

User 's Manual

Model No.: IP-901

Weatherproof Day/Night Network Camera

CamView Remote Utility Software



PLEASE READ CAREFULLY AND SAVE

This manual contains important information about this product's operation.

If you are installing this product for others, you must leave this manual -or a copy- with the end user.

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Chapter 1 : Introduction

CamView is a video management software which comes and works with this IP Cameras. It is designed with the idea of truly user-friendly. With CamView, it is just a mouse-click away to see the video of your IP Camera and, surprisingly, neither technical knowledge nor complex settings is required. Each IP Camera has a unique Camera ID (Cam ID, 9 digits long) and a password for login to see the video. Therefore, the only thing you need to remember for seeing the video is the Cam ID and the password. The following chapters will walk you through the process of installing and using CamView step by step.

Chapter 2 : Install CamView Program

2.1. System requirements

- CPU : Intel 2 GHz or better
- Operating system : Microsoft Windows XP SP2 or later
- Memory : 1GB of memory or greater
- Browser : Microsoft Internet Explorer v6.x or later
- VGA card resolution : 1024 x 768 or above

Microsoft Windows Vista 32-bit and 64-bit (x64 platform) are both supported. For Vista operating system, some specifications of the system requirements are higher as listed below.

- CPU : Intel core 2 Duo 2 GHz or better
- Memory : 1.5 GB of memory or greater

Note: Extra HDD space is required for recording video on this PC. Also, we highly suggest you changing the recording path to other hard drive rather than C which is mainly for the operating system.

2.2. Installation steps

To install CamView on the Microsoft Windows, follow the steps below.

Step 1. Please close other windows applications to prevent the installation from any possible conflict.

Step 2. Insert the installation CD into your CD-ROM drive and find the CamViewInstaller-Vxxx.exe. Double click it to start the installation process and you will see the “Welcome” screen as shown in Figure 2-1.

Note: xxx of CamViewInstallerV-xxx.exe is the version number, for example, 1.02.12.

Note: If you have installed CamView program in your computer earlier, then you have to uninstall it before installing a new one. The uninstaller will be invoked automatically. Please refer to Chapter 9 - Uninstall CamView Program and make sure you select “Yes. Keep it” to keep the settings of CameraList during the uninstallation.

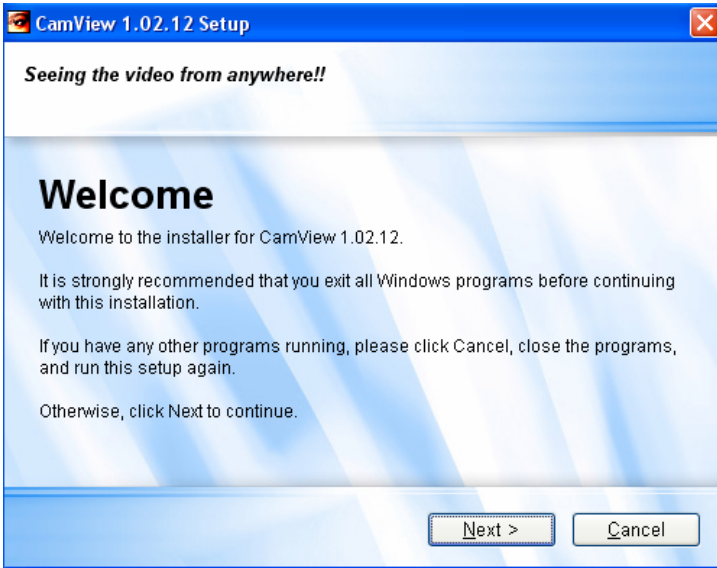


Figure 2-1 Install-welcome

Step 3. Click Next and the “Select Package” screen will show up as shown in Figure 2-2. If you do not know whether Microsoft .Net Framework existed or not, just leave it as it is.

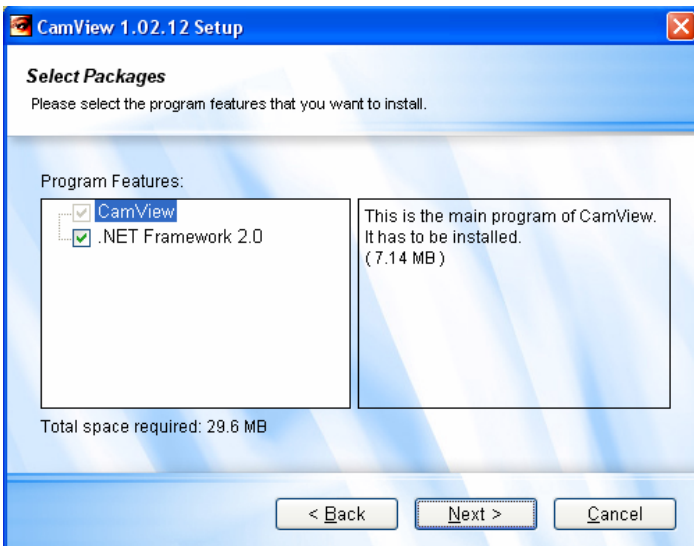


Figure 2-2 Install-select package

Note: If you are installing CamView on Microsoft Vista operating system, then you do not need to install the .NET Framework 2.0 because it is natively built-in within the Vista.

Step 4. Click Next and the “Installation Folder” screen will show up as shown in Figure 2-3.

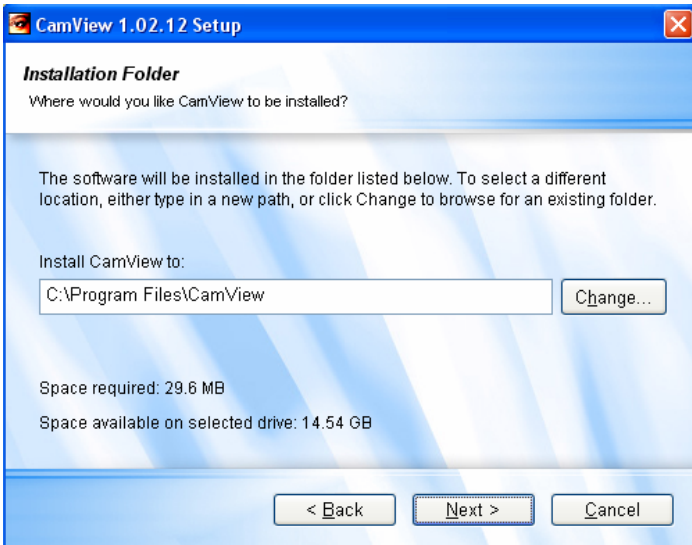


Figure 2-3 Install-installation folder

Step 5. Click Next and the “Shortcut Folder” screen will show up as shown in Figure 2-4.

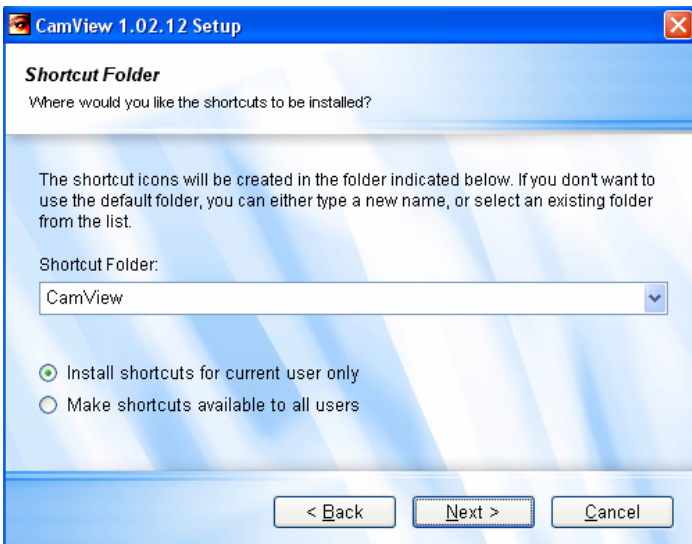


Figure 2-4 Install-shortcut folder

Step 6. Click Next and a summary screen will show up as shown in Figure 2-5.

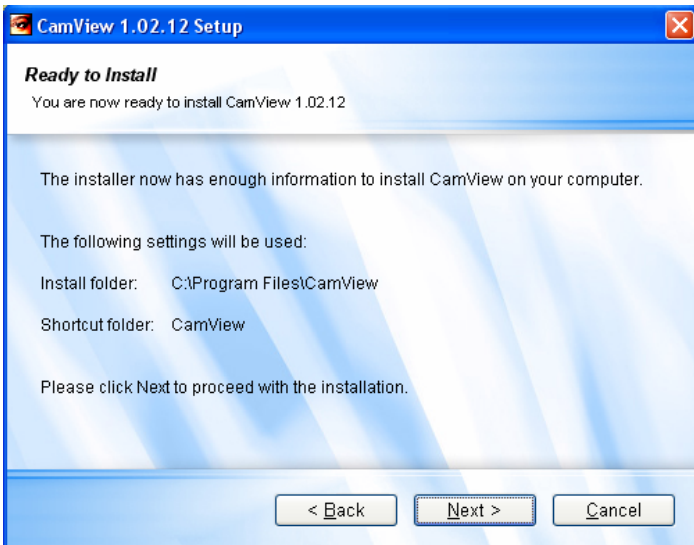


Figure 2-5 Install-ready to install

Step 7. Click Next and a progress screen will show up as Figure 2-6.

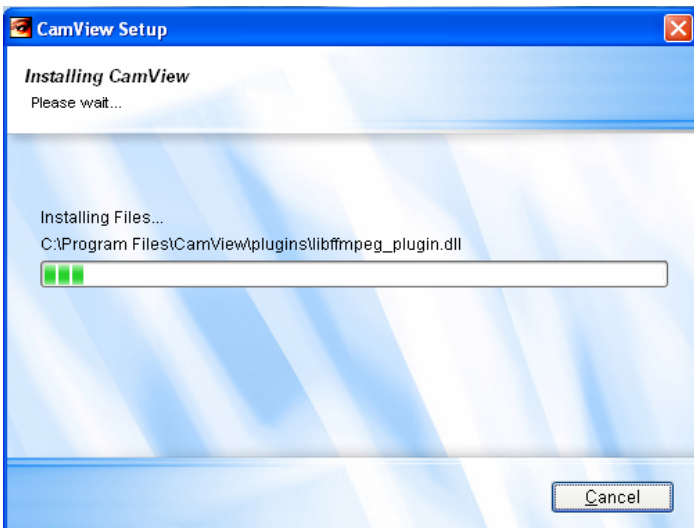


Figure 2-6 Install-installing

Step 8. If you checked Microsoft .Net Framework package earlier in “Select Package” screen and it is not installed yet, the installer of Microsoft .Net Framework will be executed and please press Next till the end of the installation of Microsoft .Net Framework (It will take you several minutes).

Step 9. The installation successful screen will show up as shown in Figure 2-7.

