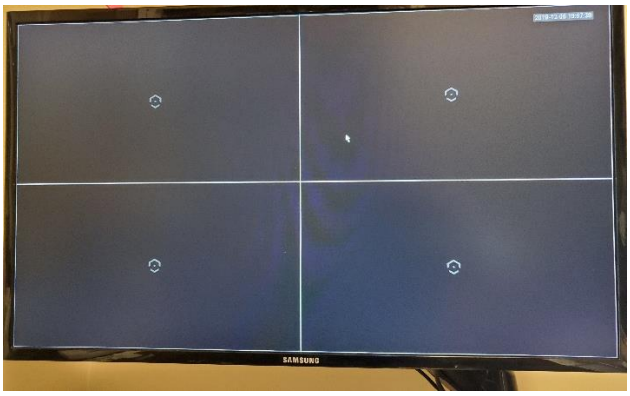
If You Have Problems

Your new Viper VCAM camera system is built with the highest quality components for years of enjoyment and productivity. However, variables in power grid at your location or other factors can cause your camera system to malfunction.

A. If no cameras are being displayed on your TV or Monitor and your TV has no display on it:

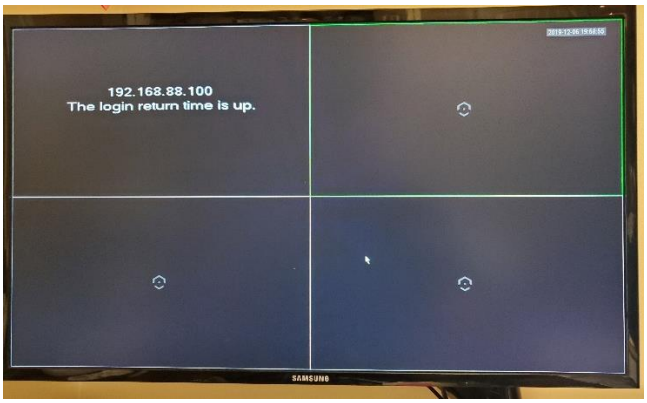
1. Make sure your TV or monitor is powered on
2. Make sure TV or monitor is set to the correct HDMI input (source)
3. Make sure the HDMI cable from the NVR to the TV is connected
4. Make sure the NVR is powered on. There should be at least one blue LED on the front of the NVR when powered on. The NVR takes 3 to 5 minutes to start up and display your camera(s).
5. Check your camera(s) on your phone app – this will tell you if your cameras, NVR, and router are all working properly.

B. If no cameras are being displayed on your TV or Monitor but your TV displays the main screen with all panes occupied by the Amcrest logo:



