ANRAN
Simple · Smarter · Secure

WIRELESS SECURITY NVR KITS
Quick Installation Guide

www.anran-cctv.com   support@anran-cctv.com   @AnranTechnology

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About ANRAN

ANRAN is a top brand in today's security monitoring market. Established in 2007, with over 25000 square feet factory location in Shenzhen,China.Committed to providing easy and user-friendly video security and smart security solutions to all customers. ANRAN has been well received in a wide range of countries and areas, like the United States, the United Kingdom, Australia, European Union and much more.

ANRAN specialized in researching, producing and exporting Wireless Camera Systems, Poe Camera systems, high definition Analog Camera Systems, DVRs/NVRs, IP Cameras, providing the most stable digital security solutions. ANRAN products are available on all kinds of online retailers,including Amazon,Ebay,Aliexpress,etc.

ANRAN, your most trustful cooperation partner!

Support Center
ANRAN original manufacture offers professional technical support to all customers, please contact us at any time.

E-mail ID: support@anran-cctv.com

Tel: 818-900-5656(US)
203-322-9097(UK)

Content

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1. Thanks

Thank you for purchasing Anran products!

This is a quick user's guide explaining how to set the system up and get it running.

If you need customer support, please contact us at support@anran-cctv.com. You can expect a response within 24 hours.

2. Safety Tips (Please Follow)

1. Do not put any item containing fluid on the product.
2. Use the product in ventilated area and avoid blocking the vents.
3. Use the included power supply with the product to prevent damage.
4. Use the product within its standard working temperature and humidity range.
5. Obey your local regulations and policies during installation.

3. What else do you need?

① The NVR (Network Video Recorder--the main box) is like a desktop PC, you only need a display for it.
Tips: display could be a PC monitor or a TV, with either VGA or HDMI video input port.

② Give it memory. Adding a SATA hard drive to the NVR will add memory to the system so you can record, playback videos and copy the videos when needed. (If you purchased the item with HDD preinstalled, the system will automatically record if HDD was formatted.)

③ Internet connection. Like a PC, you can use it without Internet; but with an Internet connection you can have the system's full capabilities. Hardwire the NVR via a network cable to your router to get online.
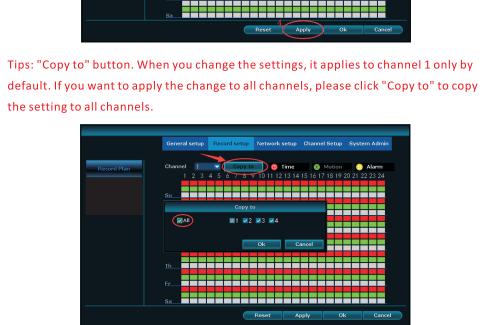
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4. Know the hardware (NVR)

Please be subject to the actual products

① Wi-Fi Antennas: Wi-Fi connection with cameras.
② VGA Port: For viewing on VGA monitor
③ HDMI Port: For viewing on HDTV
④ WAN/ LAN Port: Connect your NVR to the Internet, or data transmission with cameras.
⑤ USB Ports: For mouse and data backup
⑥ Power supply

5. Things to check before installation

① Package includes
After the item is received, please check all products and accessories according to vendor's Package Includes description. If anything is missed or damaged, please contact us. email: support@anran-cctv.com

② A test run
The cameras require mounting and power cabling in some situations. To save your time and make sure all devices work well, we suggest a test run of all devices IN THE SAME PLACE before installation. Follow the steps in section 6 to run the system. If everything works well, you can then go ahead and mount cameras to where you want. If you have any exception, please contact ANRAN support or your vendor.

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6. Setup the System for Live View

① Preparation:
1. The Wireless camera system.
2. A monitor or a TV.
3. A VGA cable or an HDMI cable. (Many monitors/ TVs have them as standard accessories)
4. A router for Internet connection.

② Steps to setup the system
Please connect the wireless camera system as pictured below.

