



rekor HD



Remote Viewing Guide



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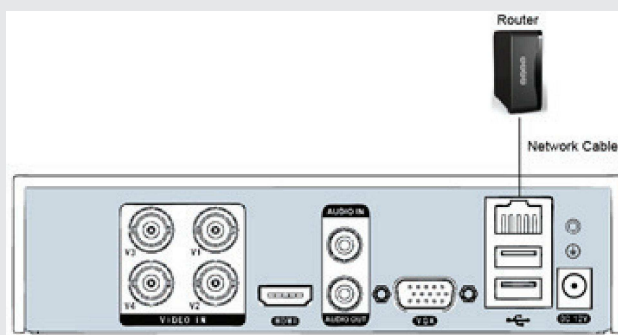
Remote Viewing Guide

Step1. Connecting the DVR to a network

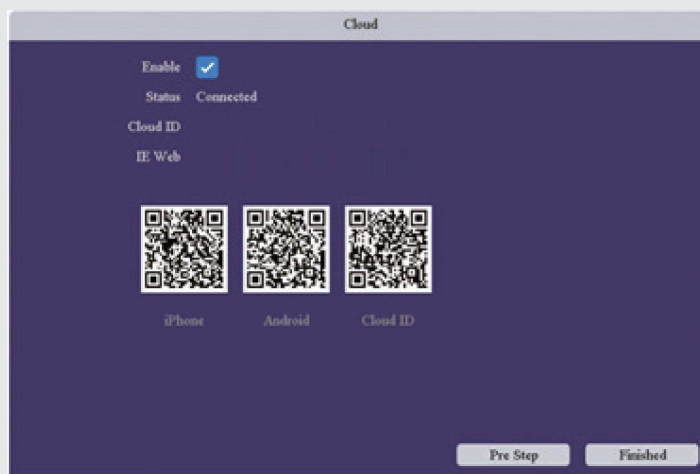
To remotely view the system, the DVR needs to be added to a network. Choose either a wired or Wi-Fi connection to add the DVR to the network.

Wired connection (Recommended)

Connect the LAN socket of the DVR to the router using a network cable.



Power up/ Reboot the DVR, until the **Start-up Wizard** appears. Click on '**Next Step**' until the **Cloud** menu appears;



If the **status** is '**Connected**' the system can now be remotely viewed using the Cloud ID. Please progress to; **Step 2. Remote Viewing Options**. If the status is not connected please retry the steps or view the help guide.

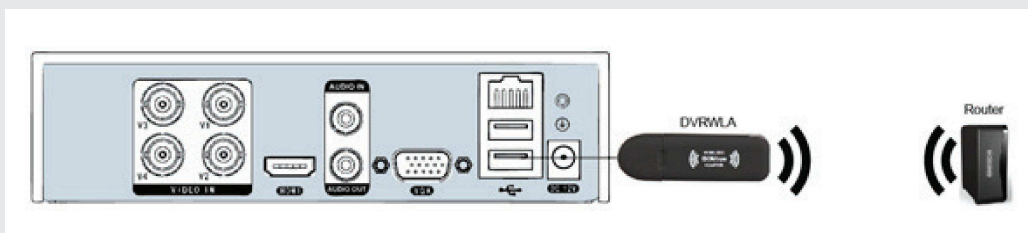




WiFi Connection

For a Wi-Fi connection the following information/ part will be required;

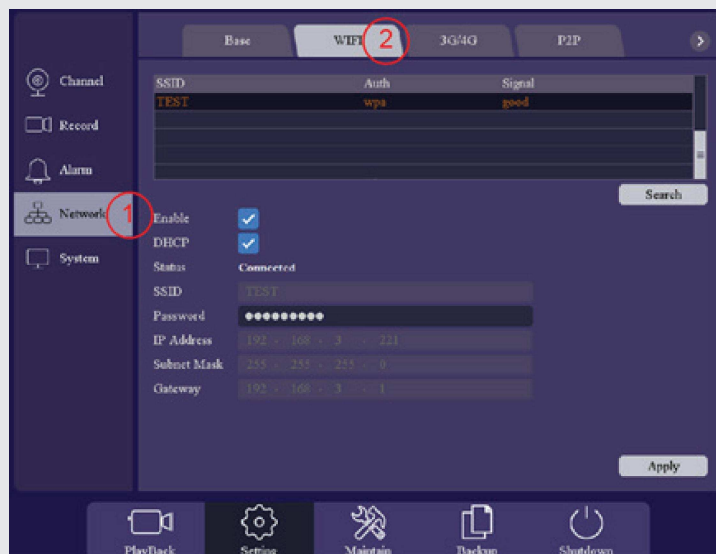
- 1) The name of the network (SSID)
- 2) The password of the network
- 3) The specified Wi-Fi adaptor. Part No.: DVRWLA



Plug-in the Wi-Fi adaptor into the bottom USB port on the rear of the DVR;
Power up/ Reboot the DVR.

