Lorex Edge LH300 Series DVR: Frequently Asked Questions

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Monitor/Display:

Q: Why can't I see an image when I connect my monitor to the DVR?

A: Solution 1: Check the order that you plugged in the monitor

- You must plug in the DVI/VGA cable between the monitor and DVR. Then power on the monitor before powering on the DVR.
- If the order is reversed, the monitor may not detect the DVR.

Solution 2: Use a different monitor to change the DVR resolution

- Connect a different monitor to the DVR. If you can see an image, change the default resolution of the DVR (1280 x 1024) to a lower resolution (for example, 800 x 600).

To change the screen resolution:

1. Open the Main Menu, and then click **Setup** ( ) →**Video-Out Setup**→**Video-Out Resolution.**
2. Select the desired output resolution of the DVR (800x600, 1024x768, 1280x1024).
3. Click **Video-Out Update** and then click **Yes** at the prompt to save your changes.

Solution 3: Lower the resolution using the remote control

If you do not have access to a secondary monitor, try the following steps to manually change the resolution using the remote control. The steps must be followed precisely.

To change your screen resolution to 800 x 600 using the remote:

1. Press the **ESC** button ( ) repeatedly to exit all menus.
2. Press the **Menu** button( ).
3. Press the **FWD** button( ).
4. Press the **Enter** button ( ).
5. Press the **Down** button ( ) three times (4-channel) / four times (8/16-channel).
6. Press the **Enter** button ( ).
7. Press the **Decrease** button ( ).
8. Press the **Down** button ( ).
9. Press the **Enter** button ( ) and wait 5 seconds.
10. Press the **FWD** button( ), and then press the **Enter** button ( ).

Remote Access and Software:

Q: What is my ID and password?

A: Depending on your DVR model, the default user name (ID) and password is different. Refer to the tables below for the default DVR user IDs and passwords.

Local DVR Access

4 Channel

LEVEL	ID	PASSWORD
USER	1	1111
ADMIN	2	2222

8 & 16 Channel

LEVEL	ID	PASSWORD
USER	2	2222
ADMIN	3	3333

Remote/LAN Viewing

4/ 8/ 16 Channel

LEVEL	ID	PASSWORD
GUEST	7	1111
USER	8	2222
ADMIN	9	3333

Q: Is there a software CD included with the system?

A: No. The browser-based remote software is built into the system. Desktop viewing software for Windows® and Mac OS® computers is available as a free download from www.lorextechnology.com, under Lorex Client Software for Edge Series in the Product Updates section of the product page for your DVR model. For instructions, see "Q: Is software available to remotely view the DVR on a PC or Mac?" on page 3.

The systems include a Documentation CD. Only the Instruction Manual and Quick Start Guide are included on this CD.

Q: Is software available to remotely view the DVR on a PC or Mac?

A: Yes, in addition to remote viewing using a compatible web browser, there is remote viewing software available for Windows® and Mac OS® computers. The Lorex Client for Edge Series is available as a free download from www.lorextechnology.com, under the Product Updates section of the product page for your DVR model. To get to the product page, visit www.lorextechnology.com and search for the model number for your DVR (e.g. LH314).

Windows®:

To install Lorex Client for Edge Series on Windows®:

1. Download **Lorex Client PC Software for Edge Series** from the Product Updates section of the product page for your DVR model.
2. Open the downloaded .zip file, and extract the contained installer file.
3. Double-click the installer file to run, and follow the on-screen instructions to install.

To run Lorex Client for Edge Series:

1. From the Start Menu, click **Client Software**. The client window appears.
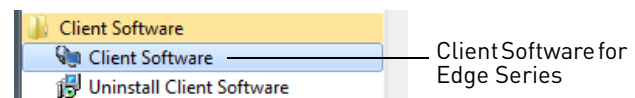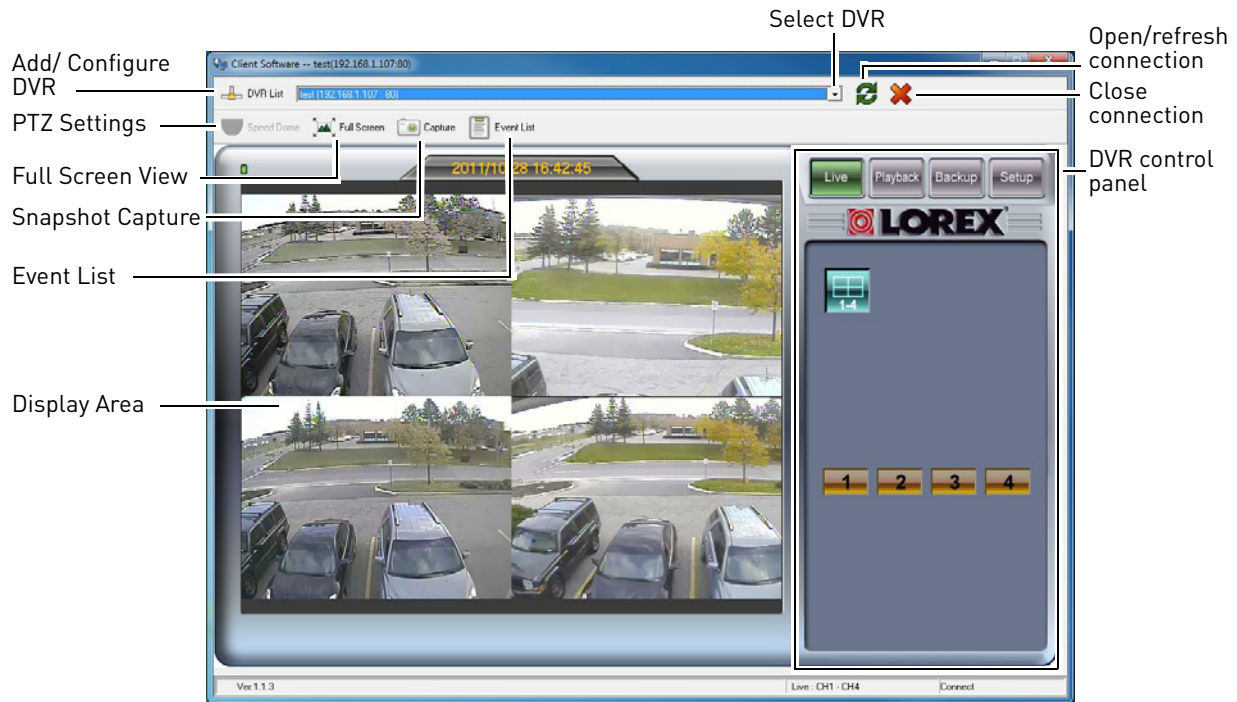
.

Add/ Configure DVR

PTZ Settings

Full Screen View

Snapshot Capture

Event List

Display Area

Select DVR

Open/refresh connection

Close connection

DVR control panel

Client window. Note that the appearance of the window will differ before connecting to your DVR.

2. Click **DVR List**. The DVR list window opens.
3. Configure the following:
    • **Name:** Enter the name you would like to use for your system.
    • **IP / DDNS:** Enter the IP or DDNS address of your DVR.
    • **Port:** Enter the HTTP port number used by your DVR (default: 80).
    • **ID:** Enter the user ID for remote viewing (default: 9).
    • **Password:** Enter the password for remote viewing (default: 3333).
4. Click **Add**. Then click **Close** to return to the main client window.
5. Select your DVR from the drop-down menu at the top of the screen and click to connect. Live video from your cameras will appear when the connection is successful.
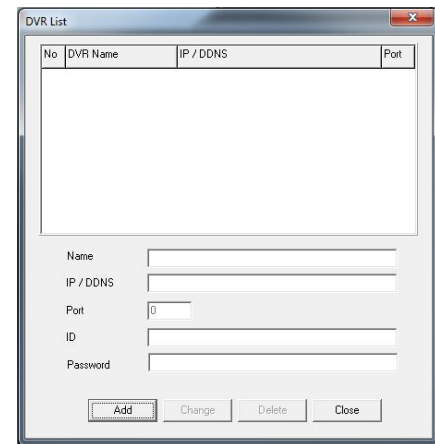
    NOTE: If it does not connect within 15 seconds, click and click again to refresh the connection.

