

OpenEye[®]

Network Video Recorder

Hardware Manual



N-Series

N1

OE4-N1U32
OE4-N1U16
OE4-N1U08

N3

OE4-N3U32
OE4-N3U16
OE4-N3U08

OpenEye® N - Series NVR
Hardware Manual

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The following words and symbols mark special messages throughout this guide:

Warning Text set off in this manner indicates that failure to follow directions could result in bodily harm or loss of life.

Caution Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

OPENEYE
Liberty Lake WA • USA

IMPORTANT SAFEGUARDS

1. **Read Owner's Manual** – After unpacking this product, read the owner's manual carefully, and follow all the operating and other instruction
2. **Power Sources** – This product should be operated only from the type of power source indicated on the label. If not sure of the type of power supply to your home or business, consult product dealer or local power company
3. **Ventilation** – Slots and openings in the cabinet are provided for ventilation and to ensure reliable operation of the product and to protect it from overheating, and these openings must not be blocked or covered. The product should not be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been adhered to.
4. **Heat** – The product should be situated away from heat sources such as radiators, heat registers, stoves, or other products that produce heat.
5. **Water and Moisture** – Do not use this product near water. Do not exceed the humidity specifications for the product as detailed in the Appendix section in this manual
6. **Cleaning** – Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
7. **Power Cord Protection** – Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed against them, paying particular attention to cords at plugs, convenience receptacles, and the point where they exit from the product.
8. **Overloading** – Do not overload wall outlets, extension cords, or integral convenience receptacles as this can result in a risk of fire or electrical shock.
9. **Lightning** – For added protection for this product during storm, or when it is left unattended and unused for long periods, unplug it from the wall outlet. This will prevent damage to the product due to lightning and power line surges.
10. **Object and Liquid Entry Points** – Never insert foreign objects into the DVR, other than the media types approved by OpenEye, as they may touch dangerous voltage points or short-out parts that could result in a fire or electrical shock. Never spill liquid of any kind on the product.
11. **Accessories** – Do not place this product on an unstable cart, stand, tripod, bracket, or table. The product may fall, causing serious personal injury and serious damage to the product.
12. **Disc Tray** – Keep fingers well clear of the disc tray as it is closing. Neglecting to do so may cause serious personal injury.
13. **Burden** – Do not place a heavy object on or step on the product. The object may fall, causing serious personal injury and serious damage to the product.
14. **Disc** – Do not use a cracked, deformed, or repaired disc. These discs are easily broken and may cause serious personal injury and product malfunction.

IMPORTANT SAFEGUARDS, continued

15. **Damage Requiring Service** – Unplug the unit from the outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power-supply cord or plug is damaged.
 - If liquid has been spilled, or objects have fallen into the unit.
 - If the unit has been exposed to rain or water.
 - If the unit does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions as an improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the unit to its normal operation.
 - If the unit has been dropped or the enclosure has been damaged.
 - When the unit exhibits a distinct change in performance – this indicates a need for service.
16. **Servicing** – Do not attempt to service this product as opening or removing covers may expose the user to dangerous voltage or other hazards. Refer all servicing to qualified personnel.
17. **Replacement Parts** – When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock or other hazards.
18. **Safety Check** – Upon completion of any service or repairs to this unit, ask the service technician to perform safety checks to determine that the unit is in proper operating condition.

NOTES ON HANDLING

Please retain the original shipping carton and/or packing materials supplied with this product. To ensure the integrity of this product when shipping or moving, repackage the unit as it was originally received from the manufacturer.

Do not use volatile liquids, such as aerosol spray, near this product. Do not leave rubber or plastic objects in contact with this product for extended periods of time. Rubber or plastic objects left in contact with this product for extended periods of time will leave marks on the finish.

The top and rear panels of the unit may become warm after long periods of use. This is not a malfunction.

NOTES ON LOCATING

Place this unit on a level surface. Do not use it on a shaky or unstable surface such as a wobbling table or inclined stand.

If this unit is placed next to a TV, radio, or VCR, the playback picture may become poor and the sound may be distorted. If this happens, place the DVR away from the TV, radio, or VCR.

NOTES ON CLEANING

Use a soft dry cloth for cleaning.

For stubborn dirt, soak the cloth in a weak detergent solution, wring well and wipe. Use a dry cloth to wipe it dry. Do not use any type of solvent, such as thinner and benzene, as they may damage the surface of the DVR.

If using a chemical saturated cloth to clean the unit, follow that product's instructions.

NOTES ON MAINTENANCE

This DVR is designed to last for long periods of time. To keep the DVR always operational we recommend regular inspection maintenance (cleaning parts or replacement). For details, contact the nearest dealer.

NOTES ON MOISTURE CONDENSATION

Moisture condensation damages the DVR. Read the following information carefully.

Moisture condensation occurs during the following cases:

When this product is brought directly from a cool location to a warm location.

When this product is moved to a hot and humid location from a cool location.

When this product is moved to a cool and humid location from a warm location.

When this product is used in a room where the temperature fluctuates.

When this product is used near an air-conditioning unit vent

When this product is used in a humid location.

