

More information can be found on <https://netvue.zendesk.com/hc/en-us>.

## Frequently Questions

Q: Does the camera work on 5G Wi-Fi?

A: NETVUE outdoor security Camera only supports 2.4G Hz Wi-Fi, not 5G Wi-Fi.

Q: Network connection problem

A: First, please confirm the device status is on.

1. keep the device in a 2.4G WIFI environment with good signal.
2. Re-configure WIFI
3. Change another 2.4G WIFI/Hotspot
4. Reset power of the device

If these methods still can not help you to connect the internet, please contact the R&D group.

If they still can not solve your problems, please contact [review@netvue.com](mailto:review@netvue.com) for a new replacement.

Q: Not wireless?

A: NETVUE outdoor camera needs to be charged. There will be a black adapter in the accessories of the outdoor camera, and the NETVUE outdoor camera needs to be used with the adapter.

Q: Motion Detection not working?

A: First, Please make sure you have allowed the Netvue app to send you notifications in your phone's settings.

Second, Please make sure the "Do Not Disturb" mode is off on your phone, otherwise you won't get notifications when you locked the screen.

Lastly., Please make sure you have enabled the motion detection features on the Netvue app device setting.

Q: Unluckily, receive a broken camera even without packing box.

A: It might be used products that Amazon logistic picks a wrong one to you. Please send the photos of your camera and email [review@netvue.com](mailto:review@netvue.com) for a new replacement.

Q: Night version image is all black.

A: Step1: Please use the "Night Vision Mode" function in the App setting, set it to "always-on" and save it, and the device is in the forced night vision mode.

Step2: Play again and check if the image is normal.

Step3: If the image is normal, Please set the "Night Vision Mode" function to "Auto" and save it. Play again and check if the image is normal.

Step4: If the image is abnormal, Please set the "Night Vision Mode" function to "always off" and save it, then set it to "always-on" and save it. If it is close enough to the device, you should be able to hear the "Kata" sound of IR Cut switching. Play again and check if the image is normal. If not, reboot device. After the device is online, please play again. Whether the image is normal. Still abnormal, contact us [review@netvue.com](mailto:review@netvue.com) for a replacement.

Q: Night vision picture is blurry.

A: If the camera's picture is blurry in night vision, please make sure there is no strong light around the camera and also no reflection.

Like the below picture, if there is strong light or something will reflect the IR lights, please adjust the camera location angle to avoid reflection, which might cause blurry.

If the problem still can not be solved, please find Netvue support.

Q: How to setup a micro SD/TF card? What is maximum storage for SD/TF card?

A: 1. Please format the SD to fat32 or vFat firstly. You can go to APP general setting and format SD card.

2. After formatting the SD/TF card, insert SD/TF card into the camera, it will automatically start recording. And after 5 mins, it can playback.

The maximum storage is 128GB. Once it goes full it will overwrite it, so the recording will be continuous.

Q: How to save cloud recordings?

A: Step 1: First of all, you need to have an SD/TF card installed on the device or you have subscribed to the 24/7 Cloud service.

Step 2: Go to the cloud recording page, drag the timeline below to the time and date that you want to replay the video.

Step 3: While the video is playing tap the record button on the screen (The button that goes red once tapped), and this will be saved directly to your phone's photo album. Just hit the recording button to stop and hit the save button.

Q: Do you have to buy a cloud service for each individual camera?

A: Yes. Cloud service is based on each device, not account.

Q: I can not watch live video.

A: Please make sure the APP is the latest and your device is online. Refresh the device list or re-login the app.