SEADA

Showing the World

SDC024-B12 (N)
4K PTZ Video Camera

User Manual V1.0

COPYRIGHT INFORMATION

SYMBOL CONVENTIONS

Symbol	Description
📖Explanation	Provides additional information to emphasize or supplement important points of the main text.
📖Note	Caution indicates that the user is reminded of some important operations or to prevent potential injury or property loss.
⚠Warning	Indicates a potentially hazardous situation which, if not avoided, could result in equipment damage, data loss, performance degradation, or unexpected results.
⚠Danger	Indicates a hazardous situation which, if not avoided, will or could result in death or serious injury.

SAFETY NOTES - IMPORTANT

■ During the installation of this camera, please read this manual carefully and operate strictly. In accordance with the installation instructions. Keep this manual for future reference.

■ Before powering on the camera, please check the power carefully. Make sure that you are using the right power source.

■ Place the power cable in a place that is not easily accessible. Do not stack any objects on the power cable, protect the cable, especially the connection must be fully and securely contacted.

■ Do not run the camera beyond the specified temperature and humidity. The working temperature range is between 0℃ ~ +40℃. The working humidity range is between 10%RH~90%RH.

■ For safety, foreign matter is prevented from entering the device, do not splash the corrosive liquid onto the camera.

■ When transporting, avoid violent shake or strong force to the camera.

■ Do not disassemble the camera without authorization. If the camera is damaged, please contact professional maintenance personnel for repair.

■ Avoid pointing the camera at objects with strong light, such as the sun etc.

■ When cleaning the camera, please use soft cloth. If the camera is very dirty, wipe it off gently with a soft cloth moistened with a weak solution of water or a neutral kitchen detergent. Wring out all liquid from the cloth before wiping the camera, then wipe away all remaining dirt with a soft, dry cloth. Use lens cleaning paper to clean the lens.

CONTENTS

1. ABOUT THE PRODUCT

1.1 Quick Guide

The camera can be accessed and controlled via the following ways:

- WebUI: Camera control, network setting.
- CameraCMS: camera search and control, network setting.
- VLC: watch the camera two streams.
- ONVIF: version 2.1 supported   Name: admin

   Initial password: leave empty

- Network pass-through: recommended connection mode with recording or streaming device.

1.2 RTSP

1) Make sure PC and the camera are in the same LAN.

2) Two channel streams, URL: RTSP://IP/chx, x=1, 2. 1 is the main stream, 2 is the sub stream.
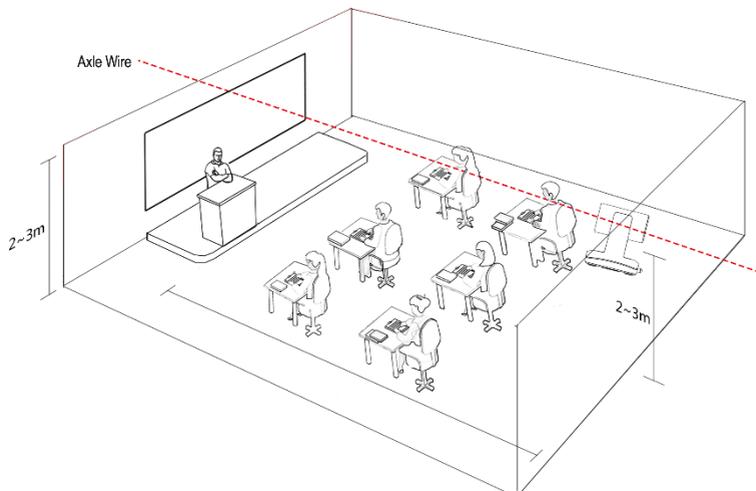
3) Default RTSP port is 554.

