

User's Guide



TRENDNET[®]



Megapixel PoE Day / Night Dome Internet Camera

TV-IP262PI

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Product Overview



TV-IP262PI

Package Contents

- TV-IP262PI
- Multi-Language Quick Installation Guide
- CD-ROM (Utility & User's Guide)
- Network cable (1.5m / 5ft)
- Power adapter (12V DC, 1.5A)
- Camera mounting kit

If any package contents are missing or damaged, please contact the retail store, online retailer, or reseller/distributor that the item was purchased.

Features

The Megapixel PoE Dome Internet Camera with IR (model TV-IP262PI) is an indoor, enterprise class surveillance camera capable of transmitting H.264 video at up to 1280 x 1024 resolution. View and manage the tamper resistant dome IP camera from any computer with an internet connection.

Manually pan the camera side-to-side 350 degrees and tilt it up-and-down 70 degrees to fix its final viewing position. No need to install this camera near a power source, power and data are received through a single Ethernet cable using Power over Ethernet (PoE) technology. View this camera on your mobile device with TRENDnet's free mobile App*.

Manage up to 32 TRENDnet cameras with the included complimentary camera management software**. Define up to three motion detection windows with email alert, image snapshot, and continuous recording triggers. Scheduled recording sessions and define video storage location with Samba client support. Multiple video streaming support for H.264, MPEG-4, and MJPEG compression types. Other features include two-way audio support (mic and speaker sold separately), date/time text overlay, mask overlay to conceal sensitive areas, and image flip capabilities for upside down installations. Integrated cabling allows for easy wall/ceiling mounting and the off-white IP camera housing blends into most environments.

- * TRENDnet's Mobile APP supports iPhone®, iPad®, iPod® Touch and Android. Search for SecurView Mobile from iTunes® or Google Play™. For future updates, please check www.trendnet.com/App for details.
- ** Monitoring multiple cameras may require a high performance CPU

Product Hardware Features

Rear Panel View



- **Power Connector:** Connect the provided power adapter to supply power to the camera for non-PoE installation.
- **SD Card Slot:** Insert a memory card for expansion of storage.
- **Ethernet/PoE Connector:** Connect the provided network cable (RJ-45 type) to Ethernet/PoE port for wire or PoE connection.

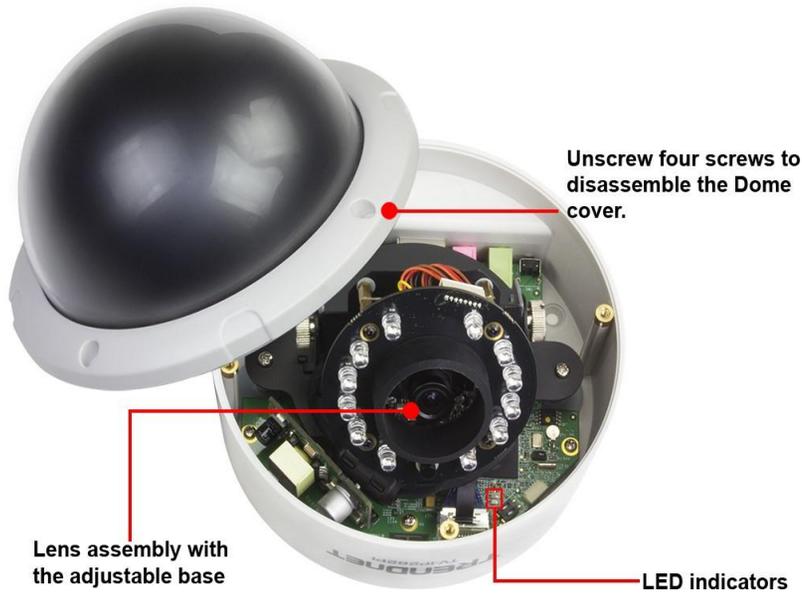
* The connector supports Power over Ethernet standard, enabling the camera to be powered by the Ethernet.
- **Mic In:** Connect an external microphone .
- **Line Out:** Connects an external active speaker.

- **Reset:** Press and hold the reset button for five seconds to reset the camera to factory default settings.

Front Panel View



Inside Component



- LED indicators

- **Power:** Indicate the camera is powered on with the steady amber light.
- **Link:** Indicate the camera's network connectivity with the flashing green light.

Application Diagram

Installation

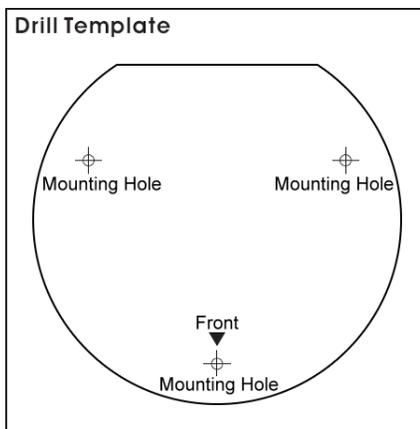
Hardware Installation

The camera can be mounted to the ceiling surface directly by following the steps below:

1. Remove the Dome cover by unscrewing the four screws.



2. Use the included drill template to drill three mounting holes on the desired location and hammer the plastic anchors into the holes.



3. Secured the camera to the location with three screws.
4. Before put the Dome cover back, adjust the lens assembly by the following steps:
 - Tilt the camera lens to a proper position by losing the screws (1) and then swinging the adjustable base (2).
 - Rotate the camera lens by turning the base pedestal (3) in either clockwise or counter clockwise direction.
 - Adjust the lens focus by turning the lens ring slowly (4) in either clockwise or counter clockwise direction.



NOTE: You can review the image quality from the Web browser when you complete the installation. If the image quality is poor, you have to disassemble the Dome cover to adjust the lens focus until the desired image appears clearly.

5. Put the Dome cover back and secure with four screws.

Camera Installation

1. Insert the Installation CD-ROM into your computer's CD-ROM drive to initiate the Auto-Run program.



2. Click the **Install Camera**.



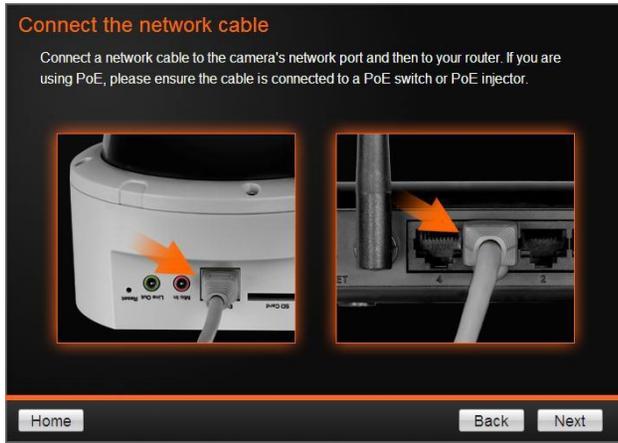
3. Write down the MAC ID of the camera



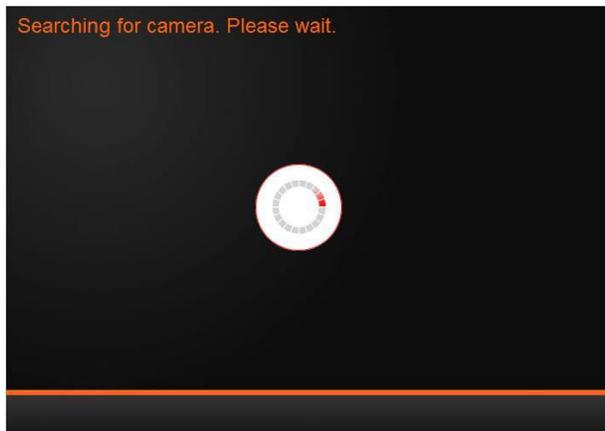
4. Connect one end of the power adapter into the Power Connector, then click on **Next**. Please click **Next** if you are using the PoE injector or switch.



5. Connect a network cable to the camera's network port and then to your router. If you are using PoE, please ensure the cable is connected to a PoE switch or PoE injector.



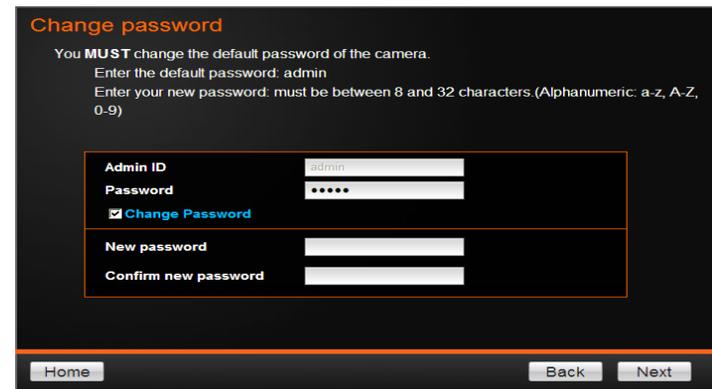
6. Wait while camera is searching.



7. The founded cameras will show on the screen. The camera already selected by default if you have only one camera installed. If you have more than one camera in the same Network, you will need to identify the camera by the MAC ID.



8. You MUST change the default password of the camera. Enter the default password: admin, Enter your new password: must be between 8 and 32 characters. (Alphanumeric: a-z, A-Z,0-9)



9. Type in the new and confirm the new password by entering the password twice.

Change password

You **MUST** change the default password of the camera.
Enter the default password: admin
Enter your new password: must be between 8 and 32 characters (Alphanumeric: a-z, A-Z, 0-9)

Admin ID	admin
Password	*****
<input checked="" type="checkbox"/> Change Password	
New password	*****
Confirm new password	*****

Home Back Next

10. Click TV-IP262P to access to the camera web page.

Initial setup is complete!



Local access from your computer

- To access the camera now, click [here](#).

If DHCP Mode Selected: In this mode, the camera's IP Address may change. To find the Camera's current IP address and to access it locally, click on the Camera Finder button on the home menu.

Mobile App

Visit www.trendnet.com/App to find the App that works with your mobile device.

Home Next

11. You can also click **Finish** to exit the program or click **Home** return to the main screen.

Congratulations!
The camera is now ready to be installed in its final location.

Thank you for choosing TRENDnet!

Home Finish

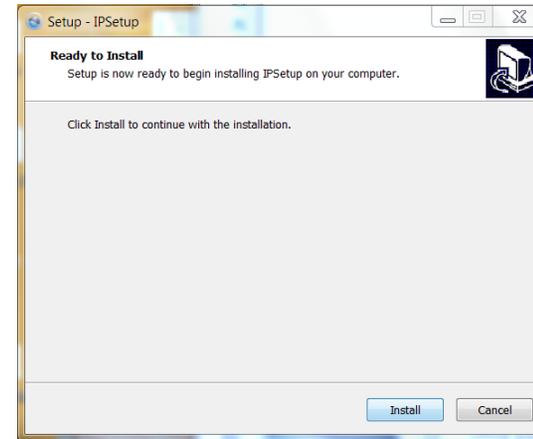
Starting Camera Finder

The camera comes with a conveniently utility, IPSetup, which is included in the Installation CD-ROM, allowing you to search the camera on your network easily.

1. Insert the Installation CD-ROM into your computer's CD-ROM drive to initiate the Auto-Run program.



2. Click the **Camera Finder (IPSetup)** from the Auto-Run menu screen. Then the IPSetup Wizard will appear. Click **Install** to install the utility.

