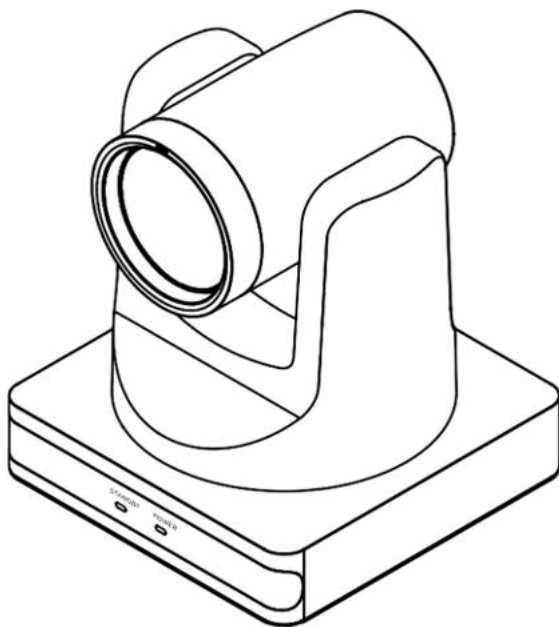




4K UHD USB Video Conference Camera



CAM12 User Manual English (V3.0)

Copyright

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Notice

Product specifications and information which were referred to in this document are for reference only. We may change, delete, or update any content at any time and without prior notice.

FCC NOTICE (Class A)



This device complies with Part 15 of the FCC Rules. The operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.



Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.

Class A ITE

Class A ITE is a category of all other ITE which satisfies the class A ITE limits but not the class B ITE limits. Such equipment should not be restricted in its sale but the following warning shall be included in the instructions for use:



Warning

Operating this equipment in a residential environment may cause radio interference.

European Community Compliance Statement (Class A)



This product is herewith confirmed to comply with the requirements set out in the Council Directives on the Approximation of the laws of the Member States relating to Electromagnetic Compatibility Directive 2014/30/EU.

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1 Safety Precautions

- During the installation and operation, all electrical safety regulations of the country and region of use must be strictly observed.
- Please use the power adapter that comes standard with this product.
- Do not connect multiple devices to the same power adapter (exceeding capacity of the adapter may generate excessive heat or cause fire).
- Do not rotate the camera by hand, otherwise it may cause mechanical failure.
- When installing this product on a wall or ceiling, make sure the device securely and there are no obstacles within the rotation range; Do not power on until all installations are completed.
- To avoid heat build-up, please keep smooth ventilation around the device.

- If the device smokes, smells, or makes noises, please turn off the power and unplug the power cord immediately, then contact the dealer in time.
- This device is not waterproof, please keep the device dry.
- This product has no user serviceable parts, damage caused by disassembly by the user is not covered by the warranty.



Notice

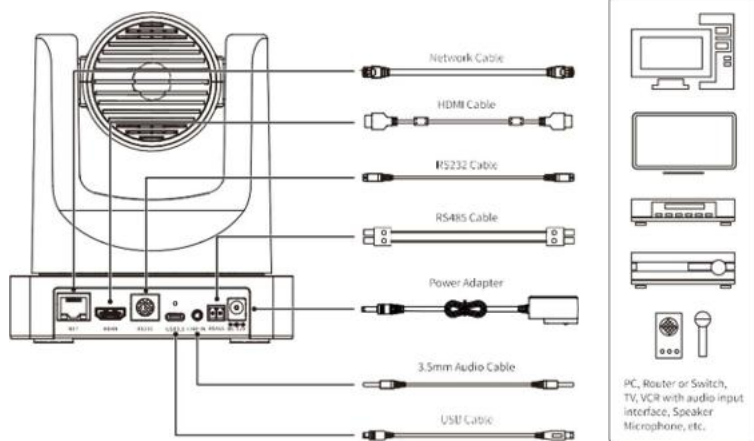
Electromagnetic field at specific frequencies may affect the image quality.

2 Packing List

Name	Quantity
Camera	1
Power Adapter	1
USB Cable	1
Remote Control	1
User Manual	1

3 Quick Start

- 1) Please check connections are correct before starting.





- 2) Connect the power adapter to the power connector on the rear panel of the camera. The power indicator on the front panel of the camera turns on.
- 3) After the camera is powered on, it starts to initialize, right up to the limit position, and then both horizontal and vertical go to the middle position. When the motor stops running, it indicates the initialization is completed.

4 About Product

4.1 Features

● Full Featured USB Interface

Full featured USB interface, compatible with USB3.0 and USB2.0, support UVC 1.1 and UAC 1.0 protocol, support video raw image and encoding output.

● 4K UHD

The new high-quality 1/2.5-inch UHD CMOS sensor with 8.51 million effective pixels for ultra-high resolution high-quality images up to 4K (3840x2160) and downward compatible with 1080P, 720P and other resolutions.

