



QC IP Camera & NVR Bundle

QUICK START GUIDE

ENGLISH

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Welcome

Congratulations on your latest purchase and welcome to the Q-See family. This packet includes everything you will need to help get your smart security system up and running. 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

Products shown in this section may vary by system

Cameras

Number of cameras included vary by system



Camera Network Cables

100 feet of Network cable per IP camera



Power Supply

Your system will include one of the options below

A



B



NVR

Actual NVR will vary by system



Mouse



NVR Cables



HDMI Cable



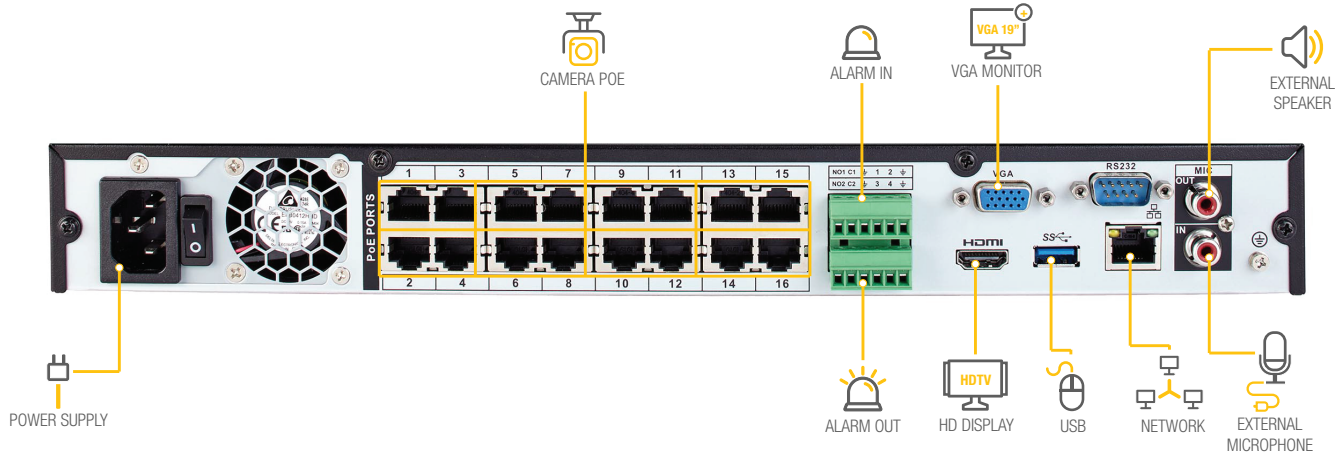
Network (Ethernet) Cable



SATA Cable
Not included with every system

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 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 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:

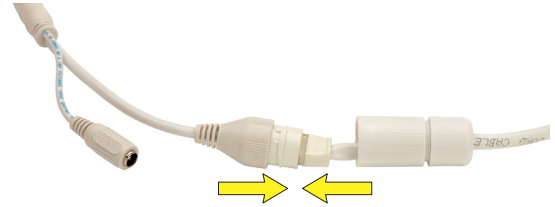
Username: _____

Password: _____

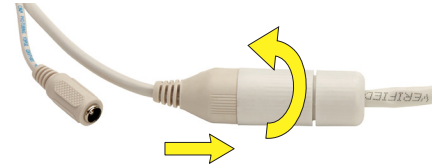
Model #: _____

Step 2: Connect Your Cameras

- A.** Plug the camera network cable into the camera by connecting the Ethernet cable into the camera network port. You should hear a clicking sound as you connect to the port.



- B.** Move the white weather-proof housing up and twist to secure the cover over the port. Tighten the base of the cover to complete the weather-proof seal.



- C. Plug the other end of the camera cable into an available PoE port on the back of your NVR. Again, you will hear a clicking noise when cables are inserted correctly. Repeat steps A through C for each camera.



NOTE: Channels are assigned to cameras in the order they are connected. Port numbers do not indicate the channel that will be assigned to the camera.

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 cable into the DC Port on the back of the NVR.



- B. Plug the NVR power supply cable or power adapter into a surge protector (not included).



- C. Turn on the NVR's power switch (if present). The NVR may beep as it powers up. The Startup Wizard will appear on-screen after a few minutes.

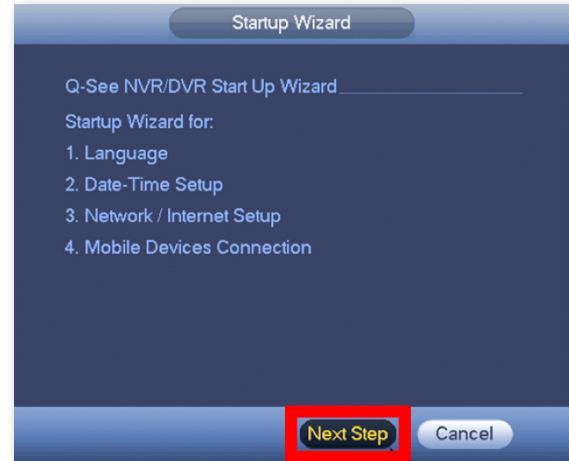


NOTE: The camera will make a faint clicking sound when the power is activated. The cameras will take about one minute after powering on to begin displaying on the monitor.

