



VueZone personal video network

# User Guide

Version 2.0.2



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## Getting Started

Welcome to my.VueZone.com, where you watch, record and share video or snapshots from any Web enabled computer. So no matter where you are, you can see what you're missing.

Your VueZone personal video network includes the following:



**Important:** Read all of the installation instructions before beginning.

# VueZone Features

**Camera sync button**  
Automatically connects all your cameras.

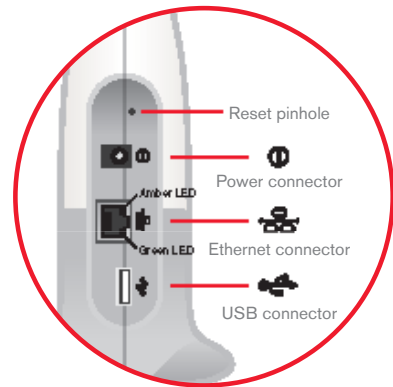
Sync LED

## VueZone gateway

**Power LED** Confirms your gateway is powered on.

**Internet LED** Confirms your gateway is connected to the Internet.

**Status LED**  
Confirms your VueZone network is operating.



## VueZone camera

Sync LED

Lens

Battery door/mount

Battery door latch & on/off switch (on camera bottom)



## Setting Up Your VueZone

### Connect the gateway to your network

1. Connect the Ethernet cable to the Ethernet port on the gateway and an available LAN port on your router.\*
2. Connect the power adapter to the gateway and power outlet. The blue Power LED will be on.
3. The blue Internet LED will flash continuously if you have a valid connection. The initial flash may take up to 2 minutes.

\*If you are installing a network for the first time, please follow the network installation instructions for your router first.

**Tip:** If you need troubleshooting help, go to [VueZone.com/install](https://VueZone.com/install) for answers and links to VueZone support.

### Installing camera battery

These instructions apply for all VueZone cameras.

1. Slide circular battery latch towards camera back, and press down on the bottom of the gray door to remove.
2. Insert battery; be sure to following the polarity indication on the sticker inside the camera.
3. Snap battery door back in place by inserting the top portion of the door first and clicking the bottom portion into place.

**Tip:** Wait until Step 3 to turn camera power on for syncing with the VueZone gateway.

### Syncing cameras to the VueZone gateway

Before syncing, confirm that the Internet LED light on front of the VueZone gateway is still flashing continuously. If not, go to [VueZone.com/install](https://VueZone.com/install) to troubleshoot, or contact VueZone support.

1. Place camera within 12 inches of the VueZone gateway and slide the camera power switch to the ON position (green dot showing).
2. Press and release the “Sync” button on the top of the VueZone gateway. The blue “Sync” LED light will turn on for 45 seconds.
3. During this time, the camera will sync to the VueZone gateway. You’ll see the LED light on the front of the camera flash for 5 seconds to confirm sync.
4. If you cannot complete the camera sync in 45 seconds, the “Sync” button must be pressed again.
5. Once synced, the camera can be viewed and positioned.

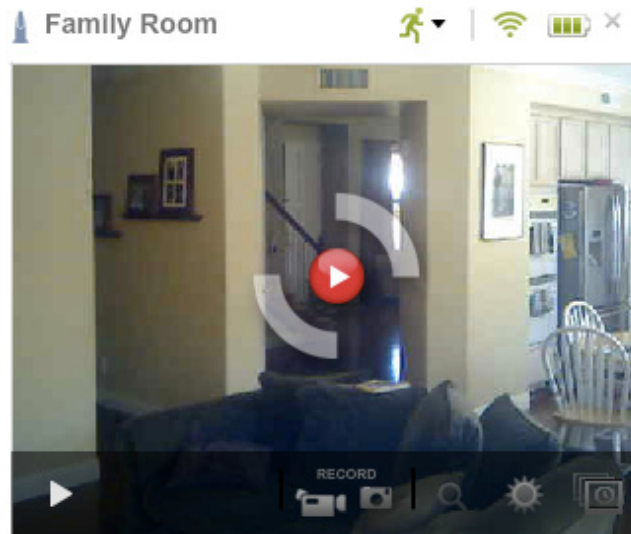
**Tip:** For the VueZone motion detection cameras – every time the power is turned ON, it requires 2 minutes for the sensor to warm up and begin operating.

### Registering your VueZone

1. Locate your VueZone Gateway Number (VGN) number on the bottom of the box your system came in, the VueZone gateway or printed in the Quick Install Guide.
2. Go to [my.VueZone.com](https://my.VueZone.com). If you purchased from VueZone, you already have an account. Enter your information and click Sign In. If you are new to VueZone click the Register Now button.
3. Follow the on-screen instructions.

