

[FAQ]

Why can't I access the third-party IP Camera with GV-IP Decoder Box?

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Applied to

GV-IP Decoder Box

GV-IP Device Utility

Question

Why can't I access the channel of my third-party IP camera with the GV-IP Decoder Box?

Answer

GV-IP Decoder Box supports the third-party IP cameras that adhere to ONVIF, RTSP or PSIA protocol under the same LAN. Currently, it can only decode video streams in H.264 codec. To access the third-party IP camera with the GV-IP Decoder box, make sure:

1. The IP camera supports either ONVIF, RTSP or PSIA.
2. The IP camera is installed under the same LAN with the GV-IP Decoder Box.
3. The IP camera has been configured to H.264 codec for video streaming.
4. **For firmware V1.02 or earlier**, the third-party IP camera that supports **ONVIF, RTSP or PSIA** must be connected with the GV-IP Decoder Box through the GV-IP Device Utility.
5. **For firmware V1.05 or later**, the third-party IP camera that supports **RTSP or PSIA** must be connected with the GV-IP Decoder Box through the GV-IP Device Utility. ONVIF-compliant IP camera will be detected automatically by the GV-IP Decoder Box.
6. The RTSP protocol is enabled on the IP camera if the protocol is used for connection.