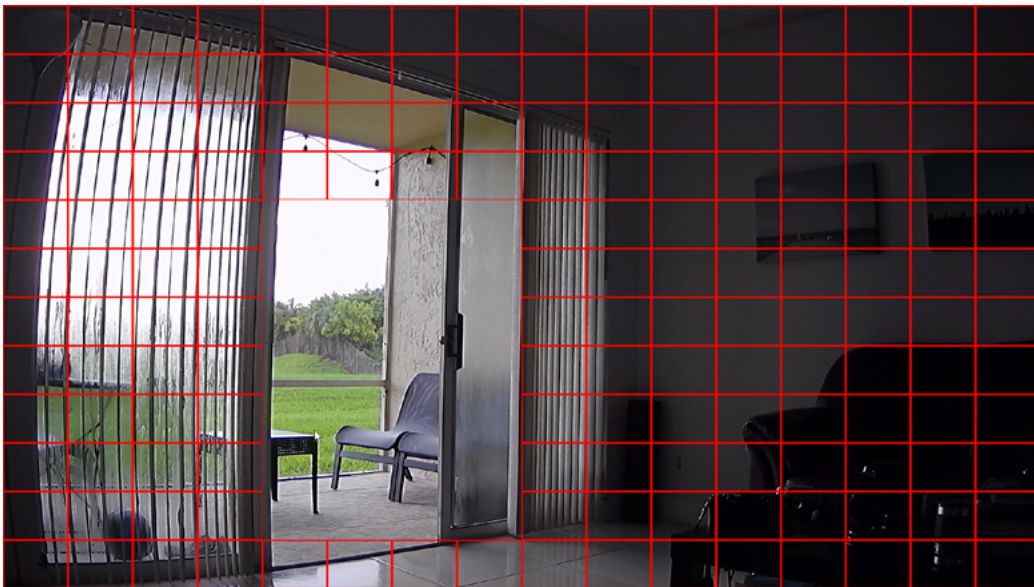
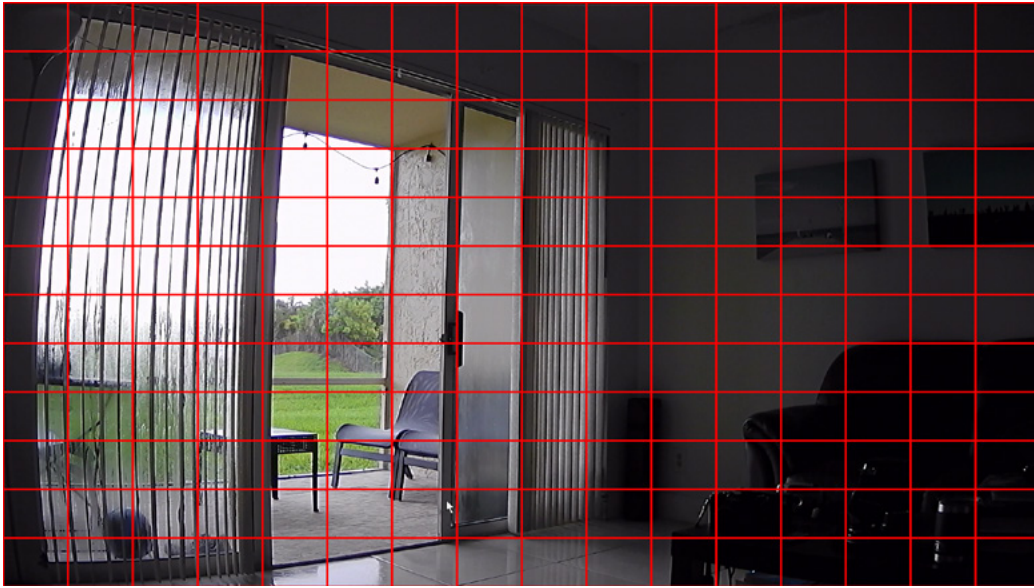
From here, you can choose when to receive push notification's throughout the week.

- 1 Select the day you want to configure.
- 2 Configure up to four-time spans for which you would like to receive push notifications. Checking the box next to the set time frame activates the push notification schedule.
- 3 Continue editing by selecting different days from the drop-down menu.
- 4 Click **“OK,”** then select **“Apply”** on the menu screen to save the settings.



Setting the Motion Detection Area

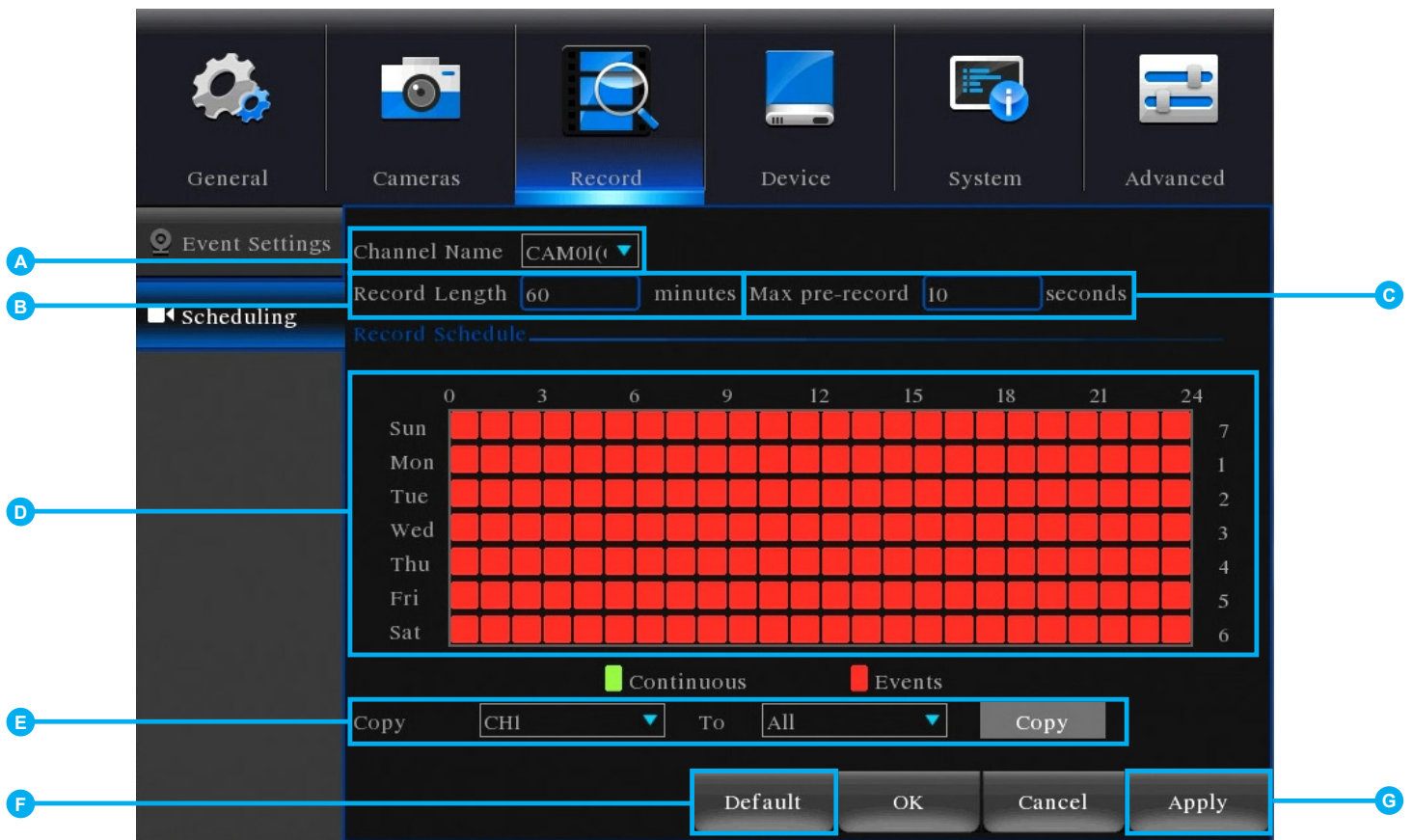
If there is an area within the camera's field of view that you do not want detection to be active, follow the steps below:



