

# ***IE Browser User Manual***

**(For Windows)**

**H-Series V1.1**

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# 1. OVERVIEW

This is an integrated HD wireless PTZ Dome IP Camera with a color CMOS sensor. It combines a high quality digital video camera, with a powerful web server, to bring clear video to your desktop from anywhere on your local network or over the Internet.

It supports the industry-standard H.264 compression technology, drastically reducing file sizes and conserving valuable network bandwidth.

The IPCAM is based on the TCP/IP standard. There is a WEB server inside which can support Internet Explorer. Therefore, the management and maintenance of your device is simplified by using the network to achieve the remote configuration and start-up.

The camera is designed for outdoor surveillance applications such as courtyard, supermarket, and school. Controlling the IPCAM and managing images are simplified by using the provided web interface across the network utilizing wireless connectivity.

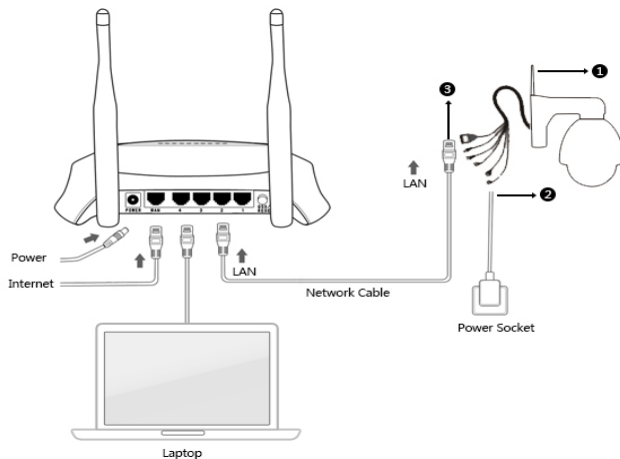
It supports Android and iPhone APPs for users, please search “HD PTZ IPCam Pro” or other third party APPS, install it through APP Store, then users can view the camera directly via the smart phone.

## 1.1 Key Features

- HD Pan/Tilt/Zoom wireless dome IP camera
- H.264 video compression
- Zoom lens provide detailed view
- Day/Night surveillance, IR LEDs On/Off auto switch
- IR night vision
- Supports image snapshot
- Supports IR-Cut and the filter change automatically
- Supports IE/Firefox/Google/Safari browser or any other standard browsers
- Motion detection alert via E-mail, upload alarm snapshot to FTP
- Compatible with free PC central management software(DeviceClients)
- Compatible with free iOS and Android APP
- Supports Third Party DDNS(dynamic domain name service) Service
- Supports IEEE 802.11b/g/n wireless connection
- Supports WEP, WPA and WPA2 encryption
- P2P feature for easy remote access
- Supports remote viewing & record from anywhere anytime
- Multi-level users management with password protection

# 2. INSTALL THE HARDWARE AND SOFTWARE

## 2.1 Install the hardware



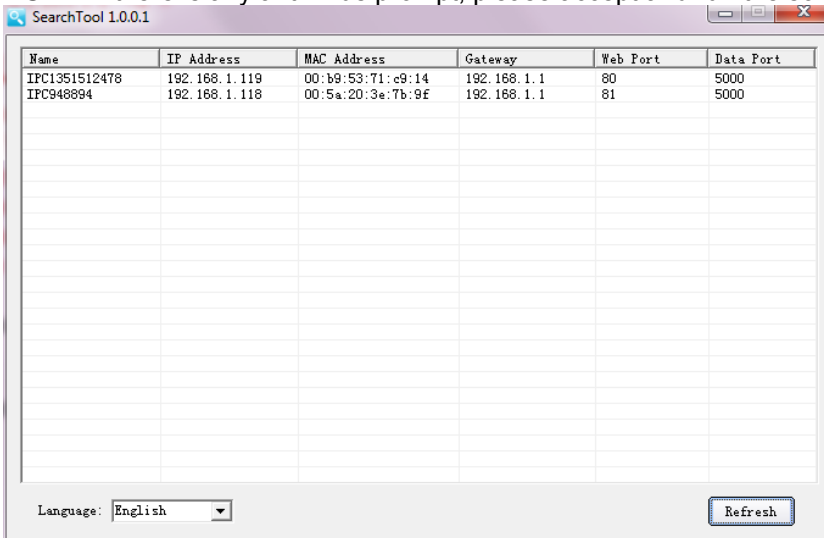
1. Connect the camera to your local router via network cable.
2. Power on the camera with the assorted adaptor in the box, don't use other not verified adaptor which may cause unexpected problem, this is not belong to the warranty.
3. Camera will start and self-check after power on, please wait about 30 seconds.

## 2.2 Install the search tool for computer(Windows)



Run the CD, install the software “Search Tool” to your PC. The icon **SearchTool** will be on the desktop. Double click the icon, will popup the window as below:

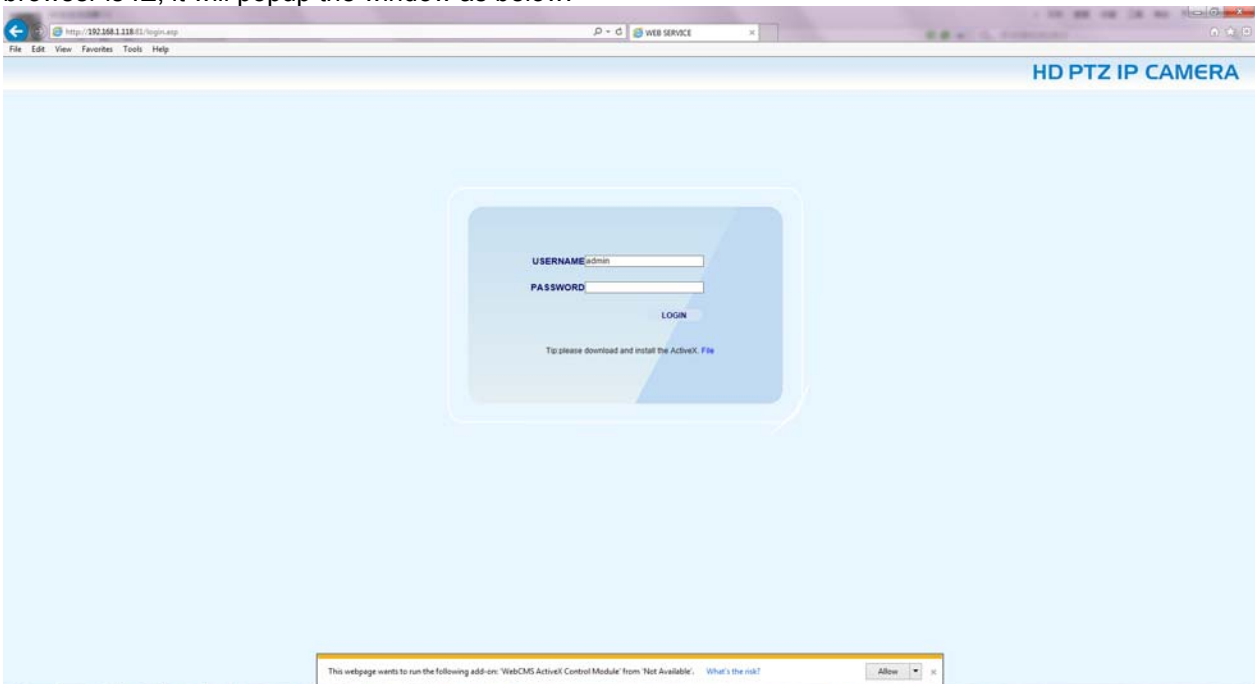
**NOTE:** If there is any anti-virus prompt, please accept and run the software, it's safe.



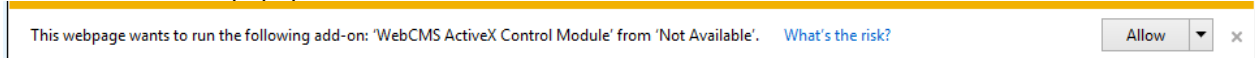
Click **Refresh**, the camera you connected will be listed in the tool.

**Language:** Users can change the display language of the tool.

Left click to select the camera, then double click it to turn to the web server, for example, if your default browser is IE, it will popup the window as below:



**NOTE:** If there is a popup information at the bottom for the first time users. Please click **Allow** to enable it.



And, for the first time users, in order to run the web server successful, you have to download and install the ActiveX firstly.

## 2.3 Download and install the ActiveX

### 2.3.1 Check the picture as below, click the “File” to download the ActiveX.

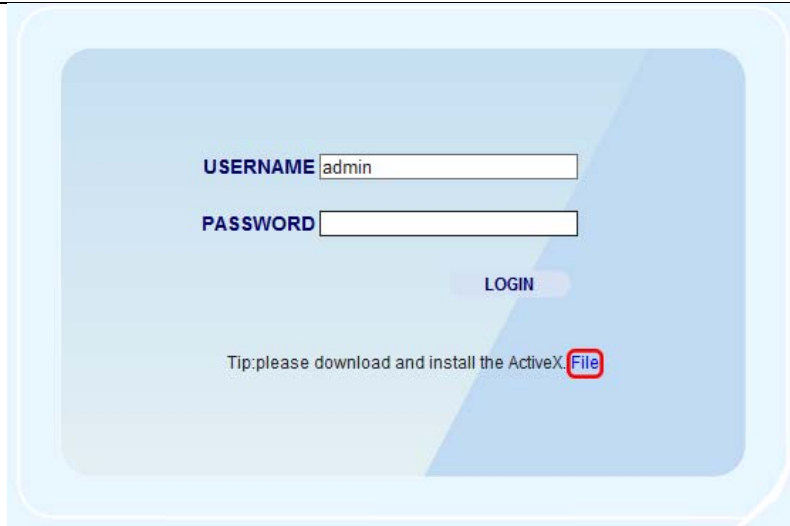


Figure 1

### 2.3.2 Then it will popup the prompt as below:



Click "Run" to install the ActiveX directly.

Or click "Save" to save the file to your PC first, then install it manually.

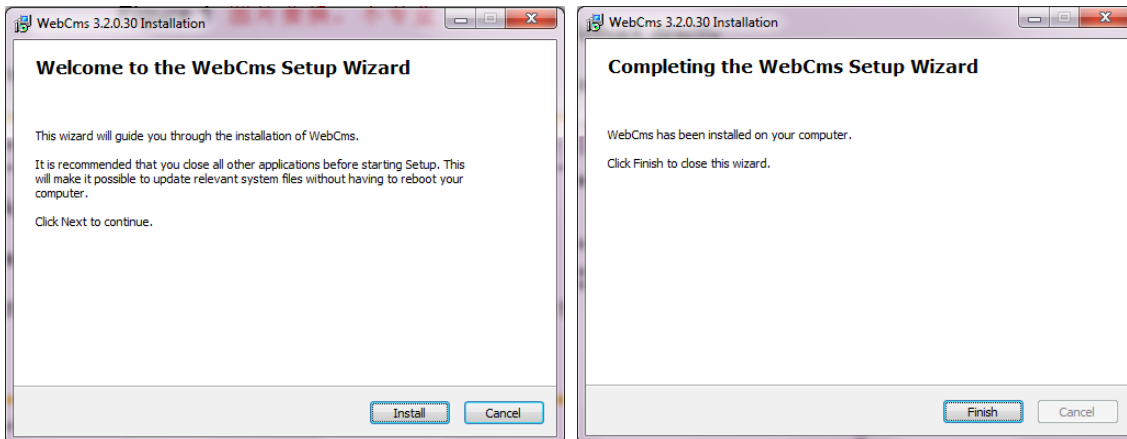
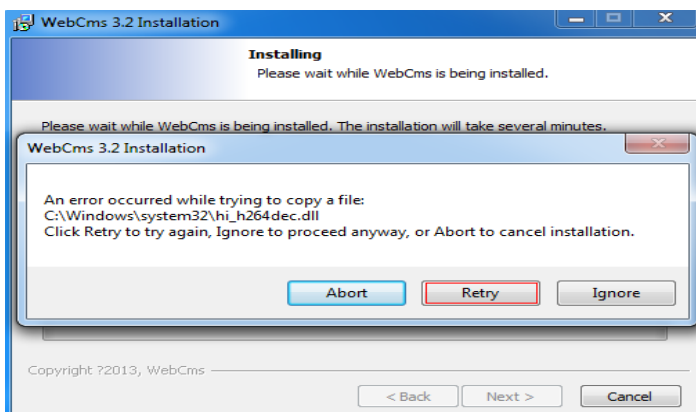


Figure 2

**NOTE:** If there is any abnormal prompt during the installation, please close IE or other programs which maybe conflict, and try again.



**NOTE:** If there is security warning prompt as below:

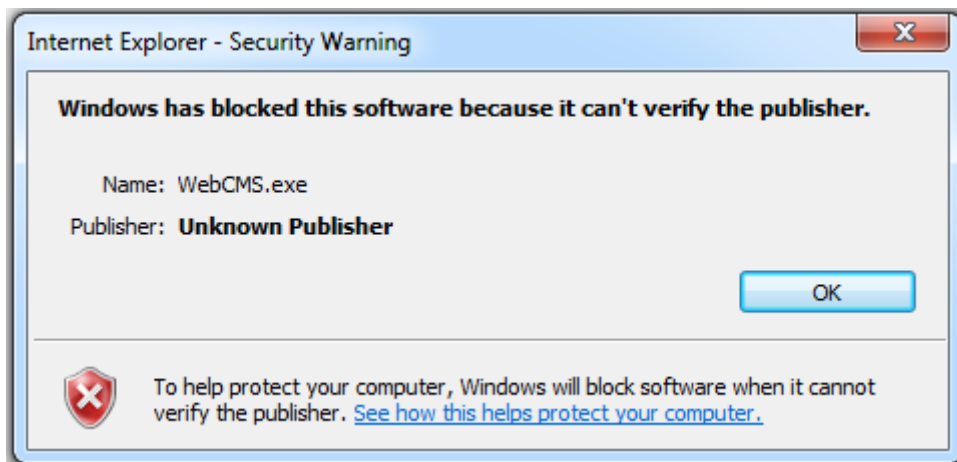


Figure 3

Please change the security level of IE, click IE **Tools-> Internet options->Security->Custom level.**

