# **SE IP Camera WEB**

# **Web Operation Guide**

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Web Operation Guide About This Document

# **About This Document**

# **Purpose**

This document describes how to use the web management system, including network access, network configuration, and troubleshooting.

## **Intended Audience**

This document is intended for:

Technical support engineers

Maintenance engineers

IP camera operators

# **Symbol Conventions**

The symbols that may be found in this document are defined as follows.

Symbol	Description
<b>⚠</b> DANGER	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
<b>MARNING</b>	Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
<b>A</b> CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.
⚠ NOTICE	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance deterioration, or unanticipated results.  NOTICE is used to address practices not related to personal injury.
NOTE	Calls attention to important information, best practices and tips.
	NOTE is used to address information not related to personal injury, equipment damage, and environment deterioration.

## **Important Statement**

This manual is only for reference and does not ensure that the information is totally consistent with the actual product. For consistency, see the actual product.

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Web Operation Guide Quick Start

# 1 Quick Start

# 1.1 Login and Logout



You can use IE, Edge, Firefox 52, Chrone57 or higher version to access the web management system; otherwise, some functions may be unavailable.

Figure 1-1 Running environment

#### Running environment

Browser Support

Browser version: Edge browser, Chrome version not lower than 57, Firefox version not lower than 52, Opera not lower than version 44;

· About the intercom function:

Description: Configure only Chrome browser in the HTTP environment, compatible with all browsers in HTTPS environments

HTTP Environment Chrome Opens the intercom step:

- 1. Chrome Enter 'Chrome: // Flags / # unsafely-treat-INSecure-Origin-As-Secure' in the address bar
- 2. Set 'INSECURE Origins Treated as Secure' to 'Enabled'
- 3. Fill in the device domain name in the input box, multiple devices named ',' separation; example 'http://192.168.0.123, http://192.168.0.123: 8045'

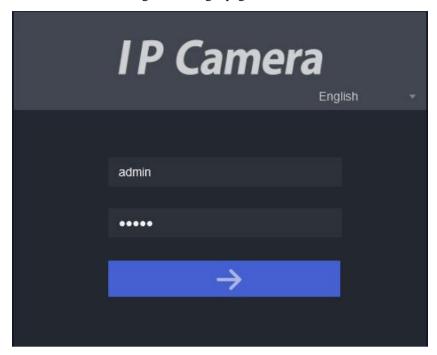
### Login

Step 1 Open Internet Explorer, enter the IP address of the IP camera (default value: 192.168.0.123) in the address box, and press **Enter**.

The login page is displayed, as shown in Figure 1-2.

Quick Start Web Operation Guide

Figure 1-2 Login page



Step 2 Enter the user name and password.

### M NOTE

• The default user name and password are **admin**. Change the password for the first time logging to ensure system security..

Figure 1-3 Modify default password



• You can change the system display language on the login page.

Step 3 Click  $\rightarrow$ .

The main page is displayed.

Web Operation Guide Quick Start

### Logout

To log out of the system, click in the upper right corner of the main page. The login page is displayed after you log out of the system.

----End

# 1.2 Changing the Password

## Description

Step 1 The change password page will be displayed as shown in Figure 1-4, when you login the system for the first time.

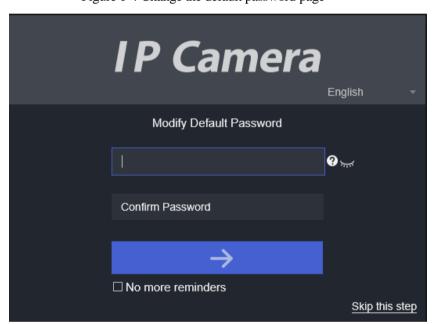


Figure 1-4 Change the default password page

Or change the password for login the system, as show in Figure 1-5.

Figure 1-5 Change the password page



Step 2 Enter the old password, new password, and confirmation password.

Step 3 Click OK.

Quick Start Web Operation Guide

If the message "Change password success" is displayed, the password is successfully changed. If the password fails to be changed, the cause is displayed. (For example, the new password length couldn't be less than eight.)

Step 4 Click Apply.

The login page is displayed.

----End

# 1.3 Main Page Layout

On the main page, you can view real-time videos, receive alarm and fault notifications, set parameters, change the password, and log out of the system. Figure 1-6 shows the main page layout. Table 1-1 describes the elements on the main page.

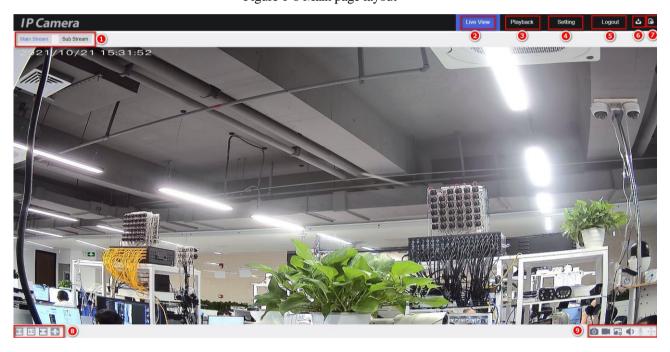


Figure 1-6 Main page layout

Table 1-1 Elements on the main page

No.	Element	Description
1	Main stream/ Sub stream	Switch the main stream or sub stream.
2	Live view	Play the live video.
3	Playback	Play the recording of SD card.
4	Setting	To set System, Network, Video, Image, Alarm and Local, and so on.
5	Logout	Click icon to return to the login page.
6	Backup	View the status of download backup
7	Help	View the help description of running environment. The plugin is only used for IE browser.

Web Operation Guide Quick Start

No.	Element	Description
8	Showing screen	Choose the mode of showing live video.  Double click mouse left button to exit full screen.
	Operation	: Snapshot, click to snapshot the current full image : Record, click to record the current video to local folder, click again to end recording.  : Image setting, click to jump to imgae setting page. The paths of snaphot and record are set at Local > Download config interface, more deatails please refer to chapter 9.  : Audio, : Talk back, if the camera has mic, use can talk to live view.

When the device generates an alarm, the alarm icon is displayed on live video page. You can enter the log interface view the alarm log to learn details information.

#### NOTE

When the device accepts an alarm signal, the alarm icon will display within 10s in the web management system.

#### ---End

Browsing Videos Web Operation Guide

# 2 Browsing Videos

# 2.1 Browsing Real-Time Videos

You can browse real-time videos in the web management system.

## Description

To browse real-time videos, click **Live View**. The **Live View** page is displayed, as shown in Figure 2-1.

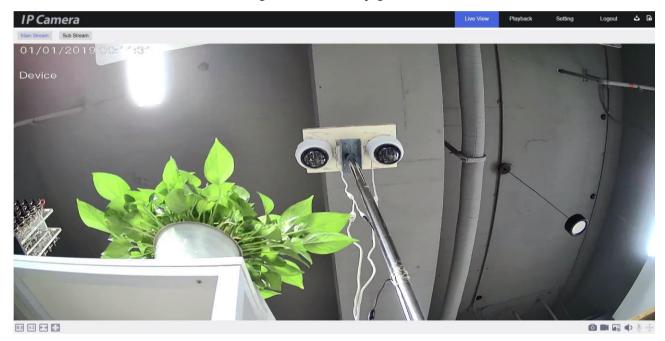


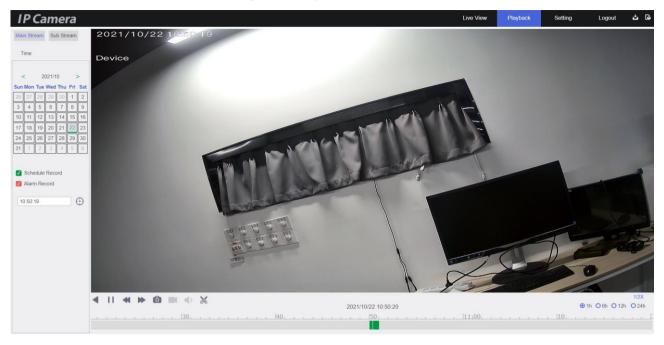
Figure 2-1 Live view page

# 2.2 Playback (Only for Some Models)

When the camera supports SD card, user can view the playback interface as shown in Figure 2-2.

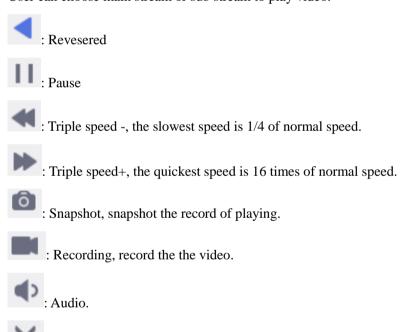
Web Operation Guide Browsing Videos

Figure 2-2 Playback interface



There are two recording modes, schedule record and alarm record, And the alarm recording is in red on timeline..

User can choose main stream or sub stream to play video.



: Backup, click the icon to start back up the video, drag the time tar to copy the video quickly, click the icon again to end backup. Click to view the status of backup.

Configuring the System Web Operation Guide

# 3 Configuring the System

# 3.1 Configuring the Device Information

## Description

The device information includes:

Device ID, name, type, manufacturer name, and firmware version.

