

**NIGHT OWL**



**4CH BULE LED H.264 VIDEO SECURITY KIT**

[www.NightOwlSP.com](http://www.NightOwlSP.com)

# **INSTRUCTION MANUAL**



**FOR  
4BL SERIES  
SECURITY KITS**

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## **FCC RADIATION NORM:**

### **FCC**

This equipment has been tested and found to comply with limits for Class B digital device pursuant to Part 15 of Federal Communications Commission (FCC) rules.

### **FCC Compliance Statement**

These limits are designed to provide reasonable protection against frequency interference in residential installation. This equipment generates, uses, and can radiate radio frequency energy, and if not installed or used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in television reception, which can be determined by turning the equipment off and on. The user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the equipment and the receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected to.



### **CAUTION!**

The Federal Communications Commission warns the user that changes or modifications to the unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**PACKAGE CONTENTS:**

Your new Security Camera and DVR Kit will ship with the following items.

4BL-45GB

**SYSTEM REQUIREMENTS:**

Please be sure the computer that you install the included software with complies with the following specifications:

- IBM PCs or 100% Compatibles
- Windows<sup>®</sup> XP, Vista, 7
- Internet Explorer 7 or Newer Web Browser Software
- CD-ROM Drive (for software installation)

**SAFETY INSTRUCTION:****1. Use proper power source.**

Do not use this product with a power source that applies more than specified voltage (100-240V AC).

**2. Never insert any metal into the DVR or any openings.**

Putting metal into the DVR case can cause danger of electric shock.

**3. Do not operate in wet or dusty area.**

Avoid places like a damp basement or dusty hallway.

**4. Do not expose this product to rain or use near water.**

If this product accidentally gets wet, unplug it and contact technical support immediately.

**5. Keep product surfaces clean and dry.**

To clean the outside case of the DVR, use a lightly dampened cloth (no solvents). Do not use any cleaning solutions or cleaner.

**6. Provide proper ventilation.**

Use in well ventilated area to avoid overheating of the device.

**7. Do not attempt to remove the top cover.**

If any abnormal operation is observed, unplug it immediately and contact technical support.

Warning: You may be subjected to severe electrical shock if you remove the cover of the DVR.

**8. Handle DVR box carefully.**

If you accidentally drop your DVR on any hard surface, it may cause a malfunction. If the DVR doesn't work properly due to physical damage, contact an authorized dealer for repair or exchange.

**9. Recommended to use with UPS (Uninterruptable Power Supply)**

Connecting your DVR and cameras to a UPS allows continue operation even during power outages. The duration of power out usage time depends on types of UPS used.

**10. Make sure there is good air circulation around the unit.**

This DVR system uses a hard drive for video storage, which generates heat during operation. Do not block air holes/vents (bottom, upper, sides and back) of the DVR that reduce the generated heat while the system is running. Install or place this product in a well ventilated area.

## CHAPTER 1: DVR FEATURES

### Other Features :

- H.264 compression
- Real time recording on 4 channels
- USB Backup to flash drive
- Triplex operation: view, record, playback simultaneously
- Security Certified Hard Drive pre-installed
- Easy control with USB mouse
- Instant viewing using Windows® Mobile™, Symbian® S60 Version 3 & 5, iPhone®, Blackberry® OS 5, and Android®
- Internet Remote Functions\*: View, Search & Playback, Backup and Setup
- Email alerts with JPEG attachment
- Microsoft Windows® XP, Vista, and 7 compatible

## CHAPTER 2: LAYOUT

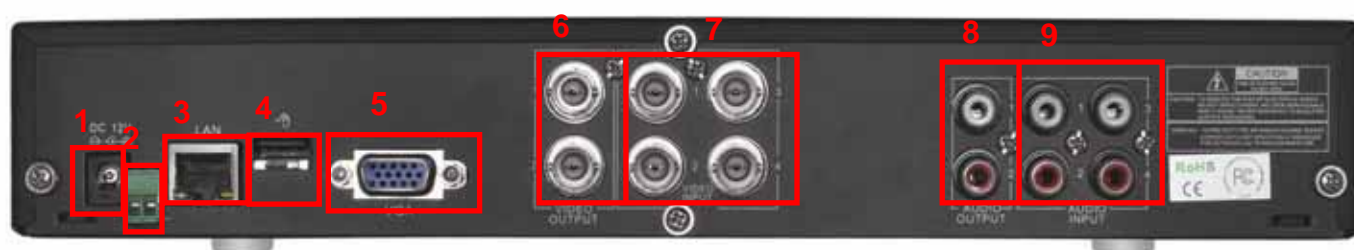
### 2.1 Front Panel (Please refer to actual product for detail)



Item	Buttons / Indicators	Marks	Functions
1	Channel Select: CH1 CH2 CH3 CH4		Select which single channel to display
2	QUAD		Display all cameras in live display or playback mode
3	Navigation Buttons		Move up
			Move Left / Rewind / or hold for 5 seconds to switch output between VGA and BNC
			Select Button, press to enter pop up menu
			Move Right / Play Forward
			Move Down
4	Power indicator	<b>PWR</b>	If the "Green" indicator is on the system is properly powered
5	HDD indicator	<b>HDD</b>	When the "Red" indicator flashes it means the hard drive is being used.
6	USB Data Port		Connect USB device (Flash Drive, Hard Drive)
7	PLAY		Play
8	PAUSE		Pause / play frame by frame
9	STOP		Stop Playback; stop manual recording
10	REC		Start Manual recording
11	PTZ	<b>PTZ</b>	Move to PTZ (Pan Tilt Zoom) control mode
12	MENU/ESC		Enter into main menu or exit menu
13	IR Receiver		Remote control signal receiver



## 2.2 Rear Panel (Please see actual product for detail)



Item	Physical ports	Connection method
1	Power Port	Connect power supply - DC12V 3A
2	PTZ	Pan Tilt Zoom Output to PTZ enabled camera
3	Ethernet Port	Connect intranet, internet (RJ45 interface)
4	USB Mouse Port	Connect Port to Mouse
5	VGA	Connect to monitors with VGA input port
6	Video outputs	Connect to monitor inputs ( BNC interface)
7	Video inputs	Connect CH1-4 ( BNC interface)
8	Audio Outputs	Audio Signal Outputs to amplifier or audio equipments (RCA interface)
9	Audio input	4 Channel (RCA interface for Channel 1~4)

## 2.3 Remote Control

The remote control is the secondary input device for navigating the system's interface.

To use the remote control:



1-4	Channel Select 1-4
5-9	Digit Key 5-9
0	Digit Key 0, or press to switch between VGA and BNC output
ALL	Display all Channels – Quad View
Menu	Enter / Exit Menu
▲	UP
▼	Down
SEL	Select
◀◀	Rewind
▶	Play
▶▶	Forward
●	Record
	Pause / Play Frame by Frame
■	Stop
Audio	No function for this particular model
Mute	Enable or disable sound

## 2.4 Mouse Operation

You can use a mouse instead of the front panel buttons or remote control to navigate the operation of your DVR

The mouse is the primary input device for navigating system menus.

To use a mouse with the system:

1. Connect a USB mouse to the **USB MOUSE port** on back panel of the system.

**NOTE:** Only the USB port on the front panel is designed for data backup to a USB flash drive. Do not connect a USB flash drive to the USB MOUSE port on the rear panel.

2. Use the mouse buttons to perform the following:
  - a. **Left-Button:** Click to select a menu option; during live viewing in split-screen, double-click on a channel to view the selected channel in full-screen; double-click the channel again to return to split-screen view
  - b. **Right-Button:** Click to open the Sub-Menu, or click to return to previous option menu.
3. **Scroll-Wheel:** No function

## Chapter 3: DVR/Camera installation

### 3.1 Connecting the DVR to a TV or Monitor

Using the supplied BNC to RCA connector

1. Connect the BNC to RCA connector to the back of the DVR labeled Video Output (refer to Chapter 2.2, Rear Panel Picture)
2. Connect the other end of the cable to an open RCA VIDEO input on your TV or Monitor
3. Select the appropriate video input on your TV or Monitor to view the DVR

**NOTE:** Your DVR must be powered on so you can view on your TV or Monitor.

### 3.2 Connecting the Power Supply

1. Plug the provided power supply into the back of the DVR labeled "DC12V"
2. Plug the other end of the power Adapter into any 110V outlet within your home or business.

**NOTE:** Connecting your DVR and Cameras power source into a UPS or battery backup system will provide you recorded coverage after power failures. Time depends on type of UPS used.

**NOTE:** Ensure the cable is pushed all the way into the power supply. Otherwise the DVR will not power on!!

### 3.3 Connecting the Cameras

**NOTE:** Prior to mounting the cameras to their desired destination, please ensure all cameras are working. Perform these steps near the DVR. Once all cameras are up and running, then you can lay the cables and mount the cameras to their desired location.

1. Each camera comes with 60ft. of cable per camera. Using one cable per camera, plug each BNC connector of the camera into the 60ft cable.
2. Plug the other end of the cables into the back of the DVR labeled "Video Input"
3. Connect the provided 4-way power splitters to the DC jacks of the cameras, and plug the power splitter to the camera adapter.
4. Plug the camera adapter into any 110V outlet or UPS.

## CHAPTER 4: DVR START UP

### 4.1 System Initialization

After connecting the power adapter and turning on the power, the system will boot-up and start initializing.

### 4.2 Main Interface



After initialization, the main interface will load. When there are video inputs, the interface will display live images from the cameras. In the main interface, if you use the mouse to double-click the live image of any channel, the image will be maximized to full screen, by double-clicking again, the display will return to multiple channel mode displaying image from multiple cameras; clicking the right button of the mouse, will load the Pop-up Menu; by clicking the left button of the mouse to select options; when clicking any area outside the menu, you will close the Pop-up menu.