2. FEATURES

2.1 Characteristics & Functions

- 1/2.8"4K CMOS, 8.46MP.
- 4K ultra-HD lens, 12x optical zoom, up to 72.5° FOV.
- Built in the industry-leading AI image algorithm for human body detection and locking tracking, which can realize a wide range of automatic detection and continuous tracking.
- H.264/H.265 video compression, up to 4K30 video output, and support POE.
- HDMI 2.0 video output, up to 4K30 video output.
- USB 3.0 with UVC and UAC protocols, up to support 4K30 video output.
- 3G-SDI video output.
- Support RS232 IN/ RS232 OUT control interface and VISCA protocol.
- 1 channel LINE IN.
- Fast, accurate and smooth focusing.
- High precision, smooth rotation, quiet PTZ.
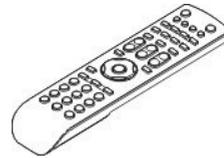
2.2 Application Scenarios

3. PRODUCT COMPONENTS

3.1 List Of Parts & Accessories

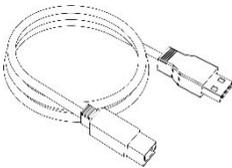When you open the box, check all accessories according to the packing list.

Camera x 1
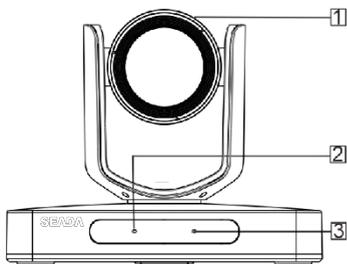

Remote Controller x 1

Power Adapter x 1

RS-232 Cable x 1

USB x 1

3.2 Main Parts & Interfaces

Front View

Rear View

Bottom View

NO.	Interface	NO.	Interface
1	Camera Module	9	RS232-IN
2	Power Indicator	10	RS232-OUT/RS485
3	Communication Indicator	11	Power (DC 12V)
4	USB 3.0	12	Mounting Hole
5	HDMI	13	Locating Hole
6	3G SDI		
7	LINE IN		
8	Network		

3.3 Remote Control

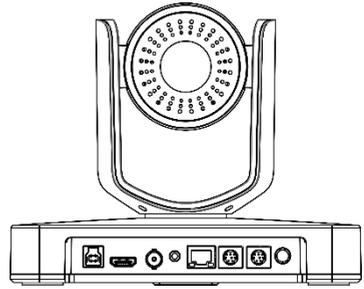| No.	Name	Function
1	Home	Press "HOME" button, camera moves to initial position.
2	Camera Selection Button	Used to switch among 4 cameras, press 1-4 number buttons to control cameras with 1-4 addresses respectively. For example, press button 1 to control the camera with address 1.
3	Focus	Press "AUTO" button to switch to Auto Focus, press "MANU" button to switch to Manual Focus mode. 🌷 button to Focus Near, ⛰ button to Focus Far, 🌷 button to Auto Focus once every time it is pressed, then switch back to Manual Focus mode.
4	Iris	Press 🔄 button to reset iris (image brightness) value to default. ◯ button to Iris Open (brighter image), and ⊗ button to Iris Close (darker image).
5	Menu	Press "MENU" button to enter / exit menu.
6	Data	Switch preset prompt, turned on by default.
7	Number Keys	Long press remote control numeric key (0-9) to set a preset, short press to call a preset.
8	Cancel	Reserved.
9	Power	After the camera has been connected to power source, press this button to turn on / off the camera.
10	Reserved Buttons	Reserved.
11	Pattern	Reserved.
12	BLC	Used to open / close back light compensation.
13	Zoom	Adjust zooming times. ⊕ button to zoom in, ⊖ button to zoom
14	Back	Press ↩ button to go back to previous menu.
15	OK	In None-menu status: press this button to switch among pan / tilt control speeds. In Menu status: get into relative menu option after it has been selected.
16	Direction/Menu Operation	In None-menu status, press these four buttons to pan left/right and tilt up/down. In Menu status: ↑ or ↓ button to select among menu options, ► or ◄ to change option / value.
17	Preset Setting	▲ button, ● button, Reserved, ◆ button to clear a preset. Press this button and then press the number key(s) to clear a
18	Enter	Reserved

4. INSTALLATION

4.1 Size And Dimension

Front

Rear

Top

Side

Bottom

4.2 Installation

Ceiling or wall mounting brackets can only be mounted on template and concrete wall. For safety reasons, plasterboard is not recommended.

