

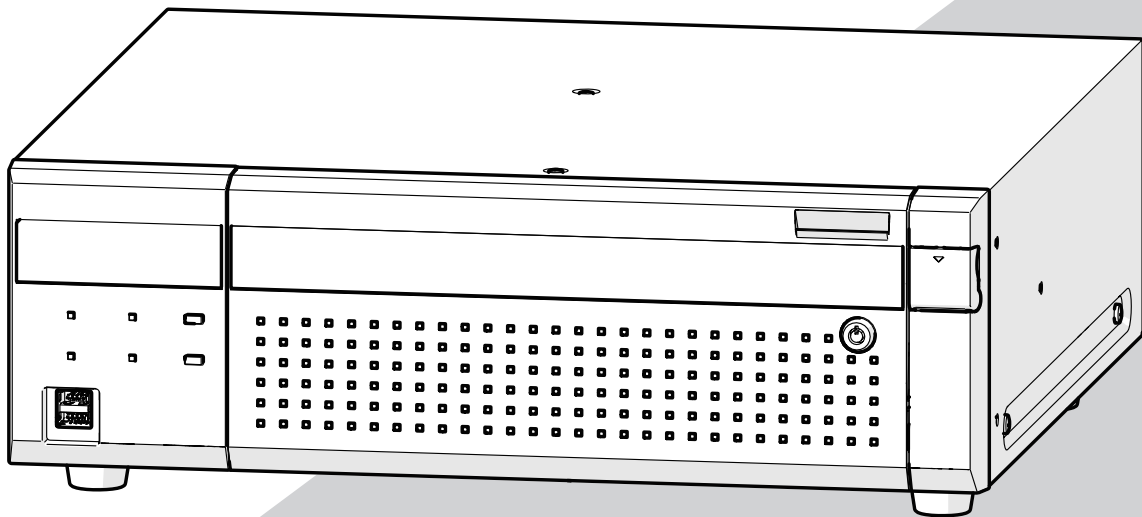
i·PRO

Installation Guide

Network Disk Recorder

Model No. **WJ-NX510K Series**
WJ-NX410K Series

For professional use only



WJ-NX510K Series refer to WJ-NX510K, WJ-NX510KG and WJ-NX510KGV.
WJ-NX410K Series refer to WJ-NX410K, WJ-NX410KG and WJ-NX410KGV.

HDMI[®]
HIGH-DEFINITION MULTIMEDIA INTERFACE

The Operating Instructions and Important Information is on our support website
(https://i-pro.com/global/en/surveillance/documentation_database).

Before attempting to connect or operate this product,
please read these instructions carefully and save this manual for future use.

The model number is abbreviated in some descriptions in this manual.

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Important Information

Refer to the Important Information on our support website for the following items.

| | |
|---------------------------------|--|
| Safety Information | • Important safety information |
| Introduction | • Preface • System requirements for a PC • Network security, etc. |
| Precautions | • Precautions for use |
| Major operating controls | • Major operating controls and their functions |
| User management | • User/Host management |
| HDD unit | • Handle the HDD unit • Install the HDD unit in recorder • Remove the HDD from recorder • Remove the extension unit from recorder |
| Others | • Specifications |

Operating Instructions

Refer to the Operating Instructions on our support website for the following items.

| | |
|--|---|
| Setup via recorder's main monitor | • Basic setup Set up date & time and language [Date/Language] Camera setup [Camera] Set up recording/events [REC & event] • Advanced setup Configure the settings relating to monitors [Monitor] Configure the settings relating to network [Network] Configure the settings relating to the user management [User management] Configure the settings relating to maintenance [Maintenance] Manage the hard disk drives [HDD management] Configure the settings relating to the security [Security] Configure the settings relating to the extra functions [Extra function] • Lists of the setting items |
| Operation via recorder's main monitor | • Monitor live images Operate the camera • Event function • Record images • Play recorded images • Useful functions Copy recorded images Play back copied images with this recorder |
| Operation via PC web browser | • Monitor live images Operate the camera • Event function • Play recorded images • Copy and download Copy recorded images Download Play back the copied/downloaded images on a PC • Setup |

Introduction

Standard accessories

| | | | |
|---|--------|--|---------|
| Mouse | 1 pc. | Cable Clamp (for fixing cable connected to Terminal Plug)..... | 1 pc. |
| Installation Guide | 1 pc. | Key..... | 2 pcs. |
| Easy Start Guide..... | 1 pc. | Rack mounting bracket | 2 pcs. |
| Quick Reference Guide..... | 1 pc. | Rack mounting bracket fixing screw | 6 pcs. |
| Activation Key Card | 1 pc. | Rack handle | 2 pcs. |
| Power Cord (WJ-NX410K, WJ-NX510K)..... | 1pc. | Screws for the rack handle | 4 pcs. |
| Power Cord (WJ-NX410KG, WJ-NX510KG) | 2pcs. | Washer..... | 4 pcs. |
| Power Cord (WJ-NX410KGV, WJ-NX510KGV).. | 1pc. | HDD canister | 9 pcs. |
| Label*1 | 1 pc. | HDD fixing screw | 36 pcs. |
| Terminal Plug (12 pin) | 2 pcs. | Power cord clamp | 3 pcs. |
| Terminal Plug (16 pin) | 2 pcs. | Spring washer (for future use) | 36 pcs. |

*1 This label is the same one found on the surface of this product. Keep it in view when installing this product in the rack.

About the user manuals

There are 5 manuals provided for this product as follows.

| | |
|---------------------------------|--|
| Installation Guide (this book): | Contains procedures of how to install/connect this product with devices. |
| Important Information: | Contains preface, precautions, and major operating controls and their functions and specifications. Refer to our support website (https://i-pro.com/global/en/surveillance/documentation_database). |
| Operating Instructions: | Contains descriptions of how to configure the required settings and how to operate this product. Refer to our support website. |
| Easy Start Guide: | This guide describes how to set up the minimum required settings for this product. |
| Quick Reference Guide: | Contains descriptions of how to operate functions frequently used. |

Unless otherwise specified, the descriptions of installation, connection, etc. in this manual are based on the WJ-NX510K Series as an example and the descriptions of the screens are based on the WJ-NX310K Series.

For the latest information on the part numbers, versions and network cameras that can be connected, and information such as the addition of functions by upgrading the software of this product, please refer to our support website (https://i-pro.com/global/en/surveillance/training_support/support/technical_information).










In the manuals of this product, the network camera hereinafter referred to as camera, and the personal computer hereinafter referred to as PC.

"NX410" and "NX510" in this manual refer to WJ-NX410K Series, WJ-NX510K Series respectively.

The external appearance in the document may differ from the actual product within no influence range on operation due to improvement of the product.

About the symbol mark

The explanation of the symbol marks used in this product are as follows.

| | | | | | |
|---|----------------------------------|---|--|---|------------------------|
|  | Alternation current symbol |  | Computer network |  | "ON"/"OFF" (push-push) |
|  | Direct current symbol |  | Mouse port | | |
|  | For indoor use only |  | USB port | | |
|  | Polarity of d.c. power connector |  | Functional earthing;functional grounding (US) symbol | | |

About HDD Unit

To install a hard disk drive in the recorder, it is necessary to assemble an HDD unit (encase the hard disk drive in the HDD canister). The HDD unit is designed to easily install/remove the hard disk drive in/from the recorder. Contact your dealer about purchasing, installing, and replacing the hard disk drives.

About Additional Camera Kit (option)

Number of cameras to be used in the system can be increased by purchasing the Additional Camera Kit (option). Refer to following table regarding camera numbers.

For NX410

| | | |
|--|---------------------------------------|--|
| Additional Camera Kit WJ-NXE42W (license for 32 cameras) | NX410 only (No additional license) | one Additional Camera Kit (one additional licenses) |
| | up to 32 cameras | up to 64 cameras |

For NX510

| | | | |
|--|---------------------------------------|--|--|
| Additional Camera Kit WJ-NXE52W (license for 32 cameras) | NX510 only (No additional license) | one Additional Camera Kit (one additional license) | two Additional Camera Kit (two additional licenses) |
| | up to 64 cameras | up to 96 cameras | up to 128 cameras |
| Additional Camera Kit WJ-NXE53W (license for 64 cameras) | NX510 only (No additional license) | one Additional Camera Kit (one additional licenses) | |
| | up to 64 cameras | up to 128 cameras | |

About Secure Communication Kit (option)

Registering a license of a secure communication kit (option) to the recorder enables to use the function that encrypts the video data. Each secure communication kit differs in the number of cameras that can be registered as shown in the table below. Use several licenses as necessary.

| | | | |
|-----------|-----------|------------|------------|
| WJ-NXS01W | WJ-NXS04W | WJ-NXS16W | WJ-NXS32W |
| 1 camera | 4 cameras | 16 cameras | 32 cameras |

When the product is accessible from the Internet

To prevent unauthorized access, note the following.

- Leave user authentication turned on.

Open Source Software

- This product contains software licensed under GPL (GNU General Public License), LGPL (GNU Lesser General Public License), etc.
- Customers can duplicate, distribute and modify the source code of the software under license of GPL and/or LGPL.
- For details on open source software licenses and source code, on the "Maintenance > System Management" page of the browser settings of this product, click "Click here for more information on the OSS used in this product." and then read the information displayed.
- Please note that i-PRO Co., Ltd. shall not respond to any inquiries regarding the source code.

AVC Patent Portfolio License

THIS PRODUCT IS LICENSED UNDER THE AVC PATENT PORTFOLIO LICENSE FOR THE PERSONAL USE OF A CONSUMER OR OTHER USES IN WHICH IT DOES NOT RECEIVE REMUNERATION TO (i) ENCODE VIDEO IN COMPLIANCE WITH THE AVC STANDARD ("AVC VIDEO") AND/OR (ii) DECODE AVC VIDEO THAT WAS ENCODED BY A CONSUMER ENGAGED IN A PERSONAL ACTIVITY AND/OR WAS OBTAINED FROM A VIDEO PROVIDER LICENSED TO PROVIDE AVC VIDEO. ADDITIONAL INFORMATION MAY BE BTAINED FROM MPEG LA, L.L.C. SEE [HTTP://WWW.MPEGLA.COM](http://www.mpegla.com)

Precautions for installation

This product is designed to be used indoors.

This product is not operable outdoors. Do not expose this product to direct sunlight for hours and do not install the product near a heater or an air conditioner. Otherwise, it may cause deformation, discoloration and malfunction. Keep this product away from water and moisture.

i-PRO Co., Ltd. assumes no responsibility for injuries or property damage resulting from failures arising out of improper installation or operation inconsistent with this documentation or through use of parts other than this product, such as locally procured parts.

Do not place this product in the following places:

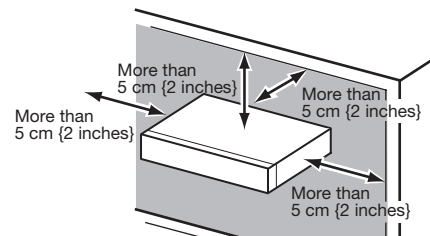
- Locations exposed to direct sunlight
- Locations subject to having strong vibration or impact
- Locations near magnetic field sources such as a television or speakers
- Locations near the devices that emit large sound and generate vibration by sound pressure
- Locations where condensation forms easily, where temperature changes greatly or where humidity level is high
- Locations subject to steam and oil smoke such as a kitchen
- Locations which are not level
- Locations subject to dust
- Locations where it may get wet from rain or water splash

Do not install this product in locations where the product or the cables can be destroyed or damaged by persons with malicious intent.

In order to prevent injury, the product must be securely mounted to a wall according to Installation Guide.

Place this product horizontally on a level surface.

Do not place this product in an upright position. When stacking multiple recorders, clear a space of more than 5 cm {2 inches} from both sides, the top, the bottom and the rear of the recorders.



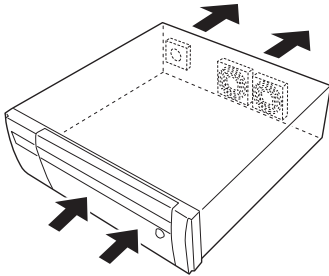
- Do not stack this product in a stack.
- Do not place anything that can generate vibration on the top of this product.

Introduction (continued)

Heat dissipation

To prevent this product from overheating, heed the following. Failure to observe this may cause fire or trouble.

- Do not block the cooling fan outlet or the ventilation holes with a wall, rack, cloth, etc. Maintain the product periodically to prevent dust from blocking ventilation holes.
- The lifetime of the cooling fan is limited by use. It is recommended to replace them after around 30000 hours of operation. Contact your dealer for replacement of the cooling fans.
- When the internal temperature rises, the fan noise may become louder.
- Clear a space of more than 5 cm {2 inches} from both sides, the top, and the rear of the product. Do not block the ventilation holes on the front side since this product is designed to cool the hard disk drives by drawing in air from the front.



Avoid placing this product near noise sources

If the cables are placed near noise sources such as fluorescent lamps, noises may be produced. In this case, rewire avoiding the noise sources, or move the product to a place far from the source.

Grounding

Confirm that the wire is connected from the SIGNAL GND terminal to earth ground.

A grounding connection must be made before connecting the power plug or this product to the main power supply. When disconnecting the grounding wire, make sure that the power plug of this product is disconnected from the main power supply.

Avoid placing receptacles that contain liquids such as water near this product.

If liquid spills onto this product, it may cause fire or an electric shock.

About sulfuration of rubber products

Do not leave rubber products containing sulfur (packing and rubber feet) close to the recorder or in the same storing box. Sulfur constituent from the rubber products may cause sulfuration corrosion on electrical parts or terminals and defects in the recorder.