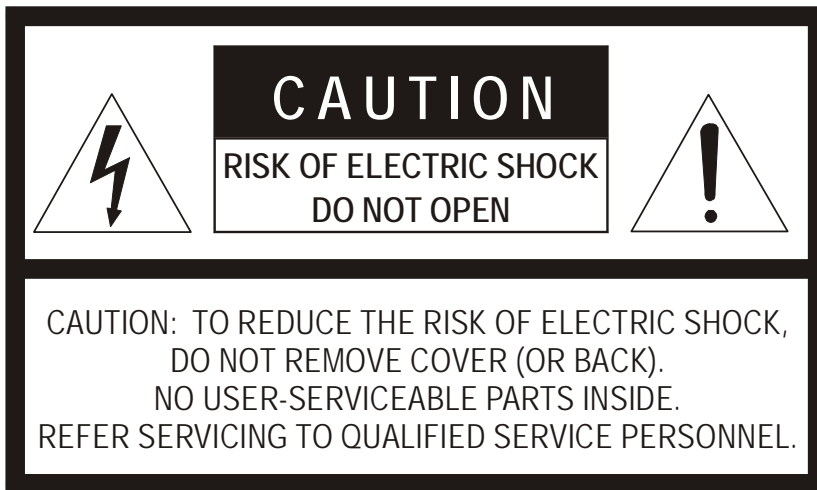
Do not use the DVR when moisture condensation may occur.

If the DVR is used in such a situation, it may damage discs and internal parts. Remove any CD discs, connect the power cord of the DVR to the wall outlet, turn on the DVR, and leave it for two to three hours. After two to three hours, the DVR will warm up and evaporate any moisture. Keep the DVR connected to the wall and moisture will seldom occur.

WARNING

TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT EXPOSE THIS APPLIANCE TO RAIN OR MOISTURE.
DANGEROUS HIGH VOLTAGES ARE PRESENT INSIDE THE ENCLOSURE.
DO NOT OPEN THE CABINET.
REFER SERVICING TO QUALIFIED PERSONNEL ONLY.

CAUTION



EXPLANATION OF GRAPHICAL SYMBOLS



The lightning flash with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of un-insulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.



The exclamation point within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instruction in the literature accompanying the product.

RACK MOUNT INSTRUCTIONS

Elevated Operating Ambient – If installed in a closed or multi-unit rack assembly, the operating ambient temperature of the rack environment may be greater than room ambient. Therefore, consideration should be given to installing the equipment in an environment compatible with the maximum ambient temperature (T_{ma}) specified by the manufacturer.

Reduced Air Flow – Installation of the equipment in a rack should be such that the amount of airflow required for safe operation of the equipment is not compromised.

Mechanical Loading – Mounting of the equipment in the rack should be such that a hazardous condition is not achieved due to uneven mechanical loading.

Circuit Overloading – Consideration should be given to the connection of the equipment to the supply circuit and the effect that overloading of the circuits might have on over current protection and supply wiring. Appropriate consideration of equipment nameplate ratings should be used when addressing this concern.

Grounding – Grounding of rack-mounted equipment should be maintained. Particular attention should be given to supply connections other than direct connections to the branch circuit (e.g. use of power strips).

FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

UL NOTICE

Underwriters Laboratories Inc. has not tested the performance or reliability of the security or signaling aspects of this product. UL has only tested for fire, shock and casualty hazards as outlined in UL's Standard for Safety UL 60950-1. UL Certification does not cover the performance or reliability of the security or signaling aspects of this product. UL MAKES NO REPRESENTATIONS, WARRANTIES OR CERTIFICATIONS WHATSOEVER REGARDING THE PERFORMANCE OR RELIABILITY OF ANY SECURITY OR SIGNALING RELATED FUNCTIONS OF THIS PRODUCT.

CE NOTICE

This product is in conformity with the following European Directives:

ELECTROMAGNETIC COMPATIBILITY DIRECTIVE, 89/336/EEC
(as amended by 92/31/EEC and by Article 5 of 93/68/EEC)

per the provisions of:

EN 55022:1994	EN 55024:1998	EN 61000-4-4:1995
EN 61000-3-2:1995	CISPR 24:1997	EN 61000-4-5:1995
EN 61000-3-3:1995	EN 61000-4-2:1995	EN 61000-4-6:1995
CISPR 22:1997	EN 61000-4-3:2002	EN 61000-4-11:1994

LOW VOLTAGE DIRECTIVE, 73/23/EEC
(as amended by Article 13 of 93/68/EEC)

per the provisions of:

EN 60950-1: 2001

Standard Warranty

OpenEye warrants all new products to be free from defects in workmanship and material under normal use for a period of two years after the date of purchase. Any defective product that falls under this warranty will, at OpenEye's discretion, be repaired or replaced at no additional charge. OpenEye may elect to replace defective products with new or factory reconditioned products of equal or greater value. Repairs made necessary by reason of misuse, alteration, normal wear, or accident are not covered under this warranty.

Exceptions to this are listed below:

- Three Years on all Digital Recorders
- Three years on all fixed cameras

All products shall be covered by a one year advance replacement warranty*.

OpenEye will warrant all otherwise out of warranty replacement parts and repairs for 90 days from the date of OpenEye shipment.

The above warranty is the sole warranty made by OpenEye and is in lieu of all other warranties by OpenEye express and implied, including without limitation the warranties of merchantability and fitness for a particular purpose. Under no circumstances will OpenEye be liable for any consequential, incidental, special or exemplary damages arising out of or connected with the sale, delivery, use or performance of the product, even if OpenEye is apprised of the likelihood of such damages occurring. In no event shall OpenEye liability exceed the purchase price of the product.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state or country to country.

