

Hanwha NVR XRN-410S/810S/1610S

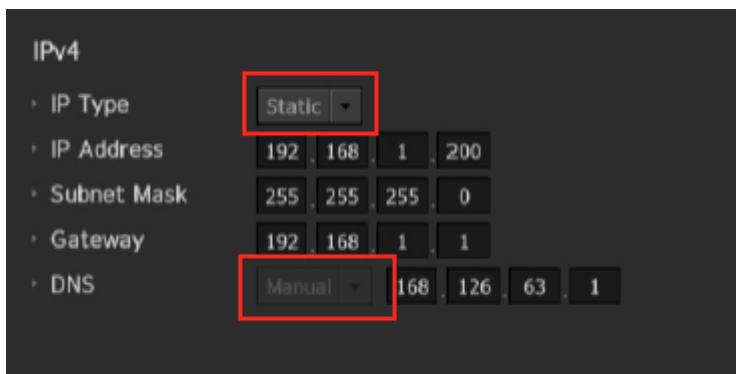
Quick guide for web/app connection

Preparations

Connect your Hanwha cameras to the PoE port on the NVR. Connect a network cable to the Viewer port on the NVR and connect it to your network that has internet access. Connect a monitor and mouse to the NVR and turn on the power.

Step 1 – First start "Quick setup"

After the machine has booted up, you should make the first settings with a "Setup Wizard". Choose language, set a password. In the network section, click the "Setup" button to change the settings for your network.



Change the IP type to DHCP and DNS to auto.

Click 'OK' and then 'Next'

Set the date and time, remember to select the correct time zone and to activate DST (Summer / Winter time)

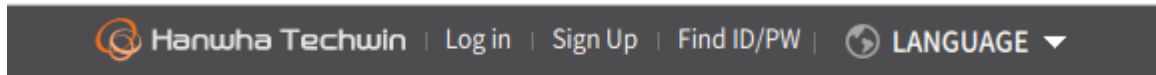
Click 'Finish' and then 'OK'

The NVR will now scan the network and add the cameras it finds, giving you a summary of an estimated storage time. In this guide we do not go into details on how to set up recording so just click on 'OK'

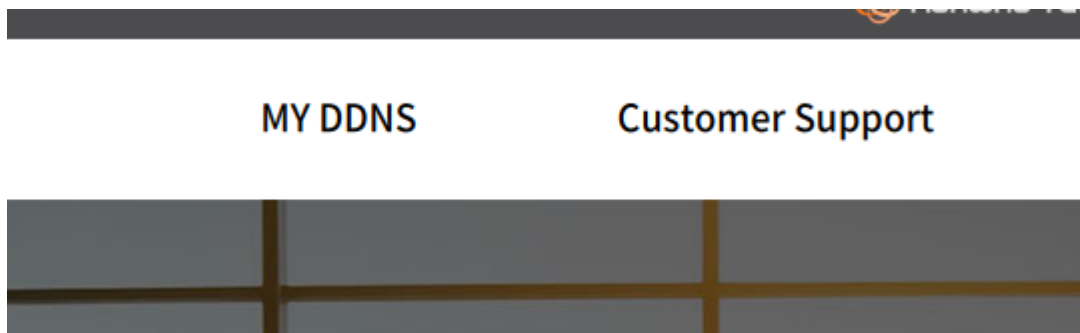
You are now sent to live mode and you can see your cameras on the monitor.

Step 2 – DDNS Settings

Now you need to create an account on Hanwha's DDNS service. For this you need a PC with internet connection, go to ddns.hanwha-security.com and click on 'Sign up' in the upper right corner of the site:



Fill in your details to create your account. After this you will return to the start page and click on 'Login' in the upper right corner to log in to your account. Click on 'My DDNS'



