

LH110 Series DVR: Frequently Asked Questions


Q: Can I remotely access the DVR using Apple Safari® on Mac?

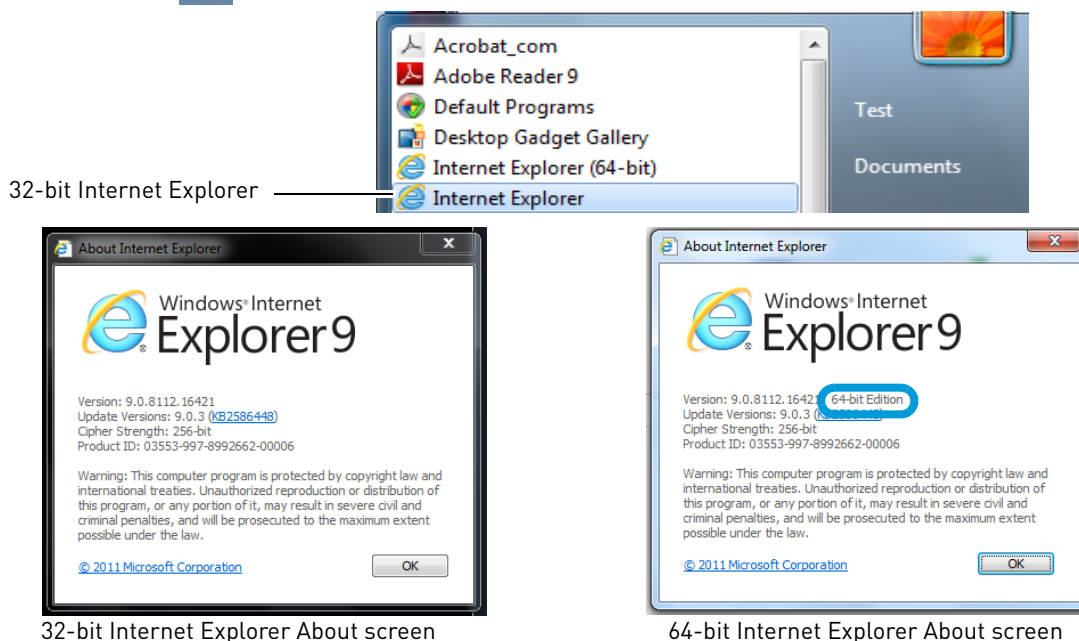
A: Remote viewing using Apple Safari on Mac is only available on 4-channel and 8-channel models running the latest firmware. At this time, it is not supported on 16-channel models. The latest firmware version can be found at www.lorextechnology.com. Make sure to download the correct firmware for your DVR model and read the instructions included in the zip file before updating your system's firmware.

In addition, remote viewing is only supported on Apple Safari v. 5.05 and below. To determine which version of Safari you have, click **Safari** and select **About Safari**.

Q: Can I remotely access the DVR using Internet Explorer 9®?

A: Remote viewing using Internet Explorer 9 is only available on 4-channel and 8-channel models running the latest firmware. At this time, it is not supported on 16-channel models. The latest firmware version can be found at www.lorextechnology.com. Make sure to download the correct firmware for your DVR model and read the instructions included in the zip file before updating your system's firmware.

Additionally, you must use the 32-bit version of Internet Explorer 9 to remotely access your DVR. To ensure that you are using the correct version, close Internet Explorer and re-launch it from the Start menu, making sure to select the version that does not have 64-bit on the end. You can check which Internet Explorer version you are using by clicking on the gear icon  and selecting **About Internet Explorer**.

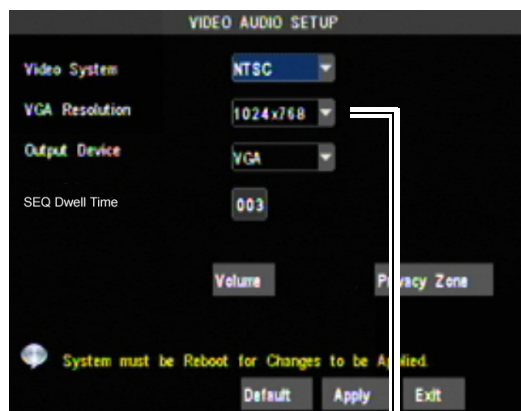


If you are still unable to connect to the DVR, you can use the Lorex Client software provided on the CD (and as a free download from www.lorextechnology.com) to connect to your DVR on a PC. For installation instructions, see "Lorex Client 10" in the Instruction Manual.

Q: How do I change the DVR's output resolution?

