Megapixel IP Camera
User Manual

Mar 2010 V1.0

Thank you for using the Megapixel IP Camera!

Notice:

If there is some descriptions insufficient and user can't solve the problem, please contact our technicians or local supplier.

The corporate reserves the right to update the products without notice.

Packing List:

Megapxel IP Camera	1 pcs
User Manual	1 pcs
CD (Software version:6.16)	1pcs

Table of Contents

1.Overview

1.1 Introduction

Megapixel IP Camera is an embedded device designed for network video surveillance application. Optimized H.264 video compression algorithm assures clearer and more fluent image transmission. It uses the newest technology and high integration single chip SOC with powerful Linux RTOS (Real-time Operating System) realize high performance and low cost digital multimedia process. Built-in Web Server allows users to conveniently carry out remote control via Internet Explorer. Furthermore, central management software can be used for integrated surveillance and management of multiple network cameras, so it is very easy to build large video surveillance system.

1.2 Features

－ High-density and programmable communication media processor

Hi-silicon Hi3512, SOC single chip solution, equipped with two processors, ARM9 and DSP.

－ Support both high sensitivity Sony CCD or other CMOS sensor

－H.264 Main Profile, realize transmission of High Definition video over low network bandwidth easily.

－ Built-in Web server enables the use of a standard Web browser for viewing and management.

－ Support remote software upgrade safely function.

－ Support no more than 10 users to browse.

－ Support 1600*1200

－ Support Local Storage

－ Support CDMA1X and GPRS.

— Support dynamic IP address , LAN, Internet (ADSL and Cable Modem)

— Support Network protocols：HTTP, TCP/IP, UDP, SMTP, DDNS, DNS, SNTP，BOOTP, DHCP, FTP, SNMP

— Support Bi-directional real- time transmission of audio talk-back &broadcast.

—Network self-adapting technology to adjust video frame rate automatically according to the network bandwidth.

— Provide motion detection (Area & Sensitivity can be set) and E-mail alarm functions.

— Auto-recovery function if exception occurs and auto-connection if the network.

1.3 Technique Parameter

|	
Image Sensor	CMOS: 1/3" Progressive Scan CMOS sensor
Resolution	540TV Lines
Video Compression	H.264 Main Profile
Dual-stream	Support Dual-stream technology
Video Resolution	CMOS 1600*1200, 1280*960, 1280*720,800*600 PAL
Adjustment of Video Parameter	CMOS Brightness, Contrast, Saturation, gamma、Hue and Image Quality.
Streaming Format	Pure Video Streaming or Audio Composite Streaming
Video Frame Rate	CMOS: 1-30Frames/S
Video Compression Bit Rate	30Kbit/S～8Mbit/S
Min. Illumination	0.2Lux/F1.2 ,(IR OFF) 0Lux/F1.2(IR ON)

IR Effective Range	30-50m
Standard Lens	5-15mm
Audio Input	1 Channel Linearity Input , Resistance: 2.2 K Ω
Audio Compression	G.726
Audio output	1 Channel Linearity output
System Interface	10Base-T/100Base-TX Ethernet Network Interface RS485 Interface
Power Input	DC 12V 2A
Maximum Power	Less than 8W
Operating Temperature	-10 ～ +55 ℃
Operating Humidity	10 ~ 85%

1.4 System Requirement

Items	contents
Operation system	Windows 2000　Windows ME　Windows XP　Windows Vista
Web Browser	Internet Explorer 6.0 or above.
Graphic card	The PC graphics card used for installation is required to support conversion and zoom in & out of image color. The tested VGA are as follows: NVIDIA Tnt/Tnt2, Geforce Mx200/400/420/440, Fx5200/5600 and its series. ATI Radeon7000/7200/7500/8500/9000/9200/9500/9600 and its series, MatroxG450/550, INTEL845G/865G and its series.Please attend that the driving of graphics card must support hard wall zoom in & out function.
Network protocol	TCP／IP network protocol settings(HTTP,FTP,SMTP,TCP,UDP,IP)
Network card	Application for all networks with 10/100Mbps network card.

2. Appearance and Installation

2.1 Connector Description of Main Board
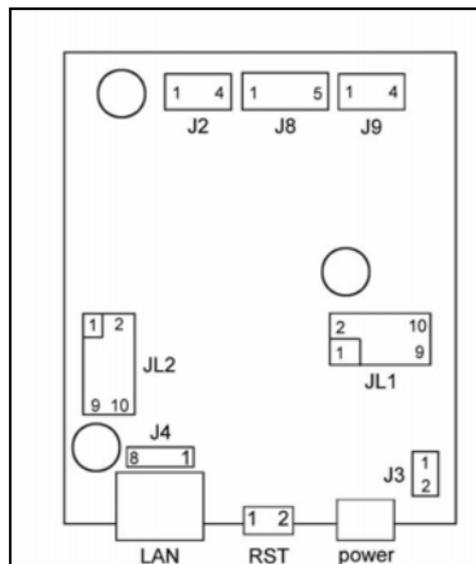
Pin	Function	Definition
J2	Auto Iris pin interface, 4 core	Refer to: Auto Iris interface connect tech.
J3	DC12V power pin interface, 2 core	1:＋12V 2:GND
J4	Ethernet pin interface, 8 core	1:TX＋ 2:TX- 3:RX＋ 4 5: 75R 6:RX- 7 8: 75R
JL1 JL2	Connect with JL1, JL2 in HH9000-S-V5	
J8	CMOS signal pin interface, 5 core	1:BLC 2:AGC 3:AI/EE 4:AWB 5:IRIS IN
J9	CMOS power and video signal pin interface，4 core	1:＋12V/0.5A 2:GND 3:VIDEO GND（simulation video） 4:VIDEO IN