### USING THE ONSCREEN DISPLAY

Use the system's graphical onscreen display to navigate menus and configure options and settings.

1. **Date & Time:** Displays the date and time on the system.
2. **Channel Title:** Displays the customizable name for the channel.
3. **Record Status:** Displays the current recording status of the system: R=normal recording; M=motion recording; H= HDD problem
4. **Channel number:** Displays channel number.

**NOTE:** By default, passwords are **disabled** on the system. You do not need to enter a password when accessing any system menus. However, for security purposes, it is highly recommended to enable passwords on the system using the Password Menu.

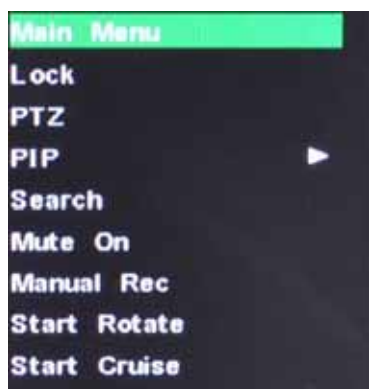
For details, see "Managing Passwords"

## CHAPTER 5: DVR MENU AND OPTIONS

### Mouse Only

When using the mouse, use the Sub-Menu to access several system options, including the Main Menu.

To open the Sub-Menu, **Right-click anywhere onscreen** to open Sub-Menu.



**MAIN MENU:** Opens the main system menu

**Lock:** Password protect access to menu and options

**PTZ:** Opens the PTZ control menu

**PIP:** Choose between showing one or two small pictures within the main display picture.

**Search:** Open the Search Menu to view recorded video

**Mute On:** Select to mute audio

**Manual Rec:** Select to start manual recording.

**START ROTATE:** Start sequential display

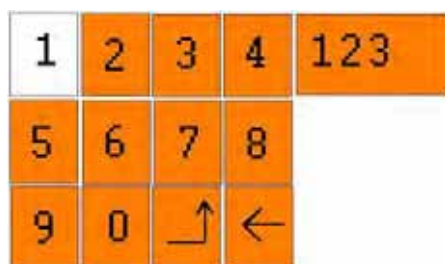
**START CRUISE:** PTZ cruise settings.

To close the Sub-Menu, click anywhere onscreen.

### Using the Virtual Keyboard – Mouse Only

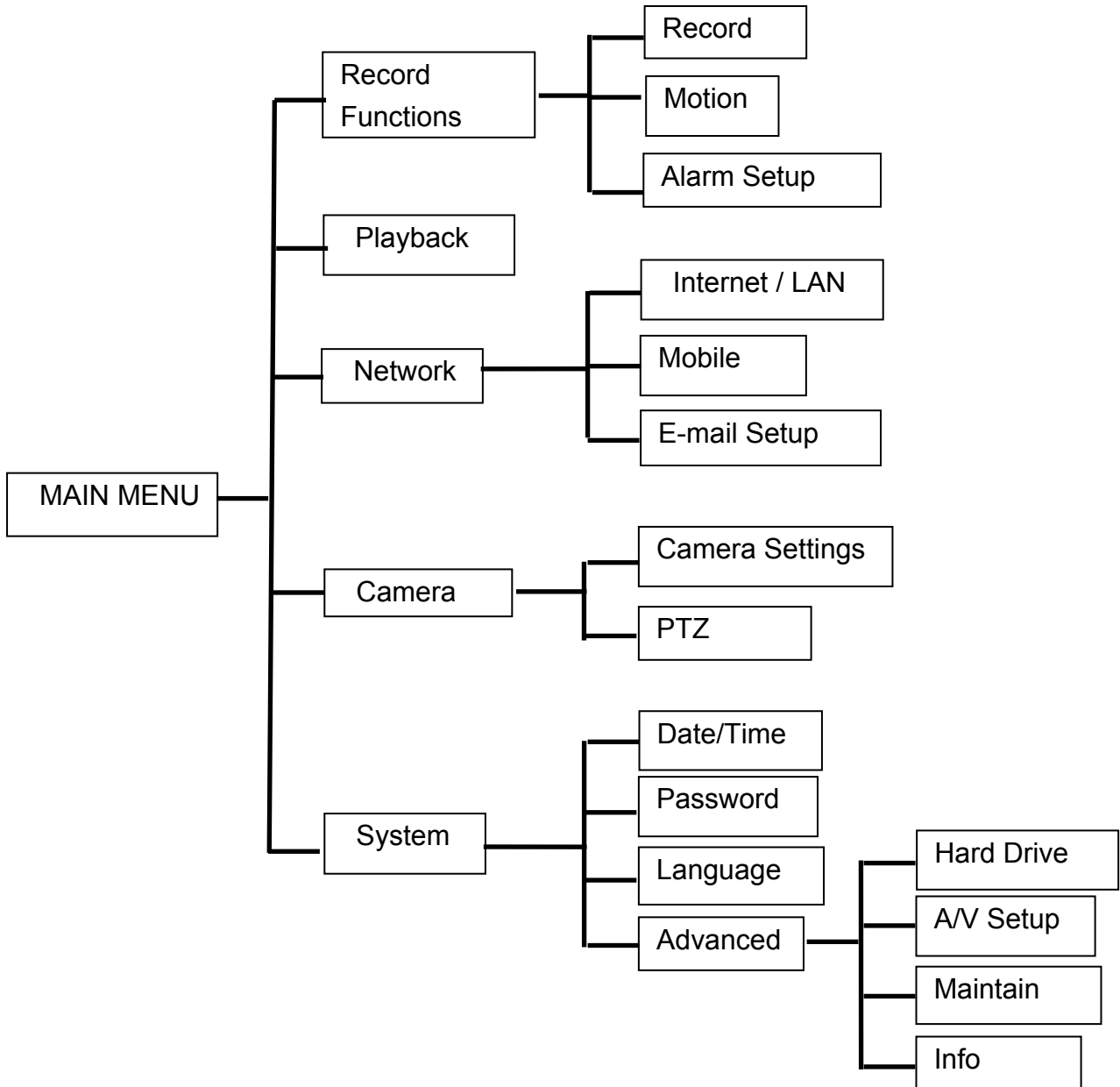
When using the mouse, you can input certain values using the onscreen virtual keyboard. You will need to use the Virtual Keyboard when entering your User ID and Password.

To use the Virtual Keyboard:



1. Click on an option or field, such as the User ID and Password fields.
2. Click **0~9** to enter the desired digit.
3. Click **123** to switch between numerals, upper and lowercase letters, and other characters (only for certain options)
4. Click **←** to Backspace/Delete.  
**NOTE:** The buttons will turn from orange to white when you select the button with the mouse cursor.
5. Click **↗** to enter/confirm and close the Virtual Keyboard.

### 5.1 Main Menu Preview



## 5.2 Main Menu



Right-click the mouse, a pop-up menu will be displayed on the screen. Click "MAIN MENU" button on the pop-up menu to enter into Main Menu. You can also use the Menu button on the front panel to open the Main Menu. When using the front panel buttons, use the FWD and REW button to move in the menu, and use the SEL button to select the icon. Use the ESC button to return to previous window. In Main Menu, you can change settings such as Record Settings, Playback, Network, Camera, or System

settings such as Hard Disk Drive, Video Output, System Maintenance etc.

### 5.2.1 Recording Functions

#### 5.2.1.1 Record Setup



**Select** Main Menu → Record Settings → Record Functions to open the RECORD SETUP menu. The adjustable options are as follow:

**Record:** Allows you to turn each channel ON/OFF.

**Quality:** Choose between "Good", "Better", and "Best" resolution.

**Frame Rate:** Choose the frame rate of your recording.

**Audio:** Allows you to Enable/Disable the audio port if you have audio enabled camera installed.

**Record Mode:** Choose between Time Schedule Record or Continuous. Time Schedule will allow you to set motion detection or record at a specific time of day/night.

**File Size:** Set the file size limit of each recorded clip.

**Copy:** Use this option to duplicate the setting of one channel to another

**Resolution:** Choose between "D1" (Highest), "HD1" (Mid), and "C1F" (Low) resolutions.

**Note:** Select Time Schedule Record and the select Schedule to access the below menu.



SCHEDULE recording options include ALL, CH-1, CH-2, CH-3, CH-4 respectively. Please select the option you need to record according to the schedule, the channel you have set will be highlighted in "Blue" and channels you have not set will be "Grey".

To setup weekly schedules, click on the box of the corresponding time. Choose between Motion, Continuous, or No Recording and then click on each box in the schedule time line that you want to apply the select record type to. You can also use the "From – To" pull-down menus and Copy button to copy settings from one day to another. After you have completed the schedule, click "Apply" button to save the settings.

You can also click on the Default button to use the system defaults. The system default settings are:

Alarm all time on = Motion Detection = ON



## 5.2.1.2 Motion



Red = Motion Detection Enabled

Clear = Motion Detection Disabled

**NOTE:** You can click and drag the mouse cursor when selecting/deselecting the motion area

To configure the **Motion Detection** function of the DVR, click **“MAIN”** → **“Recording Functions”** → **“Motion”** to enter the Motion Detect Setup window.

**Channel:** Choose the channel you would like to configure to have specific motion detection function.

**Motion Detection:** Enable or Disable Motion Detection of the selected channel.

**Sensitivity:** Choose the level of sensitivity of motion detection. 1 is the least sensitive.

**Detection Area:** Click this button of the corresponding channel to select the area you want to have motion detection. The channel is separated into a 15\*10 area. When any movements in the selected area are detected, recording or alarm will be triggered. The semi-transparent area means no motion detection will be performed in those areas.

