

# NETWORK CAMERA

## Installation and Programming Manual

SND-20XX0T Series



# Network Camera

## Installation and Programming Manual

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### Disclaimer

Stortech Electronics does its best to ensure the integrity and accuracy of the contents in this document and cannot guarantee this. The outcome of using this document shall be entirely the user's own responsibility. Stortech Electronics reserves the right to change the contents of this document without prior notice.

- Design and specifications are subject to change without prior notice.
- The default login is Admin, there is no password set when logging in for the first time. It is important that a password is then created.
- It is the responsibility of the user to ensure the security and management of the password.

### Important Safety Instructions

1. Read, keep, and follow these instructions.
2. Only use the power supplies that are recommended in the manual, failure to do so could result in damaging the product.
3. When cleaning the product's surface use a soft, dry cloth or a damp cloth. Do not use detergent or products that contain alcohol, solvents or surfactants or oil constituents, they may damage the product. Especially the viewing bubble/window)
4. Do not use excessive force when installing the product, the camera may be damaged and fail to work. If the warranty seal is damaged, the warrantee will be void.
5. Install or uninstall the product as described in the manual, failure to do so may damage the product, affect the functions and performance that could invalidate the warrantee.
6. Install the product by referring to "Installation & connection" in the user manual.

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# Overview

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## Product Features

- Max. 2megapixel (1920 x 1080) resolution
- 2.1mm & 3.6mm lens options
- Max. 25fps/PAL all resolutions,4MP max20fps/PAL (H.265/H.264)
- H.265, H.264 Compression
- Day & Night (ICR) & Colour only options
- WDR, BLS, De-noise
- 24 x 850nm, 10m Illumination
- Privacy Zones
- Image Mirror
- PoE options
- Metal
- ONVIF Profile S
- For more information, refer to [www.onvif.org](http://www.onvif.org).



## Recommended PC Specifications

- CPU: Intel(R) Core (TM) i7 3.4 GHz or higher
- RAM: 8G or higher
- Supported OS: Windows 7, 8.1, 10,
- plug-in free web viewer
- Supported web browsers: IE(Best) Google Chrome, MS Edge, Mozilla Firefox (Windows 64bit only),
- plug-in web viewer

## Packaging List

- Camera x 1
- Instruction manual x 1 (Via QR Code)
- Mounting screw x4
- Plastic Plug x4

# Installation

This camera is not waterproof, however the RJ45 socket on the Cat6 is not unless it is paired with the correct weatherproof plug.

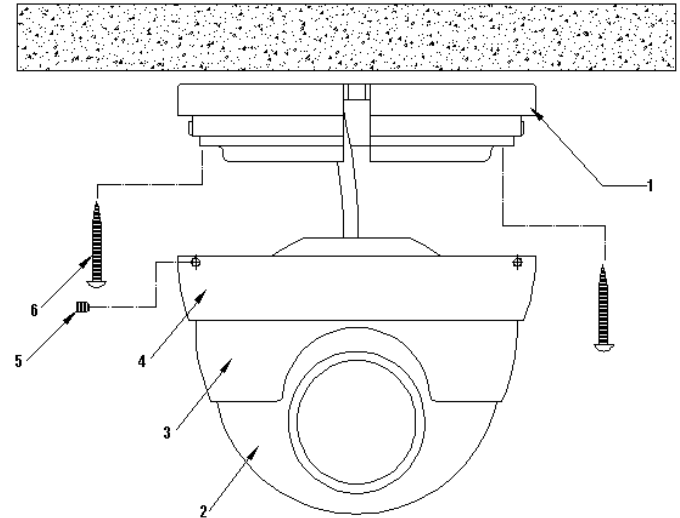
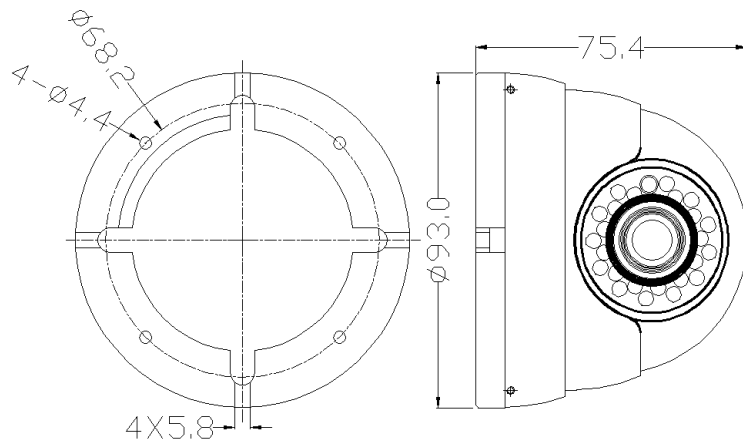
## Precaution

Before installing the camera ensure you read out the following instructions:

- The wall or ceiling that the camera is installed upon to withstand 5 x times the weight of the camera.
- Any excessive force used when installing the product may cause damage and/or malfunction.