DVR List

To enter / exit full-screen view:

- Click **Full Screen** to enter full-screen view. Press **ESC** to exit full-screen view.

To take snapshots:

1. Click the **Capture** button. The Capture window opens with a preview of your snapshot.

Save Snapshot   Save As   Cancel   Discard Snapshot
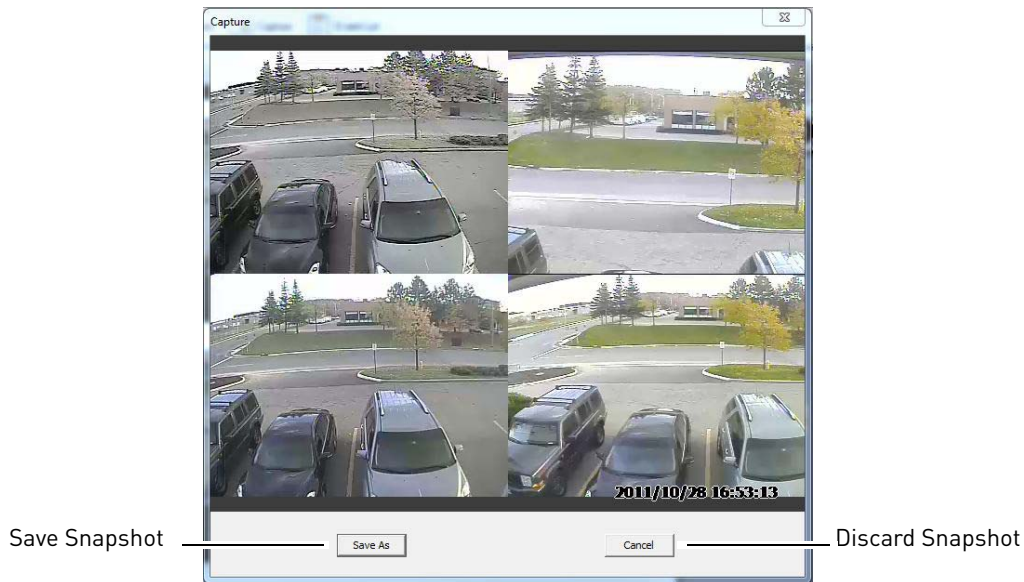
> **NOTE:** The Capture button takes a snapshot of the entire display area. To take a snapshot of a single camera, you must switch to a single-channel view before clicking Capture.

2. Click **Save As**. A Save As window appears.
3. Select the folder you would like to save the snapshot to. In the File Name field, enter a name for your snapshot. Click **Save**.

Mac OS®:

To install Lorex Client for Edge Series on Mac OS®:

1. Go to www.lorextechnology.com and download the **Lorex Client MAC Software for Edge Series** from the Updates section of the product page for your DVR model.
2. Double-click the installer (.pkg) file.
3. Follow the on-screen instructions to install.

To run Lorex Client for Edge Series:

1. Double-click **Edge Client Software** in your Applications folder. The client window appears.

Edge Client Software
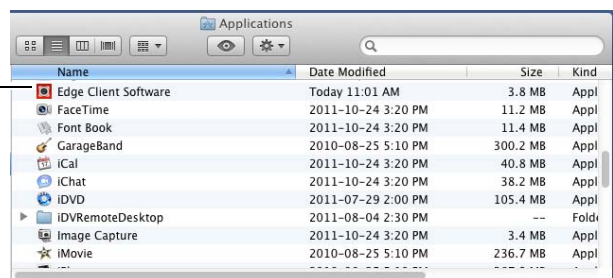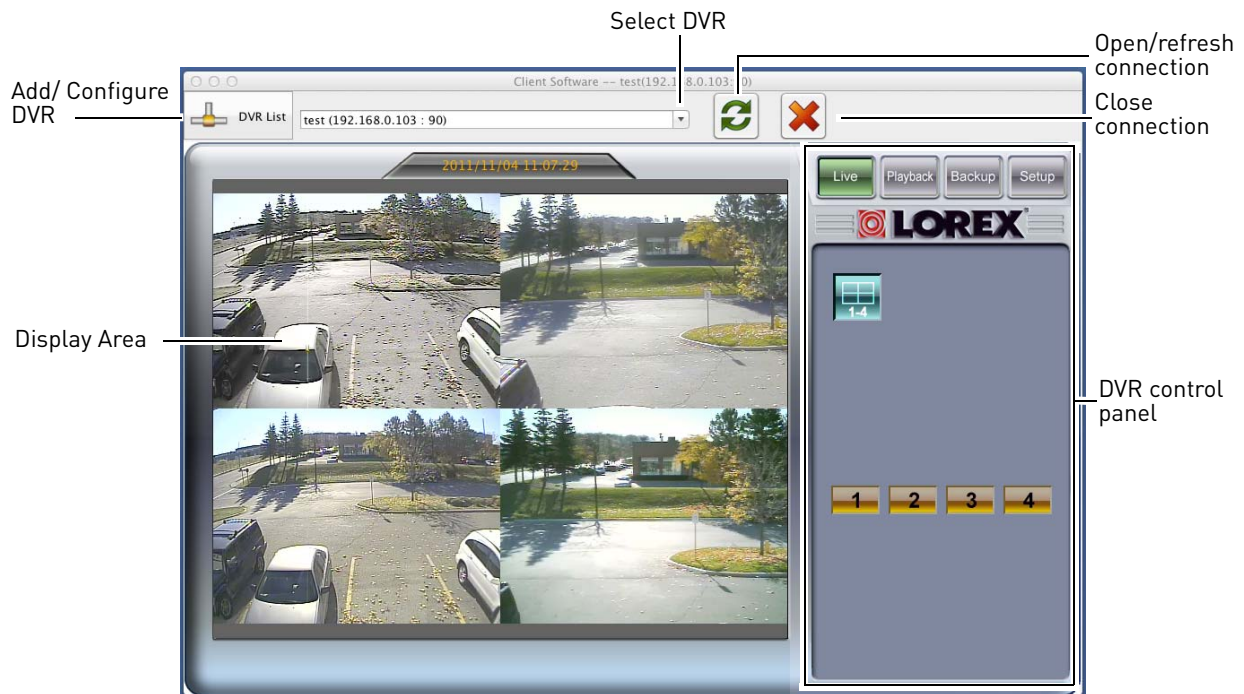
Select DVR

Open/refresh
connection

Add/ Configure
DVR

Close
connection

Display Area

DVR control
panel

Client window. Note that the appearance of the window will differ
before connecting to your DVR.

2. Click **DVR List**. The DVR List window opens.
3. Configure the following:
   • **Name:** Enter the name you would like to use for
     your DVR.
   • **IP / DDNS:** Enter the IP or DDNS address of your
     DVR.
   • **Port:** Enter the HTTP port number used by your
     DVR (default: 80).
   • **ID:** Enter the user ID for remote viewing
     (default: 9).
   • **Password:** Enter the password for remote
     viewing (default: 3333).
4. Click **Add**. Then click **Close**.
5. Select your DVR from the drop-down menu at the
   top of the screen and click 🔄 to connect. Live
   video from your cameras will appear when the
   connection is successful.
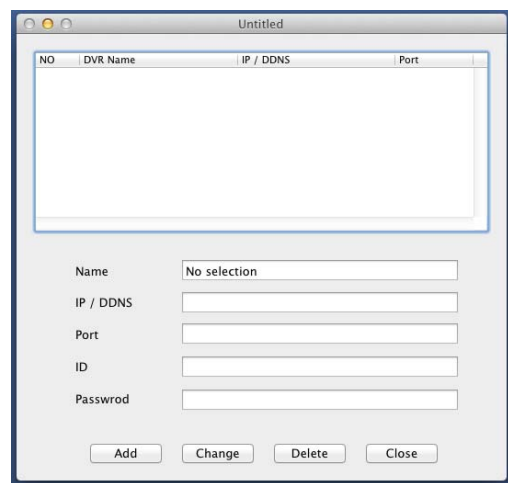
DVR List

NOTE: If it does not connect within 15 seconds, click ❌ and click 🔄 again to refresh the
connection.

