CloudLync Trouble Shoot

1. CloudLync Account Login

Login with a registered account and password at

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

		505 () 	English	<
Username Password Login Create Account	Forgot your password?			
Network Test Google Login				
	Password Login Create Account	Password Forgot your password? Login Create Account Network Test	Password Forgot your password? Login Create Account Network Test	Username Password Forgot your password? Login Create Account Network Test

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.

c.net/index.php	×	and the second	-		1000
Login ⊳Account			10 A S	English	~
	Username Password Login Create Acc Network 1 Google Lo	Test	ord?		

Figure 1-2 CloudLync Account Creating

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

€Login →Account			Arrest .	English	~
Apply Reset					
Property		Content			
Username					
Password					
Confirm Password					
Email					
Confirm Email					
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.

•					Accou	nt Device
Name	Owner	MAC Address	Service Type	Port	Device Matrix	Config
FFICE	fae-demo	E08FECAAAAAA	Camera	554	\checkmark	88
reenPIR-2AA901	fae-demo	E08FEC888888	Camera	554	\checkmark	88
lueIR-29D801	fae-demo	E08FECCCCCCC	Camera	554	\checkmark	88
rangelR-29CF01	fae-demo	E08FECDDDDDD	Camera	554		88
/hitePIR-2AC201	fae-demo	E08FECEEEEEE	Camera	554		88
FFICE-2	fae-demo	E08FECFFFFFF	Camera	554	\checkmark	88

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.

8
Click ok to register your devices
OK Later

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".

			6
No.	MAC Address	Activate Code	Apply
1			Apply
2			Apply
3			Apply
4			Apply
5			Apply
6			Apply
7			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	BORFECAAAAAA	z01ccqa00001	Success
2			Apply
3			Apply
4			Apply
6			Apply
6			Apply
7			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		30

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.	MA	IC Address	Activate Code	Apply
1	BI8FBCAAAAAA	No matching device.	8upyhibūjfni	Apply
2				Apply
3		1		Apply
4				AUDV
5				Apply
6		_		Apply
7				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.	M	AC Address	Activate Code	Apply
1	E08 FECAAAAAA	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.

Apply
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.		AC Address	Activate Code	Apply
1	E98 FECAAAAAA	The activation code has been used.	z01ccqa00001	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.

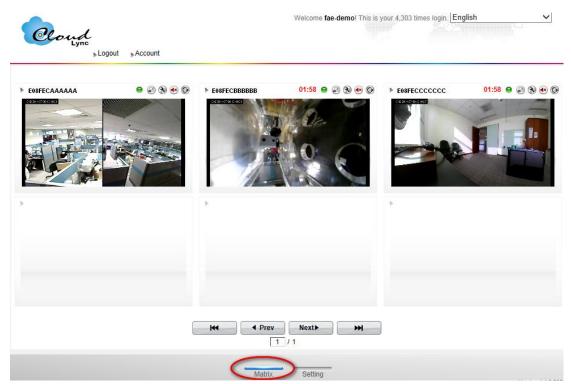


Figure 3-1 CloudLync Viewer Matrix View Page

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 ⁹ 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.

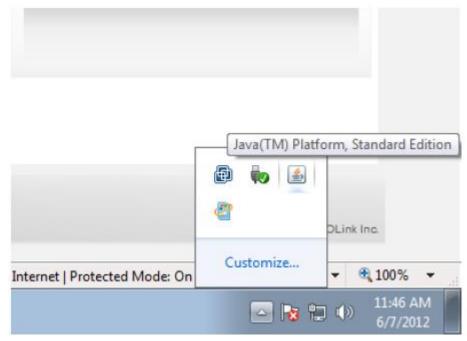


Figure 5-1 Find Java in System Tray

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

Go to Java.com
Open Control Panel Hide 1.6.0_32 Console Hide Icon
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stomize € 100% -

Figure 5-2 Java Menu Bar

5.1.2. Access from Control Panel

Enter Windows Control Panel and click "Programs".

