

585E,9704E,9708E Reference guide

- This guide provides a basic overview of the main features you are likely to use on your MDVR. It should be read in conjunction with the installation and instruction manual
- The 585E is a SD card unit, 9704E and 9708E are Hard Drive units with SD cards
- The fault identification is not intended as an exhaustive list, for technical assistance **please call 01656 721871 option 3**



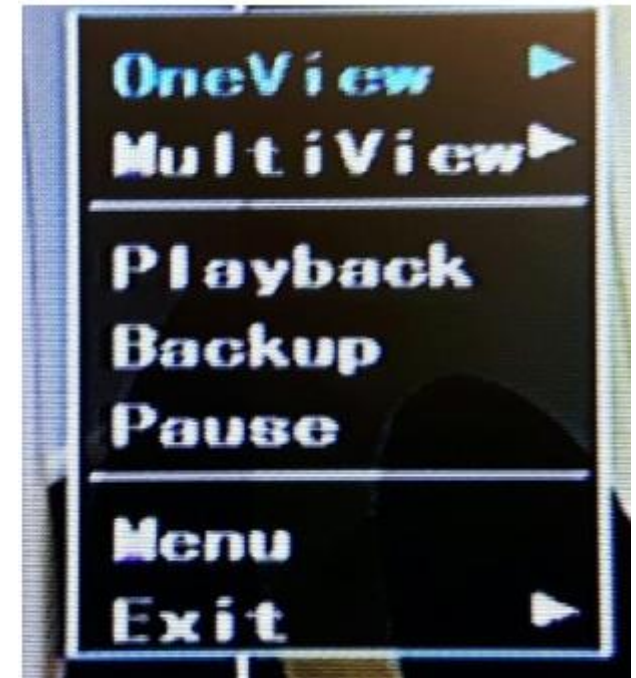
BASIC CHECKS

- When you start your vehicle you should initially see the loading screen
- Depending on version of unit it will take between 30 seconds and 1 minute for the system to start
- The unit should then display all cameras, any channel that shows video loss, report a fault
- Ensure a **RED** dot appears in the bottom left hand side of each channel – THIS ENSURES THE SYSTEM IS RECORDING CORRECTLY



Remote & Login

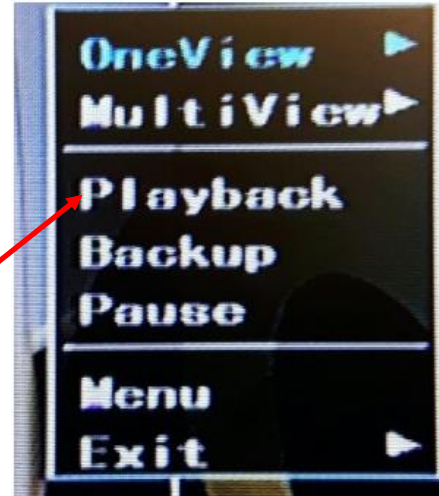
- Remote operates system, however, plugging a mouse into the USB port on the front of the MDVR is far easier, using left and right click
- Buttons used mainly will be:-
- MENU
- MULTI
- OK & arrow keys
- Once DVR starts, press “Menu” button and use right arrow to scroll to “ok” and press OK on remote, YOU WILL NOT NEED TO ENTER PASSWORD
- Press “Menu” again and this will bring up to option to enter the DVR menu screens • Scroll to Menu on screen and press “OK” on remote
- **NOTE: IF USING REMOTE MAKE SURE YOU POINT IT AT THE MDVR NOT THE MONITOR**



PLAYBACK IN CAB

You can playback recordings in cab and download direct to a USB

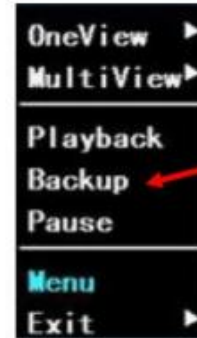
- Login
- highlight “playback” and press “OK”
- This will bring up the playback screen
- Dates that have recording will be highlighted in yellow
- Use the arrow keys to select the date and press “OK” this will start playback a bar graph shows all the times of the recordings, you can expand the time window by clicking on the + icon
- You can fast forward or rewind and switch between AV channels by pressing “1” “2” etc on remote or double clicking on an camera image to give full screen



Downloading in cab

To do this you will require a clean formatted USB stick, keep recording short so that the storage capacity of the USB stick is not exceeded