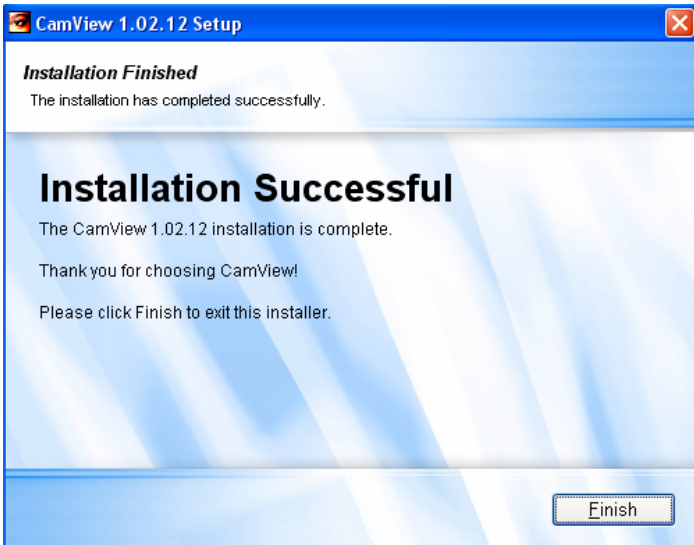


Figure 2-7 Install-finished

Step 10. If you have not installed Microsoft .NET Framework 2.0 or later version before and did not select it to install, the last screen you see will be “No .NET Framework 2.0 or later version installed” instead of “Installation Successfully” as shown in Figure 2-8. In this situation, we recommend you to reinstall the CamView and do install the “.NET Framework 2.0” package.

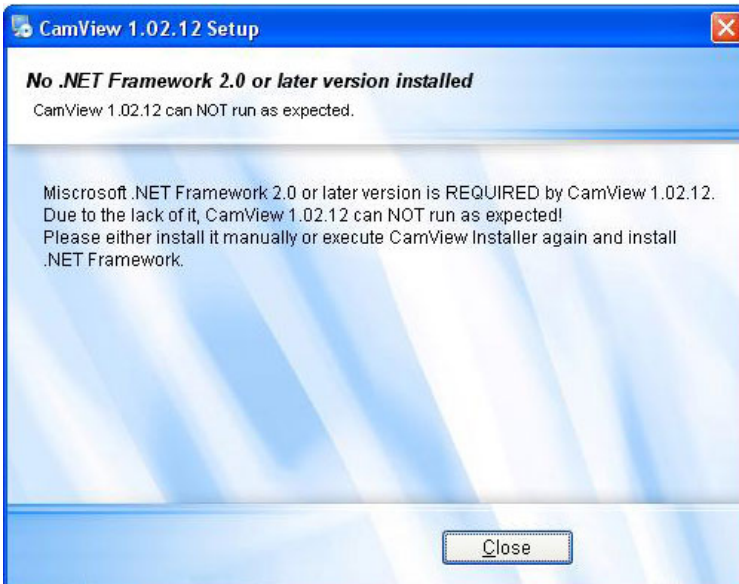


Figure 2-8 no .NET framework

Chapter 3 : Startup and the layout of CamView

3.1. Startup CamView

You can startup CamView from either Start → Programs → CamView or the shortcut of CamView on the windows desktop.

3.2. Layout of CamView

Figure 3-1 is the layout of CamView.

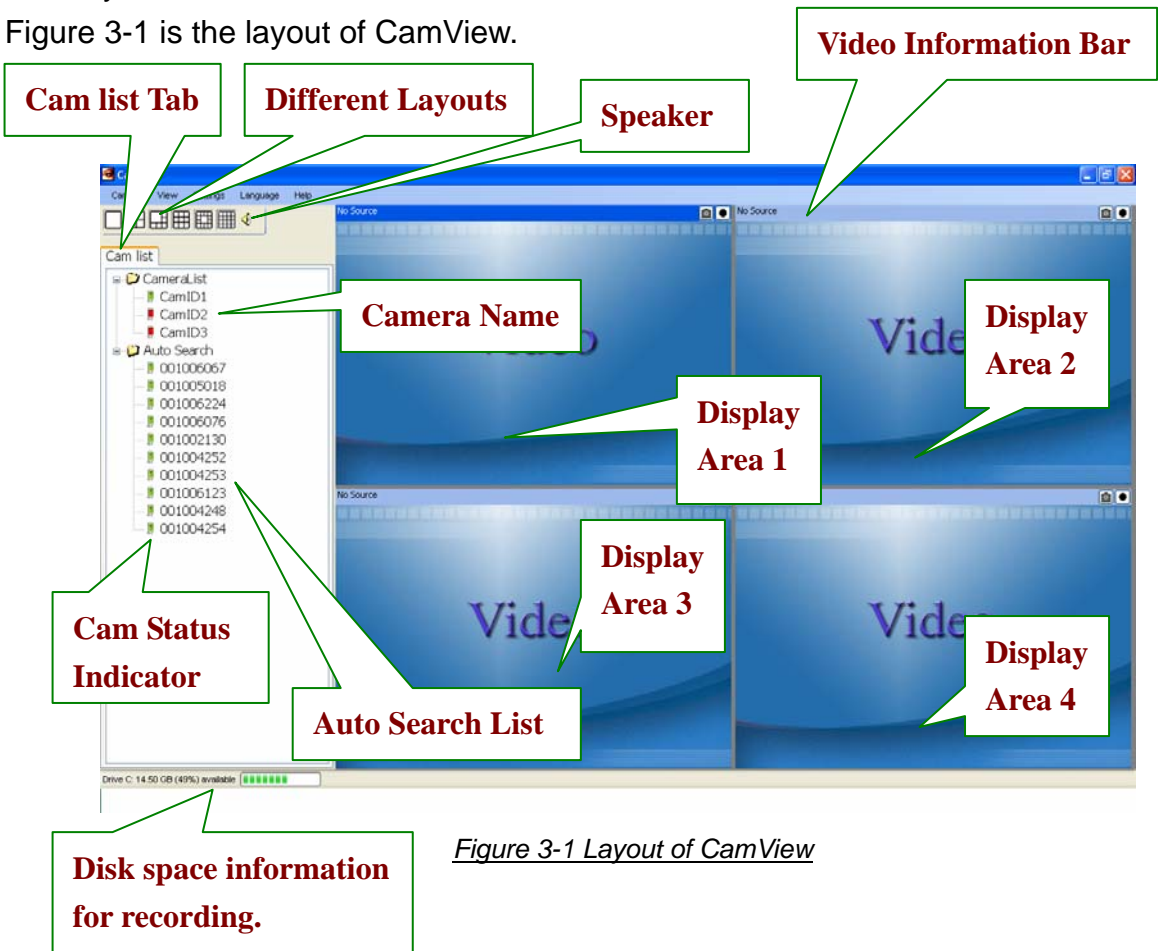


Figure 3-1 Layout of CamView

3.3. Video window layout

CamView supports 6 different video window layouts, see Figure 3-2. Click on the one you want to switch to.

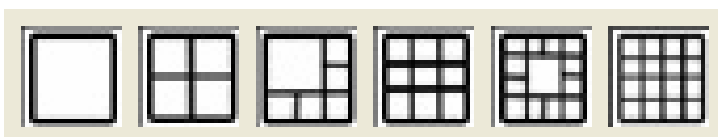


Figure 3-2 Video window layout

Chapter 4 : CamView functions

4.1. Auto Search

Auto search is a function that searches all IP Cameras on your LAN (Local Area Network). At the very beginning of CamView startups, CamView automatically does the auto search. To do auto search manually, you can either double click on the “Auto Search” folder or right click on the “Auto Search” folder and select “Auto search” as shown in Figure 4-1; besides, select it from menu bar Camera → Auto search, as shown in Figure 4-2, to have it search the IP Cameras. The results, Cam IDs, will be listed under “Auto Search” folder. With auto search, you can right click on the found Cam ID and select “Web configure”, as shown in Figure 4-3, to access to its web page for further configuration. If you have the mouse cursor stop on a Cam ID in the Auto Search list, the IP address of that Cam ID will be shown up as shown in Figure 4-4.

Note1: The result of auto search is not saved to the computer. If you want to save it, please refer to Chapter 5.2. - Add an IP Cam (Cam ID) to CameraList folder.

Note2: The browser that CamView invokes while you click the “Web configure” is Microsoft Internet Explorer.

Note 3: If your computer is in the different LAN with the IP Cam, auto search will not be able to find that IP Cam.

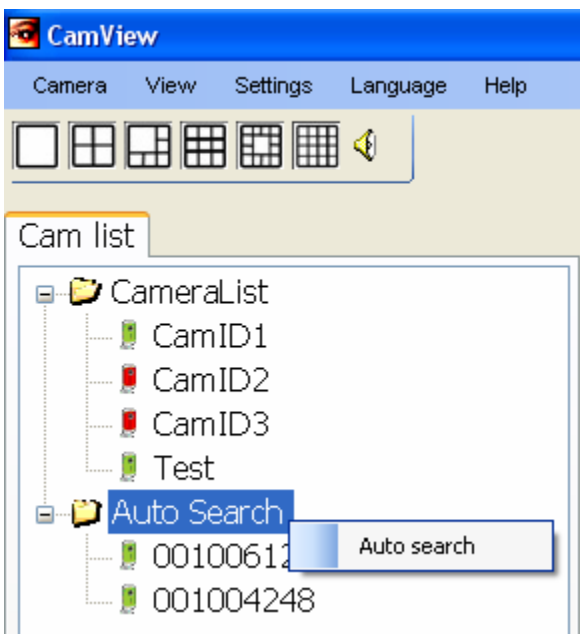


Figure 4-1 Auto search-1

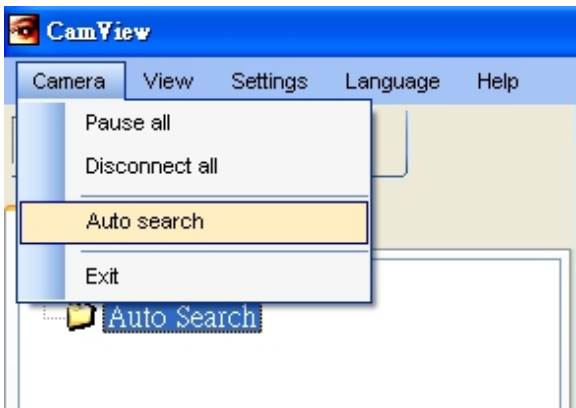
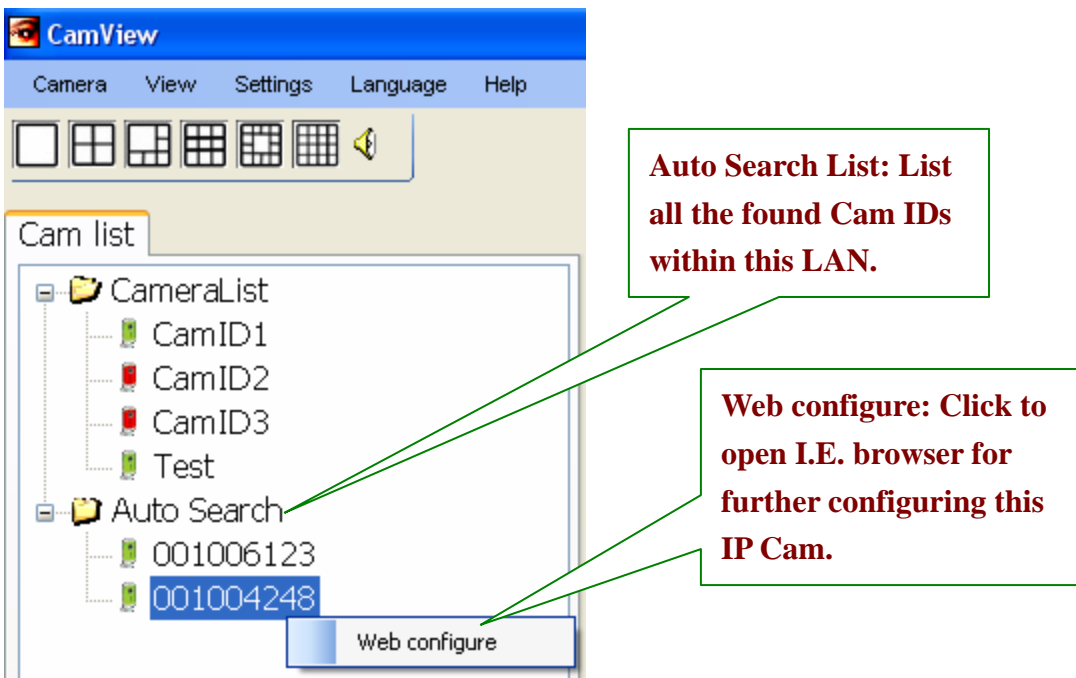


Figure 4-2 Auto search-2



Auto Search List: List all the found Cam IDs within this LAN.

