



Unlimited New View

How to Add a Uniview Camera Which Stays in a Different IP Range with the NVR But is Showing up on the Monitor When You Search It?

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Product	NVR	Date	9/26/2023

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Description

Note: This method is applicable to most of the scenarios, if the method still cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

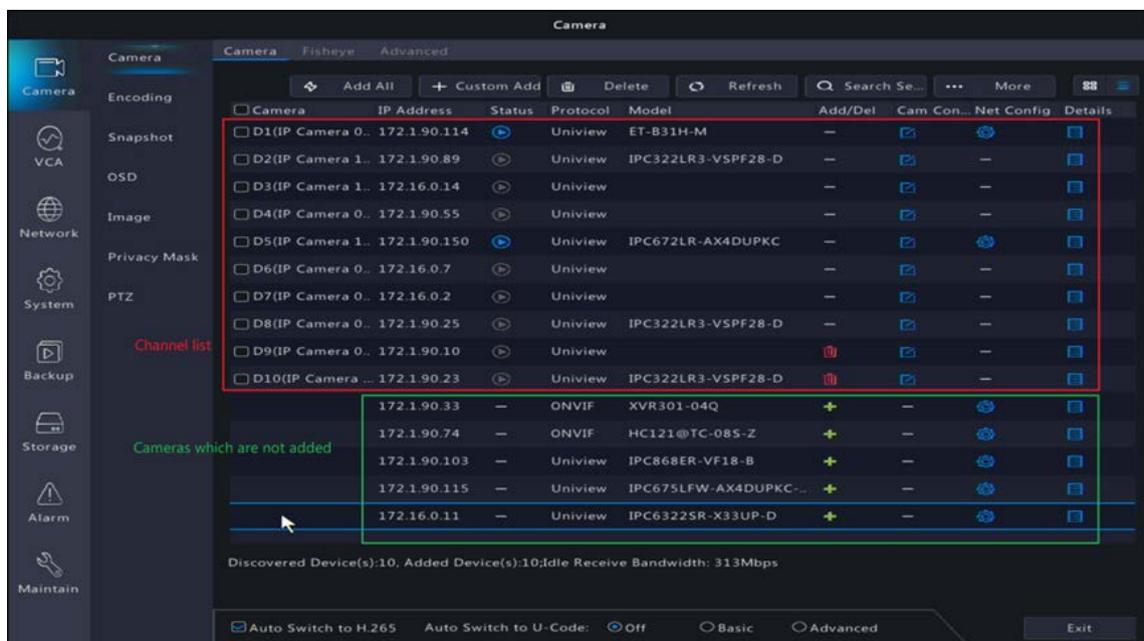
Operating Steps

Scenario 1

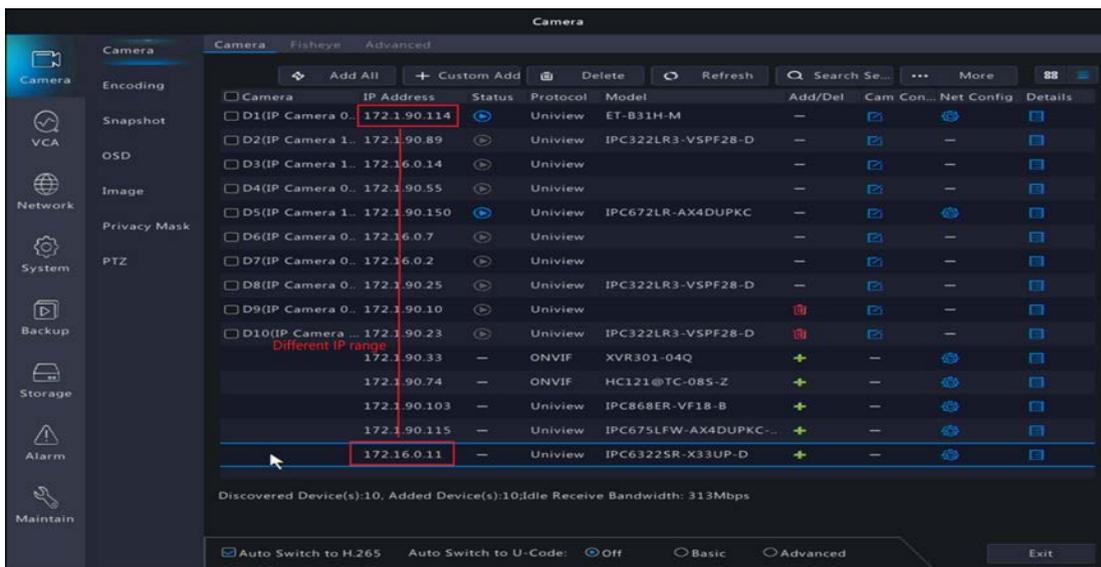
You can find the channel list on the NVR Monitor under:

Menu>Camera>Camera>Camera.

