

# FAQ – Veise Indoor Pan-Tilt Camera VC20Y1

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# 1. Veise App: Registration & Device Pairing

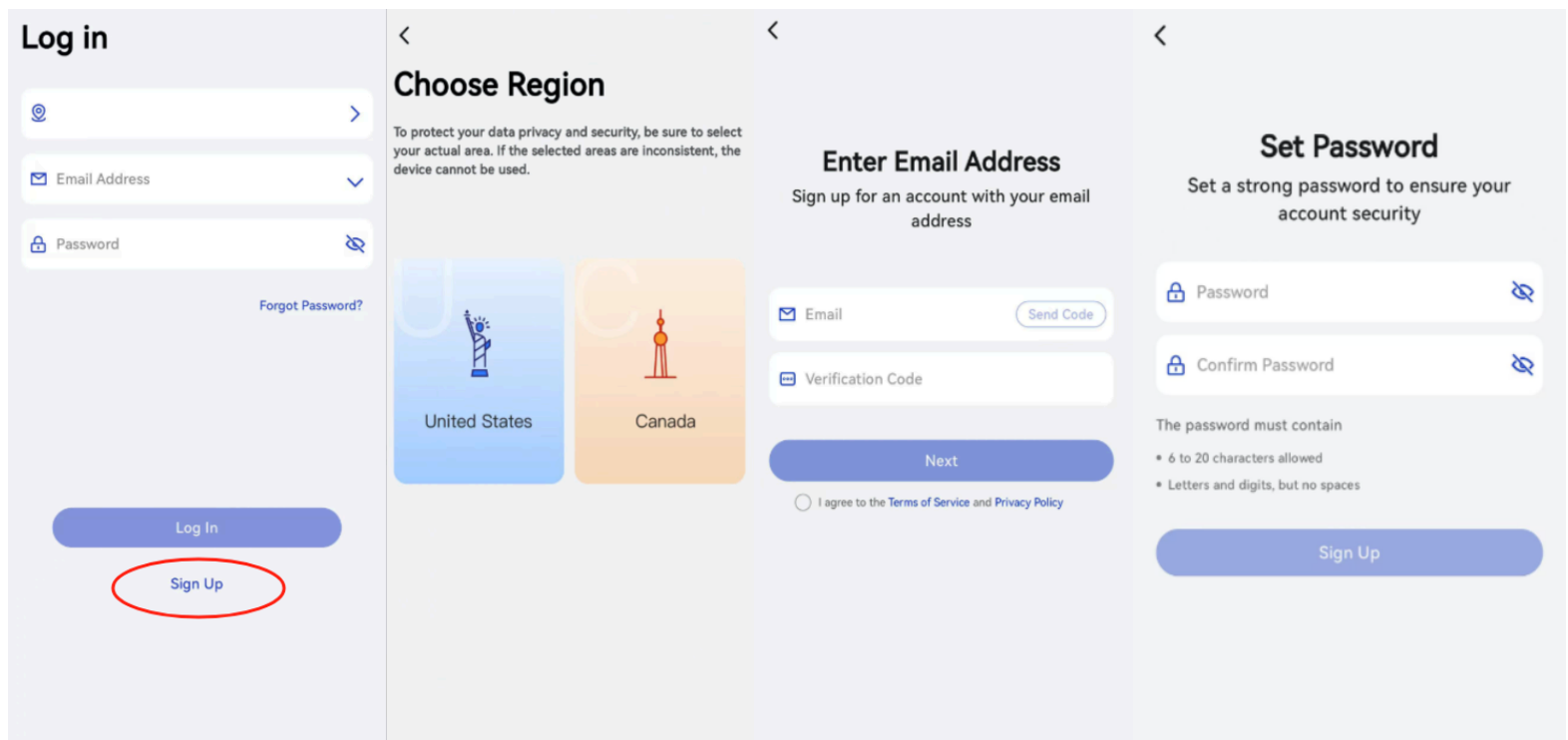
## 1.1 Download and Install the App

- Open the **App Store (iOS)** or **Google Play (Android)**.
- Search for “**Veise Security**” and install the app.

When you open the app, make sure to allow notifications and choose ‘Wi-Fi & Cellular Data’ for smooth pairing and reliable app performance.

## 1.2 Register / Log In

- Open the app. Tap **Sign Up** and choose your home region.
- Enter your email, get the verification code from your inbox, then agree to the terms and tap **Next** to set your password.
- Passwords must be **6–20 characters**, may include letters and punctuation, but **no spaces**. Once the password is set, registration is complete.
- **Email Subscription (Optional)** Choose whether to receive email notifications.
- On the log in page, select your region and enter your **registered email and password**.



## 1.3. Pairing Your Camera & Connecting 2.4GHz Wi-Fi

### 1.4 Open the Veise Security App

- 1) Make sure your phone is on a **2.4GHz Wi-Fi** network
- 2) Open the **app** and tap Add Device on the home screen
- 3) Scan the QR code on the **bottom of the camera**
- 4) Choose the home where you want to add the device.

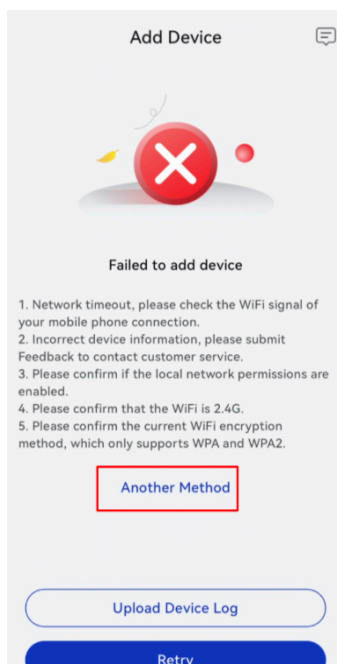
### 1.5 Power On the Camera

- 1) Plug in and charge the camera. It will perform a ~30s pan-tilt self-check; the indicator light will slowly flash red.
- 2) Press and hold the RST button for 3+ seconds or press it 5 times consecutively until you hear “Ready for setup”.

### 1.6 Connect to Wi-Fi & Bind

- 1) The app will detect your Wi-Fi; confirm it is 2.4GHz and enter the correct password.
- 2) The camera will connect and bind to your account
- 3) Once bound, the device is ready to use.

**1.7 If Setup Fails**, select “**Another Method**” in the app and try again.



## 2. Free 180-day cloud trial and SD card setup (SD card not included)

### Q1: What storage options are available for the VC20Y1 camera?

**A:** The camera supports **cloud storage and local storage:**

- Cloud Storage: **Free 180-day trial available**; subscription applies after the trial ends.
- Local Storage: Requires a microSD card (**purchased separately**) inserted into the camera.

### Q2. How do I get the free 180-day cloud trial?

**A:** After successfully pairing and binding the camera for the first time, tap the gift icon in the top-right corner and follow the instructions to claim the 180-day free trial. Alternatively, go to Settings → Cloud Storage in the app to activate the free trial.

Note: After the free trial ends, the selected plan will be **automatically charged**.