DISPLAY COMPATIBILITY: While the system boots, the Q-See logo will appear. If the logo appears on your monitor but goes blank, your display may not be compatible with your NVR. This NVR requires a display capable of supporting 1024 x 768, 1280 x 720, 1280 x 1024, or 1920 x 1080.

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.



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

System Time: 2017 - 01 - 12 09 : 58 : 22 Save

Date Format: YYYY MM DD

Time Format: 24-HOUR

NTP Set

Language: ENGLISH

DayLight Savings Time Set

Pre Step **Next Step** Cancel

- 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**".

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

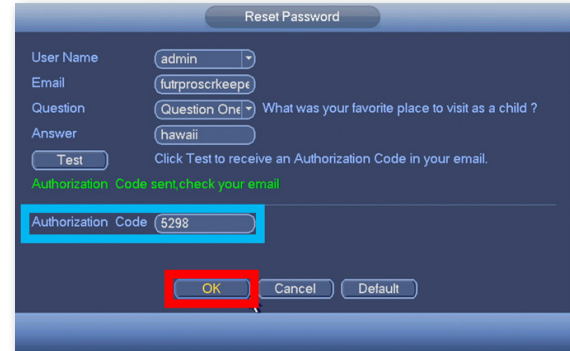
- D. Enter your email address, select a security question and provide an answer. Click **Test** and then check the inbox of the email that you entered in the previous step. You should receive an email with the authorization code shortly.



The screenshot shows a 'Reset Password' dialog box with the following fields and controls:

- User Name:
- Email:
- Question: What was your favorite place to visit as a child ?
- Answer:
- Test** button (highlighted with a red box)
- Text: Click Test to receive an Authorization Code in your email.
- Message: Authorization Code sent, check your email
- Authorization Code:
- Buttons: OK, Cancel, Default

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



The screenshot shows the 'Reset Password' dialog box after the 'Test' button was clicked. The 'Authorization Code' field now contains the value '5298' and is highlighted with a blue box. The 'OK' button is highlighted with a red box.

- User Name:
- Email:
- Question: What was your favorite place to visit as a child ?
- Answer:
- Click Test to receive an Authorization Code in your email.
- Message: Authorization Code sent, check your email
- Authorization Code:
- OK** button (highlighted with a red box)
- Buttons: 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.

Add an email address in case you forget your password

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.

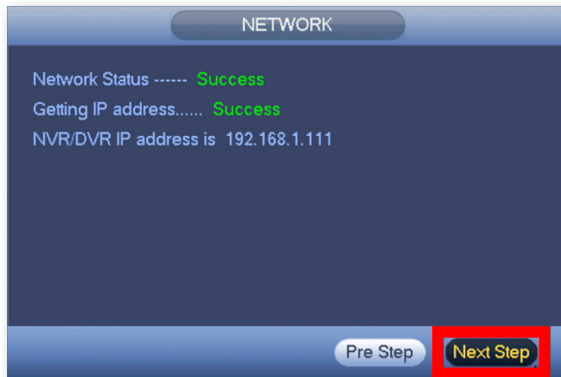
- G. Click **Next Step** to start the remote monitoring setup.

NETWORK

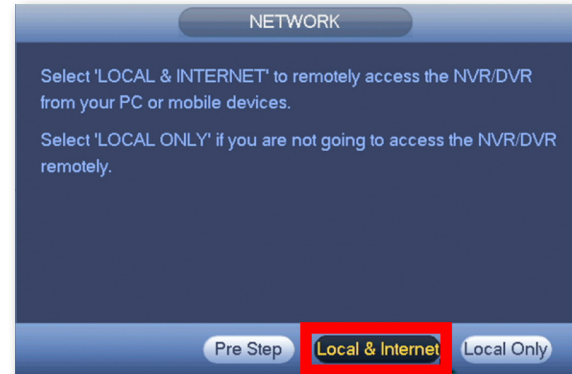
This step will take you through the Remote Monitoring setup process.

Connect the network cable from the NVR/DVR to the Router.

- 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 for additional troubleshooting.