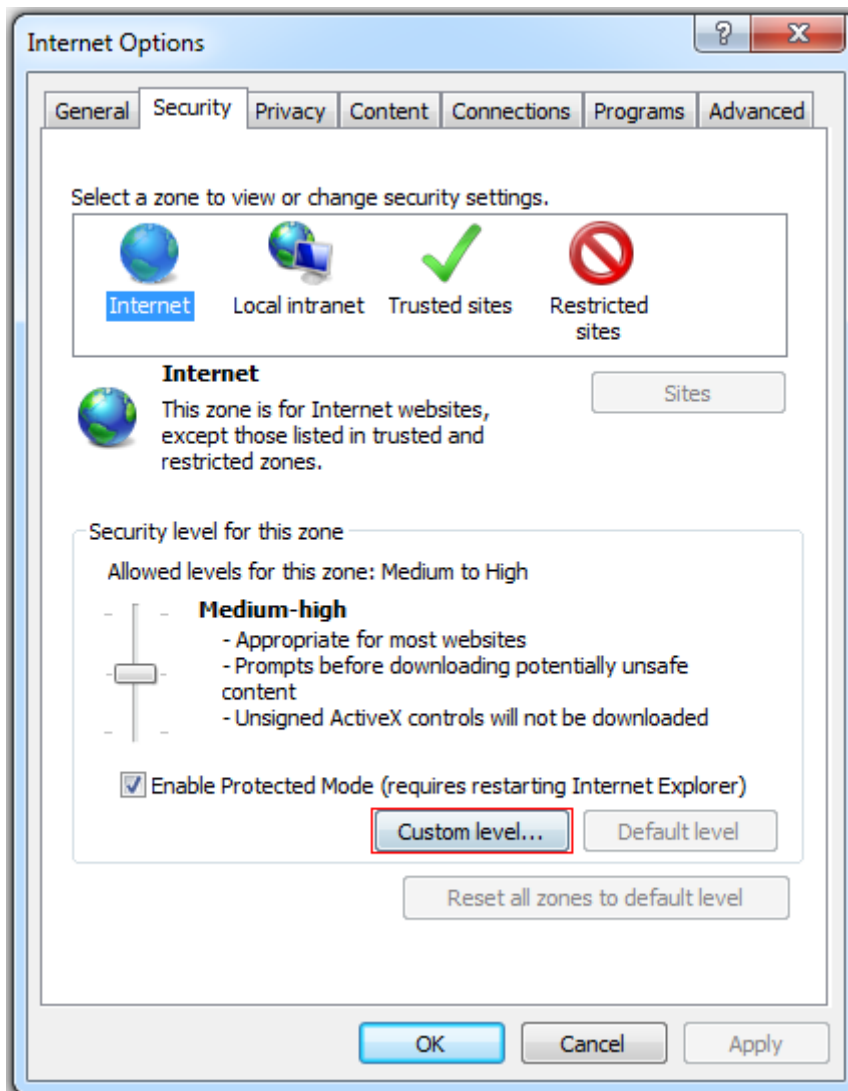


Figure 4

Change the parameters as Figure 5, Figure 6:

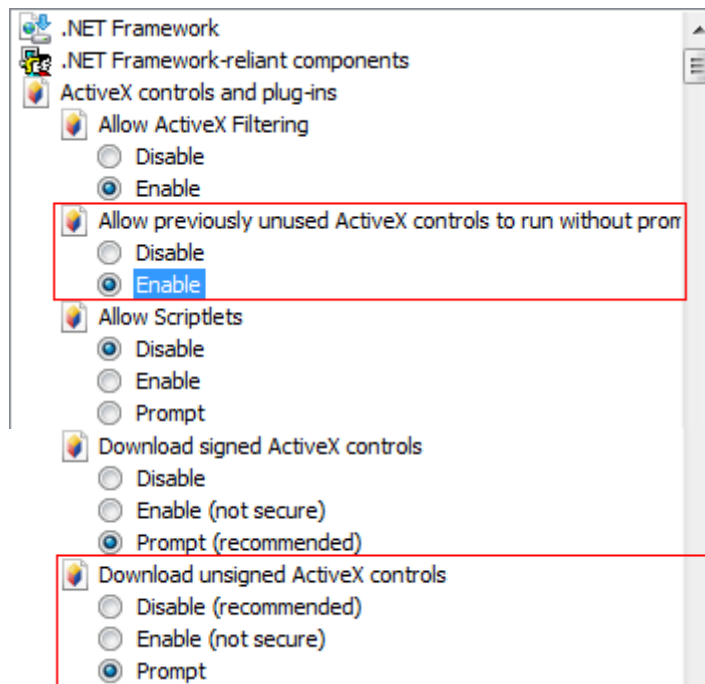


Figure 5

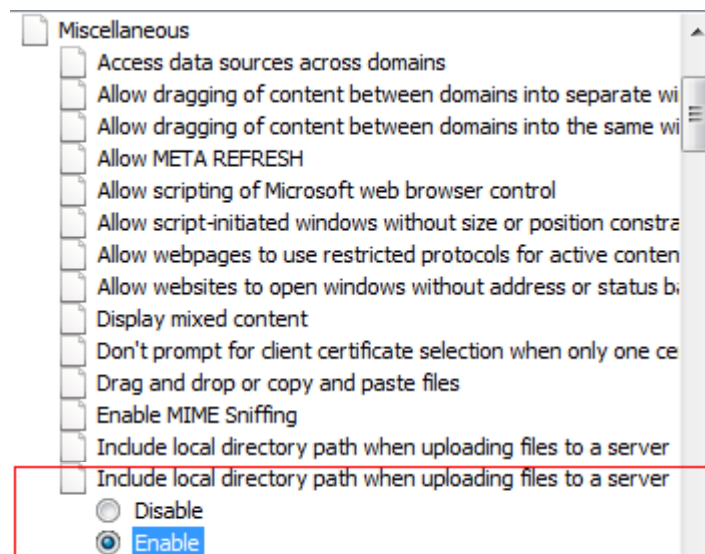


Figure 6

After the installation finished, refresh the IE browser, then you can login the camera.

### 3.ACCESS THE IP CAMERA

The default username is **admin**, password is **admin**.

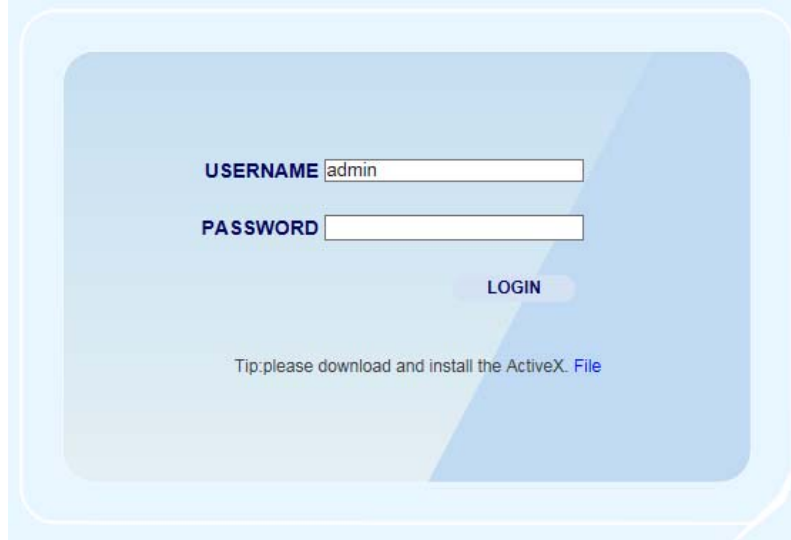


Figure 7

Click **Login**, then will see the live view.

## 4. LIVE VIEW

The main interface of live view, this manual based on IE browser, some functions maybe not available in Chrome or Firefox or Safari, for example, Snapshot, Record, Talk, Listen, W:H, Replay, Control Panel etc, because these functions work with ActiveX which Chrome/Firefox/Safari don't support, we suggest you to use IE browser, so that you can enjoy all these functions.



Figure 8

### Section1: Live View/Replay/Config/Log Out



**Live view**, click it to turn to the live video interface.



**Replay**, click it to check the SD card record files.  
(Not all the models support SD card function, please make sure of it with the supplier before using.)



**Config**, click it to turn to the settings interface.





**Log Out**, click it to log out the software.

## Section2: Snapshot/Record/Talk/Listen/Fullscreen/W:H/Show/Hide



**Snapshot**, click to take a snapshot.



**Record**, click to start recording.



**Talk**, click to start 2-way audio talking.

(Not all the models support audio, please make sure of it with the supplier before using.)



**Listen**, click to start listen the audio from the camera.

(Not all the models support audio, please make sure of it with the supplier before using.)



**Fullscreen**, click to turn to fullscreen mode.

Double click the live video window, it will change to full screen too, double click it again to exit.



**W:H,16:9 or 4:3 ratio**, click to change the display screen mode.



**Show/ Hide**, click to show or hide the sidebar.

## Section3: Pan/Tilt Control Panel



Figure 9



**Centre**:Set the Lens go back to the center position.

## Section4: Shortcuts



**Zoom In**: Click it to start zoom in.



**Zoom Out**: Click it to start zoom out.




**Focus +**: Click it to adjust the focal length.




**Focus -**: Click it to adjust the focal length.



**Horizontal Patrol**: 355° from left to right, click it to start patrol, the icon will turn to be colored .



**Border Patrol**: Set the left&right side border first, click it to start border patrol, icon will turn to be colored .




**Set Horizontal Left side Border**: Click it to set the current position as left side border.



**Set Horizontal Right side Border:** Click it to set the current position as right side border.



**Preset Cruise:** Click it to start cruise from preset position 1 to position 8, the icon will turn to be colored .



**Guard Position ON:** Click it to enable this function, the camera will recover to the preset guard position if without any actions within 30 seconds.




**Alarm Out Switch.**

(Not all the models support alarm out, please make sure of it with the supplier before using.)



**Control the IR LEDs ON/OFF Manually:** Click it to set the IR LEDs normal ON, and the icon will turn

to be colored, like: . That means the default state of infrared red will be opened.

It supports to maximum of 9 cameras being monitoring at the same time. Set other cameras in multi-device setting (Chapter 4.5.1)

## Section5: General/Preset/Video Parameters

### General

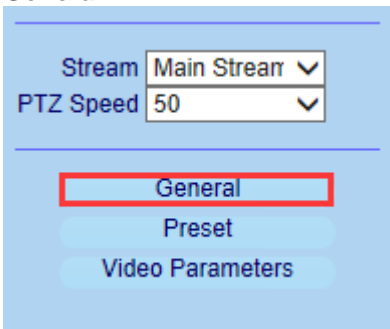


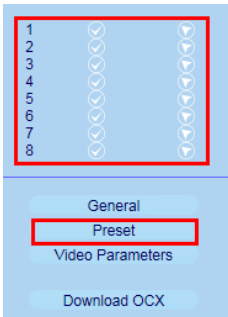
Figure 10

**Stream:** Main Stream and Sub Stream.

Main Stream prefer to the image quality; Sub Stream prefer the video smooth.

**PTZ Speed:** 0~100, bigger number, faster speed.

### Preset



:Set Preset



:Call Preset

Figure 11

### How to do 8 basic preset positions?

1. Move the camera and stop at a desired place where you want to set the preset position.
2. Click Set button and choose the number(1-8) for the preset position.
3. After that, you can move the camera and stop at another place, and set another preset position. You can set total 8 basic preset positions in this same way.
4. If you want to see one preset position you have set, click the Call button and choose the number, the camera will go to the preset position.

## Video Parameters

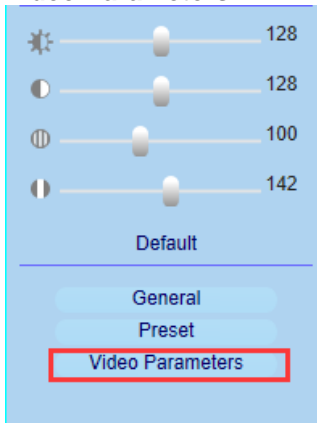


Figure 12



**Brightness:** Adjust the brightness parameter from 0 to 255, default is 128.



**Contrast:** Adjust the contrast parameter from 0 to 255, default is 128.



**Hue:** Adjust the chroma parameter from 0 to 255, default is 100.




**Saturation:** Adjust the saturation parameter from 0 to 255, default is 142.

**Default:** Click the default, which means all the video parameters like Brightness, Contrast, Saturation, Chroma will be presented the default values.

## 5 SET SYSTEM PARAMETERS

### 5.1 Local Config



Click  to login the system configuration,

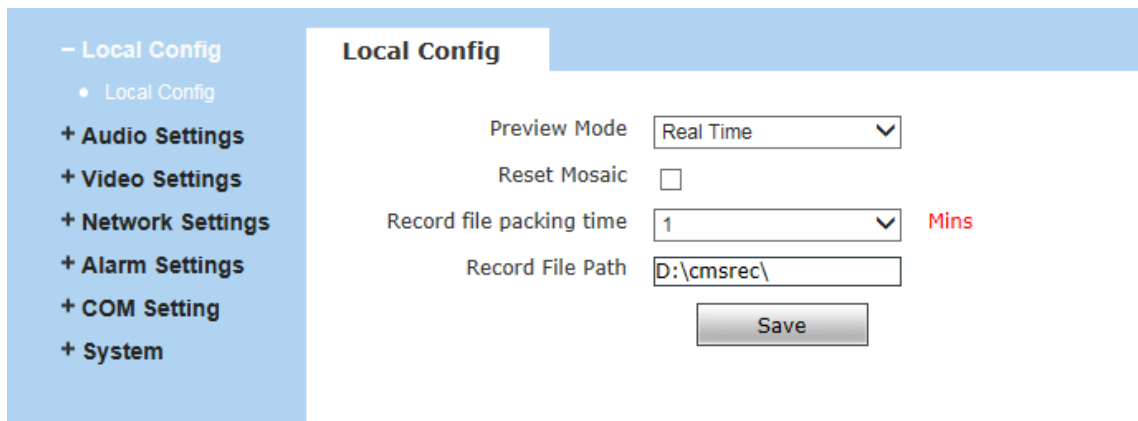


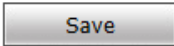
Figure 13

**[Preview Mode]:** Users can choose Real time priority or Fluency priority mode according to the needs.

**[Reset Mosaic]:** Select this option to make image quality better, but CPU usage rate will be higher at the same time.

**[Record file packing time]:** Set packing time of record files for local PC when it is recording.

**[Record file path]:** Set the storage directory for local records and snapped files.

After setting these parameters, please click  to make them valid.

## 5.2 Audio Setting

**NOTE:** Not all the models support audio function, please make sure of it with the supplier before using.

The screenshot shows the 'Audio Parameter' configuration page. On the left sidebar, the 'Audio Settings' section is expanded, and 'Audio Parameter' is selected. The main content area contains the following settings:

- Enable:
- Audio Input: Mic
- Compression Type: G.711U
- Audio Bitrate: 16000
- Sampling Rate: 8k
- Input Volume: 15
- Output Volume: 15

A 'Save' button is located at the bottom of the configuration area.

Figure 14

**[Enable]:** Turn on or turn off the audio of IP camera, if there is no need for audio, close audio input to save DSP resource and network resource. Audio is disabled by default.

**[Audio Input]:** Choose MIC or Line In input mode.

**[Compression Type]:** Supports three types of audio compressed format:G.726,G.711A,G.711U.

**[Sampling Rate]:** Supports audio sample rates of 8k.

**[Input Volume]:** Adjust the device's input volume.

**[Output Volume]:** Adjust the device's output volume.

After setting these parameters, please click  to make them valid.

