

IPC

FAQ Manual



Foreword

General

This manual provides the solutions to IPC problems during daily use.






Attention

This manual is for reference only. Not all the IPC problems are included.

- You can contact us for any unknown problems, and we will add them into the manual to perfect it.
- You can contact your local retailer or after-sale engineer directly for more help.

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

| Signal Words | Meaning |
|---|---|
|  DANGER | Indicates a high potential hazard which, if not avoided, will result in death or serious injury. |
|  WARNING | Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury. |
|  CAUTION | Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result. |
|  TIPS | Provides methods to help you solve a problem or save you time. |
|  NOTE | Provides additional information as the emphasis and supplement to the text. |

Revision History


| Version | Revision Content | Release Time |
|---------|---|----------------|
| V1.0.2 | Added "2. PoE power supply." | Decemeber 2019 |
| V1.0.1 | Added "1 Doing Waterproof to Cable Joints." | Decemeber 2018 |
| V1.0.0 | First release. | August 2017 |

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.

- The manual would be updated according to the latest laws and regulations of related regions. For detailed information, see the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, please refer to our final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

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1 Hardware Problems

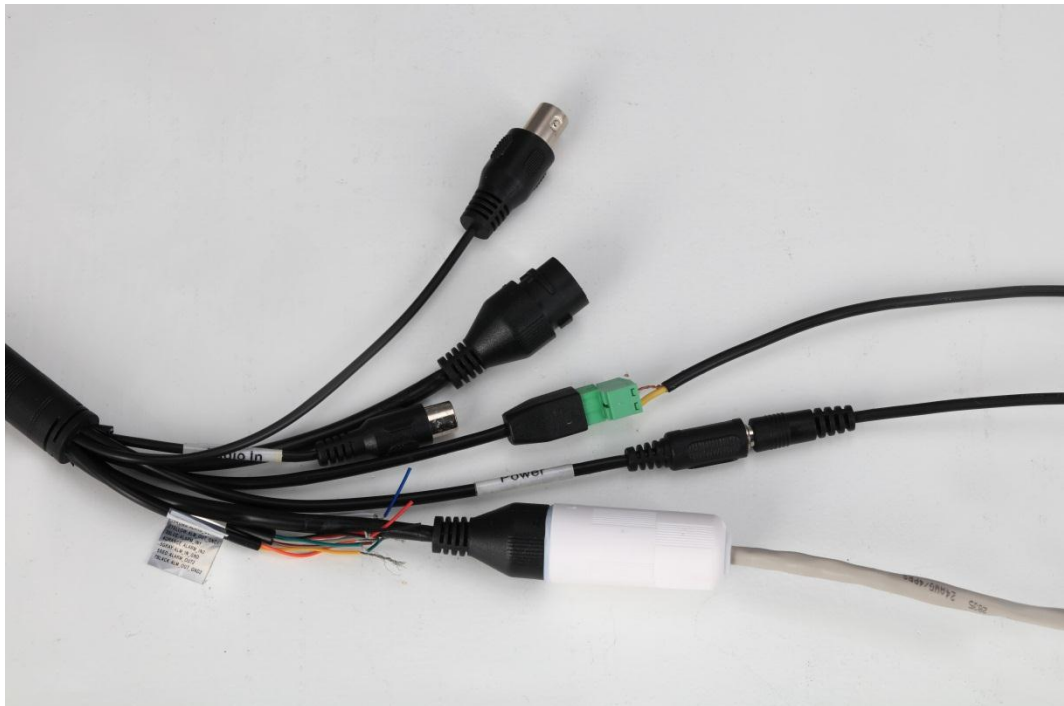
1.1 Doing Waterproof to Cable Joints

Make sure to do waterproof to all the cable joints with insulating tape and waterproof tape to avoid short circuit and water damage.

The following figures are for reference only, and the actual product shall prevail.

