OTTICA

TROUBLESHOOTING GUIDE

Make sure all of your devices that you're trying to connect (camera, computer, and controller) are in the same network range. The first 3 segments need to be the same. For example: "192.168.5._"

If you are having trouble finding the IP address of the camera, here are a few options:

1. Plug in the camera to a monitor via HDMI. The IP address will appear in the top left corner of the screen when it boots up.

2. Download and run "NDI Analysis"

    2A.   https://ndi.video/tools/ndi-analysis/

2B.


```
Select NDI Analysis                                                    —   □   ×

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NDI version : 5.6.0.0

To get a list of all NDI sources on the network :
        NDIAnalysis.exe /find          ←———  COPY THIS TEXT

To get a list of all NDI sources on the network, and display any new ones within 5 seconds.
        NDIAnalysis.exe /find /time:5

To diagnose a video source.
        NDIAnalysis.exe /source:"My Source (Channel 1)"

To diagnose a video source, providing two minutes of diagnosis.
        NDIAnalysis.exe /source:"My Source (Channel 1)" /time:120

To diagnose a video source in low quality mode.
        NDIAnalysis.exe /source:"My Source (Channel 1)" /lowQ

To analyze the frames from a video source for codec errors.
        NDIAnalysis.exe /source:"My Source (Channel 1)" /framecheck

To dump the data from the source and have every frame detail in a CSV file.
        NDIAnalysis.exe /source:"My Source (Channel 1)" /csv:"my source.csv" /time:120
        NDIAnalysis.exe /source:"My Source (Channel 1)" /csvvideo:"my source video.csv" /time:120
        NDIAnalysis.exe /source:"My Source (Channel 1)" /csvaudio:"my source audio.csv" /time:120
        NDIAnalysis.exe /source:"My Source (Channel 1)" /csvvideo:"my source video.csv" /csvaudio:"my source audio.csv"
/time:120

C:\Program Files\NDI\NDI 5 Analysis BETA\x64>
```

2C.

```
Select NDI Analysis                                                    —   □   ×

        NDIAnalysis.exe /find

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/time:120

C:\Program Files\NDI\NDI 5 Analysis BETA\x64>NDIAnalysis.exe /find   ←———  PASTE HERE
```
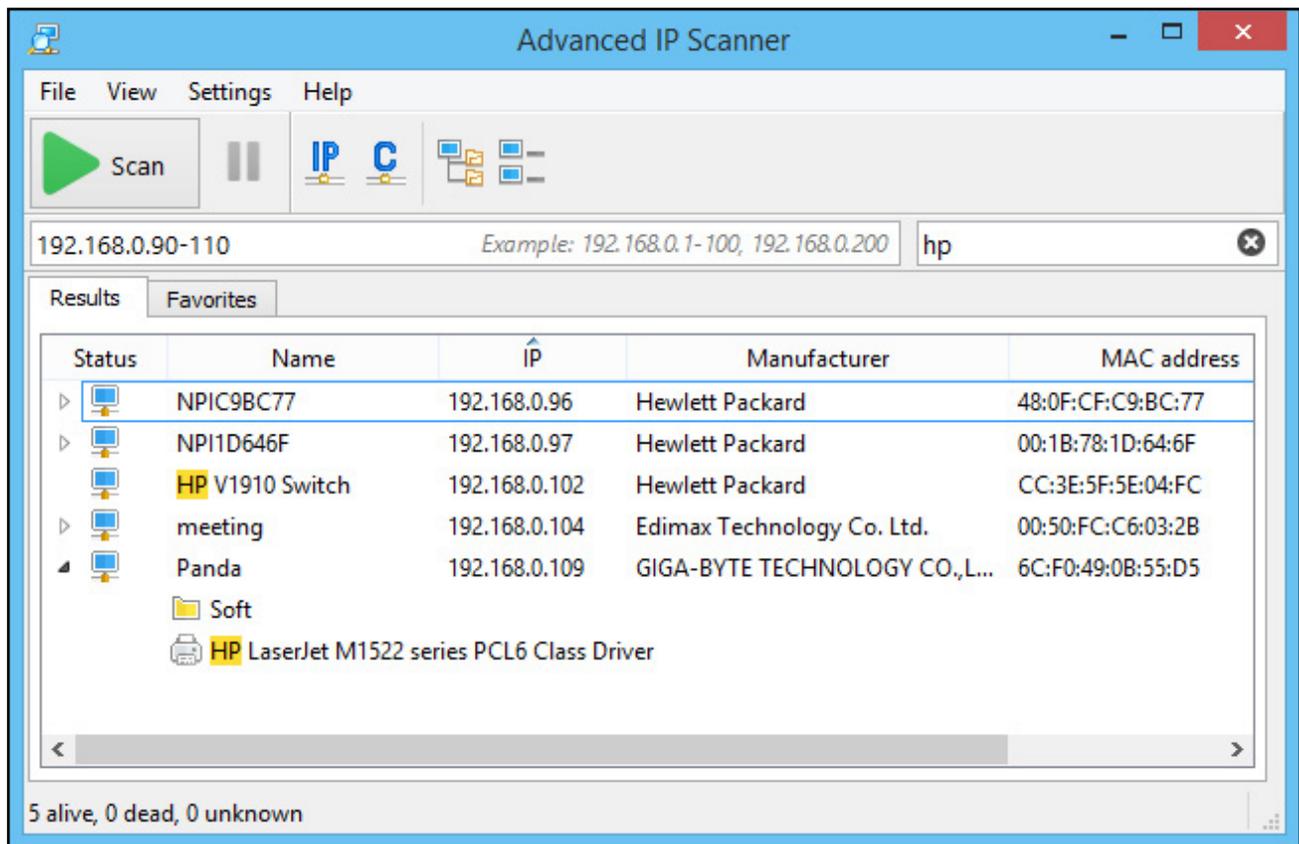
2D. After pasting the text, press enter. All of the NDI streams will appear with information including their IP addresses.

