

A. FAQ (Frequently Asked Questions)

A.1. Network Delayed seriously

Answer: because the video delay is related to IP Cam upstream speed, download speed & video resolution. If you encounter this problem, please let our technical service know your IP Cam ID, under what circumstances you meet this problem, we can analyze and solve it. If the remote browser appears slowly, you can put the resolution of the equipment transferred to QCIF (174X128), In general the speed will be faster. If this does not work, there may be problems with the installations, or network problem or other season.

A.2. Network connector is too long

Answer: it's the similar question with above one, because the video network is break and no matter PC port or IPCAM port in this problem, it will lead to terminal; once we have tested and 24 hours continuous line browsed in other place. If this problem happened again, please contact with our QA department.

A.3. Screen color is not very good

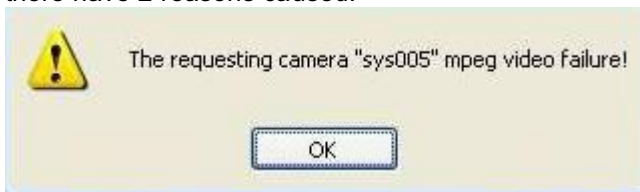
Answer: The color of the screen can be adjusted through the camera parameters. Our parameters are in accordance with the factory default setting which may not suitable for your environment.

A.4. Light is not so strong

Answer: Brightness problem is related to the camera. Generally, contrast 4 and brightness 3 shows as appropriate, the specific parameters are related to the environment, you can adjust by yourself.

A.5. If "The requesting Camera "sys005" mpeg video failure!"

Your problem is because your network environment assigned a wrong IP address to your camera device, there have 2 reasons caused.

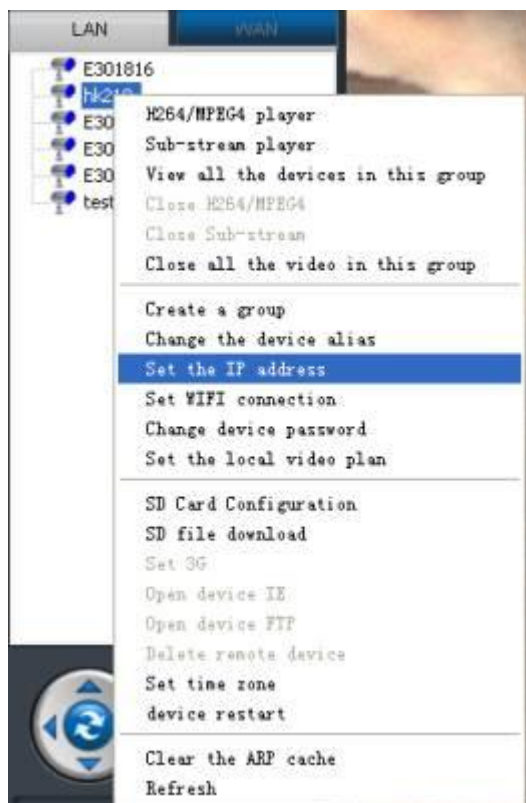


If you can't watch video on LAN, one reason might be, please check your IP camera device to see if you connect network cable & power supply correctly, another network cable side must connect to your router or switch. It takes a few minutes for the camera to work, after that you can right click "refresh" to check.

Another reason is your network exist 2 or 2 above DHCP server. Normally most users just have 1 DHCP server. With 1 DHCP server, camera can work very well, it can find device ID automatically on LAN, no need to set IP address.

But if your network has 2 or 2 above DHCP servers, have to set IP address.

