

**Presidio** 

IP Camera & NVR Bundle

# QUICK START GUIDE

ENGLISH

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# Welcome

Congratulations on your latest purchase and welcome to the Q-See family. This packet includes everything you will need to help get your smart security system up and running. We are excited to have you on board and thank you for choosing Q-See!

Sincerely,



**Priti Sharma**

President



Connect with us on social media.



# What's Included

*Products shown in this section may vary by system*

## Cameras

*Number of cameras included vary by system*



## Camera Network Cables

*100 feet of Network cable per IP camera*



## Power Supply

*Your system will include one of the options below*

A



B



## NVR

*Actual NVR will vary by system*



## Mouse



## NVR Cables



HDMI Cable



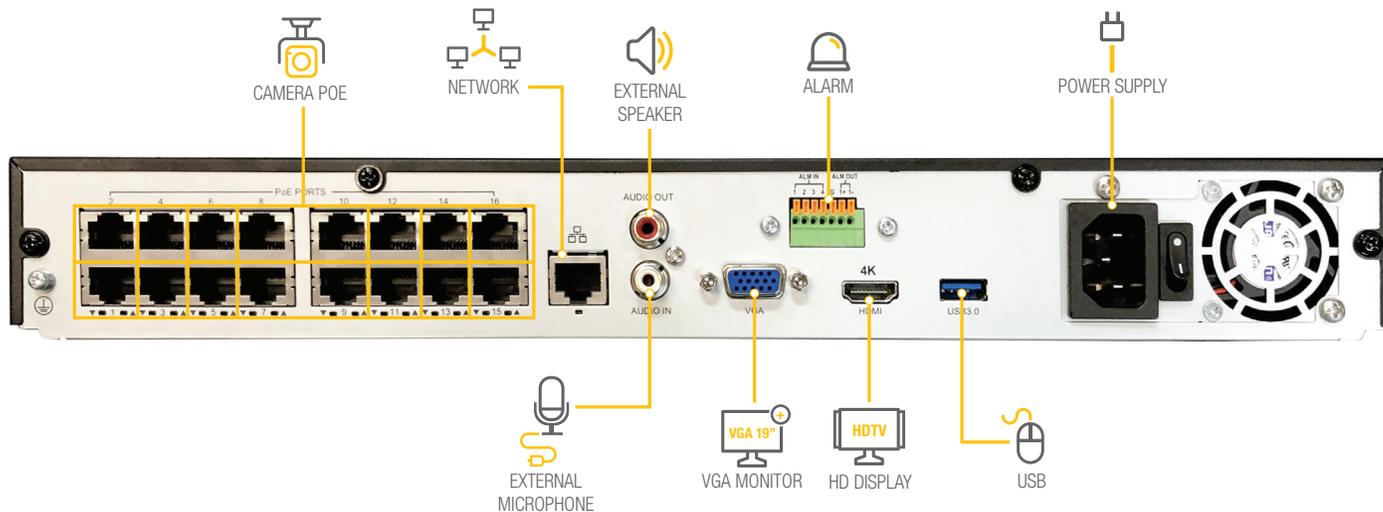
Network (Ethernet)  
Cable



SATA Cable  
*Not included with every system*

## Understanding Your NVR: Rear Panel

*NOTE: Connections on the back of your system may vary based on your model.*



**IMPORTANT:** Go through all of the steps to setup and test your system before mounting any cameras or hardware. Always visit [www.q-see.com/support](http://www.q-see.com/support) to find the most recent guides and up-to-date support for your Q-See products.

# Get Connected

## Step 1: Registration

Before installing, please register your device on the Q-See Support Portal at [www.Q-See.com/register](http://www.Q-See.com/register) to receive critical updates and support for your system. Registering will also help us to assist you with any technical or warranty issues if ever necessary.