Page 01 support@anran-cctv.com   **02** support@anran-cctv.com   **03** support@anran-cctv.com   **04** support@anran-cctv.com

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1. Screw on antennas to cameras.
2. Connect the monitor/ TVs to the NVR via its HDMI or VGA port (If your camera system comes with a screen, please ignore this step)
3. Connect the NVR and cameras to power (bigger 12V 2A or 12V 3A power adapter for NVR, smaller 12V 1A for cameras).
4. See FAQ #Q2 if you don't get any display on the screen; skip to 5 if you get display.
5. About 1-2 minutes, you should see cameras' images on the screen.
6. Connect the NVR's WAN port to your router with a network cable.
7. Plug the mouse (included) into a USB port on back of NVR. You should then be able to operate the system.

7. Network setting -Get the system ONLINE

Without Internet connection, the system will still allows you to do everything locally. However, getting the system ONLINE makes it capable of doing more remotely using your smart phone or PC.

When you have finished connecting and see the cameras' images on the screen, please click "ok" to continue.

Default ID: admin
Password: none (means leaving the password empty, just click OK)

8. Viewing the Camera on Smart Phone

① View on mobile APP
Step1.Download the APP and install it on your phone.
----Please search "ARCCTV" in Google play or Apple store and install it on your phone

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Tips: To protect your privacy, please set your password at your earliest convenience. Right click→go to System Setup→System Admin→User to set password. Password should be no more than 10 letters or numbers and no special characters.

To learn more information about the network status, right click, go to System setup →Network setup, you will see Cloud ID is ONLINE and Network status is Healthy Network.

If not, please make sure the boxes next to DHCP and Enable (next to Net Diagnose Info) are checked. Within minutes you should see the NVR obtain the IP address and will go ONLINE automatically, Click OK.
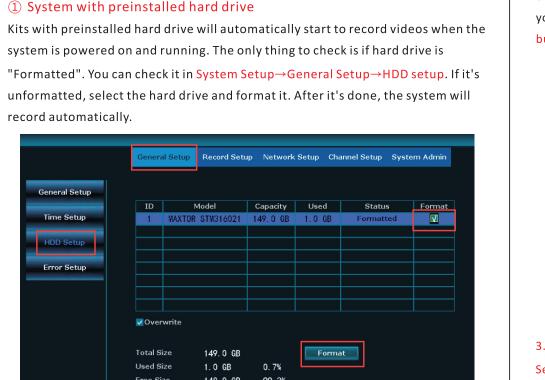
If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

Step2. Run the "ARCCTV" APP and register an account (for first time using) and then login.
Step3. Click the "+", then click "Other ways to add"-"Kit"

Step4.
Cloud ID: you can find it in the NVR's Network Setting
User Name: default user name is "admin"
Password: Default password is nothing. Leave blank.
Tips: If you have already set the password for your NVR, please enter it. Remember it is the NVR system's password, not APP's password.

Step5. On your device list, click it to view the cameras.

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② Playback on mobiles
In the ARCCTV App, while viewing live video through the system, click Playback. You will enter the remote playback menu. The App will automatically playback camera1. You can switch channels by choosing the CH.

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

PTZ function
Click preview—"PTZ" button, and then you can use PTZ function
Speed grade: adjust the rotation speed of the camera

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

9. Viewing Camera on Computer

You can use "Eseecloud" computer client software to view your camera system on your computer or laptop remotely.

"EseeCloud" can help you to manage your NVR remotely. But before adding your system to "EseeCloud", please make sure you have connected your system to the Internet successfully.

You can download "EseeCloud" from this link: https://anran-cctv.com/software
Then you can follow the steps below to add NVR to your "EseeCloud".

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

Step1. Download "EseeCloud" and install it on your computer follow the prompts.
Step2. Double click the icon to open "EseeCloud" and login it.
TIP: If you are installing and using "EseeCloud" for the first time, please click "One-Key Configuration", some computers don't need this step.

