

# PD9x0 Series

PTZ Dome Camera

Installation manual



# SIQURA

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**Note:** To ensure proper operation, please read this manual thoroughly before using the product and retain the information for future reference.

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PD9x0 Series  
Installation Manual v2.0 (220318)  
AIT55

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Although considerable care has been taken to ensure a correct and suitably comprehensive description of all relevant product components, this manual may nonetheless contain errors and inaccuracies. We invite you to offer your suggestions and comments by email. Your feedback will help us to further improve our documentation.

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# 1 About this manual

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## What's in this manual

This is version 1 of the installation assistance provided for the PD9x0 Series camera. The manual gives you all the information you need to install the product. It tells you:

- ▶ How to connect cables
- ▶ How to get access to the camera
- ▶ How to set up video resolution
- ▶ How to export and import configuration files
- ▶ How to delete previously-installed Viewer software and to enable Siqura Viewer installation

## Where to find more information

Find additional manuals, and the latest firmware for this product at <https://tkhsecurity.com>. We advise you to make sure that you have the latest version of this manual.

## Who this manual is for

These instructions are for all professionals who will install PD9x0 Series cameras.

## What you need to know

You will have a better understanding of how the camera works if you are familiar with:

- ▶ Camera technologies
- ▶ CCTV systems and components
- ▶ Ethernet network technologies and Internet Protocol (IP)
- ▶ Windows environments
- ▶ Video, audio, data, and contact closure transmissions
- ▶ Video compression methods

## Before you continue

Before you continue, read and obey all instructions and warnings in this manual. Keep this manual with the original bill of sale for future reference and, if necessary, warranty service. When you unpack your product, make sure there are no missing or damaged items. If any item is missing, or if you find damage, do not install or operate this product. Ask your supplier for assistance.

## Why specifications may change

We are committed to delivering high-quality products and services. The information given in this manual was current when published. As we continuously seek to improve our products and user experience, all features and specifications are subject to change without notice.

## 2 Functions overview

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This chapter gives an overview of the functions offered by the PD9x0 Series camera. It also gives information about the package contents, camera dimensions and connectors.

### In This Chapter

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With the latest H.265 encoding technology, Siqura has more innovative on PD9x0 series for completely new outlook to refresh the our experience on PTZ dome.

In PD9x0 series, the bubble-less mechanical is introduced for the crystal clear images without any distortion. No matter it is at night or in any low or zero lux environments, the camera provides effective illumination to objects 200 meters away.

The camera features Servo Feedback technology, which enables the camera to return precisely to the previous position without stalling, and ensures the target-monitoring region is fully secured. The camera is compliant with the IP66 standard with various installation. Combining zero downtime power switching(ZDT) technology, the camera ensures smooth streaming without sudden power-loss.

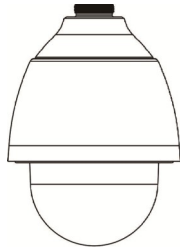
### 2.1 Features

- ▶ Multiple progressive scan CMOS sensor support up to 8 MP resolution.
- ▶ Up to 40x optical zoom
- ▶ Multi exposure HDR
- ▶ Electrical image stabilizer (EIS) support
- ▶ Multi codec support (H.265 / H.264 / MJPEG)
- ▶ Low latency streaming
- ▶ Quad streams support
- ▶ True day/night function (ICR)
- ▶ IR LED (working distance up to 200 m)\*
- ▶ BNC analogue output for installation support
- ▶ RS-485 support
- ▶ 3D motion compensated noise reduction (MCTF)
- ▶ Smart event function
  - External input / Motion detection / Network failure detection / Periodical event / Manual trigger / Audio detection / Loitering Detection / Intrusion Detection / Object Abandoned
- ▶ Text overlay and privacy masks
- ▶ Micro SD/SDHC/SDXC card support
- ▶ ONVIF profile S/G/T support
- ▶ Smart low bitrate control
- ▶ Weatherproof (IP66)
- ▶ Servo feedback – guarantees no drifting
- ▶ Zero downtime (ZDT) power switching

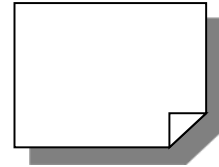
## 2.2 Package contents

Make sure that the package contains the following items:

### PD900



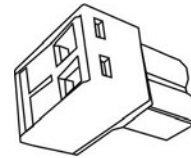
*PD900 Series Camera unit*



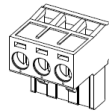
*Quick start guide*



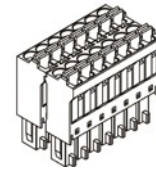
*M4 security screw with rubber*



*2-Pin power terminal block (DC 12V use)*



*3-Pin power terminal block (AC 24V use)*



*14-Pin Alarm/Audio I/O terminal block*



*Security Torx*



*1.5" threaded tube adapter*

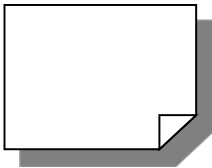


*Rubber Stopper*

**PD910**



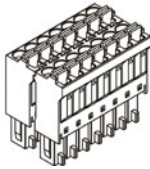
*PD910 Series Camera unit*



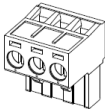
*Quick start guide*



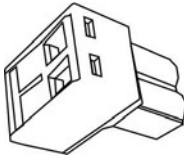
*M4 security screw with rubber*



*14-Pin Alarm/Audio I/O terminal block*



*3-Pin power terminal block (AC 24V use)*



*2-Pin power terminal block (DC 12V use)*



*1.5" threaded tube adapter*

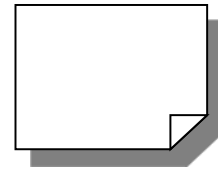


*Rubber Stopper*

**PD920**



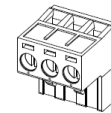
*PD920 Series Camera unit*



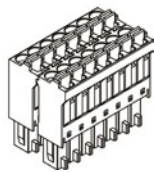
*Quick start guide*



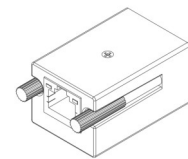
*M4 security screw with rubber*



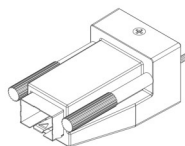
*3-Pin power terminal block (AC 24V use)*



*14-Pin Alarm/Audio I/O terminal block*



*PoE adapter*



*SFP adapter*



*1.5" threaded tube adapter*

**Caution:**

If you use an external power supply, contact Siqura to make sure that the power supply has the proper power specifications.

