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# Network IP Camera Pitta 310

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user manual



  
**PITTASOFT**

CE2200①

#### FCC notice to users and product statements

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions;

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum 20 cm between the radiator and your body. This transmitter must not be collocated or operation in conjunction with any other antenna or transmitter unless authorized to do so by the FCC.

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# Before Using This User Manual

Thanks for purchasing our Pitta 310 IP Network Camera. This is a user manual for H.264 IP Network Camera and the product mentioned here designates the H.264 IP Network Camera. Please go through the manual before installation and use of the camera. This manual along with the software and hardware explained here is protected by copyright law.

- Read through all printed documentation and ensure that your system is compatible for your product.
- Pittasoft will continue to add new functions and enhancements and apply new technologies to this product. Any information and specifications contained in this manual can be changed without prior notice to users.
- The screenshots and figures presented in this manual may differ from the actual appearances of the product.

## Conventions

Icon	Name	Meaning
	Caution	Indicates that the accompanying function may not operate or be disabled.
	Note	Indicates a tip or supplementary description to help you operate the accompanying function.



The Pitta 310 series are high-tech IP Network Cameras that use H.264 codec technology to achieve high compression rates and clear picture quality by allowing for high frame rates to be transmitted through the network. By using the network, remote connection, monitoring, and control are possible from any location for simple use. The Pitta 310 series IP Network Camera guarantees performance and safety while offering various solutions through internet integration.

## ■ Specifications

### High quality H.264 video

H.264 enables excellent image quality at significantly reduced network bandwidth and storage.

### Support WDR (Wide Dynamic Range)

Built-in progressive CMOS image sensor and support better image in backlight environment than normal sensor.

### Motion Detection

Intelligent Motion Detection analyzes for any motion in the scene. The reliable functionality is built into the camera and client software. Using the client software, user can set up motion detection to trigger video recording and e-mail alerts. Particular area in the scene could be included or excluded for the motion detection.

### Auto correction of lens distortion

Pitta 310 series client software automatically correct distorted images and can deliver near perfect images.

### Compact size & ultra-light weight

Pitta 310 series are compact design and require minimum space for the installation and reduced weight allows flexible mounting.

### Supports WiFi

Wireless LAN(WiFi) provides easy installation without wired network.

### Supports Audio

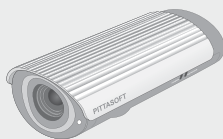
Built-in microphone provides recording the surrounding sounds.



# Checking the Pitta 310 Package Content

Check the product and the accompanied accessories contained in the product package.

- If there is any problem with the accessories, contact your local product distributor.
- The accompanied accessories can be changed without prior notice.



Pitta 310



Stand



Stand screw (6EA)



LAN Cable



AC adaptor



Antenna (Pitta 310W/310WR)



User manual



Installation CD (Pitta View, IP Utility)



# Checking the main body of the Pitta 310

Check the main body of the Pitta 310.

🔍 Description is based on Pitta 310'

🔍 The figures presented may differ from the actual appearances of the product.



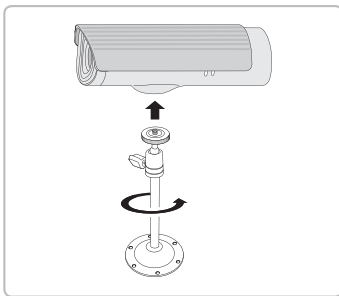
1	Front LED	Red: Booting Green: Operating	Orange: Starting Red blinking: Firmware upgrading
2	AUDIO IN/OUT	IN: Audio input port. You can connect a microphone. (Check the sound with a PC) OUT: Audio output port. You can connect a speaker. (This feature is not implemented. It will be expected to add this feature after firmware upgrade.)	
3	WIRELESS ON/OFF	Wireless ON/OFF switch. Make sure that the switch is ON if wireless needs.	
4	ANTENNA	Wireless port. Connect the antenna for wireless installation.	
5	LAN	Connect the 10/100 Mbps Ethernet cable. Make sure that use RJ-45 connector. Supports PoE (IEEE 802.3af)	
6	RESET	Press the reset button for 3 seconds then all the settings will be changed to initial settings.	
7	DC IN	DC 5V / 1.0A power terminal.	
8	NETWORK LED	LED is blinking when network is connected.	
9	POWER LED	LED is blinking when power is on.	
10	Built-in microphone	Built-in microphone location.	



# Installing the Pitta 310

**1** Connect the camera to the stand.

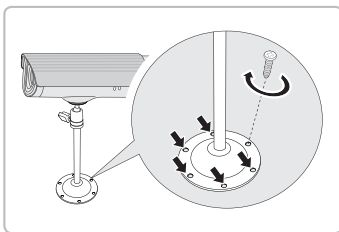
☞ Connect the antenna to the camera for Pitta 310



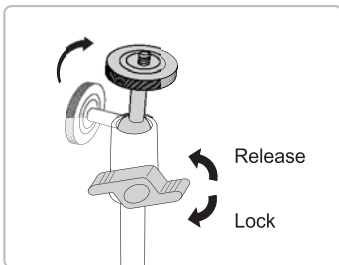
**2** Place a camera stand at the intended place.

- Make sure that the LAN cable and power must be figured at the intended place.

