

FULL HD PTZ CAMERA

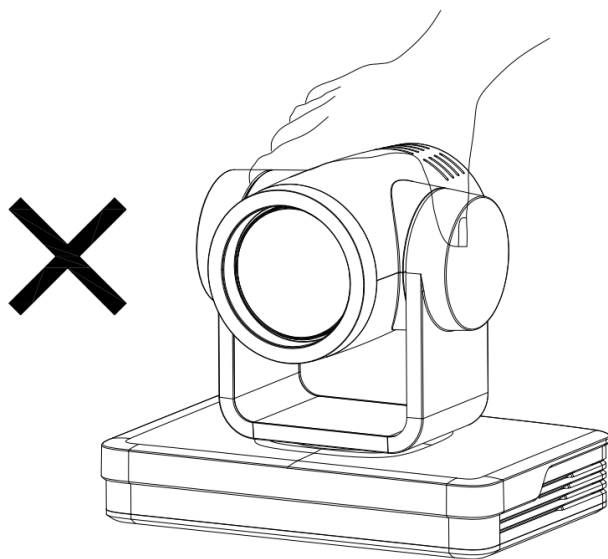
User Manual **(V1.0)**





Attentions

Improper operations may damage the product structure and result in mechanical failure. Please note the following tips:



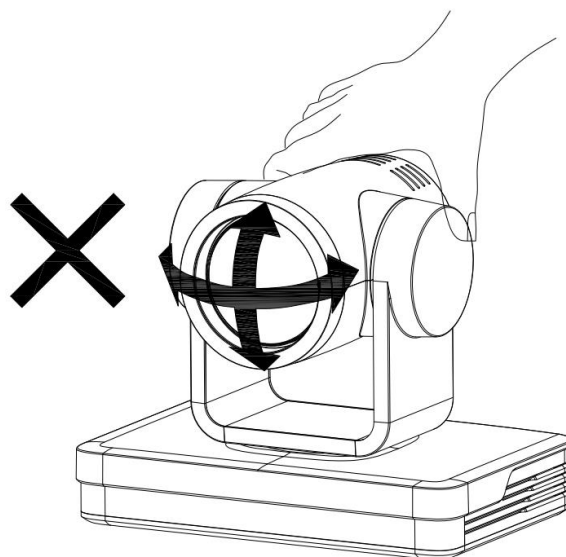
Do not move the camera by grabbing the head.



Move the camera by holding the bottom with one or both hands.



Please do not rotate the lens and holder manually no matter the camera is power on or off; otherwise it may damage the camera structure and result in failure of camera self-check and unable to start the camera.



This manual introduces functions, installations and operations for this PTZ camera in details. Please read this manual carefully before installation and use.

1. Cautions

- 1.1 Avoid damage to product caused by heavy pressure, strong vibration or immersion during transportation, storage and installation.
- 1.2 Housing of this product is made of organic materials. Do not expose it to any liquid, gas or solids which may corrode the shell.
- 1.3 Do not expose the product to rain or moisture.
- 1.4 To prevent the risk of electric shock, do not open the case. Installation and maintenance should only be carried out by qualified technicians.
- 1.5 Do not use the product beyond the specified temperature, humidity or power supply specifications.
- 1.6 Wipe it with a soft, dry cloth when cleaning the camera lens. Wipe it gently with a mild detergent if needed. Do not use strong or corrosive detergents to avoid scratching the lens and affecting the image;
- 1.7 This product contains no parts which can be maintained by users themselves. Any damage caused by dismantling the product by user without permission is not covered by warranty.

2. Electrical Safety

Installation and use of this product must strictly comply with local electrical safety standards.

The power supply of the product is $\pm 12V$, the max electrical current is 2A .



3. Install

- 1.1 Do not rotate the camera head violently, otherwise it may cause mechanical failure;
- 1.2 This product should be placed on a stable desktop or other horizontal surface. Do not install the product obliquely, otherwise it may display inclined image;
- 1.3 Ensure there are no obstacles within rotation range of the holder.
- 1.4 Do not power on before completely installation.

4. Magnetic Interference

Electromagnetic fields at specific frequencies may affect the video image. This product is Class A. It may cause radio interference in household application. Appropriate measure is required.

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1. Camera Installation

1.1 Camera Introduction

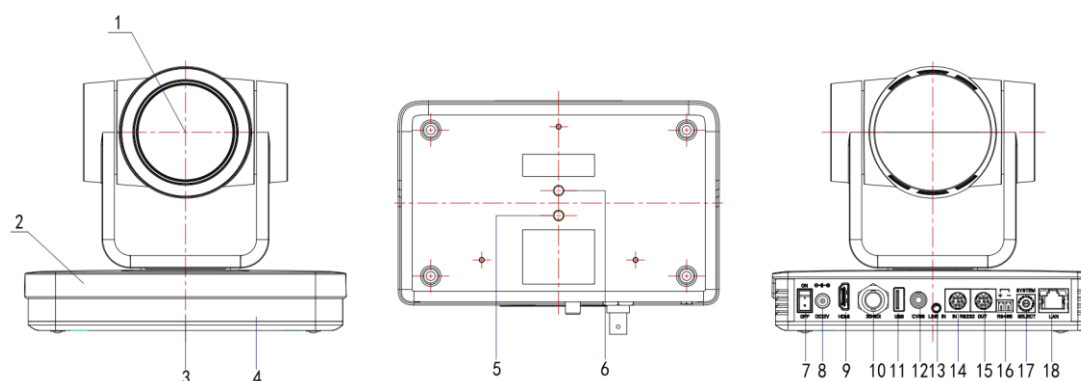


Figure 1.1 Interface of ST (standard) Model

- | | |
|---------------------------------------|---------------------------------------|
| 1. Camera Lens | 10. 3G-SDI Output Interface |
| 2. Camera Base | 11. USB2.0 Interface (U-disk memory) |
| 3. Remote Control Receiving Indicator | 12. CVBS Output Interface |
| 4. Infrared Receiver | 13. Audio Input Interface (Line-in) |
| 5. Tripod Screw Hole | 14. RS232 Control Interface (input) |
| 6. Screw Hole for Tripod | 15. RS232 Control Interface (output) |
| 7. Power Switch | 16. RS485 Input (left +, right-) |
| 8. DC12V Input Power Supply Socket | 17. Video Format Switch |
| 9. HDMI Output Interface | 18. 10/100M Network Interface |

