

Symptom:

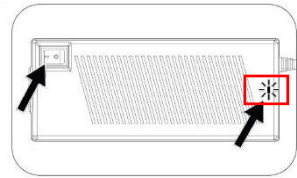
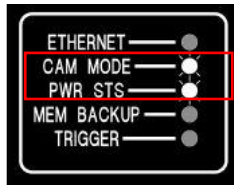
HX-3,4,5,6 camera cannot be detected by nac software

Pre-Check List for Troubleshooting

- 1) What is Camera Model and Serial Number (S/N) ?
- 2) When was the last time the camera connected with PC without any problem?
- 3) What has changed from the last time the camera connected successfully?
- 4) What is version of MLink or HXLink?
Did end user check connection with the latest version, MLink or HXLink?
- 5) Was the camera connected to PC on the local network?

Check if camera boots up correctly

- 1) Confirm the status LEDs of camera are as follows
CAM MODE: Blue
PWR STS: Green
- 2) Confirm LED of AC adapter lit



Yes

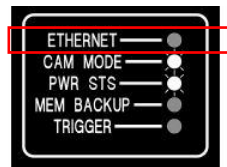
No

<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 LED of ETHERNET on camera is as follows
ETHERNET : Orange



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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NAC Troubleshooting Guide
September 2023