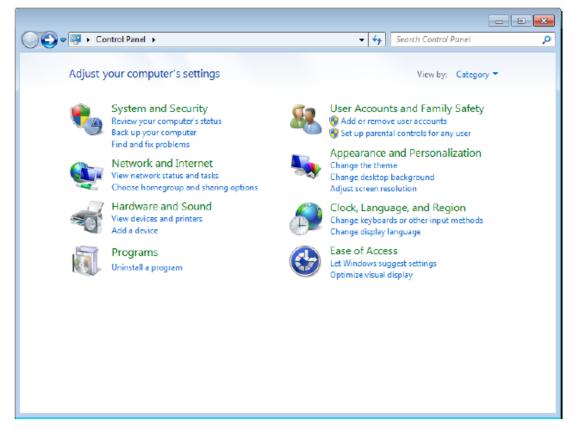


Figure 5-3 Windows Control Panel

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

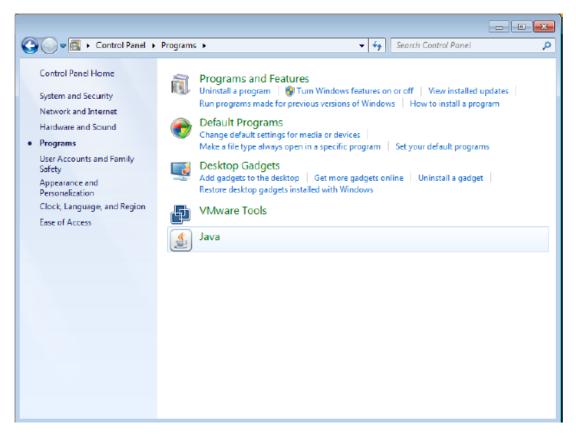


Figure 5-4 Java Program Directory

5.2. Check Java Security Setting

Click "Advanced" tab from Java Control Panel.

🖆 Java Control Panel	- • ×
General Update Java Security Advanced	
Settings Debugging Java console Java Plug-in JNLP File/MIME Association JRE Auto-Download Security Miscellaneous	
OK Can	cel Apply

Figure 5-5 Java Control Panel – Advanced Tab

Modify your settings as the following screen shots show.

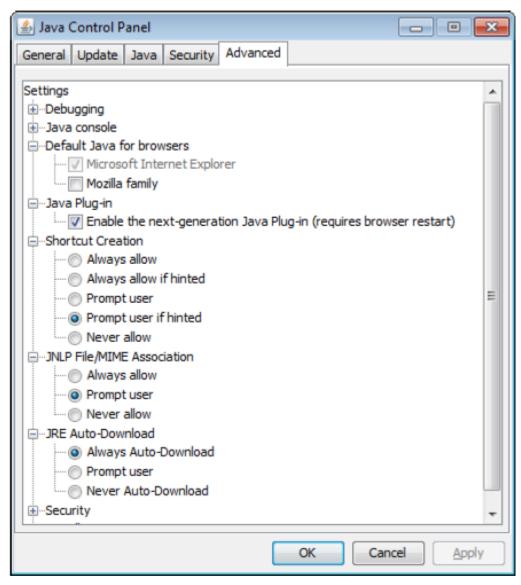


Figure 5-6 Java Advanced Setting 1

General Update Java	Security	Advanced		
JNLP File/MIME Asso				د ا
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Check or Enable of Enable li Enable b Enable b Enable of Use SSL	ertificates for nline certific st of truster lacklist revo aching pass 2.0 compat	t JNLP securi or revocation cate validatio d publishers ocation check sword for aut tible ClientHel	using Certificate n hentication	e Revocation Lists (
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Figure 5-7 Java Advanced Setting 2

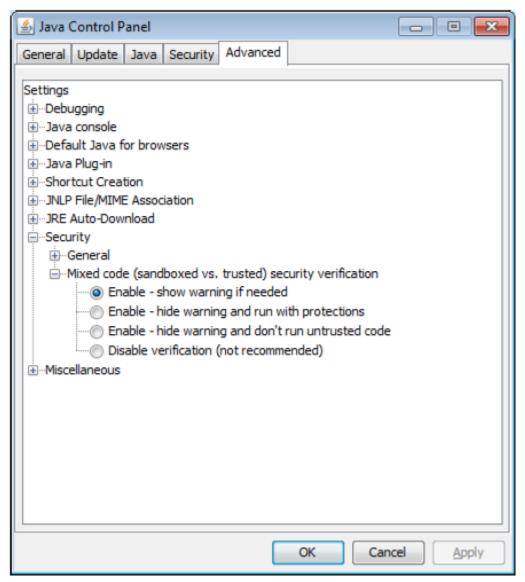


Figure 5-8 Java Advanced Setting 3

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

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Cloud Lync	▶Account ▶Help	Welcome	This is your 4,015 times login. English 💙
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