



LPR support guide manual.

V. 1.0.0

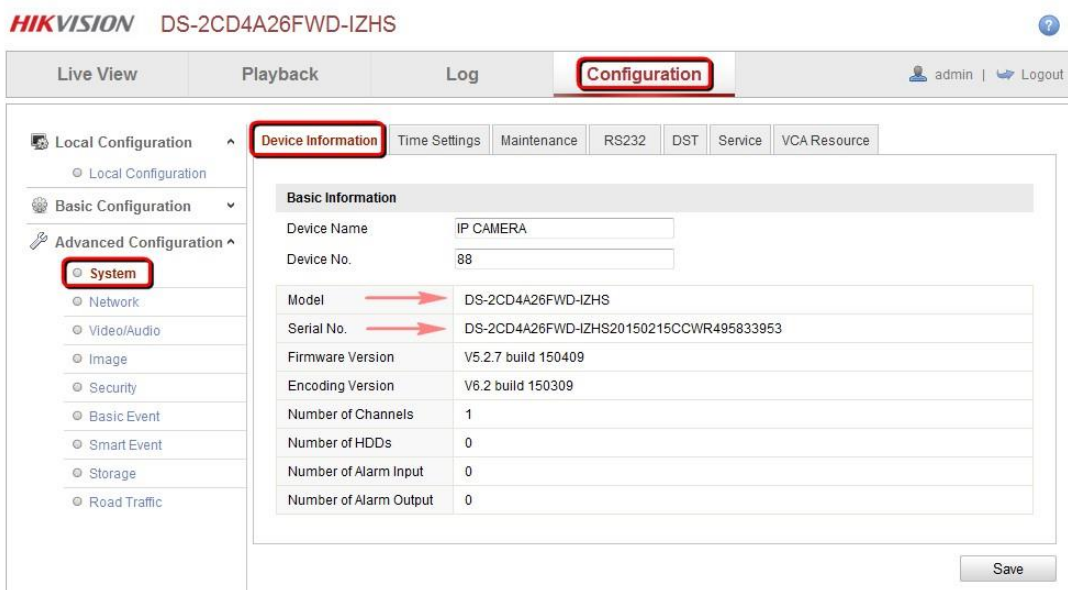
If you having some issues with LPR, please address the online support. You will find contact information, on the last page of this manual.

Provide us with some info:

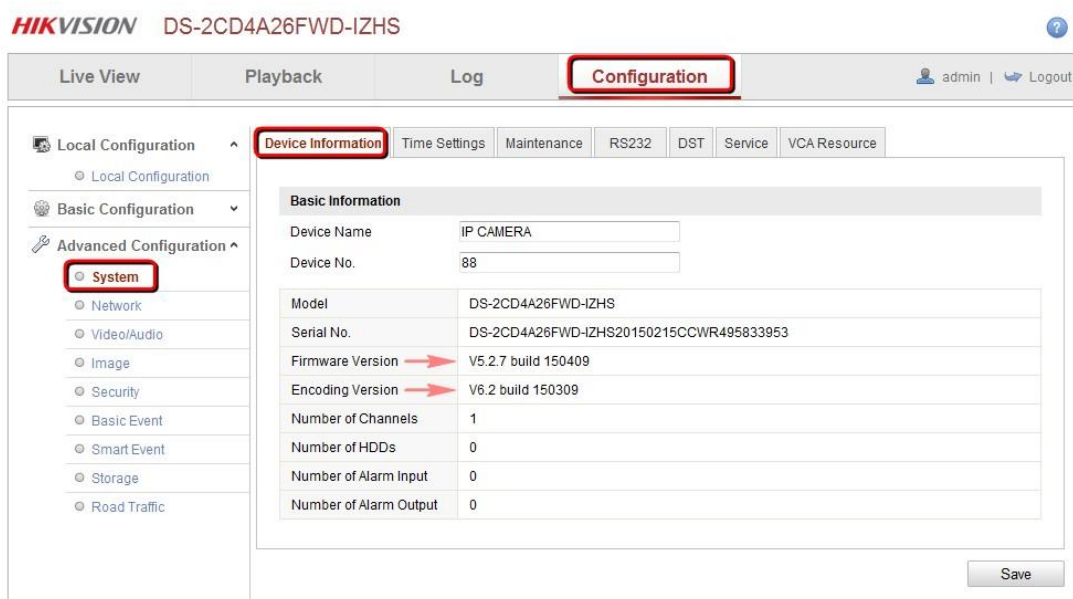
1. Camera model and serial number.
2. Camera firmware/encoding number and build.
3. Camera Image settings.
4. Mounting conditions.
5. Country.
6. Image of problem (or video, if necessary).
7. Problem.

Collecting info.

