

FAQ



POE Security Camera System

Catalogue

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Web: www.anran-cctv.com

Email: support@anran-cctv.com

Facebook: <https://www.facebook.com/anran.system>

1. Basic Question

Q1: What's the warranty?

A: One Year Warranty and Lifetime Free Technical Support for our products. If there's any defective of the hardware on using our product, ANRAN will Provide Free Brand-new Parts for Replacement.

In the meantime, if you want to activate and extend the Warranty(FREE), Please click this link:"<https://anran-cctv.com/warranty/>"

Q2: Does it support PTZ control?

A: This system can't support PTZ .The system only can be zoomed in/out on monitor and mobile phone app.

On local monitor, when the camera of one channel is showed on full screen, you can long-press the mouse's left button to select the area to be enlarged; On the mobile app, you can zoom in and out the picture on your phone with your fingers.

Q3: What is the working temperature of camera?

A: Camera operating temperature is between -20°C and +60°C.

Q4: Does the system support Audio?

A: This system doesn't support Audio Function, you can view the video online but can't hear audio.

Q5: Does the Camera need to connect with power supply?

A: No needing connect the power supply to the camera, only power the camera with Ethernet cable.

Q6: Does the POE security system needs Internet?

A: It depends on you, the POE camera system can work without connecting extra network.You can view live video, record and play videos locally.

If you want to view live video, record, play, and remotely view and access the POE camera system via smart phone, laptop and desktop, You need connect the NVR to the home router via network cable.

Q7: Can I connect the system with home wifi to strengthen the signal?

A: The poe camera system can't connect home wifi directly, which need connect the POE NVR to the router by network cable.

Q8: What is the working distance between NVR and camera?

A: The best operation distance between the POE NVR and POE Camera is 50-100 meter. The operation distance depends on the quality of network cable, the quality of the network cable is better, the distance can be farther. If there are POE switches that can reach 200 meters.

Q9: What should I do if I forget the password of the system?

A: Please provide the time in the upper right corner of the monitor. The tech support will generate a super password to help you unlock the system.

Q10: Does the camera need batteries or power supply?

A: The cameras need to be plugged in with Ethernet cable for 24/7 monitoring, not battery operated. If use battery, it's not safe and cannot use for a long time.