Step3. Username: admin
Password: no password, don't input anything, login directly

Step4. Please follow the picture add your system to "Eseecloud"
1. Please click "Add" and choose "Cloud ID"
2. Input your system "Cloud ID" and "Password" (The system default is no password, if you have set the password, please input the system password you set)
3. Number of Channels: If your system is 4CH system, please input 4, if your system is 8CH system, please input 8, and then "Finish" it.
Video teaching: https://youtu.be/-Hd-hS8vIPc

Page 05 support@anran-cctv.com   **06** support@anran-cctv.com   **07** support@anran-cctv.com   **08** support@anran-cctv.com   **09** support@anran-cctv.com

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10. Record Video

① System with preinstalled hard drive
Kits with preinstalled hard drive will automatically start to record videos when the system is powered on and running. The only thing to check is if hard drive is "Formatted". You can check it in System Setup—General Setup—HDD setup. If it's unformatted, select the hard drive and format it. After it's done, the system will record automatically.

Setup5: Then you can view the camera on your computer.

Learn more:
https://anran-cctv.com/faqs-items/q-view-wireless-camera-system-on-computer-software-eseecloud
Download "Eseecloud": https://anran-cctv.com/software

② System without preinstalled hard drive
Please refer to FAQ#Q1 to install the SATA hard drive and format it. After it's done, the system will record automatically.
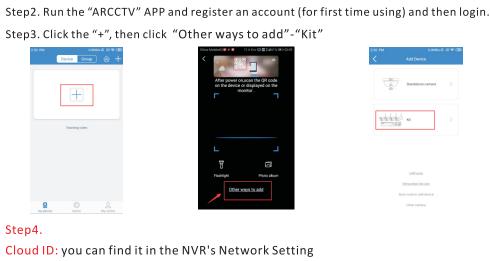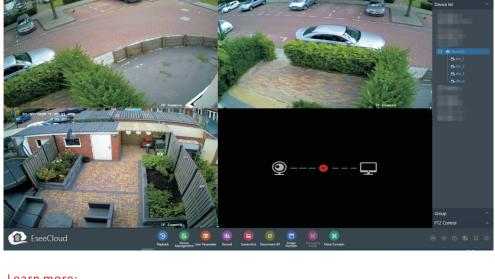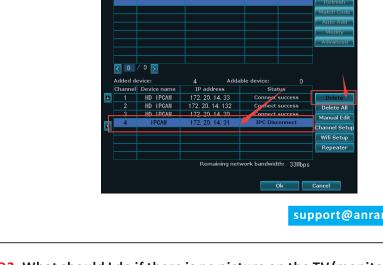
③ Record Mode
Default recording mode is Time Record: 24x7 continuous recording. When HDD is full, system will cycle recording and overwrite from earliest content. A 1TB HDD records 4 720P/960P cameras for around 15 days, 8 720P/960P cameras for around 7.5 days. A 1TB HDD records 4 1080P cameras for around 8 Days.

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2. Record Plan, please go to System Setup—Record Setup—Record Plan. The system default is 24-hour Regular record and Motion Record. You can set it manually by yourself. (Click "Reset" and you can reset the default settings. Long press the left mouse button in the box and drag it, you can quickly set up the recording plan)

3. Time Record, set time periods you want the NVR to record. System Setup—Record Setup—Record Plan. The default "Everyday 00:00-23:59" means 24x7 recording.

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4. Motion Record. Motion Record means to record only when movement is detected. Click right button—System Setup—Record Setup—Record Plan. By unselecting "Time" and selecting "Motion", the channel will record only when motion detected. (please refer to FAQ #Q8)

Tips: "Copy to" button. When you change the settings, it applies to channel 1 only by default. If you want to apply the change to all channels, please click "Copy to" to copy the setting to all channels.

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

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11. Playback video
In the NVR system, Choose Video playback; you will enter the Video Playback system. Specify channels and time, you can search out video. Select the video file you want to play back, then double-click it to playback.