1.2 Interfaces and Connection

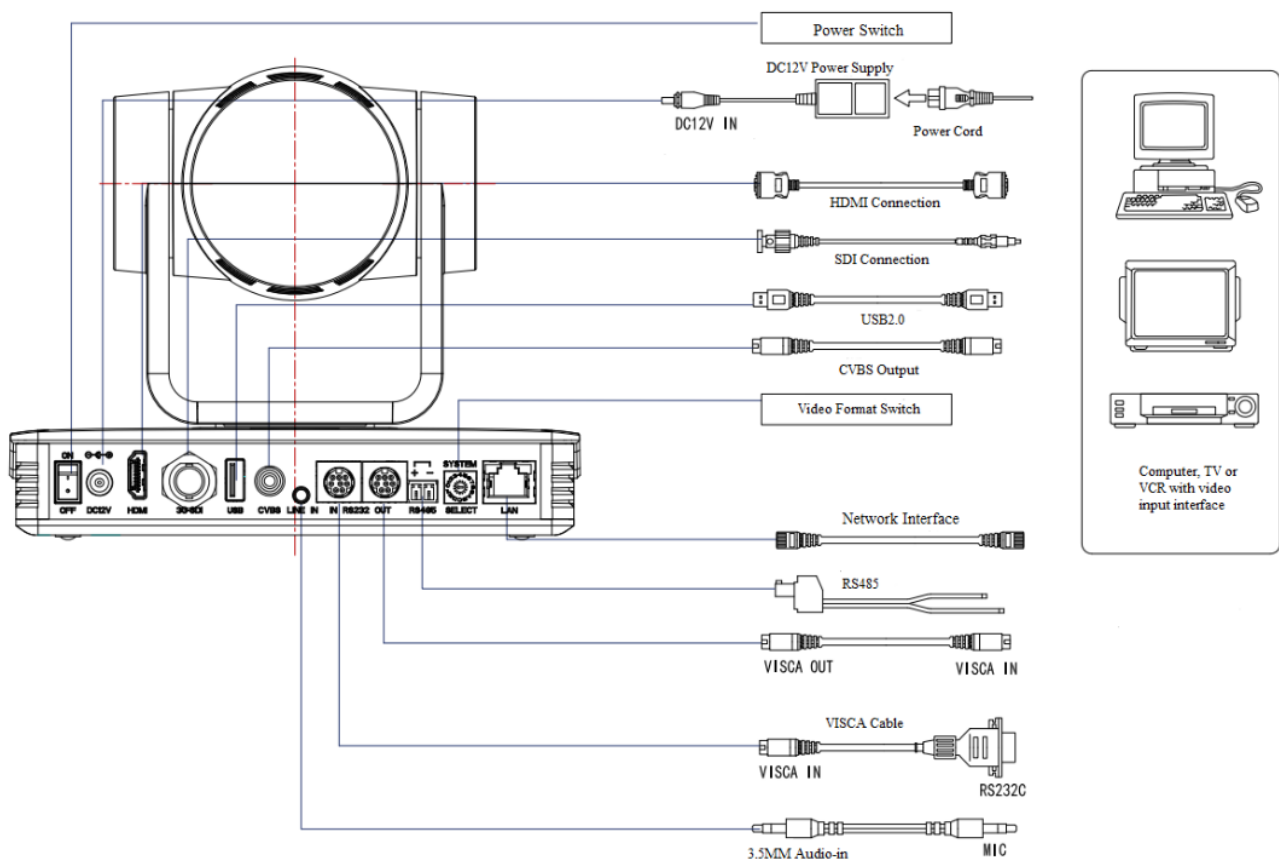


Figure 1.3 Wiring Diagram

- 1) After power on and self-check, the camera will automatically return to the preset 0 position if it's pre-set.
 - 2) The default address for the IR remote control is 1#.
- If the menu restored to factory defaults, the remote control default address will restore to 1#.

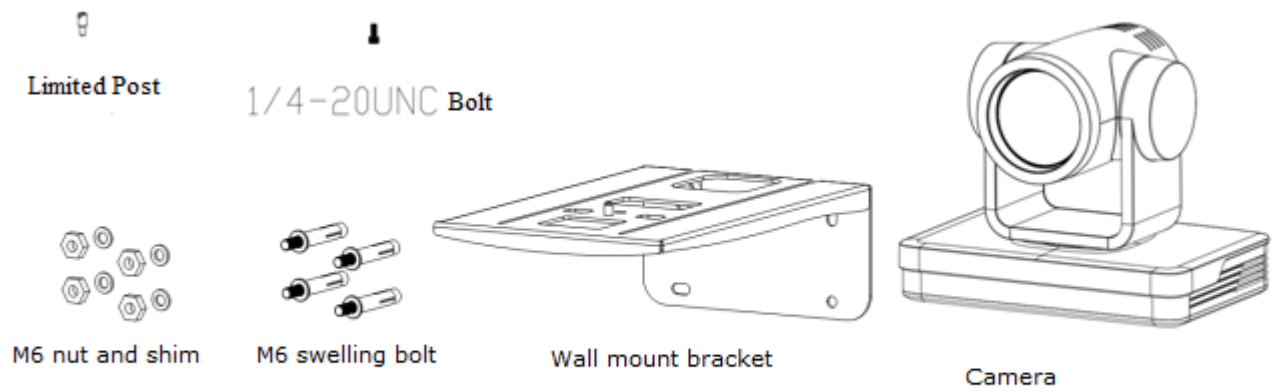
1.3 Mounting Brackets

Notes:

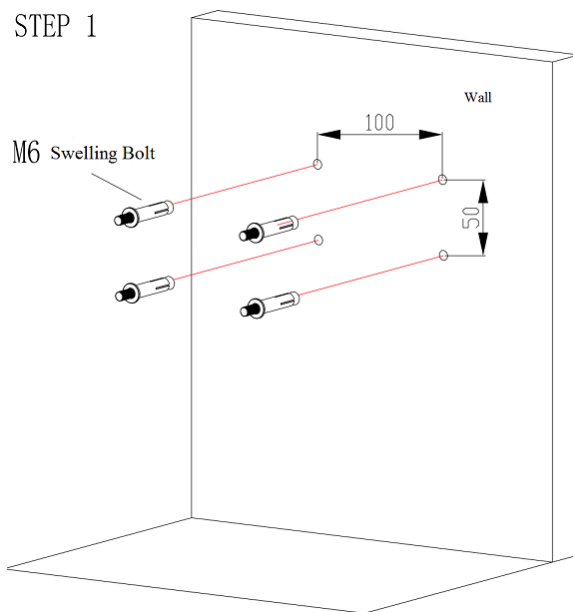
Ceiling or wall mounting brackets can only be mounted on template and concrete wall.

For safety reason, plasterboard is not recommended.

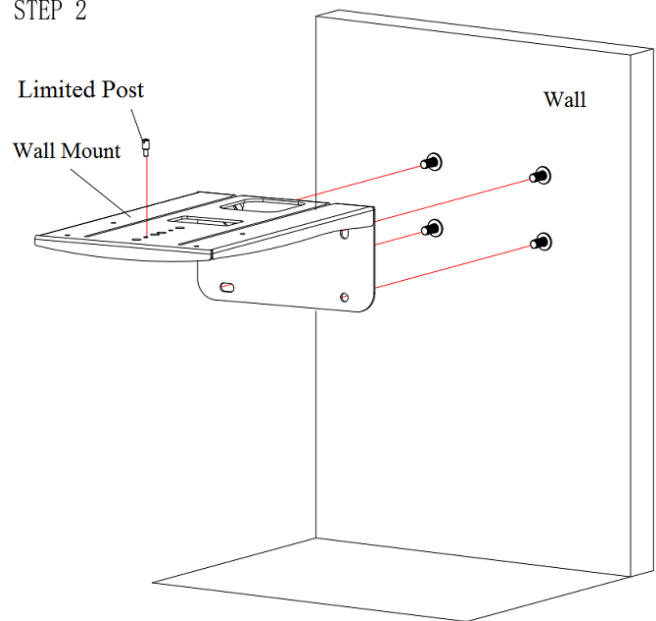
1) Wall Mounting:



