



# **User Manual**

# **Monitoring System**

## **(C Series )**

Be sure to read this book before installing or using the surveillance camera.  
Keep the book in a safe place so that you can read it whenever necessary.

---

Please read carefully before use it.

 supportus@jeneutech.com

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C.0826.001.E

# Thank-you letter

Dear Customer,

Thank you very much for your trust and for purchasing the Jennov wireless security camera system. At Jennov, we strive for excellence, and our security products are well-received around the world. Our aim is to become a top-notch brand in the surveillance camera field by continuously developing more advanced and convenient products for users globally.

We adhere to the principle of "customer first" and work diligently to provide high-quality products and customized services. From the procurement of raw materials to rigorous inspections before shipment, every step of our process is conducted under strict control. To enhance universality, each Jennov security product is equipped with the latest chips, ensuring that customers enjoy an optimal user experience.

Please note that environmental factors such as distance and obstacles may affect the performance of your Jennov wireless camera kit. We recommend testing the final installation position before setting it up to ensure a better user experience.

If you encounter any issues during use, please refrain from leaving a review that defines the problem immediately. Instead, feel free to contact us via email; we would be happy to assist you in resolving any issues. Your feedback is invaluable for improving product quality and provides us an opportunity to serve you better. We promise to do our utmost to deliver a satisfactory solution.

If you are satisfied with our products, we kindly ask you to take a moment to share your experience in the product comments section. Your feedback is essential for other customers considering their purchase, and it serves as an important encouragement for us to continue our hard work.

On behalf of all Jennov staff, I would like to express my sincere gratitude for your trust and support. Should you need assistance at any time, please do not hesitate to reach out.

Thank you once again for your cooperation and support. Wishing you good health and best regards!

Please take care of Jennov in the future!

Sincerely,  
All Staff of Jennov

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# Chapter 1 Introduction

## Preface

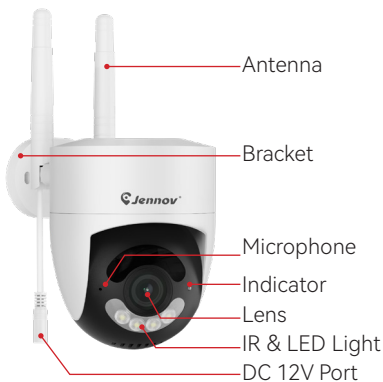
1. This manual is provided for reference purposes only. Please note that the actual device may differ from the descriptions in this document due to ongoing updates and improvements.
2. After receiving the products, please check whether all accessories are in the package.
3. Before installation, please turn on the power to check whether the camera picture appears on the NVR(monitor).
4. The NVR has built-in wifi receiver. In order to ensure the IP camera can receive the NVR signal perfectly, please install the camera in the scope that wifi signal can arrive. (please test whether the NVR wifi signal is reachable or not in advance).
5. All the cameras have been matched with NVR, and the NVR can be viewed and operated immediately after being powered on.

## 1.1 Camera Description

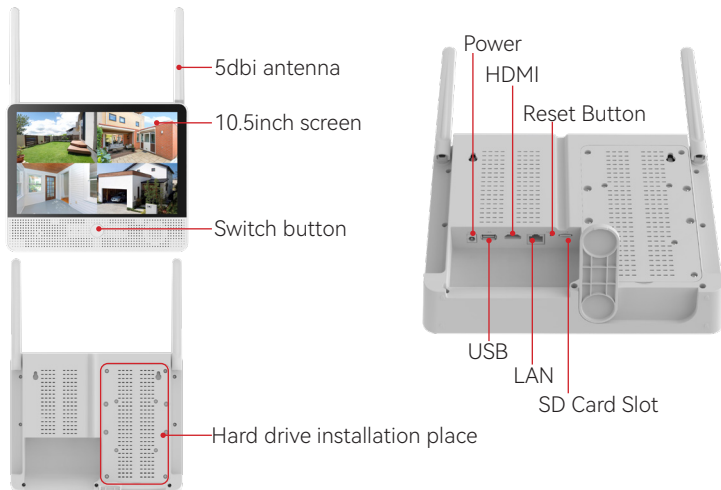
Install on the wall



Install on the ceiling



## 1.2 Description of NVR Video Recorder (V21)



1. Switch button: Press the button to turn on/off the screen.
2. HDMI port: Connect NVR and TV/monitor with HDMI cable.
3. LAN port: Connecting the NVR and router with a network cable if you want to view remotely.
4. USB port: Operated with a USB mouse, used to save video files with a USB flash drive, used for system upgrade.
5. Power supply port: 12V/2A DC power adapter.
6. Reset button: Press the button for at least 10 seconds to reset the NVR.
7. SD card slot: Supports SD card up to 256G.
8. Antenna: Transmit wifi signal from NVR.

### Note:

Due to system updates, the above buttons may be renamed.

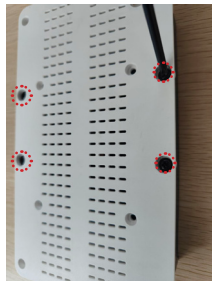
1. 12-inch NVR monitor supports 2.5/3.5-inch SATA port hard drives.
2. Please note that it is not compatible with external hard drives.

## 1.3 Hard Disk Installation

Please turn off the NVR power when installing the hard disk.



