NIGHT OWL®

Hub User's Manual



NIGHT OWL
Designed in the U.S.A.

Support.NightOwlSP.com

FLEX Protect™
ECOSYSTEM
Mix and match compatible plug-in Wi-Fi and battery wire free devices for an ecosystem of coverage.

What Models Does This Manual Cover?

FWR8 Series	
Hub Component Model #:	WNVR-FWR8G1-8
Camera Component Model #:	WCM-FWIP4L-BS
	WCM-FWIP8L-BS
	BWNIP-4TA-BS

Thank you for choosing Night Owl Security!

We welcome you to the Night Owl family and thank you for choosing us to help safeguard your home or business. All of our products are proudly designed and engineered right here in the U.S.A. Night Owl complies with the U.S. government's stance on protecting our nation from companies that violate human rights and threaten our national security. Unlike other brands, we are not on any national security threat lists, nor do we do business with companies that are. We prioritize your privacy and safety because we value both as much as you do.

Some Basic Info

This manual covers the basic setup and functionality of our new wireless hub recorders. It will walk you through adding compatible cameras to your hub and the different features and settings that are available. A TV or monitor is not required. Once your hub's hardware is connected and powered on, you can quickly finish the setup right from the app on your Smart Device.



Warranty and Additional Help

By purchasing a Night Owl product, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. 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.

IMPORTANT: WHILE WE MAKE EVERY EFFORT TO PROVIDE ACCURATE INFORMATION, INACCURACIES OR ERRORS MAY OCCUR. WE RESERVE THE RIGHT TO MAKE CHANGES, CORRECTIONS, AND/OR IMPROVEMENTS TO THE INFORMATION AND TO THE PRODUCTS, AT ANY TIME WITHOUT NOTICE.

We provide a database of self-help material on your product's support page on our support site. Simply visit Support.NightOwlSP.com and enter your product's Series (found on the support sticker on the back of your hub) into the search bar. 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 (or click the image).



System Requirements (for remote viewing)

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 part 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 hub case or its openings.
Inserting metal into the hub case may cause electric shock.

Do not operate in wet or dusty areas.
Avoid placing the hub in areas such as a damp basement or dusty attic.

Do not expose the hub to rain or use near water.
If the hub accidentally gets wet, unplug it and contact technical support immediately.

Keep product surfaces clean and dry.
To clean the outside case of the hub, use a lightly dampened cloth. Do not use cleaning solutions or solvents.

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

Unplug the hub when moving it.
Make sure that the hub 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 hub.
Do not block the vents on the hub as these vents reduce the generated heat while the system is running. Place this product in a well-ventilated area.

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

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

Initial Setup

This portion of the manual will cover the initial setup and configuration of your system. Again, our wireless hub provides an A-Z setup right from the convenience of your Smart Device without the need for a TV or monitor.

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:

- Section 1. Verify Your Package Contents
- Section 2. Download the Night Owl App and Create and Verify Your Account
- Section 3. Connect your Hub and Cameras
- Section 4. Install your Cameras
- Section 5. Add Additional Cameras

Section 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.

IMPORTANT: The exact components of your system, images and quantities may vary depending on your model number.

Package Contents - Hub / Accessories



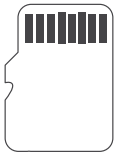
Wireless Hub (x1)


Hub Power Adapter (x1)


6 ft. Ethernet (x1)



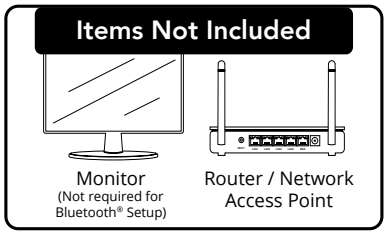
Window Sticker (x1)


64GB micro SD Card (x1)

(may not be included with ALL models)

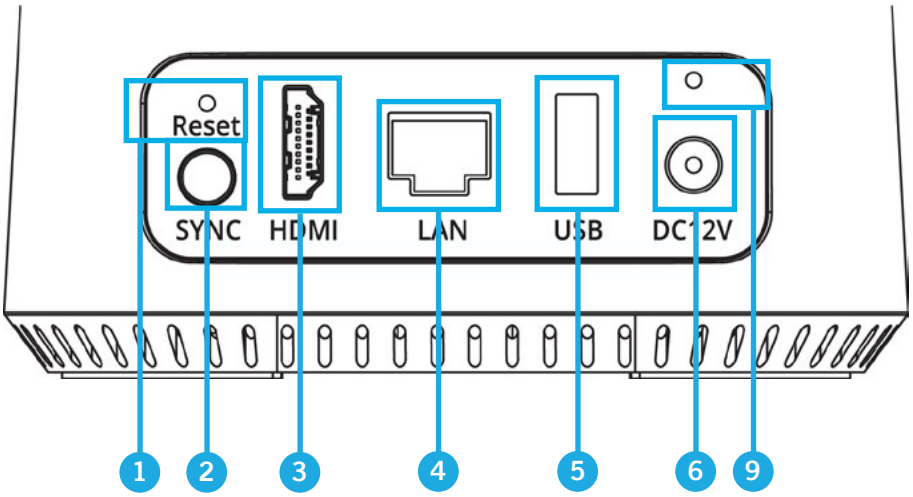
Cameras

Your hub is compatible with multiple Night Owl® Wi-Fi devices. The Wi-Fi devices included with your system will vary based on your model number.



NOTE: If connecting to a TV or Monitor (Not Required), it must have a minimum resolution of 1080p HD. Use all of the included Night Owl accessories. Third-party accessories may not work correctly.

Hub Description



1. **Reset:** Press and hold for 3 seconds to reset the hub.
2. **Sync:** Press and hold for 3 seconds to put the hub into pairing mode. The hub must be in pairing mode to add compatible cameras. The indicator light will quickly flash blue while in pairing mode.

> **IMPORTANT:** If no cameras are added within 2 minutes, the hub will exit pairing mode.

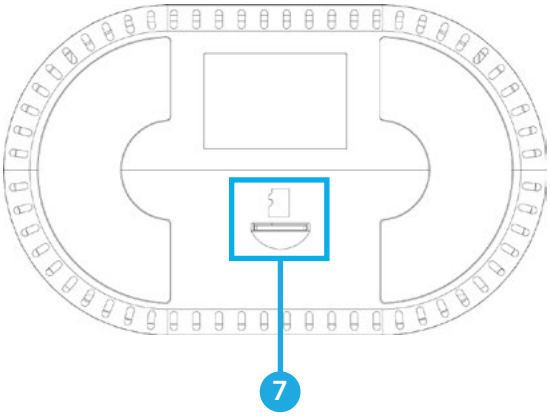
3. **HDMI:** (Optional): Connect an HDMI cable (not included) to the hub and your TV or monitor for HDMI spot out viewing.
4. **LAN (Required):** Connect the provided Ethernet cable to this port and an open Ethernet port on your router for initial setup

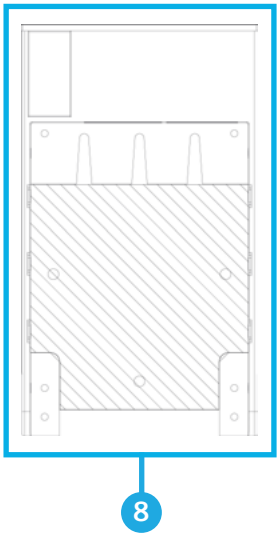
> **IMPORTANT:** A wired Ethernet connection is required for initial setup. After initial setup, if desired, you can switch your hub to a wireless connection.

5. **USB Port:** Connect a USB Flash Drive for long-term storage or sharing of your recordings.

> **IMPORTANT:** Hub supports up to USB 2.0 with FAT32 file system.

6. **Power Input:** Connect the hub power adapter to this port to power the hub.



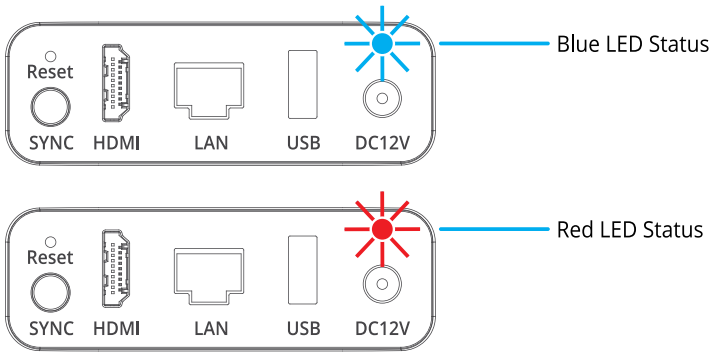


7. **microSD Card Slot:** Insert a microSD card for free local storage.
8. **HDD Tray:** (Optional): If more storage is need, you can insert a 2.5” SATA hard drive (sold separately).

IMPORTANT: If both a microSD Card and HDD are inserted, the hub will default all recordings to the HDD. HDD size is limited to 2.5” and cannot support SSDs.

9. **LED Status Light:** Shows the status of your hub.

LED Status	Hub Status
Solid RED	Powered ON but NOT paired to the app
Solid BLUE	Powered ON and paired to the app
Quickly Flashing BLUE	Configuring network and adding camera
Slowly Flashing BLUE	Networking failed
Flashing RED and BLUE	Firmware is being updated



Section 2. Download the Night Owl App and Create and Verify Your Account

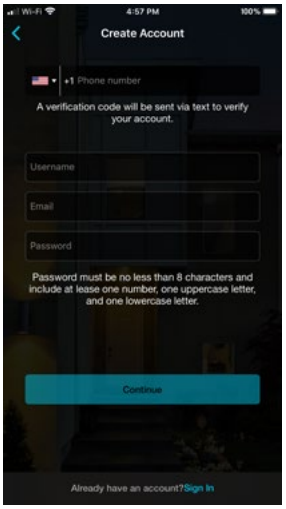
IMPORTANT: You MUST download and sign into the Night Owl App to set up and use your wireless hub. Additionally, your wireless hub MUST be hardwired to your router using Ethernet cable for initial setup.

1. If you are a first-time user, go ahead and download the Night Owl app. Quickly create an account and log in. Already have an account? Simply log in.

GET IT ON Google Play

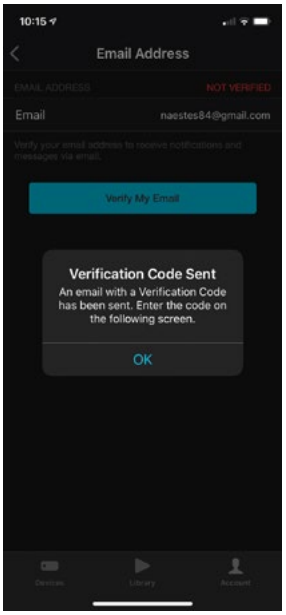
Download on the App Store

2. Follow the prompts on the Night Owl App to create your account. For security purposes, a verification code will be sent to your mobile 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.

