Network PTZ Cameras

Quick Guide

V4.02

Preface

The content of this section is designed to ensure that users use the product correctly to prevent dangers or property loss caused by improper operation. Before using this product, be sure to read this manual carefully. Please keep this manual properly for future reference.

About This Manual

- We recommend that you use this manual under the guidance of a professional.
- This manual is designed for use with multiple product models, and it is not possible to list the appearance and functions of each product individually. Please refer to the actual product for use.
- This manual is intended for multiple software versions, and the illustrations and descriptions in this manual may be different from the actual GUI and functions of the software.
- Despite our best efforts, technical or typographical errors may exist in this manual. Uniview cannot be held responsible for any such errors and reserves the right to change the manual without prior notice.
- Users are fully responsible for the damages and losses that arise due to improper operation.
- Uniview reserves the right to change any information in this manual without any prior notice or indication. Due to such reasons as product version upgrade or regulatory requirement of relevant regions, this manual will be periodically updated.
- This manual will be updated in real time according to the laws and regulations of the relevant regions. For specific details, please refer to the product's paper copy, QR code, or official website. In case of any discrepancy between the paper copy and the electronic version, the electronic version shall prevail.

About This Product

If the product you have chosen is a video product, please strictly adhere to the applicable laws and regulations. You can visit our official website to inquire about the relevant content.

Instructions for Use

- This document serves as a guide for use only. All statements, information, and suggestions contained in this document do not constitute any express or implied warranty.
- We assume no responsibility for any special, incidental, consequential, or indirect damages resulting from the use of this manual or the use of our products, including but not limited to losses due to loss of business profits, data or document loss, and product malfunction or information leakage caused by cyber-attack, hacker attack, and virus infections.
- Due to uncertain factors such as the physical environment, there may be discrepancies between the actual values of some data and the reference values provided in the manual. In case of any questions or disputes, the company's final interpretation shall prevail.

Formatting Conventions

The UI formatting conventions used in this document are as follows:

Format	Meaning
Bold	Bold means UI elements (button names, menu names, window names, etc.), e.g., Click **Save**.
>	Indicate a sequence of actions, e.g., click Device Management > Add Device, which means first click Device Management, and then click Add Device.

Symbol Conventions

This document uses various distinctive symbols to highlight areas that require special attention during the operation process. The meanings of these symbols are as follows:

Symbol	Meaning
	NOTE: Provides tips and additional information related to the operation and use of the product.
	CAUTION: Alerts to matters that requires attention during operation, as improper handling may lead to product damage, data loss, or functional abnormalities.
	WARNING: The annotations following this symbol demand extra attention, as improper handling could potentially cause personal injury.

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EU Authorised Representative

UNV Technology EUROPE B.V. Treubstraa 1, 2288 EG, Rijswijk, Netherlands.

If you have any feedback, please contact us at service@uniview.com.

Disclaimer of Liability

- We assume no responsibility and offer no compensation for any special, incidental, consequential, or indirect damages resulting from the use of this manual or our products, including but not limited to losses related to lost business profits, data, or document loss.
- The product described in this manual is provided on an "as is" basis. Unless required by applicable law, this manual is only for informational purpose, and all statements, information, and recommendations in this manual are presented without warranty of any kind, expressed or implied,

including, but not limited to, merchantability, satisfaction with quality, fitness for a particular purpose, and noninfringement.

- Users must assume total responsibility and all risks for connecting the product to the Internet, including, but not limited to, network attack, hacking, and virus. Uniview strongly recommends that users take all necessary measures to enhance the protection of network, device, data and personal information. Uniview disclaims any liability related thereto but will readily provide necessary security related support.
- To the extent not prohibited by applicable law, in no event will Uniview and its employees, licensors, subsidiary, affiliates be liable for results arising out of using or inability to use the product or service, including, not limited to, loss of profits and any other commercial damages or losses, loss of data, procurement of substitute goods or services; property damage, personal injury, business interruption, loss of business information, or any special, direct, indirect, incidental, consequential, pecuniary, coverage, exemplary, subsidiary losses, however caused and on any theory of liability, whether in contract, strict liability or tort (including negligence or otherwise) in any way out of the use of the product, even if Uniview has been advised of the possibility of such damages (other than as may be required by applicable law in cases involving personal injury, incidental or subsidiary damage).
- To the extent allowed by applicable law, in no event shall Uniview's total liability to you for all damages for the product described in this manual (other than as may be required by applicable law in cases involving personal injury) exceed the amount of money that you have paid for the product.
- When using this product, please strictly adhere to the applicable laws and regulations to avoid infringing upon the rights of third parties, including but not limited to intellectual property rights, data rights, or other privacy rights. You must also not use this product for the purposes of developing or facilitating the use of weapons of mass destruction, biological or chemical weapons, nuclear weapons, or for any other purposes that violate international norms and regulations.

