

— Security Systems
SECURITIVE

Tutorials & Information

www.securitive.com.au

WELCOME!



Welcome to your new security system

You can operate and manage your system in two ways, in this booklet you will find information about both.

- **Via the TV or monitor**
- **Via the app on your smart phone**

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USING YOUR PHONE



To access the cameras on your phone, you need to have your internet working. Without internet, the NVR cannot send a signal to your phone.

If you don't have internet, you will manage and operate your cameras from your TV or monitor.

Step one to view your cameras on your phone is to Download the DMSS app. Here is where you can watch real-time surveillance videos and play them back anytime, anywhere, via Wi-Fi or cellular networks.



Get the app

[DMSS on apple iphone](#)

[DMSS on android phone](#)

USING YOUR PHONE



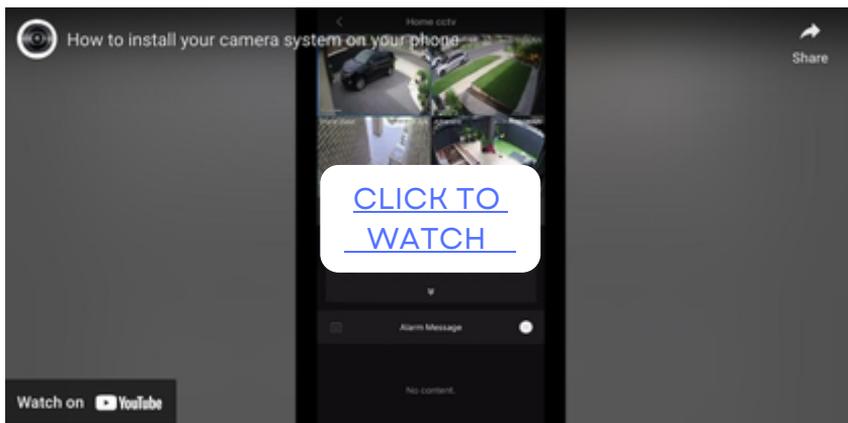
VIDEO #1

Installing your cameras onto your phone 0:00

- You will need to follow this video if you get a new phone in the future
-

Where to access your system/device details 1:26

- Check if your cameras are online or offline
 - What is your serial number
 - Change your username and password
-



Video length 2:58

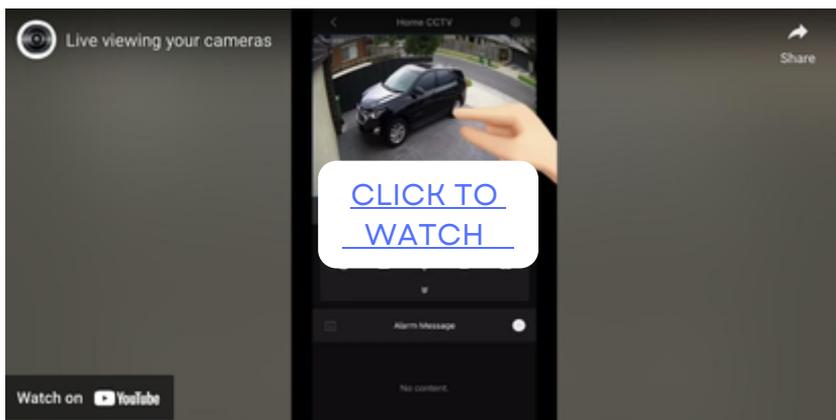
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USING YOUR PHONE



VIDEO #2

How to live view your cameras	0:00
How to take a screen shot from your camera	0:30
How to take a video of a recording	0:40
How to change your camera resolution (HD/SD)	0:55



Video length 2:07

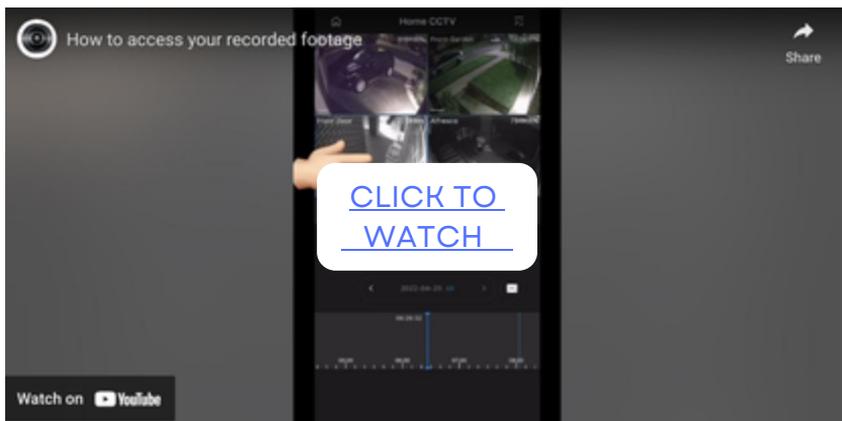
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USING YOUR PHONE



