STOP NEED HELP?

Why Call? Our Support Site Has it All!

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

1. Please visit www.NightOwlSP.com.
2. Click the Support tab.
3. Please refer to the sticker located on top of the product.
4. Enter the code from the sticker into the search bar.
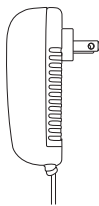5. Access the support material needed.

What's in the Box

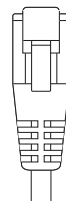## DVR / Accessories
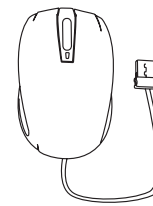
NIGHT OWL ▢ HDD ▢ PWR
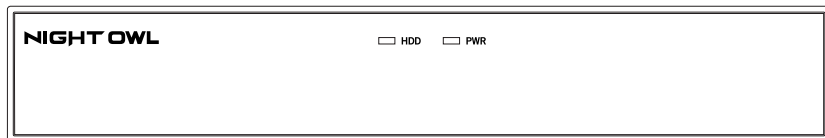
DVR

Safety Sticker
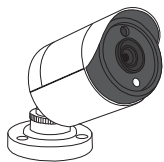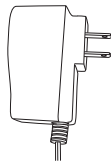(x3)

DVR Power Adapter
(x1)

6 ft. HDMI
(x1)

6 ft. Ethernet
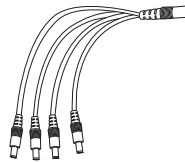(x1)

USB Mouse
(x1)

Camera / Accessories

Camera(s)

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

Power
Splitter(s)
(1 per 4 Cameras)
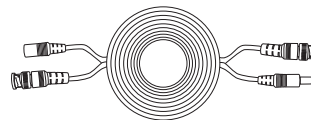
60 ft. Video/Power
Cables
(1 per Camera)
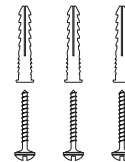
Mounting
Hardware
(3 per Camera)

Items Not Included
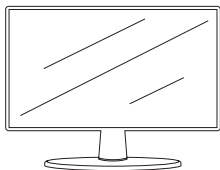
Monitor

Router

NOTE: A monitor is required for initial setup. Use all of the included Night Owl accessories. Third-party accessories may not work properly.

DISCLAIMER: The exact components of your system, images, and quantities may vary depending on your model number. While these may vary, this QSG addresses the setup of your DVR and cameras.

Frequently Asked Questions

1. Does my DVR have to be connected to the Internet?

The DVR doesn't require an Internet connection for basic operation. An Internet connection is needed to update firmware and to remotely view your system on a PC/Mac® or Smart Device.
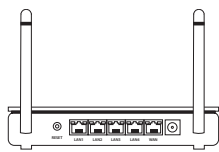
2. Does my DVR have to be connected to a TV or monitor?

For initial setup, you must connect your DVR to a TV or monitor. Once set up, the DVR doesn't need to be connected to a TV or monitor to view or capture recordings. You can view your system using the Night Owl Connect CMS Software on a PC/Mac® or by downloading the Night Owl Connect App on your Smart Device. Please note, some of the DVR's settings may require a TV or monitor to adjust.

3. Are my cameras weather-resistant?

Yes, your cameras are weather-resistant and can endure minimal moisture and dirt /debris. However, Night Owl strongly recommends placing all outdoor cameras under an eave or awning to help shield them from overexposure to the elements, which could reduce your camera's lifespan.

4. Why does my camera stop working at night?

It is possible that your camera is not receiving enough power for the LEDs needed for Night Vision. This could mean that the camera is too far from the DVR. The greater the distance from the DVR the more power the camera requires. You may need to purchase a power adapter for that camera. Please visit **NightOwlSP.com** for additional accessories.

5. What is the best way to mount the cameras?

During the Startup Wizard, you will be prompted to adjust the motion detection area of each installed camera. So, you will want to have the cameras installed in their final location by then. Please make sure you have mounted the cameras at least 7 ft. above the ground and have them angled slightly down. The motion sensor works best for 'side to side' movement across the camera's field of view as opposed to movement directly to or away from the camera.