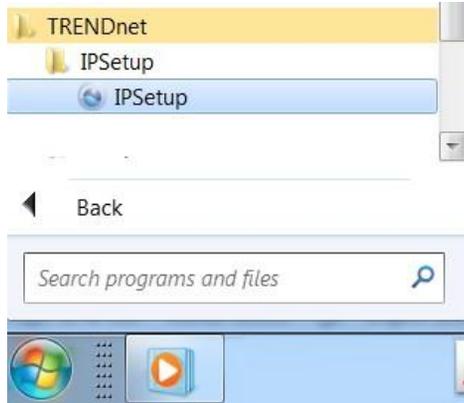


3. When the **Completing the IPSetup Setup Wizard** appears, click **Finish**.

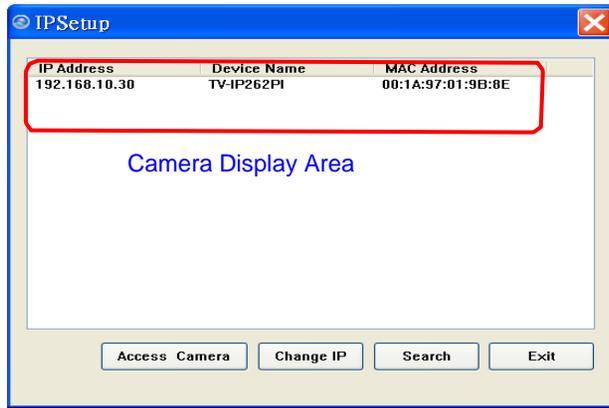


4. After installing the IPSetup utility, the application is automatically installed to your computer, and creates a folder in **Start\Program\TRENDnet\IPSetup**.

5. Click **Start>Programs>TRENDnet>IPSetup**, and then click **IPSetup**.

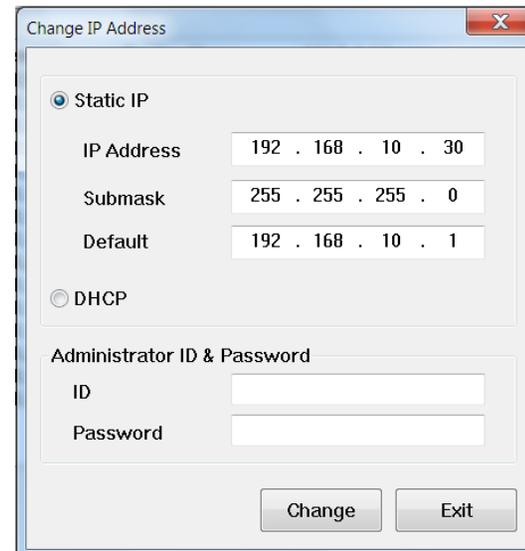


6. The IPSetup window will appear. It will search for the camera within the same network.



- **Access Camera:** Open Web browser to view camera .
- **Camera Display Area:** By default, the IP setting on the Camera is set to DHCP. If you have DHCP server, the camera will automatic get the IP address from DHCP server. If you do not have DHCP server on your network, it will show the default IP as 192.168.10.30. Double click the IP address; it will link to Camera's Web Configuration page.

Change IP: Click this button to bring up the following window. It allows you to change the IP Address. You can select either **Static IP** or click **DHCP**. Then, enter the Administrator ID & Password. By default the ID/Password is: **admin**. When complete, click **Change**.



Search: Click this button to search the connected camera in the same network

Exit: Click this button to exit the program.

Configuration

Viewing Camera Basic Function

Open the Web browser on your computer (example showed in the User's Guide is based on the Internet Explorer). Type the default IP address (192.168.10.30) or the IP address found by IPSetup in the Address bar, and then press [Enter].

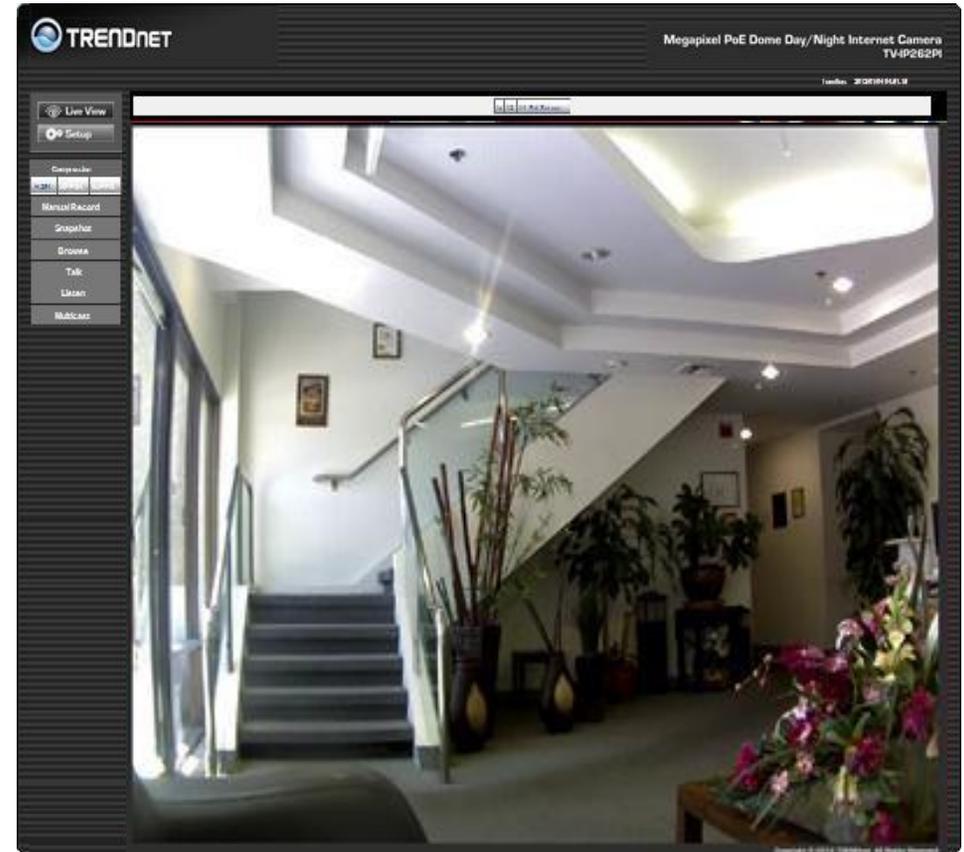


When the login window appears, enter the default **User name** (admin) and **Password** (admin) and press **OK** to access to the main screen of the camera's Web Configuration.



NOTE: If you are initially access to the camera, you will be ask to install a new plug-in for the camera. Permission request depends on the Internet security settings of your computer. Click **Yes** to proceed.

After you login into the Web Configuration of the camera, the main page will appear as below:



The Main screen of the Web Configuration provides you with many useful information and functions, including:

Live View/Setup Switch:

- Click the  button to configure the camera.
- Click the  button to return to the Main screen to view the live view image.

Compression Buttons: Select to transmit and record the video using H.264, MPEG4, or MJPEG compression.

- **Manual Record** allows you manually record and save a video clip*.
- **Snapshot** allows you to capture and save a still image*.
- **Browse** allows you to assign the destination folder to store the video clips and still images*.
- **Talk** allows you to speak out through the camera. Please note only one user is allowed to use this function at a time.
- **Listen** allows you to receive the on-site sound and voice from the camera.
- **Multicast** allows you to change the camera's transmission type on multicast

Live View: The Live View Image window displays the real-time image of the connected camera.

- The current compression mode of image is displayed above the Live View Image window.
- Click the **Zoom In** buttons (, , ,  for SXGA) or (, ,  for VGA/QVGA/QQVGA/720p) above the Live View Image window to zoom in the live view image by 1x, 2x, 3x, 1/2, 1/4, or full screen

Camera Information: Displays the camera's location and the current date & time. The information can be modified in the Web Configuration.

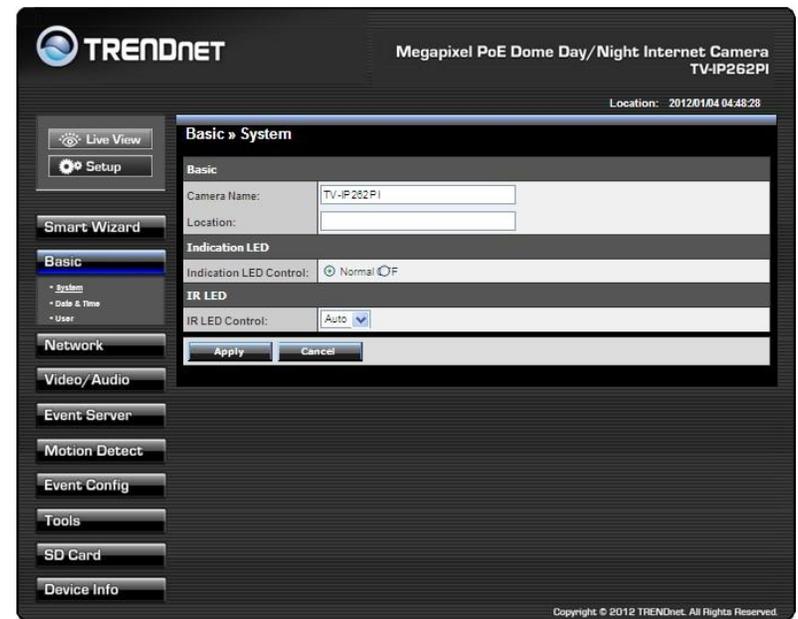
- * If you are using Microsoft 7/Vista platform, you may not be able to find the recorded files by **Snapshot** or **Manual Record**. You will need to disable the protected mode of Security in the IE browser before recording a video file or taking a snapshot.

Please follow the below steps:

1. Open IE Browser
2. Select **Tools**→**Internet Options**
3. Select **Security**
4. Uncheck the "**Enable Protected Mode**" then press **OK**

Configuring the Camera Setting

To configure the camera, click  on the Main screen of Web Configuration. The Web Configuration will start from the **Basic** page.



The Web Configuration contains the settings that are required for the camera in the left menu bar, including **Smart Wizard**, **Basic**, **Network**, **Video/Audio**, **Event Server**, **Motion detect**, **Event Config**, **Tools**, **SD Card**, and **Information**.

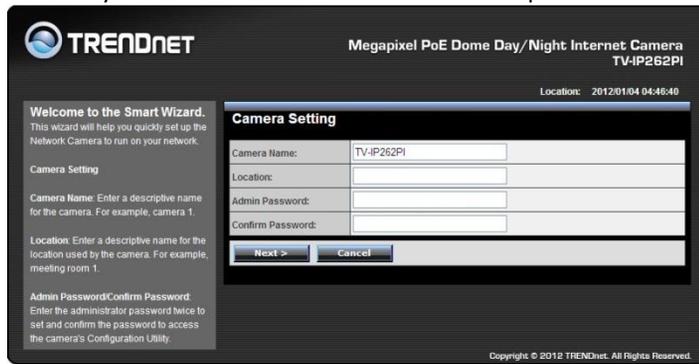
Smart Wizard

The camera's Smart Wizard lets you configure your camera easily and quickly. The wizard will guide you through the necessary settings with detailed instructions on each step.

To start the wizard, click **Smart Wizard** in the left menu bar.

