



# User Manual Wireless Monitoring System





Android

Iphone

Be sure to read this book before installing or using the surveillance camera. Keep the book in a safe place so that you can read it whenever necessary.

Please read carefully before use it

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## Letter of Appreciation

Dear Customer,

Thank you very much for your trust and purchasing Jennov wireless security camera system.

Jennov keeps striving for excellence, and its security products are popular all over the world.Jennov aim at to be top notch brand in surveillance camera filed and making unremitting efforts to develop more advanced and more convenient products for users around the world.

Jennov adhere to the principle of customer first and try the best to provide high-quality products and customized services for our customers.From the procurement of purchasing raw materials to the rigorous inspection before shipment,the whole process is under strict control. Moreover, in order to enable Jennov security products to be universal,the latest chip is built in every product,which ensures customers to get a better user experience.

It is possible for Jennov wireless camera kit to work imperfectly as you expected due to uncontrollable environmental factors such as distance and obstacles, so please test the final installation position before set it up, to ensure better use experience. If you have any problem during your use, please do not leave a review directly to define the problem, you can contact us via Email, we'd like to fix the problem with pleasure.

Your suggestion is precious for us to improve the products quality and it's an opportunity to provide customer services for you. We promise to try our best to provide the most satisfactory solution for you.

If you are satisfied with our products, please spend one minute in sharing your experience of this product in the product comments field. Your comment is very important to other customers who are interested in it or ready to buy it, and also an important encouragement to force us to keep hard-working. Thank you for your support!

On behalf of all of Jennov staff,I would like to express my sincere gratitude to you for your trust and support.If you need assistance,please contact us freely. Thank you again for your cooperation and support.Wish you healthy and the best regards to you.Please take care of Jennov in the future! All staff of Jennov

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17.Contact US

## Instruction of Camera

1. This manual is for reference only. Due to the device update, it may be different from the content recorded in this manual.

2.Upon receiving the product, please check and confirm whether the accessories are complete.

3.Before installation, please turn on the power to check whether the camera picture appears on the NVR(monitor).

4. The NVR has built-in wifi receiver. In order to ensure the IP camera can receive the NVR signal perfectly, please install the camera in the scope that wifi signal can arrive. (please test whether the NVR wifi signal is reachable or not in advance).

5.All the cameras have been matched with NVR, and the NVR can be viewed and operated immediately after being powered on.

6.If you would like to remote viewing on your phone, you need to connect the NVR video recorder and the router with a network cable.

Note:

Before installing it on the wall, please confirm whether the WIFI signal can be received. (It is recommended to install within 15 meters from the NVR.) If there is no image for more than 1 minute, please press and hold the camera reset button to reset it, and re-pair to add.

Install on the wall

install on the ceiling







- 1.WIFI Antenna: Connect with the NVR's WiFi signal
- 2.DC Interface: Power Input (12V1A)
- 3.Reset button: Press the reset button for more than 3 seconds to reset the factory settings and enter the pair mode.

### Instruction of NVR Video Recorder



1. VGA port: Connect NVR and monitor with VGA cable(package does not include VGA cable).

2. HDMI port: Connect NVR and TV/monitor with HDMI cable.

3. LAN port: Connecting the NVR and router with a network cable if you want to view remotely.

4. USB port: Operated with a USB mouse, used to save video files with a USB flash drive, used for system upgrade.

5. Power supply port: 12V/2A DC power adapter.

6. Antenna: Transmit wifi signal from NVR.

7. Power indicator: Light will turn to red when the NVR is powered.

8. HDD indicator:Light will turn to green when HDD works normally.

Note:

A. The number of cameras supported to be added to NVR is related to the number of NVR channels (you can find the number of channels supported by NVR in "Record Mode").

B. Laptop can't be used as a display to present real time picture,but you can view real-time picture and playback local videos on TV and PC.

## Instruction of NVR Monitor



1.Power indicator:Light will turn to red when the NVR is powered on.

2.Switch button: Press the button to turn on/off the screen.

