Wireless HD Security Camera System
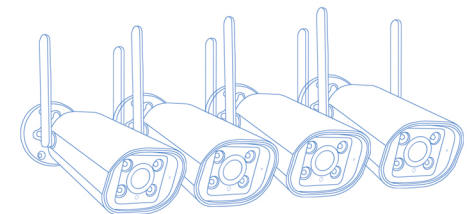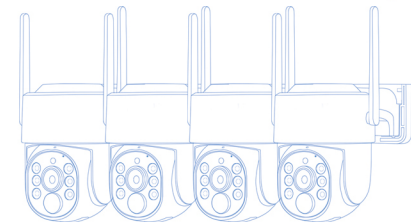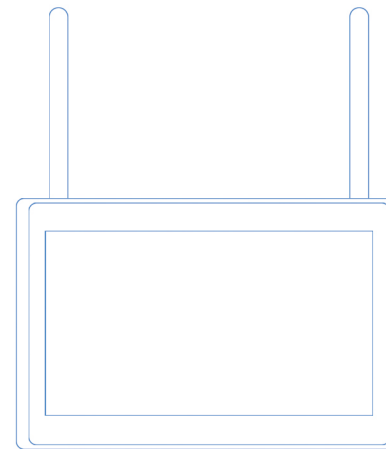
CROMORC

OWNER'S MANUAL

Wireless HD Security Camera System

OWNER'S MANUAL

CnkOM506

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
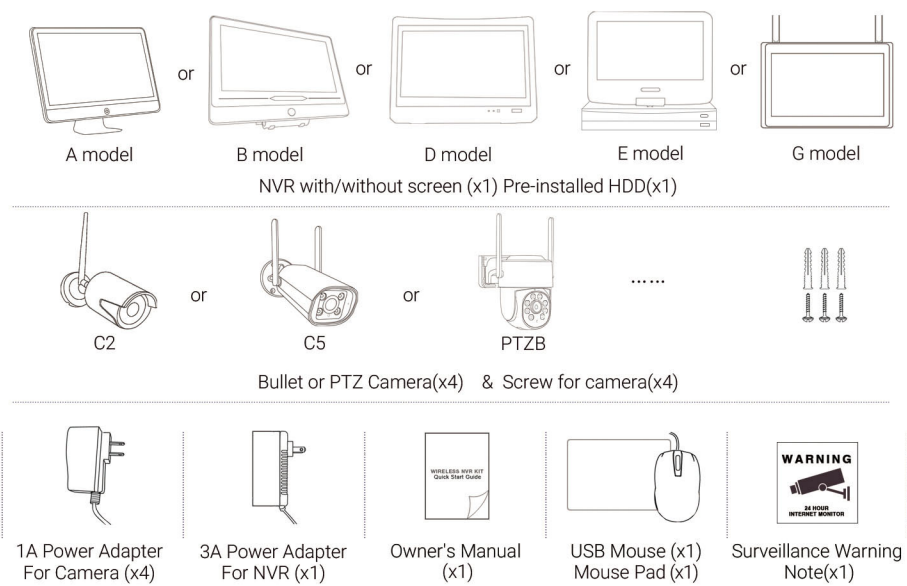Website: www.cromorc.com

Table of Contents

1.1 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**
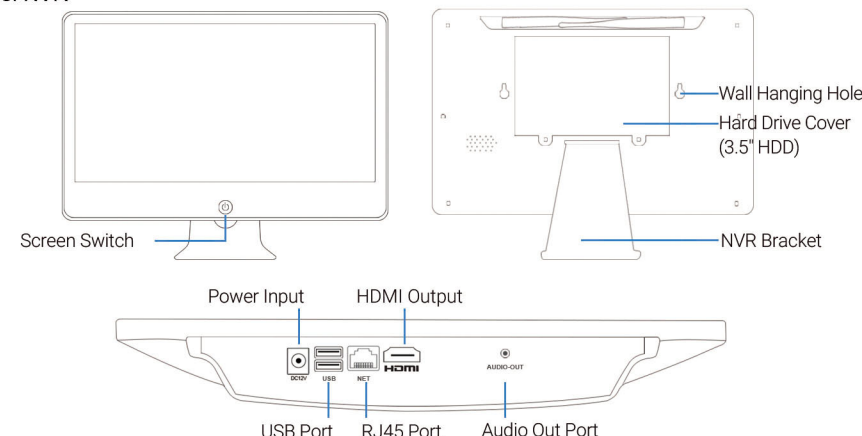   Make sure that the NVR is unplugged before you move it.
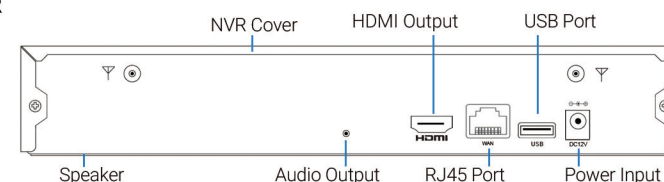
1.3 What's Included

| A model | B model | D model | E model | G model |

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

C2   or   C5   or   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)

WIRELESS NVR KIT
Quick Start Guide

WARNING
24 HOUR
INTERNET MONITOR

1.4 Understanding Your NVR

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

A model NVR

Screen Switch

Wall Hanging Hole
Hard Drive Cover (3.5" HDD)

NVR Bracket

Power Input   HDMI Output

USB Port   RJ45 Port   Audio Out Port

E model NVR

NVR Cover   HDMI Output   USB Port

Speaker   Audio Output   RJ45 Port   Power Input

G model NVR

Power Input
HDMI Output
RJ45 Port
Micro SD Card slot
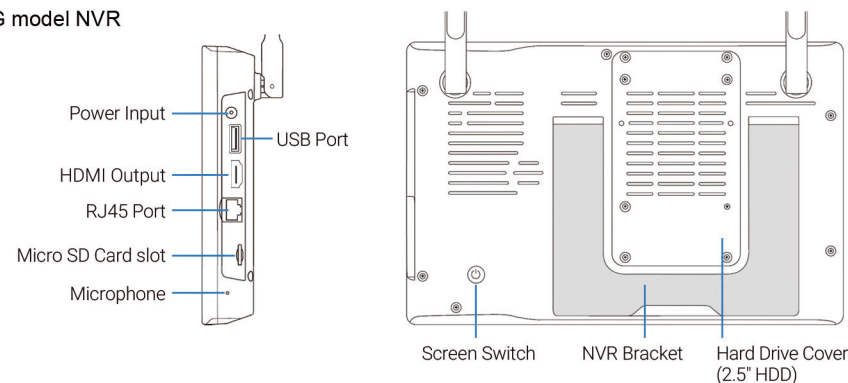Microphone

USB Port

Screen Switch   NVR Bracket   Hard Drive Cover (2.5" HDD)

Power Input – 12V 3A DC power input.

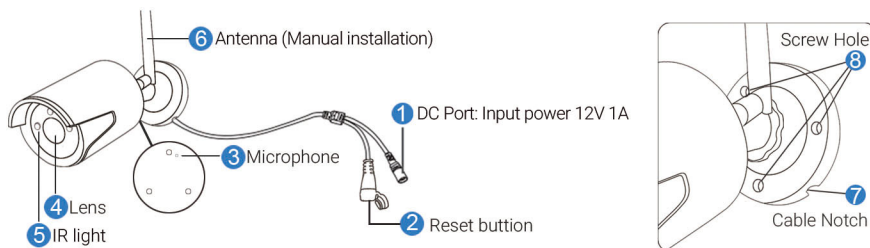**HDMI Output –**
1. If you need a larger screen, please connect the NVR to your monitor with an HDMI cable.
2. If your NVR does not come with a built-in screen, you need to connect it to monitor/TV with an HDMI cable.

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)

6 Antenna (Manual installation)
1 DC Port: Input power 12V 1A
3 Microphone
4 Lens
5 IR light
2 Reset buttion

Screw Hole
8
7
Cable Notch

● **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.

1   2   3   4   5
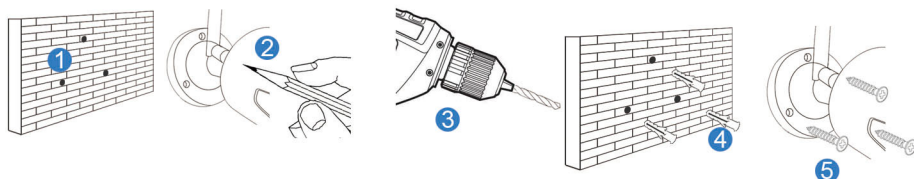
● **Adjust camera angle(3-Axis Adjustable Bracket):**

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.

"L" screwdriver

Cromorc

360°   180°   360°

Axis 1   Axis 2   Axis 3

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.

1 Antenna
2 Bracket base
3 Speaker
4 Spotlight, IR light
5 Microphone
6 Lens
7 IR cut sensor
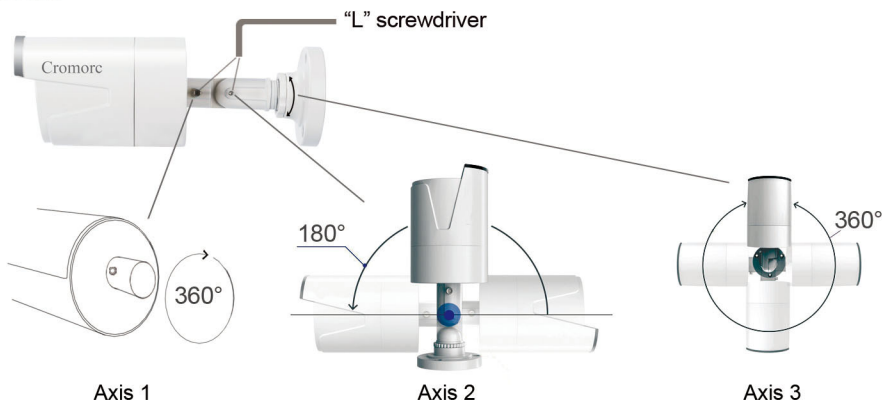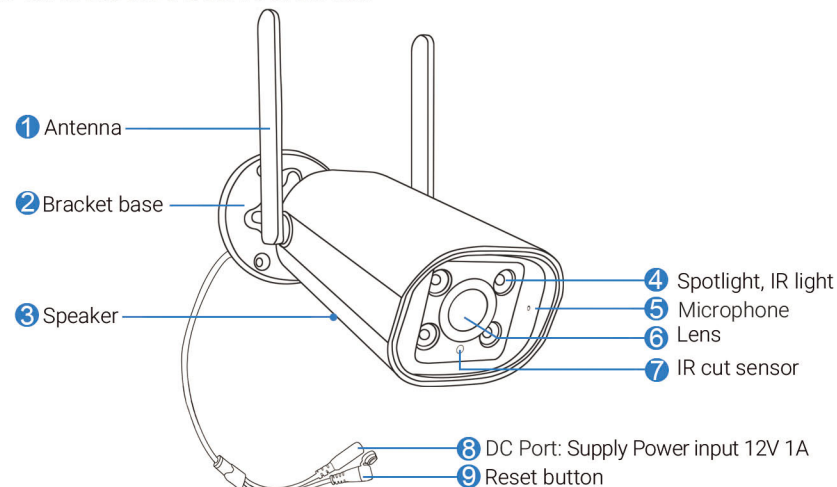8 DC Port: Supply Power input 12V 1A
9 Reset button

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.

