![LILIN]

FAQ of NVR Touch Series

TROUBLESHOOTING & FAQ

Question: Should I use a gigabit network switch or a 10/100 MPBS network switch for connecting to the NVR Touch series?

Answer: It is highly recommended to use a gigabit RJ-45 port for connecting to the NVR Touch series. You can still use 10/100 MBPS ports from a switch for connecting IP cameras.

Question: Should I use RTP/UDP protocol for connecting IP cameras to the NVR Touch series?

Answer: In LAN environments please use RTP/UDP protocol (default setting) for connecting IP cameras to the NVR Touch series. It is not recommend that you connect IP cameras via the Internet due to bandwidth issues. If connecting IP cameras via the Internet is essential, please use RTP/HTTP protocol.

Question: Does the NVR Touch series provide unicode (multi-nation) support for camera names?

Answer: Yes, the NVR Touch series provides unicode for camera names. To do so, login to NVR Touch series settings via a browser and open Camera Name section. Here you can edit your unicode camera name.

Question: What are the error codes and how do I solve the connection problem?

IP LOSS:	The IP camera is not on the network. Check the RJ-45 connection and IP address for the IP camera.
AUTH ERR:	The username and password are incorrect in between the IP camera and NVR Touch.
URI ERR:	NVR Touch does not support these IP cameras. Please perform firmware update for this IP camera.
PROFILE ERR:	The H.264 streaming profile might be opened for the IP camera. Please enable both H.264 D1 and 1080P both streaming for IP camera. NVR Touch requires both streamings of high definition (HD) and standard definition (SD). D1 and VGA resolutions are SD streaming. 1080P and 720P resolutions are HD streaming. NVR Touch does not support streaming above 1080P such as 3MP and 5MP streamings. For 3MP and 5MP IP cameras, please lower the resolution to 1080P or 2MP.

Question: Can NVR Touch support 3TB and 4tB harddisks?
Yes, after firmware version 1.0.32, NVR Touch can support 3TB and 4TB harddisks.

HDDs:
Seagate Barracuda 3000GB
Model: ST3000DM001

Western Digital
Model: WD30EZRX
Model: 4000F9YZ 4000GB

Toshiba
DT01ACA050 Toshiba 3.5" Desktop 500GB
DT01ACA100 Toshiba 3.5" Desktop 1000GB
DT01ACA200 Toshiba 3.5" Desktop 2000GB
DT01ACA300 Toshiba 3.5" Desktop 3000GB
DT01ABA050V Toshiba 3.5" AV 500GB
DT01ABA100V Toshiba 3.5" AV 1000GB
DT01ABA200V Toshiba 3.5" AV 2000GB
DT01ABA300V Toshiba 3.5" AV 3000GB

Question: Can NVR Touch support redundant array of independent disks (RAID)?
Yes, after firmware version 1.0.32, NVR Touch can support 3TB harddisk.
Brand: PRORAID
Model: HFR2-SU3S2
RAID 0 (Spanning): Total space 12TB (format ~ m43s)
RAID 5 : Total Space: 9TB

Question: Why doesn't the LILIN NVR Touch Series support other IP cameras? The NVR Touch Series and LILIN IP cameras provide the best performance for experiencing HD IP video surveillance. LILIN NVR Touch series target on the most important market sector dealing with 16~36 cameras installation. In this market sector, we focus only on:

Usability:

We emphasize on smooth, high-quality video surveillance via our easy-to-use multi-touch interface. Supporting other IP cameras is not our expertise or concern.

Interoperability:

Interoperability between software and IP cameras becomes a nightmare in installation. It is difficult to get support from different parties, especially in closing a project.

What should I do if an installation does require many brands of IP cameras?
We recommend using our software partners' products with LILIN's ONVIF-conformant IP cameras. LILIN is the world's first ONVIF product provider. LILIN is also the first IP camera company providing third-party software testing service to ensure interoperability via ONVIF.

We are glad to support our software partners' products.

ePOS protocol support list:
1. EPSON ESC/POS(partial)
2. UTC Standard Mode
3. UTC Enhanced Mode
4. AEDEX
5. ADM788 *3
6. WinPOS, WD304 (30x4 display)
7. PartnerTec, CD-5220 (20x2 display)

Question: What are the supported multi-touch monitors?
Acer T232HL,   NVR version 1.0.38
Dell S2340T,   NVR version 1.0.38
Planar PXL 2430MW, NVR version 1.0.38
ViewSonic TD2220,   NVR version 1.0.38
HP L2206tm,   NVR version 1.0.38
Acer T231H
Dell ST2220T
iiyama ProLite T2250MTS22
ELO ET2201L

Supported external USB DVD burners

Manufacturer	Model	Note
Bufflo	DVSM-PC58U2VB	Firmware 1.0.38, with external power supply
LITE-ON	eNAU808	Firmware 1.0.38 or above
PIONEER	DVR-XD11T	Firmware 1.0.38 or above
SONY	DRX-S30U-W	
LITE-ON	eSAU108	
LITE-ON	eTAU108	
LITE-ON	eHAU424-01	

Supported DVD disks

Brand	Specification	Capacity
Melody	DVD-RW	4.7GB
RiTEK	DVD-RW	4.7GB
Sony	DVD+R	4.7GB
OEM	DVD-R	4.7GB