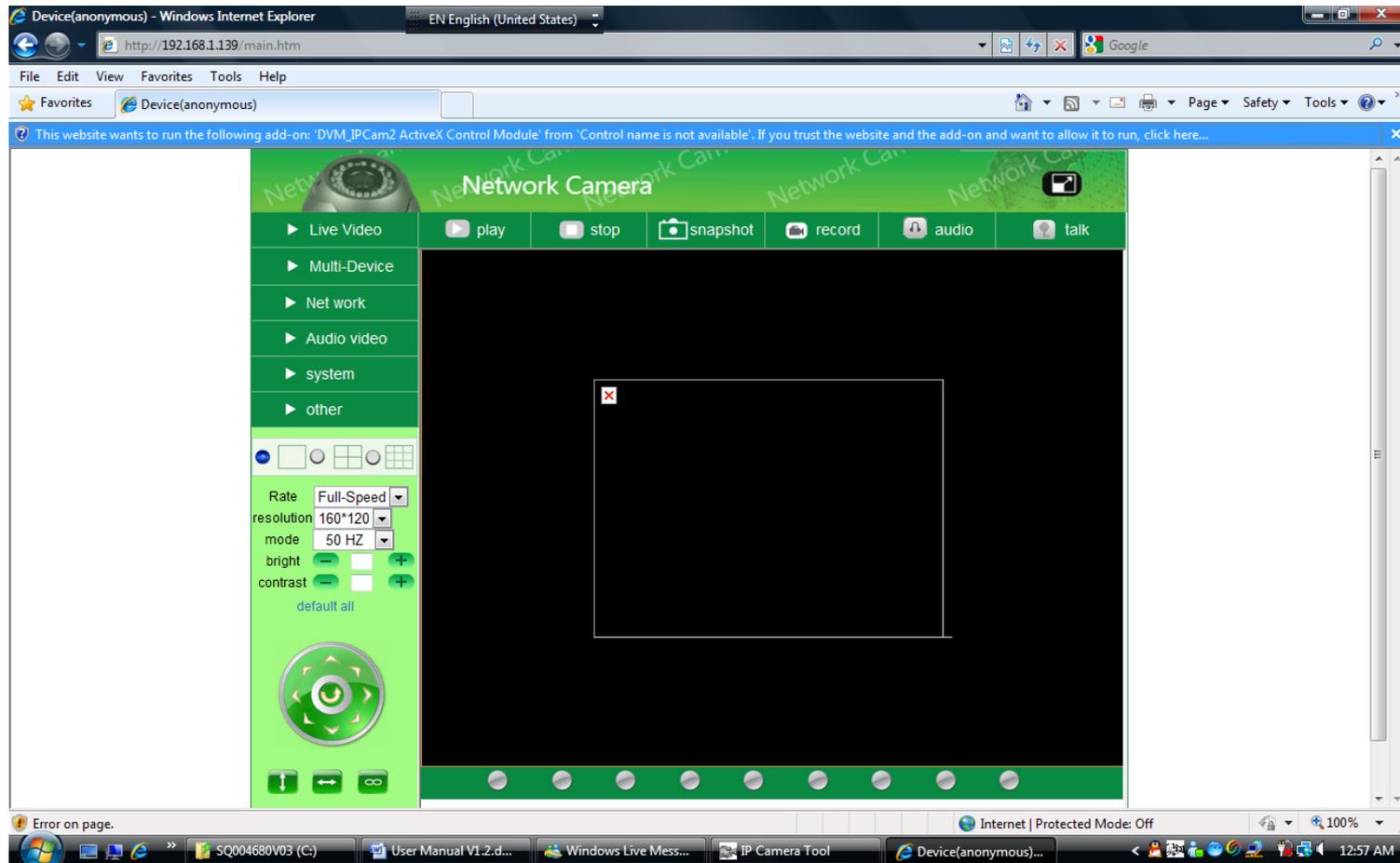
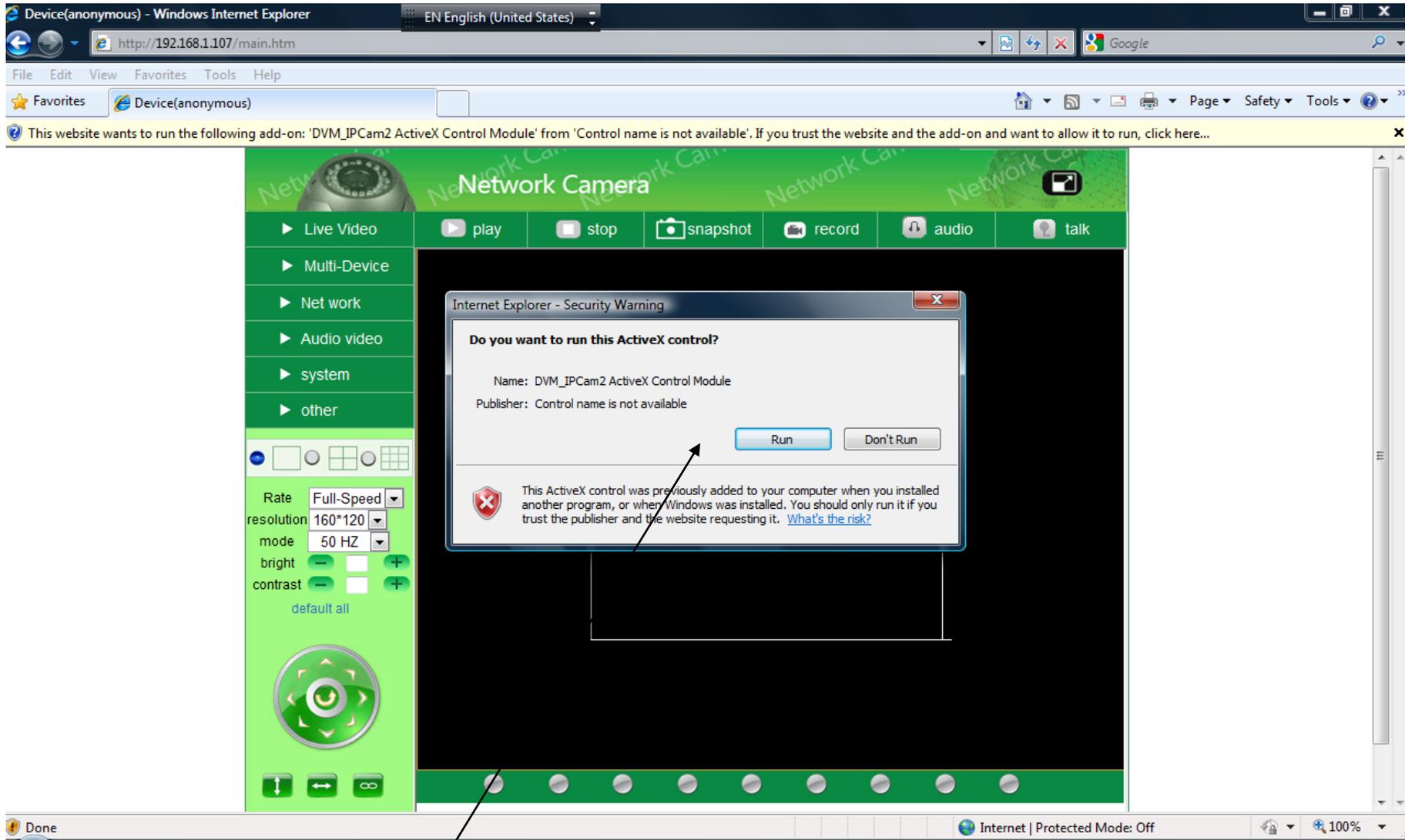


