



# Setup Manual

## ***DuraVision<sup>®</sup>*** ***FDF2731W-IP***

**Color LCD Monitor**

**Software Version 7.1**

### **Important**

Carefully read this Setup Manual and User's Manual (downloaded from the website) before use to use the monitor correctly. Please retain this manual for future reference.

- You can check the latest product information, including the Setup Manual, from our web site.  
[www.eizoglobal.com](http://www.eizoglobal.com)

This product has been adjusted specifically for use in the region to which it was originally shipped.  
If operated outside this region, the product may not perform as stated in the specifications.

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## About This Product

### About the Usage of This Product

- This product is suitable for displaying surveillance camera images. If this product is to be used in applications that require an extremely high level of reliability and/or safety, such as the following, appropriate measures must be taken to ensure safety during use.
  - Transportation equipment (ships, aircraft, trains, and automobiles)
  - Safety devices (disaster prevention systems, security control systems, etc.)
  - Life-critical devices (medical devices, such as life-support devices and operating room devices)
  - Nuclear energy control devices (Nuclear energy control systems, security control systems of nuclear facilities, etc.)
  - Major system communication devices (operation control systems of transportation systems, air traffic control systems, etc.)
- This product has been adjusted specifically for use in the region to which it was originally shipped. If the product is used outside the region, it may not operate as specified in the specifications.
- This product may not be covered by warranty for uses other than those described in this manual.
- The specifications outlined in this document apply only when using the AC adapter and signal cables specified by EIZO.
- Only use optional products manufactured or specified by us with this product.

### About the LCD Panel

- It takes about 30 minutes (under our measurement conditions) for the monitor display to stabilize. Please wait 30 minutes or more after the monitor power has been turned on, and then adjust the monitor.
- Monitors should be set to a lower brightness to prevent a loss in the screen quality caused by long-term use and to maintain stable use.
- When the screen image is changed after displaying the same image for extended periods of time, an afterimage may remain. Use the screensaver or power save function to avoid displaying the same image for extended periods of time. An afterimage may appear even after a short time period has elapsed depending on the displayed image. To remove such a phenomenon, change the image or keep the power turned off for several hours.
- If the monitor displays continuously over a long period of time, smudges or burn-in may appear. To maximize the life of the monitor, we recommend the monitor be turned off periodically.
- The LCD panel is manufactured using high-precision technology. Although, missing pixels or lit pixels may appear on the LCD panel, this is not a malfunction. Percentage of effective dots: 99.9994 % or higher.
- The backlight of the LCD panel has a fixed lifetime. Depending on the usage pattern, such as usage for long continuous periods, the lifespan of the backlight may run out sooner, requiring replacement. When the screen becomes dark or begins to flicker, please contact your local EIZO representative.
- Do not press hard on the surface or outer frame of the LCD panel, as this may result in display malfunctions, such as interference patterns, etc. If pressure is continuously applied to the LCD panel surface, the liquid crystal may deteriorate or the LCD panel

may be damaged. (If the pressure marks remain on the LCD panel, leave the monitor with a black or white screen. The symptom may disappear.)

- Do not scratch or press on the LCD panel with any sharp objects, at this may result in damage to the LCD panel. Do not attempt to brush with tissues as this may scratch the panel.

## About the Installation

- If you place this product on a lacquer-coated desk, the color may adhere to the bottom of the product due to the composition of the rubber. Please check before use.
- Dew condensation may form on the surface or interior of this product when it is brought into a cold room, when the temperature suddenly rises, or when it is moved from a cold room to a warm room. In that case, do not turn the product on. Instead wait until the dew condensation disappears, otherwise it may cause some damage to the product.

## Cybersecurity Warnings and Responsibilities

- Please take the following measures to protect products and information assets from cyberattacks.
  - Prevent unauthorized physical access to the product by third parties.
  - Manage passwords so that they are not leaked.
  - Use this product on a secure network such as one that is isolated from the internet, a network within a firewall, or a VPN (Virtual Private Network).
- The latest software will be available on our website. Please review the update details and update the software as necessary, under your own responsibility.
- This product encrypts and holds personal information, such as user names and passwords, and uses it for device authentication. In order to prevent information from being leaked, ensure proper disposal methods, such as erasing or destroying data when discarding the product.
- This product is equipped with various security features to prevent malicious access. Use these features appropriately to improve the security of the product.
  - USB lock function
  - Remote control lock function
  - HTTPS functionality
  - Web interface disable function
  - IP address filter function
  - IEEE 802.1X functionality

Refer to the User's Manual for details of each function

## Cleaning

- Periodic cleaning is recommended to keep the product looking new and to prolong its operation lifetime.
- Gently wipe off any dirt on the product with a small amount of water or a soft cloth dampened with a mild detergent diluted in water.

### Attention

- Never use a thinner, benzene, wax, or abrasive cleaner as they may damage the product.
- Use of alcohol or other chemicals for disinfection may lead to cracks, changes in gloss, discoloration, fading, or deterioration of display image quality. Be careful of the following points when using the product.
  - Do not let chemicals come into direct contact with the product.
  - Do not use wet wipers that have been impregnated with chemical solution, as they may contain a lot of liquid.
  - Do not allow chemicals to enter gaps or the interior of the product.
- For more information on cleaning and disinfection, please refer to our web site.  
How to check: Access [www.eizoglobal.com](http://www.eizoglobal.com) and type "disinfect" in the site search box to search.

## Disclaimer

- EIZO shall not be held responsible for any direct or indirect damages (including, but not limited to, loss of anticipated profits) arising from the use or malfunction of this product, or any other related issues.
  - Misuse or negligence by the customer
  - Disassembly, repair, or modification by the customer
  - Inability to display images due to any reason or cause, including product malfunction or defects
  - Combination with third-party equipment or devices
  - Occurrence of privacy violations or other issues related to the customer's surveillance images due to any reason
  - Loss of registered or recorded information due to any reason
- This product can display images monitored by a camera, but this product alone does not prevent crime, etc.

# CONTENTS

<b>About This Product .....</b>	<b>3</b>
About the Usage of This Product .....	3
About the LCD Panel .....	3
About the Installation.....	4
Cybersecurity Warnings and Responsibilities .....	4
Cleaning .....	5
Disclaimer .....	5
<b>1 Introduction .....</b>	<b>9</b>
1.1 Package Contents.....	9
1.2 Controls and Functions .....	10
1.2.1 Front.....	10
1.2.2 Back .....	11
1.3 System configuration.....	12
1.3.1 Camera (Network camera).....	12
1.3.2 Network hub.....	13
1.3.3 Network cable .....	13
1.3.4 USB mouse.....	13
1.3.5 Computer .....	13
<b>2 Setup .....</b>	<b>15</b>
2.1 What to Prepare .....	15
2.2 Setting Cameras .....	15
2.2.1 Username and Password.....	15
2.2.2 Date and Time .....	15
2.2.3 IP Address .....	15
2.2.4 Stream .....	15
2.3 Installation .....	17
2.4 Connecting Cables.....	17
2.5 Turn on the Power and Display the Live Image Screen.....	18
2.6 Displaying the Setting Screen .....	21
2.6.1 When Using the Monitor Console .....	21
2.6.2 When Using the Web Console.....	22
2.7 Setting the Date and Time .....	23
2.7.1 Current Time .....	23
2.7.2 Date/time display settings .....	24
2.7.3 Time Zone Settings.....	24
2.7.4 Clock Settings .....	24
2.8 Setting the IP Address .....	24
2.8.1 Network.....	24

2.9	Configuring the Language .....	25
2.10	Registering a Camera Using Auto Discovery .....	26
2.11	Preparing the Remote Control .....	27
<b>3</b>	<b>Other Settings.....</b>	<b>28</b>
3.1	Updating Software.....	28
3.2	Registering a License.....	28
3.3	Save and Load Settings Data to Other Products .....	29
3.4	Registering a Camera Manually .....	30
3.4.1	Common items .....	30
3.4.2	ONVIF .....	31
3.4.3	AXIS.....	32
3.4.4	Panasonic/i-PRO .....	33
3.4.5	EIZO Streaming Gateway .....	34
3.4.6	DirectUri .....	35
3.4.7	SRT .....	36
3.4.8	Qognify.....	36
<b>4</b>	<b>Troubleshooting .....</b>	<b>37</b>
4.1	Power Problems .....	37
4.1.1	Live image screen is not displayed .....	37
4.1.2	After a power outage, the camera image is no longer displayed .....	37
4.1.3	Restarts all of a sudden .....	37
4.2	Camera Registration Problems .....	38
4.2.1	Camera cannot be detected automatically.....	38
4.2.2	Communication error appears when clicking "Apply" in auto discovery .	38
4.2.3	Communication error appears when clicking "Apply" in manual registration .....	38
4.3	Video Problems.....	39
4.3.1	Error message "E**_**" is displayed.....	39
4.3.2	Moving object slows down or speeds up .....	40
4.3.3	Correct image is not displayed.....	40
4.4	Other Problems .....	41
4.4.1	Cannot log in.....	41
4.4.2	Cannot display the setting screen.....	41
4.4.3	The set date and time are not displayed correctly .....	41
4.4.4	Unable to view web console in browser.....	41
4.4.5	License registration fails .....	41
4.4.6	The mouse / keyboard does not work.....	41
4.4.7	The camera display position cannot be changed.....	42
4.4.8	No audio output.....	42
4.5	Checking a Camera Connection with Ping.....	42
4.6	Checking for Duplicate IP Addresses.....	43

## CONTENTS

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4.7 Checking the IP Address of a Computer .....	43
<b>Appendix .....</b>	<b>44</b>
Warning for Radio interference .....	44
For U.S.A, Canada Only .....	44
For Europe, Australia, New Zealand, etc Only.....	45
LIMITED WARRANTY .....	45



# 1 Introduction

This document explains the settings required to display camera (network camera) images on a monitor.