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



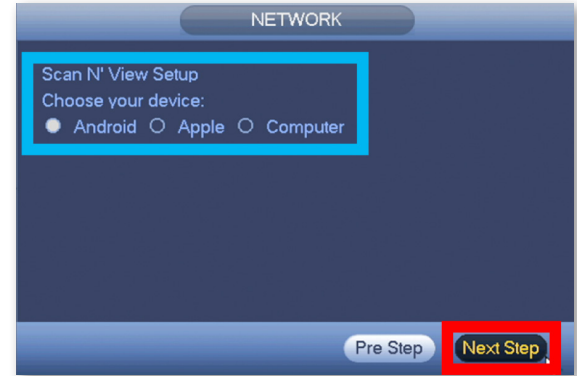
Step 8: Setting Up the QC View Mobile App

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

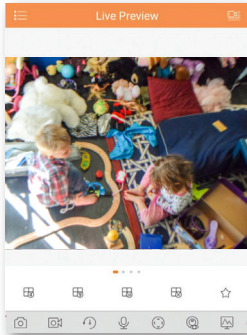
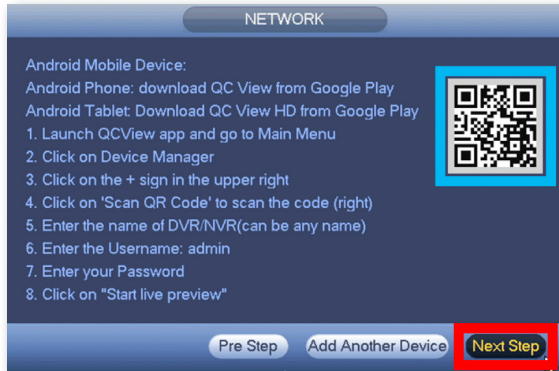


NOTE: Please do not log in to the app yet.

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



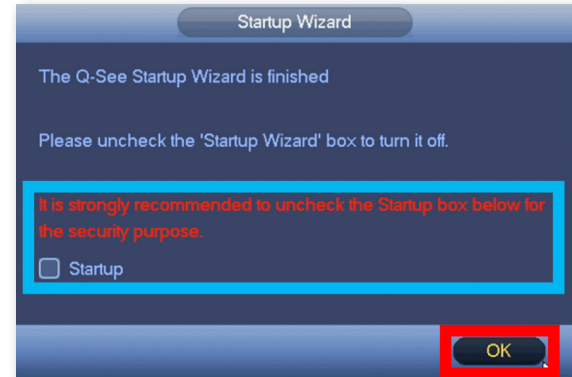
- B. Follow the steps shown on screen to configure your mobile device and get to the Live Preview screen. After the Live Preview is successful, click **Next Step**.



NOTE: To add multiple mobile devices to your system, first complete the Startup Wizard successfully and then refer to page 25 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 34 of this guide to verify the camera is receiving power.

Adding Wi-Fi Cameras

If your system includes Wi-Fi cameras or you have purchased Q-See Wi-Fi cameras separately, you should add them to your NVR now. Please reference the Wi-Fi camera quick start guide that was included with your device before proceeding to the next step.

If your system does not involve Wi-Fi cameras then you may proceed to the next section.

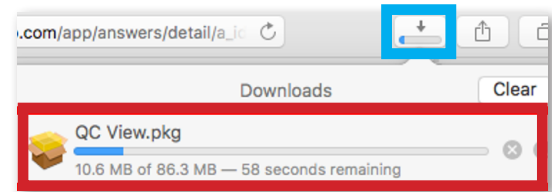
NOTE: For information about adding your Wi-Fi cameras to a Wi-Fi network, please visit www.q-see.com/support and reference answer ID 3009. You may also reference answer ID 2812 for information about adding Wi-Fi cameras to your NVR.

QC View On Your Computer

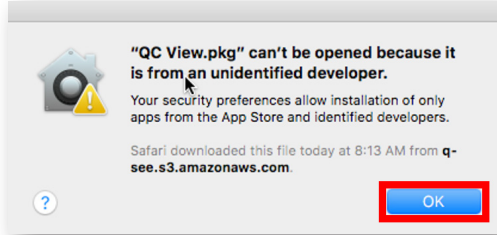
OS X, Mac Users

Step 1

Go to 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.

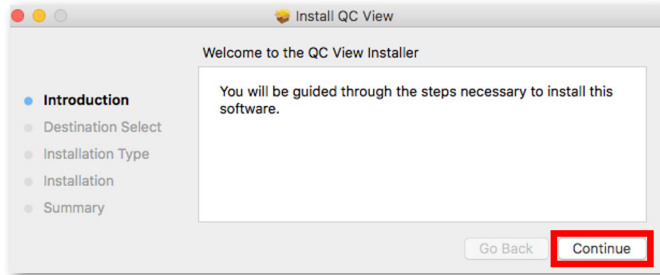


NOTE: If during the install process you see a message that the file is from an unidentified developer, click **OK** and refer to answer ID 2634 at www.q-see.com/support for info on allowing installations from unidentified developers.



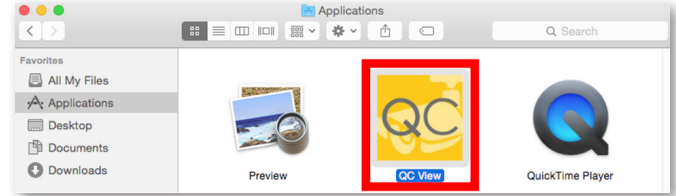
Step 2

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.

