

# simpleminders

"PEACE OF MIND SECURITY"

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## FAQ

- **Q: I can see picture on mobile pages, but video monitor page is black or blank, what's the problem?**

A: The OCX use a non-standard HTTP command to request video stream. Some Anti-virus software will monitor TCP 80 and block OCX to fetch video stream. The solution is disable monitor TCP 80 on anti-virus or use another port on IPCamera device. There is a plan to use standard protocol instead of private protocol, it can resolve this problem perfectly.

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- **Q: Do the camera's work on VISTA & WINDOWS 7 ?**

A: Yes. Our SIMPLEMINDERS IP camera's support Vista and Windows7.  
In order to register OCX successful in Vista, you may need to download ocx.exe manually from the ipcamera, click right mouse and select "run as administrator".  
This step is not needed for Windows7.

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- **Q: How to access the device on linux or firefox?**

A: The device supports CGI released on 12.08.2009, you can use standard HTTP command to fetch video, control device...  
We also provide a demo, that can be used in IE or firefox : [demo](#)  
Just input the ip of your ip camera, user and password, then click "start".

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- **Q: IE crashes when viewing video**

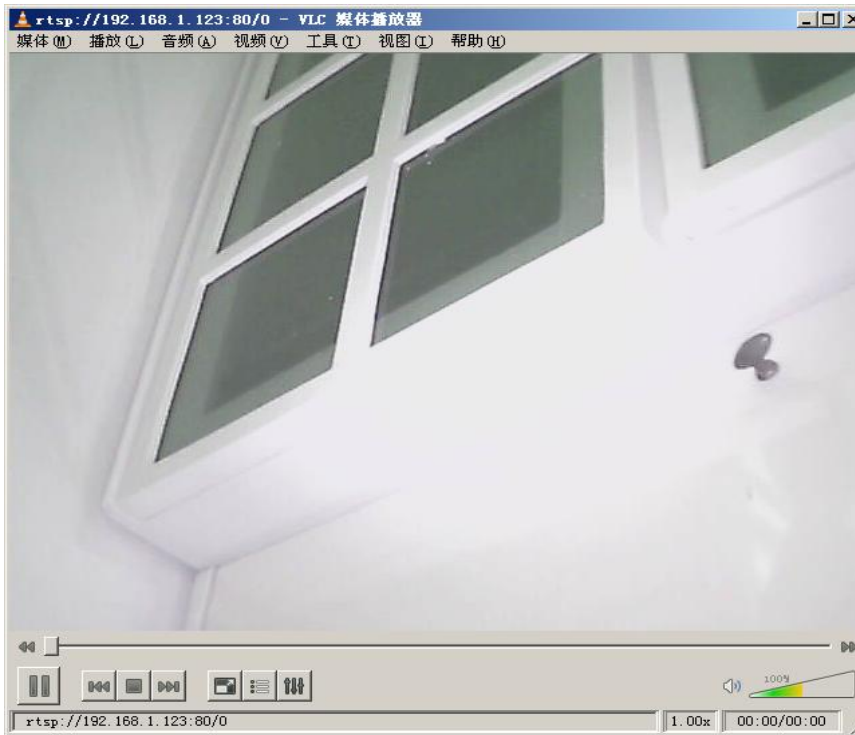
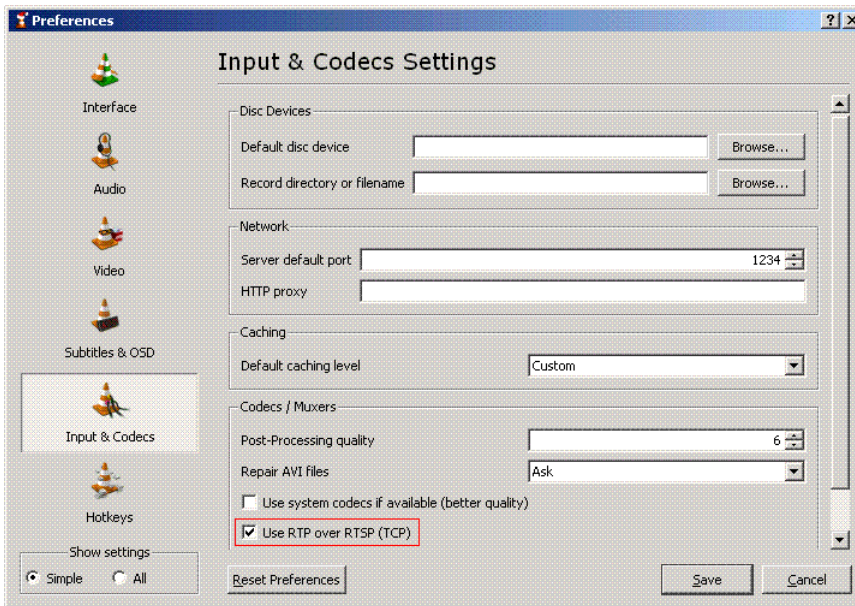
A: Reinstall ocx released on 12.08.2009.  
To avoid IE cache old OCX, after you install new OCX, you had better to restart computer and retry.  
A simple method is kill all IExplorer.exe on Task Manager and restart IExplorer.exe, in this way, restart computer is NOT need.  
Keep your data safe before you kill IExplorer.exe!