## Installation

1. Loosen the locking screws (5) if required, remove the mounting base (1) by rotating clockwise the locking cover (4).
2. Attach the mounting base (1) to the wall or ceiling, wherever you want to install the camera. Locate a wall stud or ceiling joint and secure the base by the supplied screws (6).
3. Connect the 4 ways male din jack to the female jack on the cable, when picture shows up on the monitor, adjust the lens to obtain the best picture if require, make the ball camera (2) to the suitable position by rotating ball (2) and middle cover (3).
4. Fix the ball camera by rotating anti-clockwise locking cover (4) then lock the screw (5).



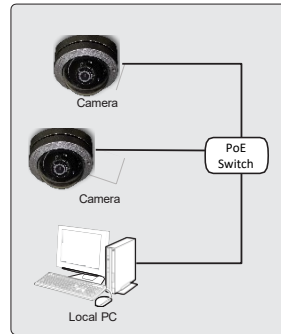
## Remote Setting

### Connecting the Camera directly to a Local Area Networking (LAN)

This camera can be connected to using Stortech VMS software, a Network Video Recorder (NVR) or a Web-Browser. This manual will show how to connect and set up via a Web-Browser. The set up via Stortech's VMS software, or an NVR, please refer to the separate manuals.

While it is not always necessary, it is good practice to disable the PC's Wi-Fi.

1. The camera's default IP address is 192.168.1.10. Set your PC to an appropriate IP address such as 192.168.1.1. with a subnet Mask of 255.255.255.0.
2. Ensure that the camera is powered up, either via a PoE switch or separate power supply.
3. Ensure your PC is connected to the same switch and green flashing lights are on both switch ports.
4. Launch an Internet Browser on the local PC.
5. Enter the camera's IP address in the address bar of the browser.
6. Once the login page appears, click "login". It will ask if you wish to set the P/W now or "next time". It is best practice to set the P/W now.



- A A choice of MJPEG (Default), VCL or QuickTime via plugins. You can view your image in 4:3, 16:9 or Full Screen.
- B Live Viewing, to watch the live image
- C AI Intelligence
- D Remote Settings – Camera configuration
- E Local Settings
- F Logging out of Camera
- G Viewing Window

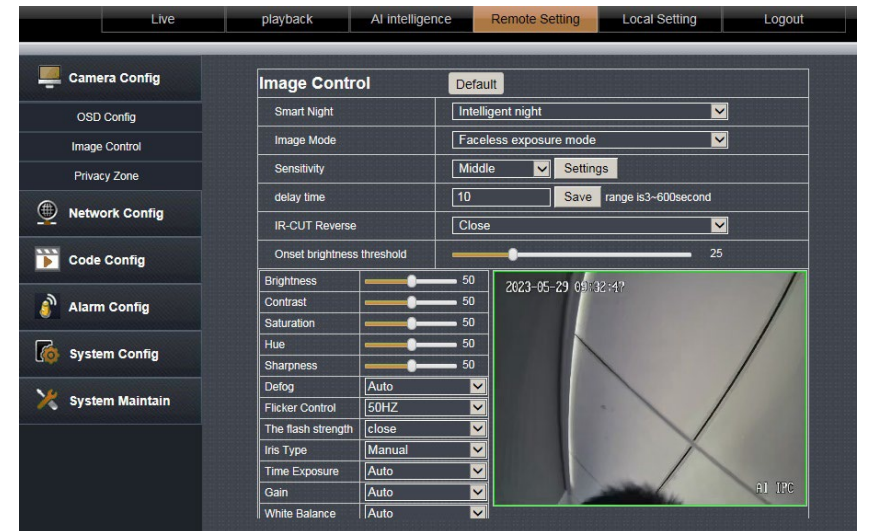
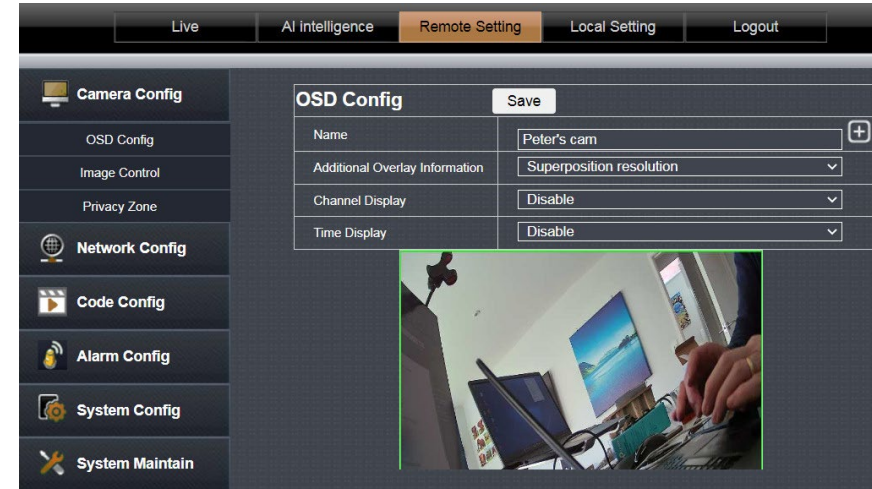
The screenshot shows the 'User Login' page. It has a title 'User Login' at the top. Below the title, there are four input fields: 'User Name' with the value 'admin', 'Password' (empty), 'Preview Stream' with a dropdown menu showing 'MainStream', and 'Language' with a dropdown menu showing 'English'. At the bottom, there are two buttons: 'Login' and 'Reset'.