3.HDMI port: Connect NVR and TV/monitor with HDMI cable

4.LAN port:Connecting the NVR and router with a network cable if you want to view remotely.

5.USB port:Operated with a USB mouse, used to save video files with a USB flash drive, used for system upgrade.

6.Power supply port: 12V/2A DC power adapter.

7.Antenna:Transmit wifi signal from NVR.

8.Monitor base stand:90degree adjustment.

#### Note:

A. The number of cameras supported to be added to NVR is related to the number of NVR channels (you can find the number of channels supported by NVR in "Record Mode").

B. Laptop can't be used as a display to present real time picture,but you can view real-time picture and playback local videos on TV and PC.

## Instruction of Connection

(1)Connection Instruction of NVR Video Recorder:



Step 1:Power up the cameras using the power supplies(12V 1A),connect the NVR to your wall socket with its power supply(12V 2A).

Step 2:Connect the NVR to the TV/monitor with a VGA / HDMI cable.

Step 3:Insert the mouse.

Step 4:Enter the NVR interface (you can see the real-time view after tens of seconds)

Step 5:Insert the network cable into the LAN port of the NVR and router(this step is necessary for remote viewing on the mobile phone/PC)

(2) Connection Instruction of NVR Embedded Display Model:



Step 1:Power up the cameras using the power supplies(12V 1A),connect the NVR to your wall socket with its power supply(12V 2A). Step 2:Insert the mouse. Step 3:Enter the NVR interface (you can see the real-time view after tens of seconds) Step 4:Insert the network cable into the LAN port of the NVR and router(this step is necessary for remote viewing on the mobile phone/PC) Note: This NVR supports 2.5" HDD.

## Login Method of NVR Video Recorder

#### Method of NVR login

The username is admin,and no password by default(please keep password to be blank), then clicked "Login" to enter the NVR system directly



#### Change Password

Tips:To protect your privacy,please follow the steps:

Click system in the lower left corner > Control Panel> Account > User > Modify Pwd



### Steps to set up system time and language

1.Language selection, the default is English. If you need to change the language please follow the steps below.

Click system in the lower left corner > General > Language.



1. How to set time and date?

(1) Adjust system time manually:

Click system in the lower left corner > Control Panel > System Time. The time can be modified manually, and the "Daylight Saving Time" can be set.

(2) Adjust system time automatically:

Click system in the lower left corner > Control Panel > System Time.

Choose the corresponding time zone. The local time is obtained automatically. (It is recommended to connect the network cable to automatically adjust the time).

	Control Panel		-		
My Device PlayBac Control Camera	Systemative Encod	Seneral GUI Display	System Time System Time Time Zone Date Format Date Separator Time Format	2022 - 03 - 26 00 : 05 [UTC-08:00]Pacific Time YYYY MM DD	
Internet	🛞 Tour 🔀 🔀	🎎 Account	DST Type Start:	Day of Week      Date     2000-01-01     01:01     2000-04-01     01:01	]
Record	🌾 Upgrade	🥔 İmport/Export	NTP Server IP Port Update Period	time.windows.com	] ] min
Alarm	Set system time				Or Cancel
C C C Preview	Control Panel			<ul> <li>♣ 10 00:05:16</li> <li>④ ↓ 2022-03-26</li> </ul>	

## **Cameras** Pairing

The NVR and network cameras are connected to the power supplies and placed at a close distance to facilitate the connection operation;

( If the waiting time is too long and the images does not appear, we recommend re-pair again. )

Step 1 : Right-click the screen to open the main menu>Pair.

Step 2 : Long press the reset button of the network camera for about 3 seconds;

Step 3: The network camera is automatically connected to the NVR, and a picture appears on the display, that is ,the pairing is successful.

