



QT Analog HD Camera & DVR 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 4MP Analog HD security solution. 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.   

What's Included

Cameras

Number of cameras included vary by system



Camera Cables

60 feet of BNC cable per camera



Power Supply

Your system will include one of the options below

A



B



DVR



DVR Cables



HDMI Cable



Network (Ethernet) Cable



SATA Cable
Not included with every system

Power Splitters

Number of splitters included vary by system



Mouse

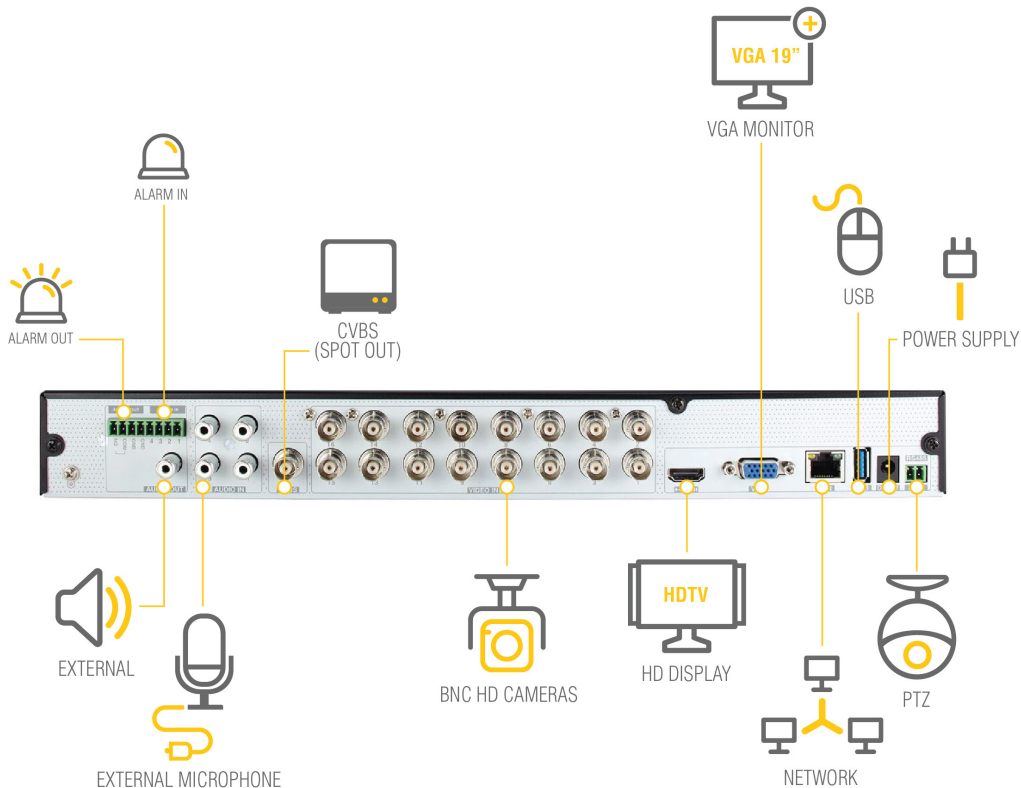


CVBS/Spot Out Adapter



Understanding Your DVR: Rear Panel

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



Get Connected

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.

Step 1: Registration

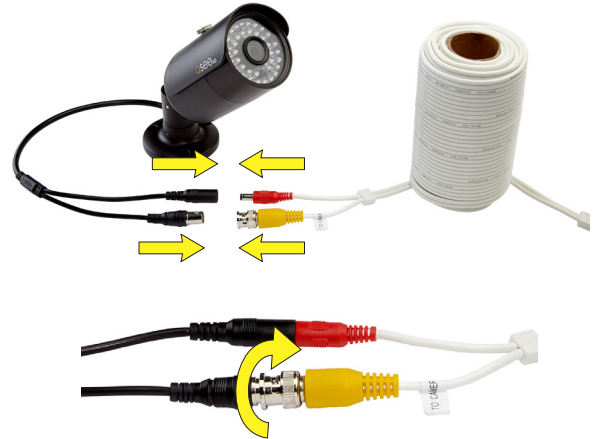
The first step is to register your device on the Q-See Support Portal at: www.q-see.com/register

Register your device to enjoy the following features:

- You will receive regular updates about the latest firmware version of your device.
- Registering your product will streamline warranty claims and support requests by syncing your registered product with your account.
- You will receive tailored support for your device.
- You can easily find other Q-See products that are compatible with your device.

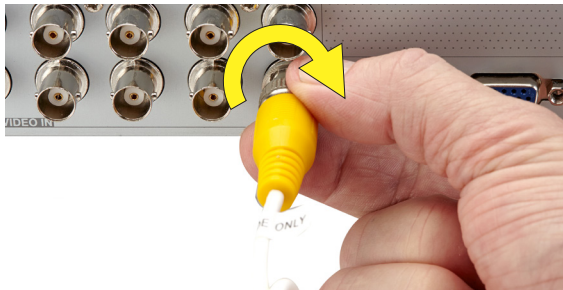
Step 2: Connect Your Cameras

- A. Plug the (camera only) BNC connector and power cable into the camera. Twist and lock the end of the BNC cable to secure the connection.

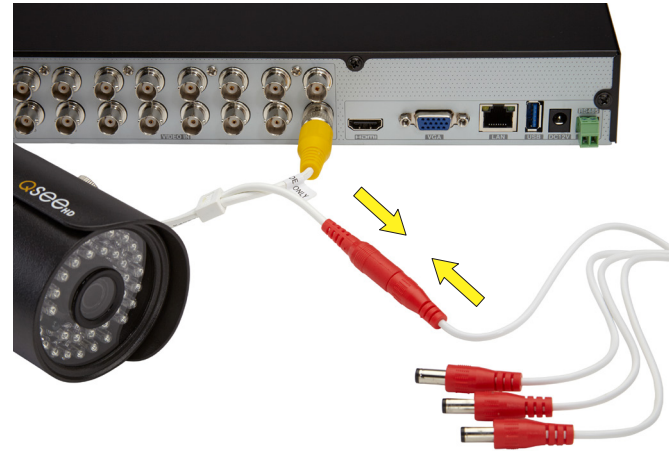


NOTE: Please test cameras and connections prior to mounting.

