

InnoPro Camera Install and Quick Start Guide

- 1) Insert Included InnoPro Software CD into Computer CD ROM and select “Open Folder to View Files”.
- 2) Double click “Users Manual” to view Users Manual. If you have any trouble opening or viewing the Users Manual on the enclosed CD, go to the InnoPro documentation section on our website at www.dakotamicro.com to view and print online.

IMPORTANT: Before you read this next section, please keep in mind that Dakota Micro, Inc. is not a computer service provider and all responses below are general assistance in an effort to best assist our customers. There are hundreds of routers and different types of network setups, making it impossible to account for your exact situation. The below “Help” is offered as general guidance and direction for some of the most commonly asked questions. If you have any further questions please contact your internet provider for assistance.

Frequently Asked Questions/Setup Challenge Issues

Q: Do I need a static IP Address for my internet connection to use the InnoPro cameras?

A: It is recommended that you have a static IP Address for your InnoPro camera, but it is not required. If you do not have a static IP Address then your address may change from time to time and you will need to go into your InnoPro software and “rediscover” it when it’s not appearing for you. It’s kind of a hassle so that is why we recommend you have a static IP, so your software always knows where to find your InnoPro camera.

Q: What information will I need to give to my IT provider to get my camera setup?

A: You will need to provide the information on the InnoPro camera (IP Address, HTTP Port and Stream Port) and also the router (make, model) that you are using.

Q: How can I see my camera when I’m not within my own network?

A: The InnoPro Camera has 3 settings that need to be ported through your router;

- 1) IP Address – All IP addresses need to be different . The InnoPro cameras IP address is dependent upon the IP address range that the local network is set to; for example, if your router is 192.168.0.1 then the address of your camera would be 192.168.0.xxx (with the XXX representing a range from 2-254 that would be assigned).
- 2) HTTP Port – All HTTP Ports need to be different. The HTTP Port will automatically default to 80. The first thing you need to do it change this to a different port; as port 80 is a very commonly used port by the router for remote access and it could cause interference.
- 3) RTSP or Stream Port – All Stream ports should be different. Stream ports CAN be the same but the results may vary depending upon the software used, so it is best to make sure they are different. The Stream port is by default set to 554 but should be changed upon initial setup if you are looking to see your cameras outside of your own network. The acceptable range is 1000 to 65535. Make sure to set all cameras to a different Stream Port to avoid conflicts.

If you are still having issues viewing your camera outside of your network, please contact a service provider for assistance.

Q: What app can I use to see the cameras from my smart phone?

A: While Dakota Micro doesn’t endorse any specific phone app, we have found some that we have had work well with our camera.

- 1) OnVifer – This app is extremely generic and is designed to be used with thousands of Onvif compatible cameras. It includes a discovery feature that should find the camera when inside of the customer network. The settings for viewing your camera outside of your network (Wide area network or WAN) will depend upon how your router is set up. The only recommendation we have for this app is to use the “Slow Onvif Requests” option when you set up the cameras.

- 2) IP Cam Viewer Basic – This app is a very basic viewer but it is a bit more difficult to set up than OnVifer and your IP address and port settings will need to be known (where OnVifer features a discovery feature to “sniff out” your camera). While the InnoPro camera isn’t specifically listed in the model options, the following makes will allow you to access your InnoPro Camera; “7 Links” and “7 Links IPC-7770HD” . We have found this app to be very fast but with the drawback that it doesn’t include a zoom option.

Q: Is the InnoPro Camera POE (Power Over Ethernet) compatible?

A: Not without a POE injector, sorry! – Why? The InnoPro camera was designed as a remote monitoring system for mobile applications as well as solar powered monitoring stations. Because of this primary application set, it was decided to make the camera 12v, being the most available voltage source. The good news is that Dakota Micro does offer a cable set with the POE option to inject 12v power into the primary cable up to 320 ft from the camera. This cable set replaces the shorter camera “tail” that is included with the kit and plugs directly into the back of the camera and is completely watertight all the way up into the camera. InnoPro extension cables are available in 25’, 50’, 75’ and 100’ increments. You can find more details on these cable sets at dakotamicro.com/InnoPro .

Q: Why doesn’t the InnoPro camera “Plug and Play” like some other cameras out there?

A: The short answer is that “Plug and Play” cameras are not as secure and are very limited in usability. And now, here’s the long answer: Cameras that “plug and play” allow customers to view their cameras without any setup or adjustments to their router and creates threats to the users network security and leave open “portals” into, and out of, your network.