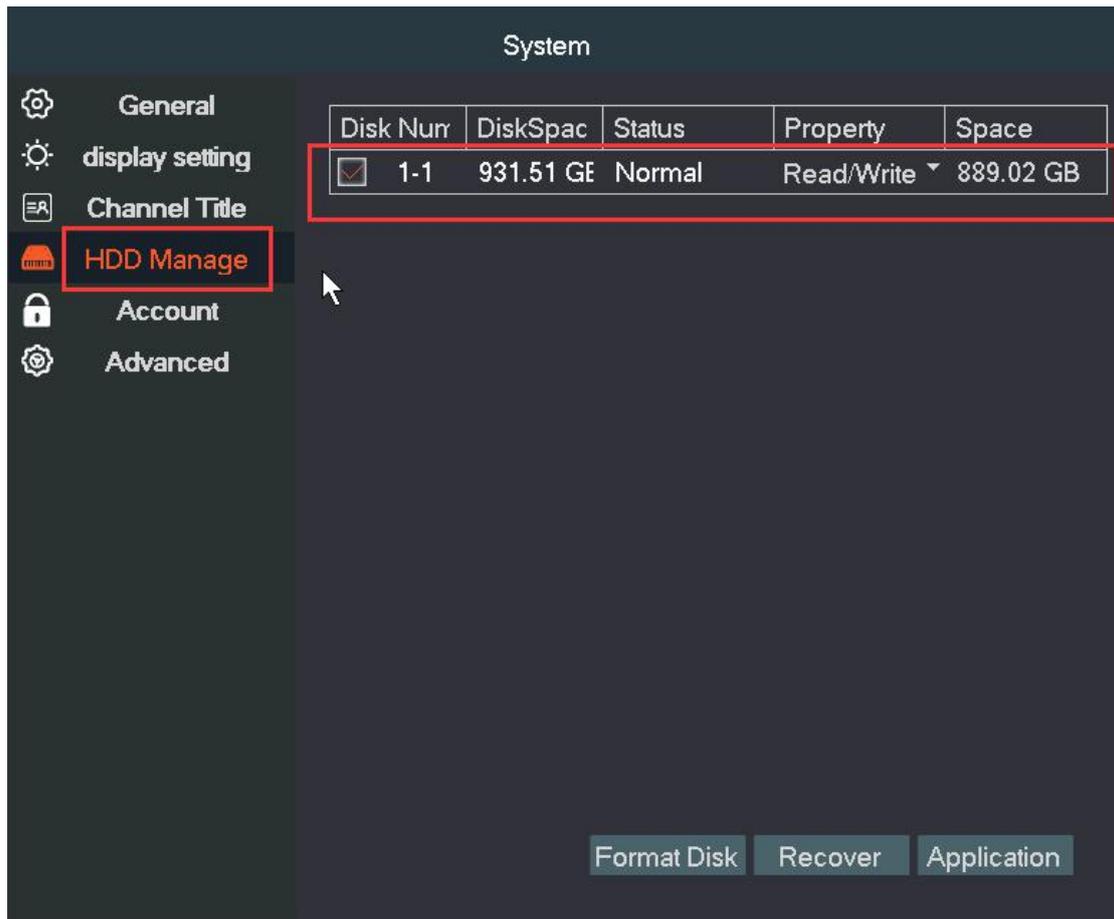
2. HDD Issue

Q1. How to check the NVR whether install the HDD?

A: 1: If your NVR is square and there are 4 screws on the bottom of the NVR box, you will know this system includes HDD.



2: Check it on monitor which connected the system. Right click your mouse to "Main Menu---System--HDD Manage", you will get the HDD information.



3: Open the NVR box, double check if your system has a pre-installed hard drive.

If your NVR is Cylindrical, you can check by the following link of video:

<https://drive.google.com/open?id=1o9h47TIEvBjXmMCGGV3HhtuNgMv4KywS>

If you still cannot find the hard drive, you can contact our tech support to have a further checking via support@anran-cctv.com

Q2: When HDD is full, do I need to delete recordings?

A:No need, It's loop recording, that means it will auto overwrite when the hard drive is full.

Q3: Which hard drive does POE security systems use?

A: ANRAN POE Security Camera System supports up to 4TB HDD (Internal, SATA Interface, 3.5 inches)

Q4: The system includes hard drive. Why it shows "HDD not found" or "HDD not recognized"?

1. Please change the power supply, use another working power supply and check if it works normally or not. If the power is broken, the power will be insufficient, which will cause that the power of NVR is insufficient and fail to run for or recognize the hard drive in NVR.

In the meantime, if you connect the power supply(48V) came with the system to NVR, the NVR either can't recognize the hard drive. You can change a new power supply(48V) to connect the NVR to check the power supply whether has problem.

2. If changed the power supply, the NVR still can't recognize the hard drive, please open the NVR and check if the SATA cable of the hard drive is loose. If loosed, please unplug and plug again.

3. If you installed hard drive by yourself, please format it according to the user manual. Every new hard drive should be formatted before using.

4. If tried all step don't work, please test the hard drive with your PC and check if it will work or not. If the above methods can't solve the problem, please Email support@anran-cctv.com to get the further help from tech support.

3. System remote access Issue

Q1: The system has been connected to the router, and the real-time

video is showing, but the Nat status is "Connecting". What should I do?

A: 1. Please check the ethernet connection from the NVR to the router, if connect success, it will have a flashing yellow and stable green light. If not, try with another cable.

2. Right click the main menu "Network setup-Phone APP and Network" to enable the "Cloud1" and "DHCP" and click apply&ok to save the configuration, waiting about 1min till it says "Connected". If still "Connecting", try reboot the nvr.

