



## BDHD SERIES QUICK USE GUIDE

### USERNAME & PASSWORD

The factory default username is: **admin**

The factory default password is: **bigdog1234**

If the above default password does not work please try 12345 before contacting Big Dog Support.

The admin password can easily be changed and additional users added. If the admin password is lost or forgotten please call Big Dog Support while at your DVR for instructions on how to reset and change the password.

---

### PORT FORWARDING & PCI COMPLIANCE INFORMATION

The following table contains port, protocol and description information needed by your network administrator to setup port forwarding with the goal of allowing you to remotely access video from your Big Dog BDHD series DVR.

| PORT | PROTOCOL | DESCRIPTION            |
|------|----------|------------------------|
| 80   | TCP      | HTTP Web View*         |
| 8000 | TCP      | Command Server         |
| 8554 | TCP      | RTSP Live Video Stream |

\* Port 80 is only required if you will be using a Web browser to access the system.

If required by your network administration the port numbers shown above can be changed. Please call Big Dog Support to discuss your needs.

If you intend to use a web browser, installed applications on your computer or smartphone to view your DVR remotely ports 80, 8000 and 8554 are required. If you will only be using installed applications on your computer and smartphone to view your DVR remotely only ports 8000 and 8554 are required. Port 80 is required if using a web browser. Please verify with your network administrator if the Big Dog DVR will require a static IP address and if so what will the network information be. When speaking with your network administrator ask if there is a specific physical port on a network appliance the Big Dog DVR will need to be connected to.



## RECOMMENDED SOFTWARE

The following software files can be found on the Big Dog Support web page:

- **NVMSV3/7000** - Remote Viewing Application for Desktop Computers
  - NVMS V3 Installer.exe - Windows remote video application
  - NVMS V3 Quick Start Guide.pdf - Quick use guide
  - NVMS V3 User Manual.pdf - User manual
  - Mac\_NVMS7000.pkg - Mac remote video application
  - NVMS7000 Quick Start Guide.pdf - Quick use guide
  - NVMS7000 User Manual.pdf - User manual
- **VSPlayer** - Video Stream Player for viewing, editing, and merging recorded video files
  - VSPlayer\_Windows\_Install.exe - Windows application to play, merge and convert video files created by the BDHD series.
  - VSPlayer Windows Manual.pdf - User Manual
  - VSPlayer\_MAC\_Install.zip - Mac application to play, merge and convert video files created by the BDHD series.
  - VSPlayer Mac Manual.pdf - User Manual
- **Platinum\_Codec.exe** - Codec for Windows Media Player
- **IP Portal.exe** - A Windows program that allows you to find your BDHD DVR when first connected to your network. IP Portal also has advanced support features used in conjunction with a tech support call.
- **BDHD Series User Manual.pdf** - User manual for the BDHD series of DVR's
- **dwagent.exe** - Desktop remote access agent software. Allows you to start a remote session with a Big Dog Support staff member to give them temporary control of your PC.
- **CCTV Siamese coax and power wire stripping and preparation.pdf** - Basic instructions for terminating coaxial video cables and attaching camera power wire adapters.



## BDHDIP & BDHDIP32 Front Panel



## BDHD Front Panel



| # | Name              | Function Description  |
|---|-------------------|---|
| 1 | STATUS INDICATORS | POWER: the POWER indicator turns green when NVR is powered up.<br>READY: The indicator light is green when the device is running normally.<br>STATUS: The light is green when the IR remote control is enabled; The light is red when the function of the composite keys (SHIFT) are used; The light is out when none of the above condition is met.<br>ALARM: the light is red when there is an alarm occurring.<br>HDD: the indicator flickers red when HDD is reading/writing.<br>Tx/Rx: Tx/Rx indicator flickers green when network connection is functioning normally. |
| 2 | USB INTERFACE     | Universal Serial Bus (USB) ports for additional devices such as USB mouse, USB memory sticks or USB Hard Disk Drive (HDD).  |
| 3 | COMPOSITE KEYS    | <b>1/MENU:</b><br>Enter numeral "1";<br>Access the main menu interface.   |
|   |                   | <b>2/ABC/F1:</b><br>Enter numeral "2" or letters "ABC";<br>The F1 button when used in a list field will select all items in the list;<br>In PTZ Control mode, it will turn on/off PTZ light and when the image is zoomed in, the key is used to zoom out.   |
|   |                   | <b>3/DEF/F2:</b><br>Enter numeral "3" or letters "DEF";<br>The F2 button is used to change the tab pages;<br>In PTZ control mode, it zooms in the image.  |
|   |                   | <b>4/GHI/ESC:</b><br>Enter numeral "4" or letters "GHI";<br>Exit and back to the previous menu.   |
|   |                   | <b>5/JKL/EDIT:</b><br>Enter numeral "5" or letters "JKL";<br>Delete characters before cursor;<br>Check the checkbox and select ON/OFF switch.   |