### Q3. What microSD card formats are supported by the VC20Y1 camera?

**A:** 1) Insert the microSD Card, suggest that use a Class 10 or higher card, with a maximum capacity of 256GB.

2) Format in the Veise App If needed, please always format the card using Veise Security; do not format it on a computer or with third-party software.

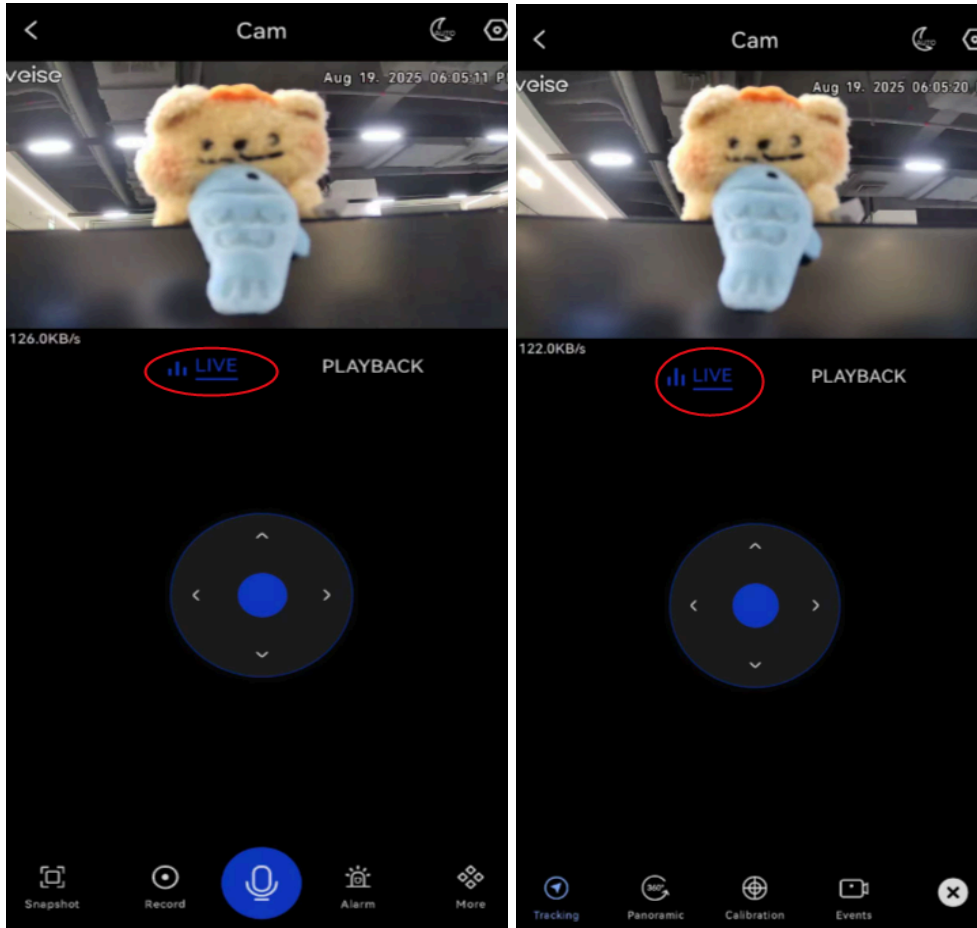
3) During Use, please do not remove or insert the card while the camera is operating to avoid data loss or damage.

FYI: A microSD card that meets these basic requirements will work normally. For better performance, consider these advanced specifications:

- Video Speed Class (V10, V30, etc.): Minimum write speed for video; V30 or higher recommended for 4K recording.
- UHS Speed Class (UHS-I, UHS-3): Affects read/write speeds; UHS-3 is suitable for HD video and fast continuous recording.
- Application Performance Class (A1, A2): Indicates app performance; A1 supports standard apps, A2 offers higher speed and efficiency.

### 3. Live & Playback Function FAQ

#### 3.1 Live Function FAQ



Function	Description
Snapshot	Capture a screenshot of the current video frame.
Record	Record the current video playback.
Speak	Enable two-way audio via the app and camera.
Alarm	Trigger a warning sound; plays for 30 seconds by default.
Tracking	Automatically follow people detected in the frame.
Panoramic	Activate horizontal patrol mode; camera sweeps side to side.
Calibration	Return the camera to its central default position.

## Q1: Why can't I view live video?

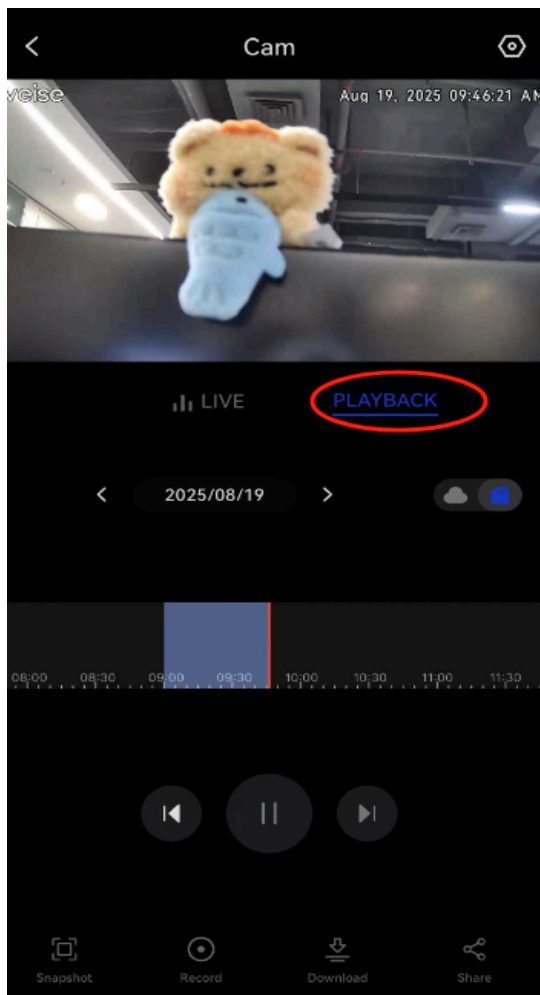
**A:**

- 1) Make sure the Veise Security App has **network access enabled** (Wi-Fi & Cellular Data). You can check this in your phone's Settings → Apps → Veise Security → Permissions.
- 2) Try **updating the firmware**. Go to General > About Device > Click Device Version to open the upgrade page.