STEP 1



STEP 2

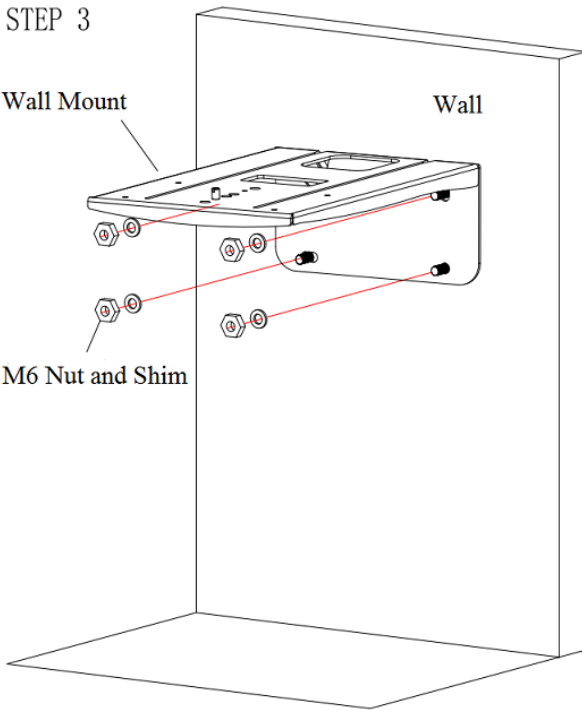


STEP 3

Wall Mount

Wall

M6 Nut and Shim



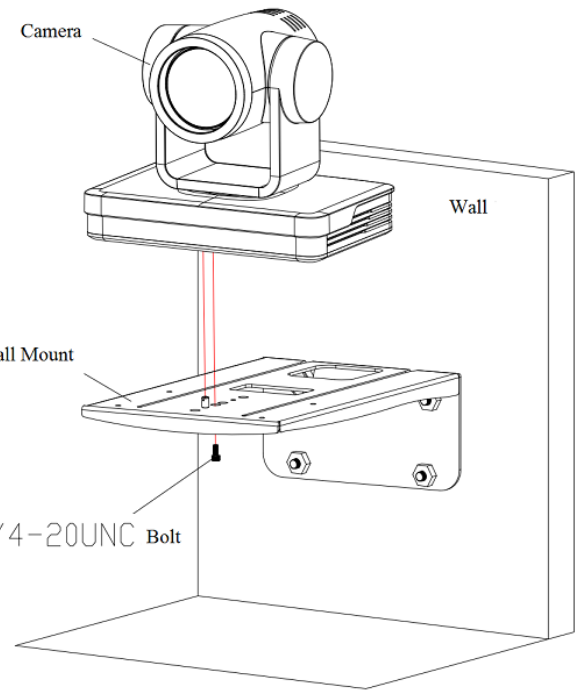
STEP 4

Camera

Wall

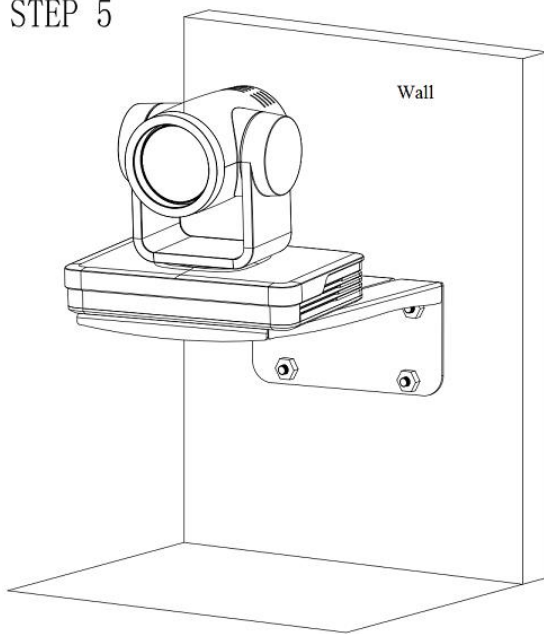
Wall Mount

1/4-20UNC Bolt

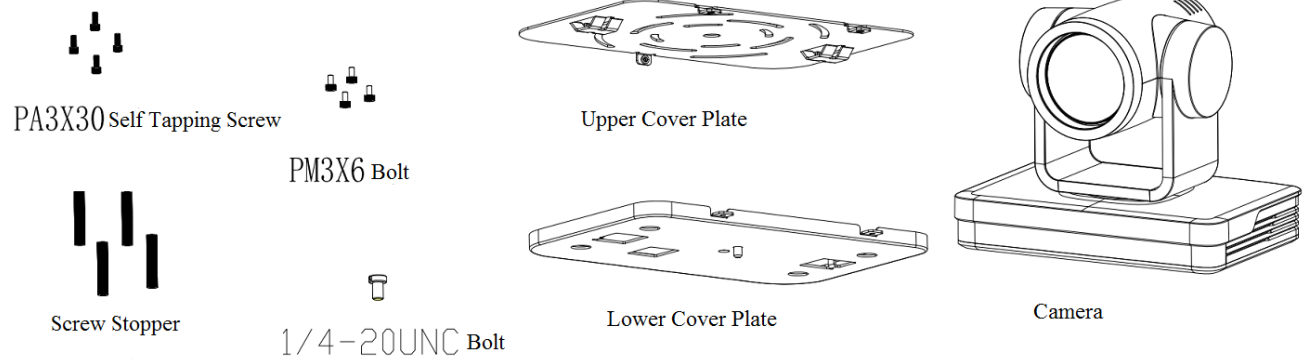


STEP 5

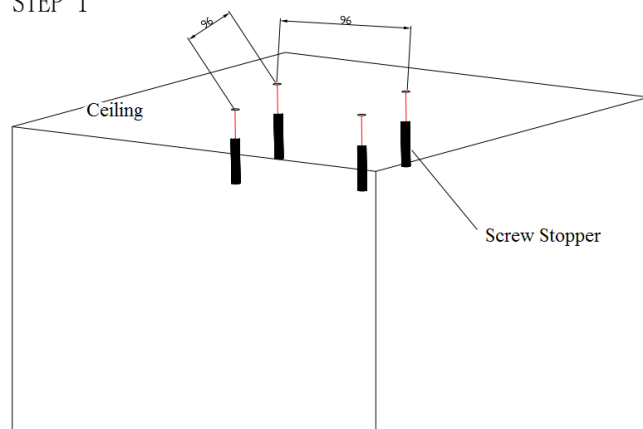
Wall



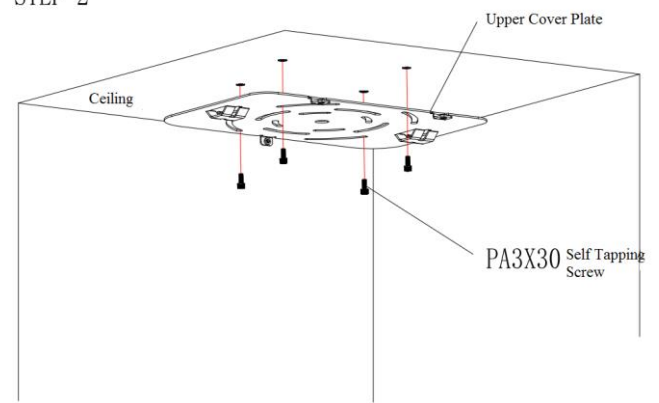
2) Ceiling Mounting



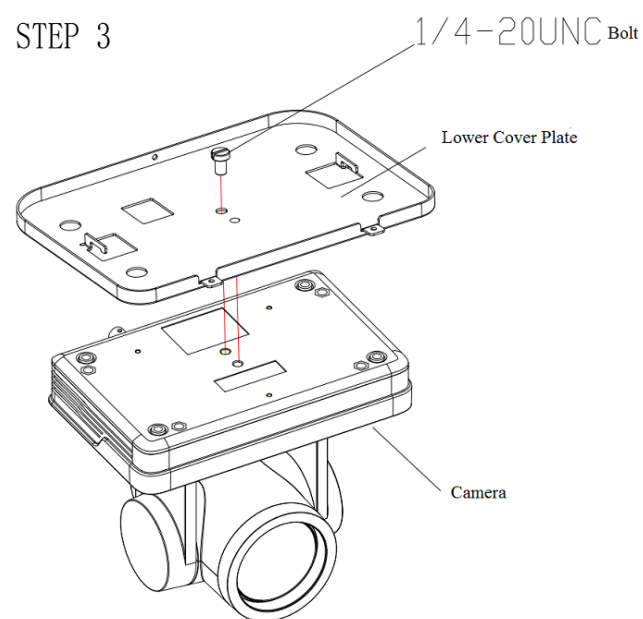
STEP 1



