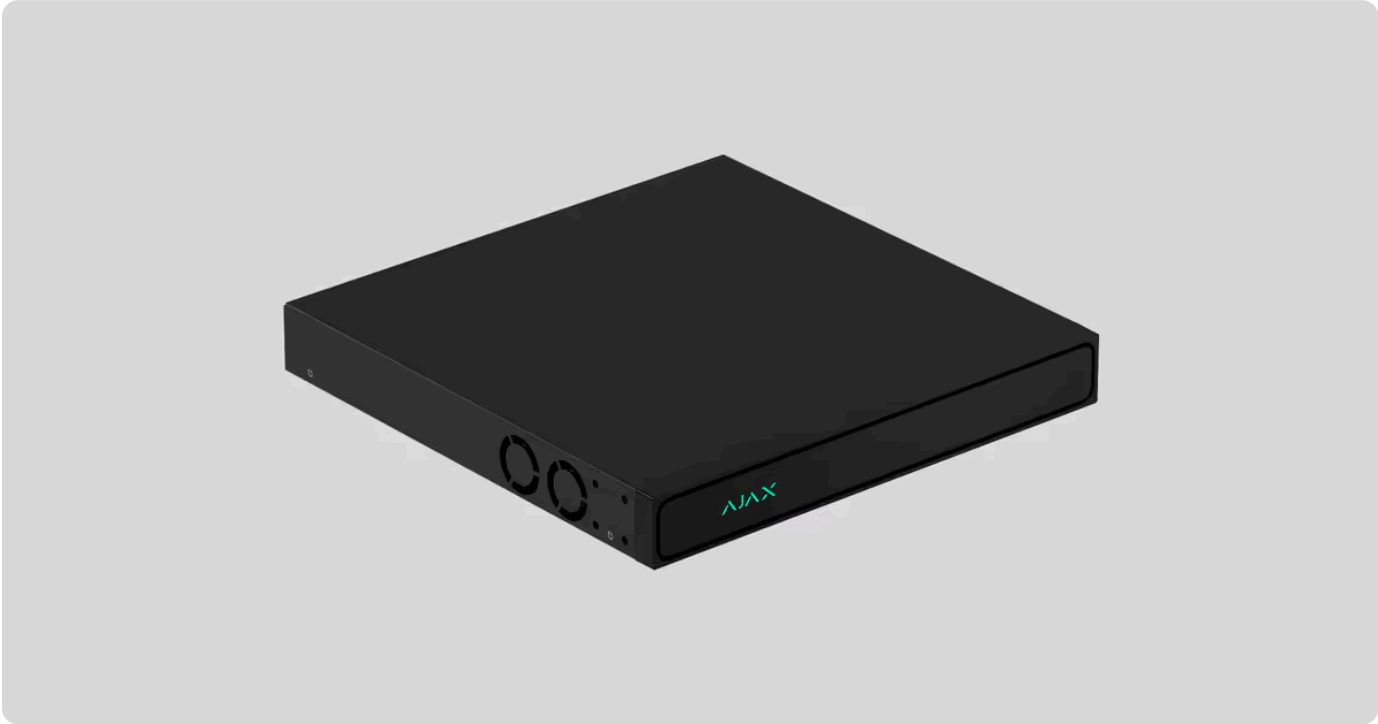
# Ajax Superior NVR H2DAI2GAC series user manual

Updated July 8, 2026




**Ajax Superior NVR H2DAI2GAC series** includes network video recorders designed for systems that require deep video archives and reliable data redundancy. The devices support the installation of two hard disk drives and/or solid-state drives (not included), enabling extended recording depth and operation in redundancy mode. The recorders feature two Gigabit Ethernet interfaces and can operate via an external network switch. Meanwhile, onboard AI enables intelligent video analytics for connected third-party IP cameras.

