

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.



192.168.88.10

192.168.88.X

- 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.

Select a	zone to vie	e or change	e securit	y settings	0		
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-	Internet				1	2011	_
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			Custo	om level	0	efaulties	el .
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Security Settings - Internet Zone
Settings
Prompt
ActiveX controls and plug-ins
Allow ActiveX Filtering
🔘 Disable
Enable
Allow previously unused ActiveX controls to run without prom
Oisable
Enable
Allow Scriptlets
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Enable
Prompt
Automatic prompting for ActiveX controls
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C Enable
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*Takes effect after you restart your computer
Reset custom settinas
Reset to: Dr. H. H. C. K. H.
Reset (0) Reset
OK Carrel
Cancer

7. Please try to view the stream through VLC.

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

🛓 Open Media 🛛 🥐	X
File Disc Thetwork Capture Device	
rtsp://Camera IP address/stream1	
mms://mms.examples.com/stream.asz rtsp://server.example.org:8080/test.sdp http://www.yourtube.com/watch?v=gg64z	
Show more options	

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.