## 5.3 Video Settings

### 5.3.1 OSD Settings

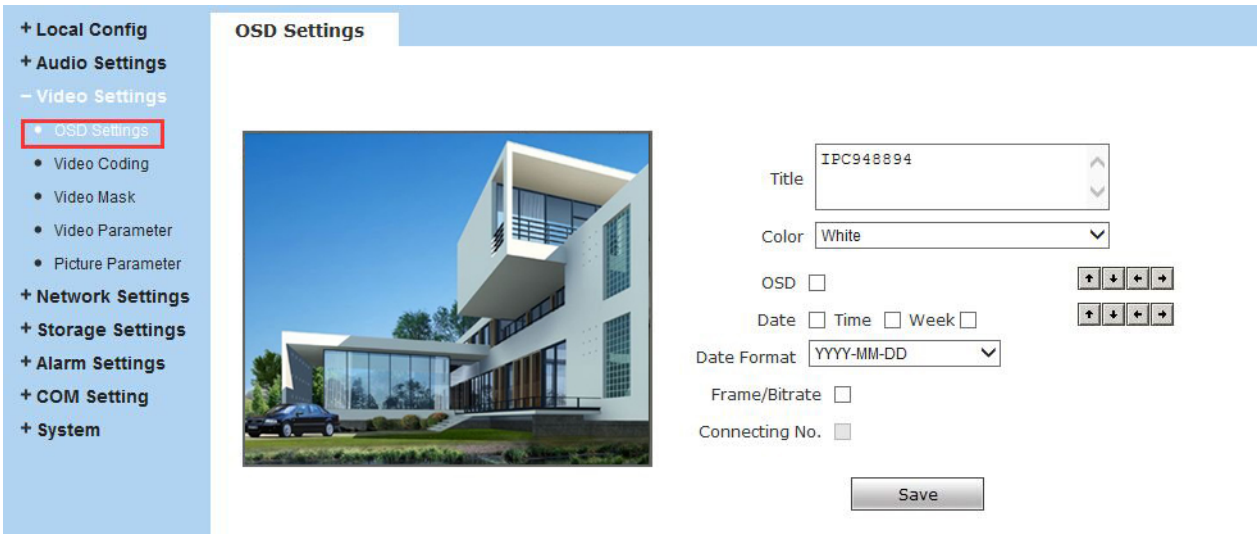


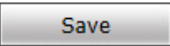
Figure 15

[Title]: Set the name of video channel, displayed at the bottom left of image(movable), Maximum 32 characters allowed.

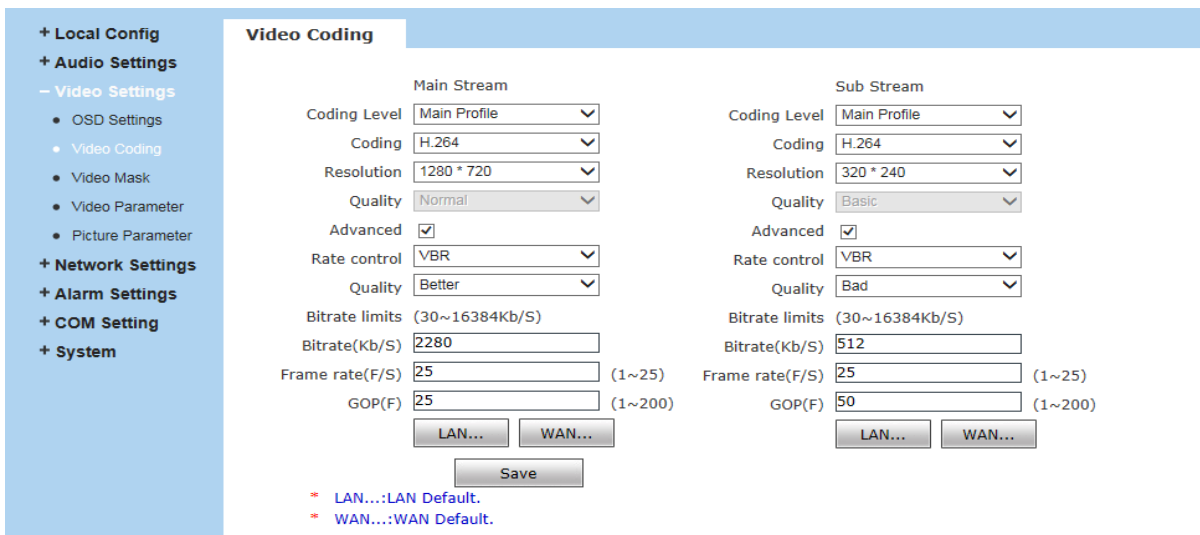
[Color]: Set the color for the text.

[OSD]: Display or not to display Title, Date, Time, Week and Frame/Bitrate of channels.

[Arrows]: Can adjust the text display position of Title, Date, Time and Week etc.

After setting these parameters, please click  to make them valid.

### 5.3.2 Video Coding



[**Coding Level**]: Baseline and Main profile available, it's only for H.264 compression format.

Baseline is suit for low delay, and the situation have requirement on real time.

Main profile is suit for better image quality.

[**Coding**]: Supports H.264 or MJPEG.

[**Resolution**]: Set the resolution of images.

**720P supports:**

Main Stream:1280\*720;

Sub Stream:704\*576/320\*240;

**960P Supports:**

Main Stream:1280\*1024/1280\*960/1280\*720;

Sub Stream:704\*576/640\*480/640\*352/320\*240;

**1080P supports:**

Main Stream:1920\*1080/1280\*960/1280\*720;

Sub Stream: 720\*576/640\*480/640\*352/320\*240;

[**Quality**]: Choose the right quality according to the requirement: Fine, Normal, Basic.

The parameters can also be user-defined by choosing [**Advanced**].

[**Rate control**]: CBR and VBR are optional.

CBR adopts constant encoding bitrate, VBR adopts variable encoding bitrate.

[**Quality**]: **CBR setting**: set the bitrate range via "Image Quality", can choose self-adaption,

it means the bitrate controlled by the software, and also can choose  $\pm 10\% \sim \pm 50\%$ ,

$\pm 10\%$  means the bitrate range from -10% to +10% of the value of bitrate.

**VBR setting**: set image quality via "Image Quality", 6 levels available, from best to worst.

[**Bitrate**]:The range of preferred and alternate stream is 30~16384Kbps.

Higher bitrate setting can generate better image quality, but it occupies more bandwidth, please adjust the setting according to your actual bandwidth.

Under CBR setting, [Bitrate] is the constant bitrate of encoding.

Under VBR setting, [Bitrate] is the variable bitrate of encoding.

[**Frame rate**]: Set encoding frame rate per second. Under poor network condition, frame rate can

be reduced to control encoding bitrate to make motion images flow more smoothly.

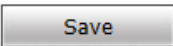
[**GOP**]: Adjustable between 1~200(Main Stream), 1~200(Sub Stream).Smaller I frame interval

means higher bitrate and better image quality. It is recommended to set the I frame interval

as above 25.

[LAN Default]: Click to restore the default value settings.

[WAN Default]: Click to restore the default value settings.

After setting these parameters, please click  to make them valid.

(After change the coding lever, resolution and coding, device will restart.)



**Note: Non-professional users please use “Advanced Settings” with caution.**

### 5.3.3 Video Mask

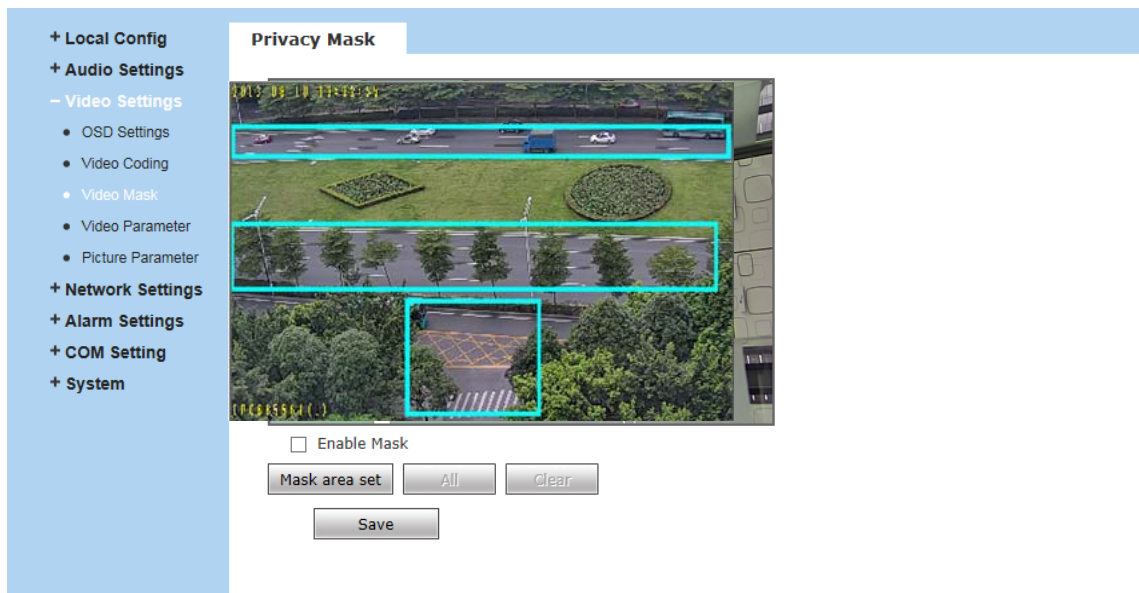


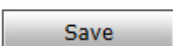
Figure 17

[Enable Mask]: Enable or disable video mask.

[Set Mask Area]: Click and move cursor to set the image mask area, an image can be entirely or partially masked, maximum 4 mask areas supported.

[All]: Mask the whole image.

[Clear]: Clear masked areas.

After setting these parameters, please click  to make them valid.

### 5.3.4 Video Parameter

#### Images:

- + Local Config
- + Audio Settings
- Video Settings
  - OSD Settings
  - Video Coding
  - Video Mask
  - Video Parameter
  - Picture Parameter
- + Network Settings
- + Storage Settings
- + Alarm Settings
- + COM Setting
- + System

Video Parameter

Images
Basic
IR
Advanced

Bri.  128

Con.  128

Hue  100

Sat.  142

Acu.  128

Gamma  20

Image Transparen

Save

\* Click the corresponding icon or title, set the default value.

#### Basic:

- + Local Config
- + Audio Settings
- Video Settings
  - OSD Settings
  - Video Coding
  - Video Mask
  - Video Parameter
  - Picture Parameter
- + Network Settings
- + Storage Settings
- + Alarm Settings
- + COM Setting
- + System

Video Parameter

Images
Basic
IR
Advanced

Mirror Close

Flip Close

LSC Open

CTB Auto

WDR Low

3D-DNR Low

Video Standard  60HZ  50HZ

Iris Mode  Non-Auto  DC Auto

Auto Iris Shading

Save

\* Click the corresponding icon or title, set the default value.

#### IR:

- + Local Config
- + Audio Settings
- Video Settings
  - OSD Settings
  - Video Coding
  - Video Mask
  - Video Parameter
  - Picture Parameter
- + Network Settings
- + Storage Settings
- + Alarm Settings
- + COM Setting
- + System

Video Parameter

Images
Basic
IR
Advanced

IR mode IR Detection

High Level

Black-Color 4

S

Color-Black 0

S

ICR Low Level

IR High Level

Save

\* Click the corresponding icon or title, set the default value.

#### Advanced:

- + Local Config
- + Audio Settings
- Video Settings
  - OSD Settings
  - Video Coding
  - Video Mask
  - Video Parameter
  - Picture Parameter
- + Network Settings
- + Storage Settings
- + Alarm Settings
- + COM Setting
- + System

Video Parameter

Images
Basic
IR
Advanced

Gain Value  160

Exposure Time 25

WB auto

AntiFogging  Close  Open

AntiFalseColor  0

AntiTrembling  Close  Open

Save

\* Click the corresponding icon or title, set the default value.

16/50



[Images]: Adjust the Brightness, Contrast, Hue, Saturation, Acutance, Gamma of video.

Image Mode: Transparent or True Color.

[Basic]

- Mirror: Set mirror, horizontally rotate the video;
- Flip: Set flip, vertically rotate the video;
- LSC: Open or close the Auto IRIS rectify
- CTB: Set CTB ,IPC will automatically turns on D/N function according to the image's situation.
- WDR: Set WDR. Enhance the image quality in such area: strong light source (sunlight, lamps or reflectors, etc.) , shadow of high-brightness, backlight
- 3D-DNR: Set 3D NR to get a clearer picture in low light environment, effectively eliminate video noise and color noise In low light conditions.
- Video Standard: In indoor environment, if the flashing of lamps results in the flickering of images, please choose 50HZ or 60HZ according to the power frequency. 50HZ suit for PAL system, 60HZ suit for NTSC system;
- Iris Mode: Set Non-Auto Iris, Can be used with non-auto iris lens.
- Set DC Auto Iris, Adjust the control level of auto-iris to control the luminous flux.
- Auto Iris Shading: for the first time using auto iris, please redress the iris in the light box.

[IR]

- IR Mode: This function only for the camera has infrared function, support 3 kinds of detection mode, suit for different infrared light board and situation.
- Time Detection: for this mode, set the time to turn day mode and B/W mode, this mode with first priority.
- Video Detection: for this mode, the sensor will detect the value of LUX, and decide turn to B/W mode or not. The lager the value is, more sensitive about turn to B/W mode.
- IR Detection: for this mode, the photo-resistor will detect the value of LUX, to suit different infrared Light board, we support 3 kinds of wording mode:
  - 1, low level mode, when the device get low level voltage from Infrared light board, the device will turn to B/W mode;

2, high level mode, when the device get high level voltage from infrared light board, the device will turn to B/W mode;

3, auto detection mode, when the device power on, it will take sample of light, then just it is day mode or B/W mode, and it also get the value of voltage from infrared light board, combination the two value and take them as the condition to turn to day mode or B/W Mode.

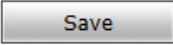
- Black-color: The Video from Black-White to color when the detection becomes effective.
- Color-black: The video from color to Black-White when the detection becomes effective.

The two time control only in the IR Detection mode.

- ICR: Setting the control level of the IR-CUT according to the IR-CUT control level.
- IR: This function suit for the camera with IRCUT and infrared light board. Eg.: for ICR, when set low level, it means when the device send a low level voltage to IRCUT module, the IRCUT will turn to B/W mode.

**[Advanced]**

- Gain Value: change the value of AGC can adjust the effect of image in low light-level.
- Exposure Time: Set the value of Shutter to control exposure time
- WB: You can choose Manual WB or AWB mode to adjust white balance,AWB is default open.
- AntiFogging: Set anti fogging function, when the density of fog up to a high value, the ISP will change the brightness and contrast to improve the quality of image.
- AntiFalseColor: Set anti false color function, can cancel the Moore profile effect in high frequency part.

After setting these parameters, please click  to make them valid.