Interface explanations:

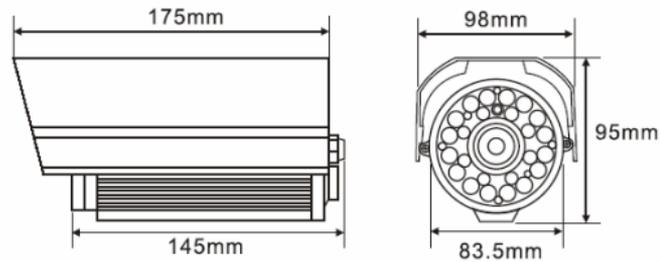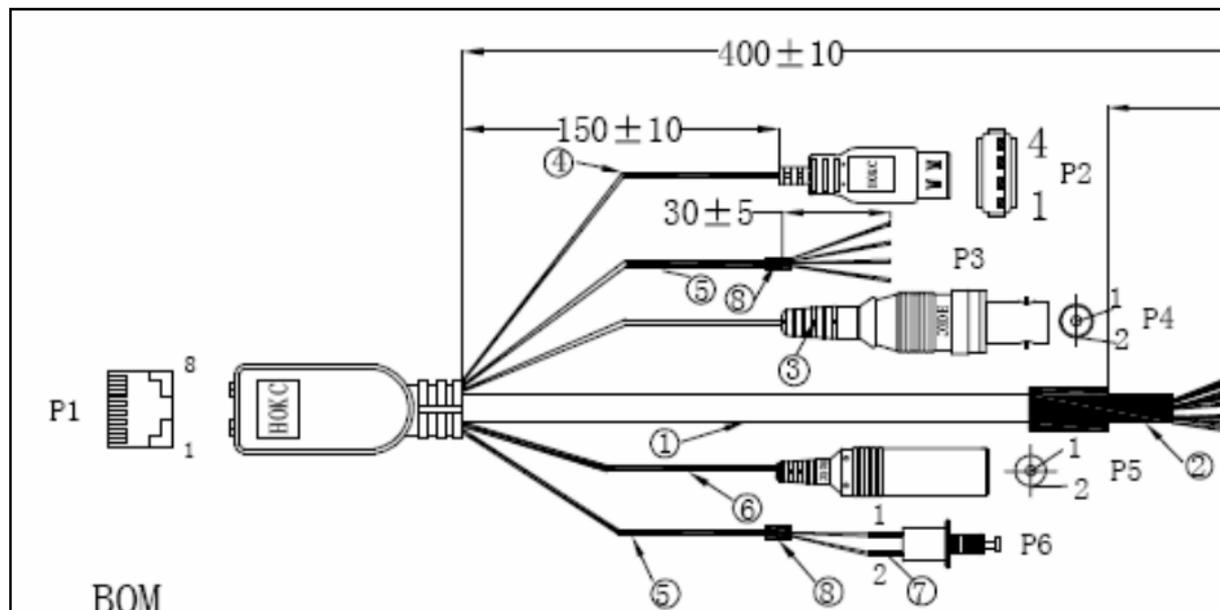|	
LAN:	Ethernet Port
RST:	Reset Button
DC12V:	Power Supply, DC 12V/2A
USB	USB Port
ALM out:	1 Alarm output
ALM in:	1 Alarm Input
GND:	Signal ground, alarm ground, RS485 ground
RS232:	RS232 Control interface

2.2 Dimensions

Connector Description:

P1:RJ45	P2: USB WIFI
P3: ALARM	P4: BNC
P5: POWER	P6: RESET

LAN: Ethernet Port

RST: Reset Button

DC12V: Power Supply, DC 12V/2A

A out: Audio Output

A in: Audio Input

AUTO IRIS: Auto Iris port, support DC Lens
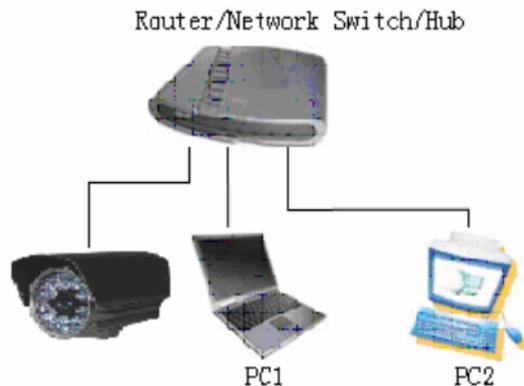
ALM out: 1 Alarm output

ALM in: 1 Alarm Input

GND: Ground

RS485: 485 Control Port

2.3 Hardware Installation

2.3.1 Connecting Megapixel IP camera through Router/Network Switch/Hub

Connection Picture：

Pic4 Connecting Megapixel IP camera through Router/Network Switch/Hub

Pic5 Megapixel IP camera connect with Router

Step1: Connect power supply (DC 12V) for Megapixel IP camera

Step2: Connect internet with Megapixel IP camera RJ45 port

Step3: Connect another port of Megapixel IP camera with the LAN port of Ethernet Switch/DSL Router or HUB, refer to Pic5

