

Hiseeu

CE FC RoHS

Wireless Network Video Recorder System

USER MANUAL

Suitable for Hiseeu 2CH/4CH/8CH/16CH 960P and 1080P wireless CCTV kits

Shenzhen Hiseeu Technology Co., Ltd

How can I get product and technical support?
US Toll Free:1-917-338-1084 (Available Pacific Time 5:00pm -12:00pm)
Amazon Email:johnny@hiseeu.com
Aliexpress Email:Support@hiseeu.com
WeChat ID: 15390254421
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Shenzhen Hiseeu Technology Co., Ltd

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STATEMENT

Thank you for choosing our product! This quick user guide will talk about main usages of the product.More information can be found on our website.

Software download link:http://www.hiseeu.com/news/wnk
Manual download link:http://www.hiseeu.com/news/wnk
Email: service@hiseeu.com;service.worldwide@qq.com
Email: john.chen@hiseeu.com

Safety Caution

- Please do not put any fluid container on the product.
- Please do not block the ventilation holes to avoid heat accumulation preventing heat from building the units.
- Please use included power supply with the product to prevent damage to the product.
- Please use the product under its standard working temperature and humidity,published in this manual or product specification.
- Dust on PCB may cause short circuit.It is suggested to clean the dust on PCB timely to make sure the device work well.
- Please obey the regulation and policy in your country and area during the installation of this.

Out Of Box Audit

After receiving the product,please check all products and accessorying to distributor's Package includes information if any is missed or damaged,please contact the distributor.

S/N	Item	Quantity
1	WIFI NVR	1pc
2	Screw,back screws for HDD)	1pc
3	DC 12V 2A power supply (for NVR)	1pc
4	User manual	1pc
5	WIFI IP Camera	2/4/6/8pcs
6	DC 12V 1A power supply(for IPC)	2/4/6/8pcs
7	Screw bag (for IPC)	2/4/6/8pcs
8	Antenna Extension Cord	1/2pcs
9	2-2.5ext network cable	1pc
10	USB mouse	1pc

All PRODUCTS & PARTS

For product may require calling , we suggest to test all products&parts before installation and using.

NVR



- WiFi Antenna Ports:Double antennas to WiFi range
- 4K UHD Video Output Resolution
- USB Ports:For mouse and backup

- 24/7 Hard Disk Connect your NVR to Internet
- Plug and Play:Ideal for viewing on HDTV
- Power Input

IP Cameras



1. WiFi wireless IP camera kits with NVR.
2. Wireless transmission: 2.4G.
3. Wireless IP camera can be connected to router,factory setting automatic into matching code with NVR.
4. Multi Pro-tec pan/tilt camera with Wi-Fi, or connect the camera with network cable.

Note:Receiving temperature ranging from -10 degrees Fahrenheit to 122 degrees Fahrenheit.

Installation Instruction Of WIFI NVR KIT



- Install antennas for cameras;
- Connect a screen to the NVR via its HDMI or VGA port(HDMI cables is included for no monitor NVR);
- Plug the NVR to power(use bigger 12V 2A power adapter);
- Plug the mouse(included) to an USB port on back of NVR. Then you can login in the system.
- Within seconds, you should see cameras' images on the screen;
- Plug the mouse(included) to an USB port on back of NVR. Then you can login in the system.
- Now you can find fullest functionalities including live view, record, playback, video backup and all settings.

Note:The NVR can work with the router by wireless connection and wired connection (most common: when your NVR connect by RJ45 to your router, it will get network settings automatically).
Wireless connection : right click your NVR mouse and choose System Setup>Network Setup> Network Type>Wireless>Search>Choose your router>Input your own wifi network, and you will password here (pls notes it doesn't work with 5G WIFI network).



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Setup The System

This system is standalone with embedded Linux Operating System in the NVR. Just like a desktop PC, need to hook a screen to the NVR to enter the OS. Any TV,monitor with VGA or HDMI input should work for it.

Plug the mouse to NVR with monitor shows.Mouse logo or shows black,normally it is your monitor resolution is lower than the NVR. You can press the left side of the mouse for 30s,then it will reboot. If still can't work, pls change a mouse to test.

