Camera Installation

1. Open the top of the Mini-Dome camera in preparation for mounting. Loosen the two torx screws from the camera using the T15 Spanner wrench (Included with camera).

Mounting the Camera

NOTE: To achieve a good angle of view, it is recommended to install the Mini-Dome camera in a location about 9 to 20 feet high.

1. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Pay attention to the camera lens position indication making sure the camera is in the orientation desired. Drill two 1/4" holes.
2. Remove the paper template and install the screw anchors (included) into the holes.
3. Route the camera pigtail through a wall hole or along wall board surface, then screw the camera base in place using the two black Phillips 1/4" long screws. 

Adjusting the Camera View

1. Unfasten the screws on both sides of the lens until the lens dome can be manually turned vertically up and down.
2. After the camera is connected, observe the angle of view and adjust the lens until a satisfactory effect is achieved. Tighten screws to lock the lens dome in place.

SD Memory Card

If the camera will be using an SD memory card, insert the card into the SD card slot (7) while the cover is off the camera.

NOTE: When installing an SD card, make sure that write protect is OFF before inserting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

Installing Mini-Dome Camera Cover

1. Align the camera cover over the camera base.
2. Use the T15 spanner wrench to secure the camera cover.

Camera Power

The camera can be powered by 12 VDC through the power connector, or through the network cable by Power Over Ethernet (PoE).

Hardwired Power Connection

12 VDC power for the camera can originate from a plug-in 12 VDC power supply (not included).

1. On the camera’s power lead, plug the terminal block (J) into the power connector (K). (The connector is keyed to fit only one way.)
2. Wire 12 VDC + and – to the terminal block (J). Polarity is marked in the plastic on the power connector (K).

Connection to a Switch or Router

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L) into the camera’s network cable (M).
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

Connection to Power Line Adapters

PoE power adapters (PLA) can power the camera through PoE and send network traffic through the installations 120 VAC wiring. 

NOTE: Power Line Adapters need to be “synced” with each other before use. Refer to the PLA instructions for details.

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

Camera Network Connection

IP camera can connect to the network various ways. Choose the connection that best suits the installation.

For ethernet cables, plug the Cat-5 Coupler (L) into the camera’s network cable (M).

Connection to a Switch or Router

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

Connection to Power Line Adapters

Power line adapters (PLA) can power the camera through PoE and send network traffic through the installations 120 VAC wiring. 

NOTE: Power Line Adapters need to be “synced” with each other before use. Refer to the PLA instructions for details.

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

Camera Smart Phone Applications

For monitoring 2GIG cameras, both smart phone / tablet applications are available on-line.

For Android devices, “2GIG Video” is an application available in the Google Play Store.

For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

Installing the 2GIG Video Application

1. Go to the on-line store company for the smart phone or tablet and download the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this sheet for details on adding and viewing 2GIG cameras with each application.

Camera Installation

The camera is typically installed on the ceiling. Mini-Dome pigtail can be routed through wallboard or along its surface.

Opening the Camera

Open the top of the Mini-Dome camera in preparation for mounting. Loosen the two torx screws from the camera using the T15 Spanner wrench (Included with camera).

Camera Mounting Options

Ceiling Mounting

1. Drill a 1/4" hole through the center of the lens unfasten both side screws.
2. Insert the screw anchors (Included) into the holes.
3. Use the T15 spanner wrench to secure the camera cover.

Smart Phone Applications

2GIG Video

Smart Phone / Tablet Applications

For Android devices, “2GIG Video” is an application available in the Google Play Store.

For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

Installing the 2GIG Video Application

1. Go to the on-line store company for the smart phone or tablet and download the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this sheet for details on adding and viewing 2GIG cameras with each application.
Camera Installation

Open the top of the Mini-Dome camera in preparation for mounting. Loosen the two torx screws from the camera using the T15 Spanner wrench (Included with camera).

NOTE: To achieve a good angle of view, it is recommended to install the Mini-Dome camera in a location about 9 to 20 feet high.

1. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Pay attention to the camera lens position indication making sure the camera is in the orientation desired. Drill two 1/4" holes.
2. Remove the paper template and install the screw anchors (included) into the holes.
3. Route the camera pigtail through a wall hole or along wall board surface, then screw the camera in place using the two black Phillips 1/4" long screws.

