

一、Elementary-Device search, access

1、What is the default IP user name and password?

Answer: The default IP address is 192.168.1.88; default username **admin**
default password **admin**

2、What if I change the IP address and forget the IP address?

Answer: Confirm that the device is on the same LAN as the computer and use DeviceSearch to search for the device.

3、I can not access the IP Camera through IE

browser how to do?

possible reason 1: network issue?

Solution: PC access to the network to test whether the network access to work properly, first rule out the cable fault, power failure, PC virus caused network failure, until you can Ping each other through the PC.

possible reason 2: IP address is occupied by other devices?

Solution: Disconnect the IP Camera from the network, separate the IP Camera and PC are connected, Login IP Camera, modify the device IP address.

possible reason 3: The IP address is in a different subnet?

Solution: Check the server's IP address and subnet mask address and gateway settings, Add IP address in the same segment as IP Camera on the server side.

possible reason 4: Physical address within the network and IP Camera conflict?

Solution: Modify the IP Camera's physical address.

possible reason 5: Web port has been modified?

Solution: Contact your network administrator to obtain related information.

possible reason 6: unknown?

Solution: Through the IP Camera panel or interface cable reset button to restore to the factory default state, then reconnect, the system default IP address



is 192.168.1.88 and the subnet mask is 255.255.255.0.

4、IE browser does not display the video image how to do?

possible reason: No plugins installed?

Solution: When first accessing the IP Camera with a browser (Internet Explore) , you must install the plug-in.

installation method: Access

the IP Camera address,
click [Download], the
file download dialog box
will pop up, select [Run]
or [Save] to download.

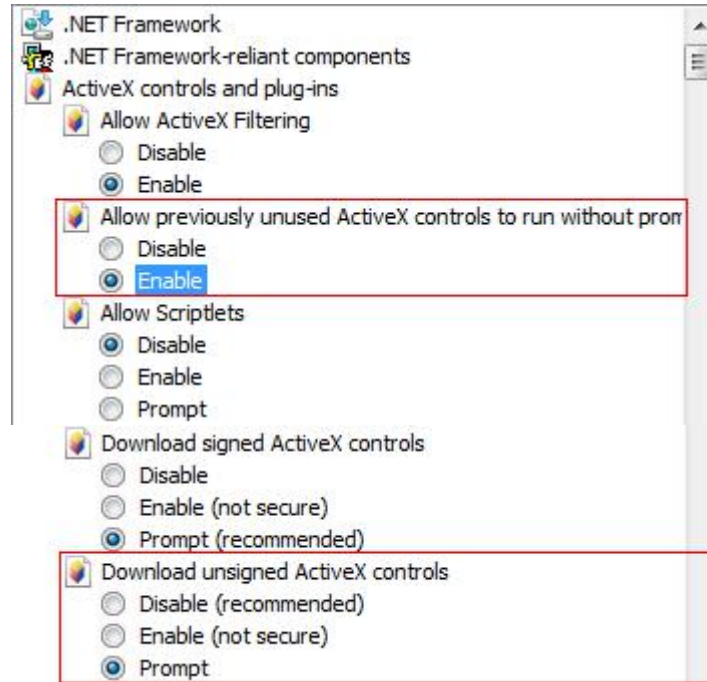
After the installation
is complete, please
close IE and CMS related
to the plug-in during
installation.

5、Control can not be properly installed how to do?

possible reason 1:

IE permissions too high

Solution: Change IE permissions, IE Tools -> Internet Options -> Security -> Custom Level, In the ACTIVEX area, run to download unsigned controls, allow execution of unsigned controls, as shown below:



possible reason 2: Other processes are using controls.

Solution: Turn off the process that can call the control, including CMS and IE.

6、Device Search and CMS search software can not find the device

possible reason 1: Because Device Search and CMS software use multicast protocols to search for device network information across network segments, the firewall does not allow multicast packets through, so can not search the network information of the apparatus.

Solution: Turn off the firewall.

possible reason 2: Device and server are not in the same LAN

Solution: Testing the network to ensure that the device and server in a unified LAN

7、Why video images are not smooth?

possible reason 1: IP Camera set the video frame rate is too low, resulting in non-real-time images.

Solution: Improve the video frame to increase, PAL standard highest 25FPS, NTSC standard highest 30FPS.

possible reason 2: Too many users connect to the device at the same time, causing the device CPU load to be too high.