Web configure: Click to open I.E. browser for further configuring this IP Cam.

Figure 4-3 Web configure

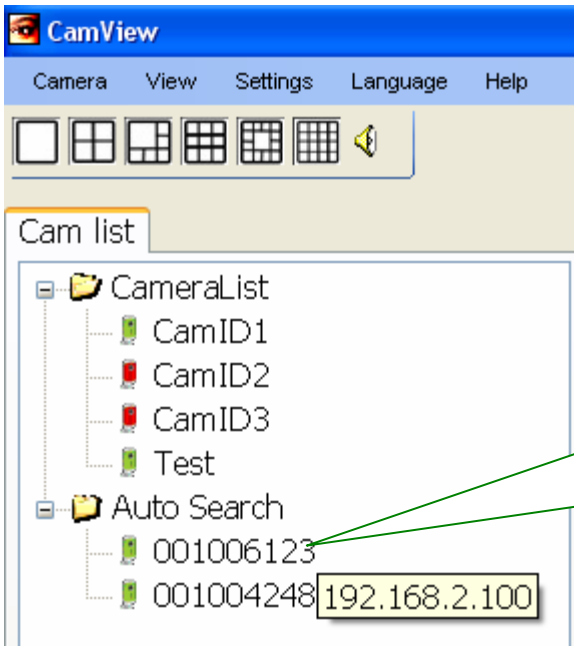


Figure 4-4 IP address of CamID 001006123

4.2. IP Cam online status indicator

There is an IP Cam icon right in front of the Camera Name which indicates the online status of that IP Camera as shown in Figure 4-5. If the color of the IP Camera icon is red, it means that IP Camera somehow is offline and not responding. If the color is green, then the IP Cam is either in LAN or registered. If it is yellow, it denotes that the IP Cam is online but the connection between the IP Cam and CamView is not that good because one might be behind a router which has strict rules for the access.

Note: The IP Cam online status will be refreshed every 30 seconds automatically. Therefore, if you power off an IP Cam, the status might still be online within 30 seconds, either green or yellow. Please wait for 30 seconds to make sure if an IP Cam is online or not.

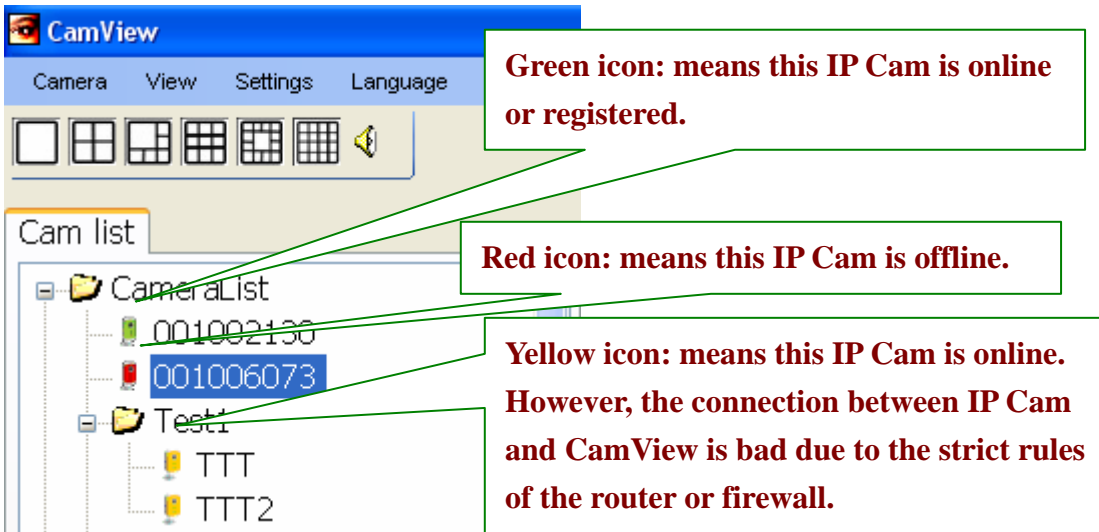
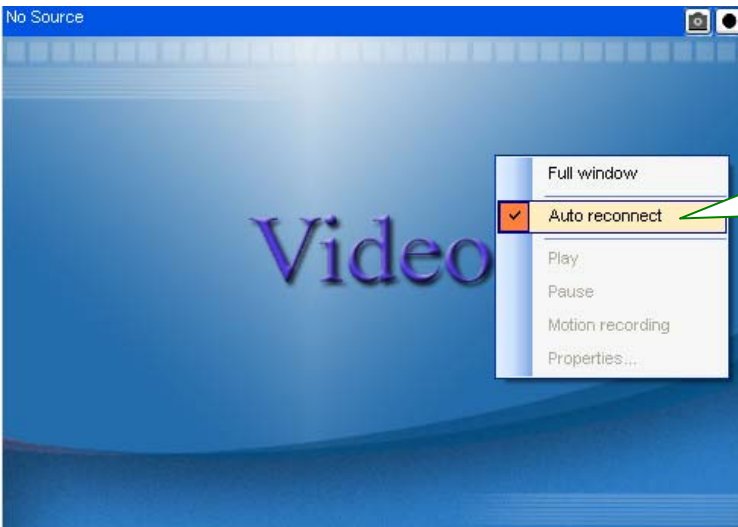


Figure 4-5 IP Cam online status

Note: The green icon indicates the IP Cam is online and responding, but not guarantees that the video session can be established one hundred percent.

4.3. Auto Reconnect

Auto Reconnect is a function that reconnects the video session automatically once the session is closed by the IP Camera, for example, the settings of the IP Cam has been changed or the Internet connection of the IP Cam has lost. To be noticed, if you stop playing proactively, the auto reconnect mechanism will not be activated. During reconnecting the video session, you can stop reconnecting it by right click on the display area and select "Stop". The default value of auto reconnect is enabled. You can disable it manually by right click on the display area and select "Auto Reconnect" to uncheck it as shown in Figure 4-6



**Auto Reconnect:
Click here to enable
or disable it.**

Figure 4-6 Auto reconnect

4.4. Full Screen

To watch the video in full screen mode, simply double click on the display area as shown in Figure 4-7. In the full screen mode, you can double click on the screen to change back to the normal window mode.



**Double click on this
video information bar
to switch to/back the
full window/normal
window mode.**

**Double click on display
area to switch to/back
the full screen/normal
window mode.**

Figure 4-7 Full screen and full window

4.5. Full Window

To watch the video in the full window mode, simply double click on the video information bar of that display area as shown in Figure 4-7. Similarly, double click on it again to change back to the normal window mode. Figure 4-8 is the example of full window mode.

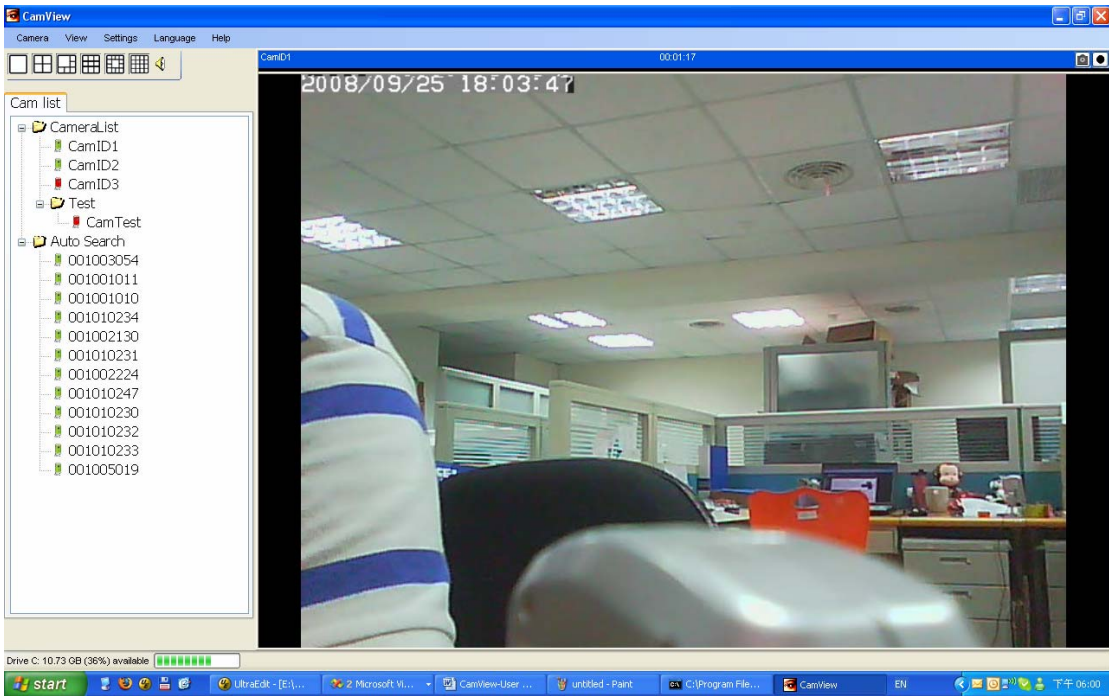



Figure 4-8 Full window mode

4.6. Snapshot

To take a snapshot, simply click on the snapshot button  on the video information bar. The directory to store the taken snapshot can be configured through menu bar Settings → Directory as shown in Figure 4-9. Click the Browse button next to snapshot path to change the directory.