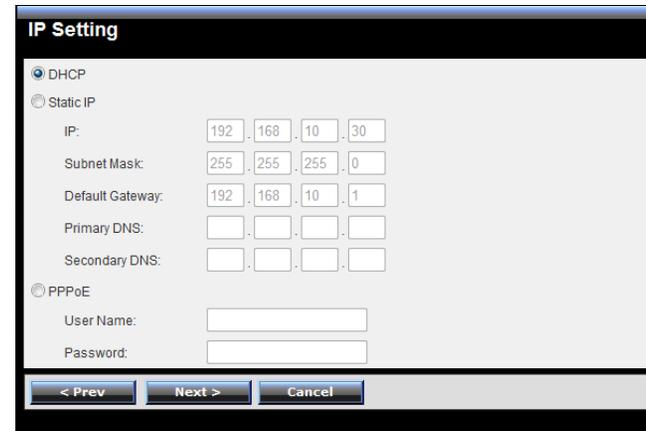
- Camera Setting**

By default, the camera name is set as model number. Change the name if necessary. Enter the location and administrator password twice.



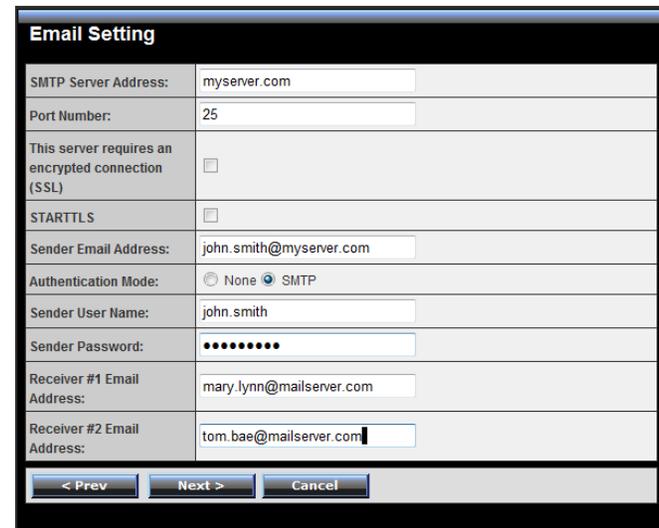
- IP Setting**

Select the IP setting according to your network: **DHCP**, **Static IP**, or **PPPoE**.



- Email Settings**

Enter the required information to be able to send email with image. For example, myserver.com. If you are using a free mail service (e.g. Google Gmail®, Yahoo®, Hotmail®), please enter the SMTP server address and the corresponding information from the service provider.



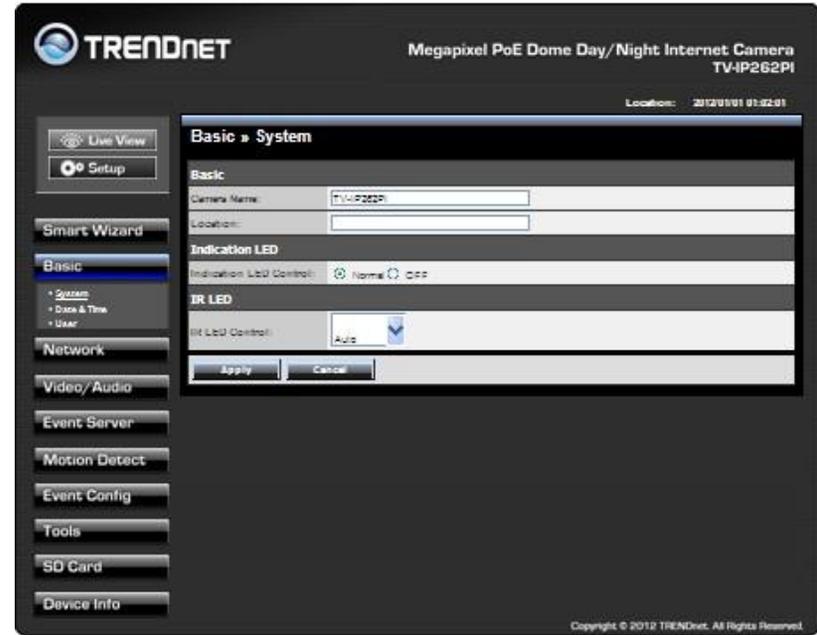
- **Confirm Settings**

The last step shows the configuration of your camera. When you confirm the settings, click **Apply** to finish the wizard and reboot the camera. Otherwise, click **Prev** to go back to the previous step(s) and change the settings; or click **Cancel** to end the wizard and discard the changes.

Confirm Settings	
Camera Name:	TV-IP262PI
Location:	
IP Mode:	DHCP
IPv4 Address:	192.168.10.30
Subnet Mask:	255.255.255.0
Default Gateway:	192.168.10.1
Primary DNS:	
Secondary DNS:	
SMTP Server Address:	myserver.com
SMTP Port:	25
SSL:	Disable
STARTTLS:	Disable
Sender Email Address:	john.smith@myserver.com
Authentication Mode:	SMTP
Sender User Name:	john.smith
Receiver #1 Email Address:	mary.lynn@mailserver.com
Receiver #2 Email Address:	tom.bae@mailserver.com
<input type="button" value=" < Prev"/> <input type="button" value=" Apply"/> <input type="button" value=" Cancel"/>	

Basic

The Basic menu contains three sub-menus that provide the system settings for the camera, such as the Camera Name, Location, Date & Time, and User management.



Basic >> System

Basic >> System	
Basic	
Camera Name:	TV-IP262PI
Location:	
Indication LED	
Indication LED Control:	<input checked="" type="radio"/> Normal <input type="radio"/> OFF
IR LED	
IR LED Control:	Auto
<input type="button" value=" Apply"/> <input type="button" value=" Cancel"/>	

- **Basic:** This item allows you to assign the camera name and location information.

Camera Name: Enter a descriptive name for the camera, which is helpful to identify the camera easily while multiple cameras are connected within the network.

Location: Enter a descriptive name for the location where is monitored by the camera.

Language Default: Select the displayed language as default.

- **Indication LED:** This item allows you to set the LED illumination as desired. There are two options: **Normal** and **OFF**.
- **IR LED :** This item allows you to set the IR LED Auto or OFF

Basic >> Date & Time

Basic >> Date & Time

Date and Time

TimeZone: (GMT-08:00) Pacific Time(US & Canada); Tijuana

Setting:

- Automatically adjust clock for daylight saving time changes
- Synchronize with PC
- Synchronize with NTP Server
 - NTP Server Address:
 - Update Interval: 6 hours
- Manual
 - Date: 2012/04/02 (YYYY/MM/DD)
 - Time: 12:01:10 (hh:mm:ss)

Apply Cancel

- **Date & Time:** Enter the correct date and time for the system.
- TimeZone:** Select the proper time zone for the region from the pull-down menu.
- Automatically adjust clock for daylight saving time changes:** select this option for daylight saving
- Synchronize with PC:** Select this option and the date & time settings of the camera will be synchronized with the connected computer.

Synchronize with NTP Server: Select this option and the time will be synchronized with the NTP Server. You need to enter the IP address of the server and select the update interval in the following two boxes.

Manual: Select this option to set the **Date** and **Time** manually.

Basic >> User

Basic >> User

User Accounts

Administrator:	Password: <input type="text"/>	Confirm Password: <input type="text"/>	Modify
General User:	User Name: <input type="text"/>	Password: <input type="text"/>	Add/Modify
	UserList: <input type="text"/>		Delete
Guest:	User Name: <input type="text"/>	Password: <input type="text"/>	Add/Modify
	UserList: <input type="text"/>		Delete
Direct Video Stream Authentication:	<input type="checkbox"/> Enable		Apply

- **Administrator:** To prevent unauthorized access to the camera's Web Configuration, you are strongly recommend to change the default administrator password. Type the administrator password twice to set and confirm the password.
- **General User**
 - User Name:** Enter the user's name you want to add to use the camera.
 - Password:** Enter the password for the new user. When you are finished, click **Add/Modify** to add the new user to the camera. To modify the user's information, select the one you want to modify from **UserList** and click **Add/Modify**.
 - UserList:** Display the existing users of the camera. To delete a user, select the one you want to delete and click **Delete**.
- **Guest**
 - User Name:** Enter the guest's name you want to add to use the camera.
 - Password:** Enter the password for the new guest.
 - UserList:** Display the existing guests of the camera. To delete a user, select the one you want to delete and click **Delete**.

NOTE: The “General User” is allowed to access the camera and control the Function buttons on the Main screen of the Web Configuration.; the “Guest” can only view the live view image from the Main screen while accessing the camera. Only the “Administrator” is allowed to configure the camera through the Web Configuration.

- **Direct Video Stream Authentication:**

To stream the video directly without going through the configuration page, you can access it via Internet.

Enable: User needs to enter user name and password to stream the camera.

Disable: User can stream the camera without entering the user name and password.

Examples of the direct link to video:

H.264 Mode

http://camera_ip_address:port number/h264view.htm

MPEG4 Mode

http://camera_ip_address:port number/mpgview.htm

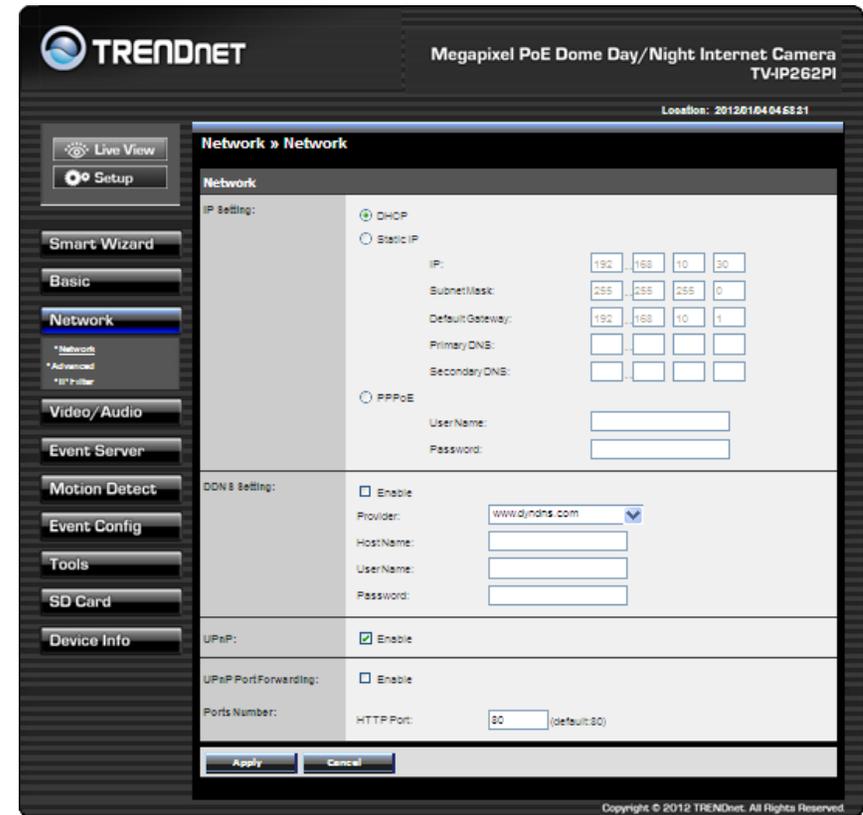
MJPEG Mode

http://camera_ip_address:port number/jpgview.htm

NOTE This feature is enabled by default, and for security reason, it is recommended to have the feature enabled at all time.