**Requires corresponding security deposit. Advanced Replacement limited to components only outside of the USA and Canada.*

For the most up to date information visit www.openeye.net

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PREFACE

ABOUT THIS GUIDE

This manual is a setup and maintenance guide that can be used for reference when setting up the N1 and N3 NVR and for troubleshooting when a problem occurs. Only authorized personnel should attempt to repair the NVR.

OpenEye reserves the right to make changes to the NVRs represented by this manual without notice.

The following text and symbols mark special messages throughout this guide:

Note Text set off in this manner indicates topics of interests that can help the user understand the product better.

Tip Text set off in this manner indicates topics and points of interests that can be helpful when using or settings up the NVR.

TECHNICIAN NOTES



Warning Only authorized technicians trained by OpenEye should attempt to repair this NVR. All troubleshooting and repair procedures that may be shown are for reference and minor repair only. Because of the complexity of the individual components and subassemblies, no one should attempt to make repairs at the component level or to make modifications to any printed wiring board. Improper repairs can create a safety hazard. And any indications of component replacement or printed wiring board modifications may void any warranty



Warning To reduce the risk of electrical shock or damage to the equipment:

- Do not disable the power grounding plug. The grounding plug is an important safety feature.
- Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.
- Disconnect the power from the computer by unplugging the power cord either from the electrical outlet or the computer.



Caution To properly ventilate your system, you must provide at least 3 inches (7.6 cm) of clearance at the front and back of the NVR.

INTRODUCTION

PRODUCT DESCRIPTION



The OpenEye N-Series NVR is a server that performs as a High Definition Digital Recorder. By utilizing the many features of a computer, including processing power, storage capacity, graphics compression, and security features, the N-Series is more powerful than the analog recorders of the past.

The OpenEye NVR server software comes pre-configured for fast and seamless integration within your existing IT infrastructure. Designed around Microsoft® Windows XP Embedded, the server software offers unparalleled stability, security, and ease of use. Accordingly, your security investment has never been easier to maintain. Multiple users may simultaneously connect through any network connection for instantaneous live viewing, digital search, and off site video storage. Users can also connect remotely through DSL, Cable Modems, or ISDN. This powerful software enables users to establish recording schedules, create motion detection zones, use PTZ controls, and configure alarm inputs and outputs for each of the system's cameras. With the latest advancements in the DVR Server Software, searching and indexing your video archive has never been easier. Video can now be found, viewed, and exported in a number of file formats with just a few clicks.

The OpenEye NVR is a high performance security product ready to meet today's security demands.

FEATURES

OpenEye® NVRs include the following features:

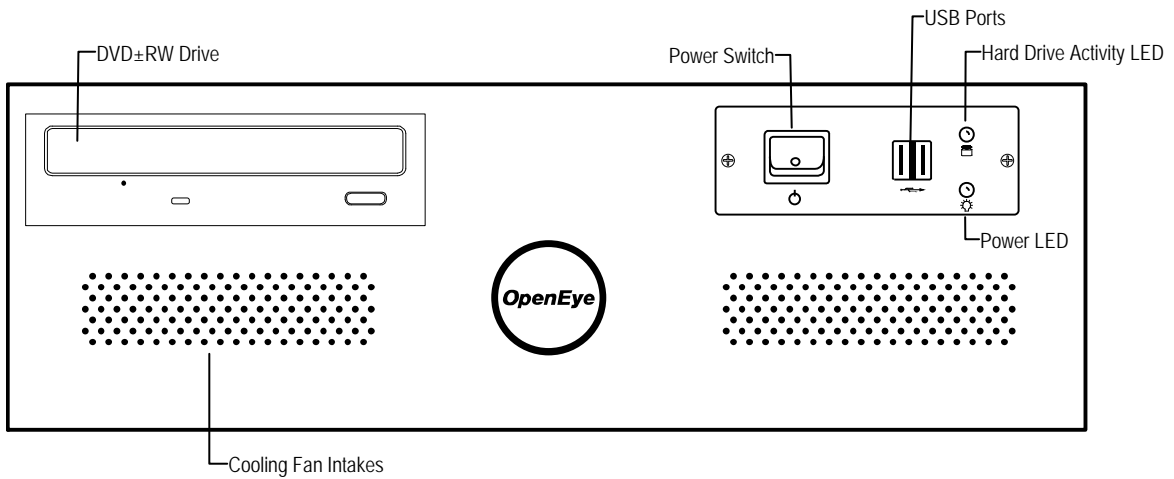
- Optimized and Designed for Microsoft® Windows XP Embedded®
- Remote System Operation & Configuration
- Supports Multiple Simultaneous Remote Connections
- Connect up to 32 Network Video Devices
- PAN / TILT / ZOOM Controls
- Simultaneous Video Search, Playback and Backup
- Video Indexes for Easy Searching
- Multiple Levels of Security Access
- Optional POS and ATM Support
- 1 DVI-D Output & 1 SVGA Output (N3)
- 2 DVI-I Outputs & 2 SVGA adapters (N1)
- S Video Output (N3 only)
- High Performance, Durable, Rack Mount Case
- Output the Video to a NTSC/PAL Display
- Digital Signature Support
- Continuous, Motion Detection, Alarm, Pre-Alarm, and Scheduled Recording Modes
- Hardware Watchdog
- Camera Dependant Recording Resolutions

