ALLNET®

ALL2213

H.264 Outdoor IR WLAN P2P IP-Camera

User´s Manual

for other Browsers

Statement

Thank you for using our IP camera products. The IP camera designed for network video surveillance, adopted high performance and powerful single SOC chip media processor to integrate audio and video capture, compression and transmission. Standard H.264 Main Profile coding algorithm ensures clearer and smoother video transmission effect. Built-in Web Server allows users to easily perform real-time monitoring and remote control over front-end cameras via Safari,Chrome,Firefox etc browser.

The IP cameras is suitable for small and medium-sized enterprises, families, and other environments that require remote network video transmission and monitoring. It is easy to be installed and operated.

Before installation, please check the product and all accessories. If anything is missing, please contact your supplier in time.

Package Contents:

1	IP Camera	X1
2	Power Adapter	X1
3	CD	X1
4	User Manual	X1
5	WIFI Antenna	X1
6	Bracket	X1
7	Network Cable	X1

NOTE:

Contents in this manual may be different from the edition that you are using. Should any unsolved problem occur given that the product is used according to this manual, please contact our technical support department or your product suppliers.

The content of this manual may be updated at irregular intervals without prior notice.

1. INTRODUCTION

1.1. General Description

This is a minitype camera with elegant and beautiful shape, built-in Web server, open application interface and industrial grade stable performance, makes the industrial network transmission safety, quickly, simple operation, easy control. It integrates audio and image information, perform real-time monitoring synchronously through the network, to achieve real-time monitoring audio and image via a standard Web browser.

1.2. Characteristic

Easy to Install

Just inserting the network cable to the RJ45 interface of the camera, inputting the camera's IP address through Microsoft IE, Mozilla Firefox, Google Chrome or other standard browsers, then using it.

High Quality Image

The camera adopt H.264 video compression, with clear picture, the maximum speed up to 30 frames/second via 10M/100M network real-time transfer.

Open Standard Environment

Support TCP/IP network, support HTTP DNS DHCP PPPoE SMTP FTP SSL TFTP NTP ARP/RARP NFS RTSP RTP RTCP protocols and Dynamic IP(DDNS). Support up to 10 users online simultaneously.

Advanced Extended Function

Connect home appliances and pan alarm via GPIO interface to achieve I/O alarm input and output functions.

Simple Management Mode

Using standard web browser, to configure and manage the camera, upgrade the software online directly.

Safety Performance Guarantee

Multi-level users management and passwords definition, the administrator can set different access permission to different level visitors.

Extensive Range Application

Real-time video is transferred by internet, which can't be compared by traditional video surveillance system. Users can view and remote control the real time image at anytime, anywhere via network. The camera can be widely used such as product demonstrations, real-time monitoring, real-time recording and taking. It can also be at the scheduled time or event occurs, send pictures to the specified E-Mail, FTP server timely.

1.3. Specification

Specification:		ALL2213:
Image Sensor	Image Sensor	1/4" Color CMOS Sensor
	Display Resolution	1280*720(1.0Mega Pixels)
	Illumination	0 Lux(with IR LED on)
Lens	Lens Type	F:6mm
	Viewing Angle	60 Degree
Video	Image Compression	H.264
	Resolution	1280 x 720(720P), 640 x 480(VGA), 320 x 240(QVGA)
	Flip Mirror Images	Vertical / Horizontal
	Light Frequency	50Hz, 60Hz or outdoor
	Video Parameters	Brightness, Saturation , Contrast ,Hue
Communication	Ethernet Interface	Build in 10/100Mbps,Auto MDI/MDIX , RJ-45
	Supported Protocol	TCP/IP HTTP DNS DHCP PPPoE SMTP FTP SSL TFTP NTP ARP/RARP NFS RTSP RTP RTCP.
	Compress rate level	128Kbps～4Mbps
	Wireless Standard	IEEE 802.11b/g/n
	Data Rate	802.11b: 11Mbps (Max.), 802.11g: 54Mbps (Max.), 802.11n: 150Mbps (Max.)
	Wireless Security	WEP & WPA WPA2 Encryption
Physical	Infrared Light	30 IR LEDs, Night visibility up to 25 meters
	Alarm Input	1 Channel on/off Input
	Alarm Output	1 Channel relay Output
Power	Power Supply	DC 12V/2.0A (EU adapter)
	Power Consumption	9 Watts (Max.)
Environment	Operate Temper.	-20° ~ 55°C (-4°F ~ 131°F)
	Operating Humidity	20% ~ 85% non-condensing
	Storage Temper.	-20°C ~ 60° (-4°F ~ 140°F)
	Storage Humidity	0% ~ 90% non-condensing
OS Support	PC	Windows,MAC
	Browser	IE/Firefox/Safari/Google chrome or other standard browsers
	Phone	iOS,Android
Certification	CE, FCC, RoHS	

2. INSTALLATION AND SETTINGS

System Requirement:

Operating System: Windows 2000 / XP / Vista / 7/8

Network Protocol: TCP/IP

Network Structure: Applies to all network connections 10/100M LAN platform

2.1. Network Connection

Intranet and Extranet Connection Reference:

Extranet means public IP, Intranet means private IP. If your IP belongs to the follow range, then it's a private IP :

Category A: 10.0.0.0 - 10.255.255.255

Category B: 172.16.0.0 - 172.31.255.255

Category C: 192.168.0.0 - 192.168.255.255

Intranet Connection: IP camera and user's computer(device) should be under the same network environment, and both of their IP should be under the same subnet, then means correct connection, picture as below:
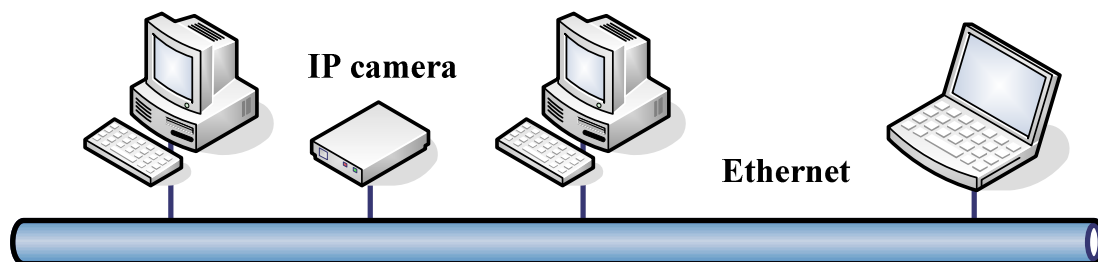
Figure1.0

Extranet Connection: there are 2 ways as below:

(1). IP camera connect to the Internet via router, here camera's IP is a private IP, clients need to connect to IP camera through a router, with forwarding rule to be connected correctly, as below:
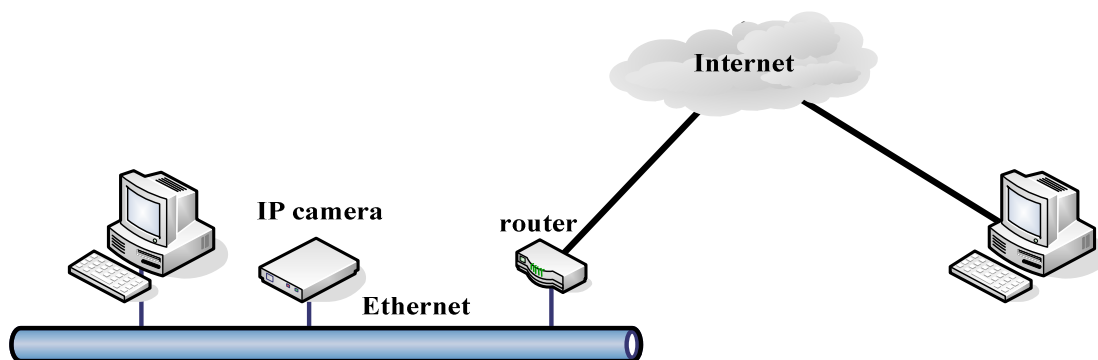
Figure1.1

