



WD ReadyView™ Surveillance System

User Manual: Basic Features



2TB storage, 2 megapixel cameras; Model No. WDBULT0020HWT-HESN



4TB storage, 4 megapixel cameras; Model No. WDBELL0040HWT-HESN

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1 Introduction

When you need quality surveillance, the WD ReadyView™ Surveillance System is the mobile-first, all-in-one solution with a simple NVR device setup.* This complete system includes four HD, dust- and water-resistant** cameras with night vision and motion detection, the award-winning WD Purple® drive storage that's designed for 24/7 always-on surveillance systems, and no monthly fees.

Easy Setup

Set up your NVR device in just four simple steps,* including downloading and connecting the mobile app.

Bundle Up a Great Value

You'll get everything you need to help secure your home or office quickly, including cameras, storage and 100ft Cat 5 cables, and the ONVIF®-compliant system is robust enough to expand with your needs as they grow.

WD Purple

The trusted, award-winning WD Purple® drive comes in the box. It's purpose-built for 24/7, always-on surveillance systems, and keeping your footage on site means there are no additional monthly fees.

Two Camera Bundles

There are two unique camera bundles that include four IP67 dust- and water-resistant rated, HD, metal-encased cameras with night vision and motion detection, an NVR with a WD Purple drive for video storage, and necessary Cat 5 cables. The cameras are Powered Over Ethernet (PoE) so your placement isn't restricted by outlet availability.

2MP Camera Bundle

Four, 2MP cameras that are IP67 dust- and water-resistant rated** and feature metal cases, HD/1080p resolution, night vision and motion detection. This system can capture 90+ days of continuous 24/7 recording.***

4MP Camera Bundle

Four, 4MP cameras that are IP67 dust- and water-resistant rated* and feature metal cases, HD/1080p resolution, night vision and Intelligent Video Surveillance (IVS).

IVS includes intrusion, trip line and intelligent identification features. Any of these events will trigger actions you define (recording, snapshot or alert notification):

- Intrusion allows you to set pre-defined virtual regions and specific advance parameters.
- Trip line defines a virtual line in the viewing area.
- Intelligent identification

This system can capture 120+ days of continuous 24/7 recording.‡

Features	2TB/2MP Kit	4TB/4MP Kit
Motion Detection	●	●
Trip Line		●
Scene Focus Change		●
Defocus		●
Area Detection		●

Mobile App

Get hand-held control of your powerful surveillance system. Using just your smartphone, you can easily set up your complete system by scanning the QR code on the Quick Install Guide (the same QR code is also available on the retail packaging and the bottom of the NVR). You'll be able to view live camera footage or even previously saved footage from anywhere in the world with an internet connection. You can receive notifications when your cameras detect motion or other smart interactions. The app allows you to control up to five (5) different WD ReadyView systems and can be used on multiple mobile devices.

External Backup

To keep a separate or additional copy of your surveillance video, you can easily transfer system recordings from the WD ReadyView™ Surveillance System by plugging in an external USB storage drive such as the My Book® drive.

Expandable System

This ONVIF®-compliant system can expand up to 8 compatible cameras (4 are included) to grow with your needs. The intelligent system is smart enough to recognize when additional WD ReadyView™ 2MP or 4MP cameras have been added and installed to automatically upgrade and provide the additional smart features. The easy-to-use app can deliver software updates to the NVR and all the cameras straight from your smartphone. The system can be expanded up to 8 cameras with WD ReadyView 2MP or 4MP cameras.**

*After Cat 5 wiring and cameras are installed.


**Cameras can be submerged in up to 1 meter of water for up to 30 minutes.

***Number of days of video that can be stored are provided for illustrative purposes only and are based on recording 15% motion events at 1200 Kbps (average) and 85% static image at 120 Kbps with four cameras at 1920x1080 HD @ 25fps, H.265. Your results will vary based on file format, file size, amount of motion detected, resolution, settings, software and other factors.

‡Number of days of video that can be stored are provided for illustrative purposes only and are based on recording 15% motion events at 1700 Kbps (average) and 85% static image at 180 Kbps with four cameras at 1920x1080 HD @ 25fps, H.265. Your results will vary based on file format, file size, amount of motion detected, resolution, settings, software and other factors.

**ONVIF®-compliant cameras can be added; advanced features will be limited.

1.1 Important Safety Instructions

 **IMPORTANT:** This device is designed and manufactured to assure personal safety. Improper use can result in electric shock or fire hazard. The safeguards incorporated into this unit will protect you if you observe the following procedures for installation, use, and servicing.

- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near any liquids.
- Do not place this product on an unstable surface. The product may fall, causing serious damage to the product.
- Do not drop the product.
- Do not block the slots and openings on the sides of the chassis; to ensure proper ventilation and reliable operation of the product and to protect it from overheating, these openings must not be blocked or covered. Making sure the unit is laying flat, with the LEDs facing up, also helps prevent overheating.
- Operate this product only from the type of power indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not locate this product where persons will walk on the cord.
- If an extension cord is used with this product, make sure that the total ampere rating of the equipment plugged into the extension cord does not exceed the extension cord ampere rating. Also, make sure that the total rating of all products plugged into the wall outlet does not exceed the fuse rating.
- Never push objects of any kind into this product through the chassis slots as they may touch dangerous voltage points or short out parts that could result in a fire or electric shock.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - When the power cord or plug is damaged or frayed.
 - If liquid has been spilled on the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment may result in damage and require extensive work to the product by a qualified technician to restore the product to normal condition.
 - If the product has been dropped or the chassis has been damaged.
 - If the product exhibits a distinct change in performance, contact WD Customer Support at support.wdc.com

2 Setup

This chapter explains how to setup the WD ReadyView™ system.

2.1 Kit Contents

Your WD ReadyView™ kit includes the following items:

- Network Video Recorder (NVR; either 2TB or 4TB)
- AC adapter (US)
- Four (4) PoE IP cameras (either 2MP or 4MP)
- Four (4) 100 ft Cat 5 cables (each cable comes with a weather-resistant connector on one end)
- One (1) 6.5 ft Cat 5 cable
- Quick Install Guide
- Window stickers

2.2 System Requirements

- Mobile device with iOS 9+ or Android 4.4+
- Router with active Internet connection

2.3 Compatibility

- H.265 and H.264
- ONVIF® compliant

2.4 Connecting the Unit

Before final installation, the complete WD ReadyView™ system (NVR, cameras, cables, power supply) should be connected for app installation and testing purposes. A desk or table near your Wi-Fi router may be useful when assembling the system. Follow the steps below to connect the system. The WD ReadyView Quick Install Guide also illustrates this process.

1. Connect the cameras, Cat 5 cables, and power to the NVR.

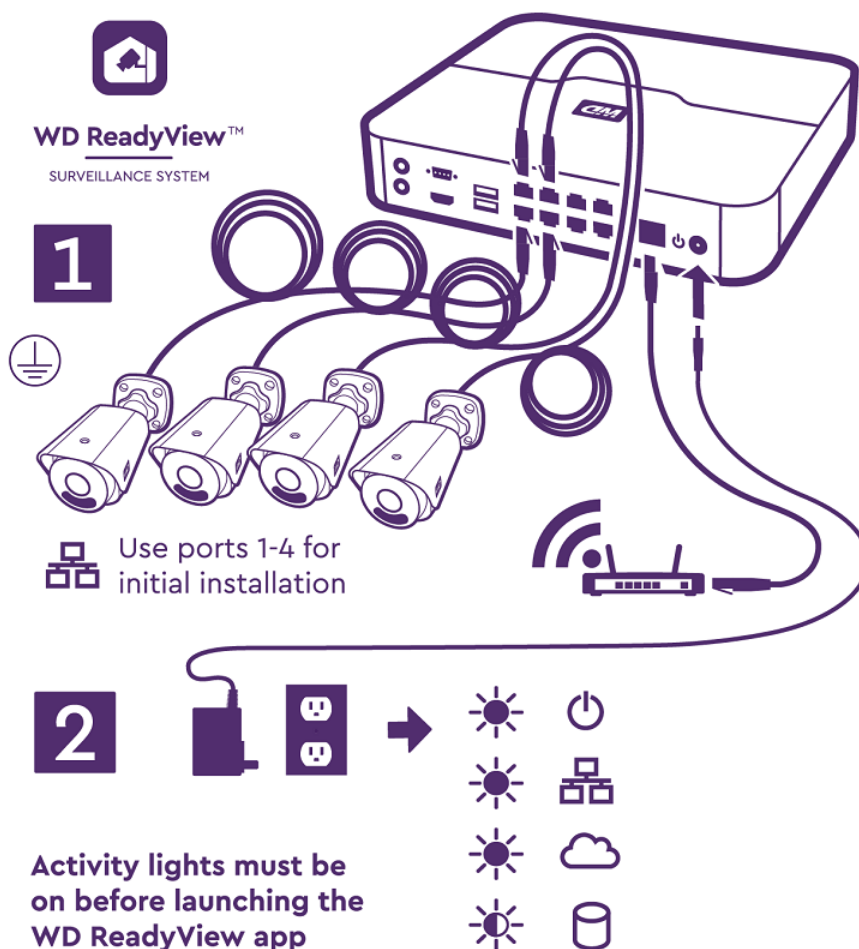


NOTE: Grounding screw included with cameras to connect to electrical ground if desired.