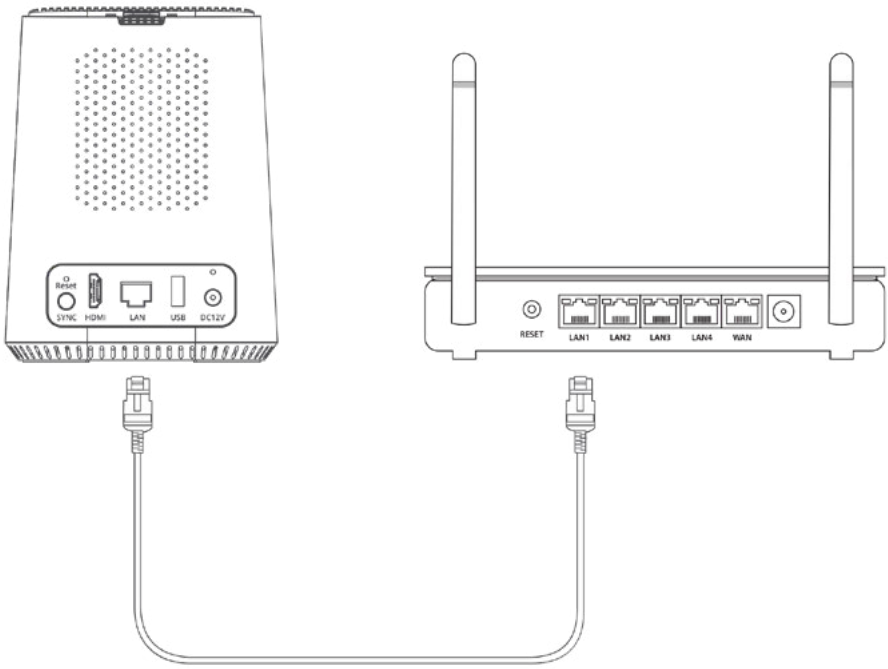
4. **Ensure you verify your email address.** This will register you in our technical support database, streamlining the support process, to ensure we can quickly and efficiently assist you should you need help. It will also generate an email to you with your product's support links. To verify, tap **Account >>> your name >>> Email >>>** and then follow the on-screen prompts.



5. For more information on the Night Owl App, click here: https://support.nightowlsp.com/hc/en-us/articles/360044127354-Night-Owl-ProtectMobile-App-CMS

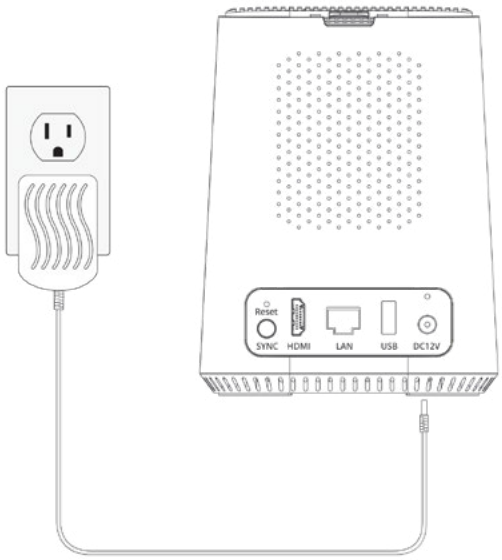
Section 3. Connect Your Hub and Cameras

Step 1: Using the provided 6 ft. Ethernet cable, connect one end to the hub and the other end to your router.



IMPORTANT: The hub MUST be connected to your router via Ethernet cable for initial setup. Once completed, you can remove the cable for a wireless connection.

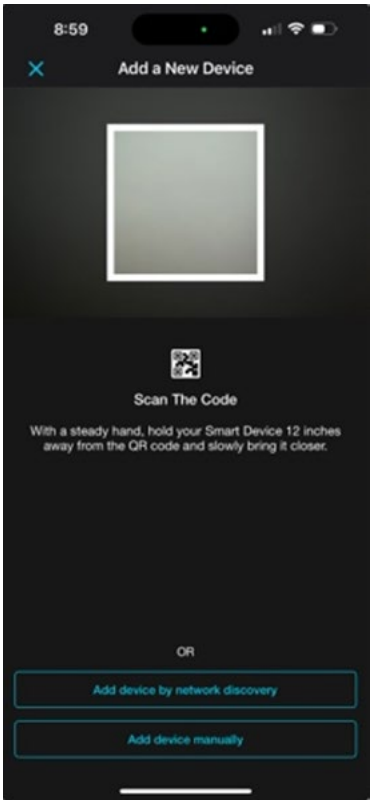
Step 2: Connect the power cord to the hub and then plug the adapter into a nearby outlet.



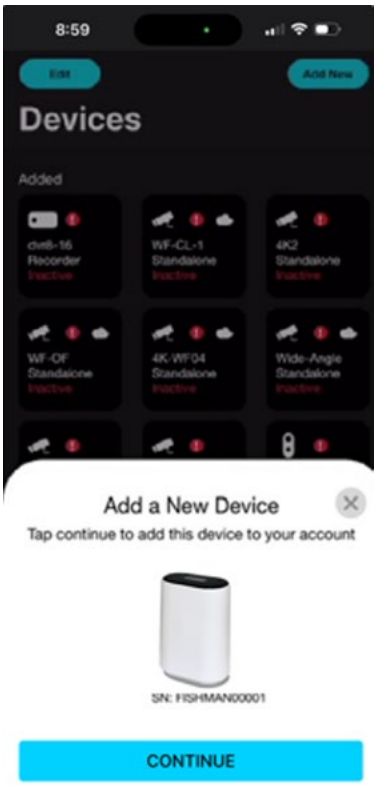
Step 3: From within the Night Owl app, tap **"Add New."**



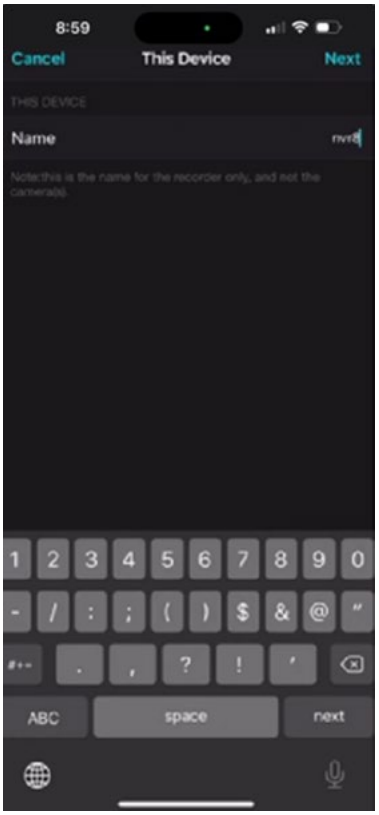
Step 4: (Option A) Use your phone's camera to scan the QR Code on the rear of your wireless hub.



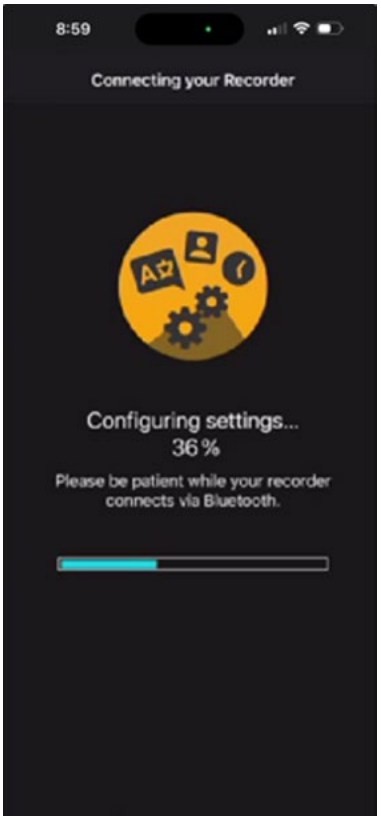
Step 4: (Option B) If Bluetooth® is enabled on your phone and the hub is powered on, the app will use Bluetooth® to scan for available devices that can be added. The app will show a pop up asking if you want to Add a New Device. Tap **"Continue."**



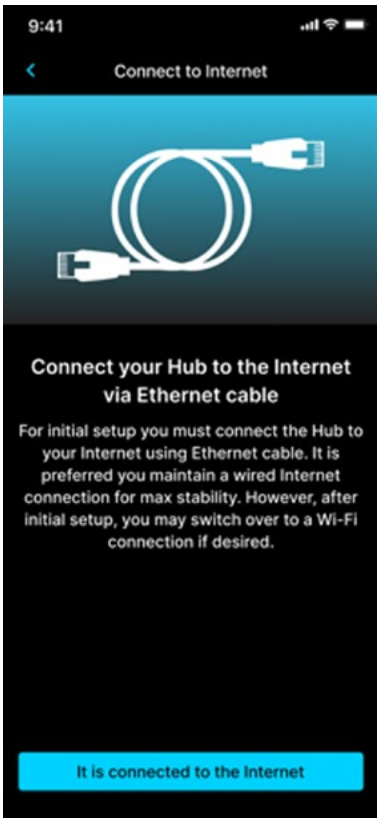
Step 5: Take a moment to name your new hub. For instance, if this system is for your home, you could name it Home Security. Whatever you name it is how it will appear in the app.



Step 6: The app will now pair to your hub.



Step 7: Verify your hub is connected to the Internet.



IMPORTANT: The hub MUST be connected to your Internet using Ethernet cable for initial setup. You may switch to a wireless connection, if desired, after setup if complete.

Step 8: You may now proceed through the startup wizard right from the convenience of your phone. This process is simple! Just follow the prompts in the app and you will be done in no time. Here are just a few screens you will see.

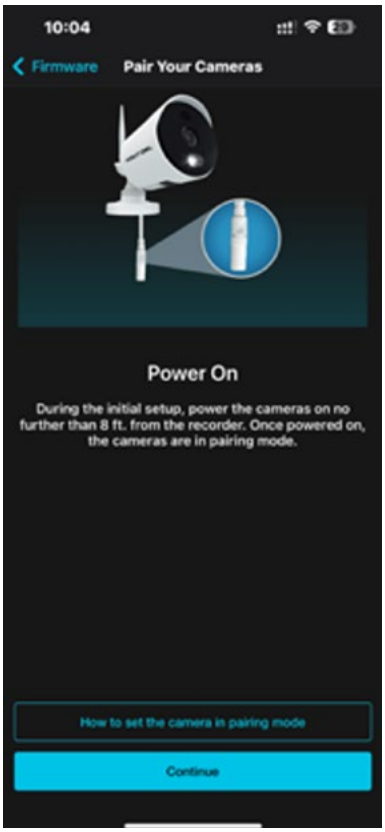




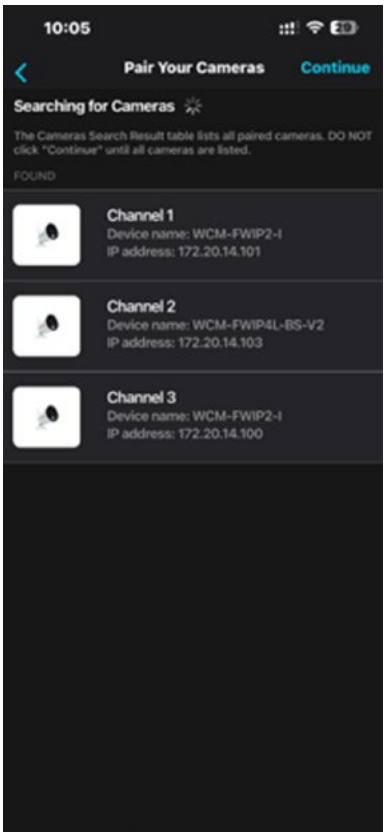


Now it's time to pair your cameras. Please follow the steps below:

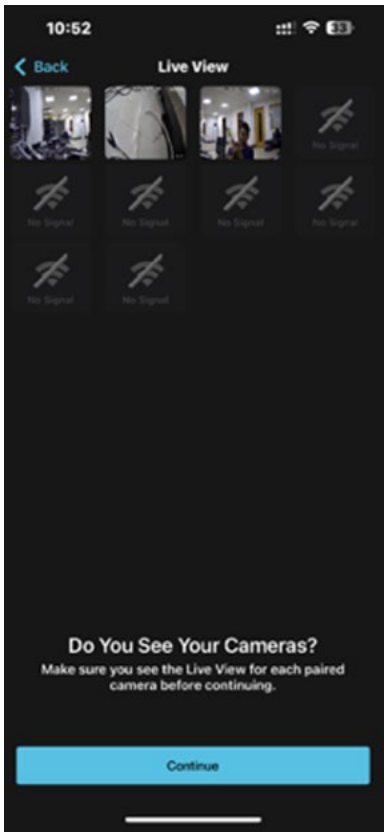
Step 9: Power on your cameras. If you have plug-in wireless cameras, plug each camera into a nearby outlet for initial pairing. If you have battery cameras, insert the batteries into the cameras and place them near the hub. Then tap **"Continue."**



Step 10: The app will now search for your cameras.