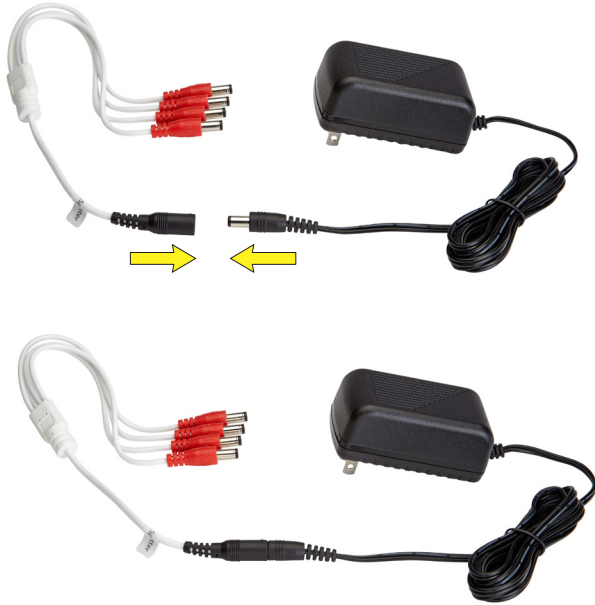
- B.** Connect the (DVR only) BNC connector into the back of the DVR as shown in the image. Twist and lock each end of the BNC cable to secure the connections.



- C.** Connect the (DVR only) power cable into one of the available ends of the four way splitter as shown below.



- D. Connect the female end of the power splitter into the adapter as shown in the image below:



NOTE: Repeat the Steps A through D for each camera.

Step 3: Connect DVR to Display

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

Option A: HDMI

- A1. Plug the included HDMI cable into the DVR'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 DVR'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.



NOTE: If your display does not have HDMI or VGA ports, use the included CVBS/Spot out adapter (BNC to RCA). Using this adapter will not support an HD signal.

Step 4: Connect Mouse

Plug the included mouse into the USB port on the back of the DVR. 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 DVR.



- 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 DVR & Cameras

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



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



- C. Plug the camera power supply into a surge protector.

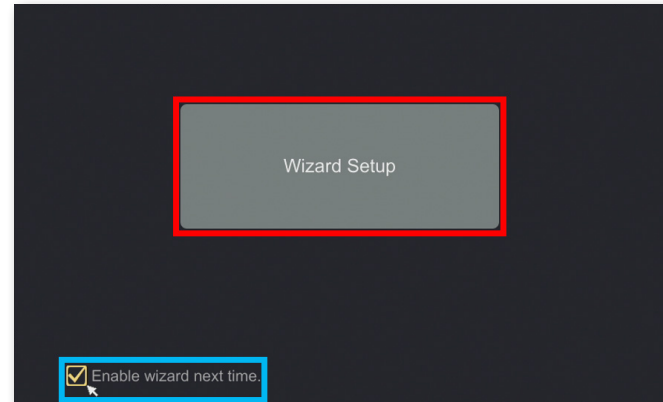
NOTE: The camera will make a faint clicking sound when the power is activated.

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



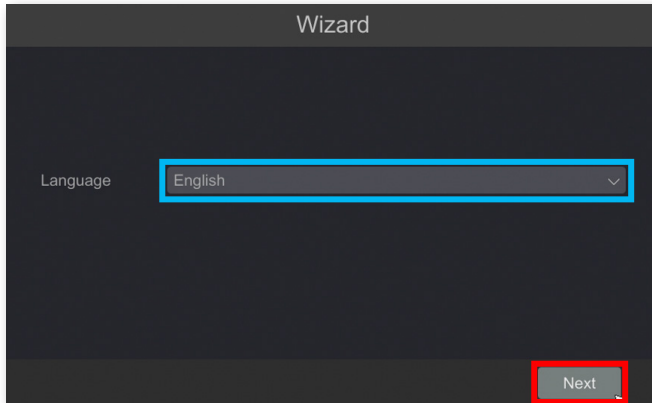
Step 7: Startup Wizard

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 DVR for 30 seconds and turn power back on.

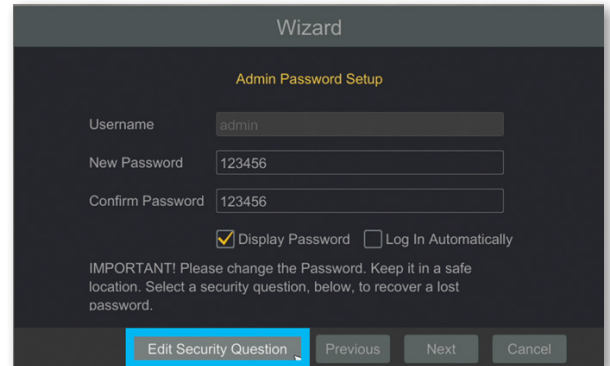
- A. Set your [desired language](#) in the first window:



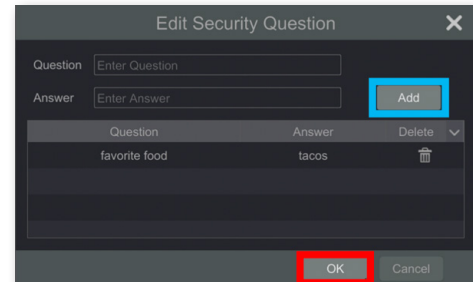
The screenshot shows a window titled "Wizard" with a dark background. On the left, the word "Language" is displayed. To its right is a dropdown menu currently set to "English". A blue rectangular box highlights the dropdown menu. At the bottom right of the window, there is a "Next" button, which is highlighted with a red rectangular box.