#### ∭ NOTE

- When the device is upgraded, the device information is updated automatically.
- The device name can be modified at OSD page.

#### **Procedure**

Step 1 Click **Setting > System > Information**.

The **Device Information** page is displayed, as shown in Figure 3-1.

Information Device ID 001c2717aa11 Device Name Device IPCAMERA Device Type Manufacturer Name IPCamera SN-IPR5141DHAS-B4 Hardware number 120504001 Firmware Version v4.4.1205.1004.3.0.1.22.0 U-boot Version 12ZX150802121107 Kernel Version 15091D0A1732 Software subversion 1.0 Intelligent Analysis D01

Figure 3-1 Device Information page

Step 2 View the device information.

Web Operation Guide Configuring the System

Table 3-1 Device parameters description

Parameter	Description	Setting
Device ID	Unique device identifier used by the platform to distinguish the devices.	[Setting method] These parameters cannot be modified at this page.
Device Name	Name of the device, it can be set at OSD page.  NOTE  The device name cannot exceed 32 bytes or 10 simplified characters; otherwise, the modification fails.	
Device Type	N/A	
Manufacturer Name		
Model		
Hardware number		
Firmware version		
U-boot version		
Kernel version		
Software sub version		
Intelligent analysis		

----End

# 3.2 Configuring the Time

## Description

On the **Time** page, you can modify the date and time Parameters that can be set include:

Network Time Protocol (NTP) server.

Manual set format of Date and time

Set time zone

Enable and set DST (daylight saving time)

#### **Procedure**

Step 1 Choose Setting > System > Date and Time (Time Zone/DST).

The **Date and Time** page is displayed, as shown in Figure 3-2. Table 3-2 describes the parameters.

Figure 3-2 Date and Time page

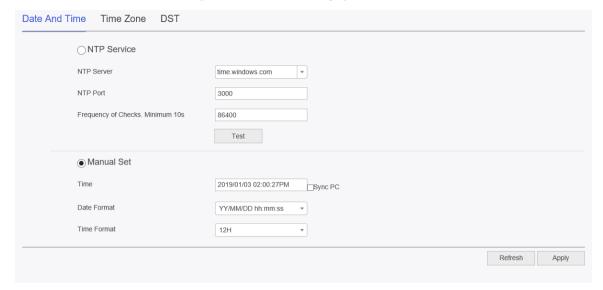


Figure 3-3 Time zone page



Figure 3-4 DST



Table 3-2 Time parameters description

Parameter	Description	Setting
NTP Sever	Enable NTP Service, IP address or domain name of the NTP server.	[Setting method] Click the button on to enable NTP and enter a value manually.
NTP Port	Port number of the NTP server.	[Setting method] Enter a value manually. [Default value] 123

Web Operation Guide Configuring the System

Parameter	Description	Setting
Frequency of checks (Minimum 10s)	The time interval that the camera synchronizes the NTP server.	[Setting method] Enter a value manually. [Default value] 86400
Time	Enable manual set, you can set the time manual to choose detail time, or tick the sync PC.	[Setting method] Synchronize the time from the PC. Enter a value manually.
Manually Set	Enables you to manually set the date format and time format.	[Setting method] Click <b>Manually Set</b> and set the date and time in the format
Time Zone	N/A	[Setting method] Select a value from the dropdown list box. [Default value] Greenwich mean time
Daylight Savings Time	When the DST start time arrives, the device time automatically goes forward one hour. When the DST end time arrives, the device time automatically goes backward one hour.  NOTE  DST is the practice of advancing clocks so that evenings have more daylight and mornings have less. Currently, about 110 countries in the world use DST. Different countries have different DST provisions.  Since March 27, 2011, Russia has started to use permanent DST.	[Setting method] Click the button on to enable Daylight savings Time, set the start time, end time and offset time.

#### Step 2 Configure the NTP.

- 1. Click the button on to enable **NTP**.
- 2. Enter the IP address or domain name of the NTP server and the port number.
- 3. Enter the time interval.
- 4. Click "Apply", the message "Apply success!" is displayed.

Step 3 Modify the device time.

Synchronizing time from the PC

Tick sync pc, the message "Apply success!" is displayed.

Manually setting the device time

- 1. Click Set Manually.
- 2. A time setting control is displayed.
- 3. Set the date and time.

4. Click "Apply", the message "Apply success!" is displayed.

Step 4 Select a time zone from the Time Zone drop-down list box.

Step 5 Click the button on to enable Daylight saving changes and specify the DST start time and end time, click "Apply", the message "Apply success!" is displayed.

----End

# 3.3 Configuring User

## Description

You can add, modify, and delete a user in privilege manager page.

#### **Procedure**

Step 1 Choose **Setting > System > User**.

The **User** page is displayed, as shown in Figure 3-5. Table 3-3 describes the parameters.

User

ID Username Group Operate

1 admin Super admin ∠

Add

Figure 3-5 User page

Step 2 Click "Add" to add a new user, as shown in Figure 3-6.

Web Operation Guide Configuring the System

Figure 3-6 Add user

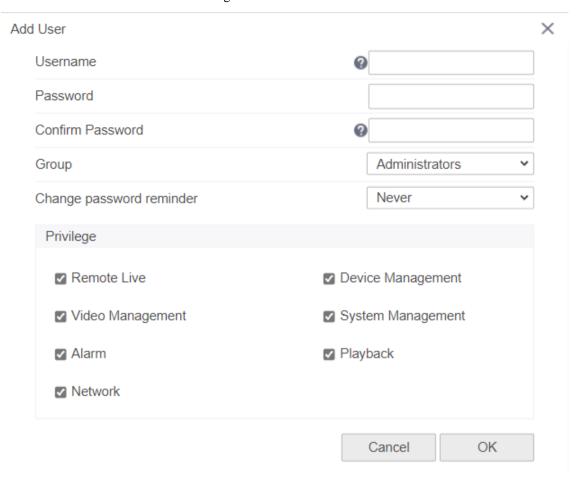


Table 3-3 User parameters description

Tuest of a cost parameters description			
Parameter	Description	Setting	
User Name	User name for logging in to the camera.	[Setting method] Input the name	
Groups	Permission group where a user belongs. The default permission groups are <b>Super Admin</b> , <b>Administrators</b> , <b>Operator</b> , and <b>Media user</b> . Their permissions are described as follows:  Super Admin: Includes all privileges.  Administrators: Remote live, Device Management, Video Management, System Management, Alarm, and Network.  Operator: Remote live, Video Management, System Management and Network.  Media user: Remote live, Video Management.	[Setting method] Click <b>Add</b> , then select a value from the drop- down list box.	
Privilege	To tick the privilege of users.  NOTE  Super Admin can be viewed only.	[Setting method] Tick the functions required.	

Step 3 Add, modify, or delete a user as required. Table 3-4 describes the operations.

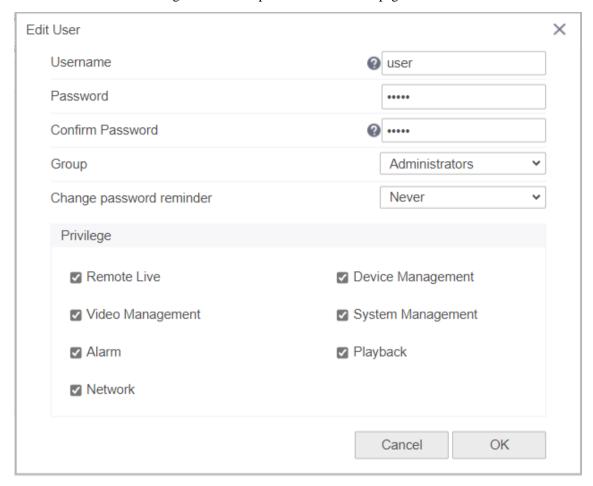
Configuring the System Web Operation Guide

Table 3-4 Operation description

Function	Procedure	Description
Add	<ol> <li>Click Add.</li> <li>The Add User page is displayed, as shown in Figure 3-7.</li> </ol>	Add an administrator or a common user as shown in Figure 3-7.
	Enter a user name, password, confirm password.	
	3. Select a group from the drop-down list box.	
	4. Check the privilege.	
	5. Click <b>OK</b> .	
	The user is added successfully.	
Modify	Click 🚄	Modify the user name, password, group or privilege.
	The <b>Modify User</b> page is displayed.	
	1. Modify the user's name, password, group, or privilege.	
	2. Click <b>OK</b> .	
	The user is modified successfully. The <b>User</b> page is displayed.	
Delete	Select the user from the User list. Click the message "Are you sure to delete?" pops up, click <b>OK</b> , then the user is deleted successfully.	Delete a user.

Web Operation Guide Configuring the System

Figure 3-7 Edit super administrator user page



----End

# 3.4 Modifying Password

## Description

You can modify the password at this page.

#### **Procedure**

Step 1 Choose **Setting > System > Password**.

The **Password** page is displayed, as shown in Figure 3-8.

Configuring the System

Figure 3-8 Password page



Step 2 Input the old password

Step 3 Input new password and confirm the password.