## Camera Config OSD Configuration

1. Name Choose the camera's name
2. Additional information Such as resolution
3. Channel Display Enable/Disable
4. Time Display Enable/Disable

## Image Control

1. Default Returns this page to factory default
2. Smart Night Prioritise, White light, Infra-Red light, or Intelligent Light (Camera decides best option).
3. Image Mode Options include Standard, Faceless or Numberplate exposures. Reduces over exposure due to bright light
4. Work Mode Manual
5. Onset brightness threshold (Check)Control the light on/off time. The numerical value less than the light will be on earlier and off later
6. IR-Cut Reverse Manually removes the IR-Cut filter during the day.
7. Brightness/ Contrast/ Saturation/Hue/Sharpness Adjusts the settings of each over a percentage of 0 - 100
8. Defog Auto engages frame integration technology to make foggy/rainy scenes clearer.
9. Flicker Control Options of 50Hz or 60Hz, strobe light flickering compensation
10. The Flash strength An exposure setting for indoor fluorescent lights strobe timings.



## Remote Setting

### Privacy Zones

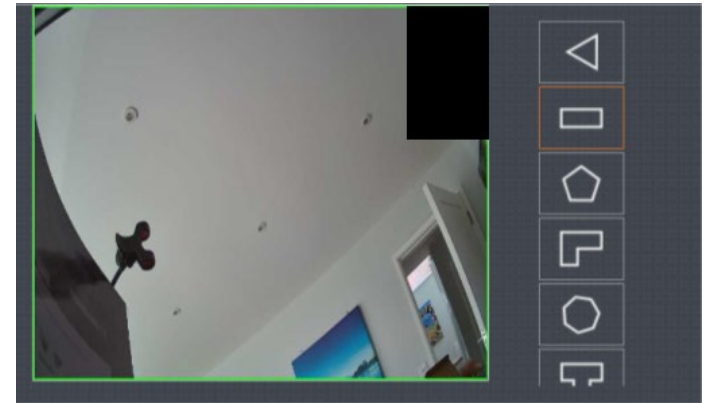
The ability to set up to 4 separate zones to hide sensitive areas from view.

### Network Configuration

1. IP Type  
Static, DHCP, Auto  
Dynamic Host Configuration Protocol,
2. Auto IP  
IPv4, IPv6
3. IP Address  
Entering the Static IP Address
4. Subnet Mask  
If you have a Static IP Address, you must set the Subnet Mask. Commonly set to 255.255.255.0 unless IT admin have allocated one
5. Gateway  
This is the local IP address of the broadband router.
6. Primary DNS  
DNS (Domain Name Service) server address.
7. Alternative DNS  
Secondary Address
8. MAC Address  
The unique name given to every IP product, created in the factory.

### Port Configuration

1. HTTP Port  
HTTP port used to access the camera via the web browser.  
The default is 80(TCP), setting for Safari and Google Chrome browsers to 65535 is not allowed by security policy.
2. Command Port  
Used in FTP to communicate the TCP port number to use for the data transfer channel.
3. Media Port  
Passive Objects



Network Config		Save
IP Type	Static	▼
Auto IP	Enable	▼
IP Address	192.168.1.10	
Subnet Mask	255.255.255.0	
Gateway	192.168.1.1	
Primary DNS	114.114.114.114	
Alternative DNS	8.8.8.8	
MAC Address	5a:5a:00:25:22:ad	

Port Config		Save
HTTP Port	80	
Command Port	6060	
Media Port	6066	

Change the parameters will restart.