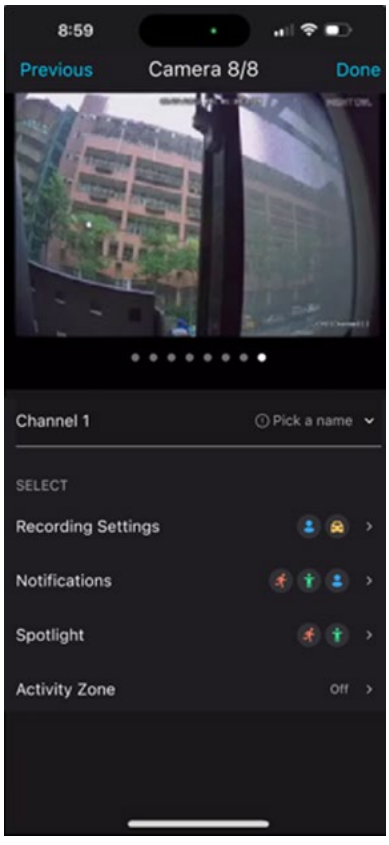
Step 11: Verify you can see your cameras and then tap **“Continue.”**



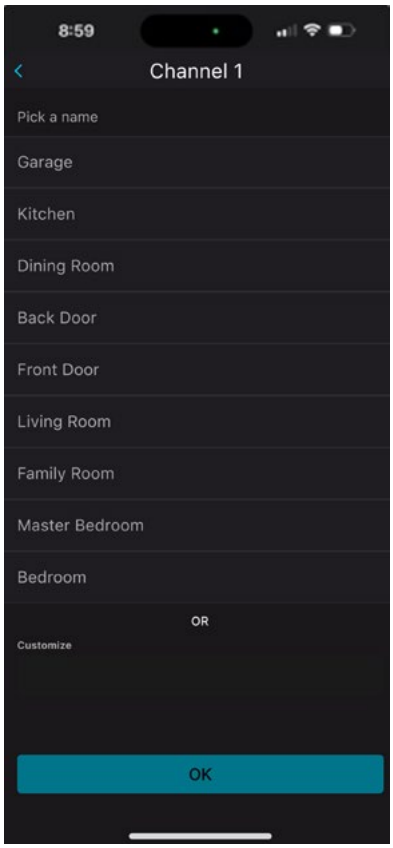
IMPORTANT: If you don’t see one of your cameras appear, press the reset button on the camera in question for 3 seconds. The camera will audibly tell you when it returns to pairing mode. Please be patient as this may take a couple minutes.

Please follow the steps below to configure each camera:

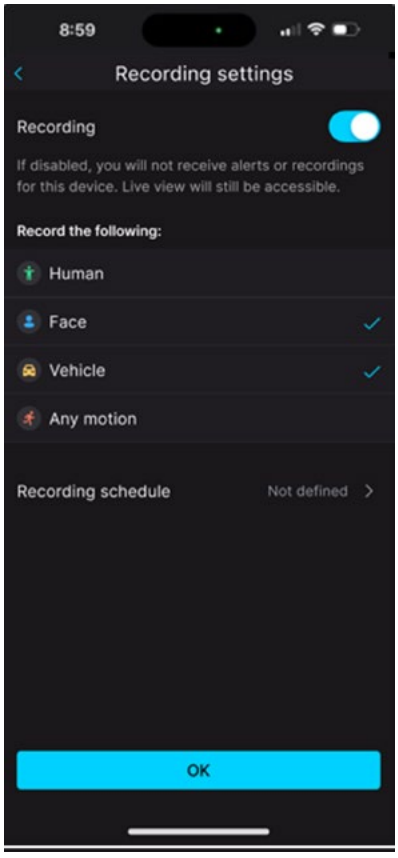
Step 12: Tap on one of your cameras to open this screen.



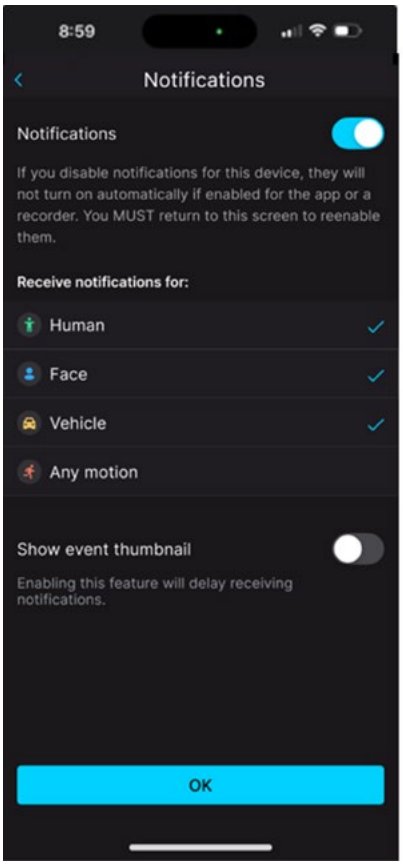
Step 13: Now, let's choose a name for your camera.

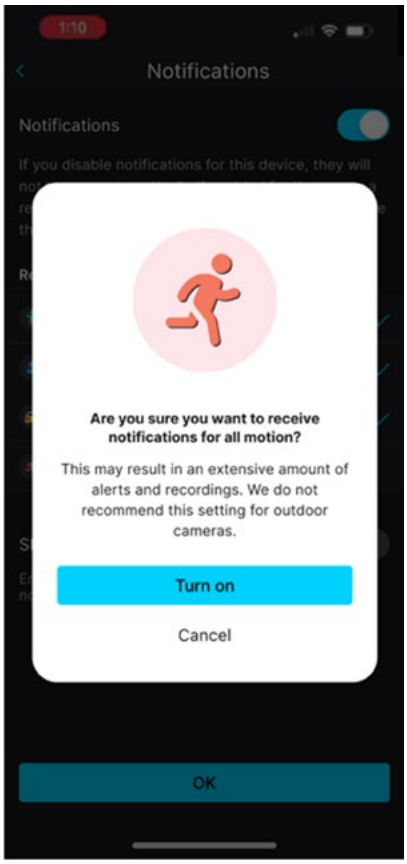


Step 14: Next, choose what type of events you want to record. If you do not want any recordings for this camera, you can disable recording in the top right corner.



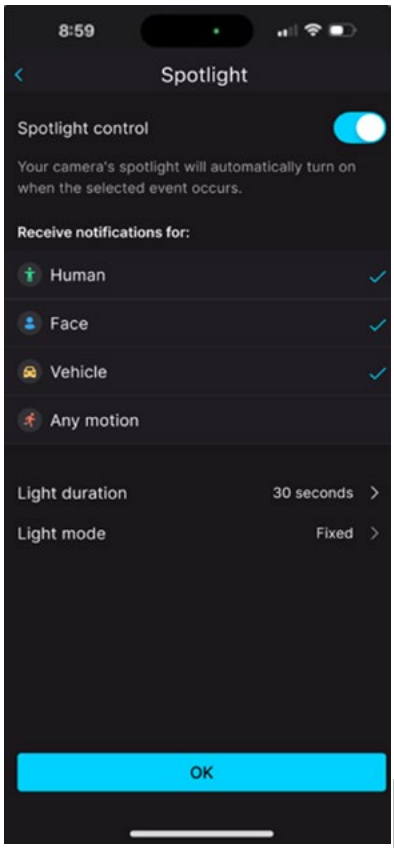
Step 15: Now, choose what type of event you wish to receive notifications for. If you do not want any notifications for this camera, you can disable them in the top right corner.



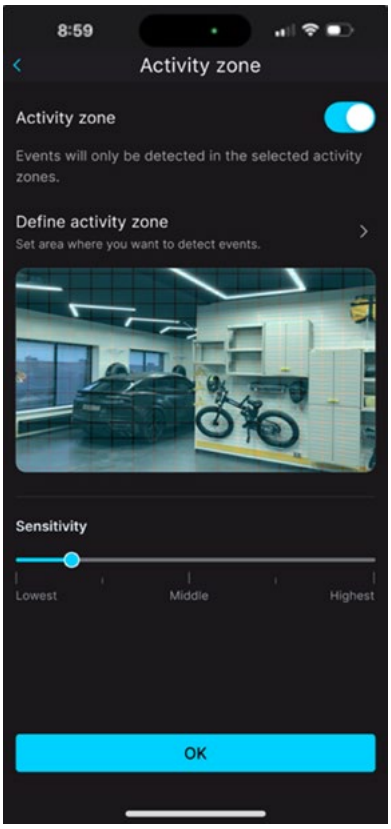


IMPORTANT: If you select Any Motion, you will receive a pop up asking you to confirm. This setting will result in many notifications.

Step 16: Now, adjust the spotlight settings for this camera. You can disable the spotlight in the top right corner if desired.

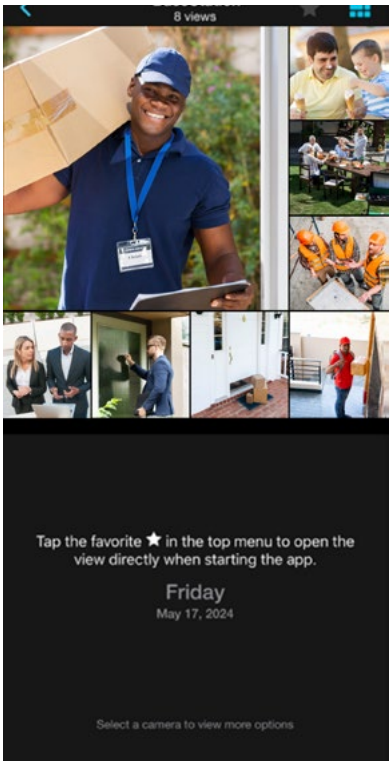


Step 17: Finally, let's set the activity zone for your camera. From this screen, you can also determine how sensitive you want the camera to be when motion is detected in the activity zone.



Step 18: Repeat steps 12 through 17 for each connected camera.

Congratulations! You can now view your connected cameras.



Section 4. Install your 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 hub, the higher the chances of signal 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.

