

CloudLync Trouble Shoot

1. CloudLync Account Login

Login with a registered account and password at

<http://www.cloudlync.net/index.php>

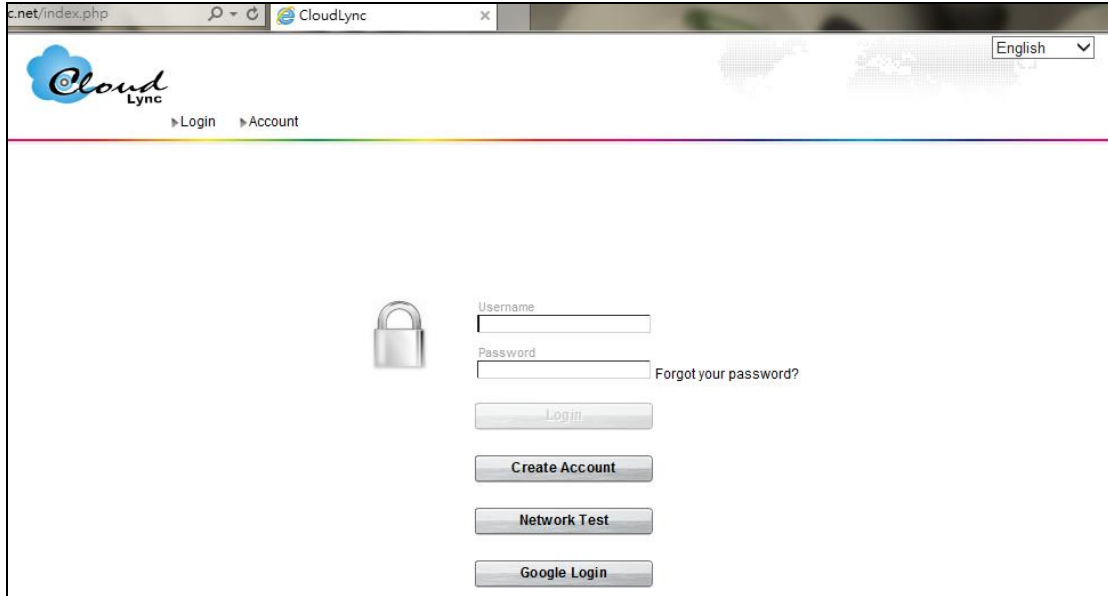


Figure 1-1 CloudLync Account Login Page

1.1. Create an Account

If you have not yet possessed an account, click “Create Account” to get one.

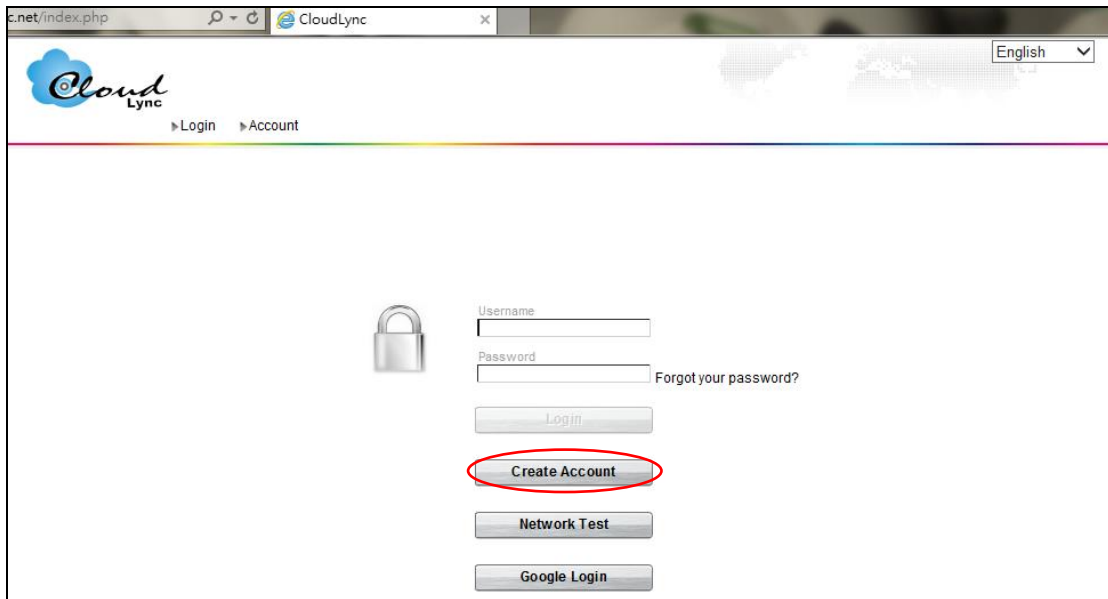


Figure 1-2 CloudLync Account Creating

Then fill in all the required information and click “Apply” to proceed with new account opening.

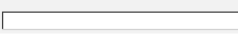


















Property	Content
Username	<input type="text"/>
Password	<input type="password"/>
Confirm Password	<input type="password"/>
Email	<input type="text"/>
Confirm Email	<input type="text"/>
Security Image	 79096 Refresh Image

Figure 1-3 CloudLync Account Application Page

2. Bind the IP Camera


Click “**Settings**” at the bottom page will lead you to the setting table where lists all the registered devices.

Name	Owner	MAC Address	Service Type	Port	Device Matrix	Config
OFFICE	fae-demo	E08FECAAAAA	Camera	554	<input checked="" type="checkbox"/>	  
GreenPIR-2AA901	fae-demo	E08FECBBBBB	Camera	554	<input checked="" type="checkbox"/>	  
BlueIR-29D801	fae-demo	E08FECBBBBB	Camera	554	<input checked="" type="checkbox"/>	  
OrangeIR-29CF01	fae-demo	E08FECDDDDD	Camera	554	<input checked="" type="checkbox"/>	  
WhitePIR-2AC201	fae-demo	E08FECBBBBB	Camera	554	<input checked="" type="checkbox"/>	  
OFFICE-2	fae-demo	E08FECBBBBB	Camera	554	<input checked="" type="checkbox"/>	  

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Matrix | Setting

Figure 2-1 Setting Table

Click  will lead you to a pop-up screen asking “Click ok to register your devices” to add new devices on CloudLync viewer.