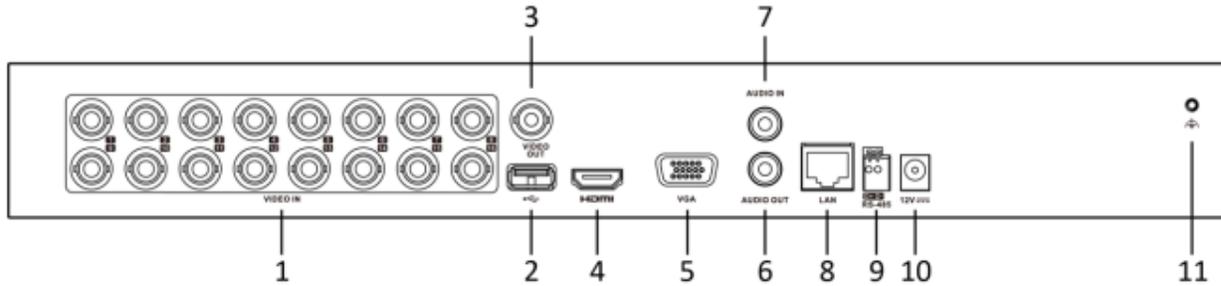


|          |              |                    |   |
|----------|--------------|--------------------|---|
|          |              |                    | Start/stop record clipping in playback.   |
|          |              | <b>6/MNO/PLAY</b>  | Enter numeral "6" or letters "MNO";<br>In Playback mode, it is used for direct access to playback interface.  |
|          |              | <b>7/PQRS/REC</b>  | Enter numeral "7" or letters "PQRS";<br>Manual record, for direct access to manual record interface; manually enable/disable record.  |
|          |              | <b>8/TUV/PTZ</b>   | Enter numeral "8" or letters "TUV";<br>Access PTZ control interface.  |
|          |              | <b>9/WXYZ/PREV</b> | Enter numeral "9" or letters "WXYZ";<br>Multi-channel display in live view.   |
|          |              | <b>0/A</b>         | Enter numeral "0";<br>Shift the input methods in the editing text field. (Upper and lowercase, alphabet, symbols or numeric input).   |
| <b>4</b> | <b>SHIFT</b> |                    | Switch between the numeric or letter input and functions of the composite keys;<br>Input letter or numbers when the light is out;<br>Realize functions when the light is red. |

| #        | Name                   | Function Description  |
|----------|------------------------|---|
| <b>5</b> | <b>CONTROL BUTTONS</b> | <p>Directional buttons:<br/>In menu mode, the direction buttons are used to navigate between different fields and items and select setting parameters. In playback mode, the Up and Down buttons are used to speed up and slow down record playing, and the Left and Right buttons are used to move the recording 30s forwards or backwards. In the image setting interface, the up and down button can adjust the level bar of the image parameters. In live view mode, these buttons can be used to switch channels.</p> <p>Enter:<br/>The Enter button is used to confirm selection in menu mode; or used to check checkbox fields and ON/OFF switch. In playback mode, it can be used to play or pause the video. In single-frame play mode, pressing the Enter button will play the video by a single frame. And in auto sequence view mode, the buttons can be used to pause or resume auto sequence.</p> |
| <b>6</b> | <b>IR Receiver</b>     | Receiver for IR remote control.   |

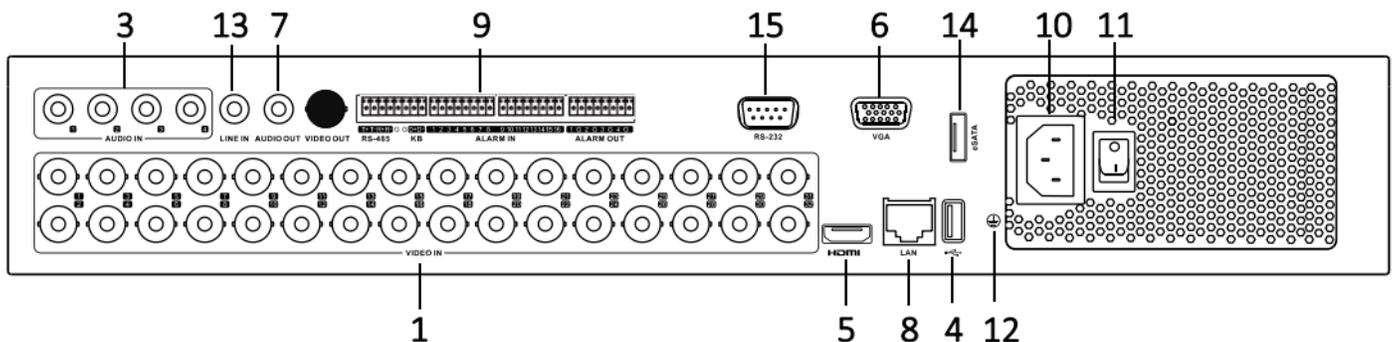


## BDHD Rear Panel



| #  | Name                     | Function Description                                      |
|----|--------------------------|---|
| 1  | <b>VIDEO IN</b>          | 16 BNC connectors for TVI and analog video input.         |
| 2  | <b>USB Port</b>          | 1 Universal Serial Bus (USB) port for additional devices. |
| 3  | <b>VIDEO OUT</b>         | 1 BNC connector for video output.                         |
| 4  | <b>HDMI</b>              | 1 HDMI connector for local video output and menu.         |
| 5  | <b>VGA</b>               | 1 DB15 VGA connector for local video output and menu.     |
| 6  | <b>AUDIO OUT</b>         | 1 RCA connector   |
| 7  | <b>AUDIO IN</b>          | 1 RCA connector   |
| 8  | <b>Network Interface</b> | 1 RJ45 connector for network                              |
| 9  | <b>RS-485 Interface</b>  | 1 DB9 RS-485 connector for PTZ devices.                   |
| 10 | <b>Power Supply</b>      | 1 12VDC power supply receptacle.                          |
| 11 | <b>GND</b>               | Ground screw terminal                                     |