- a. Using the 100 ft Cat 5 cables supplied with the WD ReadyView kit, connect the cameras to the numbered PoE ports in sequence. For example, connect the first

camera to port #1. Connect the second camera to port #2, and so on. Failure to connect the cameras in order will cause the first four cameras to be displayed on two screens. Do not unspool the entire cable during testing; remove the outer cellophane and extend a few feet from each end. Note that the weather-resistant connector is designed to be connected to the camera.

- b. Plug one end of the 6.5 ft Cat 5 cable into the network port on the NVR.
 - c. Plug the other end of the 6.5 ft Cat 5 cable into a port on the router.
 - d. Plug the power supply cable into the NVR.
2. Plug the power supply into an AC outlet.

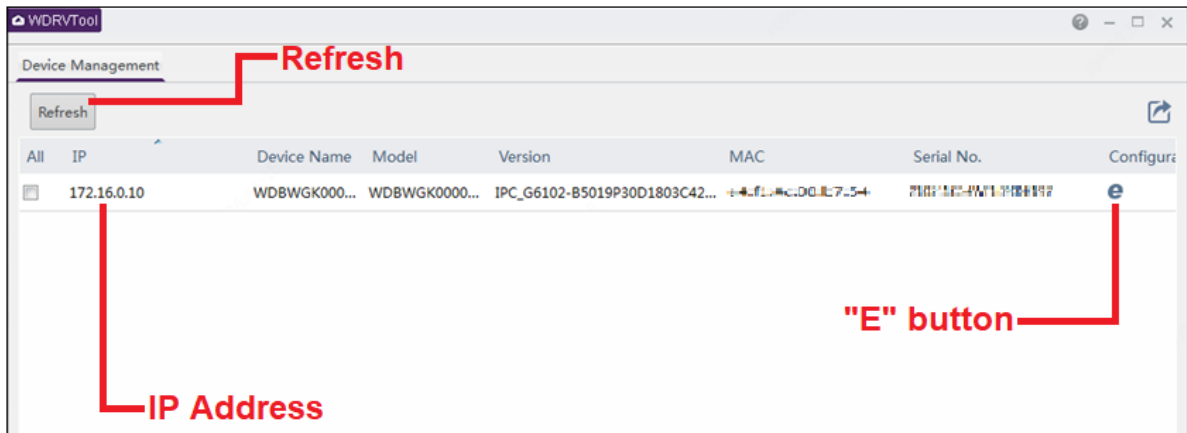


Once the system is placed in a permanent location, an optional storage device (e.g. a WD My Book™) can be connected to one of the USB ports on the back of the NVR. See the [External Storage](#) section for more information.

To use the cameras with a non-WD, ONVIF-conformant system or NVR, follow the steps below.

1. Download and install the WDRVTool on a Windows PC (not supported on macOS) (link: https://support-en.wd.com/app/answers/detail/a_id/28866) or go to support.wdc.com and search "28866".

- All settings on your camera applicable to your system must be changed while connected through a PoE switch before connecting the camera to a non-WD, ONVIF-conformant NVR. Note that your PoE switch needs to be connected to your router. Connect the WD ReadyView camera to your PoE switch.
- Open the WDRVTool from your PC or laptop. If no IP address appears, click Refresh in the upper left corner.



- Click the **"E" button** (in the Configuration column) at the far right; the camera's browser window will open.
- Login using the camera username and password. The default username is **admin**; the default password is **Readyview123**.
- Complete the fields below to change your password.

Change Password

Username

User Type ▼

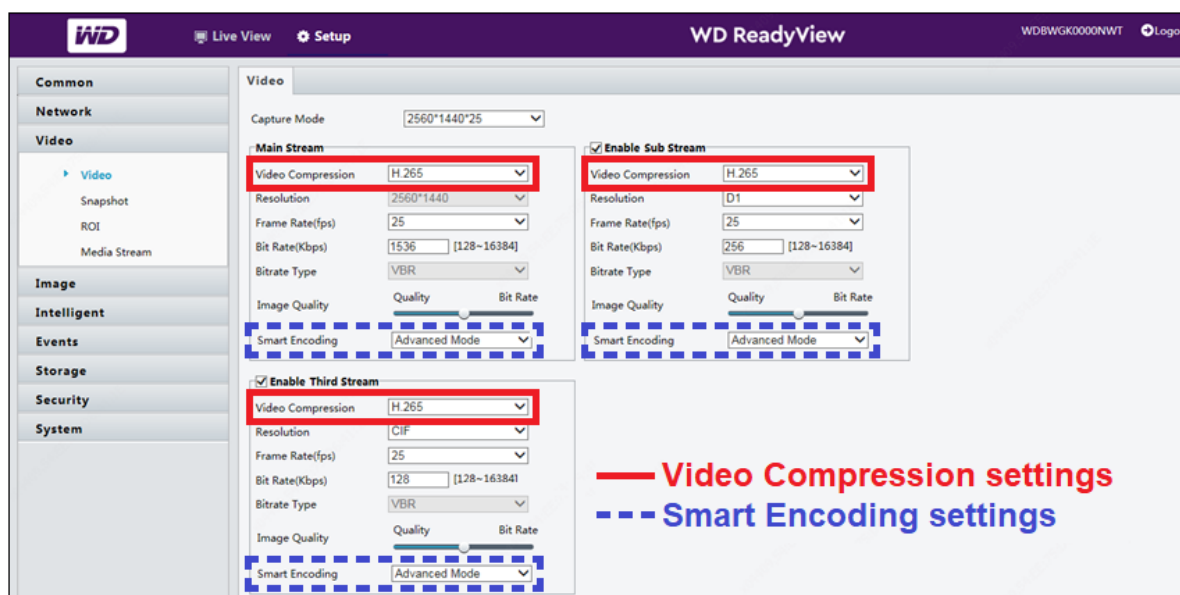
Password

Weak Medium Strong

Confirm

 **NOTE:** Steps 7 and 8 below apply to our 8MP/4K cameras only. If you do not have an 8MP/4K camera, skip to step 9.

- After login, click **Setup > Video > Video**. Change the main stream, sub stream, and third stream settings.



- For each stream, change the video compression from H.265 to **H.264**, then change smart encoding from Advanced Mode to **Basic Mode**.
- The process is complete. You may click Logout in the upper right corner or close the window.

Status Lights

Four (4) LED status lights are located on the top of the NVR. A description of each LED is listed below.

Icon	Function	Color and Description
	Power	Steady blue LED; indicates the NVR is plugged into an AC outlet.
	Ethernet	Steady blue LED; indicates one end of the Cat 5 cable is connected to the Ethernet port on the NVR and the other is connected to a router.
	Internet	Steady blue LED; indicates the system is connected to the Internet.
	Recording	Flashing red LED; indicates the system is recording (normal activity).

2.5 Quick Installation Guide

A Quick Installation Guide is included with the WD ReadyView system. This guide is a useful reference when connecting and testing the system. The guide also contains a QR code on the back page, which is required during the app installation process.



WD ReadyView™
SURVEILLANCE SYSTEM



SURVEILLANCE MADE SIMPLE



PLEASE REGISTER!
support.wd.com


WE CAN HELP.

SUPPORT

-  Product overview (PDF)
-  Quick installation guide (PDF)
-  User manual (PDF)
-  Product features
-  Register your product



WD ReadyView™
SURVEILLANCE SYSTEM

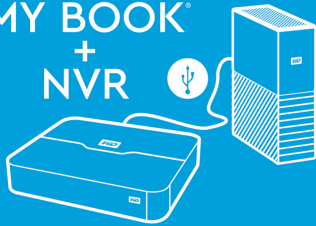


BACK UP TO A MY BOOK®
EXTERNAL STORAGE

SAVE A COPY OF YOUR SURVEILLANCE VIDEOS BY TRANSFERRING VIDEO FILES FOR LONG TERM STORAGE AND REVIEW.

wd.com/products/external-storage.html

MY BOOK® + NVR



Massive storage capacity so you can confidently back up your NVR recordings.