IP Camera Tech Support and Trouble Shooting

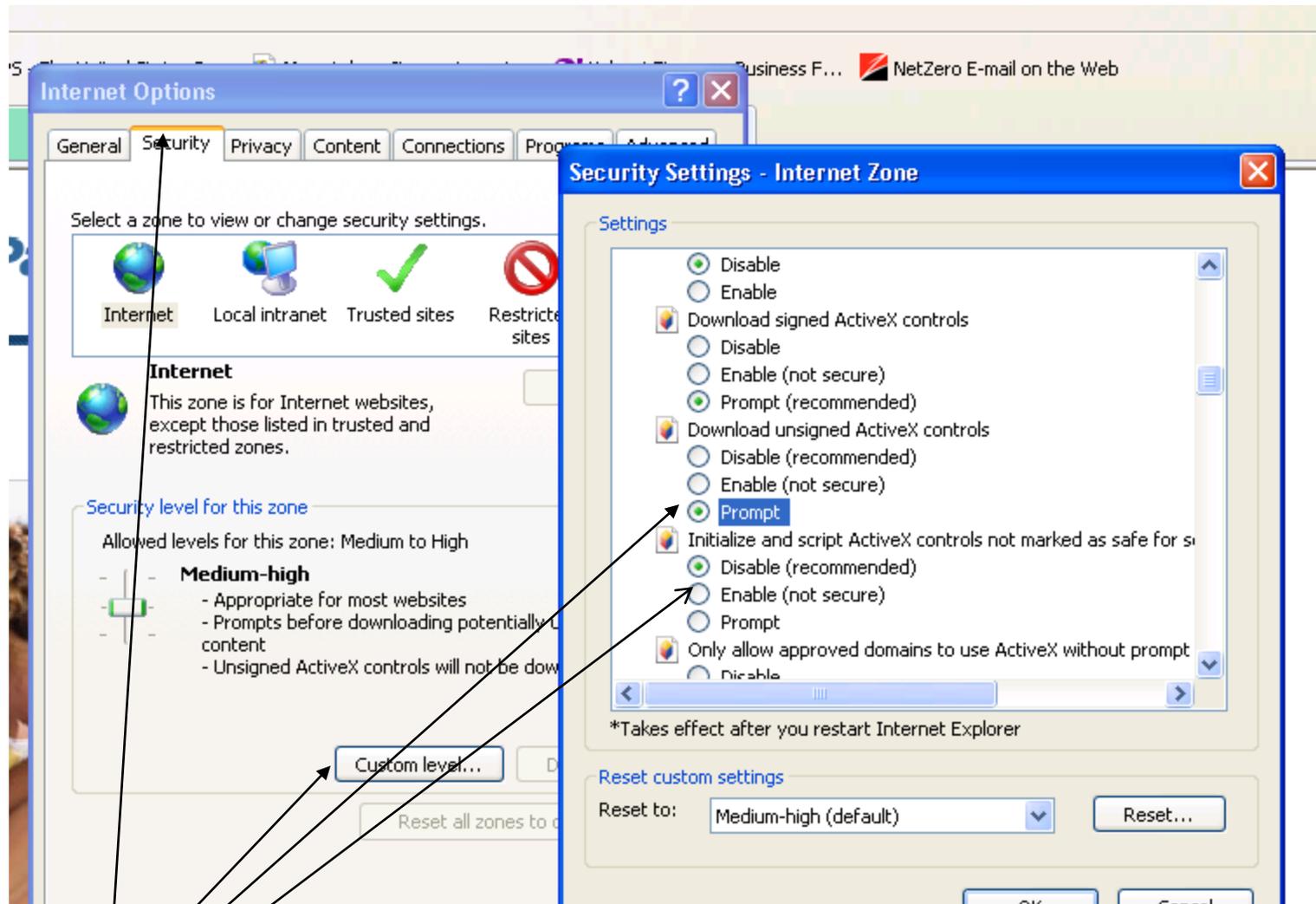
1. How to run activeX control: page 2-4
2. How to setup wireless connection page 5-6
3. Email Alarm Setup page 7-11
4. How to setup DDNS Page 12-15 (Don't read it if the camera has a factory preset DDNS)
5. How to view the camera from WAN or a Cell Phone Page 16-20

Plug your pc and IP camera into the same router, install the software, click the "IP Camera Tool" on your desktop.





Click run to install activex control. If you donot see this window, go to the next slide.



Go to IE Tools-internet options-security-custom level-ActiveX controls and plugins. 1. Enable “automatic prompting for Activex controls.” 2.select prompt or enable for “download unsigned activeX controls” 3. enable “Initialize and script activeX controls not marked as safe.” 4. enable “Run activeX controls and plug-ins.” Click apply and OK.

Plug your pc and IP camera into the same router, install the software, and click the “IP Camera Tool” on your desktop.

Network Camera

▶ Live Video ▶ play ▶ stop ▶ snapshot ▶ record ▶ audio ▶ talk

▶ Multi-Device

▼ Basic Network Settings

▶ Wireless Lan Settings

▶ ADSL Settings

▶ UPnP Settings

▶ DDNS Service Settings

Basic Network Settings

obtain IP from DHCP Server	<input type="checkbox"/>
IP Address	192.168.1.107
Subnet Mask	255.255.255.0
Gateway	192.168.1.1
DNS Server	98.194.203.102
Http Port	80

Submit Refresh

Rate Full-Speed

resolution 320*240

mode 50 HZ

bright - 8 +

contrast - 8 +

default all

1. From basic network settings, Uncheck the box “obtain IP from DHCP server, manually enter the ip address and submit. (you can find your camera ip info from IP Camera Tool-network.)
2. Click Network- wireless LAN settings.

Network Camera

▶ Live Video

▶ Multi-Device

▼ Net work

▶ Audio video

▶ system

▶ other

▶ play
▶ stop
▶ snapshot
▶ record
▶ audio
▶ talk

Wireless Lan Settings

Wireless Network List	<div style="border: 1px solid #ccc; padding: 2px;"> Office[00183f3bf8f1] infra WEP maggie[001217714784] infra WEP dd-wrt[0018027ea79b] infra WPA/WPA2-PSK </div>
	<input type="button" value="Scan"/>
Using Wireless Lan	<input checked="" type="checkbox"/>
SSID	<input type="text" value="dd-wrt"/>
Network Type	Infra <input checked="" type="checkbox"/>
Encryption	WPA Personal (TKIP) <input type="checkbox"/>
Share Key	<input type="text" value="*****"/>
	<input type="button" value="Submit"/> <input type="button" value="Refresh"/>

Click Scan (if you don't see your router, click it a couple more times), select your router, fill in your wireless setting info from your router and click Submit. It takes about 30 seconds to write your wireless setting into the IP camera. When it is done, unplug the Ethernet cable from the IP camera. Close your IP Camera Tool and restart it, the wireless camera would show up.

Please note do NOT use special symbols for SSID and WIFI share key; you need to log into your router to revise SSID and share key with only numbers or letters if you used special symbols like !@#\$%^&* etc.

