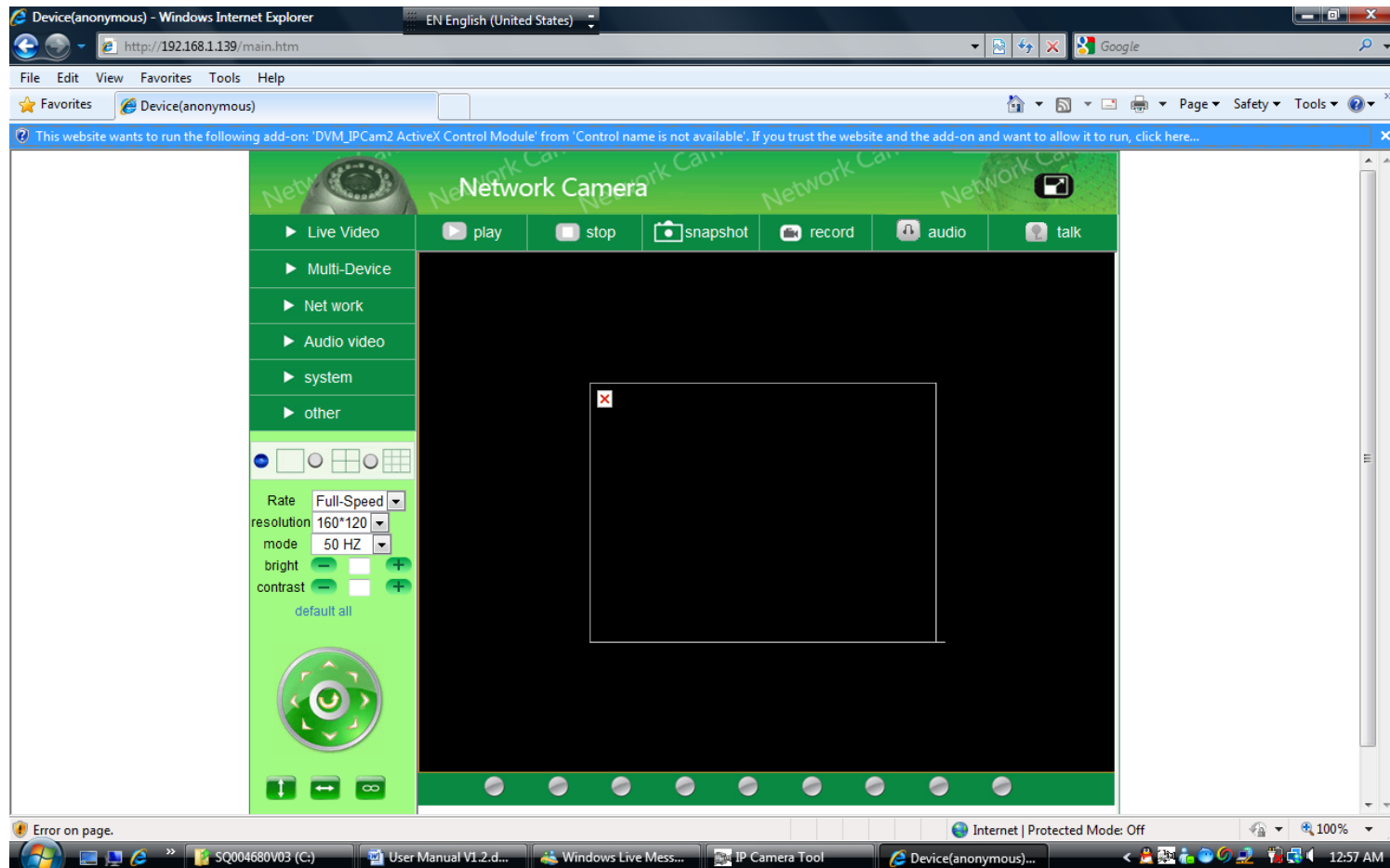