## Q2: What is Privacy Mode?

**A:** Privacy Mode can be enabled in the settings (default is off). When enabled, live view and recording are disabled.

## 3.2 Playback Function FAQ



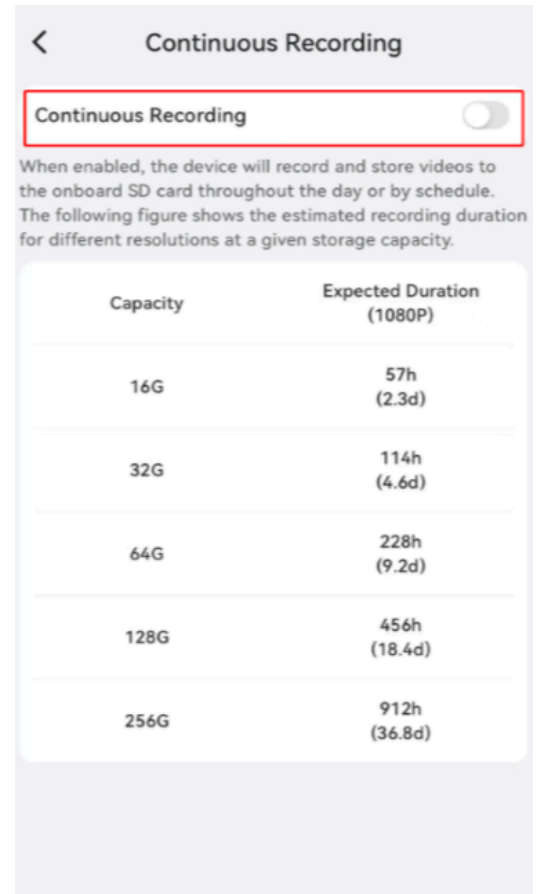
Function	Description
Snapshot	Capture a screenshot of the current video frame.
Record	Record the current video playback.
Download	Download the current event clip.
Share	Share the current event clip.

## Q1: Why does playback show “No video”?

**A:**

1) Ensure a **microSD card is properly inserted** or **cloud storage is activated**; without either, the camera cannot record or playback video.

2) Check if **Continuous Recording** is enabled: Go to Settings → Video Settings → Continuous Recording → Enable(see pic). Only when the camera is recording, or when an event is detected, will playback video be available.



## Q2: Why does playback show “Unable to play video”?

**A:** If cloud storage is enabled, make sure the camera has a stable network connection. Try reconnecting the device or switching to a different network if necessary.

## 4. Events Detection & Alerts FAQ

### Q1: Why isn't the camera recording events?

**A:** 1) Make sure Motion Detection is enabled:  
Settings → Motion Detection → **Motion Detection (Enable)**

2) Ensure notifications are allowed in both your phone settings and the Veise app.

3) Check the detection sensitivity; **set it to 3 or higher for more responsive detection.**

4) If using a Detection Zone, confirm the selected area size, as it affects detection.

5) Make sure Privacy Mode is off; when enabled, the camera will not operate.

### Q2: Why doesn't Pet Command work when cats or dogs pass by?

**A:** 1) Ensure Pet Detection is enabled in Motion Detection → **Detection Type** → **Pet**.

2) Check the detection sensitivity; **levels 1–2 may be too low to trigger detection reliably.**

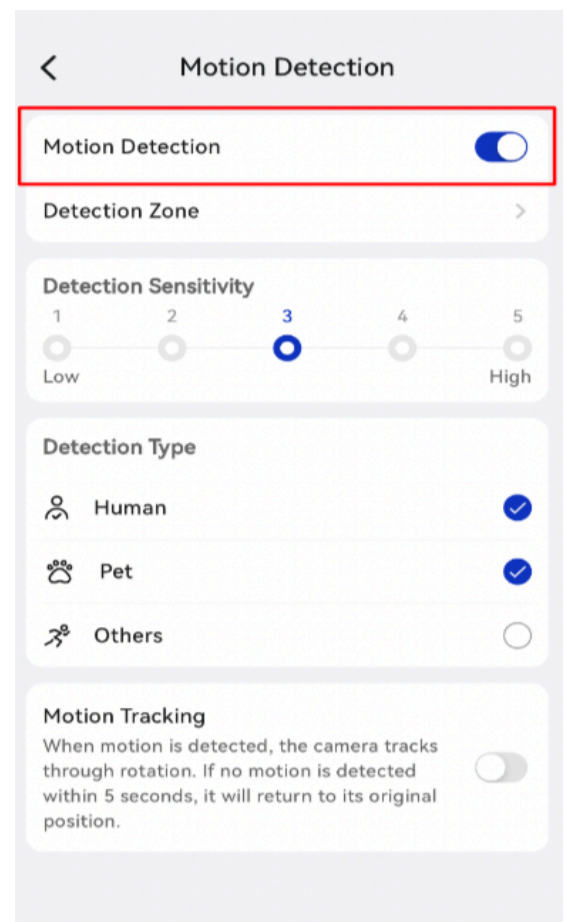
3) If using a Detection Zone, confirm its size. Pet Command only triggers when a pet is detected within the defined area.

### Q3: Why does the camera move on its own?

**A:** 1) Check if any of these live-view features are active:

- Tracking – Automatically follows detected people in the frame.
- Panoramic – Camera performs horizontal patrol.
- Calibration – Returns camera to the central position.

2) After a firmware update, the camera restarts and may move during startup; wait until it finishes, then adjust manually. Ensure Motion Tracking is not enabled in Motion Detection; when active, the camera follows detected human movement.

