

CloudLync Trouble Shoot

1. CloudLync Account Login

Login with a registered account and password at

<http://www.cloudlync.net/index.php>

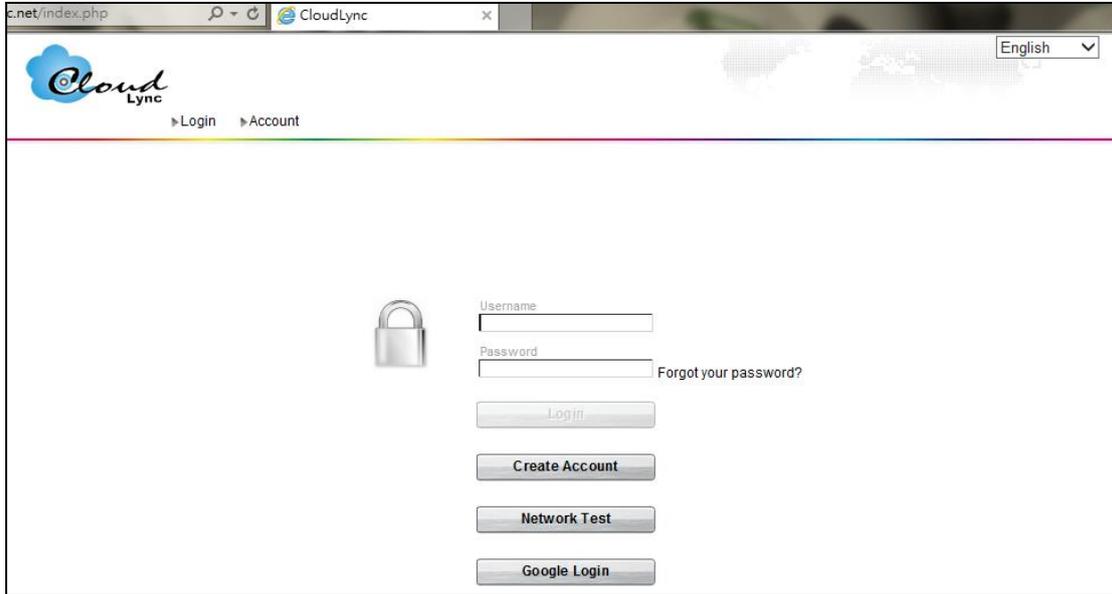


Figure 1-1 CloudLync Account Login Page

1.1. Create an Account

If you have not yet possessed an account, click “Create Account” to get one.

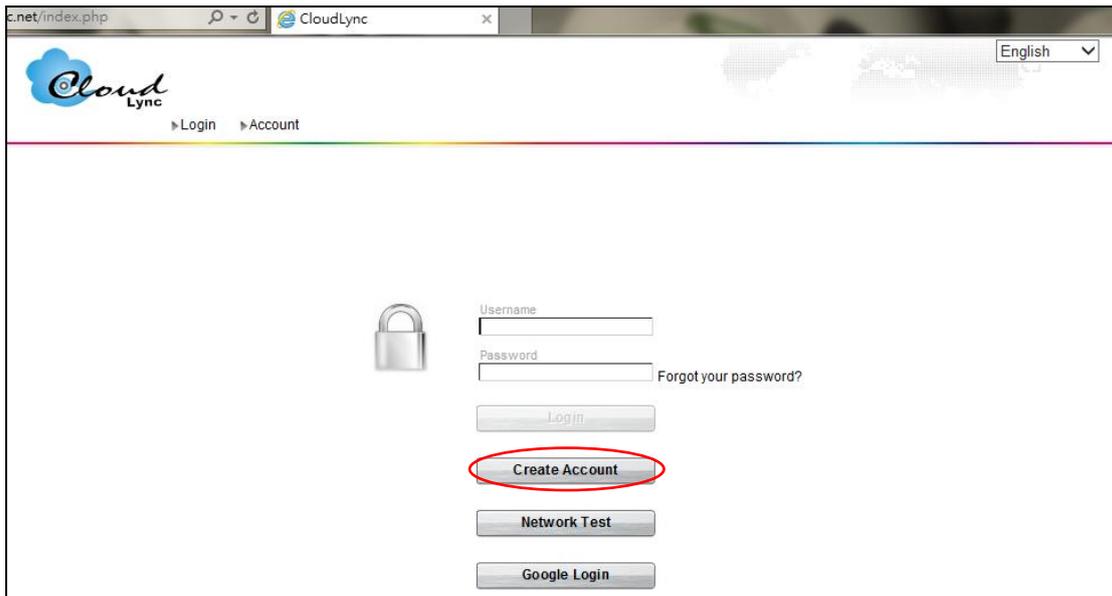


Figure 1-2 CloudLync Account Creating

Then fill in all the required information and click “Apply” to proceed with new account opening.

| Property | Content |
|------------------|--|
| Username | <input type="text"/> |
| Password | <input type="password"/> |
| Confirm Password | <input type="password"/> |
| Email | <input type="text"/> |
| Confirm Email | <input type="text"/> |
| Security Image | <input type="text"/> 79096 Refresh Image |

Figure 1-3 CloudLync Account Application Page

2. Bind the IP Camera

Click “**Settings**” at the bottom page will lead you to the setting table where lists all the registered devices.

| Name | Owner | MAC Address | Service Type | Port | Device Matrix | Config |
|-----------------|----------|-------------|--------------|------|-------------------------------------|--------|
| OFFICE | fae-demo | E08FECAAAAA | Camera | 554 | <input checked="" type="checkbox"/> | |
| GreenPIR-2AA901 | fae-demo | E08FECBBBBB | Camera | 554 | <input checked="" type="checkbox"/> | |
| BlueIR-29D801 | fae-demo | E08FECBBBBB | Camera | 554 | <input checked="" type="checkbox"/> | |
| OrangeIR-29CF01 | fae-demo | E08FECDDDDD | Camera | 554 | <input checked="" type="checkbox"/> | |
| WhitePIR-2AC201 | fae-demo | E08FECBBBBB | Camera | 554 | <input checked="" type="checkbox"/> | |
| OFFICE-2 | fae-demo | E08FECBBBBB | Camera | 554 | <input checked="" type="checkbox"/> | |

Figure 2-1 Setting Table

Click will lead you to a pop-up screen asking “Click ok to register your devices” to add new devices on CloudLync viewer.