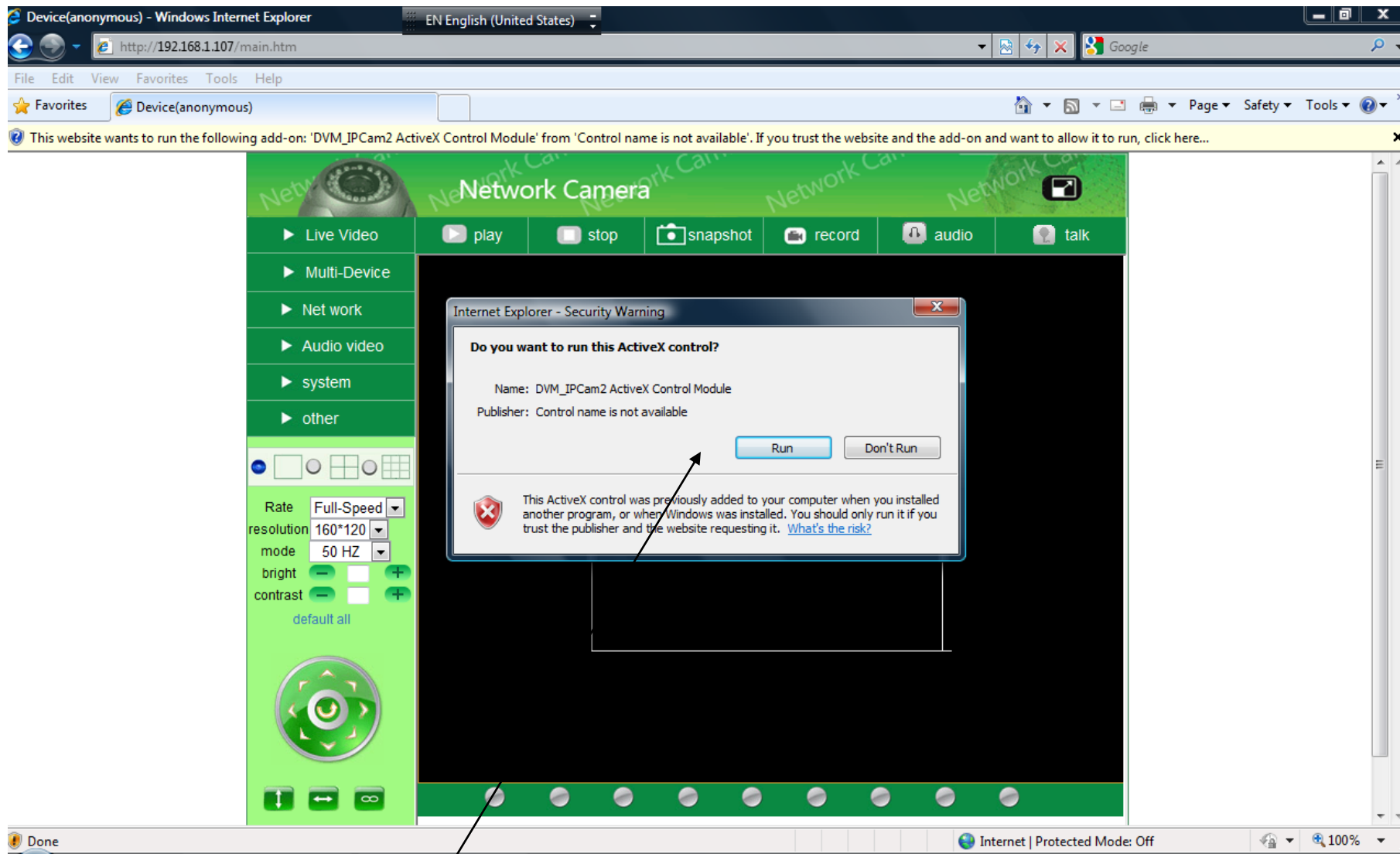