## Start viewing!

1. Once you're registered and your camera is synced, log in to my.VueZone.com.
2. If your cameras have successfully synced, you will see them on the "Cameras" tab.
3. Click ► on the camera control bar to start viewing.
4. If you don't see the control bar, mouse over the video player and it will pop up.



**Tip:** You can also use your smartphone to view your camera with VueZone Mobile for iPhone and Android. VueZone Mobile requires a subscription to VueZone Premier or Elite service plans – see [VueZone.com/mobile](http://VueZone.com/mobile) for details.

## Installing the camera

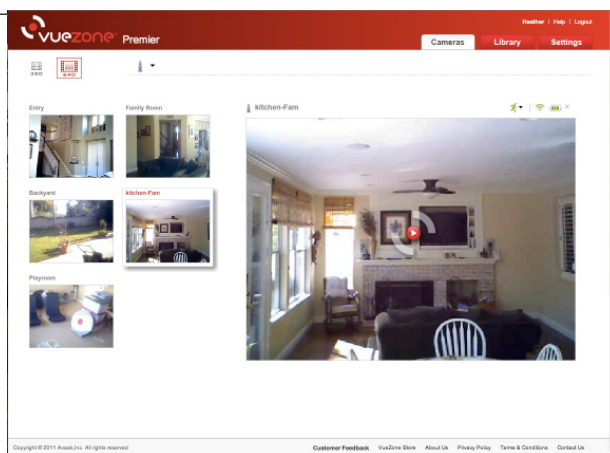
1. Decide where you want to install the camera, and then peel off the adhesive protective layer on the back of the mounting ball. Stick the mount to the surface you selected. Or, you can install the mounting screw (included) in the desired position, and hang the mounting ball from the screw head.
2. Place the camera on the magnetic mount and point it in the desired direction.
3. Adjust your camera positioning by viewing the video through your my.VueZone.com account on your computer or smartphone.

## Quick Tour of my.VueZone.com

You'll see three tabs on my.VueZone.com: Cameras, Library and Settings. This is where you control everything for your VueZone personal video network. The default page after login is the Camera Tab.

### Main navigation

<b>Camera</b>	<ul style="list-style-type: none"> <li>-View the video stream from all of your cameras</li> <li>-Start and stop recordings</li> <li>-Take a snapshot</li> <li>-Zoom into the video up to 4x</li> <li>-Expand the video to full screen / time lapse mode</li> <li>-Adjust video brightness levels</li> <li>- Arm and disarm your motion detection camera(s)</li> </ul>
<b>Library</b>	<ul style="list-style-type: none"> <li>-Manage all of your video recordings and snapshots</li> <li>-Download a recording or snapshot to your computer</li> <li>-View snapshots and recordings by name, camera, date or type</li> <li>-Lock or unlock a recording or snapshot</li> <li>-Share a recording or snapshot via email</li> <li>-Upload a snapshot or recording to Flickr® or YouTube®</li> </ul>
<b>Settings</b>	<ul style="list-style-type: none"> <li>-View your current account information</li> <li>-Change your password</li> <li>-Set up motion-activated alerts</li> <li>-Adjust the sensitivity of your motion-activated camera</li> <li>-Schedule recordings</li> <li>-Adjust your auto record settings</li> <li>-Add or delete friends who can view your cameras</li> <li>-Manage which cameras your friends can see</li> <li>-Manage your recording schedule</li> <li>-Change your camera and VueZone gateway names</li> <li>-View how much storage space you have remaining</li> <li>-View your VueZone gateway and connection information</li> <li>-Share live video from a camera with your friends</li> </ul>



## Personalizing your VueZone

After you've positioned your camera and signed in to my.VueZone.com, you can personalize the name on your VueZone gateway and camera.

### *Naming your VueZone gateway*

Your default VueZone gateway name is the VGN. You may want to give it a more personal name – this is what your friends will see if you share your camera.

To rename your VueZone gateway:

1. Click on the **Settings** tab
2. Click on "Gateways" in the left column.
3. Type the new name in the box; it automatically saves.

