Wireless HD Security Camera System

CROMORC

OWNER'S MANUAL

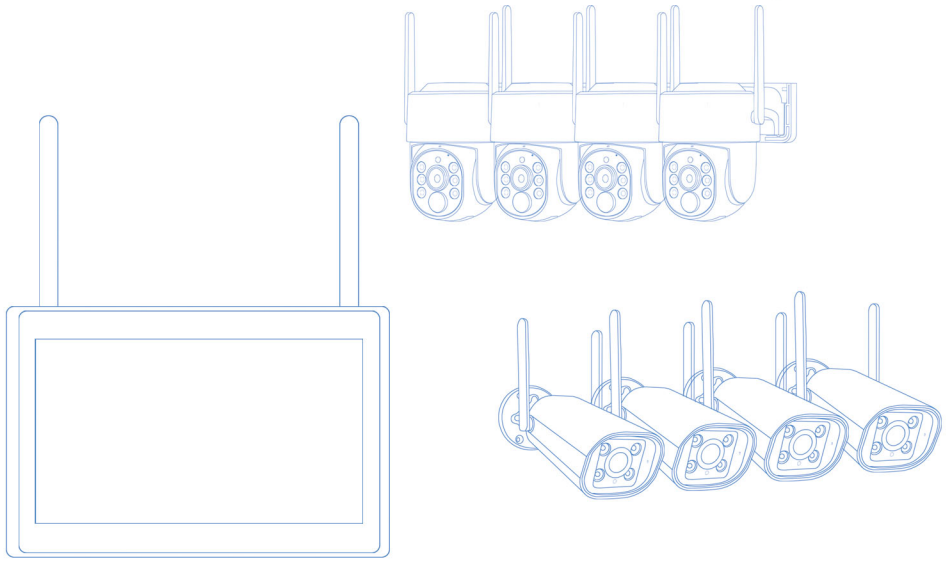
Wireless HD Security Camera System

OWNER'S MANUAL

CnkOM601

CROMORC

Website: www.cromorc.com
E-mail: cromorc_cctv@hotmail.com
Facebook: CromorcCCTV



Please read this manual before using the product

Welcome

Congratulations on your latest purchase and welcome to the Cromorc 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 Cromorc.

Disclaimer:

Due to our ongoing effort to constantly improve our products, functions may have been added or changed. Not all features and capabilities are shared across all models so you may see features which are not applicable. In addition you may see screen images that do not exactly match those on your display.

The exact components of your system, images and quantities may vary depending on your model number. While these may vary, this Manual will address the setup and initial configuration of your NVR and cameras.

By purchasing a Cromorc wireless NVR kit, you receive a one (1) year warranty covering manufacturing defects in material and workmanship. This warranty does not apply upon the following events:

1. Electrical short circuits or power surges.
2. Product is either tampered with, modified or repaired by another service provider.
3. Accident, fire, flood or other natural disaster.
4. Defects or damages arising by use of the Produce in other than normal conditions. (including normal atmospheric, moisture and humidity conditions)

Cromorc VIP members enjoy 1 year extended warranty

Register within 30 days after receiving your camera system

https://www.cromorc.com/vip.html

We will carefull consider all your valuable feedback. If you have any questions about using our products, please feel free to contact us directly.

Email: cromorc_cctv@hotmail.com

Facebook: cromorcCCTV

Website: www.cromorc.com

Table of Contents

1. Product Overview

1.1 Attention 04
1.2 Safety Tips 04
1.3 What's Included 04
1.4 Understanding Your NVR 05
1.5 Understanding Your Camera 06
1.6 Install Hard Drive 09
1.7 Positioning NVR and Cameras to Get Better Wireless Signal 10

2. Get Connected

2.1 Connecting Your System 11

3. Menus and Settings

3.1 Login to Your System 12
3.2 Menu Bar | Tools | Shortcut Button 13
3.3 Set the Spotlight (Night Vision Mode) 14
3.4 Audio on NVR 15
3.5 PTZ Camera Control 16
3.6 General Setup 17
3.7 Local Upgrade the System Firmware 17
3.8 Set or Modify the NVR Password 18
3.9 Reset the NVR Password If You Forget It 18
3.10 Reset the Date and Time 19
3.11 Split Screen 19
3.12 Flip the Camera's Image 19
3.13 Set the Privacy Area of the Camera Image 20
3.14 Adjust the Chanenl Sort of the Camera Image 20
3.15 Connect to Router(WiFi) 21
3.16 Video Playback on NVR 22
3.17 Export Video 23

4. Camera Settings

4.1 Add More Camera to NVR 24
4.2 Camera Management 25
4.3 Extend the Camera Signal 26
4.4 Recording Mode 27
4.5 Intelligent / Humanoid Detection / Alarm Methods 29
4.6 E-mail Alarm Push 31
4.7 Mobile Phone APP Alarm Push 32

5. View Video Remotely

5.1 View Video on Mobile Phone Via APP 33
5.2 View Video on PC Via CMS 40

6. FAQs 43

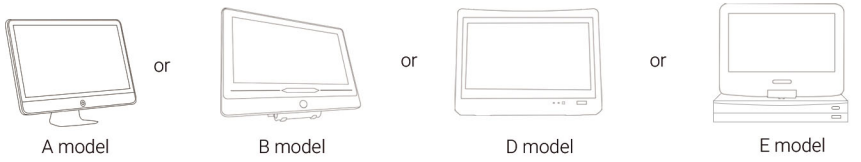
1.1 Attention

1. Please read this manual before using the product.
2. This product may require cabling. It is strongly suggested to test all products and parts before installation and cabling.
3. Cameras are not battery powered, they need to be plugged into a power outlet nearby.
4. The NVR needs to be powered by the included 3A power supply.
5. If you need to remote view on your mobile phone, tablet or computer, please ensure that your NVR connects to router(WiFi) (Refer to Page 21).

1.2 Safety Tips

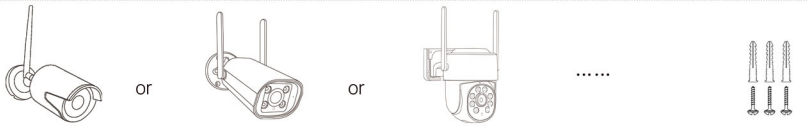
1. **Avoid direct exposure to weather**
   Mount your camera under an eave or awning if possible for longer service life and better image effects.
2. **Do not operate NVR in wet or dusty areas**
   Avoid placing the NVR in areas such as a damp basement or dusty attic.
3. **Use the provided power adapter**
   Do not use this product with a power source that applies more than the specified voltage.
4. **Do not install near any heat sources**
   Do not install the NVR near any heat sources such as stoves, heat registers, radiators or electronics (including amplifiers) that produce heat.
5. **Unplug the NVR when moving it**
   Make sure that the NVR is unplugged before you move it.

1.3 What's Included



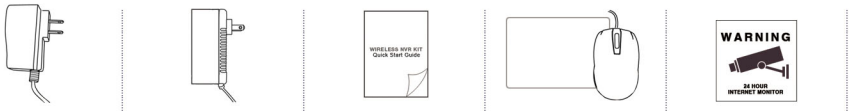
A model | B model | D model | E model

NVR with/without screen (x1) Pre-installed HDD(x1)



C2 | C5 | PTZB

Bullet or PTZ Camera(x4) & Screw for camera(x4)

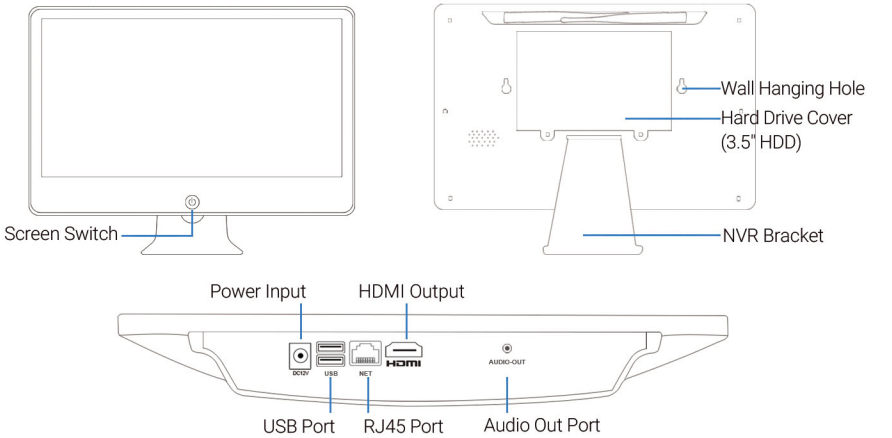


1A Power Adapter For Camera (x4) | 3A Power Adapter For NVR (x1) | Owner's Manual (x1) | USB Mouse (x1) Mouse Pad (x1) | Surveillance Warning Note(x1)

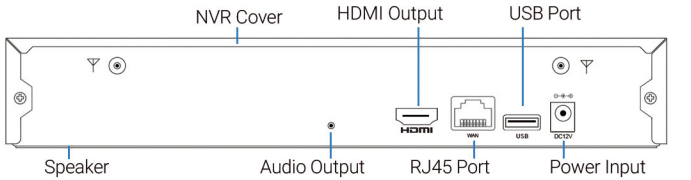
1.4 Understanding Your NVR

The appearance of NVR is not limited to this and may vary, for reference only.

A model NVR



E model NVR



Power Input – 12V 3A DC power input.

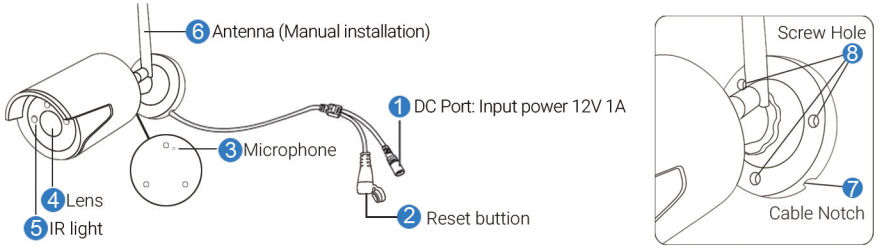
HDMI Output –

1. If you need a larger screen, please connect the NVR to your monitor with an HDMI cable.
2. If your NVR does not come with a built-in screen, you need to connect it to monitor/TV with an HDMI cable.

USB Port – Allow for the connection of a USB mouse or a USB flash disk. Connect the USB mouse to operate the menu interface of NVR. Connect a USB flash disk to export video.

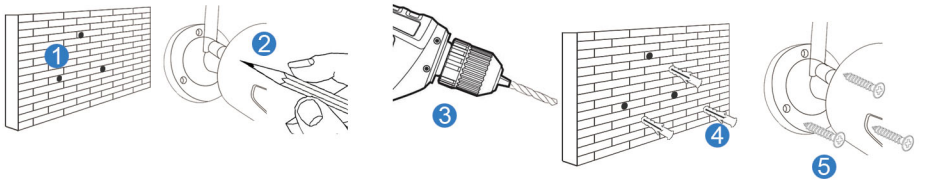
1.5 Understanding Your Camera(Bullet / PTZ Camera)

Bullet Camera(C2)



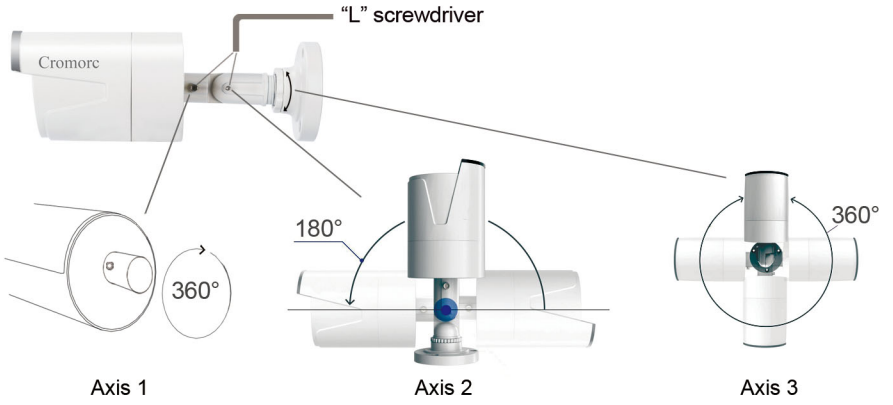
• Install the camera on wall or ceiling

1. Choose a location where you want to install the camera.
2. Mark three holes on the surface of your plan to indicate the position of the screw, use the camera base hole as a guide.
3. Using a drill bit slightly smaller than the included screw anchors, drill into the mounting surface using the guide marks you placed in the previous step.
4. Insert the screw anchors.
5. Align the holes on the camera base with the screw anchors, insert screws and tighten until firm.



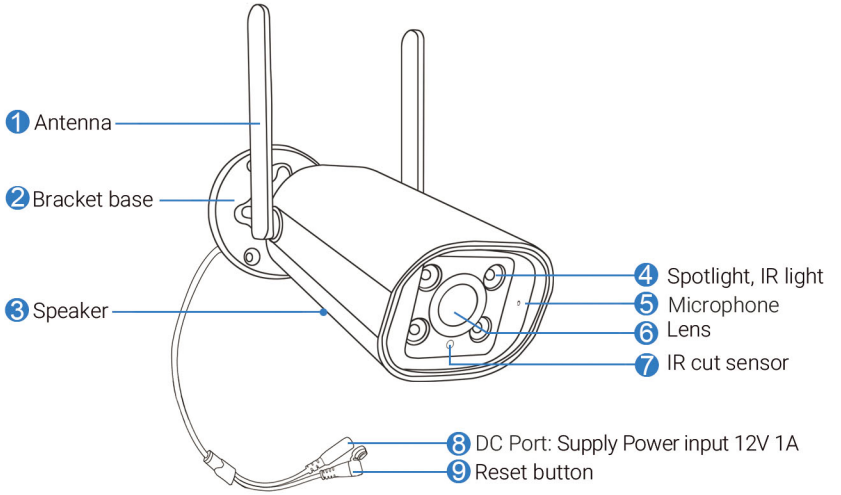
• Adjust camera angle(3-Axis Adjustable Bracket):

1. Loosen the screws in Axis 1 and Axis 2 with the "L" screwdriver, loosen the Axis 3 manually.
2. Adjust the camera housing to point in the direction of the area you would like to monitor, and then tighten the 3-Axis.



