

LCD MONITOR / 8 CHANNEL DVR COMBO

Frequently Asked Questions



**SERIES MODELS:
SG19LD800 & SG17LD800**

 **LOREX**[®]

www.lorexcctv.com

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1. What is the Default ADMIN password?

The password is 1234

2. How do I retrieve my password if I lost or forgot it

Call Technical Support for assistance.

3. What are the recommended tips when setting up my system?

1. Connect the cameras before selecting a permanent mounting location.
2. Change the System Date, Time and Timezone.
3. Format the Hard Drive.
4. Configure the Cameras (settings).
5. Configure the Screen Saver settings (if desired).
6. Backup the System Configurations to USB Memory Stick (see page 57 of the Manual).

4. How many Audio Channels are available with Listen-in Audio?

Only channels 1~4 are available for listen-in Audio.

5. How many channels will have recorded Audio?

Only the first 4 cameras will record audio simultaneously. Recorded audio will be available when the video playback is selected.

6. How do I playback Previously Recorded Data?

Press the SEARCH button on the Front Panel (or remote control) and search by Date or Event Type.

7. How do I find my System Information (MAC Address, IP Address, DDNS information and Other system details)?

Press the ENTER key on the Front Panel or Remote Control

8. If I record in QUAD mode, will i be able to view the channels separately?

Yes. Each channel is recorded separately regardless of the current viewing Mode.

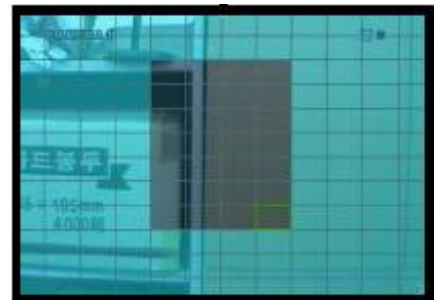
9. How do I use Uppercase letters on the Virtual Keyboard?

Press the UP ARROW key on the Virtual Keyboard to switch between Upper and Lower case



10. How do I know which areas are selected for Motion Detection?

- Areas shaded in Turquoise are Selected for Motion Detection
- Areas shaded in Grey are Deselected and will not detect Motion.



11. How can I quickly set All or None for Motion Detection Areas?

- Choose the SELECT ALL button to set ALL AREAS for motion detection
- Choose the DESELECT ALL button to set ALL AREAS TO OFF for motion detection



12. What is the difference between ports 6100 and 80, and do I need to forward both?

Port 6100 is for the Lorex Client software, and port 80 is the web port (for web based connection to the system). Both ports should be forwarded for proper remote connectivity.

13. What is the Spot-Out Feature?

The Spot Out allows specific camera images to be displayed on a slave monitor in full screen sequence. This feature allows you to select which cameras will be displayed. This is useful for situations where you want to have one monitor displaying images for public viewing, while having the system in a separate room.

14. What is the CONTROL DEVICE in the Menu used for?

The control device is used to configure a PTZ Remote Control Keyboard. Use the manual for the specific keyboard for setup details. Only the D-MAX protocol is supported.

15. Which replacement Hard Drives can I use with my system?

Only EIDE drives are compatible with this system. SATA and other types of drives are NOT compatible.

16. Is the Remote Agent software VISTA Compatible?

At this time it is not. We are in the process of upgrading the software to meet Vista Compatibility Requirements - Please check www.lorexcctv.com for updates.

17. How can I view a DVD on my Observation System?

Connect the DVD Player to any open BNC channel on the system, using accessory BNC Connectors. If audio is desired, use ports 1~4. The DVD Player will be displayed instead of a Camera on this channel.

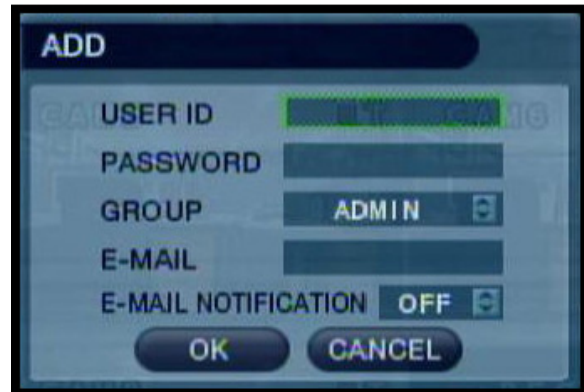
NOTE: A DVD Player cannot be connected to a channel if a DIN Camera is already connected to the corresponding port.

18. Can I use letters in the system password?

No, only numbers. It is recommended that only numbers 1~8 are used for the password.

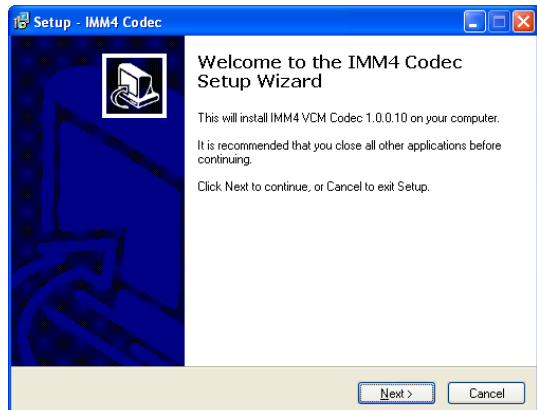
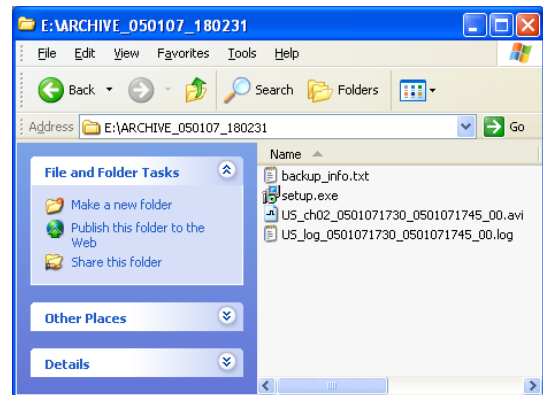
19. How do I change my User Password?

