

Vicom - Camera

How to Troubleshoot?



1. Not able to install the camera.

- Make sure the wi-fi connection having internet.
- W-Fi router should have 2.4 Ghz connection.
- Camera will work only in 2.4 Ghz frequency.
- Contact your ISP and make a separate SSID for 2.4 GHz, if the router supports 5Ghz and 2.4Ghz both.





2.Wi-Fi connection ok, Internet ok but still camera is not opening in Mipc App.

- Make sure the camera wi-fi password is similar to router wi-fi.
- Check whether the wi-fi of the camera is working ok or not.
- Connect the wi-fi camera to your laptop through the Ethernet port and check wi-fi settings.
- Search IP through advance IP scanner tools, and browse in IE.

3. No camera showing in Mipc application

- Make sure the camera is powered on. Go to settings in the Misc application.
- Click on the local search button. If you find the camera, click on it, you will find a lock symbol on the camera icon, click on the camera icon, and type the actual password of the camera (This only happens when the camera password deleted from the MIPC application).
- The camera will be added to the MIPC application and will work properly.
- Otherwise you have to add the camera as you have added a new camera previously.



The background of the slide features a blurred image of a robot's head in the upper center, with a blue sky and green foliage visible in the background. A dark blue rectangular overlay covers the middle and bottom portions of the slide, containing the text and list.

4. Recording storage day's to be increased

- Increase the capacity of Micro SD card.
- Keep continuous recording in OFF mode.
- Enable motion detection, Change recording mode "Normal" to "Advanced" recording mode.

5. Poor sound receiving issue

- Go to camera settings, go to sound settings, increase speaker and microphone level.
- If the still problem persists, check your App sound settings in the taskbar while viewing the camera.

6. Image is coming reverse while mounted in the ceiling, how to rectify it?




- Enter into the camera settings, go to "Others",
- Enable the Flip button and apply.



7. After inserting SD Card successfully, recording not happening, why ?

After inserting the SD card you have to format it, and after that, you have to enable the recording continuous or event-based.



**Mipc application in phone
can't receive the alarm
notification, why ?**

Enter the camera settings, select
alarm, enable the motion detection
and click on apply!

9. How can I see the recorded video ? Can I use the SD card on the computer for playback ?

- For security purposes, video files are encrypted. Playback is possible only through the MIPC application on a cellphone or computer.
- You cannot use the SD card directly on the computer.
- You need to export the video through SD-tool, a special video export tool. The SD-tool can be downloaded from www.mipcm.com.



10. How can I restore the factory settings?

You can restore the factory settings by pressing the camera reset button for more than 10 seconds.

11.The APP occurred black-screen or purple-screen after you login. Why ?

- It can be a slower network issue, Set to minimum resolution like standard.
- Go to the camera "setting" and "about" interface, check if it has the tips "sensor fault", in that case, you can power on the camera and press the reset button for 15 seconds, after reset successfully, the camera will restore to the factory setting. Then try again.
- Go to APP settings-Transport Protocol and Change transport mode to TCP.
- Reinstall APP and check.
- Adjust the video resolution, choose the HD for FUZZY image.
- Login the camera, adjusting the brightness, saturation, sharpening, contrast can be a good solution.
- Use cotton swabs to wipe the lens, ensure the lens cleanliness.





12. After successful wireless connection, unplug the network cable but it says "device offline ". Why ?

- After successful wireless connection, please assure the Wi-Fi indicator light flashes 3 times green per 3 second, then can unplug the network cable. After unplug the network cable, the camera needs almost 1 minute to connect the Wi-Fi stably.
- Please ensure the proper Wi-Fi connection so that the camera will access easily.

13. The live video not normal, has chromatic aberration.



- Upgrade camera firmware version. go to the camera'' Settings'' -> ''System'' to update.
- Press the RESET button for 15 seconds for factory default setup and after that try to reconnect the camera and issue will be fixed.



14. About the camera SD card usage.

- Camera supports up to 128GB Micro SD card.
- If camera can't reboot after plugged SD card, It's suggested that use a new SD card.
- If SD card has been used for a long time, please format the SD card, if still cannot work well, please replace the SD card.

15. What's the difference between 'Admin password' and 'Guest password'.



You can only view the live video, rotate the camera (Pan, tilt and zoom) , and hear the voice by 'Guest password'. Customers can have the authority of all functions by 'Admin password'.



16. What do the camera indicator lights delegate?

Camera indicator lights introduction.

Indicate light	State	State introduction
Power LED	Always in Red	Power work normally
	Light off	LED defective
Wi-Fi indicator light	Always in Red	1: LED defective 2: Camera just powered on
	Flash 2 times in Red	Camera just power on, ready for the next step
	Flash 3 times in red	Wi-Fi hardware is working normally
	Flash 4 times in red	Camera has connected to the router successfully
	Flash 2 times in yellow	Get IP successfully
	Flash 3 times in yellow	Get the gateway successfully

What do the camera indicator lights delegate?

Indicate light	State	State introduction
Wi-Fi indicator light	Flash 4 times in yellow	Connected to the internet successfully
	Flash 3 times in green	Connected to the cloud server successfully
	Blink in red and green alternately	Adhoc mode (hotspot mode)
Ethernet indicator light	Light off	LED defective
	Always in Red	LED defective
	Flash 3 times in red	The hardware is working normally
	Flash 2 times in yellow	Get IP successfully
	Flash 3 times in yellow	Get the gateway successfully
	Flash 4 times in yellow	Connected to the internet successfully
	Flash 3 times in green	Connected to the cloud server successfully
	Blink in red and green alternately for one time.	Ready to restore factory settings
	Blink in yellow and red alternately for two times.	Ready to restore factory settings, delete the patch
	Blink in yellow and green alternately for one time.	Restoring factory settings
	Blink in yellow and green alternately for two times.	Restoring factory settings and deleting the patch



A white VICOM security camera is positioned in the center of the frame. It has a spherical head with a lens and a microphone. The camera is mounted on a white base. The background is a dark blue, textured surface. The text "VICOM" is overlaid in white, bold, sans-serif font on the camera's head. Below it, the text "For Any More Information" is written in a white, serif font. At the bottom, the text "REACH US @ WWW.VICOMONLINE.COM" is displayed in a white, sans-serif font. The VICOM logo is also visible on the camera's base.

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