



Defender HD APP
User Manual

THANK YOU

Congratulations on your Defender HD purchase! You've made a great choice to protect what you value most.

We take our products performance very seriously and want to ensure that you are completely satisfied with your purchase. If you have any questions, or to get more out of your product, please visit defender-usa.com first regarding any additional information on product features, specifications or assistance with setup. Please contact us via one of the methods below:

Email: support@defender-usa.com

Online web chat: www.defender-usa.com

WARRANTY INFORMATION

All of our products come with a one-year warranty from the original purchase date against defects in workmanship and materials. If you have warranty or support issues, please

contact us: support@defender-usa.com

DEFENDER® Canada: 4080 Montrose Road Niagara Falls, Ontario, Canada L2H 1J9

DEFENDER® USA: 840 Aero Drive Cheektowaga, NY, USA 14225

For more information about your product's warranty, please visit our website at www.defender-usa.com

Warranty Terms

1. DEFENDER® products are guaranteed for a period of one year from the date of purchase against defects in workmanship and materials. This warranty is limited to the repair, replacement or refund of the purchase price at DEFENDER®'s option.
2. This warranty becomes void if the product shows evidence of having been misused, mishandled or tampered with contrary to the applicable instruction manual.
3. Routine cleaning, normal cosmetic and mechanical wear and tear are not covered under the terms of this warranty.
4. The warranty expressly provided for herein is the sole warranty provided in connection with the product itself and no other warranty, expressed or implied is provided. DEFENDER® assumes no responsibilities for any other claims not specifically mentioned in this warranty.
5. This warranty does not cover shipping costs, insurance, or any other incidental charges.
6. You **MUST** contact DEFENDER® before sending any product back for repair. You will be sent a Return Authorization number with return instructions. When returning the product for warranty service, please pack it carefully in the original box with all supplied accessories, and enclose your original receipt or copy, and a brief explanation of the problem (include RA #).
7. This warranty is valid only in Canada and the continental U.S.
8. This warranty cannot be re-issued.

DISCLAIMERS

1. The IR illumination range is up to 130ft in low light conditions and up to 100ft in complete darkness. Objects at or beyond this range may be partially or completely obscured, depending on camera application.
2. When viewing remotely: Video quality is dependent on network performance. The speed of the Internet connection going to the DVR may affect the products performance.
3. Cameras are weather resistant; they are not weatherproof. Not intended for use in direct exposure to water, rain or snow.
4. The user must set up a password in the menu before using.
5. Defender HD cameras are not compatible with the 21000 series DVRs.
6. The DVR requires a broadband router and Internet connection—not included.
7. This product contains small parts. Exercise care when unpacking and assembling the product around children.
8. The date must be entered correctly into DVR to ensure that footage is recorded on the correct date.
9. DEFENDER® highly recommends the use of an Uninterruptable Power Supply (UPS) with surge protection for all products.
10. Audio Recording may be prohibited in your location. Please check local laws before recording any audio.
11. DEFENDER® does not endorse any DEFENDER® products for illegal activities. DEFENDER® is not responsible or liable in any way for any damage, vandalism or any other action that may occur while a DEFENDER® product is in use.
12. We reserve the right to change models, configuration or specifications without notice or liability. Product may not be exactly as shown.
13. For regions with climates that drop below -10°C it is recommended to bring the camera indoors during the coldest winter months.
14. This product and its included technologies may be protected by one or more international patent(s) or patent(s) pending. ©2016 DEFENDER®. All rights reserved. DEFENDER®, the DEFENDER® logo and other DEFENDER® marks may be registered.



FCC STATEMENT

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Non-modification Statement:

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator.

IC STATEMENT

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes:

- (1) l'appareil ne doit pas produire de brouillage, et
- (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device complies with RSS 247 of Industry Canada. This Class B device meets all the requirements of the Canadian interference-causing equipment regulations.

Cet appareil numérique de la Classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

RF exposure statement:

IC Radiation Exposure Statement

This equipment complies with IC RSS-102 radiation exposure limit set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition à la radiation : Cet équipement respecte les limites d'exposition aux rayonnements IC définies pour un environnement non contrôlé. Cet équipement doit être installé et mis en marche à une distance minimale de 20 cm qui sépare l'élément rayonnant de votre corps.