VIDEO #3

How to view and save recorded footage	0:00
Where does your recorded footage save, and downloading it to your phones photo album	2:45



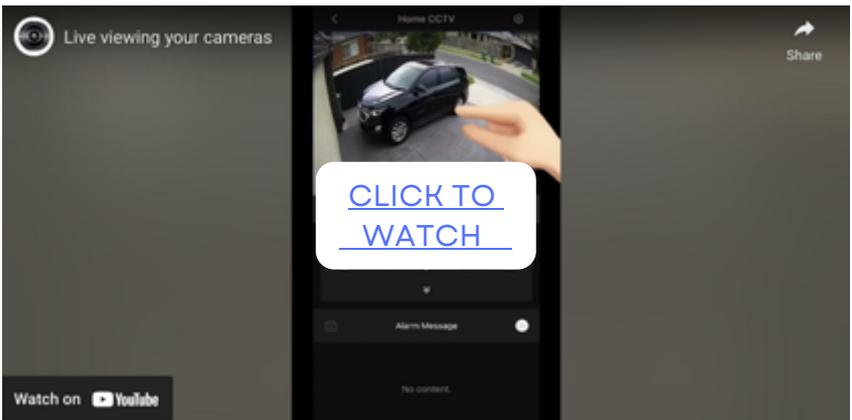
Video length 4:13

USING YOUR PHONE



VIDEO #4

Advanced camera settings	0:00
Notifications for human or vehicle recognition	0:10
Stream settings - mainstream/substream	1:13
Configuration for motion sensitivity	2:08
Region setting to isolate specific motion	2:50



Video length 4:28

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USING A TV OR MONITOR



From your TV or monitor you can view your cameras and perform all of the same functions as the DMSS app. On the next page you will find tutorials for using your system from a TV or monitor.

Upon installation an account was created, this includes a username and password. You need this to log in.

Please note that Securitive set up a secondary Admin account within your system. Should you require IT support, Securitive can log in remotely to assist you.

IMPORTANT: If the admin account has been modified or deleted, you must recall your selected Username and Password to grant Securitive remote access for IT support.

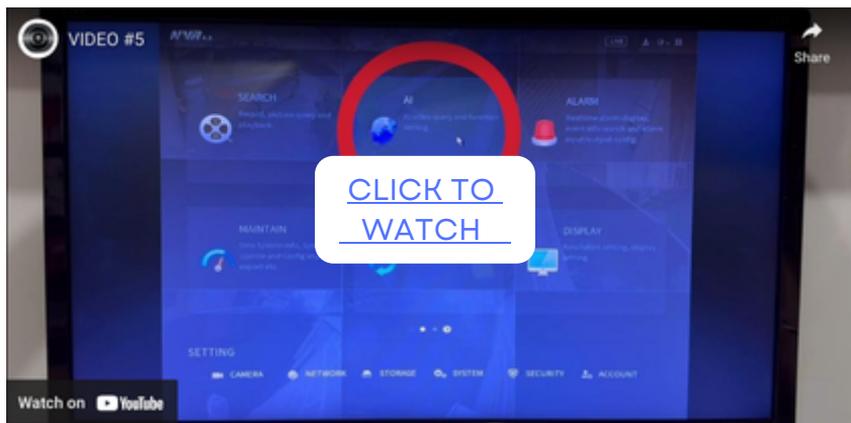
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USING A TV OR MONITOR



VIDEO #5

How to log in	0:00
Introduction to system settings	1:40
Introduction to advanced features	2:27



Video length 1:35

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USING A TV OR MONITOR

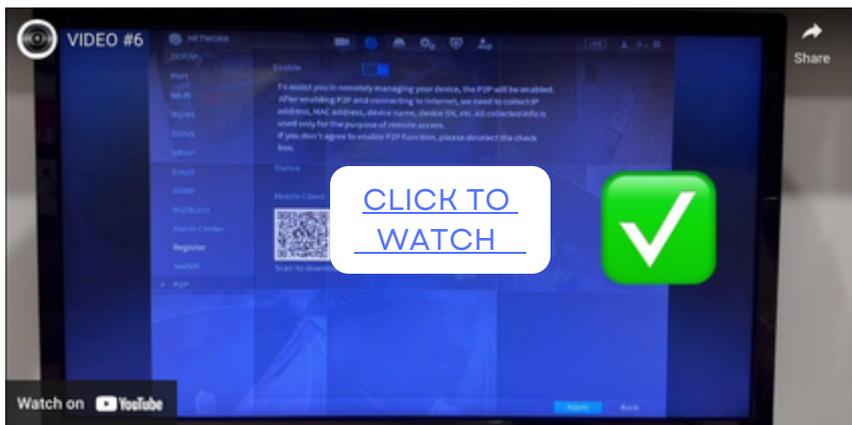


VIDEO #6

Where can you find your serial number?

