

QUICK SETUP GUIDE

Wi-Fi Camera System (App: TSEye)

Thank you for choosing us.

Before Installation

It is highly recommended that all products and components be tested prior to installation.

Applications

If your NVR does not include a built-in hard drive (Check your Order Details), you may install one of your own, so you can get it to record. By connecting the NVR to the internet, you can view the cameras anywhere anytime.

Tech Support

For products introduction & specifications, please visit www.isansco.com. For FAQ, troubleshooting, or customer support, email us at support@isansco.com, we guarantee a reply within 24 hours.

More Contact Details

Email: support@isansco.com

Facebook: www.facebook.com/sanscodirect

Chat via **Messenger:** m.me/sanscodirect

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Safety Instructions

SAFETY INSTRUCTIONS

	CAUTION RISK OF ELECTRIC SHOCK DO NOT OPEN	
CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.		



DANGEROUS VOLTAGE:

The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated dangerous voltage within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



ATTENTION:

The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.

- Product not intend for use by children under 8 years old
- Keep the device and its cord out of the reach of children under 8 years old
- Never leave the device unattended when connected to a power supply
- If the supply cord is damaged, the appliance should be scrapped or have the cord replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard

Important Safeguard

In addition to the careful attention devoted to quality standards in the manufacture process of your video product, safety is a major factor in the design of every instrument. However, safety is your responsibility too. This sheet lists important information that will help to assure your enjoyment and proper use of the video product and accessory equipment. Please read them carefully before operating and using your video product

Installation

1. Read and Follow Instructions - All the safety and operating instructions should be read before the video product is operated.

2. Retain Instructions - The safety and operating instructions should be retained for future reference.

3. Heed Warnings - Comply with all warnings on the video product and in the operating instructions.

4. Polarization - Do not defeat the safety purpose of the polarized or grounding-type plug.

If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.

5. Power Sources - This video product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your location, consult your video dealer or local power company.

6. Overloading - Do not overload wall outlets of extension cords as this can result in the risk of fire or electric shock. Overloaded AC outlets, extension cords, frayed power cords, damaged or cracked wire insulation, and broken plugs are dangerous. They may result in a shock or fire hazard. Periodically examine the cord, and if its appearance indicates damage or deteriorated insulation, have it replaced by your service technician.

7. Power-Cord Protection - Power supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them, paying particular

attention to cords at plugs, convenience receptacles, and the point where they exit from the video product.

8. Ventilation - Slots and openings in the case are provided for ventilation to ensure reliable operation of the video product and to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the video equipment on a bed, sofa, rug, or other similar surface. This video product should never be placed near or over a radiator or heat register. This video product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the video product manufacturer's instructions have been followed.

9. Attachments - Do not use attachments unless recommended by the video product manufacturer as they may cause a hazard.

10. Camera Extension Cables - Check the rating of your extension cable(s) to verify compliance with your local authority regulations prior to installation.

11. Water and Moisture - Do not use this video product near water. For example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement, near a swimming pool and the like.

Caution: Maintain electrical safety. Power line operated equipment or accessories connected to this unit should bear the UKCA mark on the accessory itself and should not be modified so as to defeat the safety features. This will help avoid any potential hazard from electrical shock or fire. If in doubt, contact qualified service personnel.

12. Accessories - Do not place this video equipment on an unstable cart, stand, tripod, or table. The video equipment may fall, causing serious damage to the video product. Use this video product only with a cart, stand, tripod, bracket, or table recommended by the manufacturer or sold with the video product. Any mounting of the product should follow the manufacturer's instructions and use a mounting accessory recommended by the manufacturer.

Service

13. Servicing - Do not attempt to service this video equipment yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

14. Conditions Requiring Service - Unplug this video product from the wall outlet and refer servicing to qualified service personnel under the following conditions.

- A. When the power supply cord or plug is damaged.
- B. If liquid has been spilled or objects have fallen into the video product.
- C. If the video product has been exposed to rain or water.
- D. If the video product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the video product to its normal operation.
- E. If the video product has been dropped or the cabinet has been damaged.
- F. When the video product exhibits a distinct change in performance. This indicates a need for service.

15. Replacement Parts - When replacement parts are required, have the service technician verify that the replacements used have the same safety characteristics as the original parts.

Use of replacements specified by the video product manufacturer can prevent fire, electric shock or other hazards.

16. Safety Check - Upon completion of any service or repairs to this video product, ask the service technician to perform safety checks recommended by the manufacturer to determine that the video product is in safe operating condition.

17. Wall or Ceiling Mounting - The cameras provided with this system should be mounted to a wall or ceiling only as instructed in this guide, using the provided mounting brackets.

18. Heat - The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products (including amplifiers) that produce heat.

Use

19. Cleaning - Unplug the video product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

20. Product and Cart Combination - Video and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the video product and car combination to overturn.

21. Object and Liquid Entry - Never push objects for any kind into this video product through openings as they may touch dangerous voltage points or "short-out" parts that could result in a fire or electric shock. Never spill liquid of any kind on the video product.

22. Lightning - For added protection for this video product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the video product due to lightning and power line surges.

General Precautions

1. All warnings and instructions in this manual should be followed.
2. Remove the plug from the outlet before cleaning. Do not use liquid aerosol detergents. Use a water dampened cloth for cleaning.
3. Do not use this unit in humid or wet places.
4. Keep enough space around the unit for ventilation. Slots and openings in the storage cabinet should not be blocked.
5. During lightning storms, or when the unit is not used for a long time, disconnect the power supply, antenna, and cables to protect the unit from electrical surge.

This equipment has been certified and found to comply with the limits regulated by FCC, EMC, and LVD. Therefore, it is designated to provide reasonable protection against interference and will not cause interference with other appliance usage.

However, it is imperative that the user follows this manual's guideline to avoid improper usage which may result in damage to the unit, electrical shock and fire hazard injury. In order to improve the feature functions and quality of this product, the specifications are subject to change without notice from time to time.

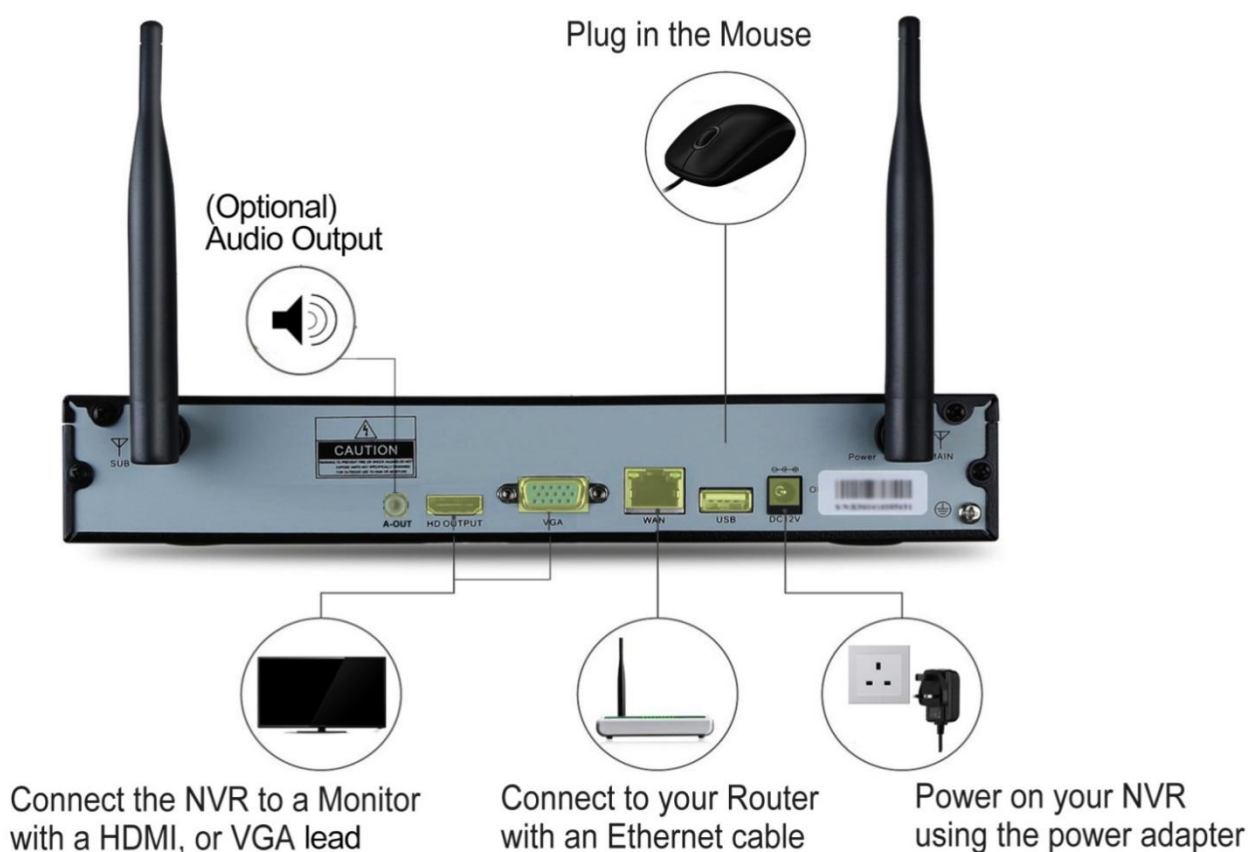
Get Started - Connecting Your System

■ Connecting Your Cameras

Connect each camera to the wall socket using the power adapter



■ Connecting Your NVR



Step 1. [Important] Properly install the antennas for the cameras. (It's recommended to place the antenna vertically). And Power up the cameras by connecting them to the electrical sockets using their respective power supplies (**12V 1A**)

Step 2. Connect the NVR to the electrical socket using its power supply (**12V 2A/3A**)

Step 3. Connect the NVR to a HD monitor (Res. at least **1920x1080p**) with either a HDMI or VGA lead (not included). Do not use laptop, or iMac as a monitor!