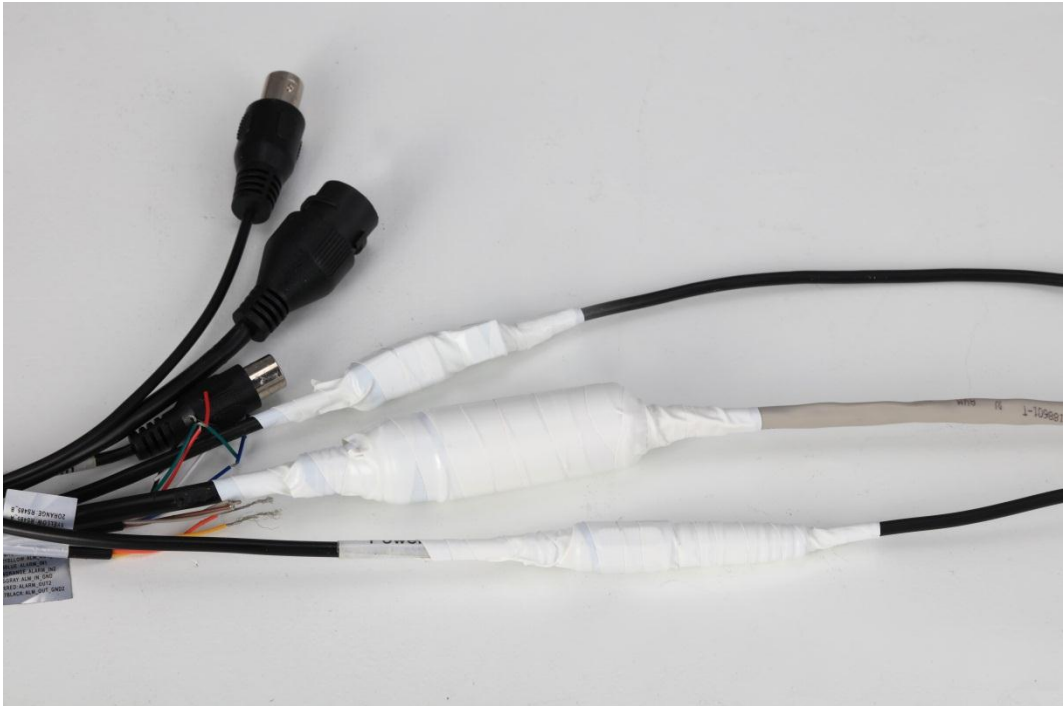
Step 1 Connect cables.

Figure 1-1 Connecting cables



Step 2 Do insulation for the connected cables with insulating tape.

Figure 1-2 Doing insulation



Step 3 Cover all the exposed parts with insulating tape.

Figure 1-3 Covering exposed parts



Step 4 Select the starting point for taping the waterproof tape.

Figure 1-4 Doing waterproof (1)



Step 5 Do waterproof to all the exposed parts.

Figure 1-5 Doing waterproof (2)



1.2 PoE Power Supply

1.2.1 Power Supply Mode

The cameras with PoE power supply mode comply with 802.3af or 802.3at protocol, and the max. output power is 13W (802.3af) or 25W (802.3at).

1.2.2 PoE Mode

The cameras with PoE power supply support data cable power supply and idle cable power supply.

- Model A (data cable 12, 36 power supply, and electrodes can be crossed: 36 (green and white, green) is positive electrode (+); 12 (orange and white, orange) is negative electrode (–) or 36 (green and white, green) is negative electrode (–); 12 (orange and white, orange) is positive electrode (+).
- Model B (idle cable 45, 78 power supply, and electrodes cannot be crossed: 45 (blue, blue and white) is positive electrode (+); 78 (brown and white, brown) is negative electrode (–).

2 Network Problems

2.1 IPC goes offline and online from time to time

Solutions:

- Check whether the network connection is stable or whether the network cable is loose.
- Check whether there is IP conflict.
- Check whether the camera is under proper power supply.
- Check whether the camera has been upgraded with a wrong program.

