TECH BULLETIN

ClareVision Plus Cameras: ClareVision NVRs Sub-Stream Resolution Compatibility

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Introduction

ClareVision (CV) NVRs do not support the default ClareVision Plus (CVP) sub-stream resolution when viewing CVP cameras with the CVP App. This affects both iOS and Android smart devices. To use a CVP camera with a CV NVR, you must lower the CVP device's default sub-stream resolution.

Lowering the sub-stream resolution for CVP cameras

Modifying the CVP device's sub-stream requires direct access to the CVP camera. Access the camera using Virtual Host or the camera's IP address.

Notes

- You will need both the camera and NVR's login credentials when using Virtual Host. If you are not using Virtual Host, you will need the CVP Camera's credentials.

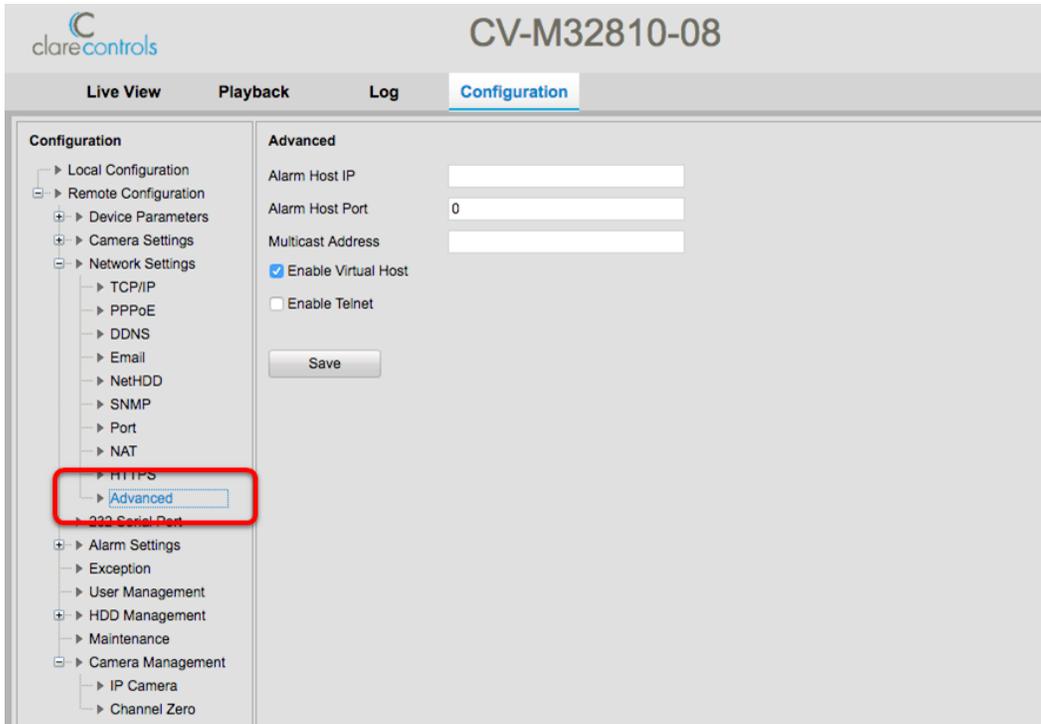- Use a recommended web-browser: Internet Explorer, Mozilla Firefox, or Safari.

To modify the CVP device's sub-stream using Virtual Host:

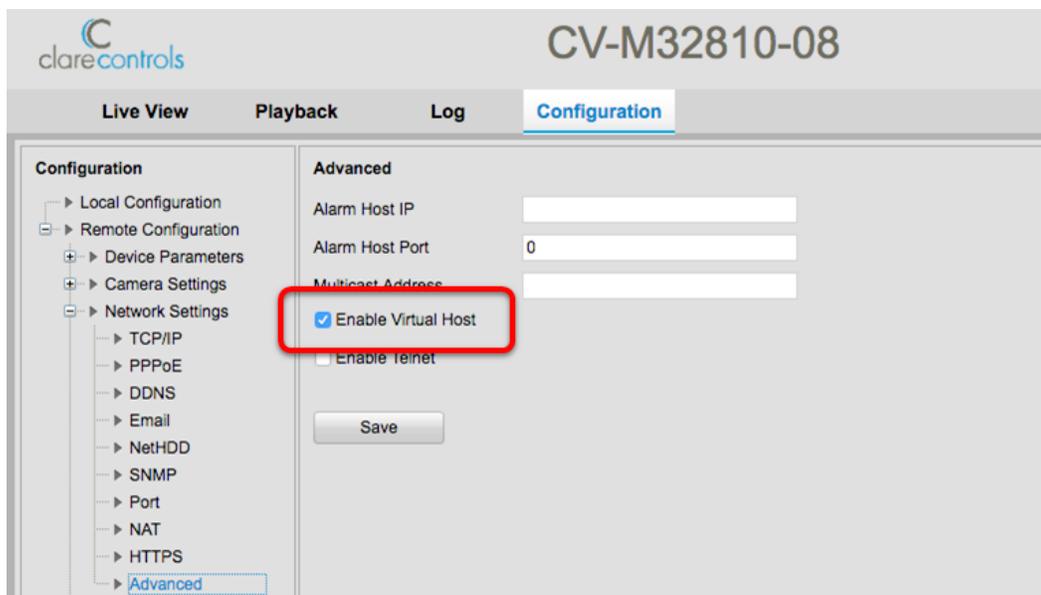**Note:** Use Virtual Host when the camera is plugged directly into the NVR.

