

**H2THD**

QUICK SETUP GUIDE

# Home & Business

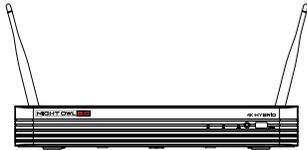
---

## SECURITY SYSTEMS

# What's in the Box

## Package Contents

**DISCLAIMER:** The exact components of your system, images and quantities may vary depending on your model number. While these may vary, this QSG will address the setup and initial configuration of your DVR and cameras.



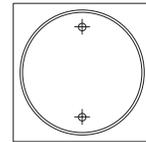
DVR



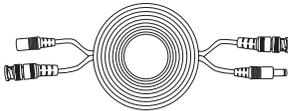
Camera(s)  
(x4)



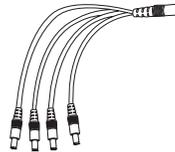
IP Camera(s)  
(x2)



Mounting  
Template



60 ft. Video/Power Cables  
(1 cable per camera)



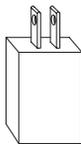
Power Splitter(s)  
(1 per 4 cameras)



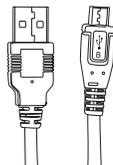
6 ft. HDMI  
(x1)



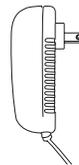
6 ft. Ethernet  
(x1)



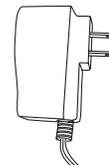
USB  
Power Supply  
(1 per IP camera)



IP Camera  
micro USB cable(s)  
(1 per IP camera)



DVR Power  
Adapter  
(x1)



Camera Power  
Adapter(s)  
(1 per 4 cameras)



Safety Sticker (x3)



USB Mouse (x1)

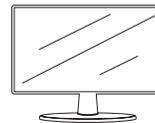


Mounting Hardware

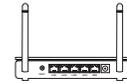


Metal Base  
(1 per IP camera)

### Items Not Included



Monitor



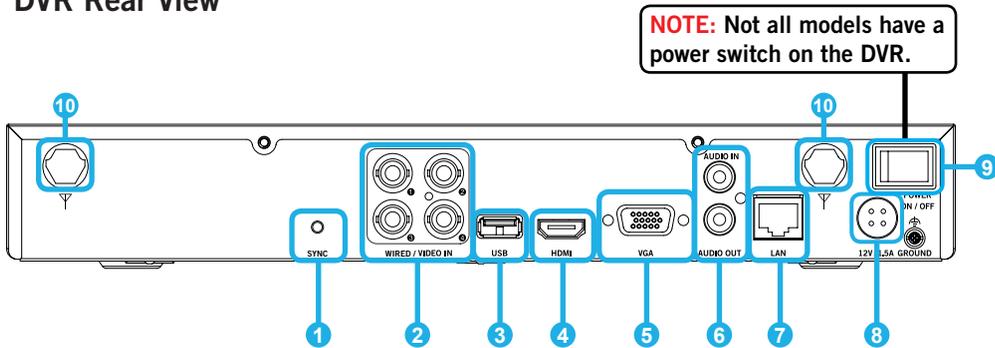
Router

**NOTE: Monitor is required for initial setup.**

**IMPORTANT:** For best results, use all the included Night Owl accessories. Third-party accessories may not work properly.

# Product Overview

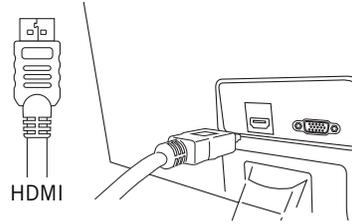
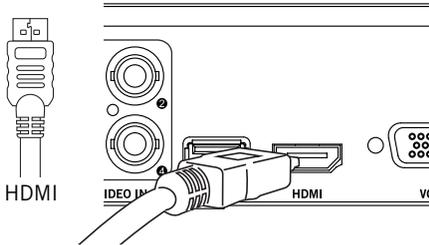
## DVR Rear View



*Images used are for reference only. Your product may vary slightly.  
A 4 channel model is displayed above.*