Step 4 Click "Apply" to save the setting.



Password requirements:

- 1. Valid password range 6-32 characters.
- 2. At least 2 kinds of numbers, lowercase, uppercase or special character contained.
- 3. Only these special characters are supported !@#\$\*+=-\_

It is advised to restart the device three minutes later after modifying password.

----End

# 3.5 Querying Logs

## Description

Operation logs record user operations and scheduled task commands during the running of the device.

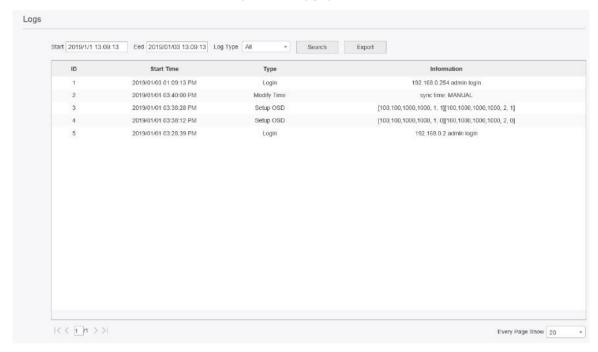
#### **Procedure**

Step 1 Choose **Setting > System > Log**.

The **Log** page is displayed, as shown in Figure 3-9.

Web Operation Guide Configuring the System

Figure 3-9 Log page



Step 2 Set the search criteria.

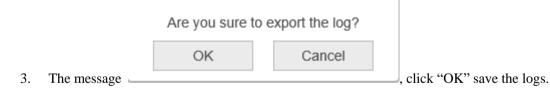
- 1. Click the **Begin Time** and **End Time** text boxes respectively.
- 2. Select the type of operation logs to be queried from the **Log type** drop-down list box. A time setting control is displayed.

#### Step 3 Click Search.

The operation logs related to the specified user are displayed.

Step 4 Export the operation logs.

- 1. Set the start time, end time and log type.
- 2. Click **Export** on the right of the page.



----End

## 3.6 Maintenance

## Description

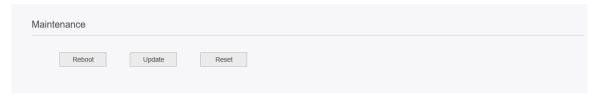
You can reboot, update, and reset at maintenance page.

#### **Procedure**

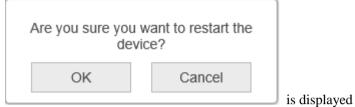
Step 1 Choose **Setting > System > Maintenance**.

The Camera Maintenance page is displayed, as shown in Figure 3-10.

Figure 3-10 Maintenance page



Step 2 Click "Reboot".



- 1. The message
- 2. Click **OK** to restart.
- 3. The device is restarted successfully five minutes later.

Step 3 Click "Update".

- 1. The browser folder is displayed
- 2. Click to select the upgrade file.
- 3. Click **Update**.

If the message "Upgrade success!" The device is rebooting, please login late!" pops up, the program updates successfully and the device is rebooted.

If other information is displayed, select the upgrade package correctly.

Step 4 Click "Reset".

1.



2. Click **OK** to reset the device, the device is restored to the factory settings.



3. return to login page.

----End

## 3.7 Configuring Auto Restart

## Description

You can auto restart the device at the fixed time.

Web Operation Guide Configuring the System

#### **Procedure**

Step 1 Choose **Setting > System > Auto Restart**.

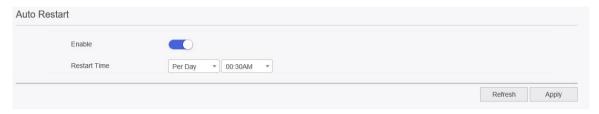
The **Auto Restart** page is displayed, as shown in Figure 3-11.

Figure 3-11 Auto restart



Step 2 Enable the auto restart, as shown in Figure 3-12.

Figure 3-12 Auto restart page



Step 3 Choose the restart time (per day, per week, per month).

Step 4 Click "Apply" to save the setting.

----End

Configuring Network Web Operation Guide

# 4 Configuring Network

# 4.1 Setting Network

## 4.1.1 Seting IP

Step 1 Click **Setting > Network > Network**. The **Network** page is displayed, as shown in Figure 4-1.



Figure 4-1 Network page

Step 2 Set the parameters according to Table 4-1.

Table 4-1 Local network parameters description

Parameter	Description	Setting
DHCP	Enable DHCP	
IP Address	Device IP address that can be set as required.	[Setting method] Enter a value manually. [Default value] 192.168.0.123
Subnet Mask	Subnet mask of the network adapter.	[Setting method] Enter a value manually. [Default value] 255.255.255.0
Gateway	This parameter must be set if the client accesses the device through a gateway.	[Setting method] Enter a value manually. [Default value] 192.168.0.1

Web Operation Guide Configuring Network

Parameter	Description	Setting
Obtain DNS automatically	Enable the function, the device can obtain the DNS1 and DNS2 automatically.	
DNS 1	IP address of a DNS server.	[Setting method] Enter a value manually. [Default value] 192.168.0.1
DNS 2	IP address of a domain server.  If the preferred DNS server is faulty, the device uses the alternate DNS server to resolve domain names.	[Setting method] Enter a value manually. [Default value] 192.168.0.2
MTU (800-1500)	Set the maximum value of network transmission data packets.	[Setting method] Enter a value manually. NOTE The MTU value is range from 800 to 1500, the default value is 1500, Please do not change it arbitrarily.

#### Step 3 Click Apply.

If the message "Apply success!" is displayed, click **Confirm**. The system saves the settings. The message "Set network parameter success, please login system again" is displayed. Use the new IP address to log in to the web management system.

If the message "Invalid IP Address", "Invalid Subnet Mask", "Invalid default gateway", "Invalid primary DNS", or "Invalid space DNS" is displayed, set the parameters correctly.

----End

## **4.1.2 Setting Ports**

## Description

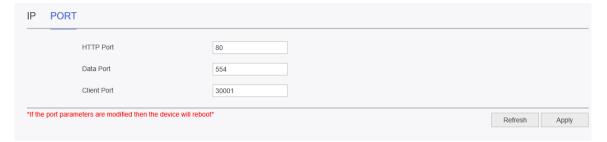
You must configure the HTTP port, Data port, Client port for device route mapping in a LAN.

#### **Procedure**

Step 1 Choose **Setting > Network > Network > Port**. The **Device Port page is** displayed, as shown in Figure 4-2.

Configuring Network Web Operation Guide

Figure 4-2 Device Port page



Step 2 Set the parameters according to Table 4-2.

Table 4-2 Device port parameters description

Parameter	Description	Setting
HTTP Port	Port used in web access.	[Setting method] Enter a value manually. [Default value] 80
HTTPS port	Web mode port.	[Setting method] Enter a value manually. [Default value] 443
Data Port	RTSP protocol port.	[Setting method] Enter a value manually. [Default value] 554
Client Port	Port used for audio and video transfer and signaling interaction.	[Setting method] Enter a value manually. [Default value] 30001

### M NOTE

It's not recommended to modify the control port, for details about the value ranges of the HTTP port, data port, and client port, see the communication matrix.

#### Step 3 Click Apply.

If the "This operation will lead to the device to restart, continue?" dialog box is displayed, click **Confirm**. The system automatically restarts and saves the settings.

If the message "Invalid Control Port, please input an integer between 1025 and 65535" is displayed, enter correct port numbers.

#### ----End

Web Operation Guide Configuring Network

# **4.2 Setting DDNS Parameters**

## Preparation

Connect the specified camera to the Internet, and obtain the user's name and password for logging into the Dynamic Domain Name System (DDNS) server.

#### **Procedure**

Step 1 Choose **Setting > Network > DDNS**.

The **DDNS** page is displayed, as shown in Figure 4-3.

Figure 4-3 DDNS page



Step 2 Set the parameters according to Table 4-3.

Table 4-3 DDNS parameters description

Parameter	Description	Setting
DDNS	Indicates whether to enable the DDNS service.	[Setting method] Click the button on to enable DDNS. [Default value] OFF
Protocol	DDNS service protocol. Currently, only 3322 and no_ip are supported.	[Setting method] Select a value from the drop-down list box. [Default value] 3322 NOTE Set this parameter based on the site requirements.
Domain name	Host name customized by a user.	[Setting method] Enter a value manually. [Default value] Blank

Configuring Network Web Operation Guide

Parameter	Description	Setting
User	User name for logging in to the DDNS server.	[Setting method] Enter a value manually. [Default value] Blank
Password	Password for logging in to the DDNS server.	[Setting method] Enter a value manually. [Default value] Blank

#### Step 3 Click Apply.

If the message "Apply success!" is displayed, click **Confirm**. The system saves the settings. If other information is displayed, set the parameters correctly.