**3** Connect the LAN cable and AC adaptor.



**4** Adjust the camera angle.



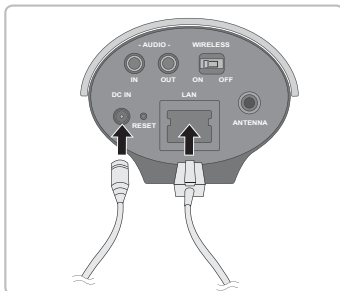




# Connecting Pitta 310

## For wired camera

- 1 Connect the LAN cable to the [LAN] port.
  - Use a cross cable for a direct connection between the PC and the camera only. Use direct LAN cable for using a router or switch hub.
- 2 Connect the AC adaptor to the [DC] terminal.
  - Use the provided AC adaptor.



- 3 Make sure that POWER LED and NETWORK LED is on.

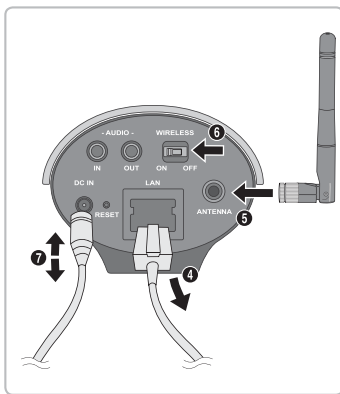




## ■ For wireless camera

To connect the wireless camera, IP setting and wireless setting must be set before using. Once set up is done, disconnect the LAN cable and connect the wireless camera.

- 1 Connect the camera with the LAN cable.  
(📖 page 7)
- 2 Set IP address. (📖 pages 12~13)
- 3 Set wireless configuration in Pitta WebView.  
(📖 page 19)
- 4 Disconnect the LAN cable.
- 5 Connect the antenna.
- 6 Turn on the WIRELESS switch.  
☞ Make sure that NETWORK LED is blinking after about 1 minute.
- 7 Disconnect and reconnect the AC adaptor. The camera will reboot.



- 8 Check the IP address with the Pitta IP Utility.  
☞ If the connection is change to wireless, IP address may change and the router may need to restart.

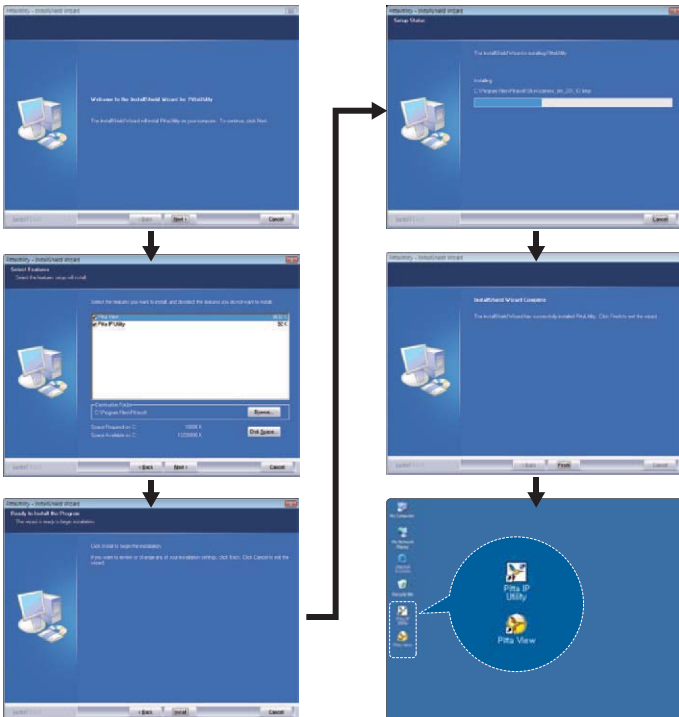


## Getting Ready

# Installing the Software

Install the Pitta IP Utility and Pitta View software.

- 1 Insert the installation CD into the CD drive. Double-click the 'Setup.exe' file on the CD.  
You can download this file from Pittasoft homepage ([www.pittasoft.com](http://www.pittasoft.com)).
- 2 Follow the instructions on the installation program to complete.
- 3 Check the Pitta IP Utility and Pitta View icon is created.
- 4 Double click the shortcut icon to start the software.





## System requirement

CPU	Intel Pentium4 2.0Ghz or higher
RAM	Minimum 1GB (Recommended 2GB)
Network	Ethernet
Graphic Card	1024X768, 24bit color 128MB RAM (Recommended 256MB higher) DirectX 9.0 or newer support, Direct Draw Overlay Support
HDD Type	E-IDE, SATA, SCSI, SAS
HDD Space	Minimum 80GB Free
O/S	Windows XP SP2, Windows Vista

## Re-installation

If reinstallation is needed, current software has to be uninstalled.

- 1 To uninstall the software, click on uninstall button in;  
[Start] → [All programs] → Pittasoft → Uninstall
- 2 Re-install the software.

