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OTHER
TUTORIALS

WORLD EYECAM

GENERAL TROUBLESHOOTING

UNIVIEW GENERAL TROUBLESHOOTING

MONITOR NOT WORKING

The main reason a monitor would not work on a recorder is the output resolution of the recorder is too high for the monitor to display. Example: The recorder could be set to 1920 x 1080 (1080P) but the monitor may only support 1024 x 768 (720P).

In this case the recorder display resolution will need to be lowered. This can be done a couple different ways.

•	Log into the recorder via the network using an Internet Explorer browser. Navigate to the setup and then to the display settings. Lower the resolution for the output that you are using (VGA or HDMI)

•	Attach a mouse to the recorder in any of the USB ports. Press and hold down mouse 3 (Scroll wheel) for 20 seconds then let go. The resolution of the recorder will reset to 1280 x 1024 and should work on most monitors.

Second double check the HDMI cables and VGA cables and make sure everything is connected on both sides and that the monitor is on the correct source channel. Try a different monitor if this does not work.

LOCAL NETWORKING AND PORTS

Locally networking the recorder to the customers main network in order to get an internet connection to the outside WAN is important to get the remote connection working and for password resets to work.

1.	Log into the main menu of the recorder by right clicking on the live view screen and then selecting "Menu"
2.	Log in using the Admin username and the password 123456
3.	In the main menu navigate to the System > Network settings.

4. Check on the "Enable DHCP" check box
5. Save and exit the menu

PORTS

Recorders default ports are HTTP: 80, RTSP: 554, and HTTPS:443
If the ports on the recorder will not open or are open but when you connect remotely the video will not display navigate to the recorder "Port Mapping" menu and set the mapping type to manual. Then make sure in the chart that the external ports match the internal ports.

ENCODES AND NETWORK LAG

Sometimes cameras will lag when viewing them on a computer or from the monitor directly. Sometimes they will not add to the recorder at all because they are dropping on and off the network. This is normally caused by network lag or a throughput issue on the network. Networks can only handle a max amount of data and cameras quickly push that limit.

Cameras come out of the box at 6144 kbps or 6 Mbps this rate will have to be multiplied by how ever many cameras the job site has. If a job site has 16 cameras it would take 16 cameras x 6 Mbps = 96 Mbps. Most networks are only 10/100 fast Ethernet speeds this means that the network can only handle 100 Mbps total. Truly the amount of data that any one network is using should not be more that 50% of what the network device can handle. So in this example even with 8 cameras at 6 Mbps is equal to 48 Mbps about 50% of a standard network. Once a switch or router get to about their 50% usage range cameras will start to lag. There are two main steps to solve this issue. 1. Lower the bit rate of the cameras to 2048 this will save 66% of bandwidth on the network. 2. Enable U-Code on each camera in the encoding settings. This will save up to 75% of the network bandwidth.

PASSWORD RESETTING

To view a Uniview system on your mobile device you should be using the EZView application that is available in either the Google Play store or the App store. Using this application, you can reset the password of your unit. It's important to note that the device must be connected to your cloud account. This process has been covered in our other tutorials if you have not done this.

1. Open the EZView application
2. Click the three lines in the top-left of the screen, this will bring out a pop-out menu. Select "Configuration" which should be the second option from the bottom.
3. In the configuration screen, select the "Forget Device Password" which is also the second option from the bottom.
4. This will open the camera of your phone if you have allowed the application to do so.
5. On the unit, go to the login screen. In the bottom-left corner is the "Forgot password" button. Click this.
6. Now using your phone scan the QR code that has been generated on the screen. This will produce a temporary password for you to use on the unit.

7. Type in the temporary password that the application generates and type it into the field. After clicking okay, you will be prompted to change the password.

EZCLOUD PROBLEMS

EZCLOUD DISPLAYING OFFLINE AFTER SCANNING THE QR CODE AND REGISTERING THE RECORDER TO ACCOUNT

1. Make sure that the recorder is networked locally correctly.
2. Place the recorder on DHCP
3. Try to eliminate any firewalls in front of the recorder.

EZCLOUD SHOWING ERROR (NAT)

1. Try to eliminate any firewalls in front of the recorder.
2. Make sure the recorder is networked locally the correct way by placing it on DHCP
3. Set the DNS servers of the recorder to 8.8.8.8 and 8.8.4.4
4. Open the ports for the recorder and make sure that the port mapping ports are matching, even though the EZCloud does not use port forwarding sometimes depending on network set up and internet provider this may be needed for the cloud to work.

IP CAMERAS NOT CONNECTING

EXTERNAL SWITCH

1. Make sure that the uplink port from the switch is being used to connect the switch to the main network at the job site, or to the back of the recorder.
2. Make sure that all the cameras have different IP address from all other devices on the network including, printers, phones, tables, computers, smart devices, and other cameras.
3. Verify that the cameras are on the correct gateway and that the recorder is also on the same gateway

INTERNAL SWITCH

1. Open the main menu of the recorder and navigate to the Maintenance menu > Network > PoE port status tab. Check to make sure that each port is displaying wattage being used and that they port status is blue and not gray.
2. Open the main menu of the recorder and navigate to the Camera menu. Double click on one of the preset camera address / preset channels. This will display a channel modification menu. In the menu make sure that the first option is set to Plug-and-Play and not to Manual.