



**WI-FI CAMERA & NVR BUNDLE**  
**QUICK START GUIDE**  
ENGLISH

# Table of Contents

## Welcome

What's Included.....	3
Understanding Your NVR.....	4

## Get Connected

Registration.....	5
Connect Your Cameras.....	5
Connect NVR to Display.....	6
Connect Mouse.....	7
Connect to the Router.....	8
Powering Up the NVR & Cameras.....	8
Startup Wizard.....	9
Setting Up the QC View Mobile App.....	13

## QC View On Your Computer

OS X, Mac Users.....	15
Windows, PC Users.....	17
Adding Your NVR to QC View.....	21

## Additional Features

Adding Multiple Mobile Devices.....	24
Camera Features.....	25

## Get the Most Out of Your Cameras

Camera Placement Tips.....	28
Troubleshooting.....	30
Glossary.....	31
Warranty and Support.....	31

# Welcome

Congratulations on your latest purchase and welcome to the Q-See family. This guide includes everything you will need to help get your Wi-Fi NVR and cameras up and running right out of the box. We are excited to have you on board and thank you for choosing Q-See!

Sincerely,



**Priti Sharma**

President



Connect with us on social media. [!\[\]\(83bbbd261710c59db0214aa27b2edc0d\_img.jpg\)](#) [!\[\]\(d6bd620f45f20291c3c3dab29f2286e8\_img.jpg\)](#) [!\[\]\(ac4fcea21db844807030be74b3ff0b7a\_img.jpg\)](#)

# What's Included

## Wi-Fi Dome Camera

*Camera(s) included will vary by kit*



## Wi-Fi Bullet Camera

*Camera(s) included will vary by kit*



## Wi-Fi NVR

*May include preinstalled hard drive*



## Mouse



## Power Supplies

*One for each camera and one for NVR*



## NVR Cables



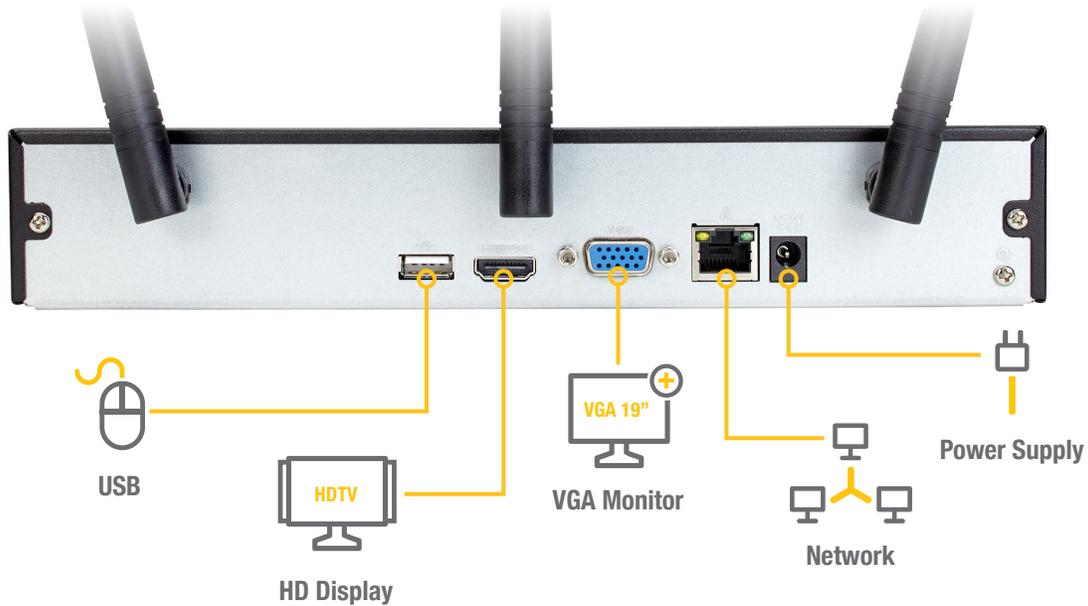
HDMI Cable



Network (Ethernet)  
Cable

# Understanding Your NVR: Rear Panel

*NOTE: Connections on the back of your system may vary based on your model.*



**IMPORTANT:** Go through all of the steps to setup and test your system before mounting any cameras or hardware. Always visit [www.q-see.com/support](http://www.q-see.com/support) to find the most recent guides and up-to-date support for your Q-See products.