4.2.1   Wall Mount

4.2.2   Ceiling Mount

STEP 1

Ceiling

Screw Stopper

STEP 2

Upper Cover Plate

Ceiling

PA3X30 Self Tapping Screw

STEP 3

1/4-20UNC Bolt

Lower Cover Plate

Camera

STEP 4

Ceiling

Upper Cover Plate

Lower Cover Plate

Camera

STEP 5

Ceiling

PM3X6 Bolt

Camera

5. WebUI Instruction

5.1 Web Client

To Access the Web Client Interface, type the device's IP address (default = 192.168.5.163) in the address field of your internet browser and press enter to access th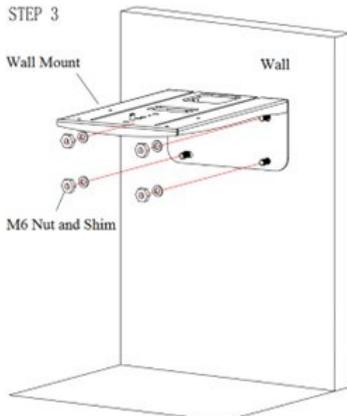e Web Client login page. You can log in as a standard user or as an administrator. When logging in as an administrator (**Default Username: admin; Password: admin**), administrators can preview the camera image and configure the camera settings; If logging in as a '**standard operator'**, users cannot access the option for the firmware upgrade; If logging in as a '**standard user**', users can only preview image from the camera.

5.2 Live View

After successful login into the management interface, it enters the video preview interface. In the preview screen, users can control PTZ, zoom, focus, full screen, rotate, change image parameter, call menu and set the preset position and recall, and other operations.

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5.3   Tracking Config

Users can Control PTZ and
enable/disable tracking of the camera.
Enable and change of tracking height
will confirm the activated zone for the
camera to track.

Users can also change the sensitivity,
speed and target lost time of the
tracking and decide whether the
camera tilts during tracking.

5.4   Audio Config

Audio Input: Line-in only.

Chanel: Stereo only.

Sample Rate: Sampling frequency.
(48KHz)

Audio Bitrate: 48Kbps (64, 96,
128Kbps for option)

Coding Type: ACC only.

Audio Volume: Set the input audio volume.

5.5 Video Config

Stream Type: Different video output mode setting, use different streams. (Main stream, Sub stream)

Resolution: Set video image resolution. (Main stream default 1920*1080, 640*360, 1280*720 and 3840*2160 as option; Sub stream default 1280*720, 640*320, 1920*1080 as option)

Bitrate Type: Set rate control mode. (Main/Sub stream default constants bit rate, variable bit rate as option).

Bitrate Kbps: Set the video bit rate. (Main/Sub stream default 4000Kb/s, 2000 - 12000Kb/s as option)

Video Format Rate: Set the video frame rate. (Main/sub stream default 30 Frame/s, 1-60 Frame/s as option)

Encoding Type: Set the video compression format. (Main/Sub stream default: H.264, H.265 as option)

Encoding Level: Set the image quality. (Main/Sub stream default: High, Base/Main as option)

I-Frame interval: Set the key frame interval. (Main/Sub stream default 30, Main/Sub 1 – 255 as option.)

Video Format: Set the HDMI output resolution. (Default 4K30, 720P50/60, 1080P25/30/50/60, and 4K25/30.)

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5.6   Media Config

Protocol Port: Change the port for the RTSP protocol. (Default 554)

RTMP: Set RTMP stream for camera.

5.7   NDI Config

Enable/Disable NDI function and set up NDI parameters.

5.8 Control Protocol Config

Enable/Disable: Enable/Disable transparent transmission.

Connection Protocol: Choose TCP/UDP protocol.

Work Mode: Choose Client or Server.

IP: When the camera is set as client, the IP address of the transmitted camera is needed. When the camera is set as server, the IP address can be left as blank.

Port: Choose from 1-65535 as transparent transmission port.

5.9 User Manage

User Role:

Admin – Access to all functions.

Operator – Access to all functions except firmware upgrade.

User – Access to preview only.

