

Quick Start Guide

GV-GEBF4911



Before attempting to connect or operate this product, please read these instructions carefully and save this manual for future use.

TVTQ-QG-A



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August 2023

Scan the following QR codes for product warranty and technical support policy:



[Warranty]



[Technical Support Policy]

Warning and Caution

- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the camera yourself. (We shall not be responsible for any problems caused by unauthorized repair or maintenance.)
- Keep away from liquid while use.
- In the use of the product, you must be strict compliance with the electrical safety regulations of the nation and region. When the product is mounted on wall, the device shall be firmly fixed.
- Do not use camera beyond specified voltage range.
- Do not drop the camera or subject it to physical shock.
- Avoid touching the camera lens.
- If cleaning is necessary, please use clean cloth to wipe it gently.
- Do not aim the camera at the sun or extra bright place.
- Do not place the camera in extremely hot, cold, dusty or damp locations, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required for operating environment.

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1. Overview



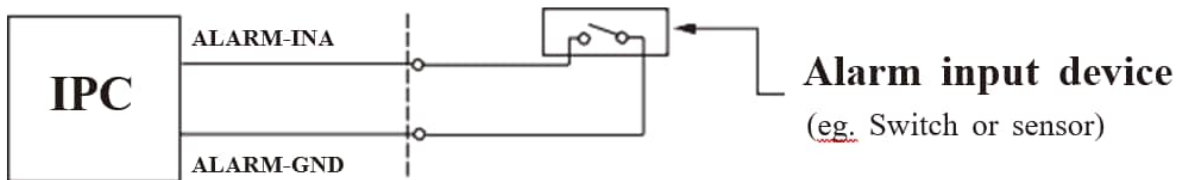
1	Ethernet connector (PoE)	7	Microphone
2	Audio input	8	Micro SD card slot
3	Audio output	9	Default button
4	Alarm input/output	10	Warm LED
5	Power port (DC 12V)	11	IR LED
6	Speaker	12	Active Deterrence LED

Note:

1. It is recommended to install the water-proof connector for outdoor installation.
 2. To load default settings, press and hold the default button for 10 seconds.
-

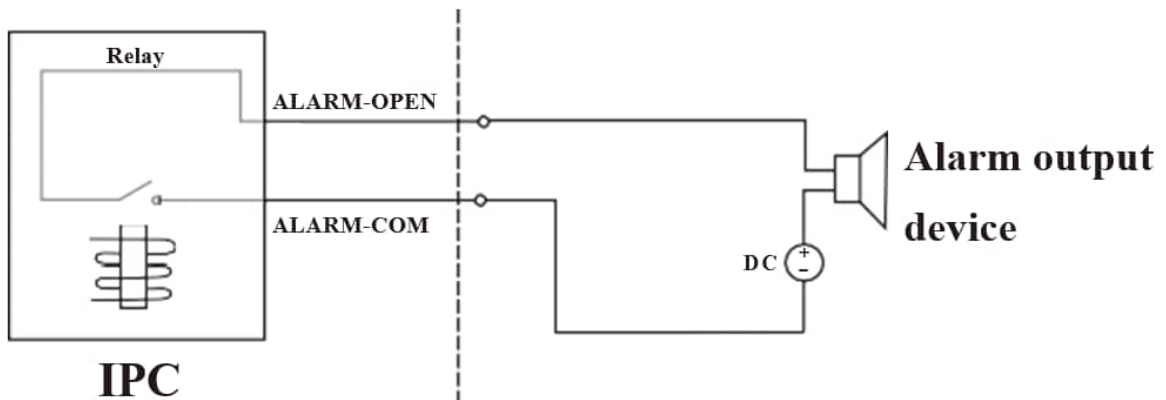
Connecting Alarm Input/Output

Alarm Input



Alarm Output

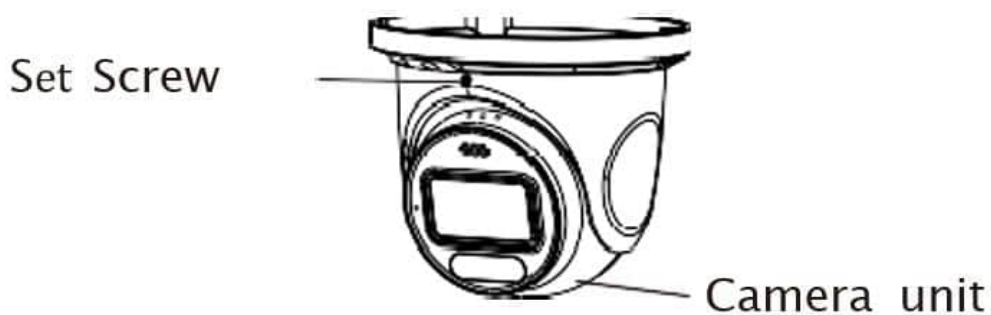
Max. load: DC 30V, 1A



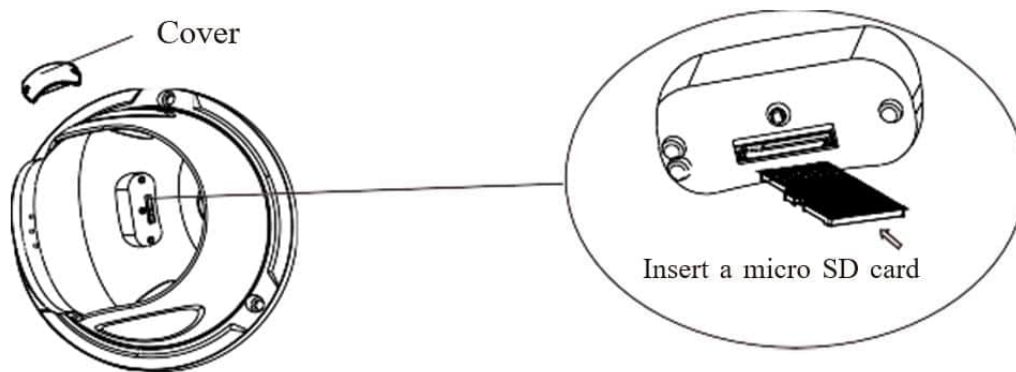
2. Installation

Please make sure that the wall or ceiling is strong enough to withstand 3 times the weight of the camera. Please install and use the camera in a dry environment.

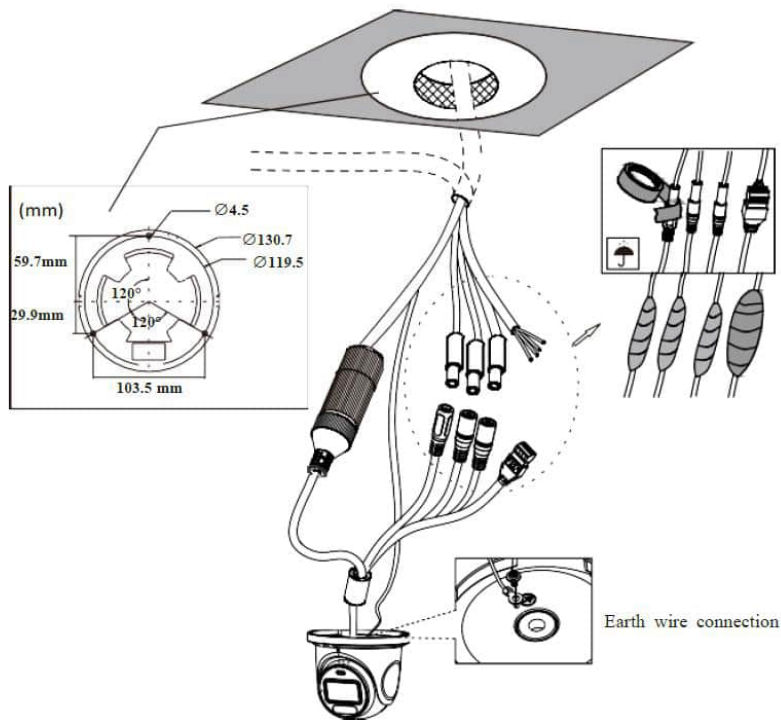
1. Loosen the set screw and then move the camera unit to expose the cover of the SD card slot.



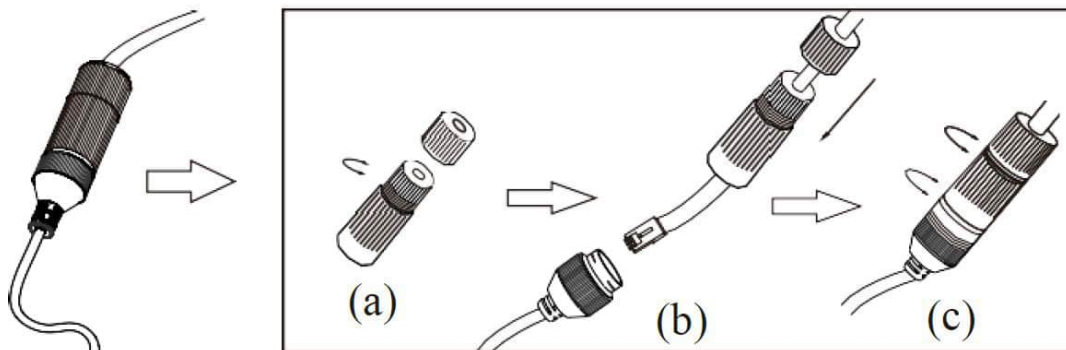
2. Unscrew the cover of the camera unit and then insert a micro SD card. After that, install back the cover and make sure the cover is installed firmly.



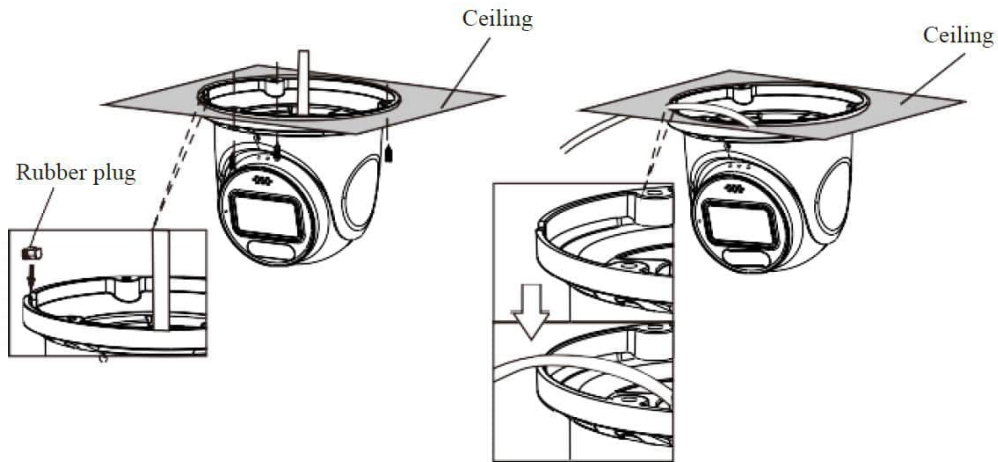
3. Drill the screw holes and the cable hole on the ceiling according to the drill template. Then route and connect the cables.



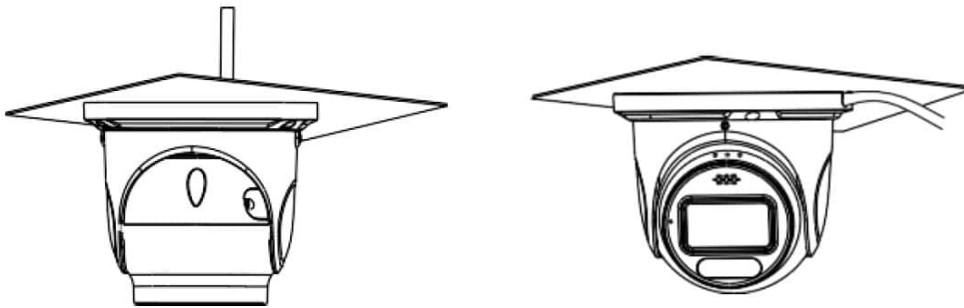
- (a). Loosen the nut from the main element.
- (b). Run the network cable (without RJ 45 connector) through the both elements. Then crimp the cable with RJ 45 connector.
- (c). Connect the cable to the Ethernet connector. Then tighten the nut and the main cover.



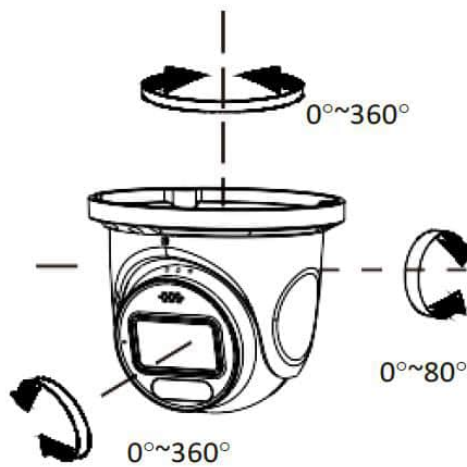
- Secure the mounting base to the ceiling or wall with the screws provided.



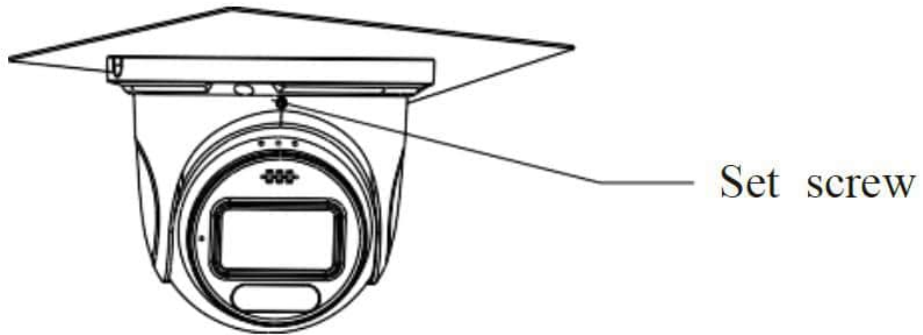
- Install the dome and enclosure to the mounting base.



- Adjust the camera to obtain an optimum angle. Before adjustment, preview the image of the camera on a monitor.



7. Tighten the set screw after you finish adjusting the viewing angle of the camera.




3. Accessing the Network Camera


3.1 Looking Up the Dynamic IP Address

By default, when the camera is connected to a LAN with the DHCP server, it is automatically assigned with a dynamic IP address. Follow the steps below to look up its IP address.