- 1 Click on a square in one corner of the area you don't want to be detected.
- 2 Click and drag the mouse over the area you want to block.
- 3 Release the mouse and verify you have selected your desired area.
- 4 Right click the mouse and select **"Save"** to apply the settings and exit the menu.

Scheduling

From the Scheduling screen, you can choose how and when you want each of your cameras to record events. You can choose from Motion record or Continuous record, for example, and select blocks throughout the day and week when you want the selected camera (channel) to record a certain way.



- A Channel Name:** Select the channel to edit recording settings.
- B Record Length:** Enter the duration of time to record when motion is detected, between 1 and 120 minutes. When using Continuous Recording, the video length will be the time scheduled.
- C Max Pre-Record:** Input the amount of time you would like the DVR to pre-record once an alarm has triggered a recording.

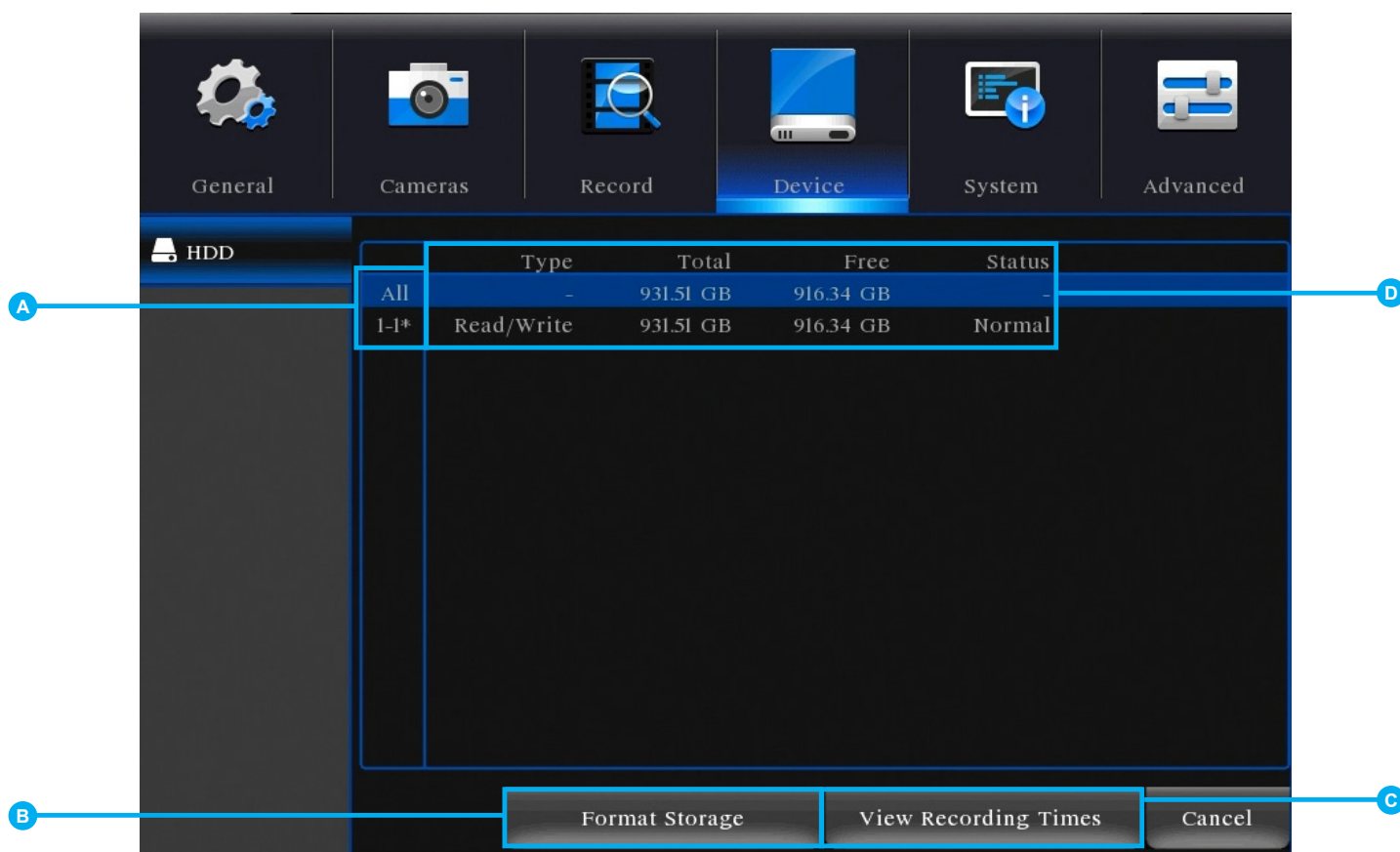
NOTE: You may choose between 0 and 30 seconds of pre-record. Keep in mind that this is an approximation.

- D Record Schedule:** Click and drag to select the scheduled times of Continuous and Motion/Alarm recording. Each square represents one hour of time within that day. Red squares indicate the DVR is set to Motion Record. Yellow squares represent the time which the DVR continuously records.
- E Copy:** Copy record settings to multiple channels.
- F Default:** Revert to factory settings.
- G Apply:** You must select “**Apply**” once a change is made. If you do not select “**Apply**,” the changes will not be saved.

