

### **1. I have forgotten the administrator username and/or password.**

To reset the administrator username and password, Press and hold down the RESET BUTTON for 5 seconds. Release the power button and the username and password will be reset back to the factory default administrator username and password.

Default administrator username: **admin**

Default administrator password: No password

### **2. IP Address configuration**

Check whether IP address of the IP Camera server shares the same subnet as your work station: Click My Computer > Control Panel>Network & Dial-up Connections > LAN > Attributes >Internet Protocols (TCP/IP), and check IP Address and Subnet Mask. Make sure they are in the same subnet when configuring IP Camera IP address manually. Unable to access IP Camera via web browser

### **3. Network Configuration**

Double Check to ensure that your HTTP server software is configured and running properly. If you're running any firewall software, make sure it's allowing inbound connections to port 80,Also,if you happen to be using a cable/DSL router, make sure you've set up port forwarding properly. ( consult your router's documentation for more information ) .If none of these seem to be the problem, it's also possible that your ISP is blocking inbound connections to port 80 -many IPS is have done this because of internet worms such as Code Red, If this is the case, you 'll have to setup your HTTP server on an alternate port (such as 8080).

### **4. Flush Arp Buffer**

When cable network and wireless network of the device both are fixed IP address. There a problem you may encounter is can search the camera IP but can't open the camera web page. you may try to use flush arp buffer.

### **5. No pictures Problems**

The video streaming is transmitted by the ActiveX controller. If ActiveX controller isn't installed correctly you will see no video image.

download ActiveX controller and set the safety property of IE in the PC when you view it first time: "IE" browser "Tool" -"Internet Proper- "Security -"Custom Level" ActiveX control and Plug-ins" three options of front should be set to be "Enable", The ActiveX programs read by the computer will be stored. as follows:

**Enable: Download unsigned ActiveX controls**

**Eable: Initialize and script ActiveX controls not marked as safe**

**Enable: Run ActiveX controls and plu-ins**

## 6. Problems with network bandwidth

The image frame rate is subjected to the following factors:

network bandwidth

PC performance, network environment and display preference setting (brightness, theme, etc.)

the number of visitors (Too many visitors will slow down the image frame rate.)

choice of switch or hub (Use a switch for multiple IP Camera Servers rather than a HUB.).

## 7. Why pop-up the prompt "Fail to connect to the device..."?

This prompt only appeared in the case of using multiple cameras.

Enter the **Multi-Device Settings** page (login as administrator) to check the Device setting is correct or not.

When one of the multiple cameras disconnected, the color changed to yellow and pop-up the prompt "Fail to connect to the device...".

## 8. Can't access the IP camera in the internet?

A. ActiveX controller is not installed correctly

B. The port IPcamera used is blocked by Firewall or Anti-virus software. Please change a port number and try again.

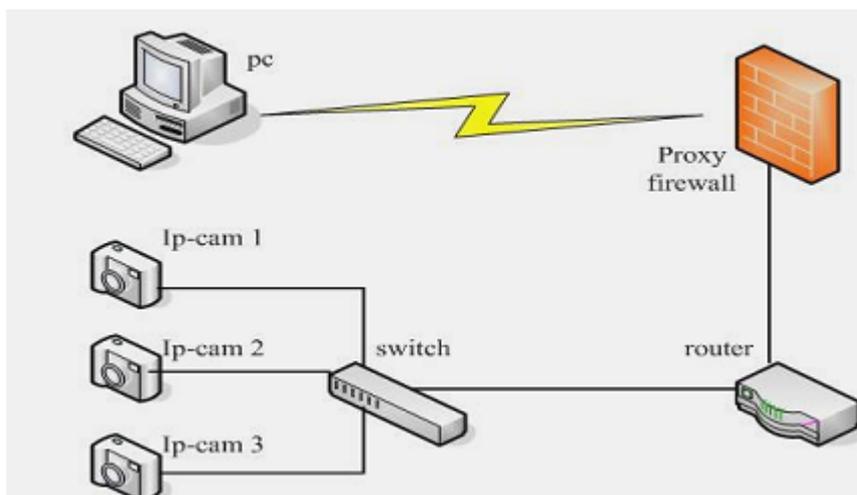
C. Port mapping is not success. You can do port mapping by two ways:

Enter setting page of the router which ip camera connect with to enable UPNP function. Enter ip camera "**UPNP Settings**" to enable UPNP and make sure the state is "UPNP success".

