

Trouble Shooting

Notes for Wi-Fi configuration of IP camera.

1. Please confirm that your Wi-Fi is 2.4GHz before configuration.
2. The Wi-Fi encryption must be WPA/WPA2
3. Make sure that no unsupported characters, such as " \ ' \$(\$[\${, are used in the Wi-Fi password and the SSID.
4. Enable the DHCP in the Router.
5. Please place the camera near your router and your phone and connect it to a stable network.
6. The indoor camera will give out a "ding-dong" sound when configuring the Wi-Fi, and so please turn the volume up for better configuration. If you need to configure an outdoor IP camera, please power the camera on and press the reset button for about 10 seconds to restore it to the factory.

Does the video camera record sound?

The App plays alarm videos and full-length videos with sound recorded in the remote video. If the dual-way audio function is not turned on manually during manual recording, there will be no sound when you play back the manually recorded video.

Why is the dual-way audio not working?

1. Check if you turn on the sound Monitor. When using the dual-way audio, please turn up the volume of the camera and the smartphone.
2. Confirm that the APP has permission to access the microphone. (Above all, Please make sure your phone isn't on silent mode) If you are still not able to use the dual-way audio after these steps, please reboot or reset the camera and restart it again.
3. The two-way audio does not support speaking on headset and hearing sound at the same time

Why does it still show 0MB even after I have inserted an SD card into the camera?

1. Confirm that the MicroSD card is fully inserted into the camera.
2. Please insert the MicroSD card after the camera is powered off.

Is it necessary to insert the SD card if I want to use alert email function?

No, the alert email can work normally even without the MicroSD card.

Why is the camera always displaying a black and white video image regardless of whether it is day or night?

Reason: You must turn the infrared LED on or adjust the camera's saturation, brightness and sharpness manually on the Web.

Solution 1: Reset the camera and reconnect it.

Solution 2: Login in to the Web, find Setting--Image-Default, and click "Default".

I can view the camera at home but not on my mobile network when I am outside. What should I do?

1. Download the latest App.
2. Reset the camera.
3. Confirm that the smartphone network is working normally.
4. Confirm that the camera is connected to the Internet.
5. Check the phone setting interface and confirm that the iMegaCam APP has the permission to access the Wi-Fi and mobile data.

How many users can view the camera simultaneously?

A camera can be viewed by 3 users simultaneously.

What should do if I forget the camera's password?

For indoor IP camera:

Please power the camera on and press the reset button for about 10 seconds to restore it to the factory settings. Please connect the camera to Internet via Ethernet cable or Wi-Fi after having restarted it. The default password of the IP camera is "admin".

For outdoor IP camera:

Please power the camera on and press the reset button on the camera cable for at least 10 seconds to restore it to the factory settings. The default password for the IP camera is "admin".

I am still unable to record video after having inserted the MicroSD card successfully. How do I solve this?

Reason:

1. The SD card is not supported by the camera. The camera only supports FAT 32 format MicroSD cards.
2. The camera's time has changed after having recorded the remote video.

Solution:

1. Format the SD card via the APP.
2. Set the camera's time again.

The Pan & Tilt function lags when I am using my mobile network. Why is this so?

The limitations of the mobile network and the camera network lead to slow data transmission. Please change the image quality from HD to SD (for App operation) when using the mobile network.

Unable to change to the correct time?

Please choose the correct time zone on the APP and click "Setting Time Zone".

The camera would restart after the setting is done.

The time would run correctly hereafter.

How to upload a video recording via FTP?

1. Check whether you have inserted the MicroSD card into the camera. The FTP video upload requires the MicroSD card for caching.
 2. Click Setting -- Alarm setting--Motion Detection, turn on Motion Detection.
 3. Click Setting -- Action with Alarm setting--Save Video on FTP Server, turn on Save Video on FTP.
 4. Finish the settings about FTP and test it.
- Attention: The duration of the alert video is about 15s.

How to use the email alert function?

Please follow the steps below after adding the camera in the iMegaCam APP:

1. Click Setting-- Alarm setting--Motion Detection, turn on Motion Detection.
2. Click Setting--Action with Alarm setting-- E-mail Alarm with Snapshots, turn on E-mail Alarm with Snapshots.
3. Enter the right email address and test to see if it sends the alert successfully.
4. Enable the SMTP for your email account.

Attention: If you are using Gmail to receive the alert email, please set a different login authorization for Gmail. The APP pushes notifications once every minute.

Is the video saved to the SD card if the camera is disconnected?

If you have already enabled the Alarm Video and Real-time Video functions before the camera is disconnected, the video will be saved automatically and continuously to the SD card.

There is no camera on my LAN?

Please check if your camera and phone are in the same LAN (Local Area Network).

How can I receive the alert push in my smartphone?

Please follow the steps below after adding the camera in the iMegaCam APP:

1. Click Setting -- Alarm setting -- Motion Detection, turn on Motion Detection.
2. Click Setting -- Action with Alarm setting -- Alarm notification, turn on Alarm Notification.
3. Check the phone settings and ensure that the APP has the permission to push notification (turned on by default).

Attention: 1. If you are using the iMegaCam App for the first time, the App will ask users whether they wish to turn the "push notification" on after the installation.

2. APP pushes notifications once every minute.

How to save alert video in the Micro SD card?

After adding the camera in iMegaCam App, please do as following steps:

1. Confirm Micro SD card is inserted into the camera correctly.
2. Click Setting -- Alarm setting -- Motion Detection, turn on Motion Detection.
3. Click Setting -- Action with Alarm setting -- Alarm SD REC, turn on Alarm SD REC.

Note: The duration of the alert video is about 15s. The Alert Video function is turned off by default.

WE ARE HERE TO HELP

Dear,

All above problems will be illustrated on iMegaCam App. For more question, please refer to App help. If your problem still couldn't be solved, please kindly provide the following information:

- *The model and system version of mobile phones
- *The version of iMegaCam App
- *The model, UID and firmware version of camera
- * Description of the problem
- * The full screen snapshots, or video of the problem

We will further analyze and test after receiving the required information. Any new progress will be notified in time.

If you have any question or need further assistance while using our IP Camera, Please contact us directly at: support@tenvis.com.