ADVANCED HD NETWORK

FIXED DOME CAMERA

INSTALLATION GUIDE

Please read instructions thoroughly before operation and retain it for future reference.

IMPORTANT SAFEGUARD

All lead-free products offered by the company comply with the requirements of the European law on the Restriction of Hazardous Substances (RoHS) directive, which means our manufacture processes and products are strictly “lead-free” and without the hazardous substances cited in the directive.

The crossed-out wheeled bin mark symbolizes that within the European Union the product must be collected separately at the product end-of-life. This applies to your product and any peripherals marked with this symbol. Do not dispose of these products as unsorted municipal waste. Contact your local dealer for procedures for recycling this equipment.

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Federal Communications Commission Interference Statement

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 when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device mat not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

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This product doesn’t have a standby / shutdown mode.

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We are pleased to provide our modifications to the Linux Kernel, as well as a few new commands, and some tools to get you into the code. The codes are provided on the FTP site, and please download them from the following site or you can refer to your distributor:

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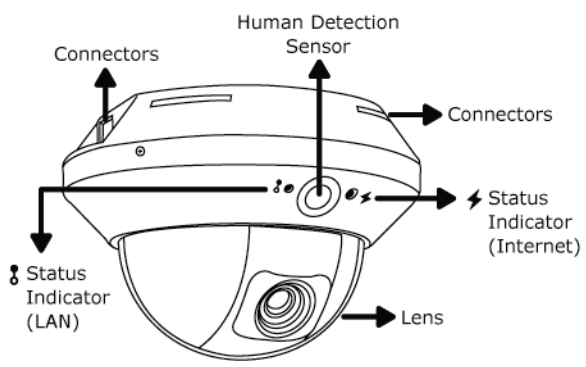
1. CAMERA NETWORK CONFIGURATIONS

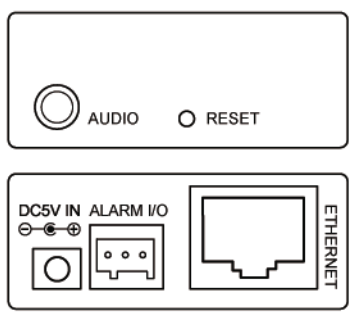
Please follow the instructions below to finish camera installation and network configurations.
You may configure the network connection of this network camera with your laptop / computer, or with your iPhone® or iPad® based on your network environment.

1.1 Camera Overview

Camera Overview



Connectors

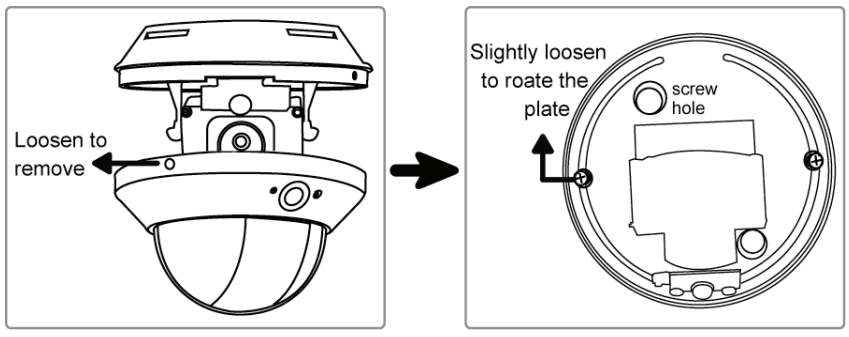


1.2 Assemble & Install Camera

Step1: Loosen the three screws on the camera to remove the dome cover.

Step2: Make sure the screw holes on the plate are aligned with the holes on the camera base.

Note: If not, slightly loosen the two screws on the plate and rotate it.



Step3: Mark the locations of the two screw holes on the ceiling, and drill a hole for each on the ceiling.

Note: The distance between your camera and the location you want to monitor should be **3 ~ 4** meters.

Step4: Fix the camera to the ceiling with the supplied screws.

Step5: Adjust the position and viewing angle of the camera, and fasten the two screws on the plate to fix.

Note: Do not tilt the camera lens too up or down. Part of the IR LEDs might be covered or the dome cover might not be able to be replaced back.

Step6: Replace the dome cover back to the camera.

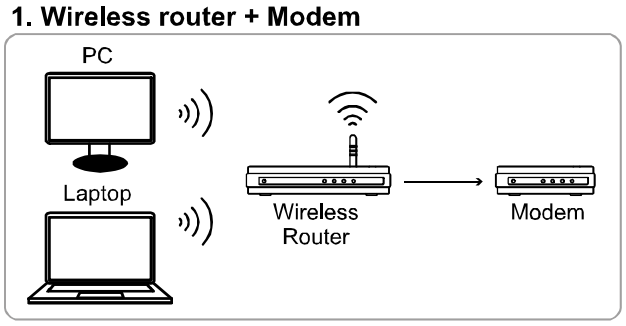
Note: Before replacing the cover, make sure the cover is clean and so the camera view is clear.

Step7: Connect your camera to power.

Note: This camera also supports POE connection. For connection details, please refer to "APPENDIX 3 POE CONNECTION" at page 18.

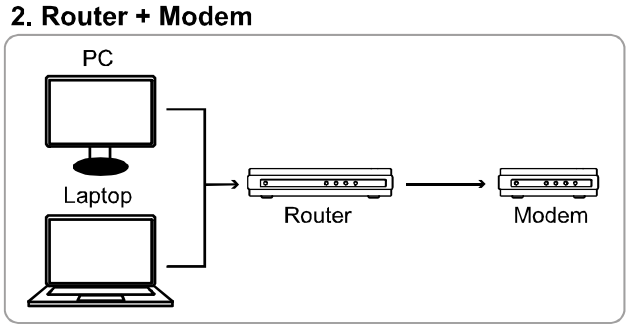
1.3 Understand How Your Laptop / Computer Connect to Internet

1. Wireless router + Modem

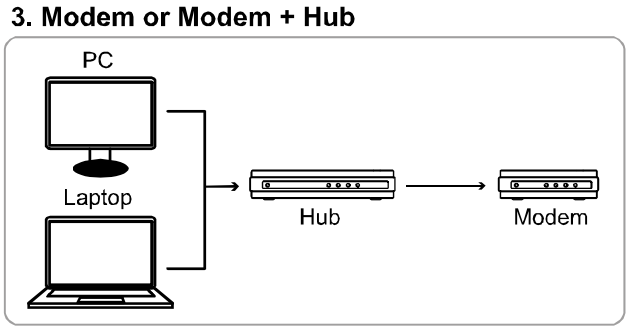


Devices connected with a network cable Devices connected wirelessly

2. Router + Modem



3. Modem or Modem + Hub



Devices connected with a network cable

Then, connect your network camera directly to your wireless router / router / hub / modem with a network cable, and power it on.

Note: Check (LAN) status indicator is always on, not blinking. If it's blinking, check your RJ45 network cable and ensure it's not disconnected or defect.

If you're using:

- Wireless router + modem, please refer to "1.4 Wireless Router + Modem".
- Router + modem, please refer to "1.5 Router + Modem".
- Modem or modem + hub, please refer to "1.6 Modem / Hub + Modem".

For your account safety, it's recommended to change the default account setting. For details, please refer to "1.7 Change Default Account" at page 12.

1.4 Wireless Router + Modem

You may use your laptop / PC, or your iPhone / iPad to complete the network configuration of the camera.

1.4.1 Configure on Laptop / PC

Before configuring this camera on your laptop / PC, make sure:

- Your Windows operating system is Windows 7, Vista or XP.
- (Recommended) Your wireless router supports UPnP, and this function is enabled.

Note: If your wireless router doesn't support UPnP, you need to additionally access your router for port forwarding. For details, please refer to "APPENDIX 4 CONFIGURE PORT FORWARDING" at page 19.

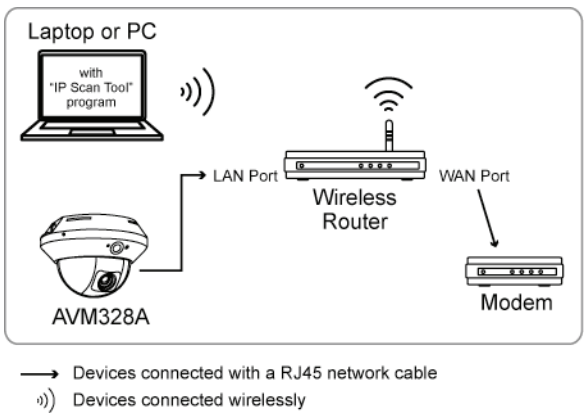
- You have noted down the IP address of your router, and the assigned IP address(es) and port(s) of other devices connected to the same router.

Note: For details, please refer to the user manual of your wireless router, or check with your installer.

➢ You have downloaded “IPScan.exe” in your laptop / PC.