## 1.1 Package Contents

Check that all of the following items are included in the package. If any of these are missing or damaged, contact your dealer or local EIZO representative listed separately.

### Note

- The User's Manual is not included with the product. Please download it from our web site using the steps below.
  1. Access [www.eizoglobal.com](http://www.eizoglobal.com).
  2. From the menu, select "Support" > "Manuals".
  3. In the "Enter model name" text box, enter "FDF2731W-IP", and then press the "Search" button.
  4. Click the icon for the User's Manual.
- It is recommended that the box and packing materials be stored so that they can be used to move or transport this product.

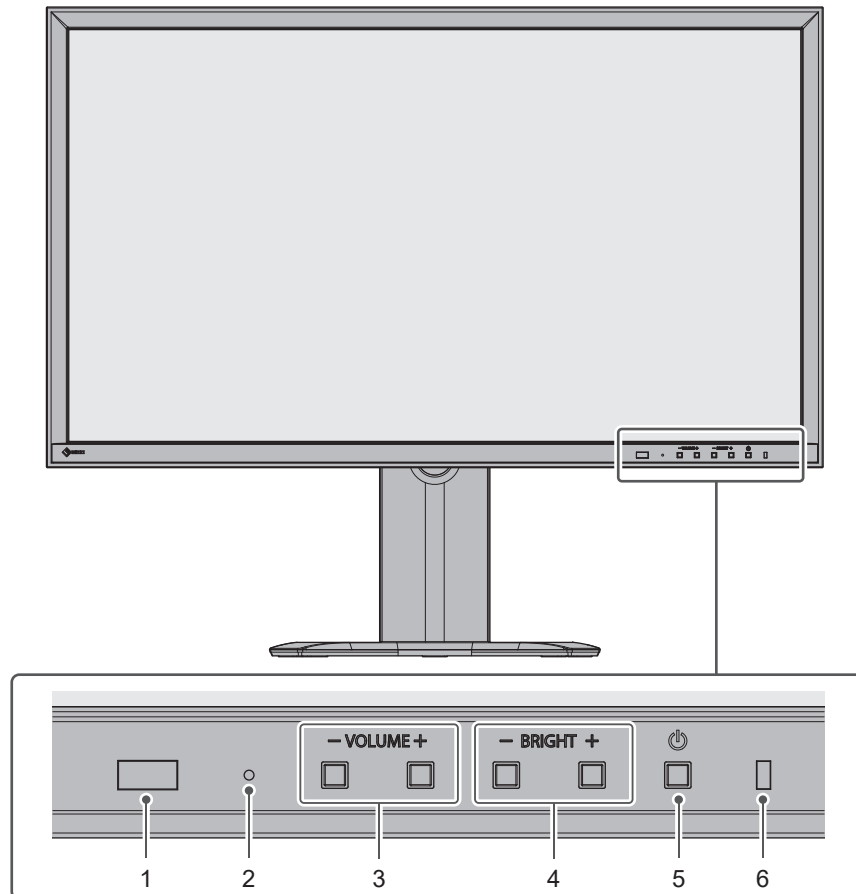
- Monitor
- Power cord




- Setup Manual (this document)
- PRECAUTIONS

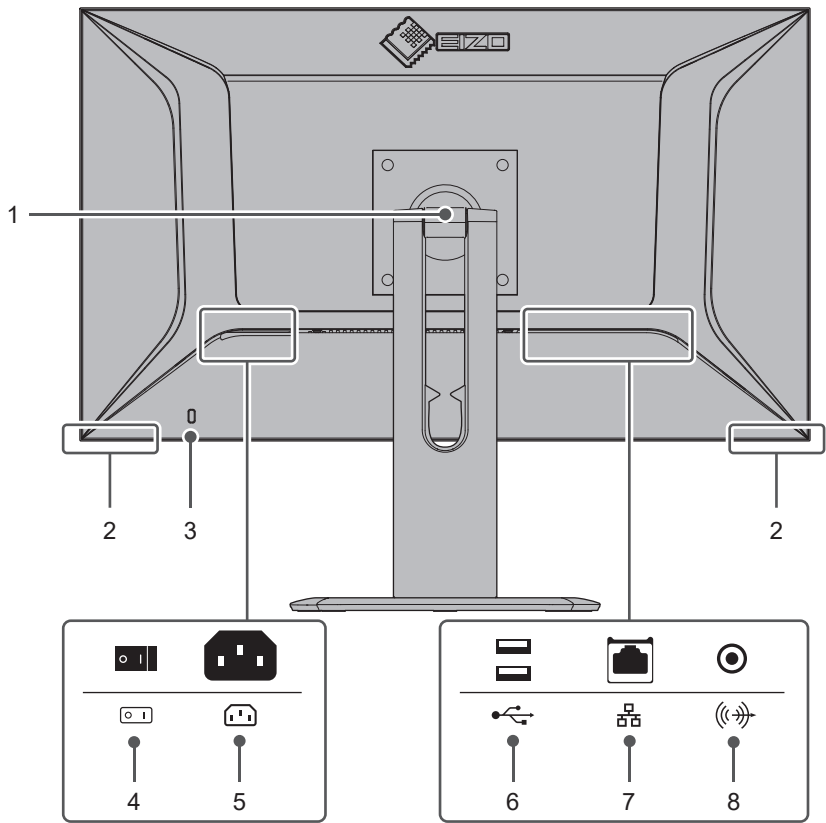
## 1.2 Controls and Functions


### 1.2.1 Front



<b>1. Remote control receiver</b>	Receives signals from the remote control. For details on the receiver range, refer to the User's Manual.
<b>2. Reset button</b>	Press and hold for 10 seconds to reset all settings to their defaults, except for the system log, operation log, current time, time zone settings, license authentication information, and software version.
<b>3. VOLUME- / VOLUME+ buttons</b>	Adjusts the volume. Press and hold to make quick adjustments.
<b>4. BRIGHT- / BRIGHT+ buttons</b>	Adjusts the screen brightness. Press and hold to make quick adjustments.
<b>5.  button</b>	Turns the power on or off.
<b>6. Power indicator</b>	Indicates the operating status of the product. Blue: Normal operation mode Blinking blue: Starting up Red: Power is off Off: Main power is off

1.2.2 Back

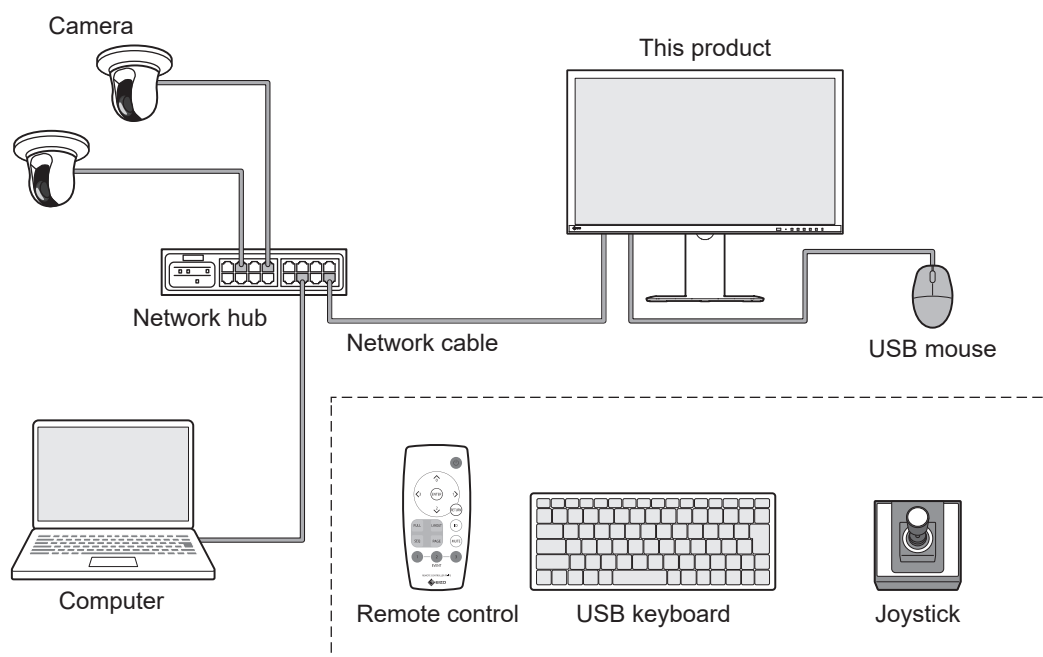


1. Stand <sup>*1</sup>	The angle (tilt) can be adjusted. The monitor can also be rotated vertically.		
2. Speakers	Outputs beep sounds from the device and audio from network cameras.		
3. Security lock slot	Complies with Kensington's MicroSaver security system.		
4. Main power switch	Turns the main power on or off.   : On, ○ : Off		
5. Power connector	Connects the power cord.		
6. USB downstream port	Connects a USB mouse, USB keyboard, or joystick.		
7. LAN port		a) Active LED	Off: No data communication Blinking orange: Data communication in progress
		b) Link LED	Off: Network connection not established Green light: Network connection established
8. Stereo mini jack	This terminal outputs beep sounds from the device and audio from network cameras. Connects a commercially available stereo mini jack cable.		

<sup>\*1</sup> A separate stand (or monitor arm) can be attached to this product by removing the stand.

## 1.3 System configuration

This product is used by connecting to a network.



### 1.3.1 Camera (Network camera)

ONVIF® Profile S compliant cameras, Axis, Panasonic, or i-PRO cameras

#### Attention

##### Camera compatibility

- In addition to displaying video, this product supports PTZ control and setting changes of cameras. However, not all functions may be available due to reasons such as the required API not being provided. For functions that are not available from this product or do not work as expected, please operate them directly on the camera.
- If you need to control the PTZ settings of the camera from this product, please refer to the compatibility information of verified cameras.

