

Arocam C2 FAQ

【AS-220812003】

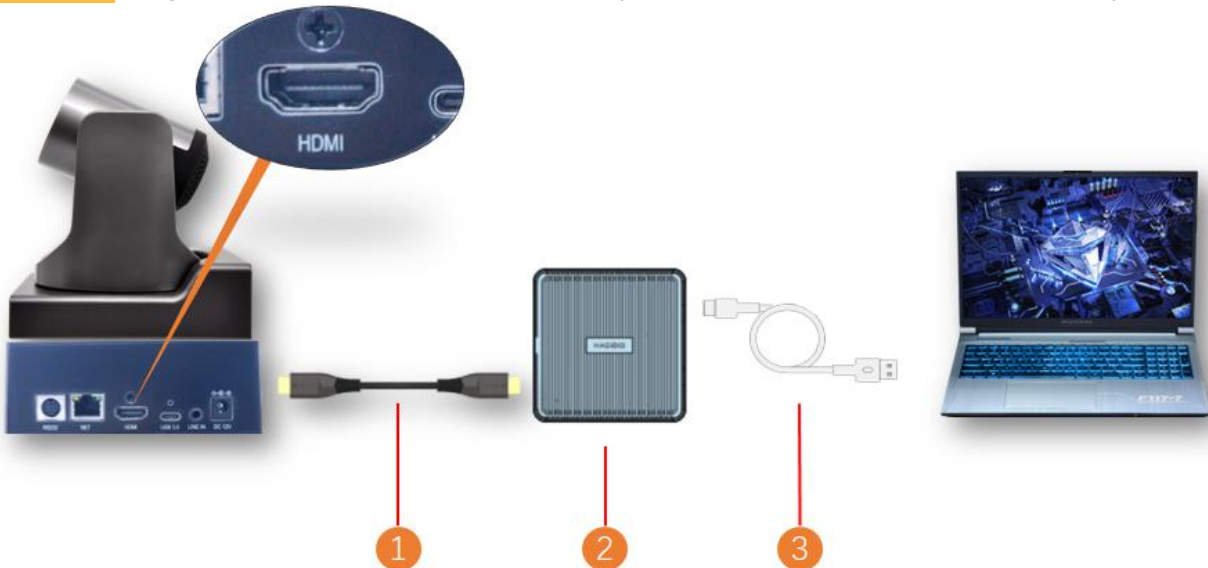
1. How to connect camera to the PC

A: There is 2 way for connecting camera to PC to live streaming:

Method 01: Using a standard **【USB-C cable】** connect camera to the PC (Up to **1080P30**)



Method 02: Using a **【HDMI Cable】** + **【HDMI Video Capture Card】** connect camera to the PC (Up to **1080P60**)



