

Compatibility

If the camera is being paired with a compatible DVR, you can use the instructions provided with the DVR for setup. If the camera is being used with a DVR from another supplier, then you may need to change the **encoding** and **resolution** settings for compatibility. This guide describes how to do this. You may also need to manually add the camera to the DVR instead of using the DVR's built in search. The camera ONVIF port is 80; login is "admin"/"admin". You also need to make sure the camera is on the same subnet as the DVR.

Installers: some IP camera testers will not work in H265 or 4MP modes. You may need to change the camera encoding temporarily.

```
C:\Documents and Settings >ipconfig

Windows IP Configuration

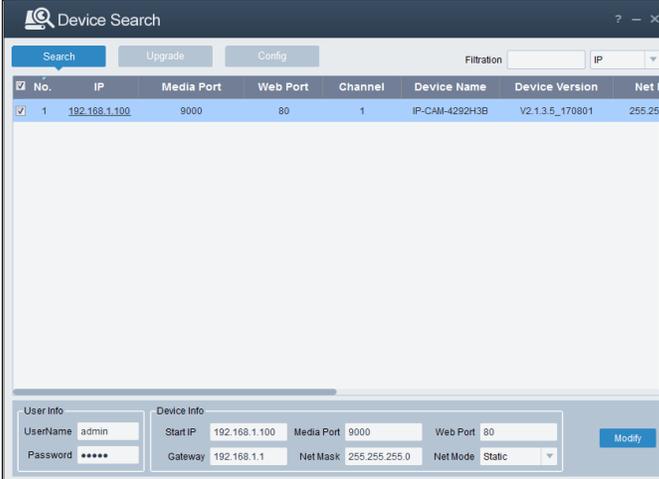
Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : 
    IP Address . . . . . : 192.168.1.38
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
```

Connect power to the camera. Connect the camera to a router using a networking cable. The cable should snap in on both ends.

On a computer connected to the same router as the camera: Go to the Start Menu and Search or Run "cmd". If using Windows 8/10, press Windows + X and select "Command Prompt"

Type in "ipconfig" and press enter. Write down the IP address, subnet mask, and default gateway.



Install "Device Search" from the CD. Run "Device Search" and click "Search" Highlight the camera (click on the "No." column of the camera.) You should see the current network settings at the bottom.

It is important to match the camera subnet to the subnet of the router. The subnet is the first 3 sets of digits in the IP address of a local network device. Take note of the IP address listed in the bottom left. Compare this IP address to the computer's IP address. The first 3 sets of numbers should match. We see that both the camera and computer start with "192.168.1" and are therefore on the same subnet already. If they match then you can use the existing network settings for the camera. Otherwise modify the camera IP to use the same subnet as the computer. See below.

If the camera is not on the same subnet

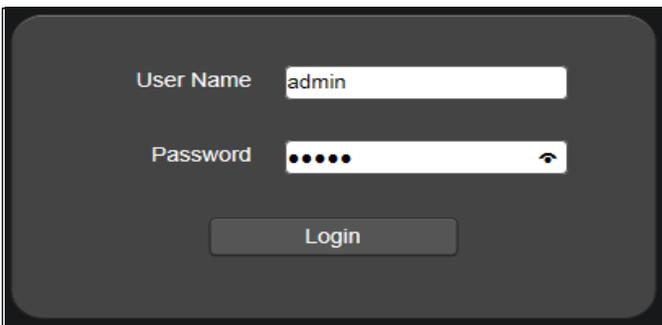
In the bottom left, set the "IP" address to the same as the PC's except the last set of digits. The last set must be unique on the network (not used by any other device including the default gateway). If you don't know which addresses are already in use, check your router's list of connected devices. The last 3 digits should be **less than** 254 and greater than 1. Some routers may have additional restrictions on the range of allowed addresses. Here we have selected "100" for the last 3 digits. No other devices are using "100" on our router. Write down the new IP address.