### 5.3.5 Picture Parameter

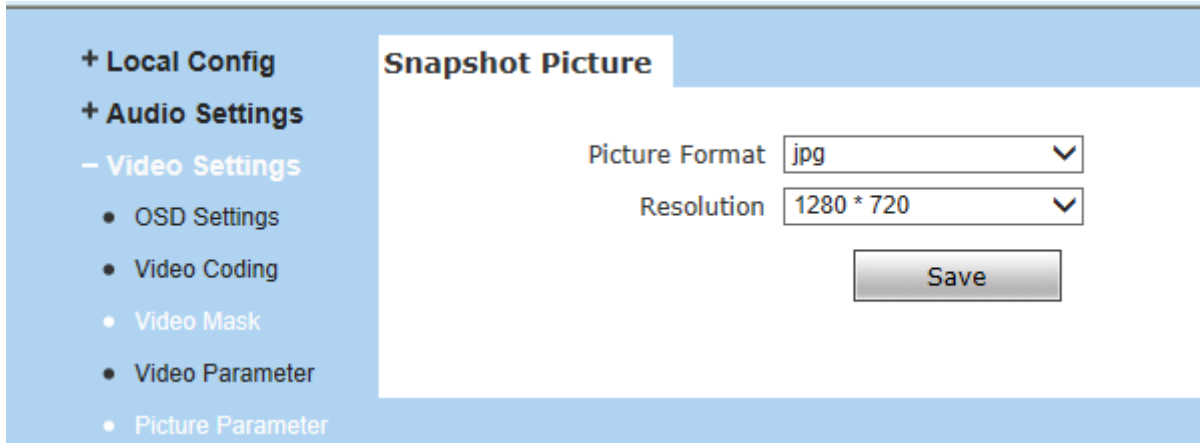
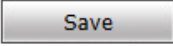


Figure 19

[**Picture Format**]: Only supports JPG format currently,

[**Resolution**]: It is the same as set in [**Video Coding**].

After setting these parameters, please click  to make them valid.

## 5.4 Network Settings

### 5.4.1 Basic Setting

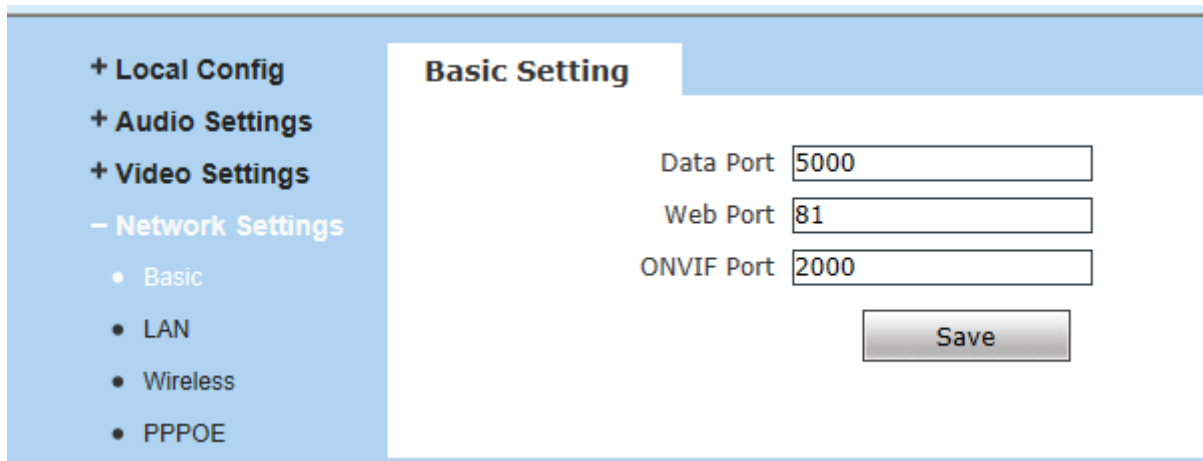
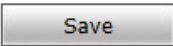


Figure 20

[**Data Port**]: Default value is 5000 (users are recommended not to change it).

[**Web Port**]: Default value is 80.

[**ONVIF Port**]: Default value is 2000 (users are recommended not to change it).

After setting these parameters, please click  and the device will reboot to make the parameters valid.

## 5.4.2 LAN Setting

The screenshot shows the LAN Setting configuration page. On the left, a navigation menu includes: + Local Config, + Audio Settings, + Video Settings, - Network Settings (expanded), and a list of sub-items: Basic, LAN (selected), Wireless, PPPOE, UPNP, Email, FTP, and DDNS. The main content area is titled 'LAN Setting' and contains the following fields:

- DHCP Enable:
- IP:
- Subnet Mask:
- Gateway:
- Preferred DNS:
- Alternate DNS:
- MAC:

A 'Save' button is located at the bottom right of the form.

Figure 21

**[DHCP Enable]:** If DHCP function of the router is enabled, IP camera will automatically fetch IP address from the router.

**[IP]:** Set the camera's IP address.

**[Subnet Mask]:** Default value is 255.255.255.0 (users are recommended not to change it).

**[Gateway]:** Set the gateway IP of IP camera, for example when the device is connected to public network via a router, the gateway IP is the router IP.

**[DNS]:** The DNS should be same with the DNS inside the router.

**[MAC]:** The Physical address of IP camera (users are recommended not to change it).



**Note: After revise and save parameters, the device will restart. If it is applied in LAN, please pay attention to avoid IP collision**

---

## 5.4.3 Wireless Setting

Check the wireless settings of router before setting the IP Camera.

For example, TP-Link WR340G 54M wireless router, check settings as follows:

## 1. Network parameters setup for wireless router.

Go to the wireless router “Network Parameter” page under the menu “LAN Setting”, set the IP of wireless router.

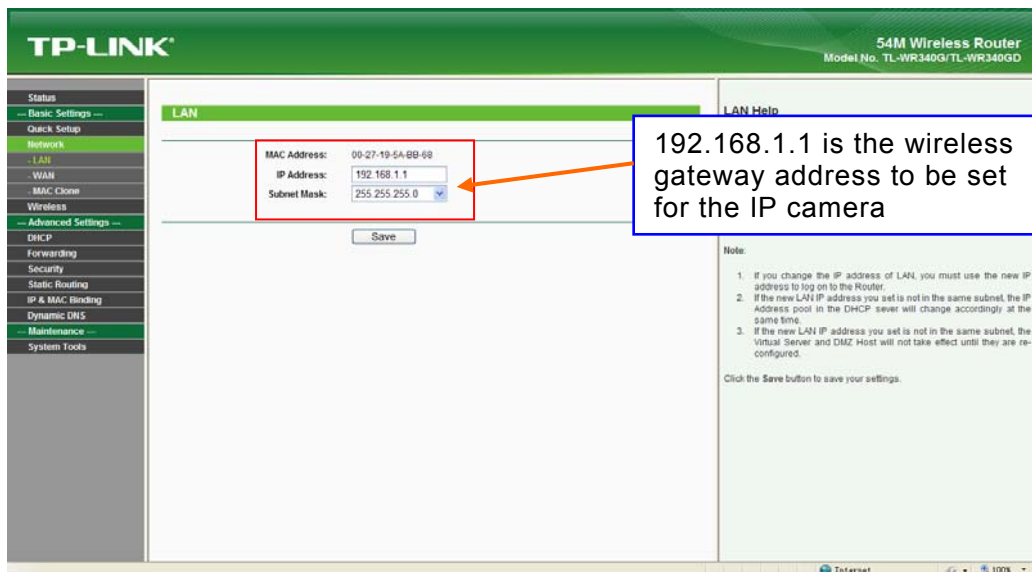


Figure 22

## 2. Turn to the “Basic Settings” page under “Wireless Parameters” menu.

### (1) Set SSID:

This SSID is for identity validation of wireless network.

### (2) Frequency range

It determines the frequency range of the network, which is 1~13, default value is 6.

**Note:** If your neighbor also uses wireless network and its frequency is 6, you should consider revise this parameter to 1 or 13 to reduce radio interference between the two routers.

### (3) Mode

Set the working mode of wireless router. The mode must be compatible with the supported modes of IP camera.

Wireless mode supported by IP camera: 802.11b/g protocol (low power WiFi model)

802.11a/b/g/n protocol (high power WiFi model)

### (4) Enable WiFi function (compulsory)

### (5) Open security setting (optional)

This option can enable the security certification of wireless router. If it is enabled, users need to select the corresponding security mode (encryption mode) and set up authentication password.

### (6) Select security type (encryption mode)

WEP, WPA and WPA2

### (7) Security options

WEP security type: developing system, sharing key and auto-selection

WPA, WPA2 security type: TKIP and AES

(8) **Set key** (authentication password)

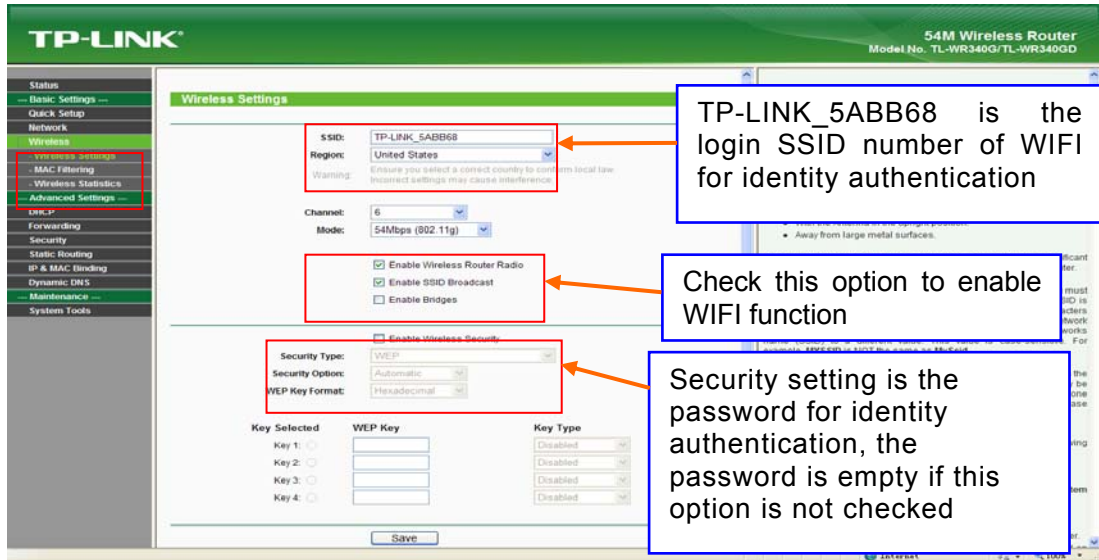


Figure 23

Then can start the WiFi function settings of IP camera.

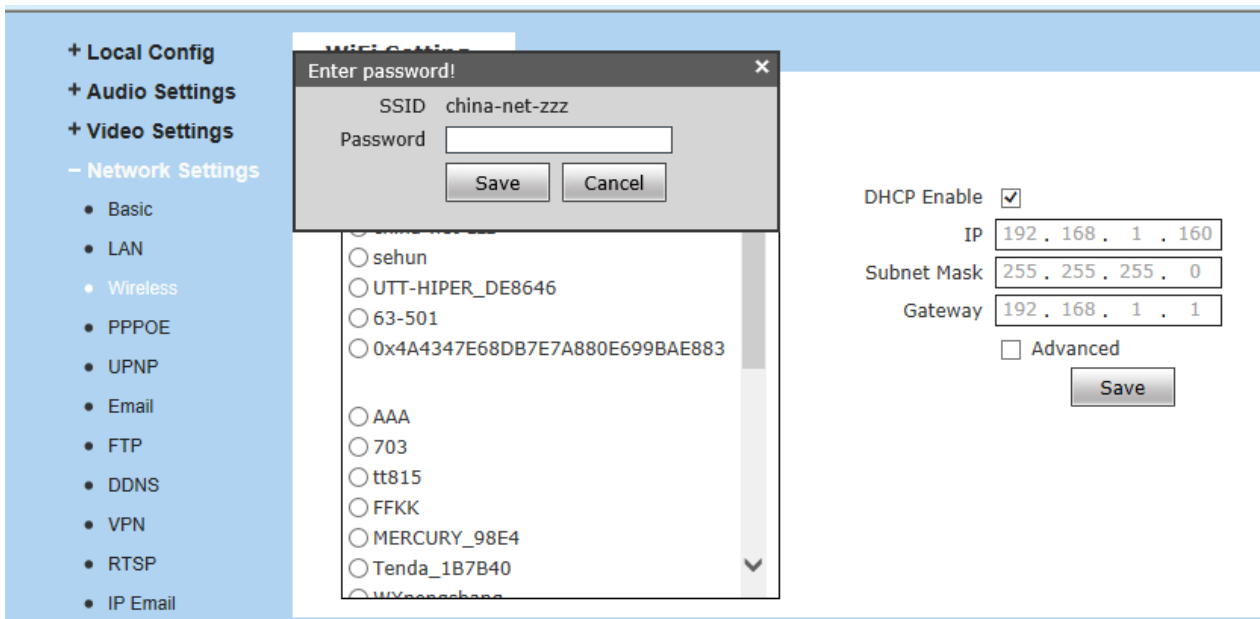


Figure 24

(1) **Enable WiFi**

Open this switch will enable WiFi function of IP camera.

(2) **Scanning**

Search nearby WiFi access point around.

(3) **Select SSID**

Select the SSID of your router, fill in the correct password of the WiFi access point.

**(4) IP address**

Set the wireless IP address of IP camera manually, e.g. 192.168.1.122.

Or you can select the DHCP, get the IP from the router automatically.

**(5) Gateway**

Set the IP address of current wireless gateway, the same as the router, e.g. 192.168.1.1.

**(6) Advanced**

Select to enable advanced settings, like Encryption type, Auxiliary Encryption type and Key Format, if connected the WiFi successful, it will get the parameters automatically.

After setting completes, save all parameters. Then disconnect the network cable, IP camera can be visited via wireless IP, such as 192.168.1.122.



**Note: Applies to models with WiFi function only.**



**Notice: The LAN IP addr. and wireless IP addr. should be different.**

#### 5.4.4 PPPOE Setting

The screenshot shows the 'PPPOE Setting' configuration page. On the left, a navigation menu includes 'Local Config', 'Audio Settings', 'Video Settings', and 'Network Settings' (expanded). Under 'Network Settings', options include 'Basic', 'LAN', 'Wireless', 'PPPOE' (selected), 'UPNP', and 'Email'. The main area has a title 'PPPOE Setting' and the following fields:

- Enable:
- IP:
- User Name:
- Password:
- Online Time:

A 'Save' button is located at the bottom right of the form.

Figure 25

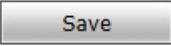
**[Enable]:** Enable or disable PPPOE dial-up function.

**[IP]:** After successful setting of device dial-up, it will display the public IP Address.

**[User Name]:** ADSL dial-up account, obtain from the IP service provider.

**[Password]:** ADSL dial-up password, obtain from the IP service provider.

**[Online Time]:** Start timing after dial-up to see the online duration after successful dial-up.

After setting these parameters, please click  to make them valid.