5.10   Ethernet Config

DHCP: Enable or disable obtain IP automatically can be set.

IP Address: Set the IP address. (Default 192.168.5.163). Note: This IP address is the same as the one used to login to the Web page.

Subnet Mask: Set the subnet mask. (Default 255.255.255.0)

Default Gateway: Set the default gateway. (Default 192.168.5.1)

DNS1/DNS2: Set the server prior. (Default 0.0.0.0)

5.11   Firmware Update

Reset: Factory reset the camera.

Reboot: Reboot the camera.

5.12   Device Info

Device Type: Device name.

Firmware Version: Device firmware version.

Device MAC Address: Device MAC Address.

6. DEVICE MANAGEMENT

6.1 CameraCMS Instruction

Install and open CameraCMS on PC, enter the user interface:

If the camera and PC are in the same LAN, click Start Search, then search starts and all online devices will be listed, as the picture shown below:

To modify the device's network information, enter the IP address, mask, gateway in the Modify Network column.

To control and preview a camera, first choose the device, modify its IP address as the IP address of the same LAN, then click Add To Client as the picture shown below.

	IP	Serial No.	MAC	WIFI	Device Name	Type	Version
001	10.0.3.177	32K020R2SF06QUN6K3J4	00:04:05:08:FE:D9	No	Camera 1	Camera 1	5.1.54
002	10.0.3.106	I4V672H2BDOTQU10K080	00:04:05:01:88:69	No	Camera 2	Camera 2	2.2.02
003	10.0.3.196	U523B502UD0SQU70L4R4	00:04:05:0F:6F:35	No	Camera 3	Camera 3	2.2.02
004	10.222.2.21	70C382H22B0IQU35F055	00:04:05:02:0F:8B	No	Camera 4	Camera 4	2.2.01
005	10.0.3.191	N12337F2W10UQUJ1J5U5	00:04:05:07:A4:D1	No	Camera 5	Camera 5	2.1.29

Please check that all IP addresses are in the same LAN.

6.2 Remote Configuration

Choose the camera in the device list, click Remote Configuration to upgrade or config the camera.

6.2.1 Streaming

- **Stream Type**: Set the parameters of main stream, sub stream.

- **Resolution**: Set among 4K (3840*2160), 1080P (1920*1080), 720P (1280*720), 360P (640*360), choose resolutions based on actual requirements and capability of device. The higher the resolution is, the better network requirements will be needed.

- **Video Rate type**: Choose CBR or VBR.

- **Max Rate**: Configure max stream rate or adjustable stream rate.

- **Frame Rate**: Choose from different frames per second.

- **Key Frame interval**: Configure the number of frames between the two key frames. The larger the key frame interval is, the smaller the fluctuation of the byte will be, but the image quality is

relatively poor. Vice versa, the larger the fluctuation of the byte will be, the higher the image quality will be.

- **Video Coding type:** Choose H.264 or H.265.

- **Encode Level:** Choose from Base, Main and High.

- **Channels:** STEREO.

- **Encode Type:** AAC.

- **Sampile Rate:** 48KHz.

- **Audio Rate:** Choose from 48Kbps, 64Kbps, 96Kbps and 128Kbps.

- **Input Pin:** LineIn.

- **Volume:** The range of volume is 0~100.

6.2.2 Network

- **Connect With:** Choose from Static IP or DHCP address.

- **IP Address:** IP address for the camera.

- **Mask:** Mask address for the camera.

- **Gateway:** Gateway IP address.

- **DNS 1:** Server-prior, DNS address for the device.

- **DNS 2:** It will be used in case the DNS1 server is not working.

- **Port:** Streaming port (RTSP) and application port (SDK connection) can be configured. The range of stream ports is 3479~7999 and 554, default is 554. The range of application ports is 3479~7999, default is 5000.

- Click the Save button after setting is completed.

- Camera will connect to ethernet after above-mentioned operations.

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6.2.3   RTMP

In RTMP1 and RTMP2, main stream, sub stream can be chosen to stream.

6.2.4 Protocol

- **Enable / Disable:** Enable / Disable transparent transmission.

- **Protocol:** Choose TCP or UDP protocols.