Equipment classification and power source indication label

Refer to the indication label on the bottom side of this unit for the equipment classification, power source, and other information.

Basic operations

This section explains operation of a mouse and the soft keyboard, and setting screen only.

The recorder can be operated using the mouse (included) connected to the mouse connection port on the front side of the recorder.

It is also possible to perform settings and some operations of the recorder from the web browser. Refer to the Operating Instructions for descriptions of how to operate from the web browser and the configurable settings using the web browser.

Connection of a mouse

Connect the included mouse to the mouse connection port on the front side of the recorder.

→ The mouse cursor will be displayed on the main monitor.

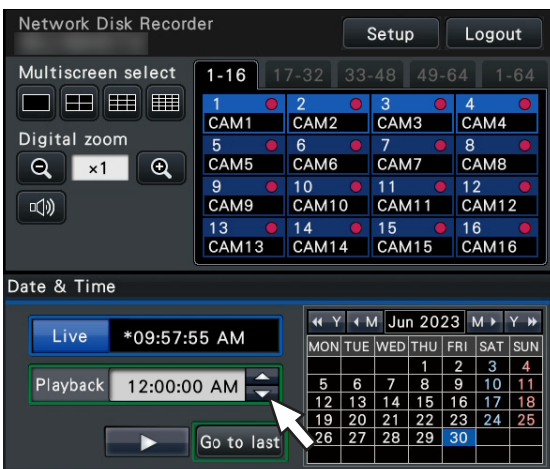
Mouse operation

Left-click the desired buttons and tabs on the screen.

(Hereinafter, "Left-click..." will be described as "Click..." in this document.)

When the entry field has the [▲] and [▼] buttons or the [▼] button, the setting value can be changed using the mouse wheel.

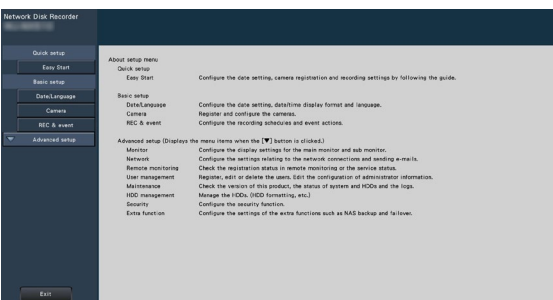
When no operation is made for 10 seconds or more, the mouse cursor will be hidden. The mouse cursor will be displayed again when the mouse is moved.



Display method of the setting screen

Click the [Setup] button.

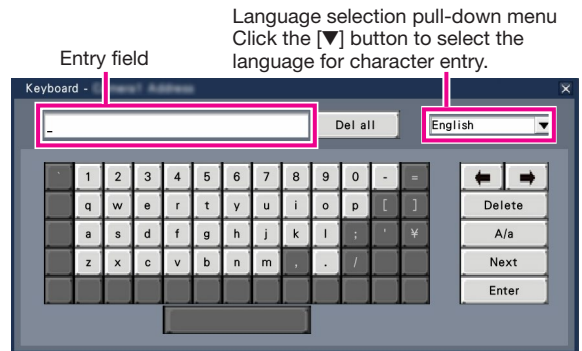
→ The top screen of the setup menu will be displayed.



About the operation of on-screen keyboard

Use the on-screen keyboard to enter characters for the setting items. When clicking the [Keyboard] icon beside the entry field, the on-screen keyboard will be displayed, and it will become possible to enter characters by clicking the character keys on the keyboard.

On-screen keyboard screen



[Del all] button

Deletes all the characters in the entry field.

[←]/[→] button

Move the cursor in the entry field to either direction.

[Delete] button

Deletes a character pointed by the cursor in the entry field.

[A/a] button

This button changes the characters to be entered between capital letters and small letters.

[Next] button

Changes the keys to be displayed for character entry.

The displayed keys are changed as follows:

Keys for the language selected by the language selection pull-down menu → Combination characters → Special characters

[Enter] button

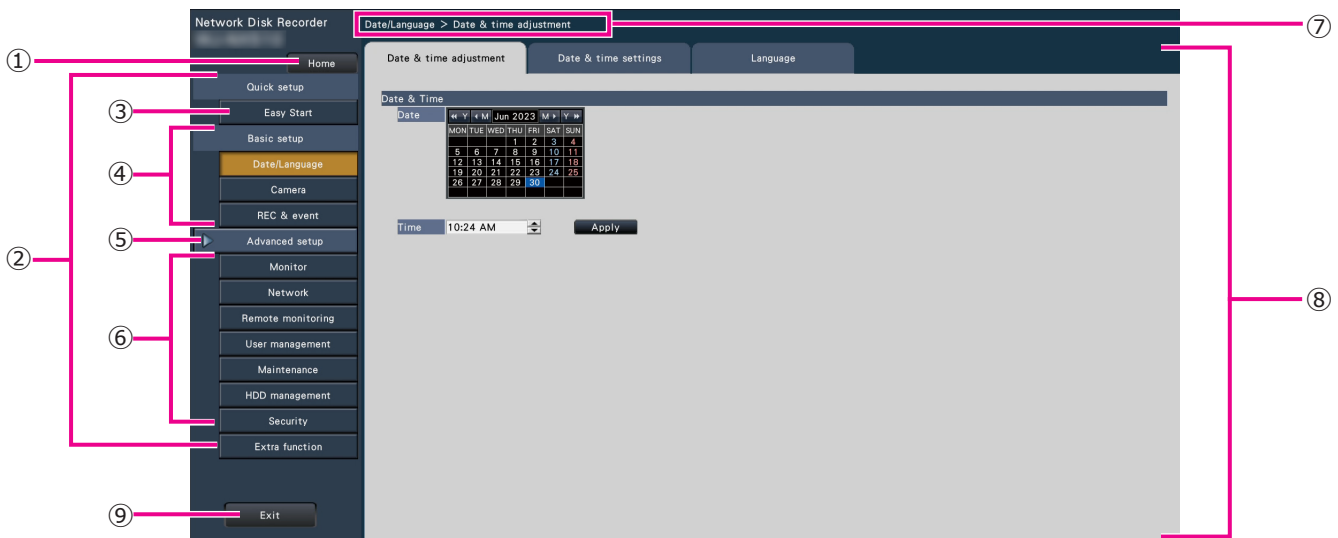
Determines the entered characters and closes the on-screen keyboard.

Note:

- Basic operations are also applied to the "Login" window.
- Click the [x] button to close the window without determining the entered characters.

Setup menu

Configuration of each setting item in the setup menu should be completed in advance to use this recorder. The setup menu has the following levels for the setting items. On "Easy Start", the minimum settings required to operate the recorder will be performed, but other settings will remain default. On the [Basic setup] or [Advanced setup] page, the settings can be customized in accordance with a variety of operational modes. The following is the example of the setup menu that describes the features and operations. The setup menu will be displayed when clicking the [Setup] button (☞ Page 8) at the upper right corner of the operational screen on the main monitor. The buttons of the setup pages will be displayed on the left column of the setup menu.



- ① **[Home] button**
It is possible to return to the top screen (☞ Page 8) of the setup menu from any setup page.
- ② **Setup menu panel**
Displays buttons of the setup pages.
- ③ **[Easy Start] button**
It is possible to configure the minimum settings required to operate the recorder, such as date & time and camera registration.
- ④ **[Basic setup] – Setup page buttons**
Each "Basic setup" page will be displayed.
- ⑤ **[Advanced setup] button**
The buttons to open the corresponding setup pages of the "Advanced setup" menu will be displayed. When clicking this button again, the buttons will be hidden.
- ⑥ **[Advanced setup] – Setup page buttons**
Each "Advanced setup" page will be displayed.
- ⑦ **Hierarchical display**
The name of the current setup page will be displayed in the hierarchy. The tab name will also be included.
- ⑧ **Setup page**
Displays each setup page. If the current setup page is composed of two or more tabs, it is possible to change the page display by clicking the tabs.
- ⑨ **[Exit] button**
Applies the settings to the recorder and closes the setup menu to return to the operational screen (☞ Page 11).

Except for some cases, the descriptions of this document follow the hierarchical display and setup pages.

Important:

- If the settings are applied, all login users will be forcibly logged out.
-

Operations flow

- Professional knowledge on and experience in network and the HDD are required for the settings and changes of the operation.
- The main monitor is required for the settings.
 - * The settings can be done through a web browser on the PC (Refer to the Operating Instructions).
- The PC is required for reading the Important Information, the Operating Instructions and camera settings.

1 Obtain the license (Registration Key) ☞ Page 12 and Activation Key Card



2 Rack mounting ☞ Page 13



3 Connections ☞ Page 15



4 Turn on the devices ☞ Page 26



5 Register the license (Registration Key) ☞ Page 28



6 Assemble HDD unit ☞ Page 30

Obtain the "Registration Key" of the recorder by following the instructions on the included Activation Key Card. To increase the number of connected cameras, or to use the secure function, get the registration key of the additional license according to the appropriate Additional Kit (option). The obtained "Registration Key" will be used in Step **5**.

Install the recorder in the rack.
Go to step **3** when not installing it in the rack.

Connect the extension unit, camera, mouse, PC, monitor, alarm input/output cable, etc. to this product.

Turn on the power to launch in the following order.
① Turn on the power of the camera and the monitor.
② Turn on the power of the extension unit.
③ Turn on the power of the recorder.
④ Register as an administrator.

Register the Registration Key of the recorder. If necessary, register the "Registration Key" for each Additional kit.

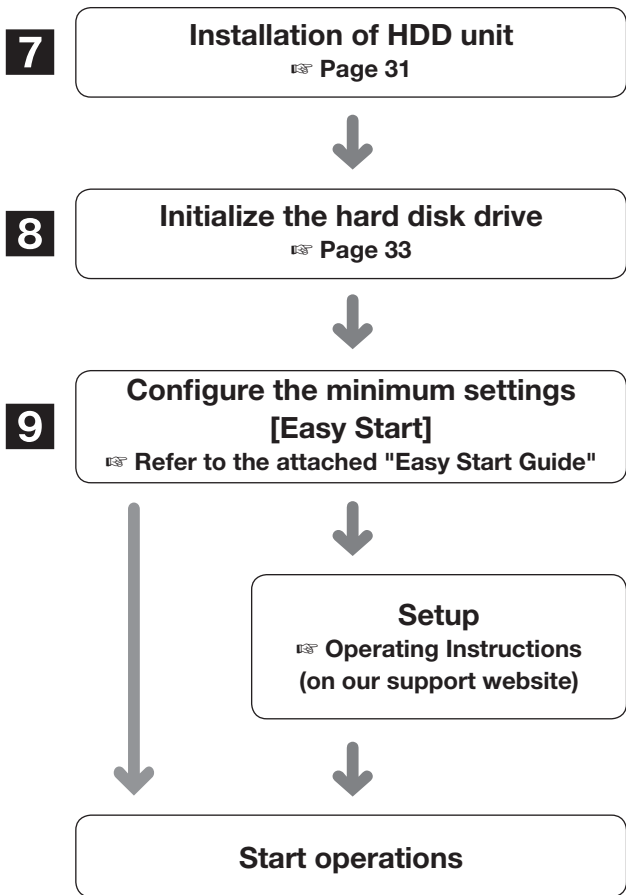
Important:

- Be sure to register the "Registration Key" of the recorder. If the "Registration key" of the recorder is not registered, the Additional Kit cannot be registered.
-

After registration, click [Restart] button on the license registration screen to reboot the recorder and activate the license.

To install a hard disk drive in the recorder, it is necessary to assemble an HDD unit (encase the hard disk drive in the HDD canister).

Operations flow (continued)



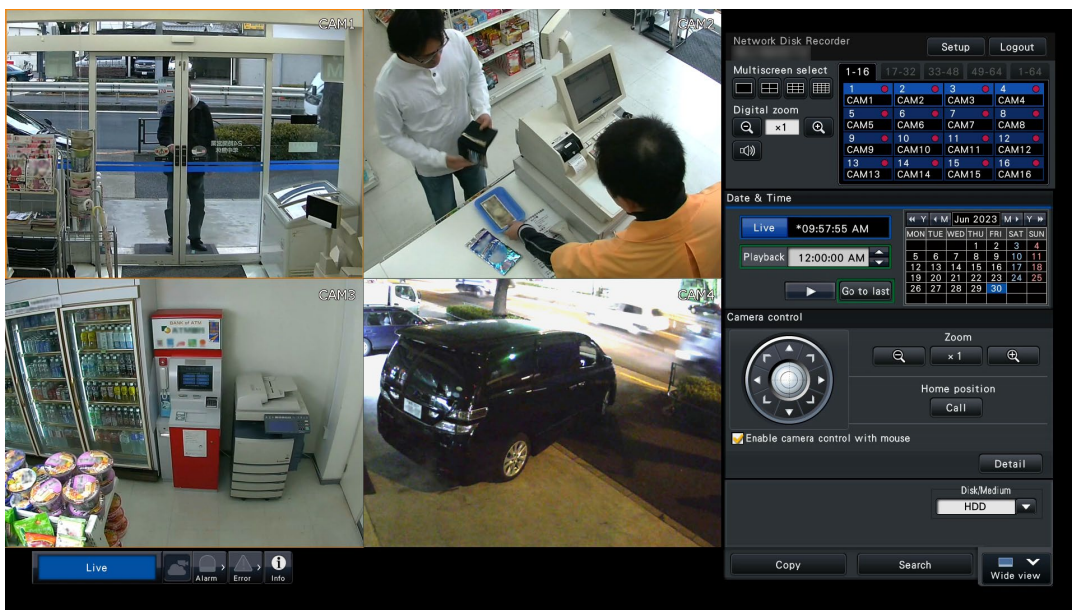
Remove the "HDD unit holding bracket" of the recorder and take out the HDD unit.
The removed "HDD unit holding bracket" is necessary when transporting the recorder. Keep it in an appropriate place.