● 71° Wide-angle Lens

The exclusively customized 71° high-quality 4K ultra-wide-angle lens with a real ultra-high resolution of 8 megapixels, support 12x optical zoom.

● Low Illumination

The new CMOS image sensor with ultra-high SNR can effectively reduce the image noise under low illumination. The application of 2D and 3D noise reduction algorithm greatly reduces the image noise even under the condition of ultra-low illumination, it keeps the picture clean and clear, and the SNR of image is as high as 55dB.

● PoE

The wired network supports PoE power supply, the control, power supply, video and audio can be completed with a network cable.

● Remote Control

The camera can be controlled remotely through the RS232, RS485, network and USB port.

● H.264 Slice

The H.264 stream supports Slice encoding modes and suitable for high-end USB conference video applications.

● Multiple & Complete Interfaces

Support 4K video output via HDMI, USB 3.0 and network interface simultaneously.

● Three Power Supply Modes

Simultaneously support USB 5V, DC 12V power adapter and PoE power supply.

4.2 Product Specifications

Camera	
Video System	4K30, 4K25, 1080P30, 1080P25,
Sensor	1/2.5-inch, CMOS, Effective Pixel: 8.51M
Scanning Mode	Progressive
Lens	12x, f=4.4mm ~ 52.8mm, F1.8 ~ F2.6
Minimum Illumination	0.5 Lux @ (F1.8, AGC ON)
Shutter	1/30s ~ 1/10000s
White Balance	Auto, Indoor, Outdoor, One Push, Manual, VAR
Backlight Compensation	Support
Digital Noise Reduction	2D&3D Digital Noise Reduction
SNR	≥55dB
Horizontal FOV	71° ~ 8.2°
Vertical FOV	42.7° ~ 4.5°
Pan Angle	±170°
Tilt Angle	-30° ~ +90°
Pan Speed	2.7° ~ 35.7°/s

Tilt Speed	2.7° ~ 31.5°/s
Image Flip	Support
Image Freeze	Support
Preset Position	255
Preset Accuracy	0.1°
USB Features	
Operate System	Windows 7, Windows 8, Windows 10, Mac OS X, Linux, Android
Color System/Compression	YUY2/MJPEG/H.264
Video Format	- YUY2: 1440P@30fps (max.) - MJPEG: 2160P@30fps (max.) - H.264 AVC: 2160P@30fps (max.)
USB Audio	Support
USB Video Communication Protocol	UVC 1.1
UVC PTZ	Support
Network Features	
Encode Protocol	H.265/ H.264/MJPEG
Video Stream	First Stream, Second Stream
First Stream Resolution	3840x2160, 1920x1080, 1280x720, 1024x576, 960x540, 640x480, 640x360
Second Stream Resolution	640x360, 480x272, 320x240, 320x180
Video Bit Rate for First Stream	32Kbps ~ 20480Kbps
Video Bit Rate for Second Stream	32Kbps ~ 6144Kbps
Bit Rate Control	CBR, VBR
Frame Rate	50Hz: 1fps ~ 25fps, 60Hz: 1fps ~ 30fps
Audio Type	AAC
Audio Bit Rate	96K, 128K, 256K

Protocol	TCP/IP, HTTP, RTSP, RTMP(S), ONVIF, DHCP, SRT (MJPEG format is not supported), Multicast, etc.
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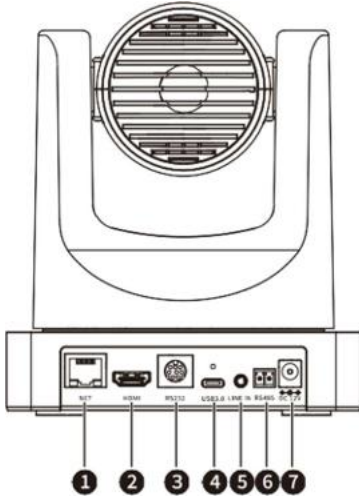
Interfaces	
Network Interface	1 x NET: 10M/100M Adaptive Ethernet Ports
USB Interface	1 x USB 3.0: Type-C
Video Interface	1 x HDMI 1.4b
Audio Interface	1 x LINE IN: 3.5mm Audio Interface
Communication Interface	1 x RS232 IN: 8pin Min DIN, Max. Distance: 30m, Protocol: VISCA/Pelco-D/Pelco-P 1 x RS485: 2pin phoenix port; Max. Distance: 1200m; Protocol: VISCA/Pelco-D/Pelco-P
Power Interface	JEITA type (DC 12V)/ USB Type-C (USB 5V)/ PoE

General Specifications	
Input Voltage	DC 12V /DC 5V/ PoE (802.3af)
Input Current	12V 1.0A (max.)/ 5V 1.5A (max.)
Operating Temperature	0°C ~ 40°C
Storage Temperature	-40°C ~ 60°C
Power Consumption	18W (max.)
Dimension (mm)	144 x 144 x 173.4
Net Weight	About 1.4Kg



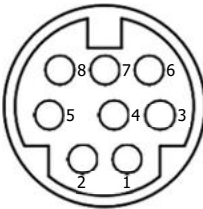
Product specifications are subject to change without notice.

