

General FAQ

1: How to install a new hard disk into the DVR?

Answer:

HARD DISKS AND CD DRIVE JUMPER SETTINGS

DVR	hard disk #1	hard disk #2	CD drive
19304, 19308, 19316 19309, 19317	master*	slave*	master
19305 (1 hard disk) (2 hard disks)	master**	NA	slave**
	master***	master***	salve***
MP DVR	master	NA	slave
JP DVR	master	slave	master



* on the same cable, the end of the cable goes to MASTER hard disk;
the middle goes to SLAVE hard disk.

** on the same cable, the end of the cable goes to hard disk; the middle goes to CD drive
*** on the first cable, the end of the cable goes to hard disk; the middle goes to CD drive
on the second cable, connect the second hard disk

for Seagate hard disk:

master jumper: jumper nearest to the ribbon cable

slave jumper: no jumper

2: IR cameras (example:ARC-12S49VF3) has no video.

Infrared LED Cameras consume more power than normal camera. Recommend using at least a 1.5Amp power supply. The 9 and 18 channel power box (12VDC-9/12VDC-18) will not power up the IR camera unless the fuses are replaced with a 1.5A/2A one.

3: Can I use the keyboard 18332 together with 12E00 and any ArcVision DVR?

You can either control the PTZ camera 12E00 using keyboard 18332 or ArcVision DVR, but not together. The DVR and keyboard both use different protocol.

4: How far away can I control the PTZ camera?

The PTZ camera uses RS-485. So, it can reach up to 4000feet using 24AWG twisted pair.