(2). IP camera connect to the Internet directly, if it's a fixed IP which provided by ISP, just input it. If it's a floating IP, then input the account and password which provided by ISP to dial-up connection.
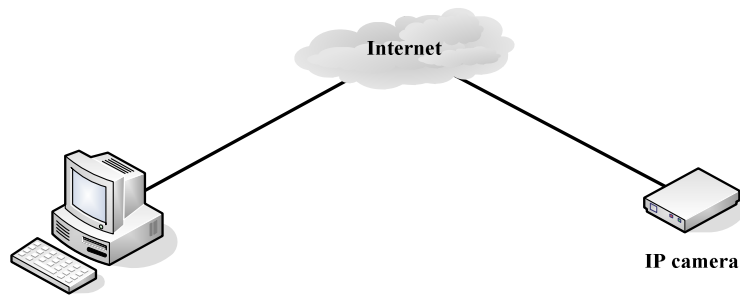
Figure1.2

2.2. UPnP Service

UPnP could help you to find your camera's IP more faster. For Window XP, from "**Control Panel**" > "**Add or remove applications**" > "**Add or remove Windows component**" > "**Network service**" > "**Detailed data**" > "**UPnP users interface**", enable it, factory settings is disable. Then it can allow your operating system to support UPnP.
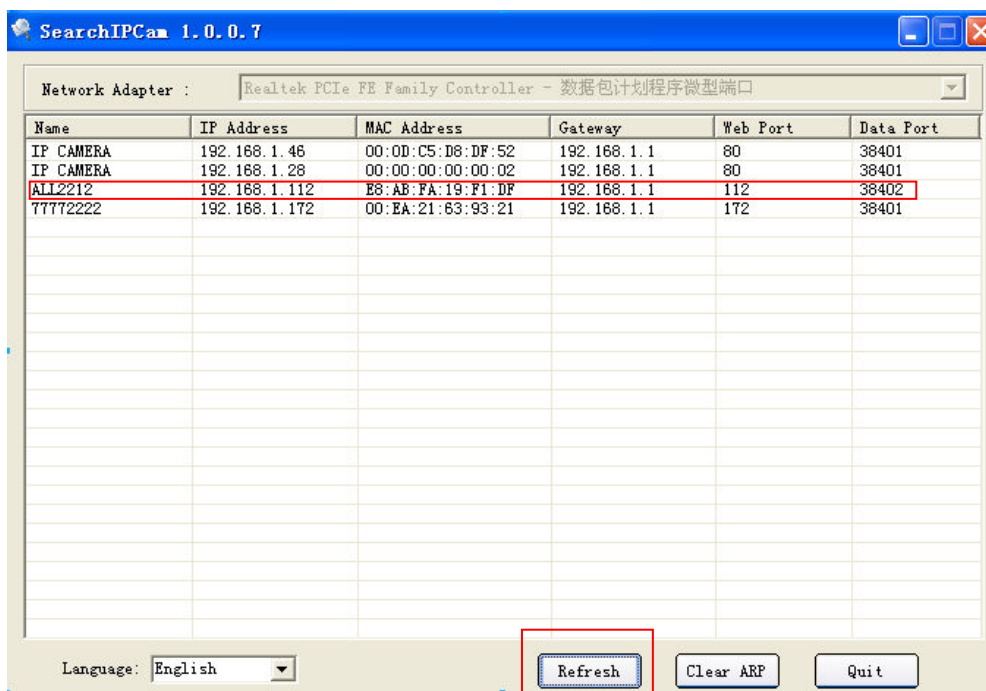
2.3. Login the Camera

Step 1: Install from CD into computer,then generate a icon
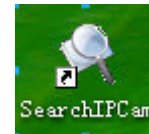
Step 2: Double click "**Search IPCam**", camera IP & MAC list will be displayed. If you want to re-search, click "**Refresh**" again.

Step 3: Double click the IP to enter other browsers login interface.

Figure1.3

3. SOFTWARE OPERATION (FOR CHROME FIREFOX SAFARI)

Choose the suitable language, input correct user name and password, then click "**Login**"

For example,if the factory default settings as below:

IP Address:192.168.1.155

User name: admin　　　　　　**Password**: admin
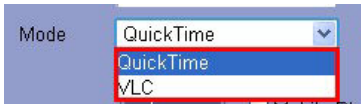
 ：Choose the login mode.

QuickTime:Choose QuickTime, login the camera directly.if there is prompt for installing the quicktime player, just download and install it..

VLC: If use VLC, should download the VLC player firstly.

During the VLC installation, please must enable Mozilla plugin as the picture showes below:
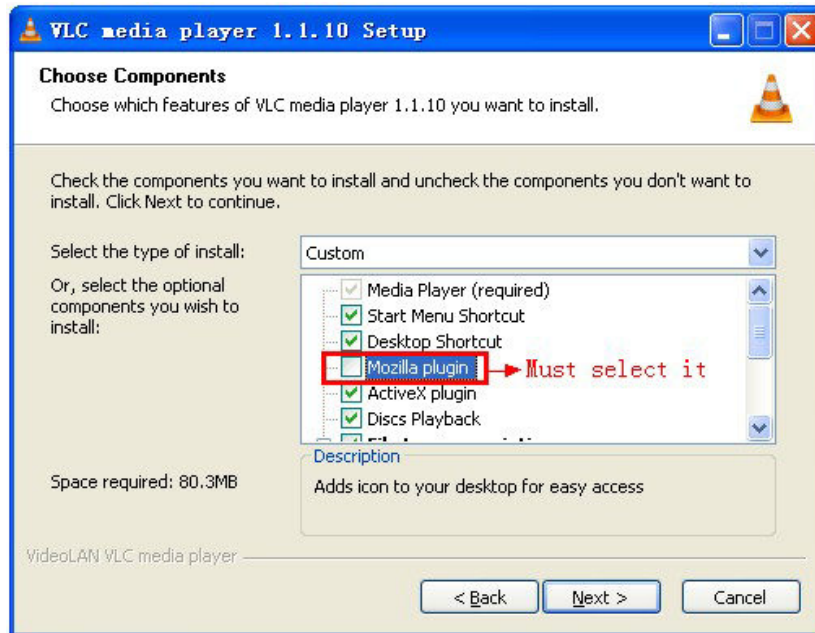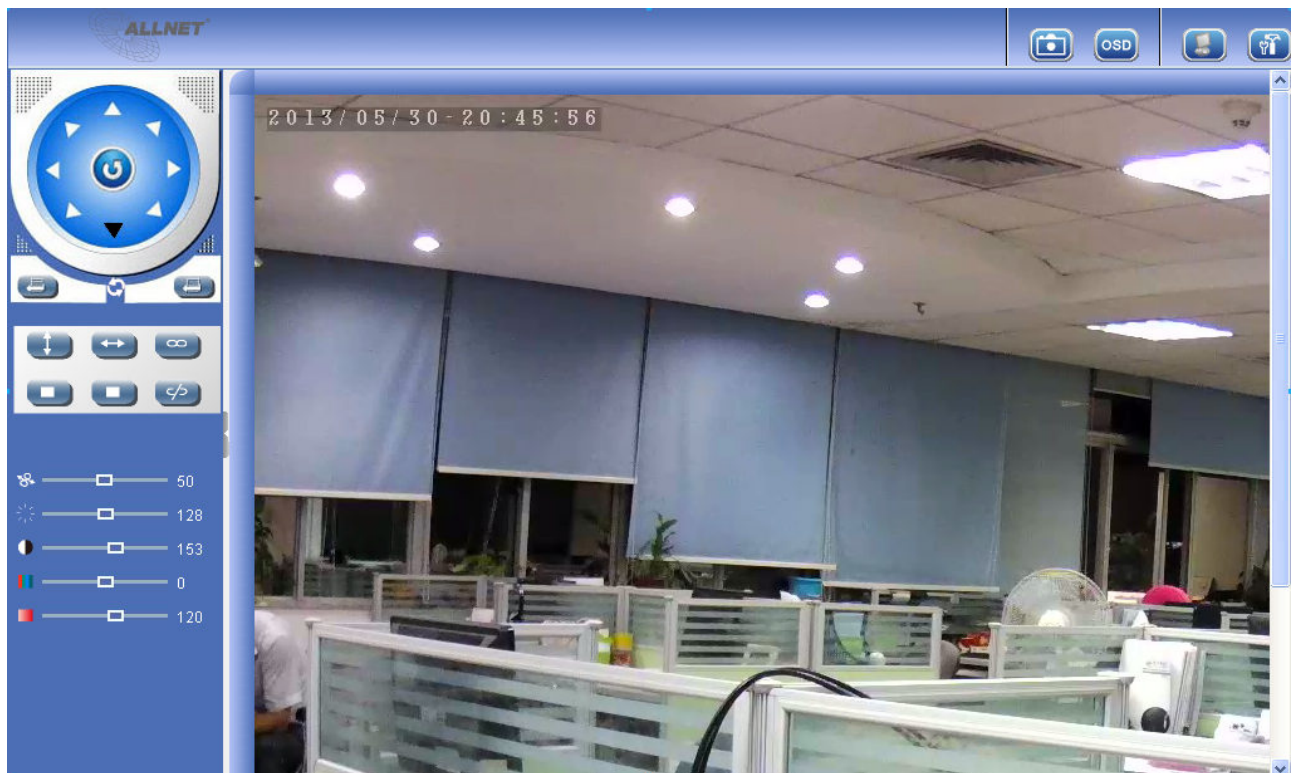