4.3 Interfaces and Buttons



No.	Interface
1	NET Interface
2	HDMI Interface
3	RS232 Interface
4	USB3.0 Interface
5	LINE IN Interface
6	RS485 Interface
7	DC 12V Interface

4.4 RS232 Interface



No.	Function	No.	Function
1	DTR	5	RXD
2	DSR	6	GND
3	TXD	7	IR OUT
4	GND	8	NC

The correspondence between RS232 and DB-9:

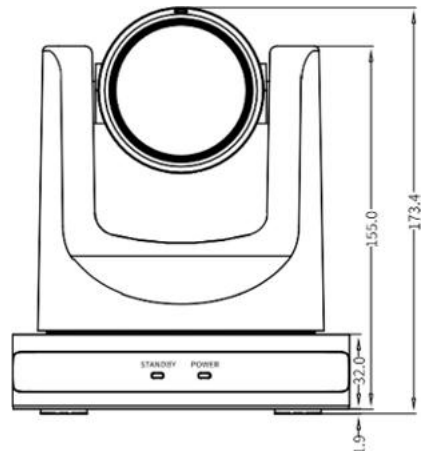
RS232	DB-9
1. DTR	1. CD
2. DSR	2. RXD
3. TXD	3. TXD
4. GND	4. DTR
5. RXD	5. GND
6. GND	6. DSR
7. IR OUT	7. RTS
8. NC	8. CTS
	9. RI

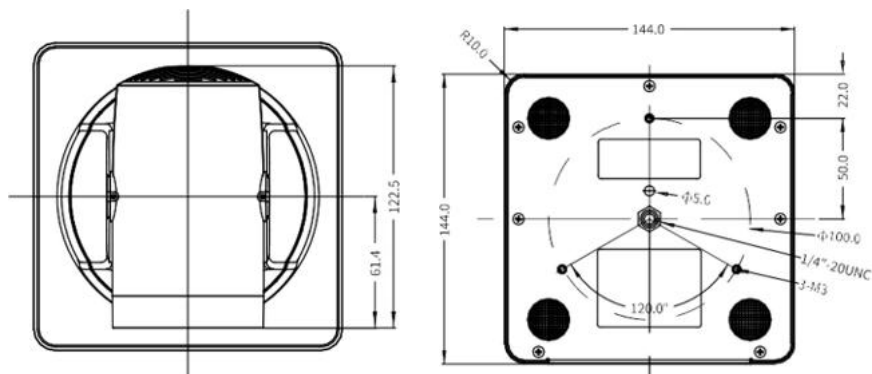
The correspondence between RS232 and Mini DIN:

RS232	Mini DIN
1. DTR	1. DTR
2. DSR	2. DSR
3. TXD	3. TXD
4. GND	4. GND
5. RXD	5. RXD
6. GND	6. GND
7. IR OUT	7. NC
8. NC	8. NC