**Please be sure to keep a record of your model number(s) and to save this guide, as you will need this information if you are ever in need of technical or warranty support.**

**NOTE:** Your username and password used to register your device are not the same as those you use to log in to your system. Please write down your username, password, and model number(s) in the spaces provided below:

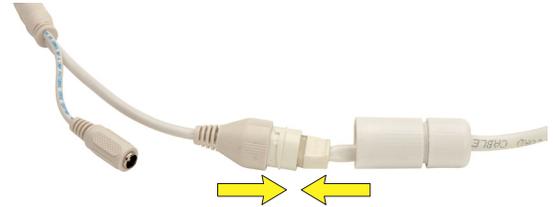
Username: \_\_\_\_\_

Password: \_\_\_\_\_

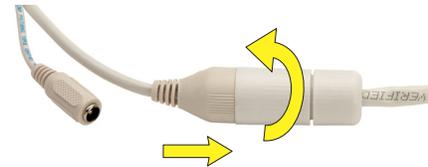
Model #: \_\_\_\_\_

## Step 2: Connect Your Cameras

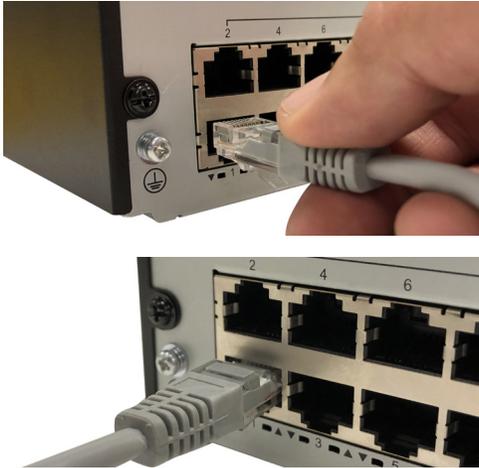
**2A.** Plug the camera network cable into the camera by connecting the Ethernet cable into the camera network port. You should hear a clicking sound as you connect to the port.



**2B.** Move the white weather-proof housing up and twist to secure the cover over the port. Tighten the base of the cover to complete the weather-proof seal.



**2C.** Plug the other end of the camera cable into an available PoE port on the back of your NVR. Again, you will hear a clicking noise when cables are inserted correctly. Repeat steps 2A through 2C for each camera.



### Step 3: Connect NVR to Display

There are two options to connect the NVR to a display.

#### Option A: HDMI

1. Plug the included HDMI cable into the NVR's HDMI port.



2. Connect the other end of the HDMI cable to the monitor or TV.
3. Plug the monitor or TV into a surge protector.



### Option B: VGA Monitor

1. Plug a VGA cable (not included) into the NVR's VGA port. VGA might not support full high definition output.



2. Connect the other end of the VGA cable to the monitor. A 19" monitor or larger with 1280 x 1024 resolution is highly recommended.
3. Plug the monitor into a surge protector.

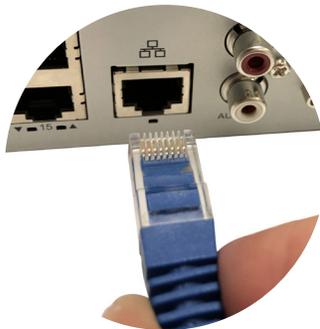
### Step 4: Connect Mouse

Plug the included mouse into the USB port on the back of the NVR. If your model has two USB ports on the back, either one will work.



## Step 5: Connect to the Router

**5A.** Plug the included Network (Ethernet) cable into the Network (LAN) port on the back of the NVR.



**5B.** Connect the other end of the cable to an open port on your router (not included). You will hear a click when the cable is properly connected.

## Step 6: Powering Up the NVR & Cameras

**6A.** Plug the NVR power supply cable into the power port on the back of the NVR. Your power port and power cable may look different than pictured here.



**6B.** Plug the NVR power supply cable or power adapter into a surge protector (not included).



**6C.** Turn on the NVR's power switch (if present). The NVR may beep as it powers up. The Startup Wizard will appear on-screen after a few minutes.