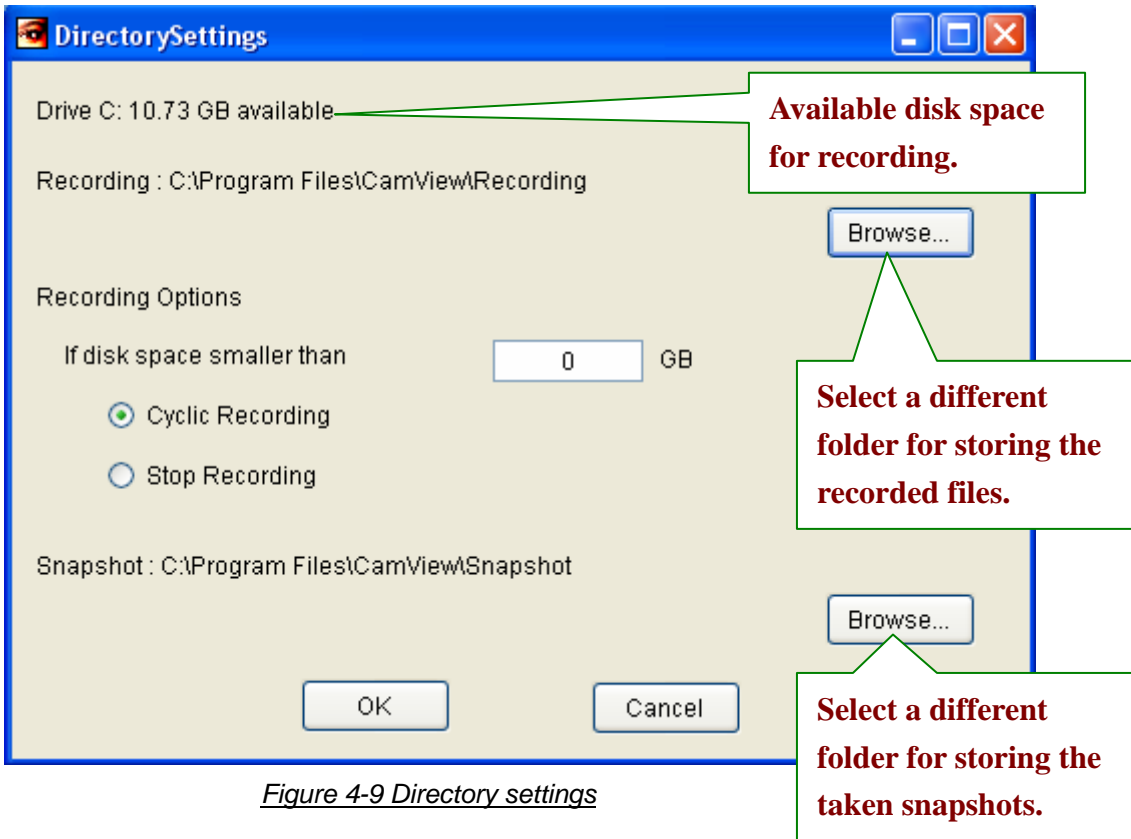




Figure 4-9 Directory settings

4.7. Recording

To enable or start recording, simply click on the record button  on the video information bar. If the recording is enabled, the icon of the record button will become this . You can enable the recording function before playing the video or during the active video session. Similar to snapshot, the directory to store the recorded files can be changed through menu bar Settings → Directory as shown in Figure 4-9. Click the Browse button next to recording path to change the directory. Moreover, you can choose to stop recording or do the cyclic recording when the available disk space reaches the settings you configured. The default reserved disk space is zero which means all the available disk space might be eaten up by the recording. Therefore, a change is recommended. To playback the recorded files, refer to [Chapter 10 CamPlay](#).


Note1: The recorded file will be split every 100 Megabytes.

Note2: It is highly recommended to change the directory to other hard drive instead of drive C because the drive C is the system drive, mainly for the operating system.


4.7.1. Cyclic recording

What cyclic recording does is removing the oldest recorded files, no matter what CamID it is, in the recording directory.

4.7.2 Stop recording

When available disk space reaches the setting you configured, it just stops recording but keeps playing the video. Whenever you want to stop recording during the active video session but still play the video, press the recording button again  and the recording function will be turned off.

4.8 Swap function

Swap function is available for the layouts which have one video window bigger than others, see Figure 4-10. Click the swap button  to swap the current video window with the biggest video window. The biggest video window of the layout is the one to be swapped out, so there is no swap button with it.

Note: The swap button will disappear when the sizes of all video windows of the layout are equal.



Figure 4-10 Swap video window

4.9. Language

CamView supports multi-language user interface. Go menu bar Language and choose the one you want.

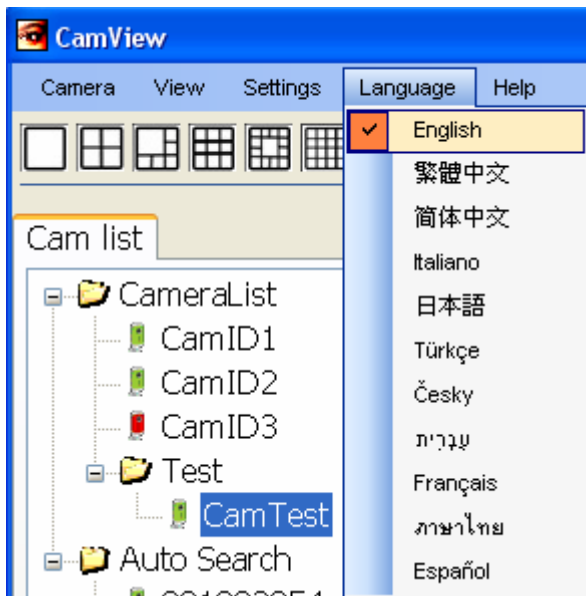


Figure 4-11 Multi-Language

Chapter 5 : Manage IP Cams (Cam IDs)

5.1. Cam list tab

CameraList is a list for storing individual Cam ID. Moreover, you can create folders to categorize the Cam IDs.

5.2. Add an IP Cam (Cam ID) to CameraList folder

There are two ways to add a Cam ID (IP Cam) to the CameraList. One is to right click on the CameraList folder, select “New camera” as shown in Figure 5-1, and fill in the camera name, Cam ID, and password to corresponding fields as shown in Figure 5-2.

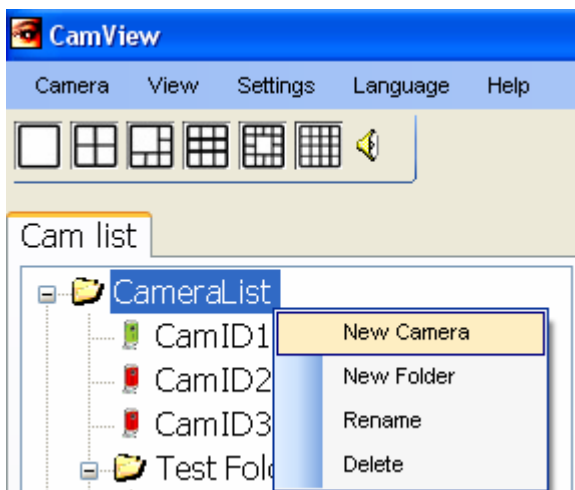


Figure 5-1 New camera

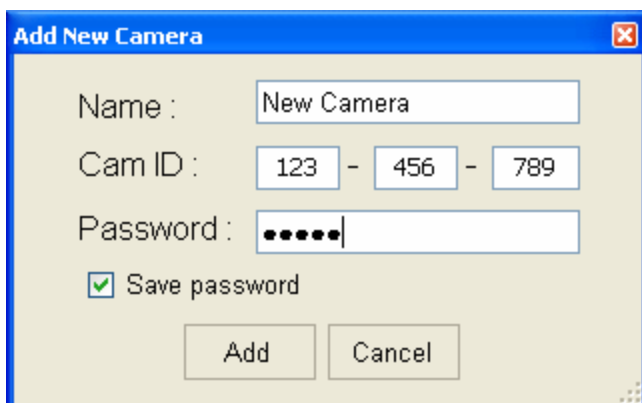


Figure 5-2 Add new camera

Another way is to drag the Cam ID from the Auto Search list to CameraList folder directly and then right click on the Cam ID and select “ID / Password settings” to edit

the camera name and the password information as shown in Figure 5-2.

Note: For default password (used for play video), please refer to the accompanied "ID / Password Card" as shown in Figure 5-3.



Figure 5-3 IP Cam account

5.3 Add a folder to CameraList folder

Adding a folder to CameraList folder is pretty simple, all you need to do is right click on the CameraList folder, select "New folder", and then fill in the folder name as shown in Figure 5-4 and Figure 5-5.

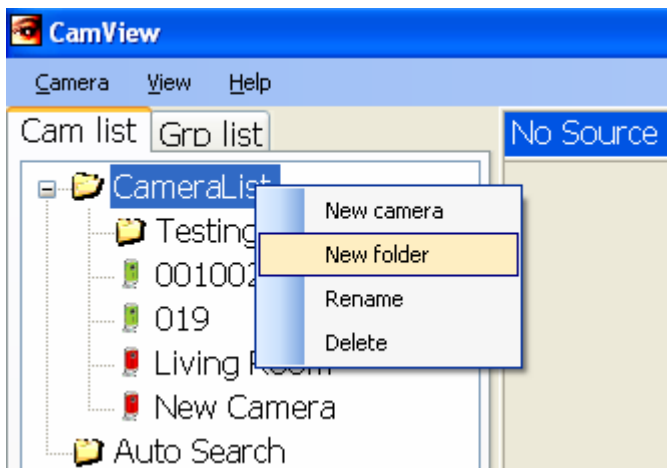


Figure 5-4 New folder

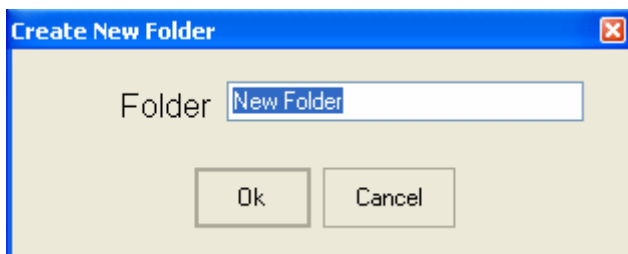


Figure 5-5 Name the folder

Note: If you want to put Cam ID into the folder you created, just drag the Cam ID to that folder.

5.4. Play an IP Cam (establish the video session)

To play an IP Cam (Cam ID), you can do it by either double click on the Cam ID or right click on the Cam ID and select “Play on selected window” as shown in Figure 5-6.

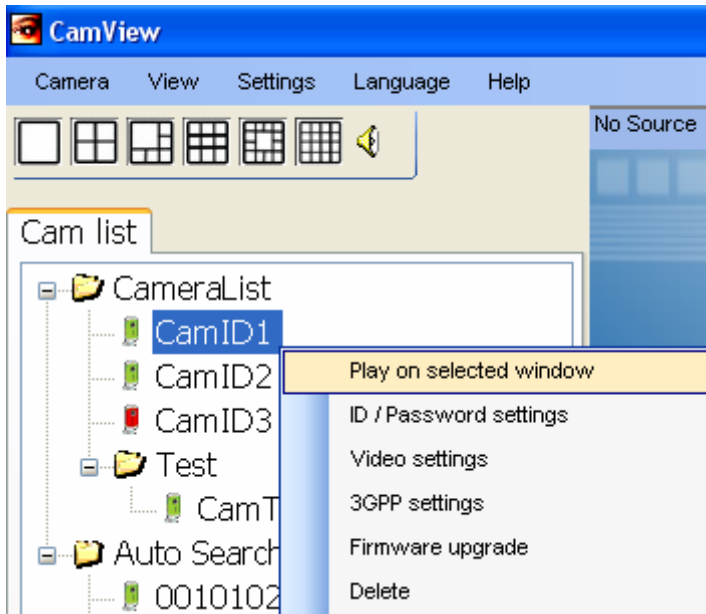


Figure 5-6 Play the video

5.5. Get/Set the settings of the IP Cam (Cam ID)

Right click on the Cam ID, select “Video settings”, as shown in Figure 5-7, and the current settings of that IP Cam will be retrieved from the IP Cam and displayed as Figure 5-8. If you want to change the settings, choose new value for the item you want to change and press “Update” button. To change settings, the authentication, admin account and admin password, is required as shown in Figure 5-9. All the settings, of course, can be changed through the web page of the IP Cam. For the access to the web page, please refer to [Chapter 4.1 Auto Search – web configure](#).