IP Camera Tech Support and Trouble Shooting

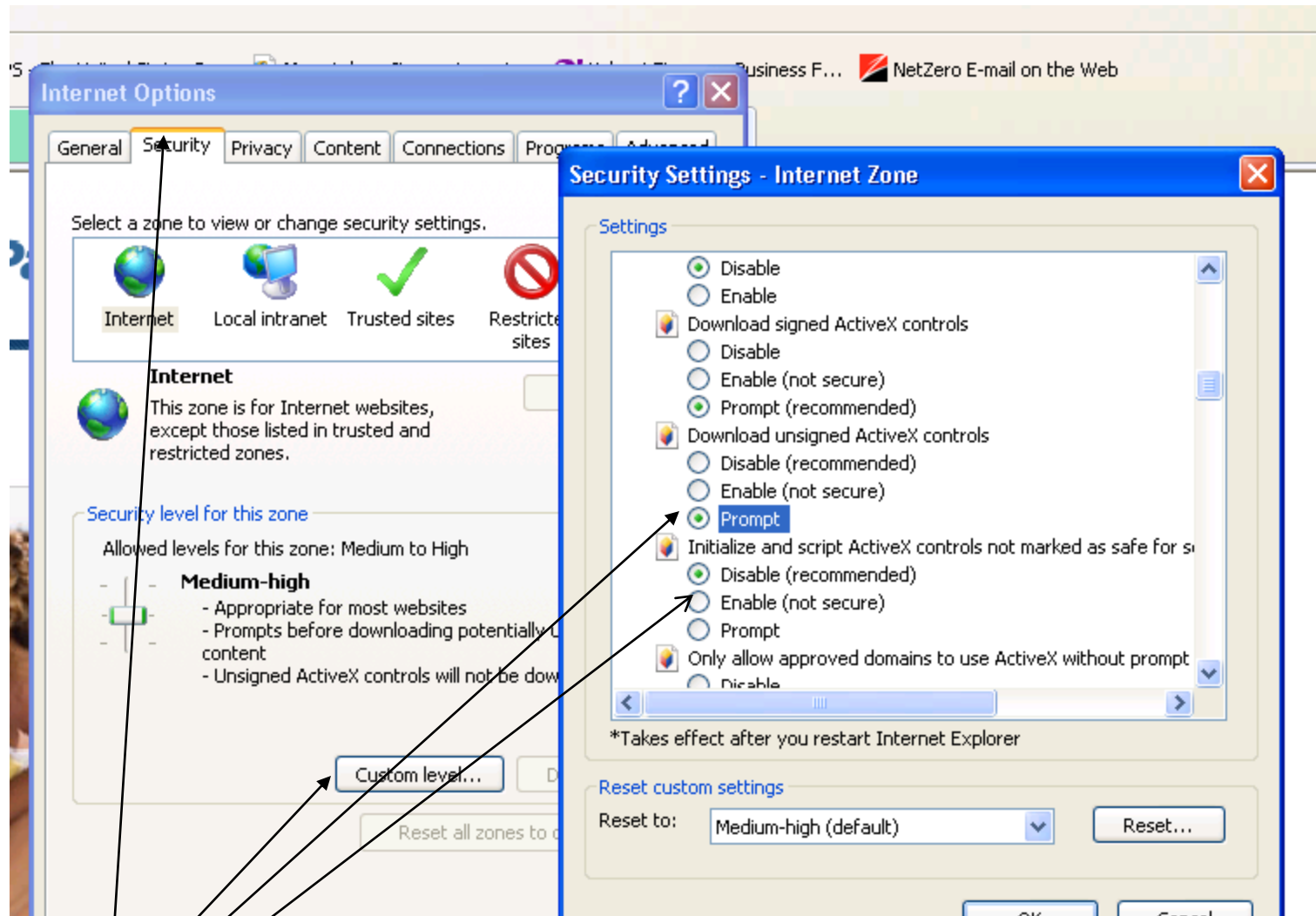
1. How to run activeX control: page 2-4
2. How to setup wireless connection page 5-6
3. Email Alarm Setup page 7-11
4. How to setup DDNS Page 12-15 (Don't read it if the camera
has a factory preset DDNS)
5. How to view the camera from WAN or a Cell Phone Page 16-20

