

Offline problem analysis

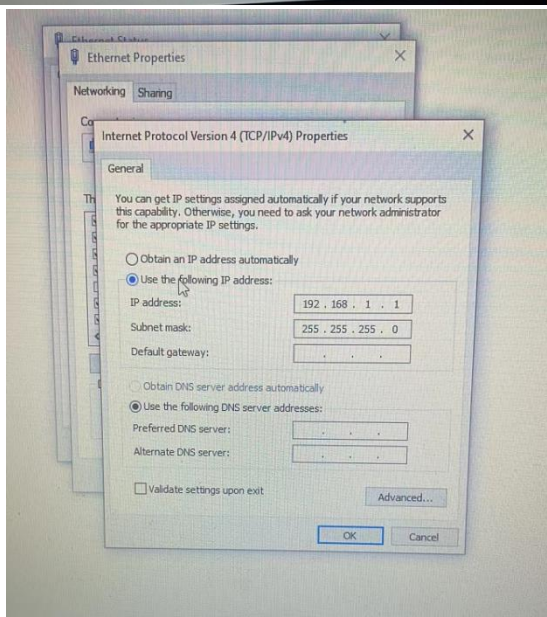
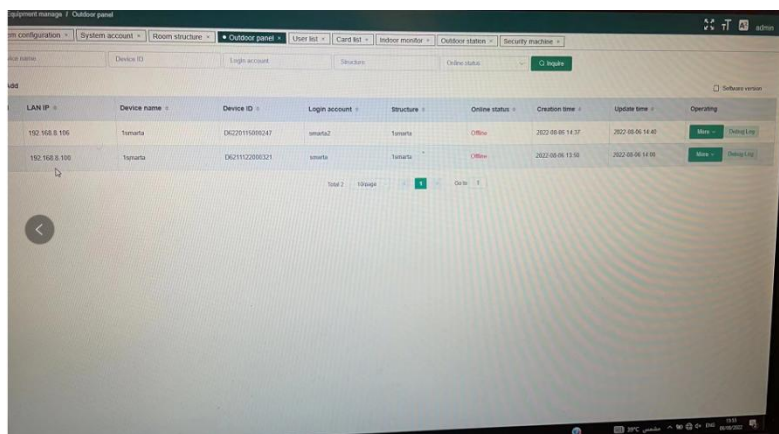
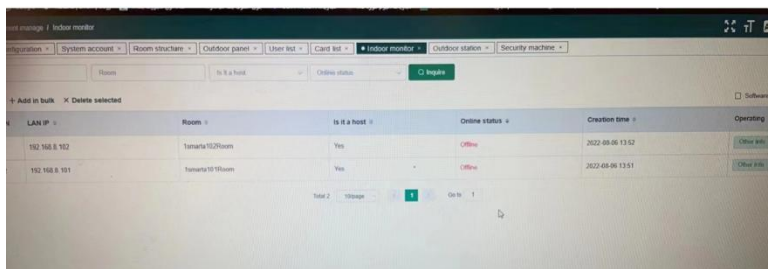
20220808

Problem Description:

After the customer configures the product, the management center displays that all the devices are offline.

But the intercom system still works correctly. After logging in the outdoor again, the management center still shows that the device is offline.

The picture is as follows:



The analysis is as follows:

The management center (TC-5k) is located **in the same LAN**, but there is usually only one reason **for the device display to be offline and intercom system still working.**

< when the computer is configured, the computer is not set to static IP in advance >

The computer used as the management center must be a static IP address

If the computer is a dynamic IP during configuration , when the computer is in standby, the IP address will change, and devices will be offline. However, the intercom system is still working, but the data of the management center (tc-5k) cannot be synchronized.

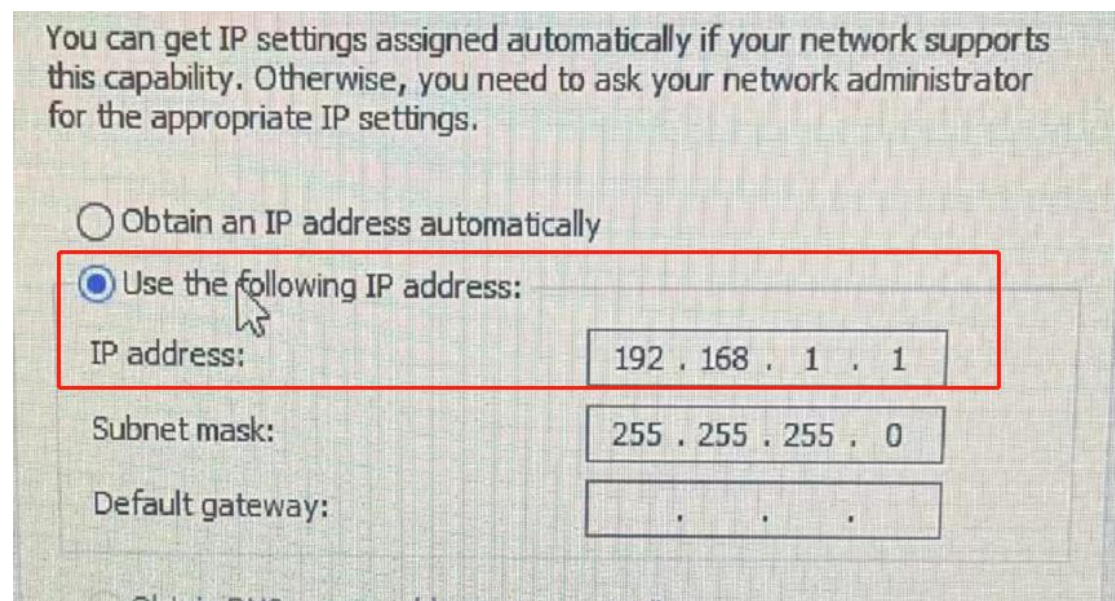
As shown in the following picture, select the static IP address

