

# DVR TROUBLE SHOOTING GUIDE

## IMPORTANT!

This card will not work on Vista operating systems  
This card will work on Window XP and Windows 2000 only

When installing the software, **do not** install the client software. Install the Server Software only. If you install both the Client Software and the Server Software on the same PC, they will conflict with each other and cause the DVR program not to work.

Before installing the software or card please turn off or **disable all Anti-Virus Software and Internet Security Programs**. If you do not disable them, they will prevent the DVR program from working or installing correctly

YOUR SCREEN RESOLUTION MUST BE ADJUSTED TO 1024 X 768  
RIGHT CLICK ON YOUR DESKTOP. CLICK ON "PROPERTIES" THEN CLICK ON "SETTINGS" ADJUST YOUR SCREEN RESOLUTION TO **1024 X 768**

You must use and **ATI Radeon graphics card only**. Do not use any other brand or it may not work. It must not be a Graphics card that is integrated with the mother board.  
We recommend **ATI Radeon Graphics card Model 9550**

Make sure your PC meets the minimum specifications. If your PC does not meet the minimum specifications, then the DVR will not work.

### MINIMUM SYSTEM REQUIREMENTS:

Processor: Intel Celeron D 310 or Pentium 4 1.8GHz CPU

Memory: 128MB DDR System RAM or higher (256MB DDR for 16 channels, 512MB DDR for 32 Channels)

Video Card: ATI Radeon at 128MB DDR for 8 channels (256MB DDR for 16 channels, 512mb DDR for 32 channels) is required

Hard Drive: 80GB for 8 channels (160GB for 16 channels, 320GB for 32 channels)

Operating System: Microsoft Windows XP or Windows 2000 Professional ONLY

## THE FOLLOWING WILL CAUSE THE DVR CARD NOT TO WORK:

- INSTALLING BOTH THE CLIENT SOFTWARE AND SERVER SOFTWARE ON THE SAME PC
- INSTALLING THE CARD ON A PC THAT HAS A VIRUS OR CORRUPT FILES
- NOT TURNING OFF OR DISABLING YOUR ANTI VIRUS OR INTERNET SECURITY SOFTWARE WHEN INSTALLING THE DVR CARD AND SOFTWARE
- INSTALLING THE DVR CARD ON A VISTA OPERATING SYSTEM.
- INSTALLING THE CARD ON A PC THAT IS IN BAD HEALTH
- INSTALLING THE CARD WITH NO GRAPHICS CARD OR DEFECTIVE GRAPHICS CARD.
- NOT USING AN ATI RADEON GRAPHICS CARD AND USING ANOTHER BRAND GRAPHICS CARD INSTEAD

# I CAN SEE THE DVR INTERFACE BUT I CANNOT SEE ANY OF MY CAMERAS

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
<p><b>1.</b> CAMERAS ARE NOT WORKIN OR NOT CONNECTED CORRECTLY OR SECURELY OR POWER SUPPLY IS NOT WORKING. OR THE WALL OUTLET MAY NOT BE PROVIDING ELECTRICITY</p>	<p>FIRST ISOLATE THE PROBLEM BY TESTING THE CAMERAS FIRST. DO SO BY CONNECTING EACH CAMERA DIRECTLY TO THE VIDEO INPUT OF A TV OR MONITOR. MAKE SURE THERE IS ELECTRICITY COMING OUT OF THE WALL OUTLET. IF THE CAMERA DOES NOT WORK WHEN PLUGGED DIRECTLY TO A PC, IT MAY BE THE POWER SUPPLY. TRY ANOTHER POWER SUPPLY. IF AFTER CHANGING POWER SUPPLY AND CAMERA DOES NOT WORK WHEN CONNECTED TO THE TV, THEN CAMERA IS DEFECTIVE.</p>	<p>MAKE SURE THE RCA CONNETION AT THE POINT WHERE THE CAMERA IS PLUGGED INTO THE DVR CABLE HARNESS IS A SECURE TIGHT FIT. SOMETIME IT MAY BE PLUGGED IN AND MAY LOOK GOOD BUT THE CONNECTION IS BAD. ROTATE THE HEAD OF THE RCA PLUG WHERE IT PLUGS INTO THE RCA TO BNC ADAPTER TO INSURE A GOOD TIGHT FIT. MAKE SURE THAT YOU HAVE POWER CONNECTED TO THE CAMERA.</p>
<p><b>2.</b> YOU HAVE THE DVR CABLE PLUGGED INTO THE WRONG SOCKET ON THE BACK OF THE DVR CARD.</p>	<p>FOR 8 CAMERAS, THE CORRECT SOCKET ON THE BACK OF THE DVR CARD IS THE ONE FURTHEST AWAY FROM THE VIDEO OUTPUT. PLUGGED THE DVR CABLE INTO IT. IF YOUR UNSURE, JUST UNPLUG THE CABLE FROM WHERE IT IS PLUGGED IN NOW AND PLUG IT INTO THE OTHER SOCKET.</p>	
<p><b>3.</b> DRIVERS ARE NOT INSTALLED</p>	<p>CHECK TO MAKE SURE THAT DRIVERS ARE INSTALLED BY DOING THE FOLLOWING. CLICK "START". CLICK "CONTROL PANEL". FOR WINDOWS XP USERS CLICK "SWITCH TO CLASSIC VIEW" THEN CLICK ON "SYSTEM". THE SYSTEM PROPERTIES WINDOW WILL OPEN UP. THEN CLICK ON THE "HARDWARE: TAB. CLICK ON "DEVICE MANAGER". CLICK ON "SOUND, VIDEO AND GAME CONTROLLERS". THERE YOU SHOULD SEE 8 DRIVERS INSTALLED. MOST LIKELY THEY WILL BE CALLED SAA713X DRIVERS. IF YOU DO NOT SEE 8 DRIVERS THEN THAT IS THE PROBLEM AND YOU NEED TO INSTALL THE DRIVERS.</p>	

