Camera User Manual

For VIM camera Models

3100 / 4300

www.visualint.net

Table of Contents

WEB INSTRUCTION

1.1 System Requirement

Windows 7 or higher, please make sure right installation and setup of following items:
Windows 7 Operating System or higher
Internet Explorer version 11.0 or higher (Edge browser not supported)
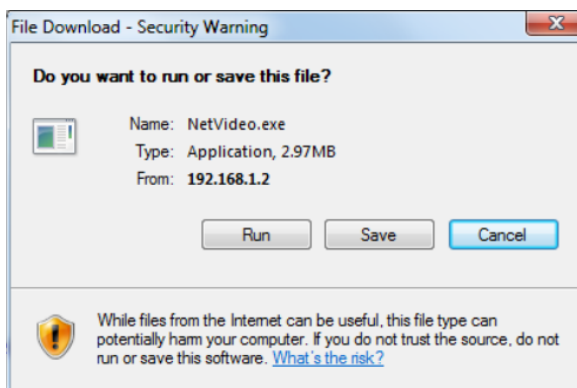Display resolution: 1440 * 900 or higher, color: High color (32-bit)

1.2 Built-in Web Instruction

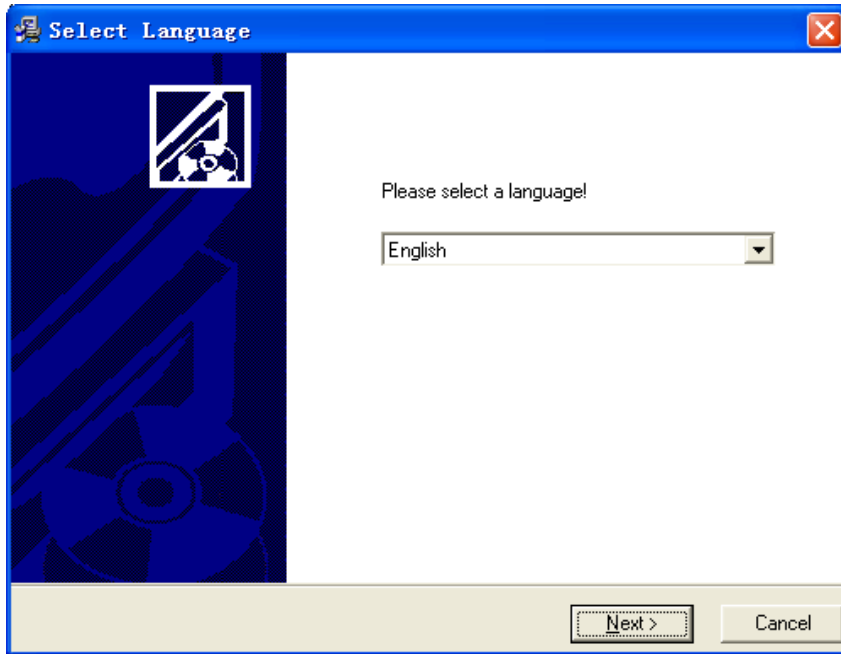When logging into the Web Page for the first time, an ActiveX control needs to be installed.

1. Log in to the camera IP address, click on the link to download the ActiveX control.

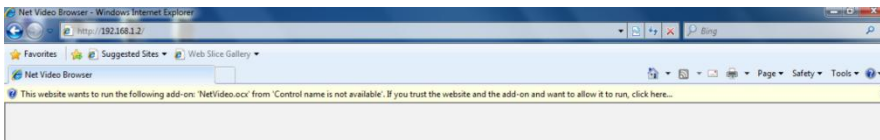2. Download ActiveX and click [Run] to install.

3. During installation, please close any open web browser windows and click [Next] to finish installation.

4. After installation, login to the camera IP address and allow the ActiveX plug-in:

5. After successfully loading plug-in, refresh the camera web page and the display login interface will be displayed. Input the correct user name and password.
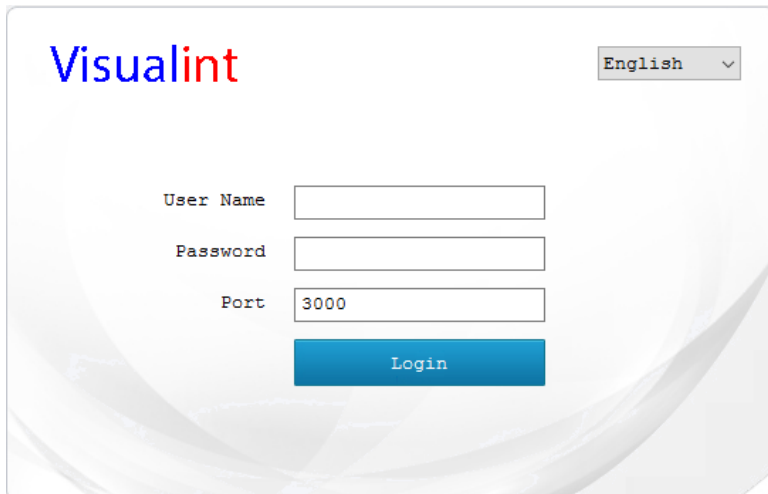
Note: Please use IE browser of Windows and make sure the version is above 11.0. Do no use any other browser.
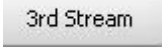
1.3 Log In

1. Enter camera IP address and enter login interface.
2. Enter user name and password, click login. The default user name is admin; password is admin.
3. The default port is 3000.

1.4 A/V Preview

After logging in to the camera web page, the display preview interface is shown.
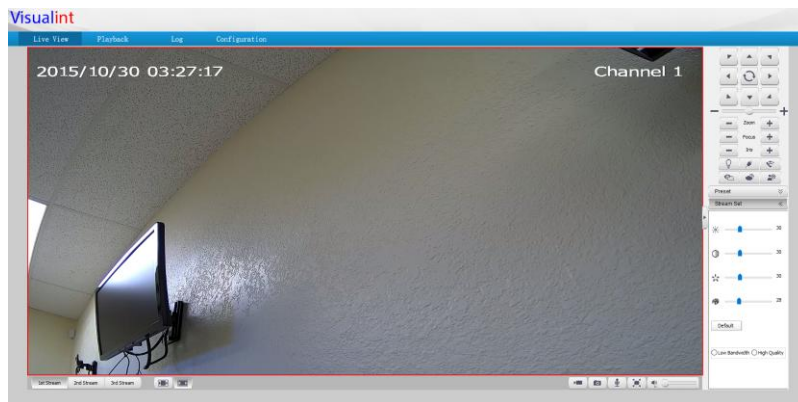
Icon	Function	Description
1st Stream	1st Stream	Preview 1st stream
2nd Stream	2nd Stream	Preview 2nd stream
3rd Stream	3rd Stream	Preview 3rd stream
	Fixed proportion	Video image maintain a fixed proportion according to the resolution of the IPC when adjustment
	Display video	Wide Angle display
	Local record	The default save path: D:\NetVideoBrowser\ Record Files

	Snapshot	The default save path: D:\NetVideoBrowser\ CapturePics
	Intercom	Click the icon to start intercom, and click again to stop it
	Open audio	Audio preview
	Set mute	Mute Audio
	Full screen	Click the icon to enter full screen, and double click the screen or press 【Esc】 to quit

Note: 1. When stream type is [Pure Video], audio preview is invalid.
         2. The intercom feature supports one user at the same time.

1.4.2 Stream Set
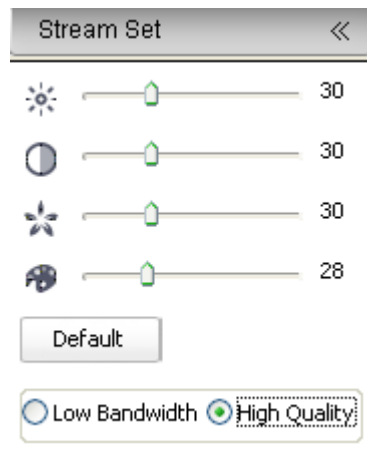
1. Click stream set to open the parameter set interface.
2. Click and drag the target bar to adjust brightness, contrast, saturation and color.
3. Click [Default] to revert to the default settings.
4. Dependent on the network bandwidth, choose between preview modes [Low bandwidth] to [High quality].

1.4.3 Motorized Lens Control

The built-in motorized lens can be adjusted using by IE ActiveX Control or by using the onboard buttons physically on the camera.

   1. Remote control: Click zoom/focus to control and right-click on the stream and select [one key focus] the camera will be focused automatically based on current field of view.

2. Manual control: Camera built-in five direction buttons: T/W/F/N zoom in/zoom out/focus.

1.4.4 PTZ Control

This function only supports cameras with Pan Tilt Zoom functionality.

[PTZ control] – Displays eight buttons that control the direction of the camera.

Clicking the ⟳ will enable auto scan (45° tilt angle 360° scan).

[Speed] - Adjust speed manually, range from 0～100.

[Zoom] - Enable to zoom in or zoom out, including optical and digital zoom.

[Focus]- Focus on the object manually.

[Iris]- Manually start or shut down the iris.

1.4.5 PTZ Position

Enter preset number and click 🔍 to search for the preset position.
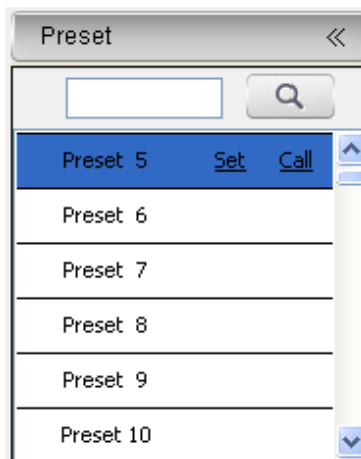
Click [set] to set the preset position to the current camera field of view.
Click [call] to call the preset and the speed dome will move to the selected preset position.

1.5 Playback
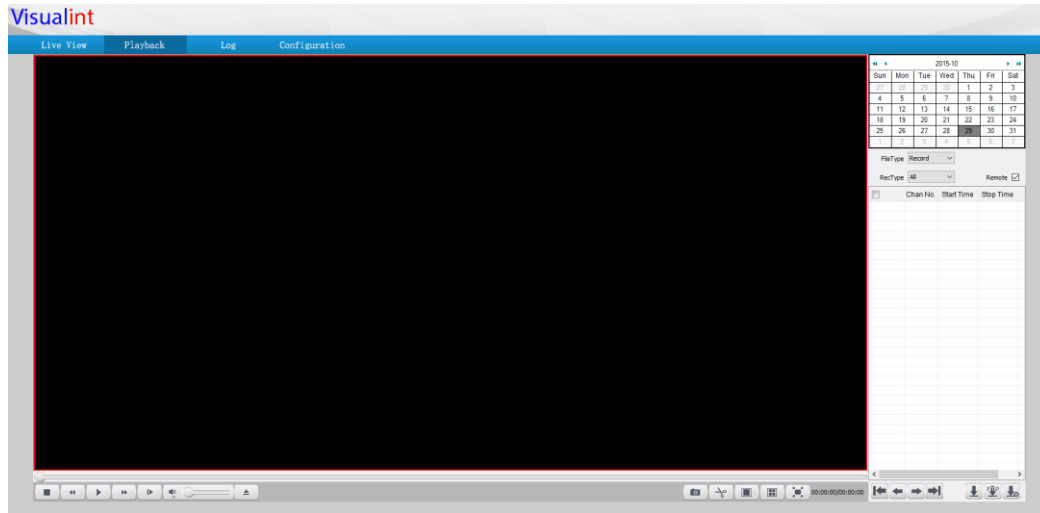
1.5.1   Search Recording Files

1.   Select [Record] or [Picture] in [File Type].

2.   Select targeted file type in [Rec Type].

3.   Double click the desired date in the schedule to search for playback files.

4.   Check [remote] to access remote recordings (FTP) from the IPC otherwise uncheck to access the local recorded playback (SD card/USB thumb Drive).

1.5.2   Download Recording Files

1.   Check available playback files to download.

2.   Click [icon] to download recording files.

3.   Click [icon] to download files to the FTP server.

4.   Click [icon] to preview download status and pause or delete current playback.

1.5.3   Playback

1.   Double click searched recording files for playback.

2.   Click [icon] to select local recorded files.

3. Click [▶] to play the playback. When you click, [▶] the icon will change into [❚❚] to pause.

4. Click [▶▶] to fast forward in speeds of 2x, 4x, 6x and 8x.

5. Click [◀◀] to move slowly forward in speeds of 1/2x, 1/4x, 1/6x, and 1/8x.

6. Click [▐▶] to play frame by frame.

7. Click [🔊ₓ] to cancel mut and click [🔊] to mute.

8. Click [■] to stop.

1.5.4   Recording Snapshot

Click [📷] to capture a screenshot of the current camera view when in playback. Default storage path is D:\NetVideoBrowser\PlaybackPics.

1.5.5   Video Clip

Click [✂] to cut a clip of video from playback. Click once to start and click again to finish. Default storage path is D:\NetVideoBrowser\PlaybackFiles.

1.5.6   Four Screen Play

Click [⊞] to playback in 4 camera streams at the same time.

Click [▣] to resume single screen.

1.5.7   Full Screen

Double click the screen or click [⛶] to enter full screen.

In full screen, double click or tap [Esc] to quit full screen.