Please make sure the NVR and cameras will get below interface:
Setup Wizard---Date---Camera setup---Next---wireless setup---Next---Finish---Next---Format the hard drive---Next



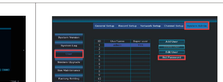
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(5)

CHECK NVR NETWORK , CHANGE NVR SYSTEM LOGIN PASSWORD

Once you have completed connecting the NVR, wait approximately 2-3 minutes.Next you will see the window below on your monitor screen. For your first time to login to the NVR, the password is there is no password, just mouse to go into the menu.
If you forget the password, pls find the solution on the FAQ section.



Tips: To protect your privacy, please set your password at earliest convenience(can't set the password over 8 characters). Right click the mouse--System Setup--System Admin--User to set password.



How to check if your Cloud is online and Network status is healthy ?

Right click the mouse of the register, choose 'Fast Network ', In the middle of the window you should see the Network Status, Cloud Status, Network Speed, Cloud ID, Cloud Port. If you can't see them, select Manual Config,then enable DHCP, Click Apply , then power off the NVR, test, wait a few seconds and power up.



Once you power up, repeat the steps outlined in the above section. Check to see if the Cloud and Status must be Healthy Network. If this does not happen, you will not be able to view remotely.



Menu On What

- Menu On:
Right click button,you can enter the main menu; click right button again you can exit the current menu or retreat.

- **Split Screen:** change status of live view. You can choose to view multiple cameras or single camera in full screen.
- **Video Manage:** manage IP cameras and NVR channels.
- **Record Playback:** playback recorded videos.
- **Smart Playback:** playback videos related to Human Face
- **Video Backup:** backup recorded videos.
- **Volume:** Adjust volume of audio cameras(works only for audio cameras).
- **System Setup:** Configure system and all general settings.
- **Fast Network:** access to network settings.
- **Repeater:** set the wifi repeater or camera as connect as repeater function
- **Alarm Setup:** Configure motion detection, alarm output.
- **Exit System:** logout, shutdown, reboot, close screen output and shut down the system.

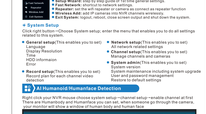
- System Setup
Click right button>Choose System setup; enter the menu that enables you to do all settings under system setup.

- **General setup:**This enables you to set: Language, Display Resolution and HDD information.
- **Record setup:**This enables you to set: Record plan for each channel.
- **Network setup:**This enables you to set: Network related settings.
- **Channel setup:**This enables you to set: Channel related settings.
- **System admin:**This enables you to set: System version, Restore factory,Update including system upgrade (User and password management) Restore to default settings.

AI Humanoid/Humanface Detection

Right-click your NVR mouse choose system setup>channel setup>enable channel at first. There are Humanbody and Humanface you can set, when someone go through the cameras, your monitor will show a window of human body and human face.



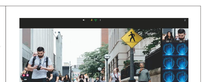


Video Playback

Steps: right-click mouse in main menu->Video playback->choose data channel,record mode->choose date->choose channel->click play button.Or double click the playback time directly so you can see the Eseecloud software is coming out.(Double click it can also work)

Warm prompt:
- Illustration for playback button ▶ ‖ ■ ◀◀ ▶▶ last forward 2 / 4 / 8
- Play:Yes Choose the recording file in the list,as number "1" shown in picture. Choose one channel,as number "2" shown in picture. Click play.
- Video backup:Choose the recording file in the list,as number "1" shown in picture.Insert the U flash disk, click "video backup" to backup the file.
- Time bar: Use "mouse wheel" and "time" at left bottom to check the timeline of recording, as number "3" shown in picture.
- On the timeline with recording file,left click the mouse, the can playback the file.

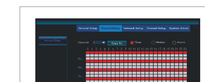
Notice: you can see four channel cameras playback at the same time, if you want to check other channels you need select the current channel at first, then choose search to find it playback.





AI Playback

- Play:Press the human detection record, pls set the record on motion at first , then right click your NVR mouse and choose AI playback.Type choose Humanbodey or humanface. Then it will show some videos here, double click it and to check the video here.





How to Backup the video?

Use U disk to copy video,so easy and convenient!

