

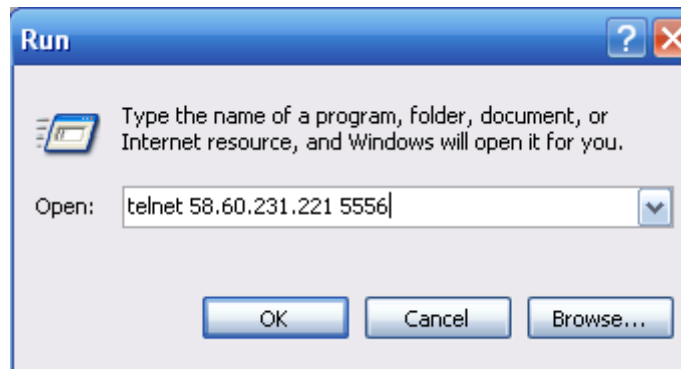
Q: Can't see the device online in message server

A: That means the settings in MDVR have something wrong:

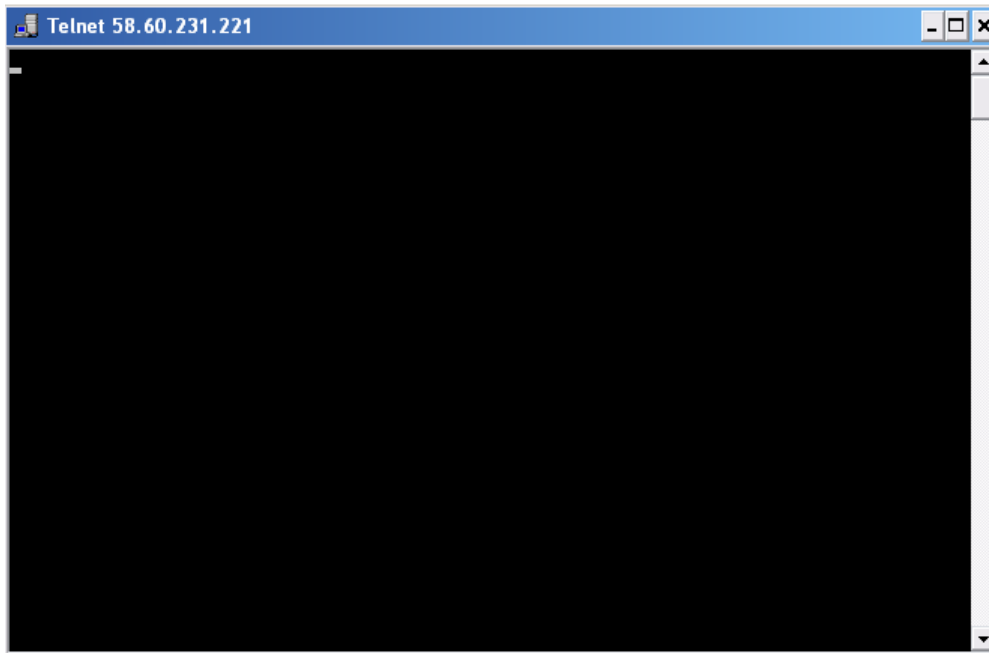
Firstly, check the Register info in MDVR, Setup>>>>System>>>>Register info, make sure all the items in this interface are not blank.



Secondly, check the Sever IP settings, make sure the sever IP and port is the same as message server, and id you connected MDVR via 3G, make sure use the public IP and the port (default port is 5556) should be open, you can check it by this way, start>>>>run, telnet ***.***.***.*** 5556; if you got a black screen, it means the port is open, if you got a message: connect to ***.***.***.*** 5556, that means the port is not open. As follow:



If the port has opened, you will get the window as follow, otherwise the ports have not opened yet:



Thirdly, check the mobile network setup, if you connected MDVR in LAN, the net mode should be NONE, and if you connected via 3G and WAN, you should select the corrected mode, WCDMA or others module, and fill up the correct APN and access number, as follow:

MOBILE NETWORK

The network details please check as follow picture:

Wireless module	User name	Password	APN	Access number
CDMA	card	card		#777
EVDO	card	card		#777
WCDMA			Check with SIM card manufacture	*99#
GPRS			Check with SIM card manufacture	*99***1#
EDGE			Check with SIM card manufacture	*99***1#

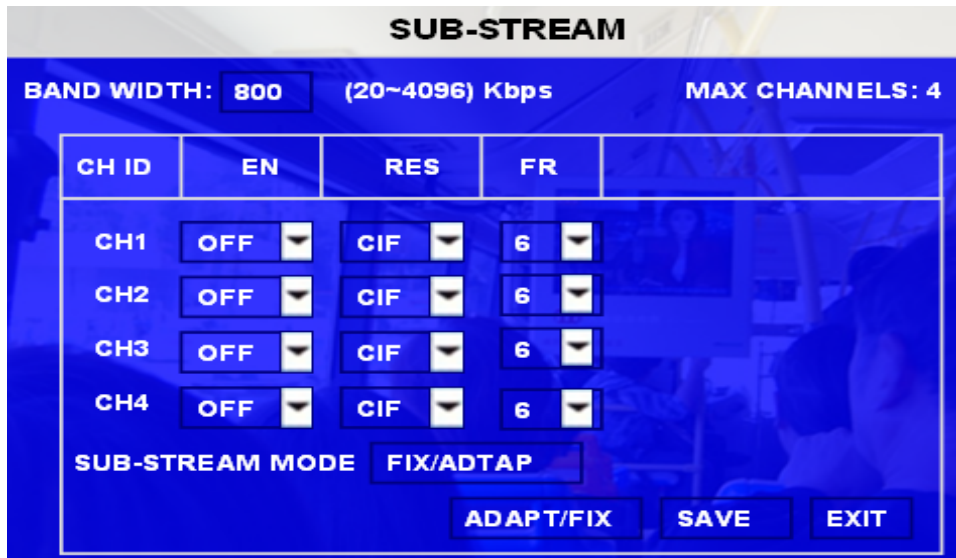
Lastly, if all the above items are correct, then go to the live view and press “Enter” key,