- ① HDMI Cable:
- ② HDMI Video Capture Card
- ③ USB Cable

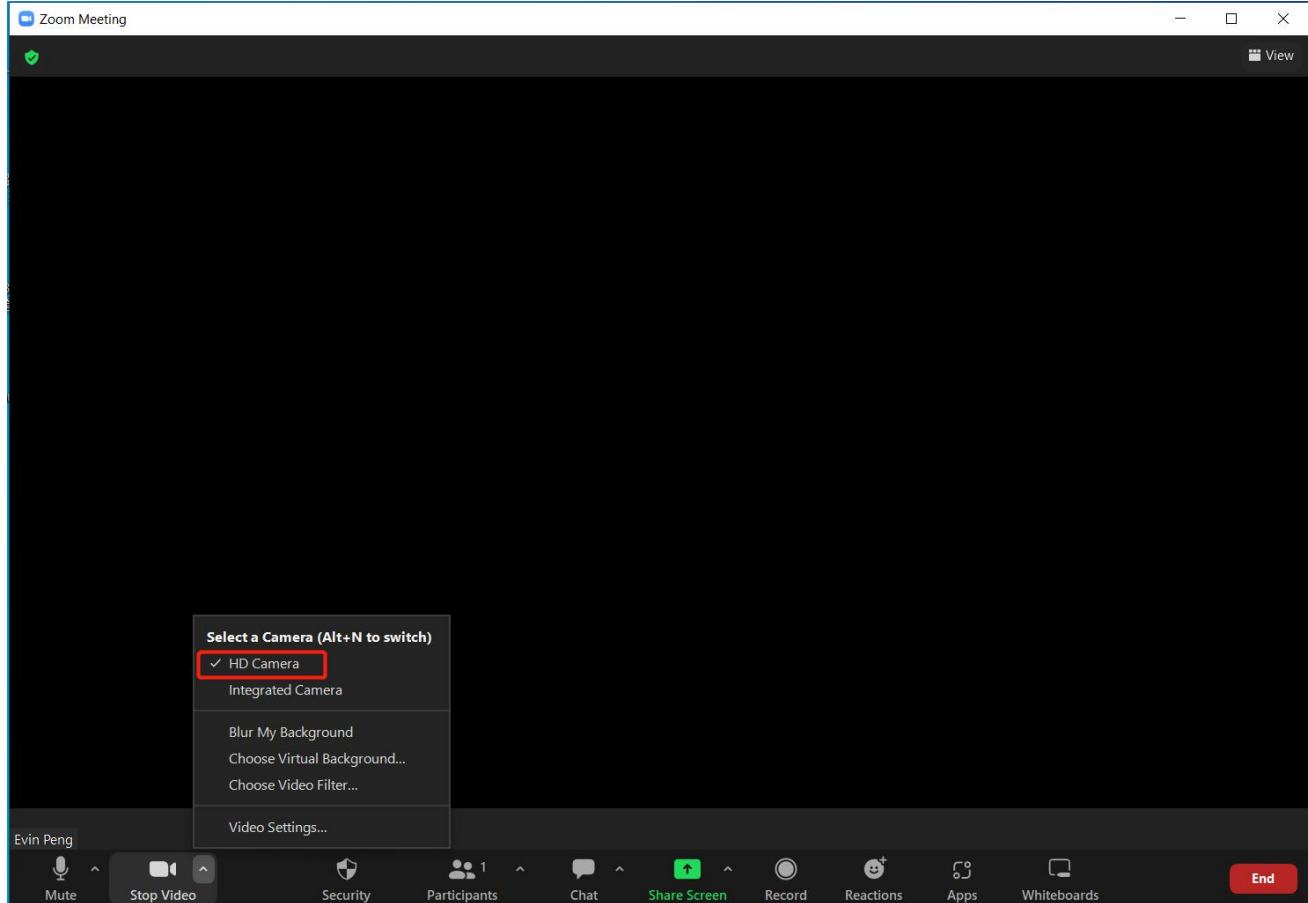
2. How to add Arocam C2 to Live software?

A:

Method 01: When connecting camera to PC via **【USB cable】**

Tip: When connect camera to the PC through USB cable, it will be recognized as a USB camera **【HD Camera】**