Tips: After the pairing is successful, the NVR does not delete the network camera, and the network camera is not paired to other NVRs. After the NVR and the network camera restart, they can automatically connect to screen

	2	Camera	×
	Camera 🕥	Online Equipment	
2	PlayBack	1         IP Address         Port         Protocol         MAC         Add         Edit           1         1         192.168.2.72         8080         ONVIF         7C:A7:B0:B3:B3:07         +         ∠	it
	Record Mode		
	Screen layout 🔸		
	PTZ Control		
<u>1</u>	Output Adjust	Added device	-
	Logout >	1         Channel         IP Address         Protocol         Delete         Connection           1         1         172.20.120.9         NPTS         Image: Metwork unr	n Stat reacha
		< III AutoSear	> rch 🔽
		ОК Сал	ncel

Choose the Mounting Location

Step 1:Mount the cameras anywhere within the Wifi range, plug the power adapter to the camera and connect it to power socket nearby.

Step 2:The camera should start streaming videos within 1 minute(or less).

Step 3:If the video is not displayed, it may be due to external factors that have interfered with the wireless signal, such as multilayer concrete walls, glass and other objects between the NVR and camera, or the distance between the camera and the NVR is too far,please try to move the camera closer NVR; or antenna placement deviation,please try to place the antenna upright and vertically.

#### Steps to set up 24-hour video recording

Step 1: Click system in the lower left corner > Record Config > Select Channel > Click Recording Mode( Schedule,Manual,Stop )> Select Week and Recording Time Period.

🦲 admin	Common Configuration	Record Config	<b></b>
Camera	Record Contractions	Channel         1         Red         Red           Length         60         min         Stop           Mode         Schedule         No         Stop           Veek         Sat         Regular         Detect           Period 1         00:00         24:00         Image: Construction of the second se	
AutoMaintain  Import/Export  LOG  M BPS	Backup Alarm General Device Info	Period 4 00:00 - 24:00	
Version Control Panel Cloud U Logout Enter Preview	Net Service KTSP C	Default Copy Olor Car	ıcel

Step 2:Right-click the screen to open the main menu > Record Mode (The videos is only recorded in the set channel and time period)

	Camera	Record Mode 🔤
2	PlayBack	Mode
	Record Mode	Channel All 1 2 3 4 5 6 7 8
	Screen layout	Schedule 🕥 🔍 🔍 🔍 🔍 🔍 🔍
	DTZ Osatal	Manual C mp
	PIZ Control	Stop
Ē	Output Adjust	
	Logout >	
		OK Cancel
		۲۱۱۱

Note: A hard disk is required for recording setup. If you purchased an NVR without a hard drive, you will need to purchase one yourself. NVR temporarily only supports 2.5-inch HDD hard disk, not SDD hard disk. When using it for the first time, you need to format the hard disk.

HUL	Jivianage				
4		Tune	DiekCasee	Leff Canacity	ReadAt/rite
	HUU NO.	Туре	Diskopace	Leit Capacity	Readonne
1	1-1^	Read/Write	111.78 GB	111.78 GB	Read only
					Redundant
					👩 Format Disk
					Pecover
HDE	) No.: 1-1*	Status: Normal			
					Cancel
				- 08 -	

#### Steps to set up motion detection video recording

Step 1(Enable recording): Click system in the lower left corner > Record Config > Select Channel > Click Recording Mode ( Schedule, Manual, Stop ) > Select Week and Recording Time Period.



Step 2( Motion Detection Setting ):Click system in the lower left corner > Alarm > Motion Detect (or click Enter Desktop > Alarm > Motion Detect), and select the recording channel. Trigger an alarm in the selected region and automatically record Motion detection video.(The alarm range can be set at all)

Motion Detect	EXE Se	iet 🔤
Channel 1 ← Enable Sensitivity Middle ← Region Set		Saturday         ▼           00:00         - 24:00           00:00         - 24:00           00:00         - 24:00           00:00         - 24:00           00:00         - 24:00           00:100         - 24:00
Period Interval 1 Sec. Record Channel 12 6 7 8 Tour 12 6 7 8 PTZ Activation Set Record delay 10 Sec.	Su Mc Tu W/ Th Fri Sa	un 6 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Show Message Send Email V Buzzer FTP upload		
Default Copy OK	Cancel	OK Cancel



## Steps to set up video playback

Step: Click system in the lower left corner > Playback (or Right-click the screen to open the main menu > Playback)



You can search criteria: date, time, channel, recording mode, and then click search. Under "search" you can view all the clips of the video. Select the file and double-click to play, or click the " Play" button to play.

