

Appendix

FAQ

1. My POWER light is not on?

Power is not being supplied to the unit. Please use the power supply shipped with the unit and verify that a power source is active from the attached power outlet used to connect the adapter. You can test this by plugging in any other electrical device and verify its operation. After using the power supply shipped with the product, check the power source, and reinserting the power connector into the IP Camera, please call our Support Center. The power supply may be defective.

2. My ACTIVE light is not flashing?

Verify the power supply to the unit. Power off the unit and back on again, wait 1 minute, if the ACTIVE light still does not begin to flash, you will have to set the unit to its factory default (THIS WILL DELETE ANY CONFIGURATION AND SET THE UNIT TO THE FACTORY DEFAULTS). Power on the unit and insert the end of a paper clip into the small recessed opening on the back of the unit. Use the clip to press the button located within that opening.

3. My LINK light is not flashing or solid?

Verify the cable connection. 99% of the time the cable's connection to the unit is causing this problem. Try using a different network cable or crossover cable (for PC connection only). Try reinserting the cable, if this still doesn't solve the problem call our Support Center.

4. I can access the video server on my LAN, but not from the Internet.

Verify that your router (if applicable) has port forwarding properly configured. If accessing from our DDNS service, verify the correct serial number. Firewall issues may prevent user access.

5. How do I open an MS-DOS or Command Prompt?

Start > (All) Programs > Accessories > Command Prompt

6. How do I find out my IP address information if my settings were automatically detected?

1) Open a Command Prompt
2) At the prompt type - "ipconfig / all" (without the quotes)
3) Near the end of the information supplied, should be your current IP address, subnet mask, default gateway and DNS servers

7. I can't connect!!

In the case of a connection failure.
Modem Reboot > Modem Reboot Finished > Router Reboot > Router Reboot Finished > IP Camera Reboot > IP Camera Reboot Finish > Verify DDNS and IP Camera connection, if applicable.

8. How do I "PING" an IP address?

1) Open an MS-DOS (or Command) prompt
2) At the prompt type - "ping xxx.xxx.xxx.xxx" (without the quotes and replace the "x" s with an IP address)
3) Press Enter

9. I'm accessing my video server remotely over the Internet and the video stream is choppy, is this normal?

Yes. The frames per second received remotely are determined by your bandwidth capabilities both at your site where the IP Camera is installed and your remote location. The lower of the two sites will determine how fast your video stream is received. It is recommended to have at least a 256Kb/sec upstream connection from the site where the IP Camera is installed. Lower speeds will operate properly but provide poor remote performance. The Faster the Internet connection at both ends, the faster the video stream.

10. How do I enable or check VLC on my browser

Internet Explorer

Open Internet Explorer > Tools on the menu bar > Internet Options > Security Tab > Custom Level > Scroll down and verify that you are prompted or have enabled plug-ins to be downloaded and executed. > click OK > restart browser.

Chrome

Open Chrome > Chrome menu settings > Advanced settings > Individual information - content settings > Run automatically

11. How do I reset the unit to factory defaults?

Refer to the previous functions page and find the reset button. Power ON the unit and use a paper clip to push the reset button within that opening. You should then see the ACTIVE light turn off and after a few seconds, the ACTIVE light will begin to flash, signifying a successful reboot. If the ACTIVE light does not turn off after depressing the reset button, please try holding the button in for a few seconds and releasing it. YOU WILL LOSE ALL DATA THAT HAD BEEN ENTERED PREVIOUSLY AND THE IP CAMERA WILL BE SET TO ITS FACTORY RESETS.

Specification - Spec.

