Frequently Asked Questions (FAQ)

Q1: How can I change the ID of Mezory HD-SDI PTZ camera ?

A. Connect the camera to a HD-SDI DVR including the PTZ control (TEL port)

Power On the camera and DVR. Expand the camera output from main screen.

Select the Notification message option (X)

Enter the preset key; default preset key will be 95

Then the screen will display the OSD menu of the camera

Select DOME → General → Virtual Address

There you can change the ID

Save the settings and exit. The ID will be changed now.

Q2: How to install and configure IP PTZ camera with a network switch, NVR or computer?

A. You can connect the Mezory IP PTZ camera via network switch, computer and NVR.

1) To connect with NVR please refer Q4 answer.

2) To connect with a computer, Please install Mezory IP client software called "Pro Viewer" to the computer.
   Connect the camera to the computer and switch on the camera
   Launch the client software and select **System** option.
   Select **Pro viewer setup** and then **Device**
   Select add camera option and choose **Auto Scan (LAN)**
   The camera details will be shown in a list, select the camera and Login
   Change default IP address of the camera to a local IP address for more accessibility
   Now you can view and configure IP PTZ camera through client software.

3) If you want to configure and access Mezory IP PTZ camera through internet explorer,(without client software) please follow the below given steps.

If you do not know the IP address of Mezory IP PTZ camera, Please install **IP Installer Pro** software to the computer to which the camera is connected. Open the software and select **search** option. A list will show IP address and other details of the camera.

Open Internet Explorer and enter the IP address of Mezory IP PTZ camera.

Enter the login information and press enter.

Now you can view, configure and reset the camera according to your convenience.

Q3: What is the default IP address and log in information for Mezory IP PTZ camera?

A: Default IP address   :   10.20.30.40   OR   10.20.30.41

Username   :   root

Password   :   root

Q4: How do I configure IP camera using Mezory MZRN-0490 NVR?

A. For all 4,8, and 16 channel NVR, kindly do the following steps:

1) Connect your IP camera to the NVR

2) On the live mode main screen, right click the mouse and choose "**camera registration**". New window will be displayed with a list includes all camera previously registered within the NVR.

3) Click "**Scan**" button to search for new cameras. New window will be displayed

Use "**Advanced Scan**" button if the camera is networked but not scanned. This setup allows you to change the network setting of the NVR's VIDEO IN port which is camera's network environment. Check the camera's network setting first before you use this setup.

- Make sure that this setting does not conflict with the WAN setting. For more information on the WAN setting, Refer to NVR operation Manual.

4) Select "**Scan**" button within the new window to commence scan process

5) Select a camera from the scan list and then select **Add Camera**. The device login window will appear.

6) Enter a User ID and a Password for the selected camera.

7) **Apply to All Devices**: Selects to apply the same user and password to all selected devices if you selected more than one device and the selected devices have the same user ID and password.

8) Make sure to choose the right protocol from "**Protocol**" drop menu.

9) Make sure to select the scan mode from "**Mode**" drop menu

   Auto Scan (LAN): Lists cameras in a LAN environment. If Auto Scan (LAN) fails to recognize a camera, try using IP Address Scan instead.

   IP Address Scan: Enter the IP address of a camera. The NVR scans for the camera matching the specified address. If you enter IP address's range, the NVR scans for cameras falling under the specified address's range. By specifying an IP address, you can also specify which port to use with the Remote Admin feature. It is recommended that the camera not be networked via DHCP (Dynamic Host Configuration Protocol). If the camera is networked via DHCP, connection to the camera may not be made properly depending on changes in the external network environment.

Q5: What is the default password for new Mezory MZRN-0890 NVR?

A: For all 4, 8 and 16 channel NVR, There is no default password for the admin account. Select admin and then OK without entering a password to log in.

      ↓ Leaving the admin account unassigned with a password poses a security risk. Please assign a password at your earliest convenience.

Q6: How to create user accounts for Mezory MZRN-1690 NVR?

A: For all 4, 8 and 16 channel NVR, kindly do as follow:
   1) While in Live mode, press the remote control's "**SETUP**" button or select **Live menu > Setup** using the mouse.
   2) Choose "**System**" menu within the displayed screen.
   3) Choose "**User**" submenu at the left of displayed screen.
   4) Select "**+ Group"** and enter a group name. A group name can be up to 15 characters in length.
   5) Specify the group's permission settings. For more information on permission settings, refer to the operation Manual.
   6) Select **+ User** and then enter a user name.
   7) Select a group for the user and then enter a password. The password can be up to 16 characters in length and may include letters, symbols, and numbers.
   8) Select "**OK"**. Configure "**Auto Login"** and "**Auto Logout**"settings.
   9) Select "**Apply"** or "**OK"** to exit.