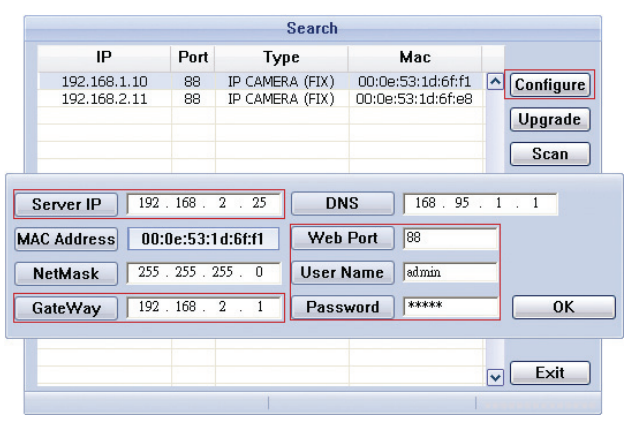
Note: Please download “IPScan.exe” from www.surveillance-download.com/user/m328a.swf.

Step1: Connect your laptop / PC to the wireless network with the camera connected.



Step2: Open “IPScan.exe” (🔍) to search your camera. The default IP address of the camera is **192.168.1.10**. If you connect two or more cameras to the wireless router, “IPScan” will list many cameras with different IP addresses after searching. To know which camera you’re configuring, you may identify each with its unique MAC address.

Note: The MAC address can be found on the sticker at the bottom side of the camera.



Step3: Select the IP address you want to configure, and click “Configure” to show the IP setting page, and change the IP address, gateway and port number.
For example, the IP address of your router is *192.168.2.1*. Then in this step, you need to change the IP address to *192.168.2.xx* (“*xx*” means any value from 2 ~ 50), and change the gateway to “*192.168.2.1* (the same as the IP address of your router). Then, change the port number to any value other than 88 if needed.

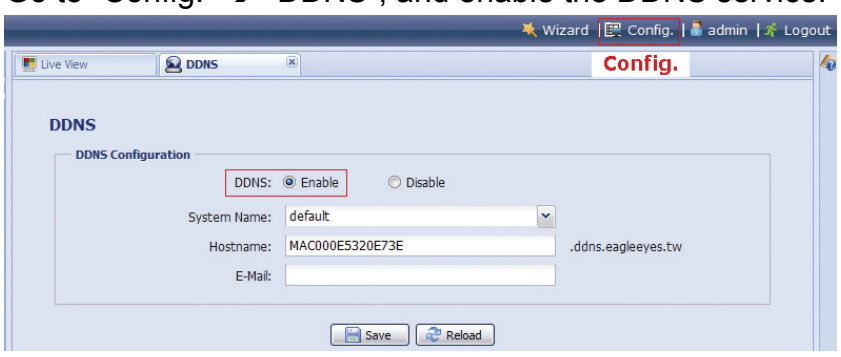
Note: Make sure the IP address you change is not used by other devices connected to the same router.

Step4: Enter the user name and password of this camera to confirm the change, and exit “IPScan”. The default user name and password are both “**admin**”.

Step5: Open the web browser, such as Internet Explorer, on your laptop / PC, and enter the IP address you just set on the URL column to access this camera. The format is “http://ipaddress:portnum”.
In the login page, enter the user name, password, and security code to access.

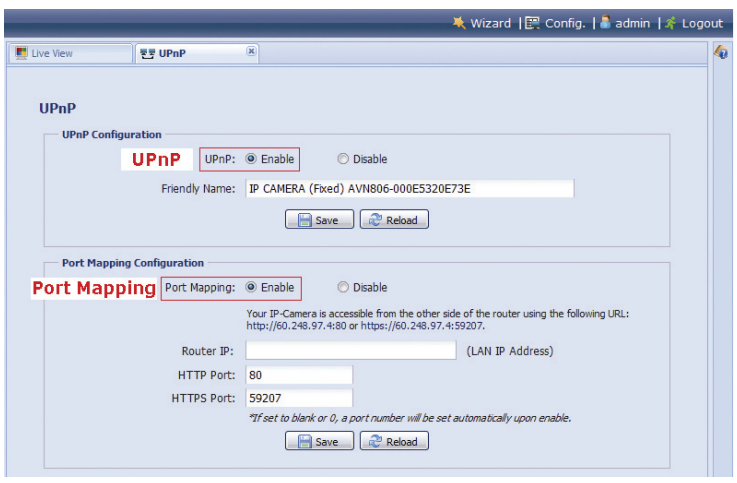
Note: Please skip the wizard.

Step6: Go to “Config.” ➔ “DDNS”, and enable the DDNS service.



- If your router supports UPnP, please proceed Step7.
- If your router doesn’t support UPnP, note down the host name, such as *MAC000E5320E73E.ddns.eagleeyes.tw*, and click “Save”. Then, access your wireless router for port forwarding as instructed in “APPENDIX 4 CONFIGURE PORT FORWARDING” at page 19.

Step7: Go to “UPnP”, and enable the UPnP service.
Then, enable “Port Mapping”, and click “Save” to start port mapping automatically.
When the configurations are saved successfully, you’ll see a message indicating the IP address and port number assigned to your camera.
Note down the IP address and port number, and log out the camera.



Check your connection

Step1: Connect your laptop / PC to Internet with the wireless network other than the one camera is connected.
Step2: Enter the IP address or host name you just noted down and the port number in the URL address box of the web browser, and see if you can enter the login page of the camera successfully.
The format is “***http://ipaddress:portnum***” or “***http://hostname:portnum***”.

1.4.2 Configure on iPhone / iPad

Before configuring this camera on iPhone / iPad, make sure:

- You have installed our mobile program, *EagleEyes-Lite* or *EagleEyes-Plus*, on your iPhone or iPad. For details, please refer to “APPENDIX 2 MOBILE SURVEILLANCE VIA EAGLEEYES” at page 17.

Note: EagleEyes HD for iPad doesn’t support network configuration. Please install *EagleEyes-Lite* or *EagleEyes-Plus* on your iPad instead.

- (Recommended) Your wireless router supports UPnP, and this function is enabled.

Note: If your wireless router doesn’t support UPnP, you need to additionally access your router for port forwarding. For details, please refer to “APPENDIX 4 CONFIGURE PORT FORWARDING” at page 19.

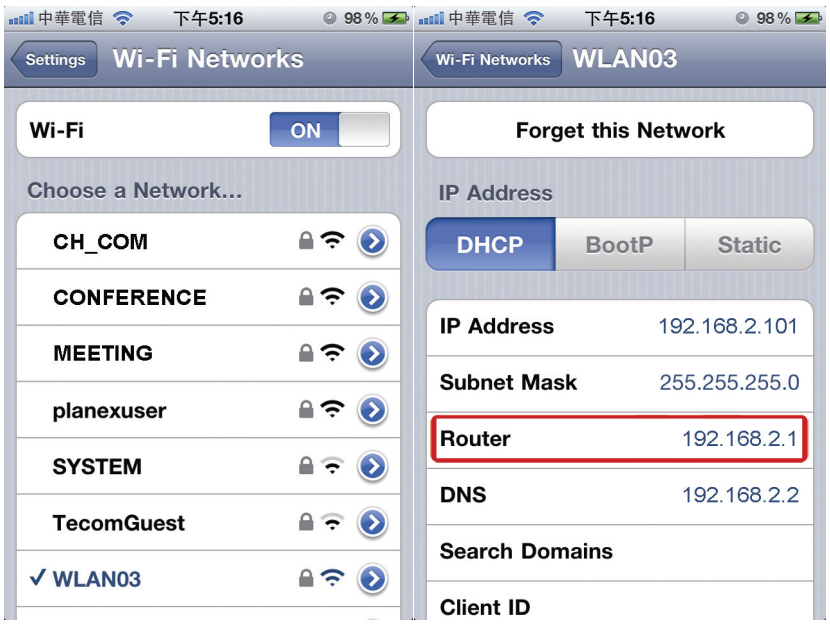
- Your camera is connected to your wireless router with a RJ45 network cable, and it’s powered on.

Note: Check (LAN) status indicator is always on, not blinking. If it’s blinking, check your RJ45 network cable and ensure it’s not disconnected or defect.

- You have checked the IP address used by your wireless router with the camera connected as instructed below, and written it down. You’ll need it later.

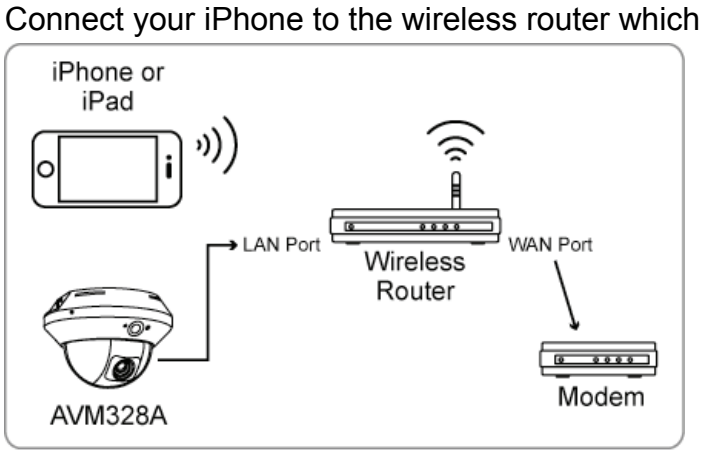
  Connect your iPhone / iPad to the wireless router with cameras connected, and go to “Settings” → “Wi-Fi”. Select “>” near the selected wireless network to enter the details.

  The IP address shown in “Router” is the IP address used by your wireless router. In the following example, the IP address of your router is *192.168.2.1*.