：Choose languages here

：For mobile phone login

：Click to login the other browsers interface as below:

3.1. Two main functions：

 Live video: Click it, back to live video window from "**Playback**" or "**Params settings**"

 Params Settings： Setting the camera's parameters(**Details see 4 Params settings**)

3.2. For Live Video

3.2.1 TOP Menu For QuickTime Mode:

 Capture: Clik to take snapshot, the picture be saved in the PC to it's appointed path as JPG format, will pop-up

the snapshot, right click the picture to save it.

 OSD Settings: Click it will pop-up the OSD settings interface, including OSD Color, Frequency, Image Mirror

and Flip.

OSD: Means "On-Screen Display"

OSD Color: Including Disabled, Black, Red, Green, Blue, Purple, Gray, Silver, Yellow, Olive, Turquoise, White, Light Blue etc.

Frequency: Including 50HZ, 60HZ, Outdoor.

50HZ/60HZ for the users who use 50HZ/60HZ frequency, outdoor for the users who want to use this camera to monitor the outdoor environment

NOTE: This camera normally should be used in a indoor environment

Mirror and Flip

Mirror: Select this icon to see the mirror image. Erase it, will back to normal.

Flip: Select this icon to see the reversal image. Erase it, will back to normal.

NOTE: You can choose Mirror and Flip function when you set up the camera in a special position.

3.2.2 Top Menu For VLC Mode:

 : **Adaptive size of the display.** Click it, will get adaptive size

 : **The true size of the display.** Click it, will back to the true size.

 Capture: Clik to take snapshot, the picture be saved in the PC to it's appointed path as JPG format, will pop-up

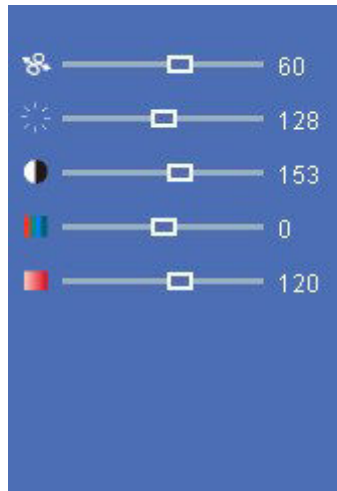the snapshot, right click the picture to save it.

 OSD Settings: Click it will pop-up the OSD settings interface, including OSD Color, Frequency, Image Mirror

and Flip.

3.2.3 Left Side Menu:

There are some basic operation icons listed on the left side menu as below:

PT Control: Not Applicable

: **PTZ speed:** Not Applicable

: **Brightness:** set value from 0 to 255, click the icon, it will back to factory settings.

: **Contrast:** set value from 0 to 255, click the icon, it will back to factory settings.

: **Hue:** set value from -128 to 127, click the icon, it will back to factory settings.

: **Saturation:** set value from 0 to 200, click the icon, it will back to factory settings.

4. PARAMS SETTINGS

4.1. Device

Click "**Params Settings**" icon , select "**Device**", it will show the basic information such as "**Device ID**",

"**Device Client Version**", "**Device Host Version**", "**Description**", "**IP Address**", "**UPNP Status**", "**DDNS Status**"
etc.

Default device name is "**IP Camera**", users can change the camera's description here, picture as below:
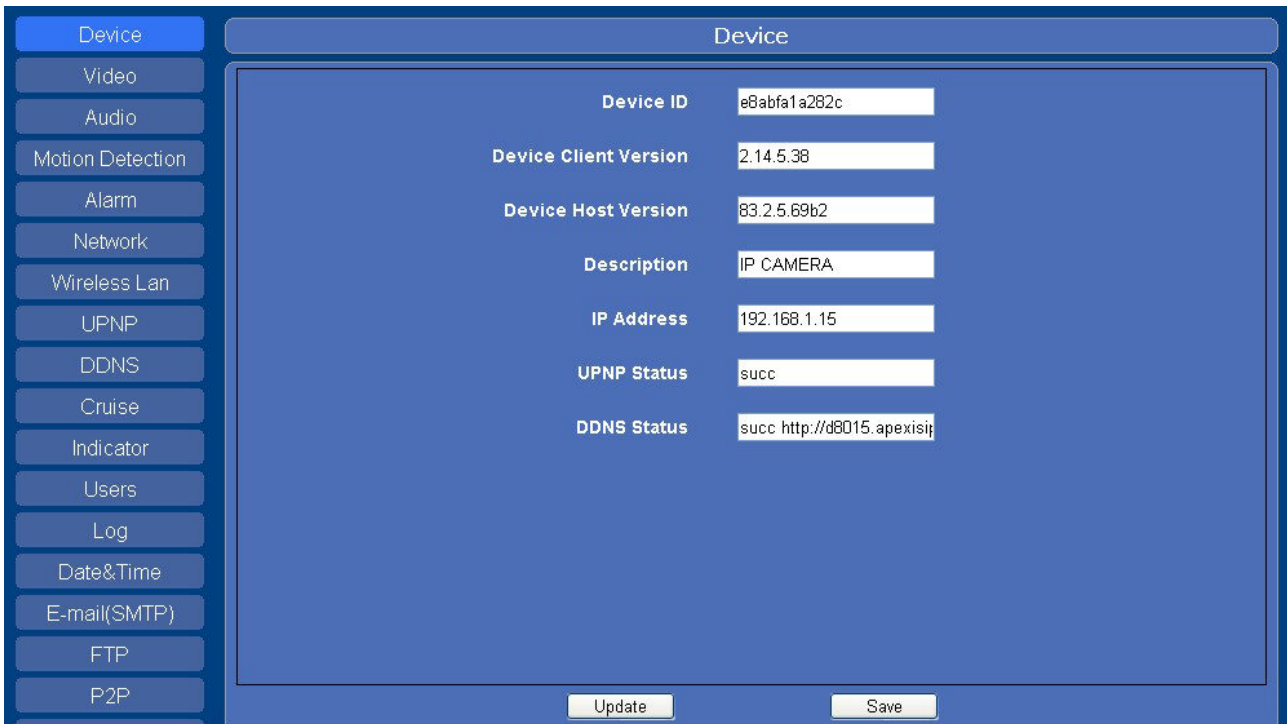
4.2. Video

Click "**Video**" to enter the interface as below:

There are two option for stream, **Main-Stream** and **Sub-Stream**, users can set the stream based on the actual operation enviroument, for example, if the band width is good enough, set Main-Stream as Initial-Stream, or choose Sub-Stream will be better.