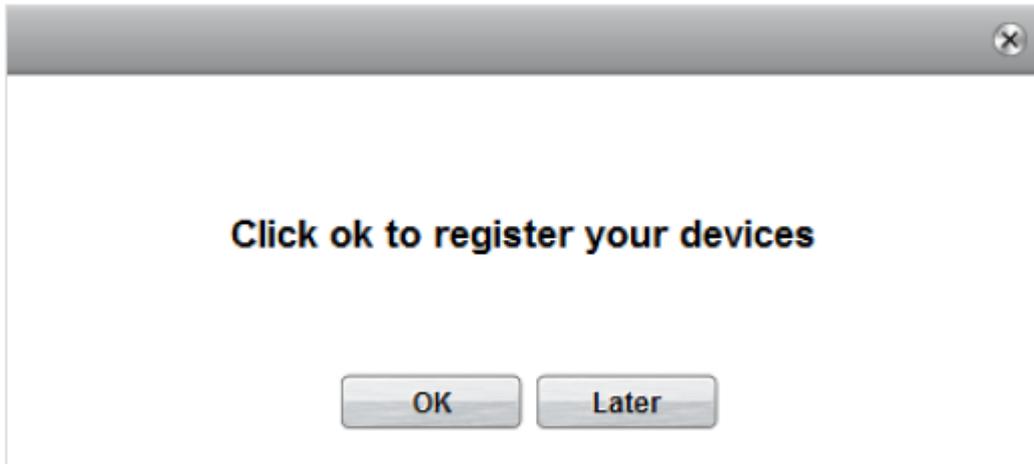


Figure 2-2 Add Device Confirmation Message

Fill in IP camera's MAC address and activated code listed on the back of the camera, and then click "Apply".

A table with four columns: "No.", "MAC Address", "Activate Code", and "Apply". The table has seven rows, each with a number from 1 to 7 in the first column, an empty text input field in the second column, an empty text input field in the third column, and an "Apply" button in the fourth column. The rows alternate between white and light grey backgrounds.

| No. | MAC Address | Activate Code | Apply |
|-----|----------------------|----------------------|--------------------------------------|
| 1 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 2 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 3 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 4 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 5 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 6 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 7 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |

Figure 2-3 Device Verification Form

When you read "**Success**" in red that means the device registration is successful on the CloudLync viewer.

| No. | MAC Address | Activate Code | Apply |
|-----|----------------------|----------------------|---------|
| 1 | E08FECAAAAAA | z01ccqa00001 | Success |
| 2 | <input type="text"/> | <input type="text"/> | Apply |
| 3 | <input type="text"/> | <input type="text"/> | Apply |
| 4 | <input type="text"/> | <input type="text"/> | Apply |
| 5 | <input type="text"/> | <input type="text"/> | Apply |
| 6 | <input type="text"/> | <input type="text"/> | Apply |
| 7 | <input type="text"/> | <input type="text"/> | Apply |

Figure 2-4 Verification Result – Success

Therefore, you can locate your newly registered device on the setting table from “Setting” on the bottom webpage, and the IP cam will be pinned automatically on the matrix view for easy viewing.

| Name | Owner | MAC Address | Service Type | Port | Device Matrix | Config |
|--------------|----------|--------------|--------------|------|-------------------------------------|---|
| E08FECAAAAAA | fae-demo | E08FECAAAAAA | Camera | 7731 | <input checked="" type="checkbox"/> |   |

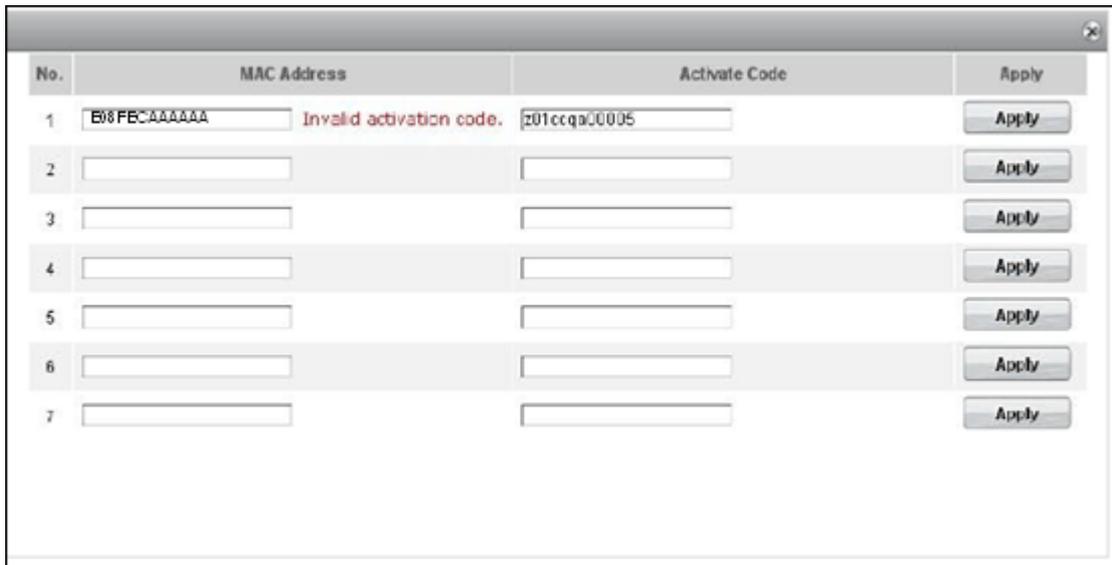
Figure 2-5 Device Registration Success and Listed on the Setting Table

When you read “**No matching device**” in red that means you have typed in both fields correctly, but your IP cam is not yet connected to the network. Please check the network connection again and re-type to complete IP cam registration.

| No. | MAC Address | Activate Code | Apply |
|-----|---|----------------------|-------|
| 1 | E08FECAAAAAA No matching device. | 8upynib0jrn1 | Apply |
| 2 | <input type="text"/> | <input type="text"/> | Apply |
| 3 | <input type="text"/> | <input type="text"/> | Apply |
| 4 | <input type="text"/> | <input type="text"/> | Apply |
| 5 | <input type="text"/> | <input type="text"/> | Apply |
| 6 | <input type="text"/> | <input type="text"/> | Apply |
| 7 | <input type="text"/> | <input type="text"/> | Apply |

Figure 2-6 Verification Result – No Matching Device

When you read “Invalid activation code” in red that means you have typed in the wrong activate code. Please check and re-type again.

