

Solution for video become red screen

This situation generally caused by power supply is not enough, or when the camera changed from night time to day time, the B&W mode can not be turned to normal color video in time.

So, **we suggest you to do 2 things to check it and try to solve the issue.**

1. Power off the camera and wait for about 10 seconds, then connect power again to reboot the camera, to check if video is normal.
2. Change a power supply to the camera, you must to use **good quality power adapter which with enough DC 12V / 1 A**, and its cable should not be longer than 1.5 meter, so that the power input to camera is ensured to be DC 12V.
3. If you must to make the camera far away from the power supply, please use adapter with higher voltage, we did a lot tests, if transmission distance is longer than 10 meters, the DC 14V power supply only can output DC 8.5 V to the camera.
4. Please do not connect the camera to AC power directly. And please do not use only one DC12V power supply to provide power to 2 or more cameras, even if it with higher current, this can not make all cameras works normally.
5. When you ensure the power input of camera is normal and stable, but the screen still red, we can send you a upgrade file, and you try to update the camera, to test it again.

If possible, you also can do something to check the power input of camera, and tell us the result.

- 1) Please check the power supply of camera, make sure it is enough DC 12V / 1A adapter, and make sure the power input to camera is enough DC 12V / 1A, if distance between the power adapter and the camera is longer than 2 meters, you need to do next step.
- 2) Check your power supply to the camera, see if it is DC 12V / 1A input to the camera, especially need to ensure the voltage input, the reason is: when the transmission distance is long, the voltage input to camera become weaken, the camera DAY / NIGHT switcher can not be turned successfully.

If you can not ensure the power input of camera is normal and stable, although we can send you new camera or part, but still can not solve the issue, so, when you ensure the power input to the camera is enough with DC 12V / 1A, but the problem still exist, please tell us.