A. Right click the camera ID, choose "Set the IP address", shown as below.



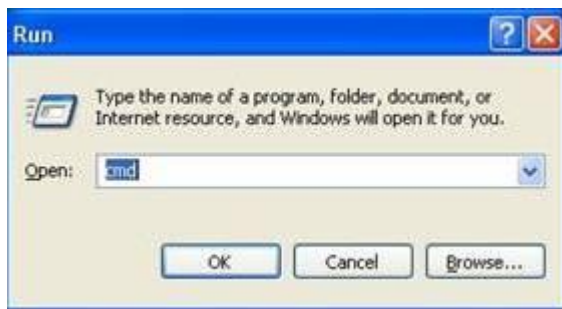
B. At the window of “Change the camera IP”, you can check whether the camera’s IP address is in the same network segment as your computer’s or not. For example, if your computer IP is 192.168.0.36, but your camera’s IP address is 192.168.1.34, then you have to change your camera IP address to 192.168.0.34.

C. In the above window of “Change the camera IP”, you also need to check whether the camera’s gateway address is in the same as your computer’s or not. For example, if your computer’s gateway address is 192.168.0.1, but your camera’s gateway address is 192.168.1.1, then you have to change your camera’s gateway address to 192.168.0.1. After you finish setting, pls restart the program, and then the camera can work.

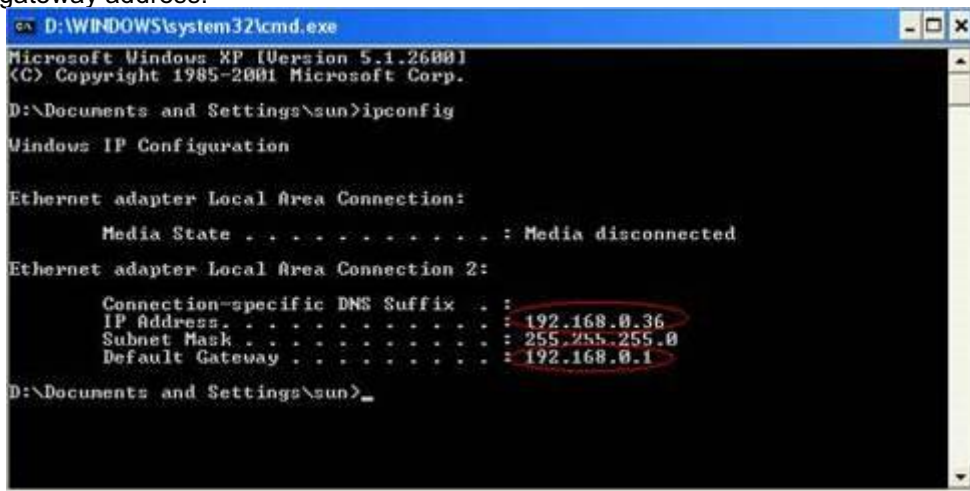
Hint/ clue:

How to know your own computer’s IP and gateway address?