Underneath the channel list you will see the cameras which are not added, but these cameras' IP addresses are not in the same range with those online cameras.



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If your current situation is similar to scenario 1, changing the IP address of these cameras so that they are in the same network segment as other online cameras will help solve the problem.

How to change those cameras' IP addresses?

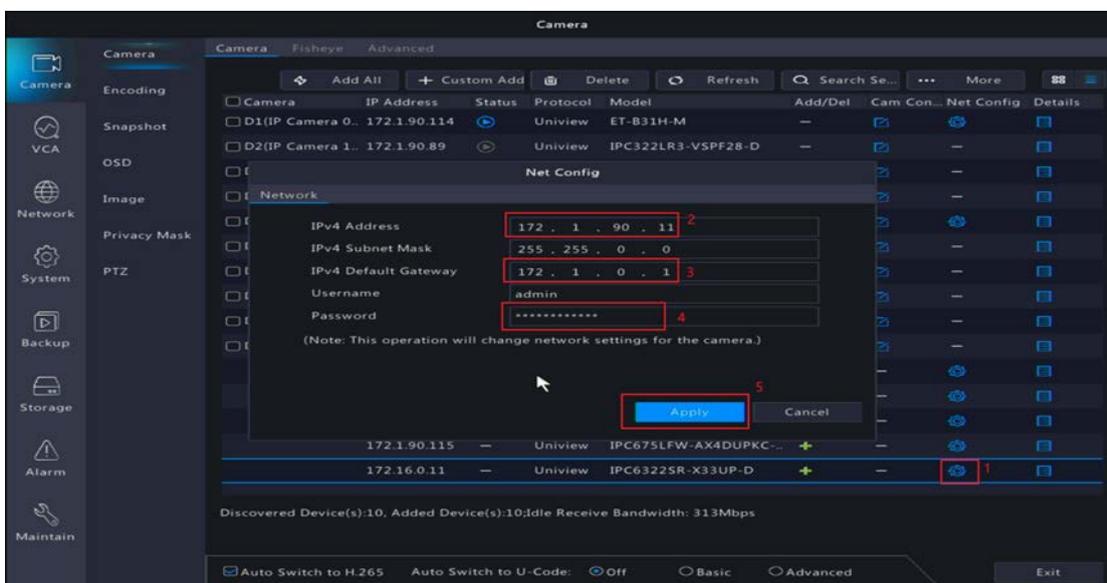
Step 1 Click **Net Config** of the camera you want to add.

Step 2 For this camera, put a new IP address which is in the same range with the online cameras.