Network

- Phone App
- Network
- EMAIL
- Net Service

Cloud1

Enable

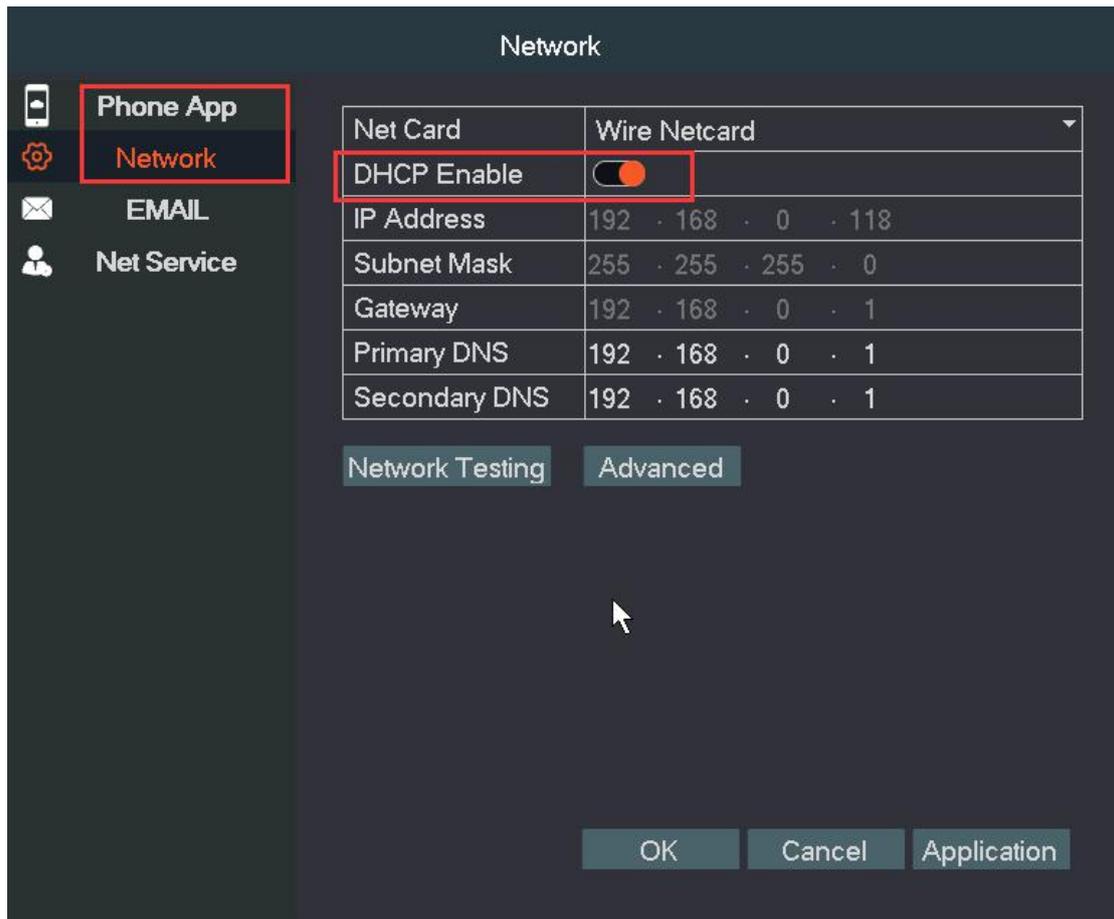
Register

Device ID	80b114aa33e277f70b245b964ead9da1
Channel	1 2 3 4
Nat status	2:Connected

iOS	Android	SN
		

OK

Cancel



If the above methods can't solve the problem, please Email support@anran-cctv.com to get the further help from tech support.

Q2: What should I do if the system cannot be automatically

"Connected" after a sudden power failure?

1. Right click the mouse, navigate to Main Menu → Network → select DHCP and click Enable as shown in the figure below. Click OK. Wait 1 minute to change.

