

FAQ

1.Q:Why do some video windows turn grey?

A:There aer some problem with DVR driver.The solotion is: start—all program---JY2000---run tesecard to replace the driver or restart to operate after forbid run the driver manual.

2.Q:Why does CPU occpied so large when compression?

A:Please considrate System requirement when use 8channels DVR or above.The other method is that reduce the recording compreeion stream.

3.Q:Fail to access the video through the Browser?

A:That need to install JY-2000_SETUP_net .exe and reset the IP address according to installation instruction,then select video window which you want to watch.

4.Q:Why the image is not suit for windows?

A:Please reset the computer resolution to be a good standard,recommended 1024*768.

5.Q:Why does not the device work when finished the installation of driver?

A:Please restart the comper after installed all drivers.

6.Q:Why does it need to install video driver after finished the software installation?

A:This software has two ways to install:

- a. install driver at a appointed way
 - b. auto-install by softrware
- choosing one of them are both ok.

7.Q:Why the image is not clear or good as other similar products?

A:Please reset the camera parameter to the best standard or use a better camera.

8.Q:Still fail to install the software

A:Please explain the detail of the problem or consult installation instruction