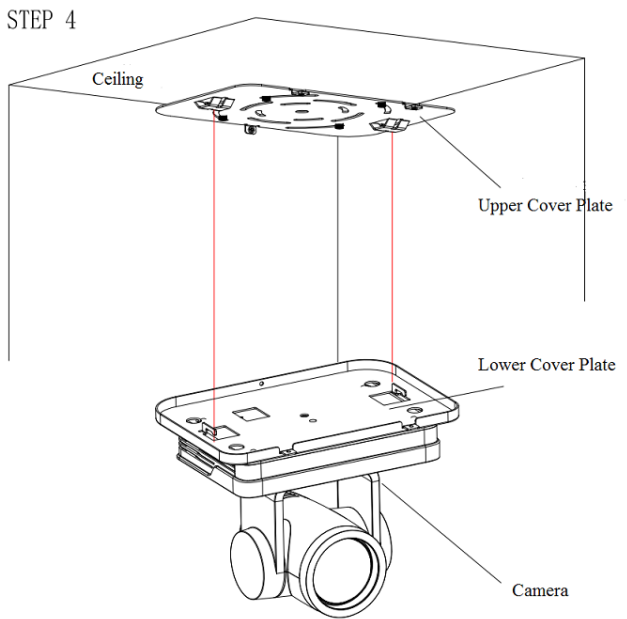
STEP 2



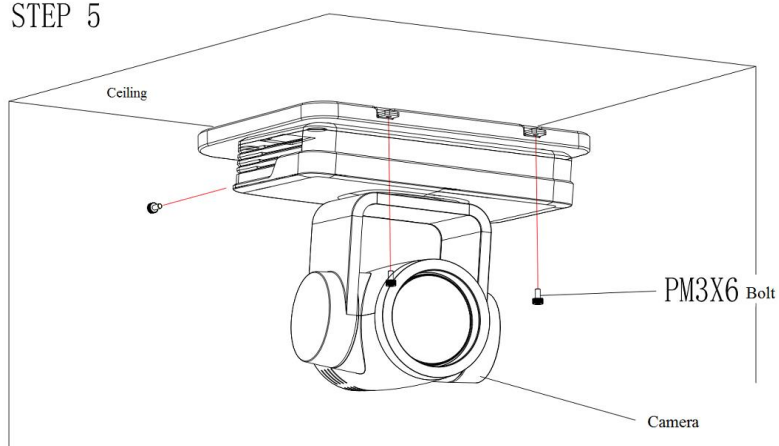
STEP 3



STEP 4



STEP 5



2. Product Overview

2.1 Model

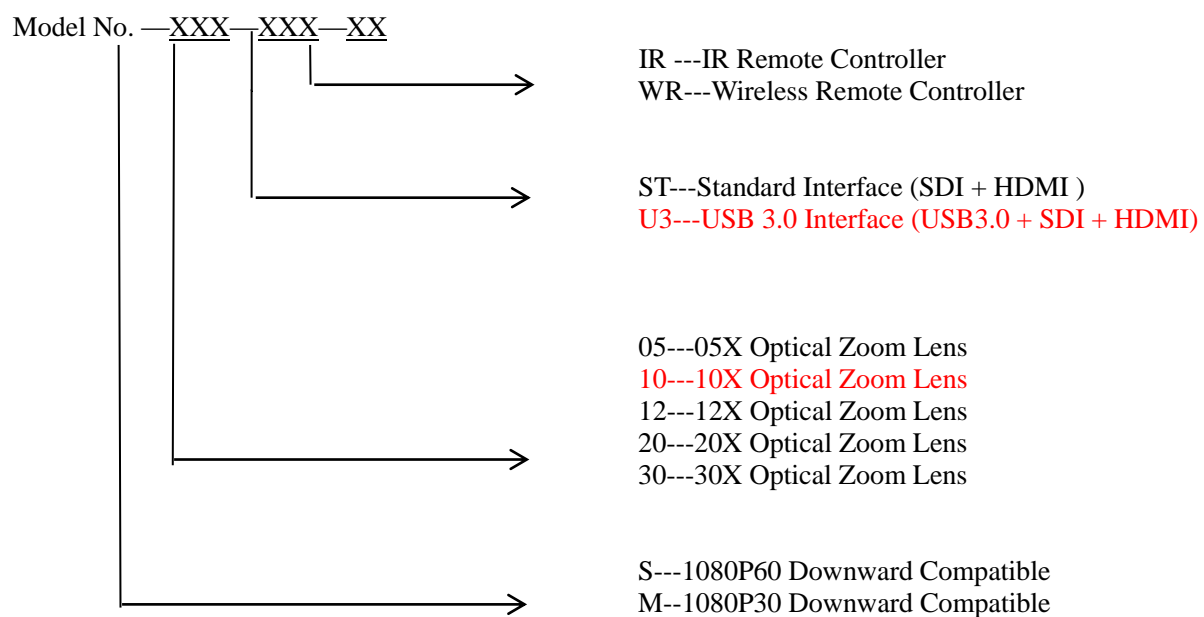


Figure 2.1 Product Model

2.2 Dimension

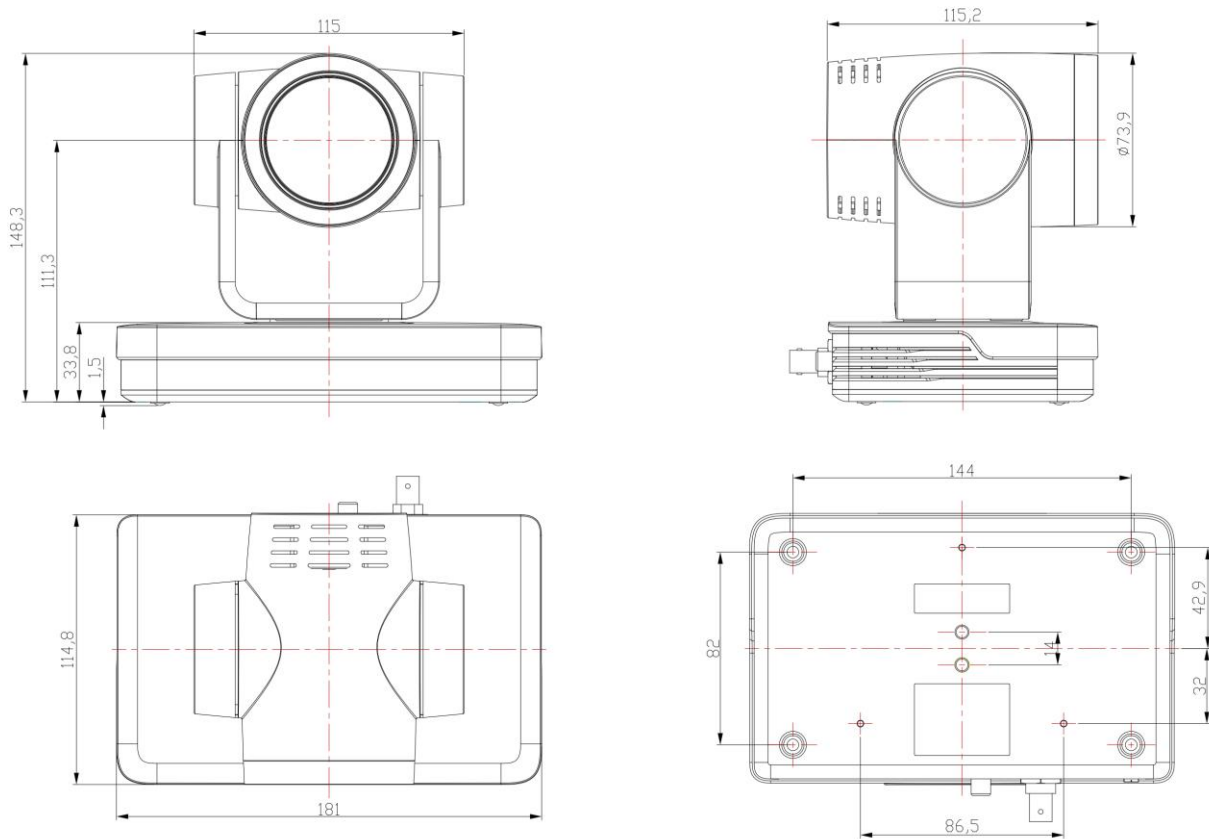


Figure 2.2 Product Dimension

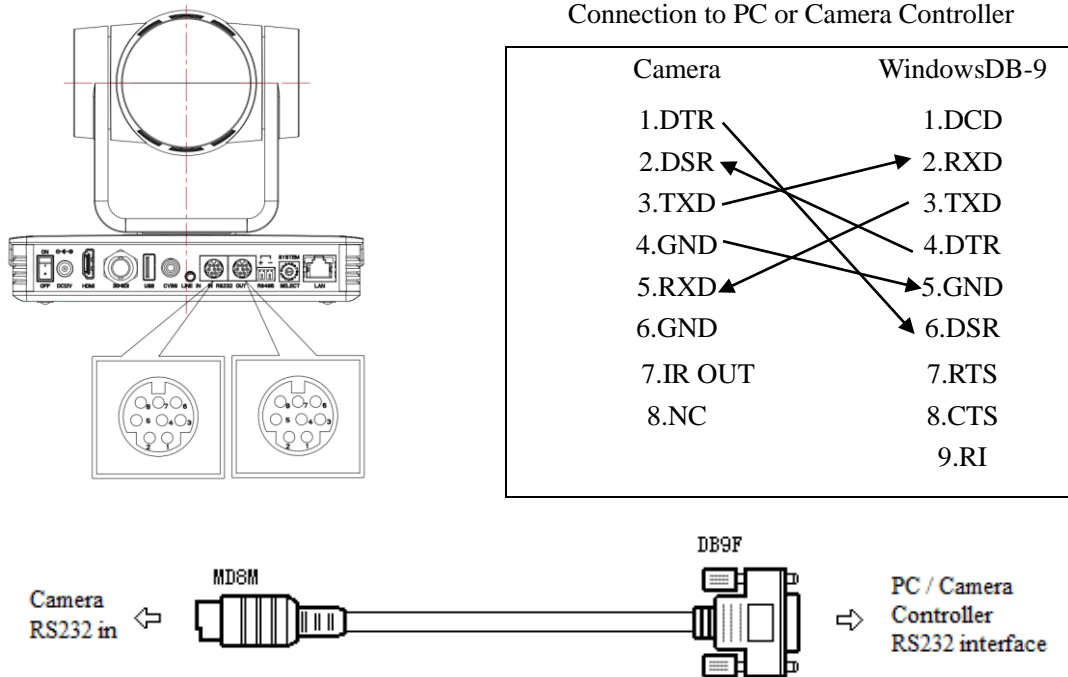
2.3 Accessory

Please check below standard and optional accessories when unpacking the box.

