

Video Decoder User Manual

Disclaimer and Safety Warnings

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Network Security

Please take all necessary measures to enhance network security for your device.

The following are necessary measures for the network security of your device:

- **Change default password and set strong password:** You are strongly recommended to change the default password after your first login and set a strong password of at least nine characters including all three elements: digits, letters and special characters.
- **Keep firmware up to date:** It is recommended that your device is always upgraded to the latest version for the latest functions and better security. Visit Uniview's official website or contact your local dealer for the latest firmware.

The following are recommendations for enhancing network security of your device:

- **Change password regularly:** Change your device password on a regular basis and keep the password safe. Make sure only the authorized user can log in to the device.
- **Enable HTTPS/SSL:** Use SSL certificate to encrypt HTTP communications and ensure data security.
- **Enable IP address filtering:** Allow access only from the specified IP addresses.
- **Minimum port mapping:** Configure your router or firewall to open a minimum set of ports to the WAN and keep only the necessary port mappings. Never set the device as the DMZ host or configure a full cone NAT.
- **Disable the automatic login and save password features:** If multiple users have access to your computer, it is recommended that you disable these features to prevent unauthorized access.
- **Choose username and password discretely:** Avoid using the username and password of your social media, bank, email account, etc, as the username and password of your device, in case your social media, bank and email account information is leaked.
- **Restrict user permissions:** If more than one user needs access to your system, make sure each user is granted only the necessary permissions.
- **Disable UPnP:** When UPnP is enabled, the router will automatically map internal ports, and the system will automatically forward port data, which results in the risks of data leakage. Therefore, it is recommended to disable UPnP if HTTP and TCP port mapping have been enabled manually on your router.
- **SNMP:** Disable SNMP if you do not use it. If you do use it, then SNMPv3 is recommended.
- **Multicast:** Multicast is intended to transmit video to multiple devices. If you do not use this function, it is recommended you disable multicast on your network.
- **Check logs:** Check your device logs regularly to detect unauthorized access or abnormal operations.
- **Physical protection:** Keep the device in a locked room or cabinet to prevent unauthorized physical access.
- **Isolate video surveillance network:** Isolating your video surveillance network with other service networks helps prevent unauthorized access to devices in your security system from other service networks.

Learn More

You may also obtain security information under Security Response Center at Uniview's official website.

Safety Warnings

The device must be installed, serviced and maintained by a trained professional with necessary safety knowledge and skills. Before you start using the device, please read through this guide carefully and make sure all applicable requirements are met to avoid danger and loss of property.

Storage, Transportation, and Use

- Store or use the device in a proper environment that meets environmental requirements, including and not limited to, temperature, humidity, dust, corrosive gases, electromagnetic radiation, etc.
- Make sure the device is securely installed or placed on a flat surface to prevent falling.
- Unless otherwise specified, do not stack devices.
- Ensure good ventilation in the operating environment. Do not cover the vents on the device. Allow adequate space for ventilation.
- Protect the device from liquid of any kind.
- Make sure the power supply provides a stable voltage that meets the power requirements of the device. Make sure the power supply's output power exceeds the total maximum power of all the connected devices.
- Verify that the device is properly installed before connecting it to power.
- Do not remove the seal from the device body without consulting Uniview first. Do not attempt to service the product yourself. Contact a trained professional for maintenance.
- Always disconnect the device from power before attempting to move the device.
- Take proper waterproof measures in accordance with requirements before using the device outdoors.

Power Requirements

- Install and use the device in strict accordance with your local electrical safety regulations.
- Use a UL certified power supply that meets LPS requirements if an adapter is used.
- Use the recommended cordset (power cord) in accordance with the specified ratings.
- Only use the power adapter supplied with your device.
- Use a mains socket outlet with a protective earthing (grounding) connection.
- Ground your device properly if the device is intended to be grounded.

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1 Introduction

This manual describes how to manage the device on a Web browser. The figures in this manual are only for illustration purpose. The parameters, options, and values actually displayed on the Web pages of your device may be different from those in this manual.

2 Login

Before you start, check that:

- The device is operating properly.
- The computer has a network connection to the device.