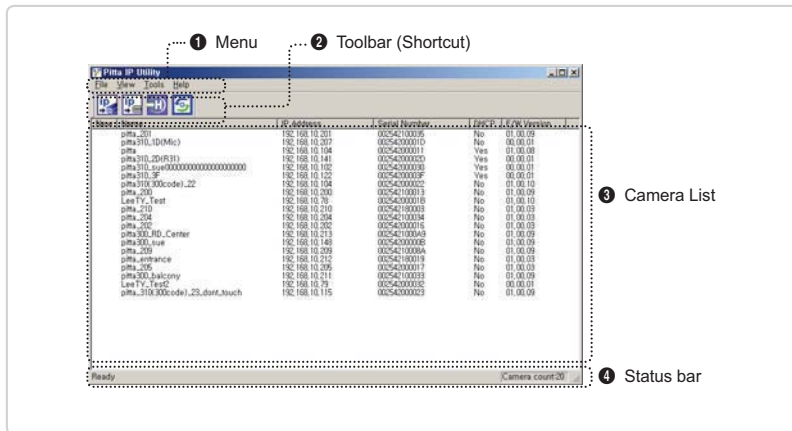
- Pitta IP Utility  
This software is for assigning IP address to many cameras at once. (See chapter 2)
- Pitta View  
This software is the multi-channel network video recorder.  
(See Pitta View user manual)








# Pitta IP Utility and Pitta Web View

## Pitta IP Utility guide

Use Pitta IP Utility to change or verify the IP address of the camera.



### ■ Pitta IP Utility menu

Menu		Features
File	Exit	Close the Pitta IP Utility.
View	Toolbar	Shortcut buttons.
	Status Bar	Displays current status ④.
	Home Page	Go to Pitta WebView home page. 
	Properties	 This feature is an additional plan.
Tools	Refresh	Refresh the camera list. 
	Assign IP address to the selected device	Change IP address. 
	Assign IP address using serial number	Change IP address by serial number. 
	Test IP address	Testing for the selected camera.
Help	About PittaIPUtility	Displays Pitta IP Utility information.



# changing IP address

## Change IP address by selecting camera


**1** Start Pitta IP Utility.

Select the camera whose IP address needs to be changed.

**2** Click  button.

'Assign IP address', pop-up window appears.


**3** Enter User ID and Password.

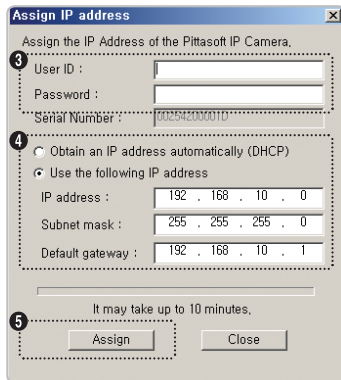
Default initial values of administrator's ID and Password are admin/admin. You can change ID, Password in Pitta WebView. ( page 18)

**4** Assign the IP address.





- Obtain an IP address automatically(DHCP): Use this to assign the IP address of the camera automatically.
- Use the following IP address: Use this to assign the IP address of the camera manually.

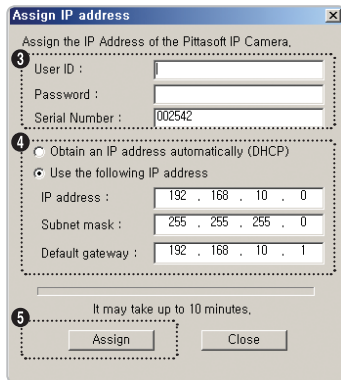
**5** Press 'Assign' button

**6** Press  button to refresh the camera list.




## Change IP address by serial number

- 1 Start Pitta IP Utility
- 2 Click  button. 'Assign IP address', pop-up window appears.
- 3 Enter User ID, Password, Serial Number.
  - Default initial values of administrator's ID and Password are admin/admin. You can change ID, Password in Pitta WebView. ( page 18)
  - Camera Serial Number is located in the back of the product.
- 4 Set equal to ~ step page 12.



The image shows a Windows-style dialog box titled "Assign IP address". The dialog has a blue title bar with a close button (X) in the top right corner. The main content area is titled "Assign the IP Address of the Pittasoft IP Camera." and contains several input fields and options. A dashed box highlights the "User ID", "Password", and "Serial Number" fields, with a circled "3" next to it. Below these fields, there are two radio button options: "Obtain an IP address automatically (DHCP)" and "Use the following IP address". The second option is selected. Below the radio buttons, there are three input fields for "IP address", "Subnet mask", and "Default gateway", each with a dotted box around it and a circled "4" next to the entire section. The IP address field contains "192 . 168 . 10 . 0", the Subnet mask field contains "255 . 255 . 255 . 0", and the Default gateway field contains "192 . 168 . 10 . 1". At the bottom of the dialog, there is a progress bar and a status message "It may take up to 10 minutes." Below the message are two buttons: "Assign" and "Close". A dashed box highlights the "Assign" button, with a circled "5" next to it.


- Factory default setting is the DHCP mode : IP address will be automatically assigned.
- If you use Pitta IP Utility with cross cable connection, you must assign the static IP. Please do not use DHCP option with cross cable.
- Pitta 300 series software applications work with Windows XP SP2 and Windows Vista on Internet Explorer 5.0 or later.
- This application can be used if the camera is physically connected in the same Subnet only. Otherwise, access the camera using Pitta WebView by directly connecting the camera to the PC using a cross cable and then change the IP address in the Pitta WebView Network Settings. ( page 18)
- IP setting using DHCP could take up to maximum 10 minutes.

