

Networkable 2-Page / 8-Channel 14" Color Quad with 4 Color Night Vision Cameras

FAQ

English Version 1.0



**MODEL:
L14Q684**



www.lorexcctv.com

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FAQ Guide Overview

The following questions are addressed in this FAQ Guide.

1. Why is my DDNS Connection not working?
2. What Web Browsers are supported?
3. Where do I find my License for the Lorex Player?
4. Where do I find my MAC Address?
5. Why is my Video not Displayed?

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@strategicvista.com

1. Why is my DDNS Connection not working?

I signed up for the DDNS Service, received my email confirmation and have entered my information into my unit, however it is not allowing me to connect - have I entered the information correctly?

After registering with the online DDNS Server, you are required to input the information into the unit (by following the instructions provided in email) - **by leaving the PASSWORD blank.**

The password you provided for the DDNS Server site is NOT required for use with your system - this is a password for logging into the site only. Do NOT enter your password - leave this field blank.

2. What Web Browsers are supported?

I am using Opera, Netscape, Firefox (etc.) and am unable to connect to my unit. Are there limitations on the kind of Web Browsers I can use?

The Observation System can only be used with Microsoft Internet Explorer - This unit does not support any other browsers.

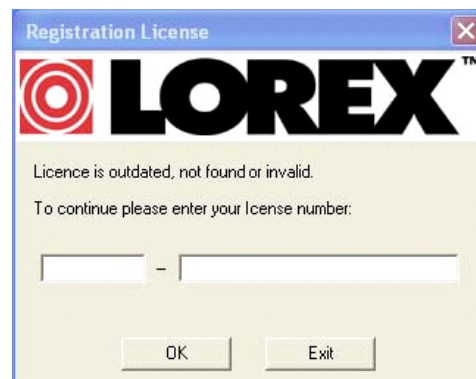
3. Where do I find my License for the Lorex Player?

I have downloaded and installed the Lorex Player from the LorexCCTV website, but it is prompting me for my License Number - where can I get this information?

There are 2 different pieces of Information to enter in the Registration License window:

- Enter IPSC1110 in the first entry box.
- Enter the first 8 digits of the MAC address into the second box.

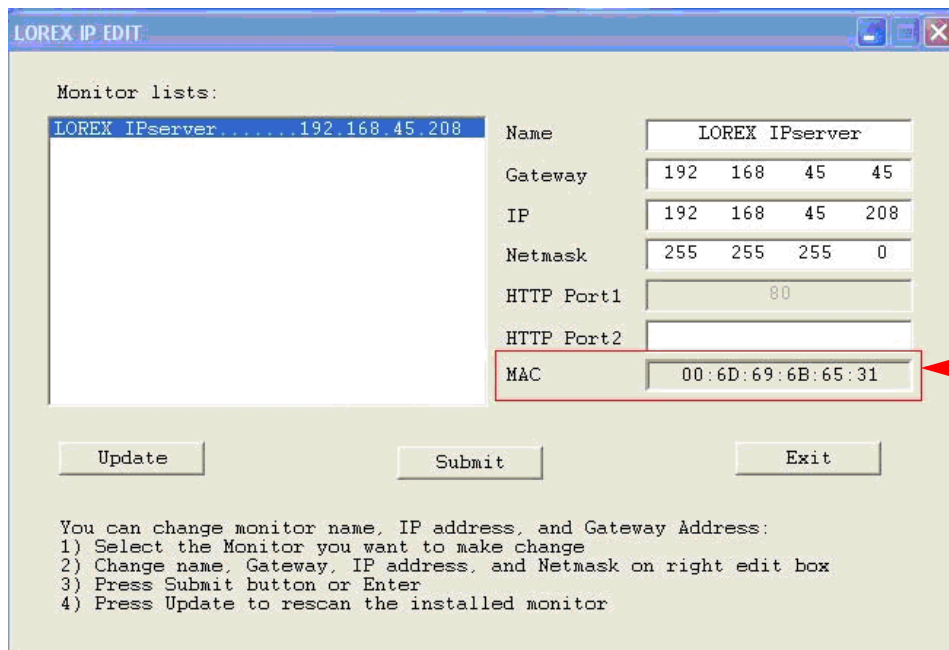
Please see Section 4: Where do I find my MAC Address for details on obtaining this information.



4. Where do I find my MAC Address?

I need my MAC Address for licensing - where can I find this information?

Locate and run the **IPEdit.exe** application (found on the supplied CD, or downloaded from the Lorex Website at <http://www.lorexctv.com>). The Lorex IPEDIT application will display information about your device, including the MAC Address



5. 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:

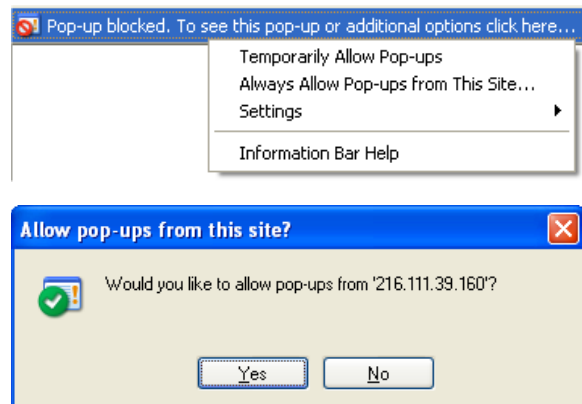
1. Open Internet Explorer. Click TOOLS and select INTERNET OPTIONS.
2. Select the SECURITY tab, and click the CUSTOM LEVEL button. Change the following settings:
 - Active X Controls and Plug-ins:
 - Set 'Automatic Prompting for Active X Controls' to Disable
 - Set 'Download Unsigned Active X Controls' 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.



It's all on the web

 **Product Information**

 **Specification Sheets**

 **User Manuals**

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