



Security NVR Kit Quick User Guide

Dear Valued Customers,

Thank you for purchasing GWSECU security camera systems.

We aim to provide our customer with quick technical support and 100% satisfaction purchase. If you have any questions or issues during the installation and operation. Please feel free to contact us like below:

1. Contact us by E-mail:

You can reach our website www.gwsecu-cctv.com to download necessary user manual or software, and write email to support@gwsecu-cctv.com

2. Contact us through Amazon:

Login your Amazon account and Find your GWSECU security system orders, and click contact the supplier;

Welcome to contact us freely and your advices will be highly appreciated.

WARM TIPS:

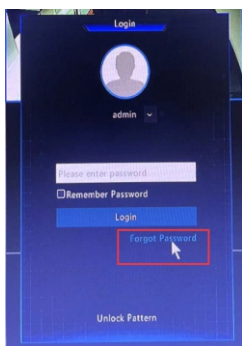
This user manual can be referred both for NVR Kits and Single NVR

Default User name and Password:

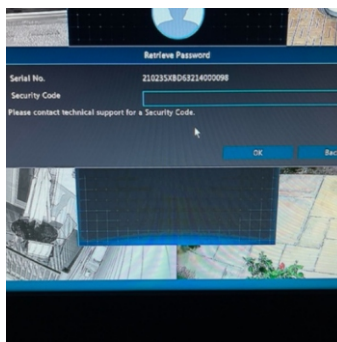
1. 8ch and 16ch system, default user name: **admin**
default password: **123456**
2. 32ch and 64ch system: default user name: **admin**
default password: **1234@abcd**

Forgot password or reset password:

1. Please click "forgot password" (PIC 1), it comes a message of serial No. and required a security code (PIC 2). Please take a picture and send to our technical support email: support@gwsecu-cctv.com for security code.



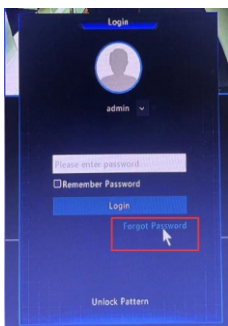
PIC 1



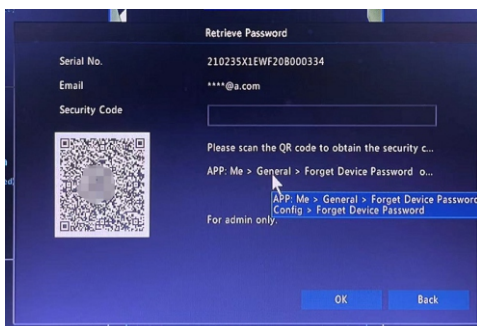
PIC 2

2. For latest version with QR code, steps as below:

- 2-1: Click "Forgot Password" in the login page. (PIC 3);
- 2-2: It comes a page and request to input your email address (PIC4)



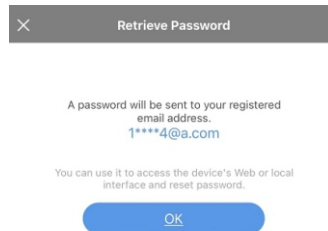
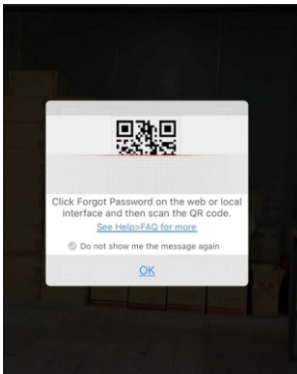
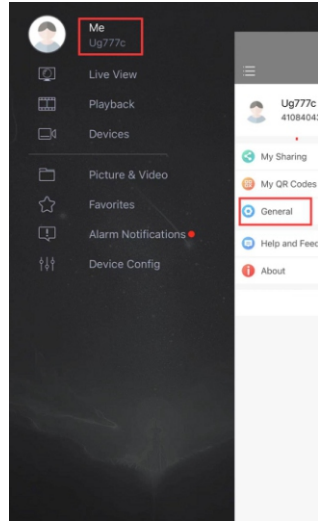
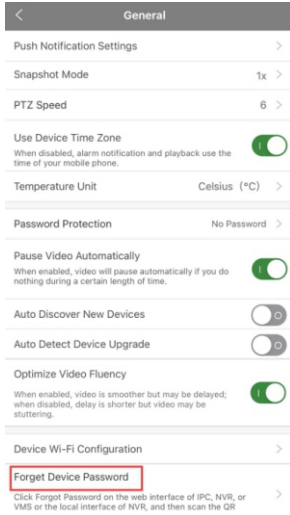
PIC 3



PIC 4

2-3: User our "Guard Viewer" App. Steps as following pictures.

Click "Me" > "General" > "Forget Device Password" , then scan the QR code, and security code will be sent to your email that input in step 2-2.



Download Center



<https://www.gwsecu-cctv.com/download.html>
support@gwsecu-cctv.com

Frequently Asked Questions and Solutions

Q: My NVR connected to internet, but Mobile App says offline.

A: In Network>Basic>TCP/IP, check your NVR IP address, gateway and DNS if match with your network. Or just enable “DHCP” and restart it.

Q: Why my family member can't add this NVR to Guard Viewer App?

A: Considering privacy protection, the first added user will be considered as Administrator, others could not add again but can be shared by the administrator. Click User Account>Device> Share.

Q: My NVR keep beeping; how can I turn it off?

A: There are several reasons for NVR beeping:

- 1- Motion detection triggered; you can turn off the buzzer;
- 2- Main menu>alarm>video lost/Alert (IP Conflict/HDD Full/HDD abnormal) etc., You can check these settings if NVR abnormal, or just turn off the buzzer;

Frequently Asked Questions and Solutions

Q: The HDD signal lights on the NVR panel is red, is it normal?

A: Yes, our NVR's HDD lights is Red.

Q: How do I know the HDD is full or new video been recorded?

A: In main menu>storage>HDD, you can set the configuration of HDD. It's set in "Overwrite" in default.

Q: Can I add other brand camera to your system?

A: We recommend to use our brand cameras for best compatibility.

But we also support other cameras if they:

- 1- Onvif protocol compatible;
- 2- 802.3af standard PoE built-in;
- 3- "DHCP" enabled, or IP address in same gateway with our NVR

Q: Can I connect this system to my TV?

A: If your TV has HDMI or VGA port, yes it can be used as a monitor.

But do NOT change

our NVR's output resolution higher than your TV.

Q: Can't hear the voice from the App.

A: For privacy consideration, the audio is off in default. You can

enable the "Speaker" icon to hear the voice.

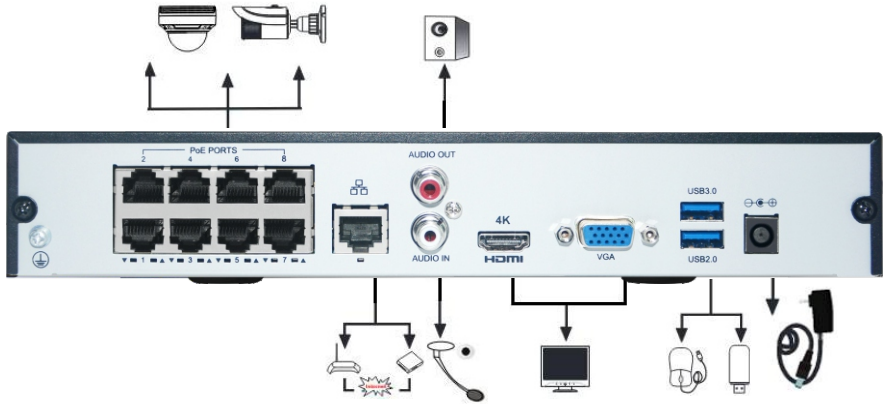
Content

1. NVR Connection Diagram	2
2. Wizard Setup	2
How to Play Audio	5
Name Your Cameras	5
3. Recording Setup	6
Normal Recording	6
Motion Recording	6
Set Motion Area	7
Scheduled Recording	8
4. Video Playback	8
5. Video Backup	11
6. Mobile App & E-mail Notification	15
7. Reset Password	20
8. Access System Using Mobile Device	21
9. Access System Using PC Client Software	25
10. Access System Using Internet Explorer	34

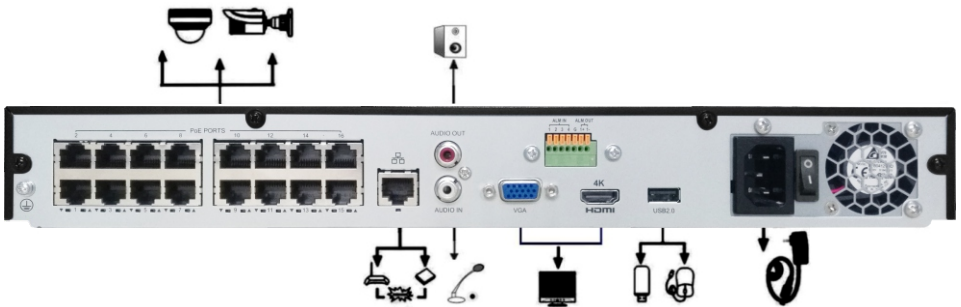
1

NVR Connection Diagram

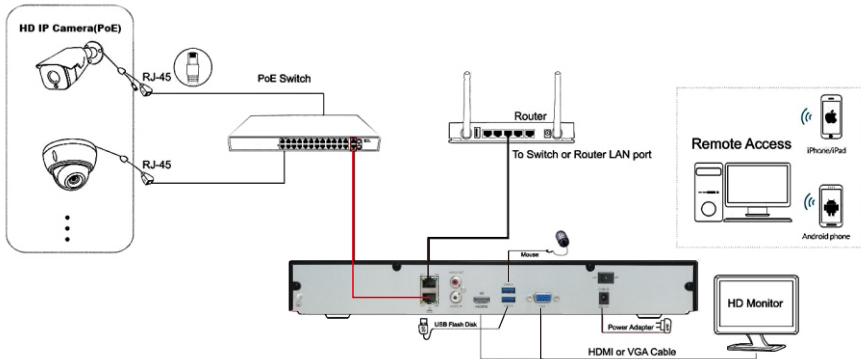
8 Channel NVR back panel:



16 Channel NVR back panel:



32/64 Channel NVR with PoE Switch



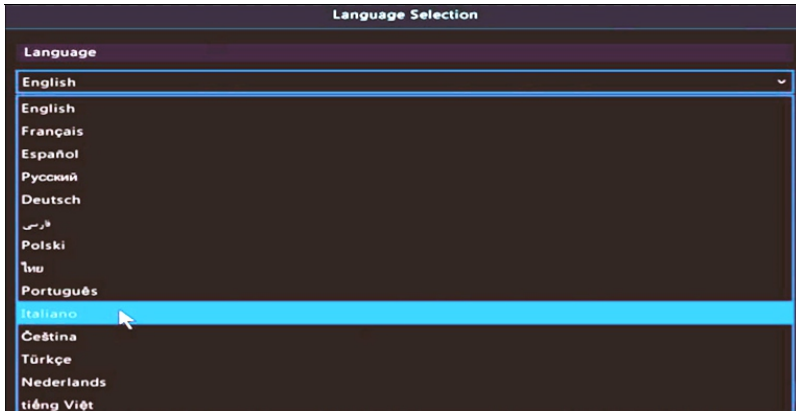
2

Wizard Setup

The configuration wizard will pop up after start-up, please follow the steps below to finish configurations.