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.

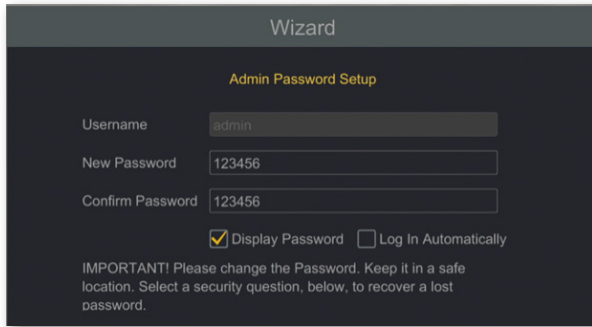


The screenshot shows a window titled "Wizard" with a dark background. At the top, it says "Admin Password Setup". Below this are three input fields: "Username" with the value "admin", "New Password" with the value "123456", and "Confirm Password" with the value "123456". There are two checkboxes: "Display Password" (checked) and "Log In Automatically" (unchecked). Below the checkboxes is a warning message: "IMPORTANT! Please change the Password. Keep it in a safe location. Select a security question, below, to recover a lost password." At the bottom, there are four buttons: "Edit Security Question" (highlighted with a blue box), "Previous", "Next", and "Cancel".



The screenshot shows a dialog box titled "Edit Security Question" with a close button (X) in the top right corner. It has two input fields: "Question" with the placeholder text "Enter Question" and "Answer" with the placeholder text "Enter Answer". To the right of the "Answer" field is an "Add" button, which is highlighted with a blue box. Below the input fields is a table with three columns: "Question", "Answer", and "Delete". The table contains one row with the values "favorite food", "tacos", and a trash icon. At the bottom of the dialog box, there are two buttons: "OK" (highlighted with a red box) and "Cancel".

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



The screenshot shows the 'Wizard' interface for 'Admin Password Setup'. It features three input fields: 'Username' with 'admin', 'New Password' with '123456', and 'Confirm Password' with '123456'. There are two checkboxes: 'Display Password' (checked) and 'Log In Automatically' (unchecked). A warning message at the bottom states: 'IMPORTANT! Please change the Password. Keep it in a safe location. Select a security question, below, to recover a lost password.'

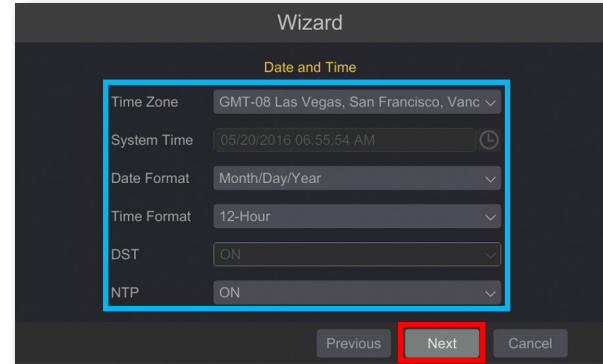
Please write down your new password in the space provided below:

Username: **admin**

Password: _____

NOTE: Password is case sensitive.

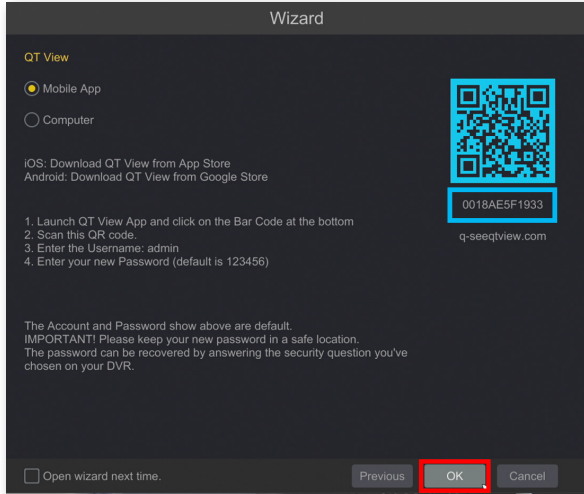
D. Set the current **Date and Time**. Click **Next** to proceed to the Network Setup.



The screenshot shows the 'Wizard' interface for 'Date and Time' configuration. A blue box highlights the configuration options: '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), and 'NTP' (ON). At the bottom, there are three buttons: 'Previous', 'Next' (highlighted with a red box), and 'Cancel'.

NOTE: If you will be connecting the DVR to the internet, enabling Time server allows the DVR 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 DVR 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 DVR 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

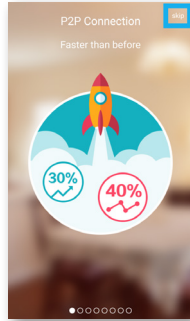
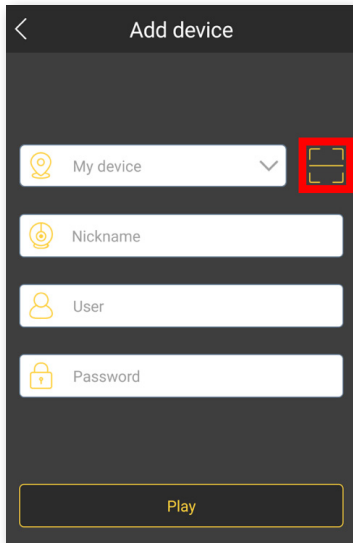
Download our free QT View mobile app to your mobile device, available for both Android and iOS.