- 1 Sync** – Press and release to sync the DVR with the wireless cameras.
- 2 Video Inputs** – Allows for the connection of BNC cameras.
- 3 USB Ports** – Allows for the connections of a USB mouse and/or a USB flash drive. You will connect the included USB mouse to assist you in navigating the DVR's menu interface. You will connect a USB flash drive to download video files from the DVR and save them to your USB flash drive.
- 4 HDMI Output** – Allows for the video connection. If the TV/Monitor has an HDMI input, connect the HDMI cable from the HDMI output port on the DVR to the HDMI input port on your TV/Monitor. **NOTE: Preferred method.**
- 5 VGA Output** – Allows for the video connection. If the TV/Monitor has a VGA input, connect the VGA cable from the VGA output port on the DVR to the VGA input port on your TV/Monitor. *(VGA Cable not included)*
- 6 Audio Inputs & Outputs** – Allows for the connection of an audio-enabled camera or self-powered microphone and an external speaker to the DVR. *(Audio enabled camera, microphone and speaker not included)*
- 7 RJ-45 (Ethernet) Port** – Used to connect the DVR to your router/modem via the included Ethernet cable.
- 8 Power Input** – Used to connect the included 12V DC power supply.
- 9 Power Switch** – Use this switch to power ON/OFF the DVR. Make sure the power switch is in the ON position before attempting to use the DVR.
- 10 Antennas** – Connection for the included antennas.

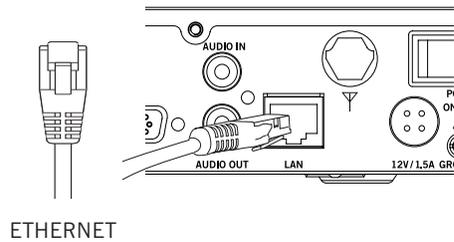
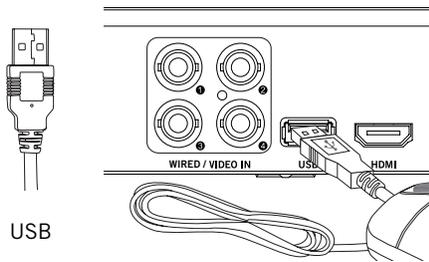
# Connecting Your System



**NOTE:** Monitor is required for initial setup. To view cameras, TV/Monitor must be tuned to the same Input the HDMI is plugged into.

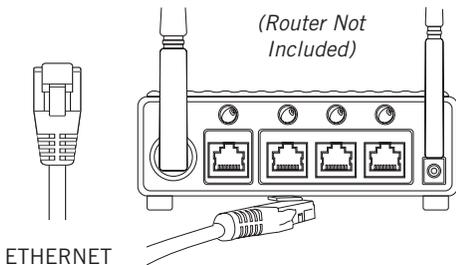
- 1 Plug included HDMI cable into the HDMI port on the back of the DVR.

- 2 Plug the other end of the HDMI cable into the back of the TV or Monitor.



- 3 Plug the USB mouse into the USB port on the back of the DVR.

- 4 Plug the included Ethernet cable into the LAN port on the back of the DVR.

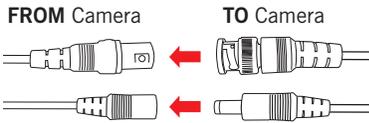


- 5 Plug the other end of the Ethernet cable into a numbered port on the back of the router.

**DISCLAIMER:** Camera/cable quantities may vary.

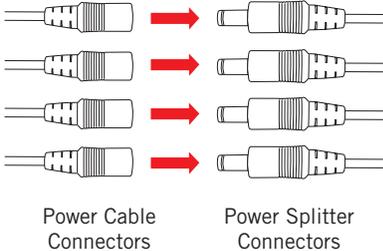
**STOP:** BEFORE installing, test each camera locally to confirm they function properly.