CONTROLS AND CONNECTIONS

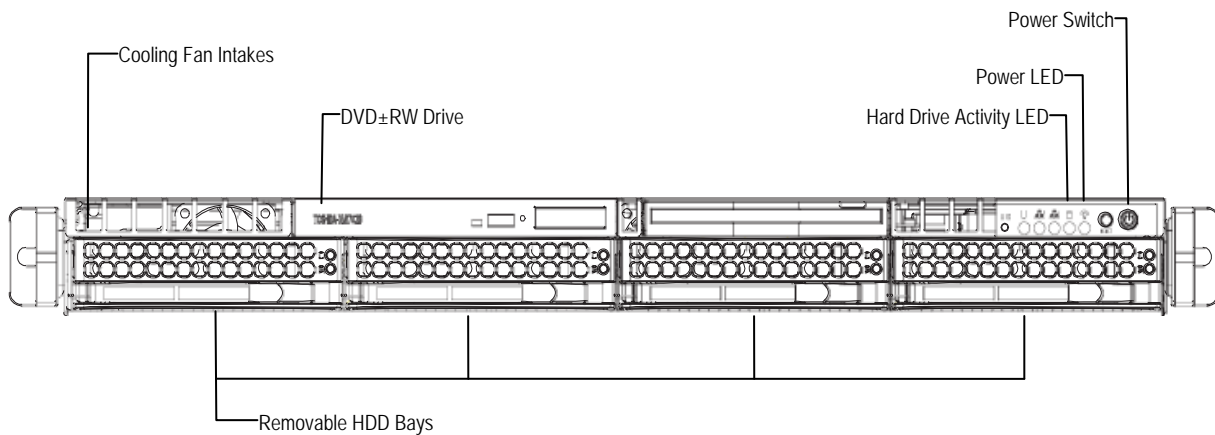
FRONT PANEL CONTROLS

The front panel of the NVR contains the devices that will be commonly used for data removal, retrieval, and backup replacement. The most common components and buttons are shown below:

N3 FRONT PANEL



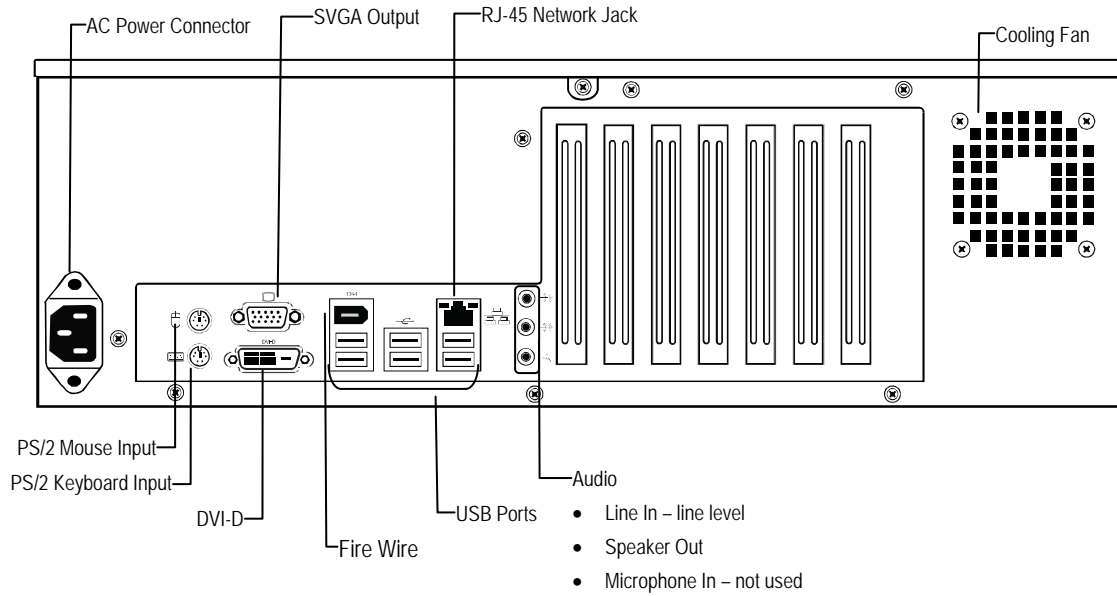
N1 FRONT PANEL



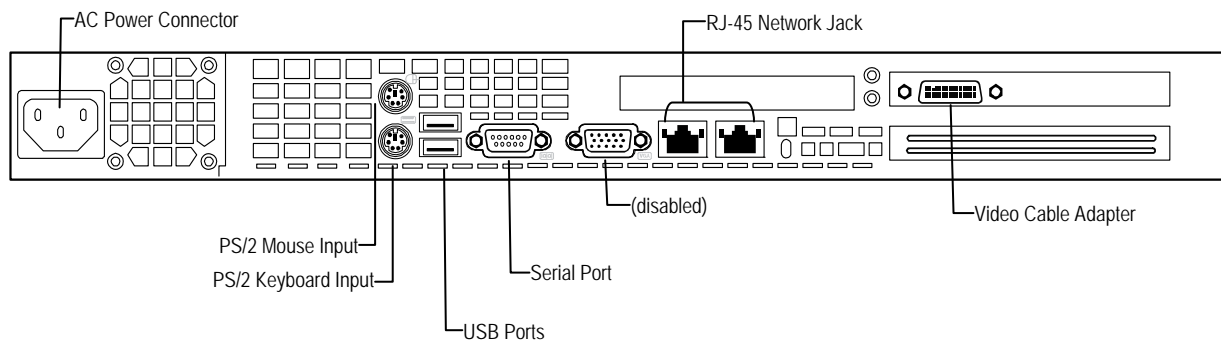
REAR PANEL CONNECTORS

The rear panel of the NVR contains the connectors used to attach display monitors and network cables to the NVR. The following diagram outlines the location and description of each connector:

N3 REAR PANEL





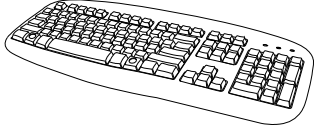




N1 REAR PANEL



GETTING STARTED

IDENTIFYING INCLUDED COMPONENTS

OpenEye NVRs come with a mouse, keyboard and selected software and cables. Identify the following components to make sure everything has been properly included with the new NVR. If any of the following items are missing, contact the dealer to arrange a replacement.