Network

- Phone App
- Network
- EMAIL
- Net Service

Cloud1

Enable

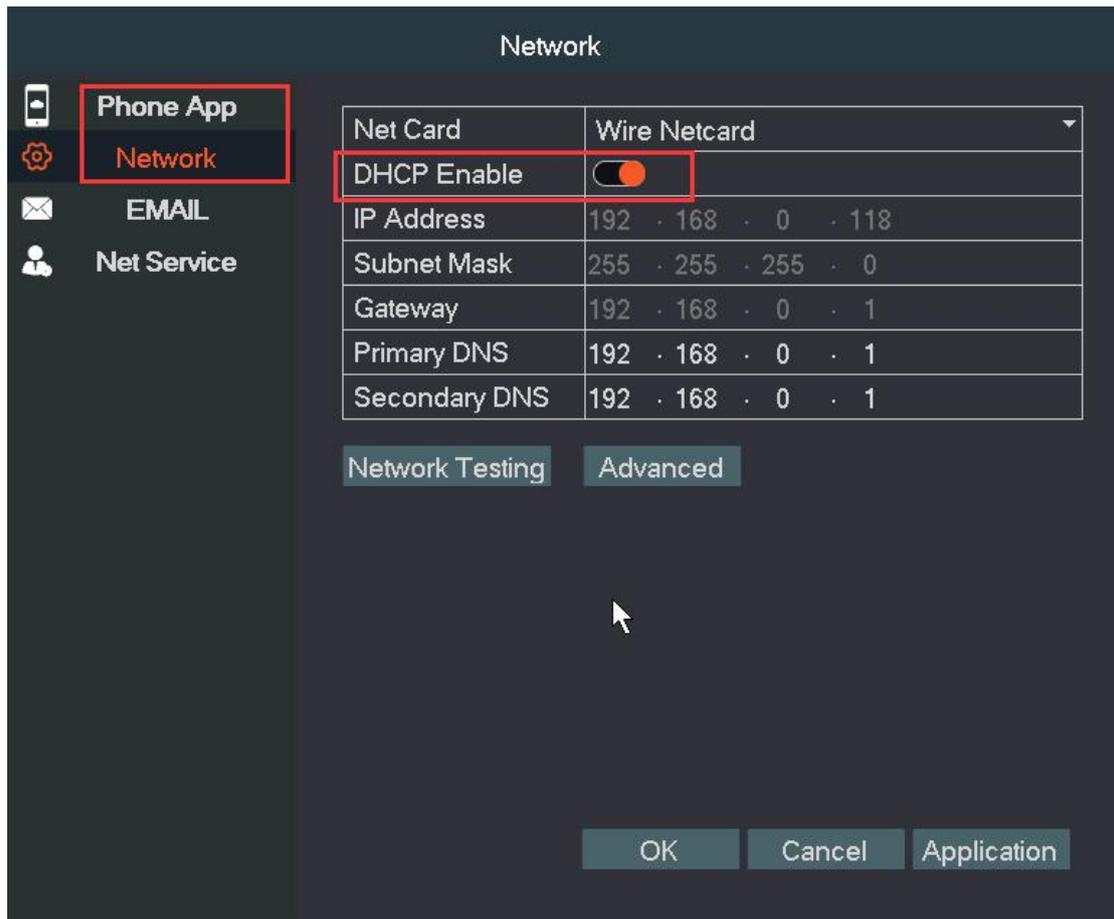
Register

Device ID	80b114aa33e277f70b245b964ead9da1
Channel	1 2 3 4
Nat status	2:Connected

iOS	Android	SN
		

OK

Cancel



2. Your router maybe disable "DHCP" and prevents new devices from connecting.
 - a. Please login to your router and enable the DHCP function of the router.
 - b. Restart your router or reset the router to factory settings
 - c. Change the network cable connected to the NVR or change other router

4. Camera/Picture Issue

Q1: When the system is connected, the monitor is black/no signal/out of resolution/not support mode.

The default NVR resolution is 1280x1024, please ensure TV resolution is 1280x1024 or bigger, also the video mode is correct.

1. Do you have other VGA or HDMI cable? please use other HDMI or VGA cable connect camera system and monitor.
2. The monitor's resolution must be higher than the display resolution of NVR. If not, monitor is not able to show any image of cameras. The NVR default resolution is 1280x1024. If monitor can't show any image of cameras, it can prove the display resolution of NVR is higher than your monitor's, please adjust the resolution of your

monitor to 1280x1024 or use a higher than 1280x1024 resolution monitor to connect NVR.

3. Do you have other computer monitor, please change the other monitor and use the computer monitor to connect your system.

4. Don't connect your camera system to your wifi router and then check it working or not

5. Remove the hard disk (also don't connect NVR to wifi router, only connect a monitor), and then restart NVR, check it working or not.

Q2: What should I do when the camera shows "camera out of resolution", "camera IP conflict" or one camera is no picture, etc.