Click “Start”/ run, input “cmd” at the following window,



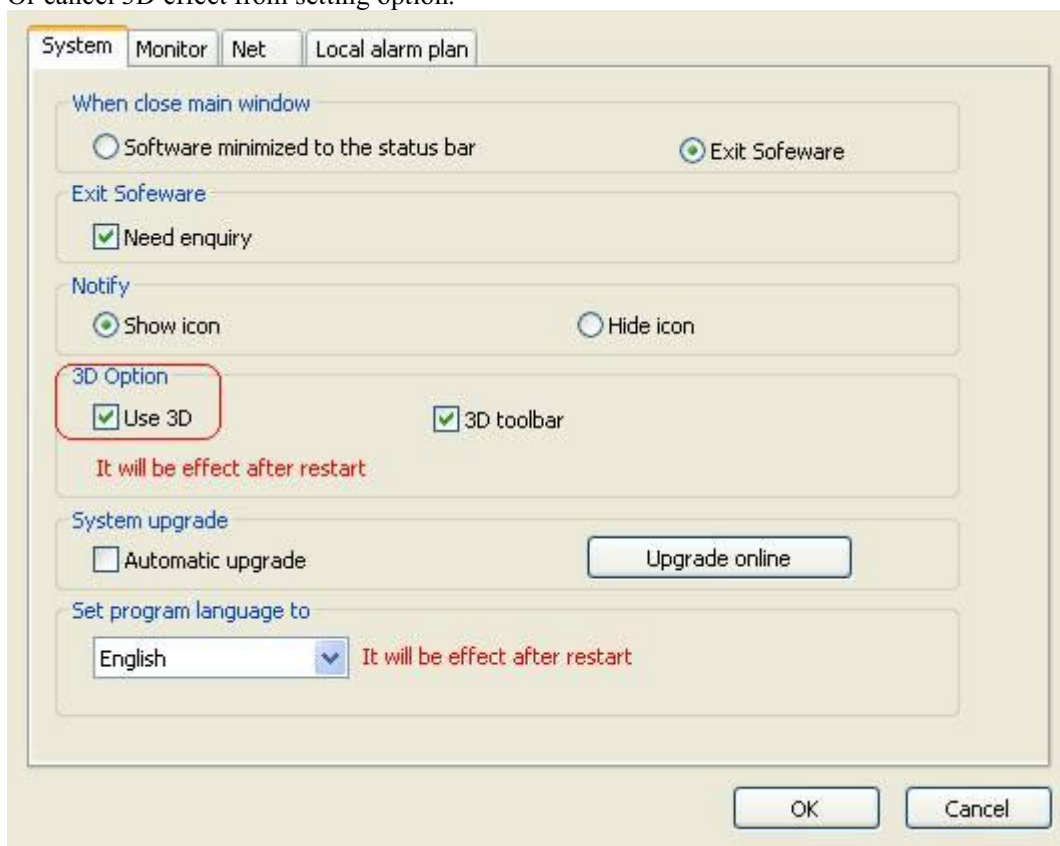
At the “cmd” window, enter the letter “ipconfig”, then you will know your own computer’s IP address and gateway address.



A.6. The video show abnormal after call the camera(screen black or blurred)

Download toinstallDirectX9.zip on the service website.

Or cancel 3D effect from setting option.



A.7. Check your edition of your device

Right click to choose Setting IP address in LAN, shown the edition NO. as below in red circle

A.8. Update DVR software

- 1) Create a new folder from the current U dish list, Put the update software in folder named **dvrupgrade**. (Tip: please delete the obsolete file if exist)
- 2) Make U dish DVR is inserted into the corresponding USB port, and then connect DVR power and cable. DVR can automatic update later. (Tip: update will need 3 or 4 minutes)

A.9. Web notice the camera is private.

Web notice the camera is private, shown as below:



As shown problem please see help [8. camera management](#) documentation. (please revise the default management password)

A.10. How to license

Please see help [8.1 authorization control from 8. camera namagement](#).

A.11. Forget the user password

Please contact the supplier.

A.12. Only use the device in the LAN

Right click the device and choose to set IP address in the LAN, shown as below picture in red circle, and then select the option **only use the device in the LAN**.

IP Address information

☒ DHCP
☐ Fixed IP

IP address: 192 . 168 . 0 . 113

Subnet mask: 255 . 255 . 255 . 0

Gateway address: 192 . 168 . 0 . 1

Preferred DNS server: 202 . 96 . 128 . 166

Mac address: 0:e4:b9:c:4a:57

LAN port: 5000 (5000 ~ 10000)

Network operator: auto

☐ Only use the device in the LAN

Device Status
 Login failed (Check the device network configuration)

OK Cancel

A.13. Set the video sharing

- 1) Click  setting and choose Video sharing+ ,shown as below:

Device management | **Server management** | Video configuration | Alarm configuration

