



## FAQ of NVR Touch Series

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**Dept:** Technical Support, Taipei

**Product Code:** NVR104/NVR109/NVR116/NVR100L/NVR200L/NVR400L/  
NVR1400/NVR2400

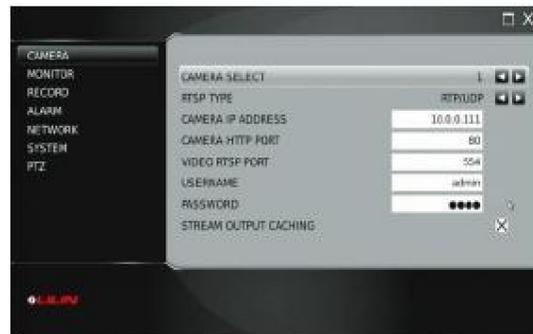
### TROUBLESHOOTING & FAQ

**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/TCP protocol 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.



**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, 4TB, or 6TB hard disks?

**Answer:** Yes, after firmware version 1.0.32, NVR Touch can support 3TB and 4TB hard disks. After firmware 1.0.48, NVR Touch can support 6TB hard disks.

Western Digital	WD1003FZEX Black 1TB 3.5" SATA HDD WD40PURX Purple 4TB 3.5" SATA HDD WD60PURX Purple 6TB 3.5" SATA HDD WD20EZR Green 2TB 3.5" SATA HDD WD30EZR Green 3TB 3.5" SATA HDD WD30EFRX Red 3TB 3.5" SATA HDD WD5000AZRX Green 500GB 3.5" SATA HDD WD10EZR Green 1TB 3.5" SATA HDD WD20EZR Green 2TB 3.5" SATA HDD WD30EZR Green 3TB 3.5" SATA HDD Model: 4000F9YZ 4000GB
Seagate	ST3320613AS Seagate Barracuda 7200.11 320GB ST3500418AS Barracuda 7200.12 500GB ST2000DM001 Seagate Barracuda 2000GB ST3000DM001 Seagate Barracuda 3000GB ST4000DM000 Seagate Desktop HDD 4000GB ST4000DM000-2Y/P Seagate Barracuda 4000GB ST4000DM000-1F2168 Seagate Barracuda 4000GB
HITACHI	HDS721010CLA332 3.5" 1TB SATA HDD (32M)
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
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2.5" HDD for NVR404 or NVR408m

Western Digital	WD10JPVX (Blue) 1TB 2.5" HDD WD10JUCT 1TB 2.5" HDD (AV-25) WD10JFCX (Red) 1TB 2.5" WD10JPVT 1TB(AF) Scorpio Blue 2.5"
Transcend	TS128GSSD720 128GB 2.5 SATA III MLC Internal Solid State Drive (SSD)
TOSHIBA	MK1060GSCX 24/7 Power-on Hard Disk Drive 100GB 2.5-Inch / 4,200 RPM / SATA"

**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: PRORAIID  
Model: HFR2-SU3S2

RAID 0 (Spanning): Total space 12TB (format ~ m43s)  
RAID 5 : Total Space: 9TB

**Question:** Does LILIN NVR support ONVIF for other cameras?

**Answer:** LILIN NVR supports ONVIF Profile S cameras.

**ePOS/ATM/GPS 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)
9. EFC VIVIPOS
10. NCR ATM
11. Nixdorf ATM
12. Global Sat BR-355
13. Global Sat ND-100S

**Question:** What are the supported multi-touch monitors?

W22L100-CHA3	NVR version 1.0.49
GeChic On-Lap1002	NVR version 1.0.49
Hanns HT231/271HPB	NVR version 1.0.49
DELL E2014T	NVR version 1.0.48
ViewSonic TD2220 (new chip)	NVR version 1.0.48
Hanns HT231HPB	NVR version 1.0.48
Iiyama ProLite T2250MTS	NVR version 1.0.42
ViewSonic TD2340	NVR version 1.0.42
DELL S2240T	NVR version 1.0.42
Acer T232HL,	NVR version 1.0.38
Dell S2340T,	NVR version 1.0.38
Planar PXL 2430MW,	NVR version 1.0.38

ViewSonic TD2220,  
HP L2206tm,  
Acer T231H  
Dell ST2220T  
iiyama ProLite T2250MTS22  
ELO ET2201L

NVR version 1.0.38  
NVR version 1.0.38

#### 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