3. Download and run "Advanced IP Scanner"

3A.   https://www.advanced-ip-scanner.com/

3B. Type in the IP range that you'd like to search within. Press the scan button. All the devices on your network will appear with their IP addresses.

4. Use the included IR remote, point it at *only one camera*, press " * ", " # ", "Manual" in that order. This will reset the camera's IP address to the default of 192.168.5.163.

NOTE: Make sure you do not point the IR Remote at any other cameras except for the one you are trying to change. Doing so may cause an IP collision. Unplug any other cameras if you need to. We recommend unplugging any cameras you are not working with during the installation process.

Once you've discovered the IP address, type it into the URL bar of your web browser and press enter.

Before logging in, make sure the language is set to English. Then log in using "admin" for both username and password.

After logging in, go to the configurations tab at the top right of the screen and go to the "Ethernet settings."

Uncheck the "DHCP" box, then set the IP address to your liking (make sure the IP address is not identical to any other devices on your network.)

Press the save icon, then reboot the camera.
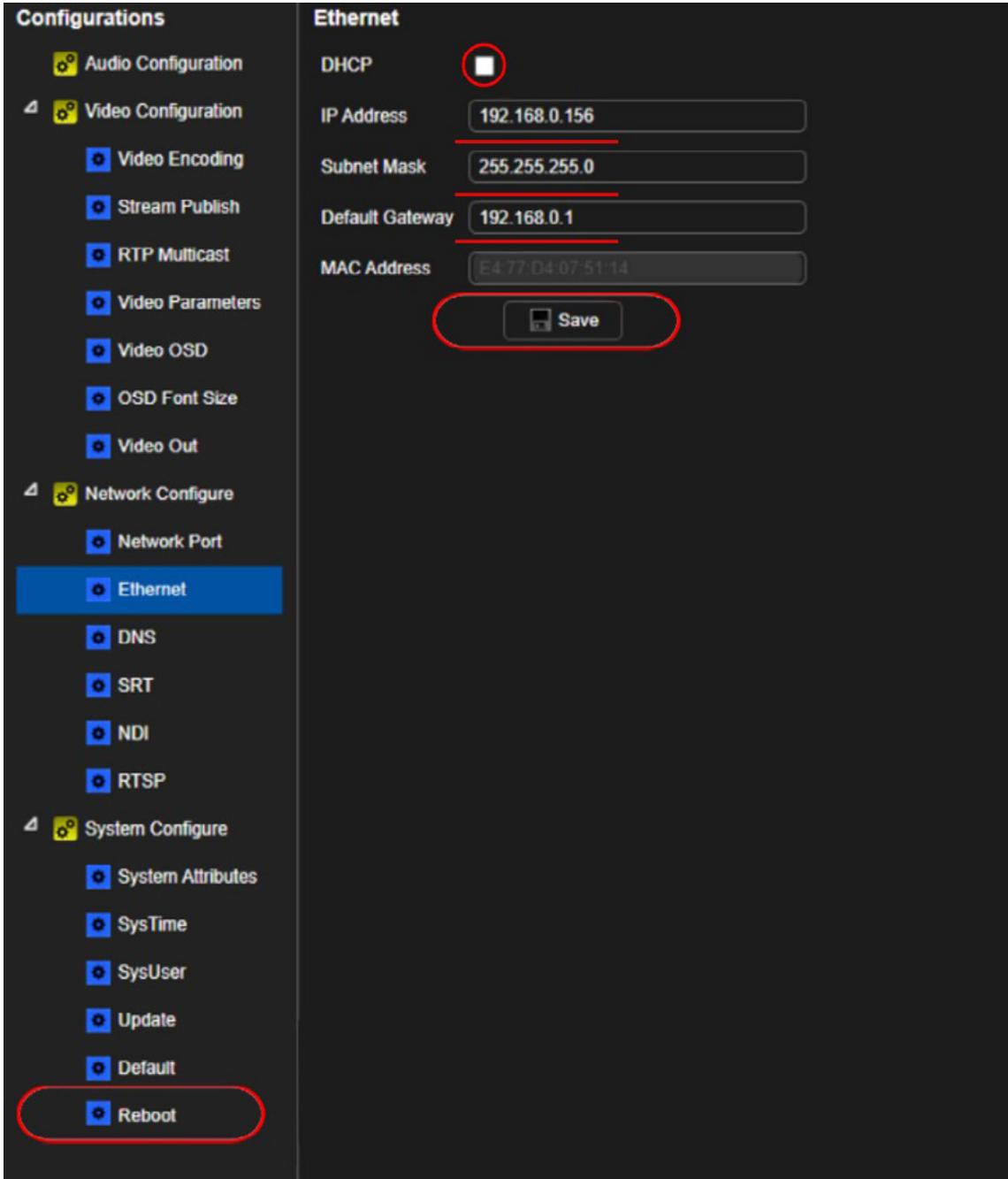
If the camera login screen still does not appear, you may have to temporarily change the IP address of your computer.

If you need help changing the IP address of their computer, here is a tutorial.

