ACCESSING CAMERAS ON THE NVR CAMERA NETWORK

Sometimes it is necessary to access a camera in order to modify settings, load firmware, or troubleshoot a problem. Browser access can be obtained when on the same network as the camera but uniview tec NVRs also allow access through the NVR, by using the NVR as a host. This access can also be done remotely through our peer-to-peer (P2P) service called Star4Live.

BROWSER SETUP

Although Star4Live and the NVR's are compatible with several browsers, not all cameras are as flexible. As such it is recommended to either use Internet Explorer or Edge with Internet Explorer compatibility mode enabled to access camera menus.
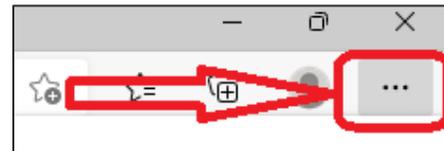
Internet Explorer mode in Edge

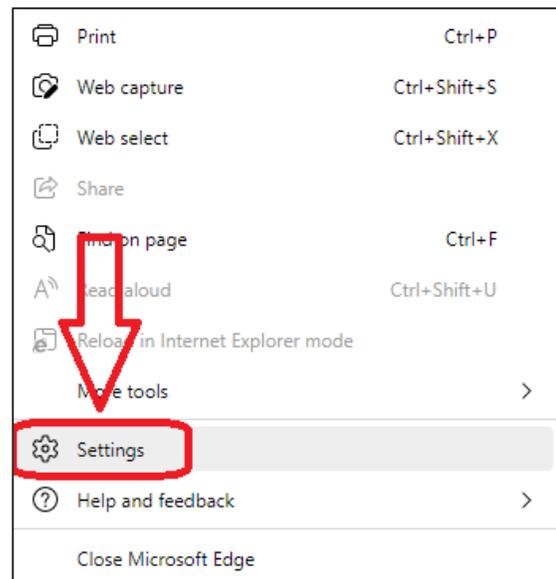This feature needs to be activated before it can be used.
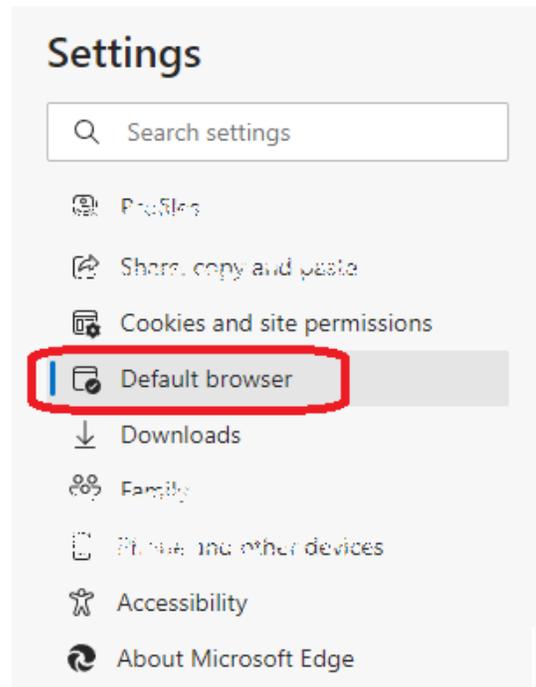
Open the Edge browser.

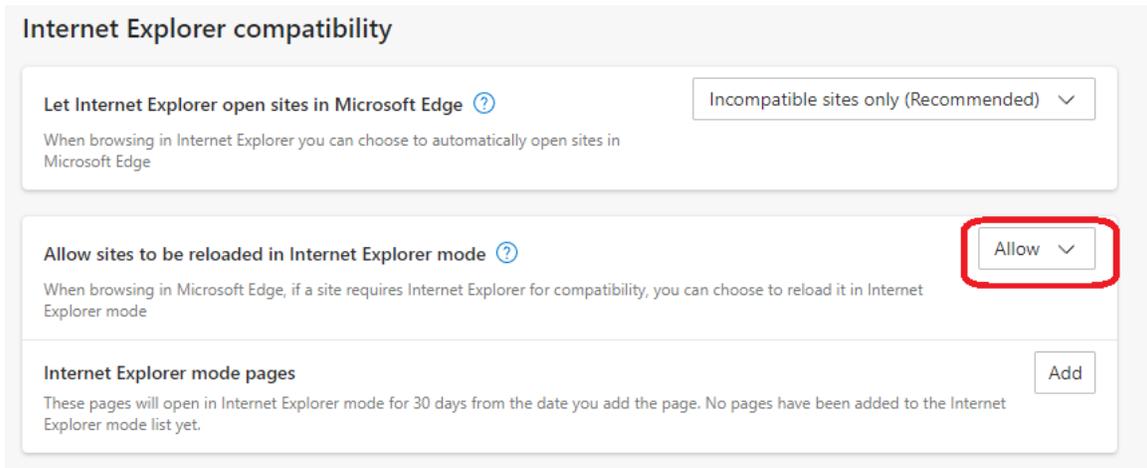Click on Setting and More which looks like three dots in the upper right corner. It will open a list.