12. Backup videos to USB storage
When you have recorded video in your hard disk you can backup the video with USB flash disk Plug an USB flash disk to your NVR, click right button—Choose Video backup—choose the channel and time period—Search—Choose the video clips you want to backup—Click Backup. Click "Yes" to backup record. Click OK when backup record succeed.
Tips: If the NVR just have one USB port, you should prepare an extension cable to plug the mouse and your USB flash disk.

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

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13. Device Manage

① Add camera—Match Code
Before match code delete the corresponding channel to spare a channel out for a new camera, then you can match and add new camera into the channel.

Page 10 support@anran-cctv.com   **11** support@anran-cctv.com   **12** support@anran-cctv.com   **13** support@anran-cctv.com   **14** support@anran-cctv.com   **15** support@anran-cctv.com

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Match code the camera, you need to put the camera next to the NVR
1. Please put the camera next to the NVR, and connected the camera to the power supply
2. Right click mouse--go to "Wifi add", as below picture shows
3. It will automatically search and add cameras
4. A few seconds later the picture will be displayed on the screen
5. Click "Exit" after all cameras are connected

Tips: If you have been match code for this camera before, but now it is disconnected ("IPC Disconnected")
1. Please put the camera next to the NVR, and connected the camera to the power supply
2. Please go to "Video Manage" and delete the "IP disconnected" camera from below.

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3. Press the camera's reset button for 13-15 seconds (the button next to the camera's power cord) and wait about 2 minutes. The camera automatically restarts.

4. Right click mouse--go to "Wifi add", as below picture shows

5. It will automatically search and add cameras
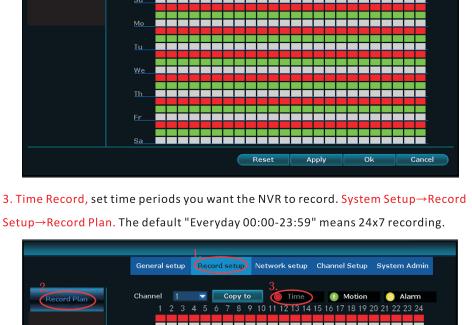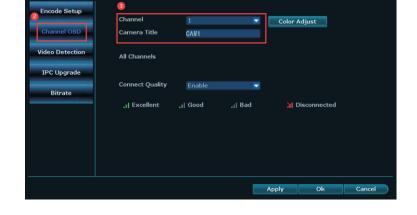6. A few seconds later the picture will be displayed on the screen
7. Click "Exit" after all cameras are connected
Then you can unplug and move the camera to anywhere you want. When it gets power, it will automatically reconnect. (camera needs to be in the WiFi range, please refer to FAQ #Q5)
If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

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② Delete channel
Delete channel is only used when you want to spare a channel out for a new camera. In the Video Manage, select a channel from below box, click delete. The camera will be deleted from the channel. You can then use 13.1 Match code to add a new camera to the channel.

③ Name cameras
Click right button to pop out Main Menu—System Setup—Channel Setup—Channel OSD—Camera Title; you can name each camera here.
Tips: The system can handle very long distance. What is causing weak signal to some cameras are the obstacles (walls). Try to avoid any possible obstacles between connected devices.

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14. Email notification
Cloud ID should be ONLINE and the Network Status must be "Healthy Network" first. Please prepare a Gmail email address and we will set up the email notification as follow steps.
Step1. Login the Google account on your PC, click "Signing in to Google" to set "2-Step Verification" is off, and turn on the "Allow less secure apps".

Step3. Setup email account
Click right button—System Setting—NetworkSetting—Email Enable E-mail functionand (E)email settings. Click Test until success. If test failed, please change another e-mail to have any. Final Click Ok to save all the setting (No matter test success or not. please click Ok to save your setting first).