Set the Gateway and "Net Mask" (subnet mask) numbers to be same as the PC's.

Username and password are "admin" and "admin".

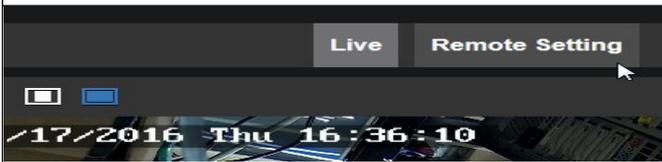
Click "Modify"

If successful, the new IP will be in the list.

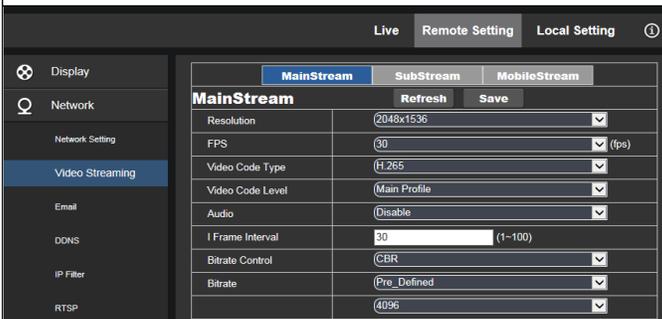


The camera's IP number should now be updated. Click on it to launch a web browser. Internet Explorer is required. You can log in with "admin" and "admin" (lowercase). You may be asked to download a plugin. After downloading the plugin, it will prompt you to close the browser (save any data and finish any web session as needed before closing.) After the browser is closed, install the plugin, and then launch the camera URL again from Device Search.

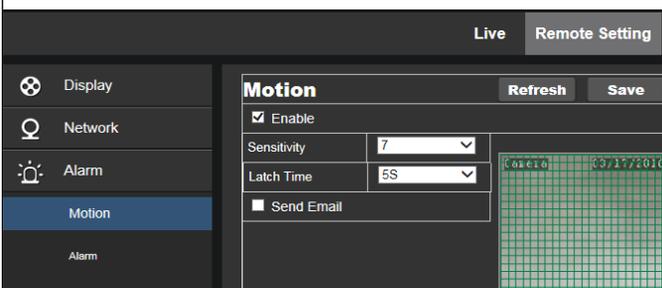
Login is "admin" and "admin".
If you can't log in, try adding the camera to the local zone in Internet Explorer under Security > Local intranet > Sites > Advanced



Click on "Remote Setting"



Click on "Network" -> "Video Streaming"
If your DVR is limited to 1080p, lower the resolution to 1920x1080. If your DVR is not H.265 compatible, change "Video Code Type" to "H.264"
Click "Save". You may also change "SubStream" and "MobileStream" to "H.264"
Click "Save" after setting each type.



To enable motion detection (for recording on motion)

Go to Alarm -> Motion
Click "Enable"
Set the sensitivity.
Set the motion area.
Click "Save"

If the camera will be moved to another network connection (not on the current router), make sure that the camera IP address is on the same subnet as the DVR. You may use the Device Search utility to change the camera's IP address.

Troubleshooting Tips

1. Can't find camera on network

Make sure the camera is powered. You can cover the green light sensor and see if the IR lights come on.

Make sure the computer is on the same router as the camera. Reconnect the camera's network cable on both ends, or test with another cable. Most network cables will snap in. You may also power cycle the camera. Check network lights on the router port (if connecting via router.) Try connecting to another physical port on the router. Make sure the camera is using a unique local IP address. Access the camera from another computer on the same router. Test the camera with another router. If you have changed routers, update the camera local static IP.

2. Internet Explorer can log in but no video

There may be a conflict with other add-ons. Go to Manage Add-ons → Toolbars → All add-ons and check to see if there are any possible conflicts with add-ons that are no longer being used. You may need to test camera access on another computer.

3. Lost password

Please contact your vendor to get a password reset code.