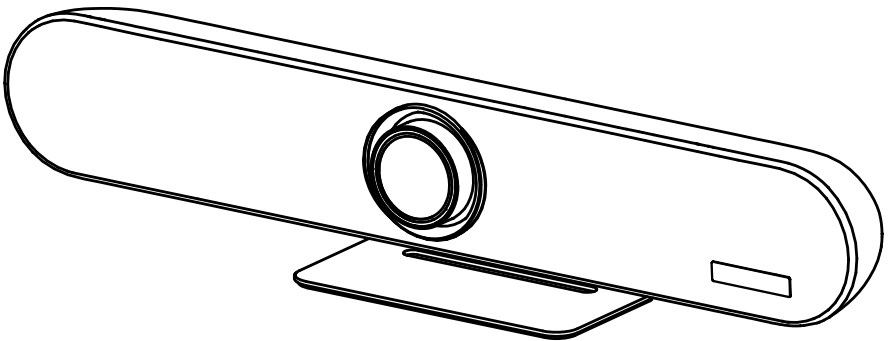




## Prestel 4K-A303UHL

UHD ALL-IN-ONE USB Video Bar



**USER MANUAL**

## Limitation of Liability

This manual does not contain any warranties or implied warranties of any kind. The contents of this manual may be updated at any time without notice.



Operating this equipment in a residential environment may cause radio interference.

## FCC Regulatory Conformance:



This device complies with Part 15 of the FCC Rules. The 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.



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 in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used by the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/television technician for help.



The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. Such modifications could void the user's authority to operate the equipment.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## RF Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance of 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

## EU Regulatory Conformance

RF exposure information: The Maximum Permissible Exposure (MPE) level has been calculated based on a distance of 20cm between the device and the human body. To maintain compliance with RF exposure requirement, use product that maintain a 20cm distance between the device and human body.



Hereby, we declare that the radio equipment is in compliance with Directive 2014/53/EU.

## 5G

The 5150 to 5350 MHz frequency range is restricted to indoor use only in: AT, BE, BG, CH, CY,CZ, DE, DK, EE, EL, ES, FI, FR, HR, HU, IE, IS, IT, LI, LT, LU, LV, MT, NL, NO, PL, PT, RO, SE, SI, SK, TR, UK.

Operation temperature: 0~40°C

Operation frequency (Max power): 2.402-2.480GHz

Bluetooth: 2402-2480 (9dBm)

Wi-Fi:

2412MHz-2472MHz(18dBm)

5180MHz-5240MHz(21dBm)

5745MHz-5850MHz(11dBm)

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## 1 Safety Precautions

- During the installation and operation, all electrical safety regulations of the country and region of use must be strictly observed.
- Please use the 12V 5A power adapter that comes standard with this product.
- Do not connect multiple devices to the same power adapter (exceeding the capacity of the adapter may generate excessive heat or cause fire).
- Do not rotate the camera by hand, otherwise it may cause mechanical failure.
- When installing this product on a wall or ceiling, make sure the device is secure and there are no obstacles within the rotation range. Do not power on until all installations are completed.
- To avoid heat build-up, please keep smooth ventilation around the device.
- If the device smokes, smells, or makes noises, please turn off the power and unplug the power cord immediately, then contact the dealer in time.
- This device is not waterproof, please keep the device dry.
- This product has no user-serviceable parts, damage caused by the user's disassembly is not covered by the warranty.



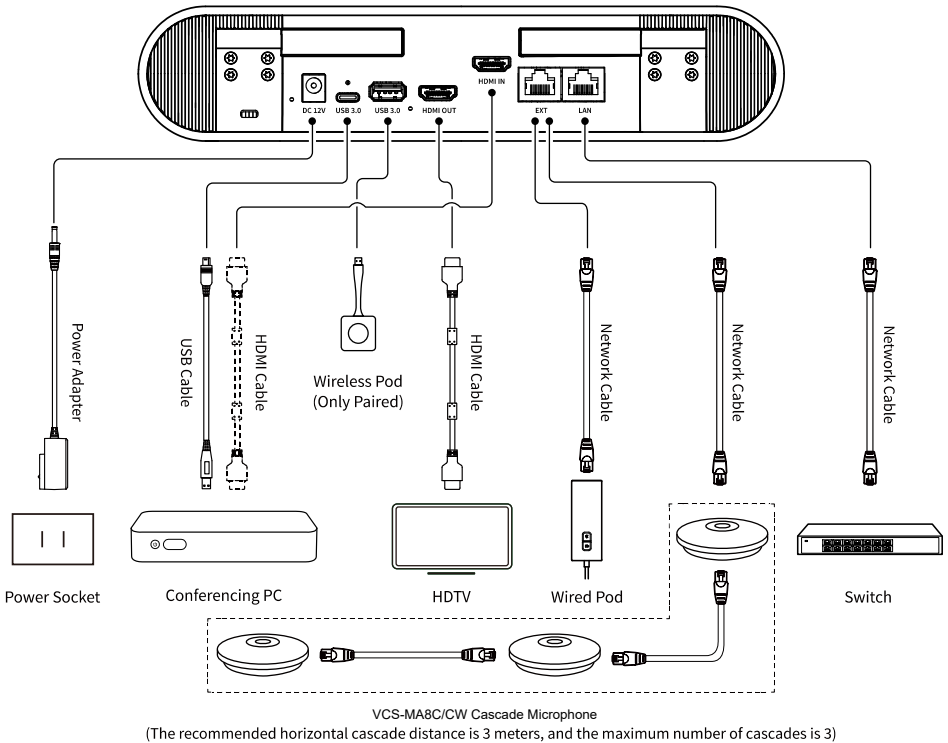
Running this device in a residential environment may cause radio interference.

## 2 Packing List

Name	Quantity
Video Bar	1
Power Adapter	1
Remote Control	1
Wall Mount Bracket (with Screws)	1
USB Cable	1
User Manual QR Code	1

### 3 Connection

The cable connection contains optional configurations and for reference only. Please connect the cables according to actual needs.



**Note**

When the device needs to switch between peripheral mode and BYOM mode, connect the HDMI OUT of the Conference PC to the HDMI IN interface of the Camera. If only using peripheral mode, please ignore this connection.

