MITSUBISHI ELECTRIC

**TECHNICAL BULLETIN** 

GOT-A-0265-A

# List of Network Cameras Validated to Operate with the GOT3000 Series

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■Relevant Models

GOT3000 Series (GT37 Models)

Thank you for your continued support of Mitsubishi Electric Graphic Operation Terminal (GOT).

This bulletin introduces network cameras validated to operate with the GOT3000 series.

This document also includes connection methods and troubleshooting information, as connection methods vary by network camera manufacturer.

The connection methods described in this technical bulletin are examples.

The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.

Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

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# 1 Items to prepare

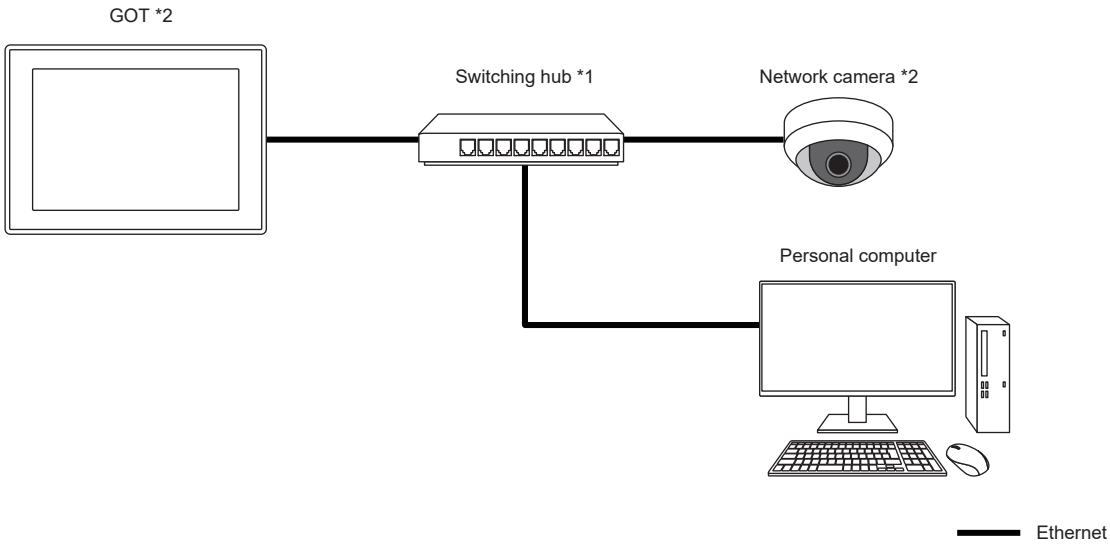
The following table shows the items to prepare.

| Items | Remarks |
|---|---|
| GOT | — |
| Multimedia function license | For details, refer to the following manuals.<br>GT Designer3 (GOT3000) Screen Design Manual<br>GOT3000 Series User's Manual (Utility & Maintenance Functions) |
| Network camera | — |
| Switching hub | When connecting network cameras that support PoE, use a PoE-compatible switching hub.<br>For PoE switching hubs, use one that meets the maximum power consumption requirements of the network camera used. |

## 1.1 System configuration

The system configuration for using a network camera is shown below.

To change the network camera settings, connect the network camera to the personal computer as shown below.




*1 When connecting network cameras that support PoE, use a PoE-compatible switching hub.

*2 Align the time on the GOT and the network cameras.

## 2 Compatible network cameras

The following lists compatible network cameras that have been validated by Mitsubishi Electric.

●: Supported, ×: Not supported

| Manufacturer | Model | H.264*1 | | | JPEG | | | Compatible version |
|---|---|---|---|---|---|---|---|---|
| | | VGA | HD | FHD | VGA | HD | FHD | |
| Axis Communications AB | P1364 | ● | ● | × | ● | ● | × | 9.80.85 |
| | M1065-LW | ● | ● | ● | ● | ● | ● | 9.80.2.4 |
| | M2035-LE | × | × | × | ● | ● | ● | 10.12.280 |
| | M3045-V | ● | ● | ● | ● | ● | ● | 9.80.55 |
| | M4216-V | × | × | × | ● | ● | ● | 12.3.56 |
| | M5075-G | ● | ● | ● | ● | ● | ● | 12.5.68 |
| Canon Inc. | VB-S910F | ● | ● | ● | ● | ● | ● | 1.1.5 |
| | VB-S805D Mk II | ● | ● | × | ● | ● | × | 1.1.5 |
| i-PRO Co., Ltd. | WV-S3530UX | × | × | × | ● | ● | ● | 5.08 |
| i-PRO Co., Ltd. (Panasonic) | BB-ST165A | × | × | × | ● | ● | × | 5.00 |
| Hangzhou Hikvision Digital Technology Co., Ltd. | DS-2DE2A404IW-DE3 | ● | ● | ● | ● | × | × | 5.7.11 (Build220905) |
| | DS-2CD2146G2-ISU | ● | ● | ● | ● | ● | × | 5.7.10 (Build220830) |
| | DS-2CD2025FWD-I | × | × | × | ● | × | × | 5.6.2 (Build190701) |

*1 A standard video compression format that can efficiently compress video while maintaining high image quality.

# 3 Connecting a network camera

The connection method differs depending on the manufacturer of the network camera.
Configure the settings according to the manufacturer of your network camera.
☞ Page 5 Axis Communications AB
☞ Page 10 Canon Inc.
☞ Page 14 i-PRO Co., Ltd.
☞ Page 22 i-PRO Co., Ltd. (Panasonic)
☞ Page 27 Hangzhou Hikvision Digital Technology Co., Ltd.

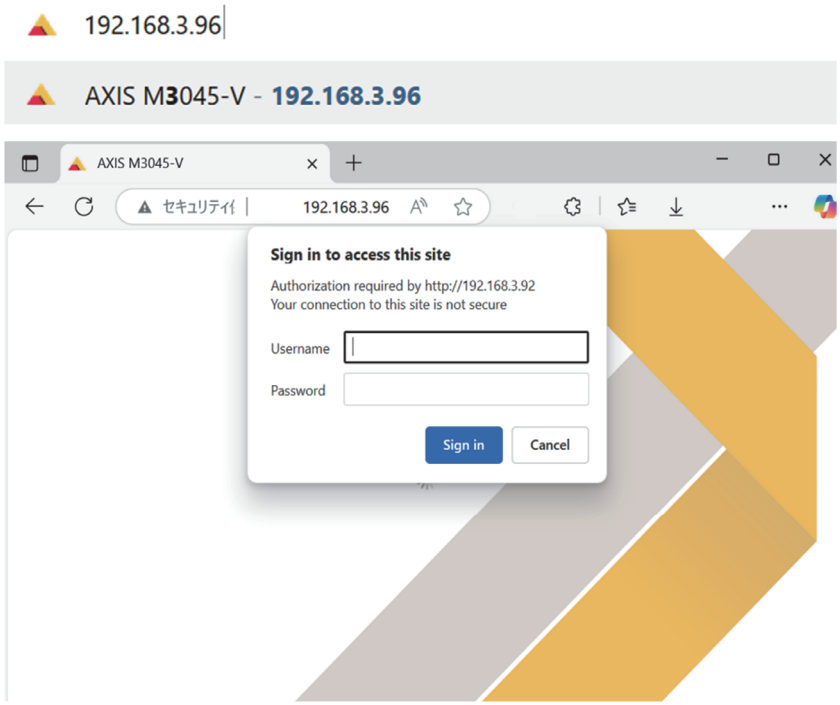
## 3.1 Axis Communications AB

### Login

Enter the IP address of the network camera in a web browser and log in to the admin page.
This section explains how to log in using an AXIS M4216-V Network Camera (AXIS OS Ver.12.3.56) as an example.

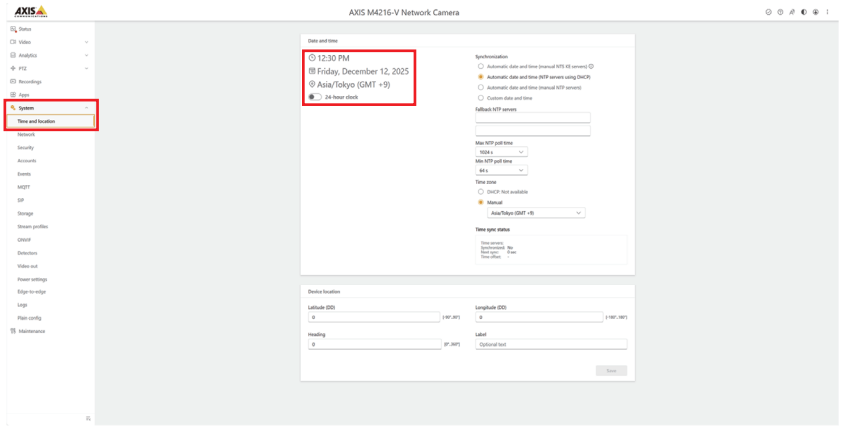
The network camera setting procedure described in this technical bulletin is provided as an example.
The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.
Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

Ex.
When the IP address is 192.168.3.96



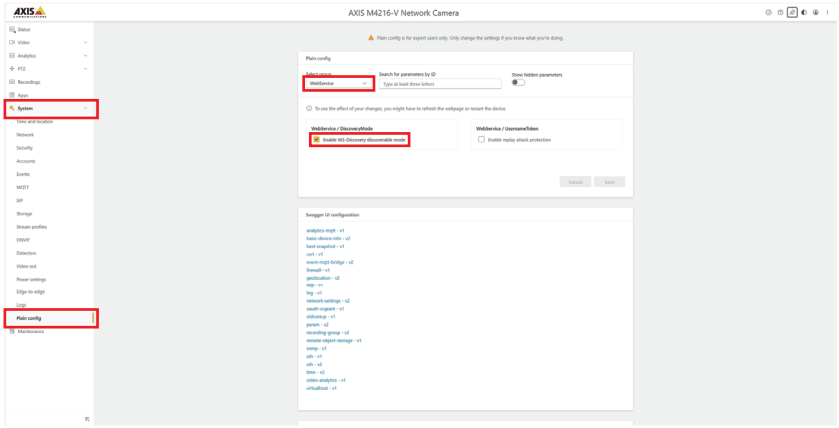
## Time setting

Check that the current time is set.




## Parameter settings

Select [Enable WS-Discovery discoverable mode].