Wizard Setup

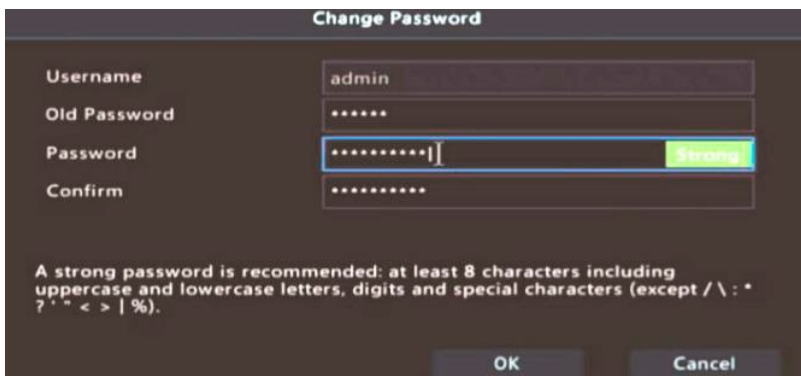
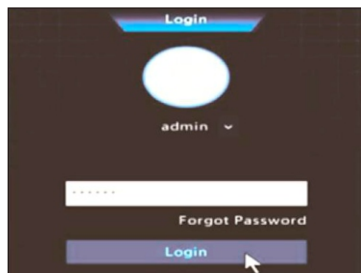
1. Select language



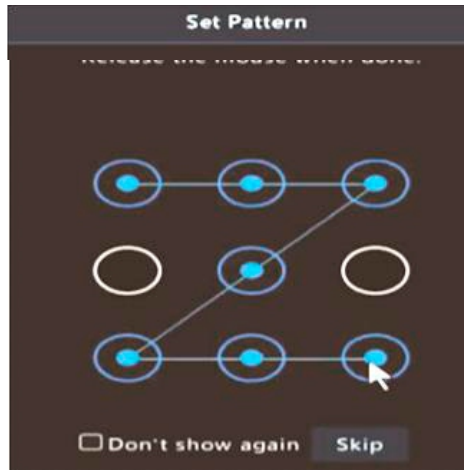
2. Login system with default account (User name: **admin** Password: **123456**)

To prevent your system from being hacked, please set up a password for system for the first time.

Tips: Write down your password on a notebook in case you forget it!



3. Set a Pattern to unlock your system (you can **skip** if you don't need pattern!)



(you can skip if you don't need pattern)


4. Click **Next** to setup time zone

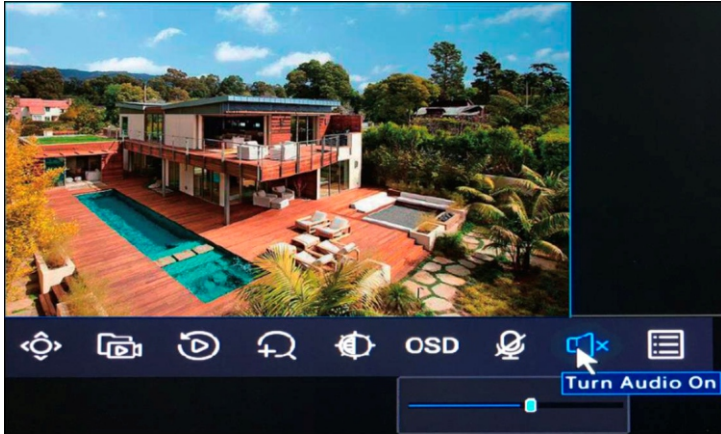


5. TCP/IP setup (network configuration). Please check in **Enable DHCP**



How to Play Audio?

Please click on the channel to select the camera, then click the speaker icon  to play audio.



Note

- 1. If your monitor does not come with a speaker, or does not support audio input via HDMI, it may fail to output audio;*
- 2. Some cameras do not support audio.*

Name Your Cameras

Please click on the channel to select the camera, then click the OSD to edit camera name.



3

Recording Setup

please right click your mouse on the monitor which is connected with your NVR system and choose **Menu-> Storage-> Recording** to set up recording

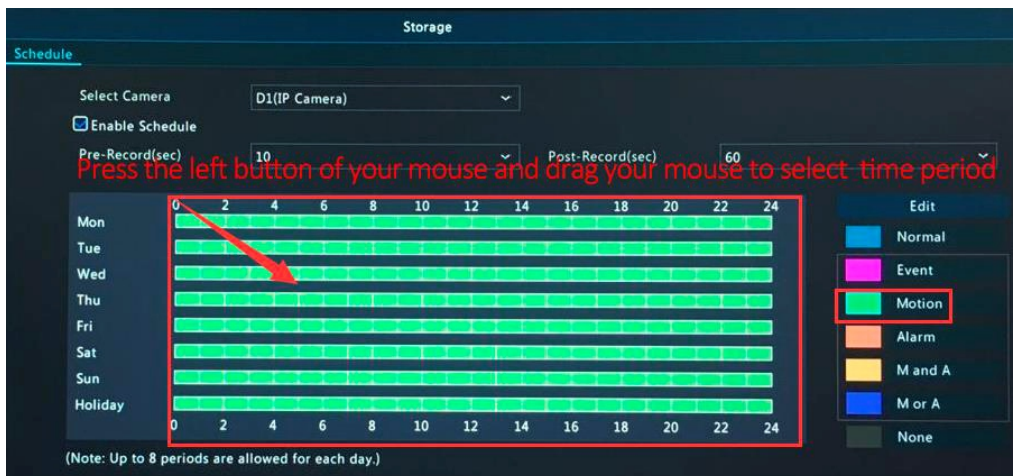
a) Normal Recording (24*7 Full Time Recording + Motion Recording)

This is the default record mode. The system will record continuously. When you check the recording in playback page, it will mark the motion recordings in orange. In this mode you won't miss any moment.

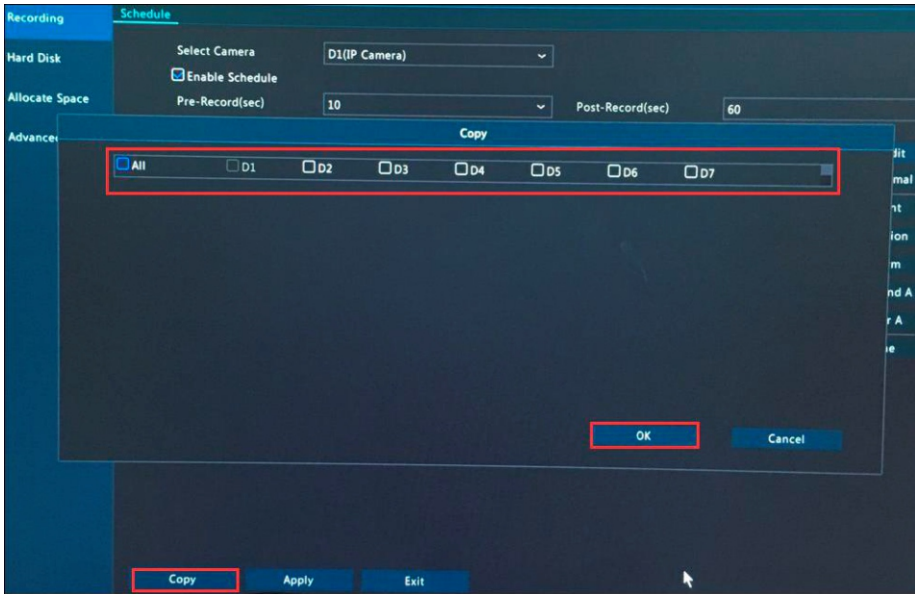


b) Motion Recording

1. Click Motion on the right side, then press the left button of your mouse and drag your mouse to select time period.

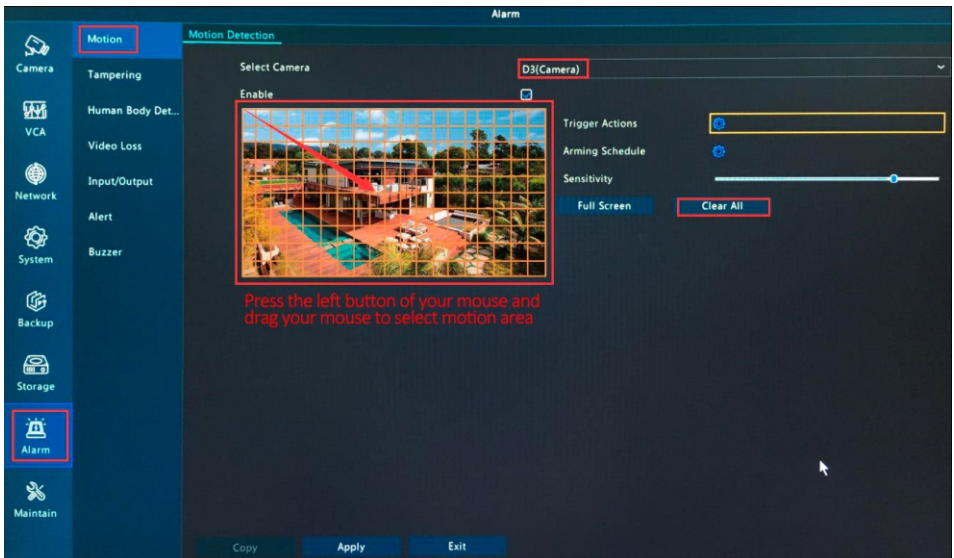


2. Click **Copy** on the lower left and choose **All** and **OK** to copy settings to all the channels.



Set Motion Area

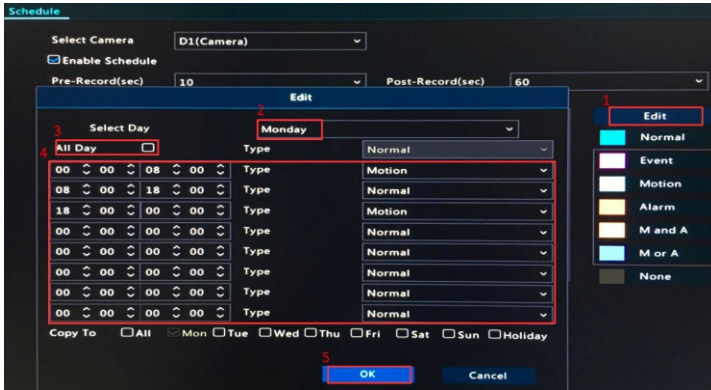
1. Please right click your mouse on the monitor and choose **Main Menu**→ **Alarm**→ **Motion**.
2. Select a camera and click **Clear All**, then press the left button of your mouse and drag your mouse on the image to select motion area.



3. Click **Apply** to save changes.

c) Scheduled Recording


1. Click **Edit** on the right side.
2. Select a day.
3. Uncheck **All Day**
4. Manually set time period and choose record mode for each time period.
5. Click **OK** to save the changes.

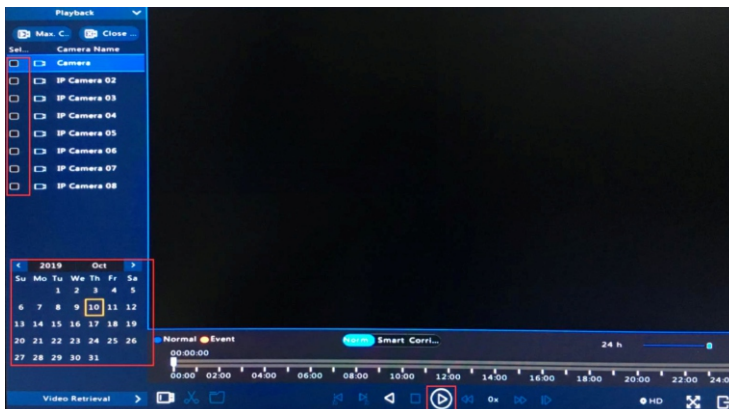


4

Video Playback


a) Playback on NVR

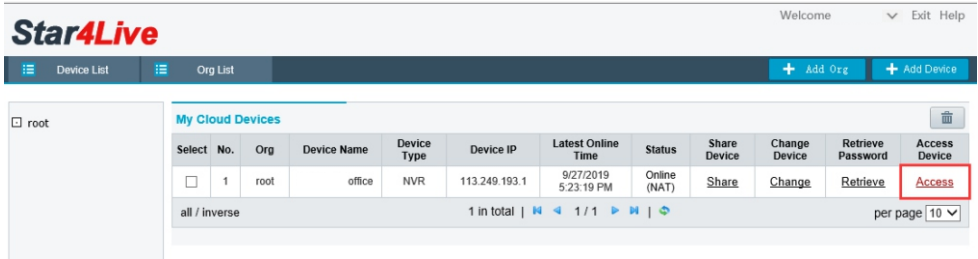
1. Right click your mouse on the monitor and choose **Playback**
2. Select camera and date on the left side.
3. Click the play icon  to playback.



b) Playback via IE browser

1. Type in www.star4live.com in your IE browser bar and login with your account (If you didn't register an account before, please click **Sign up** and follow the **Step-c to Step-e** on **page 26** to register an account and add device).

