

Symptom:
Camera IP of GX-1,3,8 has been changed

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Camera IP of GX-1,3,8 has been changed and Camera cannot connect with PC.

Are firewalls or virus protections disabled?

No

Yes

Please deactivate firewall
or virus protections

Do you have J-pad3 and J2 cable?

No

Yes

Please check and change
Camera IP using J-pad3

J-PAD3 Set camera IP address

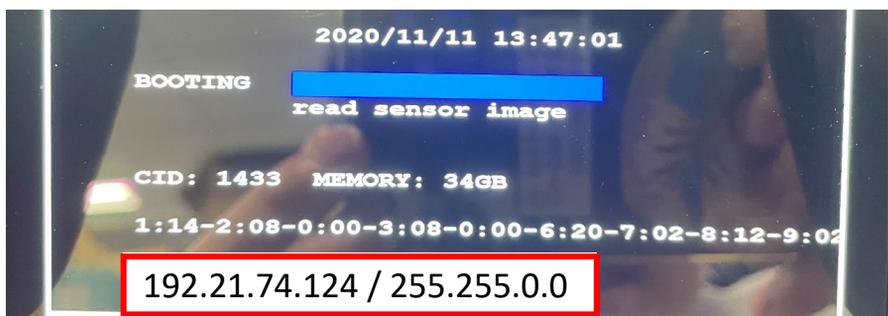
Do you have Viewfinder and J2 cable?

No

Yes

Contact NAC Support Team

Please connect View finder and J2 cable to camera.
And check Camera IP that appears on monitor when booting up.



Camera IP address



Set IP address of PC as follows and reconnect with PC.

Ex) 192.21.74.124 (Camera IP)

192. 21 xx. xx (PC's IP)

XX.XX must be different from the IP address of Camera.



Please open HX Utility and change to appropriate camera IP.

- MLink

The screenshot shows the MLink software interface. At the top, there are tabs for 'Home', 'Camera', and 'File'. The main area displays a 'Find camera' button. Below this, there is a 'Test Tool' section with several utility buttons: 'Collect log', 'Boot Camera Utility' (highlighted with a red box), 'Boot TCP IP network optimization', and 'Boot DIO Setting Utility'. Overlaid on the interface are two windows. The 'HXUtility' window has a 'Video and IP Address setting' button highlighted with a red box. The 'Video Method & IP Address' window is open, showing the 'IP address' section with the option 'Use the following IP address:' selected and highlighted with a red box. The IP address is set to 172.21.90.51, Subnet Mask to 255.255.0.0, and Default Gateway to 0.0.0.0. The Video Method is set to NTSC. There are 'SETTING' and 'CANCEL' buttons at the bottom of the window.

- HXLink

Please refer to following manual of HXUtility

HX utility set camera IP