



VCC-HD2300/HD2300P
VCC-HD2100/HD2100P

Chapter 6

Q&A

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Accessing the Camera



I cannot access the camera.



1 The camera IP address you entered is wrong.

▶ Enter the correct IP address (URL) in the Web browser (Internet Explorer).

2 The camera port number you entered is wrong.

▶ If you are using a port number other than 80, enter the correct port number in the Web browser (Internet Explorer).

3 You have accessed with "http://" where you should be using HTTPS.

▶ When using HTTPS, access with "https://". Also make sure to enter the port number if you have changed it to other than 443.

4 Access is restricted by security setting (The error message "403 forbidden" is displayed).

▶ Contact your network administrator and ask him/her to change the security settings.



I cannot access the camera from within my home/company network.



1 The PC and camera IP addresses (local addresses) are configured with different subnet masks.

▶ To use a PC and a camera within the same network, their subnet masks must be the same. Change settings so that the PC and camera have the same subnet mask.

2 The Web browser you are using is configured to connect to the Internet via proxy server.

▶ Change the Web browser settings so that the use of proxy server is disabled.

3 The address you are trying to access is not a local address.

▶ Enter a local address to access a camera located in the same network.

▶ You cannot access a camera by entering a URL (or router global address and camera port number) registered with the dynamic DNS service or a URL that is compliant with the global address.



I cannot access the camera from the Internet.



1 There is a wrong network setting in the camera.

▶ Configure the default gateway correctly. When using the dynamic DNS service, check whether the entered DNS server address and domain name registered with the dynamic DNS service are correct.

2 Registration to the dynamic DNS service is yet to be done. (When using the dynamic DNS service)

▶ Go to the dynamic DNS service site and check that the address for your camera is correctly registered.

3 Port forwarding is not configured on your router.

▶ Port forwarding must be configured on your router for you to be able to access a camera from the Internet. For the configuration method, refer to your router's instruction manual.

- 4 Your router is configured with packet filtering or the like which restricts access from the Internet.
▶ Change the settings in your router to allow access from the Internet. For the configuration method, refer to your router's instruction manual.
- 5 The IP address you entered is a local address (the one you use at your home).
▶ When accessing via Internet, enter the global address (or the URL registered with the DDNS service) and port number of the camera as its IP address.

Q

The camera has been suddenly disconnected.

A

- 1 Another user has changed the password.
▶ Configure the password settings again.
- 2 Another user has changed the camera settings.
▶ Access again after a while.

Q

I get stuck at the Login screen.

A

- The password is changed.
▶ Check the password and try again.

Q

The access lamp does not go on.

A

- 1 The LAN cable that connects directly to the camera is broken.
▶ Connect the LAN cable.
- 2 The LAN cable has been unplugged.
▶ Connect the LAN cable.
- 3 The switching hub is turned off.
▶ Turn on the switching hub.

Q

I forgot the camera IP address/port number.

A

- ▶ Press the SET button provided on the left-side face of the camera and, on the SELECT MENU screen, select [FIRMWARE VERSION] to check the firmware version.
- ▶ Using the supplied "Auto IP Setup" software, execute a camera search.

Control Panel/Tool Panel



Buttons on the control panel/tool panel do not respond.



1 You do not have the required operation privilege.

▶ Some buttons on the control panel/tool panel are operable only when you have an adequate operation privilege. Log in as a user with an adequate operation privilege.

2 You have not configured the required operation settings.

▶ The Remote Alarm buttons are operable only when you have set [ALARM OUT 1/2] to “REMOTE” on the ALARM SETTINGS screen.



The [MENU] button does not respond.



■ Users other than admin and operator do not have the necessary privilege for performing operations from the configuration menu.

▶ Without the required operation privilege, you will be presented with an authentication check dialog box when you click the [MENU] button on the live screen.

In this case, you can change the operation privilege by entering a user name with an adequate operation privilege and its password in the dialog box.