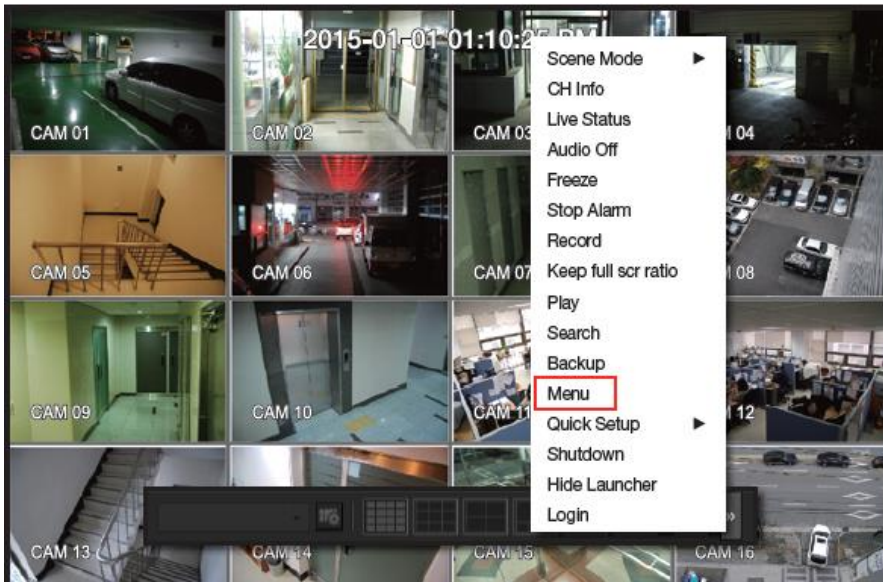
Now you need to create a unique ID for your particular NVR, click on the 'Register Product' button

Click on the text box that says 'Product ID', where you must enter a unique name on your NVR, such as a street address or something similar. If the name is not free after you have entered it, the text 'Duplicate ID' will appear, then enter another ID, this unique name you will enter later in the NVR so please memorize it. Continue to fill in the rest and finish by clicking on 'Product registration'.

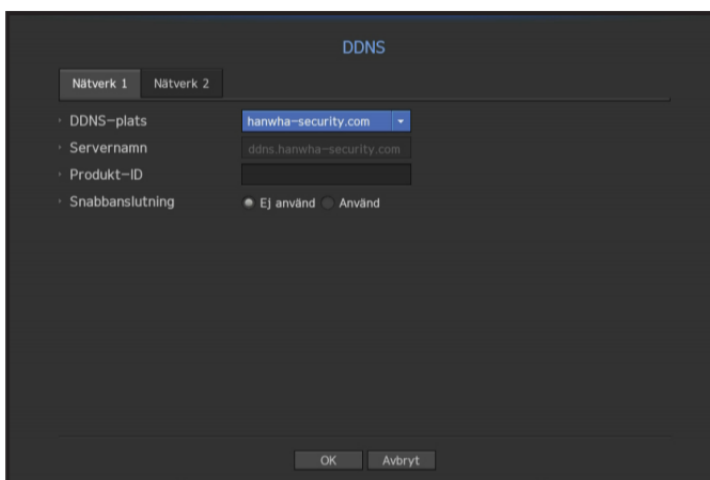
Product ID *	<input type="radio"/> iPolis <input checked="" type="radio"/> DDNS <input type="text" value="http://ddns.hanwha-security.com/veryspecialNVR"/> <input type="button" value="🔍"/> <ul style="list-style-type: none">• Enter 4 to 20 alphanumeric characters.• You may use the services if the entered product ID and product home within the settings page (e.g. SNC-570) are the same.• The first product ID to be set cannot be modified.• Unusable IDs: union, drop, exec, sp_, xp_, sysobject - The above IDs are restricted to prevent SQL statement malfunction.
Type *	<input type="text" value="Select"/> <ul style="list-style-type: none">• Select product type.
Model *	<input type="text" value="Select"/> <ul style="list-style-type: none">• Select product type.• If model name is unavailable, select [ETC.].
Location	<input type="text"/> <ul style="list-style-type: none">• Enter a description for product management.• Up to 15 Korean characters and numbers or up to 30 alphanumeric characters.
Description	<input type="text"/> <ul style="list-style-type: none">• Enter a description for product management.• Up to 15 Korean characters and numbers or up to 30 alphanumeric characters.

Product Registration

Go back to the NVR that has now probably logged you out automatically, then right-click on one of the cameras and click on 'Menu' to log in again.