## 5.4.5 UPNP Setting

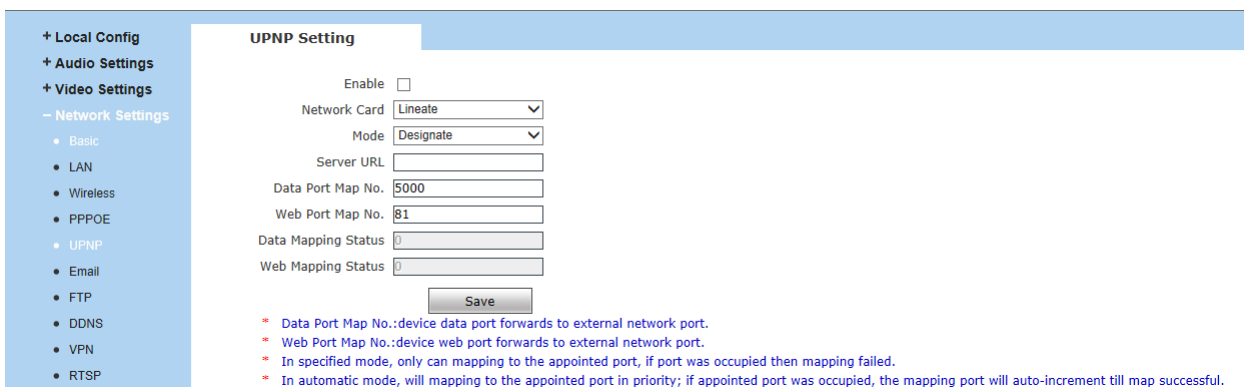


Figure 26

Auto-mapping of port, when IP camera is connected to a router with UPNP function enabled, the router will automatically map the port in UPNP settings to public network, manual port mapping by users is not necessary.

**[Network Card]:** Select the type of NIC connecting UPNP router. For WIFI models, when IP camera is connected to router via WIFI network, select “wireless” mode.

**[Mode]:** Designate mode or Auto mode.

Designate mode means to specify data mapping port and web mapping port to router.

Auto mode means data mapping port and web mapping port are set up by router.

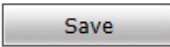
**[Server URL]:** IP address of the router with UPNP function.

**[Data Port Map No.]:** Data mapping port of user-specified device on the router(works only under specified mode).

**[Web Port Map No.]:** Web mapping port of user-specified device on the router(works only under specified mode).

**[Data Mapping Status]:** When UPNP function runs successfully, the status bar will echo the data port mapped to the router by the device.

**[Web Mapping Status]:** When UPNP function runs successfully, the status bar will echo the web port mapped to the router by the device.

After setting these parameters, please click  to make them valid.



## 5.4.6 Email Setting

Figure 27

To set the mailbox addresses and parameters of alarm mails and public network IP mails.

**[To]:** Mailbox that receives mails.

**[From]:** Mailbox that sends mails.

**[Password]:** The login password of the mailbox that sends mails.

**[SMTP Server]:** The address of servers that send the mails, the address format of mail servers varies from provider to provider, e.g. the SMTP server of 163 mailbox is smtp.163.com.

**[MAIL Title]:** Title of mails.

**[SMTP Port]:** Port of SMTP port, different mail server has different port. For example, the server port of Gmail is 465.

### Commonly used mail server configuration:

#### 1. Gmail mail server:

**SMTP server:** smtp.gmail.com      **SMTP user name:** username@gmail.com

**SMTP port:** 465      **SSL:** enabled

#### 2. Yahoo mail server:

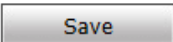
**SMTP server:** smtp.mail.yahoo.com      **SMTP user name:** username@yahoo.com

**SMTP port:** 465      **SSL:** enabled

#### 3. 163 mail server:

**SMTP server:** smtp.163.com      **SMTP user name:** username

**SMTP port:** 25      **SSL:** disabled

After setting these parameters, please click  to make them valid.

## 5.4.7 FTP Setting

	Main Server	Sub Server
Server URL	<input type="text"/>	<input type="text"/>
Server Port	<input type="text" value="0"/>	<input type="text" value="0"/>
FTP Catalog	<input type="text"/>	<input type="text"/>
User Name	<input type="text"/>	<input type="text"/>
Password	<input type="text"/>	<input type="text"/>
Start Port	<input type="text" value="21"/>	<input type="text"/>
End Port	<input type="text" value="0"/>	<input type="text"/>

Figure 28

FTP server sends the record files and snapped images generated after alarm is triggered in FTP mode to specified FTP server, it supports 2 FTP servers, when the preferred one goes wrong, system will switch to the alternate one.

**[Server URL]:** The IP address or HTTP address of FTP server.

**[Server Port]:** Port of FTP server, the default port is 21.

**[FTP Catalog]:** Path on remote FTP server, if the path does not exist or has not been filled in, the device will create a file folder under the root directory of FTP server.

**[User Name]** and **[Password]:** User name and password of FTP server.



**Notice:** If you want to upload the record files and snapped images, you must have the authority to write on the FTP server.

## 5.4.8 DDNS Setting

The screenshot shows the DDNS Setting configuration page. On the left, there is a sidebar with the following menu items: + Local Config, + Audio Settings, + Video Settings, - Network Settings (expanded), and a list of sub-items: Basic, LAN, Wireless, PPPOE, UPNP, Email, FTP, DDNS (selected), VPN, RTSP, IP Email, and Connecting. The main content area is titled 'DDNS Setting' and contains the following fields:

- Enable:
- URL: [3322.org](http://3322.org)
- Service Provider:
- User Name:
- Password:
- Domain:
- Server URL:
- Server Port:
- Data Port Map No.:
- Web Port Map No.:
- Update Interval:

Below the fields, there is a note: "Domain e.g.: test1.3322.org" and a "Save" button.

Figure 29

Bind the device with a fixed domain name by DDNS setting so that visiting to the device can be realized no matter how the public IP changes.(Refer to Appendix 3 for detailed steps).

If your camera supports P2P function, normally no need to set the DDNS function.

**[Enable]:** Enable or disable DDNS function.

**[Service Provider]:** Supports 3322.org and dyndns.org.

**[User Name]:** User name registered in DDNS server.

**[Password]:** User password registered in DDNS server.

**[Domain]:** The domain name set up by users, e.g.: test1.3322.net.

**[Server URL]:** DDNS server address. When DDNS address is the domain name, please set the DNS address in [Basic Parameters] correctly.

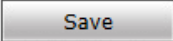
**[Server port]:** Default value is 30000,this is the DDNS server's port. (users are recommended not to change it).

**[Data Port Map No.]:**Fill in the external data port mapped by the IP camera on the router that is connected to public website.

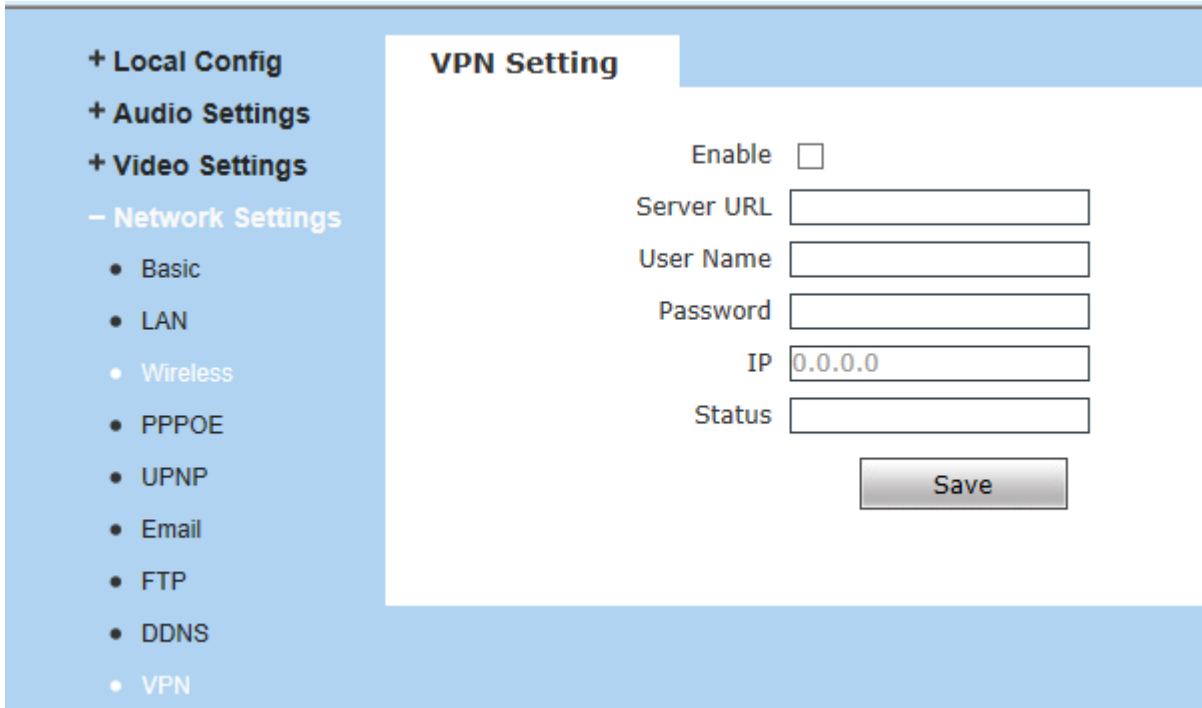
**[Web Port Map No.]:**Fill in the external web port mapped by the IP camera on the router that is connected to public website.

**[Update Interval]:**Choose the upgrade interval time, eg:30 minutes, so the IP camera will

upgrade the WAN IP to the DDNS every 30 minutes

After setting these parameters, please click  to make them valid.

### 5.4.9 VPN Setting



**VPN Setting**

Enable

Server URL

User Name

Password

IP

Status

Figure 30

**[Enable]:** Enable or disable VPN function.

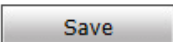
**[Server URL]:** IP address or domain of VPN server.

**[User Name]:** User registered in VPN server.

**[Password]:** User password registered in VPN server.

**[IP]:** Display IP after VPN dial-up success.

**[Status]:** Display the status of dial-up.

After setting these parameters, please click  to make them valid.

## 5.4.10 RTSP Setting

The screenshot shows the 'RTSP Setting' configuration page. On the left is a navigation menu with options like Local Config, Audio Settings, Video Settings, and Network Settings. The main area contains the following settings:

- Enable:
- Enable Authentication:
- Packet Size:
- Port:
- Communicate:
- Multicast Server Address:
- Main Stream Multicast Video Port:
- Main Stream Multicast Audio Port:
- Sub Stream Multicast Video Port:
- Sub Stream Multicast Audio Port:
- Onvif Password Enable:

A 'Save' button is located at the bottom right of the configuration area.

Figure 31

**[Enable]:** Check RTSP switch to enable RTSP function, RTSP function enabled as default.

**[Enable Authentication]:** Check encryption switch, disabled as default, when enable encryption, you need the password when using VLC player connect camera.

**Open:** `rtsp://ip/av0_0&user=admin&password=admin;`

**Close:** `rtsp://ip/av0_0[&user=admin&password=admin],” [ ]”` Optional content;

“av0\_0”, first “0” shows channel: 0, 1, 2, 3, represent the channel : 1, 2, 3, 4; IP camera has only one channel, fill in “0”;

The second “0” shows main / sub stream, 0: main stream, 1: sub stream;

If the authentication mode is changed, the camera reboot.

**[Packet Size]:** Set the packet size.

**[Port]:** Default port is 554.

With RTSP function enabled, users can review the audio and video streams in real time via players that supports standard RTSP protocol

**[Communicate]:** Multicast function is enabled as default.

**[Multicast Server Address]:** when camera supports multicast, camera will be the multicast server, and have the multicast address, 239.0.0.0 as default address.

**[Multicast Port],** video of main stream and sub stream using port 5010 and 5020, audio of main

stream and sub stream using port 5012 and 5022.

[**Onvif Password Enable**]: Enable or disable Onvif password.

After setting these parameters, please click  to make them valid.