SURVEILLANCE MADE SIMPLE

WD ReadyView™
SURVEILLANCE SYSTEM

1



Use ports 1-4 for initial installation

2



Activity lights must be on before launching the WD ReadyView app

3



WD ReadyView
Surveillance System

Download on the App Store | GET IT ON Google Play

4



SCAN → PLACE QR CODE STICKER HERE

Need Help?
support.wd.com

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3 Installing the App

The WD ReadyView™ application is needed to install, configure, and maintain the system. The app is available in Android and iOS versions.

3.1 Downloading and Installing the App

The WD ReadyView app can be downloaded from the Google Play Store (Android) or the Apple App Store (iOS).

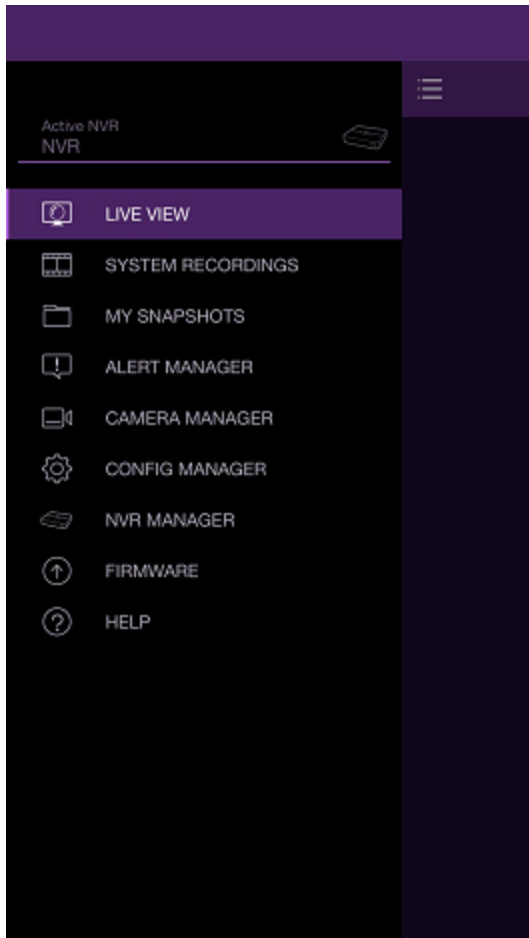
Downloading and Installing the App

1. Search for "WD ReadyView" in the appropriate store.
2. Once the app has been found, tap the Download button.
3. Tap **Install**.
4. Tap the **WD ReadyView** icon.
5. Tap **OK** when prompted to access the camera.
6. Tap **Allow** when prompted to access your location.
7. Tap **Allow** when prompted to allow notifications.
8. Read the End User License Agreement.
9. Tap the **buttons** next to the "I consent to the End User License Agreement" and "I consent to the Privacy Statement".
10. Tap **Agree** to accept the terms.
11. Scan the QR code on the back of the Quick Install Guide. The same QR code is also available on the retail packaging and the bottom of the NVR.
12. Tap **Login**.
13. Change the default password. **IMPORTANT NOTE:** It is critical that you record and store the password in a safe place; should you forget or lose your password, you will need to contact Support.

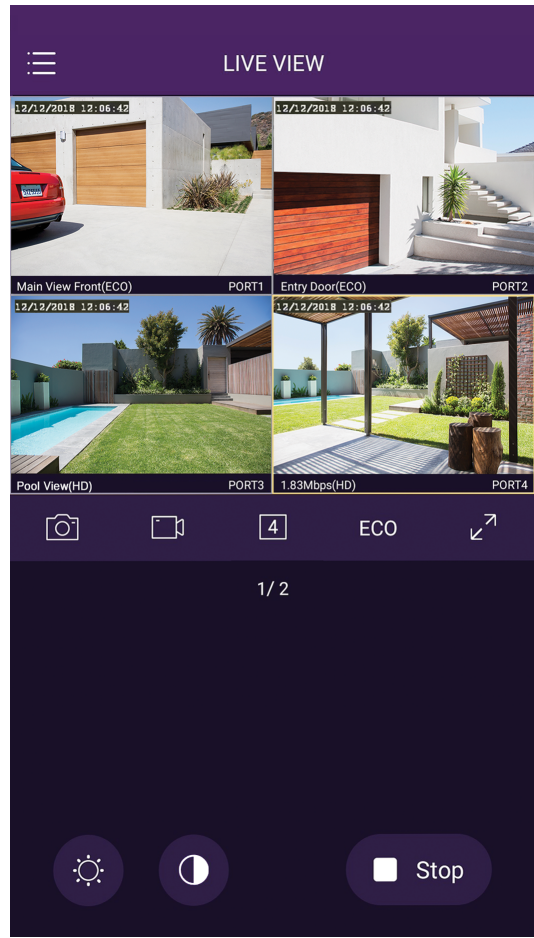
3.2 Login for Additional Mobile Devices

Once the app has been installed on an additional device, the login is the first screen that appears after starting the app.

1. Enter the password created during the onboarding process to continue, then tap **Login**; the app will open, and the Live View will be displayed.



Main Menu




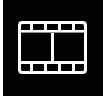
Live View

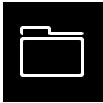

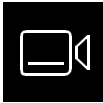




3.3 Main Menu

After login, the Live View will open. A number of other functions are available using the Main Menu. Tap the Main Menu icon in the upper left-hand corner to open the menu. The menu options are described in the following table.



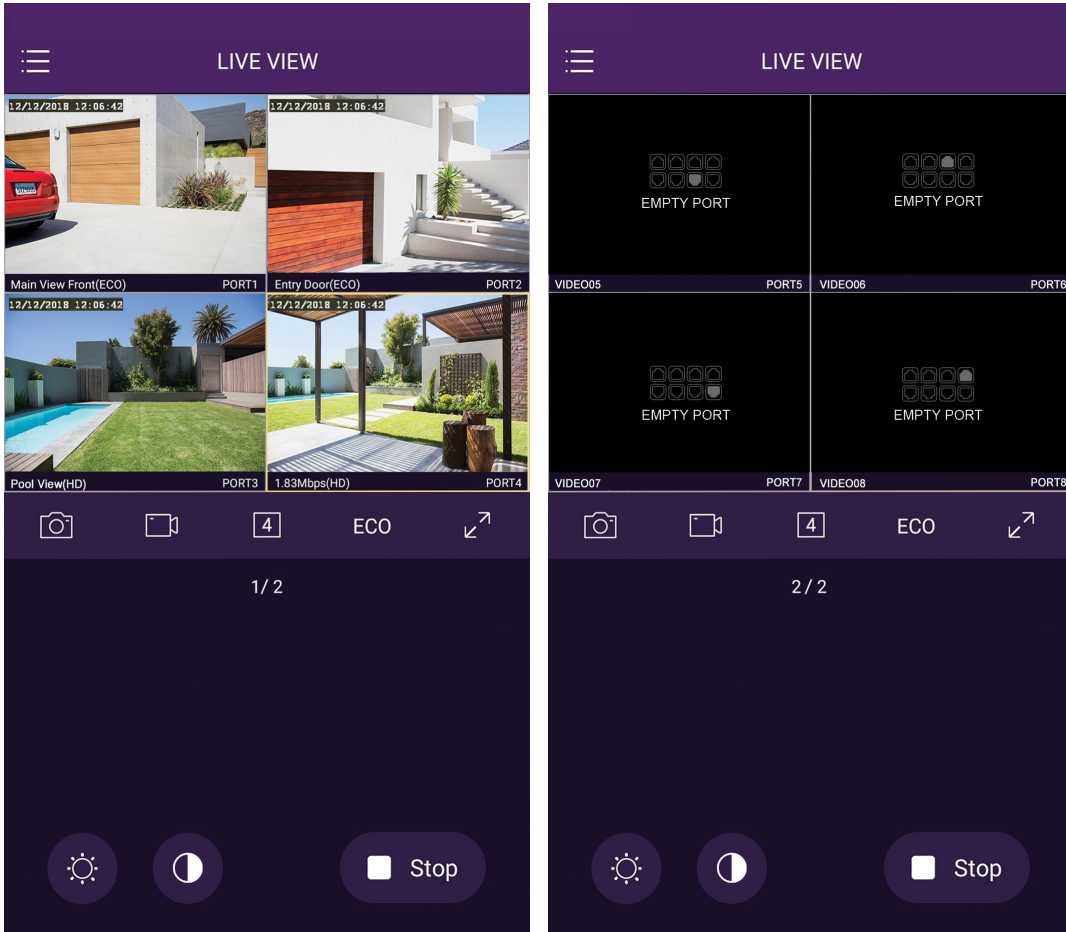
(Main Menu) icon

Icon	Name	Description
	LIVE VIEW	Displays the live feed from one or more cameras. This is the default view once the app opens.
	SYSTEM RECORDINGS	Used to review data recorded from the cameras. Data is recorded by all cameras 24/7 by default.