Q: How do I setup DDNS using Lorex Client for Edge Series?

A: Follow the steps below to register for a free Lorex DDNS account and set it up on your DVR using Lorex Client for Edge Series. A DDNS account will allow you to connect to your DVR using an easy to remember text address, rather than a numerical IP address, that will not change even if your IP address changes.

Prerequisites:

- Connect your DVR to your router using an ethernet cable.
- Obtain your DVR's local IP address, HTTP port, and MAC address. Press the ⏎ button twice on the remote control or front panel (Edge+ Series only) to bring up the System Information screen.
- Port forward your DVR's HTTP port on your router manually or using the Lorex Auto Port Forward Wizard (PC only; available as a free download from www.lorextechnology.com—product registration required for download).
- Using the instructions in "Q: Is software available to remotely view the DVR on a PC or Mac?" on page 3, install Lorex Client for Edge Series on a **PC or Mac on the same network as the DVR**, and connect to the DVR over the local network (using the local IP address obtained from the System Information screen).

To register for a free Lorex DDNS account:

1. In your browser, go to http://lorexddns.net and click **Create Account**.

2. Complete the Account Information fields with your personal information. Complete the Warranty Information fields with your purchase details (optional).
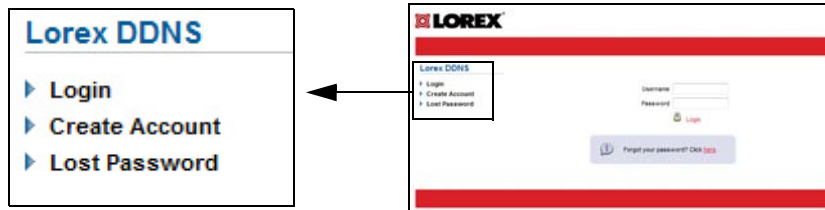3. Complete the System Information fields:
    - **Product License (Code)**: Select your product model from the Product License drop-down menu.
    - **MAC Address**: The physical address of your system on your network. You can find the MAC address of your DVR by pressing the ⏎ button twice on the remote control or front panel (Edge+ Series only) to open the System Information screen.
    - **URL Request**: Choose a URL for your DDNS connection (i.e. your name, your company or business name, or anything of your choice). This will be the URL that you will enter to access your DVR remotely.
4. Your account information will be sent to you at the email address you used in step 2. You will need this information for remote access to your system. Record your information.

Account name: _ _ _ _ _ _ _ _ _

Domain name*: _ _ _ _ _ _ _ _ _

Password: _ _ _ _ _ _ _ _ _ _

To enable DDNS on your DVR using Lorex Client for Edge Series:

1. If you are not already connected to your DVR, connect to it on a **PC or Mac on the same network as your DVR**. See "Q: Is software available to remotely view the DVR on a PC or Mac?" on page 3 for instructions on how to connect to your DVR using Lorex Client for Edge Series.
2. Click the **Setup** button.
3. Open the **DDNS** tab.
4. Under DDNS Select, select **http://lorexddns.net** from the drop-down.
5. Under DDNS User Name and DDNS Password, enter the account name and password from the confirmation email that was sent after you created your DDNS account.
6. Under DDNS Domain Name, enter **ONLY THE FIRST PART** of the domain name from the confirmation email that was sent after you created your DDNS account. For example, if the full domain sent is *tomsmith.lorexddns.net*, you only need to enter *tomsmith* under DDNS Domain Name.
7. Click **Apply** to save your changes.
8. Reset the DVR by disconnecting and reconnecting the power cable from the rear panel.

   NOTE: Please allow 10~15 minutes for the DDNS servers to update with your new DDNS address before attempting to connect.

To connect to your DVR's DDNS address using Lorex Client for Edge Series:

1. Open the Lorex Client for Edge Series and click **DVR List**. The DVR List window opens.
2. Click **Add**.
3. Configure the following:
   • **Name:** Enter the name you would like to use for your DVR. You can use your name, your company or business name, or anything of your choice.
   • **IP/DDNS Address:** Enter your **full** DDNS address (if the first part of the domain name sent is *tomsmith*, enter *tomsmith.lorexddns.net*).
   • **Port:** Enter your DVR's HTTP port (default: 80).
   • **ID:** Enter the user ID for remote viewing (default: 9).
   • **Password:** Enter the password for remote viewing (default: 3333).
4. Click **Change** to save your settings. Then click **Close** to return to the client window.
5. Select your DVR's DDNS address from the drop-down menu at the top of the screen and click

    to connect. Live video from your cameras will appear when the connection is successful.

Once you have connected to your DVR using the DDNS address, you can connect to your DVR over the Internet using a remote computer or compatible mobile device.

   NOTE: If it does not connect within 30 seconds, click and click again to refresh the connection.

Q: Which browsers are compatible with remote viewing?

A: The Edge Series DVR supports the following browsers for remote viewing:

PC:

   • Internet Explorer, Mozilla Firefox (using IE Tab), and Google Chrome (using IE Tab)

Mac:
   • Safari (v. 5.05 and below)

Q: How do I view my DVR using Internet Explorer 9?

A: You will receive an error when connecting to your Edge DVR using Internet Explorer 9 (IE9). The current workaround is to place IE9 in compatibility mode.

To view your DVR using Internet Explorer 9:

1. Open Internet Explorer 9. In the address bar, enter **http://**, your DVR's **DDNS or IP address**, and then **colon** and the **HTTP port** (default: 80) (e.g. *http://tomsmith.lorexddns.net:80*). You will see a broken page icon in the address bar .
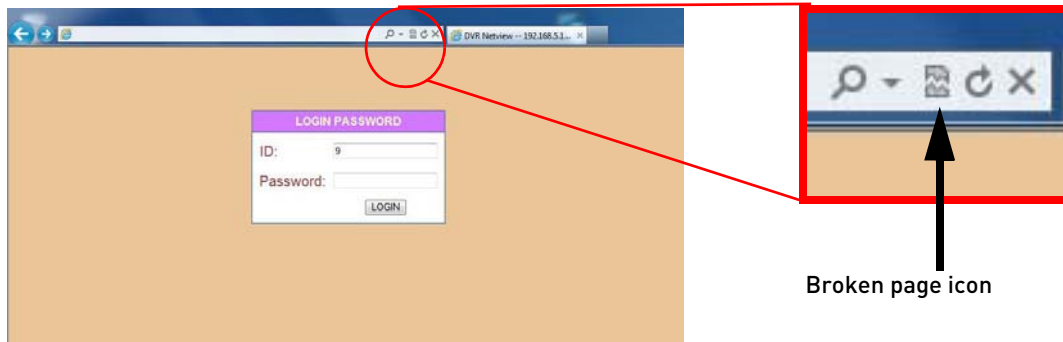
Broken page icon

2. Click the **broken page icon**. The icon will turn blue.
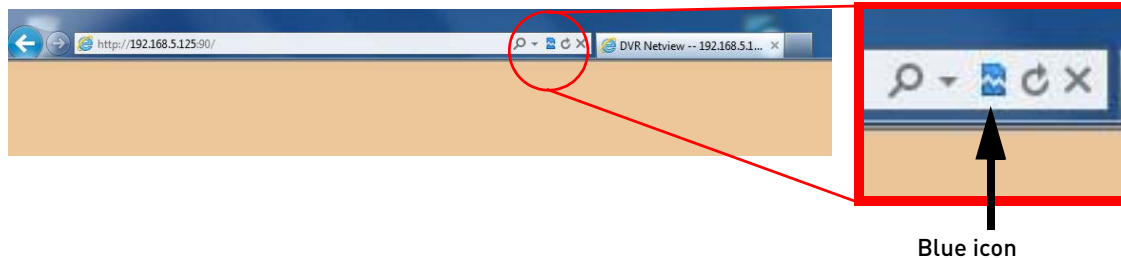
Blue icon

> **NOTE:** The icon must be blue—this indicates that IE9 is running in compatibility mode.