1.6 Log Searching

Click [Log] to enter the Log Management Interface.
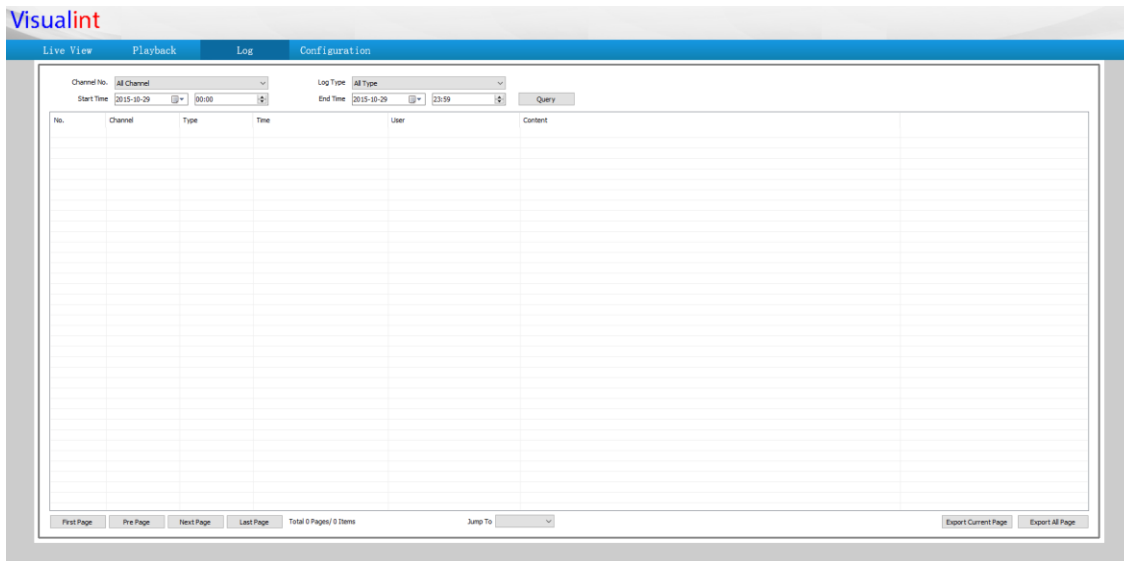
1. [Channel No] Select which channel you want to search.

2. [Log type] Select which type of log you want to search.

3. [Start time] Select start date and time.

4. [End time] Select end date and time.

5. [Query] To query the system log based on the selected fields and display results.

6. When the log contains more than one page, you can click [First page] [Pre page] [Next page] [Last page] in the lower left corner of the log management interface or [jump to] the desired log page.

7. Click [Export current page] to export log of current page to your computer. Default location is D:\NetVideoBrowser.

8. Click [Export all page] to export all of the pages to your computer. Default location is D:\NetVideoBrowser.

1.7 Audio Video Set

1.7.1 Stream Set

11
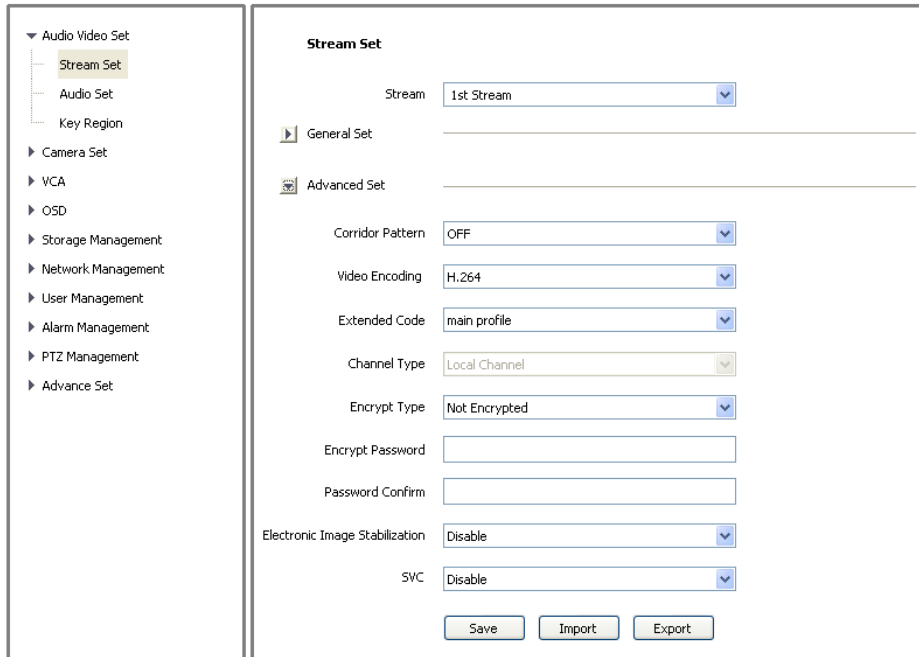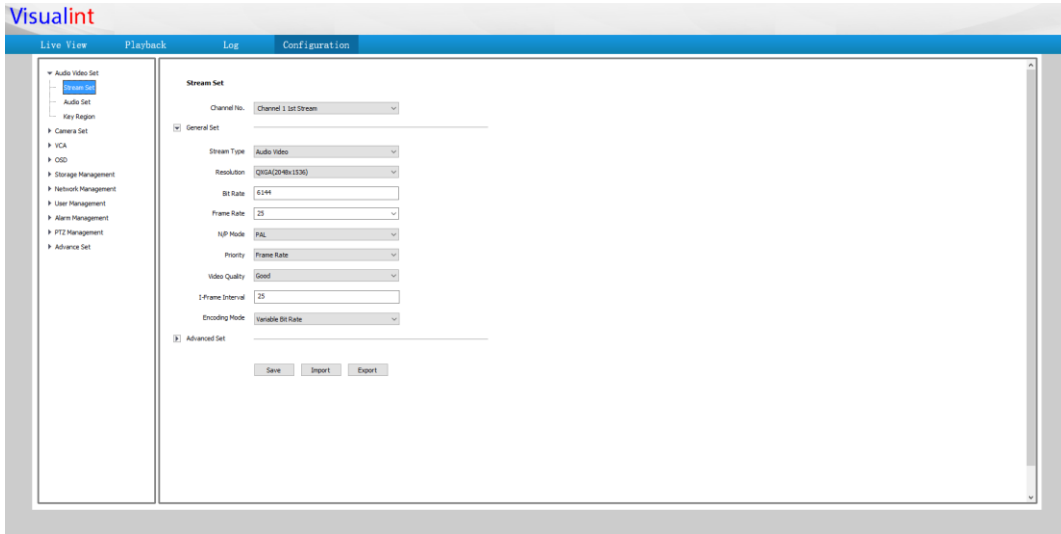
Parameter	Description
Video Quality	Best, Better, Good, Fair, Poor. The better quality the more bandwidth used.
Stream Type	Select Pure video or audio & video
Resolution	4CIF, VGA, 720P, 960P, 1080P, 1440P. Dependent on the model of camera.
Bit Rate	Range from 32-16384 Kbps
Frame Rate	PAL:1 5 10 15 20 25 50 NTSC: 1 5 10 15 20 25 30 60
Prefer Mode	Select Frame Rate or Quality
N/P Mode	PAL、NTSC
Frame Rate	To set the interval time between I frames
Encoding Mode	Static code rate and Dynamic code rate Static code rate: (aka constant bit rate) Steady consistent video stream from the camera without consideration of change in video stream/bandwidth. Dynamic code rate: (aka variable bit rate) Stream/ Bandwidth will be change according to the video stream.
Corridor Mode	Display picture rotated 90 degrees, and default set is close.
Extended Code	H.265, H.264BP/MP/HP, M-JPEG
Encrypt Type	Support AES encryption and default type is without encrypt.
EIS	Support electronic image stabilization, and default set is close.
SVC	Enable or disable SVC function.

Stream Set-Export

Click [Export] to do backup of the configuration file for all the parameter, save to D:\NetVideoBrowser\VideoParam.dat

Stream Set-Import

Click [Import] to import the backup file for parameter configuration D:\NetVideoBrowser\VideoParam.dat

1.7.2 Audio Set
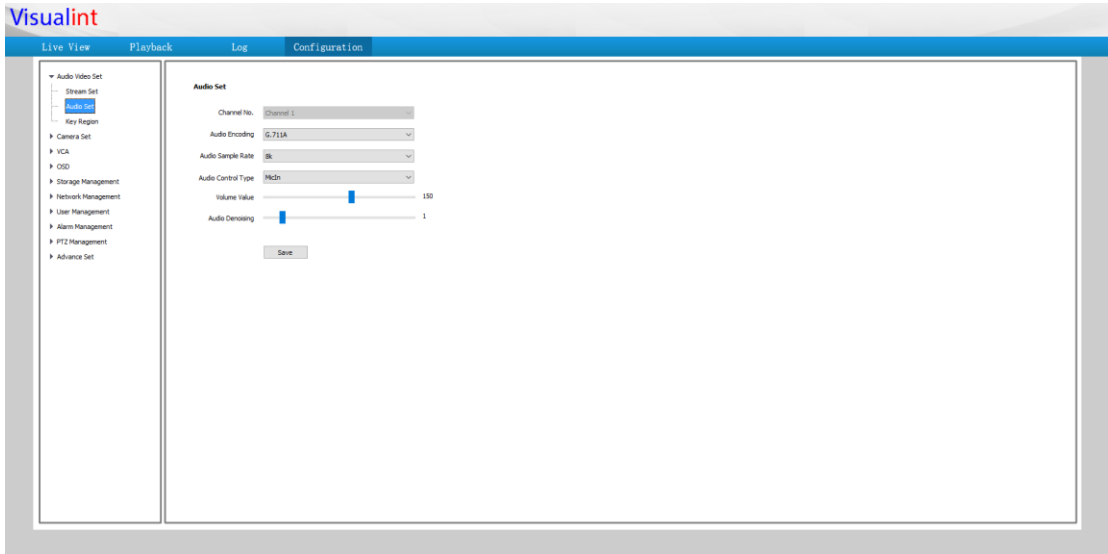
[Audio Encoding] Support G.711A, G.711U, ADPCM_D, AAC_LC

[Audio Sample Rate] 8k, 32k, 48k

[Audio Control Type] Active audio input select line-in, passive select

-   Mic-In MIC

[Volume] range from 0 ~ 255

[Audio Noise Reduction] range from 0 ` 9, 0 is close, others are open

Note: It needs restart after revise parameter.

1.7.3 Key Region
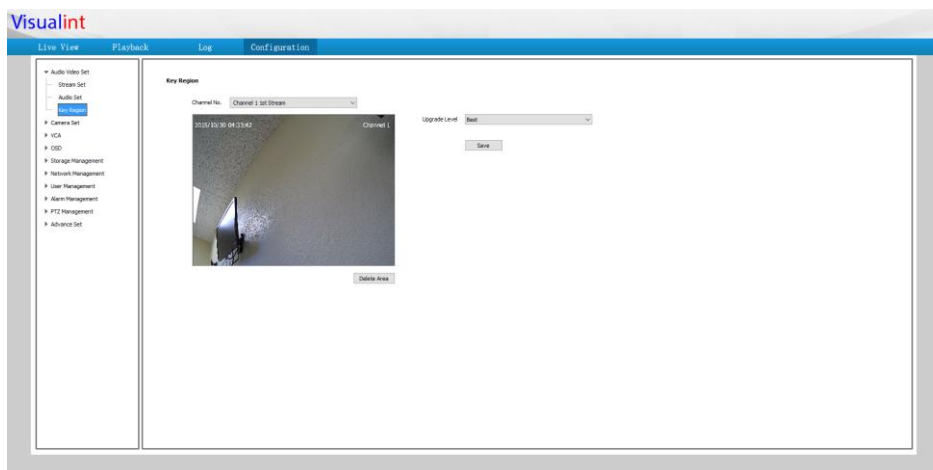
[Key Region] to have better image quality for some regions of video stream, there are 4 settable regions settable stream.

[Draw Region] Use the mouse to draw the key region on the video.

Click [Save] to enable.

[Delete Region] Delete the dawn regions.

1.8 Camera Set

1.8.1   Image Set
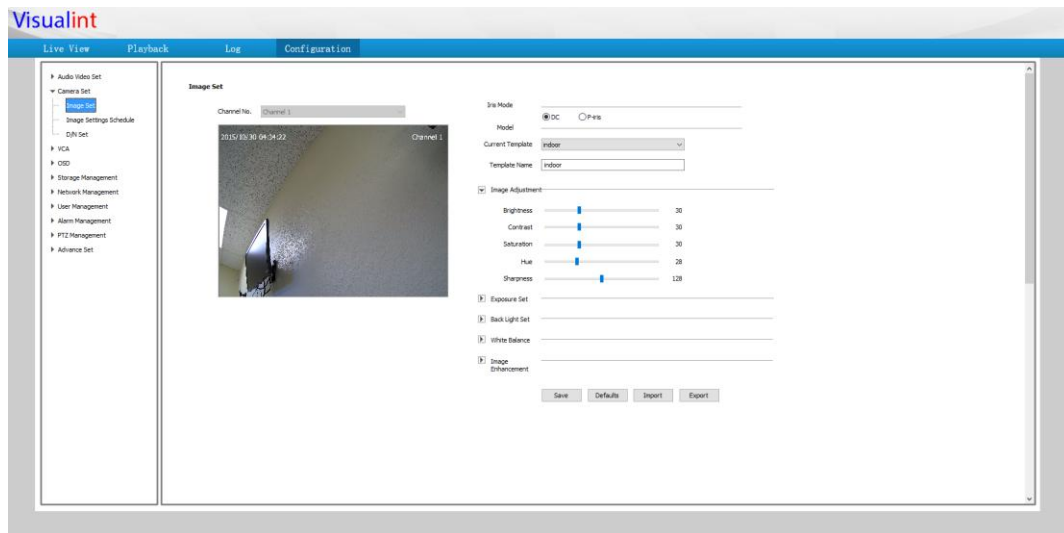
Iris Mode: Users can choose DC or P-Iris according to the camera lens.

Note: P-Iris item only works for some models.

[Current Template] Choose template that need to be modified.

[Template Name] Input template name.

Image Adjustment: Set image brightness, contrast, saturation, hue, sharpness.

Exposure Set

- [Shutter speed] setup maximum shutter speed.

- Note; If the shutter speed is set too high, the moving object's image will have blur. If the shutter speed is set too low, the image color will darken.

- [Auto Gain] set the max gain that affects image brightness.

- [Brightness Adjustment] setup brightness value.

- [Auto Exposure Speed] Adjust the speed that the shutter auto adjusts.

Backlight Set

- [Smart IR] works with IR camera models, when stream is overexposed, turn on

- [Smart IR] and the camera will turn down the brightness to avoid overexposure.

- [HLC] Turn on High light control [HLC] to suppress car's headlights.