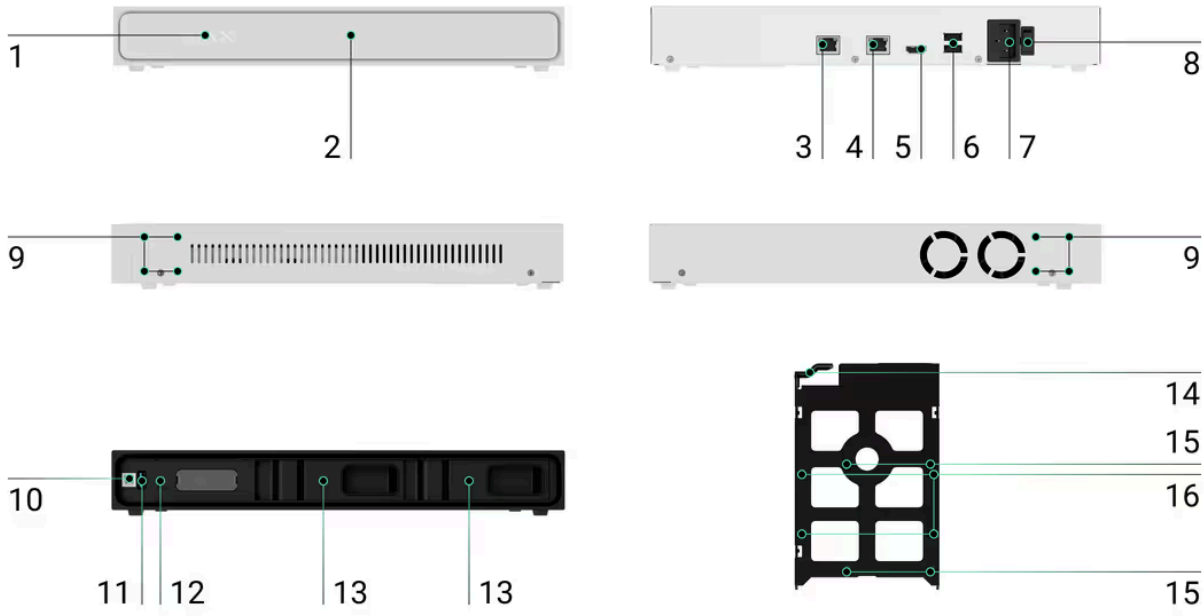
The recorders can be used in stationary video surveillance setups, allowing users to view archived and live footage in Ajax apps or on a display connected via the HDMI output.

You can connect Ajax video devices and third-party IP cameras to the Ajax Superior NVR H2DAI2GAC series device. The network video recorder is available in several versions:

- **Ajax Superior NVR H2DAI2GAC (8-ch)** — 8 channels
- **Ajax Superior NVR H2DAI2GAC (16-ch)** — 16 channels
- **Ajax Superior NVR H2DAI2GAC (32-ch)** — 32 channels

**Buy a network video recorder of the Ajax Superior NVR H2DAI2GAC series**

## Functional elements




1. LED light guide for indicating the NVR state.
2. Removable front panel.
3. Ethernet output port.
4. Ethernet input port.
5. HDMI port.
6. USB 2.0 connectors.
7. Power supply connector.
8. Power switch.
9. Fixing points to attach rack-mount brackets to the video recorder to install it in a server rack.
10. QR code with the device ID. Used to add the video recorder to an Ajax syste
11. Front-side USB 3.0 connector.
12. Reset button.

13. Storage device trays.
14. Storage device tray latch.
15. Mounting holes for securing a 2.5" drive to the storage device tray.
16. Mounting holes for securing a 3.5" drive to the storage device tray.

## Operating principle

The **Ajax Superior NVR H2DAI2GAC series** includes network video recorders for connecting Ajax video devices and third-party IP cameras that support ONVIF and RTSP protocols. The NVR allows you to install two hot-swapped storage devices with a memory capacity of **up to 24 TB** (not included in the NVR complete set).

The video recorders support two video recording modes:

- **Redundancy mode** is a mode in which the NVR records the same video streams simultaneously to both storage devices, ensuring data redundancy and reliability.
- **Split mode** is a mode in which the NVR sequentially distributes video streams across multiple storage devices to balance load and optimize storage.

> Use storage devices of the same capacity when the video recorder operates in redundancy mode. Otherwise, the total recording capacity will be limited by the smallest drive.
>
> Using the video storage calculator, you can calculate the Ajax Superior NVR H2DAI2GAC series required storage capacity and estimated recording time based on the settings.

Ajax Superior NVR H2DAI2GAC series devices connect to cameras through an external network switch. In this configuration, the switch provides network connectivity and power delivery (if it supports PoE). The devices also feature an HDMI output, which allows you to view video from connected cameras on a display even when the video recorder is not connected to the internet. The NVRs are equipped with one USB 3.0 (Type-A) port and two USB 2.0 (Type-A) ports for connecting a keyboard, mouse, USB flash drive, or USB Audio Device Class device (Audio IN/Audio OUT). The maximu output current is **900 mA** per USB 3.0 port and **500 mA** per USB 2.0 port. If a connected device requires more power, use an external power supply.

The video recorders feature a built-in accelerometer that detects if the device has been moved. When the accelerometer is activated, the system sends a notification that the device has been moved once it detects any change in the device's position. This feature can be configured in the **Tampering attempt notifications** settings of the device.

Ajax Superior NVR H2DAI2GAC series enables users to:

1. Add and configure IP cameras (camera resolution, brightness, contrast, etc.).
2. Watch video from added cameras in real-time with the ability to zoom.
3. Watch and export videos from the archive, navigating by the recording chronology and calendar (if a storage device is connected to the video recorder).
4. Choose how to detect motion in the frame — on the camera or on the video recorder.
5. Configure motion detection on the video recorder (detection zones, sensitivity level).
6. View the Video wall that combines images from all connected cameras.
7. Create video scenarios that send a short video from the selected camera to the Ajax app when the detector is triggered.
8. Configure connection via ONVIF to integrate the device with video management systems (VMS) such as Milestone, Genetec, Axxon, and Digifort.
9. Create local users and manage their access to the cameras and recorded videos.
10. Watch videos in real time and playback recorded videos locally on a display connected to the video recorder via the HDMI output.
11. Configure specific video recorder settings locally.