**Copy:** Duplicate the setting of the selected channel to other channels

## 5.2.1.3 Alarm



To configure the **Alarm mode of each channel**, click **“Main Menu”** → **“Record Settings”** → **“Alarm”** to enter into **“ALARM SETUP”** menu.

**MD Alarm:** Set action when motion is triggered.

**HDD Loss:** Set action when HDD is operating irregularly.

**HDD Space:** Set this to trigger the alarm(s) when the **“HDD Overwrite”** option is disabled and the HDD is full.

**Video Loss:** Set this to trigger the alarm when any of the camera signal is distorted or loss.

**Post Recording:** Configure these options for how long the DVR will record after alarm is triggered.

**PreRecord:** Your DVR temporarily store the 5 seconds of video before any alarm is triggered. Set this to **“ON”** if you would like the pre-recorded 5 seconds to be saved to your HDD also.

## 5.2.2 Playback

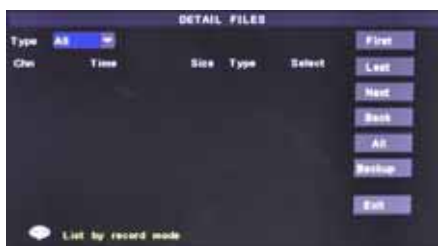


To play a recorded video, select “Main Menu” → “Playback” Functions to open the RECORD SEARCH menu.

To search for a file, enter specific date and click “SEARCH”, you will find all the recordings of that day. You can play video Forward at 2x, 4x, 8x and 16x speeds, Slow play at 1/2x, 1/4x, 1/8x, 1/16x or normal play, pause and play frame by frame using the playback control bar, and adjust volume by clicking or sliding tune control bar. When playback is finished, system will return to previous menu.

You can select a file and push the Select button to playback the file, or use the FWD button and down button to select options or backup the recorded file you selected. You can also put a check mark in the box at the end of multiple files if you want to backup more than one file at a time.

To search by file, click the “FILE LIST” button. This option will allow you to view all of the available files by channel and type (all, normal, or alarm).



**First** : Indicates the first page of recording history you have searched. When you view other pages, clicking [First] button brings you back to Page one.

**Last (Previous page)**: When viewing event list, clicking “Previous page” button will take you back to page before the one you are currently viewing (except the first page).

**NEXT (Next page)**: When viewing event list, clicking “Next page” button will take you to the page after the one you are currently viewing (except the last page).

**Back (Last page)**: Indicates the last page of recording history you have searched. When you view other pages, clicking the “Last page” button will take you to the Last page of the searched files.

**All (Select All)**: Allows you to select all of the events on the current page.

**Backup**: If you want to backup one recording from the file list, use the Detail Files List to find recorded video on your system and copy it to a USB flash drive (not included).

**NOTE**: The system is compatible with most major brands of USB flash drives, with capacities from 256 MB to 4 GB.

To backup recorded data:

1. Connect an empty USB flash drive to the bottom USB port on the back panel of the system.
2. Open the Search menu and search for recorded data on the system.
3. Click **FILE LIST**.
4. Select the files you want to backup and click the "Select" box next to the file name, select multiple files if desired. Click **ALL** to select all files; click **ALL** again to deselect all files.

**NOTE**: The size of each file is shown in the File List menu. Use this to help you find a USB flash drive large enough to hold all the files you wish to backup.

5. Click **BACKUP** from the side-panel to immediately begin copying the files to the USB flash drive.

**NOTE:** Backup progress appears in the status window. DO NOT remove the USB flash drive during backup.

6. The system will create a folder on the USB flash drive named RecordFile. The files are saved as .264 files. If backup is successful, click **CLOSE** in the confirmation window and then remove the USB flash drive.

**NOTE:** If there is not enough space on the USB flash drive, the system will display the following: "Space is not enough."

**NOTE:** Backup file will be in H.264 format, you can convert it to AVI format using the Multimedia Player program that comes with the DVR or through the net-viewer program, so you can use any player that supports AVI format

### 5.2.3 Network Setup – Intranet (Internal Access)

To access the NETWORK SETUP menu, select Main Menu → NETWORK to open the NETWORK SETUP menu.



If your DVR is connected to a router of your local network (intranet), then you can setup the NETWORK Setup section of the DVR to view the image your DVR is recording remotely using computers connected within your network.

**Important Note:** You will not be able to access your DVR if your DVR is connected behind two or more routers.

**Note:** Prior to changing the NETWORK Setup of your DVR, it is strongly recommended that you perform the following tasks:

1. Access the configuration page of your router.
2. Reserve an IP Address in your router that is not used by other computers or devices connected to your internal network.
3. Write down the assigned IP Address of your DVR, Subnet Mask, IP Address of your Router (Gateway) of your DVR for future reference when configuring the DVR.



1. Select STATIC as the network TYPE.
2. Setup Media Port and Web Port (recommended to leave these at the default values).
3. Enter the IP Address that you have reserved at the beginning of this section into this field to be the unique address of your DVR in your local network.
4. NETMASK: It is recommended to leave the Subnet mask as the default 255.255.255.0.
5. Set the GATEWAY to the IP Address of your router.
6. Enter the DNS (Domain Name Server) Address, Set this to you router's IP address.

Leave the UPNP option at "Enable". Click "APPLY" to save your change.

### 5.2.4 Network Setup – Global Access (Connected Directly to Modem)

To access the NETWORK SETUP menu, select Main Menu → NETWORK to open the NETWORK SETUP menu.

If you would like to access your DVR while you are outside of your home, please follow the instructions below to configure the NETWORK Setup page of your DVR

**Important Note:** If you are using a DSL modem, the modem must be set to “bridge mode”.

**Important Note:** We will not be able to help you set up the network configurations if you have a RADIUS Server or Network Magic installed.

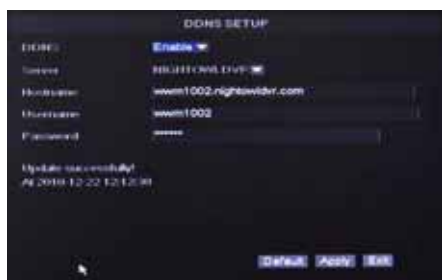
**Note:** Prior to changing the NETWORK Setup of your DVR, it is strongly recommended that you perform the following tasks:

1. Find out from your Internet Service Provider (ISP) what kind of service you are using.  
**Note:** Your DVR supports these three common types of Internet Services: DHCP (Cable Modem), PPPoE (DSL Modem) and Static IP (Fiber Optics). Actual service type may vary, please ask your ISP for the exact service type.
2. Write down the: IP Address provided by your ISP (if your ISP is using Static IP), Subnet Mask, Gateway Address, DNS Address(es) provided by your ISP of your DVR for future reference when configuring the DVR



#### DHCP

1. If your ISP uses DHCP networking, select DHCP network TYPE.
2. Leave Media Port at 9000
3. Setup Web Port (leave at 80 but some ISPs block inbound traffic on port 80 to prevent web servers so if the DVR cannot be remotely accessed choose a different port number)
4. Leave the UPNP option at “ON”. Click the “DDNS SETUP” Button.
5. You will need to apply for a Dynamic DNS account and register a Domain Name with one of the known DDNS provider. Enter your DDNS Provider’s HOST NAME, USERNAME, and PASSWORD in the DDNS SETUP page.

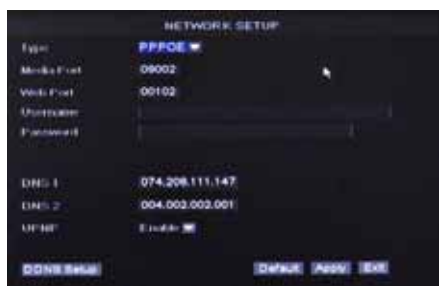


**NOTE:** If you would like a free DNS account please visit [www.nightowldvr.com](http://www.nightowldvr.com)



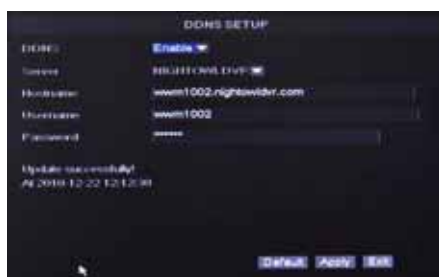
### STATIC IP

1. Select STATIC as the network TYPE.
2. Leave Media Port at 9000
3. Setup WEB Port (leave at 80 but some ISPs block inbound traffic on port 80 to prevent web servers so if the DVR cannot be remotely accessed choose a different port number)
4. Enter the IP Address that you have reserved at the beginning of this section into this field to be the unique address of your DVR in your local network.
5. NETMASK: It is recommended to leave the Subnet mask as the default 255.255.255.0.
6. Set the GATEWAY to the IP Address of your router.
7. Set the DNS (Domain Name Server) Address to the IP Address of your router.
8. Leave the UPNP option at "Enable". Click "APPLY" to save your changes.



### PPPoE

1. If your ISP provides you a Static IP Address, select STATIC as the network TYPE.
2. Leave Media Port at 9000
3. Setup Web Port (leave at 80 but some ISPs block inbound traffic on port 80 to prevent web servers so if the DVR cannot be remotely accessed choose a different port number)
4. Enter your PPPoE NAME and PASSWORD so your DVR will be able to obtain service from your ISP.
5. Leave the UPNP option at "Enable". Enter the DNS (Domain Name Server) address.



