

VideoMate IP50/50W Network Camera Troubleshooting Guide

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During the course of installation, you may encounter various issues in regards to the usage of either the camera or the ComproView software. The following pages contain the list of troubleshooting procedures which should help you overcome any difficulties.

The guide is divided into four sections, initial setup, stand alone onboard program, ComproView and remote viewing via Internet Explorer.

Initial Hardware / Software Setup

1. Installation

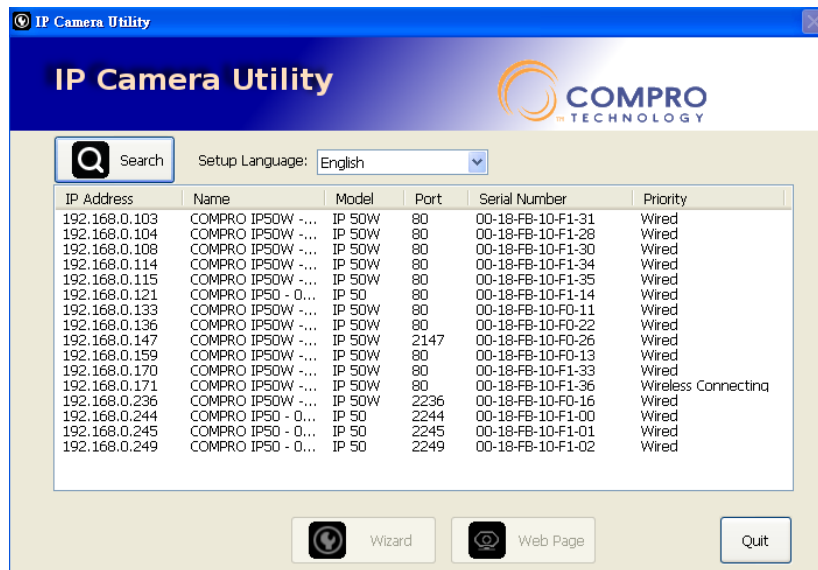
After you've successfully connected the power and network port of the IP50W, please ensure that you've installed the latest software & firmware from our website, www.comprousa.com. Once the ComproView had been installed, you can use the included IP Utility which can be found under Start -> Program Files -> ComproView.



The IP Camera Utility will automatically scan for all of the available cameras on the network, even though they might not be on the same subnet.

2. IP Utility

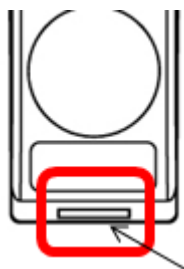
The scanning of the cameras generally takes around 1minute to complete and you will see the available cameras populating the screen, as per the figure blow.



However, should the scanning returned zero cameras found then we can start the following troubleshooting procedure.

3. Hardware wiring check

- a. Please check that the camera had been connected to either the wired or wireless network and had been powered on for 2minutes. You can check the status of the IP camera by checking the front blue LED.



Steady	Blinking	Off
Successful connection to the network	The camera is unable to connect to the network	The unit is either not working or the LED had been turned off.

- b. Please check that your computer has a successful connection to the network.

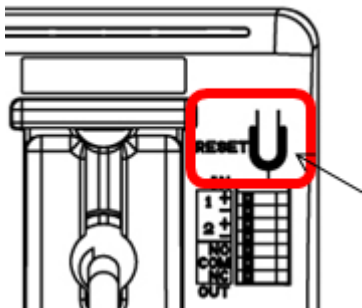
Computer has connection	Computer has no connection

- c. If you are using the wireless network, please ensure that:
1. The IP camera is connected to the correct wireless access point.
 2. You've correctly set the encryption type and key for the connection, where applicable.
 3. If your network does not have a router then the default IP address for this camera is at 192.168.0.128.

Note: You can check the status of the connection by logging into your router
-> maintenance -> log or similar wordings in your router.