If your router has the Virtual Map function. Enter router setting page, add ipcamera's IP and port to the Virtual map list.

## 9. Using a router to access the Internet

Using a router to access the Internet by shared ADSL If a router is set for dial-up Internet access, it is not required to set ADSL dial-up account and password on the IP Camera.



## 10. Static IP user

Static IP user is not need to use DDNS for remote access. When finished the setting of the IP Camera in LAN, you can access the Camera directly from Internet by the WAN IP. You can obtain the WAN IP by two ways.

### Obtain the WAN IP from some Website

You can discover this easily by opening on a computer using the same connection as the IP camera and entering this address <http://www.whatismyip.com>.The page at this address will show you the current WAN IP.



The screenshot shows the homepage of WhatIsMyIP.com. The header features the site's name in blue and the tagline "The fastest and easiest way to determine your IP address." Below the header is a navigation bar with several menu items: "IP Address", "IP Command Lines", "IP Addresses Explained", "Speed Test", "Automation", and "What's New". The main content area displays "Your IP Address Is 116.25.51.115" in large blue text. Below this, there is a button with the Google logo and the text "Click to add our gadget to your iGoogle Homepage." A small text block at the bottom right explains that an IP Address (Internet Protocol Address) is an exclusive number used by all information technology devices to identify and communicate with each other on a computer network.

### Obtain the WAN IP address from the router

Take the WRT54G router of LINKSYS for example,

- 1) Obtain the IP address of the router(LAN gateway address),user name and password for logon to the router from the network administrator,
- 2) Enter the LAN IP address of the router(LINKSYS WRT54G default:192.168.1.1) in the address bar of the IE to log on to the router; Open the **Status** page to find out the WAN address of the router. In this example, the address is 116.25.51.115.

**LINKSYS**  
A Division of Cisco Systems, Inc. Firmware Version: v4.30.5

**Wireless-G Broadband Router** WRT54GL

**Status**

Setup | **Wireless** | Security | Access Restrictions | Applications & Gaming | Administration | Status

Router | Local Network | Wireless

**Router Information**

Firmware Version: **v4.30.5, Apr. 27, 2005**  
 Current Time: **Not Available**  
 MAC Address: **00:0C:41:00:01:71**  
 Router Name: **WRT54GL**  
 Host Name:  
 Domain Name:

**Internet**

**Configuration Type**

Login Type: **Automatic Configuration - DHCP**  
**IP Address:** 116.25.51.115

**Firmware Version.** This is the Router's current firmware.  
**Current Time.** This shows the time, as you set on the Setup Tab.  
**MAC Address.** This is the Router's MAC Address, as seen by your ISP.  
**Router Name.** This is the specific name for the Router, which you set on the Setup Tab.  
 More...

11. For example: Register procedure from a DDNS web

Step1: enter <http://www.dyndns.com/> and **Create Account** :

**DynDNS** User:  Pass:

[Lost Password?](#) [Create Account](#)

About | Services | Account | Support | News

**WELCOME TO GYM CLASS**  
We support the US FIRST initiative for science and technology

**New to DynDNS?**  
Take a tour and see what we do

**DNS Services**  
DNS for static and dynamic IP addresses

**Mailtop Services**  
Ensure reliable mail delivery

**News** Dynamic Network Services Incorporated Named For "Innovation Rockat" Award

|  |  |  |  |
|--|--|--|--|
| <b>Resources</b><br>What is DNS?<br>DNS Tools<br>Business Services | <b>Services</b><br>Custom DNS<br>Dynamic DNS<br>E-Mail Relay | <b>Support</b><br>Update Clients<br>24/7 Premier Support<br>Developer's Info | <b>About Us</b><br>The Company<br>DynDNS Careers<br>Contact Us |
|--|--|--|--|

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**Step2: enter your information**

**DynDNS** Users:  Pass:  [Login](#)  
[Lost Password?](#) [Create Account](#)

About Services Account Support News

**My Account**  
Create Account  
Login  
Lost Password?

**Search**  
  
[Search](#)

### Create Your DynDNS Account

Please complete the form to create your free DynDNS Account.