3. Enter your DVR remote access user ID and password and click **Login**. You should connect to your DVR and see live footage from the cameras.

Compatibility mode enabled
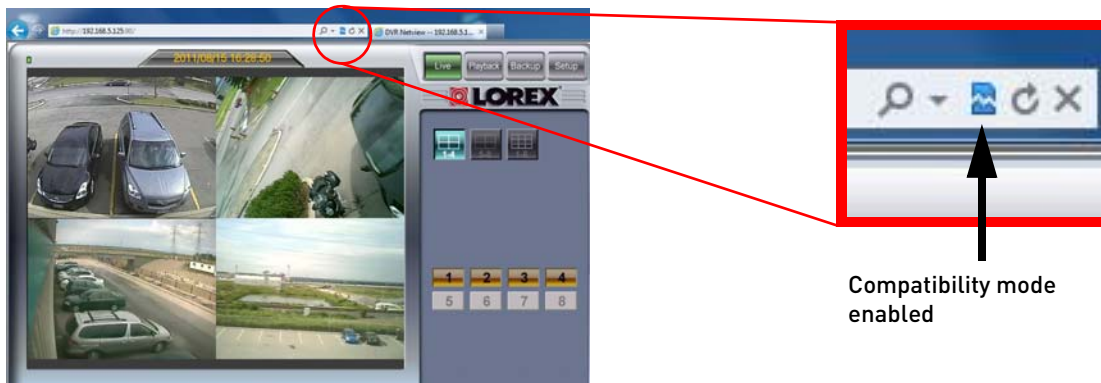
If you are still unable to connect to the DVR using IE9, you can also use the Lorex Client PC Software for Edge Series (available as a free download from www.lorextechnology.com). For instructions, see "Q: Is software available to remotely view the DVR on a PC or Mac?" on page 3 of this FAQ.

Q: How do I configure the Chrome browser to connect to my DVR?

A: You must download an extension called "IE Tab" before the Chrome browser can connect to the Edge DVR.

To connect to your system using the Chrome browser:

Step 1 of 2: Download the IE Tab extension

1. Open the Chrome browser and then click on [icon] →**Tools**→**Extensions**.
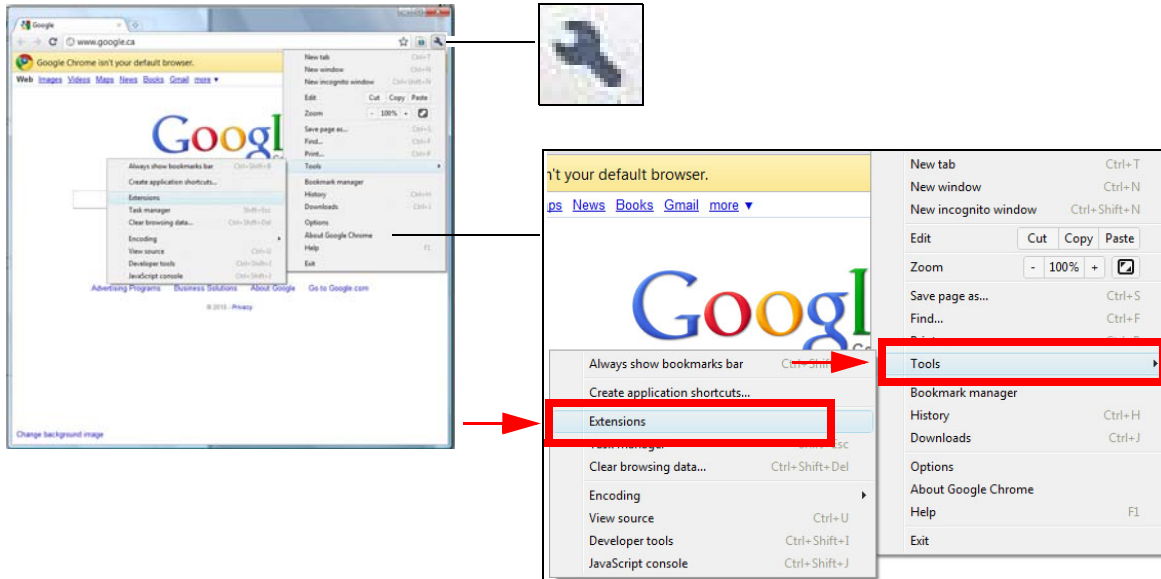
2. Click **Get more extensions** or **browse the gallery**. The Chrome Web Store opens (IE Tab is a free download).

Get more extensions
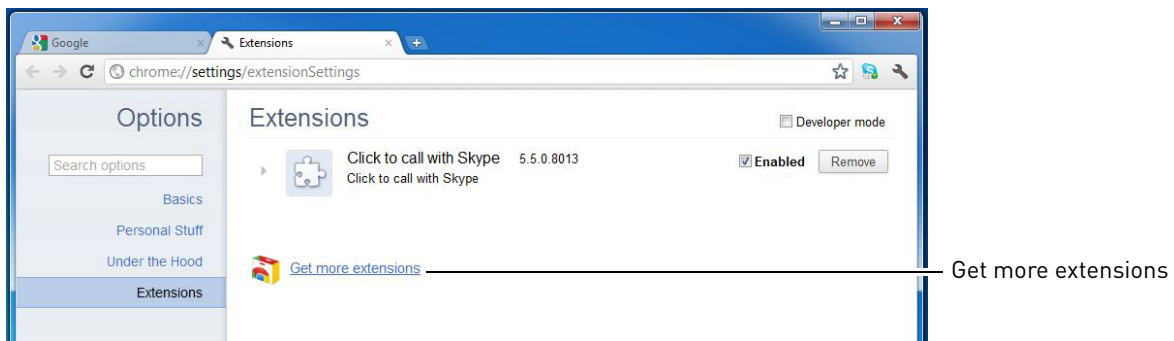
3. In the search field, search for **ie tab**.

Search for:

ie tab

4. Next to IE Tab, click **Add to Chrome**, and then click **Install**.

Add to Chrome

Install

Step 2 of 2: Enabling the IE Tab extension

1. In the address bar, enter **http://**, your DVR's **DDNS or IP address**, and then **colon** and the **HTTP port** (default: 80) (e.g. *http://tomsmith.lorexddns.net:80*).

2. In the Chrome browser, click to open the IE Tab extension.
   • A secondary IE Tab address bar appears in the browser with the URL you typed in.

IE Tab button

IE Tab address bar
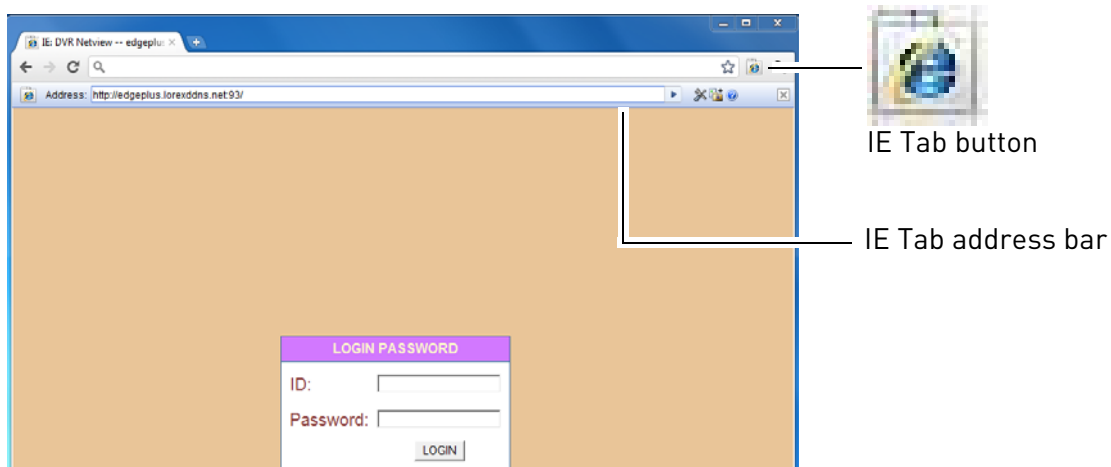
3. Enter your DVR remote access user ID and password and click **Login** to login to the system.