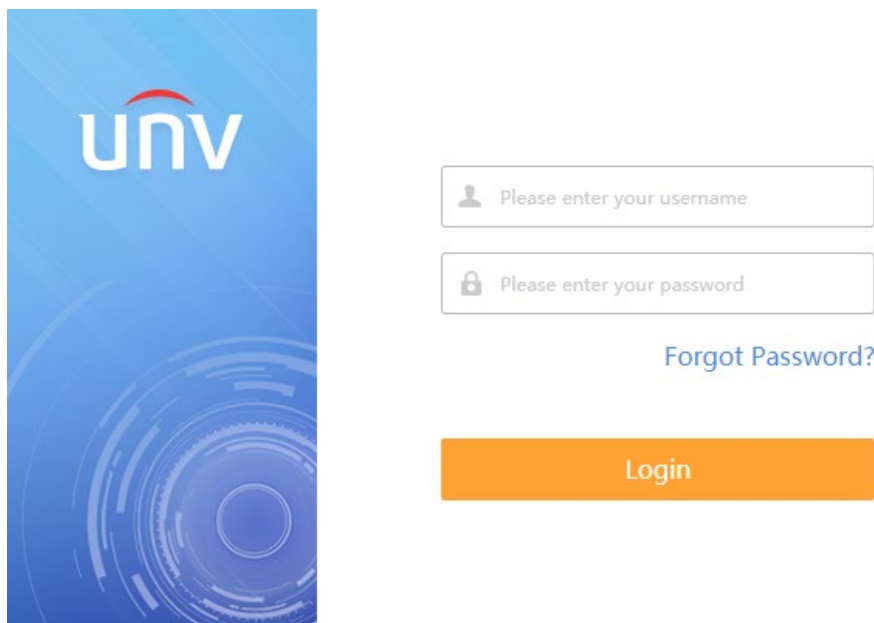
2.1 Login



NOTE!

- The default IP is **192.168.1.14**. The default username/password is **admin/123456**.
- Please change the default password after your first login for security. See [Change Password](#) for details.
- If you forgot the changed password, click **Forgot Password** to reset the password. See [Forgot Password](#) for details.

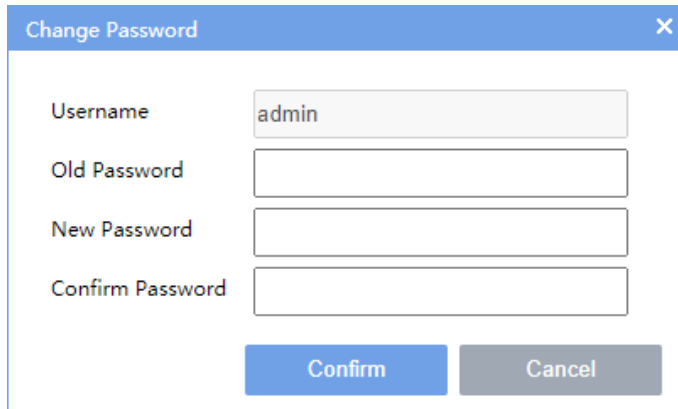
1. Enter the device's IP address in the address bar and then click **Login**.



2. Log in with the correct username and password.

2.2 Change Password

1. Click **Change Password** on the top-right corner of the home page.
2. Enter the **Change Password** page and set a new password.

A dialog box titled "Change Password" with a close button (X) in the top right corner. It contains four input fields: "Username" (pre-filled with "admin"), "Old Password", "New Password", and "Confirm Password". At the bottom, there are two buttons: "Confirm" (blue) and "Cancel" (grey).

3. Click **Confirm**.

2.3 Forgot Password



NOTE!

Make sure you have set an email address on the [Retrieve Password](#) page, so as to receive the security code if you forgot the password. If you have not set the email, please contact the technical support.

1. Click **Forgot Password** on the login page.
2. On the **Retrieve Password** page, scan the QR code to obtain a security code, enter the code, and then click **Next**.

A page titled "Retrieve Password". On the left, there is a large QR code. Below it, the email address "Email:7*****@qq.com" is displayed. On the right, a text box contains the instruction "Please scan the QR code to obtain the security code (for admin only):" followed by a bullet point: "EZView: Local Config > Forget Device Password". At the bottom left, there is a "Security Code" label and an input field. At the bottom right, there are two buttons: "Cancel" (blue) and "Next" (blue).

3. Set the new password, and then click **Confirm** to reset the password.

3 System

3.1 Basic

The **Basic** page lists the basic information including device type, serial number, software version, hardware version, boot version, open source software licenses, and privacy policy.

3.1.1 Basic Info

1. Go to **System > Basic Info > Basic Info**.

Basic Info

Model	
Serial No.	210235C1PY3800747006
Firmware Version	B8711.12.10.200515
Hardware Version	B
Boot Version	GRUB 2.02

Refresh

2. Click **Refresh**.

3.1.2 About

1. Click **System > Basic Info > About**.

Basic Info **About**

Open Source Software Licenses
Privacy Policy

2. Click **Open Source Software Licenses** or **Privacy Policy** to view the corresponding documentation.



NOTE!

A privacy policy window may appear when you log in to some devices for the first time. You must read and agree to the privacy policy to access the device's Web interface.

3.2 Time

Set system time for your device and how to update time.

