Godrej CCTV System FAQ

- **Can I see the live view on computer?**
  Yes. Their are two different technique available.
  It is possible you can see live view on computer by using web portal-
  Visit **www.godrejseethrucloud.com**. (user must use only Internet Explorer to open the URL)
  Enter your login credentials.
  Free CMS software is available to see live view, playback and to access UVR/NVR setting.
  Please check support video available on our website about CMS setting and functionality. CD
  which covers this software is provided with NVR/UVR packages.

- **What are the different variant available in Godrej CCTV system**
  Universal Camera: Eco series, Lite series, Prime series Elite series (From 1MP to Max 5MP
  resolution)
  UVR : Eco series, Prime series, Elite series (From 2MP to Max 5MP resolution)
  IP camera: Eco series (2MP and 5MP)
  NVR: Eco series (Support upto 4K resolution)

- **Can I use my existing analog cameras on Godrej UVR?**
  Ans: Yes. you can use your existing Analog CCTV cameras on Godrej UVR, because it is
  universal video recorder that you can be connect any module of camera.

- **Can I connect any other make camera with CVI/TVI/AHD/Analog protocol with Godrej
  UVR?**
  Ans: Yes. you can use any other make cameras with Godrej UVR, because it is universal
  video recorder which support all modules of camera.

- **Can I connect Godrej camera with other make UVR/DVR?**
  Ans: Yes. you can use Godrej camera's with other make UVR/DVR, because all our
  camera's are universal and support AHD/CVI/TVI/CVBS protocol..

- **System cannot detect hard disk.**
  Ans: Possible reasons are as follows:
  a. Check hard disk connections.
  b. The cables of the hard disk is damaged.
  c. The hard disk is damaged/not functional.
  d. Check recommended adapter is connected to UVR/NVR
  e. The SATA port of main board is damaged. Please contact Godrej customer care

- **Is Power adapter is provided with Camera packaging as well?**
  Ans: No. Adapter is provided with UVR package only.

- **What is H.264+**

H.264+ is a remarkable encoding technology which focuses on the features of the surveillance video and lowers the bitrate of the surveillance video greatly so as to save the system cost by 40%

- **What is Stream and Bitrate**

After the video is compressed, a stream is generated. Bitrate (bps): quantity of bit stream per second.

Stream type: video, audio, video & audio complex stream.

- **What is Main stream\ Sub Stream**

The main stream with high resolution and full frame rate can be used for main monitoring and recording. The sub stream with lower resolution can be used for mobile monitoring. Bandwidth requirement is less in case of substream.

- **How does motion detection work? Through the camera or software?**

Motion detection works through the software in the NVR/UVR system by recording video when pixels in the image change. Most Security UVRs/NVR's offer a sensitivity scale so the user can set the sensitivity of the motion detection

- **Can I view live and recorded video remotely?**

Yes, All of our Security NVR/UVR systems are Internet enabled. You can view live and recorded video from anywhere through the Internet.

- **Can several users view one site at once?**

Yes. All of our Security NVR/UVR systems are Internet enabled. This Internet-enabled Security feature in UVR/NVR systems allow multiple users to view the same site simultaneously. However, as more people look at the same cameras/NVR/UVR at the same time, the bandwidth will be shared between them.

. **How many hours of video can the Security NVR/UVR store?**

The length of archive depends on number of cameras, frames per second (FPS) and amount of available hard disk space. Our preconfigured systems usually provide several weeks of archive on

motion detect mode. Recommended to use our device manager software which will help you out to calculate number of days,

- **Which model of Wi Fi Adaptor can be used with UVR/NVR?**

  Details for Wi Fi adapter is as follows:

  - Model no: USB Rt3070 Chipset 802.11n. 150m Wi Fi Wireless-n Card Dongle Adapter.
  - Tenda U3
  - TP-Link TL-WN823N, 300 Mbps, Ver 2

- **Can I record audio?**

Yes, Some of our UVR system comes with an audio option you can record audio. Most analog cameras do not come with built in audio, so you will probably need to integrate separate MIC.

In case of NVR, To record audio It is mandate to use IP camera with audio input. Then only you can record audio in NVR.