1. Unscrew four fixing screws of the cover and remove the cover.



2. Align the HDD to the four holes of back panel, and then fix the HDD with screws.

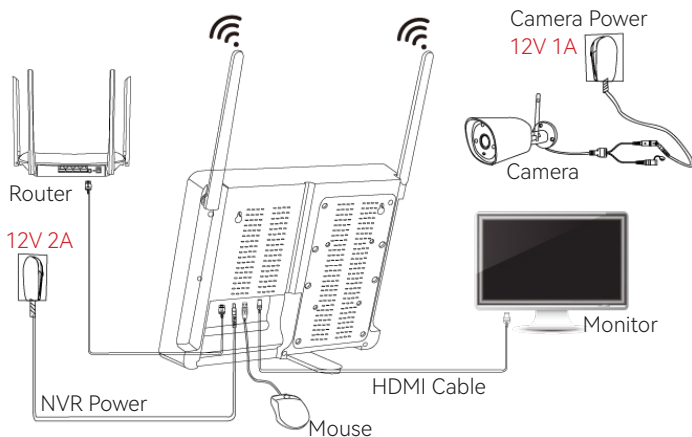


3. Connect HDD to the Device using data cable and power cable.



4. Put back and fix the cover with the screw in Step 1 to finish the installation.

## 1.4 Connection Instruction

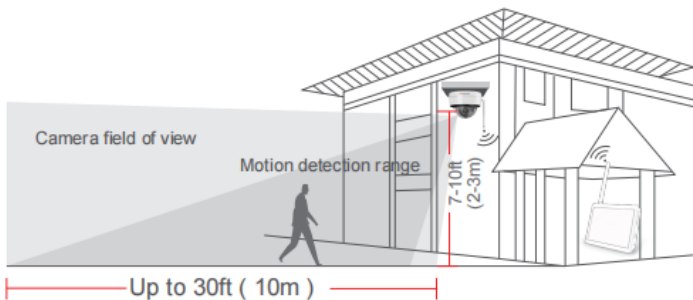


1. **Connect the Monitor:** Use an HDMI cable to connect the monitor to the TV if you wish to display images on a larger screen.
2. **Insert the Mouse:** Connect the mouse to your system.
3. **Power On the Devices:** Turn on the camera and NVR. After a few seconds, you will be able to view real-time footage from the camera. The system supports local viewing, playback, and more.  
**Note:** The NVR requires a 12V/2A power supply adapter, while the camera requires a 12V/1A adapter.
4. **Connect to the Network:** Insert a network cable into the LAN port of both the NVR and your router. **This step is essential for enabling remote viewing on your mobile device or PC.**

## 1.5 Wireless Camera Installation

It is recommended to install the camera 2-3 meters above the ground, so that the moving object range of the camera moving object sensor can be maximized.

Since the camera receives wifi from the NVR, please install the camera within the effective wifi signal distance as much as possible.



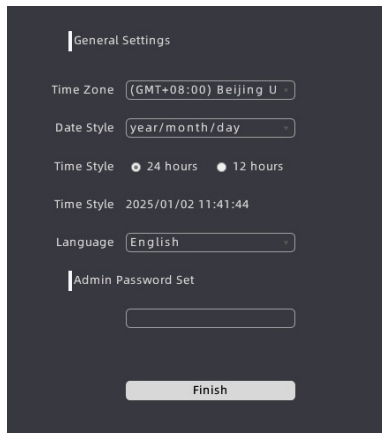
### Installation Precautions:

1. Try to avoid obstacles between the camera and NVR, so that the camera can receive the NVR signal well.
2. If there are no obstacles, the camera can be installed about 40m away from the NVR.
3. If there is a wall between the camera and NVR, reduce the distance to 20m.
4. If there are two walls, reduce the distance to 10m.
5. The above wireless LAN range may vary depending on the environment, please check whether the camera can work normally before installing the camera, and then install it within the effective range of the NVR wireless LAN.
6. For better night vision effect, please avoid camera lens facing the light.
7. Try to install the video recorder and camera antenna in the same row and in the same direction.
8. Install the NVR as high as possible so that the wifi transmission is not hindered by the crowd.

## Chapter 2 NVR Features Setting

### 2.1 Boot Wizard

Upon first use, a boot wizard will appear. Set up a password and follow the on-screen instructions. After that, you can start using the NVR kit.



The screenshot shows the 'General Settings' screen of the boot wizard. It includes the following fields and options:

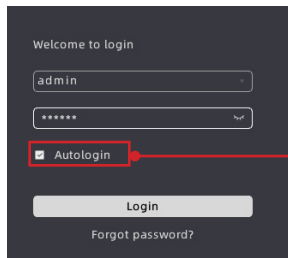
- Time Zone:** (GMT+08:00) Beijing U
- Date Style:** year/month/day
- Time Style:** 24 hours (selected) and 12 hours
- Time Style:** 2025/01/02 11:41:44
- Language:** English
- Admin Password Set:** A text input field for setting a password.
- Finish:** A button at the bottom to complete the settings.



The screenshot shows a dropdown menu for selecting a language. The selected language is 'English'. The menu lists the following options:

- 中文
- English
- Italiano
- Čeština
- Polski
- Français
- 日本語
- Deutsch
- Español
- 한국어

Choose the time zone, time style and language that suits your location. Click "Finish" to go to the login screen.



The screenshot shows the login screen with the following elements:

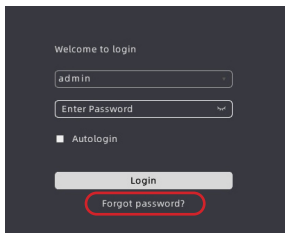
- Welcome to login**
- admin** (username field)
- \*\*\*\*\*** (password field)
- Autologin** checkbox (highlighted with a red box and a red arrow pointing to it from the text on the right)
- Login** button
- Forgot password?** link

You can choose Autologin, eliminating the need to log in to your account for subsequent operations.

