

Dericam Bx Cameras Troubleshooting Guide

1. All Dericam cameras have high quality of night vision. If you do not get good night vision, please follow the steps below to troubleshoot.

1) The light should not directly expose onto the lens of the camera;



- 2) Move the light or camera's mounting position or angle, to improve night vision quality and make the IR sensor automatically cut at night.



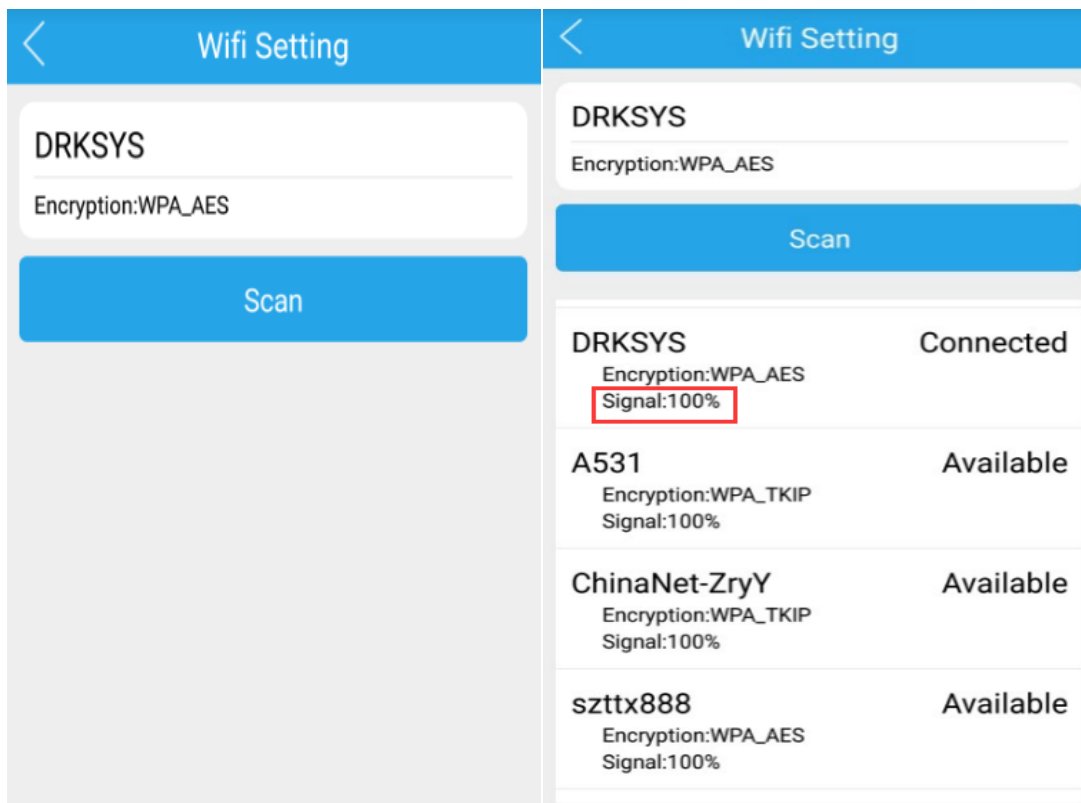
2. All Dericam cameras support WiFi connection, if the camera cannot connect to WiFi, please follow the

steps below to troubleshoot.

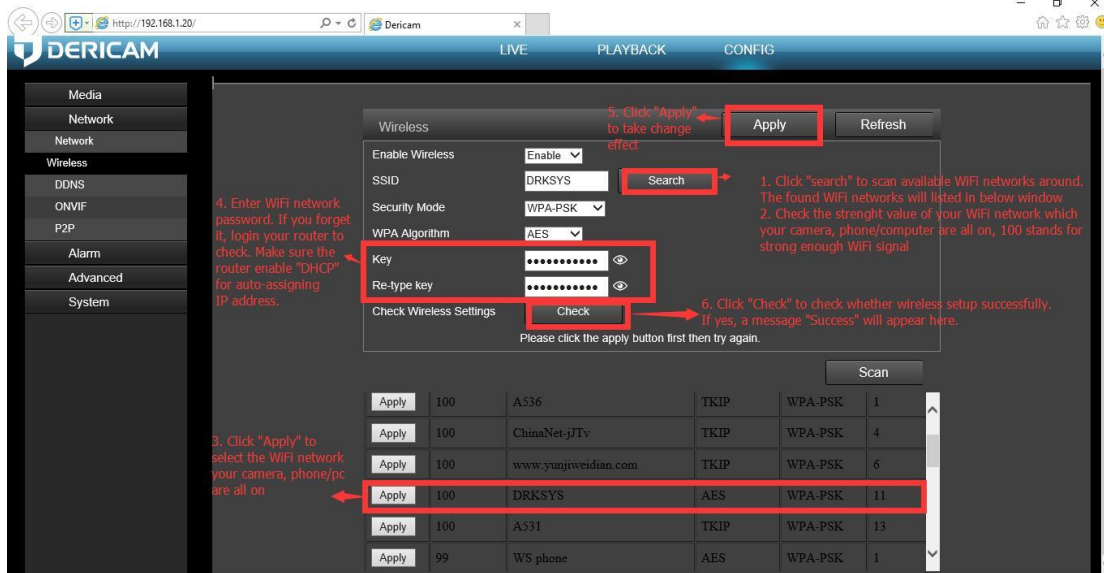
Outdoor cameras have high requirements on the quality of WiFi signal (including strength, stability and speed). Some factors such as distance between mounting position from the router and barriers between them always affect the Wi-Fi connection of camera.