device list

E100604

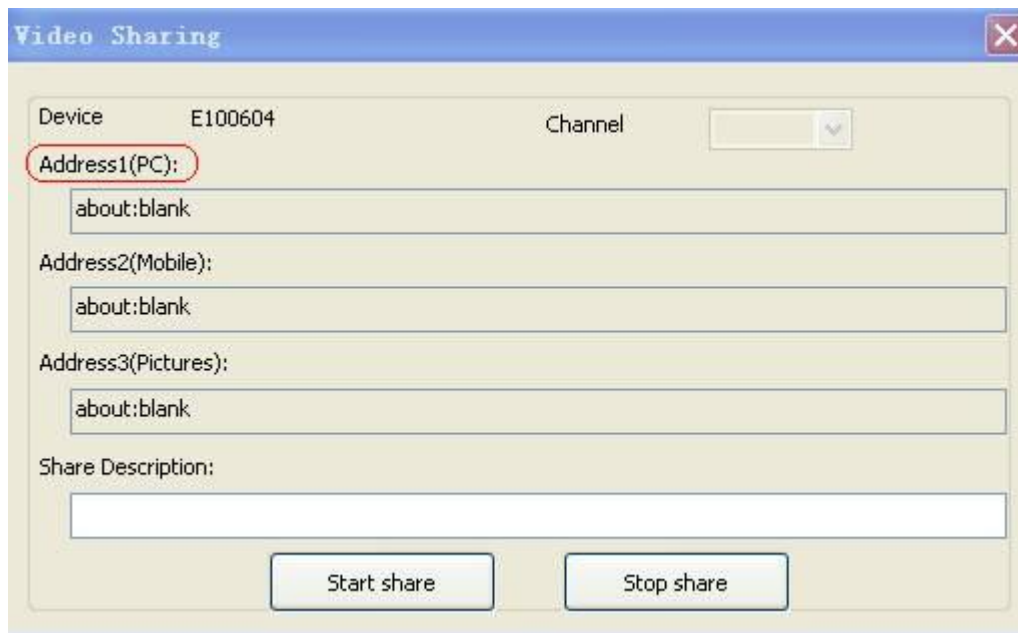
Add device
 Delete device
 Change management password
 Change watch password
 Change device alias
 Change LAN password
 SD card recording configuration
 Network service provider
Video Sharing+
 Restart the device

Permissions setting

User name	level

Add Permission
 Change Permission
 Delete Permission

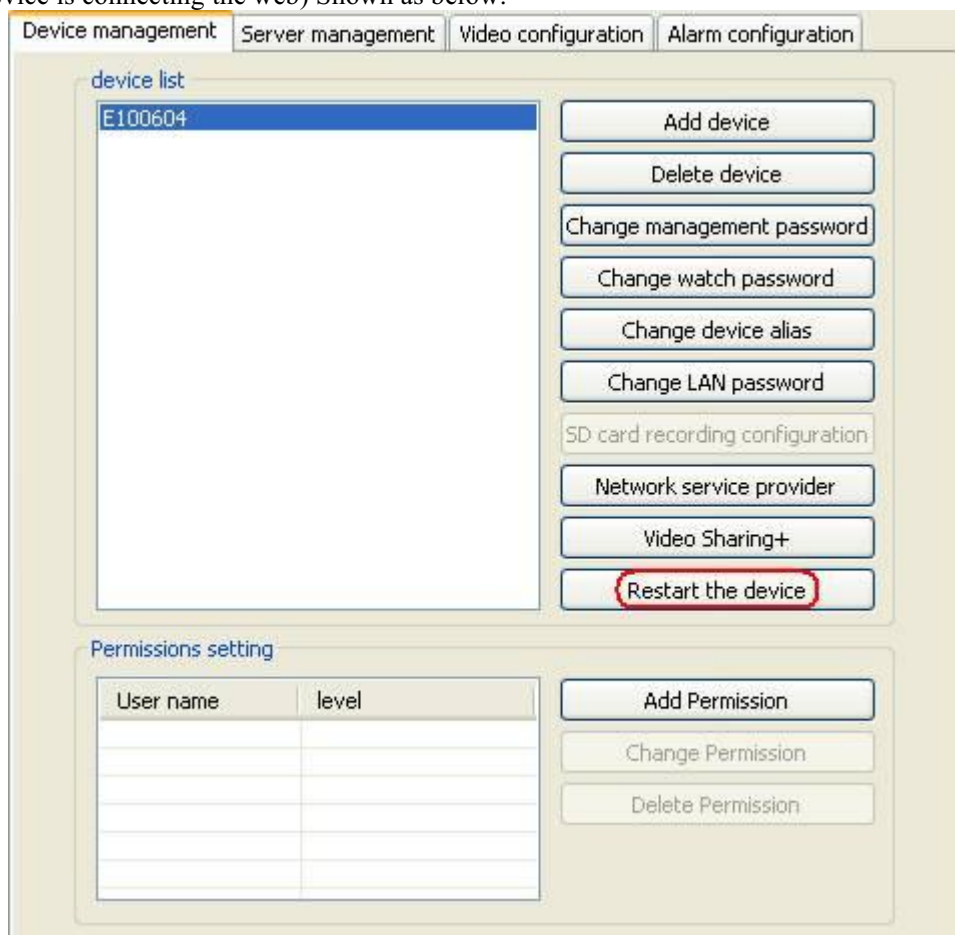
- 1) Choose video sharing + , copy the Address1 and then you can through IE to browse the video from all parts of the country. Shown as below :



