



QT 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. Prepare to see the superior clarity and resolution provided by the latest IP HD security solution. This guide includes everything you need to 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. [!\[\]\(235bfe13ebf007ce2eea9e689707fac7_img.jpg\)](#) [!\[\]\(bbad87fcdf5285698c00ff2227464bf2_img.jpg\)](#) [!\[\]\(f40fcf1439bdf0ff0174e7d9c96d1715_img.jpg\)](#)

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



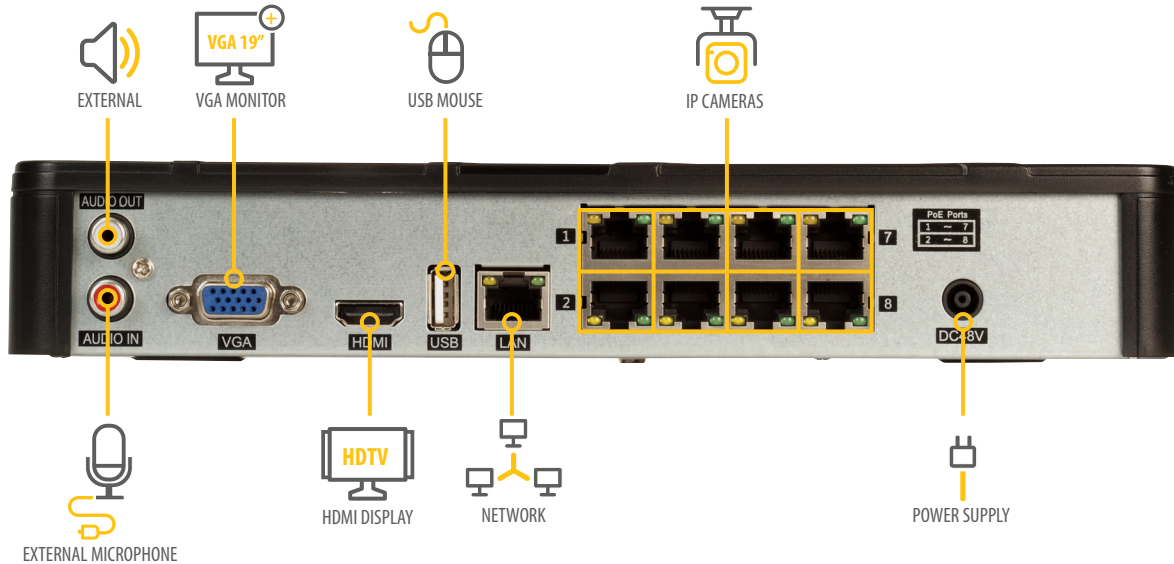
Network (Ethernet) Cable



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:

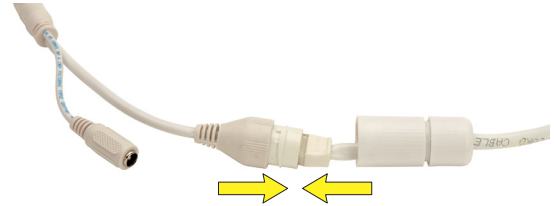
Username: _____

Password: _____

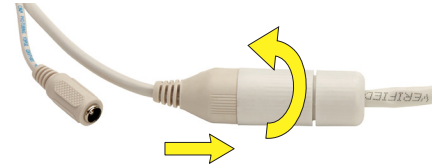
Model #: _____

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.

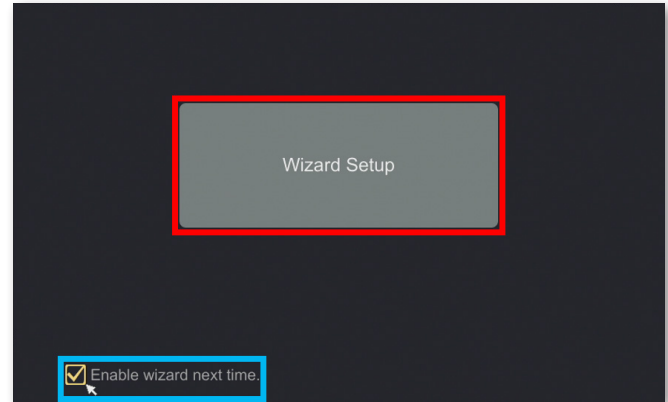


NOTE: The camera will make a faint clicking sound when the power is activated. The cameras will take about one minute after powering on to begin displaying on the monitor.

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.

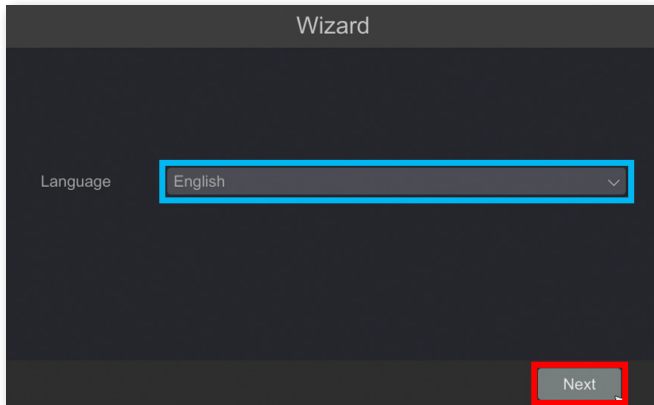
Step 7: Startup Wizard

In order to effectively use the search functions and maintain accurate recordings, you must complete the Startup Wizard. To prevent the wizard from appearing after each reboot, uncheck [Enable wizard next time](#). Click on [Wizard Setup](#) to begin.



