

FREQUENTLY ASKED QUESTIONS

SATATYA NVR/HVR

What
When
Which
Where
How
Who
Why



Date: 15th October, 2015

Version: V1R1

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Dos and Don'ts for SATATYA Devices

Power:

- It is strongly recommended to use Matrix 12V Power adapter sent with device to power it up. Adapter having higher than 12V can be fatal and damage the device as well as Hard Disk Drive inside it.
- It is good practice to use the device in conjunction with an UPS or battery backup, if possible.
- If fluctuation in power supply is experienced, it is recommended to use True online UPS.
- Ensure environmental conditions meet the product technical specifications.
- Power off the device before connecting and disconnecting accessories and peripherals.
- Always Power off the device using the power button. Do not disconnect the power cord while the system is still operating. Doing so will result in data inconsistencies. The normal Power-off procedure allows cached data to be written to disks.

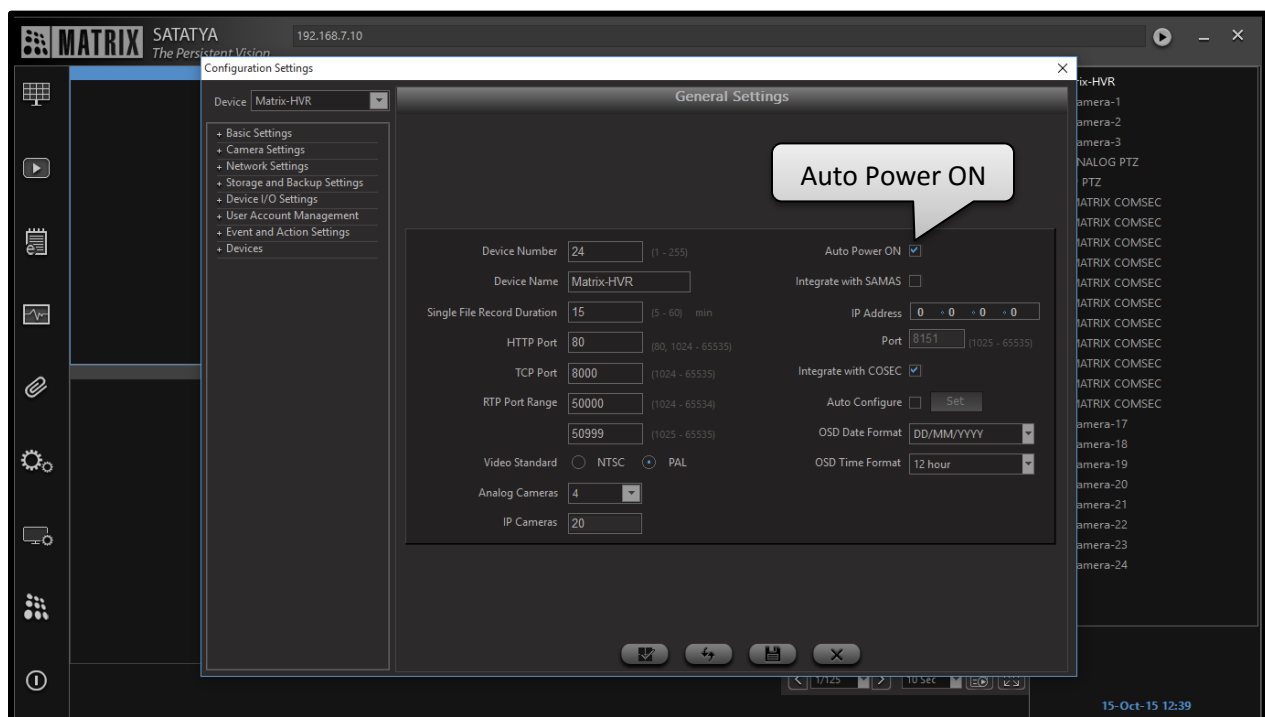
Hard Disk Drive:

- It is recommended to use Surveillance grade HDD with the SATATYA devices, which are specially developed for Surveillance recording.
- If frequent power supply failure occurs and device prompts for HDD clean up, click on yes.
- HDD cleanup is the most important feature of the device which saves the HDD Life and failure. Cleanup only removes the junk files in the HDD connected with the device and not recorded files. The junk files are created as a result of frequent read/write of the recorded file from/to the HDD.
- Up to 6 TB HDD can be used with the device and number of HDDs depends on the model of the device.
- Before installing or replacing the HDD, please ensure that device power is disconnected.