Q: How do I configure the Firefox browser to connect to my DVR?

A: You must download an extension called "IE Tab" before Firefox can connect to the Edge DVR.

To connect to your system using Firefox:

1. Open Firefox, and then click **Firefox→Add-ons**.
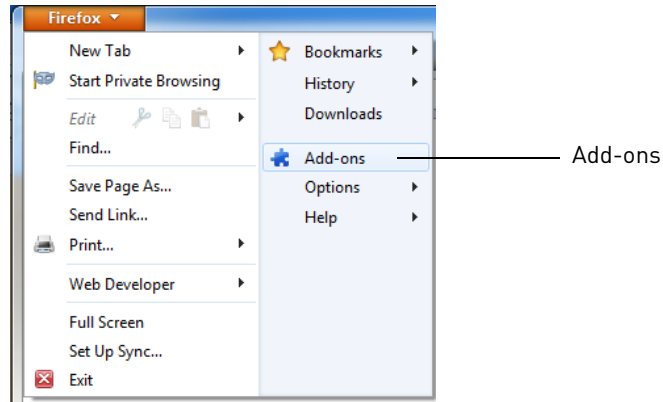
Add-ons

2. In the search bar, enter **ie tab** and then press **Enter**.

Search for:
ie tab
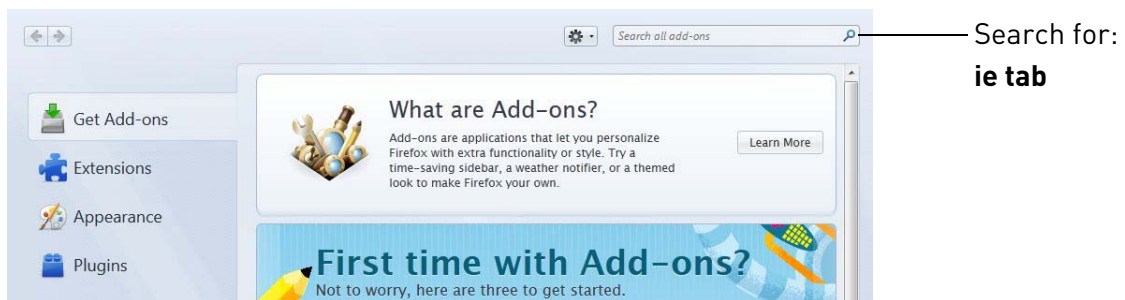
3. Next to the add-on called "IE Tab V2 (FF 3.5, 4, 5, 6, 7+)", click **Install** to install the extension.

Click to install
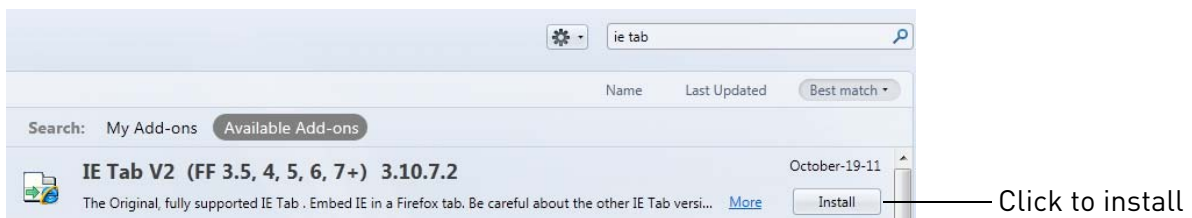
4. Click **Restart now** or restart Firefox manually.

Restart Firefox

5. In the address bar, enter **http://**, your DVR's **DDNS or IP address**, and then **colon** and the **HTTP port** (default: 80) (e.g. *http://tomsmith.lorexddns.net:80*).

6. Right-click anywhere on the page, and then click **View Page in IE Tab**.

View page in IE Tab
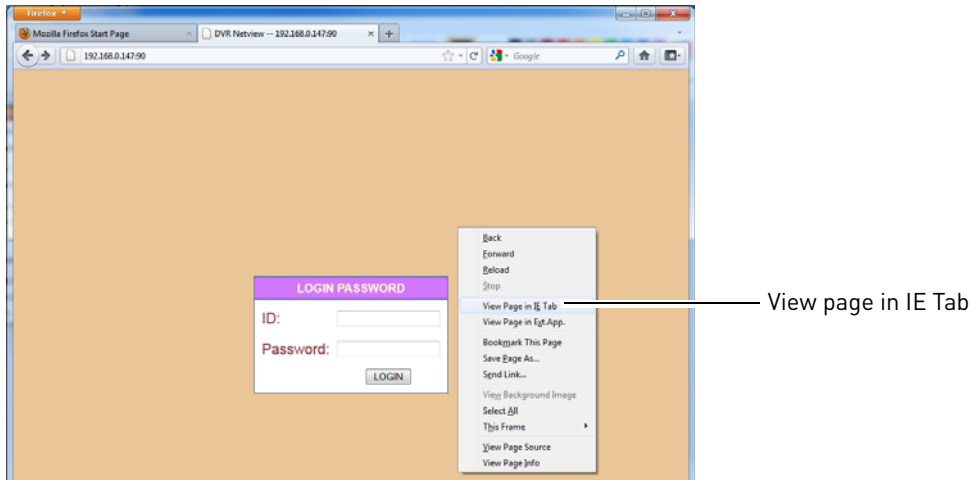
7. Enter your DVR user name and password and click **Login** to log in to the system.

Q: Can I remotely view the DVR using Safari® on a Mac?

A: Yes, but remote viewing is only supported on Safari v. 5.0.5 and below. Client software is also available to remotely view the DVR on a Mac computer. For instructions, see "Q: Is software available to remotely view the DVR on a PC or Mac?" on page 3.

Q: Why can't I see buttons on the Netviewer interface?

A: After upgrading the Edge DVR's firmware, you may not be able to see buttons on Netviewer's interface. Your Internet Explorer cache needs to be cleared to view the system properly.
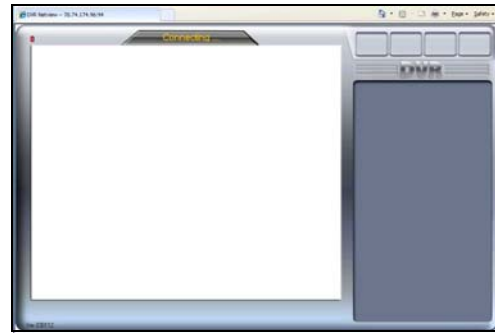
Netviewer loading without buttons on Internet Explorer.