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

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

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



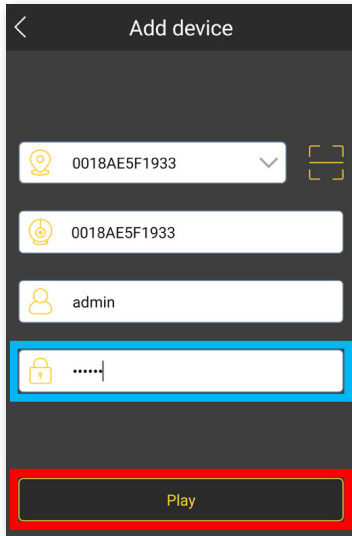
Select **Skip** to bypass the demo screens. You can also proceed by swiping the screen to view each slide.

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

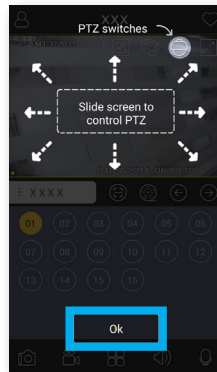


NOTE: All screenshots shown are from Android. The app may show "Preview" in place of "Play" button on iOS devices.

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



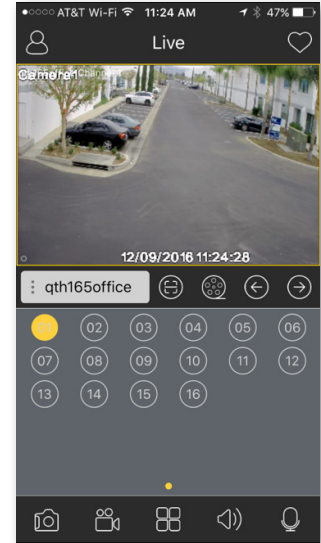
If you did not change the password in Step 8C, the default login credentials are:
Username: **admin**
Password: **123456**



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 DVR, 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 DVR 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

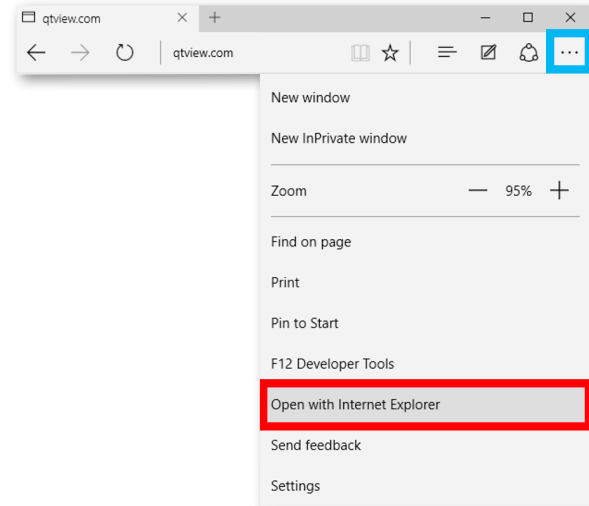
Use Internet Explorer for the best QT View experience possible, but you can also use the IE Tab Plugin available for Chrome or Firefox.

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

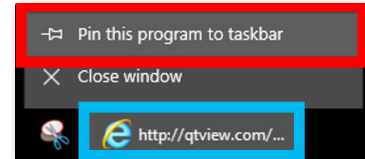


If you are using Windows 8, 7, Vista, or XP, open Internet Explorer and skip to Step 4.

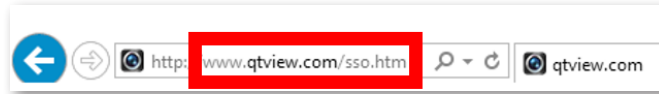
2. Go to **www.QTView.com** and click on the **...** menu in the upper right corner and select **Open with Internet Explorer** from the drop down menu.



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.

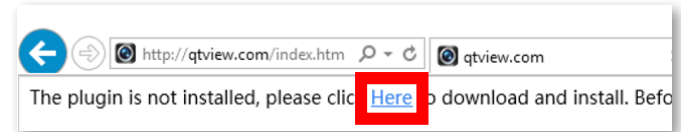


5. Enter the [Serial Number](#), [Username](#), and [Password](#) for your system and click [Login](#).

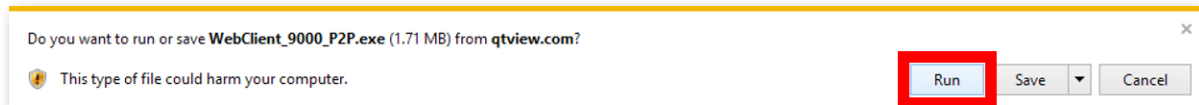



NOTE: The serial number is located on the label on top of your DVR.

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



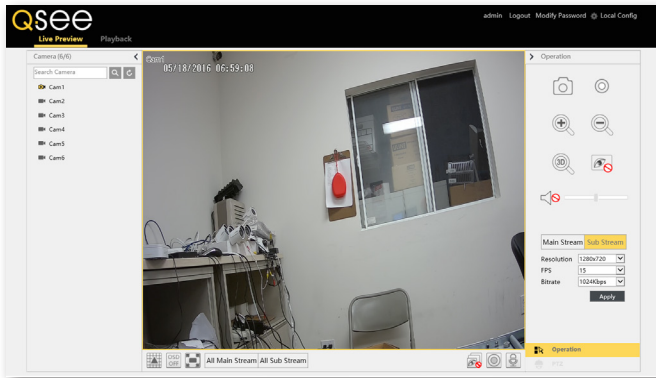
7. The prompt for the download will appear at the bottom of your browser. Click [Run](#).



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




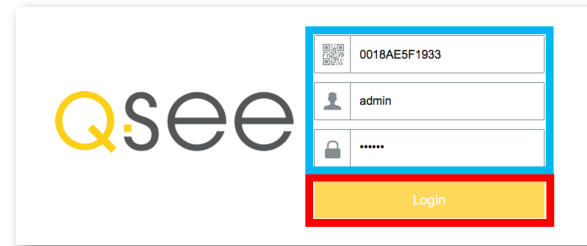
- Access to your cameras will automatically appear once the page reloads.