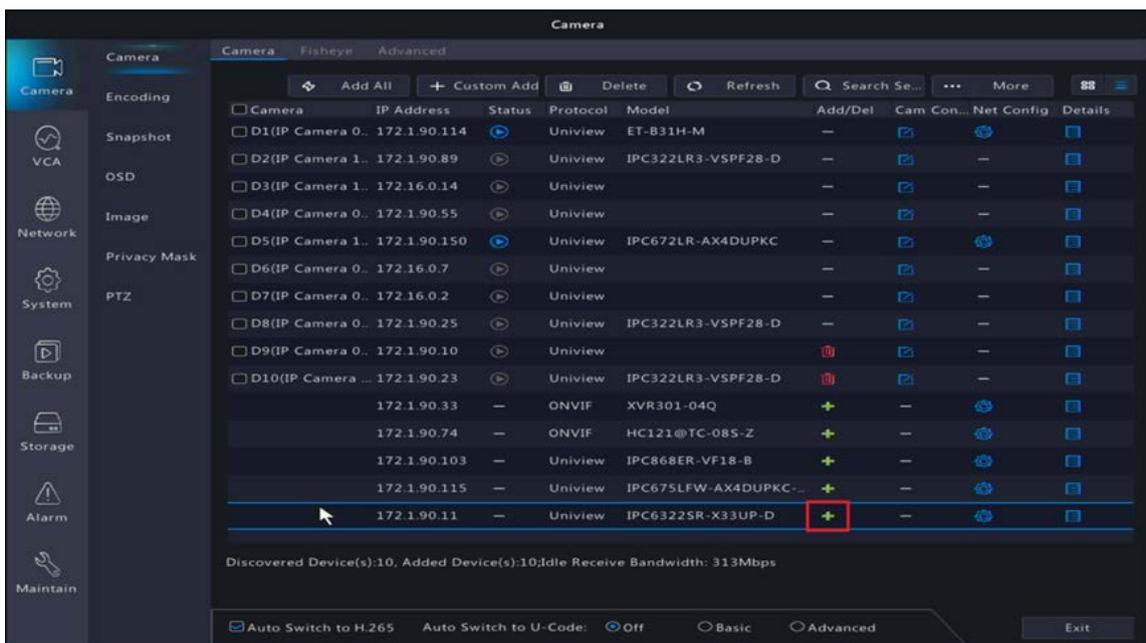
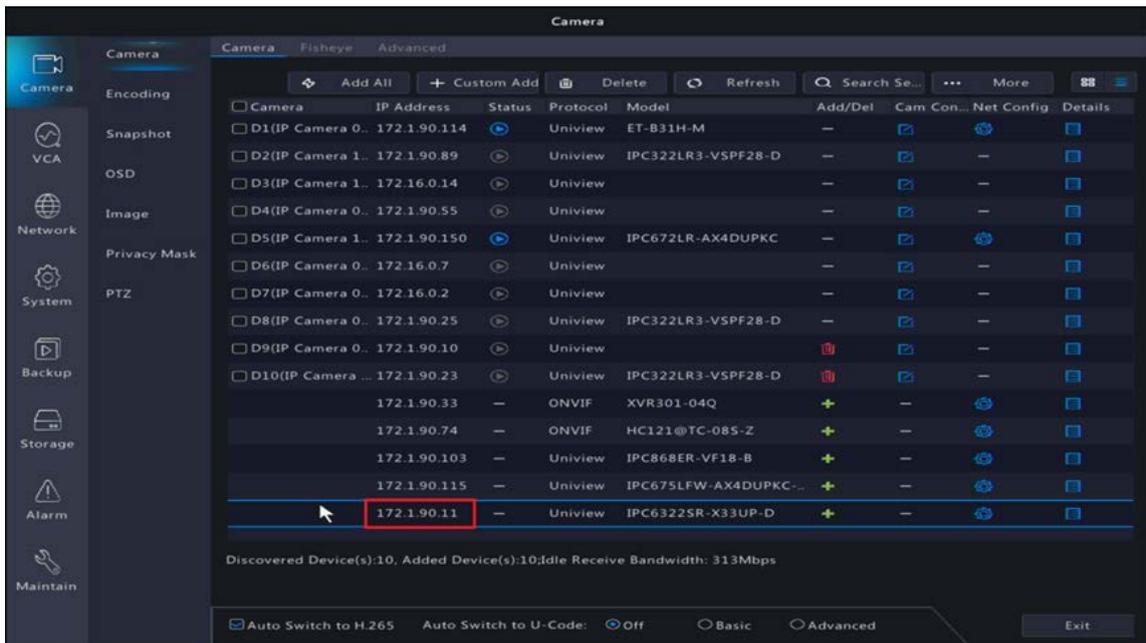
Step 3 Put in the same IPv4 default gateway and subnet mask as those online cameras'.

Step 4 Enter the camera's password, click **Apply**, and the camera's IP will be changed.

Step 5 You can click on the green + icon to add the camera then.