Supports up to 8 channels of simultaneous playback and 16 times fast forward playback.



#### Steps to set up backup

#### Step: Click system in the lower left corner > Backup



Please follow the steps to backup the video data

1) Insert the USB flash drive into the USB port on the back of the NVR.

- 2) Select the channel and Record Mode you want to search.
- 3) Select time period and click the "Search" .
- 4) Left click the mouse to select the video you want to back up and click "Backup"

5) After completing the search, you can find the Begin Time, End Time, Duration, and Size of the video data.

Tips: Because the NVR has only one USB interface, you need to prepare a USB Hub for backup video. In order to make video backup successful, please ensure that the USB flash drive has enough storage space.

Backup	
Device Name         /dev/sda5         •         0.00 KB/51.78 GB(Remain of the second	in/Total)
0 Channel File Name Length	
	5 <sup>1</sup>
Required/Remaining:0.00 KB/0.00 KB	
Backup Burning	

### How to enable the NVR connect to the Internet?

Step 1: Click system in the lower left corner > Network

After connecting the NVR device and the router with a network cable, tick Obtain "DHCP Enable", the NVR will automatically identify the router's IP network segment address and change it to connect to the Internet, or you can manually modify the NVR's IP address.



Step 2: Click the PC icon in the lower right corner > Network

Network		
Net Card IP Address Subnet Mask Gateway Primary DNS Secondary DNS TCP Port Mobile Port HTTP Port HS Download Transfer Policy	Wire Netcar         DHCP Enable           192         168         2         1           192         168         2         1           192         168         2         1           192         168         2         1           192         168         2         1           0         0         0         0           34567         MTU         1400           3800         80         -           Quality Preft *         Cancel	
		↔ 🚯 00:35:57

#### Steps to set up motion detection Email alarm

Email alarm setting: Click system in the lower left corner > > click " Enable" . EMAIL Enable SMTP Server to gmail.com Port Need SSI V User Name jennov.gmail.com Password \*\*\*\*\*\*\*\*\*\*\*\* Sender jennov.gmail.com Receiver jennov.gmail.com Title Alarm Message Mail Testing OK Cancel

A.Steps to set up Yahoo Mail Alarm:

Enable "E-Mail Function", select the "More parameters" option.

SMTP Provider:Select "yahoo"

Sender: xxx@yahoo.com

Password: Email password for xxx@yahoo.com

SMTP Server: smtp.mail.yahoo.com

Port: 465

Encryption Type: SSL

Sendee : xxx@yahoo.com

Click "Test" to check if the settings are successful. When shows "Test Complete" ,

check your Yahoo inbox whether it receive the alarm successfully.

B.Steps to set up Gmail Alarm:

Enable email function, check the "More parameters" option.

SMTP Provider:Select "gmail"

Sender:xxx@gmail.com

Password: [Use the 16-digit password generated randomly by Gmail System.

Please read the following Step C.to obtain the password.

SMTP Server: smtp.gmail.com

Port: 465

Encryption Type: SSL

Sendee 1: xxx@gmail.com

Click "Test" to check if the settings are successful. When shows "Test Complete",

check your Gmail inbox whether it receive the alarm successfully.

Note:

If you are not sure which method to set up the email alarm password is correct, you can enter your email password firstly, then test. If failed, then please follow step C to obtain 16-digit password generated randomly by your email.

#### C. Steps for Gmail to obtain 16-bit password

Run Gmail and enter setting, click "Forwarding and POP/IMAP", then enable POP/IMAP function.



