Network Camera Web 3.0

FAQ Manual

ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD. V1.0.0

Foreword

General

This manual provides the solutions to network camera problems during daily use.

Attention

This manual is for reference only. Not all the camera problems are included.

- You can contact us for any unknown problems, and we will add them into the manual to perfect it.
- You can contact your local retailer or after-sale engineer directly for more help.

Safety Instructions

The following signal words might appear in the manual.

Signal Words	Meaning
DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, reductions in performance, or unpredictable results.
TIPS	Provides methods to help you solve a problem or save time.
NOTE	Provides additional information as a supplement to the text.

Revision History

Version	Revision Content	Release Time
V1.0.0	First release.	April 2025

About the Manual

- The manual is for reference only. Slight differences might be found between the manual and the product.
- We are not liable for losses incurred due to operating the product in ways that are not in compliance with the manual.
- The manual will be updated according to the latest laws and regulations of related jurisdictions. For detailed information, see the paper user's manual, use our CD-ROM, scan the QR code or visit our official website. The manual is for reference only. Slight differences might be found between the electronic version and the paper version.

- All designs and software are subject to change without prior written notice. Product updates might result in some differences appearing between the actual product and the manual. Please contact customer service for the latest program and supplementary documentation.
- There might be errors in the print or deviations in the description of the functions, operations and technical data. If there is any doubt or dispute, we reserve the right of final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and company names in the manual are properties of their respective owners.
- Please visit our website, contact the supplier or customer service if any problems occur while using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Table of Contents

Foreword I
1 Hardware Problems 1
1.1 Doing waterproof to cable joints 1
1.2 The camera does not boot up under PoE 4
1.3 There is moisture inside the camera 4
1.4 There is moisture on the surface of the camera dome or lens 5
1.5 The lens cannot be zoomed 5
1.6 The audio has echo, feedback, or noise 6
1.7 The alarm-out device is not functioning properly (no response) 6
1.8 The alarm-out device is not functioning properly (constantly triggered) 6
1.9 The alarm-in device is not functioning properly (no response) 7
1.10 The alarm-in device is not functioning properly (constantly triggered) 7
1.11 The camera automatically restarts 7
2 Image Problems 9
2.1 The image is overexposed 9
2.2 The image is too dark 10
2.3 Moving objects have motion blur in the images 11
2.4 The image edges are noticeably distorted 12
2.5 The image has flickering stripes 12
2.6 Overexposure of license plates in black and white images at night 13
2.7 The image is shaking 14
2.8 The image is partially or fully displaying pink, red, or purple colors 14
2.9 The mode switching in Day/Night does not function correctly 15
2.10 The image of a zoomed varifocal camera appears blurry and out of focus 17
2.11 The image has color distortion 18
2.12 The image has high noise 18
2.13 The image is blurry and unclear (due to factors such as stream and image parameters) 19
2.14 The image goes blank (the camera does not restart, and there is still OSD and video streaming) 20
2.15 The image goes blank (the camera will restart) 21
2.16 In the infrared mode, the image appears hazy or exhibits overexposure 21
3 Network Problems 23
3.1 The camera is offline from the 4G/5G network 23
3.2 The camera is offline from the P2P server 24
3.3 Unable to find the camera in ConfigTool 25
3.4 Unable to find the hotspot during initialization pairing using Wi-Fi 26
4 Web Problems 27
4.1 RTMP cannot push streams to the server 27

4.2 Unable to connect to third-party platforms or devices by ONVIF..... 27
4.3 Unable to access the WEB or login failed, prompt "Login Failed."..... 28
4.4 Access the webpage, prompts "Fail to start camera. Fix it by ConfigTool."..... 28
4.5 Unable to enter username and password on the login page..... 29
4.6 The account is locked and cannot be logged in..... 29
4.7 The webpage is abnormal, such as layout issues or loading failures..... 30
4.8 Unable to find the functions on the webpage..... 31
4.9 The live page is continuously loading, or it frequently switches to the sub stream..... 31
4.10 "Limited resources. Failed to play videos!" is displayed..... 32
4.11 When DST is enabled, the time on the camera and NVR differs..... 33
4.12 After the camera restarts, the time resets to the year 2000..... 33
4.13 The camera time has been modified or is constantly changing..... 34
4.14 Failed to import and export configuration files between cameras supporting AcuPick..... 34
4.15 The configuration file exported from one camera cannot be imported into another camera..... 35
4.16 Some log information could not be found..... 35
4.17 The camera has audio encoding enabled, but the video has no sound..... 35
4.18 The camera does not record..... 36
4.19 The network storage test failed..... 37
4.20 The camera information page shows that " Algorithm authorization expired, please update license"..... 38
4.21 The camera information page shows that "Algorithm version does not match, please update firmware.bin"..... 39
5 PTZ Problems..... 40
5.1 The PTZ is in auto rotation or cannot be controlled..... 40
5.2 The PTZ cannot be rotated, and the OSD indicates that " It is recommended to stop PTZ action."..... 40
5.3 After restarting the camera, the PTZ preset is offset..... 41
5.4 The PTZ idle motion is not working..... 42
5.5 The PTZ function is delayed and stuck during rotation..... 42
6 Other Problems..... 43
6.1 Failed initialization..... 43
6.2 Forgot password..... 43
6.3 Failed to see the videos or failed to decode on the non-camera's webpage..... 44
6.4 Failed to find the camera on the cloud managed switch..... 44
6.5 Failed to reset the password in ConfigTool..... 44
6.6 The camera failed to upgrade..... 45
6.7 In intelligent dual-light mode, the white light is also illuminated when there are no moving objects..... 45
6.8 Unable to play the recorded videos on the camera..... 45
6.9 Unable to receive snapshots or missing some snapshots..... 46

1 Hardware Problems

1.1 Doing waterproof to cable joints

Make sure to do waterproof to all the cable joints with insulating tape and waterproof tape to avoid short circuit and water damage.

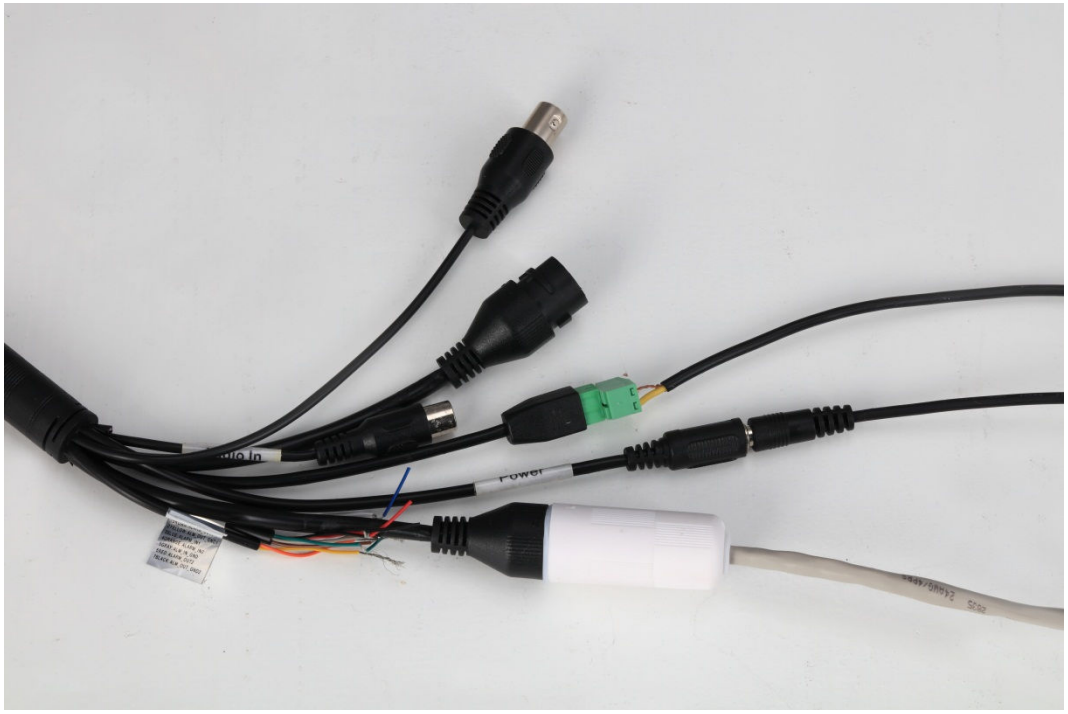
Background Information

The following figures are for reference only, and the actual product shall prevail.