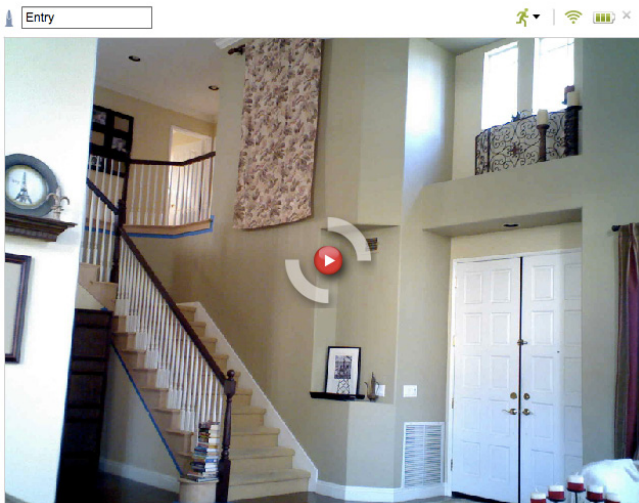
### *Naming your camera*

Like your VueZone gateway name, your camera was automatically given a name based on your camera serial number. You may find it helpful to change this name to something that reflects the camera's positioning (e.g., living room, baby's room, back door).

This will make it easier to view, manage and share your cameras, since anyone you share it with will also see these names.

To rename your cameras from the **Camera** tab:

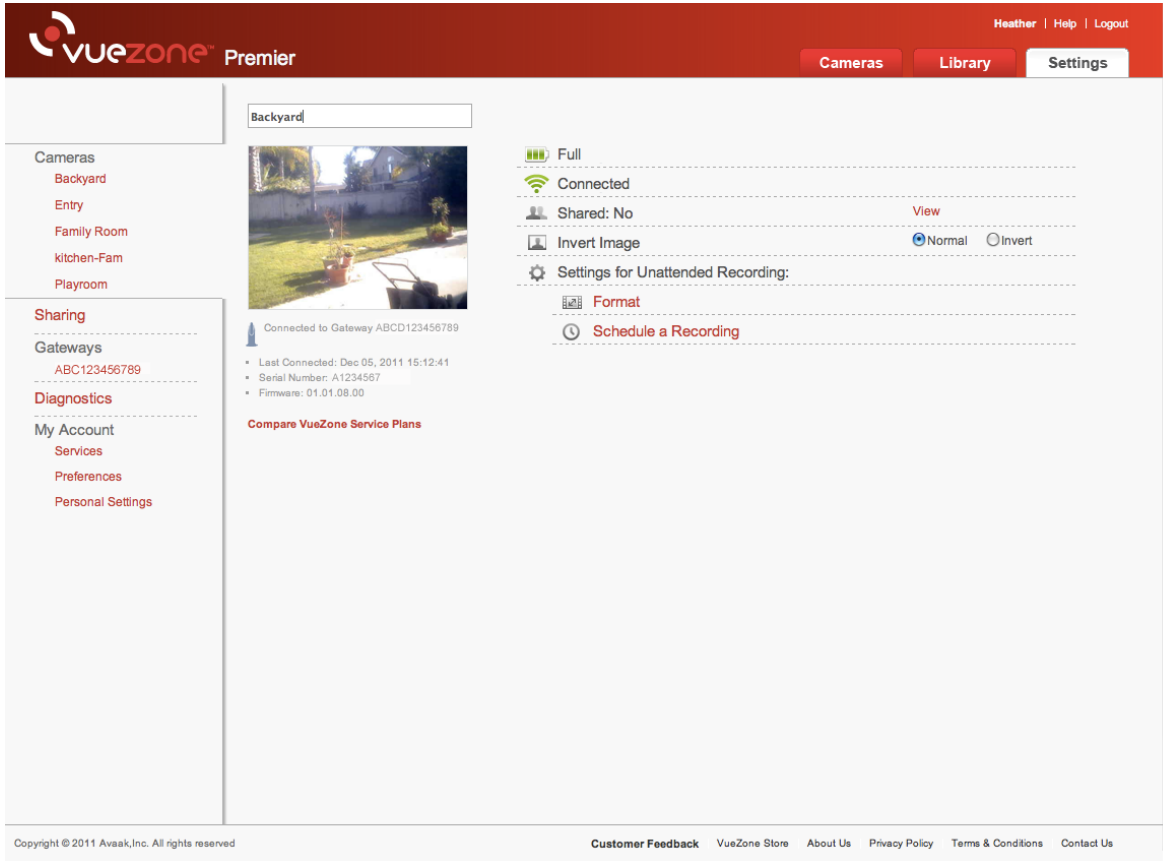
- 1) Double-click on the camera name.
- 2) Type in a new name, then click outside the box.
- 3) The new name automatically saves.



**Tip:** Camera names are currently limited to 13 characters, no spaces.

To rename your cameras from the **Settings** tab:

1. Click on a camera name underneath “Cameras” in the left column.
2. Type the new camera name in the box.
3. The name automatically saves. When you click on another tab or link, the name change will be reflected.