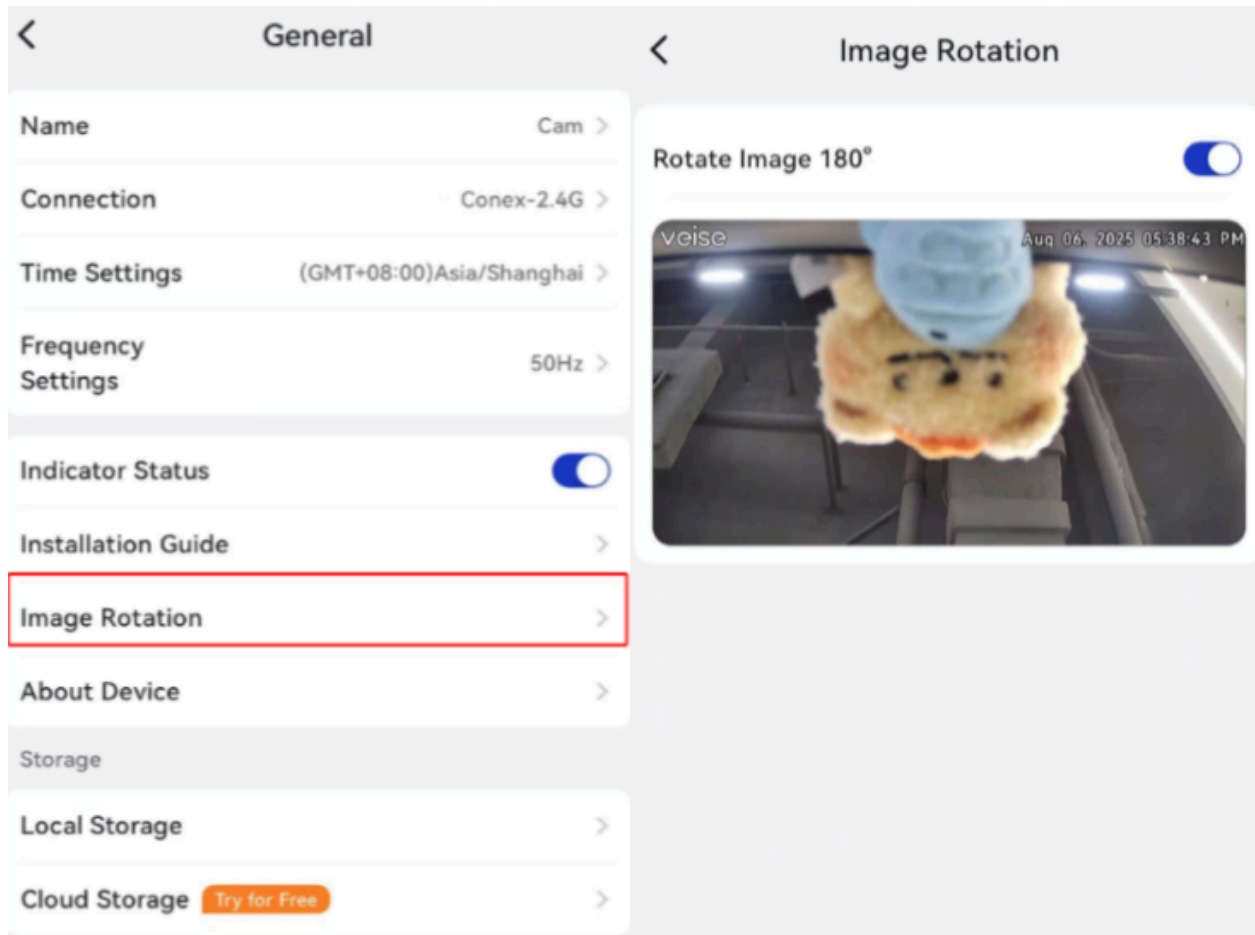


## 5. Video Image Adjustment

### Q1: How to flip the video image?

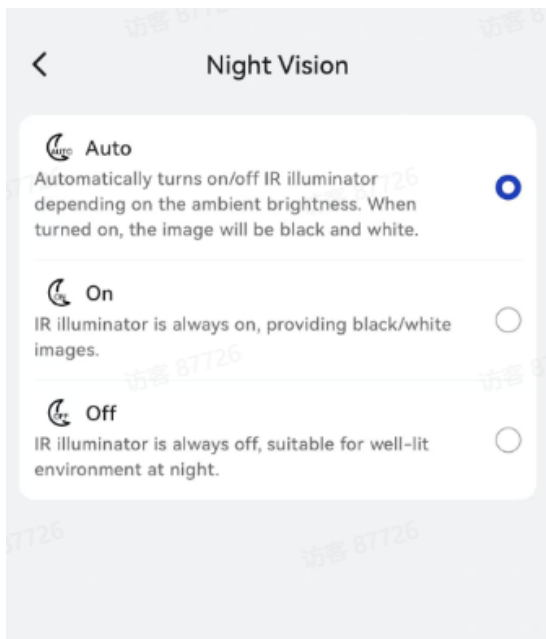
**A:** If the camera is installed upside down (bottom facing up), the video image needs to be rotated 180°.

1. Go to the Device Settings → General → Image Rotation.
2. Toggle the switch to flip the video image as needed.



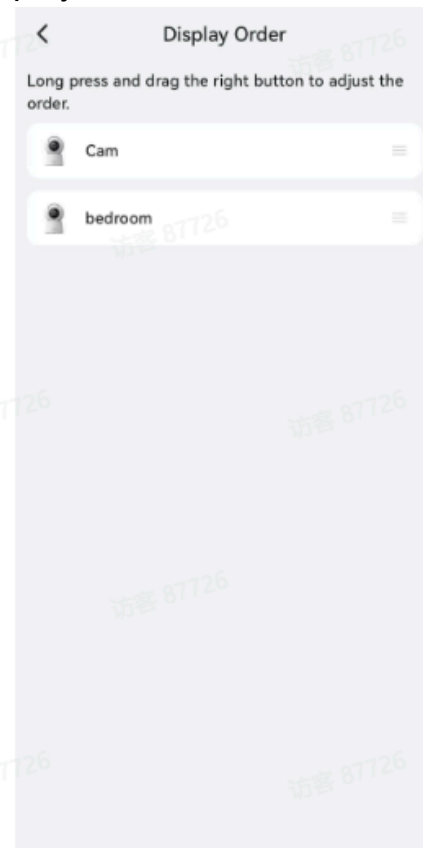
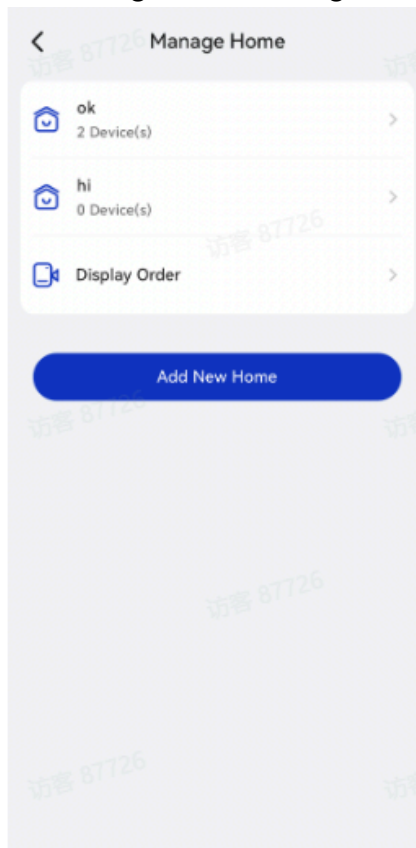
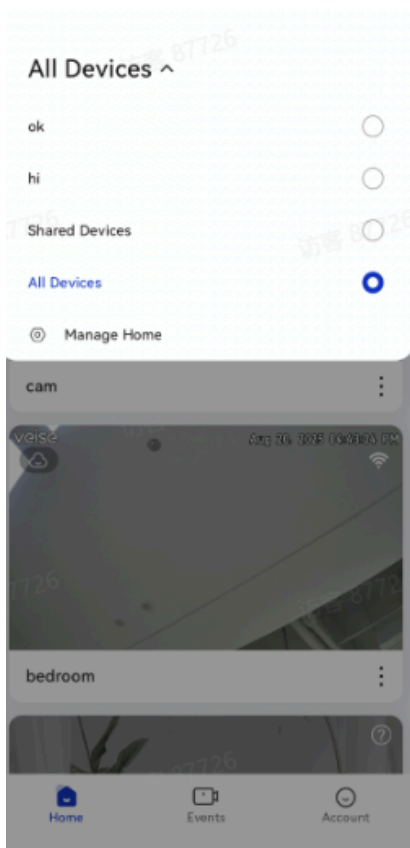
### Q2: What is the red light at the bottom of the camera?

**A:** This is the infrared light. It automatically turns on based on the current lighting conditions. If you don't want it to turn on, go to Settings → Video Settings → Night Vision and set it to Off.



