WiFi-2MP-BL100 FAQ Manual

Preface

Purpose

In order to deal with and solve the bug during daily use for the users quickly and improve response speed, the WIFI-2MP-BL100 product team specially made this FAQ manual to provide users with correct solutions in time.

Attention

The manual doesn't cover all the WIFI-2MP-BL100 bugs. You are welcome to contact us if there are any unknown problems and we can add them into the manual to perfect it with better service for our customers. Besides, you can contact your local retailer or after-sale engineer directly if you need more help.

This manual is for reference only.

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1 Network Problem

1.1 My WIFI-2MP-BL100 is off line from time to time.

Solution 1: Check if the network environment is good and the network cable hole plug of WIFI-2MP-BL100 end is loose.

Solution 2: Check if there is IP conflict.

Solution 3: Check if the device is under normal power supply.

Solution 4: Check if the device upgraded to a wrong program.

1.2 What if network upgrade failed?

Solution 1: Log in again to check if upgrade is successful, because sometimes the progress bar doesn't show feedback in time due to the network environment.

Solution 2: Check if the network environment is normal, and there is disconnection or power failure during upgrade.

Solution 3: Check if the program and the device are matched.

Solution 4: Re-upgrade through 3800 port of config tool (3800 needs to upgrade matched program).

1.3 I can use "Ping" to test that the WIFI-2MP-BL100 is on line after upgrade, but fail to log in.

Possible reason: Check if the WEB port was modified.

Solution 1: Reset the device and log in again.

Solution 2: Re-upgrade through 3800 port of config tool (3800 needs to upgrade matched program).

1.4 There is no code stream when I log in and the network program restarts constantly after upgrade.

Solution 1: Check if there is IP conflict or network disconnection.

Solution 2: Check if the device is under normal power supply.

Solution 3: Check if each connection line is loose inside the device after disassembling the camera.

Solution 4: Check if the application program of WIFI-2MP-BL100 is corresponding to the model, and

check if N/P format program is correct.

Solution 5: Check if the control and WEB are correct, there is control running permission under WIN7,

you can delete the control under C:\Program Files\webrec and eliminate IE buffer memory

to reload control and WEB. Please run IE as administrator for WIN 7, you need to install

QuickTime plug-in if it is non-IE browser.

1.5 It displays "Resources are limited, failed to open video" after I log in the WIFI-2MP-BL100.

Solution 1: Network bandwidth is not enough; change a switcher with bigger bandwidth.

Solution 2: Too many users logging in, and it is beyond the device code stream output capacity.

Solution 3: Disconnect the network or restart the device repeatedly, see 1.1 for more details.

1.6 The video window of control installation displays " " when I log in the WIFI-2MP-BL100.

Solution 1: IE permission setting is not correct, add WIFI-2MP-BL100 IP as trusted sites.

Solution 2: Set IE "Internet Option > Security > Custom Level > Active X control and plug-in" all

enabled.

Solution 3: You need to log in WIFI-2MP-BL100 as an administrator in WIN 7 system for the first time.

2 Image problem

2.1 IR effect is bad.

Possible reason 1: Users didn't use specified power supply, and failed to enable all the IR lights.

Possible reason 2: The object is so far that it is out of the range of IR light.

Possible reason 3: IR-CUT is set as color mode, which caused the front-end sensor to fail to sense IR light.

Possible reason 4: When you use the device on the table (especially rough surface), the IR light will shoot back to the lens, which will cause bad IR effect and white picture. At this moment, you should adjust the elevation angle of the lens or place the device on the edge.

2.2 The device failed to record or snapshot.

Possible reason: "Snapshot Schedule" is set wrongly; storage path is not correct; "Record Mode" is set as off.

Solution 1: Set "Record Schedule", "Snapshot Schedule" in the WEB interface; please refer to the <WIFI-2MP-BL100 WEB Operation Manual> for more details.

Solution 2: Check if the "Destination" enable in the WEB interface is checked.

Solution 3: Check if the connection of SD and FTP of video and snapshot storage is normal, try to connect FTP to the computer.

Solution 4: Set "Record Mode" as manual or auto in the WEB interface.

2.3 Black edge appears in the image after upgrade.

Solution 1: Eliminate WIFI-2MP-BL100 configuration or restore factory default after upgrading program.