6. Why can't I connect using the Night Owl Connect app or Night Owl Connect CMS Software?

If you are having trouble connecting using our mobile app or client software: A) your Night Owl system may not be connected to a router B) the latest firmware or client software may not be installed on your computer or mobile device or C) the password may have been entered incorrectly or D) you may need to restart your DVR and try again.

Mounting Guide for Your Intelligent Cameras

Your cameras, when properly placed, use **Human Detection** and **Facial Capture with Recognition** to reduce false alerts. The technology is fantastic, but it does require meeting certain conditions to get the best results. When mounting your cameras, keep the following tips in mind.

Facial Capture with Recognition

1. Angle the camera so it points in the direct line of sight to a person's face.
2. The person needs to look directly into the camera.
3. Detection occurs when a person is within a 60° field of view.
4. Lighting needs to be optimal, meaning the face needs to have good light around it.
5. To be recognized, a person needs to be standing still or walking at a normal pace. If the person is running or walking fast, recognition is not guaranteed.
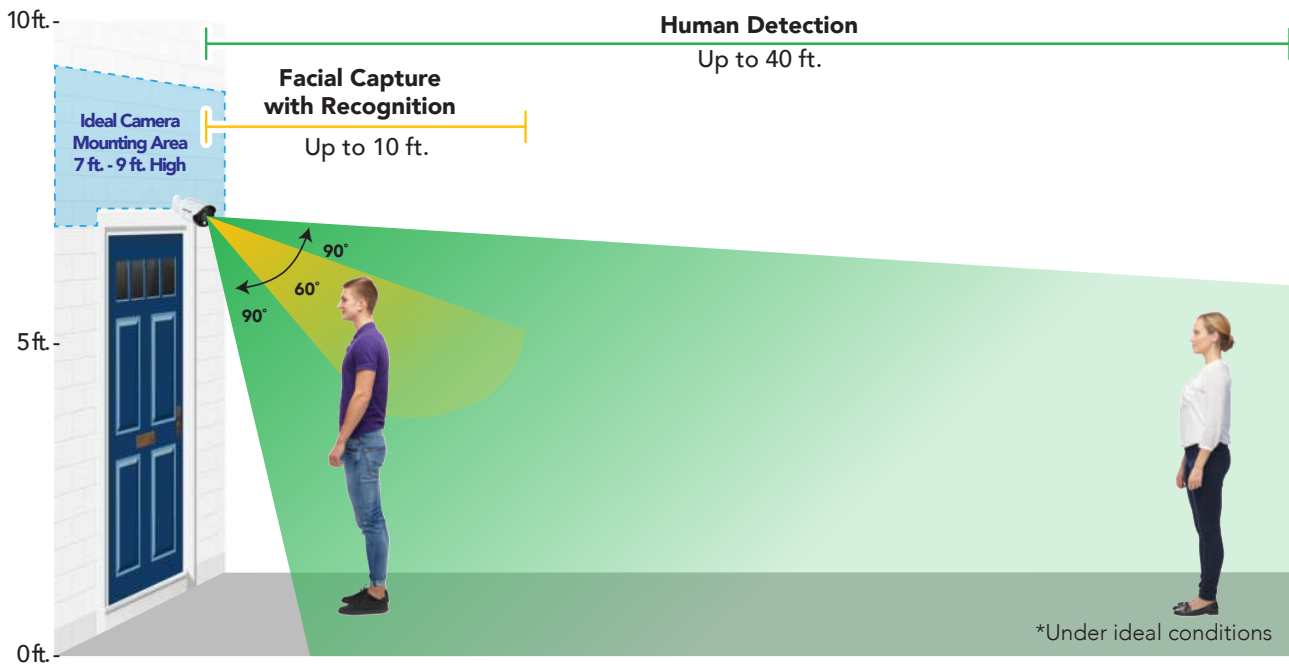
Human Detection

