



Sentry360 Dropping off on ARTECO-LOGIC NEXT

TECH TIP Ver. 4.0.1

DESCRIPTION: This Tech Tip is the instruction to help customers who have purchased a Sentry360 IP5000, IP10000, IP4180, IP8180, or IP14000 models and are having an issue with those cameras dropping in and out on an ARTECO system.

IMPORTANT: This Tech Tip applies to Sentry360 driver models only. It does not include the Sentry-2

- 1) You need to open up a browser and enter in the IP address of the Sentry360 Camera.
- 2) Log into the camera with username and password see in figure 1.1
 - i. The default has not username or password
- 3) You will need to enter in the following address into the browser
 - i. http://<camera_ip>/rtcp.set?timeout=30000 and press enter
 - ii. Then enter http://<camera_ip>/save.set? and press enter
 - iii. Where it says <camera_ip> you must enter in the IP address of the Sentry360 camera see in figure 1.2
- 4) If you have multiple cameras with this problem then you will need to repeat process 1 – 3 for each Sentry360 camera.



Figure 1.1

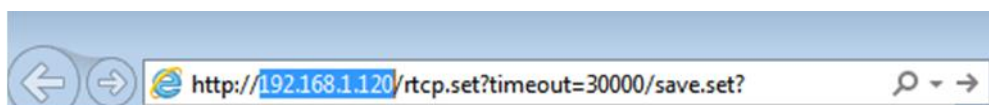


Figure 1.2