Note:

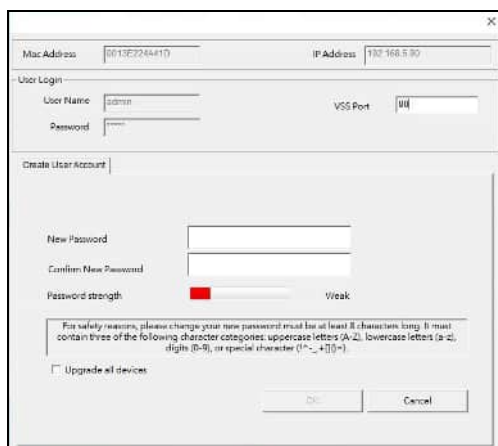
1. By default, the Administrator's username is **admin** and cannot be modified.
2. This function is only applicable on GV-IP Device Utility V8.9.8 or later.

1. Make sure the PC used to configure the IP address is under the same LAN as the camera. Download and install **GV-IP Device Utility** from the company [website](#).
2. On the GV-IP Utility window, click the  button to search for the IP devices connected in the same LAN. Click the **Name** or **Mac Address** column to sort.
3. Find the camera with its Mac Address, and click on its IP address.



Name	Mac Address	IP Address	Firmware Version	NOTE	Internal Temp...	Timer
117	GV-BX2802 0013E224A412	192.168.6.134	v1.00 2022-08-09	GV-BX2802	---	
118	GV-BX3400 0013E2FF1780	192.168.5.50	v3.17 2018-10-31	GV-BX3400 (128M) (P_Iris)	52.5°C	2022/8/16 16:38:20
119	GV-BX3400 0013E2FF167C	192.168.7.182	v3.23 2021-09-24	GV-BX3400 (128M) (P_Iris)	63.3°C	2022/8/16 16:38:18

4. For first-time users, you are requested to create a password.



Mac Address: 0013E224A412 IP Address: 192.168.5.50

User Login

User Name: admin VSS Port: 80

Password: []

Create User Account

New Password: []

Confirm New Password: []

Password strength: ■ Weak

For safety reasons, please change your new password must be at least 8 characters long. It must contain three of the following character categories: uppercase letters (A-Z), lowercase letters (a-z), digits (0-9), or special character (!"#\$%&').

Upgrade all devices

[OK] [Cancel]

5. Type a new password and click **OK**.
6. Click on its IP address again and select **Webpage** to open its Web interface.
7. Type the set password on the login page and click **Login**.

IMPORTANT:

1. To change the password using GV-IP Device Utility, click on the camera's IP address, and select Configure > Change Password. Or you can optionally change the password on the camera's Web interface by clicking Config → Security → User ; see "Modify User" in *4.8.1 User Configuration* in the user's manual.
 2. The security questions should be set after you log in. It is very important for you to reset your password when you forget your password. If you forget the admin password, you can reset the password by clicking Forget Password on the login page. For more details, see *4.8.1 User Configuration* in the user's manual.
-

3.2 Configuring the IP Address

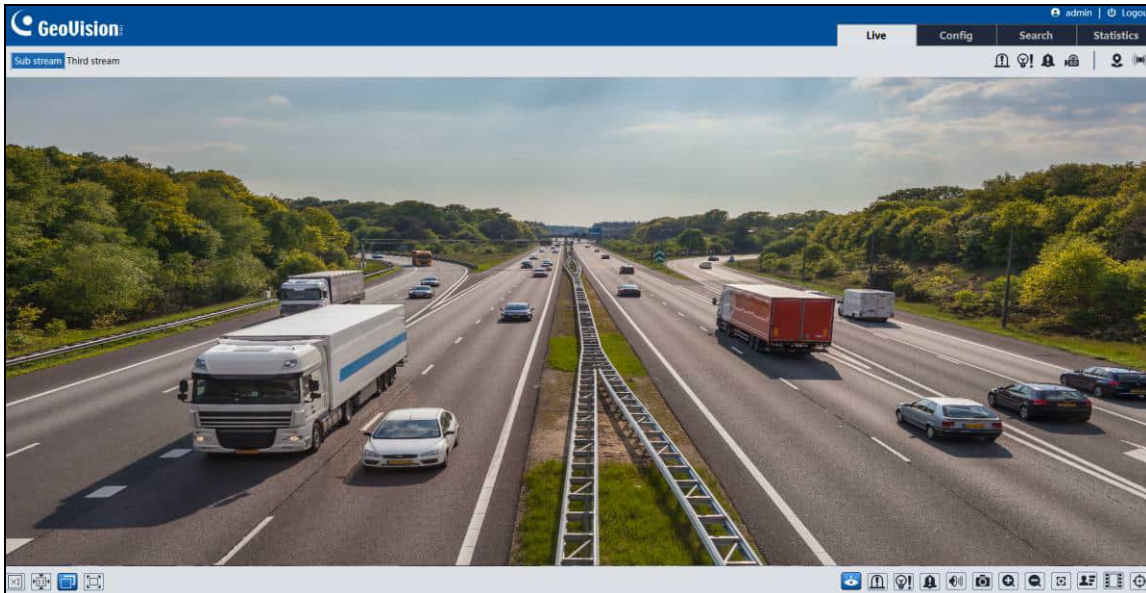
If the camera is connected to a LAN without the DHCP server, the default IP address will be **192.168.0.10**. Follow the steps below to modify the IP address to avoid IP conflict with other GV-IP devices on the same LAN.

1. Open your Web browser, and type the default IP address **192.168.0.10**.
2. Type the default username **admin** and a password. Click **Login**.
3. Go to **Config > Network > TCP/IP** to set the IP address.
4. Select **Use the following IP address** and then enter the static IP address and other parameters.


























IPv4	IPv6	PPPoE Config	IP Change Notification Config
<input type="radio"/> Obtain an IP address automatically			
<input checked="" type="radio"/> Use the following IP address			
IP Address	<input type="text" value="192.168.226.201"/>	<input type="button" value="Test"/>	
Subnet Mask	<input type="text" value="255.255.255.0"/>		
Gateway	<input type="text" value="192.168.226.1"/>		
Preferred DNS Server	<input type="text" value="210.21.196.6"/>		
Alternate DNS Server	<input type="text" value="8.8.8.8"/>		










4. The Web Interface

After logging in, the following window will be shown.



The following table is the instructions of the icons on the live view interface.

