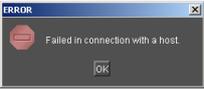
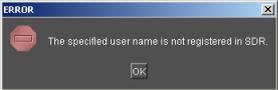


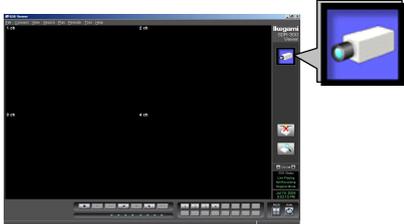
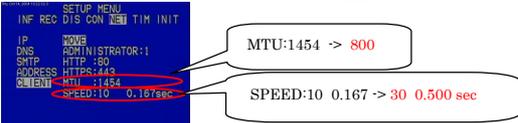
SR-300Viewer does not start.

Problem	Solution
SDR-300Viewer does not start.	1)Restart the computer and start the SDR-300Viewer again.If the application still does not start, reinstall the application.
An error is generated on start up.	1)Uninstall the SDR-300Viewer, delete the installation folder and reinstall the SDR-300Viewer.

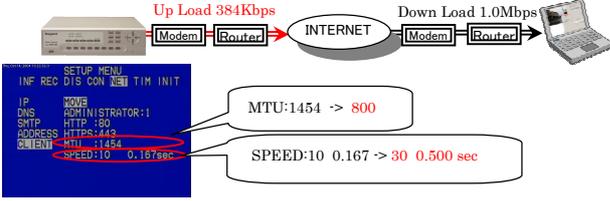
A Line Connection Error is generated.

Problem	Solution
Failed in connection with a host. 	<p>1) Is the power switch of SDR OFF? Turn on the power switch of rear panel.</p> <p>2) Is the network properly connected? Check the network environment connecting the SDR301/304 and computer to a Network Administrator.</p> <p>3) Is the IP address set correctly? Check the "IP address" of SDR-300Viewer and set it to match the "IP address" of the SDR301/304.</p> <p>Please double check along [Connecting Instruction (Direct,LAN,Internet) Guide].</p>
The specified user name is not registered in SDR. 	<p>1) Is the connection user name set correctly? Check the "user name" of the SDR-300Viewer and set it to match the "Client name" of the SDR301/304.</p> <p>Please double check along [Connecting Instruction (Direct,LAN,Internet) Guide].</p>
A password is inaccurate. 	<p>1) Is the connection "password" set correctly? Check the "password" of the SDR-300Viewer and set it to match the "password" of the SDR301/304.</p> <p>Please double check along [Connecting Instruction (Direct,LAN,Internet) Guide].</p>

A picture cannot be seen although connection is possible.

Problem	Solution
A picture cannot be seen although connection is possible. 	<p>1) Is local playing performed? It is not possible to perform remote playing while local playing. Stop local playing.</p> <p>2) Is the connection the Router set correctly? Set up Port Forwarding of the Router. Video input UDP:10000 Status notice UDP:10001 Any support beyond that will need to be directed to a router manufacturer.</p>  <p>3) Is there the Firewall? When there is the Firewall function of "Anti Virus Soft", "Winds XP service pack2" and "Router" etc. Open UDP Port No. 10000 / 10001.</p> <p>Please double check along [Connecting Instruction (Direct,LAN,Internet) Guide].</p> <p>4) Is setting MTU of the SDR301/304 "0"? When it is "0",Please enter "1454".</p>  <p>5) Do you use at the Network Speed more than 1.0Mbps? If you use at the Network Speed not more than 1.0Mbps, you will need adjustment of the SDR301/304(MTV,SPEED). Dialup is not available.</p> <p>In case of DSL 1.5Mbps(Up Load:384Kbps / Down Load:1.0Mbps). You need adjustment of SDR(MTV,SPEED),because Upload is inadequate although download is enough.</p>   <p>MTU:1454 -> 800 SPEED:10 0.167sec -> 30 0.500 sec</p>

Other

Problem	Solution
<p>A computer hang up when connecting SDR301/304 and PC(SDR-300Viewer)</p>	<p>1) Do you use at the Network Speed more than 1.0Mbps? If you use at the Network Speed not more than 1.0Mbps, you will need adjustment of the SDR301/304(MTV,SPEED). Dialup is not available.</p> <p>In case of DSL 1.5Mbps(Up Load:384Kbps / Down Load:1.0Mbps). You need adjustment of SDR(MTV,SPEED),because Upload is inadequate although download is enough.</p>  <p>The diagram shows a network setup: a Modem connected to a Router, which connects to the INTERNET. From the INTERNET, another Modem and Router connect to a laptop. Labels indicate 'Up Load 384Kbps' and 'Down Load 1.0Mbps'. Below the diagram is a screenshot of the SDR configuration menu. The menu items are: IP ADDRESS, DNS, SMTP ADDRESS, USERNAME, and SPEED. The current values are: IP ADDRESS: 192.168.1.145, DNS: 192.168.1.1, USERNAME: 1454, and SPEED: 10. Red boxes highlight the IP ADDRESS and USERNAME fields. Callouts indicate: 'MTU:1454 -> 800' and 'SPEED:10 0.167 -> 30 0.500 sec'.</p>
<p>Slow Processing Speed.</p>	<p>SDR Viewer image display speed depends on the CPU of the computer being used and the playback equipment. (Network load during communication can also have an effect).The playback speed of the SDR Viewer may not match the recording interval of the digital recorder.</p> <p>Recommended System Specifications</p> <ul style="list-style-type: none"> OS Windows 2000 / XP CPU PentiumIV 2GHz or more Memory 512MByte or more Free Hard Space required for installation 100MByte or more Disk space Space required for saving images 20GByte or more

Notes
<p>Please be advised and warned that connecting internet without firewall security protection, SDR-301 and SDR-304, DVR may have possible to be exposed by computer hackers or computer viruses. Results of this incident may damage your recorded video materials and your operation system malfunctioned. In this case Ikegami will not have any liability or responsibility of any damage to SDR-301, SDR-304 series DVRs or customer's equipment.</p>
<p>Please make sure you read the operation manual (SDR301/304 and SDR300Viewer) prior to use in order to ensure you gain a sufficient understanding of this application.</p>