- [WDR] select Wide Dynamic Range mode, [WDR Auto] or [WDR Manual], drag the slider to setup WDR level fit for environment.

White Balance

Select the white balance mode according to the actual video image.

If [Manual] is selected, then this allows the ability to adjust the red, green, blue to hute; R for red gain, G for green gain, B for blue gain.

Image Enhancement

- [Image style]

- [Indoor/Outdoor Mode] select indoor or outdoor mode

- [Defog] select on or off

- [DNR] digital noise reduction

- Note: Please click [Save] after settings

Export

Click [Export to export the current HD parameter template (default address is: D:\NetVideoBrowser\HDPara.dat). This template can be used for other cameras of the same model.

Import

Click [Import] to import the HD parameter setting file from the default location (default address D:\NetVideoBrowser\HDPara.dat) ti import the HD parameters.

Default

Click [Default] to reset each template parameter to default factory settings.

1.8.2   Image Settings Schedule

User can setup different image settings for different time frames to get the best image in different time periods.
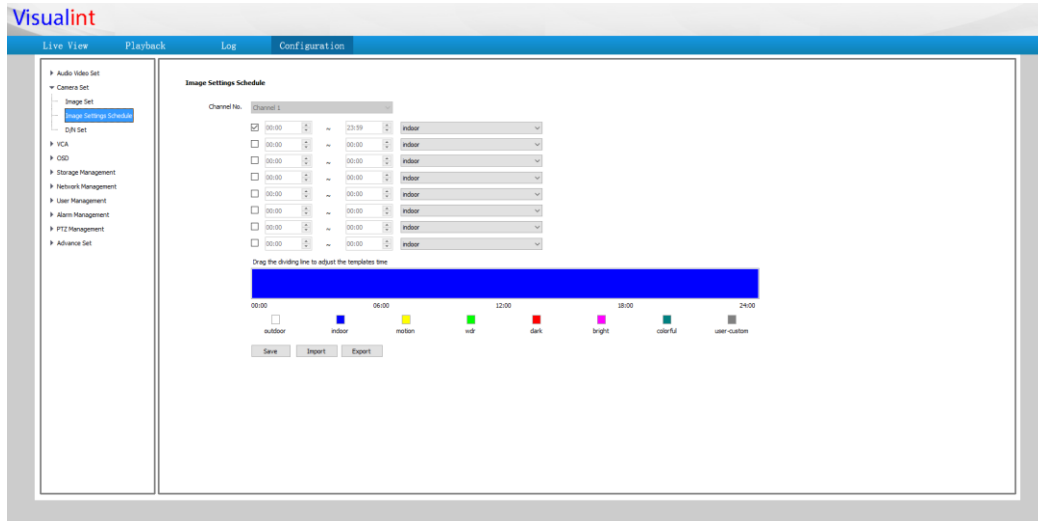
- Supports a maximum of 8 time periods.
- Setup schedule for each of the time periods. Drag to adjust the different schedules. In time line, a different color corresponds to a different schedule. Click [Save]

Export

Click [Export] to export the current image schedule (default address D:\NetVideoBrowser\HDSchedulePara.dat). This template can be used for same model cameras.

Import

Click [Import] to import the current image schedule (default address D:\NetVideoBrowser\HDSchedulePara.dat), to achieve quick configuration.

1.8.3 Day/Night Settings

[D/N Setup] Setup IP camera to switch from day to night with different rules.
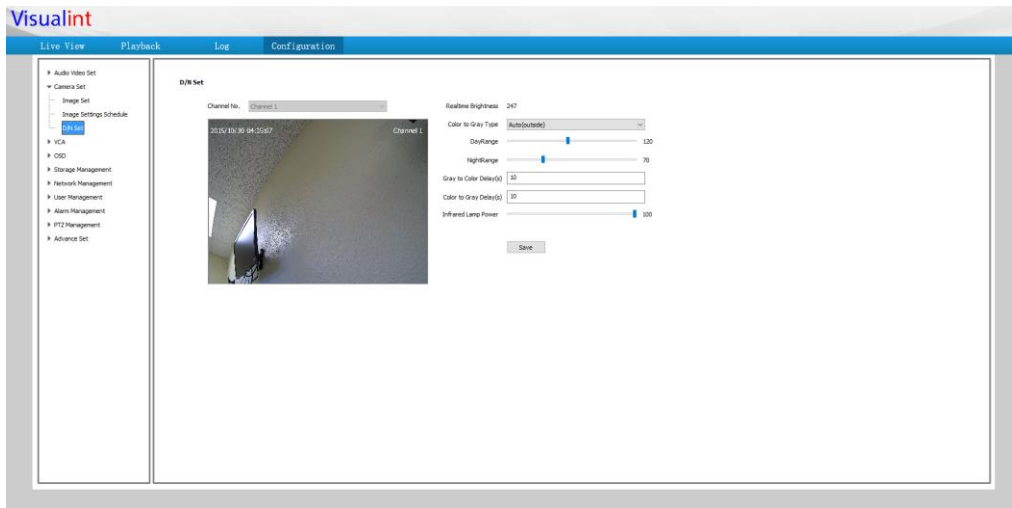
- [Real time brightness] is video real time brightness value.

- Color to Gray Type:

- Color: Video is always in color mode

- B/W: Video is always in black and white mode

- Schedule: User can define the time of day and night

- Auto (inside): Camera will auto detect video image brightness. Video will become in color when brightness value is higher than day value. Video will become gray when brightness value is lower than night value.

- Auto (outside): Camera detects outside environment brightness with the photoreceptor.

- Video will become color when outside brightness value is higher than day value.

- Video will become gray when the outside brightness value is lower than night value. (Only for IR camera).

1.9 VCA

[VCA] Video Content Analysis

1.9.1   Alarm Information

- [Event] Select the Analytic or select all VCA events

- [Rule ID] Select a certain Rule or select all Rule IDs

- [Clear] Select to clear all alarm information from the current list.

1.9.2   Create Rule

- [Enable] Turn on or off current channel's VCA function

- [Enable Arithmetic]

- Behavior analysis and deomographics are mutually exclusive

- Video detection and audio abnormal detection can be enabled at same time

- [Save] select the VCA and save it

- Note: Behavior analysis, video detection and audio abnormal detection need to be setup

- In [Alarm setup] to setup "enable time" and "alarm trigger template" after [save].

1.9.2.3 [Arithmetic Configuration] – [Behavior Analysis] – [Double Tripwire]
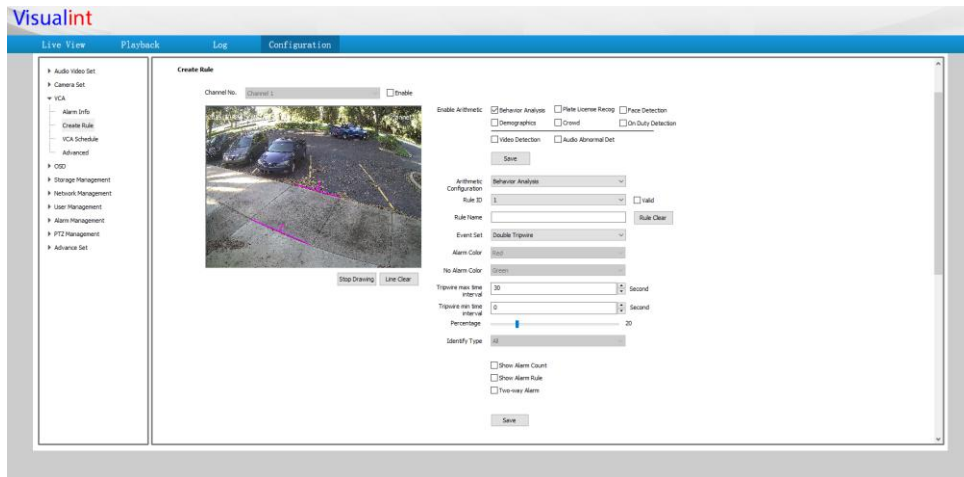
- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Double Tripwire, and check the [Valid] box.

- Draw both tripwire lines. The perpendicular lines represent the direction to trigger the rule. Both Line directions should be the same. The alarm will trigger when the target object crosses both tripwires within a specific time.

- Set the [tripwire max time interal] and [tripwire min time interval] representing the max and min amount of time the target object would cross both tripwires.

- Use the slider bar to set the rule [percentage] relative to the total screen width; e.g., 20% of image width (+/-10%).

- Check the [two-way alarm] box to detect objects crossing the virtual fence in both directions. Click [Save].

1.9.2.4 [Arithmetic Configuration] – [Behavior Analysis] – [Intrusion Detection]
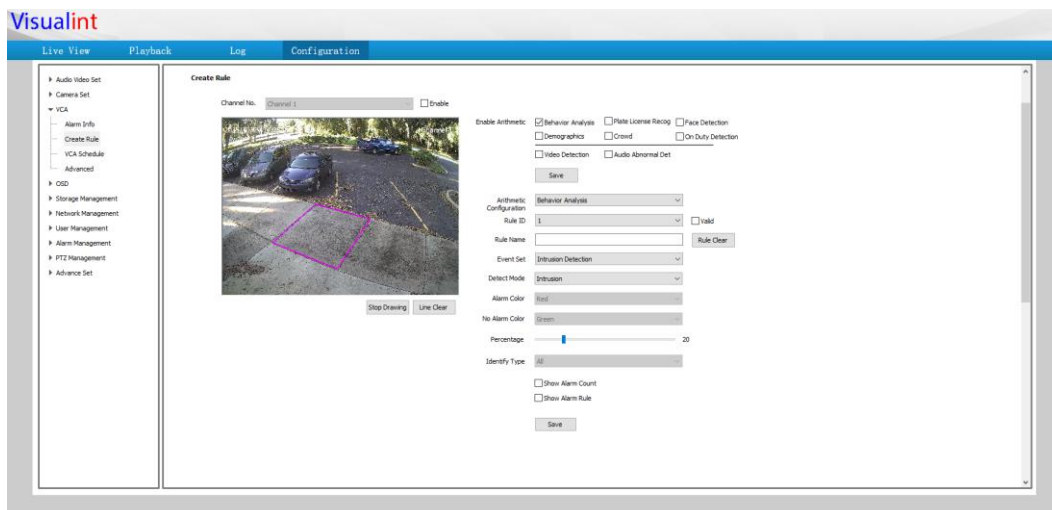
- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Intrusion Detection and check the [Valid] box.

- Draw the Intrusion Detection Zone.

- Use the slider bar to set the rule [Percentage] relative to the total screen width; e.g., 20% of image width (+/-10%). Click [Save]

1.9.2.5 [Arithmetic Configuration] – [Behavior Analysis] – [Items Abandon]

- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Items Abandoned, and check the [Valid] box.

- Draw detection zone.

- Use the slider bar to set the Alarm Time in seconds.

- Use the slider bar to set the rule [percentage] relative to the total screen width; e.g., 20% of image width)+/-10%). Click [Save].

1.9.2.6 [Arithmetic Configuration] – [Behavior Analysis] – [Missing Object Detection]

- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Missing Object Detection and check the [Valid] box.

- Draw detection zone.

- Use the slider bar to set the Alarm Time in seconds.

- Use the slider bar to set the rule [Percentage] relative to the total screen width; e.g., 20% of image width)+/-10%). Click [Save].

1.9.2.7 [Arithmetic Configuration] – [Behavior Analysis] – [Loiter]
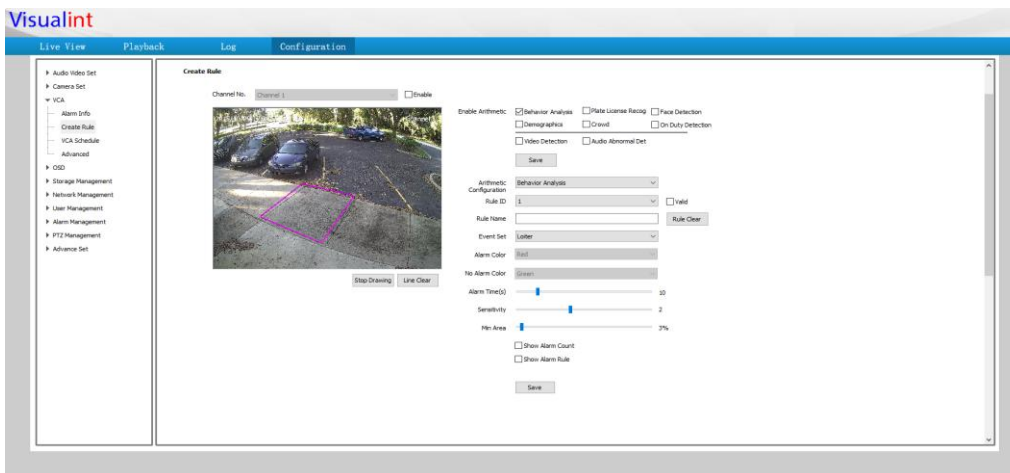
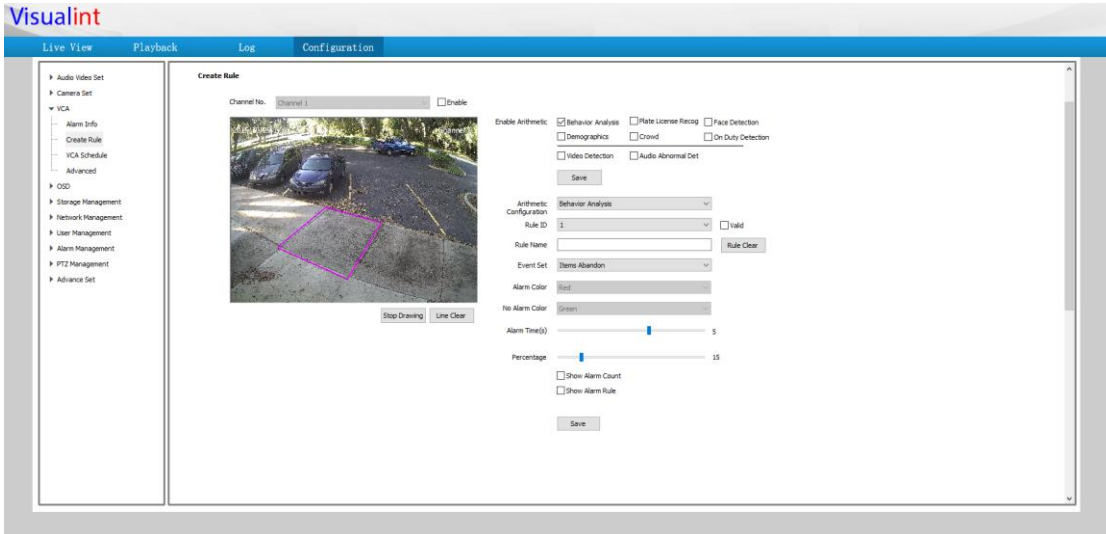
- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Loiter and check the [Valid] box.