- **How can we have storage for a year or Another storage medium in case of UVR/NVR stolen?**

Yes. In our UVR/ NVR we have cloud storage facility. User can purchase additional space required from google by activating subscription as per their requirement. Then he can bind his drive with our NVR/UVR. We support google drive and drop box.

User can purchase additional space required from google as per their requirement and monthly subscription plan

Drive storage

Total storage	Plans

15 GB	100 GB	1 TB
Current plan	₹130.00/MONTH	₹650.00/MONTH
	Or prepay annually (save 17%): ₹1,300.00/year	Or prepay annually (save 17%): ₹6,500.00/year

1.73 GB 15 GB
11% used total storage
View details

Subscription plans.

Plans

Plans

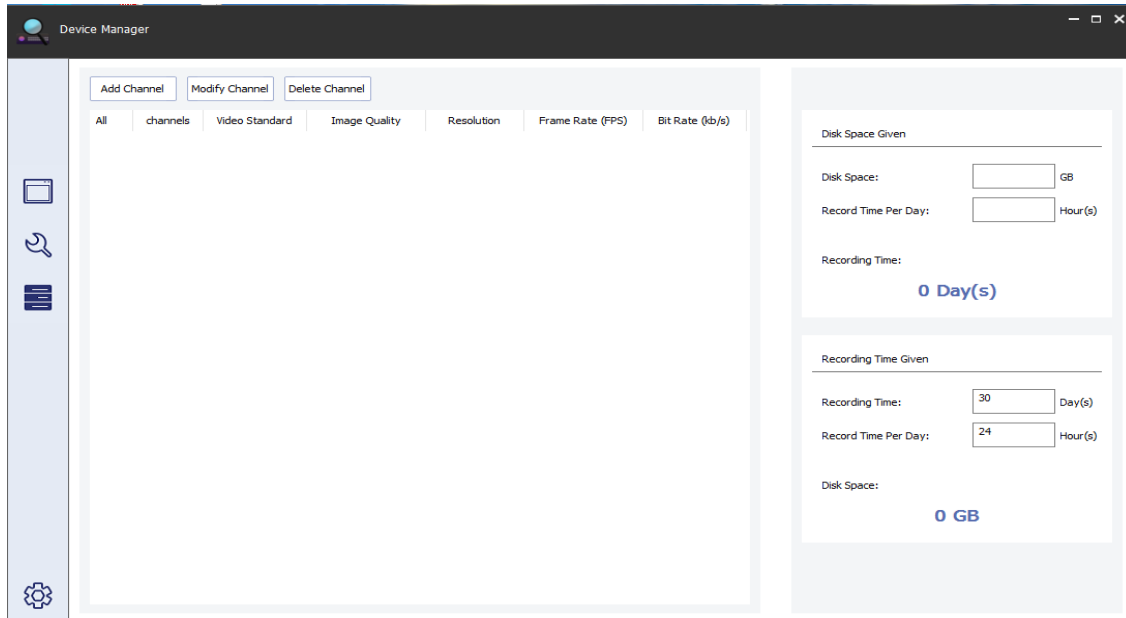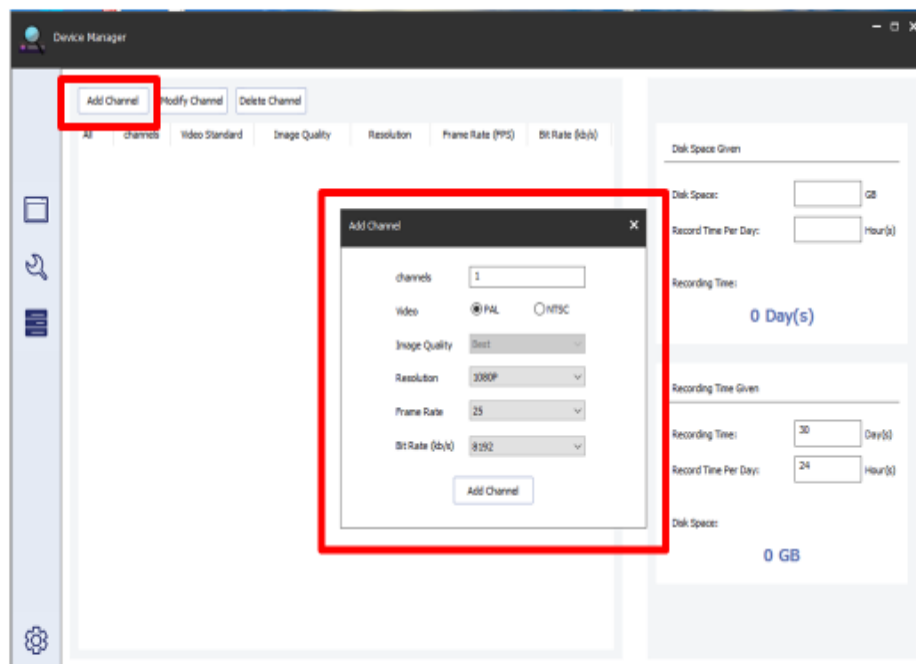| 2 TB	10 TB	20 TB