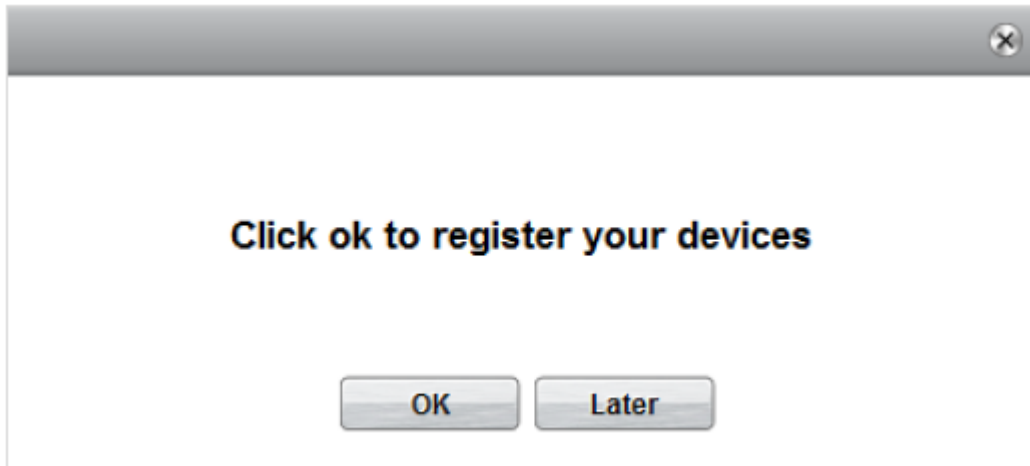


Figure 2-2 Add Device Confirmation Message

Fill in IP camera's MAC address and activated code listed on the back of the camera, and then click "Apply".

A table with four columns: "No.", "MAC Address", "Activate Code", and "Apply". The table has seven rows, each with a number from 1 to 7 in the first column, an empty text input field in the second column, an empty text input field in the third column, and an "Apply" button in the fourth column. The rows alternate between white and light grey backgrounds.

No.	MAC Address	Activate Code	Apply
1	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
2	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
3	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
4	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
5	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
6	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>
7	<input type="text"/>	<input type="text"/>	<input type="button" value="Apply"/>

Figure 2-3 Device Verification Form

When you read "**Success**" in red that means the device registration is successful on the CloudLync viewer.

No.	MAC Address	Activate Code	Apply
1	E08FECAAAAAA	z01ccqa00001	Success
2	<input type="text"/>	<input type="text"/>	Apply
3	<input type="text"/>	<input type="text"/>	Apply
4	<input type="text"/>	<input type="text"/>	Apply
5	<input type="text"/>	<input type="text"/>	Apply
6	<input type="text"/>	<input type="text"/>	Apply
7	<input type="text"/>	<input type="text"/>	Apply

Figure 2-4 Verification Result – Success

Therefore, you can locate your newly registered device on the setting table from “Setting” on the bottom webpage, and the IP cam will be pinned automatically on the matrix view for easy viewing.



Name	Owner	MAC Address	Service Type	Port	Device Matrix	Config
E08FECAAAAAA	fae-demo	E08FECAAAAAA	Camera	7731	<input checked="" type="checkbox"/>	 

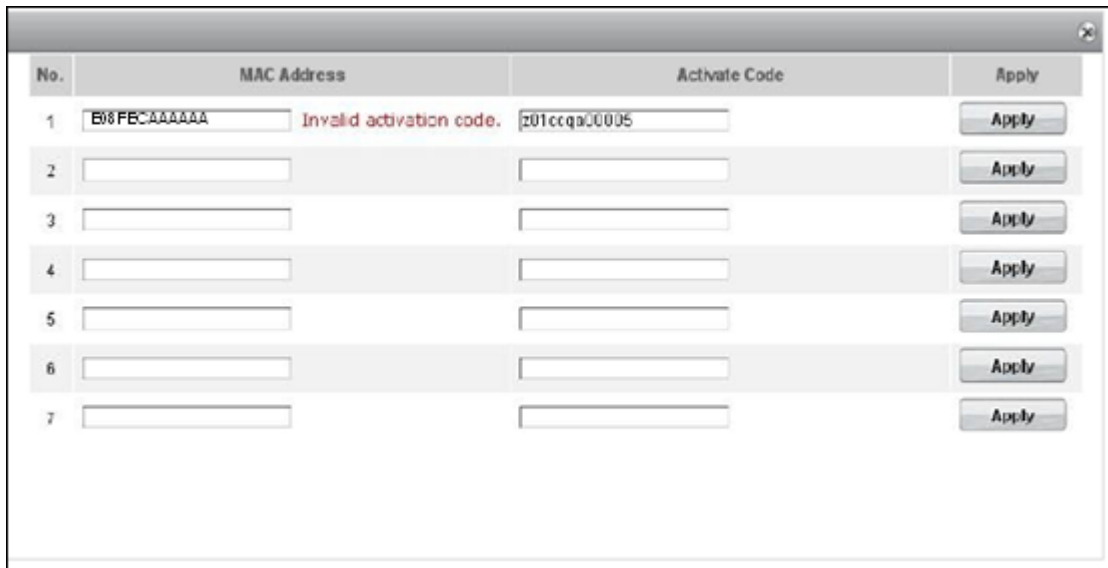
Figure 2-5 Device Registration Success and Listed on the Setting Table

When you read “**No matching device**” in red that means you have typed in both fields correctly, but your IP cam is not yet connected to the network. Please check the network connection again and re-type to complete IP cam registration.

No.	MAC Address	Activate Code	Apply
1	E08FECAAAAAA No matching device.	8upynib0jrn1	Apply
2	<input type="text"/>	<input type="text"/>	Apply
3	<input type="text"/>	<input type="text"/>	Apply
4	<input type="text"/>	<input type="text"/>	Apply
5	<input type="text"/>	<input type="text"/>	Apply
6	<input type="text"/>	<input type="text"/>	Apply
7	<input type="text"/>	<input type="text"/>	Apply

