# Quick Installation Guide for the qulu Q

**Before You Begin**
Read these instructions before installing or operating this product.

**Note:** This installation should be made by a qualified service person and should conform to local codes.
This manual provides installation and operation information. To use this document, you must have the following minimum qualifications:
- A basic knowledge of CCTV systems and components
- A basic knowledge of electrical wiring, low-voltage electrical connections and IP networking / infrastructure

**Intended use**
Only use this product for its designated purpose; refer to the product specification and user documentation.

**Customer Support**
For assistance in installing, operating, maintaining and troubleshooting this product refer to this document and any other documentation provided.  If you still have questions, please contact Norbain Technical Support and Sales:

**Norbain SD, 210 Wharfedale Road, IQ Winnersh, Wokingham, Berkshire RG41 5TP, England.**

**UK +44 (0) 118 912 5000  Vista Technical Helpline: +44 (0) 118 912 5125**

**Note:** You should be at the equipment and ready with details before calling Vista Technical Support.

**Conventions Used in this Manual**
**Boldface** or button icons highlight command entries.  The following **WARNING, CAUTION** and **Note** statements identify potential hazards that can occur if the equipment is not handled properly:



\* **WARNING:**
Improper use of this equipment can cause severe bodily injury or equipment damage.



\*\* **Caution:**
Improper use of this equipment can cause equipment damage.

**Note:** Notes contain important information about a product or procedure.

**CE** This apparatus is manufactured to comply with the radio interference.
A Declaration of Conformity in accordance with the following EU standards has been made. The manufacturer declares that the product supplied with this document is compliant the provisions of the EMC Directive 2004/108/EC, the CE Marking Directive 93/68 EEC and all associated amendments.

All lead-free products offered by the company comply with the requirements of the European law on the Restriction of Hazardous Substances (RoHS) directive: 2011/65/EU, which means our manufacture processes and products are strictly "lead-free" and without the hazardous substances cited in the directive.

The crossed-out wheeled bin mark symbolizes that within the European Union the product must be collected separately at the product end-of-life.  This applies to your product and any peripherals marked with this symbol.  Do not dispose of these products as unsorted municipal waste.

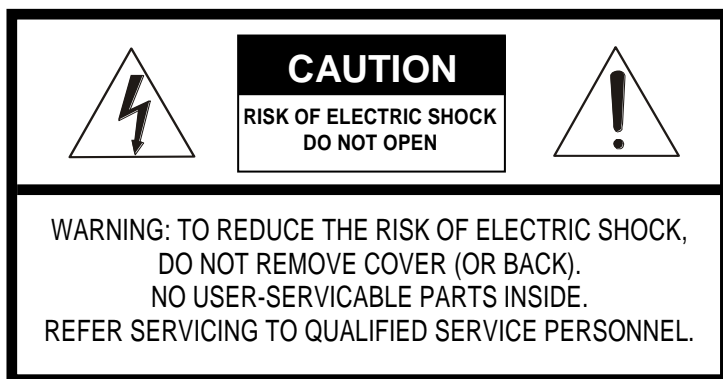\* This symbol indicates electrical warnings and cautions.
\*\* This symbol indicates general warnings and cautions.

NORBAIN SD reserves the right to make changes to the product and specification of the product from time to time without prior notice.

**WARNINGS AND CAUTIONS:**
To reduce the risk of fire or electric shock, do not insert any metallic objects through ventilation grills or other openings on the equipment.

**CAUTION**

| | **CAUTION**<br>**RISK OF ELECTRIC SHOCK**<br>**DO NOT OPEN** | |
|---|---|---|
| WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK,<br>DO NOT REMOVE COVER (OR BACK).<br>NO USER-SERVICABLE PARTS INSIDE.<br>REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. | | |