Procedure

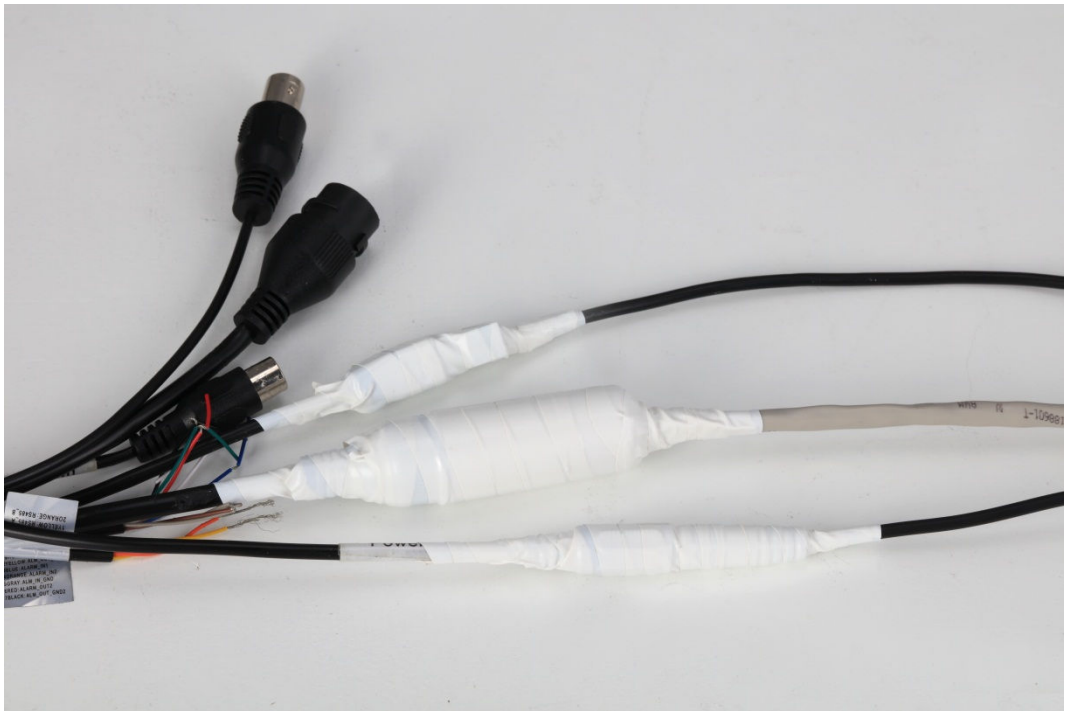
Step 1 Connect cables.

Figure 1-1 Connecting cables



Step 2 Do insulation for the connected cables with insulating tape.

Figure 1-2 Doing insulation

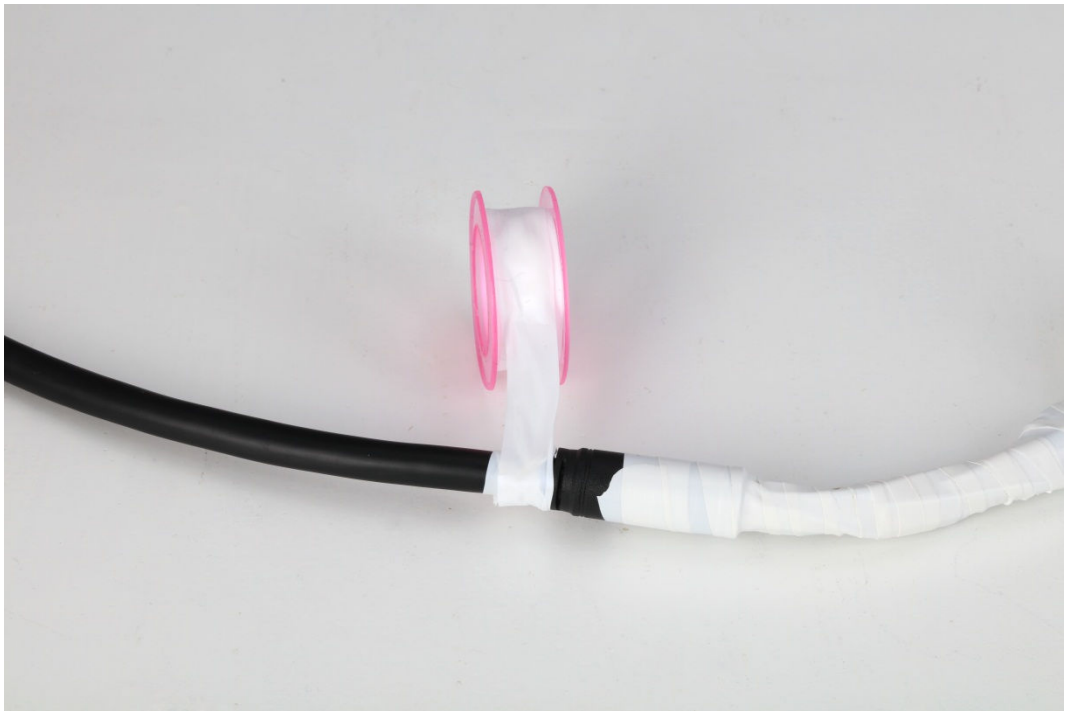


Step 3 Cover all the exposed parts with insulating tape.

Figure 1-3 Covering exposed parts

Step 4 Select the starting point for taping the waterproof tape.

Figure 1-4 Doing waterproof (1)



Step 5 Do waterproof to all the exposed parts.

Figure 1-5 Doing waterproof (2)

1.2 The camera does not boot up under PoE

Possible Causes

- The network cable is broken.
- PoE handshake failed.
- The PoE board is damaged (the camera works normally when powered by non-PoE).

Solutions

- Replace the network cable; we recommend you use a cable no longer than 100 meters. If the length exceeds this, enable long-distance mode on the switch.
- Check if the switch is functioning properly, such as whether it has exceeded the PoE load limit, and verify if the switch's PoE standard and power output meet the camera's requirements. Replace the switch if necessary.
- If repairs are needed, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

1.3 There is moisture inside the camera

Figure 1-6 Moisture inside the camera

Possible Causes

- The desiccant has failed.
- The camera is not assembled properly or has taken in water, leading to reduced airtightness.

Solutions

- Ensure that waterproof measures, such as rubber rings, are used at openings like the SD card slot.
- If the desiccant has failed or the camera has taken in water, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

1.4 There is moisture on the surface of the camera dome or lens

Figure 1-7 Moisture on the surface

Possible Causes

In a low-temperature and high-humidity environment, the heat generated by the camera causes condensation.

Solutions

- Turn on the heater of the camera until the moisture disappears.
- Change the installation environment to avoid high humidity.

1.5 The lens cannot be zoomed

Possible Causes

- The camera does not support automatic electric zoom, for example, the lens of the box camera is manually zoomed and cannot zoom electrically.
- The lens focusing component is damaged.

Solutions

- Confirm whether the camera supports electric zoom. If it is a manually zoomed device, please adjust the focus manually.
- If the lens focusing part is damaged, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

1.6 The audio has echo, feedback, or noise

Possible Causes

- The pickup is too close to the sound source, causing the sound to be too loud.
- Audio noise reduction is not enabled.

Solutions

- Lower the volume of the sound source, or move the sound source further away.
- Enable audio noise reduction.

1.7 The alarm-out device is not functioning properly (no response)

Possible Causes

- Wiring errors.
- The alarm-out device is not powered independently.
- The alarm output of the camera only supports **NO** mode, but the connected alarm-out device is in **NC** mode.

Solutions

- Confirm that the alarm output cable is connected correctly. For details, refer to the camera quick start guide.
- The alarm output of most cameras can only provide switching signals and cannot supply the power. For alarm-out devices that require a certain amount of power, they need to be powered independently.
- Replace with a **NO** mode alarm-out device.

1.8 The alarm-out device is not functioning properly (constantly triggered)

Possible Causes

- Wiring errors.
- Constantly triggering events.

Solutions

- Confirm that the alarm output cable is connected correctly. For details, refer to the camera quick start guide.
- Check whether the event settings are reasonable.

1.9 The alarm-in device is not functioning properly (no response)

Possible Causes

- Wiring errors.
- The alarm-in device is not powered independently.
- Sensor type of the alarm-in device is set incorrectly

Solutions

- Confirm that the alarm input cable is connected correctly. For details, refer to the camera quick start guide.
- The alarm-in device needs to be powered independently.
- Log in to the webpage, select **Setting** > **Event** > **Alarm**, and confirm whether the sensor type is set correctly.

1.10 The alarm-in device is not functioning properly (constantly triggered)

Possible Causes

- Wiring errors.
- Constantly triggering events.

Solutions

- Confirm that the alarm input cable is connected correctly. For details, refer to the camera quick start guide.
- Check whether the signal from the alarm-in device is normal.