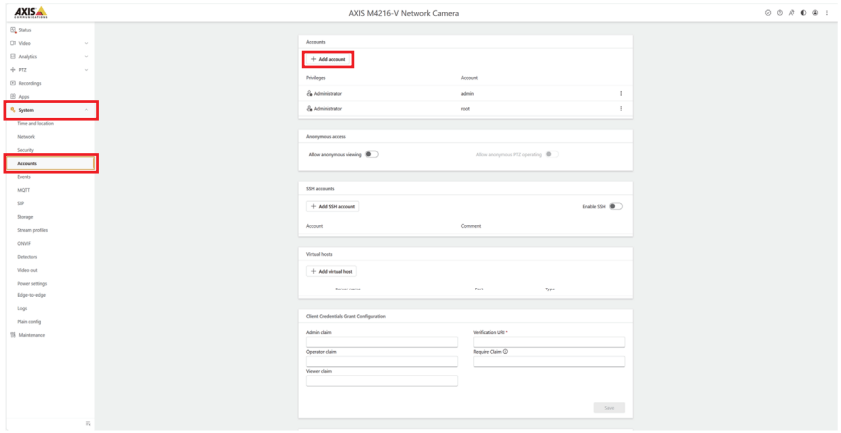


## Creating a login account

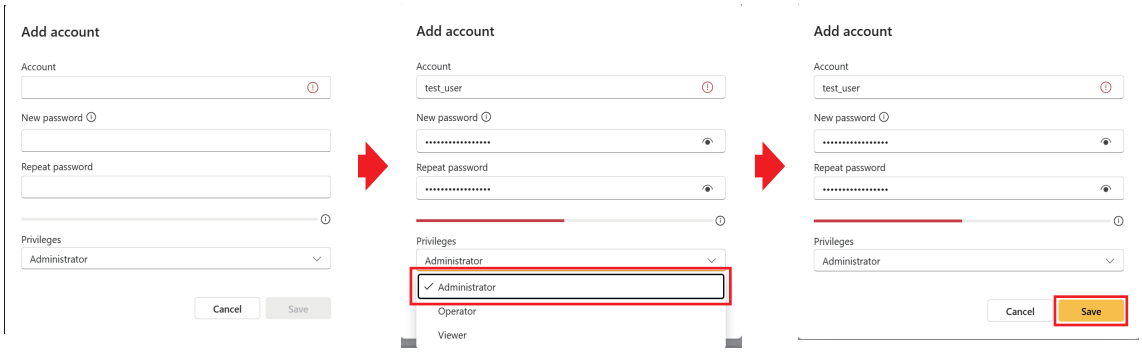
Create an account to log in to the network camera web page.
If you already have a login account, you can use it to log in to the web page.
The login account is not used to configure settings in GT Designer3.
GT Designer3 uses an ONVIF account.
For details on creating an ONVIF account, refer to the following.
☞ Page 8 Creating an ONVIF account

### Operating procedure

***1.*** Log in to the admin page and click [Add account] in the [Accounts] menu.

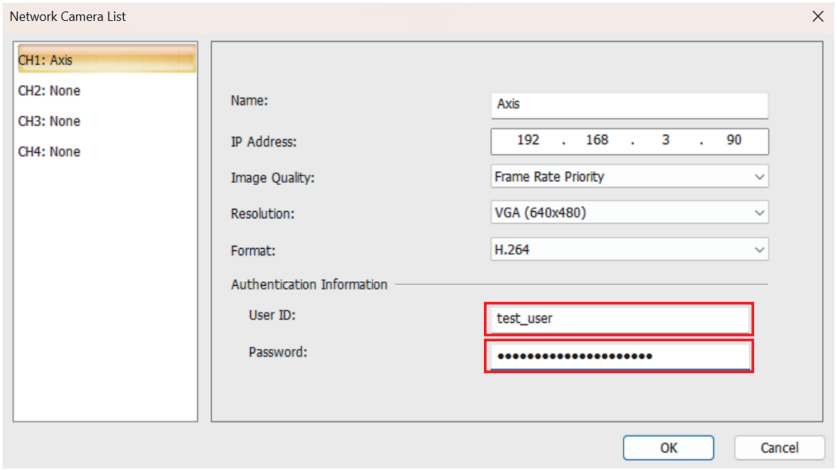



***2.*** Select [Administrator] for [Privileges] and add an account.



## Creating an ONVIF account

GT Designer3 uses an ONVIF account as the user ID for the network camera.
Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.

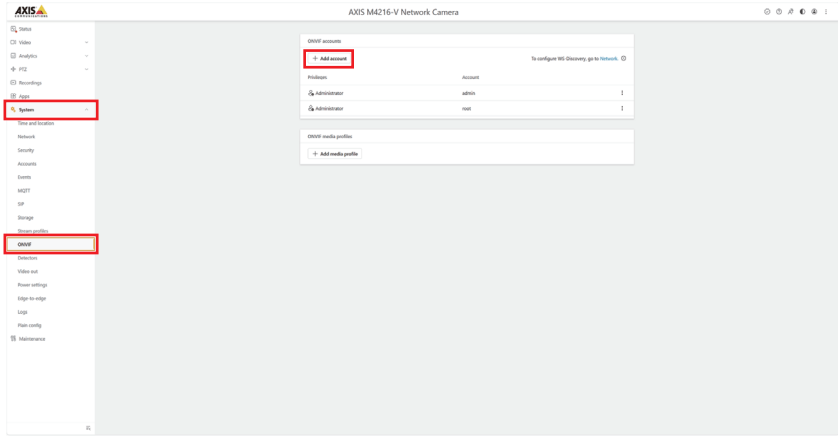



Settings in GT Designer3

The following shows how to create an ONVIF account.

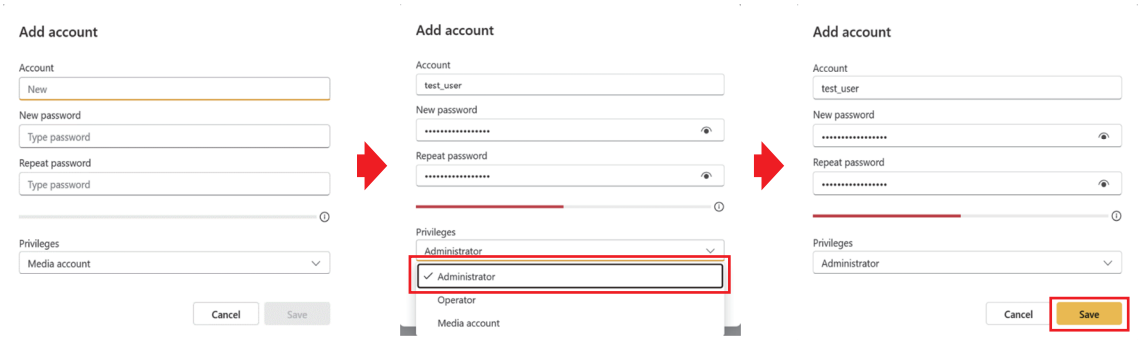
### Operating procedure

***1.*** Log in to the admin page and click [Add account] in the [ONVIF] menu.



***2.*** Select [Administrator] for [Privileges] and add an account.

Enter a password up to 64 characters long.

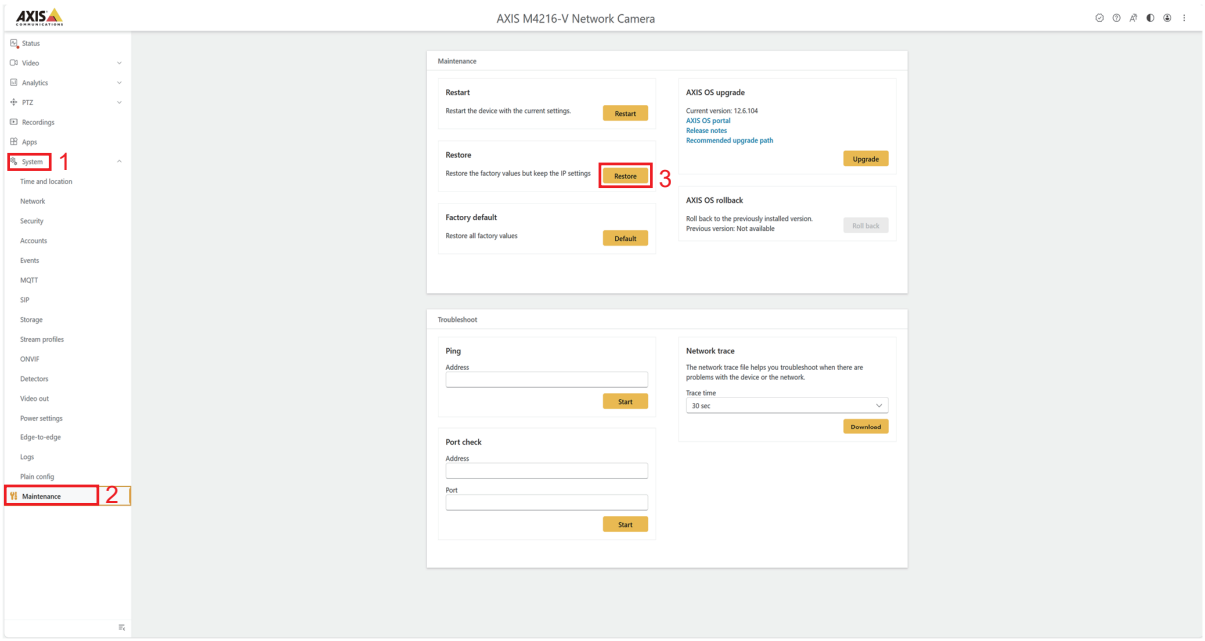



## Initializing the settings

Before initializing the settings, backup the current settings by taking notes or other means.

The settings cannot be restored if initialization is performed without a backup.

To initialize the settings, log in to the admin page and click 1 to 3 in order.



## 3.2 Canon Inc.

### Login

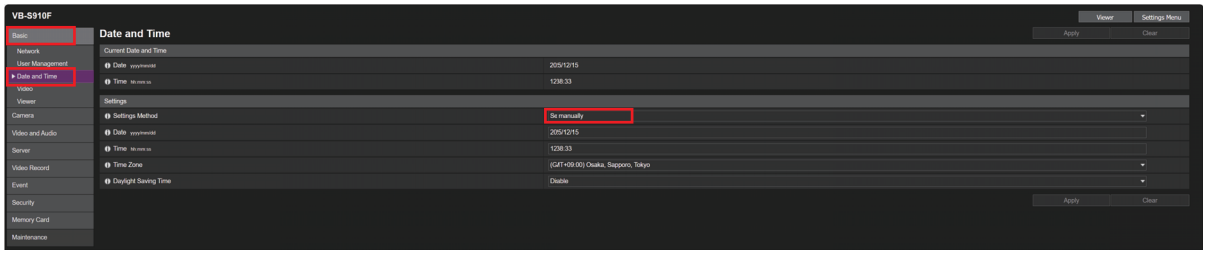
Enter the IP address of the network camera in a web browser and log in to the admin page.
This section explains how to log in using a Canon VB-S910F (firmware version 1.1.5) as an example.

The network camera setting procedure described in this technical bulletin is provided as an example.
The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.
Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

**Ex.**
When the IP address is 192.168.3.100

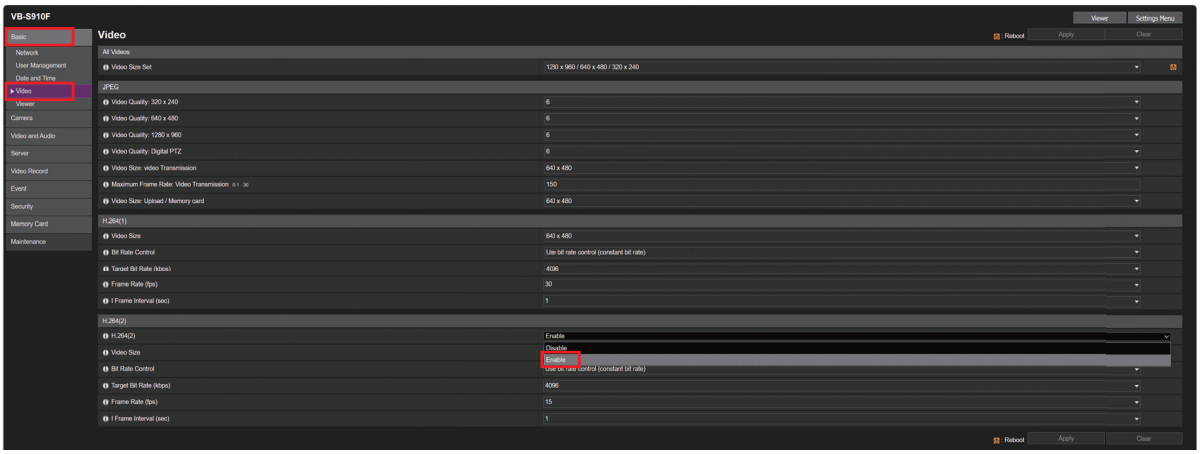
### Time setting

Select [Set manually].