Icon	Description	Icon	Description
	Original size		SD card recording indicator
	Fit correct scale		Sensor alarm indicator
	Adapt		Motion alarm indicator
	Full screen		Color abnormal indicator
	Enable/disable alarm output		Abnormal clarity indicator
	Enable/disable light alarm		Scene change indicator
	Enable/disable audio alarm		Alarm output indicator
	Start/stop live view		Light alarm indicator
	Start/stop two-way audio		Audio alarm indicator
	Enable/disable audio		Line Crossing indicator
	SD card recording indicator		Region Intrusion indicator
	Snapshot		Region Entrance indicator
	Start/stop local recording		Region Exiting indicator
	Zoom in		Face detection indicator
	Zoom out		Target Counting by Line indicator

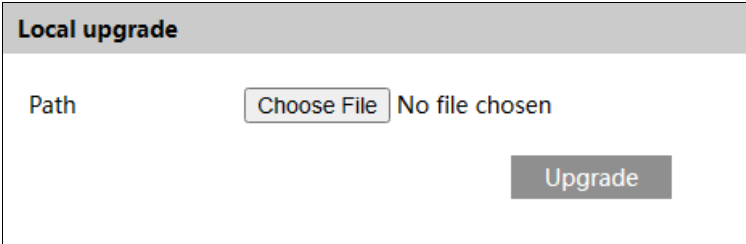
Icon	Description	Icon	Description
	AZ control		Target Counting by Area indicator
	PTZ control		Object detection indicator (object Abandoned/Missing)
	Face Detection		Heat map indicator
	Rule information display		Crowd density detection indicator
	Video metadata extraction indicator		

For detailed information, see the user's manual.

5. Upgrading System Firmware

GeoVision periodically releases updated firmware on the company [website](#). To load the new firmware into the camera, follow the instructions below.

1. On the Web interface, click **Config > Maintenance > Upgrade**.



The screenshot shows a web interface titled "Local upgrade". It features a "Path" label, a "Choose File" button, and the text "No file chosen". Below these elements is an "Upgrade" button.

2. Click the **Choose File** button to locate the firmware file saved at your local computer.
3. Click the **Upgrade** button to start upgrading the firmware.
4. After upgrading, the camera will restart automatically.

Note:

1. Do not allow downgrading from the current version to the lower version.
 2. Do not close the browser or disconnect the camera from the network during the upgrade.
-

6. Restoring to Factory Default

If for any reason the camera is not responding correctly, you can restore the camera back to its factory default settings using the Web interface or the Load Default Button.

On the Camera

1. Find the **Load Default** button on the camera (see No. 9, 1. *Overview* in the Quick Start Guide).
2. Press and hold the button for more than 10 seconds to restore to the factory default setting.

On the Web Interface

1. On the Web interface, click **Config > Maintenance > Backup and Restore**.
2. Click the **Load Default** button to restore all system settings to factory default, except the image settings (see 4.2 *Image Configuration* in the *User's Manual* for details) you want to keep.

Import Setting	
Path	<input type="text"/> <input type="button" value="Browse..."/>
<input type="button" value="Import Setting"/>	
Export Settings	
<input type="button" value="Export Settings"/>	
Default Settings	
Keep	<input type="checkbox"/> Image Configuration
<input type="button" value="Load Default"/>	

7. Connecting to GV-Cloud VMS

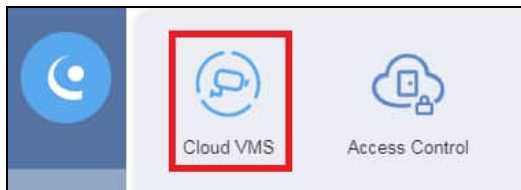
To connect GV-GEBF4911 to GV-Cloud VMS, follow the steps below.


Note:

1. **Region Intrusion** and **Motion Detection** will be automatically enabled when the camera is successfully connected to GV-Cloud VMS.
2. The following events are supported on GV-Cloud VMS: Motion Detection, Region Intrusion, I/O events.
3. When connecting to GV-Cloud VMS, avoid connecting to other GV-Software at the same time.

On GV-Cloud

1. Finish the sign-up procedures on GV-Cloud and sign in.
2. Add the license plans you have purchased.
3. Click the GV-Cloud icon → **Cloud VMS**.



4. Select **Host** in the left menu, and click  in the upper right corner. This dialog box appears.

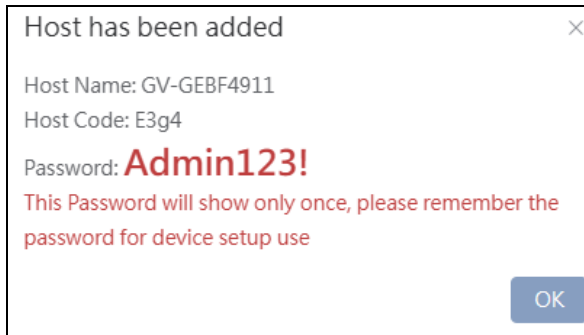


The 'Add Host' dialog box contains the following fields and controls:

- Display Name:** Text input field containing 'GV-GEBF4911'.
- Password:** Text input field containing 'Admin123!' and a 'Random Password' button.
- Timezone:** Dropdown menu showing 'Asia/Taipei'.
- Contact:** Text input field.
- Email:** Text input field.
- Address:** Text input field.
- Phone:** Text input field.
- Buttons:** 'Cancel' and 'Apply' buttons at the bottom right.

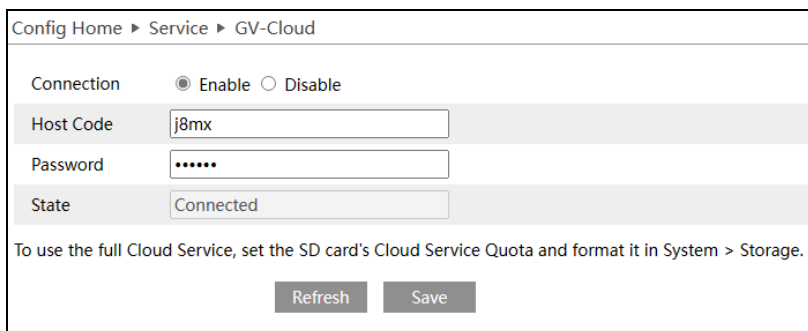
5. Type **Display Name**, **Password** (to be the host's GV-Cloud login password), and select **Time Zone** for the host. The rest information is optional.

- Click **Send**. The message “Host has been added” will appear. Keep the created **Host Code** and **Password** for connecting to GV-Cloud on the camera.

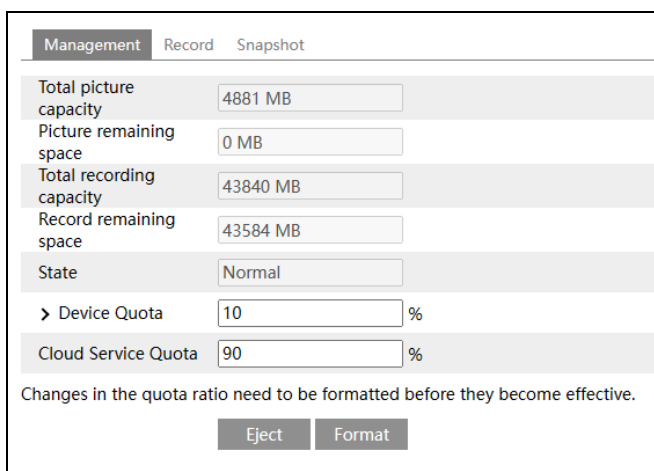


On GV-GEBF4911 Web Interface

- Go to **Config** → **Service** → **GV-Cloud**.



- Enable the Connection and fill in the **Host Code** and **Password**.
- Click **Save** and **Refresh** to set up and refresh the connection.
- Go to **Config** → **System** → **Storage** to set up the service quota from the camera’s SD card for the snapshots and recordings uploaded onto GV-Cloud VMS. For details, see *4.1.4 Storage* in the user’s manual.