2.3.2 Connect IP Dome Camera with PC

Connect Megapixel IP Camera with PC by Cable as follows：
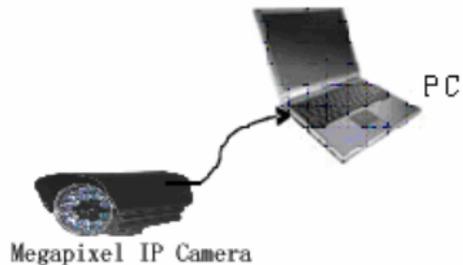
Pic 6 Connect Megapixel IP Camera with PC by Cable directly

3. Operating the Camera
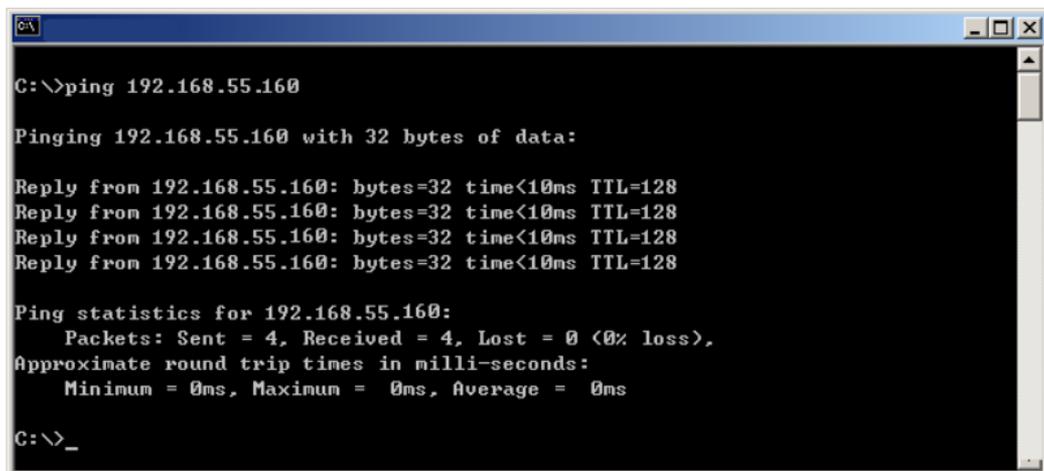
3.1 Check Connection

The leave-factory settings of the Megapixel IP Camera are as follows

IP: 192.168.55.160

Subnet mask: 255.255.255.0

Please change the IP Address of your computer. The network segment of your computer should be same as that of the Megapixel IP Camera. For example: 192.168.55.69. and the subnet mask also same

Test the connection of Megapixel IP Camera: Press 【Start】 → 【Run】 → 【Command】 to open window, then type **ping 192.168.55.160**. If the screen lists as follows:

That means the Megapixel IP Camera works normally and connects to network correctly. If the screen displays other information, please confirm the IP address settings of your personal computer are correct and check the network cables.

Then use Search NVS software to search and modify network parameters (such as IP address, subnet mask, gateway and so on). If the ping fails, check the settings and network cables。

3.2 Modify Network Parameter

Instruction:

Use Search NVS software to search and modify network parameters (Such as IP address, subnet mask, gateway and so on). The Search NVS running path is as following:

Install the Central Management software, then follow below path to find Search NVS:

【Start】--- 【all programs】--- 【EMS 6.16】--- 【Search NVS】

Note: Run the Search NVS software to search and modify Megapixel IP Camera network parameters following the multicast protocol. The firewall forbids

the multicast data packet. Please close the firewall first.

Click 【Search】 button to run Search NVS software as follow:
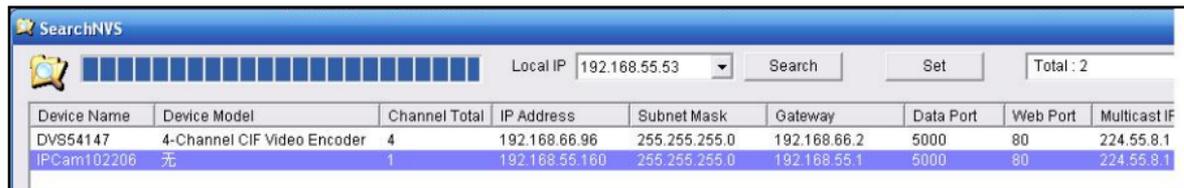
【Connect NVS Local IP 】Display the local IP of device. If your PC is NIC or multi-addressed local IP, please select an IP address to connect EMS. And you can get the following information in 【display device information】: Device name, Device model, Channel num, IP address, Subnet mask, Gateway, Data port, Web port, Multicast IP, Multicast port, DNS and MAC.

Select the device to be modified, and then click 【Parameter Setting】, the Network Setting Menu appears.

Network Parameter

Device model	无
Device name	IPCam102206
Channel num	1
MAC	00-4A-20-A1-8C-56
IP address	192 . 168 . 55 . 160
Subnet mask	255 . 255 . 255 . 0
Gateway	192 . 168 . 55 . 1
Data port	5000
Web port	80
Multicast IP	224 . 55 . 8 . 1
Multicast port	5000
DNS	202 . 96 . 134 . 133
User name	admin
Password	admin

The Device will auto restart, when network parameters changed! *************

OK   Cancel

Modify the network settings and click 【Save】, then the Megapixel IP Camera will restart

3.3 Visit Megapixel IP Camera via Internet Explorer(IE)

You need to install ActiveX Control when you visit Megapixel IP Camera for the first time.