Initialize the hard disk drives.

Register the date & time and cameras on "Easy Start".
When it is not necessary to change other default settings, it is possible to start operations.

If necessary, perform the detailed settings for each function.

When the camera image is displayed on the main monitor or the web browser on the PC and can be recorded or played, the recorder is ready for operation.



Example of an operational screen

1 Obtain the license (Registration Key)

Keep the "Activation Key Card" included in the recorder nearby.

Obtain the "Registration Key" of the recorder by following the instructions on the included Activation Key Card.

To increase number of connected cameras, get the registration key number of the additional camera license according to the Additional Camera Kit (option).

To use the secure function, get the registration key number of the additional secure license according to the Secure Communication Kit (option).

* Each additional kit is the "Activation Key Card" with "the recorder ID number, activation ID number" for the applicable additional license.

Note:

- A PC or a smartphone accessible to the Internet is necessary to acquire the registration key number.
-

2 Rack mounting

Install the recorder in an EIA standard 19-inch rack (Depth: 550 mm or more).

Note:

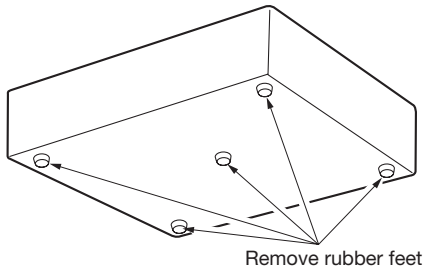
- Use four M5 × 12 mm screws (locally procured) to install the recorder in a rack.
- The illustration on this page is schematic. Details of the shape are omitted.

Installation procedure

Step 1

Remove the five rubber feet from the bottom of the recorder.

Use a screwdriver to remove the screws holding the rubber feet.

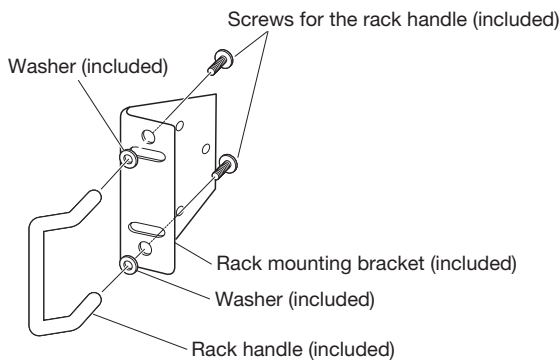


Step 2

Attach the rack handles (included) to the rack mounting brackets (included).

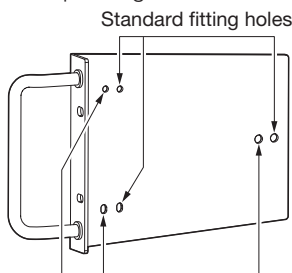
Fix them using the screws (included) (×4) and the washers (included) (×4) for the rack handle.

Tightening torque: 2.0 N·m ~ 2.4 N·m (1.48 lbf·ft ~ 1.78 lbf·ft)



Note:

- The rack mounting bracket (included) has two types of fitting holes to adjust the protrusion of the front rack. Use either of them depending on the installation conditions.



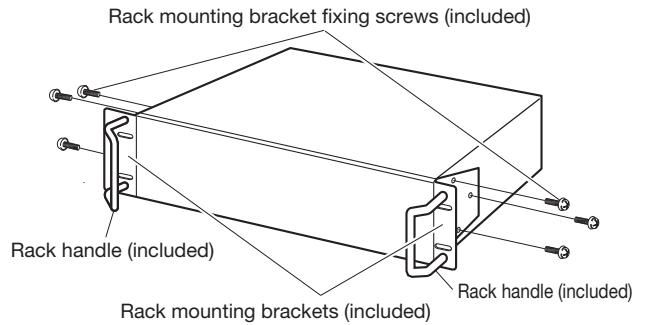
Fitting holes for the front position (about 15 mm {19/32 inches})

Step 3

Place the rack mounting brackets (included) on both sides of the recorder and fix them with the rack mounting bracket fixing screw (included) (×6).

Secure them using the rack mounting bracket fixing screw (included) (×6).

Tightening torque: 0.88 N·m ~ 1.08 N·m (0.65 lbf·ft ~ 0.80 lbf·ft)

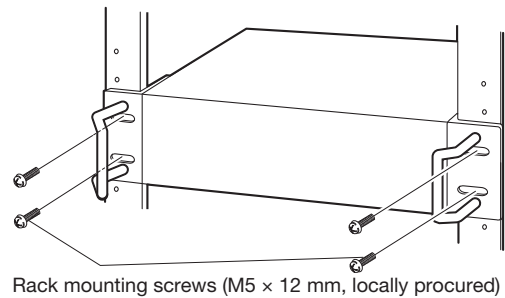


Step 4

Install the recorder in the rack by using four rack mounting screws.

Secure using the rack mounting screws (×4).

Tightening torque: 2.0 N·m ~ 2.4 N·m (1.48 lbf·ft ~ 1.78 lbf·ft)



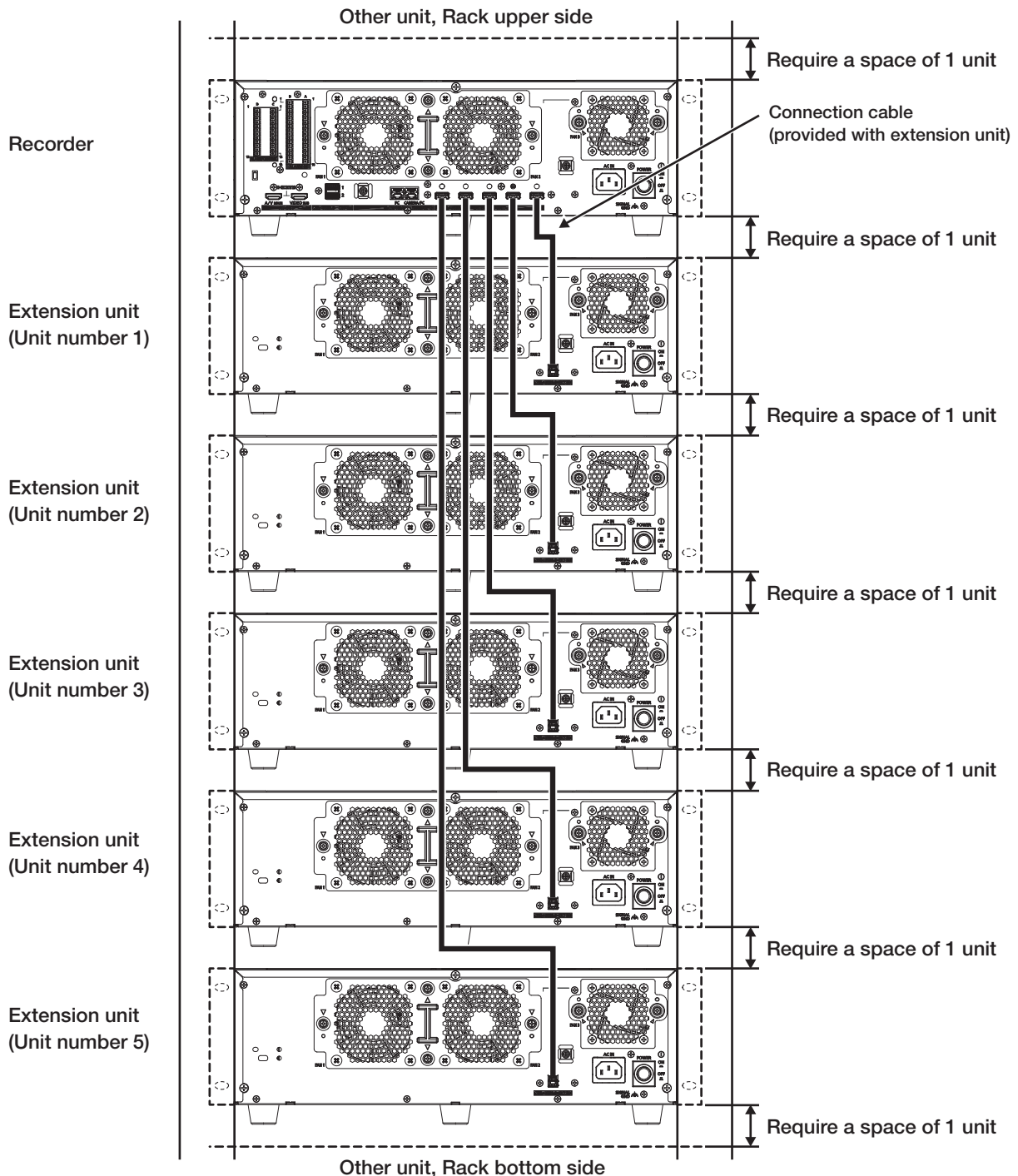
Important:

- The operating temperature range of this product is 0 °C ~ +45 °C {32 °F ~ 113 °F}.
* HDDs deteriorate at high temperatures, affecting their service life. It is recommended that the product be used at a temperature of about +25 °C {77 °F}.
- The following measures should be taken when installing the rack to ensure that the product is used within the operating temperature range.
 - Install a fan or other equipment to lower the temperature inside the rack.
 - Allow a distance of at least 1U (44 mm {1-23/32 inches}) between the top and bottom of the product.
 - Do not put doors on the front of the rack or block the sides.
- The recorder weighs over 10 kg {22.1 lbs}. Be careful not to drop the recorder when installing it into a rack. Dropping may cause damage, deformation of the recorder, or injury.

2 Rack mounting (continued)

Position in the Rack

This is an example where the recorder and the extension unit (WJ-HXE410, WJ-HXE400, max 5 units) are installed in the rack. Connect the recorder and the extension unit using the connection cable (1.5 m {4 feet 11 inches}) provided with the extension unit. (Page 19)



Note:

- When installing the recorder in the rack, leave a space of 1U (44 mm {1-23/32 inches}) above and below the recorder or the extension unit for ventilation.
- The unit number of the connected extension unit is the same as the external storage connector number of the recorder.

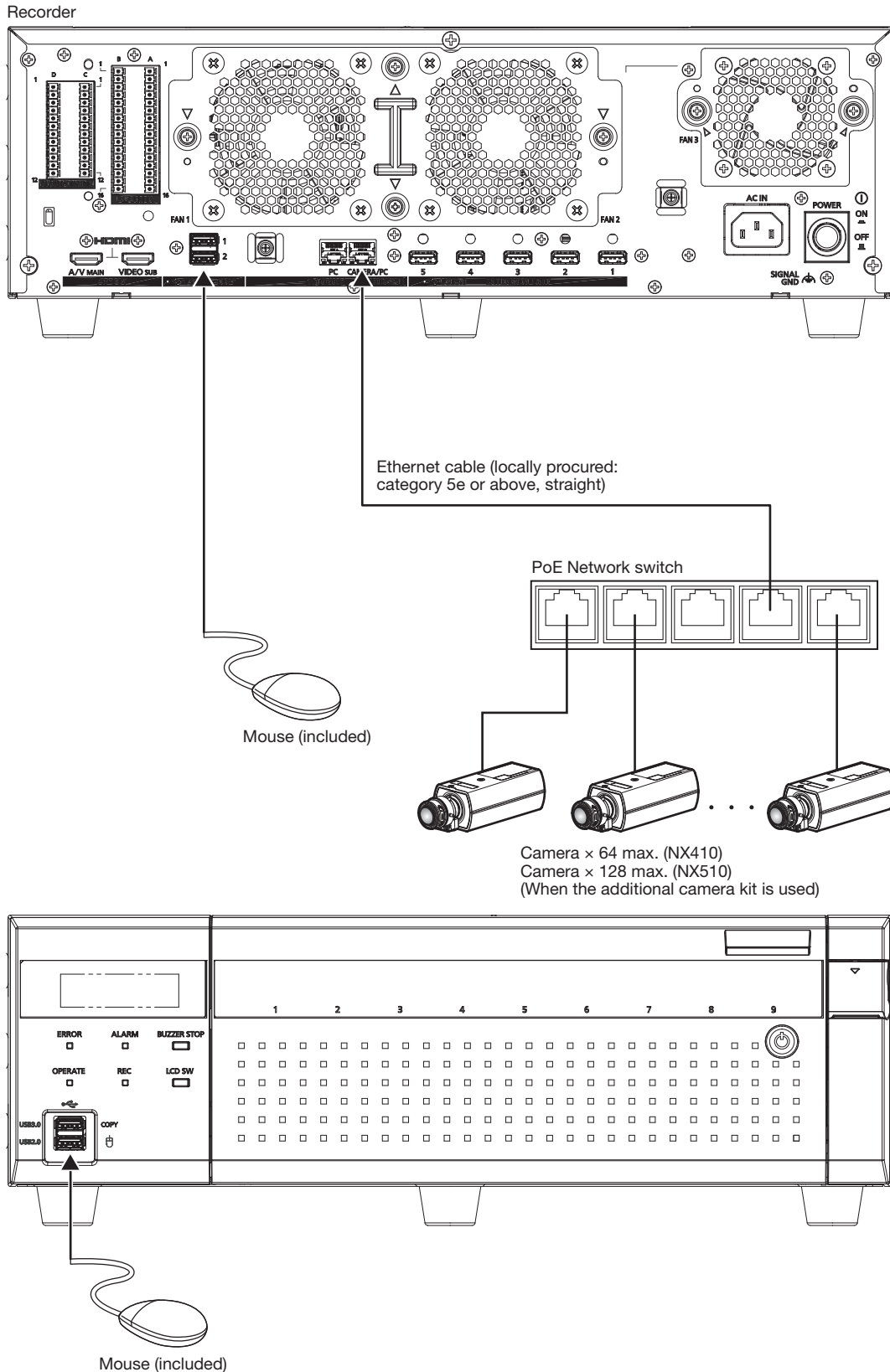
3 Connections

Connection of cameras and a mouse

Up to 128 cameras (NX510), 64 cameras (NX410) can be connected to the Camera/PC port of the recorder via a PoE Network switch (locally procured).