Rate: Full-Speed

resolution: 320*240

mode: 50 HZ

bright:

contrast:

default all



Network Camera

▶ Live Video ▶ play ▶ stop ▶ snapshot ▶ record ▶ audio ▶ talk

▶ Multi-Device

▶ Net work

▶ Audio video

▶ system

▼ other

Rate Full-Speed

resolution 320*240

mode 60 HZ

bright 8

contrast 4

default all

Alarm Service Settings

Motion Detect Armed	<input checked="" type="checkbox"/>
Motion Detect Sensibility	5
Alarm Input Armed	<input checked="" type="checkbox"/>
Triger Level	Low
IO Linkage on Alarm	<input type="checkbox"/>
Send Mail on Alarm	<input checked="" type="checkbox"/>
Upload Image on Alarm	<input checked="" type="checkbox"/>
Upload Interval (Seconds)	50
Scheduler	<input type="checkbox"/>

Submit Refresh

To setup email alert, you need to enable motion-activated detection. Click Submit.

▶ Live Video ▶ play ▶ stop ▶ snapshot ▶ record ▶ audio ▶ talk

▶ Multi-Device

▶ Network

▶ Audio video

▶ system

▼ other

Rate Full-Speed

resolution 640*480

mode 50 HZ

bright

contrast

default all

Mail Service Settings

Sender	apexisace@gmail.com
Receiver 1	1609784881@qq.com
Receiver 2	
Receiver 3	
Receiver 4	
SMTP Server	smtp.gmail.com
SMTP Port	465
Transport Layer Security Protocol	TLS
Gmail can support TLS, only based on port 465 Gmail can support STARTTLS, only based on port 25/587	
Need Authentication	<input checked="" type="checkbox"/>
SMTP User	apexisace@gmail.com
SMTP Password	••••••••
<input type="button" value="Test"/> Please set at first, and then test.	
Report Internet IP by Mail	<input checked="" type="checkbox"/>

Gmail setting

Mail Service Settings

Sender	appletom@hotmail.com
Receiver 1	sales3@apexis.com.cn
Receiver 2	
Receiver 3	
Receiver 4	
SMTP Server	smtp.live.com
SMTP Port	25
Transport Layer Security Protocol	STARTTLS
Gmail can support TLS, only based on port 465 Gmail can support STARTTLS, only based on port 25/587	
Need Authentication	<input checked="" type="checkbox"/>
SMTP User	appletom@hotmail.com
SMTP Password	••••••••••
<input type="button" value="Test"/> Please set at first, and then test.	
Report Internet IP by Mail	<input type="checkbox"/>