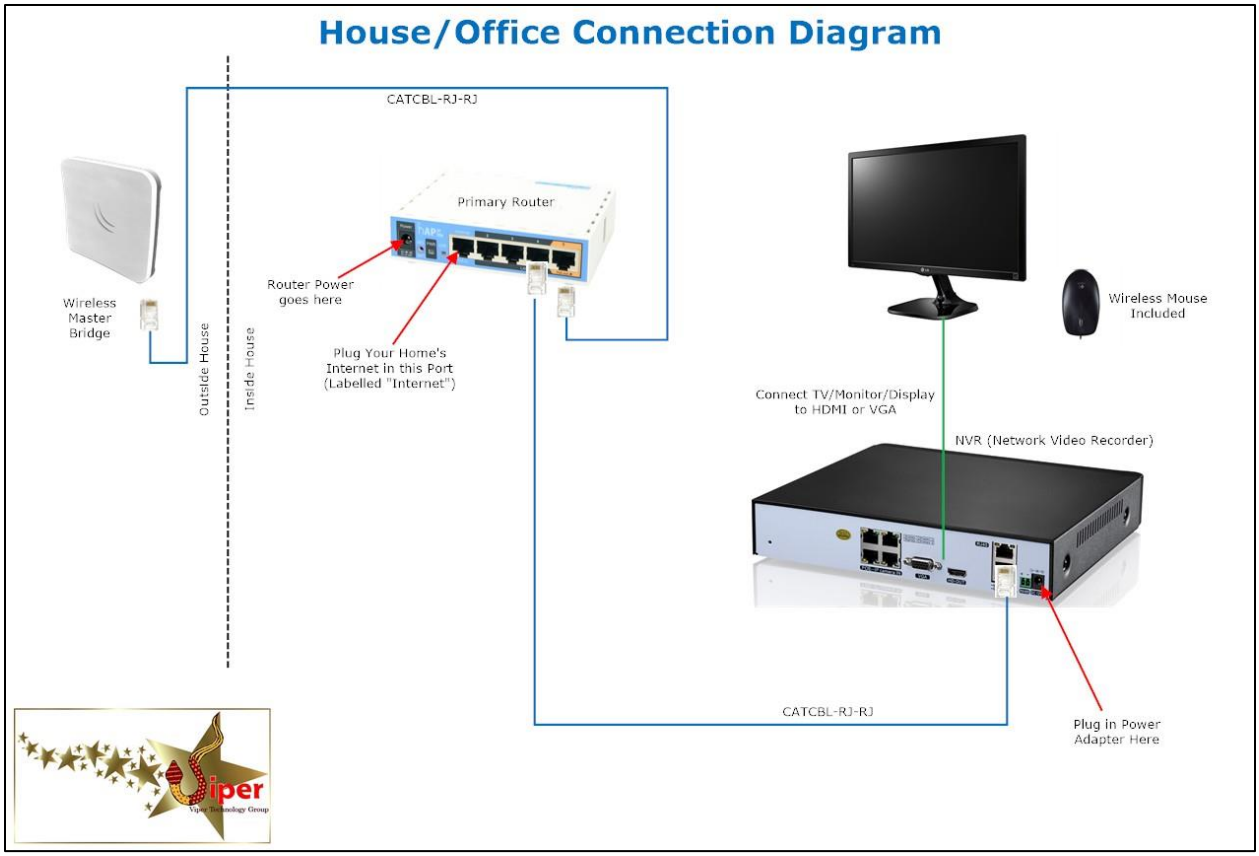
1. Use the NVR's wireless mouse and click the right mouse button to display the drop-down menu. Then point and click on "View 4", then on "1-4" that opens to the right. This will display cameras 1 through 4 on the screen. If this still doesn't display anything, refer to #2 below.
2. Contact us for troubleshooting – most likely this has been caused by the NVR being reset to factory defaults, or the camera programming being deleted from the NVR.

C. If you see a “the login return time is up” message in one or more of your camera panels:



1. This message means the communication between the camera and the NVR is broken, which can be caused by several factors:
    a. no power getting to the camera
    b. the camera needs to be rebooted (power cycled)
    c. no power to the Primary Router or NVR
    d. no connection or bad connection at the router or NVR
    e. poor connection/dirty connection at the camera
    f. cables incorrectly connected to the router or NVR
    g. defective equipment

2. If you have multiple cameras, and all cameras are giving this message, it is most likely an issue with no power at the cameras, or an issue with a connection at the router or NVR at the house.
    a. Make 100% sure your connections in the house are correct, and solidly plugged in. Don’t assume they are because everything worked yesterday. Children, animals (and yes, adults) mess with cords and connect things incorrectly. This MUST be checked first before anything else. Please refer to the house wiring diagram included with your package for connection details. A standard house wiring diagram can be found on the following page.
        i. The Ethernet cable running from the wireless master bridge MUST be plugged into PORT 5 of the primary router.
        ii. The Ethernet cable running from the NVR MUST be plugged into PORT 2, PORT 3, or PORT 4 of the primary router.
        iii. The Ethernet cable running from your internet service/equipment MUST be plugged into PORT 1 of the primary router



b. Power cycle the primary router and NVR. Do this by unplugging their respective power cords, leaving for 30 seconds, and plugging back in. Allow 5 to 10 minutes for everything to boot back up and start working.