[www.eizoglobal.com/support/db/products/model/FDF2731W-IP](http://www.eizoglobal.com/support/db/products/model/FDF2731W-IP)

ONVIF is a trademark of ONVIF Inc.

### 1.3.2 Network hub

A network hub that supports 1000BASE-T / 100BASE-TX

When supplying power to the camera using a network cable, use a PoE compatible network hub.

### 1.3.3 Network cable

Category 5e or higher straight cable

### 1.3.4 USB mouse

Used to control the live screen and setting screen.

<b>Attention</b>
<ul style="list-style-type: none"><li>• Only the live image screen can be controlled with the remote control.</li></ul>



### 1.3.5 Computer

Used to set up this product and cameras. After configuring, it can be removed from the network.

The following settings are available only if you are using a computer.

- Entering characters other than alphanumeric characters and symbols in the camera name
- Updating software
- Registering a license
- Saving/loading system information

If your computer does not have a LAN port, consider using a USB LAN adapter.

**Note****IP addresses**

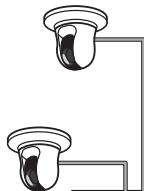
- Since an IP address corresponds to an address on the network, each device must be set with a unique IP address (refer to [2.8 Setting the IP Address](#) [▶ 24]). If an IP address that overlaps with another device is set, communication will not work properly.

IP Address: 192.168.0.10  
Subnet mask: 255.255.255.0  
Gateway: Blank

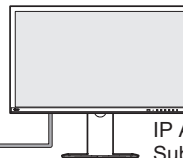
IP Address: 192.168.0.11  
Subnet mask: 255.255.255.0  
Gateway: Blank

IP Address: 192.168.0.2  
Subnet mask: 255.255.255.0  
Gateway: Blank

Camera



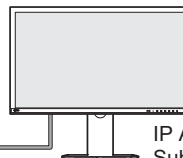
This product



IP Address: 192.168.0.150  
Subnet mask: 255.255.255.0  
Gateway: Blank



Computer



IP Address: 192.168.0.151  
Subnet mask: 255.255.255.0  
Gateway: Blank

- If your network environment does not include a gateway (default gateway), you do not need to set the "Gateway" address.
- The default IP address of this product is "192.168.0.150." When installing multiple units, set unique IP addresses (refer to [4.6 Checking for Duplicate IP Addresses](#) [▶ 43]).

## 2 Setup

### 2.1 What to Prepare

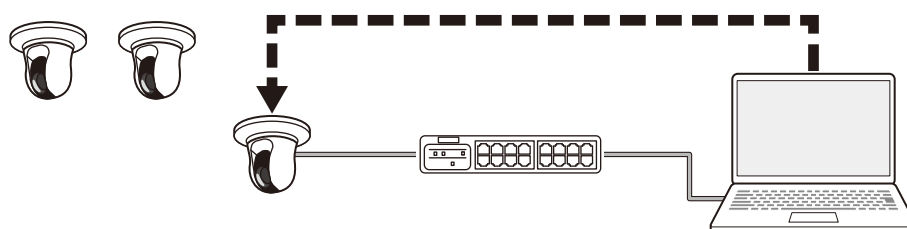
Prepare a USB mouse and computer.

If you do not have an Internet connection from your work location, please have the following files on your computer in advance.

File	Where to get it
Set of user manuals <ul style="list-style-type: none"> <li>• Setup Manual (this document)</li> <li>• User's Manual</li> </ul>	Please download the necessary files from the EIZO web page. <a href="http://www.eizoglobal.com/support/db/products/model/FDF2731W-IP">www.eizoglobal.com/support/db/products/model/FDF2731W-IP</a>
Latest version of the system software	
License file	Additional features are available with the purchase of a license. For details on features, refer to the User's Manual. For details on purchasing a license, contact your dealer or local EIZO representative.

### 2.2 Setting Cameras

To use this product to display camera images, cameras must be set up in advance.



Refer to the User's Manual of the camera and make the following settings.

#### 2.2.1 Username and Password

Set a password of up to 32 characters using alphanumeric characters and symbols for a user with administrative privileges.

#### 2.2.2 Date and Time

Select a time zone and set the correct date and time.

#### 2.2.3 IP Address

Set an IP address that does not overlap with another device.

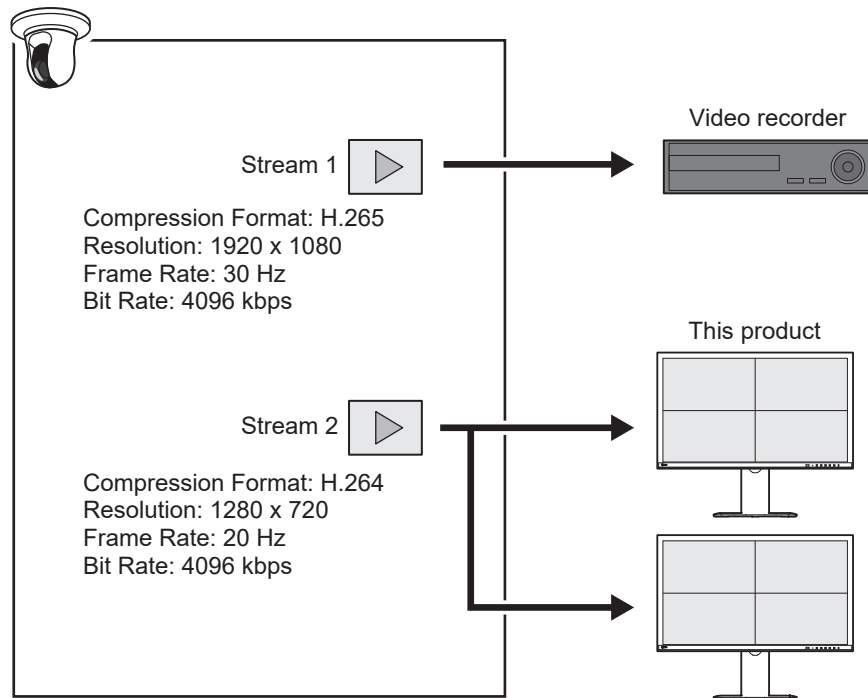
#### 2.2.4 Stream

Set the stream to match the display performance of this product.

- Check if the stream is enabled.
- When using the "Panasonic/i-PRO" protocol, it connects to stream 2 by default.

**Note****Camera stream**

Typically, cameras support multiple streams and can transmit video at different resolutions and frame rates simultaneously.



- By separating stream 1 for recording and stream 2 for live image viewing, you can prevent changes in stream settings from affecting other devices.
- When registering a camera with "Panasonic/i-PRO" protocol, it connects to stream 2 by default.
- The stream to connect to can be changed by manual registration (refer to [3.4 Registering a Camera Manually](#) [▶ 30]).

**Video compression format**

Select the video compression format according to the "Protocol" used for camera registration.

- "ONVIF"  
H.264 or MJPEG (when "Media Type" is "Media1"), or H.265 or H.264 (when "Media Type" is "Media2"<sup>\*1</sup>).
- "AXIS®"  
H.265 or H.264
- "Panasonic/i-PRO"  
H.265 or H.264

<sup>\*1</sup> The camera must comply with both ONVIF Profile S and ONVIF Profile T.

**Note**

- For the latest operating status for H.265, refer to the camera compatibility information on the EIZO website.

**Bit Rate**

Set a value to 8192 kbps or less. (4096 kbps recommended)



### Resolution / Frame Rate

Set the "Resolution" and "Frame Rate" according to the number of cameras to be simultaneously displayed on the live image screen.

#### H.265 / H.264 (when "Bit Rate" is set to "4096 kbps")

1 Screen Layout	3840 x 2160 / 30 fps, 1920 x 1080 / 60 fps, 1280 x 720 / 60 fps
4 Screens Layout	3840 x 2160 / 20 fps, 1920 x 1080 / 60 fps, 1280 x 720 / 60 fps
9 Screens Layout	1920 x 1080 / 30 fps, 1280 x 720 / 50 fps, 640 x 480 / 60 fps
12 Screens Layout	1920 x 1080 / 20 fps, 1280 x 720 / 40 fps, 640 x 480 / 60 fps
16 Screens Layout	1920 x 1080 / 20 fps, 1280 x 720 / 40 fps, 640 x 480 / 60 fps
32 Screens Layout	1280 x 720 / 15 fps, 640 x 480 / 30 fps

### MJPEG

640 x 480 / 30 fps

#### Attention

- The values above are provided for reference purposes.
- If the stream exceeds the display capabilities of this product, the frame rate of the camera footage will be forcibly reduced. Reduce the resolution and/or bit rate.

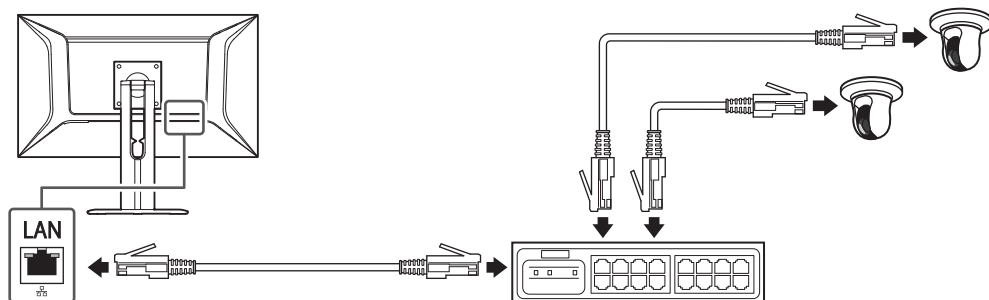
## 2.3 Installation

This product should be placed on a stable surface such as a desk, or installed using an arm after removing the stand section. To help prevent theft, we recommend using the security lock slot on the back of the product.