① USB ports: Plug U flash disk into the USB port of NVR. Right click on main menu->Video backup->choose backup channel->choose video mode->setup searching time->search->choose the video->click backup.**(We support 32G U flash disk at max. Recording file is packed one hour per time.)**

② USB port: Right click on main menu->video backup->choose backup channel->choose video mode->setup searching time->search->choose the video->click backup.(Backup speed is most U flash disk within reminding 1 minute, then the system will backup recording file to U flash disk)

The playback files is avi. format, you can use VLC player to check it on your computer (Download free link: http://download.cnet.com/VLC-com/3000-2139_4-10377521.html)

User Eseecloud software to backup the video

Kindly make sure backup to NVR IP address. Here is the video for you check :
https://youtu.be/Ku_Ab1Ft-Ak



View on PC via IE or Eseecloud and Phone APP Eseecloud

View the camera remotely

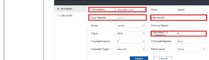
Tip: before you remotely check it on phone app and Eseecloud, you need make sure cloud ID is online and Network Status is Healthy,network

① To View on the the PC:
Open the IE browser, choose to connect the NVR and your computer to the same router. Get the IP address of NVR on the browser's address bar.(We recommend using IE or Microsoft Edge).
Right click mouse>system setup>Network Setup>IP address (Start with 192.168. .)



You can change language on the right top corner.

b) To view on Eseecloud software on PC:
Input User Name and Password (If you don't change the user name and password, User Name is admin ,no password)
Click "Add" to download the Eseecloud software from www.hiseeu.com.
Or download from this link :https://www.dropbox.com/s/2z5tpwq6t3hrk9l/EseeCloud%20for%20Windows.rar?dl=0
MAC OS download link :https://s3.amazonaws.com/EseeCloud_Setup_2.0.5_20191119.exe
MAC OS system download link :https://www.dropbox.com/s/gjhwpsnoz07o6ka/EseeCloud%20for%20Mac.rar?dl=0
Or :http://eseecloud.dvr163.com/dvr/EseeCloud-mac-2.0.5_20190517.zip
user name is admin, no password, choose login



Select "Add"
Select "Cloud ID",enter the cloud ID(9 or 10 numbers). You can find it on your home monitor screen or your home monitor screen.>Network setup>Network Setup>Cloud ID
Username is NVR system user name on your home monitor screen.
Password is your NVR system password on your home monitor screen.(If you don't change the password, the default is blank)
Channels: Input 4 or 8 or 9, if you have 4 cameras, enter 4 etc.
Click Confirm and you will see the video.



If you check in the local network, you can use the NVR IP address to add the system (Find the IP address on Fast network page or Network setting page)

c)To View on IE browser:
You can also visit www.dvr163.com or www.x-eseecl.com via IE browser to watch it. Change the language at the right top corner. Choose ID login, input your Cloud ID and Username and Password.



d) To view on IE browser by IP address
Click "Advanced", right click your mouse and choose Fast network, you will see the IP address here

Enter the NVR's IP address on IE browser for example: http://192.168.1.100(If the default WEB port is changed, for example, the port number is 85, you need to add port number when input IP address in the browser, for example: http://192.168.1.7:100).





② To view on the Phone
Users can use cellphone to scan the QR code below to install the APP free of charge,or users can search "Eseecloud" in APP store or Google Play to download the APP.
Note: For IOS system,it requires IOS 8.0 version or above. For android, android 4.4 or above, and if you still can't download, please log in to our official website link:http://www.hiseeu.com/news/wnk

Click "+"->either way to add/ scan the QR code on your fast network page->Network connected device>input Cloud ID and User name and password (user name and password is the same as PC software)

Tips: if you've set a password on your NVR system, please update your password on APP to, now And if your camera loading for a long time and don't show image, you can right click your NVR mouse and choose System Setup--Network setup, change the MTU to 1500.



Playback On Mobiles

In the Eseecloud APP, while viewing live video of the system, click Playback, you will enter the remote playback menu. The APP Playback only check one channel at one time.
The APP playback speed is slow, it is normal because it depends on the signal transmission condition.
We support to playback in LAN. Remote playback out of LAN may not 100% work due to connection & network condition.





Extend WIFI Range

Wireless connection is easy and convenient, but it's not universal application. Because of the character of WIFI, the WIFI signal will decrease when going through some obstacles. Some methods can be applied to bypass obstacles and extend WIFI range.

Position The Antenna Correctly

The best direction to place the antennas of NVR is in the center of it. WIFI signal is strong all around the WIFI range. Antenna of NVR should be put straight up, if not, WIFI signal will be weak. According to the signal transmission character of antenna, the antenna of cameras should overlap or parallel to NVR WIFI range, as pictures showed below.



correct method



fault method

Repeater Setup

Step 1. Right click the NVR mouse,and choose "Video Manage" --- then left click "Repeater"



Delete Repeater

Move the mouse to targeted channels, left click to delete, and then click "Apply" and "OK".