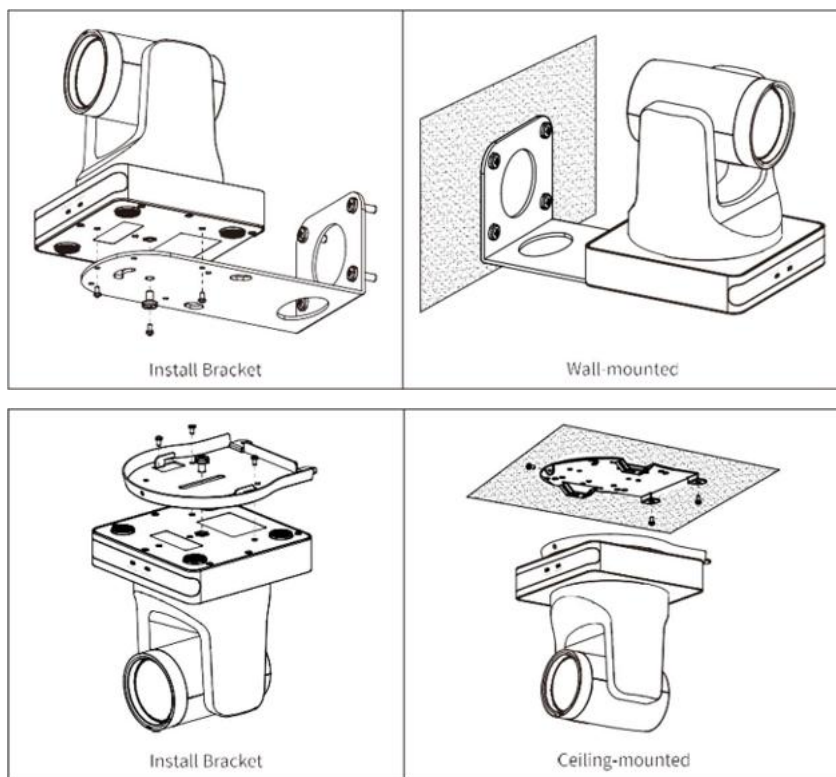
4.5 Dimension

Unit: mm





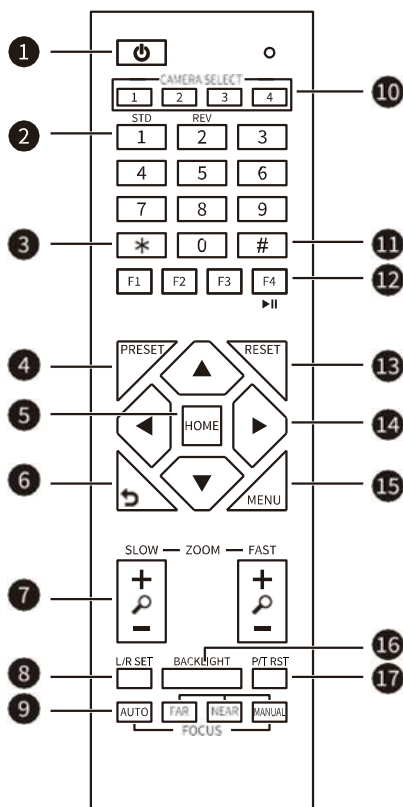
4.6 Installation



Note

The above installation diagram is for reference only. Please refer to actual product for the installation accessories.

4.7 Remote Control



Key Description

1. ⏻ (Standby) Key

Press to enter standby mode

2. Number Keys

To set preset or call preset

3. * Key

Use with other keys

4. PRESET Key

Successively press [PRESET] + Number key (0-9) to set preset position

5. HOME Key

Confirm selection or press to turn PTZ back to the middle position

6. ↶ (Return) Key

Press to return to the previous menu

7. ZOOM Keys

- SLOW: Zoom In [+] or Zoom Out [-] slowly
- FAST: Zoom In [+] or Zoom Out [-] fast

8. L/R SET Key

- Standard: Simultaneously press [L/R SET] + 1
- Reverse: Simultaneously press [L/R SET] + 2

9. FOCUS Keys

Auto/Manual/Far-end/Near-end focus

10. CAMERA SELECT Keys

Press to select and control the camera

11. # Key

Use with other keys

12. IR Remote Control Keys

Successively press [*] + [#] + [F1]/[F2]/[F3]/[F4] to set the camera address 1/2/3/4

13. RESET Key

Successively press [RESET] + Number key (0-9) to clear preset position

14. PTZ Control Keys

PTZ moved according to the arrow indicates

15. MENU Key

Enter or exit OSD menu

16. BACKLIGHT Key

Backlight On/Off

NOTE:

- Effective only in auto exposure mode
- If there is a light behind the subject, the subject will become dark, press the backlight key to enable the backlight compensation. Press again to disable this function

17. P/T RST (PTZ Reset) Key

Press to preset Pan/Tilt self-test

Shortcut Set

F4: Enable or disable the Image Freeze function

Successively press [*] + [#] + [1]:

OSD menu default English

Successively press [*] + [#] + [3]:

OSD menu default Chinese

Successively press [*] + [#] + [4]:

Display current IP address

Successively press [*] + [#] + [6]:

Quickly recover the default

Successively press [*] + [#] + [8]:

Check the camera version

Successively press [*] + [#] + [9]:

Quickly set up inversion

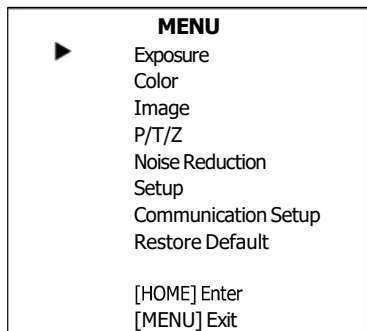
Successively press [*] + [#] + [MANUAL]:

Restore to default IP address

5 GUI Settings

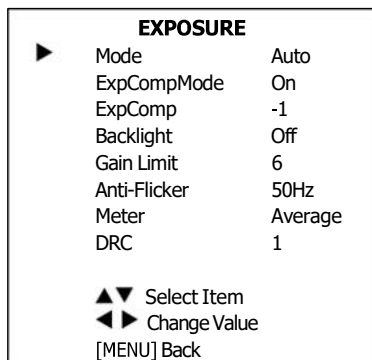
5.1 MENU

Press [MENU] key to display the main menu. Use the arrow key to move the cursor to desired item and press the [HOME] key to confirm to enter the corresponding sub-menu.