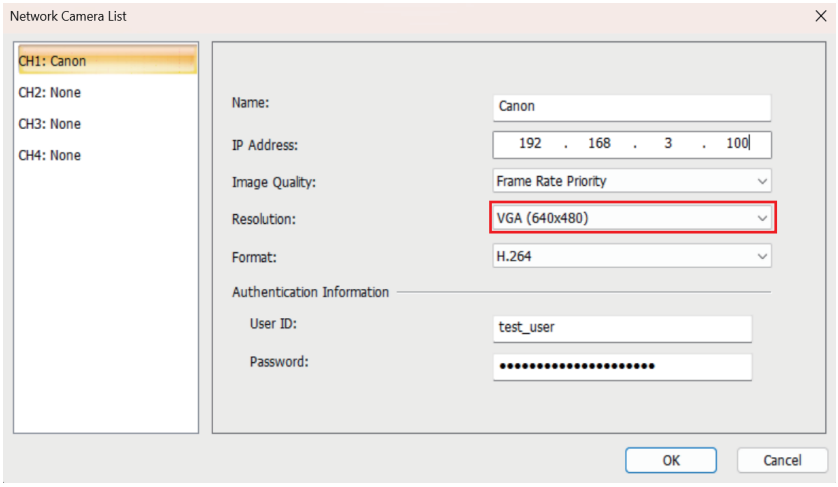
## Parameter settings

Select [Enable] for [H.264].

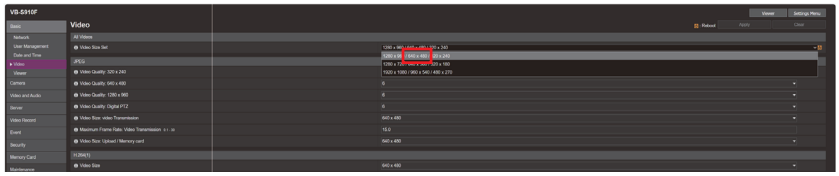



For [Video Size Set], select a resolution that includes the resolution set in GT Designer3.

Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.




Settings in GT Designer3

| GT Designer3 [Resolution] setting in the [Network Camera List] dialog | [Video Size Set] setting for the network camera |
|---|---|
| [VGA(640x480)] |  |
| [HD(1280x720)] | |

| GT Designer3 [Resolution] setting in the [Network Camera List] dialog | [Video Size Set] setting for the network camera |
|---|---|
| [Full HD(1920x1080)] | |



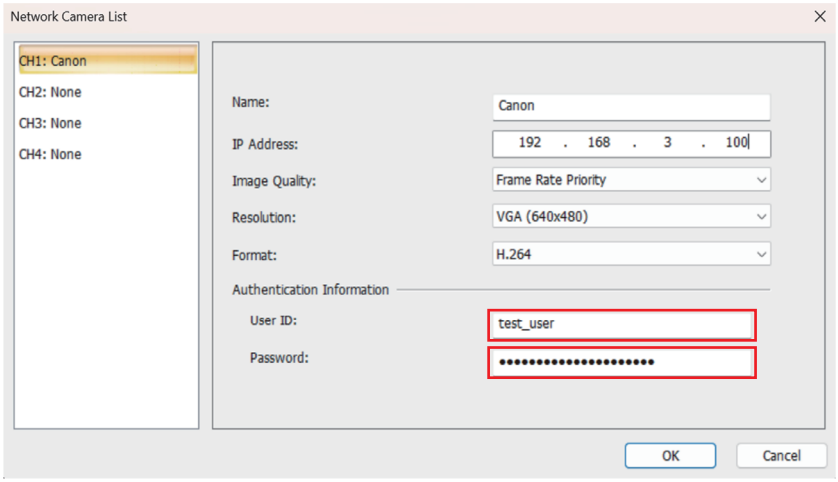
## Creating a login account

Create an account to log in to the network camera web page.

If you already have a login account, you can use it to log in to the web page.

Since Canon network cameras use the same login and ONVIF account, use the account configured here for GT Designer3.

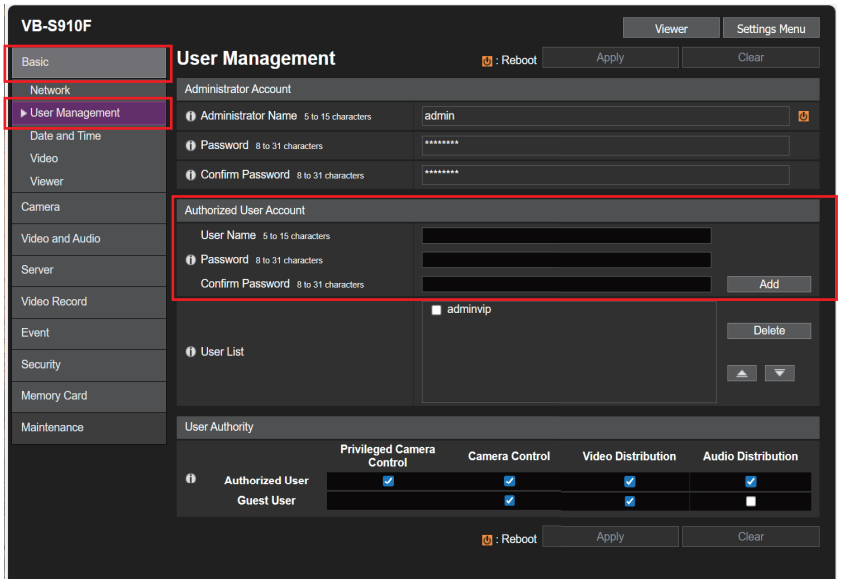
Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.



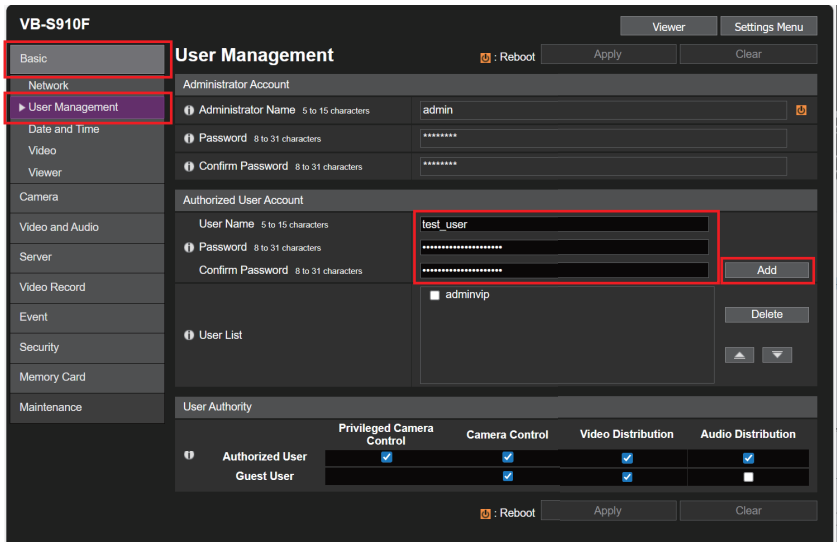

Settings in GT Designer3

### Operating procedure

***1.*** Log in to the admin page and click [User Management] in the [Basic] menu.



**2.** Enter your username and the password and click the [Add] button.




## Creating an ONVIF account

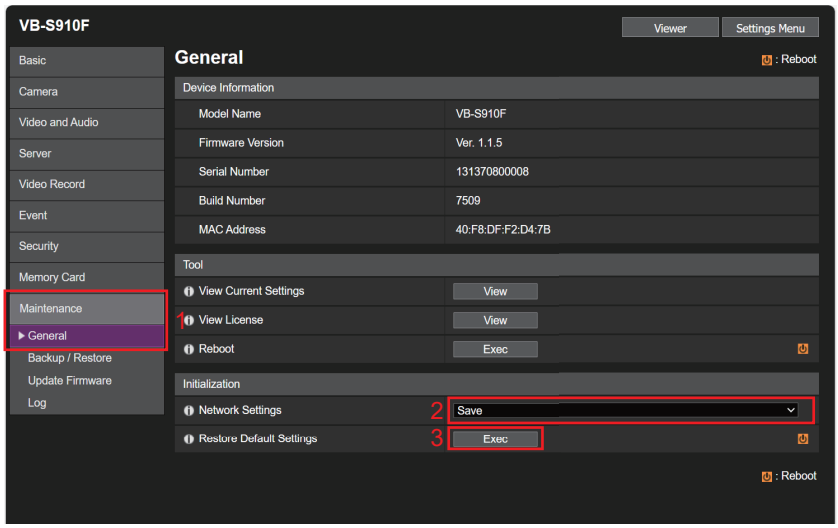
Creating an ONVIF account is not required.

## Initializing the settings

Before initializing the settings, backup the current settings by taking notes or other means.

The settings cannot be restored if initialization is performed without a backup.

To initialize the settings, log in to the admin page and click 1 to 3 in order.



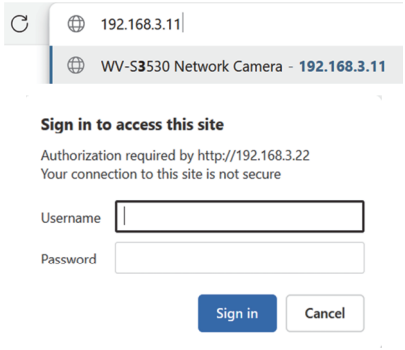
## 3.3 i-PRO Co., Ltd.

### Login

Enter the IP address of the network camera in a web browser and log in to the admin page.
This section explains how to log in using an i-PRO WV-S3530UX Network Camera (software version 5.08) as an example.

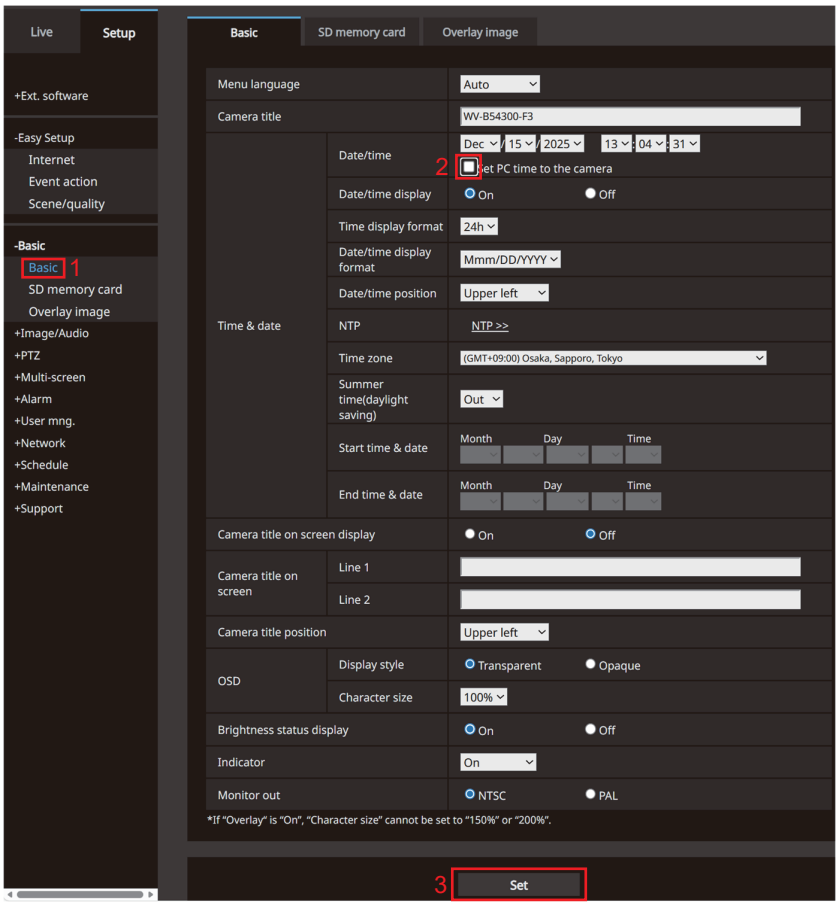
The network camera setting procedure described in this technical bulletin is provided as an example.
The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.
Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