4. Camera Reset

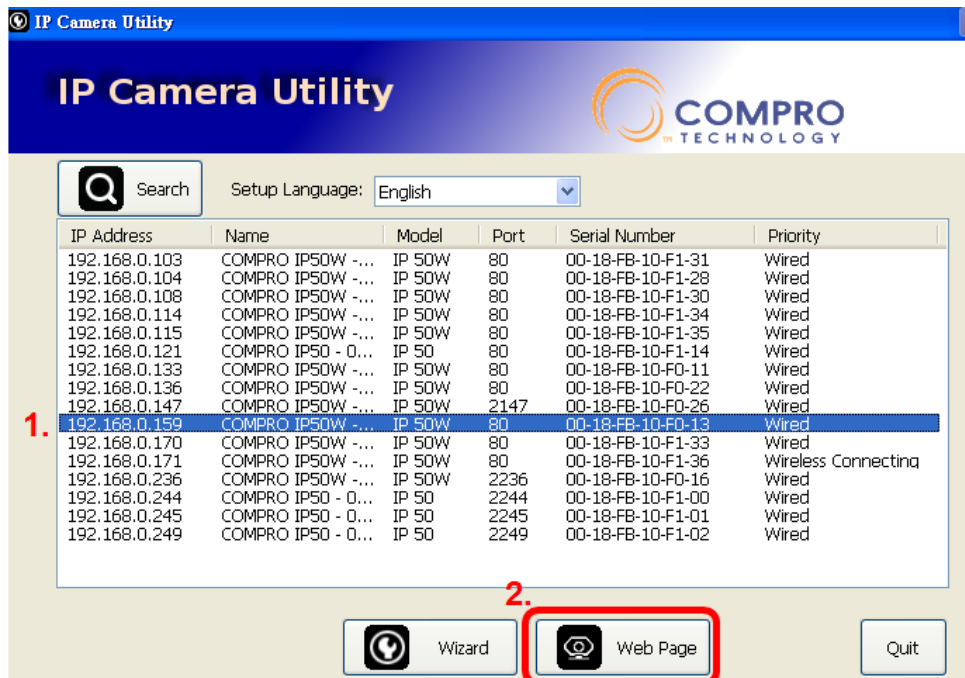
After you've check through the above steps, you should be able to use the IP Utility to scan for the camera which you've just installed. If none of the above worked, please reset the camera and follow the above procedures again.



You can reset the camera to the default state where it will use the onboard LAN connection and get IP from the available local DHCP server. To reset the camera, please power on the camera for 2minutes then press and hold the reset button on the back of the camera for 10 seconds in order to reset setting to factory default.

Once the camera had been reset, please give it 2minutes to reboot and start the IP Camera Utility to scan for the camera.

Trouble with the ActiveX Client



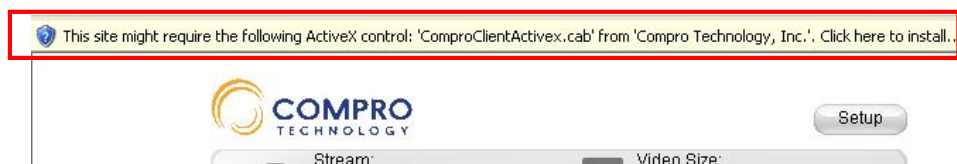
Once you've highlighted the chosen camera, please click on the "Web Page" button which should start your Internet Explorer. It will ask you for the user name and password combination, the default is admin/admin, case sensitive.

Note: The application currently only runs under Microsoft Internet Explorer 6 or greater. It does not operate under other internet browsers in the time being.