#### Enter main menu, and click "Help"

Co 🕞 M https://mail.google.com	n/mail/w/0/#settings/Twdandpop	P = A C M Settings - issbangyubing9 × 3		× 9 9
= M Gmail	Q Search mail	*	0 !!!	IJ
- Compore		Settings	•	83
(T company)	General Labels Inbox Acc	ounts and Import Filters and Blocked Addresses Forwarding and POP/IMAP Add-ons Chat Advar Display	density	
Inbox	Forwarding:	Add a forwarding address Configure	re inbox	
Snoozed	Learning	Tip: You can also forward only some of your mail by creating a filter! Settings		0
> Sent	POP download:	1. Status: POP is disabled Themes		-
Drafts	Contractor	Critical For For and that arrives from now on     Get add-	ons	+
[1] 玉龙 - +		2. When messages are accessed with POP keep Gmail's copy in the Inbox V Send fee	edback	
		3. Configure your email client (e.g. Outlook, Eudora, Netscape Mail) Configuration Instructions		
No Hangsuts contacts End someone	IMAP access: (access Gmail from other clients usis (AAP) Learn more	Entable MAP     Sended Aug     Sended MAP     Sended MAP		
± @ %		Folder state limits <ul></ul>	€ 10	>

#### Enter "Sign in using App Passwords" and click "Google Account"

Si	gn in using App Passwords	← Help ×
		Q Sign in using App Passwords
Help Q Popul	Sign in using App Passwords	Sign in using App Passwords An App Password is a 16-digit passcode that gives a non-Google app or device permission to access your Google Account. App Passwords can only be used with accounts that have 2-Step Verification turned on.
	Change or reset your Google Account password	When to use App Passwords
	Change your username	To help keep your account secure, use "Sign in with Google" to connect apps to your Google Account. If the app you're using doesn't offer this
	Read receipts	Use App Passwords to connect to your Google     Account
	Set up a recovery phone number or email address	Switch to a more secure app
	Delete your Gmail account	Create & use App Passwords
BROWS	SE ALL ARTICLES	Note: If you use 2-Step-Verification and are seeing a "password incorrect" error when trying to access your Google Account, an App Password may solve the problem
VISIT	HELP FORUM	1. Go to your Google Account 12
<b>B</b>	Send feedback	<ol> <li>On the left navigation panel, choose Security.</li> <li>On the "Signing in to Google" panel, choose</li> </ol>

Then you will enter a new page, please enter your Gmail password and choose "Security", finally choose "1 password" of the " App passwords".

C () + C https://myaccount.google.com/se	curity 🔎 = 🖨 C	🖞 M 🖉 Google Accour	nt × 🗋	-	6 î	1 : ☆ @	× •
Google Account Q Search	n Google Account			0		IJ	^
Home     Fersonal info	Settings and recommenda	Security ations to help you keep your account secure					
Data & personalization     Security      2, People & sharing      Payments & subscriptions	Security issues found Protect your account now by resolving these issues						
⑦ Help	Secure account						
⊥ Send feedback	Signing in to Google		* *				
	Password	Last changed Jul 19	>				
	2-Step Verification	🥑 On	>				
	App passwords	1 password	>				~

After entering your Gmail psaaword, you will enter "App passwords" page, select the APP(Mail) and device (Windows computer or other device ) which you want to generate the app password for. Finally click "GENERATE".

App passwords Verification. You	et you sign in to 'll only need to er	your Google Account fr nter it once so you don't	om apps on devices that need to remember it. Le	don't support 2-Step a <b>rn more</b>
Select the ap	p and device you	u want to generate the a Windows Computer	app password for.	
				GENERATE

The 16-bit password will show after several seconds.