1.11 The camera automatically restarts

Possible Causes

- Unstable power supply, or power and voltage not meeting requirements.
- Triggered automatic maintenance or cloud upgrade.
- Command to restart issued by other connected devices or platforms.
- The camera system is abnormal.
- No stream causing restart or hardware failure.

Solutions

- Check the power supply to the camera.

- Check whether automatic maintenance and cloud upgrade are enabled (it is not recommended to disable cloud upgrade).
- Disconnect all other connections, run the stand-alone test for a period of time, confirm that the camera itself does not restart, and then add one by one until the source of the restart command is confirmed.
- Restore the camera to factory settings and upgrade to the latest firmware version; if the problem cannot be resolved, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

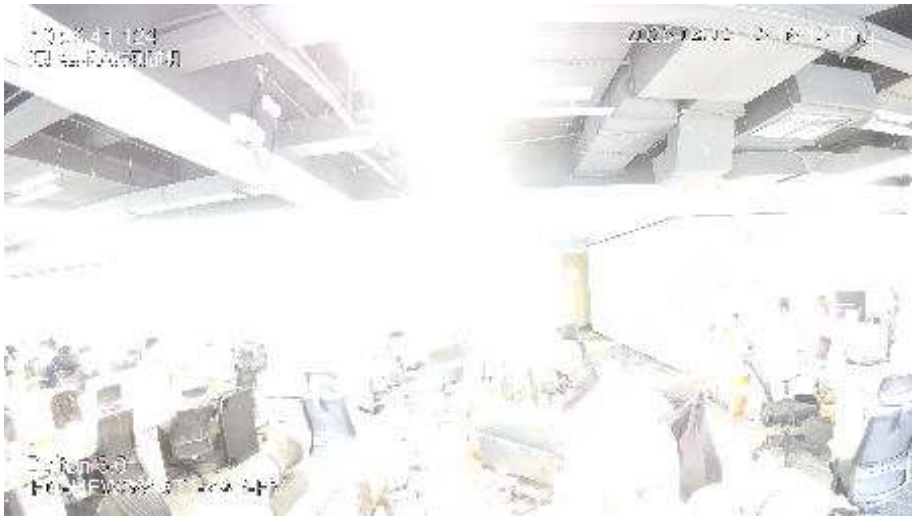
  ⚠

  Restoring to factory settings will result in loss of all data.
- If the **live view** indicates that resources are limited, or there is no video and the OSD cannot be displayed, it indicates a hardware failure. You can contact technical support or Return Material Authorization (RMA) to do further investigation.

2 Image Problems

2.1 The image is overexposed

Figure 2-1 Overexposed image



Possible Causes

- Values of brightness, gamma, and contrast are too high.
- The shutter speed is too slow.
- The value of gain is too high.
- The backlight mode is set to BLC.
- There are objects reflecting near the illuminator.

Solutions

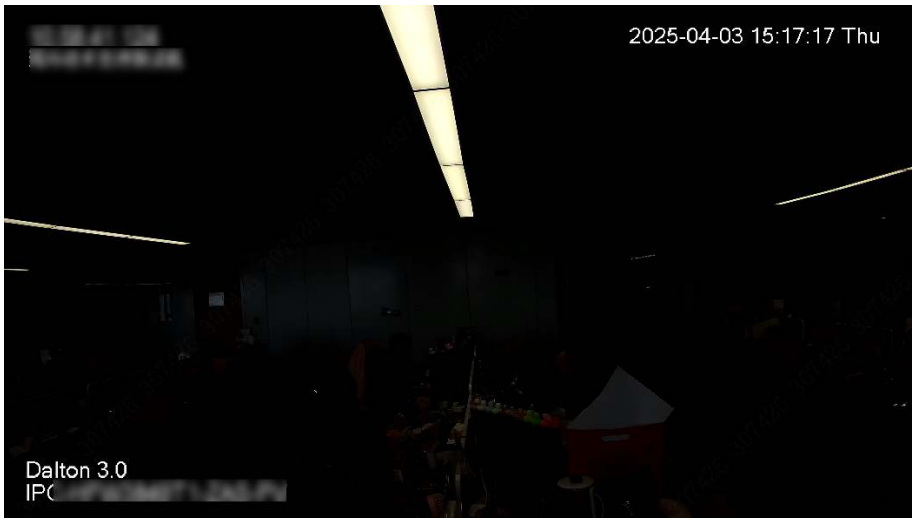
Select **Setting** > **Camera** > **Conditions** > **Conditions**.

- In the **Picture** page, decrease the value of brightness, gamma and contrast.
- In the **Exposure** page, select **Manual** for **Mode** and **Customized Range** for **Shutter**, and then decrease the lower limit of the shutter speed. Alternatively, you can set the auto mode in **Exposure** area.
- In the **Exposure** page, decrease the upper limit of the gain value. The default value is 50, which is not recommended to exceed 72.
- In the **Backlight** page, select **Off** for **Mode**, or you can select **WDR** mode and set the value ranging from 45 to 100.
- In the **Illuminator** page, select **Auto** or **ZoomPrio** for **Mode**, and then lower the value of the illuminator.

  Adjust the camera installation direction to avoid having nearby obstructions and highly reflective surfaces in the image.

2.2 The image is too dark

Figure 2-2 Dark image



Possible Causes

- Values of brightness, gamma, and contrast are too low.
- The shutter speed is too fast.
- Iris is too small.
- The value of gain is too low.
- The backlight mode is set to HLC.
- The illuminator is damaged.
- The illuminator cannot effectively illuminate the specified area.

Solutions

Select **Setting** > **Camera** > **Conditions** > **Conditions**.

- In the **Picture** page, increase the value of brightness, gamma and contrast.
- In the **Exposure** page, select **Manual** for **Mode** and **Customized Range** for **Shutter**, and then increase the upper limit of the shutter speed.

  The larger the upper limit of shutter value, the brighter it gets at night, but the motion blur increases. Alternatively, you can set the auto mode in **Exposure** area.
- In the **Exposure** page, increase the value of the upper limit for **Iris** (if supported).
- In the **Exposure** page, increase the value of the upper limit for **Gain**. The default range is 0 to 50.
- In the **Backlight** page, select **Off** for **Mode**, or you can select **WDR** and set the value from 1 to 44.
- Adjust the illuminator mode and intensity to a higher level.

  Check if the power supply meets the camera's requirements.

  Install additional illuminators in areas that need monitoring.

  Replace other cameras with more powerful illuminators.

- Contact technical support or Return Material Authorization (RMA) to do further investigation.

2.3 Moving objects have motion blur in the images

Figure 2-3 Motion blur

Possible Causes

- The shutter speed is too slow.
- The value of 3D NR is too high.
- The backlight mode is set to WDR.

Solutions

1. Select **Setting** > **Camera** > **Conditions** > **Conditions**.

   In the **Exposure** page, select **Manual** for **Mode** and **Customized Range** for **Shutter**, and then decrease the lower limit of the shutter speed. Alternatively, you can set the auto mode in **Exposure** area.

   For vehicle targets, we recommend you set the shutter speed from 0 to 8 ms.

   In the **Exposure** page, reduce the level of **3D NR**.

   In the **Backlight** page, select any mode except for **WDR**.
2. Adjust the illuminator mode and intensity to a higher level.

   To increase the ambient brightness, additional illuminators can be installed if necessary.
3. Check if the power supply meets the camera's requirements.
4. Replace other cameras with more powerful illuminators.

2.4 The image edges are noticeably distorted

Figure 2-4 Edge distortion

Possible Cause

This is the optical inherent phenomenon of wide-angle devices.

Solution

If the camera supports LDC function, you can enable it, but meanwhile a very limited field of view will lost.

2.5 The image has flickering stripes

Figure 2-5 Flickering stripes

Possible Causes

- The frequency of the light source does not match the camera's shutter speed.
- The intensity of the point light source is too high.
- Power interference.

Solutions

- Select **Setting** > **Camera** > **Conditions** > **Conditions**.

  In the **Exposure** page, select **50 Hz** or **60 Hz** for **Anti-flicker** based on the local power supply standards.

  If the image is overexposed, you can reduce the brightness of the scene lighting or try to replace the light source.
- Adjust the installation position to avoid direct radiation or reflection from point light sources.

  Turn off some light sources as needed.
- Replace a high-quality power adapter.

2.6 Overexposure of license plates in black and white images at night

Figure 2-6 Overexposure of license plates

Possible Causes

- Infrared reflection of license plates.
- The shutter speed is too slow.

Solutions

1. Select **Setting** > **Camera** > **Conditions** > **Conditions**.

   In the **Exposure** page, select **Manual** for **Mode** and **Customized Range** for **Shutter**, and then decrease the lower limit of the shutter speed. Alternatively, you can set the auto mode in **Exposure** area.