## 2.2 Forgot Password

If you forget the login password, follow the steps to reset:

1. On the login interface, click Forgot password ? To enter the interface of password changing.

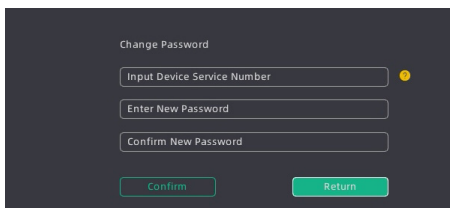


The image shows a login interface with a dark background. At the top, it says "Welcome to login". Below this are two input fields: the first contains "admin" and the second is labeled "Enter Password". There is a checkbox labeled "Autologin". Below the checkbox is a "Login" button. At the bottom, there is a link labeled "Forgot password?" which is circled in red.

2. Enter the service number (same as serial number) of NVR, and then enter the new password. Click Confirm to save the operation.

### **Note:**

Please enter the service number which can be obtained from the device (It is common at the bottom of NVR, but it depends on the actual devices.)

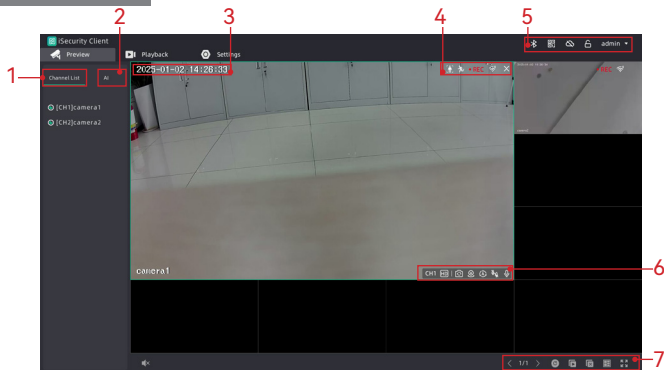


The image shows a "Change Password" interface with a dark background. It has three input fields: "Input Device Service Number", "Enter New Password", and "Confirm New Password". There is a yellow dot to the right of the first field. At the bottom, there are two buttons: "Confirm" and "Return".

3. Log in with new password.

## 2.3 Preview Function

### 2.3.1 Live View

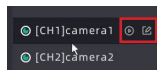


|   |                                   |
|---|-----------------------------------|
| 1 | Channel list of connected cameras |
| 2 | Alarm records of AI detection     |
| 3 | Current date and time             |
| 4 | Status bar of selected camera     |
| 5 | Status bar of NVR                 |
| 6 | Navigation bar of selected camera |
| 7 | Navigation bar of preview         |

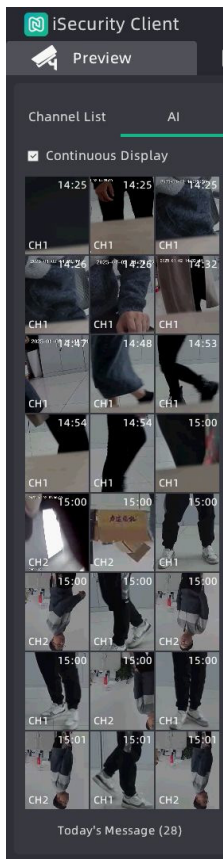
### 2.3.2 Open Live View

Method 1: Drag the camera name of channel list to the display screen.

Method 2: Select one camera of channel list, and click the Preview icon next to the camera name. (Click Edit icon to change camera name.)



## 2.3.3 Alarm records of AI detection



**1.AI function:** You have to turn on the function to receive alarms. Click settings > Camera Settings > AI to turn on.

**2. Alarm image:** Capture the thumbnail for the detected object, channel number and time. Click on thumbnails to see critical moments.

**3.Continuous Display:** The number of thumbnails displayed is limited, so if you don't check the "Continuous display" function, then the thumbnails will be hidden when full, and start again to capture new alarms from the first. If you checked, then the new alarms will overwrite from the first when full. But all the alarms are still kept.

**4. Today's message:** You can find out how many alarms are captured today, and then view them in the AI tab of Playback function.

### 2.3.4 Status bar of selected camera



|  |                                                                                                                             |
|--|-----------------------------------------------------------------------------------------------------------------------------|
|  | Trigger AI detection. The icon will change according to detected things,  for people,  for vehicle,  for pet,  for package. |
|  | Trigger motion detection                                                                                                    |
|  | Recording                                                                                                                   |
|  | Wi-Fi signal strength of camera                                                                                             |

### 2.3.5 Navigation bar of selected camera

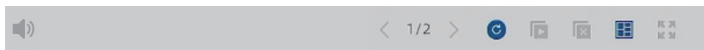


|            |                                                                                                                                                                                                                                     |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>CH1</b> | View the channel number of selected camera                                                                                                                                                                                          |
|            | View the current resolution. For viewing on 1 or 4 screens, the default is to use the main stream; for 6 or 8 screens, the first large screen uses the main stream, and others are sub streams; for 9 screens, all use sub streams. |
|            | Turn on/off the privacy mode (if camera supports the function)                                                                                                                                                                      |
|            | Click to flip the screen                                                                                                                                                                                                            |
|            | Turn on/off the corridor mode (if camera supports the function)<br>The view will change to a corridor mode image, and the icon will be . (4-split and 7-split screen support corridor mode preview.)                                |
|            | Click to adjust the PTZ angle (if camera supports the function)                                                                                                                                                                     |
|            | Click to switch mode between Day and Night                                                                                                                                                                                          |
|            | Turn on or turn off the microphone of camera                                                                                                                                                                                        |