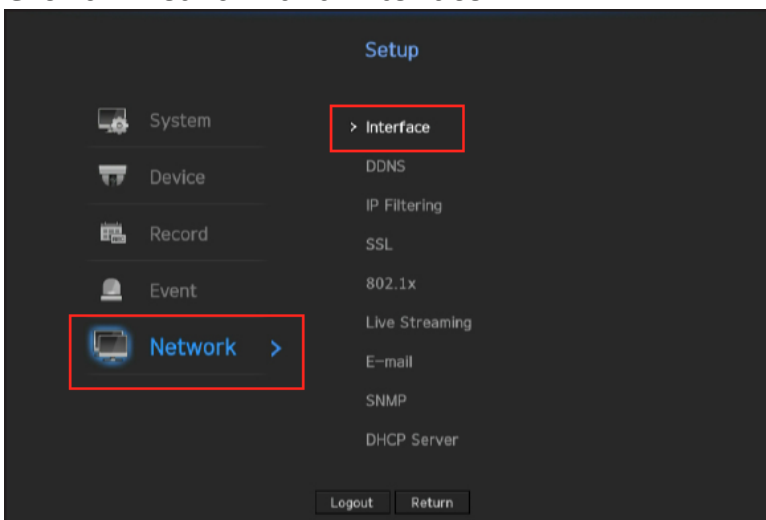
Then click on 'Network' and 'DDNS', then select 'Network 2' in the tabs. In the drop-down list, then select 'ddns.hanwha-security.com' and enter your unique Product ID from the DDNS registration earlier in this guide in the 'Product ID' box. Quick connect should be changed to 'use'. Click 'OK' to do a connection test, if you get a message 'Quick connection ok' then you are done and can go directly to step 4. If you instead get an error message you may need to change ports, in which case continue with next step.



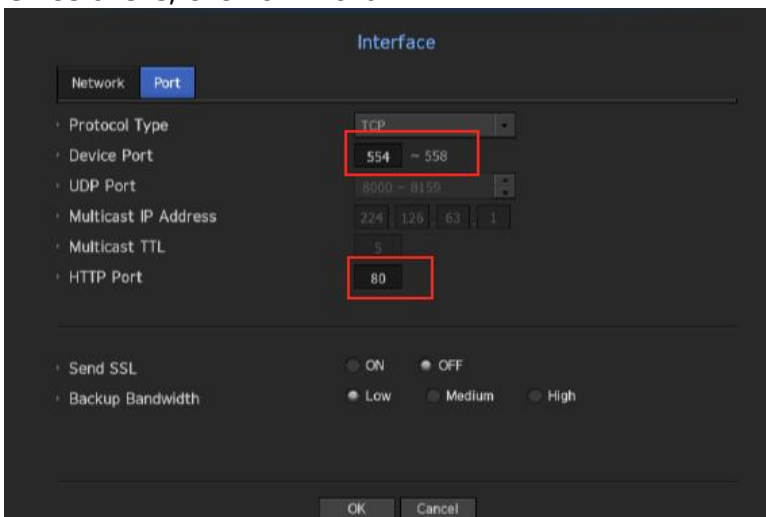
Step 3 – Port settings

If you get an error in the DDNS settings, it may be because some ports are busy in the router.

Click on 'Network' and 'Interface'



Once there, click on 'Port'



In this menu, change the port at 'Device port' to 1554 and 'HTTP Port' to 1080

Click 'OK' and then 'DDNS' again. Click on 'Not Use' and then 'Use' again and after that on 'OK' if everything goes well you will get the message 'Quick connect success' and you can continue in step 4.

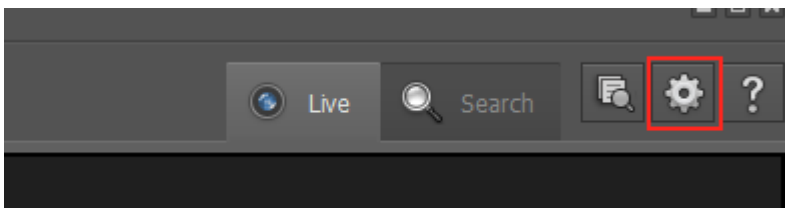
If you still get an error message, a feature called 'uPnP' is probably not enabled in your router. Try enabling it in the router and try again or you or the network administrator will have to do a port mapping to ports 1554-1558 and 1080 and point them to the NVR's IP address on network 2 that the DHCP server assigned to the NVR. If you put the port to something else in the NVR, of course use them. Some ISPs block ports below 1024, so use ports above this.