Figure 2-6 Verification Result – No Matching Device

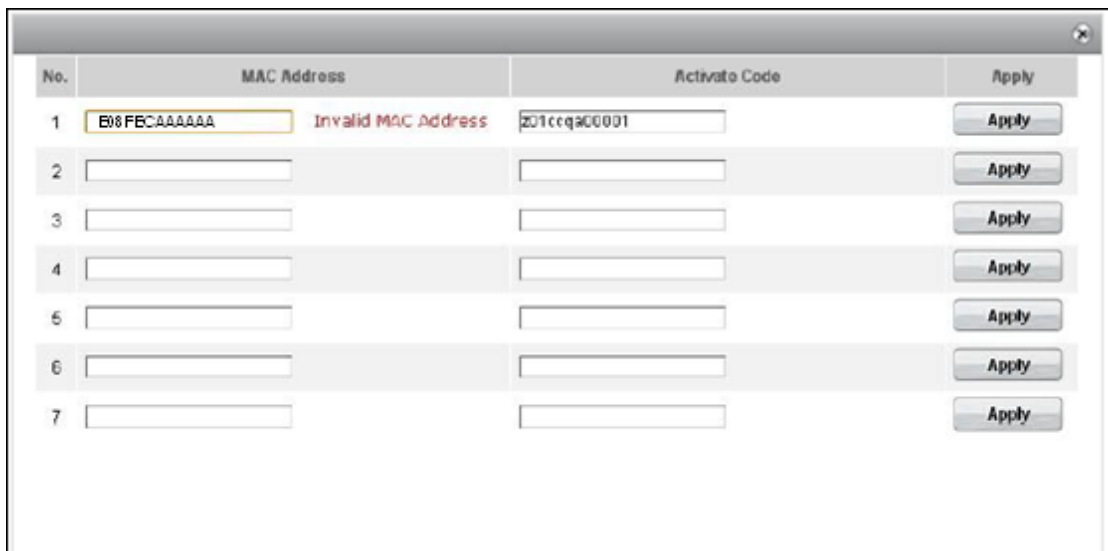
When you read “Invalid activation code” in red that means you have typed in the wrong activate code. Please check and re-type again.



No.	MAC Address	Activate Code	Apply
1	E08FECAAAAAA Invalid activation code.	z01ccqa00005	Apply
2			Apply
3			Apply
4			Apply
5			Apply
6			Apply
7			Apply

Figure 2-7 Verification Result – Invalid Activation Code

When you read “Invalid MAC Address” in red that means you have typed in the wrong MAC address. Please check and re-type again.



No.	MAC Address	Activate Code	Apply
1	E08FECAAAAAA Invalid MAC Address	z01ccqa00001	Apply
2			Apply
3			Apply
4			Apply
6			Apply
6			Apply
7			Apply

Figure 2-8 Verification Result – Invalid MAC Address


When you read “The activation code has been used” in red that means you have typed the same activation code more than once to match with different IP cam’s MAC address. Please recheck and type the correct activation code again to complete verification.

No.	MAC Address	Activate Code	Apply
1	E08FECAAAAAA The activation code has been used.	201ccqa00001	Apply
2			Apply
3			Apply
4			Apply
5			Apply
6			Apply
7			Apply

Figure 2-9 Verification Result – The Activation Code Has Been Used


3. Matrix View

The newly registered IP cam is automatically pinned on to the matrix view page. Click “Device” at the bottom to locate IP cam media in matrix view.

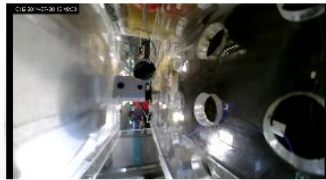

Welcome fae-demo! This is your 4,303 times login. English

Logout
Account

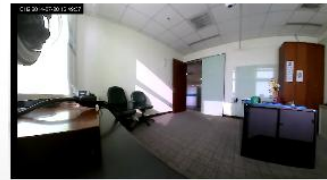
E08FECAAAAAA



E08FECBBBBBB 01:58



E08FECBBBBBB 01:58



⏪
⏴ Prev
Next ⏵
⏩


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Matrix
Setting


Figure 3-1 CloudLync Viewer Matrix View Page

3.1. Light Signal


3.1.1. Green Signal

When you read  the green light that means the IP cam is online and on air, therefore, its video is successfully displayed on the screen.

3.1.2. Yellow Signal

When you read  the yellow light that means the IP cam is online but not yet on air, therefore, its video is not displayed on the screen.

3.1.3. Red Signal

When you read  the red light that means the IP cam is offline, therefore, the screen is blank.

5. Java Settings

5.1. Access Java

5.1.1. Access from System Tray

Find Java icon in system tray.

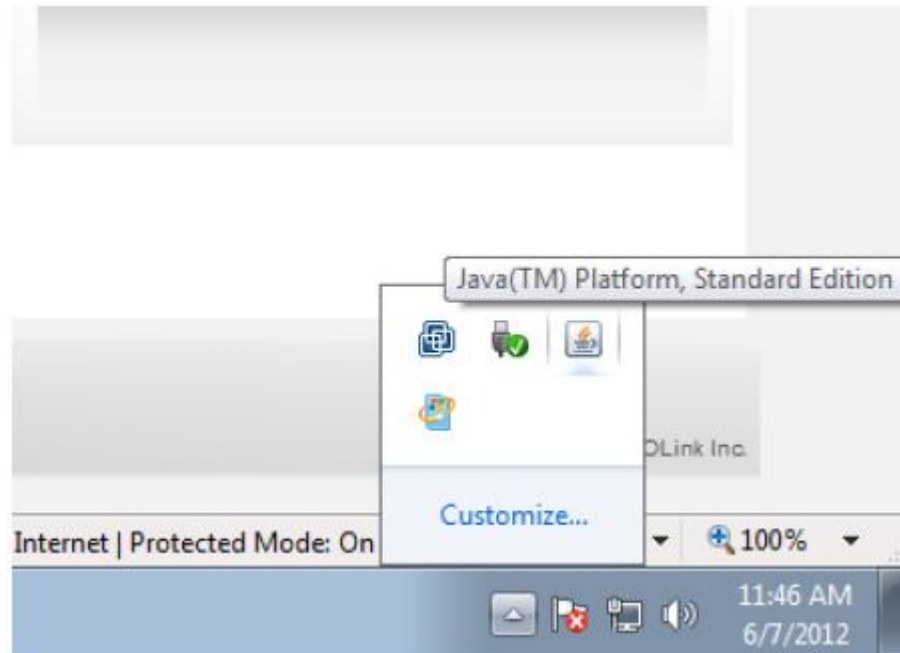


Figure 5-1 Find Java in System Tray

Right Click on the Java icon to display its menu, and then click on "Open Control Panel"