Q7: How to change user passwords and permission setting for Mezory NVR?

A: Kindly see answer for Q3

Q8: What is default password for Mezory DVR?

A: The initial default Password is (1111)

Q9: What is default password for MZRS-0490 HD-SDI DVR?

A: The default Password is 00000000 (8 zero)

Q10: How many User accounts can operate for MZRS-0490 HD-SDI DVR?

A: The DVR allows for: 1 Administrator level log on, 1 Manger level log on, 25 User level logs on

Each of the 27 log-on accounts can be given individual passwords and user rights

Q11: How to connect and control multiple PTZ cameras to MZRS-0790 HD-SDI DVR?

A: User can control PTZ cameras via RS485 communication. The PTZ domes can be wired in a

Daisy chain. (Kindly refer to the DVR operation Manual).

Q12: How can I remotely view and control my MZRS-1690 HD-SDI DVR?

A: Using our Free DDNS Server, this allows a user to connect to the unit remotely without the need

for a fixed IP address. (Please register your ID & Domain at www.ddns-dvr.com in which you can

Use their DDNS server as free of charge)

1) Visit **www.ddns-dvr.com** to get the DDNS user ID & PW as well as Host name.
2) Click to create / set account of "Dynamic DNS".
3) Select "Create Account" menu.
4) Create Account.
5) Fill in all blanks in order to create new account. ID & Password will be emailed to you when the account is setup correctly.
6) Once the DDns-Dvr account has been setup, it is necessary to add the details in the Network menu of DVR.

- Change DDNS to ON
- Input User ID
- Input User PW
- Input Domain
- Click "DDNS Status Check". If it is OK, click the Apply button.

Q13: What is the difference between Analogue and IP?

A: In the analogue CCTV, cameras capture an analogue video signal and transfer that signal over coaxial cable to the Digital Video Recorder (DVR). Each camera powered by plugging in the power supply right at the camera. The DVR converts the analogue signal to digital, compresses it, and then stores it on a hard drive for later retrieval. Intelligence is built into the DVR to handle such things as scheduling, motion detection, and digital zoom. Monitors (for viewing the video) are connected to the DVR, or it can be set up to publish over an internal network for viewing on PCs. The DVR can also be set up to broadcast over the Internet and can have password protection and other features.

In the IP CCTV, each network camera captures an analogue image but immediately converts it to digital inside the camera. Some digital processing can happen right at the camera, such as compression and motion detection. The digital video stream is then broadcasted over the local area network (LAN) using Ethernet (CAT5 or CAT6) cable. Power is supplied to the cameras through the Ethernet cable via Power-Over-Ethernet (POE). The Ethernet cable for each camera is plugged into the switch which feeds into the network hub. As with all network devices, some set-up needs to be done for each network camera to set up its IP address and other identifying attributes.

A Network Video Recorder (NVR) performs the same function as its DVR cousin in the analogue world. It captures each camera's signal, compresses, and records it. The main difference is that the video feeds are digital (and much higher resolution) and not analogue. Software built into the NVR provides features such as intelligent search and zoom, etc. The NVR combines the video stream from the cameras and handles the broadcast over the LAN and internet for local and remote viewing.

Q14. Which approach is more cost-effective Analogue or IP?

A. For now, installing analogue cameras coupled with DVRs still the most cost-effective approach for most security applications. However, the cost of IP cameras and components is rapidly declining, making the IP systems more and more affordable and desirable.

Q15. Which system has better quality Analogue or IP?

A. There are poor and good quality products no matter which type of system is used. With that being said, network cameras offer some technological advances in the areas of video quality and wireless installations. Analogue cameras cannot provide resolution above TV standards. Resolution of IP cameras can be many times higher and they can capture a clearer image when objects are moving. This could make a difference in high risk applications such as for casinos and law enforcement.

Q16. Which system is easier to install and configure Analogue or IP?

A. If an IP network is already in place at the installation site, and it can handle the additional load of the new cameras, then IP cameras will be easier to install. If additional RJ-45 jacks are needed to plug in the network cameras, then the installer only has to run a CAT-5 cable from the camera to the nearest switch. An inexpensive switch can be installed right at the nearest wall jack. In contrast, each cable for analogue cameras must be run all the way back to the DVR. If upgrades are needed to existing IP network to handle the additional load, obviously the installation would be more difficult.