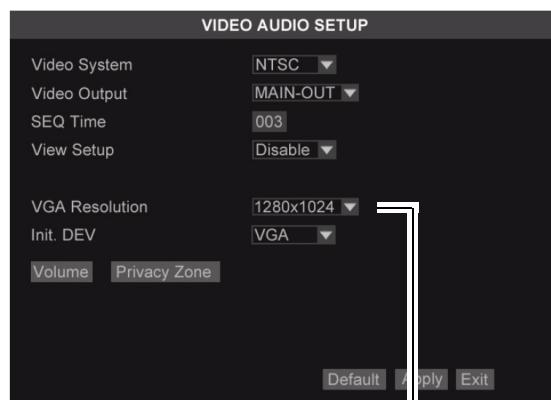
A: Perform the following:

- 1 From live view, right-click, and click **Main Menu→Advance →A/V Setup**.
- 2 Under VGA Resolution, Select from the following resolutions: **800 x 600, 1024 x 768, 1280 x 1024, 1440 x 900**



4/8 channel A/V menu.

VGA Resolution



16 channel A/V menu.

VGA Resolution

- 3 Click **Apply** to save your settings.
- 4 Right-click to exit the A/V setup menu.

The system will prompt you to restart the system. Click the **OK** button to restart.

Q: When connected to a VGA monitor, why can't I see a mouse cursor, or access the system menus by using the front panel controls of the DVR?

Solution 1

You may have accidentally switched the system output by pressing the **0** button on the remote; or the DVR did not properly detect the VGA monitor.

To switch back to VGA mode:

- 1 Turn on the DVR. Wait for it to boot into the main window.
- 2 Press the **0** (zero) button on the remote.

NOTE: Pressing the **0** (zero) button on the remote changes the DVR from SPOT OUT mode to VGA mode. After the DVR is in VGA mode, you will be able to see your mouse and access to the menu.

Solution 2

The DVR may not have correctly detected your VGA monitor because of a loose connection.

Perform the following:

- 1 Power off the DVR.
- 2 Power down and re-connect the VGA monitor to the DVR. Ensure that the connection is firm.

- 3 Power on the monitor.
- 4 Power on the DVR. Wait for it to boot into the main window.

NOTE: After you re-connect the VGA cable between the monitor and DVR, ensure that you first turn on the monitor, and then turn on the DVR. This allows the DVR to auto-detect the connected VGA monitor.

NOTE: If you still cannot see the mouse cursor or access the menu, press the **0** (zero) button on the remote control.

Manually setting the DVR output mode

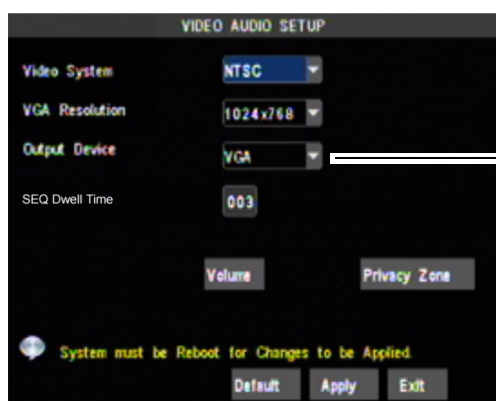
You can set the DVR to always output to the VGA port by manually configuring the output settings.

To manually adjust the output settings:

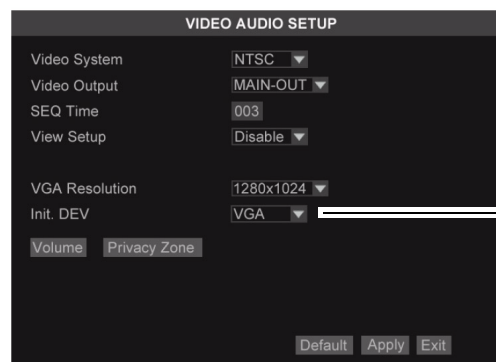
- 1 Right-click and click **Main Menu**.
- 2 Click **Advanced**→**A/V Setup**.
- 3 In the Output Device drop-down menu, select **VGA**.

NOTE: In the 16-channel model, select **VGA** in the Init DEV drop-down menu.

- 4 Click **Apply** to save your settings.



4/8 Channel



16 Channel

Q: How do I set up the DVR to record only when there is motion detected?

A: To set up the DVR to record only when motion is detected, you will need to configure a recording schedule that will record events only (events include motion, video loss from a camera, hard drive loss, or hard drive nearing capacity), copy the schedule to all channels, and configure your cameras for motion detection.

To configure an event-only recording schedule:

- 1 Right-click and select **Main Menu**.
- 2 Click **Record**.

