1. IPC

1.1 FAQ

1. Why does the flashlight effect occur? How to avoid it?

Description: problem happens when the angle of IR LEDs is smaller than the real angle of view, bright in the image center and dark all round.

Trouble shooting: angle of IR LEDs light is smaller than the real angle of view

Solution: adjust the IR LEDs light angle (IR manual mode); adjust the angle of view (adjust focal distance)

2. IPC set to VBR mode, what is the stream rate range?

The VBR max stream rate is the number you set, but it will drop to very low when there is no moving in the scene or it is a simple scene image

3. Why the IPC SD card recording video can not be retrieved during the beginning of recording?

One storage unit is 512M。 The recording files can't be retrieval unless one storage unit has been fully stored or we stop the storage.

4. Day & Night Switch repeatedly

Description: Due to there might be reflective object in the scene, to cause the day & night mode keep changing repeatedly.

Trouble shooting: when camera change night mode, IR LEDs turn on, image gets very bright due to the IR reflect, which reach the day/night mode threshold value, cause camera change back to day mode, and so forth.

Solution: Keep the reflective objects out of the monitoring scene.

5. The image turns fuzzy when the WDR is on? How to avoid it?

Description: face is not clear under WDR mode

Trouble shooting: WDR level is not set properly; increase the face percentage of the image, Lens dirty or low quality.

Solution: 1. adjust WDR level 2. adjust the face percentage of image 3.clean or change lens to increase exposure gain or brightness value.

6. Can we use passive devices as IPC's audio input devices?

We don't support passive devices as IPC's audio input devices

7.   How to get screenshot by URL of our IPC?

We can type on the website：http://IP:85/images/snapshot.jpg IP is IPC's address

Port 85 is default port, all the current version support this feature now

Except for D1201 and G6101 support this feature from 1508 serial versions, the others support from 150601 serial versions.

Old versions don't have capture function, we need to set sub stream as MJPEG format. The picture captured is the picture of sub stream.

8．Does IPC support cloud upgrade?

Yes, this function is supported since IN150601 version.

9.   How many users can be added on IPC?

Totally 32 users, one is admin user, the others is common users.

10.   What is the restriction for PTZ dome camera recording patrol route?

Max recording time is 15 minutes, max action is 31.

11. The requirements for the SD card used for our IPC.

FAT32.   Format the SD card to FAT32 first and then insert it into the camera If the SD card is not FAT 32 initially.

12. Do our box cameras support C-mount lens and CS-mount lens converting?

Our cameras support CS-mount lens. If C-mount lens is used, please use a 5mm CS/C-mount adapter.

13. Do all our cameras support half-hour time zone?

Currently our cameras support the following half-hour time zone:

West 4:30, West 5:30,

East 4:30, East 5:30,

East 5:45,

East 6:30, East 9:30

For some areas which do not support the integral hour time zone, please select the corresponding time zone. For example, the time zone of the India can be set to 5:30.

14. How to tell that the camera is powered on and started successfully for cameras do not have network LED or the network interface is concealed in the junction box?

Our cameras' IR LED can be displayed to show status.

If the LED is lit and then turns unlit, the camera is powered on and the system starts loading;

If the LED is flashing and then unlit, the camera starts successfully.

Versions after IPC_G6102-B5006D1510 of all our cameras support this function.

15. The scheduled patrol is set to the dome camera (version1509) and then the camera starts patrol. If power fails, will the camera starts patrol automatically with

power recovered?

The camera will start patrol automatically if the start time is within the secluded periods.

16. What are the differences between the three authentication modes of the network cameras?

NONE: Unauthenticated

Basic: basic authentication with low security level. (Recommended for internal network or local area network)

DIGEST: digest authentication with high security level. (Recommended for external network and Internet access)

Currently digest authentication is selected by default for the cameras.

17. From which firmware does Uniview IPC support watermark

Since the version 1511

18. What is the usage of OSD inverse function? How to enable it?

When the background of the image is white, the font of the OSD turns black automatically. On the contrary it turns white in order to display the OSD distinctly.

This function will be displayed under the OSD advanced settings option by hitting the comb keys ctrl+alt+shift+y to callout the hidden Demo interface.

19. What is the max character length of the OSD supported by the camera.

OSD can be up to 8 lines with 1-20 characters excluding / \ : * ? ' " <> | x%x. While for middle and high-end class cameras, OSD can be up to 30 lines; and for DIPC and GIPC, the maximum character length of the OSD is 20.

20. What is the difference between auto focus and One-click focus?

one-click focus：PTZ control, zoom in/out, preset change will trigger auto focus except adjusting focus manually.

auto focus：PTZ control, zoom in/out, preset change will trigger auto focus including adjusting focus manually, and also will detect the live view for better focus.

21. What's the IR range for IPC23 series?

30m

22. How to enable DC12V output for Uniview IPC

If the camera support DC12V output, when it is POE powered, enable the DC12V output in the menu: Setup-System-Maintenance, enable DC12V output

23. How to enable the BNC output display with the BNC output supported models.

In the menu: Setup-Video & Audio-Video-BNC output

24. What is the difference between the optical defog and the digital defog?

The image is colored when digital defog is activated, while the image will be black-and-white when the optical defog is on. The optical defog level from 1 to 5 means the defog effect is enhanced gradually.