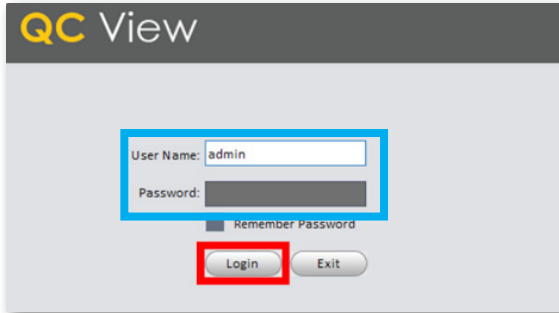


Step 4

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 NVR to QC View has been elaborated further on page 22 of this guide.

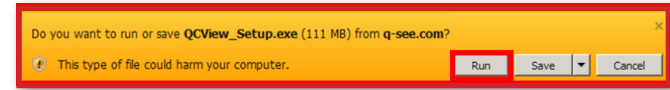
Windows, PC Users

Step 1

Go to www.q-see.com/support and search for answer ID “2502” to download the latest QC View software.

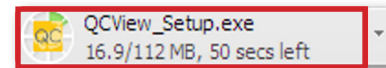
Internet Explorer Users

Download QC View and click **Run**.



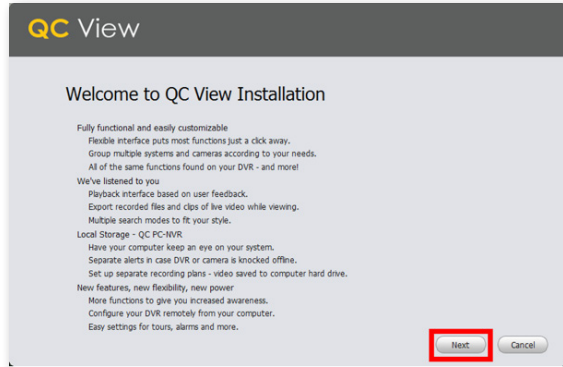
Chrome Users

In the Downloads bar at the bottom of the browser window click **QCView_Setup.exe** to open the file.



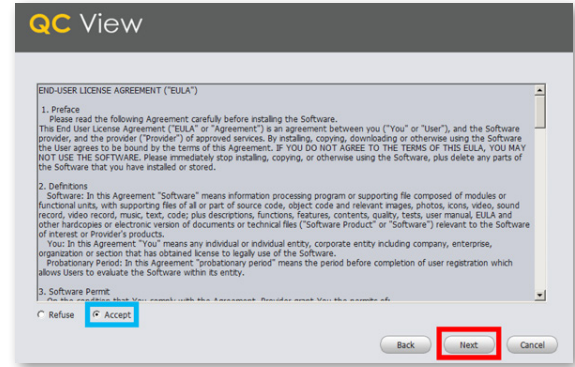
Step 2

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



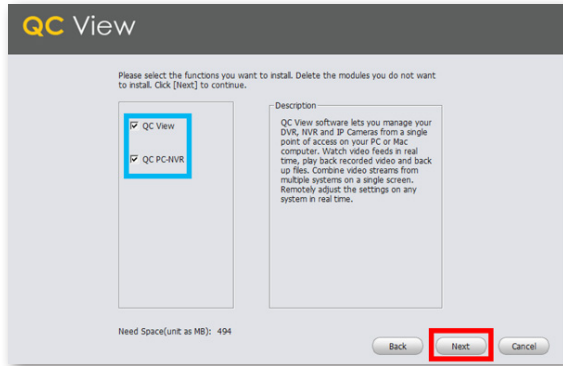
Step 3

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



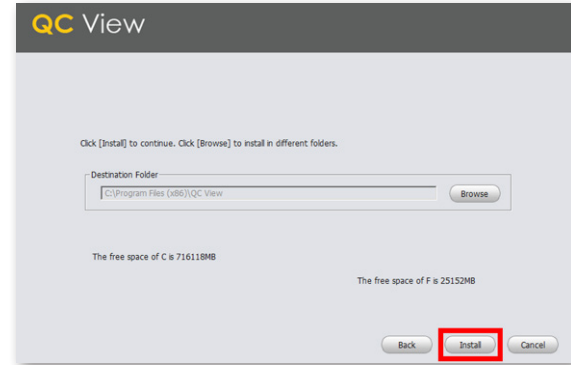
Step 4

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



Step 5

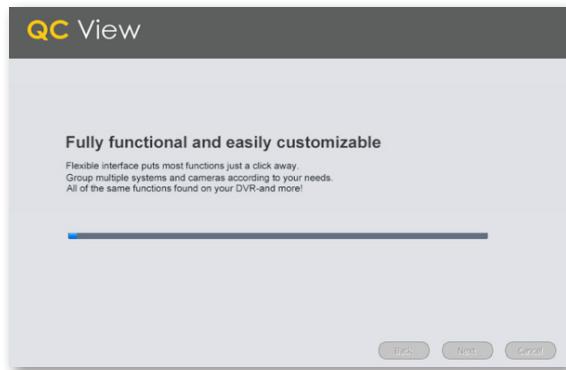
Click **Install** to begin the installation.



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**.