2.2 Online upgrade failed

Solutions:

- Log in again to check whether the upgrade is successful, because sometimes the progress bar is not displayed in time due to the network environment.
- Check whether the network connection is stable, and whether there is disconnection or power failure during upgrade.
- Check whether the program matches to the camera.
- Upgrade again through ConfigTool.



- OEM camera can upgrade with OEM program only.
- You cannot upgrade the program to an earlier version, because the later version provides better service.

2.3 After upgrading, the camera IP can be pinged, but login failed

Solutions:

- Wait for several minutes (less than 5 minutes), and then log in again.
- Check whether HTTP port is modified, and the default value is 80. If yes, add the modified value after IP address when logging in through browser.
- If you still cannot log in to the camera after long time waiting, reset the camera and log in again.

2.4 After upgrading, the camera IP cannot be pinged

Solutions:

- Ping other devices in the network to check whether the network connection is working.
- Check whether the parameters of IP address, default gateway and subnet mask are configured correctly. If the IP is not obtained through DHCP, check whether the camera IP and router gateway are in the same network segment.
- Press the reset button to reset the camera, and the IP is 192.168.1.108 by default.

2.5 No video after upgrading

Solutions:

- Check whether there is IP conflict or network disconnection.
- Delete the control and install it again (path: C:\Program Files\webrec), and clear the buffer of the browser.
- Disable the PC firewall, and add the camera IP as the trusted site on the setting interface of the browser.
- If the OS is Windows 7, run IE as administrator.
- If the browser is Edge, Chrome (later than 42), or Firefox (later than 52), you are recommended to use IE.

2.6 "Limited Resources, Failed to Enable Video" is Displayed

Solutions:

- Network bandwidth is not enough; use a switcher with bigger bandwidth.
- Check whether too many users have logged in, and the stream output capacity is not enough.
- The network connection is not stable. For solutions, see "2.1 IPC goes offline and online from time to time."
- Delete the control and install it again (path: C:\Program Files\webrec), and clear the buffer of the browser.
- Log in to the web, and then restore the camera to default configuration.

2.7 Video window requires control, but "" is displayed

Solutions:

- Check whether the IE permission setting is correct, and add the camera IP as a trusted site.
- In IE browser, select **Internet Options > Security > Custom Level > Active X Control and Plug-in**, and then select Enable for all the plug-ins.
- Delete the control and install it again (path: C:\Program Files\webrec), and clear the buffer of the browser.

2.8 When you setting the port, the system prompts that the port is occupied

Solution:

Check whether the system sets limit to the port to avoid other configuration occupying the used port. For details, see *Web Operation Manual*.

3 Image Problems

3.1 IR imaging is not good

Solutions:

- Check whether the specified power supply is used. If you do not use the specified power supply, some IR lights might not be on.
- The target is too far, and it is out of the range of the IR lights. Adjust the installation position of the camera.
- Check whether Day/Night mode is set as color mode, and the sensor is failed to receive IR light. Log in to the web, and then set Day/Night mode to W/B or auto mode.
- When the camera is placed near a reflector (such as table and wall), the IR light that goes to the reflector will be reflected back to the lens, which will cause pale image. Adjust the lens to elevation angle or place the camera at the edge of the reflector.
- For dome camera, you can clear the lens and protective enclosure, and install the protective enclosure.

3.2 Failed to record video or take snapshot

Solutions:

- Configure Record Schedule and Snapshot Schedule on the web interface. For details, see Web Operation Manual.
- Check whether the Destination is enabled on the web interface.
- Check whether the storage (such as SD card or FTP server) is configured properly, and you can test the FTP server connection with your PC.
- Set **Record Mode** to **Manual** or **Auto** on the web interface.

3.3 Black border appears in the image

Solutions:

- For box camera, incorrect model selection of lens will cause the black border in the image.
- For the camera with FPGA program, upgrade the FPGA program when upgrading the camera.

