

Troubleshooting Steps 4/8/16 Channel (Cannot Find the Network Host)

To solve the error, please verify that the camera is properly plugged into the back of the system. If you unplug and re-plug it back in this should verify it is connected physically.

If the issue continues go to **Main Menu > Camera > Camera List** and **delete the camera with the red status from the bottom list** and do a Device Search to verify the camera is showing up on the top list.

If the camera does not show up this means the cable is not connecting properly, which could either mean the camera is not getting power or isn't transmitting data. The best way to determine whether it is an issue with the Camera or Cable is to bench test the camera on a known working cable.

If it does show up but it has a different IP Address, **please confirm the IP Address is in the 10.1.1.1-255 range (This is the default range of the internal Switch).**

If the camera is not within the correct IP range, then the camera could need to be modified on the top list to properly connect in which you would select the camera, hit modify, type in the camera's username and password and set the IP address to DHCP to automatically obtain an IP or statically assign the camera an IP address to match your switch range and gateway.

If the camera is on the correct range, you should be able to add it to the bottom list and it will come up with Green or Red, If Red double check the error message on the live view on the system.

If the Error says Invalid Username or Password, go back to Settings > Camera > Camera List and modify the camera at the bottom of the list and type in the correct login information.

If the error says Cannot Find the Network Host, check the IP Address is in the correct range, if it is you need to verify your cable is good by testing the camera with another known good cable or testing on a short patch cable as the cable could be experiencing packet loss.

Make sure the cable is T568B Standard and is within 100 meters (328 feet.)

If you have any questions or issues, please contact our Support Team at support@cctvsecuritypros.com or (888-653-2288) ext. 3.