Set the parameters of **Main-Stream** and **Sub-Stream** as below:

Resolution: 1280x720, 640x368, 320x208 optional.

Frame Rate: Set the frame rate according to the band width. Frame rate could be "**Auto**" or "**from 1fps to 30fps(Real time)**". if the network situation is not ideal, can reduce the frame rate to control the coding rate, make the moving pictures more smoothly

Bit Rate: Higher bite rate means better quality images, but take more band width, so please adjust the settings according to the actual band width. The range of bit rate from 128Kbps~4Mbps.
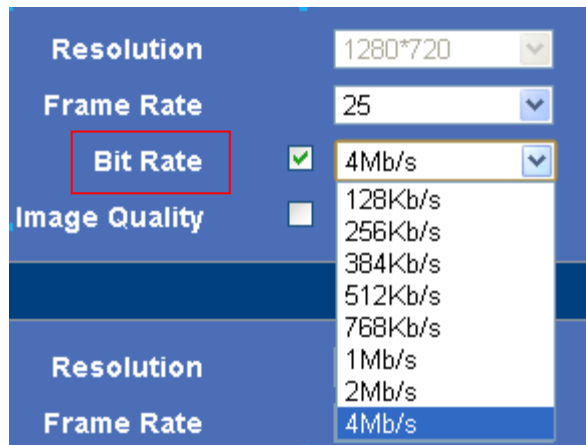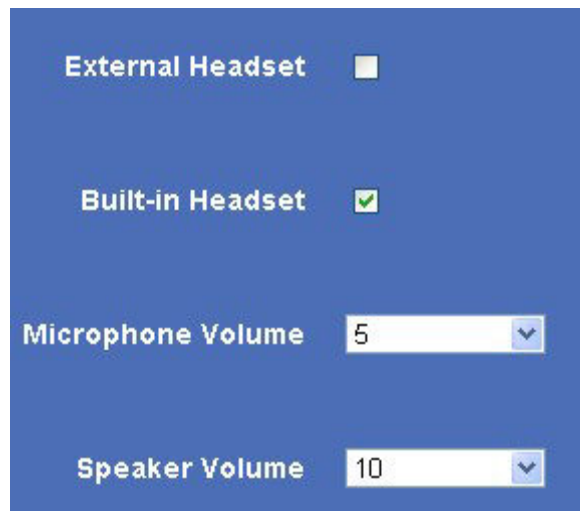

Image Quality: Better image quality, higher bit rate value, and it will take more bandwidth, the image quality parameters could be set as below:

NOTE: When the device runs, only can select Bit Rate or Image Quality either.

4.3. Audio

Click "**Audio**" to enter the interface:

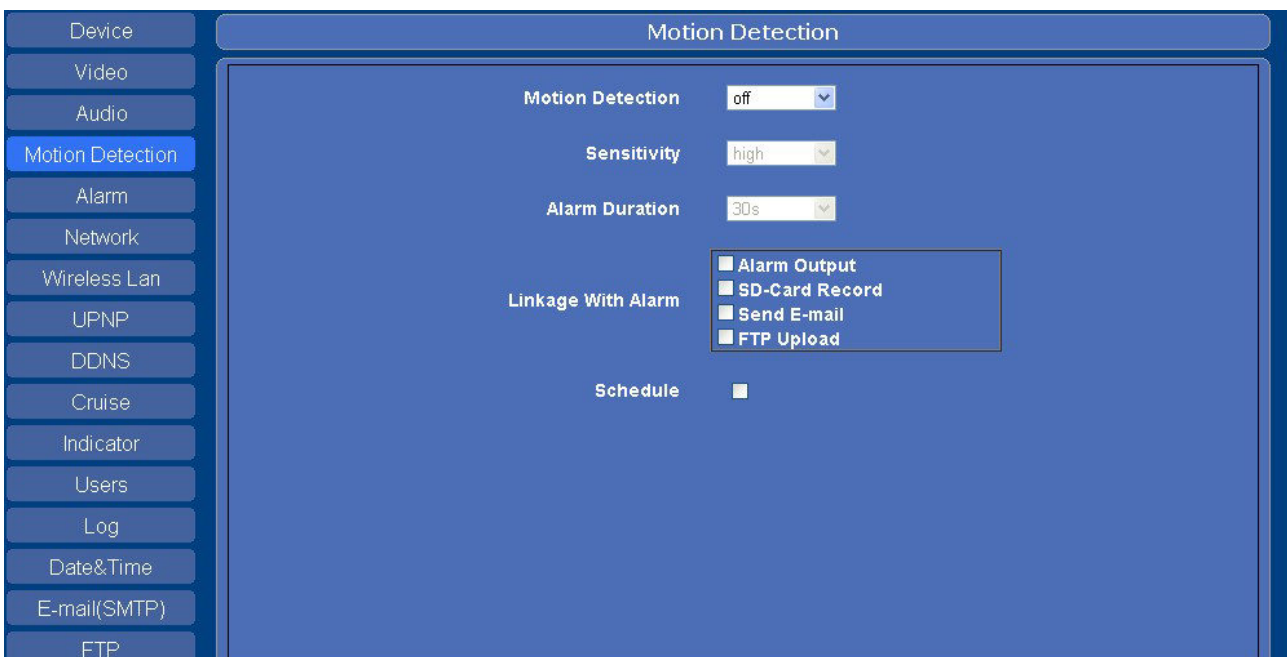**Built-in headset**: Choose built-in MIC as the audio input device.

External headset: Choose external headset as the audio input device.

Microphone Volume: Adjust the microphone volume

Speaker Volume:Adjust the speaker volume
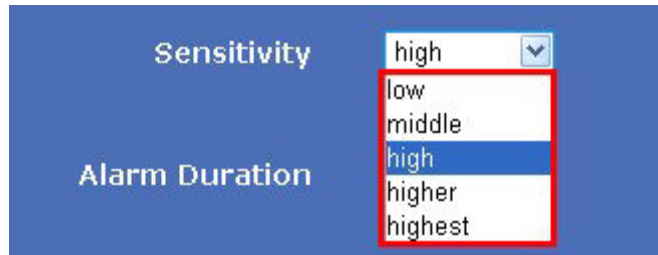
4.4. Motion Detection

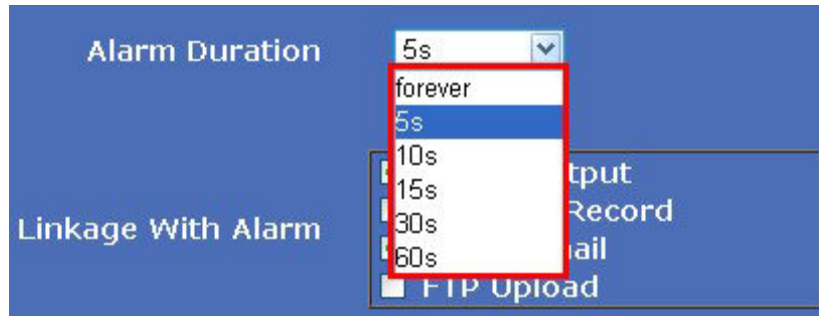Click "**Motion Detection**" to enter the interface:

● **Motion Detection**: Set motion detection armed function ON/OFF.