1. Go to **System > Time**.

Time

Time Zone	(GMT+08:00) Beijing, Hong Kong
System Time	2019-2-18 08:05:56 PM <input type="checkbox"/> Sync with PC
Auto Update	<input type="radio"/> On <input checked="" type="radio"/> Off

Save

Time

Time Zone	(GMT+08:00) Beijing, Hong Kong
System Time	2019-2-18 08:05:56 PM <input type="checkbox"/> Sync with PC
Auto Update	<input checked="" type="radio"/> On <input type="radio"/> Off
NTP Server Address	
NTP Port	0
Update Interval	0 Min

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Time Zone	Choose a time zone for your device.
Auto Update	Enable this function if you have a Network Time Protocol (NTP) server on the network. The device synchronizes time with the NTP server at the set interval when enabled. The NTP server's IP address, port number, and update interval are required.
System Time	Current system time of the device. Click the Set Time text box and then set the time manually, or select Sync with PC and then the device automatically synchronizes time with your computer.



NOTE!

The device synchronizes time with the central server when operating in server mode.

3.3 Holiday



NOTE!

This function is only available to certain devices.

Go to **System > Holiday** to set the holiday, and the screen can turn on/off automatically based on the set holidays on EZWall.

Holiday

Add

On

Off

Delete

<input type="checkbox"/>	No.	Status	Holiday Name	Start Time	End Time	Repeat	Operation
--------------------------	-----	--------	--------------	------------	----------	--------	-----------

1. Add Holiday

1. Click **Add**.

Add

Holiday Name

Please enter holiday name

Status

☒On

☐Off

Repeat

☒Never

☐Every Year

Set Holiday by

☒Day

☐Week

Start Time

2024

1

16

End Time

2024

1

16

Save

Cancel

2. Configure holiday parameters.

Item	Description
Holiday Name	Set the holiday name. Note: The name must be unique.
Status	Choose the holiday status. <ul style="list-style-type: none">● On: The holiday is effective.● Off: The holiday is not effective.
Holiday Time	Choose the repeat mode, and then set the start time and end time. <ul style="list-style-type: none">● Never: The holiday is effective once in the specified year.<ul style="list-style-type: none">➢ Day: Set the holiday in year/month/day format, for example, 2024/1/1.➢ Week: Set the holiday in year/month/week/day of week format, for example, 2024/January/1st/Monday.● Every Year: The holiday is effective every year.<ul style="list-style-type: none">➢ Day: Set the holiday in month/day format, for example, 1/1.➢ Week: Set the holiday in month/week/day of week format, for example, January/1st/Monday.

3. Click **Save**.

2. Manage Holiday

View and manage the added holidays.

Holiday

Add

On

Off

Delete

<input type="checkbox"/>	No.	Status	Holiday Name	Start Time	End Time	Repeat	Operation
<input type="checkbox"/>	1	On	Holiday1	2024-1-16	2024-1-16	Never	
<input type="checkbox"/>	2	Off	Holiday2	Jan 3rd Tuesday	Jan 3rd Tuesday	Every Year	

Edit

Click to edit the current holiday, and then click **Save**.

Edit

Holiday Name

Holiday2

Status

☐ On ☒ Off

Repeat

☐ Never ☒ Every Year

Set Holiday by

☐ Day ☒ Week

Start Time

Jan ▼ 3rd ▼ Tuesd ▼

End Time

Jan ▼ 3rd ▼ Tuesd ▼

Save

Cancel

Enable/Disable

Select the holiday(s) or select the **All** checkbox, and click **On/Off** to enable/disable the holiday(s).

Holiday

Add

On

Off

Delete

<input type="checkbox"/>	No.	Status	Holiday Name	Start Time	End Time	Repeat	Operation
<input type="checkbox"/>	1	On	Holiday1	2024-1-16	2024-1-16	Never	
<input checked="" type="checkbox"/>	2	Off	Holiday2	Jan 3rd Tuesday	Jan 3rd Tuesday	Every Year	

Delete

You can delete the holiday(s) one by one or in batches.

- Delete one by one: Click to delete a holiday.
- Delete in batches: Select the holiday(s) you want to delete or select the **All** checkbox, and then click **Delete**.

3.4 Serial

3.4.1 Serial Port Parameters

1. Go to **System > Serial > Serial Port Parameters**.

Serial Port Parameters

Screen Control Protocol

Serial Port Type	RS485
No.	1
Port Usage	Center Control
Duplex Mode	Half-duplex
Baud Rate	115200
Data Bit	8
Stop Bit	1
Check Bit	Odd
Flow Control	Software

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Serial Port Type	Choose the serial port type, including RS232 or RS485.
No.	Choose the serial port ID. Default: 1.
Port Usage	<ul style="list-style-type: none"> Screen Control: If the decoder is connected to the screen through the serial port, the decoder can control the screen to turn on or turn off. Only parameters of the Screen Control Protocol tab are available when this option is selected. Center Control: If the decoder is connected to the central control device, the decoder can be controlled on the central control device. Only parameters of the Serial Port Parameters tab are available when this option is selected..
Duplex Mode	Full duplex or half duplex. Half duplex allows data to be transmitted only in one direction at a time. Full-duplex allows data to be transmitted simultaneously in both directions. Note: The duplex mode is only available to RS485.
Baud Rate	Serial baud rate. Note: The baud rate of the serial port must be the same as that of the external device connected to the serial port.
Data Bit	The number of data bits in a data packet.
Stop Bit	Indicates the end of transmission of a group of data.
Check Bit	Used to check whether the received data bits are erroneous.
Flow Control	Used to control data transmission to prevent data loss.