Make sure that the power supply complies with LPS requirements.

**WARNING:**

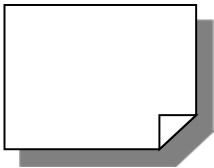
FOR "PoE" INPUT CONNECTION, USE ONLY WITH UL LISTED I.T.E WITH "PoE" OUTPUT. DESCRIPTION FOR THE "PoE" IS INTENDED TO BE CONNECTED TO NOT EXPOSED (OUTSIDE PLANT) NETWORKS OR EQUIVALENT STATEMENT IN INSTALLATION INSTRUCTIONS. POUR LA CONNEXION D'ENTRÉE "PoE", UTILISER UNIQUEMENT AVEC UN I.T.E. LISTE AVEC UNE SORTIE "PoE". LA DESCRIPTION DE "POE" EST CONÇUE POUR ÊTRE CONNECTÉE À DES RÉSEAUX OR NON ÉNONCÉS (INSTALLATIONS EXTÉRIEURES), DANS LES INSTRUCTIONS D'INSTALLATION DE L'INSTALLATION. BATTERY REPLACEMENT SHALL NOT BE APPLIED IN VIEW OF THE RISK OF EXPLOSION. LE REMPLACEMENT DES PILES NE DOIT PAS ÊTRE APPLIQUÉ AU RISQUE D'EXPLOSION. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. METTRE AU REBUT LES BATTERIES USAGÉES CONFORMÉMENT AUX INSTRUCTIONS.