Solution 2: Upgraded program is not corresponding to the WIFI-2MP-BL100 model, re-upgrade correct program.

2.4 Cross stripe or diagonal stripe appears in the image of WIFI-2MP-BL100.

Possible reason 1: Bad connection for the video cable.

Possible reason 2: Strong current interference.

2.5 The WIFI-2MP-BL100 image is unsteady.

Possible reason: Bad connection for the video cable

2.6 Gray screen appears in the WIFI-2MP-BL100.

Phenomenon: gray screen appears in the WIFI-2MP-BL100, it can recover after restart under the state

of power off, gray screen appears repeatedly.

Possible reason: Caused by insufficient power supply.

Solution: Check if the WIFI-2MP-BL100 power supply mode and power adapter are too far away from

the WIFI-2MP-BL100.

2.7 When IR light is on for the HD or SD IR dome, the image is abnormal,

such as reflective image or white and unclear image.

Solution: Use the IR-blocking ring of the lens, or reinstall the light-blocking ring to a proper position.

3 Other problems

3.1 I forgot the Device IP.

Solution 1: Find the device IP by quick configuration tool.

Solution 2: If you know the device MAC address, you can set device IP address by modifying
ARP/Ping command. Please refer to <WEB Operation Manual> for more details.

Solution 3: If you are Apple user, you can search the Bonjour server name of WIFI-2MP-BL100 and
log in WIFI-2MP-BL100 by the browser with Bonjour service.

3.2 I failed to log in WEB.

Possible reason: User name and password are not correct, network and power adapter problems.

Solution 1: Please enter correct user name and password.

Solution 2: Check if the network cable is normal and useable, and check if the network configuration is
correct or pull out the network cable plug in again.

Solution 3: Please connect default power adapter.

3.3 I failed to play the downloaded audio and video files.

Possible reason: Player problem.

Solution 1: Please download the company default player from the disc.

Solution 2: Install graphics acceleration software whose version is higher than DX8.1

Solution 3: Use MEDIA PLAYER to play the file which is converted to AVI format, install Div
X503Bundle.exe plug-in.

Solution 4: Winxp operating system needs to install plug-in DivX503Bundle.exe and ffdsho-2004
1012.exe.

3.4 Day/night config switch is invalid.

Possible reason: device system time is not corresponding to computer time.

Solution 1: Single click "Camera setting > Camera property > Configuration file management > Switch
according to time" in the WEB interface, set time period according to the computer time.

Solution 2: Synchronize the device time and current PC time.

3.5 Device is leaking water.

Solution 1: Users dismantled the front cover and rear cover by themselves, which were not installed
properly.

Solution 2: The front cover glass is strongly pressed or crashed.

Solution3: The waterproof plug of rear cover is loose.

3.6 WIFI-2MP-BL100 failed to recognize SD card.

Solution 1: Check if the card slot is loose.

Solution 2: Check if the SD card in the computer is recognizable and there is no abnormality.

3.7 Config info is mismatched with real situation after WIFI-2MP-BL100 working for a while.

Solution 1: refresh the interface.

Solution 2: It is caused due to the modification of WIFI-2MP-BL100 config; it doesn't belong to the
WIFI-2MP-BL100 problem. Users can check what platform manages WIFI-2MP-BL100 or
which device that the rear end is connected to. They can use check the exact reason by
adopting separated checking method. Currently the PSS client and soft decoder can modify
the Baud rate of some WIFI-2MP-BL100, which leads to a situation where the WIFI-2MP-
BL100 is out of control.

3.8 Power adapter is unsteady.

Solution: The high and low temperature environment is from 0℃ to 40℃ for general power adapters,
the power supply will become unsteady if the adapter is beyond this range. Therefore, it is
necessary to change to industrial power adapter.

3.9 SD card failed to store video.

Solution 1: Check if the SD card status is set as read only status, if so; you need to change it to
read/write status.

Solution 2: Check if the SD card can be detected.

Solution 3: Check if the SD card has been damaged.

Solution 4: Check if the SD card is full, if it shows that the residual space is 0, you can format the SD

card by WEB interface or check "Cover" in the "Storage management > Video control >

hard disk full" of the WEB interface.

3.10 I failed to save configuration.

Solution: First restore default device, then reconfigure.