Hotmail setting

Network Camera

▶ Live Video ▶ play ▶ stop ▶ snapshot ▶ record ▶ audio ▶ talk

▶ Multi-Device

▶ Net work

▶ Audio video

▶ system

▼ other

Rate Full-Speed

resolution 320*240

mode 60 HZ

bright 6

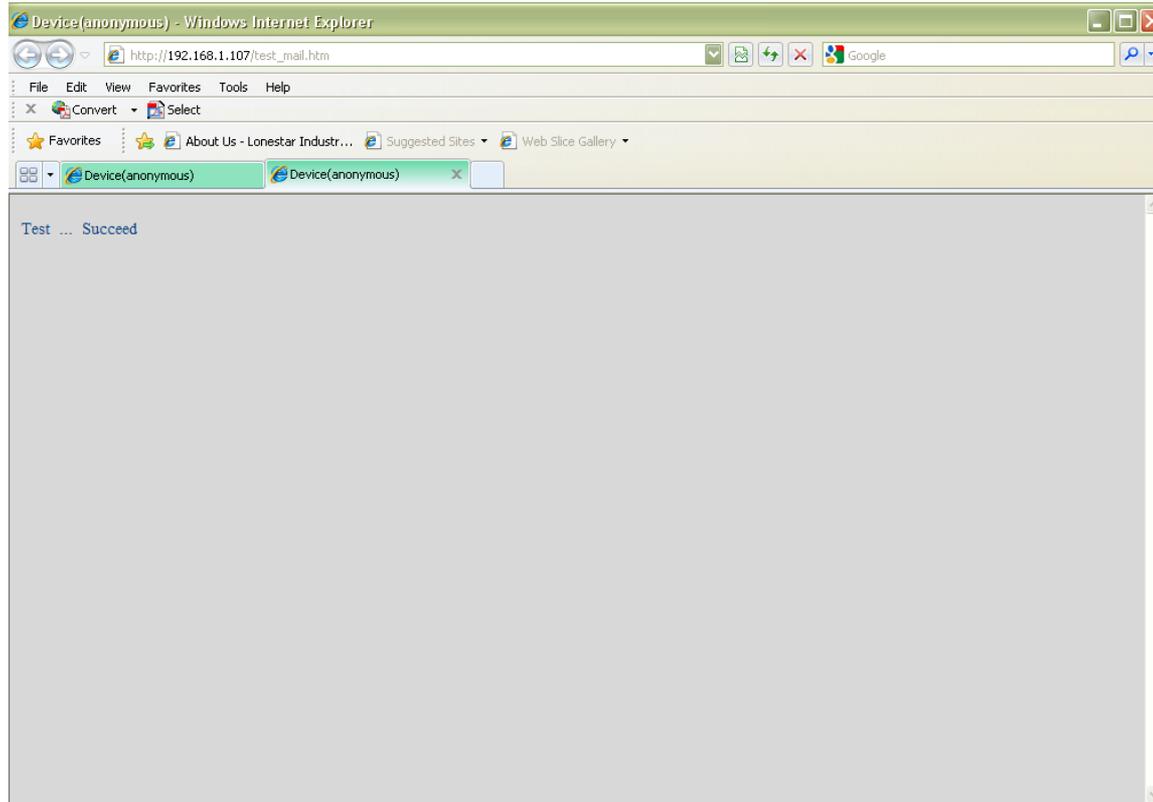
contrast 4

default all

Mail Service Settings

Sender	lonestargrp@aol.com
Receiver 1	co@lonestargrp.com
Receiver 2	
Receiver 3	
Receiver 4	
SMTP Server	smtp.aol.com
SMTP Port	587
Need Authentication	<input checked="" type="checkbox"/>
SMTP User	lonestargrp
SMTP Password	••••••••
	<input type="button" value="Test"/> Please set at first, and then test.
Report Internet IP by Mail	<input checked="" type="checkbox"/>

Our older version camera does not work with gmail or hotmail. We recommend you create an account with aol.com, which is compatible with our older model.



Inbox - Outlook Express

File Edit View Tools Message Help

Create Mail Reply Reply All Forward Print Delete Send/Recv Addresses Find

