



Home Automation by Reliant

FAQs, Troubleshoot and Helpful Hints

Video Camera

models ADC V520, ADC V520IR or ADC V620PT

Frequently Asked Questions

Video cameras

Why does the camera need to be connected to my router with an Ethernet cable during setup?

The Ethernet cable allows the camera to be detected by the home network. If the camera will be used with a wired router, it can be left connected after setup. If it will be used with a wireless router, it can be disconnected after setup.

What do the lights on the camera indicate?

A red light means there is no network connection. A blinking green light means your camera has connected to your home wireless network, while a solid green light means you have full Internet connection.

I have a Reliant Home Automation Kit, and I'm just adding the camera to it. Will it use the gateway from the kit?

No, it won't use the gateway. The camera connects directly to the Internet through your home wireless network.

I had to change my password on my Internet router and my camera dropped offline. How do I get it back?

Log into the **Reliant Connect** web portal and select the **Video** tab, then click **Video Device Settings > Wireless Network**. Follow the prompts to enter the new password for your wireless network.

I have a Pan/Tilt camera. Why does the camera spin around and go up and down during the installation?

That's just the camera's way of calibrating itself.

How secure is my camera?

The camera is secured by using 256-bit AES encryption which is the same level of encryption used by financial institutions.

Can I turn off that green LED on the front of the camera?

Yes, log into the **Reliant Connect** web portal and select the **Video** tab, then click **Video Device Settings > Video Device Info** and click the checkbox next to **Turn Off** the video device's LED (light). Be sure to click **Save** to send the command to the camera.

Does the power adapter need to be used to power the camera all the time? Can batteries be used instead?

The power adapter is required. The camera does not utilize batteries for power.

The power cable is too short to reach from the nearest outlet to the location I want to mount the camera. Can I splice in more cable to make it longer?

No, improper splicing may damage the camera and will void the warranty. Instead, use a DC-power-adapter extension cable.

What if I want to mount the camera to the ceiling?

You can follow the manufacturer installation and mounting instructions to mount your camera to the ceiling. Once the camera is set up, log into the **Reliant Connect** web portal. Select the **Video** tab, then **> Video Device Settings > Camera Image** and click the checkbox next to **Flip Image** (otherwise your images will appear upside down). Be sure to click **Save** to send the command to the camera.

Is there a way to capture a still image from the video camera?

Yes. From the web portal, select the **Video** tab, then **> Live Video**, and click the camera icon above the upper right-hand corner of the video window. A still image will be captured. To save it, right mouse click the still image window to bring up the available options.

Can I turn the camera off?

Yes, simply press the WPS switch on the camera once. Each button press will turn the camera on or off but will not affect the camera's network connectivity.

Can I set up my camera to automatically turn on/off?

Yes. To set up geo-fencing, log into the **Reliant Connect** web portal and select the **Video** tab, then click **Recording Schedules > Add a Schedule > Video Motion Detection (VMD)** and then the **At Home Settings** radio box.

Reliant Web Portal

The video clips are jumpy. Can that be fixed?

The jumpiness is likely caused by large video files. You can reduce the file size of your recorded videos by logging into the **Reliant Connect** web portal, and selecting the **Video** tab. Then click **> Video Device Settings > Camera Image**. Jumpiness can also be caused by a slow internet connection. If there is not at least 0.25 Mbps of upload bandwidth per camera on the home network and in the broadband connection, then contact the Internet service provider to find out how to increase upload bandwidth.

What is the limit for online storage of video clips?

Your View account is limited 1,000 clips of storage with 1,000 clips/month bandwidth. If you are signed up for video notifications, you will receive alerts when 50% and 90% of the monthly bandwidth limit is used. To view your usage, log into the **Reliant Connect** web portal and select the **Video** tab, then click **Saved Video Clips > Upload Limit**. When you reach your monthly limit, older recordings will be overwritten by new recordings.

What is a protected clip?

Protected clips are archived video, so you don't have to worry about them ever being overwritten if or when the storage limit is met.

How long will unprotected clips last before they get overwritten?

It depends on the recording frequency and video quality settings. The unprotected clips can remain for a few weeks or a few hours. Careful camera placement and motion detection settings will reduce unwanted/unneeded recordings and optimize online storage capacity.

In what formats are snapshots and video clips saved?

Snapshots are saved as JPEG files. Video clips can be saved as MOV files, AVI files or MP4 files. To select settings for the video clip file formats, log into the Reliant web portal and select the **Video** tab, then click **Saved Video Clips**. Choose the clips you would like to download and select the file format from the drop-down menu. Click Save to complete the download.

Reliant App

When I look at clips on my mobile device, the playback window is tiny. Is there a way to enlarge it?

Changing your mobile device to landscape view should slightly increase your viewing window. No other window size modifications are available on the mobile app at this time.

Troubleshooting

Camera doesn't connect using the EZInstall™ Camera Setup Wizard

If the camera fails to connect during the automatic configuration process, first disconnect the power to the camera, then reconnect it. Wait for the LED light to turn solid green, and then restart the EZInstall™ Camera Setup Wizard.

Camera wasn't found by the network

Be sure to have the camera's MAC address handy when beginning the EZInstall™ Camera Setup Wizard, as you may have to manually enter it early on. You'll also need the name and password from your wireless network for the wireless configuration portion of the EZInstall™ Camera Setup Wizard.

Camera images are too dark/light

Even though the default camera settings will be sufficient most of the time, each home is different and camera locations are not always well lit or naturally lit. To optimize your camera settings, log into the **Reliant Connect** web portal and select the **Video** tab, then click **Video Device Settings > Camera Image**. Changes can be viewed in real time (though with minimal lag) using the **Live Video** stream to observe how changes affect the quality of the images.

For detailed instructions,

visit eliant.com/connectsupport and refer to the User Manual or call us at 1.844.295.5556.

Helpful tips

Camera placement best practices:

- Place the camera within ample reach of an electrical outlet so that the power cord doesn't cause the camera to move on its mount.
- The camera is not rated for outdoor use and can only be used indoors.
- Orient the camera with a view of a security risk, such as windows, entry doors or any sensitive items or locations.
- Make sure your camera has a strong wireless signal from your home router. (Check the wireless signal strength by logging into the **Reliant Connect** web portal, and choosing **Video > Video Device Settings > Video Device Info**.)

To avoid false triggers when using video motion detection:

- Mount the camera as securely as possible to minimize the chances of vibration or shock that might trigger a false motion detection.
- Avoid pointing the camera at outdoor trees and foliage, or anything that the wind or an air vent may blow.
- Avoid windows that are not a security concern. Lighting changes during sunrise and sunset may cause false triggers.
- Avoid pointing the camera at areas with numerous shadows (remember shadows change throughout the day) or windows that have pedestrian traffic.



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