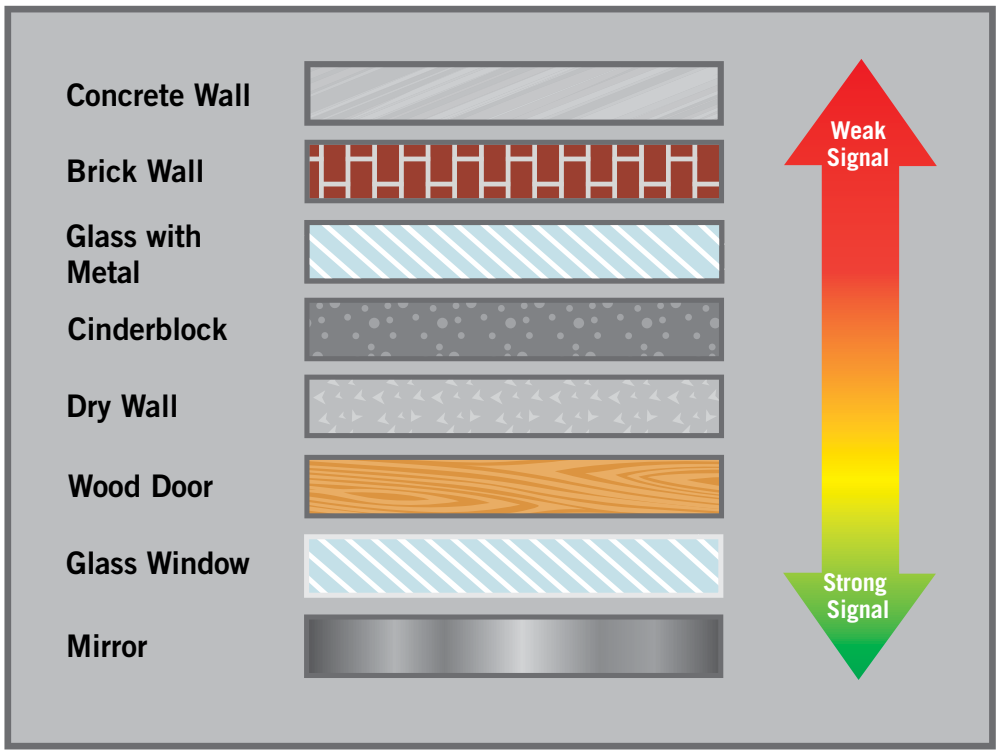
Outside Elements: Avoid direct exposure to weather. Do not place the camera where rain or snow will hit the lens directly. Do not place the camera so that the sun or bright light shines directly into the lens. Your camera is weatherproof, but it will not work when submerged in water. Ensure that all 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 hub or on the app via your mobile device to verify that your camera will be at an ideal angle before permanently installing.

IMPORTANT: The cameras can be up to 300 ft. from the hub with clear line of sight.

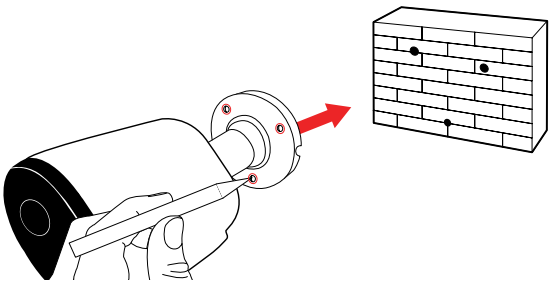
Obstacles: When your wireless signal is transmitted through various materials, such as walls and windows, the signal strength is affected. Though the hub and Wi-Fi IP camera may be very close in proximity, you could still notice high signal interference if the signal passes through certain obstacles. For instance, if the signal passes through a concrete wall it will be severely weakened. Please reference the chart below to see which obstacles highly affect your signal and which do not.



Install the Cameras

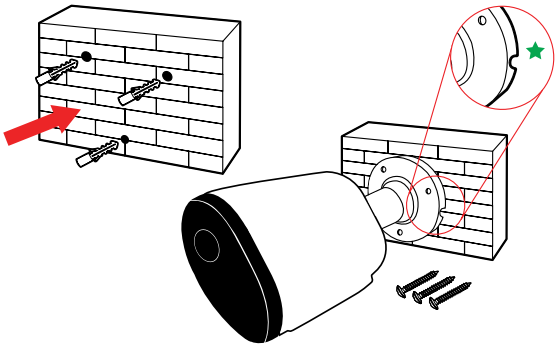
While your cameras may vary in appearance, these steps will cover installation basics.

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.



Section 5. Add Additional Cameras

The Night Owl wireless hub can hold up to 8 total devices. If you want to add additional cameras after initial setup, follow the simple steps below.

Compatible Cameras	
Camera Type	**Model #**
Plug-in Wireless	WCM-FWIP4L-BS
	WCM-FWIP8L-BS
	WCM-FWIP2-I
	WCM-FWIP3PT-I
	WNIP-4LTA-BS
	WNIP-4LTA-BS-U
	WNIP-8LTA-BS-U
	WNIP-2LTA-BS-U
	WNIP-2LTAW-BS-U
Battery-Powered (Wire Free)	BWNIP-4TA-B
	BWNIP-2TA-BS
	FBWNIP-4L-BS-U-301
Doorbell	DB-DBW2-B
	DB-WNIP2-SU
Floodlight	WCM-FWIP3-FL

To pair your new camera, follow these simple steps:

IMPORTANT: To pair new cameras to your hub, the hub must already be added to the Night Owl app.

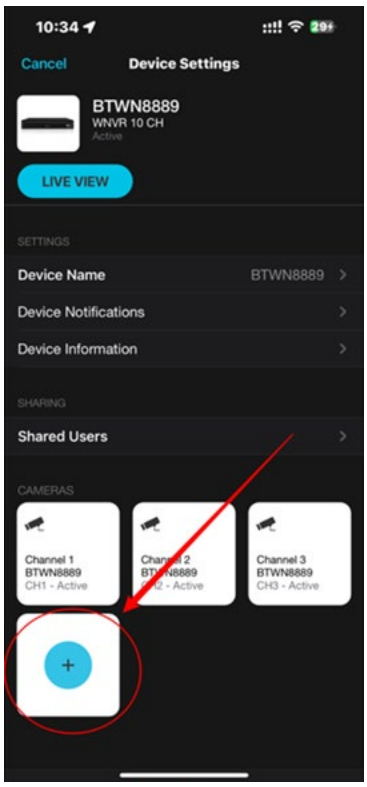
Step 1: Open the Night Owl app on your phone.

Step 2: Place your camera near the hub.

Step 3: Power on your camera. If you have a plug-in wireless camera, plug it into a nearby outlet for initial pairing. If you have a battery camera, insert the batteries into the camera and place it near the hub.

Step 4: If your camera is not in pairing mode, press the reset button on the camera in question for 3 seconds. The camera will audibly tell you when it returns to pairing mode. Please be patient as this may take a couple minutes.

Step 5: Within the app, tap on your hub and proceed to the Device Setting's page. Then tap on the "+" icon.

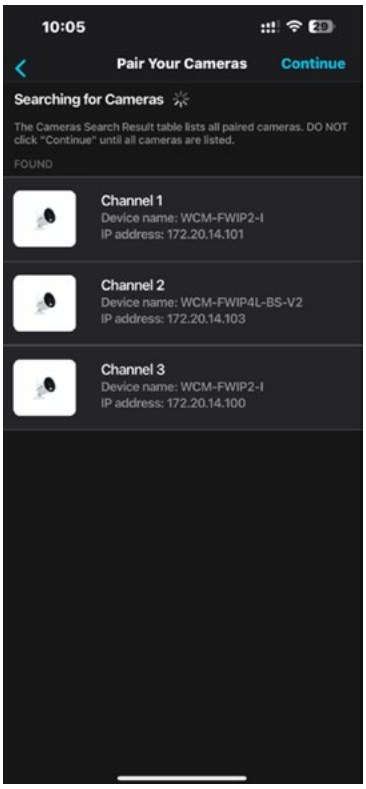


Step 6: From the following screen, tap **"Continue"** to pair your camera.

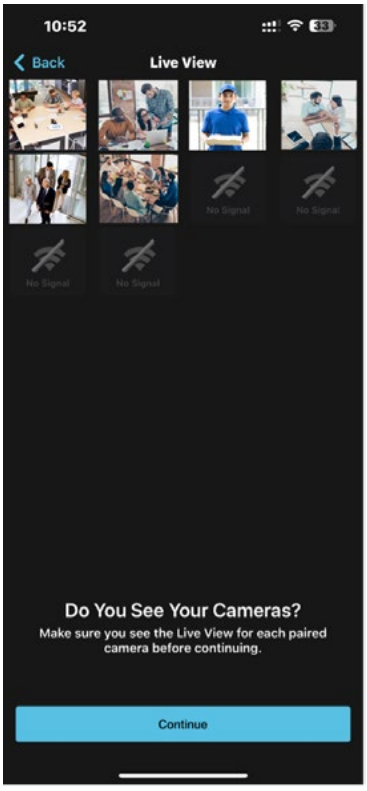


Step 7: Your hub will now search for your new camera. Once you see it appear in the search list, tap **“Continue.”**

IMPORTANT: DO NOT tap **“Continue”** until you see your camera appear.



Step 8: Verify you can see your camera’s Live View. Once you do, tap **“Continue”** to complete the process.



Exporting Recordings For Long-Term Storage

As your hub accumulates recordings, it eventually becomes full. If there are recordings that you want to save long-term, you need to export them to a USB flash drive.

Formatting a USB Flash Drive

Before you can export recorded videos stored on the hub, you must first format your USB flash drive to FAT32 / ExFat as detailed in the section below.

WARNING

Formatting erases ALL data on the USB flash drive.

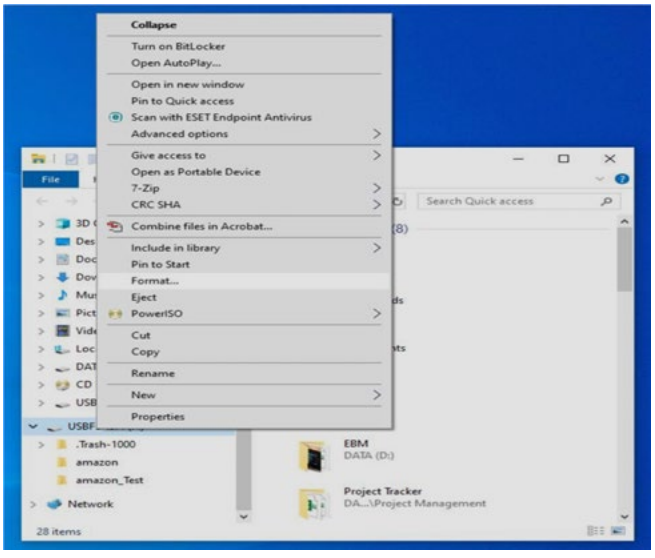
IMPORTANT: DO NOT connect the recorder's hard disk drive to your PC or Mac.

This section provides formatting instructions for:

- Windows OS
- Mac

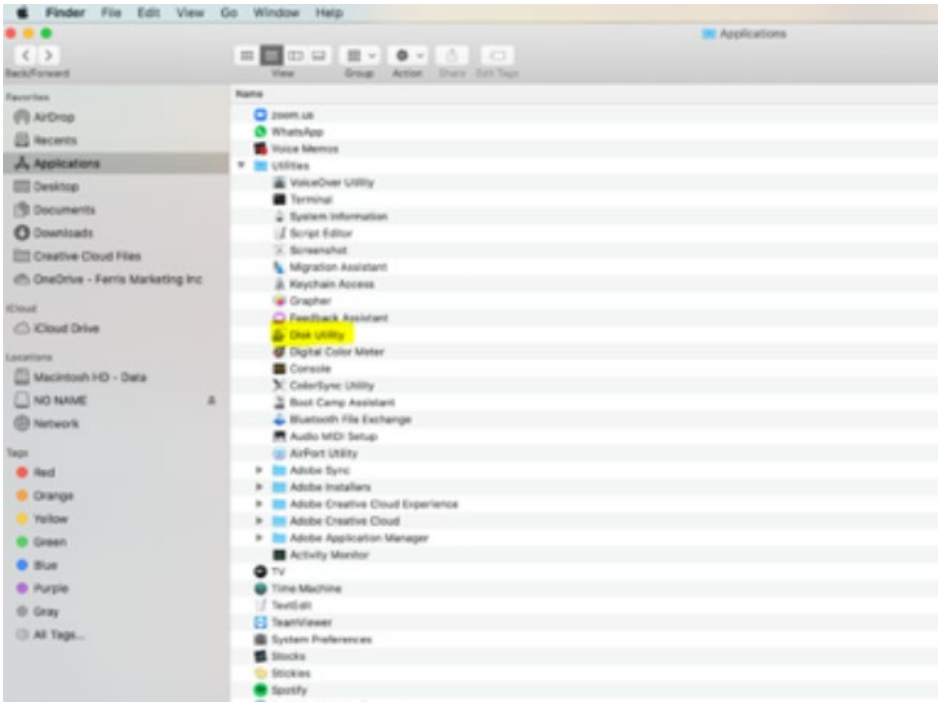
Format for Windows OS

1. Insert an empty USB flash drive 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 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 until formatting is complete.

