

LN SERIES IP CAMERA: FREQUENTLY ASKED QUESTIONS

Q: What features did the new firmware introduce?

A: The new firmware version includes the following new features:

- iPhone & iPad compatibility
- Windows 7 compatibility
- Record live video in DigiViewer to your local hard drive with a single click (Internet Explorer on the **PC only**)
- Configure sensitivity, threshold and interval settings for motion recording

The new firmware refers to the following versions:
LM.1.6.16.03P8_LOR.LNE1001
LM.1.6.16.03P8_LOR.LNE3003
LM.1.6.16.03P8_LOR.LNZ4001

NOTE: To check your firmware version, click on **Settings→Preferences**. The firmware version is listed under Device Description.

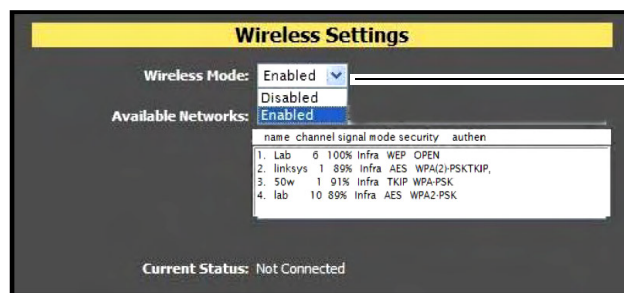
Q: Why do I need to connect a network cable to the wireless camera to configure it?

A: The ethernet cable must be connected between your router and your wireless camera so that you can configure your camera settings with information specific to your wireless network.

Q: Why won't my camera connect to the wireless network?

A: Your camera may not connect to your wireless network if your SSID has spaces or other characters in it (other than numbers or letters). If your SSID has invalid characters or spaces in it, it will appear with a “%” in the SSID name in the Available Networks list, under the camera's Wireless Settings. You may have to log into your router, and change your SSID to a name which contains no spaces, dashes, or other symbols.

After changing your SSID, restart DigiViewer and then go to **Settings→Wireless**. From the drop-down menu, select **Disable** and then **Enable** to refresh the wireless networks available.



Select Disable and then Enable

If you are still unable to connect, try the following:

- Ensure you have the correct SSID and password for your wireless network.
- If you have a Wireless N router, ensure that it is in "mixed B & G" mode. Your router will not be able to detect the camera if it is in N mode.
- Increase the distance between the wireless camera and wireless router. Also, increase the distance between the wireless camera and other sources of interference, such as other wireless devices or cordless phones.
- Ensure your router is running the latest firmware. Check your router's manual and the manufacturer's website for more information.

Q: How do I set up the camera to send out motion email notifications?

Prerequisites:

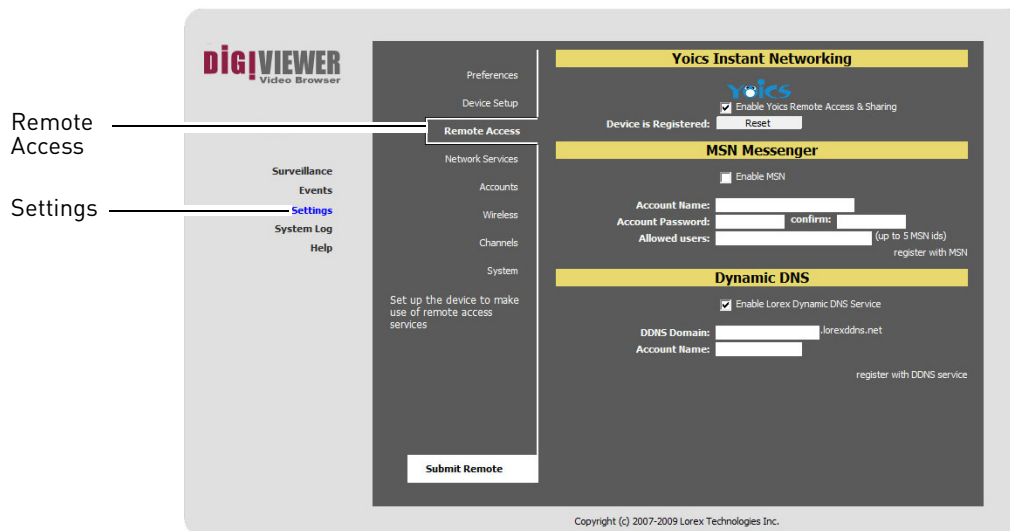
1. Create a DDNS account at www.lorexddns.net
2. Write down your DDNS **domain name** that is sent to your email after you create a DDNS account.