L'émetteur ne doit ni être utilisé avec une autre antenne ou un autre émetteur ni se trouver à leur proximité.

ICES-003:

CAN ICES (B)/ NMB-3 (B)

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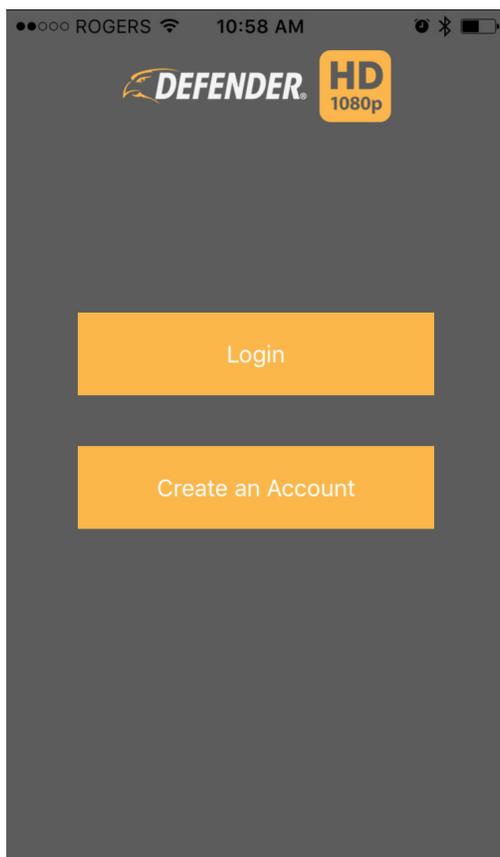
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DEFENDER HD SMARTPHONE APPLICATION

Download the Defender HD App from Android or iPhone app store.

Account Creation

This section allows you to create an account, or log into an existing account.



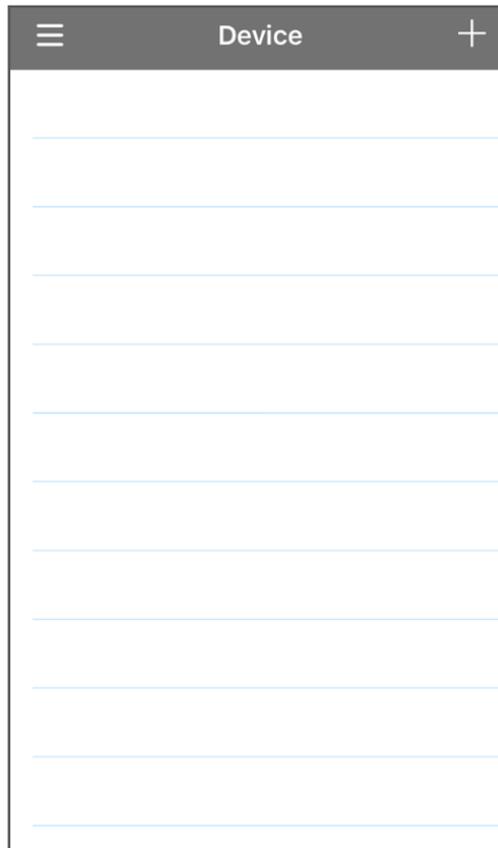
1. Select Create an account to begin the account setup.
2. Enter your email address and create a password. *Note that the password can be made up of letters and numbers only, and is case sensitive.*
3. Check the box next to "I agree to the terms of use." Tapping on Terms of Use will take you to a new page, where the terms will be listed. From this page, select agree.
4. Select Create an Account. A confirmation email will be sent to the email address you have selected. Click the link in the email to finalize the account creation.

NOTE:

Some advanced settings cannot be adjusted from the app. You will need to access the DVR directly to erase footage from the DVRs internal hard drive, restore the DVR back to the factory default settings, change the date and time, etc. Note that these settings cannot be changed remotely to ensure the security of the unit. For more information on these settings, please refer to the DVR user manual.