----End

## 4.3 Setting E-mail

### Description

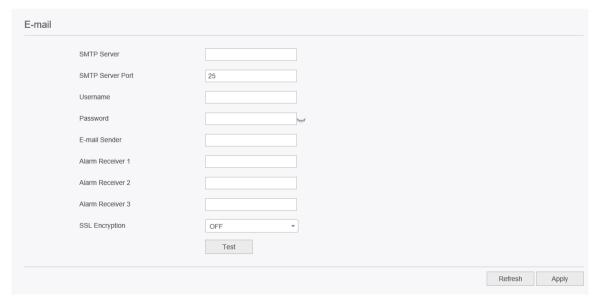
Set the Simple Mail Transfer Protocol (SMTP) function to send E-mail, the device automatically sends alarm information to specified email addresses when an alarm is generated.

#### **Procedure**

Step 1 Choose **Setting > Network > E-mail**.

The **E-mail** page is displayed, as shown in Figure 4-4.

Figure 4-4 E-mail page



Web Operation Guide Configuring Network

Step 2 Set the parameters according to Table 4-4.

Table 4-4 SMTP parameters description

Parameter	Description	Setting
SMTP Server Address	IP address of the SMTP server.	[Setting method] Enter a value manually.
SMTP Server Port	Port number of the SMTP server.	[Setting method] Enter a value manually. [Default value] 25
User Name	User name of the mailbox for sending emails.	[Setting method] Enter a value manually.
Password	Password of the mailbox for sending emails.	[Setting method] Enter a value manually.
E-mail Sender	Mailbox for sending emails.	[Setting method] Enter a value manually.
Alarm Receiver 1	(Mandatory) Email address of recipient 1.	[Setting method] Enter a value manually.
Alarm Receiver 2	(Optional) Email address of recipient 2.	
Alarm Receiver 3	(Optional) Email address of recipient 3.	
SSL Encryption	Email encryption mode. Set this parameter based on the encryption modes supported by the SMTP server. There are three type to be chosen.  OFF SSL Starttls	[Setting method] Select a value from the drop-down list box.  [Default value] OFF

Step 3 Click Apply.

If the message "Apply success!" is displayed, and the system will save the settings. If other information is displayed, set the parameters correctly.

----End

# 4.4 Configuring UPnP

## Description

UPnP (Universal Plug and Play), by establishing a mapping relationship between the internal network and the external network, the device of external network can directly access the internal network equipment through the external network IP address.

Configuring Network Web Operation Guide

#### **Procedure**

Step 1 Choose **Setting > Network > UPnP**.

The **UPnP** page is displayed, as shown in Figure 4-5.

Figure 4-5 UPnP page



Step 2 Enable UPnP, Choose the mode(manual and auto).

- 1. If you choose manual, user should depend on router's parameter to set the HTTP port, data port and client port.
- 2. If user chooses the auto type, the device will set the port automatically.

Step 3 Click **Apply** to save the settings.

----End

# 4.5 Configuring SNMP

### Description

SNMP (simple network management protocol), user can set SNMPV1, SNMPV2 and SNMPV3.

#### **Procedure**

Step 1 Choose **Setting > Network > SNMP**.

The **SNMP** page is displayed, as shown in Figure 4-6.

Web Operation Guide Configuring Network

Figure 4-6 SNMP page

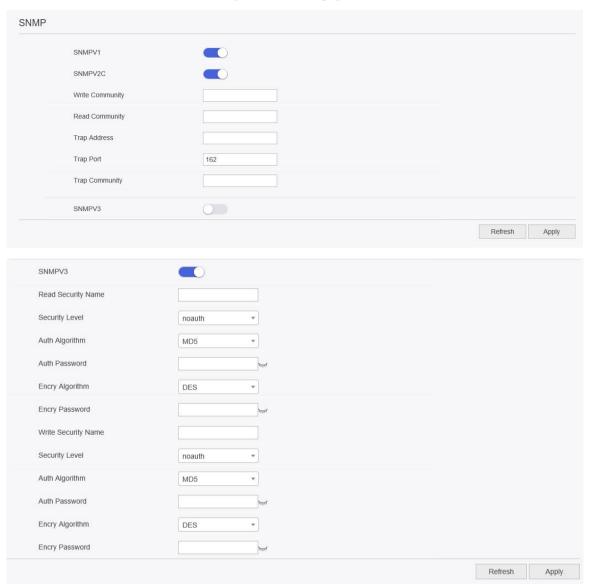


Table 4-5 SNMP parameters

Parameter	Description	Setting
SNMPv1	Version of SNMP. SNMPv1 and SNMPv2c use communities to	[Setting method] Click the button on.
SNMPv2c	establish trust between managers and agents. Agents support three community names, write community, read community and trap.	[Default value] OFF
Write Community	Name of write community.  The write community only can modify data.	[Setting method] Enter a value manually.
Read Community	Name of read community.  The write community only can read data.	
Trap Address	IP address of the trap.	

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Parameter	Description	Setting
Trap Port	Management port of accepting message from trap.	
Trap Community	Community string of trap.  The trap community string allows the manager to receive asynchronous information from the agent.	
SNMPv3	Version of SNMP.  SNMPv3 uses community strings, but allows for secure authentication and communication between SNMP manager and agent.	[Setting method] Click the button on. [Default value] OFF
Write Security Name	Name of write security.	[Setting method] Enter a value manually.
Security Level	Security Level between SNMP manager and agent, includes three levels:  Noauth: No authentication and no encryption  Auth: Authentication but no encryption  Priv: Authentication and encryption	[Setting method] Select a value from the drop-down list box. [Default value] Blank
Auth Algorithm	Authentication Algorithm, includes MD5and SHA.	[Setting method] Select a value from the drop-down list box. [Default value] Blank
Auth Password	Authentication password.	[Setting method] Enter a value manually.
Encry Algorithm	Encryption Algorithm, includes DES.	[Setting method] Select a value from the drop-down list box. [Default value] Blank
Encry Password	Encryption password.	[Setting method] Enter a value manually.

## Step 2 Click Apply.

If the message "Apply success!" is displayed, and the system saves the settings.

#### ----End

Web Operation Guide Configuring Network

## 4.6 Web Mode

## Description

Enable web mode, you can access the web interface through https port. User can input 'https://IP address:https port' (for example: https://192.168.0.123:1089, 1089 is the https port that is input manually) to enter the web mode.

Figure 4-7 Web mode page



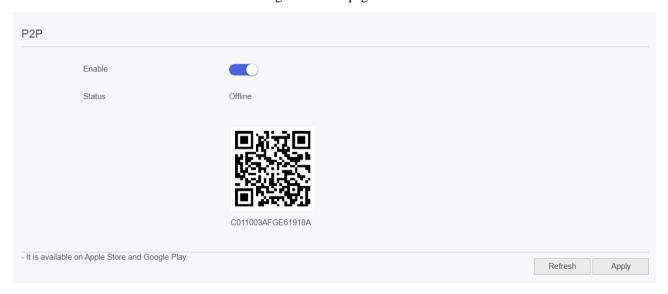
----End

# 4.7 Configuring P2P (Only for Some Models)

## Description

The camera is online, enable P2P, user can use Inview Pro 4 to scan UUID on page to add to App, so that the camera can be managed by App (Inview Pro 4, the App can be loaded on Apple Store and Google Play).

Figure 4-8 P2P page



----End

Configuring Network Web Operation Guide

# 4.8 Configuring IP Filter

## Description

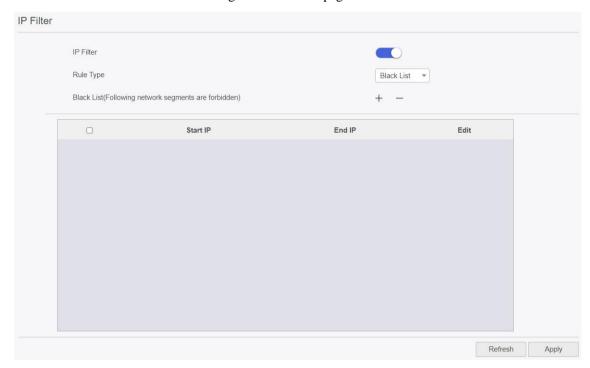
Set the IP address in specified network segment to allow access or prohibit access.

#### **Procedure**

Step 1 Choose **Setting > Network > IP Filter**.

The **IP Filter** page is displayed, as shown in Figure 4-9.

Figure 4-9 IP Filter page



Step 2 Click the button on to enable **IP Filter**.

Set the parameters according to Table 4-6

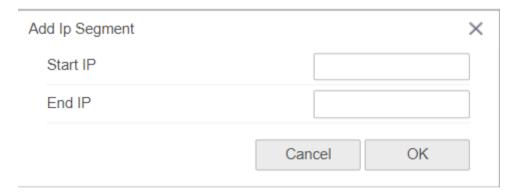
Table 4-6 IP Filter parameters

Parameter	Description	Setting
IP Filter	Indicates whether to enable the IP Filter.	[Setting method] Click the button on. [Default value] OFF
Rule Type	IP filter type, includes black list and white list.	[Setting method] Select a value from the drop-down list box. [Default value] Black List

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Parameter	Description	Setting
Black List	Specified network segment to allow access	[Setting method]  1. Click  to enter the add black/white list page, as shown in Figure 4-10  2. Enter Begin IP Address.  3. Enter End IP Address.  4. Enter Description.  5. Click OK, the black list added successfully.
White List	Specified network segment to prohibit access	[Setting method]  1. Click  to enter the add black/white list page, as shown in Figure 4-10  2. Enter Begin IP Address.  3. Enter End IP Address.  4. Enter Description.  5. Click OK, the white list added successfully.