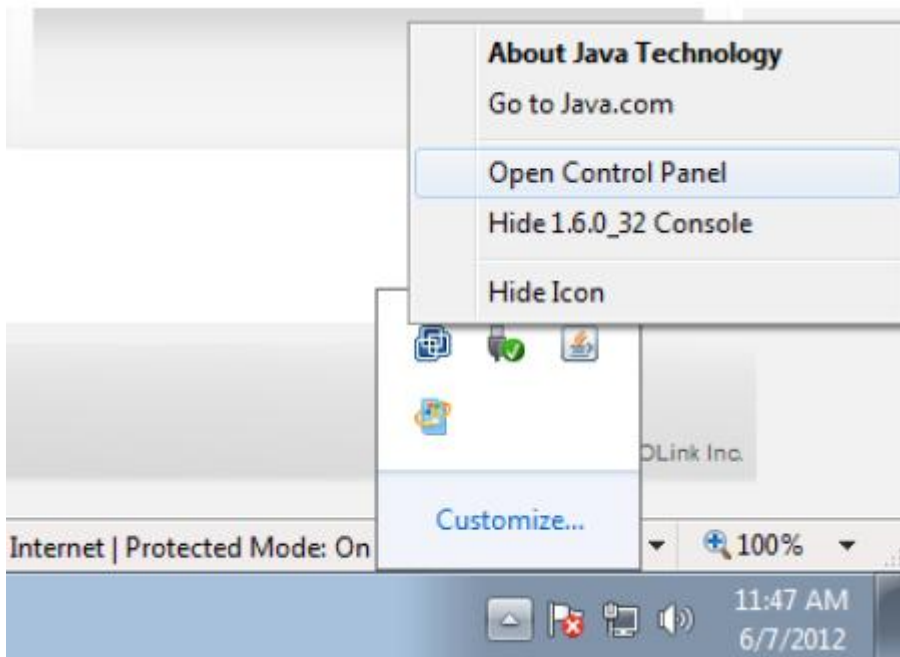


Figure 5-2 Java Menu Bar

5.1.2. Access from Control Panel

Enter Windows Control Panel and click “Programs”.

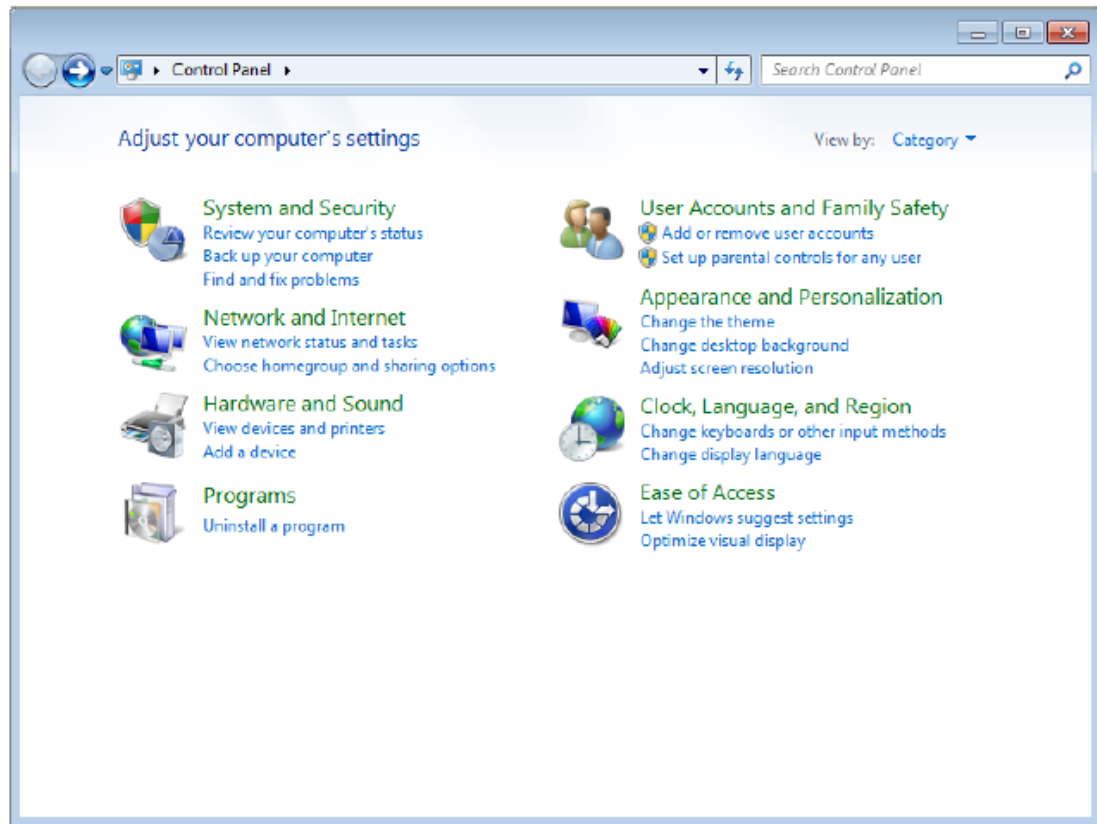


Figure 5-3 Windows Control Panel

Then you will see **Java**, Click on it will lead you to Java Control Panel for further settings