**PD950**



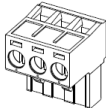
*PD950 Series Camera unit*



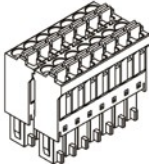
*Quick start guide*



*M4 security screw with rubber*



*3-Pin power terminal block (AC 24V use)*



*14-Pin Alarm/Audio I/O terminal block*

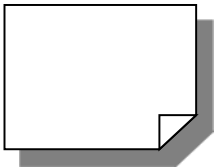


*1.5" threaded tube adapter*

**PD980**



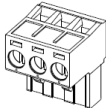
*PD980 Series Camera unit*



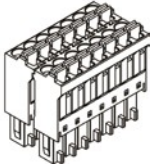
*Quick start guide*



*M4 security screw with rubber*



*3-Pin power terminal block (AC 24V use)*



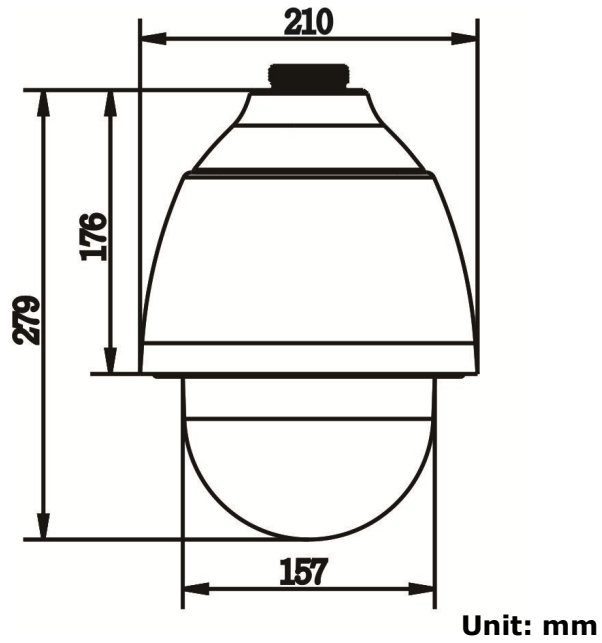
*14-Pin Alarm/Audio I/O terminal block*



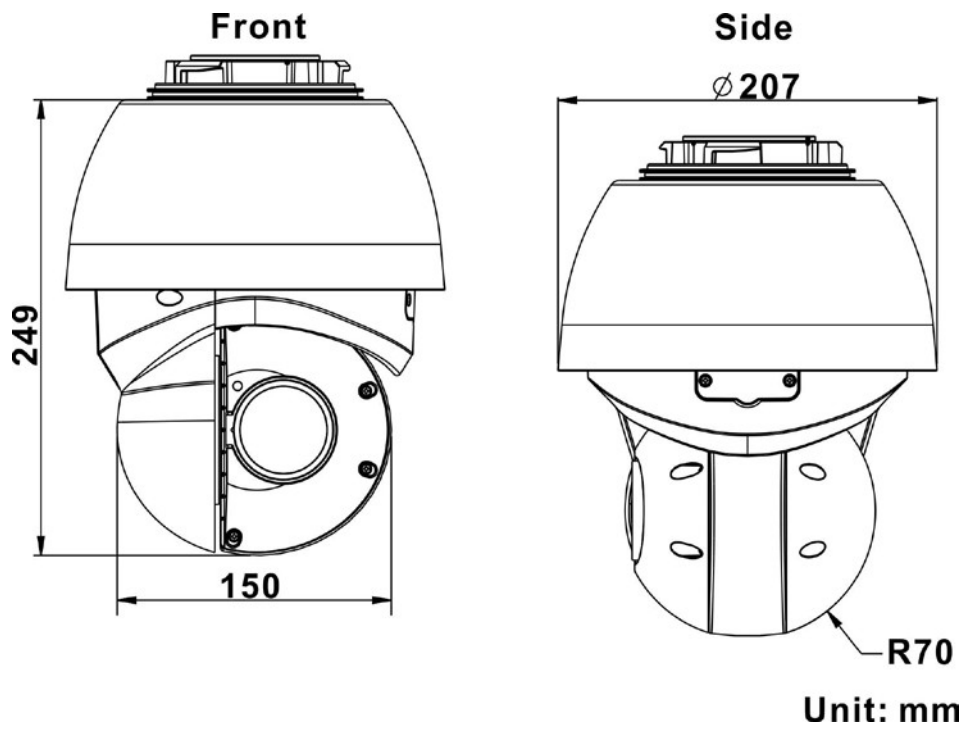
*1.5" threaded tube adapter*

## 2.3 Dimensions

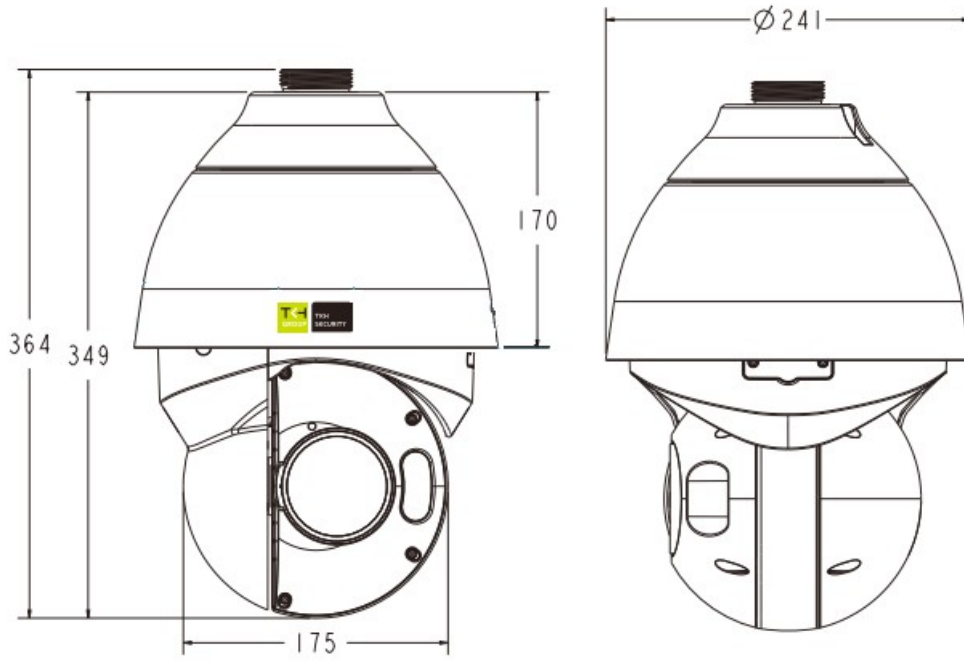
The dimensions of the camera are as shown below.



*Dimensions PD900 camera*



*Dimensions PD910/PD920 camera*



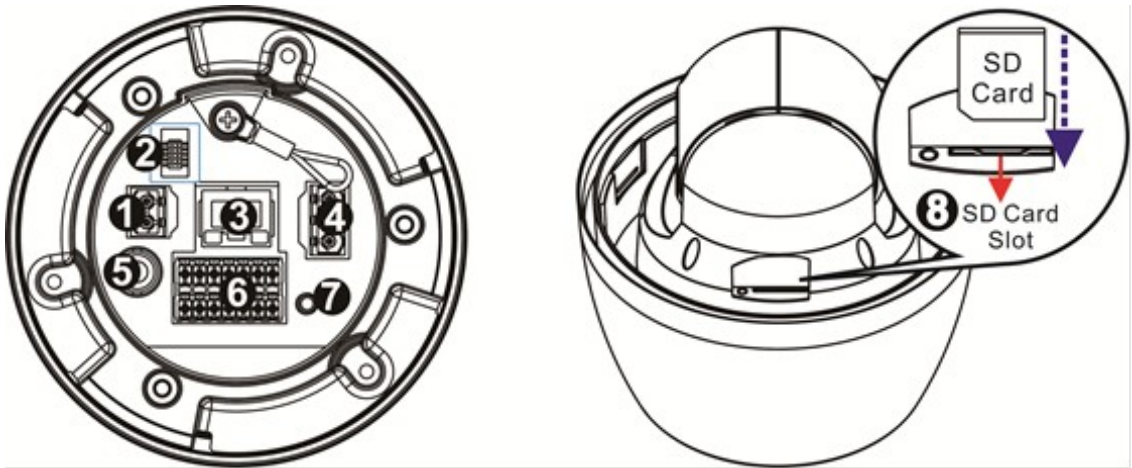
**Unit: mm**

*Dimensions PD950 and PD980 camera*

## 2.4 Connectors

This section shows and explains the various connectors and the reset button of the camera.

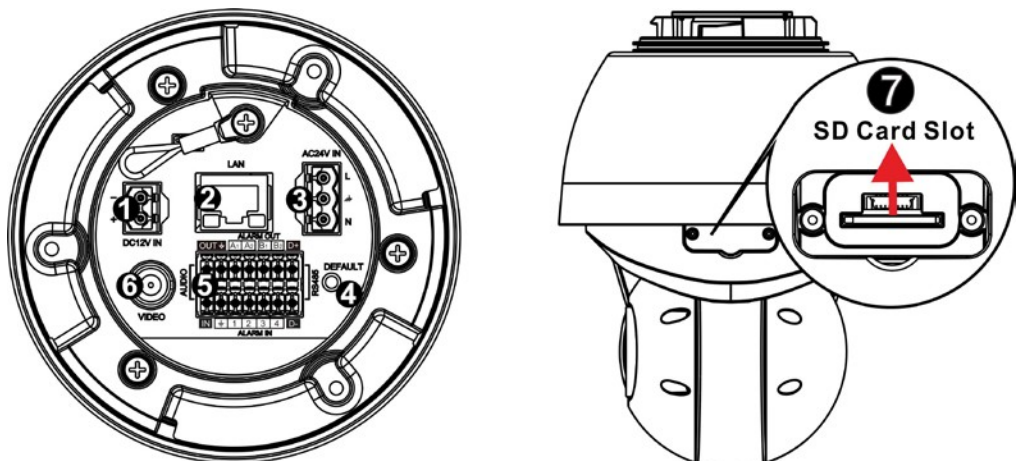
### PD900



No.	Connector	Definition
1	Power Connector (DC 12V)	DC 12V power connection
2	Console Connector	This connector is used to burn firmware into the camera when the camera is returned for repair/maintenance. Please contact the camera manufacturer for further information.
3	RJ-45 Port (Contact Siqura for a compatible PoE injector.)	For network and PoE+ connections
4	Power (AC 24V)	AC 24V power connection
5	BNC	Analogue video output
6	Audio/Alarm I/O & RS-485	Audio/Alarm I/O and RS-485 connection
7	Reset button	Press the button with a proper tool for at least 20 seconds to restore the system.
8	SD card slot	Insert the SD card into the card slot to store videos and snapshots. Do not remove the SD card when the camera is powered on.