Adjusting the Camera View

1. Unfasten the screws on both sides of the lens until the lens dome can be manually turned vertically up and down.
2. After the camera is connected, observe the angle of view and adjust the lens until a satisfactory effect is achieved. Tighten screws to lock the lens dome in place.

Smart Phone Applications

For monitoring 2GIG cameras, 2GIG Video apps for smart phone / tablet applications are available online.

• For Android devices, “2GIG Video” is an applicable product available in the Google Play Store.
• For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

Installing the 2GIG Video Application

1. Go to the on-line store compatible with the smart phone or tablet and download the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this sheet for details on adding and viewing 2GIG cameras with each application.
**2GIG-CAM-250P, 2GIG-CAM-250PB**

**INDOOR/OUTDOOR MINI-DOME IP CAMERAS 2MP**

**INSTALLATION INSTRUCTIONS**

**Contents**
1—2GIG Mini-Dome IP Camera with 18” pigtail
1—Auxiliary Analog Video Test Cable
1—RJ-45 Network Coupler
1—3” Support CD with Documentation & Tools
1—Paper Mounting Template
2—1/4”-20 Mounting Screws and Anchors

**Installation Tools Required**
- Phillips and Flat Head Screwdrivers
- Electric Drill
- T15 Spanner Wrench (included)

**Camera Components**

<table>
<thead>
<tr>
<th>PART</th>
<th>COMPONENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>A/B</td>
<td>Video (Output)</td>
<td>Analog video and output plug for use with the Auxiliary Analog Video Test Cable (for test &amp; setup)</td>
</tr>
<tr>
<td>C</td>
<td>POWER Indicator</td>
<td>Lights red when camera has power</td>
</tr>
<tr>
<td>D</td>
<td>NET Indicator</td>
<td>Lights green during network traffic</td>
</tr>
<tr>
<td>E</td>
<td>Micro SD Card Indicator</td>
<td>Lights red when micro SD card is inserted</td>
</tr>
<tr>
<td>F</td>
<td>Micro SD Card Slot</td>
<td>Fits micro SD memory card</td>
</tr>
<tr>
<td>G</td>
<td>RESET TO DEFAULT Button</td>
<td>Press for 20 seconds to restore factory settings</td>
</tr>
</tbody>
</table>

**Pigtail Harness Components**

<table>
<thead>
<tr>
<th>PART</th>
<th>COMPONENT</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>H</td>
<td>Audio Input</td>
<td>3.5 mm Line level input</td>
</tr>
<tr>
<td>I</td>
<td>Audio Output</td>
<td>3.5 mm Line level output</td>
</tr>
<tr>
<td>J</td>
<td>Wired Hardwire Power</td>
<td>Power connector 12 VDC power input</td>
</tr>
<tr>
<td>K</td>
<td>Power Connector</td>
<td>12 VDC power input</td>
</tr>
<tr>
<td>L</td>
<td>Cat-5 Coupler</td>
<td>Female to Female CAT-5 cable</td>
</tr>
<tr>
<td>M</td>
<td>Network Cable</td>
<td>RJ-45 CAT-5 cable connector</td>
</tr>
</tbody>
</table>

**Camera Installation**

The camera is typically installed on the ceiling. Mini-Dome pigtail can be routed through wallboard or along its surface.

**Opening the Camera**
Open the top of the Mini-Dome camera in preparation for mounting. Loosen the two torx screws from the camera using the T15 Spanner Wrench (Included with camera).

**Mounting the Camera**

**NOTE:** To achieve a good angle of view, it is recommended to install the Mini-Dome camera in a location about 9 to 10 feet high.  
1. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Pay attention to the camera lens position indication making sure the camera is in the orientation desired. Drill two 1/4” holes.  
2. Remove the paper template and install the screw anchors (included) into the holes.  
3. Route the camera pigtail through a wall hole or along wall board surface, then screw the camera base into place using the two black Phillips 1-1/4” long screws.

**Adjusting the Camera View**

Point the camera lens roughly towards the desired view.  
1. Unfasten the screws on both sides of the lens until the lens dome can be manually turned vertically up and down.  
2. After the camera is connected, observe the angle of view and adjust the lens until a satisfactory effect is achieved. Tighten screws to lock the lens dome in place.  