5.2 EXPOSURE

When in main menu page, move the cursor to [Exposure] and press [HOME] key to confirm to enter the Exposure page as below.



Mode: Auto, Manual, SAE, AAE, Bright.

ExpCompMode (Exposure Compensation Mode): On, Off (Effective in Auto mode).

ExpComp (Exposure Compensation Value): -7 ~ +7 (Effective in ExpCompMode On).

Backlight: On, Off (Effective in Auto mode).

Bright: 0~17 (Effective in Bright mode).

Gain Limit: 0 ~ 15 (Effective in Auto, SAE, AAE, Bright mode).

Anti-Flicker: Off, 50Hz, 60Hz (Effective in Auto, AAE, Bright mode).

Meter: Average, Center, Smart, Top (Effective in Auto, SAE, AAE, Bright mode).

Iris: F1.8, F2.0, F2.4, F2.8, F3.4, F4.0, F4.8, F5.6, F6.8, F8.0, F9.6, F11.0, Close (Effective in Manual, AAE mode).

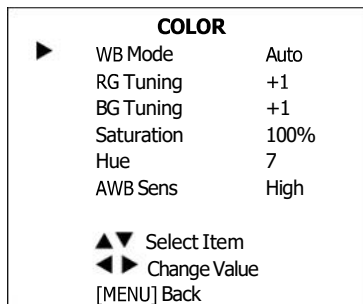
Shutter: 1/30, 1/60, 1/90, 1/100, 1/125, 1/180, 1/250, 1/350, 1/500, 1/725, 1/1000, 1/1500, 1/2000, 1/3000, 1/4000, 1/6000, 1/10000 (Effective in Manual, SAE mode).

Gain: 0 ~ 7 (Effective in Manual mode).

DRC: 0 ~ 8.

5.3 COLOR

When in main menu page, move the cursor to [Color] and press [HOME] key to confirm to enter the Color page as below.



WB-Mode (White Balance Mode): Auto, Indoor, Outdoor, One Push, Manual, VAR.

RG Tuning (Red Gain Tuning): -10 ~ +10 (Effective in Auto, One Push, VAR mode).

BG Tuning (Blue Gain Tuning): -10 ~ +10 (Effective in Auto, One Push, VAR mode).

Saturation: 60% ~ 200%.

Hue: 0 ~ 14.

AWB Sens (The White Balance Sensitivity): Low, Middle, High (Effective in Auto, One Push mode).

RG (Red Gain): 0~255 (Effective in Manual mode).

BG (Blue Gain): 0~255 (Effective in Manual mode).

Color Temp: 2500K ~ 8000K (Effective in VAR mode).

5.4 IMAGE

When in main menu page, move the cursor to [Image] and press [HOME] key to confirm to enter the Image page as below.

IMAGE		
▶	Luminance	7
	Contrast	7
	Sharpness	3
	Flip-H	Off
	Flip-V	Off
	B&W-Mode	Off
	Gamma	0.5
	Style	Default
▲▼ Select Item		
◀▶ Change Value		
[MENU] Back		

Luminance: 0 ~ 14.

Contrast: 0 ~ 14.

Sharpness: Auto, 0 ~ 15.

Flip-H: On, Off.

Flip-V: On, Off.

B&W-Mode: On, Off.

Gamma: 0.5, 0.56, 0.63, Ext, Default, 0.45.

Style: Default, Norm, Clarity, Bright, PC.

5.5 P/T/Z

When in main menu page, move the cursor to [P/T/Z] and press [HOME] key to confirm to enter the P/T/Z page as below.

P/T/Z		
▶	SpeedByZoom	On
	AF-Zone	Front
	AF-Sense	High
	Display Info	On
	Image Freeze	Off
	Call Preset Speed	22
	Pre Zoom Speed	5
▲▼ Select Item		
◀▶ Change Value		
[MENU] Back		

SpeedByZoom (The Depth of Field Ratio): On, Off.

AF-Zone (Auto Focus Area): Front, Top, Center, Bottom.

AF-Sense (Auto Focus Sensitivity): Low, Normal, High.

Display Info: On, Off.

Image Freeze: On, Off.

Call Preset Speed: 1 ~ 24.

Pre Zoom Speed: 0 ~ 7.

5.6 NOISE REDUCTION

When in main menu page, move the cursor to [Noise Reduction] and press [HOME] key to confirm to enter the Noise Reduction page as below.

NOISE REDUCTION		
▶	NR2D-Level	1
	NR3D-Level	Auto
▲▼ Select Item		
◀▶ Change Value		
[MENU] Back		

NR2D Level (2D Noise Reduction): Auto, Off, 1 ~ 5.