Device Menu

HDD

In the Device menu, you can see how much available space you have on your Hard Disk Drive (HDD), deselect automatic overwrite and reformat the HDD, which is how you manually delete recordings and free up space.

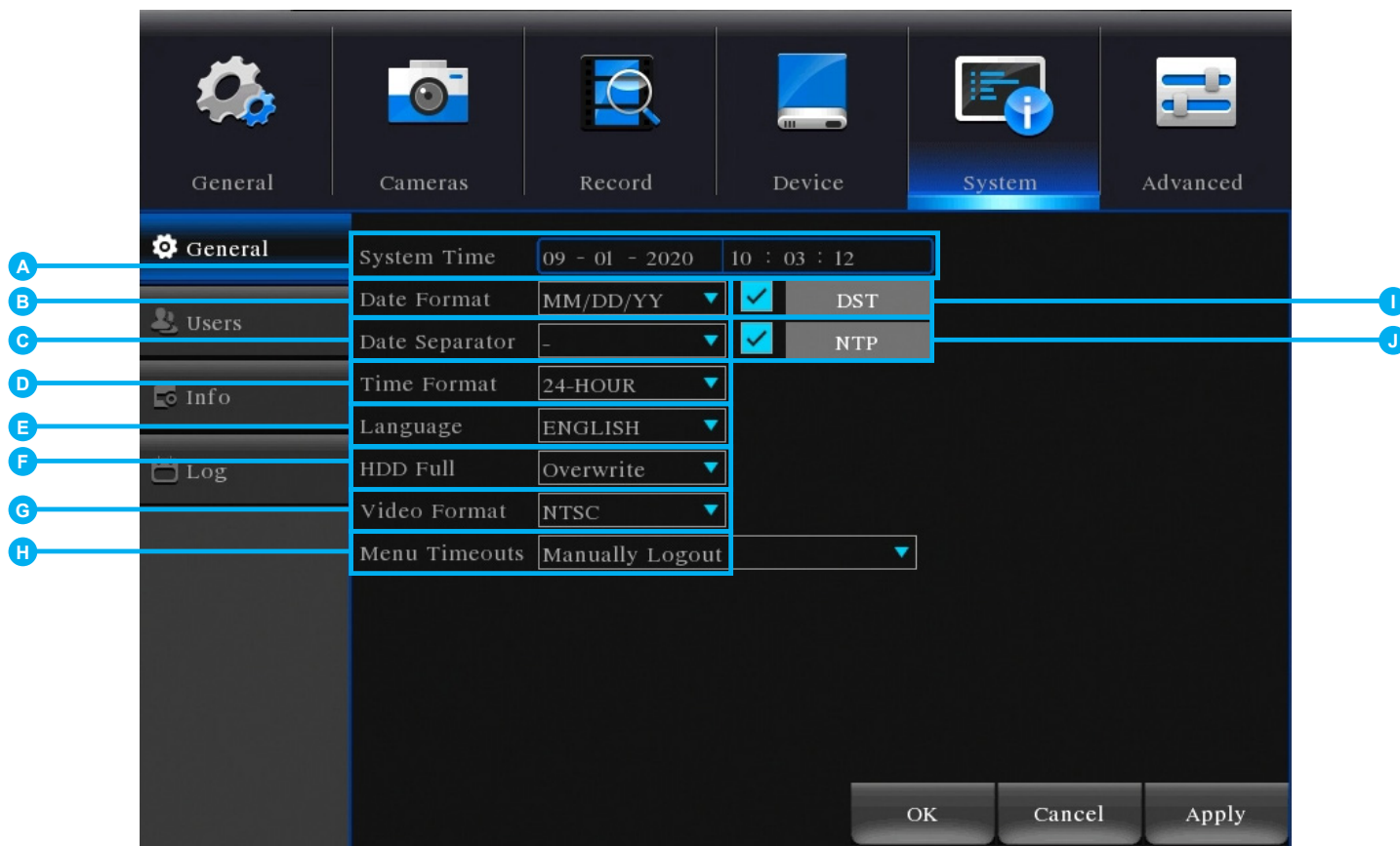


- A Select:** If multiple drives are installed, choose the HDD you would like to customize.
- B Format Storage:** Select to create free space on the Hard Disk Drive by permanently deleting the existing data.
- C View Recording Times:** Shows recordings that are on your HDD.
- D View Type and Capacity:** Shows total storage being used and available space on your HDD, the type and status of a recording, and the type and status of the DVR's HDD. If the status does not say Normal, restart the DVR. If the status does not return to **Normal** after restarting, you may need to replace the HDD.

System Menu

General

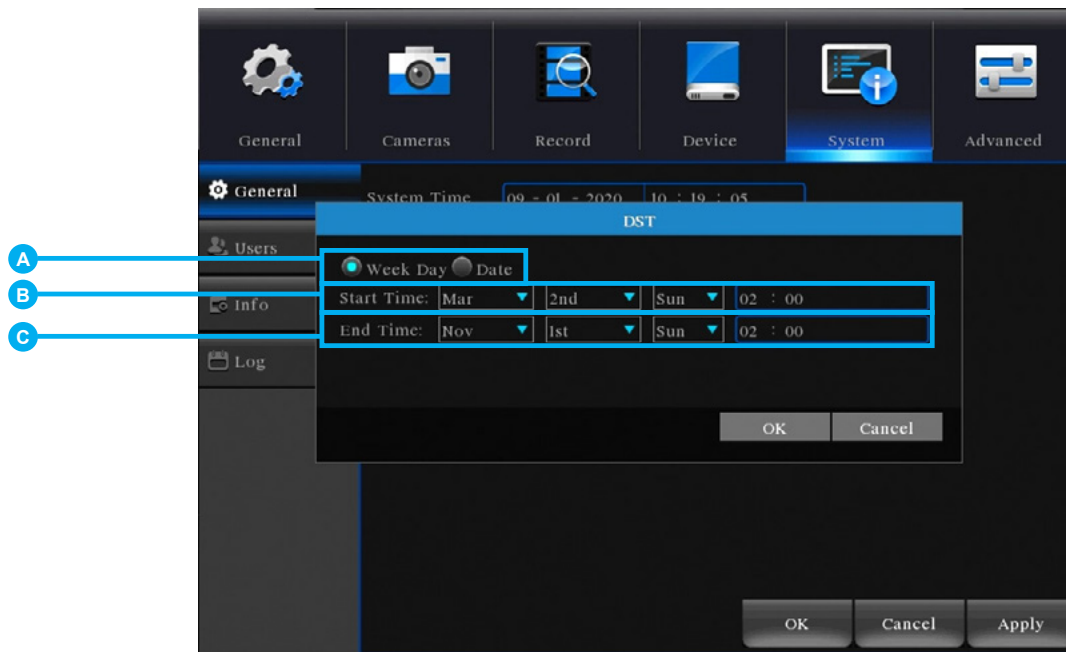
This menu allows you to access many basic system settings, such as the language, menu timeouts, time format, Daylight Savings Time and logs. Additionally, you can see your system's model number, software and hardware versions, UID (Unique Identifier) and QR Code for remote connectivity. If you have not already done so, you can also log in to your Night Owl Protect account for easy remote viewing and added features and benefits.