**Ex.**
When the IP address is 192.168.3.11



## Time setting

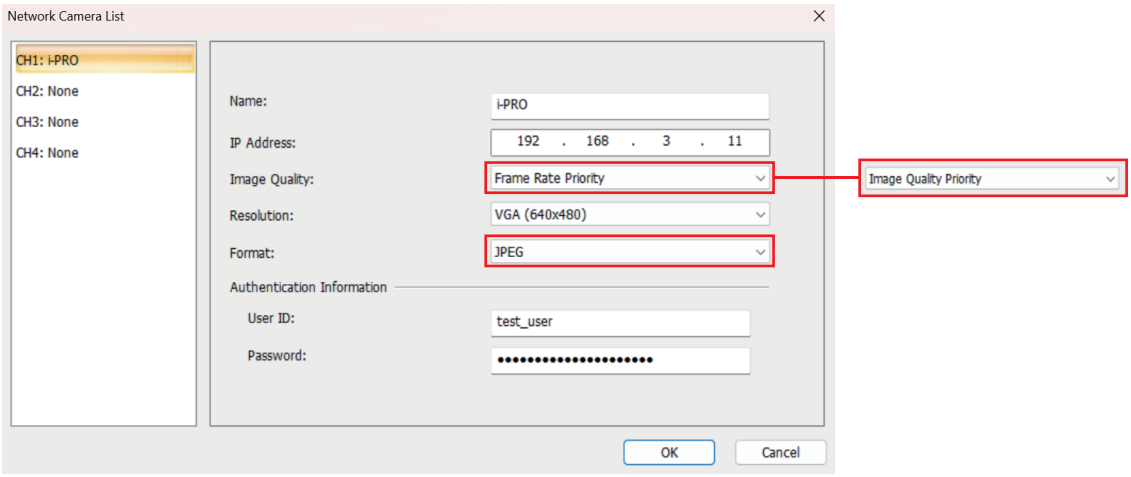
Click 1 to 3 in order and enable [Set PC time to the camera].



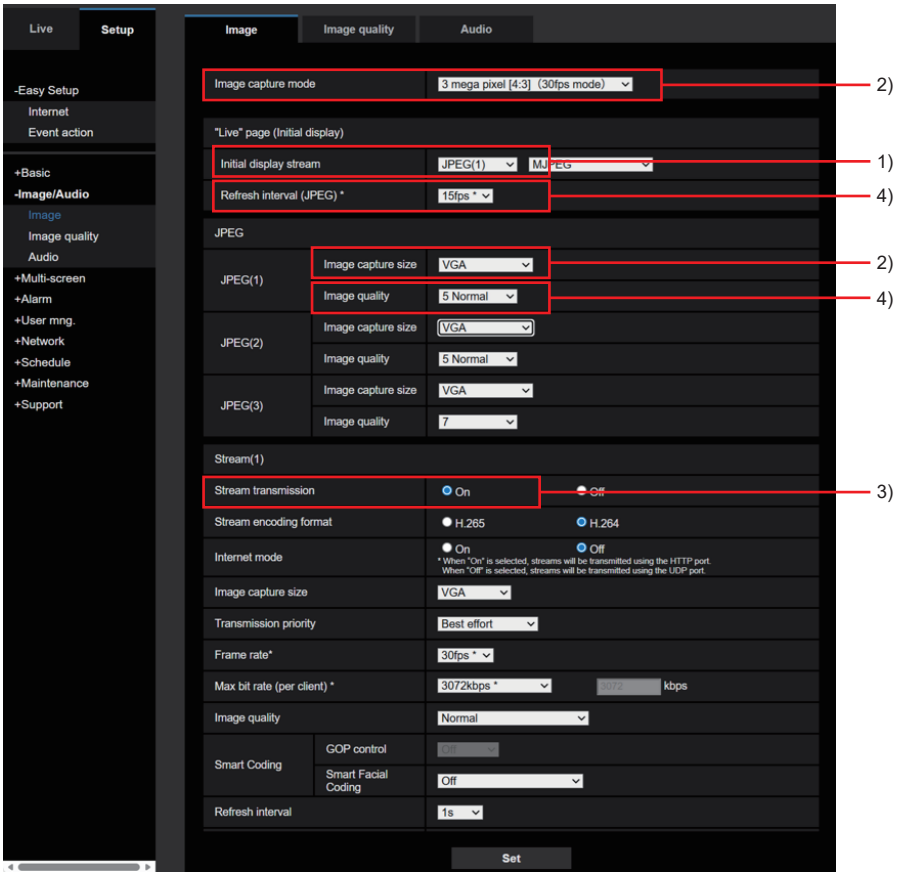
## Parameter settings

For some settings, configure them according to the settings in GT Designer3.

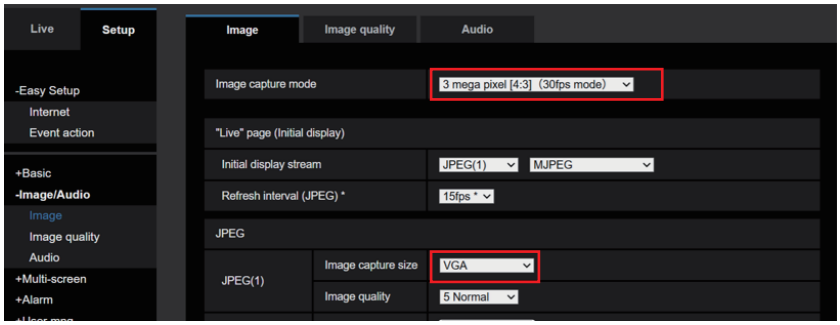
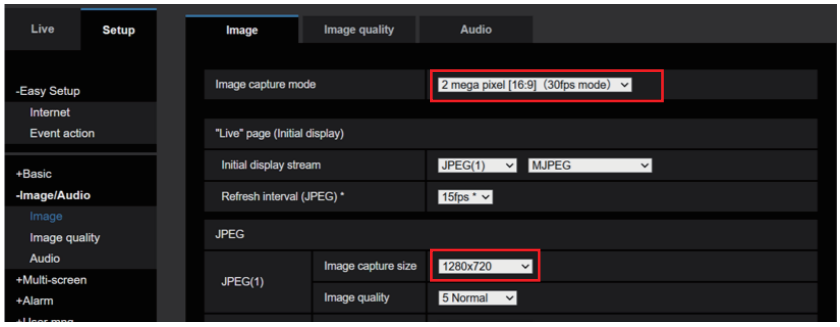
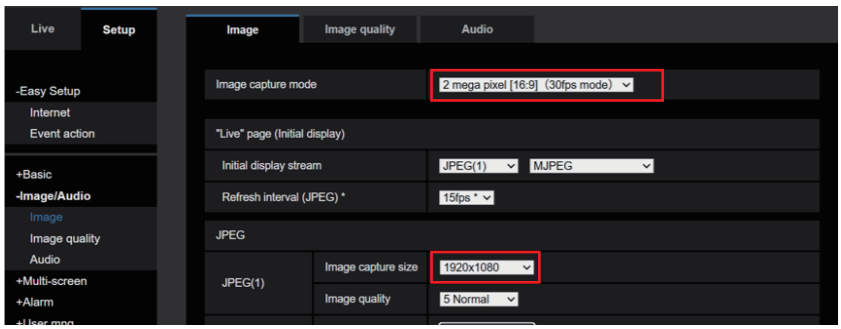
Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.

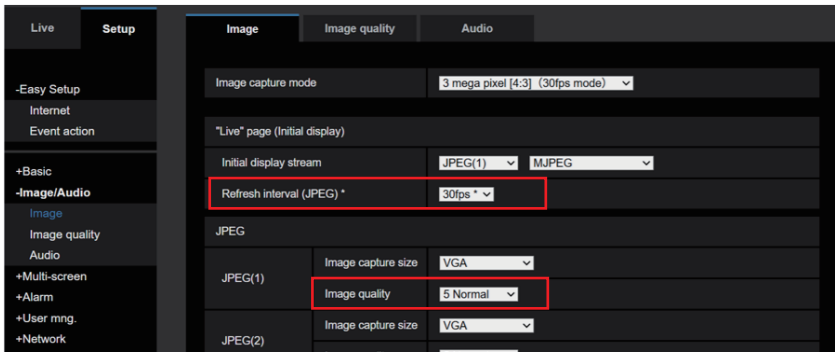
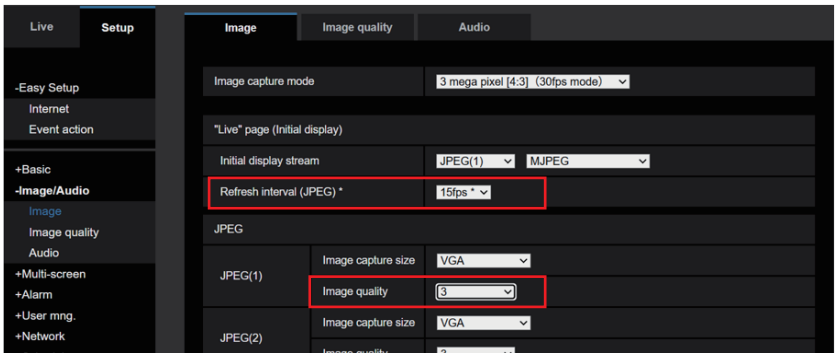



Settings in GT Designer3



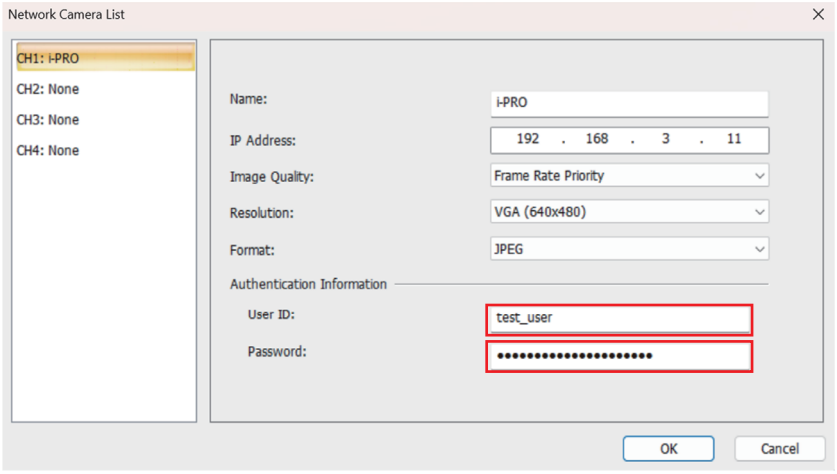

| Item | | Description |
|---|---|---|
| 1) | [Initial display stream] | Select [JPEG(1)]. |

| Item | | Description |
|---|---|---|
| 2) | [Image capture mode]<br>[Image capture size] | Configure the settings according to the [Resolution] setting in GT Designer3.<br>• When the [Resolution] setting in GT Designer3 is [VGA(640x480)]<br>  <br>• When the [Resolution] setting in GT Designer3 is [HD(1280x720)]<br>  <br>• When the [Resolution] setting in GT Designer3 is [Full HD(1920x1080)]<br>  |
| 3) | [Stream transmission] | Select [On] to enable ONVIF.<br>When [On] is selected, the video frame rate is limited to a maximum of 5 fps at VGA resolution, regardless of the [Refresh interval (JPEG)] setting. |

| Item | | Description |
|---|---|---|
| 4) | [Refresh interval (JPEG)]<br>[Image quality] | The following settings are recommended according to the [Image Quality] settings in GT Designer3.<br>• When [Image Quality] in GT Designer3 is [Frame Rate Priority]<br>[30fps] is recommended for [Refresh interval (JPEG)].<br>Note that the actual display is limited to 5 fps, even if [30fps] is recommended for the setting.<br>[5 Normal] is recommended for [Image quality].<br>If the image is not displayed with [5 Normal], or if image quality is unsatisfactory, change the setting.<br>  <br>• When [Image Quality] in GT Designer3 is [Image Quality Priority]<br>[15fps] is recommended for [Refresh interval (JPEG)].<br>Note that the actual display is limited to 5 fps, even if [15fps] is recommended for the setting.<br>[3] is recommended for [Image quality].<br>If the image is not displayed with [3], or if image quality is unsatisfactory, change the setting.<br>  |