Note1: Admin account and admin password are the same with the ones you used to login into the web page of the IP Cam. The default admin account is “admin” and the admin password is empty (no password). It is highly recommended to create the password right away.

Note2: If you want to know more detail of the settings, please refer to the user manual of the IP Cam.

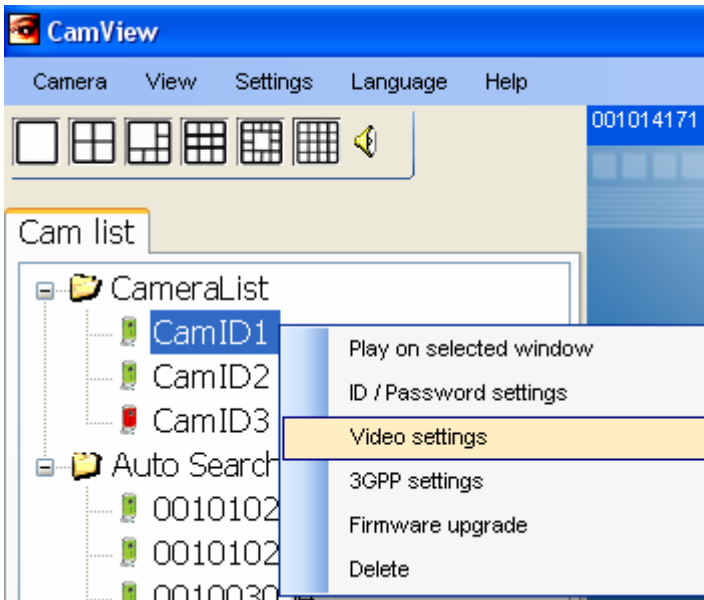


Figure 5-7 Get video settings

Camera name / Cam ID

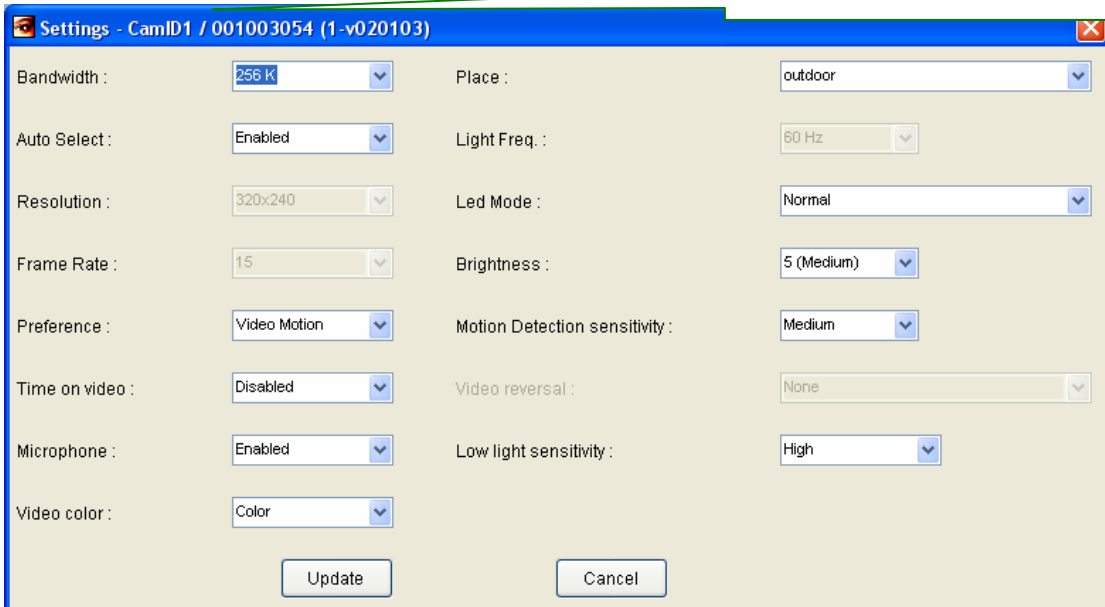


Figure 5-8 Settings of the IP Cam

Note: Please refer to the user manual of the IP Cam for the meanings of the settings.

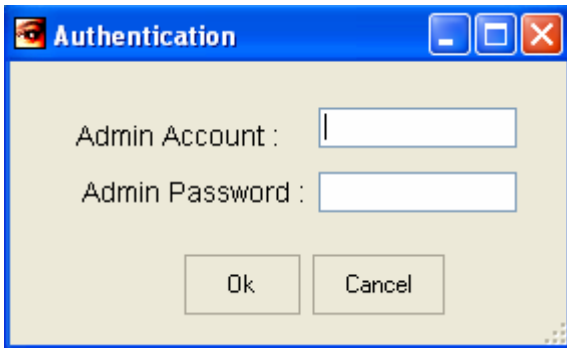


Figure 5-9 Authentication

5.6. Get/Set the 3GPP settings

Right click on the Cam ID, select “3GPP settings”, as shown in Figure 5-10, and the current 3GPP settings of that IP Cam will be retrieved from the IP Cam and displayed as Figure 5-11. If you want to change the settings, choose new value for the item you want to change and press “Update” button. To change settings, the authentication, admin account and admin password, is required like changing the video settings above.

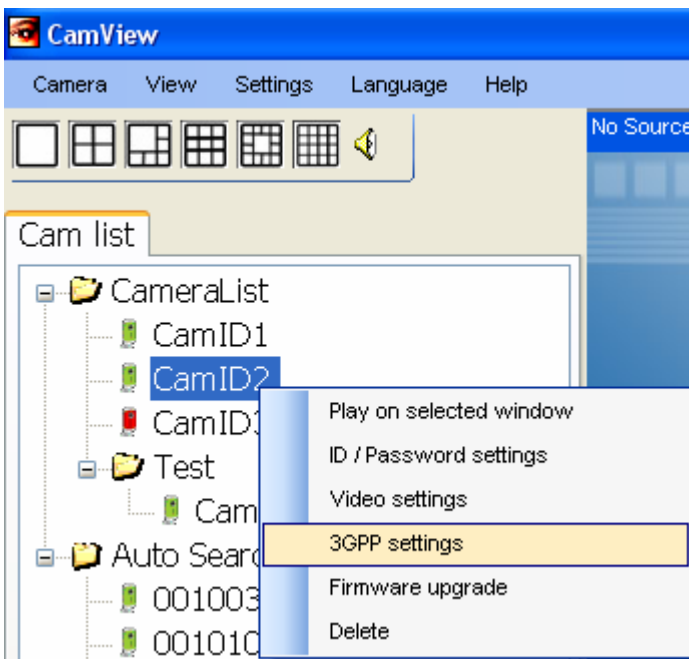


Figure 5-10 Get 3GPP settings

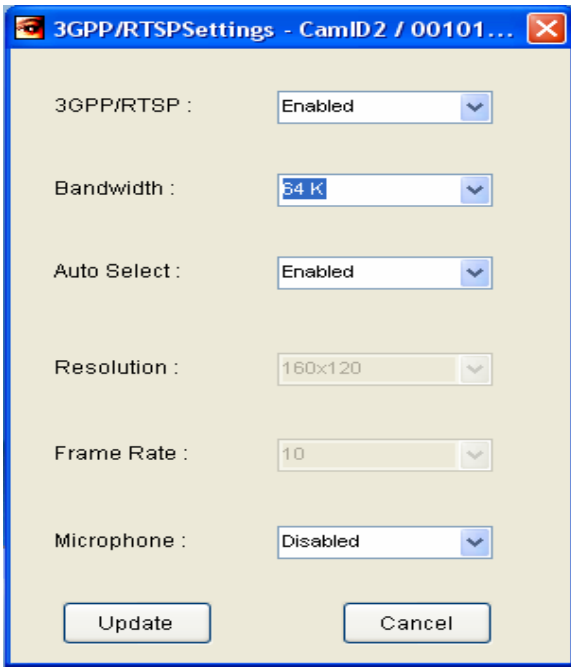


Figure 5-11 3GPP settings

5.7. Change the Camera Name or password or the name of a folder

If you want to rename the camera name or change the password (for play video, not admin password) or rename a folder, right click on the Cam ID or the folder, select “ID / Password settings” for changing camera name or password, “Rename” for renaming the folder and change it as shown in Figure 5-16 and Figure 5-17.

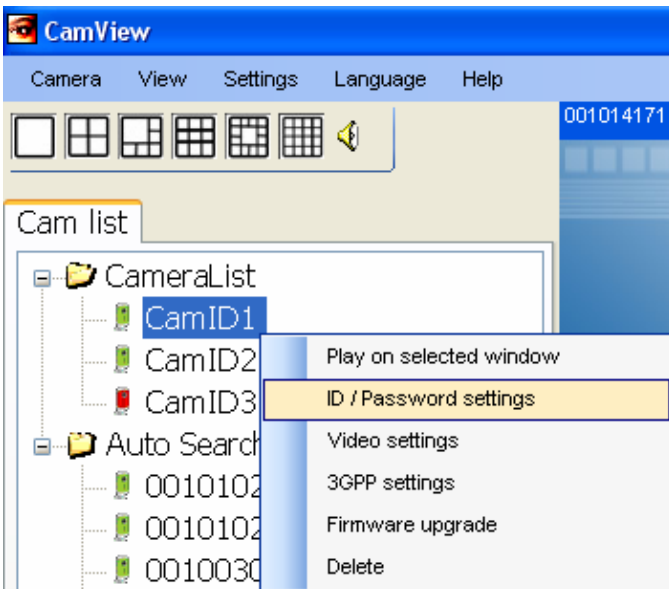


Figure 5-12 ID/Password settings

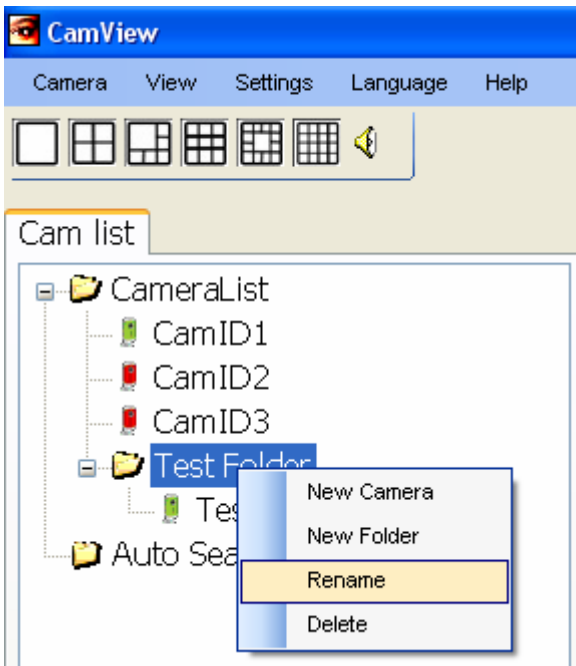


Figure 5-13 Rename a folder

5.8. Delete an IP Cam (Cam ID) or a folder

Simply right click on the Cam ID or the folder you want to delete and select “Delete” to remove it as shown in Figure 5-18 and Figure 5-19.