Privacy Protection Reminder

Uniview complies with appropriate privacy protection laws and is committed to protecting user privacy. You may want to read our full privacy policy at our website and get to know the ways we process your personal information. Please be aware, using the product described in this manual may involve the collection of personal information such as face, fingerprint, license plate number, email, phone number, GPS. Please abide by your local laws and regulations while using the product.

Safety Precautions

The device must be installed, serviced and maintained by a trained professional with necessary safety knowledge and skills. Before you start using the device, please read through this guide carefully and make sure all applicable requirements are met to avoid danger and loss of property.

Storage, Transportation, and Use

- Store or use the device in a proper environment that meets environmental requirements, including and not limited to, temperature, humidity, dust, corrosive gases, electromagnetic radiation, etc.
- Make sure the device is securely installed or placed on a flat surface to prevent falling.
- Unless otherwise specified, do not stack devices.
- Ensure good ventilation in the operating environment. Do not cover the vents on the device. Allow adequate space for ventilation.
- Protect the device from liquid of any kind.
- Make sure the power supply provides a stable voltage that meets the power requirements of the device. Make sure the power supply's output power exceeds the total maximum power of all the connected devices.
- Verify that the device is properly installed before connecting it to power.
- Do not remove the seal from the device body without consulting Uniview first. Do not attempt to service the product yourself. Contact a trained professional for maintenance.
- Always disconnect the device from power before attempting to move the device.

- Take proper waterproof measures in accordance with requirements before using the device outdoors.

Power Requirements

- Install and use the device in strict accordance with your local electrical safety regulations.
- Use a UL certified power supply that meets LPS requirements if an adapter is used.
- Use the recommended cordset (power cord) in accordance with the specified ratings.
- Only use the power adapter supplied with your device.
- Use a mains socket outlet with a protective earthing (grounding) connection.
- Ground your device properly if the device is intended to be grounded.

Battery Safety

Please use batteries properly; otherwise, there is a risk of fire or explosion.

- Warning: Using incorrect battery models can lead to explosion.
- If you need to replace the battery, it is recommended that you go to an authorized service center or have it replaced under professional supervision. We shall not be held responsible for any issues arising from unauthorized battery replacement.
- When replacing the battery, be sure to use a battery of the same type as the original! Using the wrong model for replacement (such as certain types of lithium batteries) may cause safety protection to fail.
- Batteries must not be exposed to overheat environments such as sunlight, fire, as this may lead to fire, explosion, or combustion.
- Do not dispose of batteries in fire or heating appliances. Do not squeeze, bend, or cut batteries, as it may cause explosion.
- Do not expose batteries to extremely high or low temperatures, or to very low-pressure environments, as this may cause explosion or leakage of flammable liquid/gas.
- Dispose of the used battery according to your local regulations or the battery manufacturer's instructions.
- For products or the included remote control containing a button cell battery: Do not ingest the battery - chemical burn hazard! If swallowed, a button cell battery can cause severe internal burns within 2 hours and may be fatal. Precautions (including but not limited to):
  - Keep new and used batteries away from children.
  - Stop using the product and keep it away from children if the battery compartment is not securely closed.
  - If you suspect that a battery may have been swallowed or inserted inside any part of the body, seek immediate medical attention.

Network Security

Please take all necessary measures to enhance network security for your device.

The following are necessary measures for the network security of your device:

- Change default password and set strong password: You are strongly recommended to change the default password after your first login and set a strong password of at least nine characters including all three elements: digits, letters and special characters.
  - Do not include the account name or the reverse of the account name.
  - Avoid using consecutive characters, such as 123, abc, etc.
  - Do not use overlapping characters, such as 111, aaa, etc.
- Keep firmware up to date: It is recommended that your device is always upgraded to the latest version for the latest functions and better security. Visit Uniview's official website or contact your local dealer for the latest firmware.

The following are recommendations for enhancing network security of your device:

- Change password regularly: Change your device password on a regular basis and keep the password safe. Make sure only the authorized user can log in to the device.
- Enable HTTPS/SSL: Use SSL certificate to encrypt HTTP communications and ensure data security.
- Enable IP address filtering: Allow access only from the specified IP addresses.

- Minimum port mapping: Configure your router or firewall to open a minimum set of ports to the WAN and keep only the necessary port mappings. Never set the device as the DMZ host or configure a full cone NAT.
- Disable the automatic login and save password features: If multiple users have access to your computer, it is recommended that you disable these features to prevent unauthorized access.
- Choose username and password discretely: Avoid using the username and password of your social media, bank, email account, etc., as the username and password of your device, in case your social media, bank and email account information is leaked.
- Restrict user permissions: If more than one user needs access to your system, make sure each user is granted only the necessary permissions.
- Disable UPnP: When UPnP is enabled, the router will automatically map internal ports, and the system will automatically forward port data, which results in the risks of data leakage. Therefore, it is recommended to disable UPnP if HTTP and TCP port mapping have been enabled manually on your router.
- Multicast: Multicast is intended to transmit video to multiple devices. If you do not use this function, it is recommended you disable multicast on your network.
- Check logs: Check your device logs regularly to detect unauthorized access or abnormal operations.
- Isolate video surveillance network: Isolating your video surveillance network with other service networks helps prevent unauthorized access to devices in your security system from other service networks.
- Physical protection: Keep the device in a locked room or cabinet to prevent unauthorized physical access.
- SNMP: Disable SNMP if you do not use it. If you do use it, then SNMPv3 is recommended.