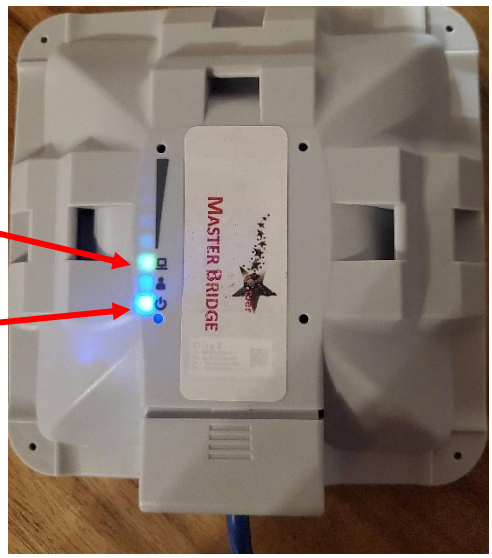
c. Make sure the primary router and NVR are both plugged into power. The primary router should have several light on it, including an orange or red LED. The NVR will have at least one green LED lit on the front of it.

d. Make sure the correct power cord is used for the NVR and the router (these can be interchanged but will not work correctly if they are). The NVR power adapter MUST have an output of 12 volts DC (12VDC) and a minimum of 2000ma (2 amps). The primary router will have a 24 volts DC rating. We've seen several instances where the wrong cord was used in the wrong place.

e. Make sure there is power getting to the wireless master bridge. The orange/red LED on the primary router indicates power is being sent to the bridge, but a defective cable, cable end, or poor connection will render the master bridge useless. There will be a single blue LED illuminated on the back of the master bridge, along with a single green LED. These LEDs are not very bright, and are somewhat difficult to see in daylight unless you go right up to the back of the bridge to have a look. Make sure these are both illuminated.

Green Light: on steady, but will flash occasionally

Blue Light: on steady, should not flash



f. Have you had a change in internet service/internet provider? Again, common issue where cables or equipment gets unplugged or removed altogether.

g. Make 100% sure there is power getting to the cameras. You'd be surprised how many calls we receive with cameras not working, and there is a breaker off, a cord unplugged, etc. If you are not sure, power-cycle the cameras:

   i. Unplug the main A/C power cord from the receptacle/extension cord that runs from the camera's Power Distribution Box to disconnect power
   ii. Leave unplugged for at least 30 seconds
   iii. Plug the power back in. Look for the power LED on the bottom of the Power Distribution Box to light up. The camera should also turn to indicate it is receiving power – this is important to check for.

3. If it is only one camera displaying the "Login return time us up" message,
   a. Power-cycle the camera in question. To power-cycle the camera:
      i. Unplug the main A/C power cord from the receptacle/extension cord that runs from the camera's Power Distribution Box to disconnect power
      ii. Leave unplugged for at least 30 seconds
      iii. Plug the power back in. Look for the power LED on the bottom of the Power Distribution Box to light up. **The camera should also turn within a few**

seconds of power being plugged back in to indicate it is receiving power – this is important to check for. If the camera does not rotate after being power cycled, the power transformer inside the grey power distribution box is likely blown.

iv. Allow 3 to 5 minutes for the wireless bridge to re-connect to the system and the camera to start broadcasting again.

b. Check for power and wireless signal at the wireless camera bridge. There are several LEDs on the back of every camera bridge. These LEDs are not very bright, and are somewhat difficult to see in daylight unless you go right up to the back of the bridge to have a look.

i. There will be a single blue LED, indicating the bridge is receiving power. If the blue LED is off, the power transformer inside the power distribution box is likely blown.

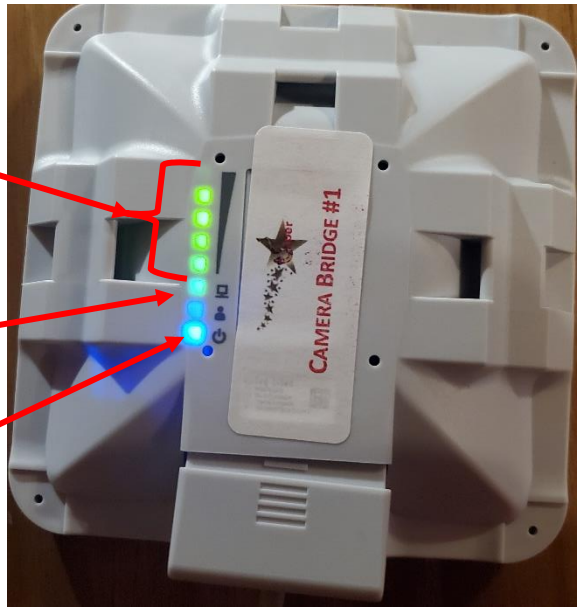
ii. There will be several green LEDs indicating wireless signal strength. You need at least 4 to 5 of these green LEDs to be illuminated in order for the camera to stream video effectively.