## Remote Setting

### Third Party Trigger

Not applicable in European and UK Markets

Third party agreement		Save
HK agreement	Disable	▼

Change the parameters will restart.

### RTSP Streaming port

1. RTSP

RTSP: Used to transfer videos in the RTSP mode; the default is 554.


RTSP Config		Save
RTSP Port	554	

MainStream rtsp://IP:Port/live/0/MAIN  
SubStream rtsp://IP:Port/live/0/SUB


### P2P Configuration

Not applicable in European and UK Markets

P2P Config		Save
P2P	Enable	▼
UID	IOTEAA-492547-DYCVF	
Status	Offline	



Scan To Get DID



Scan To Download APP

Change the parameters will restart.



## Remote Setting

### Code Parameters

There are 10 video streams coming from the camera, the MainStream and 9 SubStream. The process of configuration is the same.

- |                     |   |
|---------------------|---|
| 1. Stream Type      | Video or Video & Audio  |
| 2. Video Codec      | H.264 / H.265 Compression   |
| 3. Resolution       | 2560 x 1440, 2304 x 1296, 1920 x 1080, 1280 x 720   |
| 4. I frame interval | Between 1 – 200, the number of Partial frames (P-Frames) between each Full frame (I-Frame). |
| 5. FPS              | The number of frames per second (FPS) max25, (except 2560*1440 20FPS).                      |
| 6. Rate Control     | CBR (Constant Bit Rate) default / VBR (Variable Bit rate)                                   |
| 7. Quality          | 5 settings between Highest, High, Medium, Low, Lowest)                                      |

### Audio Parameters

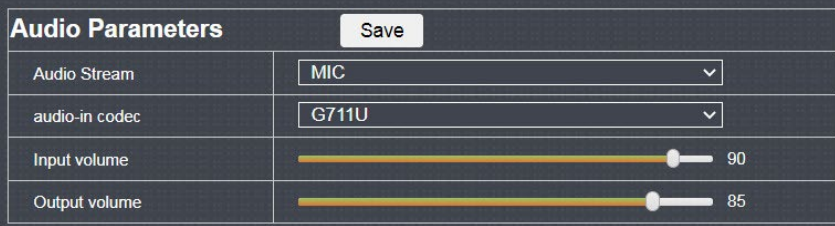
- |                   |   |
|-------------------|---|
| 1. Audio Stream   | Video or Video & Audio                                    |
| 2. Audio-in Codec | G711U/ G.711A Formats                                     |
| 3. Input volume   | Adjusts the settings of each over a percentage of 0 - 100 |
| 4. Output volume  | Adjusts the settings of each over a percentage of 0 - 100 |

### Capture Config

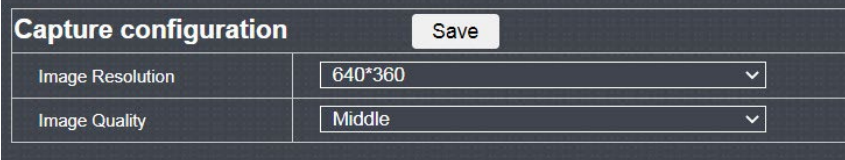
- |                     |                   |
|---------------------|-------------------|
| 1. Image Resolution | 640 x 360         |
| 2. Image Quality    | High, Middle, Low |



MainStream		Save
Stream Type	Video & Audio Stream	▼
Video Codec	H.264	▼
Resolution	1080P(1920*1080)	▼
I frame interval	100	(1-200)
FPS	20	▼ (fps)
Rate Control	VBR	▼
Quality	Highest	▼



Audio Parameters		Save
Audio Stream	MIC	▼
audio-in codec	G711U	▼
Input volume	<input type="range" value="90"/>	90
Output volume	<input type="range" value="85"/>	85



Capture configuration		Save
Image Resolution	640*360	▼
Image Quality	Middle	▼

## Remote Setting

### Alarm Config

- |                   |                     |
|-------------------|---------------------|
| 1. Alarm Out      | 1 Out Put           |
| 2. AlarmOut Name  | Selectable Name     |
| 3. AlarmOut Delay | Custom/Keep 1 – 600 |