## Creating a login account

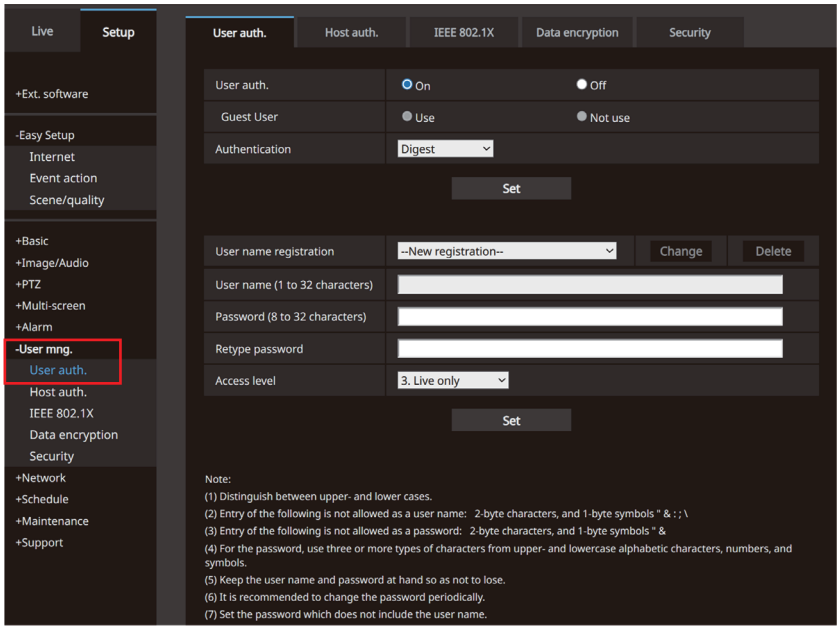
Create an account to log in to the network camera web page.
If you already have a login account, you can use it to log in to the web page.
Since i-PRO network cameras use the same login and ONVIF account, use the account configured here for GT Designer3.
Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.



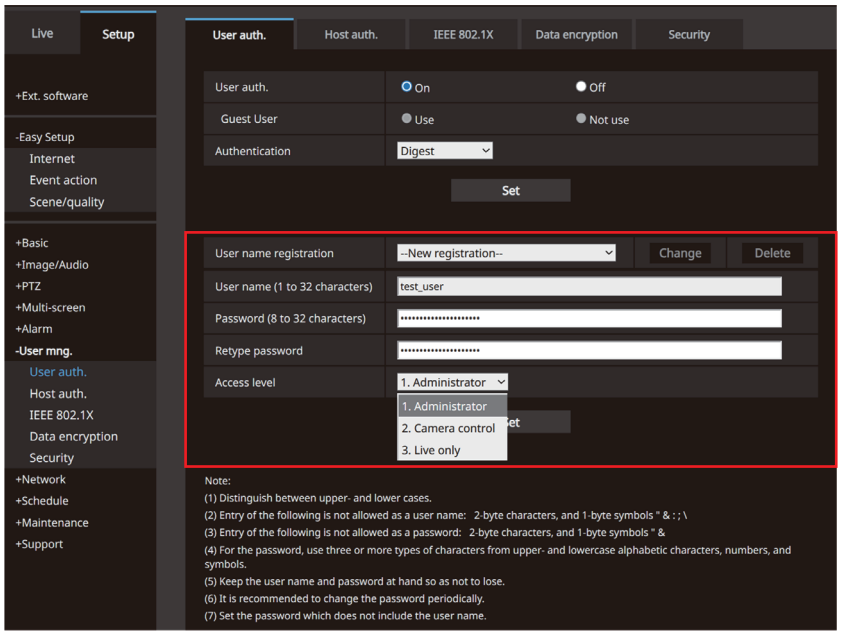

Settings in GT Designer3

### Operating procedure

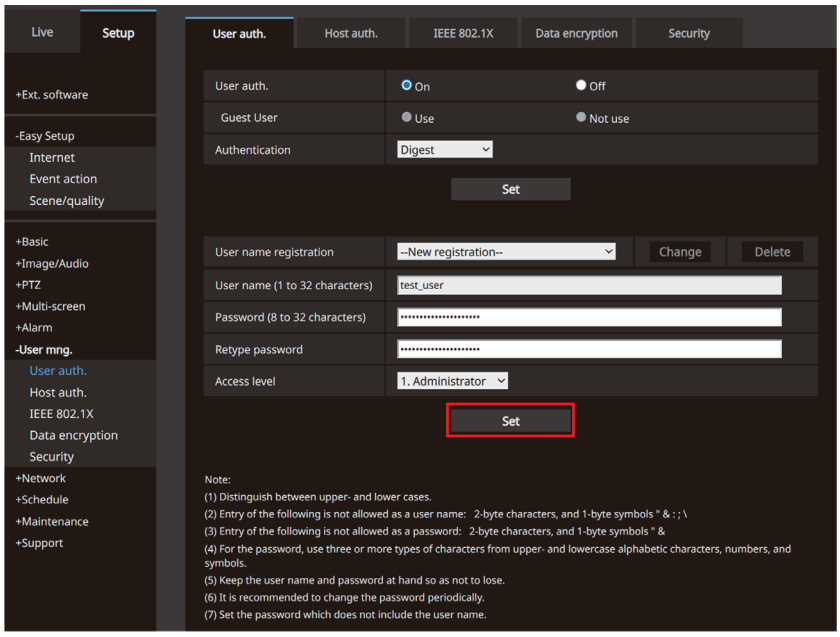
***1.*** Log in to the admin page and click [User auth.] in the [User mng.] menu.



***2.*** Enter the username and password and select [Administrator] for [Access level].




***3.*** Click the [Set] button.

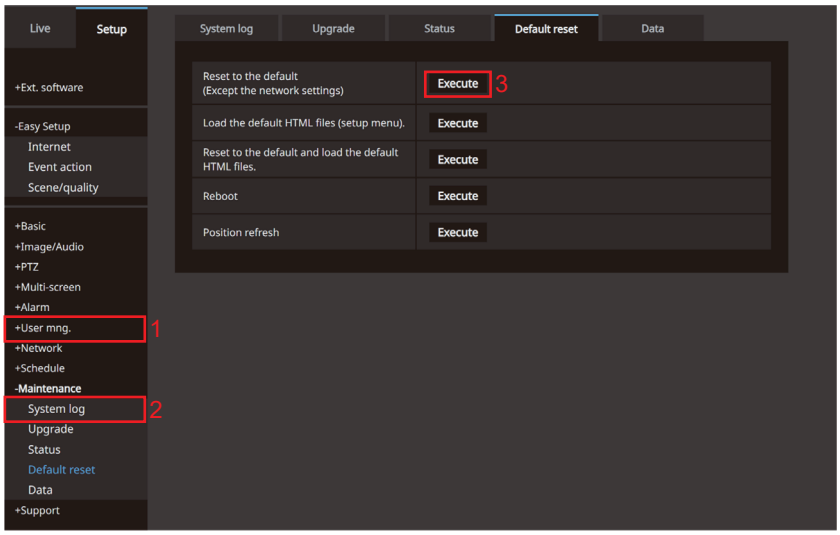



## Creating an ONVIF account

Creating an ONVIF account is not required.

## Initializing the settings

Before initializing the settings, backup the current settings by taking notes or other means.
The settings cannot be restored if initialization is performed without a backup.
To initialize the settings, log in to the admin page and click 1 to 3 in order.



## 3.4 i-PRO Co., Ltd. (Panasonic)

### Login

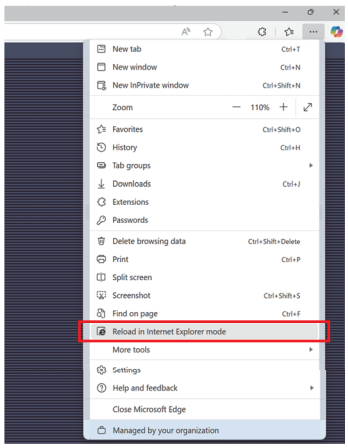
This section explains how to log in using an i-PRO (Panasonic) BB-ST165A (software version 5.00) as an example.

The network camera setting procedure described in this technical bulletin is provided as an example.
The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.
Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

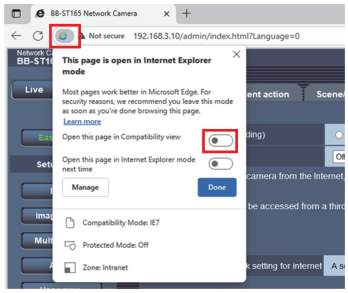
If you are using Microsoft Edge, you must open the webpage in Internet Explorer Compatibility View.

#### Operating procedure

***1.*** From the [...] menu in the upper right corner of Microsoft Edge, click [Reload in Internet Explorer mode].

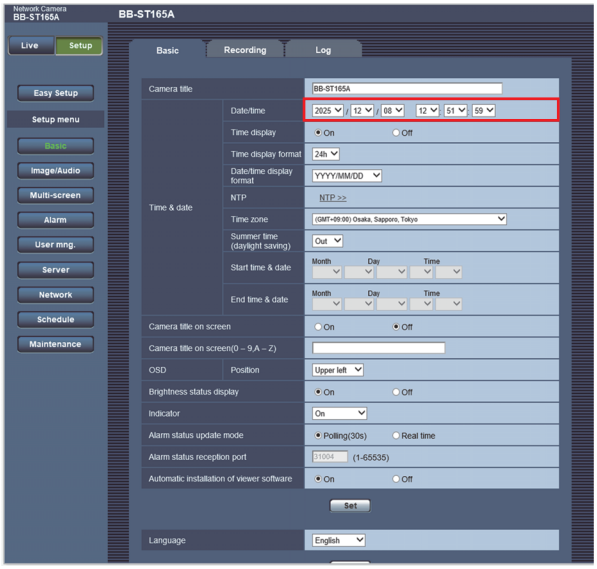



***2.*** Click the icon to the left of the address bar and enable [Open this page in Compatibility view].



## Time setting

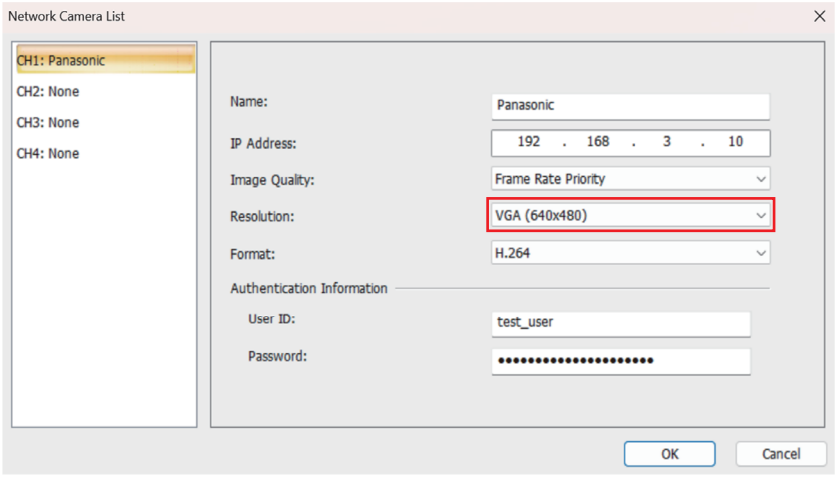
Check that the current time is set.