> The video recording segments downloaded from the video recorder have the **Ajax digital signature** that verifies the integrity of the exported video. To verify the authenticity of the downloaded video recordings, use the **Ajax Media Player** software.
>
> Learn more about Ajax Media Player

How to download videos from the archive in Ajax apps

How to configure temporary camera video access

## Selecting the device location

It is recommended to place the video recorder installed on rack-mount brackets inside a locked cabinet or server rack hidden from prying eyes. This will help to reduce the likelihood of sabotage. Ensure that the cabinet provides access for service and proper cable management. Note that the device is intended for indoor installation only.

The device is housed in a compact casing with active cooling. If the rack cabinet has insufficient ventilation or airflow, the operating temperature of memory drives may be exceeded. Install the video recorder on a flat, stable rack shelf or use rack-mount brackets attached to the rack rails. Ensure that the ventilation openings are not obstructed.

Follow placement recommendations when designing the Ajax system for an object. The security system should be designed and installed by professionals. The list of authorized Ajax partners is available here.

## Where not to install the video recorder

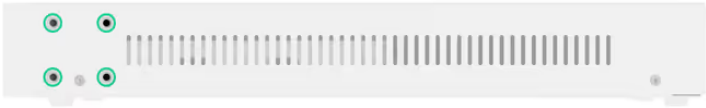
1. Outdoors. This may cause the breakdown of the video recorder.
2. Inside premises with temperature and humidity values that do not correspond to the operating parameters.

# Installation

> ⚠ Before installing the video recorder, ensure that you have chosen the optimal location that complies with the requirements of this manual.

The video recorder is designed to be installed in a server rack or on a flat, stable surface.

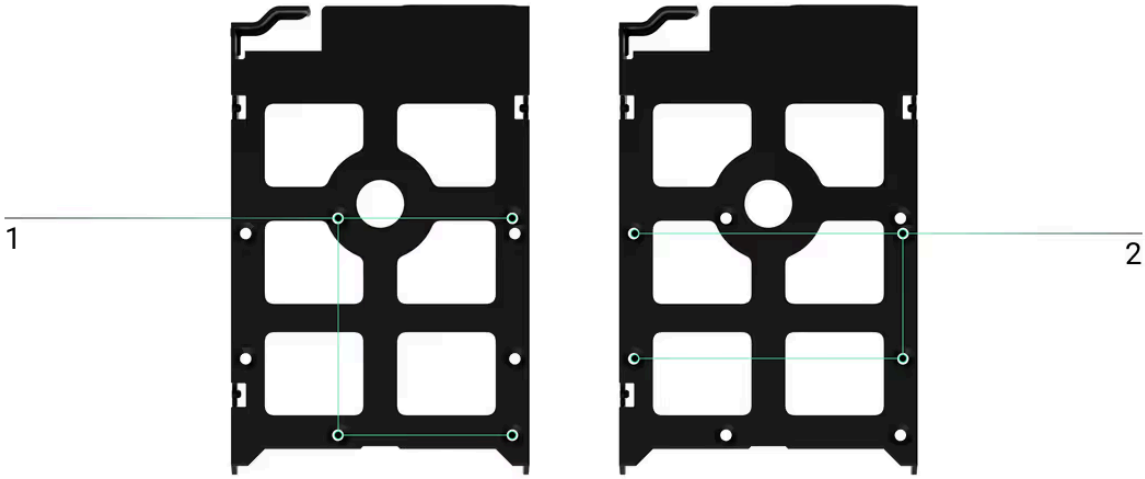
1. If you plan to mount the video recorder in a server rack, install the rack-mount brackets using the fixing points on the sides of the video recorder.



2. Install the video recorder in a server rack or on a flat, stable surface, following the installation recommendations.
3. Remove the front panel by sliding it to the right.

4. Press the latch and pull the storage device tray out.

5. Install the storage device in the drive tray, aligning the mounting holes on the drive with those on the tray. Secure the storage device with the bundled screws using the designated mounting holes.




1 — mounting holes for securing a 2.5" drive to the storage device tray;
2 — mounting holes for securing a 3.5" drive to the storage device tray.

6. Insert the storage device tray back into the NVR slot.
7. Repeat the procedure for the second storage device tray if necessary.
8. Install the front panel by sliding it back into place.
9. Connect the power cable.
10. Connect the video recorder to the network via the Ethernet port.
11. Connect the cables to the Ethernet input and output ports.
12. If necessary, connect a display to the HDMI port and interface devices to the USB ports.
13. Turn on the power switch to activate the device.
14. Add the device to the system.