- A System Time:** Manually set the date and time of your DVR.
- B Date Format:** Choose the display format for the date. You can select Month/Day/Year, Year/Month/Day or Day/Month/Year.
- C Date Separator:** Choose the format of the date display.
- D Time Format:** Select between a 12 Hour or 24 Hour display.
- E Language:** Pick between ENGLISH, SPANISH or FRENCH language preferences.
- F HDD Full:** Choose **Overwrite** if you would like your DVR to write over old recordings when the HDD is full. Choose **Stop Record** if you would like your DVR to stop recording when the HDD is full.
- G Video Format:** NTSC or PAL formats are available to choose from. NTSC is the standard for video in North America and is the DVR's default setting. Prior to changing the video format, make sure that your TV/Monitor is PAL compatible.
- H Menu Timeouts:** Select the duration of time for an inactive menu to be displayed on-screen.
- I DST:** Enable or Disable the Daylight Savings Time feature.
- J NTP:** Select to change the NTP server.

DST

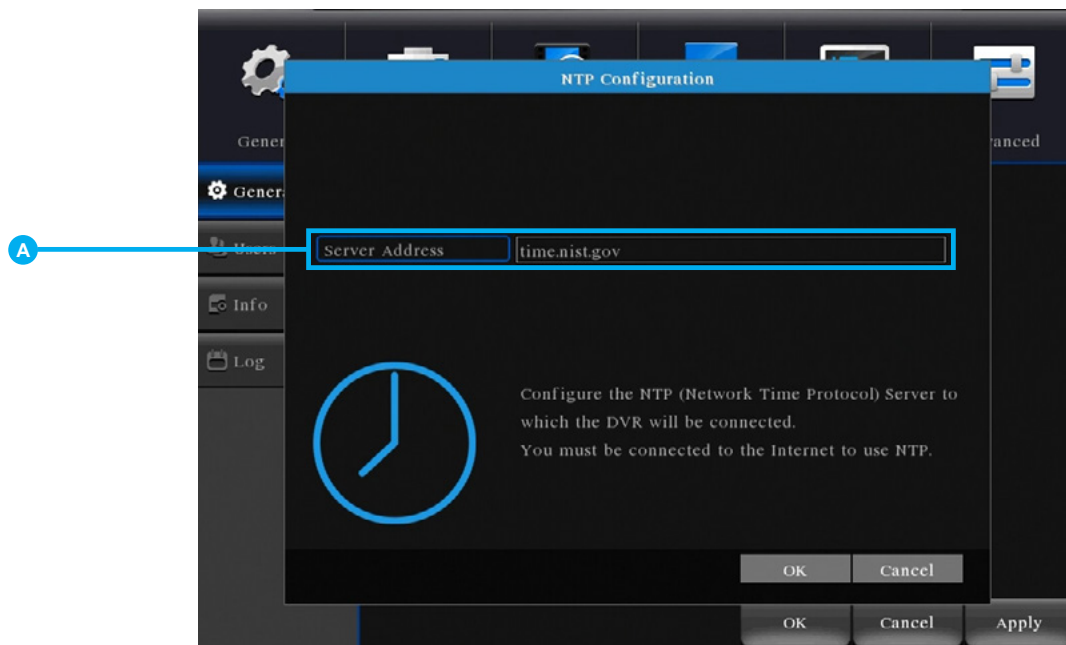
Configure your system to account for Daylight Savings Time.



- A Week Day - Date:** Indicate whether you would like this feature to be applied the week of or an exact date.
- B Start Time:** Select the date and time to apply the DST offset.
- C End Time:** Select the date and time to remove the DST offset.

NTP

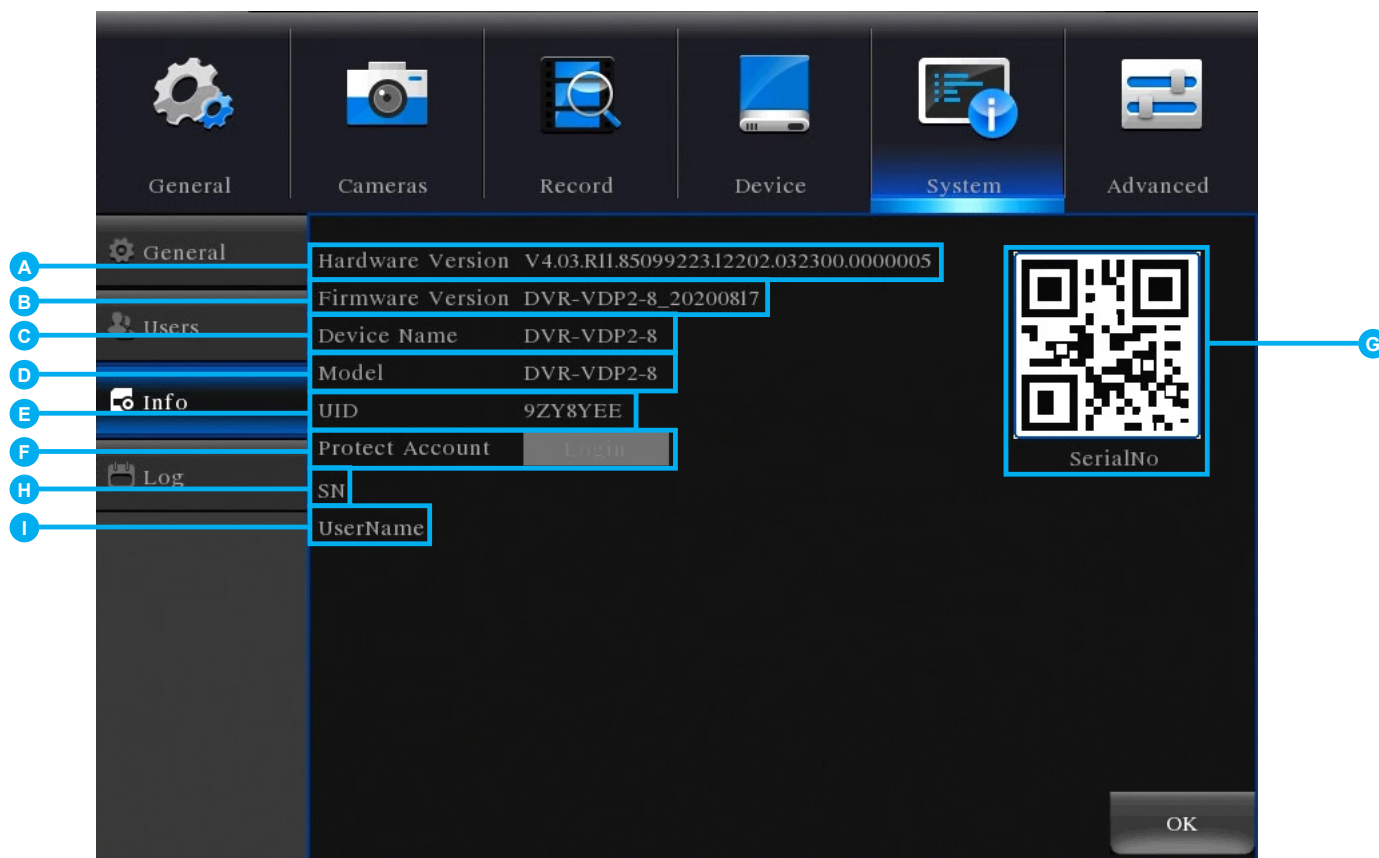
From this menu, you can enter which server you want the DVR to reference for time and date syncing.