25. Does our camera support HTTP streaming?

Only support RTSP streaming for now

26. Does DHCP needs to be enabled for the plug & play function?

Plug & play function is adapted for most third-party IPCs, they need to enable DHCP, and DHCP is not needed for our cameras.

27．What is the request when we use the IPC's SD to record?

Make sure the PC and the IPC 's time and DST are the same, and then query again, if the problem still exist, please contact us.

28. Is it workable for IPC to connect with SFP port and Ethernet port at the same time?

No, can't connect these two port at the same time.

29.   What would be the reason for the plugin installation failure on Win8.1?

Disable the 'smart screen' from control panel. The plug-in does not support Smart Screen.

1.2 Maintenance FAQ

1.   What's the default username and password for IPC telnet access?

root, 123456

2.   How to reset a camera?

a: if there is a reset button, press it for more than 20 seconds until the camera reboots after re-powered up within 10 mins.

b: telnet to the camera and input "resetconfig"

3.   What could be the reason for purple image in daytime?

The ICR filter is stuck, manually check the device under the guidance of UNV engineers..

4.   How to get the IPC's ActiveX log?

Compress this path files: C:\MyLocalFiles\log, if the IPC's firmware is too old, you can collect the log by:

C:\Program Files\IPC\M1\log or C:\Program Files\IPC\T1\log

4.   IPC failed to be ping though

a: To check the network configuration, set PC to correct segment

b: Due to the device and PC are not in the same segment, it is unable to get device IP address or caused by IP confliction.

c: Using wireshark software to capture all the packets, see our case for detailed information

d: Contact with the local dealer

5. How to display the IPC device time?

When login to IPC webpage, double click the upper area to show date, you may need this

information when retrieve its password.

6. How to solve the 'No signal' issue when using Onvif device management to test UNV IPC.

a: this is the firmware issue, now there is no updated firmware can be fixed for this issue. we can open the demo menu and set the ONVIF profile mode to Main profile to avoid this issue for now.

7. How to deal with "failed to set parameters" when we configure IPC's motion detection parameters?

Please reset IPC all parameter to default.

8. What phrase could be applied to filter the IPC address via Wireshark?

Connect IPC with your IPC directly, power on the IPC,start the Wireshark, then you can use 'arp' or 'arp.isgratuitous 1' or 'eth.src[0:3] 48:e63' to get the IPC's IP address.

9. How to tell if a bullet IPC is started successfully if the port light is unable to judge?

Assume it is an ICR model, the ICR light would flash after powered up successfully.

2.NVR

2.1FAQ

1. Does NVR support Chrome?

We support version before 42.

2. What is the difference between No Link/No resource/black view ?

No Link: no device online in the channel

No Resource: device online but no stream, normally because of the NVR decoding capacity is not enough.

Black view: device online, but need diagnosis info for further analyzing

3. How to tell if there is any motion alarm from the recording?

You need to set motion detection area and schedule, set trigger recording to this channel, you will

see motion recording in red.

4. Which file will be deleted when do auto-delete?

Only admin user can do it, files include manual recording, schedule recording and alarm recording;

images include snapshot

5. How can we know the DDNS address from NVR?

Version from R2315P15/R2215P15 or newer

6. Why does the user without live view authority could watch live view in MUI?

Any user can see preview, but cannot see live view in web

7. What's the maximum attached images can be sent from NVR to mailbox when it is triggered at one time?

A; the maximum is three.

8. What does 'Remote connection' exactly mean on official web from NVR specification?

Means the total max remote online users including EZCloud, EZStation, web login. Meanwhile, if

one user login in twice, it counts for two times remote connection.

9. Does Uniview NVR support eSATA

NVR 304/8 series NVR support eSATA

10. What is the function of NVR ONVIF port?

This is ONVIF uploading port for connecting our NVR to third-party VMS, default is 82.

11．What is the URL format for DDNS?

A; Access your device by visiting the domain name (**http://DDNS** server address/NVR's domain name).

2.2　Maintenance FAQ

1. Do I need to install HDDs into NVR before I use cloud upgrade function?

No

2. what do I need to provide if I forget NVR's password？

Provide NVR's SN and device date to your local dealer, they will give you an temporary password.

3. Why cannot I telnet to NVR?

Telnet function is disabled by default. you have to enable telnet function both in NVR and PC.

4. Why NVR frequently appears offline on EZCloud website?

Two reasons may lead to this situation, the first is that the network is unstable, the second is that the result of the DNS domain name resolution is not stable

5. Why does NVR show blackout when play the NVR living view on large screen?

Please follow the steps below to troubleshoot:

(1)Please make sure the camera is normally online;

(2)If camera is normally online, and then login camera through the Web page, checking to see whether the IPC sub stream is open. After opening the sub stream, if we restart the IPC or restart the NVR, or delete the IPC to readd to NVR, IPC will obtain sub stream again.