1. No user interface in the browser:

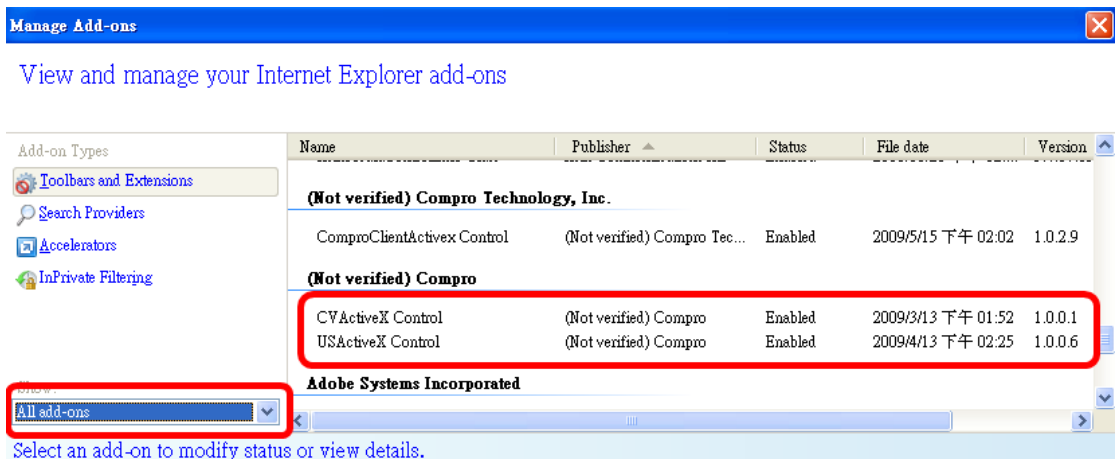
This could be related to three possible causes.

- a. ActiveX was not installed: Please install the ActiveX as per the instruction on the screen. This component must be installed otherwise you will not have access to the operating user interface.

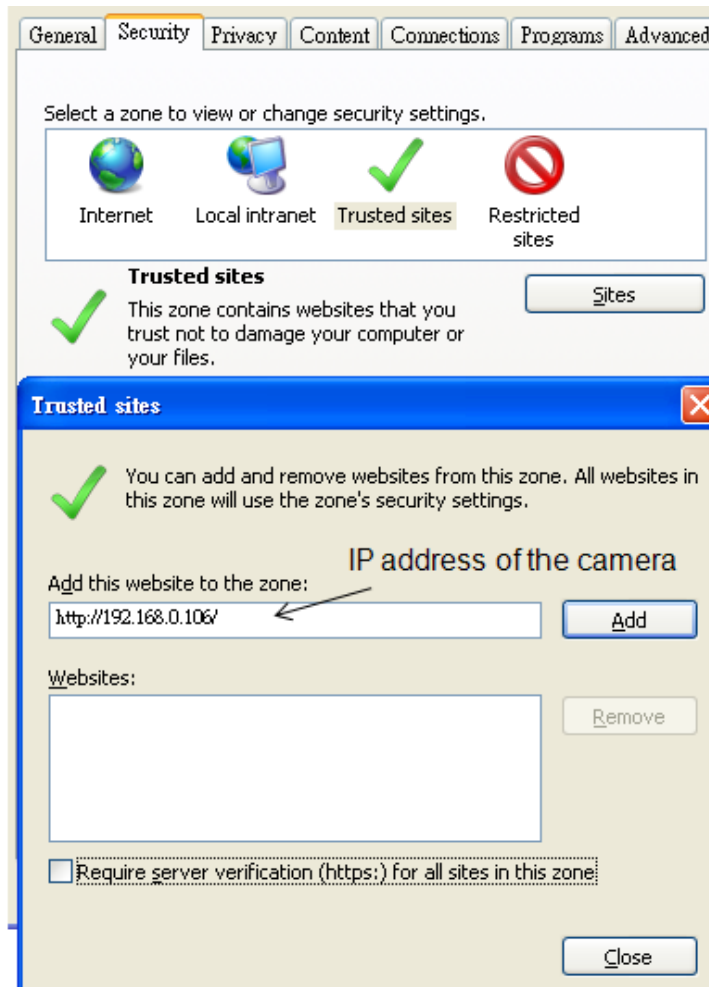




- b. Ensure that the ActiveX had been correctly registered with your Internet Explorer. Please check that you've got both the ComproClientActivex and USActiveX control components registered under Tools -> Manage Add-ons.



- c. Please ensure that your security setting under Internet Explorer allows the installation of ActiveX component by adding the IP address of the camera to the list of trusted sites in Internet Explorer.