Use Antenna Extension Cord to prolong WIFI distance

Installation method of antenna extension cord



Note: When WIFI signal is not strong enough against walls,users can take off the original antenna and substitute one antenna extension cord.Or4 a hole on the wall to let the extension cord go through and simply 2 where WIFI signal is strong.

Establishing connection in a reasonable solution,extend with signal booster

Note:
- Repeater function can't strengthen WIFI signal for wireless NVR-kit, but can extend the distance for repeater to WIFI camera.
- Only when the repeater screens and repeater cameras are positioned correctly, WIFI signal can be strengthened.
- Repeater function is not 100%, 2 meters antenna extension cord are two methods to extend WIFI range. Users can choose one according to real situation.

Repeater Setup

Step 2. Add repeater:
As picture showed below, click icon + besides channel 3,choose other channel.



Step 3. As picture shown below, 4 meter RPC1 is connected to NVR through IPC2 and IPC2. IPC2 is connected to NVR through IPC3. IPC3 is connected to NVR directly.

Step 4. Click "Apply" and then click "refresh" to check if the setting is successful.

Application Example

As picture shown above, when IPCAM1 in put somewhere is out of NVR WIFI range, and there is a WALL between IPCAM1 and repeater, IPCAM1 can't connect to NVR directly. But it is in repeater 1 setup IPCAM1 repeated by IPCAM2, and then IPCAM1 to be presented by IPCAM2.

Warning

Device will not to guarantee if caused by below reason:
- Incorrect manipulation,disaster, mis-operation.
- Do not complain to the environment and conditions such as weather and so on.
- Do not complain to the force majeure factors.
- If not be maintained by other center which not belong to the real factory.
- Goods already sold more than 12 months.

Frequently Asked Questions

Q1.How to install the hard drive?

A:If your camera system not include the hard drive, please order it yourself, the hard drive we recommend is 1T to 4T, 5400 or 7200 RPM. Click to see how to install HDD
Below are the installation steps of the hard drive:Or Email to:johnny@hiseeu.com to get help)

Unplug your NVR from power, playtime and remove the top cover.

Connect the SATA power and data cables from the NVR to the hard drive. Secure the hard drive to the NVR.

Reinstalling the back shroud and the NVR , gently turn it over and line up the holes on the hard drive with the holes on the NVR, using a screwdriver, secure the hard drive to the bottom of the NVR.

Note:New HDD should be formatted before recording.

Plug back the NVR hdmi/vga mouse ,>System Setup->General Setup->HDD setup , check format the HDD, click "Apply", when HDD is full, if you choose "overwrite", it will delete old files, and make new records.

Warm Notes: If the hard drive information is not displayed in this time.
1. Please check if your NVR box plug the 12V/A power supply. If you connect the 12V/1A power supply, please use the 12V/2A power supply instead and try to connect again.
2. Please open NVR with a screwdriver to check whether the cable connecting the hard drive is loose.Unplug the cable to the hard drive and reconnect it.

Q2.How can I troubleshoot camera issues?

A:First check whether the power adapter is working by testing with another power source. Next check whether the camera is receiving power when plugged in. Then check whether you have video or not. If there is no video, cover the photocell with your finger as below photo. If the IR-CUT light turns red, the camera is working please check the cable.
If it does not turn red, this indicates that the camera has experienced a malfunction. In this case, please contact us for after-sale service.

Cover the photocell

Q3.How do I add a new camera? What should I do when there is no camera display on the monitor?

A:In most situations, you may need to add a new camera to your NVR. For example, you may need to replace a broken camera, or if you have an expandable NVR,you can add extra cameras.

IUPC with RJ45 connector

- Pls use an Ethernet cable connect the camera to your NVR first.
- Right click the mouse>Fast Network>Network>Match Codes">Exit"after adding successfully.
- After that you can unplug the Ethernet cable.
- For more details, please check:
https://youtu.be/kn6bFgLzPI

IUPC with reset button

- Connect camera with power adapter, and put it close to your NVR;
- Make camera antenna and the NVR wifi antenna are parallel
- Right click the mouse -> Wireless Add
- Press the reset button on the camera and reset button for 5 seconds
- Wait for the power pin light standing for few seconds, then it will blink again.
- About 1 minute the camera will show on the wireless add page, see IP address
- Click "OK" to finish adding camera
- If the first time camera doesn't show image, pls try several times, each time pls wait about 1 minute

Q4.How can I get motion notifications on my phone?