CAMERA SETTINGS

Q

I cannot set [SENSE UP] in [IRIS].

A

■ You cannot set [SENSE UP] when [SHUTTER] is set to “SHORT” or “LONG”.
▶ Set [SHUTTER] to “OFF”.

Q

I cannot set [SHUTTER] to “SHORT” or “LONG”.

A

■ You cannot configure the electronic shutter settings if you have set [SENSE UP] in [IRIS].
▶ Set [SENSE UP] in [IRIS] to “OFF”.

Q

I cannot turn off the AGC.

A

- 1 If [DAY/NIGHT] is set to “AUTO”, you cannot set [AGC] to “OFF”. (When using VCC-HD2300P/VCC-HD2300)
▶ Set [DAY/NIGHT] to “COLOR” or “B/W”.
- 2 You cannot set [AGC] to “OFF” when [SENSE UP] in [IRIS] is set to “ON”.
▶ Set [SENSE UP] in [IRIS] to “OFF”.

Displaying LIVE video



I cannot display LIVE video.



1 ActiveX control is not installed in your PC.

▶ Install ActiveX.

2 There is network congestion.

▶ It may take some time until the screen can be displayed. Please wait.

▶ The message "THE UNIT IS BUSY" appears on the screen if the number of simultaneously accessible users is already reached.

3 The version of the installed ActiveX control is old.

▶ When another ActiveX control for network cameras is installed, video may not be displayed due to compatibility issues between the different versions. Install the H.264 Plug-In included in the supplied CD-ROM or the latest H.264 Plug-In you can download from SANYO CCTV System Web page.

4 The Web browser you are using for accessing the camera is configured to connect to the Internet via proxy server.

▶ Some proxy servers block UDPs during H.264 browsing. In this case, either change the settings to browse H.264 using HTTP, or browse using JPEG.



I cannot install the "H.264 Plug-In" included in the supplied CD-ROM.



1 The OS of your PC is not a recommended OS.

▶ The OS must be Windows Vista, Windows XP Home Edition or Windows XP Professional SP2 or later for the H.264 Plug-In to run.

2 You are not logged into the PC with administrator privileges.

▶ To install the H.264 Plug-In in a PC, you need OS administrator privileges. If you are logged in with user privileges, log out and log in again with administrator privileges to do the installation.



An error code appears and no LIVE video is displayed.



1 The configured IP address or domain name is wrong.

▶ Configure the IP address or domain name correctly.

2 If the address or domain name is correct, then the network connection has timed out.

▶ Use the network when it is not congested, or check whether there are other applications using the network and if there are, stop them for example.



The screen has suddenly stopped refreshing.



■ A camera power or network fault has occurred.

A

- ▶ Check the power supply status and/or the network environment.

Q

The video image is distorted and cannot be displayed correctly.

A

- 1 The maximum bit rate for video streaming is configured with a value higher than the network bandwidth.
 - ▶ Lower the resolution and/or image quality.
- 2 The performance of the PC is low.
 - ▶ Make sure that your PC meets the operation requirements specified in the “Operating Environment” section.
Or replace the video card in the PC with another with higher performance.

Q

The image quality is bad.

A

- 1 The color quality for your PC monitor is configured to less than 16 bits.
 - ▶ On the [Display Properties] -[Settings] tab, configure the [Color quality] setting for your PC to 16 bits or more.

Q

Frame rate is low, or the moving image stops temporarily.

A

- 1 Among the multiple accesses to the camera, some are from narrowband networks.
 - ▶ Change the minimum bit rate for video streaming to a large value.
- 2 There are multiple accesses or accesses with request for multiple resolutions.
 - ▶ The frame rate and/or image quality may decrease if the number of accesses or resolution of streaming images increase. Set lower resolution, image quality, and/or frame rate.

Q

The frame rate of video in maximum video size is slow.

A

- 1 The performance of the PC is low.
 - ▶ Make sure that your PC meets the operation requirements specified in the “Operating Environment” section.
Or replace the video card in the PC with another with higher performance.