- **Camera As:** Choose Client or Server.

- **IP:** When the camera is set as client, the IP address of the transmitted camera is needed. When the camera is set as server, the IP address can be left as black.

- **Port:** Choose from 1-65535 as transparent transmission port.

6.2.5   Upgrade

Click Upgrade menu to enter the main interface, as the picture shown above.

Click … to search and load the updating firmware, then click Upgrade to start upgrading. Do not power off the camera during upgrading. After the upgrading is completed, the camera will reboot.

6.2.6　UP/PW

- ● **Password setting:** When a password is required, the camera can be accessed only after a correct password is entered.

- ● **Reboot:** Reboot the camera.

6.2.7   UP.PM

After selecting the same model of the device to be synchronized that is now managed and unchecked, tick any or more of the video parameters, audio parameters, and trace parameters, and when you click the UP.PM, the device that you are currently synchronizing will synchronize with the source device parameters.

Parameter import, parameter export: only for source device operations, you can export camera parameters to a file, or you can import parameters from a file into the camera.

Bulk synchronization: Only for synchronous device operations.

6.2.8   Preview

Click Main View to get into camera control and preview part as below.

This interface includes three main parts: Device List, Device Control, Video Preview.

● **Device:** It displays all online cameras added to "Device Management".

● **Device Control:** Get control of the selected camera (camera name in blue).

● **Video Preview:** Double click the camera in the list, main camera stream will be displayed in the preview window; or right click the selected camera from the left column to get its main or sub stream video. Video preview mode can be a single video or four videos. When in four video mode, select one of the four videos and then choose the bottom right icon to enlarge this selected video to a big single window.

7. MENU SETTINGS

8.1   Menu Configuration

```
<IMAGE>          SHARPNESS    ____   0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11

                 BRIGHTNESS   ___    0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14

                 CONTRAST     ____   0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14

                 2DNR LEVEL   ____   0, 1, 2, 3, 4, 5, 6, 7

                 3DNR LEVEL   ____   0, 1, 2, 3, 4, 5, 6, 7

                 DRC          ____   0, 1, 2, 3, 4, 5

                 MIRROR       ____   ON, OFF

                 FLIP         ____   ON, OFF
```

```
<EXPOSURE>   AUTO      ANTI –FLICKER __ OFF, 50HZ, 60HZ

                       BLC        ____   OPEN, OFF

                       EXP-COMP   ____   ON _  -7, -6, -5, -4, -3, -2, -1, 0, +1,
                                                +2, +3, +4, +5, +6, +7
                                         OFF

             MANUAL    GAIN       ____   0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13,
                                         14

                       SPEED      ____   1/60, 1/90, 1/100, 1/125, 1/180, 1/250,
                                         1/350, 1/500, 1/725, 1/1000, 1/1500,
                                         1/2000, 1/3000, 1/4000, 1/6000, 1/10000

                       LEVEL      ____   F14, F11, F9.6, F8, F6.8, F5.6, F4.8,
                                         F4, F3.4, F2.8, F2.4, F2, F1.6, CLOSE

             SHUTTER   SPEED      ____   1/60, 1/90, 1/100, 1/125, 1/180, 1/250,
                                         1/350, 1/500, 1/725, 1/1000, 1/1500,
                                         1/2000, 1/3000, 1/4000, 1/6000, 1/10000

             IRIS      LEVEL      ____   F14, F11, F9.6, F8, F6.8, F5.6, F4.8,
                                         F4, F3.4, F2.8, F2.4, F2, F1.6, CLOSE
```

```
<COLORTONE> ┬─ WB ─────┬── AUTO ─────┬── R.GAIN ──── -7~+7
            │          │             ├── G.GAIN ──── -7~+7
            │          │             ├── B.GAIN ──── -7~+7
            │          │             └── WB-SENSI ── LOW,
            │          │                             MIDDLE,
            │          │                             HIGH
            │          ├── MANUAL ────┬── R.GAIN ──── 0~16
            │          │              └── B.GAIN ──── 0~16
            │          ├── OPWB ───────── OPT
            │          └── STATIC ─────── COLOR TEMP ─ 2800~6500
            ├─ SATURA ──── 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14
            └─ HUE ─────── 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14

<CAMERA> ──┬── RUM SCENE ──── INDOOR
           │                  OPEN ──────── ×1, ×2, ×3, ×4, ×5, ×6,
           └── DIGITAL ZOOM ──┬─            ×7, ×8
                              │  CLOSE
                              └

<PTZ> ──────┬── P/T SPEED ──── 1, 2, 3, 4, 5, 6, 7
            ├── PTZ TRIG AF ── OPEN, OFF
            │   POWER UP ───── HOME, PRESET1, PRESET2,
            └                  PRESET3
```

```
< SYSTEM >──────┬── PROTOCOL ADDR ──────── 1, 2, 3, 4, 5, 6, 7
                └── IR ADDR          ──────────  1, 2, 3
                ├── MOUNT MODE   ────────── STAND, CEILING
                ├── PROTOCOL     ──────────── VISCA, PELCO-P, PELCO-D
                └── BAUDRATE     ──────────── 2400, 4800, 9600, 38400
                ├── VIDEO FORMAT ──────────  4K60, 4K50, 4K30, 4K25,
                                             1080P60, 1080P50, 1080P30,
                                             1080P25, 720P60,
                                             720P50
                └── LANGUAGE     ──────────── ENGLISH, CN
                ├── DEFAULTS     ──────────── CONFIRM
                └── NETWORK ──────┬── MODE        ──────── STATICIP, DHCP
                                  ├── IP ADDRESS ────── 10.0.3.211
                                  ├── NET MASK   ────── 255.255.255.0
                                  ├── GATEWAY    ────── 10.0.3.1
                                  ├── DNS1       ────── 0.0.0.0
                                  └── DNS2       ────── 0.0.0.0
```

