

Troubleshooting when the camera cannot be connected via USB

Compatible cameras: Nikon Digital Sight 10, Nikon Digital Sight 50M, Nikon Digital Sight 100, Nikon Digital Sight 1000

Check Device Manager

Right-click the Start button, find and click Device Manager. If your PC recognizes the camera, click the following location to display the camera name (the location may vary depending on the camera).

- **Imaging devices (Nikon Digital Sight 10, Nikon Digital Sight 100)**
- **Universal Serial Bus devices (Nikon Digital Sight 50M)**
- **Camera (Nikon Digital Sight 1000)**

If this is displayed, it means that the PC recognizes the camera. If it is not displayed, please check or try the following:

- Restart the camera
- Please unplug and plug in the USB cable connecting the camera to the PC.
- Restart your PC
- The USB cable may be broken, so please replace it with a different cable.
- The USB port may be faulty, please use a different port.

If it shows up in Device Manager

If the camera name is listed under “Other devices,” it has not been recognized correctly (this is the same as when you have never installed NIS-LE).

- There may have been a problem with the NIS-LE installation, so please reinstall it.

If the device is displayed correctly in Device Manager but the message “Please connect a camera” is displayed, please check or try the following:

- (Except for Nikon Digital Sight 1000) Make sure the USB cable is not USB 2.0.
- Restart NIS-LE
- There may have been a problem with the NIS-LE installation, so please reinstall it.

If another Wi-Fi connection is already established

You cannot switch from a Wi-Fi connection to a USB connection. Please close NIS-

LE, make sure that the PC and camera are connected via USB, and then start NIS-LE.

If the camera continues to be unrecognized after restarting the PC or camera

If the USB is recognized when you unplug and plug it in, but is not recognized when you restart the PC or camera, please check the power saving settings of your PC. When the power saving setting is ON, the PC may not check whether the USB is connected.

Troubleshooting when the camera cannot be connected via Wi-Fi

Compatible camera: Nikon Digital Sight 100

If the Wi-Fi connection between NIS-LE and your camera is not working properly and the message "Please connect your camera" is displayed, please check or try the following:

If another USB connection is already established

You cannot switch from a USB connection to a Wi-Fi connection. Exit NIS-LE, unplug all USB cables connected to the NIS-LE target camera from your PC, and then start NIS-LE.

Camera malfunction

- Make sure the Wi-Fi dongle is inserted into the camera
- Make sure the camera has the correct network settings
- Make sure your camera firmware is up to date
- Make sure the camera is not already connected to another PC via USB or Wi-Fi (one camera cannot be connected to multiple PCs at the same time).

Camera network settings are incorrect

- When trying to connect by IP address search, make sure that the IP address entered in NIS-LE matches the IP address set on the camera.
- When trying to connect by host name search, please make sure that the host name entered in NIS-LE matches the host name "ds100-(serial number)" set on the camera.
- Make sure that the IP address set for the camera does not overlap with that of other devices or cameras.
- (Station Mode) Make sure the SSID set on the camera matches the SSID of your router.

- (Station Mode) Make sure the password you set on the camera matches the password on your router.
- (Station Mode) Make sure the IP address set for the camera is within the range specified by the router (the range specified by the router varies depending on the model).

Poor network conditions

- Check for interference from other Wi-Fi networks and change the Wi-Fi channel (e.g. from 5GHz to 2.4GHz) if there is a conflict
- If there are any unnecessary devices connected to the same network, remove them.
- (Station Mode) Adjust the position of your router to avoid obstacles

Incorrect network settings on the device being used

- Make sure your PC is connected to the camera or router's Wi-Fi.
- Check the settings of your PC's firewall and security software.

(Station Mode) Router malfunction

- Make sure your router is powered on
- Check if the router lights are normal.
- Restart your router
- Make sure your router's firmware is up to date
- Make sure your router is not in access point mode
- Check your router settings. [Learn more](#)

How to check

How to check if the camera is connected to the network

You can check this in the command prompt on your Windows PC.