2. Click on **Access** and go to **Playback** page, then select camera and date on the left side, click play icon  to playback.



Star4Live

Welcome Edit Help

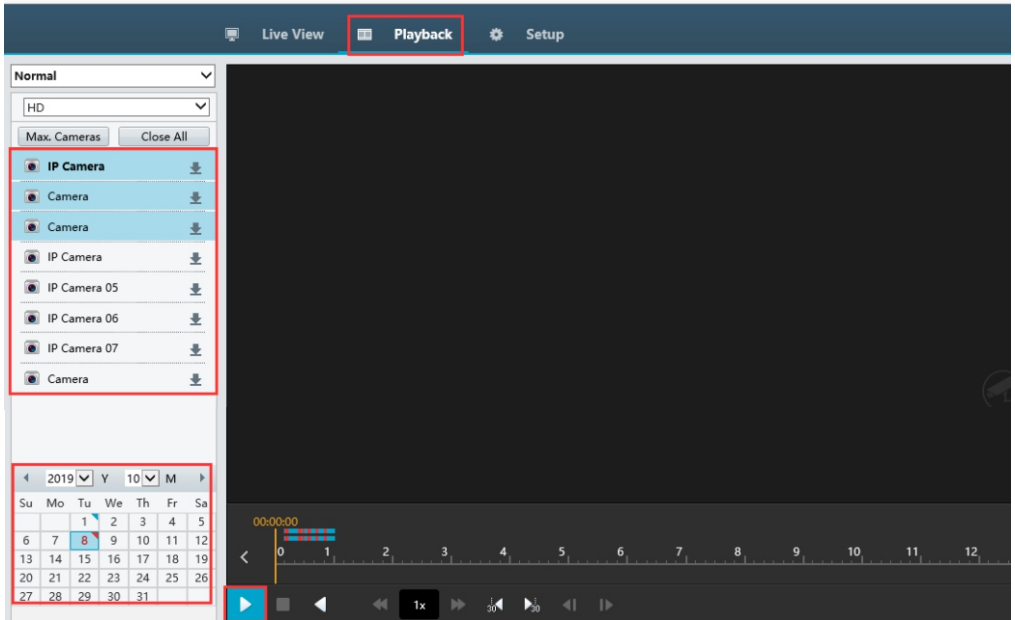
Device List Org List + Add Org + Add Device

root

My Cloud Devices

Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
<input type="checkbox"/>	1	root	office	NVR	113.249.193.1	9/27/2019 5:23:19 PM	Online (NAT)	Share	Change	Retrieve	Access

all / inverse 1 in total | 1 / 1 | per page 10



Live View Playback Setup

Normal

HD

Max. Cameras Close All

- IP Camera
- Camera
- Camera
- IP Camera
- IP Camera 05
- IP Camera 06
- IP Camera 07
- Camera

2019 Y 10 M

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

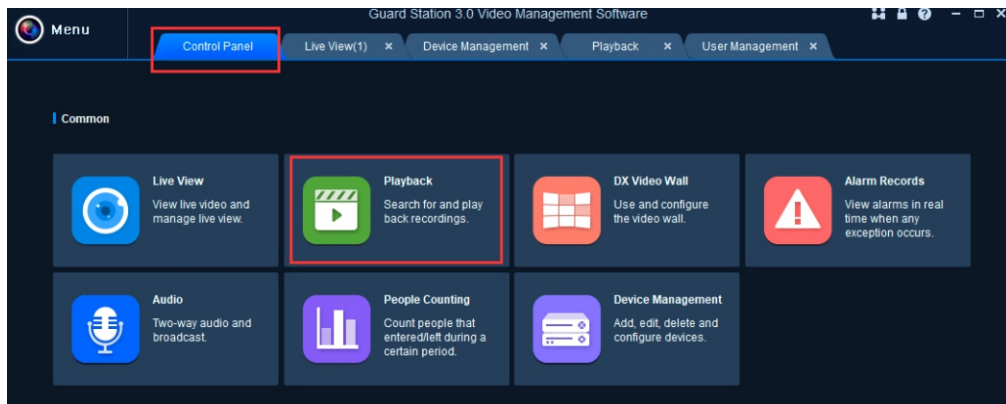
00:00:00

0 1 2 3 4 5 6 7 8 9 10 11 12

1x

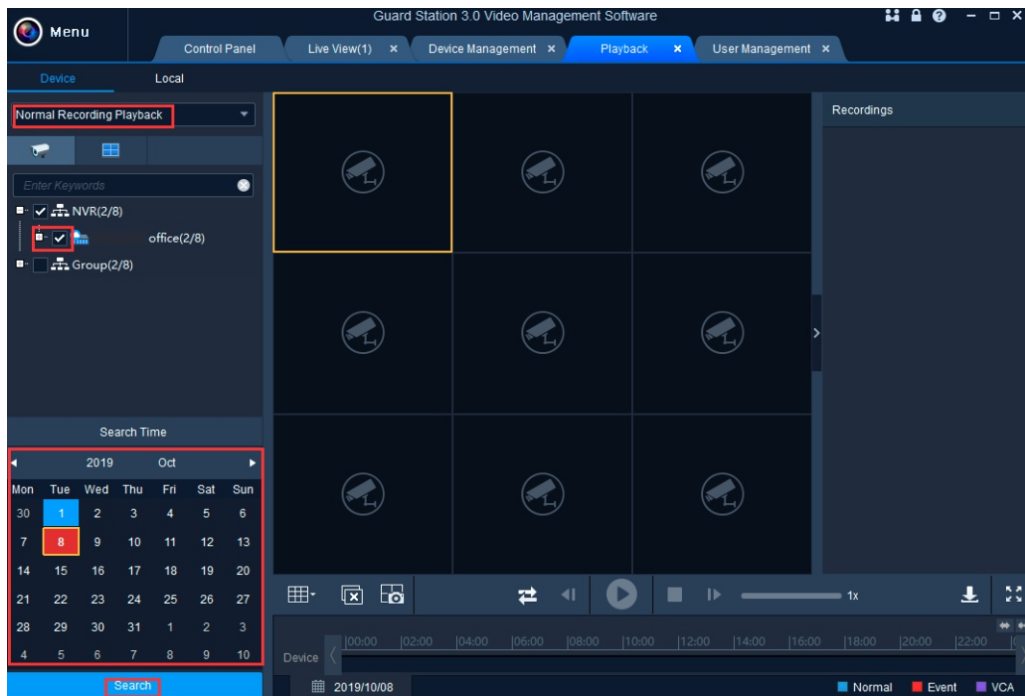
c) Playback via PC client software Guard Station

1. Open your PC client software, go to **Control Panel** and click **Playback**



2. Select Recording Playback mode (*default is Normal Recording Playback*).

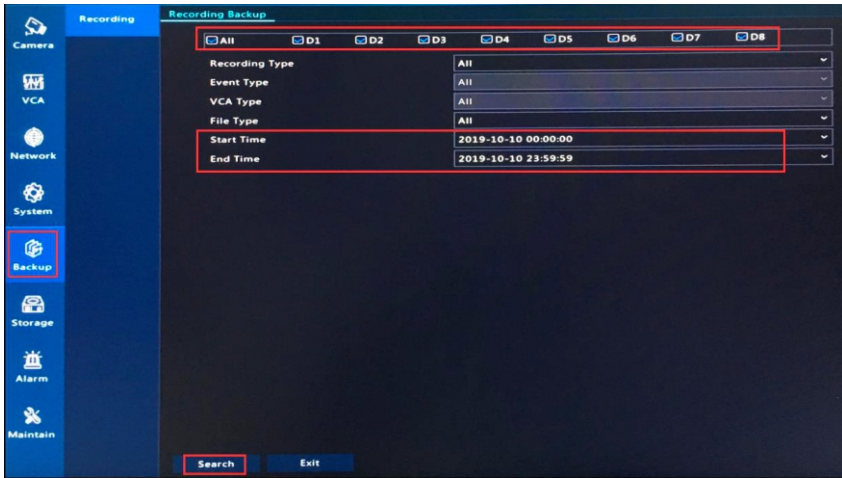
3. Check in your device and select date, click **Search** to playback.



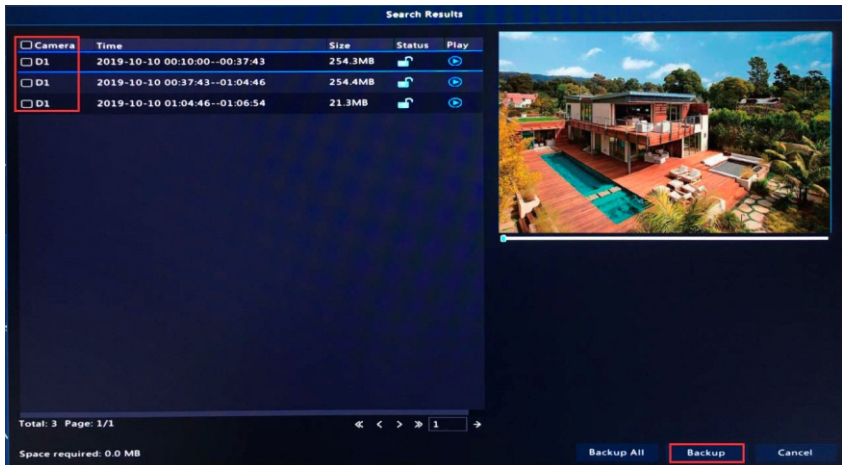
Attention: Please use **“PotPlayer”** for windows PC and **“VLC”** for MAC to play the video you back up from the NVR system.

a) Backup on NVR

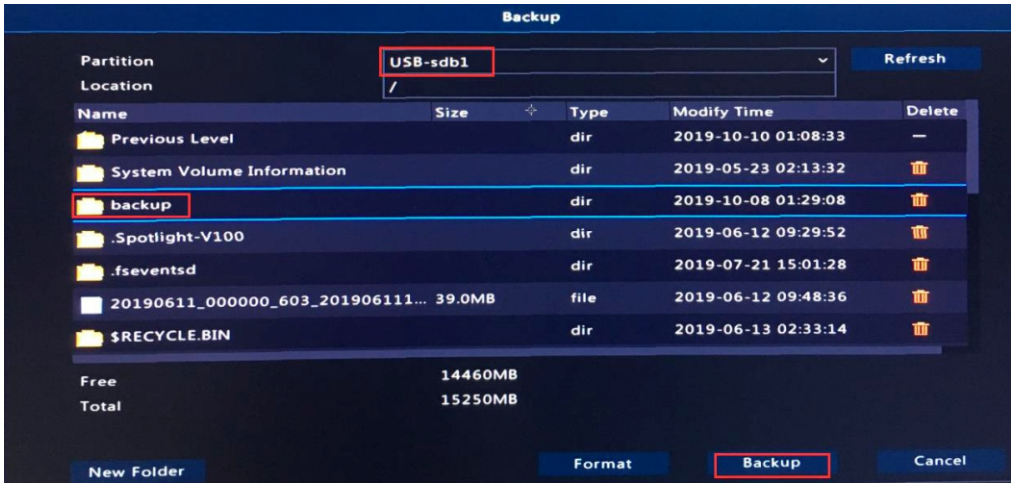
1. Insert a USB disk into the NVR USB port. Right click your mouse on the monitor and choose Main Menu-> **Backup**; Select camera, date and time, then click **Search**.