Figure 4-10 Add IP Filter page



Step 3 Click Apply.

The message "Apply success!" is displayed, and the system saves the settings.

----End

# 4.9 Configuring 802.1X

## Preparation

802.1x authentication must be configured on the access port, which controls access network resources for the connected user devices on the port.

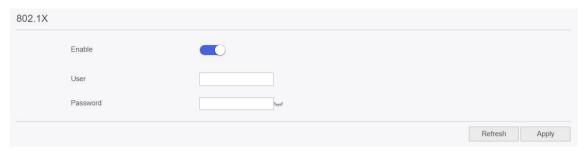
## **Procedure**

Step 1 Choose **Setting > Network > 802.1x**.

Configuring Network Web Operation Guide

The **802.1x** page is displayed, as shown in Figure 4-11.

Figure 4-11 802.1x page



Step 2 Click the button on to enable 802.1x.

Step 3 Enter the account name.

Step 4 Enter the password and confirm password..

Step 5 Click Apply.

The message "Apply success!" is displayed, and the system saves the settings.

----End

# 4.10 Configuring PPPOE

# Description

If a PPPoE connection is used, you need to input the user name and password on the **PPPoE** page. After restarting the device, the PPPoE settings take effect and the device obtains a public IP address.

## **Procedure**

Step 1 Choose Setting > Network > PPPoE.

The **PPPoE** page is displayed, as shown in Figure 4-12.

Figure 4-12 PPPoE page



Step 2 Click the button on to enable **PPPoE**.

Step 3 Set the parameters according to Table 4-7.

Web Operation Guide Configuring Network

Table 4-7 PPPoE parameters

Parameter	Description	Setting
PPPoE	Indicates whether to enable the PPPoE service.	[Setting method] Click the button on. [Default value] OFF
Accounts	User name of PPPoE provided by the network carrier.	[Setting method] Enter a value manually.
Password	Password of PPPoE provided by the network carrier.	[Setting method] Enter a value manually.

Step 4 Click Apply.

If the message "Apply success!" is displayed, and the system saves the settings.

If other information is displayed, set the parameters correctly.

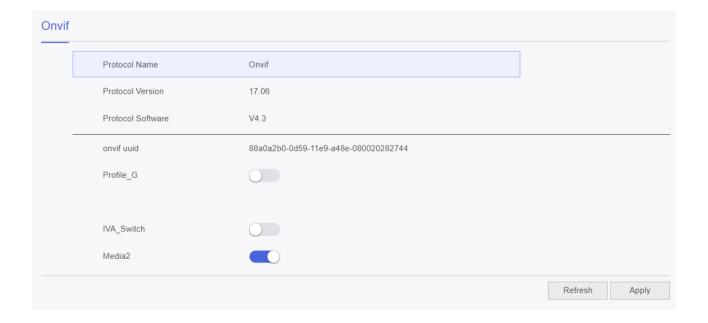
----End

# 4.11 Congfiguring CMS

# Description

You can view the existing protocol name and version number of the current device on the **Setting** > **Network** > **CMS** Configuration page, as shown in Figure 4-13. Table 4-8 describes the protocol-related parameters.

Figure 4-13 CMS Configuration page



Configuring Network Web Operation Guide

Table 4-8 Protocol-related parameters

Parameter	Description
Protocol Name	Type of the access protocol.
Protocol Version	Version number of the access protocol.
Protocol Software Version	Software version number of the access protocol.
Onvif uuid	Universally unique identify.
Profile G	Enable ONVFI Profile G
IVA Switch	Enable IVA Switch
Media 2	Enable Media 2

----End

## 4.12 Platform Access

## Description

If the device and platform system are not at the same local network, you can connect device and platform system to the external server. You should build a server for platform in advance, platform's remote IP/Port and IP camera are mapping port to external network.

## **Procedure**

Step 1 Choose Configuration > Network Service > Platform Access.

The **Platform Access** page is displayed, as shown in Figure 4-14

Figure 4-14 Platform Access page



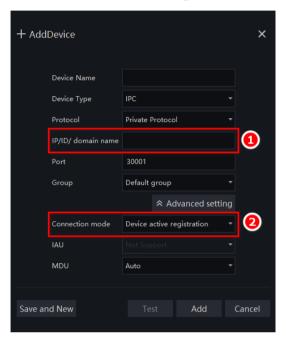
Step 2 Input the parameters. The host name and port are same as the platform, as shown in figure. It is the IP or domain of external network server. The user name and password are same as platform login.

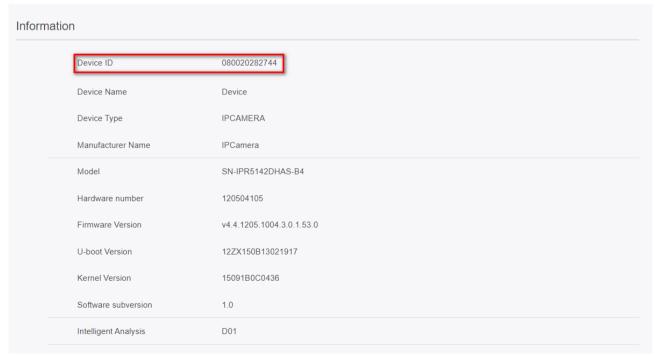
Web Operation Guide Configuring Network



Step 3 Add the IPC to platform, you should input the following information

- 1: IP/ID/Domain name is device ID of IPC.
- 2: The connection mode should be chosen **Device active registration**.





Step 4 If you want to encrypt the access, you can enable the Encrypt.

#### Step 5 Click Apply.

The message "Apply success!" is displayed, and the system saves the settings.

#### ----End

# 5 Configuring the Video/Audio

# 5.1 Setting Encode Parameters

## **Procedure**

Step 1 Click **Setting > Video > Encode**. The **Encode** page is displayed, as shown in Figure 5-1.

Encode Main Stream Sub Stream Encode Type Encode Type H265 H265 Video Encode Level Video Encode Level Low Resolution 1920x1080 Resolution 704x576 Frame Rate Frame Rate I Frame Interval(Unit:Frame) I Frame Interval(Unit:Frame) Bitrate Control Bitrate Control Bitrate(512-4096) 2048 Bitrate(128-1536) 1024 Refresh Apply

Figure 5-1 Encode page

Step 2 Set the parameters according to Table 5-1.

Table 5-1 Stream configuration parameters description

Parameter	Description	Setting
Name	Main stream / Sub stream	

Parameter	Description	Setting
Encode Type	The video codec determines the image quality and network bandwidth required by a video. Currently, the following code standards are supported H264, H265 and MJPEG.  • MJPEG  MJPEG is a standard intra-frame compression codec. The compressed image quality is good.	[Setting method] Select a value from the drop-down list box. [Default value] H.265
	No mosaic is displayed on motion images.  • H264  H.264 consists of H.264 Base Profile, H.264  Main Profile, and H.264 High profile. The performance of H.264 High Profile is higher than that of H.264 Main Profile, and the performance of H.264 Main Profile is higher than that of H.264 Base Profile. If a hardware decoding device is used, select the appropriate codec based on the decoding performance of the device.  H.264 High Profile has the highest requirements on the hardware performance, and H.264 Base Profile has the lowest requirements on the hardware performance.  • H265  H.265 is the advanced video encoding standard. It's the improvement standard from H.264. H.265 improves the streams, encoding quality and algorithm complexity to make configuration as optimization.	
Video Encode Type	H 264 is corresponding to three types (low, medium, high). H 265 is corresponding to medium	[Setting method] Select a value from the drop-down list box.
Resolution	A higher resolution means better image quality.  NOTE  IP cameras support the different resolutions based on the model.	[Setting method] Select a value from the drop-down list box.
Frame Rate(fps)	The frame rate is used to measure displayed frames. A higher frame rate means smoother videos. A video whose frame rate is higher than 22.5 f/s is considered as smooth by human eyes.  Frame rates for different frequencies are as follows:  50 Hz: 1–25 f/s 60 Hz: 1–30 f/s	[Setting method] Select a value from the drop-down list box.
I Frame Interval (unit: frame)	I frame do not require other frames to decode.  A smaller I frame interval means better video quality but higher bandwidth.	[Setting method] Select a value from the drop-down list box.

Parameter	Description	Setting
Bit Control	The bit rate is the number of bits transmitted per unit of time.  The following bit rate types are supported:  Constant bit rate (CBR)  The compression speed is fast; however, improper bit rate may cause vague motion images.  Variable bit rate (VBR)  The bit rate changes according to the image complexity. The encoding efficiency is high and the definition of motion images can be ensured.	[Setting method] Select a value from the drop-down list box.
Bitrate (512- 4096)/(128/1536)	Indicates the maximum value of the bit rate.	[Setting method] Enter a value manually.

## Step 3 Click Apply.

If the message "Apply success!" is displayed, click **Confirm**. The system saves the settings.

If the message "Apply failed!" is displayed, you must apply for the Parameter Configure permission from an administrator.