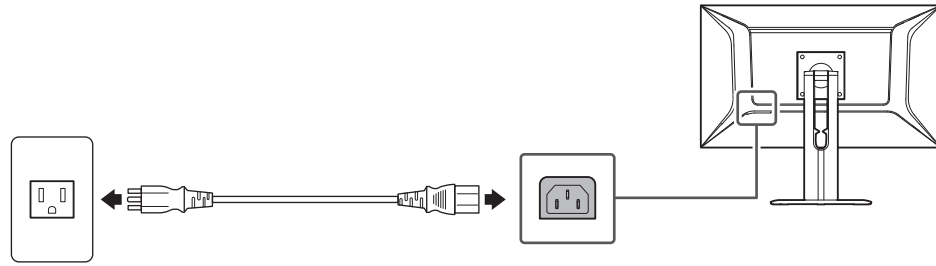
To protect the product and information assets from cyberattacks, it is the responsibility of the user to implement measures to prevent unauthorized physical access to the product by third parties.

## 2.4 Connecting Cables

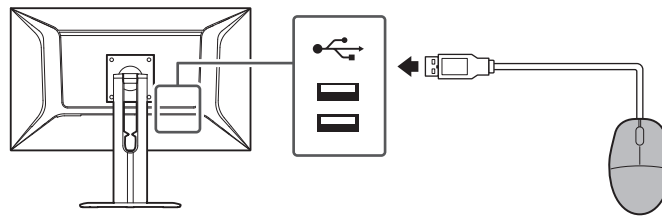
1. Connect this product and camera to the network hub using network cables.



2. Plug the power cord into the power connector on the monitor and a power outlet. Make sure the power cord is fully inserted into the connector on the monitor.

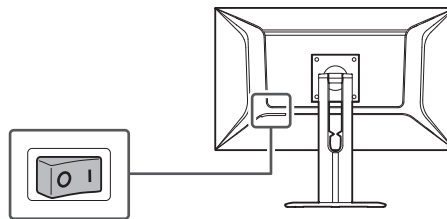


3. Connect a USB mouse to the USB downstream port.

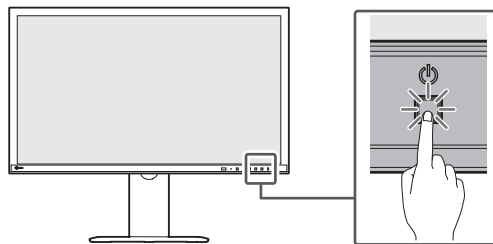


## 2.5 Turn on the Power and Display the Live Image Screen

1. Check if the main power switch is on.



2. Press the power button (⏻) on the front of the product.  
The power indicator flashes blue while the system is preparing to start. It takes about 1 minute to start up.



Once the system starts, the power indicator will turn blue, and the screen will appear. If user registration has already been completed, the live screen will appear.

3. When starting this product for the first time, the initial user registration screen will appear. Set each item.

- "Language" ([Language \[► 20\]](#))
- "Keyboard Layout" ([Keyboard Layout \[► 20\]](#))
- "User Level"

The user level cannot be selected when registering for the first time (fixed to "ADMIN").

- "Username" ([Username \[► 20\]](#))
- "Password" ([Password \[► 20\]](#))
- "Confirm Password"

For confirmation, re-enter the same password.

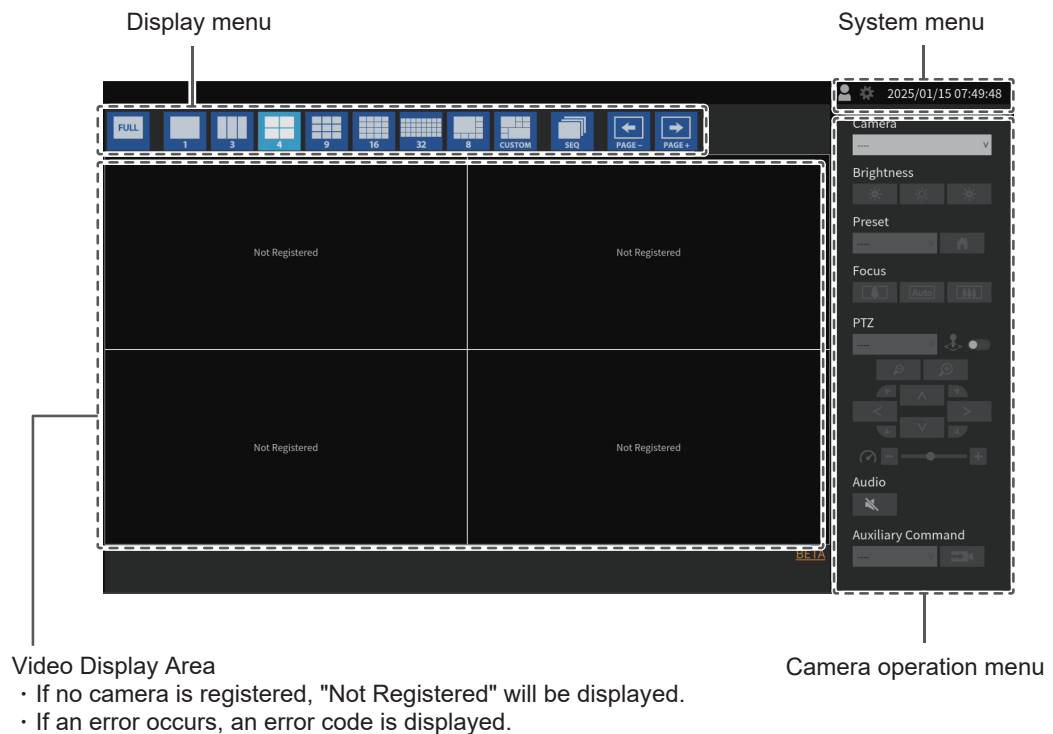
The screenshot shows the 'Initial User Registration' window in the DuraVision application. The window has a dark theme. At the top, it says 'DuraVision' and 'Initial User Registration'. Below this, there are two dropdown menus: 'Language' set to 'English' and 'Keyboard Layout' set to 'English(US)'. An 'Apply' button is to the right of these dropdowns. Below a horizontal separator, there is a 'User Level' dropdown menu set to 'ADMIN'. Below that is a 'Username' text input field. To the right of the 'Username' field, there is a list of conditions: 'Your username must satisfy the following conditions: 1-16 characters, Contain alphanumeric characters only, May not contain the following characters: # & : " < > \'. Below the 'Username' field are two password input fields: 'Password' and 'Confirm Password'. To the right of the 'Confirm Password' field, there is a list of conditions: 'Your password must satisfy the following conditions: 8-16 characters, At least one upper case and one lower case letter, At least one number, Contain no \ characters. At the bottom right of the window is an 'Apply' button.

#### Note



- Initial user registration can also be done from the web console (refer to [When Using the Web Console \[► 22\]](#)).

4. Click "Apply."

5. Click "OK" in the confirmation dialog box.  
After the system restarts, the live screen will be displayed.



#### Note

- Press the power button (  ) on the front panel.
- You can also turn the power on/off with the power button (  ) on the remote control.

#### Language

Settings: "日本語" / "English" / "Deutsch"

Select the language.

#### Keyboard Layout

Settings: "Japanese" / "English(US)" / "English(UK)" / "German"

Select the keyboard layout.

#### Username

Enter the username. Set the username so that it meets the following conditions.

- At least 1 character, 16 characters or less
- Alphanumeric characters only
- At least 1 number
- Does not contain the characters # &: "<>\

The following username cannot be set.

- ". " / ".. " / "auto-login"

#### Password

Enter the password. Set a password that is difficult for a third party to guess.

- 8 to 16 characters
- At least one uppercase and lowercase English letter
- At least one number
- Does not contain the character \

## 2.6 Displaying the Setting Screen

The setting screen can be operated using the monitor console (screen displayed on the monitor) or the web console (screen displayed on the browser).




To display the setting screen, it is necessary to log in as a user with a user level of "ADMIN."

### 2.6.1 When Using the Monitor Console

Use a mouse to perform operations. The setting screen cannot be operated using the remote control.

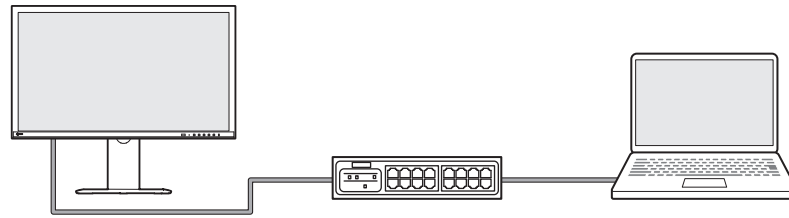
Clicking an item that requires characters to be input will display a software keyboard.



1. On the live image screen, click the login icon (  ).
2. Enter a username and a password.
3. Click "Login."  
The setting icon (  ) can then be selected.
4. Click the setting icon (  ).

### 2.6.2 When Using the Web Console

Operations are performed from a computer connected to a network.