Step 4. Plug the USB mouse (included) into the USB port at the rear panel of the NVR.

Optional: Connect the NVR to your **Router** via a Network Cable (if you want to remotely view the systems over internet)

View on your TV, or Monitor

Setup Wizard (Guide)

Upon boot-up, you will be asked whether to start the setup wizard (**Guide**), or **Skip** it. If you choose to **start**, you will go through the steps below:

Guide

iOS

Android

SN



On this screen, you will find **three** QR codes:

iOS: Scan this code to download the mobile app for iOS devices.

Android: Scan this code to download the mobile app for Android.

SN: The system code you use to scan when adding it on your mobile app. You can also find the SN here: **Taskbar > Cloud** ☁

General

Machine Name

LocalHost

DVR No.

0

Language

ENGLISH

Video Standard

PAL

Auto Logout

0

min

On this screen, you can change the **Machine Name** and **Language**, etc.

You can also find **General** here:

 > 

Pre Page

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System Time

System Time

2021 - 03 - 05 15 : 27 : 52

Time Zone

[UTC+08:00]Beijing,Urumqi,Taipei

Date Format

YYYY MM DD

Date Separator

-

Time Format

24-HOUR

DST

☐

Type

☐ Day of Week ☒ Date

Start:

2000 - 01 - 01

01 : 01

End:

2000 - 01 - 01

01 : 01

NTP

☐

Server IP

time.windows.com

Port

123

Update Period

10

min

On this screen, you can configure the **System Time**, **DST**, and **NTP**.

DST: Daylight Saver Time

NTP: NTP is used to synchronize your system time as per the **Server IP** given. You can choose one from the drop down menu, customize your own server, or you can simply leave it as default.

You can also find the **System Time** here: **Taskbar > System Time** (to the right corner).

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Network

Net Card: Wire Netcard ☒ DHCP Enable

IP Address: 192 . 168 . 0 . 106 **Network Testing**

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 0 . 1

Primary DNS: 192 . 168 . 1 . 1

Secondary DNS: 192 . 168 . 1 . 1

TCP Port: 8.8.8.8 **PING**

Mobile P: 64 bytes from 8.8.8.8: seq=3 ttl=107 time=266.305

HTTP P: 64 bytes from 8.8.8.8: seq=4 ttl=107 time=265.015

HS Dow: 4 packets transmitted, 4 packets received, 0% packet loss

Transfer: round-trip min/avg/max = 264.221/382.663/735.111

Setup wizard

Please press OK button to reboot and save the settings.

Complete your Setup Wizard and then click the **OK button.**

Pre Page OK

On this screen, you can configure the Network parameters. We recommend you tick **DHCP Enable**, and go through the **Network Testing** to test the internet conditions.

When you complete a **PING** test successfully, there is usually a reply for each packet of data that you send and respectively receive after that. If the **PING** test is **not** successfully, please check your network connection. You may skip this if you do not need to view the cameras remotely over internet, i.e. you only use it for local viewing.

You can also find **Network** configuration here: **Taskbar > Network**

System Login

Once you click the **OK** button, you will enter the **System Login** screen below. If you previously **skip** the above Setup Wizard, you will enter the below screen directly. If the **System Login** screen does not come up, you may **right click** you mouse, and then choose **Camera**, which will also take you to the **System Login** screen, see below:

SYSTEM LOGIN

User Name: admin

Password:

Lack Authority

OK Cancel

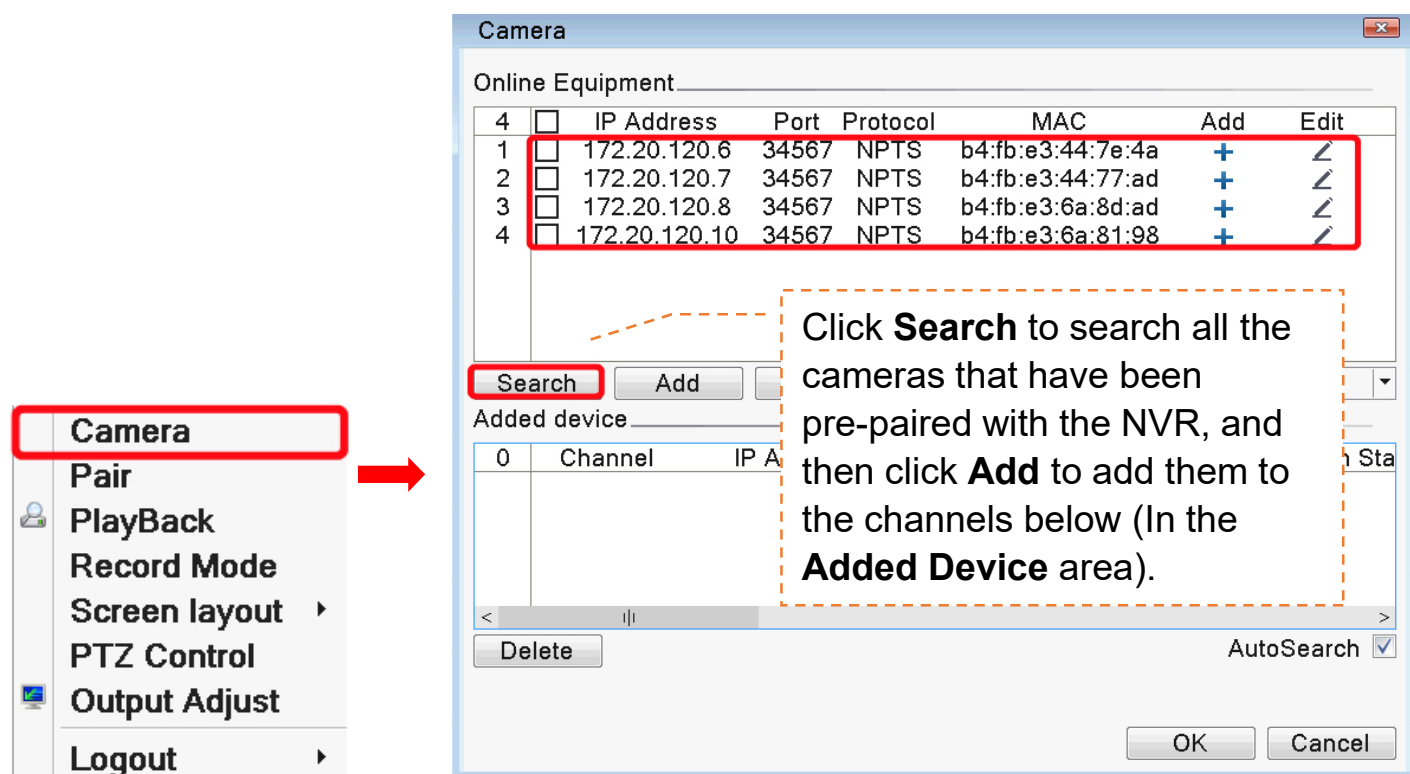
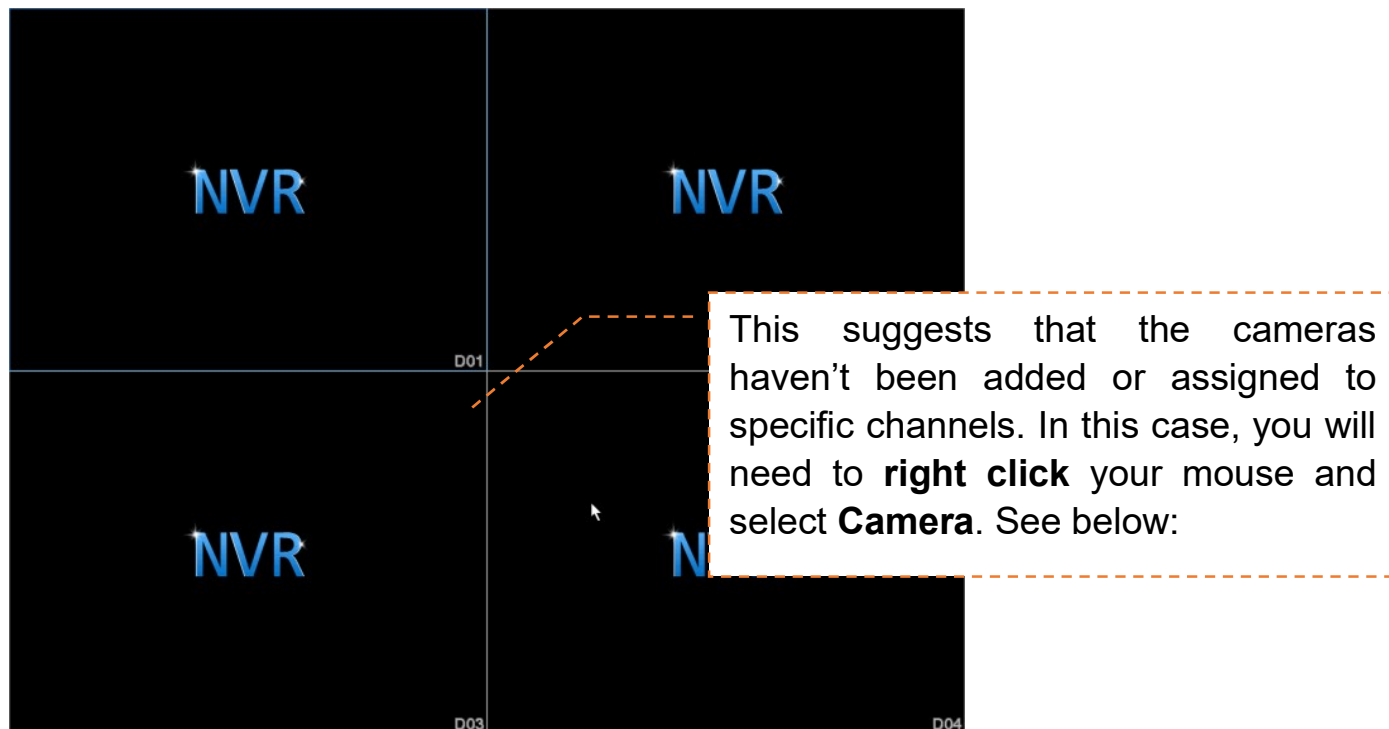
Important: By default, there is no password for admin, please leave this password box **empty**. And click **OK** below to log in.