   For vehicle targets, we recommend you set the shutter speed between 0 to 8 ms.

2. Adjust the illuminator mode and lower the intensity of the illuminator to a very low level, such as 10 or 16.
3. Change the installation angle to avoid direct radiation and reflection.

2.7 The image is shaking

Possible Causes

Unstable installation.

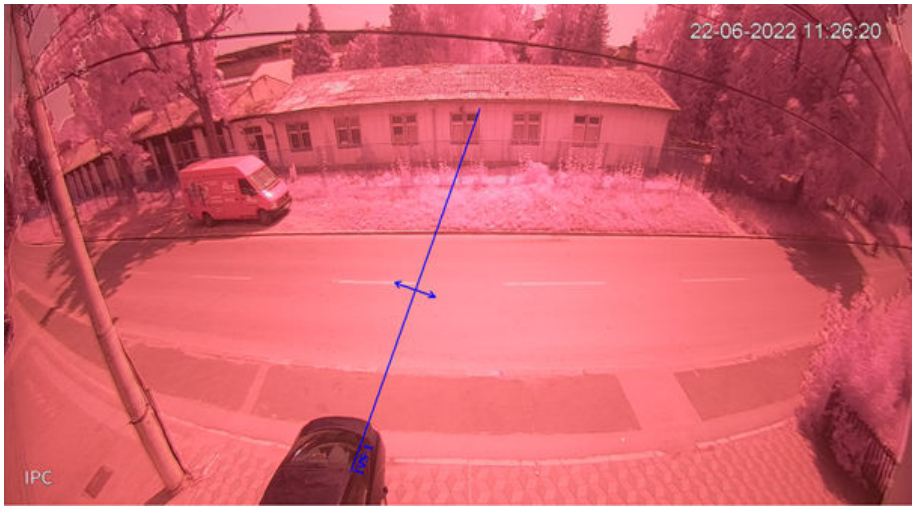
Solutions

- Check that the camera is securely installed, avoiding placement on unstable surfaces or in areas prone to vibrations.
- If the camera supports EIS or OIS function, you can enable them in **Setting** > **Camera** > **Conditions** > **Conditions** > **Picture**, but meanwhile some field of view will be lost.

2.8 The image is partially or fully displaying pink, red, or purple colors

Figure 2-7 Pink image

Figure 2-8 Red image



Possible Cause

- The ICR filter gets stuck during switching.
- If the camera lacks an ICR, the image color issues might be caused by incorrect color temperature detection.

Solutions

- Switch between B/W and color modes multiple times in **Setting** > **Camera** > **Conditions** > **Conditions** > **Day & Night** > **Mode**.
- Gently shake the camera a few times to see if that resolves the problem with switching between B/W and color modes.
- Change the white balance mode in **Setting** > **Camera** > **Conditions** > **Conditions** > **WB**.

  If the camera supports the function, you can select **Regional Custom** for the white balance mode.
- If the problem persists, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

2.9 The mode switching in Day/Night does not function correctly

Problem

The mode switching in Day/Night does not function correctly (e.g., it remains in black and white during the day).

Figure 2-9 Day/Night mode failure

Possible Causes

- Abnormal image brightness.
- The photoresistor is blocked.
- The profile is forcing either B/W or color mode.
- Low sensitivity for day/night mode switching, or the switching occurs too late.
- The photoresistor is damaged.

Solutions

- Check the parameters affecting screen brightness, and if necessary, restore the parameters to default settings in **Setting** > **Camera** > **Conditions** > **Conditions** > **Default**.
- Ensure there are no close-range obstructions in front of the lens.
- Check the profile mode and the profile time plans in **Setting** > **Camera** > **Conditions** > **Profile Management**.
- Increase the sensitivity in **Setting** > **Camera** > **Conditions** > **Conditions** > **Day & Night** > **Sensitivity**.
- Contact technical support or Return Material Authorization (RMA) to do further investigation.

2.10 The image of a zoomed varifocal camera appears blurry and out of focus

Figure 2-10 Image out of focus

Possible Causes

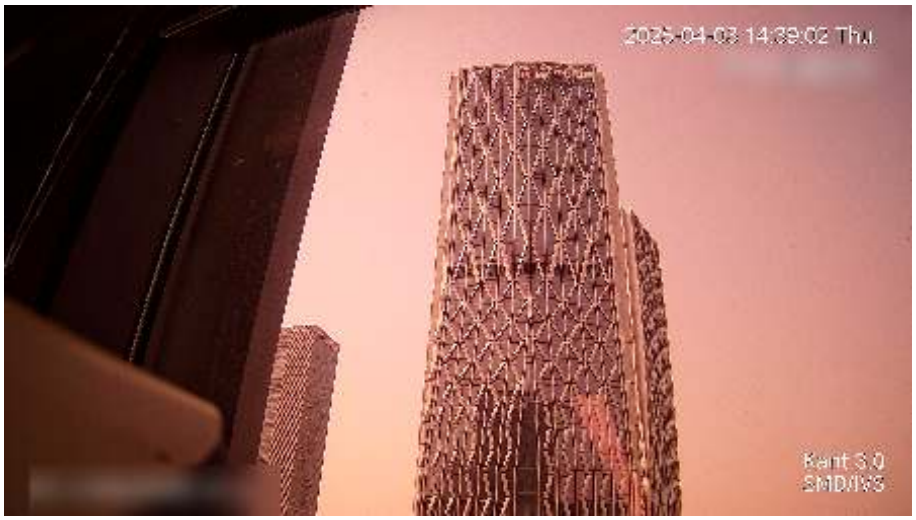
- There are objects at different distances within the field of view, resulting in focus on the wrong target.
- The image lacks edge detail (low contrast), and there are no reliable focus detection targets.
- The lens focusing component is damaged.
- The lens or dome cover is scratched.
- The object is within the minimum focusing distance of the lens and cannot be focused due to optical limitations.

Solutions

- Set the closest focus distance.
  - Manual focusing: select **Setting** > **Camera** > **Conditions** > **Zoom and Focus** and adjust the value for zoom and focus.
  - Area focusing: Click **Live** and click in the live view function bar.
- Make adjustments during installation, ensure there are clear edges or detailed objects within the frame for the camera to reference for focus.
- Avoid objects within the minimum focusing distance of the camera (refer to the camera specifications), or replace the camera with a closer focusing distance.
- Contact technical support or Return Material Authorization (RMA) to do further investigation.

2.11 The image has color distortion

Figure 2-11 Color distortion image



Possible Cause

Defects in the white balance algorithm.

Solution

Change the white balance mode in **Setting** > **Camera** > **Conditions** > **Conditions** > **WB**.

If the camera supports the function, you can select **Regional Custom** for the white balance mode.

2.12 The image has high noise

Figure 2-12 High-noise image

Possible Causes

- The value of noise reduction (NR) is relatively low.
- The backlight mode is set to WDR.
- The value of gain is too high.
- The illuminator cannot effectively illuminate the specified area.

Solutions

Select **Setting** > **Camera** > **Conditions** > **Conditions**.

- In the **Exposure** page, increase the level of **2D NR** and **3D NR** (recommended to be below 60).
- In the **Backlight** page, select any mode except for **WDR** or decrease the WDR level.
- In the **Exposure** page, decrease the upper limit of the gain value. The default value is 50, which is not recommended to exceed 72.
- In the **Exposure** page, select **Manual** for **Mode** and **Customized Range** for **Shutter**, and then increase the upper limit of the shutter speed.

  The larger the upper limit of shutter value, the brighter it gets at night, but the motion blur increases. Alternatively, you can set the auto mode in **Exposure** area.
- In the **Picture** page, decrease the value of brightness, gamma and contrast.
- Adjust the illuminator mode and intensity to a higher level.

  Check if the power supply meets the camera's requirements.

  Install additional illuminators in areas that need monitoring.

  Replace other cameras with more powerful illuminators.

2.13 The image is blurry and unclear (due to factors such as stream and image parameters)

Possible Causes

- The bitrate is too low.
- The resolution is too low.
- The video stream type is selected incorrectly (not in **Main Stream**).
- The value of sharpness is too low.
- The image has high noise.

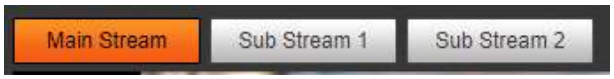
Solutions

- Select **Setting** > **Camera** > **Video** > **Video**.
  - Select **CBR** or **ABR** for **Bit Rate Type**.
  - Setting H.265 in **Encode Mode** is recommended.
  - Use a higher bitrate; for 4MP H.265, a bitrate of no less than 1028 kb/s is recommended.
- Select **Setting** > **Camera** > **Video** > **Video** and select a higher resolution.