If a message indicating that the bit rate is out of range is displayed, enter a new bit rate value.

#### ----End

# 5.2 Setting Camera

## **Procedure**

Step 1 Choose **Setting > Video > Camera**.

The **Camera** page is displayed, as shown in Figure 5-2. Table 5-2 describes the parameters.

Figure 5-2 Camera page



**Parameter** Description Setting Video System The options are as follows: [Setting method] PAL system used in Europe and China Select a value from the dropmainland. down list box. NTSC system used in USA and Japan. [Default value] User can choose the type depending on 50 Hz local rules. NOTE Whether the video system can be changed depends on the device model. Video Refresh The options are as follows: [Setting method] Frequency Corresponds to the video system. 50 Hz: corresponds to the PAL system. 60 Hz: corresponds to NTSC system.

Table 5-2 Camera parameters description

Step 2 Click "Apply". The message "Apply success!" is displayed. The system saves the settings.

A NOTE

If the video system is modified, the settings take effect after the device restarts.

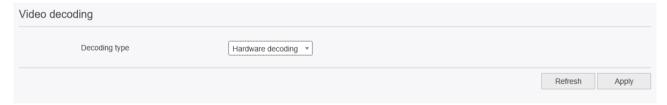
----End

# 5.3 Video Decoding (Only for Some Models)

There are two modes to decode video, hardware decoding and software decoding. The default is hardware decoding, the usage of CPU is lower. The software decoding will provide the superior image quality.

This function can only be used in IE browser.

Figure 5-3 Video decoding



# 5.4 Volume Control (Only for Some Models)

The volume control is used for the cameras which have built-in microphone and speaker.

#### **Procedure**

Step 1 Choose **Setting > Video > Volume Control**.

The volume control page is displayed, as shown in Figure 5-4.

Figure 5-4 Volume control page



Step 2 Adjust the volume of microphone and speaker.

## ----End

Web Operation Guide Configuring Image

# 6 Configuring Image

# **6.1 Setting Image Parameters**

# Description

At image page, user can set Setup Color Parameters, Image Adjustment, White Balance, Scene, Exposure, Daynight, Noise Reduction, and Enhance Image.

#### **Procedure**

Step 1 Choose **Setting > Image > Image**.

The **Image** page is displayed, as shown in Figure 6-1.

Setup Color Parameters

Auto

Image Adjustment

White Balance

Scene

Exposure

DayNight

Noise Reduction

Enhance Image

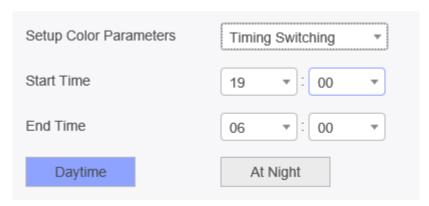
\* If the end time is less than the start time, it will be considered to be the next day! \*

FactorySetting Apply

Figure 6-1 Image page

Step 2 Choose color parameter, auto or timing switching.

- 1. Select time switching
- 2. Set the start time and end time.



Configuring Image Web Operation Guide

\* If the end time is less than the start time, it will be considered to be the next day! \*

Step 3 Set image adjustment, as shown in Figure 6-2.

Figure 6-2 Image adjustment

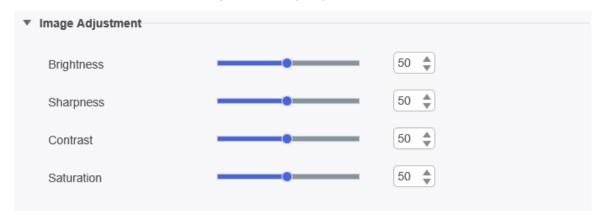


Table 6-1 Image adjustment

Parameter	Description	Configuration Method
Brightness	It indicates the total brightness of an image. As the value increases, the image becomes brighter.	[Setting method] Drag the slider. [Default value] 50
Saturation	It indicates the color saturation of an image. As the value increases, the image becomes more colorful.	[Setting method] Drag the slider. [Default value] 50
Sharpness	It indicates the definition of an image. As the value increases, the image becomes more clearer.	[Setting method] Drag the slider. [Default value] 50
Contrast	It indicates the contrast between the bright part and the dark part of an image. As the value increases, the contrast increases.	[Setting method] Drag the slider. [Default value] 50

Step 4 Set the white balance, as shown in Figure 6-3.

Web Operation Guide Configuring Image

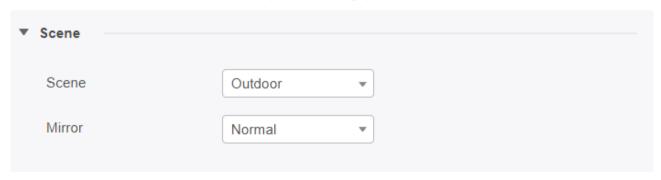
Figure 6-3 White balance page



Parameter	Meaning	Configuration Method
Mode	It is adjusted based on application scenarios to improve the fidelity of the image color.  The WB modes include: <b>Auto</b> : In automatic white balance (WB) mode, the system automatically performs white balance based on the monitoring environment. <b>Manual</b> : In manual WB mode, you can manually select a WB mode based on the monitoring environment.	[Setting method] Select a value from the drop-down list. [Default value] Auto
Red Gain	It indicates the gain applied to red channels. As the value increases, the color temperature becomes lower.  NOTE  This parameter is valid when Manual Mode is set to Customized.	[Setting method] Drag the slider. [Default value] 50
Blue Gain	It indicates the gain applied to blue channels. As the value increases, the color temperature becomes higher.  INOTE  This parameter is valid when Manual Mode is set to Customized.	[Setting method] Drag the slider. [Default value] 50

Step 5 Set Scene, as shown in Figure 6-4.

Figure 6-4 Scene page



Configuring Image Web Operation Guide

Parameter	Description	Configuration Method
Scene	It indicates the working mode of a camera.  Outdoor: It applies to outdoor scenarios.  Indoor: It applies to indoor scenarios.	[Configuration method] Select from the drop-down list [Default value] Outdoor
Mirror	It is used to select the pixel location of an image.  Normal: The image does not flip.  Horizontal: The image flips left and right.  Vertical: The image flips up and down.  Horizontal and vertical: The image rotates at 180 degrees.	[Setting method] Select a value from the drop-down list. [Default value] Normal

Step 6 Set exposure as shown in Figure 6-5.

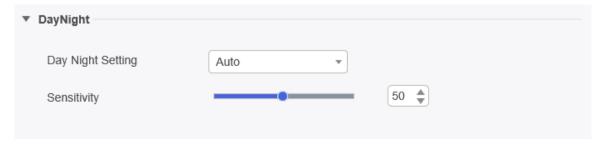
Figure 6-5 Exposure page



Parameter	Meaning	Configuration Method
Exposure Mode	The exposure modes include: <b>Auto</b> : The system performs auto exposure based on the monitoring environment. <b>Manual</b> : You can adjust the brightness of an image	[Setting method] Select a value from the drop-down list. [Default value]
Exposure Time	by setting the exposure time.  The device automatically adjusts the shutter time based on the ambient brightness. The shutter time is less than or equal to the value of this parameter	Auto  [Setting method]  Select a value from the drop-down list.  [Default value]  1/30

Step 7 Set daynight, as shown in Figure 6-6.

Figure 6-6 Daynight page



Web Operation Guide Configuring Image

Parameter	Meaning	Configuration Method
Day Night Setting	It can be set to <b>Auto</b> , <b>Day</b> , <b>Night</b> or <b>Timing</b> .  Auto mode  The image color and filter status are automatically switched based on the ambient brightness. The filter prevents infrared light from entering the sensor in the day state and allows all types of light to enter the sensor in the night state.  Day mode  The image is colored, and the filter is in the day state, preventing infrared light from entering the sensor.  Night mode  The image is black and white, and the filter is in the night state, allowing infrared light to enter the sensor.  Timing  Set day to night time and night to day time to switch the daynight mode.	[Setting method] Select a value from the drop-down list. [Default value] Auto
Sensitivity	It determines the day-to-night switching in auto mode. When the system gain is greater than the value of this parameter, the system enters the night mode.  NOTE  This parameter is valid in auto mode.  The sensitivity of day and night switching, the higher the sensitivity, the more sensitive the light intensity is, and it may switch to day mode under low light.	[Setting method] Drag the slider. [Default value] 50

#### Infrared lamp & warm light mode:

**Auto**: The image will be colored when the light strength is strong; the image would be white-black when the light strength is low, the infrared lamp will be open. It will turn on the white light when capturing the human body, if the human is disappearing, the white light will be lasting 30s, the white light is be closed, infrared lamp will be open.

Day Mode: The image always be colored, it will open the white light when the light strength is low.

**Night Mode**: The image will be colored when the light strength is strong; the image would be white-black when the light strength is low, the infrared lamp will be open.

## Infrared lamp mode:

**Auto**: the image will be colored when the light strength is strong; the image would be white-black when the light strength is low, the infrared lamp will be open.

Day Mode: Never open the infrared lamp, the image is colored.