**SD Memory Card**

If the camera will be using an SD memory card, insert the card into the SD card slot (F) while the cover is open.  

**NOTE:** When installing an SD card, make sure that write protect is OFF before inserting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

**Installing Mini-Dome Camera Cover**

1. Align the camera cover over the camera base.  
2. Use the T15 spanner wrench to secure the camera cover.

**Camera Power**

The camera can be powered by 12 VDC through the power connector, or through the network cable by Power Over Ethernet (PoE).

**Hardwired Power Connection**

12 VDC power for the camera can originate from a plug-in 12 VDC power supply (not included).

**Camera Network Connection**

An IP camera can connect to the network various ways. Choose the connection that best suits the installation.  

**For ethernet cables,** plug the Cat-5 Coupler (L) into the camera’s network cable (M).

**Connection to a Switch or Router**

Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).  

**Connection to a 2GIG NVR**

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).  
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

**Connection to Power Line Adapters**

Power line adapters (PLA) can power the camera through PoE and send network traffic through the installations 120 VAC wiring.

**NOTE:** Power Line Adapters need to be “synced” with each other before use. Refer to the PLA instructions for details.  
1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).  
2. Plug the other end of the cable into a PLA. Plug the PLA into a power outlet.  
3. Plug one end of another Cat5 (Cat-5e or Cat-6) cable into another PLA. Plug the adapter into a power outlet.  
4. Plug the other end of the cable into an available switch, router, or 2GIG NVR camera port.

**Smart Phone Applications**

For monitoring 2GIG cameras, two smart phone / tablet applications are available online.  
- For Android devices, “2GIG Video” is an applicable app available on the Google Play Store.  
- For Apple iOS devices, “2GIG Video” is an application available in the Apple App Store.

**Installing the 2GIG Video Application**

1. Go to the on-line store for downloading.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

**NOTE:** When installing an SD card, make sure that write protect is OFF before inserting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

**Installing Mini-Dome Camera Cover**

1. Align the camera cover over the camera base.  
2. Use the T15 spanner wrench to secure the camera cover.

**Figure 1. Camera Contents**

**Figure 2. Camera Features**

**Figure 3. Pigtail Harness Connectors**

**Figure 4. Camera Mounting Options**

**Figure 5. Opening the Camera**

**Figure 6. Mounting the Camera**

**Figure 7. Camera View Adjustments**

**Figure 8. Installing Camera Cover**

**Figure 9. Hardwired Power Connection**

**Figure 10. PoE Switch Connection**

**Figure 11. Non-PoE Router Connection**

**Figure 12. 2GIG NVR Connection**

**Figure 13. Power Line Adapter Connection**

**Figure 14. Android App in Play Store**

**Figure 15. iOS App in Apple Store**
Camera Installation

The camera is typically installed on the ceiling. Mini-Dome pigtail can be routed through wallboard or along its surface.

Opening the Camera

Open the top of the Mini-Dome camera in preparation for mounting. Loosen the two torx screws from the camera using the T15 Spanner Wrench (Included with camera).

Mounting the Camera

**NOTE:** To achieve a good angle of view, it is recommended to install the Mini-Dome camera in a location at least 9 to 20 feet high.

1. Locate the screw hole template, remove the adhesive backing. Stick the template in the camera installation location. Place attention to the camera lens position indication making sure the camera is in the orientation desired. Drill two 1/4" holes.
2. Remove the paper template and install the screw anchors (included) into the holes.
3. Route the camera pigtail through a wall hole or along wall board surface, then screw the camera base in place using the two black Phillips 1-1/4" long screws.

Adjusting the Camera View

Point the camera lens roughly towards the desired view.

1. Unfasten the screws on both sides of the lens until the lens dome can be manually turned vertically up and down.
2. After the camera is connected, observe the angle of view and adjust the lens until a satisfactory effect is achieved. Tighten screws to lock the lens dome in place.

SD Memory Card

If the camera will be using an SD memory card, insert the card into the SD card slot (7) while the cover is off the camera.

**NOTE:** When installing an SD card, make sure that the write protect is OFF before inserting the card. When removing an SD card, put the write protect ON first, or data may be lost or the SD card may be damaged. When hot plugging an SD card, stop recording first.