3. Click **Save**.

3.4.2 Screen Control Protocol

Set the screen control protocol based on the actual situation. You can also customize the protocol.

For the custom protocol, the command to turn on/off screen can be configured, and then you can turn on/off the screen with the protocol on the screen-connected client.

1. Go to **System > Serial > Screen Control Protocol**.

Serial Port Parameters
Screen Control Protocol

Protocol Name	Customize1
Protocol Format	Hexadecimal
Number of Commands to Tu...	1
Command to Turn On Screen	
Number of Commands to Tu...	1
Command to Turn Off Screen	
Screen Control Parameters	Baud Rate 9600 Data Bit 8 Stop Bit 1 Check Bit None

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Protocol Name	Choose a screen control protocol, including exiting protocols and custom protocols.
Protocol Format	Use the preset protocol format, or choose a format for custom protocols.
Number of Commands to Turn On Screen	Use the preset number, or customize a number for custom protocols.
Command to Turn On Screen	Use the preset command, or customize the command for custom protocols.
Number of Commands to Turn Off Screen	Use the preset number, or customize a number for custom protocols.
Command to Turn Off Screen	Use the preset command, or customize the command for custom protocols.
Screen Control Parameters	<ul style="list-style-type: none"> Baud Rate: Serial baud rate. Data Bit: The actual number of data bits in a data packet. Stop Bit: Indicates the end of transmission of a group of data. Check Bit: Used to check whether the received data bits are erroneous.

3. Click **Save**.

3.5 Play

3.5.1 Play

Play configuration is mainly set in different network environments, and different decoding modes are chosen: **Real Time Priority** and **Fluency Priority**. When the network environment is good,

please set it as **Real Time Priority**, when the network environment is poor, please set it as **Fluency Priority**.

1. Go to **System > Play > Play**.

The following is the setting of the **Processing Mode** set to **Real Time Priority**.

The screenshot shows the 'Play' settings page with the 'Advanced' tab selected. The 'Processing Mode' dropdown menu is set to 'Real Time Priority'. A 'Save' button is visible at the bottom.

2. The following is the setting of the **Processing Mode** set to **Fluency Priority**.

The screenshot shows the 'Play' settings page with the 'Advanced' tab selected. The 'Processing Mode' dropdown menu is set to 'Fluency Priority'. A 'Save' button is visible at the bottom.

3. Click **Save**.

3.5.2 Advanced

1. Go to **System > Play > Advanced**.

The screenshot shows the 'Advanced' settings page with the 'Play' tab selected. The 'When Decoding Stops' dropdown menu is set to 'Display Black Screen' and the 'When Video Lost' dropdown menu is set to 'Display Last Frame'. A 'Save' button is visible at the bottom.

2. Set the parameters. Some are described in the table below.

Parameter	Description
When Decoding Stops	<ul style="list-style-type: none">• Display Last Frame• Display Black Screen
When Video Lost	<ul style="list-style-type: none">• Display Last Frame• Display Black Screen

3. Click **Save**.


3.6 Window

3.6.1 Border

Set window border.

1. Go to **System > Window > Border**.

Border Window Stream Advanced

Border	<input checked="" type="radio"/> On <input type="radio"/> Off
Win ID	<input type="radio"/> On <input checked="" type="radio"/> Off
Border Color	<input type="text" value="#ff0000"/> 
Border Width	<input type="range" value="5"/> 5

Save

2. Set the parameters. Some are described in the table below.


Parameter	Description
Border	Off by default, Display window border after opening
Win ID	Off by default, Display Win ID after opening
Border Color	Set border color
Border Width	Set border width

3. Click **Save**.

3.6.2 Window Stream

1. Go to **System > Window > Window Stream**.

Border **Window Stream** Advanced

 image(s) or less are mainstream

Note: Each image corresponds to one window or split screen.