- 3 Under Channel, select the channel you wish to configure.
- 4 Beside the Record Mode drop-down menu, select **Schedule**.

NOTE: If you select Continuous, the DVR will record all video from this channel on a 24/7 basis.

- 5 Click the **Schedule** button. The Record Schedule Setup window opens.



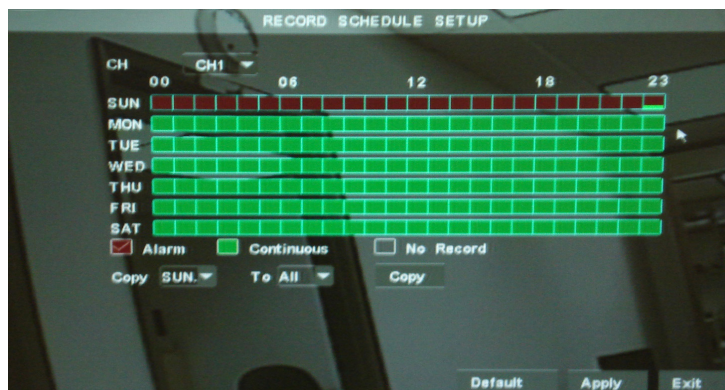
Schedule shows recording type for each hour:

- **Alarm (Red):**
Record alarms only
- **Continuous (Green):**
Record all video data
- **No Record (Blank):**
Do not record

Select recording type: Alarm, Continuous or No Record

- 6 Click in the box next to **Alarm**.
- 7 Click on every hour in the **SUN** (Sunday) row. The row turns red to show that the DVR will only record events on Sundays.

NOTE: You can also configure a custom schedule. For example, you might want to create a schedule to record all data during business hours and record events only outside of business hours.



- 8 Set the Copy drop-down to **SUN**. and the To drop-down to **All**.
- 9 Click **Copy**; then click **Ok**. The entire schedule turns red to show that the DVR will only record when there is an event.
- 10 Click **Apply** to save your changes. Then, click **Exit** to return to the Record menu.

To copy a recording schedule to all channels:

- 1 From the Record menu, under Channel, select the channel with the schedule you wish to copy.
- 2 Under Copy To, select **All**.
- 3 Click **Copy**; then click **Ok**.
- 4 Click **Apply** to save your changes. Click **Exit** to return to the Main Menu.

To configure motion detection on all channels:

- 1 From the Main Menu, click **Device**; then click **Alarm**.
- 2 Ensure that **MD Alarm** is checked.
- 3 Click **Apply** to save your changes. Then, click **Exit** to return to the Device menu.
- 4 Click **Motion**.
- 5 Under Channel, select **CH1**.
- 6 Under Motion Detect, select **Enable**.
- 7 Under Copy To, select **All**.
- 8 Click **Copy**; then click **Ok**.
- 9 Click **Apply** to save your changes. Then, right-click until you have exited all menus.

Q: How do I set up email notifications?

A: The system can send e-mail notifications when it detects motion, or when an alarm parameter triggers. The 16 channel model can also send e-mail notifications if an alarm block device triggers (for example, if the motion sensor detects movement).

To set up e-mail notification:

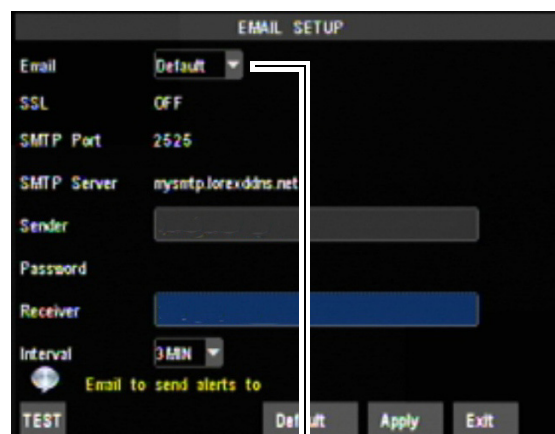
- 1 Right-click and select **Main Menu**.
- 2 Click **Device**; then click **Alarm**.
- 3 Click the **Email** checkbox.
- 4 Click the **Email** button.
- 5 From the drop-down menu, select from:
 - **Enable**: Uses custom e-mail server settings.
 - **Disable**: Disables e-mail notification.
 - **Default**: Uses the Lorex e-mail server to send out alarm notifications. This is the recommended selection.