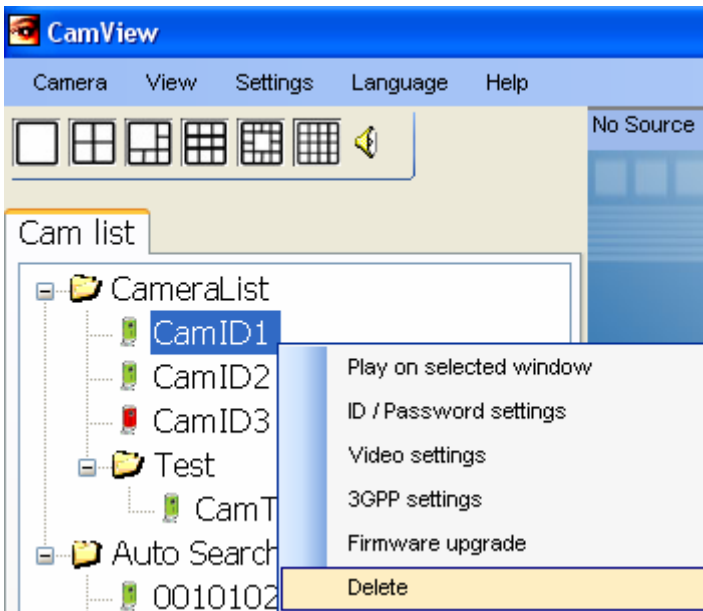


Figure 5-14 Delete an IP Cam

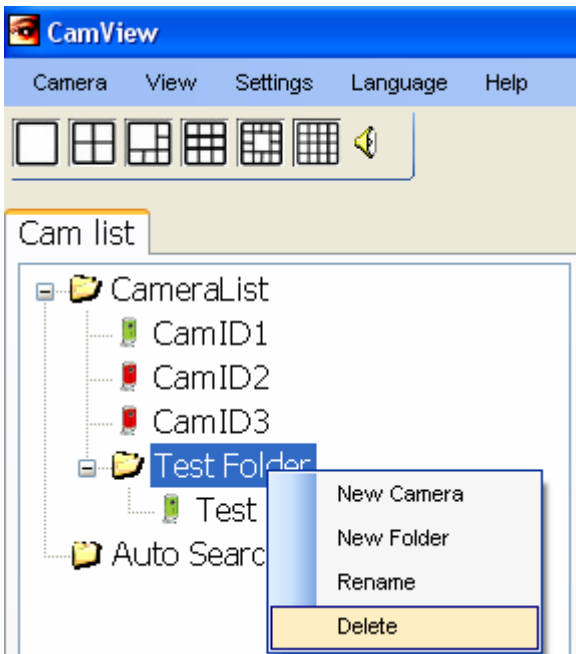


Figure 5-15 Delete a folder

5.10. Play a group of IP Cams

If you have setup a folder, say, Home, and there are 6 IP Cams in it. To play all the IP Cams in Home folder, simply double click on the Home folder. To be noticed, video window layout matters here. The maximum count of how many IP Cams in a folder could be played depends on how many video windows you have in current layout. For instance, if the current layout is 4-window, then only 4 IP Cams will be played which means the last 2 IP Cams will not be played. What if you want to play all 6 IP Cams in Home folder, simply change your video window layout to 6 or more!

Chapter 6 : Operations for the active video session

There are some operations available to control the video session such as stop, pause, resume, mute, un-mute and so on. We will describe those operations in this chapter.

6.1. Play the video (establish the video session)

Please refer to Chapter 5.4.



6.2. Stop the video

To stop a video session, right click on that display area, and select “Stop”. If there are, for example, three video sessions and you want to stop all of them, either stop each of them one by one or select “Disconnect all” from menu bar, Camera → Disconnect all, to disconnect all the active video sessions.

6.3. Pause and Resume the video session

To pause a video session, right click on that display area, and select “Pause”. If you want to resume a paused video session, simply click “Pause” again to resume it. To pause all the active video sessions, select “Pause all” from menu bar, Camera → Pause all. Likewise, click “Pause all” again to resume all the paused video sessions.

6.4. Motion recording

Motion recording can be enabled only with the active video session. To enable it, right click on the display area, select “Motion recording”, and you will see it’s been checked and the icon of the recording button on video the information bar changes to  which means motion recording has been enabled. Once the trigger message is received from the IP Cam, the icon of the recording button changes to  and starts recording. To disable it, simply uncheck the “Motion recording” item just like what you did to enable it.

6.5. Mute and Un-Mute the audio

The IP CAM does not provide microphone, please ignore the speaker button 

6.6. Video information bar

There are some information displayed on the video information bar for each video session such as Camera Name, and the duration of the video session. If the video session is failed to establish, the failed reason will be displayed on the bar for user's diagnosis. We briefly explain the failed reasons below.

Failed: The IP Cam you are trying to connect is not registered to our GSS server or not responding.

User full: The IP Cam you are trying to connect is full. The maximum users of an IP Cam can serve simultaneously are up to 20. However, it depends on the video resolution setting of the IP Cam. Please refer to the user manual of the IP Cam for detailed information.

Password error: It means the password for playing video you entered is incorrect.

Connecting: It means CamView is now connecting to the IP Cam.

Reconnecting: It means CamView is now reconnecting to the IP Cam.

Disconnected: It means the video session is disconnected.

6.7. Video session properties

Currently, this shows almost the same information with the one on video information bar. The only difference in between is that video information bar shows failed reason if the video session is failed to be established.

Chapter 7 : Scheduling function

There are 3 modes of scheduling function that CamView provides. They are “Play only”, “Continuous recording”, and “Periodic recording”. As Figure 7-1 shown, left side is a CameraList and right side is the scheduling settings for each of 16 windows. For example, to set a schedule recording rule for window number 1, select the window number 1 and click “Enable”. There are 2 modes for recording, continuous recording and periodic recording. Either drags the CamID from the left side CameraList/Auto Search to the Camera information or manually enters the camera name, CamID and password. Then choose the recording mode and set the start recording time and stop recording time. Moreover, if the window number 1 is playing/recording another IP Cam (CamID) different from the one you just configured when the start recording time is matched, the value of “Recording/Playing Conflict” option tells CamView what to do in that situation.

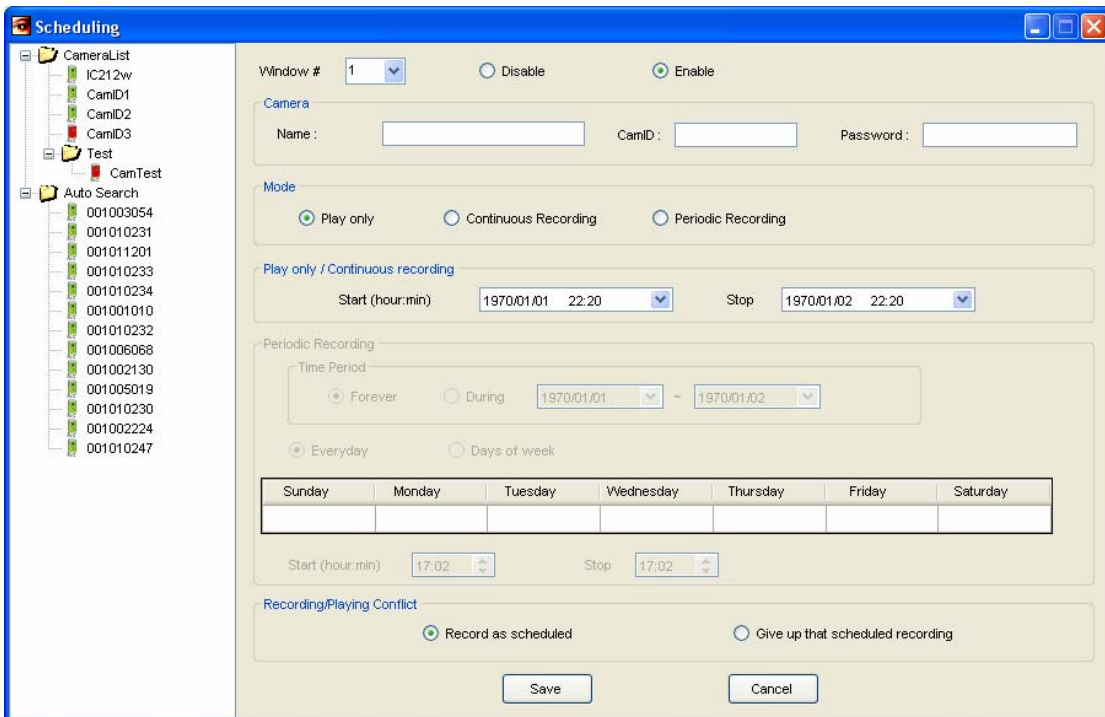


Figure 7-1 Scheduling settings

7.1. Play only mode

When the start playing time is matched, CamView connects to the assigned CamID

without recording.

7.2. Continuous recording mode and periodic recording mode

When the start recording time is matched, CamView connects to the assigned CamID with recording. For continuous recording mode, the recording time is a continuous period of time. For periodic recording mode, besides the start/stop recording time, you can choose to record everyday or the days you selected. Keys “Ctrl” and “Shift” can be used for the selection of multiple days. For instance, to select Monday to Friday, firstly click the Monday and then press the “Shift” key, hold it and click the Friday. If you want to select Monday, Wednesday, and Saturday, firstly click the Monday and then press the “Ctrl” key, hold it and click the Wednesday and Saturday.

Chapter 8 : CamPlay

CamPlay is a management software for the recorded files and snapshots which were recorded or taken by the CamView earlier. You do not have to install it. It comes with the CamView. The main function of CamPlay is the playback function.

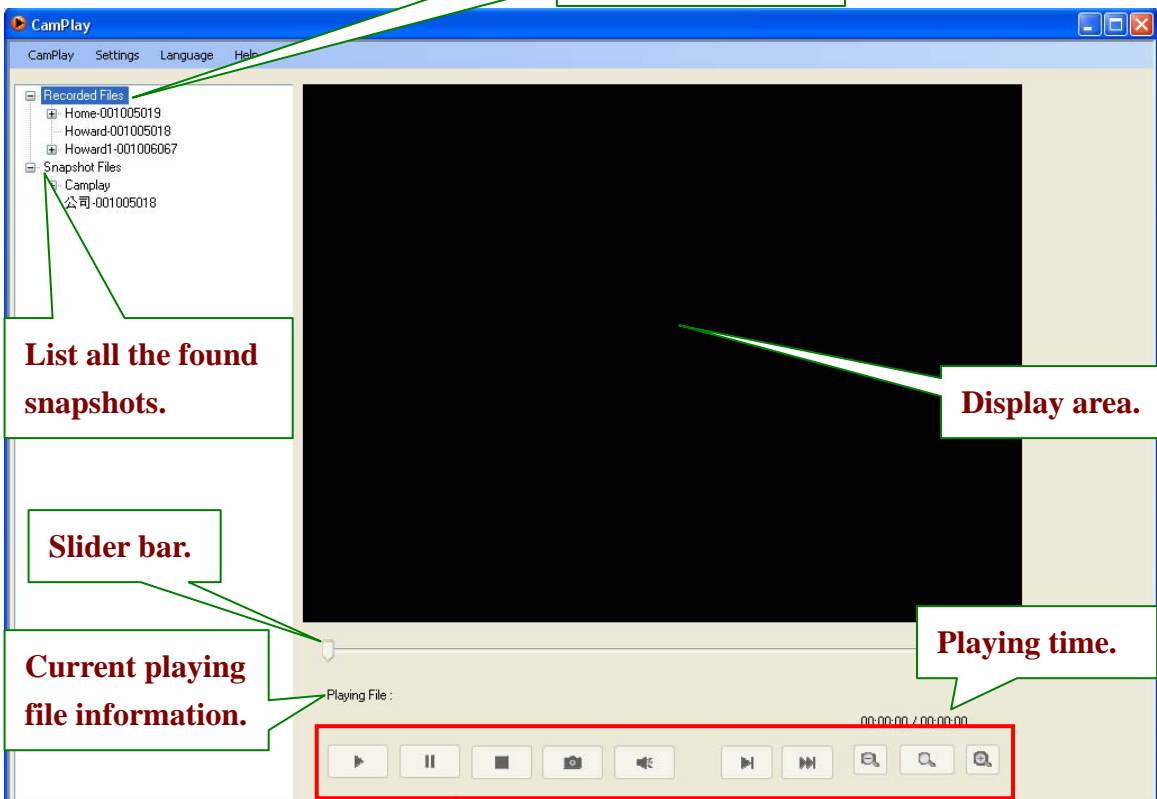
8.1. Startup of CamPlay

There are three ways to start CamPlay. First one is from the Start → Programs → CamView → CamPlay. Second one is from the menu bar of CamView View → CamPlay. Last one is from the shortcut of CamPlay on the windows desktop.