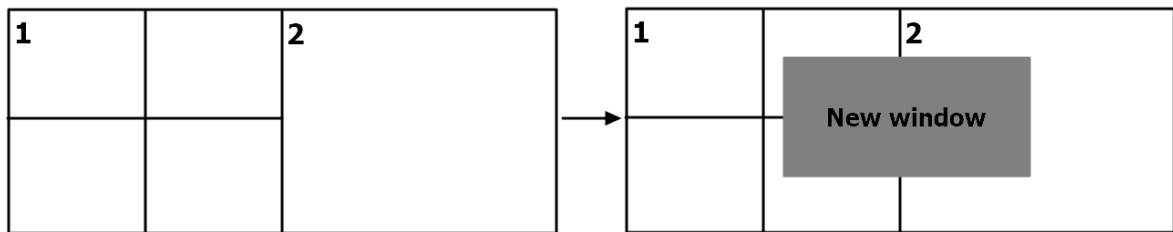
Save

2. Set the window stream threshold. When the number of channels is less than or equal to the threshold, the images are output from the main stream, otherwise, the images are output from the sub stream.

**NOTE!**

- The video played in a window can be the main stream, sub stream, and third stream, with a decrease in image quality in that order.
- User can specify a stream type for a window so the video played in the window will not be affected by the threshold.
- When a window covers multiple channels, the number of output channels covered by this window is increased by 1. When a new window covers multiple channels, the stream type will be determined based on the maximum image number of the channels.

For example, the threshold is set to 3, and the new window covers channel 1 (4 images) and channel 2 (1 image), and the maximum image number is 5, which exceeds the threshold 3, so the new window will play the sub stream.



3.6.3 Advanced

Set the window zoom mode after the device is connected to EZWall. The normal mode is enabled by default. You can choose the window stream mode as desired.

1. Go to **System > Window > Advanced**.

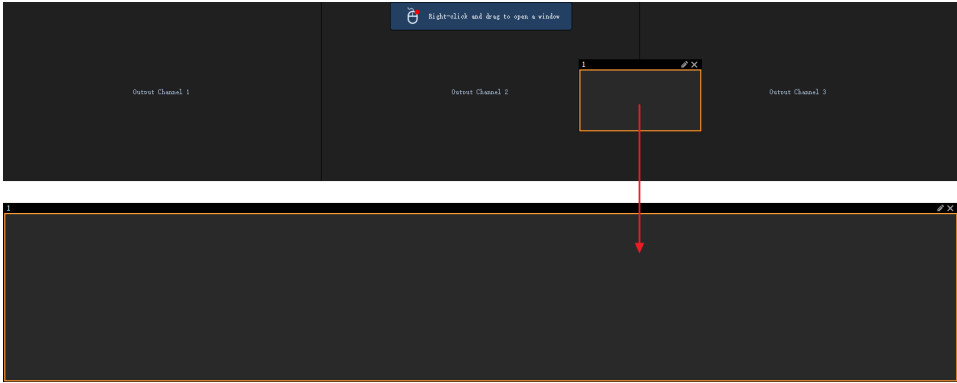
Border Window Stream **Advanced**

Window Zoom Mode Normal Mode ▼

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Normal Mode	<p>In this mode, when you double-click a window, it will maximize to all channels it covers.</p>

Parameter	Description
Fullscreen Mode	<p>In this mode, when you double-click a window, it will maximize to all the channels.</p> 

- Click **Save**.

3.7 Output

- Go to **System > Output Config**.

Set the HDMI output mode for the decoder to output images to the screen. If the screen has problems such as color cast, screen blurry, poor signal, etc., you can try to switch the HDMI output mode to HDMI signal or DVI signal.

Output Config

HDMI Output Config

Adaptive

Save

- Set the parameter as table below.

Parameter	Description
HDMI Output Config	<ul style="list-style-type: none"> HDMI Output Config: Output HDMI signals. DVI Signal: Output DVI signals. Adaptive: Output signals according to the connected interface type.

- Click **Save**.

3.8 Running Mode

Set the device running mode, including cascade, protocol, etc.

The protocol supports ONVIF and private protocol.

- Private: Uniview protocol, only supports devices that comply with the Uniview protocol.
- ONVIF: ONVIF management protocol, only supports devices that comply with the ONVIF protocol.

**NOTE!**

The private protocol is only available to certain devices.

ONVIF Protocol

1. Go to **System > Running Mode**. Set the protocol to Onvif for the primary device.

Running Mode

Cascade Mode	<input checked="" type="radio"/> On <input type="radio"/> Off
Running Mode	<input checked="" type="radio"/> Primary device <input type="radio"/> Replica device
Multicast Address	<input type="text" value="238.238.238.157"/>
Protocol	<input type="text" value="ONVIF"/> ▼

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Cascade Mode	Enable/disable cascade mode. When enabled, you can set the running mode to replica device to expand the device capacity. Note: When the total number of HDMI output ports of the primary device and the replica devices is greater than 18, you need to import the license as prompted to enable cascade. Otherwise, the replica devices will be offline.
Running Mode	Set the current device to the primary device (default) or a replica device. The primary device and replica device can be switched.
Multicast Address	Enter an address that is not being used by the primary and replica devices.