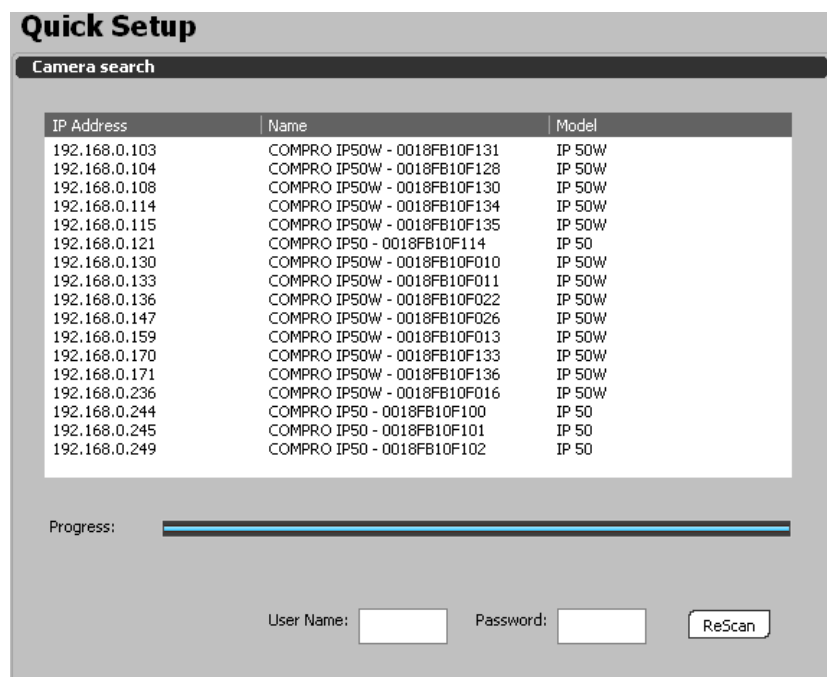


If you've done all of the above and still unable to get the video / audio on the browser, please delete all of the files under OS Drive\Program Files\Compro Embedded and reinstall the ActiveX client.

Finally, if you encountered the error where the browser returned "213 file not found", please restart your computer which should help in this situation.

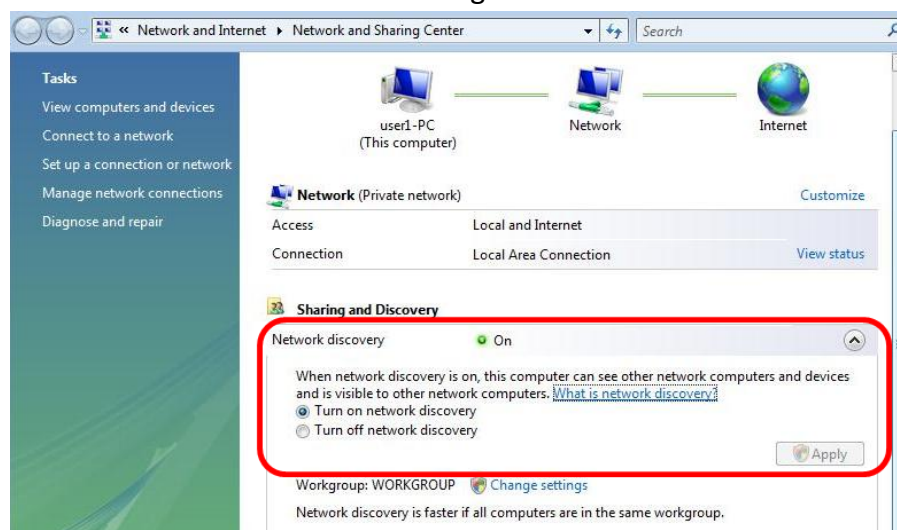
Trouble with ComproView

When the ComproView had been used the first time, the Wizard will search for all of the available cameras on the network and present you with a list. Please choose the camera which you wish to utilize and follow the Wizard's guide.



However, should the scan result to be negative, you can check the following steps to gain access to the camera.

