

DNAKE



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Troubleshooting

IP System

1. The device can't power on.

- 1) Check whether both screen and LED light not power on.
- 2) Check whether both of 12VDC power adaptor and POE switch can't power on?
- 3) Change another 12VDC power adaptor or POE switch to try again.

2. Door station can't make the call to indoor monitor.

- 1) Make sure the Door station and Indoor monitor are in the same network segment.
- 2) Make sure the Building No and Unit no should be the same of door station and indoor monitor.
- 3) Make sure the indoor monitor Device No is 0(Main indoor monitor).

3. Indoor monitor can't monitor door station.

- 1) Make sure the Door station and Indoor monitor are in the same network segment.
- 2) Make sure the Building No and Unit no should be the same of door station and indoor monitor.
- 3) Click 'Search' icon in the indoor monitor 's user interface (Settings/Setup > Doors), to find the door station and save.

4. No video when door station making the call to indoor monitor.

- 1) Reduce the resolution of door station to check again.
- 2) Check whether VLC can monitor the door station.
- 3) Upgrade door station and indoor monitor to the latest firmware and try again.
- 4) Check whether there's other NVR or VLC monitoring door station, if yes, disable it and make the video call again.
- 5) Try to replug the FFC cable of the camera on door station.

5. No audio when door station making the call to indoor monitor.

- 1) Check the volume settings of both the indoor monitor and door station is not mute. And try increasing the volume.
- 2) Use another door station or indoor monitor to make the call to check whether there's audio.
- 3) Upgrade door station and indoor monitor to the latest firmware.

6. The face recognition screen is black on Android door station.

- 1) Check whether VLC can monitor camera of door station, camera rtsp address is:

rtsp://account:password@door station IP:8554/ch01

- 2) Check whether indoor monitor can monitor the door station.
- 3) Upgrade door station and indoor monitor to the latest firmware and try again.
- 4) Check whether there's other NVR or VLC monitoring door station,if yes, disable it and make the video call again.

7. Indoor Monitor can't receive the call, but can make the outgoing call.

Check whether indoor monitor enabled DND(Do Not Disturb) feature.

8. Indoor monitor can't monitor IP camera.

- 1) Make sure rtsp format of IPC is correct, you can search correct format from internet.
- 2) Check whether VLC can monitor this rtsp format of IPC.
- 3) Reduce the resolution of IPC to try, or use sub stream of IPC to try again.

2-wire System

1. Slave can't power on by power adaptor.

Slave is powered by Master, it can't connect power adaptor directly.

2. 280SD-C12 burn out after connected power adaptor.

The power adaptor of 2-wire system is 48V, while 280SD-C12 should powered by 12V, make sure not connect 48V power adaptor to 280SD-C12.

280SD-C12 can powered on by Slave(12V output).

3. In a project, 290M-S8 sometimes can't receive the video, sometimes no problem.

Make sure the distance between 290M-S8 and distributor(290A/290AB) is less than 80 meters with cable RVV2*0.75.

4. door station can't make the call to indoor monitor with connecting distributor.

Make sure the door station and indoor monitor are connecting to 290A, but not 290AB. 290AB can't use separately, it's an extension of 290A.

Wireless Doorbell

1. The distance of transmission between door station and indoor handset is only 10 meters in the office.

There are many routers or walls or other barriers in the office which will reduce the transmission distance a lot.

So we are not suggest to use Wireless Doorbell in the office. It's mainly used in villa which has a large garden, door station installed on the garden gate, and indoor handset installed in the living room or bed room.

2. Door station DC200 can't be monitored by indoor monitor DM50.

Long press the button on the back of DC200 twice by thin stick to turn off energy-saving mode, then DC200 can be monitored.

3. When the door station is running out of battery, there's no any indicator on the door station.

A low battery indication will pop up in Indoor Monitor screen while calling.

4. Door station can't make the call to indoor handset.

Make sure indoor monitor is registered successfully, about how to register the indoor monitor to door station, you can refer to the user manual of page 19.

5. After install the battery to indoor monitor, it's not power on.

Make sure removing the protective film from the battery before install it to the indoor monitor.