Look for Settings at the bottom of the list and click it.

🖨 Print		Ctrl+P
📷 Web capture		Ctrl+Shift+S
⬚ Web select		Ctrl+Shift+X
↗ Share		
🔍 Find on page		Ctrl+F
A⁹ Read aloud		Ctrl+Shift+U
⟳ Reload in Internet Explorer mode		
More tools		>
⚙ Settings		
ⓘ Help and feedback		>
Close Microsoft Edge		

Once in Settings click on Default Browser on the left side of the screen.

Settings

🔍 Search settings

👤 Profiles

↪ Share, copy and paste

🖥 Cookies and site permissions

🖥 Default browser

↓ Downloads

👥 Family

☐ Phone and other devices

🧍 Accessibility

🌐 About Microsoft Edge

Look for Allow Sites to be reloaded in Internet Explorer Mode. Click on the drop down and select Allow.

Internet Explorer compatibility

Let Internet Explorer open sites in Microsoft Edge ⓘ
When browsing in Internet Explorer you can choose to automatically open sites in Microsoft Edge

Incompatible sites only (Recommended) ∨

Allow sites to be reloaded in Internet Explorer mode ⓘ
When browsing in Microsoft Edge, if a site requires Internet Explorer for compatibility, you can choose to reload it in Internet Explorer mode

Allow ∨

Internet Explorer mode pages
These pages will open in Internet Explorer mode for 30 days from the date you add the page. No pages have been added to the Internet Explorer mode list yet.

Add

Now Internet Explorer mode can be enabled as needed.
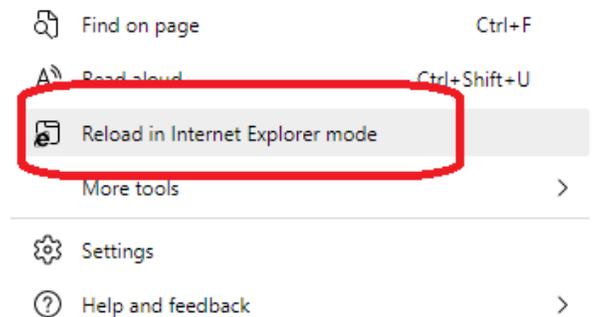
Reloading a webpage / tab in Internet Explorer mode

To reload a webpage in Internet Explorer mode look for the icon in the upper right corner. If it can't be located it can also be found in Settings and More.
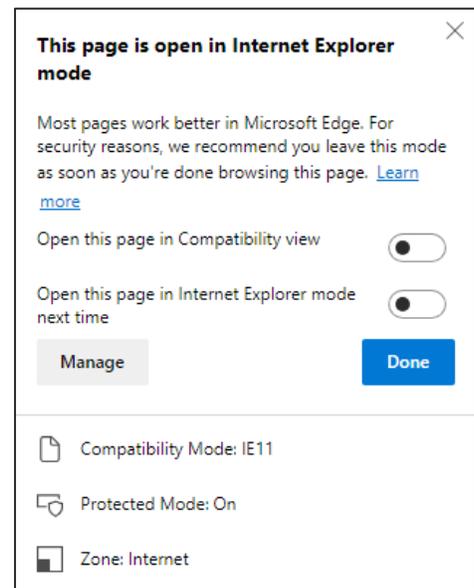
Click on the three dots in the upper right corner to get to Settings and More.