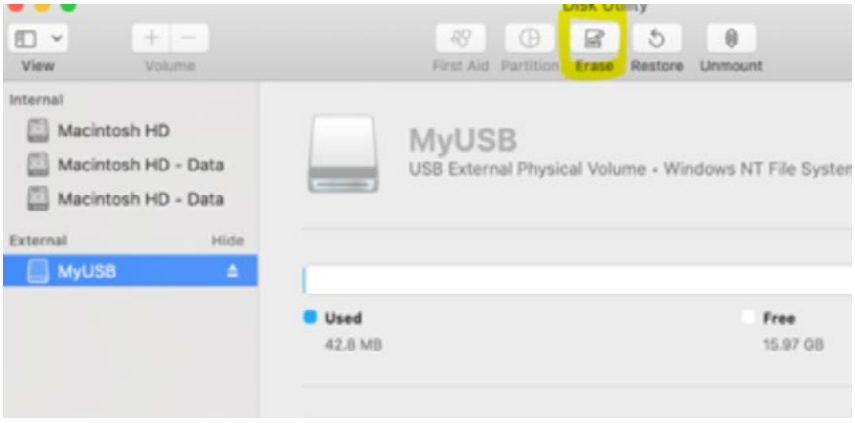


Format for Mac

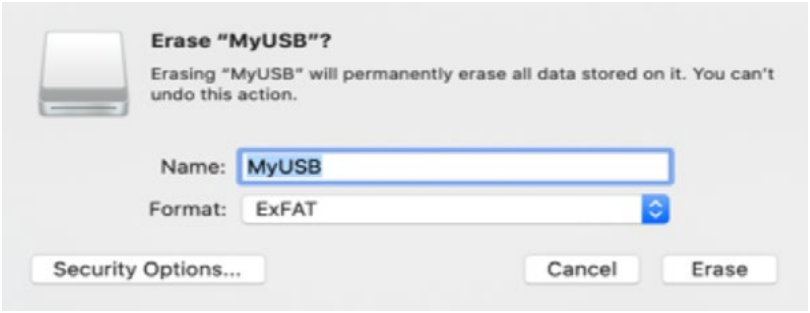
1. Insert the USB flash drive into your Mac.
2. Select **Applications** > **Utilities** and launch **Disk Utility.**



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

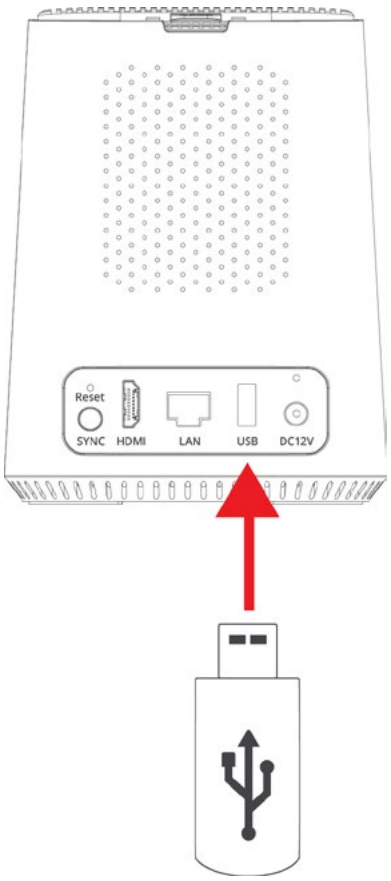


4. Create a name, click on the **Format** dropdown menu, and choose either MS-DOS (FAT32) or ExFAT. Then click **Erase.**

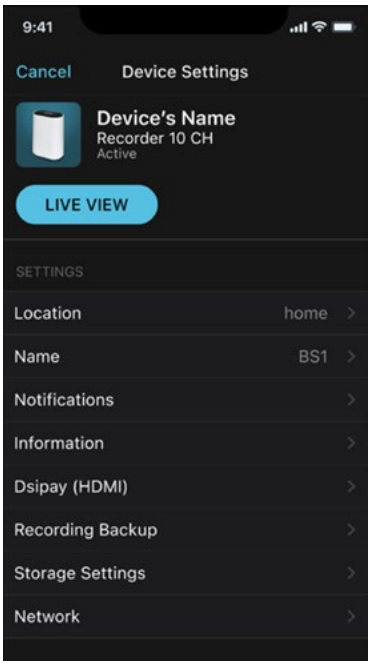


Exporting your Recordings

Step 1: Insert a USB flash drive into the USB port on the rear of the hub.



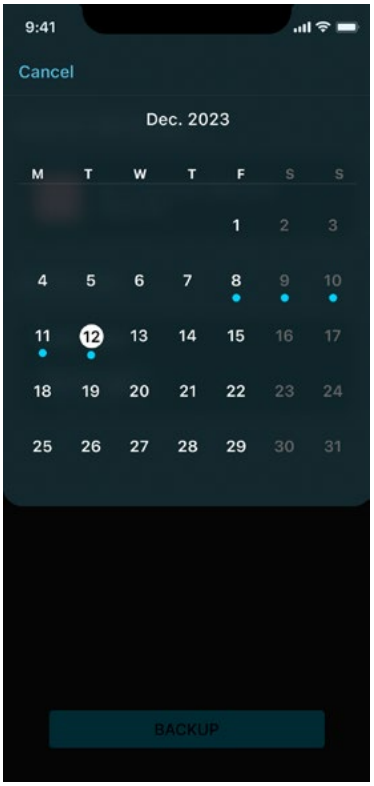
Step 2: Within the Night Owl App, go to your hub's Device Settings page and tap on **"Recording Backup."**



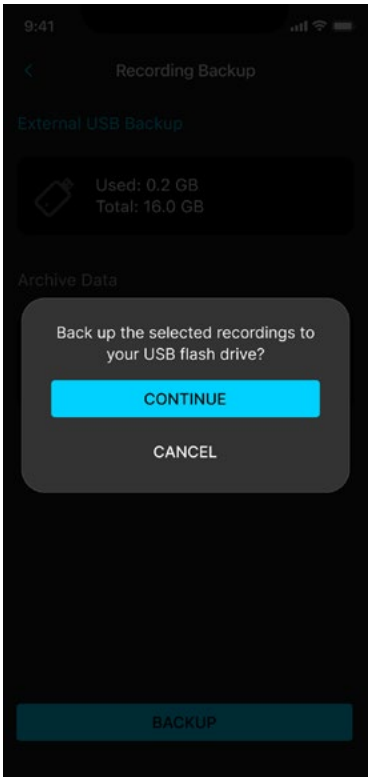
Step 3: Select the channel (camera) and the date you want to backup by tapping on **"Channel"** and then **"Date"** in the Backup Data area. Then tap **"BACKUP."**



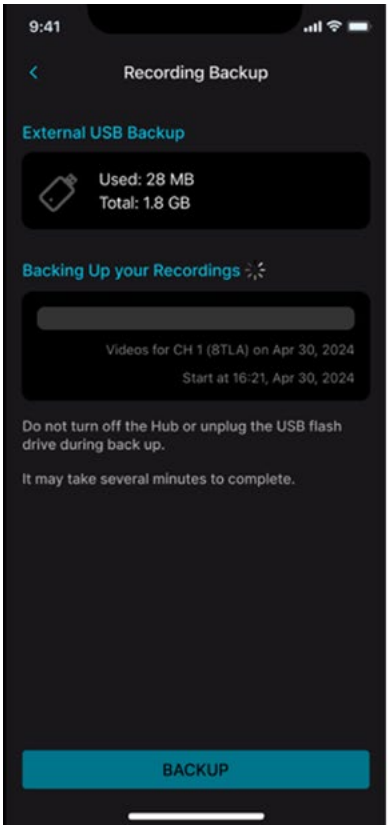
IMPORTANT: The days with blue circles in the calendar have recordings that can be exported.

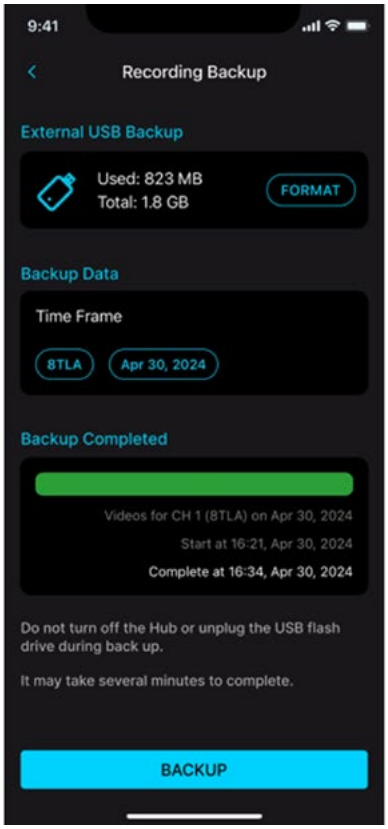


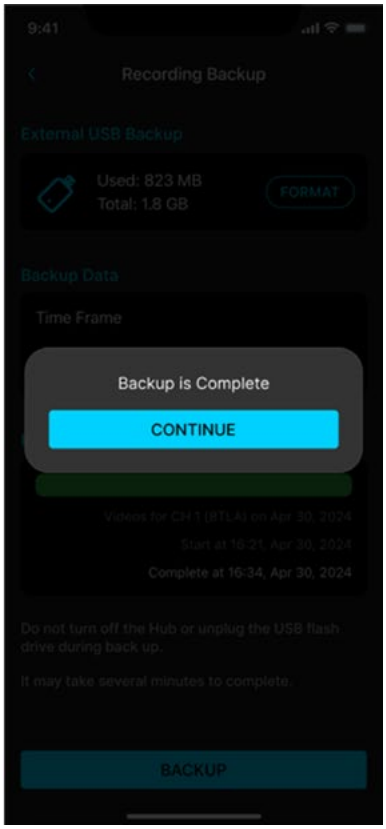
Step 4: You will receive a pop up asking you to confirm your selection. Tap **“Continue.”**



Step 5: Your hub will now start exporting the recordings. Please be patient and wait until the backup is complete. This may take a few moments. Once finished, tap **“Continue.”**







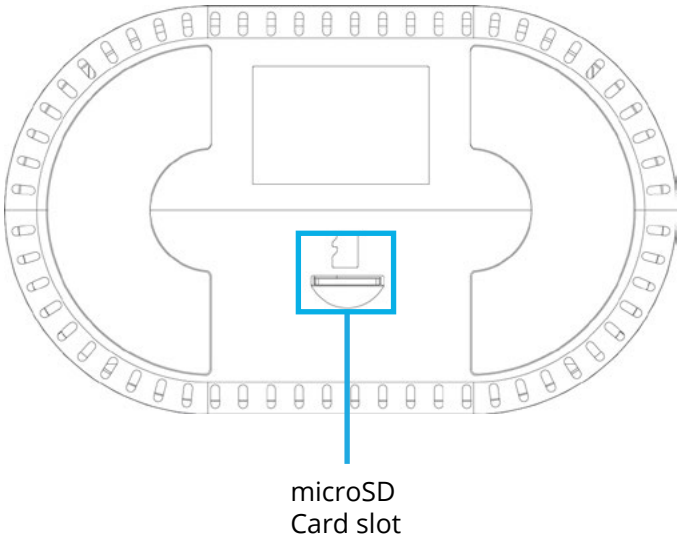
Step 6: Remove your USB flash drive.