Device:

The Device List allows you to add and remove devices from your account, as well update information for any devices added to your account.



To add a new device to your account click the menu icon and tap Device, then follow these steps:

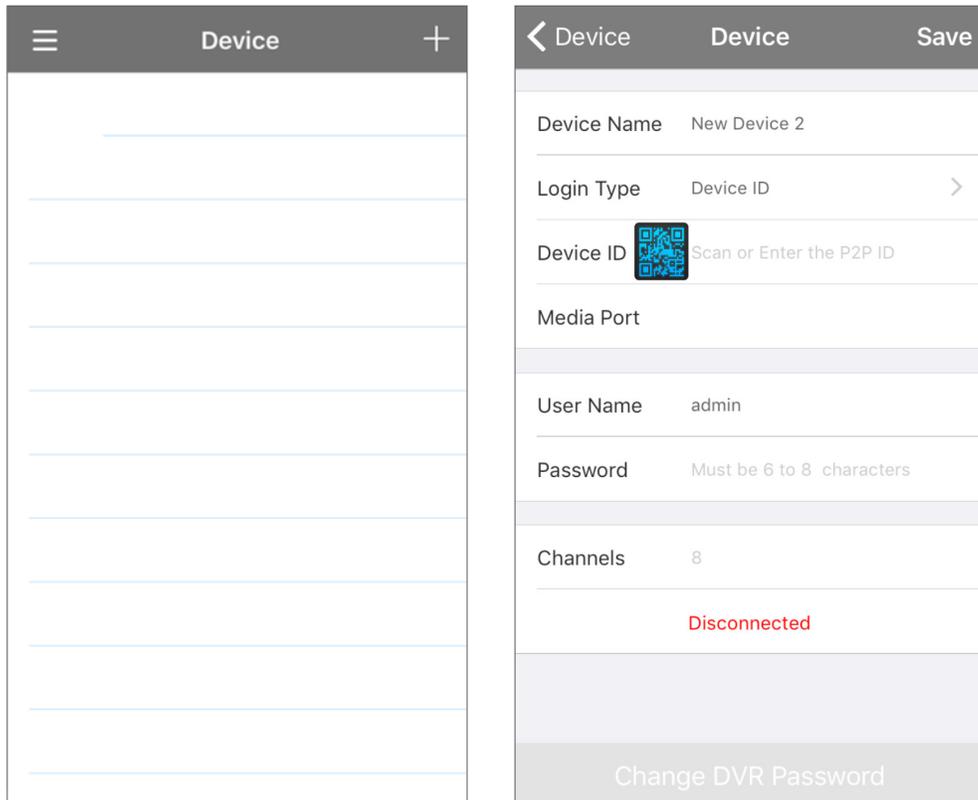
1. Tap the plus sign  in the top right hand corner.
2. Name the device.
3. Select the login type. By default, this will be set to Device ID. To add the device using a QR code, leave this at Device ID. To add the device using an IP address, tap Device IP and select IP/Domain.
4. Tap the QR code icon to open the scanner. Note that you will have to allow the app access to your Smartphone's camera in order to scan the code.
5. Enter the media port. This should be 9000 by default. To ensure that this is correct, please see the Networking Page of the DVR menu. For more information on this, please visit www.defender-usa.com to download your DVR hardware manual.
6. Enter the user name and password for the DVR, and then select Save in the top right hand corner. The device will be saved and the app will open the live view page for that device.

To access the device information for a device that is already connected to your account, tap the device name.

To remove a device from your account, drag the device name to the left and you will see a Delete icon. Select this and the device will be removed from your account. We recommend that this be completed if you are no longer in possession of the DVR. Note that a DVR can only be added to one account at a time. Note that on a tablet the Device section is located under Configuration.

Add a device

This section allows you to add a device to your account.



Follow the steps below to add a device using the QR code:

1. Tap the Menu icon in the top left hand corner and select Device.
2. Tap the Plus sign in the top right hand corner to add a new device.
3. Tap the image of the QR code beside Device ID. A scanner will open. You may be required to allow the app access to your smart phones camera.
4. Scan the code. Once it is successfully scanned, it will take you back to the device page.
5. Enter the DVR user name and password.
6. Tap Save in the top right corner. You will be taken to the live stream of the cameras that are connected to that DVR.

