

See Thru Quadra CCTV FAQ's

1. My AHD DVR cannot boot up normally.

Ans: Possible reasons are as follows:

- a. Check if power supply is damaged.
- b. The hard disk is damaged or the hard disk lines are broken.
- c. The main board of the AHD DVR is damaged.

2. Can I use my existing analog cameras on AHD DVR?

Ans: Yes, you can use your existing Analog CCTV cameras on AHD DVR as it supports AHD, Analog and IP cameras. Cameras should be connected in an even combination, don't connect the Analog camera besides AHD camera, connect it some another channel.

3. System cannot detect hard disk.

Ans: Possible reasons are as follows:

- a. The hard disk is not connected.
- b. The cables of the hard disk are damaged.
- c. The hard disk is damaged.
- d. The SATA port of main board is damaged.

4. Record Playback feature is not working?

Ans:

- a. Check the Hard disk for any possible error.
- b. Check the Date of the recording you are trying to view.
- c. Check whether the Record option is turned on, in Record > Control.

5. Where is audio signal in the surveillance window but no audio signal in the playback state.

Ans: Possible reasons are as follows:

- a. Audio recording is not turned ON in Settings > Encode.
- b. Setting issues: The speaker option on main screen is muted.

6. Streaming on mobile is not clear (quality is not that good)?

Ans: The video stream which we get on the mobile is extra stream of the DVR which is CIF or QCIF, so we will not get the stream as that of AHD quality. Also check internet connection.

7. Motion Detect is Not Working

Ans:

- a. Check whether the time range is correct.
- b. Also check the area where motion detect is set.

8. Cannot Stream Live Views On your mobile?

Ans: Try using Wi-Fi or 4G network for best results.

9. I am not able to access the DVR after changing the network settings?

Ans: Restart the DVR for smooth functioning, restarting will update the currently saved settings in the DVR.

10. Unable to see records after updating the new settings?

Ans: Check whether the time of the DVR matches the record time.

11. What will happen if there is power outage?

Ans: All Godrej make DVRs will come back on as soon as power is restored in Scheduled mode. However, we suggest an uninterruptable power supply (UPS)/inverter with stabilizer which provides a short period of backup power.

12. The DVR is connected to a network, still cloud shows connecting?

Ans:

- a. Check the IP address of the DVR in Network > Network > IP address.
- b. Try Restarting the DVR, this will allow the DVR to connect to the cloud successfully.
- c. Also, Check the LAN cable or The Wi-Fi Dongle whether it is connected properly or not.

13. The Cloud Service shows connected even after you disable it and save?

Ans: Navigate back to the Live View, and then again check the status of cloud. If the problem persists, restart the DVR, it will solve the problem.

14. How to set Date and Time?

Ans: Go to Setting > General and set date and time.

15. I can't stream live view on my mobile?

Ans: Try using Wi-Fi or 4G network for best results.

16. I cannot remember the password in the local menu operation.

Ans: Please contact our Tollfree no. **1800 209 9955** or email on secure@godrej.com will all product and contact details or directly book call through our website www.godrejsecure.com.
