

## **1. Picture flower screen or black screen after logged 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.