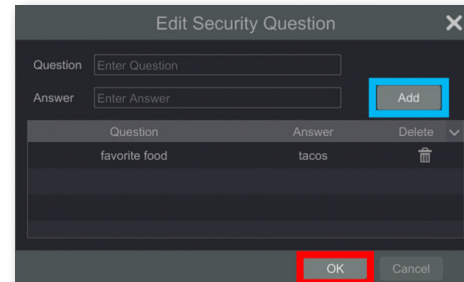
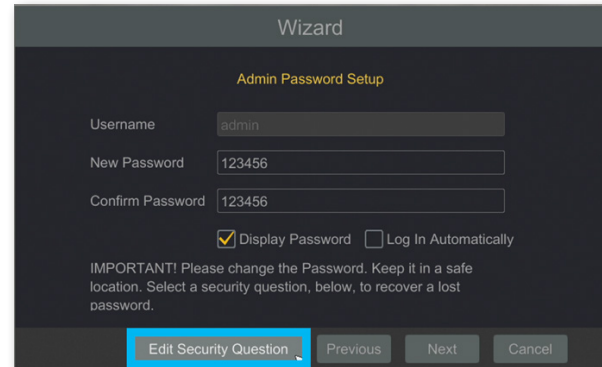
NOTE: If wizard does not pop up, shut down the NVR for 30 seconds and turn power back on.

A. Set your **desired language** in the first window:

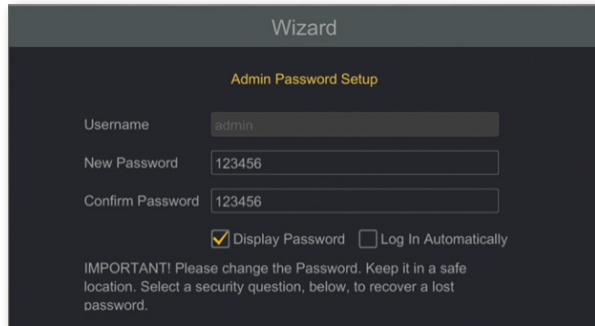


NOTE: If you change the language from English to any other, the system will restart.

B. Create a security question in case you forget your password by clicking **Edit Security Question** in the window below. If the option to **Edit Security Question** is not visible, go to **www.q-see.com/support** and search for answer ID 2894.



C. Create a new password for the Admin User account.



Wizard

Admin Password Setup

Username: admin

New Password: 123456

Confirm Password: 123456

Display Password Log In Automatically

IMPORTANT! Please change the Password. Keep it in a safe location. Select a security question, below, to recover a lost password.

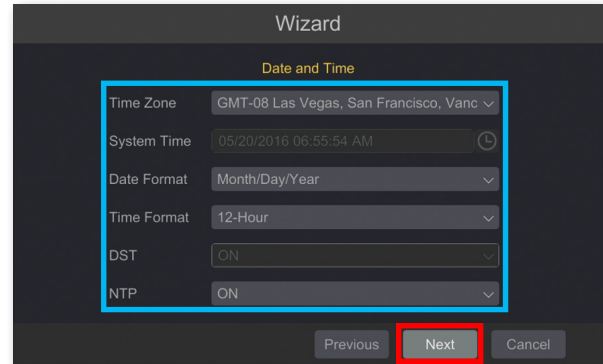
Please write down your new password in the space provided below:

Username: **admin**

Password: _____

NOTE: Password is case sensitive.

D. Set the current **Date and Time**. Click **Next** to proceed to the Network Setup.



Wizard

Date and Time

Time Zone: GMT-08 Las Vegas, San Francisco, Vanc

System Time: 05/20/2016 06:55:54 AM

Date Format: Month/Day/Year

Time Format: 12-Hour

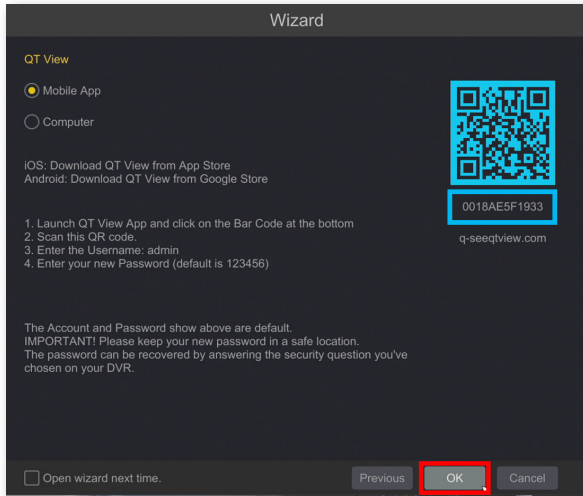
DST: ON

NTP: ON

Previous **Next** Cancel

NOTE: If you will be connecting the NVR to the internet, enabling NTP allows the NVR to check a network server in order to maintain accurate time. Setting the start and end dates of Daylight Savings Time (DST) will allow your NVR to automatically adjust its internal clock.

- E. If the connection is successful, it will display your LAN (Local Area Network) address. Click **OK** to continue.



If the attempt is unsuccessful, your LAN address will not appear. Ensure that your NVR is properly connected to your network/router before clicking on Previous to try again. Please refer to the Troubleshooting section on page 30 if this problem persists.