 <p>Power Adapter</p>	 <p>Mouse</p>	 <p>Keyboard</p>
 <p>NVR Key (N3 only)</p>	 <p>Repair Disc/ Software Disc</p>	
 <p>Dual DVI-I Video Cable (N1 only)</p>	 <p>DVI to VGA adapter x2 (N1 only)</p>	

OPTIONAL COMPONENTS

To fully utilize the NVR's potential; several optional OpenEye components are listed below. Contact your dealer for more information.

1 USB External Hard Drive

An easy way to extract large amounts of Video Data from the NVR is to use a USB External Hard Drive. This drive connects to the USB port on the NVR and can be attached to any computer with an USB port.

2 Fiber Network Interface Adapter

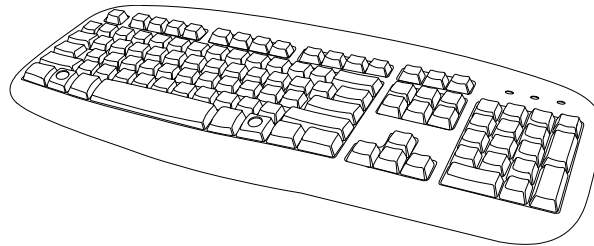
A Fiber Network Adapter is used in enterprise network environments where large amounts of data are transferred across the LAN. If large groups of people are logging in remotely across the LAN, the Fiber adapter will speed the data transfer.

3 Granite Rack (External Raid Storage Unit)

The Granite Rack external storage solution offers the potential of over 36 terabytes of data storage. 1U and 3U models are available. The addition of extended storage to a NVR will allow longer periods of recording without overwriting the previously recorded data.

KEYBOARD SETUP

To attach the keyboard to the NVR, plug the end of the Keyboard into the keyboard PS/2 Port located on the back of the machine. The keyboard PS/2 Port can be identified by the purple color. Refer to the Rear Panel Connectors diagram for more information.



MOUSE SETUP

To attach the mouse to the NVR, plug the end of the mouse into the mouse PS/2 Port located on the back of the machine. The mouse PS/2 Port can be identified by the green color.

The mouse uses a cursor called a pointer. Pointers come in many different shapes but are most commonly shaped like an arrow.

The mouse has two buttons: a left button and a right button. Quickly pressing and releasing one of these buttons is called clicking. Sometimes you will need to double-click – or click the same button twice quickly.

In this manual:

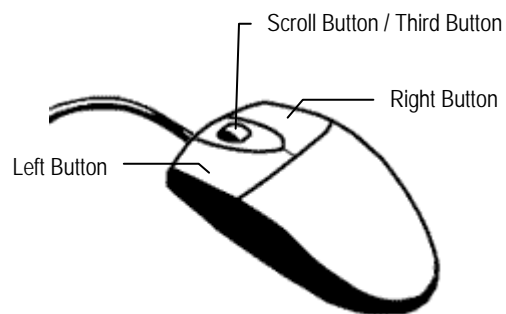
Click means to position the mouse cursor over an item and to single click the left button.

Right click means to position the mouse cursor over an item and to single click the right button.

Double-click means to position the mouse cursor over an item and to click the left button twice.

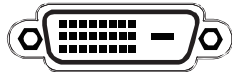
Select means to position the mouse cursor over a radio button, checkbox, or list item and click on it.

The scroll wheel in between the two buttons is used for added navigation functionality. By moving the wheel with index finger (scrolling), quickly move through multiple pages, lines, or windows. The wheel may also function as a third button allowing the user to quickly click or double-click an icon or a selected item



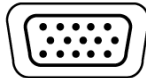
MONITOR SETUP

The NVR may have one or both of the following connections available for monitors which can be used individually or in tandem.



DVI Output

To TV / Digital Monitor



SVGA Output

To VGA Monitor

Attach the monitor or monitors to the rear of the NVR using the cable supplied by the monitor manufacturer. Refer to the monitor manual for detailed information on how to setup and use it.

Note The monitor must be capable of displaying a screen resolution of 1024 x 768 and at least 32 Bit color.

POWER SETUP



WARNING:

To reduce the risk of electrical shock or damage to the equipment:

Do not disable the power grounding plug.
The grounding plug is an important safety feature.

If the electrical plug you are using does not have a ground plug receptacle contact a licensed electrician to have it replaced with a grounded electrical outlet.

Plug the power cord into a grounded (earthed) electrical outlet that is easily accessible at all times.

Disconnect the power from the computer by unplugging the power cord either from the electrical outlet or the computer.