If you are unable to scan the code, follow the steps below to manually add the device.

1. Tap the space next to the image of the QR code
2. Enter the ID number located on the QR code sticker on top of the DVR.
3. Enter the DVR user name, and 6-8 digit password.
4. Tap Save in the top right hand corner of the screen, and you will be taken to the live stream of the cameras that are connected to that DVR.

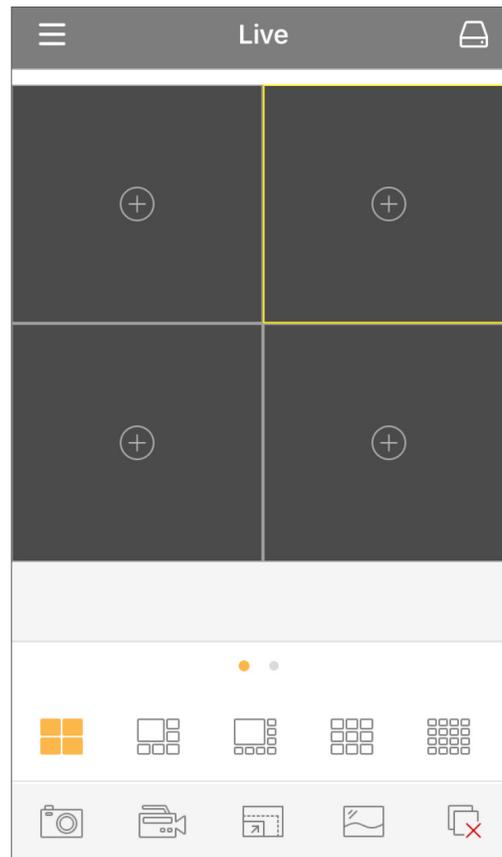
Forgot Password

If you have created an account and you do not remember the password used, follow the steps below to retrieve the password:

1. Select "Forgot Password". The forgot password page will ask for the email address used to create the account.
2. Enter your email address, and if the email address is associated with an account, a password reset email will be sent.
3. Click the link in the email to open the browser window. Enter a new password and confirm the password. The password can be made up of letters and numbers only, and is case sensitive.

Live View

This section allows you to add devices to view on the Live View screen.



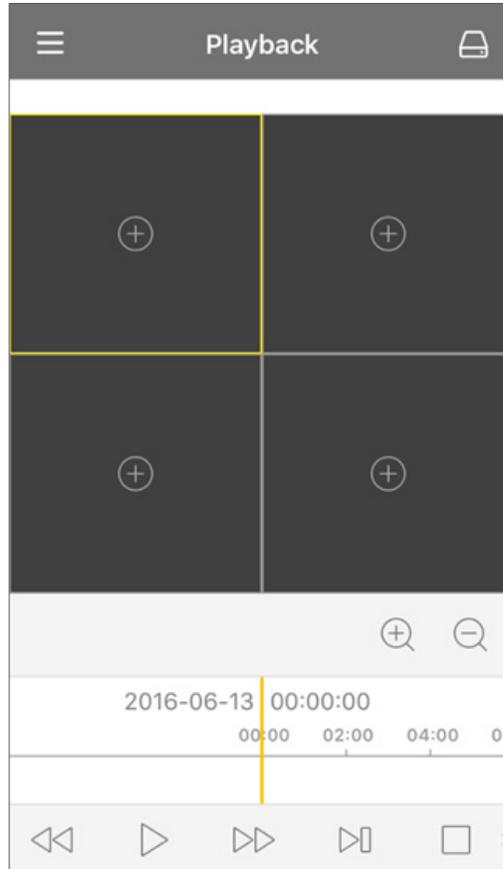
1. Tap the Device icon in the top right corner to access the Device list.
2. Tap the Device you wish to access, and then tap ALL to select all channels. Tap Start Live at the bottom of the page to begin viewing the live stream of that device. Note you can select the device, or individual channels.
3. To change the order of the channels, tap and hold on one channel and drag it to a new channel