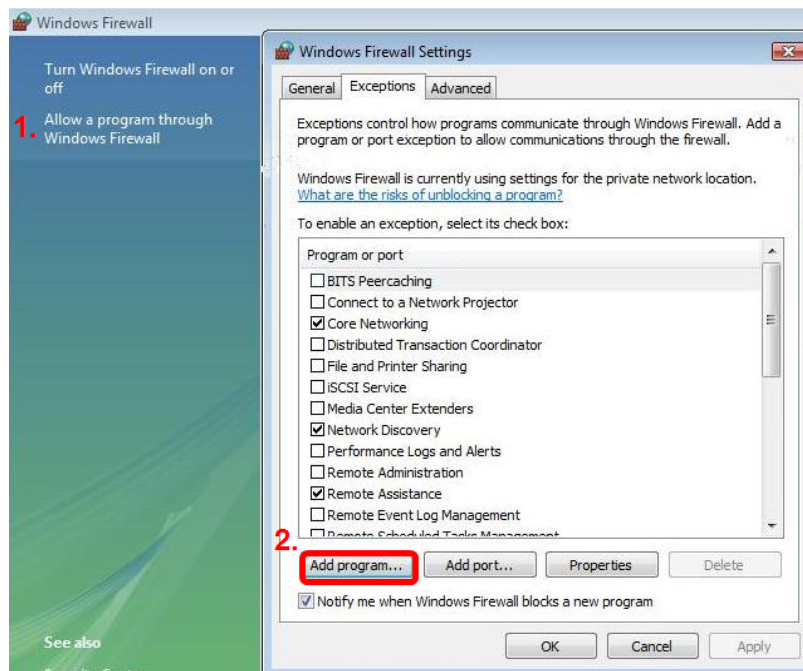
1. Check the universal plug & plug (nPnP) option had been enabled under "Network and Internet -> Network and Sharing Center".



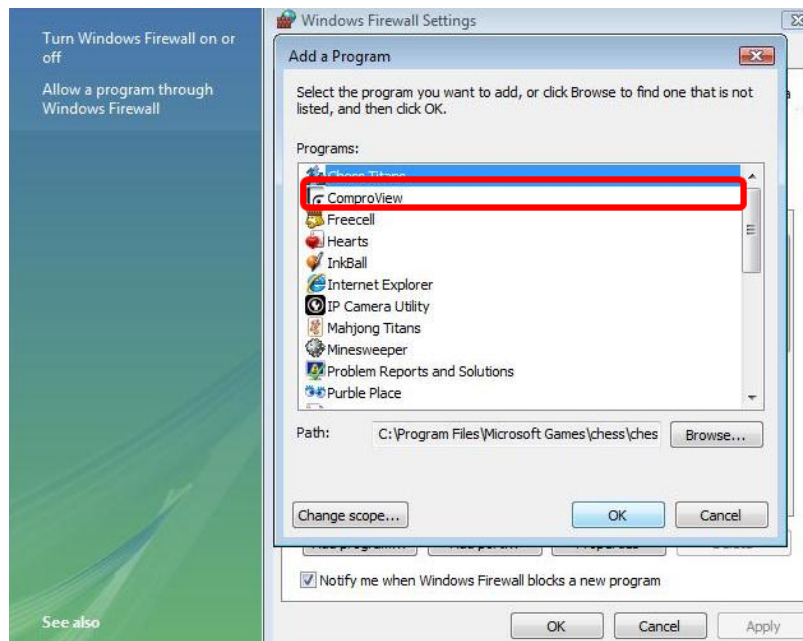
1. Ensure that ComproView had been added to the Windows Firewall's exception

programs.

Go into the Windows Firewall setting and click on “Add program”.