Learn More

You may also obtain security information under Security Response Center at Uniview's official website.

Avertissement de l'utilisation de la batterie

- Lorsque utiliser la batterie, évitez:
  - Température et pression d'air extrêmement élevées ou basses pendant l'utilisation, le stockage et le transport.
  - Remplacement de la batterie.
- Utilisez la batterie correctement. Mauvaise utilisation de la batterie comme celles mentionnées ici, peut entraîner des risques d'incendie, d'explosion ou de fuite liquide de gaz inflammables.
  - Remplacer la batterie par un type incorrect;
  - Disposer d'une batterie dans le feu ou un four chaud, écraser mécaniquement ou couper la batterie;
- Disposer la batterie utilisée conformément à vos règlements locaux ou aux instructions du fabricant de la batterie.
- Personal safety warnings:
  - Chemical Burn Hazard. This product contains a coin cell battery. Do NOT ingest the battery. It can cause severe internal burns and lead to death.
  - Keep new and used batteries away from children.
  - If the battery compartment does not close securely, stop using the product and keep it away from children.
  - If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Avertissements de sécurité personnelle:
  - Risque de brûlure chimique. Ce produit contient une batterie de cellules. N'ingérer pas la batterie. Si la batterie de cellule est avalée, elle peut causer de graves brûlures internes en seulement 2 heures et peut entraîner la mort.
  - Gardez les batteries nouvelles ou utilisées à l'écart des enfants.
  - Si le compartiment de la batterie ne se ferme pas en toute sécurité, cessez d'utiliser le produit et gardez-le à l'écart des enfants.

- Si vous pensez que des piles ont pu être avalées ou placées à l'intérieur d'une partie du corps, consultez immédiatement un médecin.

Regulatory Compliance

FCC Statements

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Visit https://global.uniview.com/Support/Download_Center/Product_Installation/Declaration/ for SDoC.

Caution: The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: 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.

LVD/EMC Directive

CE

This product complies with the European Low Voltage Directive 2014/35/EU and EMC Directive 2014/30/EU.

WEEE Directive–2012/19/EU



The product this manual refers to is covered by the Waste Electrical & Electronic Equipment (WEEE) Directive and must be disposed of in a responsible manner.

Battery Regulation- (EU) 2023/1542



Battery in the product complies with the European Battery Regulation (EU) 2023/1542. For proper recycling, return the battery to your supplier or to a designated collection point.

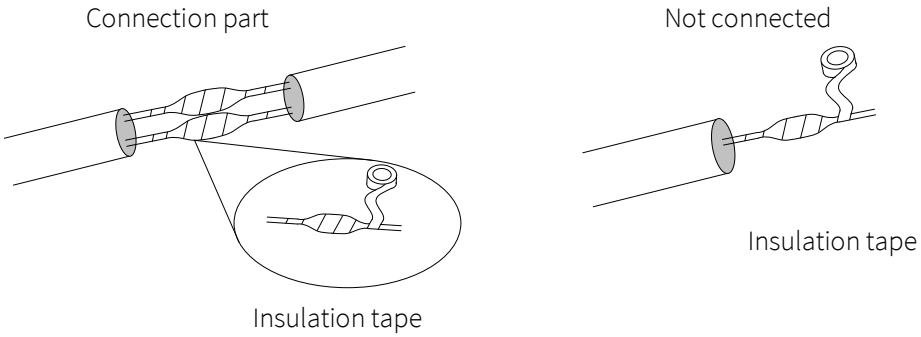
Waterproof Requirements

To effectively protect the device from water ingress, please ensure waterproof treatment is applied to all cables and interfaces. The following steps are for reference only. Actual construction should be flexibly adjusted according to the on-site environment.

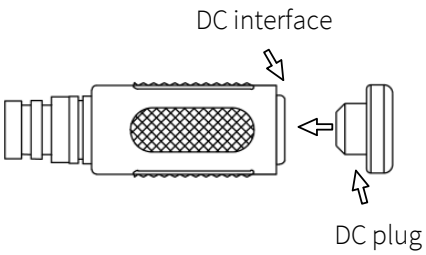
Device failures caused by inadequate waterproofing measures are not covered under the warranty. Thank you for your understanding and cooperation.

1 Pre-processing

1. Before applying waterproofing, ensure all necessary cables are connected, and trim off the exposed copper wires from any unused cables.
2. Wrap the cables with insulation tape (purchased separately).