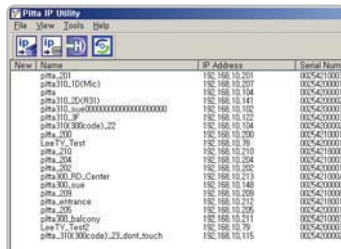
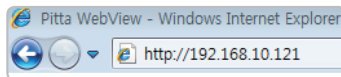


# Pitta WebView Log-in

Pitta WebView is the role of each camera's homepage. Set the camera or live view is possible through the internet.

**1** Connect to the camera's homepage.

- Method 1: To open Login page, enter IP address in the address bar of your web browser and press Enter.
- Method 2: Select the camera and press the  button in Pitta IP Utility.
- Double-click on the camera or click the mouse right button and choose 'Home Page' then you can go to the login page.
- Select the 'View → Home page' from Menu bar then you can go to the login page.

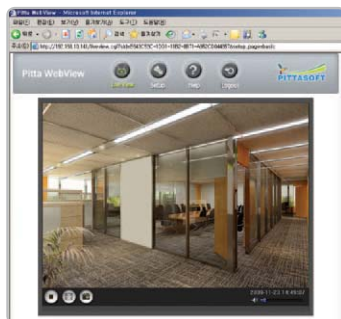


**2** Enter user ID and Password and press 'Log in' button.

- Default initial values of administrator's ID and Password are admin/admin
- If you login to Live View at first time, a yellow bar will appear at the top of the screen. Please click on the yellow bar and continue to install the 'PTAMME\_X ActiveX Control Module'.




- ▲ If you have accessed by administrator account, you may change the password of administrator to ensure the security of the system. (page 18)
- ▲ In this case, the access by the Guest should be approved by the administrator. (page 18)

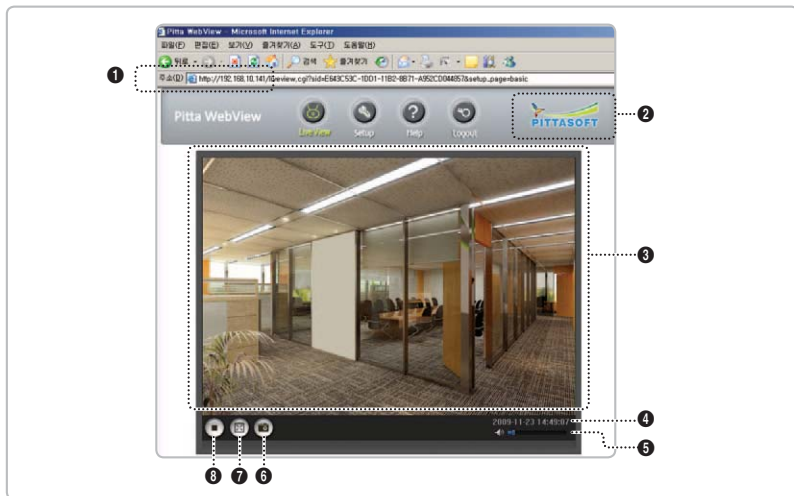









## LiveView

Press  button. This is the live view mode.



NO.	Item	Features
1	Address	You can check the IP address of the camera.
2	Homepage shortcut	Open Pittasoft homepage.
3	Live view	Live view screen.
4	Current Time	Displays current time. Time can be set in Setup page. (📄 page 24)
5	Volume	Adjust the volume. Make sure that Audio Feature is enable. (📄 page 17)
6		Save the image in JPEG or BMP.
7		Full screen.
8		Play and Stop.



## Setup

Press  button.

Basic setting page.

For more information, see page 17~25.



## Help


Press  button

Pitta WebView help page.

Press the 'Help' button on the setup page to get help and tips for the current page.



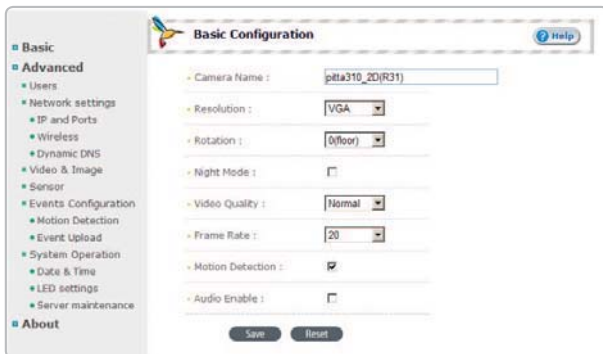
## Logout

Press  button. You can use this to logout.



# Pitta WebView-Setup Menu

## Basic



Camera Name	Camera Name for assigning a name to the camera. Available to use up to 64 letters.
Resolution	Use this to set the size of image. • D1(720X480)/VGA(640X480)/CIF(352X288)/QVGA(320X240)/QCIF(176X144)
Rotation	Use this to rotate the display by 180°. • 0(floor)/180(Invert)
Night Mode	Use this to get the better video quality in dark places.
Video Quality	Use this to choose video display quality. • Highest(3Mbps)/High(2Mbps)/Normal(1Mbps)/Low(500Kbps)/Lowest(300Kbps)
Frame Rate	Use this to set the number of frames to be transmitted from the camera per second. • 10 fps/15 fps/20 fps/25 fps/30 fps
Motion Detection	Enable the Motion Detection. Default is enabled. For more information, see page 21.
Audio Enable	Audio On / Off.