1. You can see camera model and serial number on camera, on camera box or online.




2. Camera firmware/encoding number and build.



3. Camera Image settings: Exposure Settings, Day/Night Switch, Backlight Settings.

Local Configuration **Display Settings** OSD Settings Text Overlay Privacy Mask Picture Overlay

- Local Configuration
- Basic Configuration
- Advanced Configuration
 - System
 - Network
 - Video/Audio
 - Image**
 - Security
 - Basic Event
 - Smart Event
 - Storage
 - Road Traffic



Switch Day and Ni... Auto-Switch

Image Adjustment

Exposure Settings

- Iris Mode: Auto
- Auto Iris Level: 50
- Exposure Time: 1/1000
- Gain: 20

Focus Settings

Day/Night Switch

Backlight Settings

White Balance


Image Enhancement

Video Adjustment

Other

Local Configuration **Display Settings** OSD Settings Text Overlay Privacy Mask Picture Overlay

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Switch Day and Ni... Auto-Switch

Image Adjustment

Exposure Settings

Focus Settings

Day/Night Switch

- Day/Night Switch: Auto
- Sensitivity: 4
- Filtering Time: 5
- Smart IR: ON
- Mode: Auto

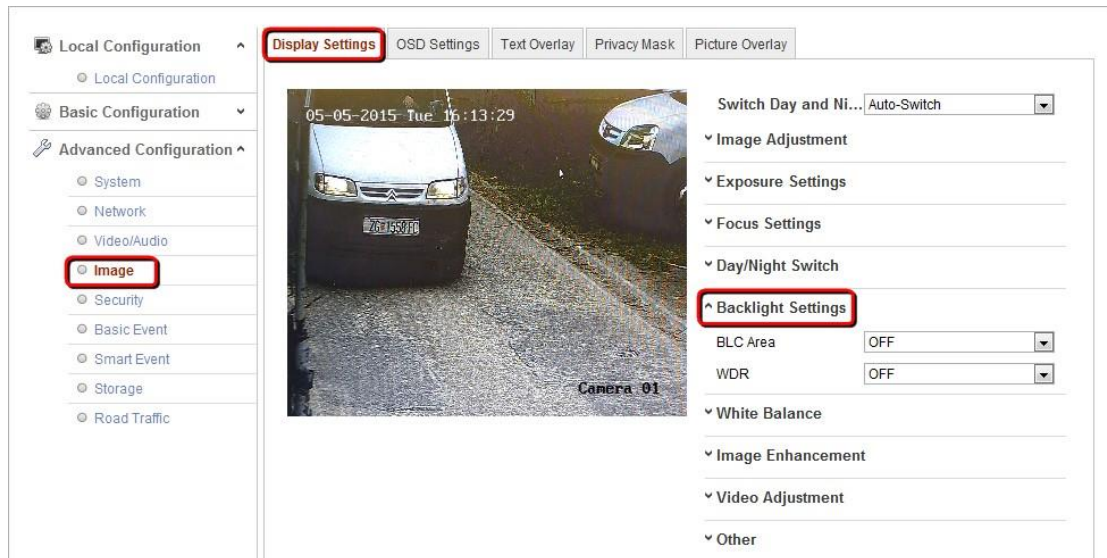
Backlight Settings

White Balance

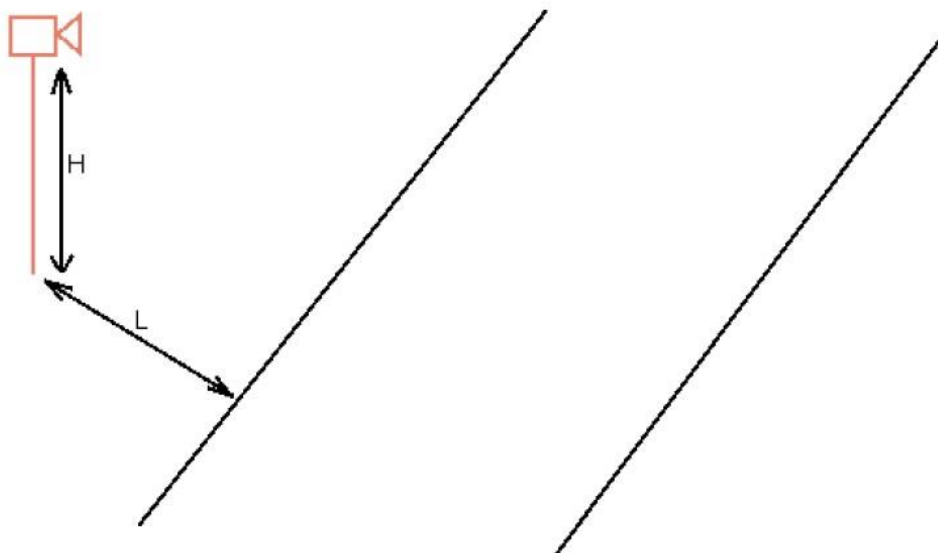
Image Enhancement

Video Adjustment

Other



4. Mounting conditions. Specifically height of camera (H) and Length from the camera pole to the road (L).



5. Country of mounting.

6. Image of problem (or video, if necessary).

7. Your problem. Is it reproduces itself at certain conditions. What steps we must do to retrace it.

Contact information:
Headquarters Technical Support.
Email: support@hikvision.com