You will need to apply for a Dynamic DNS account and register a Domain Name with one of the known DDNS provider. Enter your DDNS Provider's HOST NAME, USERNAME, and PASSWORD in the DDNS SETUP page.

**NOTE:** If you would like a free DNS account please visit [www.nightowldvr.com](http://www.nightowldvr.com)



### 5.2.5 Network Setup – Global Access (Connected through a Router or Firewall)

To access the NETWORK SETUP menu, select Main Menu → NETWORK to open the NETWORK SETUP menu.

If you would like to access your DVR while you are outside of your home or office network, please follow the instructions below to configure the NETWORK Setup of your DVR

**Important Note:** You will not be able to access your DVR if your DVR is connected behind two or more routers.

**Important Note:** If you are using a DSL modem, the modem must be set to “bridge mode”.

**Important Note:** We will not be able to help you set up the network configurations if you have a RADIUS Server or Network Magic installed.

**Note:** Prior to changing the NETWORK Setup of your DVR, it is strongly recommended that you perform the following tasks:

1. Access the configuration page of your router or Firewall.
2. Reserve an IP Address in your router or firewall that is not used by other computers or devices connected to your internal network.
3. Make sure your router is configured properly for computer or devices outside of your local network to access your DVR through your router. To do so, please use the following method(s): NAT (Network Address Translation), Port Forwarding, DMZ (De-Military Zone), DDNS (Dynamic DNS). Please refer to your router or firewall user's manual for reference.  
**Note:** Improper configuration on the router or firewall will prevent you from accessing your DVR from outside your network.
4. Write down the assigned IP Address of your DVR, Subnet Mask, IP Address of your Router (Gateway) of your DVR for future reference when configuring the DVR.



1. Select STATIC as the network TYPE.
2. Leave Media Port at 9000
3. Setup Web Port (leave at 80 but some ISPs block inbound traffic on port 80 to prevent web servers so if the DVR cannot be remotely accessed choose a different port number)
4. Enter the IP Address that you have reserved at the beginning of this section into this field to be the unique address of your DVR in your local network.
5. NETMASK: It is recommended to leave the Subnet mask as the default 255.255.255.0.
6. Set the GATEWAY to the IP Address of your router.
7. Set the DNS (Domain Name Server) Address to the IP Address of your router.
8. Leave the UPNP option at “Enable”. Click “APPLY” to save your changes

## 5.2.6 Port Forwarding

To access the DVR from a remote computer over the internet via internet browser (Internet Explorer).

1. Forward Port 80 and Port 9000 in the router attached to the DVR, to the IP address of the DVR. \*If you can't use HTTP Port 80 due to use or your Internet Service Provider is blocking it, use a different port like 1024 as the WEB PORT. When selecting a different port, forward the new port to the IP address of the DVR and change the settings in the DVR Network settings. You will also need to add the new port to the end of the IP address in the browser window. For example, if you use port 1024, you add “:1024” to the end of the IP address.
2. For instructions on the most popular routers go to [www.portforward.com](http://www.portforward.com). Click on the “Routers List” and select your router from the list of router manufacturers by clicking on the brand and model number.





3. On the next page that opens, click on the “Default Guide” link. This will take you to the port forwarding instructions for your router.



4. When you access the DVR from a remote computer, you also need to use a different address in the Internet Explorer browser window. Instead of entering the IP address of the DVR, you need to enter the public IP address of the router that the DVR is attached to. You can get this address by going to [www.myipaddress.com](http://www.myipaddress.com) from the computer that is attached to the same router as the DVR. This website will display the box in that shows the IP address you need to use.

### 5.2.7 Viewing your NightOwl DVR over the Internet (UPNP)

Now that you have set up the DVR on your local network, you will want to access your camera from a remote location over the Internet. This DVR supports a technology called Universal Plug and Play (UPnP). With UPnP your DVR will automatically open the necessary ports in your router to allow remote access to your DVR. To make use of this feature your router will also need to support UPnP. Most modern routers support this; however, check your router manufacturer's website just to make sure.

- A. Make sure that your DVR is plugged directly into your router with an Ethernet cord.
- B. Log into your DVR's network setup: Main Menu → Network
- C. Verify that the TCP/IP Type is set to DHCP.
- D. Ensure UPNP is enabled and leave the default ports as:  
Media Port: 9000  
Web Port: 1024  
Server Port: 18000 (Located in the Mobile section)
- E. Your router will usually have UPNP enabled by default, but just to make sure, log into your router to check it is (refer to manufacturer guidelines on how to do this)
- F. Once both your DVR and router have UPNP enabled, you are now able to view your DVR from any computer with high speed Internet access. To do this you need to type your external IP address in the Internet Browser address bar followed by :1024

**Note:** There are 2 types of external IP addresses:

1. Static – Your external IP address will never change, even if you turn your broadband modem off and on.
2. Dynamic – Your external IP address may be likely to change several times a week.

If you want to access your camera from outside your network and have a Dynamic IP address, you will have to re-check your external IP address every time you connect to the internet.

You can ask your ISP if they can provide you with a static IP address or you can eliminate the need to enter an IP address by using our DDNS server at [www.nightowldvr.com](http://www.nightowldvr.com). DDNS allows you to enter a normal style internet address into your browser and it will find your camera, even if you have a dynamic IP address. For more information on how to set up DDNS, refer to the How to setup DDNS in the supplied user manual.

**Note:** If you are still confused call our technical support team at **1-866-390-1303** for assistance.

### 5.2.8 Accessing the DVR through Internet Explorer Browser (IE):

Once the network settings on the DVR match the settings of your router, and you have forwarded the ports needed by the DVR (for remote access over the internet), you need to modify your browser controls.

**Note:** Ensure you are using Internet Explorer 7 or newer to use this feature (Open IE, Click Help, Select “About Internet Explorer”)

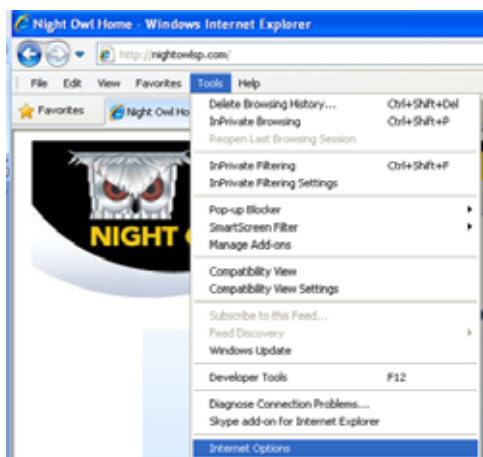
#### To Modify Internet Explorer controls

##### 1. Turn OFF “Pop Up Blocker”



Go to Tools,  
Select Pop-up Blocker,  
If On please select “Turn Off Pop-up Blocker”

##### 2. Access Active X Controls



Select Tools  
Select Internet Options

### 3. Access Custom Security Level



Select the “Security” tab  
Select “Custom Level...”

### 4. Enabling all Active X Controls



On this page scroll down to the ActiveX Controls and Plug Ins, and set all to either **PROMPT** or **ENABLED**.

To connect to the DVR from a remote computer, you would then open an Internet Explorer browser window and enter the Internet IP of your router that you received by going to [www.myipaddress.com](http://www.myipaddress.com).

If you get an error message “Program cannot load because the Publisher is unknown” or the program is unsigned, then go to Internet Explorer > Tools > Internet Options, then click on the ADVANCED tab on the top right. This will open the window in, scroll down to “Security”, and select on the options to “Allow software to run or install even if the signature is invalid”, and “Allow Active Content to Run Files on My Computer”.

**Warning!** It is strongly recommended to return all Internet Explorer Security to its default settings after the Active X Control has been installed. Enabling all Active X controls put your computer at risk of being attacked by malware and spywares.

**Note:** For Windows<sup>®</sup> 7 users, it is recommended to install the included **Net-Viewer** software to remotely access your DVR and to perform backups. If backup using Internet Explorer is required, please go to “Control Panel → User Accounts and Family Safety → User Accounts → Change User Account Control Settings, to adjust to “Never” for “Choose when to be notified about changes to your computer”.

## 5.2.9 Mobile Setup



If you would like to allow your DVR to be accessible by a Mobile device, Click "MAIN MENU" → "Network" → "Mobile" to open the "MOBILE" menu.

USER NAME: is the user name to enter when logging into the DVR.

USER PASSWORD: is the password to enter when logging into the DVR.

Server port: Mobile monitoring port. Setting range is between 1024 and 65535. Please note that the server port number must not equal to network menu's "PORT" setting.

## 5.2.10 Mobile Phone and Tablet PC Access

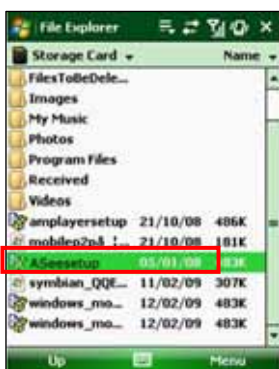
The DVR is currently compatible with mobile phones running Windows® Mobile, Symbian® S60 Version 3 & 5 operating systems, iPhones®, Blackberry® OS 5, and Android® on 3G networks. For tablet PC running regular Windows OS, please refer to the **Net-Viewer Program** section of this Manual for setup instruction.

Before you can access the DVR from a mobile phone, you need to setup the Network Configuration on the DVR. Go to section 5.2.4 or 5.2.5 for instructions. You will also need to set the configurations in section 5.2.9.