- Draw detection zone.

- Use the slider bar to set the Alarm Time in seconds.

- Use the slider bar to set the rule sensitivity. 5 represents High sensitivity.

- Use the slider bar to set the Minimum Area Rule relative to the area of the detection area (+/-10%). Click [Save].

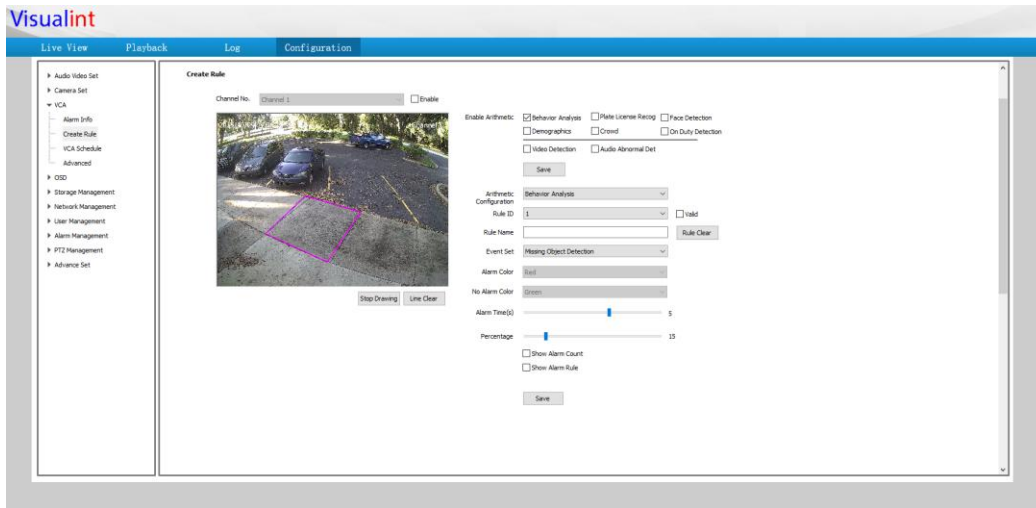### 1.9.2.8 [Arithmetic Configuration] – [Behavior Analysis] – [Parking]
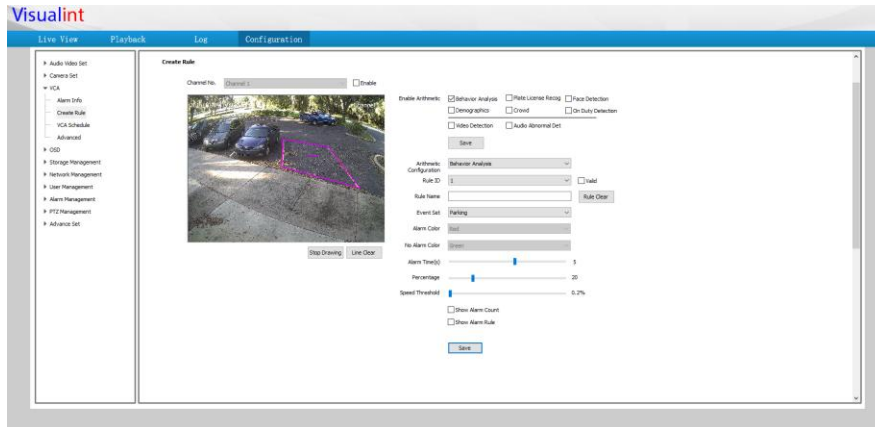
- Select the rule number and enter the desired rule name.

- Select from [event set] dropdown Parking and check the [Valid] box.

- Draw detection zone.

- Use the slider bar to set the Alarm Time in seconds.

- Use the slider bar to set the rule [Percentage] relative to the total screen width; e.g., 20% of image width (+/-10%).

- Use the slider bar to set the Speed Threshold (% of width per second). Click [Save].

1.9.3   VCA Schedule
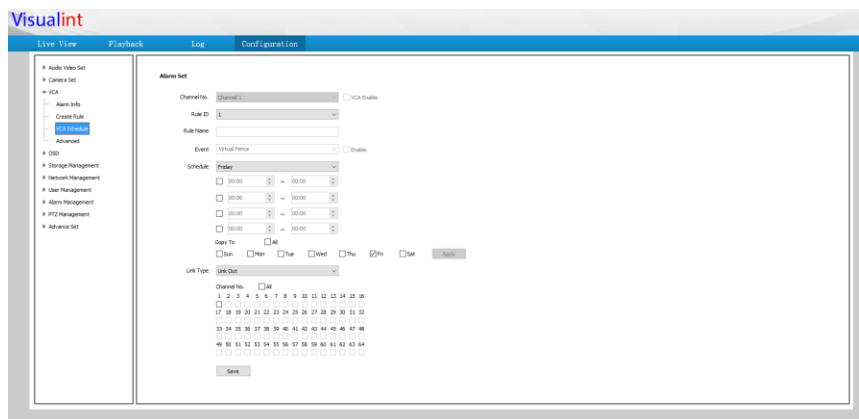
- Select the [Rule ID]

- Check [Enable] to activate the rule.

- Set Schedule date and time. Check Copy to All and Apply to set the schedule for the entire week.

- Set [Lint Type]: [Alarm Output] [Link Rec] [Link Snap] [Link PTZ]

- Click [Save].

1.9.4 Advanced
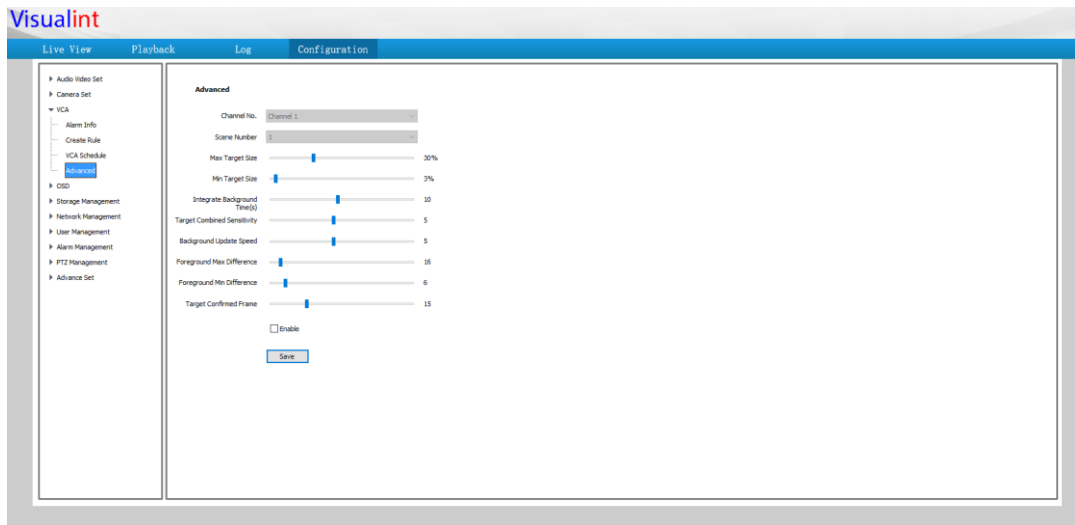
Note: [Advanced] should only be adjusted under the direction of a Visualint Technician.

1.10 On-Screen Display

1.10.1 OSD
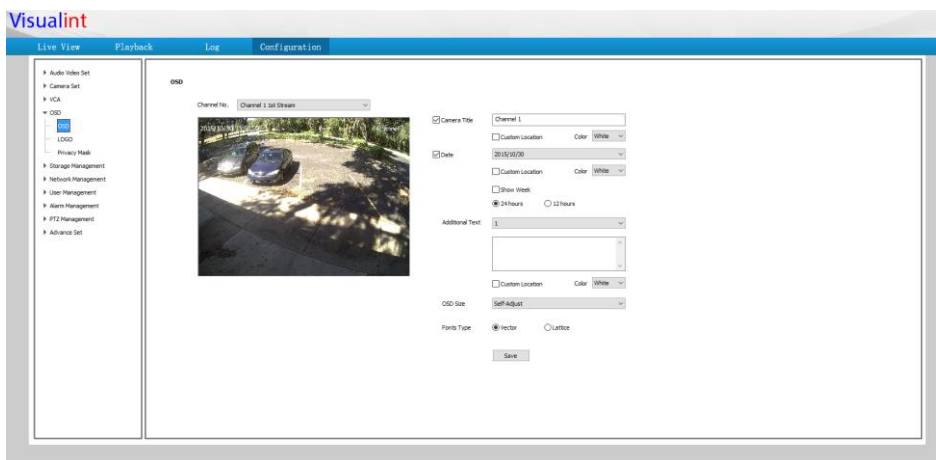
- Check Camera Title and Enter the Desired Camera Name. Choose the Color and set a Custom Location.
- Check Data and Choose the desired Date format. Choose the Color and set a Custom Location.
- Check Show Week (if desired) and select 24 or 12 hour format.
- Select additional text area number (max 5).
- Input the additional text. Supports Alphanumeric characters and common punctuation marks. Choose the Color and Custom Location.
- Select the suitable [OSD Size]; default is [Self-Adjust].
- Select the Font Type [Vector] and [Lattice] are optional.
- Note: Selecting a different Font Type will reboot the camera.
- Click [Save] to save all the OSD settings.

1.10.2 Logo
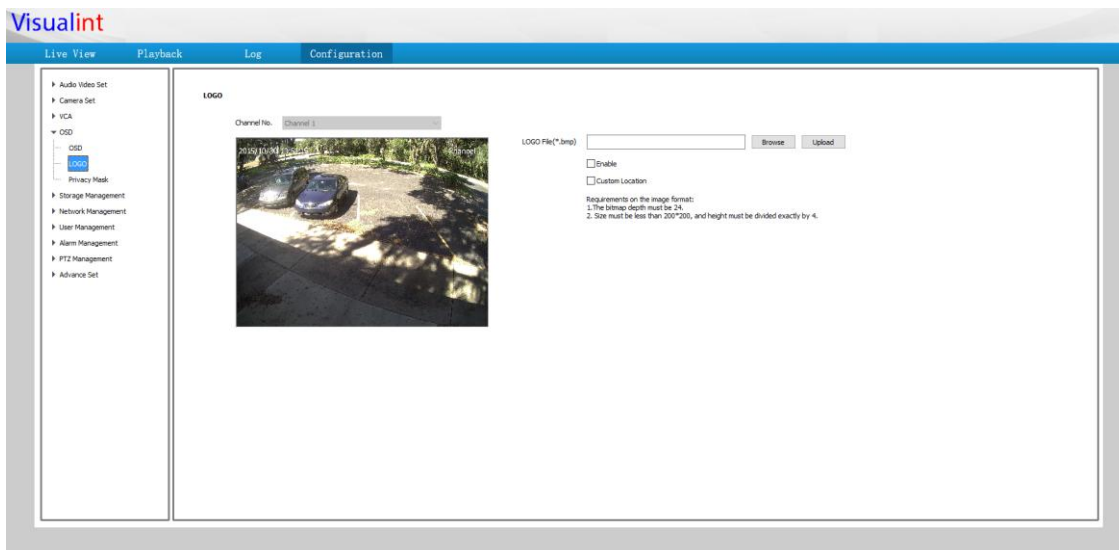
- [Logo File] input the logo file path or browse to find the logo.
- [Upload]: upload the logo file and the IP camera will restart.
- After restart, please select [Enable] to display the logo.
- [Custom Location]: Select the logo position on video image.

Note: Logo format should be 24bit and size should be less than 200*200 and have a height and width that are divisible by 4. The black and white background will be removed automatically.