**Note**

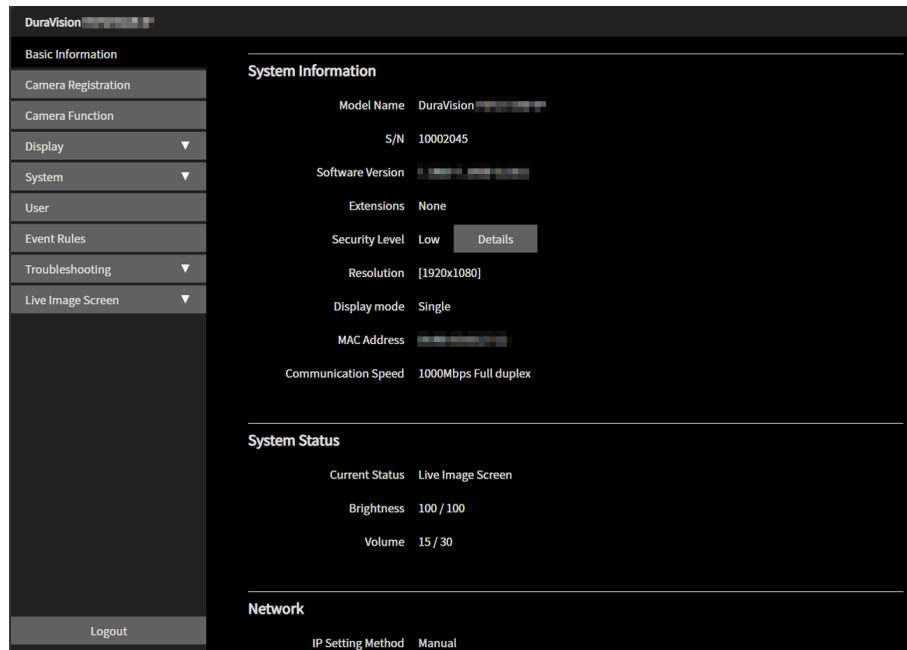
- For information on configuring network settings on a computer, see [4.7 Checking the IP Address of a Computer](#) [► 43].
- It is recommended to use Microsoft Edge version 79 or later.
- Since communication via HTTP is not encrypted, there is a risk that data may be intercepted by a third party. To ensure secure communication, it is recommended to use HTTPS.
- When accessing via https:// during the initial startup, a warning may appear in your browser due to the use of a self-signed certificate. This is normal behavior. If a warning appears, click "Advanced Settings" or "More Information" and select "Access this site (not secure)." After logging in, register "CA-Signed Certificate" and the warning will no longer be displayed.

1. Launch the web browser.
2. Enter the address to access the product.  
Address: `http://<IP address of product>/` or `https://<IP address of product>/`  
In the default settings, it can be displayed from `http://192.168.0.150/` or `https://192.168.0.150/`.  
If the web console cannot be displayed, see [4.4 Other Problems](#) [► 41].
3. Enter the username and password.

- Click "OK."  
The setting screen appears.

**Note**

- If you cannot log in, try the following address.  
<http://<IP address of product>/index.html> or <https://<IP address of product>/index.html>



When displayed on the monitor console, "Return" is displayed instead of "Logout."

## 2.7 Setting the Date and Time

Setting the correct date and time in the system will prevent problems communicating with cameras.

- Select "System" > "Date and Time."
- Set each item.
  - "Current Time" ([Current Time \[▶ 23\]](#))
  - "Date/Time Display Settings" ([Date/time display settings \[▶ 24\]](#))
  - "Time Zone Settings" ([Time Zone Settings \[▶ 24\]](#))
  - "Clock Settings" ([Clock Settings \[▶ 24\]](#))
- Click "Apply."

### 2.7.1 Current Time

#### Current Time

The current date and time of the product are displayed.

#### Current Time of PC

It is displayed when using the web console.

When "Sync with PC" is selected for, the current date and time of the computer is set to this product.

### 2.7.2 Date/time display settings

#### Date Format

Settings: "yyyy/mm/dd" / "Mmm/dd/yyyy" / "dd/Mmm/yyyy" / "mm/dd/yyyy" / "dd/mm/yyyy"

Select the date display format.

#### Time Format

Settings: "24h" / "12h"

Select the time display format.

### 2.7.3 Time Zone Settings

#### Time Zone

Select the time zone.

### 2.7.4 Clock Settings

#### Date and Time

Set the current time.

## 2.8 Setting the IP Address

1. Select "System" > "Network."
2. Set each item.
  - "IP Setting Method" ([IP Setting Method \[▶ 24\]](#))
  - "IP Address" ([IP Address \[▶ 25\]](#))
  - "Subnet Mask" ([Subnet Mask \[▶ 25\]](#))
  - "Gateway" ([Gateway \[▶ 25\]](#))
3. Click "Apply."

### 2.8.1 Network

#### IP Setting Method

Settings: "DHCP" / "Manual"

Select the IP address setting method.

Note
<ul style="list-style-type: none"><li>• If you have a DHCP server, select "DHCP" and the IP address will be set automatically. Since the IP address that is set cannot be checked on the web console, check it on the monitor console.</li></ul>



**IP Address**

Settings: "0.0.0.1" to "255.255.255.254"

Set an IP address that does not overlap with another device.

**Note**

- The default IP address is "192.168.0.150." When installing multiple units of this product, set unique IP addresses.  
For information on how to check for duplicates, refer to [4.6 Checking for Duplicate IP Addresses \[▶ 43\]](#).

**Subnet Mask**

Settings: "0.0.0.1" to "255.255.255.254"

Set the subnet mask.

**Gateway**

Settings: "0.0.0.1" to "255.255.255.254"

Set the default gateway.

If your network environment does not have a gateway, you do not need to set "Gateway."  
Leave either as default setting or blank.

## 2.9 Configuring the Language

1. Select "System" > "Language."
2. Set each item.
  - "Language" ([Language \[▶ 25\]](#))
  - "Keyboard Layout" ([Keyboard Layout \[▶ 25\]](#))
3. Click "Apply."

**Language**

Settings: "日本語" / "English" / "Deutsch"

Select the language.

**Keyboard Layout**

Settings: "Japanese" / "English(US)" / "English(UK)" / "German"

Select the keyboard layout.

## 2.10 Registering a Camera Using Auto Discovery

Cameras connected to the network can be automatically detected and registered.

### Attention

- The following cameras and video encoders must be registered manually (refer to [3.4 Registering a Camera Manually \[▶ 30\]](#)).
  - Cameras that cannot be discovered automatically
    - Cameras on different subnets cannot be discovered automatically.
    - Some cameras can be set to deny auto discovery or allow auto discovery only for a certain period of time after the camera is turned on.
  - Fisheye/panoramic cameras with multiple video streams
  - Video encoder with multiple cameras connected

1. Select "Camera Registration."
2. Click "Automatic Camera Detection."
3. Set each item.
  - "Protocol" ([Protocol \[▶ 26\]](#))
  - "User Name" ([User Name \[▶ 26\]](#))
  - "Password" ([Password \[▶ 26\]](#))

4. Click "OK."

A list of detected cameras is displayed.

Whether a camera can be automatically detected depends on the camera and network. Cameras that do not appear in the list must be registered manually.

5. Check the camera to register, and select "Add."
6. Click "Apply."
7. Click "OK" in the confirmation dialog box.

The camera image is displayed on the live screen.

If a communication error is displayed, refer to [4.2 Camera Registration Problems \[▶ 38\]](#).

If the video is not displayed correctly, refer to [4.3 Video Problems \[▶ 39\]](#).

### Protocol

Select the protocol to control the camera.

- "ONVIF"<sup>\*1</sup>  
ONVIF Profile S compatible cameras
- "AXIS"  
Axis cameras (VAPIX®)
- "Panasonic/i-PRO"  
Panasonic/i-Pro cameras

<sup>\*1</sup> When "Protocol" is set to "ONVIF," the "Media Type" will be "Media1."

### User Name

Enter the username of the camera. A user with administrative privileges is required.

### Password

Enter the password for the camera.

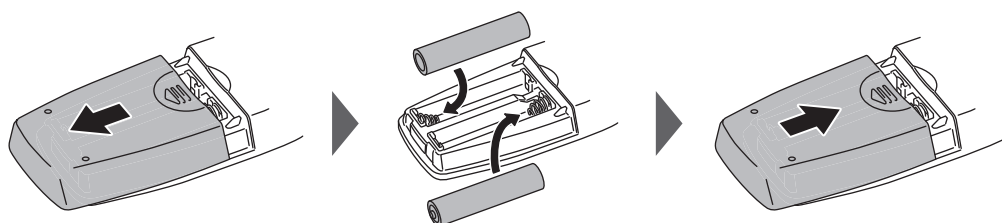
## 2.11 Preparing the Remote Control

Note
<ul style="list-style-type: none"><li>• The remote control is a separately sold optional accessory.</li></ul>



### How to attach and remove batteries

1. Turn the bottom of the remote control upwards and slide it in the direction of the arrow to remove the cover.
2. Insert batteries (AAA size x 2) according to the "+" (positive)" and "-" (negative)" poles indicated on the remote control.
3. Place the cover back on.



\*To remove the battery, remove it in Step 2.

## 3 Other Settings

### 3.1 Updating Software

Use the web console to perform operations.

You can perform a software version upgrade. Please download the version update file from the EIZO website ([www.eizoglobal.com](http://www.eizoglobal.com)) in advance. For stable operation of the system, it is recommended to use the latest software. It is not possible to revert to an older version.

1. Select "System" > "Maintenance."
2. Click "Software Update" > "File" > "Browse."
3. Select the software file (extension: duraup4).
4. Click "Start."
5. Click "OK" in the confirmation dialog box.

The process starts.

During processing, the power indicator flashes red. Do not turn off the power. It takes approximately five minutes to update the software.

### 3.2 Registering a License

Use the web console to perform operations.

1. Select "System" > "Maintenance."
2. Click "License Activation" > "Extensions" > "Activate."
3. Click "Browse" and select the license file (extension: duralic).
4. Click "OK."

The process starts.