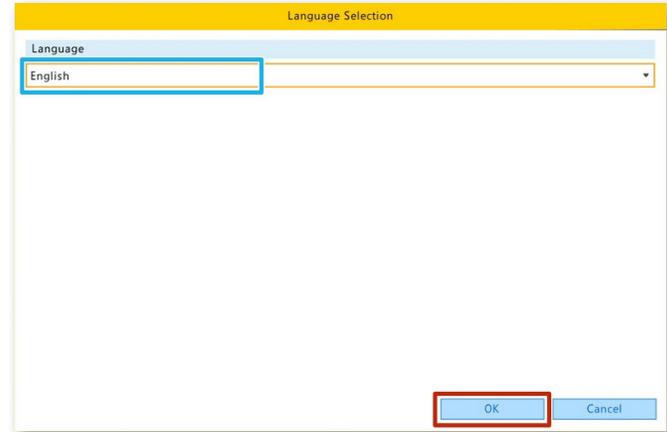


**NOTE:** The camera will make a faint clicking sound when the power is activated. The cameras will take about one minute after powering on to begin displaying on the monitor.

**DISPLAY COMPATIBILITY:** While the system boots, the Q-See logo will appear. The screen may then go blank for up to 15 seconds. If the screen doesn't reappear there may be an issue. This NVR requires a display capable of supporting 1280 x 720 or higher.

## Step 7: Startup Wizard

**7A.** The Startup Wizard will appear the first time you boot your Q-See Presidio system. Select your **Language**. Click **OK**.



**IMPORTANT:** An internet connection and a mobile device (Android or iOS) will be required to complete the setup process.

**7B.** Q-See recommends you change the password on your system from the default (if the password has already been changed, enter the current Admin Password and proceed). Enter the **Default Admin Password** 123456 and check the Change Password check box. Enter the new **Password** and **Confirm** below. Click **Next**.

Wizard

Change Password

Admin Password \*\*\*\*\*

Change Password

Password \*\*\*\*\* Medium

Confirm \*\*\*\*\*

Next Exit

Please write down your new password and keep this guide. If you forget your NVR password you will need to contact technical support:

Password: \_\_\_\_\_

**7C.** Set your **Time Zone** and adjust the **Date and Time**. Click **Next**.

Wizard

Time

Time Zone	(GMT-08:00) Pacific Time(U.S., Canada)
Date Format	YYYY-MM-DD
Time Format	12-hour
System Time	2018 - 08 - 22 08 : 39 : 57 AM

Previous Next Exit

**7D.** Your Local **IP Address** will be displayed for your reference. Click **Next**.

The screenshot shows a 'Wizard' window with a yellow header. Below the header is a 'TCP/IP' tab. A table contains the following configuration details:

Select NIC	NIC1
Enable DHCP	<input checked="" type="checkbox"/>
IPv4 Address	192 . 168 . 2 . 92
IPv4 Subnet Mask	255 . 255 . 255 . 0
IPv4 Default Gateway	192 . 168 . 2 . 1
MAC Address	e4:f1:4c:0b:5d:cb
MTU(Bytes)	1500
Preferred DNS Server	8 . 8 . 8 . 8
Alternate DNS Server	8 . 8 . 4 . 4
Internal NIC IPv4 Addr.	172 . 16 . 0 . 1

At the bottom of the window, there are three buttons: 'Previous', 'Next', and 'Exit'. The 'Next' button is highlighted with a red rectangular box.

**7E.** Download the free Q-See Presidio app for your mobile device from the app store, available for Android and iOS. Launch the Presidio app and follow the steps in the next section. Do not close this screen until you have setup your mobile device. You will eventually need to **scan the QR Code** from the wizard with your mobile device to add your NVR to the app.



The screenshot shows a 'Wizard' window with a yellow header. Below the header is a 'QR Code' tab. At the top left, there is a checkbox labeled 'Start Wizard at startup' which is currently unchecked. In the center, there is a large QR code. To the right of the QR code, there are four numbered steps:

- Step 1** Download the Q-See Presidio mobile app from the app store.
- Step 2** Open the Q-See Presidio app and register by creating an account.
- Step 3** Login to your account, go to Devices, and select Add.
- Step 4** Scan the QR Code on the screen with your mobile

At the bottom of the window, there are three buttons: 'Previous', 'OK', and 'Exit'. The 'OK' button is highlighted with a red rectangular box.