CAMERA	
Image sensor	1/2.8" 5.14MP CMOS
Total pixels	2592(H) X 1944(V)
Focal length	2.8mm, F1.8 (DWC-MV7/MPV75Wi28TW) 4.0mm, F2.0 (DWC-MV7/MPV75Wi4TW) 6.0mm, F2.0 (DWC-MV7/MPV75Wi6TW)
Horizontal angle	102.4° (DWC-MV7/MPV75Wi28TW) 82.3° (DWC-MV7/MPV75Wi4TW) 51.9° (DWC-MV7/MPV75Wi6TW)
Shutter speed	Auto/manual (1/15 - 1/32000), anti-flicker, slow shutter (off, 2X, 3X, 5X, 6X, 7.5X, 10X)
Minimum scene illumination	0.13 lux (DWC-MV7/MPV75Wi28TW) 0.16 lux (DWC-MV7/MPV75Wi4TW, DWC-MV7/MPV75Wi6TW) 0 lux with IR (F2.0)
IR	8IR, 80ft
Day and night	TDN (true day and night)
WDR	True WDR (120dB)
DNR	3D-DNR
Privacy zone	16 programmable zones
AGC	Auto
Other image processing	Configurable exposure, white balance, sharpness

SECURITY AND NETWORK	
Network protocol	IPv4: TCP/IP / UDP / AutoIP / RTP (UDP/TCP) / RTSP / NTP / HTTP / HTTPS / SSL / DNS / DDNS / DHCP / FTP / SMTP / ICMP / SNMPv1/v2/v3 (MIB-2) / ONVIF
Security	HTTPS (TSL), IP filtering, 802.1x, Digest Authentication (ID/PW)
Plug-in	CGI, API, ONVIF

GENERAL	
Support Languages	English
Power	DC 12V, PoE IEEE 802.3af Class 3. (Adapter not included) DC12V: max 6W PoE: max 7.2W
Temperature	-4°F ~ 122°F (-20°C ~ 50°C)
Material	Aluminum vandal housing, polycarbonate dome
Dimensions	4.13" x 2.4" (105 x 61mm)
Weight	0.79lbs (0.36kg)
Certification	FCC, CE, ROHS, IP67, IK10

ENCODER (VIDEO AND AUDIO)	
Video compression	H.264, H.265, MJPEG
H.265 profile	MP
H.264 profile	MP/ HP
Multiple profile streaming performance	2592x1944p30 + 480p30 with H.264, H.265 + MJPEG
Video bitrate	100kbps ~ 10Mbps, multi-rate for preview and recording
Bitrate control	Multi Streaming CBR/VBR at H.265, H.264 (Controllable frame rate and bandwidth)
Edge storage	Micro SD Card (SD/SDHC/SDXC)
Event notification	FTP, E-mail, SD card

Warranty Information

Digital Watchdog (referred to as “the Warrantor”) warrants the Camera against defects in materials or workmanship as follows:

Labor: For the initial five (5) years from the date of the original purchase if the camera is determined to be defective, the Warrantor will repair or replace the unit with new or refurbished product at its option, at no charge.

Parts: In addition, the Warrantor will supply replacement parts for the initial two (2) years.

To obtain warranty or out of warranty service, please contact a technical support representative at 1+ (866) 446-3595, Monday through Friday from 9:00 AM to 8:00 PM EST.

A purchase receipt or other proof of the date of the original purchase is required before warranty service is rendered. This warranty only covers failures due to defects in materials and workmanship which arise during normal use. This warranty does not cover damages which occurs in shipment or failures which are caused by products not supplied by the Warrantor or failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification, faulty installation, setup adjustments, improper antenna, inadequate signal pickup, maladjustments of consumer controls, improper operation, power line surge, improper voltage supply, lightning damage, rental use of the product or service by anyone other than an authorized repair facility or damage that is attributable to acts of God.

Limits & Exclusions

There are no express warranties except as listed above. The Warrantor will not be liable for incidental or consequential damages (including without limitation, damage to recording media) resulting from the use of these products, or arising out of any breach of the warranty. All express and implied warranties, including the warranties of merchantability and fitness for a particular purpose, are limited to the applicable warranty period set forth above.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusions or limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights from vary from state to state.

If the problem is not handled to your satisfaction, then write to the following address:

Digital Watchdog, Inc.
ATTN: RMA Department
16220 Bloomfield Ave
Cerritos, CA 90703

Service calls which do not involve defective materials or workmanship as determined by the Warrantor, in its sole discretion, are not covered. Cost of such service calls are the responsibility of the purchaser.



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