The LED indicator lights up yellow and turns white after the internet is established. If the connection to the Ajax Cloud server fails, the LED indicator lights up red.

## Adding to the system

Only verified partners can add and configure Ajax Superior devices in Ajax PRO apps.

Types of accounts and their rights

## Before adding a device

1. Install an Ajax PRO app.
2. Log in to your PRO account or create a new one.
3. Select a space or create a new one.
4. Add at least one virtual room.
5. Ensure the space is disarmed.

## Adding to the space

1. Open the Ajax PRO app. Select the space to which you want to add Ajax Superior NVR H2DAI2GAC series.
2. Go to the **Devices** tab and tap **Add device**.
3. Scan the QR code or enter it manually. Find the QR code under the removable front panel and on the packaging.

4. Assign a name to the device.
5. Select a virtual room.
6. Tap **Add**.
7. Make sure that the video recorder is powered on and has access to the Internet. The LED indicator should light up white.
8. Tap **Add**.

The connected device will appear in the list of devices in the Ajax app.

The Ajax Superior NVR H2DAI2GAC series devices only work with one space. To connect the video recorder to the new space, remove it from the device list of the old space. This must be done manually in the Ajax app.

## Adding an IP camera to NVR

You can calculate the number of cameras and NVRs that can be added to the sp using the video device calculator.

First, add the camera to the space, and then add it to the video recorder.

**To add an Ajax camera:** To add an IP camera automatically: To add a third-party IP ca

1. Open the Ajax app. Select the space with NVR added.
2. Go to the **Devices** tab.
3. Find the video recorder in the list, and tap **Cameras**.
4. Tap **Add device** and wait until the network scan is complete and the available devices connected to the local network are displayed.
5. Select the camera. You will see the live image from the device.
6. Make sure the video matches the desired camera. Tap **Add**.

The IP camera connected to the video recorder will appear in the list of the NVR cameras in the Ajax app.

Note that one camera can be paired with several video recorders in one space at the same time.

# Managing NVR via HDMI connection

## Logging in

To start using the Ajax Superior NVR H2DAI2GAC video recorder with a display connected via the HDMI output, you must log in to your Ajax account. There are two login options: as a local user or with a cloud account.

How to create a local user

Logging in with a cloud account requires an internet connection. If the video recorde is not connected to the internet, you can only log in as a local user.

**To log in as a local user:**

1. Select the login option **As local user**.
2. Enter the local **Username** and **Password** in the corresponding fields.
3. (Optional) Enable **Automatically log in to this account on restart**.
4. Tap **Log in**.

**To log in with a cloud account:**
There are two ways to log in with a cloud account: using account credentials or scanning a QR code.

**Using account credentials:**

1. Ensure the video recorder is connected to the internet.
2. Select the login option **With cloud account**.
3. Select an account type.
4. Enter your **Email** and **Password** in the corresponding fields.
5. (Optional) Enable **Automatically log in to this account on restart**.
6. Tap **Log in**.

**Using a QR code:**

1. Ensure the video recorder is connected to the internet.
2. Select the login option **With cloud account**.
3. Open an Ajax app on your mobile device and go to:
   - **Menu** → ⚙ **App settings** → **Sessions**
4. Scan the QR code on the display.

## Video wall and slideshow

The **Video wall** feature allows you to create custom layouts, manage cameras, watch live video streams, access archived footage, and more — all in a single interface.

What features are available in the video wall*

** This article describes the features available in Ajax desktop apps. The video wall on the HDMI-connected display does not include some features related to searching for spaces, channels, and channel organization.*

Using the video wall, you can view archives from **up to 4 cameras** simultaneously directly on the display connected via HDMI.

> You can stream video from the cameras directly to your smart TV using the **Ajax TV** app. With **Ajax TV,** you can monitor multiple cameras simultaneously, switch between devices, and open any camera in full-screen mode on smart TVs or TVs connected to smart TV set-top boxes.
>
> Learn more about the Ajax TV app

Ajax Superior NVR H2DAI2GAC series features keyboard shortcuts to quickly and simply navigate the video wall. These shortcuts give you instant access to key features and help you work within the video wall.

> A keyboard should be connected to the video recorder to use keyboard shortcuts.

