

LOREX Link

H.264, INTERNET REMOTE VIEWING, LIGHT TOUCH

DIGITAL VIDEO SURVEILLANCE RECORDER

FREQUENTLY ASKED QUESTIONS

English Version 3.0



MODEL:
LH400 LINK SERIES



www.lorextechnology.com

FAQ: LH400 LINK SERIES

Can I connect to the Link using an iPhone?

Yes. The Link supports single channel remote viewing through the Safari browser.

To view your Link DVR through your iPhone:

1. Port forward port **7000** (default port) to your router.
 - Use the Lorex Auto Port Forwarding Wizard to ease the port forwarding process. For details, visit www.lorextechnology.com/easyconnect/
2. Register for a DDNS account at www.lorexddns.net
 - For details, see "Appendix C: Setting Up DDS Service" on page 71 of the user's manual.
3. Enable DDNS on your Link DVR.
 - For details, see "How Do I Enable DDNS On My System?" on page 72 of the user's manual.
4. Create a mobile account at <http://lorex.digi1.net/>
 - For details, see "Appendix N: Remote Viewing Using Your Mobile Device" on page 95 of the user's manual.
5. Enter <http://lorex.digi1.net> on the iPhone's Safari browser. Log in using your user name and password that you created at <http://lorex.digi1.net>.

Download the Link user's manual at:

http://homesentinelstore.lorextechnology.com/pdfs/LH400_SERIES_MANUAL_EN_R1_WEB.pdf

Is there an iPhone App available for the Link?

No. As soon as an iPhone App for the Link is available, it will be posted to our product web page.

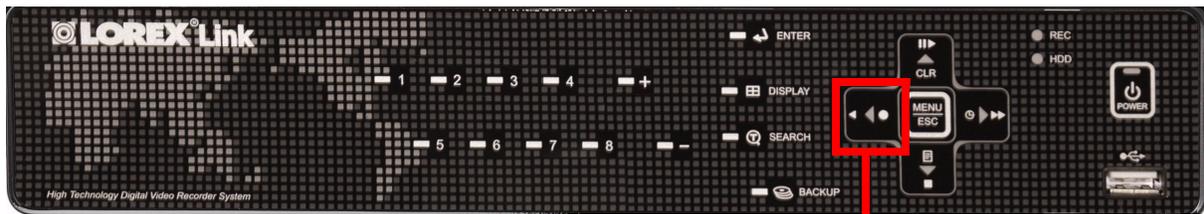
NOTE: The Lorex Live App is for the **Lorex Edge** series DVR only. The Lorex Live App will not work with the Link DVR.

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.

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 using the Safari™ web browser. Viewing your system through Safari offers you selectable **single channel** live viewing.

To remotely view your DVR using a Mac:

1. Port forward port **7000** (default port) on your router.
2. Create a DDNS account.
3. Register a mobile account at <http://lorex.digi1.net>

NOTE: You must use the <http://lorex.digi1.net> address to access your DVR on Safari.

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

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

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 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.