3. Click **Save**.

Private Protocol

1. Go to **System > Running Mode > Running Mode**. Set the protocol to **Private** for the primary device.

Running Mode

Cascade Mode	<input checked="" type="radio"/> On <input type="radio"/> Off
Running Mode	<input checked="" type="radio"/> Primary device <input type="radio"/> Replica device
Multicast Address	<input type="text" value="238.238.238.157"/>
Protocol	<input type="text" value="Private"/> ▼
Device ID	<input type="text" value="210235C3UT3900747206"/>
Server Address	<input type="text" value="192.168.1.30"/>
Server Port	<input type="text" value="5060"/>

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Cascade Mode	Enable/disable cascade mode. When enabled, you can set the running mode to replica device to expand the device capacity. Note: When the total number of HDMI output ports of the primary device and the replica devices is greater than 18, you need to import the license as prompted to enable cascade. Otherwise, the replica devices will be offline.
Running Mode	Set the current device to the primary device (default) or a replica device. The primary device and replica device can be switched.
Multicast Address	Enter an address that is not being used by the primary and replica devices.
Device ID	Enter the device ID.
Server Address	Enter the server's IP address.
Server Port	Enter the server's port number, 5060 by default.

3. Click **Save**.

3.9 Service

Set the video stream on the web.

3.9.1 Video Output

1. Go to **System > Service > Video Output**.

Video Output

Media Stream

Channel	Channel1 ▼
Split Type	1 ▼
Standard	1920x1080@60 ▼

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Channel	Set the current channel.
Split Type	Set the split type.
Standard	Set the output format.

3. Click **Save**.

3.9.2 Media Stream

1. Go to **System > Service > Media Stream**.

Video Output

Media Stream

Channel	Channel1 ▼
Layout	1
Stream Address(Win 1)	<input type="checkbox"/> Unicast ▼ <input type="checkbox"/> UDP ▼ <input type="checkbox"/> Client ▼ Source IP 0.0.0.0 Dest Port 0 Live View ▼ <input type="checkbox"/> Nat SessionId

Note: 1.Unicast address format (RTSP): rtsp://204.12.5.78:554/media/video1
 2.Multicast address format (RTSP): rtsp://204.12.5.78:554/media/video1/multicast
 3.Source IP 0.0.0.0 indicates that the device does not filter IP address when collecting video streams.

Note: To configure parameters, disconnect the device from the management platform and clear all configurations.

Save

2. Set the parameters. Some are described in the table below.

Parameter	Description
Channel	Select a channel.
Layout	Set the split type.
Stream Address(Unicast)	<ul style="list-style-type: none"> UDP: Set the Send IP, Receive Port. TCP: Set the Client/Server, Send IP, Send Port/Receive Port, Live View/Playback, Nat SessionID. RTSP: Set the RTSP stream address, Username, Password, Transmission Protocol.
Stream Address(Multicast)	<ul style="list-style-type: none"> UDP: Set the Send IP, Receive Port. RTSP: Set the RTSP stream address, Username, Password, Transmission Protocol.
RTSP stream address for format	RTSP stream address for format.

- Click **Save**.

**NOTE!**

- TCP settings are not supported for the time being.
- The use of this function requires that the device is not connected to any platform.
- Ensure clearance of existing configurations of other management platforms for the first time.
- If this feature is no longer used, make sure that all configurations are cleared before accessing other platforms.
- Clear all configurations: Go to **Maintenance > Maintenance**, and click **Default**.
- Refer to "Note" for stream address configuration.

3.10 Input

**NOTE!**

This function is only available to certain devices.

- Go to **System > Input > Video Input**.

Video Input

Input Channel	Dev1_Board1_HDMI_1	▼
Color Gamut	Limit	▼ Copy To

Save

- Set the parameters based on the table below.

Parameter	Description
Input Channel	Choose a video input channel.
Color Gamut	<ul style="list-style-type: none"> • Limit (default): The image is relatively bright. • Full: The image is relatively dark. Click Copy To , and you can select the desired channels and apply the same settings to them.

- Click **Save**.

3.11 Security

Set the security of the device.

3.11.1 Telnet

Enable Telnet if you want to access the device from a computer with Telnet. The admin username cannot be changed by default.

- Go to **System > Security > Telnet**.

Telnet SNMPv3 Authentication Secure Password

Telnet ☐ On ☒ Off

Save

2. Enable **Telnet**, and then click **Save**.

3.11.2 SNMPv3

Through SNMP the central server synchronizes audio/video channel configurations and some of the scheduled tasks to the device, and the device reports device alarms to the central server.

1. Go to **System > Security > SNMPv3**.

Telnet SNMPv3 Authentication Secure Password

Username	admin
Authentication	MD5
Authentication Password
Confirm Password
Encryption	DES
Encryption Password
Confirm Password

Note: This page can't be configured when running mode is ONVIF

Save

2. This page can't be configured.

3.11.3 Authentication

Select digest or null in the **Authentication** page. Digest access authentication is one of the agreed-upon methods a web server can use to negotiate credentials with server.

