



Synology VisualStation VS960HD

Hardware Installation Guide

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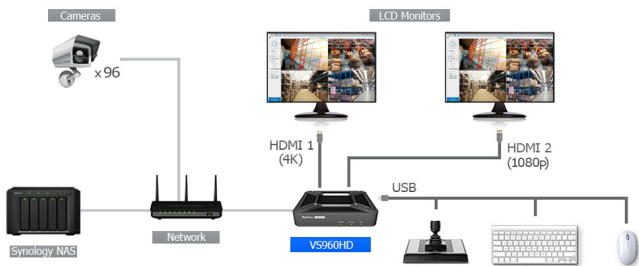
Appendix B: LED Indicator Table

Before You Start

Thank you for purchasing this Synology product. VS960HD allows you to watch live view and playback recordings without using a computer. You can log in to Surveillance Station directly through VisualStation for complete control over your surveillance devices.

VS960HD can be connected to 2 HDMI displays, allowing you to easily operate most features of Surveillance Station without a computer.

This Hardware Installation Guide will help you complete hardware installation and connect VS960HD to your Synology NAS/NVR product.



Package Contents

Main unit x 1		AC power adapter x 1
		
		RJ-45 LAN cable x 1
		
		Hardware installation guide x 1
		
		s11 screws x 5
		
Mounting plate x 1	Mounting adapter x 1	s10 screws x 10
		

Synology VisualStation at a Glance

Front



Right



Back



Left



No.	Article Name	Location	Description
1	Power Indicator	Front Panel	Displays system power status. For more details, please refer to "Appendix B: LED Indicator Table" .
2	Status Indicator		Displays the status of the system. For more details, please refer to "Appendix B: LED Indicator Table" .
3	LAN Indicator		Displays warnings regarding fan or temperature status. For more details, please refer to "Appendix B: LED Indicator Table" .
4	Audio Input/Output	Right Panel	Connect a microphone to Audio Input (only for cameras with built-in speakers). Connect external speakers or earphones to Audio Output.
5	Power Button		Press to turn VS960HD on or off.
6	Power Port	Back Panel	Connect AC power adapter here.
7	LAN Port		Connect LAN cable here.
8	HDMI 2		Connect HDMI cable here. Supports 1080p (1920 x 1080, 60Hz) resolution.
9	HDMI 1		Connect HDMI cable here. Supports 4K (3840 x 2160, 30Hz/60Hz) resolution.
10	USB 3.0 Port	Left Panel	Connect an external storage device here.
11	USB 2.0 Ports		Connect a USB mouse, USB keyboard, joystick, or other USB device here.

Safety Instructions

	Keep away from direct sunlight and away from chemicals. Make sure the environment does not experience abrupt changes in temperature or humidity.
	Place the product right side up at all times.
	Do not place near any liquids.
	Before cleaning, unplug the power cord. Wipe with damp paper towels. Do not use chemical or aerosol cleaners.
	To prevent the unit from falling over, do not place on carts or any unstable surfaces.
	The power cord must plug in to the correct supply voltage. Make sure that the supplied AC voltage is correct and stable.
	To remove all electrical current from the device, ensure that all power cords are disconnected from the power source.
	Risk of explosion if battery is replaced with an incorrect type. Dispose of used batteries appropriately.

Installation and Setup

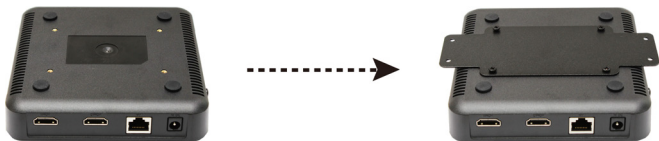
Tools and Parts for Installation

- A screwdriver
- Mounting adapter (included)
- Mounting plate (included)
- AC power adapter (included)
- RJ-45 LAN cable (included)
- s10 and s11 screws (included)
- A VESA-compliant monitor (optional)

Note: If you do not need to mount VS960HD to your monitor, please skip to "Connect Inputs and Outputs".

Install Mounting Kit

- 1 Place VS960HD upside down on a flat working surface (with the I/O ports facing towards you). Attach the mounting plate to VS960HD by installing the included s10 screws in the four spots illustrated below.