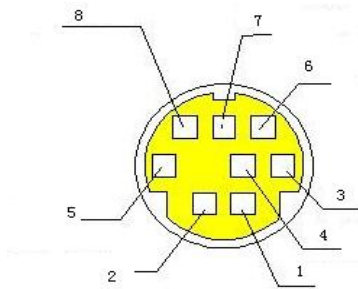
Standard Accessory	Optional Accessory
Power adapter	Wireless Remote Control
IR Remote Control	Ceiling Mount
RS232 Cable	Wall Mount
User Manual	
USB3.0 Cable (only for model with USB3.0 output)	

2.4 RS-232 Interface

1). RS-232 Interface Definition

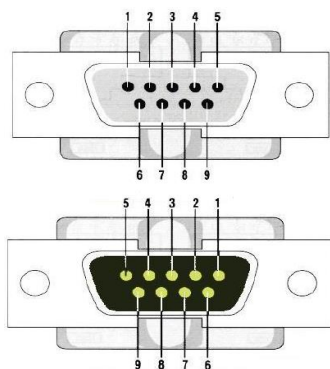


2). RS232 Mini-DIN 8-pin: Port Definition



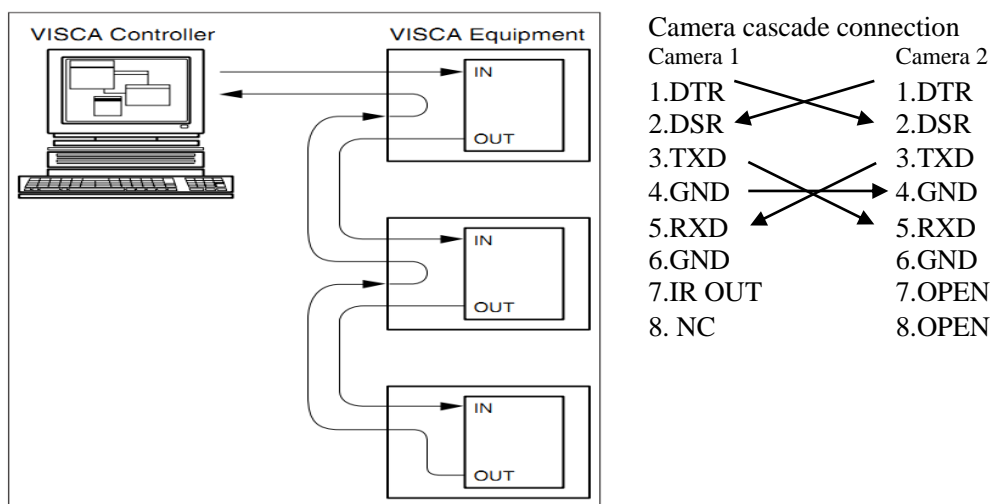
NO.	Port	Definition
1	DTR	Data Terminal Ready
2	DSR	Data Set Ready
3	TXD	Transmit Data
4	GND	Signal Ground
5	RXD	Receive Data
6	GND	Signal Ground
7	IR OUT	IR Commander Signal
8	NC	No Connection

3). RS232 (DB9) Port Definition



NO.	Port	Definition
1	DCD	Data Carrier Detect
2	RXD	Receive Data
3	TXD	Transmit Data
4	DTR	Data Terminal Ready
5	GND	System Ground
6	DSR	Data Set Ready
7	RTS	Request to Send
8	CTS	Clear to Send
9	RI	Ring Indicator

4). VISCA networking as shown below:



2.5 Main Features

This series camera has perfect functions, superior performance and rich video output interfaces; Featuring with advanced ISP processing algorithms, offering vivid and high resolution video with a strong sense of depth and fantastic color rendition. It supports H.264/H.265 encoding which makes motion video more fluent and clear under low bandwidth conditions.

- **Full HD Resolution:** 1/2.8 inch high quality CMOS sensor. Resolution is up to 1920x1080 with frame rate up to 60 fps.
- **Multiple Optical Zoom Lens:** 5X/8X/12X/20X/30X optical zoom lens. The 5X zoom camera is with 83.7° FOV without distortion.
- **Leading Auto Focus Technology:** Fast, accurate and stable auto focusing technology.
- **Low Noise and High SNR:** Super high SNR image is achieved with low noise CMOS. Advanced 2D/3D noise reduction technology further reduces the noise while ensuring high image clarity.
- **Multiple video output interfaces:** HDMI, 3G-SDI, CVBS, LAN.
Simultaneously output audio and video signal via HDMI, SDI and LAN.
SDI output could up to 100M with 1080P@60fps
- **Multiple Audio/Video Compression Standards:** Support H.264/H.265 video compression, up to 1920×1080 resolution 60 fps; support AAC, MP3 and G.711A audio compression, 8000、16000、32000、44100、48000 sampling frequency
- **Video / audio record and store:** USB2.0 interface supports U disk storage, real-time record and store
- **Built-in Gravity Sensor:** support PTZ auto-flip function and easy installation.
- **Multiple Network Protocol:** support ONVIF, GB/T28181, RTSP, RTMP protocols; Support RTMP push mode, easy to be connected to streaming server (Wowza、FMS); Support RTP multicast mode; Support network full command VISCA control protocol.
- **Control Interface:** RS485, RS232 (cascade connection)
- **Multiple Control Protocol:** Support VISCA、PELCO-D、PELCO-P protocols; Support automatic identification protocols.
- **Quiet Pan / Tilt Movement:** with high accuracy step driving motor, camera can pan / tilt extremely quiet and smooth.
- **Auto sleep function:** Auto sleep/wake up function with low power consumption, less than 400mw.
- **Multiple presets:** Up to 255 presets (10 presets via remote control).
- **IR / Wireless Remote Control:** Users can choose IR remote control or wireless remote control according to different conditions. 2.4G wireless remote control is not affected by the angle, distance or infrared interference. Far-end-control is also available.
- **Multiple Application:** Online-education, Lecture Capture, Webcasting, Video conferencing, Tele-medicine, Unified Communication, Emergency command and control systems, etc.

2.6 Specifications

Model	5X	10X	12X	20X	30X
Camera Parameter					
Optical Zoom	5X f=3.1～15.5mm	10X f=4.7～47mm	12X f=3.9～46.8mm	20X 5.2～98mm	30X f = 4.3 ～ 129mm
Sensor	1/2.8 inch high quality HD CMOS sensor				
Effective Pixels	16: 9, 2.07 megapixel				
Video Format	HDMI/SDI video format 1080P60/50/30/25/59.94/29.97, 1080I60/50/59.94, 720P60/50/30/25/59.94/29.97 CVBS output: 570i 480i USB3.0 interface video format: 1920X1080@60fps				
View Angle	83.7°(W) 20°(T)	60.9°(W) 6.43°(T)	72.5°(W) 6.3°(T)	55.8° (W) 3.2°(T)	65.1°(W) 2.34°(T)
AV	F1.8 – F2.8	F1.6 – F3.0	F1.8 – F2.4	F1.5～ F3.0	F1.6 – F4.7
Digital Zoom	10X				
Minimum Illumination	0.5Lux (F1.8, AGC ON)				
DNR	2D & 3D DNR				
White Balance	Auto / Manual/ One Push/ Specify color temperature (range: 2400k-7100k)				
Focus/Aperture/ Electronic Shutter	Auto/Manual/One Push Focus				
Iris	Auto/Manual				
Shutter	Auto/Manual				
BLC	ON/OFF				
WDR	OFF/ Dynamic level adjustment				
Video Adjustment	Brightness, Color, Saturation, Contrast, Sharpness, B/W mode, Gamma curve				
SNR	>55dB				
Input/output Interface					
Video Interfaces	UV570-05/10/12/20/30-ST Model: HDMI, SDI, LAN, CVBS, RS232-IN/OUT, RS485, A-IN, USB2.0(USB Disk Storage) UV570-05/10/12/20/30-U3 Model: HDMI, SDI, LAN, CVBS, RS232-IN/OUT, RS485, A-IN, USB3.0				
Video Output	HDMI, SDI, LAN, USB3.0, CVBS				
Video Stream	Dual stream output				
Video Compression Format	LAN Interface: H.265, H.264, Dual stream output USB2.0 Interface: H.265, H.264, MJPEG USB3.0 Interface: YUV				
Audio Input Interface	Double track 3.5mm linear input				
Audio Output Interface	HDMI, SDI, LAN				
Audio Compression Format	AAC/MP3/G.711A				
Control Interface	RS232, RS485				
Control Protocol	VISCA/Pelco-D/Pelco-P, Baud Rate: 115200/9600/4800/2400bps				
Power Interface	HEC3800 outlet (DC12V)				
Input Voltage	DC12V±10%				
Input Electric Current	Maximum: 1A				
Power Consumption	Maximum: 12W				
IPC Features					

Video Encoding Format	H.265、H.264
Code Stream	Support dual streaming output, main code stream and sub-code stream
Video Format	Main stream: 1920×1080、1280×720、640×480 Sub stream: 1920×1080、1280×720、640×480、640×360 320×240、320×180
Video Bitrates	64Kbps~40960Kbps
Audio Compression Format	AAC、MP3、G.711A
Audio Bitrates	32Kbps、48Kbps、64Kbps、96Kbps、128Kbps
Network Protocols	TCP/IP、RTSP、RTMP、ONVIF、GB/T28181; Network VISCA control protocol; Support remote upgrade, reboot and reset
PTZ Parameter	
Pan/Tilt Rotation	±170°, -30°~+90°
Pan Control Speed	0.1 - 60°/sec
Tilt Control Speed	0.1- 30°/sec
Preset Speed	Pan: 60°/sec, Tilt: 30°/sec
Preset Number	255 presets (10 presets via remote control)
Other Parameter	
Stored Temperature	-10°C~+60°C
Storage Humidity	20%~95%
Working Temperature	-10°C~+50°C
Working Humidity	20%~80%
Dimension	178mmX115.5mmX150.9mm
Weight	1.38KG
Attachment	
Package	12V/1.5A Power supply, RS232 control cable, USB3.0 connection cable(U3 model), IR Remote Control, User Manual
Optional Accessories	Ceiling / wall Mount (Extra Cost)

3. Remote Control

3.1 Match Code for Wireless Remote Control



One to One Code Matching:

Press the "set" and "*" keys combined for 3 seconds, LED indicator starts flashing. Camera receive the signal and power on, LED indicator will go off if code matching successfully. The camera can be controlled by this wireless remote control only after one to one code pairing. Otherwise please clear the code matching of this remote control, or use other remote control to pair with the camera again.