Continue on to the next step in this guide to complete mobile setup, then click **OK** to exit the wizard.

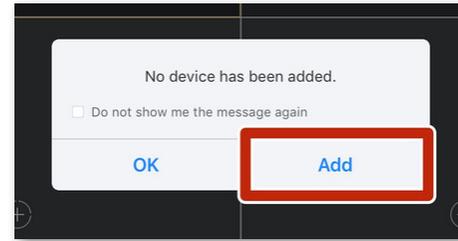
## Step 8: Setting Up the Presidio Mobile App

For the most up to date instructions, go to:  
<http://bit.ly/presidioapp>

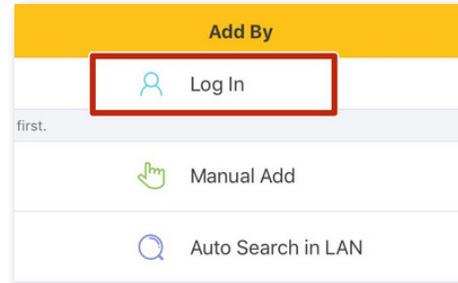
**8A.** Ensure that your mobile device is connected to the SAME Wi-Fi connection as your NVR. Launch the Q-See Presidio app.



**8B.** Q-See Presidio will prompt you to add a device. Select **Add**.

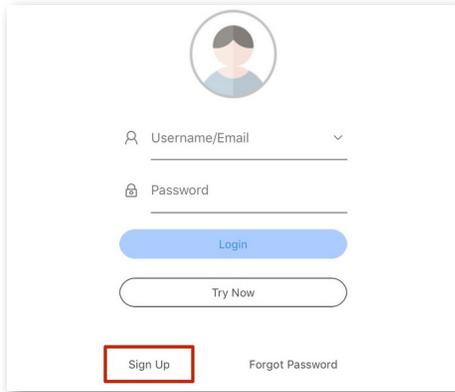


**8C.** Select **Login**.



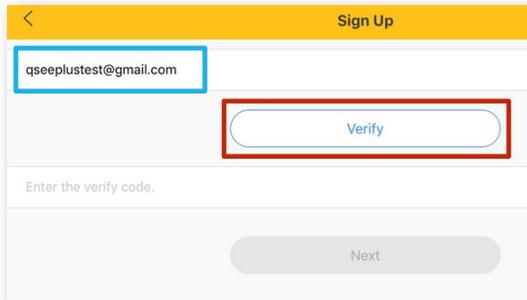
**NOTE:** If you have already created a Q-See Presidio account skip ahead in this section to Step 8I on page 14.

8D. Select **Sign Up**.



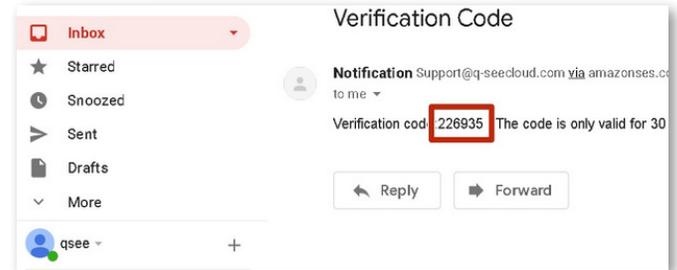
A screenshot of the Q-See login/sign-up screen. At the top is a profile icon placeholder. Below it are two input fields: 'Username/Email' and 'Password'. There are three buttons: a blue 'Login' button, a white 'Try Now' button, and a red-outlined 'Sign Up' button. A 'Forgot Password' link is located at the bottom right.

8E. Enter your **Email Address**. Select **Verify**. An email will be sent to you containing a verification code.