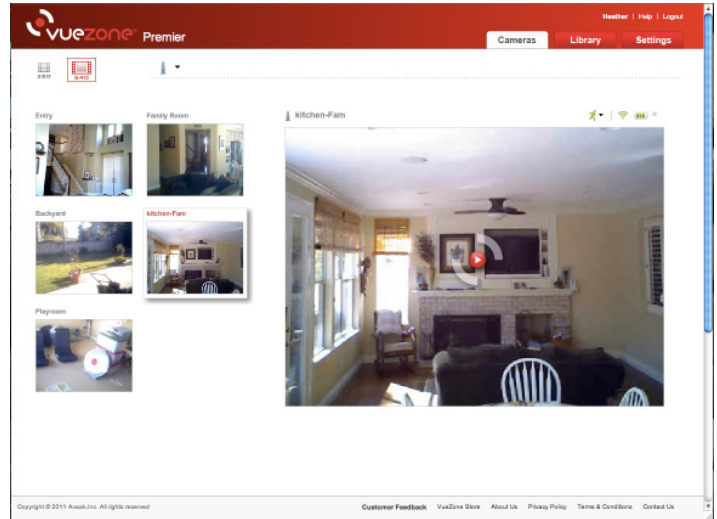
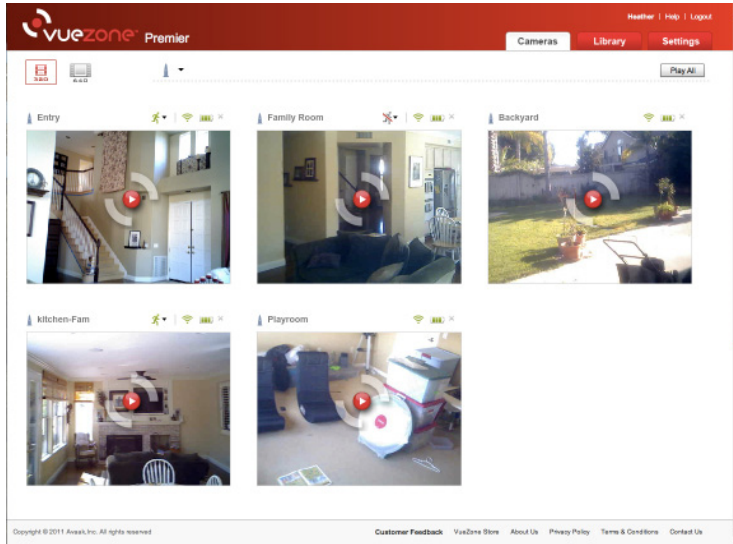


The screenshot displays the VueZone Premier web interface. At the top, the header includes the VueZone logo, the word "Premier", and user information "Heather | Help | Logout". Navigation tabs for "Cameras", "Library", and "Settings" are visible. The left sidebar contains a "Cameras" section with a list of camera names: "Backyard", "Entry", "Family Room", "Kitchen-Fam", and "Playroom". Below this are sections for "Sharing", "Gateways" (with gateway ID "ABC123456789"), "Diagnostics", and "My Account" (with sub-items "Services", "Preferences", and "Personal Settings"). The main content area shows the settings for the "Backyard" camera. It features a live video feed of a backyard. Below the feed, it indicates the camera is "Connected to Gateway ABCD123456789" and lists connection details: "Last Connected: Dec 05, 2011 15:12:41", "Serial Number: A1234567", and "Firmware: 01.01.08.00". A link to "Compare VueZone Service Plans" is also present. The settings list includes: "Full" resolution, "Connected" status, "Shared: No" with a "View" link, "Invert Image" with radio buttons for "Normal" (selected) and "Invert", "Settings for Unattended Recording:" section, "Format" option, and "Schedule a Recording" option. The footer contains copyright information "Copyright © 2011 Avaak, Inc. All rights reserved" and links for "Customer Feedback", "VueZone Store", "About Us", "Privacy Policy", "Terms & Conditions", and "Contact Us".

## Cameras Tab

This is where you watch your cameras. There are two views you can use:

- 320 - grid view, which shows all of your cameras at a smaller size (320 x 240)
- 640 - shows one camera at a large size (640 x 480). To select the camera to view click on one of your cameras listed on the left side of the screen.

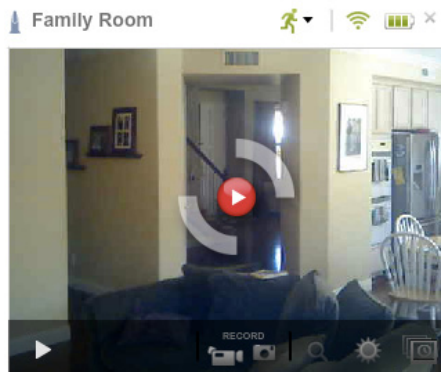


You can also schedule recordings, share with friends, expand the video to full screen , record video, take a snapshot, and adjust brightness levels.