# IMPORTANT SAFEGUARDS

1. **READ AND RETAIN INSTRUCTIONS**
   Read the instruction manual before operating the equipment. Retain the manual for future reference.
2. **CLEANING**
   Turn the unit off and unplug from the power outlet before cleaning. Use a damp cloth for cleaning. Do not use harsh cleansers or aerosol cleaners.
3. **ATTACHMENTS**
   Do not use attachments unless recommended by manufactured as they may affect the functionality of the unit and result in the risk of fire, electric shock or injury.
4. **MOISTURE**
   Do not use equipment near water or other liquids unless it is IP rated.
5. **ACCESSORIES**
   Equipment should be installed in a safe, stable location. Any wall or shelf mounting accessory equipment should be installed using the manufacture's Instructions. Care should be used when moving heavy equipment. Quick stops, excessive force, and uneven surfaces may cause the equipment to fall causing serious injury to persons and objects.
6. **VENTILATION**
   Openings in the equipment, if any, are provided for ventilation to ensure reliable operation of the unit and to protect if from overheating. These openings must not be blocked or covered.
7. **POWER SOURCES**
   The equipment should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supplied at the installation location, contact your dealer. For equipment designed to operate from battery power, refer to the operating instructions.
8. **GROUNDING OR POLARIZATION**
   Equipment that is powered through a polarized plug (a plug with one blade wider than the other) will fit into the power outlet only one way. This is a safety feature. If you are unable to insert the plug fully into the outlet, try reversing the plug. Do not defeat the safety purpose of the polarized plug.
   **Alternate Warning:** If the equipment is powered through a three-way grounding-type plug, a plug having a third (grounding) pin, the plug will only fit into a grounding-type power outlet. This is a safety feature. Do not defeat the safety purpose of the grounding-type plug. If your outlet does not have the grounding plug receptacle, contact your local electrician.
9. **CORD AND CABLE PROTECTION**
   Route power cords and cables in such a manner to protect them from damage by being walked on or pinched by items places upon or against them.
10. **LIGHTNING**
    For protection of the equipment during a lightning storm it is recommended that adequate surge protection is used. This will assist / prevent damage to the equipment due to lightning or power-line surges.
11. **OVERLOADING**
    Do not overload wall outlets and extension cords as this can result in a risk of fire or electric shock.
12. **SERVICING**
    Unless qualified to do so, do not attempt to service the equipment yourself as opening or removing covers may expose you to dangerous voltage or other hazards.
13. **DAMAGE REQUIRING SERVICE**
    Unplug the equipment from the wall outlet and refer servicing to qualified service personnel under the Following conditions:
    **A.** When the power supply cord or the plug has been damaged.
    **B.** If liquid has spilled or objects have fallen into the Unit.
    **C.** If the equipment has been exposed to water or other liquids.

**D.** If the equipment does not operate normally by following the operating instructions, adjust those controls that are covered by the operating instructions as improper adjustment for other controls may result in damage to the unit.

 **E.** If the equipment has been dropped or the casing is damaged.

 **F.** When the equipment exhibits a distinct change in performance.

## 14. REPLACEMENT PARTS

When replacement parts are required, be sure the service technician uses replacement parts specified by the manufacturer or that have the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.

## 15. SAFETY CHECK

Upon completion of any service or repairs to the equipment, ask the service technician to perform safety checks to verify that the equipment is in proper operating condition.

## 16. FIELD INSTALLATION

The installation of equipment should be made by a qualified service person and should conform to all local codes.

## 17. CAUTION

THESE SERVICING INSTRUCTIONS ARE FOR USE BY QUALIFIED SERVICE PERSONNEL ONLY. TO REDUCE THE RISK OF ELECTRIC SHOCK DO NOT PERFORM ANY SERVICING OTHER THAN THAT CONTAINED IN THE OPERATING INSTRUCTIONS UNLESS YOU ARE QUALIFIED TO DO SO.

**18.** Use certified/Listed Class 2 power source only.

# CE COMPLIANCE STATEMENT

> **WARNING**
> This is a Class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

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## UNIVERSAL MOUNT

Add the Q universal mount - if needed, If the mount is not being used, ignore this step.

