



310 Series  
DVR Surveillance Recorder

# Web Interface Quick Start Guide



## Read this page *before* you go to the job site!

For maximum control and convenience, **your system should be connected to the Internet** via a local network router. For installation, you must be able to access this network through a personal computer.

Internet connectivity allows you to use OvrC, a powerful remote maintenance service. See [OvrC.com](http://OvrC.com) for details.

**If your surveillance system is isolated from the Internet**, go to [SnapAV.com](http://SnapAV.com) and download the technical reference manual for this product, which has a chapter that steps you through installation without using the web interface.

### Required Equipment

- The DVR and all cameras to be installed
- Network connection for the DVR
- Admin rights to a network computer that can access the surveillance system
- Phillips screwdriver
- Two AAA batteries for the remote control

You can acquire a PDF of the full DVR technical reference manual, hard drive installation guide, and other materials from [SnapAV.com](http://SnapAV.com): visit the product page and click on the support tab.

If you are going to install extra hard drives in the recorder, do *now* before beginning installation.



**WARNING:** This product can expose you to chemicals including cadmium, which is known to the State of California to cause cancer, and phthalates, which are known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

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## What's in the Box

Aside from this guide, your package includes:

- The Luma DVR
- Extra screws for mounting an additional internal hard drive into your DVR
- SATA cables for connecting an additional internal hard drive in your DVR
- Rack ears for installing your DVR into a rack
- Screws for attaching the rack ears to the DVR
- USB mouse
- Remote control
- Power cord (and power adapter for 4-channel models)
- Stick-on rubber feet for the unit if you will not be installing it in a rack

