

## FREQUENTLY ASKED QUESTIONS ABOUT ALEPH HDX SERIES AHD 720P OVER COAXIAL CABLE SERIES DVR

If your Question is not listed, please email [sales@aleph-usa.com](mailto:sales@aleph-usa.com), so that it will be included in future updates.

### 1. Q: How many Internal HDDs does the DVR Support?

HD47X	HD87X	HD167X
4 TB	4TB	4TB
1 SATA	1 SATA	2 SATA
	More than 4 TB = Special Order	More than 8 TB = Special Order

### 2. Q: What Operating systems are supported for remote viewing?

A:

MAC (Live View, Playback and Setup) Windows (Live View, Playback and Setup) each has its' own CMS installation software included in the CD Rom included in your DVR packaging. This software is also for multi sites and can view up to 256 cameras. There is no limit to the number of DVR's you can connect to but will only be able to see 128 channels at the same time.

\*\*\* P2P cannot be used on Mac computers and requires a DDNS. (port forwarding method)

There is no limit when used with IP cameras.

Iphone and Android system mobile phone and iPad for remote Viewing.

Internet Explorer, Chrome, Safari, Firefox for remote viewing in Port forwarded installation.

### 3. Q: Stuck at "System Initializing"

1. First, turn off the DVR (unplug it).
2. Unscrew the sides and back, then take the DVR's cover off.
3. Now, unplug the power and SATA connection for the Hard drive.
4. Then plug in and power up the DVR.
5. Should the DVR power up beyond the System initializing screen, then please turn it off, replace the Hard Drive by reconnecting the SATA connection, screw in the sides and back, and turn the DVR on again.
6. If the problem persists, try connecting the DVR power supply to a different surge protector and a different power outlet.

7. Should the DVR still not go past the "System Initializing" screen, then we you will need to contact Technical Support.

4. Q: I do not see a test monitor out port on HD9212D & HD9212B varifocal 2.9-12mm AHD cameras.

A: In order to offer a low price and quick availability we opted to offer these models at indoor camera price points. These models are in the midst of being manufactured with a basic analog out port with this capability. At the moment there is no AHD "Analog High Definition" test monitor in the marketplace. Aleph apologizes for this temporary inconvenience!

\* Please use the mobile app RXCamLink or RXCamLinkHD to make your adjustments once DVR is on the network (see next page)



5. Q: What internet browsers does the DVR support?

A: Internet Explorer, Chrome, Safari, Firefox. You need to download ActiveX and install it first time for browser. Then follow it up with appropriate IE plug-in. Browser feature is only available when DVR is placed on the network via port forwarding and not P2P/QR code.

6. Q: Can I use a USB external hard drive to connect to the DVR?

A: The DVR does not support continual recording to an external USB hard drive. The USB drives are

designed for mouse navigation and backup only.

7. Q: What kind of “Smart” phone does the DVR support to remote view and what are the names of the mobile app?

A: iPhone (RXCamLink), iPad (RXCamLinkHD), Android (RXCamLink). (Go to iTunes and Play Store to download appropriate app).

8. Q: How does “Playback” work?

Playback allows user to search video history and play select date and time. It will allow user

to open “4/8/16” channels at the same time to playback. It also supports synchronized playback, meaning “4/8/16” channels playing at the same time.

9. Q: Is remote viewing using P2P slower than utilizing a DDNS service which also requires that port forwarding is set up on your unit.

A: P2P is a quick connect method that eliminates tedious port forwarding configuration process. Upon easy 3 step process you are simply connected to the network. You can view the channels by CMS Software and mobile phone /tablets. It doesn't affect the speed.

10. Q: How many cameras can I view on playback in relation to 960H vs 720 via remote computer?

A: you can playback all cameras you connect. it is full 720P. so any 960H or 720P you can review.

11. Q: What does HDD overwrite mean?

A: When the HDD is full, the newest video replaces the oldest video ten minutes at a time.

12. Q: Where can HDD overwrite feature be found to activate it?

A: Login the menu-Device-HDD-overwrite, choose Auto. **Auto-overwrite** – When set to ENABLE the DVR will record over the oldest files on the hard drive. The DVR will always be able to record events as they happen, however, it does mean that you'll need to get important events off the HDD before they're overwritten; and if overwrite is set to DISABLE the DVR will stop record once the DVR is full. Whilst you won't lose old footage, you run the risk of missing new events as they happen. Be sure you want to do this before selecting it.