Step2 Go to NVR system, right click the mouse: System setup—Channel Setup—Video detection. Check Enable for Motion Detection—Open Alarm—Email Notice and App Alarm— Click Ok.
① Arming time----click this button, which you can set the alarm time.
② Area edit---- click this button, which you can modify the motion detection area.(default motion detection area is all the image which camera can see)

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

SMTP Server	You email smtp server For example smtp.gmail.com
Port	25
User Name	Sender e-mail address(Email e-mail address)to send alarm
Password	Sender E-mail login password
Encryption Type	TLS
Sender	Sender e-mail address to send alarm
Sendee1	Receiver e-mail address to receive alarm

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15. FAQs

Q1. How do I format the hard drive?
A: Right click go to "System setup—HDD Setup", then click "Format" to format HDD

TIP: If the system you purchased does not have a hard drive and you need to install the hard drive yourself, please contact support for help.

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

Page 16 support@anran-cctv.com   **17** support@anran-cctv.com   **18** support@anran-cctv.com   **19** support@anran-cctv.com   **20** support@anran-cctv.com   **21** support@anran-cctv.com

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Q2. What should I do if there is no picture on the TV/monitor?
A: If there is no any picture on TV/monitor.
Please use your TV remote control to switch signal source. If the signal source is right but you cannot get display, this is typically caused by resolution compatibility issue. The default NVR resolution is 1280x1024, please ensure TV resolution is 1280x1024 or bigger, also the video mode is correct.
1. 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. Please change the other monitor connect camera system and use the computer monitor to connect your system, the TV signal source may not be compatible.
Tips: Never try 1080p@50 especially in US(email: support@anran-cctv.com)

Q3. What do I do when a camera doesn't show any video on the NVR?
A: 1. Please connect the power adapter firstly, then use your finger cover the sensor. If the infrared light changed to red and has a click sound, the camera is working. On the contrary, if the infrared light is no change, please change another power adapter to test it, check if the camera is working or not
2. Check the antenna connection is OK.
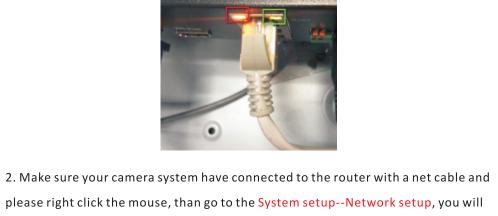3. Take the camera near the NVR, then power on the camera and check that camera is working or not.
4. Please refer to 13 to delete the camera channel and match code for the camera.
If you had done all the above 4 actions, but still can't get video on the screen, please contact us for help. email: support@anran-cctv.com

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Q4. What should I do if NVR can't connect network?
A: 1. Please check the yellow and green light on the Ethernet port of DVR. Green light should be light, and yellow light should be blinking which indicates the recorder connecting to router successfully. If not, please change the Ethernet port of router or another router to have a try.

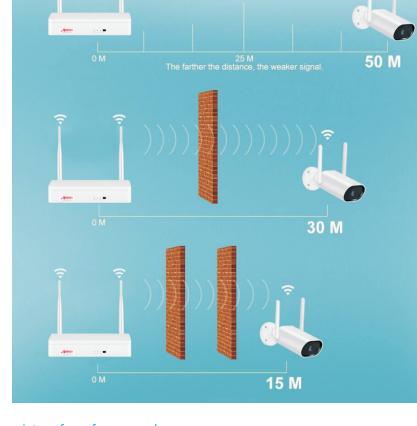2. Make sure your camera system have connected to the router with a net cable and please right click the mouse, than go to the System setup—Network setup, you will find the Network Status. Please make sure the Network Status is Healthy Network and the "DHCP" is enable firstly. Otherwise, you will fail to remote access the system on APP.
Need any help, please contact us (email: support@anran-cctv.com)

Q5. How long does the Camera Wireless between the NVR?
A: The cameras WiFi range can reach to 15-30m indoor, more than 50m outdoor. But the actual wireless distance depends on the environment, as we all know that the wall will weaken the wireless signal. Please refer to following pictures about the detail.