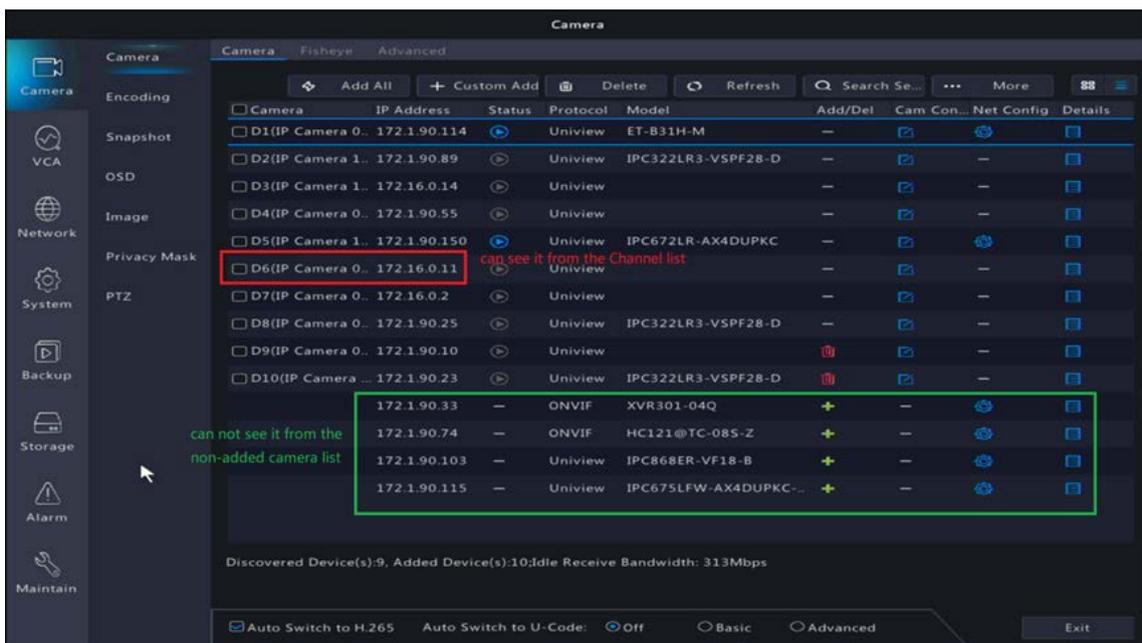
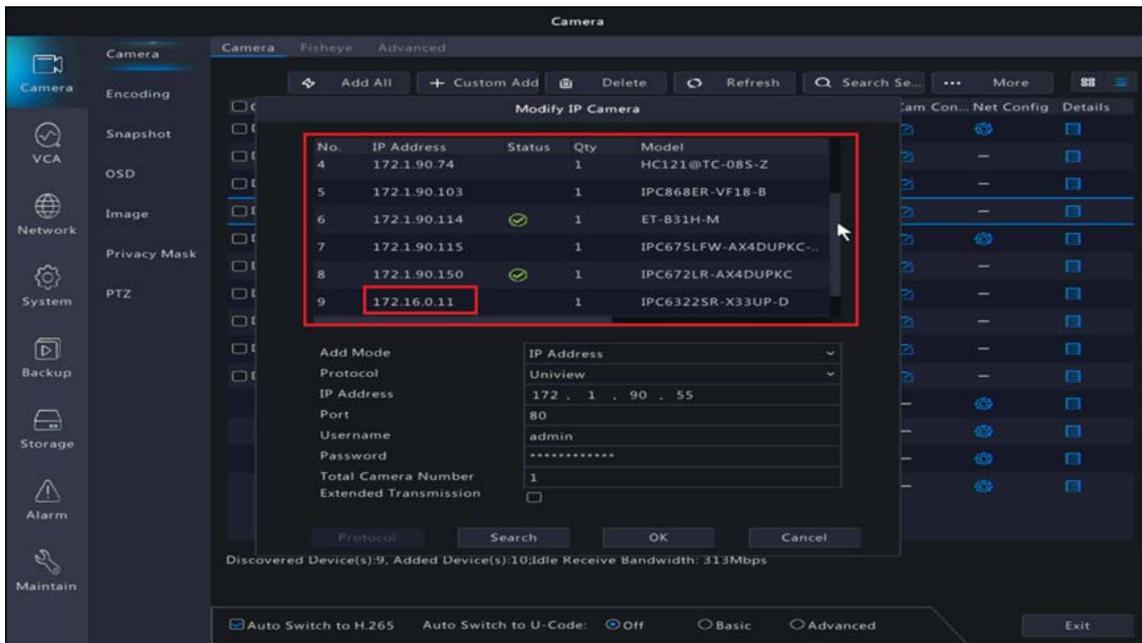
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Scenario 2

Sometimes, when you double click on one of the channels and then click **Search** on the pop-up window, you can find the camera but cannot find the camera underneath the channel list as it is shown in the channel list.

