

## GIGAMEDIA

### Checking network status on a GGM recorder



In general network problems on devices are related to IP addressing.

You have two ways to solve this problem :

- By entering a static IP address (be careful, however, not to have two identical addresses and that the address is on the right network)
- By activate the DHCP mode (which will put the IP address automatically)

### From the recorder interface

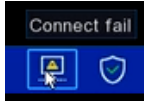
To check the proper functioning of the networks from the screen connected to the recorder you must look at the logo in the form of a small computer at the bottom right of the screen, this logo shows you if the device is connected or not.



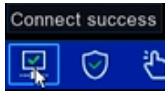
You have three logos:



This indicates that it does not detect network

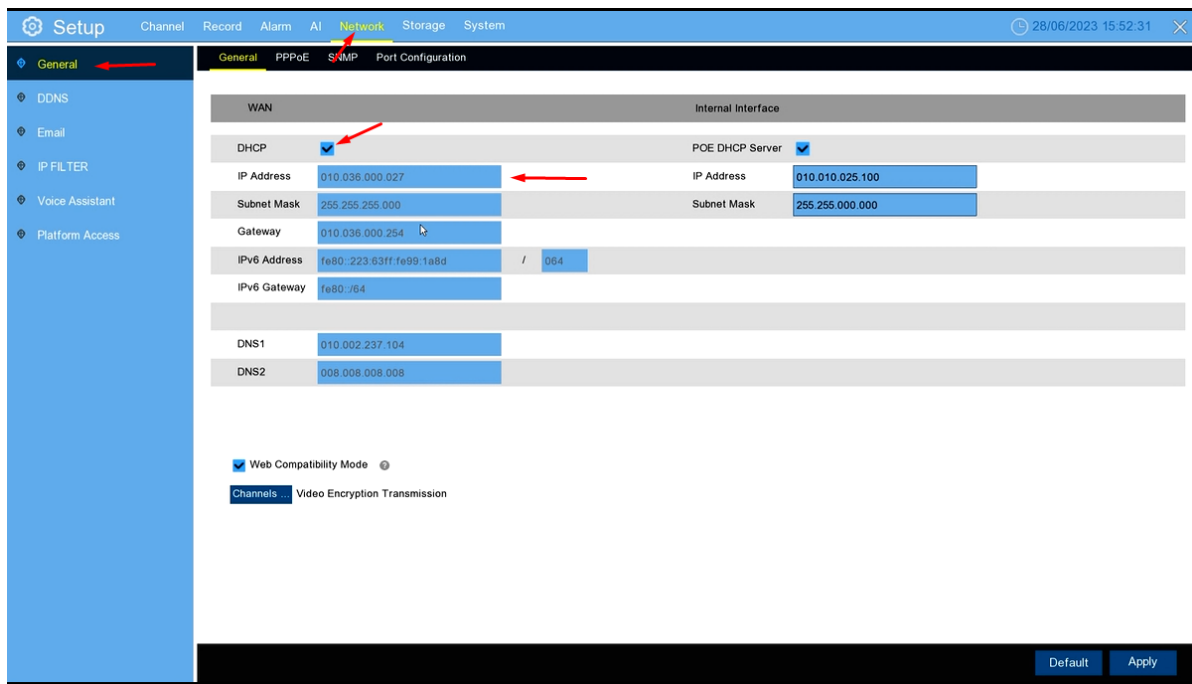


This indicates that it detects a network but cannot connect to the internet



This icon indicates that the device is connected to the network with the internet