1   2   3   4   6   5
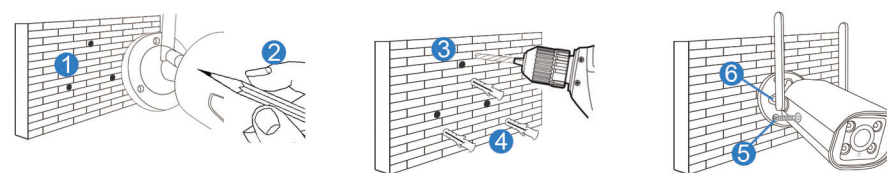
Recommended camera installation height
Applicable to all cameras

The motion detection sensor is more sensitive to movements across the camera's field of view than movements toward or away from the camera.
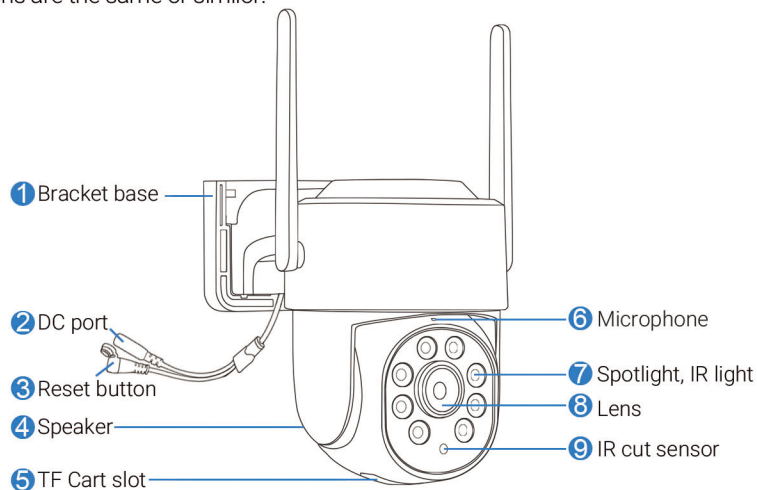
Please install the PTZ/Bullet camera about 6-9ft height.

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


Reconmended about 6-9ft height
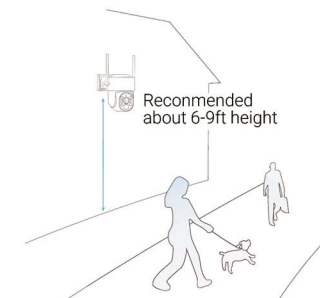
PTZ Camera

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

1 Bracket base

2 DC port

3 Reset button

4 Speaker

5 TF Cart slot

6 Microphone

7 Spotlight, IR light

8 Lens

9 IR cut sensor

Install PTZ 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.

1 Base

2 screw anchors

3

4
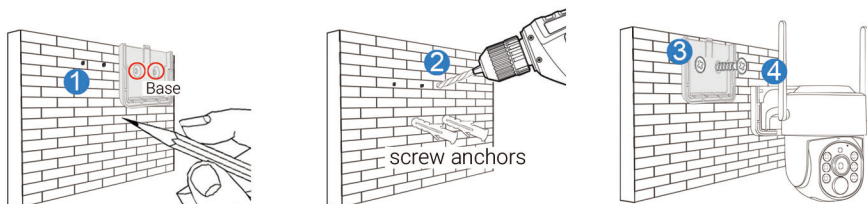
## Install the camera on the wall or ceiling

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.

Wall

Base

1

Ceiling

Base

2
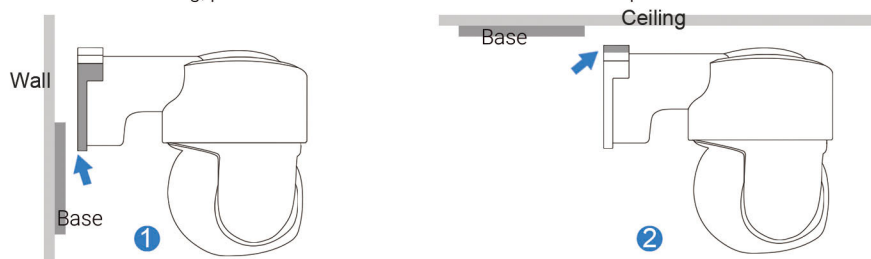
1.6 Install Hard Drive

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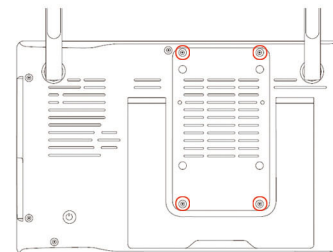
2. Connect the HDD power and data cables to the corresponding ports on your new HDD.

HDD
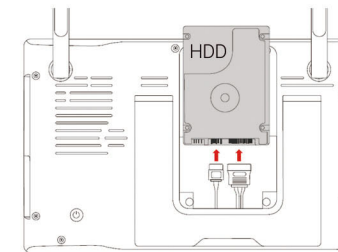
3. Screw the new HDD with the cover.
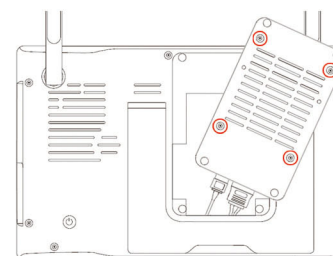
4. Finally, screw the entire cover onto the NVR.
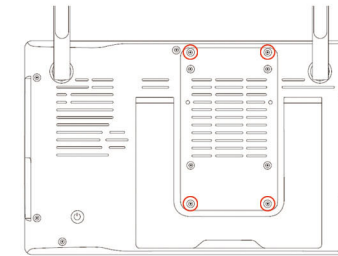
5. Power on your NVR, right click the mouse on the screen, left click "System Setup" on the Menu Bar, left click "Storage Setup", enter "Storage Setup" interface , then left click "Reformat" to format the newly installed Hard Drive.

< Go back

Storage Setup

Reformat

Storage Type
HDD

Model
TOSHIBA MQ04ABF1

Storage Status
Formatted

Storage Capacity
931.5 GB

Used Space
150.0 GB

Available Space
781.5 GB

File System Version
0.1.0.0
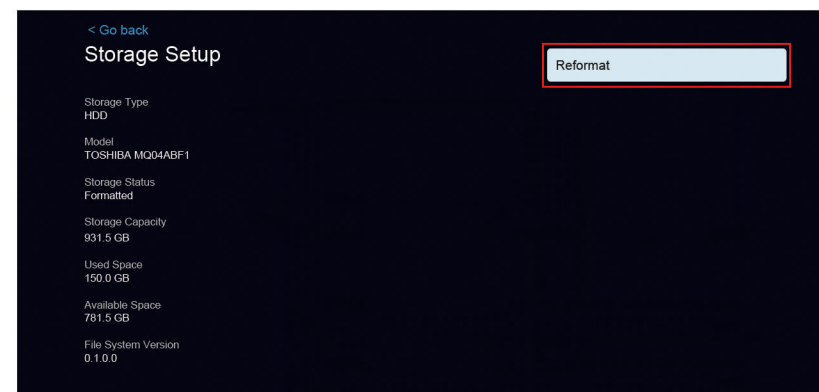
1.7 Positioning NVR and Cameras to Get Better Wireless Signal

- 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.
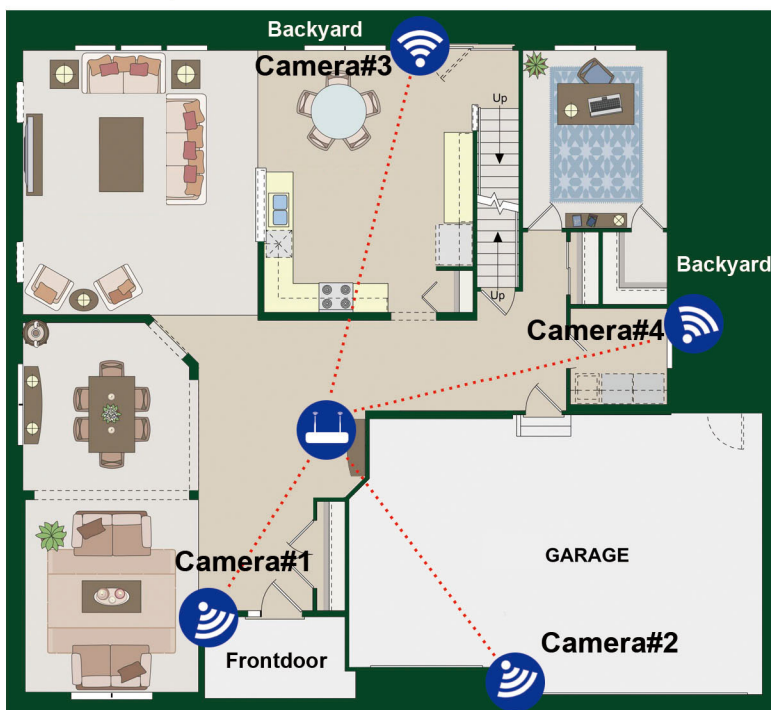

Obstacles Affect Signal Strength

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.
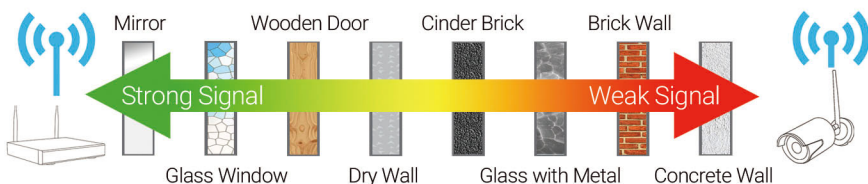
2.1 Connecting Your System
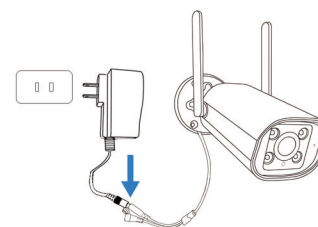
❶ Connect the power line of the camera to the power terminal of the camera power adapter. Next, plug in the camera power adapter on the wall socket.
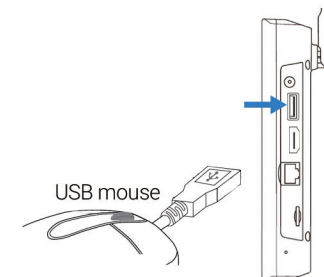
❷ Plug the USB mouse into the USB port of the NVR.
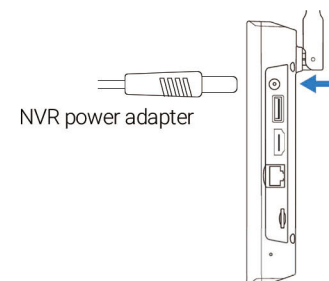
❸ Connect the NVR power adapter to the power input of the NVR.
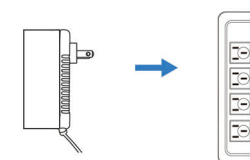
❹ Plug NVR power adapter into a power outlet nearby.