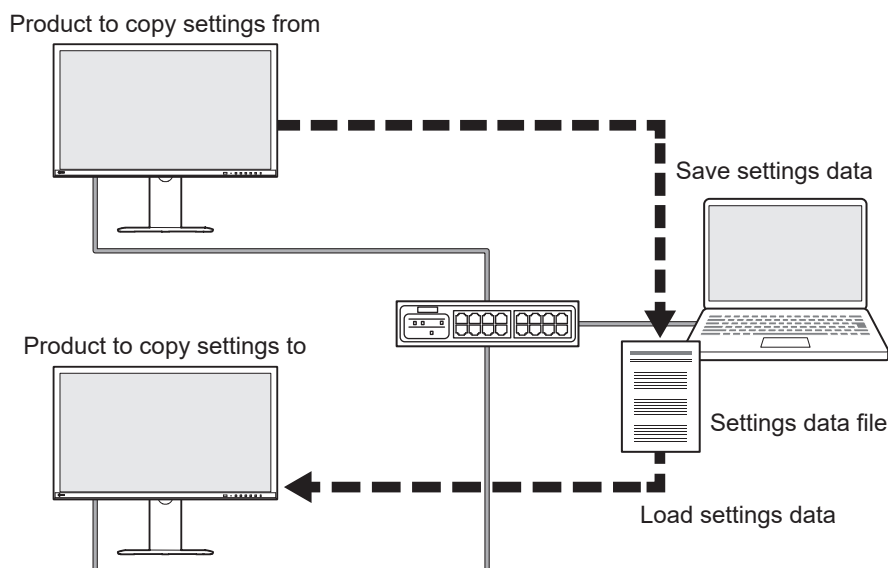
Close the browser and wait 2 minutes before accessing again.

<b>Attention</b>
• Selecting "Deactivate" will remove all additional registered licenses.

### 3.3 Save and Load Settings Data to Other Products

This operation is performed in the web console.

You can save the settings data from a configured product and load them onto other products on the network. This helps reduce the effort of setting up each device individually.



#### Attention

- Please set a unique IP address for each product in advance. If IP addresses are duplicated, the web console cannot be displayed.

1. Access the web console of the product whose settings you want to copy.  
Address: <http://<IP address of the source product>/> or <https://<IP address of the source product>/>
2. Select "System" > "Maintenance."
3. Click "Save" under "Settings Data Migration" > "Settings Data."
4. In the "Settings Data Migration" dialog box, enter a Password to set for the file.
5. Click "OK."
6. Specify where to save the file.  
The settings data file will be saved.
7. Access the web console of the product to which you want to copy the settings.  
Address: <http://<IP address of the destination product>/> or <https://<IP address of the destination product>/>
8. Select "System" > "Maintenance."
9. Click "Load" under "Settings Data Migration" > "Settings Data."
10. Select the settings data file and enter the password you set.  
Do not check "Include network settings."
11. Click "OK."
12. Click "OK" in the confirmation dialog box.  
The process will begin.  
Close the browser and access it again after 2 minutes.


### 3.4 Registering a Camera Manually

The following cameras and video encoders must be registered manually.

- Cameras that cannot be detected automatically
- Fisheye/panoramic cameras multiple streams of different images
  - Register multiple fisheye/panoramic cameras with the same IP address and specify the stream to be displayed.
- Video encoder with multiple cameras connected
  - Register multiple video encoders with the same IP address and specify the streams to be displayed. For Panasonic/i-PRO video encoders that support multiple channels, specify the camera to be displayed in "Channel."

#### Attention

- The camera must be connected to the network even when registering a camera manually.

1. Select "Camera Registration."
2. Check the position number to register, and click the edit icon (.
3. Set each item.

The displayed items vary depending on the protocol. First select "Protocol."

- Common items ([Common items \[▶ 30\]](#))
- "ONVIF" ([ONVIF \[▶ 31\]](#))
- "AXIS" ([AXIS \[▶ 32\]](#))
- "Panasonic/i-PRO" ([Panasonic/i-PRO \[▶ 33\]](#))
- "EIZO Streaming Gateway" ([EIZO Streaming Gateway \[▶ 34\]](#))
- "DirectUri" ([DirectUri \[▶ 35\]](#))
- "SRT" ([SRT \[▶ 36\]](#))
- "Qognify" ([Qognify \[▶ 36\]](#))

4. Click "OK."

The camera image is displayed on the live screen.

If a communication error is displayed, refer to [4.2 Camera Registration Problems \[▶ 38\]](#).

If the video is not displayed correctly, refer to [4.3 Video Problems \[▶ 39\]](#).

#### 3.4.1 Common items

##### Protocol

Settings: "ONVIF" / "AXIS" / "Panasonic/i-PRO" / "EIZO Streaming Gateway" / "DirectUri" / "SRT"<sup>\*1</sup> / "Qognify"<sup>\*1</sup>

<sup>\*1</sup> This can be selected when the corresponding extended functionality license are registered for this product.

Select the protocol to control the camera.

- "ONVIF"  
ONVIF Profile S compatible cameras
- "AXIS"  
Axis cameras (VAPIX)
- "Panasonic/i-PRO"  
Panasonic/i-Pro cameras

- "EIZO Streaming Gateway"  
Select if you want to connect to a product that has the streaming gateway feature enabled.
- "DirectUri"  
Select when connecting to an RTSP stream URI (URI starting with rtsp://) or an RTP stream URI (URI starting with rtp://).
- "SRT"  
Select to connect to an SRT stream URI.
- "Qognify"  
Select this when linking with a Qognify VMS.

### Camera Name

Settings: Any character (up to 100 characters)

Enter the camera name. To enter characters other than alphanumeric characters and symbols, use the web console.

Enter "IP Address," "Port," "Username," "Password" and click "Obtain Camera Name" to get the camera name from the camera.

### IP Address

Settings: "0.0.0.1" to "255.255.255.254"

Enter the IP address of the camera.

Click "Ping" to perform a connection test on the camera.

### Port

Settings: "1" to "65535"

Enter the port number of the camera.

#### Note

- Typical port numbers are "80" ("443" if SSL is enabled) when "Protocol" is "ONVIF," "AXIS," "Panasonic/i-PRO," and "554" when "Protocol" is "DirectUri" and "URI" is an RTSP stream URI.
- If "Protocol" is set to "EIZO Streaming Gateway," enter the access port of the Streaming Gateway web server (default: "80", or "443" if SSL is enabled).
- If "Protocol" is set to "Qognify," enter the server access port of the Qognify VMS (default: 62000).

## 3.4.2 ONVIF

### SSL

Configures secure settings.

The camera must have a server certificate set up.

Since communication via HTTP is not encrypted, there is a risk that data may be intercepted by a third party. To ensure secure communication, it is recommended to use SSL (HTTPS).

### Certificate Validation

Performs certificate validation during SSL communication.

The camera's root certificate must be registered in "Certificate" > "Root Certificate."

### **Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.

### **Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

### **Media Type**

Settings: "Media1" / "Media2"

Select the media type.

- "Media1" (default setting)  
Select to connect to H.264 and MJPEG streams.
- "Media2"  
Select to connect to H.265 and H.264 streams. The camera must comply with both ONVIF Profile S and ONVIF Profile T.

### **Media Profile**

Settings: Depends on the camera

Specify the stream to connect to by selecting a media profile. Click "Obtain Profile" to get a list of profiles from the camera.

### **Transmission Mode**

Settings: "Unicast" / "Multicast"

Select the transmission mode

### **Comm. Method**

Settings: "RTP over UDP" / "RTP over RTSP"

Select the communication method for camera video images.

## **3.4.3 AXIS**

### **SSL**

Configures secure settings.

The camera must have a server certificate set up.

Since communication via HTTP is not encrypted, there is a risk that data may be intercepted by a third party. To ensure secure communication, it is recommended to use SSL (HTTPS).

### **Certificate Validation**

Performs certificate validation during SSL communication.

The camera's root certificate must be registered in "Certificate" > "Root Certificate."

### **Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.



**Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

**Video Stream**

Settings: Depends on the camera

Select the view area for the stream. Click "Obtain Stream" to get a list of view areas from the camera.

The view area is used to stream a portion of the entire image. Refer to the User's Manual of the camera for details.

**Stream Profile**

Settings: Depends on the camera

Specify the stream to connect to by selecting a stream profile. Click "Obtain Profile" to get a list of profiles from the camera.

If no profile is registered on the camera, this product will automatically register the "EIZO\_Profile" profile to the camera.

**Transmission Mode**

Settings: "Unicast" / "Multicast"

Select the transmission mode

**Comm. Method**

Settings: "RTP over UDP" / "RTP over RTSP"

Select the communication method for camera video images.

**3.4.4 Panasonic/i-PRO**

Unicast/Multicast cannot be set from this product. Change the transmission mode on the camera.

**SSL**

Configures secure settings.

The camera must have a server certificate set up.

Since communication via HTTP is not encrypted, there is a risk that data may be intercepted by a third party. To ensure secure communication, it is recommended to use SSL (HTTPS).

**Certificate Validation**

Performs certificate validation during SSL communication.

The camera's root certificate must be registered in "Certificate" > "Root Certificate."

**Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.

**Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

### **Stream**

Settings: "1" / "2" / "3" / "4"

Select the stream to connect to.

### **Channel**

Settings: "1" / "2" / "3" / "4"

Select a stream channel.

### **Comm. Method**

Settings: "RTP over UDP" / "RTP over RTSP"

Select the communication method for camera video images.

## **3.4.5 EIZO Streaming Gateway**

### **SSL**

Configures secure settings.

The camera must have a server certificate set up.

Since communication via HTTP is not encrypted, there is a risk that data may be intercepted by a third party. To ensure secure communication, it is recommended to use SSL (HTTPS).

### **Certificate Validation**

Performs certificate validation during SSL communication.

The camera's root certificate must be registered in "Certificate" > "Root Certificate."

### **Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.

### **Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

### **Stream List**

Specify the stream to connect to. Click the "Obtain Stream List" button to get a list of streams from the transmitter.

If "Streaming Gateway" > "Streaming settings" > "Protocol" of the source is set to "RTP," you cannot select that stream.

### **RTSP Username**

Settings: Alphanumeric characters and symbols (up to 79 characters)

The RTSP username is automatically set. It can also be changed.