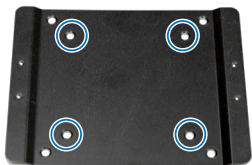


- 2 Prepare the monitor by powering it off and removing any connections to it. Then, place the monitor face down on a flat working surface (with the upper edge pointing away from you). Attach the mounting adapter to the monitor by installing the included s10 screws in accordance with your monitor mounting type.

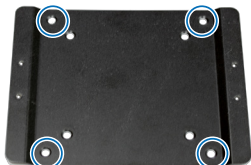
Note: The mounting adapter is compatible with both MIS-D 75 and MIS-D 100 type VESA-compliant mounting surfaces.

Both mounting types are shown below:

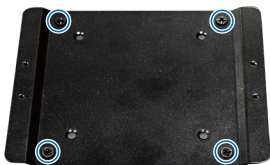
MIS-D 75



MIS-D 100



In the diagram below, the included s11 screws have been installed in accordance with the MIS-D 100 type:



- 3 Place VS960HD over the mounting adapter (with the I/O ports facing towards you). Align the screw holes and install the included s10 screws in the four spots illustrated below.



Connect Inputs and Outputs

- 1 Connect one end of the AC power adapter to VS960HD and the other end to a power outlet.



- 2 Connect one end of the LAN cable to VS960HD and the other end to your switch/router/hub.



- 3 Connect one end of the HDMI cable to VS960HD and the other end to your monitor(s). In the diagram below, one HDMI cable is attached.



Note: VS960HD supports dual displays. When two monitors are connected, the display can be mirrored or extended.

- 4 If you would like to attach a USB drive to VS960HD, connect it to the blue USB 3.0 port. Skip to the next step if this does not apply to you.



- 5 Connect your USB mouse or joystick to one of the USB ports. Skip to the next step if this does not apply to you.



- 6 Connect your USB keyboard to one of the USB ports. Skip to the next step if this does not apply to you.



- 7 Push the power button on the side panel of VS960HD. After booting up, VS960HD will be online and ready to work with your Synology NAS/NVR product.



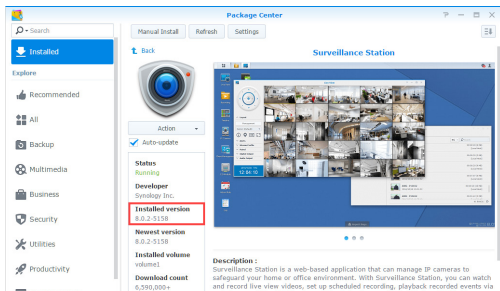
Note: Upon powering on, VS960HD may take up to ten seconds to finish booting up. During this time, the display is blank.

Check Surveillance Station Software

Before connecting VS960HD to your Synology NAS/NVR product, please make sure you have updated Surveillance Station to version 8.0.2 or later on your Synology NAS/NVR product in order to utilize all the new features.

To check your Surveillance Station version:

- 1 Sign in to your Synology NAS/NVR.
- 2 Go to **Package Center**.
- 3 Find and click **Surveillance Station**. The version number is displayed.

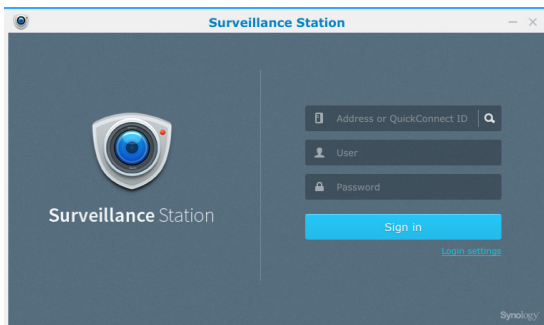


Connect VS960HD to your Synology NAS/NVR

Once VS960HD is connected to the network and booted up, you can proceed to connect it to your Synology NAS/NVR product.

To connect VS960HD to your Synology NAS/NVR:

- 1 Launch **Surveillance Station** application on VS960HD.
- 2 Sign in to your Synology NAS/NVR using an account with the privilege of Surveillance Station. To enjoy full experience of Surveillance Station, you can use an account belonging to the **administrator** group.



Learn More

Congratulations! Your VS960HD is set up now, and you can fully leverage various features powered by Surveillance Station. For more information or online resources, please visit www.synology.com.