Email Setup

If you want to use Lorex's e-mail server:

- 1 In the Email drop-down menu, select **Default**.
- 2 In the Sender field, enter the e-mail address of the sender. This can be any e-mail address of your choice.
- 3 In the Receiver field, enter the e-mail address you want the DVR to send alarm notifications to.
- 4 In the Interval drop-down menu, enter the duration the DVR must wait before sending out a new notification.
- 5 Click **Apply** to save your settings.
- 6 Click the **TEST** button to send out a test e-mail.



Default

If you select "Enable", and want to use your own e-mail server:

- 1 Configure the following:
 - **SSL**: Select **ON/OFF** to enable/disable Secure Socket Layer protocol
 - **SMTP Port**: Enter your SMTP port.
 - **SMTP Server**: Enter your SMTP Server.
 - **Sender**: Enter the sender e-mail address. This can be any address of your choice.
 - **Password**: Enter your e-mail server's password.
 - **Receiver**: Enter the recipient's e-mail address.
 - **Interval**: Enter the interval the DVR waits before sending a new e-mail notification. For example, if you select a 3 minute interval, the DVR will send out e-mail notifications every 3 minutes until the DVR stops detecting motion/alarm. The DVR will only send out notifications when it detects motion/alarm triggers.
- 2 Click **Apply** to save your settings.

Q: How do I enable and configure sequence mode?

A: In sequence (SEQ) mode, the display automatically switches between a full-screen view of each of your cameras every few seconds.

To enable Sequence mode:

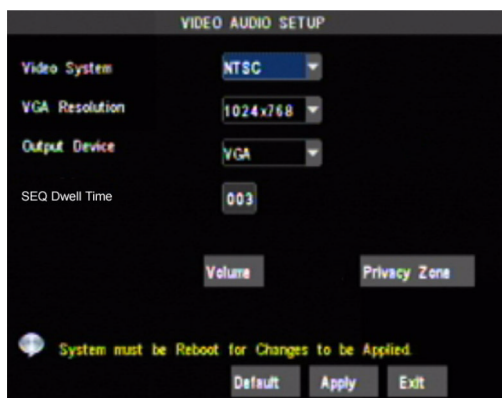
- Right-click and select **Start SEQ**.

To disable Sequence mode:

- Right-click and select **Stop SEQ**.

To change the time each channel will display in sequence mode (Sequence Dwell Time):

- 1 Right-click and select **Main Menu**.
- 2 Click **Advance**; then click **A/V Setup**. The Audio Video Setup window appears.



4/8 Channel



16 Channel

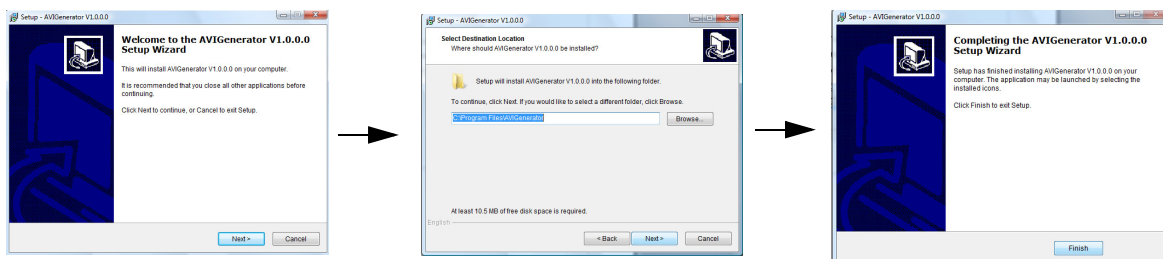
- 3 Under SEQ Dwell Time (4 or 8 channel) or SEQ Time (16 channel), enter the number of seconds you would like each camera to display for before switching.
- 4 Click **Apply** to save your changes. Then, click right-click until you have exited all menus.

Q: How do I convert backed up video footage to AVI?


A: The DVR saves its backup files as proprietary video files. To share these files, you must convert them into AVI files. Note that the AVI generator can also back up audio in audio-enabled cameras.

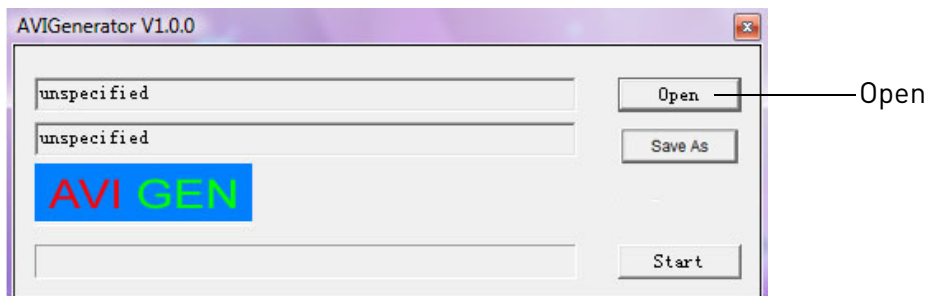
To install the AVI converter:

- 1 Insert the software disc in your computer's CD/DVD rom drive or download the AVI Generator software from this location: <http://lorexstore.lorextechnology.com/pdfs/AVIGenerator-V1.8.0.0.exe>
- 2 Run the **AVI Generator** software from the CD installation wizard or download location.
- 3 Follow the on-screen instructions to install AVI Generator.