NR3D Level: (3D Noise Reduction): Auto, Off, 1 ~ 8.

5.7 SETUP

When in main menu page, move the cursor to [Setup] and press [HOME] key to confirm to enter the Setup page as below.

SETUP		
▶	Language	EN
	Video Format	1080P30
	USB Mode	ISOC
	OSD Flip	Off
	USB Audio	On
	UVC H264	On
	Tally Mode	On
	Restart Storage	Off
▲▼ Select Item		
◀▶ Change Value		
[MENU] Back		

Language: EN, Chinese, Russian.

Video Format: 1080P30, 1080P25, 4K30, 4K25.

USB Mode: BULK, ISOC.

OSD Flip: On, Off.

USB Audio: On, Off.

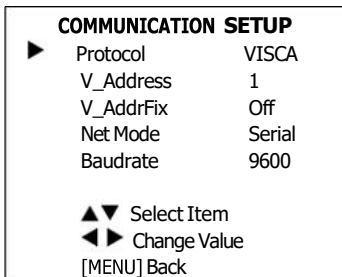
UVC H264: On, Off.

Tally Mode: On, Off.

Restart Storage: On, Off.

5.8 COMMUNICATION SETUP

When in main menu page, move the cursor to [Communication Setup] and press [HOME] key to confirm to enter the Communication Setup page as below.



Protocol: Auto, VISCA, PELCO-D, PELCO-P.

V_Address: 1 ~ 7 (Effective in Auto, VISCA protocol).

V_AddrFix: On, Off (When set to On, the 88 30 01 FF command does not work. Effective in Auto and VISCA protocol).

P_D_Address: 0 ~ 254 (Effective in Auto, PELCO-D protocol).

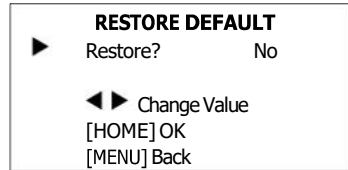
P_P_Address: 0 ~ 31 (Effective in Auto, PELCO-P protocol).

Net Mode (Set the Serial Port Network Control): Serial, Paral (Effective in Auto, VISCA protocol).

Baudrate: 2400, 4800, 9600, 38400.

5.9 RESTORE DEFAULT

When in main menu page, move the cursor to [Restore Default] and press [HOME] key to confirm to enter the Restore Default page as below.



Restore: Yes, No.



Notice

When selected "Yes" and confirm with [HOME] key, all parameters will restore to default, include the IR Remote address and VISICA address.



Note

GUI menu and device information are subject to change without notice.

6 WEB Settings

6.1 Access Camera

Access <http://192.168.100.88> to pop up the login window, then input username (default: admin) and password (default: admin). After login, it will show as below:



6.2 Control Camera

All pages include two menu bars:

Real Time Monitoring: Video image displaying with function buttons.

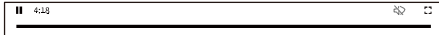
Parameter Setup: Parameter configuring.

A. Video Viewing Window

The video viewing window is same as video resolution, the bigger the resolution, the bigger the playing area. Double click the viewing window to show full screen, double click again, to

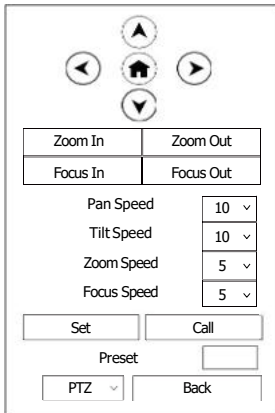
return to initialized size.

Status bar in viewing window shown as below:



- 1) Video Pause: Click to pause the real-time video, click again to resume.
- 2) Audio Control: Click to adjust the volume or mute.
- 3) Full screen switch button.

B. PTZ Setup



1) Pan and Tilt Control

The direction arrows and HOME button allow you to manually drive the camera to desired position.

2) Zoom

Zoom In and Zoom Out buttons allow for wide or narrow view of the space.

3) Focus

Focus In and Focus Out button allow for fine manual focus adjustment if the camera has any auto focusing problems on difficult object.

4) PTZ Speeds

Pan speed rate can be set to 1 ~ 24, Tilt speed rate can be set to 1 ~ 20. Zoom and Focus speed rate can be set to 1 ~ 7.

5) PTZ Presets

When the PTZ turns to the position that you would like to return to later, you can set presets

for quick recall.

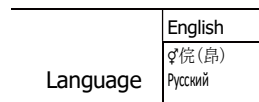
Type a number (0 ~ 254) into the preset box and click "Set" button to save.

When the PTZ turn to other position, input the preset number and click "Call" button to turn the PTZ back to the preset position.