*Pin definitions*

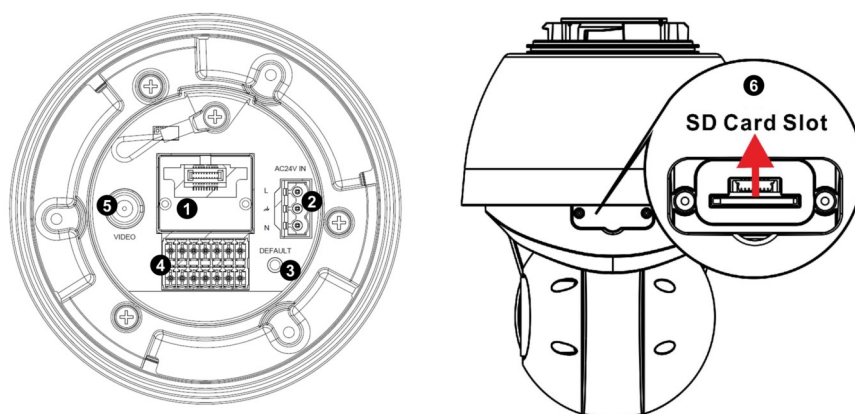
### PD910



No.	Connector	Definition
1	Power (DC 12V)	DC 12V power connection
2	RJ-45 (Contact Siquira for a compatible PoE injector.)	Network and UPoE connections
3	Power (AC 24V)	AC 24V power connection
4	Reset Button	Press the button with a proper tool for at least 20 seconds to restore the system.
5	Audio/Alarm I/O & RS-485	Audio/Alarm I/O and RS-485 connection Do <b>not</b> connect external power to the alarm I/O connector of the camera.
6	BNC	Analogue video output
7	SD card slot	Insert the SD card into the card slot to store videos and snapshots. Do not remove the SD card when the camera is powered on.

Pin definitions

**PD920**

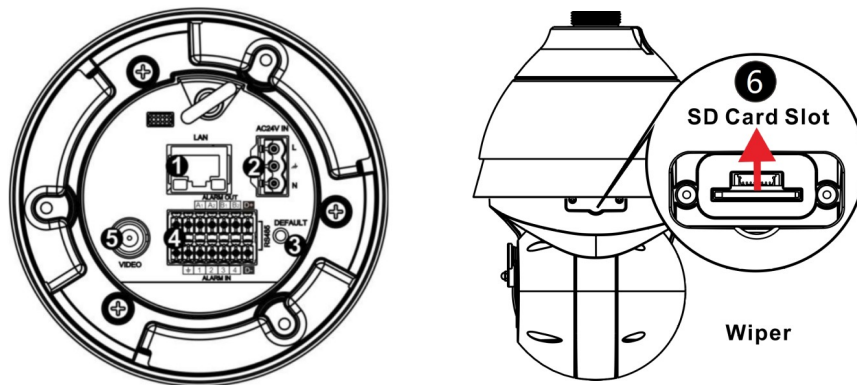


No.	Connector	Definition
1	PoE & SFP	Use the adapter of RJ-45 or SFP based on the application.
2	Power (AC 24V)	AC 24V power connection
3	Reset Button	Press the button with a proper tool for at least 20 seconds to restore the system.
4	Audio/Alarm I/O & RS-485	Audio/Alarm I/O and RS-485 connection Do <b>not</b> connect external power to the alarm I/O connector of the camera.
5	BNC	Analogue video output
6	SD card slot	Insert the SD card into the card slot to store videos and snapshots. Do not remove the SD card when the camera is powered on.

Pin definitions

**Note:** It is not recommended to continuously (24/7) record with the micro SD card, as the camera may not support long-term continuous data read/write. Contact the manufacturer of the micro SD card for information about the card's reliability and life expectancy.

**PD950 and PD980**



No.	Connector	Definition
1	RJ-45 Port (Contact Siqura for a compatible PoE injector.)	For network and PoE+ connections.
2	Power (AC 24V)	AC 24V power connection
3	Reset Button	Press the button with a proper tool for at least 20 seconds to restore the system.
4	Audio/Alarm I/O & RS-485	Audio/Alarm I/O and RS-485 connection Do <b>not</b> connect external power to the alarm I/O connector of the camera.
5	BNC	Analogue video output
6	SD card slot	Insert the SD card into the card slot to store videos and snapshots. Do not remove the SD card when the camera is powered on.

*Pin definitions*

**Note:** It is not recommended to continuously (24/7) record with the micro SD card, as the camera may not support long-term continuous data read/write. Contact the manufacturer of the micro SD card for information about the card's reliability and life expectancy.

## 3 Connect cables

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This section gives instructions for connecting the camera.

### In This Chapter

Connect power .....	18
Connect Ethernet cable .....	18
Connect Audio/Alarm I/O .....	19
Surge protection .....	20

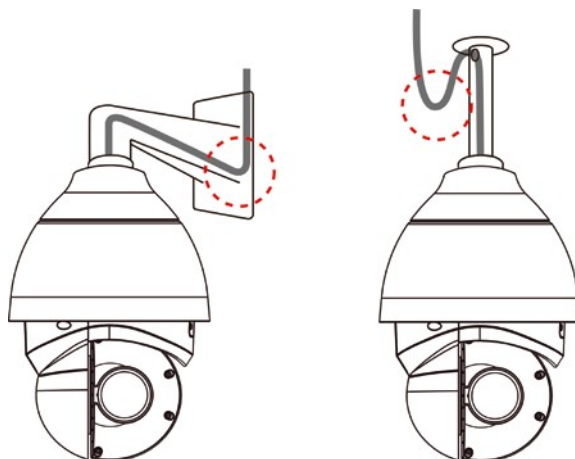
**Caution:**

The camera shall be installed by qualified personnel only.