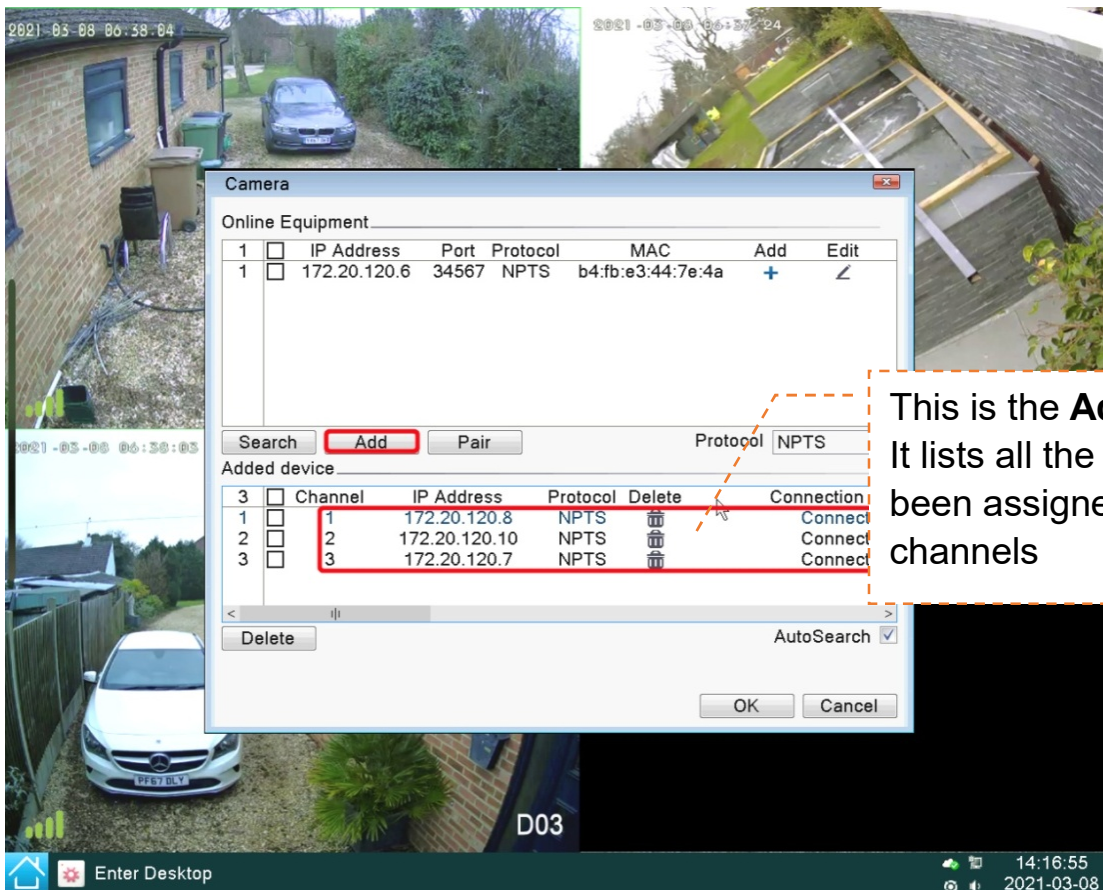


If you previously set up a system password but you forget it, and you're locked out, check in the FAQ section at the end of this manual on how to reset the system.

Adding Cameras

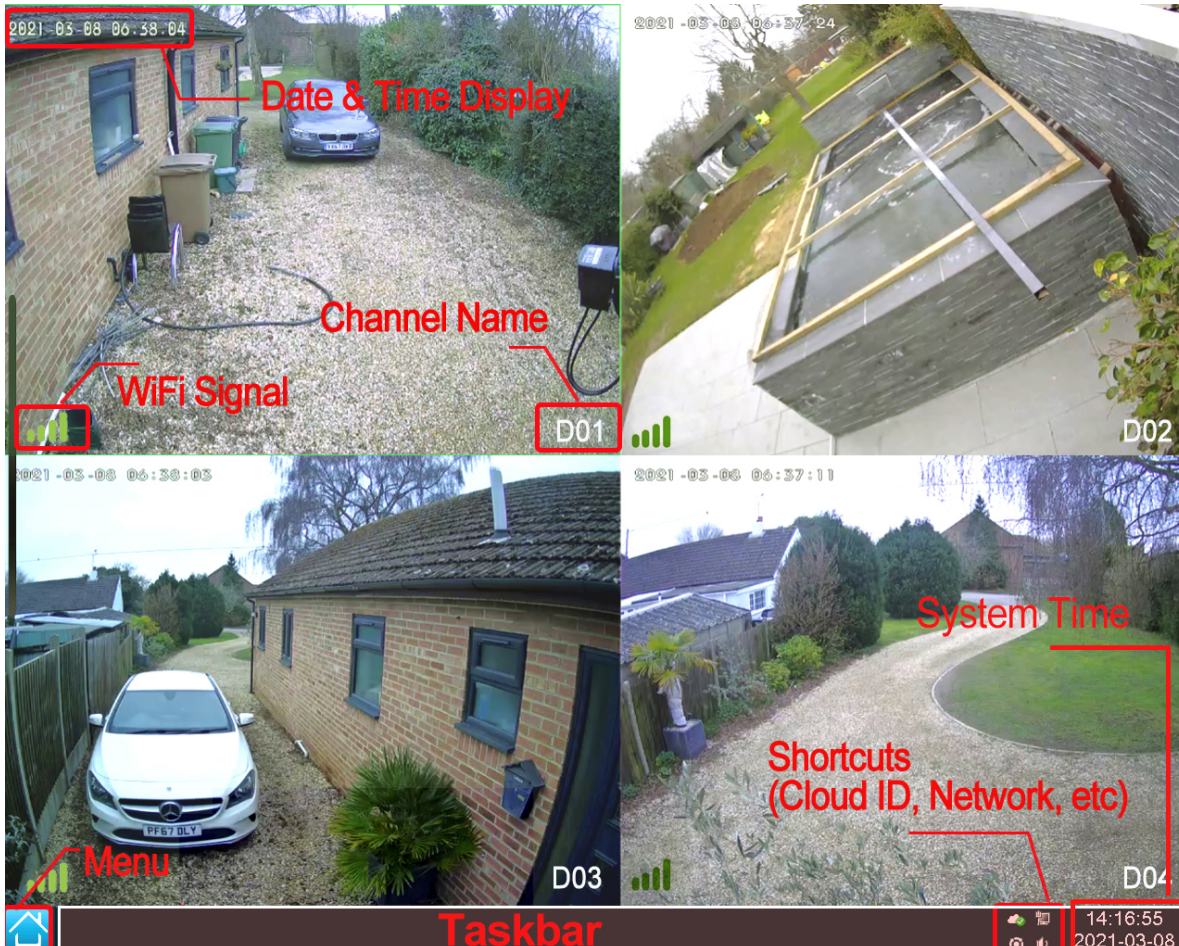
After login, you might find it blank on your screen after you login. See below:





Live View

Once you have added all the cameras, you will see the screen below:



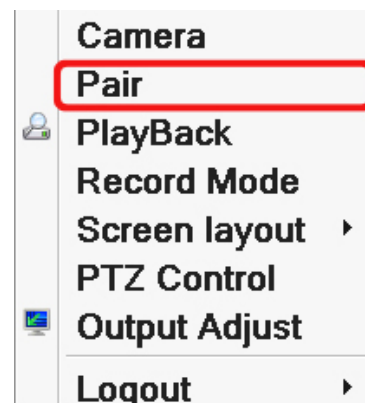
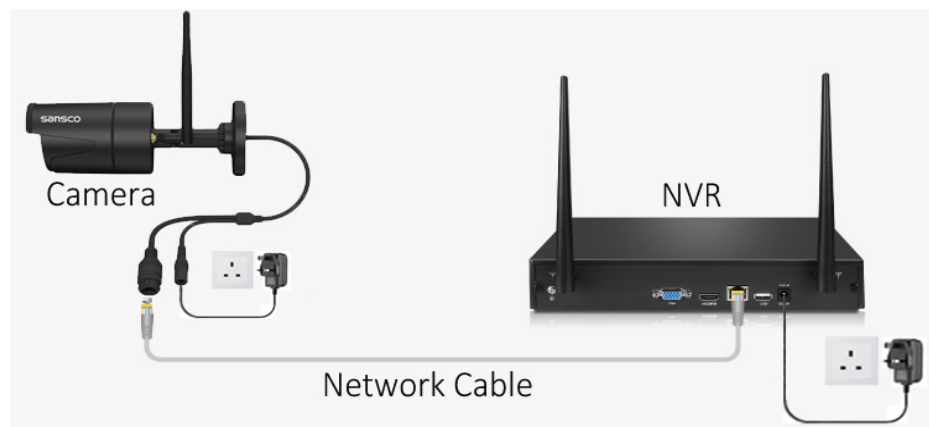


What's the Pair Function? When Do You Use it?

- ✧ Add extra cameras to your system.
- ✧ Re-pair the camera to the NVR if connection fails: Firstly delete it first from the **Added Device** area, and then re-pair it to any vacant channel again.



How to Use the Pair Function?



Step 1. Power up the camera and NVR by connecting them to their electrical sockets

Step 2. Connect the camera to the NVR via Ethernet ports using a network cable. **Skip** this step if there is no Ethernet port on the camera.

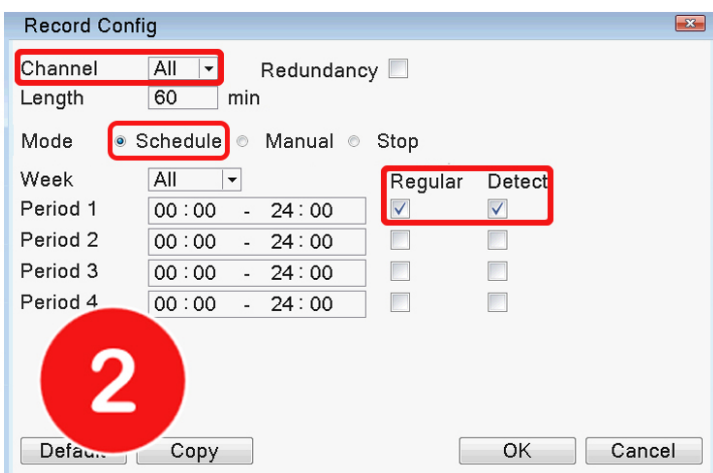
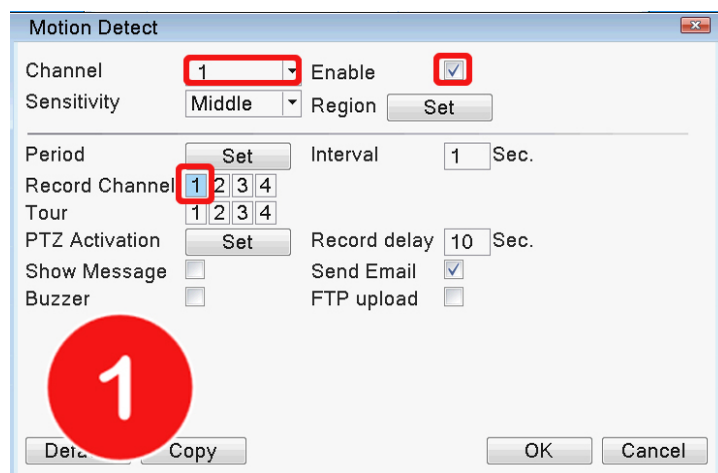
Step 3. Long press the Reset button on the camera cable and hold it. **Skip** this step if there is no Reset button on the camera cable.

Step 4. On the NVR live view screen, **right click > Pair**. It will show up as **Pairing**.

Step 5. The camera will then be automatically connected to the NVR, and a picture will show up on the screen, which means the pairing is successful.

Tips: You may reboot your NVR if the camera does not show up on the screen

Set up Motion Detection Recording (HDD Required)



Step 1: On your TV/Monitor, click  > **Alarm > Motion Detect**

- ✧ **Channel:** 1 (Repeat on Channel 2, 3, 4)
- ✧ **Enable:** Check (Repeat on Channel 2, 3, 4)
- ✧ **Record Channel:** 1 (Repeat on Channel 2, 3, 4)
- ✧ **Send Email:** Check it if you want it to notify you by email once motion is detected.

Step 2: On your TV/Monitor, click  > **Record Config**

- ✧ **Channel:** All
- ✧ **Mode:** Schedule
- ✧ **Regular, Detect:** Check both

Set up Email Notifications (Gmail)

- ✧ Make sure your NVR is connected to your router via a network cable
- ✧ The **NAT Status** is **Connected** (check it here: click  > **Version** > **NAT Status**)



The screenshot shows the 'EMAIL' configuration window. The 'Enable' checkbox is checked. The 'SMTP Server' is set to 'smtp.gmail.com' and the 'Port' is '465'. The 'Need SSL' checkbox is checked. The 'User Name', 'Password', 'Sender', and 'Receiver' fields are all filled with redacted email addresses (represented by dots). The 'Title' field is set to 'Alarm Message'. A 'Test Successful' message is displayed at the bottom. The 'Mail Testing' button is highlighted with a red box. To the right of the window, a dashed orange box contains three steps: Step 1: Under **Motion Detect**, make sure the box for **Send Email** is checked. Step 2: Click  > . Step 3: Enter your email information. And click **Mail Testing** to verify if it is working. If it is successful, click **OK** to save the settings.

If Mail Testing is not successfully, you can troubleshoot per below:

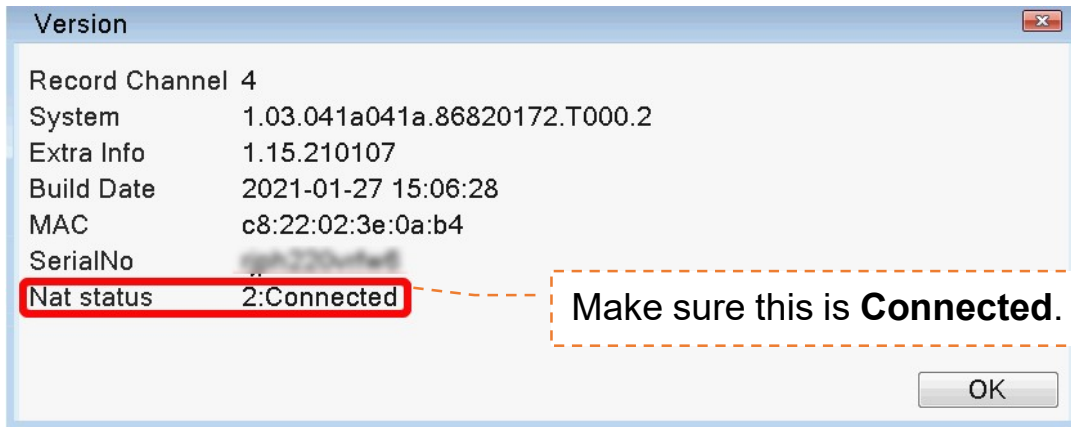
- ✧ On your Gmail Account, go to **Security** > **Allow less secure app access** (Turn it on).
- ✧ On your Gmail, go to **Settings** > **Forwarding and POP/IMAP** > **IMAP Access** > **Enable IMAP**
- ✧ Try the other mailbox (We don't guarantee compatibility of all emails. We recommend either Hotmail or Outlook: **Refer to FAQ for more details**).