Installing Mini-Dome Camera Cover

1. Align the camera cover over the camera base.
2. Use the T15 spanner wrench to secure the camera cover.

Camera Power

The camera can be powered by 12V DC through the power connector, or through the network cable by Power Over Ethernet (PoE).

**Hardwired Power Connection**

1. On the camera's power lead, plug the terminal block (J) into the power connector (K). (The connector is keyed to fit only one way.)
2. Wire 12V + and – to the terminal block (J). Polarities are marked in the plastic on the power connector (K).

**Camera Network Connection**

IP camera can connect to the network various ways. Choose the connection that best suits the installation.

PoE power can be supplied to the camera through the network connection from a PoE source. If the camera uses PoE power, do not use the hardwired power connection.

For Ethernet cables, plug the Cat-5 Coupler (L) into the camera's network cable (M).

**Connection to a Switch or Router**

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into an available port on the local area network’s router or switch.

**Connection to a 2GIG NVR**

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into an available PoE camera port on the 2GIG NVR.

**Connection to Power Line Adapters**

Power line adapters (PLA) can power the camera through PoE and send network traffic through the installations 120 VAC wiring.

**NOTE:** Power Line Adapters need to be “synced” with each other before use. Refer to the PLA instructions for details.

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into a PLA.
3. Plug the PLA into a power outlet.
4. Plug one end of another Cat5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
5. Plug the other end of the cable into another available PoE camera port on the 2GIG NVR.

**Connection to Power Line Adapter**

1. Plug one end of a Cat-5 (Cat-5e or Cat-6) cable into the Cat-5 Coupler (L).
2. Plug the other end of the cable into a PLA.
3. Plug the PLA into a power outlet.
4. Plug the adapter into a power outlet.
5. Plug one end of another Cat-5 (Cat-5e or Cat-6) cable into the adapter.
6. Plug the other end of the cable into an available switch, mote, or 2GIG NVR camera port.

Pigtail Harness Components

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<th>PART COMPONENT DESCRIPTION</th>
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</tbody>
</table>

Camera Contents

1—2GIG Mini-Dome IP Camera with 18" pigtail
1 Analog Video Test Cable
1 RJ-45 Network Coupler
1 3” Support CD with Documentation & Tools
1 Paper Mounting Template
2 T-1/4” Mounting Screws and Anchors

Smart Phone Applications

For monitoring 2GIG cameras, across smart phone / tablet applications are available online:

1. For Android devices, “2GIG Video” is an applicable option available in the Google Play Store.
2. For Apple iOS devices, “2GIG Video” is an applicable option available in the Apple App Store.

Installing the 2GIG Video Application

1. Go to the on-line store compatible with the smart phone or tablet and download the 2GIG Video app.
2. Click on INSTALL. Wait for the installation on the device.
3. Click on OPEN. The application should launch.

See Section 7 or Section 8 on the reverse side of this sheet for details on adding and viewing 2GIG cameras with each application.
Android 2GIG Video Application
An Android device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting router Port Forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password (admin/admin).
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCEED message should be displayed.
6. Press AUTO DISCOVERY again. The IP Camera(s) names are displayed.
7. Select a Camera.
8. Select a video stream to view (cameras can send two video streams of different qualities).

The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple cameras can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

iOS Application
An Apple device can run the 2GIG Video Application to monitor 2GIG cameras. First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting router Port Forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Apple store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen. The EXISTING DEVICES will be listed.
3. Press AUTO DISCOVERY again.
4. Then search for the 2GIG IP Camera on the Local Area Network. The IP addresses of the camera(s) discovered will be listed.
5. Click on a camera, then enter the default Username and Password (admin/admin) then press OK.
6. If the camera’s username and password is OK the camera’s IP address will turn blue.
7. Repeat Steps 6 & 7 for additional cameras.
8. Press the blue camera IP address to select the camera. A blue check mark will show.
9. Press ADD. The ADD SUCCEED message should be displayed. Press OK.
10. Press the HOME icon. Press the + sign to display the available cameras.
11. Select a Camera.

The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple cameras can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

2GIG Video Troubleshooting
Q: I cannot see the IP Camera on my network.
A: Make sure that the IP Camera is connected. If using IPv6, make sure the IP address is configured. If using IPv4, make sure the IP address is configured.