**Instructions for Wireless Pod:**

Insert the wireless Pod into the USB 3.0 Type-A interface of the Camera, the blue indicator on the Pod will turn on, after approximately 5 seconds, the indicator will switch to red to indicate that the pairing is complete. Remove the Wireless Pod and connect it to the PC to enable the BYOM&BYOD functionality.

**Instructions for Wired Pod:**

**Connect to Presentation Device**

- Connect one end of the network cable to the LAN interface of the BYOM Pod and the other end to the EXT interface of the Presentation Device;

- Or, connect one end of a network cable to the UP interface of the Cascade Microphone and the other end to the EXT interface of the Presentation Device; Connect one end of another network cable to the DOWN interface of the Cascade Microphone and the other end to the LAN interface of the BYOM Pod.

#### **Connect to PC**

- When PC has a full-function USB-C interface (support DP Alt Mode), connect the USB-C cable of BYOM Pod to the USB-C interface of PC to share screen and meetings;
- When PC does not have a USB-C (DP) interface, you can use a HDMI cable to connect the HDMI IN interface of the BYOM Pod to the HDMI OUT interface of the PC to share your screen. Then, connect a USB-A/USB-C cable to the USB interface of PC to enable the meeting sharing.

#### **Pairing**

After connecting the Presentation Device and PC, the BYOM Pod powers on automatically and searches for the paired presentation device (the sharing button light flashes red). When the pairing is successful and the video input source is detected, the sharing button lights solid red.

#### **Screen Sharing**

After successful pairing, short press the sharing button to activate screen sharing mode (the sharing button indicator turns solid blue). Press the sharing button again to deactivate the screen sharing mode.

## **4 About Product**

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### **4.1 Features**

#### **● Applicable Scenarios**

Specifically designed for small and medium-sized meeting rooms, enabling businesses to conduct daily meetings and remote collaboration flexibly, creating a high-definition, intelligent, and convenient remote communication environment to improve communication and decision-making efficiency.

#### **● Customer Value**

Supports peripheral mode and BYOM mode, helping businesses to fully utilize internal meeting spaces. Enables more flexible and efficient meeting initiation while being compatible with various meeting platforms, reducing operational and maintenance costs.

#### **● Integrated Design**

Combines a 20MP ultra-high-definition camera, beamforming array microphone, and full-range speaker into one design, reducing cabling and making video communication effortless.

#### **● 20MP UHD**

Equipped with a 1/1.8-inch, 20MP UHD CMOS sensor, outputs 4K (3840x2160) 30fps ultra high-

definition images for ultra-clear, detailed, and smooth visual experiences.

#### **● Wide Field of View**

The optical lens specially designed for meeting scenarios, with a 120° wide field of view (110° horizontal field of view), 5x digital zoom, and an integrated motorized pan-tilt (with a motion range of ±15° in both horizontal and vertical directions), covering a wider meeting space.

#### **● Group Framing**

Equipped with a frame selection AI algorithm, it can recognize the number and position of participants, automatically adjust the angle and zoom to achieve the best composition, ensuring that all participants are within the frame.

#### **● Speaker Framing**

Equipped with a high-precision sound source localization AI algorithm, it can detect the direction of sound and synchronize with EPTZ, automatically displaying a clear close-up of the speaker, switching between different speakers in real time, and ensuring that the active speaker is always in the frame.

- **Smart Gallery**

Equipped with facial and body shape recognition AI algorithms, automatically present close-up shots of multiple participants and dynamically adjusts the layout of the screen, allowing all participant to equally engage in the meeting and experience the sense of face-to-face communication.

- **Wired and Wireless BYOM**

The user's own laptop, paired with both wired and wireless screen sharing devices, can instantly stream high-quality video and audio for local meetings, and the laptop screen can be shared to display devices with a single click, offering quick and easy operation, and seamless compatibility with various meeting platforms.

- **Dual-Mode Automatic Switching**

Equipped with an HDMI IN interface, support automatic switching between peripheral mode and BYOM mode, adapting to a wider range of meeting scenarios.

- **6-Meter Audio Pickup Range**

Built-in 4 beamforming (BF) microphone arrays, the effective pickup range is 6 meters. The low-distortion lateral beamforming algorithm directs the microphones directly to the speaker, ensuring clear and natural audio.

- **Cascading Audio Pickup**

Equipped with a PoE power supply multi-purpose expansion interface, supports cascading 3 array microphones, providing even coverage for larger meeting spaces.

- **Full-Frequency Professional Sound**

Built-in full-range high-fidelity speakers with a professional acoustic design, delivering clear, rich, and true sound reproduction.