Icon	Name	Description
	MY SNAPSHOTS	Used to capture video and still images on your mobile device. By default, video and images stored on your mobile device are in HD (high definition) format.
	ALERT MANAGER	Alerts are used to notify users of a motion event. Options include motion detection and other features; the list of options may vary by kit purchased or camera model.
	CAMERA MANAGER	Allows users to rename cameras or set motion detection parameters.
	CONFIG MANAGER	Can be used to view or modify system settings, including time/date, password, or storage.
	NVR MANAGER	Allows multiple NVRs to be viewed using a single app. Note: there is a maximum of five (5) NVRs that can be connected.
	FIRMWARE	Displays the status of the NVR and camera firmware. "Current" is defined as the version on your mobile device; "Latest" is the most recent version available. This option can also be used to upgrade NVR or camera firmware.
	HELP	Help topics are available for each function.








4 Live View

The Live View image displays the current feed in a single- or multi-camera view. This is the default view once the app opens.



The following table lists the controls available on this screen. Tap an icon to start using the control.

Icon	Name	Description
	Main Menu	Switches between all app screens. Choices include live view (default), system recordings, my snapshots, alert manager, camera manager, config manager, NVR manager, firmware, and help.
	Snapshot	Used to capture a snapshot from the selected camera to the WD ReadyView™ app on your mobile device.
	Video Capture	Used to capture video from the selected camera to the WD ReadyView app on your mobile device.

Icon	Name	Description
	Number of Cameras	Toggles between single-camera and multi-camera views. Both views indicate the port number(s) on the DVR.
	Video Mode	Used to select display mode: HD (high definition), SD (standard definition), and "Eco" (low bandwidth). By default, video and images stored on your mobile device are in HD (high definition) format.
	Full Screen	Displays one camera in full-screen view.
	Page	Displays camera page (or groups of cameras). If eight cameras are connected, for example, page 1 displays cameras 1 through 4, and page 2 displays camera 5 through 8.
	Brightness	Adjusts the brightness of the display.
	Contrast	Adjusts the contrast of the display.
	Play/Stop	Starts (or stops) streaming to your mobile device. Note that the app is only streaming when the app is open.

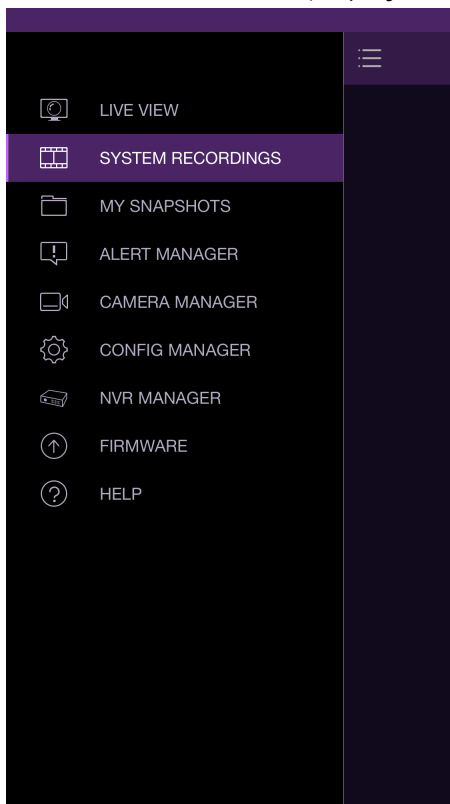
5 System Recordings

The System Recordings screen is used to playback or capture recordings from a camera. The start and stop date/time can be selected using this screen. Files from one or more cameras can be saved to internal (app) storage or downloaded to an external device.

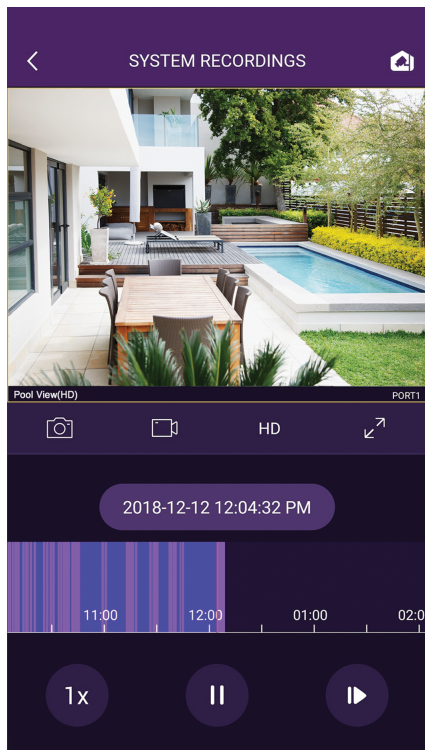
View a Recording

System recordings can be viewed at any point in time when the system is running. To view a recording, follow the steps below.

1. From the main menu, tap **System Recordings**.



2. Select a camera from the list.
3. Enter a start date and time.
4. Tap **Load Period**; the selected camera and time period will begin playback.
5. Move the timeline left or right to view an event.







Vertical Lines and Controls

A number of vertical lines and controls are available on the System Recordings screen.

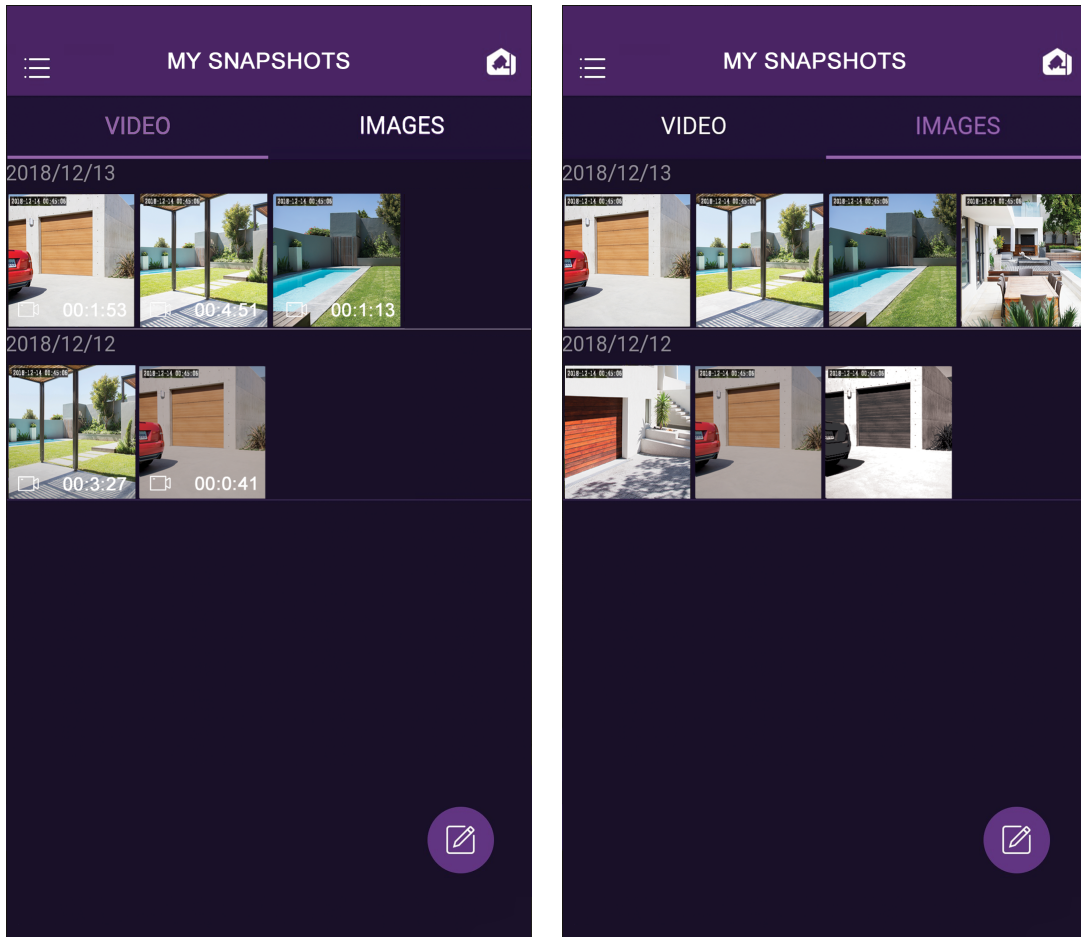
Vertical Line (Color)	Description
Red	A red line is the viewing reference point.
Purple	Purple lines are motion events.