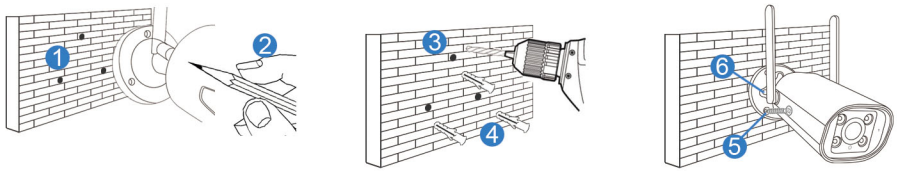
Bullet Camera(C5)

The picture below is for reference only, the camera you purchased may look different, but the functions are the same or similor.



Install the camera on the wall or ceiling

1. Choose a location where you want to install the camera.
2. Mark three holes on the surface of your plan to indicate the position of the screw, use the camera base hole as a guide.
3. Use a drill bit of appropriate size to drill into the installation surface at the guide mark.
4. Insert the screw anchors.
5. Align the holes on the camera base with the screw anchors, insert screws and tighten until firm.
6. After adjusting the camera angle, tighten the camera bracket.



Recommended camera installation height

Applicable to all cameras

The motion detection sensor is more sensitive to movements across the camera's field of view than movements toward or away from the camera.

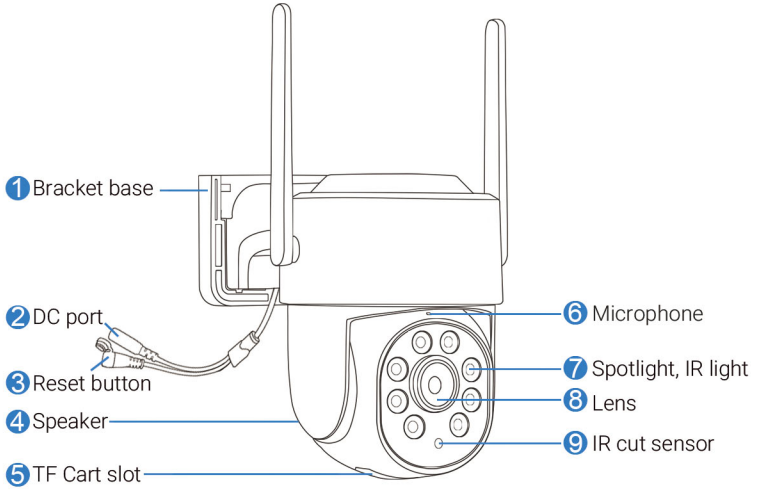
Please install the PTZ/Bullet camera about 6-9ft height.

Try to ensure that the light in the monitoring area is stable and sufficient.



PTZ Camera

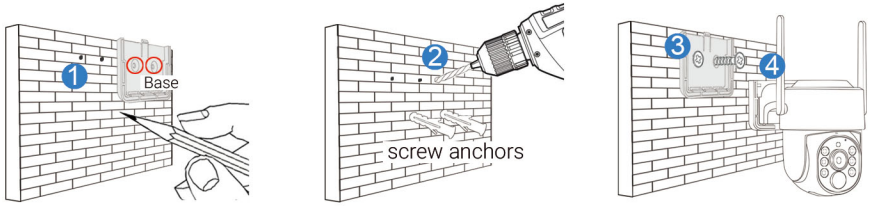
The picture below is for reference only, the camera you purchased may look different, but the functions are the same or similor.



Install PTZ Camera

NOTE: If the PTZ camera has a separate base, please install it according to the following steps. If the camera has an integrated base, please refer to the installation of the bullet camera.

1. Use the camera base holes as a guide, make two marks with a pen on the wall to indicate the position of the screws.
2. Use a drill bit to drill two holes on two markers, and then insert the screw anchors.
3. Align the holes on the camera base with the screw anchors, insert screws and tighten until firm.
4. Finally, snap the camera back into the base until heard a click.



Install the camera on the wall or ceiling

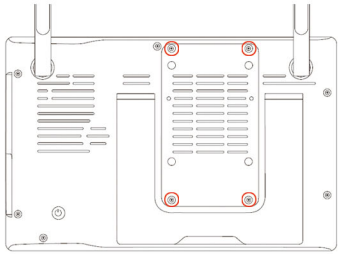
If installed on the wall, please buckle into the camera base from the position shown in 1.
If installed on the ceiling, please buckle into the camera base from the position shown in 2.



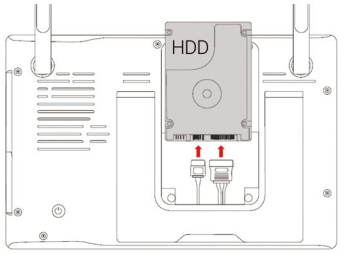
1.6 Install Hard Drive

Your NVR comes pre-installed with a Hard Drive(HDD), you can skip this step under normal circumstances. But if you want to upgrade or check your Hard Drive, please follow the steps below. Take one of the NVR models for an example:

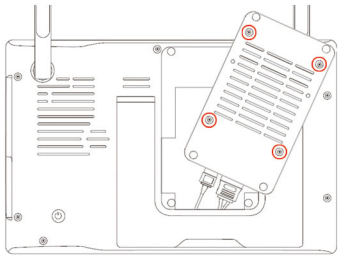
1. Unplug your NVR from power, unscrew the 4 screws on the cover, disconnect the HDD power and data cables, then remove the old hard drive.



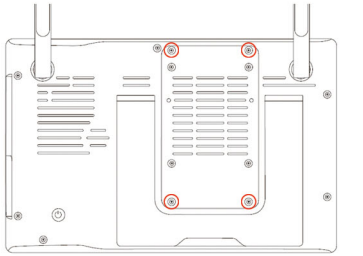
2. Connect the HDD power and data cables to the corresponding ports on your new HDD.



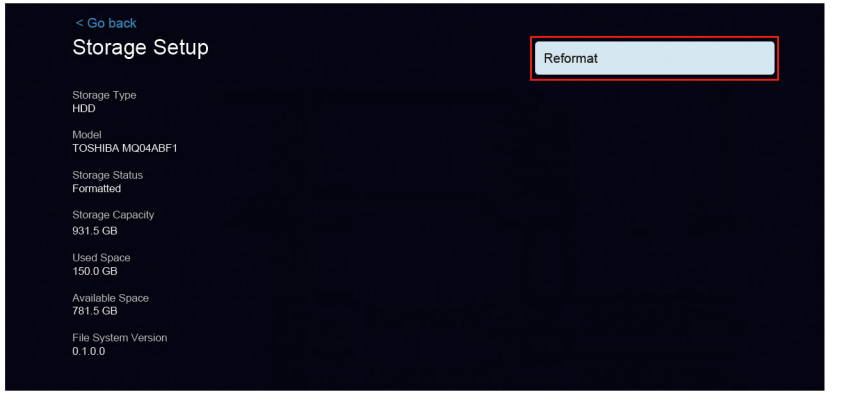
3. Screw the new HDD with the cover.



4. Finally, screw the entire cover onto the NVR.

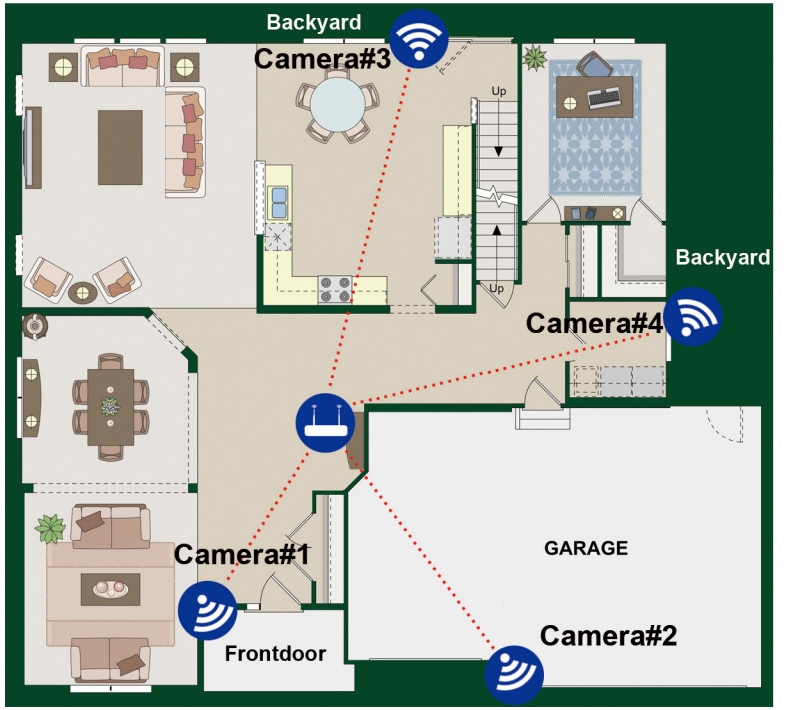


5. Power on your NVR, right click the mouse on the screen, left click “System Setup” on the Menu Bar, left click “Storage Setup”, enter “Storage Setup” interface , then left click “Reformat” to format the newly installed Hard Drive.



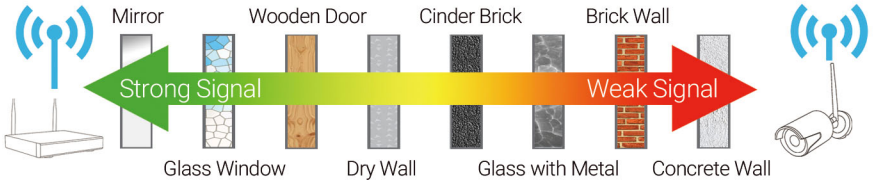
1.7 Positioning NVR and Cameras to Get Better Wireless Signal

- Please place the NVR at the center of monitoring area. Always find possible open place between NVR and cameras. Avoid as few as possible obstacle between the cameras and the NVR.
  1) When there is one wall in between, the distance is reduced to around 100ft;
  2) When there are 2 walls in between, the distance is reduced to around 50ft;
  Note: The wireless range mentioned above varies in different environments; data only for reference.
- If there are obstacles between NVR and camera, adjust the height of camera or don't install camera and NVR in different floors. Floors normally block more wireless signal than walls.
- NVR and antennas should NOT be close to a TV set, wireless phone, WIFI AP, electric motor, engine or electric transformer. These create a lot of wireless interference and cause signal levels from the camera to vary a lot. Better to put a reasonable amount of distance (around 10ft or more) of space between different wireless products.

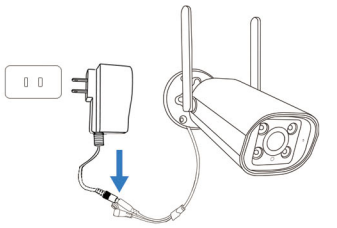


Obstacles Affect Signal Strength

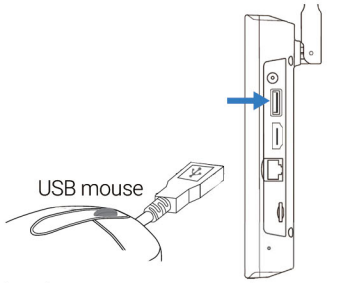
Signal intensity is affected when wireless signals are transmitted through a variety of materials (such as walls and windows). Even if the NVR and the wireless camera are in very close proximity, if the signal passes through some special obstacles, there will be interference. As shown in the chart, different obstacles will affect the intensity of the wireless signal.



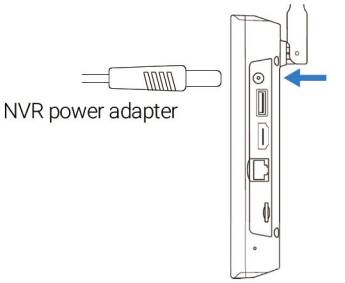
2.1 Connecting Your System



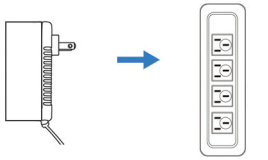
1 Connect the power line of the camera to the power terminal of the camera power adapter. Next, plug in the camera power adapter on the wall socket.



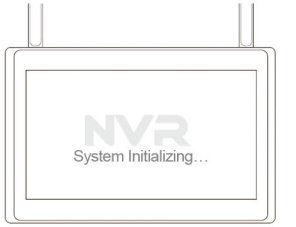
2 Plug the USB mouse into the USB port of the NVR.



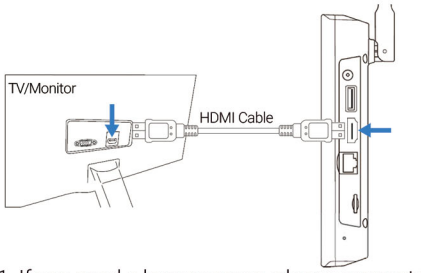
3 Connect the NVR power adapter to the power input of the NVR.



4 Plug NVR power adapter into a power outlet nearby.



5 After the above steps, the NVR starts to boot.



* 1. If you need a larger screen, please connect the NVR to your monitor with an HDMI cable.
* 2. If your NVR does not come with a built-in screen, you need to connect it to monitor/TV with an HDMI cable to finish the connection.

Note: TV/Monitor must be turned to the same input the HDMI is plugged into.