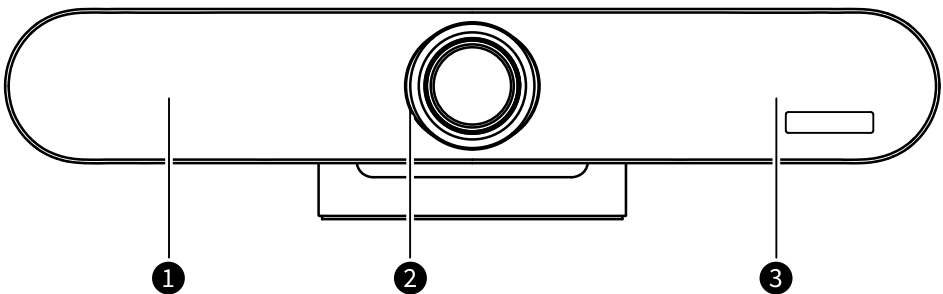
- **Intelligent Audio Algorithm**

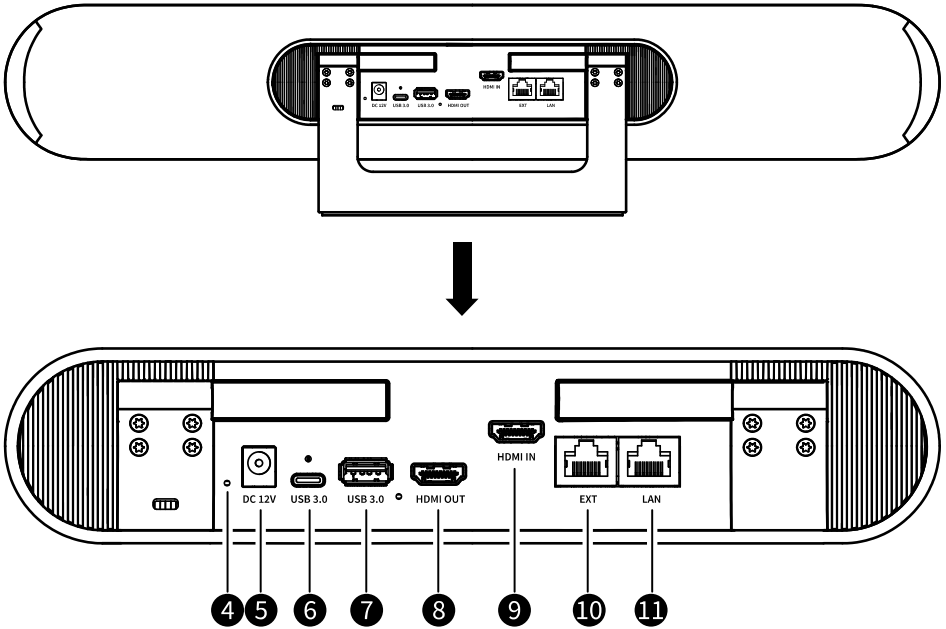
Equipped with intelligent audio 3A algorithms (AEC/AGC/ANS) powered by deep learning, effectively eliminates environmental noise, reverberation, and background noise in the meeting room. Suppresses echo and remains the speech quality consistent regardless of the distance, providing a high-quality full-duplex conversation experience.

- **Easy Deployment**

Supports multiple installation options, including desktop placement, wall mounting, and TV/monitor mounting. Supports USB plug-and-play, making device deployment flexible and easy.

## 4.2 Appearance

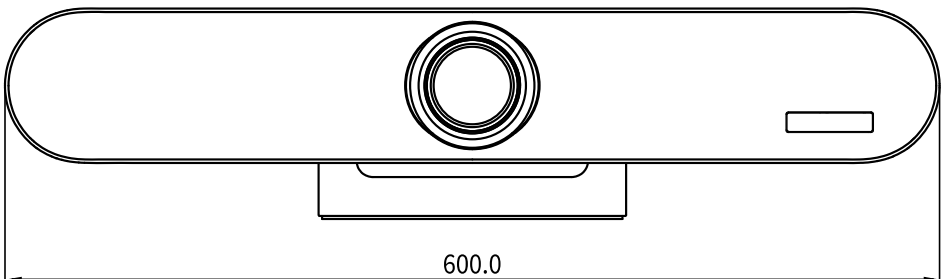


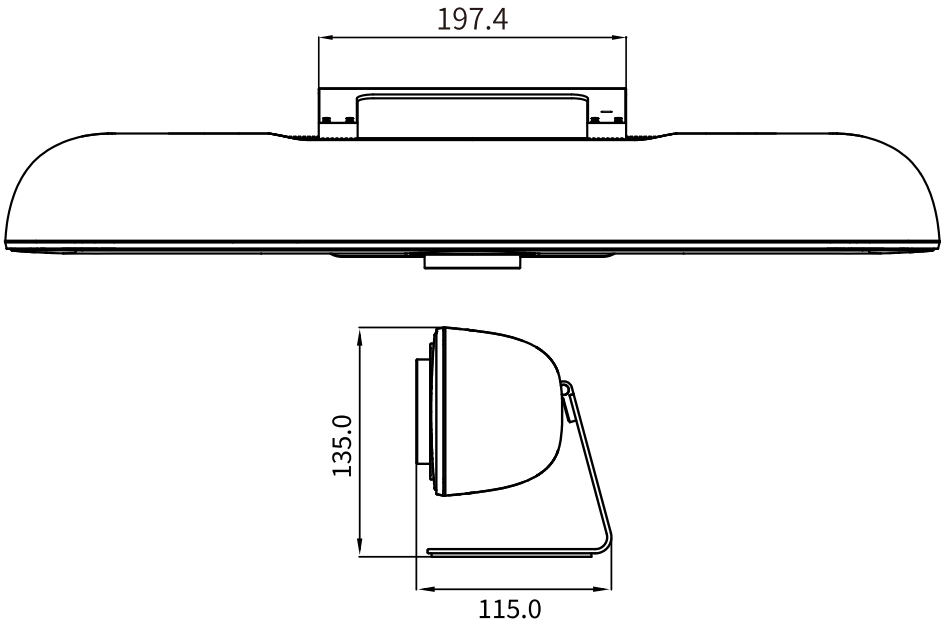


No.	Name	No.	Name
1	Loudspeaker	7	USB 3.0 Type-A Interface
2	Status Indicator	8	HDMI OUT Interface
3	Microphone Array	9	HDMI IN Interface
4	Burning Port	10	EXT Interface
5	DC 12V Interface	11	LAN Interface
6	USB 3.0 Type-C Interface	-	-