30 TB
₹19,500.00/MONTH

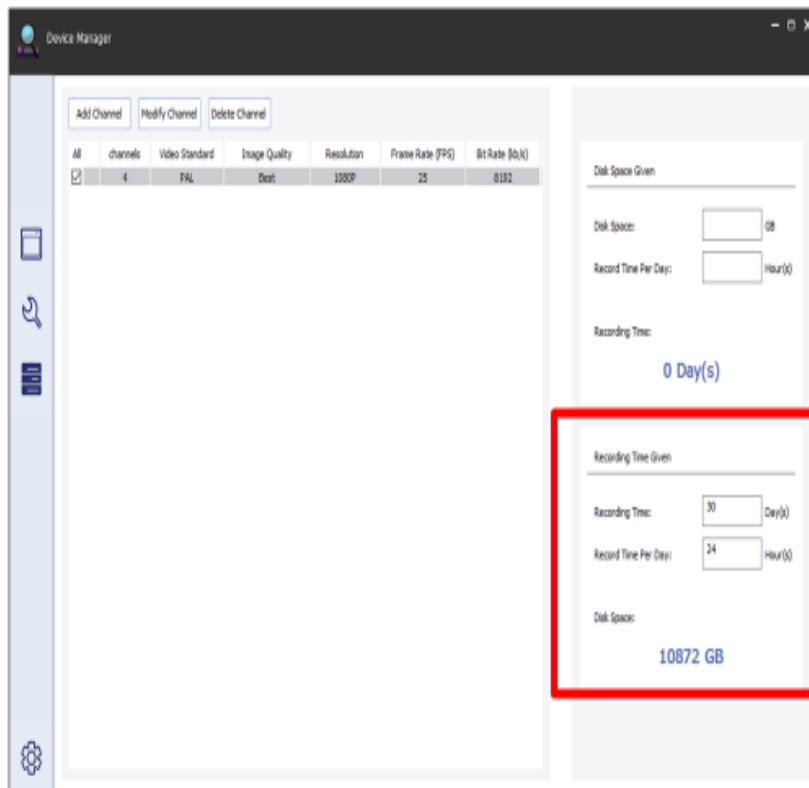- **How can we calculate disk space required for N number of cameras?**

User can use Godrej Device Manager software – CD which covers this software is provided with NVR/UVR packages. All our UVR/ NVR supports 8TB hard disk.

Step 1: Open device Manager Software

Step 2: Select Add Channel. Fill in required channel numbers and resolution.

Step 3: Select recording days and hours , software will calculate the required space.

- **My UVR cannot boot up normally.**

  Ans: Possible reasons are as follows:
    a. Check if power supply is in healthy condition.
    b. Check hard disc connection is proper or not.
    c. The hard disk is damaged or the hard disk lines are broken.
    d. The main board of the UVR/NVR is damaged.

- **Record Playback feature is not working?**

  Ans:
    a. First check the UVR/NVR recording settings. Please check our video available on our website
    b. Check the Hard disk for any possible error.
    c. Check hard disc connection.
    d. Check the Date of the recording you are trying to view.