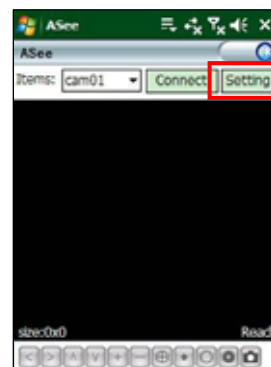
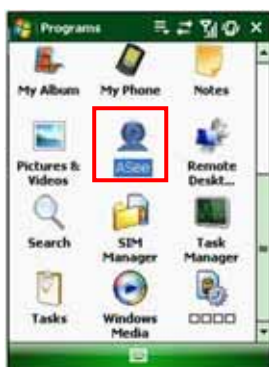
**NOTE:** The video speed depends on the speed of the internet connection.

**When accessing from a mobile phone with Windows Mobile operating system, follow these procedures:**

1. Install the webcam program that is included on the supplied CD by copying the "Aseesetup.CAB" file to the mobile phone. You can do this by attaching the mobile phone to a computer and copying the file from the CD to the phone.
2. Click the windows mobile folder and choose the file "Aseesetup". Select the file which will open the window. The file is generally default to save to the Device's built-in memory, but you can choose to save it to Storage Card.
3. Choose storage location and click "Install" to start the installation.



4. After installation finishes, click the icon named "Asee" to run the program. This will display the program screen.
5. Click the "Setting" button to enter the Setting menu



6. Enter login information.



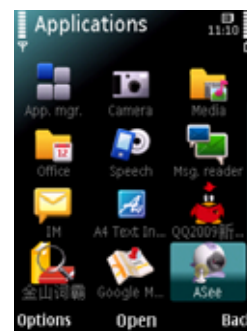
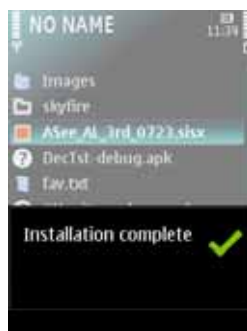
**User name:** same as the user name setup in DVR under section 5.2.9.  
**Password:** same as the password setup in DVR under section 5.2.9.  
**Server address:** Enter the Public IP or DDNS address of your DVR.  
**Port:** Same as the Server Port you set in the DVR under section 5.2.9.  
**Notes:** Enter the user defined DVR name (if configured).  
 Click "OK" to save the settings and to access your DVR remotely.

**When accessing from a mobile phone with Symbian® S60 Version 3 or 5 operating system, follow these procedures:**

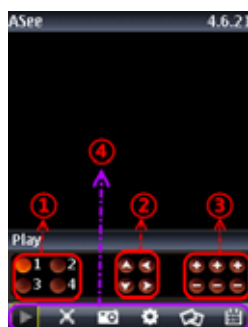
1. Install the webcam program that is included on the supplied CD by copying the "Asee\_AL\_3rd\_0901.sisx" file to the mobile phone if you are using Version 3. Copy the file "Asee\_AL\_5th\_0901.sisx" if you are using Version 5. You can do this by attaching the mobile phone to a computer and copying the file from the CD to the phone.
2. Select the copied ".sisx" file on your phone to install it



3. After the phone finishes copying the file, it will ask for permission to install the program. Select **“Continue”** to start the installation.
4. Click the **“Continue”** button on the information box displaying the program and current version.
5. Select the location of where you want to install the program, to phone memory or to the memory card, and then click **“Select”**.
6. Click **“Continue”** and wait for the program to install.



7. Once the installation is complete, go to the Applications folder and select the **“Asee”** program, and click **“Open”** to display the software interface. Click the **“Setup”** button to open the **“Setting”** screen



**IP** : Enter the Public IP or DDNS address of your DVR.

**Port** : Same as the Server Port you set in the DVR under section 5.2.9.

**User Name**: same as the user name setup in DVR under section 5.2.9.

**Password** : same as the password setup in DVR under section 5.2.9.


**Channel**: Select the channel you want to monitor and click **“DONE”** to display the screen to start viewing the live image.

**Alias**: Enter the user defined DVR name (if configured)

**Option**: click to select whether history list should be included.



**When accessing with an iPhone® follow these procedures:**

1. From you iPhone® Select “**App Store**” from your home screen.
2. Select the Search icon.
3. Type: “**Asee**” in the search field.
4. Download and install the “**Asee**” Application.
5. After the application is installed, click the Asee icon  to run the software.
6. Select the Settings icon at the bottom and input your Username, Server IP Address, Mobile Port number, Login ID and Password (See Section 5.2.9, Mobile)



You will now be watching a live streaming video of your security camera on your iPhone®. Enjoy!

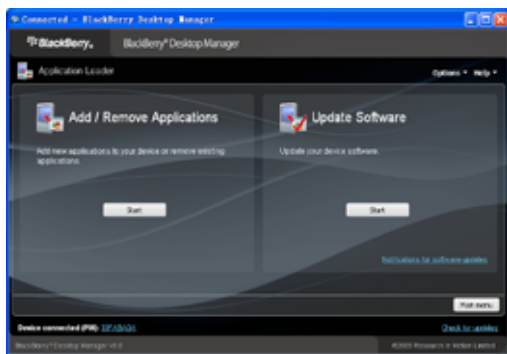
**When accessing from a mobile phone with Blackberry® phones, follow these procedures:**

**Note:** To prevent flickering screen when connecting to your DVR, please make sure the firmware on your mobile phone is the latest version. Please visit your mobile phone manufacturer's website for further details.

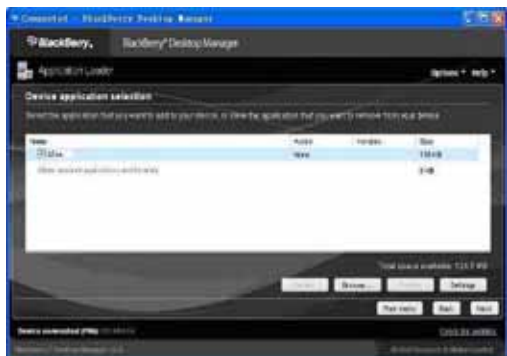
1. Download and install the “**Blackberry Desktop Manager**” on your PC.
2. Connect your phone to your PC via USB cable.
3. Open the Desktop Manager.



4. Choose “**Application Loader**” from the Main Menu.



5. Under the “**Add/Remove Applications**” pane, click “**Start**” Button.



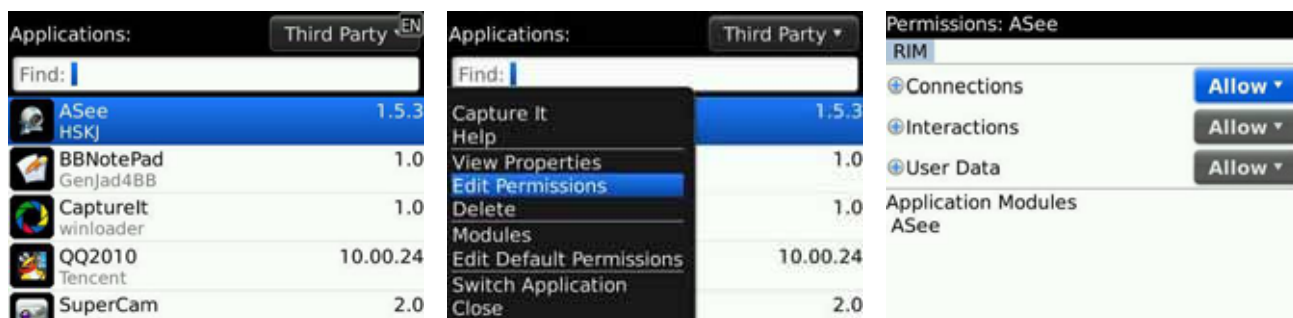
6. Click the “**Browse...**” button and locate the “**ASee.alx**” file on the included CD. Select the “**ASee**” file under “**Device application selection**” and click “**Next**”.



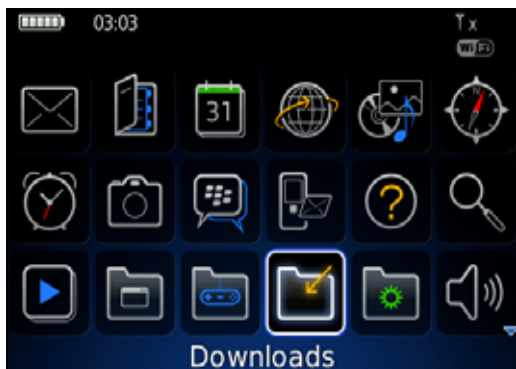
7. Follow the installation process and click “**Finish**” at the end to finish the installation.

### Using the Software:

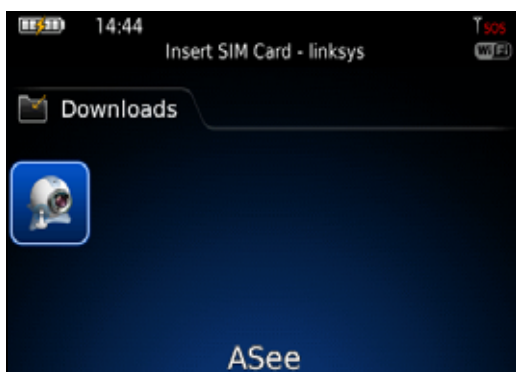
1. Prior to running the software, please make sure you have edited the Application permission of the “**ASee**” application by going to “**Settings**” -> “**Options**” -> “**Applications**”, then highlight the “**ASee**” application and select “**Edit Permissions**” in the drop down menu. Make sure Connections, Interactions, and User Data are set to “**Allow**”.