The 'Video Sharing' window shows configuration options for a device with ID 'E100604'. It includes fields for 'Address1(PC):', 'Address2(Mobile):', and 'Address3(Pictures):', all containing 'about:blank'. There is also a 'Share Description:' field. At the bottom are 'Start share' and 'Stop share' buttons.

A.14. Remote restart the device

Click  setting to choose restart the device (Tip: when remote restart the device, please make sure the current device is connecting the web) Shown as below:



The 'Device management' interface shows a list of devices with 'E100604' selected. To the right are buttons for 'Add device', 'Delete device', 'Change management password', 'Change watch password', 'Change device alias', 'Change LAN password', 'SD card recording configuration', 'Network service provider', 'Video Sharing+', and 'Restart the device' (which is circled in red). Below this is a 'Permissions setting' section with a table for user permissions and buttons for 'Add Permission', 'Change Permission', and 'Delete Permission'.

User name	level

A.15. Frequency problems in WIFI setting

- Click refresh to get network name(WIFI SSID).
- Long distance, or there are closed obstacles.
- Network name(WIFI SSID)have blank space key. (Suggest removing the spaces)

A.16. How to know search visitors

Please see help 9.4 search visitors form 9. [search function](#).

A.17. How to know search visitors on line

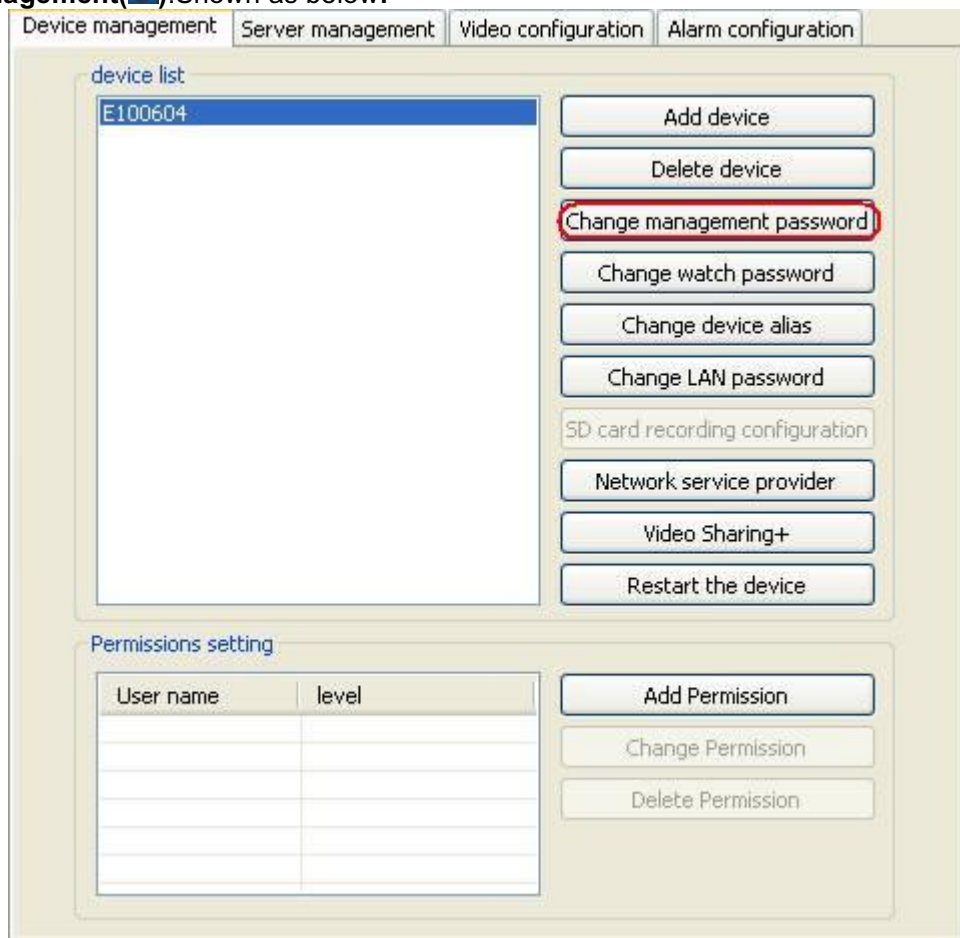
Please see help 9.5 visitors on line from 9. [search function](#).