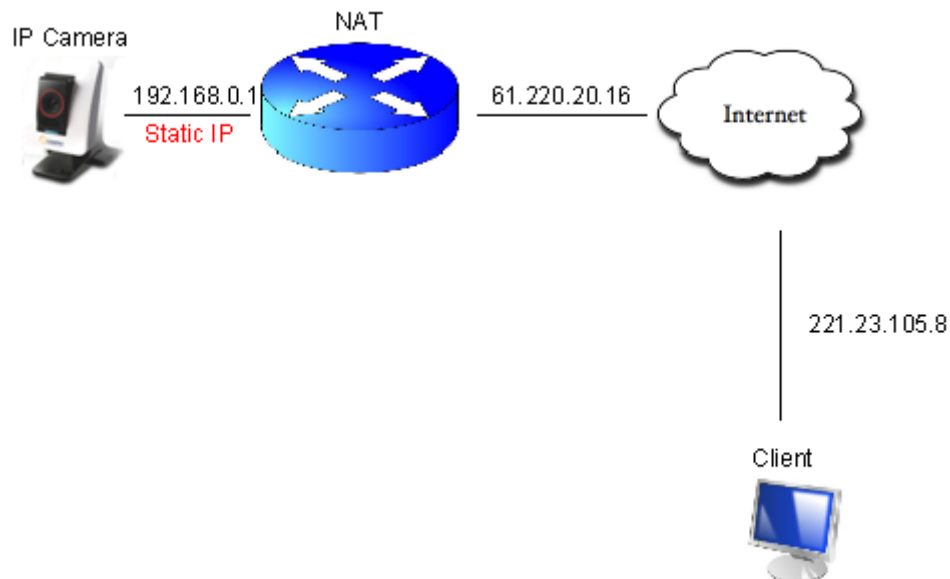
Please select “ComproView” and click on “OK” to add ComproView to the exception list.



Alternatively, you may wish to restart ComproView to see if this solved the problem.

Remote Viewing via Internet Explorer

It is likely that you may wish to check the video or audio of the IP camera from a remote location. The following are the steps which you will need to perform in order for a successful viewing.



The figure above denotes a general condition where:

- a. The IP camera has a static virtual IP address of 192.168.0.1
 - b. The WAN IP address at the IP camera site is 61.220.20.16.
 - c. The client (user) is trying to view the video / audio stream remotely.
1. Please ensure that the camera's image quality is set corresponding to the host's upload limit. You can check the camera's image quality setting under ActiveX -> Setup -> Video -> Quality. Should you set quality higher than that of the upload limit, you will experience stutter in video or black video screen.
 2. Check the ports on the camera by going into ActiveX -> Setup -> Network and note down the HTTP and RTSP server ports, in this case, ports 80 and 554 respectively.

Users	NTP Server	time.stdtime.gov.tw
Network	DDNS Server	Disabled DDNS
Ethernet	HTTP Server	Port: 80
Wireless	RTSP Server	Port: 554
Advance		
DDNS		

- Please enable port forwarding in the router which the IP camera connected. You may need to consult the manufacturer of your router. Note: Your router may require a reboot after port forwarding had been set.

The screenshot shows a router's port forwarding configuration interface. It contains two entries for the IP50 camera:

- Entry 1:** Name: IP50 HTTP; IP Address: 192.168.0.170; Protocol: TCP; Port: 80; Schedule: Always; Inbound Filter: Allow All.
- Entry 2:** Name: IP50 RTSP; IP Address: 192.168.0.170; Protocol: TCP; Port: 554; Schedule: Always; Inbound Filter: Allow All.

Annotations with arrows point to the following fields:

- "Name (any)" points to the Name field of the first entry.
- "Please use TCP port 80" points to the Port field of the first entry.
- "IP Address of IP50W" points to the IP Address field of the second entry.
- "Please use TCP port 554" points to the Port field of the second entry.
- "Allow Traffic" points to the Inbound Filter field of the second entry.

The above is a sample illustration of what you need to do in order to enable remote viewing of the IP camera.

- Once the above steps are done, you should be able to log-on to the camera from a remote location. Please type in the DDNS address or the static IP address depending on your configuration. For example, in this case, you should enter <http://61.220.20.16:80> into the Internet Explorer to gain access to the camera.

Note: If you have multiple cameras installed on a network, you will need to change the HTTP and RTSP port on the cameras manually so each one of them will have a unique port. E.g. you may wish to change the HTTP and RTSP server ports on the 2nd camera to 81 and 554 respectively. You can access the 2nd camera by typing in <http://61.220.20.16:81>.