You can install ActiveX Control in two ways:

(1) Auto-Installation

You need to lower the security level of the IE temporarily in order to install ActiveX Control into your PC as follows:

Choose Internet Option: 【tools】 → 【Internet Option】.

Click the label of 【Security】 and your current security setting is displayed.

Set the security level low and click 【apply】.

Enter your Megapixel IP Camera address in the IE address line (for example: http:/). If you see a dialogue as follows【Do you want to install ActiveX Control】,Please click 【Yes】 and install ActiveX Control.

Once finished installing your ActiveX Control, retrieve your security setup for default value.

(2) Download Installation

Download ActiveX Control compressed package from the Megapixel IP Camera address. Then close the IE browser.

System Login

Notice

USER LOGIN

User name admin

Password •••••

Submit   Cancel

For initial access or issues with viewing the camera image, please click the link below to download the ActiveX setup file. Once the file is decompressed and installed, please login to the camera again.
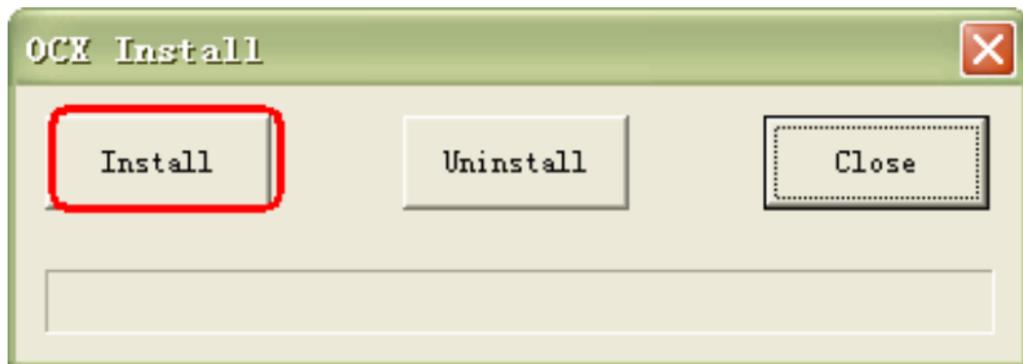
After installing the OCX successfully,please delete cookies in computer when user logins error,IE tool-->Internet option-->browser history (delete temporary file,history,COOKIE...) or confirm the username and password.

Download OCX Setup File File

Download

Double-click the file named "xdview.exe" to install, then you will see a window as follow:

Click "Install" button. It will be installed automatically. finished with note"Install OK! ".
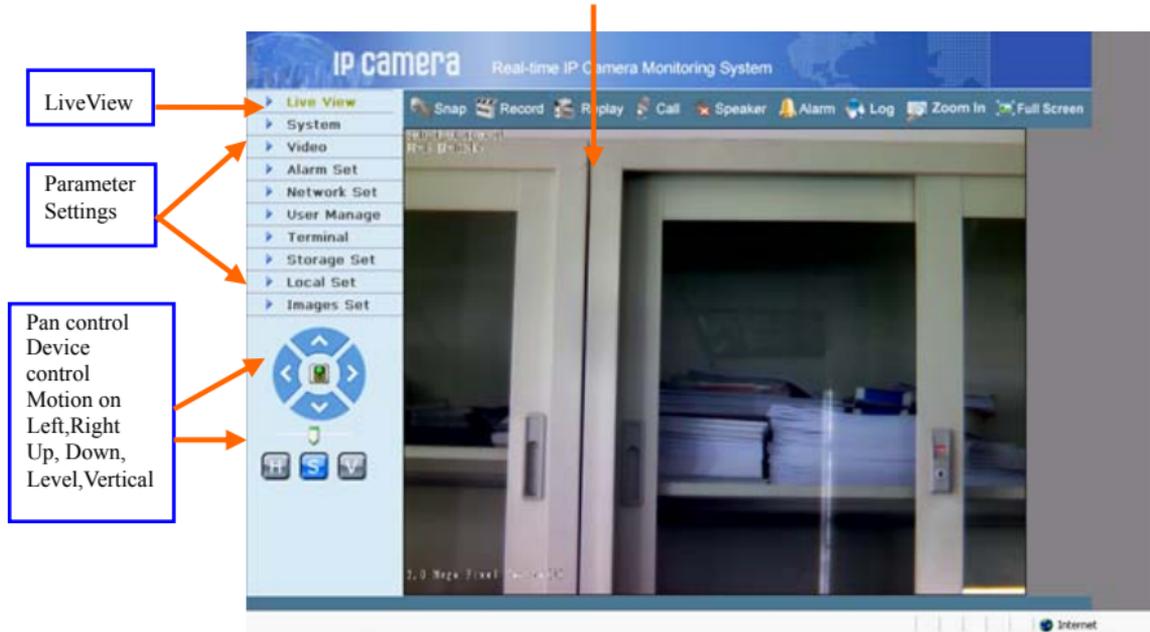
Open IE browser(Internet Explorer), Input Megapixel IP Camera address 192.168.55.160 to logon as follows:

Input User Name(Default :admin)、 Password (Default: admin)， Click "Submit" to enter as follows:

Image Area

LiveView

Parameter
Settings

Pan control
Device
control
Motion on
Left,Right
Up, Down,
Level,Vertical

IP camera   Real-time IP Camera Monitoring System

Live View   Snap   Record   Replay   Call   Speaker   Alarm   Log   Zoom In   Full Screen
System
Video
Alarm Set
Network Set
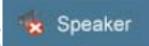User Manage
Terminal
Storage Set
Local Set
Images Set

Snap：click【Snap】, snap the current image can be stored in your computer as JPG format.