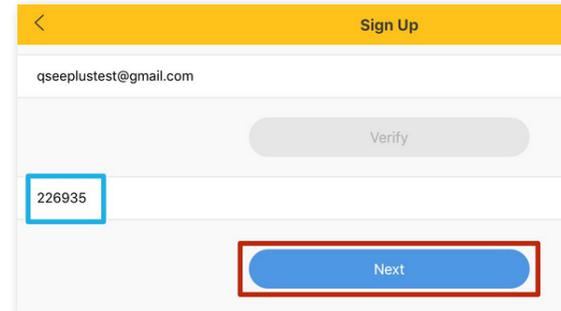
A screenshot of the 'Sign Up' screen in the Q-See app. The top bar is yellow with a back arrow and the text 'Sign Up'. Below it, the email address 'qseeplustest@gmail.com' is entered in a white field. A red-outlined 'Verify' button is highlighted. Below the email field, the text 'Enter the verify code.' is displayed. At the bottom, there is a grey 'Next' button.

8F. Go to your email inbox. Open the **Verification Code** email and note the code.



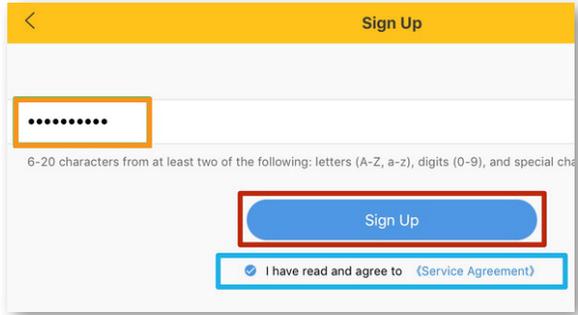
A screenshot of an email inbox. The selected email is titled 'Verification Code' and is from 'Support@q-seecloud.com via amazones.co'. The email content shows 'Verification code: 226935' with the code highlighted in a red box. Below the code, it says 'The code is only valid for 30'. There are 'Reply' and 'Forward' buttons.

8G. Go back to the Q-See Presidio app. Enter the **Verification Code**. Select **Next**.

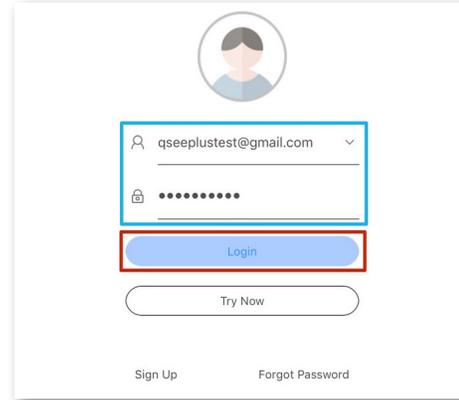


A screenshot of the 'Sign Up' screen in the Q-See app. The top bar is yellow with a back arrow and the text 'Sign Up'. Below it, the email address 'qseeplustest@gmail.com' is entered in a white field. A grey 'Verify' button is visible. Below the email field, the verification code '226935' is entered in a white field. A red-outlined 'Next' button is highlighted.

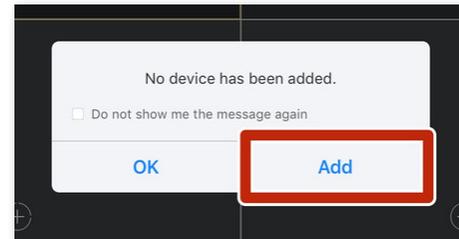
**8H.** Enter the **Password** you wish to use for your Q-See Presidio Account. **Review, and Agree** to the Q-See Presidio Terms. Select **Sign Up**.



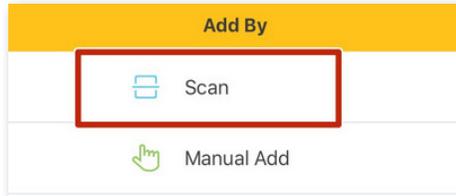
**8I.** Enter your Q-See Presidio **Username and Password**. The Username is also the email address used to create the account. Select **Login**.



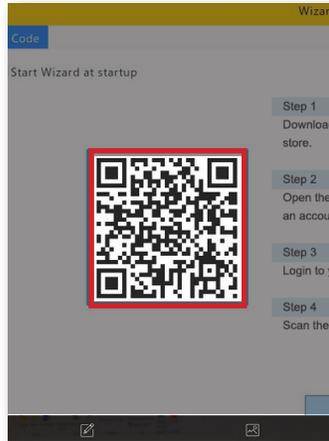
**8J.** A message will appear to add a device. Select **Add**.