50 M
30 M
15 M

picture for reference only

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

Q6. How do I expand the connection distance between the NVR and Cameras?
A: Do not install the camera too far, WiFi signal will be disconnected.
The cameras WiFi range can reach to 15-30m indoor, more than 50m outdoor. But the actual wireless distance depends on the environment, as we all know that the wall will weaken the wireless signal. So please don't install the camera too far or where there have a lot of walls and also the metal will shield the camera's WiFi signal. (Metal objects can seriously affect the WiFi signal of the camera system, very thick walls will also shield the signal)
Method:
a. Put the nvr to higher place and get rid of metal obstacles
b. Run the repeater function on NVR. repeater means you can use one camera with strong signal and transfer its wifi to next camera.

If you have difficulty with settings, please do not hesitate to contact our technical support (support@anran-cctv.com).

Q7. What to do if hard disk drive can't be recognized?
A: Please make sure yours does include a pre installed hard drive inside first.
Go to System Setup—General Setup—HDD Setup and check if there is hard drive and its status is Formatted.

B: If NVR can't recognize HDD, we can try methods below.
1. If hard drive is not from us, please make sure your hard drive meets all requirements below:
a. The type should be SATA.
b. Recommended use of specifications from500G to 4TB hard disk,
2. Please kindly check the DVR power adapter, if the power is insufficient, will result in the hard drive unable to run.
3. Open the cover of NVR. Uninstall and install HDD for several times, and check if the SATA cable of the hard drive is loose. If loosed, please unplug and plug again.
4. Install hard drive and put hard drive close to your ear to check if you can hear some noise. One hour later, use hand to touch hard drive to check if it is warm. If you cannot hear any sound and surface of hard drive is not warm, it can prove hard drive is not even powered up. Please share us result.
5. Unplug DVR or NVR from power and plug again.
6. Contacting us for help. (email: support@anran-cctv.com)

Q8. How to Set Motion Detection for Camera System？
Motion Record. Motion Record means to record only when movement is detected.
1. Click right button—System Setup—Record Setup—Record Plan. By unselecting "Time" and selecting "Motion", the channel will record only when motion detected.

2. Go to NVR system, right click the mouse: System setup—Channel Setup—Video detection. Check Enable for Motion Detection
Channel: which camera you want to set Motion Record
Detection: choose "Motion" and need ticked "Enable"
Sensitivity: Sensitivity adjustment
Alarm duration: The length of the alarm recording
Arming time----click this button, which you can set the alarm time.
Area edit---- click this button, which you can modify the motion detection area.
(default motion detection area is all the image which camera can see)

Page 22 support@anran-cctv.com   **23** support@anran-cctv.com   **24** support@anran-cctv.com   **25** support@anran-cctv.com   **26** support@anran-cctv.com   **27** support@anran-cctv.com

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16. Limited Warranty Terms & Conditions

1. The standard warranty time of ANRAN is 12 months from the date of purchasing for products with the condition 'New'. Warranty on new products is one years from purchase date, unless some item than that have a special stated.

2. All ANRAN warranties are limited to the original purchaser only, and unavailable for transferring to any other party.

3. Do not require Warranty registration, but purchasers are asked to reserve their receip as proof of purchase.

4. You may return the new, unopened items within 30 days of purchasing for a full refund or replacement. We'll also pay the return shipping cost if the return was our fault(you received an incorrect or defective item, etc.).

5. If you need return or repair the item, please simply fill out following information and send an E-mail to support@anran-cctv.com. We'll notify you by e-mail of your refund or replacement or maintenance once we have received and processed the item(s).

Purchase Date:_____
Order Number-ID:_____
Item ID:_____
Product name:_____
Buyer name:_____
TEL:_____
Buyer E-mail:_____
Description Faulty nature of the product:
_____
_____
_____
_____
_____

Support Center
ANRAN original manufacture offers professional technical support to all customers, please contact us at any time.

E-mail ID: support@anran-cctv.com

Tel: 818-900-5656(US)
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