● **Sensitivity**: Set detection sensitivity as Low, Middle, High, Higher, Highest.
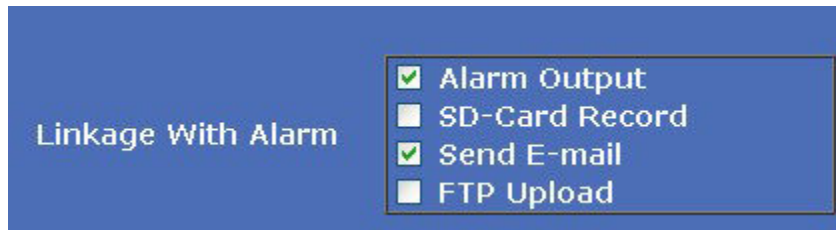
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● **Alarm Duration**: Set each alarm duration, can be Forever, 5s, 10s, 15s, 30s, 60s.

Linkage with Alarm

These are actions optional for motion detection.

● **Alarm output**: Select it to enable alarm output, unselect to stop.

● **SD-Card Record**: Select it to enable record in SD card, unselect to stop.

● **Send E-mail**: Select it to enable E-mail alert function, unselect to stop. (Mail service details see 4.14)

● **FTP Upload**: Select it to enable FTP upload function, unselect to stop. (FTP details see 4.15)

Click **Save** to save all the settings.

Click **Update** to refresh the settings.

Schedule: Select the day and time for motion detection

4.5. Alarm

Click "**Alarm**" to enter the interface:
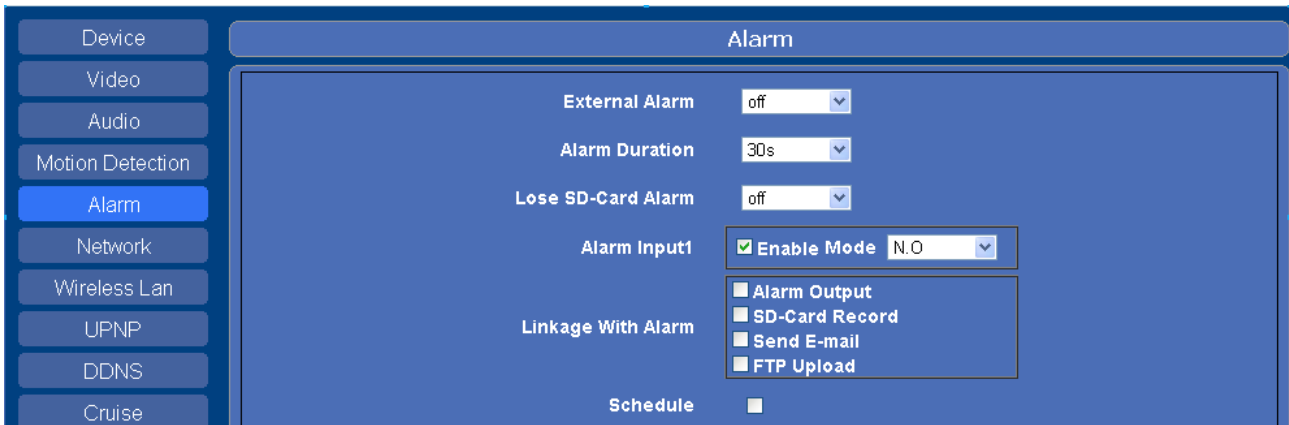
● **External Alarm**: Set external alarm function ON/OFF.
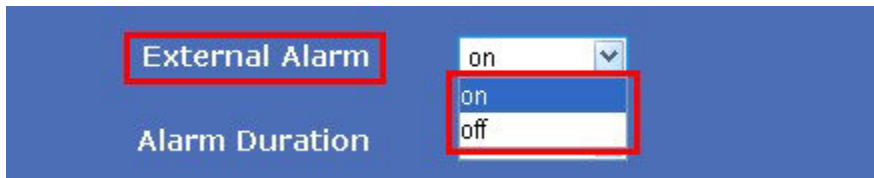
● **Alarm Duration**: Set external alarm output duration(Relay close time), can be Forever, 5s, 10s, 15s, 30s, 60s.
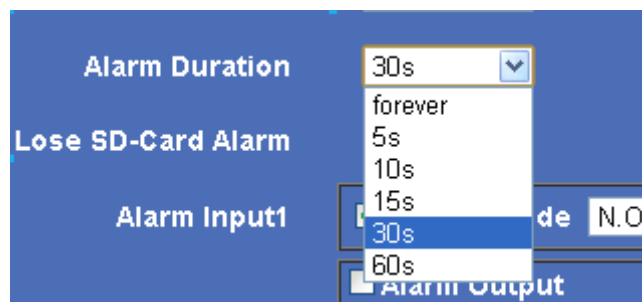
● **Lose SD-Card Alarm**: Set alarm triggered ON/OFF if the SD-Card is lost.

● **Alarm Input**: Set alarm input ON/OFF, it supports NO/NC external alalrm device, choose the correct mode to make sure it works well, it refers to the I/O pin7(Input1).
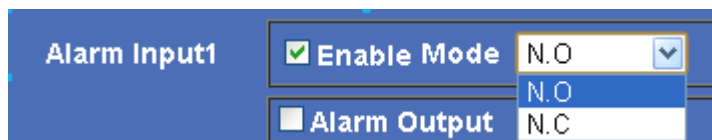
● **Action with Alarm**

These are actions optional for external alarm triggerred..
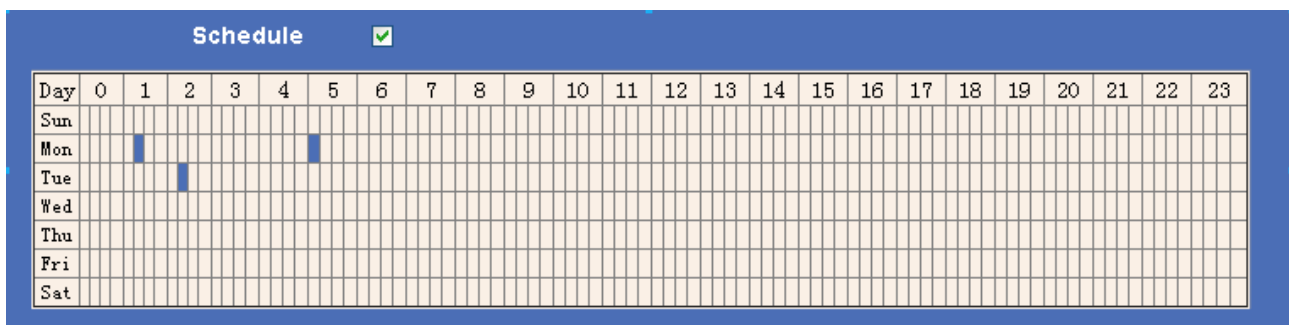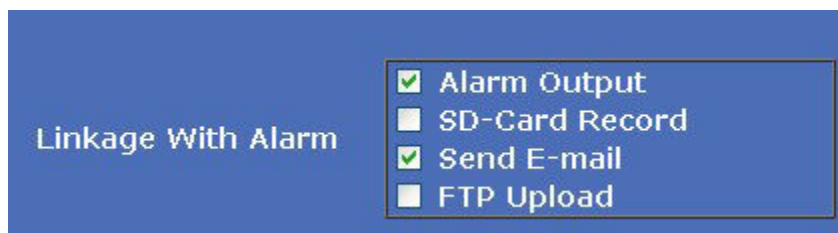
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Alarm output: Select it to enable alarm output, unselect to stop.

SD-Card Record: Select it to enable record in SD card, unselect to stop.

Send E-mail: Select it to enable E-mail alert function, unselect to stop. (Mail service details see 4.14)

FTP Upload: Select it to enable FTP upload function, unselect to stop. (FTP details see 4.15)

Click **Save** to save all the settings.

Click **Update** to refresh the settings.

4.6. Network

Click "**Network**" to enter the interface:

Network Type: There are three modes: **Static Address**, **Dynamic Address**, **PPPoE**.

4.6.1 Static Address

Set network parameters manually

● **Media Port**: Default is 38401.