- Navigate in the System Menu to the USER MANAGEMENT Section.
- Select the specified User from the list
- Use the arrow keys to move to the PASSWORD section
- Use the REW key on the front panel or remote control to erase the password. Use the NUMBER keys on the front panel or remote control to enter a new password.
- Select OK and APPLY to save the changes.



20. How can I backup data and play it from any PC?

- Format a Memory Stick on a Windows PC (if not already formatted). Refer to the User Manual for the Memory Stick for specific formatting instructions.
- Insert the Memory Stick into the Observation System.
- Select the Backup options from the Observation System (refer to the User Manual for specific instructions).
- Remove the memory stick from the System once the backup is successfully completed.
- Insert the Memory Stick into any Windows based PC.
- Run the SETUP.EXE file located on the Memory Stick. This will install the necessary Codecs to allow the video to be played on Windows Media Player (or other installed Movie Player).
- Double click the AVI file on the Memory Stick to play the video back in the default Movie Player once the Codecs are installed.



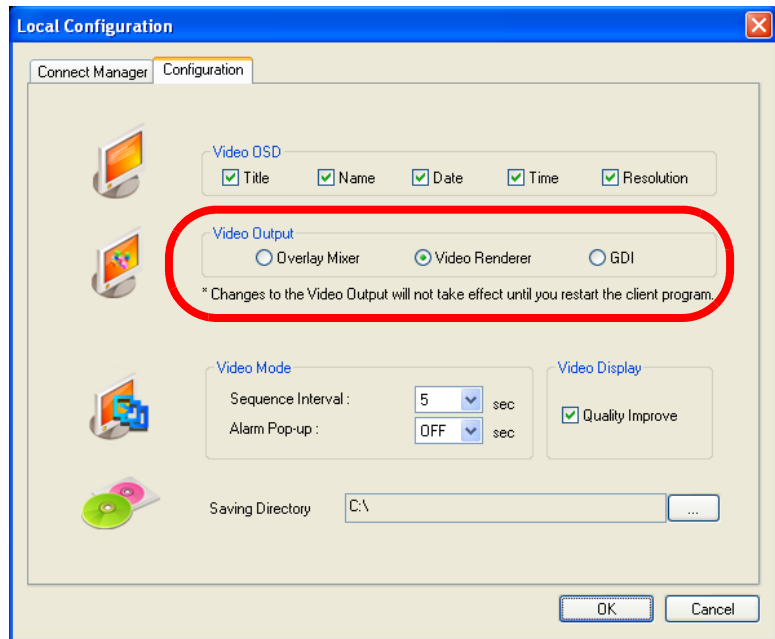
21. How can I adjust the Video Quality on the Video in the Remote Client?

- Open the Lorex Client Software Application



Click on the Remote Setup icon

- Select the Configuration Tab
- Change the Video Output from 'Video Renderer' to 'GDI'. Click OK, and reconnect to the remote System.



22. How do I Format a newly installed Hard Drive?

Once a new drive has been installed into the system, a format of the drive is required. On the first load after a new install, the System will prompt you to format the drive.

- Formatting is set to NO by default. If a selection change is not made, the system will NOT format the drive, and continue loading.

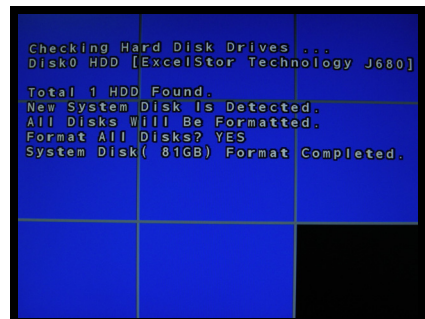
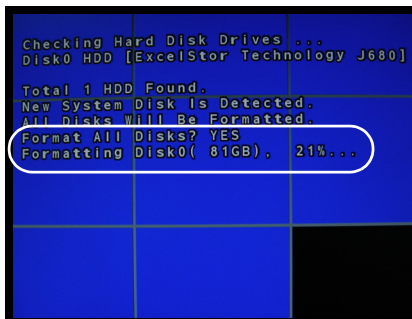
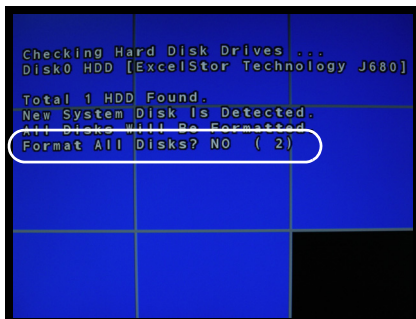


Press the Right Arrow (PLAY button) on the front panel to change the format selection to YES.



Press the ENTER button to begin the formatting process

- Once the formatting is complete, the system will continue to load into the normal display mode.



It's all on the web

 **Product Information**

 **Specification Sheets**

 **User Manuals**

 **Software Upgrades**

 **Quick Start Guides**

 **Firmware Upgrades**



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