

## [Support Package]

<b>ID</b>	<b>TS-00027</b>	<b>Created Updated</b>	Aug, 28, 2007
<b>Category</b>	System Integration	<b>Sub Category</b>	Network
<b>Product</b>	All cameras, video servers		
<b>Purpose</b>	<b>How to select compatible switches for ACTi hardwares</b>		
<b>Support URL</b>	<a href="http://www.acti.com/support">http://www.acti.com/support</a>		
<b>Tech Support</b>	<a href="mailto:Customer.service@acti.com">Customer.service@acti.com</a>		
<b>MSN Messenger ID</b>	<a href="mailto:Customer.service@acti.com">Customer.service@acti.com</a>		

[Support Package]

# How to select compatible switches for ACTi hardwares?

## Table of Contents

How to select compatible switches?

How to select compatible switches? .....2

# [Support Package]

## 1. How to select switches

There is no auto detect function on 10M switch/hub, the network link speed of 10M switch/hub will be fixed at 10M full duplex mode; however, all ACTi IP camera and video server's default setting is auto detect; therefore, when the other side is not configured as auto detect mode, ACTi IP camera and video server will switch connection mode to 10M half duplex. When one side in network configures as half duplex and the other configures as full duplex, the network connection will become unstable.

Symptom:

Network link can light up, then you will be able to see the LED blinks, but sometimes you may not be able to access camera and video server by web browser; you can see video from IP camera and video server, but the video quality will not be good and latency and jitter happen all the time.

Solution:

1. Use 10/100M switch instead of 10M switch/hub
2. please follow the steps below
  1. Connect to the IP camera or video server by web browser, if you cannot access IP camera by web browser, please connect to IP camera via cross-over cable and access IP camera by web browser.
  2. Click on host setting

The screenshot displays the web interface for configuring an ACTi device. On the left is a navigation menu with options like Video Display, Host Setting, WAN Setting, Date Setting, Video Setting, Video Adjust, User Account, System Info, Firmware, Factory Default, Save Reboot, and Logout. The main content area is divided into three sections: 'Host Setting' (Host Name: ACTi, Language: English), 'LAN Setting' (IP Address: 172.16.1.191, Subnet Mask: 255.255.255.0), and 'Network Link Speed & Duplex' (LAN Port: Auto Detect, WAN Port: Auto Detect). A dropdown menu is open for the Network Link Speed & Duplex section, showing options: Auto Detect, 100Mbps/Full Duplex, 100Mbps/Half Duplex, 10Mbps/Full Duplex, and 10Mbps/Half Duplex. A 'Reset' button is located to the right of the dropdown. At the bottom of the interface, a red bar contains the text: Copyright@2003-2005 ACTi Corporation All Rights Reserved.

Go to Network Link Speed & Duplex section

## [Support Package]

Choose 10Mbps/Full Duplex  
Click on Apply  
Click on save and reboot