Inbox

Outlook Express Local Folders Inbox Outbox Sent Items Deleted Items Drafts Calendar Journal Notes Tasks Trainor

	From	Subject	Received
	lonestargrp@aol.com	00606E7FB297() motion alarm at 20100408085803	04/08/2010 9:58 AM
	lonestargrp@aol.com	00606E7FB297() motion alarm at 20100408084342	04/08/2010 9:44 AM
	lonestargrp@aol.com	00606E7FB297() motion alarm at 20100408080458	04/08/2010 9:06 AM
	lonestargrp@aol.com	a test mail from 00606E7FB297()	04/07/2010 10:58 PM
	lonestargrp@aol.com	a test mail from 00606E7FB297()	04/07/2010 10:55 PM

From: lonestargrp@aol.com To: co@lonestargrp.com
 Subject: 00606E7FB297() motion alarm at 20100408080458



224 message(s), 0 unread Working Online

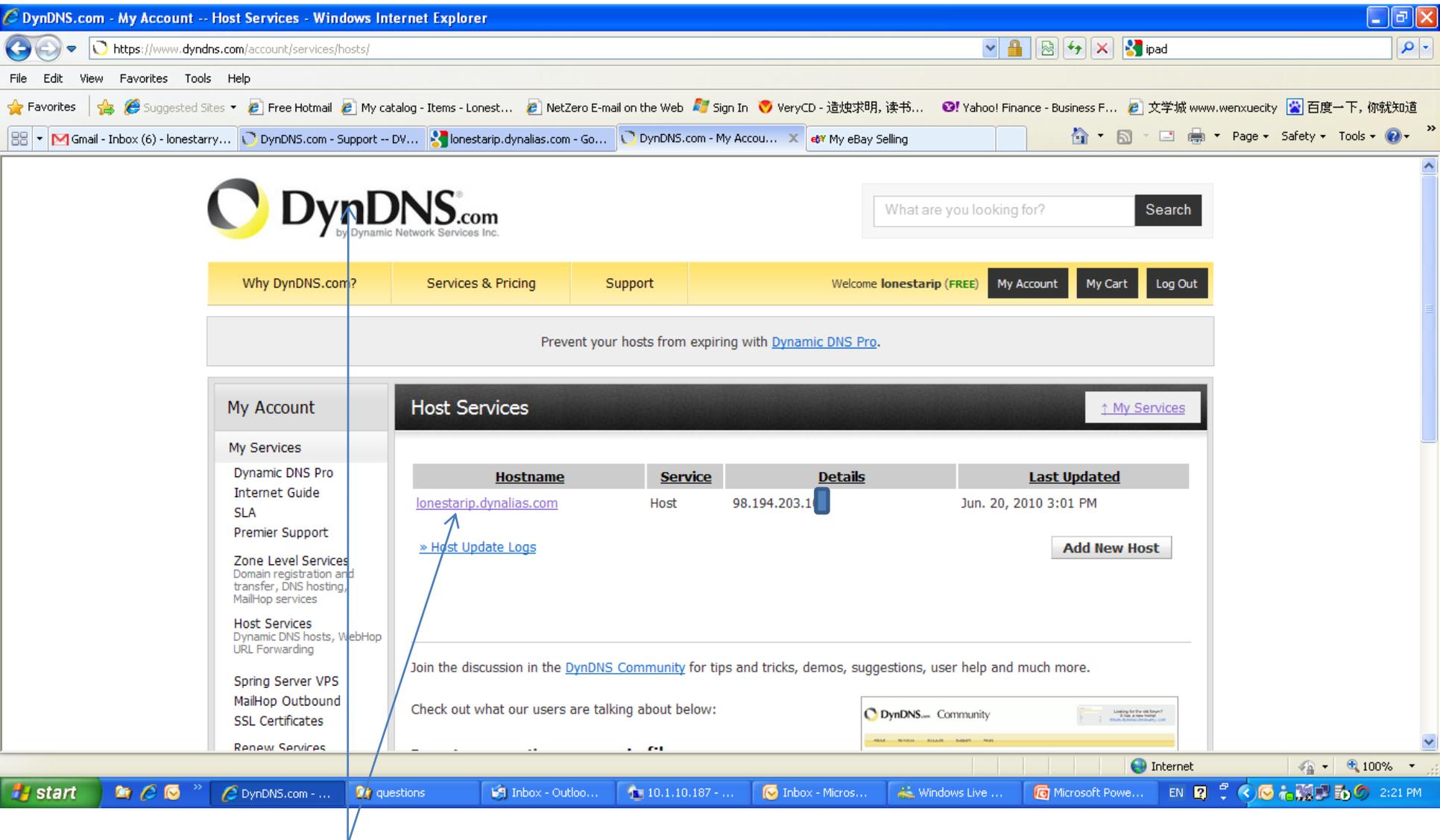
DDNS Setup, If your service ip is static or does not change very often, you don't have to set up DDNS. Some of our products come with factory preset DDNS like e3990.aipcam.com, which is ready to use, and you can skip page 12-15.