The power to cameras can be handled easily with either technology. For IP networks, built in POE adaptors make sending the power through the existing Ethernet cable easy. For analogue systems, use RG59 Siamese cable combines video and power cables into one jacket. Either way, there is no additional cabling for power. POE can run 328 feet without a repeater, and RG59 can be run 1000 feet without a repeater.

Q17. What is a Security DVR?

A. DVR stands for Digital Video Recorder. A Security DVR is capable of taking the video from digital or analogue cameras and recording it into a digital format on a hard drive. It can record high quality maintenance free video for weeks or even months.

Q18. What is a video capture card?

A. A video capture card or DVR card is a graphic card inside the Security DVR system which captures the signal from the cameras and stores the video on the hard drive.

Q19. How many hours of video the Security DVR can store?

A. It 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.

Q20. How does motion detection work? Through the camera or software?

A. Motion detection works through the software in the DVR system by recording video when pixels in the image change. Most Security DVRs offer a sensitivity scale so the user can set the sensitivity of the motion detection.

Q21. Can I view live and recorded video locally?

A. Yes.

Q22. Can I view live and recorded video remotely?

A. Yes, most of our Security DVR systems are Internet enabled. You can view live and recorded video from anywhere through the Internet.

Q23. What kind of broadband do I need? How much bandwidth?

A. Basic DSL or cable will suffice in most cases.

Q24. Can several users view one site at once?

A. Most Internet-enabled Security DVR systems allow multiple users to view the same site simultaneously, however; the bandwidth will be shared between them.

Q25. Can I record audio?

A. Yes, if the Security DVR system comes with an audio option you can record audio. Most analogue cameras do not come with built in audio, so you will probably need a separate audio kit.

Q26. How many cameras do I need to cover 8000 Sq. Ft parking lot?

A. Ideally each camera covers a maximum of 1000 Sq. Ft, therefore; 8 cameras should be suitable for such a case.

Q27. Can I use my existing cameras?

A. Yes, you can use your existing CCTV cameras. Simply plug them into the rear panel of the Security DVR.

Q28. What are the common camera formats?

A. Common formats are 1/4", 1/2", 1/3", 2/3", and 1". The size of the sensor directly affects the field of view obtained. When using the same size lens on different format sensors, different viewing areas are obtained. For example, using a 6mm lens on a 1/3" sensor will give you a 37º field of view. Using the same lens on a 1/2" sensor will increase the field of view to 56º and 74º on a 2/3" sensor.

Q29. What camera lens size is the best for my application?

A. Mezory CCTV carries a large selection of security camera lenses, but the lens you will need depends on where you plan to use it. Send a Technical request to our Support team to determine the type of lens that suit your needs.

Q30. What is the meaning of C-Mount Lenses?

A. An industry standard for lens mounting. The C-Mount has a thread with a 1 inch diameter and 32 threads per inch. The distance from the lens mounting surface to the sensor surface is 0.69 inches (17.526 mm). It is possible to mount a C mount lens onto a CS mount camera with the use of a CS adapter ring.

Q31. What is the meaning of CS-Mount Lenses?

A. An industry standard for lens mounting. The CS-Mount has a thread with a 1 inch diameter and 32 threads per inch. The distance from the lens mounting surface to the sensor surface is 0.492 inches (12.5 mm). It is not possible to use a CS mount lens on a C mount camera.

Q32. What is an Auto-Iris Lens?

A. An auto iris lens provides consistent video signal in areas where light levels vary.

Q33. What is Lux?

A. Illumination is measured in units called Lux. As Lux number decreases, camera's light sensitivity increases (most cameras minimum illumination is 0.01).

Q34. What is the automatic Gain Control?

A. Many cameras come with an AGC circuit. This circuit examines the brightness level of the video signal to keep it at a consistent level. For example, if the video signal is dark, it will attempt to increase the gain to bring the brightness up to a normal level.

Q35. Explain Aperture?

A. In CCTV optics, the aperture is the diameter of the lens that controls the amount of light reaching the image sensor. It is shown by an f-number. Larger aperture lenses have smaller f-numbers. For instance, a lens with an f-number of 1.2 allows more light to reach the sensor than a lens with an f-number of 2.0 thus producing a brighter image. The higher the f-number the less light is permitted to pass into the camera.

Q36. Can I zoom in with a camera?