Network

The Network menu contains two sub-menus that provide the networking settings for the camera, such as the IP Setting, DDNS Setting, and IP Filter.



Network >> Network

- **IP Setting:** This item allows you to select the IP address mode and set up the related configuration.

DHCP: Select this option when your network uses the DHCP server. When the camera starts up, it will be assigned an IP address from the DHCP server automatically. This is the default IP setting on the camera.

Static IP: Select this option to assign the IP address for the camera directly. You can use IP Setup to obtain the related setting values.

IP	Enter the IP address of the camera. The default setting is 192.168.10.30.
Subnet Mask	Enter the Subnet Mask of the camera. The default setting is 255.255.255.0.
Default	Enter the Default Gateway of the camera. The

Gateway	default setting is 192.168.10.1.
Primary/Secondary DNS	DNS (Domain Name System) translates domain names into IP addresses. Enter the Primary DNS and Secondary DNS that are provided by ISP.

PPPoE: Select this option when you use a direct connection via the ADSL modem. You should have a PPPoE account from your Internet service provider. Enter the **User Name** and **Password**. The camera will get an IP address from the ISP as starting up.

NOTE: Once the camera get an IP address from the ISP as starting up, it automatically sends a notification email to you. Therefore, when you select PPPoE as your connecting type, you have to set up the email or DDNS configuration in advance.

- **DDNS Setting:** With the Dynamic DNS feature, you can assign a fixed host and domain name to a dynamic Internet IP address. To set up the DDNS:

1. Select the **Enable** option to enable this feature.
2. Select the **Provider** from the pull-down list.
3. Enter the required information in the **Host Name**, **User Name**, and **Password** boxes.

NOTE: You have to sign up for DDNS service with the service provider before configuring this feature.

- **UPnP:** The camera supports UPnP (Universal Plug and Play), which is a set of computer network protocols that enable the device-to-device interoperability. In addition, it supports port auto mapping function so that you can access the camera if it is behind an NAT router or firewall.

Select the **Enable** option to enable this feature.

- **UPnP Port Forwarding:** select this option to have the port forward to router.
- **Ports Number**

HTTP Port: The default HTTP port is **80**.

RTSP Port: Configure the transmission of streaming data within the network. The default RTSP (Real Time Streaming Protocol) port is **554**.

NOTE: If the camera is behind an NAT router or firewall, the suggested to be used is from 1024 to 65535.

Network >> Advanced

Network » Advanced

HTTPS

Enable

HTTPS Port: 443 (default: 443)

Bonjour

Enable

Friendly Name:

RTSP

RTSP Streaming

Authentication: Disable ▾

RTSP Port: 554 (default: 554)

Multicast settings

Group IP: 239 . 255 . 0 . 0

H.264 Port: 1234 (default: 1234)

MPEG4 Port: 1236 (default: 1236)

Audio Port: 1238 (default: 1238)

TTL: 255 (1~255)

QoS

Live Video DSCP: 0 (0~63)

Live Audio DSCP: 0 (0~63)

Apply Cancel

- **HTTPS**

Enable: Select this option to enable HTTPS, which is a secure protocol to provide authenticated and encrypted communication within your network.

HTTPS Port: Assign a HTTPS port in the text box. The default HTTPS port is **443**.

- **Bonjour:** The devices with Bonjour will automatically broadcast their own services and listen for services being offered for the use of others. If your browser with Bonjour, you can find the camera on your local network without knowing its IP address.

The Apple Safari is already with Bonjour. You can download the complete Bonjour for Internet Explorer browser from Apple's web site by visiting <http://www.apple.com/bonjour/>.

- **RTSP**

RTSP Streaming: The camera supports three levels of RTSP access. The default **RTSP Port** is **554**.

Disable	RTSP link does not require authentication. No username/password required.
Basic	RTSP link prompts for authentication. Username/password are transmitted in plain text.
Digest	RTSP link prompts for authentication. Username/password are encrypted during data transmission.

TRENDnet recommends using RSTP Digest authentication method. Disable and Basic methods pose security risks. Please verify if your RTSP client supports RSTP authentication method selected.

Multicast settings: Configure the following settings so that you can deliver information from your camera to a set of receivers.

Group IP	Assign a category of IP addresses to receive the information from the camera.
H.264 Port	Assign a multicast port for H.264 in the text box. The default port is 1234 .
MPEG4 Port	Assign a multicast port for MPEG4 in the text box. The default port is 1236 .
Audio Port	Assign a multicast port for audio in the text box. The default port is 1238 .
TTL	Set the TTL value from 1 to 255, which is used to modify the time to live field in the IP header.

- **QoS**

Live Video DSCP: Assign the DSCP (DiffServ Code Point) of the stream video from the camera.

Live Audio DSCP: Assign the DSCP (DiffServ Code Point) of the stream audio from the camera.

Network >> IP Filter

The IP Filter setting allows the administrator of the camera to limit the users within a certain range of IP addresses to access the camera.

To disable this feature, select the **Disable** option; otherwise, select the **Accept** option to assign the range of IP addresses that are allowed to access the camera, or select the **Deny** option to assign the range of IP addresses that are blocked to access the camera.

- ❓ **Disable:** Select this option to disable the IP Filter function of the camera.
- ❓ **Accept**
 - IPv4:** Assign a range of IP addresses that are allowed to access the camera by entering the **Start IP address** and **End IP address** options. When you are finished, click **Add** to save the range setting. You can repeat the action to assign multiple ranges for the camera.
 - For example, when you enter 192.168.0.50 in Start IP Address and 192.168.0.80 in End IP Address, the user whose IP address located within 192.168.0.50 ~ 192.168.0.80 will be allowed to access the camera.
 - IPv6:** Enter the **IP Address** that is allowed to access the camera.
- ❓ **Deny**
 - IPv4:** Assign a range of IP addresses that are blocked to access the camera by entering the **Start IP address** and **End IP address** options. When you are

finished, click **Add** to save the range setting. You can repeat the action to assign multiple ranges for the camera.

For example, when you enter 192.168.0.50 in Start IP Address and 192.168.0.80 in End IP Address, the user whose IP address located within 192.168.0.50 ~ 192.168.0.80 will not be allowed to access the camera.

IPv6: Enter the **IP Address** that is not allowed to access the camera.

Video & Audio

The Video & Audio menu contains four sub-menus that provide the video and audio settings for the camera.

Video & Audio >> Camera



• Image Setting

Brightness: Adjust the brightness level from 0 ~ 100.

Saturation: Adjust the colors level from 0 ~ 100.

Sharpness: Adjust the sharpness level from 0 ~ 100.

Click **Default** to restore the default settings of the three options above.

Mirror: Select **Vertical** to mirror the image vertically, or select **Horizontal** to mirror the image horizontally.

Light Frequency: Select the proper frequency according to the camera's location **50Hz** or **60Hz**.

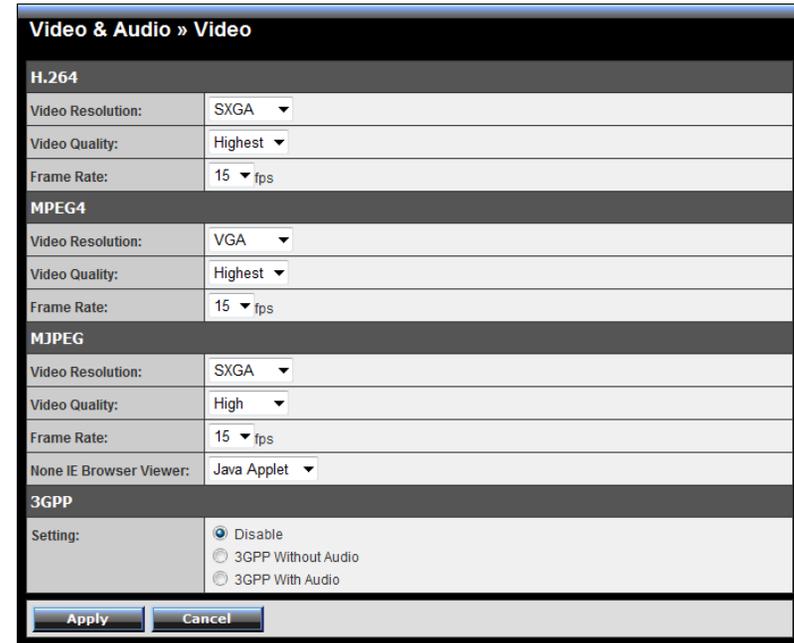
AE Enable: Enable or disable the AE (Auto Exposure) control.

Night mode: Change night mode to **color** or **Mono**

AE Control: Select AE (Auto Exposure) speed as Fast, Normal or Slow.

Mode	Frequency	AE Control (Day Time) min. shutter speed			AE Control (Night Time) min. shutter speed		
		Fast	Normal	Slow	Fast	Normal	Slow
VGA	60Hz	1/120s	1/60s	1/30s	1/120s	1/60s	1/30s
	50Hz	1/100s	1/50s	1/25s	1/100s	1/50s	1/25s
SXGA	60Hz	1/120s	1/60s	1/15s	1/120s	1/60s	1/15s
	50Hz	1/100s	1/50s	1/12.5s	1/100s	1/50s	1/12.5s

Video & Audio >> Video



•H.264

Video Resolution: Select the desired video resolution from the four formats: **SXGA, VGA, QVGA, QVGA** and **720P**. The higher setting (SXGA) obtains better video quality while it uses more resource within your network.

Video Quality: Select the desired image quality from five levels: **Lowest, Low, Medium, High, and Highest**.

Frame Rate: Select a proper setting depending on your network status.

• MPEG4

Video Resolution: Select the desired video resolution from the three formats: **VGA, QVGA, and QQVGA**. The higher setting (VGA) obtains better video quality while it uses more resource within your network.

Video Quality: Select the desired image quality from five levels: **Lowest, Low, Medium, High, and Highest**.

Frame Rate: Select a proper setting depending on your network status.

• MJPEG

Video Resolution: Select the desired video resolution from the three formats: **SXGA, VGA, QVGA, QVGA** and **720P**. The higher setting (VGA) obtains better video quality while it uses more resource within your network.

Video Quality: Select the desired image quality from five levels: **Lowest, Low, Medium, High, and Highest**.

Frame Rate: Select a proper setting depending on your network status.

None IE Browser Viewer: Select the proper mode for viewing image while using none IE browser: **Java Applet, Still Image, or Server Push**.

NOTE: The camera supports both MPEG4 and MJPEG compression. MJPEG capture the images in JPEG format, which require higher bandwidth to view smooth video. The administrator can control the bandwidth of each connection well through the setting options above.

- **3GPP:** The camera supports 3GPP specification. To disable this feature, select the **Disable** option; otherwise, select **3GPP Without Audio** or **3GPP With Audio** to transfer the video clips without or with audio.

If you use a mobile phone that supports 3GPP, you can also view the real-time streaming image captured by the camera on your phone (with the default player on the phone) by entering the RTSP link:

[rtsp://\(IP address of the camera\)/3gp](rtsp://(IP address of the camera)/3gp).

Video & Audio >> Audio

The screenshot shows the 'Video & Audio >> Audio' configuration window. It has two main sections: 'Camera Microphone In' and 'Camera Speaker Out'. Under 'Camera Microphone In', there is an 'Enable' checkbox which is checked. Under 'Camera Speaker Out', there is an 'Enable' checkbox which is checked, and a 'Volume' field set to '90'. At the bottom, there are 'Apply' and 'Cancel' buttons.

