Box Camera Series Hardware Manual

D21 (D21F / D21V) D22 (D22F / D22V) E21 (E21F / E21V) E22 (E22F / E22V) E23, E24, E25

2013/08/27





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Precautions

Read these instructions

You should read all the safety and operating instructions before using this product.

Heed all warnings

You must adhere to all the warnings on the product and in the instruction manual. Failure to follow the safety instruction given may directly endanger people, cause damage to the system or to other equipment.

Servicing

Do not attempt to service this video device yourself as opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

Trademarks

All names used in this manual are probably registered trademarks of respective companies.

Liability

Every reasonable care has been taken during the writing of this manual. Please inform your local office if you find any inaccuracies or omissions. We cannot be held responsible for any typographical or technical errors and reserve the right to make changes to the product and manuals without prior notice.

FCC/CE Regulation

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the users will be required to correct the interference at their own expense.



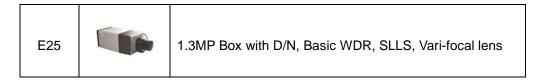
Introduction

The List of Models

This hardware manual contains the following models:

D21F (D21)	1MP Box with D/N, Fixed lens
D21V (D21)	1MP Box with D/N, Vari-focal lens
D22F (D22)	5MP Box with D/N, Fixed lens
D22V (D22)	5MP Box with D/N, Vari-focal lens
E21F (E21)	1MP Box with D/N, Basic WDR, Fixed lens
E21V (E21)	1MP Box with D/N, Basic WDR, Vari-focal lens
E22F (E22)	5MP Box with D/N, Basic WDR, Fixed lens
E22V (E22)	5MP Box with D/N, Basic WDR, Vari-focal lens
E23	2MP Box with D/N, Basic WDR, SLLS, Vari-focal lens
E24	3MP Box with D/N, Superior WDR, Vari-focal lens





From the installation perspective these models are very similar; therefore you can use one manual for all of them.



Package Contents

1. Camera



2. Lens



OR



Vari-focal lens with manual focus and DC iris

3. Mounting Block

Fixed focal lens with

manual focus and fixed iris



Mounting block for mounting the camera to a bracket.

4. Quick Installation Guide



5. Warranty Policy





Safety Instructions

Cleaning

Disconnect this video product from the power supply before cleaning.

Attachments

Do not use attachments not recommended by the video product manufacturer as they may cause hazards.

Water and Moisture

Do not use this video product near water, for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool and the like.

Do not use accessories not recommended by the manufacturer

Only install this device in a dry place protected from weather

Servicing

Do not attempt to service this video product yourself. Refer all servicing to qualified service personnel.

Damage Requiring service

Disconnect this video product from the power supply immediately and refer servicing to qualified service personnel under the following conditions.

- 1) When the power-supply cord or plug is damaged
- 2) If liquid has been spilled, or objects have fallen into the video product.
- 3) If the inner parts of video product have been directly exposed to rain or water.
- 4) If the video product does not operate normally by following the operating Instructions in this manual. Adjust only those controls that are covered by the instruction manual, as an improper adjustment of other controls may result in damage, and will often require extensive work by a qualified technician to restore the video product to its normal operation.

Safety Check

Upon completion of any service or repairs to this video product, ask the service technician to perform safety checks to determine if the video product is in proper operating condition.



Physical Description



D2x, E2x Series

1) Ethernet Port

The IP device connects to the Ethernet via a standard RJ45 connector.

2) Reset Button

The purpose of reset button is to restore the factory default settings of the camera, including administrator's password.

The reset button can be used for following purposes:

- 1. The administrator's password has been forgotten and therefore the camera cannot be accessed.
- 2. In case of IP address, mask, or allow/deny filter related issues, resulting with inability to modify these settings.
- 3. In case of connectivity issues or abnormal video quality.

How to do the reset properly?

Step 1: Disconnect the power supply (e.g. disconnect the Ethernet cable with PoE).

- Step 2: Press and continue to hold the Reset Button (using a pin).
- **Step 3:** Connect the power supply while keeping the Reset Button pressed.

Step 4: Wait for 45 seconds and release the Reset Button.

3) Power LED

When the Power LED is on, the camera is successfully powered on by PoE and the system is running. It is possible to disable Power LED by URL command if necessary.

4) DC Iris Port

When the DC iris lens is used, the cable of the lens has to be connected to this port.