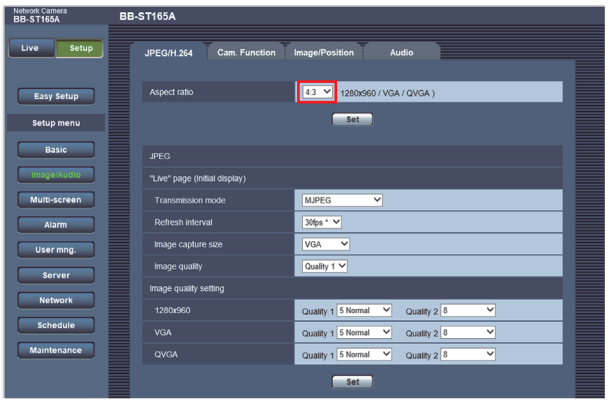
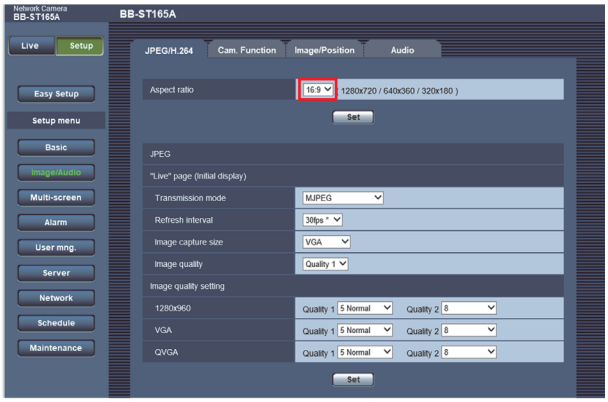
## Parameter settings

Set [Aspect ratio] to the resolution set in GT Designer3.

Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.

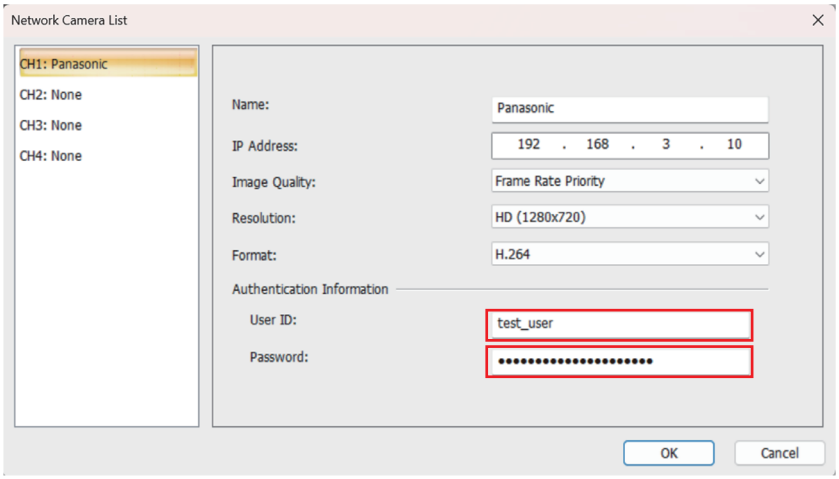



Settings in GT Designer3

| GT Designer3 [Resolution] setting in the [Network Camera List] dialog | [Aspect ratio] setting for the network camera |
|---|---|
| [VGA(640x480)] |  |
| [HD(1280x720)] |  |
| [Full HD(1920x1080)] | Not available. |

## Creating a login account

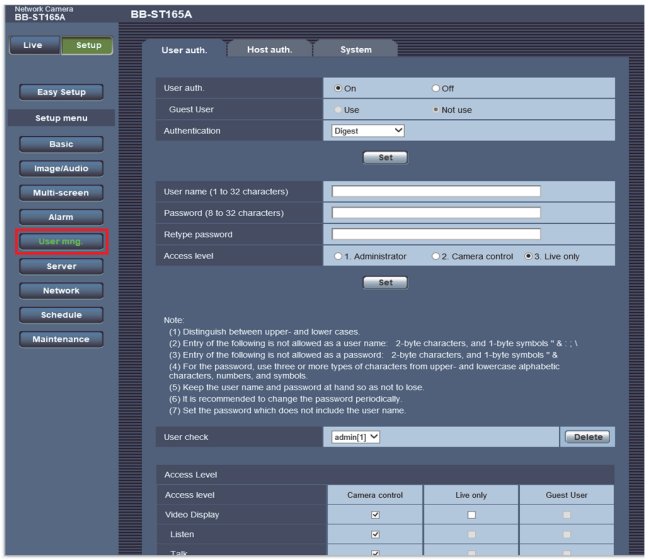
Create an account to log in to the network camera web page.
If you already have a login account, you can use it to log in to the web page.
Since i-PRO (Panasonic) network cameras use the same login and ONVIF account, use the account configured here for GT Designer3.
Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.



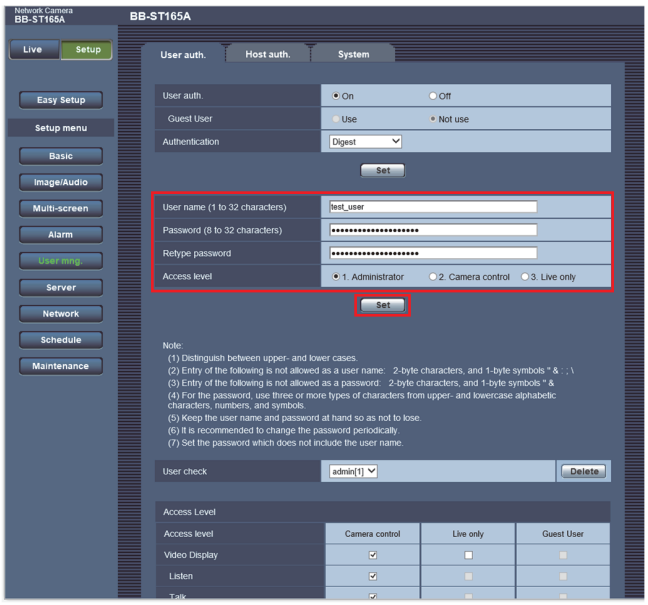

Settings in GT Designer3

### Operating procedure

***1.*** Log in to the admin page and click the [User mng.] button.



***2.*** Enter your username and password, select [Administrator] then click the [Set] button.




## Creating an ONVIF account

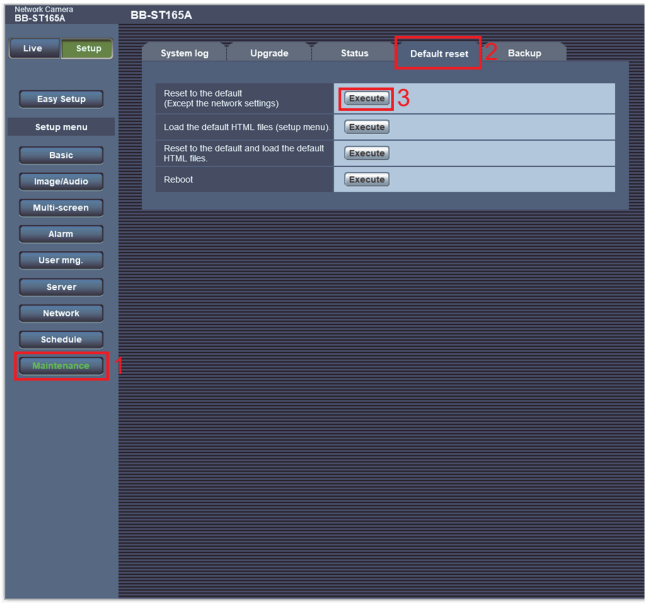
Creating an ONVIF account is not required.

## Initializing the settings

Before initializing the settings, backup the current settings by taking notes or other means.

The settings cannot be restored if initialization is performed without a backup.

To initialize the settings, log in to the admin page and click 1 to 3 in order.



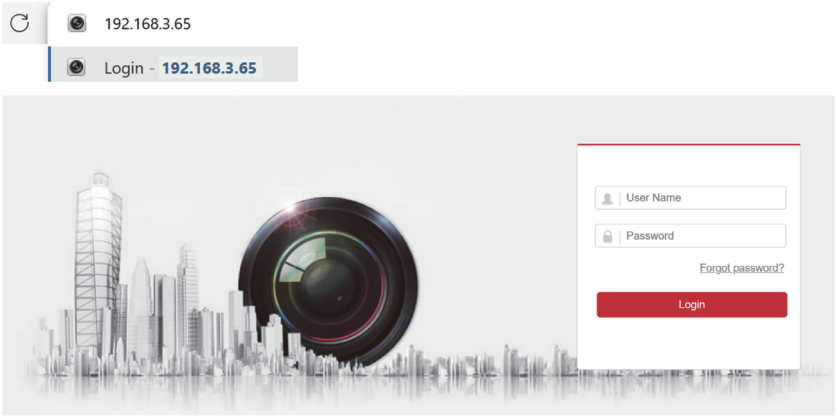
## 3.5 Hangzhou Hikvision Digital Technology Co., Ltd.

### Login

Enter the IP address of the network camera in a web browser and log in to the admin page.
This section explains how to log in using a Hikvision DS-2CD2146G2-ISU (software version 5.7.10) as an example.

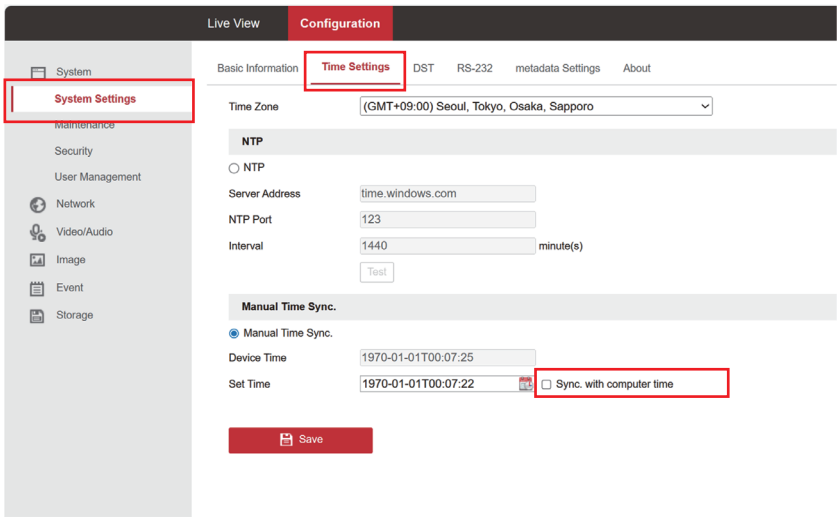
The network camera setting procedure described in this technical bulletin is provided as an example.
The specifications of network camera web pages and related items are subject to change without notice at the discretion of each manufacturer.
Refer to the manual provided by the manufacturer of your network camera for the production status of each product, detailed operation methods, and settings.