## Advanced

### 1 User

Change Admin's ID and Password.

Change User ID, Password and authority.

- You can use up to 4~32 (A~Z, a~z, 0~9, \_ available) and 4~10 (available to use all characters) to make ID and Password, respectively.
- Default initial values of administrator's ID and Password are admin/admin.

ID	Password	Confirm password	Authority
-Admin	admin	*****	All
-User	user1	*****	None
-User	user2	*****	None
-User	user3	*****	None
-User	user4	*****	None
-User	user5	*****	None

- If you forgot ID/Password, press 'RESET' button to initial setting. (admin / admin)  
All the settings will be changed to initial setting.

### 2 Network Settings

#### 2-1 IP and Ports

Camera IP address setting page. It's equivalent to IP Utility setting. ( pages 12~13)

- Also use this setting for the camera is set in different subnet mask.

#### a) IP and Port Setting

- Obtain an IP address automatically: Use this to assign the IP address of the camera automatically.
- Use the following IP address: Use this to assign the IP address of the camera manually.
- Video Port No: Enter Video Port number. Default is 50001.
- Web Port No: Enter Web Port number. Default is 80.

IP and Port Setting

Obtain an IP address automatically

Use the following IP address:

IP address: 192.168.10.141  
Subnet mask: 255.255.255.0  
Default gateway: 192.168.10.1

Video Port No: 50001  
Web Port No: 80

DNS Setting:

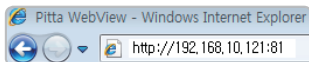
Obtain DNS server address automatically

Use the following DNS server addresses

Preferred DNS server: 190.220.163.82  
Alternative DNS server: 219.250.36.132

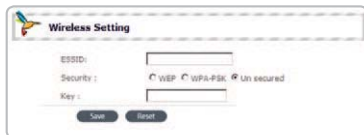
## b) DNS Setting

- Obtain DNS server address automatically: Specifies that network address for DNS servers are automatically obtained from the network. If you select this option, the DHCP server provides DNS server address information.
  - Use the following DNS server address: Specifies that network addresses for DNS servers used by the camera are manually specified. If you select this option, you must type the IP addresses for your DNS servers in Preferred DNS server and Alternate DNS server. If you are not sure which IP addresses to use, check with your network administrator or Internet service provider.
- ☞ If the video is not visible when connected as non-admin user, refresh the page using refresh button of the browser.
- ☞ If the Web Port is changed other than 80, provide port number in the URL as follows. (When Web Port is 81).



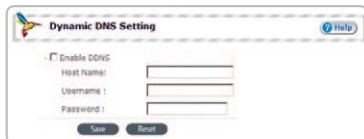
## 2-2 Wireless Setting

- ESSID: Enter wireless network ID (Use ASC up to 32 letters). For security reasons, please change the default settings.
- Security (WEP/WPA-PSK/Un secured): Select the encryption method which used to connect to a wireless network.
- Key: Enter wireless network Password.



## 2-3 Dynamic DNS Setting

- Enable DDNS: Activates DDNS.
  - Enter Name/Username/Password provided by DDNS provider
- ☞ Pitta 310 series DDNS service is available in PittaDNS([www.pittadns.com](http://www.pittadns.com)) or DynDNS([www.dyndns.com](http://www.dyndns.com)). ( page 26)





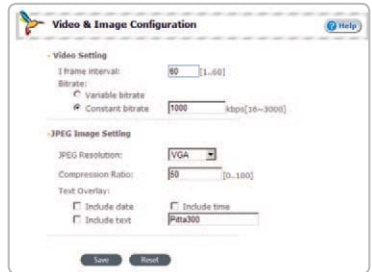
### 3 Video & Image Configuration

#### a) Video Setting

- I frame interval: Use this to set I frame(Key frame) interval. If set lower value, quality will be better but, at higher bandwidth requirement. (1~60)
- Bitrate:

Variable bit rate: Bit rate is adjusted automatically according to the variation in the video images.

Constant bit rate: Bit rate is fixed regardless of the variation in the video images. (Minimum: 16 kbps, Maximum: 3000 kbps)



#### b) JPEG Image Setting

Use this to set the compression ratio of images to be uploaded to the FTP server or attached to the email.

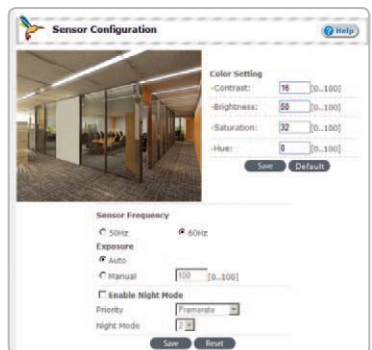
- JPEG Resolution (D1/VGA/WVGA/XGA/SXGA): Select the resolution
- Compression Ratio (0~100): Use this to set the compression ratio. The size of the image becomes smaller as the set value becomes greater
- Text Overlay: Use this to insert date, time and message to the image to be uploaded to the FTP server or attached to the email. Supports up to 20 letters.