1.10.3 Privacy Mask
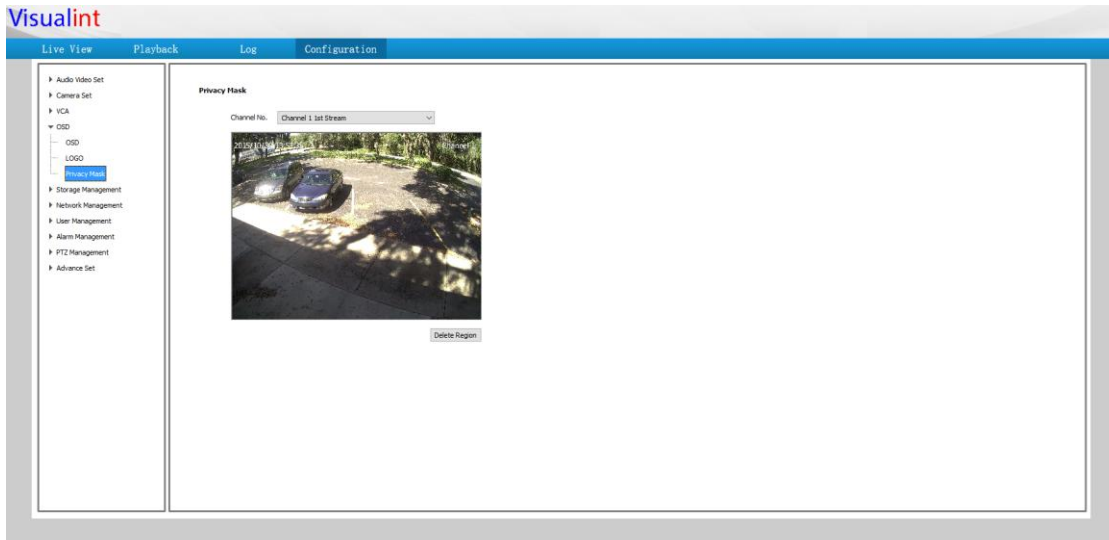
- [Stream]: Select channel number
- Draw the region in the video. Supports up to 4 regions.
- [Delete Region]: delete the drawn region

1.11 Storage Management

1.11.1 Record Policy
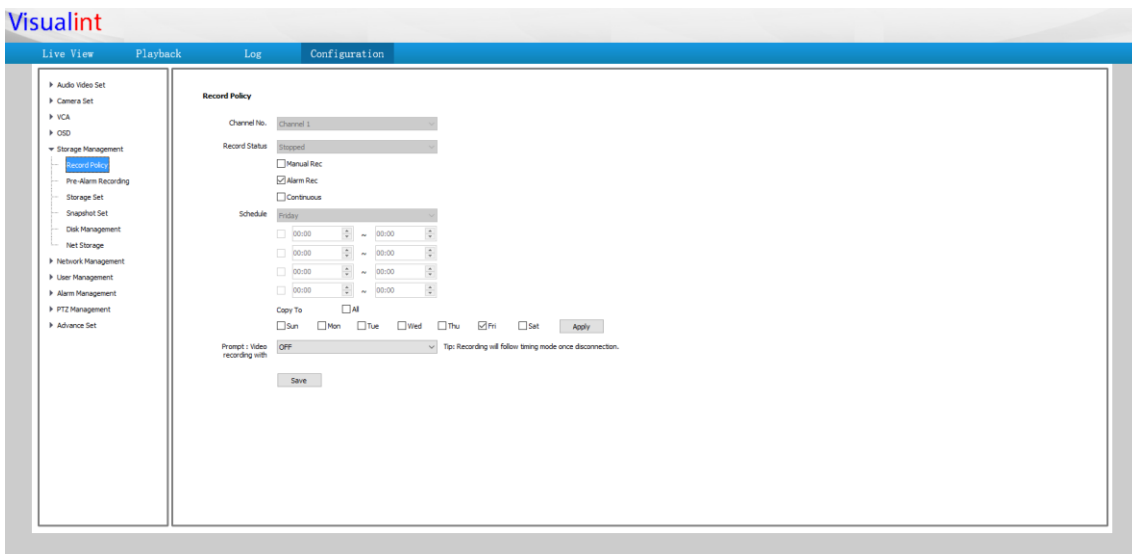
- [Record Status]: Displays the device recording status.
- [Manual Rec]: Enable to start recording and cancel to stop.
- [Alarm Rec]: Enable to start recording when alarm occurs
- [Continuous]: Enable to start timing recording
- [Schedule]: Setup time period

- [Offline Video Recording]: When network connectivity is lost, the camera will start timing recording to onboard storage
- [Save]: Save all the setup

Pre-Alarm Recording
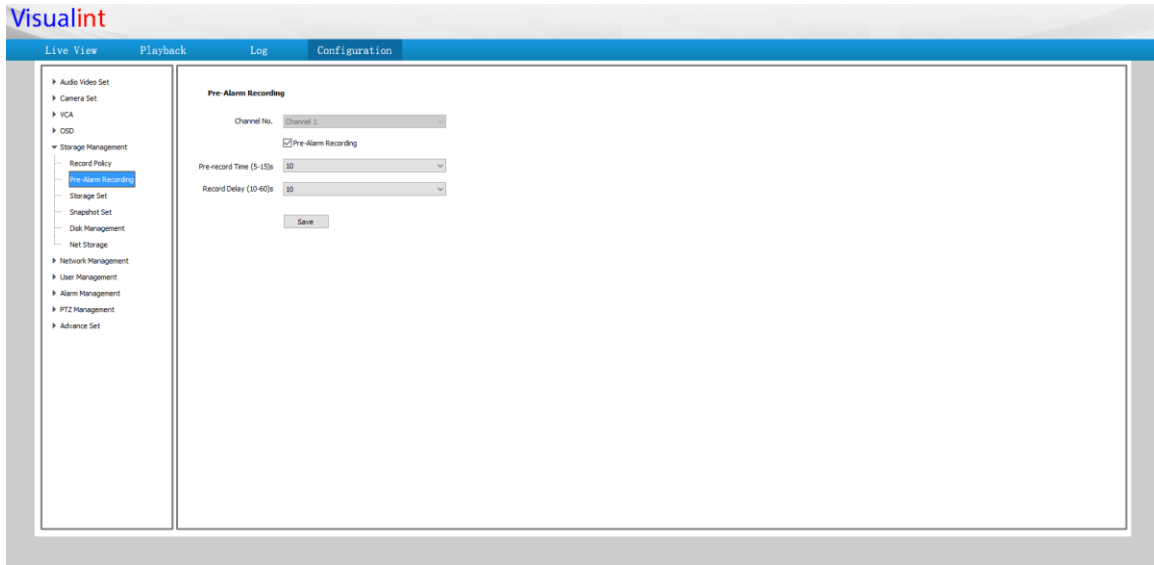
- [Pre-Alarm Recording]: Enable to start
- [Pre-Record Time (5-15)s]: Support for 5s, 10s and 15s
- [Record Delay (10-60)]: Support for 10s, 15s, 30s and 60s
- Click [Save}.

1.11.3 Storage Set
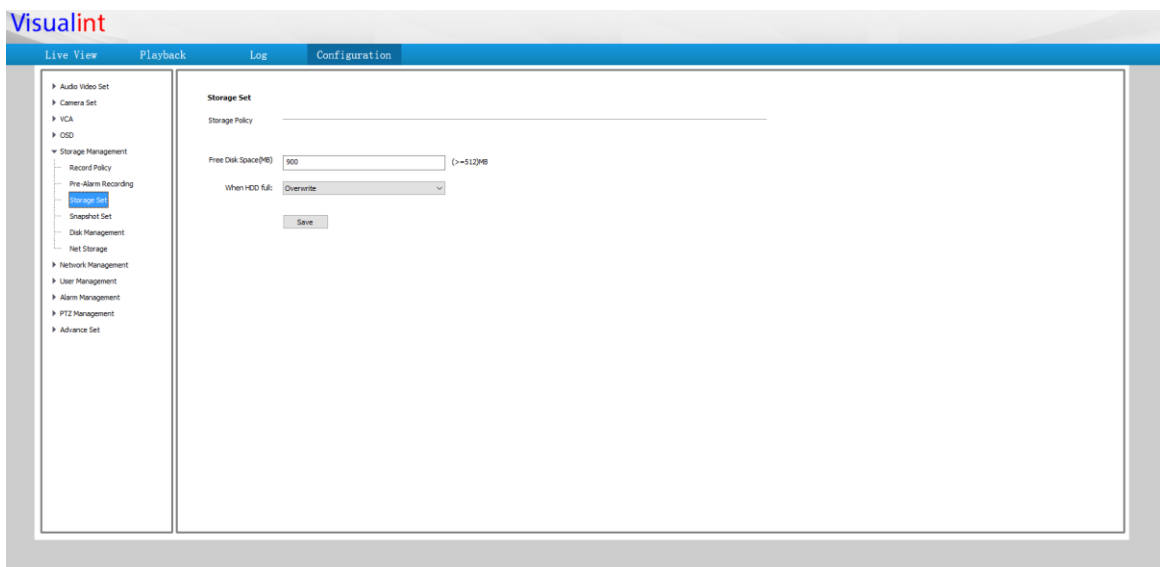
- [Free Disk Space (MB)]: Greater than 512MB needed.
- [When HDD full]: There are three options:
- [Stop Record]: Stop recording
    - [Overwrite]: Overwrite based on earliest recording first.
    - [Overwrite (Except alarm)]: Overwrite based on earliest recording first. Except Alarms.
    - Click [Save].

1.11.4 Snapshot Set
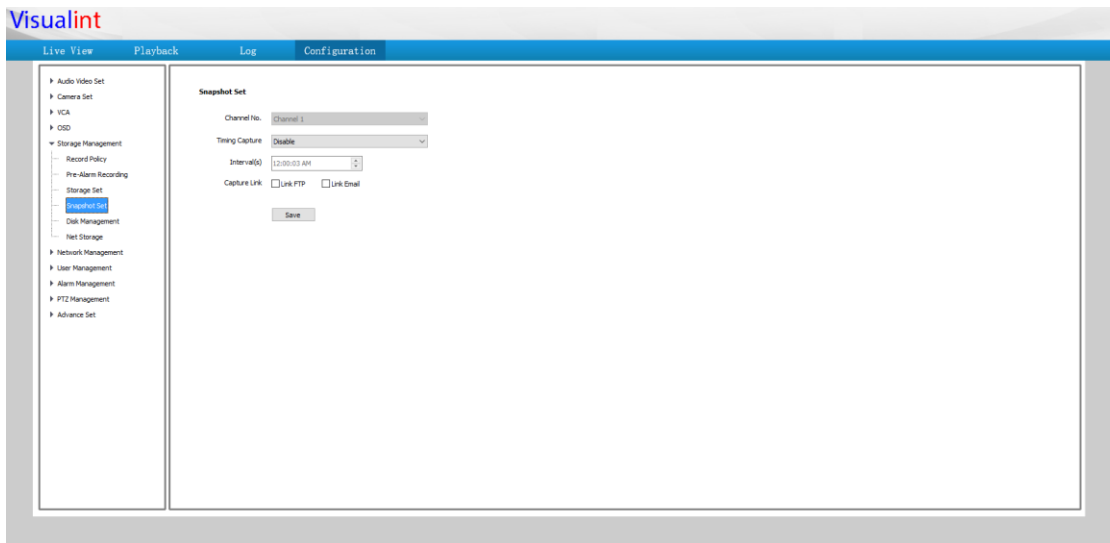
- [Timing Capture]: Disable Time Lapse to keeping real time recording; enable to start time lapse recording.
- [Intervals(s)]: Set time lapse interval time.
- [Capture Link]: [Link FTP] capture picture will be uploaded to FTP server; [Link Email] capture picture will be sent by email.
- Click [Save].

1.11.5 Disk Management
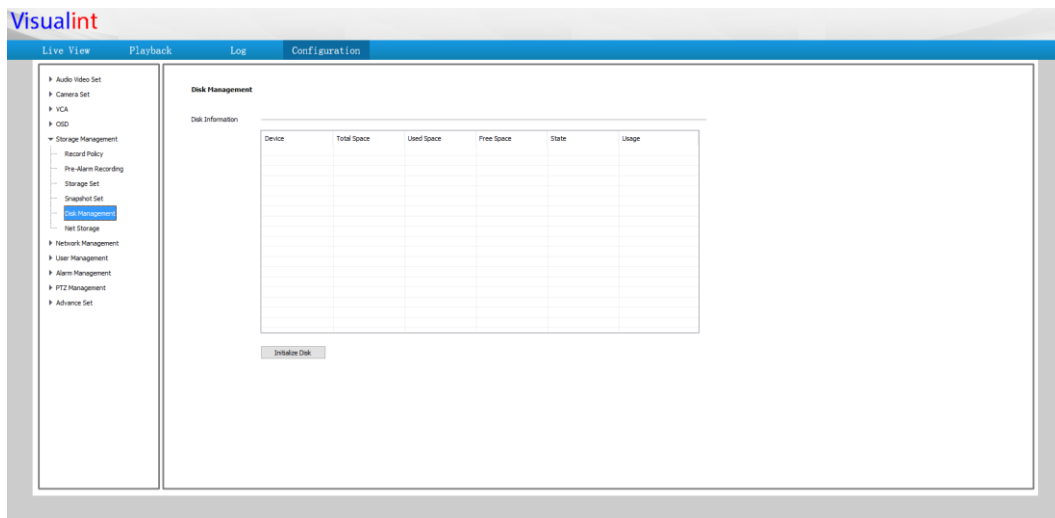
- [Disk Information]: Displays the disk status.
- [Initialize Disk]: To initialize a new hard disk. All hard drives must be initialized before they can be used.

1.11.6 Net Storage
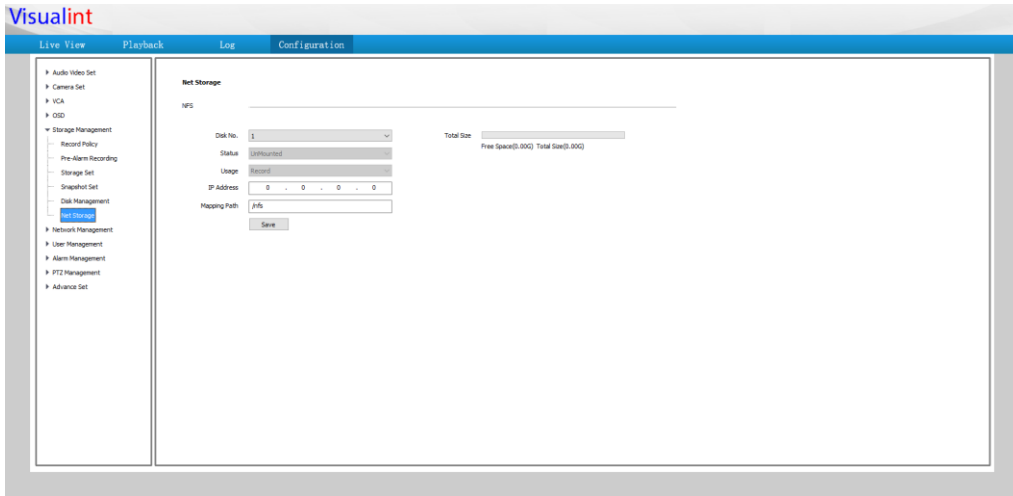
- [Disk No]: Select the disk needed to setup.
- [Status]: [Unmounted], [Unformatted], [Formatted], [Mounted] and [Using] are optional.
- [Usage]: [Record], [Backup], [Redundant] and [Read Only] are optional
- [IP Address]: Set NFS server IP address
- [Mapping Path]: Set the disk mapping path
- [Total Size]: Display the free space and total size
- [Save]: Save all the setup.