Note: This address will be needed when you want to access your router for port forwarding later.

Step1: Connect your iPhone to the wireless router which has the camera connected.

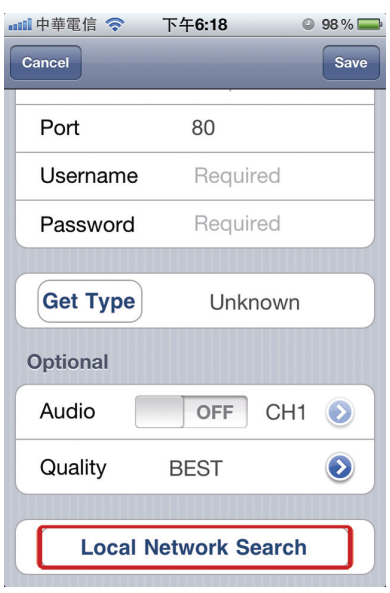


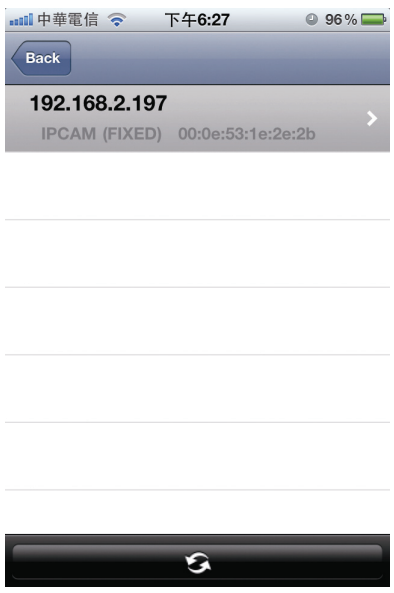
Step2: Open “EagleEyes” on your iPhone or iPad.
In the address book, click “+” to add new device. Then, select “Local Network Search” to search your network camera. You’ll see an IP address assigned by your router.

Note: If you can’t find the camera, make sure your LAN status indicator ( ) is always on, and search again after 3 minutes.

If you connect two or more cameras to the wireless router, you’ll see many cameras with different IP addresses after searching. To know which camera you’re configuring, you may identify each with its unique MAC address.

Note: The MAC address can be found on the sticker at the bottom side of the camera.

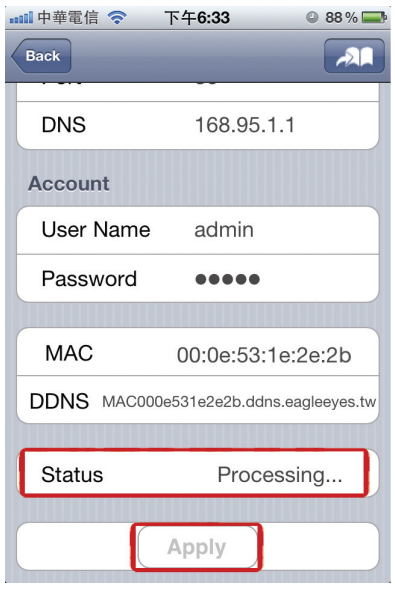




Step3: Select the IP address you want to configure to show the IP address setting page.
The default port number is 88. You may change it to any value (such as 8080) if the port number of 88 is blocked.

Step4: Select “Apply” to confirm all your changes. Then, wait till you see “Done” or “Fail” in “Status”.
Regardless which message you see, proceed as instructed below:

- For Done, you’ll return to the new device page.
- For Fail, select “ ” on the top right side. You’ll later be prompted to select “DDNS” or “Local IP”. Select “DDNS” and return to the new device page.

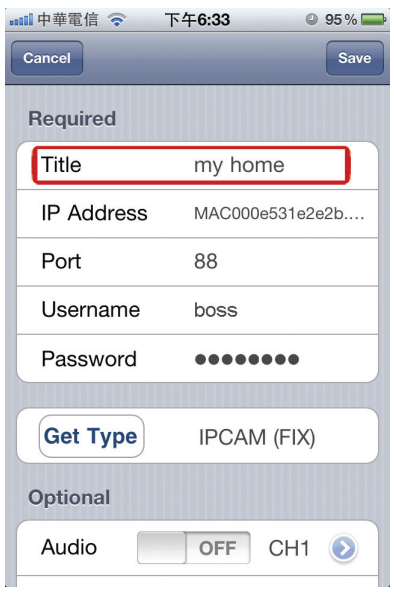


Status Change When Selecting “Apply”:

Processing...

“Done” or “Fail”

Step5: In the new device page, give a meaningful name for this connection in “Title”, and click “Save”.
Please continue with configuring port forwarding as instructed in “APPENDIX 4 CONFIGURE PORT FORWARDING” at page 19.



Check your connection

Step1: Switch the network mode to 3G mode on iPhone or iPad.

Step2: Start EagleEyes, and select the connection you just added to see if you can access the camera successfully.

- If yes, your network setup is successfully.
- If no, go to Step3.

Step3: Switch your network mode to wireless mode on iPhone or iPad.

Step4: Start EagleEyes, and add a new connection with the IP address (e.g. 192.168.2.25) and the port number (e.g. 88). Then, try this connection and see if you can access the camera successfully.

- If yes, go for port forwarding setting as instructed in “APPENDIX 4 CONFIGURE PORT FORWARDING” at page 19.
- If no, return to Step1 in “1.2.2 Configuring on iPhone / iPad” and re-configure the network again.

1.5 Router + Modem

You may use your laptop / PC to complete the network configuration of the camera.

Before configuring this camera on your laptop / PC, make sure:

- Your Windows operating system is Windows 7, Vista or XP.
- (Recommended) Your router supports UPnP, and this function is enabled.

Note: If your wireless router doesn't support UPnP, you need to additionally access your router for port forwarding. For details, please refer to "APPENDIX 4 CONFIGURE PORT FORWARDING" at page 19.

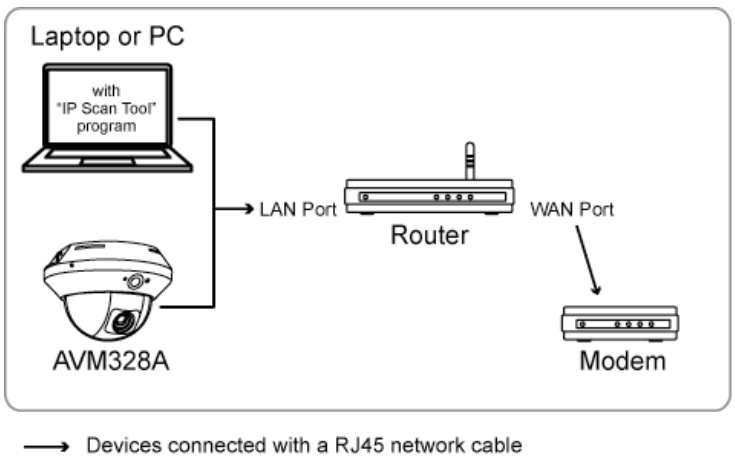
- You have noted down the IP address of your router.

Note: For details, please refer to the user manual of your router, or check with your installer.

- You have downloaded "IPScan.exe" in your laptop / PC.

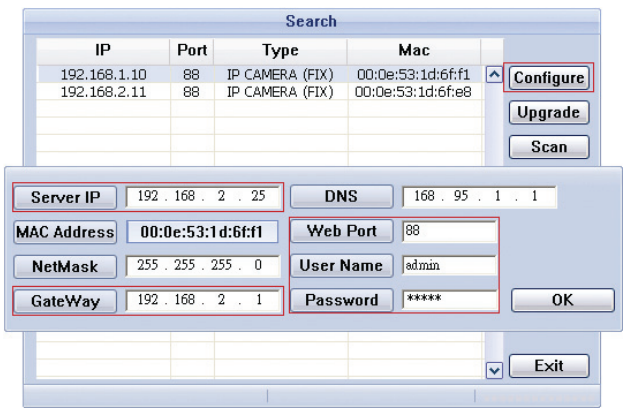
Note: Please download "IPScan.exe" from www.surveillance-download.com/user/m328a.swf.

Step1: Connect your laptop / PC to the router.



Step2: Open "IPScan.exe" (🔍) to search your camera. The default IP address of the camera is 192.168.1.10. If you connect two or more cameras to the same router, "IPScan" will list many cameras with different IP addresses after searching. To know which camera you're configuring, you may identify each with its unique MAC address.

Note: The MAC address can be found on the sticker at the bottom side of the camera.



Step3: Select the IP address you want to configure, and click "Configure" to show the IP setting page, and change the IP address, gateway and port number.
For example, the IP address of your router is *192.168.2.1*. Then in this step, you need to change the IP address to *192.168.2.xx* ("*xx*" means any value from 2 ~ 50), and change the gateway to "*192.168.2.1* (the same as the IP address of your router). Then, change the port number to any value other than 88 if needed.