Alarm Out	
Alarm Out	1
AlarmOut Name	AO01
AlarmOut Delay	Customize
	10 (1~600) (Second)

### System Config

- |                     |  |
|---------------------|--|
| 1. Date Format      | DD-MM-YY, YY-MM-DD etc.                        |
| 2. Time Format      | 12-Hour / 24-Hour Clock                        |
| 3. Device date time | Synchronic with local PC date/time             |
| 4. NTP Timing       | Network Time Protocol Open/Closed              |
| 5. Time zone        | Select the time zones the cameras are in.      |
| 6. Sync Interval    | How often the cameras sync with the NTP server |
| 7. Server Address   | The network address of the NTP Server          |

Date/time	
Date format	DD-MM-YY
Time format	24Hour
Device date time	2021-01-01 00:12:14 Sync with PC date time
NTP Timing	Open
Time zone	(GMT +08:00) Beijing, Singapore, Taipei
Sync Interval	01 Hour
Server Address	pool.ntp.org

### Daylight Saving

- |                              |                                 |
|------------------------------|---------------------------------|
| 1. Enable DST                | Open / Closed                   |
| 2. Daylight Saving Time Mode | Week/ Month                     |
| 3. Time Offset               | Between -1& 2 Hours             |
| 4. Start Time                | Date & Time clocks go forward   |
| 5. End Time                  | Date & Time clocks go backwards |

DST	
Enable DST	Open
Daylight Saving Time Mode	Week
Time Offset	1Hour
Start Time	Mar The 2nd Sun 02:00:00
End Time	Nov The 1st Sun 02:00:00

## Local Setting

### User Management

There are 6 Admin (x 1) and 5 user accesses to the camera, only Admin has the ability to change any parameters.

User Management			Save
NO.	User Name	Enable/Disable	User Name: <input type="text" value="admin"/>
1	admin	Enable	Password: <input type="text"/>
2	user1	Disable	Enable/Disable: <input type="text" value="Enable"/>
3	user2	Disable	
4	user3	Disable	
5	user4	Disable	
6	user5	Disable	

User1 ~ user5 cannot modify device parameters!

A string of 8 to 16 characters can contain only digits, lowercase letters, and uppercase letters

## Device Info

This is for information only, showing Firmware, software, Device Serial Number and other important pieces of information.

Basic Info	
Device Name	<input type="text" value="IPC"/>
Device Model	<input type="text" value="F5G"/>
Device Serial Number	<input type="text" value="I20AC168FF6580A0067E343"/>
Software Version	<input type="text" value="3.5.0-20220921SG"/>
WEB Version	<input type="text" value="22.09.09.9989"/>
Alarm input number	<input type="text" value="0"/>
Alarm output number	<input type="text" value="1"/>
Voice Talk	<input type="text" value="Support"/>

## PTZ Setting

1. PTZ
2. PTZ Address
3. Bitrate
4. PTZ Step
5. PTZ Protocol

Open / Closed

Based on RS485 addressing

PTZ Bit rate i.e., 115200 (Pelco)

1

Pelco D

PTZ Setting		Save
PTZ	<input type="text" value="Open"/>	
PTZ Address	<input type="text" value="1"/>	
Bitrate	<input type="text" value="115200"/>	
PTZ Step	<input type="text" value="1"/>	
PTZ Protocol	<input type="text" value="PelcoD"/>	

## Specifications

### Auto Reboot

- |                          |                                     |
|--------------------------|-------------------------------------|
| 1. Maintenance Mode      | Select the Reboot frequency         |
| 2. Week Plan             | Select the day for the Reboot       |
| 3. Maintenance Time      | Select the Reboot time              |
| 4. Next Maintenance Time | The time the next Reboot is planned |

Auto Reboot		Save
Maintenance Mode	Everyweek	▼
Week Plan	<input checked="" type="checkbox"/> Sun. <input type="checkbox"/> Mon. <input type="checkbox"/> Tue. <input type="checkbox"/> Wed. <input type="checkbox"/> Thu. <input type="checkbox"/> Fri. <input type="checkbox"/> Sat.	
Maintenance Time	23 59	
Next Maintenance Time	2023-04-23 23:59	

### Firmware (F/W) Upgrade

When new F/W is released, it can be loaded into the camera from here. It will ask you to brows your PC to the folder holding the F/W update.