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

obtain IP from DHCP Server ☐

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

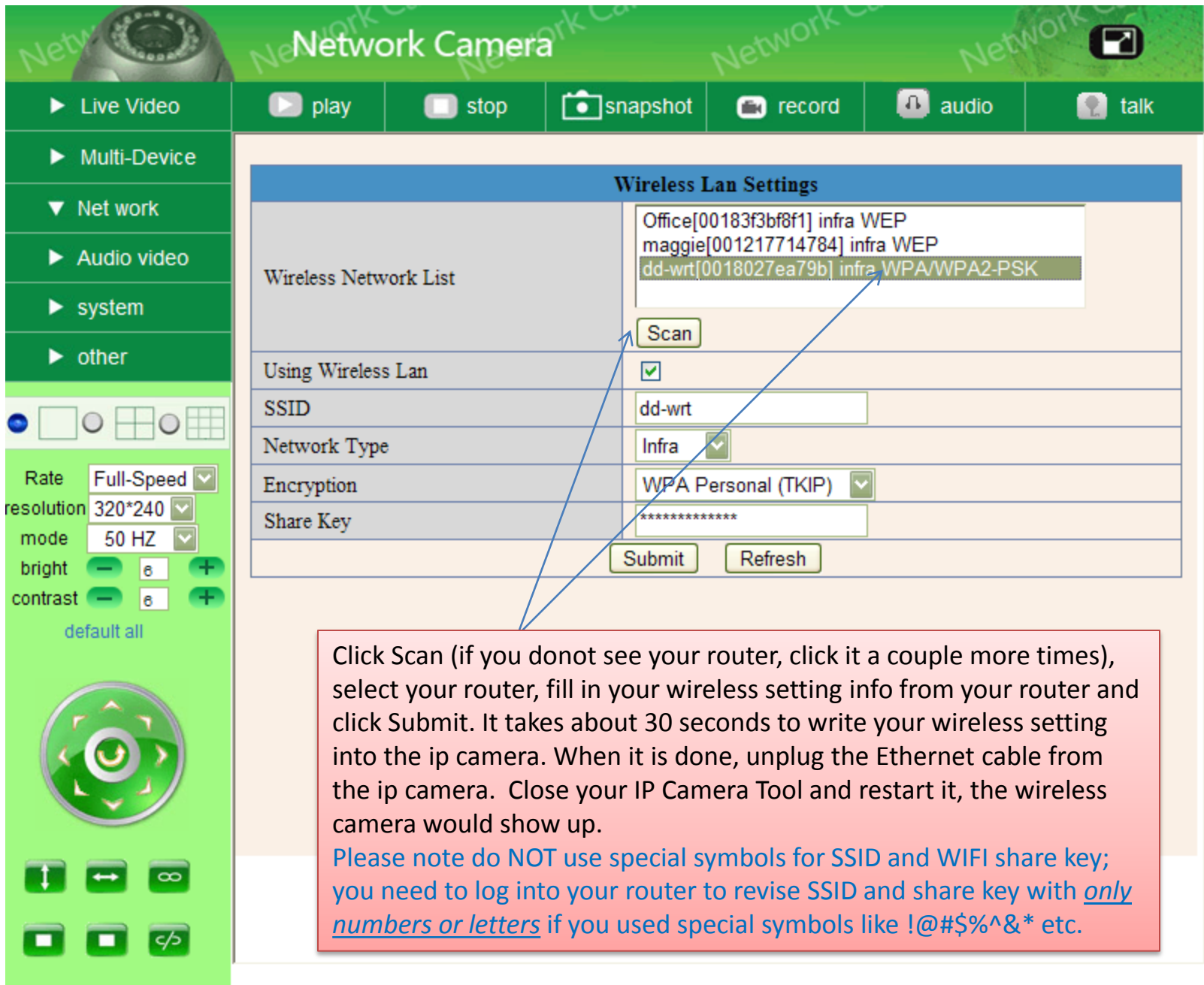
bright 8

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 ▶ 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"/>
Trigger 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: 8
 contrast: 4
 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"/>
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

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"/>
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

Hotmail setting

Network Camera

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

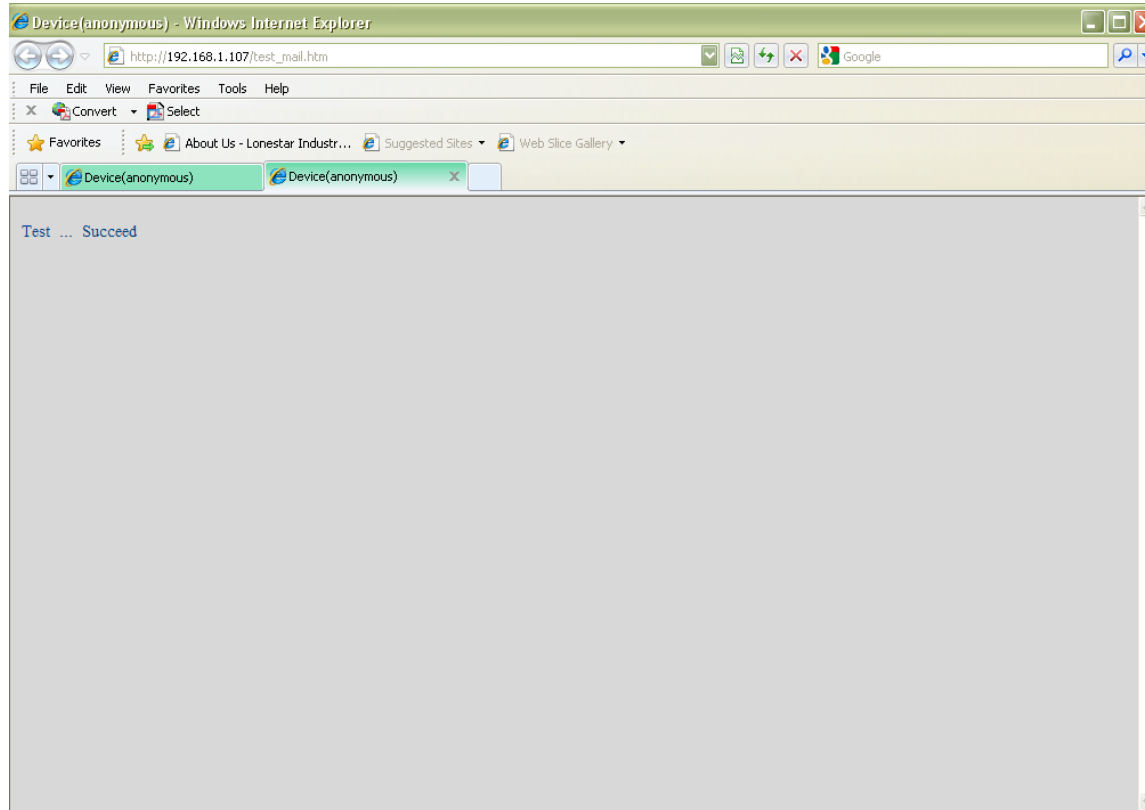
▶ Multi-Device
 ▶ Net work
 ▶ Audio video
 ▶ system
 ▼ other