View on Your Mobile Devices (iOS / Android)

Get Started

- ✧ Make sure your NVR is connected to your router via an Ethernet cable (Network Indicators on Your NVR: Blinking Amber & Solid Green)

✧ The **NAT Status** is Connected (check it here: Click  > **Version** > **NAT Status**)



Where to Download the Mobile App?

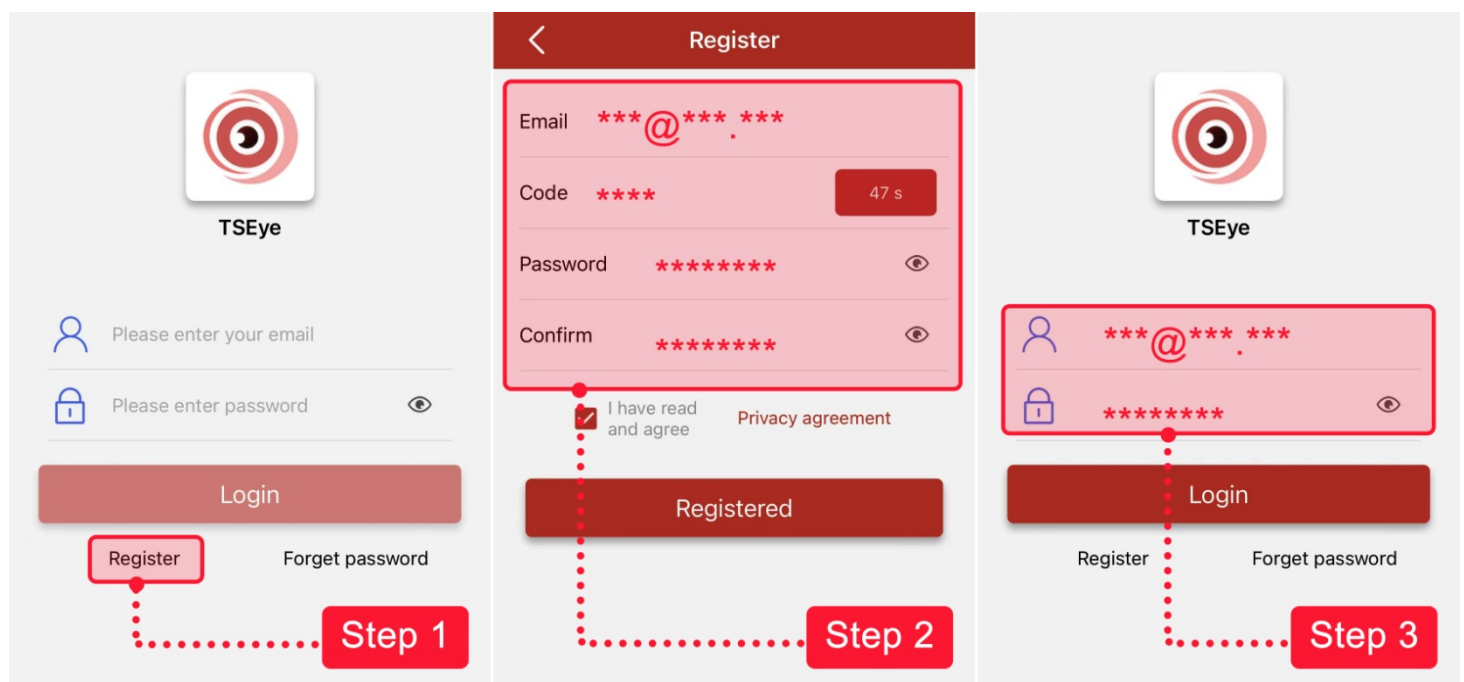


You can search **TSEye** on App Store, or Google Play to download. Or simply download it by scanning this QR code (iOS/Android).

Alternate App: XVRView.

If TSEye does not work, you can use the other app: XVRView.

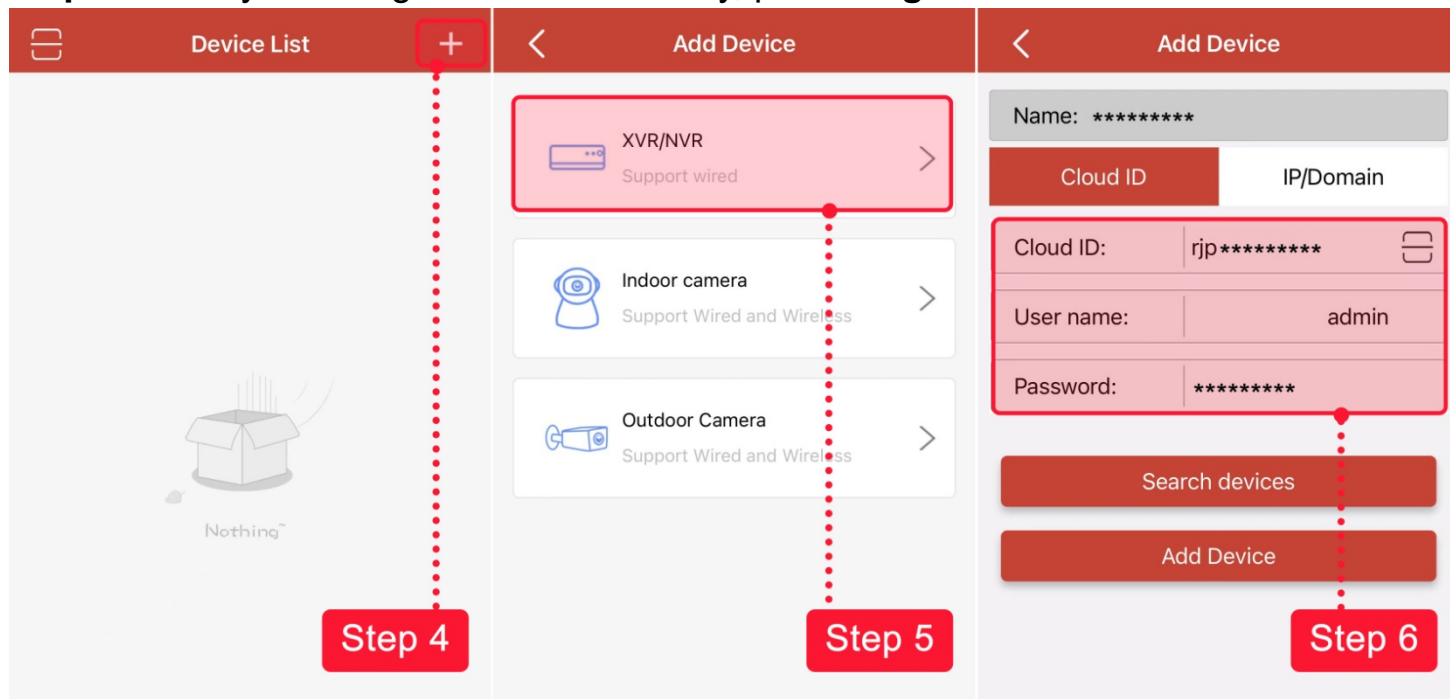
Once you have downloaded the app, open it and sign up a TSEye account.



Step 1: Press **Register** to sign up an account

Step 2: Fill in the details, and press **Registered**

Step 3: Once you've registered successfully, press **Login**



Step 4: Press the top right icon **+** to add the device

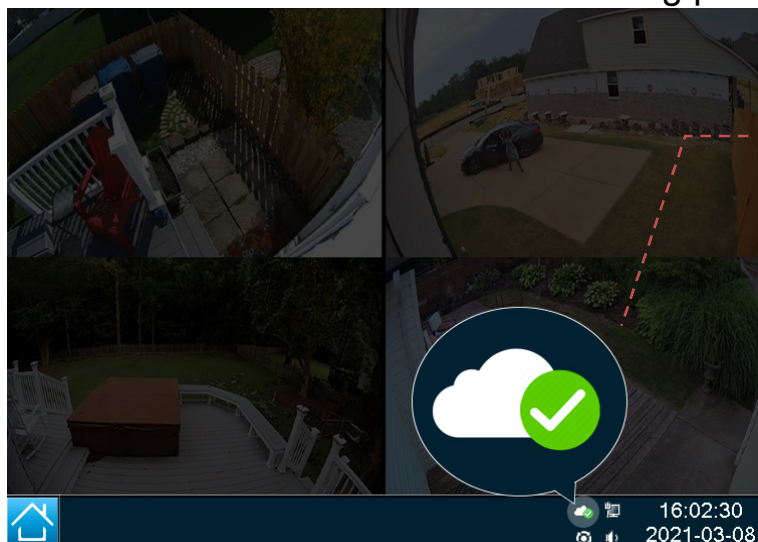
Step 5: Choose **XVR/NVR**

Step 6: Create a name for your device. Fill in (or scan) the device's **Cloud ID****, and enter the **Password*****, then press **Add Device**.