## 2.3.6 Status bar of NVR



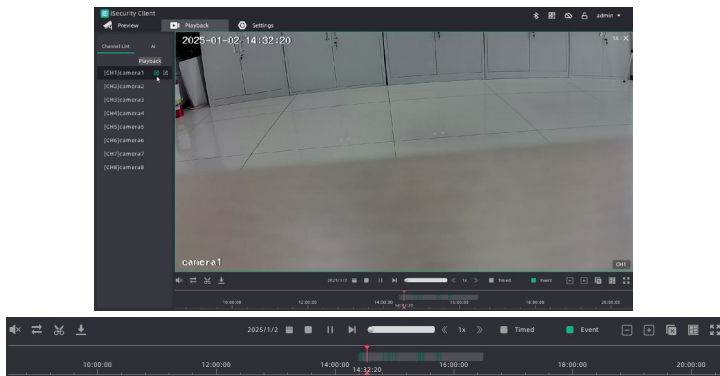
|         |                                                                                                                                                                                                          |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | U disk inserted                                                                                                                                                                                          |
|         | Use the camera to scan this QR code for device addition                                                                                                                                                  |
|         | <p>NVR cloud status:</p> <p> Indicates that the NVR has not been added to the App, or has been offline after being added;</p> <p> Indicates that the NVR has been added to App and is in normal use.</p> |
|         | Click to lock the NVR manually. If you want to operate again after locking, you need to enter the NVR password.                                                                                          |
| admin ▾ | Click the drop-down arrow to operate the NVR account                                                                                                                                                     |



|         |                                                        |
|---------|--------------------------------------------------------|
|         | Turn on or off voice, and adjust volume                |
| < 1/2 > | Click to display different camera screens              |
|         | Click to start switching the previews every 10 seconds |
|         | Open previews of all cameras                           |
|         | Close previews of all cameras                          |
|         | Select split style of camera screens                   |
|         | Display the selected camera with full screen           |

## 2.4 Playback Function

### 2.4.1 Playback



|  |                                                                                                                 |
|--|-----------------------------------------------------------------------------------------------------------------|
|  | Turn on or off voice, and adjust volume                                                                         |
|  | Turn on synchronous playback (All screens play videos of the same time period )                                 |
|  | Click to clip video and drag clip box to select video length                                                    |
|  | Download the clipped videos in MP4 format (Please insert U disk first)                                          |
|  | Icons of different recording types                                                                              |
|  | Click to select date with recordings                                                                            |
|  | Stop/Play playback                                                                                              |
|  | Play the playback frame by frame                                                                                |
|  | Adjust playing speed. Drag  to adjust speed, click to speed up, click to speed down                             |
|  | Drag to control the time bar of recordings. Click  to zoom out progress bar, and click  to zoom in progress bar |
|  | Close playbacks of all cameras                                                                                  |
|  | Select split style of camera screens                                                                            |
|  | Display the selected camera with full screen                                                                    |

## 2.4.2 Playbacks of AI detection



1. **AI function:** You have to turn on the function to receive alarms. Click Settings > Camera Settings > AI to turn on.

2. **Alarm image:** The thumbnail shows the previously detected alarms. Click on the thumbnail to quickly locate the keynode where the event occurred.

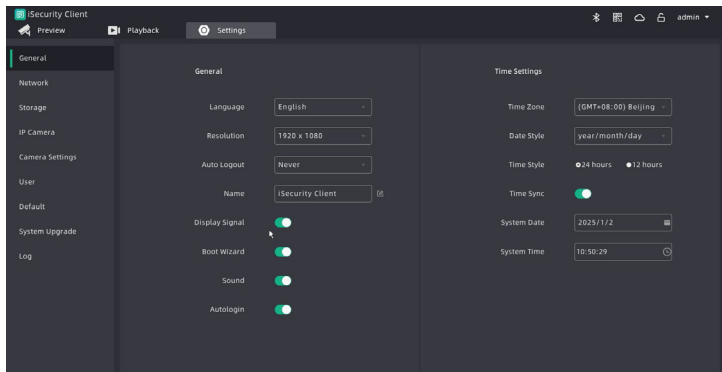
3. **Event Only:** If you check the "Event Only" function, only the captured events will be played; otherwise, the regular recordings following the events that will also be displayed.

4. **<1/2>:** Page 1 in total 2.

## 2.5 Settings

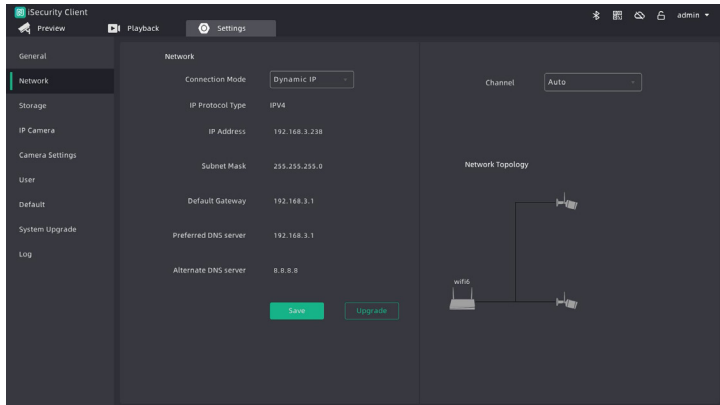
### 2.5.1 General setting & Time setting

Click NVR >> **Settings** >> **General** to enter the interface.