If one to one code matching failed, the red LED light flashes for 20 seconds and then goes off, camera will stop code match and turn on sleep mode; Press any key to wake up the camera and re-match code.

Note: After code matching successfully, please select the camera address to control it.

Clear Code:

Press the "set" and "*" keys combined for 3 seconds, LED indicator starts flashing. Camera will power off and on, the LED indicator will go off if clear code successfully.

Sleep Mode and Wake Up:

Press any key to wake up the camera from sleep mode.

3.2 Keys Introduction for IR Remote Control

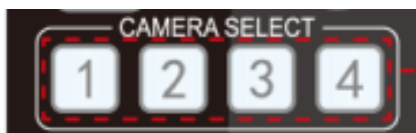
- 1). In this manual, "press the key" means a click rather than a long-press, and a special note will be given if a long-press for more than one second is required.
- 2). When a key-combination is required, do it in sequence. For example, "【*】+【#】+【F1】" means press "【*】" first and then press "【#】" and last press "【F1】".

1. Standby Key

The camera enters standby mode if long press 3s on standby key;

Long press 3s again on the standby key, the camera will self-check again and return to HOME position (If preset 0 position is set, the camera will return to preset 0 position).

2. Camera Selection



Select the camera address to control.

3. Focus Control



Auto: auto focus mode

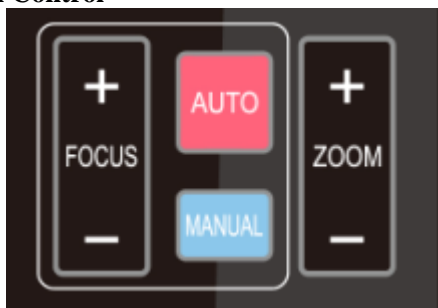
Manual: manual focus mode

Focus + (near): Press **【FOCUS +】** key (Valid only in manual focus mode)

Focus - (far): Press **【FOCUS -】** key (Valid only in manual focus mode)

Press and hold the keys, the action of focus will keep continue and stop as soon as the key is released.

4. Zoom Control



ZOOM +: press **【ZOOM +】** key to zoom in

ZOOM - : press **【ZOOM -】** key to zoom out

Press and hold the keys, the action of focus will keep continue and stop as soon as the key is released.

5. Set and Clear Presets



Set Preset: press **【SET PRESET】** button, and then press the number key 0-9 to set preset positions.

Note: 10 presets via remote control.

Call Preset: Press a number key 0-9 directly to call a preset position.

Clear Preset: press **【CLEAR PRESET】** button, and then press the number key 0-9 to clear preset positions.

Note : press the **【#】** key three times continually to clear all presets.



6. Pan/Tilt Control



Up: press ▲
Down: press ▼
Left: press ◀
Right: press ▶
Back to middle position: press“【HOME】”

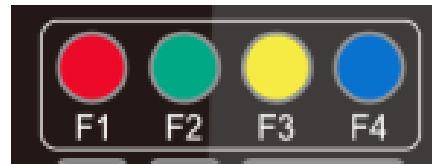
Press and hold the up/down/left/right key, the pan/tilt movements will keep running, from slow to fast, until it runs to the endpoint; stop as soon as the key is released.

7. Menu Setting



【MENU】 : Open / close the OSD menu
【HOME】 : Camera lens back to the middle position;
Confirm button; Enter next menu
【↑】 【↓】 : Choose item
【←】 【→】 : Modify values
【BLC ON/OFF】 : Turn on or off the back light compensation

8. Camera Remote Control Address Setting



【*】 + 【#】 + 【F1】 :Camera Address No.1
【*】 + 【#】 + 【F2】 :Camera Address No. 2
【*】 + 【#】 + 【F3】 :Camera Address No. 3
【*】 + 【#】 + 【F4】 :Camera Address No. 4



9. Key Combination

- 1) **【#】 + 【#】 + 【#】** : Clear all presets
- 2) **【*】 + 【#】 + 【6】** : Restore factory defaults
- 3) **【*】 + 【#】 + 【3】** : Menu set to Chinese
- 4) **【*】 + 【#】 + 【4】** : Menu set to English
- 5) **【*】 + 【#】 + 【9】** : Flip switch
- 6) **【*】 + 【#】 + Auto**: Enter aging mode
- 7) **【#】 + 【*】 + Auto**: Exit aging mode
- 8) **【*】 + 【#】 + Manual**: Restore the default user name, password, and IP address
- 9) **【#】+【#】+【0】**: Switch the video format to 1080P60
- 10) **【#】+【#】+【1】**: Switch the video format to 1080P50
- 11) **【#】+【#】+【2】**: Switch the video format to 1080I60
- 12) **【#】+【#】+【3】**: Switch the video format to 1080I50
- 13) **【#】+【#】+【4】**: Switch the video format to 720P60
- 14) **【#】+【#】+【5】**: Switch the video format to 720P50
- 15) **【#】+【#】+【6】**: Switch the video format to 1080P30
- 16) **【#】+【#】+【7】**: Switch the video format to 1080P25
- 17) **【#】+【#】+【8】**: Switch the video format to 720P30
- 18) **【#】+【#】+【9】**: Switch the video format to 720P25

Note: If the address of former remote control is not address 1 but another one from 2, 3, 4, the corresponding camera address will restore to address 1 when all parameters are restored to factory default. User should change the remote control address to address 1.

3.3 Menu Introduction

Note: The modification valid only if exit the menu before save and power off.

1). Menu Control

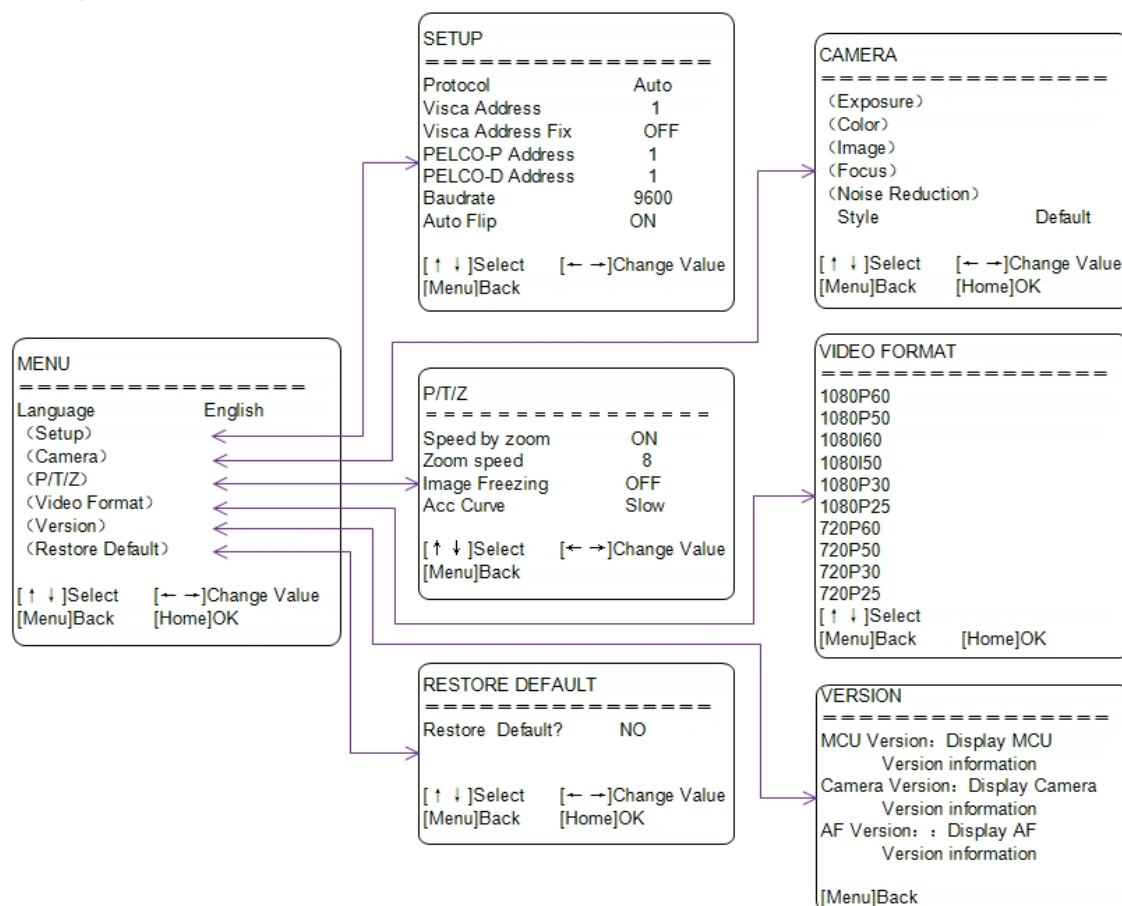
【MENU】 : Enter / exit the OSD menu or return to the previous menu

【HOME】 : Enter next menu

【↑】 【↓】 : Choose item

【←】 【→】 : Modify values

2). English Menu



4. Network Configuration

4.1 Network Connection

Direct connection: Connect the camera and computer by network connecting cable.