Q: How long does it take to update the firmware on the IP Camera?
A: When connected to the IP Camera using Flash technology the maximum number of video connections is 2. When connected to the IP Camera using ActiX technology, the maximum number of video connections is 10 concurrent video streams are supported over ActiX, 2 streams are supported with Flash.

Q: What is the SD Card formatting info?
A: Retrieve the SD Card from Format Flash SD Card on your SD Card reader or, use the format command in the SD card utility on your computer. This device complies with EC Directive 1999/5/EC of 9th February 1999 on the approximation of the laws of the member states relating to the electrical and electronic equipments. It is the responsibility of the user to periodically update the firmware in order to be in compliance with the current regulatory changes.

Q: How does one update to the firmware on the IP Camera?
A: The 2GIG Support tool is designed to update the IP Camera firmware. For more information, please see the firmware update procedure in the Support tool.

Q: The image is not clear at night.
A: Also make sure that no object is blocking the path of the IR Emitter. Check the Sensor Settings in the IP Camera to verify that the Day/Night option is set to Auto. The IR sensor of the IP camera may need to be adjusted when the 2GIG IP Cameras are active.

Q: How can I receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera browsers?
A: To enable Audio (including bi-directional audio) and receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera browsers, refer to the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

Camera & Network Software Setup
Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up the initial IP Camera and Network System settings:

• Determine the camera’s IP address
• Set a static IP address for the camera
• Setup the camera’s port numbers
• Setup the router’s Port Forwarding
• Connect to the camera with a browser

After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions
To enable Audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiX plugin is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera browsers.

There are two steps to install ActiX on Internet Explorer:
1. Internet Explorer Security Tab
   Access this menu in Internet Explorer through the TOOLS -> INTERNET OPTIONS menu
   2. Click on the SECURITY Tab. Click TRUSTED SITES. Click Sites.
   3. Enter the IP Address of the IP Camera.
   4. Click CLOSE.
   5. Click CUSTOM LEVEL.
   6. Scroll down to DOWNLOAD SIGNED ACTIVEX CONTROLS. Download UNSIGNED ACTIVEX CONTROLS
   7. Set both of these options to PROMPT.

Q: Why does a warning appear when I am away from my house.
A: A Warning icon will be displayed when the camera is away from your house. If the warning icon appears when the camera is away from your house, refer to the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

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Nortek Security & Control LLC
1950 Camino Vida Roble, Suite 150
carlsbad, CA 92008-6517 USA
Visit www.2GIG.com or dealer.2gig.com technical support hours of operation: Mon. – Fri. 8AM – 5PM Mountain Time.
Limited Warranty
This Nortek Security & Control product is warranted against defects in materials and workmanship for two years. This warranty is non-transferable. To obtain warranty service, write to: Nortek Security & Control, 1950 Camino Vida Roble, Suite 150, Carlsbad, CA 92008-6517 USA. Nortek Security & Control will replace or, at its option, repair any defective product in accordance with the terms of this warranty. This warranty is in lieu of all other warranties express or implied.

For technical support outside of the USA and Canada:
Contact your regional distributor
Visit www.nortekcontrol.com for a list of distributors in your region.
Android 2GIG Video Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras.

First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting up router port forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password.
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESSED message should be displayed.
6. In the Application Settings, The IP Camera(s) names are displayed.
7. Select a Camera.
8. Select a video stream to view (camera can send two video streams of different quality)
9. The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

iOS Application

An Apple device can run the 2GIG Video Application to monitor 2GIG cameras.

First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for details on setting up router port forwarding.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Apple App Store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen. The EXISTING DEVICES screen will display.
3. Press AUTO DISCOVERY, then SEARCH.
4. The app will search for 2GIG IP Cameras on the Local Area Network. The IP addresses of the camera(s) discovered will be listed.
5. Click on a camera, then enter the default Username and Password. (admin / admin) then press OK.
6. If the camera's username and password is OK the camera’s IP address will turn blue.
7. Repeat Steps 6 & 7 for additional cameras.
8. Press the blue camera IP address to select the camera. A blue check mark will show.
9. Press ADD. The ADD SUCCESSED message should be displayed. Press OK.
10. Press the HOME icon. Press the + sign to display the available cameras.
11. Select a Camera.
12. The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

2GIG Video Troubleshooting

Q: I cannot see the IP Cameras on my network.
A: Make sure that the IP Camera is powered on. If using PoE for power ensure that the Ethernet cable is connected to the IP Camera (The PoE switch must be an approved 2GIG PoE switch). Also make sure that the IP Camera is on the same network as your IP Camera(s).