Clear the **Start-up Wizard** menu options and log into the **Main Menu**.

- 1) Select the **Network** menu
- 2) Then select the **Wi-Fi** menu





- 3) Ensure **Enable** and **DHCP** are enabled
- 4) Select search, the required network will appear in the selection table

SSID	Auth	Signal
TEST	wpa	good

Enable ☒ 3

DHCP ☒

Status: Connected

SSID: TEST

Password: ••••••••

IP Address: 192 . 168 . 3 . 221

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 3 . 1

4 Search

Apply

- 5) Click on the network name from the selection table and enter the network password
- 6) Select **Apply**

SSID	Auth	Signal
TEST	wpa	good

Enable ☒

DHCP ☒

Status: Connected

SSID: TEST

Password: •••••••• 5

IP Address: 192 . 168 . 3 . 221

Subnet Mask: 255 . 255 . 255 . 0

Gateway: 192 . 168 . 3 . 1

Search

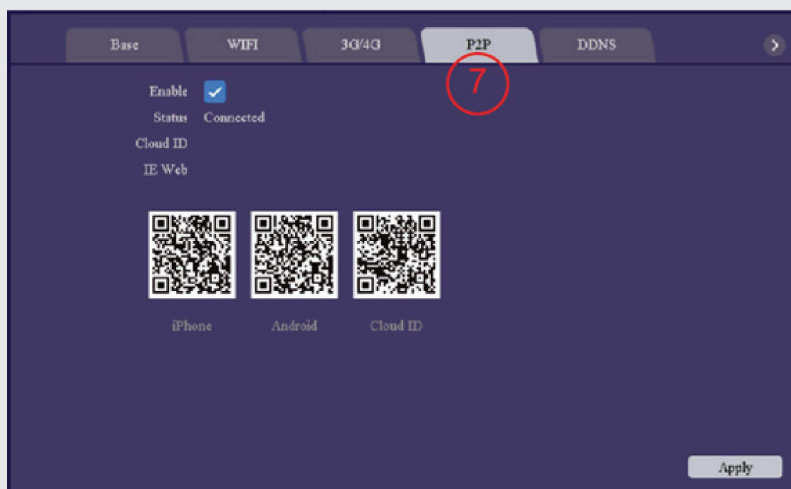
6 Apply

After 60 seconds the **Status** will read **Connected**





7) Enter the P2P menu



If the status is 'Connected' the system can now be remotely viewed using the Cloud ID. Please progress to; **Step 2. Remote Viewing Options**. If the status is not connected please retry the steps or view the help guide on page 13.

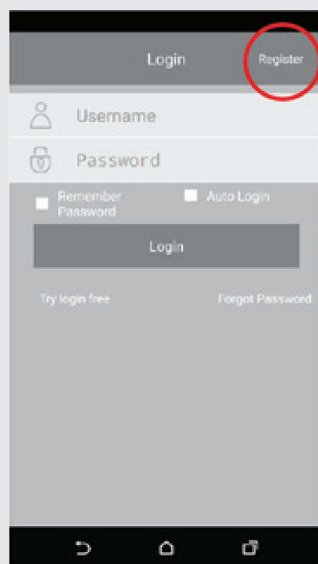


Step 2. Remote Viewing Options

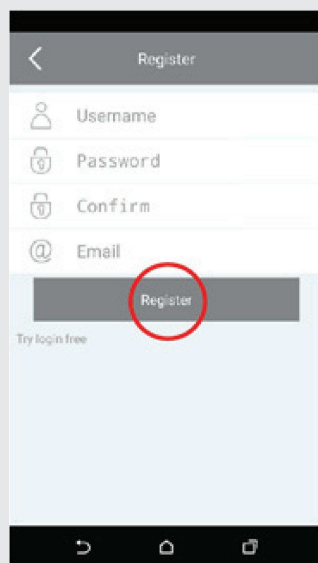
APP

From the **P2P** menu scan the required code for your smart phone which will prompt the installation of the ESP RekorHD APP;

Once installed launch the APP and select **Register**;