# Get Connected

## Step 1: Registration

Before installing, please register your device on the Q-See Support Portal at [www.q-see.com/register](http://www.q-see.com/register) to receive critical updates and support for your system. Registering will also help us to assist you with any technical or warranty issues if ever necessary.

**Please be sure to keep a record of your model number(s) and to save this guide, as you will need this information if you are ever in need of technical or warranty support.**

**NOTE:** Your username and password used to register your device are not the same as those you use to log in to your system. Please write down your username, password, and model number(s) in the spaces provided below:

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Model #: \_\_\_\_\_

## Step 2: Connect Your Cameras

- A. Slide the included rubber grommet onto the antenna stem of the camera. Screw the supplied Wi-Fi antenna on to the bullet or dome camera.



- B.** Plug in and connect the power supply to turn on the Wi-Fi camera(s). **Please make sure that you test the system completely before mounting the cameras.**



## Step 3: Connect NVR to Display

There are two options to connect the NVR to a display.

### Option A: HDMI

- A1.** Plug the included HDMI cable into the NVR's HDMI port.  
**A2.** Connect the other end of the HDMI cable to the monitor or TV.



- A3.** Plug the monitor or TV into a surge protector.



## Option B: VGA Monitor

- B1.** Plug a VGA cable (not included) into the NVR's VGA port. VGA might not support full high definition output.
- B2.** Connect the other end of the VGA cable to the monitor. A 19" monitor or larger with 1280 x 1024 resolution is highly recommended.
- B3.** Plug the monitor into a surge protector.



## Step 4: Connect Mouse

Plug the included mouse into the USB port on the back of the NVR. If your model has two USB ports on the back, either one will work.



## Step 5: Connect to the Router

- A. Plug the included Network (Ethernet) cable into the Network (LAN) port on the back of the NVR.
- B. Connect the other end of the cable to an open port on your router (not included). You will hear a click when the cable is properly connected.



## Step 6: Powering Up the NVR & Cameras

- A. Plug the NVR power supply cord into the DC Port on the back of the NVR.



- B. Plug the cameras and NVR power supplies into a surge protector.



- C. The NVR may beep as it powers up and the cameras may make a faint clicking noise when powering on. The Startup Wizard will appear on-screen after a few minutes.

## Step 7: Startup Wizard

- A. In order to effectively use the search functions and maintain accurate recordings, you must complete the Startup Wizard. Click on **Next Step** to begin.



**NOTE:** The cameras will take about one minute after powering on to begin displaying on the monitor.

- B. Set the current Date and Time in the screen below and then click **Next Step**.



- C. Click on **EmailSet** to add an email address to recover a lost/forgotten password. When you click EmailSet it will ask you for login credentials, use the default username “**admin**” and default password “**admin**”. Enter your email address, select a security question and provide an answer.



This screenshot shows a password reset interface. At the top, it says "You should change the password for your NVR/DVR from the default 'admin'." Below this are fields for "Modify Password" (with a checkbox), "Old Password", "New Password", and "Repeat New Password". An "IMPORTANT!" notice follows, advising to keep the new password safe. A button labeled "EmailSet" is highlighted with a red box, with the text "add an email address in case you forget your password" next to it. At the bottom are "Pre Step" and "Next Step" buttons.

- D. Click **Test** and then check the inbox of the email that you entered in the previous step. You should receive an email with the authorization code shortly.



This screenshot shows the "Reset Password" form. It includes fields for "User Name" (admin), "Email" (lujiproscrkeep), "Question" (Question Ont), and "Answer" (hawaii). A "Test" button is highlighted with a red box, with the instruction "Click Test to receive an Authorization Code in your email." Below this, a green message states "Authorization Code sent check your email". An "Authorization Code" input field is present. At the bottom are "OK", "Cancel", and "Default" buttons.

- E. Enter the **Authorization Code** you received in your email. Click **OK**.



