TAB Number: TB-00273-00-121212

BNC TV-out Failing on Firmware Upgrade to 2.20

Date Issued: 14 December, 2012

Product	Model
Illustra IP Camera	ADCi400-X001 ADCi400-X002 ADCIPHBP ADCIPHBN

Issue

When updating the models listed from a previous firmware versions to firmware version 2.20 in some situations a BIOS parameter will reset incorrectly after refreshing. When this occurs it causes a malfunction of the BNC TV-out and there will be no video signal to output through the BNC TV-out connector.

Solution

If you are experiencing this issue it will be necessary to modify the BIOS parameter and reset the IP Camera to the Factory Default settings.

Procedure

Two methods can be used to address this issue, select either of the following procedures:

- *Modify and Reset Using the Web GUI* (This method can be used when the camera cannot be physically accessed)

- *Modify and Reset using the Reset Switch* (This method can only be used when the camera can be physically accessed)

Select the procedure appropriate to your needs.

Modify and Reset Using the Web GUI:

1. Power on the defective IP camera and provide the IP camera with a static/DHCP IP address.

2. Prepare one client PC:

    Set the client PC to the same network that the IP camera is on. For example, if the IP address of the IP camera is 192.168.1.50 then the IP address for the client PC could be is 192.168.1.150.

3. Access the camera Web GUI by opening Internet Explorer and enter the following URL http://<IPaddress:port>/vb.htm?tvoutput=1. For example http://192.168.1.50/vb.htm?tvoutput=1.

    Note: The default port number is 80 and does not need to be stated unless the port number has been changed.

4. In the camera Web GUI, select **Setup** from the camera menu.

5. Select the **System** tab.

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6. Select **Maintenance**.

7. Select **Restore to Factory Default** as seen in Figure 1.
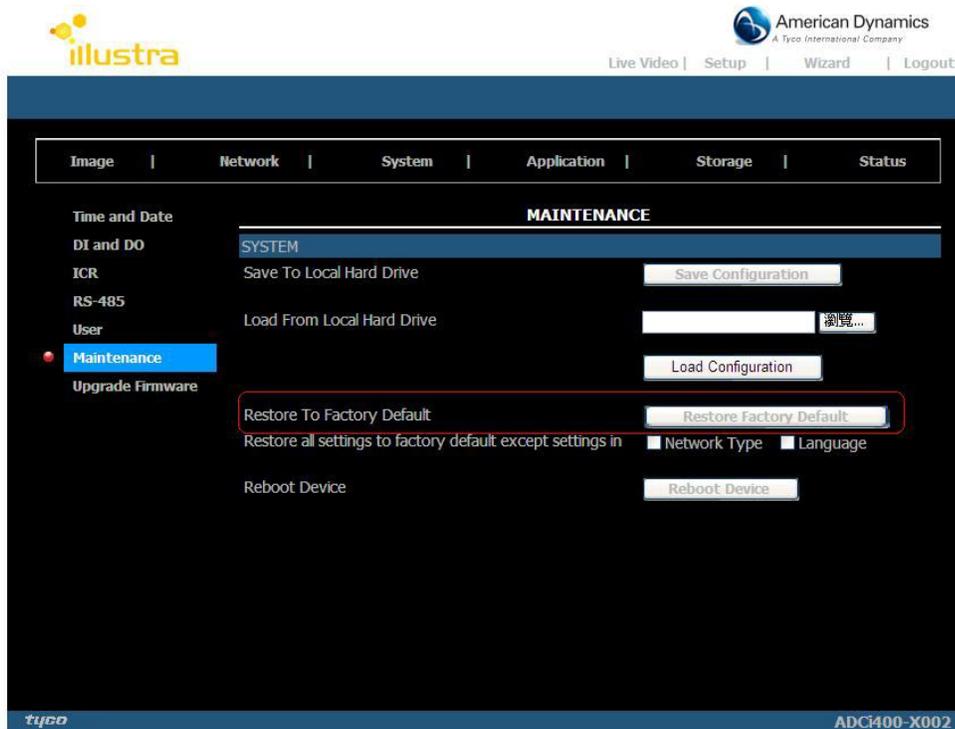
Figure 1: Restore to Factory Default

8. The reset process will take approximately 60 seconds.

NOTE:
When the IP camera has been reset to factory defaults the IP address will revert to 192.168.1.168.

Modify and Reset Using the Reset Switch:

1. Power on the defective IP camera and provide the IP camera with a static/DHCP IP address.

2. Prepare one client PC:

   Set the client PC to the same network that the IP camera is on. For example, if the IP address of the IP camera is 192.168.1.50 then the IP address for the client PC could be is 192.168.1.150.

3. Access the camera Web GUI by opening Internet Explorer and enter the following URL http://<IPaddress:port>/vb.htm?tvoutput=1. For example http://192.168.1.50/vb.htm?tvoutput=1.

   Note: The default port number is 80 and does not need to be stated unless the port number has been changed.

4. Using an appropriate tool depress the Reset switch on the rear of the IP camera as seen in Figure 2 for 10 seconds.

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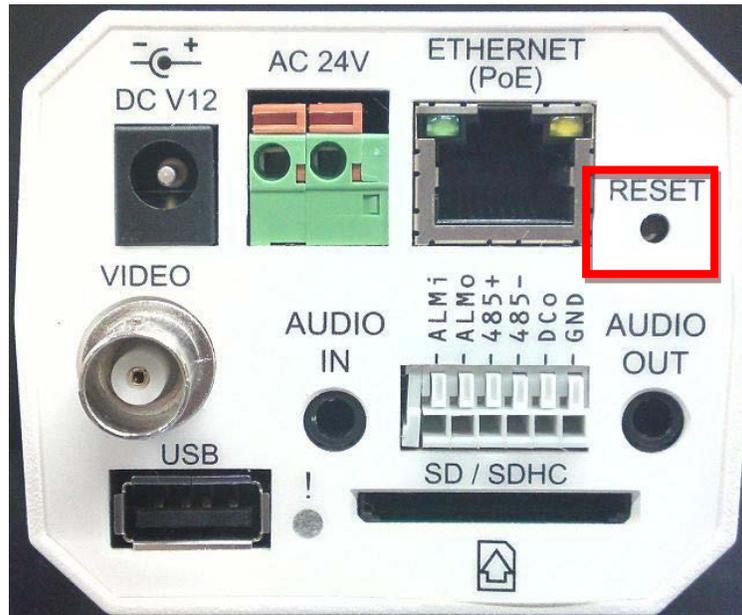
Figure 2: Reset on rear of camera

5. The camera will reset to factory default settings.

   NOTE:
   When the IP camera has been reset to factory defaults the IP address will revert to 192.168.1.168.

Continuous Improvement Statement

As with all processes defined by the American Dynamics Technical Services Group, this document is intended to be a work in progress. Further refinements and suggestions are welcome and should be sent in writing to the e-mail address listed below.

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Initial publication 14 December 2012

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