Q-Series NVR Quick Start Guide

Introduction

The Q-Series is part of the Built By Exacq (BBE) line of network video recorders (NVR). The server is pre-installed with exacqVision video management software, and can connect to both IP and analog cameras depending on configuration. You can connect the server to up to 32 IP cameras and 16 analog cameras.

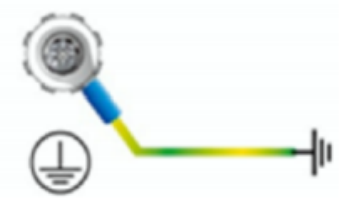
Installation requirements

Before turning on the exacqVision Q-Series server, ensure that you meet the following requirements:

Mounting, grounding, and operating environment requirements

- Mount the Q-Series in a dust-free and climate-controlled location where the temperature is between 40°F and 95°F (4.5°C to 35°C), and the humidity level is less than 80% non-condensing.
- Do not replace Q-Series batteries. If you replace the battery with an incorrect battery, there is a risk of an explosion..
- Do not use the Q-Series in locations where children are present.
- For maximum reliability, connect the Q-Series to an inline UPS. An inline UPS filters power surges and dips that can damage the server.
- Connect a mouse, keyboard, and monitor to the Q-Series.
- Connect the exacqVision server network interface cards (NIC) to the appropriate switch ports.
- Ensure that only a qualified technician installs the socket outlet protective earthing connection. Use a green yellow wire, minimum 18 AWG to make the connection.

Figure 1: Socket-outlet protective earthing connection



Note: Dust can cause components of the Q-Series to overheat, and elevated temperatures can contribute to premature hard drive failures.

Network connection requirements

- If the video surveillance system does not have a physically isolated network, connect all IP cameras and one server NIC to a dedicated camera VLAN or dedicated physical camera network. For information on suggested configurations, see https://support.exacq.com/#/knowledge-base/article/868
- Install the camera manufacturer's software on a PC in the same subnet or configure the router to connect a client computer in the camera subnet. For information on how to configure the network, see Configuring the server.

Note: A configuration that isolates the camera traffic reduces the chances of other network traffic conflicts and unauthorized access to cameras.

Starting the server

When you start the Q-Series for the first time, create an operating system user name and password, then create an exacqVision user name and password.

1. Turn on the Q-Series.
2. To create an operating system user account, in the **Log on** dialog box, enter a user name and password.
3. Configure the operating system settings as required.
4. If prompted, log on to the operating system again with the user name and password that you created.

5. To create an exacqVision admin user account, in the **exacqVision** dialog box, enter a user name and password.

   Note: Use your exacqVision credentials to log on to the Q-Series.

Configuring the client

1. Start the exacqVision client application.
2. When you launch the local client for the first time, enter your exacqVision user name and password.
3. Verify that the server appears in the **Systems** list and displays a **Connected** status.

Configuring the server

1. Open the exacqVision client.
2. From the navigation tree, click **Configure System** > **Network**.
3. On the **Network** tab, choose one of the following options:
   - To install the server on a network that uses static IP addressing, click **Static**, and enter the IP address.
   - To install the server on a network using dynamic host configuration protocol (DHCP), click **Dynamic**. If the information does not configure automatically, contact your network administrator.
4. Click **Apply**.
5. Repeat this procedure for any additional network ports. For more information about configuring the server, see https://exacq.com/support/manspecs/.

Connecting the cameras

About this task:
To determine the compatibility of a particular camera model and firmware combination with exacqVision servers, use the following link: http://www.exacq.com/support/ipcams.php.

1. Use the camera manufacturer's software to configure the IP addresses for each camera, and record this information for future reference. For troubleshooting information on connecting cameras to the server, see https://support.exacq.com/#/knowledge-base/article/2075.

   Note: Do not change the user name and password until after you establish connectivity with the exacqVision server.
2. To test the connectivity between the camera and the server, complete the following steps:
   a. Log on to the operating system as an administrator.
   b. In the address bar of your internet browser, type the camera's IP address.
   c. Press **Enter**.

   Note: If the browser does not display an introductory or logon window, the camera is not connected to the server. If the problem persists, refer to the *exacqVision User Manual*, and https://support.exacq.com.
3. To add a camera, in the exacqVision client, select **Configure System** > **Add IP Cameras** > **New** and enter the camera address and credentials.
   To bulk add cameras, you can use the **Find IP Cameras** and **Quick Add** tabs. For detailed information, see the *exacqVision User Manual*.
4. Repeat this process for all other camera connections.