Plug in the power supply, and the Network Video Recorder (NVR) will start up. After the system initializes, it will enter the "Camera Preview Interface", where you can see the camera image

Congratulations!

Your Cromorc wireless HD security camera system is working now!

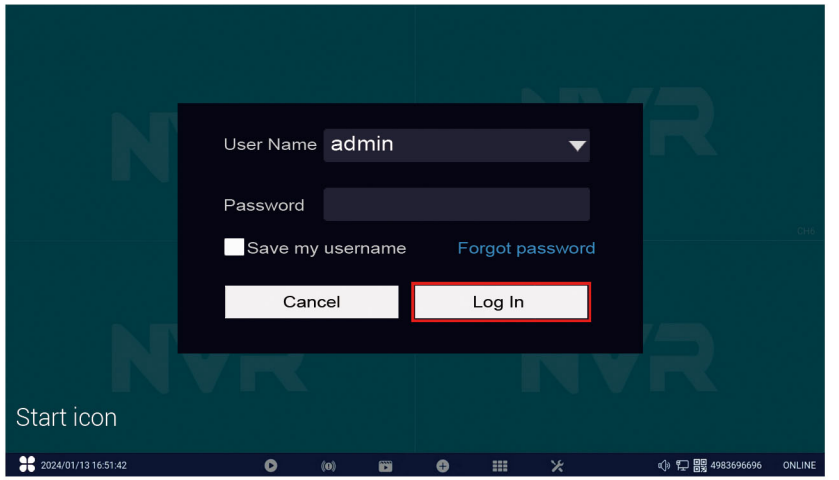
If you want to use and customize more configuration of your wireless security system, please refer to related detailed contents of the following instructions.

3.1 Login to Your System

You need to login to the system to use and customize more configuration.

Log In Box

When you first enter the camera preview interface or the system automatically logs out after being idle for a long time, right click the mouse on the screen, and then randomly left click a function, the system will pop up a password input box, don't input anything and left click the "Log in" button to login the system.



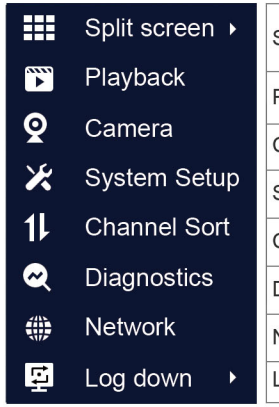
- **The default Username is admin**
- **The default Password is blank, don't input anything**

Tips:

- If you have set a password, it is recommended to check "Save my username".
- Please refer to page 18 to set or modify your NVR password.
- If you forget the password, please refer to page 18 for resetting the password.

3.2 Menu Bar | Tools | Shortcut Button

Right click the mouse on the screen to display the Menu Bar.



Split screen	Change the number of live view. You can choose to view multiple cameras or any single camera
Playback	Playback recorded videos
Camera	Manage and set camera functions
System Setup	All system settings
Channel Sort	Adjust the channel sort of the camera image
Diagnostics	Diagnose camera status , signal and firmware version
Network	Set network connection
Log down	Logout, restart, shutdown functions

Place the mouse cursor over the corresponding camera image, then a tools bar will appear in the bottom left corner of the image.



Full Screen	Click on full screen icon to display/exit full screen for the camera
Image Setting	Click to set camera night vision mode, image flipping, privacy area, etc
Sound	Turn on/off the sound of the camera on the NVR speaker
Digital Zoom in	Digital zoom in the camera image, but the image will become blurry after zooming in
PTZ	Enter PTZ interface to control and set the PTZ camera(Only for PTZ camera)
Alerter	Manually control the camera to make an alert sound

Move the mouse cursor on the screen, then a row of shortcut buttons will appear at the bottom of the screen.



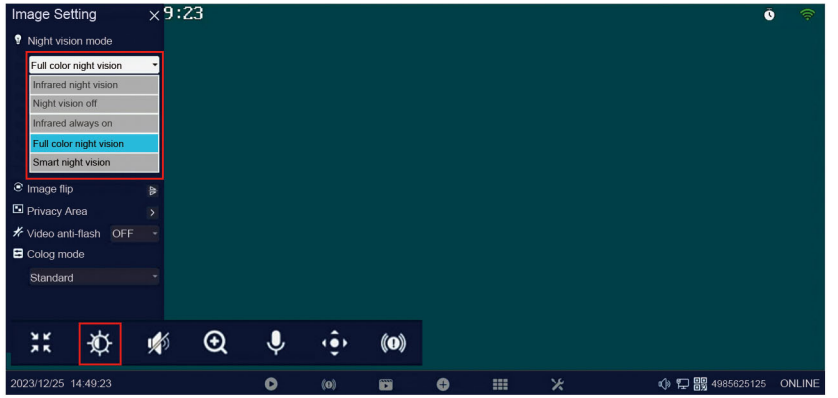
Wake Up All	Wake up the sleep camera which in Best power saving/Best recording mode (Only for Battery Camera)
Siren	Manual control camera siren， not available for battery camera
Playback	Enter Playback/AI Playback interface
Add Camera	Add more camera to NVR
Split Screen	The preset split screen
System Setup	Enter System Setup interface

3.3 Set the Spotlight(Night Vision Mode)

Note: The C2 camera does not have a spotlight, so it does not support “Smart mode” and “Full color mode” two night vision modes.

You can set the Night vision mode to turn on/off the spotlights as below steps:

Left click the “Image Setting” icon in the lower left corner of the corresponding camera image, then you can set the Night vision mode.



Night Vision mode	Day		Night		
	image	spotlight	image		spotlight
Infrared	Color	turn off	Black & White		turn off
Night vision off	Color	turn off	Totally black once ambient light is insufficient		turn off
Infrared always on	Black & White	turn off	Black & White		turn off
Full Color	Color	turn off	Color		turn on
Smart mode	Color	turn off	Motion detection is not triggered	Black & White	turn off
			Motion detection is triggered	Color	turn on

Night vision mode recommendation:

Set Smart mode if spotlight function is needed.

Set Infrared mode if spotlight function is NOT needed.

Tips:

A: The camera spotlights last for about 20 seconds in Smart mode.

B: The spotlights will not turn on in any mode during the day(bright environment).

C: Only in the “Full color” and “Smart” mode, the spotlights will turn on at night.

D: To use “Smart mode”, intelligent detection must be turned on.(Refer to page 29)

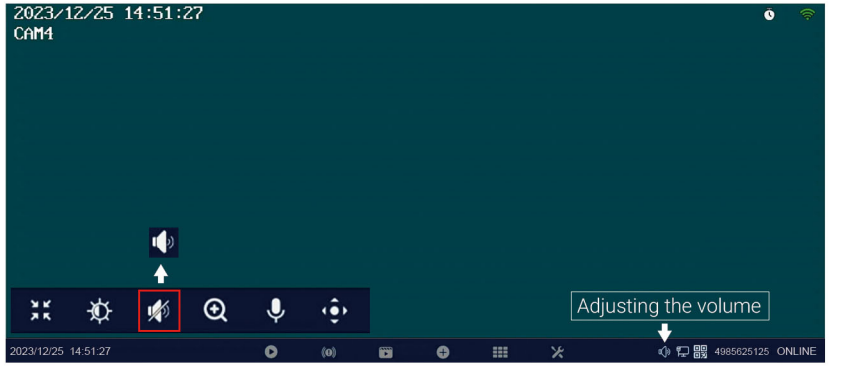
E: Battery camera only has full color and infrared modes.

3.4 Audio on NVR

3.4.1 Listen to the live audio of a camera

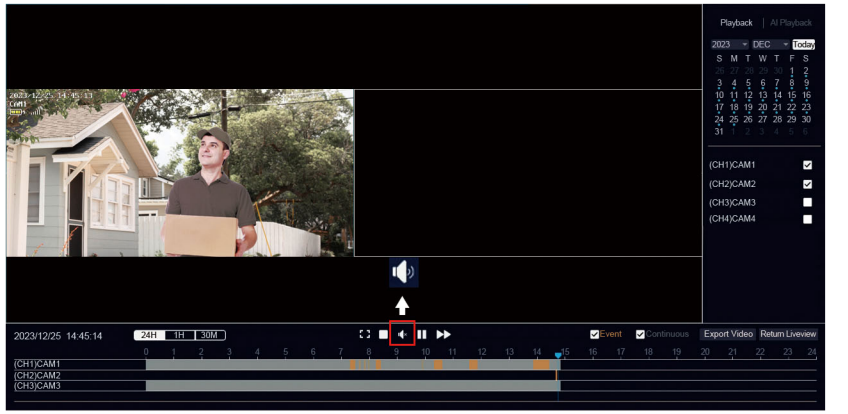
The NVR has a built-in speaker, you can listen to the live audio or the recorded audio of a camera on NVR.

Left click the “sound” icon in the lower left corner of the corresponding camera image to turn on the audio, then you will hear the sound from the camera.



3.4.2 Listen to the playback audio of a camera

1. Into the playback interface, click to select a camera for which you want to listen to the audio.
2. Left click the “sound” icon to turn on the audio, then you will hear the sound from the selected camera.



Tips:

1. All cameras' audio can be turned off at the same time, but only one camera's audio can be turned on at a time.
2. It is commended to turn off the cameras' audio which is close to the NVR, otherwise the NVR speaker may have noise due to interference.
3. If you need to adjust the volume of the audio output, left click on the sound icon in the bottom right corner of the screen, then adjust the volume slider to adjust the volume level.

3.5 PTZ Camera Control

Tip: Only PTZ camera has PTZ control function

Left click the "PTZ" icon in the lower left corner of the corresponding camera image into the "PTZ control" interface.



A. PTZ Control Wheel: Press and hold or click on one directional indicator to control the direction of the camera to adjust the monitoring area.

B. Zoom: Only available for optical zoom lens and dual lens.

C. Tour: Fixed cruising trajectory, horizontal all-round cruising.

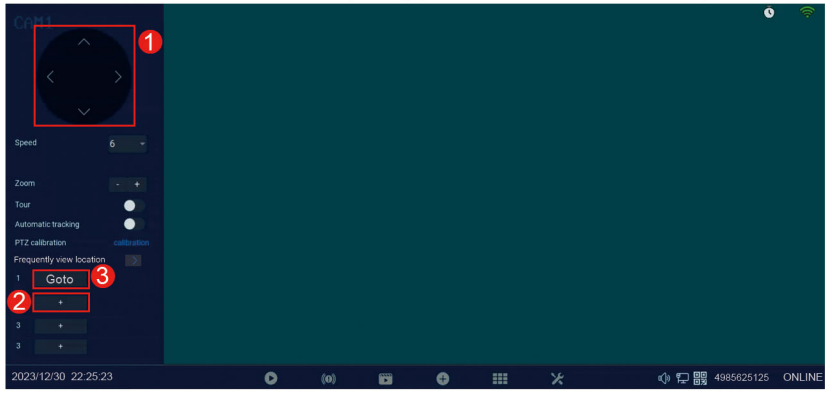
Tip: After manual PTZ operation and calling the frequently seen location, "Tour" needs to be turned off and reopened to work.

D. Automatic tracking: When motion is detected, the camera will follow the movement.

Tip: If "Tour" and "Automatic tracking" are turned on simultaneously, automatic tracking will not work.

E. Frequently seen location: Save specified view position which you need to monitor frequenlty, then you can quickly point the lens to the preset position.

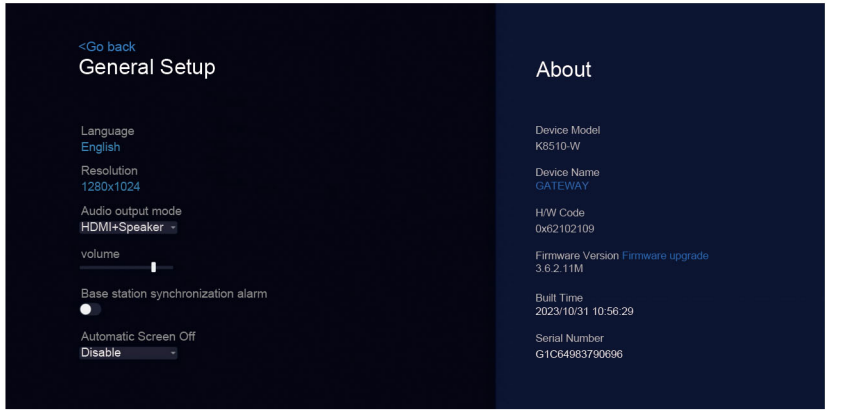
1. Adjust the camera view position you want.
2. Left click ">" button, left click " + " button, then it becomes "Goto" button.
   - Repeat steps 1 and 2 you can add 6 preset positions.
3. Left click the "Goto" button to quickly position the camera to the preset location.



Tip: Battery PTZ camera does not support tour,automatic tracking and preset position functions.

3.6 General Setup

Right click the mouse on the screen, left click "System Setup", then select "General Setup".



Language: Setup the system language.

Resolution: Please do not change the resolution arbitrarily, otherwise some screen content may be obstructed.

Audio output mode: (Does not affect video recording sound)

- HDMI mode: The sound is directly transmitted to the monitor through the camera, and the sound is played through the TV monitor.
- Speaker: Directly transmit to NVR and play sound through NVR.
- HDMI+Speaker: NVR and monitor play sound at the same time.
- Disable: Only images, no sound.

Volume: Adjusting the volume of NVR or monitor output.

Firmware upgrade: Refer to the next step.

3.7 Local Upgrade the System Firmware

If your system firmware doesn't work properly, please find your system version in General Setup interface and email it to us to check newer available version.