Note: It is recommended to set the Cloud Service Quota to 90% to prioritize cloud storage over the camera's storage.

8. Connecting to GV-Center V2

To connect to GV-Center V2, follow the steps below:

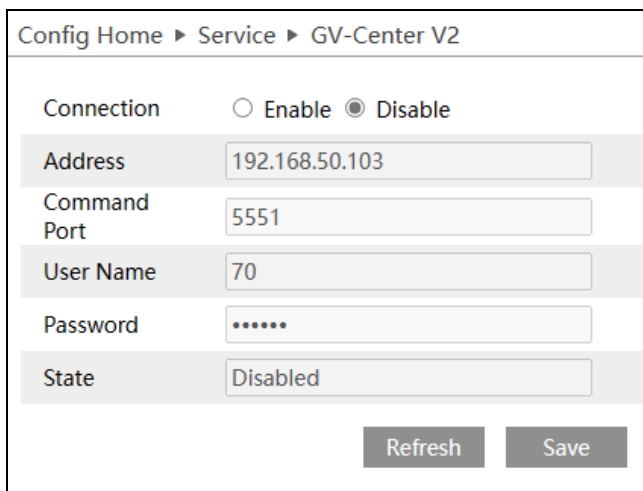
Note: The following events are supported on GV-Center V2: Line Crossing, Region Entrance, Region Exiting, Scene Change Detection, and I/O events.

On GV-Center V2

Create at least one subscriber before starting Center V2 services. See *1.4.1 Creating a Subscriber* in the *GV-CMS Series User's Manual*.

On GV-GEBF4911 Web Interface

1. Go to **Config** → **Service** → **GV-Center V2**.



Config Home ▶ Service ▶ GV-Center V2	
Connection	<input type="radio"/> Enable <input checked="" type="radio"/> Disable
Address	<input type="text" value="192.168.50.103"/>
Command Port	<input type="text" value="5551"/>
User Name	<input type="text" value="70"/>
Password	<input type="password" value="*****"/>
State	<input type="text" value="Disabled"/>
<input type="button" value="Refresh"/> <input type="button" value="Save"/>	

2. Enable the Connection and enter the IP Address of GV-Center V2, User Name, and Password set up in GV-Center V2 for the camera as a subscriber.
3. Click **Save** and **Refresh** to set up and refresh the connection.

9. Optional Installation

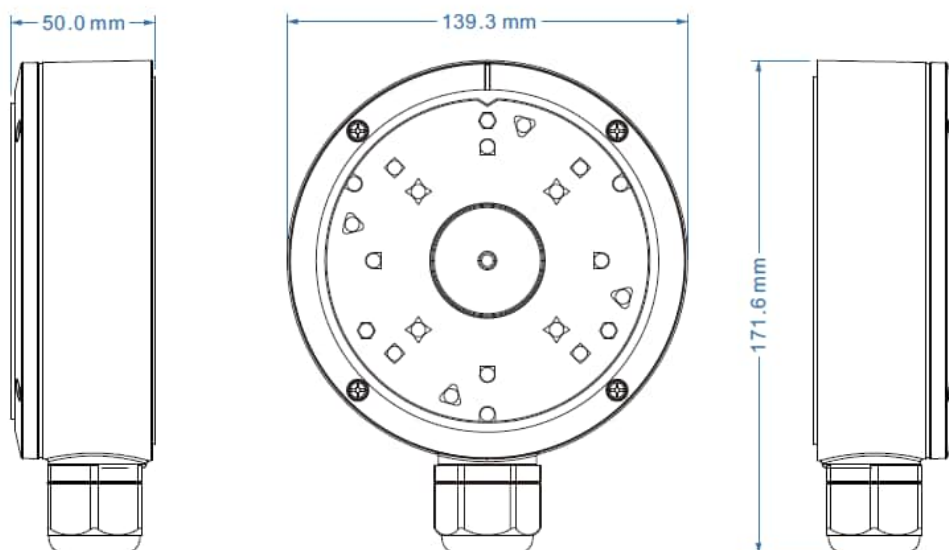
9.1 Junction Box GV-Mount506



Packing List

1. GV-Mount506	2. Plastic case (7 x 42 mm) x 4
3. Short screw (4 x 10 mm) x 4	4. Long screw (6.5 x 38 mm) x 4
5. Waterproof ring x 4	6. Drill Template Paster

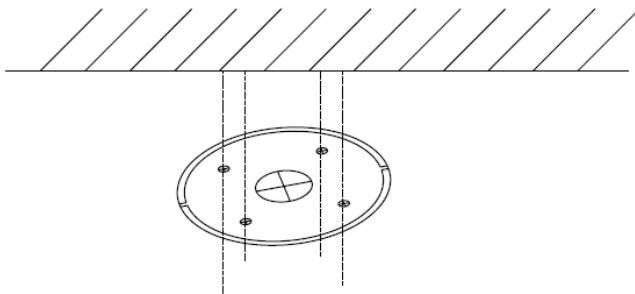
Dimension



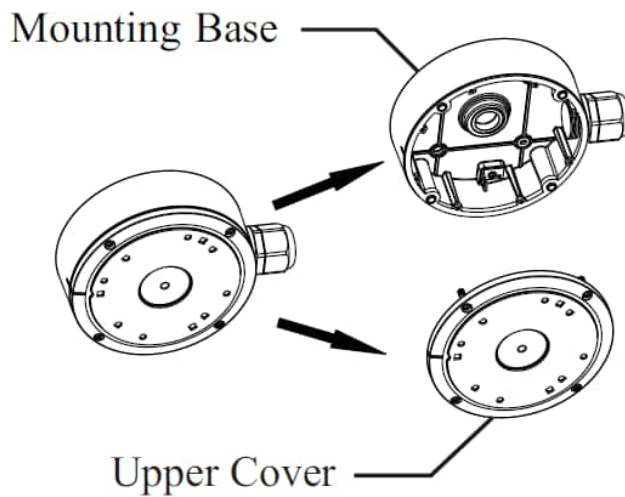
GV-Mount506 Installation

Before installation, make sure that the wall is strong enough to withstand 3 times the weight of the junction box and the camera.

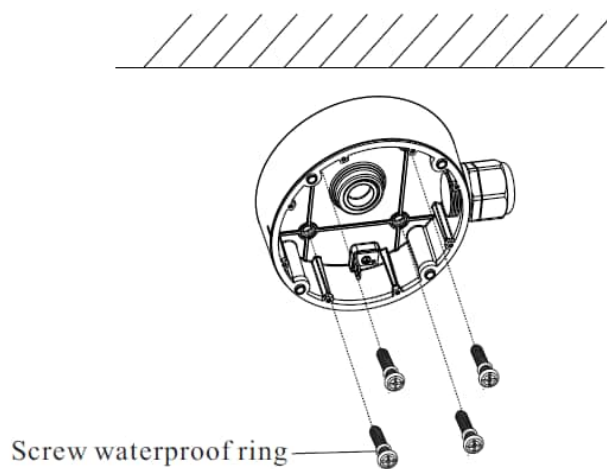
1. Drill the screw holes on the wall according to the drill template.