13. Q: Does the DVR support text or email notifications?

A:

Yes, email notification is standard. For text you will need to refer to your mobile carrier for email to SMS suffix. See sample list below.

Verizon	<a href="mailto:number@vtext.com">number@vtext.com</a> (SMS)
AT&T	<a href="mailto:number@text.att.net">number@text.att.net</a> (SMS)
T-Mobile	<a href="mailto:number@messaging.sprintpcs.com">number@messaging.sprintpcs.com</a> (SMS)

<b>Sprint</b>	<a href="mailto:number@tomomail.net">number@tomomail.net</a> (SMS)
<b>Boost</b>	<a href="mailto:number@sms.myboostmobile.com">number@sms.myboostmobile.com</a> (SMS)
<b>Cricket</b>	<a href="mailto:number@sms.mycricket.com">number@sms.mycricket.com</a> (SMS)
<b>MetroPCS</b>	<a href="mailto:number@mymetropcs.com">number@mymetropcs.com</a> (SMS)
<b>Virgen</b>	<a href="mailto:number@vmobi.com">number@vmobi.com</a> (SMS)
<b>Alltel</b>	<a href="mailto:number@message.alltel.com">number@message.alltel.com</a> (SMS)
<b>US Cellular</b>	<a href="mailto:number@email.uscc.net">number@email.uscc.net</a> (SMS)

**14. Q: What is the recording playback file type?**

**A: There are two types of playback files: AVI, and H.264 (You can play it by using the CMS software)**

**15. Q: Do I have to set up auto reboot for the DVR?**

**A: No, but a weekly reboot is recommended to keep the cache fresh.**

**16. Q: What does the redundancy feature do and does your DVR have this feature?**

**A: No**

**Redundancy feature allows the unit to write the same data to multiple drives. This**

**Proportionally reduces the total recording time and also increases overall cost.**

**17. Q: How many USB ports does the DVR have?**

**A: There are two USB ports: one in the front usually used for archiving and updates and one on the back of the DVR is usually used for mouse navigation.**

**18. Q: Does the DVR support 1080P AHD cameras?**

**A:**

**No this DVR's ceiling is 960P. Both 960P (1.3MP) and 720P (1.0MP) may be used. 1080P cameras will be available soon with the launching of a 1080P AHD DVR early 2015. How many depends on if you opt to incorporate 960H cameras. There is a two camera 960H minimum and channels are tied together in pairs (1&2, 3&4, 5&6, 7&8, 9&10, 11&12, 13&14, 15&16) Example if you have a 960H camera that has to remain on it's fixed channel 7, cameras 7&8 will be 960H and the balance of 14 will be AHD.**

**19. Q: Do I still need to do port forwarding in order to view my recording online?**

**A: When you are viewing via P2P it is not necessary to set up port forwarding. You will be able to remote view via Computer (PC & Mac) and via CMS software and Android / IOS mobile phones with mobile apps.**

**If you opt to port forward then you have the same options as above plus the ability to remote view via browsers such as IE , Chrome, Firefox and Safari. [Instructions download link](#). Install Active X on IE browser first then IE plug-ins for other browsers.**

**20. Q: If job is placed on the network initially on PC via P2P and then wants to add a Mac computer does job have to be port forwarded ? Can both exist simultaneously ( at the same time)?—**

**A:**

**Both can exist at the same time, but MAC does support P2P and has to be port forwarded**

**21. Q: The DVR is not booting up normally.**

**A:**

**The power supply is not correct for that model.**

**Power supply is not firmly connected.**

**Power supply is damaged.**

**The system did not update the firmware correctly**

**There is no working hard drive.**

**The front panel is damaged.**

**The motherboard of the DVR is damaged.**

**22. Q: The DVR reboots automatically or stops working after boot up a few minutes.**

**A:**

**The input voltage is not stable or too low.**

**The hard disk is damaged or the hard disk cables are broken.**

**Video signal is not stable.**

**DVR is running hot due to too much dust or failure of fans.**

**The hardware of the DVR is damaged.**

**23. Q: System cannot detect hard disk.**

**A:**

**The hard disk power cable is not connected.**

**The data cables of the hard disk are damaged.**

**The hard disk is damaged.**

**The SATA port of motherboard is damaged.**

**24. Q: I can not find the video files in local playback mode.**

**A:**

**The data was not recorded due to problem with hard drive cable.**

**The hard disk is damaged.**

**Update the different program with the origin program files.**

**The desired video files have been overwritten.**

**The recording is not on.**

**25. Q: The local video is not clear.**

**A:**

**The image quality from the camera is too bad.**

**The DVR Cache needs to be cleared. Reboot up the DVR.**

**The hardware of the DVR is damaged.**

**26. Q: There is no audio signal in the surveillance window.**

**A:**

**The audio input signal is insufficient.**

**The audio lines are damaged.**

**The hardware of the DVR is damaged.**

**There is no audio output device connected.**

**27. Q: There is audio signal in the surveillance window but no audio signal in the playback**

state.