- A Server Address:** Select the server that the DVR will use.

Info

This menu lets you see your system's model number, software and hardware versions, UID (Unique Identifier) and QR Code for remote connectivity. If you have not already done so, you can also log in to your Night Owl Protect account for easy remote viewing and added features and benefits

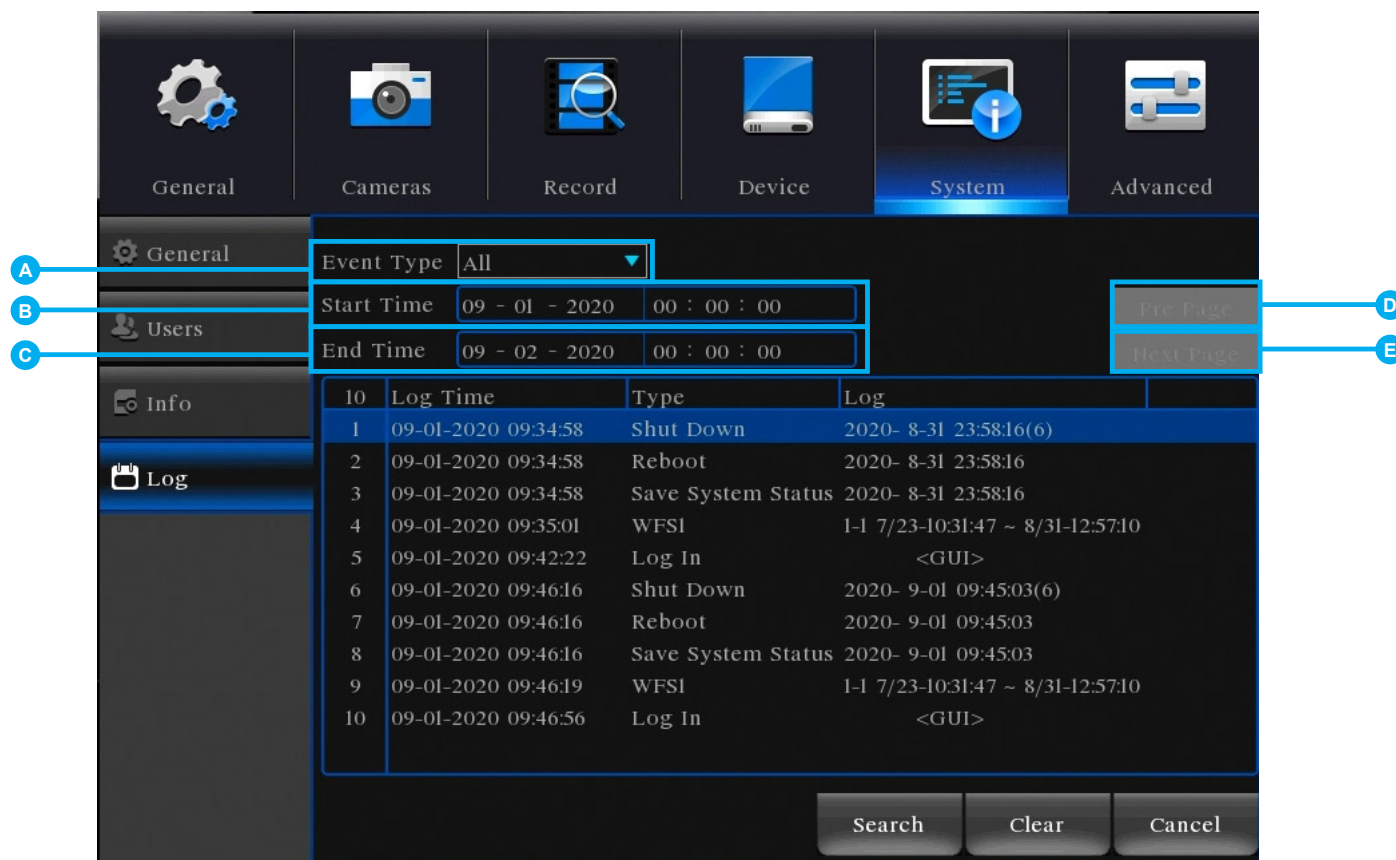


- A Hardware Version:** The DVR's hardware version.
- B Firmware Version:** The DVR's current software version.
- C Device Name:** The DVR's name.
- D Model:** The DVR's model number.
- E UID:** The DVR's unique identifier.
- F Protect Account:** Allows the user to login with their Night Owl Protect credentials. Enter the local admin password to confirm ownership.
- G QR Code:** QR code that represents the UID number of the DVR. Scan the code on this screen when performing a QR code setup to add the DVR to the Night Owl Protect App.
- H SN:** The DVR's serial number.
- I UserName:** If the user is already logged into the DVR with their Night Owl Protect account, the DVR displays the username.

NOTE: Please scan the QR Code directly from your TV / Monitor, NOT from this page.

