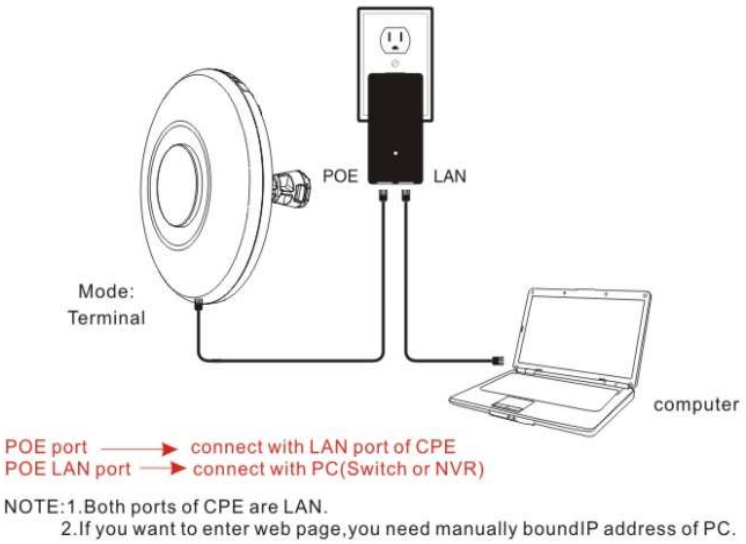
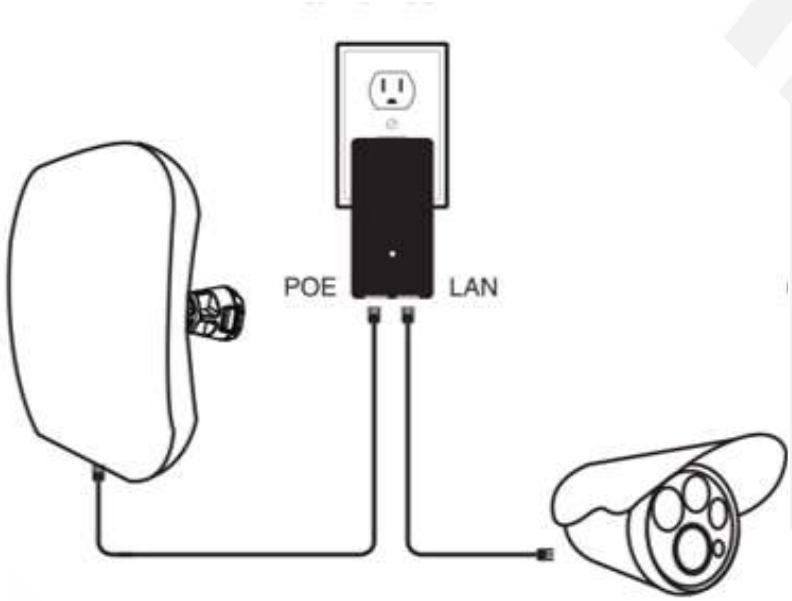

TRUVIEW
Correct Installation Method
&
FAQ

Connection Diagram

Connect the yellow port of the AP to PoE port of the power adapter

Connect the LAN port of the adapter to the camera/laptop





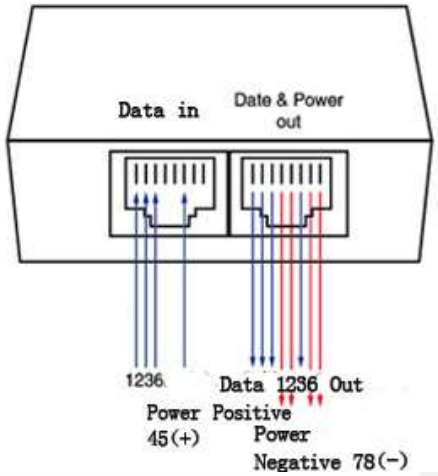
PoE Adaptor



US PLUG

PoE
LAN

Pin Out Information
Pins 1,2,3,6: Data
Pins 4,5: Positive Power
Pins 7,8: Negative Power