Q: I cannot see video when I log into my camera.
A: Check if the IP Camera’s IP address is correct. If not, use a scanner to scan the QR code on the back of the camera. The camera IP address is set to Auto. The WDR feature of the IP camera may need to be disabled when the IR LEDs are on.

Q: How do I format the SD card for recording?
A: Login to the IP Camera(s). Default User Name and Password is admin. Navigate to Device Configuration-> Record Directory. Select SD Card and press Format.

Q: What if I lost my Format Settings?
A: Remove the SD Card from and insert it into another device such as a PC or Camera that supports SD cards. After formatting, reinstall the SD Card into the IP Camera(s) and format the SD card again in the IP Camera(s). Note that the SD Card format needs to be lost.

Q: How long does it take to update the firmware on the IP Camera(s)?
A: The 2GIG Video Application is designed to be updated on the IP Camera(s). After the firmware update process takes between 5 and 10 minutes to complete, the updated version of the firmware will be installed.

Regulatory Information

Modification Changes or modifications not expressly approved by Nortek Security & Control could void the user’s authority to operate the equipment.

This device complies with part 15 of the FCC Rules and Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation of the device.

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Limited Warranty

The Nortek Security & Control LLC product is warranted against defects in material and workmanship for two (2) years. This warranty applies to customers who buy direct from Nortek Security & Control LLC or through Nortek Security & Control normal distribution channels. Nortek Security & Control shall not be held liable for damages or financial loss caused by defects in material and workmanship. Nortek Security & Control reserves the right to repair the unit or replace it at the discretion of the manufacturer or owner. Nortek Security & Control Liability is of no other warranties express or implied.

Nortek Security & Control LLC
1950 Camino Vida Roble, Suite 150
Carlsbad, CA 92018-6517 USA

For technical support in the USA and Canada: Dial: 855-2GIG-TECH (855-244-4832)
Email: 2gigtechsupport@nortek.com

Visit www.2gig.com or dealer2gig.com technical support hours of operation

For technical support outside of the USA and Canada: Contact your regional distributor

Visit www.nortekcontrols.com for a list of distributors in your region.
Android 2GIG Video Application

An Android device can run the 2GIG Video Application to monitor 2GIG cameras.

First set up the application while the Android device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s), remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up the wireless network settings.

Adding 2010 IP Cameras

1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password.

4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESSED message should be displayed.
6. Press AUTO DISCOVERY. The IP Camera(s) names are displayed.
7. Select a Camera.
8. Select a video stream to view (cameras can send two video streams of different qualities)
9. The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

iOS Application

An Apple device can run the 2GIG Video Application to monitor 2GIG cameras.

First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s), remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. Refer to the initial IP Camera & 2GIG NVR Software Setup included with the camera for details on setting up the wireless network settings.

Adding 2010 IP Cameras

1. After downloading the 2GIG Video app from the App Store, press OPEN.
2. Press AUTO DISCOVERY magnifying glass at the top of the screen. The EXISTING DEVICES section will display.
3. Press AUTO DISCOVERY, then SEARCH.
4. The app will search for 2GIG IP Cameras on the Local Area Network. The IP addresses of the camera(s) discovered will be listed.
5. Click on a camera, then enter the default Username and Password. (admin / admin)
6. Then OK.
7. If the camera’s username and password is OK the camera’s IP address will turn blue.
8. Repeat Steps 5 & 7 for additional cameras.
9. Press the blue camera IP address to select the camera. A blue check mark will show.
10. Press ADD. The ADD SUCCESSED message should be displayed. Press OK.
11. Press the HOME icon. Press the sign to display the available cameras.
12. Select a Camera.
13. The camera’s view will be displayed. Option buttons display on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

For details on using the app, refer to the app’s built-in help instructions accessed through the gear setup icon.