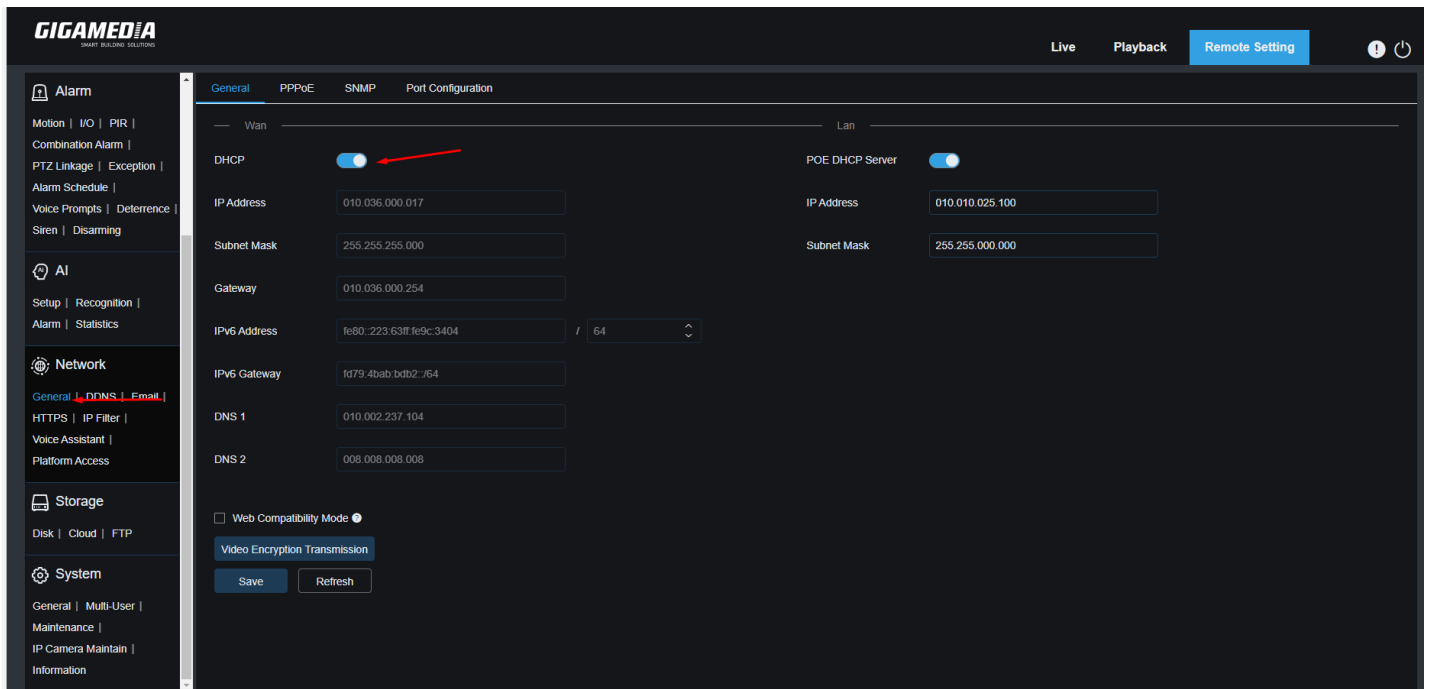
Once you check if your connection is not working, you must go to the configured menu and then to network and make sure that DHCP is enabled or that the IP configuration is correct.



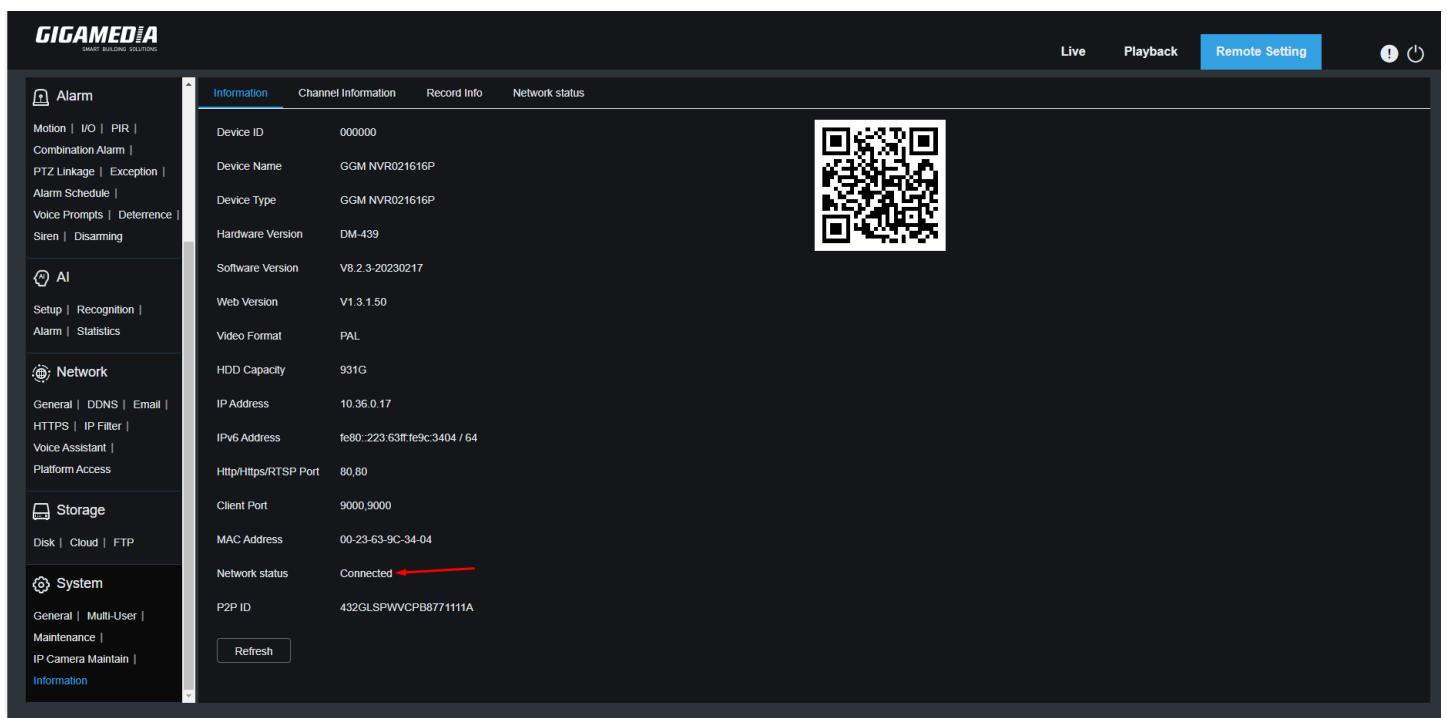
If this does not work after DHCP activation please check the connection of your device otherwise please disable DHCP and enter a fixed IP address for your device (fill in advance the IP distribute on your network).