Log

Event logs are a record of all actions taken on the DVR. Event logs show things like each time someone logs into the DVR, each time the DVR is powered on, if a camera has experienced video loss, and so forth. Event logs are simply a written record that can be viewed and cleared at your discretion.



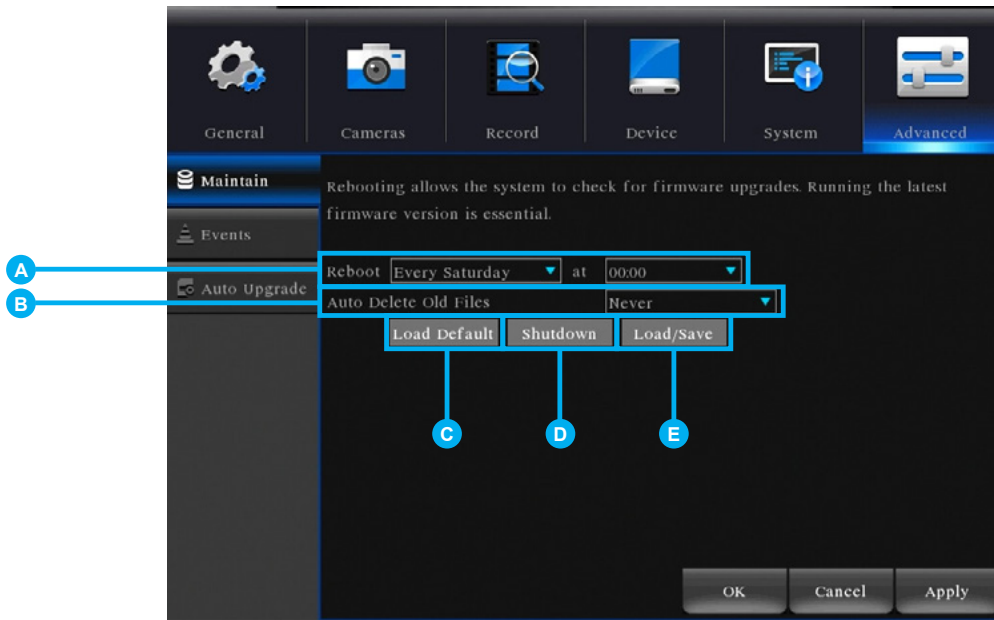
- A Event Type:** Select the type of event log that you would like to Search. Each choice corresponds to an action or event that was triggered and noted within the system. For example, System Logs are recorded when the DVR time is synced with NTP (if enabled) or if the system is turned on or off.
- B Start Time:** Choose the initial date of your log search period.
- C End Time:** Choose the end date of your log search period.
- D Previous Page:** Select to move backward through the search log.
- E Next Page:** Select to move forward through the search log.

Advanced Menu

Configure additional settings related to maintenance, hard drive space, and upgrades.

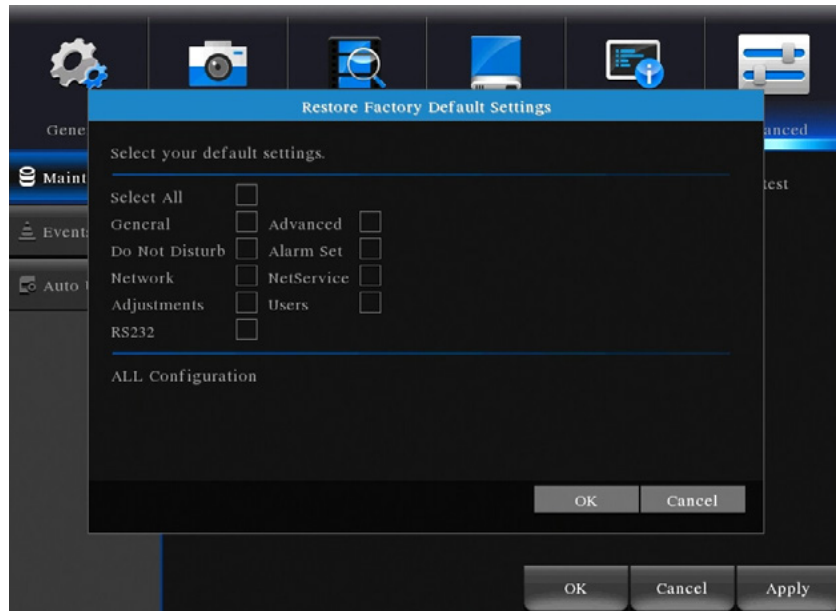
Maintain

The Maintain menu lets you choose how often the DVR will reboot (for system health).



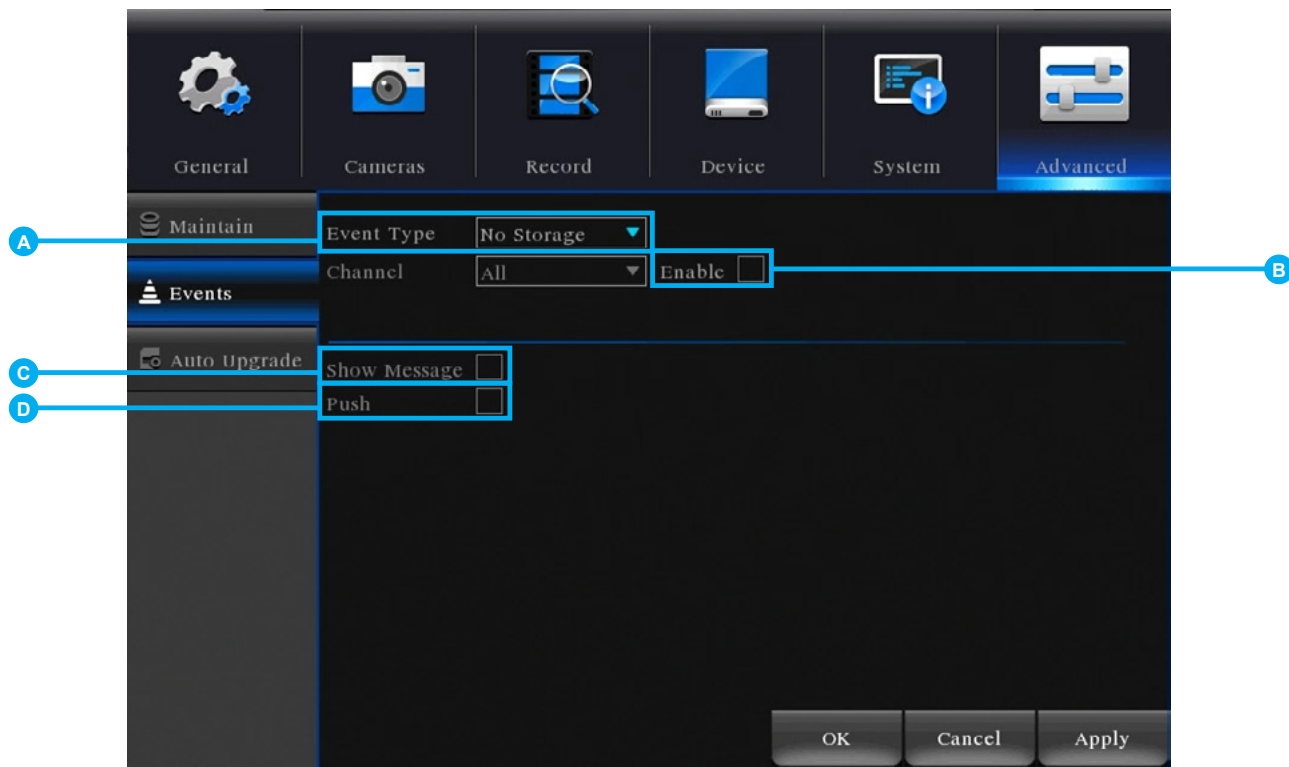
- A Reboot:** Set the frequency of reboots.
- B Auto Delete Old Files:** Set whether you would like the DVR to automatically delete old files. This option is like the Overwrite option, however this allows you to customize the time period in which the HDD automatically deletes old recordings.
- C Load Default:** Revert to the standard reboot schedule.
- D Shutdown:** Display the power menu (Shutdown, Reboot, or Cancel).
- E Load/Save:** Load previously saved settings from a USB flash drive. Export logs and DVR configuration settings to a USB flash drive for future use.