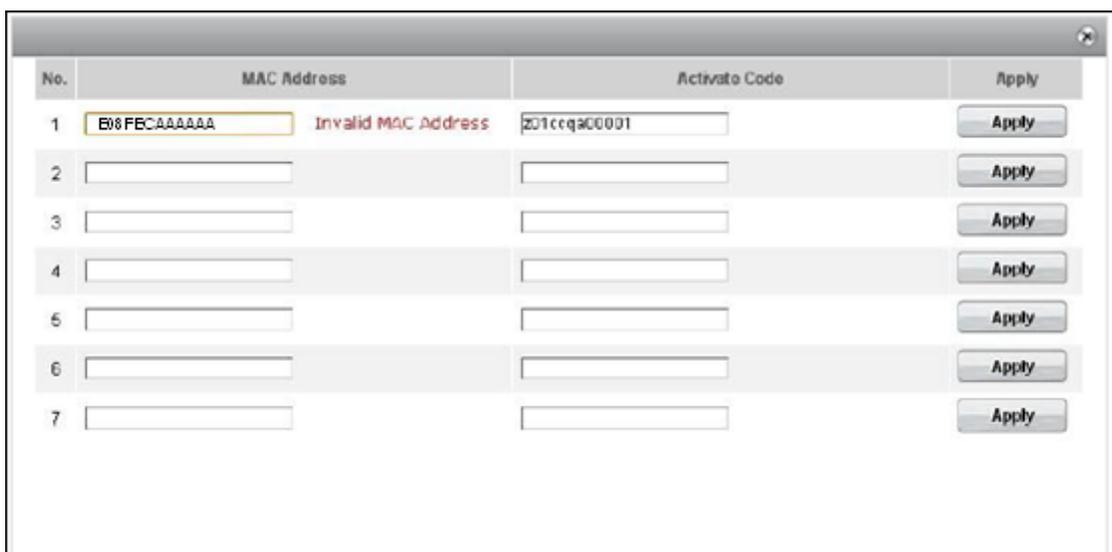


The screenshot shows a table with four columns: No., MAC Address, Activate Code, and Apply. Row 1 contains the MAC address 'E08FECAAAAAA', the text 'Invalid activation code.' in red, and the activation code 'z01ccqa00005'. Rows 2 through 7 are empty.

| No. | MAC Address | Activate Code | Apply |
|-----|---------------------------------------|---------------|-------|
| 1 | E08FECAAAAAA Invalid activation code. | z01ccqa00005 | Apply |
| 2 | | | Apply |
| 3 | | | Apply |
| 4 | | | Apply |
| 5 | | | Apply |
| 6 | | | Apply |
| 7 | | | Apply |

Figure 2-7 Verification Result – Invalid Activation Code

When you read “Invalid MAC Address” in red that means you have typed in the wrong MAC address. Please check and re-type again.



The screenshot shows a table with four columns: No., MAC Address, Activate Code, and Apply. Row 1 contains the MAC address 'E08FECAAAAAA' in a yellow box, the text 'Invalid MAC Address' in red, and the activation code 'z01ccqa00001'. Rows 2 through 7 are empty.

| No. | MAC Address | Activate Code | Apply |
|-----|----------------------------------|---------------|-------|
| 1 | E08FECAAAAAA Invalid MAC Address | z01ccqa00001 | Apply |
| 2 | | | Apply |
| 3 | | | Apply |
| 4 | | | Apply |
| 6 | | | Apply |
| 6 | | | Apply |
| 7 | | | Apply |

Figure 2-8 Verification Result – Invalid MAC Address

When you read “The activation code has been used” in red that means you have typed the same activation code more than once to match with different IP cam’s MAC address. Please recheck and type the correct activation code again to complete verification.

| No. | MAC Address | Activate Code | Apply |
|-----|--|---|--------------------------------------|
| 1 | <input type="text" value="E08FECAAAAAA"/> The activation code has been used. | <input type="text" value="201ccqa00001"/> | <input type="button" value="Apply"/> |
| 2 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 3 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 4 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 5 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 6 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |
| 7 | <input type="text"/> | <input type="text"/> | <input type="button" value="Apply"/> |

Figure 2-9 Verification Result – The Activation Code Has Been Used

3. Matrix View

The newly registered IP cam is automatically pinned on to the matrix view page. Click “Device” at the bottom to locate IP cam media in matrix view.

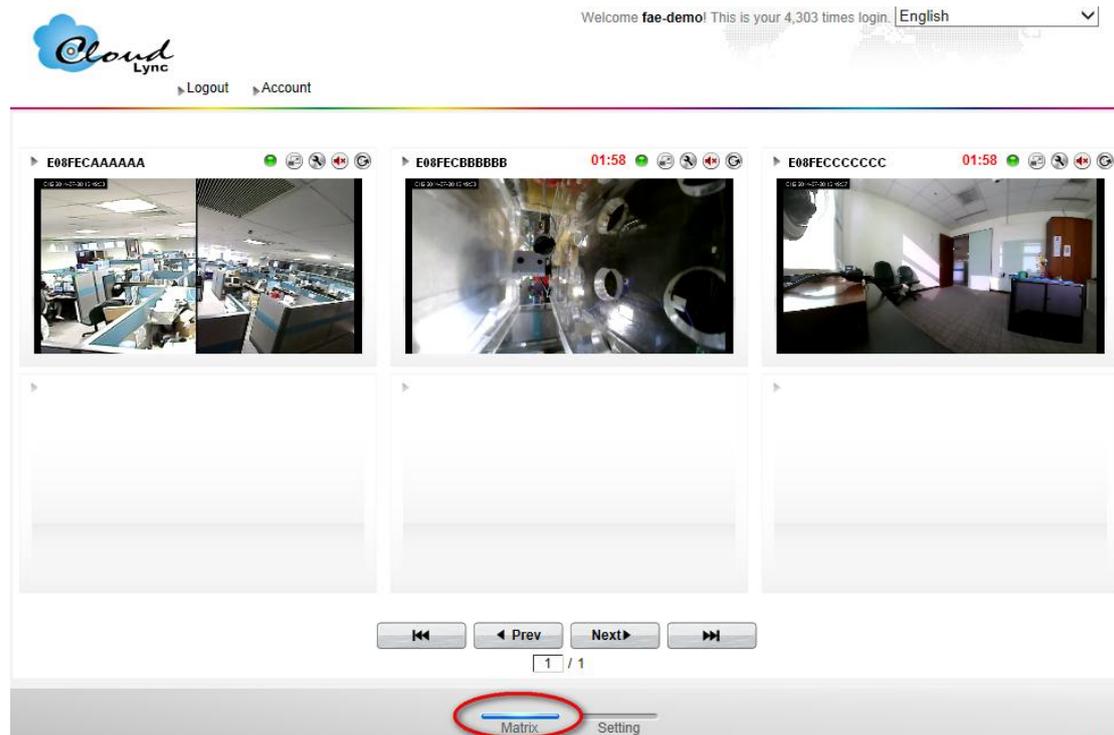


Figure 3-1 CloudLync Viewer Matrix View Page

3.1. Light Signal

3.1.1. Green Signal

When you read  the green light that means the IP cam is online and on air, therefore, its video is successfully displayed on the screen.

3.1.2. Yellow Signal

When you read  the yellow light that means the IP cam is online but not yet on air, therefore, its video is not displayed on the screen.

3.1.3. Red Signal

When you read  the red light that means the IP cam is offline, therefore, the screen is blank.

5. Java Settings

5.1. Access Java

5.1.1. Access from System Tray

Find Java icon in system tray.