### Keyboard shortcuts to manage the video wall

| Keyboard shortcut | Description |
|---|---|
| 1 | 0.5x playback speed |
| 2 | 1x playback speed (by default) |
| 3 | 1.5x playback speed |
| 4 | 2x playback speed |
| Space | Play/pause |
| <, > | Previous/next frame |
| ←, → | Seek −5/+5 seconds |
| F | Open/close full-screen mode |
| Esc | Return from player mode to grid layout |
| Tab | Archive entry/exit |
| Ctrl + N | Create a new tab |
| Ctrl + D | Delete current tab |

| | |
|---|---|
| Alt + right arrow | Next tab |
| Alt + left arrow | Previous tab |

### Keyboard shortcuts to manage the slideshow

| Keyboard shortcut | Description |
|---|---|
| Ctrl + N | Create a new slideshow |
| Space | Play/stop |
| F | Open/close full-screen mode |
| Esc | Return from player mode to grid layout |
| Alt + right arrow | Move to the next slideshow tab |
| Alt + left arrow | Move to the previous slideshow tab |

### Keyboard shortcuts to control PTZ cameras

| Keyboard shortcut | Description |
|---|---|
| P | Open/close PTZ mode |
| Left/right arrow | Pan left/right |
| Up/down arrow | Tilt up/down |
| + (plus key) | Zoom in |
| – (minus key) | Zoom out |
| Shift + left arrow | Focus near |
| Shift + right arrow | Focus far |
| H | Go to PTZ default settings |

## Exporting an archive via USB

The Ajax Superior NVR H2DAI2GAC series devices can export video recordings to external storage device connected to the USB port. This allows users to download videos directly from the video recorder connected to the display via HDMI. No Ajax apps or internet connection are required.

Learn more about exporting an archive via USB

## Settings

To open the **Settings** tab, select it from the top toolbar.

| Parameter | Description |
|---|---|
| **Overview** | |
| Overview | Displays the video recorder **states** and allows the admin to format the storage device or reboot the video recorder if specific issues occur.<br><br>Learn more in the State section |
| **Connection** | |
| WAN | The setting of the connection type of the video recorder to the Ajax Cloud server via Ethernet.<br><br>Available connection types:<br><br>• **DHCP client**<br>• **Static** |
| **Archive** | |
| Hard drive [number] | Shows the states and settings of a specific storage device.<br><br>Learn more in the Archive settings section |
| Archive settings | Shows the current archive depth and archive settings.<br><br>Learn more in the Archive settings section |
| **Audio** | |
| Audio output | Allows selecting the audio output device to be used. The option shows all connected devices that can play sound. |
| Output volume | Allows adjusting the volume of the audio output device's speaker. |
| Test volume | Allows testing the volume of the audio output device's speaker. |
| Audio input | Allows selecting the microphone to be used based on the connected devices. |
| Microphone gain | Allows configuring the microphone sensitivity level. |
| **App settings** | |

| | |
|---|---|
| Language | Selects the language of the interface. |
| Measurement system | Sets the system for displaying measurements in the app:<br>• **Metric** — measurements are displayed in °C and meters.<br>• **Imperial/US customary** — measurements are displayed in °F and feet. |
| Screen resolution | Allows configuring the screen resolution for the display connected to the HDMI port.<br>To reset the screen resolution, reboot the video recorder and, once it boots, press and hold the right and left mouse buttons simultaneously for 5 seconds. |
| Display area alignment | Allows manual adjustment of the interface's position on the screen. |

## Logging out

To log out of your account:

1. Click the profile icon or user image in the upper-right corner of the interface.
2. Select **Sign out**.

After logging out, you will see the login screen.

## Resetting to the default settings

To reset the video recorder to the default settings:

1. Turn it off by disconnecting the power supply.
2. Remove the front panel.
3. Press and hold the recessed reset button using a suitable tool.

4. Power the video recorder while the reset button is pressed, and wait until the LED indicator lights up violet. This will take about 50 s.

> The video recorder's LED indicator lights up yellow for 20 s after powering the video recorder with a pressed reset button. Then it turns off for 20 s and lights up violet. This means that video recorder has been restored to the default settings.

5. Release the reset button.

## Icons

The icons show some device states. You can view them in Ajax apps:

1. Open an Ajax app and select a space.
2. Go to the **Devices** tab.
3. Find the video recorder in the list.

| Icon | Meaning |
|---|---|
| | One or two storage devices are connected. |
| | A storage device is not connected, or all connected storage devices are in the **Read-only** mode. |
| | The storage device is being formatted or has periodic malfunctions. If formatting does not start, replace the storage device. |
| | The storage device errors or malfunctions have been detected:<br>• Only one storage device is installed, and **Redundancy mode** for the storage setup is enabled.<br>• One or two storage devices are in the **Read-only** mode, and **Redundancy mode** for the storage setup is enabled.<br>• Any of the storage devices is malfunctioning. It is recommended to reboot the video recorder or format the storage device. |

| | |
|---|---|
| | A firmware update is available. Go to the device states or settings to find the description and launch an update. |
| Updating | Firmware update in progress: downloading/installing the latest version. |
| | New firmware installation has failed. |
| ONVIF | The device connection via ONVIF is enabled.<br><br>Learn more |
| Offline | The device has lost connection with the Ajax Cloud server. |

## States

The **States** section displays information about the device and its operating parameters. You can view the video recorder's states in Ajax apps or on a display connected via HDMI.