Accessing the server from a client workstation

You can configure the server through a remote exacqVision client.

1. Download the latest exacqVision client software from the Exacq website at: https://www.exacq.com/support/downloads.php.
2. Install the client software on a system administrator computer.
3. Use the ping command and the server's IP address to confirm connectivity. If the client PC cannot communicate with the server, contact your network administrator.

   Note: If the server does not connect to the client, check the remote client machine for antivirus software that can block communication between the server IP addresses and ports.

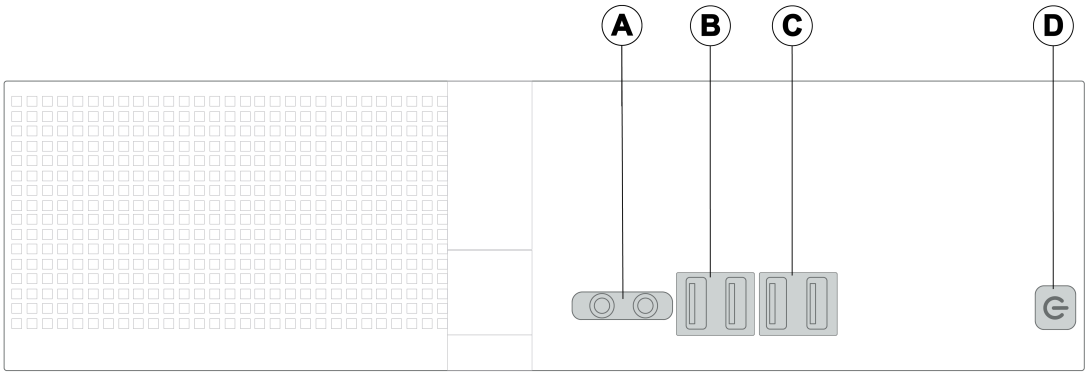
Cybersecurity

Cybersecurity guidance for use in planning, deployment, and maintenance periods is available in the exacqVision Hardening Guide.

For additional cybersecurity information and other resources, see https://www.johnsoncontrols.com/trust-center/cybersecurity/resources#AdditionalResources.

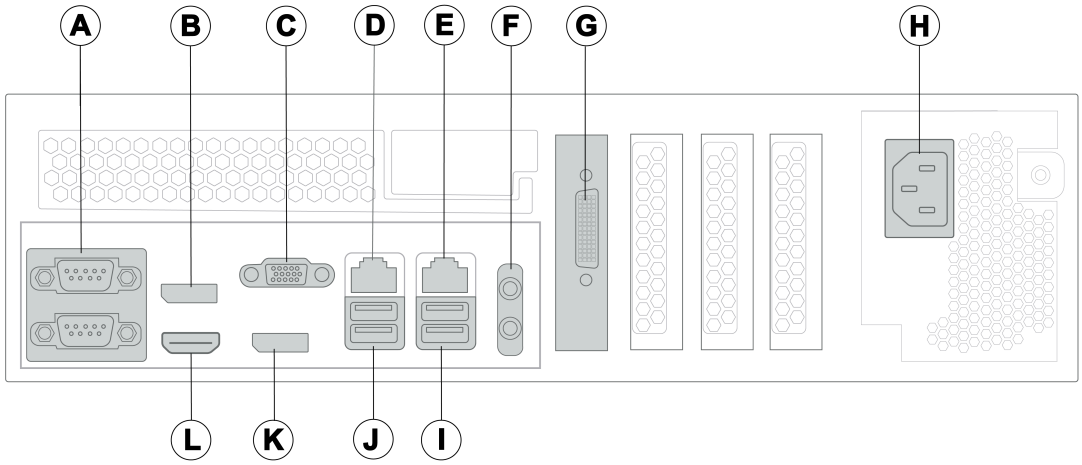
Hardware components

Figure 2: Q-Series front panel



Callout	Component	Callout	Component
A	Audio connectors • Yellow: Line out, provides audio signal output • Red: Mic in, use to connect to an external microphone	C	2 x USB 2.0 ports
B	2 x USB 3.1 ports	D	Power

Figure 3: Q-Series back panel



Callout	Component	Callout	Component
A	2 x serial ports	G	Analog input
B	DisplayPort	H	Power supply input
C	VGA port	I	2 x USB 2.0 ports
D	2.5 Gbps Ethernet port	J	2 x USB 3.2 ports
E	2.5 Gbps Ethernet port	K	DisplayPort
F	Audio connectors • Green: Line out, provides audio signal output • Red: Mic in, use to connect to an external microphone	L	HDMI port