### Q3: How do I adjust the order of devices on the home screen?

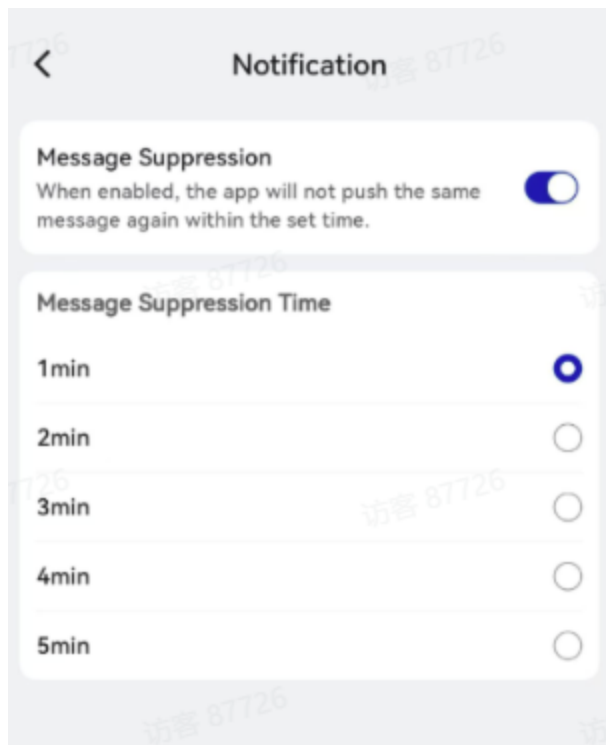
**A:** Go to the Events page, then tap the top-left icon → Manage Home → Display Order. Press and hold a device to drag it and change its display order.



## 6. App Notifications

### Q1: Why am I not receiving notifications?

**A:** a. Ensure push notifications are enabled in your phone's system settings. b. Verify that the device is not in Snooze mode. c. Make sure Message Suppression is turned off.



### Q2: How do I enable push notifications on my phone?

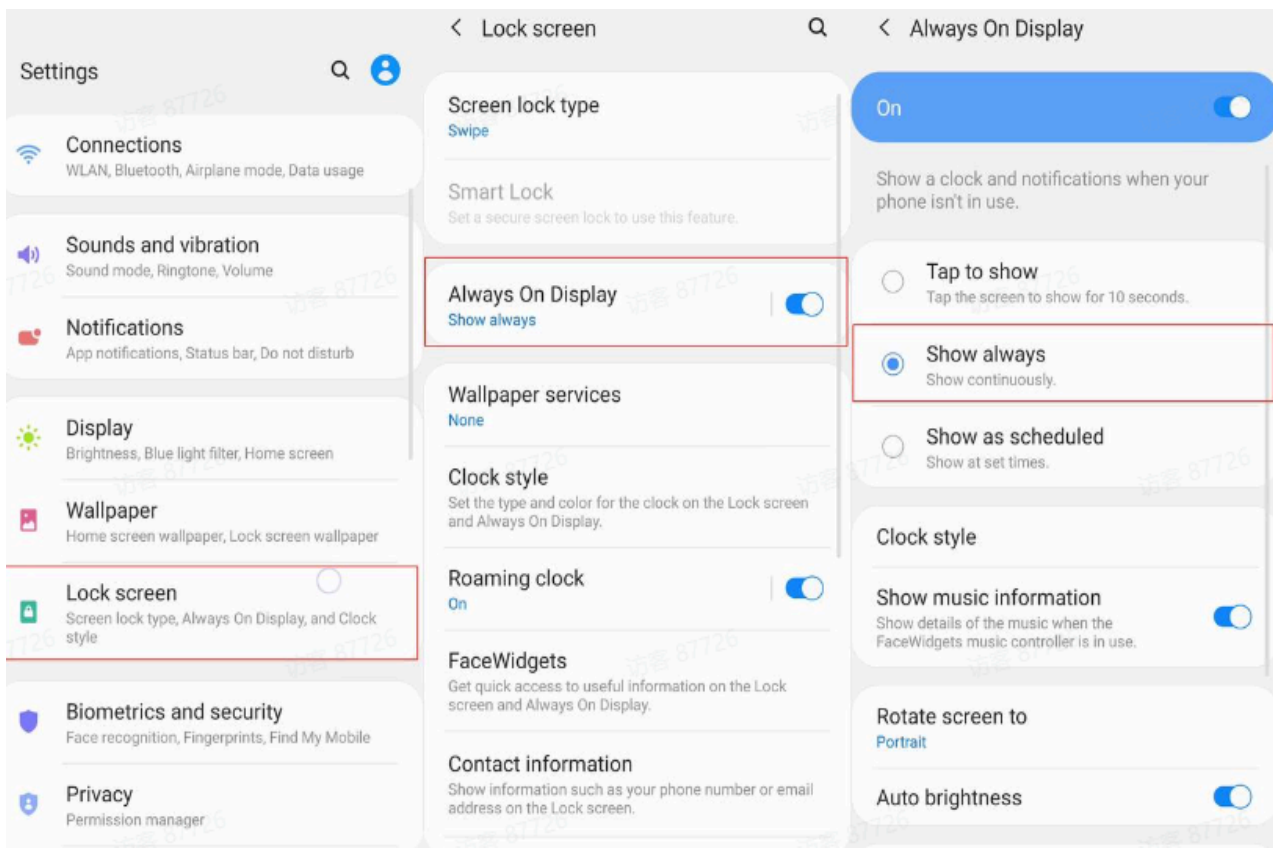
**A: For iOS:** Go to phone's Settings → Notifications → Veise Security App and turn on Allow Notifications. Enable Critical Alerts to receive notifications even when muted or in Do Not Disturb mode.