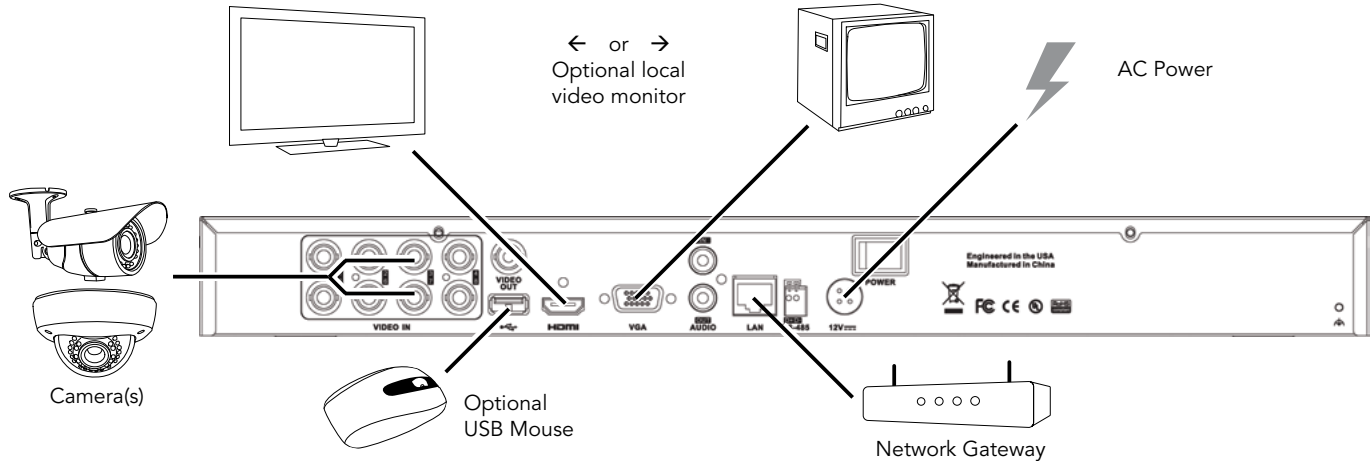
## Safety Tips

- Handle this device with care.
- Do not strike or shake this device.
- Do not operate this device beyond its specified power source ratings.
- Protect the power cord from being stepped on or pinched, particularly where it connects to the device and to the power outlet.
- Do not drop items through the ventilation slots. If something falls inside the device, turn off the power immediately and contact qualified personnel for service.
- Do not expose this device to water or moisture. Moisture may damage the device and cause electric shock.
- Take immediate action if the device becomes wet: turn the power off and contact qualified personnel for service.
- Do not use this device in humidity above 85%.
- Do not use this device near any heat sources such as radiators, heat registers, stoves, or other such heat-generating equipment.
- If mounting in a closed space, include adequate ventilation. Do not block ventilation openings.
- The performance and lifespan of the hard drive is affected by temperature. Use this device in temperatures ranging from 14–131 °F.
- Handle the hard drive with care.
- You can damage the hard drive if this device is moved while the hard drive is still spinning. If you must move the device, even just to reposition it, follow the shutdown procedure in the technical reference manual (available online) and wait at least 30 seconds before moving it.
- If servicing or exchanging the hard drive, protect it from static electricity. Use a grounded static wrist guard and mat to properly ground yourself and the hard drive.
- Do not use an electric screwdriver to remove or install a hard drive.
- Clean this device with a dry cloth. Do not use strong or abrasive detergents when cleaning the device chassis. If dirt is hard to remove, use a mild detergent and wipe gently.
- Make a note of the system settings and save them. This helps when changing the system configuration or with recovery if unexpected failure or trouble occurs.



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## Set Up the Hardware



**Caution:** Do not power up the DVR until these steps are complete.

1. If desired, install the DVR in the rack. If not, attach the rubber feet to the bottom corners of the unit.
2. Connect the mouse to the USB port on the rear panel. [We suggest that you leave the front USB unused and accessible for later use.](#)
3. If desired, connect a local monitor to the **VGA** port, the **HDMI1** port (4K) or the **HDMI2** port (1080p).
4. Connect your analog surveillance cameras to the **camera** ports.
5. Connect your network cable to the **Ethernet** port.
6. Connect the power cord and turn on the power switch.

## Install and Run the Luma Utility

Use the Luma Utility to locate your surveillance hardware and set up communications. This is a PC-only utility.



Visit your product page at [SnapAV.com](http://SnapAV.com) and download the Luma Utility installer from the Support tab. **You must use v3.0.0.54 build 20180202 or later! Earlier versions of the utility will not work!**

Run the installer. You can click through and accept the defaults.



Connect your PC to the network and run the Luma Utility. It searches the local network for all Luma Surveillance devices. If your DVR does not appear, ensure that the network connections are secure and that the unit is powered up, then click the **Refresh** button.

Click on the entry for your DVR to view its details. If the DVR is inactive, use the text boxes at the lower right of the Luma utility window to activate the DVR by creating a new secure password.

- Passwords cannot be longer than 16 characters. To ensure compatibility with the local interface, passwords can only contain numbers, letters, spaces, and the following special characters: . , : - /
- Use a password that is long and easy to remember. A password like *parisinthspring* is much more secure and easier to remember than a password like *D3x^7b*.

ID	Device Type	Device Name	Status	IPv4 Address	HTTP P...	Server ...	RTSP Port	Software Ver...	Service T...
001	LUM-500-NVR-16...	Luma 16C...	Active	192.168.8.107	80	8000	554	V3.1.2build 1...	snapav7
002	LUM-500-NVR-4CH	Luma 4CH...	Active	192.168.8.114	80	8000	0	V3.1.2build 1...	snap:
003	LUM-500-DVR-4CH	Luma 4CH...	Active	192.168.8.103	80	8000	0	V3.0.4build 1...	sna_
004	LUM-501-DVR-8CH	Luma 8CH...	Active	192.168.8.133	80	8000	554	V3.0.4build 1...	snapavTest
005	LUM-500-DVR-16...	Luma 16C...	Active	192.168.8.110	80	8000	554	V3.0.4build 1...	snapavTest
<input checked="" type="checkbox"/>	LUM-500-DVR-16...	Luma 16C...	Inactive	192.168.8.113	80	8000	554	V3.0.4build 1...	snapavTest
007	LUM-700-BUL-IPH...	IP CAMERA	Active	192.168.8.144	80	8000	554	V5.4.1build 1...	
008	LUM-500-TUR-IP...	IP CAMERA	Active	192.168.8.145	8019	8000	554	V5.4.1build 1...	