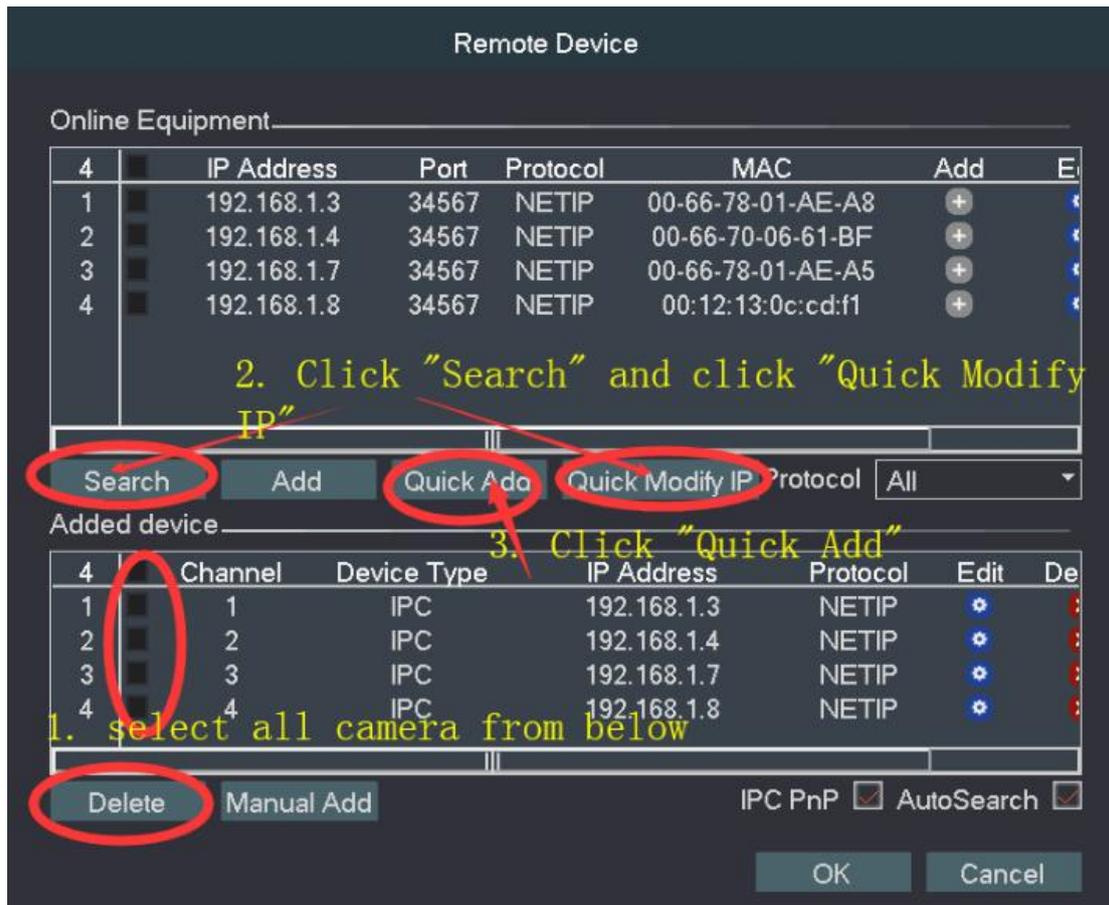
a: If there is a camera without a picture

1) Checking the network cable, use another working network cable for this camera and check whether it will work normally or not.

Does its IR Leds turn on or not when you try another network cable for it? (Use your finger to cover its photo-resistance to confirm this information)

2) Change the camera to another channel and check whether it will work normally or not.