Use a Ethernet cable (straight) to connect the recorder and the PoE Network switch.

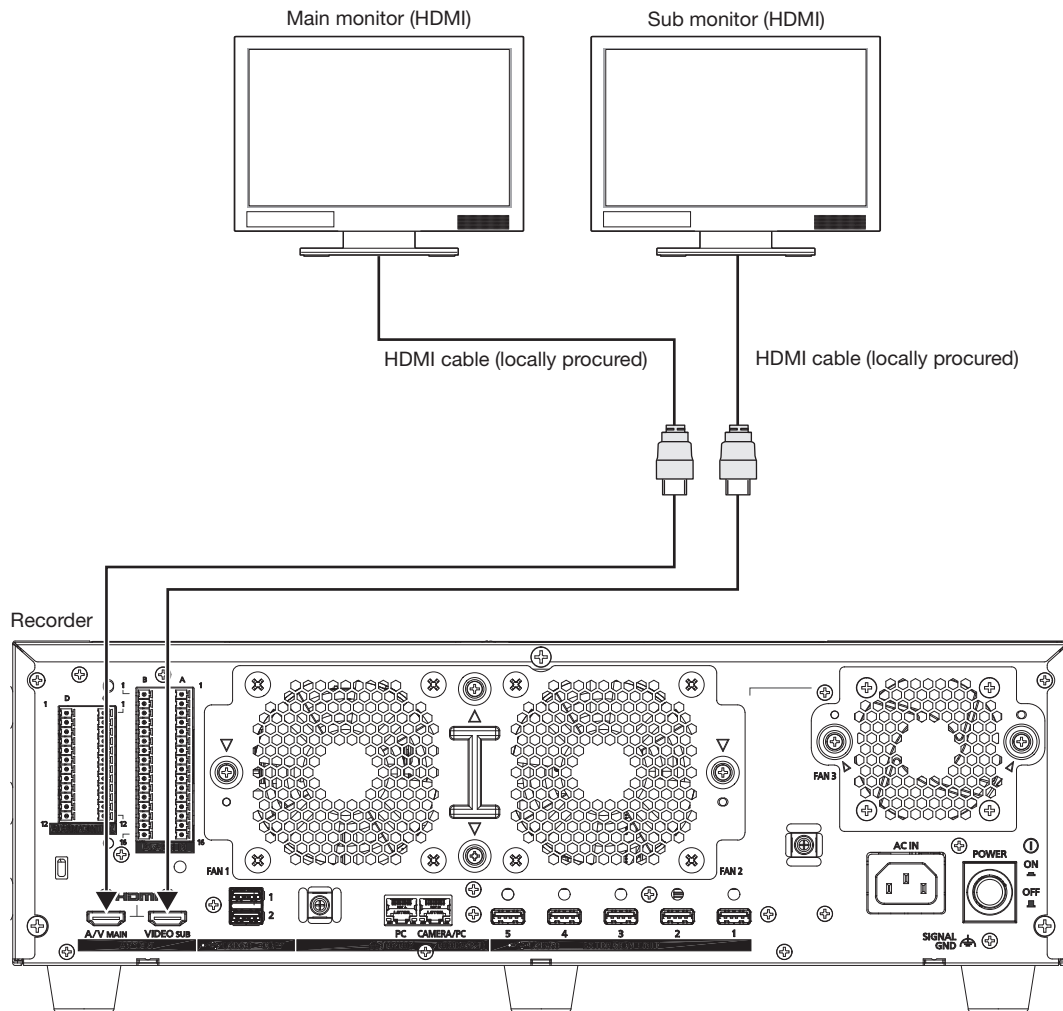
Connect the included mouse to the mouse connection port on the front side of the recorder.



3 Connections (continued)

Connection of monitors

The main monitor (HDMI), which displays live images as well as playback images and setting menus, is connected to the HDMI (AV MAIN) terminal using an HDMI cable (locally procured). The sub monitor (HDMI) is also connected to the HDMI (VIDEO SUB) terminal using an HDMI cable (locally procured).



Note:

- Use "High Speed HDMI® Cable". When the main monitor is used in 4K/25P(30P), use a 10.2 Gbps compatible HDMI cable.
- To maintain the stable performance without deteriorating the image quality, use an HDMI cable which is 5 m {16 feet 5 inches} or shorter.
- Audio is output from the main monitor, and is not output from the sub monitor.

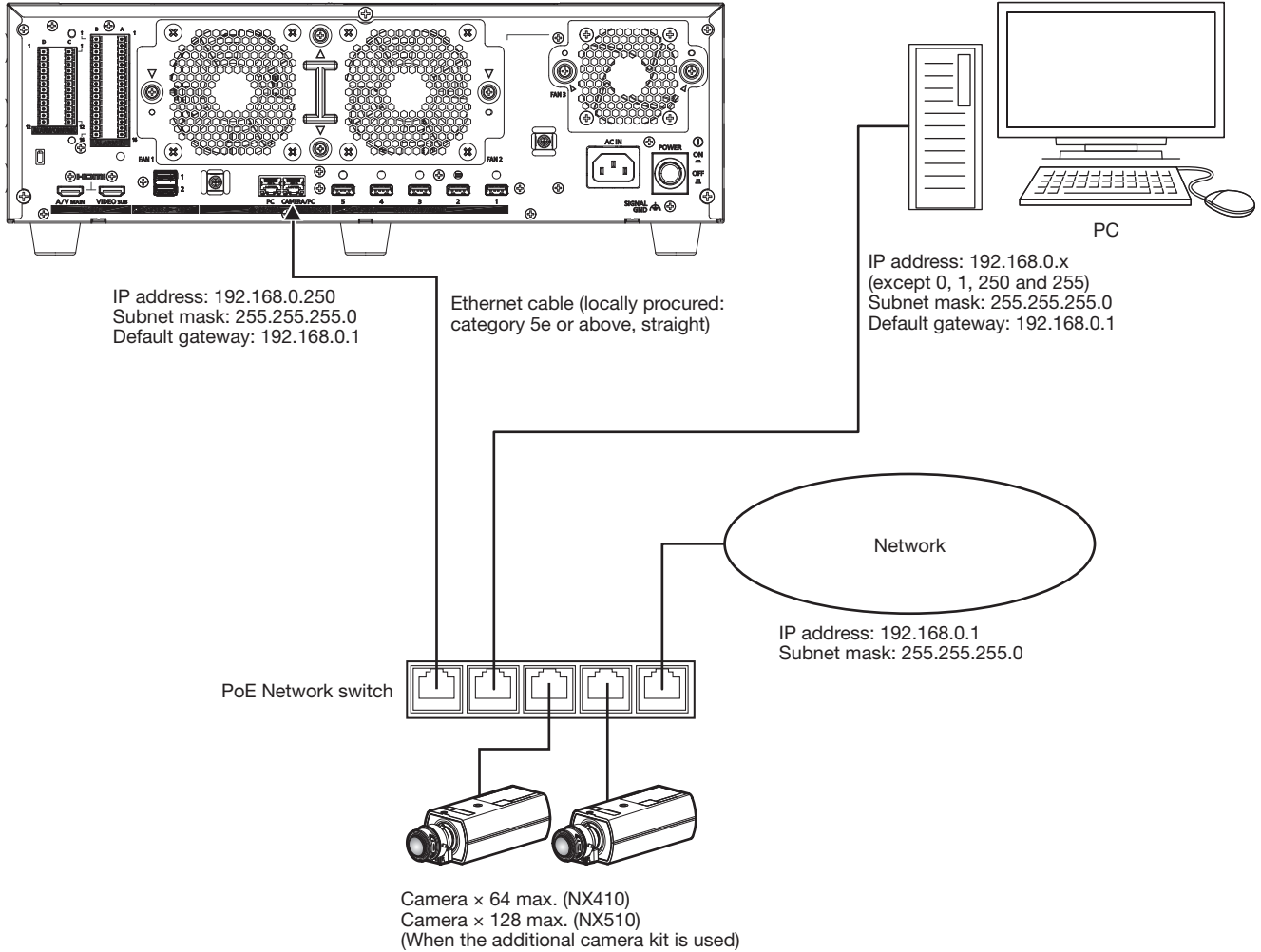
3 Connections (continued)

Connection of a PC

When PC and the camera are in the same network

When the PC and the camera are configured on the same network, connect the PC to the Camera/PC port.

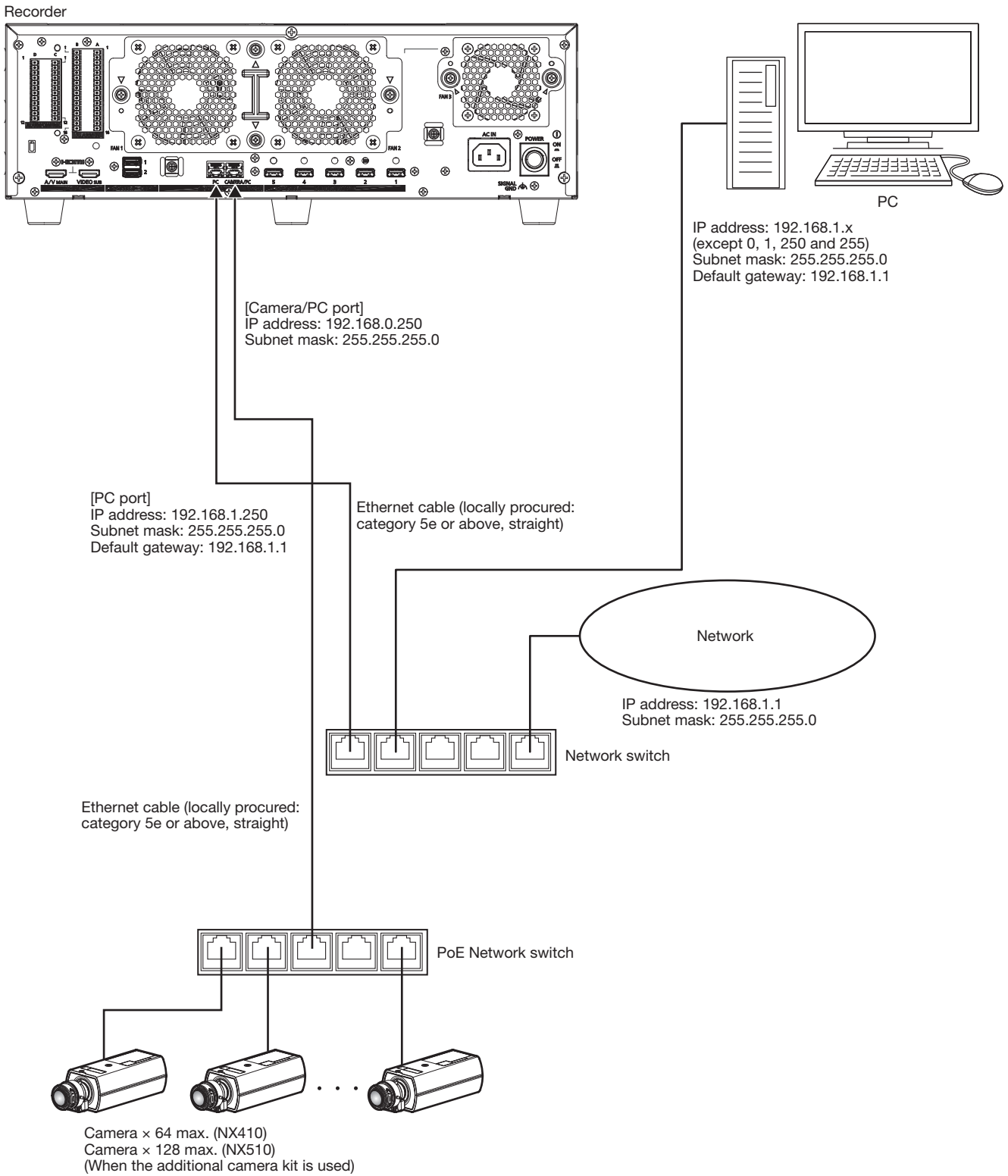
Recorder



3 Connections (continued)

When PC and the camera are in different networks

When the PC and the camera are configured on different networks, connect the PC to the PC port.