### 4 Sensor Configuration

#### a) Color Setting

- Contrast: Use this to adjust contrast.
- Brightness: Use this to adjust brightness.
- Saturation: Use this to adjust saturation.
- Hue: Use this to adjust hue.

Press 'Default' button to change to initial value.



⑥ Sensor Frequency

Select one of the settings based on power frequency for proper sensor operation.

⑦ Exposure

- Auto: Automatically adjusts exposure.
- Manual: Exposure is fixed. If the value is higher, the image will be brighter.

⑧ Enable Night Mode

Allow brightening video images when shooting in dark places.

- Priority (Framerate/Image Quality): Adjust video images by giving priority to either frame rate or image quality.
- Night Mode: Image become brighter as the value of this mode becomes greater.

⑤ Events Configuration

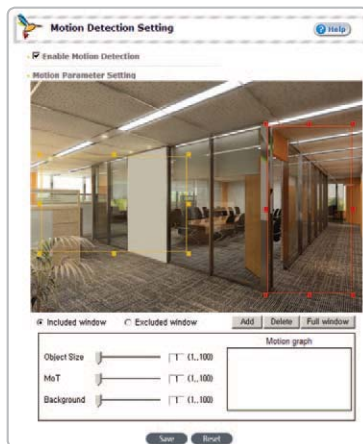
⑤-1 Motion Detection Setting

① Enable Motion Detection

Activates the motion detection function.

② Motion Parameter Setting

Sets the motion detection area and sensitivity.





## Setting motion detection area and sensitivity

Set the area within the image.

### 1 Select the type of Window.

- Included window: Motion detection area (Red Window).
- Excluded window: Does not detect the movement area (Yellow Window).

### 2 Press Add button to add a window.

- Add: Use this to add a window.
- Delete: Use this to delete an area box.
- Full window: Use this to delete a window.

You may set up to 4 different windows including both Included and Excluded windows.

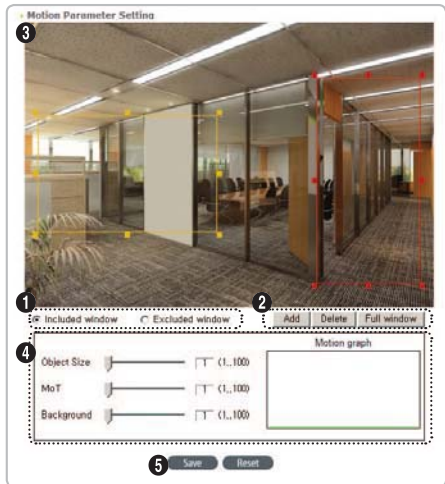
Overlap with 'Excluded window' and 'Included window' area does not detect motion.

### 3 Adjust the size and location of the window.

### 4 Adjust the sensitivity.

- Object Size: Use this to set the sensitivity level for the size of objects in detecting their movement. As the set value becomes larger, the bigger object's motion is detected.
- MoT (Motion Threshold): If larger value is set, then bigger motion will be detected.
- Background: Use this to set the time to update background. A larger value is set then the longer duration of movement is detected and periodic movement is recognized as a background.

### 5 Press Save button.





## 5-2 Event Upload

This allows setting up notification to user for motion detection event via e-mail, ftp or both.

### Ⓐ Upload Schedule

- **Upload interval:** Use this to adjust the time interval between two consecutive image transmissions when motion is detected.

☞ Be cautious that if the time interval is set to too short, video images may be broken because the camera is overloaded or the images may be considered as spam mails because images are too often transmitted.

- **Always:** Allows transmitting images according to the Upload interval value upon detecting motion.

**Weekly:** Allows transmitting images at the time set according to the Upload interval value upon detecting motion.

**Never:** Stops transmitting images.

☞ Default setting is Never.

### Ⓑ Email & FTP Setup

- **SMTP Server Address:** Enter your SMTP server host name or IP address.
- **Authentication Required:** If your mail server requires authentication, check the box for 'Authentication Required' and then enter the User Name and Password in the respective fields.
- **Email setup:** Enter the subject and Email address.
- **FTP Setup:** Enter the FTP server information

The screenshot shows the 'Event Upload' configuration window. It includes sections for 'Upload Schedule' (with options for Always, Weekly, and Never), 'Email & FTP Setup' (with fields for SMTP Server Address, Authentication Required, ID, Password, Subject, Address, and Enable), and 'FTP Setup' (with fields for Username, Password, Network Add, Upload Path, Port No, and Enable). There are 'Save' and 'Reset' buttons at the bottom.

## 6 System Operation

### 6-1 Date & Time

#### Ⓐ Current Server Time

Displays current camera time

The screenshot shows the 'Date & Time' configuration window. It includes sections for 'Current Server Time' (with fields for Date and Time), 'New Server Time' (with a dropdown for Time zone), and 'Time mode' (with options for Synchronize with computer time, Synchronize with NTP server, and Set manually). There are 'Save' and 'Reset' buttons at the bottom.