Where can you find the QR code?

Is my system Online or Offline?



Video length 1:35

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USING A TV OR MONITOR



VIDEO #7

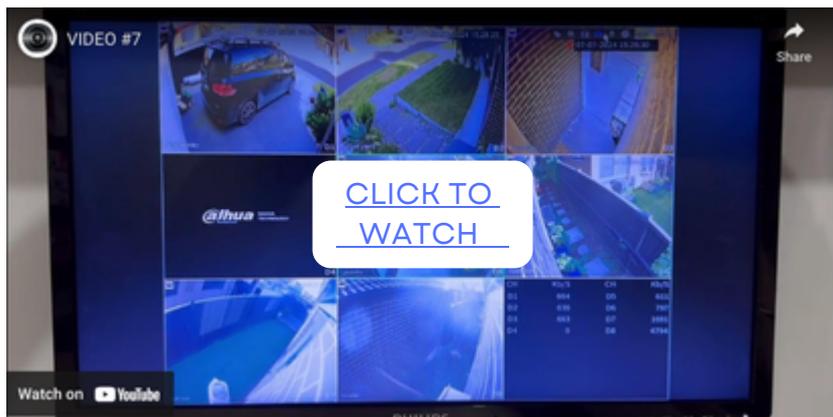
Accessing your account information

0:00

- Add or delete Users
 - Change or modify a password
-

Enter the date and time

2:55



Video length 4:31

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USING A TV OR MONITOR

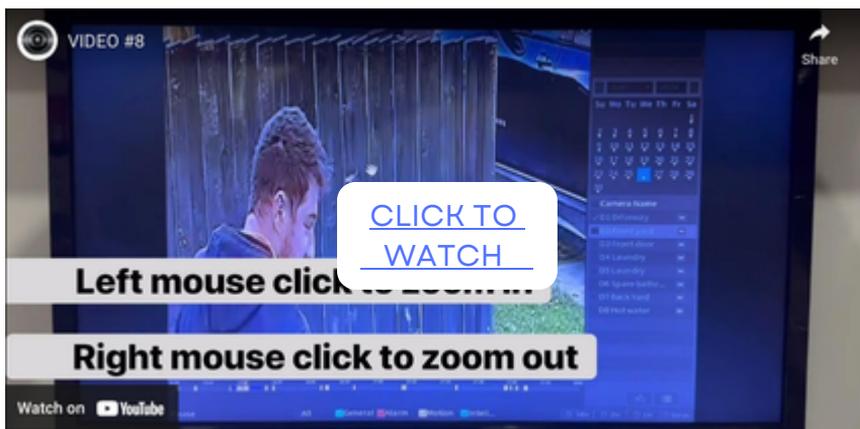


VIDEO #8

Playback your recorded footage 0:00

- How to find the date
 - How to navigate the time
-

How to save footage to a USB stick 4:25



Video length 6:40

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THE CAMERAS ARE DOWN!?



Your NVR requires internet to be able to stream to your phone! If your internet is down, or you have poor internet connection - your cameras will not display on your phone.

You need to speak to your internet provider. But rest assured, providing your recorder and cameras were hard wired at installation, they are still working and recording as usual!

You got a new phone! Your cameras will need to be re-installed onto your new phone. Watch VIDEO #1 (on page 3) to get your cameras onto your new phone.

Something is unplugged!

Is your recorder plugged into the powerpoint correctly?
Is the HDMI cord plugged in to the recorder or TV correctly?
Is the data cable unplugged from the recorder?

If all connections are plugged in correctly there may be an issue isolated to your set up specifically.

Ensure your app is updated, you have the latest firmware and all of the correct settings are activated to run your system.



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MAINTENANCE



How to look after your camera system to maintain warranty

Regularly maintained: Do not cover or smother the NVR. The NVR contains a small fan that draws air in and out to run effectively. Do not have tension on the cables plugged into the NVR. Allow some slack so that connections can't detach.

Software updates: It is important for the effective running of your system that you stay up to date with app updates and NVR firmware updates. If your system prompts you to update, you should follow the instructions on the screen.

Cleaning: Cleaning is as simple as ensuring your NVR and Cameras are free from spider webs, dust and dirt at all times.