Icon	Function	Description
	Select Camera	Selects a camera.
	Snapshot	Takes a snapshot of the current view. The snapshot is stored on the mobile device app.
	Start/Stop	Starts (or stops) mobile device app recording of the current view.
	Video Mode	Used to select playback resolution: HD (high definition), SD (standard definition), and "Eco" (low bandwidth). By default, video is stored on your mobile device in HD (high definition) format.

Icon	Function	Description
	Full Screen	Toggles between portrait and landscape view.
	Speed	Adjusts speed of playback up to 4X. A speed of 1X is normal speed.
	Frame Advance (30fps)	Advances the video one frame at a time.
	Pause	Pauses the current video playback.

6 My Snapshots

The snapshot function captures video or still images for additional review.



To view a video or image snapshot, follow the steps below.

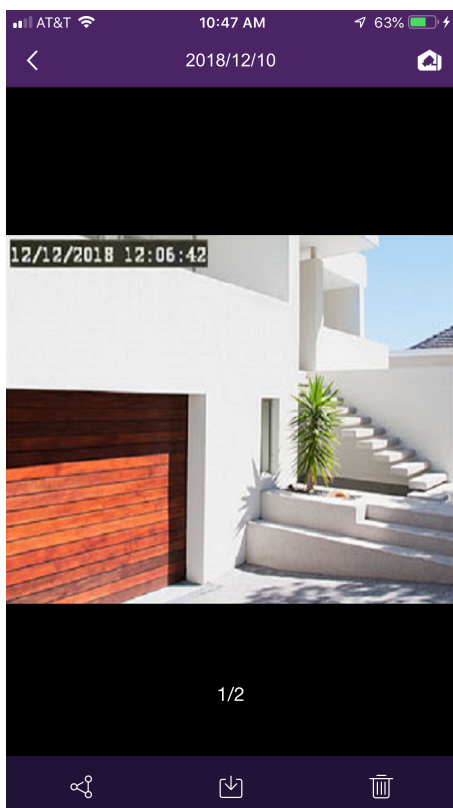
Review Snapshots






1. Tap the **Main Menu**.
2. Tap **My Snapshots** (the Images view is the default).
3. Tap the desired snapshot; a enlarged view of the video or image will open.
4. Select one of the controls at the bottom of the screen (enlarge, share, send, download or delete).
5. Tap the **left arrow** at the top of the screen to return to My Snapshots.

Note that still images are saved in the mobile app and are not downloaded to the gallery on your mobile device.

Controls

A number of controls are available on the My Snapshots screen.

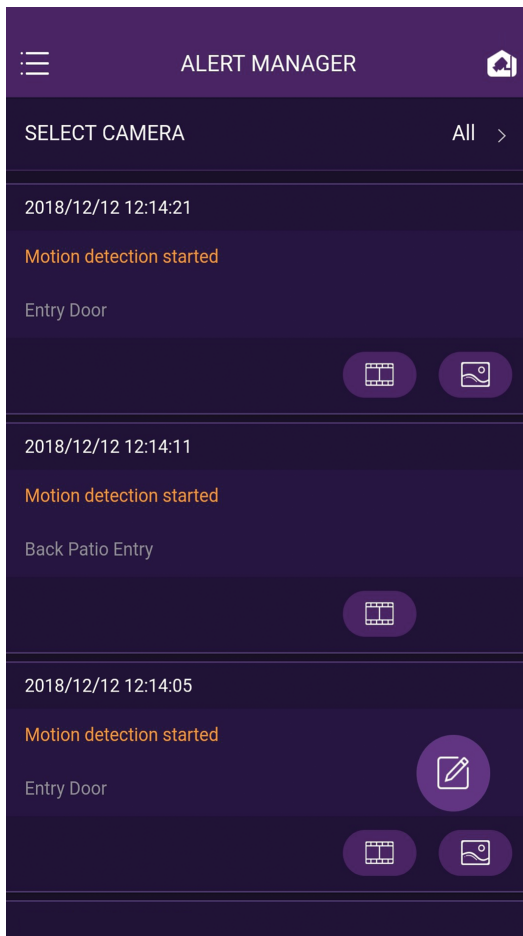


Icon	Function	Description
	Back Button	Returns to the My Snapshots screen.
	Live View	Returns to the Live View screen.
	Share	Shares one or more snapshots or videos with another user; select an app (mail, etc.) to determine how the snapshot will be sent.
	Send	Exports one or more snapshots or videos to the photo gallery on your mobile device.
	Delete	Deletes one or more snapshots from the app; note that any snapshots saved to the photo gallery on your mobile device are not deleted.




The system default for motion events is to record video for five (5) seconds before and thirty (30) seconds after an event.

7 Alert Manager

This screen allows users to review and configure motion events. Users can: 1) view motion events, and 2) set search criteria for a) all cameras, or b) a specific camera. As the system captures motion events, messages are added to the Alert Manager. The newest message appears at the top of the screen, and contains the date, time, type of alert, camera name, and a playback icon. Once an alert is selected, the event can be reviewed in the [System Recordings](#) screen.



To view an alert, tap the **View Alert Video** button.

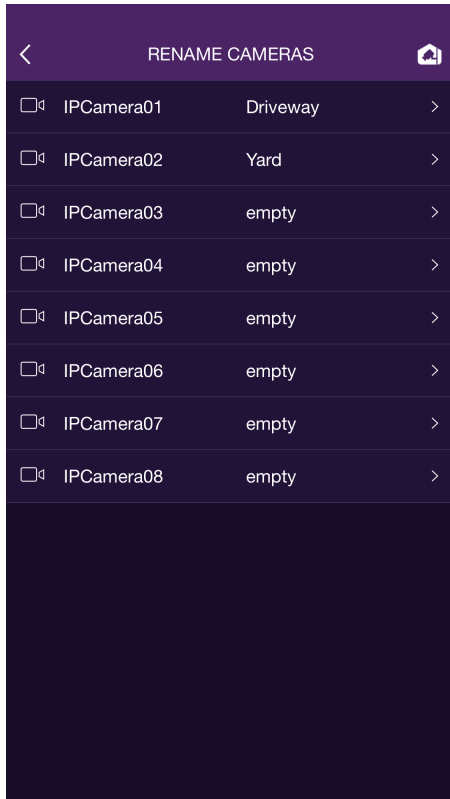
Icon	Name	Description
	View Alert Video	Opens the alert in the System Recordings screen.
	Snapshot	Opens the snapshot in the System Recordings screen.
	Edit	Selects or clears all motion events.

8 Camera Manager

This feature allows users to rename WD ReadyView™ cameras or configure motion detection.

8.1 Rename Cameras

Camera names can be changed as needed. The following steps illustrate the naming procedure.



1. Tap the **Main Menu**.
2. Tap **Camera Manager**.
3. Tap **Rename Cameras**. The list of all system cameras will appear; if a camera is not connected to a port, it will appear as "empty" and cannot be changed.
4. Tap a camera row; a RENAME CAMERAS text box will appear.
5. Enter the desired camera name and tap **OK**.
6. Tap the **Live View** icon in the top right-hand corner to return to Live View.

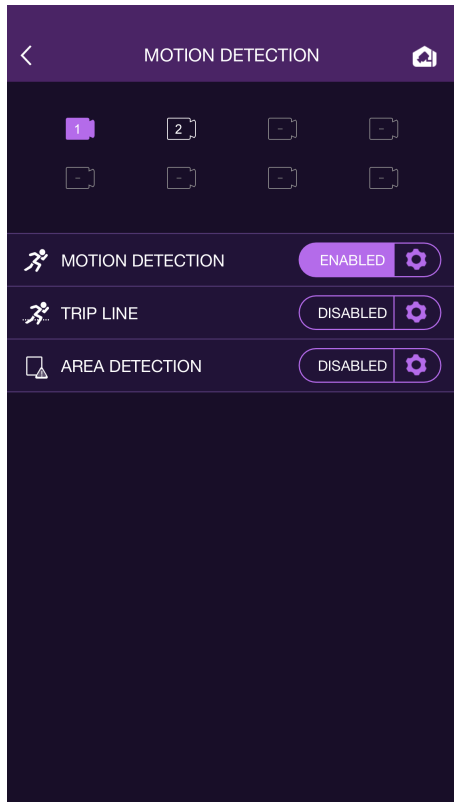
8.2 Configure Motion Detection

The WD ReadyView system includes motion detection features; other features may vary by camera model and manufacturer. The following procedures illustrate how to use these features. Select **Main Menu > Camera Manager > Motion Detection** to begin.