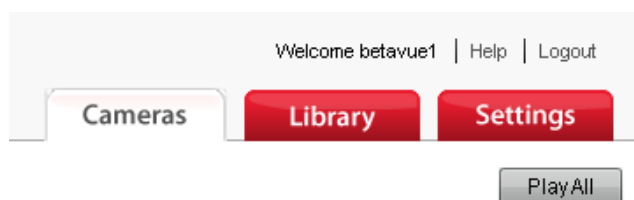
**Tip:** In the 320 view you can rearrange your cameras by clicking and dragging your camera to its new location.

### Getting Started

- 1) Click ▶ on the camera control bar to start viewing.
- 2) If you don't see the control bar, mouse over the video player and it will pop up.



- 3) If you have more than one camera, you can play all of them at once by clicking the “Play All” button below the tabs. You can also stop all of them at once by clicking the same button.



Your cameras show five permanent icons: battery power, signal strength, and a drop-down menu. If you have a VueZone motion detection camera, you will have a fourth icon.



	Gateway icon: This icon represents the gateway(s) associated with your account.
	Motion sensor icon: This icon appears if your camera has a motion sensor. It is gray when not armed, green when armed, and red when it has been triggered.
	Signal strength: Indicates signal strength of the camera, relative to the VueZone gateway.
	Battery power: Indicates how much battery power you have remaining in that camera.
X	Delete - This removes a camera from your account.

### Control Bar Icons


There are six controls on the toolbar: schedule recording, share camera, start/stop streaming, record video, take snapshot, zoom, adjust brightness, and full screen/time lapse mode.

Button	Action
	<b>Start / Stop Streaming:</b> Starts and stops video stream, or stops recording if it is recording.
	<b>Record:</b> Starts and stops recording video clips. The border around the video turns red when recording is in progress. You can also see the time lapse in the top right corner.
	<b>Snapshot:</b> Takes still images.
	<b>Zoom:</b> Allows you to zoom into the video by up to 4x, and zoom back out.
	<b>Brightness:</b> There are three settings.
	<b>Full Screen:</b> Expands the video to your full computer screen. Press “Escape” to exit this setting.

## Recording Video

- 1) Click ▶ to begin watching live video.
- 2) To start recording, click the  icon. The border around the video turns red when recording is in progress. You can also see the time lapse in the top right corner.
- 3) To stop recording, click the  icon again. Live video will continue to play on your screen.
- 4) To stop watching live video, click the “stop streaming” icon.
- 5) Your recording will be automatically saved and can be viewed in the Library.


## Take a Snapshot

- 1) Click ▶ to begin watching the live video stream.
- 2) Click the  icon to take a picture.
- 3) Your photo will be automatically saved and can be seen in the Library.

**Tip:** You can take a snapshot even if the live video is off by clicking the camera icon.

## Zoom

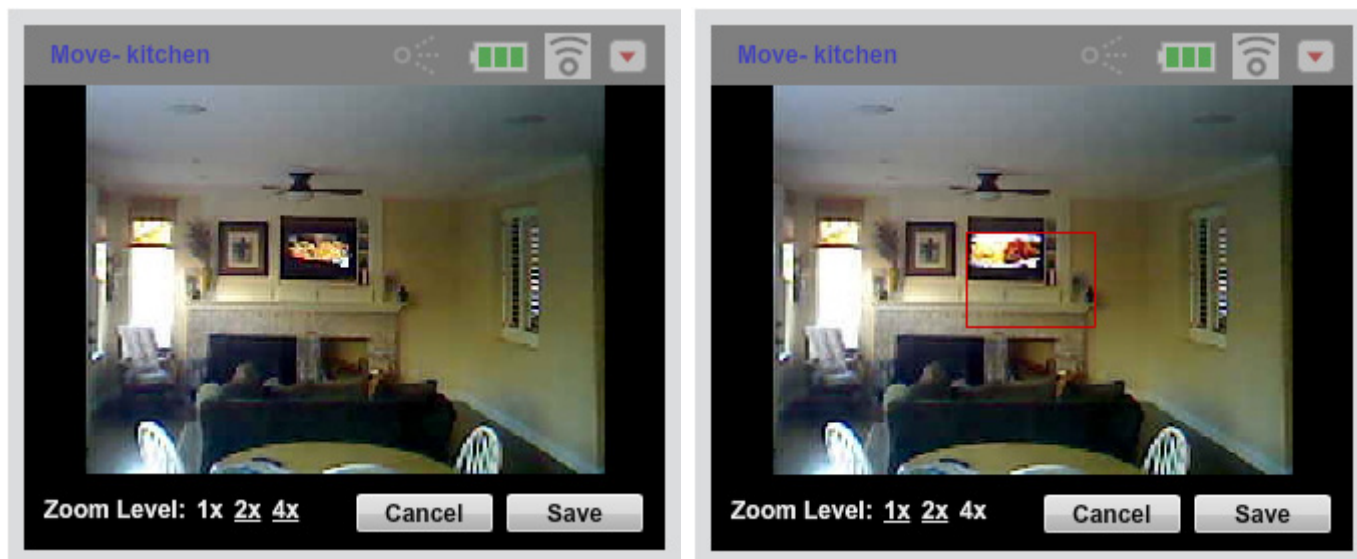
You can zoom in on the video you see from the cameras.