Step 8: Setting Up the QT View Mobile App

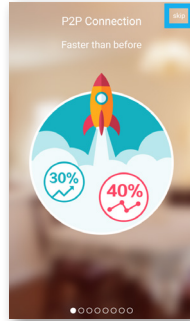
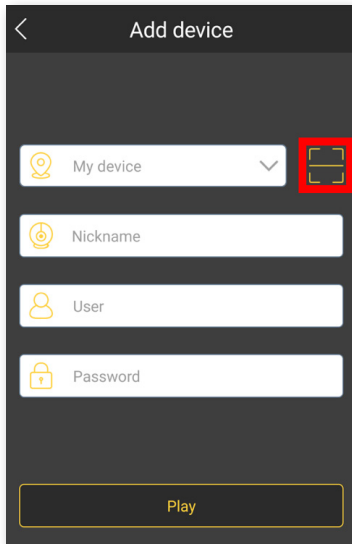
Download our free QT View mobile app to your mobile device, available for both Android and iOS.



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

To view your cameras on your mobile device, you will need to add your NVR to the QT View Mobile App.

- A. Launch the QT View Mobile App, you may skip any tutorials. Select the **QR Code Scanner**.



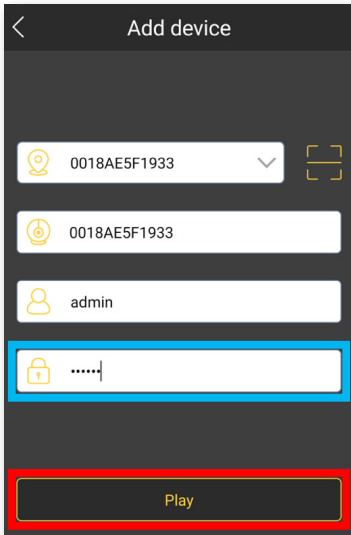
Select **Skip** to bypass the demo screens. You can also proceed by swiping the screen to view each slide.

- B. Scan the QR code displayed on the label on top of your NVR with your mobile device.



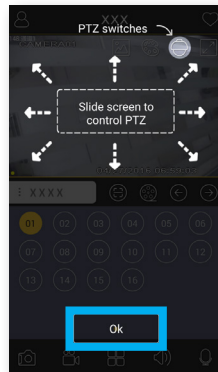
NOTE: All screenshots shown are from Android. The app may show "Preview" in place of "Play" button on iOS devices.

- C. Once scanned, the App will return to the Login screen. The NVR's ID will appear in the SN (Serial Number) section. Enter the **password** for your NVR and select **Play**.



If you did not change the password on page 11, the default login credentials are:

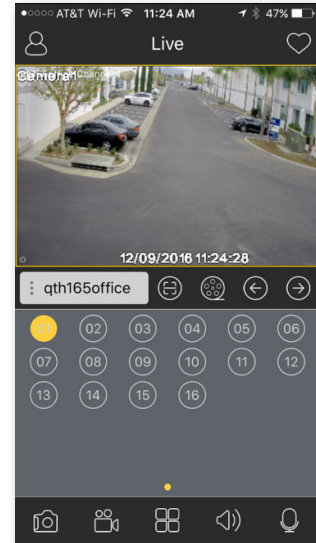
Username: **admin**
Password: **123456**



Select **OK** to bypass the demo screens.

- D. You have now successfully connected to your cameras.

NOTE: If this is your first time connecting to the NVR, you will be shown a brief demo. If you have any further questions, please refer to our support portal for additional information. If there is no image, or a dark screen when you first connect the cameras, please see the Troubleshooting section at the back of this guide.



Step 9: Adding Additional Mobile Devices

After completing the process on your first mobile device, repeat Step 8 with a new mobile device if desired.



QT View On Your Computer

You can access your NVR over the internet on a computer through your browser or, for Windows users, through the QT View desktop application.

Using QT View in a Windows Browser

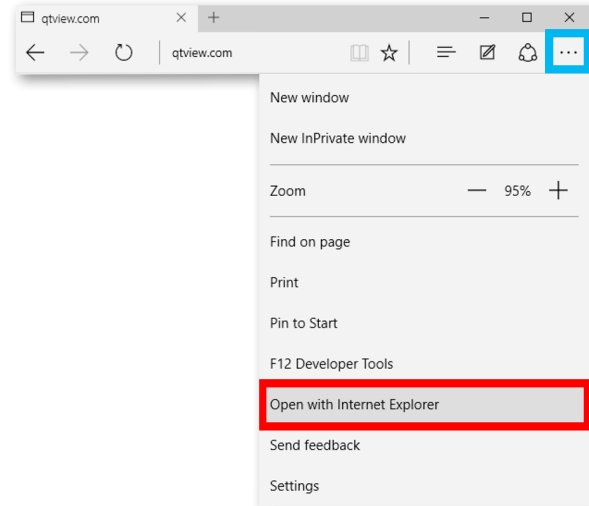
Use Internet Explorer for the best QT View experience possible, but you can also use the IE Tab Plugin available for Chrome or Firefox.

1. Open the **Microsoft Edge** browser.

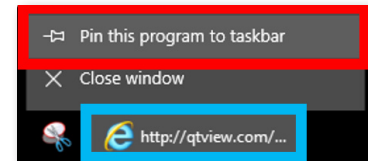


If you are using Windows 8, 7, Vista, or XP, open Internet Explorer and skip to Step 4.