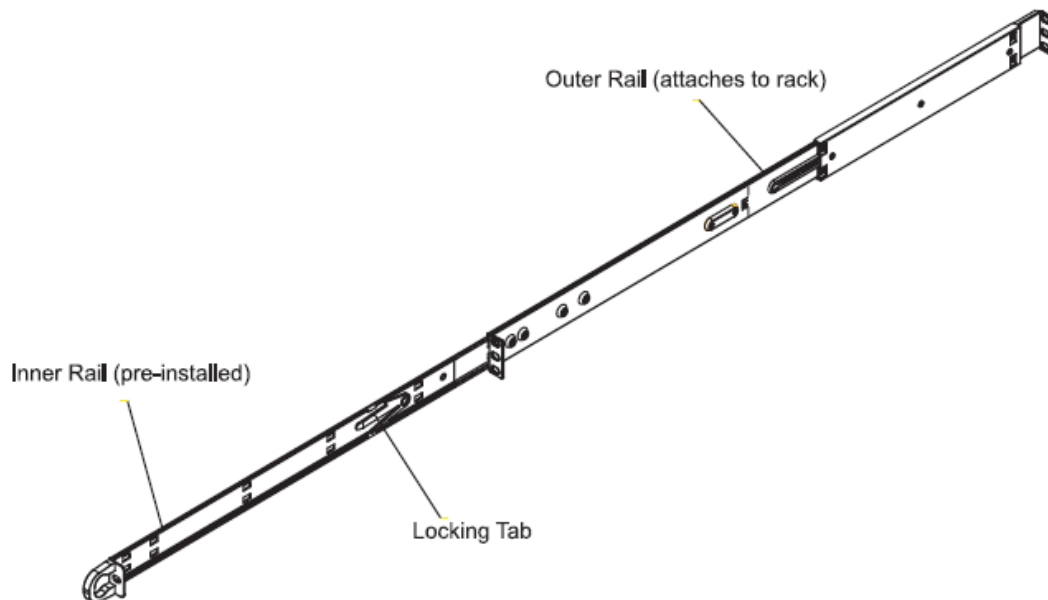
N1 RACKMOUNT KIT INSTALLATION

This section provides information on installing the OpenEye 1U NVR into a rack unit with the rack rails provided. There are a variety of rack units on the market which may mean the assembly procedure will differ slightly. You should refer to the installation instructions that came with the rack unit you are using.

IDENTIFYING THE SECTIONS OF THE RACK RAILS

You should have received two rack rail assemblies in the rack mounting kit. Each assembly consists of two sections: an inner fixed chassis rail that secures directly to the server chassis and an outer fixed rack rail that secures directly to the rack itself (see Figure 1-1). Two pairs of short brackets to be used on the front side of the outer rails are also included.

Figure 1-1. Identifying the Sections of the Rack Rails (right side rail shown)



INSTALLING THE INNER RAILS

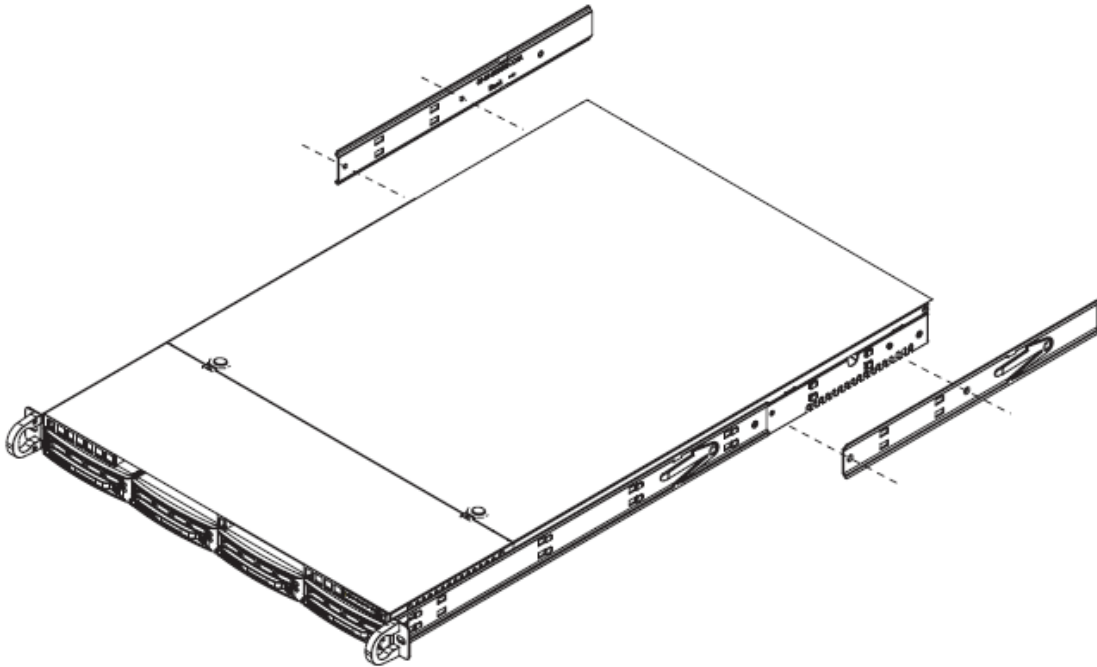
Both the left and right side inner rails come pre-attached to the chassis.

INSTALLING THE OUTER RAILS

Start by measuring the distance from the front rail to the rear rail of the rack. Attach a short bracket to the front side of the right outer rail and a long bracket to the rear side of the right outer rail. Adjust both the short and long brackets to the proper distance so that the rail can fit snugly into the rack. Secure the short bracket to the front side of the outer rail with two screws and the long bracket to the rear side of the outer rail with three screws. Repeat these steps for the left outer rail.