2. Then a window will pop up, click **Backup** to continue.

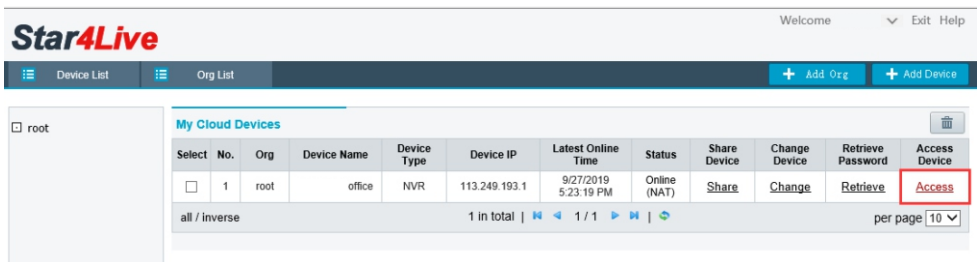



3. Choose USB disk, select a folder and click **Backup** to back up video.

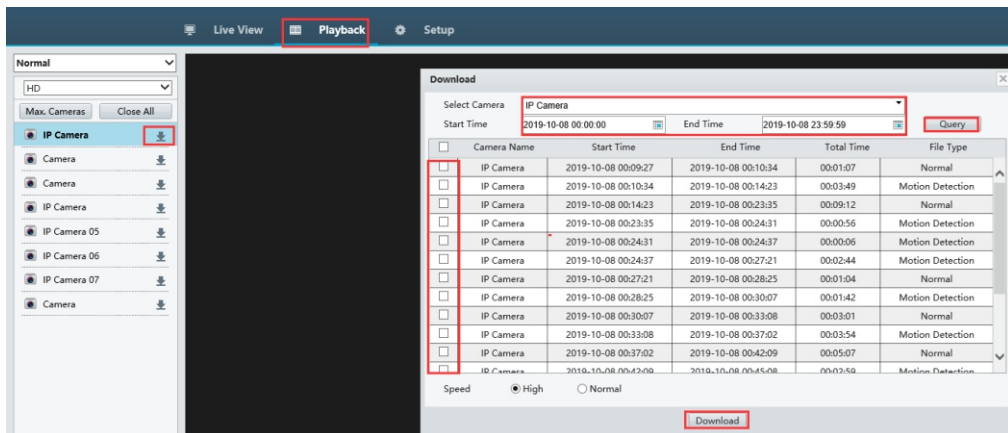


b) Backup via IE browser

1. Run Internet Explorer as administrator, type in www.star4live.com in your IE browser bar and login with your account (If you didn't register an account before, please click **Sign up** and follow the **Step-c** to **Step-e** on **page 26** to register an account and add device).
2. Click on **Access** and go to **Playback** page.

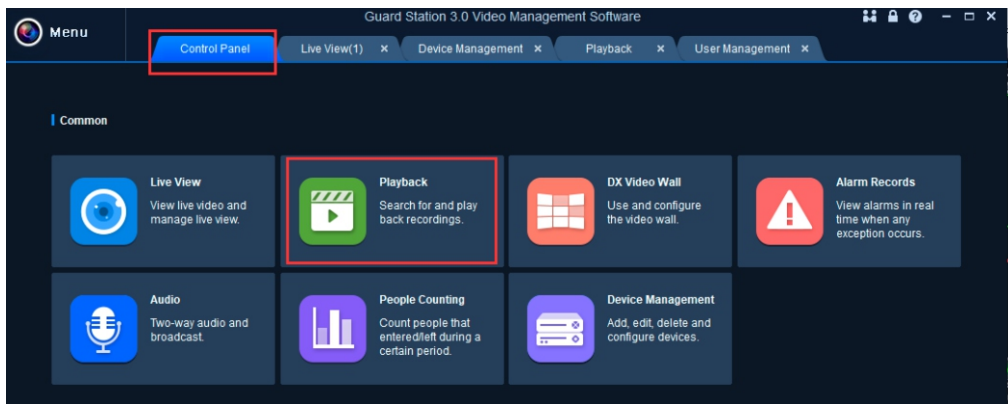



3. Click download icon  behind the camera and select camera, date and time. Then click **Query**. Check in the files you want to back up and click **Download** to back up video.

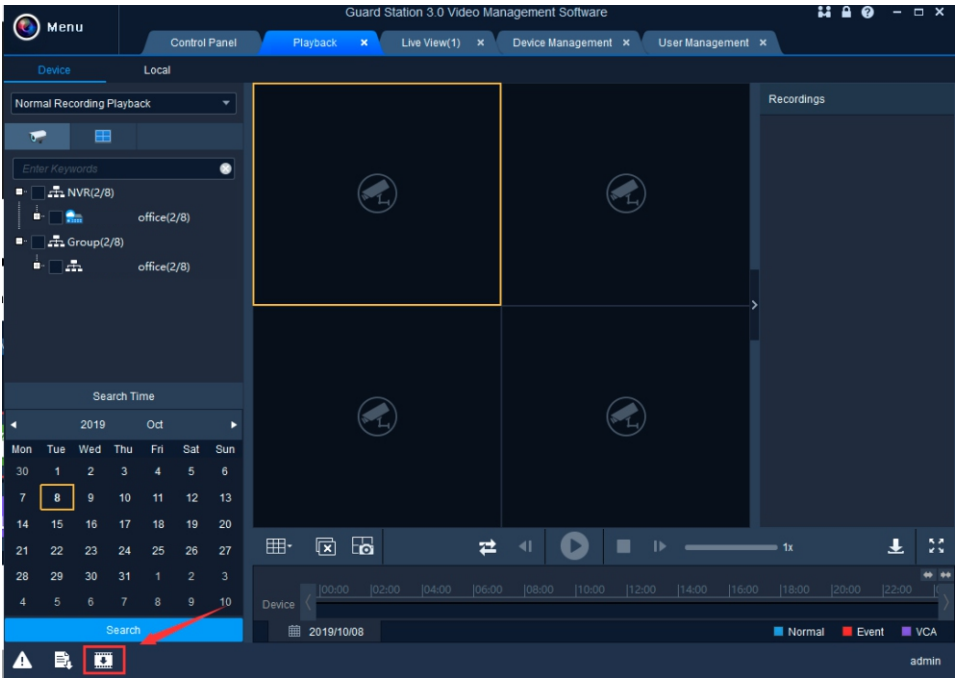


c) Backup via PC software Guard Station

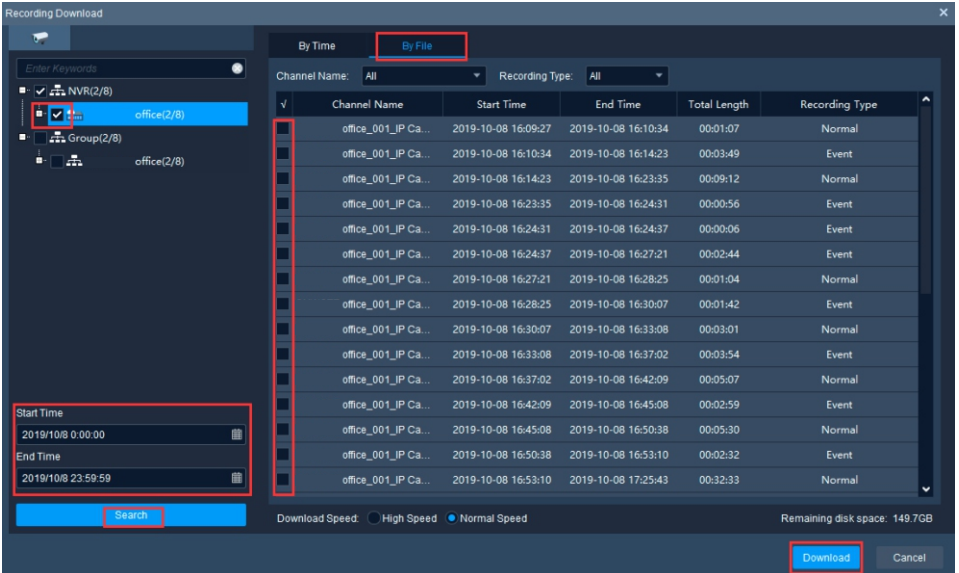
1. Open your PC client software, go to **Control Panel** and click **Playback**



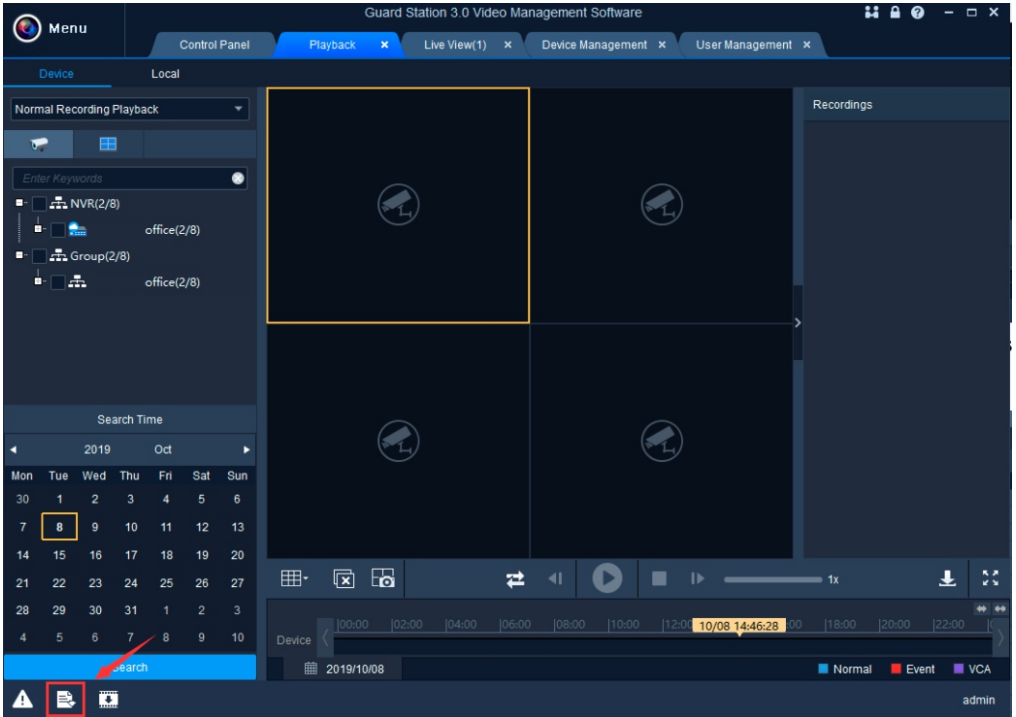
2. Click  on the lower left corner.




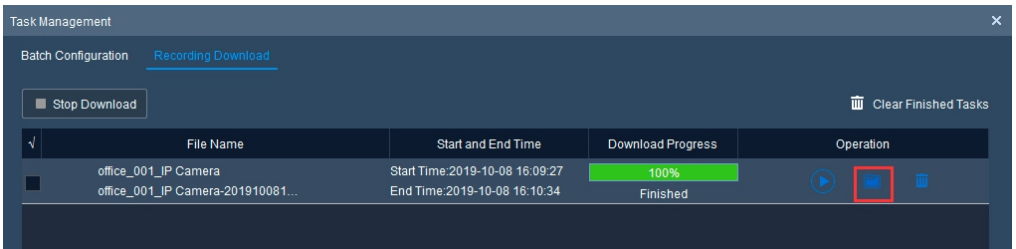
2. Click on **By File**, check in your device, select time and click on **Search**. Then select files and click **Download** to back up video.



4. Click on  on the lower left corner to check the downloading process.




5. Click on  to open the folder and find the files you downloaded.

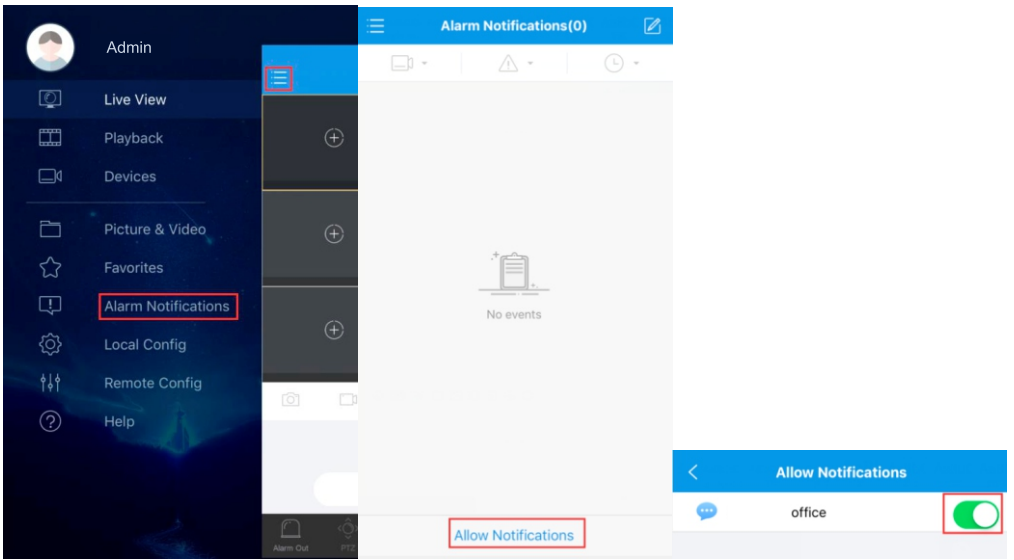


6

Mobile App & Email Notification

Mobile App alarm

1. Open mobile APP Guard Viewer, click  on the top left corner and choose **Alarm Notification**→**Allow Notification**, enable notification of your system.