Record：record switch manually, start recording, the color of the character will be yellow ![Record]

Replay：click【Replay】, user can review the image recorded.

Call：call switch manually, start calling, the color of the character will be yellow: ![Call].

Speaker：sound switch manually, start speaker, the states shows: ![Speaker]。

Alarm：double-click 【Alarm】to cancel the alarm.

Log: operation log. No more than 512 lists.
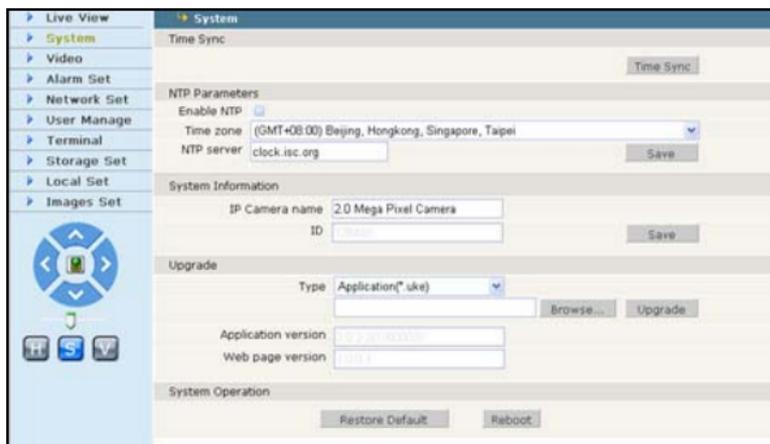
Zoom in: zoom in select area.

Video parameters: Adjust the lightness, contrast, hue, saturation for Megapixel IP Camera，adjust the lightness, contrast for Megapixel IP Camera.

Pan control： Operation about up, down, left, right, Automatic, level and vertical

3.4 Megapixel IP Camera Parameter Settings
3.4.1 System Settings
The system Settings of Megapixel IP Camera:

System Clock：click "Time Sync"，The system time of the device will be synchronous with computer .

NTP Parameter：Please enter the correct NTP server address and select the correct time zone.

System Information：display device name, device number and so on.

rename the device name and save it, the device will restart.

Upgrade：Click 【browse】 and then select the correct file for upgrading. (Type must be correct). Click 【upgrade】 to begin upgrade. After finish this, the device will reboot automatically.

Note: Do not shut off the power supply or network until the upgrade completed.

System Operation:

【Restore default】 Resume all the Megapixel IP Camera parameters (Including Network parameter except MAC address) to default factory settings。

Be careful when use this function.

【Reboot】Click 【Reboot】, the Megapixel IP Camera will restart.

3.4.2 Video Settings of Megapixel IP Camera

Video Settings of Megapixel IP Camera as follow:

【Title】Modify device name.

【OSD】Control view OSD.

【Video Coding】Support H.264 & MJPEG.

【Resolution】Set image Resolution.

CMOS Support (1600*120)、(1280*960)、（1280*720）(800*600).

【Image quality】Options for Best, Good, Normal, and there is Advanced option to select.

【Advanced Setting】Customized parameters setting followed the multi-options.

【I Frame Interval】Increase I frame Interval to make the video more fluent when the network is poor, 0-200 adjustment is available.

Notice:

For the optimum upload bandwidth of ADSL is 512KB, if you choose CBR, Image quality should be adjusted with Bit rate. When bit rate is et in

low, Image quality should be increased relatively. For example, when Bit rate is set lower than 384KB/s (25f/s), Image quality should be set as 4. We can reduce Bit rate, lift Image quality and minish I frame Interval to increase the frame rate when the network is poor,

【Frame Rate】It means how many pictures you can get one second. 0-3O frames/s adjustment is available for CCD, frame rate is changed with resolution for CMOS.0-15 frames/s is available when the resolution is set as 1600*1200, 0-25 frames/s is available when the resolution is set as 1280*960 or 1280*720. It'll perform better to set the frames according to the bandwidth. You can reduce the frame rate to make the video more fluent when the network is poor.

【Bitrate Control】Choose CBR or VBR according to your requirements.

【Bit rate】The compression bit rate can be set according to the network

condition, Image quality will be better if the bit rate is increased, meanwhile, the bandwidth usage will be more. Please set the bite rate according to the local network condition to make sure the video performance.

【Default】 Default as followed:

		I Frame Interval	Frame Rate	Bit rate Control	Bit rate （Kbps）	Image Quality
WAN	Preferred stream	25	5	VBR	384	2
	Sub stream	25	5	VBR	384	4
LAN	Preferred stream	100	25	CBR	2048	2
	Sub stream	100	25	CBR	2048	4

Notice:

Please use the Advanced setting carefully if you are not professional.

【Mask area set】 Mask the video which area should be kept in privacy. Up to 4 areas can be set. Choose the "Enable mask" and make the mask set, you can set "All" or drag the mouse to choose the areas you want to mask

【Snap picture parameters setting】Set the image format and resolution of the snap picture.

【All】Mask the whole picture.

【Clear】Clear the mask areas you set.