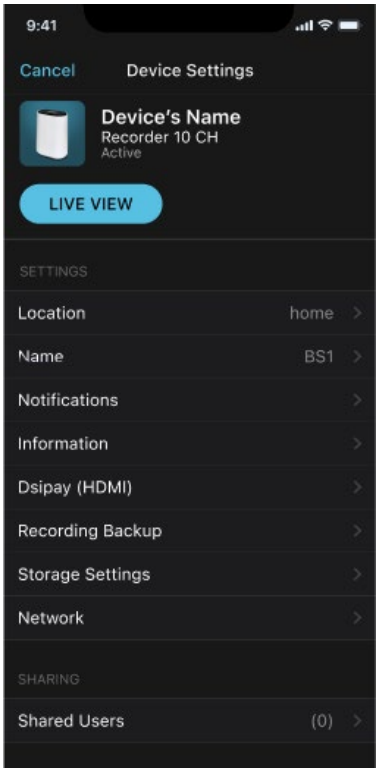
*Hub and Wi-Fi devices will vary based on your model number. See compatibility below.

Formatting your microSD Card

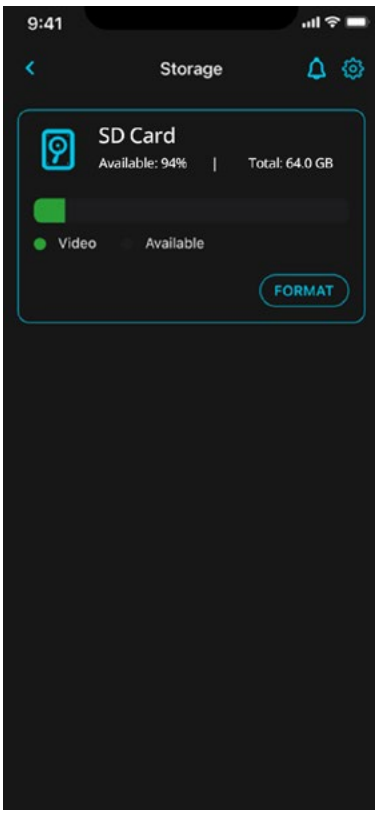
Step 1: Insert the microSD Card into the slot on the bottom of the hub.



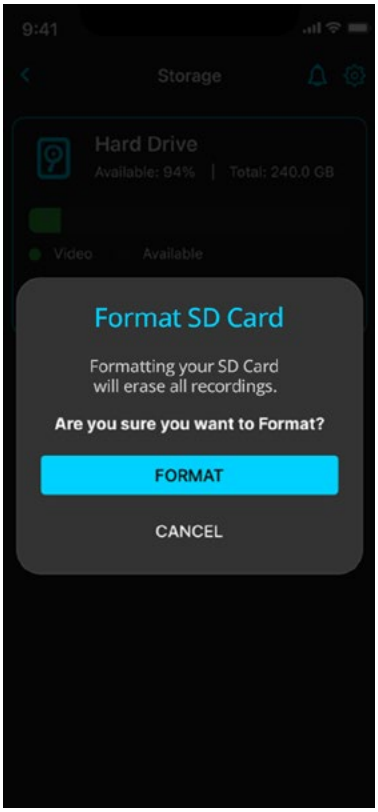
Step 2: Within the Night Owl App, go to your hub's Device Setting's page and tap on **"Storage Settings."**



Step 3: Under SD Card tap **"Format."**



Step 4: A pop-up message will appear asking you to confirm if you want to format the microSD Card. Tap **“Format.”**

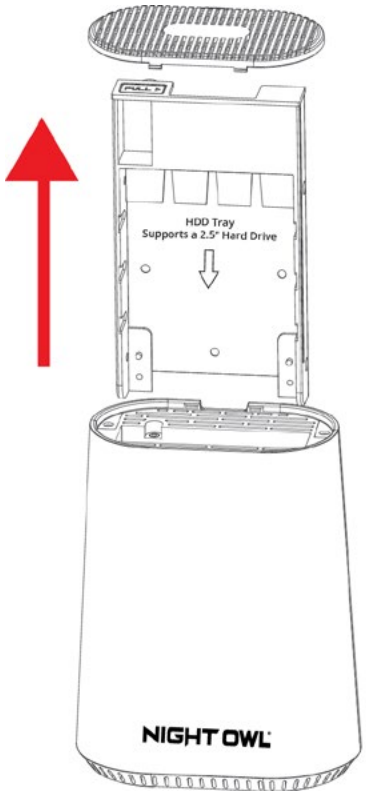


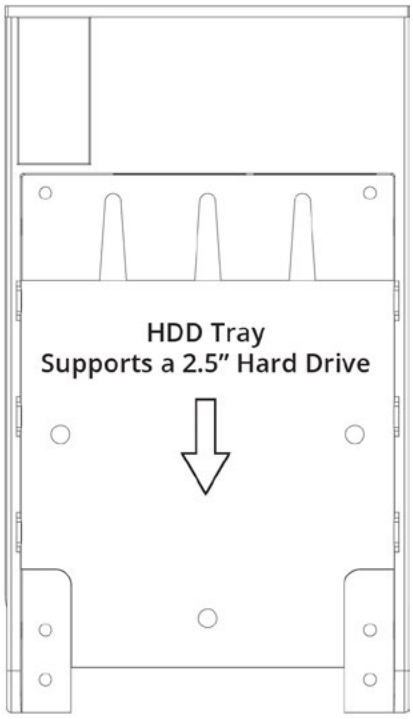
Formatting an Internal SATA Hard Drive

The hub can accommodate a 2.5” internal SATA HDD (Hard Disk Drive) for increased storage. You can purchase a compatible HDD from Night Owl.

To install: (a) unplug the wireless hub’s power supply, (b) remove the top cover on the hub, (c) pull out the HDD tray, (d) put the HDD in the tray, (e) secure the HDD using the screws and screw holes, (f) reinsert the HDD tray into the hub and replace the top cover and (g) reconnect the wireless hub’s power supply.

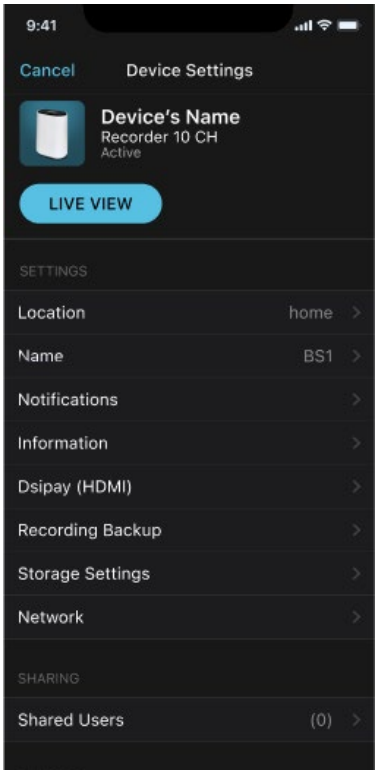
IMPORTANT: If both a microSD Card and HDD are inserted, the hub will default all recordings to the HDD. HDD size is limited to 2.5” and cannot support SSDs.



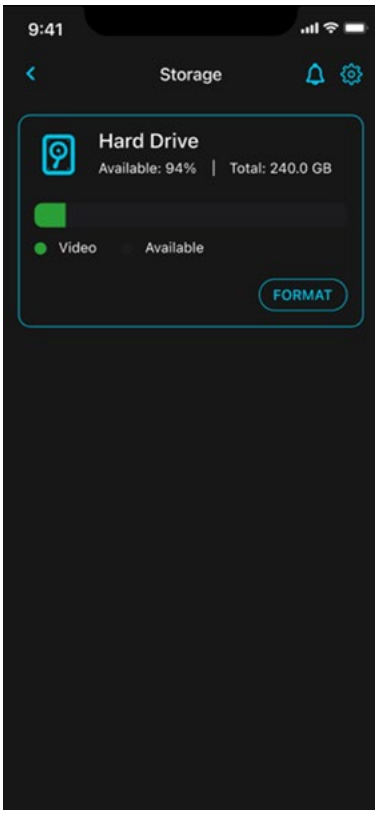


Once the HDD has been installed and the hub has been reconnected to power, you will need to format the HDD. Follow these steps:

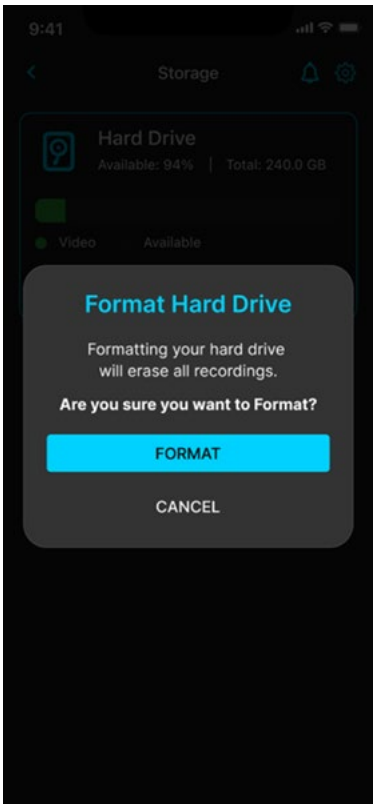
Step 1: Within the Night Owl App, go to your hub's Device Setting's page and tap on **"Storage Settings."**



Step 2: Under Hard Drive tap **"Format."**



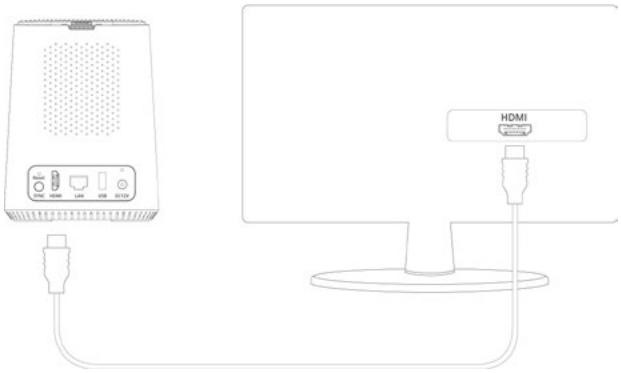
Step 3: A pop-up message will appear asking you to confirm if you want to format the Hard Drive. tap **“Format.”**



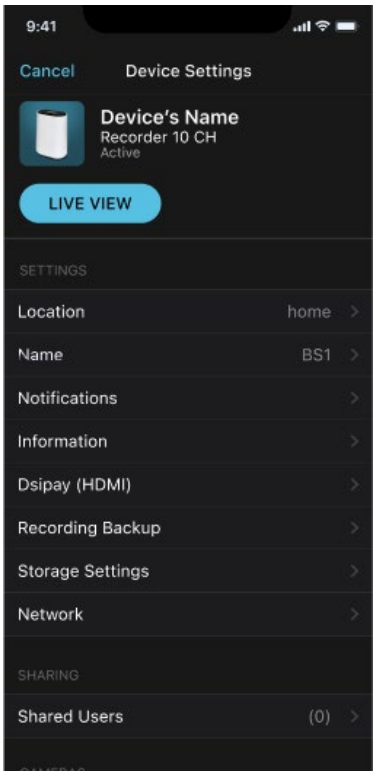
HDMI Spot Out View

Your hub has the ability to connect to a TV or monitor via HDMI so you can stream your cameras from the app to the TV or monitor. To enable this feature, follow the steps below:

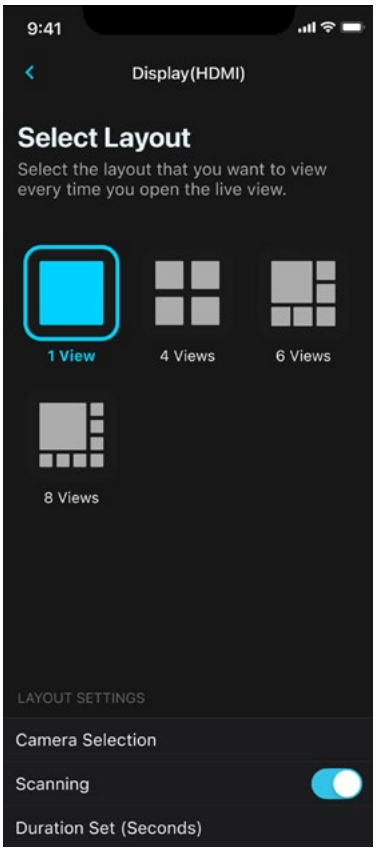
Step 1: Connect an HDMI cable (sold separately) to the hub and your TV or monitor.