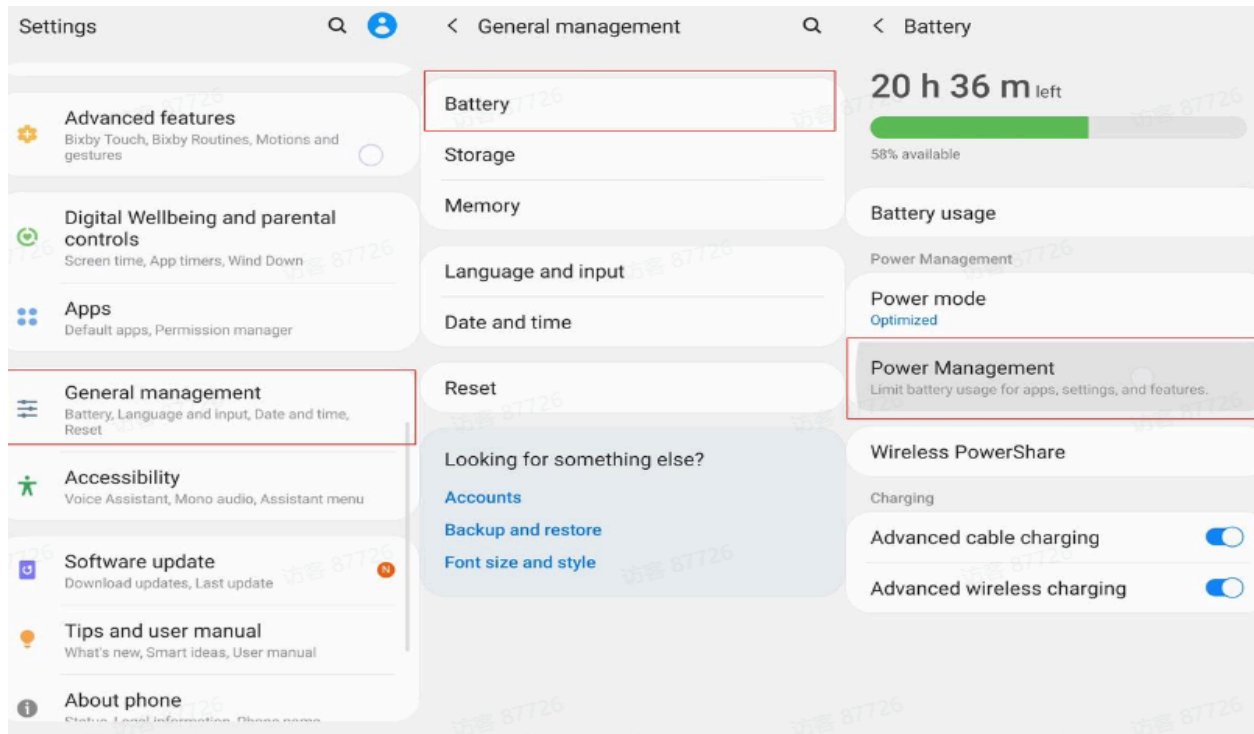
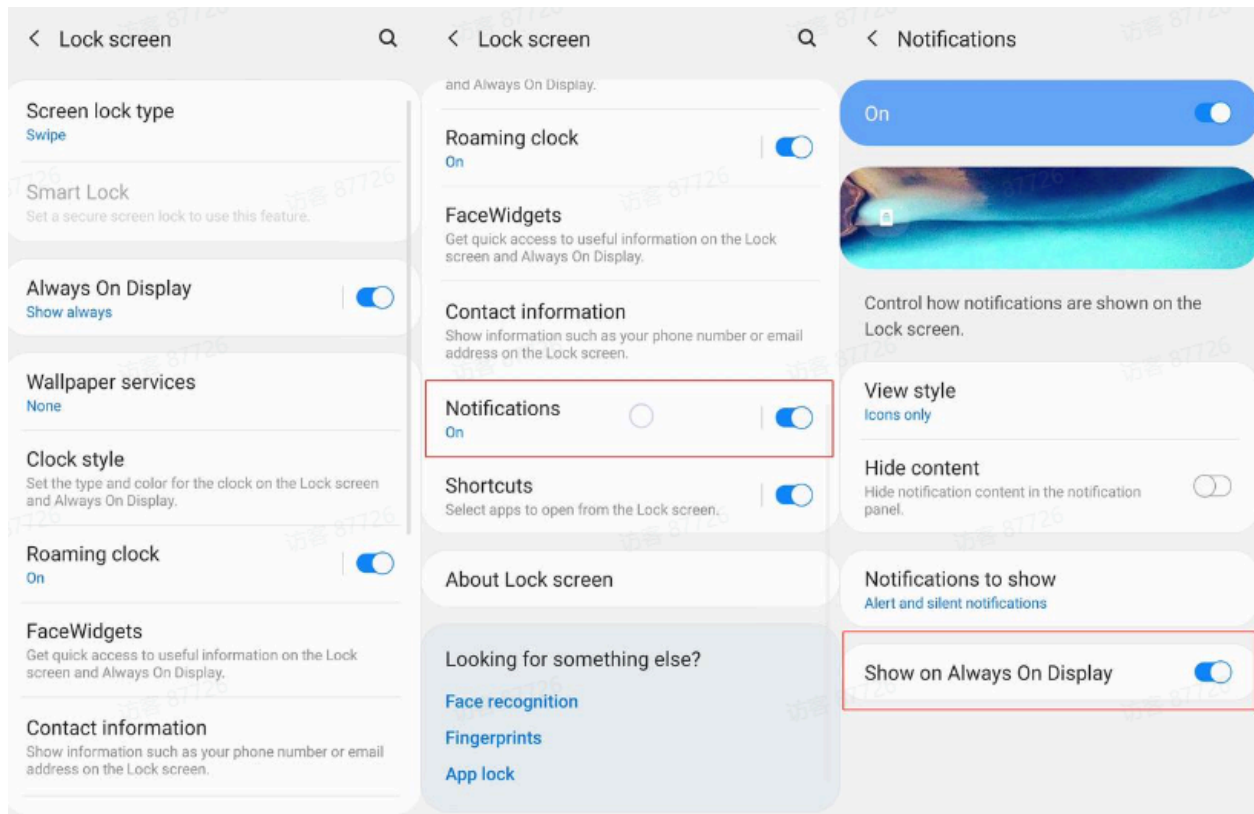
**For Android:** Go to phone's Settings → Notifications → Veise Security App and turn on Allow Notifications. Disable Power Saving or Do Not Disturb mode. Allow Self-launch in App Management. Set Battery Optimization for the app to No Optimization. Whitelist or remove any third-party apps that may block notifications.

### Q3: How do I enable notifications on a Samsung phone?

**A:** Note: Due to differences in device models and system versions, the interface may vary slightly. Please refer to your actual phone settings for the most accurate information.

- 1) Open Settings → Lock Screen → Always On Display and enable Show Always.
- 2) Go back to Lock Screen settings, scroll down to Notifications, and enable Show on Always On Display.
- 3) Return to Settings → Apps, find and select the desired app.
- 4) Open App Info → Notifications and turn on all notification switches.
- 5) Go back to Settings → General Management → Battery → Power Management
- 6) In Power Management, turn off Adaptive Battery and Put Unused Apps to Sleep. Then go to Auto-run Apps and enable the desired app.