NOTE: A DDNS domain name looks like this: tomsmith.lorexddns.net

3. Write down your DDNS **account name**.

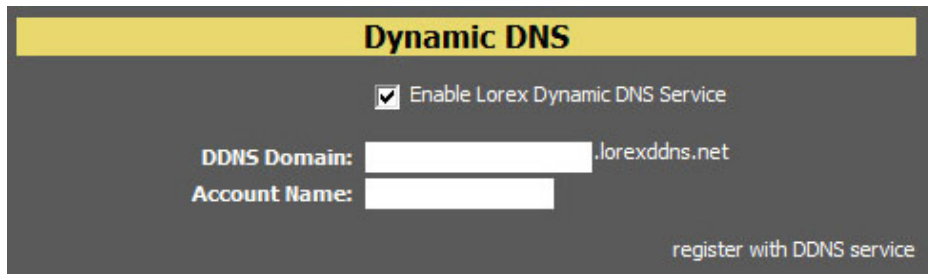
Step 1 of 3: Enabling DDNS and entering your email information:

1. Open DigiViewer and click **Settings**→**Remote Access**.



2. Under Dynamic DNS, check **Enable Lorex Dynamic DNS Service**.

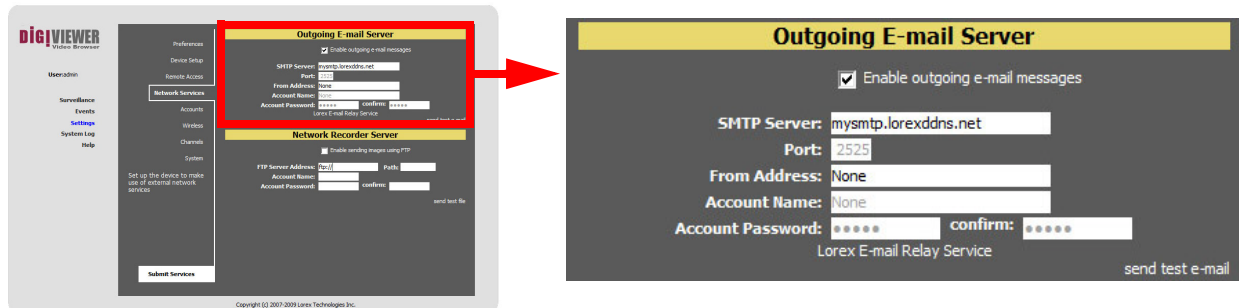
3. Beside the DDNS Domain field, enter the **first portion** of your DDNS domain name. For example, if your DDNS domain name is *tomsmith.lorexddns.net*, enter *tomsmith*)



4. Beside Account Name, enter your DDNS user name (this is found in your confirmation email from the DDNS server), for example, *tomsmith1*.
5. Click **Submit Remote** to save your settings.

Step 2 of 3: Configuring your camera's email settings:

1. Click **Network Services**. Check **Enable outgoing e-mail messages**

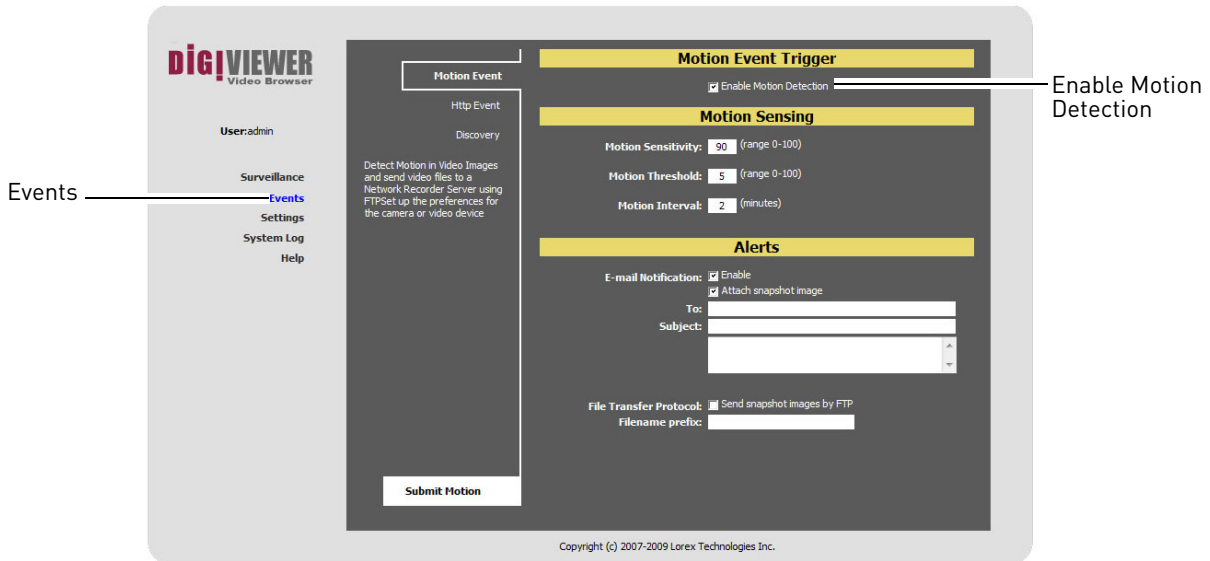


2. Under From Address, enter the email that the recipient will see when an email notification is sent.
3. Click **Submit Services** to save your settings.
4. Click **send test e-mail** to confirm that the email server is working.
 - This will send a test email to the address in the 'From Address' field.

Step 3 of 3: Configure Motion settings:

1. Click **Events**.

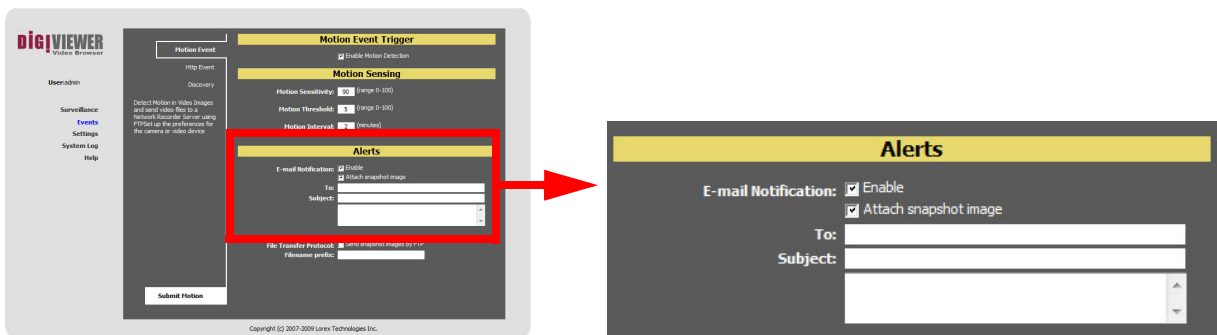
- Under Motion Event Trigger, check **Enable Motion Detection**.



- Under Motion Sensing, configure the **Motion Sensitivity**, **Motion Threshold**, and **Motion Interval** settings.

- **Motion Sensitivity:** The greater the number, the greater the camera's motion sensitivity.
- **Motion Threshold:** The smaller the number, the smaller number of pixel changes required to trigger a motion detection.
- **Motion Interval:** Enter the duration between email notifications.