# Connecting Your Wired Cameras

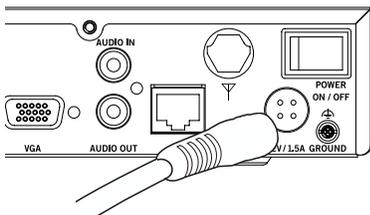


**NOTE:** Audio enabled cameras will have a white RCA connector to transmit audio signal (Optional).

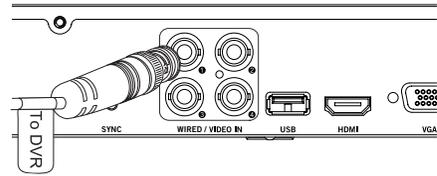
- 1 Connect the ends of the cable attached to the camera to the ends of a video/power cable labeled **TO CAMERA ONLY**.



- 3 Connect the red female power leads of the video/power cables to the male power splitter ends.

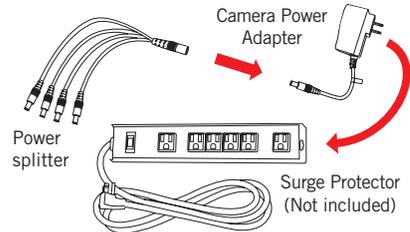


- 5 Connect the DVR power adapter to the Power Input on the rear of the DVR.



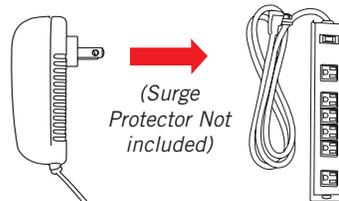
**NOTE:** Make sure you twist and lock BNC connectors.

- 2 Connect the BNC connector of the video/power cable labeled **TO DVR ONLY** to an open video input on the DVR.



**NOTE:** Power adapters are labeled **TO CAMERA ONLY** and **TO DVR ONLY**.

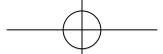
- 4 Connect the power splitter to the camera power adapter and plug the adapter into a surge protector or Uninterruptible Power Supply (UPS).



**NOTE:** Some systems will beep upon booting up.

- 6 Plug the DVR power adapter into a surge protector or Uninterruptible Power Supply (UPS).

**NOTE:** Check that the UPS or surge protector is switched ON.

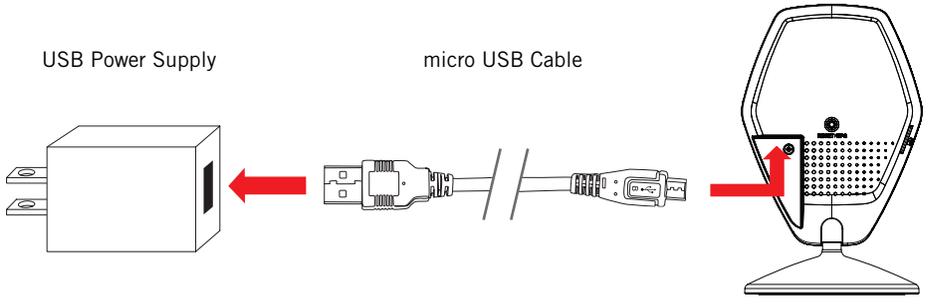


# Connecting Your Wireless Indoor IP Cameras

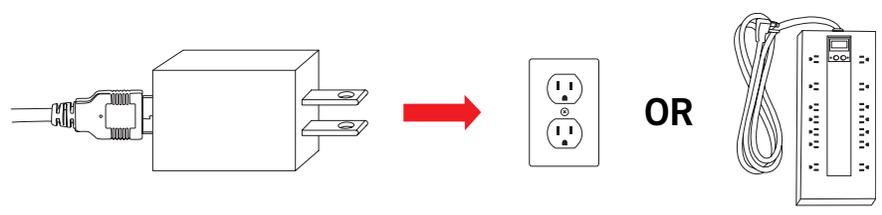


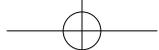
**You MUST test the Wireless Indoor IP Cameras locally before mounting. (DO NOT MOUNT OUTDOORS. SERIOUSLY!) Plug the camera(s) in next to the DVR to make sure video is transmitted. The camera(s) are already in pairing mode.**

- 1 Insert the small end of the micro USB cable into the camera and the other end into the USB power supply.