https://www.youtube.com/watch?v=zroTxsDC2V8
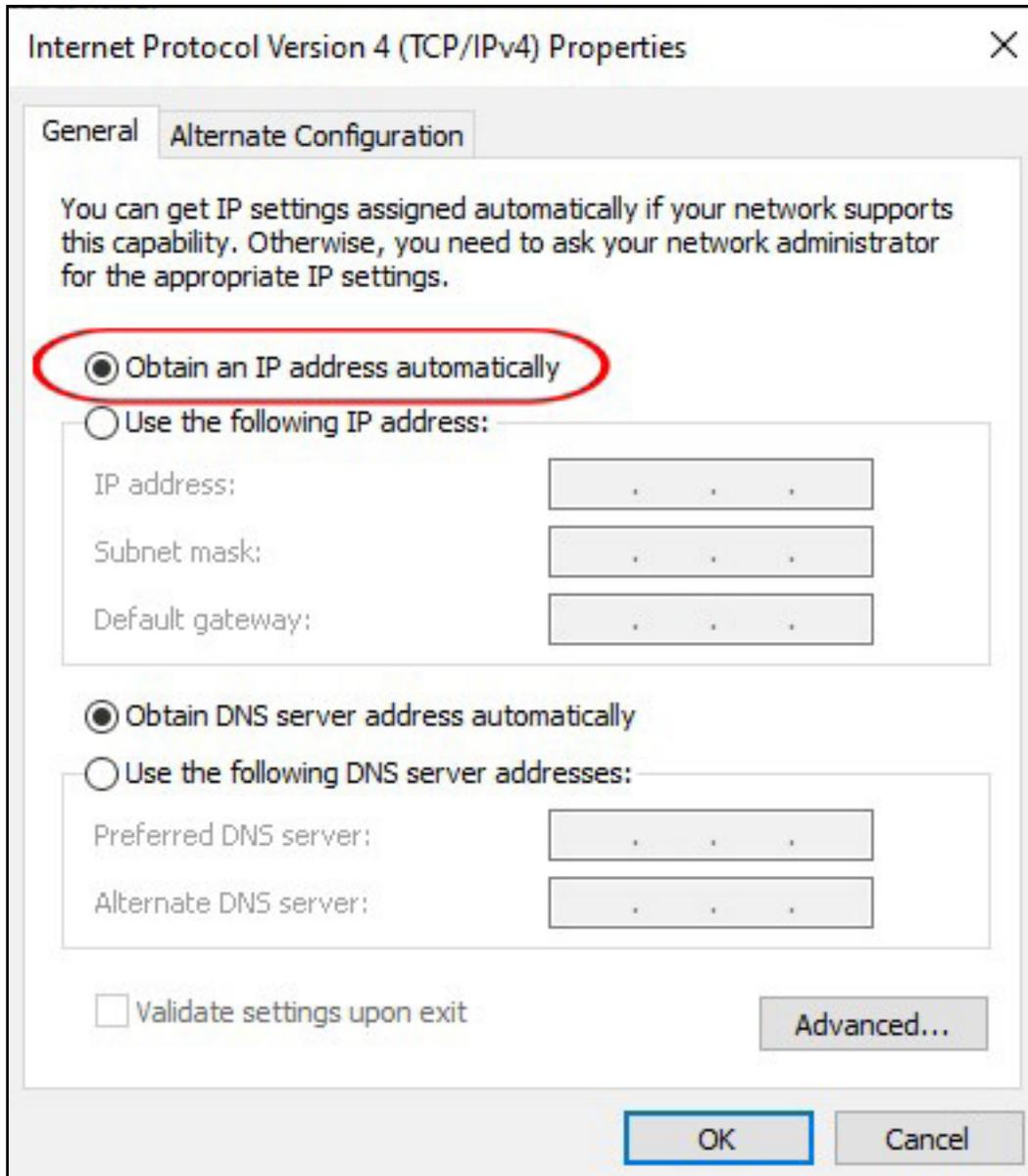

This tutorial is for Windows 10. For Windows 11, getting to the adapter options is slightly different.

Follow these instructions if you are using Windows 11:

Press the Windows Button > Control Panel > Network & Internet > Network & Sharing > Ethernet > Change Adapter Options

After you've changed the IP address of your cameras, you can change the IP address of your computer back to DHCP by clicking the following option:

Internet Protocol Version 4 (TCP/IPv4) Properties ✕

General | Alternate Configuration

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

◉ Obtain an IP address automatically
◯ Use the following IP address:

IP address: · · ·

Subnet mask: · · ·

Default gateway: · · ·

◉ Obtain DNS server address automatically
◯ Use the following DNS server addresses:

Preferred DNS server: · · ·

Alternate DNS server: · · ·

☐ Validate settings upon exit   Advanced...

OK   Cancel

To change the IP address of your controller, press the "SETUP" button. Toggle down to menu "2/10" and select "IP: Static" then press the "ENTER" button.

Here, you can set the first three segments of your controller's IP address to match your camera.

You should be able to add your OTTICA cameras. To add your camera (Using IP VISCA):

1. Press the "IP" button, type in your camera's IP address. Note: Use the joystick to navigate through the different segments in the IP range when typing in the IP address if needed. Press the "Enter" key.
2. The port number for VISCA is "1259". Press the "Enter" key.
3. Designate the camera number. Press the "Enter" key.

If you are setting up multiple cameras, we recommend unplugging any cameras you are not setting during the installation process. Even cameras you have just reset the IP address on.

Repeat this entire process for each camera you are setting up.

Learn More

More dynamic information at official website: www.ikancorp.com

Support

Contact email: support@ikancorp.com