● **Web Port**: Default is 80.
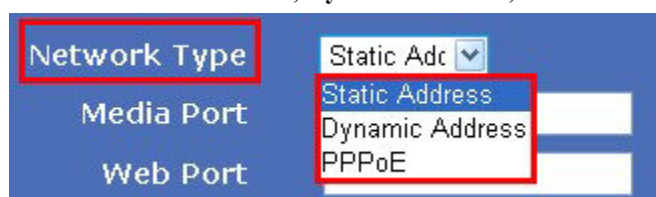
● **Phone Port**: Default is 2012.

● **RTSP Port**: Default is 554.

● **IP Address**: Set the IP address of camera.

● **Subnet Mark**: Default is 255.255.255.0.

● **Gateway**: Set the gateway of IP camera. If the camera connect to extranet via router, then the gateway is the router's IP.

NOTE: Please don't change the **Media Port**, **Web Port**, **Phone Port**, **RTSP Port** if no necessary.

4.6.2 Dynamic Address

Choose Dynamic Address, the camera will get IP address automatically.

● **Media Port**: Default is 38401.

● **Web Port**: Default is 80.

● **Phone Port**: Default is 2012.

● **RTSP Port**: Default is 554.

NOTE: Please don't change the Media Port, Web Port, phone Port, RTSP Port if no necessary.

4.6.3 PPPoE

Set parameters here to enable PPPoE function.

● **Media Port**: Default is 38401.

● **Web Port**: Default is 80.

● **Phone Port**: Default is 2012.

● **RTSP Port**: Default is 554.

● **Enable PPPoE:** Choose Open to enable PPPoE function.

● **PPPoE User:** The account provided by ISP

● **PPPoE Password:** The password provided by ISP.

● **PPPoE IP Address.** If PPPoE dial-up succeed, will display the IP address distributed by ISP.

NOTE: Please don't change the **Media Port**, **Web Port**, **Phone Port**, **RTSP Port** if no necessary.

● **DNS Server**: Set DNS server

● **MAC Address**: MAC address of IP Camera.

If you don't know **Subnet Mask**, **Gateway**, **DNS Server**. Please check the Local Area Connection Status of your computer; it contains all these information, steps as below:

1. **Control Panel** > **Network Connections** > **Local Area Connections** > **Support** > **Details**

2. Find the local connection icon from taskbar, left click it, choose **Support** > **Details**
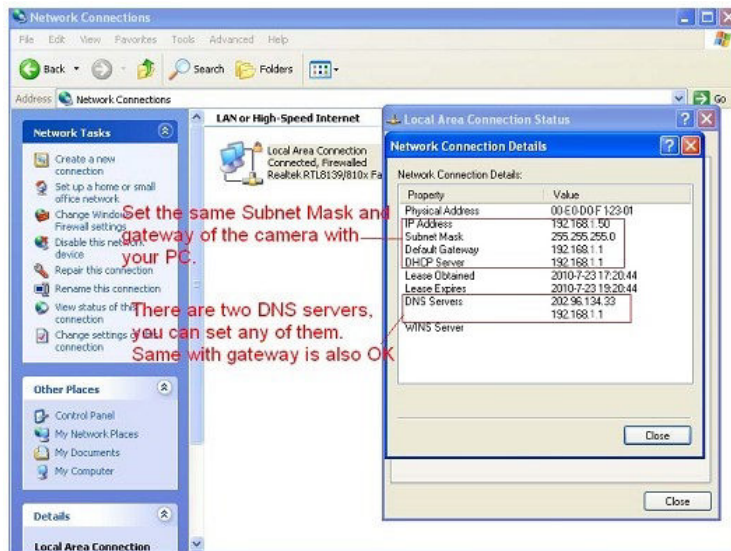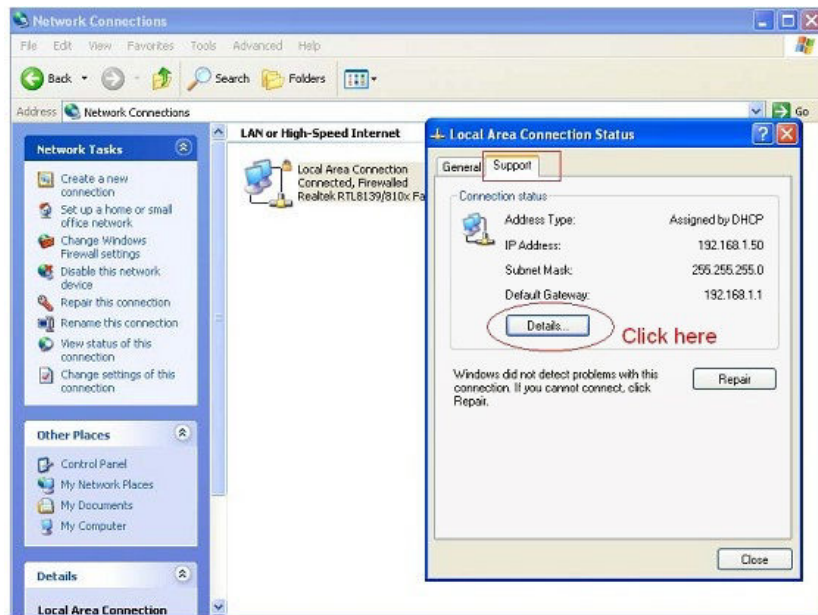
If you don't know the DNS Server, you can set it the same as Gateway.

4.7. Wireless Lan

Click "**Wireless Lan**" to enter the interface:

Click the icon "**Search**" to scan the wireless network in this environment automatically.

Using Wireless Lan: Set WiFi ON/OFF.

SSID: the ID of Wireless network, it should be the same SSID as the connected WiFi router.

Network Type: Two modes:

1. Infra（Infrastructure Mode）, if using normal AP, choose Infra mode..

2. Ad-Hoc Mode. If using point-to-point transmission, choose Adhoc mode.

The factory setting is Infra.

● **Encryption**: WEP, TKIP, AES optional.

● **Authentication**: **WEP**: Open System or Share Key.   **TKIP (AES)**: WPA-PSK or WPA2-PSK.

● **Select Key**: Choose the channel of WEP share Key.

● **Key**: Input the key the same as the settings in your router.

All the WiFi encryption mode should be the same as WiFi router which connected, and different encryption has

different authentication menu.

4.8. UPNP

Click "**UPNP**" to enter the interface:

Enable UPNP: Set UPNP function ON/OFF.

Select it to enable UPNP, then the camera will do port forwarding automatically.

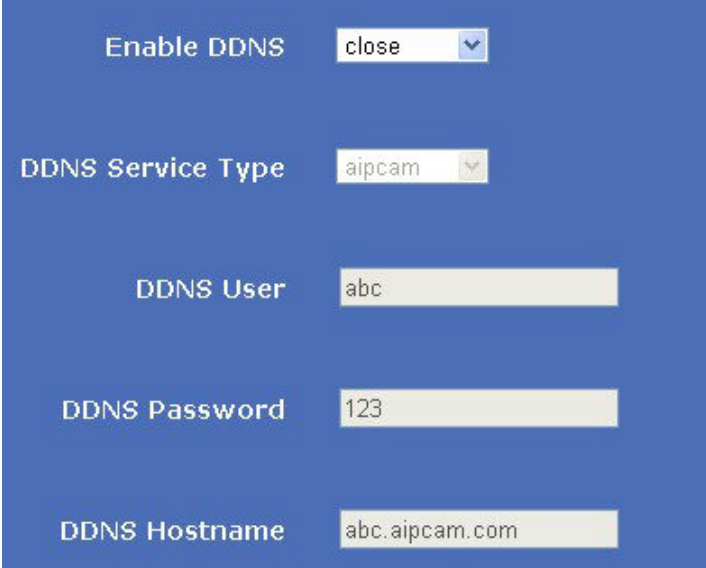It's helpful for using DDNS, if your router support UPNP, then you no need do port forwarding in router.