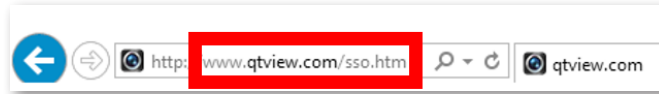
2. Go to **www.QTView.com** and click on the **...** menu in the upper right corner and select **Open with Internet Explorer** from the drop down menu.



3. Right-click **Internet Explorer** in the taskbar and Click **Pin this program to taskbar**.



4. If www.QTView.com does not load properly, or the screen remains blank after loading, enter the address www.qtview.com/sso.htm in the address bar.

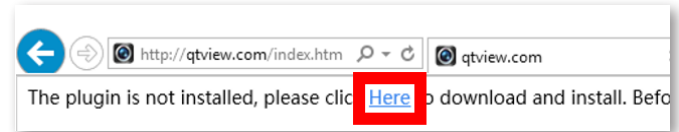


5. Enter the [Serial Number](#), [Username](#), and [Password](#) for your system and click [Login](#).

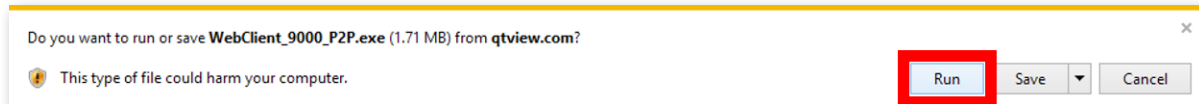



NOTE: The serial number is located on the label on top of your NVR.

6. You will be prompted to install a plugin. Click [Here](#) to download the plugin.



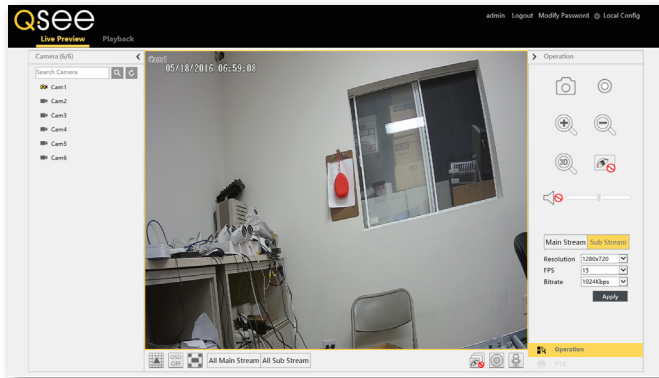
7. The prompt for the download will appear at the bottom of your browser. Click [Run](#).



- Once the plugin has been installed, click **Refresh**  or press F5 on your keyboard.




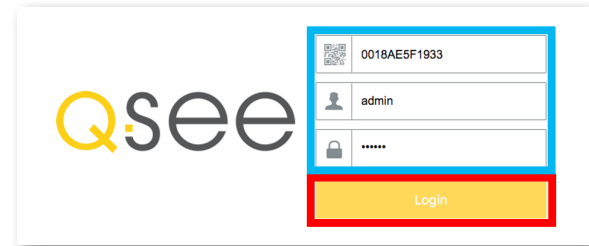
- Access to your cameras will automatically appear once the page reloads.



Using QT View on a Mac With Safari

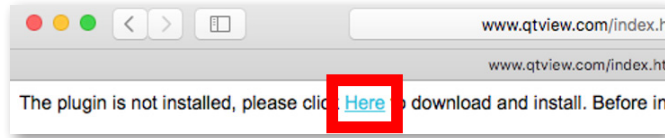
Safari is the only supported browser on OS X.

- Open the Safari browser and go to **www.QTView.com**. 
- Enter the **Serial Number**, **Username**, and **Password** for your system and click **Login**.

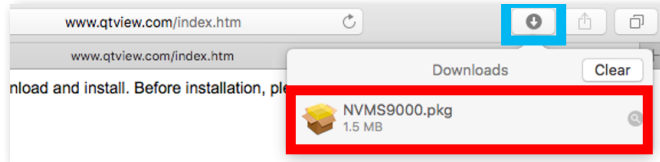


NOTE: The serial number is located on the label on top of your NVR.

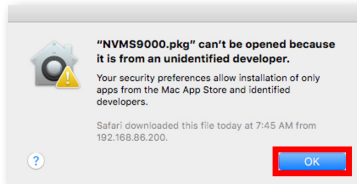
3. You will be prompted to install a plugin. Click [Here](#) to download the plugin.



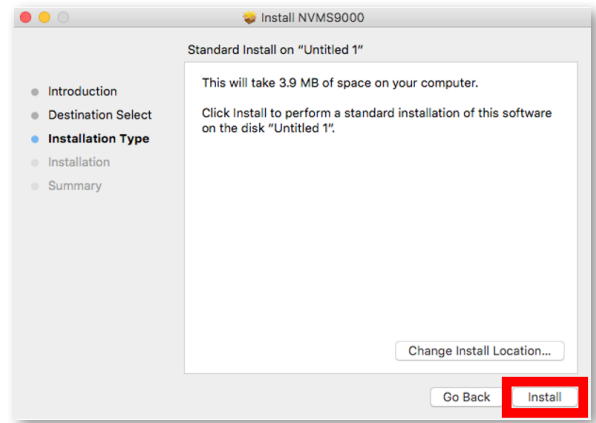
4. The plugin will appear in the “Downloads” of your browser. Click the [Downloads](#) button. Double-click [NVMS9000.pkg](#) to begin the installation.



