NVR and IP Cameras One or More of My NVR Cameras Have Gone Offline

Usually, this problem would be generated due to a Wi-Fi signal interruption on this particular camera. There might be a conflict with the Wi-Fi IP Address assigned to that camera, or simply that the router has stopped detecting it.

The first thing you will want to do is go to the NVR, right click on the mouse and select the option labeled "Add IPC".

View 1CH
View 4CH
Color Setting
Play Back
Record 🗸
Add IPC
HDD Status 🔒 🔒
Main Menu
Log Out

Take note of which IP Address is the one that is showing offline in the camera list.

Proceed to the NVR's Add IPC menu, turn off the "Enable Auto Add" feature by clicking on it (White box=on, blue box=off). Page 1/5

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URL: https://kb.zmodo.com/index.php?action=artikel&cat=172&id=247&artlang=en

Here, you will want to select the camera that shows offline and click on "Delete Device".

	IP Camera Config	÷
🔲 Search a	and Add All Devices Automatically	Search IPC
Channel	IP Camera Address	Status
01		
02		
03		
04		
One Sto	ep to Add Add Device Manually	Delete Device
Refresh		

Proceed to your Windows Computer (preferably hardwired to the same router as the NVR), click on the start button, and type "Internet Explorer" on the search bar down the bottom.

Right click on the icon that will populate on your search results simply labeled as "Internet Explorer" (this will be the IE 32-bit, avoid using IE 64-bit or the No Add-ons one).

On the address bar, please type in the IP Address of the camera showing offline that you wrote down (I.e <u>http://192.168.1.151</u>) and press the enter key.

If it the loading circle spins on the tab for more than 10 seconds, open a new tab next to it until the login screen from the camera pops up.

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		Timedo	
The state of the		UserName: admin	
		Password: ••••••• OK	
1 Carlos		VideoPort: 8000	
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Once you log into the camera with the username: "admin" and password: 111111, click on the gear tap on the top and then select "Remote Configuration".

You will want to click on "Network Param" and select the tab "Wireless Settings".

Here, change the last 3 digits of IP Address of the camera to another IP that is available in your network and then hit "Submit". This will save the changes.

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Local Configuration	Wired Settings Wirele	ss Settings Lister	ing Port PPPOE UP	NP(Port automati	ally ma	ips) Email FT	TP
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Video Settings		IP Addr	172 . 16 . 4	. 167			
		Subnet Mask	255 . 255 . 255	. 0			
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		MAC 70	:DD:90:1A:A2:FE				
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<u> </u>	Wireless Network Co	onnection:					
System Info	Name	Connection statu	s Signal strength	Encrypt		Refresh	
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<u>.</u>	CubeZ	Connected	81%	Encrypted			
	SalesWifi2	Disconnected	79%	Encrypted	E		
	linksys_WPS_3364	Disconnected	74%	Encrypted		Add	
Advanced Settings				- · · ·			
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Advanced Settings	SalesWifi1 RND DemoRoom	Disconnected Disconnected Disconnected	74% 73% 70% 86%	Encrypted Encrypted Encrypted			

Next, close that Internet tab. Disconnect the camera from the power, wait 5 seconds, and plug it back in. Do the same reboot with the NVR system.

Proceed to the NVR's Add IPC menu, re-enable the Auto Add by clicking on it again, and allow the list to auto populate, this time, the camera should show up with the new IP address we assigned to it with the status "Online"

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Channel		IP Camera Address		Status
01				
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03				
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			7	Belete Berne
Refresh				

Not able to pull up camera on Internet Explorer: If you were not able to pull up your camera through its IP Address on Internet Explorer, you will want to reset the camera back to defaults.

This can be done by pressing the reset button located in one of the splits that comes out of that camera. Press and hold the small white button in this split for about 15-20 seconds, and start the network process all over by hard wiring the camera back to the router. Unique solution ID: #1246 Author: Alex Crewell Last update: 2013-10-24 16:51