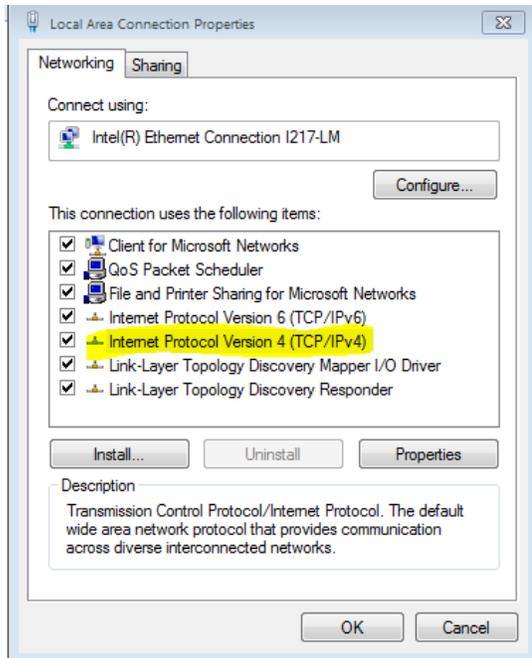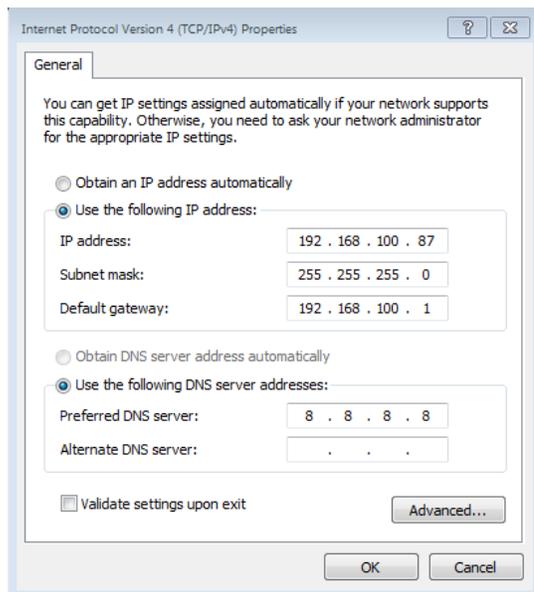The IP address setting tool is not finding my cameras

1. If the IP address setting tool is not working, then connecting your camera directly to your computer is the only way to set up the IP address. You would need to connect the camera directly to your computers ethernet port using a standard network cable. Now, you should be able to set your computers IP address to within the cameras IP address range. If you hook up your camera so you see an image from the USB, HDMI, or SDI outputs, you can use the included IR remote control and press star, pound, 4 (*,#,4) to display you cameras current IP address on the screen. Your camera should come with a default IP address of 192.168.100.88 for the PTZ cameras, or 192.168.100.99 for the box cameras.

2. If you open the "Network and Sharing Center" in Windows, you should be able to then click on the "change adapter settings" on the left side of your screen. You should then be able to select your Local Area Connection and right click, and then select properties.
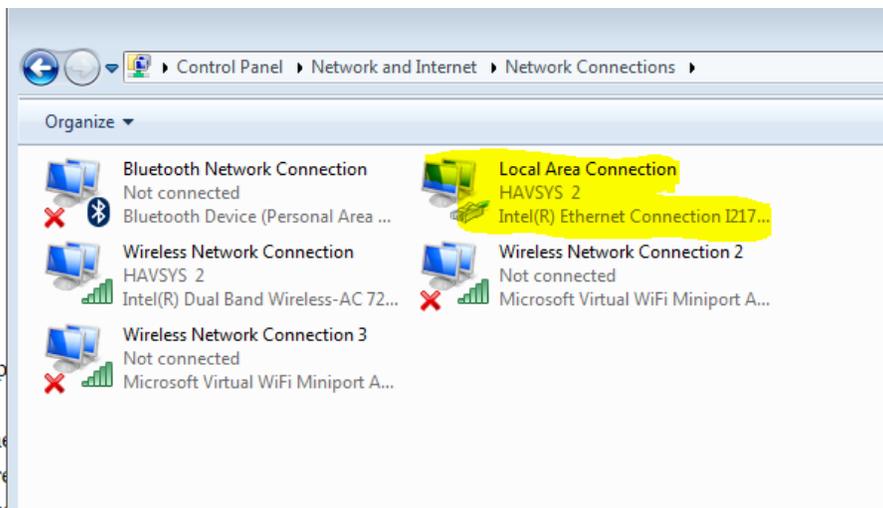

3. This will bring up a menu that looks like the picture below. You want to select "Internet Protocol Version 4 (TCP/IPv4)" and then click properties.