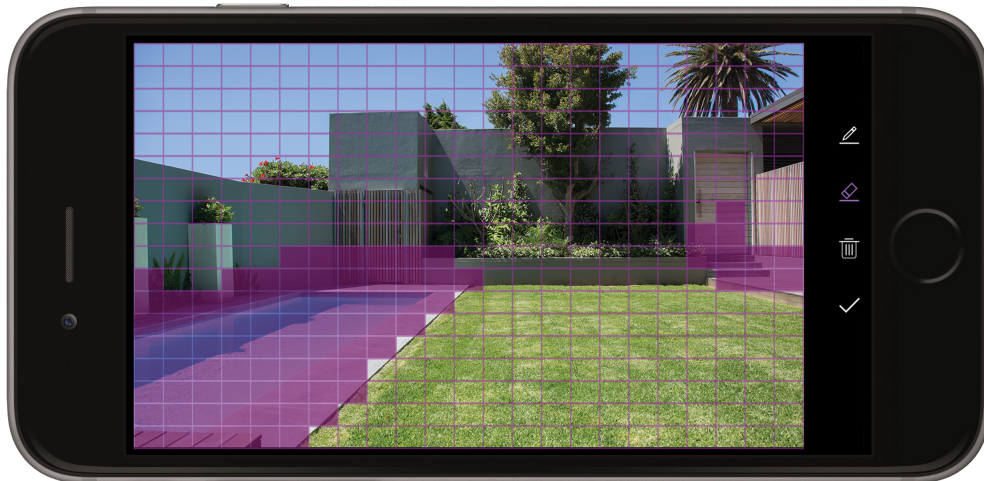
The system default for motion events is to record video for five (5) seconds before and thirty (30) seconds after an event.

Motion Detection (both 2MP and 4MP kits)

1. Select a camera from the icons at the top of the screen.
2. Tap the **Disabled** setting on the Motion Detection row; the setting will be changed to "ENABLED."



3. Tap the **gear** icon to set the motion trigger area (purple-tinted squares are in the trigger area, clear squares are not), snapshots, sensitivity, and detection time settings.



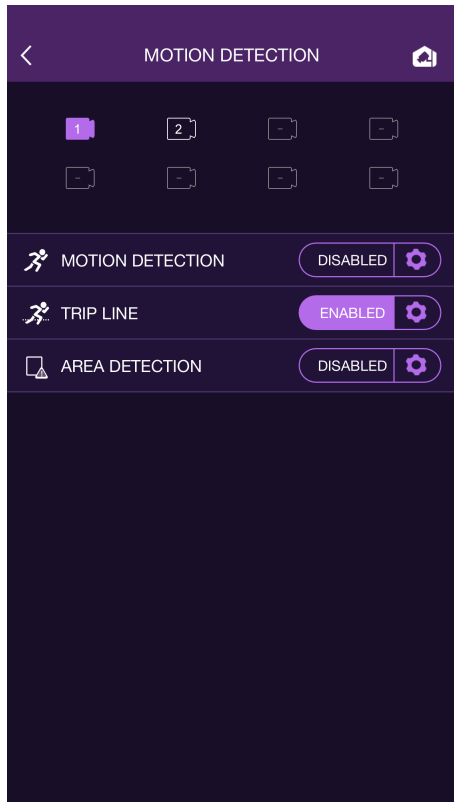
4. Tap **Save**.

The following items are part of the Intelligent Video Surveillance (IVS) features.

Trip Line (4MP Kits Only)

Note that this feature is only available when using WD ReadyView 4MP (and certain third-party) cameras and the 4MP kit.

1. Select a camera from the icons at the top of the screen.
2. Tap the **Disabled** setting on the Trip Line row; the setting will be changed to "ENABLED."



3. Tap the **gear** icon to draw the trip line, set snapshots, sensitivity, and detection time settings.

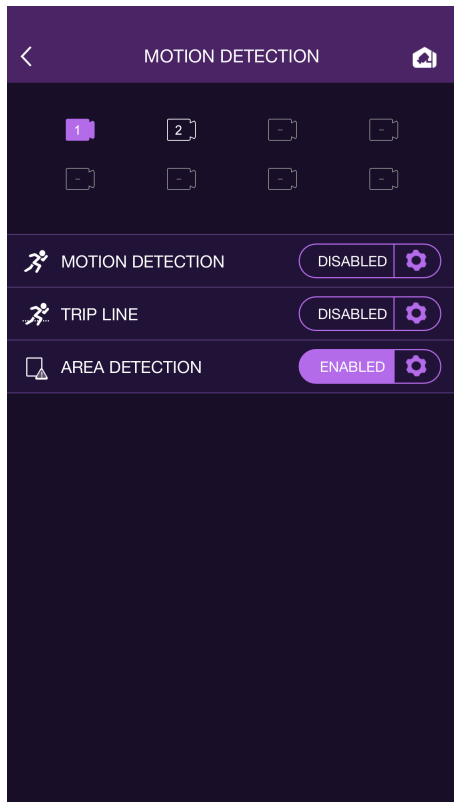


4. Tap **Save**.

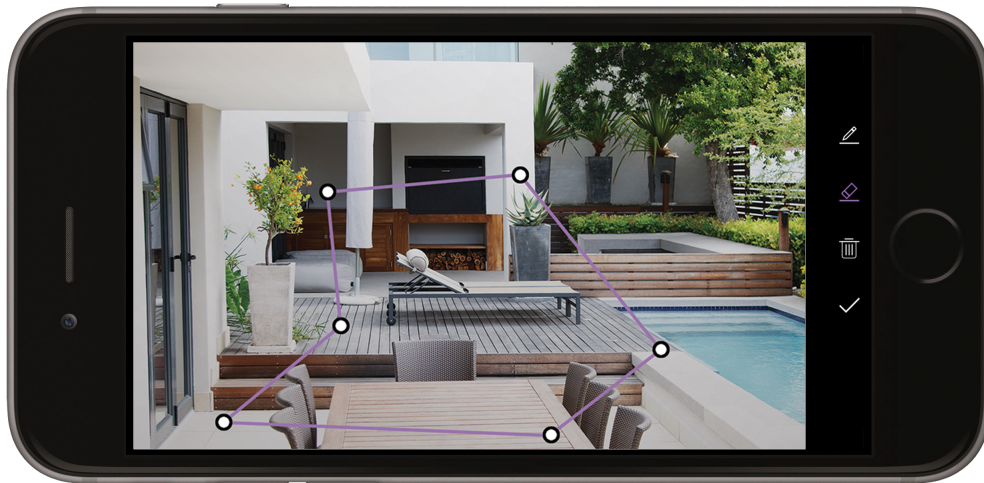
Area Detection (4MP Kits Only)

Note that this feature is only available when using WD ReadyView 4MP (and certain third-party) cameras and the 4MP kit.

1. Select a camera from the icons at the top of the screen.
2. Tap the **Disabled** setting on the Area Detection row; the setting will be changed to "ENABLED."



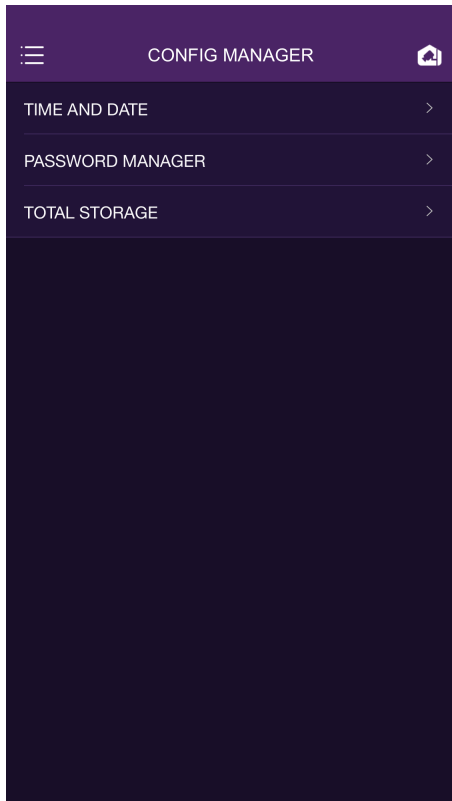
3. Tap the **gear** icon to draw the shape of the detection area, set snapshots, sensitivity, and detection time settings.



4. Tap **Save**.

9 Config Manager

The Config Manager settings are used to set various system parameters. Tap **Main Menu > Config Manager** to begin.



Time and Date

This function is used to set the system time and date specific to your location.