1. The cameras detect a human up to 40 ft. away.
2. Detection occurs when a person is within a 90° field of view.
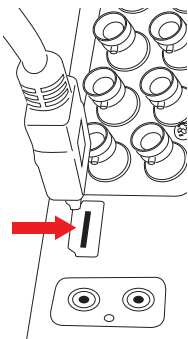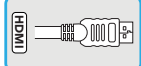
For Your Information

- Changes in lighting and environmental conditions may cause false alerts.
- Changes in a person's look (glasses, hats, beards, etc.) may affect the recognition process.
- The corners of the camera's field of view may not be as accurate.
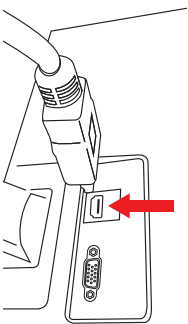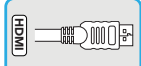
Facial Capture with Recognition and Human Detection

10 ft.

Human Detection
Up to 40 ft.

Facial Capture with Recognition
Up to 10 ft.

Ideal Camera Mounting Area 7 ft. - 9 ft. High

90°
60°
90°

5 ft.

*Under ideal conditions

0 ft.

1

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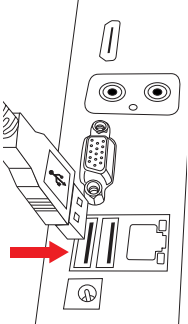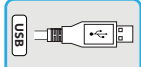
HDMI

2

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

HDMI

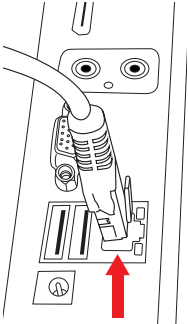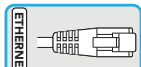*You may also connect using VGA (not included)

NOTE: To view cameras, TV / Monitor must be tuned to the same input the HDMI is plugged into.
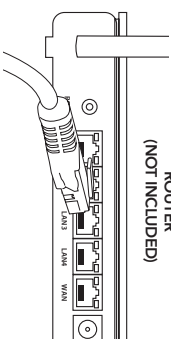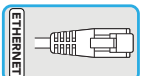
3

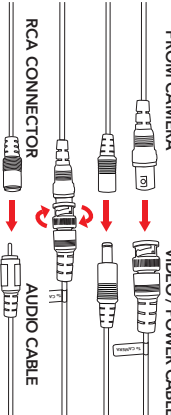Plug the USB mouse into the USB port on the back of the DVR.

USB

4

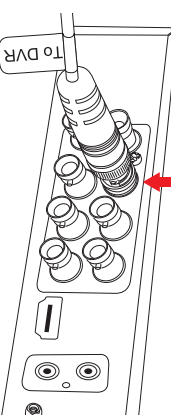Plug one end of the included Ethernet cable into the LAN port on the back of the DVR.

ETHERNET

5

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

ETHERNET

ROUTER
(NOT INCLUDED)

LAN3 LAN4 WAN

6

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

RCA CONNECTOR

FROM CAMERA

VIDEO / POWER CABLE

AUDIO CABLE

NOTE: Audio enabled cameras have a white RCA connector to transmit audio signal (Optional).

7

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

TO DVR

NOTE: Make sure you twist and lock BNC connectors.

8
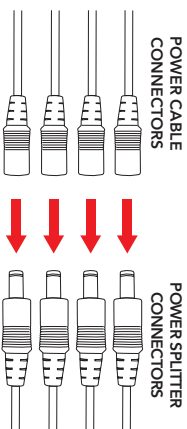
Connect the red female power leads of the video / power cables to the male power splitter ends.