To view states in Ajax apps:

1. Open an Ajax app and select a space.
2. Go to the **Devices** tab.
3. Select the video recorder from the list of devices.

| Parameter | Meaning |
|---|---|
| Firmware update | The field is displayed when the firmware update is available:<br><br>• **New firmware version available** — the new firmware is available for download and installation.<br>• **Downloading...** — firmware downloading is in progress. It is displayed as a percentage.<br>• **Installing...** — the firmware is being installed.<br>• **Failed to update firmware** — the new firmware could not be installed.<br><br>Tapping on i opens more information about the device's firmware update. |
| Ethernet | The video recorder connection state to the Internet via Ethernet:<br><br>• **Connected** — the video recorder is connected to the network. Normal state. |

| | |
|---|---|
| | • **Not connected** — the video recorder is not connected to the network. Check your wired internet connection.<br><br>Tapping the icon (i) displays the network parameters. |
| CPU usage | Displayed from 0 to 100%. |
| RAM usage | Displayed from 0 to 100%. |
| Hard drive [number] | Storage device connection state to the video recorder:<br><br>• **OK** — the storage device is communicating with the video recorder. Normal state.<br>• **Error** — an error occurred when connecting the storage device to the video recorder. Check the connection and compatibility of the memory drive and video recorder.<br>• **Works with errors** — the storage device operates with errors. It is recommended to either reboot the video recorder or format the storage device.<br>• **Requires formatting** — storage device formatting is recommended. If the drive contains data, it will be permanently deleted.<br>• **Formatting...** — the storage device is being formatted.<br>• **Not installed** — the storage device is not installed in the video recorder.<br>• **Read-only** — the storage device is in the **Read-only** mode. New recordings will not be saved to the disk. |
| Hard drive [number] temperature | The temperature of the storage device. |
| Built-in fan state | Built-in fan state: |
| Cameras (online / total) | The number of cameras connected to the video recorder.<br><br>• **Off** — the fan is turned off to eliminate unwanted noise.<br>• **OK** — the fan is operating normally.<br>• **Error** — the fan issue is detected, which may lead to overheating or device malfunction. Check if nothing is blocking the blade movement. Contact Ajax Technical Support if the issue persists. |
| Current archive depth | The depth of storage device recording. Shows how many days from the first record. |
| ONVIF integration | Shows the current state of the device's ONVIF integration.<br><br>This state is displayed only when ONVIF integration is enabled. |
| Uptime | The video recorder operating time since the last reboot. |
| Firmware | Firmware version of the video recorder. |

| | |
|---|---|
| Device ID | The video recorder's ID/Serial number. Also available under the front panel and on the packaging. |

## Settings

To change video recorder settings in an Ajax app:

1. Go to the **Devices** tab.
2. Select the video recorder from the list.
3. Go to **Settings** by tapping on the gear icon.
4. Set the required parameters.
5. Tap **Back** to save the new settings.

Additionally, the **Connection** and **Archive** settings can be configured via HDMI connection.

An Ajax system enables PROs to apply multiple preconfigured settings to multiple video devices simultaneously via setting templates.

Learn more about settings templates

| Settings | Meaning |
|---|---|
| Name | Video recorder name. Appears in the list of devices and notifications in the events feed.<br><br>To change the video recorder name, tap on the text field.<br><br>The name can contain up to 24 Latin characters or up to 12 Cyrillic characters. |
| Room | Selection of the video recorder's virtual room.<br><br>The room name is displayed in the text of notifications in the events feed. |
| Tampering attempt notifications | Allows enabling the **Notify on device movement** option. When it is enabled, the system notifies a user if the device is moved or its position changes. |
| Firmware update | The video recorder firmware version. |

| | |
|---|---|
| Connection | Opens a menu with the **Connection** settings.<br><br>Learn more |
| Archive | Opens a menu with the **Archive** settings.<br><br>Learn more |
| Audio | Opens the menu with the **Audio** settings.<br><br>Learn more |
| Local users | Opens the menu for managing local user accounts on the device.<br><br>Local users can access the device even without an internet connection.<br><br>Learn more |
| Service | Opens a menu with **Service** settings.<br><br>Learn more |
| Report a problem | Allows for describing a problem and sending a report. |
| Monitoring | The setting is available in Ajax Pro apps.<br><br>Allows a PRO with rights to configure the system to set up **Zone number for CMS events** — unique identifier of the device in events it reports to CMS.<br><br>For cameras connected to the video recorder, the **Send events on detections to CMS** option can be set up additionally. This option defines whether the camera will send notifications on motion or object detection to CMS. To do this, open the settings of the connected camera and click the **Monitoring** menu. |
| User manual | Opens the video recorder user manual. |
| Delete device | Unpairs the video recorder from the space. |

