

IP Camera and NVR Troubleshooting Guide

IP Address and Default Password:

1. **Locating IP Address:** The IP address of the NVR is often found on the serial number sticker on the box or on the device itself. Note it for future reference.
2. **Default Passwords:** Default passwords may vary based on camera models. Common default passwords include "admin@123," "admin@1234," "admin123," or "123456." Check the camera's documentation or the manufacturer's website for the specific default password for your model.

Power Adapter Issues: 70% of issues are related to power adapter

1. **NVR Rebooting:** If the NVR keeps rebooting, it may be due to power adapter issues. Ensure the NVR is connected to a compatible 12V 2A power adapter. Replace it if necessary. (Adaptor comes with no warranty, hence if it had gone faulty buy a good quality power adapter from local market)
2. **Failure to Turn On:** If the NVR doesn't power on, inspect the power adapter connections and ensure it supplies the correct voltage and current.
3. **Displaying Abnormal Colors:** Unusual colors on the NVR display can indicate power fluctuations. Use a stable power source to prevent this issue.
4. **Camera Detection Problems:** If the NVR doesn't detect all cameras or exhibits unpredictable behavior, ensure that each camera receives adequate power through the correct adapters.

PoE Switch Issues: 20% of issues are related to PoE switches

1. **Network Instability:** Unstable IP camera networks may result from PoE switch issues. Verify that your PoE switch is compatible with your cameras and is providing sufficient power.
2. **Uplink Cable Check:** If you see images on the TV but not on your mobile app, inspect the uplink cable between your router and the PoE switch. Replace it if necessary.

Access and Configuration: 5% of issues are related to Internet Explorer

1. **Accessing IP Camera Interface:** Although it's best to configure cameras through the NVR, there may be cases where you need to access the IP camera interface directly. In such situations, use a Windows system and Internet Explorer 11 or older. Other browsers like Firefox and Chrome may not be compatible.
2. **Plugin Installation:** When opening the IP camera interface in IE-11, it may prompt you to install a plugin. Be cautious during installation, as selecting the wrong language can complicate camera configuration on that system.

Image Quality: 5% of issues are related to physical maintenance of the product.

1. **Blurred Images:** To maintain image quality, regularly clean the camera lenses if you notice blurred images.
2. **Water Sealing:** During installation, always use the provided water sealing tool to protect the camera from moisture and environmental damage.
3. **Mounting Box Usage:** To minimize maintenance needs, use a mounting box when installing cameras. It provides protection against weather conditions and vandalism.

Warranty Considerations:

1. **Avoid Unauthorized Repairs:** Do not attempt to open the camera under any circumstances. Unauthorized attempts to open or repair the product can void the warranty and may lead to rejection of replacement or support requests.
2. **Power and Lightning Protection:** Be aware that product faults resulting from power issues or lightning strikes may not be covered under warranty. Use surge protectors or UPS devices to safeguard your equipment from power-related problems.