A.18. If “Add camera failed”, how to solve? And how to change the device management password?



(Please note case-sensitive and correct with the ID No.)

a、Enter your username, password according to the label on the camera, click **Camera management** (🔧). Shown as below:



b、Choose the ID in the camera list and click **Change management password**.

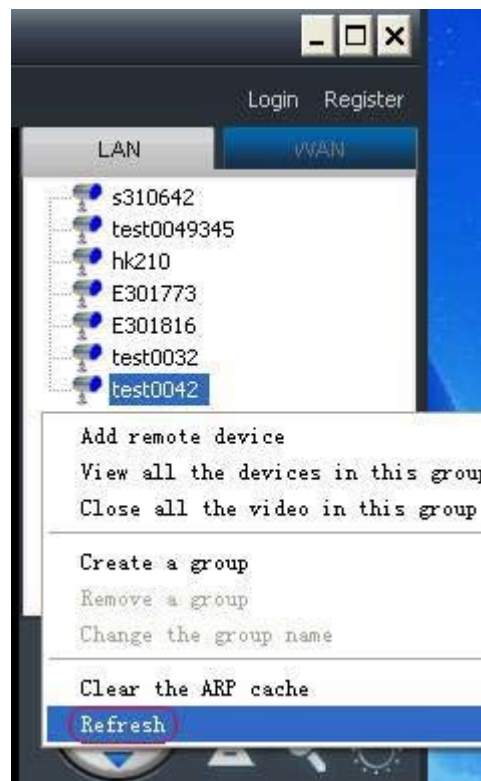
1. Quick Start

1.1 How to view the IP camera video on LAN?

Firstly, click “LAN” button of the following picture 1, it will automatically display all local cameras’ ID. If it doesn’t display camera ID, right click at the blank area and select “Refresh” to update (see picture 2), then all local cameras’ ID will be found on the list.



Picture 1

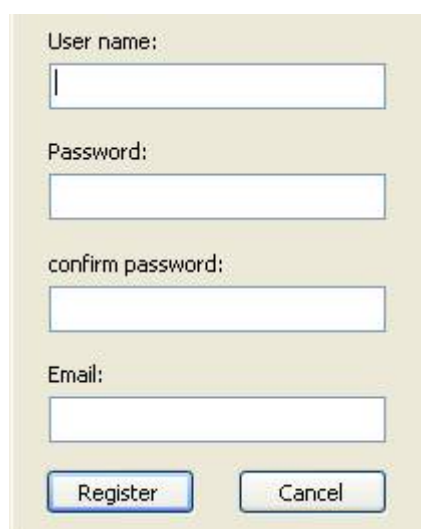


Picture 2

Secondly, double click one ID of the LAN, you will view the video. If it shows “requesting camera video failure”, please check section 10.4 of “FAQ” on the help button for a better solution.