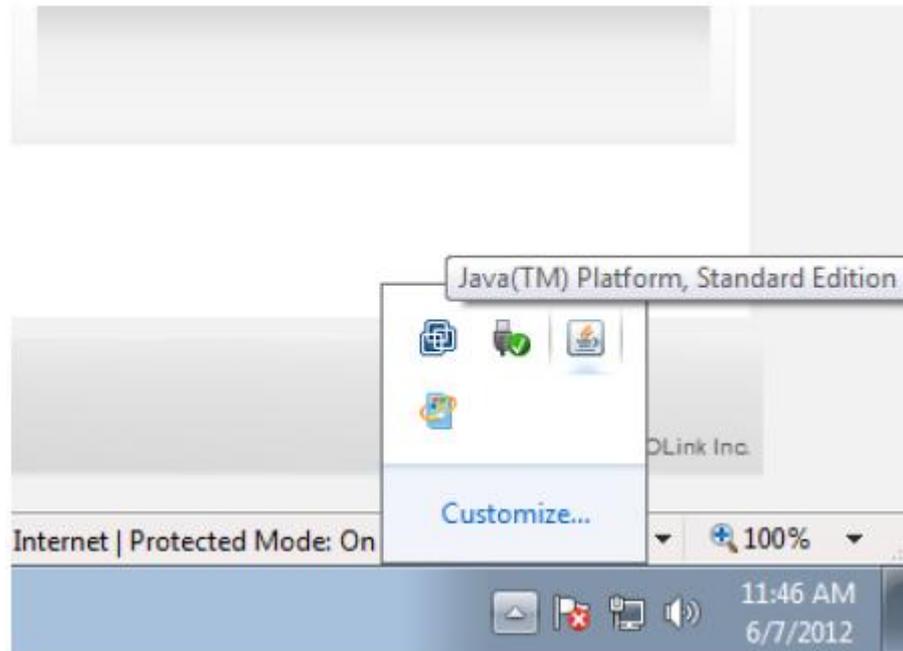


Figure 5-1 Find Java in System Tray

Right Click on the Java icon to display its menu, and then click on “Open Control Panel”

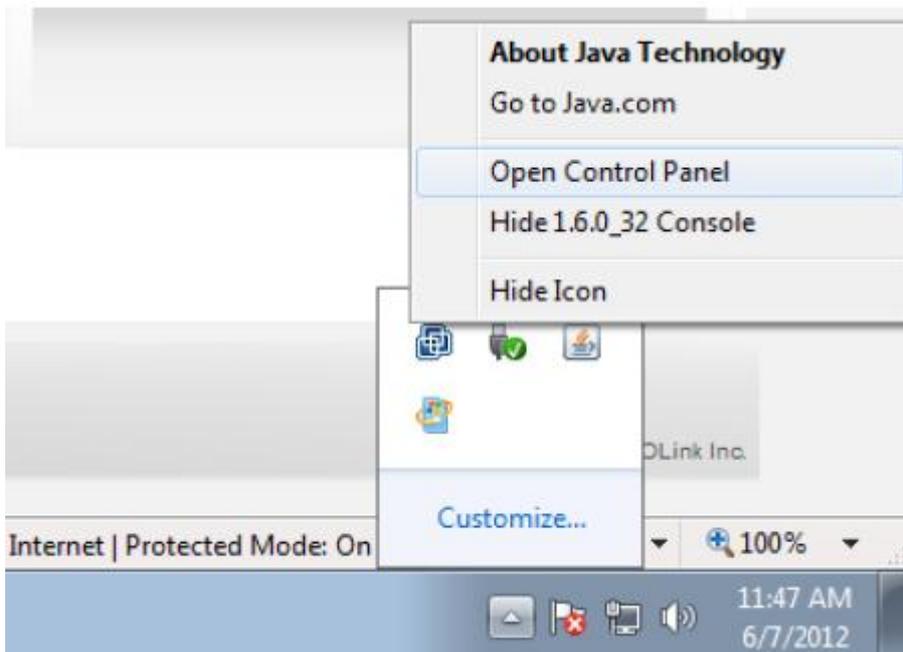


Figure 5-2 Java Menu Bar

5.1.2. Access from Control Panel

Enter Windows Control Panel and click “Programs”.

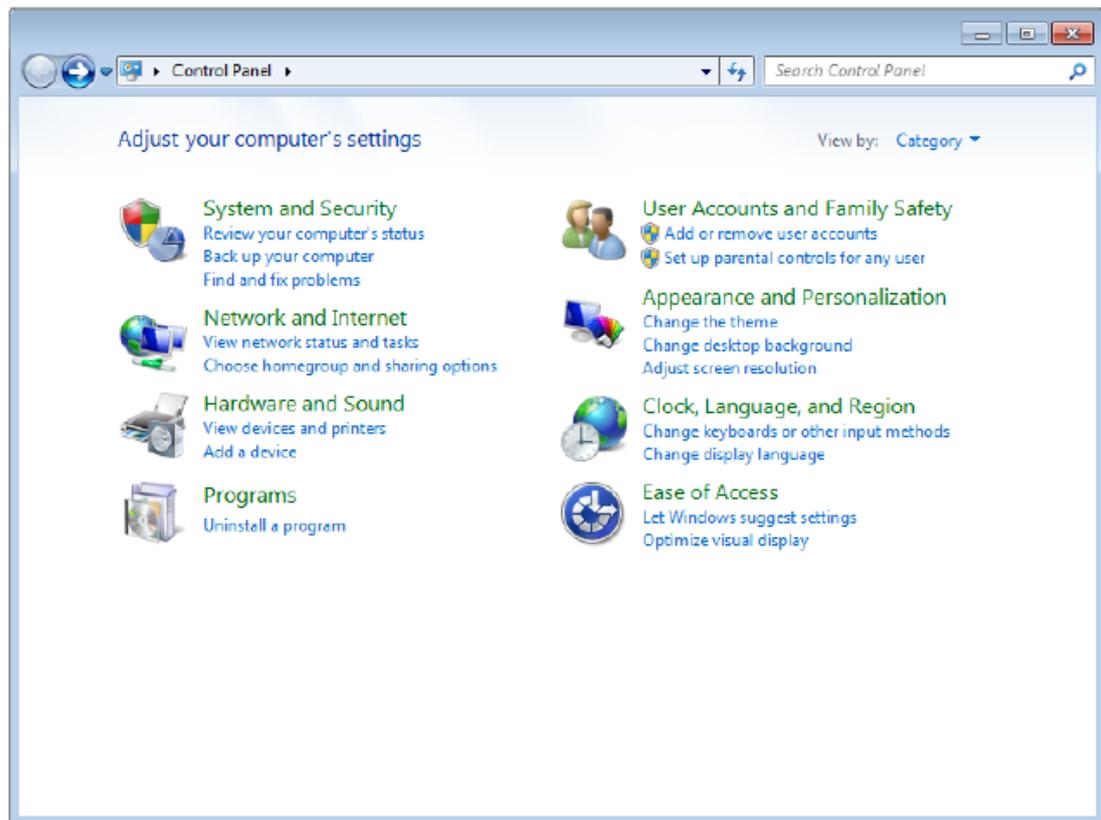


Figure 5-3 Windows Control Panel

Then you will see **Java**, Click on it will lead you to Java Control Panel for further settings