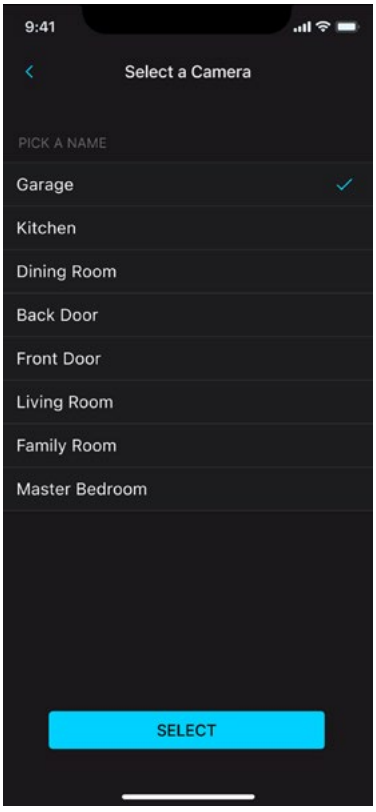
Step 2: Within the Night Owl App, go to your hub's Device Setting's page and tap on **"Display HDMI."**



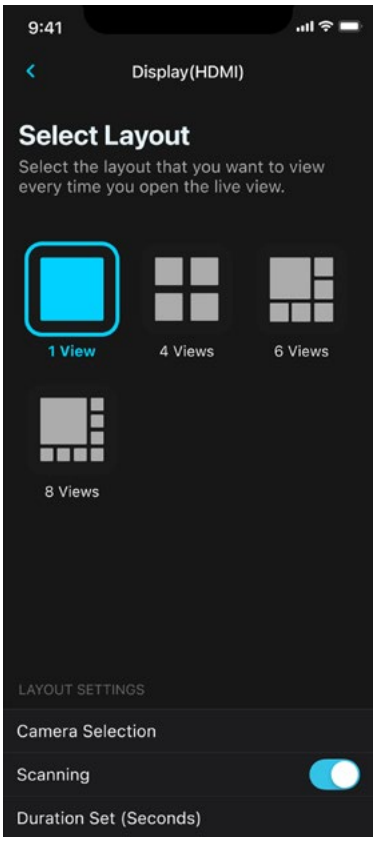
Step 3: Choose the layout for your cameras, which will determine how they appear on your TV or monitor.



Step 4: Next, select the cameras you want to stream by tapping **"Camera Selection"** then selecting the preferred cameras. Tap **"SELECT"** once finished.

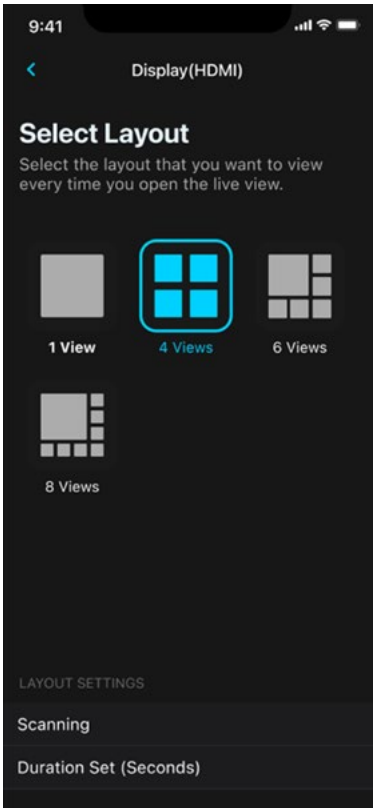


Step 5: Depending on your preferences, you can also use the Scanning and Duration Set options to have the selected cameras cycle through groups on a timed interval.



Step 6: View your cameras on your TV or monitor

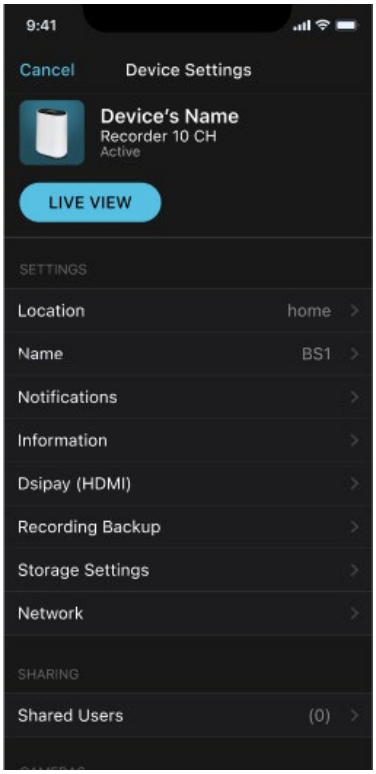




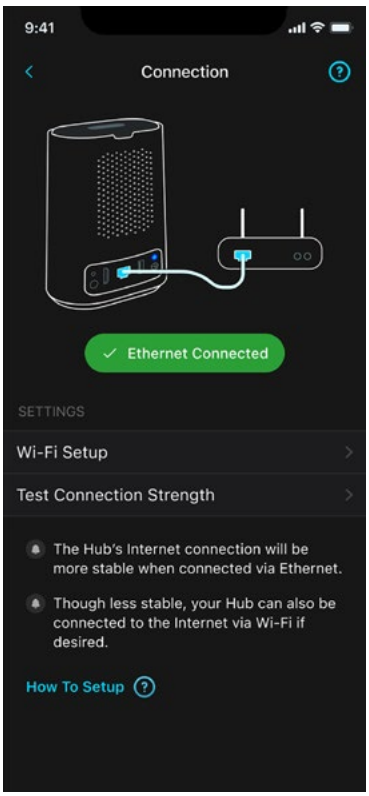
Switching Hub to a Wireless Connection

IMPORTANT: Your hub MUST be connected to your Internet using the provided Ethernet cable for initial setup. However, if preferred, you can switch the hub to a wireless connection once initial setup is complete. Your connection will be more stable using an Ethernet cable but can be a wireless connection.

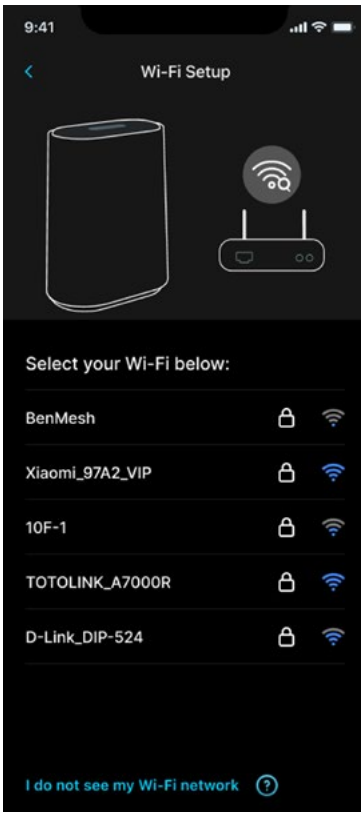
Step 1: Within the Night Owl App, go to your hub's Device Setting's page and tap on **"Network."**



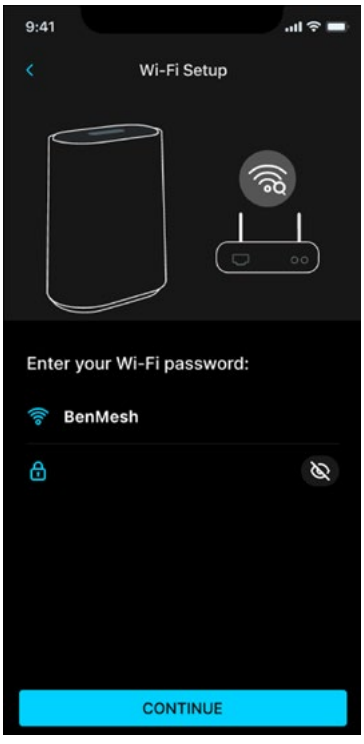
Step 2: Tap on **"Wi-Fi Setup."**



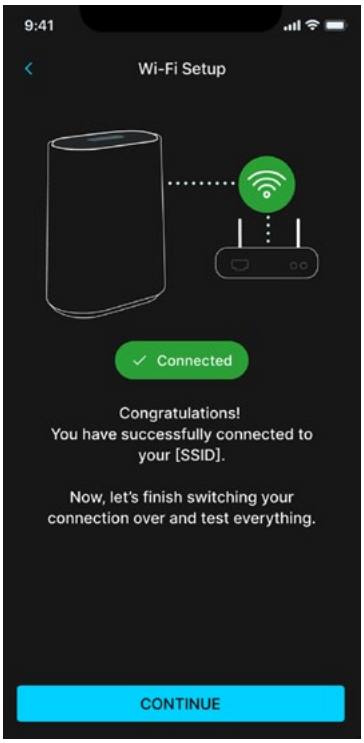
Step 3: Your hub will now search for available Wi-Fi networks. Choose your network from the list.



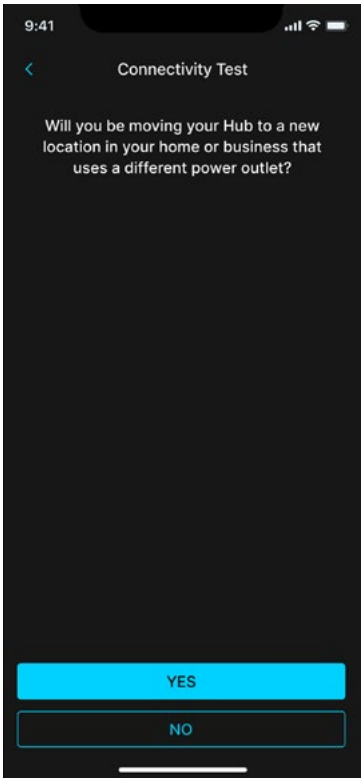
Step 4: Enter your Wi-Fi network password and then tap **"Continue."**



Step 5: If successful, you will see the below screen. Tap **"Continue"** to proceed.



