

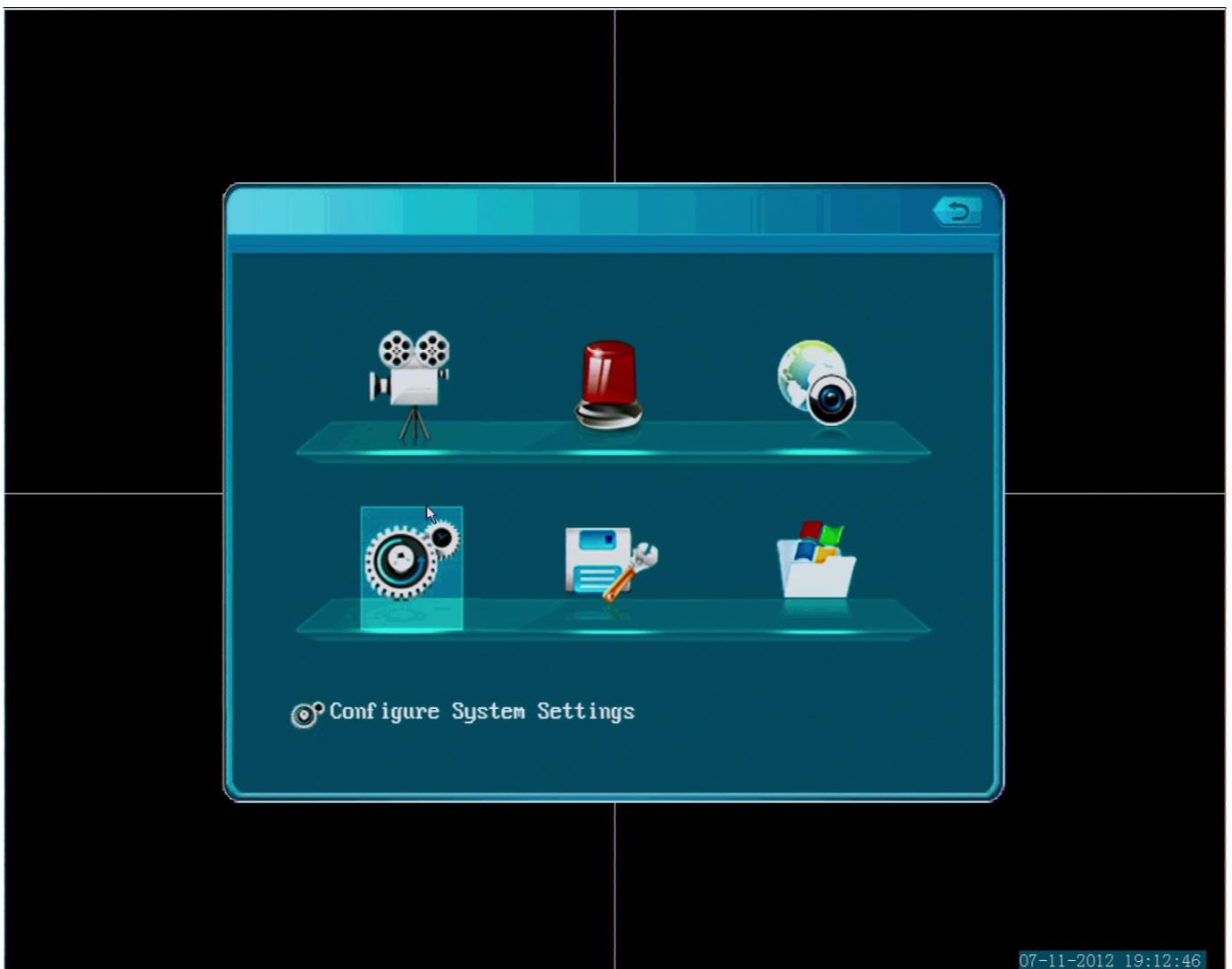
# NVR and IP Cameras

## How To Access the NVR System from Internet Explorer

Before troubleshooting, please make sure to have your NVR and Windows Computer connected through an Ethernet cable to the router.