### **RTSP Password**

Settings: Alphanumeric characters and symbols (up to 79 characters)

The RTSP password is automatically set. It can also be changed.

**RTSP Comm. Method**

Settings: "RTP over RTSP"

Select the communication method for camera video images.

**SRT Latency**

Settings: "20 ms" to "8000 ms"

Set the latency.

This can be selected when the corresponding extended functionality license are registered for this product.

**SRT Passphrase**

Settings: Alphanumeric characters and symbols (up to 79 characters)

Set the passphrase.

This can be selected when the corresponding extended functionality license are registered for this product.

**3.4.6 DirectUri****Note**

- To receive an MPEG2-TS stream with RTP, select "Comm. Method" or "RTP over UDP" in "RTP over RTSP."
- To receive an MPEG2-TS stream over UDP, check the following points.
  - Specify the port number (1024 to 65535) that receives the stream in "Port" and select "MPEG2-TS over UDP" in "Comm. Method."
  - You should make stream transmission settings for this product from the transmitter in advance.
  - For non-multicast communication, leave the IP address blank.

**Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.

**Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

**URI**

Settings: Alphanumeric characters (up to 1023 characters)

Enter an RTSP stream URI (starting with rtsp://, http://, or https://) or an RTP stream URI (starting with rtp://).

**Transmission Mode**

Settings: "Unicast" / "Multicast" / "Source-Specific Multicast"

Select the transmission mode.

**Comm. Method**

Settings: "RTP over UDP" / "RTP over RTSP" / "MPEG2-TS over UDP" / "RTSP over HTTP" / "RTSP over HTTPS"

Select the communication method for camera video images.

**3.4.7 SRT**

**Latency**

Settings: "20 ms" to "8000 ms"

Set the latency.

**Passphrase**

Settings: Alphanumeric characters and symbols (up to 79 characters)

Set the passphrase.

**3.4.8 Qognify**

**Username**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the username of the camera. A user with administrative privileges is required.

**Password**

Settings: Alphanumeric characters and symbols (up to 32 characters)

Enter the password for the camera.

**Camera List**

Click "Obtain Camera Name" to retrieve a list of camera names.

**Comm. Method**

Settings: "RTP over RTSP"

Select the communication method for camera video images.

## 4 Troubleshooting

### 4.1 Power Problems

#### 4.1.1 Live image screen is not displayed

- Power indicator does not light up
  - Check whether the power cord is connected properly.
  - Turn on the main power switch on the back of the monitor.
- Power indicator is red
  - Press the power button (⏻) on the front of the product.
- Power indicator repeatedly flashes red and blue in a fixed pattern
  - Disconnect the network cable, then reconnect the main power.
- System is stuck during startup
  - Disconnect the network cable, then reconnect the main power.
  - Make sure the monitor settings are correct. For more details, refer to the user's manual of the monitor.

#### 4.1.2 After a power outage, the camera image is no longer displayed

- If the error code "E\*\*-\*\*" is displayed, refer to [4.3 Video Problems \[▶ 39\]](#).
- Request the camera to stream again.
  - For the monitor console, click the setting icon (⚙️) with the mouse to display the settings screen, then select "Return" to return to the live image screen.
  - For the web console, select "Live Image Screen" > "Stream Refresh" > "Stream Refresh" > "Execute."
- Depending on the camera, the settings may be reset when the power is turned off and on again. Check if the camera settings are correct (refer to [2.2 Setting Cameras \[▶ 15\]](#)).

#### 4.1.3 Restarts all of a sudden

- When the temperature inside the product rises high, this product may restart repeatedly. Check the temperature around this product. The internal temperature may rise high when the product is used in a narrow or poorly ventilated place or when the product is used with an object placed on top of it.


## 4.2 Camera Registration Problems

### 4.2.1 Camera cannot be detected automatically

- Whether a camera can be automatically detected depends on the camera and network. Cameras that do not appear in the list must be registered manually (refer to [3.4 Registering a Camera Manually \[▶ 30\]](#)).

### 4.2.2 Communication error appears when clicking "Apply" in auto discovery

Auto discovery also detects cameras that do not have an IP address, username, or password set. To register, the camera must be configured correctly.

- Make sure you can connect to the camera (refer to [4.5 Checking a Camera Connection with Ping \[▶ 42\]](#)).
- Check that a password is set for the camera (refer to [2.2 Setting Cameras \[▶ 15\]](#)).
- Make sure the user you entered has administrative privileges.
- If different user names and passwords are set for each camera, check the position number where the error is displayed, click the edit icon () and re-enter the username and password.

### 4.2.3 Communication error appears when clicking "Apply" in manual registration

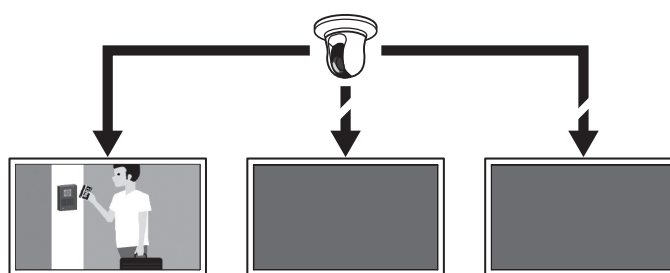
- Make sure you can connect to the camera (refer to [4.5 Checking a Camera Connection with Ping \[▶ 42\]](#)).
- Check that a password is set for the camera (refer to [2.2 Setting Cameras \[▶ 15\]](#)).
- Make sure the user you entered has administrative privileges.
- Make sure the IP address, port (typically "80," or "443" if SSL is enabled), username and password of the camera are correct.
- Depending on the camera, there are settings to disable ONVIF, and settings for the port, user, and password for ONVIF. Check if there are settings related to ONVIF on the camera.
- Cameras not verified by EIZO may not be compatible with this product. Consider registering cameras with the "DirectUri" protocol. For the RTSP stream URI (URI starting with rtsp://) to be entered as the URI, refer to the User's Manual of the camera or contact the camera manufacturer. When connected via the "DirectUri" protocol, video can be displayed, but PTZ control and setting changes cannot be performed on the camera.

## 4.3 Video Problems

### 4.3.1 Error message "E\*\*-\*\*" is displayed

If the problem is not resolved, refer to [Correct image is not displayed \[▶ 40\]](#).

- E01-\*\*
    - Check if the camera streaming settings are correct (refer to [2.2 Setting Cameras \[▶ 15\]](#)).
    - There is a possibility that the camera is not working properly due to the high load. Disconnect other network devices accessing the camera or reduce the resolution of bit rate of the camera.
    - If the camera is connected to a different subnet, check that TCP and UDP communication is permitted on the router connecting the subnets.
  - E02-\*\*
    - E02-02
      - Authentication has failed. Make sure the username and password of the camera are correct.
    - E02-03
      - Streaming has stopped. If the error is caused by the camera being turned off or disconnection of the camera, the error changes to E02-04.
      - If the camera is connected to a different subnet, check that TCP and UDP communication is permitted on the router connecting the subnets.
    - E02-04
      - Check if the power of the camera is on.
      - Make sure you can connect to the camera (refer to [4.5 Checking a Camera Connection with Ping \[▶ 42\]](#)).
      - Make sure there are no duplicate IP addresses for the product or camera (refer to [4.6 Checking for Duplicate IP Addresses \[▶ 43\]](#)).
- If the IP addresses of the products are duplicated, the camera image will be displayed on only one monitor.



Products with duplicate IP addresses

- E02-07
  - If "Certificate Validation" is enabled, make sure that the certificate expiration date and other information are correct.
- E03-\*\*
  - The network bandwidth may be under pressure or the display performance of this product may be exceeded. Reduce the resolution and/or bit rate of the camera (refer to [2.2 Setting Cameras \[▶ 15\]](#)).

E04-\*\*

- A resolution which is incompatible with this product may be set.  
Try changing the resolution of the camera (refer to [2.2 Setting Cameras \[▶ 15\]](#)).

E05-\*\*

- The stream format from the camera may be different from that of this product. Check the settings of the camera and this product and then restart this product.

E06-\*\*

- The multicast setting value may not be set correctly. Check the settings of the camera.

E07-\*\*

- The network may not be connected, such as the network cable is not connected to this product. Check the network connection.

E08-\*\*

- There is no available license to use the camera protocol. Check the license.

### 4.3.2 Moving object slows down or speeds up

If the problem is not resolved, refer to [Correct image is not displayed \[▶ 40\]](#).

- The stream may contain B frames. Select "Live Image Screen" > "Advanced" and turn "B frame decode buffer" to "Enable". If the problem does not resolve, uncheck the box. If B frames are the cause, disabling B frames on the camera can also resolve the problem.
- Frames may not be output according to the timestamp from the camera. Select "Live Image Screen" > "Advanced" and turn "Sync timestamp" to "Enable." If the problem does not resolve, uncheck the box.

### 4.3.3 Correct image is not displayed

Images are distorted

Displayed images are not smooth

Black images are displayed

Images are displayed or distorted at different times

- Select "Live Image Screen" > "Advanced" and turn "Network traffic condition" to "On." A circle indicating the communication status is displayed in the upper right corner of the image. If the circle is green, communication is normal.



If the circle is yellow or red, packets are not received successfully. There is a problem with the camera or network path.

- There is a possibility that the camera is not working properly due to the high load. Disconnect other network devices accessing the camera or reduce the resolution of bit rate of the camera.
- Make sure there are no problems with the router, hubs, or network cables in the network path.

If the circle is gray, the stream exceeds the indicated performance of this product.

- Reduce the resolution and/or bit rate of the camera.
- Make sure there are no duplicate IP addresses for the product or camera (refer to [4.6 Checking for Duplicate IP Addresses \[▶ 43\]](#)).