- 2 Plug the power supply into a socket or a UPS (Uninterruptible Power Supply).





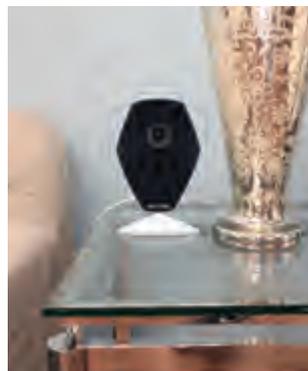
- 3 Be patient as the camera(s) power up. It may take a couple of minutes. Enjoy a refreshing beverage while you wait.
- 4 Once the camera(s) are powered up, video will be transmitted to the DVR.



**NOTE:** If you see the camera(s) live view, you can move the camera(s) to the mounting location(s). If you no longer see the live view after moving the camera(s) to their mounting location, the camera may be too far from the DVR.



The magnetic base makes mounting simple.



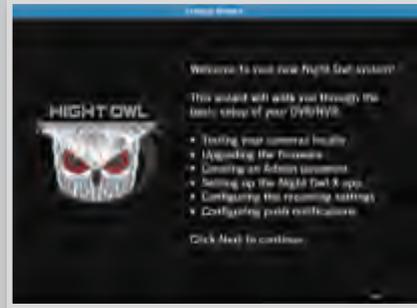
Easily move the camera from location to location. Just plug it in and let it do what it does best.



# Booting Up for the First Time

## Startup Wizard

- 1 When you power on the DVR you will be prompted with the following screen. Please follow the instructions to complete the Startup Wizard.



## Important... Please Read

- 2 On the **Password Creation** screen, please note the following:



### Admin Account Creation

By default, the username will be **admin**. It must remain **admin** upon your initial account configuration. However, you may add additional users at a later time.

**NOTE:** Password can be any alphanumeric combination between 6 and 20 characters.



### Recovery Email Address

Please ensure you provide a valid email address in case you ever forget your account information.

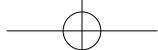
**NOTE:** You **MUST** enter a **VALID** email address. If you don't, you will have to call Tech Support to reset your password, and that just seems like a waste of time.



### Remember Your Password

Night Owl® strongly recommends writing down your password within the Quick Setup Guide. You will need it every time you log into your DVR and to remotely view on a Smart Device.

Write your  
password here:



- 3** When you reach the **Camera / Channel Settings** screen, you will want to have installed the cameras in their final position. Please make sure you have mounted cameras at least 7ft. above the ground and angled them slightly down.

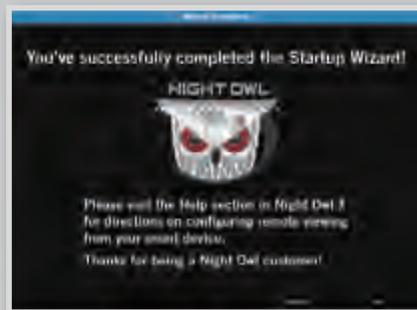


**NOTE:** If your camera has an infrared sensor, it works best for 'side to side' movement across the camera's field of view as opposed to directly to or away from the camera.

At this stage of the Startup Wizard, you will be instructed on adjusting the camera sensitivity and setting the Motion Detection Area. Having your cameras in their final position will be key.

To detect motion for the front door to your home, place the camera to the side of the entrance.

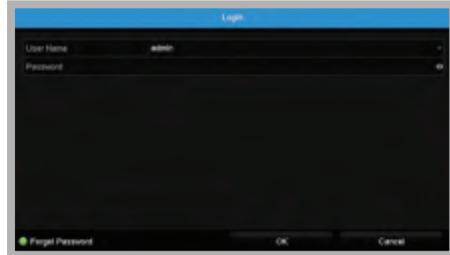
- 4** This is the last screen you will see when you have successfully completed the Startup Wizard.