A:First check the status of your Cloud ID is ONLINE and the Network Status indicates Healthy Network.
Right click on the home screen of your monitor, right click the mouse, choose System setup > Channel Setup > Video Detection
Next, select the following: Enable for Motion Detection, Alarm, E-mail Notice and APP Alarm. Then Ok.

From the home screen of your monitor, right click your mouse and choose System Setup, select Network setup, select Email from the left-hand menu bar. From there, click Enable, enter the information in the fields as shown in the figure below.

Server Authentication: Select SSL
Software,take hotmail account as an example)
SMTP Server: smtp.live.com
Port: 25
Username: Sender e-mail address (click shift on the virtual keyboard for "@"symbol
Password: Sender E-mail login password
Receiver: Receiver e-mail address
Sender: Sender e-mail address to send alarm
Click "Test" to receive a test email to confirm (it must be different with sender, you can use another Hotmail/Gmail/Yahoo Email address)
If you see other email account as sender such as gmail yahoo,etc,you need find out their email SMTP server and port,then you can install the same above.

After you have finished setting your preferred channel as mentioned above, you can now proceed to activate your preferred channels. Starting from the home screen of your monitor, right click the mouse, navigate to System Setup > Channel Setup > Video Detection > Motion Area. Copy to and either select the All option for all cameras, or select the camera you wish to activate motion detection. Click ok. You can adjust the sensitivity at any time by navigating to the same menu. Once configured correctly, you will get motion detection signal and notification as shown.

Q5.How can I receive e-mail notifications for motion detection?

A:First ensure you follow the steps outlined in the previous question.How can I get motion detection e-mail notifications?
- To receive notifications, you need a Email account (Such as, Hotmail, Gmail, Yahoo, etc.)
- Next, log into the web version of your Email account .In the upper right-hand corner, click on the Settings button, then select Forwarding and POP/IMAP -> Check "Enable POP for all mail" and "Enable IMAP" -> Save the settings

- After you have entered all of your information, click Test until the Test success message appears. Please note that it may take several minutes before you receive your test email. In the test email, try another Email account Click Ok. Whether or not your test was successful, be sure to click Ok to save your settings.
- Now, when motion is detected by your camera, you will receive an Email notification within 2 to 5 minutes as shown in the sample figures below.

Q6.How do I adjust the Date and Time?

A:First, Check the system is healthy network. Right click the mouse from the home screen of your monitor, choose System setup>Network Setup, Check to see that Network Status says Healthy Network. Next, right click the mouse, choose General setup>Time setup>Time setup from the left menu bar. Select Enable>Next, you now click ok.
Second ,Choose System Setup>General setup>Time setup, please Unselect Enable>Select your correct Time Zone>Set the Date and Time>Click Apply>Ok

Q7.How do I setup the Pairing Settings?

A:Right click the mouse from the home screen of your monitor, navigate to System setup > Network Setup > Network Type > Wireless > Search > Choose your WiFi > Input the password. From the home screen of your monitor,and navigate to Video manage, click Search,click Add. One, after all IP addresses appear, click Ok. All videos will appear on your monitor screen.

Q8.My system does not recognize that I have a hard drive installed, how to find it?

A:First confirm that the power adapter for NVR is 12V-2A. Once you have confirmed, right click the mouse from the home screen of your monitor, navigate to System setup > Advanced setup > HDD setup, verify if there is HDD information.Please also refer to Frequently Asked Questions section for more information.If there is no drive and check my hard drive information?, if there is no hard drive information, open the front door and check to see if the cable of hard drive is loose. Re-connect if loose.

Q9.How do I reset the NVR login password?

A:Right click the mouse from the home screen of your monitor, input the wrong password continuous input 6 times, and right click the mouse sees 6 times>you will get the picture as below (31) input a new password—>reported the new password again, need(1) put in old password (2) input a new password (3) password can be set to 8 characters and should not contain such as @ ? $ ( ) ... # and other special characters.

(1)

(2)

(3)

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You can refer to this youtube video: https://youtu.be/KJpJvYFQrK8

If still can't work, pls take below photo to our email : johnny@hiseeu.com to get super password

Q10.Purchase repeater to enhance camera signal?