Locking Tabs: Both chassis rails have a locking tab, which serves two functions. The first is to lock the server into place when installed and pushed fully into the rack, which is its normal position. Secondly, these tabs also lock the server in place when fully extended from the rack. This prevents the server from coming completely out of the rack when you pull it out for servicing.

Figure 1-2. Installing the Rack Rails

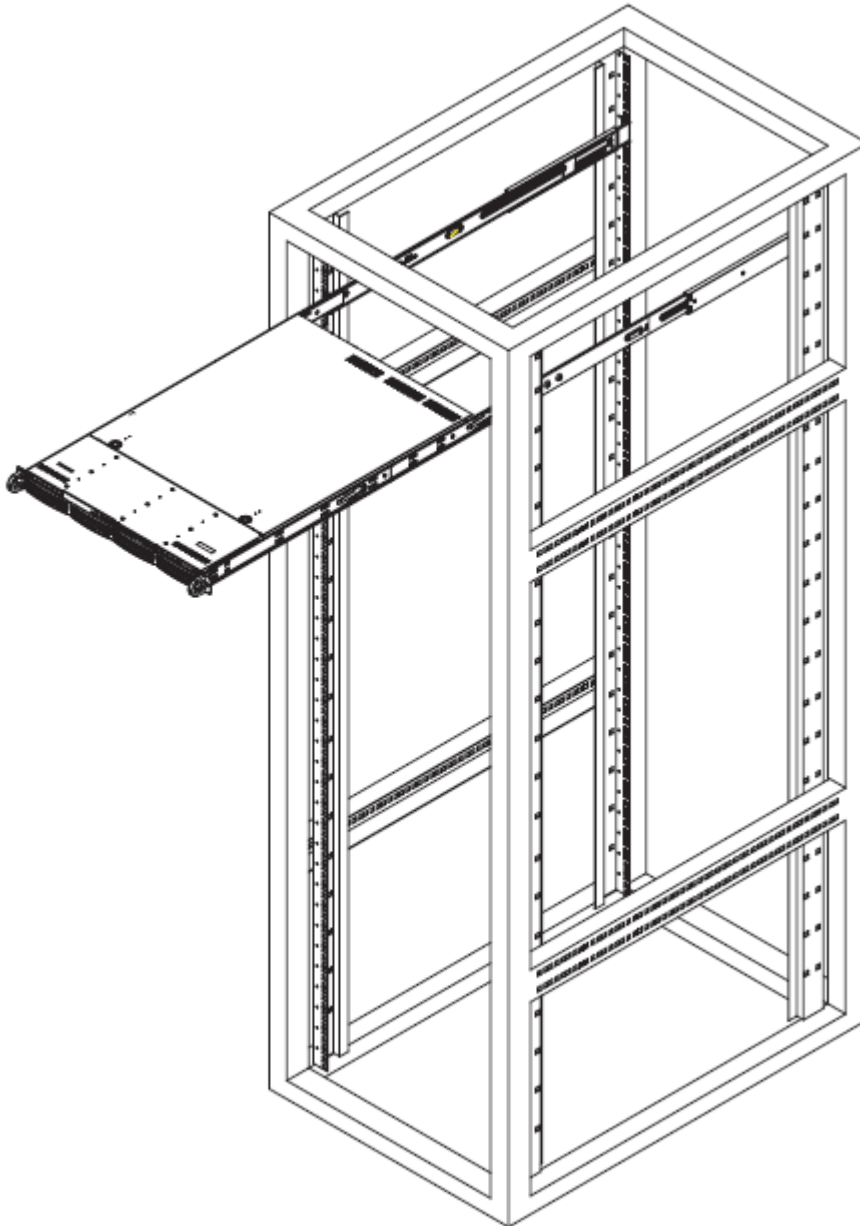


INSTALLING THE N1 INTO THE RACK

You should now have rails attached to both the chassis and the rack unit. The next step is to install the server into the rack. Line up the rear of the chassis rails with the front of the rack rails and slide the chassis rails into the rack rails, keeping the pressure even on both sides (you may have to depress the locking tabs when inserting). See Figure 1-3.

When the server has been pushed completely into the rack, you should hear the locking tabs "click".

