1, the problem: in the process of upgrading the device power down, The camera can not be search by tool and visit by web browser.

**Approach 1: steps:**

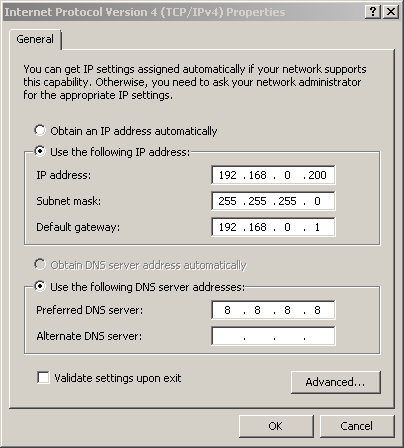
(1) For a device with a SD card socket and make sure this socket before is work, Changed the upgrade package name to: “updatepack.tar” then copy to SD card root directory;

(2) insert the SD card into the IPC and re power the IPC.

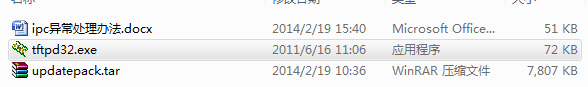
(3) wait for a period of time, IPC device will be automatically upgraded to restart

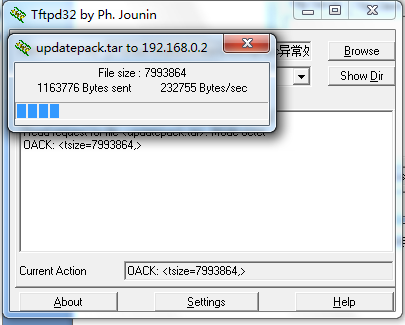
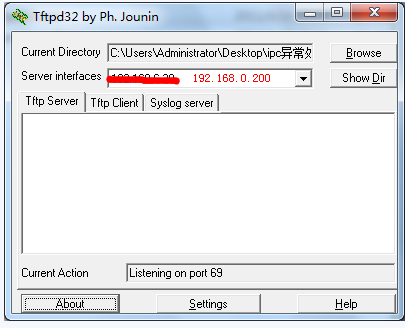
**Approach 2: steps:**

(1) Set the IP address of the computer as the picture below, Connect the camera directly to you computer or make sure in the same LAN and network segment.



1. Changed the upgrade package name to: “updatepack.tar” (note that the file extension suffix is ”.Tar”) and copy tftpd32 program in the same directory, start the tftpd32 program (tftpd32 program see attached file)



(1) Power on your ip camera and waiting for a period of time, the device automatically upgraded to restart.

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2, the problem: Can search and find the device IP, but can not connection . Want to restore the factory settings.

Approach 1:

Default button for the IPC device, press the Default button more than 5 seconds, the device can automatically restart, when finish restart the configuration will restore the factory settings.

Approach 2: use iptool to restore the device

IPtool download ftp link.

ftp://common:normal@usftp.supercctv.net/Latest IPTool Version/V2.0.2.5

Step: start the iptool search to the device, select the device IP in the lower right corner of the iptool then input device MAC address click "OK" button, Unplug the device in 30 seconds then the camera will restart and set Default.