3) Please check if the IP address of camera has changed and the channel is occupied, right click the mouse, go to "Add camera", delete the camera firstly, then search and add the camera again;



b. Camera IP conflict

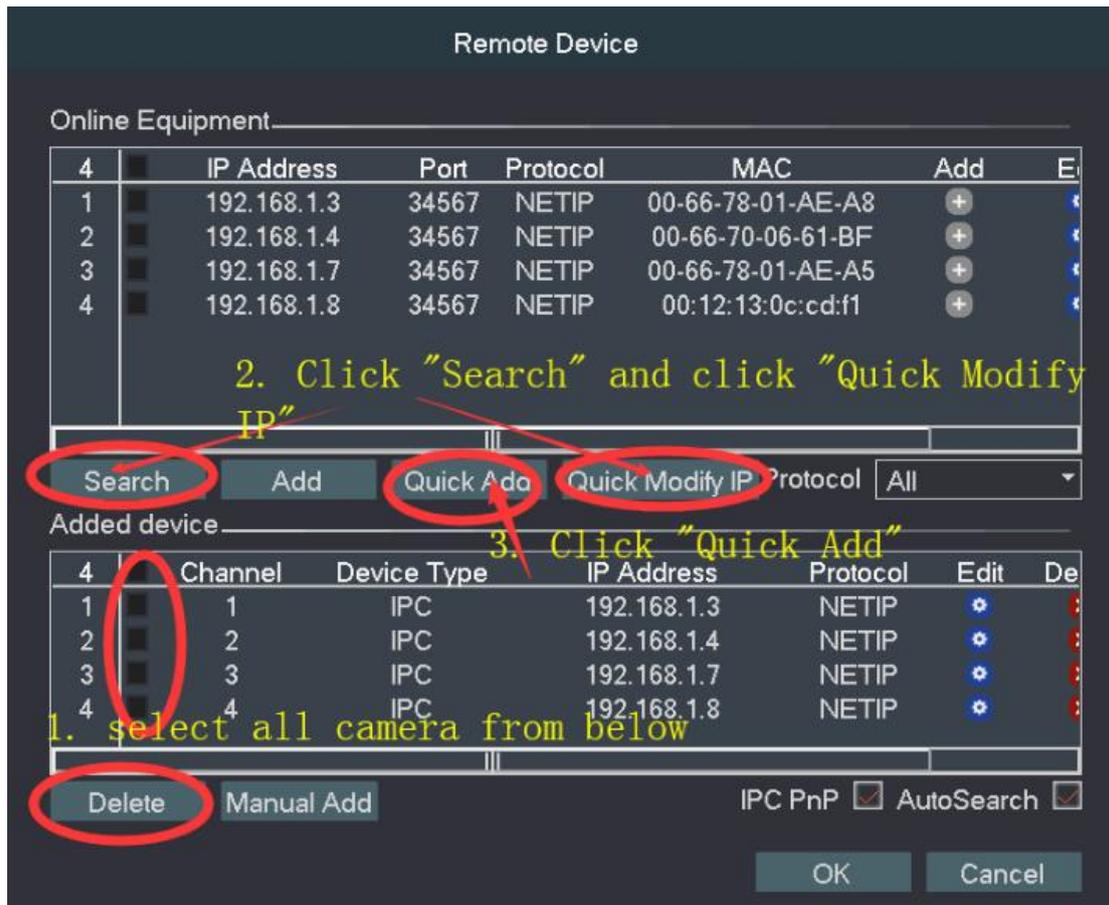
Re-configure a new IP Address for camera manually if the camera shows IP conflict.

c. Camera out of resolution

Please right click the mouse button → Main Menu → Mode Switch, select 1080P mode and finally click OK if the camera is out of resolution.

Q3: All the cameras are suddenly disconnected and no picture. What should I do?

1. Restart the camera system.
2. Please Go to "Add camera". Check if the IP address of camera has changed and the channel is occupied, right click the mouse, go to "Add camera", delete the camera firstly, then search and add the camera again;



Q4: What should I do when the picture of camera is blurry or Cloudy?

May be there have humidity within inside the camera.

As the climate is too humid in the morning, have humidity within inside the camera. Causes the camera to blur. The solution is to remove the camera cover clean the camera lens and glass, then been power for the camera for more than 1~2 hour, turn the humid into a dry air. Then reinstall the cover. Then It will become normal. It is ease to remove the cover.