Camera & Network Software Setup

Refer to the Initial IP Camera & 2GIG NVR Software Setup included with the camera for step-by-step details on setting up the initial IP Camera & Network settings.

- Determine the camera’s IP address
- Set a static IP address for the camera
- Setup the camera’s port numbers
- Setup the router’s Port Forwarding
- Connect to the camera with a browser

After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

Audio/Snapshot/Playback Functions

- Enables audio (including bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiVox plugin is required. You cannot receive audio on Google Chrome, Apple Safari, Mozilla Firefox, Opera browsers.

There are two steps to install ActiVox on Internet Explorer.

Internet Explorer Security Tab

1. Access this menu in Internet Explorer through the TOOLS -> INTERNET OPTIONS menu.
2. Click on the SECURITY Tab. Click TRUSTED SITES. Click Sites.
3. Enter the IP Address of the IP Camera.
4. Click CLOSE.
5. Click CUSTOM LEVEL.
6. Scroll down to DOWNLOAD SIGNED ACTIVOX CONTROLS. DOWNLOAD UNSIGNSED ACTIVOX CONTROLS
7. Set both of these options to PROMPT.
8. Click OK.
9. Click OK to save changes

Installing ActiVox

1. With the Internet Explorer Web browser, Log in to the Live Video screen of the IP Camera.
2. Click on the link “Click here to use short delay Plugin for Live Video.” Click INSTALL on the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

Maximize your video streams supported

The IP Cameras support Flash and ActiVox technology for video streaming. 10 concurrent video streams are supported over ActiVox, two streams are supported with Flash.

2GIG Video Troubleshooting

Q: I cannot see the IP Camera on my network
A: Make sure that the IP Camera is powered on. If using PoE for power ensure that the Ethernet cable is connected to the IP Camera. If PoE power is not being supplied to the network, remove the power supply then plug it into the wall. On the 2GIG-CAM 2010 IP Camera, remove the outer cover to check the power LED is solid red. Ensure that the network cable is connected to the network switch on the Local Area Network. If using a tablet or smartphone to detect the IP Camera, make sure the mobile device is on the same network as the IP Camera(s).

Q: I cannot see cameras when I am away from my house.
A: Insert the SD Card into the IP Camera(s). Refer to the installation manual for further instructions.

Q: The image is not clear at night
A: Check the IP camera’s lens for any smudges or moisture like fingerprints. Wipe down with a non-abrasive towel.

Q: What if SD Card format fails?
A: Insert the SD Card into the IP Camera(s). Refer to the installation manual for further instructions.

Q: I cannot view multi-camera streams on my mobile device.
A: High resolution streams require high amounts of data to be transmitted. The application and mobile device have a limit on how many high resolution streams can be transmitted.

Q: How do I format the SD card for recording?
A: Insert the SD card into the IP Camera(s). Refer to the installation manual for the exact location of the SD card slot. Log in to the IP Camera(s), Default User Name and Password is admin. Navigate to Device Configuration> Record Directory. Select SD Card and press Format button.

Nortek Security & Control LLC
1590 Camino Vida Roble, Suite 150
Carlsbad, CA 92008-6517 USA
Dial: 855-2GIG-TECH (855-244-4832)
Email: 2gigtechsupport@nortek.com
Visit www.2gig.com or deal2gig.com technical support hours of operation

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LIMITED WARRANTY

The Nortek Security & Control LLC product is warranted against defects in material and workmanship for one (1) year. This warranty extends to the original owner. Nortek Security & Control LLC’s liability is limited to the repair or replacement of the product or, at Nortek Security & Control LLC’s option, the refund of the purchase price. Nortek Security & Control LLC is not liable for any incidental, special, indirect or consequential damages with respect to the use or inability to use the product.

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Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password (admin / admin).
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESS message should be displayed.
6. Press the magnifying glass icon at the bottom of the screen. The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
7. Click on the left-hand side of the screen to select the camera's IP address.
8. Select a video stream to view (cameras can send two video streams of different qualities). The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
9. For details on using the app, refer to the app's built-in help instructions accessed through the gear setup icon.

## iOS Application
An Apple device can run the 2GIG Video Application to monitor 2GIG cameras.

First set up the application while the Apple device is connected to the Local Area Network that the camera(s) are installed on. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. To monitor the camera(s) remotely, on the Internet, from outside the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router.