you will get the connection info: SIM card status, signal status, dial up status, and Network connection status. When you connected via 3G and can't see the device online in message server and the dial status is: dialed up, that means the CMS server IP may was wrong or the port is not open.

```
ALARM INFO:  
GPS : NORMAL                                WIFI:-95DB  
TEMPERATURE: 84F                            VOLTAGE:12.5V  
ACCELERATION: INVALID  
  
STREAMING      9999  
FIRMWARE:X11-4-T042004      MCU: X11-4-0541-MCU-T033101  
HEATER: ON                IGNITION: ON  
GPS POSITION: 0            SPEED :000MPH  
SIM CARD : UNKNOW        NETWORK MODULE: EVDO  
DIAL UP STATUS: UNKNOW    SIGNAL: 0  
3G NETWORK CONNECTION: CONNECTED FAILED
```

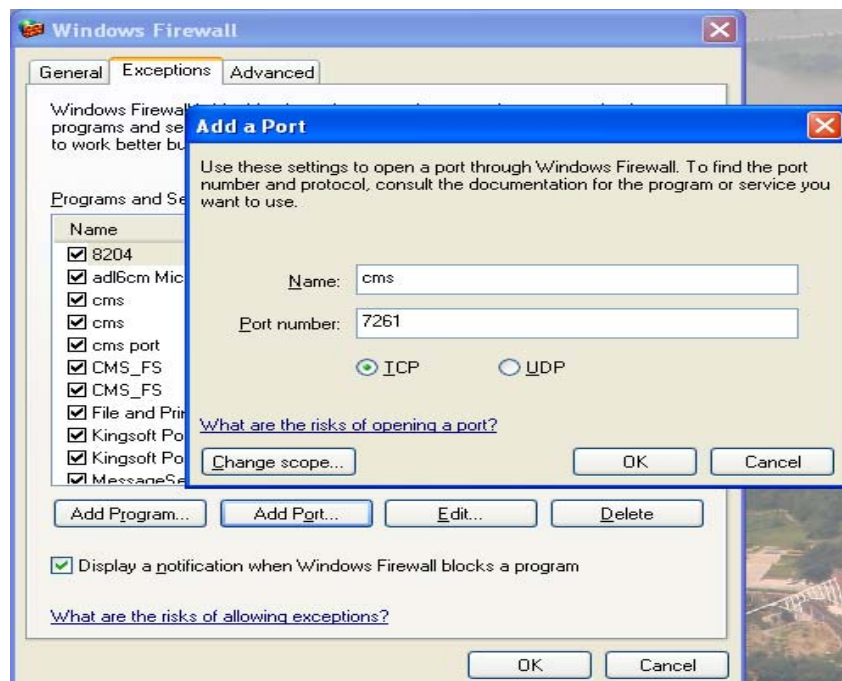
Q: The device is online in the message server and also online in CMS client, but can't see the video, GPS also is ok.

A: Firstly, please go to GUI of MDVR, Setup>>>>Record>>>>Sub-stream, normally, the mode 1 is for LAN connection, mode 2 is for wireless connection, when you enter into the interface, make sure the channel enable switch is ON, and also should setup a bandwidth for the video transmission.

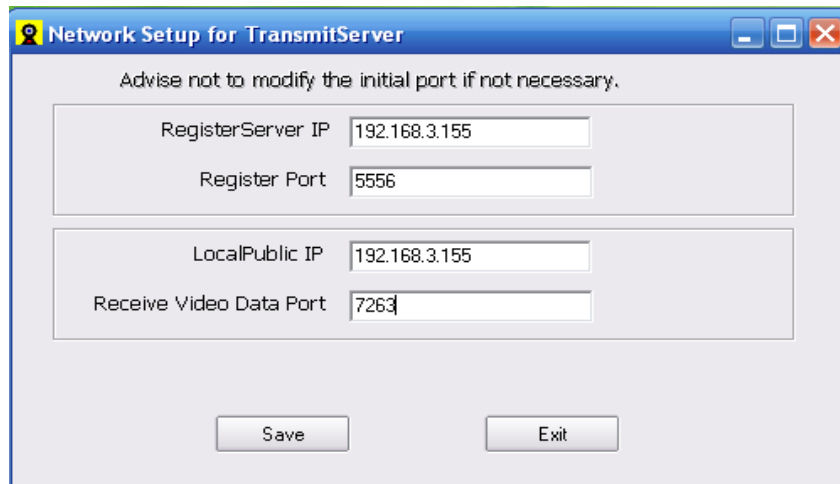


Secondly, make sure you have opened the default ports (7263, 17891, 10008) in the router when you connected in WAN, and use telnet `***.***.***.*** 7263` to check whether the port is really opened. And in window firewall, should also open these ports, or closed the firewall. As follow:

Select Security Center>>>>>Windows firewall>>>Exceptions>>Add port, please add all the port CMS need to open (5556, 7261, 7263, 17891), then setup as follow:



Thirdly, Check the IP settings in the Network of transmit server and Client. As follow:



Make sure the IP is correct, when you connect in WAN, make sure the Local public IP is the public IP of your router which you opened the ports.

Lastly, Please select **Configure>>>Configure center sever**, you will get the window as follow:



