Frequently Asked Questions

1. Why can't I open the default IP address 192.168.0.123 via web browser?

Check your computer's IP address before accessing the camera. If the IP address does not match the 192.168.0.x scheme, please install the IP search tool from the CD to modify the camera's IP address. Make sure the IP address of the camera matches the LAN IP scheme. For example, if the LAN is 192.168.1.xxx, then set the IP camera to 192.168.1.123 and so on. Only IE and Firefox ESR windows computer are supported by the camera.

2. How to reset the password?

The default Username: admin, Password: 123456. If you lost the password or would to reset the camera's setting, please install the search tool to search the camera IP and click **Reset factory** button.

3. How to upgrade the IP camera?

1) Ask the supplier for the suitable firmware, 2) you can use the web browser, search tool, or PC client to upgrade the camera, 3) go to the **Configuration > System > update**, click **browse** and select the firmware, then click **Upgrade** button and wait for the operation to complete.

4. How to fetch the RTSP video stream and http snapshot?

1) Main Stream: rtsp://IP:554/h264?username=admin&password=123456

2) Sub Stream: rtsp://IP:554/h264cif?username=admin&password=123456

3) low resolution snapshot: http://IP/cgi-bin/snapshot.cgi?stream=1

4) HD snapshot : http://IP/cgi-bin/snapshot.cgi?stream=0

5. Why does the NVR not show image after adding your IP camera?

1) Make sure you selected the right protocol and enter the correct username and password when adding the cameras, 2) Make sure the NVR and IP camera are

the same IP scheme.(eg. NVR:192.168.1.x, and IP camera:192.168.1.y), 3) try changing the camera encode mode to H.264 if the NVR can't support H.265. **(Configuration -> Camera -> Video > Encode mode: H.264)**

6. How to make the NVR record in motion detection mode?

1) Enable the IP camera motion detection function via web browser or Search configure tool, 2) add the IP camera via ONVIF protocol, 3) change the NVR record mode to Motion Detection mode, 4) check the NVR screen MD icon and try playback. Please refer to your NVR manual for NVR motion record option.

7. Where can i control the motorized auto focus lens zoom?

1) Using the camera's web interface;

2) Control by PC client software UC;

3) Roll the mouse wheel at the search tool preview window;

4) Find the PTZ menu in your NVR to control lens zoom.

8. Does it work with HIKVISION NVR?

Yes. The series support hikvision private protocol. It support Plug and play with hikvision NVR. And also it works on hikvision IVMS 4200.

9. Does it work with Swann NVR?

Yes. Sure. Some of Swann NVRs are OEM by hikvision, our camera support hikivison Protocol. Works well. And also you could add the camera to Swann NVR under onvif.

10. More questions?

No worry! Please email to us support@uin-tech.com