iii. If the blue LED is on and there are less than 4 green LEDs illuminated, there is something interfering with the wireless signal between the camera bridge and the master bridge (new buildings, bins, trees, etc. on the yard in the way?)

FIVE Green Lights: signal strength/quality indicators. on steady, should not flash. You must have at least 4 to 5 signal LEDs on steady to achieve solid camera performance

Green Light: on steady, but will flash occasionally

Blue Light: on steady, should not flash



c. There may be a connection issue between the camera and the power distribution box. Disassemble, inspect, and clean the connection:

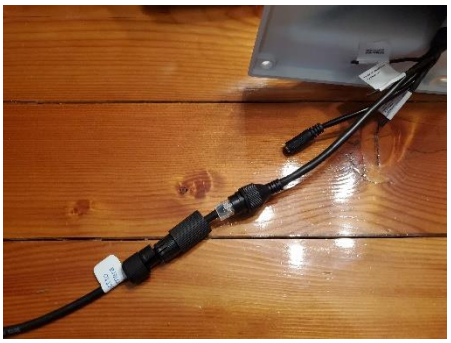
   i. Unplug the main A/C power cord from the receptacle/extension cord that runs from the camera's Power Distribution Box to disconnect power

   ii. Locate the connection between the power distribution box and the camera – this may be tucked inside the mount/arm of the camera to protect from the weather, so you may need to remove the camera from the post or building that it is attached to in order to find this connection

   iii. Un-screw the cap on the weatherproof gland to expose the rubber seal

   iv. With a small flat screwdriver or similar object, carefully pry out and remove the rubber seal from the weatherproof gland housing

   v. Rotate the weatherproof gland housing counter-clockwise slightly to un-lock it from the camera's connector and slide it back on the cable to expose the connection



vi. Disconnect the cable from the camera's female housing – this is like a phone connection

vii. Inspect thoroughly for moisture, dirt, debris, corrosion, burnt or broken pins, etc

viii. Contact cleaner or spray alcohol can be used to clean the male and female connection

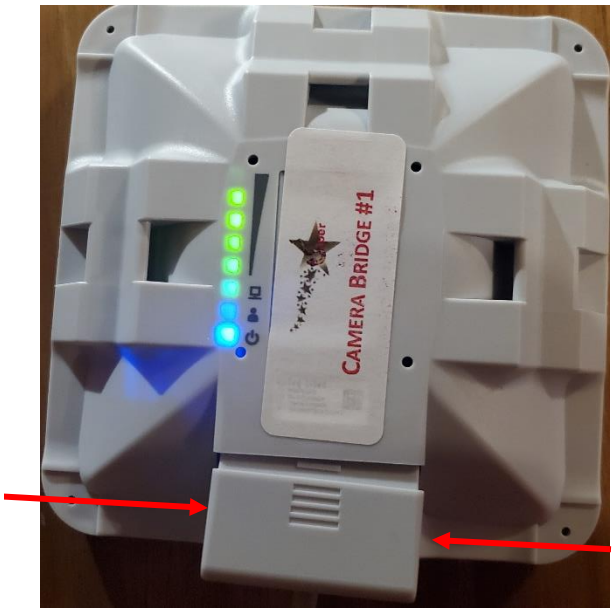
ix. Re-connect the cable and female connection and power up the camera. DO NOT assemble the weatherproof connector at this time until you've established the camera is functional again.

x. Watch for the camera to rotate a few seconds after being powered on, to confirm the camera is receiving power

xi. Allow 3 to 5 minutes for the camera to come back online.

d. There may be a connection issue between the wireless bridge and the power distribution box. Disassemble, inspect, and clean the connection:

i. Slide the cable protection cover down to open the cover. This may take some wiggling and possibly a small slotted screwdriver to pry it open. Squeezing the sides of the cover will help release it.