**4.3 Dimension**

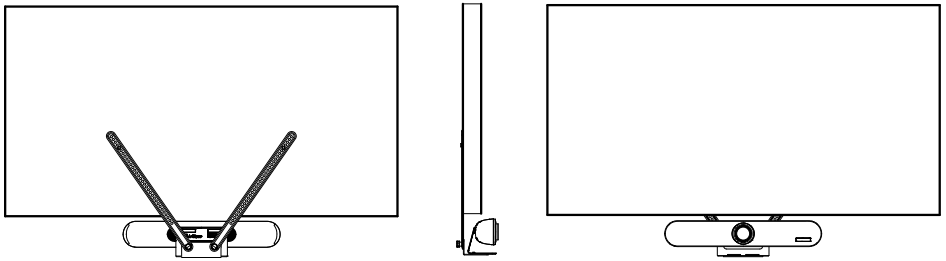
Unit: mm



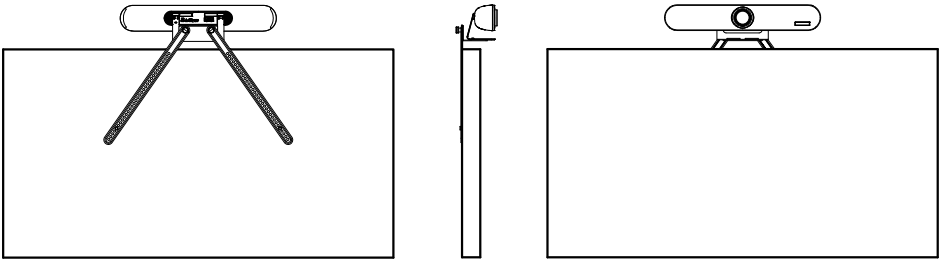


#### 4.4 Installation

##### 4.4.1 TV Mounting



Bottom Installation



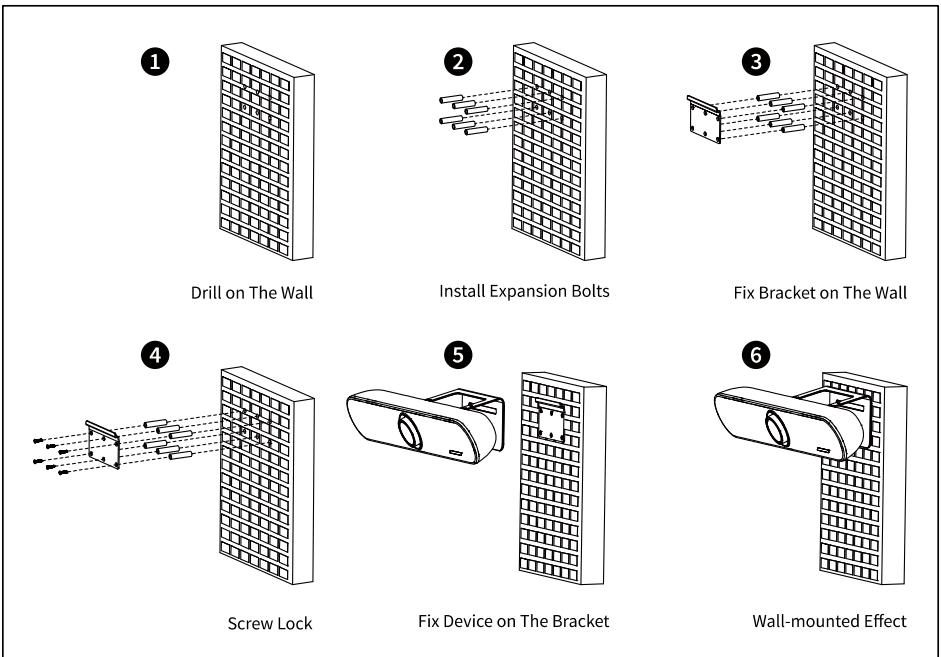
Top Installation



Note

The monitor mounting bracket is not included and needs to be purchased separately.

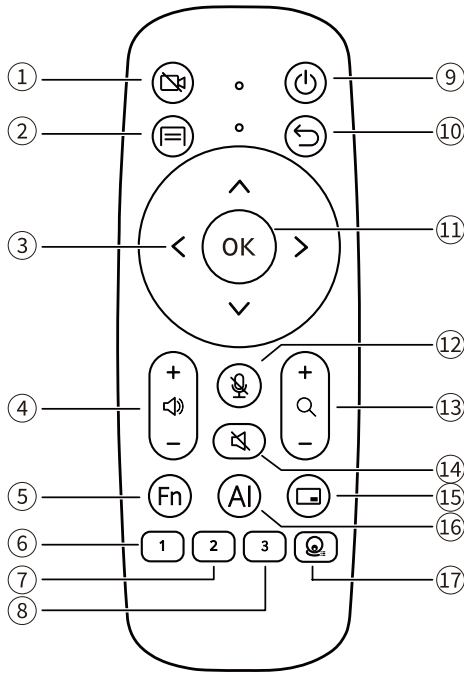
#### 4.4.2 Wall Mounting



Note

The installation diagram is for reference only. Please refer to actual product for the installation of accessories.

### 4.5 Remote Control



Key Description
<b>1. Camera On/Off Key</b> Turn On/Off the Camera
<b>2. Menu Key</b> Enter/Exit the OSD menu
<b>3. Direction Keys</b> <ul style="list-style-type: none"> <li>● Menu mode: Select and set the menu</li> <li>● Non menu mode: Turn the camera's EPTZ to Up/Down/Left/Right direction</li> </ul>
<b>4. Volume +/- Keys</b> Press to increase or decrease the volume
<b>5. Fn Key (Custom Function Key)</b> Reserved, supported after future software upgrades
<b>6. Preset 1 Key</b> Press to call preset 1
<b>7. Preset 2 Key</b> Press to call preset 2
<b>8. Preset 3 Key</b> Press to call preset 3

<b>9. Standby Key</b> Enter/Exit the standby mode
<b>10. Return Key</b> <ul style="list-style-type: none"> <li>● Menu mode: Return to the previous menu</li> <li>● Tracking mode: Exit the tracking mode</li> </ul>
<b>11. OK Key</b> Confirm selection
<b>12. Microphone Mute Key</b> Turn On/Off the Microphone
<b>13. Zoom Keys</b> Zoom in [+]; Zoom out [-]
<b>14. Speaker Mute Key</b> Turn On/Off the Speaker
<b>15. Layout Switch Key</b> Press repeatedly to switch the screen layout
<b>16. AI Key</b> Press repeatedly to select and enable Smart Gallery, Speaker Framing, Group Framing or close the tracking function
<b>17. Preset Key</b> Successively press [Preset] + Number key (1-3) to set the preset position

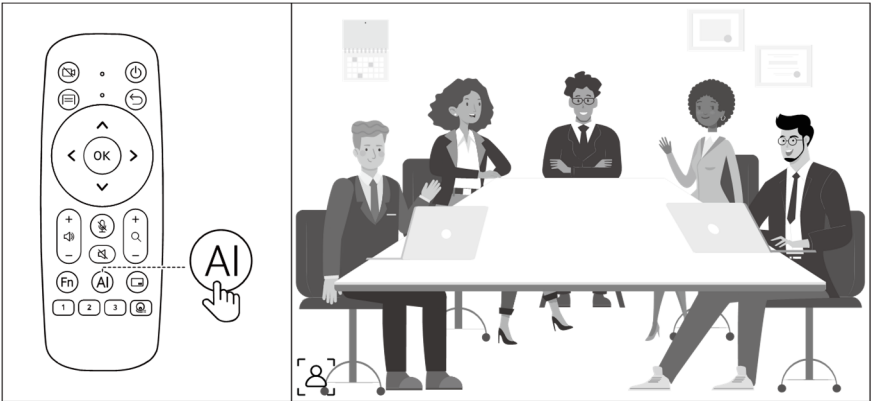
## 5 AI Tracking

Camera supports Smart Gallery, Speaker Framing and Group Framing tracking functions.

