

Service Bulletin

Adding an OM-CVR-Pro5 Recorder to the Freedom Client software

Issue Description

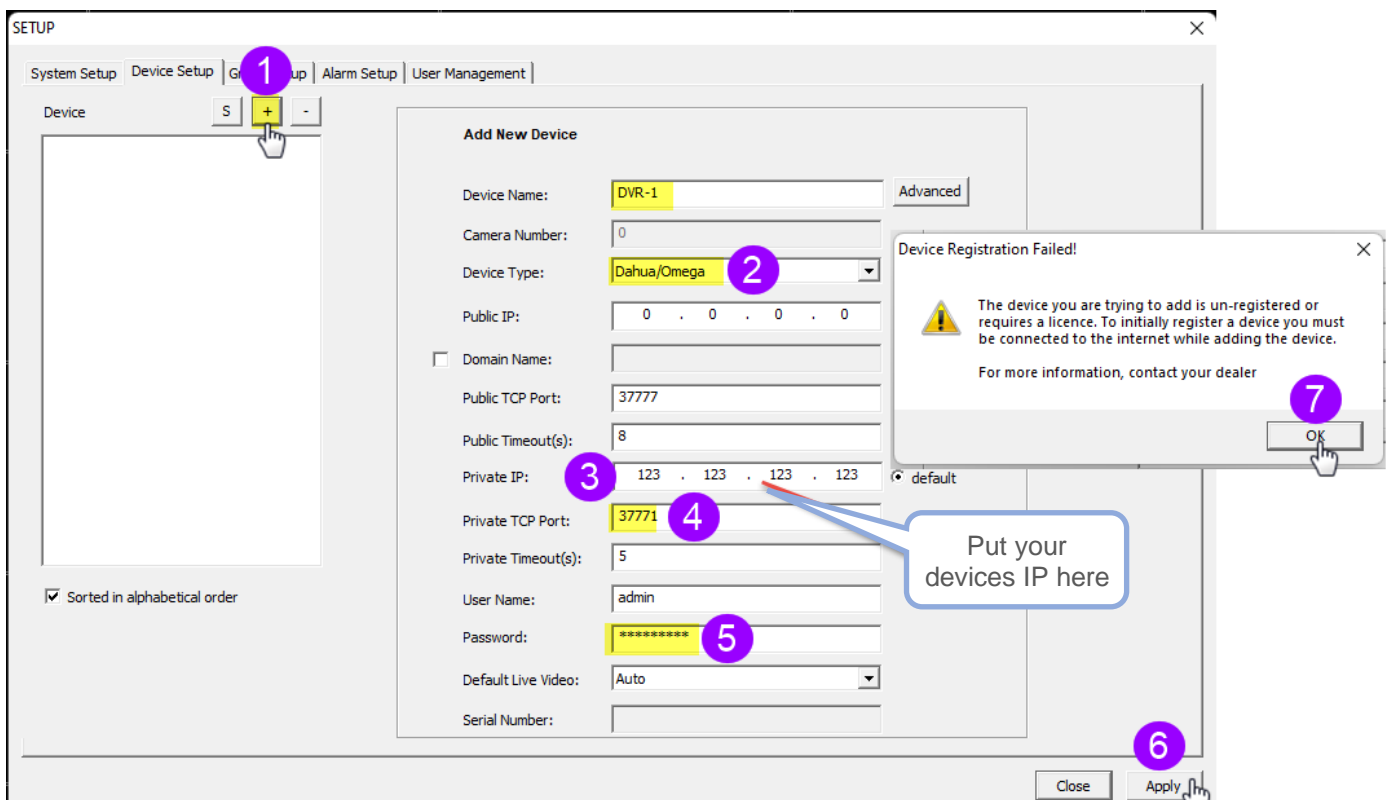
Some versions of the OM-CVRxxPro4 and OM-CVRPro5 recorders will not add to the Freedom Client software. To resolve this issue follow the instructions below.

Prerequisites

- Freedom Client Version V3.7/V4.0 must be installed on your system.
- The HTTP port on the recorder must be set to '80' (default) it can be changed to anything once the device has been successfully added to the software.
- Internet connection for MAC verification (or DAT file)
- Recorder must be restarted after initialization and no local User should be logged in when adding to the Freedom Software.

Follow the steps below

Navigate to Settings → Device Setup then move to step 1 and follow the sequence exactly.



With the settings window still open continue with the following steps.

Device Name: DVR-1

Camera Number: 0

Device Type: ONVIF IPC

Public IP: 0 . 0 . 0 . 0

Domain Name:

Public HTTP Port: 80

Public Timeout(s): 8

Private IP: 123 . 123 . 123 . 123

Private HTTP Port: 80

Private Timeout(s): 5

User Name: admin

Password: *****

Default Live Video: Auto

Serial Number: 6H01D5CPAZ2

ERROR: Not a valid device unit!

Device name should appear here after clicking apply

Change to ONVIF

Leave at 80, HTTP port on device must be set to '80'

Re-enter password

Sorted in alphabetical order

Close Apply

Device Name: DVR-1

Camera Number: 1

Device Type: Dahua/Omega

Public IP: 0 . 0 . 0 . 0

Domain Name:

Public TCP Port: 80

Public Timeout(s): 8

Private IP: 123 . 123 . 123 . 123

Private TCP Port: 37771

Private Timeout(s): 5

User Name: admin

Password: *****

Default Live Video: Auto

Serial Number: E84_CVR8PRO4

Right click over device name, then select 'Sync camera List one device'

Change back to 'Dahua/Omega'

Change back to TCP port of device

Re-enter Password

Sorted in alphabetical order

Close Apply