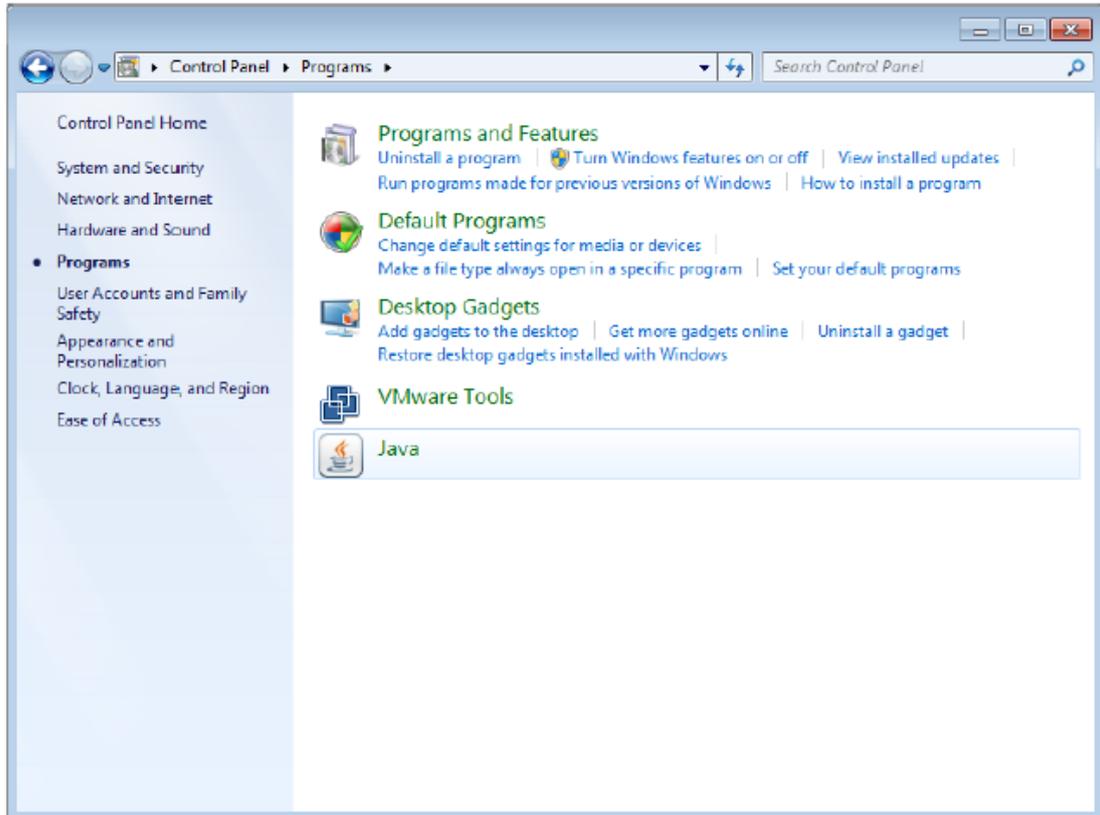


Figure 5-4 Java Program Directory

5.2. Check Java Security Setting

Click **“Advanced”** tab from **Java Control Panel**.

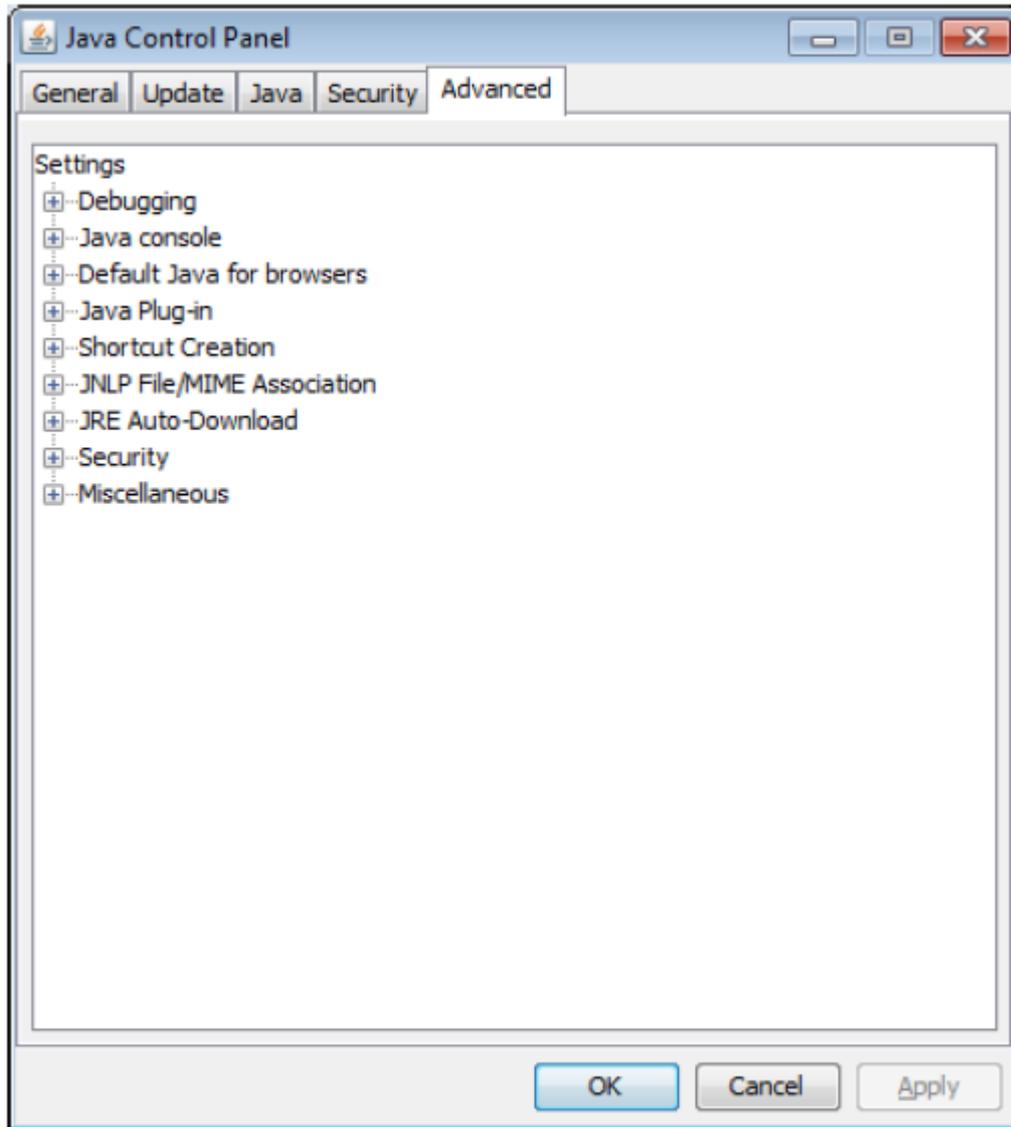


Figure 5-5 Java Control Panel – Advanced Tab

Modify your settings as the following screen shots show.