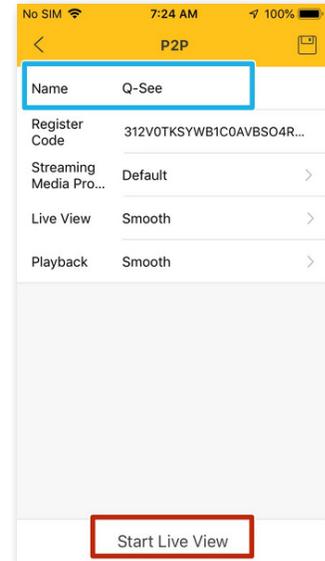
8K. Select **Scan**.



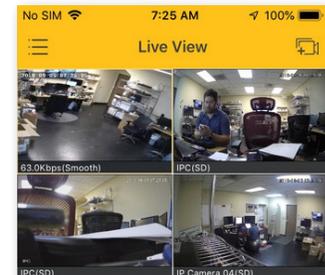
8L. Scan the **QR Code** shown on your NVR screen. The QR Code can also be found by going to **Main Menu > System > Network > Q-See Cloud**



8M. Enter a **Name** for your system. Select **Start Live View**.



8N. The Live View of your cameras will appear. Your system is now configured. Go to **www.Q-See.com/support** for more info on features.

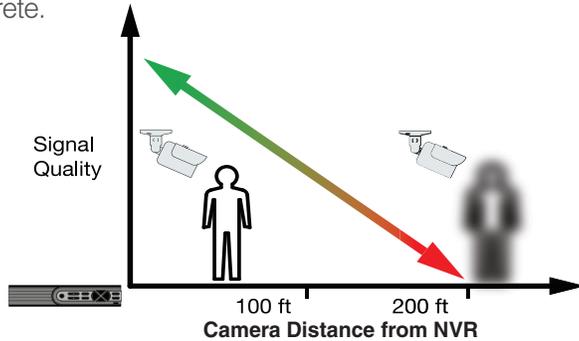


# Get the Most Out of Your Q-See Cameras

Follow these tips to maximize the life and performance of your cameras.

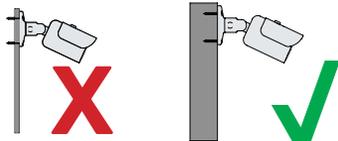
## Distance From Viewing/Recording Device

Walls & floors will affect signal strength, especially concrete.



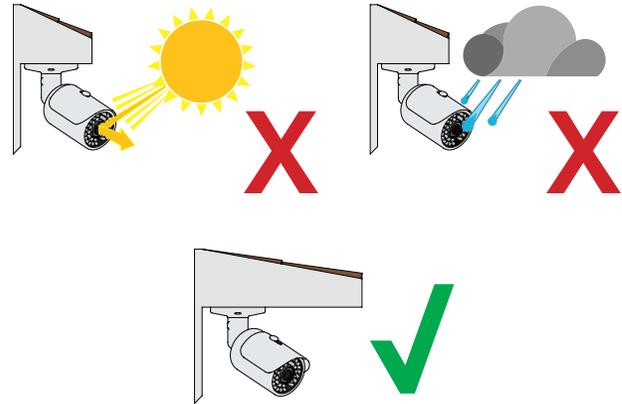
## Mounting Surface Thickness

Mount your camera on a wall that is at least 2.5" thick.

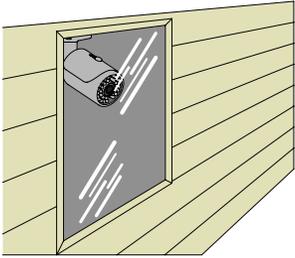


## Avoid direct exposure to weather

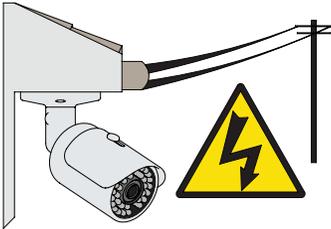
Mount your camera under an eave or awning if possible.



