1.When camera connects the internet, camera is not online, how to do?

Solution 1:

Check the cable connection at both ends of the interface, to ensure that the connection is normal. Can replace the cable and cable interface (LAN) to proceed with some troubleshooting

Solution 2:

Press camera's RESET button, retry after the camera restore to factory Settings.

Solution 3:

Check the router Settings or consulting the network administrator to know whether the router do the following Settings:

(1)The IP address of the network equipment need to manually configure, can not obtain automatically;

(2)Firewall or port related parameters have been setting;

If you did the above Settings, you can figure out by trying to solve the following method:

①Solution a: configuring manually IP address of camera;

②Solution 2: firewall and port related parameters of the router will resume to default values;

2.How to use the WiFi connection?

Method 1:

Connect to the power for the camera. After camera in full swing, add the camera in your account. Choose the WiFi connection mode, then according to the guidance of the APP Settings, complete the WiFi configuration.

Note:

①If this camera connected the network before, or have connection attempts fail many times, you can click the camera RESET button, After the camera restore factory Settings, try it again.

②When using QR code configure WiFi, please put the QR code form APP to about 30cm in front of camera.

③When using the sound configure WiFi, please put the phone's microphone near the camera's microphone as much as possible.

Method 2:

Connect the power and cables for cameras. After the camera in full swing, add the camera in your account. After the success of the add, enter the camera Settings page, select the network Settings. And then switch to WiFi Settings interface, select the terminal mode to find the WiFi that you need to connect in the WiFi list. Enter the

password and then click the application. WiFi connection generally takes 30s to 60s. When the IP address obtainment finshed, and WiFi lights only green light flashing, please pull out cables, complete the WiFi configuration.

3. Camera use WiFi connection, camera is not online, how to do?

Solution 1:

Restart the camera, look at the camera is online or offline.

Solution 2:

Check the router Settings or advisory network administrator, see WiFi SSID and password, or other network parameters subject to change or not. If there are changes, please reconfigure the camera WiFi connection

Solution 3:

Through the wiring to the camera online, enter the camera system Settings, if you use the upgrade version, please upgrade the camera online.

Solution 4:

Press the camera's RESET button, after the camera restore factory Settings, reconfigure camera WiFi connection

4. Set up the WI-FI connection successfully, pull out cables, login in equipment appear offline.

①Set up the WI-FI connection successfully, make sure that the WI-FI LED lights flashing three times per three times , then can pull out the cable. After wait 1 minute later, the camera can connect the WI-FI

②Wireless connection is not successful.

③Camera connects cables and WI-FI at the same time, Usually the Metric values of cable is small, so the priority connection is cable. Camera get in two IP addresses, the camera could not judge path when data exchange, lead to the camera appears offline

1. Picture flower screen or black screen after logined in, how to do?

Solution 1:

Reduce the resolution of the camera, to see if it can return to normal or not.

Solution 2:

If you are using a browser for viewing, please redownload and reinstall our video plug-in (mme), then try to viewing again.

Solution 3:

Try local watching, whether the picture is normal or not. If the local watching is normal, may be the network port is limited, contact your network administrator please.

Solution 4:

Enter the camera Settings page, enter the about page, see if any SENSOR fault hint. If there is a fault hint, can try to through the camera to restore factory Settings or system upgrade to repair.

Solution 5:

Restart the camera, see the picture can return to normal or not

2.The camera image is fuzzily, how to do?

Solution 1:

Adjust the screen resolution, select HD picture

Solution 2:

Manual focus. (only for specific models)

Solution 3:

Login in camera, adjust the screen brightness, saturation, sharpness, contrast, can make the picture effect more ideal.

Solution 4:

Use cotton swabs to wipe the lens, to guarantee the lens clean.

3.There is no video footage in history, how to do?

Solution 1:

Enter the camera Settings interface, select SD card setting options, view SD card status. If there is no SD card display, please put the camera without electricity, and then pull out the SD card, then reinsert it to camera again, and connect electricity.

Note:

the camera does not support hot plug SD card, namely SD card plug need to be done after the camera without electricity.

Solution 2:

Enter the camera Settings interface, select the video option plan, open plan video, select 7 x24 hours video or plan to video. Click on the application

Solution 3:

Replace the SD card, then try again.

1.Video can

Solution 1:

If you are using a web client or PC client, please download and install our video plug-in (mme) again, and then to watch online.

Solution 2:

If you are using a mobile phone client, please try to watch through local, if the local can watch, that is your network problems, please consult your network

administrator.

Solution 3:

You can download the video, to view there is no damage to the video itself.

2. What are the requirements for camera external connect alarm equipment?

Camera requires the external devices are open type equipment, able to power by itself. The camera provides external port is switch signal transmission. Output the maximum support AC voltage is 120V / 1A, DC 24V / 1A. Connection request and the diagram are as the operation manual.

3. Camera image into black and white, what can I do?

When the sunlight around camera are weak and light dark , camera switch to night mode, infrared light open, then the picture will become black and white. You can increase the brightness of the camera around, manual set camera to the daytime mode to restore color images.

4. How to delete the picture?

If the camera is not equip the SD card. Captured images will be automatically stored into camera memory. If you want to delete, can long press the picture, click delete. If the camera is equip with an SD card or cloud box, capturing images will be automatically stored in the SD card or cloud box. If you want to delete, can long press the picture, click delete.

1. What is the difference between manage passwords and visitors passwords?

Through visitors password to enter the camera, only can watch, turn the cloud platform, listen to the audio. Through the administrative password can get all the administrative authority.

2. Forgot password, how to do?

①Forgot account password
Choose the "forgot password", through the mail with account binding to retrieve password
②Forgot equipment password
Shortly press RESET button, wait for equipment to restart and has been completed, the password will return for the initial password admin.

1. Videos stored in the SD card and stored in the cloud box, is there any differences?

There is a difference
①Set up the video, the video of SD card need to choose"plan video" to set, cloud box need to set up in "storage device".

②SD card video can choose 7 x24 hours of video, can also choose to plan video. Cloud box video for 7 x24 hours video by default

③SD card video isn't need network, only need to set up in advance, and then turn on the power to video. Cloud box video is saved via LAN transmission, don't occupy network bandwidth memory.

2.How to backup video in SD card or cloud box?

At present, you can download video through all of our clients. Computers cannot directly read video files in SD card.

1.Voice intercom can not hear clearly, how to do?

Solution 1:

Enter the camera Settings page, select "other" setting options. Adjust the microphone and speaker to a reasonable value (usually adjust to 35.)

Solution 2:

The camera around has interference. For example, cell phone close camera to go on two-way radio, will hear a sharp wind howling. Change a place to see whether there is any obvious noise or not.

2.The camera can

Solution 1:

Press the RESET button, through electrically charged reset to repair.

Solution 2:

Turn off the camera's electricity, manual turn the camera to the front, restart the camera.

Solution 3:

Voltage serious attenuation after extending the power line. Suggest that the power line is not more than 5 meters, the no-load voltage is 5.15V.

3.What is format of the download video file? What's player to play?

Downloaded video file is encrypted mp4 format.

It is recommended to use VLC media player to play video.

4.After opening motion detecting, the camera don't trigger the alarm, what should I do?

Solution 1:

After the success of setting alarm parameters, please pay attention to open the protection

Solution 2:

As required, go to "setting - alarm device" page to adjust motion detection sensitivity.