New Password:

Confirm Password:

## Edit the Network Settings



Modify Network Parameters

Enable DHCP

Device Serial No.: 0420150626AAWR0932017

Device Name: Luma 4CH DVR

IP Address: 10.102.155.64

Server Port: 8000

Subnet Mask: 255.255.0.0

Gateway: 10.102.0.1

IPv6 Address: fe80::d66a:91ff:fe12:5aa

IPv6 Gateway: ::

IPv6 Prefix Length: 64

HTTP Port: 80

RTSP Port: 554

Admin Password:

Modify

[Forgot Password](#)

To change the network settings at a later date, consult the DVR manual.

### Suggested Best Practices

Ensure the **Enable DHCP** box is activated. In your router, reserve an IP address and assign it to the DVR's MAC address (found on the recorder's box, or under **System Settings > System Information**). See your router's documentation for details.

### Change the Server and HTTP Ports

The HTTP port defaults to 80. This port enables you to access your recorder through a web browser.

The server port defaults to 8000. This port enables the Luma mobile application to access your system.

For security reasons, we suggest you change your ports and record the new numbers on the back page of this guide. Consult your server or router manual for common and reserved port numbers to avoid.

To confirm changes, enter the password that you just created and then click **Save**.

## Complete Port Forwarding

Port forwarding setup allows you to access the DVR from the internet for remote viewing and other operations. These settings are entered in your network router, typically in a menu called *Port Forwarding* or *Applications and Gaming*. Refer to your router manual for help.

Find the DVR settings you need below, then log in to the router and enter the new port forwarding rules.

Once you've finished, your device's URL (e.g., MyHome.WirepathDNS.com) gets you to the login page of your DVR, no matter where you are. If you changed your HTTP port from the default location (80), add a colon and the new port number to the URL (e.g., MyHome.WirepathDNS.com:8042).

Port Name	Default Value	New Value	Protocol
HTTP	80		TCP/UDP
Server	8000		TCP/UDP
RTSP	554		TCP/UDP

<b>DVR IP Address</b>
<b>Admin Password</b>



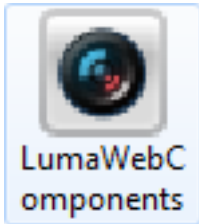
## Start the Web Interface

### Get the Luma Plug-In

**Note that Internet Explorer (PC) and Safari (Mac) are the only browsers supported.** Due to their lack of support for plugins, Google Chrome and Firefox are not supported browsers.

Open your browser, type the IP address of the recorder (from page 7) into the address bar, and hit **Return**.

Below the login window, there may be a link that reads, “Please click here to download and install the plug-in. Close the browser when installing the plug-in.” If so, download the plug-in and close all instances of your browser, including any running in the background.



Install the *LumaWebComponents* plug-in.

Restart your browser and return to your recorder’s login window.

Enter *admin* for the user name, and the password you just created on page 6.

You might get a pop-up message that asks you whether you want to run the Luma Web Components plug-in. You must allow the plug-in to access your system.

[Be sure to save your recorder’s page as a favorite in your browser.](#)

## Check the Cameras

After log-in, your screen shows the live page, which should look similar to the illustration below. If a camera is out, check its connection to your DVR, and ensure that it is powered up.