- **Camera Microphone In:** Select the **Enable** option to enable the camera's audio function, so that you can receive the on-site sound and voice from the camera.
- **Camera Speaker Out:** Select the **Enable** option to enable the camera's external speaker function, so that the connected speaker can play the sound and voice through the camera.

You can set the speaker's volume by entering the proper value in the **Volume** option. The default setting is **90**.

Video & Audio >> Overlay / Mask

The screenshot shows the 'Overlay/Mask' configuration window. On the left is a live video feed of a modern lobby with a staircase and indoor plants. On the right, there are two configuration panels. The 'Image Overlay' panel includes an 'Image File' field with 'Browse' and 'Preview' buttons, 'Upload' and 'Delete' buttons, an 'Enable' checkbox, a 'Transparent' checkbox, and a 'Color' field with a color picker. The 'Privacy Mask' panel includes a 'Window' dropdown menu, an 'Enable' checkbox, and a 'Color' field with a color picker. Both panels have 'Save' and 'Cancel' buttons at the bottom.

This sub-menu is used to set the image overlay and mask feature of the camera.

- **Image Overlay:** This item allows you to set the image overlay.

In the **Image File** option, click **Browse** to select the image file from your computer, and then click **Upload**. You can click **Preview** to check the image size and adjust the image position before clicking **Upload**. The preview image area is displayed with red dotted line. If you want to remove the preview image before uploading, click **Delete**.

Since you click **Upload**, the preview image area is displayed with white dotted line. Click **Enable** and set the transparency setting by whether selecting the **Transparent** option or not.

When done, click **Apply**. You can see the image overlay on the live view image when you click **Live View**.

NOTE: The width and height of the input overlay graphic should be multiple of 4 at a maximum size of 43690 pixels, and in JPG or BMP (24-bit RGB) format.

- **Privacy Mask:** This item allows you to configure up to two mask areas.

Select the area 1 or 2 from the **Window** pull-down list, and then click **Enable**. You can change the size and position of the area by holding and dragging the mouse.

You can also change the color of the mask area by clicking the **Color** box and then selecting the color you want.

When done, click **Apply**. You can see the mask area(s) on the live view image when you click **Live View**.

Video & Audio >> Overlay / Mask >> Text Overlay

This page is used to set the text overlay feature of the camera, including the following three options: date & time, heading text, and background transparency setting.

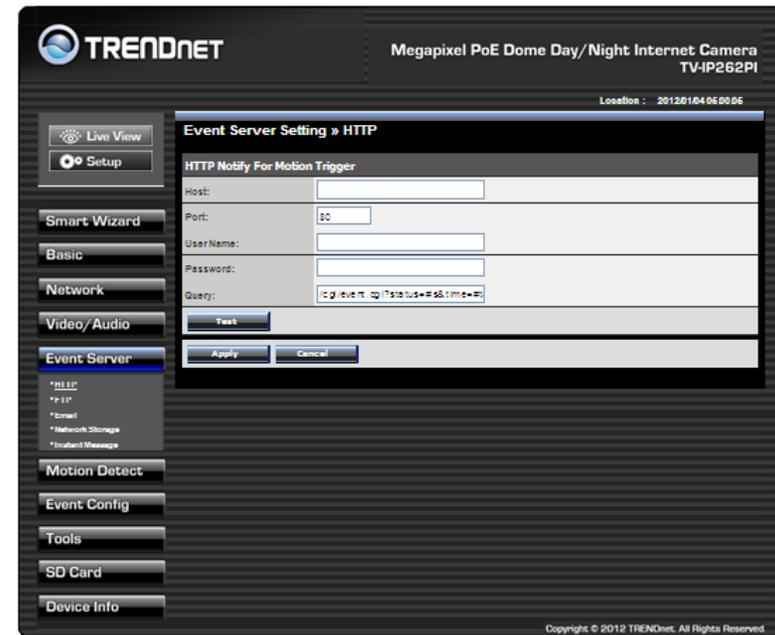
- **Include Date & Time:** Select this option to display the date & time information on the live view image.
- **Include Text:** Select this option and enter your heading text in the box to display the text information on the live view image.
- **Enable Opaque:** Select this option to display the overlay text with a background color.

For example, when you select the **Include Date & Time** and **Include Text** options and click **Apply**, you can see the related information displayed on the live view image when you click the  **Live View** button.



Event Server

The Event Server menu contains three sub-menus that allow you to upload images to FTP, send emails that include still images, and store the images to a NAS system.



When you complete the required settings for HTTP Notify for Motion Trigger, FTP, Email, Network Storage, or Instant Message, click **Test** to test the related configuration is correct or not. Once the camera connects to the server successfully, click **Apply**.

HTTP Notify For Motion Trigger

Send the query parameter via an HTTP notification when an event is triggered.

Host: Enter the IP of the HTTP server

Port: Enter the Port number of the HTTP server

User Name: Enter the username of the HTTP server

Password: Enter the password of the HTTP server

Query: Enter the query parameter for the request if necessary

Example:

Host: 192.168.10.1

Port: 80

Query: xxx.cgi?name1=value1&name2=value2

Example: cgi/event.cgi?status=#s&time=#t&model=modelname

Result: <http://192.168.10.1:80/cgi/event.cgi?status=#s&time=#t&model=modelname>

Event Server Setting >> FTP

- FTP

Host Address: Enter the IP address of the target FTP server.

Port Number: Enter the port number used for the FTP server.

User Name: Enter the user name to login into the FTP server.

Password: Enter the password to login into the FTP server.

Directory Path: Enter the destination folder for uploading the images. For example, /TV-IP262P.

Passive Mode: Select the **Enable** option to enable passive mode.

FTP Upload With: Set the format of the image that is to be uploaded to the FTP server. You can set the format as **One Snapshot** or images containing **Pre-event** (0 ~ 3) seconds and **Post-event** (0 ~ 3) seconds.

NOTE: The Pre-Event or Post-Event only works when video resolution set up to 720P or lower. It will not work with SXGA resolution.

Event Server Setting >> Email

Event Server Setting » Email	
Email	
SMTP Server Address:	myserver.com
Sender Email Address:	john@myserver.com
SMTP Port:	25
This server requires an encrypted connection (SSL):	<input checked="" type="checkbox"/>
STARTTLS:	<input checked="" type="checkbox"/>
Authentication Mode:	<input type="radio"/> None <input checked="" type="radio"/> SMTP
Sender User Name:	john.smith
Sender Password:	••••••••
Receiver #1 Email Address:	mary@myservr.com
Receiver #2 Email Address:	george@gmail.com
Send Email With:	<input checked="" type="radio"/> One Snapshot <input type="radio"/> Pre-event <input type="text" value="3"/> sec(s) Post-event <input type="text" value="2"/> sec(s) <small>Pre-event and Post-event actions are unavailable with SXGA resolution.</small>
Wan IP Change Notify:	<input type="checkbox"/>
<input type="button" value="Test"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

- Email

SMTP Server Address: Enter the mail server address. For example, myserver.com. If you are using a free mail service (e.g. Google Gmail®, Yahoo®, Hotmail®), please enter the SMTP server address from the service provider.

Sender Email Address: Enter the email address of the user who will send the email. For example, John@myserver.com.

SMTP Port: Assign the SMTP port in the text box. The default SMTP port is 25. For the free mail service, please enter the correct port number from the service provider.

SSL or STARTTLS: If the mail server requires an encrypted connection, you should select the **SSL** option. **STARTTLS** is an extension to plain text communication protocols. It offers a way to upgrade a plain text connection to an encrypted (TLS or SSL) connection.

Authentication Mode: Select **None** to disable the authentication feature, or select **SMTP** and then enter the **User Name** and **Password** according to the mail server configuration.

Sender User Name: Enter the user name to login the mail server.

Sender Password: Enter the password to login the mail server.

Receiver #1 Email Address: Enter the first email address of the user who will receive the email.

Receiver #2 Email Address: Enter the second email address of the user who will receive the email.

Send Email With: Set the format of the image that is to be sent by the email. You can set the format as **One Snapshot** or images containing **Pre-event** (0 ~ 3) seconds and **Post-event** (0 ~ 3) seconds.

NOTE: The Pre-Event or Post-Event only works when video resolution set up to 720P or lower. It will not work with SXGA resolution.

WAN IP Change Notify: Select the option to enable the system to notify you when the WAN IP address changed.

Event Server Setting >> Network Storage

Event Server Setting » Network Storage	
Network Storage	
Samba Server Address:	192.168.10.100
Share:	TV-IP262P
Path:	Test
User Name:	admin <input type="checkbox"/> Anonymous
Password:	••••
Split By:	<input checked="" type="radio"/> File Size: 100 (MB) <input type="radio"/> Recording Time: 30 (Minutes)
When Storage Full:	<input type="radio"/> Stop Recording <input checked="" type="radio"/> Recycle - Delete Oldest Folder
Encode Format:	<input type="radio"/> MPEG4 <input checked="" type="radio"/> H.264
File Format:	<input checked="" type="radio"/> MP4 <input type="radio"/> AVI
<input type="button" value="Test"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

- Network Storage

Samba Server Address: Enter the IP address of the Network Storage server.

Share: Assign the folder on the Network Storage server to share the files to users.

Path: Assign the path for uploading the files on the Network Storage server. For example, Test.

User Name: Enter the user name to login into the Network Storage server.

Password: Enter the password to login into the Network Storage server.

Split By: When the file is too large to upload smoothly, use this option to split it by selecting **File Size** or **Recording Time**.

When Storage Full: Select **Stop Recording** or **Recycle - Delete Oldest Folder** when the storage space on the Network Storage server is full.

Encode Format: Select **MPEG4** or **H.264** as the encode format while recording.

File Format: Select **MP4** or **AVI** as the file format while recording.

Event Server Setting >> Instant Message

Event Server Setting >> Instant Message	
Instant Message	
Jabber ID:	test@gmail.com
Jabber Password:	••••••••
Manually Specify Server Host/Port:	<input checked="" type="checkbox"/> Enable
Jabber Server Address:	talk.google.com
Jabber Port:	5222
Encrypt Connection:	<input checked="" type="checkbox"/> Enable
Encrypt Authentication:	<input checked="" type="checkbox"/> Enable
Receiver:	trendtest@gmail.com
Message:	Camera event detected
<input type="button" value="Test"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

The camera supports the Jabber IM service, so that you can send an instant message once you have a Jabber account. For more information of Jabber, please visit the Jabber Website at: http://jabber.org/Main_Page. The information shows above is using google talk.

- **Instant Message**

Jabber ID: Enter your user ID to login into the Jabber IM service.

Jabber Password: Enter the password to login into the Jabber IM service.

Manually Specify Server Host/Port: Select the Enable option to manually configure the Jabber server settings.

Jabber Server Address: Enter the Jabber server address manually.

Jabber Port: Assign the Jabber port manually in the text box.

Encrypt Connection: Select the **Enable** option to secure the connection.

Encrypt Authentication: Select the **Enable** option to secure the connection.