- Make sure the camera user entered has administrative privileges.
- Check if the camera streaming settings are correct (refer to [2.2 Setting Cameras \[▶ 15\]](#)).
- If the protocol is "ONVIF," "AXIS" or "Panasonic/i-PRO" and the transmission mode is "Unicast," select "RTP over RTSP" as the connection method. Since TCP is used for streaming, the problem may resolve with packet control.
- Check whether the used hubs and network cables are appropriate for handling the amount of information transferred. If the transmission mode is unicast, the amount of information transferred is (camera bit rate) x (number of connections).
- Select "Troubleshooting" > "Network Connection Status," and check the current communication bandwidth (sending, receiving).

## 4.4 Other Problems

### 4.4.1 Cannot log in

- Re-enter the username and password.
- Reset the account information using the Reset button and log in as the default setting account (refer to [1.2 Controls and Functions \[▶ 10\]](#)).

### 4.4.2 Cannot display the setting screen

- It is necessary to log in as a user with a user level of "ADMIN."
- A USB mouse is required to perform settings. Settings cannot be performed with the remote control.

### 4.4.3 The set date and time are not displayed correctly

- If the system is not connected to the power supply for one week or longer, the date and time will not be displayed correctly. In such a case, set the date and time again (refer to [2.7 Setting the Date and Time \[▶ 23\]](#)).

### 4.4.4 Unable to view web console in browser

- Make sure there are no duplicate IP addresses for the product (refer to [4.6 Checking for Duplicate IP Addresses \[▶ 43\]](#)).
- Check if the IP address of the computer is correct (refer to [4.7 Checking the IP Address of a Computer \[▶ 43\]](#)).

### 4.4.5 License registration fails

- Make sure the system is set to the correct date and time (refer to [2.7 Setting the Date and Time \[▶ 23\]](#)).
- Please send the error code, product name, serial number, product software version, and erroneous license file to your license dealer.

### 4.4.6 The mouse / keyboard does not work

- Connect the USB cable correctly.
- Pull out the USB cable and connect it again.
- Make sure that the USB lock function is not enabled (refer to "User's Manual" for details).

#### 4.4.7 The camera display position cannot be changed

- "CAMERA CONTROL" or "ADMIN" users can operate the camera (refer to "User's Manual" for details).
- Display position of the camera cannot be changed during sequential display (refer to "User's Manual" for details).

#### 4.4.8 No audio output

- Is the volume set to "0"?
- Check the settings of the camera.
  - Is the audio input configured correctly?
  - Is voice streaming enabled?
  - Have you selected an audio compression format that this product supports?

### 4.5 Checking a Camera Connection with Ping

To execute a Ping, perform one of the following.

- Click "Ping" in the "Camera Registration" edit screen.
- Select "Troubleshooting" > "Connection Confirmation," then select the camera and click "ping" > "Run."

If the camera cannot be connected, "Destination Host Unreachable" will be displayed. Make sure the camera is turned on and there are no problems with the router, hubs, or network cables in the network path.

- Example) Execution result

- If the camera can be connected

```
PING 192.168.0.27 (192.168.0.27) 56(84) bytes of data.  
64 bytes from 192.168.0.27: icmp_seq=1 ttl=64 time=0.741 ms  
64 bytes from 192.168.0.27: icmp_seq=2 ttl=64 time=0.771 ms  
64 bytes from 192.168.0.27: icmp_seq=3 ttl=64 time=0.797 ms
```

- If the camera cannot be connected

```
PING 192.168.0.27 (192.168.0.27) 56(84) bytes of data.  
From 192.168.0.150 icmp_seq=1 Destination Host Unreachable  
From 192.168.0.150 icmp_seq=2 Destination Host Unreachable  
From 192.168.0.150 icmp_seq=3 Destination Host Unreachable
```

## 4.6 Checking for Duplicate IP Addresses

a. Select "Troubleshooting" > "Network Connection Status" and click "Current Status." If the IP address of this product is duplicated with other devices, "Unicast reply from" will be displayed for the number of duplicated units. Set unique IP addresses.

- Example) Execution result

- If there are no duplicate IP addresses

```
ARPING 192.168.0.150 from 0.0.0.0 eth0
Sent 2 probes (2 broadcast(s))
Received 0 response(s)
```

- If there are duplicate IP addresses

```
ARPING 192.168.0.150 from 0.0.0.0 eth0
Unicast reply from 192.168.0.150 [00:00:00:00:00:00] *1
Sent 2 probes (2 broadcast(s))
Received 0 response(s)
```

\*1 The MAC address of duplicate device is displayed.

## 4.7 Checking the IP Address of a Computer

For Windows computers, you can check and change the LAN port network settings by following the steps below.

1. Press Windows + R key.
2. Enter ncpa.cpl in the "Run" window and click "OK."
3. Select "Ethernet" from the list and double-click.  
If there are multiple LAN ports, "Ethernet 2" and "Ethernet 3" are displayed.
4. Select "Internet Protocol Version 4 (TCP/IPv4)" and click "Properties."
5. Change the network settings and click "OK."

For setting details, contact the computer manufacturer.

## Appendix

### Warning for Radio interference

#### For U.S.A, Canada Only

#### FCC Supplier's Declaration of Conformity

We, the Responsible Party

Company: EIZO Inc.

Address: 5710 Warland Drive, Cypress, CA 90630

Phone: (562) 431-5011

declare that the product

Trade name: EIZO

Model: DuraVision FDF2731W-IP

is in conformity with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

#### **WARNING!**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### **Note**

Use the attached specified cable below or EIZO signal cable with this monitor so as to keep interference within the limits of a Class A digital device.

- AC Cord
- Shielded Signal Cable (enclosed)

#### **Canadian Notice**

This Class A information technology equipment complies with Canadian ICES-003.

Cet équipement informatique de classe A est conforme à la norme NMB-003 du Canada.

## **For Europe, Australia, New Zealand, etc Only**

### **Warning**

Operation of this equipment in a residential environment could cause radio interference.

### **Warnung**

Der Betrieb dieses Geräts in einer Wohnumgebung könnte Funkstörungen verursachen.

### **Avertissement**

L'utilisation de cet équipement dans une zone résidentielle pourrait provoquer des interférences radio.

## **LIMITED WARRANTY**

EIZO Corporation (hereinafter referred to as "EIZO") and distributors authorized by EIZO (hereinafter referred to as the "Distributors") warrant, subject to and in accordance with the terms of this limited warranty (hereinafter referred to as the "Warranty"), to the original purchaser (hereinafter referred to as the "Original Purchaser") who purchased the product specified in this document (hereinafter referred to as the "Product") from EIZO or Distributors, that EIZO and Distributors shall, at their sole discretion, either repair or replace the Product at no charge if the Original Purchaser becomes aware within the Warranty Period (defined below) that the Product malfunctions or is damaged in the course of normal use of the Product in accordance with the description in the instruction manual of the Product (hereinafter referred to as the "User's Manual").

The period of this Warranty is two (2) years from the date of purchase of the Product (hereinafter referred to as the "Warranty Period").

EIZO and Distributors shall bear no liability or obligation with regard to the Product in relation to the Original Purchaser or any third parties other than as provided under this Warranty.

EIZO and Distributors will cease to hold or store any parts (excluding design parts) of the Product upon expiration of five (5) years after the production of the Product is discontinued.

In repairing the Product, EIZO and Distributors will use renewal parts which comply with our QC standards. If the unit cannot be repaired due to its condition or the stockout of a relevant part, EIZO and Distributors may offer the replacement by a product with equivalent performance instead of repairing it.

The Warranty is valid only in the countries or territories where the Distributors are located. The Warranty does not restrict any legal rights of the Original Purchaser.

Notwithstanding any other provision of this Warranty, EIZO and Distributors shall have no obligation under this Warranty whatsoever in any of the cases as set forth below:

1. Any defect of the Product caused by freight damage, modification, alteration, abuse, misuse, accident, incorrect installation, disaster, adherent dust, faulty maintenance and/or improper repair by third party other than EIZO and Distributors;
2. Any incompatibility of the Product due to possible technical innovations and/or regulations;
3. Any deterioration of the sensor, including measurement value of the sensor;
4. Any defect of the Product caused by external equipments;
5. Any defect of the Product caused by the use under environmental conditions not anticipated by EIZO;
6. Any deterioration of the attachments of the Product (e.g. cables, User's Manual, CD-ROM, etc.);
7. Any deterioration of the consumables, and/or accessories of the Product (e.g. batteries, remote controller, touch pen, etc.);

8. Any exterior deterioration or discoloration of the Product, including that of the surface of the LCD panel, the touch panel and the protect panel;
9. Any defect of the Product caused by placement in a location where it may be affected by strong vibrations or shocks;
10. Any defect of the Product caused by leaking battery liquid;
11. Any deterioration of display performance caused by the deterioration of expendable parts such as the LCD panel and/or backlight, etc. (e.g. changes in brightness, changes in brightness uniformity, changes in color, changes in color uniformity, defects in pixels including burnt pixels, etc.);
12. Any deterioration or malfunction of the cooling fan caused by adherent dust.

To obtain service under the Warranty, the Original Purchaser must deliver the Product, freight prepaid, in its original package or other adequate package affording an equal degree of protection, assuming the risk of damage and/or loss in transit, to the local Distributor. The Original Purchaser must present proof of purchase of the Product and the date of such purchase when requesting services under the Warranty.

The Warranty Period for any replaced and/or repaired product under this Warranty shall expire at the end of the original Warranty Period.

EIZO OR DISTRIBUTORS ARE NOT RESPONSIBLE FOR ANY DAMAGE TO, OR LOSS OF, DATA OR OTHER INFORMATION STORED IN ANY MEDIA OR ANY PART OF ANY PRODUCT RETURNED TO EIZO OR DISTRIBUTORS FOR REPAIR.

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