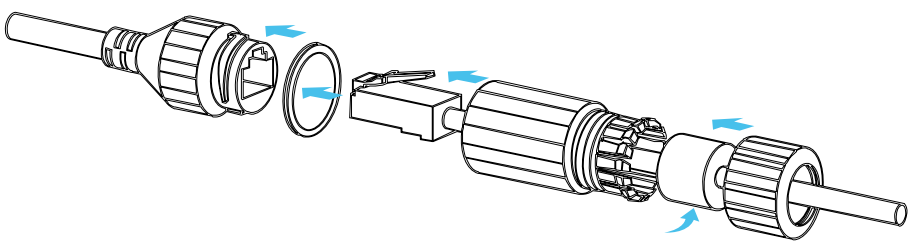


3. Use a DC plug to waterproof any unused DC interfaces. Ignore this step if the device does not have this interface.



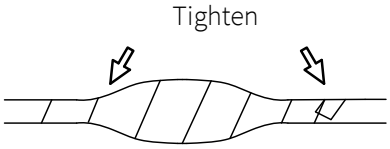
2 Waterproofing

1. Use the waterproof components included in the box to waterproof the network cable. Slide the waterproof components onto the cable in the order shown in the diagram.

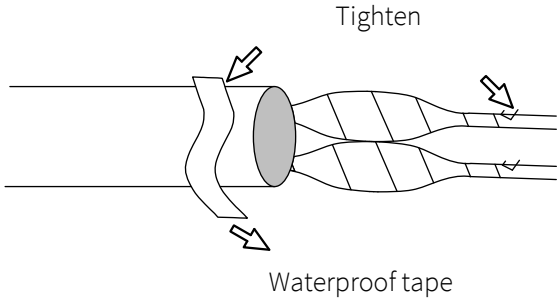


2. Use waterproof tape (purchased separately) to waterproof the cables and interfaces.
   (1) Fully stretch the waterproof tape towards both ends.
   (2) Wrap the stretched tape tightly around the cable connection part or cable ends. Make sure the tape is fully stretched during the process.
   (3) Tighten the tape at both ends to prevent water ingress.

Wrap the cables separately first.



Wrap all cables together.



3. (Optional) Place the waterproofed cable into a waterproof junction box (purchased separately).

CAUTION!

- All cable connections must not be exposed and must not come into contact with liquid water.
- Opened devices must be restored and securely fastened.
- Place the power adapter inside the power distribution box.

1 Packing List

Contact your local dealer if the package is damaged or incomplete. The package contents may vary with device model.

No.	Name	Qty	Unit
1	Camera	1	PCS
2	Power adapter	1	PCS
3	Product documents	1	Set
4	Accessory pack	1	Set

2 Safety Information

2.1 Installation

- Do not use this device in extreme high temperature or humidity. Keep the device away from heat sources such as heaters, stoves, etc., and prevent interference from electromagnetic radiation.
- The installation platform must be able to withstand at least 8 times the weight of the camera and accessories. Make sure the bracket is stabilized and away from vibration sources. Avoid camera drop or image shake due to unstable platform.
- Take anti-collision measures during installation. Take the camera base center as the circle center, there must be no interference within the diameter of 0.8m to avoid collision.
- The installation platform must be at least 250mm x 250mm.

- The camera must be installed on a horizontal surface. The level of the device helps determine whether the surface is horizontal: If the bubble is in the center, the surface is horizontal; otherwise the surface is inclined.
- Leading tail cables downward or through the side cable slot are both supported.
- Accessories like wall mount bracket are needed. Please purchase the accessories according to the recommendation list.
- Do not hold the tail cable by hand for weight bearing. Otherwise, the cable connector of the camera could be loosened.
- Make sure to connect the camera and the power adapter before connecting power. DO NOT connect the adapter to power before connecting it to the device. DO NOT unplug the camera power cord with the adapter connected to power.
- Lightning measures are required if the camera is to be mounted on a high position.
- Never look at the laser while the power is on. Make sure power is disconnected when checking laser device with your eyes.
- Whether in use or not, do not aim the camera lens at a strong light source such as sun or incandescent lamp. The strong light can cause fatal damage to the camera.
- For thermal cameras: Do not point the lens directly at the sun, as this can cause permanent damage to the sensor. During installation, ensure the protective lens sticker/cover remains intact until the camera is securely mounted. After installation, remove the sticker/cover and verify that the sun is not in the thermal imaging field of view.
- Make sure that the high level of alarm input is under 5V DC.
- When connecting to an external interface, use an existing connection terminal, and ensure that the cable terminal (latch or clamp) is in good condition and properly fastened. Ensure that the cable is not tense during mounting, with a proper margin reserved to avoid poor port contact or loosening caused by shock or shake. Protect the power cables, plugs, and sockets so they won't be accidentally stepped on or pressed.
- The device must be properly grounded through the grounding terminal.
- The connectors of the tail cable must not be exposed. The bar cavity, junction box, corrugated pipe and PVC pipe must be fully sealed to protect the connectors from water. The waterproof components for the RJ45 plug must be used properly to protect the network cable from water.
- Insulate all exposing cables before connecting power to avoid short circuit.
- During installation, do not overbend the tail cables (including power cable and network cable).
- To avoid damage, do not apply excessive force to the device components, for example, pulling the wiper.
- After installation, if the camera is not in use, connect the camera to power and turn it vertically to the position of -90 degree (i.e. keep the glass window vertically downward).