📖Note

The video format is set with the DIP switch.

<DEVICE INFO> ── FIRM VERSION

8.2   Menu Explanation

1) Press Menu button to enter / exit menu.

2) Press ▲ ▼ button to select options, it is selected when the font is enlarged, press Enter to enter the menu.

3) Press ◄► to change the value.

Menu	Options	Function Descriptions
Image	Sharpness	Adjust the sharpness of image and image edge sharpness. The higher this number is, the more contrast the detail in the plane of the image will be, making it look clearer.
	Brightness	Adjust the brightness of the image.
	Contrast	Refers to the ratio between the brightest and darkest areas of the image. The greater the ratio, the more gradation levels from black to white will be, thus the richer the color performance, the clearer the image is.
	Gamma	Adjust the permeability of the image.
	2DNR	When the camera is a color image, it is recommended that the user turn off the digital noise reduction function, otherwise the image sharpness will be affected.
	3DNR	By comparing several adjacent images, the noise is automatically filtered out, so that the image noise is significantly reduced, the image is more thorough, and the picture is more pure and delicate. The higher the noise reduction level of the picture, the finer the picture quality and the smaller the jitter feeling. The lower the noise reduction level of the picture, the higher the picture quality and the greater the jitter
	DRC	It refers to the adaptability of the camera to strong light, specifically refers to the variation range of brightness (contrast) and color temperature (contrast).

	Mirror	The camera image is turned 180 ° horizontally.
	Flip	The camera image flips 180 ° vertically.
Exposure	Auto Exposure	According to the ambient brightness prototype to automatically generate exposure parameters and adjust the picture brightness.
	Manual Exposure	The user manually sets the exposure parameters and adjusts the picture brightness.
	Iris Priority	Gain and shutter speed value are adjusted automatically according to working environment; Iris value is adjustable manually.
	Shutter Priority	The aperture is fixed, and the picture brightness is adjusted by adjusting the shutter.
	Bright Priority	The shutter is fixed, and the brightness level of the picture is adjusted by adjusting the analog gain or aperture.
Color Tone	WB Mode	It refers to the working mode of restoring white objects to white under different color temperature environments. It is divided into automatic, manual, one key white balance and other modes.
	WB-Sensi	White balance sensitivity is the threshold of environmental change conditions that trigger white balance convergence. The higher the sensitivity, the easier it is to trigger.
	Saturation	Refers to the purity and brightness of image color, the higher the saturation, the color effect is bright and beautiful.
	Hue	Adjust the overall color of the image.
PTZ	P/T Speed	Set camera's Pan / Tilt speeds.
	PTZ Trig AF	When the camera moves horizontally, vertically and multiplies, it automatically focuses.