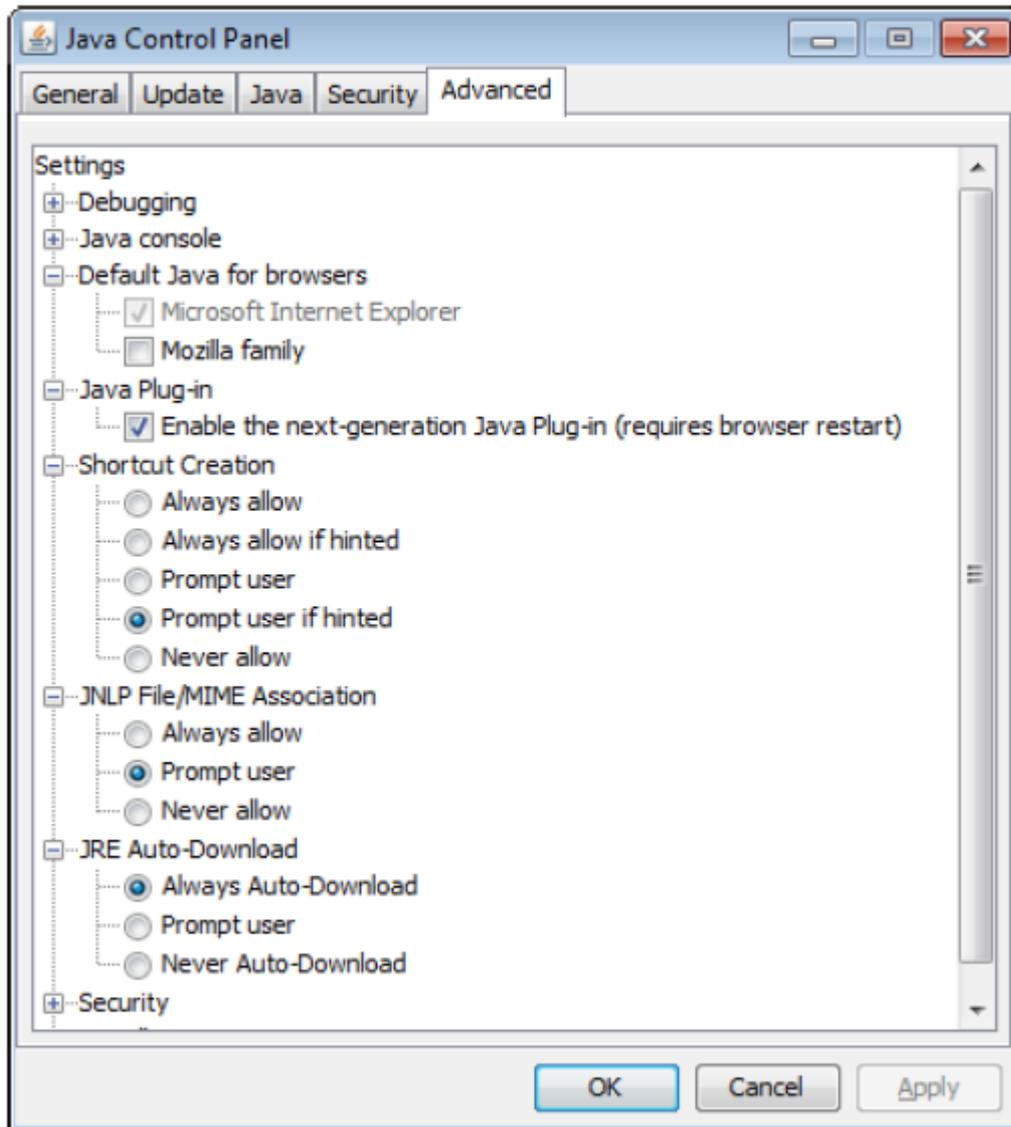


Figure 5-6 Java Advanced Setting 1

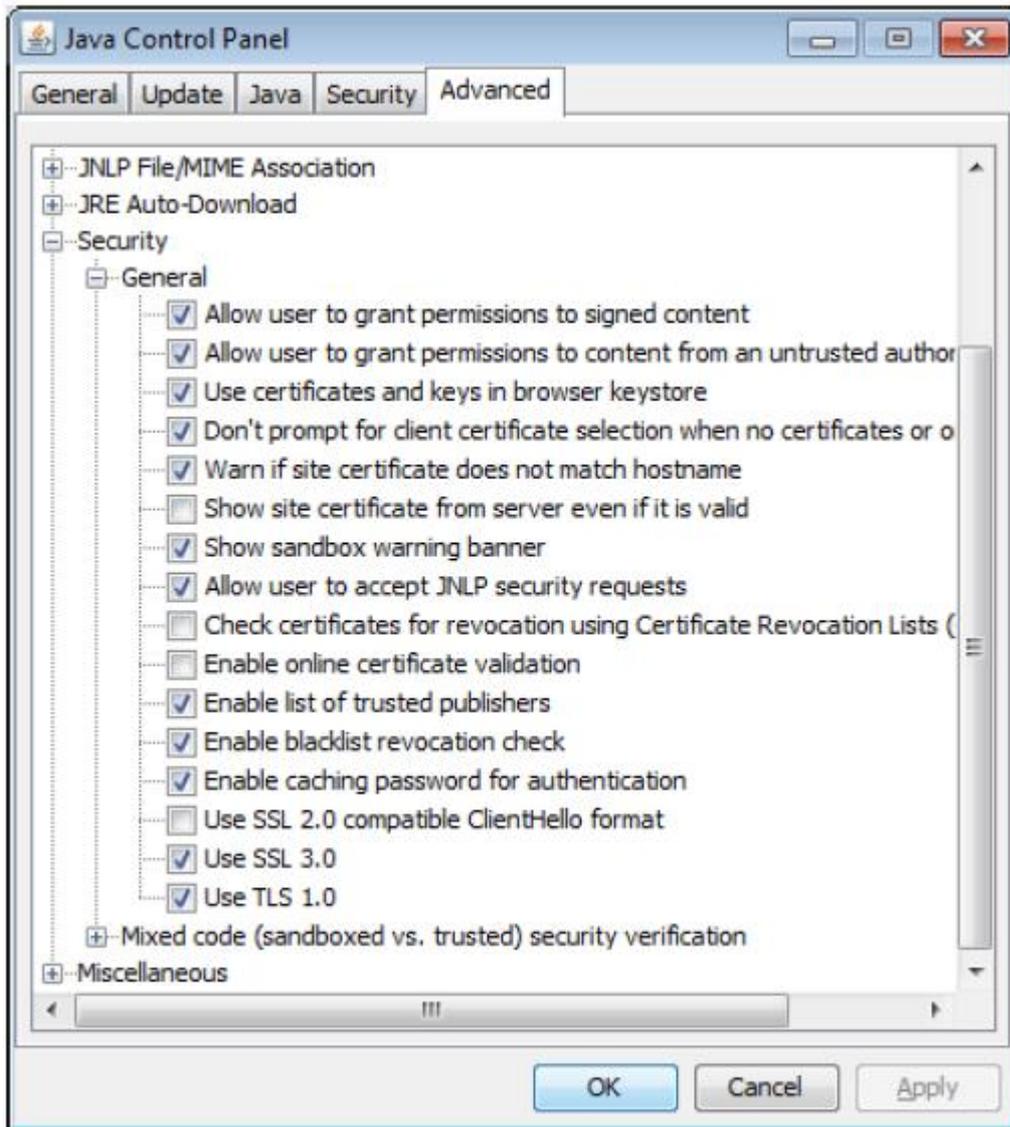


Figure 5-7 Java Advanced Setting 2