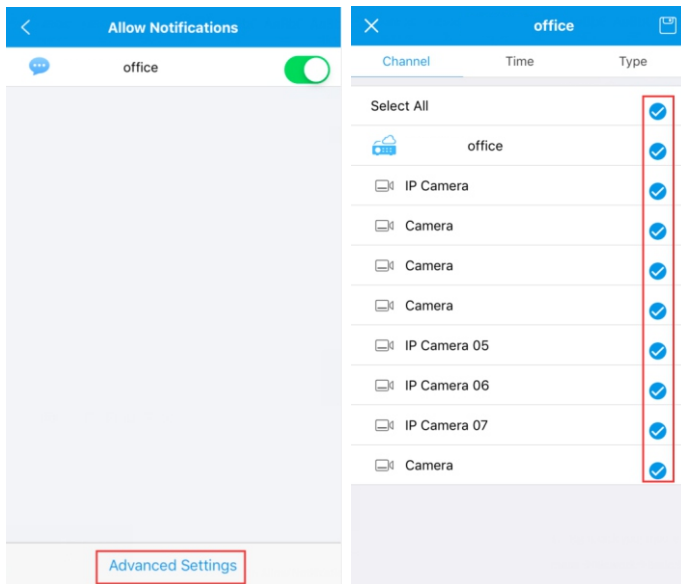


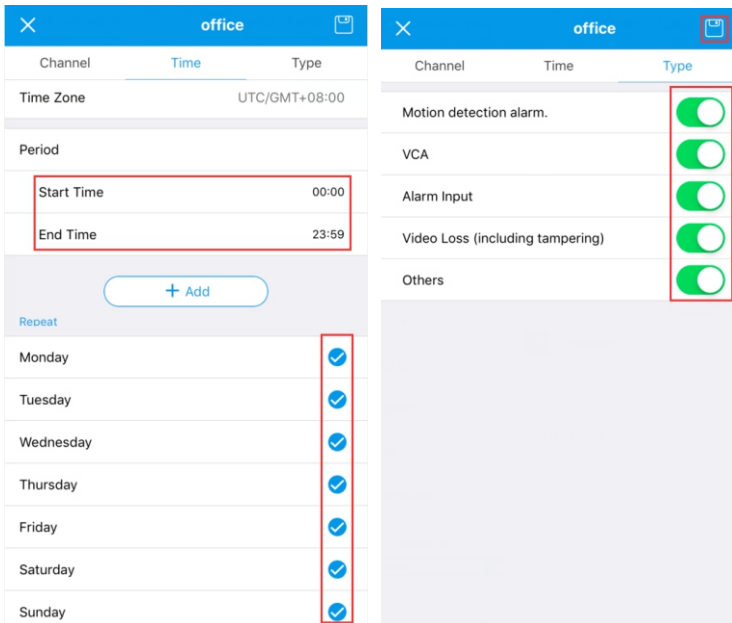
Set Alarm Schedule for App Alerts (default is 24*7 for all the cameras, all type of alerts)

Click on **Advanced Settings**→ **Channel** to select camera;

Click **Time** to set Start time & End time (click **+Add** to add more time period) and select day;

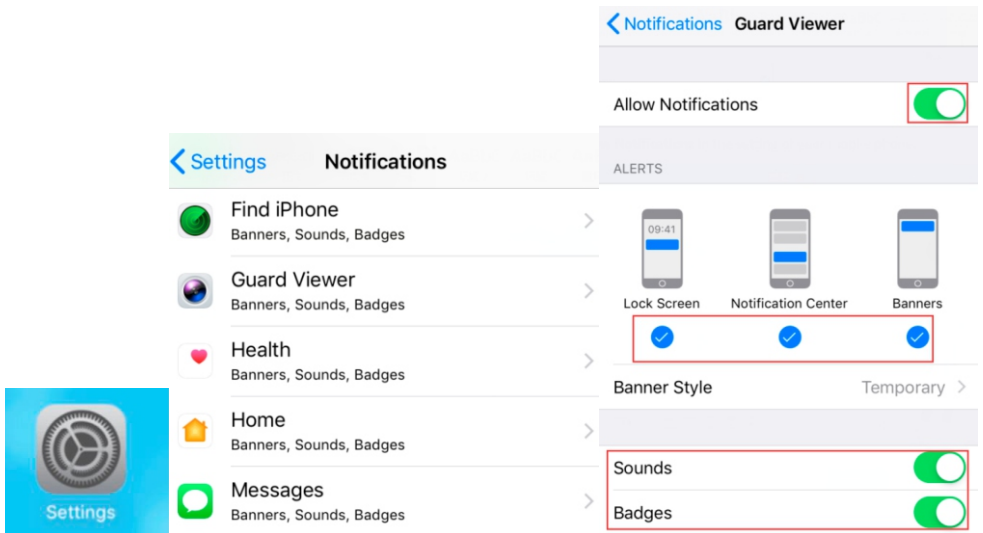
Click **Type** to select alarm type and click on  the top right corner to save the schedule.



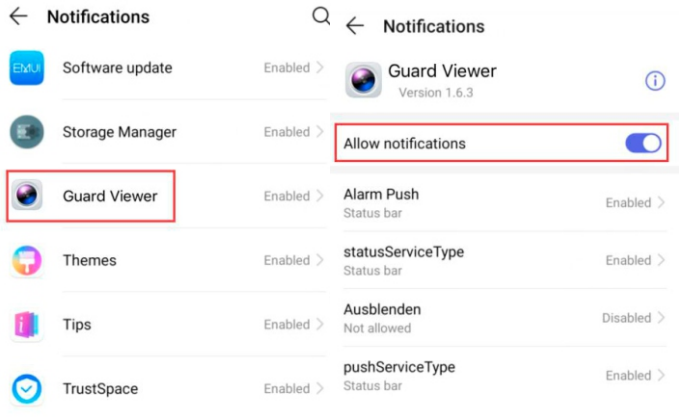


2. Turn on **All Notifications** in the setting of your mobile phone.

a. iPhone: **Settings-> Notifications-> Allow Notifications.**

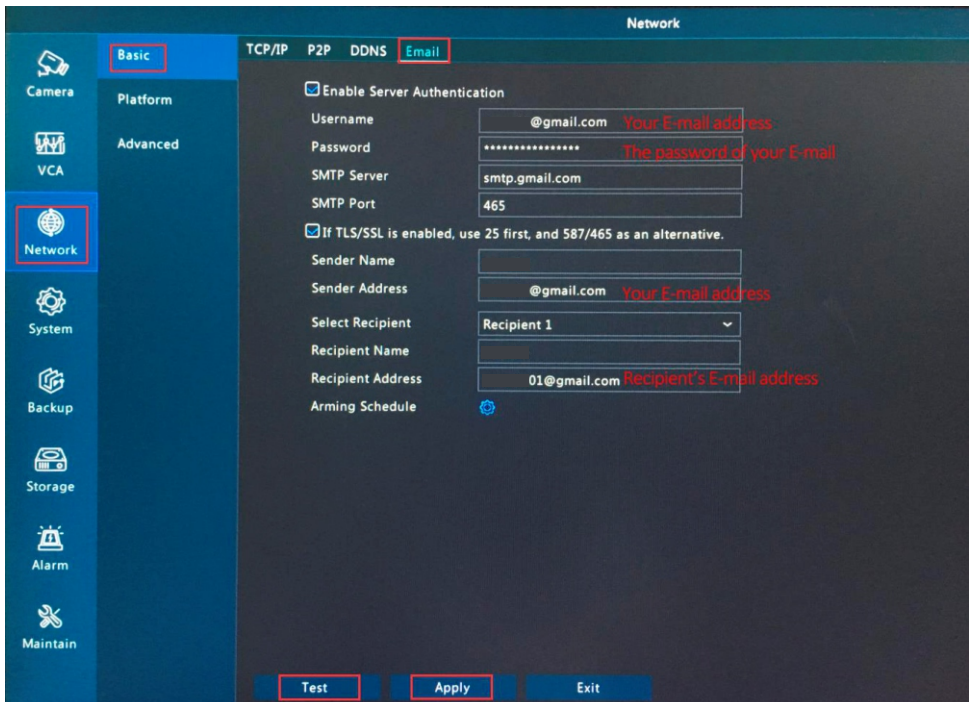


b. Android phone: **Settings-> Notifications-> Allow Notifications.**



E-mail Notification


1. Right click your mouse on the monitor which is connected with your NVR, choose **Main menu**→ **Network**→ **Basic**→ **Email**. Type in the information of your sender and recipient and click **Apply**.

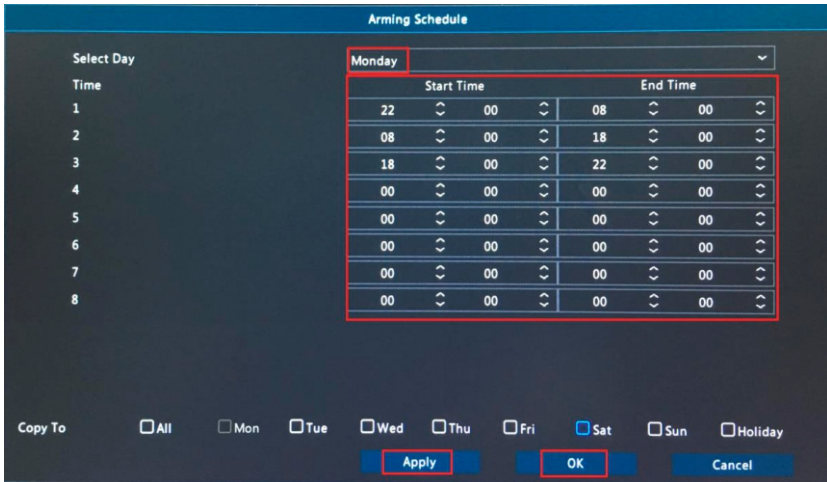


(The info on the picture above is just an example)

Click **Test** to verify the email settings. (*please check with your email supplier if you have troubles in email SMTP configuration*)

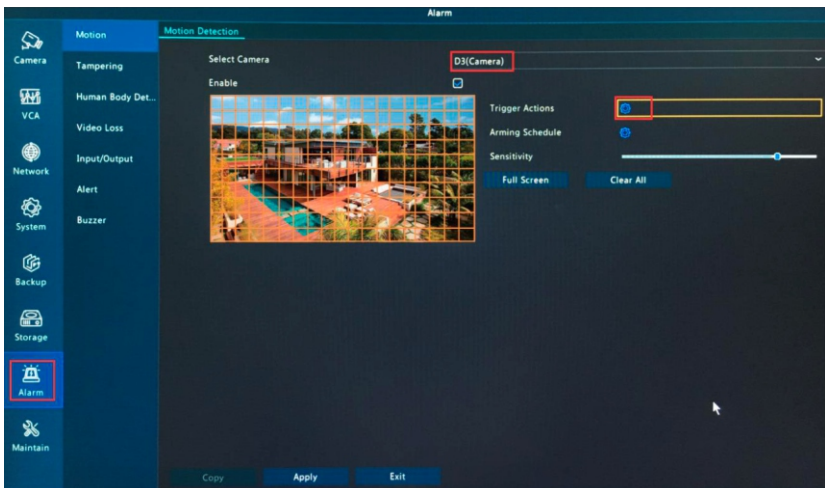
Set Alarm Schedule for Email Alert (default is 24*7 full time)

Click  behind Arming Schedule, select day, set time period and click Apply and OK to save schedule.