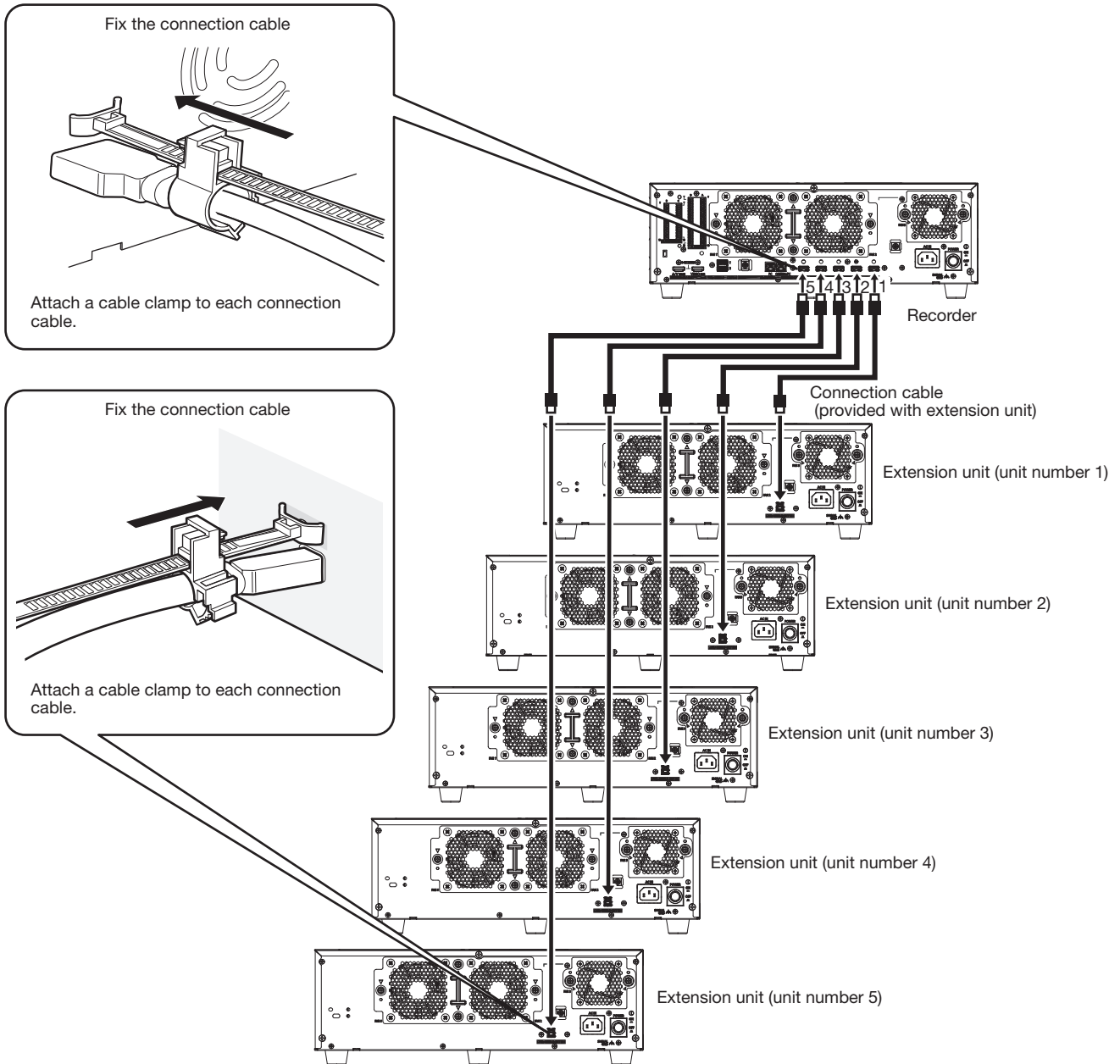
Note:

- Cameras shall be connected to the camera/PC port. If the camera is connected to the PC port, the camera will not be detected automatically.

3 Connections (continued)

Connection of extension units

Up to 5 extension units can be connected with a single recorder. Connect the recorder and the extension unit using the connection cable included in the extension unit. Connect the extension units as shown in the illustration below. Refer also to the manuals of the extension unit.



Important:

- Use only the dedicated connection cable provided with the extension unit when connecting the recorder and the extension unit.
- Fix the connection cable firmly using the cable clamp included in the extension unit. When the cable is not connected firmly or when it is disconnected, the system may become unstable or recording may fail. Refer to the operating instructions of the extension unit for details on how to fit the cable clamp.
- Do not wind the cable in a coil.

3 Connections (continued)

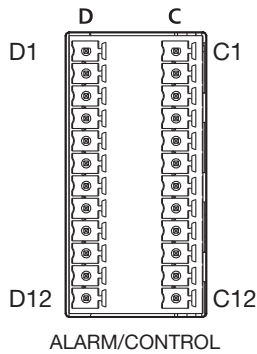
How to use the terminals of the ALARM/CONTROL

The ALARM/CONTROL connectors on the back is used when connecting an external device such as a sensor that outputs alarm signals or when installing an external alarm device such as a buzzer or a lamp outside.

Insert the unarmored cable into the included terminal plug (12 pin) and then mount it on the ALARM/CONTROL connector on the back.

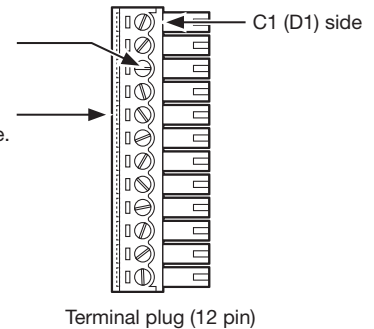
* The cable should be a single or twisted wire with AWG 26~16 and an exposed length of 9 mm {11/32 inches}.

ALARM/CONTROL connector on the back



Cable connections

- ① Loosen the screw of the desired terminal on the terminal plug.
- ② Tight the screw when the cable is fully inserted into the terminal hole.
- ③ Mount the terminal plug with the cable connected on the ALARM/CONTROL connector socket on the back.



Pin array

| Pin No. | Signal | Operation | Remarks |
|---------|---|---|--|
| C1 | Alarm output 1 | Alarm signal will be supplied at an event occurrence | Open collector output 24 V DC max., -200 mA max. |
| C2 | Alarm output 2 | Alarm signal will be supplied at an event occurrence | |
| C3 | Alarm output 3 | Alarm signal will be supplied at an event occurrence | |
| C4 | Alarm output 4 | Alarm signal will be supplied at an event occurrence | |
| C5 | Preliminary Input/Output 1 | These are for future input and output, and cannot be used | Input: Non-voltage make contact input +3.3 V pull-up Approx. 23 kΩ Output: Open collector output 24 V DC max., -200 mA max. |
| C6 | Preliminary Input/Output 2 | | |
| C7 | Preliminary Input/Output 3 | | |
| C8 | Preliminary Input/Output 4 | | |
| C9 | Preliminary Input/Output 5 | | |
| C10 | +5 V output | +5 V output | +5 V±0.5 V, 200 mA max. |
| C11 | Signal ground | | |
| C12 | Signal ground | | |
| D1 | Alarm reset input | Canceling the alarm display | Non-voltage make contact input +3.3 V pull-up Approx. 23 kΩ |
| D2 | Emergency recording input | Starting emergency recording signal input | |
| D3 | Outage detection input | Start of outage processing according to the signal input | |
| D4 | External recording mode switching input | Changeover to the external recording mode by the signal input | |
| D5 | Network error output | A signal will be output upon detection of a disconnected Ethernet link or IP expiration of the DHCP | Open collector output 24 V DC max., -200 mA max. |
| D6 | HDD error output | Signal output upon detection of an HDD error | |
| D7 | Camera error output | Signal output upon detection of a camera error | |
| D8 | Recording error output | Signal output upon detection of a recording error | |
| D9 | Recorder error output | Signal output upon detection of a recorder error | |
| D10 | Outage processing end output | Signal output upon completion of outage processing | High (ON) 5 V DC Low (OFF) 0 V DC |
| D11 | Signal ground | | |
| D12 | Signal ground | | |

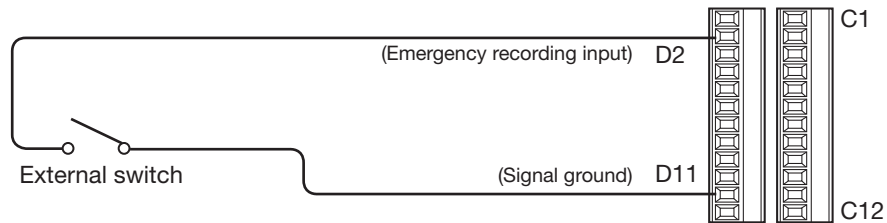
* Refer to the "About the error logs and the network logs" (Operating Instructions) for further information about each error output.

3 Connections (continued)

Connection example for emergency recording

When the external switch is turned on, emergency recording will start.

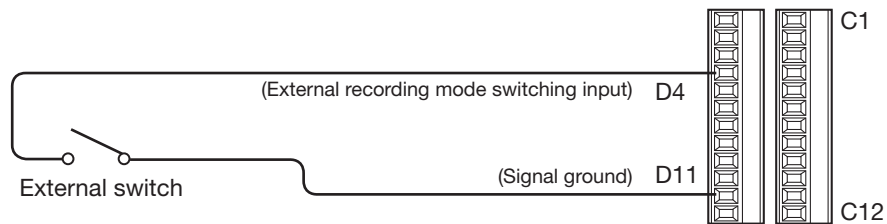
Recording time and recording rate for emergency recording differ according to the settings of "Emergency rec." on the setup menu. (Refer to the Operating Instructions.)



Connection example for external recording switching

When the external switch is turned on, the recording program will be switched and recording will start.

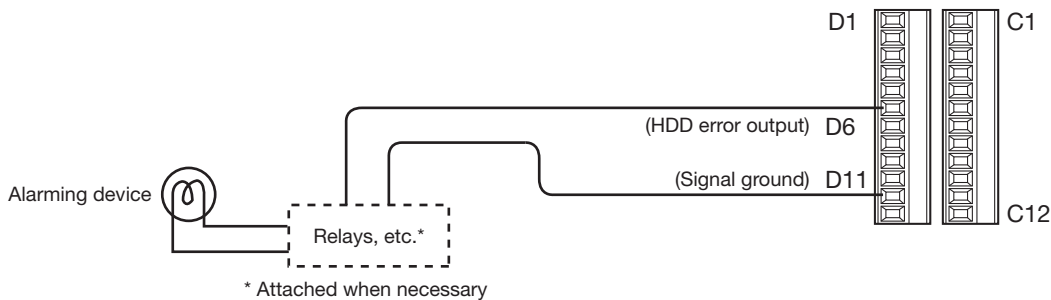
The recording program can be set by selecting "Ext." for "Time table" of "Schedule" on the setup menu. (Refer to the Operating Instructions.)



Connection example of control output

When an alarm device such as a buzzer or a lamp is connected, the signal output from terminal D5~9 can be used to notify the status by sounding a buzzer or lighting a lamp.

The following example is of a connection with the HDD error output (terminal D6).



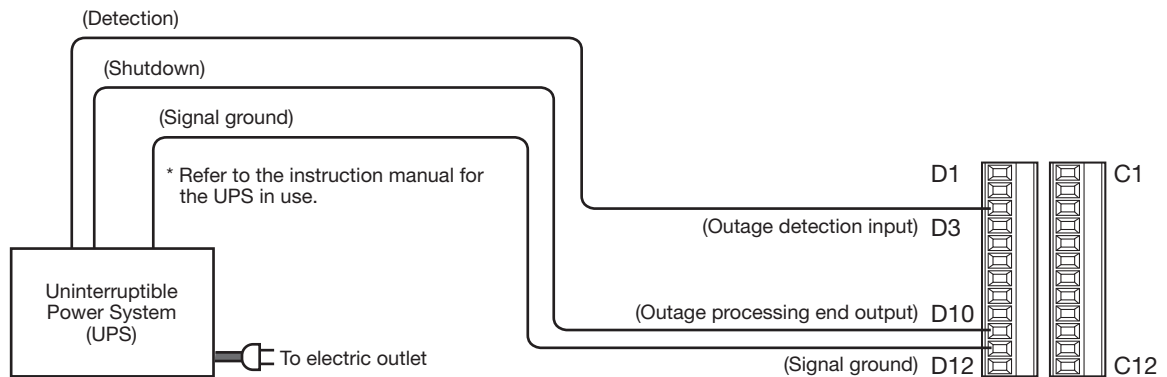
3 Connections (continued)

Connection with an uninterruptible power system (UPS)

This is an example of a connection with the uninterruptible power system (hereinafter, UPS) to be installed to protect from a power outage.

When a signal is supplied to the outage detection input terminals from the UPS, internal processing (stops recording safely) will start to shut off the power supply for the recorder.

After completion of the internal processing, the signal will be output from the outage processing end output to the UPS and the recorder will be ready to be shut off.



Important:

- Be sure to use an UPS that provides a sine wave output.
Do not use an UPS that provides a square wave. It may damage the recorder.
-

3 Connections (continued)

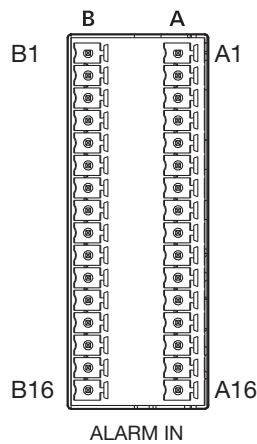
How to use the terminals of the ALARM IN

ALARM IN terminals on the back are used when connecting an external device such as a sensor that outputs alarm signals. Insert the unarmored cable into the included terminal plug (16 pin) and then mount it on the ALARM IN terminal on the back.

* The cable should be a single or twisted wire with AWG 26~16 and an exposed length of 9 mm {11/32 inches}.