1. From the Config Manager, tap **TIME AND DATE**.
2. Select a date format; either YYYY-MM-DD, MM-DD-YYYY, or DD-MM-YYYY
3. Tap **Next**.
4. Tap **TIME FORMAT**, and select either **12-hour** or **24-hour**.
5. Tap **Next**.
6. Tap **TIME ZONE**.
7. Select a time zone from the list.
8. Tap **Next**.
9. Tap **DAYLIGHT SAVINGS**, if appropriate. If selected, set the start time/date, end time/date and bias (minutes adjustment, if any).
10. Tap **SAVE**.

Password Manager

For security reasons, a password is needed to login to the system. The Password Manager allows users to change the system password.

1. From the Config Manager, tap **PASSWORD MANAGER**. The "eyelash" icon displays the current password.
2. Type a new password.
3. Tap **CHANGE PASSWORD**. **IMPORTANT NOTE:** It is critical that you record and store the password in a safe place; should you forget or lose your password, you will need to contact Support.

Total Storage

The amount of storage available to the WD ReadyView system can be viewed using this feature.

1. From the Config Manager, tap **TOTAL STORAGE**. The amount of storage, both internal (NVR) and external (if any) will be displayed.
2. Tap **MY BACKUP PLAN** to display additional information.

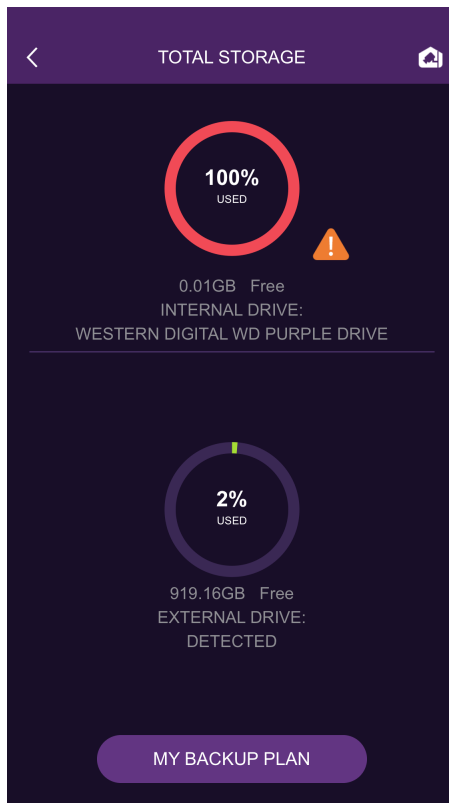
9.1 Backup

Copies of recordings and snapshots can be saved to an external device for long-term storage and review. The external device must be formatted using NTFS before connecting it to the WD ReadyView system.

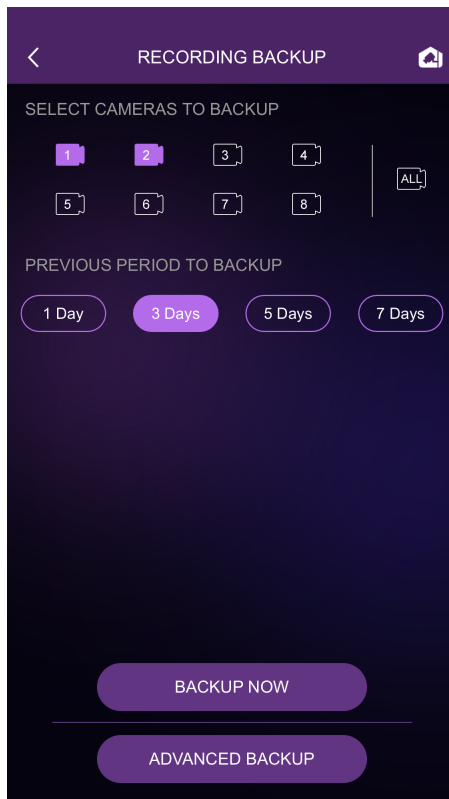
Backup Plan

A backup plan is needed to identify the camera, time period, and storage location for the backup files; use the following steps to create a plan.

1. Tap **Main Menu**.
2. Tap **CONFIG MANAGER**.
3. Tap **TOTAL STORAGE**; the amount of storage used (in percent) and the amount of internal and external storage available (in GB) will be displayed.



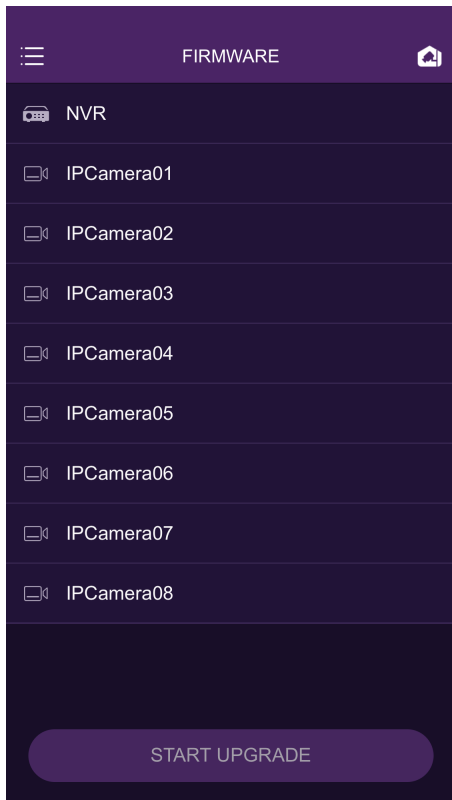
4. Tap **MY BACKUP PLAN**.



5. Tap one camera, multiple cameras, or all cameras.
6. Tap a time period (1 day, 3 days, 5 days, or 7 days.)
7. Tap either **BACKUP NOW** or **ADVANCED BACKUP**.
 - a. **BACKUP NOW**: Starts copying files to the external device immediately.
 - b. **ADVANCED BACKUP**: Allows users to select a unique backup period (specific date/time) or a specific folder on the external device.
8. Tap **OK** when prompted to start backup.
9. A "Backup succeeded" message will appear when the back up is complete; tap **I KNOW**.

10 Firmware

This feature displays the status of the firmware for the WD ReadyView™ NVR and individual cameras. Tap a device to see the status and full firmware version number; the system will display the installed (identified as "Latest") version. In addition, the current version (if different from the latest available version) will be displayed.



Firmware Upgrade

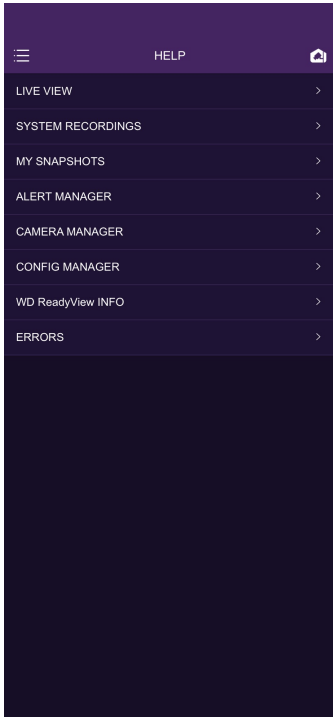
Using the following steps to upgrade the firmware of the NVR or one or more cameras. Note that any row displaying "LATEST" cannot be upgraded.

1. Tap **Main Menu**.
2. Tap **Firmware**.
3. Tap the button at the right of the NVR and/or camera rows; a check mark will appear.
4. Tap **START UPGRADE**.
5. An "Upgrade the device(s)?" confirmation message will appear; tap **OK**. Firmware for the selected devices will be upgraded to the latest version.

Check the Support website (support.wdc.com) for additional information and details about firmware.

11 Help

On occasion, additional information may be needed to complete a task using the WD ReadyView™ app. To view help information for a specific topic, follow the steps below.



View Help Topics

1. Tap the **Main Menu**.
2. Tap **Help**.
3. Tap one of the help topics; a list of all available options will appear.
4. Tap the **left arrow** at the top of the screen to return to the list of all topics.

11.1 Error Codes

The following list of error codes may be useful when resolving issues. Please refer to our support site (support.wdc.com) for updates.

Error Notification	Menu Where Error Notification occurs	Cause of Error Notification
Cannot add more than 5 NVRs. Please delete NVR before adding a new one.	NVR Manager Menu	User attempts to add a sixth NVR.