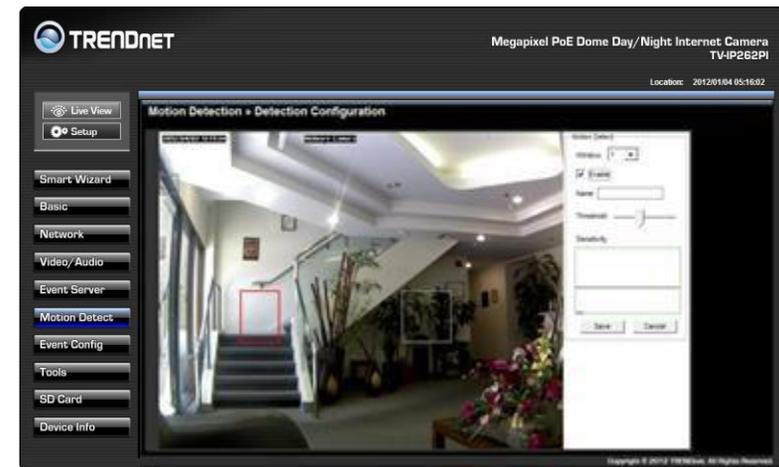
Receiver: Enter the receiver's information.

Message: Enter the message that is to be sent.

Motion Detect

The Motion Detect menu contains the command and option that allow you to enable and set up the motion detection feature of the camera. The camera provides three detecting areas.

To enable the detecting area, select **Window 1/2/3** from the pull-down list, and then select **Enable**. When the detecting area is enabled, you can use the mouse to move the detecting area and change the area coverage.

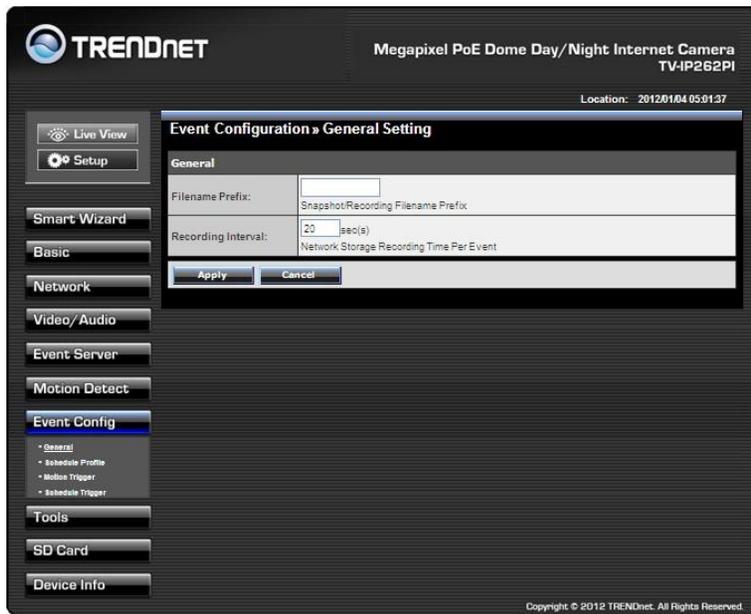


- **Name:** Assign a name to the detecting area.
- **Threshold:** Move the slide bar to adjust the level for detecting motion to record video.

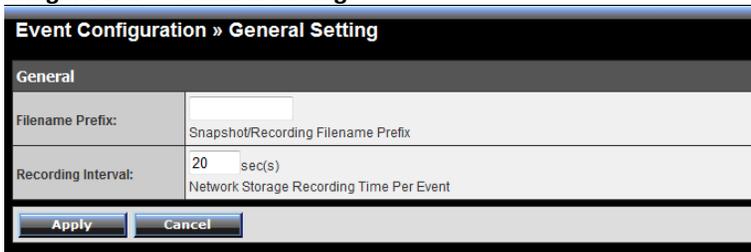
NOTE: Sliding the Threshold bar to the right will decrease the sensitivity of motion detection; sliding the Threshold bar to the left will increase the sensitivity of motion detection.

Event Config

The Event Config menu contains five sub-menus that provide the commands to configure event profiles.



Event Configuration >> General Setting

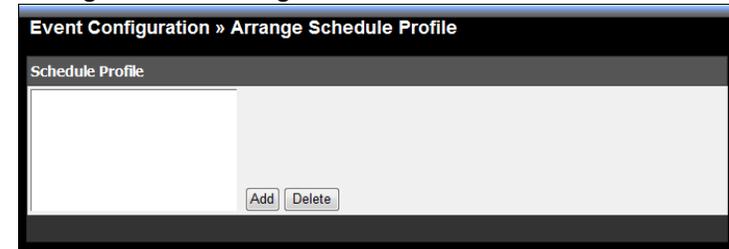


- General

Snapshot/Recording Subfolder: You can assign a given subfolder to each new captured file. Otherwise, leave this option blank to use the default setting.

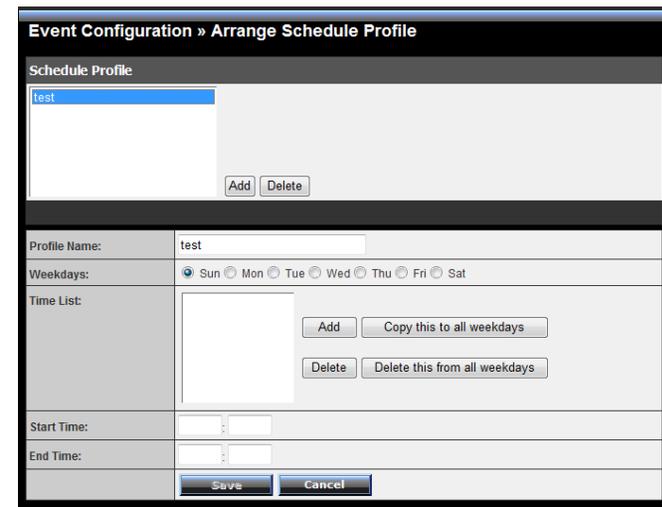
Network Storage Recording Time Per Event: Limit the recording time while you are using the Network Storage solution.

Event Configuration >> Arrange Schedule Profile



- **Schedule Profile:** This sub-menu displays the scheduled profile(s). To customize the profile, click **Add** and then enter a descriptive name for the profile in the prompt dialog window. After entering the profile name, click **OK** and the profile is added to the Schedule Profiles list.

To delete the profile, select the profile in the list and click **Delete**.



Profile Name: Display the profile name that you select in the Schedule Profiles list.

Weekdays: Select the weekday(s) that you want to separately assign in the schedule profile. The weekday that has been assigned will be displayed with green color.

Time List: Display the time period that you have assigned within the selected weekday. To assign the same time period to every weekday, click **Add this to all weekdays**; click **Delete this from all weekdays** to remove the selected time period from every weekday. Click **Delete** to remove the selected time period.

Start/End Time: Enter the start and end time and then click **Add** to assign a time period within in the selected weekday.

Event Configuration >> Motion Detect Trigger

- **Motion Detect Profile:** Select the **Enable** option to enable the trigger function of the camera, so that you can send captured images within the detecting area to the FTP server, email receiver, or the Network Storage server. You have to configure corresponding settings, such as FTP server and email server, to enable this feature. Please note that you have to configure the related settings before enabling these features.

Schedule Profile: Select a schedule profile from the pull-down list. **Action:** Select the destination that the captured images will be sent to: **Record to SD Card**, **Record to Network Storage**, **Send Email**, **FTP Upload**, or **Instant Message**.

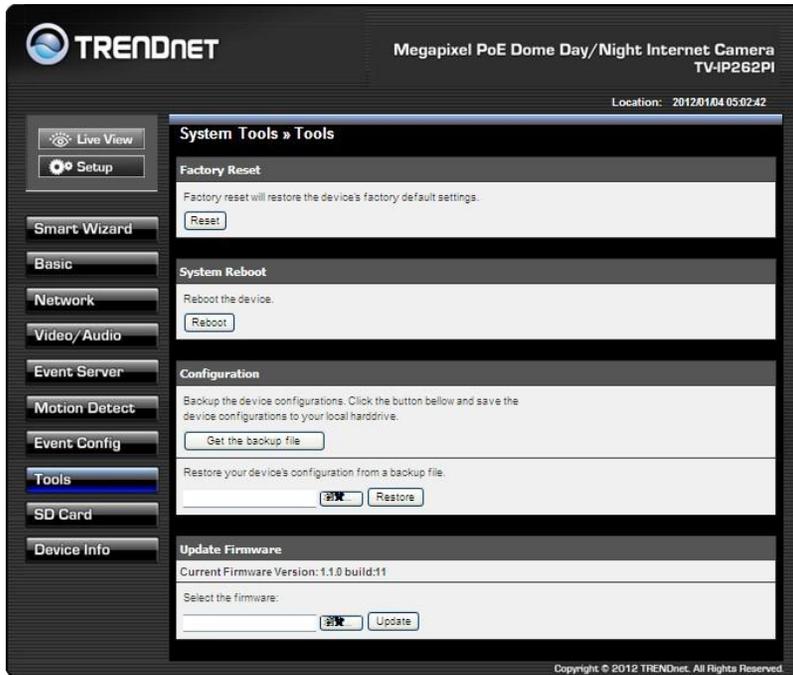
Event Configuration >> Schedule Trigger

You can separately configure the schedule for trigger function of the camera by **Email**, **FTP**, or **Network Storage**. Select the **Enable** option on each item, and then select a **Schedule Profile** from the pull-down list and set the **Interval** time.

NOTE: If the setting value of the **Network Storage Recording Time Per Event** option in General Setting is longer than the Interval time in Network Storage Schedule, the recorded file will be a continuous video clip. For example, if you set the **Network Storage Recording Time Per Event** as 10 seconds and the **Interval** as 5 seconds, recorded file becomes a non-stop video clip because the camera will record a 10-second video clip every 5 seconds.

Tools

The Tools menu provides the commands that allow you to restart or reset the camera. You can also backup and restore your configuration, and upgrade the firmware for the camera.



- **Factory Reset:** Click **Reset** to restore all factory default settings for the camera.
- **System Reboot:** Click **Reboot** to restart the camera just like turning the device off and on. The configuration of the camera will be retained after rebooting.
- **Configuration:** You can save your camera configuration as a backup file on your computer. Whenever you want to resume the original settings, you can restore them by retrieving the backup file.

Backup: Click **Get the backup file** to save the current configuration of the camera.

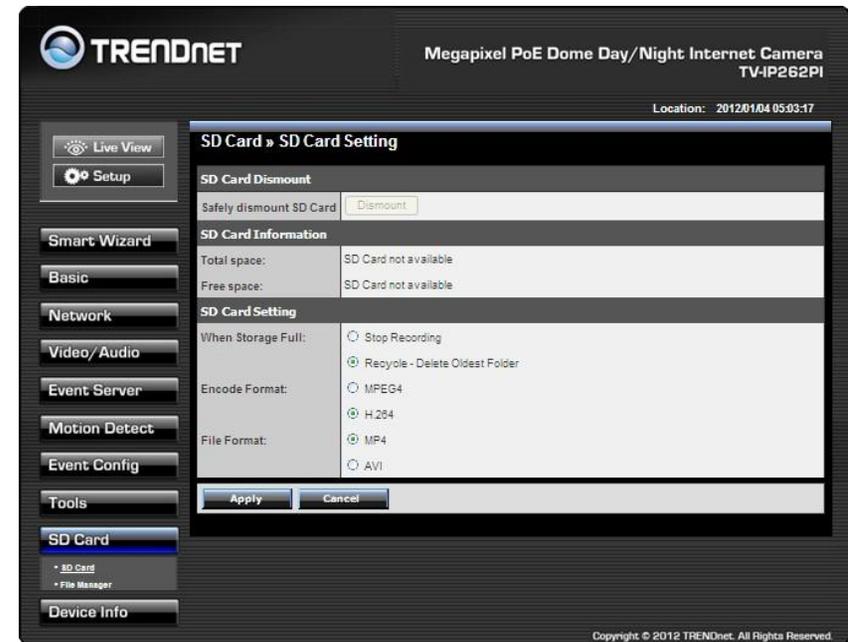
Restore: Click **Browse** to locate the backup file and then click **Restore**.

