

## Camera can not find IP

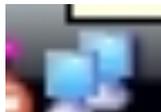
Please connect the camera and check the LEDs, see the first image, when you only power on camera, but haven't connect RJ 45 cable, the GREEN LED is lighted.



See below image, then you connect the RJ 45 cable to our IPC, ORANGE led should flash or keep lighted, below image shows the camera network cable is OK:



Now please check your computer's network, see the right corner of computer, below image means network connection is normal.



If the networks connection shows a **X** to mean it is disconnected. If with this, means the network problem. But if network is connected well, **please do the next step:**

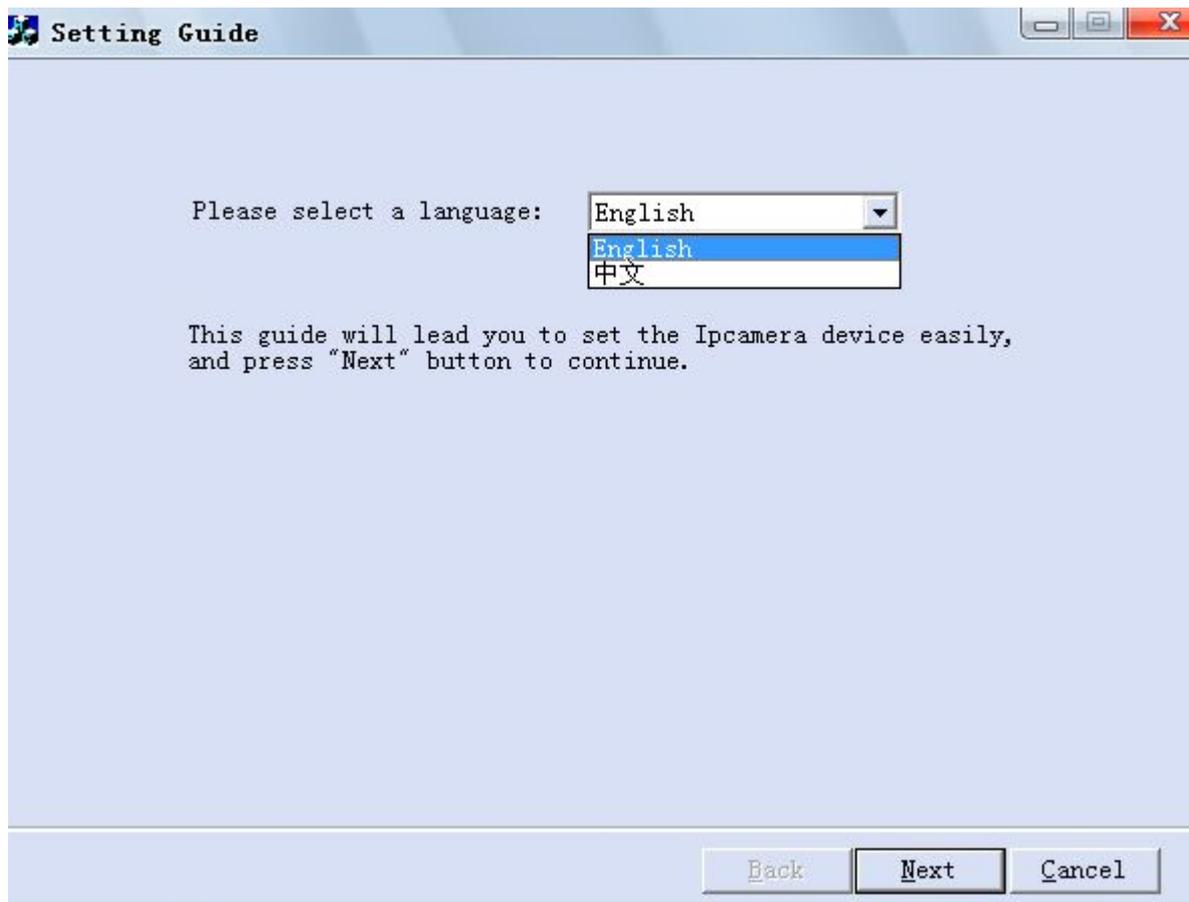
1. Set your computer network information, "INTERNET (TCP / IP)", set the IP address as "192.168.1. X", and the default gateway to be "192.168.1 . X"(X means any number you want, but need to ensure the 3 number in front to be as same as the IP camera's default IP, in the same segment), below is my computer example:



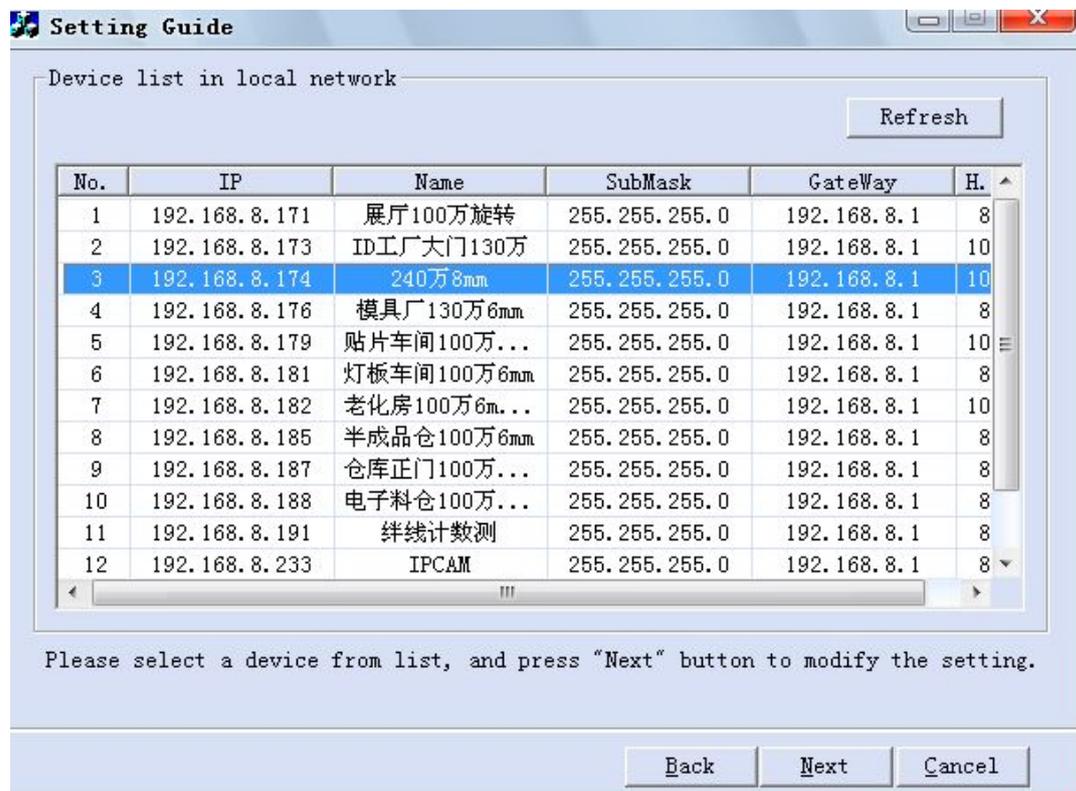
3. After set your computer's network, ( this will affect your network, I know, later we will change it back to the normal status ). Now you can use our search tool to search IP of this camera, the search tool need about 20 seconds to search, if you can find it in the search tool window, you can change the camera's IP, search tool is file named "H series HD IP CAM SEARCH TOOL\_v1.1.exe", you can find it in the CD folder of software with our camera together.



4. Double click the software to run installation, you can choose ENGLISH version to install:



5. After installation, open the search tool window, and click "refresh", then you will see all the cameras in your network, here you can get the camera's IP address.



( **NOTE:** Here in the search result list, you can choose the camera, and click “NEXT” icon at the window’s bottom, to change the camera’s IP, please **DO NOT do this now**, you can change it later when you want to change your computer’s network settings back to the normal status), in the below window is for set the camera IP to be in the same segment of your local network

The screenshot shows a window titled "Setting Guide" with a "Device Information" section. The fields are as follows:

Name	240万8mm
IP Address	192 . 168 . 8 . 174
SubMask	255 . 255 . 255 . 0
Gateway	192 . 168 . 8 . 1
Port	1085
MAC	00:3B:80:D8:0E:30
Type	QV_IPC
Software Ver.	V1.1.6.16-M11-Build:201

Below the fields are "Reset" and "Modify" buttons. To the right, a "Local IP" field contains "192.168.8.15". At the bottom of the window are "Back", "Next", and "Cancel" buttons. A note at the bottom reads: "Modify the device setting if you want. Input the new value and press 'Modify' button, or press 'Reset' to resume the value."

6. After set the camera’s IP information, click “MODIFY” and “NEXT” to save the setting, then refresh the list again, you will see the camera IP is changed, please check your computer network information, make them in the same SEGMENT.

**Note:** After you changed the computer network setting, but you still can not get the camera IP via search tool, please use “PIN” to check the camera IP, the instruction please refer to the document of “ **PIN IP instruction** ”.