**Do not place camera behind a window**

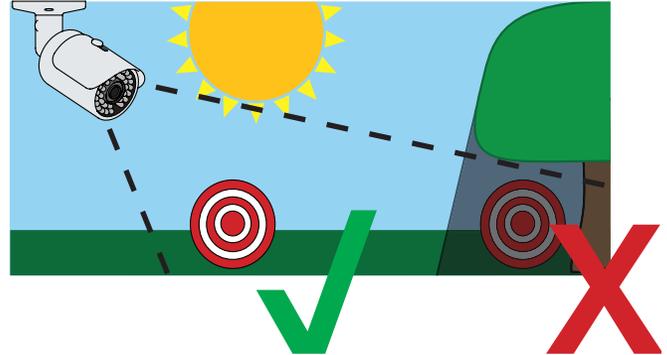


**Do not place near high-voltage wires or other sources of electrical interference**



**Light levels should be approximately the same between camera and target area**

Consistent lighting conditions will provide optimal camera performance.



**Legal Considerations**

Always check state and local laws before installing cameras. (2011 NEC 820.44)

# Troubleshooting

## Testing for Power and Night Vision

After you connect your camera to the NVR and power, if you do not see a video image on screen and your NVR does not display a “video loss” message, you should test your camera to ensure it is properly connected.

1. With your camera(s) still connected to power, cover the lens end of your camera with your hand or an object to completely block it.



2. Keep the lens blocked for 10 seconds. You should see a faint red glow from the infrared LEDs. This indicates that your camera has power and is working properly.

If you still do not have a video signal from the camera, ensure that the camera network cable is properly connected to both the camera and the NVR as shown in Step 2 on page 5.

## Other Tests

- Connect the camera to a cable that has a working camera attached. If the camera works, the cable may need to be replaced. Please contact technical support or you can visit [www.q-see.com/support](http://www.q-see.com/support) for more info.
- Connect the cable to a different channel on the NVR. If you see video, then the culprit is a bad channel input and the NVR may need to be replaced.

Advanced troubleshooting and information is all available on our website at:  
[www.q-see.com/support](http://www.q-see.com/support)

# Warranty & Support

Q-See is always here to answer your questions and take your valued suggestions. Please visit us at [www.q-see.com/support](http://www.q-see.com/support) for 24/7 support and access to our Support Portal.

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## Regulatory Information

The regulatory information herein might vary according to the model you purchased. Some information is only applicable for the country or region where the product is sold.

### FCC Information

CAUTION: Changes or modifications not expressly approved by the party responsible for the compliance could void the user's authority to operate the equipment.

### FCC Conditions:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

### FCC Compliance:

This equipment has been tested and found to comply with the limits of a digital device, pursuant to part 15 of the FCC Rules. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to the radio communication.

**DISCLAIMER:** Although Q-See has made every effort to ensure that the information in this guide was correct at the time of printing, Q-See does not assume any liability to any party for any loss, damage, or disruption caused by any errors, omissions, or typos that may occur.

For a class A device, these limits are designed to provide reasonable protection against harmful interference in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

For class B device, these limits are designed to provide reasonable protection against harmful interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

SDOC Statement: [www.Q-See.com/notices](http://www.Q-See.com/notices)

### Privacy Protection Notice

As the device user or data controller, you might collect personal data of others such as face, fingerprints, car plate number, email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures including but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

# 24/7 Online Support Portal & Knowledge Base

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[www.Q-See.com/support](http://www.Q-See.com/support)



Repairs and Returns



How-To's



Support Videos



Firmware Updates



Software



Manuals and Guides

## ADDITIONAL SUPPORT

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24/7 ONLINE & EMAIL SUPPORT

### Phone Support

Mon-Fri : 6AM–7:00PM PST  
1-877-998-3440

### Chat Support

Mon-Fri: 6AM–7PM PST  
Sat-Sun 9AM–5PM PST

### Languages

English, Spanish, French