1.12 Network Management

1.12.1 TCP/IP Set
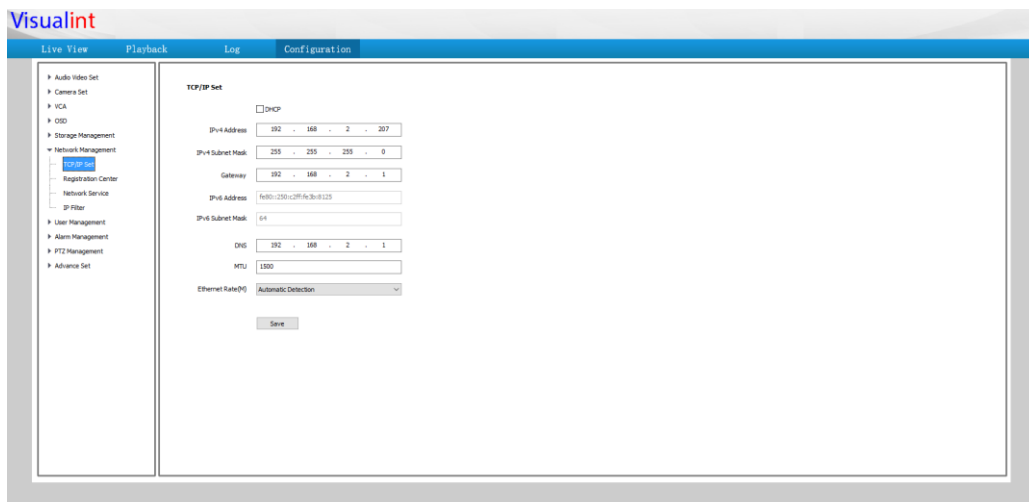
- [DHCP]: Check to enable DHCP. The camera will automatically be assigned an IP address from the DHCP server.
- [IPv6]: Displays IPv6 address and subnet mask.
- [MTU]: Maximum Transmission Unit, range from 500 ~ 1500, default value is 1500. Click [Save] after setting.
- [Ethernet Rate]: Select mode and rate of Ethernet card, speed unit MB. Default mode is [Automatic Detection], modification is not recommended.
- Note: Devices will restart after changing the [Ethernet Rate].

1.12.2 Network Service

1.12.2.1 DDNS

- [Enable] DDNS, Modify [Server Domain] [DDNS Domain] [Port] [User Name]
- [Password], then click [Save].

1.12.2.2 FTP

- Enter [Server URL] [Port] [Path] [User Name] [Password], Click [Save].

1.12.2.5 Others
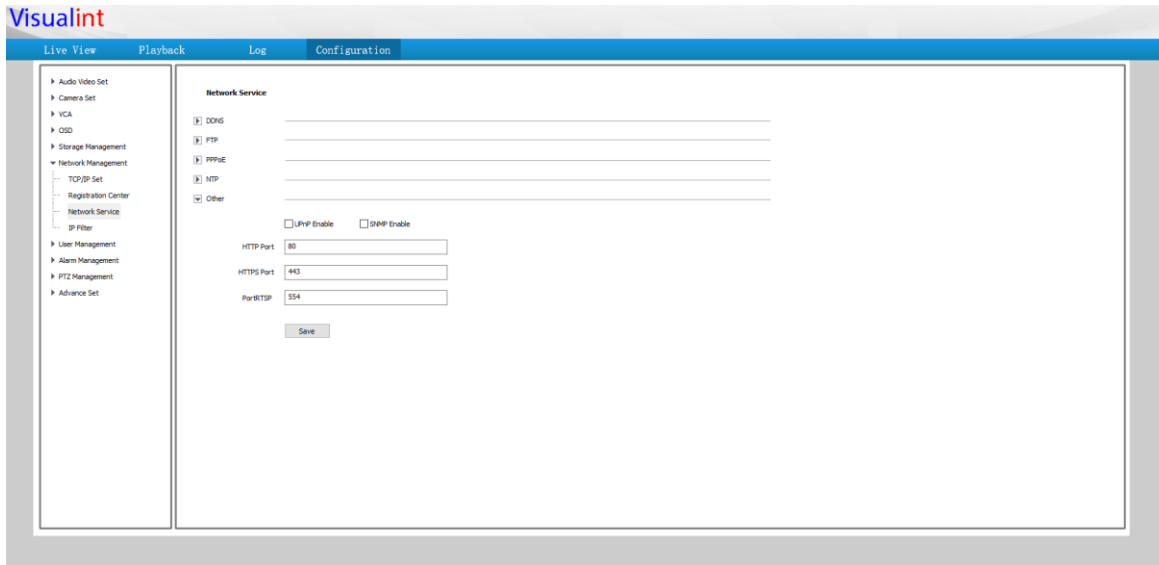
1.12.2.6 Others

- HTTP Port/HTTPS Port (Restart required).
- Enter HTTP and HTTPS Port (Restart required).
- UPnP/SNMP – Check the UPnP/SNMP box and save (Restart Required) to enable the UPnP and SNMP function.

1.12.2.7 IP Filter

Add IP addresses to either Backlist or Whitelist [IP filter].
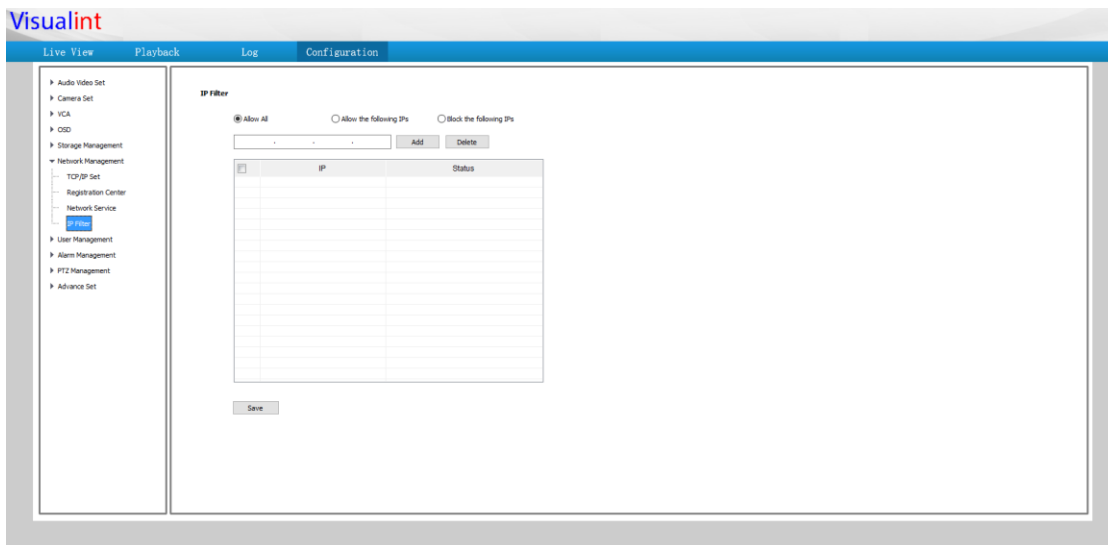
Blacklist
Enter IP addresses to block access. Select [Block the following IPs], input the block IP address, then click [Add], [Save]. Maximum of 16 blacklist IP address. *Caution: Please don't add your own IP address in blacklist, otherwise you will not be able to login.*

Whitelist
Enter IP addresses to allow access. Select [Allow the following IP], input trusted IP address, click [Add] and [Save]. Maximum of 16 whitelist IP address. *Caution: Once enabled, please make sure to add your own IP address in whitelist, otherwise you will not be able to login the device.*

Canceling Blacklist or Whitelist
At anytime click [Allow All] and [Save] to cancel all allowed/blocked IP addresses. *Note: Please restart device after setup blacklist or whitelist.*

Delete Blacklist
To delete IP addresses from the Black/White list. Select the left check box and click [Delete]. *Note: It is strongly recommended that restart the equipment each time after configuration black and white list.*

1.13 User Management

1.13.1 Add User

Input [Username], [Password] and [Authority] when adding a new user. Access Rights/Authority included three access groups: "Browse", "Browse+ Control", "Browse+control+set" and "Administrator".
-    Browse: Can only watch the videos
-    Browse+ Control: Watch video and control PTZ
-    Browse+ Control+ Set: Allow all operation except user management
-    Administrator: All operations available.
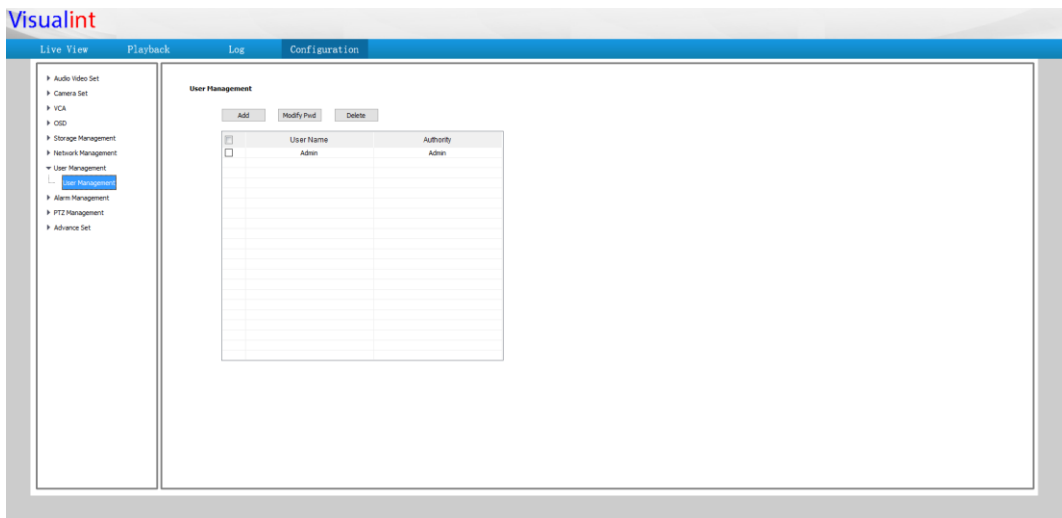
Note: Only the administrator can add and modify users.

Click Add and the Add entry box will appear.
Input [Username], [Password] and [Authority]. Click [Add].

1.13.2 Modify Password

Select the user you want to modify in the user list, click [Modify Pwd], input the old password, new password, password confirmation, then click [Modify].
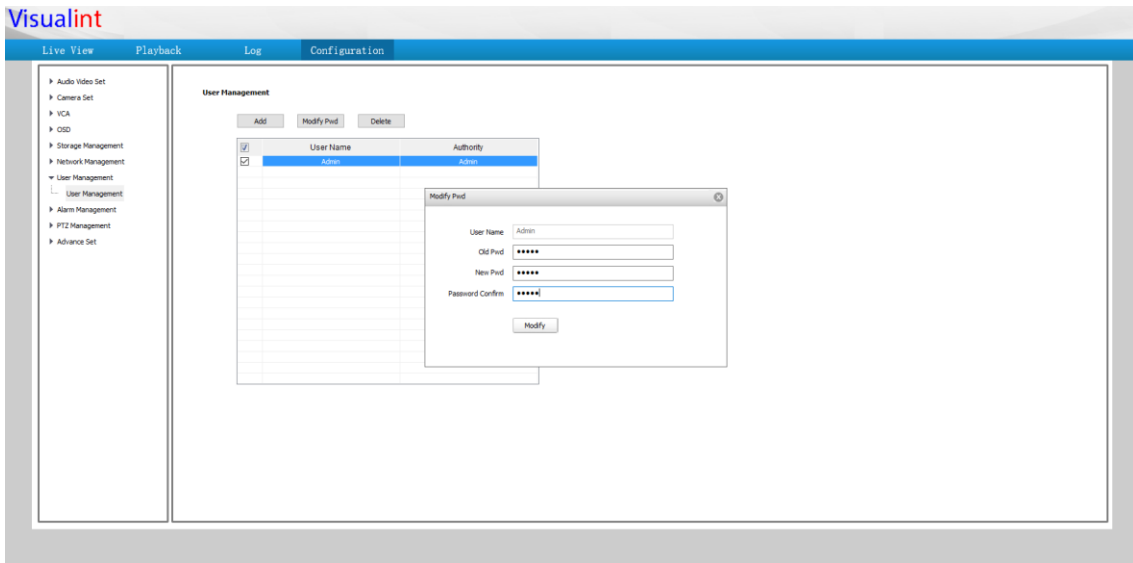
1.13.3 Delete User

Select targeted user in user list and click [Delete]. Then click [Confirm].
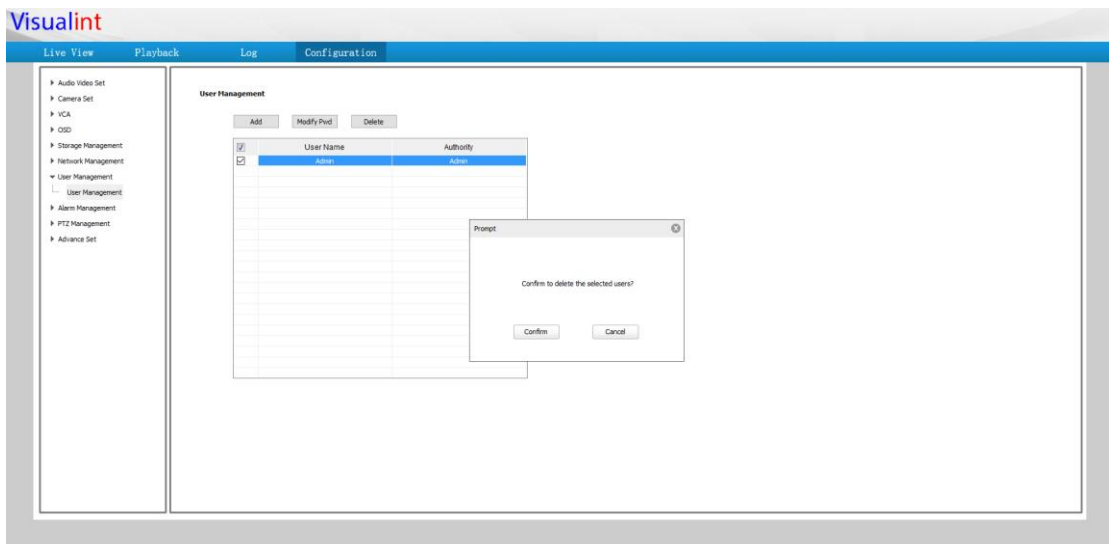
1.14 Alarm Management