1.2 How to view the IP camera video on WAN?

Firstly, click “WAN” button, enter your “user name” and “password”, click “Login” to sign in the Internet, see picture 3. If you don’t have a user name, please click “register” button (see picture 4) and define a user name and password by yourself, confirm to finish registration.



(Picture 3)

Picture 4

Secondly,click the right mouse at the blank area of Internet,choose "Add Device"(see picture 5) in the pop-up menu,"Server Management"(see picture 6)dialog box pops up,fill"Device Alias,Device ID,Device Viewing Password" in.



Picture 5

 A screenshot of a 'Server Management' dialog box. It has a light beige background. At the top, there's a checkbox labeled 'Device administrator'. Below it, there's a section for 'Device aliases:' with a text input field. Then, 'Device ID:' with a text input field and an asterisk. Next, 'Device Access Password:' with a text input field and an asterisk. Below that, a section titled 'Device administrator' contains 'Device Manager Password:' with a text input field and an asterisk, 'Set watch device password:' with a text input field and an asterisk, and 'Set watch device password(verify):' with a text input field and an asterisk. At the bottom of this section is a 'Watch permission:' dropdown menu currently set to 'Allow watch'. At the very bottom of the dialog are 'OK' and 'Cancel' buttons.

Picture 6

Thirdly,if the user is device administrator,please Tick ' ✓ ' in the "Device Manager" of "Server Management" dialog box.fill"Device Alias,Device ID,Device Management Password,Device Viewing Password,Device Viewing Authority" (see picture 7) in.



☒ Device administrator

Device aliases:

Device ID:

Device Access Password:

Device administrator

Device Manager Password:

Set watch device password:

Set watch device password(verify):

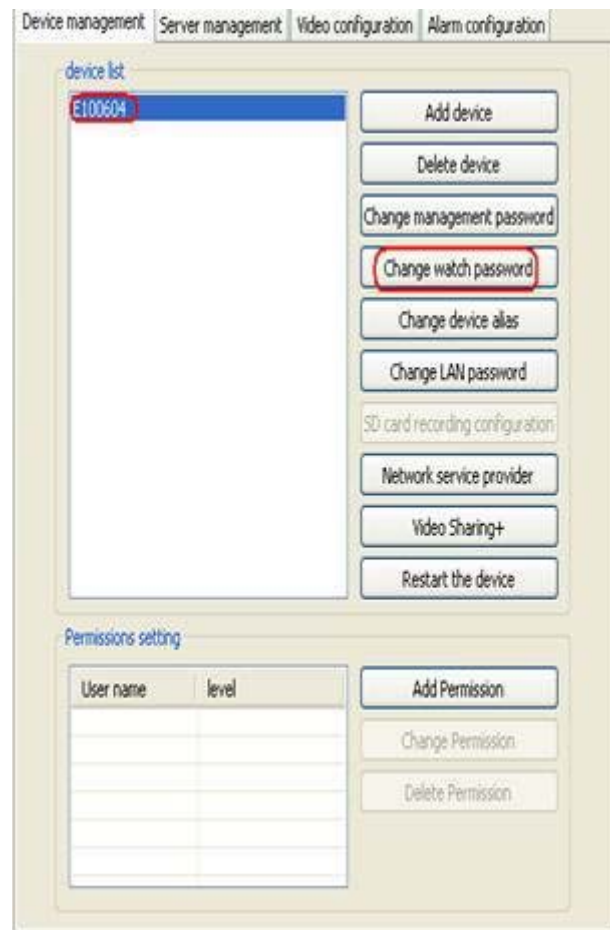
Watch permission:

Allow watch

OK Cancel

Picture 7

Fourthly,if need change device viewing password,click the right mouse at the blank area of Internet,choose "Device Management" in the pop-up menu,as the picture(see picture 7) shows,pls choose "change viewing password" in the "server management" dialog box.



Picture 8

Picture 9

Fifthly, double click the camera ID of the WAN for monitoring. Blue shows the camera is online; red shows the video is being monitored; grey shows the camera is offline (See picture 10) .



Picture 10

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.