- 1) When streaming video, click on the  icon in the control bar.
- 2) You'll see the zoom window appear, with the option to zoom in by 1x, 2x or 4x.
- 3) You can move the zoom area by clicking on the box and dragging.
- 4) Once you have selected an area and zoom level, click “Save.”
- 5) The image will refresh to show the zoomed-in area.


**Tip:** The 640 view allows for up to 2x view while the 320 view allows for up to 4x view.

To remove the zoom:

- 1) While streaming video, click on the “magnifying glass icon” again.
- 2) Change zoom level to 1x.
- 3) Click “Save.”









### Expand Video to Full Screen

If you want to watch one camera full screen, click the  icon. To exit the full screen, press “Escape.”

### Adjust Brightness Levels

The VueZone cameras default to the normal image setting. You can manually compensate for bright light or low light environments.

	Bright light: reduces exposure for bright light or outdoor settings.
	Normal image: Is the default brightness control.
	Low light: increases exposure for lower light settings.

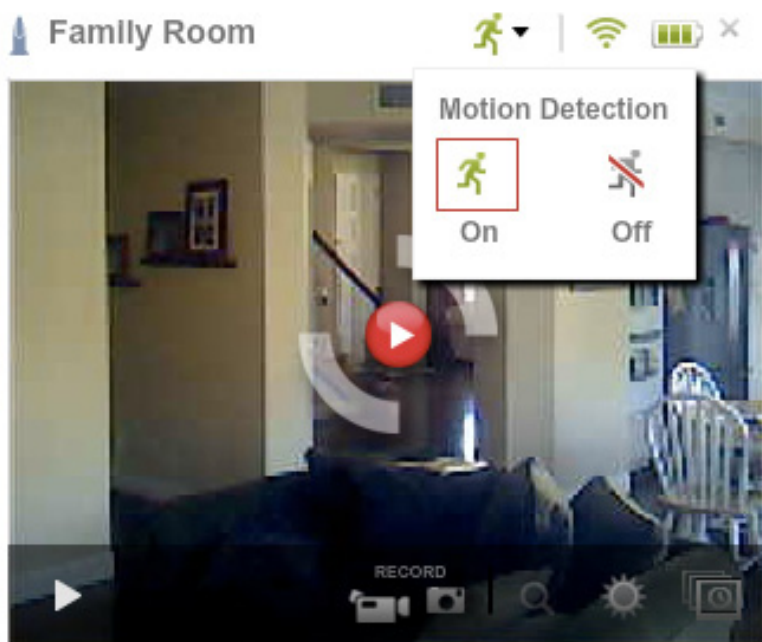
- 1) In bright environments, click the  icon to reduce the exposure.
- 2) In low light environments, click the  icon to increase the exposure.
- 3) To return to the normal setting, click the  icon.

**Tip:** Last setting selected will be saved. Please note that friends will not be able to change brightness settings.

### VueZone motion detection cameras

If you have motion detection on your camera, you’ll see an additional icon to the left of the signal strength, battery power indicator and delete. This is your motion detector icon.

- 1) To arm or disarm the motion detector, click the drop-down arrow to the right of the icon (seen below).
- 2) When the motion detector icon is green, this means your motion detector is on.
- 3) When the motion detector icon is grey, your motion detector is off.

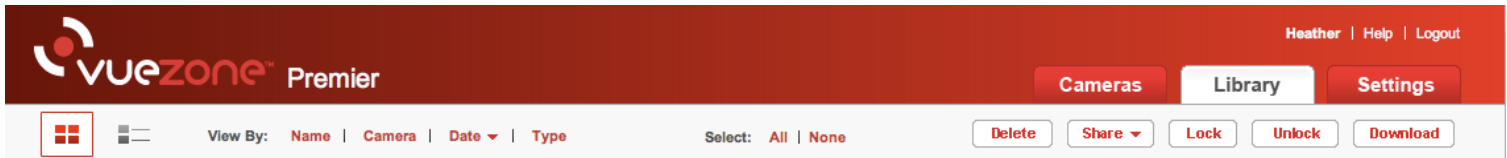


## Library Tab

This section of the site is where you can manage and watch your video clips and review your snapshots.