Step 4 - Client and mobile app

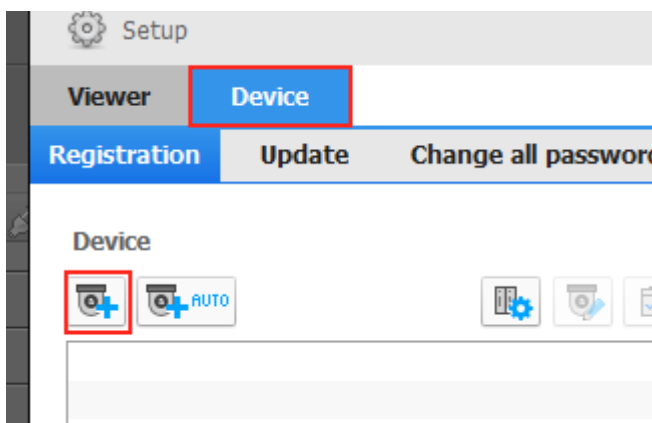
For the NVR there is a PC client software called SmartViewer, it can be downloaded from our web here:

<https://www.hanwha-security.eu/en/business-security-products/smart-viewer/>

After the installation is complete, you need to enter a password to log in. After logging in, click on the gear in the upper right menu to get to the settings.

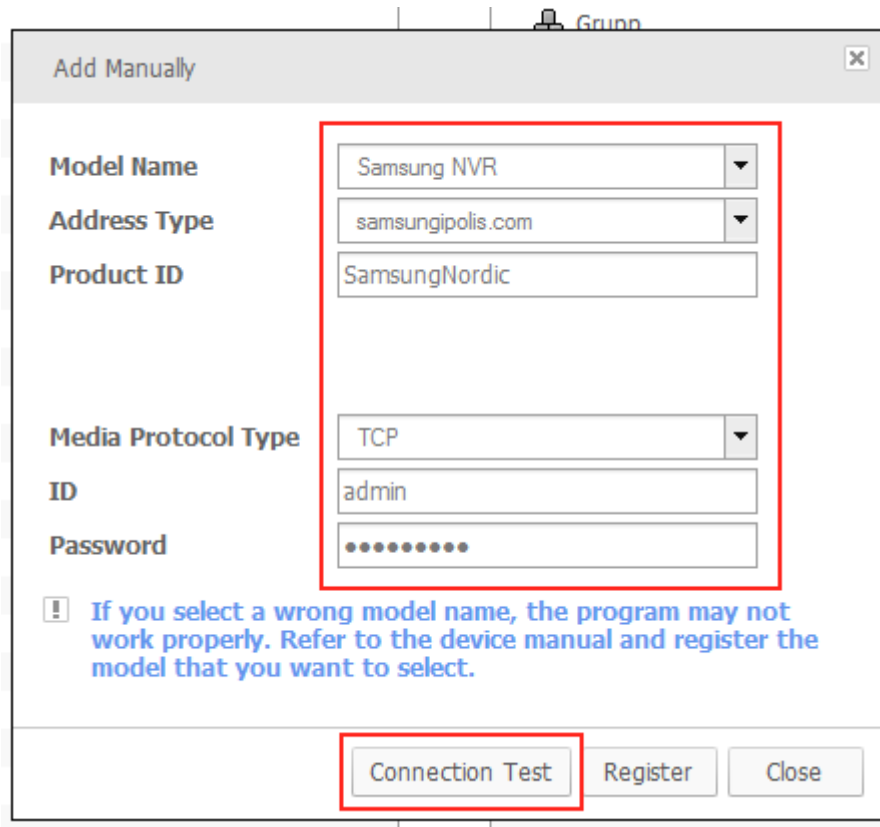


Click on 'Device'



And then the symbol to enter a device manually

In the settings menu, select 'Samsung NVR' and 'ddns.hanwha-security.com' then enter the unique name you selected in the DDNS registration earlier in this guide. Media protocol is TCP and finally the username and password that you have set on the NVR.



Add Manually

Model Name Samsung NVR

Address Type samsungipolis.com

Product ID SamsungNordic

Media Protocol Type TCP

ID admin

Password

! If you select a wrong model name, the program may not work properly. Refer to the device manual and register the model that you want to select.