6. How to get NVR diagnostic information？

Method 1：

telnet NVR, then go to:/tmp，input "Systemreport.sh"，generate "systemreport.tgz" under temp，then download it by tftp;

Method 2：

access NVR web page, download "diagnostic information".

7. How to collect NVR plug-in log?

Version before D012SP15, you can get log file from installation folder, for example default folder is

C:\Users\c02880\Surveillance

Version D012SP15 or newer, you can get log from web.

8. What's the username and password of telneting to the NVR?

root/123456

9. Why does 'User Name' and 'Device Name' shown in NVR web mycloud from time to time?

Only when login mycloud account, NVR will show 'User Name' and 'Device Name', otherwise not.

10. NVR web login failure

Maybe the default HTTP port is modified, please login to its MUI and change the HTTP port to 80.

11. What's the proper device time should be set on NVR?

According to PC time, so we suggest the device time is the same as PC time.

12. What does the Error(NAT) mean?

it means the router block the UDP or the upnp is disabled

3. SMB

1. How to use the EZTools batch update function?

Open EZTools and check the IPC with same model and version, then click "Batch Configure".

2. Can EZStation synchronize camera's time？

Yes, open system configuration--Operation—Service，there should be Auto Time Sync menu, you

can enable it and set time synchronize time interval.

3. How many EZRecoders can be added by EZStation?

8.

4. EZCloud sometimes shows as online, sometimes shows as online (NAT), what

does it mean?

Online mode, UPNP works under one layer of NAT

Online(NAT) mode, STUN and other server works under multilayer of NAT.

If UPnP is unstable, NVR will turn to STUN,then it shows online(NAT)

5. What should be done when EZRecorder is offline on the EZStation?

Make sure the EZRecorder is enable and the IP address is local host, username is admin, password

is 123456.Launch the EZrecorder and EZstation by administrator anthentication.

6. Can EZStation support for search and adding DC device?

No, please add the DC device by manully.

7. How many accounts can a NVR be added by the cloud server?

The NVR can be added only on one account, but you can share the NVR from the account to others.

8．If you quit EZStation, the Video wall service you deployed will be going on?

Yes, EZStation support on the vision of B0030 and above.

9. Does EZTools support search the IPC with same IP address?

Yes, EZTools support this feature on the vision B0007P06and above.

10. Dose EZStation support 3D position?

Yes, EZStation support 3D position on vision D0030 and above whatever the PTZ Dome access to

EZStation directly or access by NVR

11. How to collect the EZTools's s dump files?

Open the 'Windows Task Manager'>'Processes', and then find the EZTools.exe, right click the

EZTools and the choose 'Create Dump File';

12. What's the upper limitation layers of E-map on EZStation?

   Seven layers of maps are allowed.

13. What the map picture format does the EZStation support?

Suppport *.jpg, *.png and *.bmp

14. How can we synchronization NVR time by EZStation?

Please disable NVR' auto-update function, then EZStaiton will synchronize NVR time automatically.

4. EZview

1．Why can't EZview screen rotate with Smart Phone？

Please make sure "Portrait Orientation Lock" in "Settings" is disabled.

2. Why EZview could not be able to display as customrized language?

EZview begins to support multi languages from Version 1.8:

Simplified Chinese，English，German，Korean，Dutch，Thai，Spanish，Italian，Traditional Chinese，

Hebrew (keep adding)

Please set Android or IOS System to aim language, EZview will follow System language as well.

3. Which stream will be used to live view and recording when adding a NVR on EZView?

When you add NVR on EZview, you can choose the main stream, substream or third stream to

Watch the video by choosing different image qualities of clear, balance, smooth.

4. How to add device on app by IP like: IP:port

Input IP in the Address column and port in the Port column

5. How to add device on app by Domain name:Domain:port

Input domain in the Address column and port in the Port column

6. **How can we share device on EZcloud account by EZview?**

Add other EZcloud account manually or scan the QR by other account.

5.SDK

1. **How can we get the SDK3.0 operation log?**

windows vista and above：C:\ProgramData\log\netdevsdk.log.

ProgramData is a hidden file

Windows XP\2000\2003：C\netdevsdk.log

2. **Why I failed to capture image using SDK?**

Please enable capture function in IPC, if IPC doesn't support the capture function then set substream to MJPEG.

3. **Where can I get SDK for Uniview products?**

You can download from :http://www.uniview.com/en/Support/Download_Center/SDK/

Others

1. **How to add the username and password in the RTSP stream command?**

rtsp://admin:admin@192.168.0.91/media/video1

2. **How to set the VLC player to ask you to input username and password when you try to get the RTSP stream from camera**

open the Maintenance-security-RTSP authentication to basic or digest

3. **How to get stream from IPC and NVR?**

IPC:1)rtsp://192.168.0.3:554/media/video1 (main stream)

2)rtsp://192.168.0.3:554/media/video2 (sub stream)

NVR:1)rtsp://99.234.190.35:54824/unicast/c1/s0/live (main stream from Ch1)

2)rtsp://99.234.190.35:54824/unicast/c1/s0/live (second stream from Ch1)

4. How can I contact Uniview technical support

You can contact our email address:globalsupport@uniview.com or you can contact our Skype:unvservice