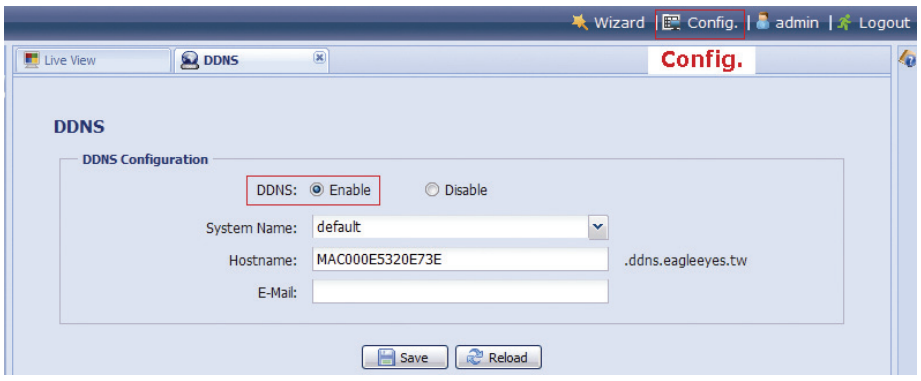
Note: Make sure the IP address you change is not used by other devices connected to the same router.

Step4: Enter the user name and password of this camera to confirm the change, and exit "IPScan". The default user name and password are both "**admin**".

Step5: Open the web browser, such as Internet Explorer, on your laptop / PC,
and enter the IP address you just set on the URL column to access this camera.
In the login page, enter the user name, password, and security code to access.

Note: Please skip the wizard.

Step6: Go to “Config.” ➔ “DDNS”, and enable the DDNS service.



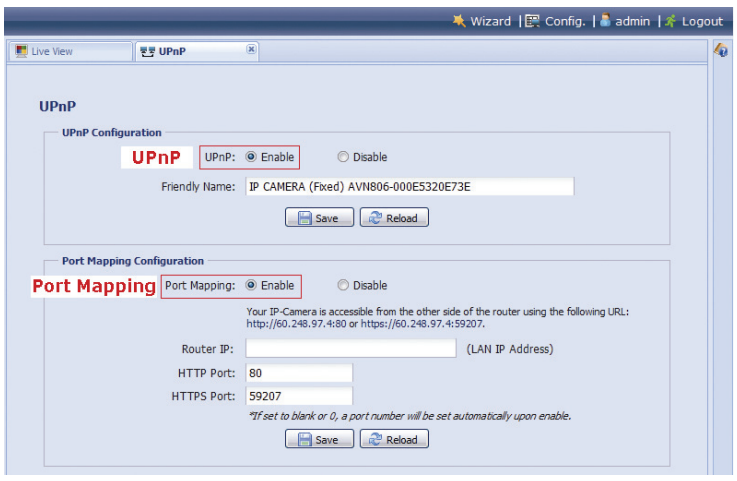
- If your router supports UPnP, please proceed Step7.
- If your router doesn’t support UPnP, click “Save”, and access your router for port forwarding as instructed in “APPENDIX 4 CONFIGURE PORT FORWARDING” at page 19.

Step7: Go to “UPnP”, and enable the UPnP service.

Then, enable “Port Mapping”, and click “Save” to start port mapping.

When the configurations are saved successfully, you’ll see a message indicating the IP address and port number assigned to your device.

Note down the IP address and port number, and log out the camera.



Check your connection

Step1: Open your web browser, e.g. Internet Explorer.

Step2: Enter the IP address or host name you just noted down and the port number in the URL address box of the web browser, and see if you can access the login page of the camera successfully.
The format is “***http://ipaddress:portnum***” or “***http://hostname:portnum***”.

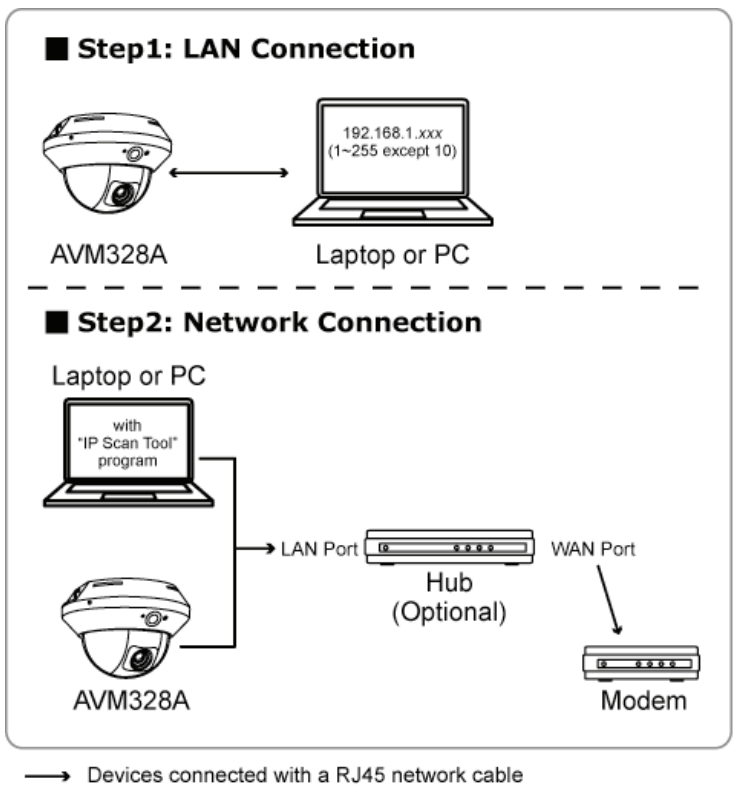
1.6 Modem / Hub + Modem

You may use your laptop / PC to complete the network configuration of the camera.

Before configuring this camera on your laptop / PC, make sure:

- Your Windows operating system is Windows 7, Vista or XP.
- You have changed the IP address of your laptop / PC to "**192.168.1.*xxx***", where ***xxx*** could be 0~255 except 10.

Note: To know how to change the IP address of your laptop / PC, please refer to "APPENDIX 1 CHANGE IP ADDRESS OF YOUR LAPTOP / PC" at page 14.



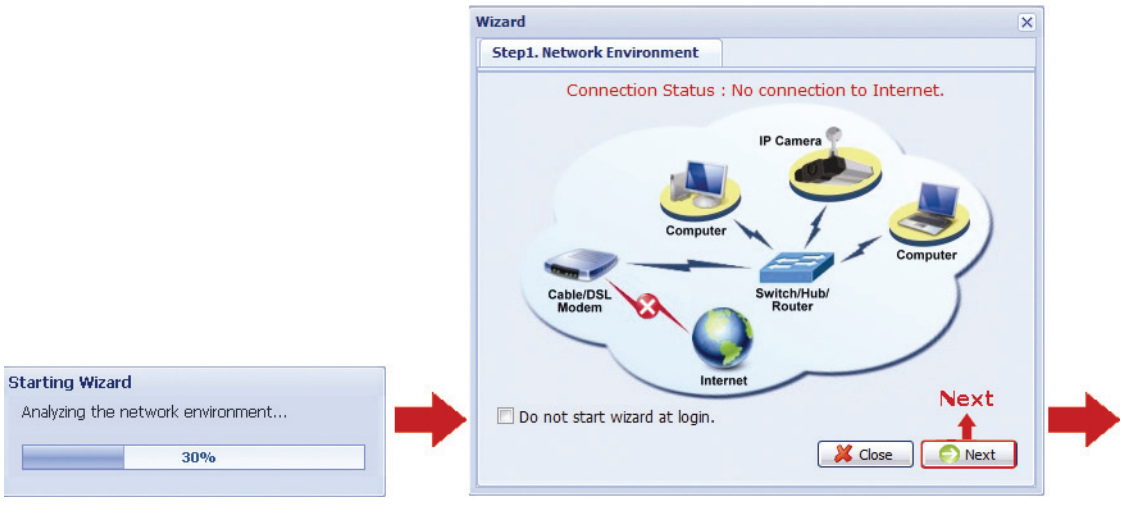
Step1: Disconnect your laptop / PC from the hub or modem, and connect it to this camera with a network cable.