【Audio】 Choose to open the network camera audio or not, there are two modes -Mic and Line in for choices. If the audio is not necessary, it'll save your DSP usage and network bandwidth when close the audio input.

Notice: Audio is closed in default.

The parameters available for CMOS

【Environment Power Frequency】Set your environment power frequency to make sure there is not flicker on the video.

【Mirror】Image mirror option

【Flip】Image flip option

3.4.3 Motion Alarm Settings of Megapixel IP Camera.

Motion Alarm Settings of Megapixel IP Camera as follows:

* The value is 1 - 5,more sensitive when higher;
* Snap time for a float number, such as: 0.5 seconds, 1.5 seconds, and so on

Set motion alarm parameters: The motion detective area (image) is divided into 22*18 blocks. Double-click one block to be set, included the schedule time, switch of the alarm, sensitivity, alarm output, alarm delay and image storage(alarm record in PC or in SD card. The image in SD card can be downloaded to PC when replay).

【Schedule time setting】Set the time of motion alarm detection.

【Alarm output】Alarming, alarm signal output.

【Alarm delay】Alarming, clear the alarm time(the time of alarm signal output) automatically ,set the time from 0~86400 seconds.

【Alarm record in PC】Recording image and stored in PC when alarming automatically.

【Set motive block】:press the left button of mouse and tragging to the tested block .

【All】set whole area as motive test area

【Ctrl】clear all motive test area.

After setting, click the 【save】 button.

3.4.4 Sensor Alarm Settings of Megapixel IP Camera

Sensor Alarm Settings of Megapixel IP Camera as follows:

Setting sensor alarm parameters: included the schedule time, switch of the alarm, sensor type, alarm output, alarm delay and image storage (alarm record in PC or in SD card. The image in SD card can be downloaded to PC when replay).

【Schedule time setting】Set the time of motion alarm detection.

【Alarm output】Alarming, alarm signal output.

【Alarm delay】Alarming, clear the alarm time(the time of alarm signal output) automatically ,set the time from 0~86400 seconds.

【File save in FTP】Recording image and stored by ftp when alarming automatically.

【File save in E-mail】Recording image and stored by send E-mail when alarming automatically.

After setting, click the 【save】button.

3.4.5 Network Settings of Megapixel IP Camera

Network Settings of Megapixel IP Camera as follow:

Basic Parameters		DDNS Parameters	
Enable DHCP	☐	Enable DDNS	☐ Link to mvddns.net
IP address	192.168.1.164	DDNS provider	
Subnet mask	255.255.255.0	DDNS regName	
GateWay	192.168.1.1	DDNS password	
MAC	00-4a-20-a1-f2-d9 ☐	DDNS domain	
Data port No.	5000	DDNS server URL	www.mvddns.net
HTTP port No.	80	DDNS server Port	30000
Preferred DNS	202.96.134.133	Data port map No.	5000
Alternate DNS	202.106.0.20	HTTP port map No.	80
WiFi Parameters		Domain E.C.: test1.mvddns.net	
Enable WiFi	☐	PPPOE Parameters	
IP address	192.168.1.2	Enable PPPOE	☐
Subnet mask	255.255.255.0	PPPOE URL	
GateWay	192.168.1.1	PPPOE username	
SSID	111111	PPPOE password	
Password	••••••	Online time	0minutes
Frequency band	Auto		
Mode	Auto		

Save

Setting Megapixel IP Camera address, Subnet mask, Gateway, MAC, Data port、HTTP port、DNS address. The device will restart after set the basic parameters and save. If the Megapixel IP Camera is applied in LAN, do not set up the IP address same as computer address in LAN.

WiFi Setting：application for wireless server environment

【IP address】logging on wireless server, for example: 192.168.1.2

【Gateway】Wireless server IP, for example: 192.168.1.1

【SSID number】must same as SSID number.

After setting, save the parameter. then pull out the network cable, logon the device through wireless IP

（for example 192.168.1.58）

DDNS parameters:

【DDNS】Setting Dynamic Domain Name to bind a fixed Domain Name. The server will find the device by the Domain Name no matter what the IP

address changed.

【DDNS User Name】User registered in DDNS server

【DDNS Password】User Password in DDNS server.

【DDNS Domain Name】The Domain Name set after user logon in DDNS server.

【DDNS Address】When the DDNS address is the domain Name, please set the DNS address correctly.

【DDNS Port】Default :30000.

【Data Port Map No】When the device mapped to TCP/IP through network server, fill in the TCP/IP port map number.

【HTTP Port Map No】When the device mapped to TCP/IP through network server, fill in the TCP/IP port map number.

PPPOE: Dial-up setting, open PPPO to set PPPPOE User name, Password (get it from network supplier),Save it.

Default network port of Megapixel IP Camera

TCP	80(Web Port)
	5000(Communication Port, Audio&Video data transmission port, Talk-back data transmission port)
UDP	5000(Audio&Video data transmission port)

Factory Default

IP Address:	192.168.55.160	Data Port:	5000
Subnet Mask:	255.255.255.0	Web Port：	80
Gateway:	192.168.55.1	DHCP:	OFF

3.4.6 Advanced parameter of Megapixel IP Camera

Advanced parameter of Megapixel IP Camera as follows:

Mail Parameters			UPNP Parameters	
SMTP server			Enable UPNP	☐
MAIL from			UPNP network card	Lineate
MAIL to			UPNP mode	Designate
SMTP username			UPNP server	
SMTP password			Data port map No.	5000
MAIL title	Alarm Message		HTTP port map No.	80
SMTP port	25		Data mapping status	0
SSL	☐		HTTP mapping status	0

FTP Parameters		
	Preferred server	Alternate server
FTP URL	192.168.1.88	
FTP port	21	21
FTP catalog	C:□tp	
User name	axview	
Password	●●●●●●	

Save

Mail Parameters：When there is a motion alarm, the device will send the alarm mail to the designated email box automatically.