❺ After the above steps, the NVR starts to boot.
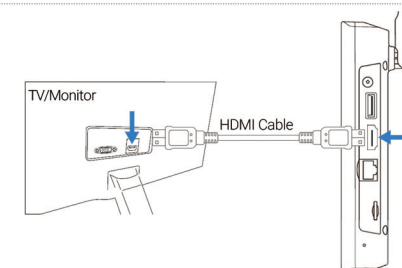
* 1. If you need a larger screen, please connect the NVR to your monitor with an HDMI cable.

* 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.

3.1 Booting Up for The First Time

Plug in the power, the NVR will start to boot. After the system initialize, then enter "Camera Preview Screen".

Log In Box

When you perform any operation on the screen with the mouse for the first time or after the system automatically logs out , the system will pop up a password input box, don't input anything and left click the "Log in" button.
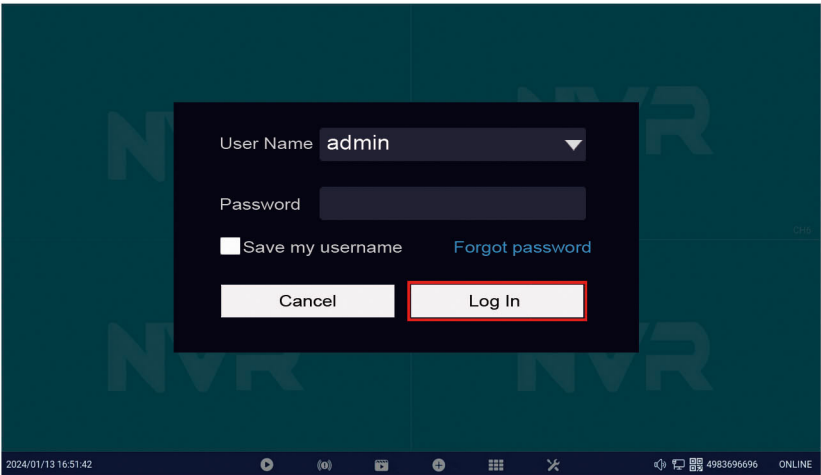
● **The default Username is admin**

● **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.

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.

3.2 Menu Bar | Tools | Shortcut Button

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

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

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

Icon	Name	Function
⊠	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
🎤	Call	Initiate a conversation with the camera(Only for G model NVR)
◈	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.

Icon	Name	Function
▶	Wake Up All	Wake up the sleep camera which in Best power saving/Best recording mode (Only for Battery Camera)
((●))	Alerter	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(Nihgt 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 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 to turn on the audio in the lower left corner of the corresponding camera image. Then you will hear the sound from the camera.

Adjusting the volume

3.4.2 Talk with the camera on NVR
Note: Only NVRs with built-in microphone support talking with cameras.

1. Left click the "Microphone" icon in the lower left corner of the corresponding camera image to enter "Talking" interface. Then you can talk with the camera.
2. Left click "Hang up" button to finish the conversation.

Tips:
1. All cameras' audio can be turned off at the same time, but only one camera' 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.
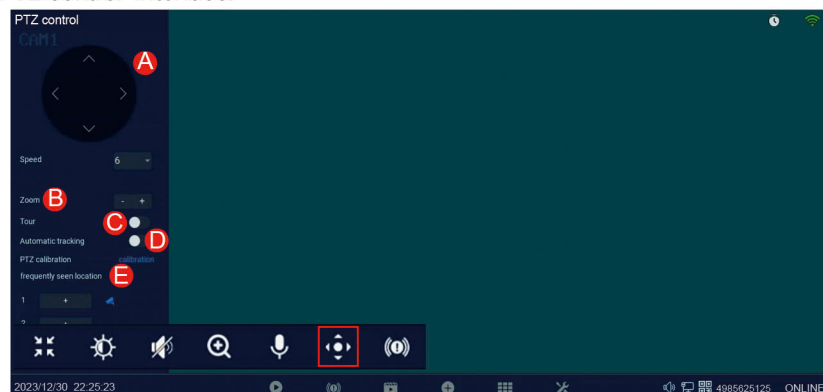

A. PTZ Control Wheel: Press and hold or left click one directional indicator to control the direction of the camera to adjust the monitoring area.

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 in normal mode, then it becomes "Goto" button.
　　　● Repeat steps 1 and 2 you can add 6 preset positions.
　　3. Left click the "Goto" button to locate to the preset position quickly.
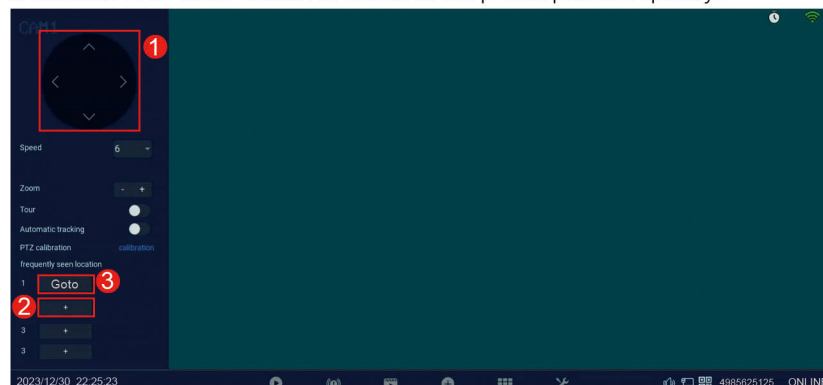
Tip: Battery PTZ camera does not support tour,automatic tracking and preset position functions.

3.6 General Setup

Right click the mouse on the screen, left click "System Setup", then select "General Setup".
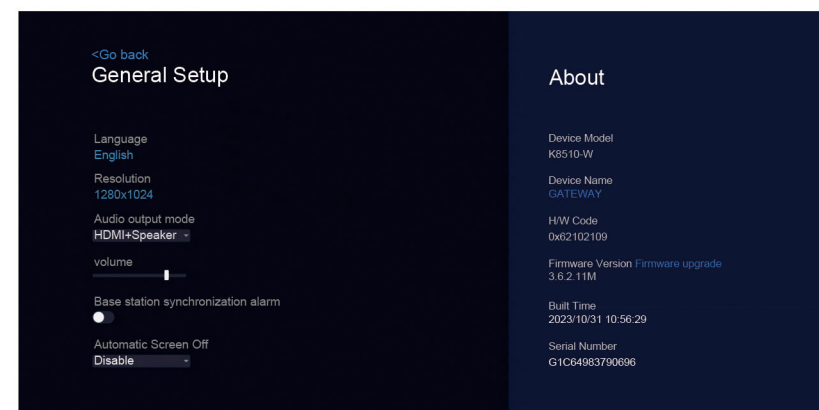
Language: Setup the system language.

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.
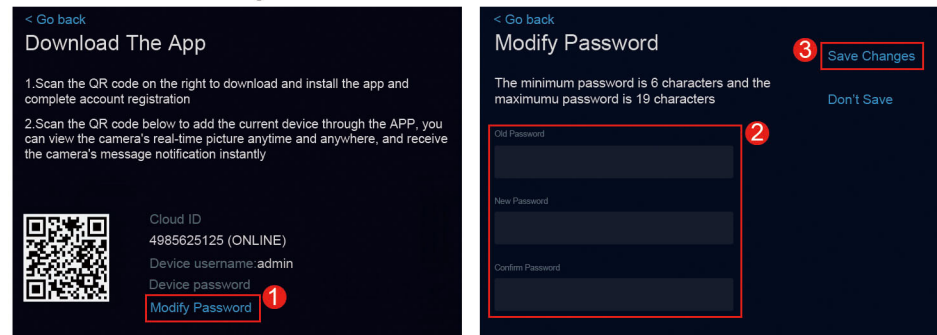
3.8 Set or Modify the NVR Password

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".

< Go back
Download The App

1.Scan the QR code on the right to download and install the app and complete account registration

2.Scan the QR code below to add the current device through the APP, you can view the camera's real-time picture anytime and anywhere, and receive the camera's message notification instantly

Cloud ID
4985625125 (ONLINE)
Device username:admin
Device password
Modify Password **1**

< Go back
Modify Password

3 Save Changes

The minimum password is 6 characters and the maximumu password is 19 characters

Don't Save

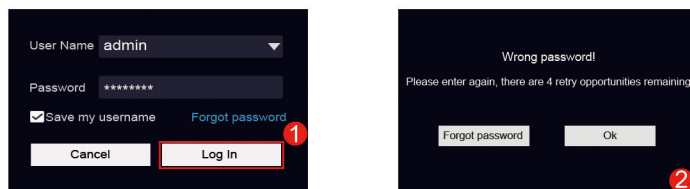Old Password **2**

New Password

Confirm Password

Tip: If you've modified the password of NVR as above, please update it on the APP/CMS (Refer to page 35/40), otherwise you will not be able to view camera on APP/CMS.

3.9 Reset the NVR Password If You Forgot It
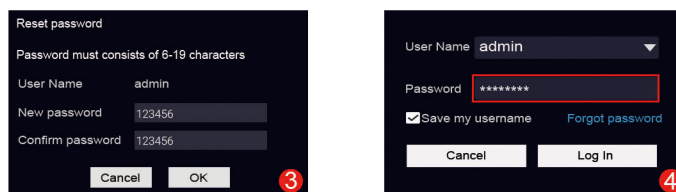
Reset password

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.

User Name admin
Password ********
☑Save my username   Forgot password
Cancel   Log In **1**

Wrong password!
Please enter again, there are 4 retry opportunities remaining
Forgot password   Ok
2

3. Input your new password on "Reset password" interfece, then left click OK button.

4. After resetting the password, enter the new password again in the login box to log in to the system.

Reset password
Password must consists of 6-19 characters
User Name   admin
New password   123456
Confirm password   123456
Cancel   OK **3**

User Name admin
Password ********
☑Save my username   Forgot password
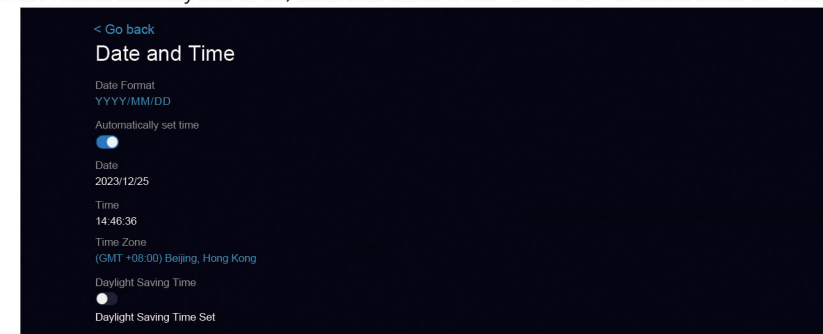Cancel   Log In **4**

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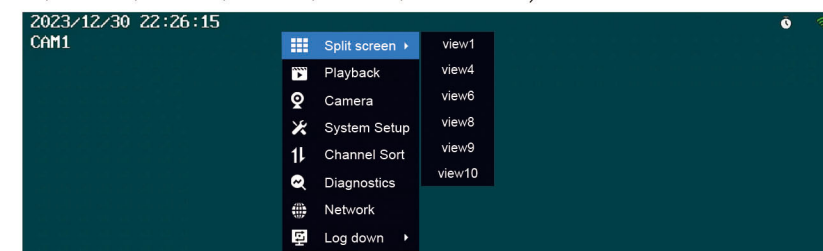
B: Manual settings
Turn off Automatically set time, then left click "Date" or "Time" to reset Date or Time.