**NOTE:** Need more help configuring your DVR? Please refer to the owner's manual located on the support page at [www.NightOwlISP.com](http://www.NightOwlISP.com).

# Password Reset Instructions

- 1 Did you forget your password? Right click the mouse to bring up the system menu. Select the login screen. Click on the **“Forget Password”** button.



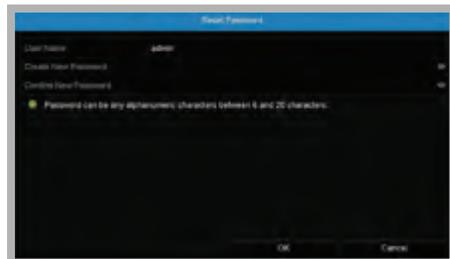
- 2 A reset code will be sent to the email address entered during account setup.  
**NOTE:** Make sure you enter a **VALID** email address. This process is way better than waiting on hold to talk to a support rep. Seriously!
- 3 Log into your email to retrieve the reset password code.  
**NOTE:** Please check your junk/spam folder if you don't see the email in your inbox.
  - A Open the email from **“resetcode”** and locate the six-digit code.



- B Return to your system and enter the six-digit code into the **“Secure Code”** field. Then, click **“OK”** to continue.



- 4 Once you've entered the Secure Code, you will be prompted to create a new password.



You must confirm your password by entering it a second time. Click **“OK”** to save the changes.

**NOTE:** This may take a few minutes. Be patient! Maybe grab a quick snack?

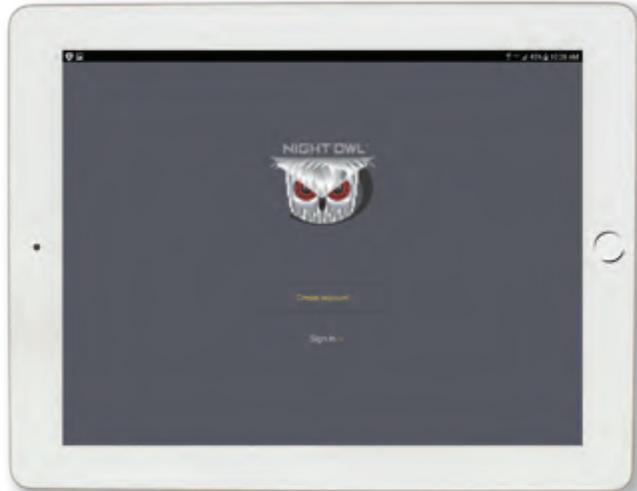


# Night Owl X & Night Owl X HD Mobile Apps

Night Owl fits right in with your mobile lifestyle by allowing you to remotely monitor your home or business. Our free and exclusive Night Owl X App for iOS® and Android™ phones and Night Owl X HD for iOS® and Android™ tablets are available in the *App Store* and *Google Play Store*.



**NOTE:** To ensure the best customer experience make sure you download the correct app for your device.



**Night Owl X**

## Smartphones

For remote viewing on an iOS® or Android™ phone, make sure you download **Night Owl X**.



**Night Owl X HD**

## Tablets

For remote viewing on an iOS® or Android™ tablet, make sure you download **Night Owl X HD**.

# Using Night Owl X & Night Owl X HD

## Download and Install Application

- 1 Download the appropriate app from the *App Store* or *Google Play Store* and install the application on your device.



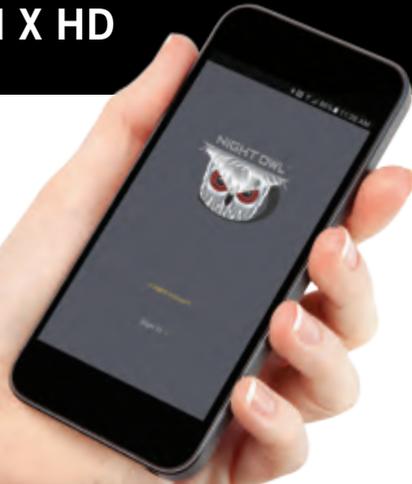
**NOTE:** Use correct app for compatibility.