Step A: Copy the firmware to the root directory of your USB flash disk(Fat32 format)

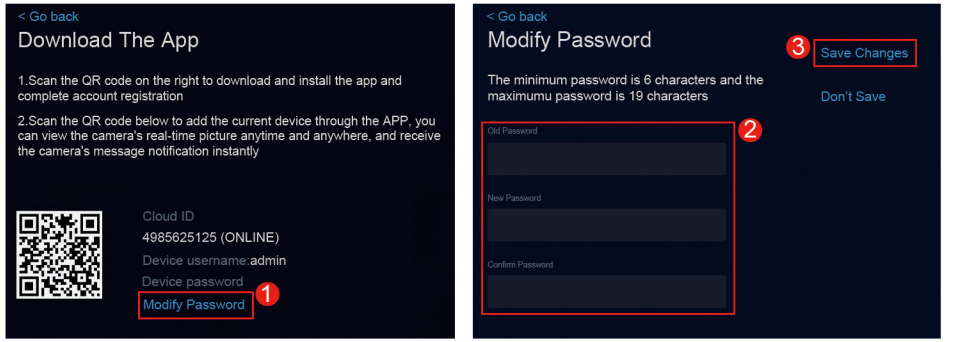
Step B: Right click the mouse on the screen → Left click "System Setup" → General Setup → Firmware upgrade → USB upgrade.

Step C: The system prompts to insert the USB flash disk within 1 minute, then unplug the mouse and plug in the USB flash disk.

3.8 Set or Modify the NVR Password

Right click the mouse on the screen → Left click "System Setup" → Account/APP, enter the "Download The App" interface:

1. Left click "Modify Password".
2. Input old Password and new Password(6-19 characters).
   Tip: If the password is set for the first time, the old password remains blank, don't input any characters.
3. Left click "Save changes".

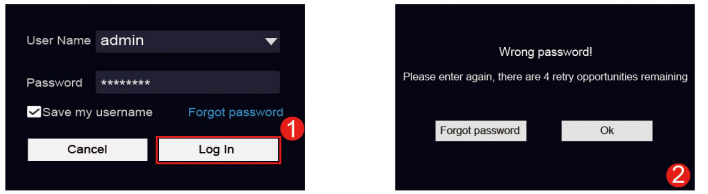


Tip: If you've modified the password of NVR as above, please update it on the APP/CMS (Refer to page 35/42), otherwise you will not be able to view camera on APP/CMS.

3.9 Reset the NVR Password If You Forget It

Reset password

1. Left click Log In on the pop-up password Login box.
2. System will prompt "Wrong password!", DON'T click "Forgot password" and "Ok" buttons at this step. Then move the mouse cursor to the area outside the login box, quick click left mouse and right mouse alternately at least 12 times until you see "Reset password" interface.



3. Input your new password on "Reset password" interface, then left click OK button.
4. After resetting the password, input the new password again in the login box to log in to the system.



3.10 Reset the Date and Time

Right click the mouse on the screen → Left clcik "System Setup" → Date and Time, enter the "Date and Time" interface:

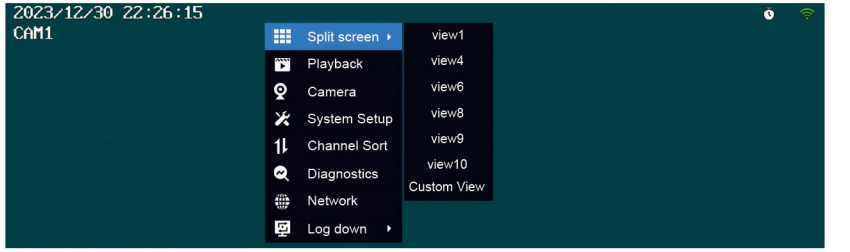
A: Sync Internet
Turn on Automatically set time, synchronize with internet time.(NVR must connect to the internet first).

B: Manual settings
Turn off Automatically set time, then left click "Date" or "Time" to reset Date or Time.



3.11 Split Screen

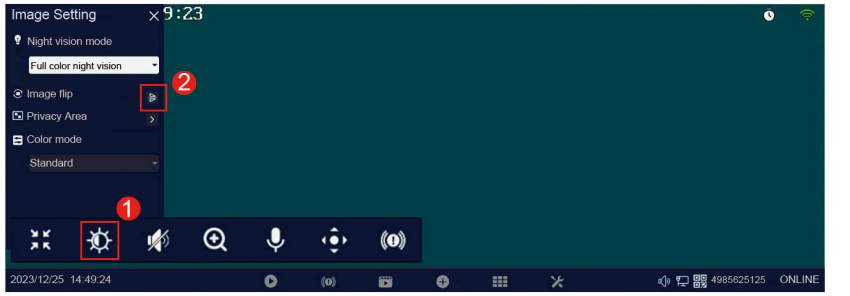
Right click the mouse on the screen, then select "Split screen" on the Menu Bar to change status of live view. You can choose to view multiple cameras or any single camera.
(x1 view, x4 view, x6 view, x8 view, x9 view, x10 view, Custom View)



3.12 Flip the Camera's Image

If your camera image is flipped, you need to adjust the flipped image.

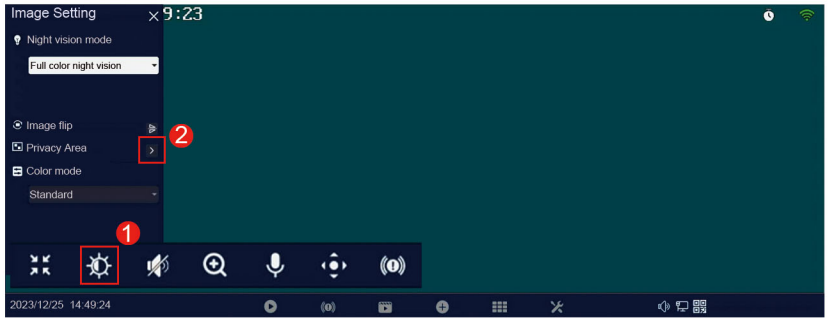
1. Left click "Image Setting" icon in the lower left corner of the corresponding camera image.
2. Left click "Image flip" icon.



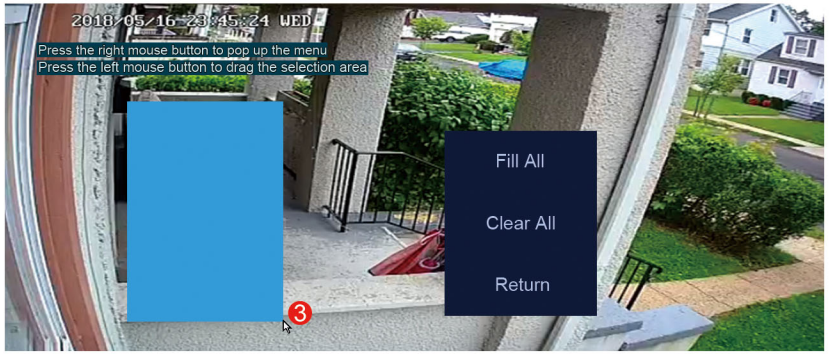
3.13 Set the Privacy Area of the Camera Image

Certain areas may need to be excluded from the image, you can set privacy areas.

1. Left click “Image Setting” icon in the lower left corner of the corresponding camera image.
2. Left click “Privacy Area” icon.



3. Drag the left mouse to draw private area with blue block.
4. Right click the mouse, then left click Return.



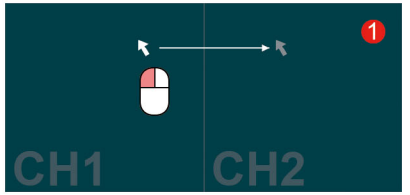
Note:

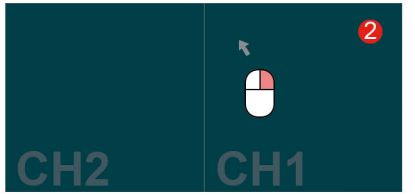
1. Press the right mouse button to pop up the menu, right click the mouse again to exit the menu.
2. No privacy zone is set by default.
3. A camera can be set up to four privacy blocking areas. The fifth setting will clear the earliest setting.

3.14 Adjust the Chanenl Sort of the Camera Image

Right click the mouse on the screen, left click “Channel Sort”, then system pop up a prompt box and left click “OK”:

1. Hold down the left mouse on a channel image and drag it to a new positon.
2. Right click the mouse on screen after adjusting the channel sort, exit the sort interface.





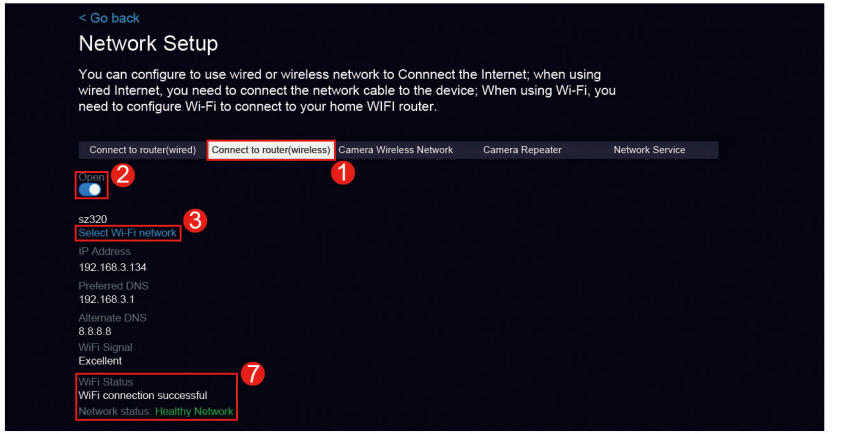
3.15 Connect to Router(WiFi)

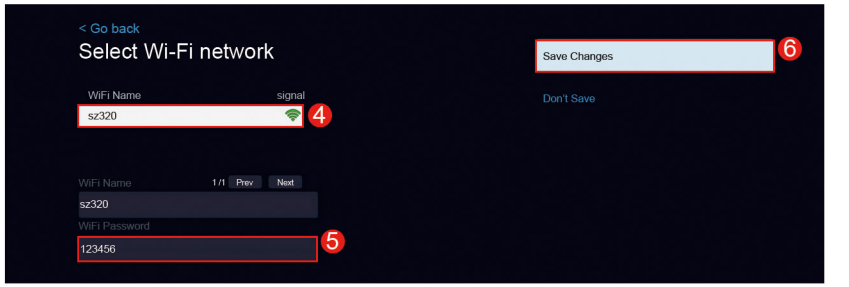
Set up NVR to connect to the network via WiFi connection.

Note: It’s better to use a stable wireless internet, such as your home WiFi. If you use a mobile WiFi, you may not be able to remote view the cameras when you leave your Cromorc camera system.

Right click the mouse on the screen → Left click “Network”, enter the “Network Setup” interface:

1. Left click Connect to router(wireless)
2. Turn on Open option
3. Left click Select Wi-Fi network
4. Left click to select your WiFi name
5. Input WiFi Password(Up to 20 characters)
6. Left click Save Changes
7. Wait to show WiFi connection successful. Network status: Healthy Network





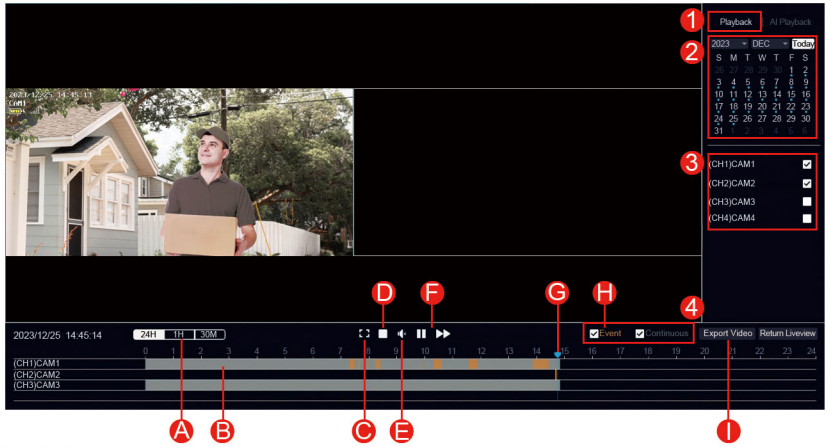
3.16 Video Playback on NVR

Tip: Make sure that the NVR is properly connected to Hard Drive(HDD).

Right click the mouse on the screen, then left click "Playback" on the Menu Bar, enter the "Playback" interface.

3.16.1 Playback(Default)

1. Left click Playback
2. Select the date
3. Check the channel
4. Select the Recording mode



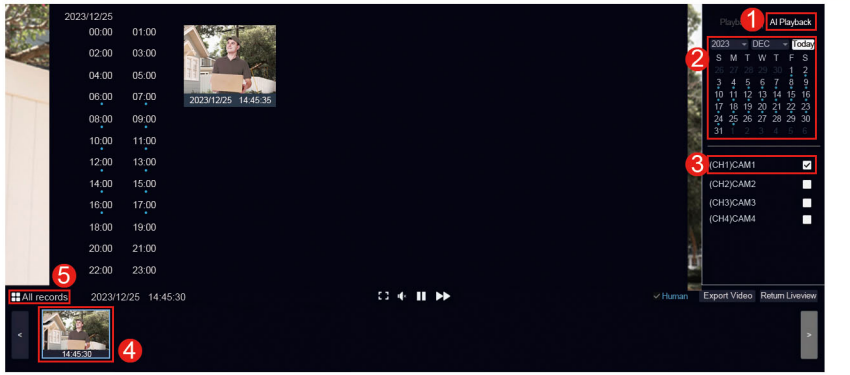
Playback Area:

A: Display the timeline by 24Hour, 1Hour or 30 minutes.
B: Timeline: Gray indicates continuous recording, orange indicates event recording.
C: Play in full screen.
D: Switch to 1 screen or split screen playback.
E: Turn on the sound of the NVR speaker.
F: Pause / Play / Fast Forward(x2, x4, x8 speed).
G: The mouse cursor can move freely on the timeline to locate a certain point in time.
H: Display recorded videos based on Event or Continuous recording mode.
I: Export Video, Download video to your USB flash disk. (Refer to page 23).
Tip: The NVR supports to playback up to 2 cameras at the same time.

