

If you have any of these problems:

- 1) Cannot log in to the camera IP web page
- 2) Controller cannot control the camera
- 3) Controller cannot find the camera
- 4) Camera shows offline on the controller
- 5) Camera preview is black on the controller
- 6) Camera worked before, but does not work after restarting
- 7) The previous camera IP no longer works
- 8) RTSP preview/stream cannot be opened

Please check if DHCP is enabled on the camera.

When DHCP is enabled, the camera may get a new IP address after it is powered off and restarted.

For easy understanding:

Old IP = the IP previously saved in the controller

New IP = the IP the camera is using now(after restarting)

The controller was using the old IP to control the camera. If the camera now has a new IP, the controller cannot find or control it using the old IP.

So please find the camera's current IP first, then clear the controller data and add the camera again using VISCA IP.

After adding it successfully, please disable DHCP to keep the camera IP fixed and prevent it from changing again.