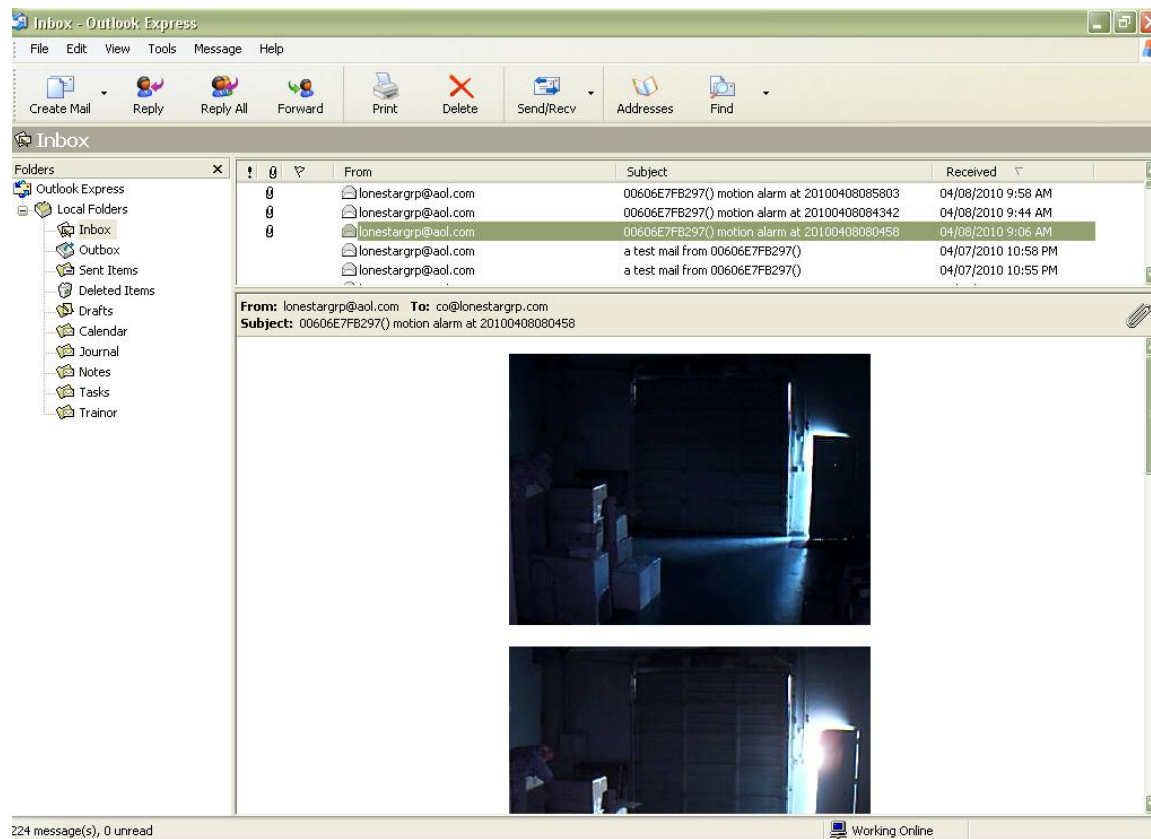
Rate: Full-Speed
 resolution: 320*240
 mode: 60 HZ
 bright: 6
 contrast: 4
 default all

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"/>
<input type="button" value="Submit"/> <input type="button" value="Refresh"/>	

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.