The screenshot shows the 'NAT / QoS' control panel of a router. The 'Port Forwarding' tab is selected, displaying a table of port forwarding rules. The table has columns for Application, Port from, Protocol, IP Address, Port to, and Enable. Five rules are listed: 'remote' (TCP, 3389), 'ls-836' (TCP, 5005), 'ip camera wi' (Both, 80), 'ipwired' (Both, 81), and 'wifi email' (Both, 107). Below the table are 'Add' and 'Remove' buttons. At the bottom of the panel are 'Save', 'Apply Settings', and 'Cancel Changes' buttons. A 'Help' section on the right explains that certain applications may require specific ports to function correctly and that users should limit port forwarding to only those ports they are using.

Application	Port from	Protocol	IP Address	Port to	Enable
remote	3389	TCP	192.168.1.114	3389	<input checked="" type="checkbox"/>
ls-836	5005	TCP	192.168.1.224	5005	<input checked="" type="checkbox"/>
ip camera wi	80	Both	192.168.1.107	80	<input checked="" type="checkbox"/>
ipwired	81	Both	192.168.1.139	81	<input checked="" type="checkbox"/>
wifi email	107	Both	192.108.1.107	107	<input checked="" type="checkbox"/>

Port Forward:
Certain applications may require to open specific ports in order for it to function correctly. Examples of these applications include servers and certain online games. When a request for a certain port comes in from the Internet, the router will route the data to the computer you specify. Due to security concerns, you may want to limit port forwarding to only those ports you are using, and uncheck the *Enable* checkbox after you are finished.

Log into your router. Configure a port forwarding on your router. Apply and Save



Creating a host account at dyndns.com, e.g., lonestarp.dynalias.com

Network Camera

▶ Live Video

▶ play

▶ stop

▶ snapshot

▶ record

▶ audio

▶ talk

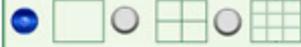
▶ Multi-Device

▼ Net work

▶ Audio video

▶ system

▶ other



Rate Full-Speed

resolution 320*240

mode 50 HZ

bright 7

contrast 4

default all



DDNS Service Settings

DDNS Service	DynDns.org(dyndns)
DDNS User	lonestariip
DDNS Password	●●●●●●●●
DDNS Host	lonestariip.dynalias.com
DDNS or Proxy Server	
DDNS or Proxy Port	
Re-Update Ignoring All Errors	<input type="checkbox"/> never do this unless your hostname has been unblocked
proxy config is needed if the device is in China Mainland or HongKong	
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

