D-Link®
Building Networks for People

Quick Installation Guide
DCS-3415
18x PoE Network Camera

Package Contents

If any of the items are missing, please contact your reseller.

DCS-3415 18x PoE Network Camera	CD-ROM with Manual and Setup Wizard	CAT5 Ethernet Cable	Power Adapter	Camera Stand

Hardware Installation

Connect the Ethernet Cable
Connect an Ethernet cable to the network cable connector located on the Internet Camera's back panel and attach it to the network.

Connect Using Power-Over-Ethernet
Once you connect an Ethernet cable to your PoE switch or adapter, the Power LED on the DCS-3415 will turn green to indicate a proper connection.

Attach the External Power Supply
Attach the external power supply to the DC power input connector located on the Network Camera's back panel (labeled DC 12V) and connect the other end to an AC power outlet.

Note: The LED on the network camera will turn green, when you have a proper connection,. The light may go on and off and your computer may show an intermittent loss of connectivity, this is normal until you have configured your Network Camera.

Troubleshooting

1. Why does the 18x PoE Network Camera work locally but not externally?

· This might be caused by network firewall protection. The setting of the firewall may need to be changed in order for the 18x PoE Network Camera to be accessible outside of your local LAN. Check with the Network Administrator for your network.

· Make sure that your 18x PoE Network Camera isn't conflicting with any Web server you may have running on your network.

· The default router setting might be a possible reason. Check that the configuration of the router settings allows the 18x PoE Network Camera to be accessed outside of your local LAN.

2. Noisy images occur. How can I solve the problem?

The video images might be noisy if the 18x PoE Network Camera is used in a very low light environment. To solve this issue you need more lighting.

3. The images appear to be of poor quality, how can I improve the image quality?

· Make sure that your computer's display properties are set above 256 colors. Using 16 or 256 colors on your computer will produce dithering artifacts in the image, making the image appear to be of poor quality.

· The configuration on the 18x PoE Network Camera image display is incorrect. Through the **Advanced > Image Setup** section of the Web management you need to adjust the image related parameters such as brightness, white balance and power line frequency for fluorescent light.

4. Can the 18x PoE Network Camera be used outdoors?

The 18x PoE Network Camera is not weatherproof. It needs to be equipped with a weatherproof case for outdoor use but it is not recommended.

5. Can the network camera be installed and work if a firewall exists on the network?

If a firewall exists on the network, port 80 is open for ordinary data communication. The DCS-3415 uses port 554 for RTSP streaming. These ports – or the ports that you specified in the Setup Tab in the Configuration screen – need to be opened on the firewall.

6. Why am I unable to access the 18x PoE Network Camera from a web browser?

If a router or firewall is used on the network, the correct ports for the **DCS-3415** may not be configured on the router or firewall. To correct the problem, you   need to determine if the **DCS-3415** is behind a router or firewall and if the router or firewall is properly configured for the ports the **DCS-3415** is using. Refer to Page 28 for help in opening the correct ports on a router or firewall for use with the **DCS-3415**. Other possible problems might be due to the network cable. Try replacing your network cable. Test the network interface of the product by connecting a local computer to the unit, utilizing a Ethernet crossover cable. If the problem is not solved the 18x PoE Network Camera might be faulty.

7. What is the maximum number of users that can access DCS-3415 simultaneously?

The maximum number of users that can log onto the 18x PoE Network Camera at the same time is 10. Please keep in mind the overall performance of the transmission speed will be reduced if many users have logged on to the camera simultaneously.

(For further troubleshooting, please refer to the User manual on the CD ROM)