Internet connection mode: Connect the camera to Internet by Router or Switcher and user can login the device by browser web page.

Note: Please do not put the power cable and network cable in places where can be easily touched, to prevent video unstable signal transmission due to poor contact of cables.

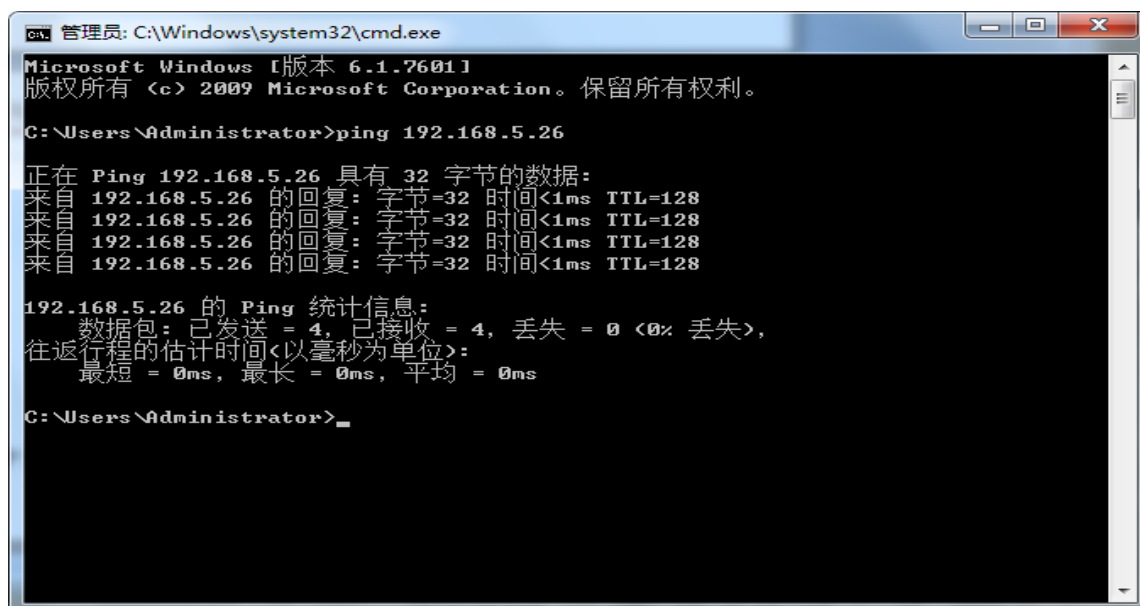
The computer must have the network segment where the camera IP address belongs to. The device will not be accessible if without the segment.

The camera default IP address is 192.168.5.163, segment 5 must be added in the computer.

Firstly open the window of Local Area Connection Properties on computer, select the “Internet protocol version 4(TCP/IPv4)”. Double click or click the property “Internet” protocol version 4 (TCP/IPv4) to enter into the Internet Protocol Version 4(TCP/IPv4) Properties window; select “Advanced” to enter into the Advanced TCP/IP Setting and add IP and subnet mask. Click the “Confirm” to finish the adding of IP segment. User can add the corresponding network segment according to the revised IP address of the camera.

Note: The IP address to be added cannot be same with that of other computers or devices. The existence of this IP address needs to be verified before adding.

To verify whether the network segment has been successfully added, click the “Start” and select “Operation” to input cmd, then click CONFIRM and open DOS command window, ping 192.168.5.26 and press Enter key to display information as shown below:



```
管理员: C:\Windows\system32\cmd.exe
Microsoft Windows [版本 6.1.7601]
版权所有 (c) 2009 Microsoft Corporation。保留所有权利。

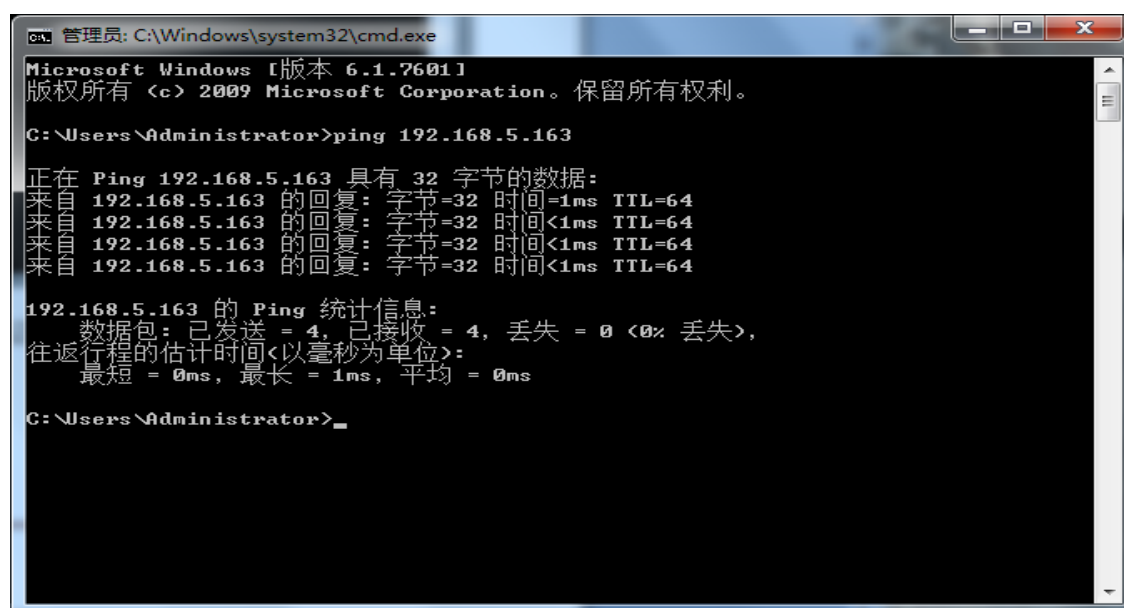
C:\Users\Administrator>ping 192.168.5.26

正在 Ping 192.168.5.26 具有 32 字节的数据:
来自 192.168.5.26 的回复: 字节=32 时间<1ms TTL=128
来自 192.168.5.26 的回复: 字节=32 时间<1ms TTL=128
来自 192.168.5.26 的回复: 字节=32 时间<1ms TTL=128
来自 192.168.5.26 的回复: 字节=32 时间<1ms TTL=128

192.168.5.26 的 Ping 统计信息:
    数据包: 已发送 = 4, 已接收 = 4, 丢失 = 0 (0% 丢失),
    往返行程的估计时间(以毫秒为单位):
        最短 = 0ms, 最长 = 0ms, 平均 = 0ms

C:\Users\Administrator>
```

After camera power on and self-check, follow the steps above to verify network connection. Open DOS command window, ping 192.168.5.163 and press Enter key.



```
管理员: C:\Windows\system32\cmd.exe
Microsoft Windows [版本 6.1.7601]
版权所有 (c) 2009 Microsoft Corporation。保留所有权利。

C:\Users\Administrator>ping 192.168.5.163

正在 Ping 192.168.5.163 具有 32 字节的数据:
来自 192.168.5.163 的回复: 字节=32 时间=1ms TTL=64
来自 192.168.5.163 的回复: 字节=32 时间<1ms TTL=64
来自 192.168.5.163 的回复: 字节=32 时间<1ms TTL=64
来自 192.168.5.163 的回复: 字节=32 时间<1ms TTL=64

192.168.5.163 的 Ping 统计信息:
    数据包: 已发送 = 4, 已接收 = 4, 丢失 = 0 (0% 丢失),
    往返行程的估计时间(以毫秒为单位):
        最短 = 0ms, 最长 = 1ms, 平均 = 0ms

C:\Users\Administrator>
```

4.2 IE Login

1). Web Page Login

Input the default IP address 192.168.5.163 in the browser and click Enter button to enter into Web Client login page. User can login as administrator and normal user. If login as administrator (Default User name/Password: admin), users can preview, playback, and set configuration in the Web Client; If login in as normal user (Default User name/Password:user1 or user2),users can only preview, playback and logout, no option for configuration.