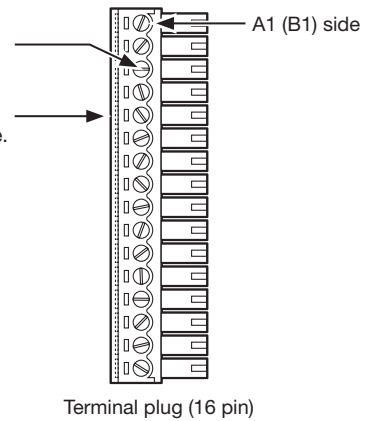
* Tie cables of the ALARM/CONTROL connectors and of the ALARM IN connectors, and fix them with the cable clamp (included). Refer to "Major Operating Controls and Their Functions" of the Important Information for further information.

ALARM IN terminal on the back



Connections

- ① Loosen the screw of the desired terminal on the terminal plug.
- ② Tight the screw when the cable is fully inserted into the terminal hole.
- ③ Mount the terminal plug with the cable connected on the alarm input terminal socket on the back.



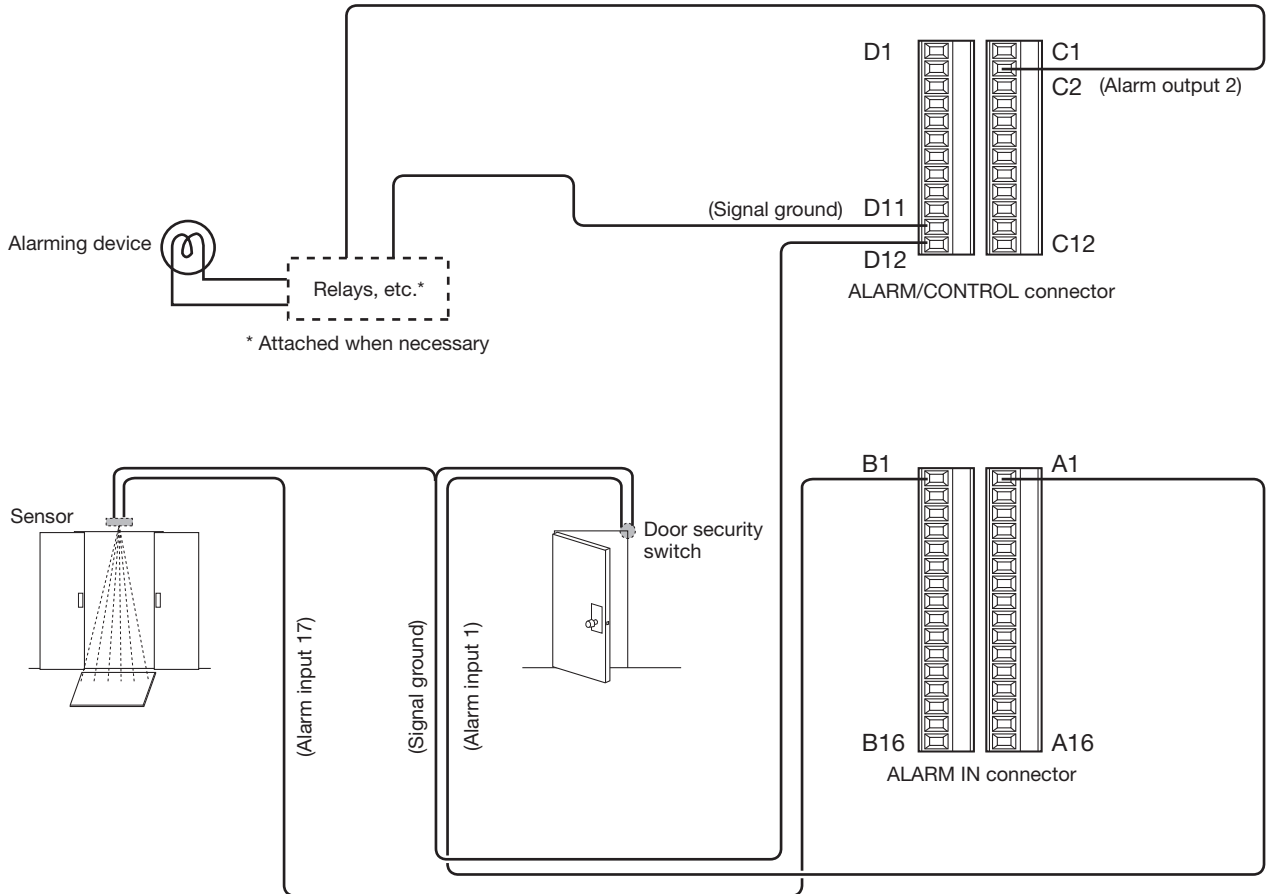
Pin array

| Pin No. | Signal | Operation | Remarks |
|---------|----------------|--|---|
| A1 | Alarm input 1 | Event action will be performed according to the settings | Non-voltage make contact input +3.3 V pull-up Approx. 23 kΩ |
| A2 | Alarm input 2 | | |
| A3 | Alarm input 3 | | |
| A4 | Alarm input 4 | | |
| A5 | Alarm input 5 | | |
| A6 | Alarm input 6 | | |
| A7 | Alarm input 7 | | |
| A8 | Alarm input 8 | | |
| A9 | Alarm input 9 | | |
| A10 | Alarm input 10 | | |
| A11 | Alarm input 11 | | |
| A12 | Alarm input 12 | | |
| A13 | Alarm input 13 | | |
| A14 | Alarm input 14 | | |
| A15 | Alarm input 15 | | |
| A16 | Alarm input 16 | | |
| B1 | Alarm input 17 | | |
| B2 | Alarm input 18 | | |
| B3 | Alarm input 19 | | |
| B4 | Alarm input 20 | | |
| B5 | Alarm input 21 | | |
| B6 | Alarm input 22 | | |
| B7 | Alarm input 23 | | |
| B8 | Alarm input 24 | | |
| B9 | Alarm input 25 | | |
| B10 | Alarm input 26 | | |
| B11 | Alarm input 28 | | |
| B12 | Alarm input 28 | | |
| B13 | Alarm input 29 | | |
| B14 | Alarm input 30 | | |
| B15 | Alarm input 31 | | |
| B16 | Alarm input 32 | | |

3 Connections (continued)

Alarm connection example

When a signal output from the other device is supplied to the terminal A1~A16, B1~B16 (Alarm input 1 to 32), recording or an alarm action will be performed in accordance with the settings. When an alarm device such as a buzzer, a lamp, etc., is installed outside, connect them to the terminal C2 (Alarm output 2).



3 Connections (continued)

Time and polarities of the ALARM/CONTROL connector

| Terminal name | Active Time | Remarks |
|---|--|--|
| Alarm input | 100 ms or more | N.O.: L active N.C.: H active |
| Alarm reset input | 100 ms or more | L active |
| Emergency recording input | 100 ms or more | L active |
| Outage detection input | 5 s or more | L active |
| External recording mode switching input | 100 ms or more | L active |
| Network error output | At an error occurrence until the period selected for "Error output duration" has passed* | L active |
| HDD error output | At an error occurrence until the period selected for "Error output duration" has passed* | L active |
| Camera error output | At an error occurrence until the period selected for "Error output duration" has passed* or the camera reset | L active |
| Recording error output | At an error occurrence until the period selected for "Error output duration" has passed* | L active |
| Recorder error output | At an error occurrence until the period selected for "Error output duration" has passed* | L active |
| Outage processing end output | 10 s or more | H active |
| Alarm output | The set time on the setup menu | L active |
| General-purpose input/output (when set to input) | 100 ms or more | For N.O.: L active For N.C.: H active |
| General-purpose input/output (when set to output) | At an error occurrence until the period selected for "Error output duration" has passed * | L active |

* The error output duration is configured on the "Advanced setup" menu - the "Maintenance" page - "System setup" of the setup menu. (☞ Operating Instructions)

Note:

- During "L active (Low active)", the logic will be implemented when the voltage level of signal is low.
 - During "H active (High active)", the logic will be implemented when the voltage level of signal is high.
-

4 Turn on the devices

Turn on the power of the recorder

Turn on the power of the recorder. First, turn on the power of the monitor. When using the recorder for the first time, register the license for the recorder. (☞ Page 28)

Important:

- When using extension units, connect all the extension units to the power cords and turn on the power of all the extension units before turning on the power of the recorder.

Step 1

Connect the included power cord to the power cord inlet on the rear panel of the recorder, and insert the power plug to an outlet whose rating is as follows.

100 V - 240 V AC, 50 Hz/60 Hz

Press the [POWER] switch.

→ The [OPERATE] indicator on the front of the recorder will light, the system check will start, and the startup window will be displayed on the main monitor.



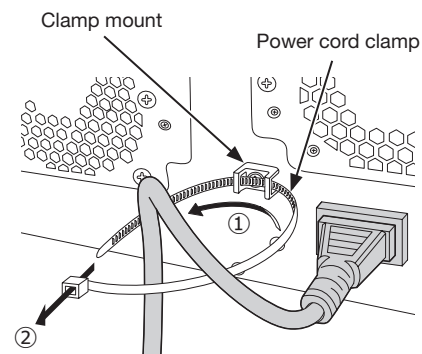
Important:

- Never turn off the power of the recorder during startup.
- Insert the power cord fully into the power cord inlet so that it will not loosen or come out.
- Fix the power cord firmly at 15 cm to 20 cm {5-7/8 to 7-7/8 inches} from the plug with the included power cord clamp to prevent the cable from unplugging.

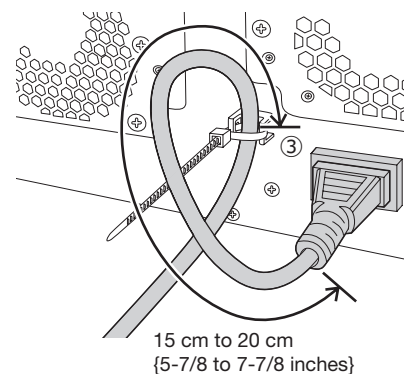
How to fix the power cord

Fix the power cord at 15 cm to 20 cm {5-7/8 to 7-7/8 inches} from the connector with the included power cord clamp passed through the clamp mount.

Fix the power cord so that it does not block the cooling fan outlet.



- ① Pass the power cord clamp through the clamp mount.
- ② Make a ring with the power cord clamp as shown in the illustration to tighten the power cord.



- ③ Tighten the power cord at 15 cm to 20 cm {5-7/8 to 7-7/8 inches} from the connector and fix it to the clamp mount. Cut the unnecessary part of the power cord clamp as necessary.

4 Turn on the devices (continued)

Step 2

The administration registration window is displayed on the main monitor.

Enter an administrator, a password and a password confirmation following the instruction on the display, and click [Registration].

Precautions on storing the administrator name and the password

If you forget the set administrator name and password, you need to initialize* the recorder. Once the recorder is initialized, all the settings are deleted. Keep information on the administrator name and the password in a safe place where nobody can see it except you.

* Contact your dealer for initializing.

Step 3

If the license for the recorder has not been registered yet, the message asking you to register the "Registration Key" will be displayed after the completion of the system check and the administrator registration.

This window will not be displayed after Registration Key is registered.

Refer to the provided Activation Key Card for how to get Registration Key.

If the "Registration Key" for the recorder has not been registered yet, register the "Registration Key" by following the procedures on page 28.

Note:

- If the "Registration Key" for the recorder is once registered, the message asking you to register the "Registration Key" will not be displayed from the next time.

(When turn off the power of the recorder)

Follow the procedure below to turn off the power.

Important:

- When using extension units, turn off the power of the recorder before turning off the extension units.

Step 1

During recording, set "Recording mode" on [Advanced setup] tab under "REC & event" under [Basic Setup] from Setup menu to "Off" to stop all recordings. (☞ Operating Instructions)

Step 2

Press the [POWER] switch after confirming that [Recording] indicator is off.

→ [OPERATE] indicator on the front of the recorder will go off.

Important:

- Remove the plug from the outlet if not operating the recorder for a long period.

Note:

- Be sure to perform the operation to start recording (select "On" for "Recording mode") after turning on the power of the recorder again.

5 Register the license (Registration Key)

When using the recorder for the first time, using the secure function, or increasing the number of the cameras to be connected, it is necessary to register the recorder license (Registration Key).

Important:

- In the following cases, the recorder must be rebooted by clicking the [Restart] button. The licenses will not be effective until the recorder is rebooted.
 - When the Registration Key of the recorder is registered
 - When the license of the additional camera kit is added
- The added cameras shall be registered on "Easy start" (Refer to the included "Easy Start Guide") or on the "Camera registration" tab. Each setting value is the default. Configure each setting according to your needs.

Step 1

Obtain the "Registration Key" for the recorder by following the instructions on the included "Activation Key Card".

To add cameras, get the additional license registration key number in the Additional Camera Kit (option). To use the secure function, get the additional license registration key number in the Secure Communication Kit (option). Refer to the "Activation Key Card" for further information.