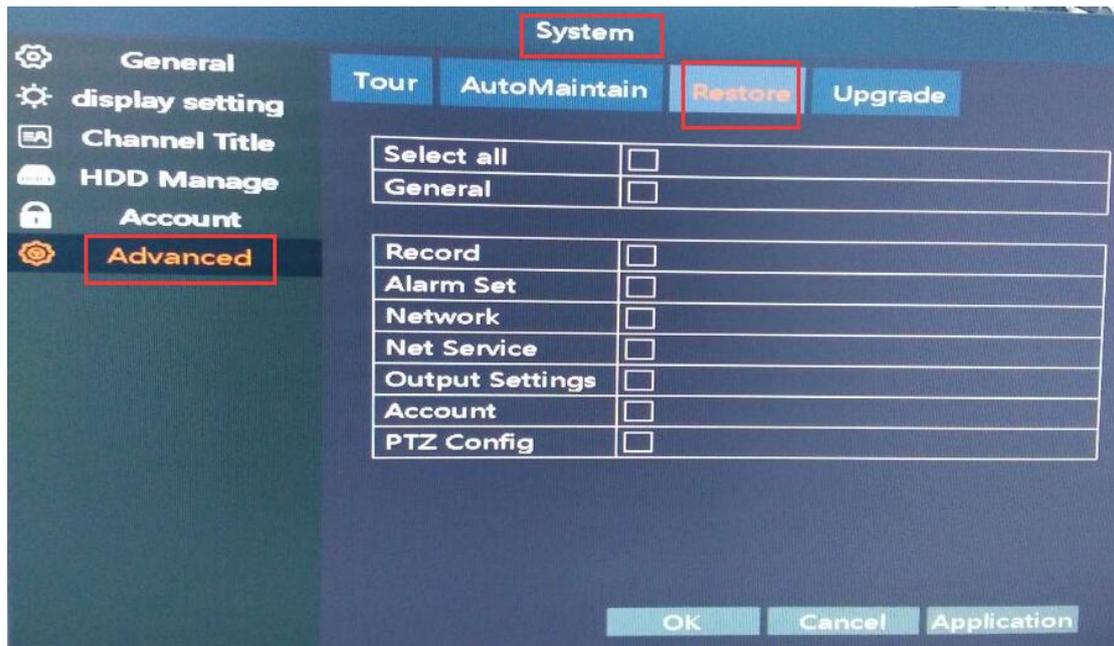
If you already have installed the camera, you only need loosen camera screw, make the camera breathable, been power for the camera for more than 1~2 hour, Air-dried water vapor. Turn the humid into a dry air.

5. NVR/System Issue

Q1: NVR reboots automatically

Is it rebooting continuously or just occasionally? Please check the problem with steps one by one:

1. Go to the "Menu Menu-System-Advanced-Restore" to reset the NVR,



2. Remove the ethernet cable, it may caused by IP or MAC conflict;
3. Try with another 48V power supply adaptor, it may caused by a faulty power supply adaptor or power shortage;
4. Remove the hard drive from the NVR;
5. If tried all but still no good, then you will need to update the NVR version, please send email to support@anran-cctv.com

Tip: If it stops reboot after removed the hard drive, we advise you to install the hard drive to your PC to format and install it back to NVR. or change a new hard drive directly.

6. APP Issue

Make sure your camera system have connect to the router with a net cable and please right click the mouse, than go to the "Main Menu--Network--Phone APP", you will find the Network Status. Please make sure the Network Status is "**Connected**" firstly. Otherwise, you will fail to remote access the system on APP. Then follow steps below to setup:

1. Mobile App setup:

<https://drive.google.com/open?id=1A-wFO6hxflBwoa3uG0PNotcEOhYwkL2h>

2. PC setup:

<https://anran-cctv.com/faq-items/q45-how-to-view-poe-camera-system-on-pc/>

7. Motion Detection/Alarm Issue

If you want to record only when the moving object is detected, please follow the link below.

https://drive.google.com/open?id=11uafi8LVZ4bDI7Qw_r2O20Xrua3eFCNx

If you want the system to be recording 24/7 and also motion detection, please check the link below.

https://drive.google.com/open?id=1iLVPO1WDREYkk-6m2SAEP_OhzU3gzVwJ

How to setup "Email alarm"

Make sure your camera system have connect to the router with a net cable and please right click the mouse, than go to the "Main Menu--Network--Phone APP", you will find the Network Status. Please make sure the Network Status is "**Connected**" firstly, please click the following link:

<https://anran-cctv.com/faq-items/q44-how-to-set-email-alarm-for-poe-camera-system/>

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