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.

WAN IP: 10.1.10.99

Setup Wireless Services Security Access Restrictions NAT / QoS Administration Status

Port Forwarding Port Range Forwarding Port Triggering UPnP DMZ QoS

Port Forward Help more...

Forwards

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"/>

Add Remove

Save Apply Settings Cancel Changes

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.

Loginto your router. Configure a port forwarding on your router. Apply and Save

DynDNS.com - My Account -- Host Services - Windows Internet Explorer

https://www.dyndns.com/account/services/hosts/

File Edit View Favorites Tools Help

★ Favorites ★ Suggested Sites Free Hotmail My catalog - Items - Lonest... NetZero E-mail on the Web Sign In VeryCD - 造烛求明, 读书... Yahoo! Finance - Business F... 文学城 www.wenxuecity 百度一下, 你就知道

Gmail - Inbox (6) - lonestarry... DynDNS.com - Support -- DV... lonestarp.dynalias.com - Go... DynDNS.com - My Accou... My eBay Selling

What are you looking for? Search

Why DynDNS.com? Services & Pricing Support Welcome **lonestarp (FREE)** My Account My Cart Log Out

Prevent your hosts from expiring with [Dynamic DNS Pro](#).

My Account

My Services

- Dynamic DNS Pro
- Internet Guide
- SLA
- Premier Support
- Zone Level Services
 - Domain registration and transfer, DNS hosting, MailHop services
- Host Services
 - Dynamic DNS hosts, WebHop URL Forwarding
- Spring Server VPS
- MailHop Outbound
- SSL Certificates
- Renew Services

Host Services [↑ My Services](#)

Hostname	Service	Details	Last Updated
lonestarp.dynalias.com	Host	98.194.203.1	Jun. 20, 2010 3:01 PM

[» Host Update Logs](#)

[Add New Host](#)

Join the discussion in the [DynDNS Community](#) for tips and tricks, demos, suggestions, user help and much more.

Check out what our users are talking about below:

[DynDNS Community](#)

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

Network Camera

▶ Live Video

▶ play

▶ stop

▶ snapshot

▶ record

▶ audio

▶ talk

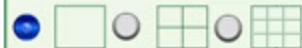
▶ Multi-Device

▼ 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	lonestarip
DDNS Password	••••••••
DDNS Host	lonestarip.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

Submit

Refresh

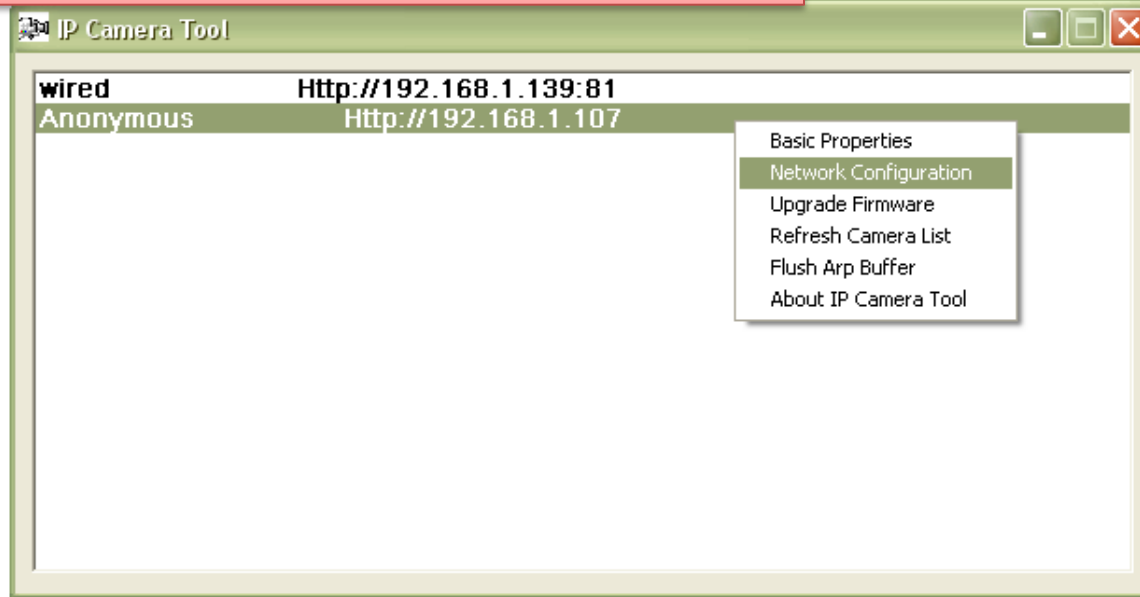
Fill in your dyndns account info and Submit.