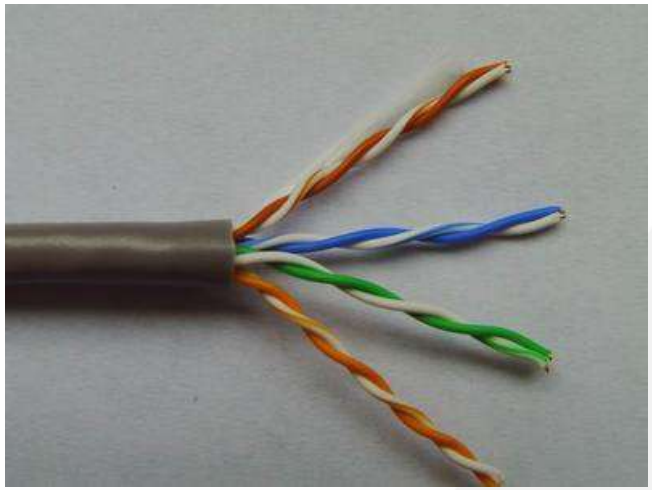
Notice:

1. **1KM DIP Supports 12V power.**
2. **Others DIP Supports 24V power. If exceeding 24V, the product must be burnt.**
3. **Customized 48V.**

Requirement of Power Supply Network Cable

- It requires high quality network cable for the AP PoE power supply.
- CAT5e cable is strongly recommended.
- The distance of PoE power supply should be less than 40 meters(PoE 24V AP only).
- The distance of PoE power supply should be less than 80 meters(PoE 48V AP only).





Please make sure the equipment is installed stably in order to avoid transmitting angle deviation caused by wind. Below are correct installation example.













Angle Adjustment

Note:

1. Please make sure the equipment is install stably to avoid transmitting angle deviation caused by wind.
2. Adjust the transmitting angle according to the status of the working lights in order to get the best performance.
3. Please avoid the obstructions and try to do the installation in a high place to get the line of sight effect.

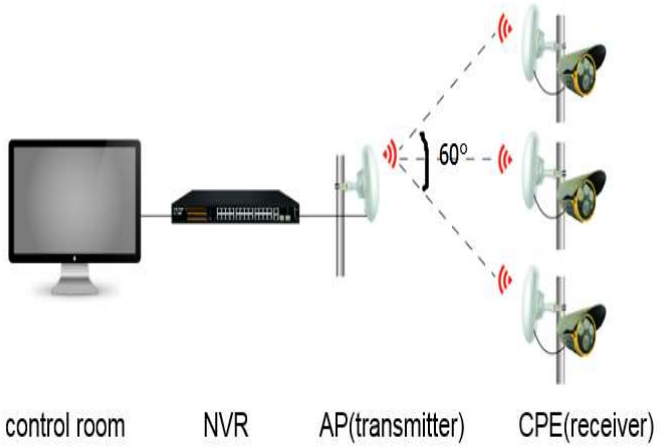


Check the signal strength of the back of the AP to adjust the transmitting angle of the device to ensure the best transmission effect. It needs to pay more attention to the direction of adjustment especially in point-to-multipoint applications.



Red:PWR:power light showing the normal working status.
Blue:WLAN:wifi singal light the strobe light show the normal working status.
WAN,LAN:LAN light showing the normal working stats.
Orange:1-4 Signal.Strengh Indicator
Light 1,The signal is too weak.
Light 1.2, The signal is weak.
Light 1.2.3,The signal is general.
Light 4,The signal is too strong.
Light1.2.3.4,The best signal.





10 units IPC x 3Mbps = 30Mbps

When many groups of AP, CPE are needed in one project,
it's suggested to use different frequency.