## From the web interface

Here, you can change the IP address (to automatic / dhcp or static).



You can also look at the status of your network in system and information you would then have "connected" if your device has well internet otherwise it will display "Failed connected"

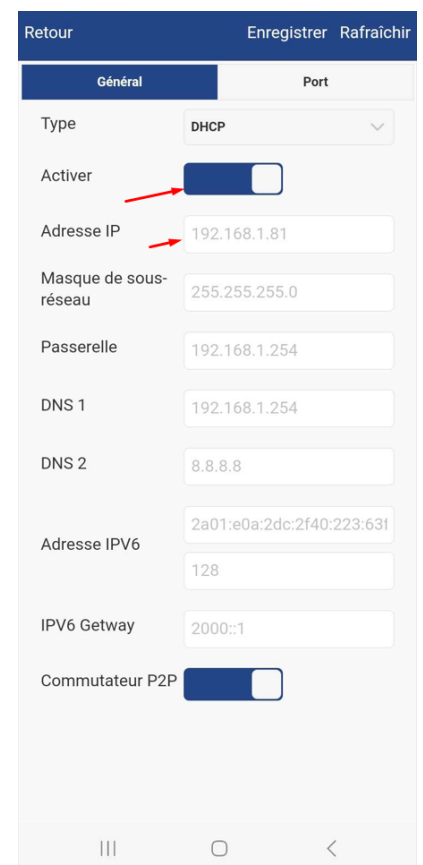
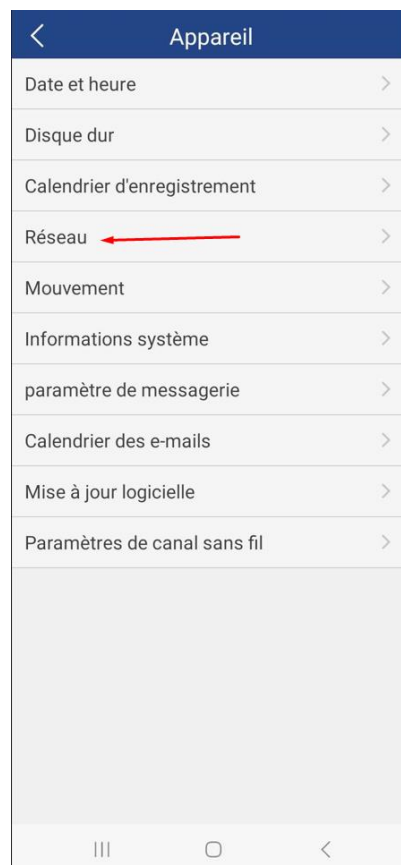
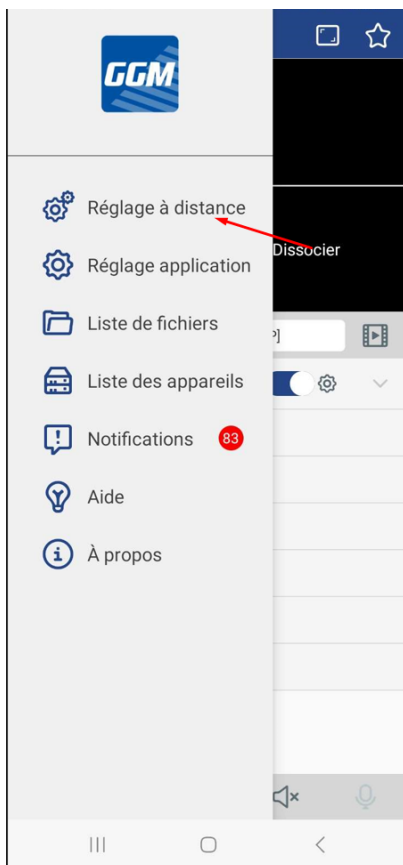


## From a remote interface

In general if this interface works on remote control (so on an external network), however it happens that the interface does not work in a local network in this case you must check the IP addressing.