**Ex.**
When the IP address is 192.168.3.65



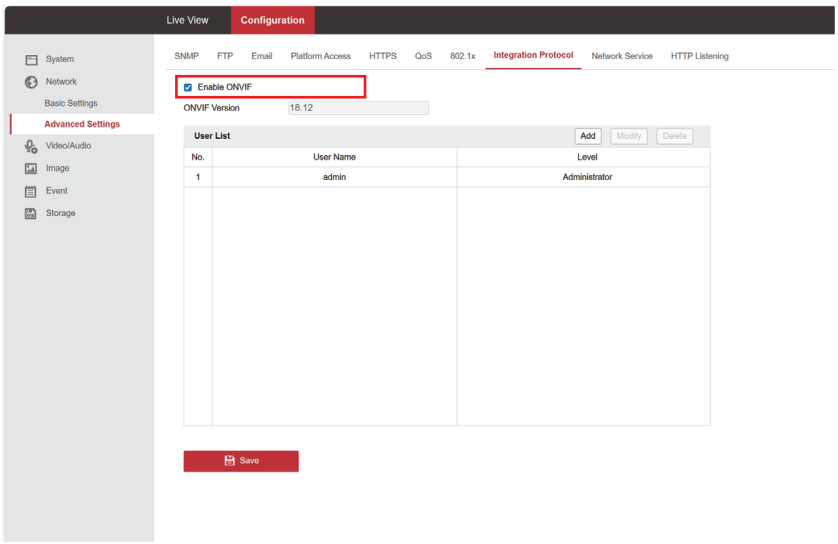

### Time setting

Select [Sync. with computer time].



## Parameter settings

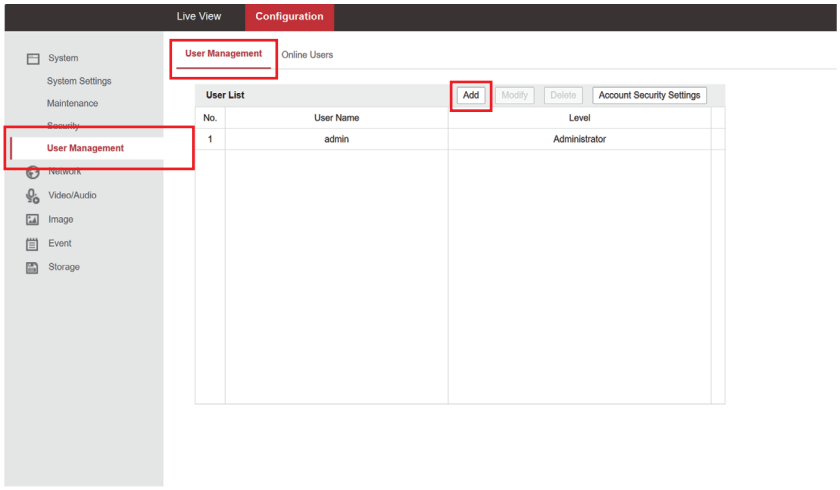
Select [Enable ONVIF].



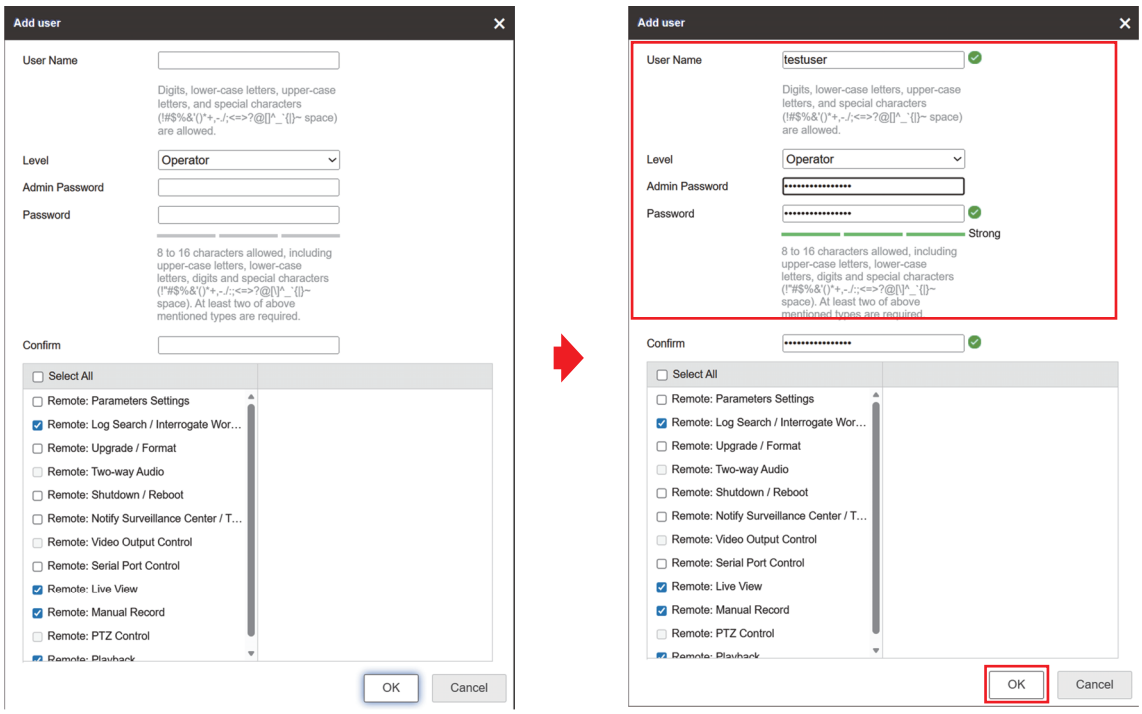
## Creating a login account

Create an account to log in to the network camera web page.
If you already have a login account, you can use it to log in to the web page.
The login account is not used to configure settings in GT Designer3.
GT Designer3 uses an ONVIF account.
For details on creating an ONVIF account, refer to the following.
☞ Page 30 Creating an ONVIF account

***1.*** Log in to the admin page and click the [Add] button in the [User Management] menu.




***2.*** Set the username, password, and other information, and click the [OK] button.



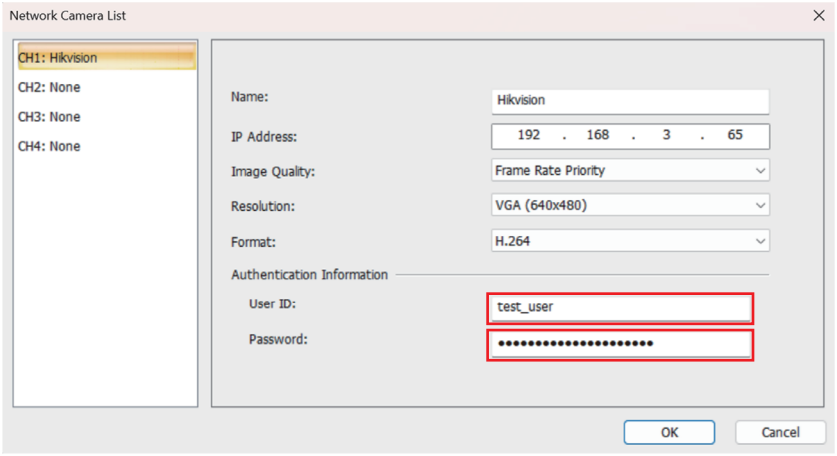
## Creating an ONVIF account

GT Designer3 uses an ONVIF account as the user ID for the network camera.

The ONVIF account will be deleted if the network camera is initialized.

Create the account again.

Select [Common] → [Peripheral Setting] → [Digital Image Input/Recording] and click the [Network Camera List] button.



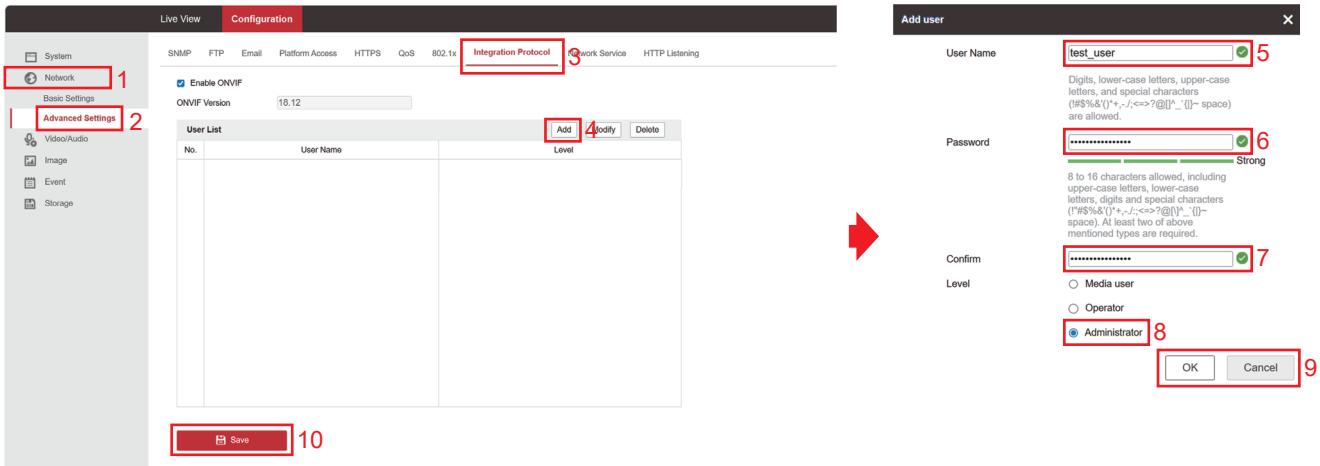

Settings in GT Designer3

The following shows how to create an ONVIF account.

### Operating procedure

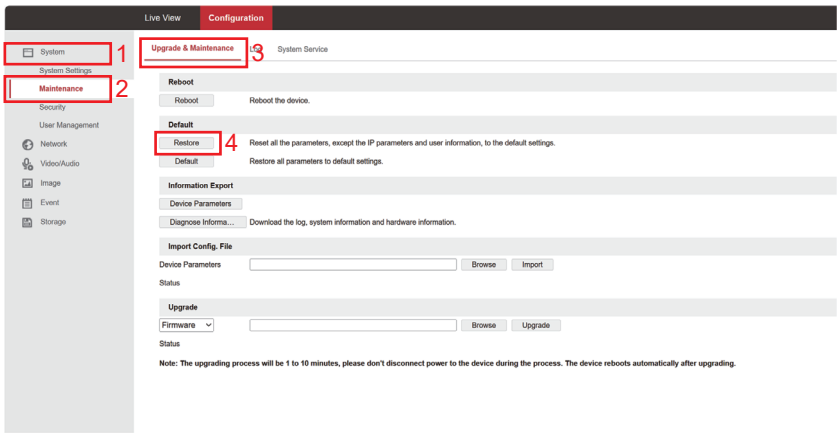
Follow numbers 1 to 10 to create an ONVIF account.

Enter a password up to 64 characters long.



## Initializing the settings

Before initializing the settings, backup the current settings by taking notes or other means.
The settings cannot be restored if initialization is performed without a backup.
To initialize the settings, log in to the admin page and click 1 to 4 in order.