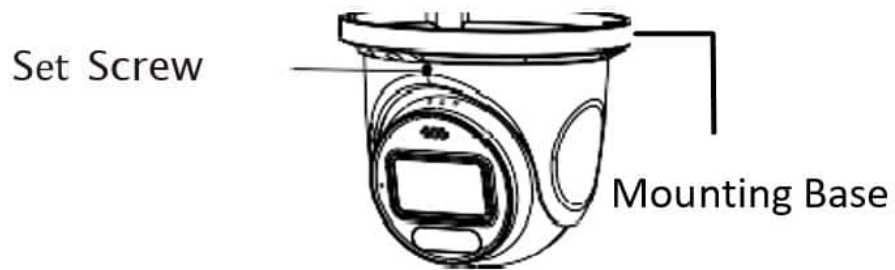
2. Open the mounting base and the upper cover of GV-Mount506.



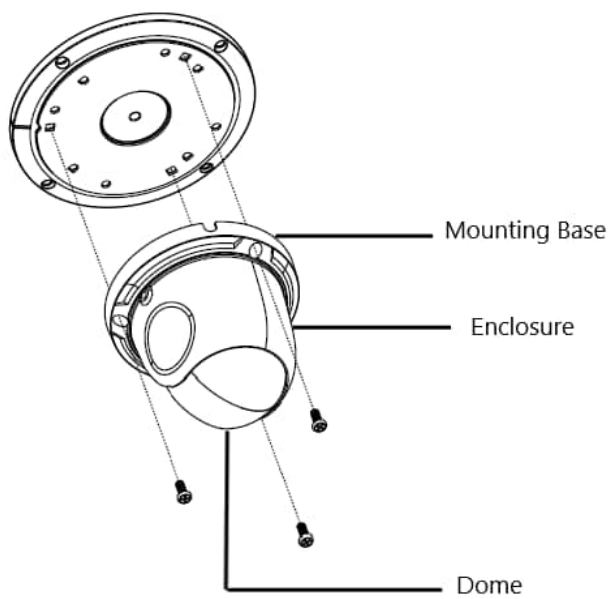
3. Secure the mounting base of GV-Mount506 to the wall.



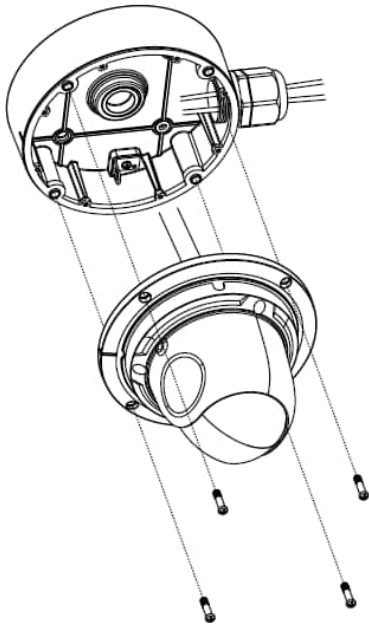
4. Loosen the set screw and detach the mounting base of the camera.



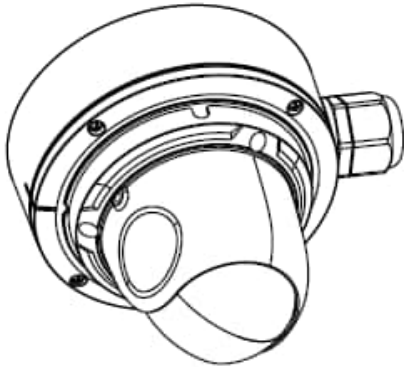
5. Secure the camera's mounting base to the upper cover of GV-Mount506 first, and install the dome and enclosure to the camera's mounting base.



6. Route the cables through the cable hole (take side conduit cabling for example) and connect the cables. Then reinstall the upper cover to GV-Mount506.



7. Adjust the view angle of the camera.



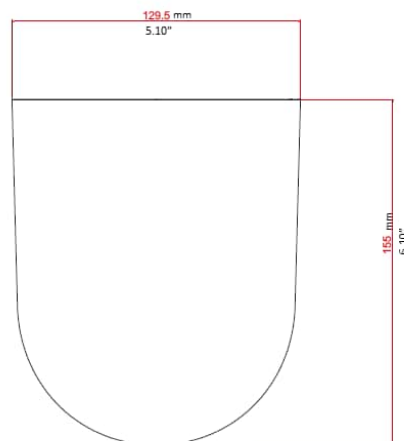
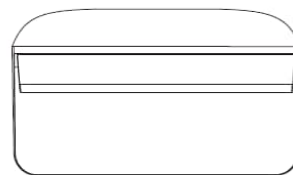
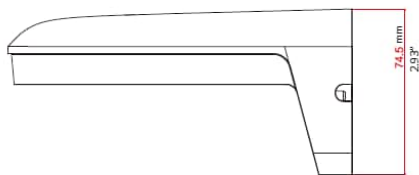
9.2 Wall Mount Bracket GV-Mount211-4



Packing List

1. GV-Mount211-4	2. Short screw (4 x10 mm) x 4
3. Long screw (4 x 25 mm) x 4	4. Colloidal particle x 4
5. Hex Key	6. Drill Template Paster

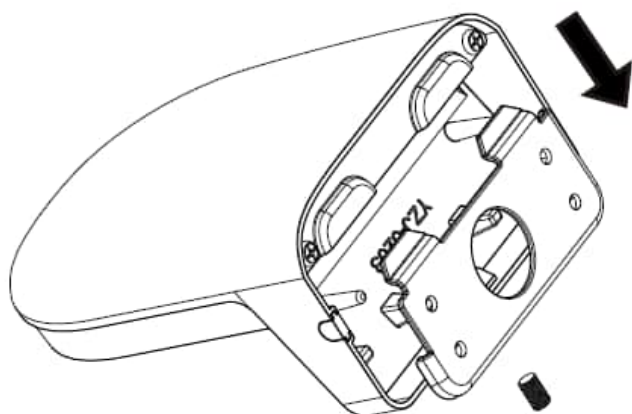
Dimension



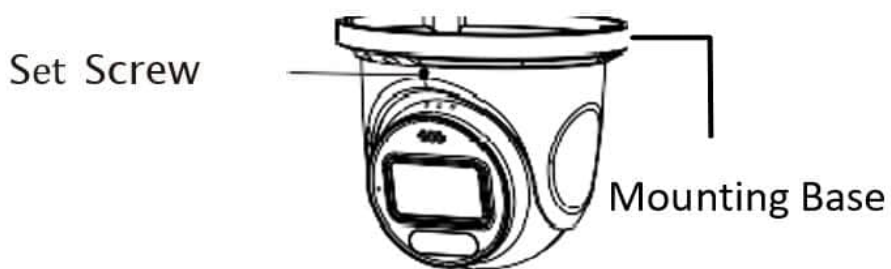
GV-Mount211-4 Installation

Before installation, make sure that the wall is strong enough to withstand 3 times the weight of the brackets and the camera. The followings take straight cable outlet from the wall for example.