1. On live software camera setting, select **【HD Camera】** , resolution set to **【1920 * 1080】**



Method 02: When connecting camera to PC via **【HDMI video capture card】**

Tip: Most of video capture card name as **【usb video】** when connect to computer

2. On live software camera setting, select **【usb video】** , resolution set to **【1920 * 1080】**

3. How to set Arocam C2 to landscape when live streaming?

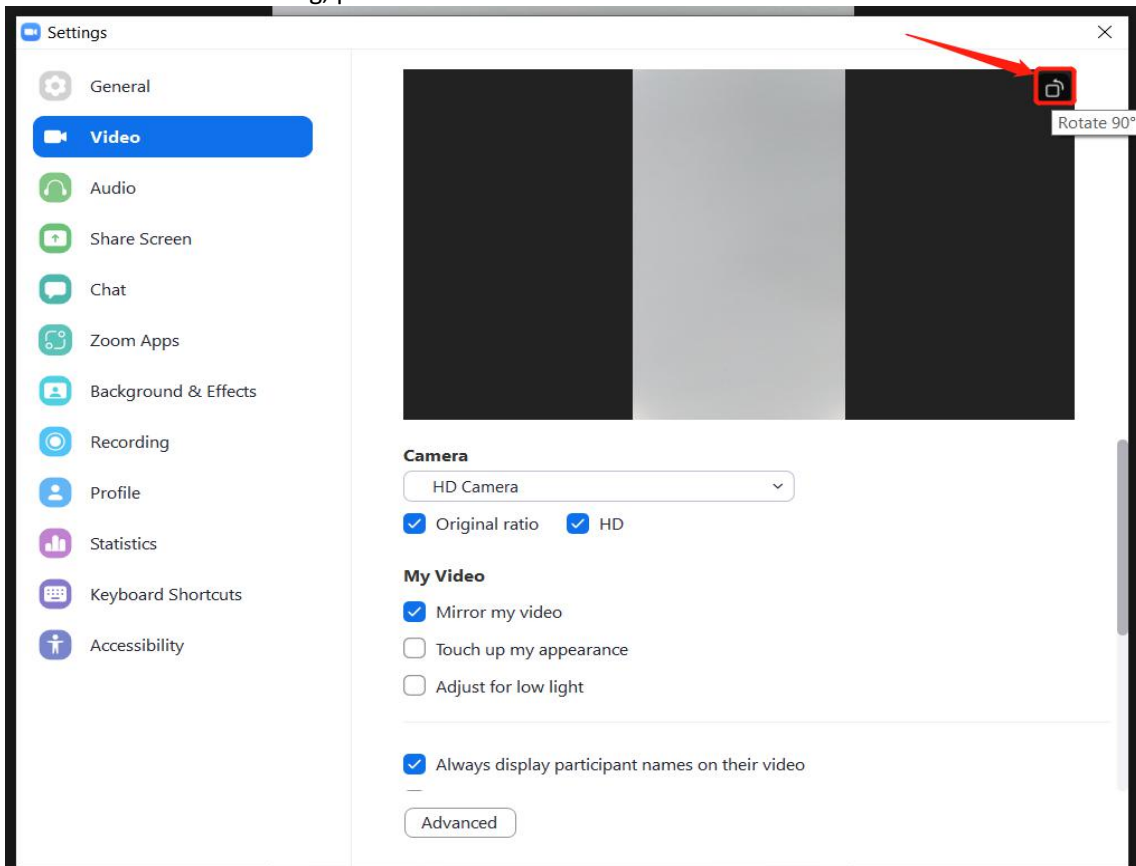
A: Because the CMOS image sensor is installed vertically in the camera, so the output picture is vertical by default.

If you want to set it to landscape, you can do as follow:

(1) The camera can be rotated 90° to the left or right for side mounting



(2) On live software camera setting, picture rotated 90°.



4. When mounting multiple Arocam C2, How to separate control by one remote-control?

A: The default camera control address is 1, so when multiple cameras are in the same place, they will be controlled at the same time.

Separate control settings:

1. Turn off other cameras and turn on only 1 camera

2. The remote control select **【1】** in the **【Camera Select】** on the top of the remote control
3. Then click **【*】** + **【#】** + **【F1/F2/F3/F4】** in turns, the camera address will turn to 1/2/3/4



4. After changing the address, you need to select the corresponding address in **【Camera Select】** to control the corresponding camera.

Follow the steps above to modify the address of other camera.

5. How to use **【PRESET】** function to set the camera preset position.

A:

1. The remote control select corresponding camera address.
2. Adjust the camera through the up, down, left, right and zoom in or out via the remote control.
3. Press **【PRESET】** + **【1~9】** to set preset position.
4. After that, press the buttons 1~9 of the remote control to corresponding preset position.

6. How to set the picture if the picture becomes blurry when people move?

A: This is because the camera's focus is set to **【Manual】**, and you can select **【Auto】** in the **Focus column** at the

bottom of the remote control.

7. Need to set the focus on an object, how to set it?

A: You can select **【FAR】** **【NEAR】** in the **Focus column** at the bottom of the remote control to focus on far or close object. After setting, it will not affect even if other objects appear on the screen suddenly. If you need to cancel, click **【Auto】** .

8. Connect to the monitor but No Display?

A:

- (1) Check whether the camera power supply is connected, the voltage is normal, and the power indicator is always on.
- (2) Turn off the power switch to check whether the camera is self-testing.
- (3) Check the cable of video platform and monitor whether in correct connection.

9. Forget the IP address or login password

The default IP address is: **192.168.100.88**; the default username and password are both: **admin**.

10. Unable to access camera through Browser

- (1) Using PC to access the network to test that the network access can work properly to eliminate the network fault caused by cable and PC virus until the PC and camera can ping each other.
- (2) Disconnect the network of the camera, connect camera with PC separately and reset the IP address of PC if necessary.
- (3) Check that the IP address, subnet mask and gateway settings for camera is correct.
- (4) Check that the MAC address is conflicts.
- (5) Check that the web port is modified, the default setting is 80.

11. Remote control does not work

- (1) Check and replace with new batteries.
- (2) Check whether the camera is working normally.
- (3) Check whether the address key of remote control is match the camera.

12. Serial port cannot control

- (1) Check whether the protocol, address and baud rate of camera are consistent.
- (2) Check whether the control cable is properly connected.