BDHD32 (OLD)



| # | Name            | Function Description                                       |
|---|-----------------|--|
| 1 | <b>VIDEO IN</b> | 16 BNC connectors for TVI, CVI, AHD and analog video input |



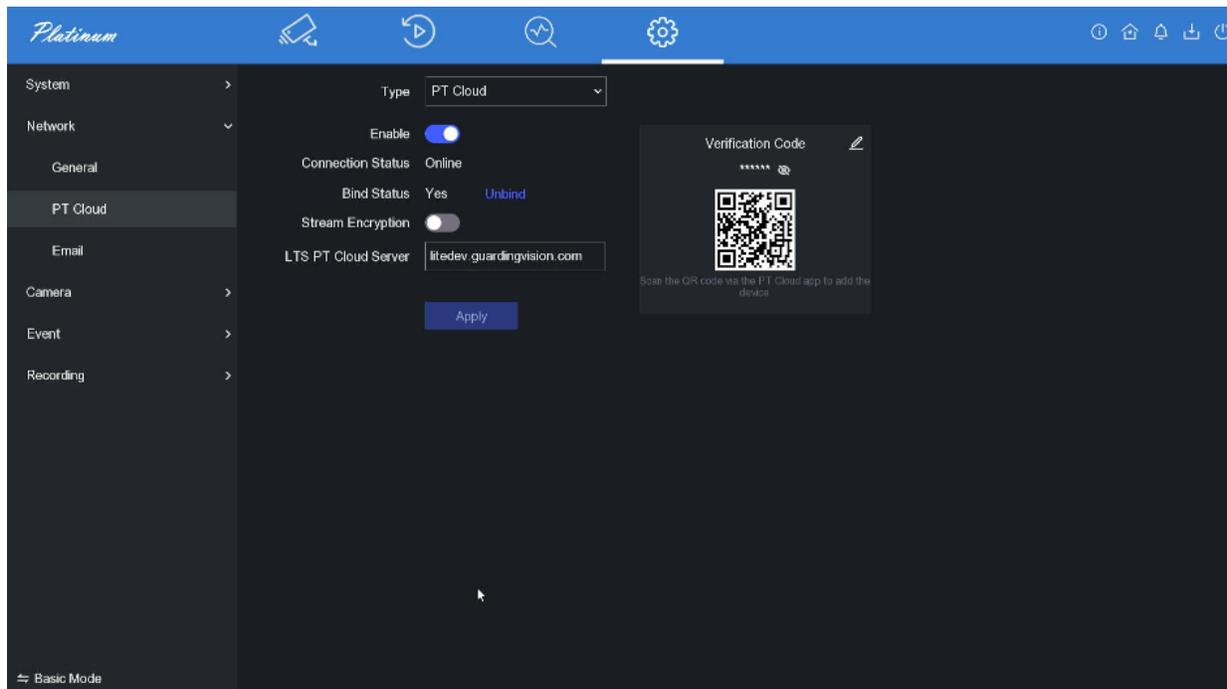
|    |                               |  |
|----|-------------------------------|--|
| 2  | <b>AUDIO IN</b>               | 1 RCA connector                              |
| 3  | <b>AUDIO OUT</b>              | 1 RCA connector                              |
| 4  | <b>VGA</b>                    | 1 DB15 VGA connector for video output        |
| 5  | <b>HDMI</b>                   | 1 HDMI connector for video output            |
| 6  | <b>USB Port</b>               | 1 USB port for mouse or memory stick         |
| 7  | <b>Network Interface</b>      | 1 RJ45 network port                          |
| 8  | <b>RS-485 Interface</b>       | 1 DB9 RS-485 connector for older PTZ devices |
| 9  | <b>Power Supply Interface</b> | 1 120VDC power supply input                  |
| 10 | <b>Power Switch</b>           | 1 ON/OFF switch                              |
| 11 | <b>GND</b>                    | Ground screw terminal                        |
| 12 | <b>VIDEO OUT</b>              | 1 BNC connector for analog video output      |