Squeeze the sides of the door to release it

ii. Unplug the Ethernet cable from the wireless bridge.

iii. Inspect thoroughly for moisture, dirt, debris, corrosion, burnt or broken pins, etc

iv. Firmly and carefully snap the cable back into the female port of the wireless bridge after inspection.

D. If you have a PTZ (pan-tilt-zoom) camera that is streaming video but you are unable to pan or tilt it:

1. Power-cycle the camera in question. To power-cycle the camera:
    a. Unplug the main A/C power cord from the receptacle/extension cord that runs from the camera's Power Distribution Box to disconnect power
    b. Leave unplugged for at least 30 seconds
    c. Plug the power back in. Look for the power LED on the bottom of the Power Distribution Box to light up. **The camera should also turn within a few seconds of power being plugged back in to indicate it is receiving power – this is important to check for.** If the camera does not rotate after being power cycled, the power transformer inside the grey power distribution box is likely blown.
    d. Allow 3 to 5 minutes for the wireless bridge to re-connect to the system and the camera to start broadcasting again.

2. If power cycling does not solve the problem, has there been any freezing rain, wet snow, strong winds combined with snow lately? Freezing rain will almost always freeze the moving external parts of a PTZ camera. And wet, blowing snow can easily get packed in between the two halves of the camera to prevent movement.
    a. Unplug the main A/C power cord from the receptacle/extension cord that runs from the camera's Power Distribution Box to disconnect power
    b. Go up to the camera and CAREFULLY rotate and tilt the camera, being very careful not to move it too fast which can cause internal damage. NEVER TRY THIS WITH THE CAMERA POWERED ON AS DAMAGE WILL OCCUR.
    c. After free movement is confirmed, power the camera back up, carefully observing it rotate and tilt during its power-up sequence.

E. If you can use your cameras on your TV but not on your phone app:

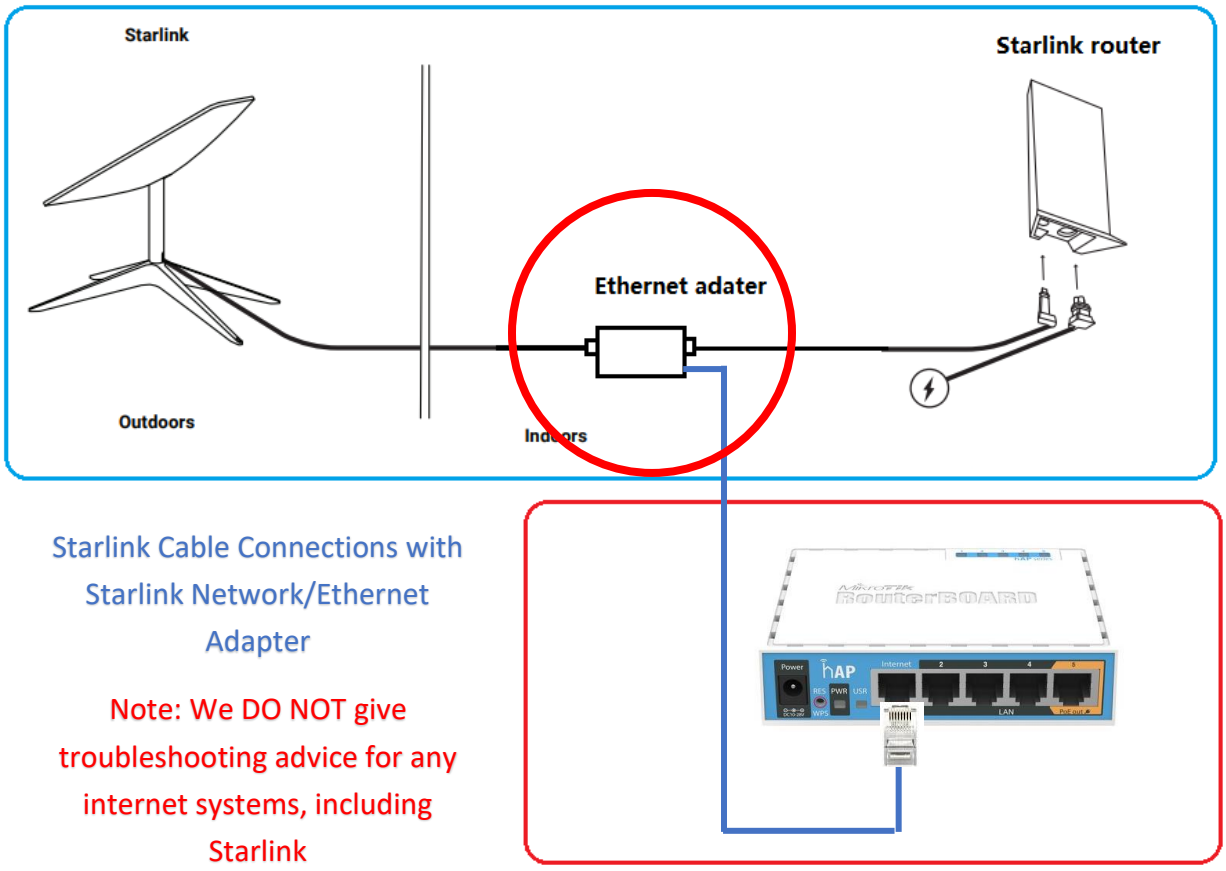
1. This is almost exclusively caused by an internet issue. You will need to verify if there is internet getting to the primary router. If there isn't you'll need to verify that your internet is working at all.