3.4 Stripes appear in the image

Solutions:

- Check whether the connection for the video cable is OK.
- Check whether there is strong current interference.
- It could be flicker. Log in to the web, and set the shutter parameters. The parameters should be set to be an integer multiple of the half flicker cycle (If the flicker cycle is 50 Hz, set the shutter to be an integer multiple of 10 ms; if the flicker cycle is 50 Hz, set the shutter to be an integer multiple of 8.33 ms).

3.5 Image disappears sometimes

Solutions:

- Check whether the connection for the video cable is OK.
- The network is not stable. For details, see "2.1 IPC goes offline and online from time to time."

3.6 For box camera, the image might blur after running for a period

Solutions:

- Check whether the focus locking ring is loosening.
- Check whether the CS adapter ring is loosening.
- Check whether the fixing screw of the rear focus ring CS adapter ring is loosening.

3.7 Fail to switch B/W mode to color mode

Solutions:

- Check the scene brightness, and check whether the photoresist is covered. If yes, move the cover, or adjust the camera angle to a proper position.
- Select **Auto** for **Day & Night**, and adjust sensitivity.
 - ◇ Low sensitivity: The camera is less sensitive to the light changing.
 - ◇ High sensitivity: The camera is more sensitive to the light changing.

4 Other Problems

4.1 Forgot the camera IP address

Solutions:

- Get the device IP address with ConfigTool.
- Press the reset button to reset the camera, and the IP address is 192.168.1.108 by default.
- With the camera MAC address, you can modify the IP address through ARP/Ping command. For details, see *Web Operation Manual*.
- If you use iOS, you can use a with Bonjour service to search the Bonjour server name of the IPC, and then log in to the camera.

4.2 Cannot log in to the web interface

Solutions:

- Enter the correct user name and password.
- Check whether the network cable is in good condition, and whether the network configuration is correct; pull out the network cable and plug in again.
- Use the standard power adapter. See the camera label for the power adapter selection.
- Clear the buffer of the browser, check whether the browser permission is enable, or change the browser.

4.3 Cannot play the downloaded recorded audio

Solutions:

- Download the standard player.
- Install Direct X tool with the version later than DX8.1.
- When playing AVI file through MEDIA PLAYER, install Div X503Bundle.exe plug-in.
- When using Windows XP, install plug-ins of DivX503Bundle.exe and ffdsho-2004 1012.exe.

4.4 Day/Night switch is invalid

Solution:

Check whether the system time is correct. Log in to the web interface to modify the system time.

- ◇ Select **Setting > System > General> Date & Time**, and then set system time according to the correct time.
- ◇ Select **Setting > System > General> Date & Time**, and then click Sync PC, and the system time changes to the PC time.

4.5 IPC failed to read SD card

Solutions:

- Check whether the SD card slot is loose.

- Check whether your PC can read the SD card, if yes, format the SD card.
- Check whether the SD card format is correct. The network camera only supports the SD card in Fat32 format.

4.6 After the camera runs for a period, the displayed configuration does not match with the actual one

Solutions:

- Refresh the web interface.
- The camera configuration is modified, and it is not a hardware issue. Log in to the web, and view the system logs to check which IP modify the configuration.

4.7 Failed to store the files in SD card

Solutions:

- Check whether the SD card status is set as read only. If yes, set it to read/write.
- Check whether the SD card is full. If the running capacity limit is 0, log in to the web, select **Setting>Storage>Record Control**, and then select **Overwrite** in **Disk Full**.
- Log in to the web, and then format the SD card.
- Replace a new SD card, and test whether it can be used.

4.8 Failed to save configuration

Solutions:

- Click **Default** on the configuration interface to restore the configuration to the default, and then configure it again.
- Delete the control and install it again (path: C:\Program Files\webrec), and clear the buffer of the browser.

4.9 OSD time restores to the default after power on

Solution:

When the battery is used up, the OSD time will restore to the default. Set the time again.