< Go back
Date and Time

Date Format
YYYY/MM/DD

Automatically set time

Date
2023/12/25

Time
14:46:36

Time Zone
(GMT +08:00) Beijing, Hong Kong

Daylight Saving Time

Daylight Saving Time Set

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 …)

2023/12/30 22:26:15
CAM1

Split screen   view1
Playback   view4
Camera   view6
System Setup   view8
Channel Sort   view9
Diagnostics   view10
Network
Log down

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.

Image Setting   × 9:23

Night vision mode
Full color night vision

Image flip **2**
Privacy Area
Color mode
Standard

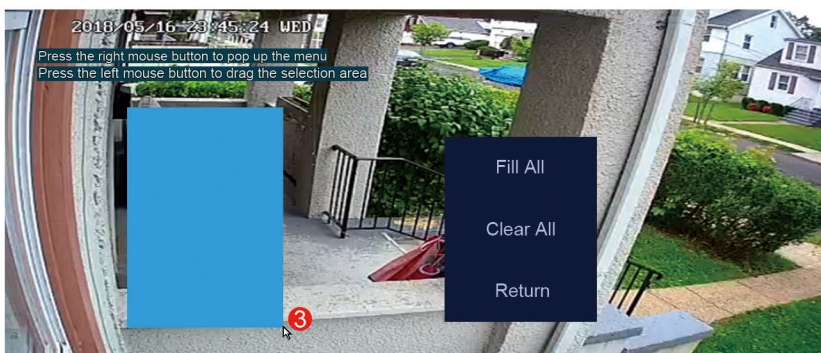**1**

2023/12/25 14:49:24   4985625125 ONLINE

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.

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
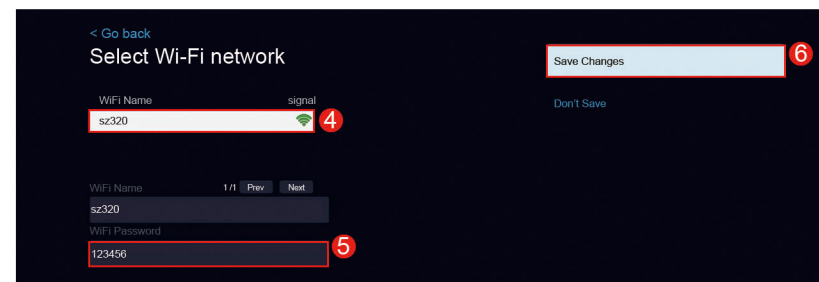
3.16 Video Playback on NVR

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
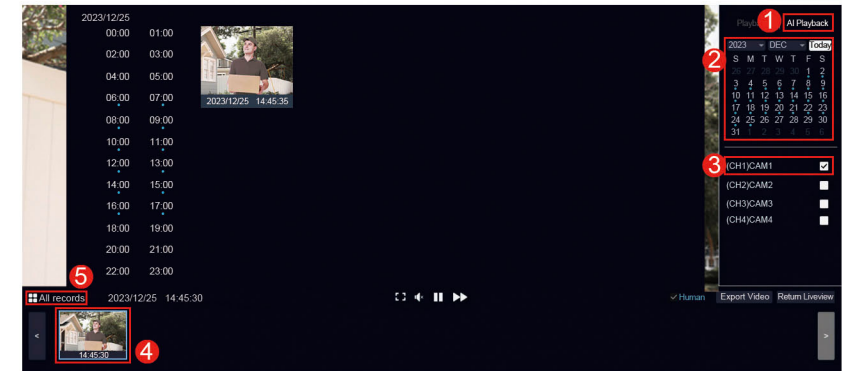3. Check the channel
4. Select the Recording mode
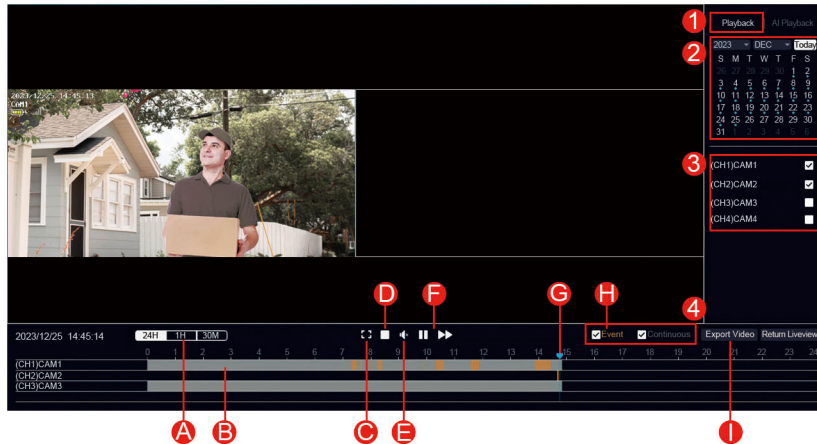
Playback Area:

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)
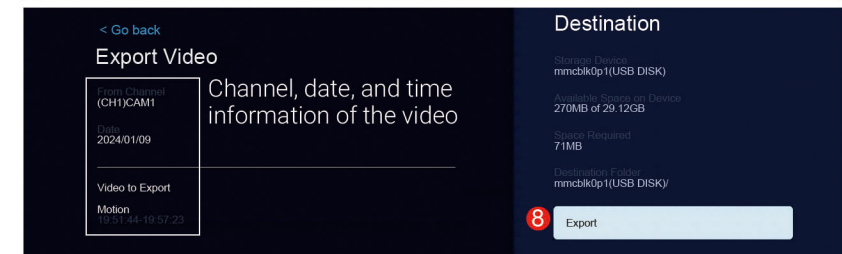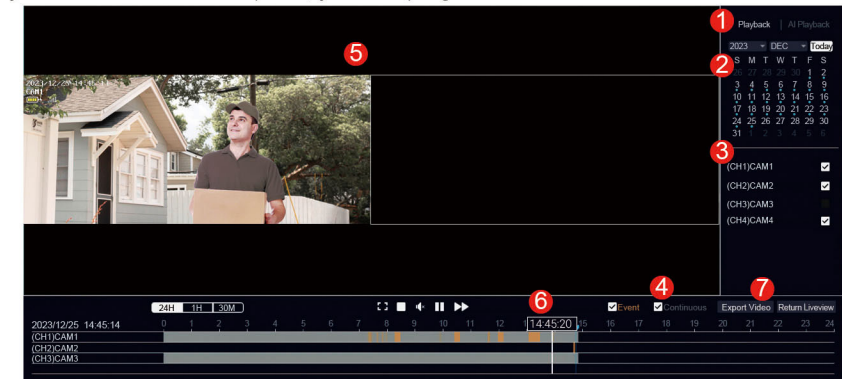
● USB Flash disk must be in FAT32 format, supports maximum capacity 128Gb.

● 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.
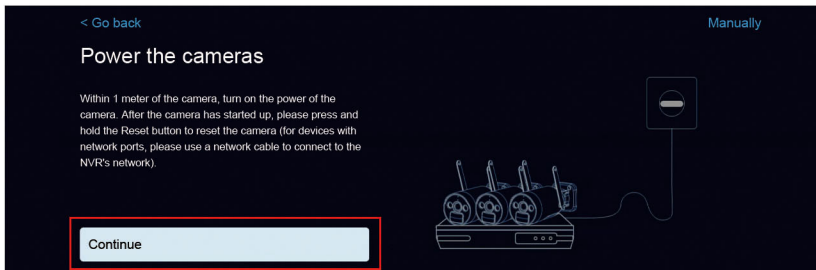
4.1 Add More Camera to NVR

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.

NVR

Reset button

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 it to more than 4 views first, refer to page 19)

3. Left click "Continue" to start searching for cameras.

< Go back   Manually

Power the cameras

Within 1 meter of the camera, turn on the power of the camera. After the camera has started up, please press and hold the Reset button to reset the camera (for devices with network ports, please use a network cable to connect to the NVR's network).

Continue

4. After about one minute, 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".

< Go back

Searching for Cameras...

The table lists all paired cameras.DO NOT click 'Continue' until all cameras are listed.

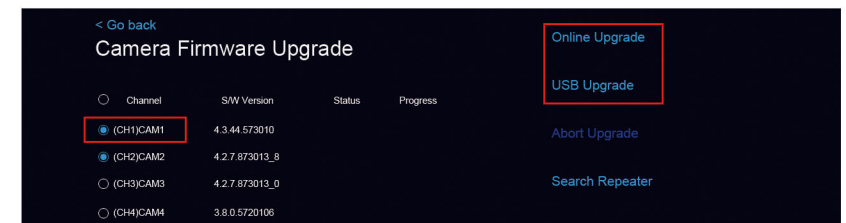| Channel	Device Name	IP Address	Status
1	5323-3W-Q	172.20.14.47	Connect success

Continue

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.
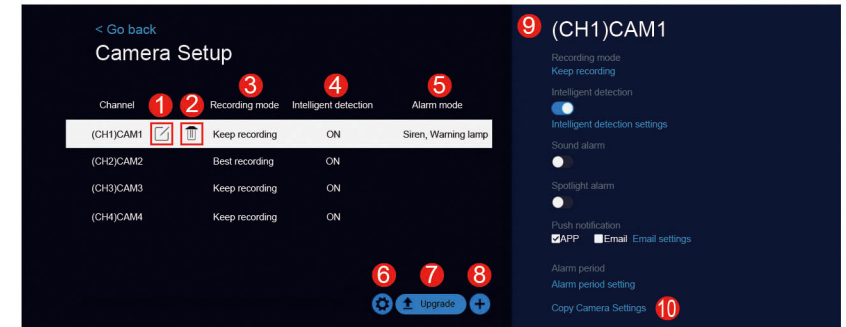
1. Left click to select the corresponding camera channel, "Edit" and "Delete" icons will appear, left click "Edit" icon to rename the camera. The camera name is displayed in the upper left corner of the camera image.

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.