1.14.1 Visualint Alarm Output

1.14.2 Alarm Input
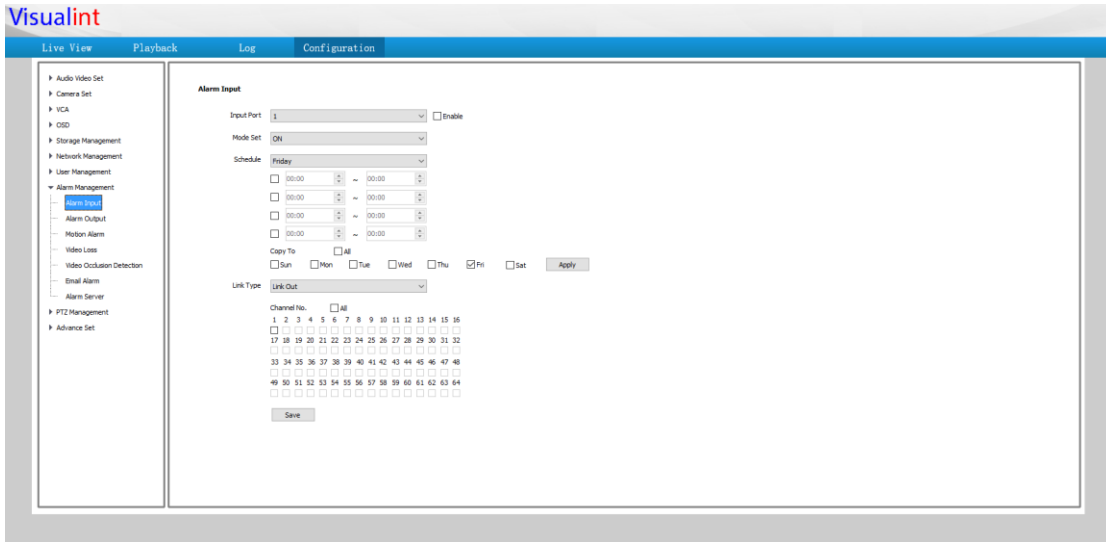
- Select [Input port] and check "Enable" box to validate the port alarm function.
- [Mode set] – [On] is a closed circuit alarm; [Off] is open circuit alarm.
- [Schedule] Set the date and time for the alarm to occur.
- [Link Type] set alarm activation
     - [Link Out] [Link Snap] and [Link PTZ}. Click [Save].
Note: The alarm function is only available for products that support Alarm In/Out.

1.14.3 Alarm Output
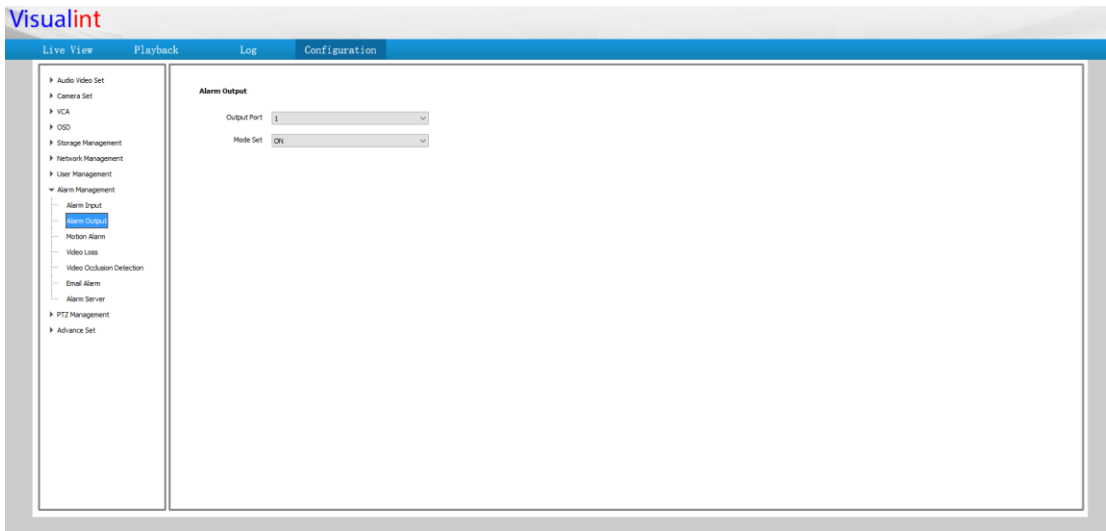
- Choose the alarm output port
- [Mode set] includes "closed circuit alarm" and "open circuit alarm"
- [On] is closed circuit alarm
  [Off] is open circuit alarm

Note: "Alarm output" is only available for products which support Alarm In/Out.

1.14.4 Mask Alarm

When the lens is obstructed, the alarm will trigger according to the sensitivity settings.
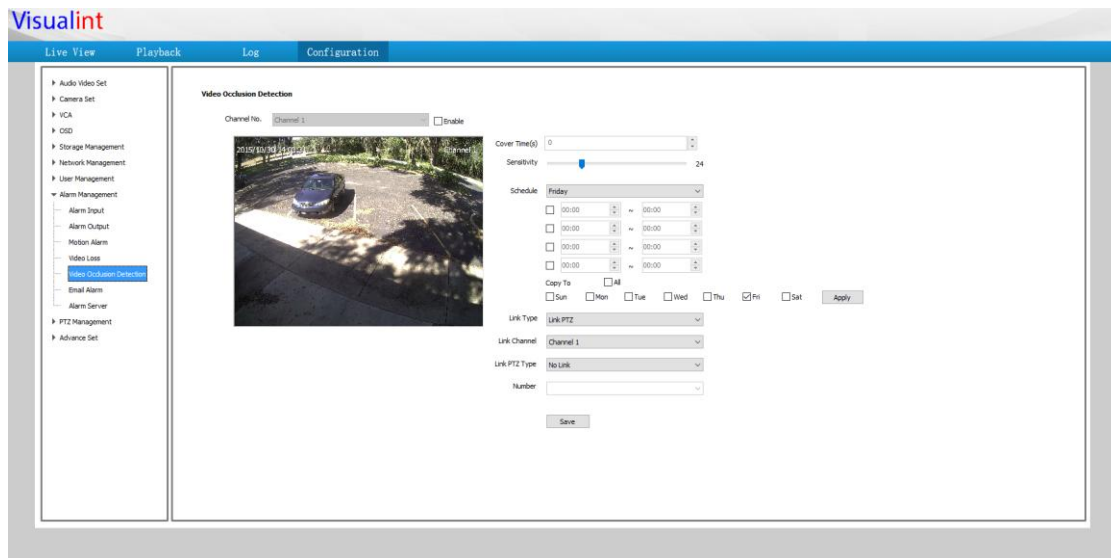
- Click [Enable] to open Mask Alarm function.
- [Sensitivity] Represents the percentage of width covered.
- [Schedule] Mask Alarm Detection works only during the scheduled time. Set the alarm schedule for which the alarm should be triggered.
- [Link Type]
- Set the link Type (such as link PTZ) after alarm is triggered. Multiple links can be set per alarm [Link Channel], [Link PTZ Type] and [Number].
- Click [Save].

1.14.4 Email Alarm

After the Email Alarm is enabled, the alarm SMTP server will automatically send email to the email address(s) when alarm is triggered.
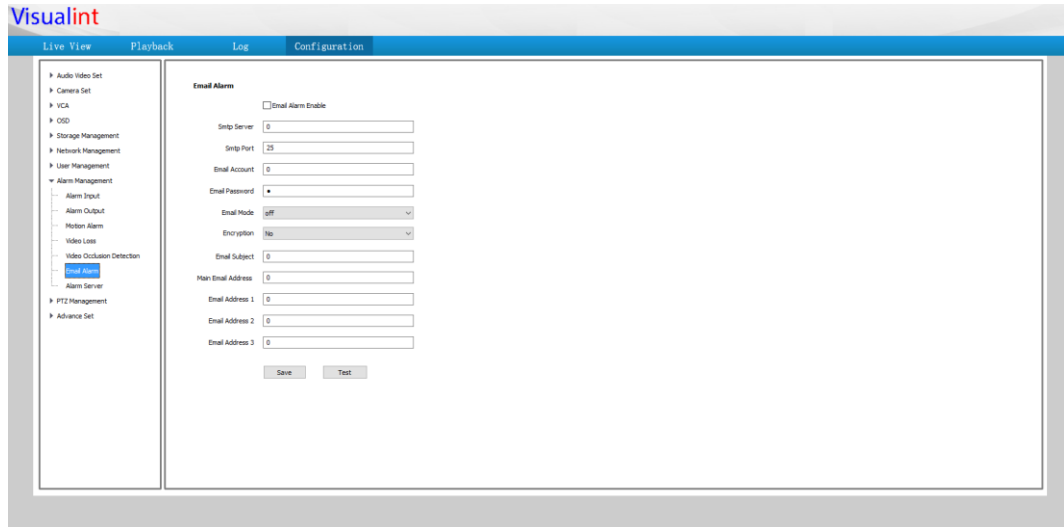
- Check the [Email Alarm Enable] box to enable this function.
- [SMTP Server] enter the Address of the SMTP server. Such as: smtp,gmail.com.
- [SMTP Port] Default number is 25.
- Enter the [Email Account] and [Email Password] to authenticate with the SMTP server.
- [Email Mode] Select "login" from the dropdown menu.
- [Encryption Mode] Options include No, SSL, or TLS.

1.15 Advance Set

1.15.1 File Location
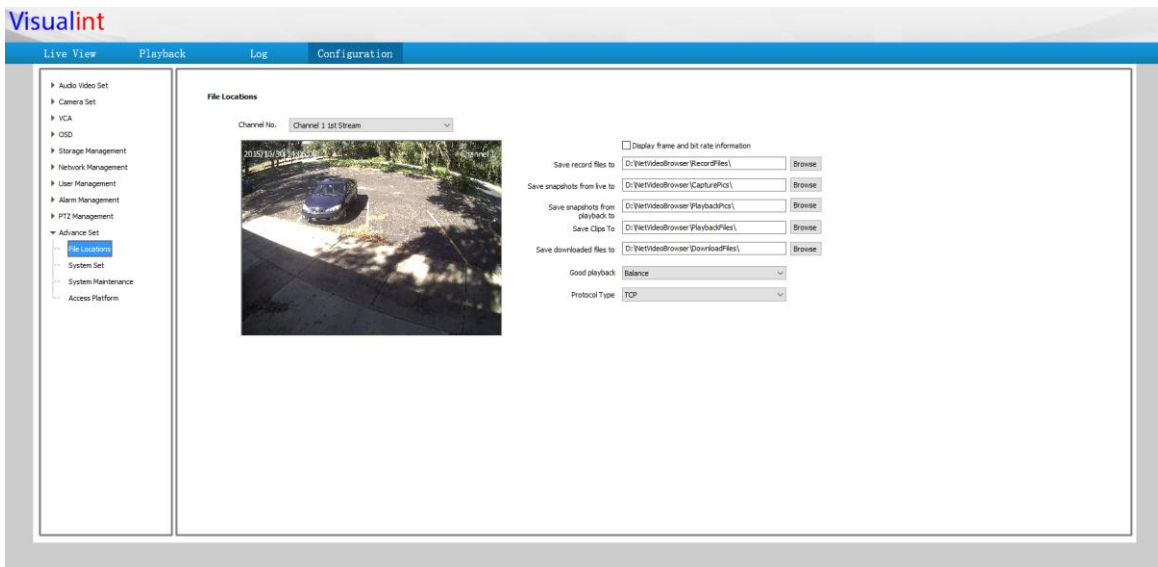
- [Stream] Choose the desired stream.
- Check [Display frame and bit rate information] display frame rate and bit stream on the video stream.
- Click [Browse] to choose the path for recorded files, snapshot, clips and downloaded files.
- Playback quality is set from the dropdown menu.
    - [Good Playback] set to achieve the balance between fluency and delay.
    - [Minimum delay] [Good real-time] [Balance] and [Good Fluency] is optional.
- [Protocol Type] TCP, UDP or multicast.
- Load capture format and resolution.

1.15.2 System Setting
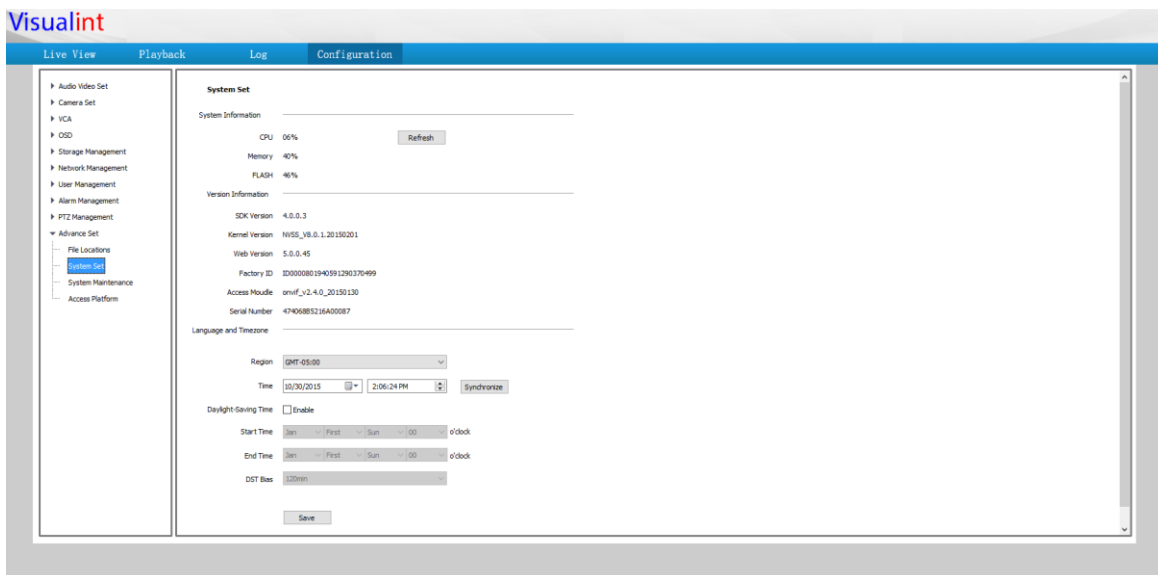
- [System Information] Display information of CPU, Memory and FLASH.
- [Version Information] Display [SDK Version], [Kernel Version], [Web Version], [Factory ID] and [Access Module]
- [System Time] Set the time zone and time synchronous. Support for DST (Daylight – Savings Time).

