## Frequently Asked Questions

Frequently Asked Questions are a quick and easy way to find the answers you need, however if you cannot find the information you are looking for, please contact us by email or call our customer care center at 1.866.523.1700.

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### Cameras

**What is the power requirement for EasyView Cameras?**

All NUVICO EasyView cameras provide dual voltage power, which means you can use either 12VAC or 24VAC. Polarity is converted automatically.

**What is Super BLC, DNR, and DSS?**

EasyView Dome cameras provide an on-screen display menu to configure your camera settings.

Super BLC (Back Light Compensation): Adjusts strong backlight in the background to compensate with the focal object, and gives a clear image of both the background and focal object.

DNR (Digital Noise Reduction): Reduces visual noise to produce a clear picture.
DSS (Digital Slow Shutter): Ensures clear images at night or un

How do I calculate angle of view?

Here is a table to help you calculate angle of view:

1/3" Lens Angle of View

What is the maximum length for coaxial cable?

RG-59U: 250m / 750ft  RG-6U: 500m / 1,000ft  RG-11U: 600m / 1,500ft

DVR’s

Can multiple DVRs be connected and controlled using a single control device?

Multiple NUVICO DVRs can be controlled using a single remote controller, our CMS (Central Management Software), or our NVCK-3X Keyboards. Please refer to the System and Central Management Software sections in the manual. For information on using NVCK-3X Keyboards, please check our product page.

Can I take a snapshot of a live recording or a playback on my DVR?

Yes. Snapshots can be taken using the CMS (Central Management Software).

What is the default password for the CMS (Central Management Software)?

The default password is 0. (Zero)

How do I recover my forgotten password?

If you have forgotten your password and are no longer able to access the administrative controls to your unit, please contact your distributor or NUVICO Technical Support for assistance.

Is there a way to disable password prompts?

Password prompts for accessing your DVR controls can be disabled through the Key Lock setting inside of the System submenu. This does not disable administrative or network passwords.

On a DV3 or DV4, what does the purple camera icon on the screen indicate?

This icon indicates video loss. This means a camera had or has been disconnected. To clear the status, press the Cancel button on your DVR until your display is reset.

Why is there motion recording when nothing has moved on the screen?

The DVR calculates changes in pixels, brightness, contrast and color. Movement of shadows or change in lighting can sometimes be enough to trigger motion recording.

How come I am not receiving email notifications when there is motion detection?

Our DVRs are designed to send e-mail notification only in cases of alarm, video loss, power loss, and HDD failure.
How do I update the system’s Time/Date?

You must stop all recordings before changing Time/Date settings.

How do I upgrade hard drive capacity of my DVR?

Please contact your distributor to upgrade the storage capacity of your DVR unit.

How do I reset my DVR to default settings?

Default factory settings can only be set by authorized technicians. Please contact our Technical Support.

How do I listen to recorded audio?

Speakers or headphones must be connected to the audio out mini-DIN to listen to audio. The DVR does not have a built-in speaker to playback audio.

What kind of video connectors are available on a NUVICO DVR?

NUVICO DVRs provide 4 different video outputs: Composite, S-video, VGA, and Spot-out. In addition to a standard BNC monitor, TV and PC monitors can also be used through these connectors.

Network/CMS

Is the password for the DVR the same for the CMS?

There are three different passwords:

The CMS password gives you access to the software.
The DVR User password gives you access to the DVR Live view.
The DVR Administrator password gives you access to DVR settings, Playback, and PTZ Controls.

What is the default password for the CMS (Central Management Software)?

The default password is 0. (Zero)

Can I connect to my DVR over the internet when I have a dynamic IP?

Yes. By using our DDNS (Dynamic DNS) feature, you are able to connect to your DVR even with a dynamic IP address from your ISP. Available on all of our DVRs, DDNS updates your DVRs IP address so you may connect using [hostname].dvrhost.com. ([hostname] is replaced with the serial number of your DVR). For example, if your serial number is P123456, you would access your DVR unit with: P123456.dvrhost.com:7000.

How can I obtain my DVR hostname?