Live View Icons

	<p>Device List: Select the icon to access the Device list.</p>
	<p>Split Screen Options: The available options: 4, 6, 8, 9 and 16.</p>
	<p>Add a Channel: Select the icon to add an individual channel to view live.</p>
	<p>Snapshot: Select the icon to take a Snapshot of the camera image. You will have the option to snapshot one camera image, or select Capture all to take a snapshot of all camera images.</p>
	<p>Record: Select the icon to start recording footage to your smartphone. You will have the option to record from one camera, or select Record All to record all camera images. Select Stop to end recording.</p>
	<p>Image Quality Control: Select the icon to adjust the quality of the stream. Select High Quality Stream or Standard Quality Stream.</p>
	<p>End Live View: Select the icon to end the live stream</p>
	<p>Mute: Select the icon to mute the audio. This option is applicable only if you have an audio enabled camera or microphone connected to your DVR.</p>
	<p>Video Size Control: Select the icon to adjust the quality of the live stream. Available options: Stretch, Original, 4:3, or 16:9. Note this will affect the live stream quality only.</p>

Playback

This section allows you to access the Playback Menu.



To access the Playback menu, tap the menu icon  in the top left hand corner and select Playback. The footage located in the section will be footage that was recorded to the DVR's internal Hard Drive. To access footage that was recorded directly to your phone in the app, please go to the Video Album Section.

NOTE:

Depending on the network connection for your smartphone, the image quality and playback speed may be degraded.

Playing Back Footage

1. From the remote Playback section, tap on the device icon in the top right to access the device list.
2. Tap Device and select the device and cameras you wish to view by tapping ALL or the check marks beside the desired channels.
3. Tap Date to select the Year, Month and Day you wish to view footage from. Swipe the calendar left or right to change the month. The dates with available footage will appear highlighted with a circle. Tap the desired date you wish to view.
4. If you wish to change the type of event you wish to view, tap Event type and tap desired event you wish to view. All events are selected as default. Once you have done this, tap confirm. You will be taken back to the playback screen and the footage will start to play. To view the footage in full screen, flip your phone to landscape view.

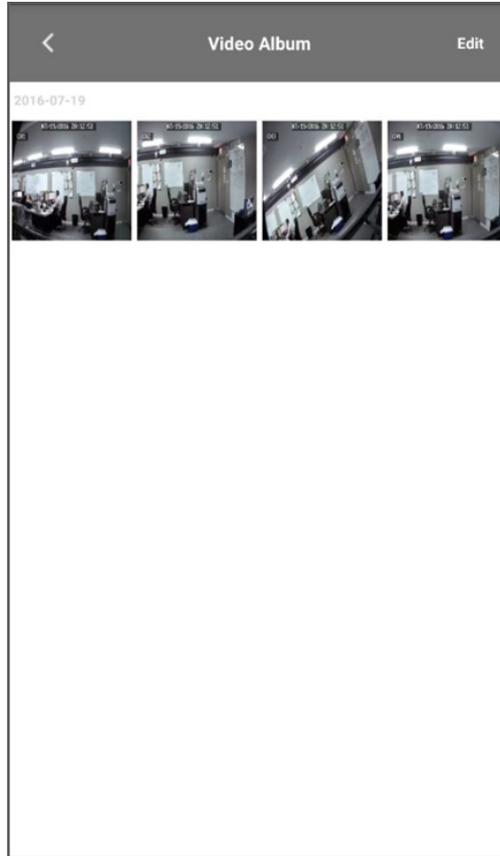
Playback Icons

	Rewind
	Play/Pause
	Fast Forward
	Frame by Frame
	Stop
	Snapshot
	Record
	Mute

To change a certain channel to a later time frame you can tap and drag the playback bar. You can tap the plus or minus icon to zoom out or zoom in the playback bar to find your desired time frame. Hold and drag a camera image to move it to a different viewing pane. Please note that you can only drag the playback bar for one channel at a time. To change the time frame of a different channel tap the playback image of the other desired channel.