Reset Password

User Name: admin

Email: futproscrkeep

Question: Question One What was your favorite place to visit as a child ?

Answer: hawaii

Test Click Test to receive an Authorization Code in your email.

Authorization Code sent, check your email

Authorization Code: 5298

OK Cancel Default

- F. Check **Modify Password** to change the existing default password which is “**admin**”.



You should change the password for your NVR/DVR from the default 'admin'.

Modify Password

Old Password: ●●●●

New Password: ●●●●

Repeat New Password: ●●●●

IMPORTANT! Please keep your new password in a safe location.

EmailSet Add an email address in case you forget your password

Pre Step Next Step

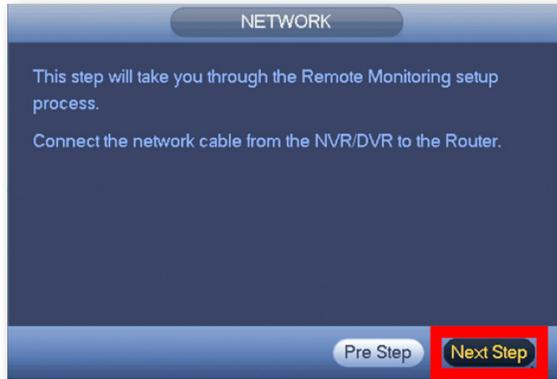
Please write down your new password in the space provided below:

Username: **admin**

Password: \_\_\_\_\_

**NOTE:** Password is case sensitive and can not exceed eight characters.

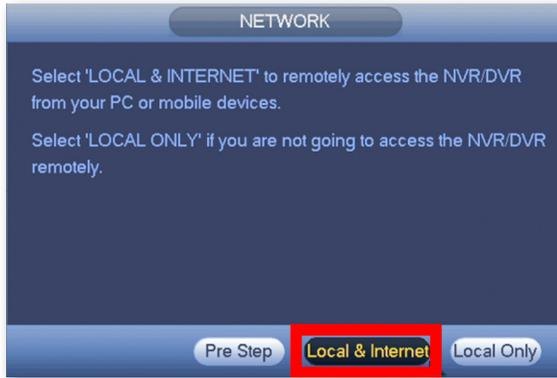
- G. Ensure the network cable from the NVR is connected to the router. Click **Next Step** to start the remote monitoring setup.



- H. Once the network connection has been successfully established, click **Next Step**. If the connection is not successful, try powering off the NVR for 30 seconds and going through all of Step 7 again. If this does not work, check **[www.q-see.com/support](http://www.q-see.com/support)** for additional troubleshooting.



- I. Select **Local & Internet** to connect to your NVR remotely



## Step 8: Setting Up the QC View Mobile App

Download our free QC View mobile app to your mobile device, available for both Android and iOS.

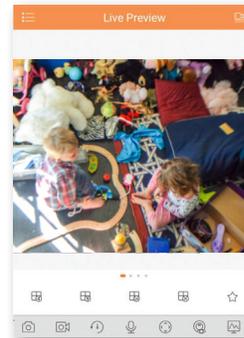
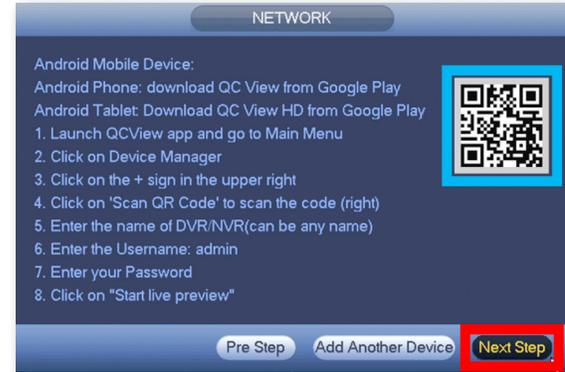


**NOTE:** Please do not log in to the app yet.

- A. Select your desired mobile device in the following window and click **Next Step**.



- B. Follow the steps shown on screen to configure your mobile device and get to the Live Preview screen. After the Live Preview is successful, click **Next Step**.



**NOTE:** To add multiple mobile devices to your system, first complete the Startup Wizard successfully and then refer to page 24 of this quick start guide.