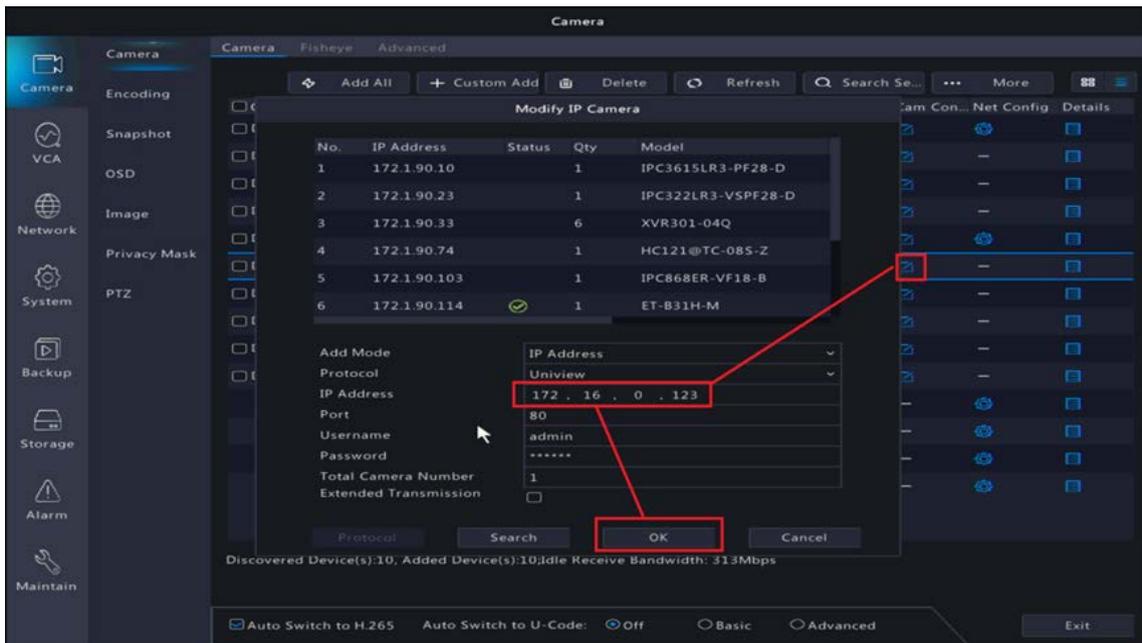
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Step 1 Delete this channel. You can click the Cam Config icon of this camera to change the channel's IP address if it is a PoE channel and cannot be deleted.

Note: The channel's IP can be changed to a unique one in the local network (different from the current channel IP address and the IP addresses showing in the channel list, eg. change it from 172.16.0.11 to 172.16.0.123) and click on **OK**.

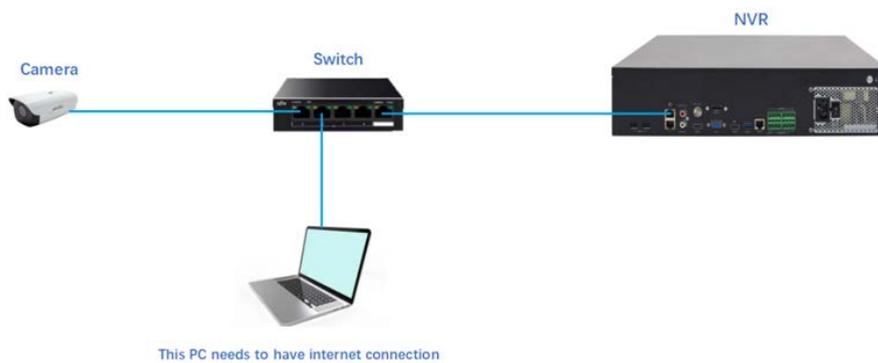
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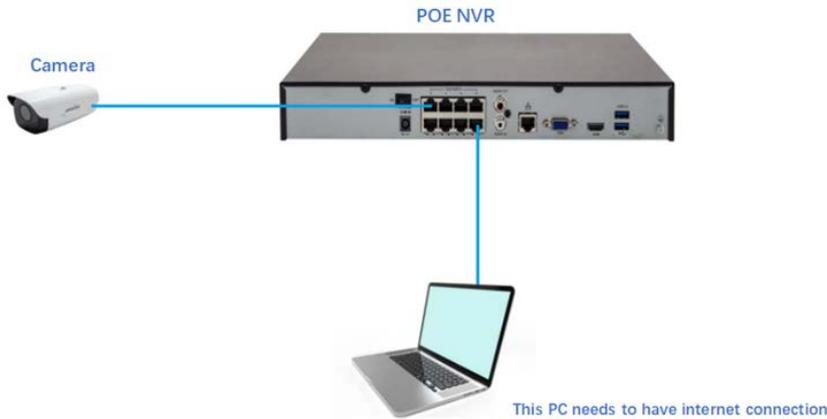
Step 2 Find the camera underneath the channel list and follow the solution in Scenario 1 to change the camera's IP and add the camera.

If you encounter any other situations, please:

1. Prepare a Windows computer and install **Teamviewer** and **EZTools**.
2. Connect the computer to the same local network with your NVR and cameras.



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3. When you get everything prepared. Please contact Uniview Tech Support for help.

If it is much too complicated for you to operate or troubleshoot, please contact the device dealer or distributor which you purchase the product from to get support.