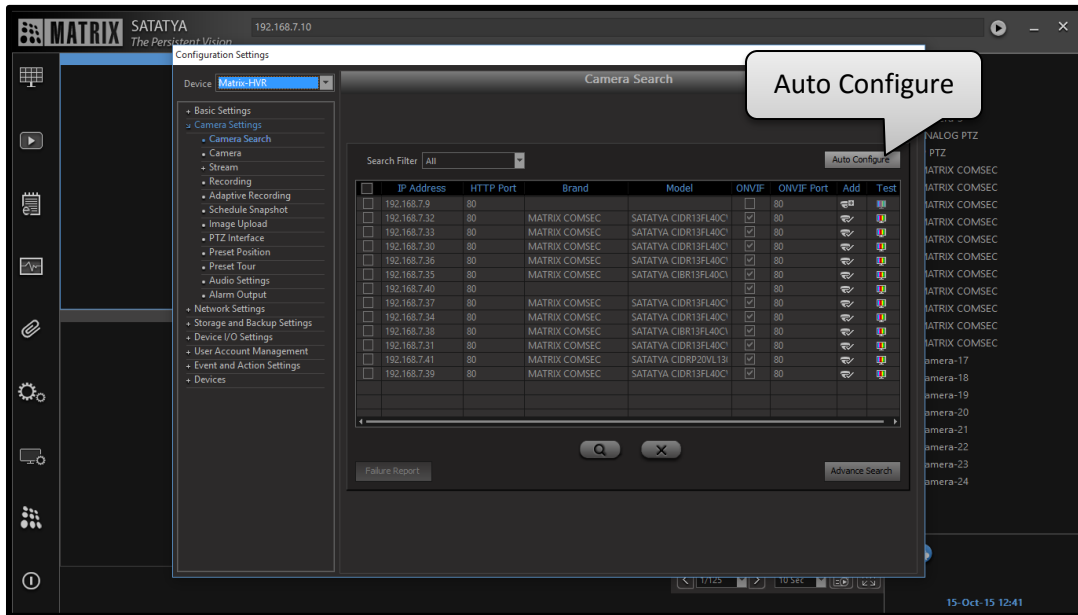
- It is recommended to check on the flag for **Adaptive Recording** to save the storage space on HDD.
- No storage system is completely fail-safe. Damage to data might occur due to file system corruption, operating system malfunction, virus infection, HDD component failures, and so on. Therefore, it is highly recommended to regularly back up your data on regular basis so that if due to any reason HDD crashes, recordings will remain safe.
- Use the feature to prompt the alert for the storage in HDD so that HDD can be replaced or backup can be taken on timely fashion.

Useful features:

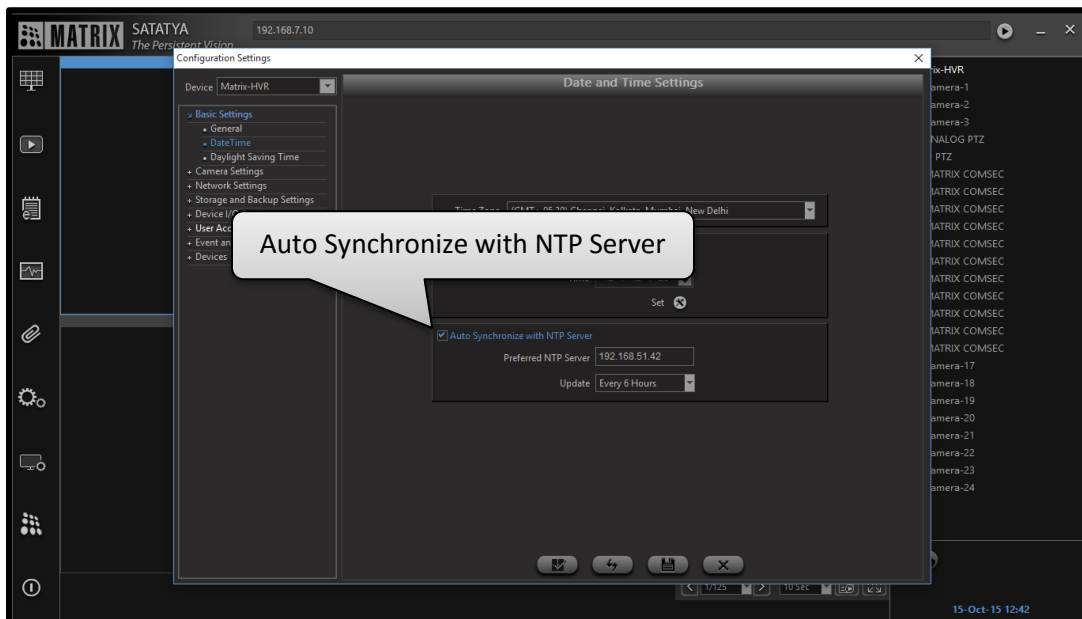
- Ensure **'Auto Power ON'** is checked on under General settings of the device which is useful to avoid loss of different types of recording when power is off. Once the power resumes, it will not affect the recorded files. This feature is useful when the user is far away from the device.