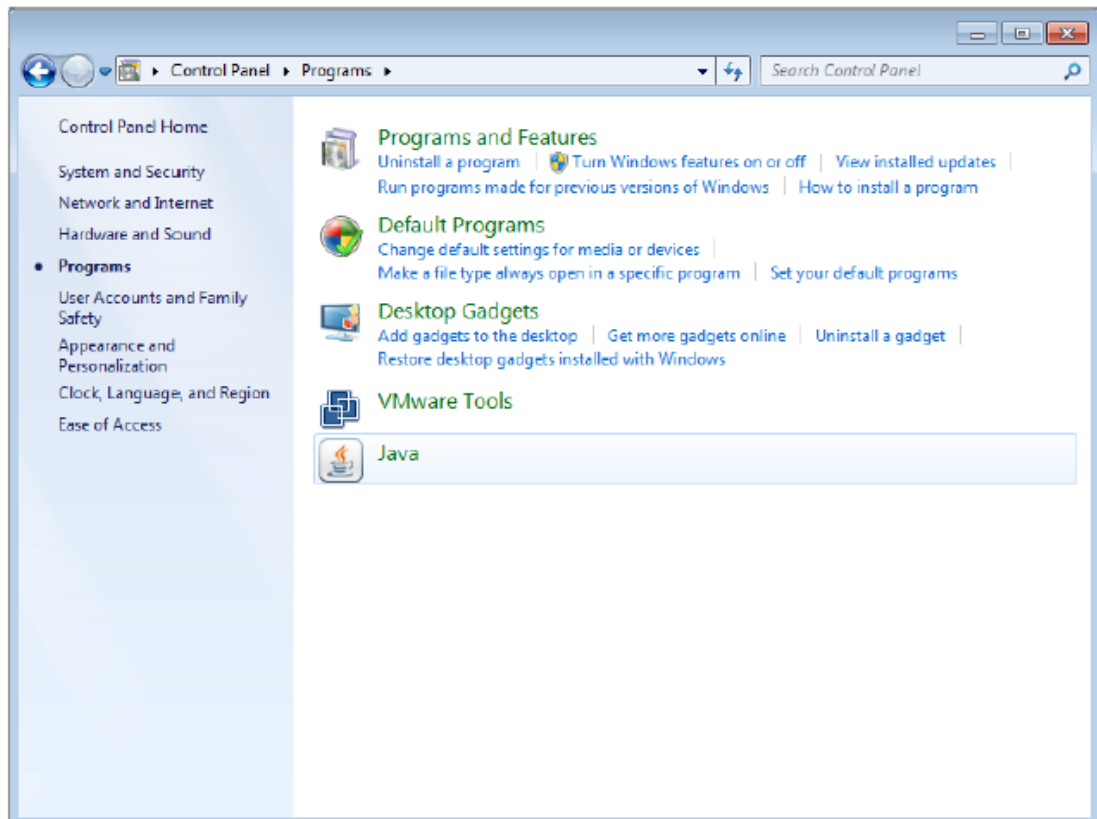


Figure 5-4 Java Program Directory

5.2. Check Java Security Setting

Click ***Advanced*** tab from ***Java Control Panel***.

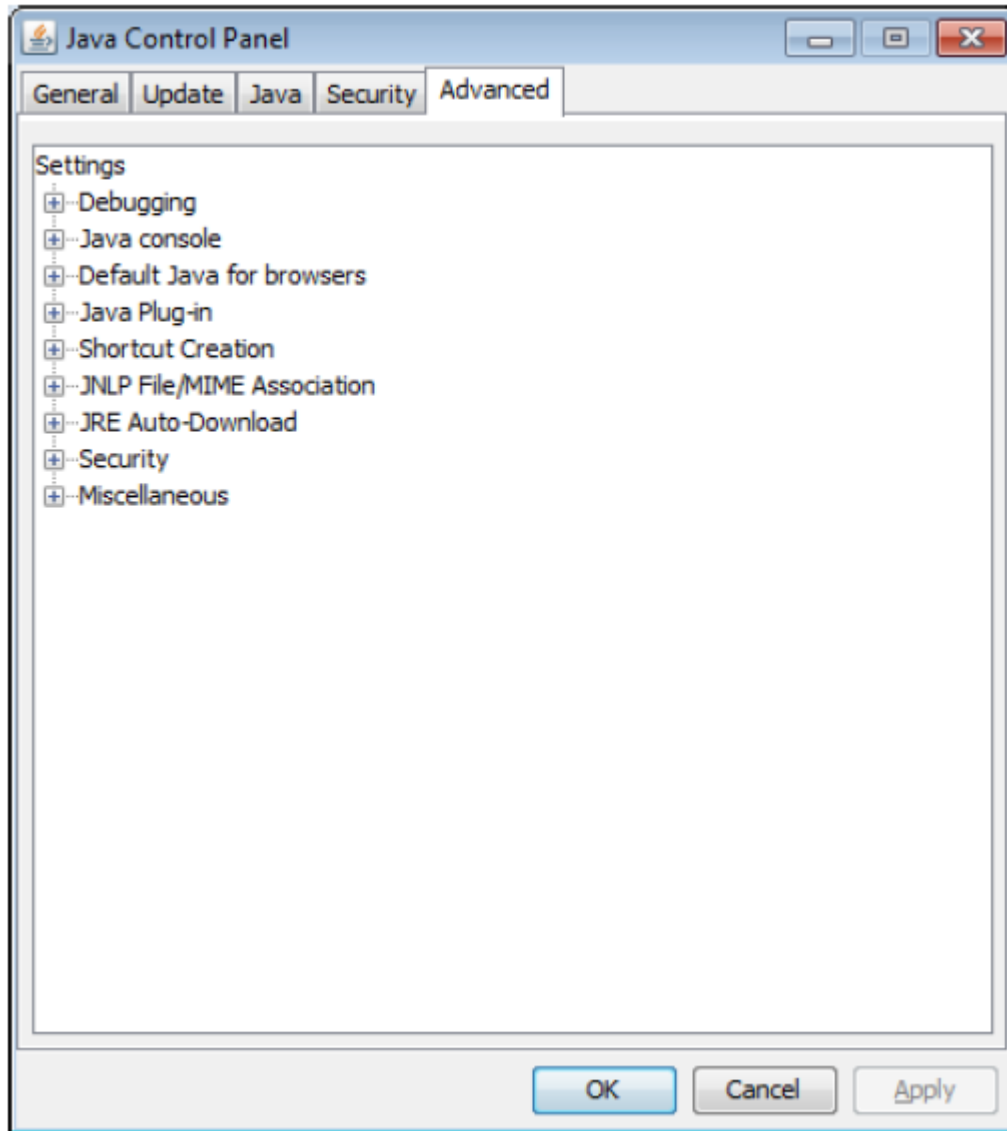


Figure 5-5 Java Control Panel – Advanced Tab

Modify your settings as the following screen shots show.