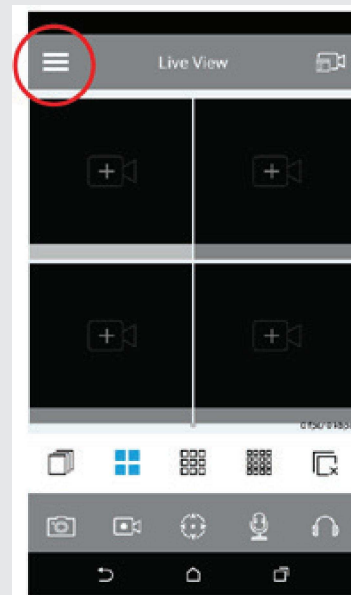
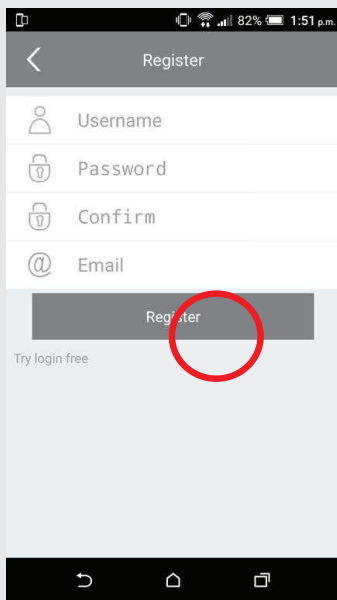


Enter new account details and select **Register**;



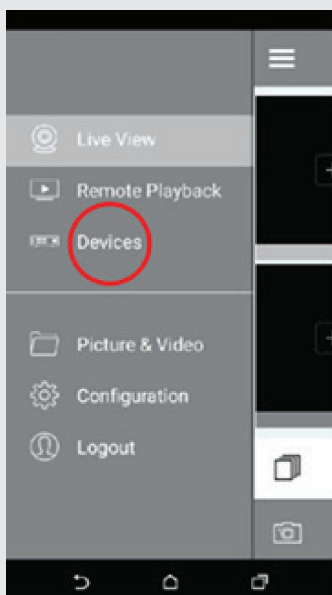


Enter account details and select **Login**;

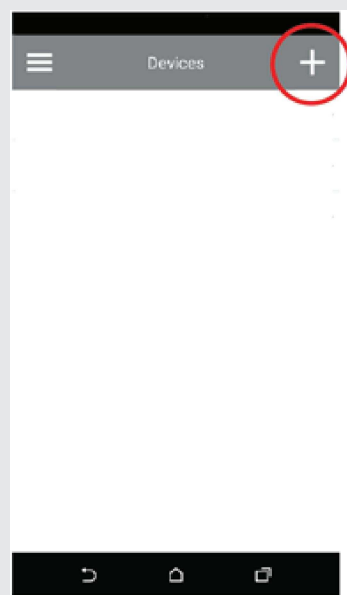


Select the top left hand corner **Menu** option;

Select **Devices**;



Select the 'Plus' symbol;

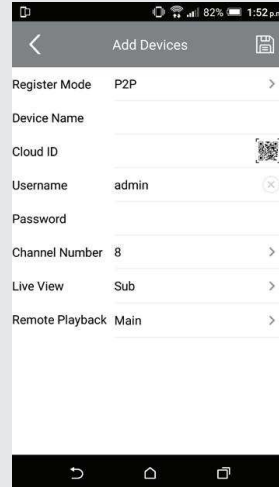
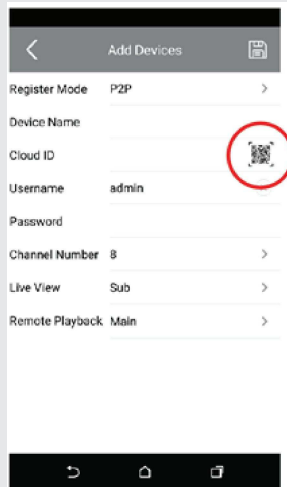




Enter **Device Name**; this can be anything to identify the system.

Enter **Cloud ID**: select the QR code icon and scan the Cloud ID from the P2P Menu on the DVR.

Enter **Username and Password**: Use the DVR's login details.