- 1 Open the command prompt (for example, by pressing the Start button and typing "command" in the search box).
- 2 Enter "ping" followed by the camera's IP address (e.g., ping 192.168.2.123)

```
コマンド プロンプト
Microsoft Windows [Version 10.0.26100.4061]
(c) Microsoft Corporation. All rights reserved.

C:\Users\***** >ping 192.168.2.123

192.168.2.123 に ping を送信しています 32 バイトのデータ :
192.168.2.123 からの応答: バイト数 =32 時間 =73ms TTL=64
192.168.2.123 からの応答: バイト数 =32 時間 =1ms TTL=64
192.168.2.123 からの応答: バイト数 =32 時間 =3ms TTL=64
192.168.2.123 からの応答: バイト数 =32 時間 =2ms TTL=64

192.168.2.123 の ping 統計:
    パケット数: 送信 = 4、受信 = 4、損失 = 0 (0% の損失)、
    ラウンドトリップの概算時間 (ミリ秒):
        最小 = 1ms、最大 = 73ms、平均 = 19ms

C:\Users\PC-C1521-008>
```

3 If there is a response, the camera is connected to the same network as the PC.

You can also check this from the router's management screen.

How to check the IP address set on the camera when DHCP is ON in Station Mode

You can check this in the command prompt on your Windows PC.

- 1 Open the command prompt (for example, by pressing the Start button and typing "command" in the search box).
- 2 Enter "ping" followed by the camera's host name. The host name is "100-(serial number)".

```
C:\Windows\system32\cmd.e
Microsoft Windows [Version 10.0.26100.4061]
(c) Microsoft Corporation. All rights reserved.

C:\Users\***** >ping ds100-123456789

DS100-123456789.local [192.168.2.111]に ping を送信しています 32 バイトのデータ :
192.168.2.111 からの応答: バイト数 =32 時間 =2ms TTL=64
192.168.2.111 からの応答: バイト数 =32 時間 =3ms TTL=64
192.168.2.111 からの応答: バイト数 =32 時間 =5ms TTL=64
192.168.2.111 からの応答: バイト数 =32 時間 =4ms TTL=64

192.168.2.111 の ping 統計:
    パケット数: 送信 = 4、受信 = 4、損失 = 0 (0% の損失)、
    ラウンドトリップの概算時間 (ミリ秒):
        最小 = 2ms、最大 = 5ms、平均 = 3ms

C:\Users\PC-C1521-008>
```

3 There is a response from the camera's IP address

Details of the values that can be set for the IP address when in Access Point Mode

It consists of four numbers separated by a period (.), and each number can be between 0 and 255.

*If there are no specific restrictions, it is common to use "192.168.1." up to the third octet, and it is preferable to avoid "0.0.0.0" and the like.

IP addresses that can be set on the camera when DHCP is OFF in Station Mode

The conditions for the IP address that can be set are as follows:

1st to 3rd octets	This should match your router's IP address
Fourth octet	A value between 100 and 255 that does not overlap with other devices

If the router's IP address is 192.168.2.1, "192.168.2." must match, and the remaining three digits must be between 2 and 254.

*May vary depending on router

How to check your router's IP address is explained below.

How to check your router's SSID and password

It is usually attached to the device. It may also be attached to the instruction manual. If you are unable to connect even though the information is correct, it may have been changed, so please contact your network administrator.

How to check your router settings

You can view and change the settings on the router's management screen. To open the router's management screen, enter the router's IP address in the address bar of your browser. The next section describes how to check the router's IP address.

How to check your router's IP address

Please check the instructions in the router's manual. It may also be printed directly on the device.

The default IP addresses of typical routers are as follows:

ELECOM	192.168.2.1
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BUFFALO	192.168.11.1
NEC	192.168.10.1 or 192.168.0.1
ASUS	192.168.1.1 or 192.168.50.1
TP-Link	192.168.0.1 or 192.168.1.1
IODATA	192.168.0.1 or 192.168.1.1
Linksys	192.168.1.1

*Even if it's the same manufacturer, it may differ depending on the model. *If it's not listed here, you can generally find it by searching for the manufacturer's name plus "IP address."

You can also usually find this in the command prompt on a Windows PC.

- 1 Open the command prompt (for example, by pressing the Start button and typing "command" in the search box).
- 2 Type "ipconfig"
- 3 Usually, the value of "Default Gateway" of "Wireless LAN adapter" is the IP address of the router.

```

C:\Windows\system32\cmd.exe
Microsoft Windows [Version 10.0.26100.3775]
(c) Microsoft Corporation. All rights reserved.

C:\Users\***** >ipconfig

Windows IP 構成

Wireless LAN adapter Wi-Fi 7:

    接続固有の DNS サフィックス . . . . .: elecom
    リンクローカル IPv6 アドレス . . . . .: fe80::510b:646e:81:101f%24
    IPv4 アドレス . . . . .: 192.168.2.101
    サブネット マスク . . . . .: 255.255.255.0
    デフォルト ゲートウェイ . . . . .: 192.168.2.1
  
```

If you are unable to check using the above methods, your IP address may have been changed or a DHCP server may have been configured, so please contact your network administrator.