

1、 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 PCs 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 address of the DVS 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

2、 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.

3、 Fail to upgrade IP camera via IE

Possible reason: security level of IE is High

Solution: Change IE Browser Setting

Steps: Open IE, IE tools-> Internet options->Security->Custom level as Figure 1, and change the "Other" parameters as Figure 2

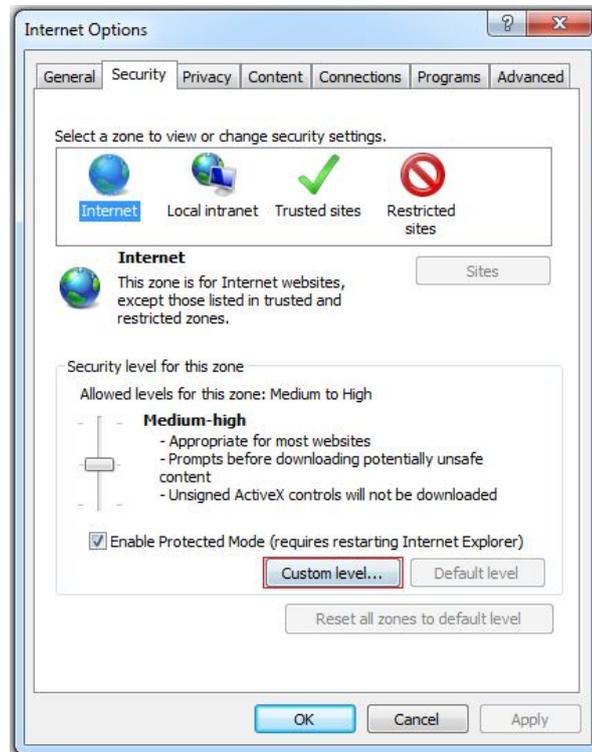


Figure 1

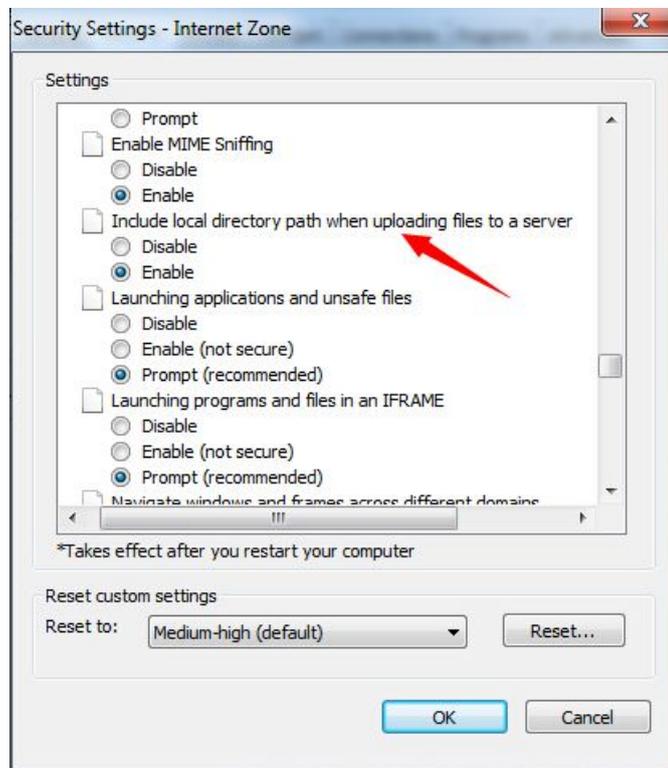


Figure 2

3、 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.

4、 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.

5、 Forget Password

Solution: There is a [\[RESET\]](#) button on the back panel 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).

6、 There is no sound while monitoring

Possible Reason: No audio input connection

Solution: Check audio connection of the host

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

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

7、 Devicessearch software cannot find device

Possible reason: **Devicessearch** software adopts multicast protocol to perform searching. But the firewall forbids multicast data packet.

Solution: disable the firewall.

8、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.