← Screenshot of Live Preview from the QC View app on iOS.

- C. The Q-See Startup Wizard is complete. To prevent the wizard from appearing after each reboot, uncheck the **Startup** box and click **OK**.



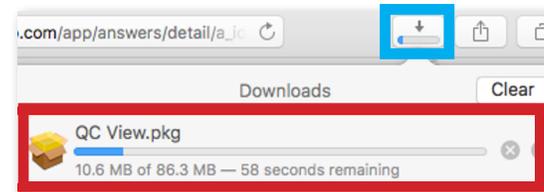
**NOTE:** If the Live Preview is unsuccessful and no camera feed is available, check the Troubleshooting section on page 30 of this guide to verify the camera is activating.

# QC View On Your Computer

## OS X, Mac Users

### Step 1

Go to [www.q-see.com/support](http://www.q-see.com/support) and search for answer ID “2799” to download the latest QC View software. Click the **Downloads** button and, once fully downloaded, double-click **QC View.pkg** to open the file.



**NOTE:** If during the install process you see a message that the file is from an unidentified developer, click **OK** and refer to answer ID 2634 at [www.q-see.com/support](http://www.q-see.com/support) for info on allowing installations from unidentified developers.



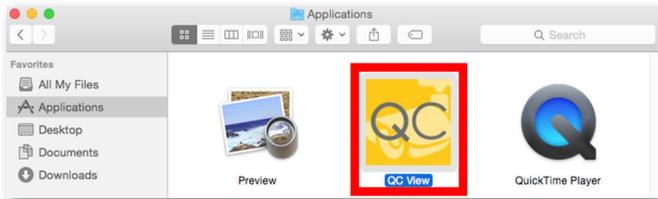
## Step 2

The QC View Installer will appear. Click **Continue** to proceed with the installation.



## Step 3

QC View will be located in your Applications Folder. Double-click **QC View** to launch the app.

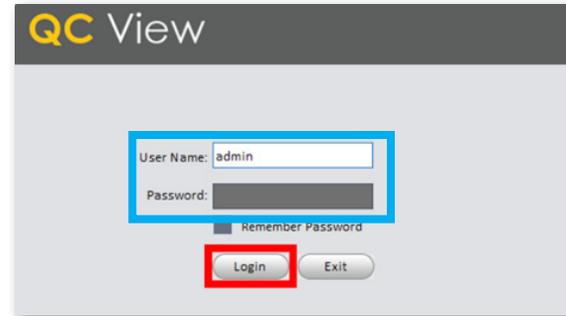


## Step 4

QC View will open to the Login Screen. Enter the default **Username & Password** below and click **Login** to continue. **These credentials are independent of those used on the NVR.**

Username: **admin**

Password: **admin**



**NOTE:** Adding the devices (NVR or cameras) to QC View has been elaborated further on page 21 of this guide.

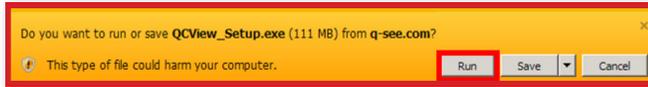
# Windows, PC Users

## Step 1

Go to [www.q-see.com/support](http://www.q-see.com/support) and search for answer ID "2502" to download the latest QC View software.

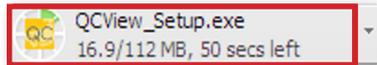
## Internet Explorer Users

Download QC View and click **Run**.



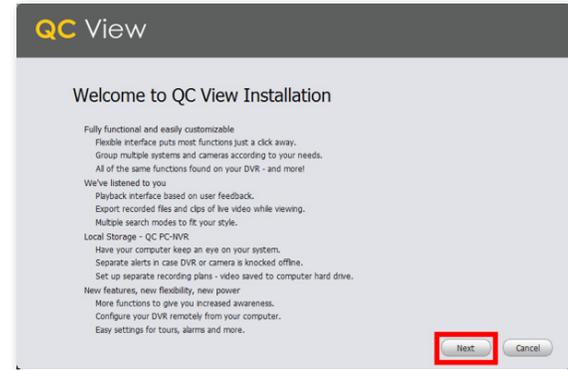
## Chrome Users

In the Downloads bar at the bottom of the browser window click [QCView\\_Setup.exe](#) to open the file.