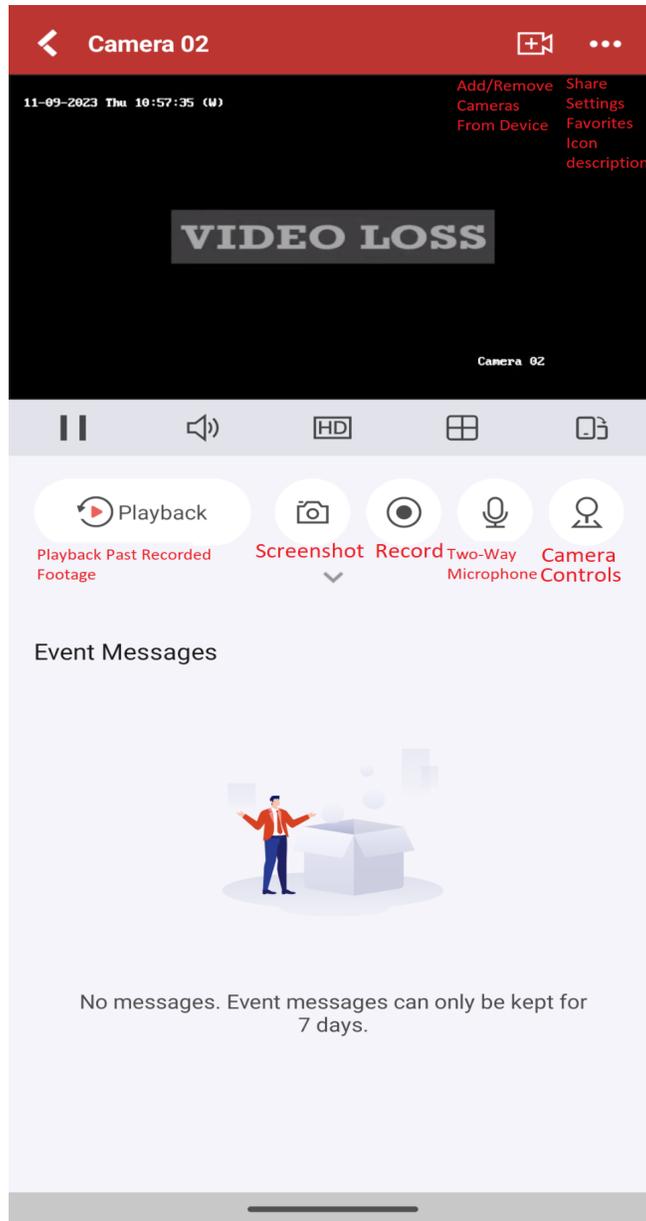
## SMARTPHONE & TABLET PT CLOUD REMOTE ACCESS LTS CONNECT APP

### ANDROID & IPHONE LTS CONNECT APP INSTRUCTIONS

- Download  **LTS Connect** from your app store. Open the app and set the appropriate region.
- Register a new account with your choice of email and password.
- Press add device and select scan qr code.
- In the DVR interface, navigate to **Setting>Network>PTCloud** and scan the qr code shown, then name the device. Ensure DVR has an internet connection. **NOTE:** QR Code must be scanned from the **LTS Connect App** - scanning with your phone's standard camera app will not work.
  - The first account to scan the QR code will become the master access account.
  - All future accounts added will need approval from the master access account.
  - The master access account can be removed through the PT Cloud setting in the DVR interface or through the app with the admin login. Select **Unbind** and follow the instructions on the DVR to remove the current master access account from the DVR if needed.



- Stream encryption is another option for advanced security. It is recommended to leave it turned off for ease of use.



- From the home screen, select the “Me” tab on the bottom right for account management and to access saved pictures and audio.
  - Open the file you wish to export, then press the share option in the bottom right next to the trash can to be given options where you would like to export your files.



## COMPUTER REMOTE ACCESS

### INSTALLED DESKTOP APPLICATION

You can also install the NVMS desktop application to view your cameras from a computer. The Windows application is called NVMSv3. The Mac application is called NVMS7000. Both can be found on the Big Dog website. Additional NVMS documentation can also be found on the Big Dog website

[ShopBigDog.com/Support](https://shopbigdog.com/support)

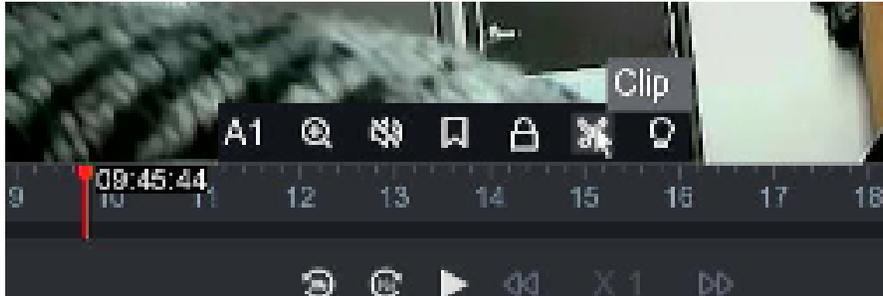
[NVMSv3 Quick Start Guide](#)



## EXPORTING VIDEO CLIPS

### Video Backup Using USB Flash Drives

- 1) First, use Normal Playback mode to review and make note of all dates, times and cameras that need to be recorded. You can also create clips directly in the playback menu using the clip feature. Exporting these clips will bring you to step 5

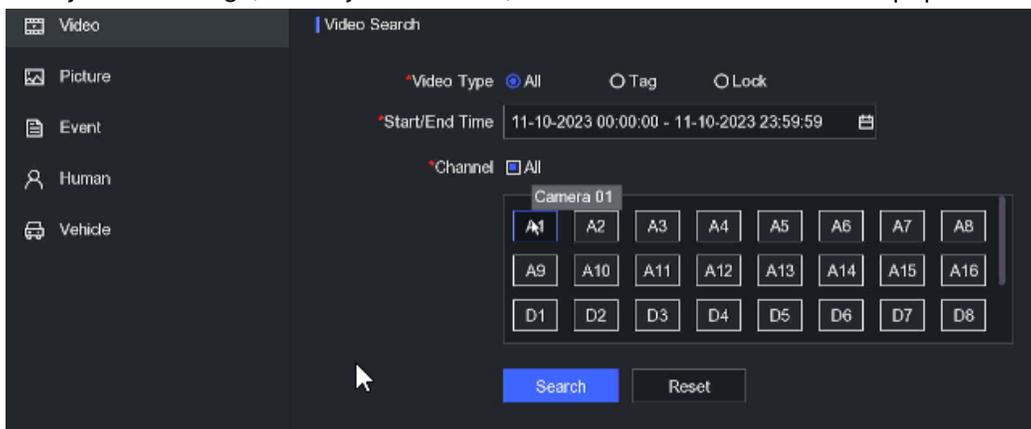


- 2) You can also use the Search feature. From the live camera screen right click to bring up the top menu bar, then select Search. See example below:



- 3) The next screen will allow you to filter down what footage you need.