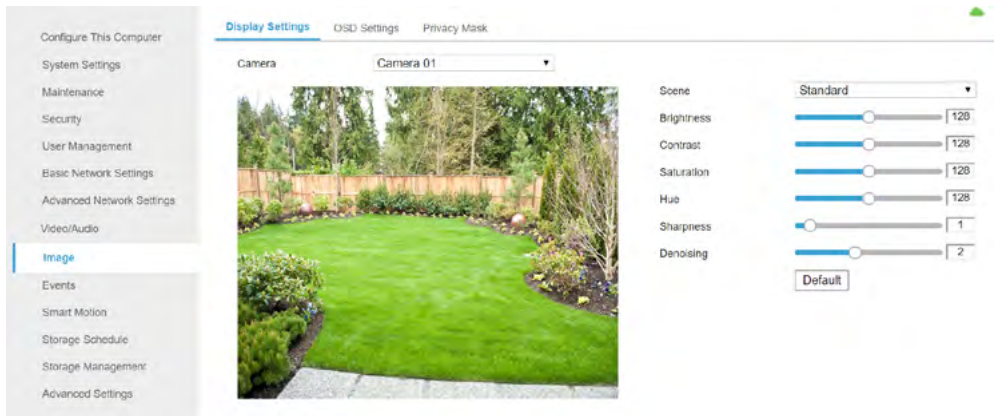
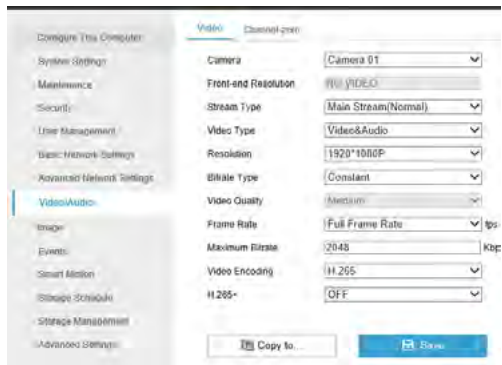


## Edit Camera Settings (Optional)

To adjust camera settings, click on the settings icon ( ) on the main page.

Navigate to **Video/Audio > Video** to adjust the camera settings like bitrate, resolution, and encoding.

Navigate to **Image > Display Settings** to adjust the image parameters like hue, saturation, and what sort of scene it is.



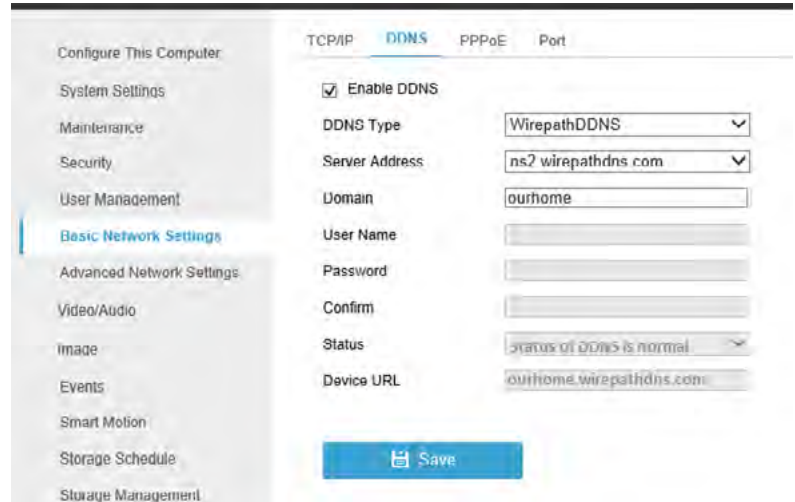
## Set Up Dynamic DNS

This allows you to connect to your surveillance system from anywhere, via the Internet, using a web address that's easy to remember.

Click on **Basic Network Settings > DDNS**.

Click the box labeled **Enable DDNS**, then choose a type from the **DDNS Type** menu. Next, choose a server address. We recommend **WirepathDDNS**. This service is hosted specifically for use with Luma equipment and requires no additional setup after following these steps.