**A:**

**Incorrect Setup issues: the audio option is not enabled.**

**The recording channel is not correctly associated with the video.**

**28. Q: The time is wrong.**

**A:**

**Setting is wrong.**

**The on board battery is in bad.**

**The clock chip is damaged.**

**29. Q: The DVR can not control the PTZ.**

**A:**

**There is something wrong with the PTZ.**

**The setting, connection or the installation of the PTZ is not correct.**

**The connections are not correct.**

**The PTZ setting of the DVR is not enabled.**

**The protocols of the PTZ and the DVR are not matched.**

**The address of the PTZ and the DVR are not matched.**

**When multiple decoders are connected, the farthest PTZ must be terminated.**

**30. Q: Motion detection is not working,**

**A:**

**The time range set is not correct.**

**The motion detection area is not set correctly.**

**The sensitivity is too low.**

**31. Q: I can not login via web or CMS.**

**A:**

You are using an unsupported operating system such as Windows 98. We recommend updating to windows 2000 sp4 or higher Version or installing the software for low edition.

The download of ActiveX is being blocked by the browser

The video version is not exceeded dx8.1. Update the display card driver.

Network connection failure.

Network setting issues.

Invalid password or user name.

The CMS is not matched with the DVR program version.

**32. Q: The image is not clear or there is no image in network preview state or video file**

**A:**

playback state.

Network is not stable.

The viewing computer does not have sufficient resources.

Choose the play-in-team mode in the network setup of DVR.

The region shelter (masking) or channel protection is set.

The user does not have sufficient rights.

**33. Q: Network connection is not stable.**

**A:**

Network itself is not stable.

IP address is conflicted.

The network port of the DVR is bad.

Faulty network cable



**Faulty port on router**

**34. Q: There is something wrong with the USB backup or writing a CD.**

**A:**

**The CD is not installed correctly.**

**The USB device is has the wrong format type.**

**The CD contains data and the disk has been “closed”**

**The size of the file to be backed up exceeds the free space on the storage device.**

**The backup equipment is not compatible.**

**The backup equipment is damaged.**

**35. Q: The keyboard can not control the DVR.**

**A:**

**The serial port of the DVR is not set correctly.**

**The address is not correct.**

**When multiple transformers are connected, the power supply is not large enough. Please give each transformer individual power supply.**

**The distance is too far.**

**36. Q: Alarm can not be silenced.**

**A:**

**The setting of the alarm is not correct.**

**The alarm output has been turned on manually.**

**The input machine is damaged or the connections are not correct.**

**37. Q: Alarm is not working.**

**The setting of the alarm is not correct.**

**The connection of the alarm is not correct.**

**The alarm input signal is not correct.**

**An alarm is connected in a manner to cause it to be in permanent state of alarm.**

**38. Q: Remote control is not working,**

**A:**

**The remote control address is not correct.**

**The remote control distance is too far or the angle is too large.**

**The battery is dead.**

**The remote control or the front panel of the recording machine is damaged.**

**39. Q: The storage time is not enough.**

**A:**

**The hard disk capability is not enough.**

**The hard disk is damaged.**

**The unit is set for redundancy using hard disk space to record the same video on multiple drives.**

**The recording frame rate is set too high.**

**The recording quality is set too high.**

**Unit is set to record all the time and not on motion**

**40. Q: The downloaded files cannot play.**

**A:**

**41. Q: I can not remember the advanced password or network code in the local menu**

**Operation.**

**A:**

**Please contact the local dealer or call Aleph support.**

**42. Q: The snapshot at alarm function was enabled, why doesn't it work?**

**A:**

**HDD partition needs to be set up for snapshot?**

**The snapshot function is not enabled on record-> storage of related channel.**

**43. Q: The time shows on channel is not the same as local side:**

**A:**

**Enable the time synchronous function of channel?**

**44. What is PTZ "Cruise"?**

**A:**

**Cruise AKA "Tours" are predefined sequences for PTZ cameras causing the camera to move between "preset" points.**

**45. How many concurrent users does the DVR support?**

**A:**

**Seven**

**46. How many concurrent users can remote view simultaneously?**

**A:**

3 users at the same time (includes: CMS,IE, mobile phone, ipad combined max 3 users)

If over 3 user you will not be able to connect.