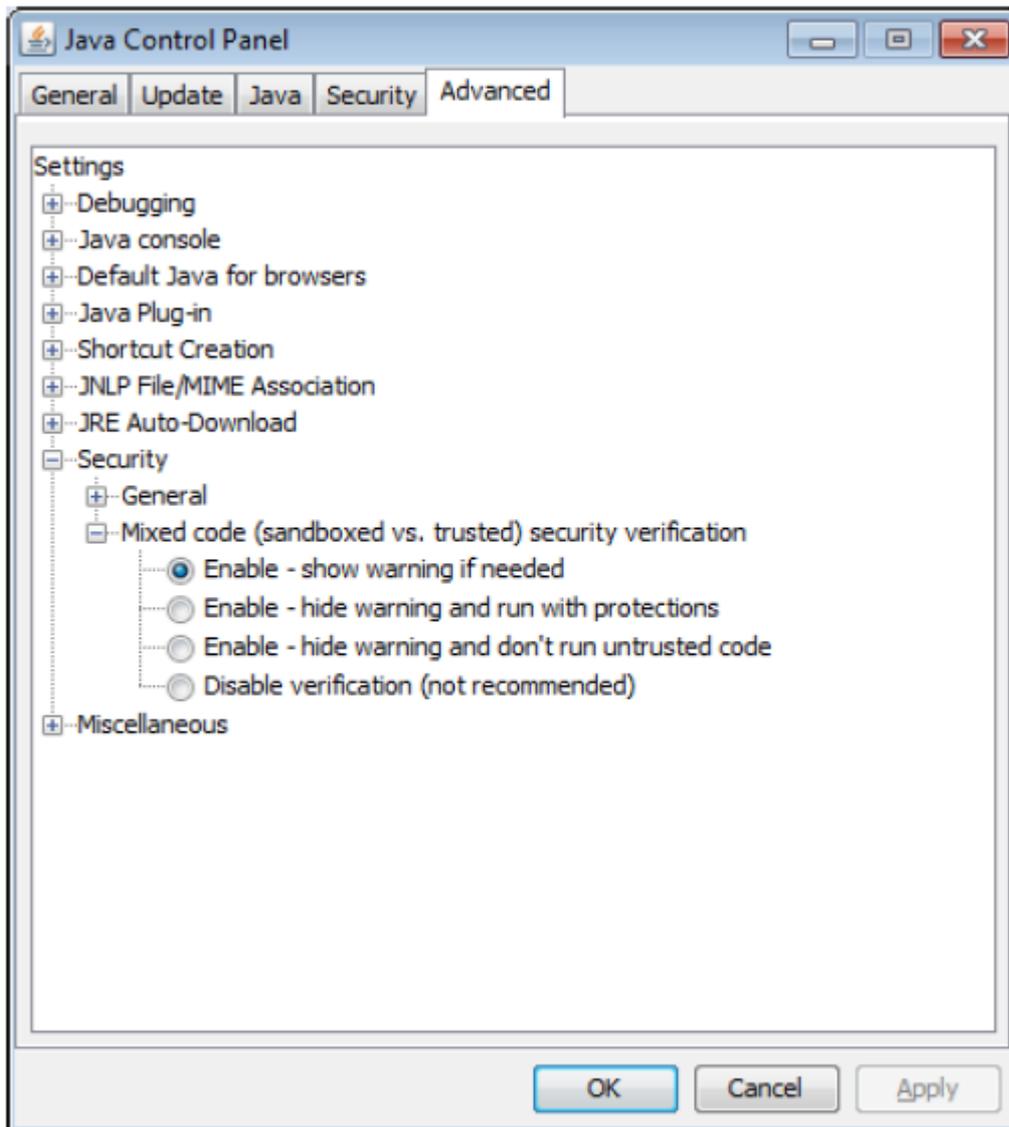
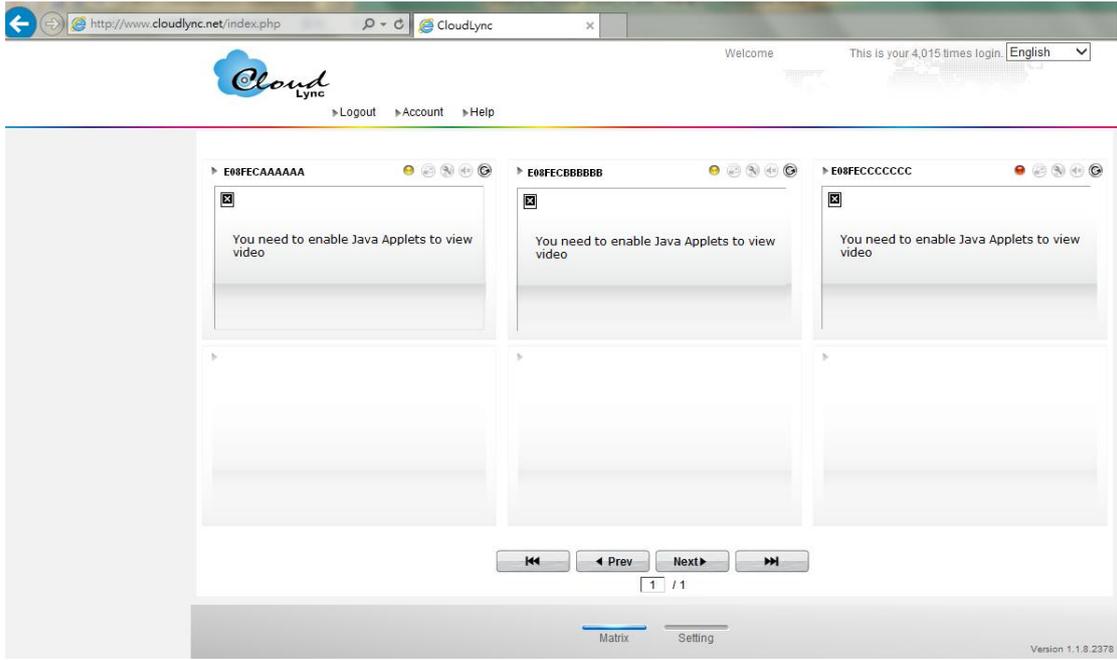
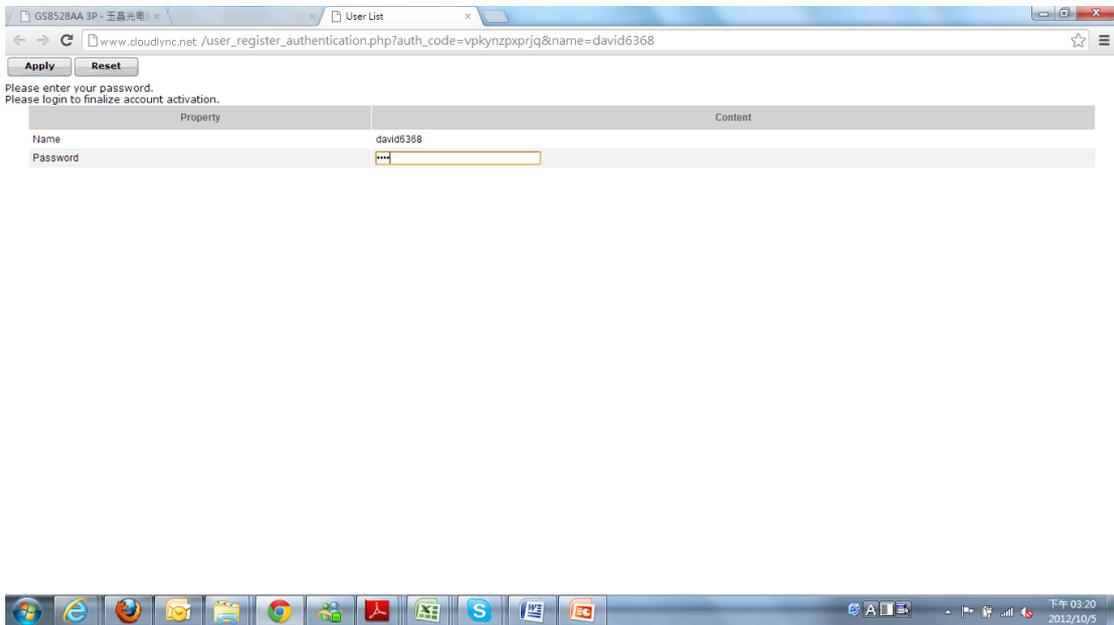
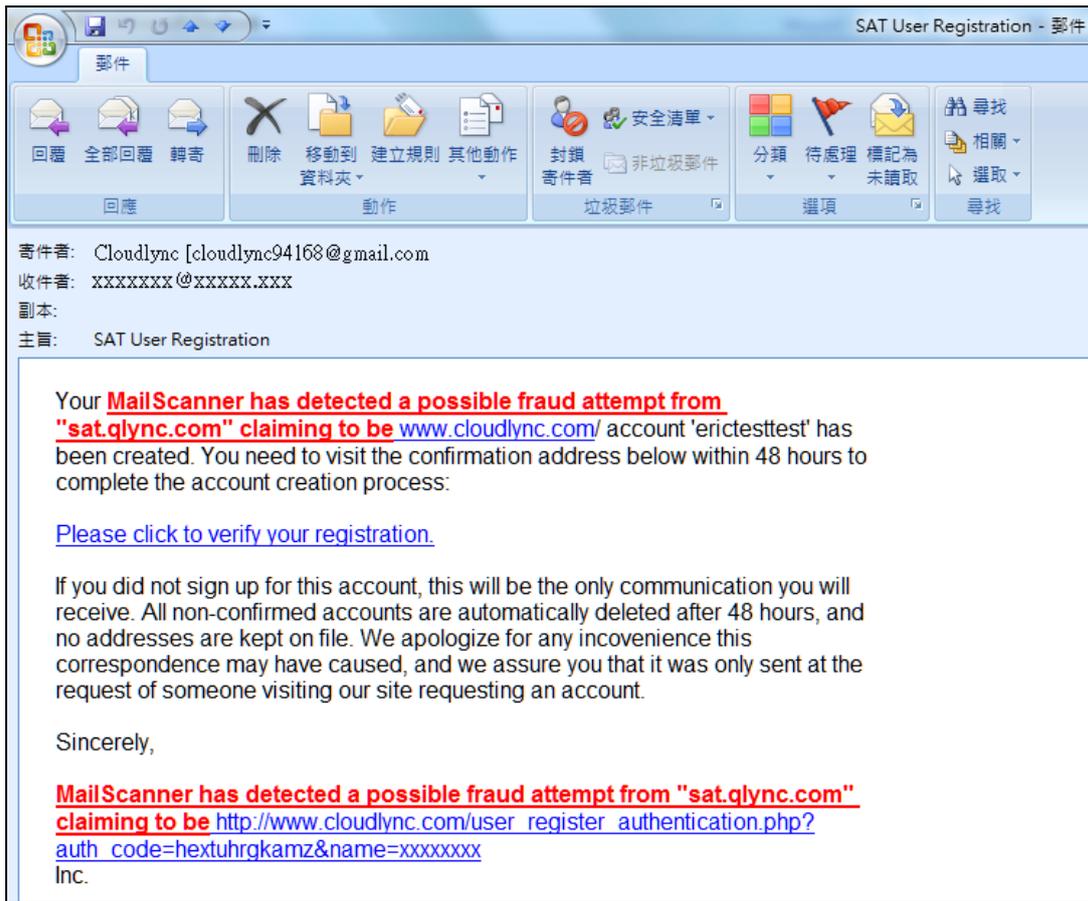