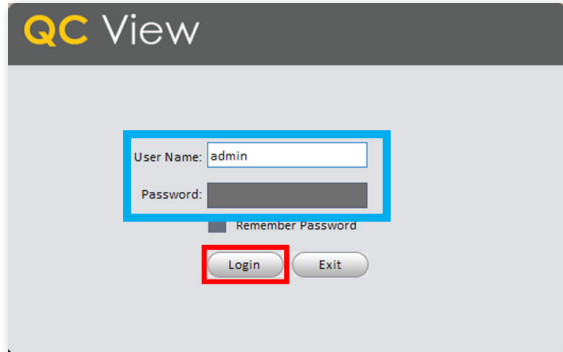


Step 8

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](#)

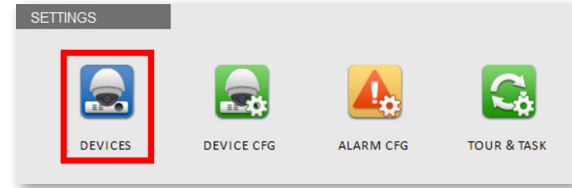
Password: [admin](#)



Adding Your NVR to QC View

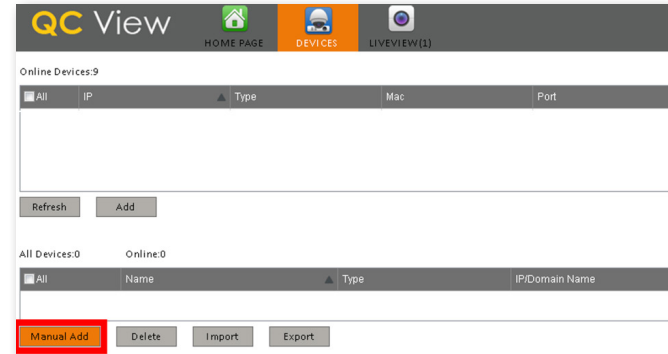
Step 1

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 12)

Password: admin (unless changed on page 12)

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

Manual Add

Input Info

Device Name: QC NVR

Register Mode: SN (For device with Scan N' View)

SN: 2D046D7YA2A3H72

Port: 37777

Type: NVR

Group Name: Default Group

User Name: admin

Password: •••••

Get Info

Device Details

Device SN: 2D046D7YA2A3H72

Video Input: 4

Video Output: 1

Alarm Input: 0

Alarm Output: 0

Save and Continue Add Cancel

Step 4

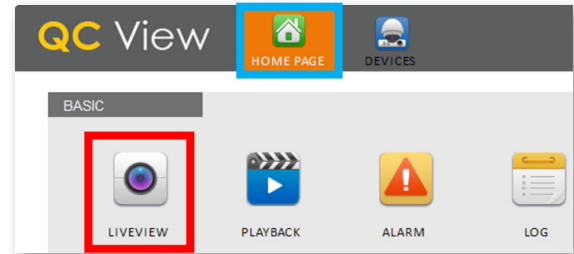
Please be patient, it can take up to 1 minute for the State to change from **Offline** to **Online**.

All	Name	Type	IP/Domain Name	Port	Channel No.	State	SN	Operation
1	QC NVR	NVR	2D046D7YA2A3H72	37777	4/1/0/0	Offline	2D046D7YA2A3H72	

All	Name	Type	IP/Domain Name	Port	Channel No.	State	SN	Operation
1	QC NVR	NVR	2D046D7YA2A3H72	37777	4/1/0/0	Online	2D046D7YA2A3H72	

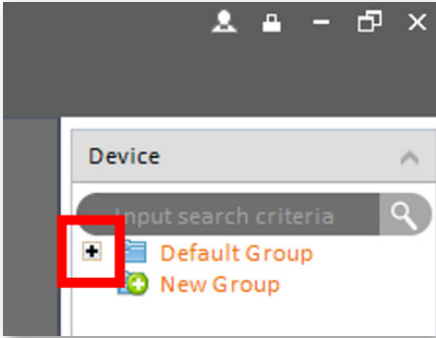
Step 5

Click the **Home Page** tab then select **LiveView**.



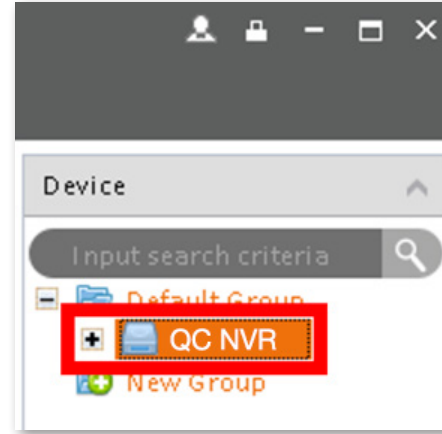
Step 6

Click the + to display your device(s).