8.2. Layout of CamPlay

Figure 10-1 is the layout of CamPlay.

List all the found recorded files.



List all the found snapshots.

Display area.

Slider bar.

Current playing file information.

Playing time.

Basic functions.

Figure 8-1 Layout of CamPlay

8.3. File tree

As you can from the Figure 10-1, the file tree has two lists. One is the Recorded Files list which lists all the recorded files found in the directory of recording. Another one is the Snapshot Files list which lists all the snapshots found in the directory of snapshot. Both of recording files list and snapshot files list are 3-tier lists. The first tier is the CameraName-CamID, i.e. Home-001001001. The second tier is the date of the recording files or snapshots. The third tier is the file and it was named to the time of the video file been recorded or the snapshot been taken. See Figure 10-2 as the example. The file tree can be refreshed by either right click on the “Record Files” and click Refresh or from the menu bar CamPlay → Refresh file tree.

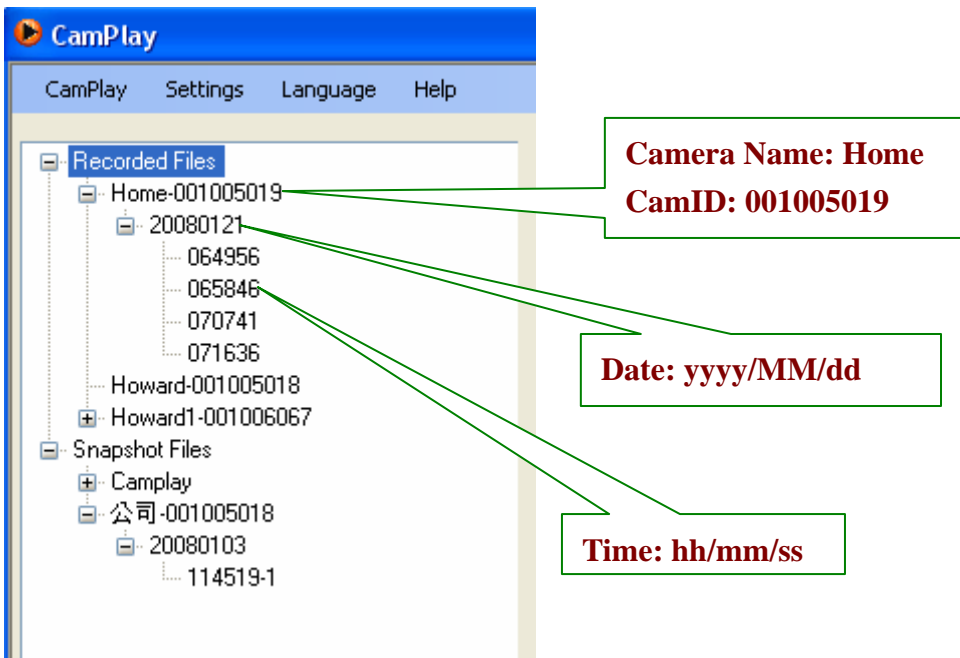


Figure 8-2 File tree

8.4. Files information

When you have your mouse cursor stop on the file, CamPlay shows the complete path of the file and the file size of it as shown in Figure 10-3.

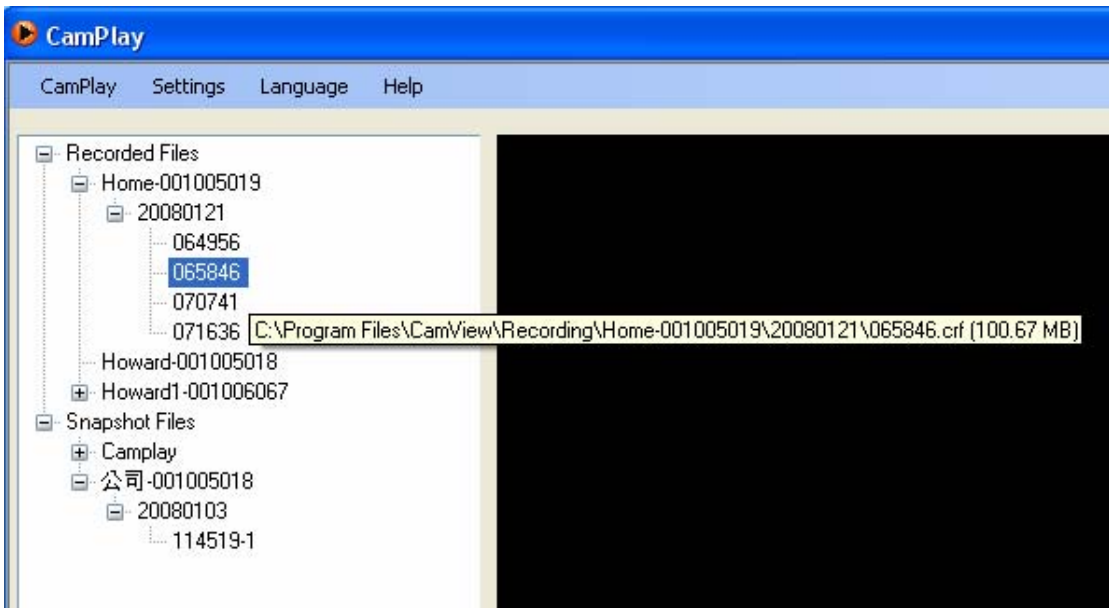


Figure 8-3 File information

8.5. Directory settings

Similar to CamView, you can configure the directory from the menu bar → Settings → Directory as shown in Figure 10-4.

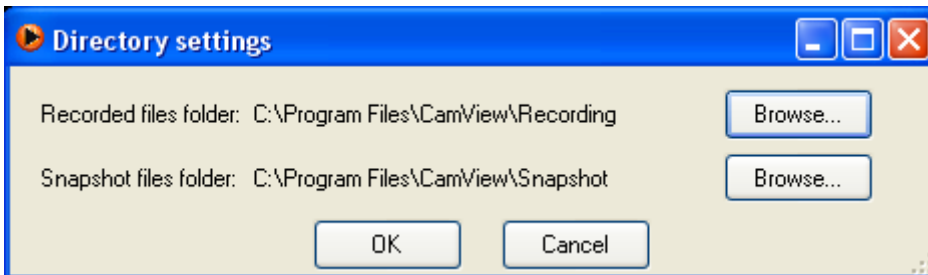


Figure 8-4 Directory settings

Note: To correctly find the video files and snapshots which were recorded and taken by CamView, we strongly suggest configuring the directories of the recorded files and snapshot files of CamPlay to what you have configured in CamView.

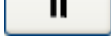
8.6. Playback the recorded file

To playback the recorded file, simply double click on the file and the recorded file will be played on the display area.

8.7. Stop playing the video

As you might know, just click on the stop button, .

8.8. Pause or resume the video playback


The pause button and resume button are the same one, . Click it to pause or resume the video playback.

8.9. Take a snapshot

To take a snapshot during the video playback, simply click the snapshot button .


The snapshots you taken within CamPlay are stored to `snapshot_directory\CamPlay\date\`. `Snapshot_directory` is the director you configured to store the snapshots.



8.10. Mute and un-mute

Mute button and un-mute button are the same one, . Click it to mute and un-mute.


8.11. Fast forward and slow forward

There are two forward modes, fast forward and slow forward, supported by CamPlay. With fast forward, up to 8 times faster than the normal speed. With slow forward, up to

8 times slower than the normal speed. The button for fast forward is  and the

button for slow forward is . Click play button  to change back to the normal speed.

8.12. Zoom in and zoom out

The maximum resolution you can zoom in to is 640x480 and the minimum resolution you can zoom out to is the original resolution of the video file. To zoom in, click .

Click  to zoom out and click  to change back to the original resolution of

the video file.

8.13. Open snapshot file

Double click on the snapshot file and the default image viewer will be invoked automatically by the Microsoft Windows. Unlike playing the recorded file, the snapshot is not displayed in the display area. This gives you the ability to playback the recorded video file and view the snapshot at the same time.

8.14. Remove folder or recorded files

To remove the folder or the recorded file, simply right click on it and click “Delete folder” or “Delete”.

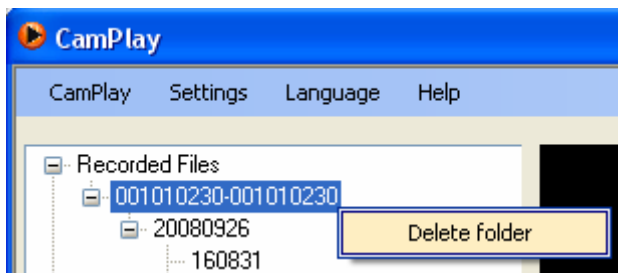


Figure 8-5 Remove recording folder

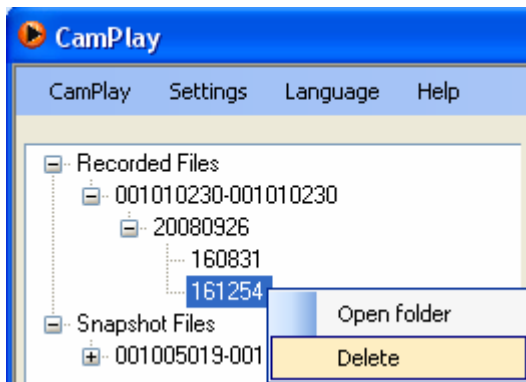


Figure 8-6 Remove recorded file

Chapter 9 : Uninstall CamView Program

9.1. Uninstallation steps

There are two ways to invoke the CamView uninstaller.

1. Uninstall from the start menu

.Start → CamView → Uninstall CamView

2. Uninstall from the control panel

.Start → Settings → Control Panel → Add or Remove Programs

.Select CamView program and click “Change/Remove”.

.Follow uninstaller to remove the CamView.

Step 1: Once the CamView uninstaller has been invoked, the uninstall screen as shown in Figure 11-1 will show up. Press “Next” button to move on.