### 5.1 Speaker Framing

➤ **Operation**

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Speaker Framing function, the “AI” icon will display in the lower-left corner of the screen.




**Step 2** When the participant speaks, the camera will automatically lock the speaker's position and give a close-up image based on the sound source.

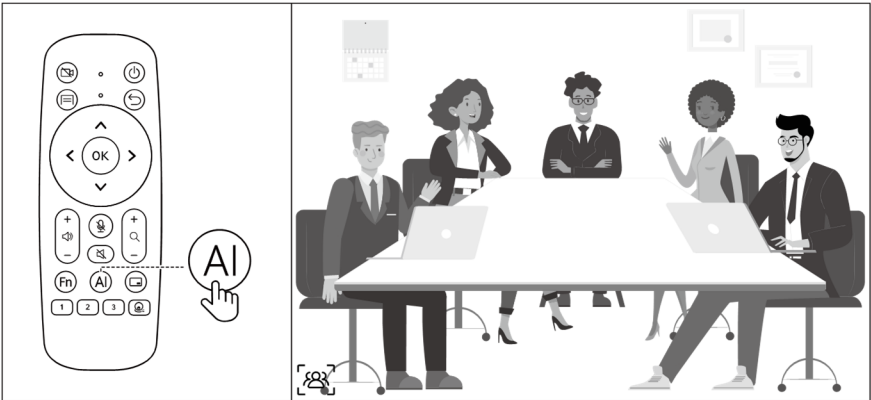


**Step 3** Press the [↵] key on the remote control to exit the tracking mode.

## 5.2 Group Framing


### > Operation

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Group Framing function, the “” icon will display in the lower-left corner of the screen.




**Step 2** When the participant moves, the camera will automatically adjust the image for the best composition using facial recognition.

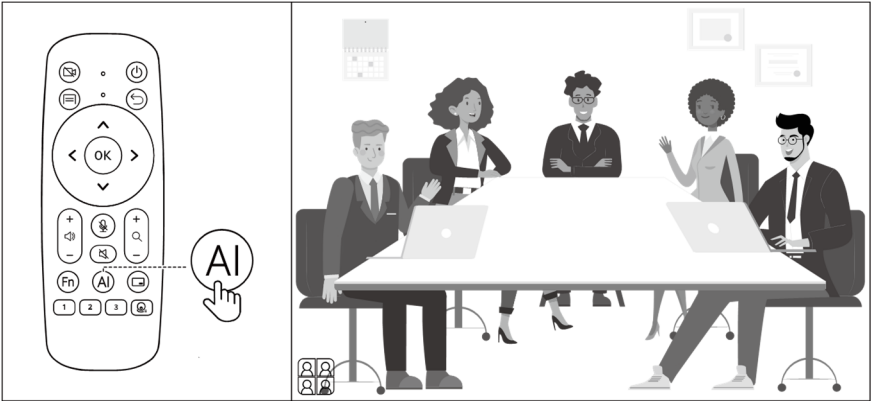


**Step 3** Press the [] key on the remote control to exit the tracking mode.

## 5.3 Smart Gallery

### > Operation

**Step 1** Press the [AI] key on the remote control repeatedly to select and enable the Smart Gallery function, the “” icon will display in the lower-left corner of the screen.



**Step 2** The meeting layout will change according to the number of participants, and the close-up images of participants will be extracted and arranged intelligently (refer to the below figure for specific layouts).

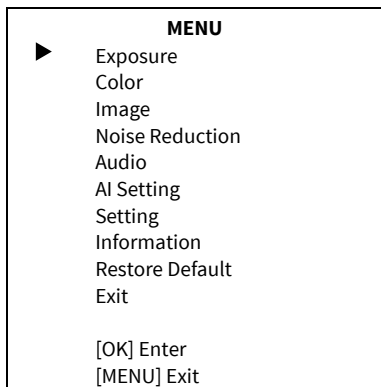


**Step 3** Press the [↶] key on the remote control to exit the tracking mode.

## 6 GUI Settings

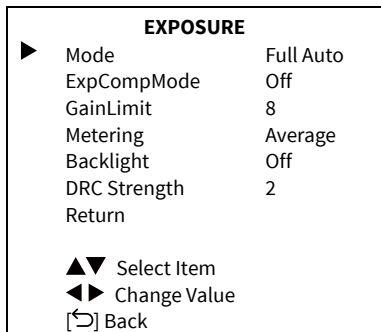
### 6.1 MENU

Press the [MENU] key to display the main menu. Use the arrow key to move the cursor to the desired item and press the [OK] key to confirm to enter the sub-menu.



### 6.2 EXPOSURE

Move the cursor in the main menu to select “Exposure” and press the [OK] key to enter the Exposure interface.



**Mode:** Full Auto, Manual, SAE, Bright.

**ExpCompMode** (Exposure Compensation Mode): On, Off (Effective in Full Auto mode).

**ExpComp** (Exposure Compensation Value): -7~7 (Effective in ExpCompMode On).

**GainLimit:** 0~15 (Effective in Full Auto, Bright mode).

**Metering:** Average, Center, Bottom, Top (Effective in Full Auto, Bright mode).

**Backlight:** On, Off (Effective in Full Auto mode).

**Shutter:** 1/30s, 1/60s, 1/90s, 1/100s, 1/125s, 1/200s, 1/250s, 1/350s, 1/500s, 1/725s, 1/1000s, 1/1500s, 1/2000s, 1/3000s, 1/4000s, 1/6000s, 1/10000s (Effective in Manual, SAE mode).