Installation shall be in accordance with local procedures.

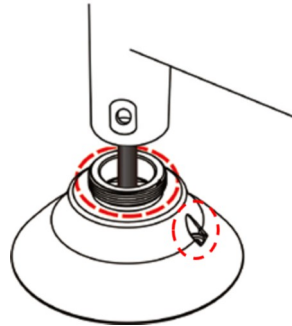
The models are IP66-rated to prevent water from entering the camera. However, water may still enter the camera if the camera is not properly installed. Therefore, make sure to strictly follow the steps below before you connect any cables.

1. Make sure that all cables and the power adapter are in a dry and water-proof environment, for instance waterproof boxes. This is to prevent moisture accumulation inside the camera and moisture penetration into the cables, which may lead to device breakdown.
2. While running cables, slightly bend the cables to a U-shaped curve to make a low point (as shown below). This is to prevent water from entering the camera along the cables from above.





3. Seal the cable entry hole of the mounting kit (see below) with thread seal tape to prevent water from entering the camera.
4. Fasten the M4 security screw with rubber on the cap.



5. If the long sky mounting or J-type(Candy Cane type) bracket is used, the rubber stopper is designed to stop the ingress of condensation water inside the J-type bracket. Sudden temperature changes may cause excessive condensation on the inner side of the J-type tube. The below picture shows how the rubber stopper and cabling should be installed on the tube adapter. The wider side of rubber stopper shall be at the top of cap. To seal of the rubber stopper additional silicon-grease (O-ring grease) is essential. Apply the outdoor rated silicone grease or sealant on the areas indicated by red dots.

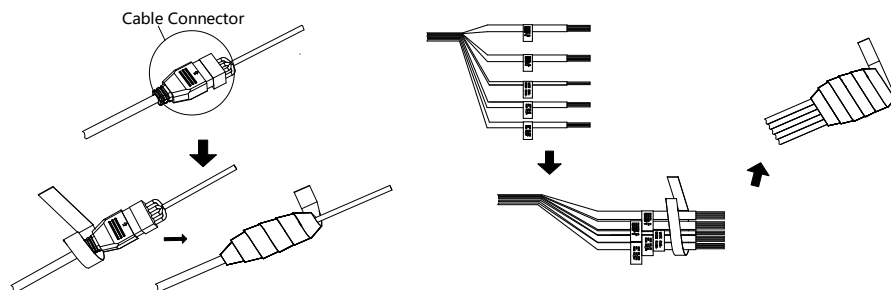
Please note: security screw must be properly installed to avoid water ingress to the camera housing. Outdoor rated silicone sealant should also be added before the screw is fitted.

The tube adapter thread is NPS 1.5" type ([https://en.wikipedia.org/wiki/National\\_pipe\\_thread](https://en.wikipedia.org/wiki/National_pipe_thread)) which is an straight thread in- and outside. Teflon tape should be used to seal the threads when attaching the tube adapter to the bracket pipe or coupler. Refer to chapter 4 for installation guide of NPS-NPT coupler.



**Note:** The accessory "Rubber stopper" is available for PD900 and PD910.

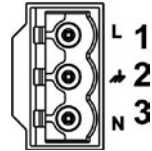
6. The cables shall be applied with electrical plumber tape to prevent shortage caused by water.



### 3.1 Connect power

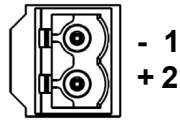
To power up the camera:

Connect the DC 12V or the AC 24V power adaptor to the power connector of the camera and the power outlet. See the diagram and pin definitions below for AC 24V power connection.



Pin	Definition
1	AC 24V L
2	GND
3	AC 24V N

Pin definitions



Pin	Definition
1	DC12V -
2	DC12V +

Pin definitions

Alternatively, connect an Ethernet cable to the RJ-45 connector of the camera, and plug the other end of the cable to a PoE 60W switch.

#### Zero Downtime Power (ZDT) Switching

If you connect the DC 12V power jack and PoE at the same time, the power input will come from the DC 12V connector.

If the DC 12V power source fails, the camera will seamlessly switch power input to the RJ-45 port, until the DC 12V power source is restored.

### 3.2 Connect Ethernet cable

For Ethernet cable connection, follow these steps:

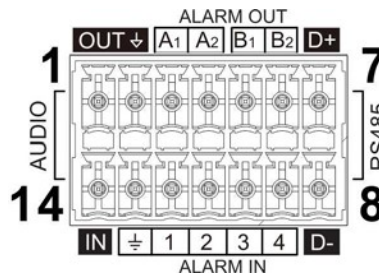
- 1 Connect one end of the Ethernet cable to the RJ-45 connector of the camera.
- 2 Plug the other end of the cable to the network switch or PC.

**Note:** In some cases, Ethernet crossover cable may be needed when connecting the camera directly to the PC.

- 3 Check the status of the power and the network activity indicator LEDs. If a LED is unlit, check the corresponding connection.
  - The green link LED is lit when there is a good network connection.
  - The orange network LED flashes to indicate that there is network activity.

### 3.3 Connect Audio/Alarm I/O and RS-485

See the diagram and pin definitions below for audio/alarm I/O and RS-485 connection.



Pin	Definition	Pin	Definition
1	Audio Out	8	RS-485 D-
2	GND (Audio I/O)	9	Alarm In 4
3	Alarm Out A1	10	Alarm In 3
4	Alarm Out A2	11	Alarm In 2
5	Alarm Out B1	12	Alarm In 1
6	Alarm Out B2	13	GND ( Alarm I/O and RS-485
7	RS-485 D+	14	Audio In

Pin definitions

## 3.4 Surge Protection

### Protection against lightning strikes (direct and indirect)

Additional protection against direct or indirect lightning strikes is required according to the IEC 62305 series standards, or equivalent standards. Consideration shall be given to the following:

- The use of properly earthed air-termination rods for pole mounted or high mounted cameras (see below.)
- Avoid wiring loops
- Locate protection devices close to the protected equipment (within 1m)
- Keep wiring to protection devices short.