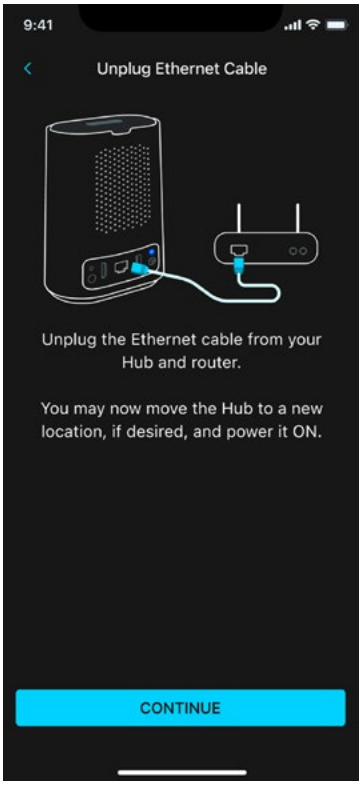
Step 6: Next you will be asked if you are moving your hub to a new location (power outlet) in your home. If so, tap **"Yes."**



Step 7: Unplug your hub from its power adapter then tap **“Continue.”**



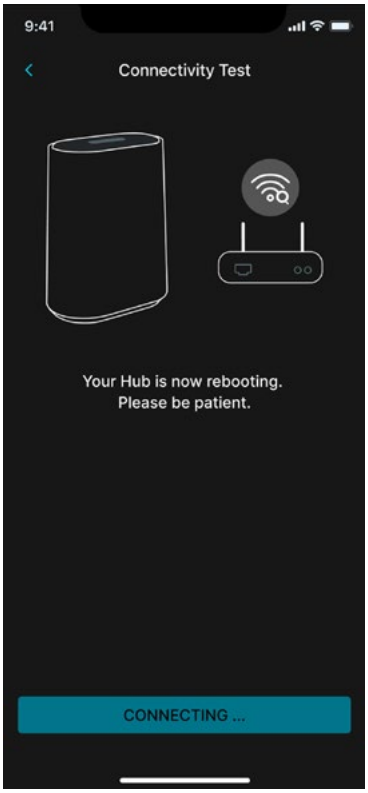
Step 8: Unplug your hub from the Ethernet cable then tap **“Continue.”**



Step 9: Move your hub to the desired location and plug the power adapter back in then tap **"Next."**



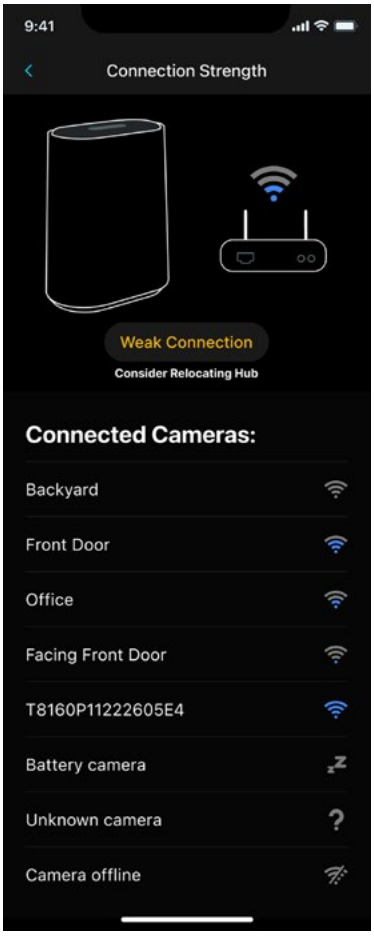
Step 10: Your hub will now reboot.



Step 11: Once rebooted, you will need to perform a Connectivity Test to check the signal strength to the hub. Tap **"Start Test."**



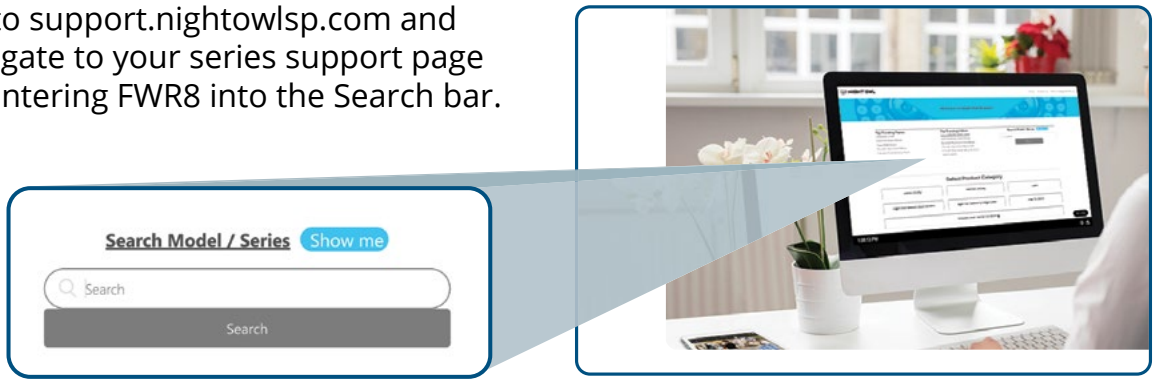
Step 12: If needed, adjust your hub location based on the signal strength.



Manual Firmware Upgrade

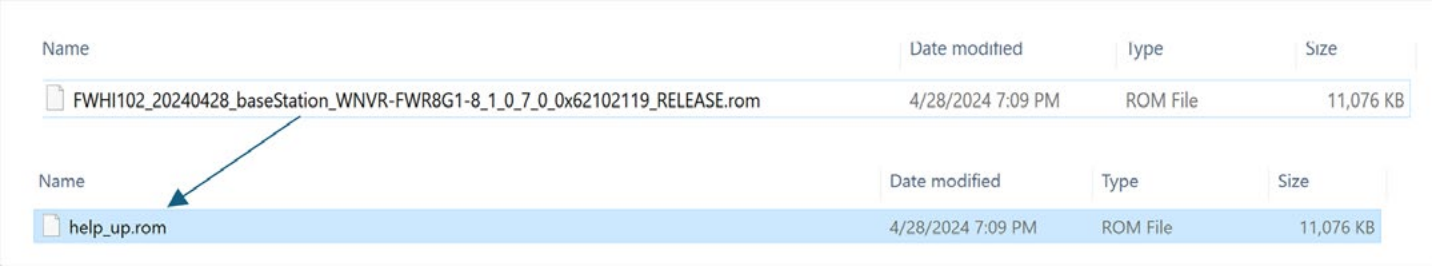
To perform a manual firmware update to your hub, if needed, please follow these steps:

Step 1: Go to support.nightowlsp.com and navigate to your series support page by entering FWR8 into the Search bar.



Step 2: Download the current firmware file in the firmware section of your support page.

Step 3: Once downloaded, rename the firmware file.
The new name should be **help_up.rom**

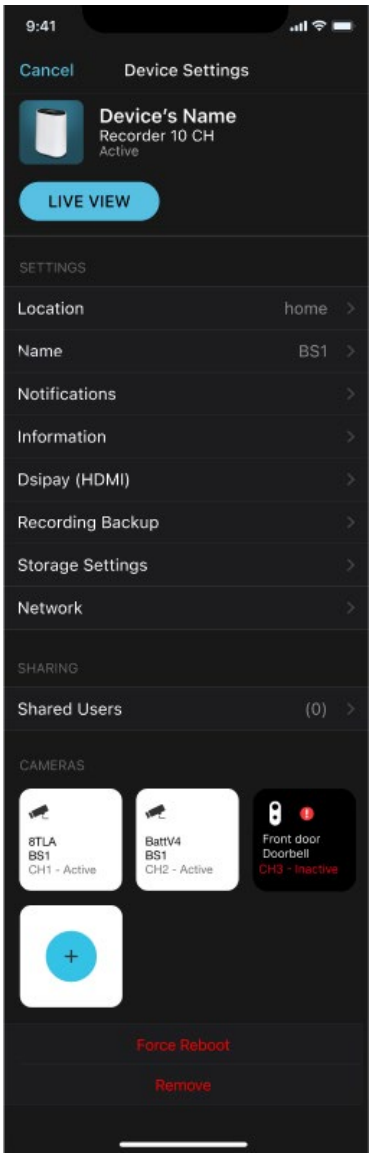


Step 4: Once you have renamed the file, copy the file to a USB flash drive. DO NOT COPY THE FILE INTO A FOLDER because your hub will not be able to identify it right away. Instead, place the file in the root directory. Your USB flash drive should be using FAT32 file system.

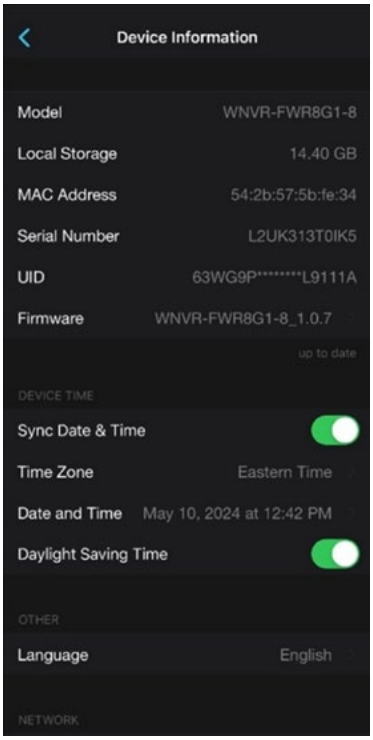
Step 5: Ensure you hub is powered and paired to the Night Owl App.

Step 6: Insert the USB flash drive into the USB port on the rear of the hub.

Step 7: Force reboot your hub by tapping **“Force Reboot”** on the Device Setting’s page.



Step 8: Once rebooted, tap on **“Information”** on the Device Setting’s page and confirm the firmware was updated.



Resetting / Forgot Your Password

IMPORTANT: We value your privacy and work hard to keep your data secure. To securely reset your password, you can do so from the Night Owl Protect App or the Night Owl Web Portal.

Reset Your Password from the Night Owl Protect App

(Highly Recommended) The quickest and easiest way to reset your password is through the Night Owl Protect App. Your hub must be powered on and connected to the Internet before you complete these steps.

1. Tap **"Account >** your name **> Change Password."**
2. Enter your current password in the Current Password field >>> enter your new password in the New Password field >>> then re-enter your new password in the Confirm Password field.
3. Tap **"Done"** when you are finished.

If you forgot your password:

Tap **"Forgot my password"** from the app and directions for resetting will be sent to your registered email address.

NOTE: If you were logged into the app using the FaceID or PIN, you will need to log out to use Forgot my password. Do this by tapping **"Account"** then **"Log Out."**

Reset Your Password from the Web Portal

1. Go to www.no-protect.com.
2. Enter your username, email, or phone number in the Username, email, or phone number field at the top of the screen. Then enter your password in the Password field at the top of the screen. Click **"Log In."**
3. From the top-right of the screen, click the dropdown next to your account name and select **"Manage my Account."**
4. Click **"Change Password."**
5. Enter your current password in the Current Password field >>> enter your new password in the New Password field >>> then re-enter your new password in the Confirm Password field. Click **"Change Password."**

If you forgot your password:

Go to www.no-protect.com and enter your phone number, username or email. Then click **"Forgot password?."** A temporary access code will be sent to your registered email. Use the code to log in to the web portal and then update the password, as this code is only good for 24 hours.

Appendix

Glossary

AC Powered (Plug-in): Means the cameras wirelessly communicate with the hub, but must be powered on using the provided AC camera power adapter.

Battery-Powered (Wire Free): Means the cameras are battery-operated, not plug-in. They will wirelessly connect to the hub.

BWNIP4: 2K Battery-Powered (Wire Free) cameras.

FWR8: 4K HD Wi-Fi hub recorder series.

FWIP4: 2K AC Powered (Plug-in) wireless camera series.

FWIP8: 4K AC Powered (Plug-in) wireless camera series.

HD: High-Definition resolution.

HDD: Hard Disk Drive (local storage for the recordings).

Hub: Wireless hub recorder.

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.

microSD Card: Can be used for free local storage of recordings to the hub. Many hub models will include a microSD card with purchase.

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

User Information

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

General Hub Information

Username: _____

Password: _____

Model Number: _____

UID: _____

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

Night Owl App Information

*this is the information used to access your Night Owl Protect Account.

Username: _____

Email Address: _____

Phone Number: _____

Password: _____

PIN (App Only) _____

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 no 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.

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NIGHT OWL®



Need Help?

Why call? Our 24/7 online 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.



Product support information can be found on the bottom of your hub.

www.NightOwlSP.com

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