1. **Change language:** Click the down arrow of language and select the needed language.
2. **Adjust resolution:** Click the down arrow of resolution and select the needed resolution.
3. **Auto logout:** Click the down arrow of the auto logout and select auto locking time. When the function is enabled, the device will be automatically locked if there is no operation within the selected time period; if you want to operate again after locking, you need to enter the NVR password. (Or, click the icon  in the upper right corner of the screen to manually lock the NVR.)
4. **Time settings:** Click the down arrow of items to select time zone, date format. And you can turn on **Time Sync** function to synchronize the time and date of the time zone, or you can adjust date and time by manual.

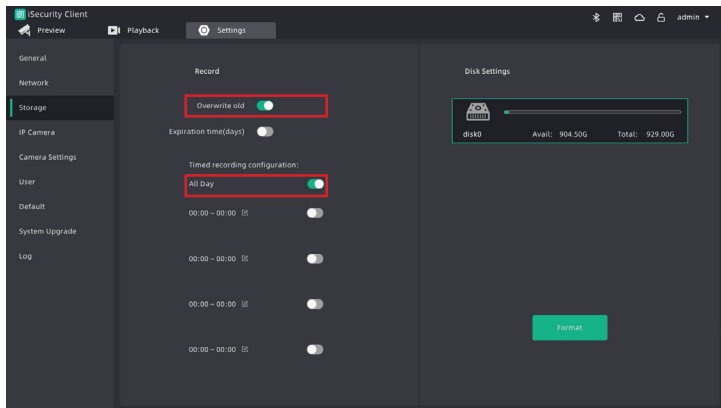
## 2.5.2 Network setting



Click **Settings > Network** to enter the interface.

1. **Set up Network:** Select static IP or Dynamic IP according to network environment.
2. **Set up Wi-Fi:** You can select Wi-Fi channel, turn on anti-jamming function, or select Ad-Hoc mode to make Wi-Fi much more fluent and steady according to network environment.
3. **Cascade camera manually:** If Ac-hoc mode is manual, you can cascade cameras manually. For details, click  to view.

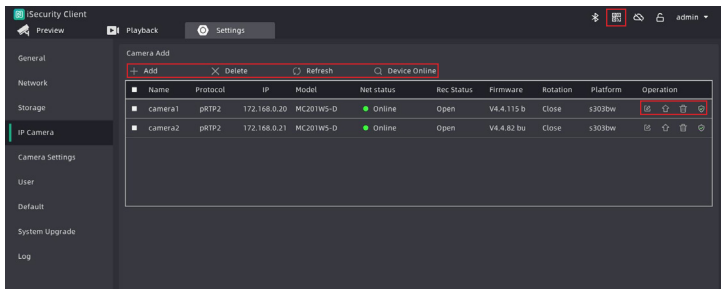
## 2.5.3 Storage Setting



Click **Setting > Storage** to enter the interface.

- 1. Record setting:** You can select to turn on **Overwrite old** or **All Day** mode. Constant is when the HDD is full, start to overwrite the recording from the very first frame; All day is to record video throughout the day. And you can set up expiration time of playback. Recordings that exceed the expiration time can not be read.
- 2. Disk setting:** You can view the usage of HDD, or format it when needed.

## 2.5.4 IP Camera



Click **Settings > IP Camera** to enter the interface.

- Add camera:** You can add devices by manual, scan QR code or search for online devices on the same network segment.
  - By manual: Click "+ Add" and fill in the camera information.
  - Scan QR code: Click the icon on the upper right corner of the screen, scan the QR code with camera and follow the on-screen prompts. (Only support cameras that are compatible with NVR.)
  - Search for online device: Click to search for online devices on the same network segment, and the searched devices will be displayed. Click the needed camera, click Add, and input user and password.
- Modify camera:** Click to modify camera name, address, protocol, port, user name or password.
- Delete camera:** Select the camera, and click or to delete camera.
- Upgrade camera:** Click the icon to find the latest firmware, and follow the prompts to upgrade.
- Safety protection:** Click to set up the access password for the added camera. After setting, users have to enter the password to log in when viewing through the App or VMS.

## How to add cameras of the NVR Kit ?

If you have deleted a camera from your channel and want to add it again, you can follow the steps below.

1. Press the reset button on the camera to reset it. Wait for the camera to start up until the status indicator be red blinking slowly.
2. Power on and log in to the NVR. Click the icon  on the display screen, scan the on-screen QR code with the camera. If the scanning is successful, the camera will make a sound notification. Wait for 1-2 minutes for the camera to be successfully added.

### **Note:**

**If the scanning is not successful, you can adjust the distance and angle appropriately and try again.**



## How to add third-party ONVIF cameras?

### Prerequisites:

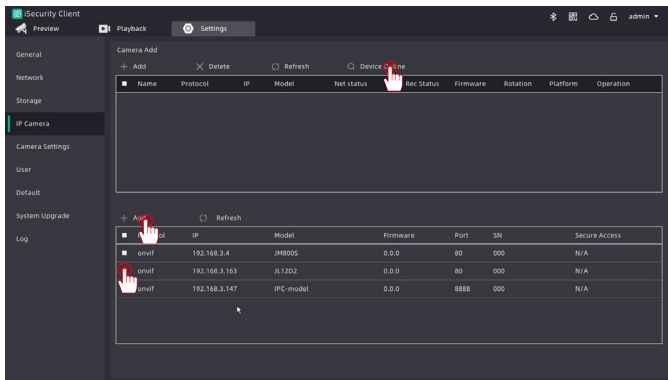
1. The camera to be added have to support standard ONVIF protocol or our proprietary protocol. Before adding, you have to enable the ONVIF protocol on the camera, and remember the IP address, port number, username, and password.
2. The camera have to be connected to the same LAN as the NVR.

