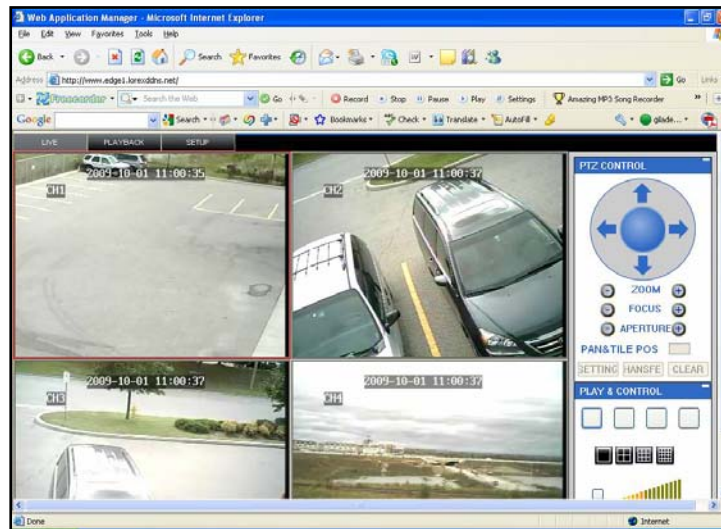


DIGITAL VIDEO SURVEILLANCE RECORDER

H.264 INTERNET REMOTE VIEWING

FAQ

English Version 1.1



MODELS:
LH108 Series



www.lorexcctv.com

Remote Surveillance Software Questions

The system features a built-in browser-based software that allows you to access your system remotely over your local area network (LAN) or over the Internet using Internet Explorer® 6 or later.

What are the system requirements of the Remote Surveillance Software?

Your system must meet or exceed these requirements:

Description	Requirement
CPU	Pentium® 4 1.5Ghz or above
Operating System	Windows XP/Vista/Windows 7
Memory	256 MB RAM or greater
Video	16 MB of video memory
Network (LAN)	10/100 BaseT Network
Network (WAN)	384 Kbps upstream* *High-speed Internet service is recommended when using DVR Netviewer
Browser	Internet Explorer 6 (or later)
Media Player	Windows Media Player® 10 or above

Note: The Remote Surveillance Software works for Internet Explorer 6 or later only.

When I first connect to an Internet Explorer browser, why can't I view video feeds?

You must install the ActiveX plug-in before you can view video feeds in Internet Explorer. You may receive an error from Internet Explorer if you do not have the Lorex ActiveX control installed.

Click on Install ActiveX Control to install the plug-in (figure 1.) Depending on your operating system, you may see an image similar to figure 1 or figure 2.



Figure 1: An ActiveX pop-up menu (Windows XP).



Figure 2: An ActiveX pop-up menu (Windows Vista).



Your Internet Explorer security settings or firewall settings may block ActiveX from installing. Adjust security settings so that you can install ActiveX. Click Install to proceed.

Figure 3: Internet Explorer pop-up menu.

Why can't I view video feeds from Firefox or Safari?

The Lorex ActiveX control works for Internet Explorer 6 or later only. It is not compatible with Firefox, Safari, Opera or Google Chrome.

When I connect, I see a grey screen only. Why?

Make sure that you are not connected to dual monitors. The ECO is designed to work with a single VGA monitor.

Hardware Connectivity Questions

Is there a difference in the two power adapters that are included?

Yes. The two adapters have different voltages. One is a 19V adapter. The other is a 12V adapter. **The 19V adapter plugs into the DVR. The 12V adapter plugs into the cameras.**

If you accidentally plug the 12V adapter into the DVR, you may get an error that says that the DVR does not have a hard drive (Figure 4).



Figure 4. Hard drive detection error, indicated by the red "H" box.



Figure 5. The 19V adapter plugs into the DVR. The 12V adapter plugs into the cameras.

Distinguishing the 19V and 12V adapter

There is a physical difference between the 19V and 12V adapter. The 19V adapter has a 3-prong port. The 12V adapter has a smaller, 2 prong port. See Figure 5.

Reading the power adapter labels

The power adapters have a rating label on them that tells you the voltage of the adapters. See Figure 6.

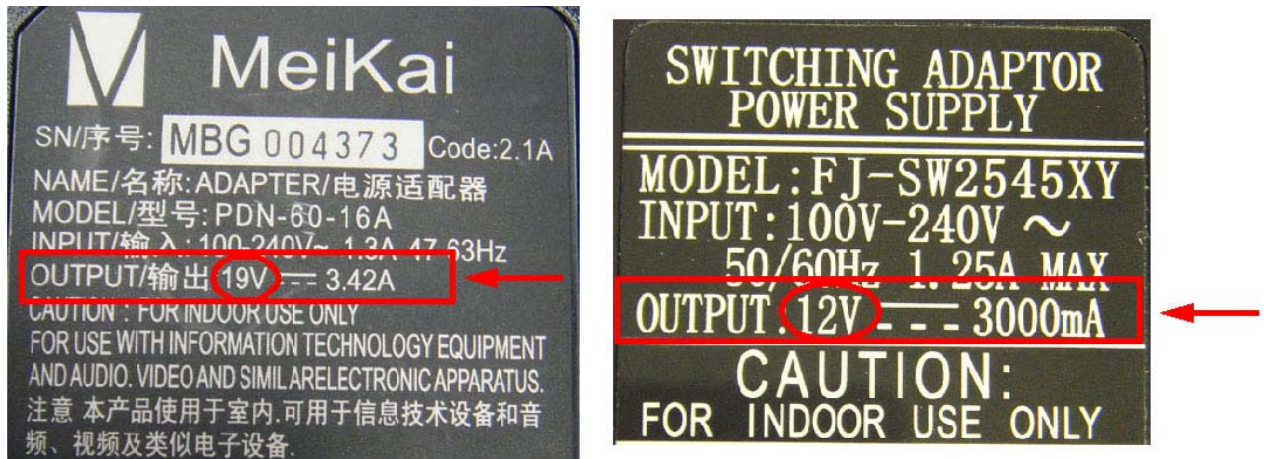


Figure 6. The 19V adapter label (left) and the 12V adapter label (right).