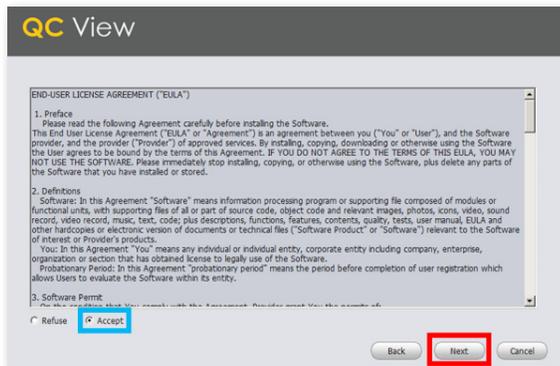
## Step 2

Proceed with the Installation by clicking **Next**.



## Step 3

Review and **Accept** the License Agreement. Click **Next**.



## Step 4

Ensure both **QC View** and **QC PC-NVR** are checked. Click **Next**.



## Step 5

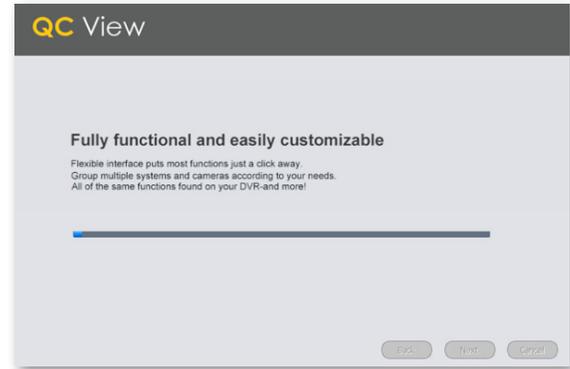
Click **Install** to begin the installation.



**NOTE:** You must have full administrator privileges to install the software on your computer. If you receive any permission errors please contact your system administrator.

## Step 6

Please be patient, the installation may take a couple of minutes to complete.



## Step 7

Once completed, ensure [Run QC View](#) is checked. Click [Finish](#).

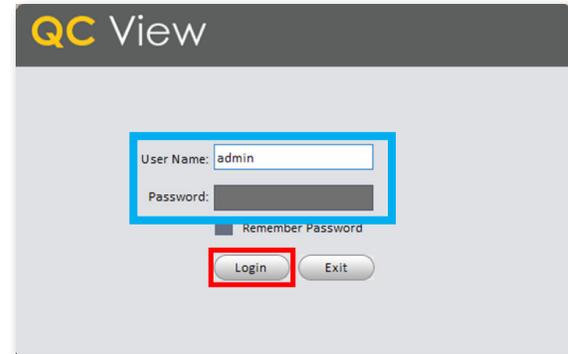


## Step 8

QC View will open to the Login Screen. Enter the default [Username and Password](#) listed below and click [Login](#) to continue. **These credentials are independent of those used on the NVR.**

Username: [admin](#)

Password: [admin](#)



# Adding Your NVR to QC View

## Step 1

Select **Devices** from the Home Page.



## Step 2

Click **Manual Add** to add your NVR to QC View.



## Step 3

**Device Name:** Create a new name for your device

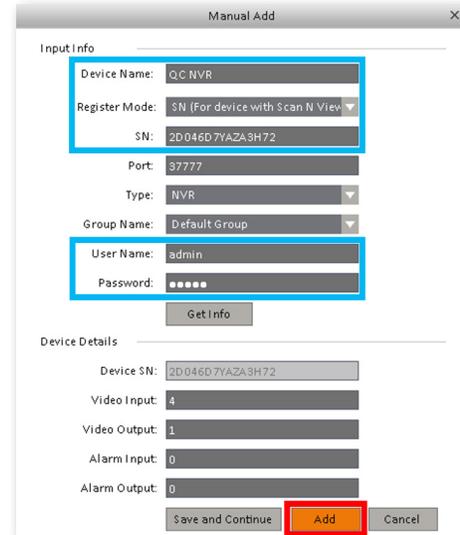
**Register mode:** SN (For a device with Scan N' View)

**SN:** Enter the device serial number located on the top panel of the NVR

**Username:** admin (unless changed on page 11)

**Password:** admin (unless changed on page 11)

Once completed, click **Add** and then click OK.



