

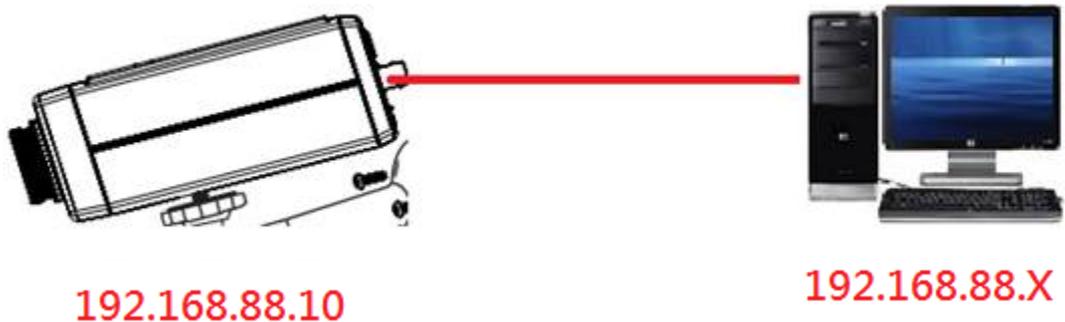


## How to Repair Camera with No Image

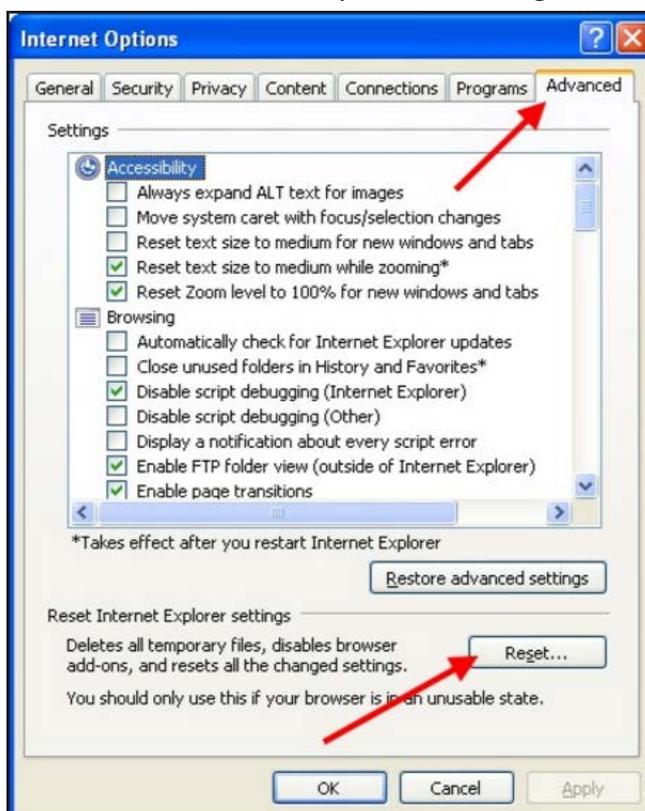
Application Notes

Version <1.0>

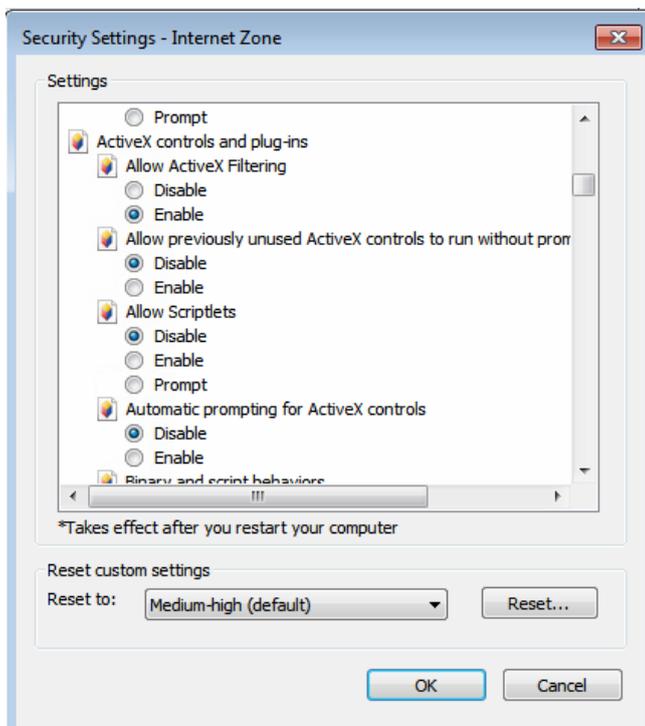
1. Please check the status LED light. Is it stable green or always orange?
2. Please restore the camera to factory default settings.
  - 2.1 Simply press the reset button for 5 seconds and the camera will restore to default.
  - 2.2 The default ID / Password is admin / admin; the default IP is 192.168.88.10
  - 2.3 Please connect the camera to PC directly and use the default IP to login to the camera again.



3. Please run Windows as an Administrator.
4. Please use IE browser, also run IE as an Administrator.
5. Please restore IE to factory default settings, and then login to the camera.

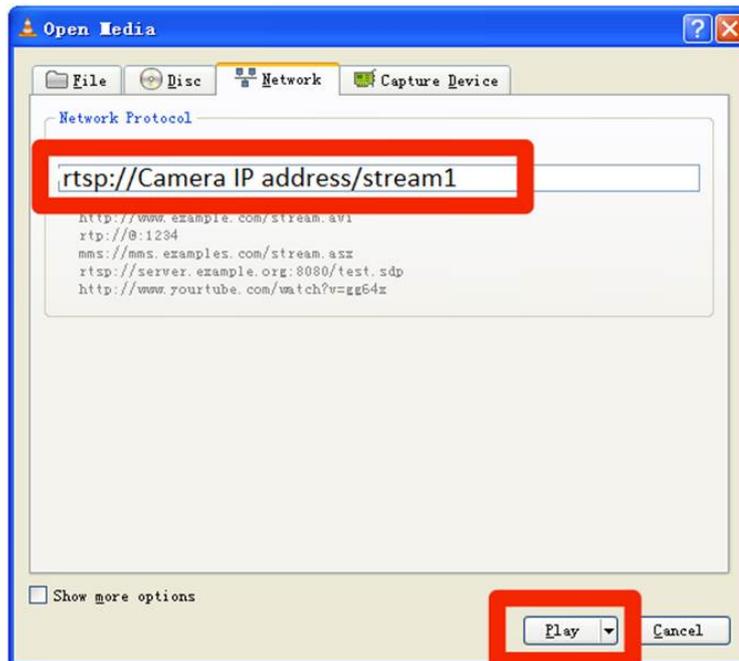


6. Please set IE security to “Low”, and enable all Active X related settings.



7. Please try to view the stream through VLC.

Connect the camera directly to PC, and then run the following commands.



8. If there is still no image, please contact with Surveon (support@surveon.com) and report the result with camera S/N. We will apply RMA for the camera.