

Frequently Asked Questions

Q: Got the error message “other users are playing files” or the screen went black during remote playback.

A: For remote playback, only one user is allowed at the same time. Try again later when other users logout.

Q: I forgot the administrator username and/or password.

A: There is a [Reset/WPS] button on the rear panel, keep the power on, hold the [Reset/WPS] button for 10~15 seconds, it will restore to factory default settings as below:

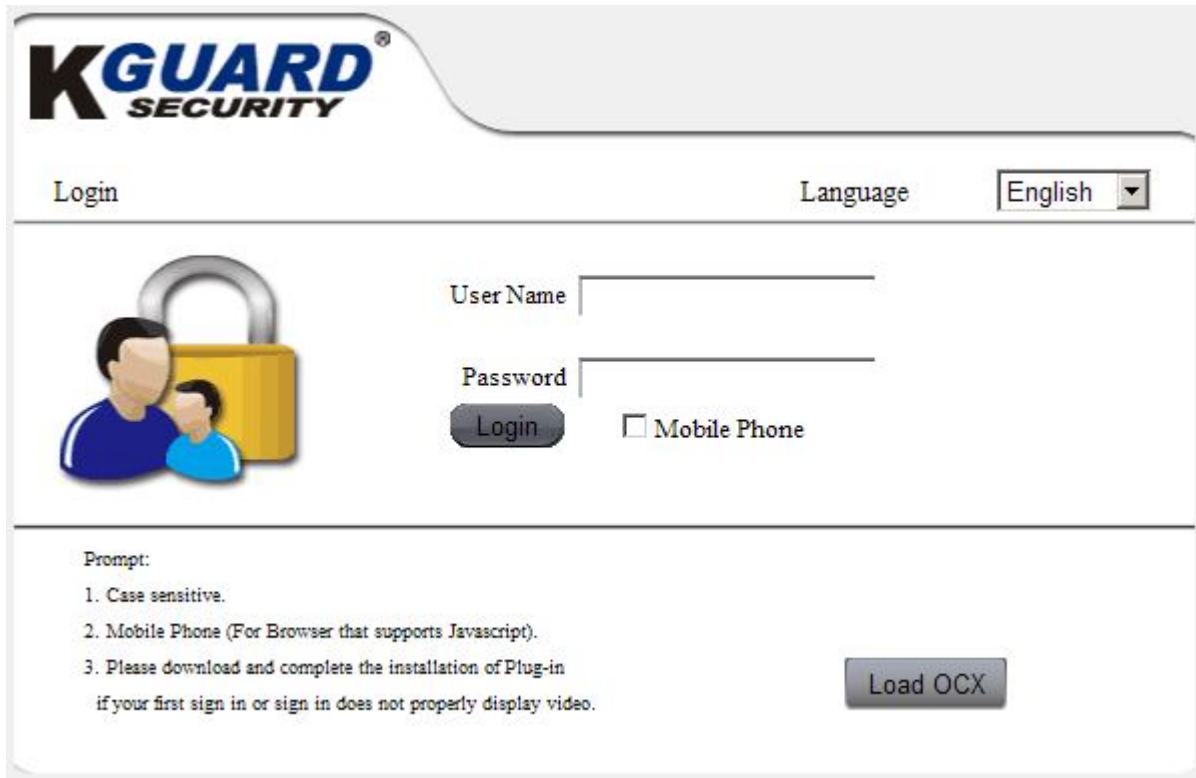
Username: admin

Password: admin

Q: There is no picture displayed on IE browser

A: Might be the ActiveX problem. If use IE browser for the first time, please install ActiveX:

On login page, click the ActiveX icon , and follow its instructions to complete the installation.



The image shows the KGuard Security login interface. At the top left is the KGuard Security logo. To the right of the logo is a 'Login' link. Further right is a 'Language' dropdown menu set to 'English'. Below the logo is an illustration of a family (a man, a woman, and a child) next to a large yellow padlock. To the right of this illustration are input fields for 'User Name' and 'Password', a 'Login' button, and a checkbox labeled 'Mobile Phone'. At the bottom of the page, there is a 'Prompt' section with three numbered instructions: 1. Case sensitive. 2. Mobile Phone (For Browser that supports Javascript). 3. Please download and complete the installation of Plug-in if your first sign in or sign in does not properly display video. To the right of these instructions is a 'Load OCX' button.

Q: Fail to access Camera via IE browser after upgrading.

A: Clean the browser buffer. Steps: Open IE Browser> Tools > Internet Options > General > Delete > Internet temporary files, and delete the cookies and temporary files.

Day & Night WI-FI Network Camera

Q: The video is not smooth.

A: The frame rate value might be too small: Increase the Frame Rate value.

A: Too many users might be connecting to the Camera: Close some connections or reduce the video Frame Rate.