## Step 4

Please be patient, it can take up to 1 minute for the State to change from [Offline](#) to [Online](#).



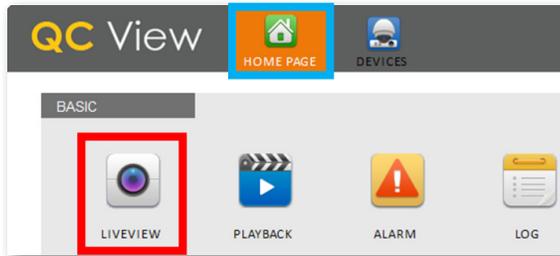
All Devices1	Online:0						
Name	Type	IP/Domain Name	Port	Channel No.	State	SN	Operation
1	QC NVR	NVR	20.0460.7YAZA.3H72	37777	4/L/0/0	Offline	20.0460.7YAZA.3H72

All Devices1	Online:1						
Name	Type	IP/Domain Name	Port	Channel No.	State	SN	Operation
1	QC NVR	NVR	20.0460.7YAZA.3H72	37777	4/L/0/0	Online	20.0460.7YAZA.3H72

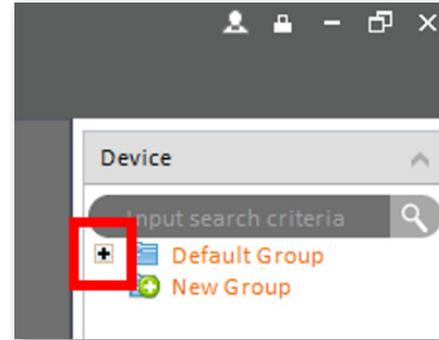
## Step 5

Click the [Home Page](#) tab then select [LiveView](#).



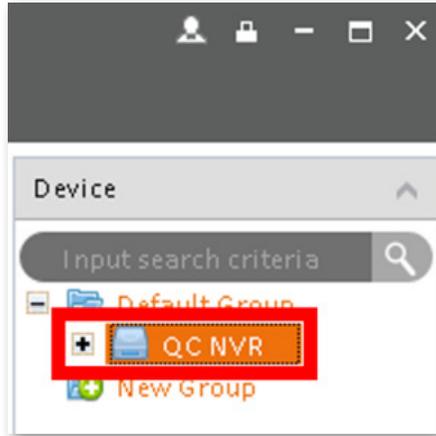
## Step 6

Click the **+** to display your device(s).



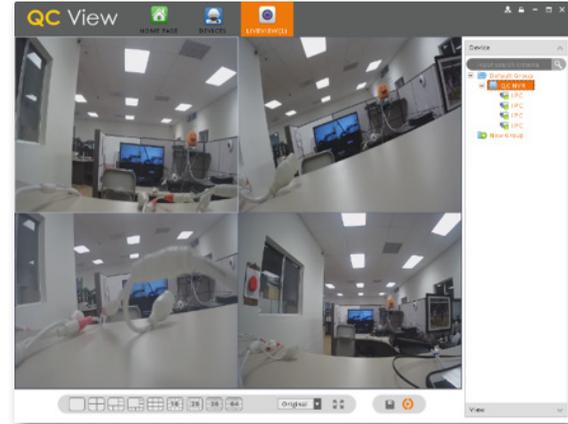
## Step 7

Double click the **Device(s)** you wish to display.



## Step 8

The camera feeds will display automatically.

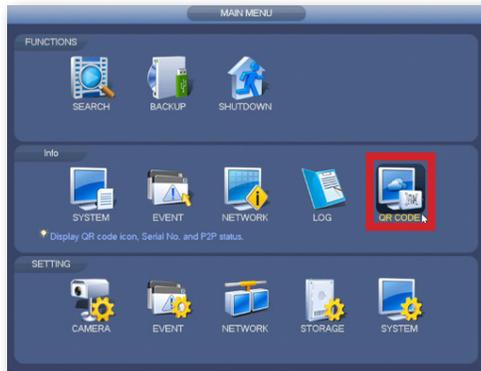


# Additional Features

## Adding Multiple Mobile Devices

### Step 1

After completing the Startup Wizard, to add additional devices, first download the QC View app on your new device. On the NVR, go to the Main Menu and click **QR Code**. You will need to reference the steps from the screenshot in Step 8B on page 14 of this guide for mobile setup.