Specifications

Hardware

Item	VS960HD
External Ports	<ul style="list-style-type: none"> • USB 3.0 x 1 • USB 2.0 x 2
LAN	Gigabit x 1
Size (H x W x D)	32 x 130 x 130 mm
Weight	380 g
Video Output	HDMI x 2 (Mirrored and extended display output)
Supported Video Output Resolution	<ul style="list-style-type: none"> • HDMI1: 4k (3840 x 2160, 30Hz/60Hz) • HDMI2: 1080p (1920 x 1080, 60Hz)
Audio Input / Output	3.5 mm Stereo Audio Jack x 2 (Input / Output)
Agency Certifications	• FCC Class B • CE Class B • BSMI Class B
Language Localization	<ul style="list-style-type: none"> • English • Deutsch • Français • Italiano • Español • Dansk • Norsk • Svensk • Nederlands • Русский • Polski • Magyar • Português do Brasil • Português Europeu • Türkçe • Český • 日本語 • 한국어 • 繁體中文 • 简体中文
Environment Requirements	<ul style="list-style-type: none"> • Line voltage: 100V to 240V AC • Frequency: 50/60Hz • Operating Temperature: 32 to 104°F (0 to 40°C) • Storage Temperature: -4 to 140°F (-20 to 60°C) • Relative Humidity: 5% to 95% RH

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

Software

Item	VS960HD
Live View Channels	Maximum 96 Channels (Each Camera at 720p, 10 FPS)
Video Compression Format	<ul style="list-style-type: none">• H.264 • H.265 • MPEG4 • MJPEG• H.264+ (Hikvision)• Smart Codec (Zavio/VIVOTEK)• Zipstream (AXIS)
Audio Codec	AAC • PCM • G711 • G726 • AMR
eMap	Yes
Snapshot	Yes (Save to USB drive)
PTZ	Yes (For PTZ Cameras Only)
Patrol	Yes (For Patrol Cameras Only)
Log Viewer	Yes
Firmware Upgrade	Yes (Via USB drive)

Note: Model specifications are subject to change without notice. Please refer to www.synology.com for the latest information.

Other Requirements

Item	VS960HD
Surveillance Station	Version 8.0.2 or later
Supported IP Cameras	For a complete list of supported IP cameras, please visit www.synology.com

LED Indicator Table

LED Indicator	Color	Status	Description
Power	Green	Static	Powered on
	Orange	Static	Booting up / Shutting down
	Off		Powered off
Status	Green	Static	Logged in to a Synology server
	Orange	Static	Over temperature
	Off		Not logged in
LAN	Green	Static	Gigabit network connected
		Blinking	Gigabit network active
	Orange	Static	10/100 Mbps network connected
		Blinking	10/100 Mbps network active
	Off		No network

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Section 3. Limitations of Liability

3.1 Force Majeure. Synology will not be liable for, or be considered to be in breach of or default under this Warranty on account of, any delay or failure to perform as required by this Warranty as a result of any cause or condition beyond its reasonable control (including, without limitation, any act or failure to act by Customer).

3.2 Disclaimer of Certain Damages. IN NO EVENT WILL SYNOLOGY OR ITS SUPPLIERS BE LIABLE FOR THE COST OF COVER OR FOR ANY INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, CONSEQUENTIAL OR SIMILAR DAMAGES OR LIABILITIES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO LOSS OF DATA, INFORMATION, REVENUE, PROFIT OR BUSINESS) ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY, WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY EVEN IF SYNOLOGY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

3.3 Limitation of Liability. SYNOLOGY'S AND ITS SUPPLIERS' LIABILITY ARISING OUT OF OR RELATING TO THE USE OR INABILITY TO USE THE PRODUCT, ANY ACCOMPANYING DOCUMENTATION OR SOFTWARE AND ANY OTHER GOODS OR SERVICES PROVIDED UNDER THIS WARRANTY IS LIMITED TO THE AMOUNT ACTUALLY PAID BY CUSTOMER FOR THE PRODUCT REGARDLESS OF THE AMOUNT OF DAMAGES CUSTOMER MAY INCUR AND WHETHER BASED ON CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHER THEORY. The foregoing disclaimer of certain damages and limitation of liability will apply to the maximum extent permitted by applicable law. The laws of some states/jurisdictions do not allow exclusion or limitation of certain damages. To the extent that those laws apply to the Product, the exclusions and limitations set forth above may not apply to Customer.