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

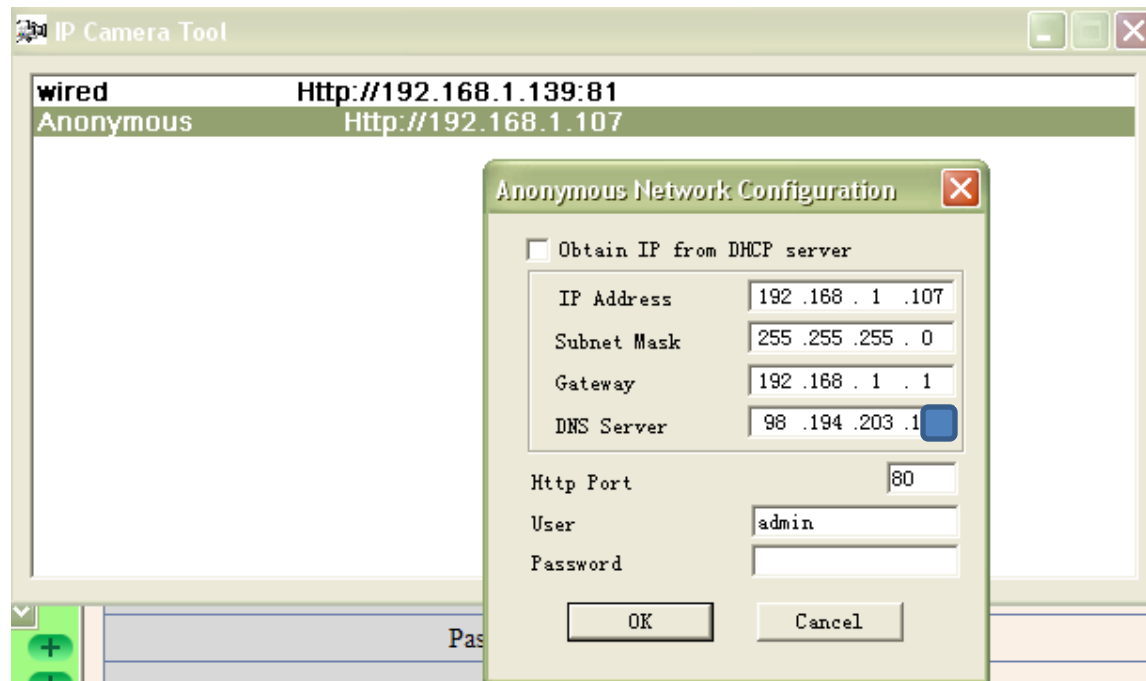
Please refer to:

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

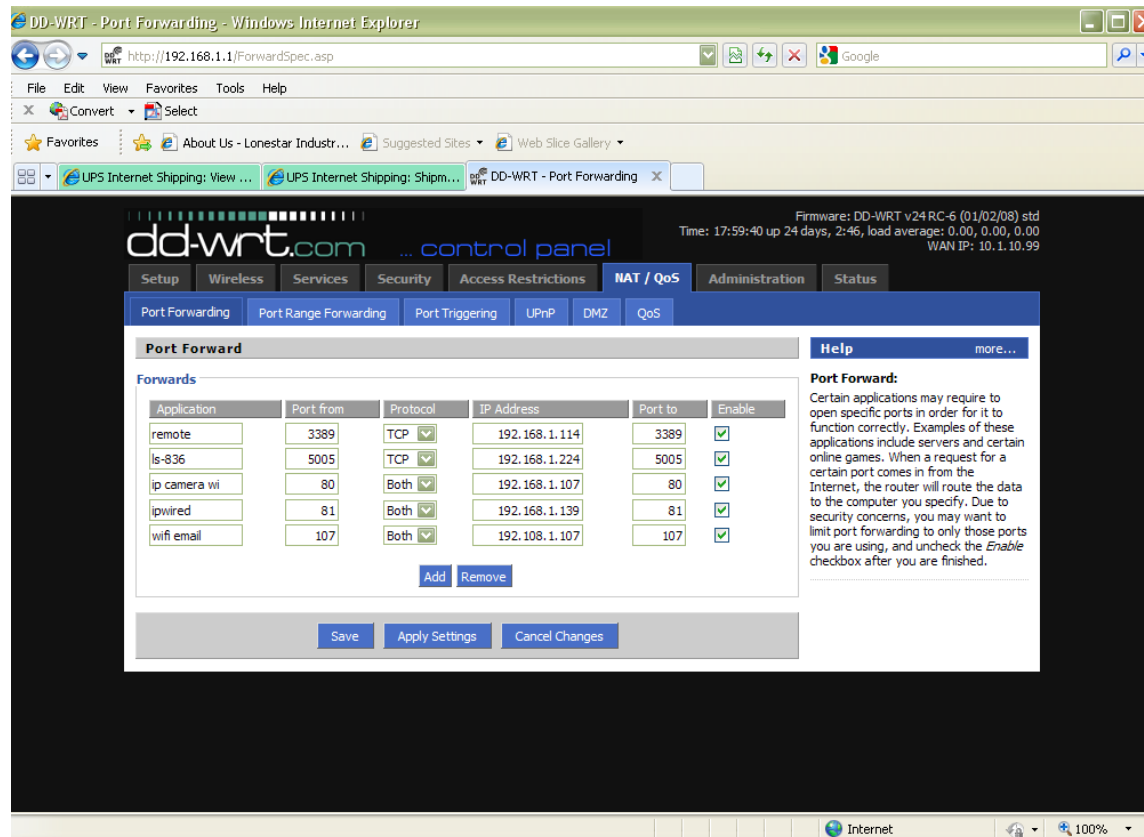
Start ip camera tools-right click on an ip-select network configuration