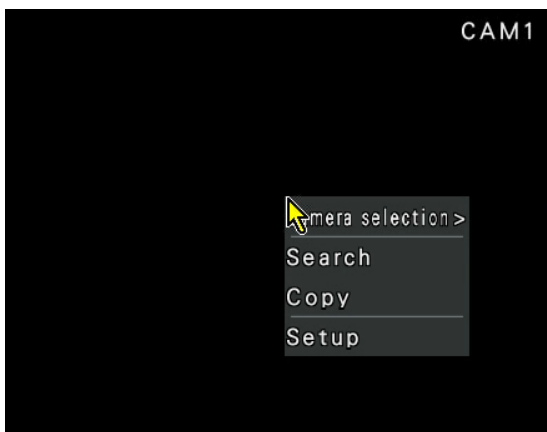
Step 2

Start the recorder. (Page 26)

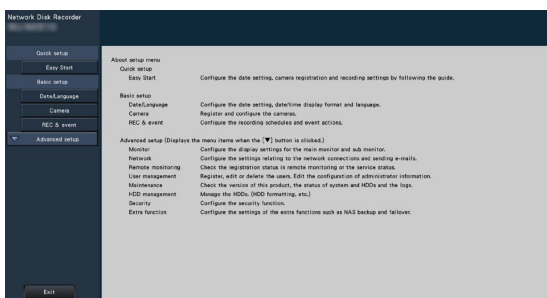
→ When the system check is complete, the wide view screen will be displayed on the main monitor.

Step 3

Click the [Setup] of right-click menu on the image display area.



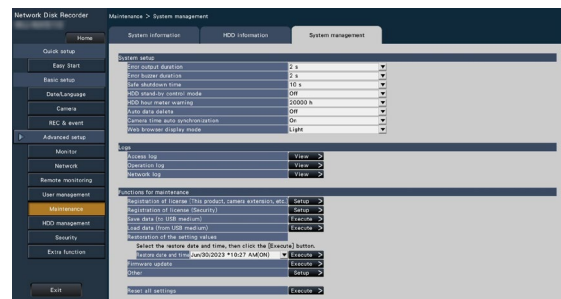
→ The setup menu will be displayed.



Step 4

Click [Advanced setup] - [Maintenance] - the [System management] tab on the setup menu.

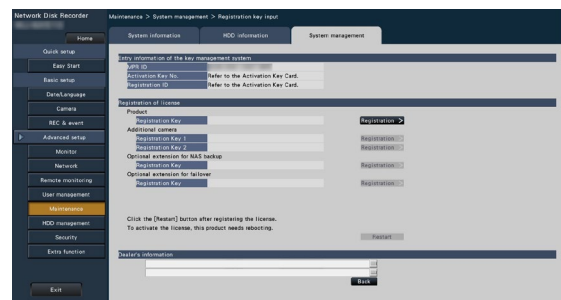
→ The "System management" page will be displayed.



Step 5

Click the [Setup >] button of [Registration of license (This product, camera extension, etc.)].

→ The registration window will be displayed.



Step 6

Click the [Registration >] button of "Product" - "Registration Key".

→ The "Registration key input" window will be displayed.

5 Register the license (Registration Key) (continued)

Step 7

Enter the "Registration key" for the recorder in the "Registration key" field using the on-screen keyboard, and click the [Registration] button.



→ The "Registration key input" window will return to the registration window.

Note:

- When an error message is displayed, enter the effective "Registration Key" again on the entry field.
-

Step 8

To increase number of connected cameras, enter the registration key of the additional camera license obtained in step 1 to the "Registration Key 1-2" fields under "Additional camera" on the "Registration of license" page shown in step 5.

To use the secure function, click the [Setup >] button of [Registration of license (Security)] under the system management screen shown in Step 4, and then enter the registration key of the secure communication license obtained in Step 1 in the "Registration Key 1-128" fields under "Secure communication" on the "Registration of license" page.

The operations are the same as those of Step 6 and 7.

Note:

- Register the registration key for the recorder first, and then for the additional camera and secure communication licenses.
-

Step 9

Click the [Restart] button on the registration window to register the license.

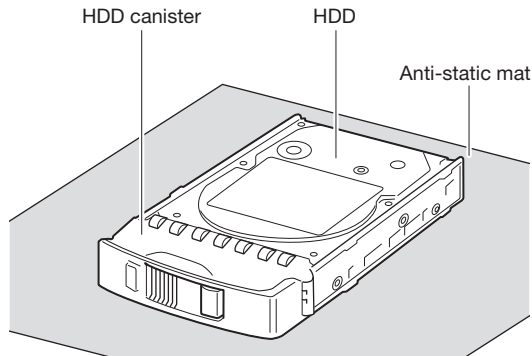
→ The recorder will reboot and each license will become effective.

6 Assemble HDD unit

To install a hard disk drive in the recorder, it is necessary to assemble an HDD unit (encase the hard disk drive in the HDD canister).

The HDD unit is designed to easily install/remove the hard disk drive in/from the recorder.

Contact your dealer about purchasing, installing, and replacing the hard disk drives.



Important:

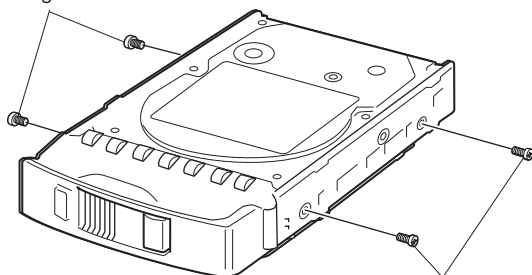
- Hard disk drives are precision devices. Before installing the hard disk drives, read the "Hard disk drive" section of Precautions in important information together with the following.
 - Before touching a hard disk drive, release static electricity from your body using an anti-static grounding strap, etc.
Even after releasing static electricity, hold the side of the hard disk drive when carrying it. To prevent damage to the hard disk drive from static electricity, do not touch the circuit board and the connectors of the hard disk drive.
 - Use an anti-static mat and an anti-static grounding strap when installing/replacing the hard disk drives.
 - When installing hard disk drives, use a low-torque powered screwdriver or a torque screwdriver to tighten screws with the specified torque.

Step 1

Fix both sides of the hard disk drive with the dedicated HDD canister using the 4 included screws for HDD canister installation.

Tightening torque for the screws: 0.49 N·m (5 kgf·cm) (use a low-torque powered screwdriver or a torque screwdriver)

HDD fixing screws for the HDD canister



7 Installation of HDD unit

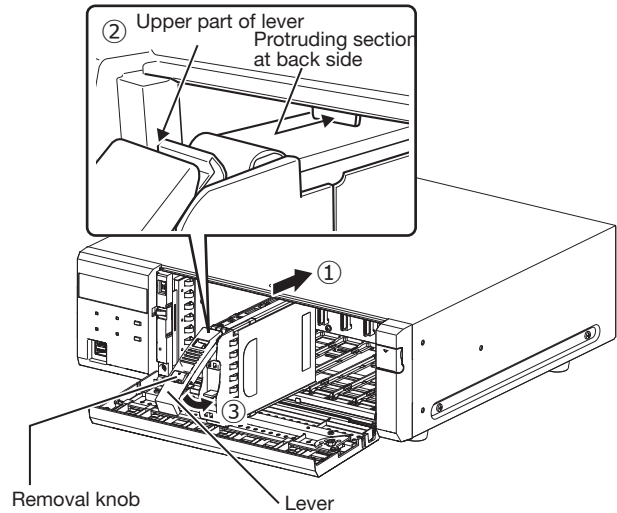
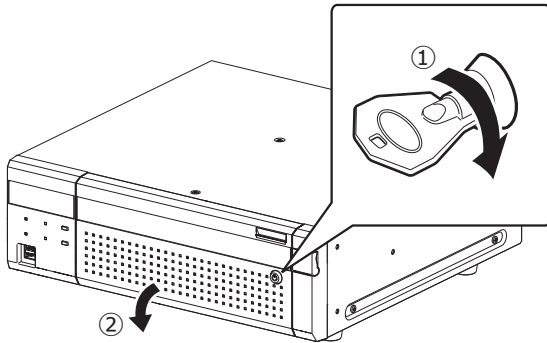
Install HDD unit in recorder

The illustration on this page is schematic. Details of the shape are omitted.

It is possible to install the HDD units without stopping the operation (except when RAID1/RAID5/RAID6 mode is in operation). Do not use an electric screwdriver to avoid impact on the HDD.

Step 1

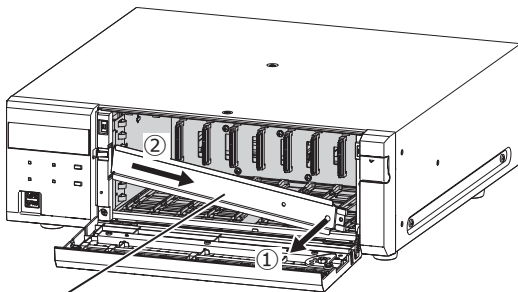
After inserting the key (included) into the key hole on the front cover, push and turn it to the right to open the front cover.



Step 2

Remove the HDD unit holding bracket.

- 1 Remove the fixing screw for bracket.
- 2 Slide the HDD unit holding bracket sideways and remove it.



HDD unit holding bracket

- Keep the removed fixing screw for bracket and the HDD unit holding bracket in an appropriate place.

Step 3

Insert the HDD units into the HDD slots in order starting from HDD1.

- 1 Lift up the lever on the HDD unit while holding down the removal knob, and then insert the HDD unit all the way into the HDD slot.
Insert the HDD unit carefully without knocking it against anything (and without knocking against HDD units which are already inserted).
- 2 Push the upper part of the lever securely until it hits the protruding section at the back side of disk slot top and then turn down the lever.
- 3 The removal knob fits into position with a "click" sound when turning down the lever.

Important:

- Insert the HDD units from the slot number 1.
- When mounting the HDD unit, be careful not to pinch your fingers with the lever.

- 4 The LCD displays as follows.

```
MA I N - y  
N E W H D D D E T E C T
```

* y is a slot number

- When the inserted hard disk drive is formatted, it will be recognized as the hard disk drive for playback use only. In this case, [STS] (HDD status) indicator on the front of the HDD unit will blink green. Initialize the HDD following the instructions of "Initialize the HDD unit" (Page 33) when you use it as recording media.
- If the HDD unit is not identified, confirm that the HDD unit is inserted all the way into the HDD slot.

7 Installation of HDD unit (continued)

Install HDD unit in extension unit

Install the HDD units in the extension unit as in the recorder.

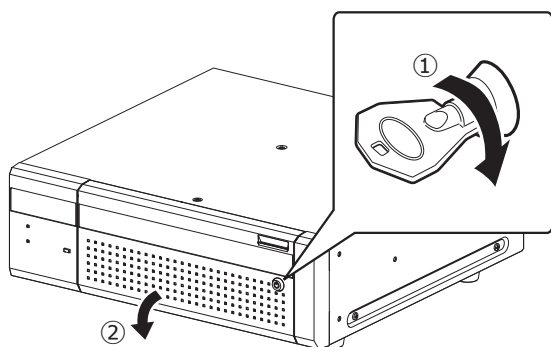
The illustration on this page is schematic. Details of the shape are omitted.

It is possible to install the HDD units without stopping the operation (except when RAID1/RAID5/RAID6 mode is in operation). Attach an even number of HDDs if it is being operated in RAID1 mode, attach three or more HDDs if it is being operated in RAID5 mode, and attach four or more HDDs if it is being operated in RAID6 mode. Then, connect the extension unit to the recorder, turn on the power of the extension unit first and then turn on the power of the recorder.

Do not use an electric screwdriver to avoid impact on the HDD.

Step 1

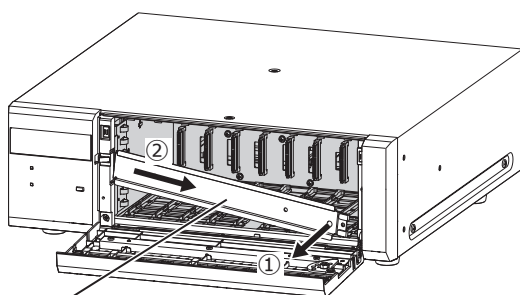
After inserting the key (included) into the key hole on the front cover, push and turn it to the right to open the front cover.



Step 2

Remove the HDD unit holding bracket.

- 1 Remove the fixing screw for bracket.
- 2 Slide the HDD unit holding bracket sideways and remove it.



HDD unit holding bracket

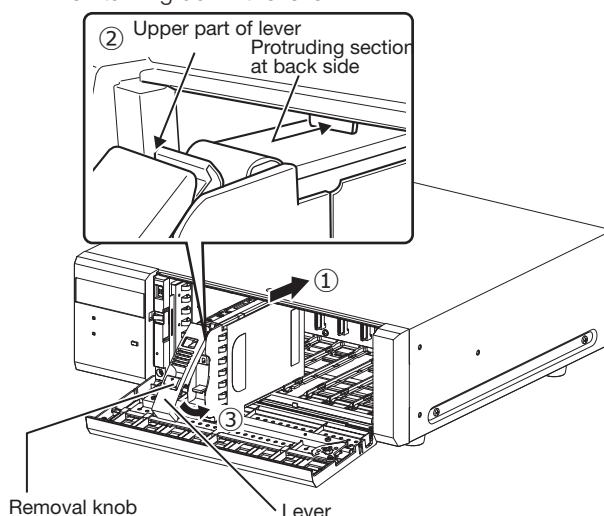
- Keep the removed fixing screw for bracket and the HDD unit holding bracket in an appropriate place.

Step 3

Insert the HDD unit into the disk slot of the extension unit adjusting the HDD number on the HDD slot.

- 1 Lift up the lever on the HDD unit while holding down the removal knob, and then insert the HDD unit all the way into the HDD slot.
Insert the HDD unit carefully without knocking it against anything (and without knocking against HDD units which are already inserted).
- 2 Push the upper part of the lever securely until it hits the protruding section at the back side of disk slot top and then turn down the lever.

- 3 The removal knob fits into position with a "click" sound when turning down the lever.