Section 4. Miscellaneous

4.1 Proprietary Rights. The Product and any accompanying Software and documentation provided with the Product include proprietary and intellectual property rights of Synology and its third party suppliers and licensors. Synology retains and reserves all right, title, and interest in the intellectual property rights of the Product, and no title to or ownership of any intellectual property rights in or to the Product, any accompanying Software or documentation and any other goods provided under this Warranty is transferred to Customer under this Warranty. Customer will (a) comply with the terms and conditions of the Synology end user license agreement accompanying any Software furnished by Synology or an authorized Synology distributor or reseller; and (b) not attempt to reverse engineer any Product or component thereof or accompanying Software or otherwise misappropriate, circumvent or violate any of Synology's intellectual property rights.

4.2 Assignment. Customer will not assign any of its rights under this Warranty directly, by operation of law or otherwise, without the prior written consent of Synology.

4.3 No Additional Terms. Except as expressly permitted by this Warranty, neither party will be bound by, and each party specifically objects to, any term, condition or other provision that conflicts with the provisions of this Warranty that is made by the other party in any purchase order, receipt, acceptance, confirmation, correspondence or otherwise, unless each party specifically agrees to such provision in writing. Further, if this Warranty conflicts with any terms or conditions of any other agreement entered into by the parties with respect to the Product, this Warranty will prevail unless the other agreement specifically references the sections of this Warranty that it supersedes.

4.4 Applicable Law. Unless expressly prohibited by local law, this Warranty is governed by the laws of the State of Washington, U.S.A. without regard to any conflict of law principles to the contrary. The 1980 U.N. Convention on Contracts for the International Sale of Goods or any successor thereto does not apply.

4.5 Dispute Resolution. Any dispute, controversy or claim arising out of or relating to this Warranty, the Product or services provided by Synology with respect to the Product or the relationship between Customers residing within the United States and Synology will be resolved exclusively and finally by arbitration under the current commercial rules of the American Arbitration Association, except as otherwise provided below. The arbitration will be conducted before a single arbitrator, and will be limited solely to the dispute between Customer and Synology. The arbitration, or any portion of it, will not be consolidated with any other arbitration and will not be conducted on a class-wide or class action basis. The arbitration shall be held in King County, Washington, U.S.A. by submission of documents, by telephone, online or in person as determined by the arbitrator at the request of the parties. The prevailing party in any arbitration or legal action occurring within the United States or otherwise shall receive all costs and reasonable attorneys' fees, including any arbitration fee paid by the prevailing party. Any decision rendered in such arbitration proceedings will be final and binding on the parties, and judgment may be entered thereon in any court of competent jurisdiction. Customer understands

that, in the absence of this provision, Customer would have had a right to litigate any such dispute, controversy or claim in a court, including the right to litigate claims on a class-wide or class-action basis, and Customer expressly and knowingly waives those rights and agrees to resolve any disputes through binding arbitration in accordance with the provisions of this Section 4.5. For Customers not residing within the United States, any dispute, controversy or claim described in this section shall be finally resolved by arbitration conducted by three neutral arbitrators in accordance with the procedures of the R.O.C. Arbitration Law and related enforcement rules. The arbitration shall take place in Taipei, Taiwan, R.O.C., and the arbitration proceedings shall be conducted in English or, if both parties so agree, in Mandarin Chinese. The arbitration award shall be final and binding on the parties and may be enforced in any court having jurisdiction. Nothing in this Section shall be deemed to prohibit or restrict Synology from seeking injunctive relief or seeking such other rights and remedies as it may have at law or equity for any actual or threatened breach of any provision of this Warranty relating to Synology's intellectual property rights.

4.6 Attorneys' Fees. In any arbitration, mediation, or other legal action or proceeding to enforce rights or remedies under this Warranty, the prevailing party will be entitled to recover, in addition to any other relief to which it may be entitled, costs and reasonable attorneys' fees.

4.7 Export Restrictions. You acknowledge that the Product may be subject to U.S. export restrictions. You will comply with all applicable laws and regulations that apply to the Product, including without limitation the U.S. Export Administration Regulations.

4.8 Severability. If any provision of this Warranty is held by a court of competent jurisdiction to be invalid, illegal, or unenforceable, the remainder of this Warranty will remain in full force and effect.

4.9 Entire Agreement. This Warranty constitutes the entire agreement, and supersedes any and all prior agreements, between Synology and Customer related to the subject matter hereof. No amendment, modification or waiver of any of the provisions of this Warranty will be valid unless set forth in a written instrument signed by the party to be bound thereby.

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