Smartphone:  
**Night Owl X**



Tablet:  
**Night Owl X HD**



**NOTE:** Setup is the same for phone and tablet.

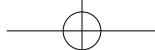
- 2 Create an account using an email address for the username and a password between 6–20 characters. This account allows the user to login to multiple Night Owl devices. Please note, this is **NOT** the login info created for the DVR, this login is unique to the Night Owl X and Night Owl X HD Apps. The DVR login should be stored on page 7, step #2 of this QSG.

- 3 To confirm your email address, click the link in the confirmation email from “Night Owl ([no\\_reply@NightOwlsp.com](mailto:no_reply@NightOwlsp.com))”.

**NOTE:** Check your spam/junk inbox.



You **MUST** complete Step 3 before continuing! Go to your email, open the Confirmation email from Night Owl, and click the “Confirm Email” link. You **MUST** confirm your email to use the app!



## Connecting and Adding your Device

**NOTE:** When adding a new device, it may take 5–10 minutes before you begin receiving notifications.

A device can be added to the Night Owl X and Night Owl X HD App by using the application's **Smart Auto Detection** or through a **QR Code Setup**. With Smart Auto Detection, your DVR will automatically be detected by the Night Owl X software, making connecting easy! To use this preferred method, ensure your Smart Device and DVR are both on the same network.



### 4 Adding a Device

To begin adding a new device, first select the yellow plus sign within the Device menu.



#### 4A Smart Auto Detection

If your Smart Device and DVR are on the same network, the Smart Auto Detection will auto find your DVR. If this method is not available, please use the QR Code Setup from step 4B below.



#### 4B QR Code Setup

To use the QR Code Setup, select “Setup device by QR Code” and hover your Smart Device camera lens over the QR Code located on the top of your DVR.

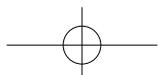
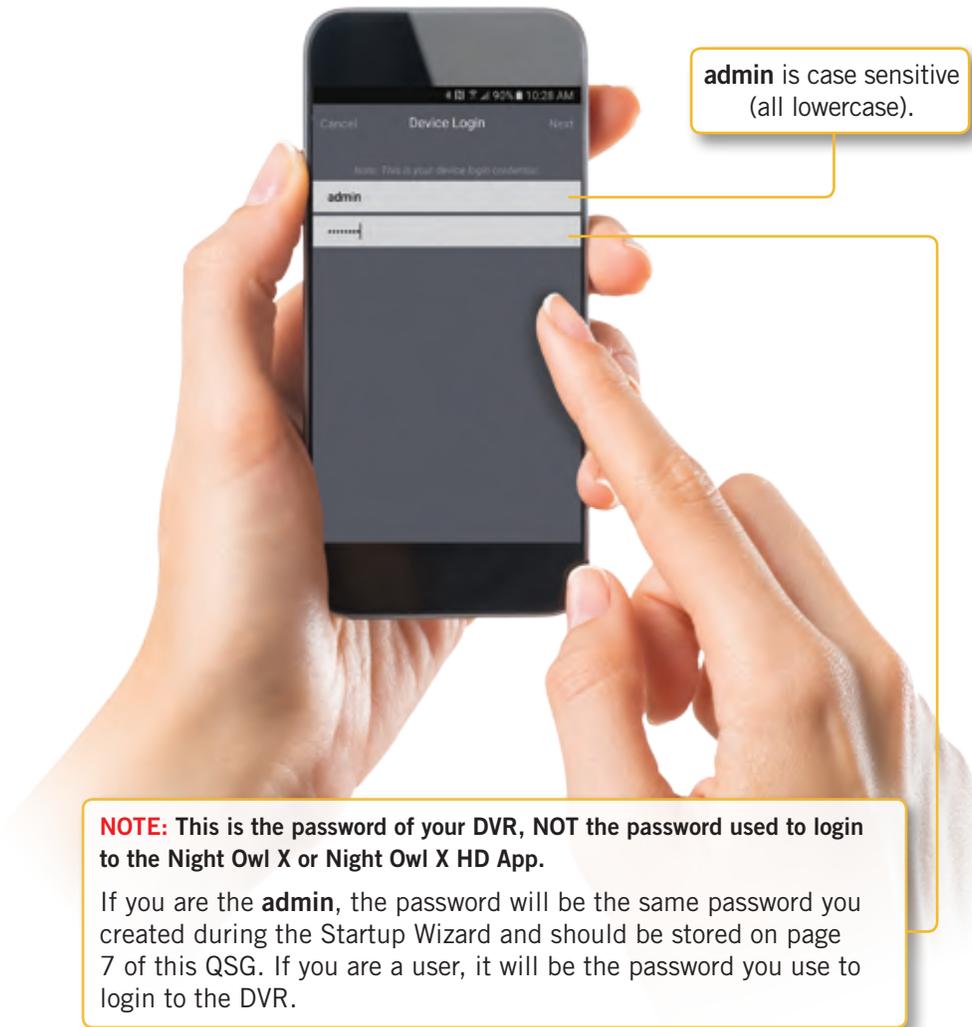