### Method 1:

1. On the display screen of NVR, click on "Settings" → "IP Camera" to enter the camera adding interface.
2. Click on "Add", and enter the camera name, IP address, protocol, port number, username and password. Click "Add".

### Method 2:

1. On the display screen of NVR, click on "Settings" → "IP Camera" to enter the camera adding interface.
2. Click on "Online Devices" to search for online devices. The devices found will be displayed on the screen. Select the needed camera, click "Add", enter the username and password, then click "OK".



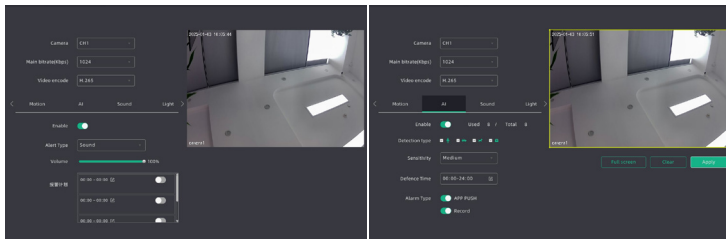
## 2.5.5 Camera Settings

Click **Settings > Camera Settings** to enter the interface.

You can select camera channel or bitrate of main stream, as well as set up motion detection, sound detection, light or audible alarm function. (Some channels support functions such as sound detection, sound and light alarm.

Please select the channel according to the actual situation.)

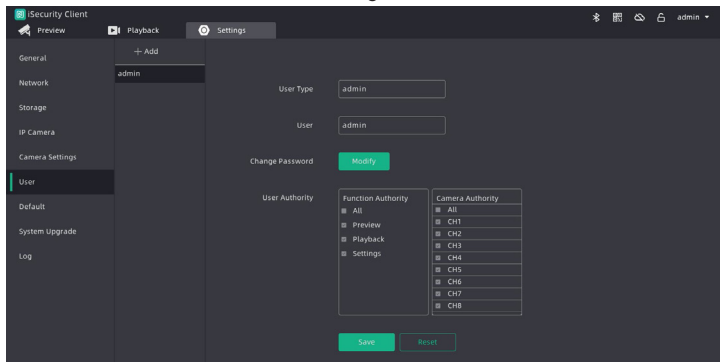
- 1. Set up camera:** You can select camera channel, set up bitrate of main stream and select video encoding format.
- 2. Motion detection:** You can enable the function, select sensitivity and alarm type, and set up defence time. You can also set up defence area. Click the left mouse button and drag to draw the wanted area. Click Apply to save.
- 3. AI detection:** You can enable the function, select detection type, draw detection area, select sensitivity and alarm type, and set up defence time. Click Apply to save.
- 4. Sound detection:** You can enable the function, select sensitivity and alarm type, and set up defence time. Sound detection adds an extra dimension to active incident management by catching audible indicators of imminent threats.
- 5. Light:** You can select supplement light mode if your cameras support this function. This function is only available during evening.
- 6. Alert Linkage:** When the alarms AI detection and motion detection are triggered, it will make sound and light alarm.



## 2.5.6 User Setting

Click **Settings > User** to enter the interface.

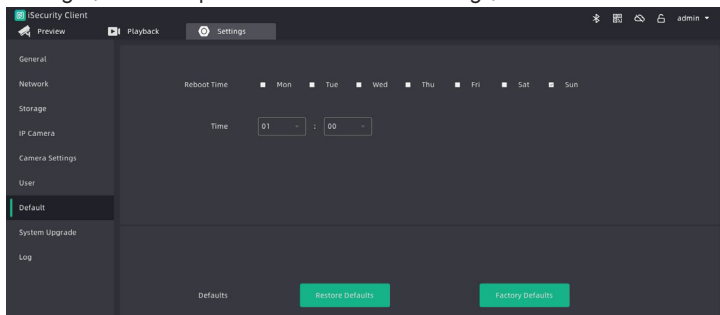
You can add or delete users, and assign user authorities.



## 2.5.7 Default Setting

Click **Settings > Default** to enter the interface.

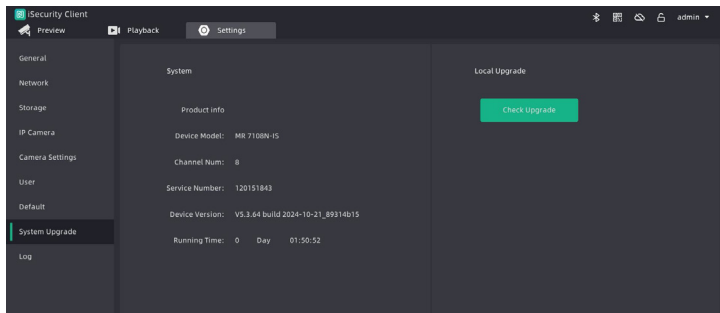
You can set up auto reboot time, restore to default settings (all parameters except channel settings are restored), or restore to factory settings (restore all parameters to default settings).



## 2.5.8 System Setting

Click **Settings > System Upgrade** to enter the interface.

1. View system info: You can view device information.
2. Upgrade NVR: Click the Check Upgrade to find the latest firmware, and follow the prompts to upgrade.



## Chapter 3 Smartphone Operation Introduction

### 3.1 Smartphone APP Download

Here are two methods to download the "**Jennov**" app. Please choose the one that is convenient for you.

Method 1: Scan the following QR codes according to the mobile system to download the app.

Method 2: You can go to the app store and search for **Jennov** to download the app.