Then select save;

Select 'Start Live View' and the cameras will be visible;

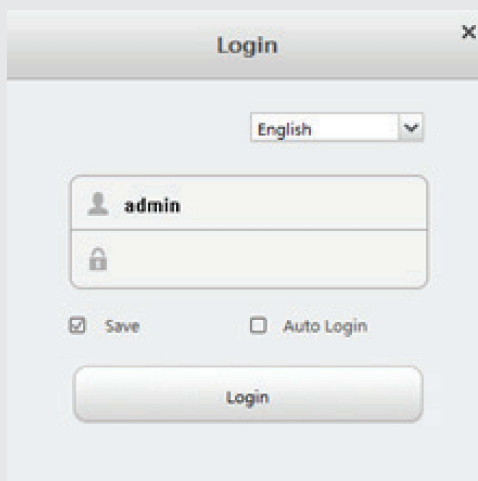




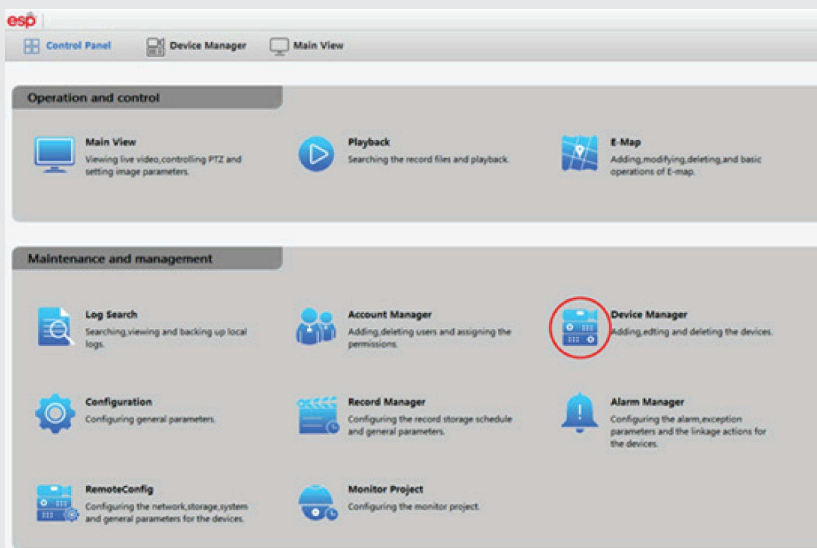
CMS

Insert the supplied disc into Windows PC/ Laptop.
Install CMS.

Click on the desktop CMS icon and log-in.
There is no password as default;

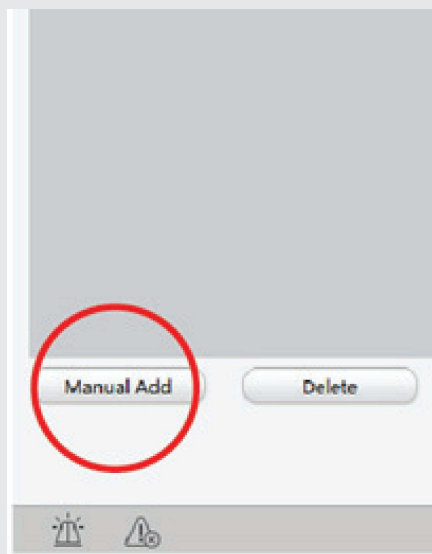


Select **Device Manager**





Select **Manual Add** from the bottom left hand corner of the screen



Enter the Cloud ID of the DVR

Add Device	
Device Name	<input type="text"/>
Connect Mode	Cloud ID
Cloud ID	<input type="text"/>
IP/Domain Name	127.0.0.1
Port Num	0
User Name	admin
Password	<input type="password"/>
<input type="button" value="OK"/> <input type="button" value="Cancel"/>	

Enter **Device Name**; this can be anything to identify the unit.

Enter **Cloud ID**: input the Cloud ID from the Wizard Start-up guide from the DVR.

Enter **Username and Password**: Use the DVR's log-in details.

Select **'OK'**.

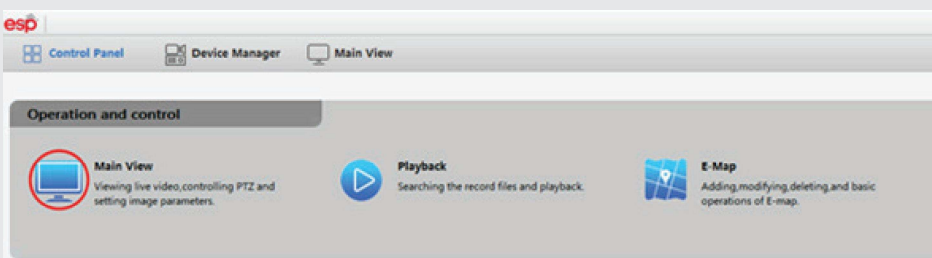




Select **Control Panel**;