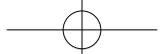


# Using Night Owl X & Night Owl X HD

## Login to your App

- 5 On the Device Login screen, enter the login information for the DVR (Remember, the DVR login and Night Owl X and Night Owl X HD App login are different). The DVR username is **admin** by default. If you are not the **admin**, login with your username credentials. If you do not have a username and password, please contact the **admin** and have them create one for you.





## App Overview

**Live View**  
Displays real-time footage of your system.

**Settings**  
Display connected devices, change view layout, view favorites, manage accounts and access the help section.

**Playback**  
View recordings & images and save them to your phone's album.

**Notifications**  
Manage custom Push Notifications.



# Using Night Owl X CMS Software

Access your DVR from any computer, anywhere!



## Live View

Viewing live video, controlling PTZ functionality and setting image parameters.



## Playback

View system recordings and images and save them directly to your PC or Mac®.



## Device Manager

Add and configure available DVRs and cameras on your network.

## Night Owl X CMS Software

The Night Owl X Control Management Software (CMS) allows you to view your Night Owl Security system remotely from a PC or Mac®. Additionally, you can playback recorded video, save video and images directly to your PC or Mac®, configure numerous settings such as channel names and set record preferences.

### To download the CMS Software:

- 1 Go to [www.NightOwlISP.com](http://www.NightOwlISP.com).
- 2 Click on the Support tab.
- 3 In the search bar, type "X CMS".
- 4 Download the **Night Owl X CMS** software.
- 5 Once downloaded, select **PC** or **Mac®**.



# W<sup>2</sup> Fusion Hybrid™ Technology



## Wired

- Uninterrupted viewing and recording
- No interference from other Wi-Fi devices
- Internet only required for remote viewing
- Cameras provide color images longer



## Wireless

- Plug these wireless cameras into any outlet
- Move them as your coverage needs change
- Easy to mount with magnetic base
- Maximize indoor coverage without installing cables





# Frequently Asked Questions

## FAQs

### **1. Does my DVR have to be connected to the Internet?**

Your DVR does not require an Internet connection for basic operation, but you will need to connect the DVR to your router to remotely view your system on a PC/Mac® or Smart Device.

### **2. Does my DVR have to be connected to a TV or monitor?**

For initial setup, you will need to connect your DVR to a TV or monitor. After completing the initial setup, your DVR does not need to be connected to a TV or monitor to view or capture recordings. You can view your system using the Night Owl X CMS Software on a PC/Mac® or by downloading the Night Owl X or Night Owl X HD Apps on your Smart Device.

### **3. Are my cameras weatherproof?**

Yes and no. The 4K wired cameras are weatherproof and will endure minimal moisture and dirt/debris. However, Night Owl strongly recommends placing all outdoor cameras under an eave or awning to help shield them from overexposure to the elements, which could reduce your camera's lifespan. NO, the Wireless INDOOR IP cameras are NOT weatherproof and should NOT be used outdoors.