2. Verify the connection at the primary router for the internet connection. There should be a network (Ethernet) cable plugged into PORT 1 of the primary router. This wire then MUST feed into your internet service or router.

Diagnosing internet issues MUST be done with a laptop computer, a tablet/iPad, or a desktop computer hard-wired into the primary router. Verifying internet with a phone is pointless, as the phone will switch to cell data to provide internet to the phone if the Wi-Fi is not working.

IMPORTANT

If you have Starlink internet with the newer rectangular dish, you MUST have the Starlink Network Adapter plugged into the Starlink modem, and a network cable connecting the Starlink Network Adapter to PORT 1 of the primary router. There is no other way to do this with Starlink internet. You can purchase the adapter from the Starlink store or from Amazon.



Starlink Cable Connections with Starlink Network/Ethernet Adapter

Note: We DO NOT give troubleshooting advice for any internet systems, including Starlink

3. Check for internet at the primary router (the router that came with your camera system):
    a. Using a laptop or tablet, ensure you are connected to the Wi-Fi named "Cameras" or "Mikrotik…". You may get a warning message when connecting to it that the internet is not working. If using a desktop computer, ensure the wireless connection is connected to the Cameras or Mikrotik wi-fi networks OR hardwire the computer to the primary router and re-start the computer so it recognizes the new connection.
    b. Open your internet browser and visit SEVERAL websites, Facebook, etc. to verify if the internet is working or not. Don't rely on one website working to indicate your internet is working fine.

c. If the internet through the primary router is working fine:
    i. Power cycle the router and the NVR. Do this by unplugging their respective power cords, leaving for 30 seconds, and plugging back in. Allow 5 to 10 minutes for everything to boot back up and start working.
    ii. We would also recommend restarting your phone during this time.
    iii. Once everything is back up and running, check the phone app again for functionality. If the app still is not working, check it on another phone or tablet. If a different device is working and your phone is not, the phone or the app on the phone is likely defective.
d. If the internet through the primary router is NOT working:
    i. Connect to your own personal router, or directly to the internet service with a laptop, tablet, or desktop and once again thoroughly check for internet functionality.
    ii. If there is no internet service again, the camera system is not at fault; it is an issue with your internet or internet equipment and must be dealt with accordingly.
    iii. If the internet at your provider's equipment or router is working, but not the primary router, re-check the cable connection between the internet service and the primary router. The primary router may be defective (extremely rare).

4. Call or text us; we can often check for system connectivity remotely.

Contact us!

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