2. To run the application, the Blackberry viewer is installed in the “Downloads” directory



3. Open the “Downloads” folder, and then click the “ASee” icon to open the viewing interface.



The functions of the various icons are as follow:

- 1 ---Connect/Disconnect
- 2 ---Full screen
- 3 ---Snapshot
- 4 ---Setup
- 5 ---Help
- 6 ---Next Channels/Group
- 7 ---Navigation Controls



4. Select the “Setup” options and enter the information of the DVR you want to connect in Settings.



- Name:** Enter the Name of this group of settings.
- Address :** Enter the Public IP or DDNS address of your DVR.
- Port :** Same as the Server Port you set in the DVR under section 5.2.9.
- User ID:** same as the user name setup in DVR under section 5.2.9.
- Password :** same as the password setup in DVR under section 5.2.9.



5. Select the Network Type supported by your phone.
6. Click the **“Save”** button to save the settings, and system will return to Live display.

You can save the connection settings for different DVRs when you give the Settings different names under Settings and click save. To open the list of DVRs that you have connected to, click the **“History”** button to open the History List.



1. Highlight one record and click the trackball/trackpad to open the History pop up menu. When **“Open”** is selected, system will directly be connected to the DVR.



2. When selecting **“Edit”** option, system will allow you to edit the record.

When selecting **“Delete”** option, the history record will be deleted.

To navigate in live view mode:



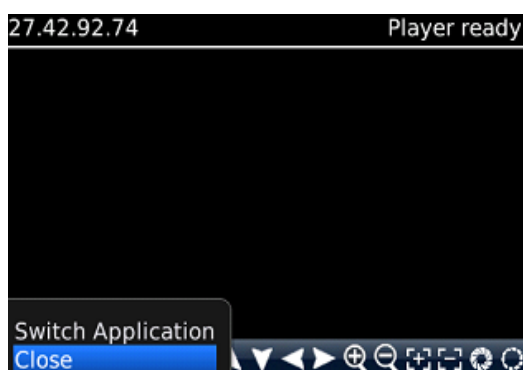
1. Click “**Next Channels/Group**” icon to switch channels, and then choose the channel you want to display.



2. Click the “**Full screen**” icon to view in full screen display mode, click the “**Trackball**” on the mobile phone to quit full screen mode.

3. Click “**Next page**” again button to view the “**Navigation Controls**” if you have a PTZ Camera installed with your DVR.

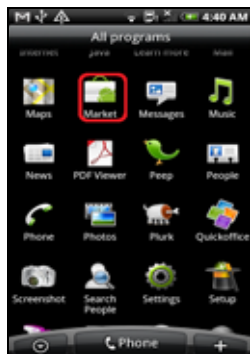
4. Click “**Help**” button to view the software’s Help instruction.



5. Click “**Close**” button to exit the program.

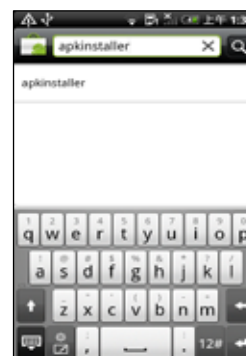
**When accessing from a mobile phone with Android® phones, follow these procedures:**

1. Download the Android software from our website ([www.nightowlsp.com/support.htm](http://www.nightowlsp.com/support.htm)), decompress and store the downloaded software in an easy to remember location.
2. Copy the downloaded “Asee.pak” to your phone.
3. Make sure your mobile is connected to a network and can download software/files.

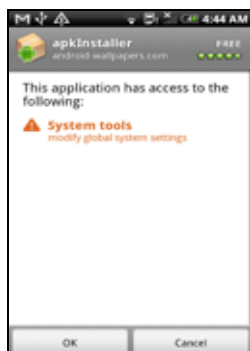
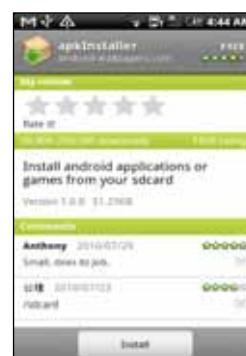
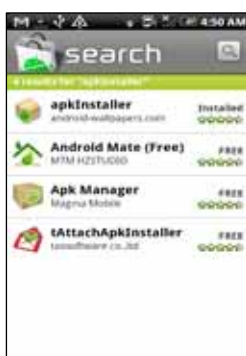


4. Go to “All Program” and select the “Market” icon.

5. In the “Market” interface, click “Search” on the upper right corner and enter “apkinstaller” to search for the “Apkinstaller” program.

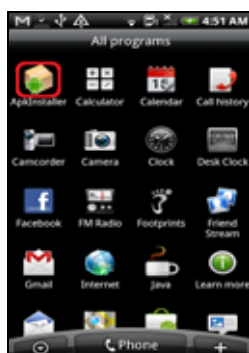


6. Highlight and install the “apkInstaller” program searched.

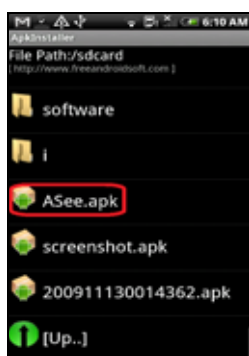


7. Follow up the installation steps to install the software.

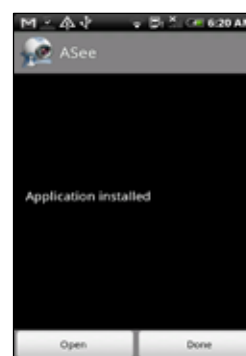
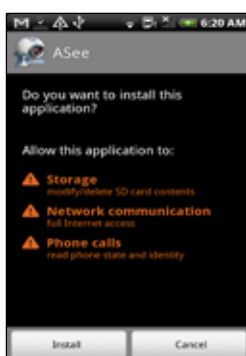
8. Goto “All Programs” and select “ApkInstaller”.



9. Locate the “ASee.apk” on the included CD and copy to your phone



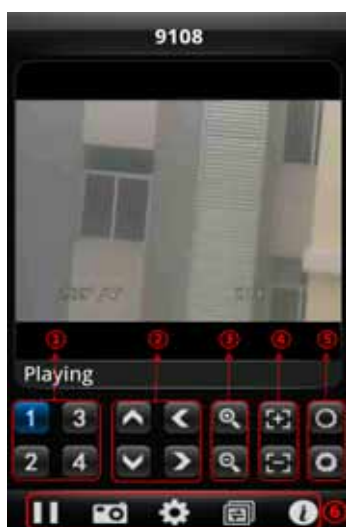
10. Select and install the software to your phone.



11. Goto “All Programs” and select the “ASee” icon.



12. The “ASee” main interface will be displayed.



The functions of the various icons are as follow:

- 1 ---Channel Select
- 2 ---Pan/Tilt Control
- 3 ---Zoom +/-
- 4 ---Focus +/-
- 5 ---Iris +/-
- 6 ---Play/Pause, Snapshot, Settings, Next Channel Group, and help.

13. Click the Settings icon to open the “Settings” menu.



Enter the device information for the DVR that you would like to connect to:

**Address:** Enter the IP address of the DVR

**Port:** Enter the Mobile Port Number of the DVR under section 5.2.9

**Device Name:** Enter DVR name (User defined)

**User ID:** Enter the Login User Name for you DVR under section 5.2.9

**Password:** Enter the Login User Password for your DVR under section 5.2.9.

**History:** Click the “History” button at the upper right hand corner to view records of previously connected devices.

**NOTE:** If you are having trouble accessing your DVR from your cell phone please visit [www.NightOwlSP.com](http://www.NightOwlSP.com) to ensure you are using the most up to date software. If your phone is not compatible with the above list please check our website once again to see if your phone is listed.

### 5.2.11 E-Mail Setup

There is also an option for the DVR to send an e-mail to a specific mails box when the alarm is triggered. To enable this option, follow these steps:



Click the “EMAIL SETUP” button under Network.





Set the e-mail account information of your mail server. Please contact your Network Administrator for details and configuration settings.

## 5.2.12 Camera

### 5.2.12.1 Camera Setup



To set up your cameras, select “Main Menu” → Camera → Camera Settings to open the CAMERA SETUP menu.

**CH Name:** set up the name display of each channel.

**Position:** display position of each channel.

**Color:** Click to open sub-menu to adjust image brightness, saturation, contrast and hue settings of each channel.

**Display CH Image:** enable to display the channel.

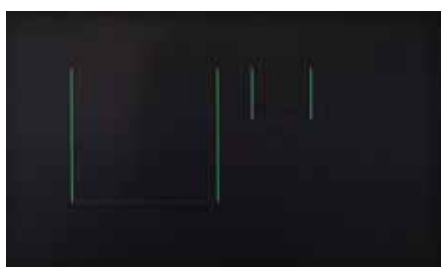
**Display Time:** enable to show the time.

**Display Record Time:** enable to show the time of the record.

**Copy:** Use the function to duplicate of one channel to another.



COLOR SETUP Menu allows you to adjust image brightness, saturation, contrast and hue of each channel. Click “APPLY” to and then click “OK” to save the adjusted settings. Click “EXIT” to cancel the modification, or click “DEFAULT” to restore all settings to the factory default settings.



**Privacy Zone:** allows you to mask certain area(s) of the screen to give you better privacy protection. Simply enable the check box and then drag the box to the area that you would like to mask.

### 5.2.12.2 PTZ



To configure the PTZ (Pan Tilt Zoom) function, click “Main Menu” → “Camera” → “PTZ”. The cameras that come with the kit do not support PTZ function, please refer to the user's manual of your PTZ cameras for proper settings. Please note the channel settings must match the settings of the PTZ camera.

## 5.2.13 System

### 5.2.13.1 Date/Time

Click **"Main Menu"** → **"SYSTEM"** → **"DATE/TIME"** to enter the TIME SETTING window to modify system date, time, date/time format and time zone, DST (day saving time).