Solution: You can turn off some clients or set IP Camera to reduce the frame rate or stream.

possible reason 3: Network bandwidth is too low, data congestion, resulting in packet loss.



Solution: Can reduce the frame rate of the video or reduce the code rate, reduce the network burden.

possible reason 4: Server hardware configuration is too low, resulting in lack of decoding

Solution: HD device interface on the graphics card, CPU, memory has certain requirements, detect server CPU memory usage, use device second code stream decoding, reduce the bit stream of the main code stream to reduce the server burden.

2、Image display color is not normal (green or other color)

possible reason: Video parameters have been modified

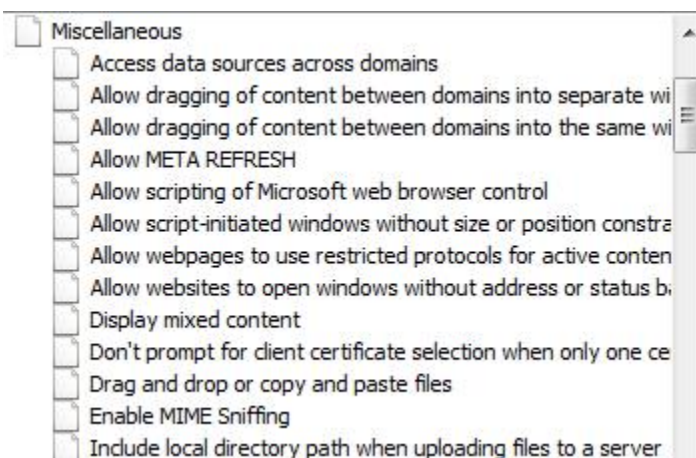
Solution: Detective video parameters in the hue and white balance, it is recommended to use automatic white balance, non-professional personnel do not use manual white balance.

2、Advanced chapter - parameter settings

6、The device can not be upgraded by IE?

possible reason 1: IE security level is too high

Solution: Change IE permissions, IE Tools -> Internet Options -> Security -> custom level, among other options, allows the file to be uploaded to include the local directory path, as shown below:



possible reason 2: The device is in the upgrade process, but no progress bar display

Solution: The control does not match the IE page, causing no progress bar to be displayed. Download the control again ,and installation, installation process reference manual.

7、Login to the device, but can not modify any parameters

possible reason: Non-administrator rights to log in to the device

Solution: Please log in to the device with administrator privileges

8、There is no sound when listening

possible reason 1: No audio input?

Solution: Check the host's audio connection.

possible reason 2: IP Camera is not turned on for the corresponding channel audio options?

Solution: Check the IP Camera audio parameter settings to see if the audio is turned on.

9、Forget the password how to do?

Solution 1: There is a **【RESET】** button on the rear panel or interface of IP Camera, In the power state, Press and hold the reset button for 1-2 seconds, Loosen 1-2 seconds, repeat three times, the device will restore the factory value, Default IP: 192.168.1.88 ,default username and password: admin / admin

Solution 2: Through the platform software mCMS, search the device, add device. In the set video source window, select the device, double-click the device you want to forget your password, then change the login password to a temporary



password: 739652, save. Into the browser interface, right-click the device where the window, select "Parameter Settings", select "System Parameters" -> "User Management" to view or change the password.



Note: Non-professionals do not press the RESET button. After reset, all the parameters will be reset to default values (except the network physical address).

10、After upgrading the device successfully, log in to the device again and the layout is not normal.

possible reason: IE layout changes, log back in to the device and invoke the data in the cache, cause the typography is not normal

Solution: Open the browser, click "Tools" menu, select "Internet Options", in the "temporary Internet files" click "delete files" button, delete the IE cache.

11、IPC Default Interface

IP Camera by default occupy the following network interfaces:

TCP	80	Web interface
	5000	Communication interface, audio and video data transmission interface, intercom data transmission interface
UDP	5000	Audio and video data transmission interface
ONVIF	2000	

12、What is the address of the RTSP stream??

Answer: rtsp://device ip/av0_XX=0 is main stream,

X=1 is second stream

Example: rtsp://192.168.1.88/av0_0 Main stream

rtsp://192.168.1.88/av0_1 Second stream

END