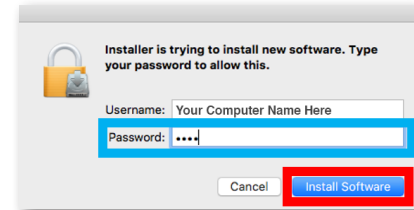
NOTE: If you see a message that the file is from an unidentified developer, click [OK](#) and refer to answer ID 2634 at www.q-see.com/support for info on allowing installations from unidentified developers.



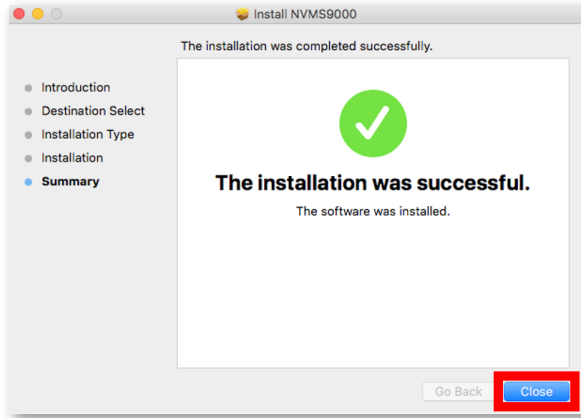
5. An installation window for NVMS9000 will appear. Click Continue to proceed and then click [Install](#).



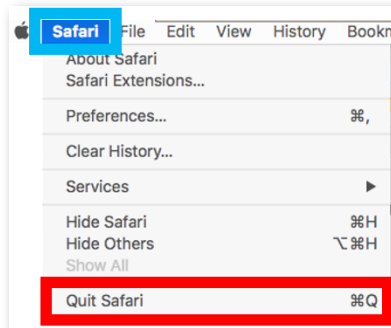
6. You may be prompted to enter the [Password](#) to your computer. Once completed, click [Install Software](#).



7. Once the installation is successful, click **Close**.



8. Safari must be restarted before proceeding. Click **Safari** in the Menu Bar. Click **Quit Safari**.



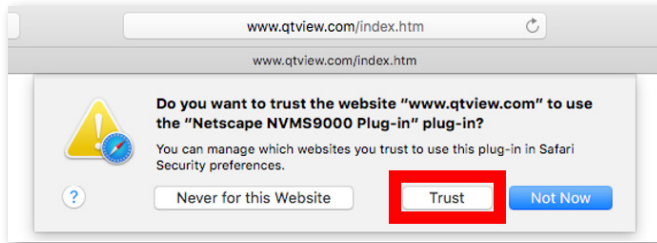
9. Open the Safari browser again and go to **www.QTView.com**.



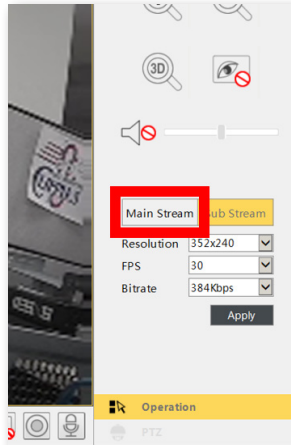
10. Enter the **Serial Number**, **Username**, and **Password** for your system and click **Login**.



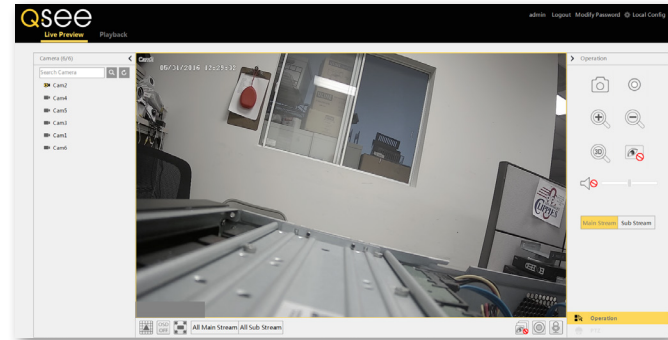
11. A prompt to trust the NVMS9000 Plug-in will appear. Click **Trust**.



12. Wait a moment for the connection to your recorder to be established and for the camera feed to appear. Click **Main Stream** to view in High Quality. Viewing your cameras in high quality will require a fast data connection and will result in higher data usage.



13. Please be patient while the stream refreshes.

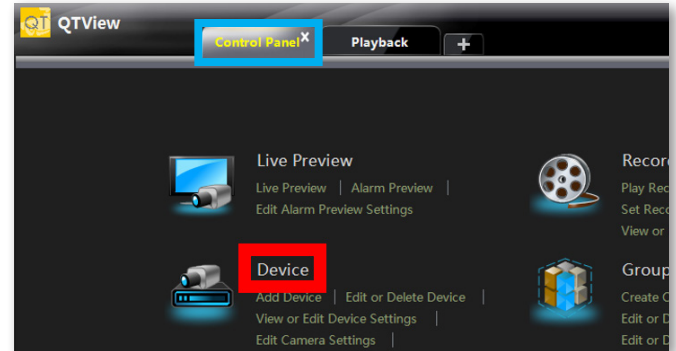


NOTE: High Quality Streaming may cause your network to slow, or cause your browser to become unresponsive if your network speed is insufficient.