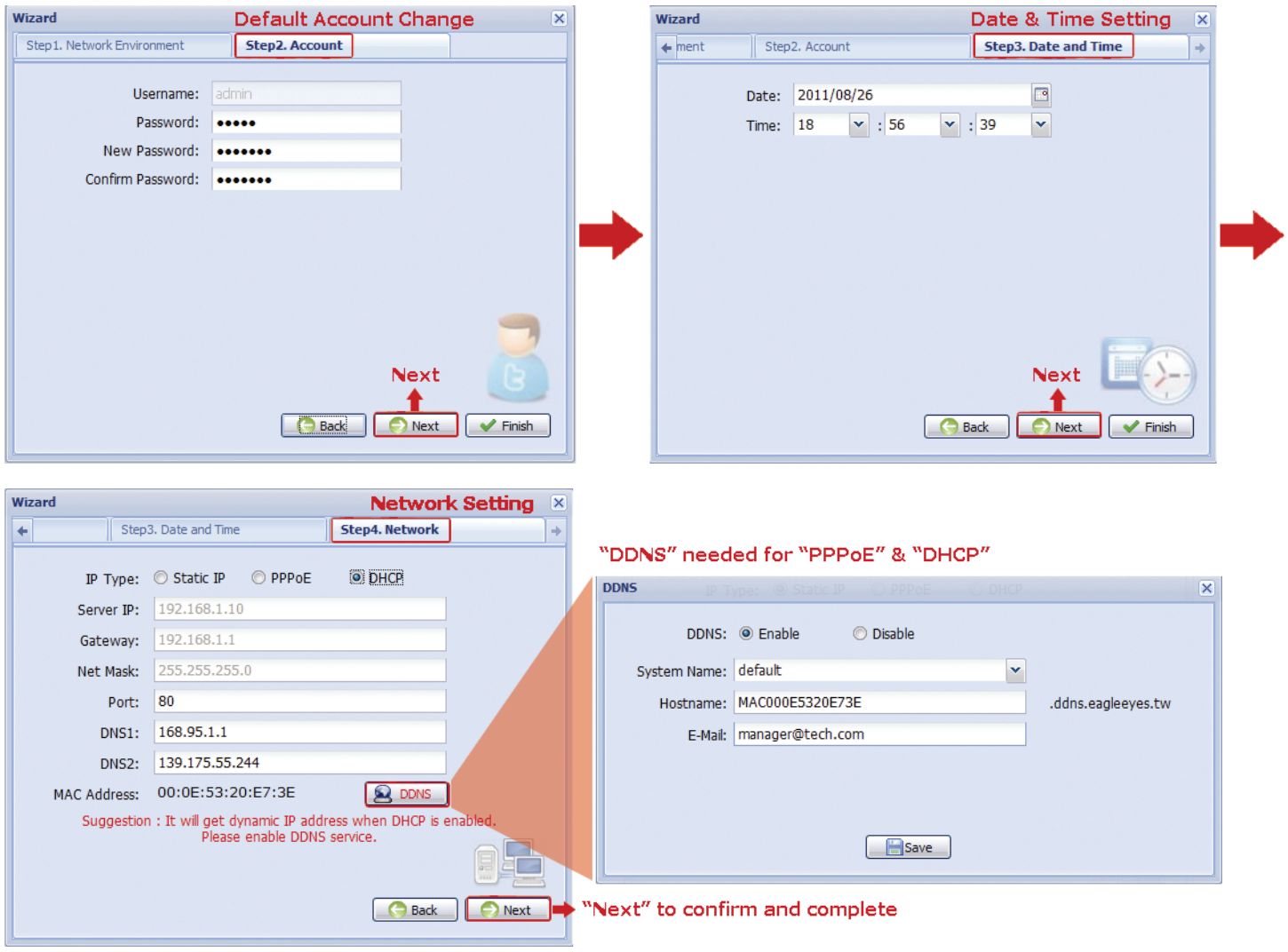
Note: Make sure the IP address of your laptop / PC is changed to "**192.168.1.*xxx***" (1~255 except 10). To know how to change, please refer to "APPENDIX 1 CHANGE IP ADDRESS OF YOUR LAPTOP / PC" at page 14.

Step2: Open the web browser, such as Internet Explorer, on your laptop / PC, and enter "http://192.168.1.10:88" on the URL column to access this camera.
In the login page, enter the user name, password, and security code to access.

Note: The default user name and password for remote access are both "**admin**".

Step3: The wizard starts to analyze your network environment. When it's completed, select "Next" to go to the following pages to change the default password for access safety, check the current date and time, and complete network configurations.





Item	Description
Account	Change your default account password if needed. This change can also be made in "Config." ➔ "General" ➔ "Account".
Date and Time	Check and select the current date and time.
Network	Configure your network setting based on the network type you're using. For details, please refer to Step4 & Step5.

Step4: In "Network", configure the network setting of your camera based on the network type you're using. There're three types: Static IP, PPPOE and DHCP.

For Static IP:

a) Enter the information of "Server IP", "Gateway" and "Net Mask" obtained from your ISP (Internet Service Provider).
b) Enter the port number. The valid number ranges from 1 to 9999. The default value is 88.
c) Click "Save" to save your network configurations, and log out.
d) Disconnect your camera and your PC, and connect them to Internet separately. Then, enter the IP address you just note down in the URL address box of the web browser, and see if you can access the camera successfully.

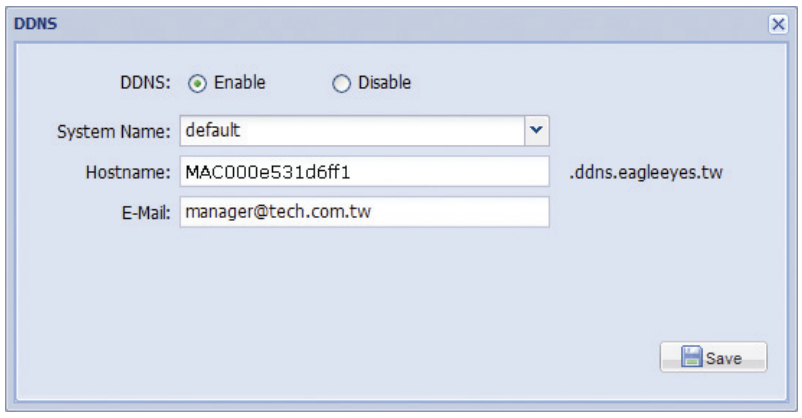
For PPPOE:

a) Enter the user name and password obtained from your ISP, and click "Save".
b) Continue the DDNS setting as instructed in Step5.

For DHCP:

a) Before selecting this option, you need to finish the DHCP router settings first.
b) Get a router and connect it to the Internet via your PC (with Static IP or PPPoE setting). There are different setting methods for different routers. Please refer to their respective user manuals.
c) Continue the DDNS setting as instructed in Step5.

Step5: (Optional) Click "DDNS" (DDNS) to continue setting for PPPOE and DHCP.



a) Enable DDNS.
b) Select “default” in “System Name”.
c) In “Hostname”, keep the default value, i.e. the MAC address of this camera. Then, note down the whole address of the camera, for example, *MAC000e531d6ff1.ddns.eagleeyes.tw*.
d) (Optional) Enter your email address to receive messages from the DDNS server.

Note: Please at least use the default address to access your network camera remotely once. This is to ensure our DDNS server has your camera registered. Then, you may change the host name to a more meaningful name to memorize later here.

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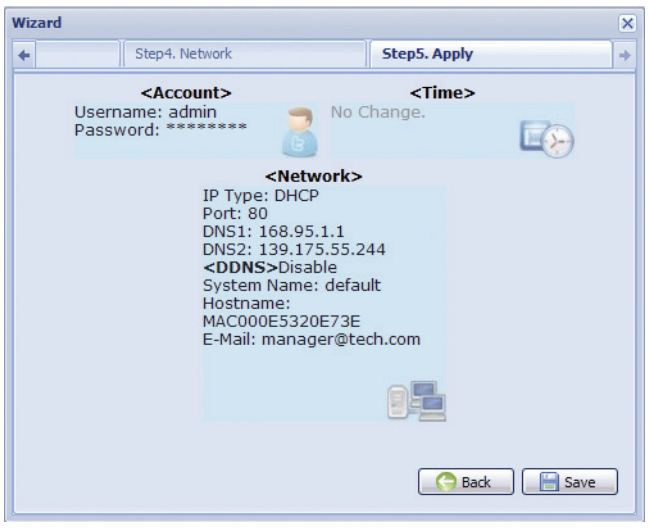
e) Click “Save” to return to the network setting page. Then, click “Next”.

Step6: Check if the changes you’ve made are correct, and click “Save” to complete.



Check your connection

Step1: Disconnect your camera and your laptop / PC, and connect them to Internet separately.

Note: If you changed the IP address of your laptop / PC for LAN connection, remember to restore it back for Internet access to work properly.

Step2: Enter the host name you just noted down and the port number in the URL address box of the web browser, and see if you can access the login page of the camera successfully.
The format is “***http://hostname:portnum***”.

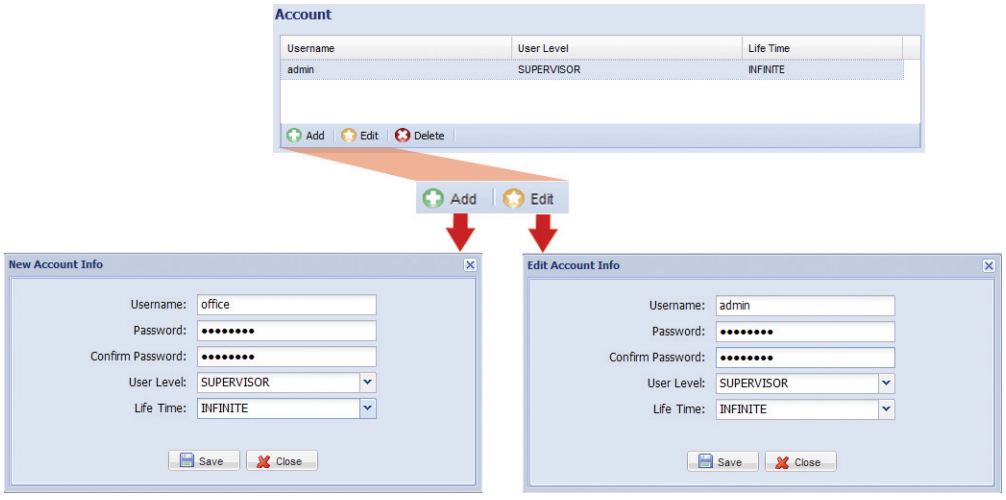
1.7 Change Default Account

To ensure your account safety, please access the camera after network configuration to change the default user name and password with new one you prefer.