2.2 Maintenance

- If there is dust on the front glass surface, remove the dust gently using an oil-free brush or a rubber dust blowing ball.
- If there is grease or a dust stain on the front glass surface, clean the glass surface gently from the center outward using lens cleaning cloth. If the grease or the stain still cannot be removed, use lens cleaning cloth dipped with detergent and clean the glass surface gently until it is removed.
- Do not use organic solvents, such as benzene or ethanol, to clean the transparent dome cover.

2.3 Laser Safety (if applicable)

- Installation and maintenance must be carried out by trained and qualified personnel.

- The camera must be mounted at least 6 meters above the ground.
- To avoid the risk of fire, the laser illuminator must be clear of obstacles within a minimum range of 30 centimeters.
- Make sure laser is disconnected from power before examination.
- Never stare into beam or view through any optical instruments. Avoid exposure to direct or scattered radiation. Be especially cautious during installation and maintenance.
- Never view lasers without protective eyewear. Some lasers emit infrared or ultraviolet, which are invisible to human eyes.
- Keep flammable or explosive objects away from laser beam. Some lasers may ignite combustible materials and thus cause fire.
- Never direct laser at a person. Do not direct laser at glass. The reflection may still cause harm to human eyes.
- Make sure the lens cleaning cloth is clean itself.



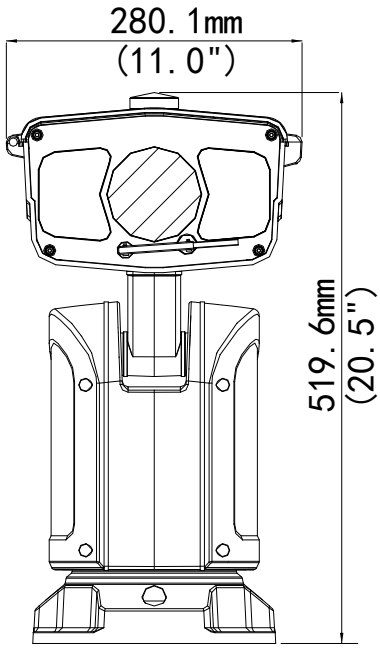
- Never look at the transmit laser while the power is on. Never look directly at the fiber ports and the fiber cable ends when they are powered on.

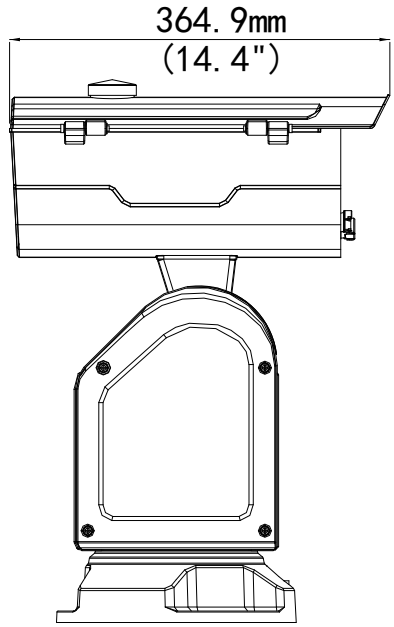
- Use of controls or adjustments to the performance or procedures other than those specified herein may result in hazardous laser emissions.

3 Introduction

3.1 Dimensions

The figures in the manual are for your reference only. The actual appearance may vary with the product model.



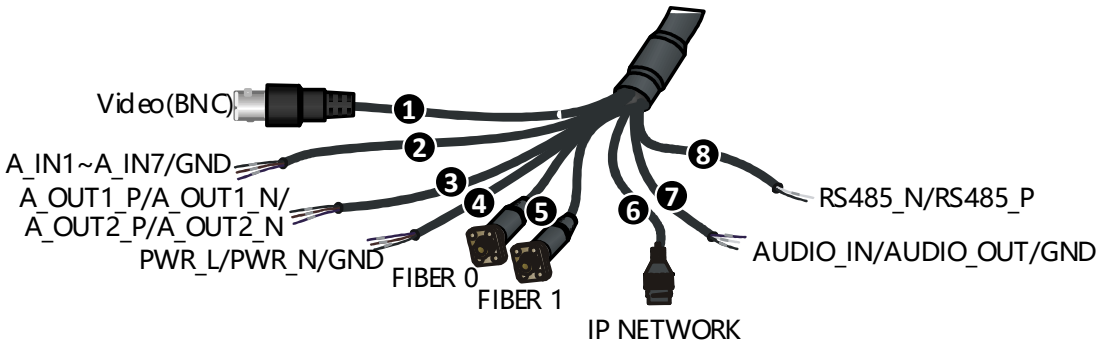


3.2 Cable Connection

The appearance and tail cable may vary with device model. The following part shows an example.