Generated app password	
	Your app password for Windows Computer
	vpbq dbld fvpz jbms
Add your Google account	How to use it
Enter the information below to connect to your Google account.  Pmail andross scruesoliy@gmail.com Notword	<ol> <li>Open the "Mail" app.</li> <li>Open the "Settings" menu.</li> <li>Select "Accounts" and then select your Google Account.</li> <li>Replace your password with the 16- character password shown above.</li> <li>Just like your normal password, this app password grants complete access to your Google Account. You won't need to remember it, so don't write it down or share it with anyone.</li> <li>Learn more</li> </ol>
	DONE

EMAIL			<b>—</b>
Enable SMTP Server Port	▼ ▼ smtp.gmail.com 465		
Need SSL			
User Name	jennov.gmail.com		
Password	******		
Sender	jennov.gmail.com		
Recei∨er	jennov.gmail.com		
Title	Alarm Message		
		Mail Testing	OK Cancel

The 16-bit password will show after several seconds.

Generated app password	
	Your app password for Windows Computer
	vpbq dbld fvpz jbms
Add your Google account	How to use it
Date the Information before as correct to near Conste account restaurants annearing genations Teamont Teamo	<ol> <li>Open the "Mail" app.</li> <li>Open the "Settings" menu.</li> <li>Select "Accounts" and then select your Google Account.</li> <li>Replace your password with the 16- character password shown above.</li> <li>Just like your normal password, this app password grants complete access to your Google Account. You wont need to remember it, so don't write it down or share it with anyone.</li> <li>Learn more</li> </ol>
	DONE

Please copy this 16-bit password to the EMAIL setting.

Note: If you are not sure which method to set up the email alarm password is correct, you can enter your email password firstly, then test. If failed, then please follow step C to obtain 16-digit password generated randomly by your email.

D.How to avoid frequent email alerts?

If you enable "Ssend Email" function, when the camera detects motion in the detected areas, you will receive Email alarm. However, you may receive lots of emails because the camera will detect everything, including leaves falling from the tree, or rain drops.

If you want to reduce useless Email alarms,please follow below steps to edit the detect areas.

Right click your mouse to enter Main Menu>Sensor, and edit the detect Region and Period.

- 1.Type in the browser "www.jennov.com" .
- 2.Find "Support" "Download"
- 3. Find the "F-Series-Windows" to download the client .

😻 🚳 Download center-je: x +	1 1
← → C D Q https://www.jennov.com/download/#influencerseba3-aed6	Q m 画 ☆ … 🛛 🏭 たち
	🗮 English 🗸
FIJENNOV <sup>°</sup> Home Consumer V Professional V Deals Partner Support About V	My Account 🛱 Q
Downtoad APP & CLEAR FAQ	
T-Series J-Series F-Series U-Series U-Series Product Video	
>> 📀 F-Series	
F-SERIES	
F-Series Manual Download	
Size         6.30 MB         Parallel         Parallel	
F-Series-Windows	
Sine gild Mit Hits 41 Des edied 2022 01-43	OS
F-Series-MAC	
Sine (0.55.51/8) Hits 18 Data addee: 2022 (2)-03	

Install and running : "VMS\_Eng" software.

(the MAC system is different from the Windows system CMS software)

(1) When you run the "VMS" client for the first time, you need to set the client's password.

	Initialization	×
	1.Password Setting 2.Password Protection	
VMS	Please set admin password at first installation! Password Password Strength Comfirm Password Auto Login after Registration	
	Next Canc	el

After setting the initial password, enter the username and password to login software.

	×
admin  admin  Remember Password  Auto Login  Login	
Forget Password	
	7

(4) After opening the computer software, click [Devices] to add device.



#### Click [AutoSearch]



Select "TS" and click search, wait for dozens of seconds, the device will display.

Check the device and click [Add] to confirm.

Video Monitor	System 🖁	w Tab Device	s			<b>●</b> 0 ± ☆	
Q Auto Auto	+ Add 🔟 Del	iete 👌 Import	ŷ Backup			All Devices:	0 Online Devices: 0
	Name	IP/Cloud ID evic	e Mod )evice Typ	Port	MAC/SN G	roup Name Online Status	Operation
			Auto	Search		×	
	Device Model: TS	3			NetWork: ALL		
	C+ Refresh	Modify	Device Model		Searc	h Device Nur	
		192.168.2.57	TS	NVR	c8:22:02:44:32:5d	34567	
					2	1 m	

Make sure to add this device, the password is based on your NVR password, if not, please leave it blank. If the addition is successful, the indicator light is green, and it will prompt the device to be online. If it is not online, please check whether the computer and the DVR are in the same network segment.