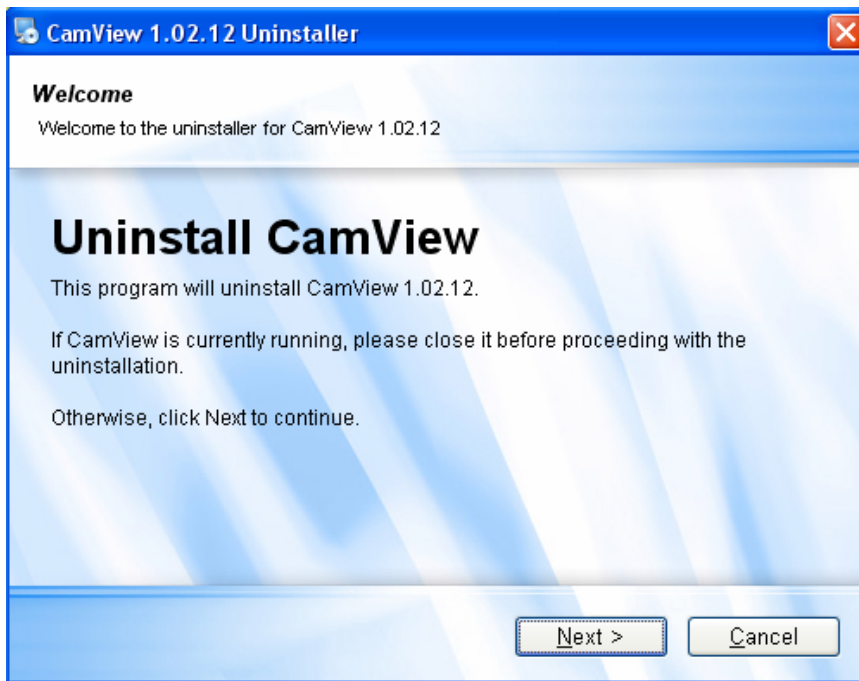


Figure 9-1 Uninstall CamView

Step 2: Uninstaller asks you to choose whether to keep the current settings of CameraList or not as shown in Figure 11-2. Press “Next” to continue.

Note: If you are updating CamView program, please select “Yes. Keep it”. Otherwise, the settings will be cleaned up.

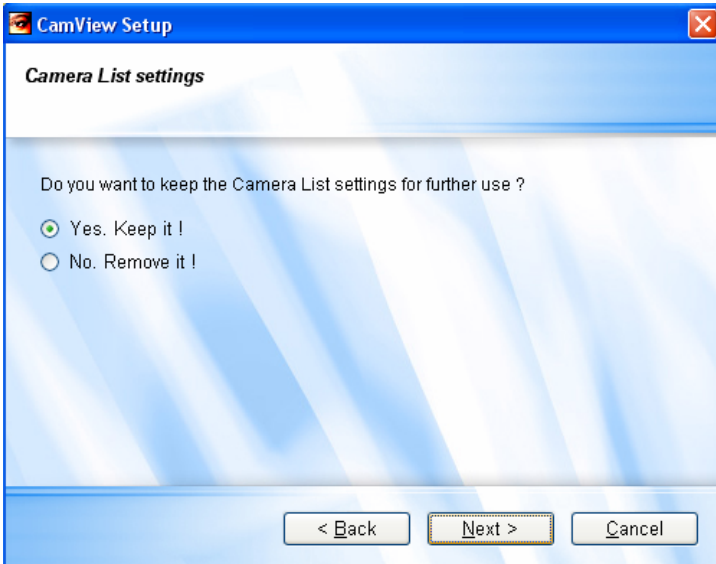


Figure 9-2 CameraList settings

Step 3: Uninstaller asks you if you want to remove the recorded files and snapshots or not as shown in Figure 11-3.



Figure 9-3 Recording and snapshot settings

Step 4: Figure 11-4 shows the progress of the uninstallation.

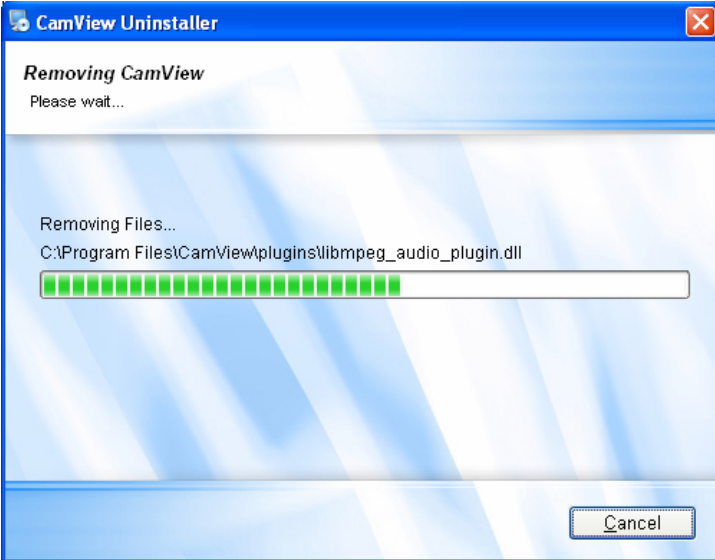


Figure 9-4 Removing CamView

Step 5: Once the CamView has been uninstalled successfully, the uninstallation finished screen as shown in Figure 11-5 will show up.

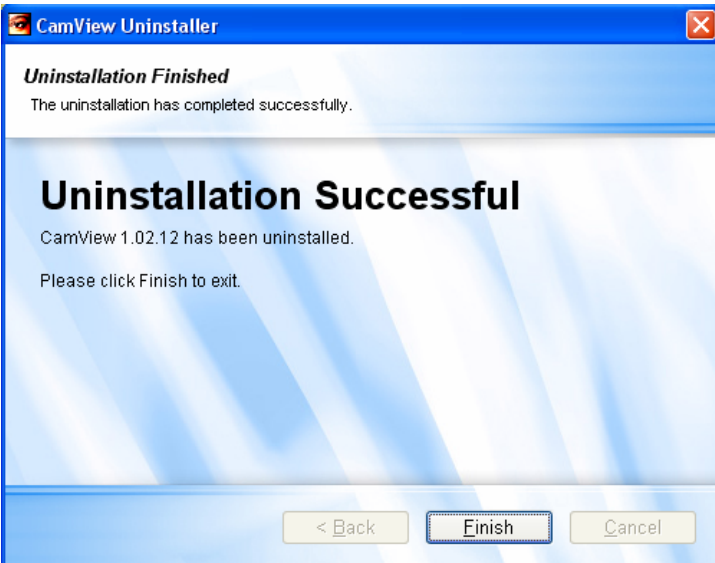


Figure 9-5 Uninstallation successful

Chapter 10 : Upgrade CamView program

10.1. Upgrade CamView

Before upgrading newer CamView program, please remove previous version of CamView, if any. Get the new CamView program and refer to [Chapter 2 - Install CamView](#) for detail. Due to you have installed CamView before which also means you have installed Microsoft .NET framework as well. Therefore, please uncheck the “.NET Framework 2.0” while selecting packages during the installation. If you don't, installer will detect that you already have it installed. So no need to install it again! The message as shown in Figure 12-1 will show up to inform you that you are not going to install the .NET Framework again. Anyway, as long as the final screen of the installation you see is the “Installation successfully”, CamView should work fine.

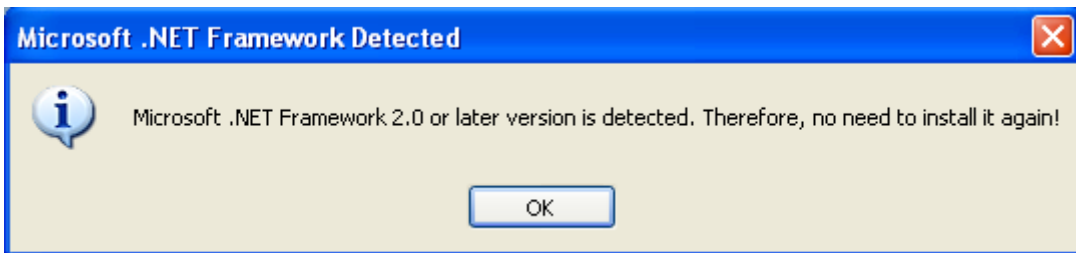


Figure 10-1 Microsoft .NET Framework detected

Chapter 11 : Troubleshooting

This chapter consists of two parts, “Common Issues and Solutions” and “Frequently Asked Questions”. If you come across any problem, please look it up to see if it answers your questions or dispels your doubts.

11.1. Common Issues and Solutions

Q: My computer is in the same LAN with the IP Cam, however, no IP Cam or Cam ID was found and listed in the auto search folder.

A: There are many possible causes for this problem as followings.

1. IP Cam problem

1.1. Make sure the IP Cam is alive by checking the power LED (red one). It should be on steadily.

1.2. Make sure the network connection of the IP Cam is configured correctly and workable.

2. CamView problem

2.1. If you start the CamView before your computer gets the IP address, then it will be unavailable. Please restart CamView after your network connection is available.

Q: I can not view the IP Cam’s video. My computer is in different LAN with the IP Cam.

A: Normally, in the middle of the video information bar will display the brief reason for failing to play the video. Please refer to Chapter 6.6. - Video information bar for detail. In some special cases, if the firewall is on, the video stream might be blocked by the firewall.

Q: The IP Cam status indicator shows green icon, but I can not view the video or change the settings.

A: As mentioned in Chapter 6.6. - Video information bar, the green icon only denotes that the IP Cam is online and responding, not guarantees that the video session can be established one hundred percent. The reason is due to the firewall or the strict access rules of the router.

Q: The video quality is not that good when I view it remotely via the Internet.

A: The video quality is greatly affected by your Internet connection speed. Therefore, we recommend you to change the bandwidth settings of the IP Cam to a value which is smaller than the one that your ISP provides you.

Q. The video quality is not good when the status indicator of the IP Cam shows yellow. Why is that?

A: If it is yellow, it means the connection between CamView and the IP Cam is not good. There might be a firewall in between or the routers that IP Cam or CamView are behind have strict rules for the access.

Q. The status indicator of the IP Cam shows green icon, however, I can not set the settings of the IP Cam.

A: The cause might be that the admin account and admin password you entered were incorrect. To be noticed, the admin password is not the same one with the password for playing video. The admin password is the same one with the one you used to login into the web page of the IP Cam. The default admin account is “admin” and default admin password is empty (no password).

11.2. Frequently Asked Questions

Q: Can the password for playing video be null?

A: No. For security issue, we do not allow users to make their passwords for playing video empty.

Q: Can I change the settings of the IP Cam through CamView?

A: Yes, partially. You can change the resolution, frame rate, bandwidth, microphone, auto select, indoor/outdoor mode, light frequency, LED mode , and brightness settings of the IP Cam through CamView. The rest of the settings can only be configured via the web page of the IP Cam.

Q. Sometimes I failed to connect to the IP Cam (Cam ID) after changing the settings of the IP Cam.

A: IP Cam needs some time, around 5 seconds, to re-initialize the system. Therefore, please wait 5 seconds and try to connect it again for playing the video or getting the settings. If the auto reconnection is enabled, then CamView will connect it for you in 5 seconds.

Q. “Web configure” is available for the Cam ID under the Auto Search List. However, once I drag the Cam ID from Auto Search List to CameraList, the “Web configure” item is not available anymore. Why?

A: The IP Cams (Cam IDs) under the Auto Search List are located in the same Local Area Network with the CamView. Hence, the web page is accessible for sure. Regarding the Cam ID located in CameraList, there is no way to access to its web page if it is behind a router/NAT. Therefore, “Web configure” item will not be available for CameraList.

Q: If there are 12 active video sessions, the audio I heard is from which video session?

A: The audio you heard is from the current selected window. See Figure 13-1.



Figure 11-1 Selected vs Non-selected video window