- The DVR will show you the progress of your backup
- The more channels you have selected and the longer record time, then the longer it will take for the backup to be completed
- Once backup is complete the unit will tell you, you may then remove the USB stick
- Plug the stick into your laptop and the stick will usually show in "my PC"
- Click on the files and they will play



Exit out of playback and select "Backup"



Insert USB Stick into USB port on front of DVR

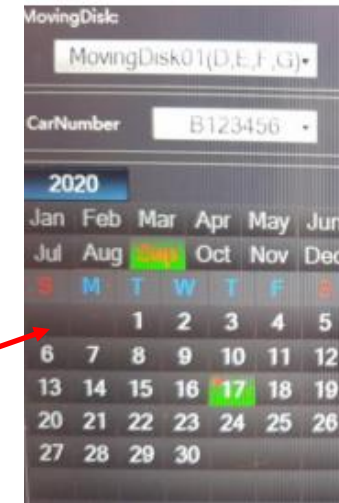
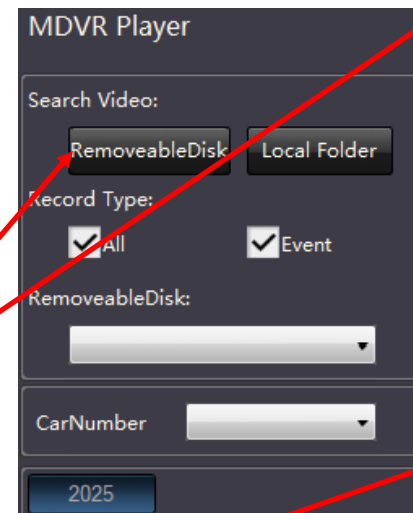
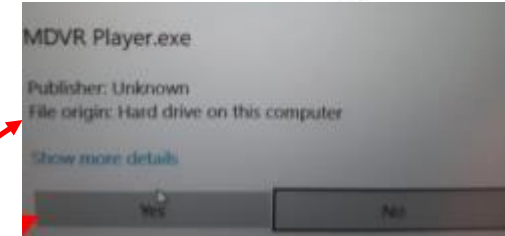
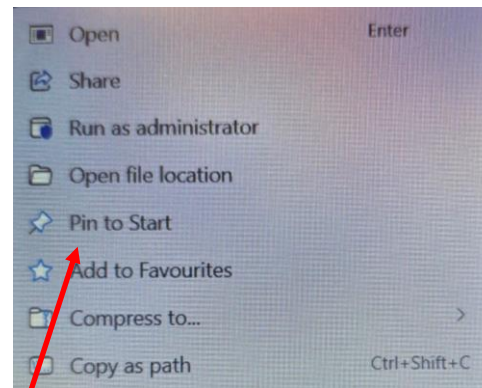
Select the channels you require, the start and end time and then select "Backup"



Change the Backup source to "AVI" and select "OK". This will ensure files can be played on any media