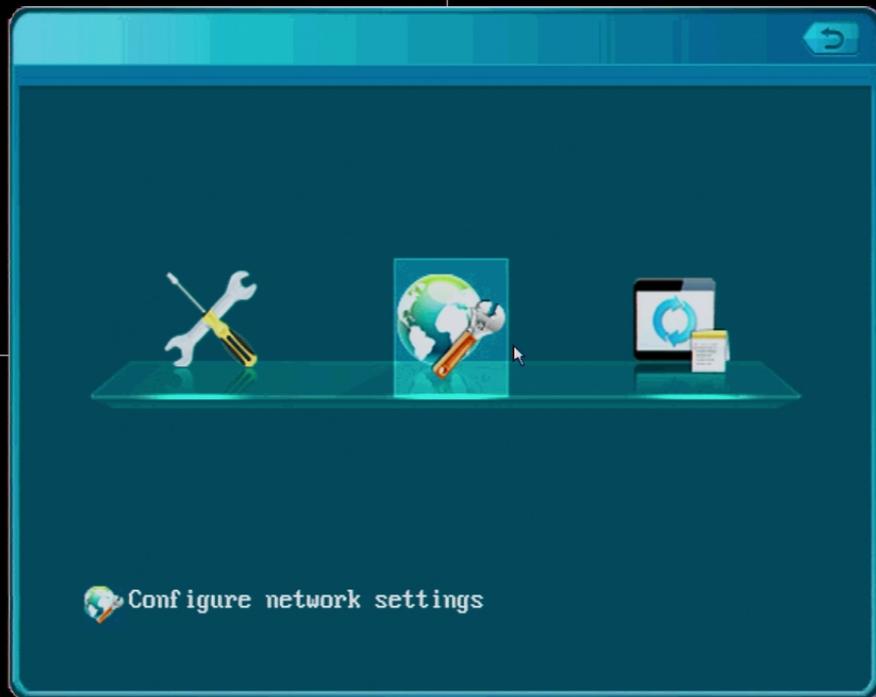
If you are having trouble accessing your NVR through its IP Address on the Internet Explorer, please do the following:

**Enabling DHCP in the NVR:** Right click on the screen you have connected directly to your NVR, and click on the option labeled "Main Menu"



Click on "Configure System Settings"

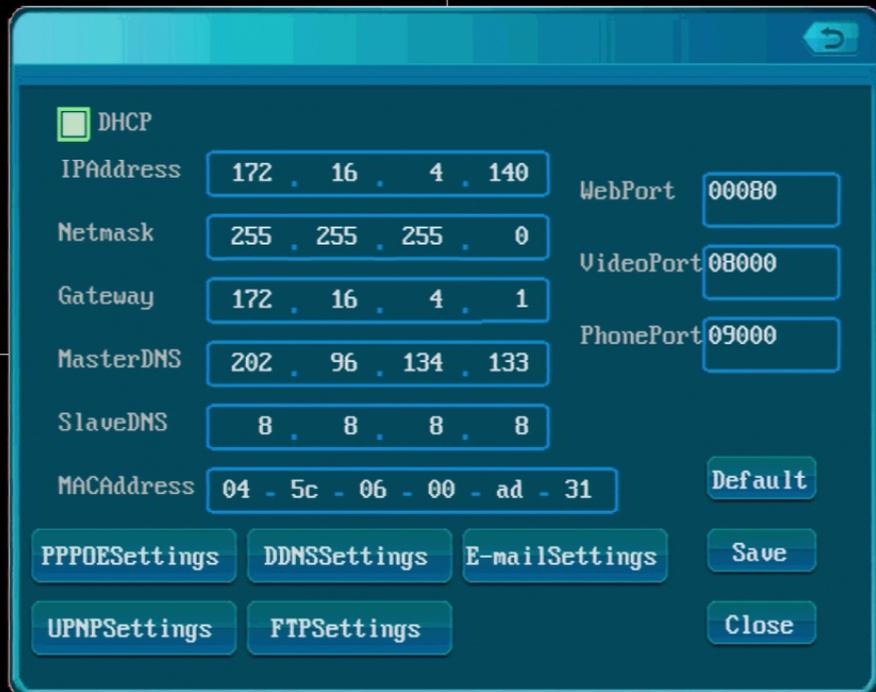
# NVR and IP Cameras



13-01-2000 03:38:48

Select the middle option labeled "Configure Network settings"

# NVR and IP Cameras



The screenshot shows a network configuration window with a blue header and a dark blue background. At the top left, there is a checkbox labeled "DHCP" which is currently checked (white box). Below this, several fields are visible: IP Address (172 . 16 . 4 . 140), Netmask (255 . 255 . 255 . 0), Gateway (172 . 16 . 4 . 1), MasterDNS (202 . 96 . 134 . 133), SlavedNS (8 . 8 . 8 . 8), and MACAddress (04 - 5c - 06 - 00 - ad - 31). To the right of these fields are three input boxes for WebPort (00080), VideoPort (08000), and PhonePort (09000). At the bottom right of the main settings area is a "Default" button. Below the main settings area are five buttons: "PPPOESettings", "DDNSSettings", "E-mailSettings", "UPNPSettings", and "FTPSettings". At the very bottom right are "Save" and "Close" buttons. A timestamp "06-10-2012 07:14:15" is visible in the bottom right corner of the screenshot.