Connection Test Register Close

Then click on 'Connection Test' to see that everything works.

Be sure to enter your unique Product ID in the correct letters, it is case sensitive and it must be exactly as you specified in the NVR.

Address Type samsungipolis.com

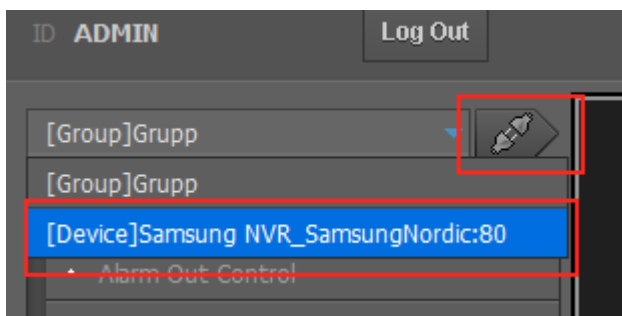
Product ID SamsungNordic

Connection Test

Connection test completed.

After the test is performed, click on 'Register' to register the NVR with SmartViewer. Then click 'Close' and 'Close' again to close the settings.

Back in the SmartViewer main window, select the NVR from devices and click on connect to connect to the NVR:



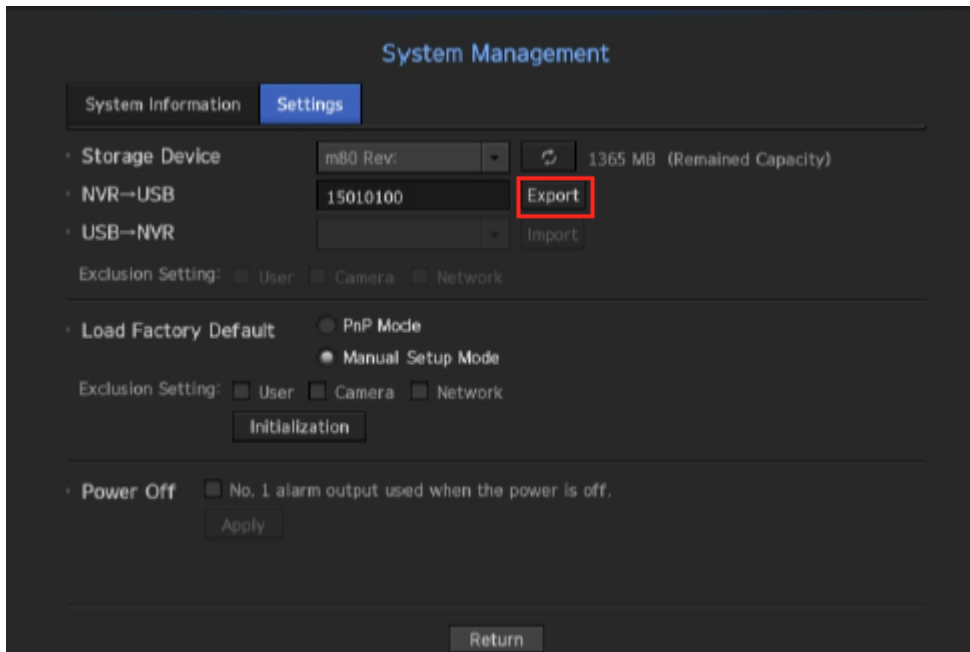
Now the configuration is complete and you can watch live and recorded video from your NVR.

You can also use the mobile app Wisenet mobile found in your app store and add this NVR as a ddns connected device.

Step 5 – Backing up settings

Last but not least, it can be good to take a backup of all the settings you have made in the NVR. Insert a USB memory stick into the NVR's USB socket on the front. Go to the menu 'System' - 'System Management' and click on the 'Settings' tab.

Here you can see that the NVR has found your USB memory and then click on 'Export'



A few seconds later, all the settings you made in the NVR are saved to your USB memory in a folder called `samsung_nvr`. If you need to reset these settings, just plug the same USB memory into the NVR and select 'Import' instead and you have all the settings back as they were. All video data is saved and will not be deleted during such a recovery.

Manuals for cameras, NVR, SmartViewer or mobile app can be found on our website: <http://www.hanwha-security.com>