## 7. How to update to the Latest Version

### Q1: How do I manually upgrade the firmware to the latest version?

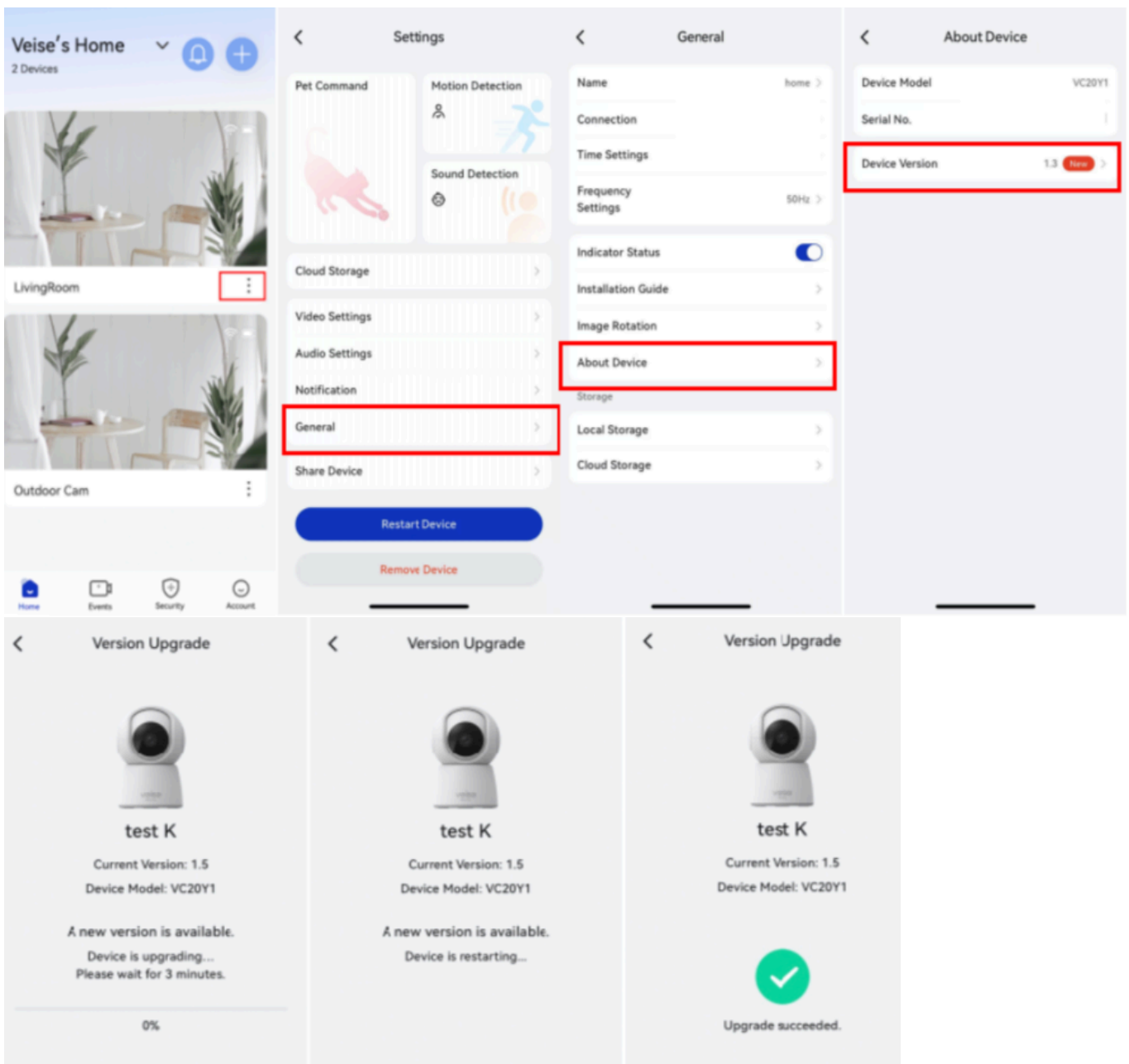
A: 1) Tap the icon inside the red box, then select the Settings icon on the right side.

2) Go to General → About Device → Device Version to access the upgrade page.

3) Wait for the progress bar to reach 100%. The device will automatically restart.

4) After restarting, you will see “Upgrade succeeded” on the screen.

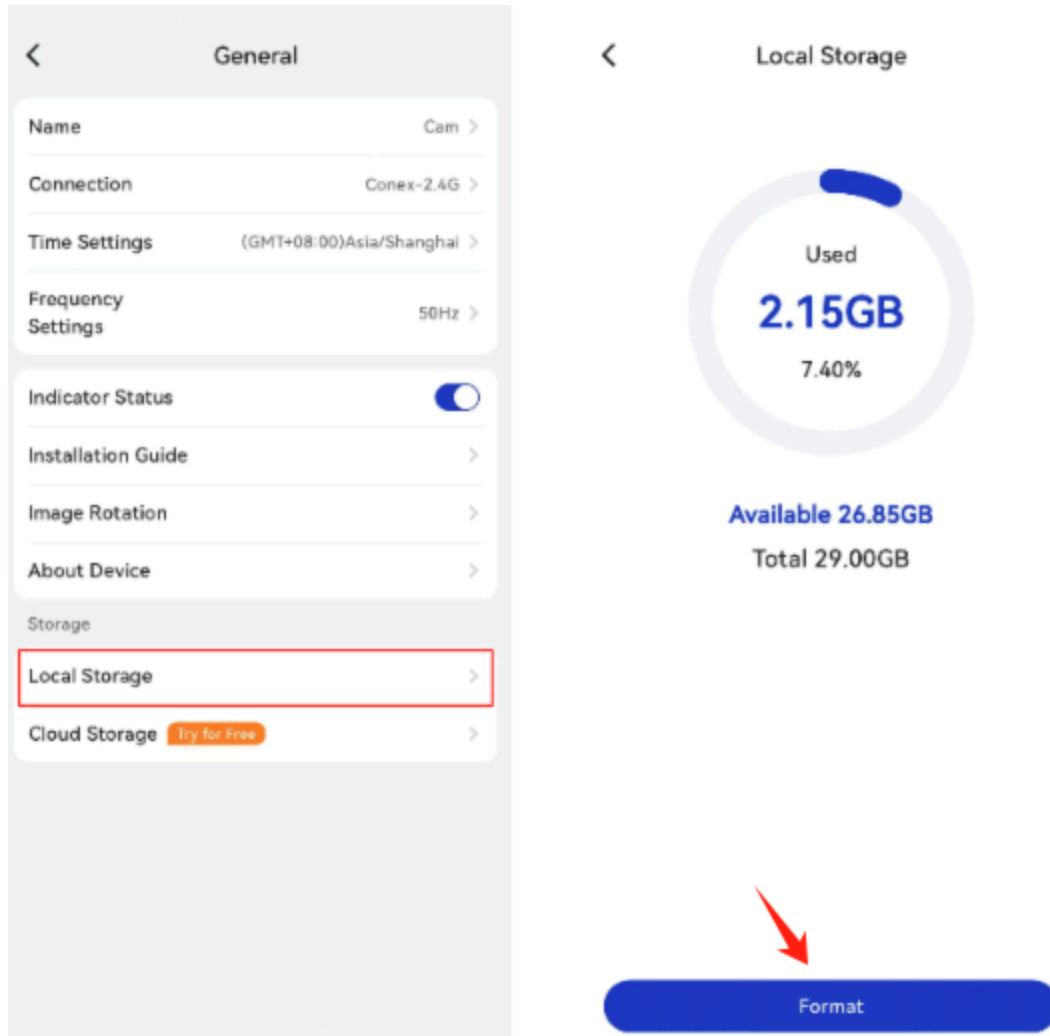
**Note:** The device will automatically complete self-calibration after the firmware upgrade.



## 8. SD Card & Storage FAQ

### Q1. Why can't I play videos from the SD card?

**A:** Go to Device Settings → General → Storage → Local Storage. Check the SD card status, then tap Format at the bottom to format the card.