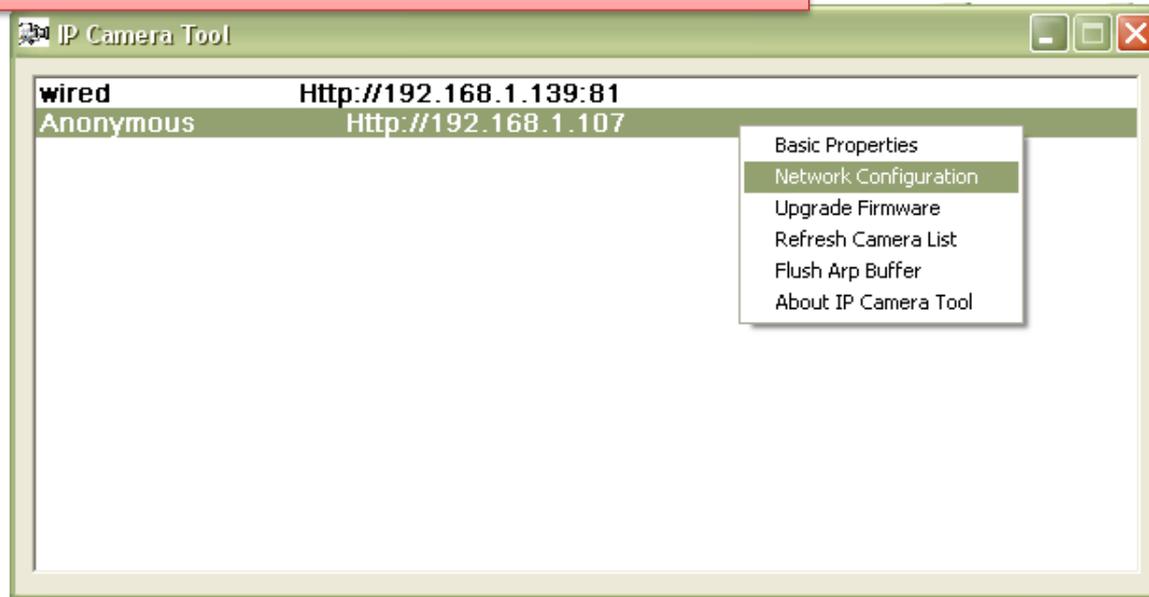
Fill in your dyndns account info and Submit.

In the WAN, open an IE browser and type lonestariip.dynalias.com

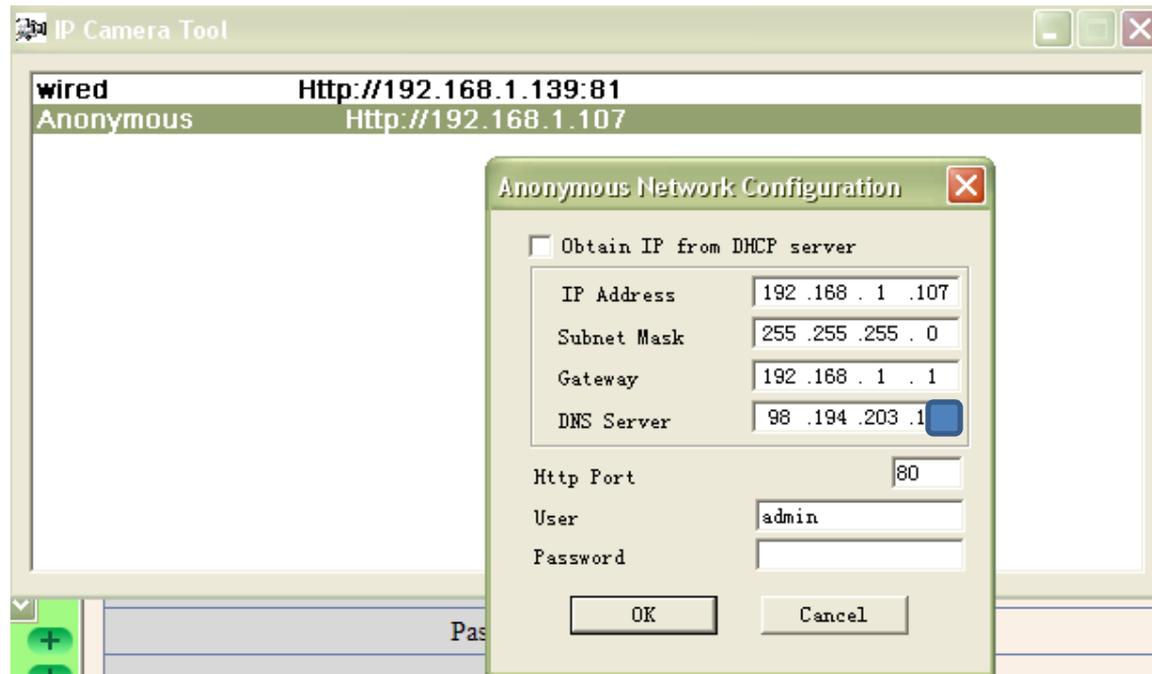
Please refer to:

<https://www.dyndns.com/support/kb/dvrs.html#howto-test>

Start ip camera tools-right click on an ip-select network configuration



Find out the http port number, e.g. 80.