**47. Can the DVR send motion alerts via MMS?**

**A:**

**Because the DVR cannot make phone calls it cannot send a MMS. But, the DVR can send a**

text message ( by configuring an email notification to something like “phone number@vtext.com”) telling you “motion on camera1 at this time (no picture is included). If a large project is associated with this feature push function is available for “True Text Messaging”.

**48. Can the DVR work with an AVE POS interface?**

Text overlay boxes from vendors such as AVE [www.americanvideoequipment.com](http://www.americanvideoequipment.com) can easily be used with any analog video channel.

This DVR does not store any of the text information in a format that will allow for any analytics or provide any search criteria. You will need to know the make and model of the cash register and all support configuration related to POS will be with them.

**49. What type of Hard Drives should be installed if expansion is desired?**

When the addition of a second internal drive is possible it is recommended to use AV rated hard drives such as Western Digital Green AV series drives (SATA interface) or Seagate Barracuda (SATA interface)

**50. Is Looping feature available on DVR’s?**

**A: No, available with special order 30-45 days**

**51. What is latch feature for?**

**A: It is the duration you can allow triggered alarm sound.**

**52. What type of cameras can be used on the HDX 7 Series?**

**A: All standard analog, 960H and 1.0 and 1.3 AHD Mega Pixel cameras.**

Backwards compatible with 960H. The only hiccup is that channels are tied to each other in pairs. 1-2, 3-4, 5-6, 7-8, 9-10, etc... There is a 2 channel minimum for one 960H camera. Example: A restaurant has a sixteen channel DVR with 2 cameras with heaters - one in the freezer and one in the refrigerator on channels 3 and 7. In current state four 960H channels would be tied up. So cameras have to be repositioned to 3 & 4 or 7 & 8 and the balance of fourteen cameras will be AHD. If not four camera slots will be allocated to 960H.

**53: What type of files are saved to Offsite Redundancy FTP & Dropbox accounts?**

**A: They receive the same type of messages:**

**Snapshot is based on Motion and Alarm events,**

**Text is based off video loss, HDD problem & no Video**

**54: Can I use FTP and Dropbox simultaneously?**

**A: Yes**

**55: What are the pre & post recording options?**

**A:** Pre Alarm Record - defaulted (1.5 seconds) no pre adjust.

Post Alarm Record--Log in menu--ALARM-MOTION-POST ALARM-30S, 1M, 2, M, 5M optional

**56: PIP1 & PIP2: How do you control what appears on screen?**

**A:** Double click on the camera you want to have as the big picture, right click to open the menu, and then choose PIP 1 or PIP 2 (to have two PIPs). Then Click on the PIP inset once it opens to change the camera views. You can also move the PIP by click on the white border and dragging it where you to place it.

(Keep clicking on the smaller inset image PIP1 camera until it displays the one you want. Same for PIP2)