1. Access your NVR in a web browser, and then login using the set credentials.

2. Browse to **Advanced**.

Configuration > **Remote Configuration** > **Network Settings** > **Advanced**

3. Select the **Enable Virtual Host** check-box, and then click **Save**.

4. Browse to **IP Camera**.

   Configuration > **Remote Configuration** > **Camera Management** > **IP Camera**

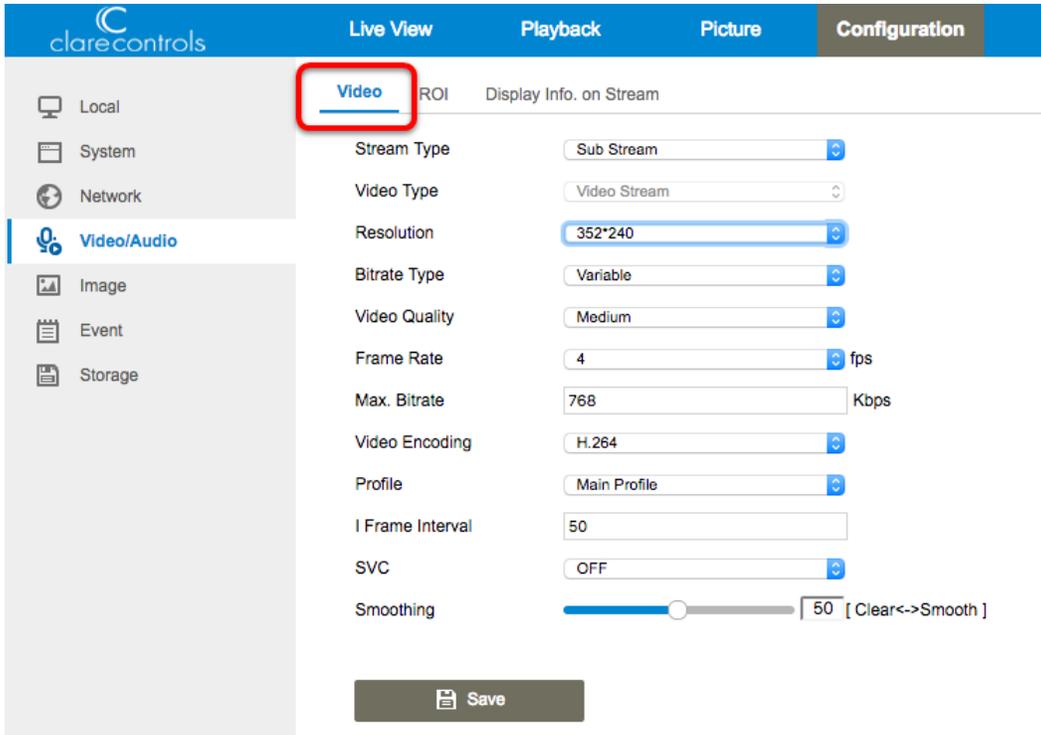5. Click the IP Camera's **Connect** Link.

6. The link opens in your default browser.

   Login with the camera's set credentials.

   Note: The camera's credentials are created during the camera's initial setup and may be different from the NVR's credentials.