From theory, the available distance from mounting position of outdoor camera to the router can be up to 240-300ft in space area without any barriers between them. But WiFi network condition is always versatile and complex in different environments, so we suggest checking the WiFi strength firstly in WiFi Setting as follows.

- 1) If you are connecting to the camera in Dericam App on Phone. Go to “Camera Setting”->” WiFi Setting”, and click “Scan” to search WiFi network around. The value of WiFi strength will be detected and listed;

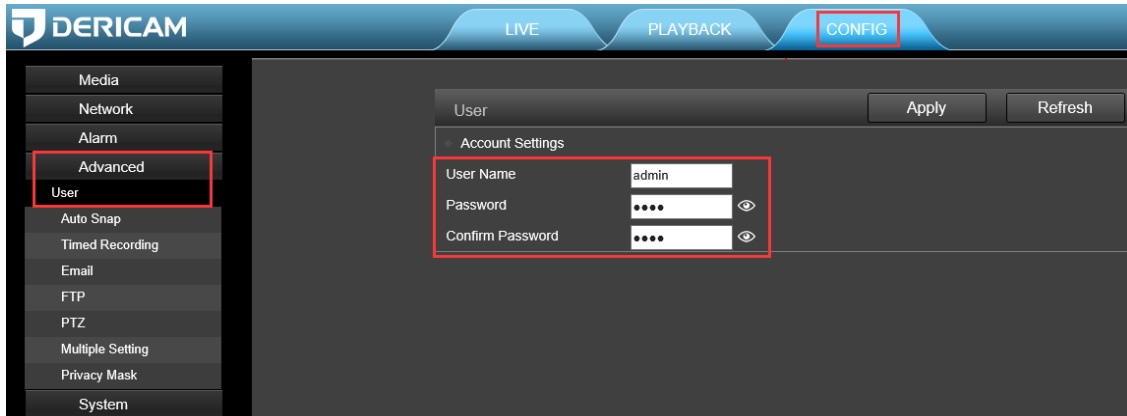


- 2) If you are connecting in IE browser on computer, go to “CONFIG”->” Network”->” Wireless”. Please follow the steps in below snapshots for checking the strength value of WiFi and configuration.
 - A. Click “Search” to scan available Wi-Fi networks around. The found results will be listed in below window.
 - B. Check the Strength value (100 stands for good signal) of your Wi-Fi network, which your camera, computer or smartphone all are on.
 - C. Click “Apply” of the Wi-Fi network with good enough signal. Make sure your computer, phone is also on the same LAN.
 - D. Enter the password of the Wi-Fi network and re-enter for confirmation. If you forget the password, login your router for check and then get it back.
 - E. Click “Apply” to take effect the configuration. And then press “Check” to check whether the camera has connected with the network successfully. If a message “Success” appears at the back of the button “Check”, it means you have already set the wireless connection successfully.



3. All Dericam cameras’ username and password can be modified via Dericam app on phone or web browser on computer. If you’re not able to change the username and password, please follow the steps below to troubleshoot.

- 1) Log in the camera via IE browser on the computer;
- 2) Go to Camera Settings—CONFIG—Advanced—Users to change or update the user name and password.



4. All Software, Firmware, Quick Installation Guide, User’s Manual and technical documents for Dericam cameras are available for download on Our official website. If you have trouble to sign in our website, please follow the steps below to troubleshoot.

- 1) Access our official website <http://www.dericam.com>;
- 2) Click “Sign in” icon on the top right of the website;



sign in

ENTER THE PRODUCT NAME... 

- Home
- About Us
- Products
- Live Demos
- Where to Buy
- Support
- Contact Us



Please Sign In

E-mail address:

Password:

Sign In

Remember me [Forgot your password?](#)

[Register Now!](#)

3) Click "Register Now!" to access the register interface;



sign in

ENTER THE PRODUCT NAME... 

- Home
- About Us
- Products
- Live Demos
- Where to Buy
- Support
- Contact Us



Please Sign In

E-mail address:

Password:

Sign In

Remember me [Forgot your password?](#)

Register Now!

4) Configure Name and Password, select the country you locate at, and input your email address.

- Home
- About Us
- Products
- Live Demos
- Where to Buy
- Support
- Contact Us

Welcome to register as Dericam member

* Name: **← Configure a Name**

* Password: **← Configure a password**

* Confirm Password:

* Area: **← Country you locate at**

* Email: **← Your email address**

← Check this option I agree to and accept the above terms of the agreement [\[Privacy\]](#)

Register Now

Please note: The name you configured may be repeated as some people has already register the name before. If the website does not prompt out message “User Registration success!”, it means the name you input has already been registered by other people, please change another name and register again.

5) After the website prompts “User Registration Success”, you can sign in our website with the new registered account.

5. Most Dericam security cameras have pre-installed SD card which has higher and better security for storage. Even without internet connection, it will keep recording all on the time on the SD card, and have no risk of your privacy. If the SD status shows 0 of 0 GB, please follow the steps below to troubleshoot.

- 1) Please check if the camera is well connected to the network, as if the camera is not well connected, the SD card information may fail to be updated.
- 2) Please disassemble the camera and check if the SD card is loosen inside caused by heavy crash during delivery. For how to disassemble the camera, please kindly us at support@dericam.com, we will guide you to make it with details.

If you need more help or have other questions, please be free to contact us at support@dericam.com