Troubleshooting for PG cameras connect with Hikvision NVR

The set with Hikvision NVR was connected well before, but suddenly some of the cameras stopped working. How to troubleshoot the problem?

1. Unplug the camera from the nvr first, and wait to see if the camera will power on again (basically this can solve 80% of the problems)

2. If it still doesn't work, enter the NVR camera add interface to check why the camera can't be added

● Insufficient Permission

The firmware needs to be upgraded. The PG and YCX series cameras have been linked. You only need to link them to the customer according to the model

● Network Error

Generally, the camera is restored to factory settings for various reasons, and the IP address is changed back to the 192.168.1 network segment; or because the IP addresses of several cameras in the NVR conflict, you need to connect an Ethernet cable to the router or computer port through the PoE port on the NVR, and then use the aj search tool to view the camera and modify the camera's IP address to the 192..168.254 network segment.

● Account and Password Error

The customer has set other accounts and passwords for the camera. You need to change the plug-and-play option on the add camera page to manual addition and manually fill in the account and password

● The Camera Does Not Exist:

Connect the camera to other PoE ports to see if the camera can be connected normally. If it can, it is a problem with the PoE port

If the image does not appear when connected to other PoE ports, it may be a problem with the camera. You can try to add DC12V to see if the camera can

be restored. If not, connect the camera directly to the computer to see if the camera can work normally