Jennov

\*The app is free. If you receive a prompt to pay when downloading, please contact customer service for assistance.

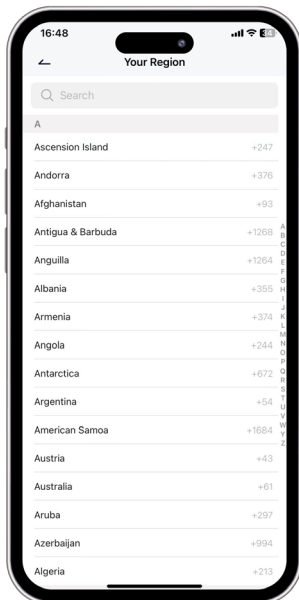
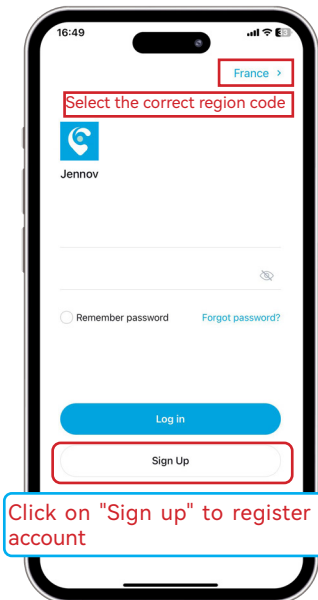


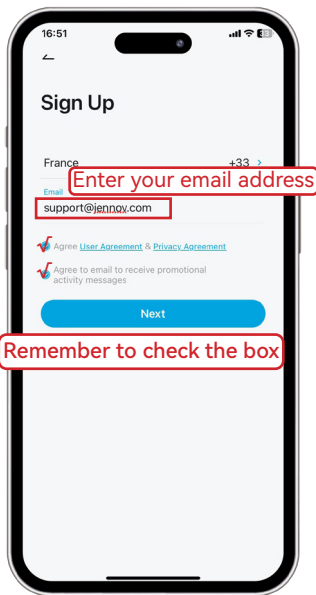
Online Customer Service

## 3.2 Register the Jennov Account

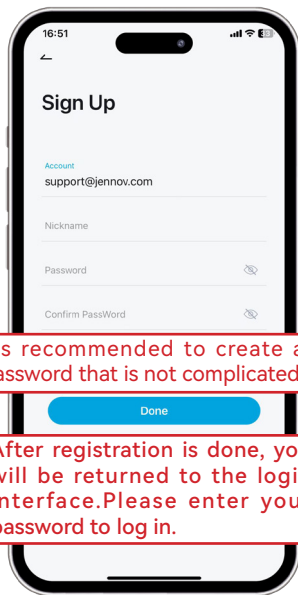
\*Please connect the device to the app successfully before installing it in the desired location.

Register an Jennov account using an email address.





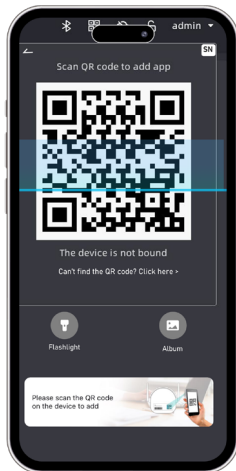
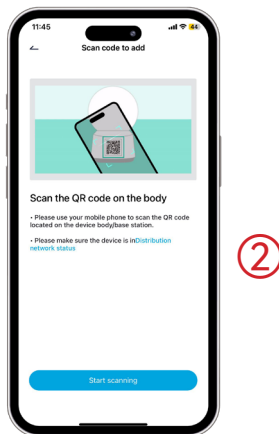
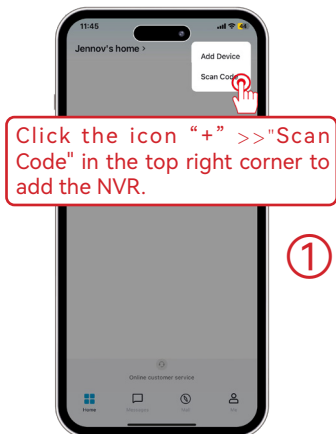
Remember to check the box



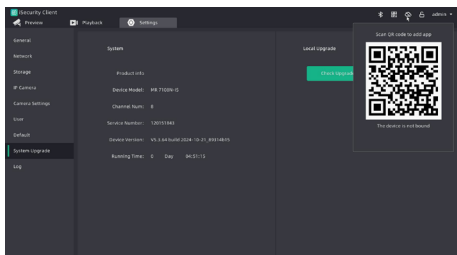
It's recommended to create a password that is not complicated.

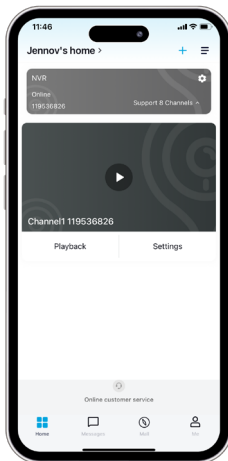
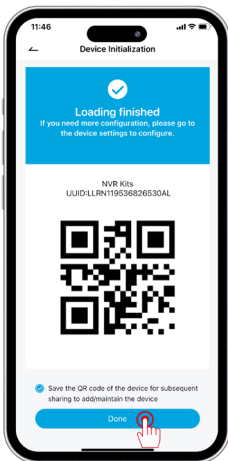
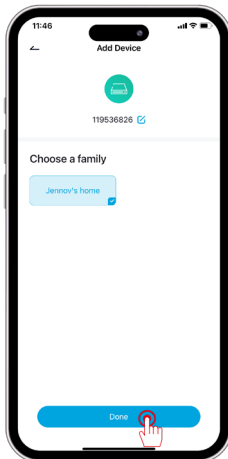
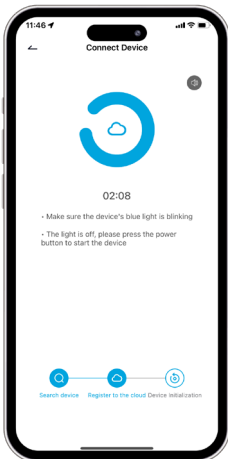
After registration is done, you will be returned to the login interface. Please enter your password to log in.