With a higher resolution, the maximum frame rate might be reduced, depending on the device capabilities.

- Click **Live** to enter the live view page and click **Main Stream** to select the main stream.

Figure 2-13 Configure video stream



- Select **Setting** > **Camera** > **Conditions** > **Conditions** > **Picture**, and then increase the level of sharpness (not recommended above 60).

You can also click **Default** to restore the parameters to the default settings.

- For high noise problems, refer to "2.12 The image has high noise".

2.14 The image goes blank (the camera does not restart, and there is still OSD and video streaming)

Figure 2-14 Blank image

Possible Cause

The iris is abnormal.

Solution

Update the camera to the latest firmware and restore the camera to factory settings. If the problem persists, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

2.15 The image goes blank (the camera will restart)

Possible Cause

Sensor error or encoding error.

Solution

Update the camera to the latest firmware and restore the camera to factory settings. If the problem persists, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

2.16 In the infrared mode, the image appears hazy or exhibits overexposure

Figure 2-15 Overexposed image

Possible Causes

- The lens hood or light-blocking ring is not properly installed or is missing.
- There are objects with high infrared reflectivity in the frame.
- The infrared unit is installed inside the shield.
- The dome is dirty or scratched.
- The lens protection film has not been removed.

Solutions

- Properly install the lens hood or light-blocking ring.
- Remove or cover the reflective surface, or change the installation position to avoid reflections. Reduce infrared supplemental lighting intensity.
- The glass of the shield reflects infrared; do not install inside the shield.

- Use a soft cloth to clean the inside and outside of the dome. If it cannot be cleaned properly, replace the dome.
- Remove the lens protection film.

3 Network Problems

3.1 The camera is offline from the 4G/5G network

Figure 3-1 Camera offline

Possible Causes

- Poor contact or incorrect installation of the SIM card.
- The SIM card has insufficient traffic, no data allowance, or is locked.
- The SIM card is incompatible, or the ISP only assigns an IPv6 address.
- The SIM card has a PIN lock enabled.
- The camera's supported frequency bands do not match the local standards.
- Incorrect APN settings.
- The module firmware is outdated.
- Weak signal.

Solutions

- Check the installation; if necessary, place a small piece of paper behind the non-gold contact side of the SIM card to ensure proper contact.
- Confirm with the ISP whether the SIM card is functioning correctly.
- Use another SIM card.
- Disable the PIN lock on another device before using it with this one.
- Replace the device with one that is compatible with local standards.
- Consult the ISP to enter the correct APN.
- Consult the technical support to see if a firmware update for the module is needed.
- Change the installation location.

  If the signal is still weak in an open outdoor environment with no obvious interference, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

3.2 The camera is offline from the P2P server

Figure 3-2 Camera offline

Possible Causes

- The camera does not support P2P.
- Blocked by the platform (mainly for devices like 4G and solar-powered ones that frequently change IP addresses).
- The network is inaccessible.
- Abnormal P2P parameters.

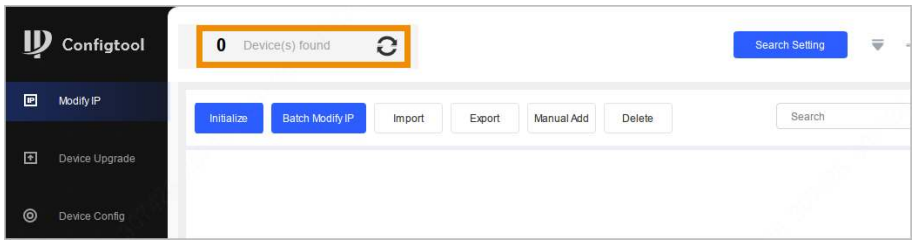
Solutions

- Update the camera firmware.
- Replace it with a camera that supports P2P.
- Contact the technical support to lift the restrictions.
- Change the network environment, ensuring connection stability and checking for any firewalls or restrictions.
- Restore P2P to default settings, or restore the camera to factory settings.

It will erase all settings.

3.3 Unable to find the camera in ConfigTool

Figure 3-3 Unable to find the camera



Possible Causes

- The camera has not started properly or is not powered on.
- The camera or program version used for initialization, such as ConfigTool, is outdated (if not initializing via the camera webpage).
- The network is unstable or inaccessible.
- The camera system is malfunctioning.

Solutions

- Check the PoE power status of the switch to see if it is overloaded.
- Verify that the PoE standard and power of the switch meet the camera's requirements.
- Change the model of the switch.
- Use an independent DC power supply.
- Update the versions of ConfigTool, NVR, and other software and hardware.
- Connect the computer directly to the camera or to the switch that the camera is connected to.
- Ensure that the camera and the computer are on the same subnet and that there are no firewall restrictions.

  Some networks impose restrictions on ARP and broadcast packets, which might prevent the ConfigTool form discovering the camera.
- Test with a different Ethernet cable; we recommend you avoid using excessively long cables. If the cable exceeds 100 meters, consider enabling long-distance mode on the switch.
- For manual cables, check if any wires are not functioning.
- Check for IP address conflicts.
- Refer to the Quick Start Guide or consult the technical support to confirm whether a hard reset is supported. Most cameras have a hard reset button near the SD card slot.

  It will erase all settings.
- Use other software or cameras such as ConfigTool, NVR, or SDK Demo to test and confirm normal operation.
- If it still fails, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

3.4 Unable to find the hotspot during initialization pairing using Wi-Fi

Possible Cause

When connected with a wired connection, the camera defaults to prioritizing the wired connection due to its dual network cards.

Solution

Disconnect the wired connection.

4 Web Problems

4.1 RTMP cannot push streams to the server

Possible Causes

Some server has specific requirements for audio and video encoding.

Solutions

- The camera is required to support audio.
- Select **Setting** > **Camera** > **Video** > **Video**, and then configure video parameters.

  The **Encode Mode** selects H.264.
- Select **Setting** > **Camera** > **Audio** > **Audio**, select the **Enable** check box in **Main Stream** or **Sub Stream**, and then configure audio parameters.

  The **Encode Mode** selects AAC, and the **Sampling Frequency** selects 48K.

  If the camera does not support audio encoding, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

4.2 Unable to connect to third-party platforms or devices by ONVIF

Possible Causes

- The ONVIF service is not enabled.
- Incorrect user name or password.
- The time difference between the camera and the network video products from other manufacturers is too large.
- The third-party platform or device has restrictions on the parameters of the camera, such as the encoding format.
- Too many invalid login requests have caused the camera to blocklist the target address.
- Business interaction failed.

Solutions

- Enable the ONVIF service.
- Check the user name and password for the ONVIF user.

  The ONVIF password is modified along with the admin account when the camera is initialized, but subsequent changes to the admin account will not affect the ONVIF password.
- Ensure the time is synchronized (pay attention to daylight saving time being on or off).

- Confirm whether there are any restrictions when adding this camera to the third-party platform or device.
- If the target address has been added to the blocklist by the camera, the issue can be resolved by restarting the camera.
- If the above solutions do not resolve the problem, it is recommended to contact technical support.

4.3 Unable to access the WEB or login failed, prompt "Login Failed."

Possible Causes

- The camera is offline.
- IP conflict.
- Network connectivity issues.
- The maximum number of camera connections has been reached.
- Browser cache or plugin issues.
- Computer time and camera time are inconsistent.
- The camera is abnormal.

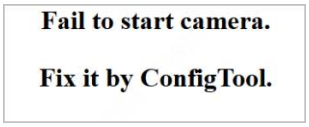
Solutions

- Ping the camera IP address to confirm the camera is online.
- Modify the IP address of the ConfigTool or NVR.
- Ensure the camera and the computer are on the same subnet and that there are no restrictions like firewalls. Try connecting the computer directly to the camera or to the switch where the camera is connected.
- Select **Setting** > **Network** > **Port**, and then increase the **Max Connection**.

  Appropriately increase the allowed number of connections, but it is recommended not to exceed 16.
- Clear the browser cache, delete all web plugins, or try using a different browser.
- Make sure the camera time matches the computer.
- Contact technical support or Return Material Authorization (RMA) to do further investigation.

4.4 Access the webpage, prompts "Fail to start camera. Fix it by ConfigTool."

Figure 4-1 Fail to start camera



Possible Cause

Camera startup failure.

Solutions

- Refer to the Quick Start Guide to reset the camera; most cameras have the reset button near the SD card slot. If you cannot find the reset button, confirm with technical support whether a reset button is supported.