3.16.2 AI Playback(Only plays videos of Humanoid Detection)

- AI playback only plays videos of humanoid detection, please follow page 29 to turn on humanoid detection.

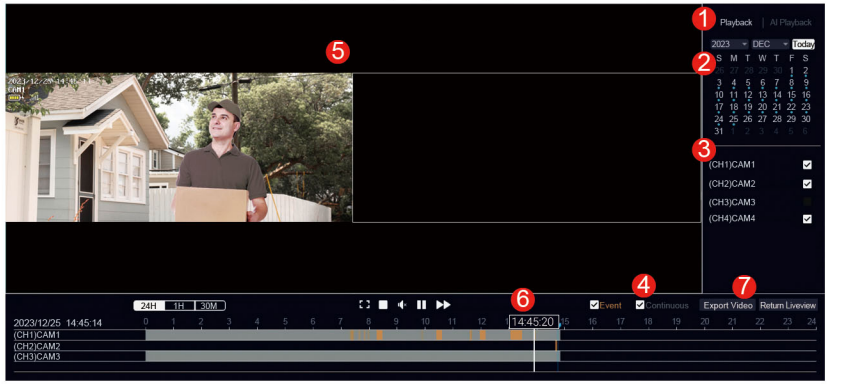
1. Left click AI Playback.
2. Select the date.
3. Select the channel (Only one channel can be selected at a time).
4. Left click the thumbnail at the bottom to play the video.
5. You can also left click the "All records" icon. Then select the corresponding time period of the video to playback.

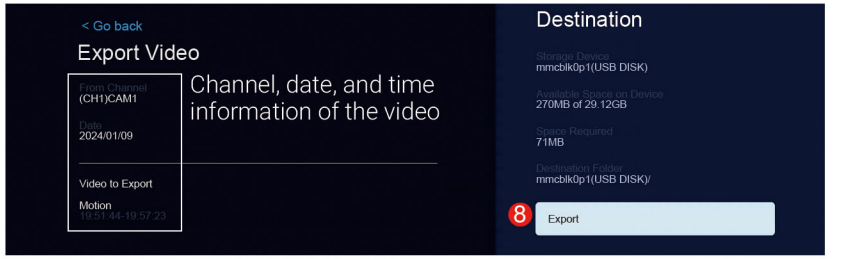


3.17 Export Video

1. Select Playback or AI Playback
2. Select the date
3. Select the channel
4. Check event and continuous
5. Click on the image of the corresponding camera
6. On the timeline, move the mouse cursor to the time point where you want to download the video
7. Left click Export Video

8. Left click Export button, the system will prompt you to plug in the USB flash disk within 1 minute, then you can unplug the mouse and plug in the USB flash disk.
(If your NVR has two USB ports, you can plug in the flash disk first)

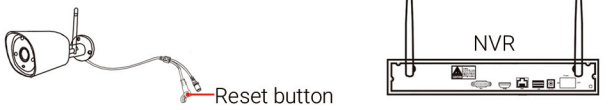




- USB Flash disk must be in FAT32 format, supports maximum capacity 128Gb.
- Only one video can be downloaded at a time, video duration up to one hour.
- Recommend to use VLC media player to play the backup videos.

4.1 Add More Camera to NVR

1.Place the add-on camera within approximately 3ft of the NVR, then power on the camera and NVR, press and hold the camera “Reset” button for more than 8 seconds to reset the camera.



2. Log in to NVR, move the mouse to a blank image area, then left click the “+” button, or left click the “+” button in the shortcut button bar at the bottom of the screen.
(If adding a new camera, please adjust screen to more than 4 views first, refer to page 19)



3. Left click “Continue” to start searching for cameras.

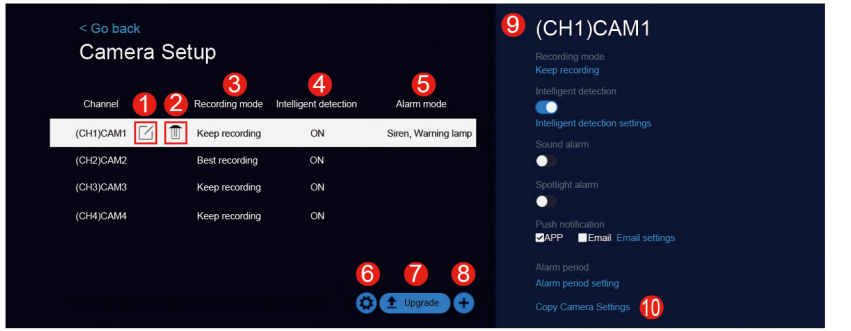


4. After about 1-2 minutes, the successfully added camera will be displayed in the list on the right, with an IP address starting with 172 and a status indicating "Connect success".



4.2 Camera Management

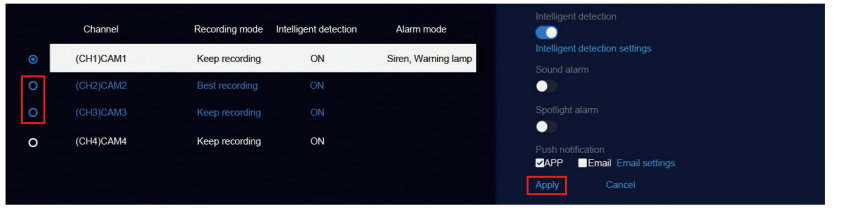
Right click the mouse on the screen, left click “Camera”, enter “Camera Setup” interface, the left list allows you to edit and preview camera function information. You can set camera functions in the list on the right.



1. Left click to select the corresponding camera channel, “Edit” and “Delete” icons will appear, left click “Edit” icon to rename the camera. The camera name is displayed in the upper left corner of the camera image.
2. Left click “Delete” icon, you can delete this camera from NVR.
3. Display the recording mode of the corresponding camera.
4. Display whether intelligent detection is enabled.
5. Display the alarm mode of the camera.
6. You can enable regular update screen, regularly update the screen of the battery powered camera when it enters sleep mode.(For battery camera)
7. Upgrade the camera firmware online or via USB Upgrade.



8. Add new camera to NVR, or re-add the deleted camera to NVR again.
9. Set camera function, please refer to related detailed contents of page 26-31.
10. **Copy camera setting**: Copy the settings to other camera(s).
Left click to select the already set channel → Left click “Copy camera setting” → Select target channel(s) → Left click the “Apply” button.



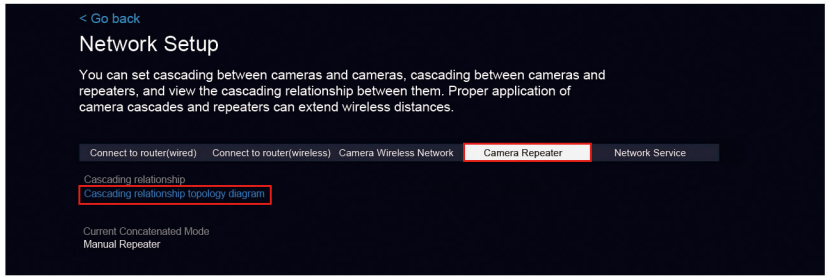
4.3 Extend the Camera Signal

Wireless connection is easy and convenient, but it will decrease when going through some obstacles. Some methods can be applied to bypass obstacles and extend wireless range.

Tip: Battery camera does not support the repeater function.

A. Camera Repeater

Right click the mouse on the screen, left click “Network” → left click “Camera Repeater” → left click “Cascading relationship topology diagram”.



1. **Auto Repeater**: Select “Auto Reapeater” from the dropdown menu, then left click “Save Changes”, the system will automatically set a camera with a stronger signal as a repeater for a camera with a weak signal.

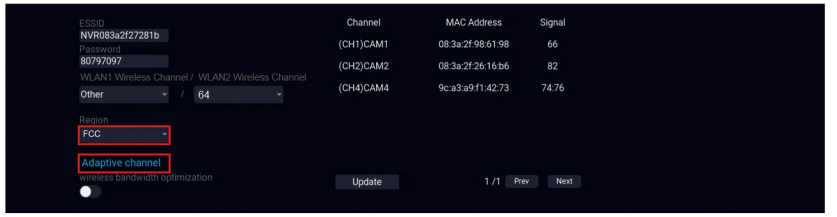


2. **Manually repeater**: Select “Manual Reapeater” from the dropdown menu, click the “+” icon behind CH*-Auto that you want to use it as signal transfer device, then choose the channel that you want to connect to the previous channel. then left click “Save Changes”.



B. Adjust WiFi channel to avoid signal interference

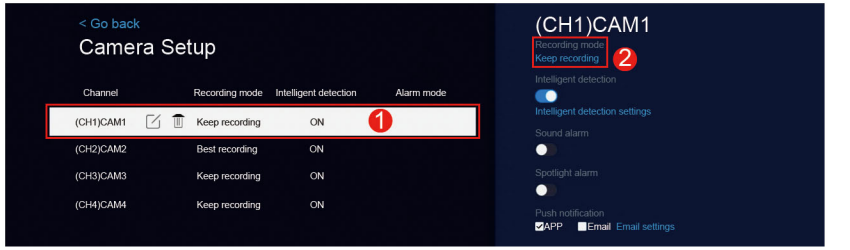
Right click the mouse on the screen, left click “Network” → left click “Camera Wireless Network”, choose “FCC” for the Region. Left lick “Adaptive channel” to adjust best WiFi channel to reduce signal interference.

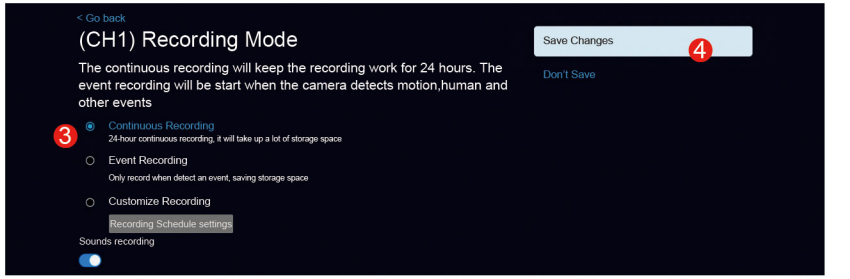


4.4 Recording Mode

Right click the mouse on the screen, left click “Camera” , into the “Camera Setup” interface.

1. Left click to select the corresponding camera channel.
2. Left click ”Recording mode”
3. Choose one recording mode.
4. Left click “Save Changes”.





Three recording modes:

Continuous Recording: 24/7 continuous recording.(Recommended)

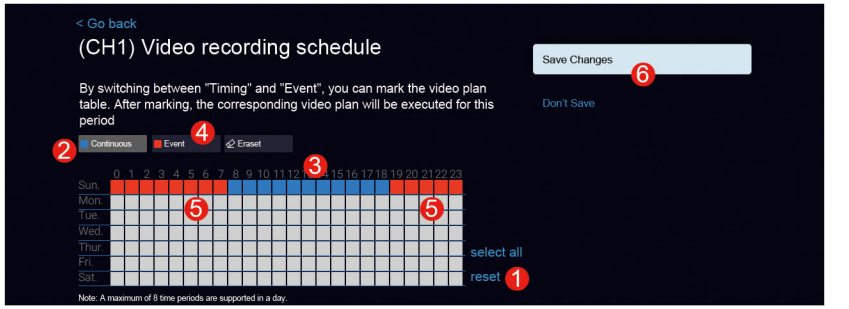
Event Recording: Only record when detect an event, saving storage space.

Customize Recording: Different recording mode can be set for different time periods.

How to set customize recording? For example, the following steps are to set the continuous recording from 08:00:00 to 18:59:59, with the remaining time for event recording.
Left click the “Recording Schedule settings” button into the setting interface:

1. Left click reset button
2. Left click Continuous button
3. Select the block of the corresponding time
4. Left click Event button
5. Select the block of the corresponding time
6. Left click Save Changes

Tip: One color block represents one hour, continuous recording shows blue blocks, event recording shows red blocks.

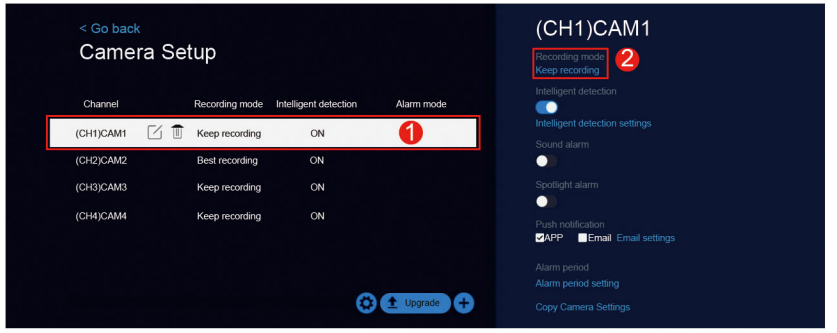


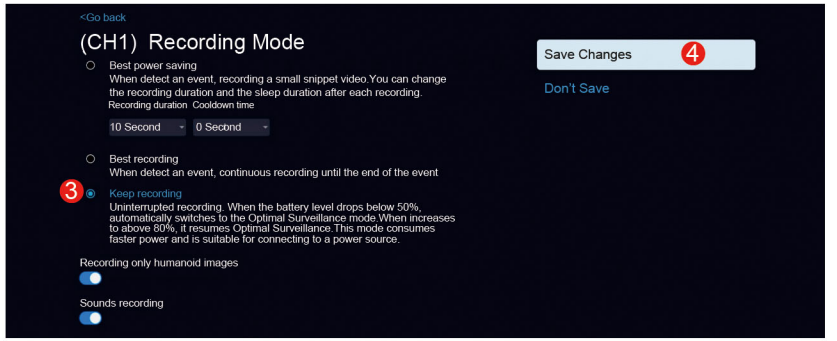
Battery camera recording mode (Option)

If you have purchased a Cromorc battery camera for your camera system, please follow the steps below to set the battery camera recording mode.