Enter your desired domain in the **Domain** box. This creates a personalized server address, which is shown under **Device URL**.



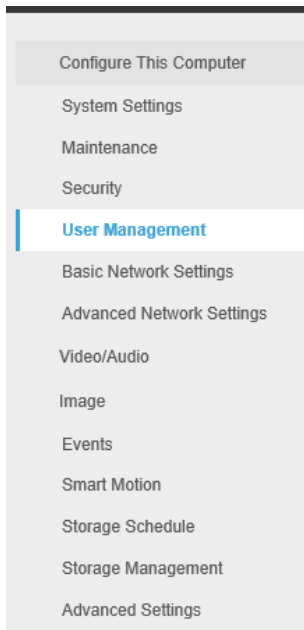
If someone has already registered your desired domain, the system adds a unique ID (typically two to four digits) to your domain. If you do not like these digits, try another domain or server address.

*Example: If you choose the domain myhome, your system's URL is myhome.WirepathDNS.com. If someone has already claimed the myhome URL, then your system's URL would be something like myhome13.WirepathDNS.com.*

Click **Save** to finalize the settings here.

**Note:** When your ports have also been forwarded properly on your router, the Status entry changes to indicate that the DDNS status is normal (as shown in the illustration).

## Create Users and Set Passwords



Click on **User Management**.

Click the **Add** button. Enter the new account's user name and password. Account names can be up to 32 characters long, and can contain numbers and letters only.

We recommend that you add accounts by individual users' names, so that if someone reboots the system or erases a log, you know which user did it.

Choose the account's level. There are two levels for users: operator and user. The only difference is the default permissions they are given. You can customize permissions for each account individually. See the technical reference manual (available online) for more details.

## Calibrate the System Time

Click on **System Settings** and select the **Time Settings** tab.

Configure This Computer

**System Settings**

Maintenance

Security

User Management

Basic Network Settings

Advanced Network Settings

Video/Audio

Image

Events

Smart Motion

Storage Schedule

Storage Management

Advanced Settings

### Synchronize the Time

Choose your time zone. North American time zones range from GMT-10:00 (Hawaii) to GMT-03:30 (Newfoundland).

By default, the system uses network time protocol (NTP) to synchronize your system to Coordinated Universal Time. [We strongly recommend using NTP to keep your system well calibrated.](#)

If you want to use manual time sync, or if your system is isolated from the Internet, see the technical reference manual (available online).

### Disable DST if Necessary

If you are in a location that does not observe daylight saving time, click the **Enable DST** checkbox to deselect it.

Click **Save** to confirm changes.

## You're Done!

Your system is now operational.

### Next Steps

Next, you'll want to customize your system for your customer's needs. Using the simple web interface, you can:

- Set protocols for remote computers for when they log in to the surveillance system.
- Change the cameras' frame rates to manage hard disk space.
- Set a custom recording schedule.
- Arrange for the system to send alert emails when an alarm is triggered.
- Create privacy masks.
- Set up alarms to trigger from the camera, and vice versa.

... and more!

To learn more about these capabilities, go to the product page at [SnapAV.com](http://SnapAV.com) and download the technical reference manual.

## Support

### Need Help? Contact Tech Support!

If you need further clarification, please email [support@SnapAV.com](mailto:support@SnapAV.com). For more information, instructional videos, support documentation, or ideas, visit our website and view your item's product page at [SnapAV.com](http://SnapAV.com).

### 3-Year Limited Warranty

This Luma Surveillance™ product has a 3-Year Limited Warranty. This warranty includes parts and labor repairs on all components found to be defective in material or workmanship under normal conditions of use. This warranty shall not apply to products that have been abused, modified or disassembled. Products to be repaired under this warranty must be returned to SnapAV or a designated service center with prior notification and an assigned return authorization (RA) number.

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