### GGM view

To access the network settings, you need to access the remote setting select your device then go to Network you could later activate or not the dhcp and change the IP address.

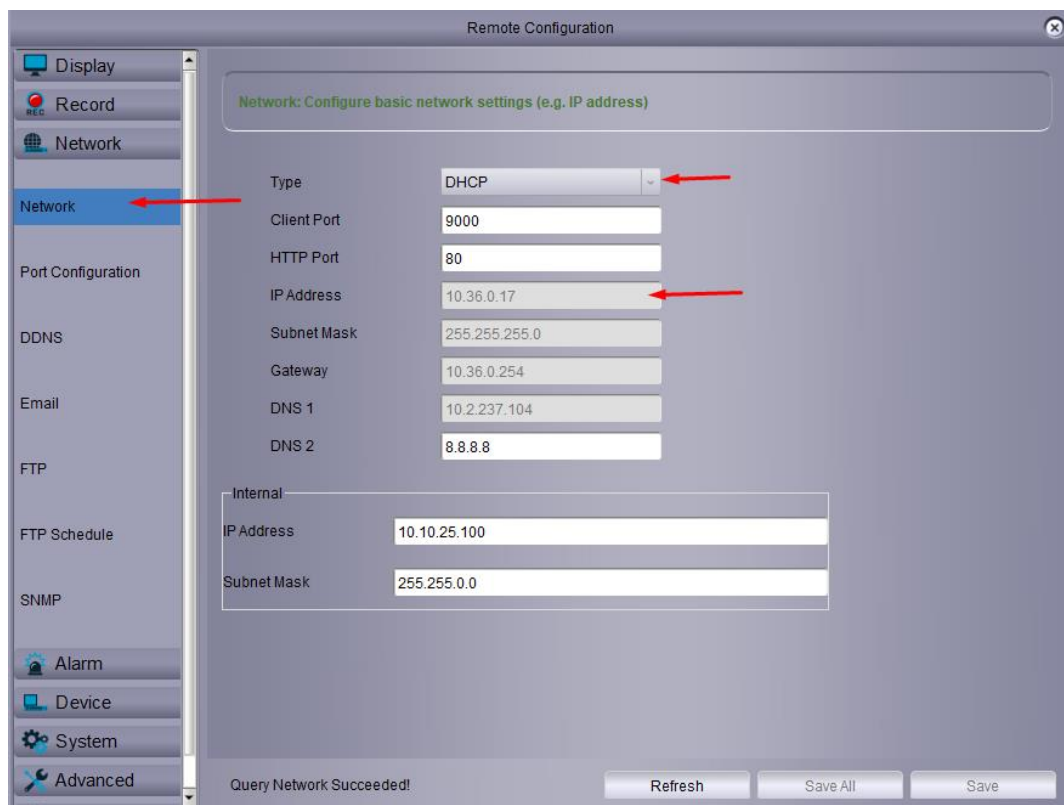


## Surveillance client

To access the options you must click on this button (wrench)






Then go to the network settings in order to change dhcp or static type and change the ip address



## VMS PRO

The configuration interface changes depending on the port if you are on port 80 please see how to set up via the web interface [same interface]

To access the configuration you must click on the nut symbol

All equipment										
Auto Search      Grouping      CustomGroup										
No.	Device Name	IP	Device Type	Protocol	Version	Status	Port	ChannelNum	ID	Operation
1	GGM NVR021616P	10.36.0.17	NVR	Private	V8.2.3-20230217	<span style="color: green;">■</span>	9000	16	器	  

Then in the network settings you could choose whether or not to enable DHCP and/or choose the ip address

Device Name: GGM NVR021616P IP: 10.36.0.17

Encode | Record | Capture

AI

Setup | Recognition | Alarm | Statistics

Alarm

Motion | PIR | I/O | Intelligent | PTZLinkage | Exception | Alarm Schedule | Voice Prompt

Network

General | DNS | Email | FTP | IP Filter

Device

Disk | Cloud

System

General | Multi-User | Maintenance | IP Camera Maintain | Information

General | PPPoE | Wireless | SNMP | Port Configuration

WAN Internal

DHCP ☒

IP Address 10.36.0.17

Subnet Mask 255.255.255.0

Gateway 10.36.0.254

DNS 1 10.2.237.104

DNS 2 8.8.8.8

IPv6-IP Address fe80::223:63ff:fe9c:3404 64

IPv6-Gateway fd79:4bab:bd2::/64

IP Address 10.10.25.100

Subnet Mask 255.255.0.0

Refresh Save