Installation and Access

Camera Installation

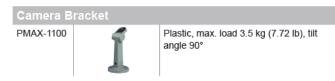
The box camera may be installed indoors or outdoors (requires waterproof housing). In both cases, the mounting block (included in the package) is needed.



Indoor Installation

For ceiling installations, the mounting block has to be mounted to the top side of the camera. For wall installations, the mounting block has to be mounted to the bottom side of the camera. An additional mounting bracket is needed to complete the installation (not included in the package). You may use any of the local suppliers or purchase one from the camera manufacturer.

The following bracket is offered by the camera manufacturer:



This camera can be surface mounted without needing any additional accessories. Use the screws from the screw pack and mount the camera to the surface using following screw holes.

Outdoor Installation

Outdoor installations require waterproof housing and the heavy duty bracket.

The following housing solutions are offered by the manufacturer:



The outdoor bracket can be mounted onto the wall.

For pole or corner installations, you may consider following solutions:

Corner	PMAX-0202 PMAX-1101 PMAX-0402	+	91	+	
Pole	PMAX-0202 PMAX-1101 PMAX-0503	+	ľ	+	Ê

The housing can be either PMAX-0200, 0201 or PMAX-0202.



Accessing Camera

Connect the Equipment

To be able to connect to the camera firmware from your PC, both the camera and the PC have to be connected to each other via Ethernet cable. At the same time, the camera has to have its own power supply. In case of PoE cameras, you can use a PoE Injector or a PoE Switch between the camera and the PC. The cameras that have the DC power connectors may be powered on by using a power adaptor.

The Ethernet port LED or Power LED of the camera will indicate that the power supply for the camera works normally.

Configure the IP Addresses

In order to be able to communicate with the camera from your PC, both the camera and the PC have to be within the same network segment. In most cases, it means that they both should have very similar IP addresses, where only the last number of the IP address is different from each other. There are 2 different approaches to IP Address management in Local Area Networks – by DHCP Server or Manually.

Using DHCP server to assign IP addresses:

If you have connected the computer and the camera into the network that has a DHCP server running, then you do not need to configure the IP addresses at all – both the camera and the PC would request a unique IP address from DHCP server automatically. In such case, the camera will immediately be ready for the access from the PC. The user, however, might not know the IP address of the camera yet. It is necessary to know the IP address of the camera in other to be able to access it by using a Web browser.

The quickest way to discover the cameras in the network is to use the simplest network search, built in the Windows system – just by pressing the "Network" icon, all the cameras of the local area network will be discovered by Windows thanks to the UPnP function support of our cameras.



In the example below, we successfully found **D11** camera that we had just connected to the network.

	ACM3701-10H-X-00473
🖉 🛄 Desktop	ACM3701-12G-E-00300
Eibraries	ACM4201-09C-X-00538
NP	ACM8511-09K-X-00006
Dim Computer	D11+AA-02-12G-00015
Def Network	ENR - 00:1D:B6:0B:0A:12
P I Control Panel	GNR2000 - 00:19:0F:09:EE:19

With the left mouse click on D11 it is possible to automatically launch the default browser of the PC with the IP address of the target camera filled in the address bar of the browser already.

If you work with our cameras regularly, then there is even a better way to discover the cameras in the network – by using IP Utility. The IP Utility is a light software tool that can not only discover the cameras, but also list lots of valuable information, such as IP and MAC addresses, serial numbers, firmware versions, etc, and allows quick configuration of multiple devices at the same time.

The IP Utility can be downloaded for free from http://www.acti.com/IP_Utility With just 1 click, you can launch the IP Utility and there will be an instant report as follows:

2								_ =
			IP Address / NetMask 1	72.16.26.192 / 255.255.255.0	Basic Search	h 🔻		
	Refres	sh Device Setting	gs Change Network Ad	ddress Firmware Upgrade	Config. Backup	Config. Restore	Reset	Save&Reboot
	-							
tal: 57	Account	admin F	Password 123456	Http Port 80				
	IP Address	MAC Address	FW Version	Model	Serial No.	Multicast IP		
	172.16.26.95	00:0F:7C:09:16:5B	A1D-311-V5.07.05-AC	Hemispheric Camera	KCM7911	228.5.6.1		
	172.16.26.96	00:0F:7C:09:16:57	A1D-311-V5.07.05-AC	Hemispheric Camera	KCM7911	228.5.6.1		
	172.16.26.101	00:0F:7C:08:32:DA	A1D-310-V4.12.09-AC	Megapixel IP Cube Camer	TCM4511	228.5.6.1		
	172.16.26.102	00:0F:7C:02:A1:51	A1D-220-V3.14.18-AC	Mega IP Cube Camera	ACM4201	228.5.6.1		
	172.16.26.112	00:0F:7C:03:F9:BE	A1D-220-V3.14.18-AC	Video Server	ACD2100	228.5.6.1		
	172.16.26.114	00:0F:7C:03:0B:2A	A1D-310-V4.12.09-AC	Video Server	TCD2500	228.5.6.1		
	172.16.26.115	00:0F:7C:02:98:5D	A4Q-220-V3.03.02-AC	Quad Server	ACD2000	228.5.6.1		
	172.16.26.139	00:0F:7C:78:14:00	A1D-310-V4.09.18-AC	Mega IP Camera	TCM5311	228.5.6.1		
	172.16.26.140	00:0F:7C:45:45:43	A1D-310-V4.09.22-AC	Mega IP Camera	TCM5611	228.5.6.1		
	172.16.26.141	00:0F:7C:48:60:74	A1D-310-V4.10.07-AC	IP Cube Camera	TCM4201	228.5.6.1		
	172.16.26.142	00:0F:7C:78:97:89	A1D-311-V5.07.05-AC	Mega IP Camera	KCM5211	228.5.6.1		
	172.16.26.143	00:0F:7C:04:11:18	A1D-310-V4.09.22-AC	Mega IP Dome	TCM7411	228.5.6.1		
	172.16.26.144	00:0F:7C:ED:78:94	A1D-310-V4.12.09-AC	Megapixel IP Dome	TCM7811	228.5.6.1		
	172.16.26.146	00:0F:7C:07:73:18	A1D-310-V4.12.09-AC	IP Speed Dome	TCM6630	228.5.6.1		
	172.16.26.147	00:0F:7C:EF:82:A7	A1D-311-V5.06.01-AC	Hemispheric Camera	KCM3911	228.5.6.1		
	172.16.26.204	00:0F:7C:08:D9:FE	A1D-500-V6.01.02-AC	Megapixel IP Cube Camer	D11	228.5.6.1		
	172.16.26.207	00:0F:7C:66:68:89	A1D-311-V5.07.05-AC	Hemispheric Camera	KCM7911	228.5.6.1		

You can quickly notice the **D11** model in the list. Click on the IP address to automatically launch the default browser of the PC with the IP address of the target camera filled in the address bar of the browser already.



Use the default IP address of a camera:

If there is no DHCP server in the given network, the user may have to assign the IP addresses to both PC and camera manually to make sure they are in the same network segment.

When the camera is plugged into network and it does not detect any DHCP services, it will automatically assign itself a default IP:

192.168.0.100

Whereas the default port number would be **80**. In order to access that camera, the IP address of the PC has to be configured to match the network segment of the camera.

Manually adjust the IP address of the PC:

In the following example, based on Windows 7, we will configure the IP address to **192.168.0.99** and set Subnet Mask to **255.255.255.0** by using the steps below:

	View your basic network info	ormation and set up connection		Organize 🔻	Disable this netv	vork device
hange adapter settings	i	🌗 —— 🎱	See full map	Local	Area Connection	
hange advanced sharing ttings	SISO_NP_PC1 (This computer)	Network Internet		Netwo Intel(I	ork R) 8: 😗 Disable	
	View your active networks	Coni	nect or disconnect		Status Diagno	se
	Network Work network	Access type: Internet Connections: U Local A	ea Connection			Connections
	Characteristics					Shortcut
	Change your networking settings	network			💮 Delete	
		d, dial-up, ad hoc, or VPN connection; o	set up a router or		🚱 Renam	e
	Connect to a network				🛞 Propert	ies
e also		vireless, wired, dial-up, or VPN network o	connection.			
omeGroup	Choose homegroup and sh	aring options				
ternet Options		ated on other network computers, or ch	ange sharing			
indows Firewall	settings.					
ea Connection Prop	erties 🗾	4 ptocol Version 4	(TCP/IPv4) Properties	8	×	
nect using:	erues	4 You can get IP settings a	ssigned automatically if y		×	
nect using:	bit Network Connection	4	ssigned automatically if y , you need to ask your n		×	
nect using: Intel(R) 82567LM-3 Gigab	nit Network: Connection	You can get IP settings a this capability. Otherwise for the appropriate IP set Obtain an IP address	ssigned automatically if y , you need to ask your n ttings, s automatically		×	
nect using: Intel(R) 82567LM-3 Gigab connection uses the followi	oit Network Connection Configure Ing items: works	You can get IP settings a this capability. Otherwise for the appropriate IP set	ssigned automatically if y you need to ask your n tings. s automatically address:			
nect using: Intel(R) 82567LM-3 Gigab connection uses the followi Client for Microsoft Net OrinualBox Bridged Net QoS Packet Schedule	bit Network Connection Configure Ing items: works working Driver	You can get IP settings a this capability. Otherwise for the appropriate IP se Obtain an IP addres Obtain an IP addres	ssigned automatically if y you need to ask your n tings. s automatically address: 192 , 16	etwork administrator		
ect using: Intel(R) 82567LM-3 Gigab connection uses the followi Client for Microsoft Net QGS Packet Schedule GGS Packet Schedule File and Printer Sharing	bit Network Connection Configure Ing items: works working Driver f for Microsoft Networks in 6 (TCP/IPv6)	4 You can get IP settings a this capability. Otherwise for the appropriate IP se Obtain an IP addres Obtain an IP addres Use the following IP IP address:	ssigned automatically if y you need to ask your n tings. s automatically address: 192 , 16	etwork administrator		
ect using: Intel(R) 82567LM-3 Gigab connection uses the followi Client for Microsoft Net VirtualBox Bridged Net GoS Packet Schedule File and Printer Sharing File and Printer Sharing File and Printer Sharing Internet Protocol Versis Unit-Layer Topology D	bit Network Connection Configure ing items: works works working Driver p for Microsoft Networks on 6 (TCP/IPv6) sort 4(TCP/IPv6) sort 4(TCP/IPv6) Sort 4(TCP/IPv6)	4 You can get IP settings a this capability. Otherwise for the appropriate IP set Obtain an IP address Use the following IP IP address: Subnet mask: Default gateway: Obtain DNS server a	ssigned automatically if y , you need to ask your n tings. s automatically address: 192 . 16i 255 . 25i 	etwork administrator		
nect using: Intel(R) 82567LM-3 Gigat connection uses the followi Client for Microsoft Net QoS Packet Schedule File and Printer Sharing Internet Protocol Versis Link-Layer Topology D Link-Layer Topology D	bit Network Connection Configure ing items: working Driver for Microsoft Networks on 6 (TCP/IPK6) iscovery Mapper I/O Driver iscovery Mapper I/O Driver iscovery Responder	4 You can get IP settings a this capability. Otherwise for the appropriate IP set Obtain an IP address Use the following IP IP address: Subnet mask: Default gateway: Obtain DNS server a Obtain DNS server a	ssigned automatically if y , you need to ask your n tings. s automatically address: 192 . 16i 255 . 25i 	twork administrator		
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nect using: Intel(R) 82567LM-3 Gigab connection uses the followi Client for Microsoft Net Client for Microsoft Net Client for Microsoft Net Qos Packet Scheduler File and Printer Sharing File and Printer Sharing File and Printer Sharing Link-Layer Topology D Link-Layer Topology D Install Ur escription	bit Network Connection Configure Ing items: works working Driver r for Microsoft Networks on 6 (TCP/IPv6) on 6 (TCP/IPv6) iscovery Responder install Properties Vintemet Protocol. The default	4 You can get IP settings a this capability. Otherwise for the appropriate IP set Obtain an IP address Use the following IP IP address: Subnet mask: Default gateway: Obtain DNS server a Obtain DNS server a	ssigned automatically if y , you need to ask your n tings. s automatically address: 192 . 16i 255 . 25i 	twork administrator		

Manually adjust



the IP addresses of multiple cameras:

If there are more than 1 camera to be used in the same local area network and there is no DHCP server to assign unique IP addresses to each of them, all of the cameras would then have the initial IP address of **192.168.0.100**, which is not a proper situation for network devices – all the IP addresses have to be different from each other. The easiest way to assign cameras the IP addresses is by using **IP Utility**:

2							_ =
			IP Address / NetMask 1	72.16.26.192 / 255.255.255.0	 Basic S 	Search 🔻	
	Refres	sh Device Setting	s Change Network Ac	dress Firmware Upgrade	Config. Ba	ckup Config. Resto	re Reset Save&Reboot
otal: 56	Account	admin P	assword 123456	Http Port 80			
	IP Address	MAC Address	FW Version	Model	Serial No.	Multicast IP	Status
	172.16.26.2	00:0F:7C:07:DE:65	A1D-311-V5.07.05-AC	Hemispheric Camera	KCM3911	228.5.6.1	
	172.16.26.4	00:0F:7C:08:17:C2	A1D-310-V4.12.02-AC	Mega IP Camera	TCM1111	228.5.6.1	
	172.16.26.6	00:0 Change N	atwark Address		KCM7311	228.5.6.1	
	172.16.26.7	00:0	etwork Address		TCM6630	228.5.6.1	
	172.16.26.10	00:0 Opynamic IP	Address		TCM4201	228.5.6.1	
	172.16.26.11	00:0			KCM3911	228.5.6.1	
	172.16.26.13	00:0 Static IP Ad	ldress		KCM5111	228.5.6.1	
I	172.16.26.40	00:0			KCM5211	228.5.6.1	
	172.16.26.41	00:0 Starting IP	Address 192 . 168 . (. 101	KCM5311	228.5.6.1	
	172.16.26.50	00:0	Netmask 255 • 255 • 25	55 . 0	KCM5111	228.5.6.1	
	172.16.26.52	00:0	Sateway 192 • 168 • (254	KCM5311	228.5.6.1	
	172.16.26.53	00:0	Gateway 192 • 168 • 0	. 234	TCM5311	228.5.6.1	
	172.16.26.54	00:0	<u> </u>		TCM5611	228.5.6.1	
	172.16.26.55	00:0	Apply		TCM5111	228.5.6.1	
	172.16.26.57	00:0F:7C:04:87:A7	A1D-310-V4.12.09-AC	Video Server	TCD2100	228.5.6.1	
	172.16.26.61	00:0F:7C:04:32:E3	A1D-310-V4.12.09-AC	Megapixel IP Camera	TCM1231	228.5.6.1	

With the procedure shown above, all the cameras will have unique IP addresses, starting from 192.168.0.101. In case there are 20 cameras selected, the last one of the cameras would have the IP 192.168.0.120.

Later, by pressing the "Refresh" button of the IP Utility, you will be able to see the list of cameras with their new IP addresses.



Please note that it is also possible to change the IP addresses manually by using the Web browser. In such case, please plug in only one camera at a time, and change its IP address by using the Web browser before plugging in the next one. This way, the Web browser will not be confused about two devices having the same IP address at the same time.



Access the Camera

Now that the camera and the PC are both having their unique IP addresses and are under the same network segment, it is possible to use the Web browser of the PC to access the camera.

You can use **any of the browsers** to access the camera, however, the full functionality is provided only for **Microsoft Internet Explorer**.

The browser functionality comparison:

Functionality	Internet Explorer	Other browsers
Live Video	Yes	Yes*
Live Video Area Resizable	Yes	No
PTZ Control	Yes	Yes
Capture the snapshot	Yes	Yes
Video overlay based configuration (Motion Detection regions, Privacy Mask regions)	Yes	No
All the other configurations	Yes	Yes

* The basic **VLC media player** (<u>http://www.videolan.org</u>) has to be installed in PC first before using any non-Internet Explorer browsers to be able to get live video feed from the camera with those browsers. It is a free and open source cross-platform multimedia player.

Disclaimer Notice: The camera manufacturer does not guarantee the compatibility of its cameras with VLC player – since it is a third party software, the third party has the right to modify their utility any time which might affect the compatibility. In such cases, please use Internet Explorer browser instead.

When using Internet Explorer browser, the ActiveX control for video stream management will be downloaded from the camera directly – the user just has to accept the use of such control when prompted so. No other third party utilities are required to be installed in such case.

The following examples in this manual are based on Internet Explorer browser in order to cover all functions of the camera.



Assuming that the camera's IP address is **192.168.0.100**, you can access it by opening the Web browser and typing the following address into Web browser's address bar:

http://192.168.0.100

Upon successful connection to the camera, the user interface called **Web Configurator** would appear together with the login page. The HTTP port number was not added behind the IP address since the default HTTP port of the camera is 80, which can be omitted from the address for convenience.

Web Configurator	
Login	
Account Password	

Before logging in, you need to know the factory default Account and Password of the camera.

Account: Admin

Password: 123456

For further operations, please refer to the Firmware User Manual.