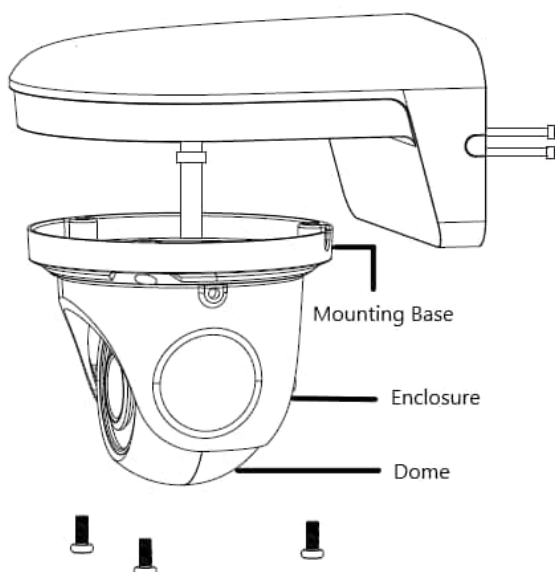
1. Unscrew and remove the mounting base of GV-Mount211-4.



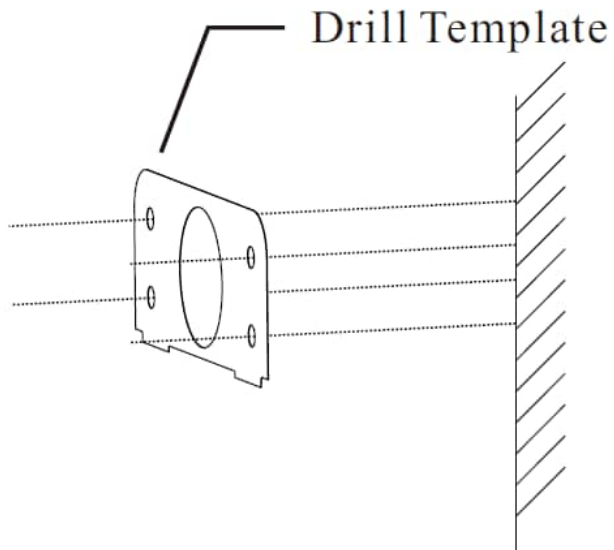
2. Loosen the set screw and detach the mounting base of the camera.



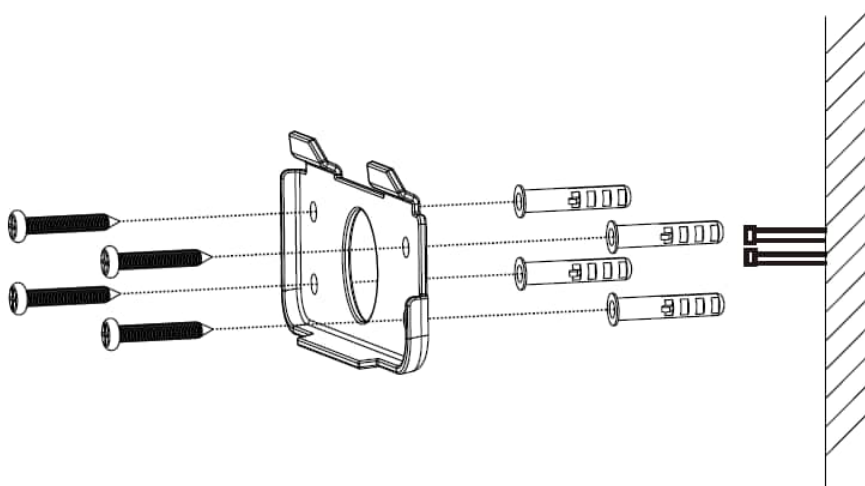
3. Secure the camera's mounting base to GV-Mount211-4 first, and install the dome and enclosure to the camera's mounting base.



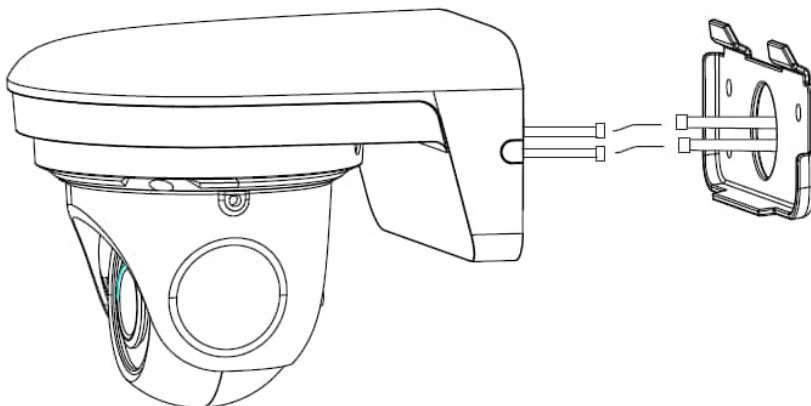
4. Drill the screw holes on the wall according to the drill template.



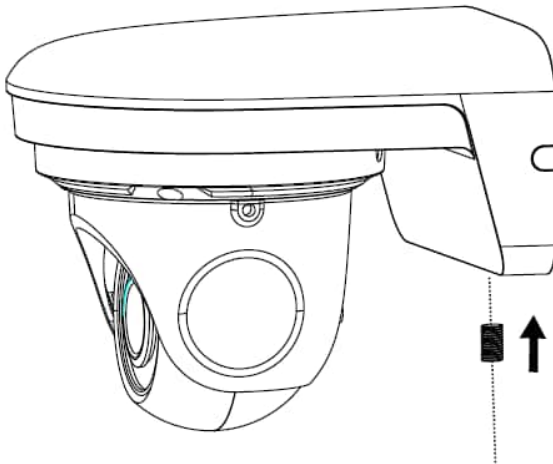
5. Secure the mounting base of GV-Mount211-4 to the wall.



6. Route the cables through the cable hole and connect the cables.



7. Fix GV-Mount211-4 to its mounting base on the wall.



9.3 Wall Mount Bracket GV-Mount211-6

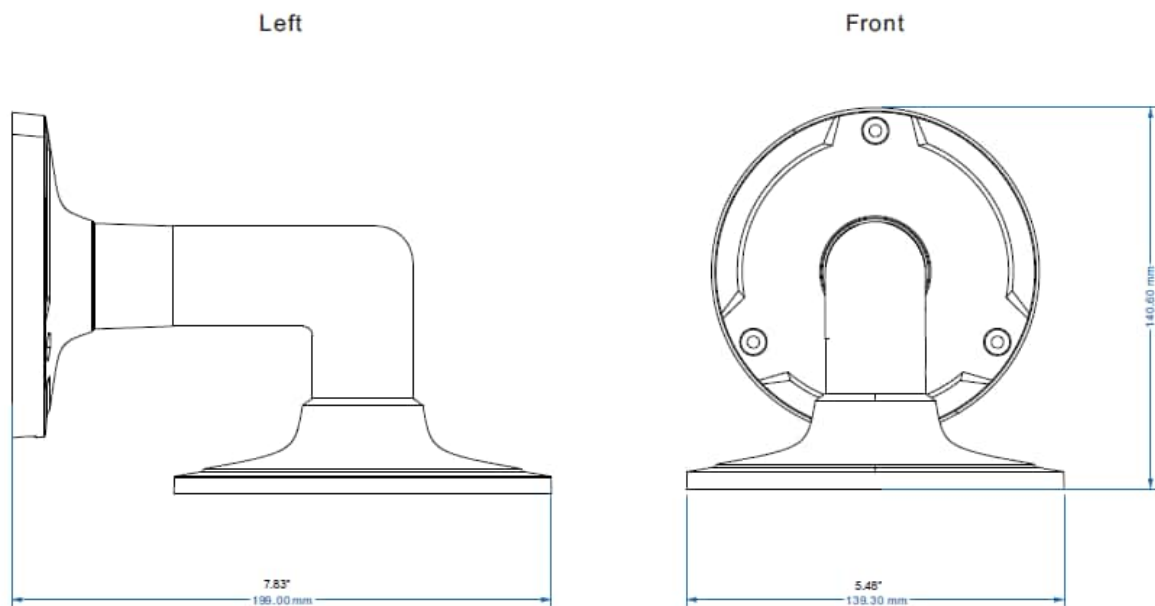


Packing List

1. GV-Mount211-6	2. Screw (3 x6 mm) x 2
3. Screw (6 x 12 mm) x 4	4. Screw (4 x 25 mm) x 3
5. Waterproof ring x 4	6. Plastic case (6 x 29) x 3
7. Drill Template Paster	