### View your recordings and snapshots

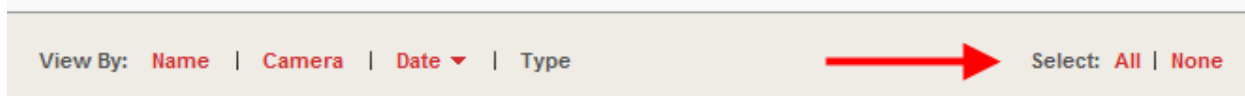
You can choose whether you want to sort snapshots and recordings by name, camera, date or type by making a selection in the “View By” section above the recordings.



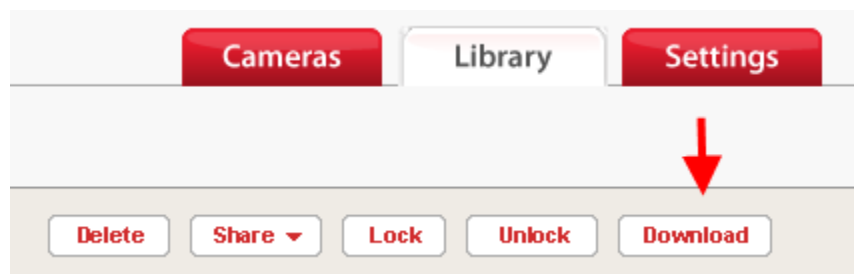
- 1) Click on the snapshot or recorded content to view it.
- 2) To close the player, click the X in the upper right corner.

### Download a recording or snapshot to your computer

- 1) To download a video or snapshot to your computer, check the boxes in the upper left corner of the desired content. You can also select “All” to choose all of your recordings or snapshots on that page. To de-select everything, click “None.”



- 2) To download the selected content, click the “Download” button below the tabs. All the clips and snapshots you selected will be added to a zipped folder for you to download to your computer.



### Lock or Unlock a Recording or Snapshot

Your account has a storage limit which varies depending on your subscription level. When you reach your limit, your oldest files will be deleted automatically. Locked files will not be deleted.

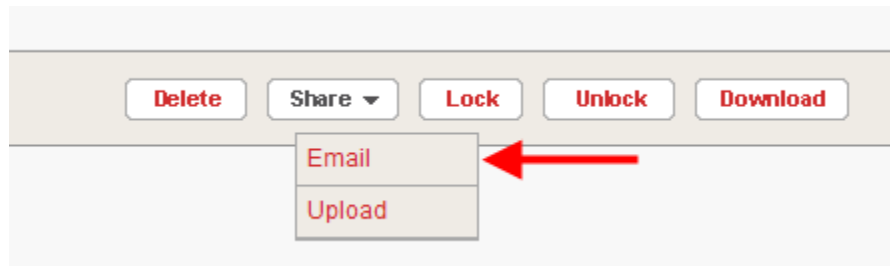
- 1) To lock a file, check the box for the recording or snapshot.
- 2) Then, click “Lock.”
- 3) Your content will be protected from automatic deletion.
- 4) To unlock, check the box for the recording or snapshot again, and click “Unlock.”



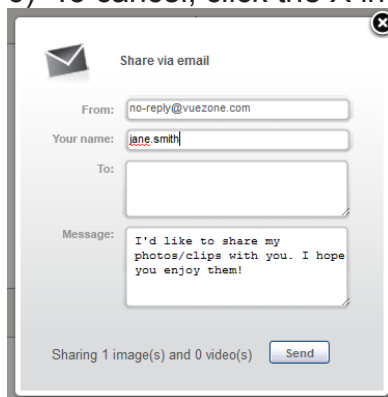
### Share a Video or Snapshot via Email

If you have a snapshot or video you want to share, you can send it via email.

- 1) Check the box of the recordings or snapshots you want to share. You can select more than one.
- 2) Click on the “Share” button to get the drop down menu.
- 3) Select “Email.”



- 4) Enter the email addresses and a message to your recipients. To send to more than one email address, use a semi-colon between each address.
- 5) Click “Send.”
- 6) To cancel, click the X in the upper right corner.



Once your friend receives the email, they will click on the link that will lead them to a page to see what they have been sent. From here, they just have to click on the video or snapshot and it will enlarge for easy viewing.