The Load Default menu allows you to select the settings you would like to restore to default.



Events

Configure notification settings for other triggered events not related to motion detection such as disk error, disk full, and/or video loss. These events will be added to the Alarm Status window.



A Event Type: Choose the type of event notification that you would like to appear on the Alarm Status window.

- **No Storage:** The HDD is full.
- **Storage Device Error:** Refers to the status of the HDD and notifies you if it crashes or becomes corrupted.
- **Storage: No Space:** Allows you to set a percentage of available HDD space alarm so that when the available storage space is less than the percentage it is set to, the notification appears on the Alarm Status window.
- **Net Disconnection:** The DVR lost Internet connectivity.
- **IP Conflict:** Another device is attempting to use the same IP Address of your DVR.
- **Illegal Login:** Unauthorized access was attempted on your DVR.
- **Video Loss:** The absence of video due to power loss or disconnection.

B Enable: Select a channel, then turn notifications on or off for the selected Event type.

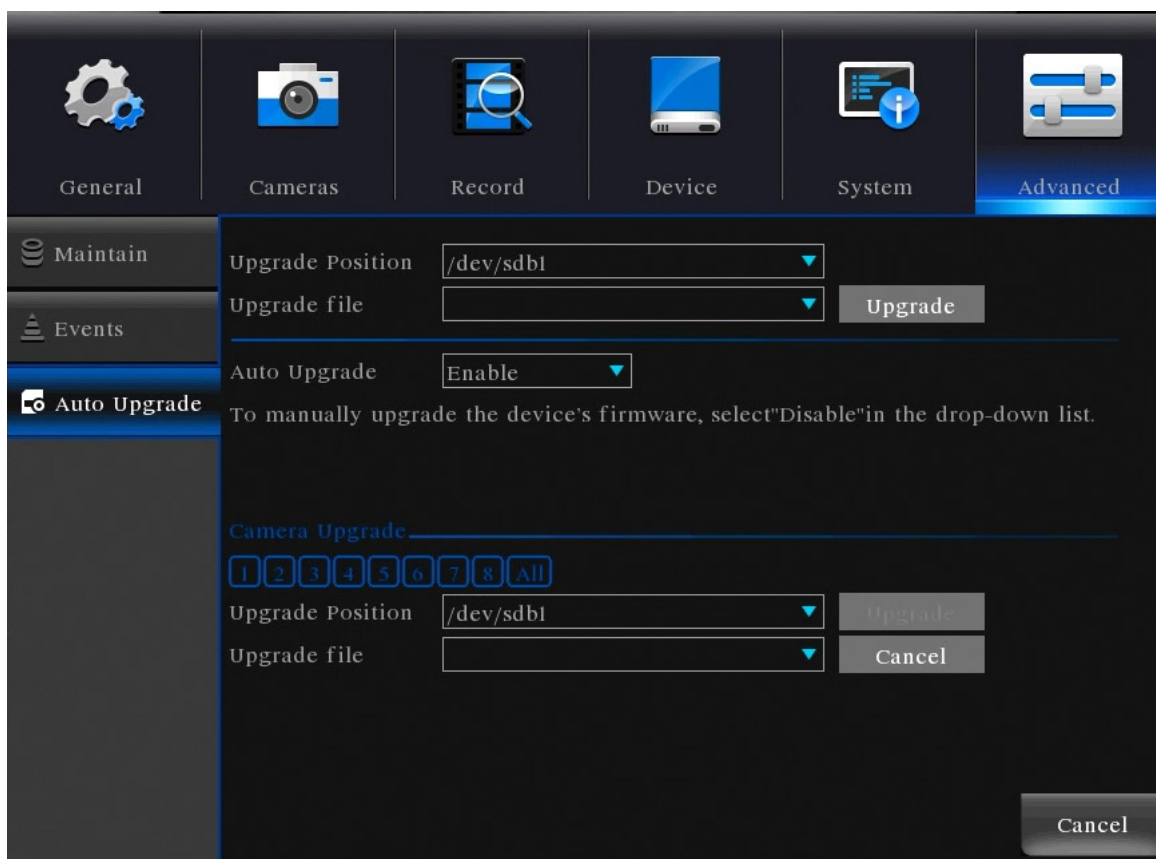
C Show Message: Enable an icon to be displayed in Live View when the selected Event Type is triggered.

D Push: Select this option to send a notification to your Night Owl Protect App when this Event Type happens.

NOTE: This option is not available for Event Types "Net Disconnected" or "IP Conflict."

Auto Upgrade

From this menu you can check for firmware updates and perform an Online Upgrade (if your DVR is networked) or a Local Upgrade via USB (if you are not connected to the Internet). Firmware updates ensure your system stays healthy and that you are receiving the latest and greatest benefits and features for your product.



