

Why can't I see people's faces, License plates or see dollar denominations from my register?

This is a common issue that can be resolved by adjusting or changing your lens angle. Below are the different lens angles that show examples of how to correctly estimate your focal point.

(This camera is positioned approximately 25-30 Ft high. The size of the image has been scaled down to fit this document.)



Super wide 2.8mm



Standard Wide 3.6mm



Standard Zoom 10mm



Super Zoom 50mm

Why is my IR camera not illuminating as far as advertised?

This can be caused by lack of power to the camera.

- The power supply you are using does not have sufficient voltage or amperage (common 12v 1A or 1000mA)
- The cable run is too far even with sufficient power supply. Try to use higher amperage power supply. (500ft and below is not considered long distance)

Why do I see a rolling line going up and down my image?

This can be caused by lack of power to the camera or video interference.

- The power supply you are using does not have sufficient voltage or amperage (common 12v 1A or 1000mA)
- You have the cable ran next to high voltage power or any other high powered units that is causing an interference.