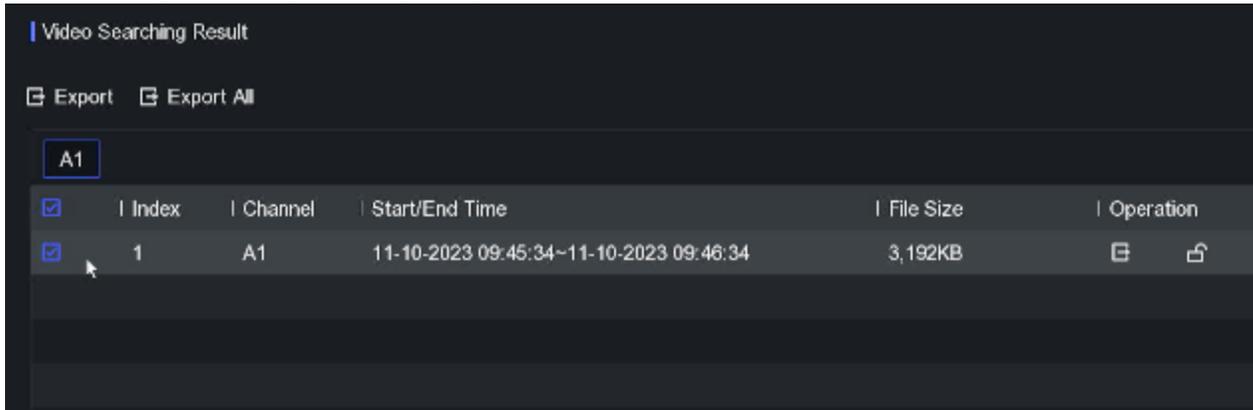
Enter your date range, select your cameras, and make sure to click “OK” to populate the date fields.



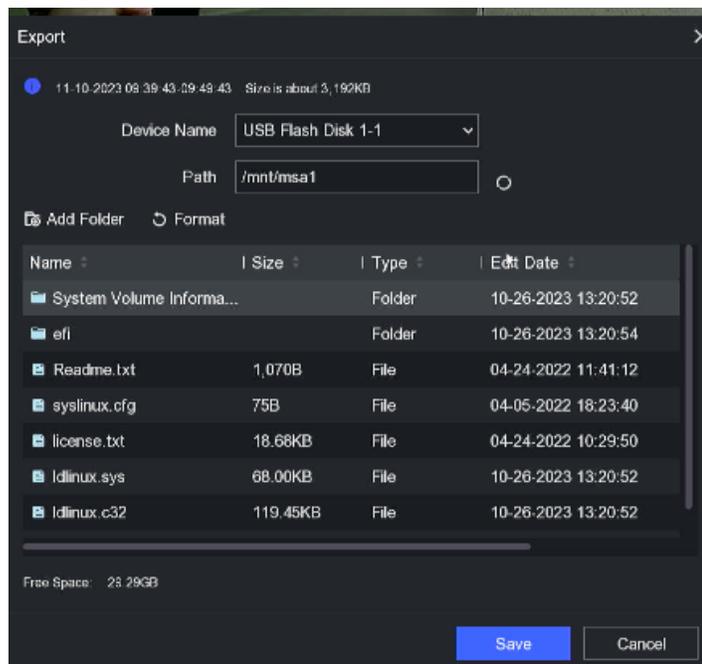
Click “Search”



- 4) On the next screen you should see all video recorded for the date range you selected. Once you know which footage you would like to export. Click the “Export” button in the top left corner. **Note:** Make sure each clip you want is highlighted to export multiple clips at once.



- 5) On the popup that follows, select “Video and log” and click “OK”.
- 6) On the next popup, make sure you have the correct “Device Name” listed for your USB drive. Select the folder you wish to store your footage in in the Path bar or create a new one with “Add Folder”. **Note:** Video files are exported as MP4 by default. Click “Save” to begin the exporting process.



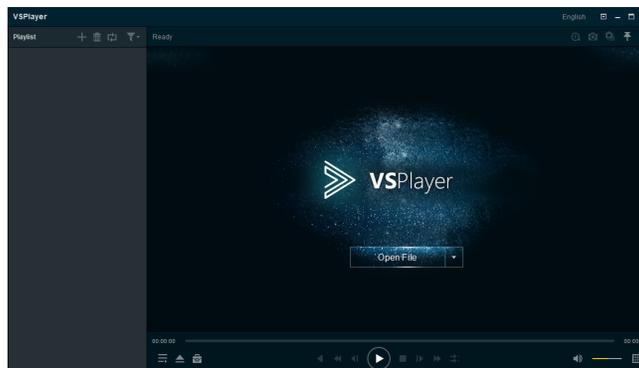
- 7) Once exporting is completed, you can remove your drive.



