

LOREX Link

H.264, INTERNET REMOTE VIEWING, LIGHT TOUCH

DIGITAL VIDEO SURVEILLANCE RECORDER

FREQUENTLY ASKED QUESTIONS

English Version 2.0



MODEL:
LH400 LINK SERIES



www.lorextechnology.com

FAQ: LH400 LINK SERIES

Is the Lorex Client 8 software compatible with the Mac™?

The Lorex Client 8 software included with the system is compatible with the PC only. However, you can still remotely view your DVR on a Mac.

To remotely view your DVR using a Mac, you must set up a DDNS account, and use the Safari web browser to view your system. Viewing your system through Safari™ offers you selectable **single channel** live viewing.

For details on setting up a DDNS account, and setting up remote viewing on your Safari browser, see "**Appendix N: Remote Live Viewing Using Your Mobile Device**" on page 95 of the user's manual.

- LH400 Series user's manual available at:
http://lorexstore.lorextechnology.com/pdfs/LH400_SERIES_MANUAL_EN_R1_WEB.pdf
- You must port forward port **7000** on your router before setting up a DDNS account.

NOTE: This method of viewing works on mobile devices such as an iPhone™, iPad™, and the Safari web browser on a Mac.

Why is remote viewing slower on a Mac?

The Link is the first DVR in the consumer surveillance market to offer Mac compatibility. When using the Safari web browser, remote viewing is limited to a selectable single channel. You can view one camera at a time.

The video streaming speed depends on your network settings and internet bandwidth. A slow network results in a slower frame rate, which may appear as lagging images. Make sure that your Mac operating system is up to date with the most recent updates.

My Blackberry® cannot display video from my DVR during remote viewing. Why?

You must enable JavaScript on your Blackberry before you can view your DVR remotely.

To enable JavaScript on your Blackberry:

1. Press the **Menu** key.
2. Click **Options**.
3. Click **Browser Configuration**.
4. Click **Support JavaScript**.
5. Click **Allow JavaScript popups**.
6. Press the **Menu** key.
7. Click **Save Options**.

Source: Research In Motion Limited, 2010.

Retrieved from:

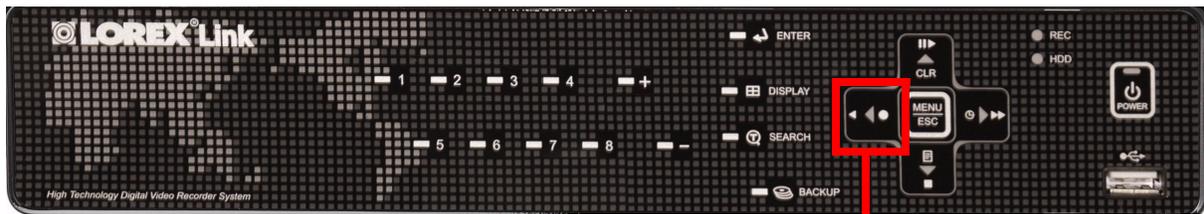
http://docs.blackberry.com/en/developers/deliverables/11903/Enable_JavaScript_in_the_BlackBerry_Browser_775971_11.jsp

Why won't the DVR save my settings after I unpower the system?

You must stop the DVR from recording before adjusting system settings. If you do not stop your system from recording, your settings will not be saved. By default, the DVR records immediately when the system boots up.

To stop the DVR from recording:

1. Press the **REC** (record) button on the remote.
Or
 - Press the ◀ / ● (record) button on the front panel of the system.
 - Enter your DVR's user name and password when prompted.



Record button (◀ / ●)

Recording Enabled



The red channel number indicates the system is recording.

"REC" indicates that your system is recording.



Recording Disabled



NOTE: The top-left corner of your screen displays the system's recording status.



Reminder!

Remember to resume recording after you have changed the system settings. To resume recording, press the record button on the remote control, or on the front panel of the system.