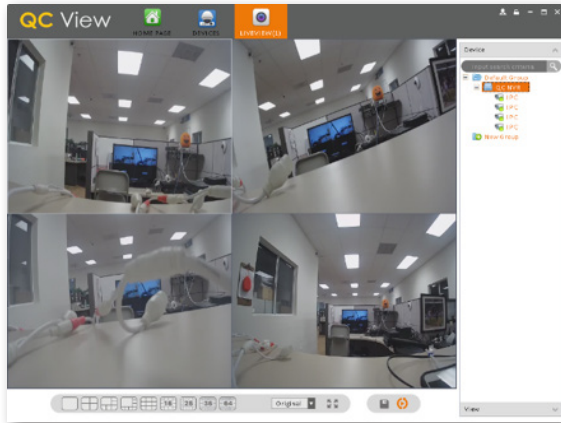
Step 7

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



Step 8

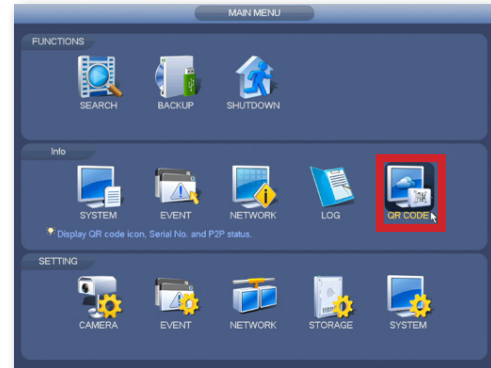
The camera feeds will display automatically.



Adding Multiple Mobile Devices

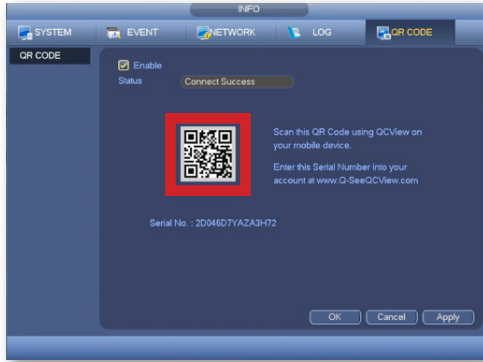
Step 1

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 15 of this guide for mobile setup.



Step 2

In the screenshot shown on Step 8B on page 15 of this guide, when you reach step 4 (scanning QR code) you can now **scan the QR code** shown on screen.



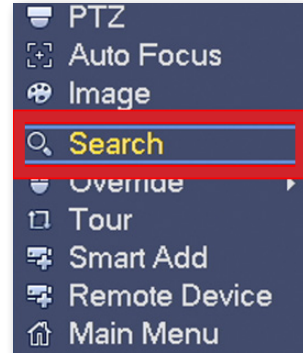
NOTE: You can also scan the QR code from the label located on the top of your NVR.

Understanding the QC System

Playback

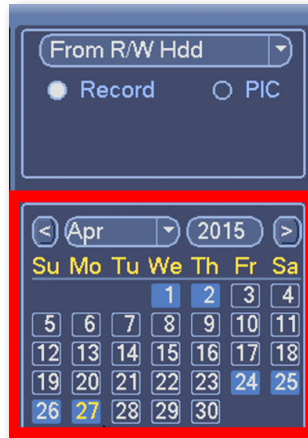
Step 1

In Live View mode, right-click the mouse to open the Shortcut Menu. Select **Search**.



Step 2

Select the date you want to search using the Calendar. Days with records will appear in Blue.

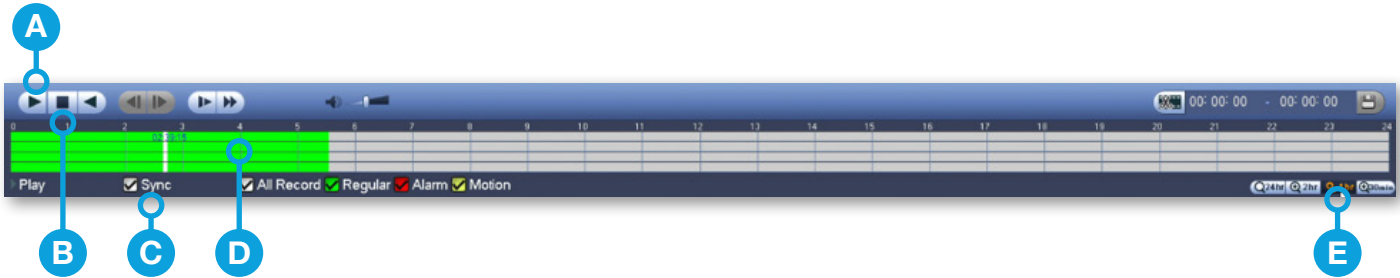


Step 3

Select the channel(s) you want to view using the "Screen Display Mode".



Once you have selected a date, see the next section to explain the various playback controls.



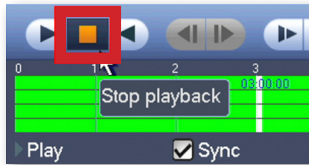
A. Play

Click **Play** to start playback from the beginning of the records.



B. Stop

To refine your search (Date & Channels), click **Stop**.