< Go back

Camera Firmware Upgrade

Online Upgrade

USB Upgrade

Channel	S/W Version	Status	Progress
(CH1)CAM1	4.3.44.573010		
(CH2)CAM2	4.2.7.873013_8		
(CH3)CAM3	4.2.7.873013_0		
(CH4)CAM4	3.8.0.5720106		

Abort Upgrade

Search Repeater

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.
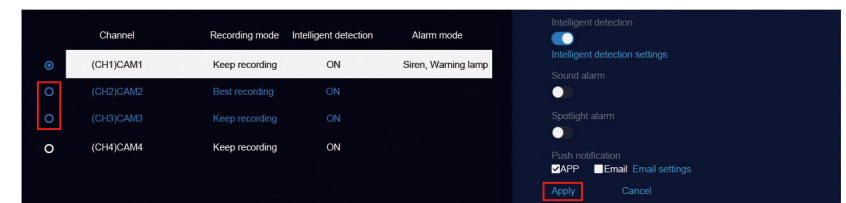
4.3 Extend the Camera Signal

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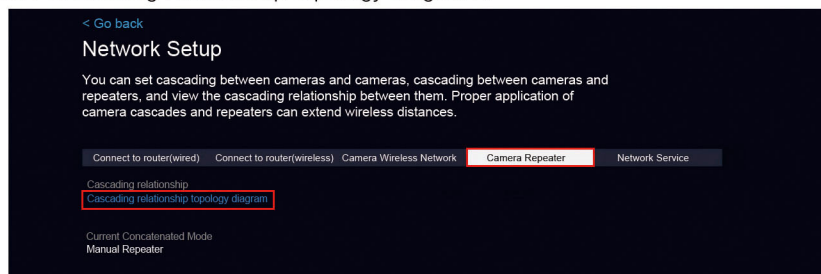
1. **Auto Repeater**: Select "Auto Reapeater" from the dropdown menu, then left click "Save Changes", the system will automatically set a camera with a stronger signal as a repeater for a camera with a weak signal.

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".
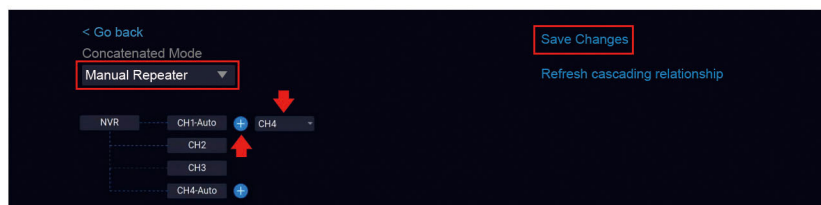
B. Adjust WiFi channel to avoid signal interference

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.
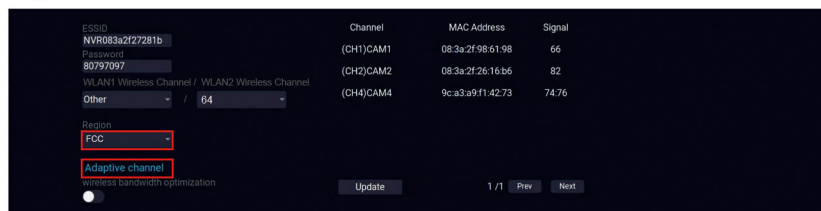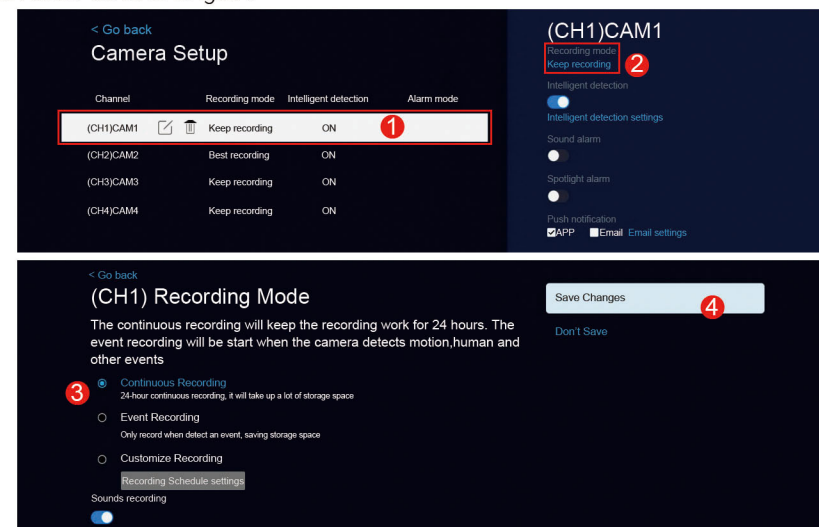

4.4 Recording Mode

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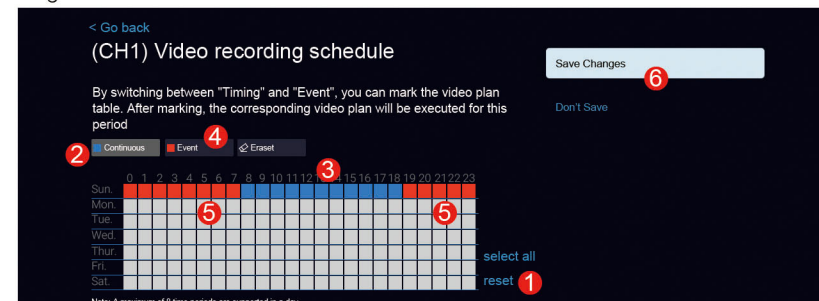2. Left click Continuous button   5. Select the block of the corresponding time
3. Select the block of the corresponding time   6. Left click Save Changes

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.
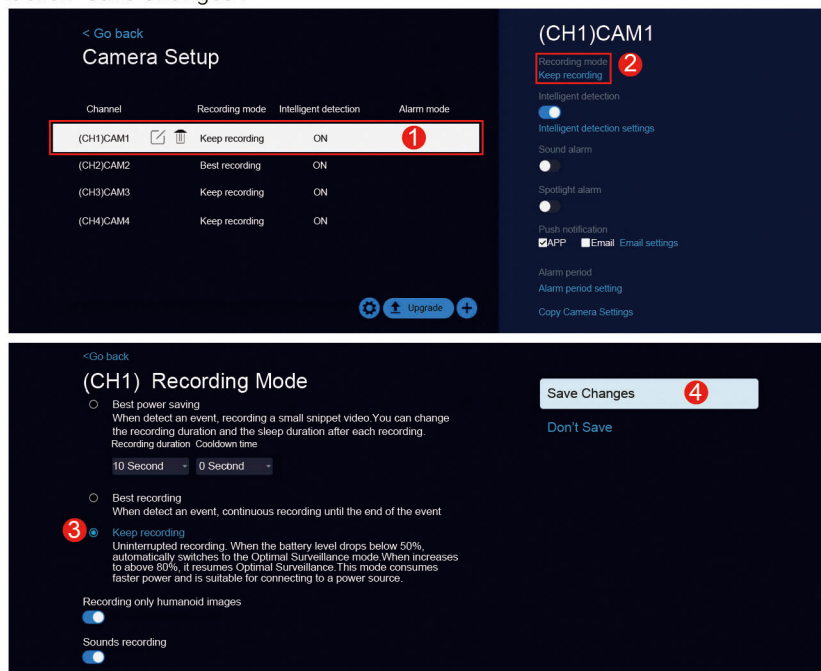
Right click the mouse on the screen, left click "Camera", into the "Camera Setup" interface.
1. Left click to select the corresponding battery camera channel.
2. Left click "Recording mode"
3. Choose one recording mode.
4. Left click "Save Changes".

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.

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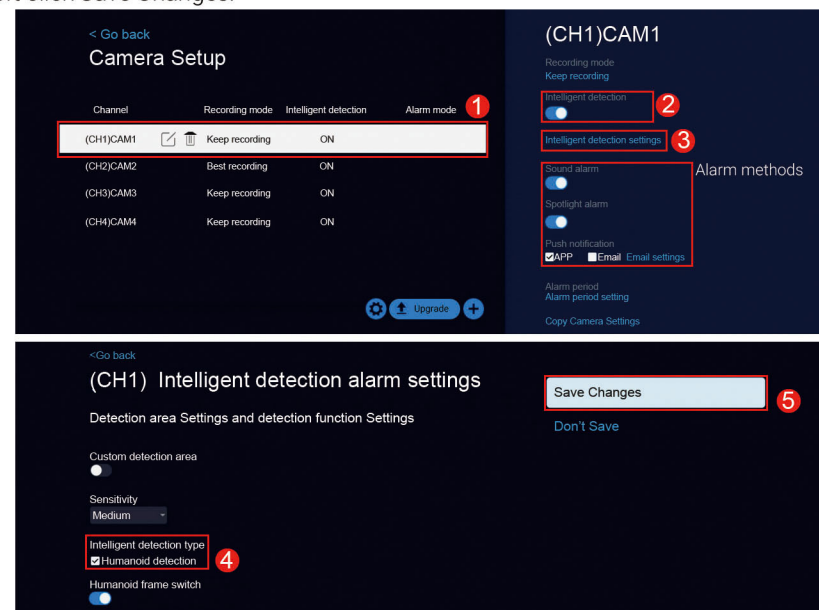1. Left click to select the corresponding camera channel.
2. Turn on Intelligent detection.
3. Left click Intelligent detection settings.
4. Check Humanoid detection.
5. Left click Save Changes.

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.

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".

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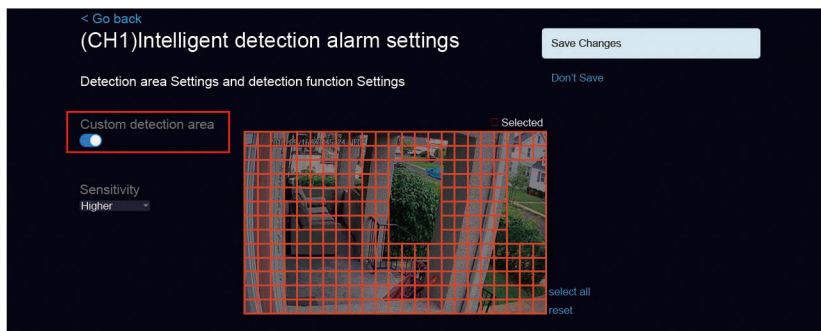
- Full area detection by default, with a red grid display.
- Drag the left mouse on the grid to make it blank, then the movement in that area will not be detected.
- Drag the left mouse in a blank space to select the detection area.
- You can choose the sensitivity level according to your needs.