  Restoring the default configuration loses all settings.
- If problems persist after the reset, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

4.5 Unable to enter username and password on the login page

Possible Causes

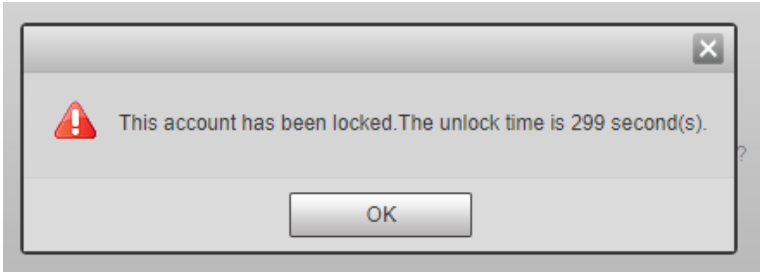
Browser cache or plugin issues.

Solutions

Clear the browser cache, delete all web plugins, or try using a different browser.

4.6 The account is locked and cannot be logged in

Figure 4-2 Account locked



Possible Causes

- Incorrect username or password.
- The account is either on a blocklist or in a restricted time period.
- Continuous unauthorized requests from other devices or addresses.

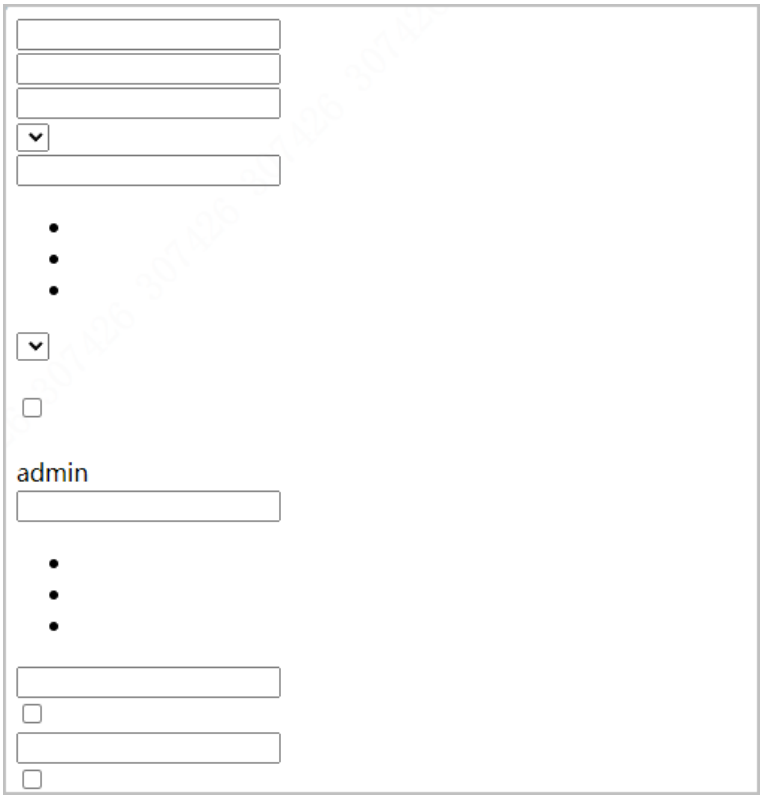
Solutions

- Wait for the camera to unlock or restart the camera with power off, and then log in using the correct username and password.
- Log in with the admin account to lift the restrictions.

- Disconnect from other networks and confirm whether the problem still exists. If the account is still locked, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

4.7 The webpage is abnormal, such as layout issues or loading failures

Figure 4-3 Abnormal webpage



Possible Causes

- Network connectivity issues.
- Low or unstable network speed.
- Browser cache or plugin issues.
- The camera restarts.

Solutions

- Ensure the camera and the computer are on the same subnet and that there are no restrictions like firewalls. Try connecting the computer directly to the camera or to the switch where the camera is connected.
- Change the network environment and check the stability of the connection.
- Clear the browser cache, delete all web plugin, or try using a different browser.
- Upgrade the camera firmware to the latest.

4.8 Unable to find the functions on the webpage

Possible Causes

- The web plugin is not installed; the webpage does not display all functions.
- The camera does not support the functions.
- System anomaly.
- The camera was not upgraded to the latest firmware.

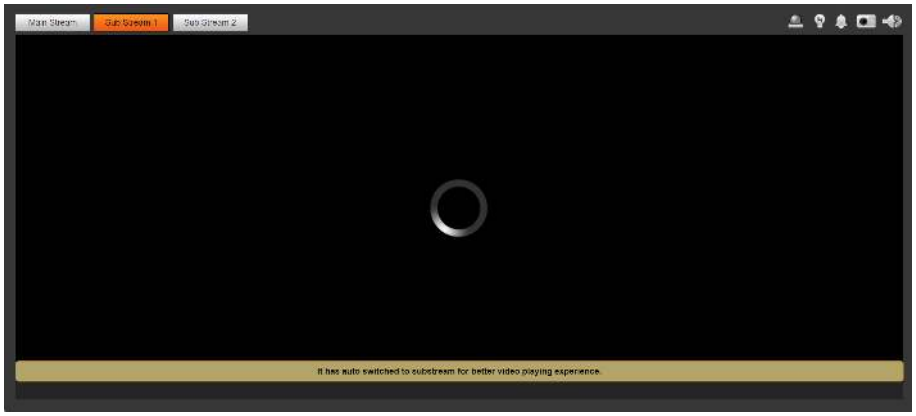
Solutions

- Use Internet Explorer and install the web plugin.
- Confirm whether the camera is supported.
- Refer to the Quick Start Guide to reset the camera; most cameras have the reset button near the SD card slot. If you cannot find the reset button, confirm with technical support whether a reset button is supported.

  Restoring the default configuration loses all settings.
- Upgrade the camera firmware to the latest.

4.9 The live page is continuously loading, or it frequently switches to the sub stream

Figure 4-4 Continuous loading on live page



Possible Causes

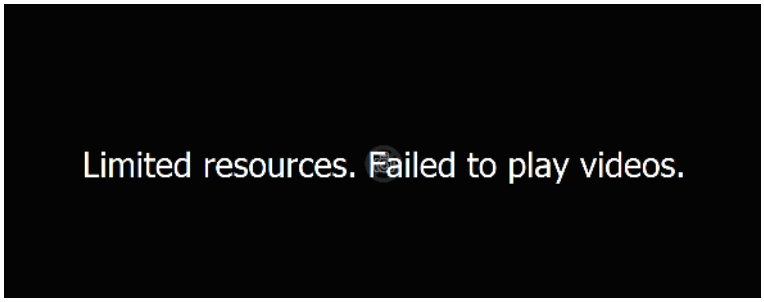
- The plugin-free mode has low decoding performance and high requirements for computer performance.
- The computer performance is insufficient.
- Low or unstable network speed.
- Using UDP or the multicast protocol for transmission, which is less stable than TCP.

Solutions

- Install the web plugin.
- Replace the computer.
- Change the network environment and check the stability of the network.
- Use TCP protocol for streaming.

4.10 "Limited resources. Failed to play videos!" is displayed

Figure 4-5 Limited resources



Possible Causes

- The plugin-free mode has low decoding performance and high requirements for computer performance.
- The computer performance is insufficient.
- Low or unstable network speed.
- Using UDP or the multicast protocol for transmission, which is less stable than TCP.
- Browser cache or plugin issues.
- The camera is in an abnormal state or offline.

Solutions

- Install the web plugin.
- Replace the computer.
- Change the network environment and check the stability of the network.
- Use TCP protocol for streaming.
- Clear the browser cache, delete all web plugins, or try using a different browser.
- Refer to the quick start guide to reset the camera; most cameras have the reset button near the SD card slot. If you cannot find the reset button, confirm with technical support whether a reset button is supported.

  ⚠

  Restoring the default configuration loses all settings.