NOTE: Here UPNP only for port forwarding now. It has much relation with security settings of your router, make sure

the UPnP function of router is ON.

ATTENTION: If your router doesn't support UPNP function, it may show error information. So we recommend you

do port forwarding manually in your router.

4.9. DDNS:

Enable DDNS function.

There are 2 options:

Factory DDNS: This domain is provided by manufacturer.

Third Party DDNS: This domain is provided by the 3rd party, such as Dyndns, 3322 etc.

● **Enable DDNS**: Set DDNS function ON/OFF.

● **DDNS Server Type**: Set DDNS server type, such as factory DDNS or third party DDNS server provider.

● **DDNS User**: Registered user name from DDNS server. (If use factory DDNS, it can't be modified.)

● **DDNS Password**: Registered password from DDNS server. (If use factory DDNS, it can't be modified.)

● **DDNS Host Name**: Domain name set by user. (If use factory DDNS, it can't be modified.)

For the third party DDNS, you have to register an account firstly, keep the user, password, host, then input it.

NOTE: Only one DDNS can be chosen, for example, if you use manufacturer's DDNS, the 3rd one won't work, if use the 3rd DDNS, the manufacturer's one won't work.

4.10. Cruise Not Applicable

4.11.Indicator
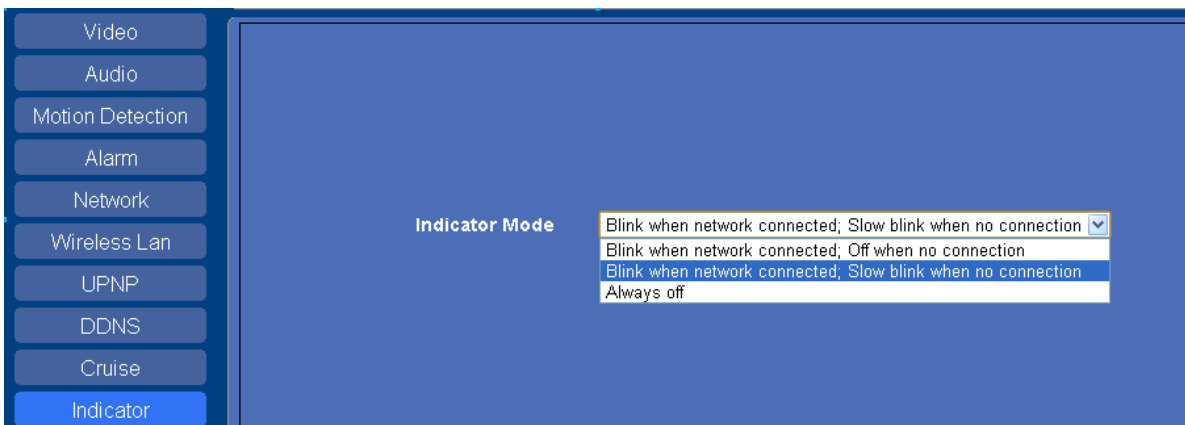
There are 3 Indicator Modes,choose the one,then click "Save"

4.12. Users

Click "**Users**" to enter the interface:

Every camera supports 16 users, and every user can be divided into three grades including **Super Admin.**,

Administrator, **Operator**, **Visitor**.

Super Administrator：Every device has a super administrator, it has the highest permission, can set all the parameters.

Administrator：Lower permission than super administrator, it can set most of the parameters except adding orediting other administrator accounts.

Operator: Lower permission than administrator, can do some operation such as pan/tilt control and set some parameters.

Visitor: The lowest permission, only can view live video, can't control the pan/tilt, parameter settings etc.

4.13 Log

Click "**Log**" to enter the interface:

User	IP Address	Time	Type
admin	192.168.1.85	1970/01/01 08:31:44	Login Out
admin	192.168.1.85	1970/01/01 08:28:12	Set Config
admin	192.168.1.85	1970/01/01 08:17:32	Login In
admin	192.168.1.220	1970/01/01 08:06:08	Login In
admin	192.168.1.220	1970/01/01 08:05:34	Login Out
admin	192.168.1.220	1970/01/01 08:02:28	Login In
admin	192.168.1.220	1970/01/01 08:02:23	Login Out
admin	192.168.1.85	1970/01/01 08:01:03	Login In
admin	192.168.1.27	1970/01/01 08:00:52	Login In
admin	192.168.1.220	1970/01/01 08:00:36	Login In
admin	183.37.229.203	2011/07/13 19:03:08	Set Config
admin	183.37.229.203	2011/07/13 19:02:33	Login In
admin	183.37.229.203	2011/07/13 19:02:22	Login Out
admin	183.37.229.203	2011/07/13 19:01:17	Set Config
admin	183.37.229.203	2011/07/13 19:01:04	Login In
admin	192.168.1.220	2011/07/13 19:00:53	Login Out
admin	192.168.1.220	2011/07/13 19:00:43	Login In
admin	192.168.1.220	2011/07/13 18:59:26	Login Out
root	192.168.1.222	2011/07/13 18:59:26	Power Off
admin	192.168.1.220	2011/07/13 18:57:53	Login In

| Update | Clear | |< | < | 1/10 | > | >| |

Record user information, including account, date, time, visitor IP address etc.
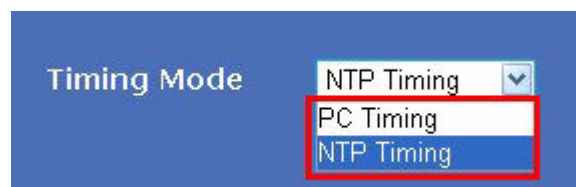
4.14. Date&Time

Click "**Date&Time**" to enter the interface:

Date Time: Display the current date and time

Time Zone: Set the current time zone

Time Mode: Can choose PC Time or NTP Time.

NTP Server: Choose the relevant NTP sever when set time mode as NTP Time.

4.15. E-mail(SMTP)

Click "**E-mail(SMTP)**" to enter the interface:

Enable E-mail: Set e-mail function ON/OFF.

Addresser: Set sender's name.

Outbox: Set sender's email address.

Inbox: Set receiver's email box. (support the most 3 emails simultaneously)

SMTP Server: The sender's SMTP server.

SMTP Port: The sender's SMTP Port, usually is 25, some SMTP server have its own port, such as the smtp port for Gmail is 465.

Auth User: Verify the user settings

SMTP User: Set sender's user name.

SMTP password: Set sender's password.

4.16. FTP

Set FTP service, Snapshots will be delivered to appointed FTP server when alarmed.

Click "**FTP**" to enter the interface:

Enable FTP: Set FTP function ON/OFF.

FTP Server: Set FTP server address.

FTP Port: Set the port of FTP server, default is 21.

FTP User: Set the user name of FTP server.

FTP Password: Set the password of FTP server.

Upload Folder: Set the path of remote FTP server. Make sure that the folder you plan to store images exists. For camera couldn't create the folder itself. Also, the folder must be erasable.

FTP Mode: It supports standard (POST) mode and passive (PASV) mode.

Click save to submit, click test to check the settings.

NOTE: Only alarmed, there will be 3 snapshots sent to the FTP server every 1 second.

4.17.P2P

We strongly recommend to change the P2P-Password to secure the access to the camera.

4.18. SD Card

Click "**SD Card**" to enter the interface:

Device Name: Display the name of SD card.

Total Size: Display the total size of SD card

Available Space: Display the free space of SD card

Status: Display the state of SD card.

Format: Click it to delete all data and format the SD card. (All data will be lost if formatted)

Enable Auto Overwrite: Set SD card auto cover when it's full.

Enable Pre-record: Set Pre-recording function(Record the video before alarm triggered).

Pre-record Time: Set the Pre-recording time, could be from 1 to 6 seconds.

Record Stream: Choose the stream here.