## PLAYING EXPORTED VIDEO CLIPS

### Individual Video Clip Viewing

1. Once you have saved, backed up or exported video from your BDHD DVR to a USB memory stick you can view these videos either on the BDHD DVR using Playback > External File or take to a Windows computer.
2. Depending on the options chosen when creating your videos your USB memory stick there may be many different files listed:
  - a) Player.exe or player.zip. Player.zip contains a readme.txt file stating the player is not included. Player.exe is an older program from BDHD series DVR's with firmware versions much older than V3.1.17\_170224 or V3.4.80\_170223. Please delete player.exe and follow the instructions on step 3
  - b) ch##\_#####.txt is a text file created per video file that provides authentication information needed for verification of video. The audit file shows the user, date, time and serial number of the DVR the file was created. It also will show the start date and time of the beginning and end of the file and what caused the file to be created.
  - c) ch##\_#####.mp4 is the video file created for each motion event during the requested video export period. File size and period of time recorded will vary depending on the amount and length of motion events.
3. BDHD series firmware versions V3.1.17\_170224 or V3.4.80\_170223 or newer no longer include the player, even if chosen, when downloading video. To play videos you will need to install VSPlayer.
  - a) You can download the installer for VSPlayer for windows or MAC at the Big Dog support page at <https://shopbigdog.com/support/> under Big Dog Recommended Software.
4. With the VSPlayer.exe application (see images below) you will be able to playback and merge individual .mp4 video files created on your BDHD series DVR.

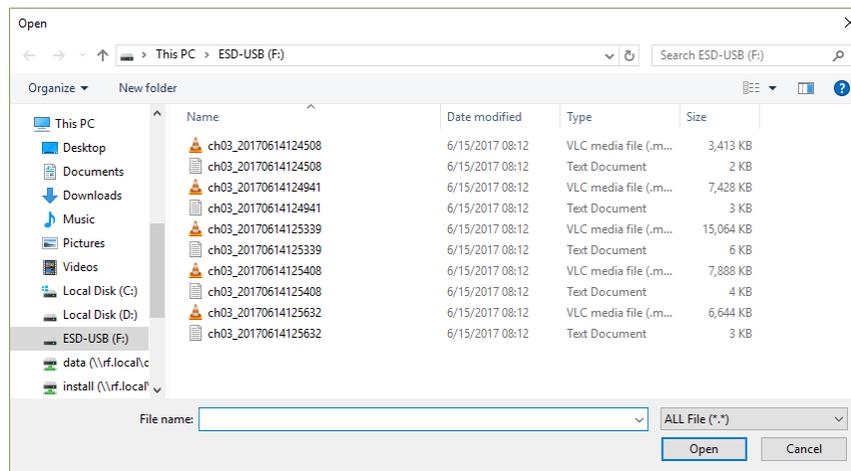


### Multiple Video Clip Viewing

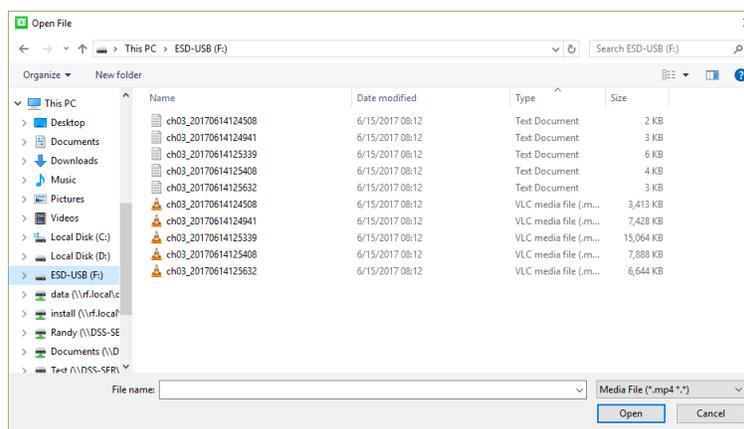


VSPlayer.exe may, **INCORRECTLY**, be listed by your anti-virus as a malicious file. IT IS NOT. Please make an exception in your anti-virus program to use this program.

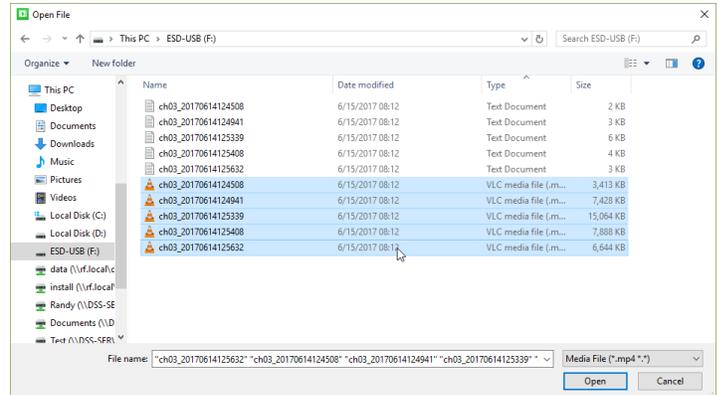
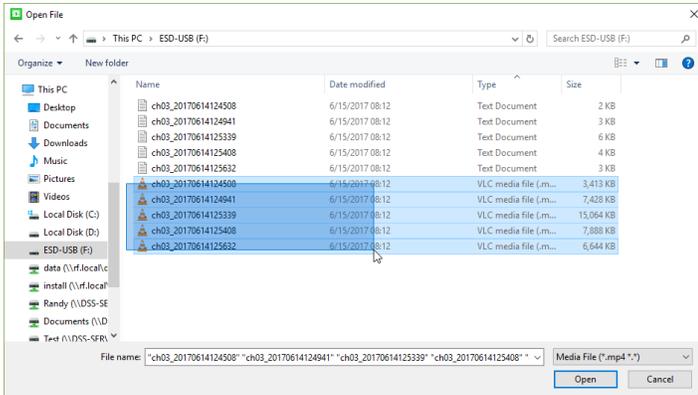
1. With VSPlayer, mp4 video files can be played back one at a time or in a playlist (multiple file) format. To select individual files for playback click the + icon located in the Playlist section. A window labeled Open will appear. This window will allow you to find the folder and file(s) you wish to add. To make finding and selecting files easier make sure you are in the Details view.