Firmware Update
-----------------

### Restore Default

- |                    |   |
|--------------------|---|
| 1. Simple Recovery | To factory setting (not delete user data) |
| 2. Full Recovery   | To factory settings (all data delete)     |
| 3. Reboot          | Restart the camera                        |

Restore Default	Save
<input type="radio"/> Simple recovery	
<input type="radio"/> Full recovery	
<input type="radio"/> Reboot	

## Local Setting

1. Local Disk
2. Record Path
3. Snapshot Path
4. File Type
5. Save

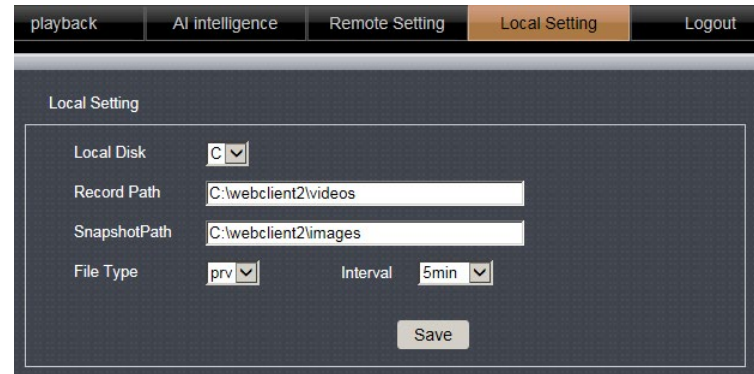
Choose the recording disk

Video recording position

Image recording position

Recording format Interval:  
video recording time  
(1/5/15/30/60min)

Saving the changes



The screenshot shows a web interface with a navigation bar at the top containing 'playback', 'AI intelligence', 'Remote Setting', 'Local Setting' (highlighted), and 'Logout'. Below the navigation bar is a 'Local Setting' panel. Inside this panel, there are five configuration items: 'Local Disk' with a dropdown menu showing 'C'; 'Record Path' with a text input field containing 'C:\webclient2\videos'; 'SnapshotPath' with a text input field containing 'C:\webclient2\images'; 'File Type' with a dropdown menu showing 'prv'; and 'Interval' with a dropdown menu showing '5min'. A 'Save' button is located at the bottom right of the configuration area.

## Intelligent Detection

### Human shape detection

- |                |  |
|----------------|--|
| 1. Enable      | Enable/ Disable                              |
| 2. Sensitivity | High, Medium, Low                            |
| 3. Type        | Sound output, Light alarm, Trigger Alarm out |

### Motion

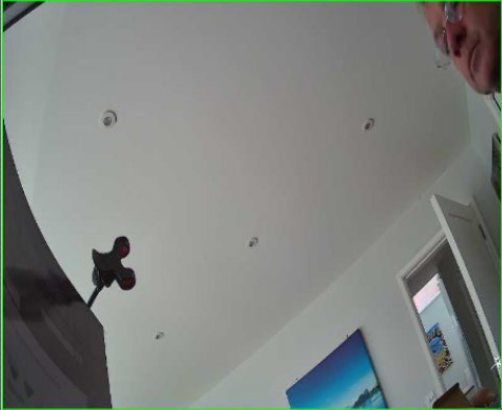

- |           |                 |
|-----------|-----------------|
| 1. Enable | Enable/ Disable |
|-----------|-----------------|

## Defence Area

The area of interest split into up to 4 zones. There are 6 shape options to maximise your coverage. Triangle, Rectangle, Pentagon, "L" shape, Heptagon, and "T" shape

Human shape detection	Motion	Defense area	Schedule
<b>Humanoid configuration</b>		Save	
Enable	Enable		
Sensitivity	Middle		
<input checked="" type="checkbox"/> Sound output	<input type="checkbox"/> Light alarm	<input type="checkbox"/> Trigger Alarm out	

Human shape detection	Motion	Defense area	Schedule
<b>Mobile detection configuration</b>		Save	
Enable	Disable		

Human shape detection	Motion	Defense area	Schedule
<b>Defense area</b>		Save	
			
			

## Voice alarm / Audible alarm

1. Audible alarm
2. Humanoid/man-made sound type
3. Delay Time
4. Schedule

Enable / Disable

Custom, Police signal, Dog barking, Alert area, Monitoring area, Welcome, Deep-water warning, Private sector, Hazardous area, Valuable – Test & Check

(Not available for this camera, need to contact with external speakers)

Select between 1 – 600s

1 hourly increments by day & time

The screenshot shows the 'Audible alarm' configuration window. At the top, there are two tabs: 'Audible alarm' (selected) and 'Schedule'. Below the tabs is a 'Save' button. The main area contains several fields:

- 'Audible alarm': A dropdown menu set to 'Enable'.
- 'Humanoid sound type': A dropdown menu with 'custom' selected. A list of options is visible: 'custom', 'Police signal', 'Barking dog', 'Alert area', 'Monitoring area', 'Welcome', 'Deep water warning', 'Private sector', 'Hazardous area', 'valuables', 'Highland warning', and 'Private car space'. The 'custom' option is highlighted in blue.
- 'Delay Time': A field with '(Second)' next to it.
- 'Custom alarm sound can only be m...': A partially visible field.
- 'The audition will be played on the ca...': A partially visible field.