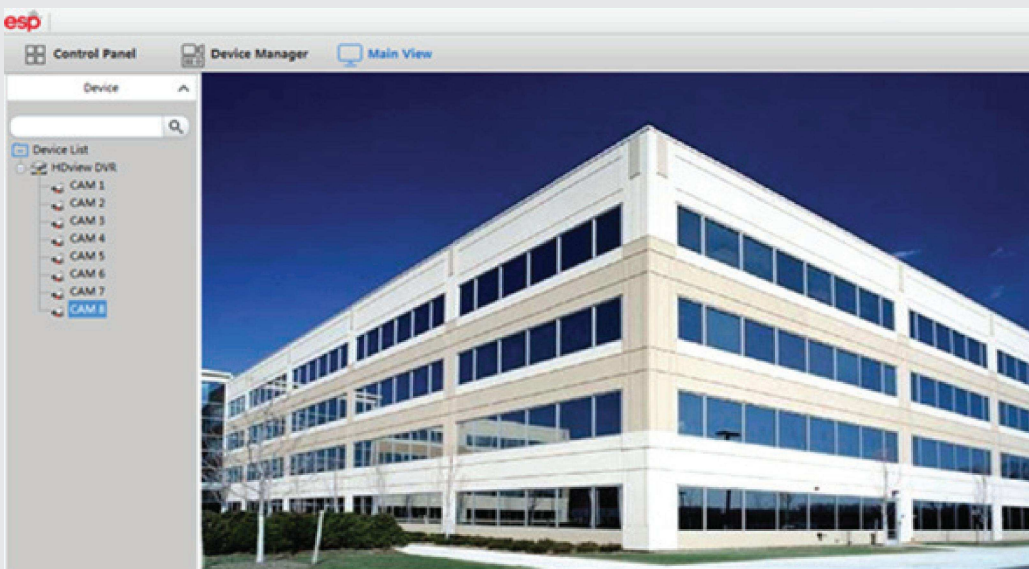


Select **Main View**;



To view the system;

Select from panel on the left hand side;



All other CMS functions are accessible via the **Control Panel** menu.



Advanced Settings

The system can also be accessed using manually entered network settings for specific installation requirements.

Network Settings.

Main Menu > Network.

This menu allows advanced users to define specific network details for the DVR, (the default values will not apply);

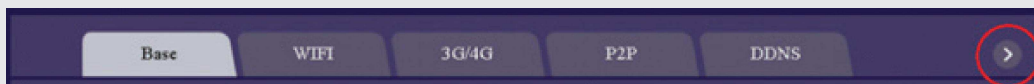


The IP Address, Subnet Mask, Gateway, Primary/ Secondary DNS information will be obtained from the network that the DVR is to be added.

Port forwarding

For Port forwarding set up please enter the UPNP menu

From the network menu select the scroll arrow





	Internal port	External port
Media Port	34567	34568
HTTP Port	80	81
Handset Port	5801	5802

Media Port: Router port to be used to remotely access the system via CMS software

HTTP Port: Router port to be used to remotely access the system via Internet Explorer

Handset Port: Router port to be used to remotely access the system via ESP RekorHD APP



Support Guide

The Cloud status does not state 'Connected':

Wired Connection

- 1) Check cable connection from DVR to Router or replace cable
- 2) Ensure that the DHCP function is enabled in the network menu and reboot DVR

Wireless Connection

- 1) Check Wi-Fi dongle Connection and compatibility
- 2) Ensure the DHCP function is enabled in the Wi-Fi menu and reboot the DVR
- 3) Check the correct network has been selected and the correct password entered
- 4) If the signal strength is normal or below then a connection will not be stable; improve Wi-Fi signal strength.
- 5) Temporarily try a wired connection to test DVR network function

System is not accessible via APP

- 1) Ensure the Cloud Status on the DVR states '**Connected**'
- 2) Ensure the correct APP has been installed
- 3) Check APP device has a strong Wi-Fi or 3/4G signal strength
- 4) Re-enter the DVR's network details
- 5) Ensure the password entered is the same one used to log-in to the DVR

Advanced user setup help

- 1) Ping the IP address of the DVR to ensure network connectivity
- 2) Ensure that the correct port number is being used for the correct platform
- 3) Ensure port number has been forwarded on the router to the IP address of the DVR
- 4) Ensure the port number is not being used for any other network service.
- 5) When connecting from outside of the network check that the Public IP address is being used instead of the IP address of the DVR.





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