1. Go to **System > Security > Authentication**.

Telnet SNMPv3 Authentication Secure Password

HTTP Digest

Save

2. Select **Digest** to enable the digest authentication, and then click **Save**.

3.11.4 Secure password

1. Go to **System > Security > Secure Password**.
2. Select the password mode, and then click **Save**.

Telnet SNMPv3 Authentication Secure Password

Password Mode ☒ Friendly Password ☐ Enhanced Password

Friendly Password: You must log in with a strong password except in the same network segment or three private network segments (10.X.X.X/8, 172.16.X.X/12, 192.168.X.X/16).

Enhanced Password: You must log in with a strong password.

[Save](#)

3. Some parameters are described in the table below.

Parameter	Description
Friendly Password	You must log in with a strong password except in the same network segment or three private network segments (10.X.X.X/8, 172.16.X.X/12, 192.168.X.X/16).
Enhanced Password	You must log in with a strong password.

4 Network

4.1 TCP/IP

Go to **Network > TCP/IP**, view and edit the network information for the device to ensure that the device can communicate with other devices properly, and then click **Save**.

TCP/IP

Working Mode	Load Balance
Select NIC	NIC1
IPv4 Address	192.168.1.100
IPv4 Subnet Mask	255.255.255.0
IPv4 Default Gateway	192.168.1.1
IPv6Mode	manual
IPv6 Address	2001:0000:0000:0000:0000:0000:0000:0000
IPv6 Subnet prefix length	64
IPv6 Default Gateway	2001:0000:0000:0000:0000:0000:0000:0000
MAC Address	88-87-12-43-56-78
Network Port Rate	1000M FULL

[Save](#)

Parameter	Description
Working Mode	Load Balance: Distribute work tasks (loads) across multiple operating units for collaborative execution, so as to expand the device bandwidth, improve data processing capability, etc.

Parameter	Description
Select NIC	Select a NIC you want to set.
IPv4/IPv6	<p>Network protocol version 4 and version 6 (can be used at the same time), used for device identification and communication.</p> <p>Set the network parameters manually.</p> <ul style="list-style-type: none"> ● Address: View or edit the IP address. You can log in to the Web interface via the IP address. ● Subnet Mask/Subnet prefix length: Set the subnet mask, which divides an IP into the network and host address and determines the host subnet size. ● Default Gateway: Set the default gateway for the host of the local subnet to connect and communicate with the external network.
MAC Address	View the MAC address, which is a unique identifier assigned to network interfaces for communications on a physical network.
Network Port Rate	View the actual network rate of the device.

5 Maintenance

5.1 Device Status

Go to **Maintenance > Device Status** to view information of the device, its basic information and running status. The following shows an example.

Device Status

Basic Info

Model			
Serial No.	210235C1PY3800747006	Firmware Version	B8711.12.10.200515
Hardware Version	B	Boot Version	GRUB 2.02

Running Status

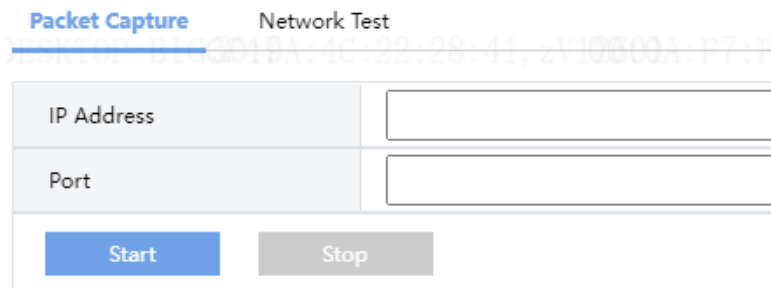
Running Mode	Master device		
Access Mode	Multi-screen Controller	Protocol	ONVIF
System Time	2020/06/09 16:55:47		
Running Time	7 Day(s) 2 Hour(s) 24 Minute(s)	Temperature	38°C
CPU Usage	64%	Memory Usage	24%

Refresh

5.2 Packet Capture

5.2.1 Packet Capture

Go to **Maintenance > Packet Capture > Packet Capture**, and capture data packets of the interaction between the device and other devices so as to troubleshoot the problem.