To clear your Internet Explorer cache (Internet Explorer 8):

1. Open Internet Explorer.
2. Click on **Tools → Internet Options**.

Tools

Internet
Options
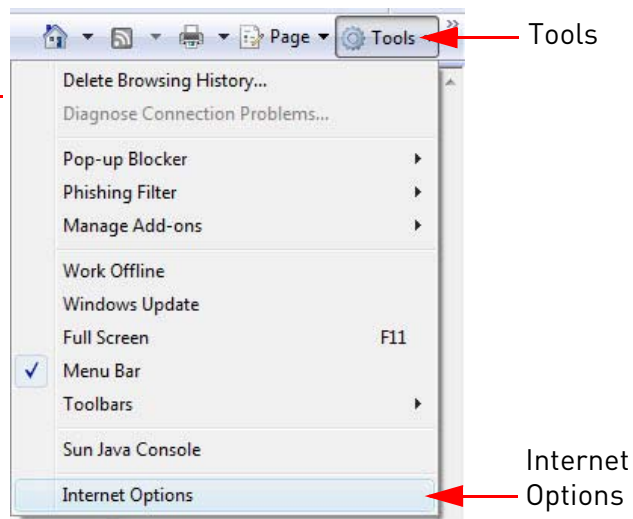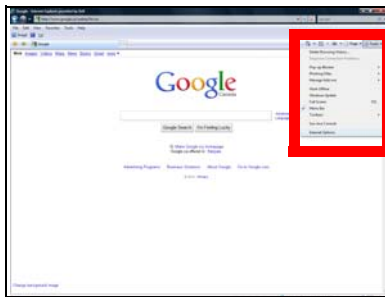
3. Under Browsing History, click the **Delete** button.
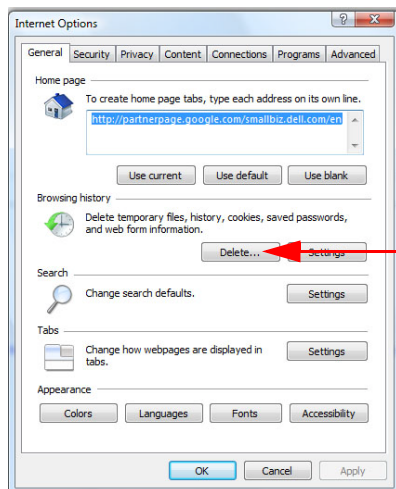
Delete button

What does the cache folder do?

The cache folder contains files from web pages—images, downloaded content—from browsing the web. This allows a web browser to quickly recall certain elements of websites from the cache folder, creating faster load times.

When the cache folder becomes too full, web pages may not load correctly on Internet Explorer.

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4. Click the **Delete all** button.

    NOTE: Clicking the Delete all button clears all internet history, temp files, cookies, and saved form data.

5. Click **Yes** on the prompt.
6. Click **Close** and then click **OK** to exit and save your changes.
7. Restart Internet Explorer.

After you have cleared your internet cache, reconnect to your DVR. You may have to re-install ActiveX plug-ins upon initial connection.

Delete all

Tip 1:

Bookmark the DDNS address of your DVR for easy access.

Tip 2:

Disable anti-virus programs that block pop-ups. Pop-up blocker programs may stop Netviewer from properly connecting.

Tip 3:

If you still have problems connecting to your DVR after clearing your Internet Explorer cache, try setting your Internet Explorer security settings to "Medium-high."

To set your Internet Explorer security settings (Internet Explorer 8):

1. Open Internet Explorer.
2. Click **Tools→Internet Options**.
3. Click the **Security** tab.
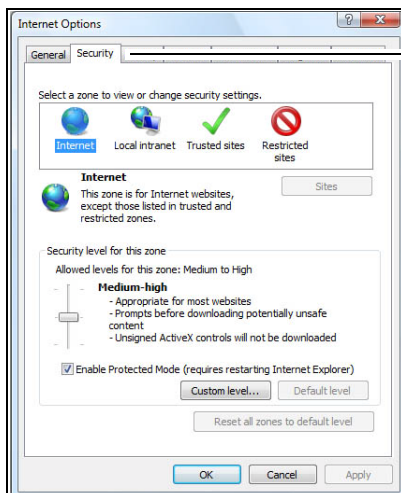
Security tab
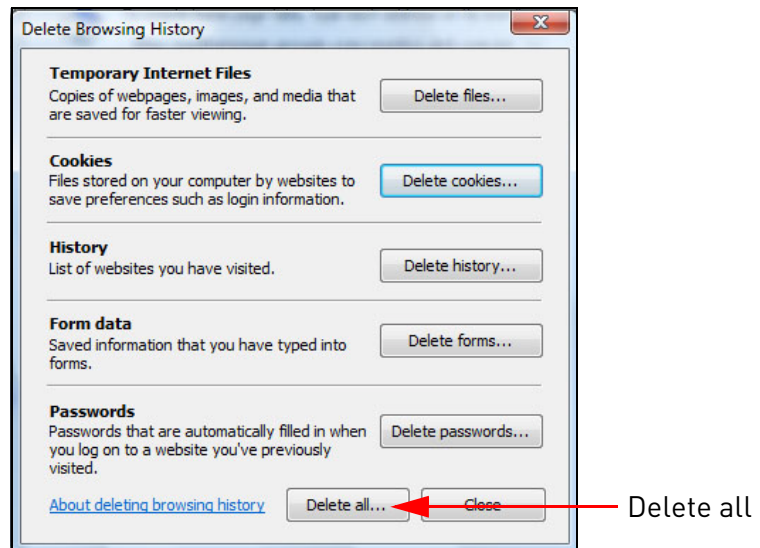
4. Under "Security levels for this zone", drag the slider and set the security level to **Medium-high**.
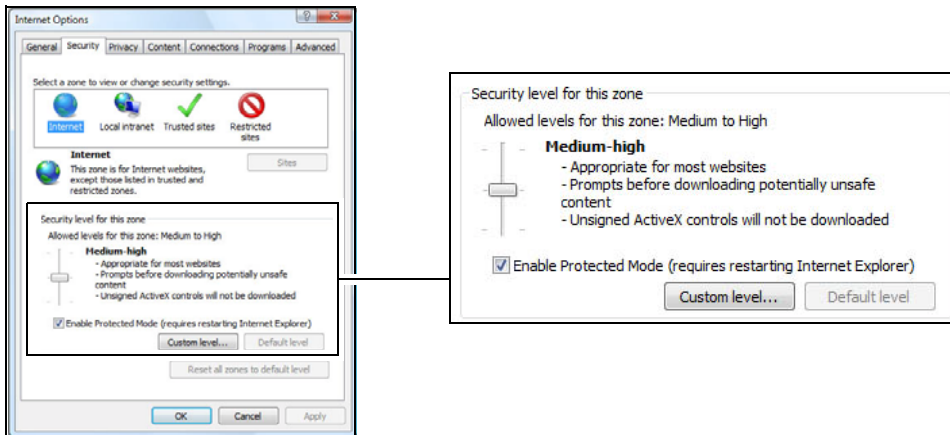
5. Click **OK** to save your settings. Restart Internet Explorer, and reconnect to your DVR.

Q: How long does it take to backup video remotely?

A: The time required to back up video remotely through Netviewer depends on your internet connection speed. Your internet connection speed depends on many factors. One factor is how congested your network is. For example, if there is heavy traffic on your internet connection, you may experience slower download rates.

Because of the high resolution video, the maximum rate that you can remotely download video from your DVR is approximately **1MB / minute** (one megabyte per-minute). The videos are saved in 30 minute segments.

Q: How do I take screenshots in Netviewer?

A: To take screenshots in Netviewer, you must use your operating system's screen capture function.

Prerequisite:

- In Netviewer, pause the video at the desired time that you wish to take a screenshot.

Windows XP/Vista/7 users:

1. Press the **Prt Scr** (Printscreen) button on the keyboard (located beside the F12 key).
2. Open MS Paint (Start→Programs→Accessories→Paint).
3. Press **CTRL+V** to paste the image.
4. Save the image to the desired location.

Mac OS users:

1. Press **Command + Shift + 3**
   - The image automatically saves to your desktop.

OR

1. Press **Command + Shift + 4**
2. A cross-hair cursor appears. Select the area of the screen you wish to capture.
3. The image automatically saves to your desktop.

Q: If my house loses power, will I be able to connect to my Edge DVR remotely after the power in my house resumes?

A: Yes, you will be able to connect to your system remotely after recovering from a power failure under the following conditions:

- You have created a DDNS account, and have enabled DDNS in the DVR.
- You have port forwarded the proper ports in the router so that you can connect to your DVR using a DDNS address.