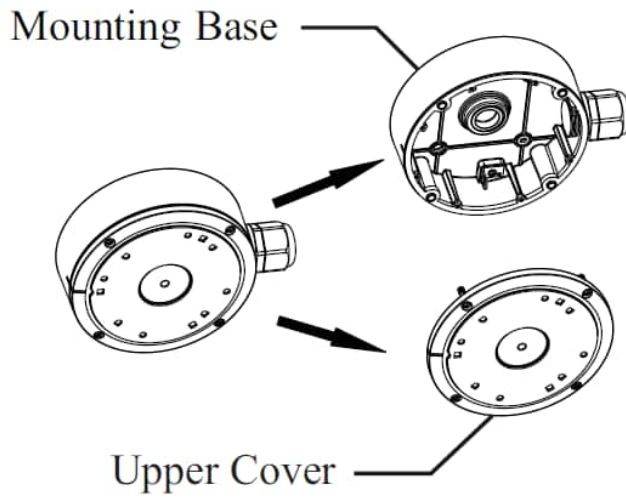
Note: GV-Mount211-6 must be used with GV-Mount506.

Dimension

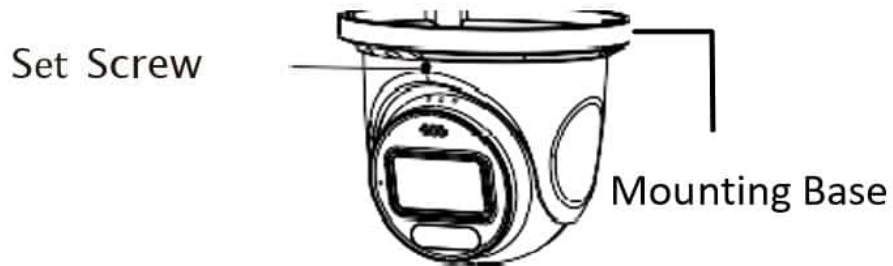


GV-Mount211-6 Installation

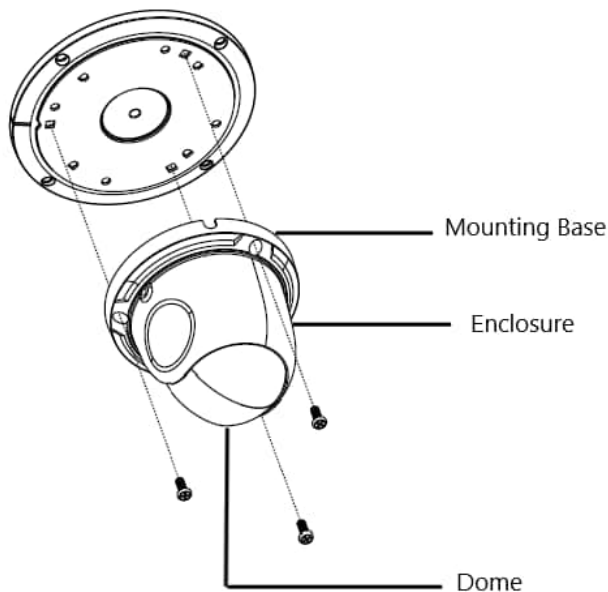
1. Open the mounting base and the upper cover of GV-Mount506.



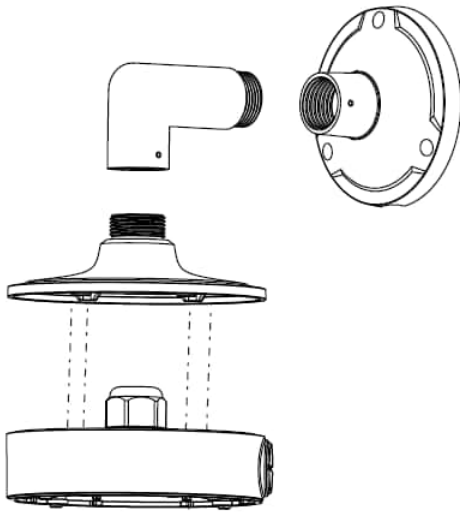
2. Loosen the set screw and detach the mounting base of the camera.



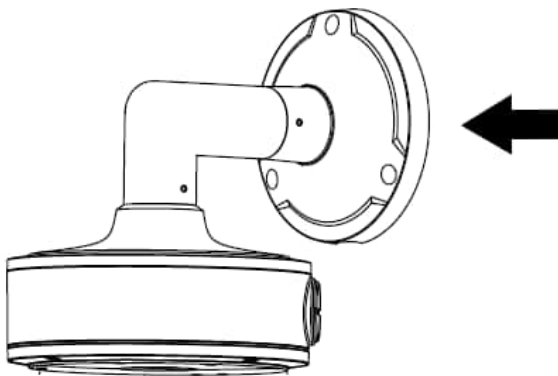
3. Secure the camera's mounting base to the upper cover of GV-Mount506 first, and install the dome and enclosure to the camera's mounting base.



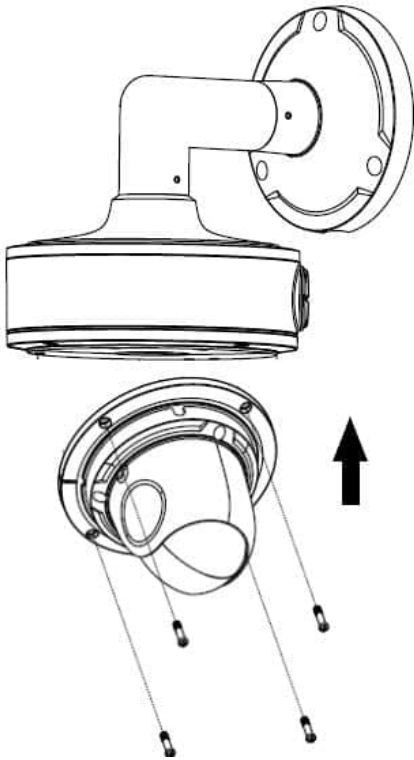
4. Assemble GV-Mount211-6, and fix the mounting base of GV-Mount506 to GV-Mount211-6.



5. Route the cables through the cable hole of GV-Mount211-6 and connect the cables.



6. Secure the camera mounted with the upper cover of GV-Mount506 to GV-Mount211-6.



7. Secure GV-Mount211-6 to the wall.