NOTE!

For specifications, see the latest product datasheets.



1. Video output	2. Alarm input 1-7
3. Alarm output 1_P /Alarm output 1_N /Alarm output 2_P /Alarm output 2_N	4. Power cable
5. Fiber 0/Fiber 1	6. Network cable
7. Audio input/Audio output/GND	8. RS485_N/RS485_P

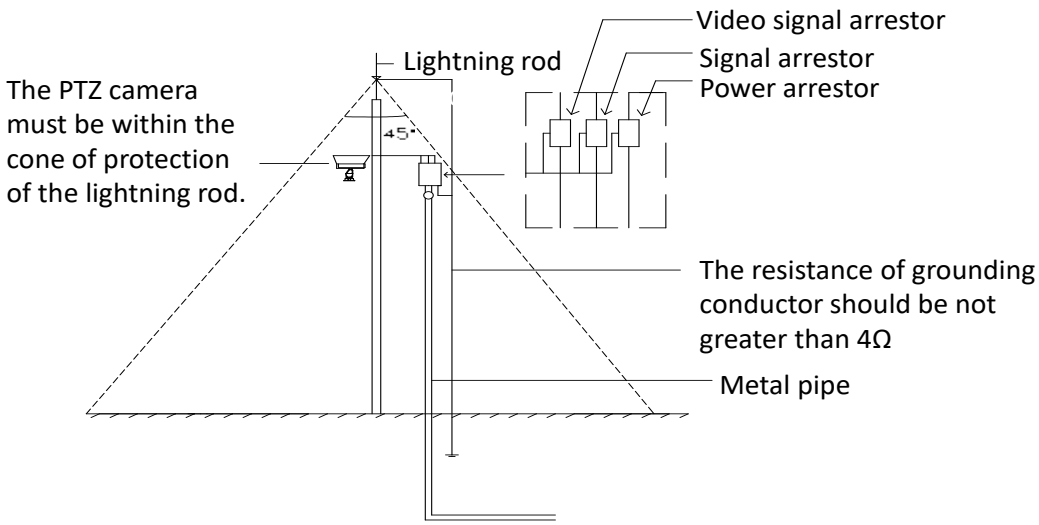
4 Installation

4.1 Lightning Protection

Lightning protection measures are applied to the device's board to offer lightning and surge protection. If the device is to be installed on a high position, extra lightning protection measures like external lightning arrestors are required.

- The lightning arrestor must meet requirements: 48V DC rated voltage, and at least 10kA nominal discharge current.
- Signal transmission lines must be at least 50 meters away from high-voltage equipment or cables.
- For outdoor installation, route the cables along eaves.
- For cameras in open area, bury the cables with metal pipes covered, and ground the metal pipe at a single point.
- During outdoor installation, take necessary safety measures while guaranteeing electrical safety, and use arrestors to protect the power as required.
- In thunderstorm or high-induced-voltage areas (for example, near a high voltage substation), an extra high power lightning arrestor and lightning rod are required.

- The lightning protection and grounding design for outdoor installation must meet the requirements of structure lightning protection, as well as relevant national and industrial standards.
- An equipotential grounding system is required. The grounding system must meet the requirements of anti-interference and electrical safety, and should not be short-connected or mixed with zero lines of a strong grid. If the system is grounded alone, the grounding impedance should be no greater than 4 Ω , and the cross sectional area of the grounding cable must be no less than 25 mm² .



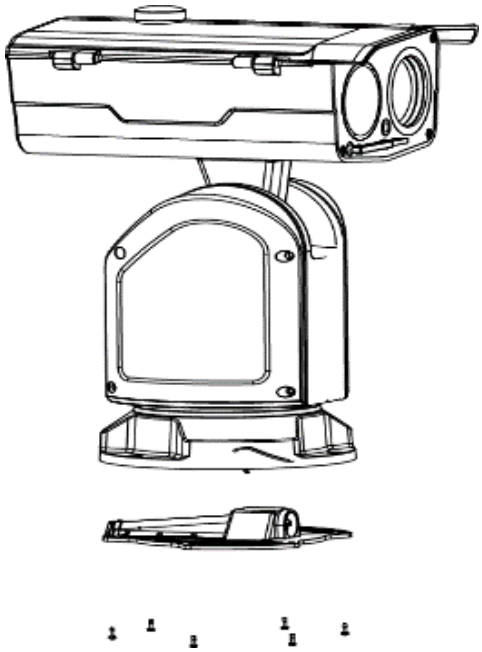
4.2 (Optional) Install Optical Module

The modules inside the camera have been connected. You need to mount the optical module (purchased separately) before use.