Using QT View on a Mac With Safari

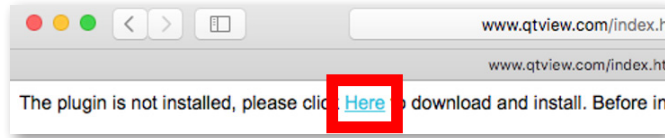
Safari is the only supported browser on OS X.

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

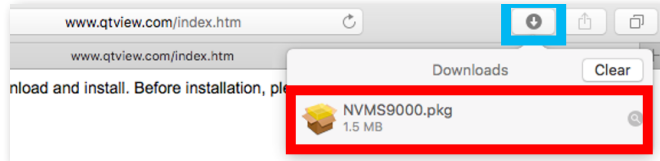


NOTE: The serial number is located on the label on top of your DVR.

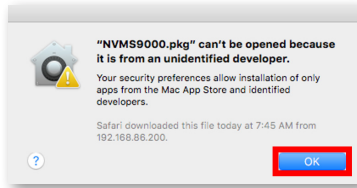
3. You will be prompted to install a plugin. Click [Here](#) to download the plugin.



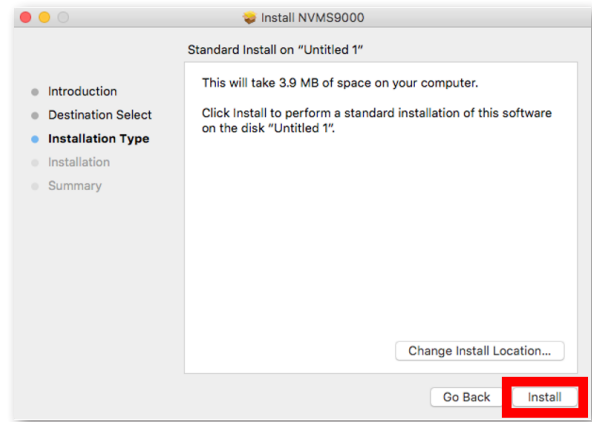
4. The plugin will appear in the “Downloads” of your browser. Click the [Downloads](#) button. Double-click [NVMS9000.pkg](#) to begin the installation.



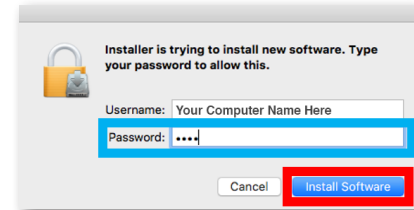
NOTE: If you see a message that the file is from an unidentified developer, click [OK](#) and refer to answer ID 2634 at www.q-see.com/support for info on allowing installations from unidentified developers.



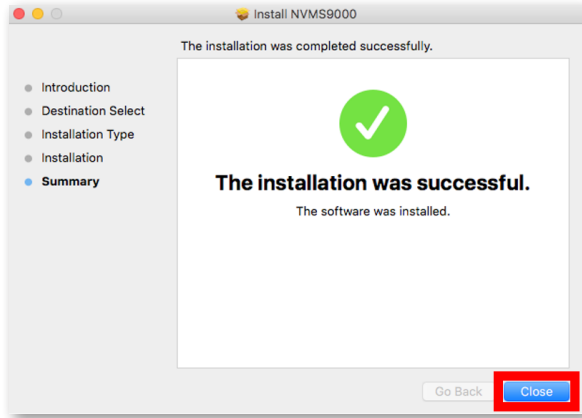
5. An installation window for NVMS9000 will appear. Click Continue to proceed and then click [Install](#).



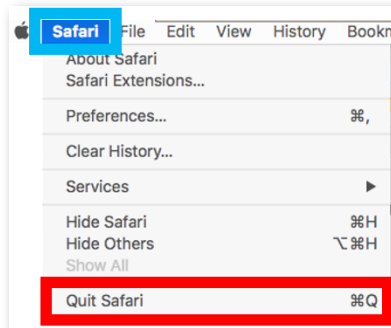
6. You may be prompted to enter the [Password](#) to your computer. Once completed, click [Install Software](#).



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



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



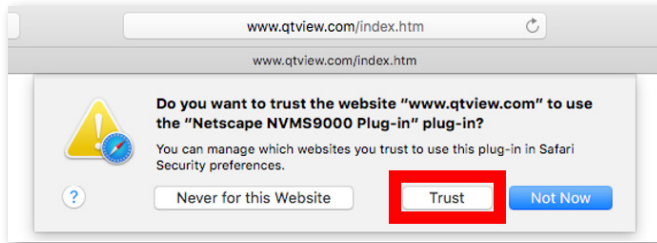
9. Open the Safari browser again and go to **www.QTView.com**.



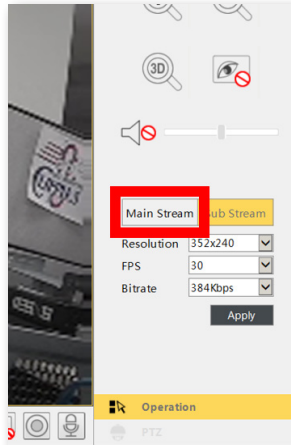
10. Enter the **Serial Number**, **Username**, and **Password** for your system and click **Login**.



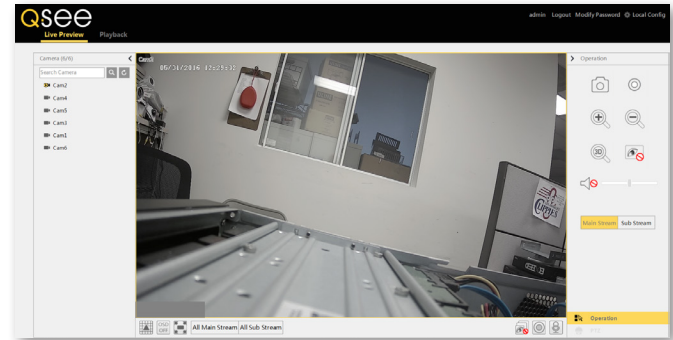
11. A prompt to trust NVMS9000 Plug-in will appear. Click **Trust**.