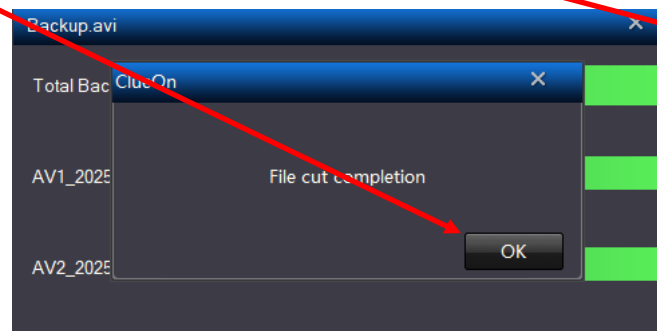
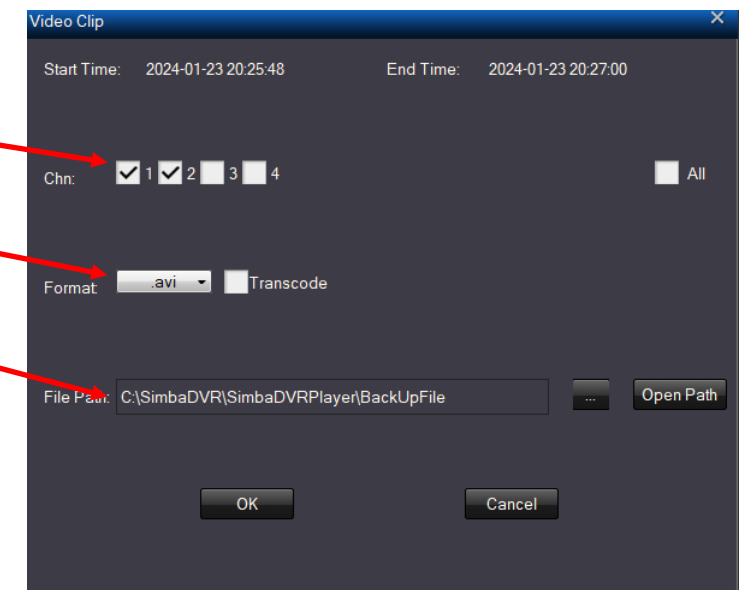
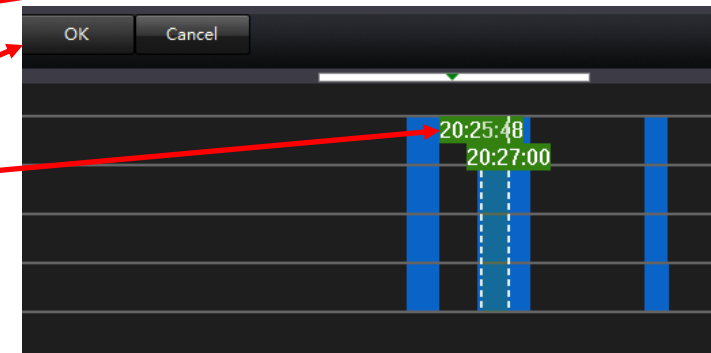
Playback on computer

- Ensure DVR is completely shut down before unlocking the door and removing the drive
- Install the supplied software, it should run a software wizard
- Connect hard drive using the supplied SATA interface (both USB connections need to be plugged in)
- Wait for computer to recognise the drive, but do not open the drive files
- “Right Click” on software and select “Run as administrator”. You will receive a warning, select “yes” to allow
- Once the software has opened click on removeable disk
- Recorded dates will be highlighted in green
- Click on the date required, which will open a bar graph, double click on the required time and the images will start to play



Download to computer

- Click on the scissors icon above the bar graph
- Using the mouse, select the start time and end time of your recording by dragging the two green boxes that appear when the scissor icon is clicked, then click OK
- Select the channel you require or all
- Change format to either AVI or MP4
- Choose where you want your files to be saved. You can create your own file in your documents
- Then click OK and the software will tell you when the action has been completed
- Then go to the location where you saved the recording on click on the file to play

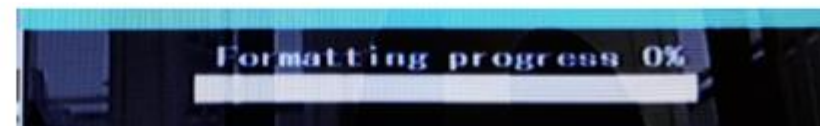


FORMAT

To preserve the life of your Hard Drive/SD card
it is recommended you format your drive
every 3 -6 months

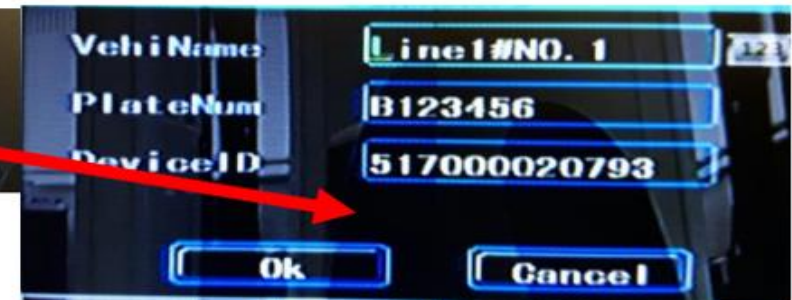
Hard Drive units are supplied with a 1TB HDD
with 128G SD card backup, SD card units are
supplied with a 128G SD card

- Login
- Highlight “Maintenance” option and press “OK”
- This will bring up “maintenance menu
- Scroll to “Diskmanage and press “OK”
- Always format the HDD first then the SD card
- Select “format” and press “OK”
- **WARNING THIS WILL ERASE ALL DATA FROM THE DISK, DO NOT PERFORM THIS ACTION IF THERE IS RECORDING YOU REQUIRE ON THE DISK**



Altering date/time Vehicle details

- Login
- Highlight “Basic” option and press “OK”
- Adjust date and time by entering date and time menu. Press “OK” then use arrow keys to select appropriate date and time. Press “OK” again then highlight “ok” and press “OK” to save
- In same menu highlight “vehicle info” and press “OK”
- Using “OK” & arrow buttons on remote you can enter vehicle make and model plus registration number



Change View

- Login
- Highlight “Basic” and press “OK”
- Enter “Preview” menu”
- Highlight “Mode” option
- Here you select various displays modes and select a default single camera e.g. left camera, always click/select OK to confirm



Delay Shutdown

You can set your MDVR to remain on after turning off the ignition.