A. Yes, but you need a special camera called a Pan-Tilt-Zoom or PTZ camera. Browse our selection of PTZ cameras and find the one that is right for you.

Q37. What type of Operating System (OS) does the Security DVR use?

A. Most PC-based Security DVR Systems use Windows 7 Professional, and Standalone Security DVRs are Linux based.

Q38. What happens if there is power outage?

A. Most Security DVRs will come back on as soon as power is restored. However, we suggest an uninterruptable power supply (UPS) which provides a short period of backup power and also serves as a surge protection device.

Q39. Can the Security DVR report an alarm?

A. Yes, some Security DVRs have that option.

Q40. What is the meaning of auto-Iris Control?

A. An automatic iris lens is a lens with a motorized iris that automatically adjusts to only allow a specific amount of light to reach the image sensor. When there is little light, the iris will open to let more light in. When there is too much light, the iris will close to reduce the amount of light let in. Auto iris lenses are primarily used in applications where light levels vary and it would be impracticable to manually adjust the lens. Automatic iris lenses are generally more efficient than the electronic shutter since they actually control the amount of light reaching the sensor as opposed to simply adjusting shutter speed.

Q41. What is the Back Light Compensation?

A. Many cameras include a BLC circuit. This circuit is used to help correct an image with more light behind the subject being viewed. Without backlight compensation, the subject appears dark with little detail. Using the backlight compensation will reduce the brightness of the light to allow the subject to appear brighter and bring out the details.

Q42. Explain EXview HAD?

A. EXview HAD CCD is a trademark of Sony Corporation. The HAD CCD dramatically improves light efficiency by including near infrared light as a basic structure of the sensor. Conventional CCD sensors are sensitive to infrared light but are unable to efficiently gather the charge. Because of this greater efficiency, HAD CCD sensors achieve sensitivities approximately 4 times that of a conventional CCD.

Q43. What is Infrared referring to?

A. The area below the visible spectrum. B&W cameras are very sensitive to infrared light and allow the use of infrared illuminators to enhance poorly lit locations without alerting subjects during

surveillance. Color cameras are also sensitive to infrared light, but require an infrared filter to filter out the red light to keep the image colors.

Q44. What difference between HAD and Super HAD?

A. The Super HAD CCD is a version of Sony's high performance HAD with improved sensitivity from the use of more efficient on-chip micro lenses. The Super HAD optimizes the shape of the on-chip lenses in order to minimize the ineffective area between the lenses on each pixel thereby minimizing lost light and improving the overall sensitivity per pixel.

Q45. What is the White Balance?

A. For Color cameras only. Different lighting sources provide different color temperatures. The white balance helps correct these differences by adjusting the color processing to bring the color temperature to a fixed level. Without this balancing feature, due to the CCD's poor adaptability, some colors would appear different (green instead of white in sunlight).

Q46. What are OSD cameras?

A. OSD (On Screen Display) cameras have a menu system within the camera assembly that can be accessed in order to set functions such as Iris levels, AGC on/off and most features of standard and advanced cameras.

Q47. Why do I have a clear sharp picture during the day and it is out of focus at night?

A. This is due to the depth of field changing as the light conditions change and can be easily overcome by following set procedures.

Q48. When can I use a manual iris lens?

A. A general rule of thumb is only to use a MI lens in an internal application. This is because you are reliant on the electronic circuitry of the camera compensating for light changes in the scene and this is not able to compensate to the same DEGREE as that of an Auto Iris lens.

Q49. What is the difference between Auto Iris and Direct Drive Lenses?

A. An Auto Iris lens is one that automatically adjusts its iris for changes in the scene lighting levels. The motor that opens and closes the iris is driven by an Amplifier that processes a small electronic signal changing with the light level. A Direct Drive 'DD' lens does not have this Amplifier and can only operate with a camera fitted with one. A camera specification will indicate the available output options.

Q50. Does the 'f' stop matter when choosing a lens?

A. Yes, lenses are usually specified as having a minimum and maximum 'f' stop rating; the 'f' stop is a measure of how efficiently the lens allows light from the scene, to pass through the lens and onto the camera CCD sensor. The maximum aperture (when the lens is fully open), is the minimum 'f' stop number and the minimum aperture, (just before the lens completely closes) is the maximum 'f' stop number.

A low minimum 'f' stop number means that the lens can pass more light through during dark conditions, which will produce better pictures at night.

A high maximum 'f' stop number may be necessary where there is a high level of light or reflection. This will prevent the camera 'whiting out'.