

zmodo™

Smart Business Security System Quick Start Guide

1 Getting to know your Business Security System

The Zmodo Business Security System provides a full-featured monitoring solution to cover your entire business space. The business system includes an NVR for local storage, HD cameras with cloud storage options, and sPoE Repeaters to connect the cameras. The sPoE repeater allows you to run one cable from your router to power on multiple cameras in each zone of your business. It will also allow for longer cable runs from your NVR.

Network Requirements:

720p cameras: Requires at least 1mbps upload when live viewing or 2mbps upload when using the Cloud Service for each camera.

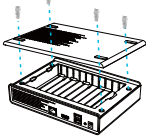
1080p cameras: Requires at least 2mbps upload when live viewing or 4mbps upload when using the Cloud Service for each camera.

In order to optimize bandwidth and the number of ports on your WiFi router, you may use a network switch, however your sPoE Repeater(s) and NVR must be connected to the same network.

2 Hard Drive Disk Installation

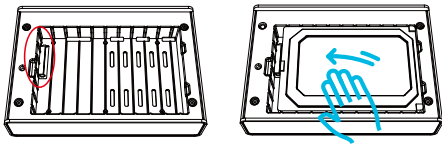
If your system does not include a pre-installed hard drive (HDD), you can purchase your own and follow the steps below for installation. Make sure that you purchase a 3.5" HDD optimized for always-on read/write surveillance, e.g. **low-powered WD10PURX** HDD.

- 1 Make sure that your NVR is powered off and unplugged from the power source. Using a screwdriver, remove the four screws located on the bottom panel as shown below.



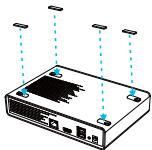
1

- 2 Slide your HDD until the SATA ports on the NVR and the corresponding ports on the HDD are properly connected, and the HDD is secure.



- 3 Replace the cover, and fasten the screws into the corresponding holes using a screwdriver.

- 4 Peel the cover from the four rubber pads (provided) to expose the adhesive backing. Press firmly onto the bottom panel to cover the four screws.



NVR Status Indicator

NVR Status Indicator will let you know the status of your NVR. Please refer to the chart for specific details.



Solid green

The NVR is powered on and no IP cameras have been detected.

Solid blue

IP cameras and a hard drive have been detected by the NVR.

Blinking blue

The NVR is recording video to the hard drive.

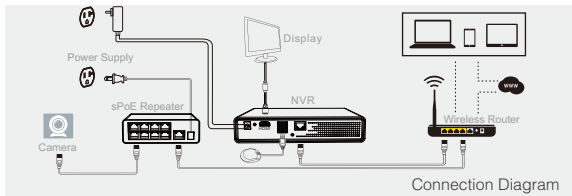
Solid red

There is no hard drive, or there is a malfunction with your hard drive.

Blinking red

Your NVR may have encountered an error. Try restarting the NVR. If the problem still persists, please contact Zmodo Support.

3 Connecting your system



- 1 Find a suitable location for your NVR and sPoE Repeater(s) and plug them into nearby power outlets.
- 2 Connect the NVR and the sPoE Repeater to an open ethernet port on your WiFi router or network switch (not included). The sPoE Repeater(s) and NVR must be connected to the same network. You may use the provided ethernet cables.
- 3 Connect the wired cameras to the ports on the sPoE Repeater using the provided simplified Power over Ethernet (sPoE) cables. This cable will provide both video and power to your cameras. **Please connect all cameras and make sure that they work before performing permanent installation.**
- 4 (Optional) You can connect an external monitor to view your NVR locally. Use the HDMI port (cable not included) to connect your NVR to a local display, and connect a USB mouse to control it.

Note: There will be no password when you first use your NVR locally. However, we strongly recommend that you set a password after you configure your NVR. Set a password by going to the Main Menu > General Settings > Account Settings.

Safety Requirements

- Place your NVR and sPoE Repeater in a well-ventilated area.
- Do not place any objects on top of your NVR or sPoE Repeater.
- Try to keep your NVR and sPoE Repeater in a cool operating temperature.
- Do **NOT** move or shake the NVR while operating, or else the hard drive will be damaged.
- Use a surge protector to protect the NVR and the sPoE Repeater from shortages.
- Use only the provided power adapters with your products.
- If water or any liquid comes into contact with the NVR and the sPoE Repeater, unplug it immediately and contact Zmodo support.

4 Configuring your system

Local Viewing

If you are accessing your system locally, please make sure that you have properly connected your system (Part 3), and power on your NVR and the sPoE Repeater. Once you have logged into your NVR interface, please wait 3-5 minutes for your system to automatically add the cameras.