Video Album

This section allows you to playback footage that has been recorded directly to your smart phone. If there is no footage recorded to your smartphone, this page will be blank.



To access the Video Album, tap the menu icon in the top left hand corner.

1. To view any recorded footage, tap the device name.
2. The next page will list the available videos. Tap the video you wish to view.
3. The footage will start to playback automatically.

Playback Icons

	Rewind
	Play/Pause
	Fast Forward
	Frame by Frame
	Stop
	Snapshot
	Mute

Removing Recording Files

Smartphone: To delete the recorded footage, select the Edit option from the top right hand corner of the screen. Tap the file you wish to delete and then tap Delete at the bottom of the page. If you wish to delete all files at once, select Delete All.

Tablet: To delete the recorded footage, tap and hold the file until the delete option appears at the bottom of the screen.

The options are:

- Delete: Delete only the selected video file.
- Delete All: Delete all video files.
- Cancel: Leave the Delete screen.

Image Album

To access the Image Album, tap the menu icon in the top left hand corner of the screen, and select Image Album from the list. Select the device you wish to view snapshots from and you will be taken to an album of available snapshots. Tap on a snapshot to view it in full screen mode.

This page will give you the option to send the snapshot in an email (not available on tablets), begin a slide show of all images, or to delete an image.

To send the image in an email, follow these steps:

1. Select the image you wish to send.
2. Tap the Envelope icon in the bottom left hand corner of the screen.
3. Select email, and your email application will open. Enter the address of the recipient and select send.

To begin a slide show of all images, select the play icon at the bottom in the middle of the screen

Removing Images:

Smartphone: To delete the selected image, tap the garbage can icon in the bottom right hand corner. To delete multiple images, tap the Edit option in the top right hand corner of the Album page. Tap the images you wish to delete and select Delete from the bottom of the page. To delete all of the images for that device, select Delete All.

Tablet: To delete an image, tap and hold the image until the delete option appears at the bottom of the screen.

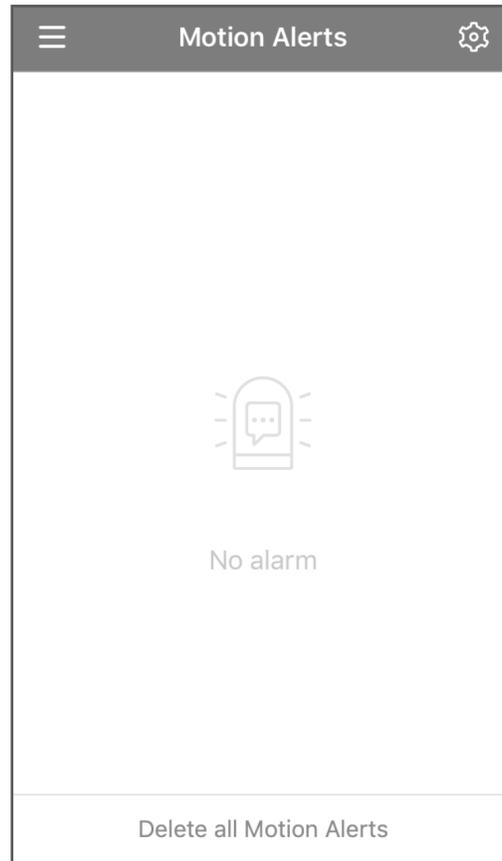
The options are:

- Delete: Delete only the selected image file.
- Delete All: Delete all image files.
- Cancel: Leave the Delete screen.



Motion Alerts

If your DVR has motion detection enabled, you can receive notifications when motion is detected by the DVR



To enable notifications, follow the steps below:

1. From the Motion Alerts section tap the icon beside the device you wish to receive motion notifications from.
2. This will change to green and you will begin to see notifications when motion is detected by a camera that is connected to that device.

You will see a pop up notification on your phone. You can also access a list of the notifications from the alarm section of the app menu. Select Delete all Motion Alerts at the bottom of the page to clear the list of notifications. Note that on a tablet the alarm section is located under Configuration.