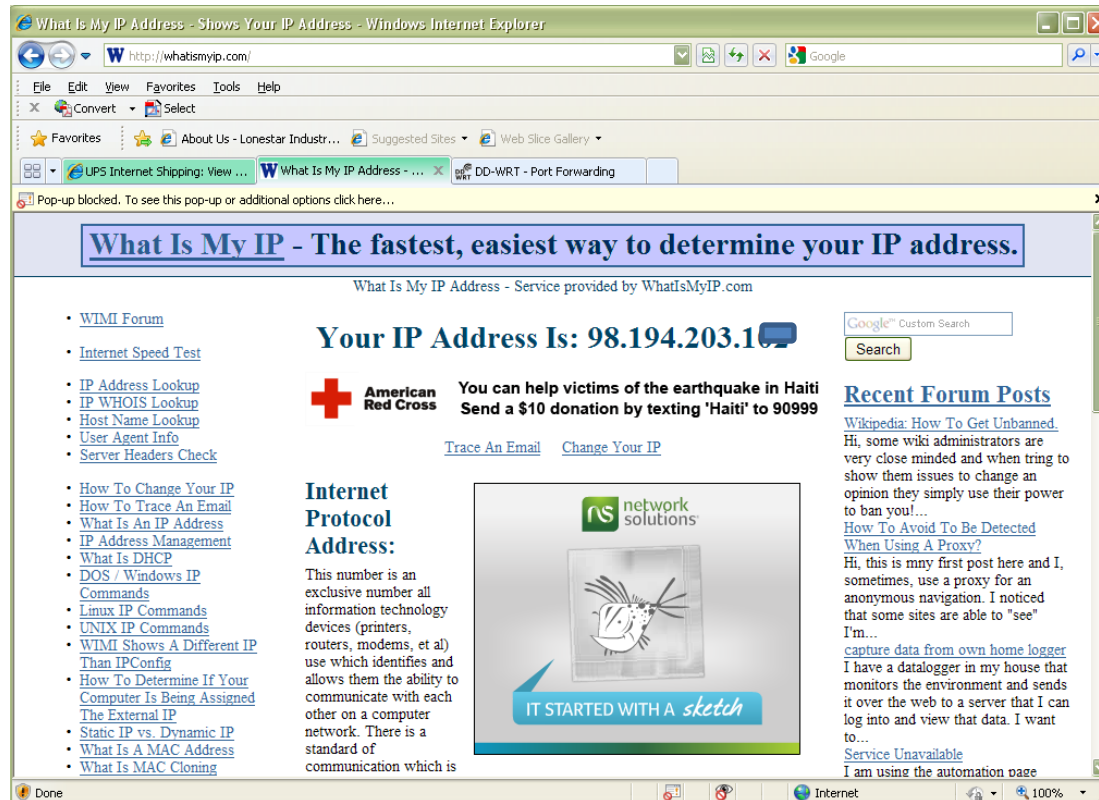
Find out the http port number, e.g. 80.



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>



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> .