There is also an 'Audition' button on the right side of the interface.

The screenshot shows the 'Schedule' configuration window. At the top, there are four tabs: 'Human shape detection', 'Motion', 'Defense area', and 'Schedule' (selected). Below the tabs is a 'Save' button. The main area contains:

- 'Alarm Time': A dropdown menu set to 'Manual Input'.
- A grid for scheduling. The columns represent hours from 00 to 24. The rows represent days of the week: Sun., Mon., Tue., Wed., Thu., Fri., and Sat. The entire grid is filled with green, indicating that the alarm is active for all hours and all days.

## Light Alarm

- |                  |                                  |
|------------------|----------------------------------|
| 1. Lighting mode | Always Open / Twinkle (Flashing) |
| 2. Delay record  | (1-60 secs)                      |

N.B. This function is only triggered by human movement and will only work during the daylight hours

(Not available in this camera, need to connect with different IR LED board)

## Overlay settings.

This function gives the option of having a visual alert of a frame surrounding the object of interest, on either the Main or Subcode streams or both.

- |                   |   |
|-------------------|---|
| 1. MainStream     | Options of a visual frame around a human of object. |
| 2. Subcode Stream | Options of a visual frame around a human of object. |

Light alarm		Save
Lighting mode	awaysopen	▼
DelayRecord	twinkle	

This function is only triggered by humanoid and only works during the day

Overlay settings		Save
MainStream	<input checked="" type="checkbox"/> Human frame	<input checked="" type="checkbox"/> Protective frame
Subcode stream	<input checked="" type="checkbox"/> Human frame	<input checked="" type="checkbox"/> Protective frame



**SND-20XX0T****VIDEO**

Imaging Device	1/3" 4MP GC4653
Total Pixels	2,560(H) X 1,440(V) approx. 4M pixels
Effective Pixels	1,920(H) X 1,080(V) approx. 2.M pixels default
Min. Illumination	Colour : 0.01 Lux / B/W : 0 Lux (IR LED) TD/N option (Colour 0.01Lux)
IR LEDs	24 x 850nm, 10m Illumination

**LENS**

Focal Length	2.1mm & 3.6mm Options
Angular Field of View	3.6mm: 76°(H) ~ 41°(W) / 2.1mm: 104°(H) ~ 56°(W)
Lens / Mount Type	Fixed iris / Board-in type

**Image Settings**

Overlay Information	Name, Resolution, Bitrate, Channel Inf, Time, Position
Privacy Zones	Up to 4
Smart Night	Intelligent Mode, Infrared Light, White light
Image Mode	Standard, Faceless exposure, License plate mode
IR-Cut Sensitivity	High, Medium, Low
Delay Interval	10 ~ 600s
IR-Cut Reverse	On/Off
Image Mirror	Close, Flip Horizontal, Flip Vertical, Flip Centre
Image adjustment	Brightness, Contrast, Saturation, Chromaticity, Sharpness
Anti Flash Mode	50HZ, 60HZ, Close
Aperture Type	Auto, Manual
Exposure Time	Auto, 1/25, 1/30, 1/50, 1/60, 1/100, 1/120, 1/150, 1/180, 1/480, 1/960, 1/1,000, 1/2,000, 1/4,000, 1/8,000, 1/10,000
Gain	Auto, 6db, 12db, 18db, 24db, 30db, 36db, 42db
White Balance	Incandescent, Warm, Fluorescent, Natural, Manual, Auto, Locked
Denoise 3D	Auto, Weak, Normal, Strong
BLC	Open, Close
WDR	Auto, Weak, Normal, Strong

**Alarm Settings**

Audible alarm	Sound types, Custom, Dog, Alert, Warning, Monitoring, Hazardous area, Welcome, Private sector, Valuables, Private parking spaces. Delay time, before next alarm, 5, 10, 20 30 s
Schedules	All Day, Manual (by day/hour), Night, Day
Alarm Output	1 x Name, Delay, Custom/keep, 1 ~ 600 s
Light Mode	Light mode: Always open, Twinkle, Delay 1 ~ 60 s (daytime only)
Defence area	Human & Motion, (High, Med, Low) Audible, Light, Selectable zones (shape/size). Overlay for Human, Area by Main & Sub streams

**System Settings**

Date/Time	Format, 12/24hr, Sync to PC, Sync to Network Time, Daylight Saving
System Log	All, System, Configuration, Record, User Management, Alarm Event, Exception Event, Storage Management,

**NETWORK**

IP Type	Manual, DHCP, Auto
Ethernet	RJ-45 (10/100 BASE-T)
Video Compression Format	Main & Sub streams: Video & Audio/ Video, H265+ (H.264/H.265), KFI 100 ~ 200, FPS (1 ~ 20), VBR/CBR.