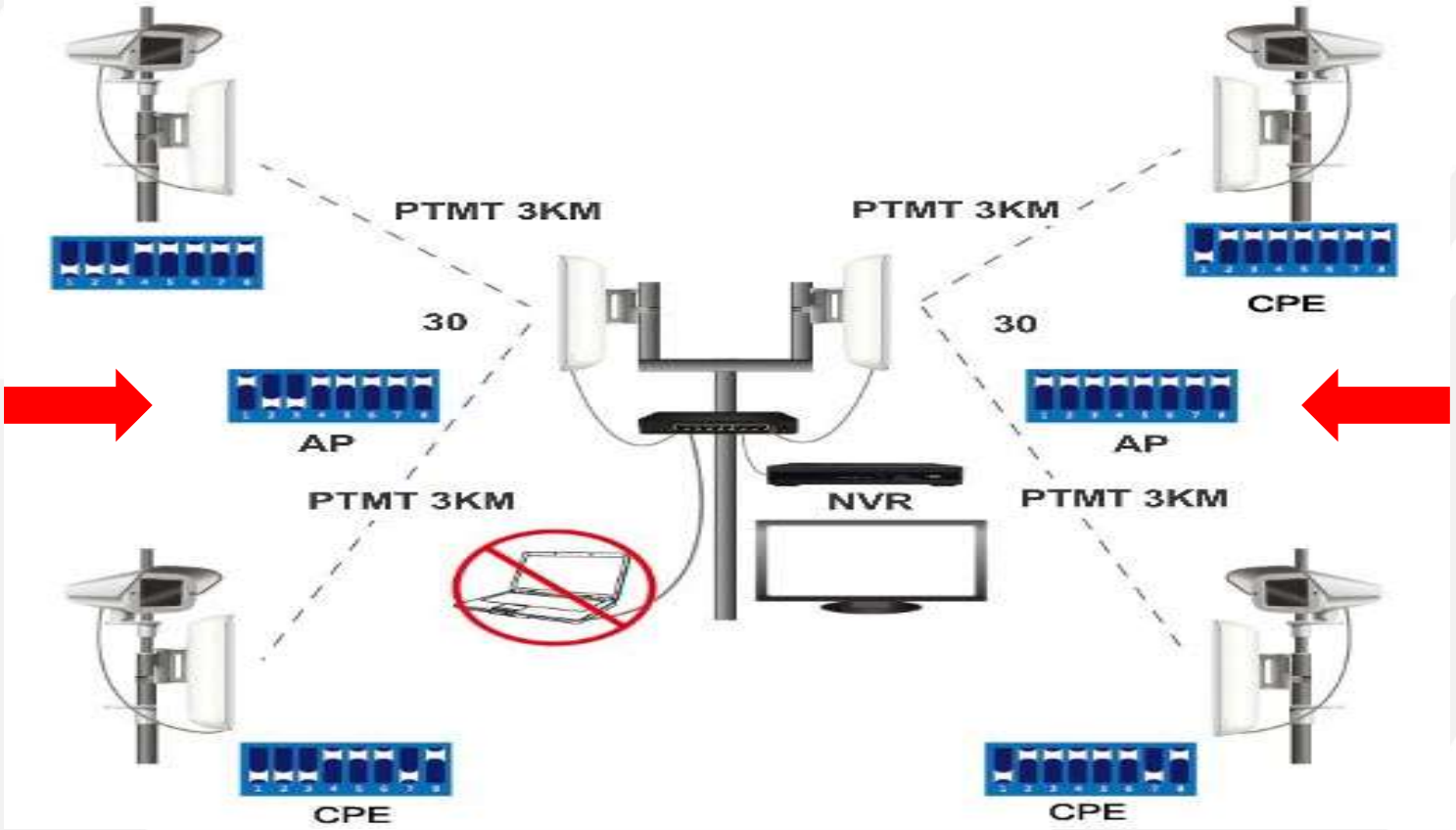
To ensure the devices nearby won't interfere with each other, it needs at least 0.5M – 1 meter distance among each AP.