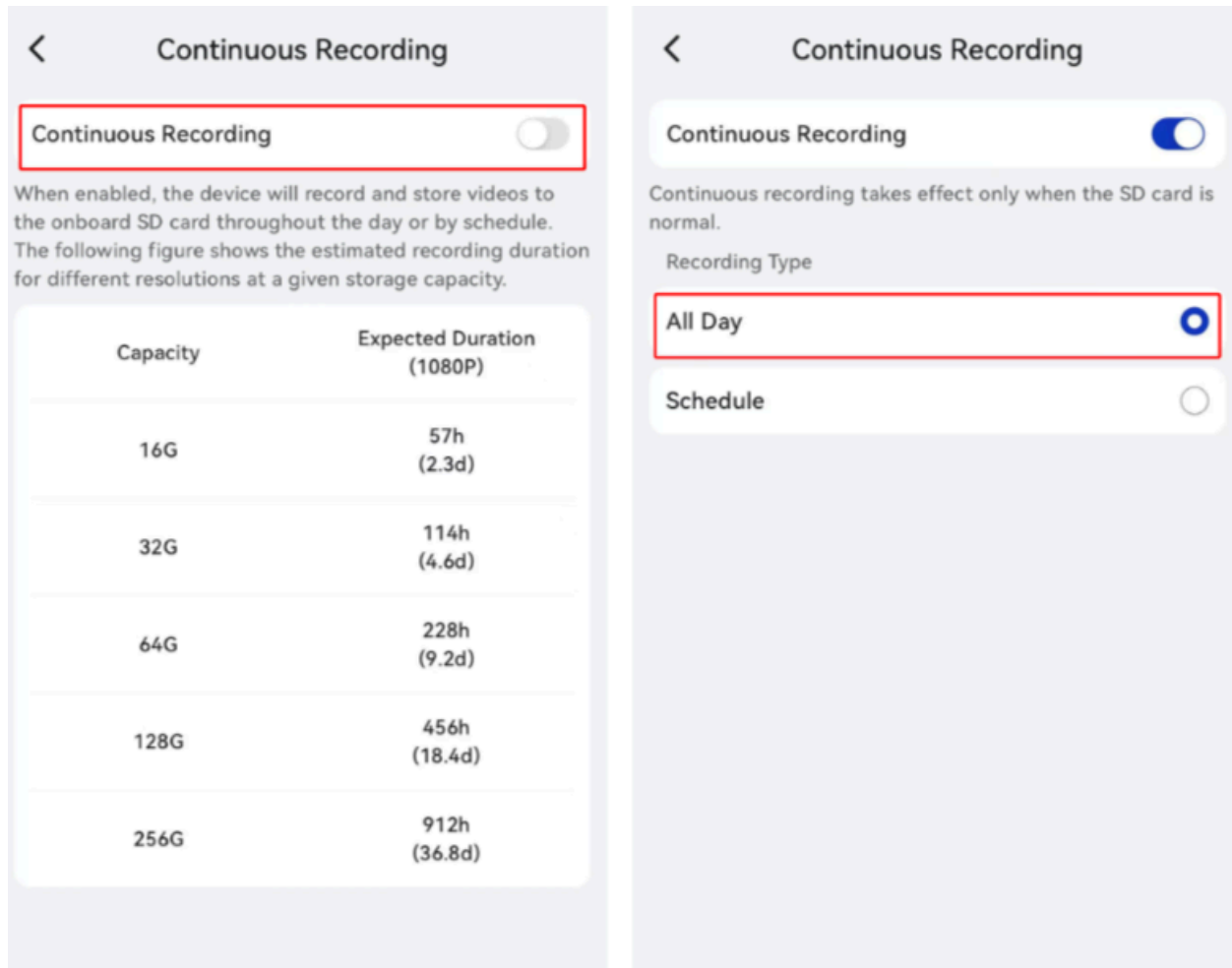
### Q2: How do I check or format the Micro SD card in a Veise camera?

**A:** Go to **Device Settings** → **General** → **Storage** → **Local Storage**. If the SD card is full, the camera will automatically overwrite the oldest files and continue recording.

### Q3: How do I enable continuous recording?

**A:** Make sure a Micro SD card is properly inserted and formatted. Go to **Settings** → **Video Settings** → **Continuous Recording** and turn it on. You can configure

recording rules here; by default, it records 24/7. Recorded content on the SD card will loop and overwrite older files based on the card's capacity.



#### Q4: What types of recording does the Veise camera support?

A: 1) Motion Recording: Records when motion is detected. With smart detection, you can choose specific alert types instead of all motion events.

2) **Continuous SD Card Recording**: Go to **Settings** → **Video Settings** → **Continuous Recording** to set a schedule for continuous recording.

## 9. 2.4GHz Wi-Fi Setup (Reference steps)

### Q1: How do I make sure I'm connecting to the 2.4GHz Wi-Fi?

**A:** 1) Check your available networks:

- Open the Wi-Fi menu on your phone or computer.
- Look for multiple networks with similar names, e.g., "home\_wifi", "home\_wifi\_5G", "home\_wifi\_2.4G".
- Choose the network labeled 2.4G or the one without any suffix.
- Do not select networks with 5G or 5GHz in the name.

2) If multiple networks are not visible:

- For Android phones – Check the frequency band:
- Connect your Android phone to the Wi-Fi network.
- Go to Settings → Wi-Fi → Select the connected network.
- Note: The exact path may vary depending on your phone model.
- Look at the Frequency or Band information to confirm whether it is 2.4GHz or 5GHz.

### Q2: How to change WiFi Channels to 2.4GHz?

**A:** Step 1: Prepare your **router's IP address**. You need this to access your router's settings. If you **already know it, skip Step 3**.

Step 2: Find your router's IP (if needed, per your OS)

1. On Windows: Press Win + R, type cmd and press Enter> type ipconfig and press Enter> Find the line labeled Default Gateway, that's your router's IP address(something like 192.168.0.1)

2. On Mac: Go to Apple menu > System Preferences > Network> Select your active connection(Wi-Fi or Ethernet)> Click Advanced> go to the TCP/IP tab> Find the Router address, that's your router's IP.

Step 3: Open a browser and type your router's IP address into the address bar (e.g., http://192.168.0.1), then press Enter.

Step 4: Log in with your router's username and password (default is usually on the router label or in the manual if not changed).

Step 5: Go to wireless settings, find the channel option, select 2.4GHz, and make sure it's enabled and broadcasting (see example below).

The screenshot shows the TP-Link router's web interface. The top navigation bar includes 'Quick Setup', 'Basic', and 'Advanced' (selected). The left sidebar has a 'Wireless' menu item highlighted in yellow. The main content area is titled 'Advanced' and contains several sections:

- Smart Connect:** A toggle switch is turned off, with a red arrow pointing to it. Below it, text reads: "Smart Connect allows your mobile device to automatically switch connection to the Wi-Fi band that provides the fastest speed."
- Wireless Settings:** A red arrow points to the '2.4GHz | 5GHz' selection. Below this, there are several configuration options:
  - Enable Wireless Radio:** Checked.
  - Sharing Network:** Unchecked.
  - Network Name (SSID):** A text input field.
  - Hide SSID:** Unchecked.
  - Security:** WPA/WPA2-Personal(Recommended).
  - Version:** Auto (selected), WPA-PSK, WPA2-PSK.
  - Encryption:** Auto (selected), TKIP, AES.
  - Password:** A text input field.
  - Mode:** 802.11b/g/n mixed.
  - Channel Width:** Auto.
  - Channel:** Auto (highlighted with a red box).
  - Transmit Power:** Low, Middle, High (selected).
- Save:** A button highlighted with a red box.

## 10. Device Status ↔ Indicator Light Status

Device Status	Indicator Light Status
Starting up	Solid red
Waiting for connection	Flashing red slowly
Connecting to Wi-Fi	Flashing blue slowly
In the process of registration & connecting to server	Flashing blue quickly
Connected successfully & working normally	Solid blue
OTA updating	Red and blue lights alternately flashing