

Hard Drive Reader Troubleshooting Checklist

Application will not start

Make sure that you have installed the Hard Drive Reader software program and DirectX application. If the problem persists, uninstall the existing Hard Drive Reader software program and install our latest software version 2.0.0 along with the DirectX and codecs applications that are provided on the CD

HDR does not see hard drive

Check if this is a USB problem (eg. can't see the hard-drive plugged into the reader). If so, exit the Hard Drive Reader software program on your PC and unlock the hard drive from the hard drive reader. Slide the hard drive out of the hard drive reader and slide it back in. Relock the hard drive in the hard drive reader. Wait for 5 seconds and check that the little 'USB Plugged In' icon is in your PC's system tray. If this icon is on the system tray, start the Hard Drive Reader application.

Error message displayed Invalid EDSR media

Confirm there are in fact images recorded on the hard drive. Take the Hard Drive Reader to the bus, and use a LCD monitor to see if there are any segments listed when you press search by segment. If there are no images recorded on the hard drive, make sure the hard drive is locked into the DVR in the future. Otherwise, the unit will turn on but not record.

HDR lights not on

Check that the hard drive is locked into place and the power and USB cords are securely connected to the reader and the computer. Start over by powering all off and rechecking and reseating the hard drive in the reader.

Clips play back choppy or stop during play back.

Check to see if there are any other programs running in the background (eg. Outlook). If you do have other programs running close these and see if that helps. Also run the defragment application on your computer to free up extra hard disk space to playback clips.

Not all cameras are showing in display in HDR program.

The program may not display all camera images if you have the 4 or 9 channel DVR. See if the other cameras display when you push the play button.

Cannot set archive times.

To set the archive times you will need to find the start of the clip by playing the clip and pausing where you want to start the archive and click on the upper archive time arrow to the left of the time entry, then play to the end of the clip you wish to archive and pause again and click on the lower archive arrow for the end time. If you know the start time you can go to the time tab and enter the start time click on set and play and pause the clip and follow the procedures outlined above for the end time.

How do I archive a clip after setting the times.

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Right click on the camera image you wish to archive chose archive and then name the file and click on the select archive encoder box click on save and then the select archive encoder box will open choose the MPEG4 encoder number 3, 2, or 1 if using Ver 2.0.0 this will compress the clip to a smaller size for burning to CD or emailing if small enough file. Note some email programs will limit the size of the files you can email and some may even restrict attachments from being emailed be sure to check limits of your email and the receiving end as well or you may hang up your email account.

Clips are too big

We only recommend that you archive 15 minute clips as they can be very large depending on the settings on the DVR if there are a lot of alarms then the size of the file can get quite large, please see your DVR owners manual for the approximate sizes of the images at the different rates of recording.

If you are running the older version of the HDR software, earlier than 2.0.0 then you may want to contact us for the newest version of the software with the MPEG4 codec's to reduce the size of the archived clips.

Please note these are only general guidelines for troubleshooting your Explorer System. Each system has its own distinctive features; hence, if your system is not equipped for the feature it will not work. For instance, Signals, Speed and Camera Switching features are only available on the full-feature models and will only work if the correct harness is attached and installed properly. Please contact our Service Department for further assistance at 1-877-630-7366.