In the list look for Reload in Internet Explorer mode and click it.
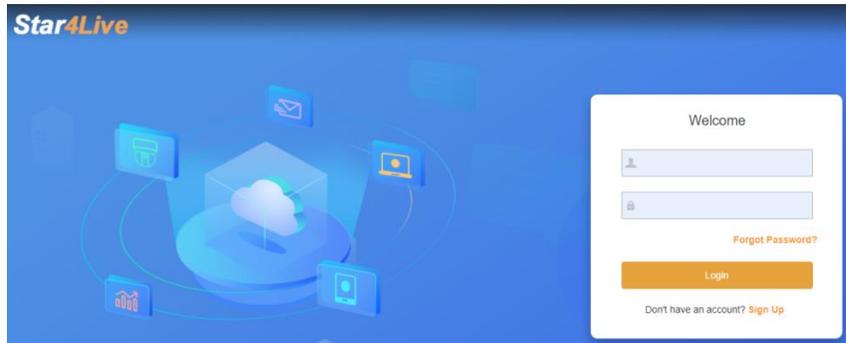
Once enabled a notification box will open.

ACCESS REMOTELY THROUGH STAR4LIVE

Open Edge or Internet Explorer.

Login to your star4live.com account.

Locate and select the NVR that has the camera that you are wanting to access.

Be aware that only one camera can be accessed at a time and its webpage should be closed before accessing another.

Once at the NVR page, accessing the camera is the same on the local network or remotely through Star4Live.
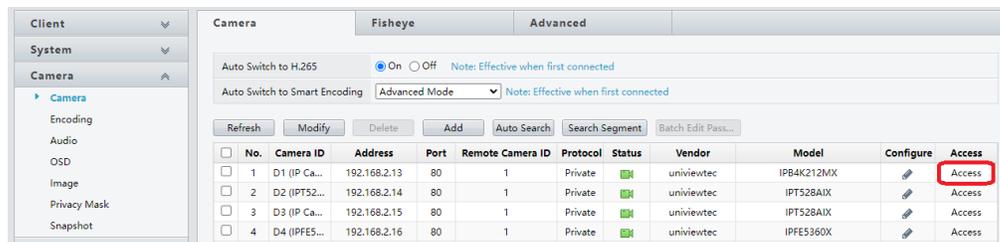
ACCESS LOCALLY AT NVR LOCATION

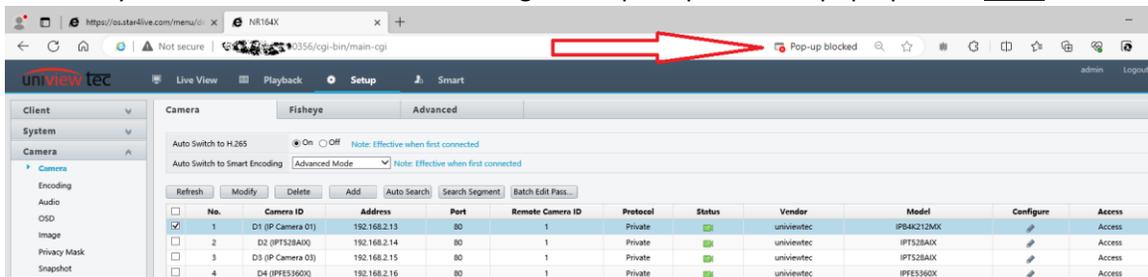After locating and accessing the desired NVR go to Setup.
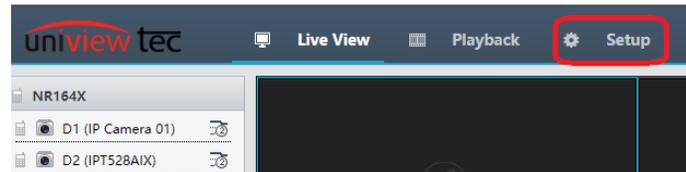
Next go to Camera sub-menu located under the main Camera menu.

Locate the camera that you would like to access and click on Access.

If not already enabled in the browser there might be a prompt to allow pop-ups. This must be allowed.

To allow the pop-up click on the pop-up icon. It will open a dialog box. Select Always allow and then click Done.
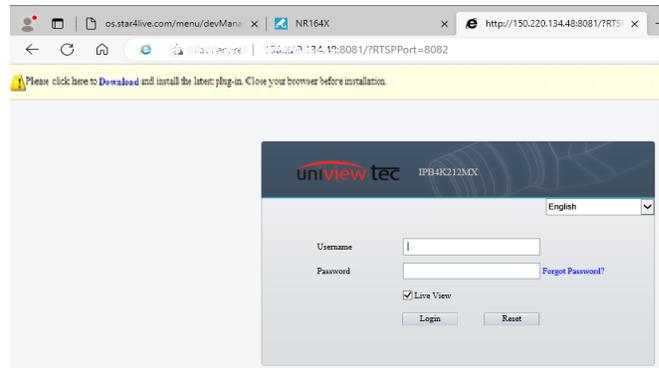
If pop-ups were not previously allowed you will need to click on Access on the NVR camera page again.
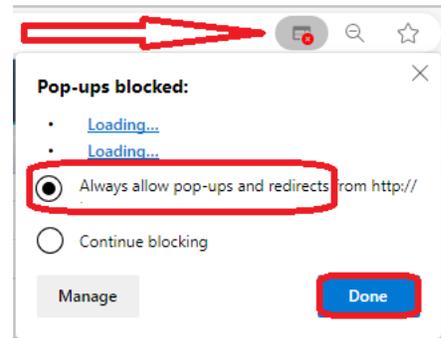
Next the camera page will open.

