

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.