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.

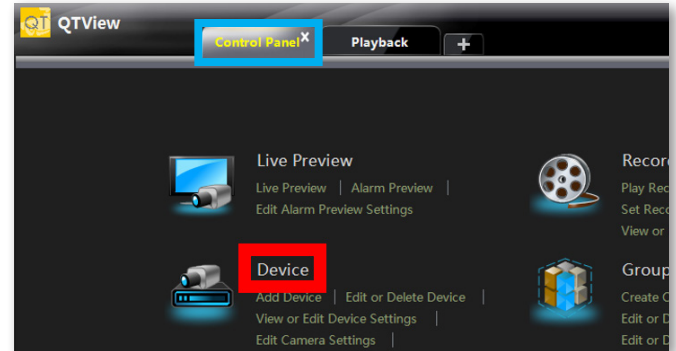


NOTE: High Quality Streaming may cause your network to slow, or cause your browser to become unresponsive if your network speed is insufficient.

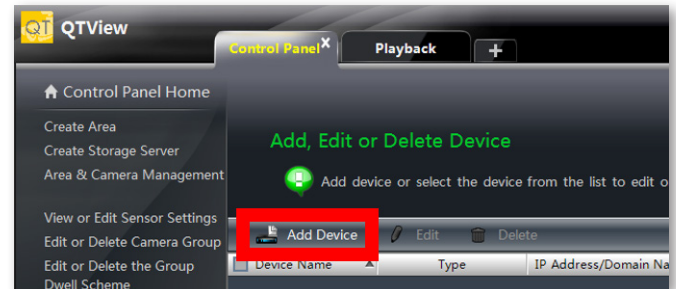
Using the QT View Windows Desktop App

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 user name and password for the program.
These credentials do not need to be the same as those on the DVR, 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.

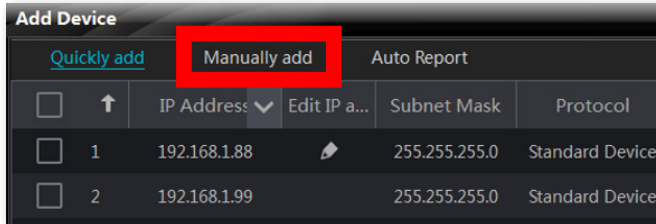
7. Click the **Control Panel** tab in the upper left corner of the screen then click **Device**.



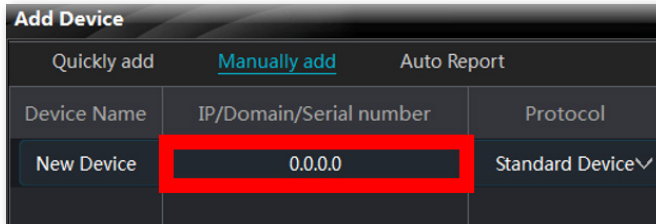
8. Click **Add Device**.



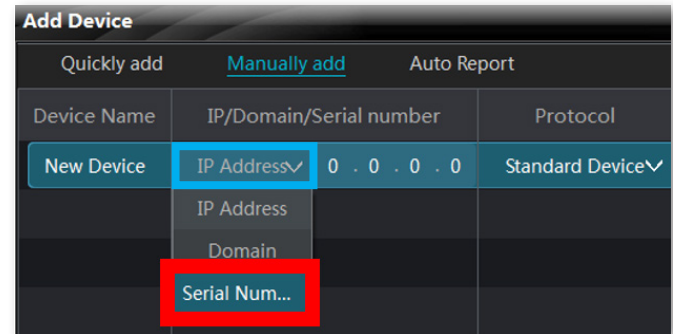
9. Click **Manually Add** in the Add Device window.



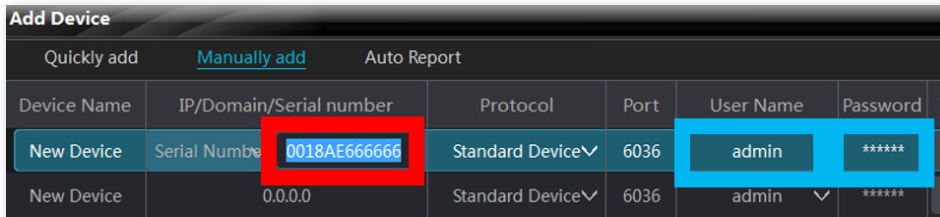
10. Click in the **IP/Domain/Serial Number** field for the New Device.



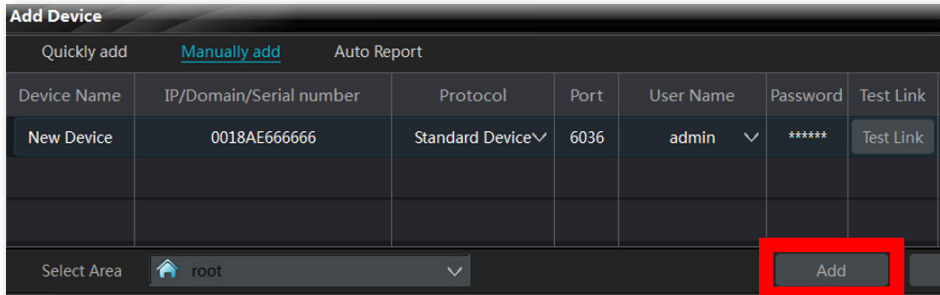
11. Click on **Serial Number** from the drop down options.