Proceed to enable the option "DHCP" up on the top of your network menu (white box= on, blue box= off). Save the settings.

Unplug the power from your NVR system, wait 5 seconds and plug it back in.

Once it's back up, go back to the Network menu you were working on. Take a look at the IP Address and write it down.

# NVR and IP Cameras

DHCP

IPAddress 172 . 16 . 4 . 140      WebPort 00080

Netmask 255 . 255 . 255 . 0      VideoPort 08000

Gateway 172 . 16 . 4 . 1      PhonePort 09000

MasterDNS 202 . 96 . 134 . 133

SlavedNS 8 . 8 . 8 . 8

MACAddress 04 - 5c - 06 - 00 - ad - 31      Default

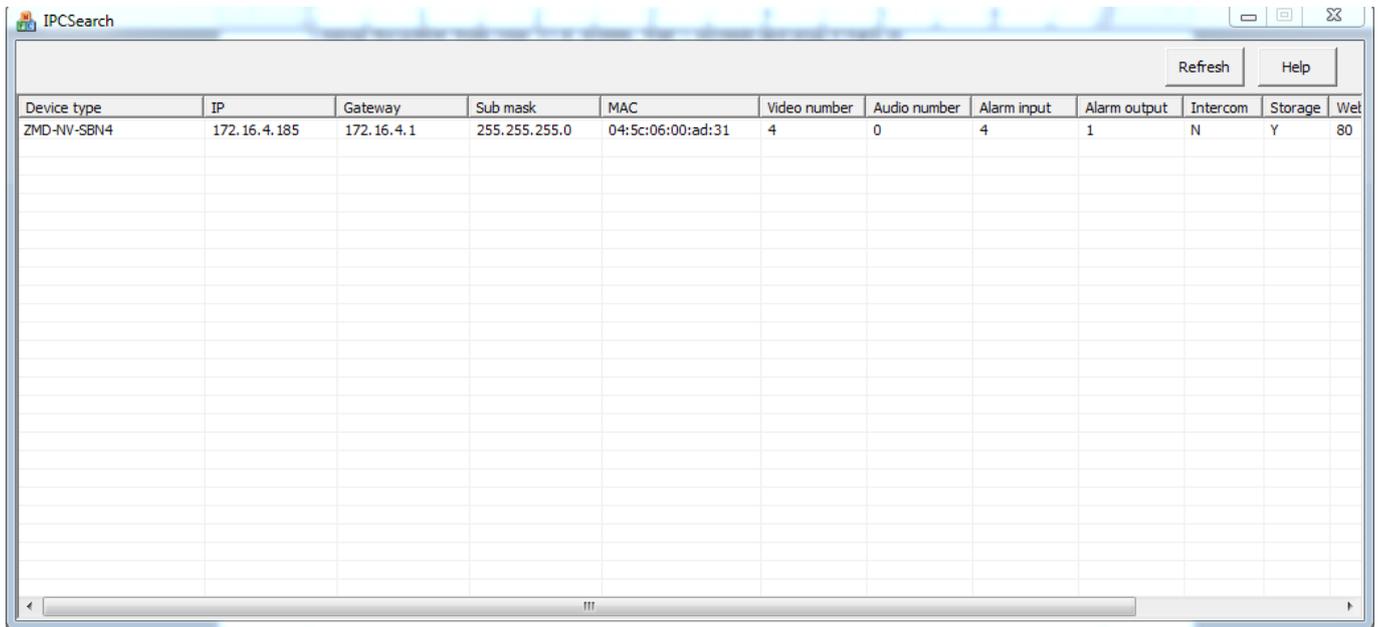
PPPOESettings   DDNSSettings   E-mailSettings   Save

UPNPSettings   FTPSettings   Close

06-10-2012 07:14:15

Go to your Windows Computer, open the IPC Search Tool, hit refresh and confirm that the IP Address shown next to "ZMD-NV-SBN4" is the same as the one you wrote down.