- On the bottom of the Q you will find 2x screws connecting the chassis to the case
- Using a Phillips head screw driver unscrew both screws and store somewhere safe
- Align the mount with the case's screw holes and use the additional longer 2x screws provided to screw the mount to the case



## POWER ON THE Q

- Power up the Q
- Wait for a minute or two while the Q boots up and recognises the hard drive
- The unit will automatically reboot and the PWR and HDD indicators will be illuminated

# FIRST TIME SET OF THE Q

This guide will provide the installer the process of assigning an IP address and merging the Q into a new or existing qulu VMS system.

Download (or type the following address into your internet browser: https://goo.gl/RG5qb4 ) and install the qulu Server Discovery Tool on your Windows computer and then launch the application.

**Please make sure your Windows computer is connected to the same network as your Q device or devices before moving onto the steps below.**

**Note**

Default login: -        User: admin / Password: admin

Default IP: -        DHCP

Step 1: Q Auto Detection

- The qulu Server Discovery Tool will automatically detect all Q devices on the LAN
- Detected Q devices (as well as any other devices running qulu Media Server) will show up on the left side of the qulu Server Discovery Tool.
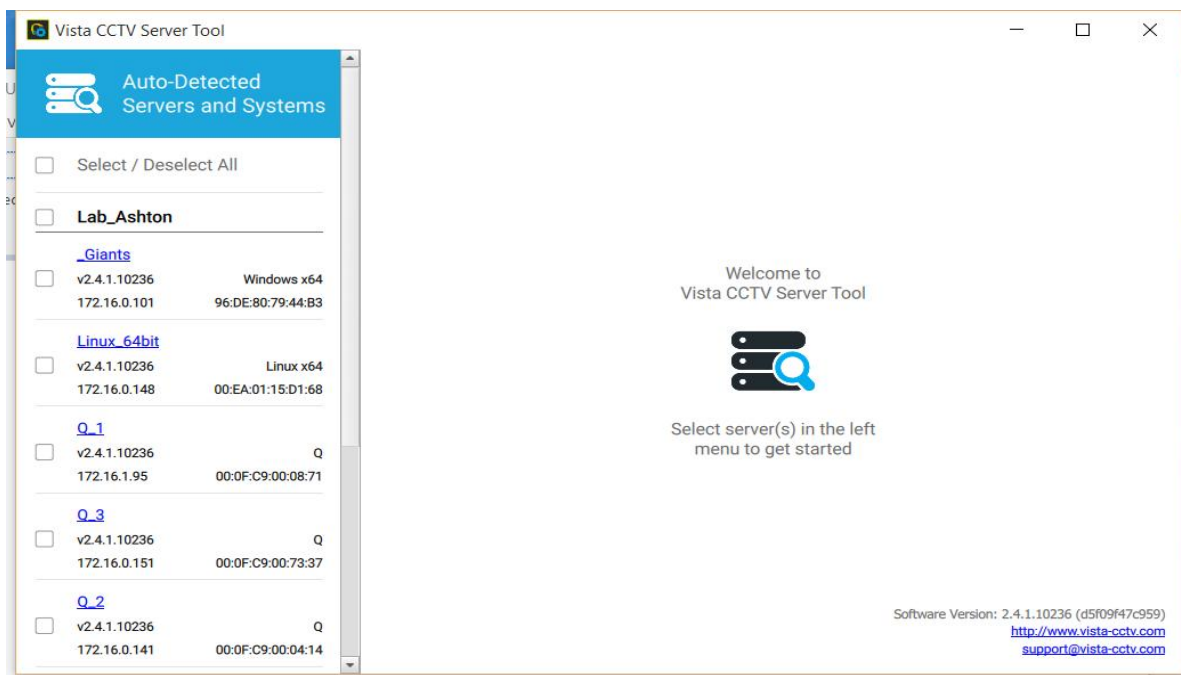