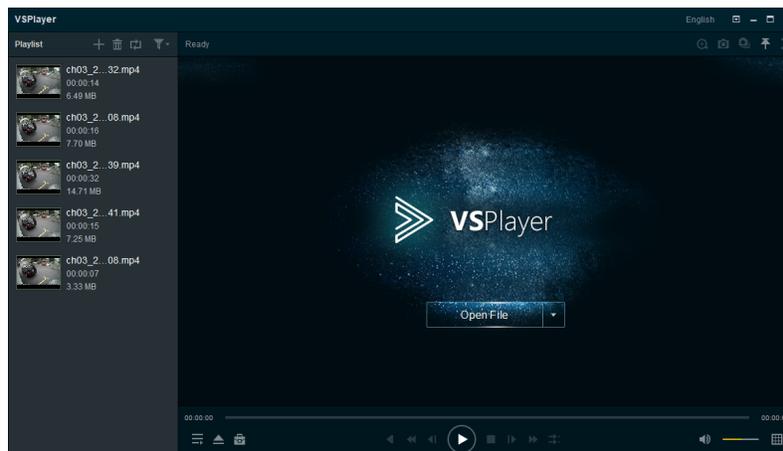
2. Select the individual mp4 file and click open.
3. If you wish to playback multiple files, first left click on the column heading Type. A small triangle should appear above and to the right of Type. Continue left clicking on Type until a small arrow or triangle pointed up appears just to the right of Type. All of your mp4 files are in sequential time order from lowest to highest.



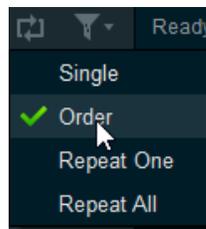
4. To select multiple .mp4 files for playback/playlist left click and drag a box (left image) over the files you desire or left click on the first file in the list and then shift left click on the last file (right image).



- The files will be highlighted and multiple file names will appear in quotation marks in the File name box. Click the Open button.
- The playlist will now show all of the files you selected in time order earliest to latest.



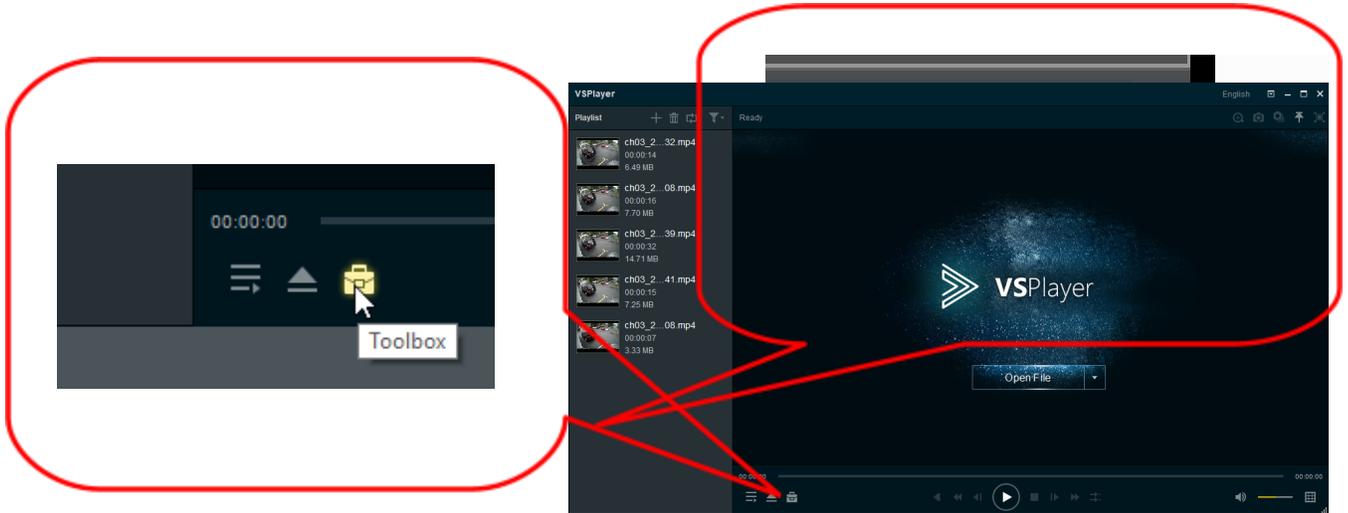
- To playback all files look for the double arrow icon or circular arrows icon located at the top of the Playlist and choose 'Playlist Order' or 'Order' depending on the version of VSPlayer you have. All files will play in order. If you wish for continuous playback of selected files click the same icon and choose 'Loop Playlist' or 'Repeat All'.