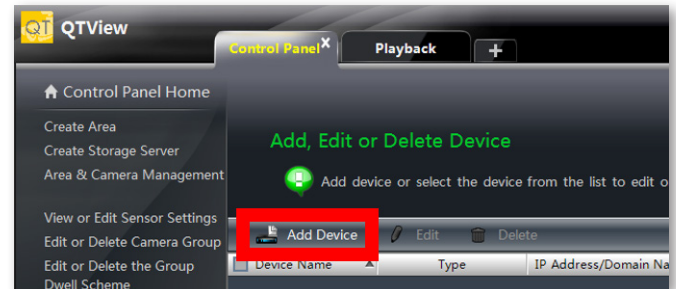
Using the QT View Windows Desktop App

1. Go to **www.QTView.com** and click the link below the login screen to download the Windows software.
2. Follow the on-screen instructions to install the program after accepting the license terms.
3. Launch the program by double clicking the QT View icon on your desktop.
4. Create a username and password for the program.
These credentials do not need to be the same as those on the NVR, and are independent.
5. Log into QT View using the credentials you created.
6. Select the computer hard drive you want to use to save video.

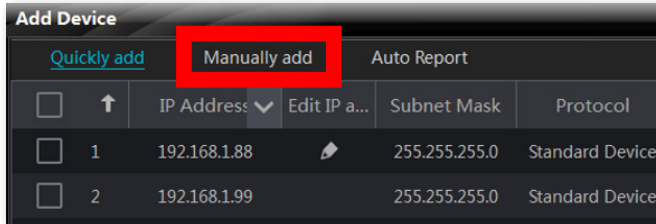
7. Click the **Control Panel** tab in the upper left corner of the screen then click **Device**.



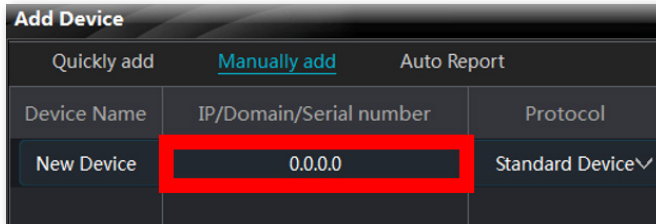
8. Click **Add Device**.



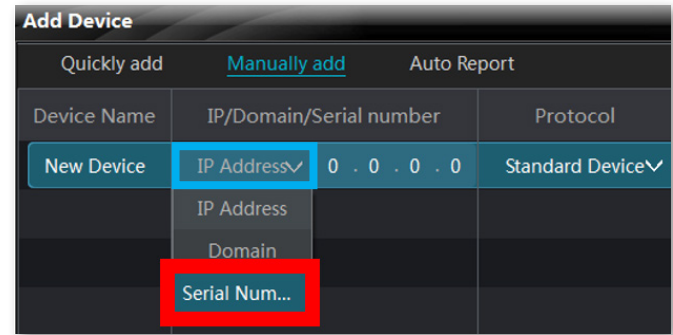
9. Click **Manually Add** in the Add Device window.



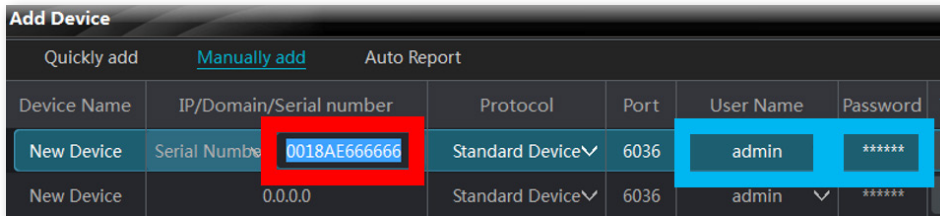
10. Click in the **IP/Domain/Serial Number** field for the New Device.



11. Click on **Serial Number** from the drop down options.

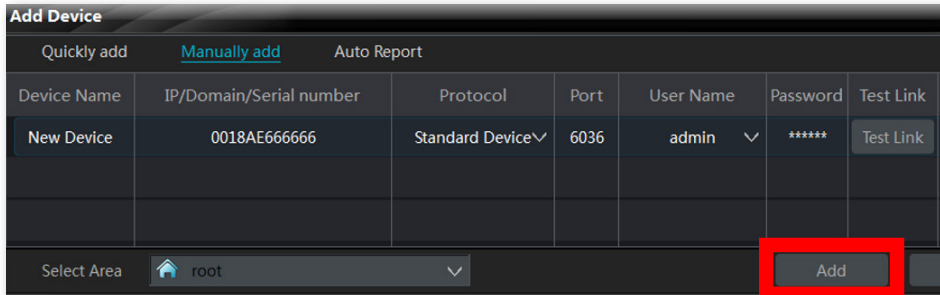


NOTE: QT View can scan your network to automatically search for NVRs. Please note that using this option to connect automatically will mean that your computer will need to be connected to the same network as your NVR to view camera feeds. Visit www.q-see.com/support for more information.