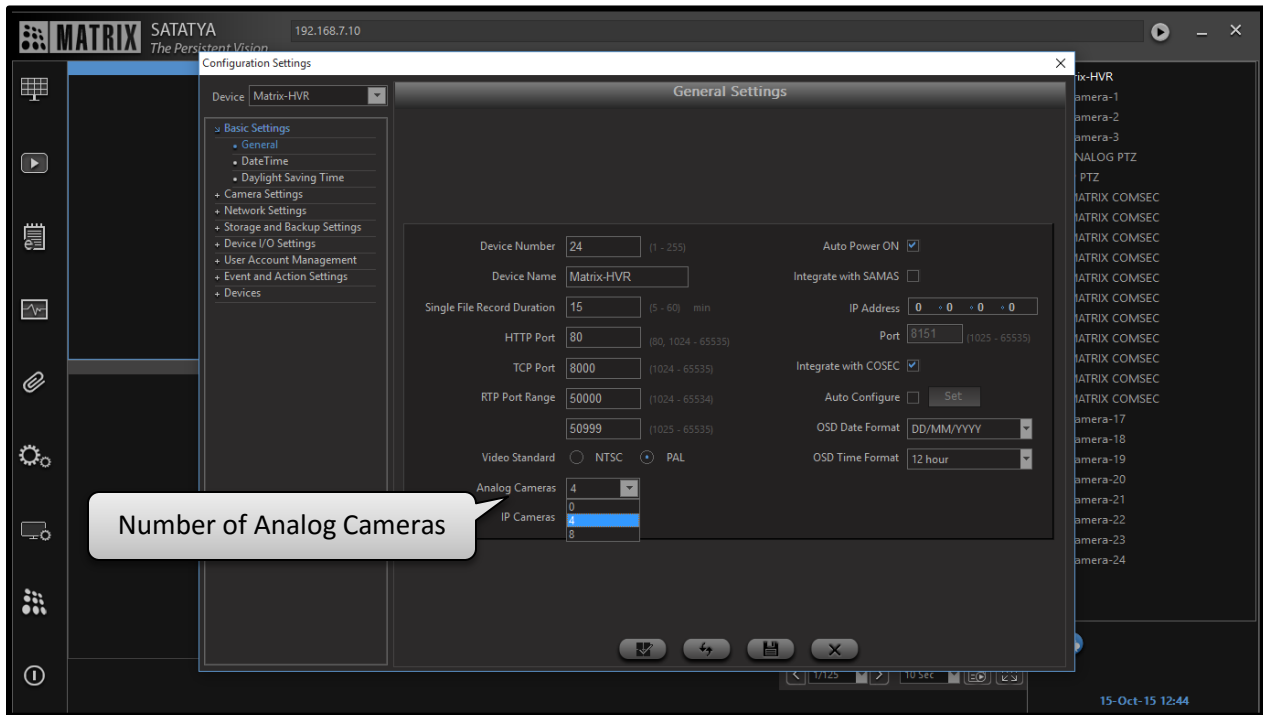
- It is recommended to use **'Auto Configure'** feature under General settings and Camera Search. This will save a lot of manual work and prevent human errors while configuring cameras.



- Ensure proper Date and Time for camera has been set. It is recommended to use **'Auto Synchronization with NTP Server'** feature. If this is enabled, the system's RTC will be updated periodically by the system using the specified NTP server at specified time intervals.



- When SATATYA HVR is used, we recommend user to always set the number of Analog and IP cameras to be used under General Settings.



This will give advantage when user wants to use only IP camera with HVR, so Analog value can be set to 0 and IP camera to maximum number of channels supported by the device, so that the user can use the IP camera equivalent to maximum number of channels supported by HVR.

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