**User Information**

Username: foscamlhawk

E-mail Address: hawk@foscamlhawk.com Instructions to activate your account will be sent to the e-mail address provided.

Confirm E-mail Address: hawk@foscamlhawk.com

Password: \*\*\*\*\* Your password needs to be more than 5 characters and cannot be the same as your username. Do not choose a password that is a common word, or can otherwise be easily guessed.

Confirm Password: \*\*\*\*\*

**About You (optional)**

Providing this information will help us to better understand our customers, and tailor future offerings more accurately to your needs. Thanks for your help!

How did you hear about:

[We do not sell](#) your account information to anyone, including your e-mail address.

**Step3:** After a minute, you will receive a E-mail from **DynDNS Support** and it will give you a confirmation address

(e.g. <https://www.dyndns.com/account/confirm/vXMVT78-KvehydMKMWH5kg>)

**Step4:** When the Account Confirmed, login and start using your account. Choose **Add Host Services** and enter **Add New Hostname** page.

**My Account**  
My Services  
Account Settings  
Billing  
My Cart [2 items](#)  
Search  
  
[Search](#)

### Account Summary for foscamlhawk

**My Services**  
View, modify, purchase, and delete your services.  
[My Zones](#)  
[Add Zone Services](#)  
[My Hosts](#)  
[Add Host Services](#)  
[Account Upgrades](#)  
[MailHop Outbound](#)  
[Network Monitoring](#)  
[SSL Certificates](#)  
[Recursive DNS](#)  
[Support](#)  
[DNS Service Level Agreement](#)  
[Premier Support](#)  
[Contact Support](#)

**Billing**  
Update your billing information, complete a purchase, and view invoices.  
[View Shopping Cart](#)  
[Active Services](#)  
[Order History](#)  
[Billing Profile and Vouchers](#)  
[Renew Services](#)  
[Auto Renew Settings](#)  
[Sync Expirations](#)

**Account Settings**  
Update your e-mail preferences, and d account.  
[Change E-mail Address](#)  
[Change Password](#)  
[Change Username](#)  
[Contact Manager](#)  
[Mailing Lists](#)  
[Move Services](#)  
[Preferences](#)  
[Close Account](#)

## Add New Hostname

[Host Service](#)

Note: You currently don't have Account Upgrades in your account. You cannot use some of our Host Service features. Please consider buying Account upgrade that make this form full-functional and will add several other features. [Learn More...](#)

Hostname:  .  1

Wildcard:  Yes, alias "\*"..hostname.domain" to same settings.

Service Type:  Host with IP address 2  
 WebHop Redirect  
 Offline Hostname

IP Address:  3  
[Use auto detected IP address 116.30.19.113](#)  
TTL value is 60 seconds. [Edit TTL](#)

Mail Routing:  Yes, let me configure Email routing.

**Step5:** On the **Add New Hostname** page.

- 1) input your Hostname.
- 2) choose **Host with IP address**
- 3) click [Use auto detected IP address xxx.xx.xx.xxx](#). Then click **Create Host**.

### Host Services

[Add New Hostname - Host Update Log](#)

Hostname [www.example.com.dyndns.org](#) created.

| Hostname                                   | Service | Details       | Last Updated          |
|--|---------|---------------|-----------------------|
| <a href="#">www.example.com.dyndns.org</a> | Host    | 116.30.19.113 | Apr. 02, 2008 2:43 AM |

**Step6:** Now you obtained a Dynamic Domain Name(Figure 4.6),and can use it in the **DDNS Service Settings**