### Step 2

In the screenshot shown on Step 8B on page 14 of this guide, when you reach step 4 (scanning QR code) you can now **scan the QR code** shown on screen.



**NOTE:** You can also scan the QR code from the label located on the top of your NVR.

## Bullet Camera Micro SD Card

The SD memory card slot is located under the bottom panel of the camera. Push the card in firmly to load the card. To eject, press the card firmly again. Some units will include a micro SD card.



## Bullet Camera Reset Button

If you wish to connect to a different Wi-Fi network, while the camera is powered on, hold the reset button for 15 seconds and setup your camera again.



**NOTE:** The micro SD memory card slot and reset button can both be accessed by removing the bottom panel from the camera with a standard Phillips screwdriver. Reattach the panel before mounting cameras.

## Dome Camera Micro SD Card



The micro SD memory card slot is located under the lens cover which can be removed with the included wrench. Slide the slot open, place a memory card in, close the slot and lock the card into position. Some units will include a micro SD card.



## Dome Camera Reset Button

The reset button on your dome camera is located under the lens cover which can be removed with the included wrench. If you wish to connect to a different Wi-Fi network, while the camera is powered on, hold the reset button for 15 seconds and setup your camera again.



## Dome Camera Lens Adjustment

The lens of your dome camera can be adjusted based on where you are mounting it by gently loosening its screw and rotating the angle and orientation of the camera. The LEDs denote the bottom half of the camera, so be sure to rotate the lens accordingly or the camera view will be sideways. The center blue sensor should point directly down when mounted.



## Network Cable

Please do not worry about the additional network cable on your camera. This network cable connection can alternatively be used to hard-wire the camera using an Ethernet cable instead of a Wi-Fi connection. Please make sure that this cable is never exposed to moisture.

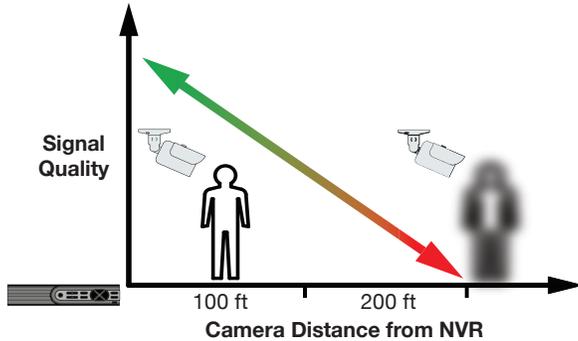


# Get the Most Out of Your Q-See Cameras

Follow these tips to maximize the life and performance of your cameras.

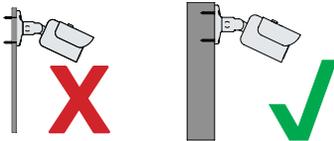
## Distance From Viewing/Recording Device

Walls & floors will affect signal strength, especially concrete.



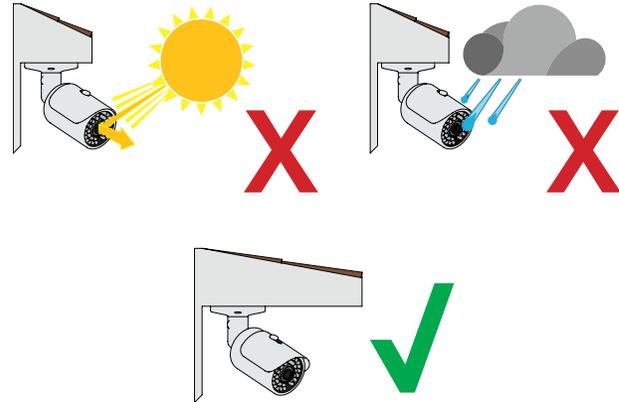
## Mounting Surface Thickness

Mount your camera on a wall that is at least 2.5" thick.