1.15.3 System Maintenance

System maintenance includes: [Device Control] and [Version Upgrade]
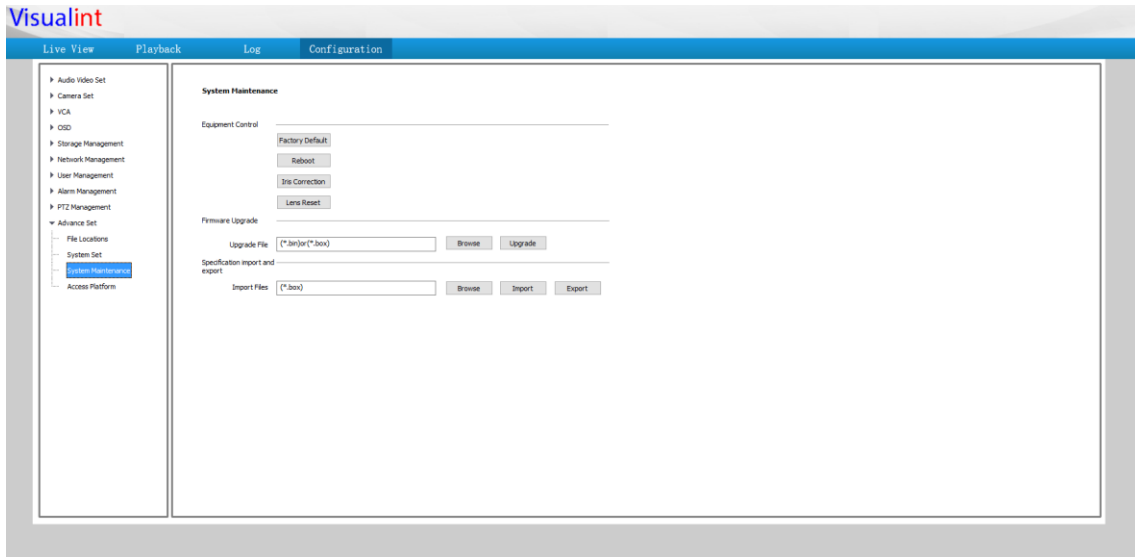
- [Equipment control]
- [Factory Default] Reset to factory default.
- [Reboot] Reboot the device.
- [Open, re-service] Not to be used without support staff direction.

1.15.4 Firmware Upgrade

- [Version Upgrade] upgrade new firmware. (firmware format: .box/bin). Upgrade process normally needs a few minutes until complete. Please follow the instruction of a Technical Specialist for firmware upgrade.
- [Specification import and export] includes three types of specifications:
- [Alarm] specification includes alarm schedule and linkage info. VCA info-not included.
    - [VCA] specification includes schedule, rule and related setting.
    - [System Set] specification includes the other info except [Alarm] and [VCA] specification such as OSD, recording strategy, internet set and some other setting.
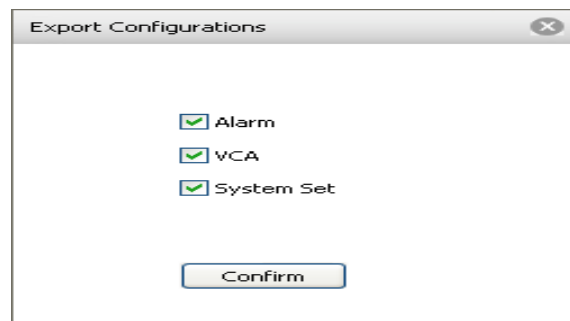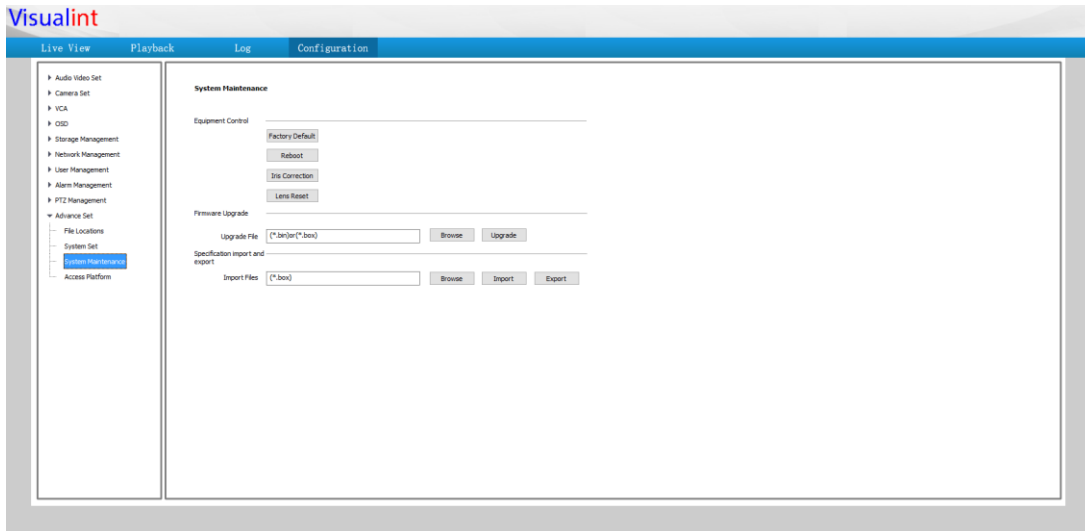
1.15.5 Access Platform

Click [Platform Enabled] to enable and disable Onvif. System will reboot automatically after clicking [Save].
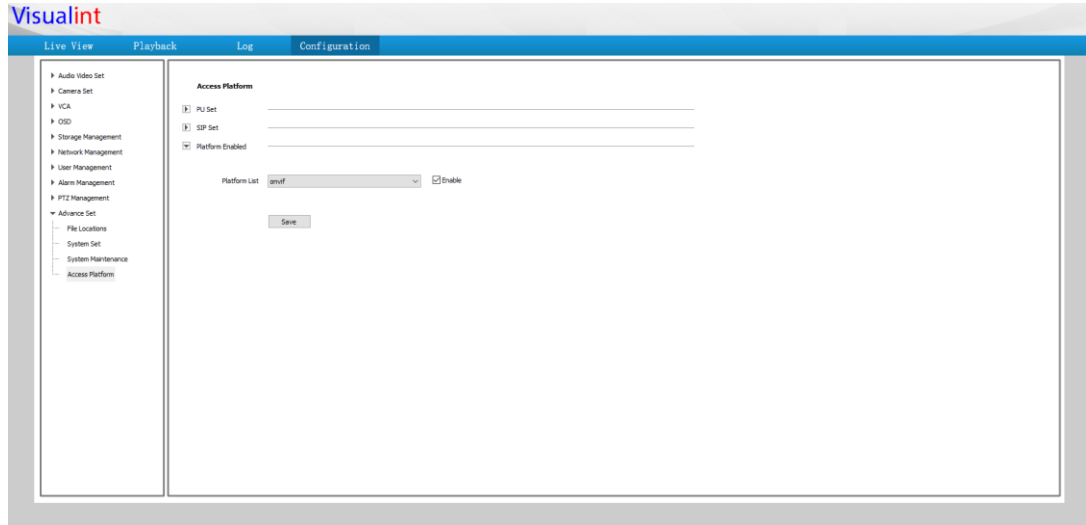
Caution: Current platform must be disabled before changing into a new platform

SIMPLE FAULT MAINTENANCE

2.1 System Failure

2.1.1 Not able to recognize U-Disk or SD Card

Possible Reason: Disk partition is corrupted causing disk not to be recognized. Reset the disc data connection. Reboot the camera. For portable disks, check the power supply to the external disc is providing enough power or change the independent power supply.

2.2 Network Failure

2.2.1 Camera has powered on but cannot be found on IP search tool

Possible Reason: Check status of computer NIC driver, network cable, and network. Connection. Make sure NVR is powered on, NIC driver is installed. Network cable is seated correctly and the NIC port is showing Link light with Activity. Directly connect the camera to computer/host server and try again. Try another camera or another computer/switch. Please contact Support.

2.2.2 No image on IE

Possible Reason: Check to make sure the camera is online and showing activity on the NIC port. Check to make sure ActiveX plug-in is installed. Check to make sure ActiveX plug-in is installed. Reinstall the plug-in as needed. Please contact Support.

2.2.3 Incorrect image after login

Possible Reason: There is another device with same IP or Mac address.

Troubleshooting steps: Disconnect the camera, try to ping the IP address to check whether there is a response. Use the IP search tool to check whether there are devices with same IP address. Disconnect the other devices to make sure the IP address of the camera is unique.

2.2.4 Able to ping camera, but cannot properly login

Possible Reason: Port 3001 is blocked by the firewall. Wrong port number entered when logging in; Wrong ID and password; Too many failed attempts to the camera. IP address is set in blacklist. Use IP search tool to check the listening port of the camera.

2.2.5 UDP unable to connect video

Possible Reason: Another client is already connected to the camera on the same computer; UDP port conflict with another application or program on the same computer. Try revising the camera IP address and try again.

2.2.6 Video of two cameras appear alternately or connect and disconnect in sometime

Possible Reason: There is another device with same IP or Mac address.

Troubleshooting steps: Disconnect the camera, try to ping the IP address to check whether there is a response. Use the IP search tool to check whether there are devices with same IP address. Disconnect the other devices to make sure the IP address of the camera is unique.

2.3 Operation Failure

2.3.1 No Correct Connection of Video on IE

Troubleshooting steps: Make sure the host IP address is in the same network segment as the camera. Check version of Internet Explorer. Version 8.0 or higher is supported. Check the driver for graphic card and DirectX is installed properly. Enable the ActiveX plug-in. Turn off Anti-virus software and firewall to test connection problem. Uninstall the plug-in, download again and reinstall to test. Use another computer to test connectivity. Contact Support

2.3.2 Cannot Connect to Sub-Stream

Possible Reason: Access to camera is full.

2.4 Control Failure

Able to control Pan/Tilt/Zoom in IE but cannot control in the NVR software.

Possible Reason: Make sure address for PTZ camera is correctly set.

Troubleshooting steps: Make sure the control protocol is correct.

2.5 Video Failure

2.5.1 Video displays properly in the software, but it is unstable or intermittent

Troubleshooting steps: Exit the software. Check the CPU utilization of the computer and make sure the computer configuration is capable to run the software. Check for viruses. Ping the camera from the computer to check whether there are packets dropped. Test network bandwidth. If the bandwidth is limited, then please contact the Internet Service Provider. Lower the resolution or image quality of the cameras. Please contact Support.

2.5.2 Able to connect but screen is black or video image is anamorphic

Other issues: No OSD, or image is anamorphic but normal in full screen.

Possible Reason: DirectX version is lower than 9.0c. Graphic card driver is not the correct version or not installed correctly. A full screen privacy mask has been set incorrectly.

2.5.3 Video display properly in IE but abnormal in software

Troubleshooting steps: Please make sure software version is up to date. Make sure IP address and server type is correct. We suggest use of Main stream + TCP" type in LAN, and "Substream + TCP" in WLAN. Close and restart the software. Please contact Support.

2.6 Audio Failure

2.6.1 Video displays and controls work properly but no audio is heard

Troubleshooting steps: Make sure the computer audio card driver is installed and up to date. Test audio output by playing test audio (music, sounds, etc.). Check that Video/Audio only is not enabled. Change to include audio in camera settings. Make sure the audio channel is set correctly. Make sure the microphone is connected properly. Please contact Support.

2.6.1 Weak audio signal

Check to ensure use of an active microphone. Increase the sensitivity of the microphone. Use active loudspeaker to confirm audio playback. Please contact Support.

2.7 Alarm Failure

2.7.1 No Alarm Output

Make sure the output wiring is correct and connections are terminated. Check Power input: voltage – AC110V/DV24V Draw – 1A. Check the setting for input/output port on the cameras webpage.

2.8 Configuration cannot be saved after setting up the parameter

2.8.1 Sudden loss of power after setup the parameter

Parameter is set to save automatically after 1 minutes.

2.9 Lens Failure

2.9.1 Motorized lens zoom or focus range is too small

Sudden loss of power when controlling motorized lens. Go to the Camera webpage – configuration – advance – system maintenance – lens reset.

2.10 Others

2.10.1 USB drive/External HD total space is smaller after use in camera

Possible Reason: The disk/drive was formatted by the special division operation on the camera. Backup available data and reformat the disk/drive.

Appendix I Lightning and Surge

Before installing IP Analytic Cameras, installers need to consider lighting, anti-surge protection and available power on site. We recommend taking the following measures:

Signal transmission lines and high voltage equipment or cables must be at least 50m distance from the installed camera. Try to choose rated outdoor wiring and run the cable along the eaves line of the building. For open field installations, cabling must be sealed in conduit and meet local regulations for low voltage wiring. In areas of severe thunderstorm or high-voltage areas (such as high-voltage substations), lightning protection equipment must be installed. Such as installing lightning rods, outdoor lightning protection and grounding of devices in accordance with the requirements of the relevant national and industry standards. Cameras must be equipotential bonded. A grounding system must be used and grounded separately. Grounding impedance is less then 4 ohms and the ground wire cut-area must not be greater than 25mm (1 inch).