1.7.1 From Web Browser

Log into the camera, and select “Config.” → “General” → “Account”. You may:

- Select the default account “admin”, and click “Edit” to change the default password, or
- Directly click “Add” to create a new account and remove the default account.

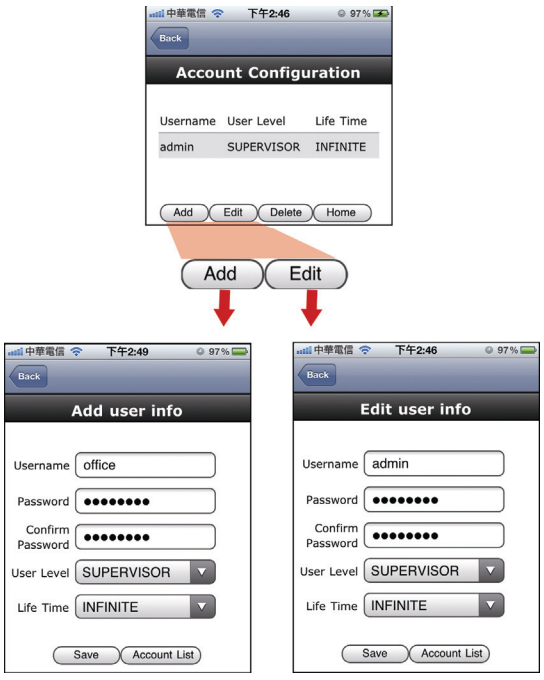


1.7.2 From iPhone / iPad

Log into the camera, and click “” on the top right corner to enter the system configuration page. Then, select “Advance Setup” → “Account”.

You may:

- Select the default account “admin”, and click “Edit” to modify the default password, or
- Directly click “Add” to create a new account and remove the default account.



2. BEFORE YOU START TO USE

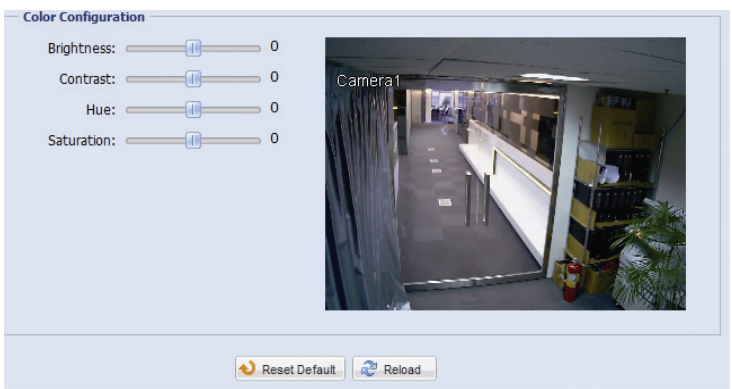
After you finish network configurations, it's recommended to adjust the video images if needed.

Below assumes you're using Internet Explorer to access the camera.

Note: For iPhone users, please access the camera, and select on the top right corner of the live view to enter the configuration page.

To slightly adjust the color of the video, in the live page of your web browser, click "Config" on the top right side of the browser to open the configuration page.

Then, click "Camera" → "Color" to adjust the brightness / contrast / hue / saturation of the video images, as shown below.



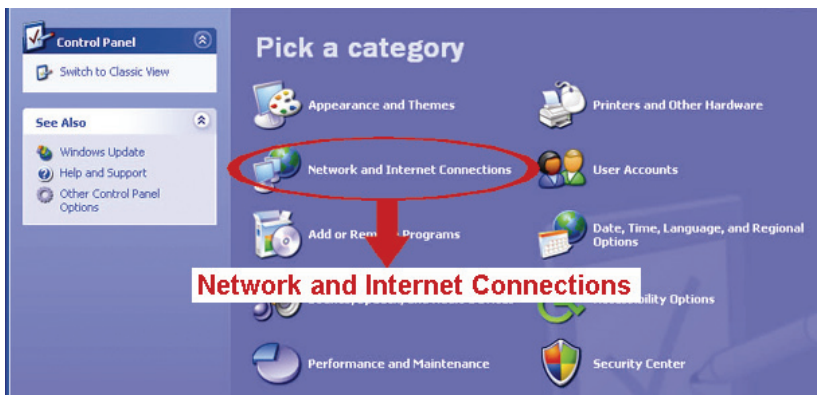
APPENDIX 1 CHANGE IP ADDRESS OF YOUR LAPTOP / PC

For LAN connection with this network camera, you need to change the IP address of your laptop / PC to ***192.168.1.xxx*** (1~255, except 10) first.

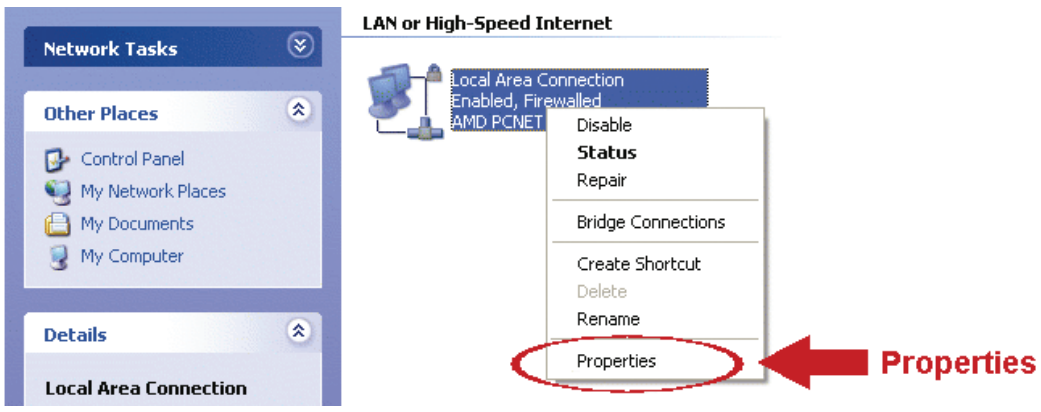
Note: Before changing the IP address, make sure you note down the original IP address setting of your laptop / PC. You need to restore the IP address setting when you complete the network configuration of this camera.

For Windows XP users:

a) Select “start” → “Control Panel” → “Network and Internet Connections” → “Network Connections” (If you’re in “Category View”).



b) In “LAN or High-Speed Internet”, right-click on “Local Area Connection”, and select “Properties”.



Note: If your local area connection is not enabled, please also enable it.

c) In the “General” tab, select “Internet Protocol (TCP/IP)”, and select “Properties”.

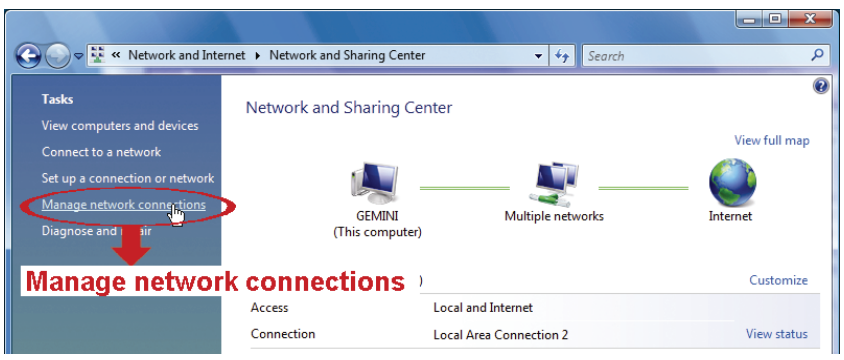
d) In the “General” tab, select “Use the following IP address”, and set the IP address to “192.168.1.XXX” (XXX can be any value from 1~255 except 10).

Note: It’s recommended to note down the current settings first and then change as instructed. It’s helpful when you need to restore the PC network settings for connecting to Internet later.

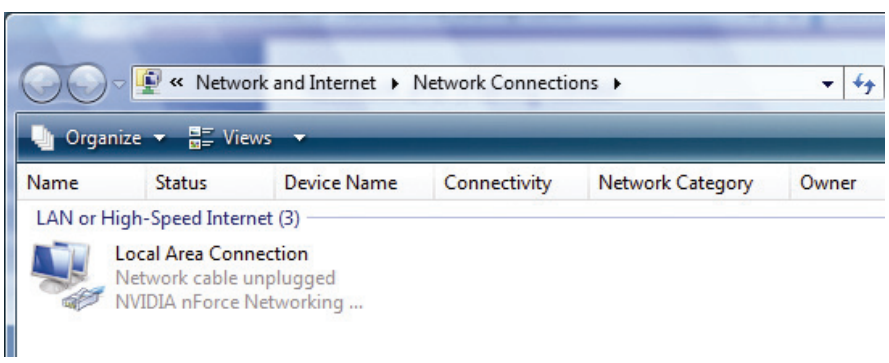
e) Click “OK” to close the “Internet Protocol (TCP/IP) Properties” dialog box. Then, click “Close” to close the “Local Area Connection Properties” dialog box.