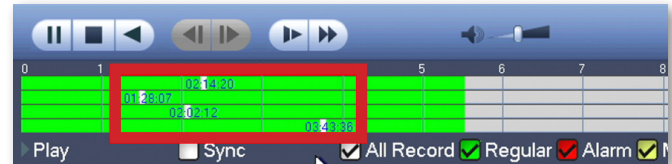
C. Sync

To playback different times from multiple channels, uncheck **Sync**.



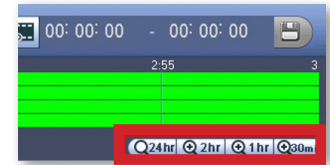
D. Time Segments

Click the **Segments** you want to playback for each channel. Playback will begin automatically.



E. Time Scale

To select a more specific time frame, use the **Time Scale** and click where to start.



Backing Up Recordings

A USB Flash Drive is required to make backups. The steps to do so can be found on our support portal at www.q-see.com/support under answer ID 2542.

Step 1

Plug a USB Flash Drive into your NVR. A message will appear, click **File Backup**.



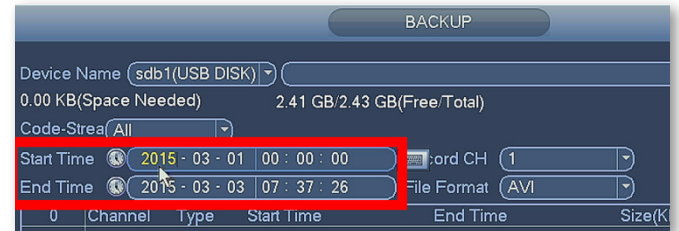
Step 2

Select the Recording Method you would like to search by selecting from the **Code Stream** drop down menu.



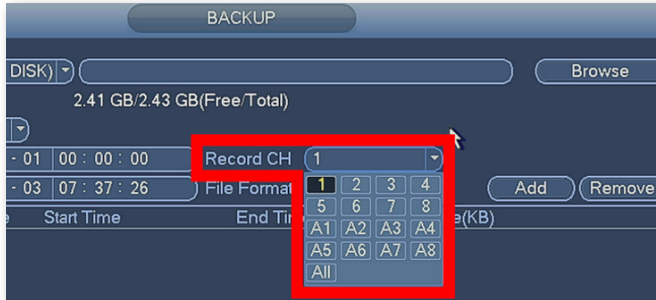
Step 3

Enter the **Start Time** and **End Time** to search.



Step 4

Select the **Record Channel** to search.



NOTE: Channels starting with "A" are the smaller, lower resolution, versions of the video saved in the corresponding channel.

Step 5

Select the **File Format** you want the records saved as.



DAV: Supports audio, requires playback software download.

AVI: Playable with standard video programs. (Windows Media Player, Quicktime, etc.)

Step 6

Click **Add** to display the records.



Step 7

Check the records you want to backup.

210	<input type="checkbox"/>	Channel	Type	Start Time	End Time	Size
1	<input type="checkbox"/>	1	M	15-03-02 07:28:01	15-03-02 07:28:57	1632
2	<input checked="" type="checkbox"/>	1	M	15-03-02 07:28:59	15-03-02 07:29:21	7554
3	<input checked="" type="checkbox"/>	1	M	15-03-02 07:29:22	15-03-02 07:29:44	7238
4	<input type="checkbox"/>	1	M	15-03-02 07:29:45	15-03-02 07:30:18	1003
5	<input checked="" type="checkbox"/>	1	M	15-03-02 07:30:19	15-03-02 07:30:41	7236
6	<input checked="" type="checkbox"/>	1	M	15-03-02 07:30:43	15-03-02 07:31:06	7845
7	<input type="checkbox"/>	1	M	15-03-02 07:31:08	15-03-02 07:31:36	9113
8	<input type="checkbox"/>	1	M	15-03-02 07:31:38	15-03-02 07:32:08	9587
9	<input type="checkbox"/>	1	M	15-03-02 07:32:09	15-03-02 07:32:31	7240
10	<input type="checkbox"/>	1	M	15-03-02 07:32:32	15-03-02 07:33:08	1074
11	<input type="checkbox"/>	1	M	15-03-02 07:33:09	15-03-02 07:35:17	3456
12	<input type="checkbox"/>	1	M	15-03-02 07:35:18	15-03-02 07:36:03	1302
13	<input type="checkbox"/>	1	M	15-03-02 07:36:04	15-03-02 07:37:15	1957
14	<input type="checkbox"/>	1	M	15-03-02 07:37:16	15-03-02 07:37:28	7266

Step 8

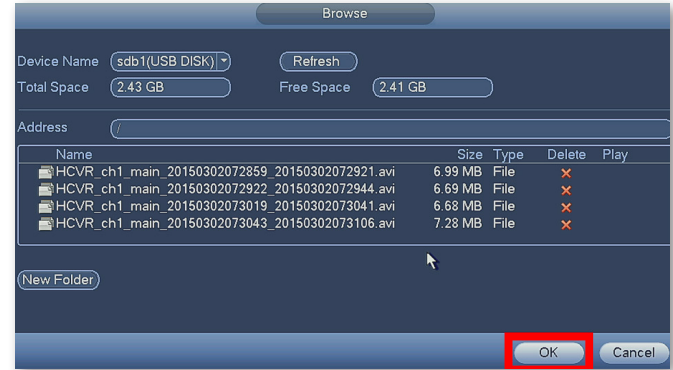
Click Backup.



