

# Symptom:

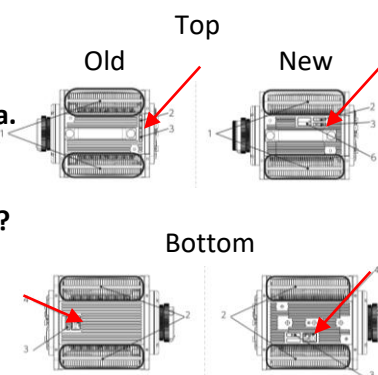
## ACS series camera cannot be detected by nac software



### NAC Troubleshooting Guide September 2023

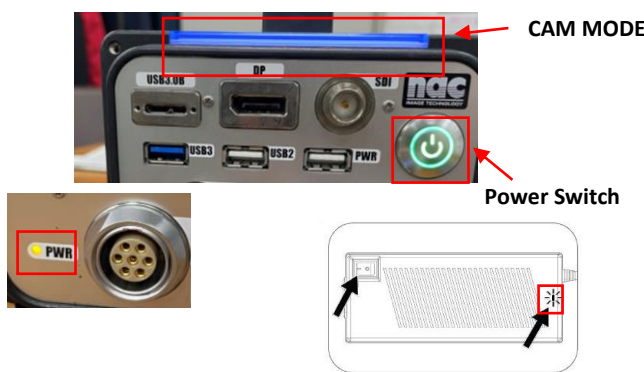
#### Pre-Check List for Troubleshooting

- 1) What is Camera Model, Serial Number (S/N), CID, and IP Address?  
\* These are shown in plates on the top and the bottom of the camera.
- 2) When was the last time the camera connected with PC without any problem?
- 3) What has changed from the last time camera connected successfully?
- 4) What is version of MLink?  
Did end user check connection with the latest version, MLink?
- 5) Was the camera connected to PC on the local network?



#### Check if camera boots up correctly

- 1) Confirm Power Switch lit Green
- 2) Confirm LED of CAM MODE lit Blue
- 3) Confirm the status LED of PWR lit Green
- 4) Confirm LED of AC adapter lit



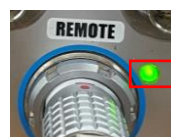
Yes

No

#### <Trouble No.1 >

- Contact NAC team with following information
- 5 items on 'Pre-Check List For Troubleshooting'
  - Video showing the behavior of the status LEDs of camera and LED of AC adapter using smartphone

Check the status of ETHERNET LED is as follows  
ETHERNET LED: Yellow Green



Yes

No

Please connect another ETHERNET cable with the camera.  
(Category should be greater than CAT.5e)  
Then, was problem solved?

No

Yes

Solved



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