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- **Q: How to reset the configuration?**

A: The correct steps to reset config are:  
1. keep the reset button down  
2. power the ipcamera device on  
3. keep the reset button down for about 20 seconds, then the config should be reset and the default user & password is both "admin".

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- **Q: How to get video stream use VLC?**

A: You must use TCP over RTSP, to config in VLC (take vlc version 1.0.3 for example):  
open VLC main menu Tools/ Preferences /Input & Codecs and check "Use RTP over RTSP (TCP)".  
If the ip and port of your ipcamera is 192.168.1.123 and 80, user and password both "admin",  
then you can input:  
rtsp://admin:admin@192.168.1.123:80/0  
to get video stream in VLC.  
Notice: video stream does NOT use the default RTSP port(554), it uses the same port as HTTP, so you must always designate the port explicitly!



- **Q: How to config FTP**

A: We have rewritten ftp module, and we suggest upgrade to appb.bin(vs2.0) or higher version.  
Download updated version [HERE](#).

**"Folder":**

start from vs2.0, ftp folder is relative to the home directory of ftp server.  
from vs1.1 to vs1.9, ftp folder is absolute directory on the ftp server, so you must make sure what's the home directory of ftp server.  
valid folder examples:  
/myipcam/dev\_001/alarm

a demo config as follows:

**FTP Config**

FTP Server:

Port(Default:21):

User:

Password:

Folder:

Upload picture      Upload interval(second):

• **Q: How to config SMTP**

a demo config as follows:

**SMTP Config**

SMTP Server:

Port(default:25):

Account:

Password:

Sender(Optional):

Receiver:

My SMTP server need authorization

**Q: How to config alarm(send picture by FTP and EMail when motion detect)**

A:

- .config EMAIL and FTP.
- .check "enable motion detect"
- .check "enable email alarm"
- .check "enable FTP alarm"
- .select the areas by drag left mouse,drag the right mouse to cancel selected area
- .click "save"

a demo alarm config as following picture:

Enable motion detect  
Drag left button to select  
Drag right button to unselect

Enable EMail alarm

Enable FTP alarm

Enable record

Enable sound

Detect timeout(Second):

Sensitivity:

**Q: How to embed the camera video into my own website?**

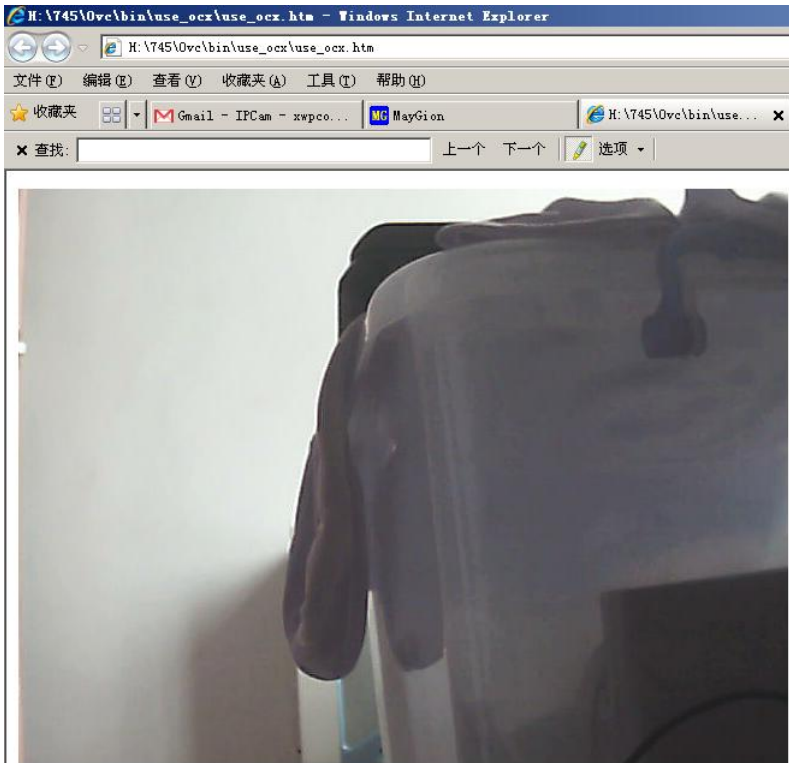
A:

Following is a simple demo to show this usage: [use\\_ocx](#)

Notice: use\_ocx.htm demo assume camera IP is 192.168.1.123,port is 80,user name and password both are admin.

Before test, make sure you have changed the ip+port to your camera in use\_ocx.htm,and give correct user name and password.

Following picture show how it works:



The demo only show the basic function, if you need to add more functions as in the video monitor page, you can reference [videomonitor.htm](#)

This is a html source of video monitor, you must modify it according to your requirement.

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**Q:** How to get video/picture at my iPhone?

**A:** Please google and download Opera Mini internet browser for iPhone.

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**Q:** How to use 4 green connectors behind the ipcamera?

**A:**  
 alert connector:  
 there are four IO port, IO1, IO2, IO3, IO4, from left to right.  
 IO1 is nearby wifi antenna, IO4 is nearby power slot(DC5V).  
 IO1 and IO2 is input from outer alert connector  
 IO3 is 12v DC output negative  
 IO4 is 12v DC output positive  
 when IO1 or IO2 is signal by outer devices, ipcamera will send email (configurable) and output 12V DC on IO4.

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**Q:** How to upgrade software and web pages?

**A:**  
 Please download app.bin and www.bin from [SIMPLEMINDERS](#).  
 Upload app.bin in "System Tools">"Update Software", click "Upgrade".  
 Upload www.bin in "System Tools">"Update WebPages", click "Upgrade".

The following pictures show how it looks.

- \* Video Monitor
- \* Smart Phone
- \* Device Information
- \* Net Config
- \* Alarm Config
- System Tools
  - \* Reboot Device
  - \* Reset Config
  - \* Time Config
  - \* System log
  - \* User Config
  - \* MultiDevice Config
  - \* Local Config
  - \* Download OCX
  - \* Language
  - \* Login method
  - \* Update Software
  - \* Update WebPages
- \* Logout
- \* Close WebPages

Update Software

File:

- Notice:

Please select correct bin file.  
app.bin for software upgrade.  
www.bin for webpages upgrade.

It will take a few minutes, please keep power on, otherwise the device may be damaged.

- After finished upgrading, the device will reboot automatically. You maybe need research this device.

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Update WebPages

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**Q: How to visit IPCamera on Internet?**

**A:**

In order to make IPCamera accessible to Internet, you must config router to forward Internet connect request to IPCamera, it also called port map.

For example, if the IP of your IPCamera is 192.168.1.123 and TCP port is 80. You must tell router to forward all incoming TCP 80 connection to your IPCamera. There are two ways to config router port map: use UPnP or Virtual Servers.

If your IPCamera uses DHCP (dynamic IP), we suggest use UPnP.  
If your IPCamera uses static IP, we suggest use virtual servers

Notice: Please use UPnP or virtual servers, there is no need to use both UPnP and virtual server at the same time.

config port map by virtual server: just add ipcamera ip and port to router.

Following is a demo (we use TPLINK router, you can find similar config webpage if you use other brand routers):

router config webpage:

TP-LINK®

|                         |  |
|-------------------------|--|
| Status                  |  |
| -- Basic Settings --    |  |
| Quick Setup             |  |
| Network                 |  |
| Wireless                |  |
| -- Advanced Settings -- |  |
| DHCP                    |  |
| Forwarding              |  |
| - Virtual Servers       |  |
| - Port Triggering       |  |
| - DMZ                   |  |
| - UPnP                  |  |

Virtual Servers

| ID | Service Ports | IP Address    | Protocol | Status  | Modify  |
|----|---------------|---------------|----------|---------|---|
| 1  | 80            | 192.168.1.123 | ALL      | Enabled | <a href="#">Modify</a> <a href="#">Delete</a> |

config port map by upnp:

To use UPnP, you must first enable router's UPnP function and then, enable IPCamera's UPnP function.  
Following is a demo:

router config webpage:

**TP-LINK**

Status

--- Basic Settings ---

Quick Setup

Network

Wireless

--- Advanced Settings ---

DHCP

**Forwarding**

- Virtual Servers

- Port Triggering

- DMZ

- UPnP

Security

Static Routing

IP & MAC Binding

**UPnP**

Current UPnP Status: **Enabled**

**Current UPnP Settings List**

| ID | App Description | External Port | Protocol | Internal Port | IP Address    | Status  |
|----|-----------------|---------------|----------|---------------|---------------|---------|
| 1  | IPCamera        | 80            | TCP      | 80            | 192.168.1.123 | Enabled |

IPCamera config webpage:

• Video Monitor

• Smart Phone

• Device Information

• Net Config

• IP Config

• WiFi Config

• Dynamic DNS

• Easy Access

• UPnP

**UPnP**

Notice: Before enable UPnP here, make sure the UPnP function of router is enabled.

Enabled

Status: Update OK

verify router port map is working

To verify router port map is working, you can find router's WAN IP and visit it to access IPCamera.

Take an example, if your router's WAN IP is 116.25.174.20 and IPCamera use TCP 80, then you can visit IPCamera by <http://116.25.174.20>

If you use other port, for example, TCP 81, you must visit by <http://116.25.174.20:81>

Find router WAN IP:

**WAN**

MAC Address: [REDACTED]

IP Address: 116.25.174.20 PPPoE

Subnet Mask: 255.255.255.0

Default Gateway: 116.25.174.20

DNS Server: 202.96.128.166, 202.96.134.133

Online Time: 0 day(s) 22:56:56

Visit IPCamera by WAN IP:

http://116.25.174.20/login.asp - Windows Internet Explorer

http://116.25.174.20/login.asp

文件(F) 编辑(E) 查看(V) 收藏夹(A) 工具(T) 帮助(H)

收藏夹

TP-LINK

http://116.25.174.20

MayGi on IPCamera FAQ

English 简体中文

**Login**

User:

Password:

Remember Me:

Internet 100%

Notice:

If you have two or more IPCameras in the same router, you must give each IPCamera a different TCP port to make them accessible on Internet.

If the WAN IP of your router is changed from time to time, you can give a DDNS to your IPCamera, and then visit IPCamera by DDNS.

ALTERNATIVELY, use the "EASY ACCESS" option under Net Config.

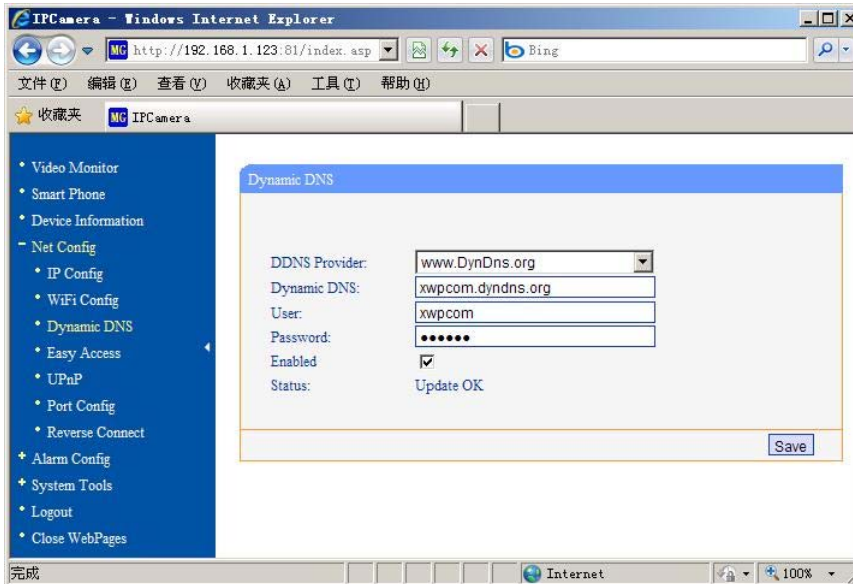
**Q: How to config DDNS?**

**A:**

If you want to visit IPCamera on Internet and you have no static WAN IP, then DDNS is for you! DDNS is bind your router WAN IP to a domain name, so you no need to provide IP to visit IPCamera.

We suggest use DDNS provided by [www.dyndns.org](http://www.dyndns.org)

After get your DDNS account information, fill them on the IPCamera webpage.  
Following is a demo:



Then, you can enter "http://www.xwpc.com.dyndns.org:81" to visit IPCamera (change xwpc.com.dyndns.org to your DDNS).  
If your port is 80, there is no need to append port, just use "http://www.xwpc.com.dyndns.org".