

Situation 1:

Please connect the devices by the switch and test the device by the PING Command. If there's packet loss but the direct connection is normal, please see the following instructions:

- It may be caused by the insufficient bandwidth, please modify the network card type to 100M Full-Duplex
- Power off and restart the switch.
- Add mini type switch or router between devices and switch.

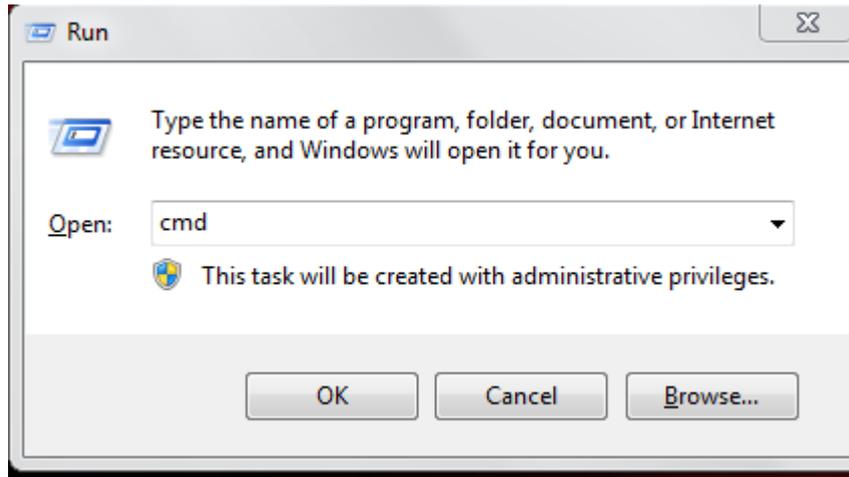
Situation 2:

After joining the private network, the device can't be accessed. Please see the following instructions:

- Use the ping command to check the network of the device. If the network is disconnected, please ping from the device serial port. If it works ,please add static route in the router.(Fill the MAC address in the routing table)
- Please confirm whether the router has set the limitation of the bandwidth.
- Please confirm whether the switch port has set the access limitation. In other words, please check whether the division of the VLAN is correct.
- Please confirm whether there is a firewall to limit data packets.
- Please connect the PC to DVR and change the switch to check if the ping and the image transmission are normal.

Situation 3:

- If we can't login the device via IE browser, please see the following reasons:
- Reason 1: The network is disconnected. Please test by the ping COMMAND (Windows + R), then click OK and enter the 'ping+ space+ device IP '.



If it shows 'Request timed out' or packet loss, it means the network condition is poor. And please contact the administrator to check the network.

```
Administrator: C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
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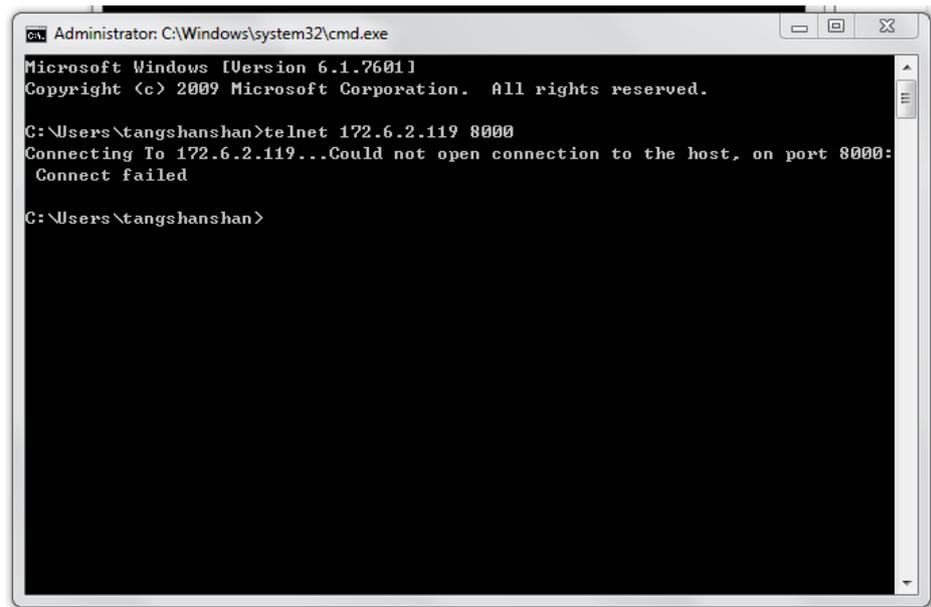
C:\Users\tangshanshan>ping 172.6.2.119

Pinging 172.6.2.119 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 172.6.2.119:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\tangshanshan>
```

- Reason 2: The default http port 80 had been modified. Please test by the telnet COMMAND. Enter 'telnet + space+ device IP+ space+ http port'. If it shows 'can't connect to the host, the system cannot find the specified file on port 80', it represents the port number does not match the environment. Please login the device after check the correct port number of the device.

A screenshot of a Windows command prompt window. The title bar reads "Administrator: C:\Windows\system32\cmd.exe". The window content shows the following text:

```
Microsoft Windows [Version 6.1.7601]
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C:\Users\tangshanshan>telnet 172.6.2.119 8000
Connecting To 172.6.2.119...Could not open connection to the host, on port 8000:
Connect failed

C:\Users\tangshanshan>
```

- Reason 3: If we can login the device via IE browser, but it shows incorrect user name or password. Please contact the administrator.
- Reason 4: If the user had set IP or mac address binding, the user could only use the corresponding PC to visit the device. Please contact the administrator to apply for the permissions.

Situation 4:

When we preview the video via IE browser, but there is no image. Please see the following reasons:

Reason 1: The number of the access device has reached its limit or the bandwidth is insufficient

Reason 2: It may be caused by the poor network condition, please test by the Ping Command

Reason 3: The user may not be authorized to preview remotely, please contact the administrator to apply for the permissions.