When DHCP is enabled in the DVR, the DVR automatically obtains an IP address after the system powers on. The DVR turns on by itself when it receives power.

Tips to maintain constant connectivity:

- It is recommended that you connect your DVR and cameras to an **Uninterruptible Power Supply (UPS)**. An UPS ensures that your system continues to receive power in the event of a power failure.
- Remember to connect your modem and router to the UPS, so that you can access the system remotely, even if your entire house loses power. If your modem and router are off, you will not be able to access your system remotely even if your DVR and cameras are on.

Image courtesy of apc.com

An Uninterruptible Power Supply (UPS) has a built-in battery that charges when it is connected to a power outlet. When the power to your home stops, the built-in battery supplies power to the devices connected to it.

The duration of backup power varies between models.

Smartphone/Mobile Connectivity:

Q: How do I view my DVR using an Android device?

A: To connect to your DVR on an Android smartphone or tablet, you need to download and install the **Lorex Mobile Edge** app from the Android Market.

NOTE: A firmware upgrade may be required to enable the full connectivity features of the DVR, including smartphone/mobile connectivity. For details, see "Q: Where can I get the latest firmware for the Edge Series DVR?" on page 24.

NOTE: You must have Android v. 2.1 to use Lorex Mobile Edge. Check the device compatibility list at www.lorextechnology.com as new versions of Android are released to the market. The instructions below may differ based on the model and manufacturer of your Android device.

! **You must port forward your router before you can connect to your system using a mobile device** (e.g. Samsung Galaxy S, HTC Incredible S)

If accessing your DVR locally through a WiFi connection, ensure that your DVR and mobile device are on the same network.

To download Lorex Mobile Edge:

1. Touch the Market icon ( ) in your Applications list to open the Android Market.

2. Press the search button (🔍).

3. Enter **Lorex Mobile Edge** and then touch **Search**.

4. Touch **Lorex Mobile Edge**. Then touch **Free** and **Ok** to download and install the app. Wait for the app to install.

To start Lorex Mobile Edge:

1. Touch the Lorex Mobile Edge icon ( ) in your Applications list to open Lorex Mobile Edge. Lorex Mobile Edge opens to DVR Setup screen.

2. Under IP / DDNS, enter the **DVR's DDNS address** in full (e.g. *tomsmith.lorexddns.net*) or enter the **DVR's IP** address. Touch **Next**.

3. Under PORT, enter the **HTTP Port** (default: 80). Touch **Next**.

4. Under ID, enter the **Remote Access user ID** (default: 9) for the DVR. Touch **Next**.
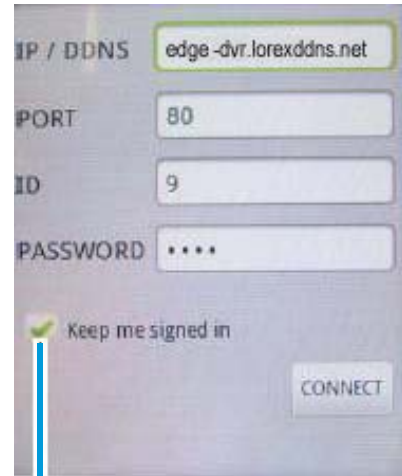
5. Under PASSWORD, enter the remote access **Password** (default: 3333) for the DVR. Touch **Done**.
   • If you would like Lorex Mobile Edge to save your user ID and password, check **Keep me signed in**.

6. Touch the **Connect** button to connect to your DVR. Lorex Mobile Edge connects to your DVR and displays live streaming video.

Select to save your user ID and password

DVR Setup screen in Lorex Mobile Edge

Lorex Mobile Edge Viewing Interface

Lorex Mobile Edge shows a single camera view. When you connect to your DVR, Lorex Mobile Edge opens to the Information screen. The Information screen shows you the bitstream and frames per second (FPS) for your connection.

To switch cameras:

1. Touch the **Camera** button. The Camera Selection Screen opens.

2. Touch the number of the camera you would like to switch to.

Touch to access Camera Selection Screen

Touch to switch cameras

Camera Selection screen

Q: Which Blackberry devices are compatible with remote viewing?

A: The Edge Series DVR is compatible with the following Blackberry models:

- 9800
- 9700
- 9000
- 8900

To view your DVR using a Blackberry smartphone, download the **Mobile View App** from the Product Updates page of the product page of your DVR model. Visit www.lorextechnology.com and search for the model number of your DVR (e.g. LH314). See the Instruction Manual for installation instructions.

> **NOTE:** A firmware upgrade may be required to enable the full connectivity features of the DVR, including smartphone/mobile connectivity. For details, see "Q: Where can I get the latest firmware for the Edge Series DVR?" on page 24.

Q: What apps do I use to connect to my DVR on an iPhone® or iPad®?

A: For the iPhone®, use the **Lorex Live** app. For the iPad®, use the **Lorex Live Plus App**. Both apps are available as a free download from the Apple App Store (a valid iTunes account is required for download). See the Instruction Manual for details on using the apps to connect to your DVR.

> **NOTE:** Lorex Live and Lorex Live Plus require iOS v. 4.0 or higher.

> **NOTE:** A firmware upgrade may be required to enable the full connectivity features of the DVR, including smartphone/mobile connectivity. For details, see "Q: Where can I get the latest firmware for the Edge Series DVR?" on page 24.

DVR Menus and Settings:

Q: How do I enable Motion Recording only?

A: Step 1 of 2: Disable the Working and Non-working hours:

1. Click to open the Main Menu.

2. Click ( ). The Record menu opens.

• Click **Video Frame Rate** (8/16-channel models only) The Frame Rate menu opens.

Record menu (4-channel)

Set the Working Rate and Non-working Rate to **0** on the channel that you wish to enable motion recording. In this example, channel 2 is set for motion recording.

Frame Rate menu (8/16-channel)

3. Set the **Working Rate** and **Non-Working Rate** to **0** on the desired camera you wish to enable Motion recording.

4. Right-click until you reach the Main menu.

5. Click **Alarm** ( ).

6. Click **Motion Enable**.

7. Click on the channel you selected in Step 3, and use the mouse scroll-wheel to change the **X** into **0**.

8. Right-click to save your settings.

Example:
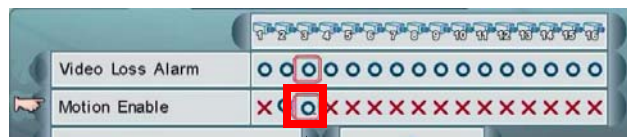
Select the channel you wish to enable Motion recording, and select "**0**".

Step 2 of 2: Enable Recording/Alarm Schedule:

NOTE: Creating an Alarm schedule is only supported on 8/16-channel models. On 4-channel models, the DVR will record all motion events on a 24/7 basis.

1. From the Main Menu, click **Alarm** ( ).

2. Click **Alarm Input & Output → Alarm / Motion Schedule**.
   • The Alarm/Motion Schedule opens, showing the weekly schedule for Alarm and Motion events.

Click the boxes to enable/disable each half hour   Area selectors

3. In the Alarm/Motion Schedule, ensure that the hours and days that you want to enable motion recording are enabled (yellow). Click on the boxes to enable or disable each half hour. Use the area selectors at the bottom of the screen to enable/disable multiple boxes at once.

4. Right-click to exit and save your settings.

When the system detects motion, the system buzzer will beep, and the text "Motion" appears on screen.

To disable the system buzzer, click **MENU** → ( ).→**Buzzer.** Use the mouse scroll wheel and select **X** to disable the system buzzer when motion is detected.