A: If the camera is set as WiFi repeater and the antenna is replaced, the problem of weak signal still cannot be solved.you can buy a dedicated WiFi repeater to solve the problem. Search "WiFi repeater" on amazon.com
For WiFi repeater,you can search: **B07N5S1WKC** on amazon.

Setup WiFi Repeater
1.Press the reset button on the repeater for 10 seconds
2.Use an Ethernet cable connect the repeater to NVR
3.Power on repeater ,Search Add>Add>Finish

Reset Button

CAUSE:the camera you want to add after the repeater.

Q11.What's the meaning of tRON on the TV/PC monitor?

Phase	tRON	Location	Meaning
1	Time Error	Top Left Corner	Time Error Message
2	Red dot	Top Right Corner	Recording
3	Red Triangle	Bottom Left Screen	Alarm
4	Little Yellow Icon	Top Right Corner	Motion Detection
5	Blue Icon	Bottom Middle Screen	Turn on/off volume
6	Blue PTZ	Bottom Middle Screen	Camera PTZ

Q12.What should I do if the NVR always appear Offline?

A: Please check if the NVR is in the router router with an Ethernet cable. After that right click the mouse>Fast network.
- Step 1 doesn't work, Pls check the Ethernet cable is broken or not.
- Step 2 doesn't work, Pls check
Pls right click the mouse>system setup>Network Setup>Do not choose DHCP> Change Preferred DNS to 114.114.114.114 or 8.8.8.8 > Power off the NVR and power on again(Restart).

For Gateway Unreachable or Network Error problem pls kindly follow below steps.

Step 1
Check if the router/ethernet cable is faulty or not.check whether the switch and router line connections are correct.
Can you connect to the external network normally through the computer wired connection? If the network is disconnected, please check the router.

Step 2:
Right click mouse and choose Fast Network > Auto config ,check if the network will be healthy or not

Step 3:
If the auto config still can't make it work,pls kindly check the same network computer network setting

Then "manual configuration" set the recorder network settings, don't choose DHCP, input the same IP address and gateway and subnet same as your computer

Step 2:
Check computer network parameters on computer, click "Start" menu, select "Control Panel", click "Network and Internet", click "Network and Sharing Center", click "Change adapter settings", right click on the network connection you are using, select "Properties", select "Internet Protocol Version 4 (TCP/IPv4)", click "Properties", you will see the current IP address, subnet mask, default gateway and DNS server settings. Write down the current settings in case you need to restore them later.

Step 3:
If the auto config still can't make it work,pls kindly check the same network computer network setting

Q13.How to set up Motion Detection?

A:First, Check the system
Pls right click the mouse>system setup>Channel Setup>Video detection>Selecting the Channel for Motion Detection>Choose the form of alarm>After you set it up you can Click "Copy to" to set it all channels.

Q14.How to solve the problem of IPC disconnect/IPC with RJ45 connector?

A: Check the network cable from the camera to see if the light is lit or not.
If it's bright, it means camera is not bad.
If it's not bright, it means camera is bad or a good camera to the bad camera.
In the case of determining that camera is not broken.
Check the network cable from the router cable.
If step2 not work,Pls use old Ethernet cable connect the camera to your NVR.
Delete the Connect Camera>Search>Match Code.
Check the network cable from the router cable.
You can refer to this youtube video:
https://youtu.be/kn6bFgLzPI

Set the area of motion detection to be set within the field of view of the camera.

App Alarm
Receive push Alarm to NVR
Activate "No number" Dialing>Enable Push notification > privacy setting>turn on Notification

Q15.I connected the system, why nothing is showing on my monitor?

A:The default output resolution of the NVR is 1280*1024, which may not be compatible with some monitor screens. There are a few options you can try to fix it:

- Press the left side of the mouse about 30s, don't remove your finger from the mouse, and wait the system reboot, it will change to the minimum resolution.
- Change to a VGA cable to connect the NVR to the monitor. Then right click mouse to make sure the "input" is set to VGA. If not,try a VGA cable, try another monitor with HDMI cable until getting video on the monitor screen. Don't forget to change the input setting to match.
- When you see the video on another monitor, right click the mouse>System setup>General setup, adjust the Display resolution to 1024x768, click OK. Finally,change to connect with the first TV monitor, check if you can see the video now connected.

How can I get product and technical support?
US Toll Free:1-917-338-1084
(Available Pacific Time 5:00pm -12:00pm)
Amazon Email:johnny@hiseeu.com
Aliexpress Email :Support@hiseeu.com
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