NOTE: The length and number of records you choose will impact the time required to complete the backups.

Step 9

Once complete, the contents of the flash drive will be displayed. Click OK to backup more files or to go back.



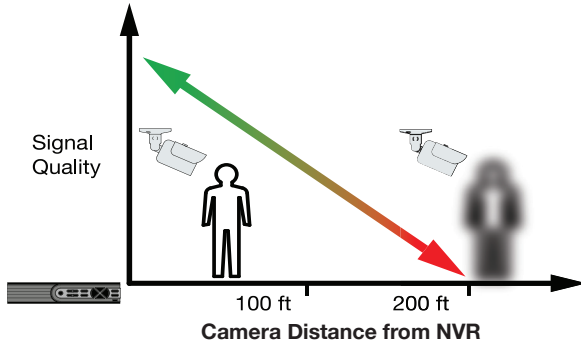
NOTE: If you wish to backup files using a web browser, visit www.q-see.com/support and search for answer ID 2501.

Get the Most Out of Your Q-See Cameras

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

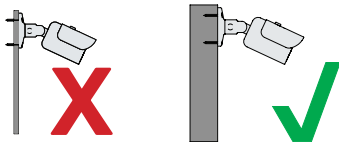
Distance From Viewing/Recording Device

Walls & floors will affect signal strength, especially concrete.



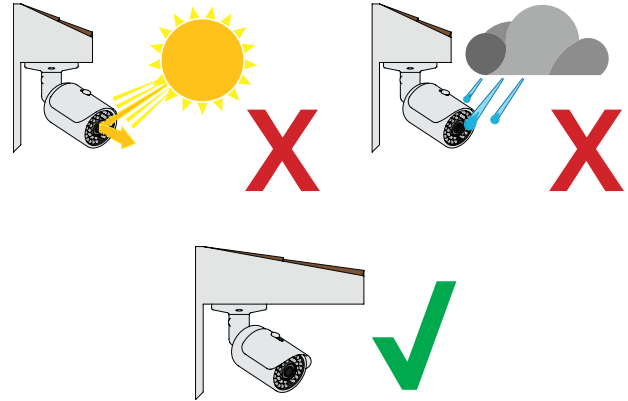
Mounting Surface Thickness

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

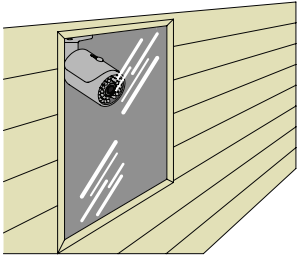


Avoid direct exposure to weather

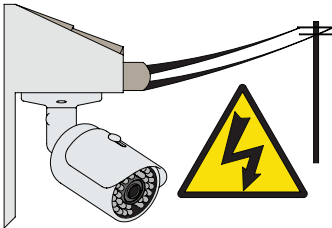
Mount your camera under an eave or awning if possible.



Do not place camera behind a window

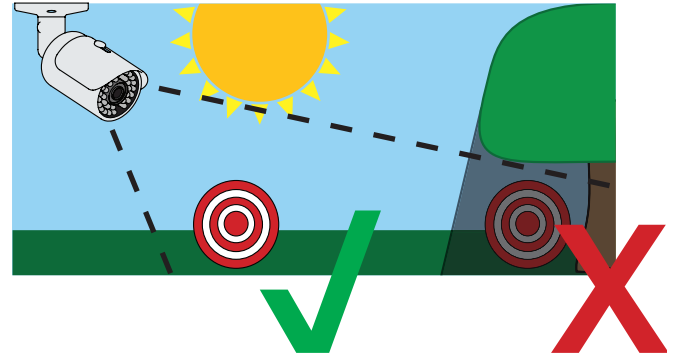


Do not place near high-voltage wires or other sources of electrical interference



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 and 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.

If you still do not have a video signal from the camera, ensure that the camera network cable is properly connected to both the camera and the NVR as shown in Step 2 on page 5.

Other Tests

- Connect the camera to a cable that has a working camera attached. If the camera works, the cable may need to be replaced. Please contact technical support or you can visit www.q-see.com/support for more info.
- Connect the cable to a different channel on the NVR. If you see video, then the culprit is a bad channel input and the NVR may need to be replaced.

Advanced troubleshooting and information is all available on our website at:
www.q-see.com/support

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): IP and Wi-Fi cameras connect to the recorder over the network directly via 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** for 24/7 support and access to our online Support Portal.

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24/7 Online Support Portal and Knowledge Base

www.q-see.com/support



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How-To's



Support Videos



Firmware Updates



Software



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ADDITIONAL SUPPORT

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