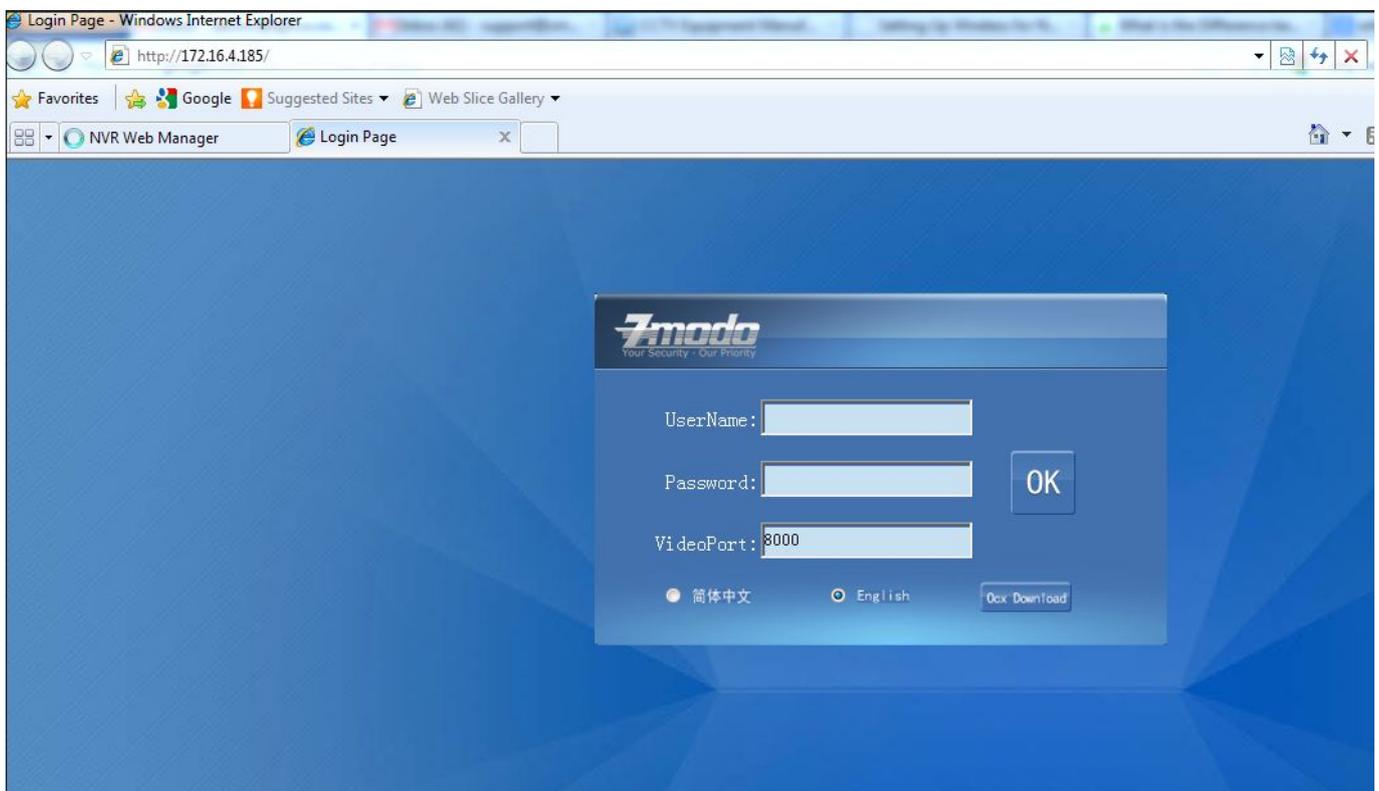
# NVR and IP Cameras



The screenshot shows a window titled "IPCSearch" with a table of device information. The table has columns for Device type, IP, Gateway, Sub mask, MAC, Video number, Audio number, Alarm input, Alarm output, Intercom, Storage, and Web. The first row contains the following data:

Device type	IP	Gateway	Sub mask	MAC	Video number	Audio number	Alarm input	Alarm output	Intercom	Storage	Web
ZMD-NV-SBN4	172.16.4.185	172.16.4.1	255.255.255.0	04:5c:06:00:ad:31	4	0	4	1	N	Y	80