### **4. Why does my camera stop working at night?**

Your camera might not be receiving enough power for the LEDs needed for Night Vision. Plug the camera directly into the camera power adapter (bypassing the splitter) to see if the LEDs turn on. If they do, you may need to purchase an additional camera power adapter for that camera.

### **5. Why is the Night Owl X or Night Owl X HD App not accepting my password?**

The Night Owl Apps require two passwords. One is for logging into the app, and the other is the DVR's admin password. To add a device to the app, enter the DVR's admin password. Remember, you MUST confirm your email by clicking the "Confirm Email" link in the verification email sent by Night Owl during setup.

### **6. Why can't I connect using the Night Owl X App, Night Owl X HD App or Night Owl X CMS Software?**

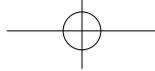
If you are having trouble connecting using the mobile app or client software: A) your system may not be connected to a router; B) the latest firmware or client software may not be installed; C) the DVR password was entered incorrectly; D) you may need to restart your DVR; E) the network upload speed may be too slow, contact your ISP.



# Footnotes

## Footnotes

1. Internet and Smart Device access requires a router and High-Speed Internet connection with a minimum 2Mbps upload speed. If your DVR is not connected to the Internet, you will not be able to remotely view your system on your Smart Device or PC/Mac®. May require a free firmware update.
2. The DVR is currently accessible on iPhone®, iPad®, and Android™ running on 3G/4G Smart Devices. Push alerts currently available on Android™ and iOS®.
3. Wireless 1080p cameras are intended for Indoor use ONLY and have an operating temperature range of 14°F to 104°F. Wired 4K cameras are intended for Indoor/Outdoor use and have an operating temperature range -40°F to 140°F. Wired 4K cameras are weather-resistant, not waterproof. Not for use in direct exposure to water.
4. Night Owl® does not charge any monthly fees to view or control your product over the Internet and/or Smart Device. Carrier fees and charges may apply.
5. Night Owl® apps are free downloads compatible with Apple® and Android™ devices only. Compatibility at the time of manufacturing. Future Android™ and iOS® updates could affect the app experience.
6. Night Vision range up to 33 ft. for Wireless 1080p cameras and up to 100 ft. for Wired 4K cameras (under ideal conditions). Objects at or beyond this range may be partially or completely obscured, depending on the camera position.
7. Recording capacity may vary. The size of your pre-installed hard drive will affect recording capabilities. Optimal recording based on using the lowest recording quality settings with one camera.
8. Wireless 1080p cameras have a 180 ft. wireless range within direct line of sight of the DVR.
9. Wireless 1080p cameras include 2-way audio. Wired 4K cameras are not audio enabled.
10. Wireless 1080p cameras do not work independently and must be connected to this Night Owl® Hybrid DVR. These cameras are ONLY compatible with an HTHD Series DVR. These are NOT stand-alone cameras.



## Need Help?

**For system manuals, troubleshooting guides, FAQs, video tutorials and more:**

Please refer to the sticker located on top of the device for steps on how to access your product's support material.



## Contact Us

### PHONE (English, Spanish & French)

#### Sales/Technical Support

1.866.390.1303

Live Chat 24/7, 365 days a year

### EMAIL

#### Sales Support

Sales@NightOwlSP.com

#### Technical Support

Support@NightOwlSP.com

### WEBSITE

#### 24/7 Product Support

- How-To Videos
- Manuals

# www.NightOwlSP.com



YouTube

iPhone, iPad, Mac and Mac OS X are registered trademarks of Apple Inc. Windows, Windows XP, Windows Vista, Windows 7, Windows 8 and Windows 10 are registered trademarks of Microsoft Corporation in the United States and/or other countries.

Rev 180621

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.

Note: This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This product generates, uses, and can radiate radio frequency energy and, if not installed

and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that

interference will not occur in a particular installation. If this product 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.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body