Resolution	Main code stream: 2560 x 1440, 2304 x 1296, 1920 x 1080, 1280 x 720 Sub code stream: 800 x 448, 704 x 576, 640 x 360, 352 x 288
Port Configuration	HTTP (80), Command Port (6060), Data Port (6066) (Defaults)
RTSP	Port default 554, Mainstream: rtsp://192.168.1.10:554/live/0/MAIN Sub stream: rtsp://192.168.1.10:554/live/0/SUB
Max. Framerate	H.265 / H.264: Max. 25fps at all resolutions 2560*1440 (20fps)
Bitrate Control	H.265 / H.264: CBR or VBR
Streaming Capability	Multiple streaming (Up to 10 profiles)
Image latency	Ave. 200ms
Audio In	Selectable (Mic in / Line in)
Audio Compression	G.711U G.711AFormats
Audio Communication	Input & Output volume Adjust.
IP	IPv4, IPv6
Protocol	ONVIF, P2P, CGI, HTTP, TCP/IP, IPv4, RTSP, UDP, NTP, DHCP, DNS
Snapshot Config	Image Resolution: 640 x 360, Quality (High, Med, Low)
Streaming Method	Unicast / Multicast
User Access	1 x Admin, 5 x User
Interface	ONVIF profile S, Proprietary API
Viewing/Setup S/W	Stortech VMS
<b>ENVIRONMENTAL</b>	
Operating Temp /Hum	-20°C ~ +55°C /10-95% RH
Ingress Protection / Vandal Resistance	N/A / IK10
<b>ELECTRICAL</b>	
Power	48V PoE (IEEE802.3af, Class3) or RJ45+12V DC
<b>MECHANICAL</b>	
Colour / Material	Black
Dimensions (WxH)	D96 x 65mm
Weight	305g

PROBLEM	SOLUTION
When a Windows 10 user accesses the webviewer through Chrome or Firefox, the sound volume of the microphone changes periodically.	<ul style="list-style-type: none"> <li>• This is what happens when the microphone driver has been set to the Realtek driver. Install the High-Definition Audio device (Windows Default Driver) or a third-party driver as the microphone driver.</li> </ul>
No video is displayed when accessing the plug-in free webviewer on Safari via HTTPS.	<ul style="list-style-type: none"> <li>• On the authentication popup window prompted when initially accessing https, click "View Authentication Certificate" and select the "Always trust when connecting to the designated webviewer IP" checkbox.</li> <li>• If the webviewer continues failing to display a video after you select "Next" on the message window below, press the command key+Q to exit the Safari browser, access again and follow the procedures stated above.</li> </ul>
I can't access the camera from a web browser.	<ul style="list-style-type: none"> <li>• Check to make sure that the camera's Network settings are appropriate.</li> <li>• Check to make sure that all network cables have been connected properly.</li> <li>• If connected using DHCP, verify that the camera is able to acquire dynamic IP addresses without any problem.</li> <li>• If the camera is connected to a Broadband Router, verify that port forwarding is properly configured</li> </ul>
Viewer got disconnected during monitoring.	<ul style="list-style-type: none"> <li>• Connected Viewers become disconnected up on any change to camera or network configurations.</li> <li>• Check all network connections.</li> <li>• If the camera is connected over an PPPoE network, it is possible for the Viewer to disconnect under poor network conditions.</li> </ul>
The camera connected to the network is not detected in the Stortech VMS software program.	<ul style="list-style-type: none"> <li>• Turn off the fire wall settings on your PC and then search for the camera again.</li> <li>• Some cameras are powered via POE, ensure the POE camera is connected to a POE switch</li> </ul>
No image appears.	<ul style="list-style-type: none"> <li>• If the transmission method is set to multicast, check whether the router the camera is connected to supports multicast on the LAN.</li> <li>• Pls check if the IP camera address is the same as other devices on the LAN.</li> </ul>



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CA CE

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