	Power UP	This operation is performed when the camera is powered on and doesn't receive the control command.
System	Protocol Address	Change camera's address through menu settings.
	IR Address	Set the IR control address for the camera.
	Mount Mode	The camera image flips 180° vertically and horizontally.
	Protocol	Set the camera control protocol.
	Baud Rate	View and set the current baud rate of the camera.
	Video Format	View and set the current video format of the camera.
	Language	View and set the current language of the camera.
	Defaults	Used to restore all menu parameter settings to factory default settings.
	Network	View and set the current camera network.
Device Info	Firm Version	The version number of the firmware, including the update of the software program.

8. TECHNICAL SPECIFICATIONS

Camera	
Image Sensor	1/2.8"4K CMOS, 8.46MP
Focal Length	f=4.7mm-94mm
Iris	F1.6 ~ 2.8
Optical Zoom	12x
Horizontal Viewing Angle	72.5°~6.3°
Focus System	Auto / Manual, PTZ Trigger, One Push Trigger
White Balance	Auto, Manual, OPWB, Static
Exposure Control	Auto, Manual, Shutter Priority, Iris Priority, Bright Priority
S/N	≥50dB
DNR	2D/3D
BLC	Support
PTZ	
Pan Angle	-170°~+170°
Tilt Angle	-30°~+90°
Pan Speed	0.1°/s ~120°/s
Tilt Speed	0.1°/s~90°/s
Preset Number	256
Image Flip	Support
Interface	
HDMI	1 channel HDMI 2.0 Support 4K30/25, 1080P60/50/30/25, 720P60/50
Network	RJ45 (10M/100M), POE 1. Support 4K30/25, 1080P30/25, 720P30/25, 360P30/25 2. Image compression H.264, H.265

USB	1 channel USB3.0 1. Support UVC 1.1 2. Image compression H.264/H.265/MJPEG; support 4K/30/25, 1080P60/50/30/25, 720P60/50/30/25, 360P30/25
3G-SDI	1 x 3G-SDI, support 1080P60/50/30/25, 720P60/50
Audio Interface	1 channel LINE IN, 3.5mm audio interface
Control Interface	1 channel RS-232 IN, 1 channel RS-232 OUT
Power	DC12V
General	
Protocol	VISCA/PELCO-D/ PELCO-P
Power Consumption	<15W
Operating Temperature	0°C ~ + 40°C
Storage Temperature	-20°C ~ + 40°C
Operating Humidity	10%RH ~ 90 %RH
Storage Humidity	10%RH ~ 95 %RH
Dimensions （W×H×D）	211mm×137mm×170mm
Weight	< 1.2kg
Color	Gray

9. TROUBLESHOOTING

Problem	Possible Cause	Solution
No action or image after powered on	Power supply failure	Check power supply
	Power adapter damaged	Replace power adapter
	Power cable connection got loosen	Check & reconnect
No self-testing after powered on, or with motor noise	Power cable is too long	Use a shorter cable
	Power adapter damaged	Replace power adapter
	Mechanical failure	Repair
Not controllable from remote controller	Low battery of remote controller	Change battery for remote controller
	Exceeding remote control distance	Control within distance of 8M
After power on, self-test successfully, but not controllable	Wrong address / protocol / baud rate	Check & set again
	Wrong connection or open circuit of RS-232 cable	Check & reconnect
Video loss when pans / tilts / zooms	Power cable is too long	Use a shorter cable
	Power adapter damaged	Replace power adapter
	Video cable not properly connected	Replace with a good video cable
Video captured after connected to digital video interface of a capture device is not good as the video captured after connected directly analog video interface of the capture device	Different video capture devices have different video capturing performance, image quality maybe worse after it has been converted from analog to digital	Consult video capture device supplier for more information