### 3.3 Add the NVR to Jennov APP



Click the  cloud icon on the NVR. Scan the QR code that appears on the NVR with the APP.

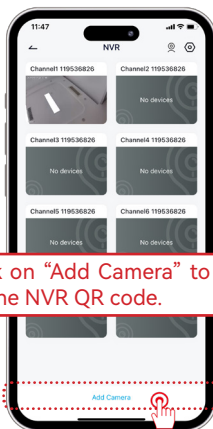




### 3.4 Add a New Camera to NVR



Click on the NVR to check the status of the 8 channels.

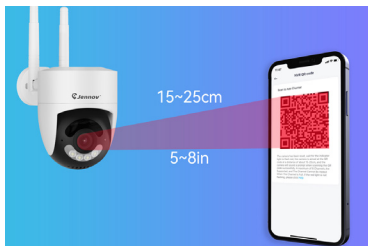


Click on "Add Camera" to bring up the NVR QR code.



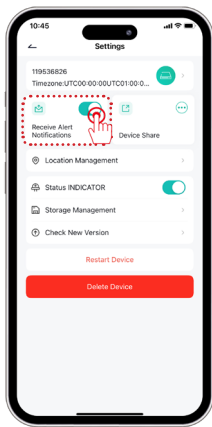
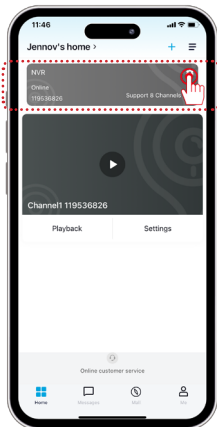
The camera has been reset, wait for the indicator light to flash red, the camera is aimed at the QR code at a distance of about 15-25cm, and the camera will sound a prompt when scanning the QR code successfully. A maximum of 8 Channels Are Supported, and The Channel Cannot Be Added When The Channel Is Full.

③

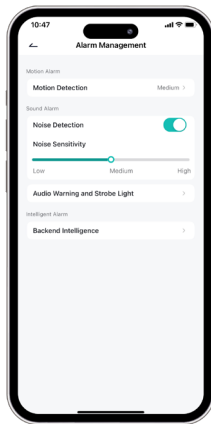
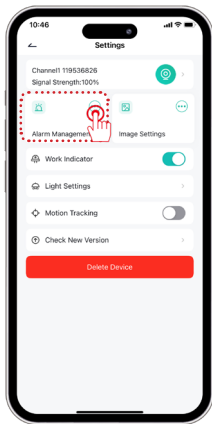


## 3.5 Alarm Setting

Click on the NVR settings icon to enable NVR alarm notifications.



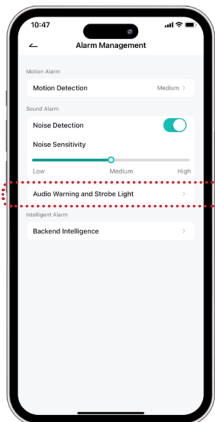
### Camera Alarm Setting



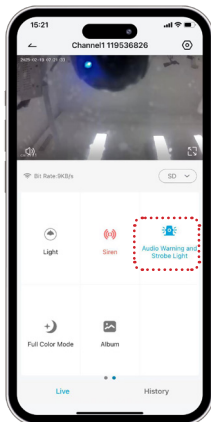
①

②

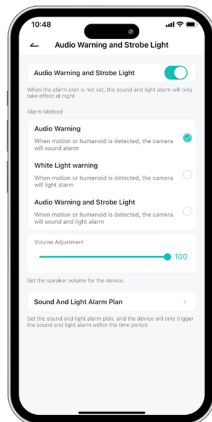
③



①

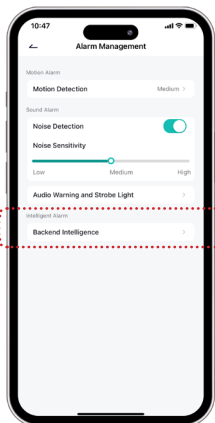


②

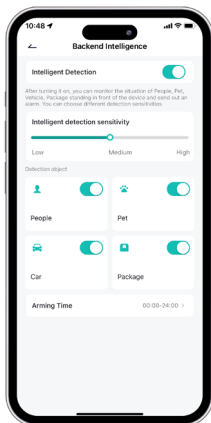


③

Set the alarm type according to your needs.



①



②

## Chapter 4 Warranty Activation

We offer you 12 months free warranty. You can activate your warranty by choosing one of the following methods!

Method 1:

(1) Scan the QR code below to submit a warranty activation application.



Free Warranty

Method 2:

- (1) Send us an email with the subject line "Warranty Activation".
- (2) Include your order number and order date in the email content.

**Note:**

1. Please make sure your order number and email are correct so that we can activate the warranty for you successfully.
2. We will notify you of the result of warranty activation within 12 hours.

## Contact us

 supportus@jeneutech.com

 U.S Hotline: +13239021978