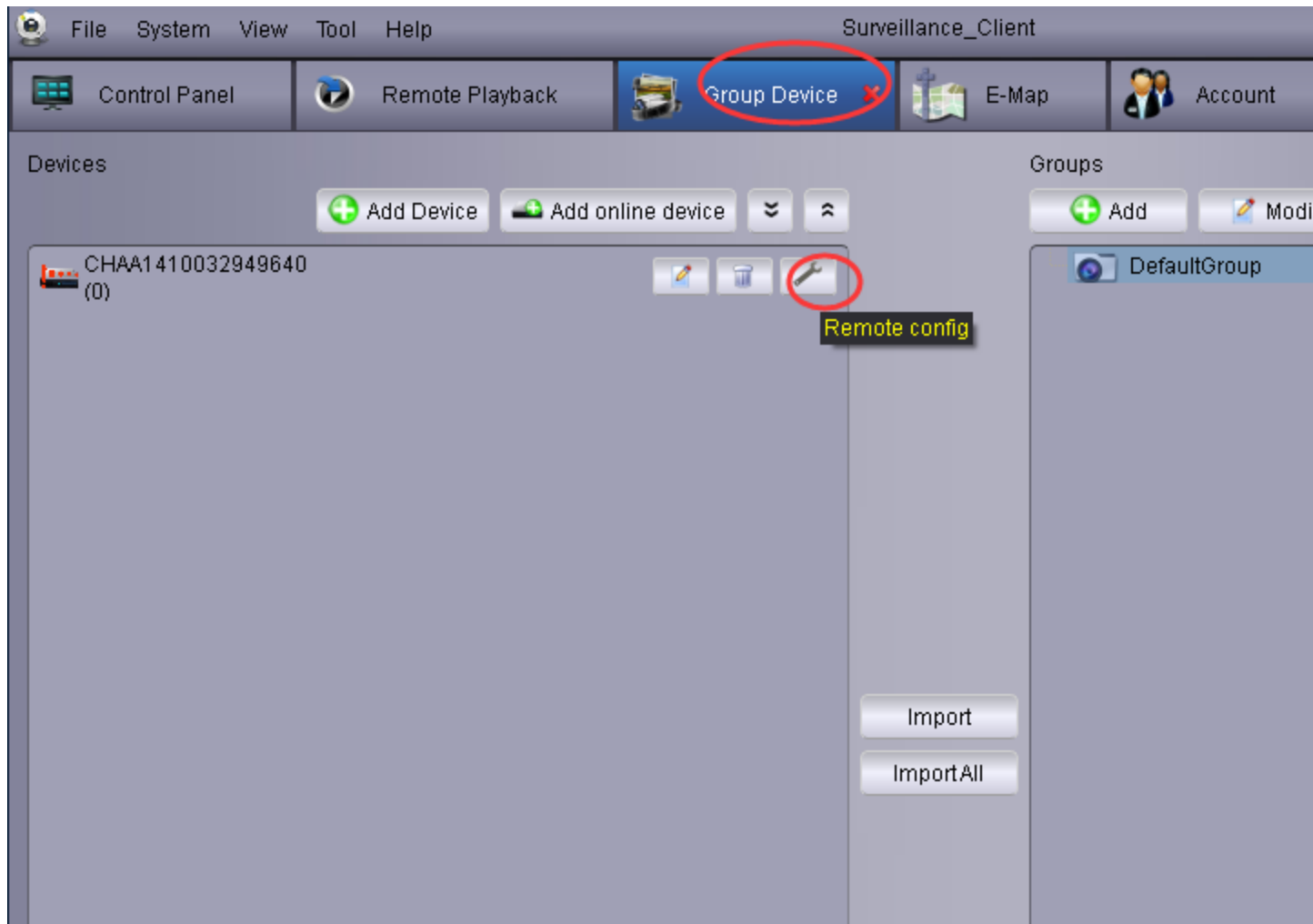
**56: A screensaver pops up that says “unsupported mode” and moves around the screen in a box.**

“Unsupported Mode” means someone accessed the DVR locally and selected a different monitor Source. If issue still remains, use a computer monitor with a 15-pin connection (blue) or a HDMI connection