7. Browse to **Video**.

   Configuration > **Video/Audio** > **Video**

8. Set the Stream Type drop-down to Sub Stream, select the lowest available resolution, and then click **Save**.

9. Browse to **Upgrade & Maintenance**.

Configuration > **System** > **Maintenance** > **Upgrade & Maintenance**

10. Click **Reboot**, and then repeat steps 1 through 10 for each CVP device connected to the CV NVR.

11. Verify that all streams are viewable in the ClareVision Plus App.

To modify the CVP device's sub-stream using the camera's IP address:

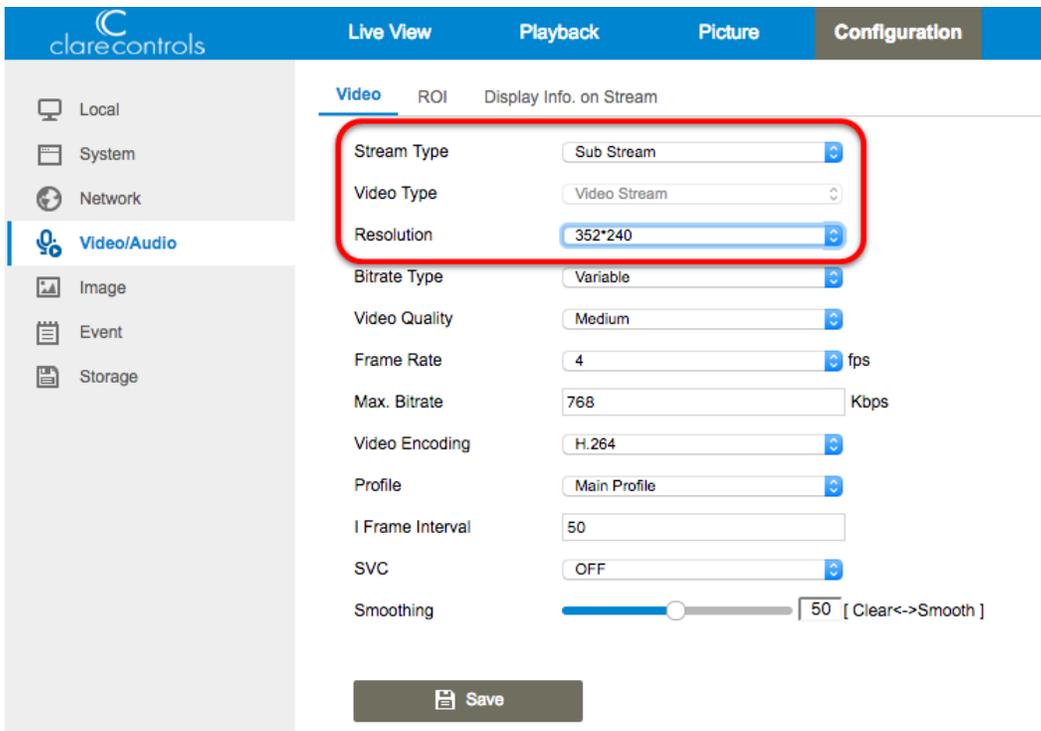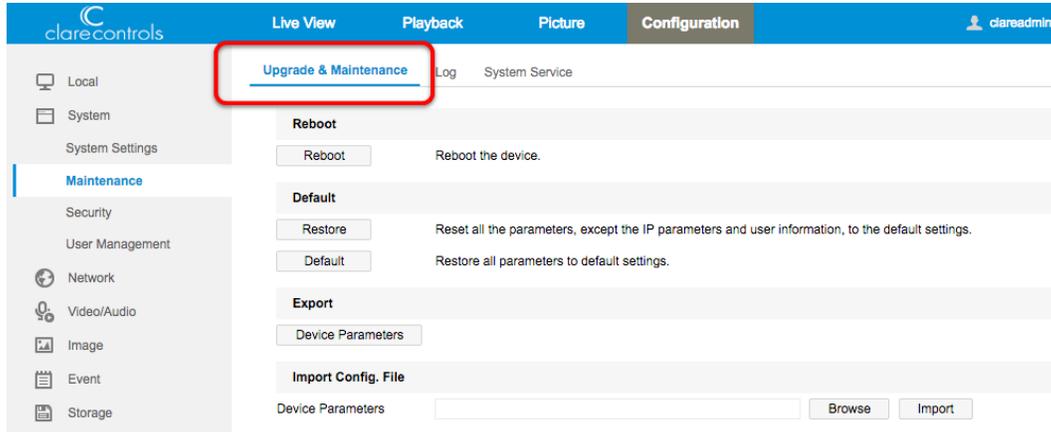1. Access your camera in a web browser, and then login using the set credentials.

   Note: The camera's credentials are created during the camera's initial setup and may be different from the NVR's credentials.

