

DVR

1. Q: "**Fail to open vxd driver**" or "**Device initialize error**" or "**Failed to initialize device**" message shows up.
A: Please check the driver at Device Manager, refer to the Installation manual.
Reinstall or install the missed part.
2. Q: "**Create image boxes with the File System tool under DVR setting**" message shows up.
A: Before you start running the DVR program, you should make the File System first, that is to set up how many disk for use and when to overlap the data.
3. Q: "**Authorization required**" message shows up, after click the 'Search' or 'Setup' button.
A: Please check by 'Administrator', your access level might not be able to use those functions.
4. Q: "**Channel information invalid**" or "**Board type is mismatch!**" message shows up.
A: Please reinstall the program and select correct channels. Ex.: 16CH. GUI, but 4CH. Card. At this moment, you have to install the correct 4CH. Program.

Search

5. Q: "**Authorization required**" message shows up
A: Please check with the Administrator, your access level might not be able to use this function.
6. Q: "**Unable to create AVI file**" message shows up when click AVI button.
A: Please check the 'free space' of media device (ex. HDD Driver D: 10MB free).

7. Q: "**Please select the date then click on color Image Square for the time and press play.**" message shows up when click 'Play' button.

A: As the message, select the date and CH. number & time, then 'play'.

8. Q: "**Failed to find the image**" message shows up when click Play button.

A: It happens when recorded data has been updated(overlapped), you need to click the date button to refresh the images.

Setup

9.Q: "**Failed to get driver information**" message shows up when click Backup at Setup.

A: Please check the target device (incorrect directory? or vague HDD destination?), or your hard disk maybe bad.

10.Q: "**Error! The "add volume" must be over 0**" message shows up when click 'Create' button at 'File System'.

A: Check the number you added. Ex: 1000 (over zero).

11:Q: "**Capture device not found!**" message shows up when click camera setup.

A: Please check the drivers at Device Manager, refer to the Installation manual. Reinstall or install the missed part.

Remote

12.Q: "**Failed to connect to site.**" message shows up when log in to DVR.

A: Please check the network connection, use "Ping ip-address" at MS-DOS mode.

13.Q: "**Fail to Video For Window initialization.**" message shows up when log in to DVR.

A: " Please make sure that remote pc's VGA driver is installed, and switch to 1024x768, 16bit High Color at least.

14.Q: "**Invalid information of site**" message shows up when use the search.

A: Please record the data first, use the Record button at main screen.

15.Q: "**Not authorized to control command**" message shows up when use the panel function of camera or image.

A: Please check with the Administrator, your access level can't use this function.

General

16. Q: Image looks like too bright or dark.

A: 1. Change the Brightness value of image at DVR Setup, camera.

2. Camera's Iris adjusts properly.

3. Reduce cable length or apply video suitable amplifier.

(Basically, for Camera's connection direct line by 150Meters, each corner gets 5%~10% Loss. Shorten the length or add an amplifier.)

17. Q: Some cameras can't be displayed on the screen.

A: 1. Repair camera and check cable connection (a lot of image losses caused by bad connection).

2. Use some other good camera to test, if you are sure the problem has happened inside the DVR, please contact your dealer.

18. Q: Motion detection not working.

A: Check the motion setting of DVR Setup, make sure the recording schedule is on 'motion', and the motion configuration includes area and sensitive which are all correct, and use the button of 'Detect' to test it.

19. Q: Random crashing

A: 1. Connect the correct Earth Ground – release the static electricity.

2. Scan the hard disks – may be HDD has been damaged.

Replace HDD if needed.