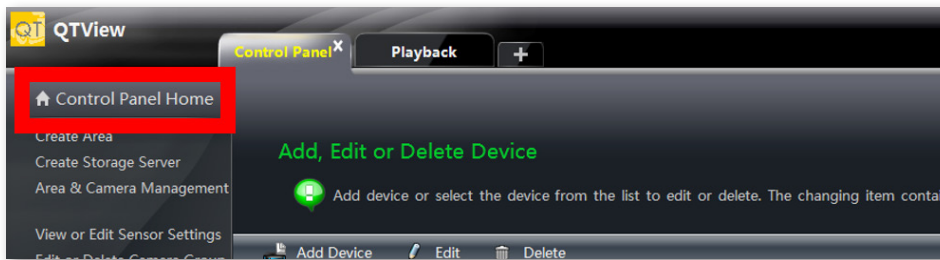
NOTE: QT View can scan your network to automatically search for DVRs. Please note that using this option to connect automatically will mean that your computer will need to be connected to the same network as your DVR to view camera feeds. Visit www.q-see.com/support for more information.



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

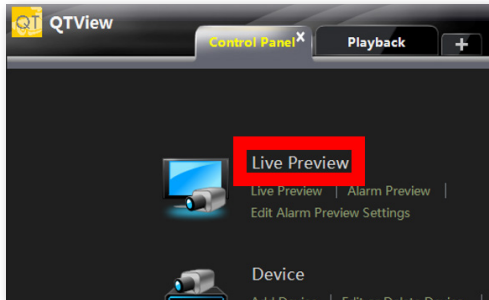


13. Click **Add**.

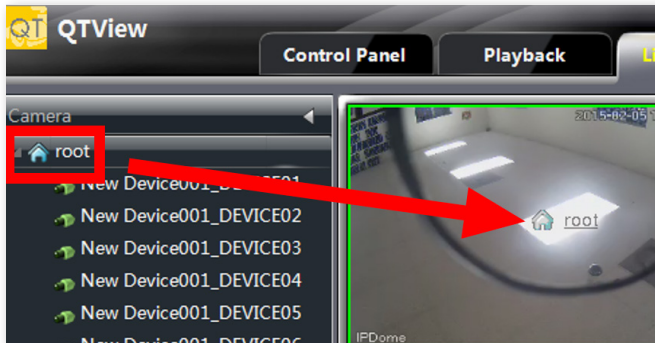


14. Click on **Control Panel Home** in the top left corner.

15. Click on **Live Preview**.

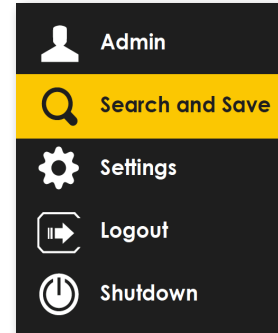


16. Click and drag **root** into a blank square. The cameras will automatically load.



Video Search, Playback and Backup

Your DVR 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.

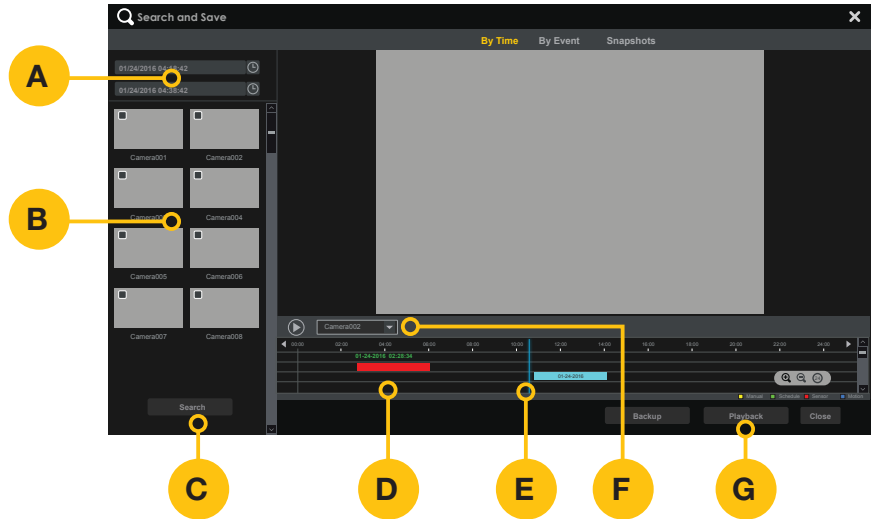
Searching by Time

- 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 that position.
- F. Select a channel in the pull-down and Press 

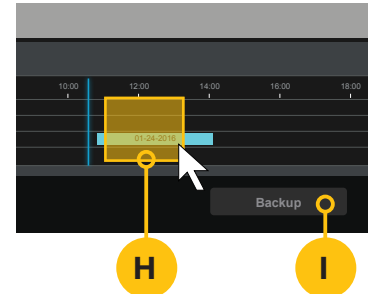
ATTENTION: Pressing *Playback* (G) will open full screen mode showing video from multiple cameras. Functions operate as described above. Press  to back up files.



Backup

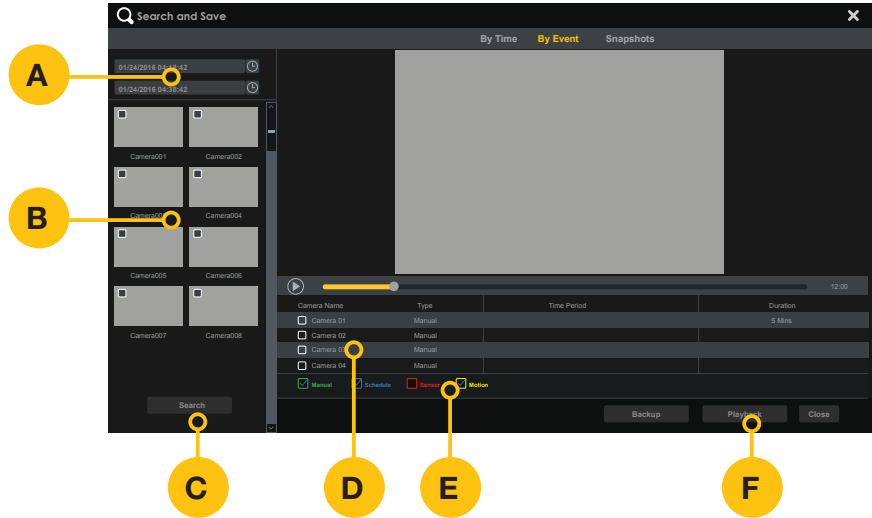
- H. Click and drag on the timeline to select the video(s) to back up.
- I. Press *Backup*

Insert a USB flash drive into the port on the front of the DVR and follow the on-screen instructions.