### Ethernet port surge protection

Outdoor Ethernet wiring with or without PoE needs additional surge protection at both ends:

- Close to the camera, to protect the camera and close to the Ethernet switch or PoE injector, at the building entry.
- An external surge protector with isolation transformer in the signal lines, like Aetek SD-101 or SD-201 is recommended. Remark: Surge protectors with gas-discharge tubes(GDTs) only shall be avoided.
- Make sure the surge protector is properly grounded
- Make sure the camera housing is properly grounded
- Shielded Ethernet cable is preferred
- The Aetek I69-200 PoE injector has built in surge protection up to 12kV, so in this case surge additional protection is only required at the camera side.

## 4 Installation with NPS-NPT coupler

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This section gives instructions of properly installing the coupler to prevent the water ingress.

### In This Chapter

Before Installation .....	21
Application .....	22

#### Caution:

The camera shall be installed by qualified personnel only.

Installation shall be in accordance with local procedures.

The models are IP66-rated to prevent water from entering the camera. However, water may still enter the camera if the coupler connecting with camera and camera mounting are incompatible.

The tube adapter thread offered with camera is NPS 1.5" type, which is a straight thread in- and outside. ([https://en.wikipedia.org/wiki/National\\_pipe\\_thread](https://en.wikipedia.org/wiki/National_pipe_thread)) The proper coupler adapter is essential to ensure the same thread in both end.

NPT-NPS aluminum coupling is specifically designed to create a watertight seal between the male threaded NPT camera mount and the male threaded NPS pipe adapter. In addition to the aluminum coupling the kit contains a high-quality Polyurethane Adhesive Sealant product. 3M 560 is a one component, moisture curing product which forms permanent elastic bonds on a wide variety of materials including plastics, metals, fiberglass, and wood. It is formulated to have a wide variety of Shore A hardness, open times, and performance parameters to meet many application needs.

### 4.1 Before Installation

Surfaces to be sealed or bonded should be clean and dry. Surfaces should be free from grease, mold release, oil, water/condensation, and other contaminants that may affect the adhesion of the sealant. Abrading with 180 to 220 grit abrasive followed by a solvent wipe will improve the bond strength but is not specifically required in this application. Suitable solvents include 3M™ Adhesive Remover or methyl ethyl ketone (MEK).\*

- ▶ When using solvents, use in a well-ventilated area. Extinguish all sources of ignition in the work area and observe product directions for use and precautionary measures. Refer to product label and MSDS for further precautions. Always pre-test solvent to ensure it is compatible with substrates.
- ▶ Alcohol will interfere with the curing process and extra care must be taken when using alcohol as a cleaning solvent to prevent any contact with the sealant.

## 4.2 Application

Loading the applicator gun: make sure the applicator is setup with correct plunger attachment for cartridge.

1. Puncture seal in nozzle and remove the pull-tab seal at the bottom of the cartridge. Load into applicator and fix retaining ring (if applicable). Assemble the nozzle (if applicable) and cut tip to create between a 1/8" and 1/4" bead taking precaution to be no wider than 1/4".
2. Dispense product with the nozzle tip in contact with the substrate to insure good gap filling.
3. A continuous bead of adhesive sealant shall be applied approximately 1/3 of the way into the threads as shown in Image 1a.



Image 1a

4. Thread NPT-NPS aluminum adapter coupling on the threaded end of the camera mount. Pay special attention to ensure the NPT threads are going toward the camera mount and the NPS end is going to the camera.
5. Ensure that the coupling completely covers the adhesive sealant and is locked down tight. It is suggested that after hand tightening, a pipe wrench is used to gain another 1/4 turn or more if available.
6. When the adhesive sealant is applied properly, and the coupling tightened fully the result should be a continuous unbroken bead of adhesive sealant at the top of the coupling. This bead should be in contact with both the top of the coupling and the camera mount as shown in image 2a and 2b. While there is no need to remove the exposed adhesive sealant, the installer may at their discretion decide to smooth off the excess.

The adhesive sealant should be tack-free in 50 – 60 minutes with a full cure occurring at approximately 24 hours. There is no need to wait for the product to become tack-free before installing the camera. The installer may move on and allow the adhesive to seal naturally after he or she has left.



Image 2a



Image 2b

- ▶ It is recommended that a Teflon tape or similar plumbing pipe dope is used to seal the NPS side of the coupling to the camera pipe adapter. Ensure that the coupling covers the Teflon tape and is locked down tight. It is suggested that after hand tightening, a pipe wrench is used to gain another ¼ turn or more if available.
- ▶ After seal is punctured, it's recommended by manufacturer to used adhesive sealant within 24 hours. As long as the characteristics or behavior of the adhesive changes, it is recommended that unused portion be disposed of and a new tube used.
- ▶ Bonding must occur within the first 50% of published skin time. Do not apply polyurethane sealants and adhesive sealants on frozen nor wet surfaces. Do not apply over silicone nor in the presence of curing silicone nor hybrid products. Avoid contact with alcohol and solvents during curing. Sealant can be tooled immediately after applying to give desired appearance.
- ▶ Cleanup: While sealant is still soft, cleaning can be done with the same solvents used for surface preparation. Avoid cleaning with alcohol as it will interfere with the curing process. If sealant is already cured, removal is done mechanically with razor knife, piano wire, sanding or 3M™ Scotch-Brite™ Molding Adhesive and Stripe Removal Disc.

## 5 System requirements

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Before you access the camera via a web browser, make sure that you have a good network connection and that the system requirements given below are met.

Items	System requirement
Personal computer	Minimum: <ul style="list-style-type: none"><li>▶ Intel® Core™ i5-2430M @ 2.4 GHz</li><li>▶ 4 GB RAM</li></ul>
	Recommended: <ul style="list-style-type: none"><li>▶ Intel® Core™ i7-3770 CPU@ 3.4 GHz, 8GB RAM</li><li>▶ 8 GB RAM</li></ul>
Operating system	Windows VISTA / Windows XP / Windows 7 / Windows 10
Web browser	Microsoft Internet Explorer 11.0 (recommended) Chrome Firefox Safari
Network card	10Base-T (10 Mbps), 100Base-TX (100 Mbps) or 1000Base-T (1000 Mbps) operation
Viewer	ActiveX control plug-in for Microsoft Internet Explorer



## 6 Get access to the camera

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For initial access to the camera, you can search the camera using Device Manager SDM2.