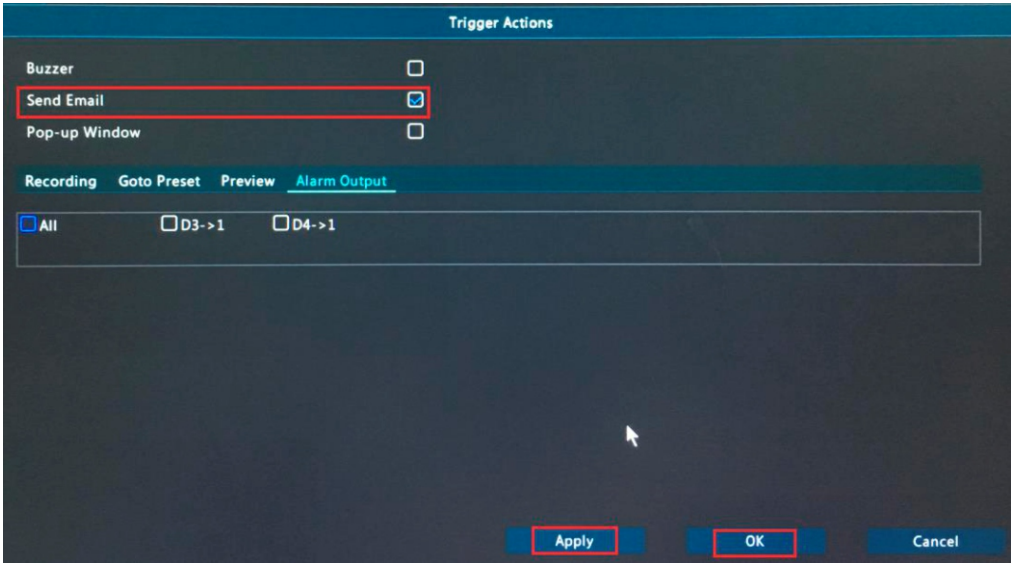


Check in day behind **Copy To** to copy schedule to other day.

2. Click **Alarm** → **Motion**, select camera and click  behind **Trigger Act**



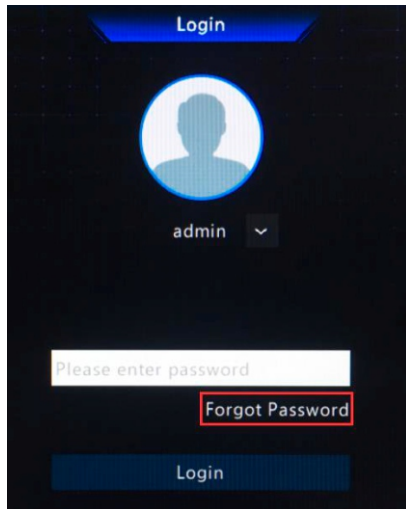
2. Check in **Send Email** and click **Apply** and **OK**.



*Tips: You just enabled **Send Email** for the selected camera, please select other cameras and do the same steps to enable **Send Email** for other cameras.*

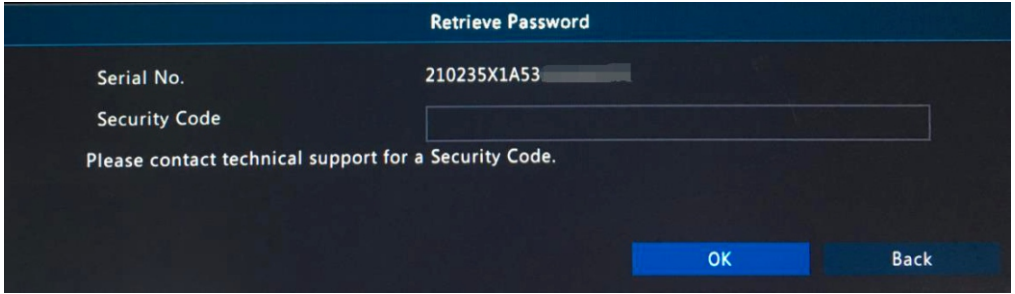
7 Reset Password

1. Click **Forget Password**



2. Please take a photo of the page and email it to to get security

code to reset your password.



Retrieve Password

Serial No. 210235X1A53

Security Code

Please contact technical support for a Security Code.

OK Back

To get more support or user manual please go to or email us at

8 Access System Using Mobile Device

Please make sure you've connected your NVR to the router directly with an Ethernet cable.

1. Download "**Guard Viewer**" on your mobile phone from Apple App Store or Google play;

You can also scan the QR code below to download the mobile app.



Guard Viewer

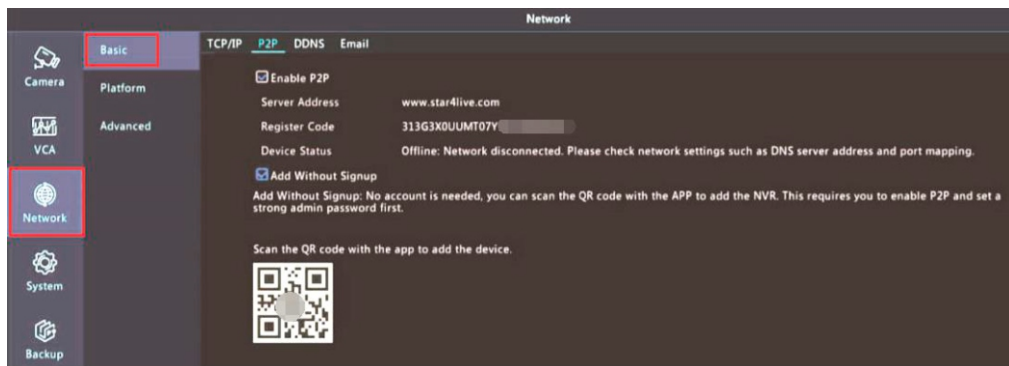


For iPhone



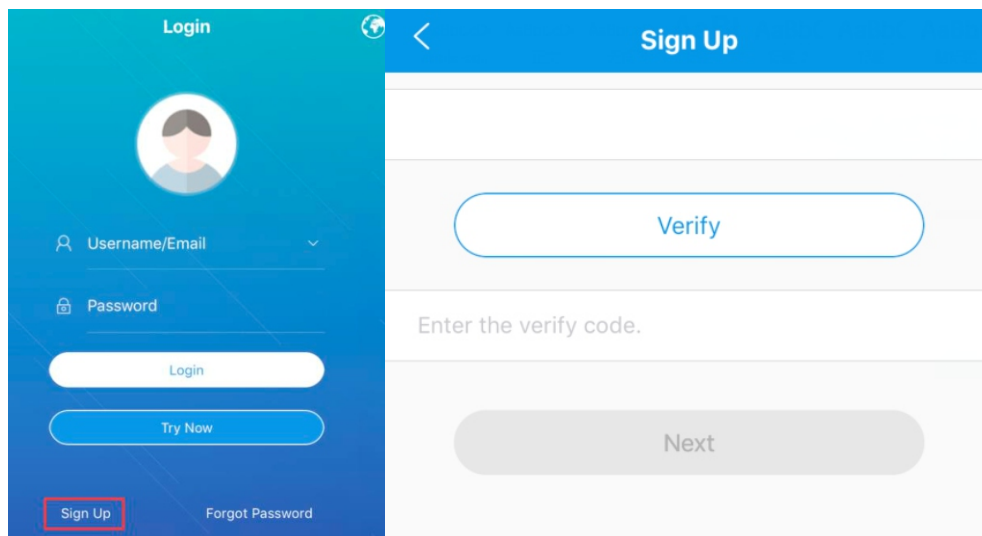
For Android

2. Go back to the monitor which is connected with your NVR Box. Please right click your mouse on the monitor and choose **Main menu**→ **Network**→ **Basic**→ **P2P**, make sure **Enable P2P** and **Add Without Signup** are checked in.



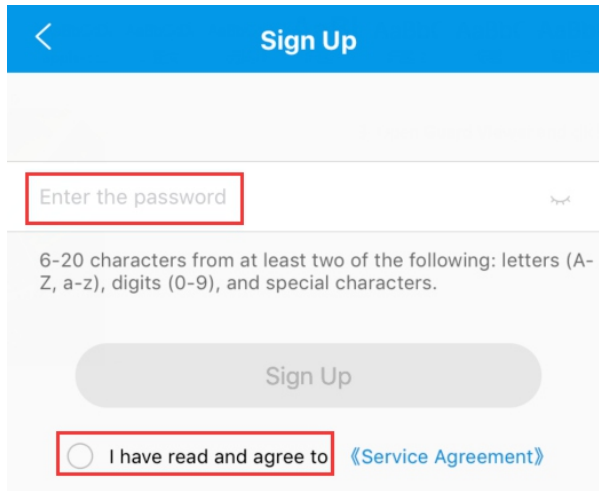
3. Open **Guard Viewer** and click **Sign up** to register an account.

4. Type in your E-mail address and click **Verify**. Then type in the verify code you received in your email and click **Next**.




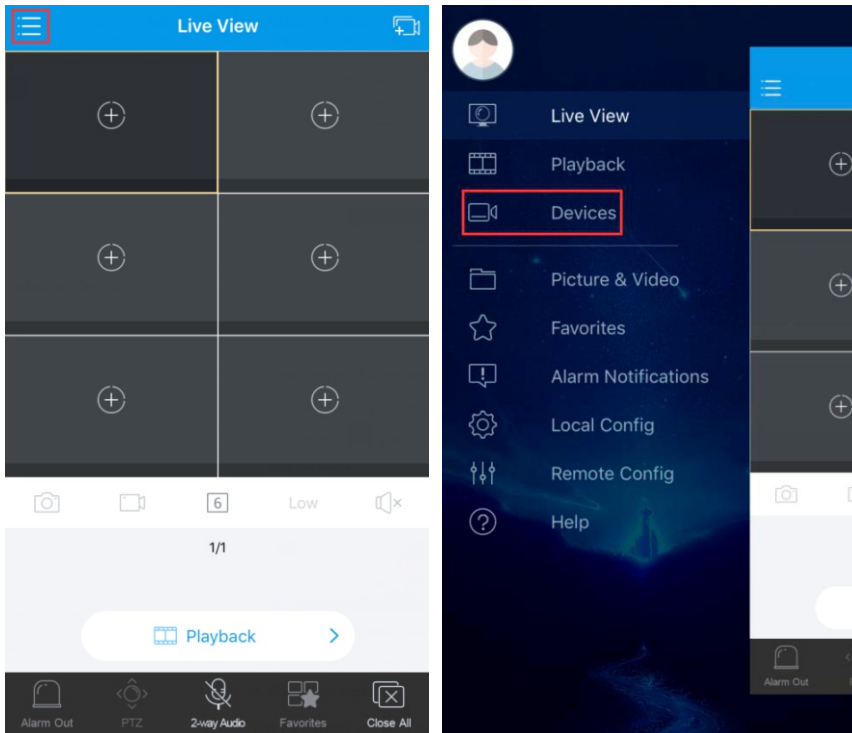
5. Set a password for your account and check in **I have read and agree to** <<Service

Agreement>>. Click **Sign Up** to register account.

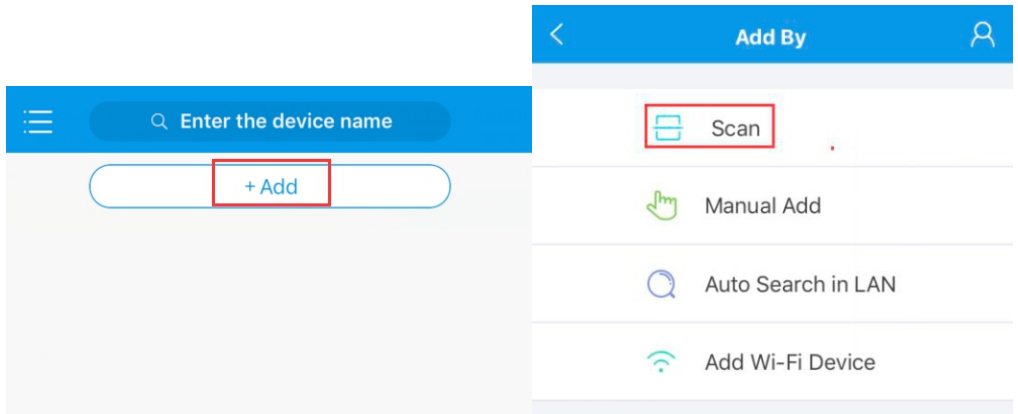


The image shows a mobile application's "Sign Up" screen. At the top, there is a blue header with a back arrow and the text "Sign Up". Below the header is a white input field for a password, which is highlighted with a red rectangular box. To the right of the input field is a small eye icon. Below the input field, there is a text requirement: "6-20 characters from at least two of the following: letters (A-Z, a-z), digits (0-9), and special characters." Underneath this text is a grey button labeled "Sign Up". At the bottom of the screen, there is a radio button followed by the text "I have read and agree to" and a blue link labeled "«Service Agreement»". The radio button and the text "I have read and agree to" are highlighted with a red rectangular box.