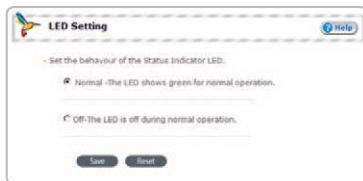
### ⑥ New Server Time

- **Time Zone:** Select the region where the camera is installed. (Ex. Region - Seoul, Time zone - EMT +09:00)
    - 🔗 Use this if the system is set to Synchronize with NTP server.
  - **Time Mode:** Use time mode to set camera system time.
    - **Synchronize with computer time:** Use this to synchronize camera time with user's PC time.
    - **Synchronize with NTP server:** Use this to synchronize camera time with NTP server time.
    - **Set manually:** Use this to set the time in manually.
- 🔗 Standard Date and Time format is 2009-02-22 09:00:00 (YYYY-MM-DD HH:MM:SS)

### ⑥-2 LED Setting

Set the status of LED.

- **Normal:** Allows turning on the LED lamp on the front side of the camera.
- **Off:** Allows turning off the LED lamp on the front side of the camera.



### ⑥-3 Server maintenance

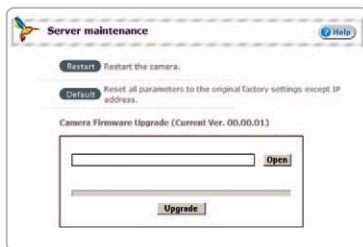
#### ① Restart

Restart the camera. Pitta WebView will logout.

#### ② Default

Use this to re-start the camera after returning all the settings except IP address to the initial settings at the time of purchase. Camera will restart.

- 🔗 If you press the "RESET" button for 3 seconds at the bottom of the camera, then all the settings will change to initial settings including IP address.



## © Camera Firmware Upgrade

How to upgrade the camera firmware

1. Download updated firmware file from support menu in Pittasoft homepage ([www.pittasoft.com](http://www.pittasoft.com)).
2. Click 'Open' button and then select the updated firmware file
3. Click 'Upgrade' button. Upgrade will run automatically

- ☞ Red LED will be flashing on the front of the camera during upgrade.
- ☞ The upgrade time takes up to 10 minutes.
- ☞ You must not turn off the camera during upgrade. The camera will automatically restart when upgrade is completed.

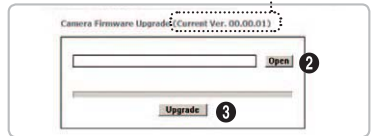
4. Upgrade is completed. Press OK button

5. Reconnect to Pitta WebView.

Make sure that the upgrade is complete properly.

- ☞ When you are accessing this page for the first time, a yellow bar will appear at the top of the screen. Click on the yellow bar to continue to install the 'FWUpgradeX Module'.
- ☞ After firmware is upgraded, all the settings will be changed to initial setting including IP address.

Check the firmware version



## About

This page contains current Pitta WebView version, firmware version and the serial number.





# DDNS & Router Port Forwarding

## DDNS

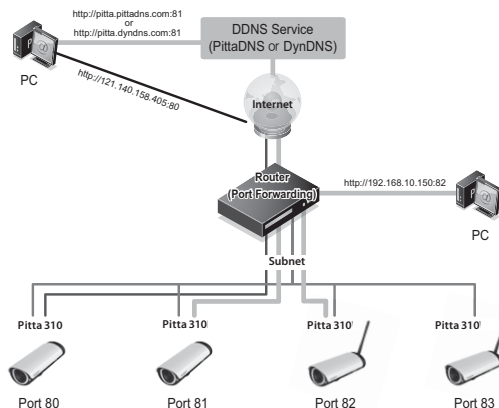
DDNS uses a specific domain name to access the device which has a dynamic IP address. User can access the camera through the domain name, any dynamic IP address changes will be automatically updated by the camera's DDNS client with the DDNS server.

### Using the DDNS service

- To use DDNS service, connect to PittaDNS ([www.pittadns.com](http://www.pittadns.com)) or DynDNS ([www.dyndns.com](http://www.dyndns.com)) and registered with one of the several free domain names.
- Set the DDNS for the camera through Pitta WebView's DDNS settings page. (📖 page 19)

## Router Port Forwarding

IP or domain name serviced by DDNS is not accessible when the dynamic IP is the hidden internal IP by the router. In this case, if you use port forwarding provided by the router then you will be able to access the dynamic IP. The router's port forwarding is the functionality to distinguish the internal IP from the router's port. For instance, you can set the access port 80 and 81 using the router IP (121.140.158.405), access from the web to internal IP 192.168.10.100 and 192.168.10.101. Then it can be accessed by <http://121.140.158.405:80> and <http://121.140.158.405:81>. If DDNS activates, it can be accessed by the registered domain name. (📖 pages 18~19)





## Appendix

# Troubleshooting

If there are problems in operation, please refer to the items below.

If the problem still persists, please contact the agent you purchased this product from.