Step 2 - Q Batch Configuration

- Select all Qs you would like to configure to modify Q System Name and Password and Date & Time settings
- Q's can be set up as a new System or joined to an existing system. To join to an existing system, simply put the existing System name and Admin password into the qulu Server Discovery Tool.
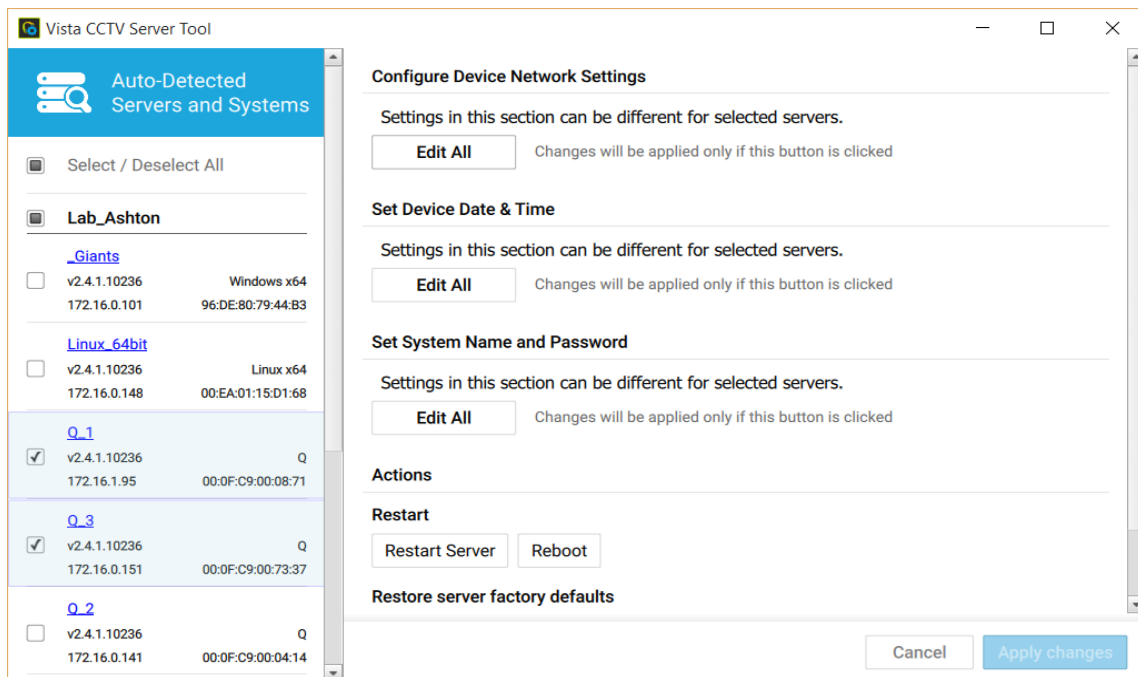
Step 3 - Confirm changes have been applied successfully.