Searching by Event

- 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 in a list.
- E. Refine your search by selecting the type of event.



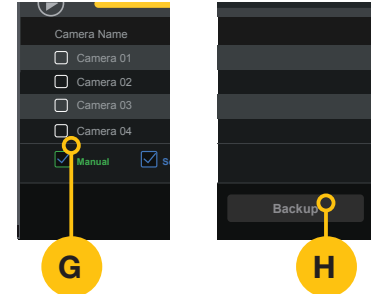
Playback

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

Backup

- G. Select the file(s) you want backup
- H. Press *Backup*

Insert a USB flash drive into the port on the front of the DVR and follow the on-screen instructions.



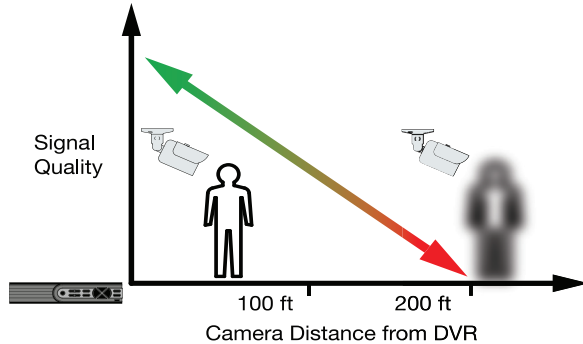
ATTENTION: Video events will play back one at a time. Pressing *Playback* will change to full-screen mode.

Get the Most Out of Your Q-See Cameras

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

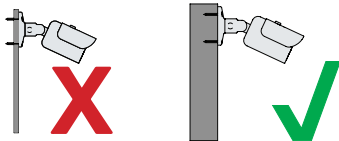
Distance From Viewing/Recording Device

Walls & floors will affect signal strength, especially concrete.



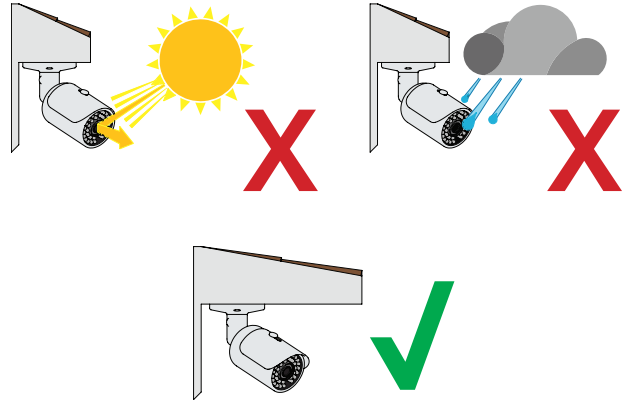
Mounting Surface Thickness

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

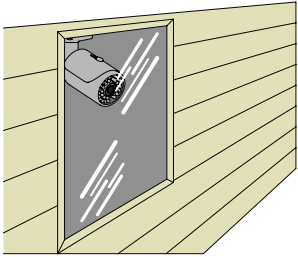


Avoid direct exposure to weather

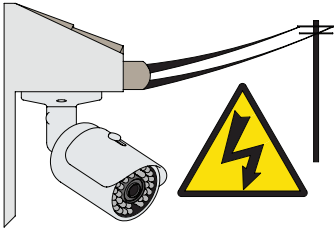
Mount your camera under an eave or awning if possible.



Do not place camera behind a window

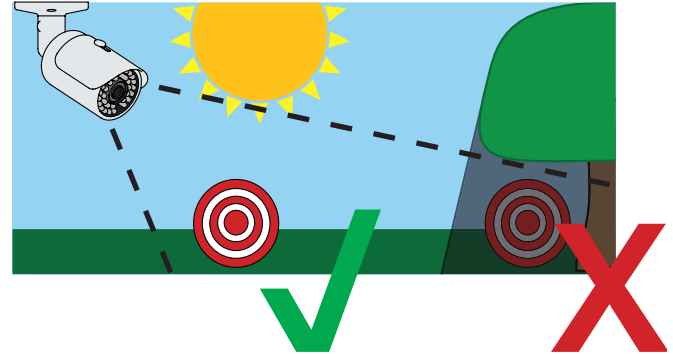


Do not place near high-voltage wires or other sources of electrical interference



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 DVR and power, if you do not see a video image on screen and your DVR 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 video cable is properly connected to both the camera and the DVR 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 will need to be replaced through the RMA process and you can visit www.q-see.com/support for more info.
- Connect the cable to a different channel on the DVR. If you see video, then the culprit is a bad channel input and the DVR will need to be replaced through RMA.

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

Glossary

BNC: Bayonet Neill–Concelman connector is a miniature quick connect/disconnect radio frequency connector used for coaxial cable.

CVBS/Spot Out Adapter: Converts from CVBS fitting to composite RCA fitting.

DVR (Digital Video Recorder): Cameras connect directly to the recorder using BNC connections.

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

Language: This is the language the DVR will use.

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

NTP (Network Time Protocol): This maintains the accuracy of the DVR's clock. Check the box to turn on.

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.

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

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