For Windows Vista users:

a) Select "" (start) → "Control Panel" → "Network and Internet" to enter the "Network and Sharing Center". Then, click "Manage network connections" (If you're in "Category View").



b) Right-click on "Local Area Connection", and select "Properties".

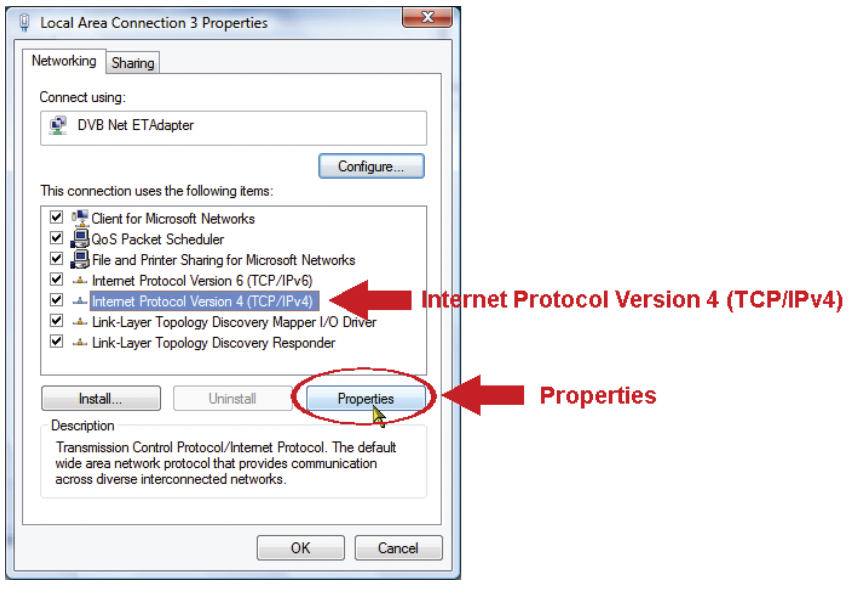


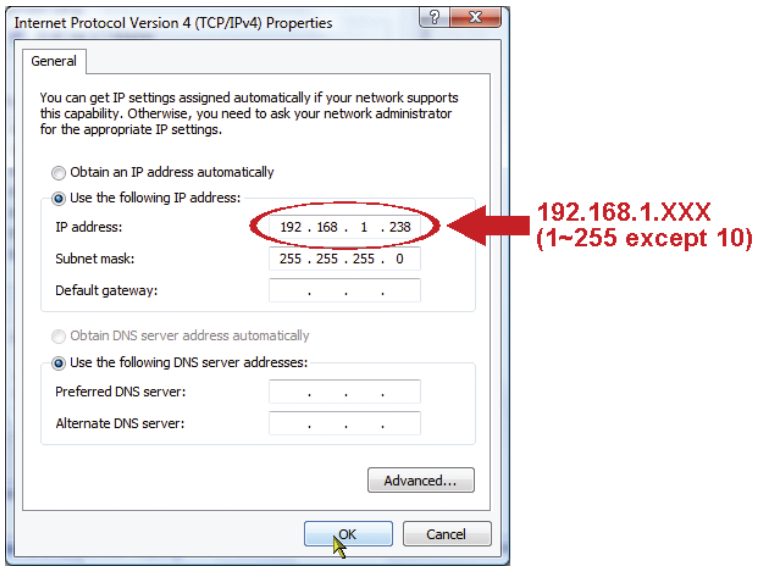
Note: If your local area connection is not enabled, please also enable it.

c) In the "Networking" tab, select "Internet Protocol Version 4 (TCP/IPv4)", and select "Properties".

d) In the "General" tab, select "Use the following IP address", and set the IP address as described below.

Note: It's recommended to note down the current settings first and then change as instructed. It's helpful when you need to restore the PC network settings for connecting to Internet later.

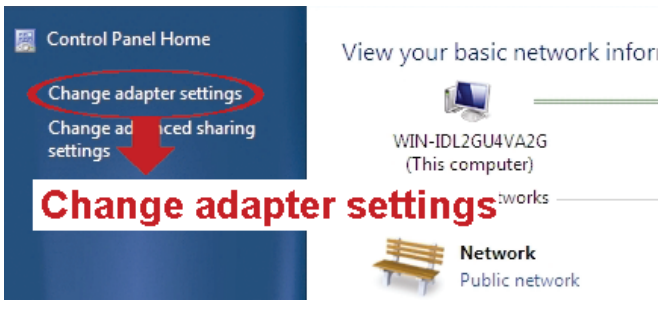




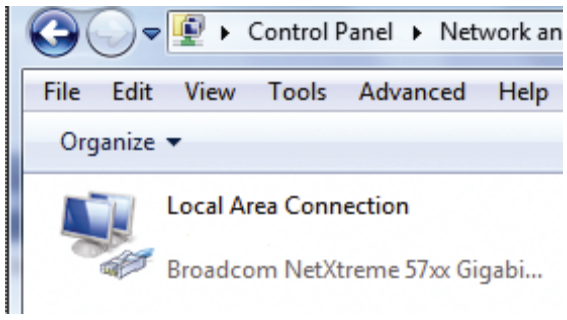
e) Click "OK" to close the "Internet Protocol Version 4 (TCP/IPv4) Properties" dialog box. Then, click "Close" to close the "Local Area Connection Properties" dialog box.

For Windows 7 users:

a) Select "" (start) → "Control Panel" → "Network and Internet" to enter the "Network and Sharing Center". Then, click "Change adapter settings".



b) Right-click on “Local Area Connection”, and select “Properties”.

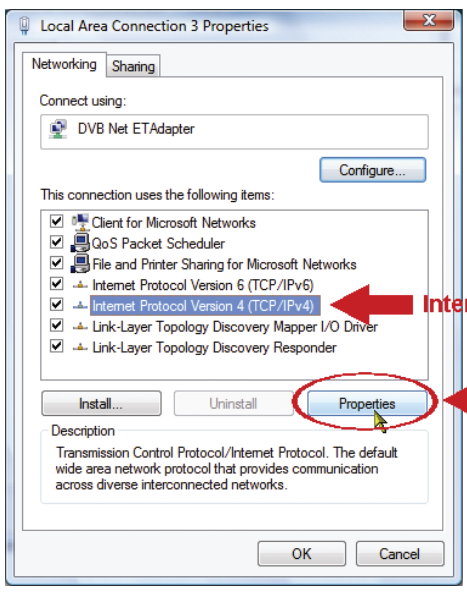


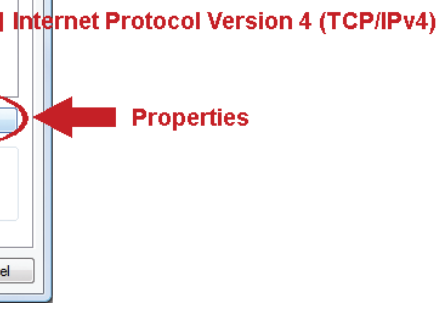
Note: If your local area connection is not enabled, please also enable it.

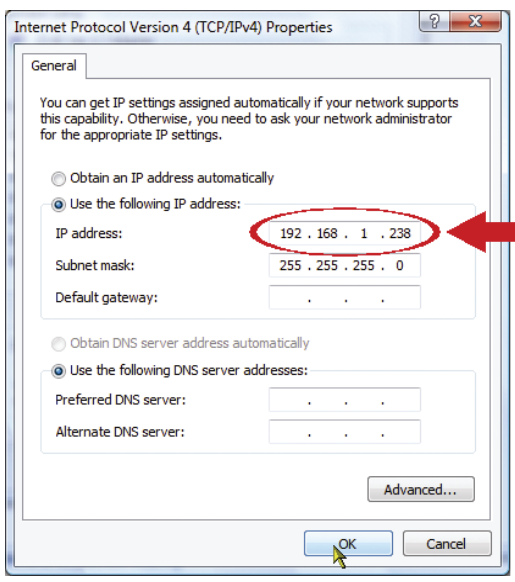
c) In the “Networking” tab, select “Internet Protocol Version 4 (TCP/IPv4)”, and select “Properties”.

d) In the “General” tab, select “Use the following IP address”, and set the IP address as described below.

Note: It’s recommended to note down the current settings first and then change as instructed. It’s helpful when you need to restore the PC network settings for connecting to Internet later.







e) Click “OK” to close the “Internet Protocol Version 4 (TCP/IPv4) Properties” dialog box. Then, click “Close” to close the “Local Area Connection Properties” dialog box.

APPENDIX 2 MOBILE SURVEILLANCE VIA EAGLEEYES

EagleEyes is a mobile phone program used with our surveillance system for remote surveillance. It has several advantages:

- It's free (Except *EagleEyes Plus* for iPhone).
- It's compatible with several popular mobile platforms, such as iPhone, iPad and Android.

It's easy to download, install and configure. For more details about configuring and operating this program, please visit our official website www.eagleeyescctv.com.

A2.1 Prerequisites

Before installing EagleEyes to your mobile phone for remote surveillance, make sure you have checked the following:

- ✓ Your mobile platform is iPhone, iPad & Android.
- ✓ Mobile Internet services are subscribed and available to use for your mobile phone.

Note: You might be charged for Internet access via wireless or 3G networks. For the Internet access rate details, please check with your local network operator or service provider.