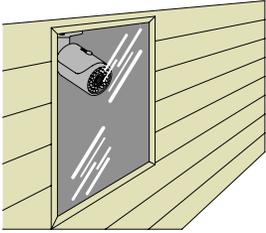


## Avoid direct exposure to weather

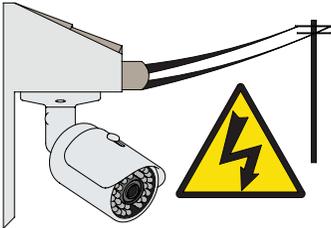
Mount your camera under an eave or awning if possible.



**Do not place camera behind a window**

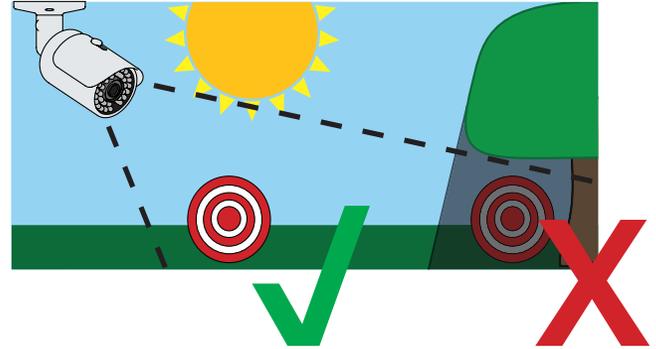


**Do not place near high-voltage wires or other sources of electrical interference**



**Light levels should be approximately the same between camera and target area**

Consistent lighting conditions will provide optimal camera performance.



### **Legal Considerations**

Always check state and local laws before installing cameras. (2011 NEC 820.44)

# Troubleshooting

## Testing for Power & Night Vision

After you connect your camera to the NVR and power, if you do not see a video image on screen and your NVR does not display a “video loss” message, you should test your camera to ensure it is properly connected.

1. With your camera(s) still connected to power, cover the lens end of your camera with your hand or an object to completely block it.



2. Keep the lens blocked for 10 seconds. You should see a faint red glow from the infrared LEDs. This indicates that your camera has power and is working properly.

Advanced troubleshooting and information is all available on our website at:  
**[www.q-see.com/support](http://www.q-see.com/support)**

## Setting Up a Wi-Fi Camera Without an NVR

Go to **[www.q-see.com/support](http://www.q-see.com/support)** and search for answer ID 3009 for steps to set up a camera on a different Wi-Fi network or to setup a Wi-Fi camera independently without an NVR.

# Glossary

**IP (Internet Protocol):** IP devices communicate with each other via a local network or over the Internet.

**Language:** This is the language the NVR will use.

**Local IP Address:** The NVR's address on your local area network (LAN).

**NTP (Network Time Protocol):** This maintains the accuracy of the NVR's clock.

**NVR (Network Video Recorder):** Wi-Fi cameras connect to the recorder using a Wi-Fi signal or can connect directly with network (Ethernet) cables.

# Warranty & Support

Q-See is always here to answer your questions and take your valued suggestions. Our focus is providing excellent customer support and always working to improve our customers' experience.

Please do not hesitate to call us at **1-877-998-3440** Monday-Friday 6:00 AM - 7:00 PM PST.

Visit **[www.q-see.com/support](http://www.q-see.com/support)** for 24/7 support and access to our Support Portal.

**DISCLAIMER:** Although Q-See has made every effort to ensure that the information in this guide was correct at the time of printing, Q-See does not assume any liability to any party for any loss, damage, or disruption caused by any errors, omissions, or typos that may occur.

# 24/7 Online Support Portal and Knowledge Base

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[www.q-see.com/support](http://www.q-see.com/support)



Repairs and Returns



How-To's



Support Videos



Firmware Updates



Software



Manuals and Guides

## ADDITIONAL SUPPORT

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### Live Phone Support

Mon-Fri : 6AM–7:00PM PST  
1-877-998-3440

### Chat Support

Mon-Fri: 6AM–7PM PST  
Sat-Sun 9AM–5PM PST

### Languages

English, Spanish