- **DATE:** Enter the day, month, and year
- **DATE FORMAT:** Select **YYYY/MM/DD**, or **MM/DD/YYYY**
- **TIME:** Enter the time
- **TIME FORMAT:** Use the drop-down menu and select **12HOURS** or **24HOURS**
- **TIME ZONE:** Use the drop-down menu to select the time zone you are in.
- **NTP:** Enable or Disable the Internet Time Server Function.
- **NTP SERVER:** enter the address of the international time server for periodic time update.
- **DST:** Use the drop-down menu to select ON/OFF to enable/disable Daylight Savings Time.



When you click the **DST Setting** button in the **Date/Time** menu, the **DST SETTING** menu will open.

- **Daylight Saving Time:** Enable/Disable Daylight Saving function.
- **Time Offset:** Enter the number of hours when day light saving is active.
- **Daylight Saving Time Mode:** Select between Week or Date depending on what day daylight saving takes place.
- **Start Time:** The starting date of Daylight Saving.
- **End Time:** Set the date Daylight Saving ends.

### 5.2.13.2 Password



Click **"Main Menu"** → **"System"** → **"Password"**. This option allows you to set the user permissions and password of up to 7 users.



The password supports up to 6 characters. Click **"APPLY"** to save the settings.

**NOTE:** Please write down your passwords and store in a safe location.



### 5.2.13.3 Language



Click “Main Menu” → “System” → “Language” to setup the default system language.

### 5.2.13.4 Hard Drive



To manage the installed Hard Disk, click “Main Menu” → “System” → “Advanced” → “Hard Drive” to enter “HDD MANAGEMENT”. The HDD Management screen shows the capacity and available recording time of the installed hard drive and let you configure whether to overwrite old recordings or stop when HDD is full.

Select “Format HDD” to format the installed Hard Disk Drive and erase all recorded files.

Select “Format USB” to format the installed USB Drive by erasing all recorded files on the drive.

To enable your DVR to overwrite old recording files, choose “ENABLE” at the OVERWRITE field and then click Apply.

### 5.2.13.5 Video



Click “Main Menu” → “System” → “Advanced” → “A/V Setup” to setup Video and Audio output options such as resolution and format. You can also preset a channel display sequence or rearrange the position and number of each input channel.

### 5.2.13.6 System Maintenance



Click **“Main Menu”** → **“System”** → **“Advanced”** → **“Maintain”** to access the SYSTEM MAINTENANCE page of your DVR. This option allows you reset the DVR to factory default settings, update system software (firmware), and set system auto reboot time. When enabling the auto-reboot function, you can setup system to restart regularly to clear up some temporary storage memory.

### 5.2.13.7 Info.



Click **“Main Menu”** → **“System”** → **“Advanced”** → **“Info”** to access the system information of your DVR.

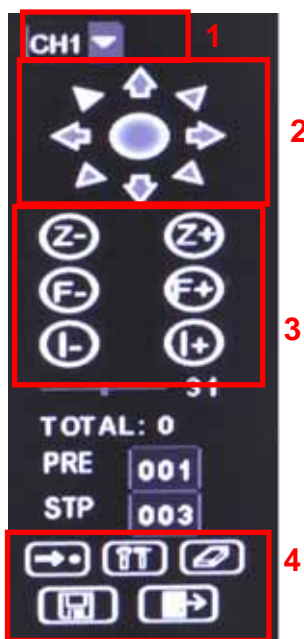
## 5.3 Lock






Click **“Lock”** of the pop-up menu to activate password protection of your DVR. All menu will be locked until the correct username and password is entered.

## 5.4 PTZ Control

### 5.4.1 Cruise Setup

Open PTZ setting menu if you want to setup cruise function (system default: on), and set up cruise channel, cruise points etc.



1. **Channel Select:** Select the channel of the installed PTZ camera.
2. **PTZ direction control:** Control PTZ moving direction.
3. **Zoom, Focus and Iris Control:** control direction, zoom, focus and iris of PTZ.
4. **Presetting PTZ positions-**  
Use this to pre-set several spots of the PTZ camera for quick access.
  - : Go to the selected preset spot.
  - : Set PTZ preset positions
  - : Delete Current cruise point.
  - : Save setting.
  - : Start PTZ Cruise.

To start Cruise, exit this screen and click “Start Cruise” of the pop-up menu.

## 5.5 PIP MODE

Click “PIP MODE” of the pop-up menu to select between one or two small pictures within the main display.

## 5.6 Search

Click “Search” of the pop-up menu to open the Video Search screen to display a record.

## 5.7 Mute

Click “Mute On” of the pop-up menu to enable and display sound.

## 5.8 Manual Rec

Click “Manual Rec” of the pop-up menu to start manual recording.

## 5.9 Start Rotate

Click “START Rotate” of the pop-up menu to start displaying videos from each camera in preset sequence.

## 5.10 Start Cruise

If you have purchased a PTZ camera separate and would like to start the PTZ camera to start cruising, click “START Cruise” on the pop-up menu to start the function set in section 5.5.1

## CHAPTER 6: NET-VIEWER PROGRAM

Open Internet Explorer and enter the IP Address or DDNS address of your DVR. A pop-up will ask you to install an ActiveX (plug-in) to your computer. Please confirm the download and install the software.

**Reminder:** If the ActiveX (plug-in) is not downloaded successfully, please check if your browser's safety level or firewall setting is set properly (as stated above). Please also make sure all of the setup of your modem or router is setup properly.

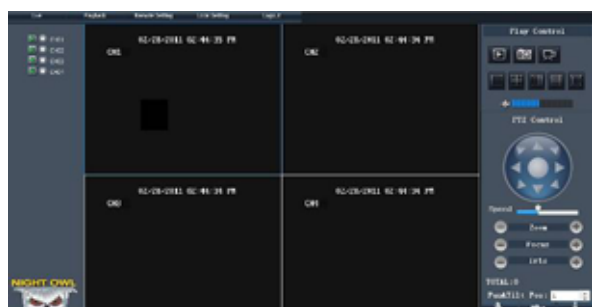
### 6.1 Log-in to Net-Viewer



The screenshot shows a 'User Login' window with the following fields and controls:

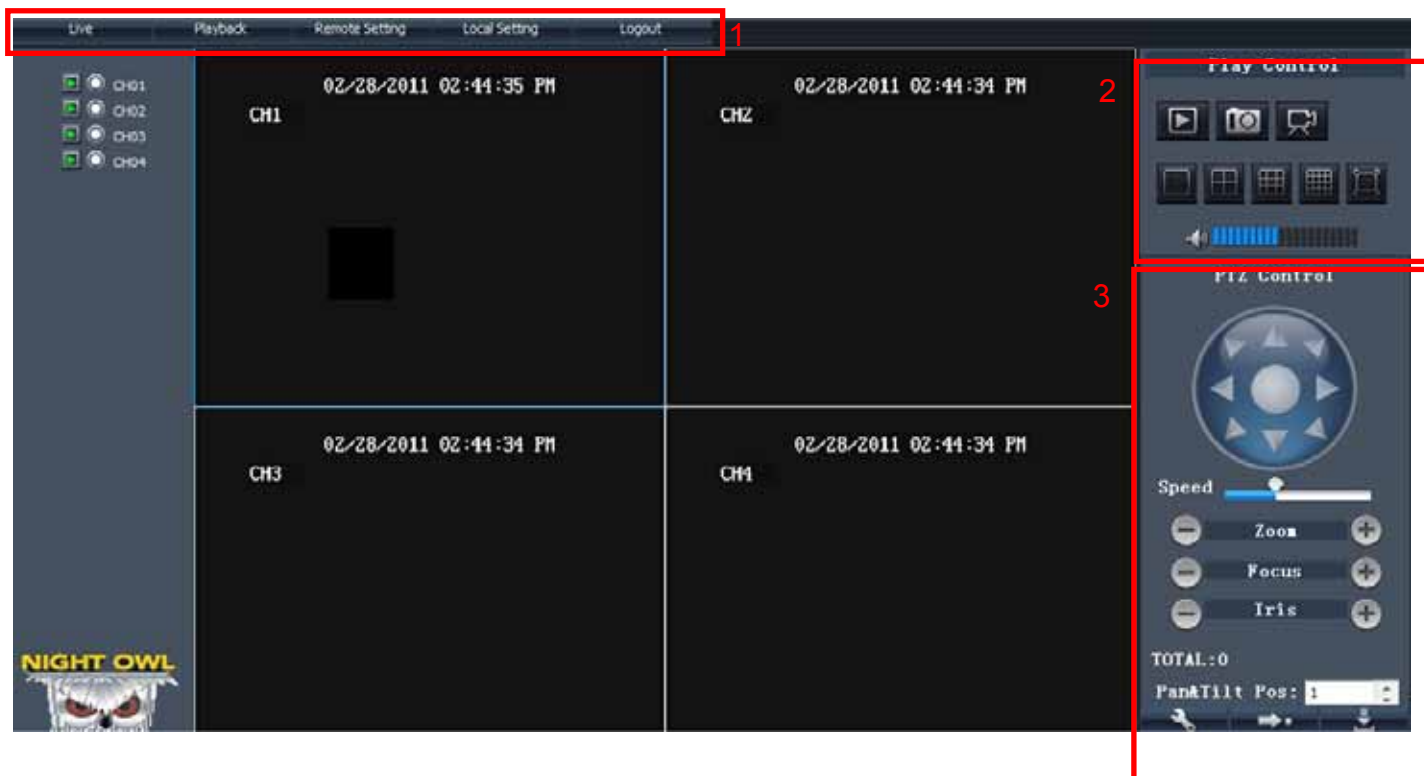
- IP Address: [Text field]
- Media Port: [Text field]
- User Name: [Text field]
- Password: [Text field]
- Network: [Dropdown menu, currently set to 'Internet']
- Open All Channels
- Login [Button]
- Reset [Button]

After the ActiveX (plug-in) is installed, please refresh the screen to load the login page. Enter your DVR's login information. Click the "Login" button to view remotely through NetViewer. Please note default password is empty. System allows Administrator to set new password as per section 5.2.10.2.