- ✓ You have noted down the IP address, port number, user name and password used to access your network camera from Internet.

A2.2 Where to download

Connect to www.eagleeyescctv.com from your mobile phone, and sign in.

Note: Please **DO NOT** try to download EagleEyes from your computer.

Then, select "Software" and the mobile platform of your phone to download *EagleEyes* to your phone.

- For Android & iPad, select the download link from the website to start downloading.
- For iPhone, two versions of EagleEyes are available:
  -- EagleEyes Plus (US$4.99), and
  -- EagleEyes Lite (Free).

  Select the version you want, and you'll be directed to "App Store" to download the application.

Note: You can also find *EagleEyes* on "App Store" from your iPhone. Go to "App Store", and select "Search". Enter the keyword "eagleeyes" to find and download the version you want.

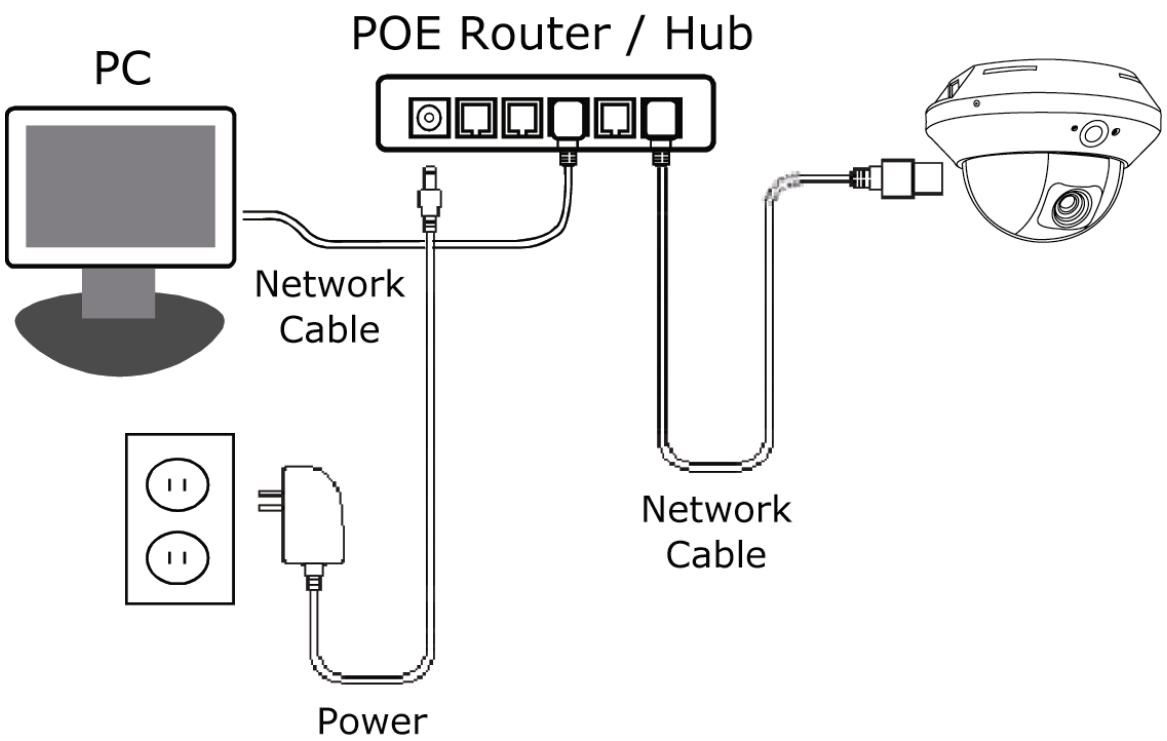
When the download is completed, *EagleEyes* will be installed automatically to the location where all applications are saved in your phone by default, or where you specify.

Note: For more details about configuring and operating this program, please visit our official website www.eagleeyescctv.com.

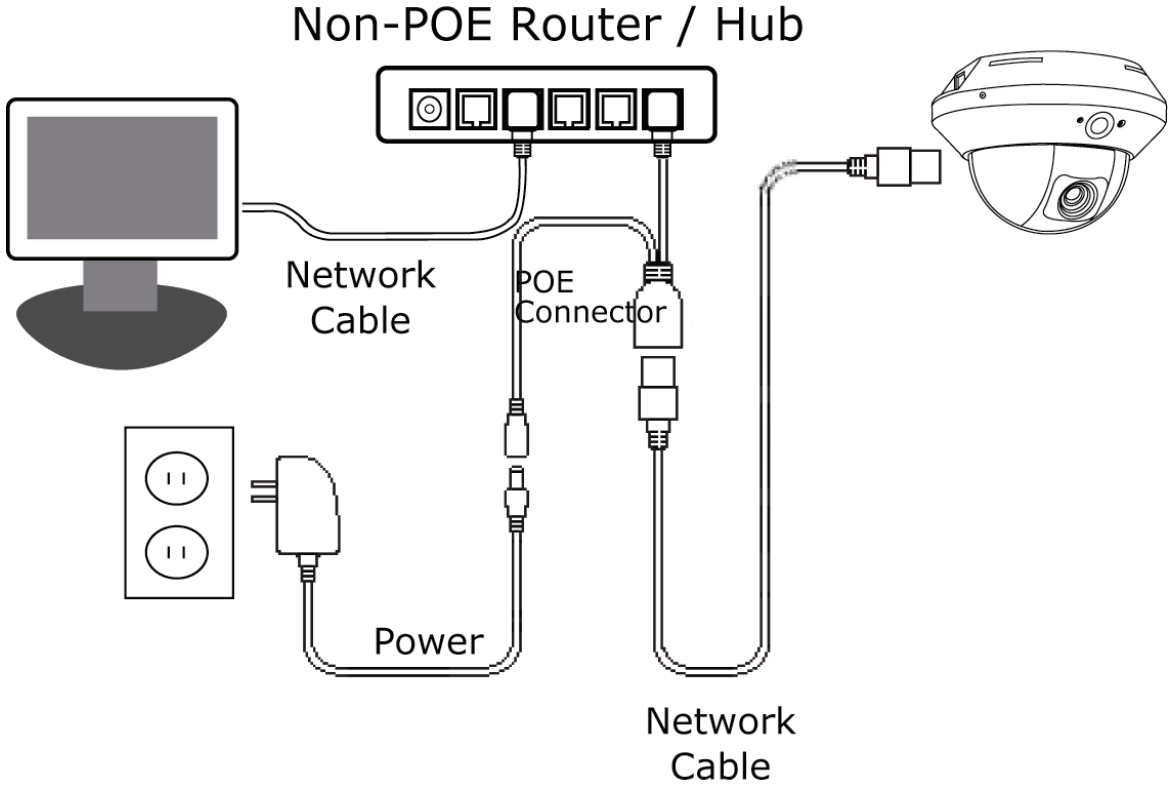
APPENDIX 3 POE CONNECTION

This device supports PoE (Power-over-Ethernet), developed by the IEEE802.3af task force, and power can be supplied over the same network (Ethernet) cable as the one used to connect to Internet. No power cable is needed. Below shows two examples of POE application for reference.

- When your router / hub supports POE connection



- When your router / hub doesn't support POE connection (An optional POE connected required)



APPENDIX 4 CONFIGURE PORT FORWARDING

You need to additionally access your router for port forwarding when your router doesn't support UPnP. Each router has different setting page.

Step1: Access your router for port forwarding.

- If you're configuring the camera with laptop / PC or iPhone / iPad over wireless network, open your web browser, e.g. Internet Explorer or Safari, and enter the IP address of your router.
- If you're configuring camera with laptop / PC over LAN, disconnect the camera and connect to your router. Then, open your browser, e.g. Internet Explorer, and enter the IP address of your router.

Step2: In the router setting interface, go to the port forwarding (or virtual server) rule configuration page.

Note: The naming of port forwarding or virtual server may vary based on different router brands. To know where it is, please refer to the user manual of your router.

APPENDIX 5 Q&A

For more details about EagleEyes Q&A, please visit our official website: www.eagleeyescctv.com/supp_QnA.aspx.

Question	Answer
I can connect to this camera in my house or office where it's installed with wireless network. But when I leave my house or office, I can't connect to it from my mobile phone (with 3G network), or other PC (connected to Internet). Why?	You didn't configure this camera to Internet, but only in LAN. Please follow the steps in the advanced network setup guide to complete network configurations, or it's recommended for you to check with your local installer or reseller for this service because it's usually hard for a person who doesn't have network knowledge to set network configurations.
My live images are not fluent. Why?	Image fluency could be affected by the local network upload bandwidth, router efficiency, client network download bandwidth, complexity of live view, and more. (Recommended) To have the best image fluency, select QVGA; to have the best image quality, select "SXVGA"; to have normal image fluency and quality, select "VGA".
My image is vague. Why?	The camera might lose its focus. Please rotate the lens to adjust.
The live video keeps flickering. Why?	Please try adjusting the power line frequency to "60 Hz" or "50 Hz" for the camera. For iPhone users, access the camera, and select " " on the top right corner to enter IPCAM Configuration page. Then, go to "Advance Setup" → "Camera" to change setting. For access from Internet Explorer, log into the camera, and select "Config." → "Camera" → "Video".