Error Notification	Menu Where Error Notification occurs	Cause of Error Notification
2X and 4X recordings may not be functional due to phone limitations.	System Recordings	Message appears when 2X and 4X buttons are selected as reminder to the user of potential phone limitations.
Drive issue. May be unable to record video. Refer to MAIN MENU > HELP > ERRORS.	Live View	HDD failure
Purple=Trigger Area Clear=Non Trigger Area	Motion Detection Menu	When accessing the draw line page.
Please check that the password: 1.Includes 8 to 20 characters. 2.Includes at least 3 types: uppercase, lowercase, digit, and symbol. 3.Does not include / \ : * ? ' " " < > %	Password Manager Menu	New password entered does not follow the listed rules.
Failed to backup.	Backup Menu	When the backup operation fails.
Insufficient storage on the external drive.	Backup Menu	External drive does not have enough open storage to back up the requested amount of NVR data.
Cannot be empty.	Password Manager Menu	User attempts to leave the password empty when changing the password.
Cannot export for the video compression format. Please send to another location.	My Snapshots Menu	When exporting the H265 video to an album by using an iPhone (iOS systems do not support the H265 compression format, but that video can be viewed in the WD Readyview mobile app or can be sent to another location).
Failed to export the file.	My Snapshots Menu	When the export of video or image operation failed.
Failed to save the settings.	Any setting with a "SAVE" button	When the save operation fails.
Format failed.	Total Storage Menu	When formatting the external HDD failed due to HDD failure.
Function not available on this camera.	Motion Detection Menu	User attempts to enable the trip line or area detection function of the 2MP cameras

Error Notification	Menu Where Error Notification occurs	Cause of Error Notification
		(advanced function only supported by 4MP cameras).
Incorrect password.	Login Menu	User enters incorrect password during login.
Name change failed.	NVR Manager Menu	Changing the NVR name operation failed. There are multiple causes for this (e.g. network not stable or out of power).
Network error.	Occurs in multiple menus.	All issues related to network connection.
No Event	Alert Manager Menu	User attempts to refresh the alerts, but there is no result.
No File	My Snapshots Menu	User taps the edit button while there is no video or image available.
Please select one video at a time.	My Snapshots Menu	User attempts to share more than one video at the same time. Mobile app is limited to sharing one video at a time.
Please enable the function first.	Motion Detection Menu	User taps the gear (configuration button) while the function is disabled.
Please enter 1 to 16 characters.	NVR Manager Menu	Number of characters in new NVR name do not follow the 1 to 16 limits.
Cannot be empty.	Rename Cameras Menu	User attempts to leave the camera name empty.
Please select a camera first.	Motion Detection Menu	User taps the gear (configuration button) or enable button without first selecting a camera.
Please select at least one camera.	Backup Menu	User tries to backup without selecting a camera.
Please specify backup location.	Backup Menu	When trying to backup before selecting the location to save the information to.
Camera(s) upgrading. Please wait.	Occurs in multiple menus.	Attempting an operation with a camera while that camera has a firmware update in progress.
Request timeout	Occurs in multiple menus.	Any operation where the time expires for an interface request.

Error Notification	Menu Where Error Notification occurs	Cause of Error Notification
Cannot be empty.	Manual NVR Install Menu	User attempts to leave the serial number blank.
The device is offline.	NVR Manager Menu	When the user swaps to an NVR that is offline.
The new password must not be the default password.	Password Manager Menu	User tries to change the password to the default password.
NVR upgrading. Please wait.	Firmware Menu	User selects the NVR while a NVR upgrade is in progress.
The snapshot capacity has reached the upper limit.	Motion Detection Menu	When trying to enable the snapshot function while there are already four cameras enabled with snapshot.
The start month and the end month of DAYLIGHT SAVINGS must be different.	Time and Date Menu	When the start time and end time of Daylight Savings is in the same month.
The start time must not be later than the end time.	Occurs in multiple menus.	For any operations which need to set the start and end time, when the start time is later than the end time.
The two passwords do not match. Please try again.	Password Manager Menu	When the new password and the confirmation of new password does not match.
This device already exists. Please add another device.	NVR Manager Menu	User adds a device which already exists in the WD Readyview mobile app.
Backup time must be 7 or fewer days, and the end time must be later than the start time.	Backup Menu	When the backup time is over seven days or the start time later than end time.
You are managing this device.	NVR Manager Menu	User tries to swap to a system which is already active.

12 External Storage

12.1 Connecting a Storage Device

A powered, external storage device can be used for saving video files and other data. A WD My Book™ unit (not included with your WD ReadyView™ kit) is recommended. Connect an external device to the system using the USB port on the back of the NVR. The device **must be formatted NTFS** before connecting it to the WD ReadyView system. USB flash drives or external storage without separate power supplies are not compatible with the WD ReadyView system.



Connecting the Device

1. Connect a USB cable (typically supplied with the external device) to an open USB port on the back of the NVR.
2. Connect the other end of the USB cable to the device.
3. Connect the device to an AC outlet.
4. Tap the Main Menu icon.
5. Tap Config Manager.
6. Tap Total Storage; the amount of available storage for both internal (NVR) and external devices will be displayed.

13 Regulatory Compliance

13.1 FCC Class A Information

Operation of this device is subject to the following conditions:

- This device may not cause harmful interference.
- This device must accept any interference received, including interference that may cause undesired operation.

This device 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 device 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 or television reception. 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, you are 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 the 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/television technician for help.

Any changes or modifications not expressly approved by WD could void your authority to operate this device.

13.2 UL Statement

Complies to UL 60950-1: Safety of Information Technology Equipment.

13.3 Warranty Information

13.3.1 Obtaining Service

WD values your business and always attempts to provide you the very best of service. Should you encounter any problem, please give us an opportunity to address it before returning this Product. Most technical support questions can be answered through our knowledge base or e-mail support service at <http://support.wdc.com>. If the answer is not available or, if you prefer, please contact WD at the applicable telephone number shown in the front of this document. If you wish to make a claim, you should initially contact the dealer from whom you originally purchased the Product. If you are unable to contact the dealer from whom you originally purchased the Product, please visit our product support Web site at <http://support.wdc.com> for information on how to obtain service or a Return Material Authorization (RMA). If it is determined that the Product may be defective, you will be given an RMA number and instructions for Product return. An unauthorized return (i.e., one for which an RMA number has not been issued) will be returned to you at your expense. Authorized returns must be shipped in an approved shipping container, prepaid and insured, to the address provided with your RMA number. If following receipt of a qualifying claim under this warranty, WD or the dealer from whom you originally purchased the Product

determines that your claim is valid, WD or such dealer shall, at its discretion, either repair or replace the Product with an equivalent or better Product or refund the cost of the Product to you. You are responsible for any expenses associated with a claim under this warranty. The benefits provided to you under this warranty are in addition to other rights and remedies available to you under the Australian Competition and Consumer Act or the New Zealand Consumer Guarantees Act. Your original box and packaging materials should be kept for storing or shipping your WD product. To conclusively establish the period of warranty, check the warranty expiration (serial number required) via <http://support.wdc.com>.

13.3.2 Limited Warranty

WD warrants that the Product, in the course of its normal use, will for the term defined below, be free from defects in material and workmanship and will conform to WD's specification therefor. The term of your limited warranty depends on the country in which your Product was purchased. The term of your limited warranty is for 1 year in the North America region, unless otherwise required by law. The term of your limited warranty period shall commence on the purchase date appearing on your purchase receipt. WD may at its discretion make extended warranties available for purchase. WD shall have no liability for any Product returned if WD determines that the Product was stolen from WD or that the asserted defect a) is not present, b) cannot reasonably be rectified because of damage occurring before WD receives the Product, or c) is attributable to misuse, improper installation, alteration (including removing or obliterating labels and opening or removing external enclosures, including the mounting frame, unless the product is on the list of limited user-serviceable products and the specific alteration is within the scope of the applicable instructions, as found at <http://support.wd.com>), accident or mishandling while in the possession of someone other than WD. Subject to the limitations specified above, your sole and exclusive warranty shall be, during the period of warranty specified above and at WD's option, the repair or replacement of the Product with an equivalent or better Product. The foregoing warranty of WD shall extend to repaired or replaced Products for the balance of the applicable period of the original warranty or ninety (90) days from the date of shipment of a repaired or replaced Product, whichever is longer.

The foregoing limited warranty is WD's sole warranty and is applicable only to products sold as new. The remedies provided herein are in lieu of a) any and all other remedies and warranties, whether expressed, implied or statutory, including but not limited to, any implied warranty of merchantability or fitness for a particular purpose, and b) any and all obligations and liabilities of WD for damages including, but not limited to accidental, consequential, or special damages, or any financial loss, lost profits or expenses, or lost data arising out of or in connection with the purchase, use, or performance of the Product, even if WD has been advised of the possibility of such damages. In the United States, some states do not allow exclusion or limitations of incidental or consequential damages, so the limitations above may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

13.4 HDMI Certification



The HDMI Logo is a trademark or registered trademark of HDMI Licensing Administrator, Inc.

13.5 Third Party Notices

13.5.1 H.264 AVC: MPEG-LA

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13.6 H.265 HEVC—HEVC Advance



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As used for storage capacity one terabyte (TB) = one trillion bytes. Total accessible capacity varies depending on operating environment.

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