

Q:How to add new APPS?

A:About adding APPs, there are two ways as follows:1. Online add APPs a) Tester connects Internet (Setting-Wifi) b) Enter "Chrome" browser to search the APPs (Android version), then start to install them. c) Finished the installation, please find the apps in the desktop "MY APPS" 2. via SD card a) Download the APPs from Windows, copy the APPs to SD card "update" folder, if haven't this folder, please create one b) Insert SD card to tester, Click "Update application-local update" to find APPs, then install it. c) Finished the installation, please find the apps in the desktop "MY APPS"

Q:Onvif function prompt "user name or password is wrong, can not view the image" ?

A:Please to check whether camera haven't the user name and password, if haven't user name or password, please leave password blank, and select "not-verification" and login.

Q:ONVIF can not modify camera IP address?

A: If ONVIF modify camera IP Address not change, please refresh or reboot the camera. If also same, please use the PC ONVIF. If PC can not modify camera IP address, that is camera not support this function.

Q:How to update the tester's function?

A:After connect internet, enter "update- online update" to do applications update. you can refresh the update list by swipe down screen.

Q: "PTZ controller" prompt "no video signal input" ?

A:Usually because the camera is non-standard PAN or NTSC, enter "PTZ controller" interface, click "Settings" button to open compatibility mode.

Q:ONVIF "Device List" scanned the camera, but "live video" with no image?

A:Please check "IPC user name" and "IPC Password" whether is correct or not, some cameras use TCP video streaming transport, if can't view the image, change the video streaming transport to TCP. If also can't view image, please update ONVIF.

Q:LAN port indicator normal, the network icon shows red cross?

A:Click "setting"— "IP setting", remove the hook of "dynamic allocation"

Q:How to turn on PoE power ?

A:Connect POE camera to IPC tester's LAN port, Click "IP camera Test" to select "power output" to open the app, then can turn on POE power output.

Q:When you received the tester why need connect the charger to turn on it?

A:For the safety transport, the battery cable was not connected when delivery, before using, please check the battery cable whether is connected.