Right click the mouse on the screen, left click “Camera”, into the “Camera Setup” interface.

1. Left click to select the corresponding battery camera channel.
2. Left click ”Recording mode”
3. Choose one recording mode.
4. Left click “Save Changes”.





Three recording modes:

Best power saving: Recording a small snippet video when detect an envent.

Best recording: Recording when detect an event until the end of the event.

Keep recording: 24/7 recording. When the battery level drops below 50%, automatically switches to the Optimal Surveillance mode. When increases to above 80%, it resumes 24/7 recording.

Tip: If the battery camera is connected to an external power supply or solar powered, recommend to choose "keep recording" for 24/7 recording.

Recording only humanoid images: Only be recorded when human body show up in camera range, reduce 90% false alarms.

Sounds recording: Records video with sound.

It is necessary to left click “Save Changes” to complete the settings.

4.5 Intelligent / Humanoid Detection / Alarm Methods

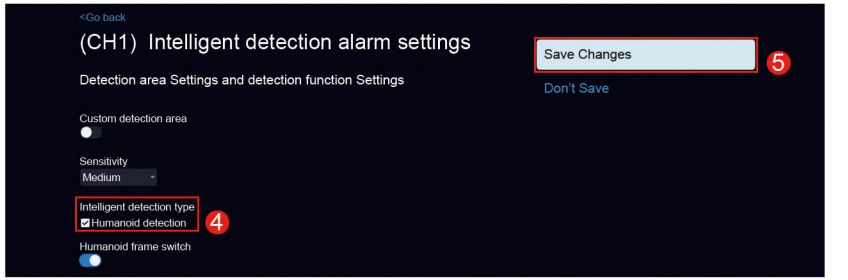
- **Intelligent Detection:** When an object is detected in the monitoring area, the system will trigger and output an alarm.
- **Humanoid Detection:** Only be triggered when human body show up in camera range, reduce 90% false alarms.

4.5.1 Turn on intelligent / humaoid detection and set alarm

Right click the mouse on the screen, left click “Camera”, enter the “Camera Setup” interface.

1. Left click to select the corresponding camera channel.
2. Turn on Intelligent detection.
3. Left click Intelligent detection settings.
4. Check Humanoid detection.
5. Left click Save Changes.





Tip: Battery camera, please enter the “Recording mode” interface to turn on humanoid detection.

Set alarm methods

Note: The C2 camera does not support “Sound alarm” and “Spotlight alarm”.

Sound alarm:	Enable “Sound alarm”, you will hear siren alarm from camera whenever motion is detected.
Spotlight alarm:	Enable “Spotlight alarm”, the camera spotlight will turn on whenever motion is detected.
APP Alarm:	Check “APP”, you will be notified by APP push whenever motion is detected. Refer to page 32 how to setup APP alarm push.
Email Notice:	Check “Email”, you will be notified by E-mail whenever motion is detected. Refer to page 31 how to setup Email alarm push.
Full Screen:	The image will become full screen whenever motion is detected.

If you want to copy the similar settings to multiple channels, left click “Copy Camera Settings” then check the channel(s) which you would like to copy the information, then left click “Apply”.

4.5.2 Custom detection area

Avoid some area for false triggers, such as a tree, shrub or foliage that is blown by the wind, flying insect, people moving along sidewalks or streets that are close to your home, vehicles moving in the background or streets, movement or light reflected off smooth surface like glass, and frequent light changes.

Left click “Intelligent detection settings” on the “Camera Setup” interface, then turn on “Custom detection area”.



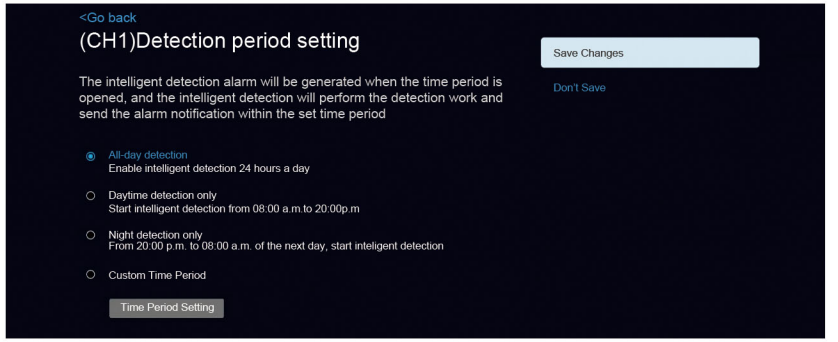
- Full area detection by default, with a red grid display.
- Drag the left mouse on the grid to make it blank, then the movement in that area will not be detected.
- Drag the left mouse in a blank space to select the detection area.
- You can choose the sensitivity level according to your needs.

After setting up the detection area, please left click the “Save Changes” button.

4.5.3 Alarm period

During the detection period, an alarm will be triggered when an object moves.

Left click “Alarm period setting” on the “Camera Setup” interface, then choose one of the preset time periods or customize a time period, left click “Save Changes”.

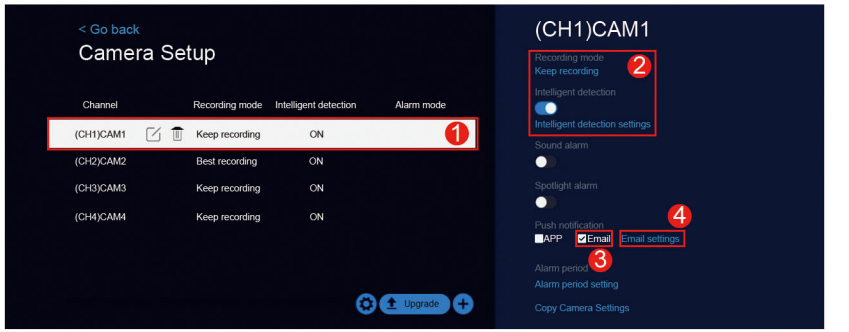


4.6 E-mail Alarm Push

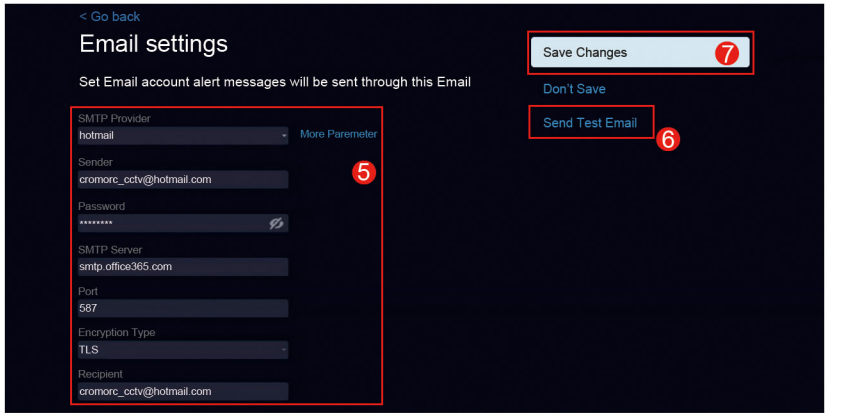
Tip: Make sure your NVR is connected to router(internet) for E-mail Alarm Push.

Right click the mouse on the screen, left click “Camera”, enter the “Camera Setup” interface.

1. Left click to select the corresponding camera channel.
2. Set up recording mode and turn on intelligent detection(Refer to page 27/29).
3. Check the “Email” check box.



4. Left click “Email settings”, enter the “Email settings” interface.



5. Left click “More parameter” to display more parameters, take Hotmail as an example to set up.

SMTP Provider: hotmail

Sender: Your hotmail email address

Password: Your hotmail email password

SMTP Server: smtp.office365.com

Port: 25 or 465 or 587(choose one of the three)

Encryption Type: Choose None. But if testing fail, please change to TLS

Recipient: Your email address, used to receive alert information. Can be the same as the sender.

6. After setting up, left click “Send Test Email” button to test whether the setup was successful.
7. Left click “Save Changes”.

Tip: Please log in your email account and enable SMTP service.

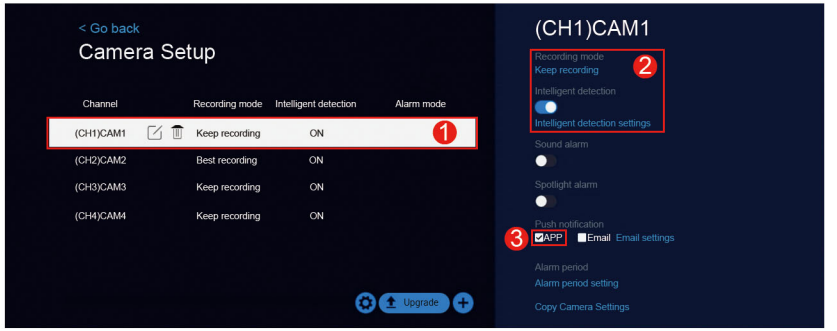
4.7 Mobile Phone APP Alarm Push

Tip: Make sure your NVR is connected to router(internet) for APP Alarm Push.

1. NVR setting:

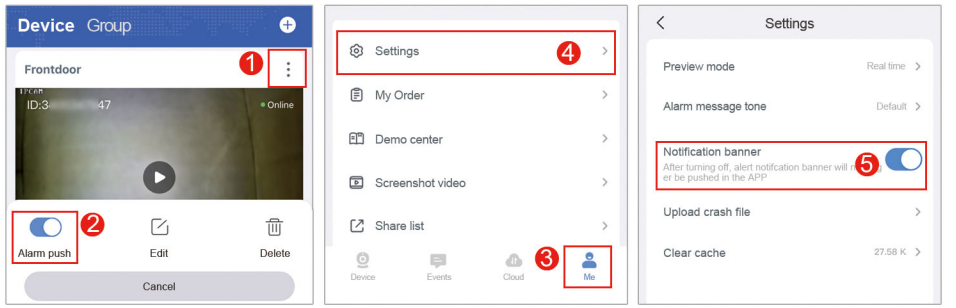
Right click the mouse on the screen, left click "Camera".

1. Left click to select the corresponding camera channel.
2. Set up recording mode and turn on intelligent detection(Refer to page 27/29).
3. Check the "APP" check box.



2. APP setting: (Refer to page 33 for APP installation and account register)

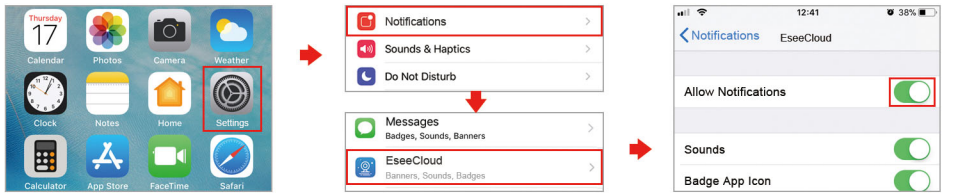
Login APP with the registered account → Click " ⋮ " button → Turn on "Alarm push" → Click "Me" → Click "Settings" → Turn on "Notification banner".



3. Phone setting:

Turn on the Allow Notifications of APP in the setting of your mobile phone, then your mobile phone will receive a banner notification when the motion detection is triggered. Take iPhone for example:

Click "Settings" → Click "Notifications" → Click "EseeCloud" → Turn on "Allow Notifications".



5.1 View Video on Mobile Phone Via APP

5.1.1 Install EseeCloud(IP Pro, VR Cam) APP

1. Download "EseeCloud(IP Pro, VR Cam)" APP

Search "EseeCloud" on App Store or Google Play. Or scan the QR-Code below to find the free mobile APP.

APP Download

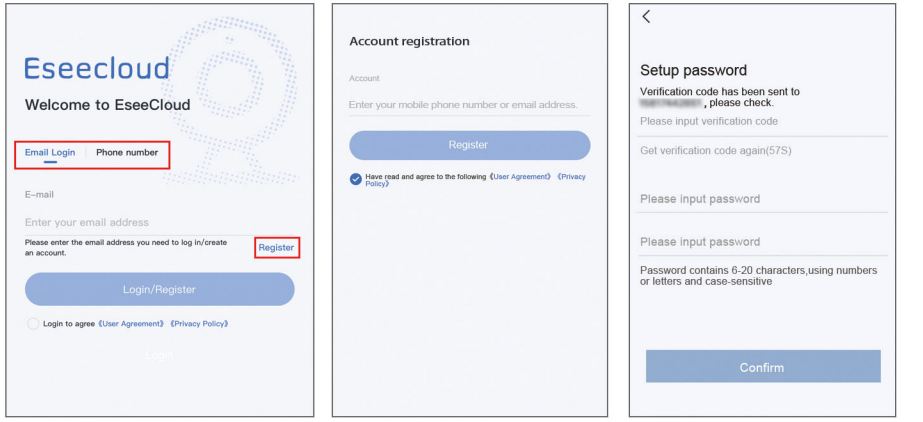
The APP will be updated continuously. If your APP interface is different from the user manual, please contact us to get the latest user manual.