If using Edge click reload in Internet Explorer mode as explained earlier.

There might be a prompt to install a plug-in for the camera.

If you need to see video to make configuration changes the plug-in <u>must</u> be loaded.


It is recommended to download the file, close the browser and then install it. Then re-access the camera page.

Type in the Username and Password for the camera.

The default login is admin / 123456. If this is the camera login you will have a prompt to change the password. It is important to make a note of the new password. The NVR setup will need to be updated with the new password.

Another possible password is the same local password as the NVR.

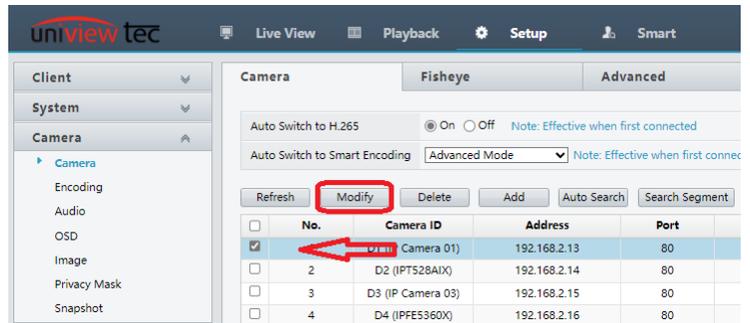If you are unable to login the camera because of a password issues contact our support group.
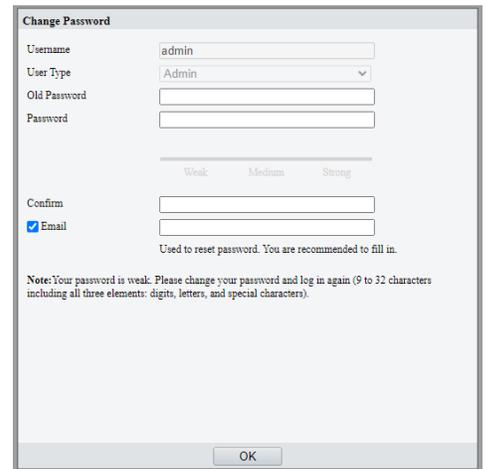
Once logged in you will have direct access the camera Setup.
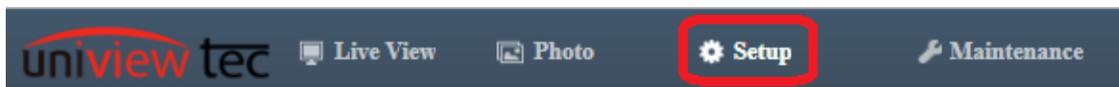
If the camera password was changed when it was accessed then the NVR setup will need to be updated.
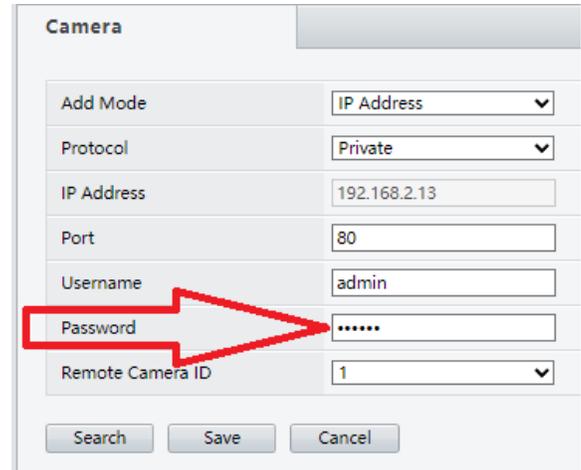
In the NVR go to the Camera page.

Select the camera and then click on Modify.

Type in the new password and then click on Save.

Failure to update the NVR setup will prevent the NVR from being able to receive video or access the camera again.

If you encounter any issues please contact our support group at 888-288-7644 or tech@univiewsales.com.