6) PTZ/OSD

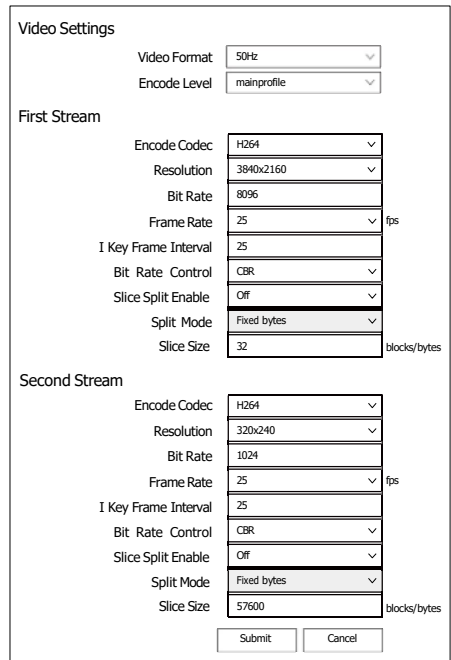
Move the cursor to dropdown menu, select and click "OSD" to open the on-screen menu and do menu settings on the interface.

C. Language Selection



Click to select "Chinese", "English" or "Russian" to change the language of the webpage.

6.3 Video Settings



1) Video Format

Support 50Hz (PAL) and 60Hz (NTSC) formats.

2) Encode Level

Support baseline, mainprofile and highprofile.

3) Encode Codec

Support H264, H265 and MJPEG.

4) Resolution

First stream support 3840x2160, 1920x1080, 1280x720, 1024x576, 960x540, 640x480, 640x360. Second stream support 640x360, 480x272, 320x240, 320x180; The bigger the resolution, the clearer the image, and the larger the code stream, the more network bandwidth will be taken.

5) Bit Rate

You can specify the bit rate, the larger of the bit rate, the clearer of the image. The configuration of the bit rate needs to be combined with the network bandwidth. When the network bandwidth is narrow and the bit rate is configured larger, the video stream cannot be transmitted normally, and the visual effect will be worse.

6) Frame Rate

You can specify the size of the frame rate, the greater the frame rate, the smoother the image, the smaller the frame, the more sense of beating.

7) I Key Frame Interval

Set the interval between two I frames, the bigger the interval, the slower the response when opening the image for the first time.

8) Bit Rate Control

Two modes for bit rate control:

CBR (Constant Bit Rate): Video coder will be coding according to the preset speed.

VBR (Variable Bit Rate): Video coder will adjust the speed based on preset speed to gain the best image quality.

9) Slice Split Enable

Enable or disable the Slice Split function.

10) Split Mode

Split Mode Fixed bytes.

11) Slice Size

Size for slice.

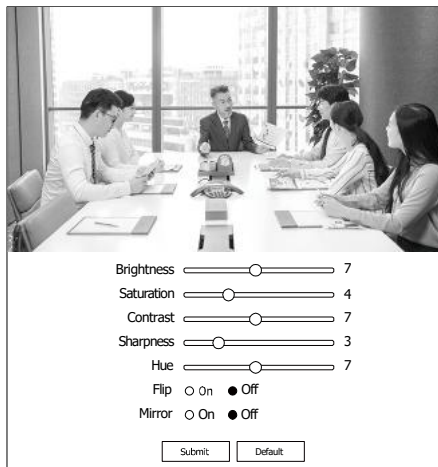
6.4 Image Settings**1) Brightness**

Image Bright: 0~14 (Default is 7).

2) Saturation

Image Saturation: 0~14 (Default is 4).

3) Contrast

Image Contrast: 0~14 (Default is 7).

4) Sharpness

Image sharpness: 0 ~ 16 (Default is 3).

5) Hue

Image Hue: 0~14 (Default is 7).

6) Flip & Mirror

Flip: Turn On/Off the Flip function.

Mirror: Turn On/Off the Mirror function.



6.5 Audio Settings

Audio Settings

Audio Switch

On

Audio Type

AAC

Sample Rate

48K

Bit Rate

96K

Input Type

LINE IN

ADTS Options

Off

Submit

Cancel

1) Audio Switch

Enable or disable audio switch.

2) Audio Type

Audio type AAC.

3) Sample Rate

Sample rate 48K.

4) Bit Rate

Bit rate 96K, 128K and 256K selectable.

5) Input Type

Input type Line in.

6) ADTS Options

Options: On/Off.

6.6 System Settings

Initialize

Reboot

Reboot

User

UserName

admin

Passwd

Guest

guest

Passwd

Submit

Cancel

1) Reboot

Click "Reboot" to restart system.

2) Username and Password

Modify the password of username and guest (use letters and Numbers only).