POWER CABLE CONNECTORS

POWER SPLITTER CONNECTORS

9
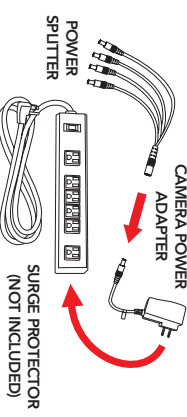
Connect the power splitter to the camera power adapter and plug the adapter into a surge protector or Uninterruptible Power Supply (UPS).

POWER SPLITTER

CAMERA POWER ADAPTER

SURGE PROTECTOR
(NOT INCLUDED)

10
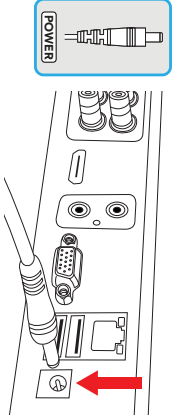
Connect the DVR power adapter to the Power Input on the rear of the DVR.

POWER

11
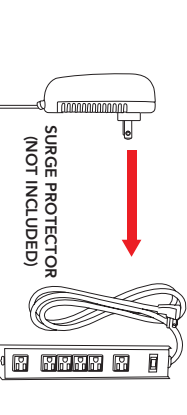
Plug the DVR power adapter into a surge protector or Uninterruptible Power Supply (UPS). Some systems beep upon booting up.

SURGE PROTECTOR
(NOT INCLUDED)

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

DISCLAIMER: Camera / cable quantities may vary.

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

STOP

Booting Up for the First Time

Startup Wizard

When you power on the DVR you are prompted with the following screen.

Please follow the instructions to complete the Startup Wizard.

Startup Wizard

Welcome to your new Night Owl system!

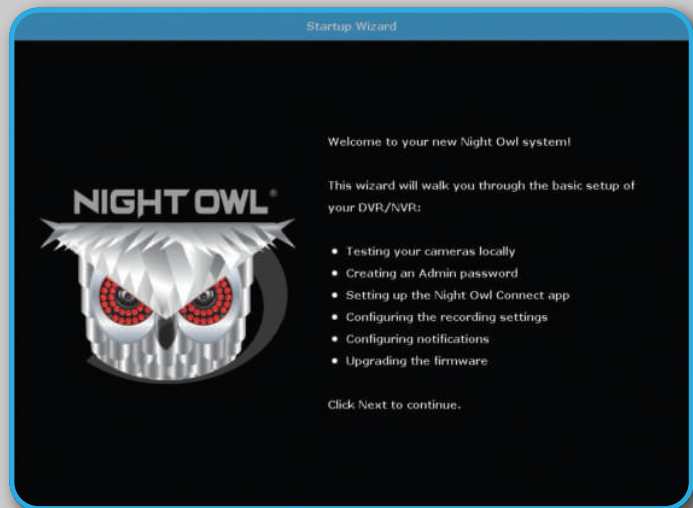This wizard will walk you through the basic setup of your DVR/NVR:

- Testing your cameras locally
- Creating an Admin password
- Setting up the Night Owl Connect app
- Configuring the recording settings
- Configuring notifications
- Upgrading the firmware

Click Next to continue.

Important... Please Read

On the **Password Creation** screen, please note the following:

Admin Account Creation
The default username is **admin**. After the initial account configuration, you may add additional users.

Recovery Email Address
You MUST enter a VALID email address. If you don't, you have to call Tech Support to reset your password.

Remember Your Password
Night Owl recommends writing your password in the Quick Setup Guide. It is needed to log into your DVR and to view remotely.

Write your Password(s) Here:

Using Night Owl Connect

Download and Install Application

1 Download the app from the *App Store* or *Google Play Store* and install the application on your device.

NIGHT OWL CONNECT
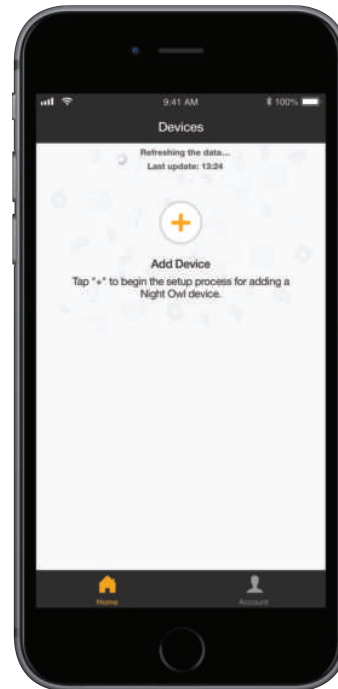
GET IT ON Google Play

Download on the App Store

NOTE: Setup is the same for Smartphone and Tablet.