# Connection

| Settings | Meaning |
|---|---|

| | |
|---|---|
| WAN | The connection type setting for the NVR's first Ethernet interface used to connect to a local network or external devices.<br><br>Available connection types:<br><br>• **DHCP server**<br>• **Static** |
| LAN | The connection type setting for the NVR's second Ethernet interface used to connect to a local network or external devices.<br><br>**Bridge mode** — when enabled, the NVR operates as a transparent bridge between cameras and the network, while IP assignment is handled by the router.<br><br>Available connection types:<br><br>• **DHCP server**<br>• **Static** |

# Archive

| Settings | Meaning |
|---|---|
| **Hard drive [number]** | |
| Hard drive | Displays the storage device connection state to the video recorder:<br><br>• **OK** — the storage device is communicating with the video recorder. Normal state.<br>• **Error** — an error occurred when connecting the storage device to the video recorder. Check the connection and compatibility of the memory drive and video recorder.<br>• **Works with errors** — the storage device operates with errors. It is recommended to either reboot the video recorder or format the storage device.<br>• **Requires formatting** — storage device formatting is recommended. If the drive contains data, it will be permanently deleted.<br>• **Formatting…** — the storage device is being formatted.<br>• **Not installed** — the storage device is not installed in the video recorder.<br>• **Read-only** — the storage device is in the **Read-only** mode. Ne recordings will not be saved to the disk. |
| Storage (used / total) | Displays the current usage of the installed storage device. The first value shows the occupied space, and the second value indicates the |

| | |
|---|---|
| | total storage capacity. |
| Access mode | Allows selecting permissions for interacting with the installed storage device:<br>• **Read & write** — allows the NVR to record new footage and read existing files.<br>• **Read-only** — restricts access to viewing and playback only. New recordings will not be saved to the disk. |
| Eject | Allows safe ejection of the storage device. Recording to the disk is paused until the storage device is reinserted and recognized by the system. |
| Format | Allows formatting the storage device. |
| **Archive settings** | |
| Current archive depth | Displays the current archive depth. |
| Max archive depth | Allows selecting the maximum archive depth. It can be set to a range of 1 to 360 days or can be unlimited. |
| Storage setup | Allows selecting the storage setup mode:<br>• **Redundancy mode** — footage is duplicated across all installed storage devices to ensure a complete backup and prevent data loss.<br>• **Split mode** — footage is distributed evenly across all storage devices, maximizing available storage capacity while maintaining overall recording continuity. |

# Audio

| Settings | Meaning |
|---|---|
| Audio output | Allows selecting which audio output device to use. The option shows all connected devices that can play sound. |
| Output volume | Allows adjusting the volume of the audio output device's speaker. |
| Audio input | Allows selecting which microphone to use based on the connected devices. |
| Microphone gain | Allows configuring the microphone sensitivity level. |

# Service

| Settings | Meaning |
|---|---|
| Time zone | Time zone selection.<br><br>Set by the user and is displayed when viewing video from IP cameras. |
| LED brightness | The brightness level of the LED indicator of the device is adjusted with a scrollbar. |
| Built-in fan | The speed of the built-in fan in the video recorder. Setting the fan's speed helps regulate the device's internal temperature.<br><br>Available operating modes are:<br><br>• **Disabled** — the fan is turned off to eliminate unwanted noise.<br>• **Auto** — the fan speed adjusts automatically based on the device's operating conditions to prevent overheating.<br>• **Preset** — manual speed control. Available speed values are:<br>  ◦ **Low**<br>  ◦ **Medium**<br>  ◦ **High** |
| **Cloud connection** | |
| Delay of cloud connection loss alarm, sec | The delay is required to reduce the risk of a false event about the lost connection with the server.<br><br>The delay can be set in the range of 30 to 600 seconds. |
| Cloud polling interval, sec | The frequency of polling the Ajax Cloud server is set in the range of 30 to 300 seconds.<br><br>The shorter the interval, the quicker the cloud connection loss will be detected. |
| Get notified of cloud connection loss without alarm | If enabled, the app uses a standard notification sound instead of a siren alert. |
| **Connection via ONVIF** | |
| Connection via ONVIF | Configuring the device's connection via ONVIF to third-party VMSs.<br><br>Learn more |
| **Security certificates** | |
| Security certificates | When the video recorder is used in a third-party system, this option allows downloading a security certificate to ensure a secure connection to a third-party video management system. |

## Managing local users

**Local users** are accounts saved directly on the video recorder that can be used to access the NVR even without an internet connection. Up to 50 local users can be created on a single video recorder. Each user has a username, password, and a role — either **Administrator** or **Operator**. The assigned role determines the local user's access rights to cameras, the archive, and device settings.

Local user accounts can be created, managed, and deleted only via Ajax apps, and only when the video recorder is connected to the internet.