- After applying changes you will see a change log of all configuration modifications made to the Q devices
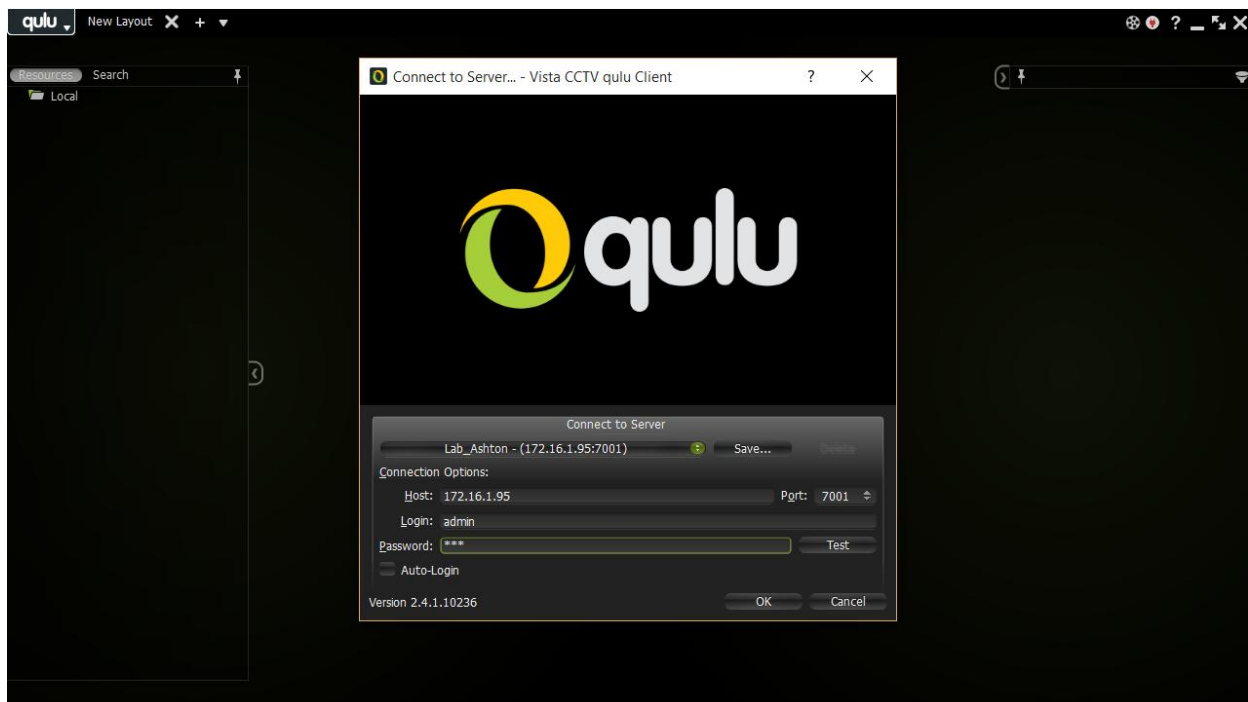- Click Ok to continue
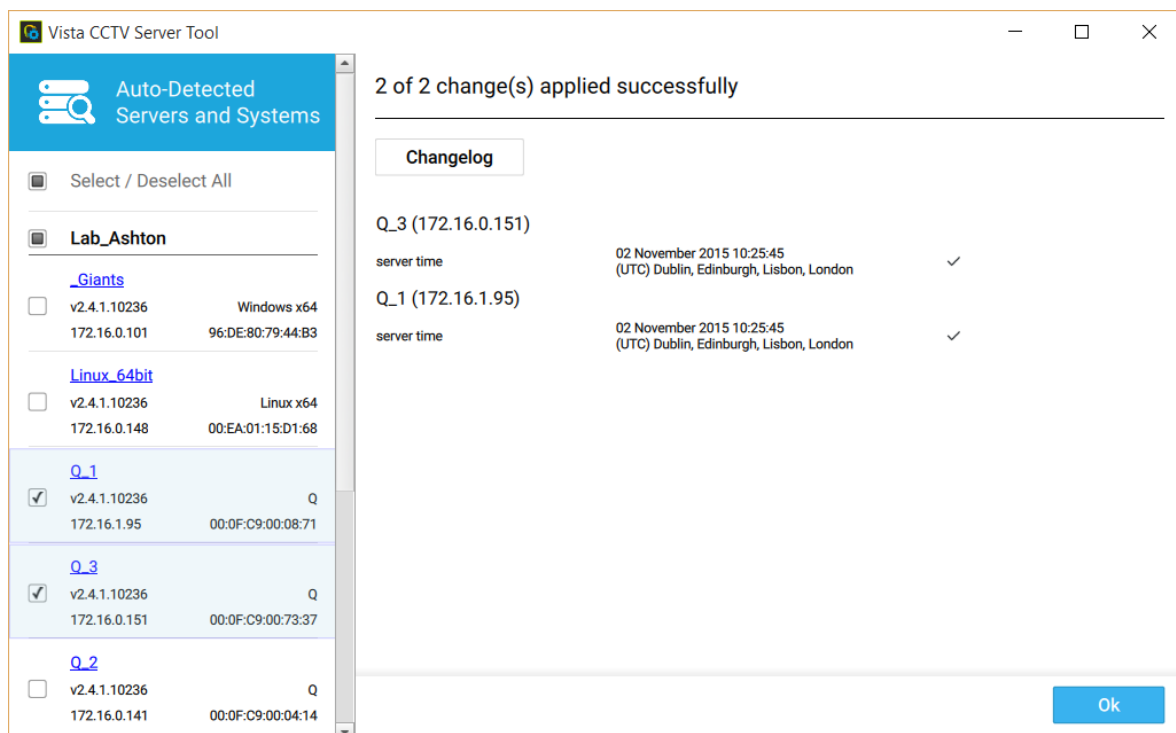


Step 4 - Confirm System Assignment.