After successfully Logged in to Net-Viewer, system will open the live display interface and connect to audio/video feed automatically.

## 6.2 Main Interface of Net-viewer



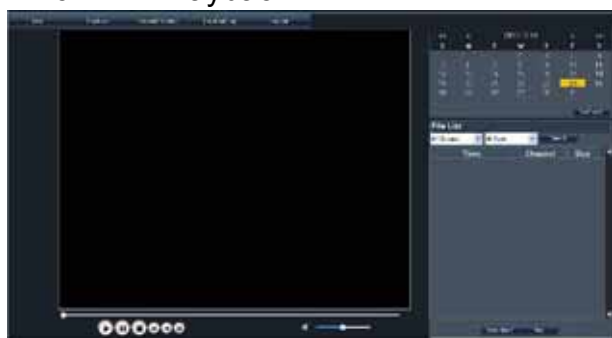
### 6.2.1 Menu column

Menu column includes “Live”, “Playback”, “Remote Setting”, “Local Setting” and “Logout”.

#### 6.2.1.1 Live

After Logging-in to system, system will enter into Live display. You can enable/disable showing certain cameras, control the volume, or control the movement of PTZ cameras if you have such cameras installed.

#### 6.2.1.2 Playback



This option allows you to playback recordings remotely.

1. Select the day, channel and type and click search.
2. Select any event from search result list to playback.

### 6.2.1.3. Remote Setting

Clicking “Remote Setting” opens this sub menu, option in this menu includes “Record”, “Network”, “Camera”, and “System”.

#### Record



Open sub menu “Record” to access the same “Record” settings that you would see on the firmware menus of the DVR.

#### Network



Open sub menu “Network” to access the same “Network” settings that you would see on the firmware menus of the DVR.

#### Camera



Open sub menu “Camera” to access the same “Camera” settings that you would see on the firmware menus of the DVR.

#### System



Open sub menu “System” to access the same “System” settings that you would see on the firmware menus of the DVR.

### 6.2.1.4. Local Setting






Click “Local Setting” to configure where to store files locally on the computer you are currently accessing your DVR with.

### 6.2.1.5 Log out

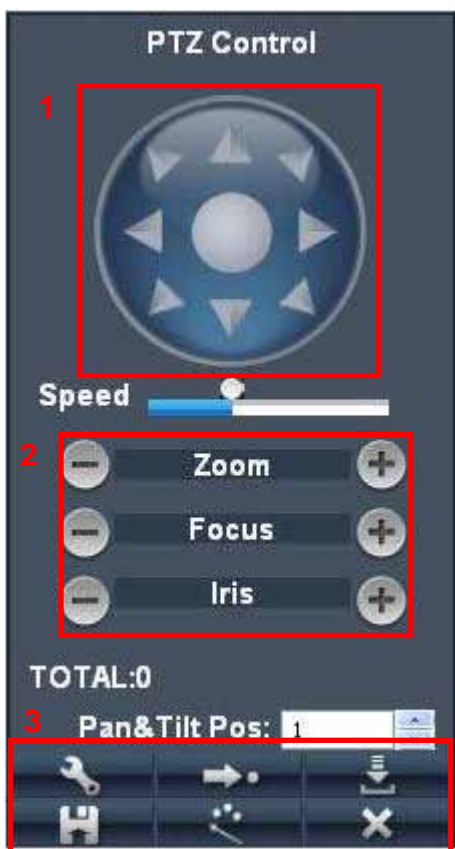
Log out of the system.

## 6.2.2 Play Control



1. On / Off Live display : Clicking this button opens and closes Live display.
2. Capture : Capture Screen image and save to PC.
3. Recording : Operate DVR recording remotely
4. Channel display : These icons stand for Single Channel display, Quad Channel display, 3x3 Channel display and 4x4 Channel display, and full screen respectively.
5. Volume control : Click or slide the control bar to adjust sound volume.

## 6.2.3 PTZ Control



1. **PTZ direction control:** Control PTZ moving direction.
2. **Zoom, Focus and Iris Control:** control direction, zoom, focus and iris of PTZ.
3. **Presetting PTZ positions-**  
Use this to pre-set several spots of the PTZ camera for quick access.



: Set PTZ preset positions



: Go to the selected preset spot.



: Load previous setting you have saved.



: Save setting.



: Start or Stop PTZ Cruise.



: Delete current PTZ Cruise point.

## 6.2.4 Remote Backup

You can backup recorded video files from your system to your PC using the Replay menu in the remote surveillance software.

To backup files remotely:

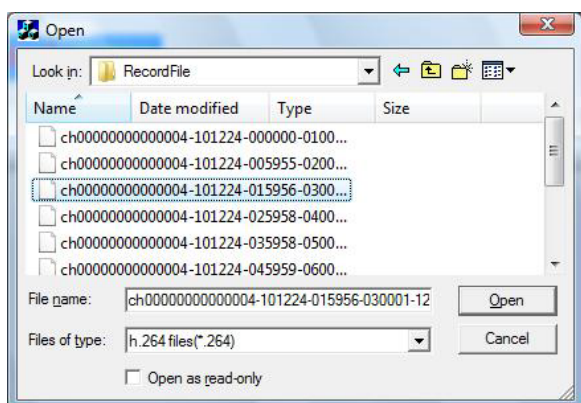
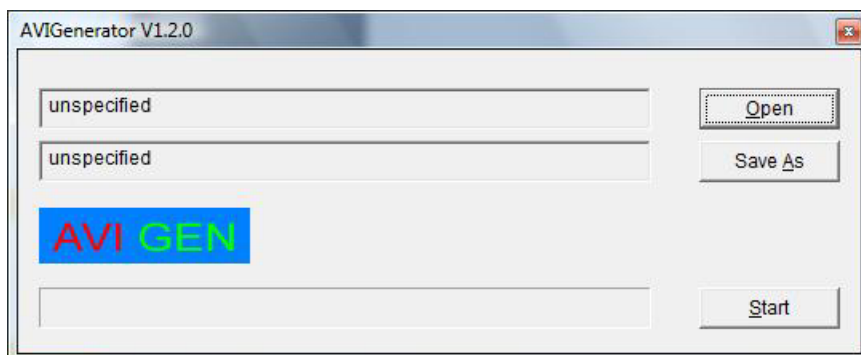
1. Click **Playback** at the top of the main screen.
  2. Select a date(s) on the calendar and click **REFRESH**.
  3. Double-click a file from the File List to begin playback.
  4. Click **Download**. Backup begins to C:/DVR/[ip\_address]/Backup
- NOTE:** If you playback a file, you must wait for the file to load before backing it up, otherwise you may receive an error message
5. When file backup is complete, click **OK** in the confirmation window. The confirmation window show the save path of the backup file.
- NOTE:** Backup files are saved as .264 files.
- NOTE:** Use the PlayBack Software included on the software CD to playback backed up video.



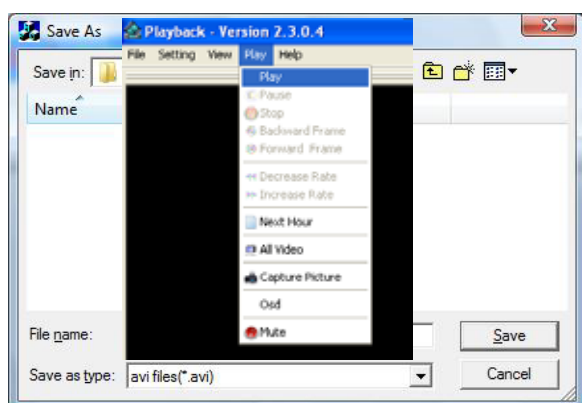
## 6.2.5 Multi Player File format

1. If you would like to play any recorded file using video players that supports .avi format, first, copy or backup file to your PC.
2. Use the AVI Generator software included in the driver CD and install AVI Generator to your computer.
3. Open the AVI Generator installed on your computer, click Open to find/select the backup file, and then click "Open".

**Note:** the file type you have selected should be \*.264 format.



4. Click "Save As" to specify the location and file name for your converted file.



5. Click "Start" to start converting the file into AVI format.



## WARRANTY

NIGHT OWL, LLC ("Night Owl") provides the following warranty to the original retail purchaser only (the "Purchaser") with respect to this product (the "Product"):

For a period of one (1) year after the date of sale, the Product shall be free from manufacturing defects in material and workmanship. In the event that the Product is defective, the Purchaser must return the Product at Purchaser's cost (no CODs) to the address below, with the original proof of purchase receipt. In its sole discretion, Night Owl will either repair or replace the Product at no additional cost to the Purchaser. Any replacement Product (or parts) will be covered by the same warranty as the original Product through the expiration date of the original warranty period.

### Exclusions:

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- Negligent use of the Product, or misuse or abuse of the Product;
- Electrical short circuits or power surges;
- Use of replacement parts not supplied by Night Owl;
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In order to obtain service, please make sure that you have registered your product on-line no later than thirty (30) days after purchase at [www.NightOwlSP.com](http://www.NightOwlSP.com) in the warranty registration section or in any other matter described in the instructions.

**TOLL FREE CUSTOMER SERVICE**

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