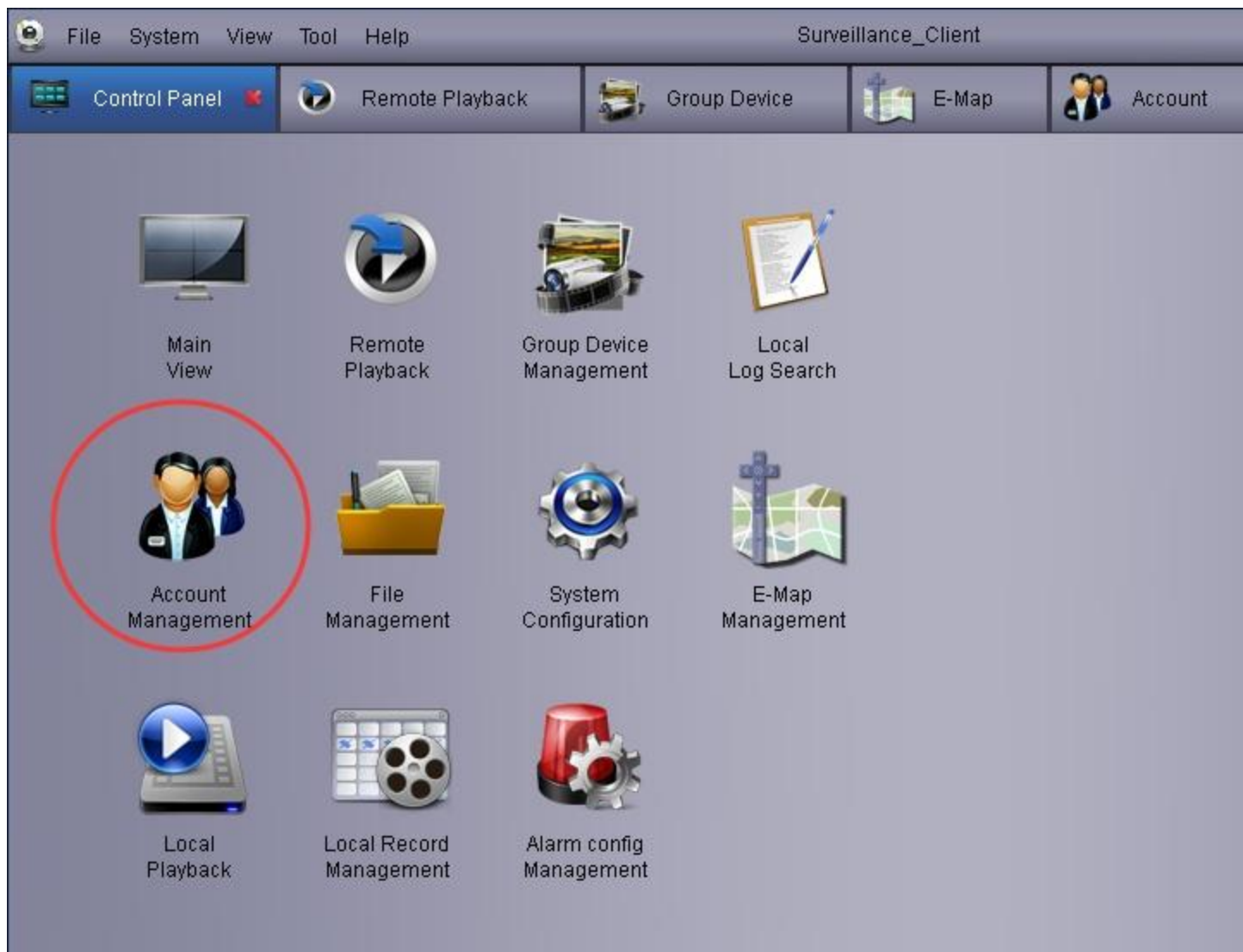
**57: I changed administrative rights from CMS and it did not hold at the DVR, why?**

Both picture settings refer to the CMS software.

If you change picture 1 ( Group Device & Remote configuration), it will affect the DVR.



If you change picture 2, ( Account Management) It will not affect DVR. Only the CMS.



58. Q: Does the DVR support touch screen monitor?

A:

Yes, the DVR supports Windows touch screen devices if there is no requirement for a driver to be Loaded?

59. Q: Can we update from 3.0 firmware with a thumb drive to future 4.0 IU releases?

A: Unable to answer at this time but have been able to upgrade yourself in the past.

60. Q: Digital zoom is how many times?

A:

No data, it is determined by the area what you choose to zoom

61. Q: How many minutes back can you playback when you are in the camera Quick playback mode?

A: one day.

62. Q: How do we get out of the PTZ screen? I keep getting locked in there forcing me to turn DVR off.

A:

press the right key of the mouse at outside PTZ screen.

63. Q: What are the little orange ramps represent r in the search calendar area .

A: The orange ramps means mean has recording file

64. Q: Are most all new DVR's now minus the BNC spot out ?—

A: yes, HDMI and VGA output.

65 Q: How do we get out of the PTZ screen? I keep getting locked in there forcing me to turn DVR off

A: Click on the right side of your mouse at outer side of PTZ screen.

66. Q: What does In-ALL, In-PEA, In-AVD and In-OSC mean, its located under analysis and in Search Type? –

A: No function dead cells.



**67. Q: How many minutes back can you playback when you are in the camera Quick playback mode? A: one day.**

**68 Q: Does DVR have a watchdog feature?**

**A: yes**

**69. Q: Is there a holiday schedule or are their different schedules one of which can be designed for holidays?**

**A: Click [Main Menu→Record→Schedule] to enter into the interface to setup weekly schedules, tick-select the box of the record status you want (Alarm, General, or No Record) and then click on each box in the schedule time line that you want this method to apply to. You can use the [Copy – To] pull-down menus and Copy button to copy settings from one day to another day or all days**

**70. Q: Is there an ability to create authority by group?**

**A: Yes, by using groups the admin (Administrator) can assign the same “rights” to multiple users by including them a predefined group. DVR supports 7 users and the admin (Administrator) can assign the same “rights” to multiple users.**