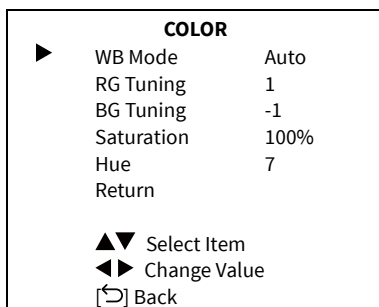
**Gain:** 0~7 (Effective in Manual mode).

**Bright:** 0~17 (Effective in Bright mode).

**DRC Strength:** 0~8.

### 6.3 COLOR

Move the cursor in the main menu to select “Color” and press the [OK] key to enter the Color interface.



**WB-Mode** (White Balance Mode): Auto, One Push, Manual, VAR.

**RG Tuning** (Red Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**BG Tuning** (Blue Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**Red Gain:** 0~255 (Effective in Manual mode).

**Blue Gain:** 0~255 (Effective in Manual mode).

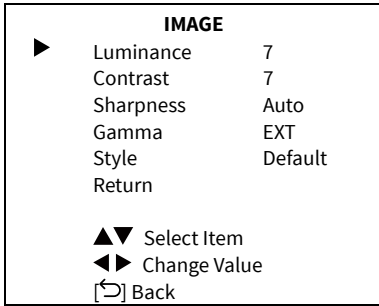
**ColorTemp:** 2500K~8000K (Effective in VAR mode).

**Saturation:** 60%~200%.

**Hue:** 0~14.

### 6.4 IMAGE

Move the cursor in the main menu to select “Image” and press the [OK] key to enter the Image interface.



**Luminance:** 0~14.

**Contrast:** 0~14.

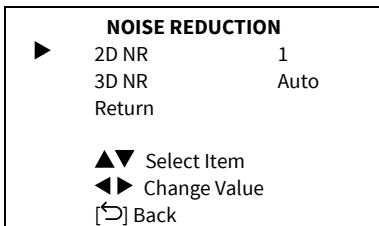
**Sharpness:** Auto, 0~15.

**Gamma:** EXT, Default, 0.45, 0.5, 0.56, 0.63.

**Style:** Default.

### 6.5 NOISE REDUCTION

Move the cursor in the main menu to select “Noise Reduction” and press the [OK] key to enter the Noise Reduction interface.

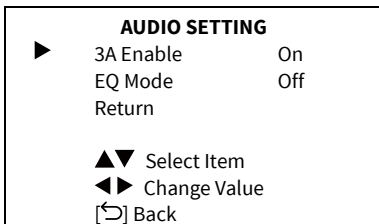


**2D NR** (2D Noise Reduction): Off, Auto, 1~5.

**3D NR** (3D Noise Reduction): Off, Auto, 1~8.

### 6.6 AUDIO

Move the cursor in the main menu to select “Audio” and press the [OK] key to enter the Audio Setting interface.

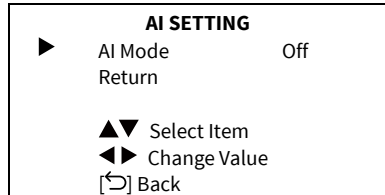


**3A Enable:** On, Off.

**EQ Mode:** On, Off.

### 6.7 AI SETTING

Move the cursor in the main menu to select “AI Setting” and press the [OK] key to enter the AI Setting interface.

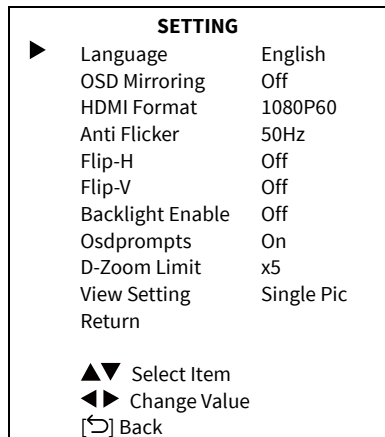


**AI Mode:** Off, Smart Gallery, Speaker Framing, Group Framing.

**Tracking Effect:** Instantaneous, Smooth (Effective in Speaker Framing mode).

### 6.8 SETTING

Move the cursor in the main menu to select “Setting” and press the [OK] key to enter the Setting interface.



**Language** (Set the OSD interface language): English, 中文, Français.

**OSD Mirroring** (Set the horizontal mirroring of OSD menu display): On, Off.

**HDMI Format** (Switch the output resolution of HDMI OUT): 4KP30, 1080P60, 1080P50, 1080P30.

**Anti Flicker:** Off, 50Hz, 60Hz.

**Flip-H** (Set the output screen to flip horizontally): On, Off.

**Flip-V** (Set the output screen to flip vertically):

On, Off.

**Backlight Enable** (Select whether to allow backlight settings via UVC): On, Off (restart takes effect).

**Osdprompts** (When OSD prompt is set to “On”, the interface displays prompts related to functions such as setting/calling preset, etc.): On, Off.

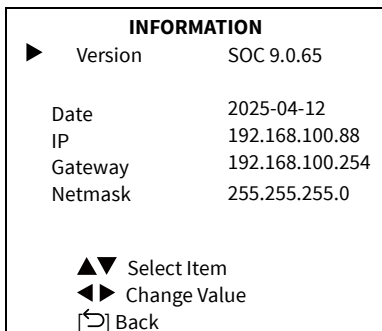
**D-Zoom Limit:** Off, x2, x3, x4, x5, x8.

**View Setting** (Switch the output screen layout):

Single Pic, Pic-in-pic1, Pic-in-pic2.

### 6.9 INFORMATION

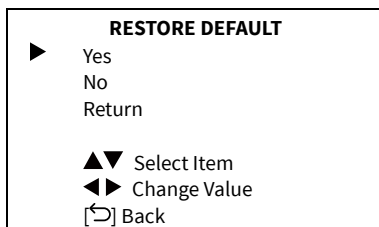
Move the cursor in the main menu to select “Information” and press the [OK] key to confirm to enter the Information interface to check the device information.



The above information is only for reference, please refer to the real product for the actual specifications.