- **Update Firmware:** You can upgrade the firmware for your camera once you obtained a latest version of firmware.
Current Firmware Version: This item displays the current firmware version.
Select the firmware: Click **Browse** to locate the backup file and then click **Update**.

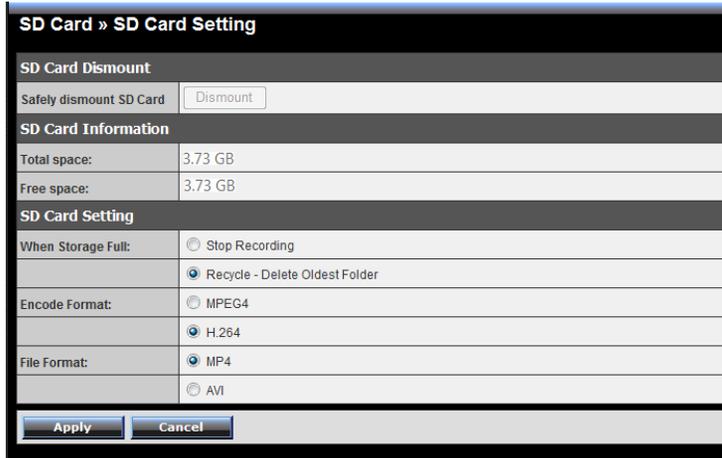
NOTE: Make sure to keep the camera connected to the power source during the process of upgrading firmware. Otherwise, the camera might be damaged because of failure of upgrading firmware.

SD Card

The SD Card menu allows you to set the SD card function installed in the camera.



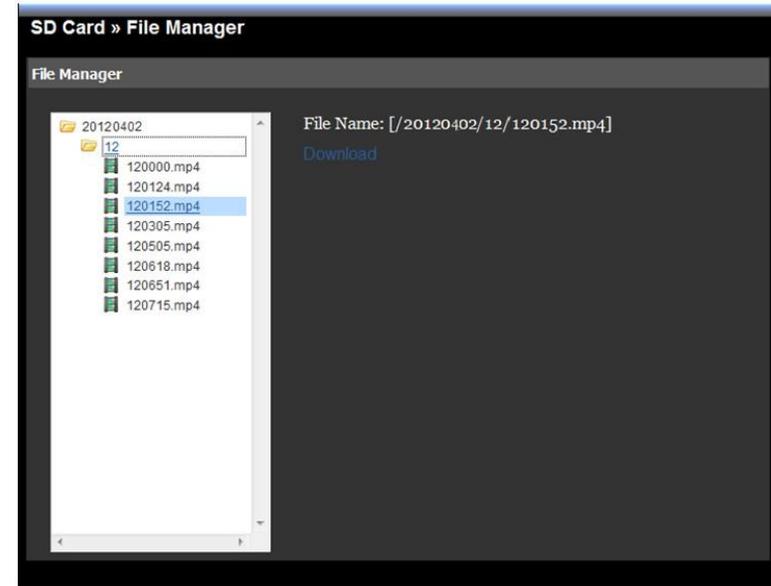
SD Card >> SD Card Setting



- **SD Card Dismount:** Click **Dismount** to safely remove the SD card that is installed in the camera.
- **SD Card Information:** Displays the information of the installed SD card, including the **Total space** and **Free space**.
- **SD Card Setting**
 - When Storage Full:** Select **Stop Recording** or **Recycle – Delete Oldest Folder** when the storage space on the SD card is full.
 - Encode Format:** Select **MPEG4** or **H.264** as the encode format while recording.
 - File Format:** Select **MP4** or **AVI** as the file format while recording.

SD Card >> File Manager

The File Manager menu allows you to download files from the SD card. Simply click the Download button to start downloading files.

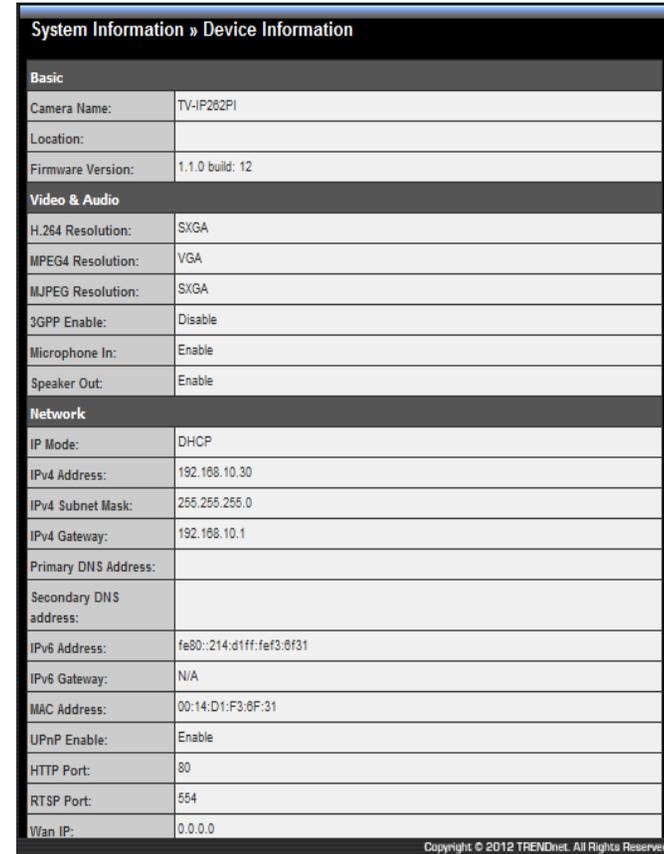
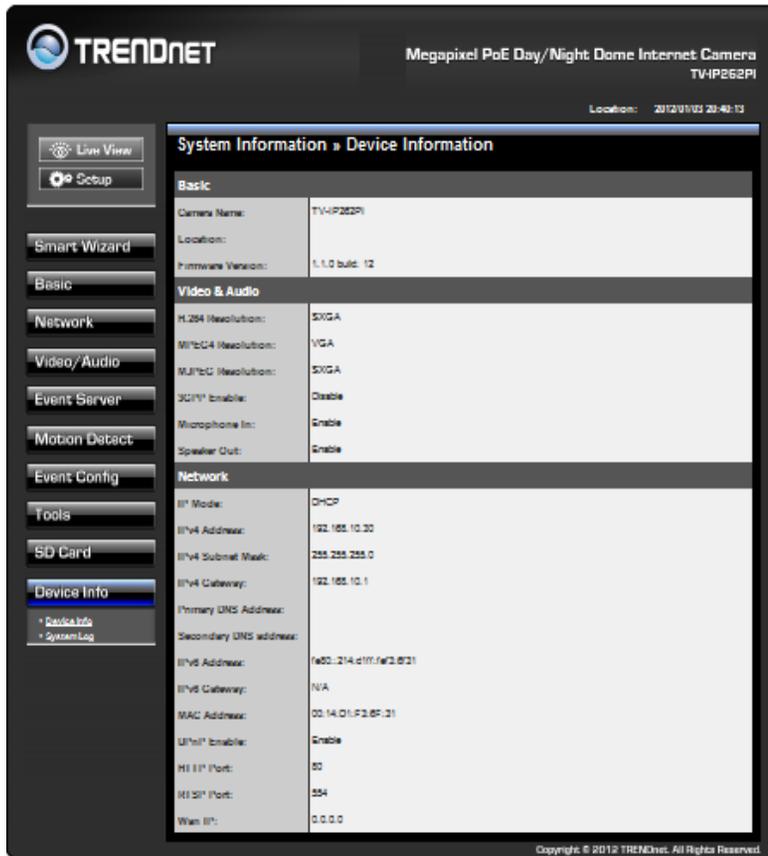


Device Info

The Information menu displays the current configuration and events log of the camera.

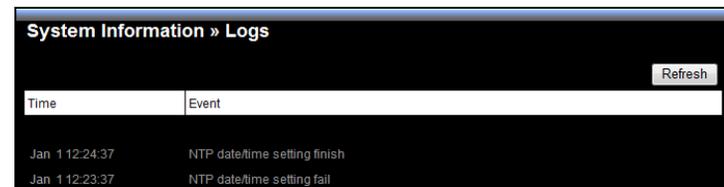
Information >> Device Info

Display the Basic, Video & Audio, and Network settings of the camera.



Information >> System Log

The Logs table displays the events log recorded by the system.



How to setup/access the camera behind a Router

You can either setup the Dynamic DNS connection via camera itself or your home router. An account from any of the listed DDNS providers is required prior to this operation.

Configure DDNS on your Camera

1. Go to Camera's **DDNS Setting** page, click **Enable** to activate the feature. Then select a DDNS provider from the list.

DDNS Setting:

Enable

Provider: www.dyndns.com

Host Name: www.dyndns.com

User Name: members.easydns.com

Password: web.easydns.com

www.EuroDynDNS.org

www.no-ip.com

www.ovh.com

www.regfish.com

2. Enter your DDNS's the Host Name, User Name and Password.

DDNS Setting:

Enable

Provider: www.dyndns.com

Host Name: trendnet.dyndns.org

User Name: trendnet

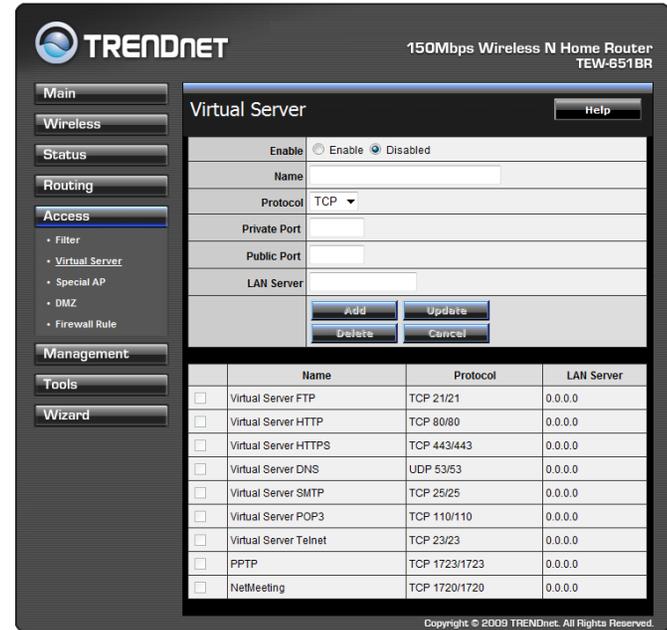
Password: ••••••••••

UPnP: Enable

Ports Number: HTTP Port: 9000 (default: 80)

3. In the **Port Number** section, assign an HTTP port of the camera. The default HTTP Port on the camera is 80. The example shows above is using port number 9000.