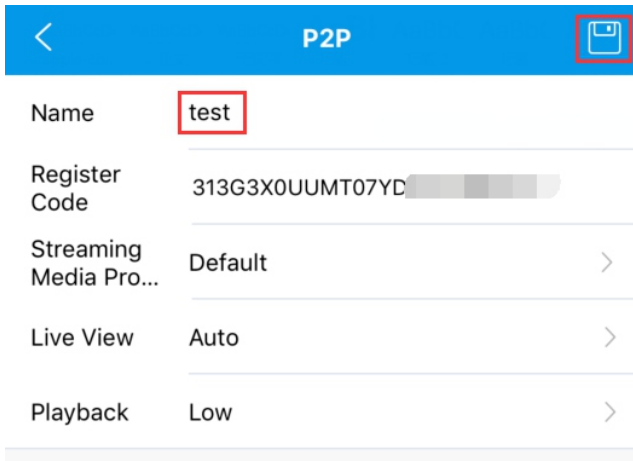
6. Click  on the top left and choose **Devices**




7. Click **+Add** and **Scan** to scan the QR code on the monitor which is connected with your NVR system (Please right click your mouse on the monitor and choose **Main menu** → **Network** → **Basic** → **P2P** to get the QR code).

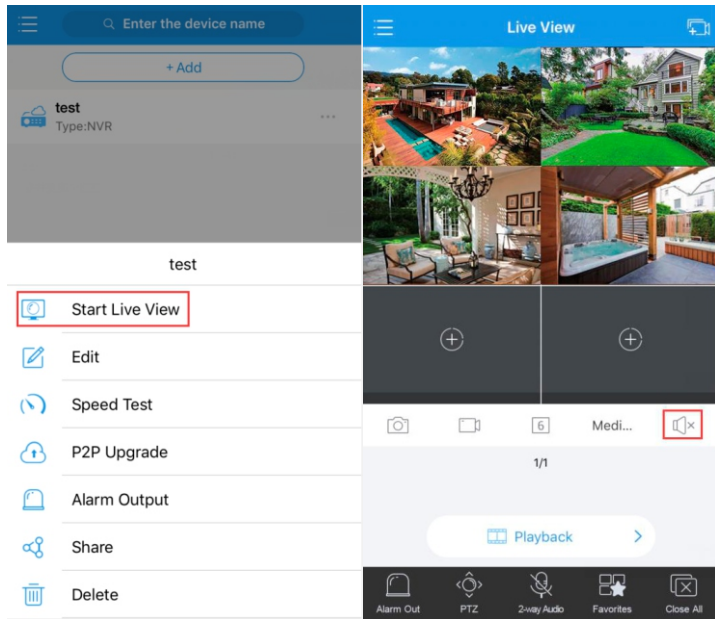


8. Type in a name of your device and click  on the top right corner to save the device.



9. Wait for about 1 minute, then click on your device and choose **Start Live View** to view live video.

10. Select one camera and click  to enable audio



11. Click **Playback** on the bottom of the page to playback video

9

Access System Using PC Client Software

1. Download the PC client software on Windows PC or MAC and install **Guard Station**

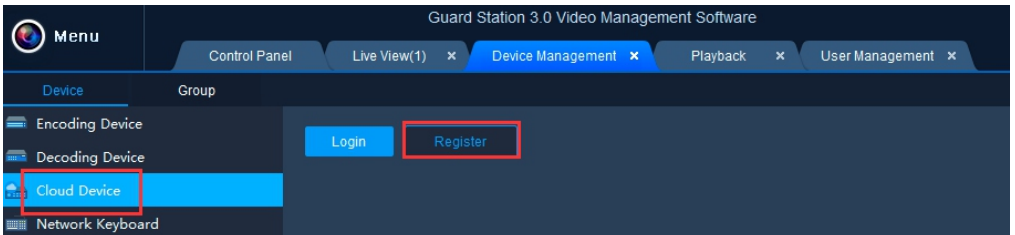
Add Device

Windows PC: Add Cloud Device

a. Launch Guard Station, go to **Control Panel**. Click **Device Management** to add device



b. Click **Cloud Device** and **Register** to register a cloud account (*If you've already registered an account on your mobile app **Guard Viewer**, please login with the account directly*).



c. Type in user name, password, email address and the verification code and click Sign up to sign up an account.

New User Sign Up

*Username: Set a user name for your account

*Password: Set a password for your account

*Confirm: Repeat the password

*Email: Type in your E-mail address and click **Acquire** to get a code

*Verification Code: Input the verification code you received

I agree [Service Agreement](#)

I agree to receive service information

d. Click **+Add Device** to add device

Star4Live
Welcome eusupport ▼ [Exit](#) [Help](#)

[Device List](#)
[Org List](#)
[+ Add Org](#)
[+ Add Device](#)

root

My Cloud Devices

Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
No device. Click Add Device to add											

Shared Cloud Devices

Select	No.	Org	Device Name	Device IP	Owner	Valid Until	Description	Status	Change Device	Access Device
No device. Click Add Device to add										

Sharing Records

Select	No.	Device Name	Share To	Email	User Role	Valid Until	Description
No sharing records.							

e. Input the **Register Code** and set a name for your device. Click **Add** to add device.

*(How to get Register Code? - please right click on the monitor which is connected with your NVR system and choose **Menu-> Network-> Basic-> P2P** to get the register code)*

Star4Live
Welcome eusupport ▼ [Exit](#) [Help](#)

[Device List](#)
[Org List](#)
[+ Add Org](#)
[+ Add Device](#)

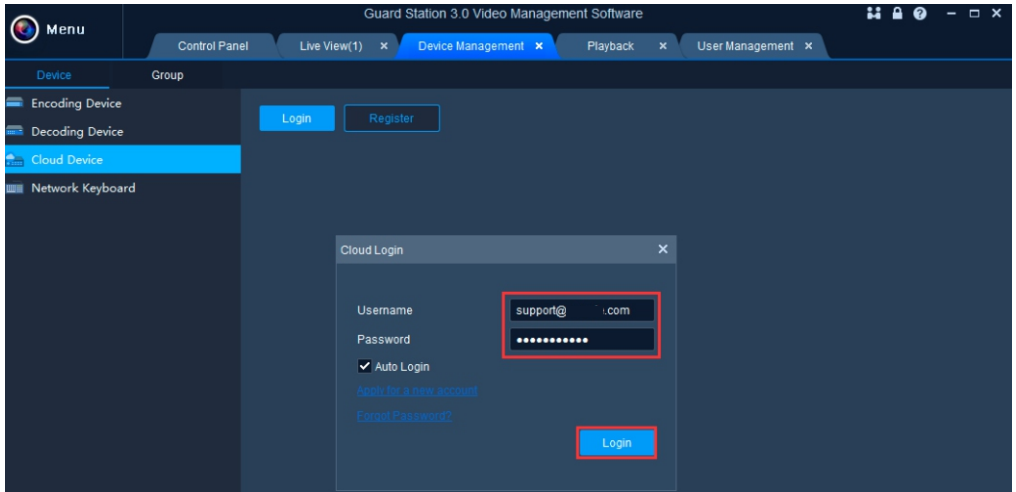
Add Device

Register Code:

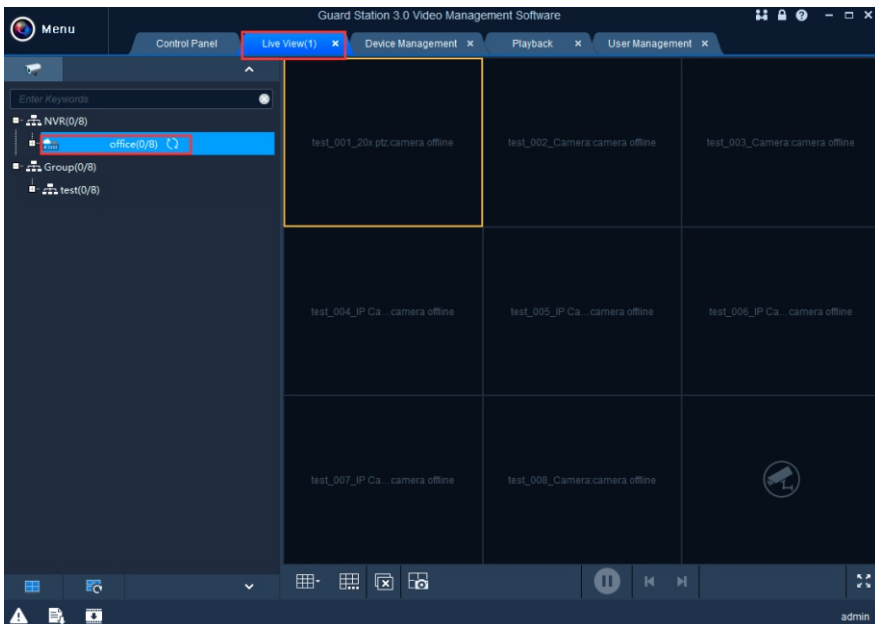
Device Name:


Org Name:

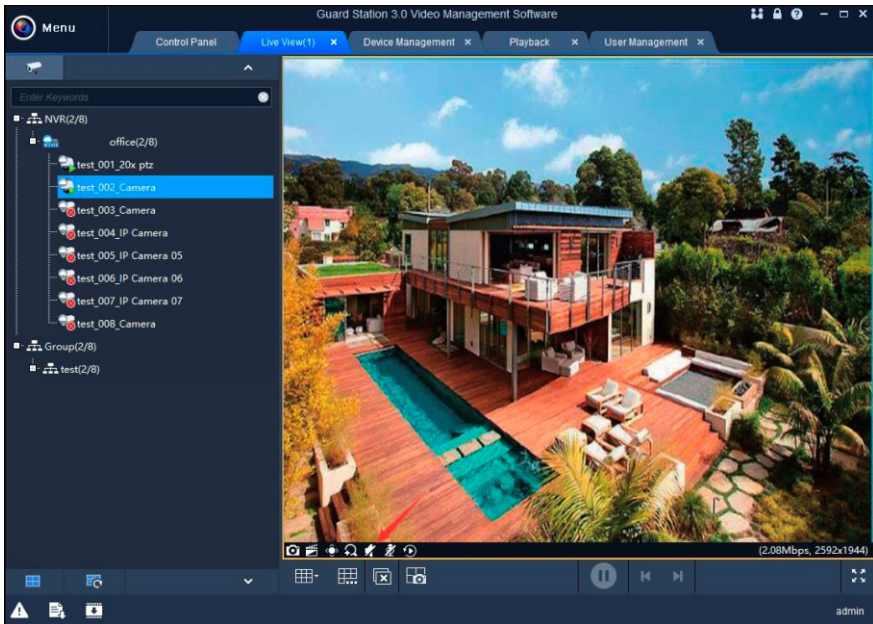
f. Go back to your PC client software **Guard Station** and login with the account you registered.



g. Go to Live Preview page and double click the device to view video

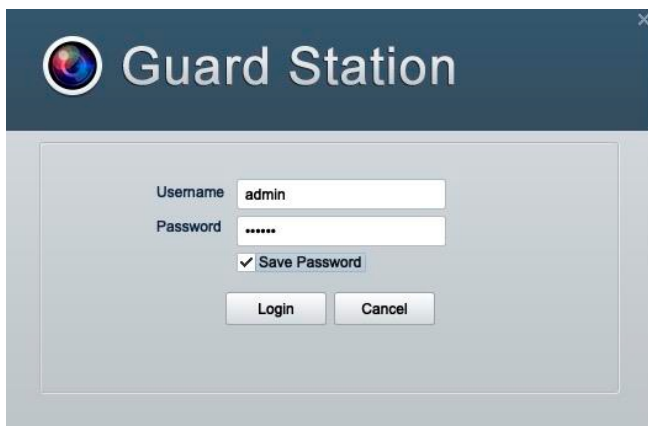


For audio cameras, please move mouse to the channel, an icon bar will show up, then click the speaker icon  to **play audio**.