- **Audio signal indication is ON in the surveillance window but no audio signal in the playback state.**

  Ans: Possible reasons are as follows:
    a. Check the Audio setting. Audio recording is not turned ON in Settings > Encode. Update the setting and Refresh the same.

- **Motion Detect is Not Working**

  Ans:
    a. Check motion detection setting is activated for that respective camera channel. Please refer video on our website to know about motion detection setting.
    b. Check whether the time range is correct.
    c. Also check grid s properly formed for the area where motion detection alarm required.

- **Not able to access live Stream On your mobile?**

  Ans:
    a. Go to network option and check the network connection status for UVR/NVR. Please refer video available on website to learn about network setting.
    b. Check the internet service at your router.
    c. Ensure UVR/NVR is getting proper internet connection.
    d. Ensure mobile is connected to internet source.

- **I am not able to access the UVR/NVR after changing the network settings?**

  Ans:
    a. Go to network option and check the network connection status and its setting. Please refer video available on website to learn about network setting.
    b. Check the internet service at your router.
    c. Restart the UVR/NVR for smooth functioning, restarting will update the currently saved settings in the UVR.

- **Unable to see records after updating the new settings?**

  Ans:
    a. Check whether the time of the UVR/NVR properly set and matches the record time.
    b. Check whether you click on "Apply" button for activating configured settings

- **What will happen if there is power outrage?**

  Ans: All Godrej make UVRs/NVRs are design to handle sudden power fail and they will start working immediately as per configured settings as soon as power is restored. However, we suggest to provide an uninterruptable power supply (UPS)/inverter with stabilizer which provides a short period of backup power.

- **The UVR/NVR is connected to a network, still cloud shows connecting?**

  Ans:
    a. Check the IP address of the UVR/NVR by accessing network settings i.e. Network > Network > IP address.
    b. Ensure IP address assign to UVR/NVR must be in the same range of your Home router network IP range.
    c. Try Restarting the UVR, this will allow the UVR /NVR to connect to the cloud successfully.

     d. Also, Check the LAN cable or The Wi-Fi Dongle whether it is connected properly or not.

- **The Cloud Service shows connected even after you disable it and save?**
  Ans: Click on "Apply" and refresh the page by Navigating back to the Live View, and then again check the status of cloud.
  If the problem persists, restart the UVR/NVR, it will solve the problem.

- **How to set Date and Time?**
  Ans: Go to Setting > General and set date and time. Also refer our setting video which is available on website for actual demonstration.

- **How to view IP Cameras from a web browser.**
  Ans:
  a. First, connect the camera to your network. Ensure camera and PC is on same network, if you are on LAN. In case of WAN you must know WAN IP of routers to which camera is connected. Also port forwarding is essential in this case.
  b. Determine the camera's IP address. If you are not able to find IP of IP camera. Please use Device manager software. Please check support video available on our website for IP finding technique. This software support only Godrej make IP camera.

- **To access camera/ UVR/ NVR webpage can I use Crome.**
  Ans: No. only internet explorer is recommended.

- **Do I need a hard drive for CCTV?**

  Ans:
  A Yes, it does. A CCTV system can work normally without a hard disk, but **c**an't record video. While a surveillance hard drive is an essential component for video surveillance storage.
  It **can** be used in a Video Management System UVR, NVR, video server or in order to work 24 hours a day and 7 days a week.
  b. It is recommended to use surveillance hard disc only

- **How many GB does a CCTV camera consume per day in continuous recording ?**

  Ans:
  a. It depends on too many factors to come up with an exact figure (number of cameras, compression, resolution, etc.), 2MP (1080P) resolution recorder with 4 cameras - . The new standard of H. 265 compression should reduce this figure to 100GB/ per day.In 1 hour Per camera consumes approx. 1.05GB.
  b. It is recommended to use device manager software which will having Storage calculator facility. CD which covers this software is provided with NVR/UVR packages.

- **IS Godrej CCTV system is BIS approved?**
  Ans: Yes it is BIS approved.

- **I forgot the password for my UVR/NVR.**

Ans: Please contact our Tollfree no. **1800 209 9955** or email on *secare@godrej.com* or directly book call through our website *www.godrejsecure.com.*