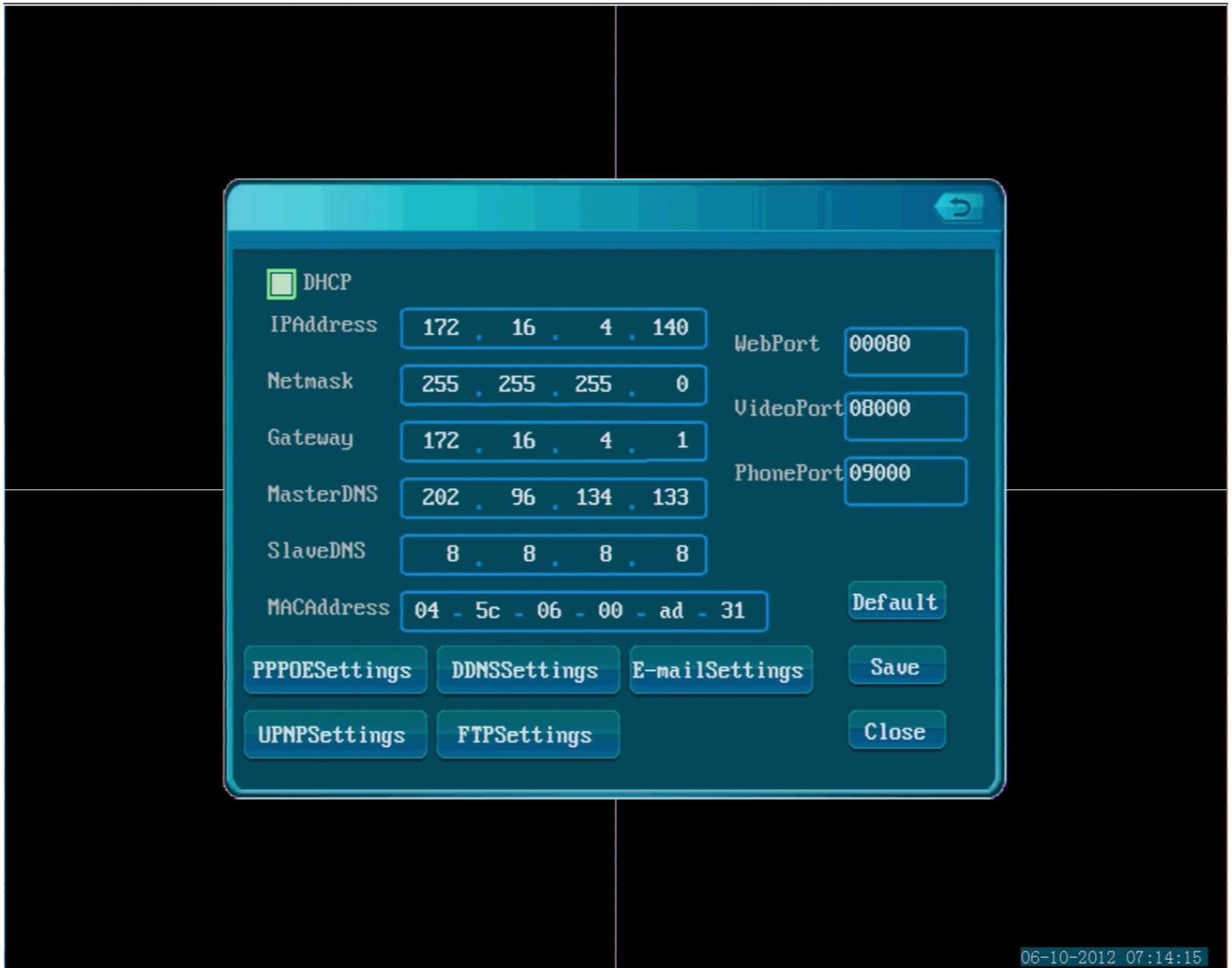
Proceed to access your NVR system again on the Internet Explorer. Type in the new IP Address of the NVR in the address bar and hit Enter. If the loading circle spins for more than 10 seconds with no result, open a new tab next to that one and retry it.



**Changing the WebPort on the NVR:** If you get no response after several attempts, we are going to proceed to change the WebPort on your NVR. Go to the

# NVR and IP Cameras

network menu of your system, and change the WebPort from "00080" to "01025", and save it. Reboot your system.



When it is back up, go to the network menu again and write down the new IP Address.

This time, input that address in your Internet Explorer followed by a :1025 at the end. (e.g <http://172.16.4.157:1025>)

If it still fails to connect, repeat this procedure with a new Ethernet Cable as it is likely to be defective.

Unique solution ID: #1084

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Last update: 2013-08-16 19:29