But in the picture, the IP address is wrong.

Indoor monitor intercom IP address are 192.168.8.102/101,

Outdoor station intercom IP address are 192.168.8.106/100

The PC IP address should be 192.168.8.X



Suggested solutions

Solution 1: Change the computer IP address to the TC-5K configuration IP address.

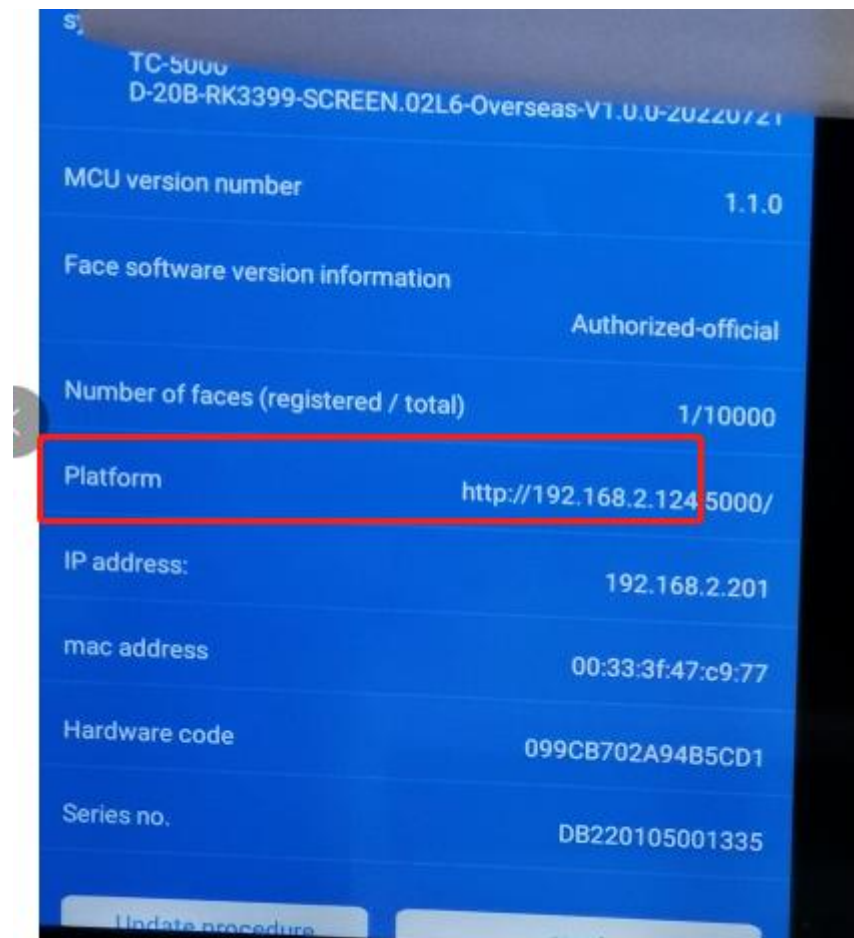
For example,

>Input 159357 enter outdoor station setting page-

> About device

We can find the outdoor station IP address is 192.168.2.201

The platform IP address is 192.168.2.124. then change computer IP address into plat from IP address.



Solution 2:

After changing the PC IP address to static, restart the tc-5000 configuration all step.

After the configuration is completed, log in the outdoor unit and the indoor unit.

As long as the IP address of the computer remains unchanged, the device will always be displayed online every time the management center is opened. \

LAN video intercom setting

* Start IP address 192.168.1.100

* Subnet mask 255.255.255.0

* Gateway 192.168.1.1

* DNS IP 180.76.76.76

Skipped IP range 192.168.1.1 | 192.168.1.5 - 192.168.1.10

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: 192 . 168 . 1 . 1

Subnet mask: 255 . 255 . 255 . 0

Default gateway: . . .

TC-5000
D-20B-RK3399-SCREEN.02L6-Overseas-V1.0.U-20220721

MCU version number 1.1.0

Face software version information Authorized-official

Number of faces (registered / total) 1/10000

Platform http://192.168.2.124:5000/

IP address: 192.168.2.201

mac address 00:33:3f:47:c9:77

Hardware code 099CB702A94B5CD1

Series no. DB220105001335