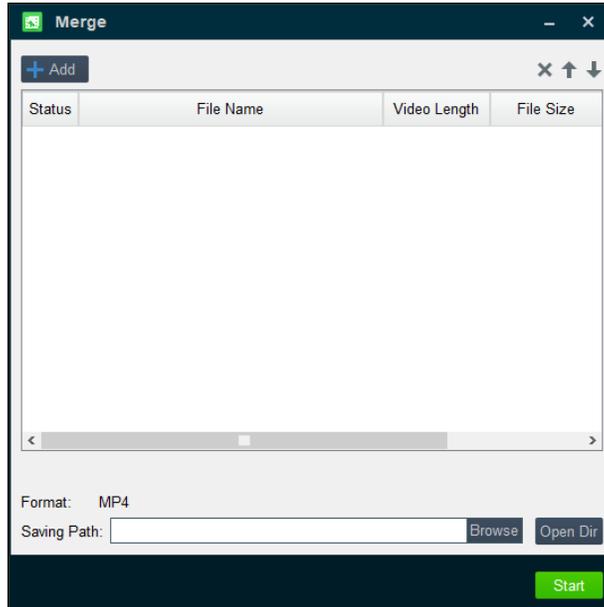
## Video Clip Merging

1. While using VSPlayer, if you wish to merge multiple .mp4 files into one continuous file, left click on the Toolbox icon located at the lower right of the VSPlayer window and select Merge.

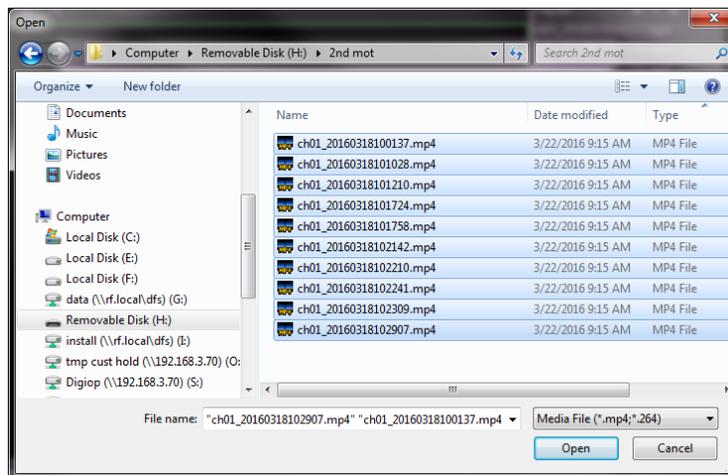




- You will now see the Merge window. Left clicking the 'Add File' or 'Add' button opens a window that allows you to find and select multiple .mp4 video files to be added to the merged file.

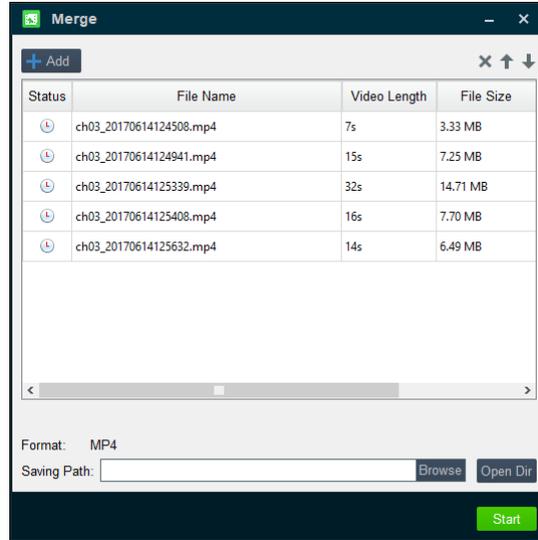


- Once you have selected all of the .mp4 files you wish to merge click the Open button.

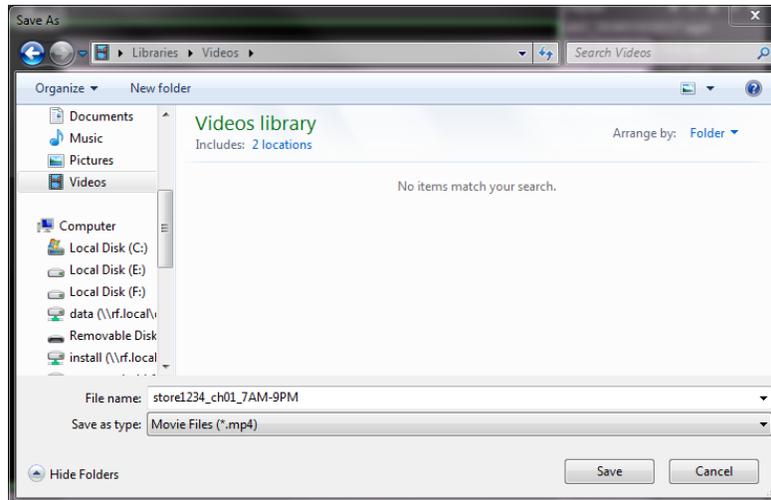




4. You will be returned to the Merge window with all of the files you selected showing in the middle of the window.



5. Next you will need to left click the Browse. A window will open allowing you to select a place on your hard drive, or if there is enough room available on your USB memory stick, for the merged video file. Type in an appropriate name including information about the store, date, time frame and camera number and then left click on the Save button.





6. You will be returned to the Merge window. The 'Target File' or 'Saving Path' box will show with the path and file name that you selected. Left click the 'OK' or 'Start' button. Please be patient as this could take awhile depending on the total amount of files and the total length of time you are trying to merge.
7. Once the merging process is completed you hear a ding and will see a VSPlayer window showing Merging complete.
8. The merged video file can be viewed in VSPlayer.