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".
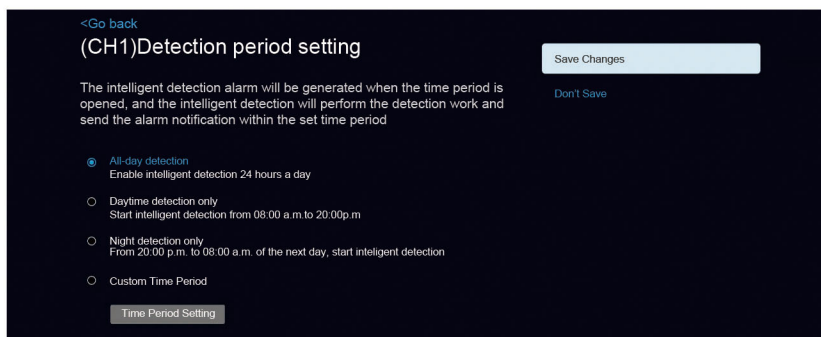
4.6 E-mail Alarm Push

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.
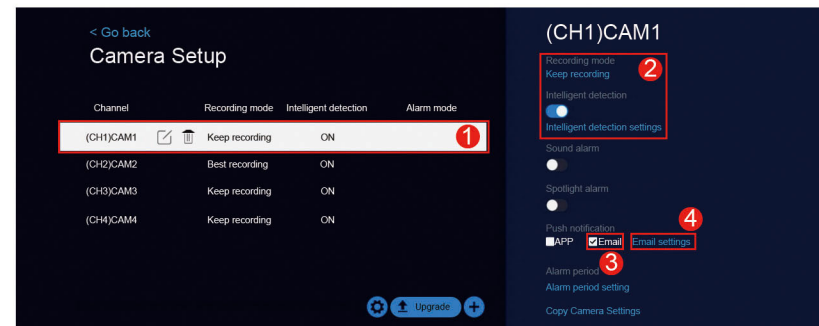
4. Left click "Email settings", enter the "Email settings" interface.
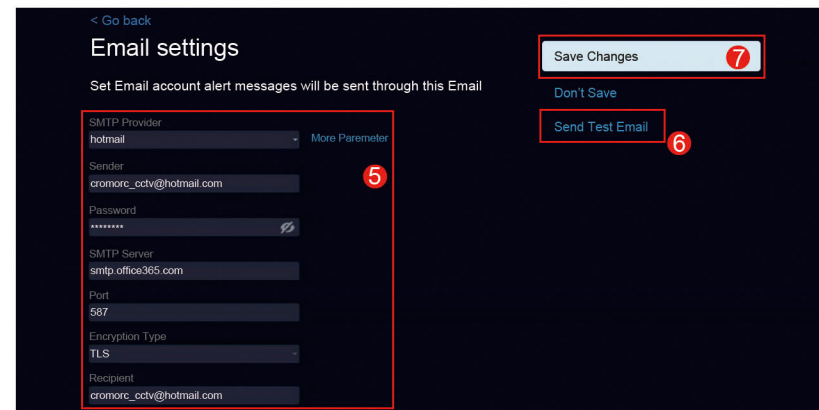
5. Left click "More parameter" to display more parameters, take Hotmail as an example to set up.

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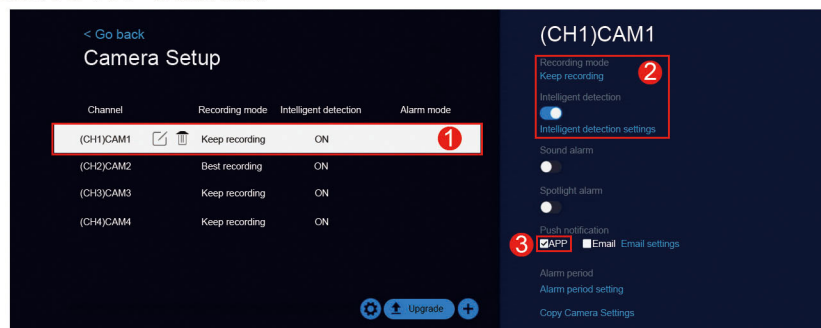
**2. APP setting:** (Refer to page 33 for APP installation and account register)

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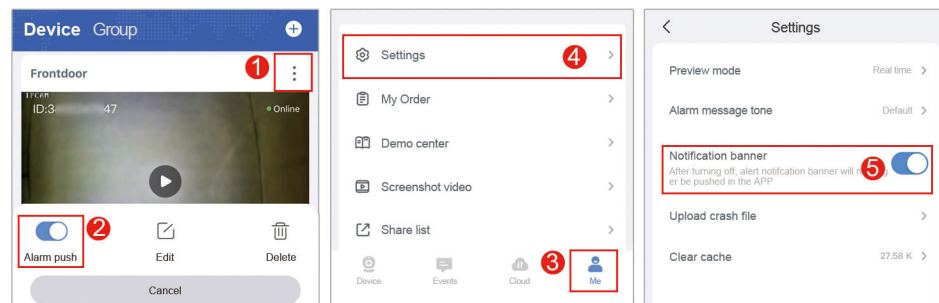
3. Phone setting:

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".
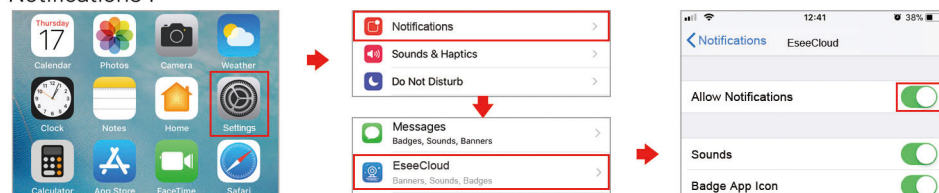
5.1 View on Mobile Phone Via APP

5.1.1 Install APP EseeCloud(IP Pro, VR Cam)

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".
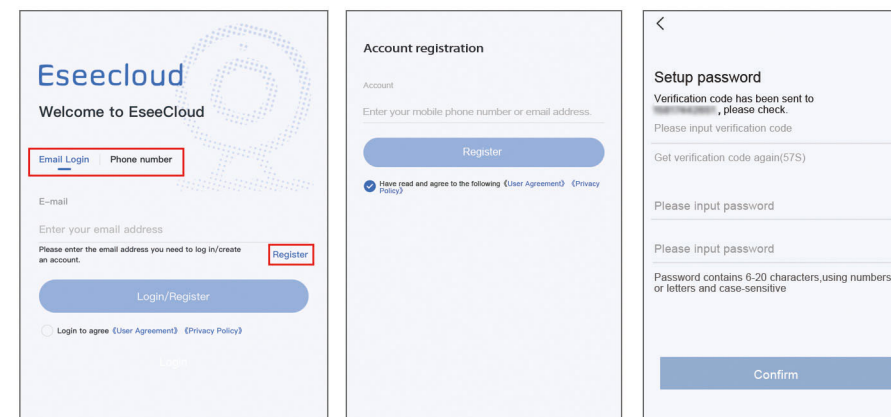

Tips:
1. This APP account is only for EseeCloud APP/CMS login, please distinguish it from NVR System account.
2. The APP remote viewing and playback functions are free. We don't recommend purchasing APP Cloud storage service because Cromorc camera system comes with a hard drive for local recording.

5.1.2 Add the NVR system to APP

● Make sure your NVR is connected to router(internet) to view camera on APP(Page 21).
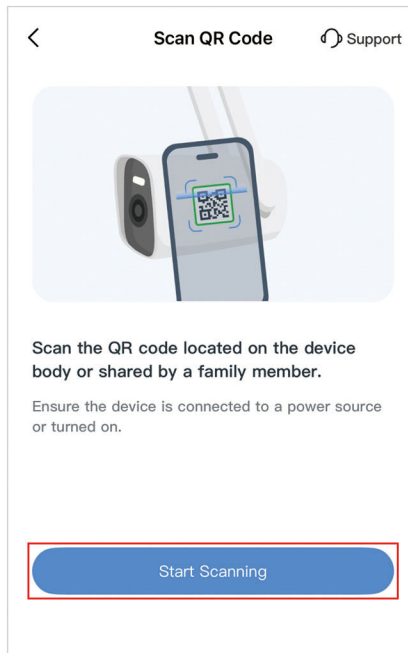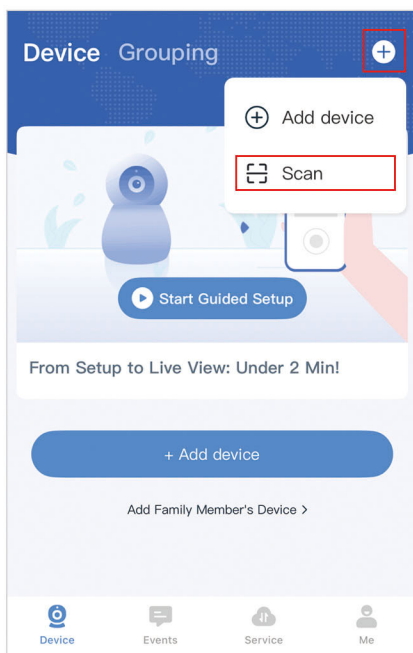
Find the Cloud ID and ID QR code on the NVR
1. The Cloud ID is displayed in the bottom right corner of the NVR screen.
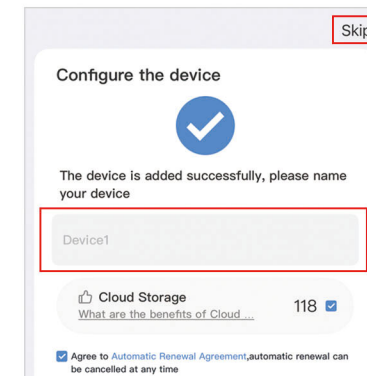2. Left click the ID to enter "Download The APP" interface, then you can see the ID QR code.
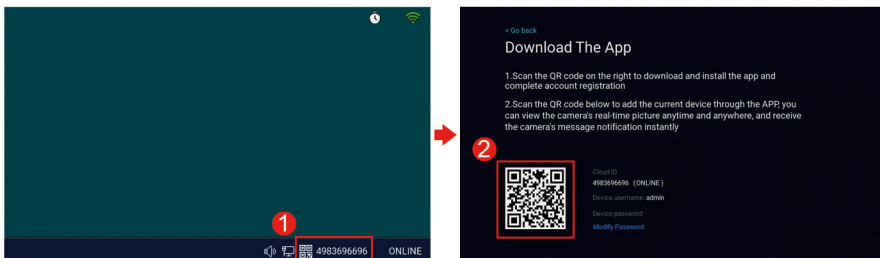
Scan Cloud ID QR code to add

1. Run the EseeCloud APP, click "+" →
   click "Scan".

2. Click "Start Scanning".

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

4. Set a name for the device, click "Skip" 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.
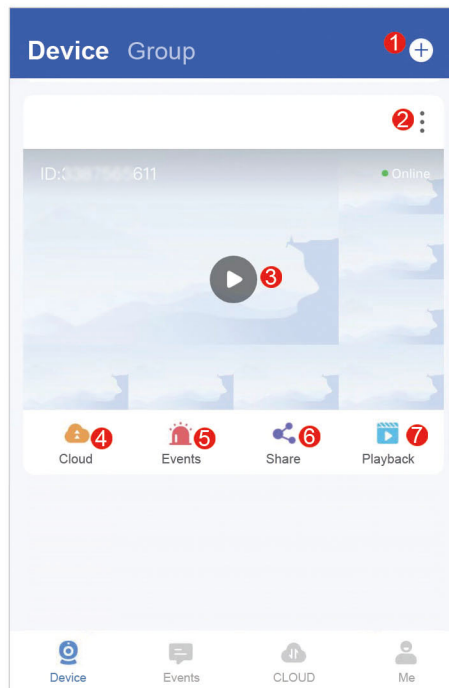
Update the Password

● 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.