Remember if you set this too long then the MDVR will be a drain on the battery

- Login
- Highlight “Basic” and press “OK”
- Enter “on/off” menu”
- Highlight Delay and set to required delay shutdown (hours: minutes)

A screenshot of the "ON/OFF Setting" screen. It has a cyan header. The screen shows "ACC (HH:mm)" with a checkbox for "Ignore" and a checked checkbox for "Delay" set to "00:30". Below is a "Timing ON/OFF (HH:mm)" section with three rows for "Segment1", "Segment2", and "Segment3", each with "Start" and "Duration" fields, all set to "00:00". At the bottom are "Ok" and "Cancel" buttons. A red arrow points from the "Highlight Delay and set to required delay shutdown" step to the "Delay" checkbox.

Extending the recording

You can extend the recording time capability of the MDVR by reducing the resolution and frame rates. Should you do this then your playback images will not be of the best quality

- Login
- Highlight “Record” option and press “OK”
- Highlight “mainstream” option & press “OK”
- You will then see a table showing the resolution and frame rates for each channel
- Highlight a particular channel and press “OK” which will bring up an individual channel, changing the frame rates and quality will reduce storage used and therefore extend the record time



AV	Audio	Resolution	Frame	Fps	Bit	Rate	Size	GB/h
AV1	☒	720P	15		1691		0.726	
AV2	☒	720P	25		2560		1.099	
AV3	☒	960H	25		1751		0.751	
AV4	☒	960H	25		1751		0.751	
Total							3.326	



Fault find

This is intended as a quick guide for technical assistance please call
01656 721871 Option 3



Fault	Possible Cause	Solution
Black or Blue Screen on Monitor	1. Monitor may be off 2. Wrong AV line selected 3. No power from MDVR	1. Press on/off button on monitor 2. Press AV button on monitor 3. Check MDVR for power, if fuse blown change to 5Amp • IF not cured call TECHNICAL
MDVR starts but stays on loading screen	1. Faulty hard drive	1. Replace hard drive
MDVR starts and shows cameras, but no red dot in bottom left corning of screens	1. Hard drive door not closed 2. Faulty hard drive	1. Check hard drive door is closed and locked 2. Try to reformat if does not work replace hard drive
Video loss showing on one or more cameras	1. Wrong format of camera 2. Faulty camera 3. Faulty camera cable	1. Check if camera is AHD or Standard definition and the MDVR mode is selected correctly 2. Replace camera 3. Check camera cables for breaks and replace if necessary
Video loss showing on all cameras	1. Incorrect mode selected on MDVR for cameras 2. A camera has shorted knocking out the video board	1. Check mode selected on MDVR is the same as the cameras 2. Disconnect all cameras from MDVR, ensure MDVR is fully shut down and connect one camera at a time to see if they work. If this doesn't work the board is damaged and MDVR needs to be replaced
Remote does not work	1. Batteries flat 2. Not pointing at MDVR 3. IR receiver on MDVR not working	1. Replace batteries (AA) 2. Ensure mouse is pointed at MDVR not monitor 3. Use mouse instead via USB port

Fault find

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Fault	Possible Cause	Solution
Unable to back up to USB stick	1. File to large 2. USB has other files on it	1. Reduce time of recording to just a few minutes 2. Must be a newly formatted USB without any existing files
Software won't work	1. Not in administrator mode	1. For the software to work it must be started in "RUN AS ADMINISTRATOR MODE"
Unable to playback recording on software	1. Hard drive not connected correctly 2. Dates and times not correct 3. Hard drive hasn't recorded	1. The supplied Sata/USB interface must be connected with both USB ports 2. Check the dates and times you want to play back are the same as on the MDVR 3. The hard drive may be faulty. Check when installed in MDVR that the red dots were appearing on screen
MDVR will not start	1. No power	1. Check the fuse on the RED live wire of the MDVR

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