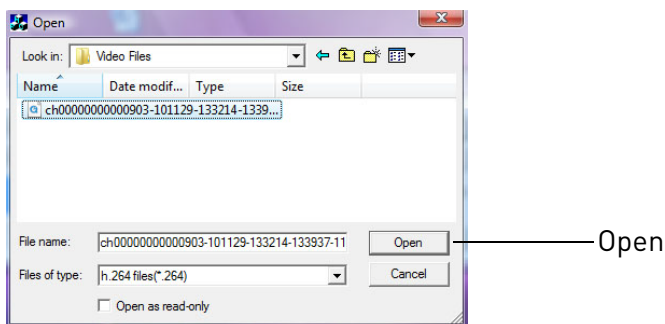


To start the AVI Generator:

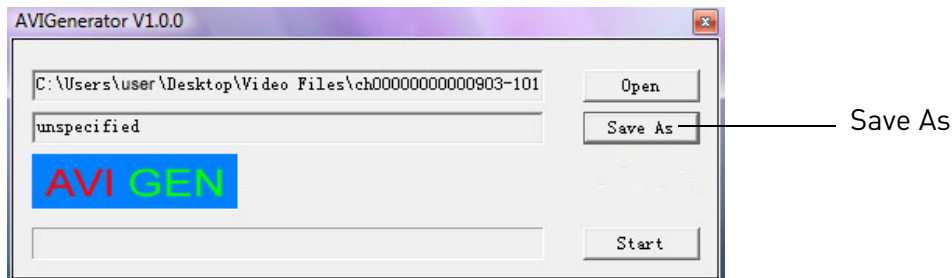
- 1 Double-click the **AVI Generator** shortcut on the desktop ().
- 2 Click **Open** and then locate the backed up video file on your hard drive.



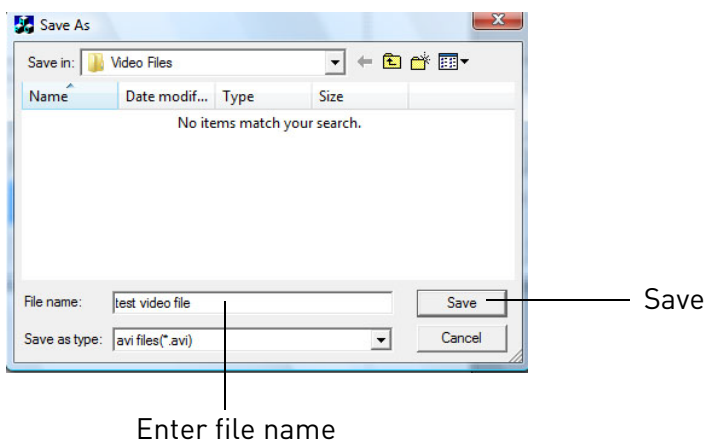
- 3 Select the desired file and then click **Open**.



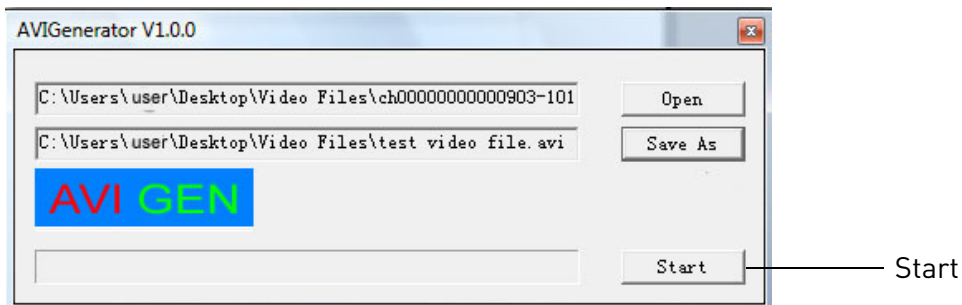
- 4 Click **Save As**.



- 5 Select the video folder where you want to save the AVI file. In the filename field, enter the desired file name. Click **Save**.



- 6 Click **Start** to begin the file conversion.



- 7 Click **OK** once the file conversion is complete.