Figure 5-8 Java Advanced Setting 3

Click "OK" and close all your running browsers. Reopen the browser and login with your CloudLync account and view your IP cam media.







Welcome [User] This is your 4,014 times login. English

Logout Account Help

Account Device

| Name | Matrix | Config |
|-------------------|-------------------------------------|--------|
| 0004290868FF_RTSP | <input checked="" type="checkbox"/> | |
| 000429058294 | <input checked="" type="checkbox"/> | |
| 0004290875FF | <input checked="" type="checkbox"/> | |

1 Connect IP Camera

Please complete registration in 60 minutes after boot up your camera, or you need to re-power the camera and completing registration process again.

Next

Items Per Page [1] / 1

Matrix Setting

Version 1.1.8.2378

Java 設定 - 進度

ORACLE

狀態: 正在安裝 Java

3 Billion Devices Run Java

Computers, Printers, Routers, Cell Phones, BlackBerry, Kindle, Parking Meters, Public Transportation Passes, ATMs, Credit Cards, Home Security Systems, Cable Boxes, TVs...

ORACLE

Java 設定 - 完成

X



ORACLE

✓ 您已經成功安裝 Java

有 Java 更新時，將會提示您下載並安裝。我們建議您一律這麼做，以確保系統擁有最新效能與安全增強功能。

如果想要變更此行為，請參閱指示。

關閉(C)