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### 6.1 Get access via Device Manager

To establish an IP connection between the camera and the browsing PC, the camera and the browsing PC must be on the same subnet. DHCP is disabled by default on the camera. It has a factory-set IP address in the 10.x.x.x. range.

- 1 Set the network adapter of the PC to the factory-set subnet of the unit. The IP address is printed on a sticker on the housing of the camera.
- 2 Use Device Manager SDM2 to access the unit from the PC.  
A dialogue window will appear asking you to enter the default username and password.
- 3 Enter the default username (Admin) and password (1234) to log in on the camera.
- 4 Modify the configuration as needed.
- 5 Open a browser to access the camera.

**Note:** Username and password are case sensitive. For security reasons, it is strongly advised to change the administrator password. Refer to the user manual for more details.

### 6.2 Access with Internet Explorer

For initial access to the camera with Internet Explorer, a client program called Siqura Viewer will automatically be installed on the PC when connecting to the camera.

If the web browser does not allow for installation of the Siqura Viewer, check the Internet security settings or ActiveX controls and plug-ins settings (refer to chapter 8).

The information bar (just below the URL bar) may appear and ask you for permission to install the ActiveX Control for displaying video in your browser.

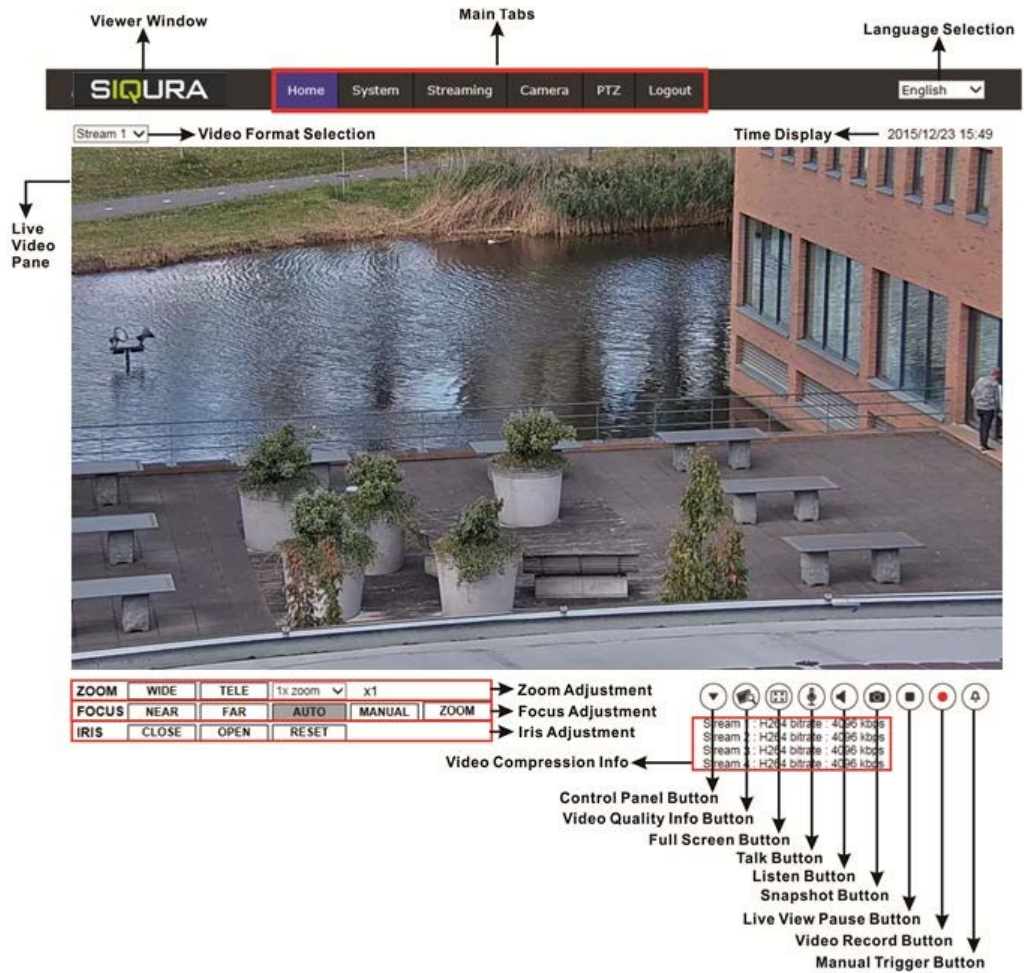
To allow for installation:

- 1 Right-click on the information bar and select **Install ActiveX control...**  
A security warning will pop up.
- 2 Click on **Install** to continue software installation.

To download the Siqura Viewer software:

- 1 In the Siqura Viewer installation window, click on **Next** to start installation.  
The status bar will indicate the installation progress.
- 2 After the installation has been completed, click on **Finish** to exit the installation process.
- 3 Click on **Finish** to close the Siqura Viewer installation page.

After the Viewer has been installed, the home page of the camera will be opened (see below).