A: Network bandwidth might be too low: Reduce the video Frame Rate or video compression Bit Rate.

Q: Fail to access Camera via IE browser.

A: Network is disconnected: Check if your PC is connected to network.

A: IP address of Camera has been occupied by other devices: Stop the connection between Camera and network, and connect the Camera to PC directly. Reset IP address to Camera. Refer to User Manual for more details.

A: IP address is in different subnets: Check IP address, Subnet masking and Gateway of Camera.

A: Physical address of network conflicts with Camera: Modify the physical address of Camera.

A: Web port has been modified: Contact Network Administrator to obtain related information.

A: Unknown: Press [Reset/WPS] on the rear panel to restore to factory settings then connect it again, the default IP address is 192.168.1.155, subnet mask is 255.255.255.0.

Q: There is no voice while monitoring

A: No audio input connection: Check audio connection of the host.

Q: Image processing doesn't work properly.

A: System problem, DirectX function is disabled, which will cause slow display of images and abnormal color.

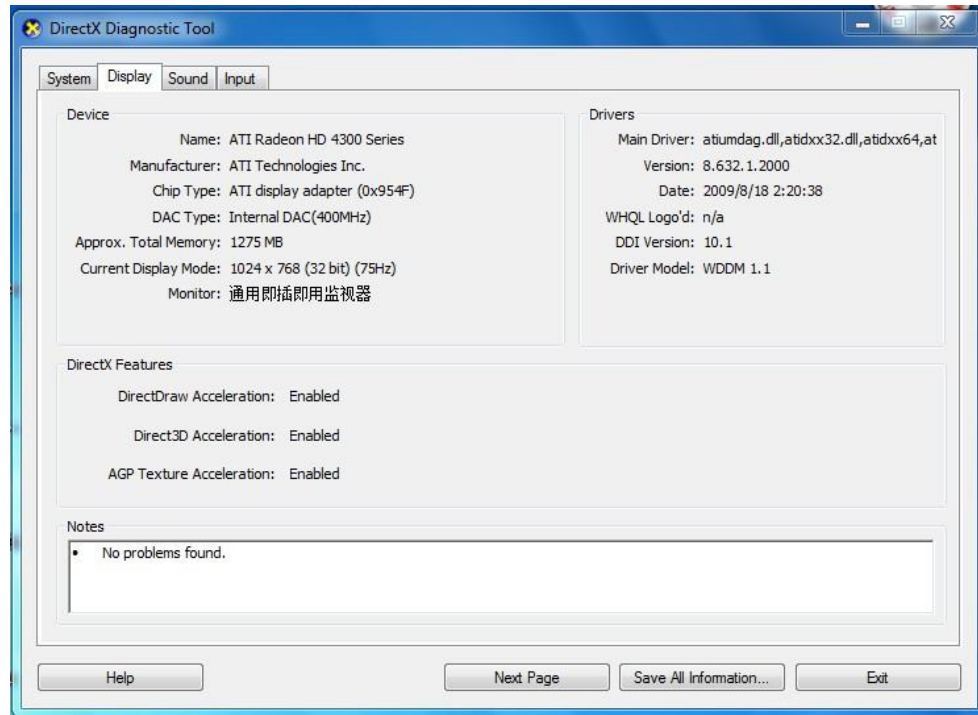
A: Hardware problem, graphics card doesn't support image acceleration and hardware zooming functions.

(For hardware issue, the only solution is to change the graphics card)

Install DirectX image driver, then click **Start > Run > input dxdiag**, enable "**DirectDraw Acceleration**"

"Direct3D Acceleration" "AGP Texture Acceleration" functions.

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Note: If you are unable to do it, it means your DirectX is not installed properly or hardware doesn't support this function.

Q: Fail to use DDNS.

A: The PC or Camera is not connected to the internet: Check the internet connection and settings.

A: Port forwarding is not set in router: Set the port forwarding of extranet in router correctly.

Take TP-Link router as example, if Camera address is 192.168.1.100, Media port is 38401, Web port is 80, factory DDNS is <http://06137.xipcam.com:80> :

(1) Login the router.



(2) Choose "Forwarding", select "Virtual Servers"

(3) Click the Add New button, pop-up below:

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Add or Modify a Virtual Server Entry

Service Port:	<input type="text"/>	(XX-XX or XX)
IP Address:	<input type="text"/>	
Protocol:	ALL	▼
Status:	Enabled	▼
Common Service Port:	-Select One-	▼

Fill the service port as 80, IP address as 192.168.1.100, click Save.

(4) Repeat the step 3, will pop-up the window again, fill the service port as 38401, IP address as 192.168.1.100, then save.

(5) On Camera, check the "Device Info" > "DDNS Status", and locate DDNS status:

<http://06137.xipcam.com:80>, input this link on IE and connect to Camera remotely.