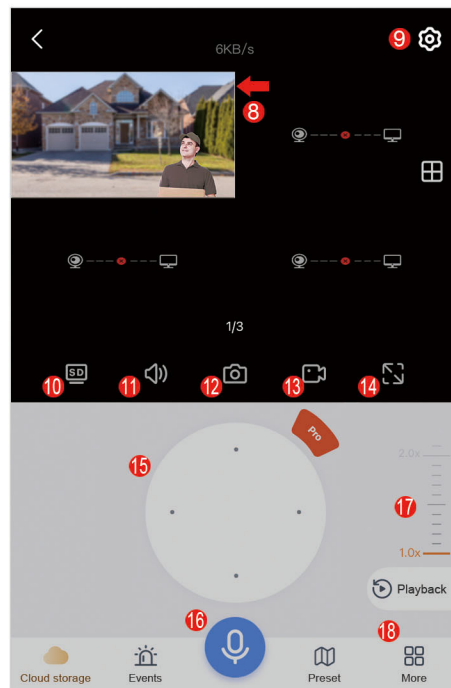Or follow the steps on the below to update the password: Click " ⋮ " → Edit → Then update the password.
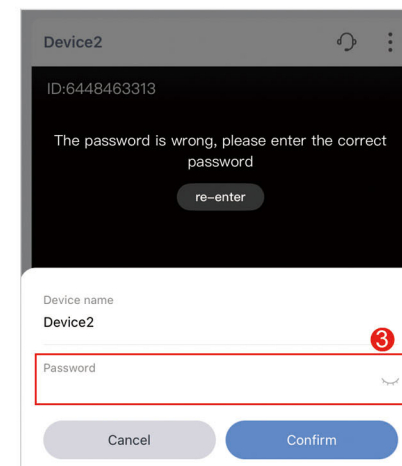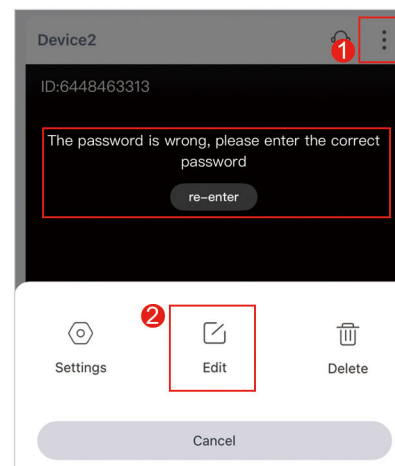
5.1.3 APP Interface

Main interface

Live view interface

❶ Add camera system

❷ Set alarm push / Edit device name / Update password

❸ Click to enter **Live View Interface**

❹ **Cloud :** Purchase Cloud storage service if in need(NVR with HDD can record videos locally, usually no need extra Cloud storagte)

❺ **Events:** Look at the Alarm message

❻ **Share:** Share camera system to your friend or family

❼ **Playback:** Watch camera recorded videos

❽ **Select channel:** Click to select a channel before camera setting

❾ **Setting:** Set the motion detection, screen and sound, record mode for the selected camera.

❿ **SD/HD:** Click to switch Standard Definition / High Definition image

⓫ **Sound:** Click to turn sound on or off

⓬ Save the screenshot of the selected channel to your Phone Album

⓭ Save the recording of the selected channel to your Phone Album

⓮ Display video image in full screen

⓯ PTZ control(Only available for PTZ type camera)

⓰ Talk with the camera(Only available for cameras with built-in speakers)

⓱ Zoom: Only available for optical zoom lens or dual lens.

⓲ **More:** Manually control the camera siren / Switch Night Vision Mode

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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.
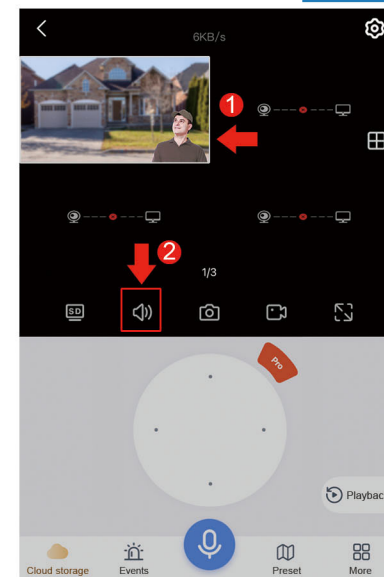
5.1.4.2 Talk with the camera on the APP

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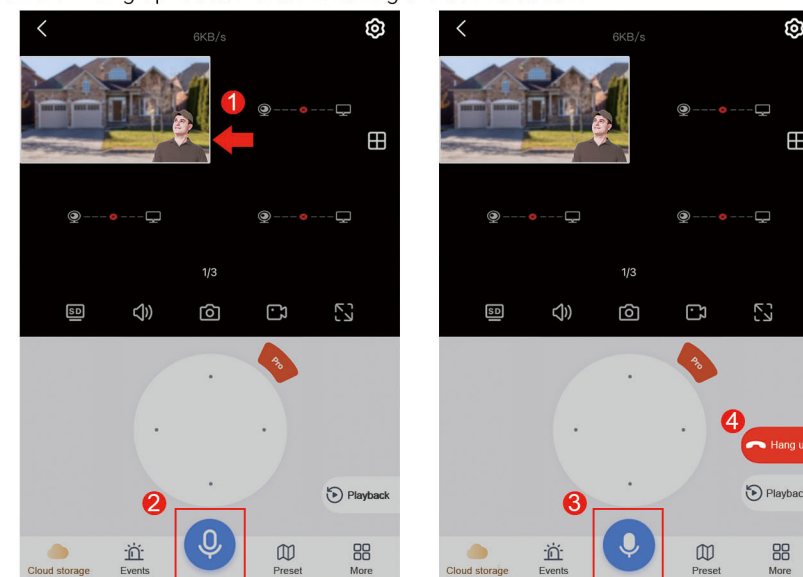
Tip: Only one user can use the microphone to talk to the camera at a time.

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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.
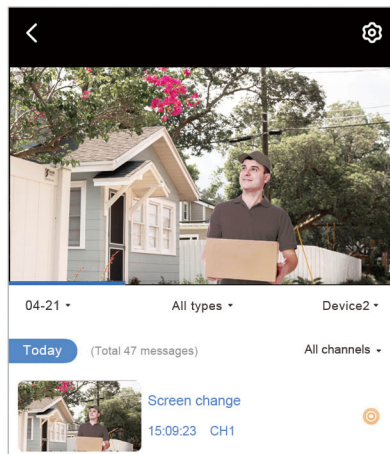
## 5.1.6 Share Camera System to your Family or Friend

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.
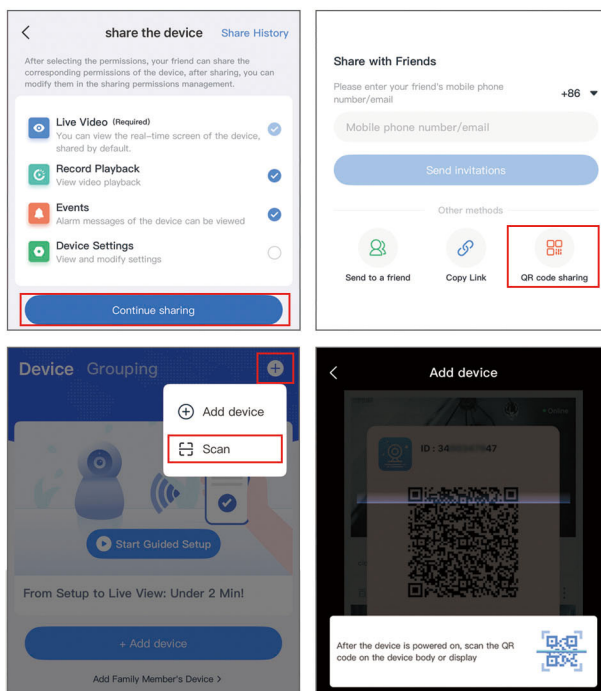
5.1.7 Playback Video and Download Video to Your Phone

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

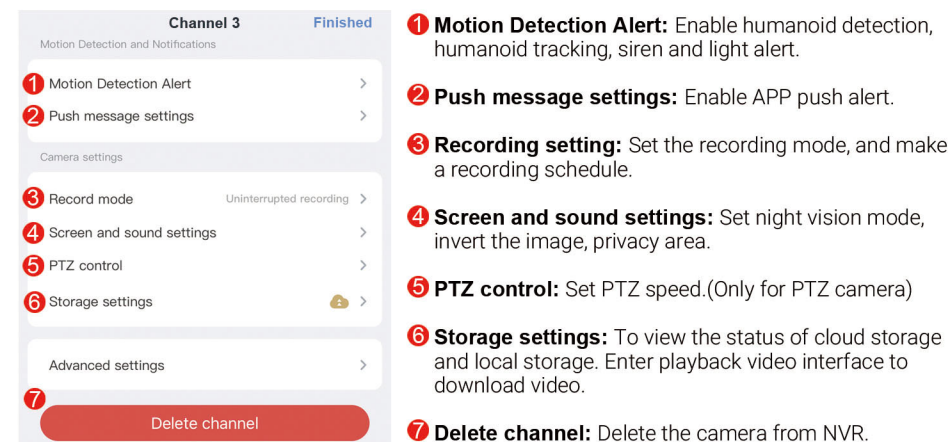Click Playback button ▶ to enter the playback interface:

1. Select a camera channel.
2. Click "LOCAL".
3. Select Date.
4. Slide timeline to locate time point.
5. Click "Download playback video" to download video to your phone.
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.
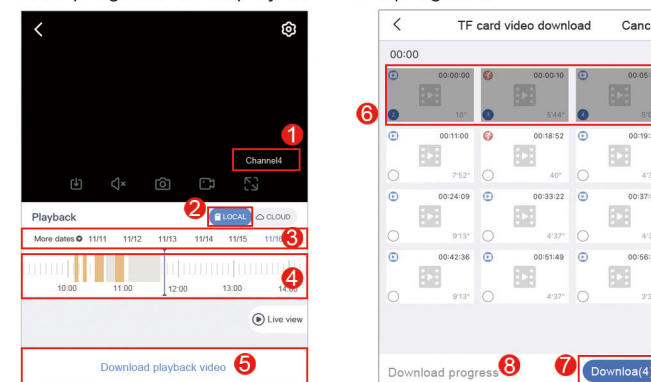
5.1.8 Camera setting on Eseecloud

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.


❶ **Motion Detection Alert:** Enable humanoid detection, humanoid tracking, siren and light alert.