Video Moni	tor System	New Tab	evices					<b>● ■ ±</b> ♥	(7)
	+ Add 🔟	Delete 👌 Impo	t 🔗 Baci	cup				All Devices:	1 Online Devices: 1
All Device									
🗖 No.	Name	IP/Cloud ID	evice Mod	Jevice Type	Port	MAC/SN	Group Name	Online Status	Operation
E 1	192.168.2.57	192.168.2.57	TS	NVR	34567	c8:22:02:44:32:5d	Device Gr	• 🕝	000
4									

Note: If you can't find the device by auto search, you can add it manually by entering the Device ID of the NVR.



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Right-click and select the added device and click "Open All Channel" to view the real-time picture.



[Playback]:used to play back the video saved in the NVR HDD.After clicking the button,you can search and play the corresponding videos according to the specific conditions.The steps are basically the same as those on the NVR.

[Screenshot]:used to capture the monitoring screen, the image will be saved in the computer.



#### Steps to set up view on Mobile Devices(iOS/Android)

How to watch/playback videos on mobile phone APP?

Note: Before the computer/mobile phone connecting to the wireless system, you must connect the NVR and router with network cable.Please refer to "Network" for the specific networking setup steps.

(1) Scan the QR code on the manual and download APP.

(2) Open TSEye app in mobile phone for registration and login. The steps are as follows:

Click "Register" on the app Login interface, and then enter the email address, password and other related information on the "Registration" interface to register and log in.



(3)Instructions for using "TSEye"mobile phone app:

A.After entering the app,click the "+" button,and click "Wired Devices",then scan the NVR remote access Device ID QR code (you can also enter the Device ID manually).

B.Enter the device name and click "OK", when "Add Device Successfully" is prompted, return to the app homepage to see the monitoring device that has been added.

Note: The default username of the NVR device is admin and password is blank.

A.Click to () play button the preview screen, you can click to use [Playback] for switching, [Snap] for capturing.

## FAQ

Q:What is the solution if the camera does not work and no picture shows? A: 1,The distance of the wireless signal is 15 meters, please do not exceed this distance.

2. Keep the device away from devices with more interference, such as microwave ovens, base stations, and other devices with strong interference.

Q: How to add a new camera to NVR?

A: Power up the camera close to the NVR, press and hold the reset button of the camera for about 3 seconds, the image will appear.

Q: HDD hard disk not found?

A: 1. Confirm the specification and status of the power adapter. The NVR power adapter is DC 12V 2A power supply.

2. Remove the screws from the cover of NVR video recorder, check if there is something wrong with the power cord and data connection cable of the internal hard disk drive, plug and unplug the data cable to see if any loose contact, and replace the data cable for a retest if the data cable is bad.(Only support HDD, don't support SDD)

Q:If the hard drive is full, do I need to delete it manually?

A: When the hard drive is full, the previous video will be covered automatically in order to save the storage space of the new video. (You can't delete the individual video file.)

Even if all cameras are working, the built-in 1TB/2TB hard disk can work for a long time. The system supports up to 2.5 inch hard drives with 4TB SATA interfaces.

Note: HDD only supports the internal installation of the NVR video recorders, but not external installation.

#### Warranty Tips

Please fill in the following information or scan QR code to activate the free 12-month warranty from the order date on.

After finish filling or scanning, please take a picture and send it to the email(support@jennov.com).

Then your free warranty will take effect !

During the warranty period, if any parts of product are damaged, please contact us immediately and we will provide satisfactory resolution.

Order Date:	
Order Number/ID:	
Buyer E-mail:	
Buyer Tel:	

## **Contact us**

- www.jennov.com
- Support@jennov.com
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Free Warranty