

FAQ

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

A:There are some problems with DVR driver.The solution is: start—all program---JY2000---run testcard to replace the driver or restart to operate after forbid run the driver manual.

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

A>Please considerate System requirement when use 8channels DVR or above.The other method is that reduce the recording compression 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 computer 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 software**
- 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