

# NETWORK VIDEO SERVER & DAY-NIGHT CAMERA

## Frequently Asked Questions

English Version 1.0



MODEL: IPSC2230 / 2260

 **LOREX**<sup>®</sup>

[www.lorexcctv.com](http://www.lorexcctv.com)

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## FAQ Guide Overview

The following questions are addressed in this FAQ Guide.

1. Which Ports do I need to forward on my Router?
2. Why is my Video not Displayed?
3. Why is my SMTP Email server not working with the Email Function?

If you have any additional questions or technical issues, please contact the Sentinel CCTV Help desk for further assistance at 1-888-425-6739 (Option 1 - 1) or mail your questions to [support@lorexcctv.com](mailto:support@lorexcctv.com)

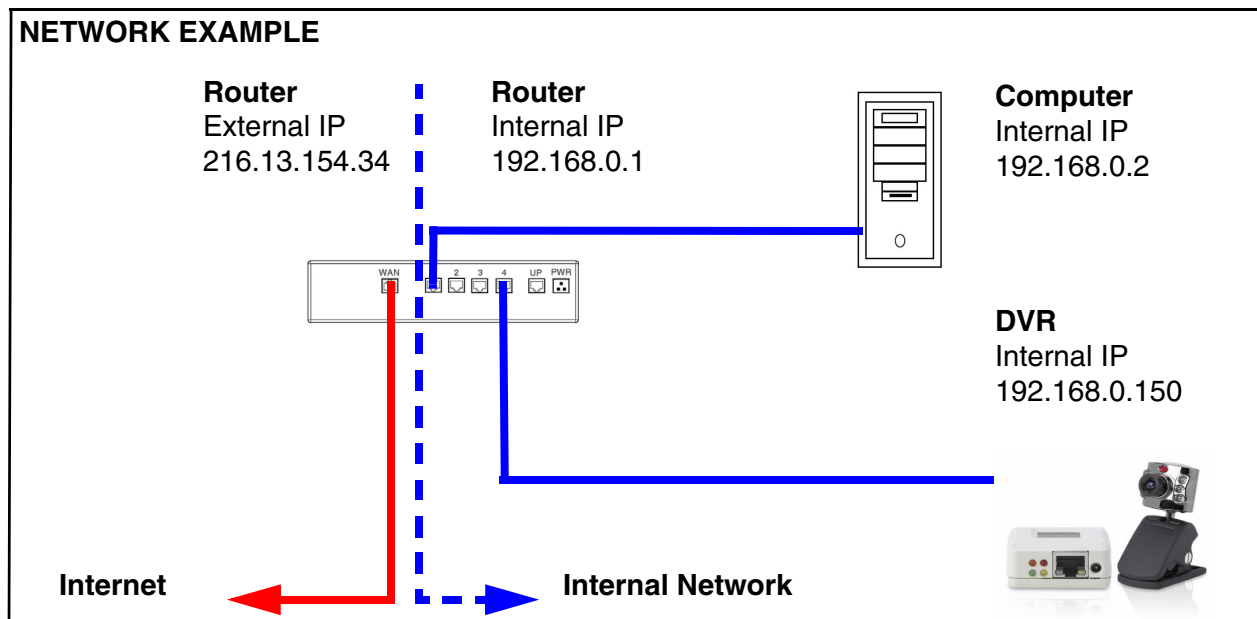
## 1. Which Ports do I need to forward on my Router?

*I am trying to connect to my device, and need to know what Ports to Forward - how do I do this?*

You will need to enable port forwarding on your Router to allow for external communications with your Video Network Server. The following ports will need to be forwarded for remote connection:

- TCP port 80
- UDP port 9001

Computers, DVRs, and other devices inside your network can only communicate directly with each other within the internal network. Computers and systems outside your network cannot directly communicate with these devices. When a system on the internal network needs to send or receive information from a system outside the network (i.e. from the Internet), the information is sent to the Router.



When a computer on the Internet needs to send data to your internal network, it sends this data to the external IP address of the Router. The Router then needs to decide where this data is to be sent to. This is where setting up Port Forwarding becomes important.

Port Forwarding tells the router which device on the internal network to send the data to. When you set up port forwarding on your Router, it takes the data from the external IP address:port number and sends that data to an internal IP address:port number (i.e. **Router External IP 216.13.154.34:9001 to Video Network Server Internal IP 192.168.0.150:9001**).

The instructions found online in the [Router Configuration Guide](#) will assist you in the port forwarding configurations for a selection of different router models. Visit our [Consumer Guides Support](#) website at <http://www.lorexcctv.com> for more details

## 2. Why is my Video not Displayed?

*I am trying to view video from my Video Network Server, but nothing is appearing onscreen. Are there additional changes I need to make to my system?*

The settings in Internet Explorer may need to be changed by setting ActiveX to Enabled, and allowing Pop-ups in Internet Explorer (or by disabling any third party popup blocker software).

### Internet Explorer Settings - Active X Controls

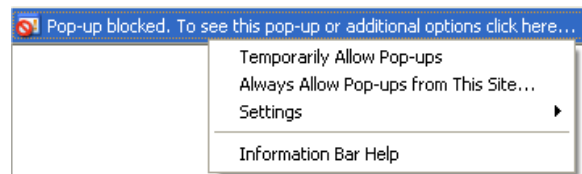
To correctly load the Web Client Software, the security settings in Internet Explorer may need to be adjusted:

1. Open Internet Explorer. Click TOOLS and select INTERNET OPTIONS.
2. Select the SECURITY tab, and click the CUSTOM LEVEL button. Change the following settings:
  - Active X Controls and Plug-ins:
    - Set 'Automatic Prompting for Active X Controls' to Disable
    - Set 'Download Unsigned Active X Controls' to Prompt
  - Miscellaneous:
    - Set 'Allow script-initiated windows without size or position constraints' to Enable
3. Click on APPLY and OK to close the INTERNET OPTIONS window.

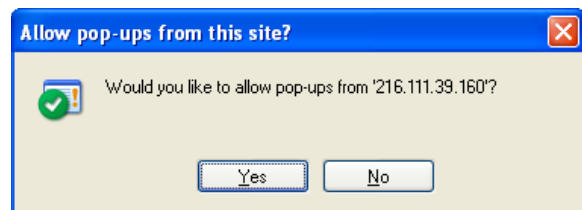
### Internet Explorer Settings - Allowing Pop-Ups

The Web based client software requires the use of Pop-Ups in Internet Explorer. Once the address has been entered into the Address bar, an alert may appear indicating that a Pop-Up window has been blocked:

1. Click on the Pop-Up warning on the Internet Explorer Window to access the Pop-Ups drop down menu
2. Select 'Always Allow Pop-ups from This Site'
3. A prompt window will appear to Allow the Pop-Up from this site. Select YES.



NOTE: If you have a Pop-Up blocker installed, you may need to disable it prior to loading the Web Client Software.



### **3. Why is my SMTP Email server not working with the Email Function?**

*I am trying to enable emailing from my Video Network Server, but I am not getting any emails. What settings do I need to make?*

There are some SMTP Email Servers that do not work with the Lorex Email function. Some troubleshooting steps to try to resolve the issue include:

- Check that all information is entered correctly, and confirm that User Authentication is required, is checked.
- If the Email Server is still not sending emails, try using a different email server (to test the connectivity).
- If a knowingly working server still does not send emails, it is likely that the router is blocking the email ports, or that a firewall is preventing the information from passing through.

The Lorex email server is guaranteed to work with this unit.

# It's all on the web

 **Product Information**

 **Specification Sheets**

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