Issue	Solution
Camera connection and searching problem.	<ul style="list-style-type: none"><li>• Please check the power connection. (Check the Power LED indicator)</li><li>• Please check the power supply.</li><li>• Please check the network cable connection.</li><li>• Please make sure the LAN cable is cross cable (PC connection) or general LAN cable (Switch Hub, Router connection).</li><li>• If IP utility or Pitta WebView is not able to detect the camera after checking the above items, press the 'RESET' button to initialize it and then try again</li></ul>
The video image is not clear.	<ul style="list-style-type: none"><li>• Please check if the lens is clean. Please clean the lens with a clean cloth or brush.</li><li>• Please adjust the contrast feature of the monitor.</li><li>• Please make sure that the screen is not exposed directly to a bright light. Please move the camera if necessary.</li></ul>
The screen is dark.	<ul style="list-style-type: none"><li>• Please adjust the contrast feature of the monitor.</li><li>• Please adjust the 'Sensor → Color Setting' in Pitta WebView</li></ul>
The Motion Detection function is not working	<ul style="list-style-type: none"><li>• Please check the 'Enable Motion Detection' mode is turned on in Pitta WebView</li><li>• Please check the setting of 'Motion Parameter Setting' in Pitta WebView.</li></ul>
Colors are not quite right.	<ul style="list-style-type: none"><li>• Please check the 'Sensor → Color Setting' in Pitta WebView.</li></ul>
The screen is flickering.	<ul style="list-style-type: none"><li>• Please check if the camera is facing directly into fluorescent light.</li><li>• Please check the 'Sensor → Sensor Frequency' in Pitta WebView</li></ul>
Video is stopped.	<ul style="list-style-type: none"><li>• Please check whether network cable is correctly connected.</li><li>• In case user uses hub or IP router, check whether these network equipments are working properly.</li></ul>
No image in Pitta WebView.	<ul style="list-style-type: none"><li>• Please click 'refresh (shortcut: F5)' button at browser to recall the page.</li><li>• Please check whether power of camera and network cable is properly connected.</li><li>• Please check whether computer is connected to network.</li><li>• If you use hub or IP router, check whether such equipments are properly operating.</li></ul>
Image transfer to FTP or by E-mail cannot be received.	<ul style="list-style-type: none"><li>• Please check the 'Event Upload' Configuration is set correctly in Pitta WebView.</li></ul>



## Appendix Specification

### Pitta 310 Series Specification

Lens type	Fixed
Effective Pixels	1.3 Mega
Focal length	f = 4.4mm, 800mm-infinity
F-number	F2.0
Field of View	Changeable
Max Resolution	720x480 D1
Max. Frame Rate	30fps
Codec	Video H.264, Audio G.726
Intelligent Video	Motion Detection
Security	Multi-level Passwords, HTTP Authentication, AES Video Stream Encryption
Audio Support	○
E-mail/FTP Notification	○
Enable/Disable LED Indicators	○
Network	10/100BaseTX (RJ45)
Protocol	TCP/IP, HTTP, DHCP, SMTP, FTP, DNS, DDNS, RTSP, SDP, RTP, RTCP
Power over Ethernet	Class0
Input Power	DC 5V / 1.0A
Power Consumption	Max 5W
Operating Temperature	61 * 138 * 43 mm
Unit Size (W x D x H)	2.79 inch x 5.31 inch x 1.69 inch (71mm x 135mm x 43mm)
Unit Weight	170g

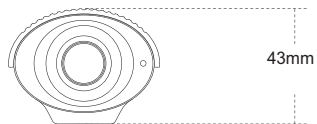
	Wi-Fi
Operating frequency	2412 ~ 2472 MHz ( 13CH)
Type of Oscillation	PLL
Type of Modulation	DSSS, OFDM
Data Rate	11 Mbps(802.11b mode), 54 Mbps(802.11g mode)
RF power	Below 20 dBm

## ■ Pitta WebView Specification

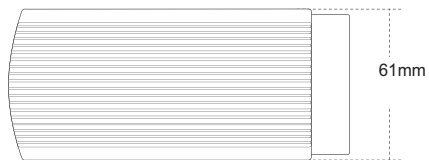
LiveView	ActiveX based LiveView with snapshot and full screen	
Setup	Basic	Easy configuration for beginners
	Advanced	Advanced configuration options for high-end users
Video resolutions	720X480 (D1) / 640X480 (VGA) / 352X288 (CIF) / 320X240 (QVGA) / 176X144 (QCIF)	
Video configuration	Frame rate, resolution, bit-rate, I-frame interval configuration settings Maximum 3 Mbps bit-rate supported	
JPEG configuration	Configurable compression ratio	
User list	Maximum 7 users (1 admin with full access and 6 viewers access password entry)	
Event configuration	Motion detection: 4 included/excluded windows supported with Object size, MoT, Background options Weekly scheduled motion detection event with selectable upload interval	
Email/FTP configuration	3 email & 3 FTP configuration for event notification	
Overlay	Event captured JPEG image with text, date and time	
Date & time	Camera date and time selection with automatic adjustment	
System settings	Remote camera reboot, Restore factory default setting, Firmware upgrade	



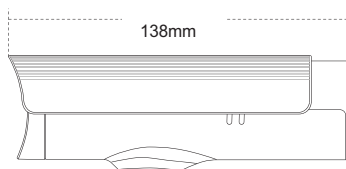
Appendix  
**Dimension**



Front



Top



Right





# MEMO

A large, light gray rectangular area with rounded corners, serving as a writing space. It contains 20 horizontal dashed lines for text entry.



# MEMO

A large, light gray rectangular area with rounded corners, serving as a writing space. It contains 20 horizontal dashed lines for text entry.

Model					Warranty Period
Purchase Date		YY	MM	DD	1 year After the Purchase
Warranty Period	Until	YY	MM	DD	

Customer	Name	
	Contact Number	
Seller	Name	
	Contact Number	



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