2. Run the APP and register an account

A. Run EseeCloud, choose to register an account using a phone number or email, then click "Register".

B. Enter your mobile phone number or email, check "Have read and agree to the following", click "Register".

C. Input verification code and set your EseeCloud APP password, click "Confirm".



Tips:

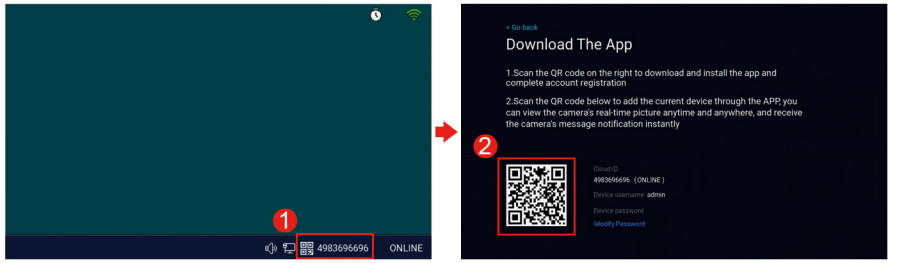
1. This APP account is only for EseeCloud APP/CMS login, please distinguish it from NVR System account.
2. The APP remote viewing and playback functions are free. We don't recommend purchasing APP Cloud storage service because Cromorc camera system comes with a hard drive for local recording.

5.1.2 Add the Camera System to APP

- Make sure your NVR is connected to router(internet) to view camera on APP(Page 21).

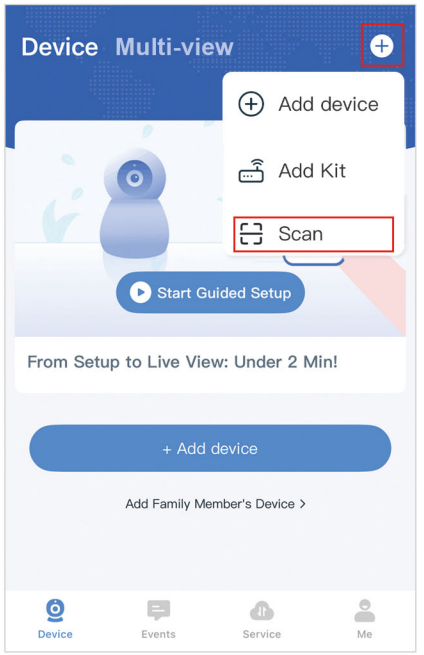
Find the Cloud ID and ID QR code on the NVR

1. The Cloud ID is displayed in the bottom right corner of the NVR screen.
2. Left click the ID to enter “Download The APP” interface, then you can see the ID QR code.

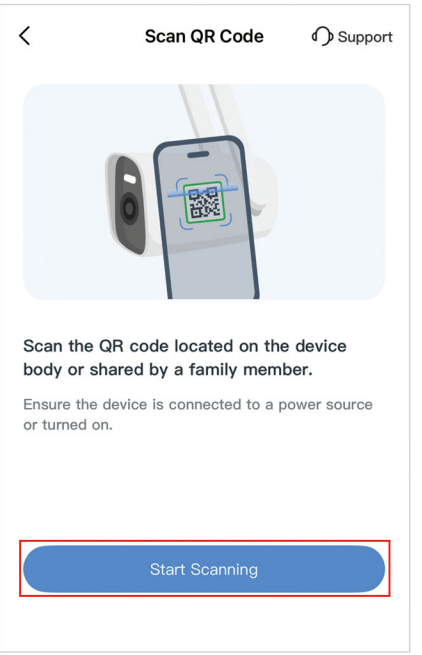


Scan the Cloud ID QR code on the APP

1. Run the EseeCloud APP, click “+” → click “Scan” or “Add Kit”.



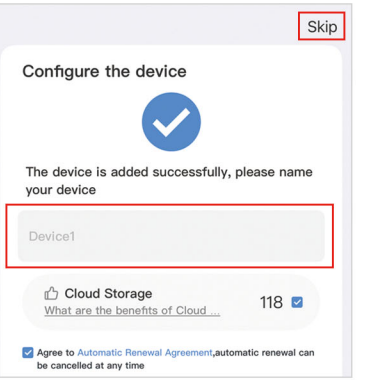
2. Click “Start Scanning”.



3. Scan the ID QR code on your NVR screen.



4. Set a name for the device, click "Skip" to skip all options related to cloud storage to finish adding device.

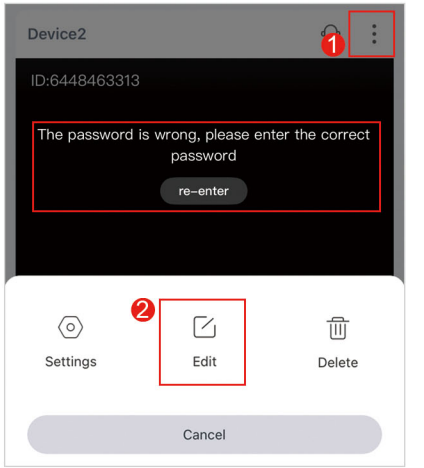


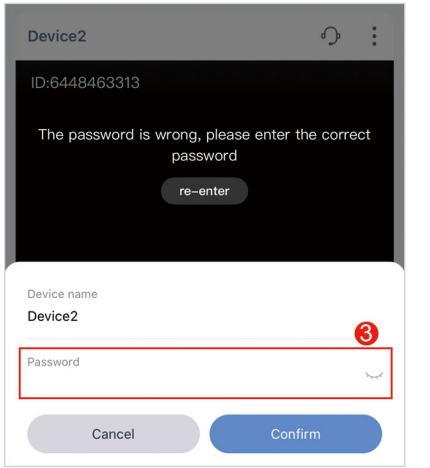
Note: The camera system has a built-in hard drive, please ignore all options related to cloud storage when adding device.

Update the Password

- The Password should be the same ones used to login to the NVR system.
- If you have reset the password of the NVR, the APP will prompt “The password is wrong”, please click “re-enter” to update the password.

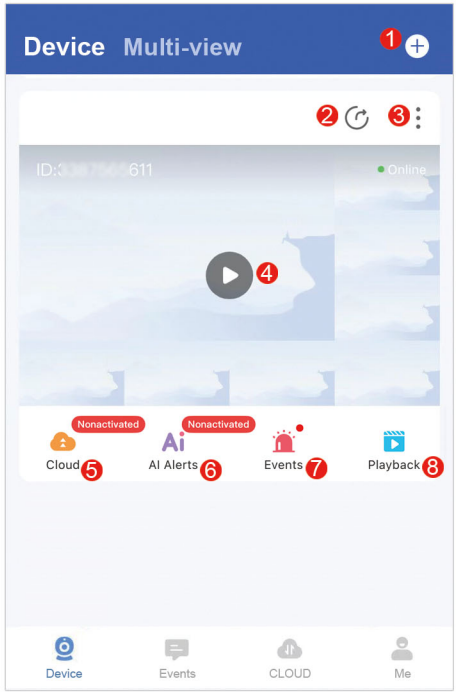
Or follow the steps on the below to update the password: Click “⋮” → Edit → Then update the password.



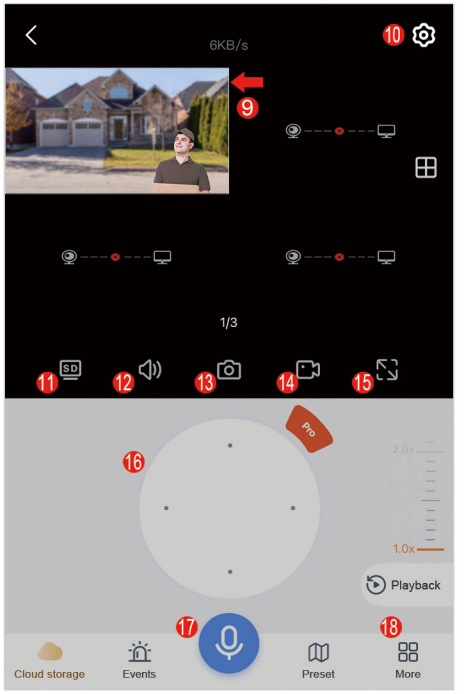


5.1.3 APP Interface

Main interface



Live view interface

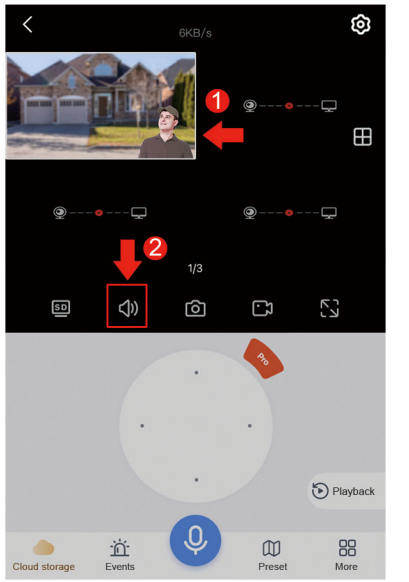


1. Add camera system
2. **Share:** Share camera system to your friend or family
3. Set alarm push / Edit device name / Update password
4. Click to enter **Live View Interface**
5. **Cloud :** Purchase Cloud storage service if in need(NVR with HDD can record videos locally, usually no need extra Cloud storagte)
6. **AI Alerts:** Human/Car/Pet/Package detection.
7. **Events:** Look at the Alarm message
8. **Playback:** Watch camera recorded videos
9. **Select channel:** Click to select a channel before camera setting
10. **Setting:** Set the motion detection, screen and sound, record mode for the selected camera.
11. **SD/HD:** Click to switch Standard Definition / High Definition image
12. **Sound:** Click to turn sound on or off
13. Save the screenshot of the selected channel to your Phone Album
14. Save the recording of the selected channel to your Phone Album
15. Display video image in full screen
16. PTZ control(Only available for PTZ type camera)
17. Talk with the camera(Only available for cameras with built-in speakers)
18. **More:** Manually control the camera siren / Switch Night Vision Mode

5.1.4 Talk with the camera on the APP

5.1.4.1 Listen camera audio on the APP

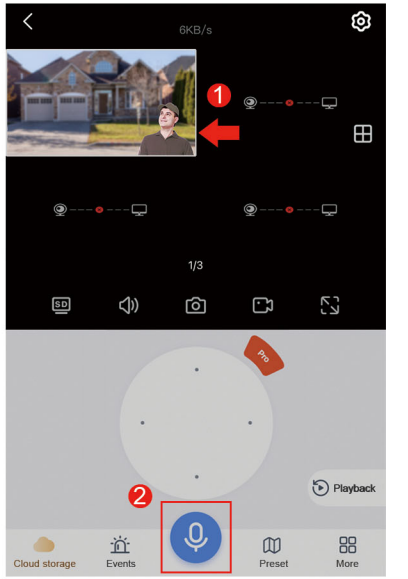
1. Click the camera image box to select a channel.
2. Click the sound icon to turn on the audio.

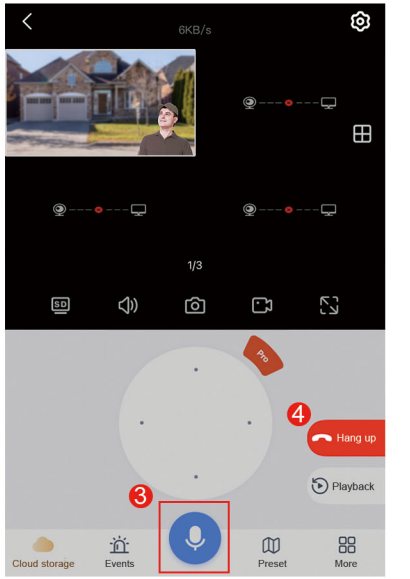


5.1.4.2 Talk with the camera on the APP

Note: The C2 camera does not have a speaker, so you can't speak to someone through the APP.

1. Click the camera image box to select a channel.
2. Click the "Microphone" icon to enter the chat screen.
3. Press and hold the "Press to talk" icon to talk with camera.
4. Click the "Hang up" button after finishing the conversation.





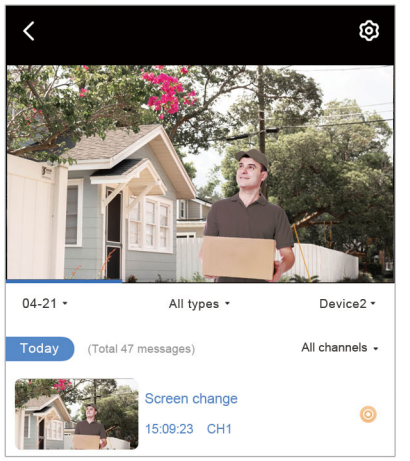
Tip: Only one user can use the microphone to talk to the camera at a time.

5.1.5 Alarm Events

Click the Events icon to enter Alarm message interface:

Select Date, Type (All types, Screen change, Someone is active), Channel to search videos.

The maximum duration of each alarm video is 30 seconds, and you can click "view full video" to enter the playback video interface to view complete video.



5.1.6 Share Camera System to your Family or Friend

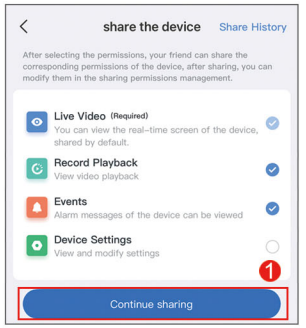
Tip: Before sharing the camera, please ensure that the NVR has been set with a password (Refer to page 18 for setting the NVR password).

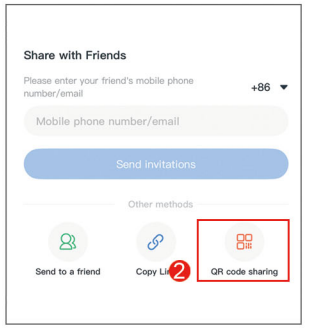
A camera system can only be added to one main APP account, but you can share the camera system to your family or friend.