【SMTP Server】SMTP Server, for example:163 mail, the SMTP server is smtp.163.com。

【Mail From】sending alarm mail from this email box.

【Mail To】receiving alarm mail from this email box.

【SMTP User Name】User Name for sending mail box.

【SMTP Password】Password for sending mail box

【Alarm send mail】Select this option, mail function success.

FTP Parameters: Transmit the accident picture to the dedicated FTP server. Support two FTP servers. Switch to the backup server when the preferred server is broke down.

【FTP URL】FTP Server IP or URL.

【FTP Port】FTP Server port，default 21.

【Ftp Catalog】The storage path on the remote FTP server, build the folder automatically even if there is no device.

【FTP User name and Password】FTP Server user name and password.

UPNP Setting：Port mapping automatically: when there is server with UPNP function in LAN, open this

Function and the server will map the set port to TCP/IP automatically.

【UPNP network card】the type of network card connecting with UPNP.

【UPNP mode】There are designate and automate modes, the designate mode is that the data port map No and web port map No wire designated to Server; The automate mode is that the server sets the data port map No and web port map No.

【UPNP server】Server address with UPNP function.

After setting, click the 【save】button.

3.4.7 User management of Megapixel IP Camera

User management of Megapixel IP Camera as follows:

User Management	
User Management	
Select user	Administrator
User name	admin
Password	admin
Confirm password	
	Save

Notice: User name,Password may consist of a-z, 0-9, underscores, and a single dot (.), 1 to 16 characters;capitalization matters.
Modify User name or Password,please login again.

You can setup two users for one Megapixel IP Camera. One is Administrator and another is Guest. Administrator can set parameters for the Megapixel IP Camera. However, Guest can not set parameter for Megapixel IP Camera.

Default Administrator Name: admin   password: admin

Default Guest Name: guest   password: guest

Note: Pay attention to Match upper/lower case to User name and password

3.4.8 Terminal Settings of Megapixel IP Camera

Terminal Settings of Megapixel IP Camera as follows:

RS485 parameters need to be set according to the settings of the control

device(Address, Protocol, Bit rate),and downloaded the corresponding protocol. When it collects the data with RS232 port, user needs to set the parameters for the port of RS232, and click the 【save】button.

3.5 Megapixel networking camera storage device

3.5.1 There are three pages in the storage device – Device management, Timing record, Timing snap. The device management interface is as followed:

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Check the storage capacity info of the SD card: Total Size, Free Size and the format.

【Code stream】Set the code stream of record. You can choose preferred stream or Sub stream .The record pack time is the time of each piece of record.

【Other parameters】Over write the old files when the disk is full. Auto delete the old files which is recorded one hour before, if in one hour, the device will stop to record and snap It will start to delete the old files after one hour.

Auto search the storage device when start is not preferred.

Notice：Hot swappable is not available for the SD card, it probability will damage the files in the card.

3.5.2 Record schedule as follows：

↳ **Record schedule**

Record schedule

	Time 1		Time 2
☐ 0 : 0 --- 23 : 59		☐ 0 : 0 --- 23 : 59	

File save mode

☐ E-mail   ☐ Ftp

Save

Record schedule is to choose the time you want to carry on recording. In File save mode, choose FTP and will transmit the files to FTP server or will store in the storage device of the camera.(Notice: FTP upload need the support of SD card storage, or there will be only three video stored in the flash room of the device, the new files will over write the old files.)

3.5.3 Snap schedule as follows：

The snap spacing can set when timing snap is enabled. If you choose Email or FTP, the spacing is preferred to set not less than 0.3s. Snap schedule is available too. When it is in the preset time period, the device will start to snap automatically and send the pictures to the dedicated email address or FTP server.

Notice: The image format and resolution can be set in "Video settting"

3.6 Megapixel IP Camera Local Set

Megapixel IP Camera Local Set as follows：

↳ Local Set	
PC live view parameter settings	
Code stream	Preferred Stream
Preview mode	Fluency
PC Storage parameter	
Record file packet time	10 M
Record file path	C:\XDNVS\ (Non-essential cases. Please keep the default path [C:\XDNVS])

Save

Set the parameters of the PC live view, the code stream option mentioned in the Video Parameter Setting is here.

【Code stream】 Choose preferred stream, Sub stream or PC live view stream, set the video parameters of different steam in the "Video setting" page.

【Preview mode】 Choose the real time or fluency according to your requirements.

【Record file pack time】 Local video record pack, up to 60min.

【Record file path】 Local record and snap files path，default is C:\XDNVS。

Appendix 1   FAQ

Factory default parameters

IP Address: 192.168.55.160

Administrator Name：admin

Password: admin

Subnet Mask: 255.255.255.0

Guest Name：guest

Password: guest

Gateway: 192.168.55.1

Data Port: 5000

Web Port: 80

DHCP: OFF

DDNS：   OFF

Network Port

TCP	80(Web port) revisable	5000(Communication Port, Audio&Video data transmission port, Talk-back data transmission port) revisable
UDP	5000(Audio&Video data transmission port)	

Forget Password

Answer:【RESET】on the Megapixel IP Camera back, press it to retrieve all parameter to default (Factory Setting).