- 1 **Upgrade from USB:** Upgrade the DVR firmware from a USB flash drive. To upgrade DVR firmware, insert a USB flash drive containing the DVR upgrade file into the USB port on the back of your DVR. Then select the correct file from the “Upgrade File” drop-down menu and select **“Upgrade.”**
- 2 **Auto Upgrade:** Enable or Disable the auto upgrade feature. Firmware updates are detected automatically when this feature is enabled. The default selection for the auto upgrade feature is **“Enable.”**
- 3 **Check for Updates:** Click on the **“Check”** button to manually check for updated firmware versions. If an upgrade is detected, click **“OK”** on the pop-up window to download and install the new version.
- 4 **Camera Upgrade:** To upgrade camera firmware, insert a USB flash drive containing the camera upgrade file into a USB port on the back of the DVR. Select the correct file from the “Upgrade File” drop-down menu and select **“Upgrade.”**

DDNS: Dynamic Domain Naming System. Method for automatically updating hostnames, addresses, URL's or other information on a given name server.

DHCP: Dynamic Host Configuration Protocol. A network protocol that allows a server to automatically assign a device and IP address.

Facial Capture and Recognition: Technology that captures a person's face from up to 10 ft. from the camera, scans the system's database for a match, and sends a Familiar or Unfamiliar Face alert to your Smart Device.

Familiar Face Alert: An alert with a captured image of a face that matches your system's database of stored profiles.

Human Detection: Technology that uses advanced algorithms to detect human motion, reducing false alerts to your Smart Device.

IP: Internet Protocol. Protocol for standard communications across the Internet.

ISP: Internet Service Provider. An organization that provides services for accessing or using the Internet.

PIR: Passive Infrared. Heat-based sensors eliminate most false alarms and only delivers alerts when people, animals or vehicles are detected.

SMTP: Simple Mail Transfer Protocol. Standards used for email transmission.

UPS: Uninterrupted Power Supply. Device used to keep the DVR and cameras powered when the main power supply is lost or disconnected.

VDP2: 1080p (2MP) HD Analog System with Human Detection Technology and Facial Recognition.

Warranty

NIGHT OWL, LLC (“Night Owl”) provides the following warranty to the original retail purchaser only (the “Purchaser”) with respect to this product (the “Product”):

For a period of one (1) year after the date of sale, the Product shall be free from manufacturing defects in material and workmanship. Product registration may be required to submit a warranty claim. In the event that the Product is defective, the Purchaser must i) contact Night Owl’s Technical Support Team,

ii) provide Night Owl with the proof of purchase showing the product is still under warranty and was purchased from Night Owl directly or an Authorized Reseller and iii) return the Product to Night Owl. In its sole discretion, Night Owl will either repair or replace the Product at no additional cost to the Purchaser. Any replacement Product (or parts) will be covered by the same warranty as the original Product through the expiration date of the original warranty period.

Exclusions

This warranty does not apply to the following parts or upon the following events:

1. Bulbs, LEDS and batteries;
2. The Product was not used or installed in the manner described in the installation instructions;
3. Negligent use of the Product or misuse or abuse of the Product;
4. Electrical short circuits or power surges;
5. Use of replacement parts not supplied by Night Owl;
6. Product is either tampered with, modified or repaired by another service provider;
7. Product has not been maintained in accordance;
8. Accident, fire, flood or other acts of God;
9. Failure to use Night Owl approved accessories;
10. Defects or damages arising by use of the Product in other than normal conditions (including normal atmospheric, moisture and humidity conditions).

Except as otherwise prohibited by law, this warranty is in lieu of other warranties, express or implied and Night Owl neither assumes nor authorizes any person to assume for it any other obligation or liability in connection with the sale or service of the Product.

In no event shall Night Owl be liable for any special or consequential damages arising from the use of the Product or arising from the malfunctioning or non-functioning of the Product or for any delay in the performance of this warranty due to any cause beyond its control. This warranty shall not apply to installation or the removal and re-installation of products after repair.

Night Owl does not make any claims or warranties of any kind whatsoever regarding the Product’s potential, ability or effectiveness to prevent, minimize or in any way affect personal or property damage or injury. Night Owl is not responsible for any personal damage, loss or theft related to the Product or to its use for any harm, whether physical or mental related thereto. Any and all claims or statements, whether written or verbal, by salespeople, retailers, dealers or distributors to the contrary are not authorized by Night Owl and do not affect this provision of this warranty.

Disclaimer

Certain uses, publication and/or distribution of video/audio recordings from security cameras and/or audio devices are prohibited or restricted by federal, state and local laws. When enabling and/or using audio recording features with your hidden security camera, be sure to comply with the laws in your country, state and locality.

Mac and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10 are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Troubleshooting

If a problem occurs, you may be able to easily correct it yourself. The following table describes some common issues and their most likely solutions. Please refer to the table before calling technical support.

Error	Possible Causes	Solutions
System is not receiving power or is not powering up.	Cable from power adapter is loose or is unplugged.	1. Confirm that all cables are connected correctly. 2. Confirm that the power adapter is securely connected to the back of the unit.
	Cables are connected, but system is not receiving sufficient power.	1. Confirm that the system is powered ON (LED indicators on the front should be ON). 2. If the unit is connected through a power bar or surge protector, try bypassing the bar and connecting the power directly to the wall outlet. 3. Confirm that there is power at the outlet. 4. Connecting the power cable to another outlet. 5. Test the outlet with another plugged device (such as a phone charger).
Hard drive is full (0%) and the unit is no longer recording.	Overwrite is not enabled.	Go to the Menu > HDD and ensure that Overwrite is set to Auto .
Mouse not detected by system.	Mouse cable is not firmly connected to the system.	Firmly connect the mouse cable to the USB Mouse port on the front panel.
	Mouse is not connected to the system.	
	System needs to be reset.	Power off the system (disconnect power cable). Firmly connect a USB mouse to the USB Mouse port on the front panel of the system. Reconnect the power cable to the DC 19V port on the rear panel.

Error	Possible Causes	Solutions
There is no picture on selected channels/camera picture is not being displayed.	Camera cables are loose or have become disconnected.	1. Check the camera video cable and connections. 2. Disconnect and reconnect the cable at the system and at the camera. 3. Try moving the camera to another channel or use another cable.
The system beeps at startup.		The beep at startup is normal.

User Information

Be sure to write down all the important information below and place it in a secure location.

General DVR Information

Username: _____

Password: _____

Model Number: _____

UID: _____

NOTE: The UID is located on the support sticker on the top of your device.



NEED HELP?

Why Call? Our Support Site Has it All!

For system manuals, troubleshooting guides, FAQs, video tutorials and more:

- 1 Please visit Support.NightOwlSP.com
- 2 Enter the Series listed on the Product Support Sticker into the Search bar.
- 3 Access the support material needed.



www.NightOwlSP.com