4. Open another web browser and go to your Router's Web Configuration page. (In the example, TRENDnet's TEW-651BR Wireless N router is used)



5. Go to **Virtual Server*** section and create a new entry.

Enable: Click **Enable**

Name: Enter the application name (eg. CameraName)

Protocol: Select **TCP**

Private Port: The HTTP port that you assign on your Camera.

Public Port: The port used on remote side to access to your Camera.

LAN Server: The local IP address of your Camera.

Then click **Add** to add the application.

* Please refer to your router's user's manual for detail **Virtual Server** setting. Some router might use **Port Forwarding** or **Special applications** for this function. The setup steps should be very similar.

	Name	Protocol	LAN Server
<input type="checkbox"/>	Virtual Server FTP	TCP 21/21	0.0.0.0
<input type="checkbox"/>	Virtual Server HTTP	TCP 80/80	0.0.0.0
<input type="checkbox"/>	Virtual Server HTTPS	TCP 443/443	0.0.0.0
<input type="checkbox"/>	Virtual Server DNS	UDP 53/53	0.0.0.0
<input type="checkbox"/>	Virtual Server SMTP	TCP 25/25	0.0.0.0
<input type="checkbox"/>	Virtual Server POP3	TCP 110/110	0.0.0.0
<input type="checkbox"/>	Virtual Server Telnet	TCP 23/23	0.0.0.0
<input type="checkbox"/>	PPTP	TCP 1723/1723	0.0.0.0
<input type="checkbox"/>	NetMeeting	TCP 1720/1720	0.0.0.0
<input checked="" type="checkbox"/>	IP Camera	TCP 9000/9000	192.168.1.101

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6. Open another web browser and enter your DDNS domain and camera's port number.

<http://yourDomainName:PortNumber>

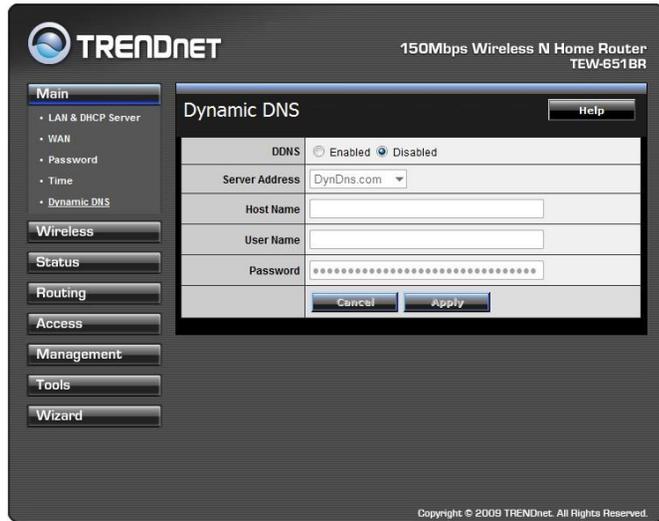


7. Camera's login page will appear.

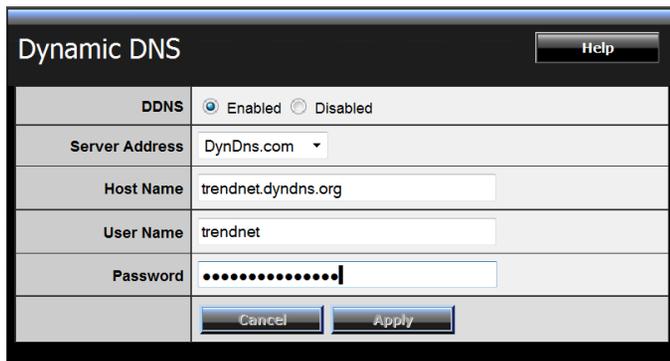
Configure DDNS on your router

1. Go to Camera's **DDNS** → **Ports Number** section, assign a HTTP port for your camera and click **Apply**.

2. Login to your router's web configuration page.
3. Find the **Dynamic DNS** configuration section.



4. Enable DDNS, fill out the following information and then click **Apply**.



5. Go to **Virtual Server*** section and create a new entry.

Enable: Click **Enable**

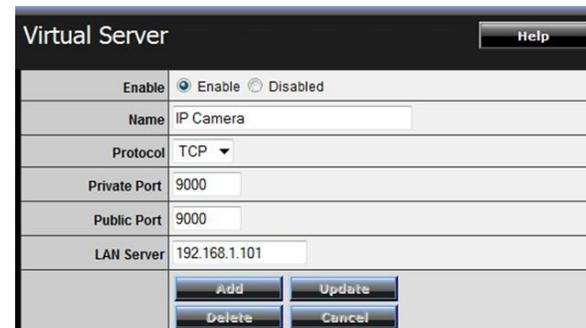
Name: Enter the application name (eg. Camera Name)

Protocol: Select **TCP**

Private Port: The HTTP port that you assign on your Camera.

Public Port: The port used on remote side to access to your Camera.

LAN Server: The local IP address of your Camera.



Click **Add** to add the application.

* Please refer to your router's user's manual for detail **Virtual Server** setting. Some router might use **Port Forwarding** or **Special applications** for this function. The setup steps should be very similar.

6. Open another web browser and enter your DDNS domain and camera's port number.

<http://yourDomainName:PortNumber>



7. The camera login page will appear.

Technical Specifications

Camera	
General	Sensor: 1/4" Megapixel CMOS sensor Max. Resolution: 1280 x 1024 pixels Board Lens Focal Length: 3.58 mm Aperture (F/No): F2.0 +/- 5% Minimum illumination: 0 Lux (night vision) Viewing Angle <ul style="list-style-type: none"> - Horizontal: 70° - Vertical: 51° - Diagonal: 89°
Audio	Microphone out port (microphone sold separately) Audio out port: Mono (speakers sold separately) Sensitivity: -42dB +/- 3dB Frequency: 100~10,000Hz S/N: 65dB Format: PCM/AMR
Pan/Tilt (Manually)	Manually adjust camera to final fixed position: Pan: -175° ~ +175° Tilt: 20 ~ 90°

SD Slot	Supports SD / SDHC (up to 32 GB); SD card not included
Hardware	
Network	IEEE 802.3u 10/100Mbps Fast Ethernet IEEE 802.3af PoE
LED	Power, Link / Act (can turn off LEDs)
Reset Button	Reboot or restore to factory default
Power Consumption	7 watts max.
Power	Input: 100 ~ 240V AC , 0.5A, 50~60Hz Output: 12VDC 1.5A external power adapter (for non-PoE installations)
Dimension	131 x 131 x 127 mm (5.2 x 5.2 x 5 in.)
Weight	570 g (20.1 oz.)
Temperature	Operating: 0°C ~ 50°C (32°F ~ 122°F) Storage: -15°C ~ 60°C (5°F ~ 140°F)
Humidity	Max. 90% (non-condensing)
Certifications	CE, FCC

Requirement	
Management Interface	Internet Explorer 7.0 or above
To Run SecurView Pro	Windows 7 (32/64-bit), Vista (32/64-bit), XP (32/64-bit) Windows Server 2003, 2008
SecurView Pro	Channel: supports up to 32 cameras Record / Playback / Motion Detection / Audio
Network Protocols	TCP/IP, IPv4, DHCPv6, UDP, ICMP, DHCP, NTP, DNS, DDNS, SMTP, FTP, HTTP, HTTPS, Samba, PPPoE, UPnP, Bonjour, RTP, RTSP, SSL, RTCP, 3GPP, Compliant with 8.1 to 8.4 ONVIF 1.01.1.26 platforms
Management	
Remote	Remote management supported
Backup / Restore	Save / retrieve configuration files

Settings	
Image	Automatic exposure, white balance, and gain control Brightness, saturation, sharpness, light frequency, and mirror (horizontal/vertical)
Video	Encoding type: H.264, MPEG-4, MJPEG Compression: 5 levels Resolution / Frame Rate: <ul style="list-style-type: none"> • SXGA (1280 x 1024) up to 15 fps • 720p (1280 x 720) up to 15 fps • VGA (640x480) up to 30 fps • QVGA (320x240) up to 30 fps • QQVGA (160x120) up to 30 fps Multi-Stream <ul style="list-style-type: none"> • H.264: SXGA, VGA, QVGA, QQVGA, 720P • MPEG-4: VGA, QVGA, QQVGA • MJPEG: SXGA, VGA, QVGA, QQVGA, 720P
Recording / snapshot	Recording type: continuous, schedule, motion detection, or snapshot
Event Management	Event trigger: motion, schedule Store video file to SD card or storage device Send Instant message to Jabber client via Jabber server
Overlay	Text overlay: time, date, and text Mask overlay: define up to 2 opaque boxes to conceal portions of the recording area
QoS	DSCP

Port Settings	HTTP port: 80 (default) RTSP port: 554 (default)
Digital Zoom	3x
Dynamic DNS	Yes
Time	Synchronize with NTP server or set time/date manually
Email	Supports up to 2 destination accounts
System Log	100 entries (max.)

Troubleshooting

1. The Power LED and Ethernet Activity LED do not light up.

The power supply or camera might be faulty. Check that the connection to both the power source and the terminal on the back of the camera are secure and that you are using the provided power supply. If the camera is otherwise functioning correctly, the LEDs might have been disabled in the configuration. See the System section under the Basic menu.

2. The camera can't be accessed or access is slow

There might be a problem with the network cable. To confirm that the cables are working, ping the address of a known device on the network. If the cabling is OK and your network is reachable, you should receive a reply similar to the following (...bytes = 32 time = 2 ms).

Another possible problem may be that the network device such as a hub or switch utilized by the Network Camera is not functioning properly. Please confirm the power for the devices are well connected and functioning properly.

3. The camera can be accessed locally but not remotely

This might be caused by a firewall. Check the Internet firewall with your system administrator. The firewall may need to have some settings changed in order for the Network Camera to be accessible outside your local LAN. For more information, please refer to the section about setting up/accessing your camera behind a router.

Make sure that the Network Camera isn't conflicting with any Web server you may have running on your network.

The default router setting might be a possible reason. Check that the configuration of the router settings allow the Network Camera to be accessed outside your local LAN.

4. **White vertical lines appear on the image from the camera**

It could be that the CMOS sensor (a square panel situated behind the lens that measures the light signals and changes it into a digital format so your computer can present it into an image that you are familiar with) has become overloaded when it has been exposed to bright lights such as direct exposure to sunlight or halogen lights. Reposition the Network Camera into a more shaded area immediately as prolonged exposure to bright lights will damage the CMOS sensor.

5. **The Camera images are blurry.**

Adjust the lens focus by turning the lens ring slowly in either clockwise or counter clockwise direction.

6. **The camera images are 'noisy'**

Often if the camera is in a low-light environment, the images can contain a lot of noise. Try to select the different AE control options to adjust shutter speed under Video/Audio menu. Otherwise, try to use the camera in a location where there is a bit more light.

7. **The camera images are of poor quality.**

Make sure that your computer's display properties are set to at least 16-bit color. Using 16 or 256 colors on your computer will produce dithering artifacts in the image, making the image look as if it is of poor quality.

Try also adjusting the brightness, saturation, sharpness and light frequency on the Video settings under the Video/Audio menu. You may also adjust the AE control to improve the image.

8. **Video can't be viewed through the web browser interface.**

ActiveX might be disabled. If you are viewing the images from Internet Explorer make sure ActiveX has been enabled in the Internet Options menu. You may also need to change the security settings on your browser to allow the ActiveX plugin to be installed.

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V1.0R / 10.03.2012



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