Remote Viewing

You can access your system from any location with a working internet connection. In order to set up remote viewing, you will need a mobile device with Android™ or iOS®. Follow the steps below to configure your system for remote viewing:

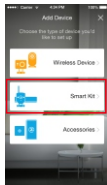
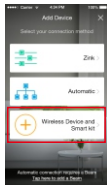
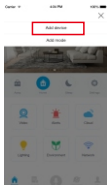
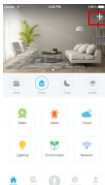
- 1 Connect your mobile device to the same WiFi network that your NVR is connected to.
- 2 Download and install the “Zmodo” app from Google Play™ or the App Store™ (compatibility: iOS® 9.0+ or Android™ 4.0+). Launch the app and sign up for a free Zmodo account. All of your devices will be bound to this account.



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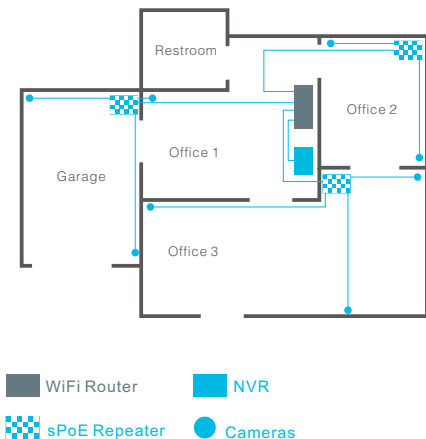
- 3 Log into your Zmodo account within 15 minutes of powering on your NVR and sPoE Repeater(s). The NVR and cameras will be automatically added onto your account. If not, tap the [+] Add Device icon on the upper right corner of the Home Screen. Select the “Wireless Device and Smart Kit” connection method and then select the “Smart Kit” option. The app will automatically search for NVRs that are connected to the same network as your mobile device. Add your NVR and press “Finish” when prompted. You will not need to configure any cameras.



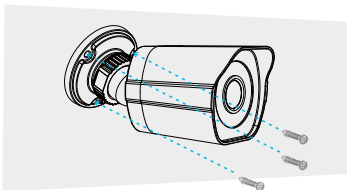
- 4 In addition to viewing your system locally on your monitor and remotely on your mobile device, you can also access your system from any location with our web app. Just type user.zmodo.com into your web browser and log in using your Zmodo account information.

5 Mounting your cameras

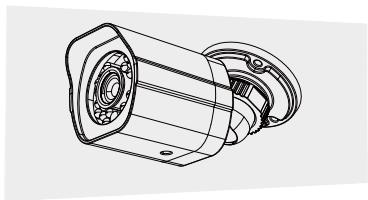
The following is an example of a potential installation map. You may refer to the diagram below as a general guideline for your installation.



- If you're installing your cameras outdoors, all wired connections must be weatherproof.
 - Before you perform any permanent installation and route wires, plug in your cameras to the sPoE Repeater using the provided cables to make sure no components were damaged during shipping.
 - Before installing the cameras, carefully plan where and how they will be positioned, and how you will route the wiring that connects your cameras to the sPoE Repeater.
 - Before mounting, make sure you have drilled the appropriate holes to run the sPoE cables from the sPoE Repeater to your camera.
- 1 Line the camera bracket against the wall where you would like to install the cameras, and mark the appropriate holes. Remove the bracket, and drill three holes slightly smaller than the wall anchors. Use a hammer to gently insert the anchors into the wall. Fasten the three screws through the holes on the bracket and into the anchors as shown. Plug in your camera to the sPoE Repeater using the routed cable.



- ② You will be able to adjust the camera position using the adjustable camera bracket. Position the camera for an optimal viewing angle, and tighten the bracket.



6 Troubleshooting

[The NVR doesn't recognize the correct cameras.](#)

Your NVR may be recognizing other cameras on your network. Please manually delete all cameras by going to the "Add Device" menu from your NVR's interface. Select the "Search and Add All Devices Automatically" option, and wait 3-5 minutes for the NVR to add the camera. If this fails, you can also disable the automatic search and add your camera manually.

[I can't access the NVR remotely.](#)

Please make sure your internet is working, and check that your NVR and the sPoE Repeater are properly connected to the router.

[The app doesn't find my NVR during setup.](#)

Make sure that your NVR and the sPoE Repeater are properly connected and powered on, and reconnect your phone to your WiFi network. You may need to exit the setup and try again.

7 Support

Having difficulty?

You can use the Live Chat function in Zmodo app if you have any technical problems.

Please follow the steps below:

Access the “Me” page in the lower right corner in Zmodo app and select “Zmodo Support”.

For more instructions, troubleshooting, support, and other resources, please visit:

www.zmodo.com/support



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