2. Browse to **Video**.

   Configuration > **Video/Audio** > **Video**

3. Set the Stream Type drop-down to Sub Stream, select the lowest available resolution, and then click **Save**.
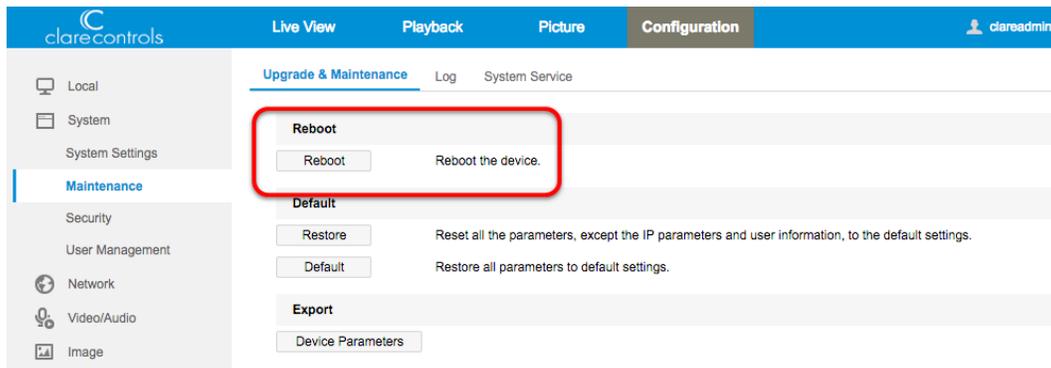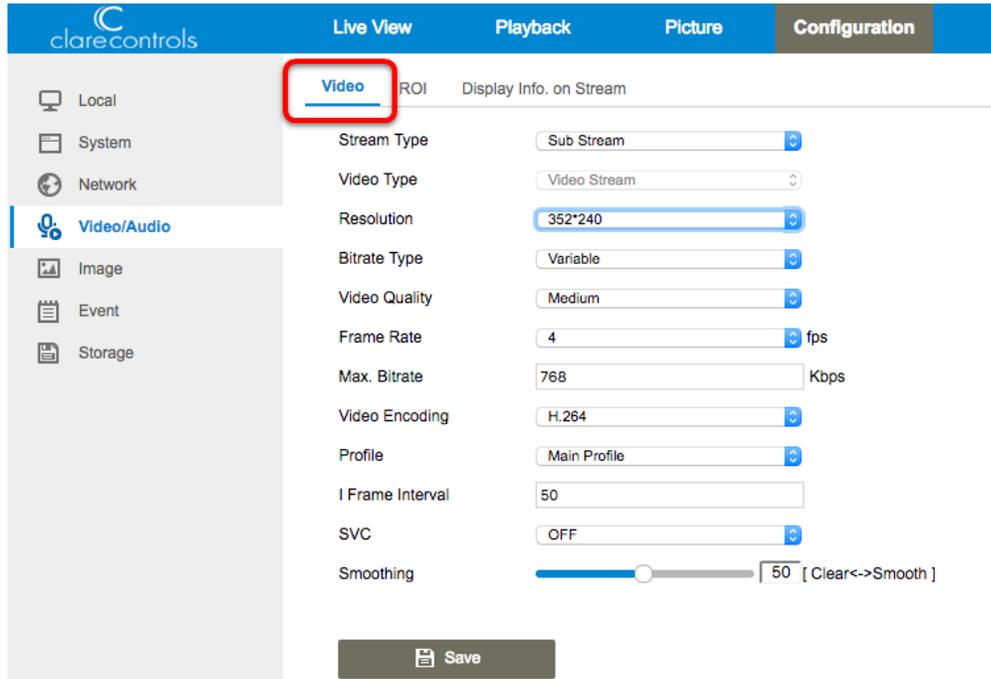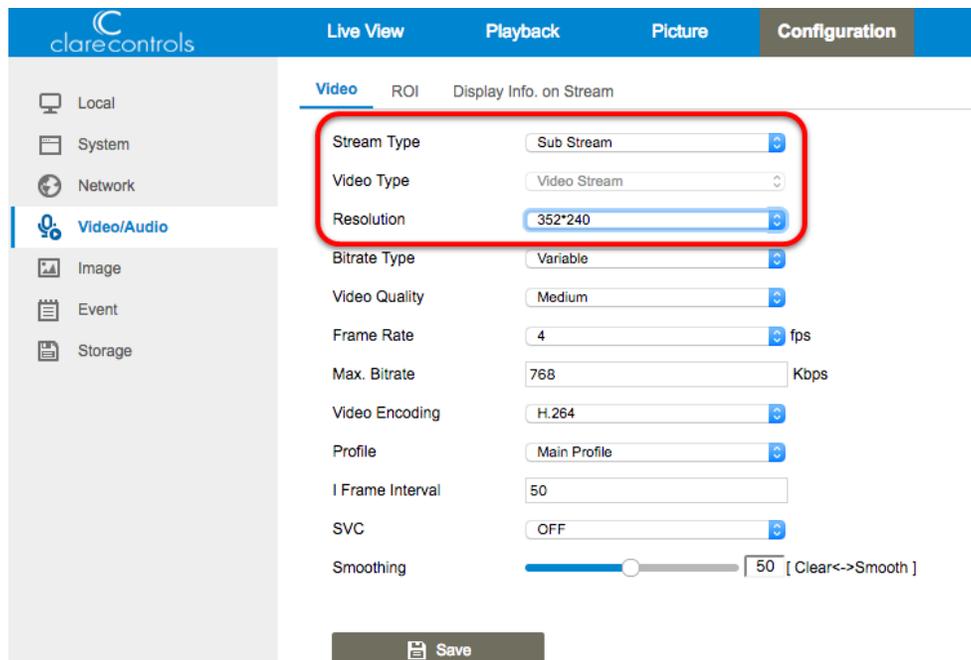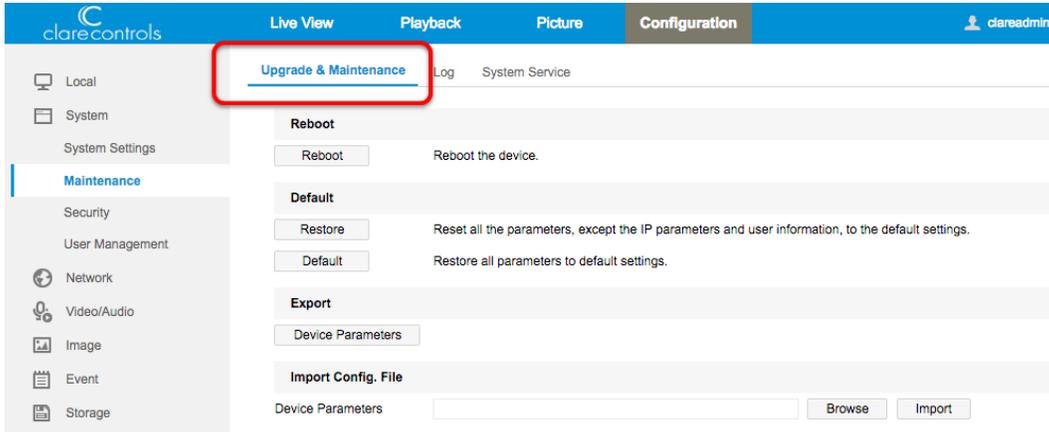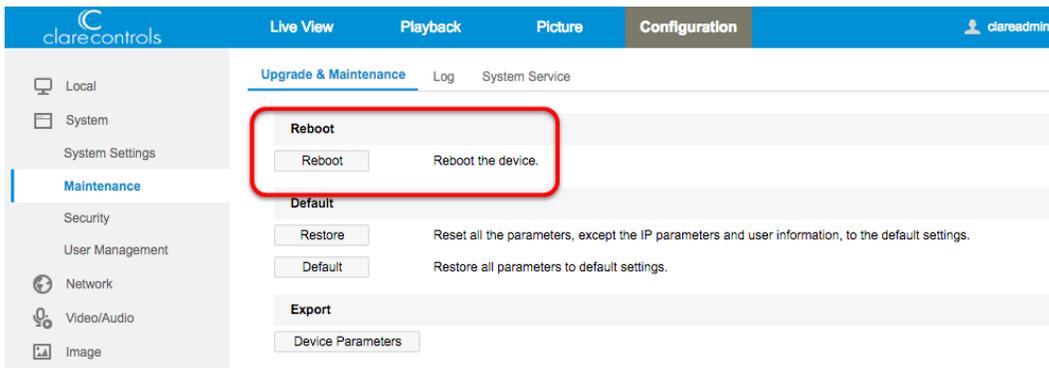
4. Browse to **Upgrade & Maintenance**.

Configuration > **System** > **Maintenance** > **Upgrade & Maintenance**

5. Click **Reboot**, and then repeat steps 1 through 5 for each CVP device connected to the CV NVR.

6. Verify that all streams are viewable in the ClareVision Plus App.

Contact information

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