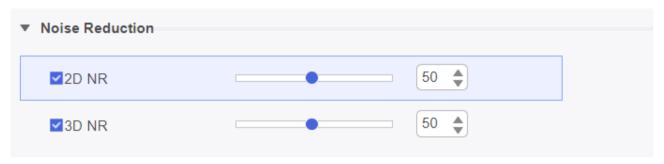
Night Mode: Open the infrared lamp, the image is white and black.

**Timing**: It will switch to night or day mode when the set time is reached.

Configuring Image Web Operation Guide

Step 8 Set noise reduction, as shown in Figure 6-7.

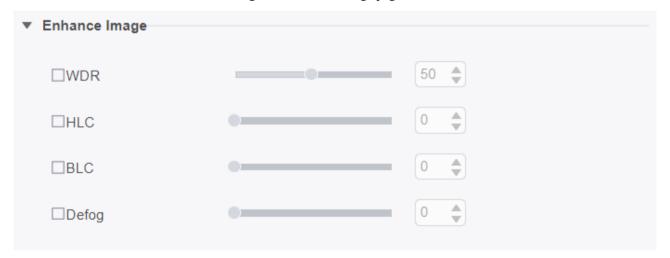
Figure 6-7 Noise reduction page



Parameter	Meaning	Configuration Method
2D NR	Reduce noise of image. Valid for static noise, the larger the value, the effect the better	[Configuration method] Tick the 2D NR, and drag the slider [Default value] 50
3D NR	Reduce noise of image. It is effective for moving noise. The larger the value, the stronger the noise reduction intensity, but it will cause smearing of moving objects.	[Configuration method] Tick the 3D NR, and drag the slider [Default value] 50

Step 9 Set enhance image, as shown in Figure 6-8.

Figure 6-8 Enhace image page



Web Operation Guide Configuring Image

Parameter	Meaning	Configuration Method
WDR	It can work on the dark and bright areas on the image and create a balance to improve the overall image quality to avoid overexposure or loss of details	[Setting method] Tick the WDR mode and drag the slider. [Default value] 50
HLC	It provides a clearer view of an image in the highlight environment. When HLC is enabled, the total brightness of an image is reduced, allowing you to view objects in front of the highlight.	[Setting method] Tick the HLC mode and drag the slider. [Default value] Close
BLC	It provides a clearer view of an image in the backlight environment. When BLC is enabled, the total brightness of an image increases, allowing you to view objects in front of the backlight. Meanwhile, the objects behind the backlight are exposed excessively.	[Setting method] Tick the HLC mode and drag the slider. [Default value] Close
DeFog	It provides a clearer view of an image in the fogged environment when Defog is enabled.  As the value increases, the image becomes clearer.	[Setting method] Tick the Defog mode and drag the slider. [Default value] Close

Step 10 Click "Apply" to save the settings.

Click "Factory Setting", the image setting will restore the factory settings.

----End

# **6.2 Setting OSD Parameters**

## Description

The on-screen display (OSD) function allows you to display the device name, and time, device name can be set at this page. You can drag the OSD frames to anywhere you want to put.

The OSD supports simplified Chinese, English, numbers and some special character.

#### **Procedure**

Step 1 Choose **Setting > Image > OSD**.

The **OSD** page is displayed, as shown in Figure 6-9. Table 6-2 describes the parameters.

Configuring Image Web Operation Guide

Figure 6-9 OSD page

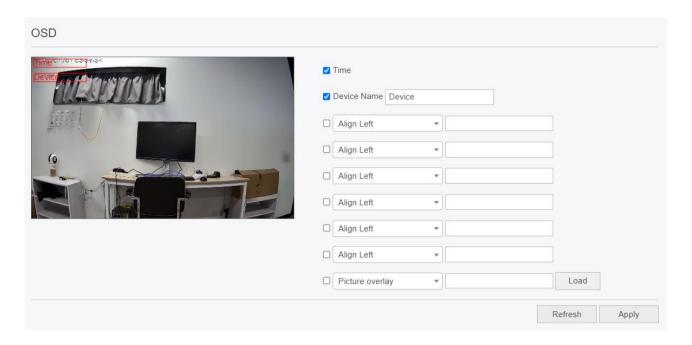


Table 6-2 OSD parameters description

Parameter	Description	Setting
Time	Indicates whether to display the time.	[Setting method] Enable
Device name	Indicates whether to display the device name	[Setting method] Enable, input the device name, the default value is Device.
Custom character	Input the chars, it supports adding up to 6 groups, you can also add picture to overlay	

Step 2 Click "Apply".

The message "Apply success" is displayed.

----End

# 6.3 Configuring the Privacy Zone

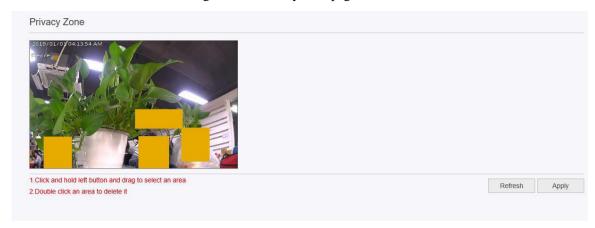
## **Procedure**

Step 1 Choose **Setting > Image > Privacy Zone**.

The **Privacy Zone** page is displayed, as shown in Figure 6-10

Web Operation Guide Configuring Image

Figure 6-10 Privacy zone page



Step 2 Press and hold the left mouse button, and drag on the preview image to cover the part to be masked.

## ■ NOTE

- The maximum percentage of an image that can be masked depends on the device model. Read the tip displayed on the page. A maximum of four areas can be masked.
- Choose the privacy zone, and double click left mouse button to delete the privacy zone.

Step 3 Click "Apply" to save settings.

The message "Apply success!" is displayed, the system saves the settings.

#### ----End

# 7 Configuring Record (Only for Some Models)

## 7.1 Record Schedule

Install the SD card at first, enable "Record Enable", enable "Record Audio", set the schedule to record, as shown in Figure 7-1.

System

Network

Record Schedule

Record Schedule

Record Schedule

SD Card

All \$ 2 4 6 8 10 12 14 16 18 20 22 24 Sun 5 Sun 5

Figure 7-1 Record schedule

Click "Apply" to save the settings.

----End

# 7.2 SD Card

At SD Card interface, user can format the SD card, set the recording overwrite.

Spistem

Video/Audilo
Image
Image
SD card status
Normal
SD card 9N Code
001c2716f678

Record Scheduse
SD Card
Used Space
SGB

Affected
Affected
Format
Apply

Figure 7-2 SD card

Click "Apply" to save the settings.

----End

Web Operation Guide Configuring AI/Event

# 8 Configuring AI/Event

# **8.1 Setting Motion Detection**

## Description

On the **Motion Alarm** page, you can perform the following operations:

Enable the motion alarm function.

Set the motion detection area.

Set the sensitivity of motion alarm.

When the alarm output function is enabled and the camera detects that an object moves into the motion detection area within the schedule time, the camera generates an alarm.

#### **Procedure**

Step 1 Choose **Setting >Alarm > Motion Alarm**.

The Motion Alarm page is displayed, as shown in Figure 8-1



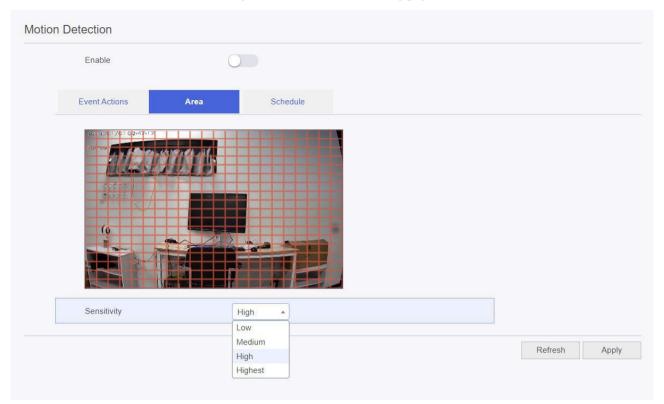
Figure 8-1 Motion Alarm page

Step 2 Enable the event actions, push message and send E-mail.

Step 3 Set alarm areas, drag and release mouse to select area (the default value is whole picture). Choose the sensitivity.

Configuring AI/Event Web Operation Guide

Figure 8-2 Motion Area Setting page



## NOTE

Double click left mouse button to delete all detection areas.

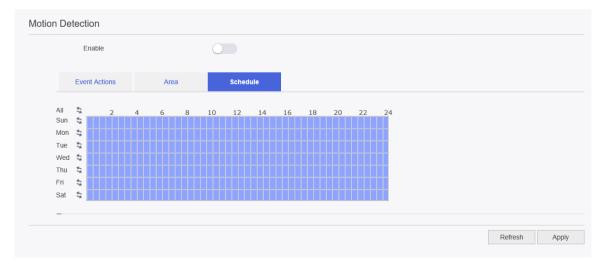
Step 4 Press and hold the left mouse button, and drag in the video area to draw a detection area, as shown in Figure 8-2.

Step 5 Configure the schedule time setting.

**Method 1:** Click left mouse button to select any time point within 0:00-24:00 from Monday to Sunday as shown in Figure 8-3.