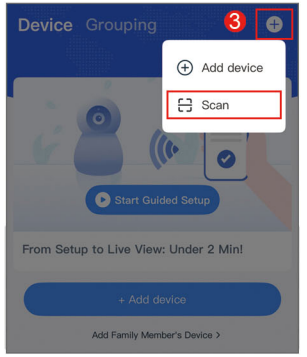
1. Click the Share icon on your EseeCloud APP, choose share permissions, then click "Continue sharing".

2. Click "QR code sharing". the QR code will be displayed. Then show or send it to your family or friend.

3. Install the EseeCloud APP on the phone you want to share the camera, and register an account , then click "+" and "Scan" to scan the QR-code.









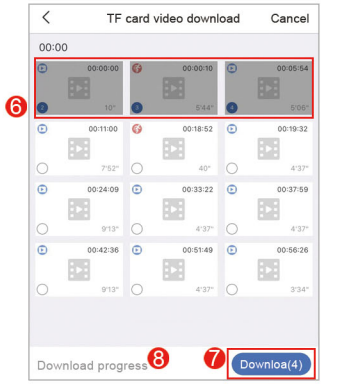
5.1.7 Playback Video and Download Video to Your Phone

Allow EseeCloud to write to your photo album: Enter EseeCloud APP → Me → System Privacy Settings → Album → Photos, select "Full Access".

Click Playback button to enter the playback interface:

1. Select a camera channel.
2. Click "LOCAL".
3. Select Date.
4. Slide timeline to locate time point.
5. Click "Download playback video" icon.
6. Select the video(s) according to your needs.
7. Click "Download", the video will be downloaded to your phone.
8. Click "Download progress" to display download progress.

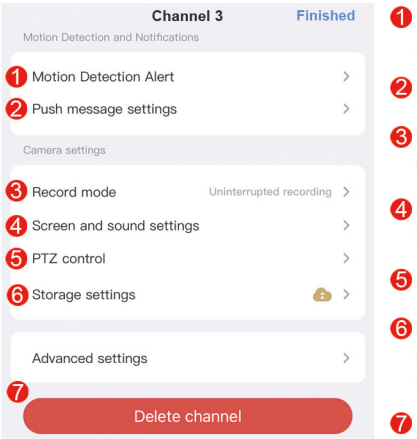




5.1.8 Camera setting on Eseecloud

Click to select a camera channel you want to set up on the live view interface, then click "Setting" button to enter the corresponding channel setting interface:

Tip: The APP camera setting is consistent with the setting on NVR. If a certain function is set on the app, the corresponding camera setting on NVR will be updated accordingly.



1. **Motion Detection Alert:** Enable humanoid detection, humanoid tracking, siren and light alert.
2. **Push message settings:** Enable APP push alert.
3. **Recording setting:** Set the recording mode, and make a recording schedule.
4. **Screen and sound settings:** Set night vision mode, invert the image, privacy area.
5. **PTZ control:** Set PTZ speed.(Only for PTZ camera)
6. **Storage settings:** To view the status of cloud storage and local storage. Enter playback video interface to download video.
7. **Delete channel:** Delete the camera from NVR.

5.2 View Video on PC Via CMS

5.2.1 Get EseePro CMS

1. EseePro Web Version: https://v.dvr163.com
2. EseePro APP Version: If you need to install EseePro CMS on your computer, please contact us to get the APP.

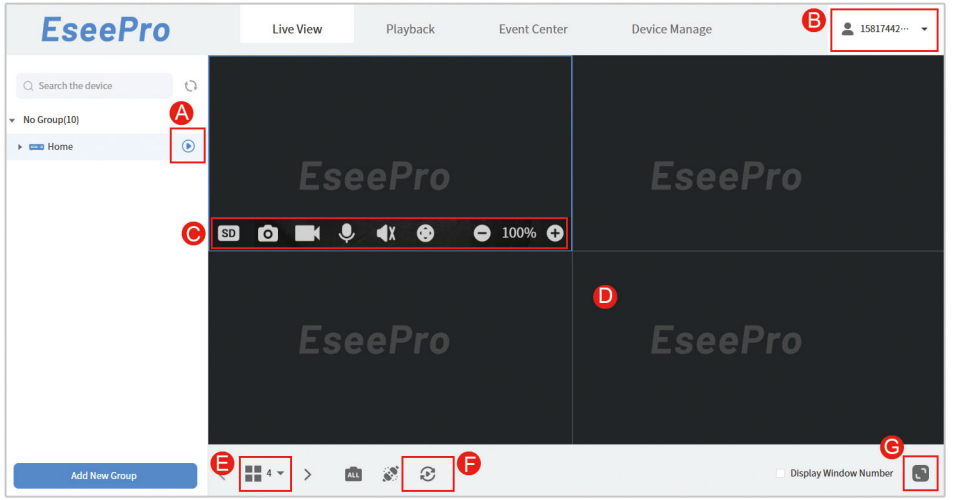
5.2.2 Log in EseePro CMS

Use a registered APP account (page 33) to log in to CMS.

5.2.3 Live View Interface

After logging into EseePro, the default interface is the live view interface.
The relevant functions and operations are introduced as follows:

Note: To perform other operations, please Stop Patrol first. (At point F)



A Left click the connection icon, cameras images will be displayed in the preview area.
B Account management, you can change the EseePro login password.
C Image Control Bar
- SD Switch between high-definition and standard-definition image display.
- Current screen screenshot.
- Record video of the current screen.
- Talk with camera. (A Mic is required for PC, a speaker is required for the camera)
- Turn on or Turn off camera audio.
- Open the PTZ control panel of the PTZ camera to operate it.

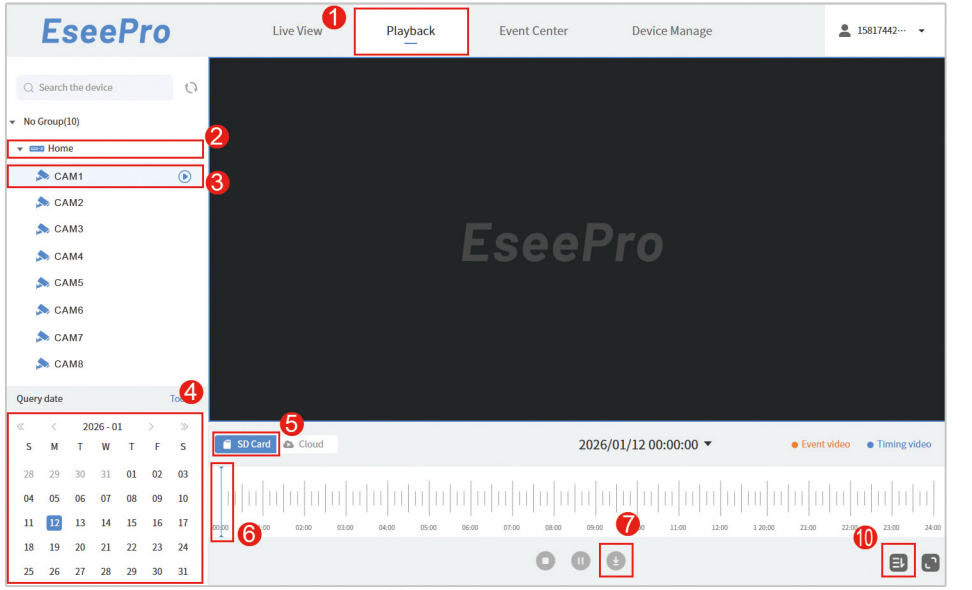
D Camera image display area.
E Image split-screen settings, allow you to choose X1, X4, X9, or X16 views for display.
F Stop Patrol or Patrol Play: Enable the patrol function to automatically connect all camera systems, and the camera views will patrol in sequence.
G Display the camera view in full screen, and press the ESC key to exit full screen.

5.2.4 Playback / Download video on EseePro

Note:

- Only one channel video can be retrieved at a time, Please repeat the same steps to search for videos from other channels.
- Only videos that are no longer than 10 minutes can be downloaded at a time.

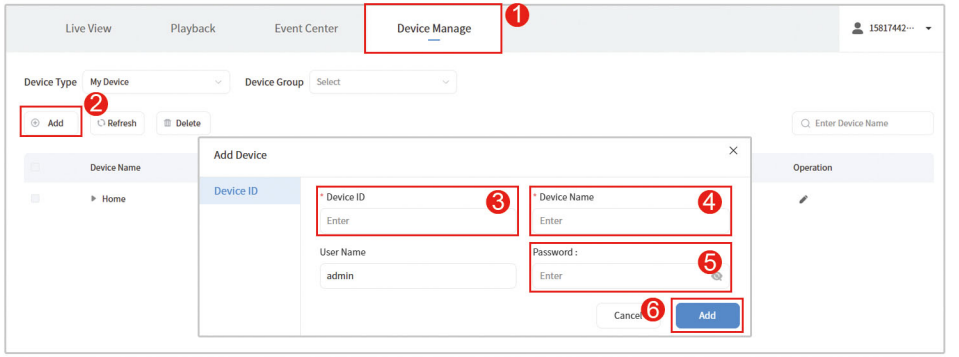
1. Left click Playback
2. Left click the device name
3. Left click to select one of the cameras
4. Select the date
5. Select SD card by default
6. Hold down the left mouse button and drag the timeline marker to locate a certain point in time
7. Left click the download icon
8. Adjust the time point for downloading the video
9. Click to download the video
10. Download List-Check download progress





5.2.5 Add more camera(system) to the EseePro

1. Left click Device Manage
2. Left click Add
3. Input Device ID
4 .Set device name
5. Input your camera system Password
6. Left click Add.

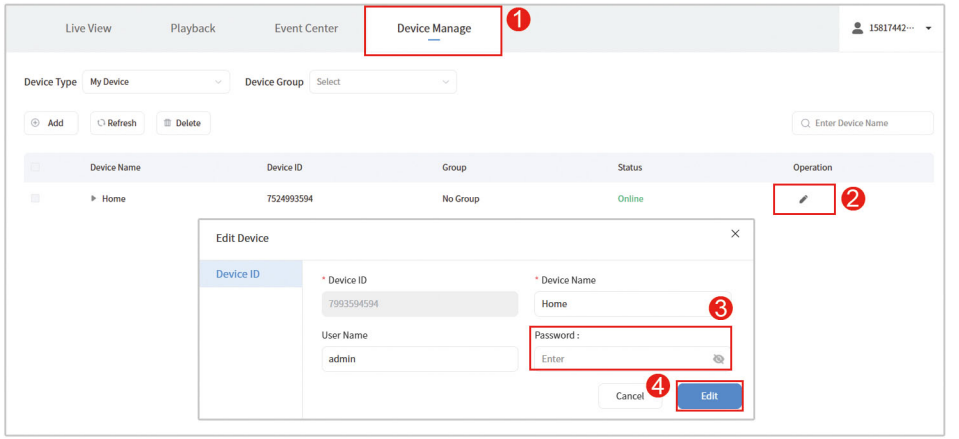


5.2.4 Update the password of camera system

- The system Password should be the same ones used to login to the NVR system.

If you have reset the Password of NVR, please update it on CMS accordingly by the following steps below.

1. Left click Device Manage
2. Left click Edit icon
3. Update the Password
4. Left click Edit.



6.1 FAQs

1. Does my wireless NVR have to be connected to the internet to work?

No, your wireless NVR doesn't have to connect to the internet, unless you need APP/CMS remote monitiring.

2. Can I view my system when I leave home?

In order to view your wireless remote system, your must manually connect your NVR to the router via Wireless LAN. You can view your system through the EseeCloud APP on your smart device or through Eseecloud CMS on your PC.

3. What is the working temperature of the camera?

The camera Working Temperature: From 14 degree Fahrenheit to 122 degree Fahrenheit.

4. Are my cameras weatherproof?

Yes, your cameras are weatherproof and will endure minimal moisture and dirt/debris. However, Cromorc strongly recommends placing outdoor cameras under an eave or awning to help shield them from overexposure to the elements, which could reduce your camera's lifespan and performance.

5. When HDD is full, do I need to delete recordings?

No need, if HDD is full, the new recordings will automatically overwrite the prior recordings.

6. Which hard drive does Cromorc wireless security systems use for recording?

Specification of hard drive: 2.5" HDD for B/D/E/G models NVR, 3.5" HDD for A/B/D/E models NVR, internal, SATA interface, support to Max. 6TB.

7. System includes HDD, why it shows "HDD not found" or "HDD not recognize" ?

Firstly, refer to page 9 to format your hard drive. If there is no hard drive information, please replace a 12V 3A power supply, If the HDD still does not work, check if the cable of hard drive is loose, and re-connect the cable of HDD well, or contact us.

8. Why the cloud ID shows Offline on monitor screen?

It means your NVR is not connected to internet. If you need to remote view cameras via APP on mobile phone or via CMS on computer, please ensure that your NVR connect to router with wireless LAN. Then the cloud ID will become Online.

9. Why NVR screens cannot display all images?

Right click the mouse on the screen → Left click "System Setup" → General Setup, adjust the resolution to 1280x1024.

10. Can I add a Cromorc battery powered camera to my NVR system?

Yes, you can add different typies of Cromorc add-on cameras, including battery powered camera.

11. How to turn off pop-up ads on the EseeCloud APP?

Log in to your APP EseeCloud → Click on "me" → Settings → turn off AD switch.

12. How to stop sharing cameras?

Log in to your EseeCloud APP → Click on "me" → Share list → Edit, select the share you want to stop sharing → Click Cancel sharing.

13. How to set the APP alarm message tone?

Log in to your EseeCloud APP → Click on "me" → Alarm message tone, you can choose slight reminder or strong reminder.

14. How to turn on Do Not Disturb mode on the APP?

Login to your EseeCloud APP → Click on "Events" → Click on the Do Not Disturb icon in the upper right corner, there are three preset time periods to choose.