Note: Web access support IE based browsers: IE, 360 browsers and etc.

Chrome login is available after firmware update, but only support basic configuration and preview video, no functions of record video, voice volume, video capture and playback.

2). Download and Install Plug in for IE login

If it's the first time to login via IE browser, the login page will prompt "Playback plug-in is not installed, please download and install!" Click on this message, download and install MRWebXinstall.exe according to the information.

Enter user name and password (default user name and password: "admin").

Users can manage and change user name, password and etc.

4.3 Streaming

1). Video Stream Capture

Configurations -> Video Configure-> Video Encode

The screenshot shows the 'Video Encode' configuration page. The left sidebar lists various configuration categories. The main area is titled 'Video Encode' and contains two columns: 'Main Stream' and 'Sub Stream'. Each column has several configuration options with dropdown menus and text input fields. The 'Stream Name' field at the bottom is highlighted with a red circle, showing 'live/av0' for the Main Stream and 'live/av1' for the Sub Stream. A 'Save' button is located at the bottom right of the configuration area.

Configure the parameters according to the network environment.

Note: stream name live/av0 (live/ XXX)

For example:

The default IP address of the camera is 192.168.5.163. The way to obtain the RTSP video stream is as below

rtsp://192.168.5.163:554/live/av0 (av0 main stream)

rtsp://192.168.5.163:554/live/av1 (av1 sub stream)

The default IP address of the camera is 192.168.5.163. the way to obtain RTMP video stream is as below

rtmp://192.168.5.163:1935/live/av0 (av0 main stream)

rtmp://192.168.5.163:1935/live/av1 (av1 sub stream)

2). Push Video Stream

Configurations -> Video Configure-> Stream Publish

Stream Publish		
Stream	Main Stream	Sub Stream
Enable	<input type="checkbox"/>	<input type="checkbox"/>
Protol Type	RTMP	RTMP
Host Address	192.168.5.11	192.168.5.11
Host Port	1935	1935
Stream Name	live/av0	live/av1
User Name		1
Password		

Save

Push RTMP stream to public network server, the stream camera must be on the public network, otherwise it will fail to connect to server.

Host address: server address, which can be either a domain name or an IP address

Host port: server default port number

Stream name: live/test (live/ XXX)

Username and password: the username and password set by the server, or leave it empty

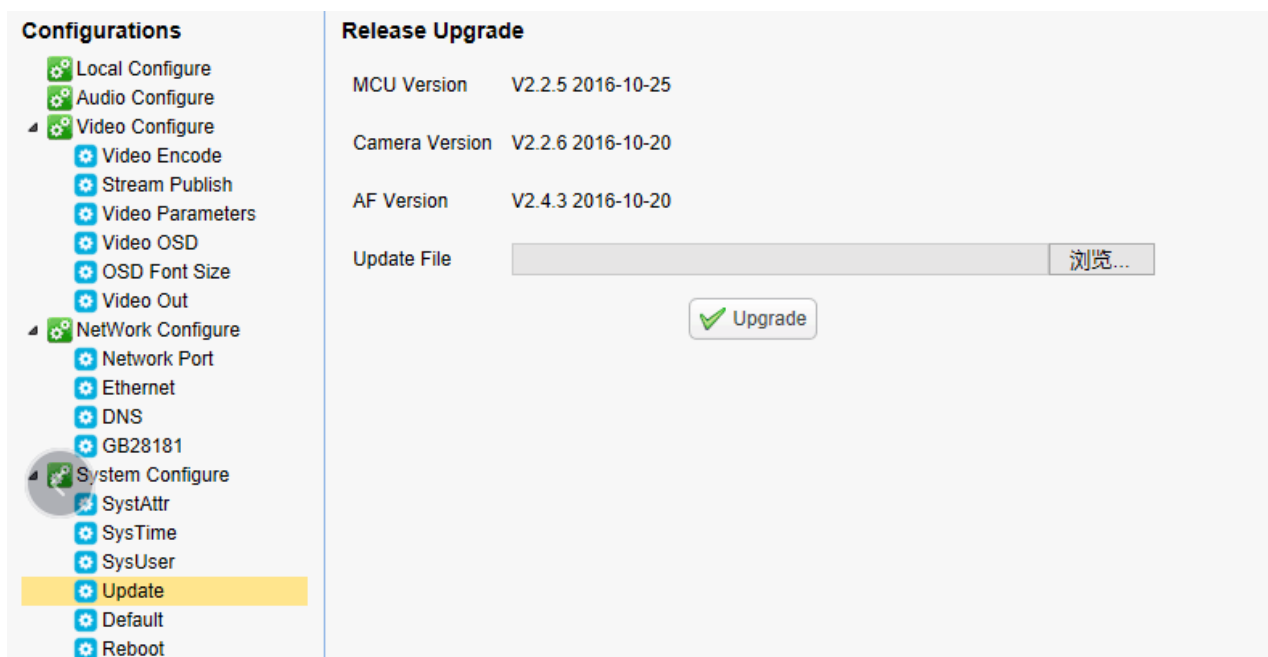
Access url: rtmp://host domain name: host port/live/xxx

Or (rtmp://host IP address: host port/live/xxx)

4.4 Software Upgrading

1). Log in to the web page and manage camera settings. The default page is preview interface, where users can PTZ control, record video, preset camera positions and etc.

2). Configurations -> System Configure-> Update



- 3). Click "browse" to select .mrg update file, then click upgrade button to finish software upgrading.
 - 4). Camera reboot after completion of firmware update. It prompts with "successful upgrade".
- Log in to check the firmware version to make sure software upgrade successful.
Then click "restore factory default", reboot and restore parameters to factory default (default IP 192.168.5.163, user name: admin; password admin).

5. Maintenance and Troubleshooting

5.1 Maintenance

- 1) Please power off the camera and disconnect the power adapter and socket, if it's not used for a long run.
- 2) Use soft cloth or tissue to clean the camera cover.
- 3) Wipe it with a soft, dry cloth when cleaning the camera lens. Wipe it gently with a mild detergent if needed. Do not use strong or corrosive detergents to avoid scratching the lens and affecting the video quality.

5.2 Troubleshooting

1) No video output

- a. Check whether the camera power supply is connected, the voltage is normal, the power indicator is lit.
- b. Whether the machine could do self-check after restarted.
- c. Check whether the bottom of the DIP switch is the normal operating mode (see Table 2.2 and Table 2.3)
- d. Check whether the video output cable or video display is normal

2) No image sometimes

- a. Check whether the video output cable or video display is normal

3) Video dithering when zoom-in or zoom-out

- a. Check whether the camera installation position is solid

- b. Whether there is shaking machine or objects around the camera

4) Remote control not works

- a. Remote control address is set to 1 (if the machine is set back to the factory defaults, remote control addresses need to be back to 1 too)
- b. Check whether the battery is installed on the remote controller or low .
- c. Check the camera working mode is the normal operating mode (see Table 2.2 and Table 2.3)
- d. Check the menu whether is closed, camera control through remote controller is only available after exiting the menu. If video output from LAN, menu will not be displayed, menu will automatically exists 30s later, and then it can be controlled by remote controller.

5) Serial port not works

- a. Check whether the camera serial device protocol, baud rate, address is consistent
- b. Check whether the control cable is connected properly
- c. Check whether the camera working mode is the normal operating mode

6) Web pages cannot log in

- a. Check if the camera outputs video normally by connecting directly to the screen.
- b. Check whether the network cable is connected properly (Ethernet port yellow light flashes to indicate normal network cable connection)
- c. Check whether your computer is added the segment and the segment is consistent with the IP address of the camera
- d. Click "Start" and select "Run" and then type "cmd" in the computer; Click "OK" then turn on a DOS command window to enter ping 192.168.5.163. Press the Enter key to appear message as follows: Description network connection is normal

```
C:\Users\Administrator>ping 192.168.5.163

正在 Ping 192.168.5.163 具有 32 字节的数据:
来自 192.168.5.163 的回复: 字节=32 时间=1ms TTL=64
来自 192.168.5.163 的回复: 字节=32 时间<1ms TTL=64
来自 192.168.5.163 的回复: 字节=32 时间<1ms TTL=64
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    往返行程的估计时间<以毫秒为单位>:
        最短 = 0ms, 最长 = 1ms, 平均 = 0ms

C:\Users\Administrator>
```

6. Copyright Statement

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