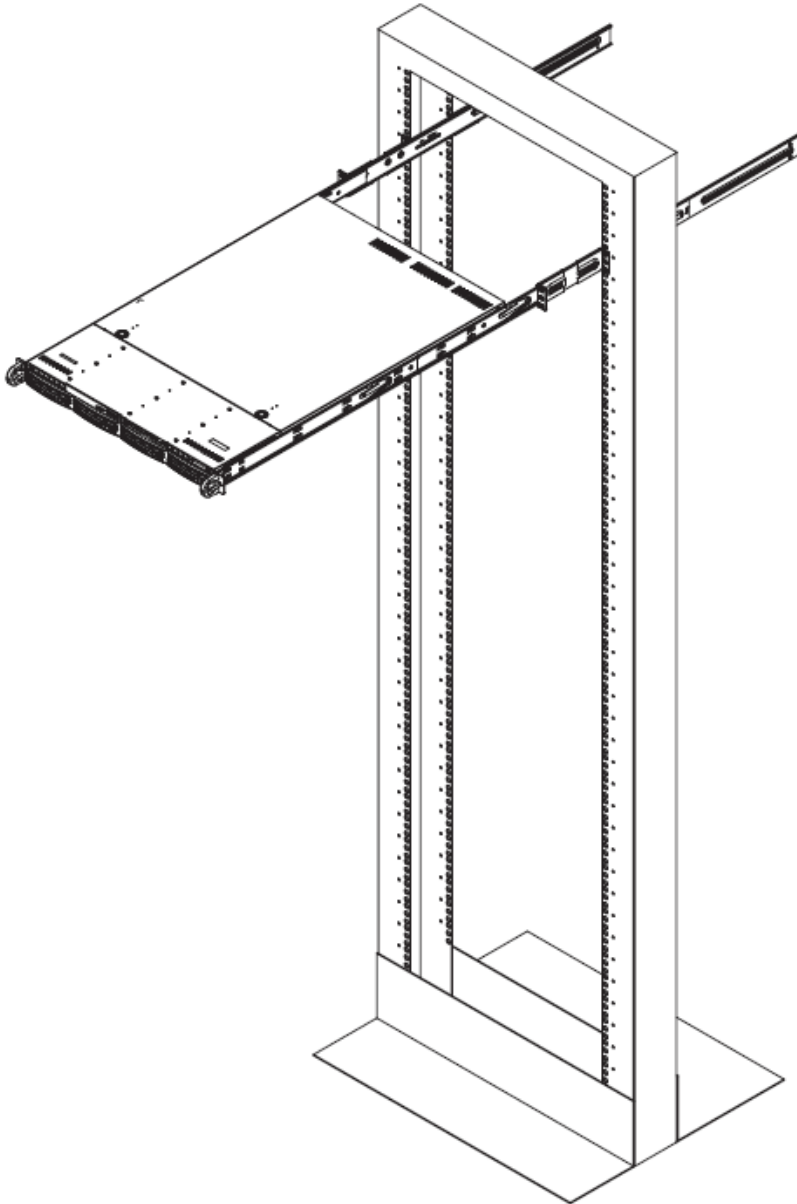
Figure 2-3. Installing the N1 into a Rack



INSTALLING THE N1 INTO A TELCO RACK

To install the Openeye 1U NVR into a Telco type rack, use two L-shaped brackets on either side of the chassis (four total). First, determine how far forward the server will extend out the front of the rack. Larger chassis should be positioned to balance the weight between front and back. If a bezel is included on your NVR, remove it. Then attach the two front brackets to each side of the chassis, then the two rear brackets positioned with just enough space to accommodate the width of the Telco rack. Finish by sliding the chassis into the rack and tightening the brackets to the rack.

Figure 1-4. Installing the N1 into a Telco Rack



TURNING ON THE NVR

1. Turn on the monitor and any external peripherals (ex. Printers, External Storage Devices, etc.) connected to the NVR.
2. Turn on the secondary power switch located on the rear of the NVR.
3. Turn on the main power switch located on the front of the NVR.
4. The NVR will run a series of self-tests. After two or three minutes, a series of messages may be displayed as the various hardware and software subsystems are activated. Under normal circumstances, users should not be asked to respond to these messages. If asked to respond to the messages (adding a Printer, Monitor, etc for the first time) follow the instructions carefully.
5. Startup is complete when OpenEye® NVR software is finished loading and displays the main menu screen.

TURNING OFF THE NVR

1. Click the Exit Button on the main menu screen of the NVR software.
2. Select Power Off from the drop down menu, which appears in the Power Off prompt, and click OK.
The NVR may take several minutes to shut down completely.

Caution Always be sure to follow the proper procedures when turning off the power to the NVR. NEVER disconnect the power to the NVR while it is still running or in the process of shutting down. Doing so can cause data loss, file corruption, system instability and hardware failure.

TECHNICAL SPECIFICATIONS

SYSTEM SPECIFICATIONS

	N3			N1		
Camera Channels	8	16	32	8	16	32
Max PPS Per Channel	30			30		
Recording Rate	Dependant on the resolutions the network video device supports					
Live Display Rate	4 Channel Local Live / All Available Channels Displayed in Remote or RADIUS Software					
Audio Channels	Up to 16, dependant on network video device capabilities					
Video Outputs	1 DVI-D, 1 SVGA			2 DVI-I w/ 2 SVGA adapters		
Image Compression	Camera Specific					
Video Signal Loss Detection	Yes					
Motion Detection	Up to 15 Regions Per Channel / Adjustable Sensitivity					
Remote Operation	LAN / WAN – TCP/IP					
Remote Software	Setup Access, Search / Compatible with Microsoft Windows XP, Vista					
PAN / TILT / ZOOM	Yes, Via IP Protocols					
Recording Mode	Continuous, Motion Detection					
Playback Search	Multiple Enhanced Search Capabilities					
Backup	USB, DVD RW, Network					
Digital Signature Support	Yes, AVI and JPEG					
Dynamic DNS	Free for Life of Product					
Operating System	Microsoft® Windows® XP Embedded					
Storage (Size)	500 GB Standard / 1TB / 2TB / 4TB			500 GB Standard / 1TB / 2TB / 4TB / 6TB / 8TB		
External Storage Options	Ultra-320 SCSI Interface (Optional)					
Dimensions	L: 19.5" x W: 17.2" x H: 5.8" L: 495mm x W: 437mm x H: 148mm			L: 25.6" x W: 17.2" x H: 1.7" L: 650mm x W: 437mm x H: 43mm		
Warranty	3 Years / 1 Year Advance Replacement					

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1-888-542-1103

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