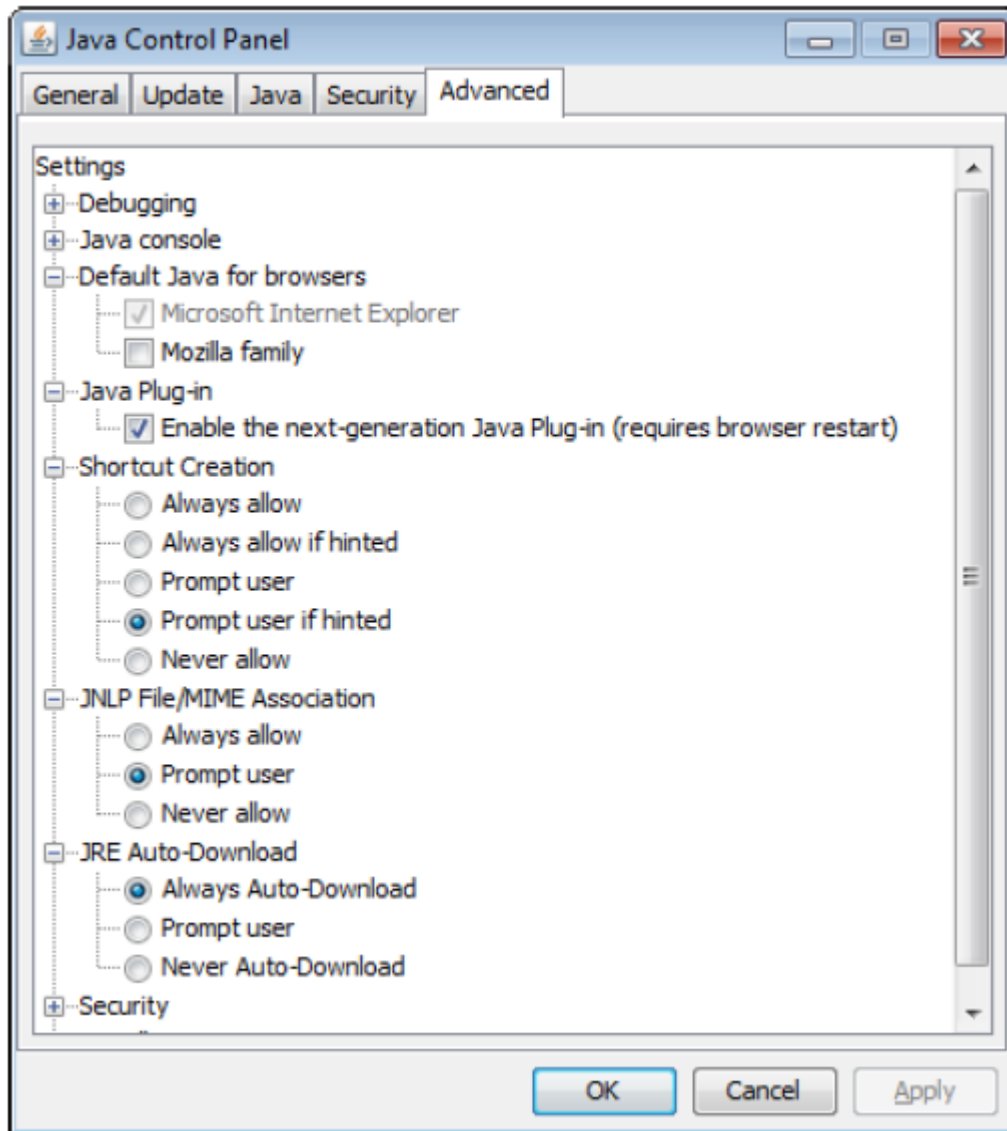


Figure 5-6 Java Advanced Setting 1

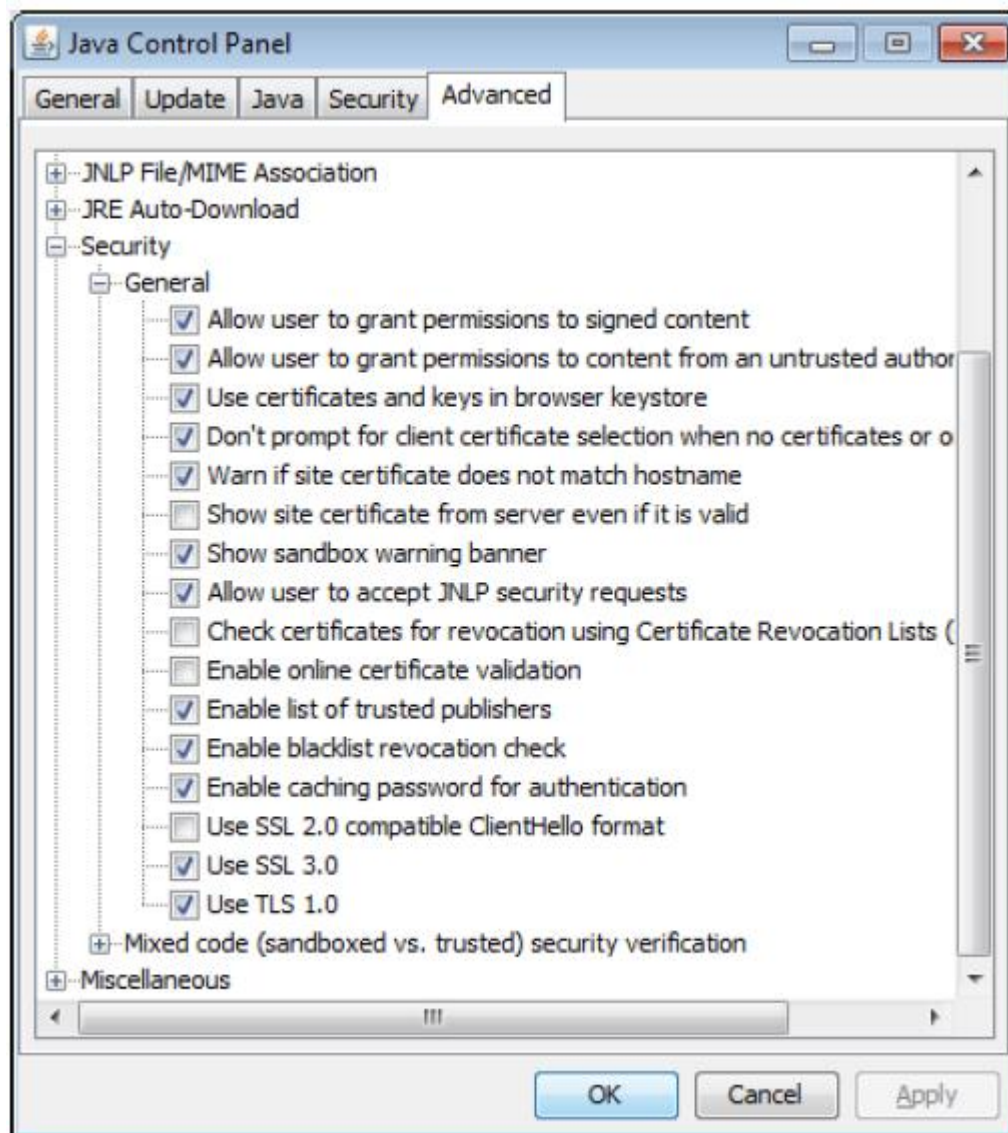


Figure 5-7 Java Advanced Setting 2

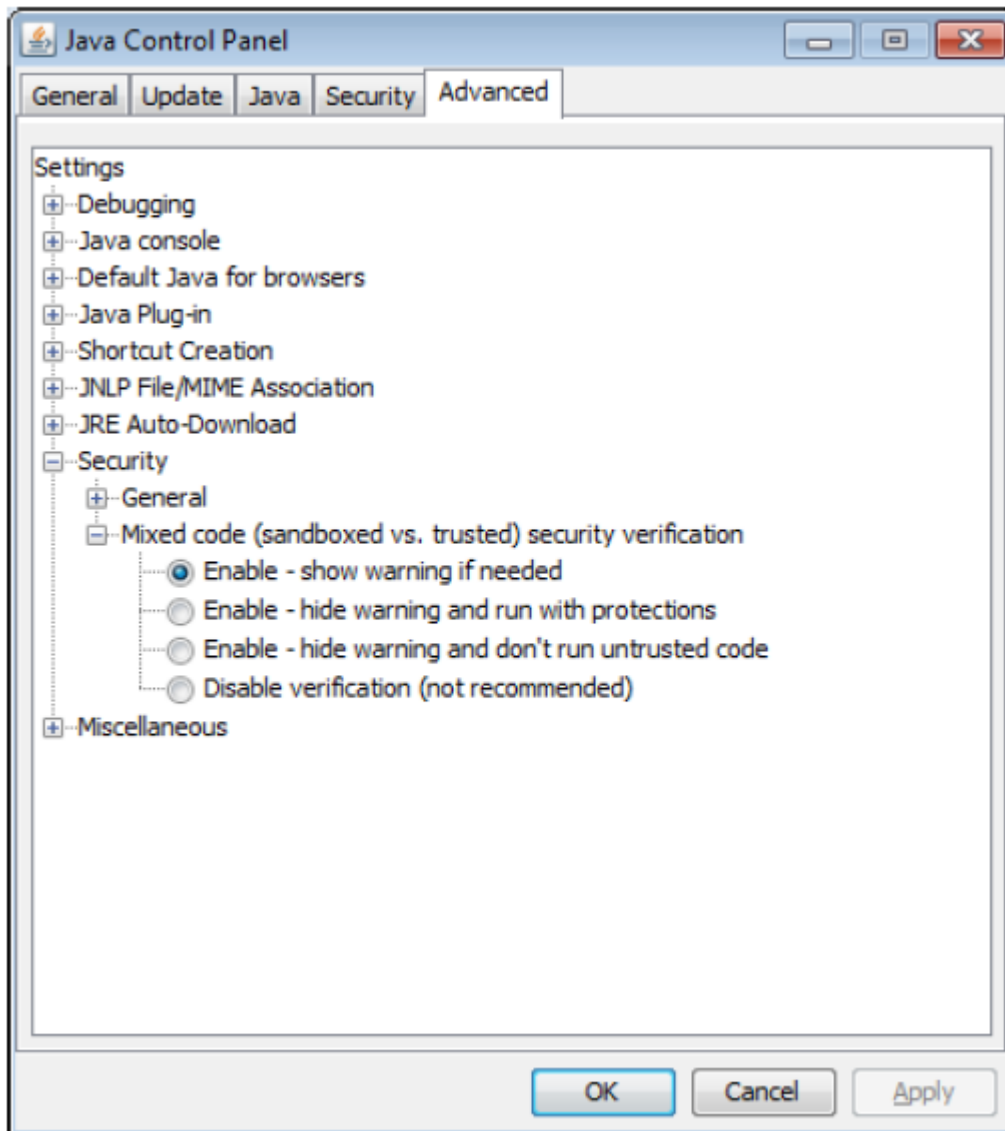
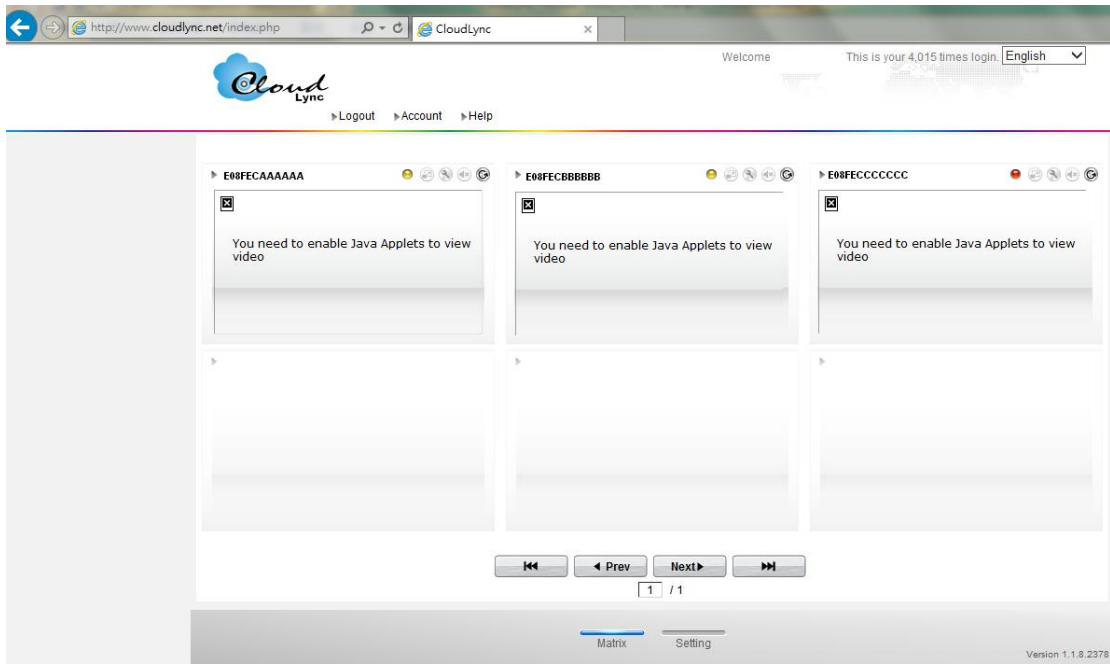
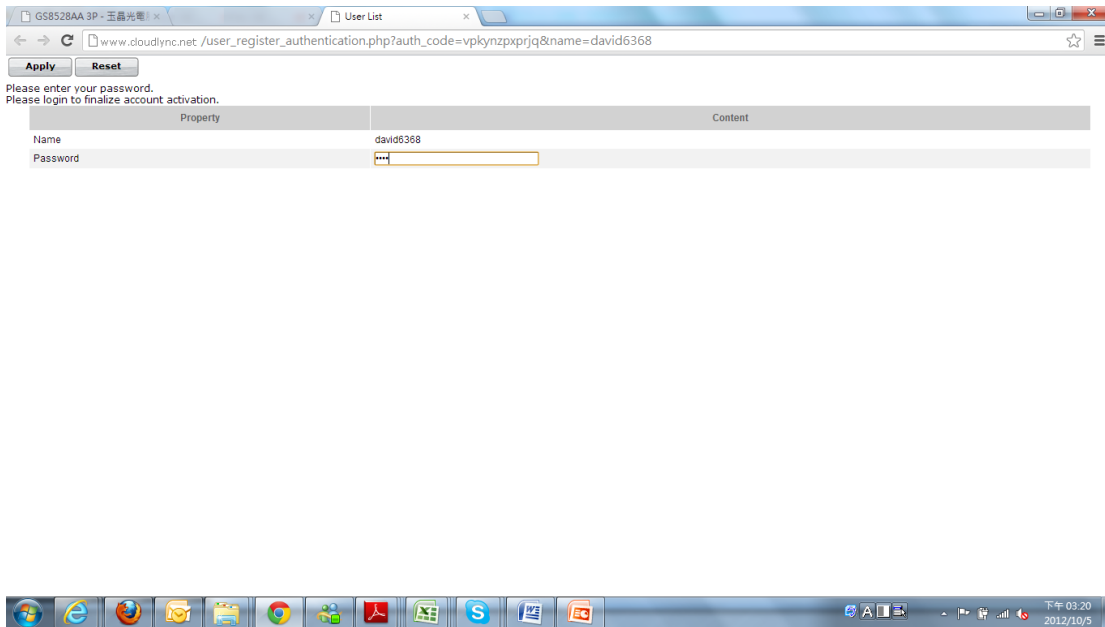
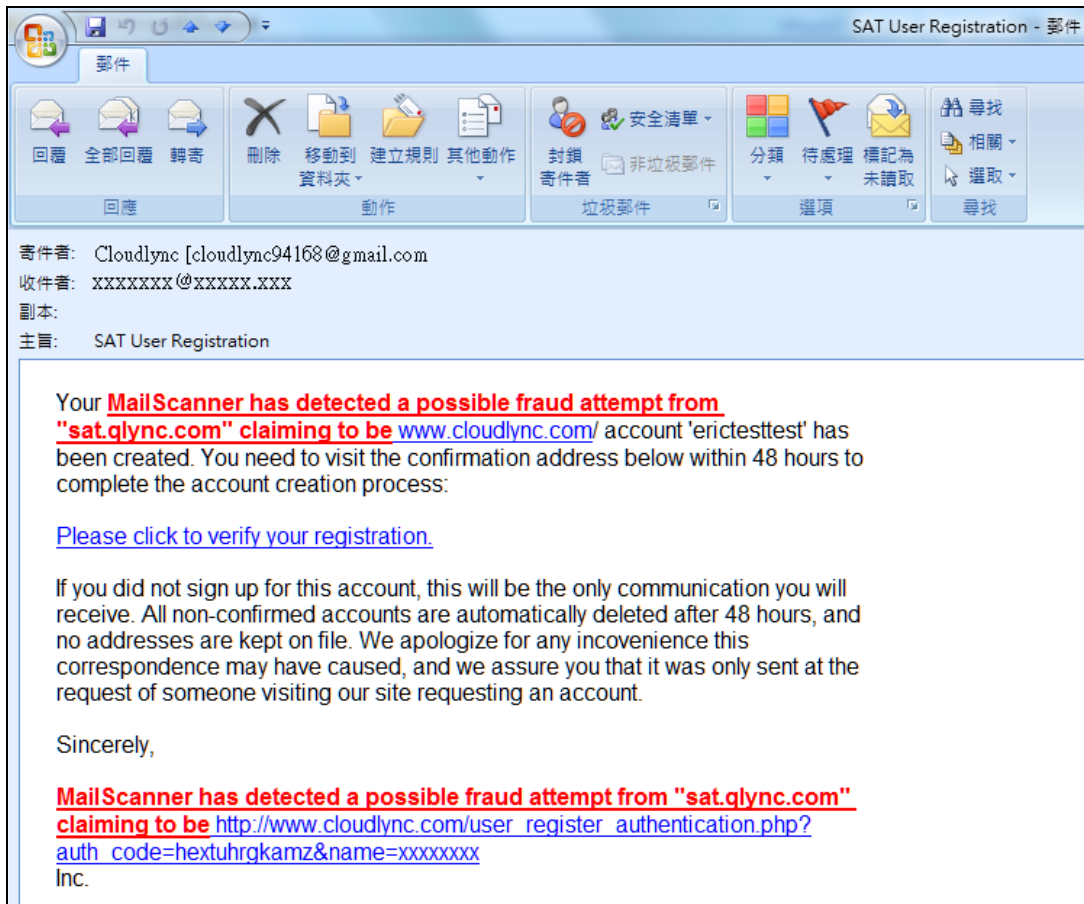


Figure 5-8 Java Advanced Setting 3

Click "OK" and close all your running browsers. Reopen the browser and login with your CloudLync account and view your IP cam media.







Account Device

Name	Matrix	Config
0004290868FF_RTSP	<input checked="" type="checkbox"/>	
000429058294	<input checked="" type="checkbox"/>	
0004290875FF	<input checked="" type="checkbox"/>	

1 Connect IP Camera

Please complete registration in 60 minutes after boot up your camera, or you need to re-power the camera and completing registration process again.

Next

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Matrix Setting

Version 1.1.8.2378

Java 設定 - 進度

ORACLE

狀態: 正在安裝 Java

3 Billion Devices Run Java

Computers, Printers, Routers, Cell Phones, BlackBerry, Kindle, Parking Meters, Public Transportation Passes, ATMs, Credit Cards, Home Security Systems, Cable Boxes, TVs...

ORACLE

Java 設定 - 完成

X



ORACLE

✓ 您已經成功安裝 Java

有 Java 更新時，將會提示您下載並安裝。我們建議您一律這麼做，以確保系統擁有最新效能與安全增強功能。

如果想要變更此行為，請參閱指示。

關閉(C)