<p><b>4.</b> GRAPHICS CARD IS DEFECTIVE OR THE DRIVERS NEED TO BE UPDATED OR YOU ARE USING ANOTHER GRAPHICS CARD OTHER THEN ATI RADEON GRAPHICS CARD. OR GRAPHICS CARD IS NOT INSTALLED CORRECTLY.</p>	<p>YOU'LL NEED TO EITHER REPLACE THE GRAPHICS CARD IF IT IS DEFECTIVE OR IF IT IS NOT AN ATI RADEON GRAPHICS CARD. OR YOU MAY NEED TO UPDATE THE DRIVERS BY VISITING ATI'S WEBSITE AND DOWNLOADING UPDATE DRIVERS FOR THE GRAPHICS CARD.</p>	
<p><b>5.</b> NO CHANNELS ARE SELECTED</p>	<p>GO TO SET UP (IT'S THE HAMMER ICON) CLICK ON "LOCAL USER". SELECT THE NUMBER OF CAMERAS YOU ARE USING. MAKE SURE THERE IS A CHECK MARK NEXT TO EACH CAMERA. CLICK OK OR SAVE. THEN RESTART THE DVR PROGRAM.</p>	
<p><b>6.</b> DVR CARD IS NOT SECURELY IN PLACE OR HAS BECOME UNSETTLED FROM THE PCI SLOT. FACTORY GLUE MAY BE PREVENTING THE CONTACTS FROM MAKING A SOLID CONNECTION WITH THE PCI SLOT</p>	<p>REMOVE THE DVR CARD AND CLEAN THE CONTACTS WITH A PENCIL ERASER. THEN PUT CARD BACK IN.</p>	<p>MAKE SURE THAT THE DVR CARD HAS A GOOD SOLID CONNECTION AND SNAPS RIGHT INTO THE PCI SLOT.</p>

**I AM HAVING TROUBLE RECORDING. AFTER RECORDING, THERE ARE NO FILES SAVED**

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
<p><b>1.</b> YOUR SOFTWARE MAY BE CORRUPT</p>	<p>DOWNLOAD OUR UPDATED SOFTWARE. GO TO ASIANWOLF.COM AND CLICK ON THE DOWNLOAD LINK. SELECT THE DVR MODEL NUMBER AND DOWNLOAD IT TO YOUR PC. AFTER IT HAS DOWNLOADED, BE SURE TO UNZIP IT FIRST AS THE FILE IS COMPRESSED. THEN UNINSTALL THE BAD SOFTWARE FIRST BEFORE INSTALLING THE UPDATED VERSION. NOT NOT INSTALL THE "CLIENT SOFTWARE" INSTALL ONLY THE "SERVER SOFTWARE"</p>	

## I TURN ON THE PC BUT THE MONITOR IS BLANK

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
1. MONITOR IS NOT PLUGGED INTO THE CORRECT PORT	PLUG THE MONITOR CABLE ONTO THE ATI GRAPHICS CARD ON THE BACK OF THE PC	