❷ **Push message settings:** Enable APP push alert.

❸ **Recording setting:** Set the recording mode, and make a recording schedule.

❹ **Screen and sound settings:** Set night vision mode, invert the image, privacy area.

❺ **PTZ control:** Set PTZ speed.(Only for PTZ camera)

❻ **Storage settings:** To view the status of cloud storage and local storage. Enter playback video interface to download video.

❼ **Delete channel:** Delete the camera from NVR.

5.2 View Video on PC Via CMS

5.2.1 Get EseeCloud CMS and Log in CMS

1. EseeCloud CMS download website: https://www.cromorc.com/download
   Or E-mail us to get the latest version of free CMS software. Then install it on your PC.

2. Use a registered APP account to log in to CMS (page 33).
   You can skip the step of adding NVR to CMS. The camera system that has been added to the APP will be synchronized with CMS.

5.2.2 Add NVR device to CMS

● Make sure your NVR is connected to router(internet) to view camera on CMS.

Run CMS EseeCloud on your computer and follow the steps below to add NVR to CMS.
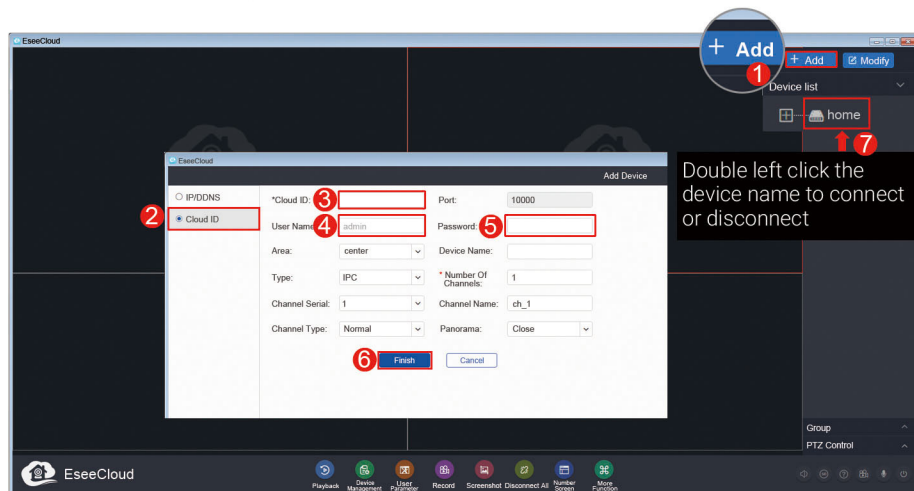
TIPS: 1. You can find Could ID in the bottom right corner of the NVR screen.
       2. If you have more than 2 systems, you can double-click other devices name, and all devices will display on the screen simultaneously.

●The 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.
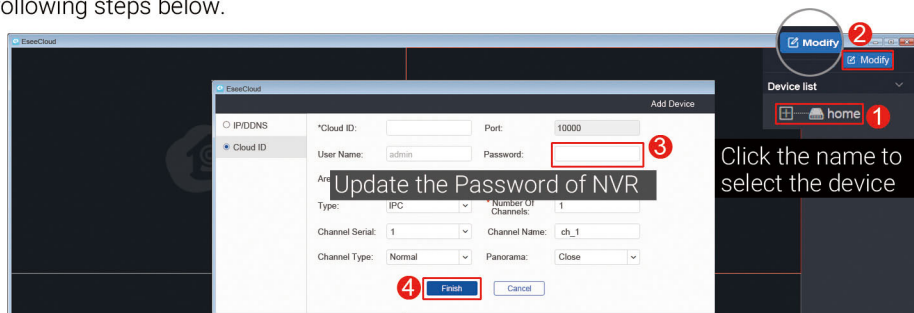
5.2.3 Playback video on CMS

1. Left click Playback
2. Left click to select a camera channel
3. Select the record type
4. Select the date
5. Left click Retrieval to search videos
6. Watch the retrieved videos

Tip: Only one channel video can be retrieved at a time, please repeat the steps 2-4 to retrieve other channel videos, the retrieved videos will be displayed in the screen area in search order.
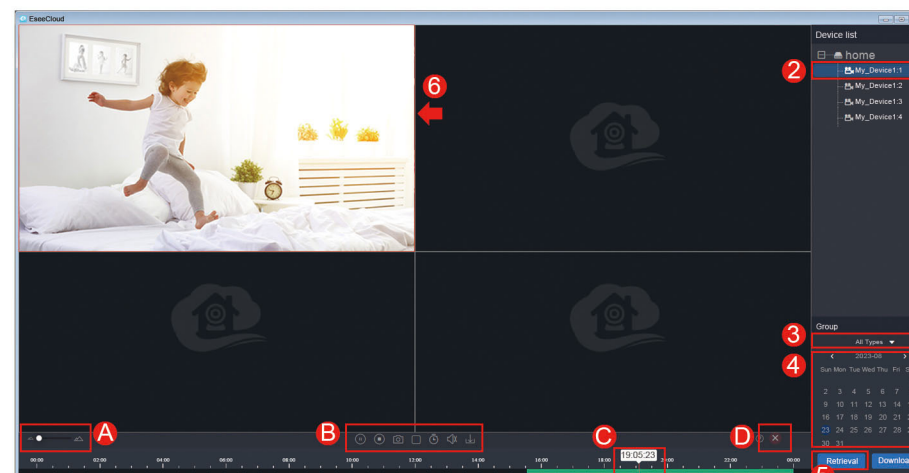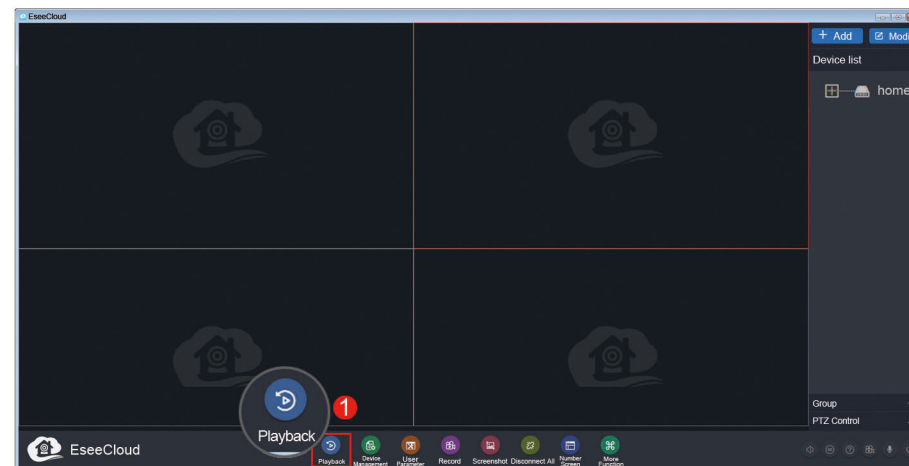

Ⓐ Timeline scale display slider.
Ⓑ Playback control area: You can control video playback, pause and fast forward, take quick screenshots, turn on sound, and download videos.
Ⓒ Time slider: Drag the time slider to move to a specific point in time. Hold down the left mouse button and drag to move the timeline as a whole.
Ⓓ Playback interface exit button.
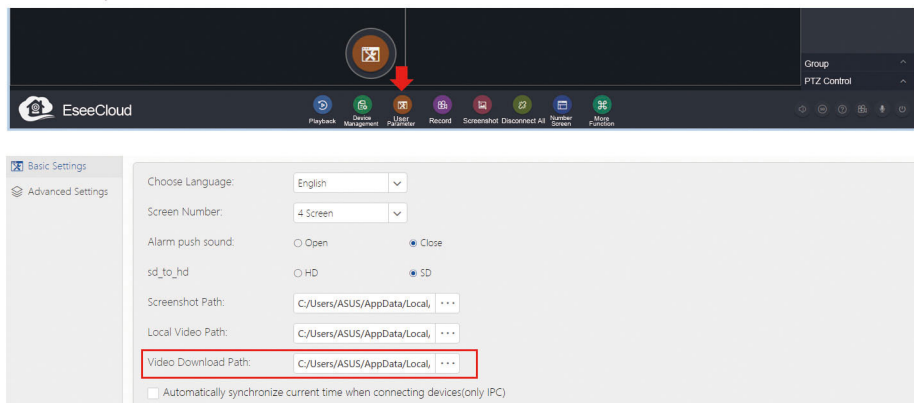
5.2.4 Download video on CMS

1. Left click to select the retrieved videos in previous step.
2. Left click "Download" button.
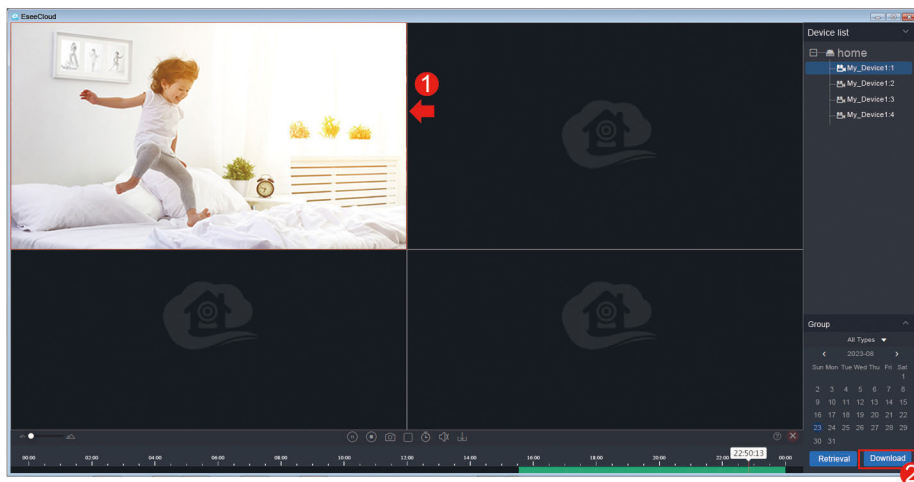
3. Left click "Download" icon to download video to your computer.
4. Left click "Open" button to open the folder where the video downloaded.
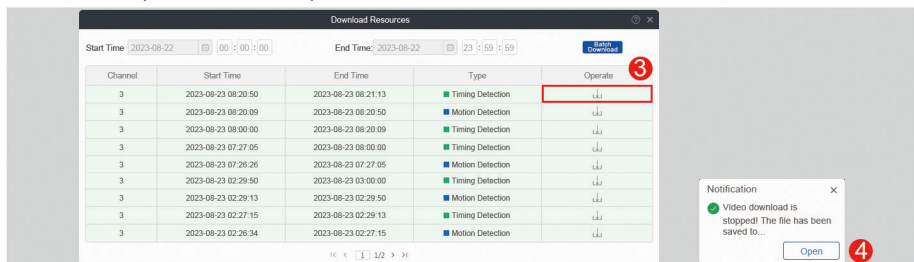
Tip: Left click "User Parameters" at the bottom of the CMS main interface, you can set the download path.

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 perfor- mance.

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 8 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.