## Creating a local user

To create a local user in Ajax apps:

1. Select a space.
2. Go to the **Local users** menu in the video recorder settings:
   - **Devices** → **Ajax Superior NVR H2DAI2GAC series video recorder** → **Settings** ⚙ → **Local users**
3. Tap **Add**.
4. Fill in the required fields:
   a. Enter a **Username**. Each username must be unique.
   b. Enter a **Password** and confirm it in the **Password confirmation** field. The password must be at least six characters long and include uppercase and lowercase letters, digits, and special characters.
5. Select the local user role. Note that the **Administrator** role has full access to the cameras and settings.
6. If the **Operator** role is selected, set the required access rights.
7. Tap **Save** to finish creating a local user.

## Modifying parameters and permissions

To modify a local user's name, role, permissions, or password in Ajax apps:

1. Select a space.

2. Go to the **Local users** menu in the video recorder settings:
   - **Devices** → **Ajax Superior NVR H2DAI2GAC series video recorder** → **Settings** ⚙ → **Local users**
3. Select the required local user.
4. Modify the following parameters as necessary:
   a. **Username**.
   b. **Role**.
   c. **Access rights** (only for the **Operator** role).
   d. **Password**.
5. Tap **Save** to apply the changes.

## Deleting a local user

To delete a local user in Ajax apps:

1. Select a space.
2. Go to the **Local users** menu in the video recorder settings:
   - **Devices** → **Ajax Superior NVR H2DAI2GAC series video recorder** → **Settings** ⚙ → **Local users**
3. Select the required local user.
4. Tap **Delete account**.
5. Tap **Delete** to confirm the action.

> ⚠ Note that once a local user is deleted, they will no longer be able to log in with their credentials, and all active sessions will be terminated.

## Indication

| Event | Indication | Note |
|---|---|---|
| The video recorder boots after connecting to power. | Lights up yellow. | If the video recorder is connected to Ajax Cloud, the color indication changes to white. |

| | | |
|---|---|---|
| The video recorder has power and is connected to the internet. | Lights up white. | |
| The video recorder is not connected to the internet or there is no communication with the Ajax Cloud server. | Lights up red. | |
| • The video recorder does not have a storage device installed.<br>• The storage device is installed but does not work correctly. For example, when formatting, if it has errors, or when it needs to be formatted. | Flashes white or red every second, depending on the state of the connection with the Ajax Cloud server. | The indicator flashes until one of the following conditions is met:<br>• The storage device is formatted/installed.<br>• All cameras added to the video recorder are configured not to record video to the NVR's storage device. |

## Maintenance

The device does not require maintenance.

## Technical specifications

Technical specifications of Ajax Superior NVR H2DAI2GAC (8-ch)

Technical specifications of Ajax Superior NVR H2DAI2GAC (16-ch)

Technical specifications of Ajax Superior NVR H2DAI2GAC (32-ch)

Compliance with standards

## Warranty

Warranty for products of Limited Liability Company "Ajax Systems Manufacturing" is valid for 2 years after purchase.

If the device does not function correctly, please contact Ajax Technical Support first. In most cases, technical issues can be resolved remotely.

Warranty obligations

User Agreement

**Contact Technical Support:**

- email
- Telegram

Manufactured by “AS Manufacturing” LLC

# Need help?

Explore the full potential of an Ajax system through detailed manuals, articles, tools, and FAQs. For immediate assistance, our AI-powered chatbot and professional technical support team are available 24/7.

Ask a question

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Subscribe to our emails about secure life. No spam.

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@AjaxSystemsSupport_Bot

Ask a question

Trustpilot

Rating 4.8

4,500,000

people worldwide under Ajax protection

Suggest a feature

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Intrusion protection

Video surveillance

Fire and life safety

Comfort and automation

All products

Services

System integrations

Ajax Ready products

## Software

Ajax Security System

Ajax PRO: Tool for Engineers

Ajax Desktop

Ajax PRO Desktop

Ajax TV

Ajax Translator PRO

Ajax Cloud Signaling

Ajax Media Player

Fibra wired protocol

Ajax radio protocols

Scenarios

Available on App Store

Available on Google Play

## Solutions

Customer stories

Solutions by facility type

Commercial fire detection and alarm system

Wireless Grade 3 solution

Wired Grade 3 solution

Video surveillance solution

Integration with Yale smart locks

Upgrades and retrofits

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How it works

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## Tools

Ajax device compatibility

CMS software compatibility

Ajax Services availability

Video storage calculator

Video device calculator

Battery life calculator

Radio communication range calculator

Switches and outlets configurator

Fibra power supply calculator

All web tools

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Intrusion alarm monitoring

Video monitoring and visual alarm verification

Audio alarm verification

## Company

Blog

About us

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Events

Career

Ajax Next

Ajax PRO channel

Reviews and feedback

## For partners

For partners

Ajax Academy

Partner Portal

Ajax PRO channel

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