## MY PC DOES NOT BOOT

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
1. YOUR PC DOES NOT MEET THE MINIMUM SPECIFICATIONS	INSTALL IT ON A PC THAT MEETS <b>ALL</b> THE REQUIREMENTS	
2. THE PCI SLOT MAY BE BAD.	TRY ANOTHER PCI SLOT. MAKE SURE TO CLEAN THE CONTACTS WITH A PENCIL ERASER. THEN PUT CARD IN ANOTHER SLOT	
3. DVR CARD MAY BE DEFECTIVE	REPLACE THE DVR CARD	

# I CAN SEE VIDEO BUT IMAGE IS GHOSTLY OR IMAGES ARE MOVING SLOWLY AND/ OR DISENGRATING OR VIDEO IMAGES ARE TERRIBLE

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
<p><b>1.</b> GRAPHICS CARD IS DEFECTIVE OR THE DRIVERS NEED TO BE UPDATED OR YOU ARE USING ANOTHER GRAPHICS CARD OTHER THEN ATI RADEON GRAPHICS CARD. OR GRAPHICS CARD IS NOT INSTALLED CORRECTLY.</p>	<p>YOU'LL NEED TO EITHER REPLACE THE GRAPHICS CARD IF IT IS DEFECTIVE OR IF IT IS NOT AN ATI RADEON GRAPHICS CARD. OR YOU MAY NEED TO UPDATE THE DRIVERS BY VISITING ATI'S WEBSITE AND DOWNLOADING UPDATE DRIVERS FOR THE GRAPHICS CARD.</p>	
<p><b>2.</b> YOU ARE USING A VIDEO CARD THAT IS INTERGRATED INTO THE MOTHERBOARD OF THE PC</p>	<p>INSTALL AN ATI RADEON GRAPHICS CARD</p>	<p>MAKE SURE THAT YOUR PC MEETS THE MINIMUM SPECIFICATIONS</p>
<p><b>3.</b> YOUR PC DOS NOT HAVE ENOUGH RAM MEMORY OR YOUR GRAPHICS CARD DOES NOT HAVE ENOUGH MEMORY</p>	<p>INCREASE THE MEMORY TO MEET THE MINIMUM SEPCIFICATIONS</p>	
<p><b>4.</b> YOU HAVE OTHER SOFTWARE OR PROGRAM INSTALLED THAT IS CAUSING YOUR PC TO RUN SLOWLY</p>	<p>REMOVE ALL UNNECESSARY PROGRAMS. ONLY THE DVR PROGRAM SHOULD BE INSTALLED.</p>	
<p><b>5.</b> YOUR SCREEN RESOLUTION MUST BE ADJUSTED 1024 X 768</p>	<p>RIGHT CLICK ON YOUR DESKTOP. CLICK ON "PROPERTIES" THEN CLICK ON "SETTINGS" ADJUST YOUR SCREEN RESOLUTION TO 1024 X 768</p>	

## MY PC KEEPS CRASHING

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
<b>1.</b> YOU HAVE ANOTHER DVR PROGRAM OR OTHER PROGRAM THAT IS EITHER INTERFERING WITH THE DVR SOFTWARE OR IS USING UP ALL THE SYSTEM RESOURCES CAUSING YOUR SYSTEM TO CRASH	REMOVE ALL UNNECESSARY PROGRAMS. ONLY THE DVR PROGRAM SHOULD BE INSTALLED. THIS MEANS NO GAMES NO APPLICATIONS.	
<b>2.</b> YOU HAVE THE "CLIENT SOFTWARE" INSTALLED.	UNINSTALL THE "CLIENT SOFTWARE" AS IT IS INTERFEREING WITH THE DVR PROGRAM. ONLY THE "SERVER SOFTWARE" SHOULD BE INSTALLED	
<b>4.</b> YOUR PC IS UNHEALTHY. IT MAY HAVE CORRUPT FILES OR VIRUSES OR YOUR HARD DISK DRIVE MAY NEED TO BE DEFRAGGED	DO A COMPLETE SYSTEM RECOVERY. HAVE YOUR PC IN THE SAME FACTORY CONDITION AS THE DAY IT WAS PURCHASED. BE SURE TO REMOVE THE DVR CARD FIRST. AND BE SURE TO BACKUP IMPORTANT FILES	DEFRAG YOUR HARD DISK DRIVES. YOUR HARD DISKS NEEDS MAINTENANCE AND NEEDS TO BE DEFRAGGED. FOR WINDOWS XP, CLICK ON "START" THEN "CONTROL PANEL" THEN CLICK ON "PERFORMANCE AND MAINTENANCE" THEN CLICK ON "REARRANGE ITEMS ON YOUR HARD DISKS TO MAKE PROGRAMS RUN FASTER" SELECT THE APPROPRIATE DRIVE AND CLICK "DEGRAGMENT" TO BEGIN.

