MACTRA™ One

Camera & NVR

Quick Start Guide | From unpacking to verified live view

Purpose
Provide a structured procedure to connect a compatible Mactra IP camera and NVR, complete basic setup and verify operation.

Intended users
Customers, dealers, installers and authorized service personnel.

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Important: This guide describes a typical IP camera/NVR installation. Actual menus, mounting parts, power ratings, supported protocols and app features vary by model. Always use the product label and model-specific manual as the controlling reference.

1. Purpose & Scope

This guide covers a typical single-site IP CCTV setup: preparation, physical connections, initial NVR setup, adding cameras, recording checks and mobile viewing. For detailed mounting and weatherproofing instructions, use the separate *IP Camera Physical Installation Guide*.

2. Before You Begin

Confirm that the camera and NVR models are compatible and that you have the following:

• Camera(s), compatible NVR and model-specific accessories.

• Correct power adapter, or a compatible PoE switch/NVR port with adequate power budget.

• Ethernet cables, monitor and supported HDMI/VGA cable, USB mouse.

• Router/network details approved by the site network administrator.

• Official Mactra app, if mobile viewing is required.

• Camera/NVR model numbers, serial numbers and installation locations.

Safety & security

Use only the specified power source. Change default credentials during setup. Do not share passwords, expose devices directly to the internet without an approved security design, or install firmware intended for another model.

3. Connect the Equipment

1. **Prepare the NVR.** Place it on a stable surface with adequate ventilation and access for maintenance.
2. **Connect the display.** Connect a monitor to the NVR using a supported HDMI or VGA port. Attach a USB mouse.
3. **Connect the network.** Connect the NVR LAN port to the approved network switch or router. If using built-in PoE ports, follow the NVR manual for camera connections.
4. **Connect the camera.** For PoE, connect the camera to a compatible PoE port. For non-PoE, connect Ethernet and the specified power supply as described in the camera manual.
5. **Power on.** Power up the NVR and camera(s), then allow the devices to complete startup.

Typical connection overview

IP Camera	→ Ethernet / PoE →	**PoE Switch or NVR PoE Port**	→	**NVR**	→ HDMI/VGA → Monitor

This is a conceptual layout only. Actual ports and topology depend on the NVR model and site design.

4. Initial NVR Setup

1. **Start the setup wizard.** When the NVR starts, follow the on-screen wizard if available.
2. **Set administrator credentials.** Create a strong, unique password and store it in an approved password manager or secure handover record.
3. **Set date and time.** Select the correct date, time and time zone. Configure time synchronization if supported and permitted.
4. **Configure basic network settings.** Use the network values assigned by the site administrator. Avoid duplicate IP addresses. Do not change managed network settings without authorization.
5. **Review storage.** Confirm that the hard drive is detected and its health/status is acceptable. Initializing or formatting a drive can erase data; do so only when appropriate and authorized.

5. Add the Camera to the NVR

1. **Open device management.** Navigate to the NVR's camera/device management page.

2. **Search for devices.** Use the NVR's discovery/search function or the approved camera discovery tool. Confirm the correct physical camera.
3. **Check network compatibility.** For cameras on the site LAN, ensure the camera and NVR can communicate on the intended network. For built-in PoE, follow the NVR's internal camera-network instructions.
4. **Enter credentials.** Select the camera and enter the camera's configured username and password. Camera and NVR credentials may be different.
5. **Select supported connection settings.** Use a protocol and port supported by both devices, following the model-specific manual.
6. **Save and verify.** Apply the settings and wait for the status to show connected/online. Open live view and confirm the correct image.

6. Configure Recording

1. **Confirm storage status.** Check that the NVR recognizes the hard drive and reports a normal/healthy status.
2. **Choose the recording mode.** Select continuous, event-based or a supported combination according to the customer's requirements and local policy.
3. **Set the schedule.** Configure the days and time periods for recording. Confirm the schedule is applied to the intended camera channels.
4. **Review stream settings.** Use supported resolution, frame rate and bitrate settings appropriate to the camera, NVR capacity and storage plan.
5. **Verify recording.** Allow time for recording to begin. Open playback and select a time range for which footage should exist.
6. **Check timestamps.** Confirm that the displayed time and recorded-video timestamp are correct.

7. Mobile App Setup (If Required)

1. **Install the official app.** Use the app link or store listing provided by Mactra. Confirm compatibility with the device and phone OS.
2. **Sign in or register.** Follow the app's account setup and verification steps, if required.
3. **Add the device.** Choose Add Device and use the supported method, such as scanning a QR code or entering a device ID/serial number.
4. **Authenticate.** Enter the required device credentials and complete verification. Treat QR codes and device IDs as sensitive if they enable access.
5. **Test local viewing.** On the site Wi-Fi, open live view and confirm the correct channels are displayed.
6. **Test remote viewing only if approved.** If remote access is part of the deployment, test using mobile data and the site's approved remote-access method.

8. Final Verification Checklist

Check	Complete
Camera appears online in the NVR	■
Live view displays the correct scene	■
Camera image orientation/focus is acceptable	■
Storage is detected and recording is configured	■
Playback works and timestamps are correct	■
Mobile/remote viewing tested, if included	■
Default credentials changed and access reviewed	■
Device details and installation photos recorded	■
Customer/site representative shown basic operation	■

9. Common Issues & First Checks

Camera offline: Check power/PoE, cable link, IP/subnet/VLAN, duplicate IP, credentials and protocol compatibility.
No live view: Check channel assignment, camera status, stream settings and available network bandwidth.
No playback: Check hard-drive status, recording schedule, camera channel and selected time range.
Remote view unavailable: Confirm local viewing first, then check internet connectivity, app/device status and approved remote-access configuration.

If the issue persists, raise a support request and include the camera/NVR model, serial number, error message and checks completed. Never include passwords or sensitive footage in an open ticket.