NOTE: Find more details about **Cloud ID** and **Password** below:

**** Where do I find device's Cloud ID**

You can find the Cloud ID in the following place.

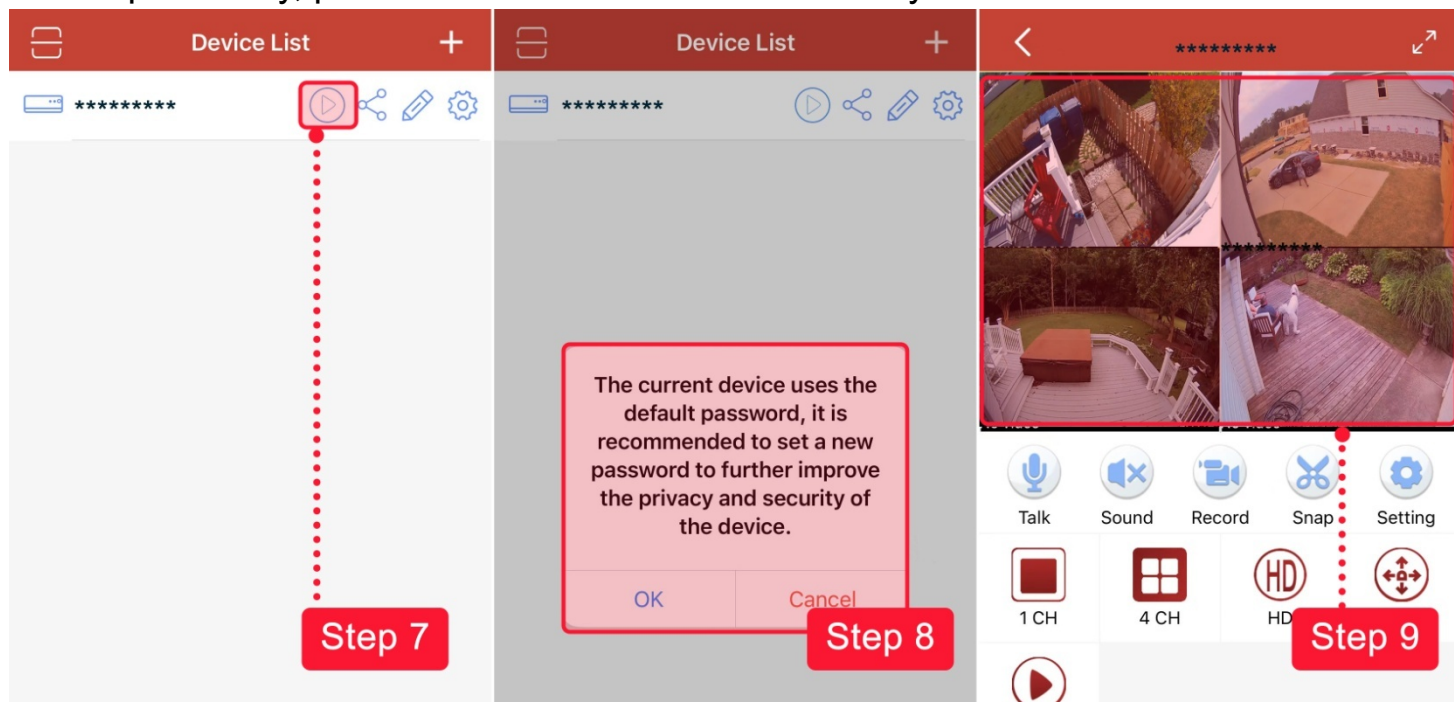


On your Monitor's taskbar, click  and look for **Device ID**, or **SN** on the screen it pops up.

***** Password**

By default, there is no password, so you can leave it empty, if you set a password to the

device previously, please make sure to enter it correctly.

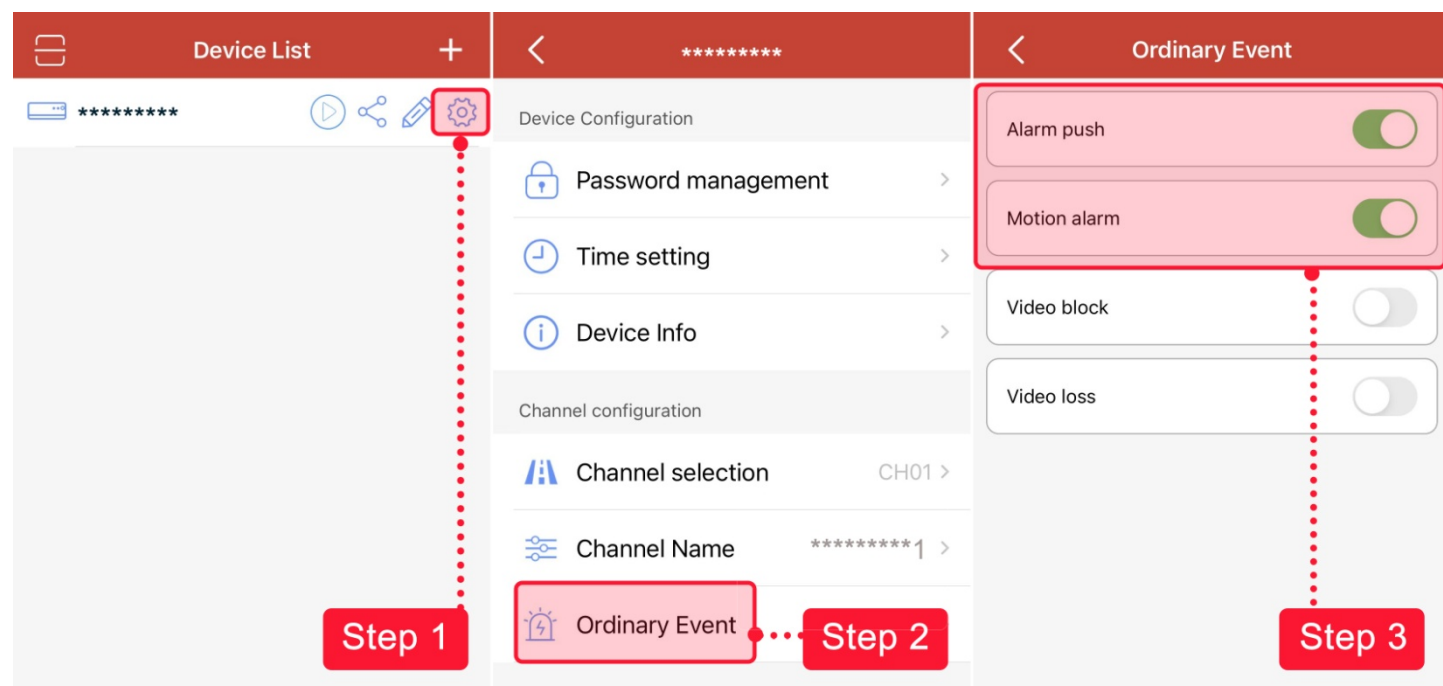


Step 7: Press the **Play** icon to watch the live video

Step 8: You might be asked to change the password for the device if you have not set up one yet. You can choose **OK** to change your password, or **Cancel** to still leave the password empty (by default)

Step 9: Live video play for the cameras

How to Set up Motion Detection Alerts on the App?



Step 1: On your App (TSEye), go to **Device List** and tab on  to go to setting

Step 2: Choose **Ordinary Event**

Note: This is the setting only for one channel (In my case CH01). You may repeat the configurations on other channels if you want to receive motion alerts on other channels.