Home page of the camera

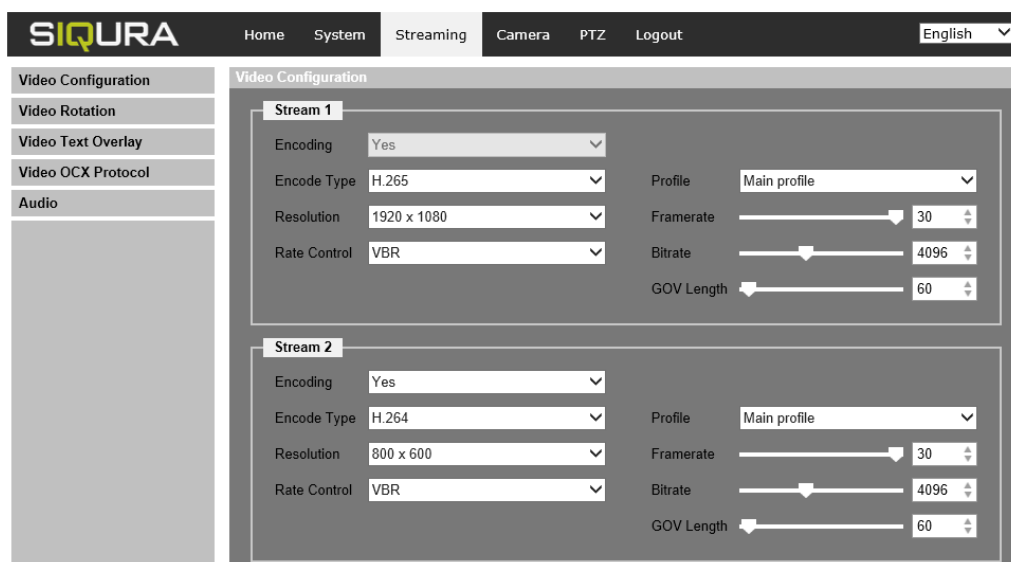
### Zoom and focus adjustment

After accessing the camera, the live image will be displayed on the home page.

If needed, use the zoom and focus function buttons on the home page to adjust the zoom and focus settings of the camera. For more information about the function buttons, refer to the user manual.

## 7 Set video resolution

You can set the video resolution on the Video configuration page of the camera's web interface. The Video configuration page is found under the Streaming tab.



*Video configuration page*

The default video resolution values are as shown below.

Megapixels (MP)	Mode	Default value
2MP	Normal mode	H.265 – 1920 x 1080 (30/25 fps) +
	HDR mode	H.265 – 1920 x 1080 (30/25 fps)
3MP	Normal mode	H.265 – 2048 x 1536 (30/25 fps) +
	HDR mode	H.265 – 800 x 600 (30/25 fps)
4MP	Normal mode	H.265 - 2688 x 1512 (30/25 fps) +
	HDR mode	H.265 - 800 x 600 (30/25 fps)

For more information about video resolution combinations, refer to the user manual.

## 8 Export/Import configuration files

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You can export configuration files to a specific location and retrieve data by uploading an existing configuration file to the camera. This is especially convenient if you want multiple cameras to have the same configuration.

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To export and import configuration files, open the Maintenance page of the camera's web interface.

The Maintenance page is found under the System tab.

### 8.1 Export configuration file

You can save the system settings by exporting the configuration file (.bin) to a specific location for future use.

Follow these steps:

- 1 Click on **Export**.  
The pop-up window File Download will appear.
- 2 Click on **Save** and enter the desired location for saving the configuration file

### 8.2 Import configuration file

To import a configuration file to the camera, follow these steps:

- 1 Click on **Browse** to select the configuration file.
- 2 Click on **Upload** to import the configuration file.

## 9 Technical support

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This chapter describes how to remove previously-installed Siqura Viewer software from your PC and how to enable ActiveX control installation.

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### 9.1 No video on Chrome, Firefox, Edge

If there is no live video showing on Chrome, Firefox and Edge, the MJPEG has to be enabled as one of the streams.

#### Enable MJPEG Stream

Follow these steps:

- 1 Access the camera and login with the pre-defined username/password.
- 2 Click the **Streaming** tab and enter to **Video Configuration** page.
- 3 Select **Yes** at Encoding at any stream and select **MJPEG** as Encode Type.
- 4 Click **Save** to save the configuration.

### 9.2 Delete previously-installed Siqura Viewer

If Siqura Viewer has been installed previously on your PC, the Siqura Viewer software has to be removed from your PC before you access the camera.

#### Delete Siqura Viewer

Follow these steps:

- 1 In the Windows Start menu, open the Control Panel.
- 2 Double-click on **Add or Remove Programs**.
- 3 In the list of currently installed programs, select **Siqura Viewer**.
- 4 Click on **Remove** to uninstall the existing Siqura Viewer.

#### Delete temporary Internet files

To improve browser performance, it is recommended to delete all temporary Internet files.

Follow these steps:

- 1 Start Internet Explorer.
- 2 Select **Tools** in the menu bar.
- 3 Select **Internet options**.
- 4 Click on **Delete** under the **Browsing History** section.  
A new window is opened.
- 5 Tick the box beside **Temporary Internet Files** and click on **Delete** to start deleting the files.

## 9.3 Allow ActiveX control installation

If ActiveX control installation is blocked, either set the Internet security level to default or change the ActiveX controls and plug-ins settings.

### Set Internet security level to default

- 1 Start Internet Explorer.
- 2 Select **Tools** in the menu bar.
- 3 Select **Internet options**.
- 4 Select the **Security** tab and then **Internet**.
- 5 Click on **Default level**.
- 6 Click on **OK** to confirm.
- 7 Close the browser window and open a new one later to access the IP camera.

### Change ActiveX controls and plug-ins settings

- 1 Start Internet Explorer.
- 2 Select **Tools** in the menu bar.
- 3 Select **Internet options**.
- 4 Select the **Security** tab and then **Internet**.
- 5 Click on **Custom level**.  
The Security Settings window will appear.
- 6 Set the following items under *ActiveX controls and plug-ins* to **Prompt** or **Enable**. Note that items may vary depending on the Internet Explorer version.
  - Allow previously unused ActiveX controls to run without prompt
  - Allow Scriptlets
  - Automatic prompting for ActiveX controls
  - Binary and script behaviors
  - Display video and animation on a webpage that does not use external media player
  - Download signed ActiveX controls
  - Download unsigned ActiveX controls
  - Initialize and script ActiveX controls not marked as safe for scripting
  - Only allow approved domains to use ActiveX without prompt
  - Run ActiveX controls and plug-ins
  - Script ActiveX controls marked safe for scripting\*
- 7 Click on **OK**.  
A dialogue window will ask you to confirm the changes.
- 8 Click on **Yes**.
- 9 Click on **OK** to close the Internet Options window.
- 10 Close the browser window and open a new one later to access the camera.