Regularly tested: Be sure to log into your cameras at least once a month. This gives you the opportunity to see if the system prompts you to perform a system update, if the time and date has been interrupted, or if there is a camera down.

Cameras may go down due to power outages or unforeseen weather conditions, if the power goes off even for just a few seconds - your time and date will need to be reset to have accurate recorded date/time footage (unless you have a UPS installed). Once a month is ideal for system testing because the sooner you are aware there is a problem, the easier it is to troubleshoot.

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TECH SUPPORT



Securitive provide free remote support forever!

If you have a question regarding your installed equipment, you can contact us anytime and we will do our best to assist you remotely. Remote support is free!

If however it cannot be resolved remotely and a Service Call out is required, a fee payment ranging from \$180.00 - \$220.00 plus GST for the first hour may be applied. This is dependent on post code.

Once a technician has arrived on site and assessed the problem, they will explain the issue or fault and advise you if repairs are covered by warranty. If the fault is covered by warranty, there is absolutely no charge to you.

If the technician deems that the fault or issue is unrelated, un-associated or outside of the Securitive warranty terms and conditions, the Service Call cost will be invoiced to you. If required, the technician will discuss any additional expenses with you prior to doing any works so that you have the final decision on how you would like to proceed with the repair.

Most service call cases can be resolved within the initial hour but if more time on site is necessary, the cost is \$40.00 per 30 minutes after the initial hour. In rare cases a service call out may result in further expenses required to complete repairs, if this is the case additional costs may be incurred, however we will always discuss this with you first.

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WARRANTY



Your three year warranty

Your warranty does not apply to any accessory products that are fitted to the original installation. Any accessory products may be covered by warranties supplied by the relevant manufacturer or supplier of those accessory products.

The obligation under your warranty is limited to the repair or replacement of the product or components found to be defective by Securitive or their duly appointed representatives.

Your original invoice or receipt as proof of purchase is required in order to process a claim, the product warranty starts on the date your equipment was installed (the date on the invoice), your warranty is not valid until payment of goods or services provided by Securitive is paid in full.

In order to prolong the life of your Securitive installation and maintain your rights under this warranty, Securitive warrants to the original purchaser that the installation provided, will be free from defects in the materials supplied and installed by Securitive under conditions of normal use for a period of 3 years from the date of handover.

The purchaser will agree to ensure that:

The equipment is regularly tested, serviced and maintained such that it remains in good working order and condition.

The software required to run the equipment is regularly updated to ensure that it maintains compatibility.

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YOUR PHONE



Your warranty and your phone...

We **strongly** recommend that you monitor and maintain any accessory products (such as app's used to manage your system) on a regular basis. The purchaser understands that they need to manage the App, changes to the App, and update App software as recommended by the software provider in order to maintain effective compatibility.

If you manage your product via a smart phone we advise you manage storage availability, and check for software updates that are in conjunction with the proper functioning of your installed equipment. Open your device settings app and check if software updates are required, and follow any steps on the screen.

Damage...

Your warranty does not cover defects or damage caused by the matters outside of the control of Securitive including (without limitation) alteration of the product in any way, misuse, wear and tear of failure to follow instructions with respect to cleaning or maintenance, modifications or damage as a consequence of a major disaster such as hail storms, fire, lightning, flooding, snow damage, earthquakes, or damage caused by third parties due to vandalism, theft, insect swarms or animals.

Under this warranty Securitive shall not be liable or responsible for incidental or consequential damages or for any other direct damage, loss, cost, expense or fee. The benefits conferred by this warranty are in addition to all other rights which the purchaser has under law.

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WARRANTY FORM



Click the link

Just click the link below and be sure to press **SUBMIT** when done.

[CLICK HERE TO FILL IN YOUR WARRANTY FORM](#)

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PARTNERS



Information

Here are some useful links if you need to seek further information about the various security systems.

[DAHUA NETWORK VIDEO RECORDER FULL USER GUIDE](#)

[DAHUA 8MP CAMERA SERIES INFORMATION](#)

[THE BLUE EYE & INSITE GOLD APP FULL USER GUIDE](#)

[BOSCH PROGRAMMING SOLUTIONS FOR 2000/3000](#)



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CONTACT US



Reach out anytime

Our installers have many years experience, all with Security Licence Vic Police Check and Cabling Registration.

We install the latest Security cameras, Alarms, Intercoms and Access Control. Contact us anytime with your query!



Email: info.securitive@gmail.com.au



Website: www.Securitive.com.au



Instagram: <https://www.instagram.com/securitive.ctv/>



You Tube: <http://www.youtube.com/@securitive3764>



Call: 0415 386 587