4.11 When DST is enabled, the time on the camera and NVR differs

Possible Cause

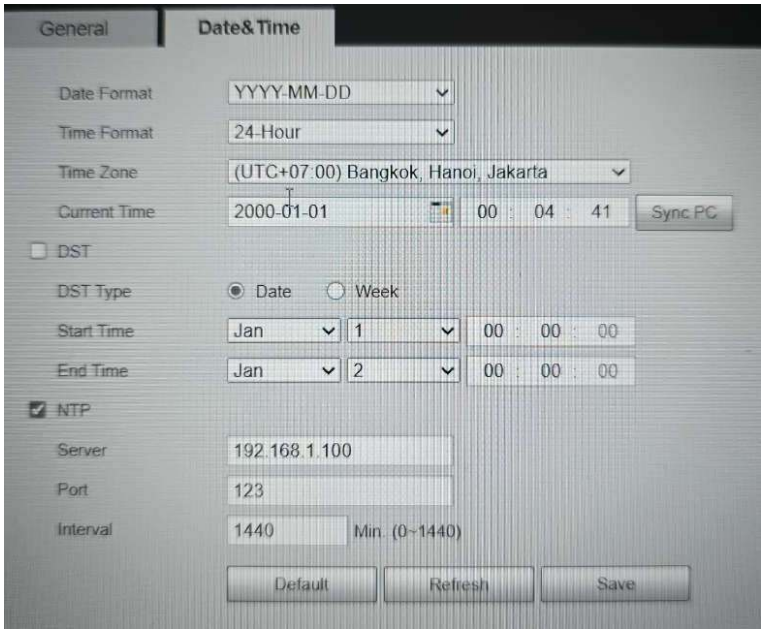
The time settings of the camera and NVR are incorrect.

Solutions

- If the NVR firmware building date is from June 2023 or later, disable the DST feature on the camera and enable DST on the NVR.
- If the NVR firmware building date is from before June 2023, ensure that the DST settings of both the camera and NVR are consistent.

4.12 After the camera restarts, the time resets to the year 2000

Figure 4-6 The time resets



Possible Causes

- The camera does not have an RTC battery, so the time cannot be stored.
- The RTC battery of the camera has run out.
- The RTC battery of the camera is damaged.

Solutions

- Use a camera with an RTC battery, or use NTP or other devices to synchronize the time.

- Restart the camera while it is powered on; if it still does not display the correct time, you can contact technical support or Return Material Authorization (RMA) to do further investigation.
- If the RTC battery is damaged, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

4.13 The camera time has been modified or is constantly changing

Figure 4-7 Camera time issue

Possible Causes

- The camera time is modified by other devices or platforms.
- The camera time is synchronized by the P2P platform.

Solutions

- Change the camera user name and password. Confirm the IP source that modified the time based on the logs. Then, set a time synchronization blocklist to ensure there is only a single time source.
- Disable P2P, or prohibit time synchronization from other sources when using the P2P platform. Ensure that there is only a single time source.

4.14 Failed to import and export configuration files between cameras supporting AcuPick

Possible Causes

The Acupick status of the camera exporting the configuration is inconsistent with that of the camera importing the configuration.

Solutions

First, modify the Acupick status of the cameras to be consistent, and then proceed with the import and export operations.

4.15 The configuration file exported from one camera cannot be imported into another camera

Possible Causes

The exported configuration file is incompatible.

Solutions

The exported file can only be used between cameras of the same model and version.

4.16 Some log information could not be found

Possible Causes

After the camera is restarted, the time returns to 2000, and the time of the log is inconsistent with the actual time of the system.

Solutions

Search logs from 0:00 on January 1, 2000.

4.17 The camera has audio encoding enabled, but the video has no sound

Possible Causes

- Incorrect audio source selected.
- Audio input volume is too low.
- **Noise Filter** is enabled, resulting in low volume.
- Abnormal storage settings for recording parameters on the camera.

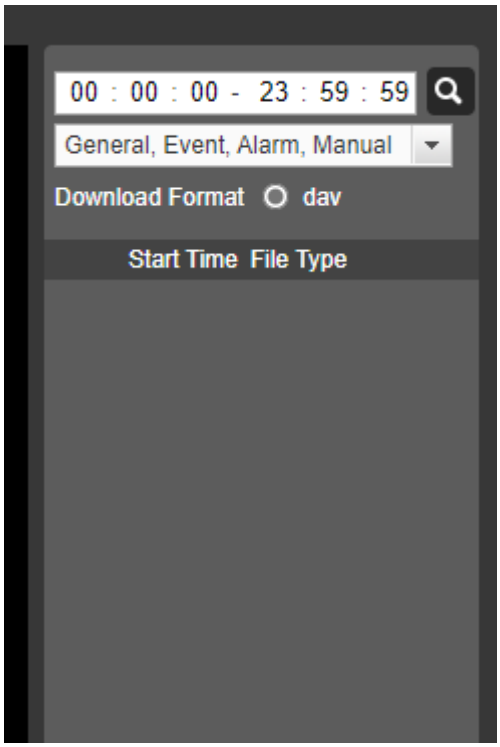
Solutions

1. Select **Setting** > **Camera** > **Audio** > **Audio**.
2. Ensure the **AudioIn Type** is selected correctly.
3. Increase the **Microphone Volume**.

   The built-in microphone has a limited pickup range, so it is recommended to use an external microphone for distant or large area monitoring. If using an external microphone, please check if there is a signal at the external audio input.
4. Turn off the **Noise Filter**.
5. Select **Setting** > **Storage** > **Record Control**, and then restore the parameters to default values.

4.18 The camera does not record

Figure 4-8 Camera record issue



Possible Causes

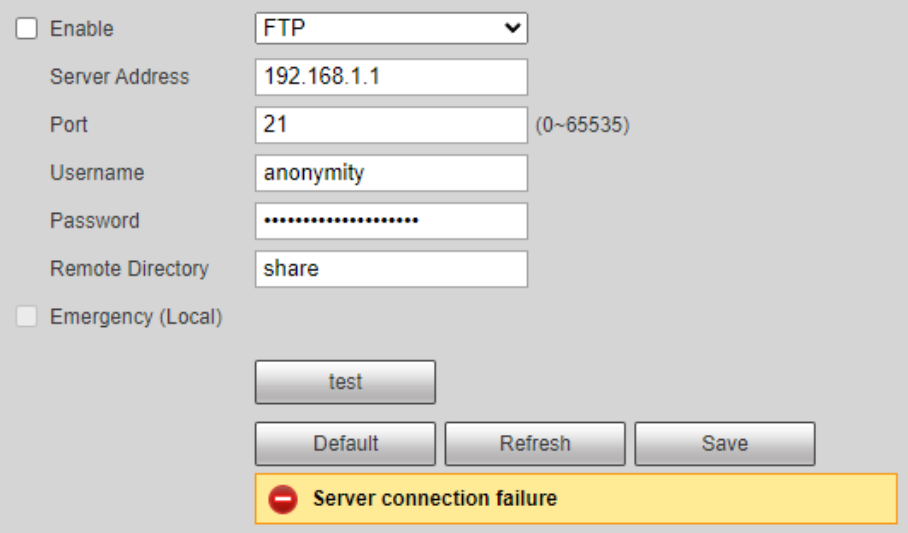
- No recording plan has been set.
- The alarm linkage action for events is not enabled for recording.
- File storage is abnormal.
- The storage space is full, and **Disk Full** is **Stop**.

Solutions

1. Select **Setting** > **Storage** > **Schedule** > **Record**, check if the record plan for the corresponding recording type has been set.
2. On the event setting page, select **Record** to set record linkage.
3. Select **Setting** > **Storage** > **Destination** > **Path**, and then confirm the storage method.
   - **Local** : Save the recorded videos in the internal SD card. Check if the SD card is available.
   - **FTP** or **NAS**: Save the recorded videos in the FTP server or NAS. Check if FTP or NAS are available.
4. Select **Setting** > **Storage** > **Record Control**, and then set **Disk Full** to **Overwrite**.

4.19 The network storage test failed

Figure 4-9 Network storage test failed



Possible Causes

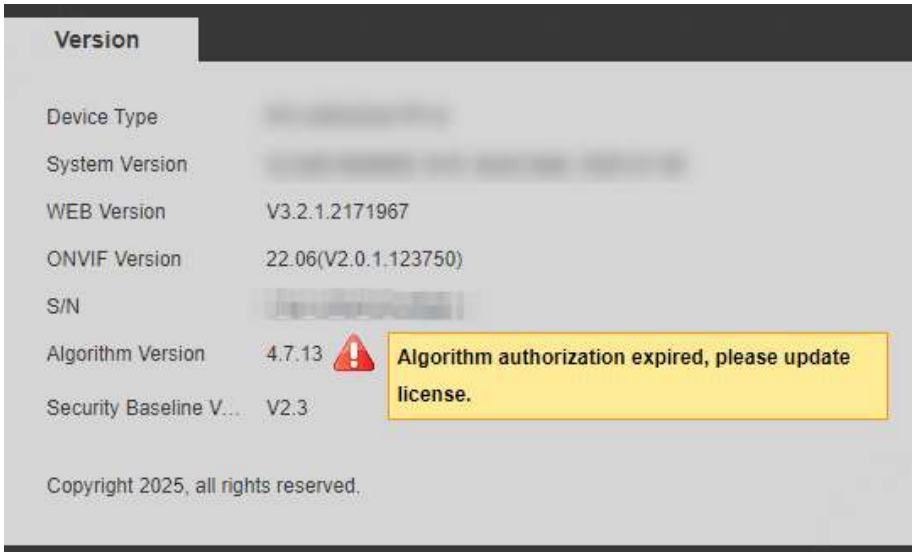
- Username, password, server address, protocol or storage path are incorrect.
- The account does not have permission.
- The network is unreachable.
- When using SMB protocol, the server has not enabled SMBv1.