Go to configure your Router—select port forwarding – fill in your camera ip and port— apply.
(Please note some of the cable modems like SMC also needs to do port forwarding.)
To find more about port forwarding, see <http://portforward.com>

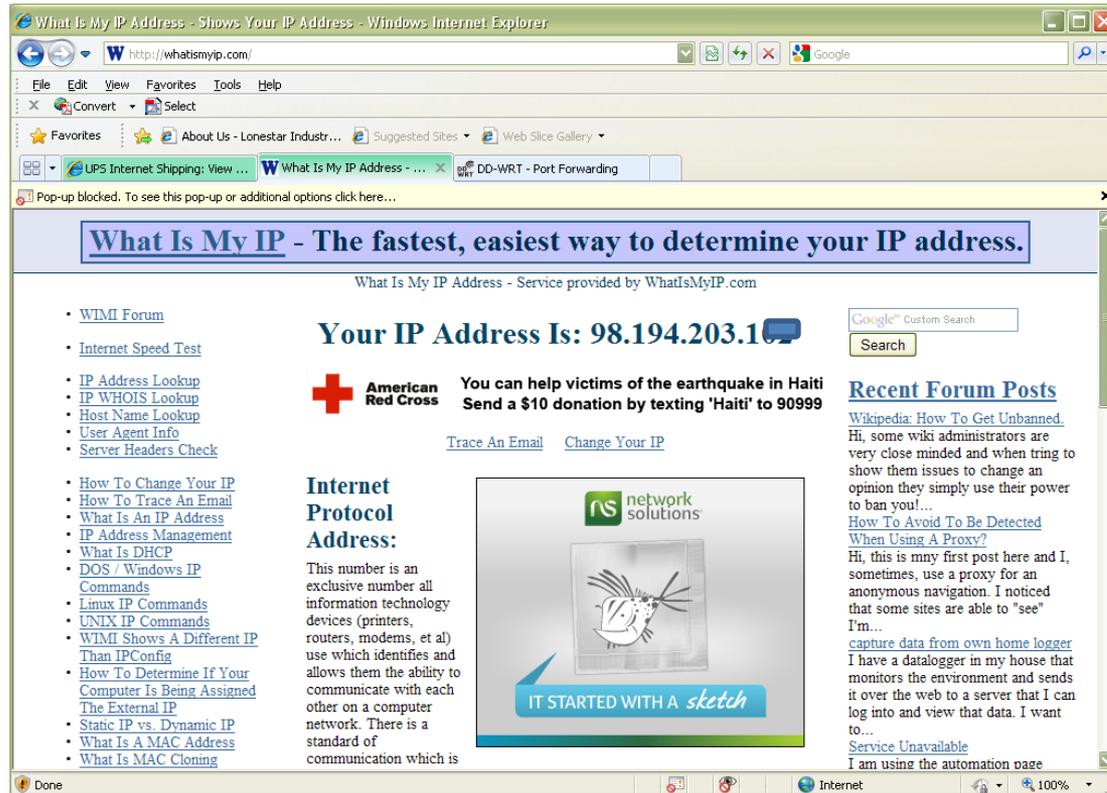
The screenshot shows the DD-WRT web interface in Internet Explorer. The browser address bar shows <http://192.168.1.1/ForwardSpec.asp>. The page title is "DD-WRT - Port Forwarding". The navigation menu includes Setup, Wireless, Services, Security, Access Restrictions, NAT / QoS, Administration, and Status. The "NAT / QoS" menu is expanded to show "Port Forwarding", "Port Range Forwarding", "Port Triggering", "UPnP", "DMZ", and "QoS". The "Port Forward" section is active, displaying a table of configured forwards and a "Help" sidebar.

Application	Port from	Protocol	IP Address	Port to	Enable
remote	3389	TCP	192.168.1.114	3389	<input checked="" type="checkbox"/>
ls-836	5005	TCP	192.168.1.224	5005	<input checked="" type="checkbox"/>
ip camera wi	80	Both	192.168.1.107	80	<input checked="" type="checkbox"/>
ipwired	81	Both	192.168.1.139	81	<input checked="" type="checkbox"/>
wifi email	107	Both	192.108.1.107	107	<input checked="" type="checkbox"/>

Buttons: Add, Remove, Save, Apply Settings, Cancel Changes

Help sidebar text: **Port Forward:** Certain applications may require to open specific ports in order for it to function correctly. Examples of these applications include servers and certain online games. When a request for a certain port comes in from the Internet, the router will route the data to the computer you specify. Due to security concerns, you may want to limit port forwarding to only those ports you are using, and uncheck the *Enable* checkbox after you are finished.

Open a browser and type whatismyip.com. When using a pc in the WAN, you can just type http://98.194.203.102:80.



ON Cell Phone View:

Have your cell phone connected with internet.

Open a browser, type your service ip address like

<http://98.194.203.1:80> , if you see “mobile phone sign-in”, you can click it to view the camera.

If you donot see it, you can type:

<http://98.194.203.1:80/wap.htm> or

<http://98.194.203.1:80/snapshot.cgi> .