### 5.4.11 Public IP Noticed by Email

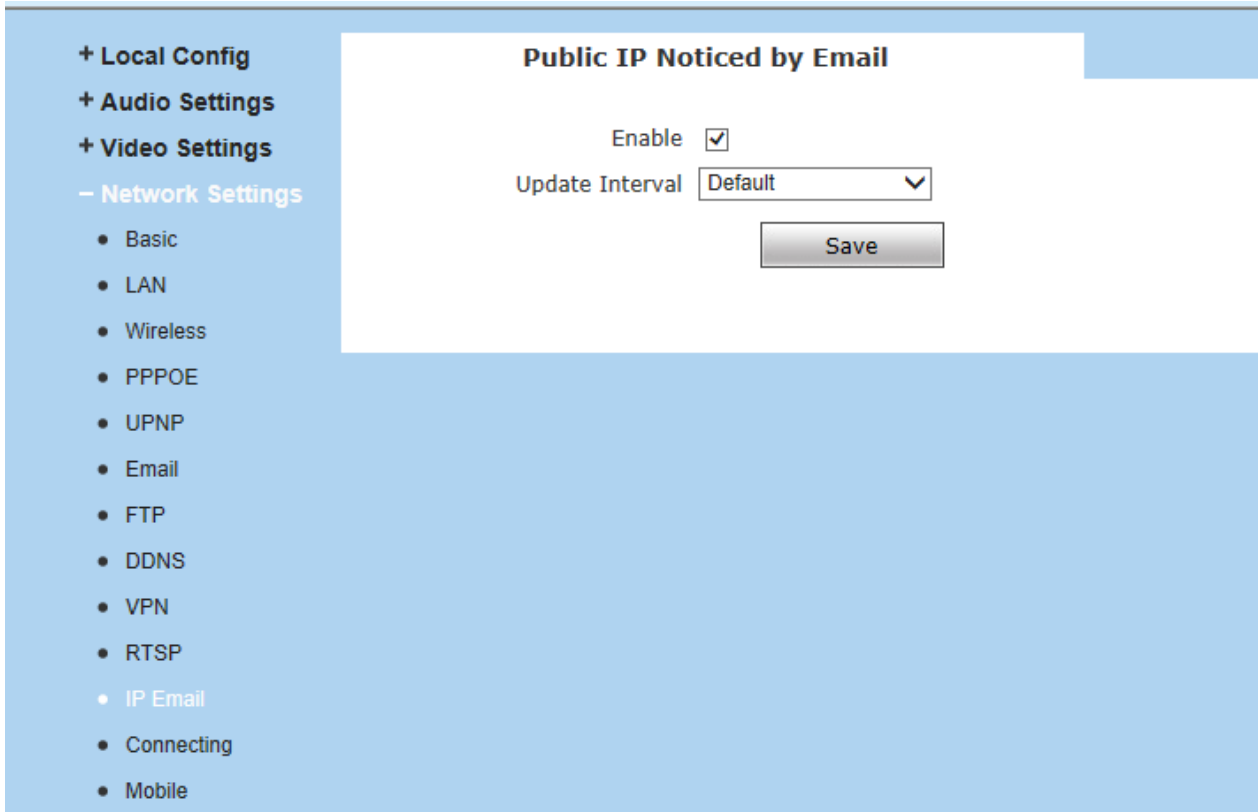


Figure 32

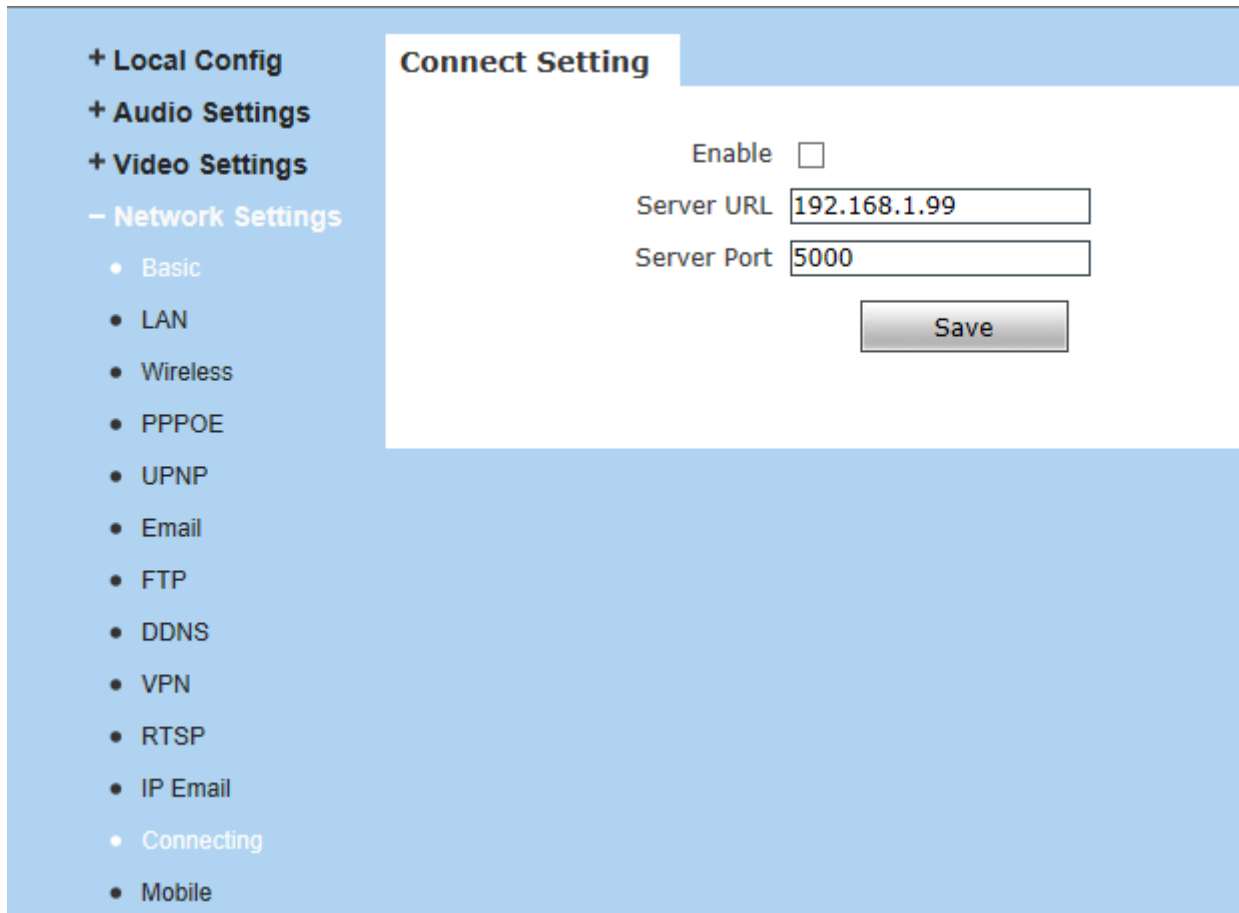
[**Enable**]: Check this switch to enable public IP mail notification function.

[**Update Interval**]: Select the interval of public IP mail notifications.

After enable this function, when the device detects public IP changed, it will send notification mail to the mail address setted in [**Mail Setting**].

After setting these parameters, please click  to make them valid.

## 5.4.12 Connecting Setting



**Connect Setting**

Enable

Server URL

Server Port

Figure 33

**[Enable]:** Enable or disable active connection of the device to surveillance center.

**[Server URL]:**The address of surveillance center (e.g. 192.168.55.99).

**[Server Port]:** The port of surveillance center (e.g. 6000).

After setting all the network parameters, click  to make the parameters valid.

### 5.4.13 Mobile

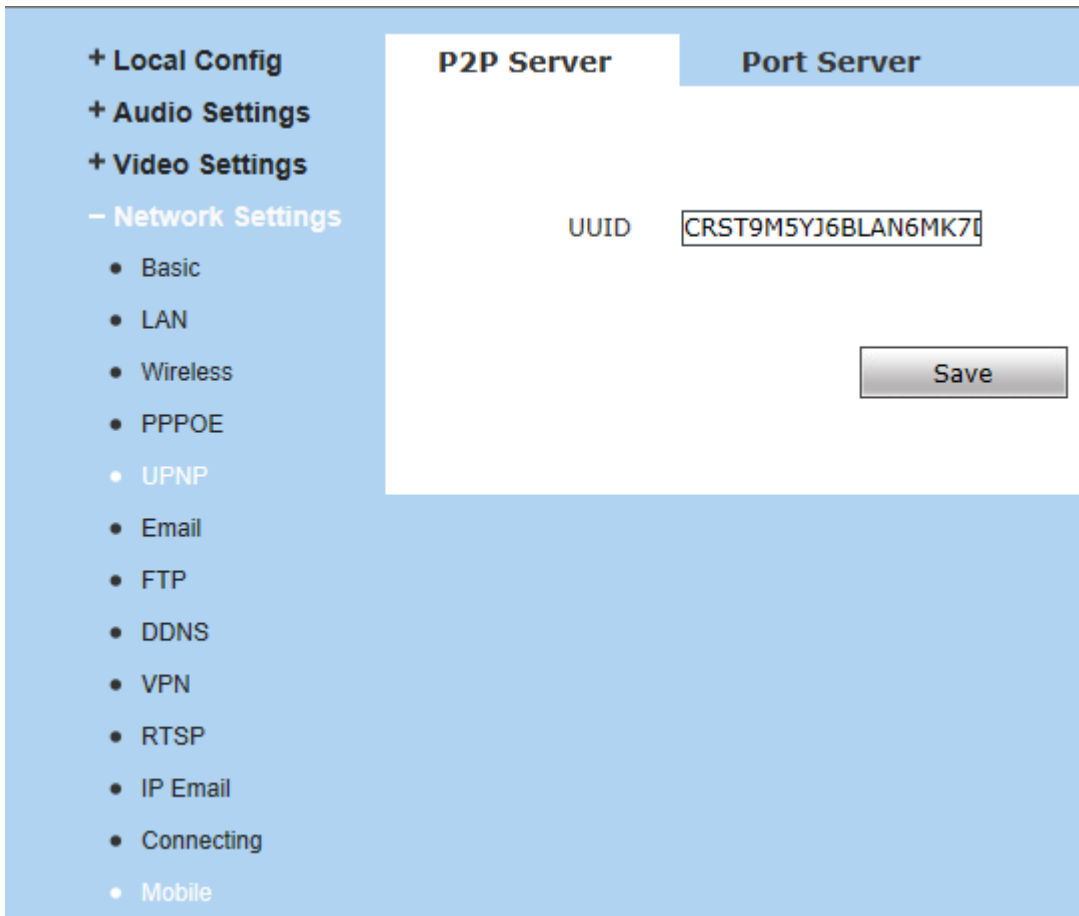


Figure 34

[**UDID**]: The P2P ID to visit the camera remotely

[**Port Server**]:Port for mobile monitor

## 5.5 Storage Settings

### 5.5.1 Device Setting



- + Local Config
- + Audio Settings
- + Video Settings
- + Network Settings
- Storage Settings
  - Device Setting
  - Record Setting
  - Snap Setting
- + Alarm Settings
- + COM Setting
- + System

Storage Device

Choose	No.	TotalSize(M)	FreeSize(M)	Status
<input checked="" type="radio"/>	1 SD	15190	0	formatted

Code stream

Record file packing time  Mins

Figure 35

**[Storage Device]:** View information of SD card here, including No., Total Size, Free Size and Status.

Users can also click **[Format]** button to format SD card, during the formatting process, please click **[Refresh]** button to the display formatting completion percentage.

**[Code Stream]:** Set record stream for SD card, Main stream and Sub stream are selectable.

**[Record File Packing Time]:** Set packing time for record file. 10M means recording files will be packed every 10 minute.



#### Note:

- **Hot-plugging is not recommended for SD card, compulsory hot-plugging may damage the SD card, causing data loss or abnormal operation.**
- **Do not cut off the power of the device during formatting process.**
- **Ext2 file is used to format system by default.**
- **IP Camera does not support the storage that formatted into several partitions, so if you want to format it on PC before using it, please format it into one partition.**

After setting all the parameters, click  to make the parameters valid.

## 5.5.2 Record Setting

**Schedule Record**

Time 1  0 : 0 -- 23 : 59

Time 2  0 : 0 -- 23 : 59

File Storage Mode  E-mail  Ftp

\* The data only be saved in the camera's storage device by default

Figure 36

**[Schedule Record]**:Set the period of scheduled recording, two periods allowed.

**[File Storage Mode]**:Set the save scheduled recorded files to FTP server via FTP uploading, FTP server can be set up in **[FTP Settings]**.

After setting all the parameters, click  to make them valid.



**Notice:** Record files are saved in FTP server. SD card is needed for cache memory support, otherwise record files will be overwritten by new files due to insufficient cache memory space.

---

### 5.5.3 Snap Setting

**Local Config**  
**Audio Settings**  
**Video Settings**  
**Network Settings**  
**Storage Settings**  
• Device Setting  
• Record Setting  
• Snapshot Setting  
**Alarm Settings**  
**COM Setting**  
**System**

#### Schedule

Snapshot Interval  s

Time 1   :  --  :

Time 2   :  --  :

File Storage Mode  E-mail  Ftp

\* The data only be saved in the camera's device by default

Figure 37

[**Snapshot Interval**]: Set the interval of IP camera picture snapping, minimum interval is 1 second.

[**Schedule Snap**]: Set the period of scheduled snapping, two periods allowed.

[**File Storage Mode**]: The snapped pictures can be saved via E-mail sending or FTP uploading.

E-Mail server can be set up in [**Mail Setting**], FTP server can be set up in [**FTP Setting**].



**Notice: When upload picture via E-mail, we recommend interval time up 30 seconds, if snapshots so frequency, SMTP server will block the email.**

After setting all the parameters, click  to make the parameters valid.

## 5.6 Alarm Settings

### 5.6.1 Motion Detection

The screenshot shows the 'Motion Detection' configuration page. On the left is a sidebar with navigation options: Local Config, Audio Settings, Video Settings, Network Settings, Storage Settings, Alarm Settings (selected), COM Setting, and System. Under 'Alarm Settings', 'Motion Detection' is selected. The main area has a video preview window (currently black) and buttons for 'Motion Area Set', 'All', and 'Clear'. Below these are: Sensitivity (4), Enable (checked), Time 1 (0:00 to 23:59), and Time 2 (0:00 to 23:59). A 'Linkage Alarm Output' table is shown below:

Linkage Alarm Output				
E-mail	<input checked="" type="checkbox"/>			
IO Output	<input type="checkbox"/>	Alarm Output Duration	10 S	Type NO *
Snapshot	<input type="checkbox"/>	1 .	**Snapshot 1 S	<input checked="" type="checkbox"/> E-mail <input type="checkbox"/> Ftp
Record	<input type="checkbox"/>		**Record 60 S	<input type="checkbox"/> E-mail <input type="checkbox"/> Ftp
Audio Out	<input type="checkbox"/>			

At the bottom of the table is a 'Save' button. Below the table are three footnotes:

- \* The value is 1 - 5, greater value means higher sensitivity.
- \* The number of snapshot interval can be a decimal, such as: 0.5 seconds, 1.5 seconds, etc.
- \* If the device has an external storage (hard disk, SD card, USB disk), the linkage Snapshot and linkage Record document will then processed based on file storage mode.

Figure 38

In this page, users can set features like motion detection on/off, sensitivity, detection time, linkage alarm output, alarm output duration, E-mail sending when alarm been triggered, linkage snapping/recording, etc.

**NOTE:**The Linkage alarm output only be available on the model that supports this function.

**[Motion Area Set]:** Left click and drive the mouse to set the surveillance areas (4 areas at most).

**[All]:** Set the whole video as motion detection area.

**[Clear]:** Clear all motion detection areas.

**[Sensitivity]:**Sensitivity range is 1~5, greater value means higher sensitivity.

**[Enable]:**Enable or disable motion detection.

**[Time]:**Set the period of time for motion detection, two periods allowed.

**[Linkage Alarm Output]:** Support Email, IO output, snapshot and record.

**[E-mail]:** Send motion detection alarm messages to users via E-mail, details about E-mail setting please refer to **[Network Settings]**.

**[IO Output]:** Enable or disable alarm output.( Only available when the model support this function)

**[Type]:** The type is NO or NC, normal open or normal close. (Only available when the model support this function)

[**Alarm Output duration**]: Set the duration after being triggered (in seconds), the range of the duration is 0~86400s.0 means that there is no limit for alarm output.

[**Snapshot**]: When alarm is triggered, the device SD card will be driven to snap pictures. The pictures can be sent via or FTP . For snapping parameters, if the number of pictures snapped at one time is set as 10, and the snapping interval is 1 second, that means when there is an alarm, 10 pictures will be snapped and the interval between each picture is 1 second.

[**Record**]: When alarm is triggered, the device SD card will be driven to record files. The record files can be saved to FTP server.

[**Audio Out**]: (Only available when the model support this function)

After setting all the parameters, click  to make the parameters valid.



**Notice: Record file packet time equals duration of alarm add the record time setted in [Linkage recording].**

### 5.6.2 Sensor Detection

- + Local Config
- + Audio Settings
- + Video Settings
- + Network Settings
- + Storage Settings
- Alarm Settings
  - Motion Detection
  - **Sensor Detection**
  - Network Detection
  - Alarm Search
- + COM Setting
- + System

Sensor Detection

Enable	<input type="checkbox"/>	Type	NO <span style="font-size: small;">*</span>
Time 1	<input checked="" type="checkbox"/> 0 : 0 -- 23 : 59		
Time 2	<input type="checkbox"/> 0 : 0 -- 23 : 59		
Linkage Alarm Output			
E-mail	<input type="checkbox"/>		
IO Output	<input type="checkbox"/>	Alarm Output 10 S	Type NO <span style="font-size: small;">*</span>
Snapshot	<input type="checkbox"/>	1 .	*Snapshot 1 S <input type="checkbox"/> E-mail <input type="checkbox"/> Ftp
Record	<input type="checkbox"/>		*Record 60 S <input type="checkbox"/> E-mail <input type="checkbox"/> Ftp
Audio Out	<input type="checkbox"/>		

\* The number of snapshot interval can be a decimal, such as: 0.5 seconds, 1.5 seconds, etc.  
\* If the device has an external storage (hard disk, SD card, USB disk), the linkage Snapshot and linkage then processed based on file storage mode.

Figure 39

**NOTE:** The Linkage Alarm Output only be available when the model supports this function

Set sensor alarm parameters here: Enable detect,sensor type, detect time, linkage alarm output, linkage output duration, e-mail sending when alarm has been triggered, linkage snapping/recording etc.