- On the left side of the qulu Server Discovery Tool you should now see the Q devices as part of a new system or the System they were merged into
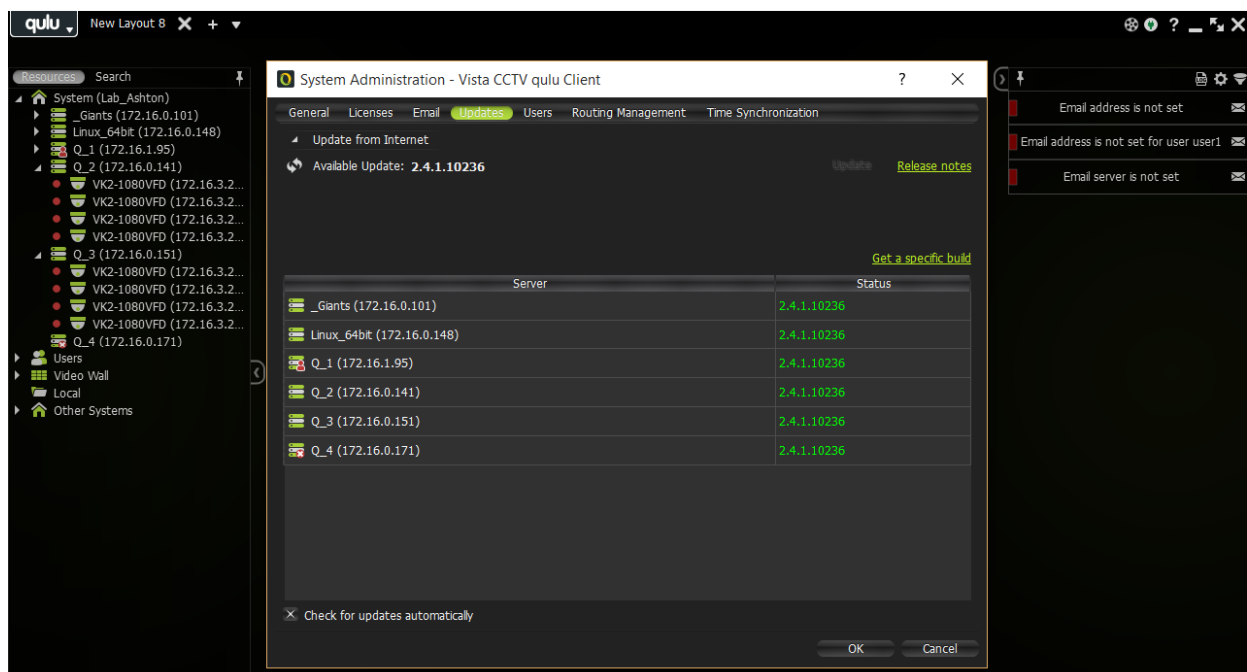
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Step 5 - View your Q devices in qulu Client.

- Launch qulu Client on your computer and login to your new (or existing) system to confirm the Qs have been successfully configured



Step 6 - Update your Q devices to the latest version of qulu.

- Go to the main menu button and choose System Administration -> Updates
- The system will auto update if there is a newer version

# FACTORY RESET THE Q

How to Reset the Q to Factory Defaults

****Note this will not remove any video recording from the Unit****

There are two methods to "Reset" the unit

Method 1
If IP Address and Login details are known.
Use the "Server Discovery Tool" to reset the unit to "Default" set up

Method 2
Press and hold (with a non metallic too)l the "Reset Button" on the rear of the Q server for more than 10 seconds while powering up the unit.

CE

Q Quick Installation Guide / V1.1 / 2017-08-28
(Subject to change without notice)