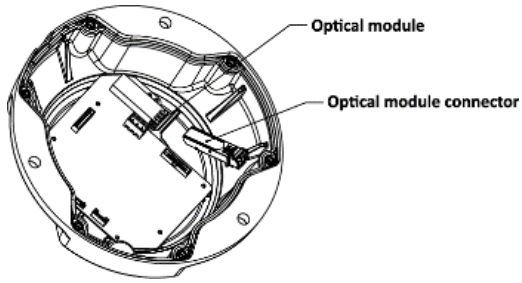
WARNING!

- Select the optical module according to environment temperature. For outdoor use, choose SFP optical modules that support an ambient temperature of above 85°C.
- To avoid damage, do not overbend the optical fiber.
- Do not disassemble the device in high humidity environment, the high humidity inside the device will cause lens fogging.

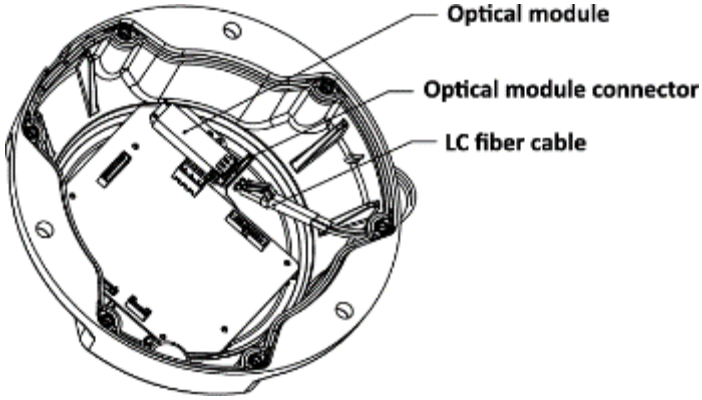
1. Unscrew the six screws and remove the base plate.



2. Insert the SFP optical module.



3. Insert the optical fiber.



Note:

When using a single-fiber optical module, please connect the optical module to the external network switch using the same fiber optic cable (e.g., if you use the FIBER, 0 cable to connect the optical module, you must also use the FIBER, 0 cable to connect to the network switch).

4.3 (Optional) Install SD Card

You need to install a Micro SD card first if you want to save video on an on-board SD card.

NOTE!

- You need to format the Micro SD card before use. The Micro SD card can be formatted on the camera's Web interface.
- For recommended SD card specifications, please contact your dealer or technical support.

The figure below is for illustrative purpose only. The actual card slot position may vary.

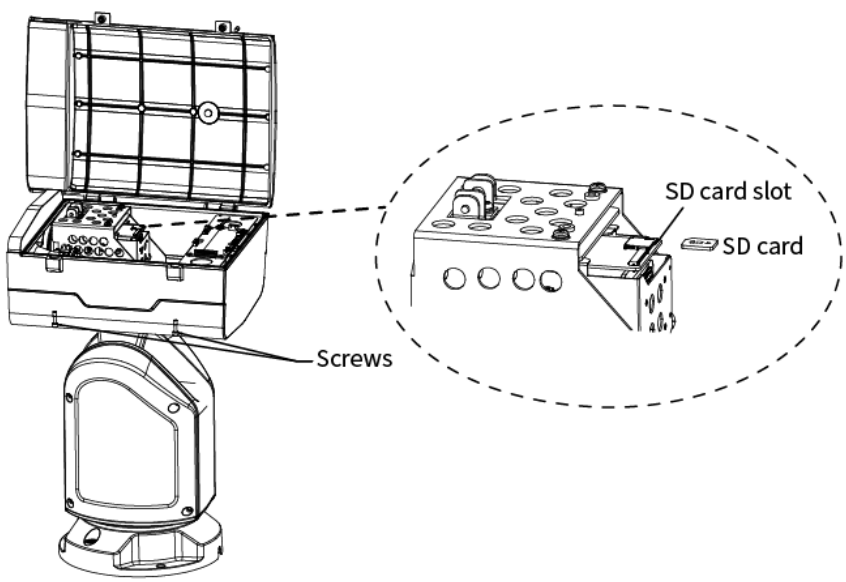
WARNING!

- Before you insert or remove the Micro SD card, be sure to disconnect power and wait till the camera stops operation; otherwise, the camera or the Micro SD card may be damaged.
- Do not disassemble the device in high humidity environment. The high humidity inside the device will cause lens fogging.

1. Remove the two screws from the upper cover.
2. Insert the Micro SD card into the slot.
3. Check that the sealing ring is in position.
4. Place the upper cover back in place, and use a hex key to turn the screws until they are fully tightened.

WARNING!

- Please make sure that the sealing ring and the upper cover is in place, and the screws are fully tightened. Otherwise, water intrusion may cause device damage.
- Our company shall not assume any responsibility for device damage caused by improper installation.



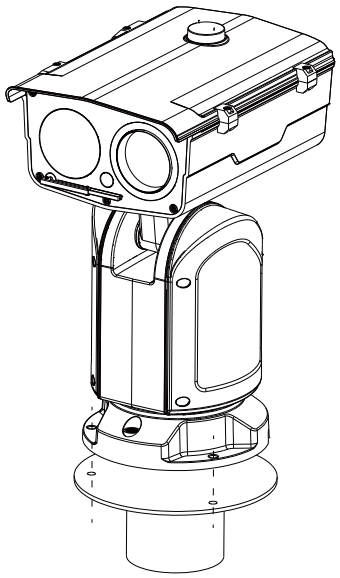
4.4 Install Camera

NOTE!