1. Enter the IP address and port number of other device.

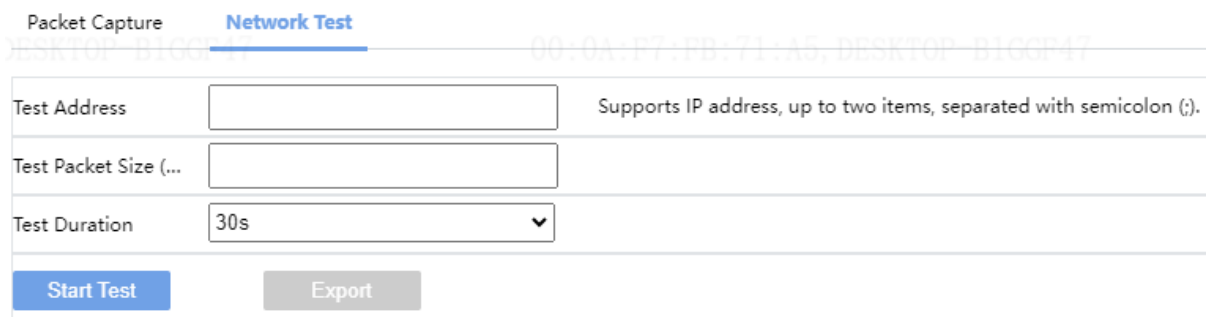
**NOTE!**

When the IP address is empty, the system captures all packets..

2. Click **Start** to start capturing packets, click **Stop** to stop capturing packets, and the system will capture data from the start time to end time.

5.2.2 Network Test

Go to **Maintenance > Packet Capture > Network Test**, and you test the device's network connection.



1. Enter the address you want to test. Up to 2 addresses (separated with a semicolon) are allowed. Set the size of test packets and test duration.
2. Click **Start Test** to test the network, and the packet loss rate and network latency are displayed below.

If you enter two addresses, you can select the address from the **Currently Displayed** drop-down list to view the corresponding test result.

Packet Capture

Network Test

Test Address

192.168.1.1

Supports IP address, up to two items, separated with semicolon (;).

Test Packet Size (...)

1500

Test Duration

30s

Stop Test

Export

Test Result

Currently Display...

192.168.1.1

Chart

☒ Packet Loss Rate
 ☐ Network Latency

Packet Loss Rate (%)

- Click **Stop Test** or wait for the test to complete, and then click **Export** to export the test data.


5.3 Decode Info

Go to **Maintenance > Decode Info** to view decoding information. The following shows an example.

Decode Info																
Refresh																
No.	Wall Name	Win ID	Split Scrn No	Source	Src Port	Dst Port	Protocol	Resolution	Frame Rate	Video	Audio	Format	Realtime Packet Loss Rate	Total Packets Lost	Total Packets Received	Operation
1	160	1	1	209.2.101.187	11650	10694	TCP	1920*1080	60	H.264	G.711A	TS	0	0	319430557	🔄
2	160	1	2	209.2.101.187	11652	10696	TCP	1920*1080	60	H.264	G.711A	TS	0	0	319430463	🔄
3	160	1	3	209.2.101.187	11654	10698	TCP	0*0	0				0	0	0	🔄
4	160	1	4	209.2.101.187	11656	10700	TCP	0*0	0				0	0	0	🔄
5	160	2	1	0.0.0.0	0	0		0*0	0				0	0	0	🔄
6	160	3	1	0.0.0.0	0	0		0*0	0				0	0	0	🔄
7	160	4	1	0.0.0.0	0	0		0*0	0				0	0	0	🔄

The information is listed in the table below.

Parameter	Description
No.	The number of the information.
Wall Name	Show the wall name.

Parameter	Description
Win ID	Show the window ID.
Split Scrn No.	Show the split screen ID.
Source	Show IP address of the source.
Src Port	Show the port of the source.
Destination	Show IP address of the destination.
Dst Port	Show the port of the destination
Protocol	The transmission protocol of the network.
Resolution	The resolution of the video.
Frame Rate	The rate of the frame.
Video	The video compression
Audio	The audio compression.
Encapsulation	The encapsulation of the video.
Realtime Packet Loss Rate	The rate of the lost packet.
Total Packet Lost	The total number of the lost packets.
Total Packet Received	The total number of the packets.
Operation	Click  to refresh the decode information.

5.4 Retrieve Password

Enter an email address used to retrieve the device password.

Go to **Maintenance > Retrieve Password**, enter your email address, and then click **Save**. For details, see [Forgot Password](#).

Retrieve Password



Username	<input type="text" value="admin"/>
Email	<input type="text"/>

Save

5.5 Maintenance

Go to **Maintenance > Maintenance**, and perform maintenance operations as needed. You can restart the device, restore some factory default settings, import and export configuration files, export diagnostic information, auto restart, and upgrade the device.

Maintenance

Restart	Restart device		
Default	Keep the current network and user settings and restore other settings to factory defaults.		
Export	Export configuration file		
Export	Export diagnostic information		
Auto Restart	Never ▼	00:00 ▼	OK
Configurations	<input type="text"/>		Import
Local Upgrade	<input type="text"/>		Upgrade
Note: Do not disconnect power or perform any other operation during upgrade.			