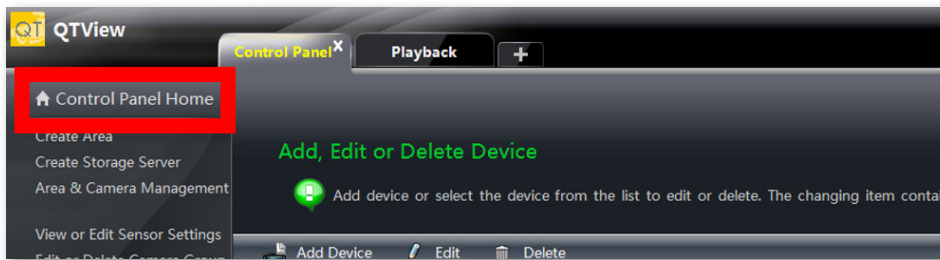


12. Enter the **serial number** for your system. If the **Username and/ or Password** for the system has been changed, enter them now. Otherwise, enter **the default username and password**.
Default credentials:

Username: admin
Password: 123456

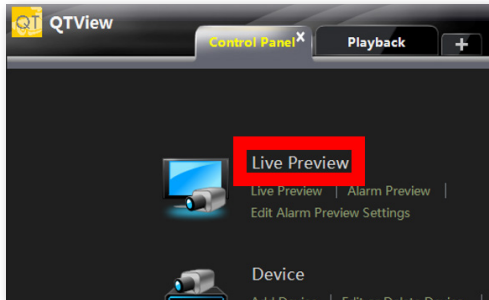


13. Click **Add**.

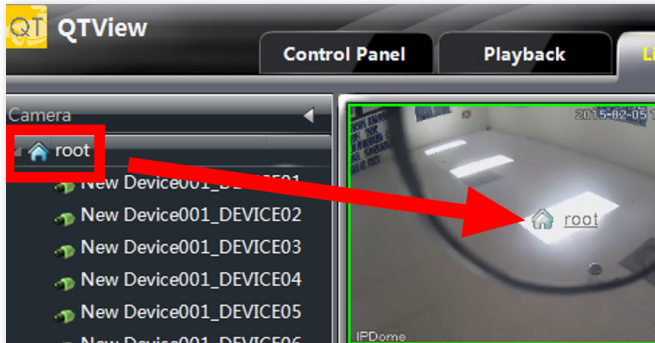


14. Click on **Control Panel Home** in the top left corner.

15. Click on **Live Preview**.

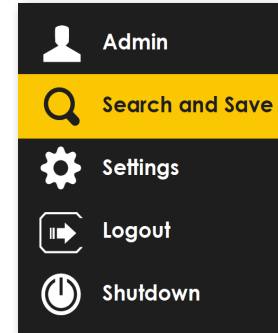


16. Click and drag **root** into a blank square. The cameras will automatically load.



Video Search, Playback and Backup

Your NVR records video captured by your cameras to its internal hard drive. These records can be accessed by selecting Search and Save in the pull-up menu. You can search for video that was recorded during a certain time, by type of recording, and by reviewing snapshots of recordings.



Search by Time: This is the best way to search one or more cameras to identify an incident.


Search by Event: This allows you to search through incidents which the system has flagged, one camera at a time.

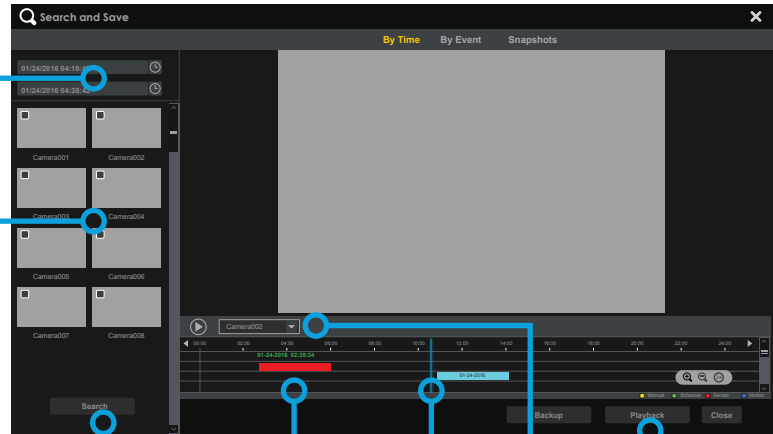
More info on these recording functions are included in the next section.


Search by Time

- A. Set the start and end times of your search.
- B. Select which camera(s) to search.
- C. Click **Search**.
- D. Video recorded during the search period will appear as color-coded bars, showing the time and duration.

Playback (Single Camera)

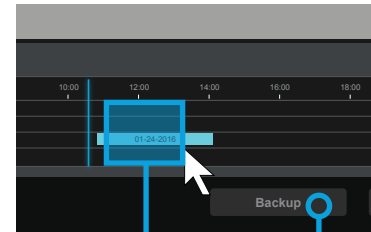
- E. Click on the timeline where you want playback to start. The blue time marker will snap to position.
- F. Select a channel in the pull-down and Press .



NOTE: Pressing **Playback** (G) will open full screen mode showing video from multiple cameras. Functions operate as described above. Press  to back up files.

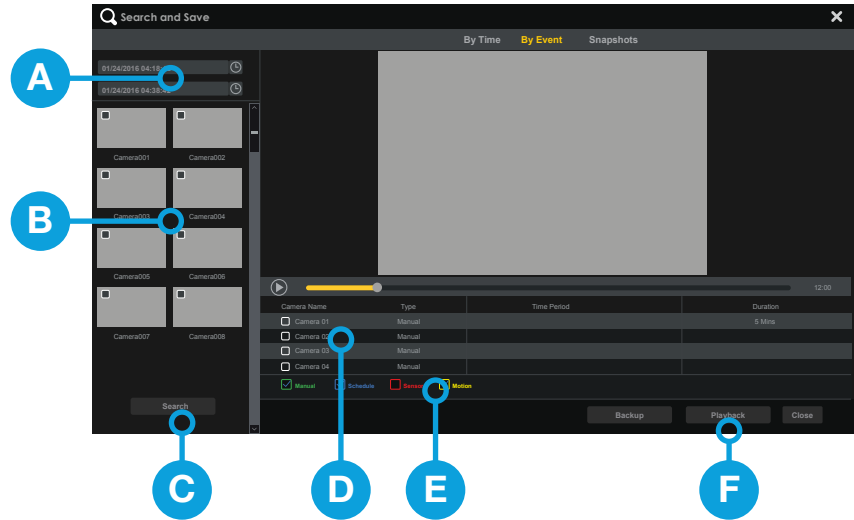
Backup

- H. Click and drag on the timeline to select the video(s) to back up.
- I. Press **Backup**. Insert a USB flash drive into the port on the front of the NVR and follow the on-screen instructions.