Q: How do I enable audio recording?
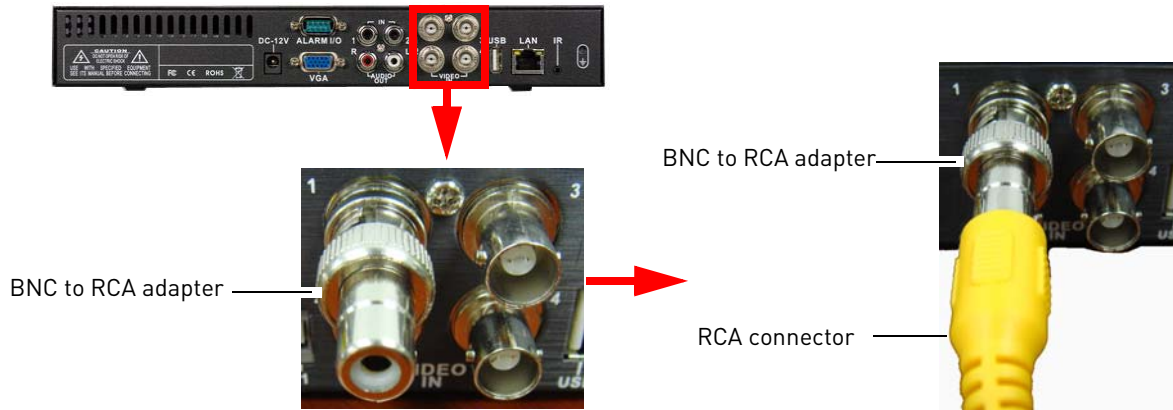
A: Prerequisites:

• Audio-enabled cameras.

NOTE: The Edge Series DVR has 2 audio inputs (audio cameras must be on channel 1 or 2).

Step 1 of 2: Connect the camera to the DVR:

1. Connect the **BNC to RCA adapter** to Channel 1. Connect the yellow RCA connector into the BNC to RCA adapter.

    NOTE: If you have a BNC camera, connect the BNC connector.

2. Connect the white RCA cable from the camera into the **Audio In** port in port 1.

3. Repeat steps 1 - 3 for channel 2, and **Audio In** port 2.

**Step 2 of 2: Enable Audio In the DVR**

After you connect the audio-enabled cameras to your system, configure the audio settings in the DVR to record live audio.

To enable audio in the DVR:

1. In the system menu, click (Record).

2. Beside Audio, Click under each camera and select **0** to enable audio.

3. Right-click to exit the menu and save your settings.

> **NOTE:** Audio is only available on channels 1 and 2.

After you have configured and saved your settings, you will be able to record from the audio-enabled cameras.
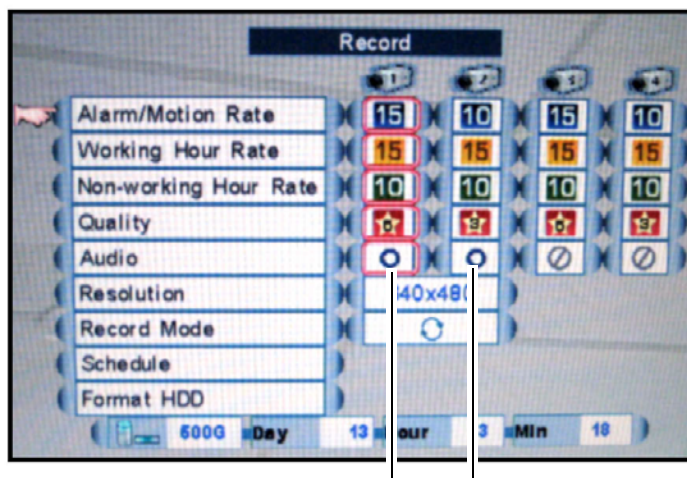
Select **0** to enable audio in channels 1 & 2

When you will hear audio:

- During live playback in single channel view (channel 1 and 2 only). The DVR must have a speaker connected to the **AUDIO OUT** jack
- Watching video from channel 1 or 2 that is backed up to a USB drive
- Watching video from channel 1 or 2 that is remotely backed up to a computer (firmware version **74os_7.31.25_18A34** (Edge+ 4 channel) / **7416os_1.49.27_18A35** (Edge+ 8/16-channel) or greater only)

> **NOTE:** Video playback requires Quicktime.

Q: Where can I get the latest firmware for the Edge Series DVR?

A: Firmware upgrades are available as a free download from www.lorextechnology.com. The latest firmware is located under the Product Updates section of the product page for your DVR model. To access the product page, search for the model number of your DVR (e.g. LH314).
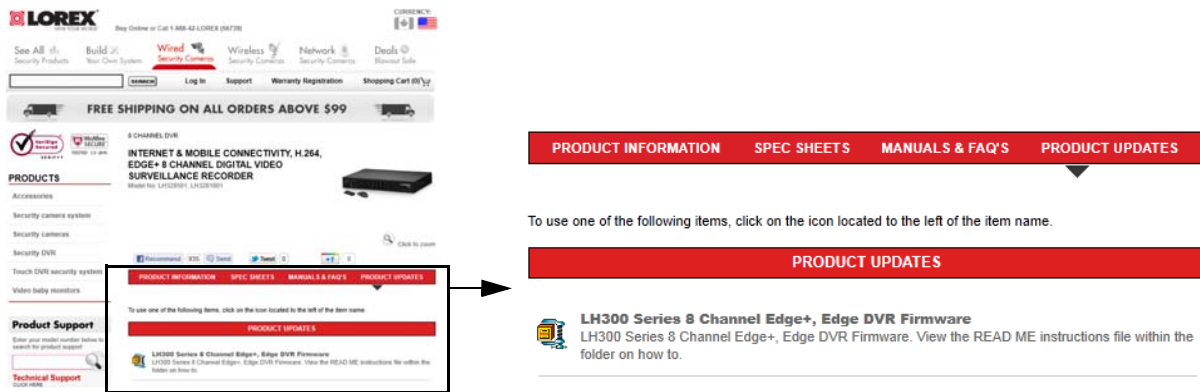
⚠️ **Firmware upgrades are specific to your DVR model.** Please see the readme file included in the firmware download to confirm that your DVR is compatible with that version of the firmware and for installation instructions.

Touchscreen Setup and Operation (8/16-channel only):

Q: When I connect the DVR to the monitor, I see images from the camera, but the touchscreen operation is not working. What should I do?

A: Make sure you connect the USB cable between the monitor and DVR. If it is still not working, power off the DVR, ensure the monitor is on, and then power on the DVR so that the USB is recognized.

NOTE: Touchscreen operation is only supported on 8/16-channel models.

Q: Why do I get a "USB cannot be detected" error message?

A: The DVR has two USB ports: one in the front and one in the back. Connect the monitor to either the front or back USB port.

If you still receive an error, switch USB ports. If you have your USB cable plugged into the front USB port, switch to the back USB port.

NOTE: If necessary, power off the DVR. Ensure the monitor is powered on, and then power the DVR back on.

Q: What is the correct sequence for connecting the DVR and touchscreen monitor?

A: To connect the DVR to a touchscreen monitor:

1. Connect all the cables:
     • Connect the DVI cable from the DVR to the monitor.
     • Connect the USB cable from the DVR to the monitor.
     • Connect the power cord from the power outlet to the monitor.
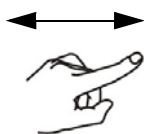2. Power on the monitor.
3. Power on the DVR.

   NOTE: It will take 1-2 minutes for the DVR to automatically detect the connection to the monitor.

Q: Why am I seeing the same camera twice during split-screen viewing?

A: The touchscreen monitor has the ability to "map" cameras onto any desired channel. You may have accidently mapped the same camera twice onto different channels. Mapping cameras gives you the flexibility to re-arrange the camera order on screen, which allows you to obscure the number or location of your cameras or hide the fact that an area is being monitored.

To change the camera that you have mapped onto a channel:

Slide your finger on the channel to open the
channel slider. Slide your finger left or right
to select the desired channel number.
Release your finger from the screen to
confirm the selection.

Q: Can I extend the length of the USB cable on the touchscreen monitor?

A: The touchscreen features will not function if you attempt to connect a longer USB cable to it. The monitor is designed to work with the included USB cable only.