Q

The LIVE video image is not clear.

A

- 1 The camera focus has not been adjusted to the correct position.
 - ▶ Click [FOCUS ASSIST] on the CAMERA SETTINGS screen and readjust the camera focus using the focus assist function.
- 2 The object is too close to the camera.
 - ▶ Move away the object from the camera.

- 3 Dust, dirt, fingerprints, etc. are present on the lens cover. Or the lens is fogged.
▶ Wipe away the dust, etc. with a dry cloth.

Q

The live video display is entirely discolored (A white subject appears to be colored.)

A

- Adjust the white balance.
▶ Click [WHITE BALANCE] on the CAMERA SETTINGS screen and, in [WHITE BALANCE], select "MWB". Then, adjust the white balance so that a white subject appears to be white.

Q

The LIVE video image is noisy.

A

- 1 The background of the object is dark.
▶ Increase the lighting to the monitored environment.
Or, on the CAMERA SETTINGS screen, select [AUTO] for [DAY/NIGHT] and enable the [DAY/NIGHT] mode. (When using VCC-HD2300P/VCC-HD2300)
- 2 The color quality for your PC monitor is configured to less than 16 bits.
▶ On the [Display Properties] -[Settings] tab, configure the [Color quality] setting for your PC to 16 bits or more.

Q

The image contains white spots or colored light spots.

A

- You are using the camera in a dark place. Or, you are recording a dark object.
▶ White spots or colored light spots may appear on the screen when the camera is used in a dark place or monitoring a dark subject. This is a characteristic of the image pickup device and is not a malfunction. Use auxiliary lighting or some other means to illuminate the monitored environment.

Transmitting Image Data

Q

The e-mail transmission function does not work.

A

1 On the E-MAIL SETTING screen, incorrect user ID/password information is specified in the AUTHENTICATION section.

▶ Set the correct login ID and password.

2 The server address is wrong. Or connection to the server is down.

▶ Check the server address settings.

3 The SMTP server requires authentication.

▶ If [AUTHENTICATION] is set to "NO USE", the e-mail transmission function does not work when the SMTP server requires authentication. Contact your network administrator and change the authentication setting according to the SMTP server setting.

This camera supports the two authentication methods, "SMTP" and "POP3 (POP before SMTP)".

4 Transfer is blocked by the "Outbound Port 25 Blocking (OP25B)" implemented by your provider.

▶ Select the SMTP authentication for the camera and change the destination e-mail server port from 25 to 587.

▶ Use the destination e-mail server of your provider.

Q

I cannot view the image data I received on my cell phone.

A

■ Some cell phones have a limit on the size of image data they can handle.

▶ Check the resolution of your cell phone.



Upgrade has been terminated.



■ Upgrade has been interrupted due to power off, network fault, or other problem during the process.

▶ Redo the upgrade by proceeding as follows.

- 1 Turn on the camera again.
- 2 Access the camera again.
- 3 Check the firmware version on [FIRMWARE UPDATE] in OPTION SETTINGS screen.

* If the version number is updated: Upgrade is complete.

* If the version number is not updated: Redo the upgrade.



The date and time is not adjusted automatically by the NTP server.



1 The GATEWAY settings are not configured correctly.

▶ Select NETWORK and configure the [GATEWAY] settings again.

2 The NTP server address is not configured correctly.

▶ Select CLOCK and configure the [NTP SERVER ADDRESS] settings again.

3 Adjustment by NTP is not set as the method for automatic time adjustment.

▶ Select CLOCK and set [CLOCK ADJUST] to [ON (NTP)].



The date and time information indicated on the live screen does not reflect the clock settings configured on the [CLOCK SETTINGS] screen.



■ It is recommended that you delete temporary Internet files.

▶ To do so, in Internet Explorer, click [Internet Options] in the [Tools] menu and then delete temporary files, history, cookies, saved passwords, and web form information from the [General] tab.