Manual Rec:open or close

Manual Record Pack Time:Choose the record time

4.17. System

Click "**System**" to enter the interface:

● **Reboot Device**: Click to Reboot the camera.

● **Restore Factory Settings**: Click it, all the parameters will be back to factory settings.

● **Upgrade Device Firmware**: Click "**Choose File**", choose the correct system file for upgrade, then click "**Start**".

● **Upgrade Device Web UI**: Click "**Choose File**", choose the correct Web UI file for upgrade, then click "**Start**".

NOTE: Please use the correct upgrade file, must keep the power on when upgrading, wired mode suggested, because wrong operation or incorrect upgrade file maybe damage the device.

5. FREQUENTLY ASKED QUESTIONS

1. I have forgotten the administrator username and/or password

There is a [**RST**] button on the rear panel, keep the power on, hold the reset button for 10 seconds, it will restore back to factory default settings as below:

Username: admin

Password: admin

NOTE: Please don't press **RST** button if without professional guide.

2. **The video is not smooth**

Possible reason 1: The frame rate value is too small.

Solution: Increase the frame rate value.

Possible reason 2: Too many users are connecting to the device.

Solution: Close some connection or reduce the video frame rate.

Possible reason 3: Network bandwidth is too low, lots of lost packets.

Solution: Reduce the video frame rate or video compression bit rate.

3. Fail to visit IP camera via browser

Possible Reason 1: Network is disconnected.

Solution: Connect your PC to network, check whether the network works well or not. Check whether the cable problem, or network problem caused by PC virus.

Possible reason 2: IP Address has been occupied by other devices.

Solution: Stop the connection between IP camera and network, connect the IP camera to PC

directly, reset IP address according to the proper operations recommended.

Possible reason 3: IP addresses are in different subnets.

Solution: Check IP address, Subnet masking and Gateway.

Possible reason 4: Physical address of network conflict with IP camera.

Solution: modify the physical address of IP camera.

Possible Reason 5: Web port has been modified.

Solution: Contact Network Administrator to obtain related information.

Possible Reason 6: Unknown.

Solution: Press RESET to restore to factory settings then connect it again, the default IP address is 192.168.1.155, subnet mask is 255.255.255.0

4. The color of image is abnormal (Green or other color)

Sometimes the IP camera images cannot be displayed properly because of different graphics cards, the images appears to be green or other colors, then you should run the programme "Config.exe" from the downloaded OCT files.

(or run C:\windows\system32\Config.exe) to set the following parameters of display buffer: auto-detection, used display card memory or system memory,

then run IE , connect IP camera again.

5.   There is no voice while monitoring

Possible Reason 1: No audio input connection

Solution: Check audio connection of the host

Possible Reason 2: the relative audio option of IP camera is OFF.

Solution: Check audio parameter settings to see if you have set the audio option ON, but without external audio input.

6.   Image processing doesn't work properly

Possible Reason 1: System problem, DirectX function is disabled, which will cause slow display of images and abnormal color.

Possible Reason 2: Hardware problem, graphics card doesn't support image acceleration and hardware zooming functions. (For hardware issue, the only solution is to change the   graphics card)

Solution: Install DirectX image driver, then click "**Start**">"**Run**">input "**dxdiag**", set enable "**DirectDraw Acceleration**" "**Direct3D Acceleration** " "**AGP Texture Acceleration**" functions.
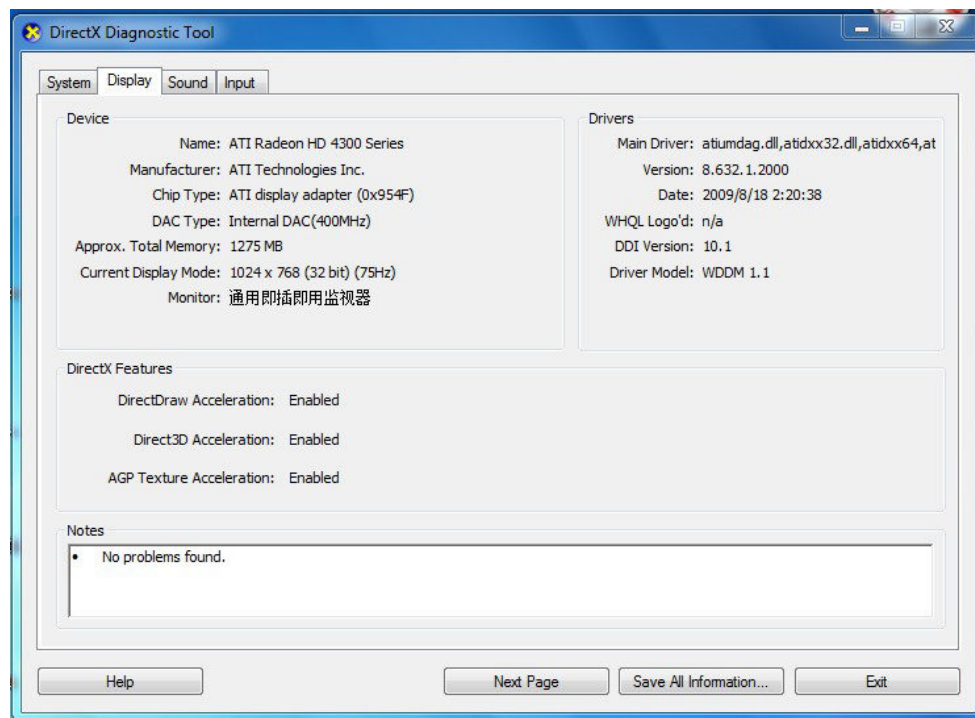
Note: If you are unable to do it, it means your DirectX is not installed properly or hardware doesn't support this function.

7.   Fail to use DDNS

Possible Reason 1: The PC or IP Camera can't connect to the internet.

Solution: Check the internet connection and settings.

Possible Reason 2: Port forward is not set in router.

Solution: Set the port forward of extranet in router correctly.

For example, if IP Camera address is: 192.168.1.100, Media port is 38401, Web port is 85, factory DDNS is http://test.aipcam.com. Use router as below:

(1) Login the router.

(2) Choose "Forwarding", select "Virtual Servers"

(3) Click the Add New button, pop-up below:

Fill the service port as 85, IP address as 192.168.1.100, click Save.

(4) Repeat the step 3, will pop-up the window again, fill the service port as 38401, IP address as 192.168.1.100, then save.

(5) Then check the "Device Info" –"DDNS Status",

will show DDNS: http://test.aipcam.com:85 , input this link in IE, then can visit this camera remotely.

6. OBTAINING TECHNICAL SUPPORT

While we hope your experience with the IP CAMERA network camera is enjoyable and easy to use, you may experience some issues or have some questions that this User's Guide has not answered. Please contact your reseller and ask for help firstly, if they could not resolve your issue, please contact our company.

If your cameras do not support some special functions showed in the manual, please contact our technical support team to obtain the latest Firmware and WEB UI file for doing upgrade.

NOTE: Some old version cameras can't be upgraded to the latest version, that's not only the software difference, but also the hardware difference. If you can't make sure of it, please contact with our technical support team directly.

CE-Declaration of Conformity

For the following equipment:

Germering, 10th of May, 2013

H.264 Outdoor IR WLAN P2P IP-Camera

ALL2213

The safety advice in the documentation accompanying the products shall be obeyed.

The conformity to the above directive is indicated by the CE sign on the device.

The Allnet ALL2213 conforms to the Council Directives of 1999/5/EC.

This equipment meets the following conformance standards:

EN60950-1:2006+A11:2009+A1:2010+A12:2011

EN62479:2010

EN301489-1 V1.9.2

EN301489-5 V1.3.1

EN301489-17 V2.1.1

EN300328 V1.7.1

This equipment is intended to be operated in all countries.

This declaration is made by

ALLNET Computersysteme GmbH

Maistraße 2

82110 Germering

Germany

Germering, 10.05.2013

Wolfgang Marcus Bauer
CEO