Important:

- Insert the HDD units from the slot number 1.
- When mounting the HDD unit, be careful not to pinch your fingers with the lever.
- The HDD unit is not recognized while the "HDD management" page is displayed. Close the "HDD management" page before installing the HDD unit.

- 4 The LCD of the recorder displays as follows.

```
EXT x - y  
NEW HDD DETECT
```

* x is an extension unit number
y is a slot number in the extension unit

- When the inserted hard disk drive is formatted, it will be recognized as the hard disk drive for playback use only. In this case, [STS] (HDD status) indicator on the front of the HDD unit will blink green. Initialize the HDD following the instructions of "Initialize the HDD unit" (Page 33) when you use it as recording media.
- If the HDD unit is not identified, confirm that the HDD unit is inserted all the way into the HDD slot.

8 Initialize the hard disk drive

Open the "HDD management" page from the setting screen and format the HDD.

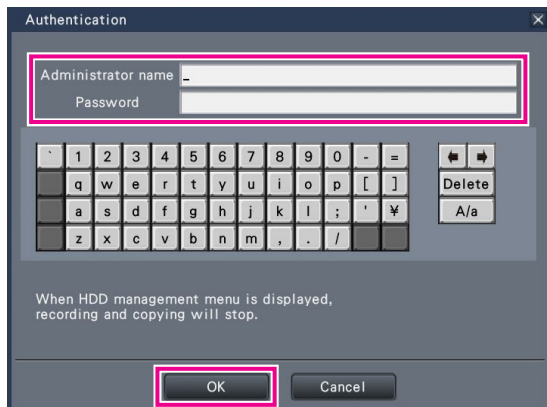
Step 1

Click the [HDD management] button of the setup menu - the "Advanced setup" menu.

→ The window with the administrator name and password entry fields will be displayed. The window is also displayed when a user has already logged in as the administrator.

Step 2

Enter the "Administrator name" and the "Password" registered on page 27, and then click the [OK] button.

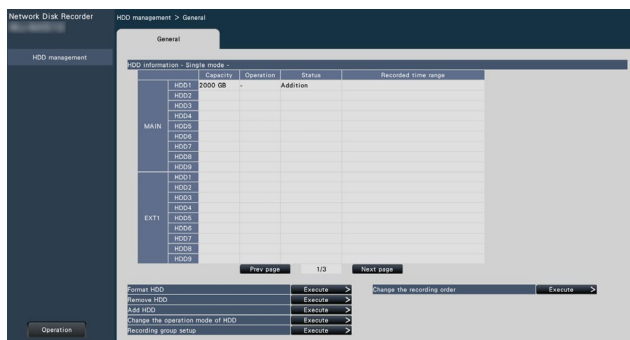


The image shows an "Authentication" dialog box with a title bar and a close button. It contains two input fields: "Administrator name" and "Password". Below these fields is a QWERTY keyboard layout with a "Delete" key and an "A/a" key. At the bottom, there are "OK" and "Cancel" buttons. A note at the bottom of the dialog reads: "When HDD management menu is displayed, recording and copying will stop."

→ The "HDD management" page will be displayed.

Step 3

Confirm that the connected HDD is displayed on the "HDD management" page.



The image shows the "HDD management" page in the "Network Disk Recorder" interface. The page title is "HDD management > General". It features a table with columns: "Capacity", "Operation", "Status", and "Recorded time range". The table lists various HDDs under "MAIN" and "EXT1" categories. Below the table, there are "Prev page" and "Next page" buttons. At the bottom, there is a "Format HDD" section with a list of operations and their corresponding "Execute" buttons.

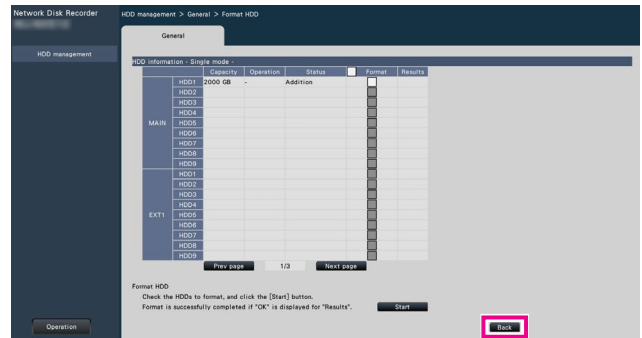
Step 4

Click "Execute" next to "Format HDD" on the "HDD management" page.

→ HDD format screen is displayed.

Step 5

Check the hard disk drives to format in the "Format" field, and click the [Start] button.



The image shows the "Format HDD" screen in the "Network Disk Recorder" interface. The page title is "Network Disk Recorder > HDD management > General > Format HDD". It features a table with columns: "Capacity", "Operation", "Status", "Format", and "Results". The table lists various HDDs under "MAIN" and "EXT1" categories. Below the table, there are "Prev page" and "Next page" buttons. At the bottom, there is a "Format HDD" section with a "Start" button and an "OK" button. A note at the bottom of the screen reads: "Check the HDDs to format, and click the [Start] button. Format is successfully completed if 'OK' is displayed for 'Results'."

→ Format check screen is displayed.

Step 6

Click the [OK] button on Format check screen. When "OK" is displayed on the "Results" field on the HDD format screen, click the [Back] button.

When "Error" is displayed, format the hard disk drives again. Click the [Operation] button to return from the "HDD management" page to the operational screen.

Troubleshooting

Before asking for repairs, check the symptoms with the following table.

Contact your dealer if a problem cannot be solved even after checking and trying the solution in the table or a problem is not described below.

| Symptom | Cause/solution | Ref. pages |
|---|--|------------------------|
| Power is not turned on. | <ul style="list-style-type: none"> Is the power plug connected to the outlet firmly? Confirm the cable is firmly connected. | – |
| | <ul style="list-style-type: none"> Check if the power cord is properly inserted into the power socket of the recorder. Check if it is connected firmly. | 26 |
| Camera images are not displayed on the monitor | <ul style="list-style-type: none"> Are the camera's user name and password registered correctly? Check if the user name and the password are correct on the "Change registration information" screen on the [Camera registration] tab under [Basic setup] - [Camera]. | Operating Instructions |
| | <ul style="list-style-type: none"> Is the power of the camera and connected devices on? Check whether the power is supplied to the camera and the devices. | – |
| | <ul style="list-style-type: none"> Confirm that the cables are connected correctly and firmly. Confirm the cables are firmly connected. | 15, 16 |
| | <ul style="list-style-type: none"> Is the connection distance to the camera too long? Check that the Ethernet cable is 100 m or shorter. | – |
| | <ul style="list-style-type: none"> Depending on the HDMI monitor, it may not be displayed properly. Turn the monitor off and on and check whether it is displayed. | – |
| | <ul style="list-style-type: none"> Is the monitor luminance appropriately adjusted, or is the contrast appropriately adjusted? Check whether the settings are appropriate. | – |
| | <ul style="list-style-type: none"> Users who have logged into the system may not be authorized to display the images from cameras. Check the user level settings of these users. | Operating Instructions |
| Part of the displayed image is missing. | <ul style="list-style-type: none"> This phenomenon is caused by dispersion of display area on the monitor. This is not a malfunction. | – |
| | <ul style="list-style-type: none"> When a function to automatically enlarge the images in the connected monitor is enabled, some part of the images may not be displayed depending on the photographic subject. | – |
| Image is blurred. | <ul style="list-style-type: none"> Is the lens of the camera soiled with dirt or dust? Check whether the lens of the camera is clean. | – |
| Cannot open the setup menu. | <ul style="list-style-type: none"> Users who have logged into the system may not be authorized to display the setup menu. Check the user level settings of these users. | Operating Instructions |
| | <ul style="list-style-type: none"> Isn't it the sub monitor you are currently operating? The setup menu cannot be displayed on the sub monitor. | 16 |
| The images or embedded characters displayed on the monitor look blurry. | <ul style="list-style-type: none"> Depending on the photographic subject or HDMI monitor that is connected, images or embedded characters may look blurry. This phenomenon is not trouble. | – |
| No alarm action is taken. | <ul style="list-style-type: none"> Check if alarm input signals are properly input to the ALARM IN connector at the rear panel. | 23 |
| | <ul style="list-style-type: none"> Are the settings of the alarm connector appropriate? | Operating Instructions |
| | <ul style="list-style-type: none"> Is "Off" or "Recording only" selected for "Mode"? Check whether the settings are appropriate. | Operating Instructions |
| The "Communication error: Cam.cc" indication is displayed on the main monitor. ("cc" indicates the camera number.) | <ul style="list-style-type: none"> Confirm that the camera is connected correctly and firmly. Check the camera connection. | 15 |
| | <ul style="list-style-type: none"> If the connection is appropriate, the cable may be broken or the camera may be out of order. Contact the dealer. | – |

Troubleshooting (continued)

| Symptom | Cause/solution | Ref. pages |
|--|---|------------------------|
| The "Thermal error" indication is displayed on the main monitor. | <ul style="list-style-type: none"> The ambient operating temperature is 0 °C to +45 °C. The "Thermal error" is displayed based on the internal thermal information of the HDD. If the "Thermal error" indication is displayed, it is recommended to change the installation environment so that the ambient temperature is maintained at approx. +25 °C. When the "Thermal error" indication is displayed frequently, contact your dealer. | – |
| | <ul style="list-style-type: none"> Check if the fan is malfunctioning. | Operating Instructions |
| | <ul style="list-style-type: none"> Check if the recorder ventilation holes or cooling fan are blocked, and also check for dust collected around the ventilation holes. | 7 |
| The clock of the recorder may keep bad time. | <ul style="list-style-type: none"> The clock function of the recorder is accurate within ±30 seconds per month. To keep the correct recording, set the time periodically, or configure the system using the NTP function so as to keep the correct current time. | – |
| [STS] indicator of the HDD unit lights red. | <ul style="list-style-type: none"> The hard disk drive is faulty. Contact your dealer. | – |
| The extension unit is not recognized. (When an extension unit is connected) | <ul style="list-style-type: none"> Make sure that the connection cable provided with the extension unit is being used. | 19 |
| | <ul style="list-style-type: none"> Make sure that the connection cable is not loose. | 19 |
| | <ul style="list-style-type: none"> Was the power of the extension unit turned on before turning on the power of the recorder? Turn off the power of the recorder and the extension unit. Turn on the extension unit before turning on the power of the recorder. | 26 |
| | <ul style="list-style-type: none"> When using a circuit breaker or equivalent device to turn on/off the power of the whole system at one time, make sure that all devices are connected to the same power source. | – |
| | <ul style="list-style-type: none"> When using an UPS (uninterruptible power system), connect all devices to the same UPS. | – |
| The HDD unit is not identified. [STS] indicator of the HDD unit is not on. | <ul style="list-style-type: none"> Make sure that the HDD unit is inserted all the way into the HDD slot. | 26 |
| | <ul style="list-style-type: none"> The hard disk drive is faulty. | – |
| "EXTu ERR INITIAL ERR" is displayed on the LCD of the recorder. u: Unit number | <ul style="list-style-type: none"> Initialize an applicable extension unit. When operating the recorder in RAID5 mode, attach three or more HDDs in the extension unit. If the recorder is being operated in RAID6 mode, attach four or more HDDs in the extension unit. Then, connect to the recorder and turn on the power of the extension unit first, and later turn on the power of the recorder. | Operating Instructions |
| The error indicator blinks red. | <ul style="list-style-type: none"> A system error occurred. Contact your dealer. | – |
| "Authentication error" of the camera is displayed. | <ul style="list-style-type: none"> When a new camera is detected by Easy Start, the username and password of the registered camera will be cleared, and an "Authentication error" will be displayed. In this case, open the "Change Registration Information" screen on the [Camera Registration] tab of [Basic Settings] - [Camera], and re-enter the username and password manually. | Operating Instructions |
| | <ul style="list-style-type: none"> Initialize the camera and retry the camera registration upon referring to the operating instructions of the camera. | |
| Mouse cursor does not appear. | <ul style="list-style-type: none"> Is the cable properly connected? Some mouse may not be recognized. Use the mouse that comes with this product. | – |
| The temperature of this product and the temperature of the expansion unit displayed each on the LCD or system information screen are different. | <ul style="list-style-type: none"> Because the internal structure is different, the displayed temperature will be different even under the same environment. This is not a malfunction. | – |

Troubleshooting (continued)

Inspect the power cord, power plug and connectors periodically.

| Symptom | Cause/solution | Ref. pages |
|--|---|------------|
| The power cord insulation is damaged. | <ul style="list-style-type: none"> The power cord, connector, or power plug is damaged. This may result in electric shock or a fire. Unplug the power plug from the AC outlet immediately, and refer to qualified service personnel. | - |
| The power cord, plug and connectors get hot during use. | | |
| The power cord gets hot when bent or stretched. | | |

Disposal of Old Equipment and Batteries Only for European Union and countries with recycling systems



These symbols on the products, packaging, and/or accompanying documents mean that used electrical and electronic products and batteries must not be mixed with general household waste. For proper treatment, recovery and recycling of old products and used batteries, please take them to applicable collection points in accordance with your national legislation. By disposing of them correctly, you will help to save valuable resources and prevent any potential negative effects on human health and the environment. For more information about collection and recycling, please contact your local municipality. Penalties may be applicable for incorrect disposal of this waste, in accordance with national legislation.



Note for the battery symbol (bottom symbol)
This symbol might be used in combination with a chemical symbol. In this case it complies with the requirement set by the Directive for the chemical involved.

For U.S.A.

Disposal may be regulated in your community due to environmental considerations. For disposal or recycling information, please visit our website.

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