Note：please don't press 【RESET】if you are not professional.

What shall I do if Megapixel IP Camera can't restart after it is upgraded abnormally or power interrupted?

Answer: Firstly, press the RESET on the Megapixel IP Camera back panel, plug in the Megapixel IP Camera and unloose the RESET. After 12 seconds, the

system will run backup programs. (The backup programs include upgrading and parameter settings. The functions of video & audio are not available). After re-upgrade the system programs, Megapixel IP Camera will restart normally.

No ActiveX in IE Browser

Reason：uninstall ActiveX.

Answer：You need to install ActiveX Control when you visit Megapixel IP Camera for the first time.

You can install ActiveX Control in two ways:

(1) Auto-Installation

You need to lower the security level of the IE temporarily in order to install ActiveX Control into your PC as follows:

Choose Internet Option：【tools】→【Internet Option】.

Click the label of 【Security】 and your current security setting is displayed.

Set the security level low and click 【apply】.

Enter your Megapixel IP Camera address in the IE address line (for example: hhdemo1.vicp.net). If you see a dialogue as follows【Do you want to install ActiveX Control】,Please click 【Yes】 and install ActiveX Control.

Once finished installing your ActiveX Control, retrieve your security setup for default value.

Why fail to logon to Megapixel IP Camera after upgrade through IE Browser?

(2) Download Installation

Download ActiveX Control compressed package from the Megapixel IP Camera address. Then close the IE browser.

Answer: Delete the caching of Browser. Operation: find the tool of browser---Internet options---Internet temporary file---click "delete file" button，choose the option" delete all offline contents". Confirm and restart to logon Megapixel IP Camera.

Why can't watch video after update the programme?

Answer: Close all IP browsers. Searing the file HHNetClient.dll、XDView. ocx at t C:\,and delete it. Then log on the Megapixel IP Camera again.

Can't visit Megapixel IP Camera via IE browser?

Reason 1: Internet offline.

Answer: If it is an error of network connection, do the following steps: Connect PC to network to test whether they work normally or not.

Reason 2: IP Address was taken by other device.

Answer: Cut off the connection of Megapixel IP Camera and network, connect Megapixel IP Camera and PC, then set IP address again according to recommendatory operation.

Reason 3: IP address lies in different subnet?

Answer: Check the IP and subnet mask, test the settings of gateway.

Reason 4: The physical address of network conflict with Megapixel IP

Camera？

Answer: please modify the physical address of Megapixel IP Camera.

Reason 5: The web port is modified by others？

Answer: please contact administrators of networks to obtain relevant port information.

Reason 6: When the causes can not found。

Answer: please restore Megapixel IP Camera to default state, and connect Megapixel IP Camera. (System default   IP address: 192.168.55.160, mask address: 255.255.255.0).

The color of image can't be showed abnormally? (green or other color)

Answer: As the different display cards, the image of Megapixel IP Camera can't be showed normally occasionally and the menu display green or other colors. Please do as follows:

Run the config.exe file decompressed by ActiveX control package

(or run C:\Winnt\system32\Config.exe);

Set up cache area of show: automatic detection and fix up the use of display memory or EMS;

Open IE and connect Megapixel IP Camera again.

Speaker without sound

Reason 1: Without connecting Audio input.

Answer: Checking the Audio connection.

Reason 2: Without choosing the option of Audio in Megapixel IP Camera.

Answer: Checking the Audio parameter of Megapixel IP Camera, choosing the option of Audio.

The effect of the audio is not good.

Reason: When there are much noises for the Audio and the distortion is very serious, please check the input signal level, if it is not lineate input, the signal level is not matching with the signal level of Megapixel IP Camera. And it results

in the saturation distortion.

Answer: please adopt the properly lineate input accord with the Megapixel IP Camera.

Why the data can't access to switch?

Reason:

1. If it is the second class switch, the address is wrong.

2. If it is the third class switch, please bind the port and physical address.

3. Didn't consider the server when config the firewall.

Please check the internet connection with ping command. It must be the internet problem if the ping command can't connect. Please add new binding between IP address of Megapixel IP Camera and Mac address in the switch if IP address bind Mac address. Refer to the Port of Megapixel IP Camera to config the switch if it didn't consider the server when the switch configed firewall.

How to transmit the Audio and Video service in the internet for

Megapixel IP Camera?

Please confirm the method of internet connection: If the internet is the static IP address, set the IP address, subnet mask and gateway for server same

as the static address provided by ISP; If the internet is ADSL or Broad Band, It needs to be authorized. It can be authorized by some intelligent device, for example: PC or small Router. If it is interior of the LAN, there is a public IP address. But it can't be found in exterior of the internet, in this case, the connecting server need to be set.

Answer 1: Using in the office or building. Meanwhile user want to visit the Megapixel IP Camera in other city, in this situation, it can do a transmission to the device connected with Internet. It can be finished by Port mapping. The popular port mapping software like Port map, portunnel, user can set it, selecting all IP addresses, then fill in the final IP address with the interior address of Megapixel IP Camera in LAN.

Answer 2: It is a good way to select the Router as the transmitting device if there is no PC. Now most of Router have the port map function, designate the DMZ address as the address of Megapixel IP Camera.