Search by Event

- A. Set the start and end times of your search.
- B. Select which camera(s) to search.
- C. Click **Search**.
- D. Video recording during the search period will appear in a list.
- E. Refine your search by selecting the type of event.



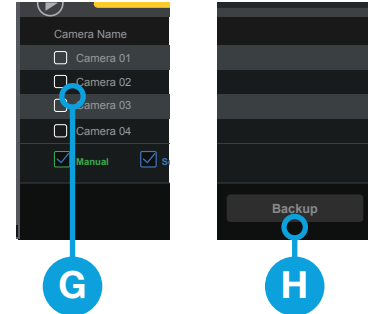
Playback

- F. Select a file to view and press **Playback**.

NOTE: Video events will play back one at a time. Pressing **Playback** will change to full-screen mode.

Backup

- G. Select the file(s) you want to backup.
- H. Press **Backup**. Insert a USB flash drive into the port on the front of the NVR and follow the on-screen instructions.

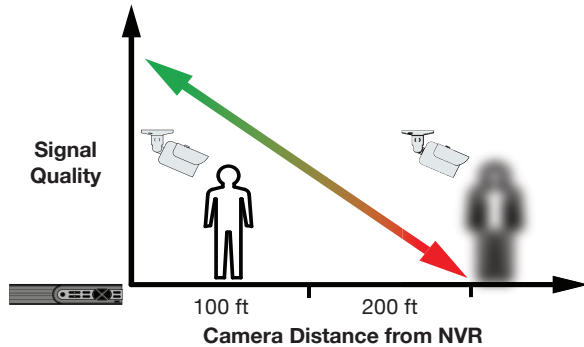


Get the Most Out of Your Q-See Cameras

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

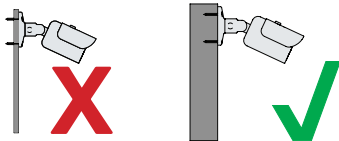
Distance From Viewing/Recording Device

Walls & floors will affect signal strength, especially concrete.



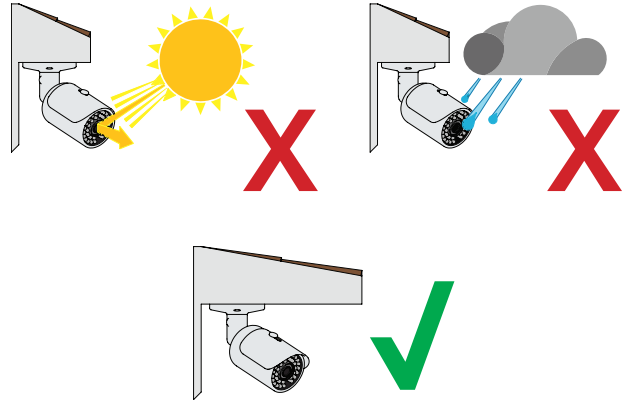
Mounting Surface Thickness

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

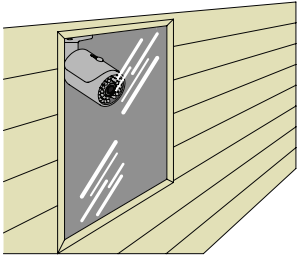


Avoid direct exposure to weather

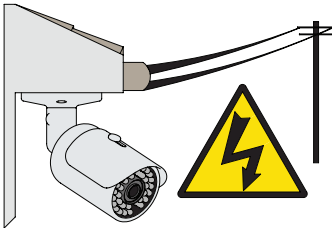
Mount your camera under an eave or awning if possible.



Do not place camera behind a window

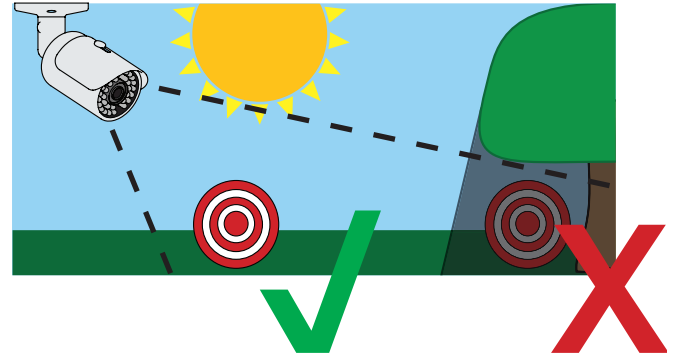


Do not place near high-voltage wires or other sources of electrical interference



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, 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 the NVR powered on and your camera(s) still connected to the system, 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 pages 5 and 6.

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



Repairs and Returns



How-To's



Support Videos



Firmware Updates



Software



Manuals and Guides

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