The SSID of the two diffident AP groups should not be the same, otherwise they will interfere with each other, causing interruptions in monitoring video pictures.



Lightning Protection

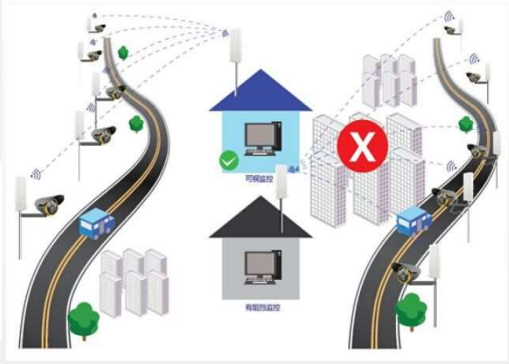
If the device is struck by lightning (below 8kv), it can be automatically burnt out the link port, but the inside board and the chipset won't be damaged. It can still work normally using another port for power and data.

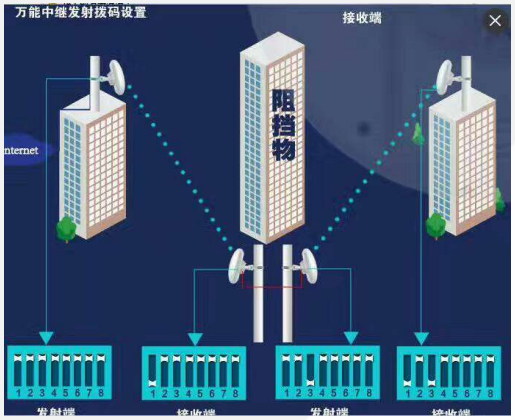
•It's recommended to install a lightning conductor like picture shows in the right.



Lightning Protection

Please avoid the obstructions and install high enough to create a line of sight situation





Obstacle	Signal Degradation		Example
Wood	low	5db	office
Plastic	low	5db	wall
Synthetic material	low	5db	office
Asbestos	low	5db	ceiling
Glass	low	5db	window
Wall	middle	10db	Internal wall
Marble	middle	10db	Internal wall
Concrete	high	17db	External wall
Metal	high	20db	Fire door


POWER
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After-sales Common Problems
and Solutions

Collection of Wireless Surveillance Problems and Solutions

Malfunction	Reason	Solution
AP/CPE power light is off after wiring and power on	Wrong wire connection	Recheck the wire connection. PoE port of the power adapter is connected to the AP/CPE, and LAN port of adapter is connected to camera/notebook, etc. Wrong connection may lead to equipment burnt.
Regular frequent signal drop	Power supply line is too long which leads to insufficient power supply	Change a better network cable and make sure the cable is not longer than 40 meters .
Irregular frequently signal drop	Signal interference	If using the DIP AP/CPE, it is recommended to set different frequency channel.

Collection of Wireless Surveillance Problems and Solutions

Malfunction	Reason	Solution
The video signal is unstable	AP/CPE signal is weak, the transmitting angle is not good	Install the AP/CPE with an adjustable angle bracket. Adjust the transmitting and receiving angle to make sure there will be 3 or more signal indicators on
	Signal is too strong	If only the 4th signal strength light is on, it means the signal is too strong. Adjust the AP/CPE angle until there are 3-4 signal strength lights on.
	Interfered by wireless signals	If using the DIP AP/CPE, it is recommended to set different frequency channel. If so many DIP devices in one project, it is better to mix the 2.4G and 5.8G products. Recommended to download a “mobile WIFI analyzer” APP to detect the surrounding wireless signal channel, and choose a channel with less traffic.
	Too many cameras	Lower the camera resolution and set a fixed data stream. Or increase the number of AP/CPE groups in order to increase the bandwidth.


TRUVIEW
Thank You !