## **THE SCREEN OR IMAGE IS BLACK AND WHITE AND/OR IT KEEPS SCROLLING UP AND DOWN.**

<b>PROBABLE CAUSES:</b>	<b>SOLUTION 1</b>	<b>SOLUTION 2</b>
<p><b>1.</b> IF THE VIDEO IS SHOWING IN BLACK AND WHITE OR HAS LINES RUNNING THRU IT, YOU MAY HAVE IT SET ON PAL AND WILL NEED TO CHANGE YOUR SETTING TO NTSC FOR NORTH AMERICA.</p>	<p>JUST GO INTO "SETTING" IN THE DVR PROGRAM AND CHANGE THE SETTING FROM "PAL" TO "NTSC". RESTART THE DVR PROGRAM AND THE VIDEO SHOULD NOW BE CLEAR AND IN COLOR.</p> <p>IF IT IS NOT CLEAR AND YOU STILL HAVE LINES THRU IT, YOU MAY NEED TO ADJUST YOUR GRAPHICS CARD AND/OR UPDATE IT'S DRIVER. IF THIS DOES NOT SOLVE THE PROBLEM, YOU MAY HAVE A DEFECTIVE GRAPHICS CARD OR YOU PC DOES NOT MEET THE MINIMUM SYSTEM REQUIREMENTS. IT MAY ALSO BE POSSIBLE THAT YOUR PC IS NOT IN A HEALTHY CONDITION.</p>	

## **I KEEP SEEING GHOSTLY LINES FROM THE VIDEO IMAGES**

<b>PROBABLE CAUSES:</b>	<b>SOLUTION 1</b>	<b>SOLUTION 2</b>
<p><b>1.</b> THE DVR SYSTEM MAY BE RECEIVING INTERFERENCE FROM USING UNSHIELDED CABLES FOR YOUR CAMERAS.</p> <p>UNSHIELDED CABLES WILL ALLOW SIGNALS TO PENETRATE THRU CABLES THUS INTERFERING WITH SIGNALS FROM OTHER CAMERAS.</p>	<p>USE SHIELDED CABLES</p>	<p>CHECK TO SEE IF THERE ARE POSSIBLE INTERFERENCE FROM OTHER SYSTEMS</p>

<p>2. IF THE VIDEO IS SHOWING IN BLACK AND WHITE OR HAS LINES RUNNING THRU IT, YOU MAY HAVE IT SET ON PAL AND WILL NEED TO CHANGE YOUR SETTING TO NTSC FOR NORTH AMERICA.</p>	<p>JUST GO INTO "SETTING" IN THE DVR PROGRAM AND CHANGE THE SETTING FROM "PAL" TO "NTSC". RESTART THE DVR PROGRAM AND THE VIDEO SHOULD NOW BE CLEAR AND IN COLOR.</p> <p>IF IT IS NOT CLEAR AND YOU STILL HAVE LINES THRU IT, YOU MAY NEED TO ADJUST YOUR GRAPHICS CARD AND/OR UPDATE IT'S DRIVER. IF THIS DOES NOT SOLVE THE PROBLEM, YOU MAY HAVE A DEFECTIVE GRAPHICS CARD OR YOU PC DOES NOT MEET THE MINIMUM SYSTEM REQUIREMENTS. IT MAY ALSO BE POSSIBLE THAT YOUR PC IS NOT IN A HEALTHY CONDITION.</p>
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**I CAN ONLY SEE PART OF THE SCREEN OR THE DVR PROGRAM IS EITHER TOO SMALL OR TOO BIG ON MY MONITOR**

PROBABLE CAUSES:	SOLUTION 1	SOLUTION 2
<p>1. YOUR SCREEN RESOLUTION MUST BE ADJUSTED 1024 X 768</p>		<p>RIGHT CLICK ON YOUR DESKTOP. CLICK ON "PROPERTIES" THEN CLICK ON "SETTINGS" ADJUST YOUR SCREEN RESOLUTION TO 1024 X 768</p>