Solutions

- Select **Setting** > **Storage** > **Destination** > **FTP** or **Setting** > **Storage** > **Destination** > **NAS**, and verify that the username, password, server IP address/port, and storage path are correct. Ensure the correct transmission protocol is being used, such as FTP, SFTP, NFS, or SMB.
- Ensure the user has permissions for reading, writing, listing files, modifying, deleting, and retrieving available space.
- Check if there are any firewall restrictions on the network.
- Enable the SMBv1 protocol on the server.

4.20 The camera information page shows that " Algorithm authorization expired, please update license"

Figure 4-10 Algorithm authorization expired



Possible Causes

- Camera time is incorrect.
- The license file is abnormal.

Solutions

- Correct the system time.
- Contact technical support to handle.

4.21 The camera information page shows that "Algorithm version does not match, please update firmware.bin"

Figure 4-11 Algorithm version mismatch

Possible Causes

The camera system version does not correspond with the algorithm version.

Solutions

Obtain the package corresponding to the camera's current system version, and use the **firmware.bin** file to perform the upgrade. If the problem persists, contact technical support to handle.

5 PTZ Problems

5.1 The PTZ is in auto rotation or cannot be controlled

Problem

The PTZ is in auto rotation (for example, automatic downward rotation) or cannot be controlled.

Possible Causes

- The power supply of the PTZ is not enough.
- Abnormal keyboard connected.
- The PTZ is controlled by other devices.

Solutions

1. Check whether the wiring and power supply of the PTZ power supply are normal. If they are abnormal, reconnect the wires or replace the power supply box.
2. Check whether the keyboard is functioning properly. If it is not working correctly, please identify the issue with the keyboard or replace it.
3. Check whether the camera operates normally when running independently. If it does, you can add the remaining IP addresses (except for the computer address of the currently logged-in camera) to the blocklist one by one to determine which device is controlling the PTZ.

5.2 The PTZ cannot be rotated, and the OSD indicates that " It is recommended to stop PTZ action."

Figure 5-1 PTZ locked

Possible Cause

Frequent PTZ operations or reaching the lifespan limit of the PTZ have triggered the camera's automatic gimbal protection mechanism.

Solution

Select **Setting** > **Camera** > **Video** > **Overlay** > **OSD info**, and then select **Disable** for **PTZ Life Warning**.

If the PTZ still cannot be unlocked, please contact technical support for assistance.

5.3 After restarting the camera, the PTZ preset is offset

Figure 5-2 PTZ preset offset

Possible Causes

- The PTZ has been manually adjusted.
- Hardware damage.

Solutions

1. Log in to the webpage, select **Setting** > **Camera** > **Video** > **Overlay** > **OSD Info**, select **Enable** next to **Preset** to enable the preset OSD function.
2. Click the **Live** tab, select **Preset** from the list on the **PTZ Function** tab, enter a preset number, and then click **Go to** to position the camera to the corresponding point.

   Confirm whether the preset is accurate.

3. If the preset is not accurate, select **Setting** > **PTZ** > **Function** > **Default**, click **Default** to restore PTZ to the defaults.
4. After restarting the camera, select **Setting** > **PTZ** > **Function** > **Preset**, and then reconfigure the preset.
5. Repeat step 2 to call the preset.

   If the preset is not accurate, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

5.4 The PTZ idle motion is not working

Possible Causes

The PTZ operations have priority, and other configured PTZ actions are taking precedence.

Solutions

Select **Setting** > **PTZ** > **Function**, check whether PTZ functions such as tour, scan, and other PTZ actions are configured.

5.5 The PTZ function is delayed and stuck during rotation

Possible Causes

Large network delay, resulting in a longer time for the camera to receive instructions.

Solutions

Use the Ping command on the corresponding operating platform to ping the IP address of the camera and confirm the delay duration of the device. The delay can be reduced by changing the network of the camera.

6 Other Problems

6.1 Failed initialization

Possible Causes

- The camera or program version used for initialization, such as ConfigTool, is outdated (if not initializing via the camera web page).
- The network is unstable or unavailable.
- Browser cache or plugin issues.
- The camera system is malfunctioning.

Solutions

- Update the versions of ConfigTool, NVR, and other software and hardware.
- Connect the computer directly to the camera or to the switch that the camera is connected to.

  Ensure that the camera and the computer are on the same subnet and that there are no firewall restrictions.
- Refer to the Quick Start Guide or consult the technical support to confirm whether a hard reset is supported. Most cameras have a hard reset button near the SD card slot.

  It will erase all settings.
- Clear the browser cache, delete all web plugins, or try using a different browser.
- Use other software or cameras such as ConfigTool, NVR, or SDK Demo to test and confirm normal operation.

  If it still fails, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

6.2 Forgot password

Solutions

- Email recovery (if a backup email was provided in advance).
- Ensure the computer and camera are on the same local network, use the ConfigTool's XML to retrieve it, and send the file to technical support for assistance.
- Refer to the Quick Start Guide or consult the technical support to confirm whether a hard reset is supported. Most cameras have a hard reset button near the SD card slot.

  It will erase all settings.
- Use the password recovery function in the DMSS app (if the camera was previously linked to a DMSS account).

6.3 Failed to see the videos or failed to decode on the non-camera's webpage

Possible Cause

Some functions like stream encryption are enabled.

Solution

Select **Setting** > **System** > **Safety** > **System Service**. Disable the function of **Private Protocol** and **RTSP over TLS**.

6.4 Failed to find the camera on the cloud managed switch

Possible Cause

The function of LLDP is disabled.

Solution

Confirm that the camera is on the supported list, upgrade it to the latest firmware, and then enable the LLDP function in **Setting** > **System** > **Safety** > **System Service**.

6.5 Failed to reset the password in ConfigTool

Possible Causes

- The camera is not on the same subnet as the computer.
- The camera does not support or has disabled the password reset function.

Solutions

- Reset the password in ConfigTool within the same LAN.
- Refer to the Quick Start Guide or consult the technical support to confirm whether a hard reset is supported. Most cameras have a hard reset button near the SD card slot. If it still fails, you can contact technical support or Return Material Authorization (RMA) to do further investigation.

  It will erase all settings.

6.6 The camera failed to upgrade

Possible Causes

- Used the wrong upgrade firmware.
- The firmware gap is too large for a direct upgrade.
- The network is unstable.
- Internet speed is too slow, causing transmission timeout.
- The upgrade file is corrupted.

Solutions

- Contact the technical support to obtain the firmware.
- Upgrade within the camera's LAN.
- Redownload the firmware package.

6.7 In intelligent dual-light mode, the white light is also illuminated when there are no moving objects

Possible Causes

- False positive triggered by AI.
- There are stationary objects in the image.

Solutions

- Contact the technical support to collect data for optimizing the algorithm.
- The logic for the intelligent dual-light mode is to turn on the light when a target is detected. Reach out to technical support for a customized firmware.

6.8 Unable to play the recorded videos on the camera

Possible Causes

- The video file is corrupted (local storage).
- The video file is corrupted (network storage).

Solutions

- Check whether the SD card is working properly and format the SD card in **Setting** > **Storage** > **Destination** > **Local** if necessary.
- View the video files with SmartPlayer on the computer.
- Replace the other SD card.
- Change the network environment and check the connection stability.

6.9 Unable to receive snapshots or missing some snapshots

Possible Causes

- The snapshot interval is long.
- The file size is too large, causing the camera buffer to be full.
- The network is unstable.
- The network speed is too slow, resulting in a transmission timeout.

Solutions

- Restart the camera.

  Select **Setting** > **Camera** > **Video** > **Snapshot** and reduce the value of **Image Size** and **Interval**.

  Some cameras require modifying the main stream resolution in **Setting** > **Camera** > **Video** > **Video** to lower the snapshot resolution; some cameras cannot lower the resolution and require customization.
- Change the network environment and check the connection stability.

ENABLING A SMARTER SOCIETY AND BETTER LIVING

ZHEJIANG DAHUA VISION TECHNOLOGY CO., LTD.
Address: No. 1399, Binxing Road, Binjiang District, Hangzhou, P. R. China | Website: www.dahuasecurity.com | Postcode: 310053
Email: dhoverseas@dhvisiontech.com | Tel: +86-571-87688888 28933188