### 6.10 RESTORE DEFAULT

Move the cursor in the main menu to select “Restore Default” and press the [OK] key to enter the Restore Default interface.



**Restore Default:** Yes, No.



When selecting “Yes” and confirming with the [OK] key, all parameters will be restored to default.

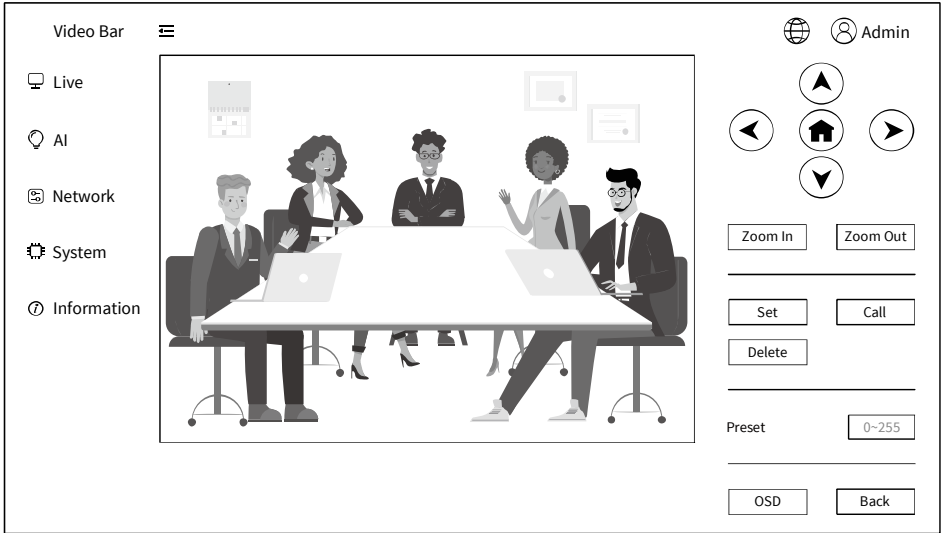


GUI menu and device information are subject to change without notice.

## 7 WEB Settings

### 7.1 Access Camera

Access the camera’s IP address in the browser (default: 192.168.100.88) to pop up the login window, input the username (default: admin) and password (default: admin) and click the “Submit” to enter the WEB page as below:



### 7.2 Control Camera

#### A. Video Display Window

The video display window matches the video resolution, the larger the resolution, the larger the window. Double click the display window to enter or exit the full-screen mode.

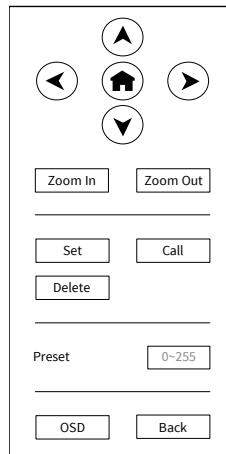
The status bar is located below the display window is shown as below:



⏸ Pause button

⏏ Full screen button

#### B. PTZ



### Pan and Tilt Control

Click the arrow buttons to turn PTZ to up, down, left and right, click the HOME button to return it to the middle position.

### Zoom

Zoom In/Zoom Out camera lens.

### Presets

Use the arrow button to turn the PTZ to the desired position, enter a preset number (0~255) in the preset box and click the "Set" button to save. When the PTZ turn to another position, enter the preset number and click the "Call" button to return the PTZ to the preset position. Click the "Delete" button to clear the saved presets.

### OSD

Click the "OSD" button, the on-screen menu will appear in the upper-left corner of the video display window. Use the up and down arrow buttons to select the menu, click the HOME button to confirm and enter the sub-menu, and use the left and right arrow buttons to change the sub-menu parameters. After making changes, click the 'Back' button to save the settings and return to the previous menu.

#### C. Language

Click the "🌐" button to display the language box, select "中文" or "English" to change the language of the webpage.

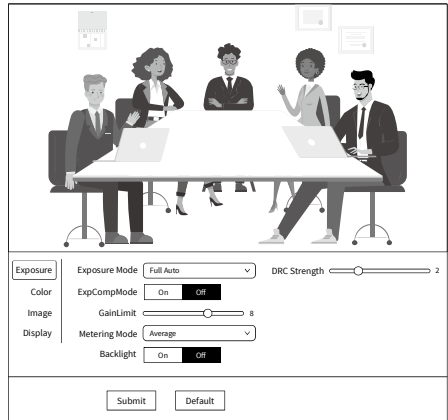
#### D. Admin

**Home:** Return to the home page of the WEB.

**Logout:** Exit to the WEB login page.

### 7.3 Live

#### 7.3.1 Exposure



**Mode:** Full Auto, Manual, SAE, Bright.

**ExpCompMode** (Exposure Compensation Mode): On, Off (Effective in Full Auto mode).

**ExpComp** (Exposure Compensation Value): -7~7 (Effective in ExpCompMode On).

**GainLimit:** 0~15 (Effective in Full Auto, Bright mode).

**Metering Mode:** Average, Center, Bottom, Top (Effective in Full Auto, Bright mode).

**Backlight:** On, Off (Effective in Full Auto mode).

**Shutter:** 1/30s, 1/60s, 1/90s, 1/100s, 1/125s, 1/200s, 1/250s, 1/350s, 1/500s, 1/725s, 1/1000s, 1/1500s, 1/2000s, 1/3000s, 1/4000s, 1/6000s, 1/10000s (Effective in Manual, SAE mode).

**Gain:** 0~7 (Effective in Manual mode).

**Bright:** 0~17 (Effective in Bright mode).

**DRC Strength:** 0~8.

7.3.2 Color



Exposure WB Mode Auto

Color RG Tuning 1

Image BG Tuning -1

Display Saturation 100%

Hue 7

**WB-Mode** (White Balance Mode): Auto, One Push, Manual, VAR.

**RG Tuning** (Red Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**BG Tuning** (Blue Gain Tuning): -10~10 (Effective in Auto, One Push, VAR mode).

