



**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.

HIKVISION DS-2CD4A26FWD-IZHS

Live View Playback Log **Configuration** admin | Logout

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

Device Information Time Settings Maintenance RS232 DST Service VCA Resource

Basic Information

Device Name	IP CAMERA
Device No.	88
Model	DS-2CD4A26FWD-IZHS
Serial No.	DS-2CD4A26FWD-IZHS20150215CCWR495833953
Firmware Version	V5.2.7 build 150409
Encoding Version	V6.2 build 150309
Number of Channels	1
Number of HDDs	0
Number of Alarm Input	0
Number of Alarm Output	0

Save

2. Camera firmware/encoding number and build.

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

Local Configuration

Local Configuration

Basic Configuration

Advanced Configuration

System

Network

Video/Audio

Image

Security

Basic Event

Smart Event

Storage

Road Traffic

Display Settings

OSD Settings

Text Overlay

Privacy Mask

Picture Overlay

05-05-2015 Tue 16:08:24

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

Camera 01

Local Configuration

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Basic Configuration

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Network

Video/Audio

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Basic Event

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Road Traffic

Display Settings

OSD Settings

Text Overlay

Privacy Mask

Picture Overlay

05-05-2015 Tue 16:09:18

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

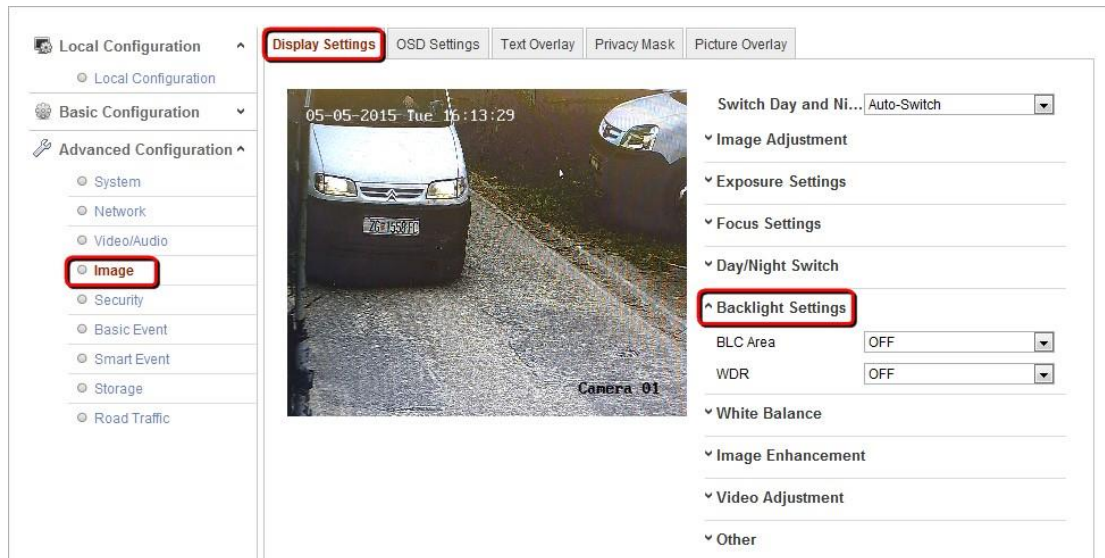
White Balance

Image Enhancement

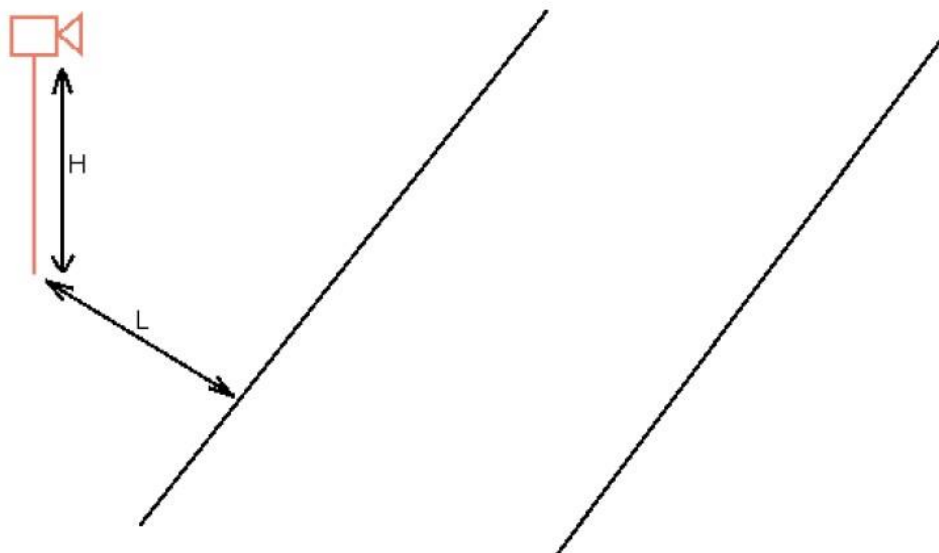
Video Adjustment

Other

Camera 01



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](mailto:support@hikvision.com)