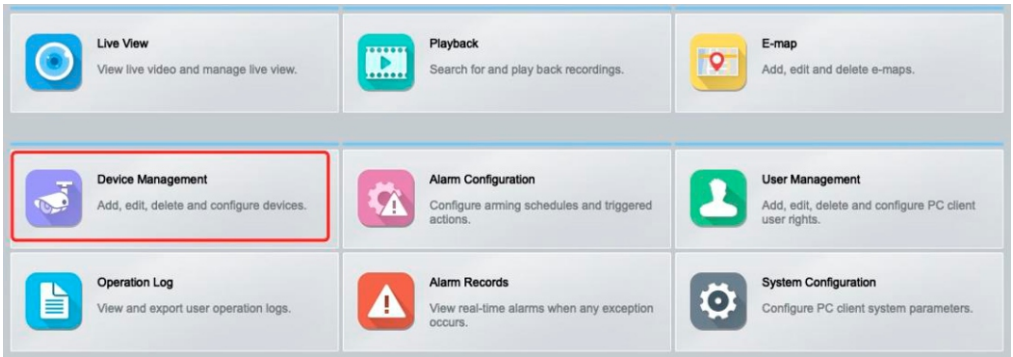


MAC PC: Manually add via serial number

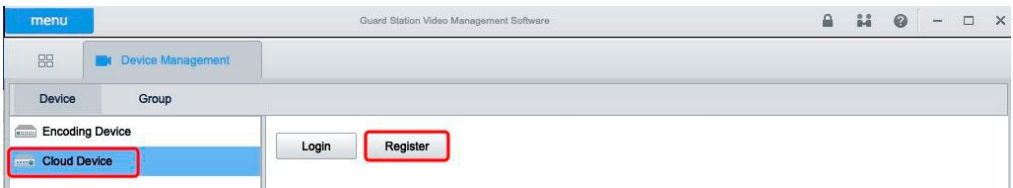
a. Launch Guard Station, login with default account. (User name: **admin** Password: **123456**)



b. Click **Device Management** to add device



c. Click **Cloud Device** and **Register** to register a cloud account (*If you've already registered an account on your mobile app **Guard Viewer**, please login with the account directly*).



d. Type in user name, password, email address and the verification code and click Sign up to sign up an account.

The screenshot shows the 'New User Sign Up' form. The form contains the following fields and annotations:

- *Username:** An empty text input field with the annotation "Set a user name for your account".
- *Password:** A text input field with masked characters (dots) and the annotation "Set a password for your account".
- *Confirm:** A text input field with masked characters (dots) and the annotation "Repeat the password".
- *Email:** A text input field containing "support@.com" and an "Acquire" button. The annotation is "Type in your E-mail address and click **Acquire** to get a code".
- *Verification Code:** An empty text input field with the annotation "Input the verification code you received".

At the bottom of the form, there are two checkboxes: "I agree [Service Agreement](#)" and "I agree to receive service information", both of which are checked. Below the checkboxes are two buttons: "Sign up" (highlighted with a red box) and "Reset".

e. Click **+Add Device** to add device

The screenshot shows the Star4Live web interface. At the top right, there is a user greeting 'Welcome eusupport' and navigation links 'Exit Help'. Below this is a dark blue navigation bar with 'Device List' and 'Org List' tabs, and two buttons: '+ Add Org' and '+ Add Device'. The '+ Add Device' button is highlighted with a red rectangle. The main content area is divided into three sections: 'My Cloud Devices', 'Shared Cloud Devices', and 'Sharing Records'. Each section has a table header and a message indicating no devices or records are present.

Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
No device. Click Add Device to add											

Select	No.	Org	Device Name	Device IP	Owner	Valid Until	Description	Status	Change Device	Access Device
No device. Click Add Device to add										

Select	No.	Device Name	Share To	Email	User Role	Valid Until	Description
No sharing records.							

f. Input the Register Code and set a name for your device. Click **Add** to add device.

*(How to get Register Code? - please right click on the monitor which is connected with your NVR system and choose **Menu-> Network-> Basic-> P2P** to get the register code)*

The screenshot shows the 'Add Device' form in the Star4Live interface. The form contains the following fields: 'Register Code' with the value '313G3X0UUMT07YDF', 'Device Name' with the value 'Admin office', and 'Org Name' with the value 'root' and a 'Select' dropdown button. At the bottom of the form, there are two buttons: 'Add' (highlighted with a red rectangle) and 'Back'.

g. Go back to your PC client software **Guard Station** and login with the account you registered.

Cloud Login

Username: support@ .com

Password: [masked]

Auto Login

Login

[Apply for a new account!](#) [Forgot Password?](#)

h. Click **Menu** on the left top and choose **Live View**

Guard Station Video Management Software

Cloud Account: support@ .com [Refresh](#) [Switch Account](#) [Exit](#)

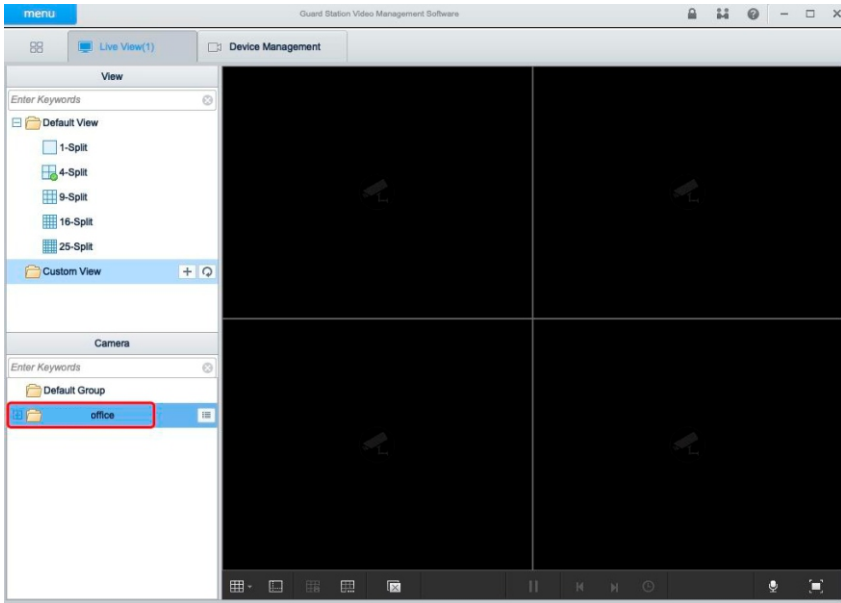
My Cloud Device(1) [Add](#) [Edit](#) [Delete](#) [Share](#) [Sharing Records](#)


	Cloud Name	Local Name	Model	Device Configuration	IP Address	Status
<input type="checkbox"/>	office	office	NVR		113.249.196.245	Online

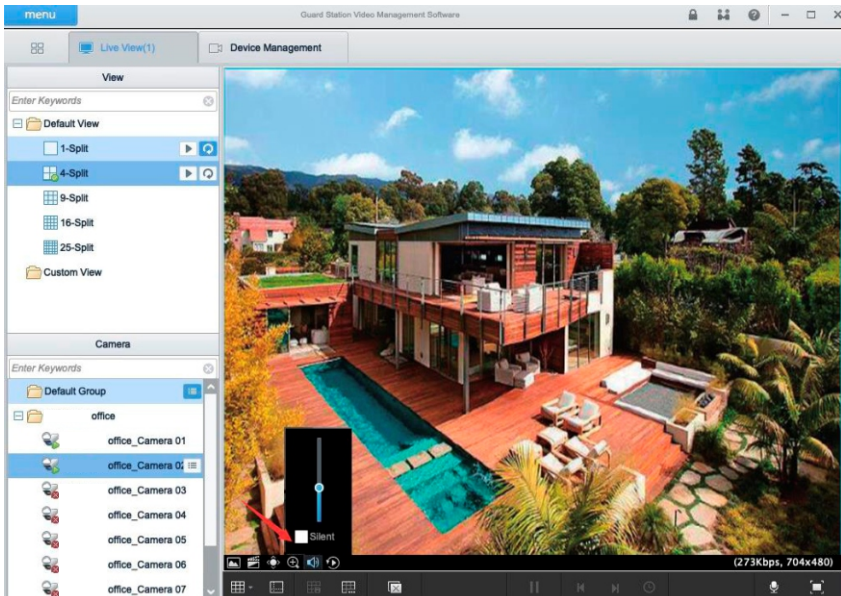
Shared Cloud Device(0) [Edit](#) [Cancel Sharing](#)

	Device Name	Model	Device Configuration	IP Address	Status	Owner	Val
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i. Double click your device to view live video



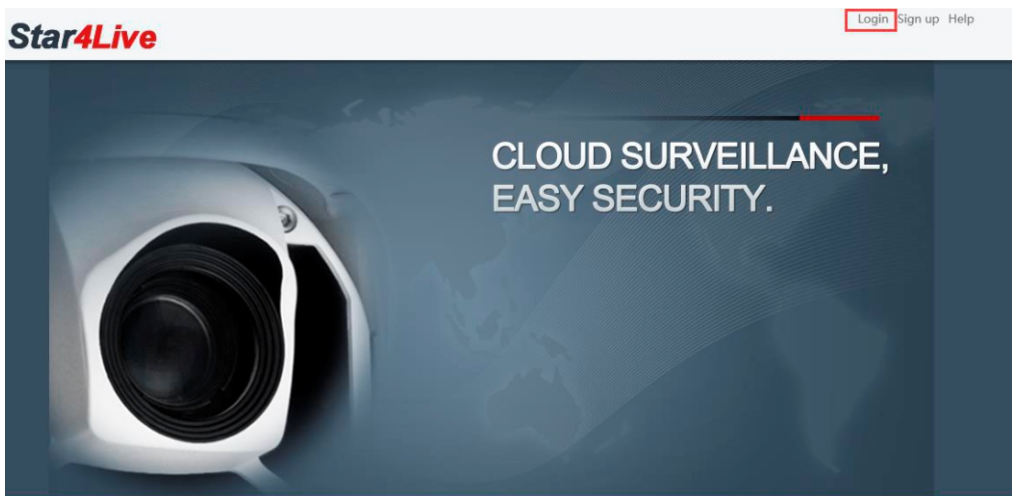
For audio cameras, please move mouse to the channel, an icon bar will show up, then click the speaker icon  and **uncheck Silent** to **play audio**.



1. Find the **Register Code** of your device: Right click your mouse on the monitor -> **Menu-> Network-> P2P**;



2. Type in www.star4live.com in your IE browser bar;
3. Login with the account you registered on mobile app **Guard Viewer** or PC client software **Guard Station**. (If you didn't register an account before, please click **Sign up** and follow the **Step-c to Step-e on page 26** to register an account and add device)



Log In

Username/Email:

Password:

Login
[Forgot password?](#)

4. Download web plugin, close your browser and install the web plugin;

Please click Download for the latest P2P service plug-in. Versions before 1.16.0001 will not be supported. To view your current plugin version, click Control Panel > Programs and Features > Star4Live_P2P. Please close your browser before installation and ignore anti-virus alerts.

Welcome Exit Help

Device List Org List + Add Org + Add Device

root

My Cloud Devices

Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
<input type="checkbox"/>	1	root	office	NVR	113.249.193.1	9/27/2019 5:15:13 PM	Online(NAT)	Share	Change	Retrieve	Access

all / Inverse 1 in total per page 10

5. Go back to www.star4live.com and login again. Click **Access** to go to the live view page.

Welcome Onwote Exit Help

Device List Org List + Add Org + Add Device

root

My Cloud Devices

Select	No.	Org	Device Name	Device Type	Device IP	Latest Online Time	Status	Share Device	Change Device	Retrieve Password	Access Device
<input type="checkbox"/>	1	root	office	NVR	113.249.193.1	9/27/2019 5:23:19 PM	Online (NAT)	Share	Change	Retrieve	Access

all / Inverse 1 in total per page 10

6. Download another web plugin and refresh the page.

Live View Playback Setup

NVR

- Camera
- IP Camera
- Camera
- IP Camera
- IP Camera 05

Please click here to download and install the latest plug-in. Close your browser before installation.

7. Drag your cameras one by one to the windows on the right side to view video