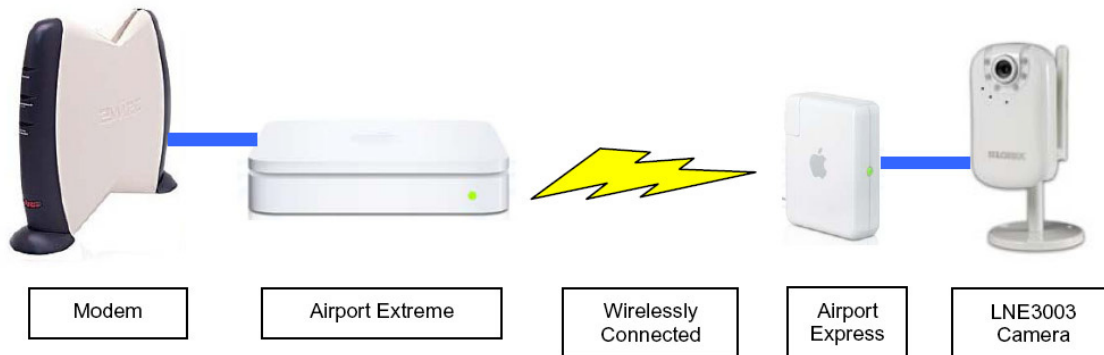
- Under E-mail Notification, check **Enable**. Check Attach Snapshot Image if you would like a JPEG snapshot of the motion event sent to your email.



- Enter the recipient's email address beside the To field. The Subject and body fields are optional.
- Click **Submit Motion** to save your settings.

Q: How do I connect the camera using an Apple Airport Express and an Airport Extreme Router?

A: If you would like to use the wireless camera without running a cable between the camera and your main router, you can use the Apple Airport Express wireless extender to bridge the wireless connection from your Airport Extreme, and connect the camera via an ethernet cable into the Airport Express.



To connect the Airport Extreme and Airport Express to the camera:

1. Connect the Camera into the Airport Express using an Ethernet Cable.
2. Configure your Airport Express to receive the wireless signal from your Airport Extreme Router.

A helpful document can be found on the Apple Web Site about the Airport Express at: <http://support.apple.com/kb/HT1515>

NOTE: Lorex cannot assist you with the setup of your Apple Wireless Devices.

NOTE: The camera is not communicating with the router using a wireless connection. It is communicating with the Airport Express using a wired connection. The Airport Express is bridging the wireless connection to the Airport Extreme.

Q: How much disk space is used while recording?

A: DigiConsole Recording Times (Per camera)

MPEG 4, VGA (680 x 480)

- 1 Hour = 160MB
- 1 Day = 4GB
- 1 Week = 28 GB

16 Channel DigiPlayer Recording Times (Disk Usage)

DigiPlayer is a separate surveillance software that you may purchase from the Lorex website. For details on DigiPlayer, visit <http://focusnctv.lorextechnology.com/product.aspx?id=2066>

IP Cameras		DigiPlayer - Disc space usage							
Resolution (VGA)	640x480	640x480		640x480		640x480		640x480	
Video format: (Mjpeg)	Mjpeg	Mjpeg		Mjpeg		Mjpeg		Mjpeg	
Number of cameras	1	4		8		16			
FPS or Frame rate per second	15	15		15		15			
Days of recording	7	7		7		7			
Hours of recording per day	24	24		24		24			
Total Size (GB, gigabytes)	389.33	GB	1557.32	GB	3114.63	GB	6229.25	GB	
Minimum bandwidth (Mbps, megabits per second) *	5.28	Mbps	21.1	Mbps	42.19	Mbps	84.38	Mbps	
Minimum CPU requirement	Intel P4 2.8GHz	Intel Pentium D 930		Intel Pentium D 930		Intel Pentium D 930		Intel Core 2 Quad Q6600	
Minimum RAM requirement	512 MB	512 MB		1 GB		2GB			

IP Cameras		DigiPlayer - Disc space usage							
Resolution (VGA)	640x480	640x480		640x480		640x480		640x480	
Video format: (Mpeg4)	Mpeg4	Mpeg4		Mpeg4		Mpeg4		Mpeg4	
Number of cameras	1	4		8		16			
FPS or Frame rate per second	15	15		15		15			
Days of recording	7	7		7		7			
Hours of recording per day	24	24		24		24			
Total Size (GB, gigabytes)	95.17	GB	380.68	GB	761.36	GB	1522.71	GB	
Minimum bandwidth (Mbps, megabits per second) *	1.29	Mbps	5.16	Mbps	10.32	Mbps	20.63	Mbps	
Minimum CPU requirement	Intel P4 2.8GHz	Intel Pentium D 930		Intel Pentium D 930		Intel Pentium D 930		Intel Core 2 Quad Q6600	
Minimum RAM requirement	512 MB	512 MB		1 GB		2GB			