Adding 2010 IP Cameras
1. After downloading the 2GIG Video app from the Google Play store, launch the app.
2. Press AUTO DISCOVERY at the bottom of the screen.
3. Enter the default Username and Password (admin / admin).
4. Press SEARCH. The app will search for 2GIG IP Cameras on the Local Area Network. The camera(s) discovered will be listed.
5. Select the 2GIG Camera(s) with the blue check mark, then press ADD. The ADD SUCCESS message should be displayed.
6. Press the magnifying glass icon at the bottom of the screen. The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
7. Click on the left-hand side of the screen to select the camera's IP address.
8. Select a video stream to view (cameras can send two video streams of different qualities). The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.
9. For details on using the app, refer to the app's built-in help instructions accessed through the gear setup icon.

## Camera & Network Software Setup
Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up the initial IP Camera & Network system settings.
- Determine the camera’s IP address
- Set a static IP address for the camera
- Setup the camera's port numbers
- Setup the router’s Port Forwarding
- Connect to the camera with a browser

After the initial setup, refer to the 2GIG Camera Operation Instructions included on the Support CD for details on all camera settings available.

## Audio/Snapshot/Playback Functions
To enable Audio (including Bi-directional audio) on the 2GIG IP Cameras, Internet Explorer with an ActiveX plug-in is required.

There are two steps to install ActiveX on Internet Explorer:
1. With the Internet Explorer Web browser, Login to the Live Video screen of the IP Camera.
2. Click on the link “Click here to use short delay Plug-in for Live Video.” Click INSTALL on the prompt that appears. Live video with Audio Controls/Snapshot/Playback should work on the tab.

Maximum video streams supported
The IP Cameras support Flash and ActiveX technology for video streaming. 10 concurrent video streams are supported over ActiveX, two streams are supported with Flash.

## 2GIG Video Troubleshooting
Q: I cannot see the IP Camera on my network
A: Make sure that the IP Camera is ON. If using PoE for power ensure that the ethernet cable is connected to the correct port. If using a power supply ensure that the power supply is plugged into the wall.

Q: I cannot see the IP Camera on my network
A: Check that the IP Camera’s lens for any smudges or moisture fingerprints. Wipe down with a non-abrasive towel.

Q: I cannot view video from the IP Camera
A: Check that the IP Camera is connected to the router Port Forwarding.

Q: I cannot view video when I am away from my house
A: Press the blue camera IP address to select the camera. The camera’s view will be displayed. Option buttons display are on the bottom of the screen. Multiple camera views can be tiled, video snapshots, full screen mode, and other options are available.

Q: I cannot see Video when I am away from my house
A: Click on the left-hand side of the screen to select the camera’s IP address. Navigate to Device Configuration-> Record Directory. Select SD Card and press OK.

Q: I cannot see Video when I am away from my house
A: Check that the IP Camera is connected to the router Port Forwarding.

Q: I cannot see Video when I am away from my house
A: Select a Camera.

Q: How long does it take to update the firmware on the IP Camera?
A: The Update Tool is designed to update the IP Camera(s) between 5 and 10 minutes for both wired and wireless updates.

Q: How long does it take to update the firmware on the IP Camera?
A: The Update Tool is designed to update the IP Camera(s) between 5 and 10 minutes for both wired and wireless updates.

Q: What if SD Card Formatting Fails?
A: Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera.

Q: What if SD Card Formatting Fails?
A: Make sure that the IP Camera is powered on. If using PoE for power ensure that the Ethernet cable is connected to the Local Area Network that the camera(s) are installed on, Port Forwarding must be set in the router. Refer to the Initial IP Camera & 2GIG NVR Software Setup sheet included with the camera for step-by-step details on setting up the initial IP Camera & Network system settings.

Q: What if SD Card Formatting Fails?
A: Check the Day/Night option is set to Auto. The WDR feature is set to “on” and the “on” video streams can be viewed.

Q: What if SD Card Formatting Fails?
A: Check the IP cameras’ lens for any smudges or moisture fingerprints. Wipe down with a non-abrasive towel.

Q: What if SD Card Formatting Fails?
A: Check the Day/Night option is set to Auto. The WDR feature is set to “on” and the “on” video streams can be viewed.

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