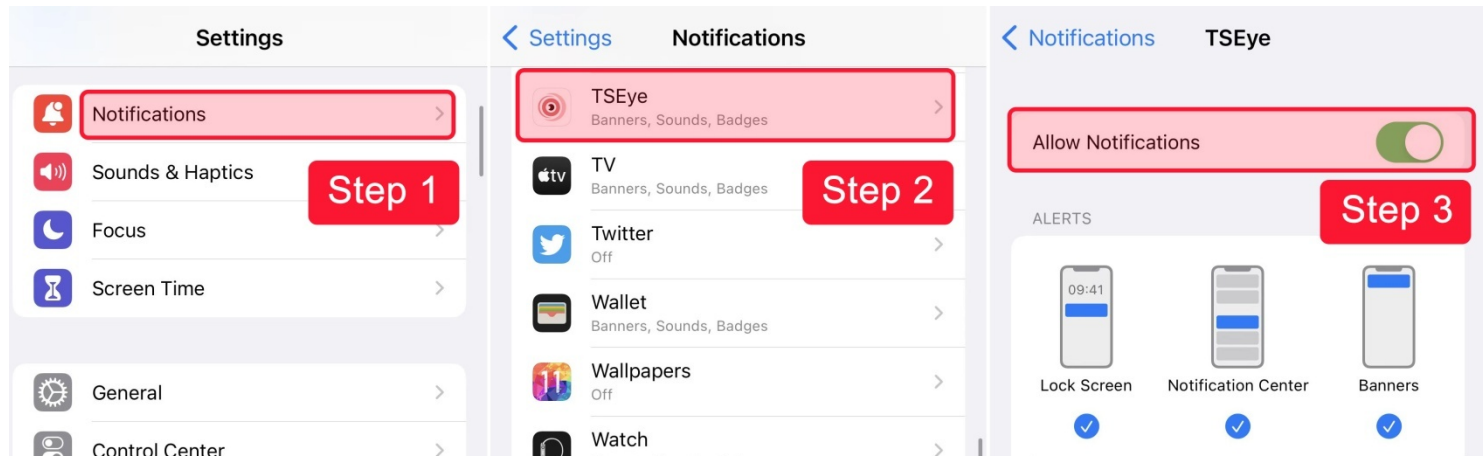
Step 3: Enable **Alarm Push** and **Motion Alarm**

Note: For Android users, please contact us for instruction because it's slightly different.



I still do not receive the push alerts on my App, why?

Check your phone settings, for iPhone, go to **Settings > Notifications > TSEye > Allow Notifications**. Make sure to enable **Allow Notifications**. See below:



View on Your Web Browser: Internet Explorer

Open your Internet Explorer (IE) and go to **www.topsccloud.net**. Choose **By Device**, and then enter your **Device ID**, **Username**, & **Password** to login.



Device ID: Refer to the instruction above. **Username:** admin

Password: By default no password required, just leave it blank

☐ By user
 ☒ By Device

Device ID

Username

Password

If this is the first time that you use IE to view your cameras, you may be asked to download and install some add-ons (i.e. CloudClient.exe) in order to gain full access, please click **Download** on the login dialog, and follow the on-screen instruction to install the add-on.

Once it is installed, close your IE and re-open it to enter the website. Meanwhile, on your IE, please go to: **Tools > Internet Options > Security > Internet > Custom Level**. Scroll down the mouse until you see ActiveX controls and plug-ins. If you have Internet Explorer 9 or 11, disable **Allow ActiveX Filtering**. Choose Prompt for the following:

- ✧ Download signed ActiveX controls
- ✧ Download unsigned ActiveX controls
- ✧ Initialize and script ActiveX controls not marked as safe for scripting

Security Settings - Internet Zone

Settings

☒ Download signed ActiveX controls
☐ Disable
☒ Enable (not secure)
☐ Prompt (recommended)

☒ Download unsigned ActiveX controls
☐ Disable (recommended)
☒ Enable (not secure)
☐ Prompt

☒ Initialize and script ActiveX controls not marked as safe for scripting
☐ Disable (recommended)
☒ Enable (not secure)
☐ Prompt

☐ Only allow approved domains to use ActiveX without prompting
☐ Disable
☒ Enable

☐ Run ActiveX controls and plug-ins

*Takes effect after you restart Internet Explorer

Reset custom settings
 Reset to:

Click **OK** to exit the Security Settings after you complete the settings.



If the webpage does not work for you, you may also contact us to request a link to download the software client for the system (Windows).

How to Install a Hard Drive Disk (HDD)

Your system may not include an internal Hard Drive. (This depends on which model you bought, we sell both systems with & without hard drive). If your system does not include a hard drive, please install one of your own, this system works with most 3.5 inch SATA Hard Drive. **(If your system has a preinstalled hard drive already, skip this section)**

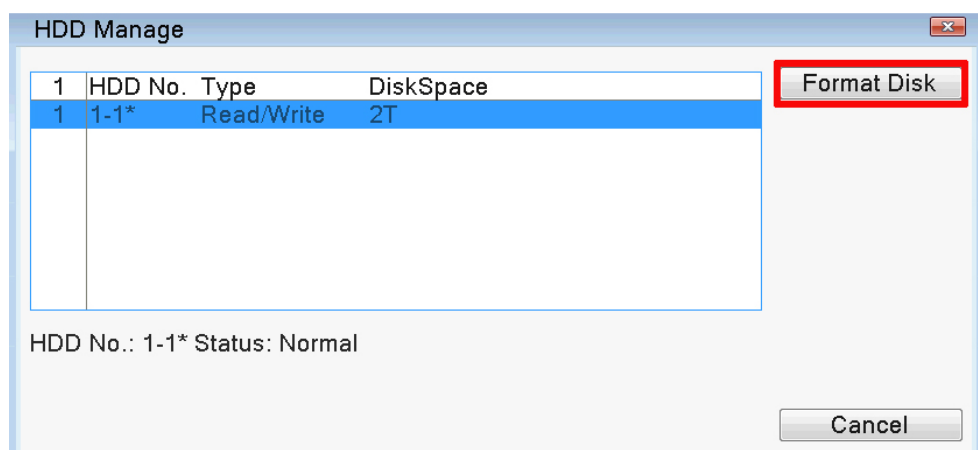
Step 1: Power off the NVR system and unplug all cables, NVR cover is secured with screws. Remove those screws and slide the cover off. See below:



Step 2: Find the two SATA Connections (power and data) on the NVR main board, plug the two cable connections into the hard drive (they only go one way), place the HDD over the screw slots of your NVR and slide the HDD into place, then install the hard drive with the screws.

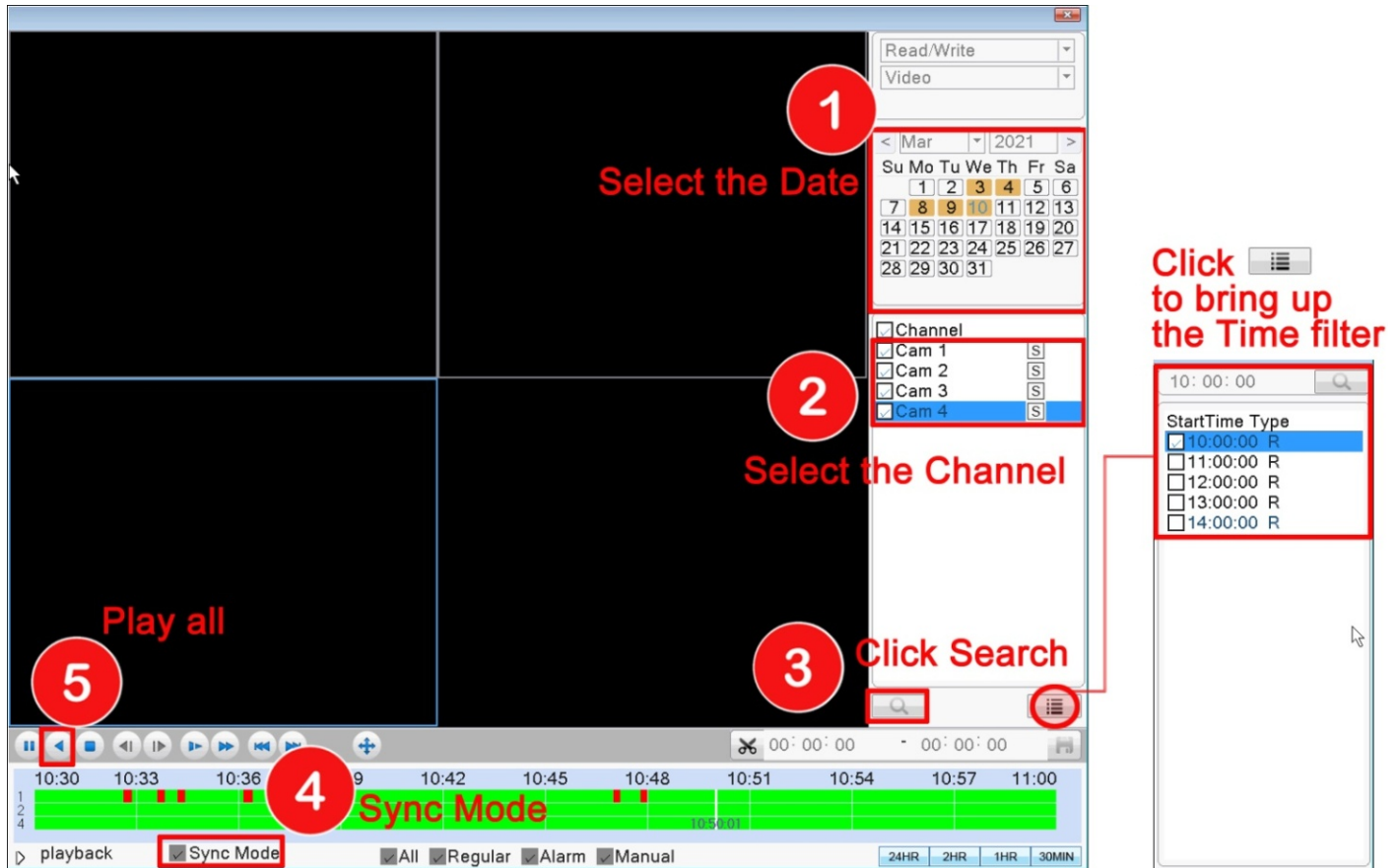


Step 3: Once the hard drive is installed, go to  > **HDD Manage**, then click on **Format Disk**. Once the hard drive is formatted, reboot your NVR and it will be ready to use.