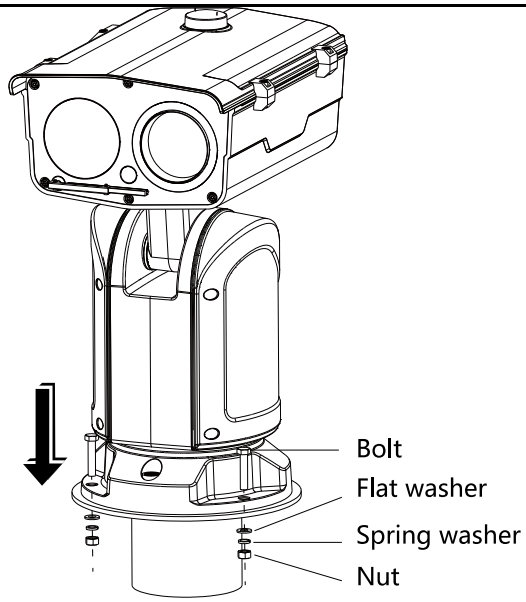
- If you want to mount the camera on a high position, power on the camera and check camera functions before mounting.
- Before installing the camera on a pole, make sure that the pole can support the weight of the camera to prevent the pole from shaking.

With a bracket

1. Align the three holes in the base of the device with those of the bracket.



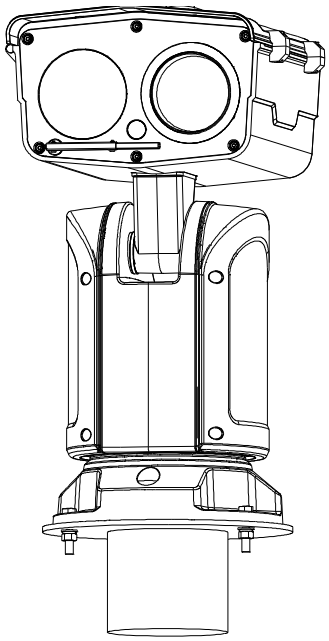
2. Insert three bolts into the corresponding hole from top to bottom of the camera base, thread the flat washer, spring washer, and nut into the bolt in turn, and tighten the nut with a wrench until it reaches the limit.



Caution:

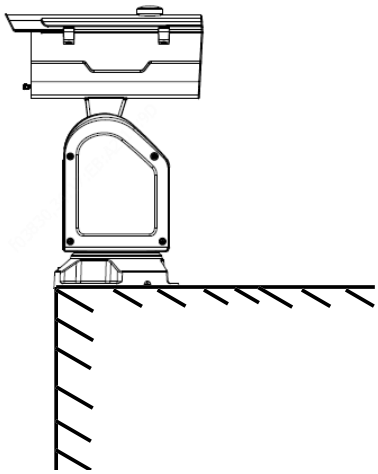
Do not insert bolts from the bottom to the top of the camera base, otherwise the user will be fully responsible for the device damage caused by improper installation.
The flat washer and spring washer are required during the installation, otherwise the bolt components may be loose.

3. Complete the camera installation.



4. If this is a thermal camera, please remove the protective sticker/cover from the lens.

Without a bracket



5 Startup

After the device is properly installed, follow the steps to start up the device.

1. Connect the camera and the power adapter before connecting power.

WARNING!

DO NOT connect the adapter to power before connecting it to the device.

2. Connect power.

NOTE!

Recommended power supply: DC 48V, 3A or AC 24V, 5A.

WARNING!

DO NOT unplug the camera power cord with the adapter connected to power.

3. Wait till the device completes self-test, and then operate the camera.

NOTE!

The camera performs a self-test every time it's powered on, including each of the pan, tilt and zoom operations.

6 Web Login

Default IP address:

192.168.1.13

Default username/password:

admin/123456

Note:

For security, please set a strong password of at least nine characters including uppercase and lowercase letters, digits, and special characters. You are strongly recommended to regularly change the device password and keep it secure to ensure that only authorized users can log in.

7 FAQ

1. Failed to install the plug-in?

Answer: Before you log in, follow the steps to add the camera's IP to the trusted sites in your IE: Click Tool > Internet Options > Security. Click Trusted sites, click Sites, and then add the camera's IP address.

If you are using Windows 7, you also need to save the setup.exe to your computer first, and then right-click the file and select Run as administrator.

2. No live video after my first login?

Answer: Please turn off the firewall on your computer and then log in again.

3. How to restore factory default settings?

Remove the back cover, use a pointed object like a toothpick or paper clip to press and hold the RST button for 15 seconds to restore defaults. The reset button only works within 10 minutes after the camera is powered on.