2 Create an account using an email address for the username and password between 6-20 characters.
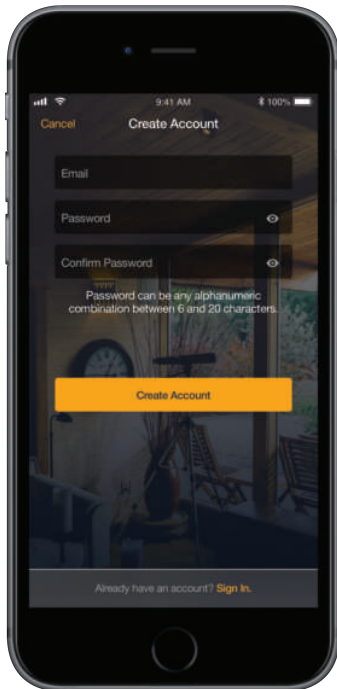
3 After completing the account setup and verification process, sign into the app and tap the "+" symbol to add a device.

The Night Owl Application leads you through the rest of the setup process.

NOTE: When adding a new device, it may take 5-10 minutes before you begin receiving notifications.
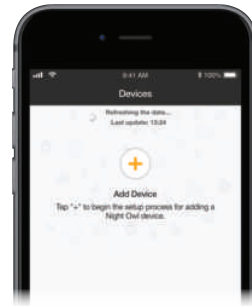
Using Night Owl Connect

Connecting and Adding your Device

A device can be added to the Night Owl Connect App by using the application's **Smart Auto Detection** or through a **QR Code Setup**. With Smart Auto Detection, your DVR is automatically detected by the Night Owl Connect software, making connecting easy!

To use this preferred method, ensure your Smart Device and DVR are both on the same network.

4 **Adding a Device**
To begin adding a new device, first select the yellow plus sign within the Device menu. Then select your device type from the Device list and follow the on screen instructions.

4A **Smart Auto Detection**
If your DVR and Smart Device are running Night Owl Connect on the same network, the Smart Auto Detection will find your DVR. If this method is not available, please use the QR Code Setup from step 4B.

4B **QR Code Setup**
To use the QR Code Setup, select Setup device by QR Code and hover your Smart Device camera lens over the QR Code located on the top of your DVR.

5 On the Device Login screen, enter the login information for the DVR (Remember, the DVR login and Night Owl Connect App login are different). The DVR username is admin by default. If you are not the admin, login with your username credentials.
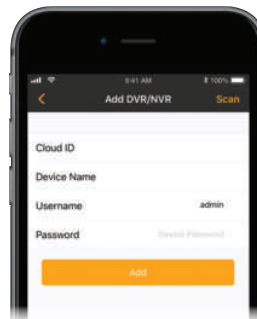
• **admin** is case sensitive (all lowercase).

• The password is the same password you created during the Startup Wizard and should be stored in your QSG.

NOTE: This is the DVR's password, NOT the password used to log into the Night Owl Connect App.

Contact Us

Pre-Sales Support

Have a question about Night Owl products BEFORE you buy?

Phone: 1-866-979-0580
Email: sales@nightowlsp.com

Live Chat Available!

Technical Support (English, Spanish & French)

Need assistance with your Night Owl product?

Phone: 1-866-390-1303
Email: support@nightowlsp.com

Live Chat Available!

Website

The latest technology, 24/7 product support, including How-To-Videos, support material, and more! Shop for Night Owl products at:

www.NightOwlSP.com