**Method 2:** Hold down the left mouse button, drag and release mouse to select the schedule within 0:00-24:00 from Monday to Sunday.

Figure 8-3 Schedule page



Web Operation Guide Configuring AI/Event

When you select time by dragging the cursor, the cursor cannot be moved out of the time area. Otherwise, no time can be selected.

**Method 3:** Click in the schedule page to select the whole day or whole week.

Deleting deployment time: Click again or inverse selection to delete the selected schedule. Configure the detection area.

Step 6 Click "Apply".

The message "Apply success" is displayed. The system saves the settings.

----End

# 8.2 Set Intelligent Analysis

## 8.2.1 Intrusion

At **Setting > AI/Event > Intrusion** interface, enable the function, if human enter the deployment area of intrusion, it will generate the alarm, as shown in Figure 8-4.

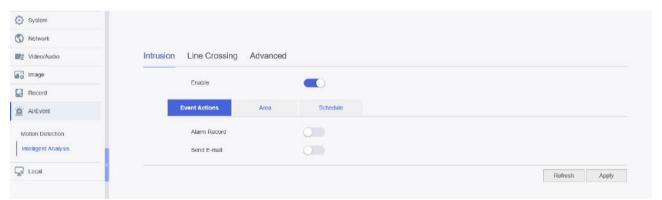


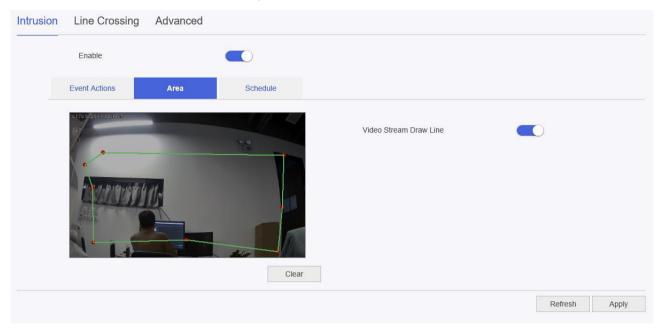
Figure 8-4 Intrusion – Event actions

User can choose alarm record (The SD card is installed in the camera in advance.) and sent E-mail (set at "Setting > Network > E-mail" interface) to show the alarm information.

Click the "Area" at the page to set the area to deploy, as shown in Figure 8-5.

Configuring AI/Event Web Operation Guide

Figure 8-5 Intrusion - Area



Move the cursor to the drawing interface and click to generate a point, move the cursor to draw a line, and then click to generate another point. This is how a line is generated. In this way, continue to draw lines to form any shape, and right-click to finish line drawing.

## **□** NOTE

- A drawn line cannot cross another one, or the line drawing fails.
- Any shape with 8 sides at most can be drawn.
- The quantity of deployment areas is not limited yet and will be described in future when a limit is applied.

Set the schedule to deploy, the default setting as shown in Figure 8-6. User can modify it manually following as 8.1 Step 5.

Intrusion Line Crossing Advanced Enable Schedule Event Actions 47.43 43 Mon 13 Tue Wed 43 Thu 17 43 Sat Refresh

Figure 8-6 Intrusion –schedule

## Click "Apply".

The message "Apply success" is displayed, the system saves the settings.

#### ----End

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# 8.2.2 Line Crossing

At **Setting > AI/Event > Line Crossing** interface, line crossing is a line that is set at a concerned position within the monitored field of view and specifies the forbidden travel direction, an alarm is generated when the people cross this line.

System

Network

Image

Image

Record

Motion Detection<br/>Intelligent Analysis

Send E-mail

| Continue |

Figure 8-7 Line Crossing - Event action

Enable line crossing, choose the event actions, as shown in Figure 8-7.

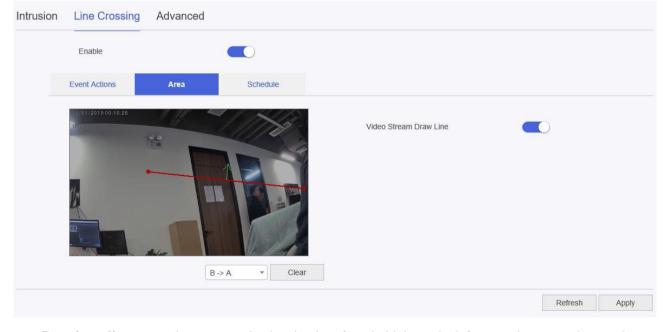
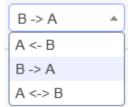


Figure 8-8 Line Crossing -Area

**Drawing a line**: move the cursor to the drawing interface, hold down the left mouse button, and move the cursor to draw a line. When you release the left mouse button, a line crossing is generated.

**Setting a line crossing**: click a line (and the trip line turns red) to select the single virtual fence and set its direction as positive, reverse or bidirectional, or delete the selected line. You can also press and hold left mouse button at the endpoint of a line crossing and move the mouse to modify the position and length of line. You can right-click to delete the line. It supports up to 4 lines be drawn.

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It sounds an alarm when people cross the line in the direction of the arrow.

Apply

Intrusion Line Crossing Advanced Enable Schedule Event Actions 17-17 Sun 13 Mon 17 Tue Wed Fri Sat Refresh

Figure 8-9 Line Crossing – Schedule

Set the schedule, click "Apply" to save the settings.

----End

## 8.2.3 Advance

The white light can be opened only the settings are meeting the following: the day-night mode is auto, the ambient brightness is not enough, the camera detects the human.

Intrusion Line Crossing Advanced Sensitivity White Light Light Duration 10 S(10S - 40S) Refresh

Figure 8-10 Advanced

The value of sensitivity is 1 or 2, the static object will not be detected as human. If the value is 3/4/5, the camera will detect the static objects and it maybe detect some special objects as human body.

Enable the white light, someone triggers the intrusion or line crossing alarm, the white will be open, the light will open for the setting duration.

If the white light is disable, the white light is opened when the camera detects the human body.

----End

Web Operation Guide Local Configuration

# 9 Local Configuration

# Description

You can save the snapshots and records to local. The local configuration can only be shown in IE Browser. For other browsers, the snapshots will be saved to the default folder.

#### **Procedure**

Step 1 Choose Local > Download Config.

The **Download Config** page is displayed, as shown in Figure 9-1.

Figure 9-1 Local Config page



Step 2 Set image download path (save the snapshot).

Step 3 Set video download path(save the record).

Step 4 The message "Apply success!" is displayed, and the system saves the settings.

## ----End

Troubleshooting Web Operation Guide

# 10 Troubleshooting

Table 10-1 describes the common problems and solutions.

Table 10-1 Common problems and solutions

Common Problems	Possible Cause	Solution
When you enter the device IP address in the address box of Internet Explorer and press <b>Enter</b> , the message "There is a problem with this website's security certificate." is displayed.	The certificate is not installed.	Click Continue to this website (not recommended).
The web management system cannot be accessed.	The network is disconnected.	<ul> <li>Connect the PC directly to the camera, and verify that the web management system can be accessed.</li> <li>Run the ping command to verify that the camera is reachable.</li> </ul>
	The IP address is used by another device.	Connect the PC directly to the camera and configure the IP address of the camera.
	The IP addresses of the PC and IP camera are on different networks.	Check the IP address, subnet mask, and gateway settings on the IP camera, and change the settings as required.
After the IP camera is upgraded, the web management system	The browser cache is not deleted.	To delete the browser cache, proceed as follows: (Microsoft Edge is used as an example.)
cannot be accessed.		Open Internet Explorer.
		2. Choose <b>Tools</b> > <b>Internet Options</b> .
		3. Click <b>Delete</b> .
		4. The <b>Delete Browsing History</b> dialog box is displayed.
		5. Select all check boxes.
		6. Click <b>Delete</b> .
		7. Log in to the web management system again.
The IP camera cannot be upgraded.	The network is disconnected. The network settings are incorrect.	Make sure that the upgrade network is connected. Check the network settings are correct or not.
	The upgrade package is incorrect.	Obtain the correct upgrade package and upgrade the IP camera again.

----End



# **Acronyms and Abbreviations**

A

ADSL Asymmetric Digital Subscriber Line

 $\mathbf{C}$ 

CBR Constant Bit Rate

D

DHCP Dynamic Host Configuration Protocol

DNS Domain Name Server

DDNS Dynamic Domain Name Server

 $\mathbf{G}$ 

GAMA Graphics Assisted Management Application

H

HTTP Hyper Text Transfer Protocol

HTTPS Hyper Text Transfer Protocol over Secure Socket Layer

I

ISO International Standard Organized

IP Internet Protocol

ID Identity

IPC Internet Protocol Camera

L

LPS Limited Power Source

 $\mathbf{M}$ 

MJPEG Motion Joint Photographic Experts Group

MAC Media Access Control

N

NTP Network Time Protocol

NTSC National Television Standards Committee

0

OSD On Screen Display

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P

PoE Power over Ethernet

PPPoE Point-to-Point Protocol over Ethernet

PTZ Pan/Tilt/Zoom

S

SMTP Simple Mail Transfer Protocol

U

UUID Universally Unique Identifier

V

VBR Variable Bit Rate