[**Enable**]: Enable or disable sensor alarm detection.

[**Type**]: NO and NC mode.

[**Time**]: Set the period of time for sensor alarm detection, two periods allowed.

[**Linkage Alarm Output**]: Support Email, FTP, IO output, Snapshot and Record.

[**E-mail**]: Send sensor alarm message to users via E-mail, details about E-mail setting please refer to [**Network Settings**].

[**IO Output**]: Enable or disable linkage alarm output

[**Type**]: The type is NO or NC, normal open or normal close. Only available when the model supports this function.

[**Alarm Output Duration**]: Set the duration after being triggered (in seconds), the range of the duration is 0~86400s.0 means that there is no limit for alarm output.

[**Snapshot**]: When alarm is triggered, the device SD card will be driven to snap pictures. The pictures can be saved via E-mail sending or FTP uploading. For snapping parameters, if the number of pictures snapped at one time is set as 10, and the snapping interval is 1 second, that means when there is an alarm, 10 pictures will be snapped and the interval between each picture is 1 second.

[**Record**]: When alarm is triggered, the device SD card will be driven to record files. The record files can be saved to FTP server.

[**Audio Out**]: Only available when the model support this function.

After setting all the parameters, click  to make the parameters valid.



**Notice: Record file packet time equals duration of alarm add the record time setted in [Linkage recording].**

---

### 5.6.3 Network Detection

- + Local Config
- + Audio Settings
- + Video Settings
- + Network Settings
- + Storage Settings
- Alarm Settings
  - Motion Detection
  - Sensor Detection
  - Network Detection
  - Alarm Search
- + COM Setting
- + System

**Network Failure**

Enable <input type="checkbox"/>			
Linkage Alarm Output			
IO Output <input type="checkbox"/>	Alarm Output <input type="text" value="10"/> S	Type <input type="text" value="NO"/> *	
Snapshot <input type="checkbox"/>	<input type="text" value="1"/> .	*Snapshot <input type="text" value="1"/> S	
Record <input type="checkbox"/>		*Record <input type="text" value="60"/> S	
Audio Out <input type="checkbox"/>			

\* The number of snapshot interval can be a decimal, such as: 0.5 seconds, 1.5 seconds, etc.  
\* If the device has an external storage (hard disk, SD card, USB disk), the linkage Snapshot then processed based on file storage mode.

Figure 40

Set network failure alarm parameters here: detection on/off, linkage alarm, alarm output duration, E-mail sending when alarm has been triggered, linkage snapping/recording, etc.

[**Enable**]: Enable or disable network failure alarm detection.

[**Linkage Alarm output**]: Support IO output, snapshot and record.

[**IO Output**]: Enable or disable linkage alarm output

[**Type**]: The type is NO or NC, normal open or normal close. (Only available when the model support this function)

[**Alarm Output Duration**]: Set the duration of the linkage alarm output after being triggered (in seconds), the range of the duration is 0~86400s.0 means that there is no limit for alarm output.

[**Snapshot**]: When alarm is triggered, the device SD card will be driven to snap pictures. The pictures can be saved via E-mail sending or FTP uploading. For snapping parameters, if the number of pictures snapped at one time is set as 10, and the snapping interval is 1 second, that means when there is an alarm, 10 pictures will be snapped and the interval between each picture is 1 second.

[**Record**]: When alarm is triggered, the device SD card will be driven to record files. The record files can be saved to FTP .

After setting all the parameters, click  to make the parameters valid.

[**Audio Out**]: Only available when the model support this function.



#### Notice:

- Record file packet time equals duration of alarm add the record time setted in [Linkage recording].
- When network failure occurs, E-mail sending and FTP uploading cannot be performed, the pictures and recorded files will be stored in SD card. E-mail sending and FTP uploading will resume after network is recovered.

### 5.6.4 Alarm Search

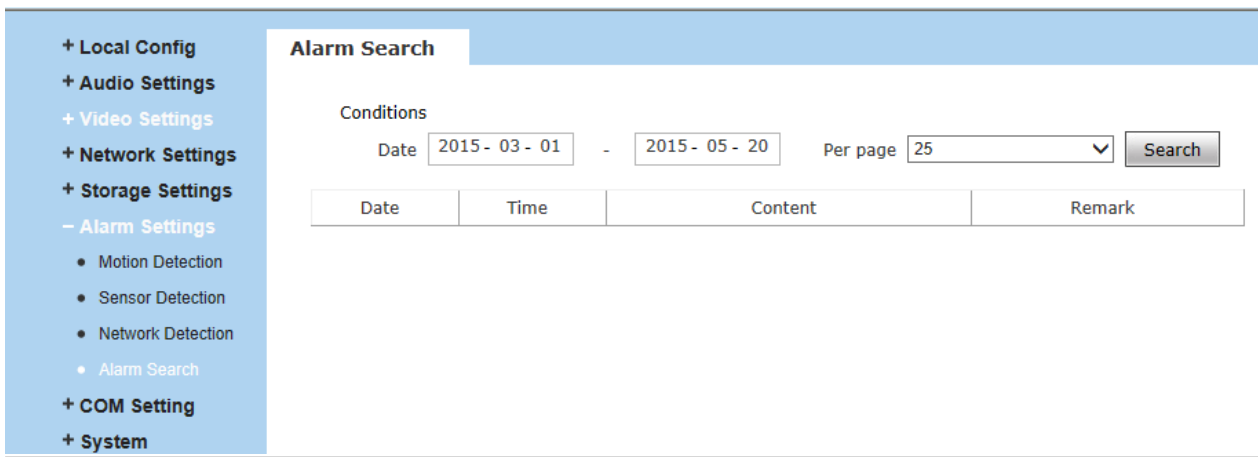


Figure 41

Users can search the alarm information here.

### 5.7 COM Setting

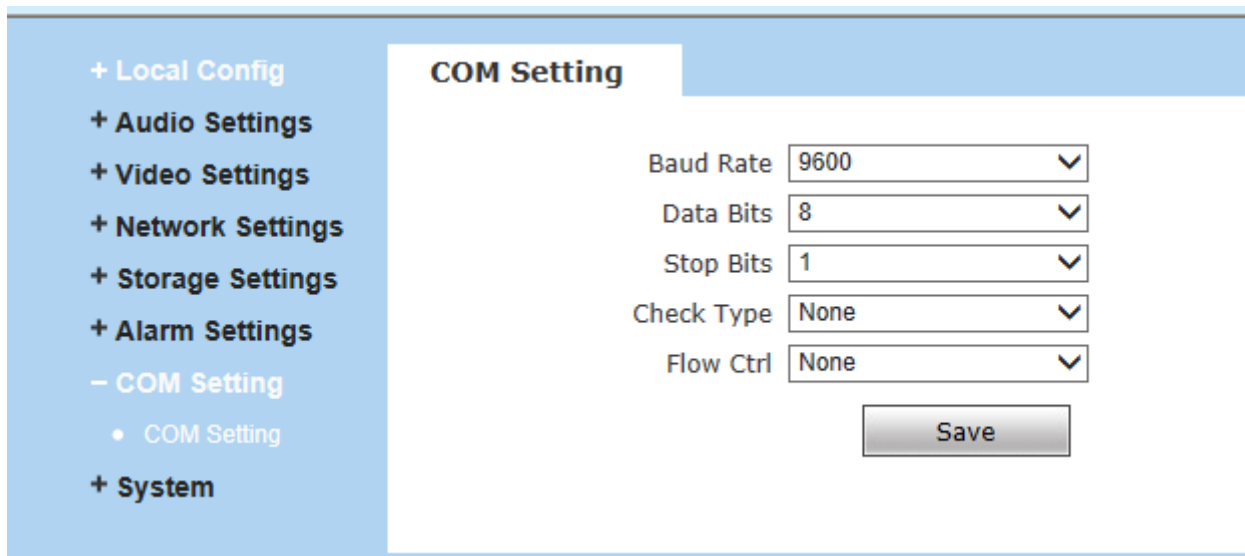


Figure 42

[COM Setting]: When IP camera is connected to RS485 (or RS232) communication or control device (e.g. PTZ decoder, dome camera), the parameters of RS485 (or RS232) need to be set



according to the settings of the communication control device (address, protocol, baud rate), and the corresponding protocol need to be downloaded.



**Notice:** Only when the parameters and protocol are correctly set that the control of add-on communication control device can be implemented.

## 5.8 System Setting

### 5.8.1 System Info

Figure 43

[**System**]: Display device name, VO standard, Language, Device ID, version etc.

[**Device Name**]: Users can define the device name.

[**VO Standard**]: PAL or NTSC mode.

[**Language**]: Users can change the device language here, once changed the device language, click save and refresh the browser to login again.

[**Device ID**]: The ID of the device.

[**Version**]: Firmware version.

[**WEB Version**]: WEB UI version.

After setting all the parameters, click  to make the parameters valid.

## 5.8.2 System Time

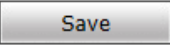
Figure 44

**[System Time]:** Supports three method to upgrade the device's time

**[NTP Server] :** After starting the function, switch on NTP switch and select time zone, click save, the camera will send the query to NTP server, after get the message from NTP server, camera will upgrade the system time, and it will be displayed in the live view.

**[Synchronize with Local Computer] :** After starting the function, the date and time of camera will be synchronized with the local PC.

**[Set the Time Manually]:** If you select this option, you can modify the time manually.

After setting all the parameters, click  to make the parameters valid.

## 5.8.3 User Manage

Figure 45

Can set three users for every camera, one is Administrator, the others are general users.

Administrator authority: can operate and set all functions and parameters of the camera.

General user authority:

(1) can perform operations like snapping, recording, playback, talkback, monitoring, alarm clearing, log searching, zooming and full-screen reviewing;

(2) Can perform operations like visit setting, image lightness and color adjustment, PTZ and lens control, etc.

Default user name of administrator: <b>admin</b>	Password: <b>admin</b>
Default user name of general user: <b>user 1 \user 2</b>	Password: <b>user 1 \user 2</b>
Note: user name and password are case sensitive	



**Notice:** User name and password must be 1-16-character-strings consisted by letters, numbers, underlines or dots. The characters are case sensitive.

### 5.8.4 Upgrade

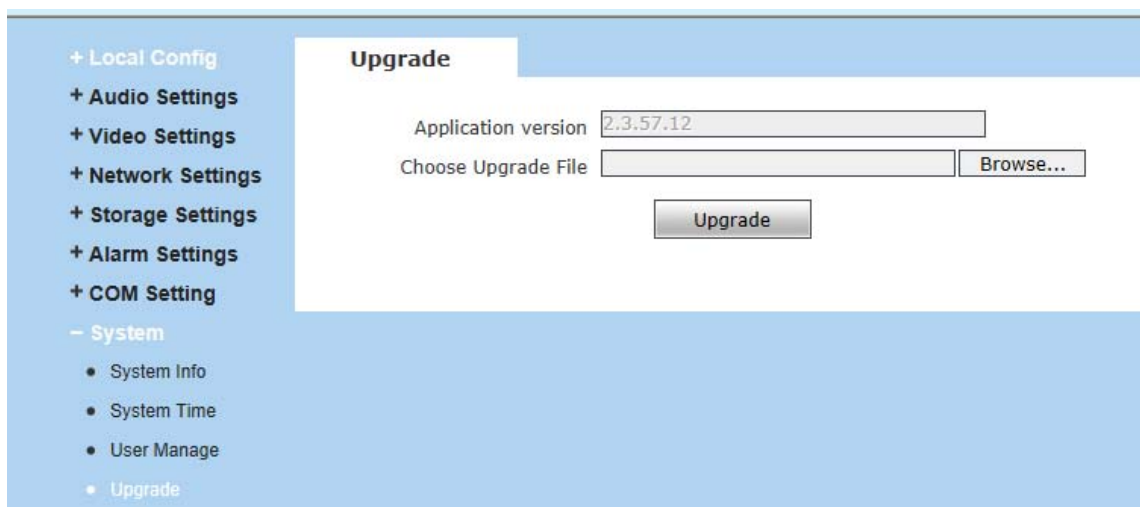


Figure 46

Click “**Browse...**” button, select correct file of upgrade (kernel file, suffix.uot), then click [Upgrade], the completion rate will be displayed during this process. After upgrade completes, camera will restart automatically. Please login again to check whether the kernel edition is the upgraded edition.



**Notice:** Don't cut off the power and internet connection while upgrading.

## 5.8.5 PTZ Upgrade

The screenshot shows a web interface for PTZ Upgrade. On the left is a navigation menu with the following items: + Local Config, + Audio Settings, + Video Settings, + Network Settings, + Storage Settings, + Alarm Settings, + COM Setting, - System (expanded), System Info, System Time, User Manage, Upgrade, PTZ Upgrade (selected), Restore, Restart, and System Log. The main content area is titled 'Protocol Upgrade' and contains the following fields and buttons: 'PTZ Address' with the value '1', 'Protocol File' with the value 'PELCO\_D(STD\_Speed).COD', 'Choose Upgrade File' with an empty text box and a 'Browse...' button, and an 'Upgrade' button.

Figure 47

**[PTZ Address]:** 1~255.

**[Protocol File]:** Echo the built-in protocol name of current IP camera, PELCO-D(STD-Speed).COD as default.

**[Choose Upgrade File]:** You can upload the decoder/dome camera communication protocol selected by yourself. The system supports hundreds of decoder/dome camera communication protocols, it can also be defined by yourself according to the standard format of protocols.