6.7 Network Settings

Lan Settings

IP Configuration Type

Fixed IP Address

IP Address

192.168.100.88

Subnet Mask

255.255.255.0

Gateway

192.168.100.1

DNS Address

8.8.8.8

MAC Address

D4:E0:8E:A9:73:45

Submit

Cancel

Port Settings

HTTP Port

80

RTSP Port

554

TCP Port

5678

UDP Port

1259

Sony Visca

52381

RTMP(S) Settings

First Stream

☐ On ☒ Off ☐ Video ☐ Audio

MRL

rtmp://192.168.100.138/live/stream0

Second Stream

☐ On ☒ Off ☐ Video ☐ Audio

MRL

rtmp://192.168.100.138/live/stream1

SRT Settings

SRT

☐ On ☒ Off

SRT Port

4578

SRT Encryption

None

SRT Password

1234567890

RTSP Settings

RTSP Auth

☐ On ☒ Off

ONVIF Settings

ONVIF

☐ On ☒ Off

ONVIF Auth

☐ On ☒ Off

Multicast Settings

Multicast

☐ On ☒ Off

Address

224.1.2.3

Port

6688

NTP Settings

NTP Time Sync

☐ On ☒ Off

Time Zone

(GMT+08:00) Beijing, Cho

Server Address

cn.ntp.org.cn

Time Interval (min)

1440

Main Time Show

☐ On ☒ Off

Position

X 0 Y 0

Sub Time Show

☐ On ☒ Off

Position

X 0 Y 0

Submit

Cancel



1) Lan Settings

The default the IP address is 192.168.100.88, the MAC address cannot be modified.

2) Port Settings

A. HTTP Port

The IP address identifies a network device and multiple network programs can run on the device, each network program uses the network port for data transmission. The port setting on this page is to set up which port the WEB SERVER program uses to transmit. During port mapping, it needs to be consistent with the port number (default is 80).

B. RTSP Port

Set up the RTSP port, default is 554.

C. TCP Port

Set up the TCP port, default is 5678.

D. UDP Port

Set up the UDP port, default is 1259.

E. Sony Visca

Sony Visca 52381.

3) RTMP(S) Settings

Set the MRL of RTMP(S) and select "on", "off", "video" and "audio" functions to enable or disable video and audio in the two streams.

4) SRT Settings

Turn On/Off SRT and set up the SRT Port, Encryption and Password.

5) RTSP Settings

Turn On/Off the RTSP Auth.

6) ONVIF Settings

Turn On/Off the ONVIF and ONVIF Auth.

7) Multicast Settings

Turn On/Off Multicast, set up the Multicast Address (default is 224.1.2.3) and Port (default is 6688; 6688 is the multicast port of the first stream and 6690 is the multicast port of the second stream).

8) NTP Settings

Turn On/Off NTP time sync, Main time show and Sub time show; select the Time Zone; set up the Server address, Time interval and the Time Show Position of the two streams.

6.8 Device Information

Information	
Device ID	UHD Camera
Device Type	G61.V
Software Version	SOC v9.0.01 - ARM 7.3.2Z
Webware Version	v1.5.5
Submit Cancel	

6.9 Download the Upgrade Program

If you need the camera upgrade program, please contact the manufacturer.



WEB interface and device information are subject to change without notice.



7 Troubleshooting

Camera Restarts Automatically

- Camera restart continually while powered by USB separately

Connect the camera to the USB3.0 interface of the main device. If the fault persists, it needs to be powered with another power adapter.

- Camera restart automatically after operating PTZ or lens zooming while powered by USB separately

Connect the camera to the USB3.0 interface of the main device. If the fault persists, it needs to be powered with another power adapter.

Image

- The monitor shows no image
 - 1) Ensure that the camera power supply is connected, the voltage is normal, and the power indicator is always on.
 - 2) Turn off the power switch to check that the camera is self-testing.
 - 3) Ensure the cable of video platform and TV that in correct connection.
- Image jitters after the camera is properly connected
 - 1) Ensure that the camera installation is in stable position.
 - 2) Check that any vibrating machinery or object near the camera.
- There is no video image in browser

IE browser and IE core browser are not supported, the camera video image will be displayed normally when use Google, Firefox and Edge etc.

- Unable to access through the browser
 - 1) Using PC to access the network to test that the network access can work properly to eliminate the network fault caused by cable and PC virus until the PC and camera can ping each other.
 - 2) Disconnect the network, connect camera with PC separately and reset the IP address of PC if necessary.
 - 3) Ensure that the IP address, subnet mask and gateway settings is correct.
 - 4) Check that the MAC address is conflicts.
 - 5) Check that the web port is modified, the default setting is 80.
- Forget the IP address or login password

The default IP address is: 192.168.100.88; the default username and password are: admin.

Control

- Remote control does not work
 - 1) Check and replace with new batteries.
 - 2) Ensure that the camera working mode is correct.
 - 3) Ensure that the address key of remote control can match the camera.
- Serial port cannot control
 - 1) Ensure that the protocol, address and bit rate of the camera are consistent.
 - 2) Ensure that the control cable is properly connected.

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