Video Playback on Your TV/Monitor

Right click > **Playback** (or go to  > **Playback**). You can set search criteria: **Date**, **Time**, **Channel**, **Recording Mode**, and then click **Search**. Select the file and double-click to play, or click the **Play** button to play.



The screenshot shows the video playback interface with the following annotations:

- 1** Select the Date: Points to the calendar widget in the top right corner.
- 2** Select the Channel: Points to the channel selection list in the top right corner.
- 3** Click Search: Points to the search button in the bottom right corner.
- 4** Sync Mode: Points to the 'Sync Mode' checkbox in the bottom left corner.
- 5** Play all: Points to the 'Play all' button in the bottom left corner.

A detailed view of the time filter is shown on the right, with the annotation: Click  to bring up the Time filter. The time filter shows a list of start times and types:

StartTime	Type
☒ 10:00:00	R
☐ 11:00:00	R
☐ 12:00:00	R
☐ 13:00:00	R
☐ 14:00:00	R

On the timeline, the red section means motion recording, the green means regular recording (no motion). You can use the  function to cut a period of your footage and save it to USB memory stick, or you can use  to back up footage from the search result to your USB memory stick.

FAQs

Question: I have connected the system, but nothing is showing on my monitor?

Answer:

1. Check the cable connection from the NVR to your Monitor/TV.
2. Try another HDMI, or VGA cable. HDMI signal is sometimes picky, use only GOLD PLATED HDMI, or use VGA connection for initial setup if HDMI does not work.
3. Your Monitor/TV does not support the default output of the NVR, make sure your Monitor/TV's resolution is no less than 1080p (1920x1080 pixels).

4. If there is no picture on the monitor only after you mistakenly change the NVR's output resolution, you need to change it back to default. In this case, you need to connect the NVR to a different monitor/TV with higher resolution support, and from there you can change the resolution back to a lower value.
5. If you can access the NVR menu but there is no video feed on the monitor, you may need to check whether the cameras are being installed within the Wi-Fi range, if not, you may need to do wired connection, instead.

Question: The NVR keeps shutting down or rebooting.

Answer:

1. Format the HDD: go to  > **HDD Manage**, then click on **Format Disk**.
2. Disconnect the hard drive from the NVR, you will need to slide off the NVR cover in order to do so, once it is disconnected, check whether the problem continues on a standalone NVR. If no, re-connect the hard drive back to the NVR and test again.
3. Replace the power adapter for NVR.
4. If the issue persists, that may be the problem of the NVR. Please contact us.

Question: The system worked for a while then some channels started to lose signals, why?

Answer:

1. Make sure all cameras are within the Wi-Fi range so none of them disconnects from Wi-Fi.
2. Try use wired connection if cameras are to be installed outside the Wi-Fi range.
3. Reset your system, and then re-pair all the cameras with the NVR. Check the instruction of **Paring Function** above.
4. Check the firmware version and forward it to us, we will check for firmware update (if applicable).

Question: Email notification does not work, what do I enter in the **Email** settings if I use Outlook or Hotmail?

Answer:

If you use outlook, enter the details below:

Enable: Check

SMTP Server: smtp.outlook.com

Port: 587

Need SSL: Yes

Username: Your email address (outlook)

Password: Your email password

Sender: Your email address (outlook)

Receiver: It can be the same as Sender, or different

If you use hotmail, enter the details below:

Enable: Check

SMTP Server: smtp.live.com

Port: 587

Need SSL: Yes

Username: Your email address (hotmail)

Password: Your email password

Sender: Your email address (hotmail)

Receiver: It can be the same as Sender, or different

Question: I forget my login password and I am locked out?

Answer: You can use the following method to reset your system password if you forget it.

The image contains three screenshots of a system interface. The first screenshot, labeled with a red circle '1', shows the 'SYSTEM LOGIN' window. It has fields for 'User Name' (containing 'admin') and 'Password'. A red box highlights a question mark icon next to the password field, with the text 'Click this' in red. Below the fields are 'OK' and 'Cancel' buttons. The second screenshot, labeled with a red circle '2', shows the 'User security settings' window. It has a 'Security Question' section with three questions and their answers. A red box highlights the 'Forget the answer?' link at the bottom. The third screenshot, labeled with a red circle '3', shows the 'Verification code' window. It contains instructions: '1. Download the App: TSEye (Check below for iOS, or Android). 2. Login (Local Login, or Account Login) to your App. 3. Scan the QR code (in red box) using your app to generate the Verification Code, and then enter it into the box to reset password.' A red box highlights a QR code. Below it are two more QR codes labeled 'iOS' and 'Android'. There is a 'Verification code Mobile client' label and a 'Verification code' input field. 'OK' and 'Cancel' buttons are at the bottom.

Step 1: Click the **Question Mark** on the System Login screen.

Step 2: If you remember the answers to the Security Question, you may enter it, and click **OK** to reset. Otherwise, please click **Forget the answer** to go to next screen.

Step 3: Use your App (TSEye) to scan the QR code as highlighted in the above red box, and enter the code (you see on the app) into the **Verification code** box to reset.

Question: The night vision of my camera is terrible?

Answer:

1. Make sure NOT to aim your camera towards something JUST in front of the lens, i.e. wall, flowers, etc.
2. Do not face the camera towards glass, mirror, etc. They will reflect the IR lights from the camera.
3. Do not face the camera lens towards direct lamps or sunlight.
4. Light up the ambient area a little bit, in complete darkness, night performance may be

affected.

Question: My camera is getting misty inside, is there a known fix?

Answer: This is probably because of condensation, condensation occurs in a humid environment as a result of the difference of the temperatures of the air and the object on which it occurs. In most cases it will clear up itself. However, if the condensation remains, you may send it back for replacement, please contact us directly.

Question: My NVR is not recording, why?

Answer: We sell NVR with / without hard drive, so make sure your NVR comes with a preinstalled hard drive. If your NVR does not include a hard drive, you can source one on your own, or you can purchase one from us. If you have a spare hard drive and you can install on your own, make sure it is a 3.5 inch internal hard drive with SATA connector. If your NVR comes with a hard drive but it is not recording, please verify the hard drive info, if it is not showing hard drive info, open the NVR case and verify the cable connection. If it shows up error under the hard drive info, go to **HDD Manage**, then click on **Format Disk** to format the hard drive. Note that because the hard drive records continuously (24/7), it may become corrupted after some time. We warrant the hard drive up to 12 month following the purchase date.

Question: Is there an alternate App other than TSEye?

Answer: Yes you can use XVRView, if TSEye is not work right for you. XVRView is also compatible and it provides similar functions.

Question: How to reset the system?

Answer: On your TV/monitor, click on  > **Restore** to reset your system.

Contact Us

If you have any inquiries regarding the setup or troubleshooters on the product, please feel free to **Contact Us** via the following methods:

Telephone: +44 07443107538 (**UK CUSTOMER ONLY**)

Email/Skype: support@isansco.com

Chat via Messenger: m.me/SanscoDirect (copy and paste to your web browser)

Chat via WhatsApp: +86 15019239195

We reply all messages in 24 hours. Please expect a short delay on the reply due to different time zones. Telephone Service Hours: Mon through Fri 10 AM to 5PM GMT

Compliance Details

CCTV Security System				
Model	NVR	8x0y (x=1-100,y=4/8/16)	Camera	x99 (x=1-999), 34y (y=1-999)
Electrical Rating	NVR	Input 12V-2A	Camera	Input 12V-500mA
Manufacturer	Shenzhen Maituo Tech. Co., Ltd.			
Address	B1601, Rongdeguoji, Henggang, Longgang, Shenzhen, 518000 China			
Contact Info.	support@isansco.com			
Importer	Camstreet UK Limited Ltd			
Address	Unit 12, Drakes Mews Business Center, Crownhill, Milton Keynes MK80ER, UK			
Contact Info.	camstreetuk@outlook.com			
UK REP	Acumen IBC Ltd			
Address	Ground Floor, 94 Ock Street, Abingdon, OX14 5DH			
Contact Info.	info@ukacumen.com / +44 7706338663			
* The above model numbers are listed separately for NVR & camera.				



Made in China

FCC Warning:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.