**R-Gain:** 0~255 (Effective in Manual mode).


**B-Gain:** 0~255 (Effective in Manual mode).

**ColorTemp:** 2500K~8000K (Effective in VAR mode).

**Saturation:** 60%~200%.

**Hue:** 0~14.

7.3.3 Image



Exposure Style Default

Color Luminance 7

Image Contrast 7

Display Sharpness Auto

Gamma EXT

2D NR 1

3D NR Auto

**Style:** Default.

**Luminance:** 0~14.

**Contrast:** 0~14.

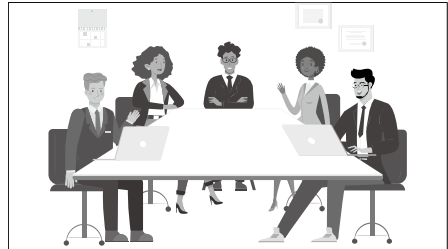
**Sharpness:** Auto, 0~15.

**Gamma:** Default, 0.45, 0.5, 0.56, 0.63, EXT.

**2D NR** (2D Noise Reduction): Off, Auto, 1~5.

**3D NR** (3D Noise Reduction): Off, Auto, 1~8.

7.3.4 Display



Exposure OSD Mirroring On Off View Setting Single Pic

Color Flip-H On Off

Image Flip-V On Off

Display HDMI Format 1080P60

Osdprompts On Off

**OSD Mirroring:** On, Off.

**Flip-H:** On, Off.


**Flip-V:** On, Off.

**HDMI Format:** 4KP30, 1080P60, 1080P50, 1080P30.

**Osdprompts:** On, Off.

**View Setting:** Single Pic, Pic-in-pic1, Pic-in-pic2.

7.4 AI



Set AI Mode Off

**AI Mode:** Off, Smart Gallery, Speaker Framing, Group Framing.

**Response Speed:** Low, Median, Fast (Effective in Speaker Framing mode).

## 7.5 Network

### 7.5.1 Lan

The default IP address of Lan is 192.168.100.88. The MAC address cannot be changed.

### 7.5.2 EXT

The default IP address of EXT is 192.168.110.88. The MAC address cannot be changed.

### 7.5.3 WIFI

Channel	Frequency	Signal	WIFI SSID
36	5.18GHz	-35dbm strong	FQ Office
40	5.18GHz	-40dbm strong	Test
44	5.22GHz	-50dbm medium	Meeting Room
44	5.22GHz	-70dbm medium	Image Test
48	5.22GHz	-75dbm weak	Hardware
153	5.18GHz	-90dbm weak	ME SS2025
161	5.18GHz	-95dbm weak	Guest

**WIFI SSID:** Display the current WIFI name.

**Current Channel:** Display the current channel value.

**Current Frequency:** Display the current frequency value.

**Current Signal:** Display the current signal value.

**WIFI List:** Click “Refresh” button to refresh the WIFI hotspot.

**Channel Setting:** Auto, 36, 40, 44, 48,153, 161.



Note

- The WIFI SSID, Current Channel, Current Frequency, Current Signal cannot be changed.
- When the Current Signal is 0dBm, it indicates that no other devices are connected to this device via the hotspot.

## 7.6 System

### 7.6.1 Initialize

### Reboot

Click the “Reboot” button to pop up “Please press OK to reboot the camera.” prompt box, select “OK” to restart the system.

### Factory Default

Click the “Factory Default” button to pop up “Would you like to restart and restore factory settings?” prompt box, select “OK” to restore the factory settings.

### 7.6.2 User

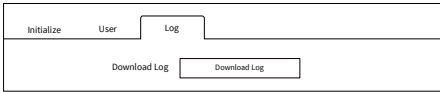
### User Management

Change the user's login password (Only letters, numbers and symbols +-\*/^\$&\_, are supported).

### Guest Management

Change the guest’s login password (Only letters, numbers and symbols +-\*/^\$&\_., are supported).

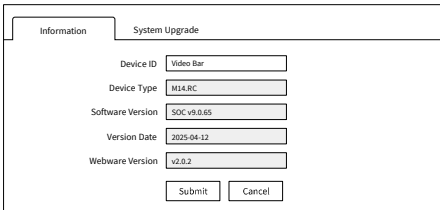
#### 7.6.3 Log



Click the “Download Log” button to download the logs to the local device for system issue troubleshooting.

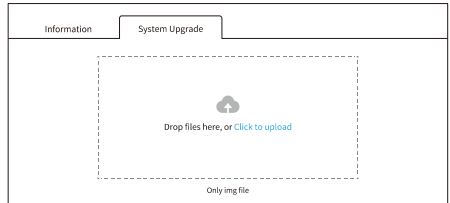
### 7.7 Information

#### 7.7.1 Information



Displays the current camera’s Device ID, Device Type, Software Version, Version Date, and Webware Version.

#### 7.7.2 System Upgrade



Camera supports online upgrades. Drag the upgrade package into the system upgrade box, or click “Click to upload” to select the upgrade package and follow the on-screen instructions to upgrade the system.



**Note**  
WEB interface and device information are subject to change without notice.

## 8 Troubleshooting

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### Image

- The monitor shows no image.
  - 1) Ensure that the camera power supply is connected, the voltage is normal, and the power indicator is always on.
  - 2) Turn off the power switch to check that the camera is self-testing.
  - 3) Ensure the cable of the video platform and TV is in the correct connection.
- Image jitters after the camera is connected correctly.
  - 1) Ensure that the camera installation is in a stable position.
  - 2) Check if any vibrating machinery or object is near the camera.
- There is no video image in browser.

IE browser and IE core browser are not supported, the camera video image will be displayed correctly when using Google, Firefox, Edge, etc.

- Unable to access through the browser.
  - 1) Use a PC to connect to the network to test whether the network access is functional. Eliminate network faults that may be caused by cable faults and viruses until the PC and the camera can pass the Ping test.
  - 2) Disconnect the network, connect the camera with the PC separately and reset the PC's IP address if necessary.
  - 3) Ensure that the IP address, subnet mask and gateway settings are correct.
  - 4) Check if the MAC address conflicts.
  - 5) Check if the web port is modified. The default setting is 80.
- Forget the IP address or login password.

The default IP address is: 192.168.100.88; the default username and password are: admin (After changing the password, please log in with the new password).

### Control

- Remote control malfunctioning.
  - 1) Check and replace with new batteries.
  - 2) Ensure that the camera working mode is correct.