# 4 Troubleshooting

## 4.1 Network camera image not displayed on GOT

Check the settings in the order of Checks 1 to 9, and if there is a problem, review the settings.

| Order of checks | Description |
|---|---|
| Check 1 | ☞ Page 32 Checking the multimedia function license registration |
| Check 2 | ☞ Page 32 Checking the Combination Invalid Error Status Notification |
| Check 3 | ☞ Page 33 Checking the Network Camera Not Detected Error |
| Check 4 | ☞ Page 34 Checking the Network Camera Account Authentication Error |
| Check 5 | ☞ Page 35 Checking the Network Camera Setting Error |
| Check 6 | ☞ Page 35 Checking the Network Camera Profile Error |
| Check 7 | ☞ Page 36 Checking the Network Camera Media Profile Count Limit Error |
| Check 8 | ☞ Page 37 Checking the Network Camera Connection Error<br>If the image is not displayed even after performing Checks 1 to 8, contact the network camera manufacturer. |
| Check 9 | ☞ Page 37 Checking the number of displayed digital image objects |

### Checking the multimedia function license registration

Set the system alarm display in GT Designer3 and check whether system alarm 641 has occurred.

If system alarm 641 occurs, the multimedia function license is not registered.

Refer to the following manual and register the multimedia function license.

📖GT Designer3 (GOT3000) Screen Design Manual

### Checking the Combination Invalid Error Status Notification

Set GS2085 in GT Designer3 and check whether the maximum resolution for simultaneous display on a single GOT is exceeded.

The corresponding bit turns on if the maximum resolution for simultaneous display on a single GOT is exceeded.

| Bit | Target input image | Channel | Error details |
|---|---|---|---|
| b0 | Network camera | CH1 | 0: Normal or unused<br>1: The maximum resolution for simultaneous display on a single GOT is exceeded. |
| b1 | | CH2 | |
| b2 | | CH3 | |
| b3 | | CH4 | |

The following are the combinations of resolutions for simultaneous display on a single GOT.

| Personal computer image | Network camera |
|---|---|
| — | VGA × 4 channels or less |
| — | HD × 2 channels or less |
| — | HD × 1 channel<br>VGA × 3 channels or less |
| — | FHD × 1 channel |
| VGA × 1 channel | VGA × 3 channels or less |
| VGA × 1 channel | HD × 1 channel<br>VGA × 2 channels or less |
| SVGA × 1 channel | VGA × 3 channels or less |
| SVGA × 1 channel | HD × 1 channel<br>VGA × 1 channel |
| XGA × 1 channel | VGA × 3 channels or less |
| XGA × 1 channel | HD × 1 channel |
| FHD × 1 channel | — |

## Checking the Network Camera Not Detected Error

Set b0 of GS2073 to GS2076 in GT Designer3 and check whether the network camera is properly connected.
The corresponding bit turns on if the network camera is not operational or it is not properly connected.

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b0 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Not Detected Error |

The following table shows corrective actions.

| Action | Description |
|---|---|
| Check the system configuration. | The system configuration may be incorrect.<br>For information on the network camera system configuration, refer to the following.<br>☞ Page 3 System configuration |
| Use a PoE switching hub. | When using a PoE network camera, ensure that it is connected to a PoE switching hub. |
| Connect the network camera to a port capable of supplying power to the PoE switching hub. | When using a PoE network camera, connect it to a port capable of supplying power to the PoE switching hub via an Ethernet cable.<br>Some PoE switching hubs may have a limited number of ports equipped with PoE power supply functions. |
| Check the network camera startup. | It may take some time for the network camera to start up after turning on the power.<br>Log in to the network camera web page and check that the image is displayed normally.<br>If the image is displayed normally, the network camera is working.<br>When logging in to the web page, a personal computer must also be connected to the network camera through the PoE switching hub.<br>☞ Page 3 System configuration<br>For information on logging in to the network camera web page, refer to the following.<br>• Axis Communications AB<br>☞ Page 5 Login<br>• Canon Inc.<br>☞ Page 10 Login<br>• i-PRO Co., Ltd.<br>☞ Page 14 Login<br>• i-PRO Co., Ltd. (Panasonic)<br>☞ Page 22 Login<br>• Hangzhou Hikvision Digital Technology Co., Ltd.<br>☞ Page 27 Login |

## Checking the Network Camera Account Authentication Error

Set b1 of GS2073 to GS2076 in GT Designer3 and check whether the network camera user ID and password are set correctly.

The corresponding bit turns on if the user ID or password is not set correctly.

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b1 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Account Authentication Error |

The following table shows corrective actions.

| Action | Description |
|---|---|
| Set an ONVIF account. | GT Designer3 uses the user ID and password for the ONVIF account.<br>If the login account for the network camera and the ONVIF account are not the same, review the settings in GT Designer3.<br>For information on an ONVIF account, refer to the following.<br>☞ Page 8 Creating an ONVIF account<br>• Canon Inc.<br>☞ Page 13 Creating an ONVIF account<br>• i-PRO Co., Ltd.<br>☞ Page 20 Creating an ONVIF account<br>• i-PRO Co., Ltd. (Panasonic)<br>☞ Page 26 Creating an ONVIF account<br>• Hangzhou Hikvision Digital Technology Co., Ltd.<br>☞ Page 30 Creating an ONVIF account |
| Re-enter the user ID and password. | The user ID and password may not be entered correctly.<br>Review the settings in GT Designer3. |

## Checking the Network Camera Setting Error

Set b3 of GS2073 to GS2076 in GT Designer3 and check whether the network camera settings are correct.
The corresponding bit turns on if the resolution, video format, and other settings configured in GT Designer3 do not match the settings of the network camera being used.

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b3 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Setting Error |

If the above signal turns on, review the settings so that the GT Designer settings and network camera settings match.
For information on the network camera settings, refer to the following.

- Axis Communications AB

☞ Page 6 Parameter settings

- Canon Inc.

☞ Page 11 Parameter settings

- i-PRO Co., Ltd.

☞ Page 16 Parameter settings

- i-PRO Co., Ltd. (Panasonic)

☞ Page 24 Parameter settings

- Hangzhou Hikvision Digital Technology Co., Ltd.

☞ Page 28 Parameter settings

## Checking the Network Camera Profile Error

Set b5 of GS2073 to GS2076 in GT Designer3 and check that a profile compatible with the network camera is set.
The corresponding bit turns on if the H.264 compression profile set for the network camera is set to a profile other than Baseline profile[*1].

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b5 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Profile Error |

*1 H.264: A standard video compression format that can efficiently compress video while maintaining high image quality.
Baseline profile: An H.264 profile designed for video distribution with an emphasis on real-time performance.

If the above signal turns on, take the following actions.

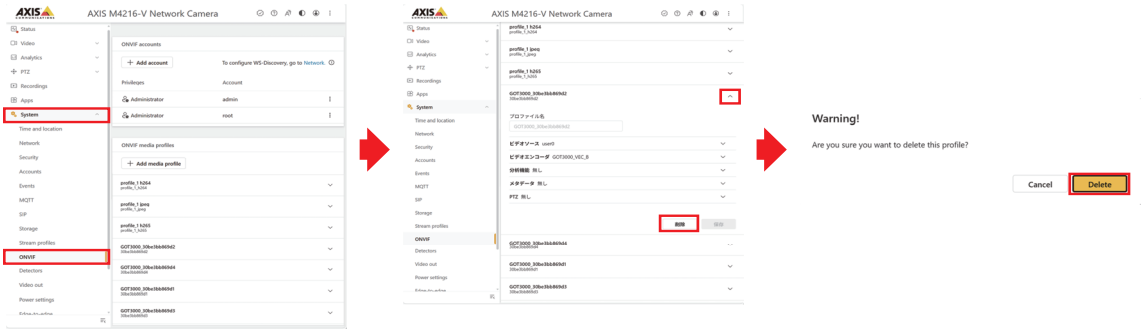
- Use network cameras that support the Baseline profile.
- When using a network camera that does not support the Baseline profile, consider using JPEG instead of H.264 as the video format. (Refer to the specifications of your network camera to check JPEG format compatibility.)

## Checking the Network Camera Media Profile Count Limit Error

Set b6 of GS2073 to GS2076 in GT Designer3 and check whether the maximum number of media profiles that can be held by the network camera has been reached.
The corresponding bit turns on if the image is not displayed because the maximum number of media profiles set for the network camera has been reached.

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b6 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Media Profile Count Limit Error |

If the above signal turns on, delete any unnecessary profiles if the network camera supports profile deletion.
For details, contact the network camera manufacturer.
For Network cameras manufactured by Axis Communications AB., it may be possible to login to the network camera webpage, check the media profiles, and delete unnecessary profiles.




If the media profiles cannot be deleted, you are recommended to initialize the network camera.
All parameters and account information will be deleted when the camera is initialized.
Before initializing the settings, backup the current settings by taking notes or other means.
For information on initializing the settings for each manufacturer, refer to the following.
After initialization, restore the backed-up settings.
For information on initializing the network camera, refer to the following.

- Axis Communications AB

☞ Page 9 Initializing the settings

- Canon Inc.

☞ Page 13 Initializing the settings

- i-PRO Co., Ltd.

☞ Page 21 Initializing the settings

- i-PRO Co., Ltd. (Panasonic)

☞ Page 26 Initializing the settings

- Hangzhou Hikvision Digital Technology Co., Ltd.

☞ Page 31 Initializing the settings

If you use Axis Communications AB and Hikvision network cameras, you need to create an ONVIF account separately.

- Axis Communications AB

☞ Page 8 Creating an ONVIF account

- Hangzhou Hikvision Digital Technology Co., Ltd.

☞ Page 30 Creating an ONVIF account

## Checking the Network Camera Connection Error

Set b4 of GS2073 to GS2076 in GT Designer3 and check whether the network camera is properly connected.
The corresponding bit turns on when connection to a network camera fails, or when no data is received after connection is established.

| Bit | Device | | | | Description |
|---|---|---|---|---|---|
| | GS2073 | GS2074 | GS2075 | GS2076 | |
| b4 | CH1 | CH2 | CH3 | CH4 | 0: Normal<br>1: Network Camera Connection Error |

If the above signal turns on, the cable may be disconnected.
Make sure that the Ethernet cable and the power cables for the switching hub, network camera, and other devices are not disconnected.

## Checking the number of displayed digital image objects

Set the system alarm display in GT Designer3 and check whether system alarm 607 has occurred.
If system alarm 607 occurs, the number of displayed digital image display objects exceeds the upper limit.
Up to four digital image display objects can be placed on one screen.
The GOT can simultaneously display up to four digital image display objects placed on base screens and window screens.
The fifth and subsequent objects are not displayed.
Configure the setting to display a maximum of four digital image display objects on base screens and window screens simultaneously.

# 4.2 Slow video refresh on a network camera

Review the network camera settings.
Some network camera settings allow you to adjust the frame rate and image quality.
The setting names vary depending on the manufacturer.
Adjust the frame rate and image quality settings to achieve optimal video quality.

Ex.
For i-PRO cameras
The following shows the recommended settings.

| Setting | Recommended setting |
|---|---|
| [Refresh interval (JPEG)]<br>(Network camera frame rate) | [30fps] is recommended.<br>In some cases, video can be displayed with settings other than [30fps]. |
| [Image quality]<br>(Network camera image quality) | [5 Normal] is recommended.<br>In some cases, video can be displayed with settings other than [5 Normal].<br>Depending on the network camera, the setting value may be expressed in a format other than 0 to 9.<br>Check the specifications of your network camera. |

### Revisions

| Version | Issue date | Revision |
|---|---|---|
| A | January 2026 | First edition |

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