For the DV3 and DV4 series, obtain the first part of your unique host name from inside the System -> Info page. For our JV units, press the Info button on the front panel. Take the 7 digit serial number and add .dvrhost.com for your complete DDNS address. For example, if your serial number is P123456, you would access your DVR unit with: P123456.dvrhost.com:7000.

How do I configure access to my DVR over my local network (LAN)?
Configure the network settings in your DVR by going to the Network menu and selecting the Static option. Here you must fill in the IP, Subnet, and Gateway addresses.

The Subnet and Gateway addresses can be obtained from your network administrator or your computer’s TCP/IP settings. Note that while the Subnet and Gateway addresses will be identical to the configuration of other computers on your network, the IP must be a unique and unused address.

I cannot connect to the DVR over my LAN after configuring its network.

These are the items you should check if your DVR is not running on your LAN:

1. The Subnet and Gateway settings are correct and identical.
2. The IP address you have assigned is unique to your network. If not, try a different IP address.
3. The cable is the correct type and is not damaged. If damaged, change the cable out for another Ethernet cable.

[If all of the above are correct, and you are still having trouble connecting to the DVR, please call our Technical Support.]

Do I need to setup port forwarding to access my DVR over the Internet?

You will need to setup port forwarding to access your DVR under these conditions:

1. If your network is behind a firewall or an internet sharing device, such as a Cable or DSL router. To find out if you are behind an internet sharing device, check your computer’s IP and Subnet Address.
   OR
2. If your network address starts with 10.x.x.x, 192.168.x.x, or 172.16.x.x to 172.32.x.x.

[Note: Network addresses starting with 169.x.x.x indicate a misconfigured internet connection on your computer.]

Which ports do I forward in order to connect to my DVR?

These are the ports you should forward to your assigned DVR IP address:

- For JV, DV3, and DV4 series, forward port 7000 or your manually configured port.
- For our older DV and DV2 series, forward ports 1104, 7777, and 9999.

Why is the frame rate slower over the Internet?

Frame rates being viewed remotely are limited by the upstream bandwidth of the DVR’s internet connection. We recommend at least 512kb upstream bandwidth for viewing DVRs over the internet. The faster the upload speed, the faster the overall frame rate will become.

[Note: The frame rate displayed on the CMS is only the display speed and does not represent the actual recording rate of the DVR.]
Can I connect my DVR to a cable modem using a USB cable?

No. The USB port is only used to connect and communicate with external backup devices. The DV3 and DV4 series connect to devices such as CD-RW, DVD-RW, and external hard drives. All of our DVRs have the capability of backup to USB thumb drives.

Can I setup multiple user passwords and privileges?

JV Series: There are only two different passwords, user and administrator.
DV3 & DV4 Series: There is one administrative password. You are also able to create up to 5 user passwords capable of being set for different privileges.

[Refer to the System section in the manual for additional information.]

How can I add multiple DVR sets in the CMS?

You may add multiple DVRs to view and control through the Set List Manager. Fill in the custom name, IP or hostname, port number and password fields then add the DVR to the list.

[Refer to the Central Management Software section in the manual for additional information.]

How do I view the DVR through Internet Explorer using the Web CMS?

First visit the hostname (hostname.dvrhost.com) or the IP address to your DVR using Internet Explorer. You will be asked for your username and password. After authenticating, select "Web CMS (User overlay)".

If this is the first time the Web CMS is being accessed by the browser, a bar at the top of your browser will be shown asking for permission to install. Click the bar and select "Install ActiveX Control" as shown in the screen capture below.

The Web CMS will then download and display on your browser window.

How do I play saved video clips on my DVR?

Saved video clips require either our MCD Player or CMS program to play. Our video clips are tamper resistant and can not be played in other video players such as Windows Media Player.

Does the DVR Client software work under other operating systems such as Linux and OS X (MAC)?

No. The MCD Player and the CMS software are developed to run under Windows. OS X and Linux cannot natively run Windows applications. However, it is possible to run Microsoft Windows under OS X or Linux using virtualization software such as VMWare, Parallels, or BootCamp. For support on setting up virtualization, please refer to the appropriate virtualization software vendors.