Local Area Connection Properties

Networking | Sharing

Connect using:

Intel(R) Ethernet Connection I217-LM

Configure...

This connection uses the following items:

☑ Client for Microsoft Networks
☑ QoS Packet Scheduler
☑ File and Printer Sharing for Microsoft Networks
☑ Internet Protocol Version 6 (TCP/IPv6)
☑ Internet Protocol Version 4 (TCP/IPv4)
☑ Link-Layer Topology Discovery Mapper I/O Driver
☑ Link-Layer Topology Discovery Responder

Install... | Uninstall | Properties

Description

Transmission Control Protocol/Internet Protocol. The default wide area network protocol that provides communication across diverse interconnected networks.

OK | Cancel

4. At this point you should be able to set a static IP address for your computer. If your computer already has a static IP address, be sure to write it down as you will need to assign it to the computer after we are done. If your computer is set to obtain an IP address automatically, then you should be good to go. If you used the shortcut in step 1 to see your cameras current IP address, you would want to set your computers IP address to be in that IP scheme. If your camera still has the default IP address of 192.168.100.88, you would want to set your computer to be 192.168.100.87. It should look like the pic below. If your camera has a different IP address, just be sure to give your computer the same exact IP address, just a different number in the final spot, 192.168.100.xxx.

Internet Protocol Version 4 (TCP/IPv4) Properties

General

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

○ Obtain an IP address automatically
⦿ Use the following IP address:

IP address: 192 . 168 . 100 . 87
Subnet mask: 255 . 255 . 255 . 0
Default gateway: 192 . 168 . 100 . 1

○ Obtain DNS server address automatically
⦿ Use the following DNS server addresses:

Preferred DNS server: 8 . 8 . 8 . 8
Alternate DNS server: . . .

☐ Validate settings upon exit

Advanced...

OK | Cancel

5. Once you click OK, please exit out of the properties window, and you should be able to now put the IP address of your camera into a web browser (Firefox is recommended) and it should give you the web interface for your camera (default username and password are both "admin". Now, you should be able to go to the 'Network" section of the IP interface, and in the very top you have a place to enter in your cameras IP address.
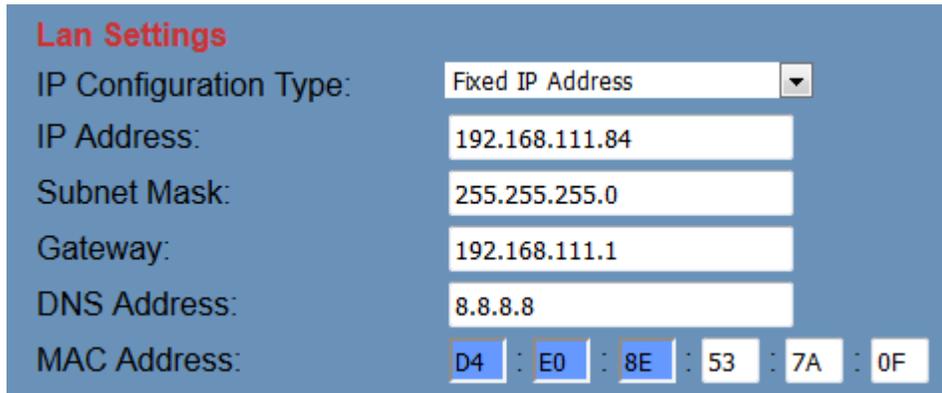
Lan Settings

IP Configuration Type:	Fixed IP Address ▾
IP Address:	192.168.111.84
Subnet Mask:	255.255.255.0
Gateway:	192.168.111.1
DNS Address:	8.8.8.8
MAC Address:	D4 : E0 : 8E : 53 : 7A : 0F

6. At this point you can enter in the IP address you need your camera to be (on your networks IP scheme) and then click apply. Now your camera should be on the same IP scheme as your network. But, before you access it, you must make your computer the correct IP scheme. If you follow steps 2 and 3 again, this should get you back into the IP section of your computer. If your computer had an static IP address, reassign it to your computer at this point. If your computer did not have an IP address, make your computer automatically find an IP address. Click ok and exit out of properties.

7. Now you should be good to access your computer from anywhere on your network.