## 5.8.6 Restore

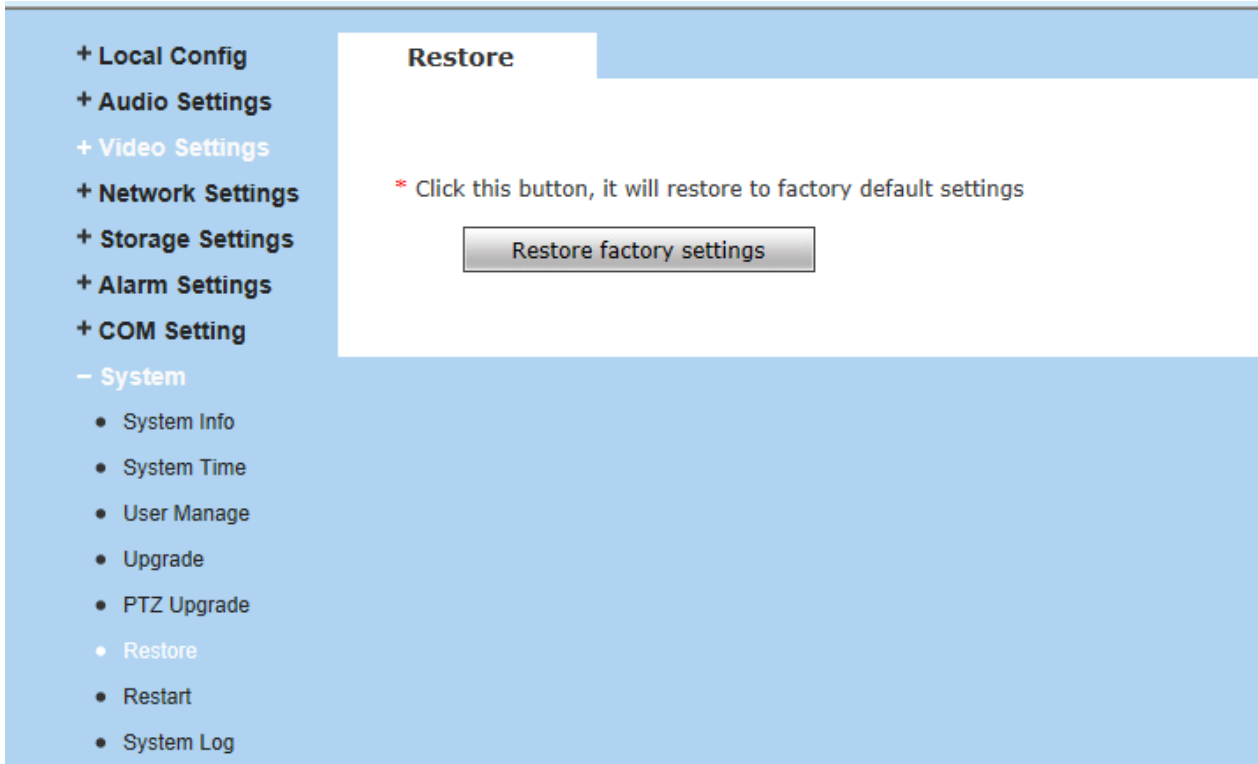
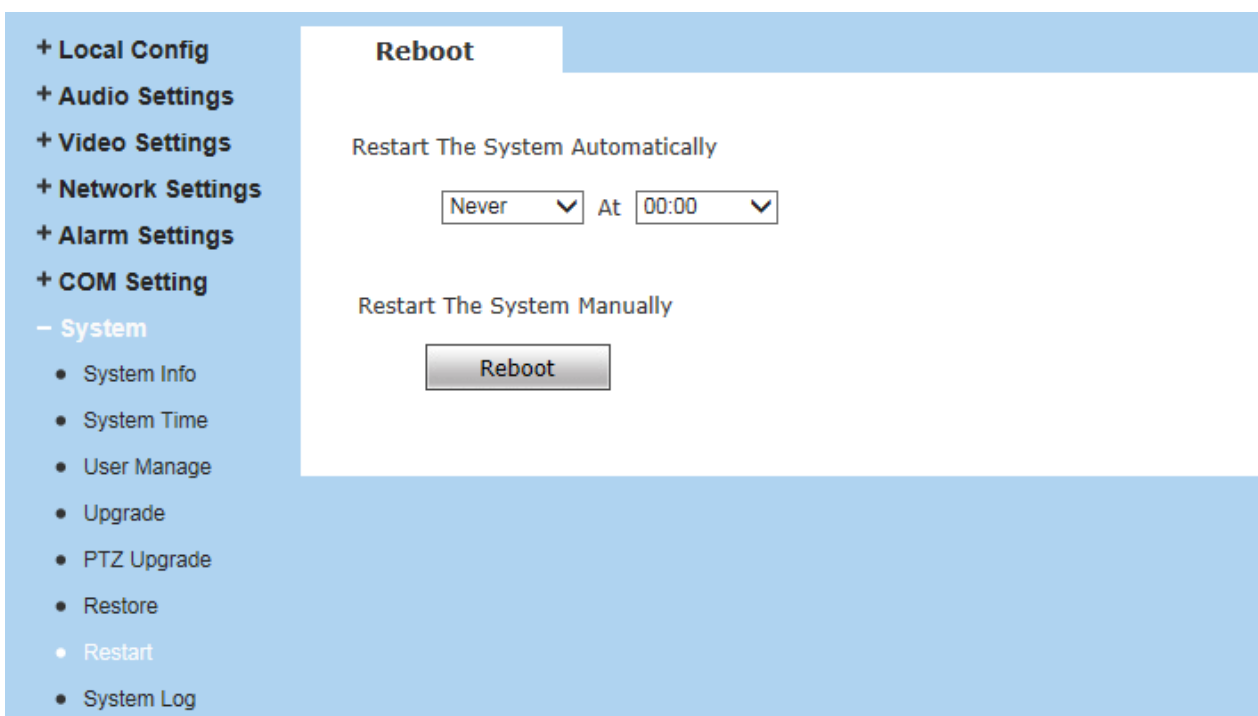


Figure 48

All device parameters (including network parameters, excluding physical address) will be recovered as factory setting values.

## 5.8.7 Reboot



Users can set the reboot automatically here.

Click [Reboot], it will pop up a box, enter the password,the IP camera will restart.

### 5.8.8 System Log

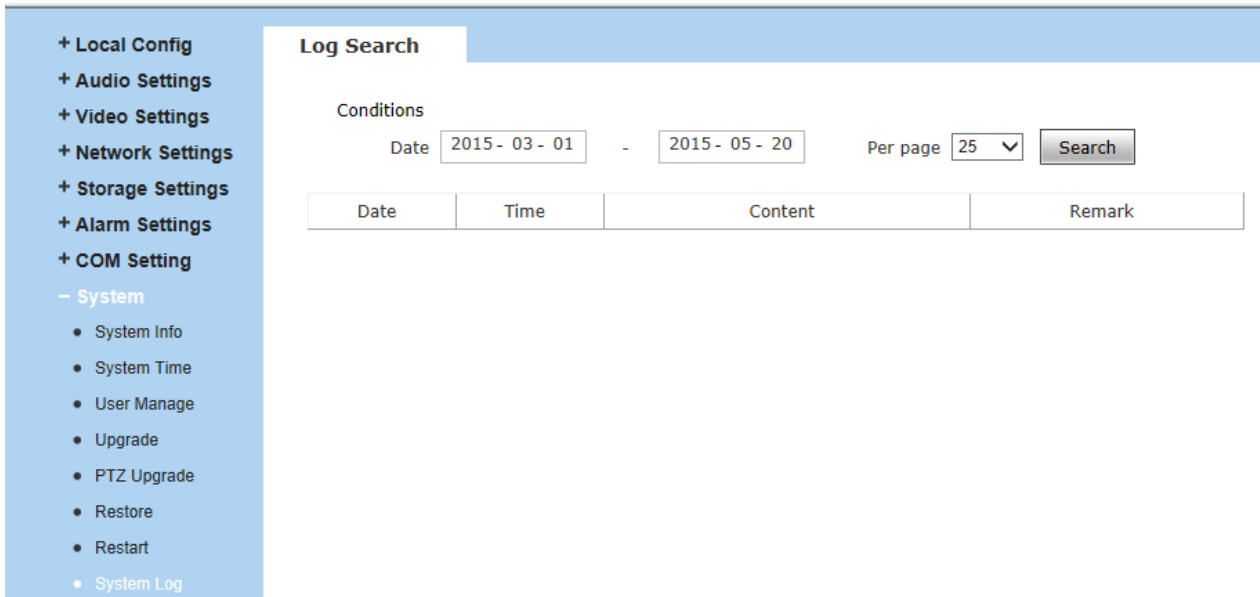


Figure 50

[Log Search]: Supports operation log and alarm log searching, the maximum capacity is 512 entries of message, when the number of entries exceeds 512, system will delete records of the earliest date automatically.

## Appendix 1 Network Interface of Camera

The default network ports:

TCP	80	Web port
	5000	Communication port, audio/video data transmission port, talkback data transmission port
UDP	5000	Audio/video data transmission port
Multi-cast port	Multicast original port + channel number	
ONVIF	2000	

## Appendix 2 Default Network Parameters

Default network parameters:

Cabled Network:	
IP Address: 192.168.1.88	Data Port: 5000
Subnet mask: 255.255.255.0	Web Port: 80
Gateway: 192.168.1.1	DHCP: Off
Wireless Network:	
IP Address: 192.168.1.160	Frequency: Auto
Gateway: 192.168.1.1	Mode: Auto
Subnet mask: 255.255.255.0	

## Appendix 3 FAQs

### 1、 Forget Password

**Solution:** There is a [RESET] button on the back panel (cable) of the IP camera, press it 1-2 seconds, then loosen it 1-2 seconds, and try 3 times . Camera will restore all default parameters (Factory Settings), user name and password are both “admin”.



**Notice:** Please don't press RESET if you are not a professional operator. After reset, all parameters will restore factory settings (except for the physical network address).

### 2、 IP camera audio/video function fails after abnormalities or abnormal power cut occur during upgrade, core edition is V4.0.0.0 (Backup file)

**Solution:** Connect the power cord and network cable of IP camera, press and hold the RESET button and release it after 10 seconds, system will run the back-up programme automatically. After enter into the back-up programme, upgrade system. After upgrade completes, the IP camera will work normally. The back-up programme offers only upgrade and parameter setup functions,

audio and video functions are not available.

**3、 No video image displayed in IE browser**

**Possible reason:** ActiveX not installed

**Solution:** ActiveX must be installed when visiting IP camera for the first time via Internet Explore.

How to install: Visit IP camera, click [File], file download dialog will pop up, select [Run] or [Save] to download. Please reference the ActiveX install part to install the ActiveX.

**4、 Fail to visit IP camera via IE after upgrade**

**Solution:** Delete the caching of Browser.

Steps: Open IE—click “Tools”—select “Internet Options”—click “delete files” button in “Internet temporary files”, select “delete all offline contents”, then click “OK” and re-log in IP camera.

**5、 The images do not smoothly**

**Possible reason 1:** The frame rate of IP camera is too low.

**Solution:** Increase the video frame rate

**Possible reason 2:** Too many users are viewing the images.

**Solution:** Block some clients or reduce the video frame rate.

**Possible reason 3:** The bandwidth is low.

**Solution:** Reduce video frame rate or video compression bitrate.

**6、 Fail to visit IP camera via IE browser**

**Possible Reason 1:** Network is disconnected.

**Solution:** Connect your PC to network, checking whether it works properly or not.

Check whether there is cable failure or network failure caused by PC virus, until PC can be connected with the command of Ping.

**Possible reason 2:** IP Address has been occupied by other devices

**Solution:** Stop the connection between IP camera and Network, hook up IP camera to PC separately, reset IP address according to the proper operations recommended.

**Possible reason 3:** IP addresses are in different subnets.

**Solution:** Check IP address, subnet masking of router and the settings of Gateway.

**Possible reason 4:** Physical address of network conflict with IP camera

**Solution:** modify the physical address of IP camera.

**Possible Reason 5:** Web port has been modified

**Solution:** Contact Network Administrator to obtain related information.

**Possible Reason 6:** Unknown

**Solution:** Press RESET to restore default settings then connect it again, the default IP address is 192.168.1.88, subnet mask is 255.255.255.0

**7、 There is no sound while monitoring**

**Possible Reason:** No audio input connection

**Solution:** Check the audio connection.



**Possible Reason 2:** the audio option of IP camera is off

**Solution:** Check audio parameter settings to see if you have opened the audio.

**Possible Reason 3:** The camera doesn't support audio function

**Solution:** Check it with the supplier.

## 8、Pro-search software cannot find device

**Possible reason:** Pro-search software adopts multicast protocol to perform searching.

But the firewall forbids multicast data packet.

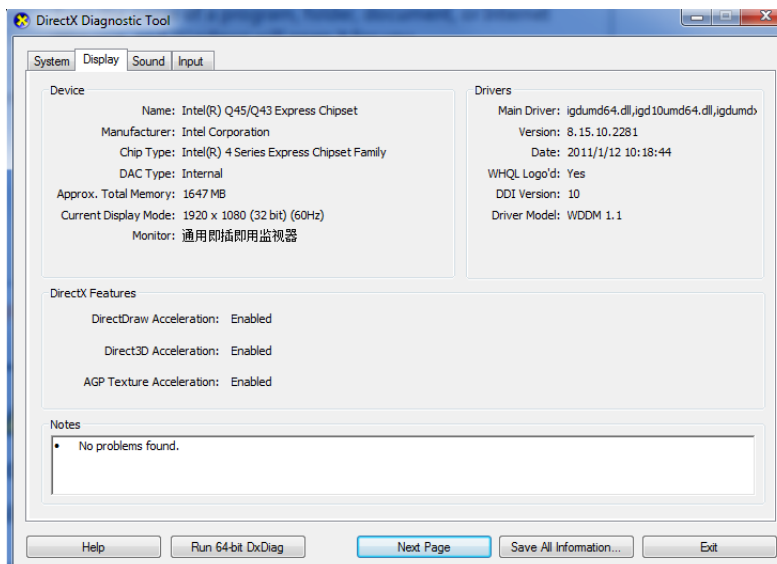
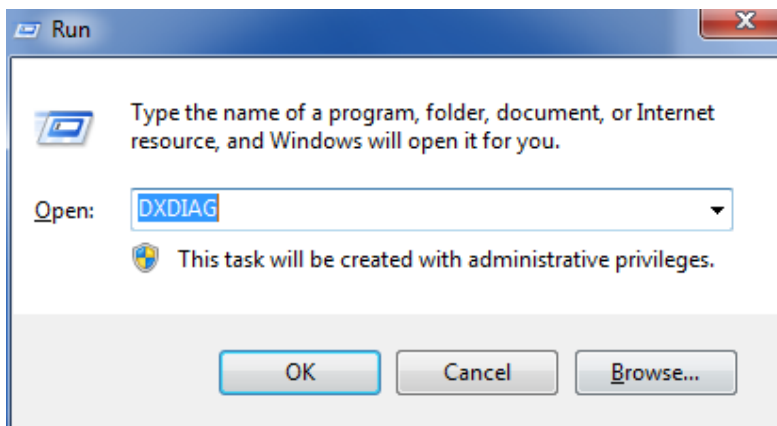
**Solution:** disable the firewall.

## 9、Image processing does not work properly

**Possible Reason 1:** system issue, DirectX function is disabled, which will cause slow display of images and abnormal color.

**Possible Reason 2:** hardware issue, graphics card does not support image acceleration and hardware zooming functions.(For hardware issue, the only solution is to replace graphics card)

**Solution:** Install DirectX image drive, then Start→Run→input “DXDIAG” as follows:



**Notice:** Enable DirectDraw speedup, Direct3D speedup, AGP veins speedup in DirectX function. If they can not be enabled, that means DirectX installation fails or hardware not supportive.

## Appendix 4 Technical Support

Well, we hope you have a enjoyable time during using our IP CAMERA.

This manual based on IE browser, some functions maybe not available in Chrome or Firefox or Safari, for example, Audio, Snapshot, Talk, Listen, Record, Replay, Control Panel etc, because these functions work with ActiveX which Chrome/Firefox/Safari don't support, we suggest you to use IE browser, so that you can enjoy all these functions.

CMS(Central Management Software) is available for this IPCam, you can install this software from the CD, if you want to check multi-channel, please use CMS.

If you want to use mobile device, please download the android or iOS app from the app store, please contact the reseller for more details.

Perhaps you have some issues or questions but the User's Guide has not answered. Please contact your reseller and ask for help first, if they could not resolve your problems, please contact our company.

Thanks for your supporting and using.

### **FCC STATEMENT :**

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.

**Warning:** 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.

### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.