## Upload a Video to YouTube® or a Snapshot to Flickr®

Share your videos and snapshots with your social media network.

- 1) Check the box of the recordings or snapshots you want to share. You can select more than one. Click on the “Share” button to get the drop down menu.
- 2) Click the “Upload” button.
- 3) Select the appropriate service and sign in.
- 4) Follow the instructions for the service you selected.

**Tip:** To share content via YouTube® (videos) or Flickr® (snapshots) you will need to have an account with the service.

## Delete a Video or Snapshot

- 1) Check the box of the video or snapshot you want deleted.
- 2) Click the “Delete” button.



- 3) You will be asked to confirm if you want to delete the selected items. Click “Delete” to complete the action.

**Tip:** If you previously locked a file, you will not be able to delete it without first unlocking it under the Library tab.

**TIP:** You may store up to 500MB of files depending on the VueZone service plan selected. To ensure you have sufficient space, periodically save files to your computer.

## List or Grid Layout

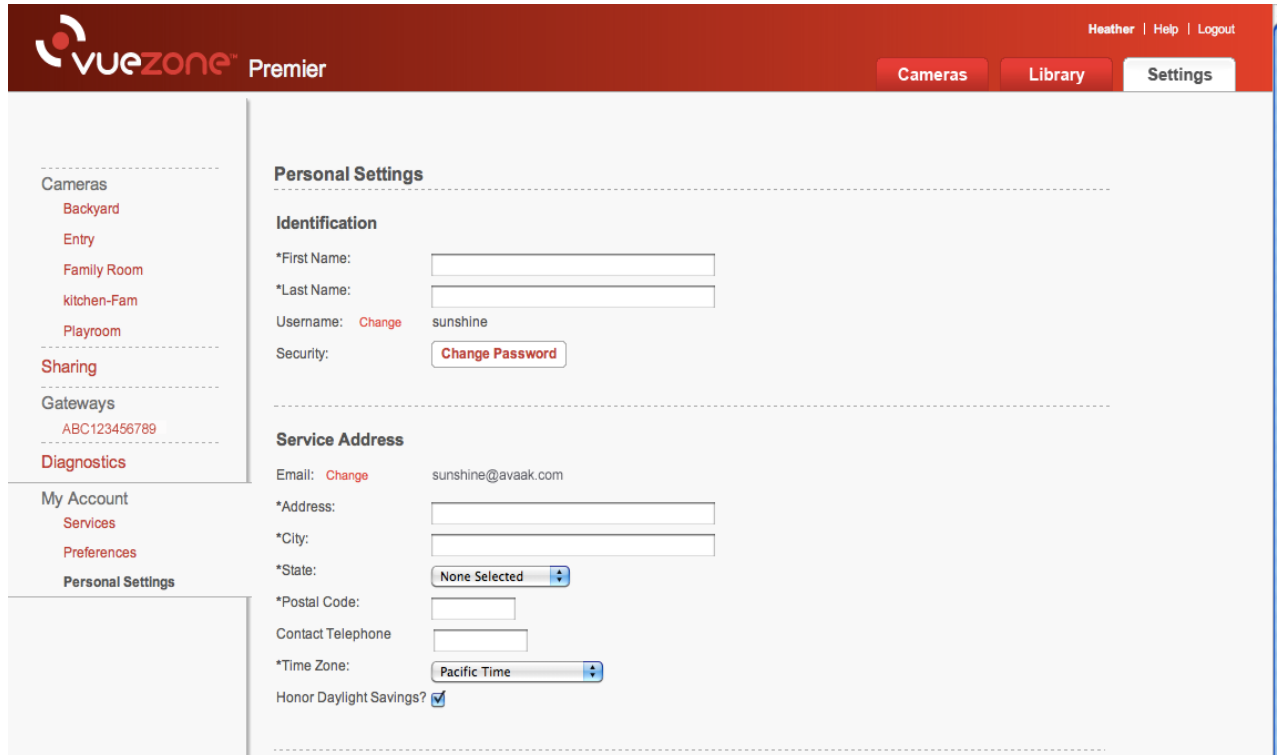
You can view your stored videos and snapshots in list form or grid form. Switch between the two using the icons at the top of the screen, as displayed below.



## Settings Tab

### Personal Settings

This is where you can view your current account information, change your username (used to login to your account), password, and your contact information including email address and physical address.



**Personal Settings**

**Identification**

\*First Name:

\*Last Name:

Username: [Change](#) sunshine

Security: [Change Password](#)

**Service Address**

Email: [Change](#) sunshine@avaak.com

\*Address:

\*City:

\*State:

\*Postal Code:

Contact Telephone:

\*Time Zone:

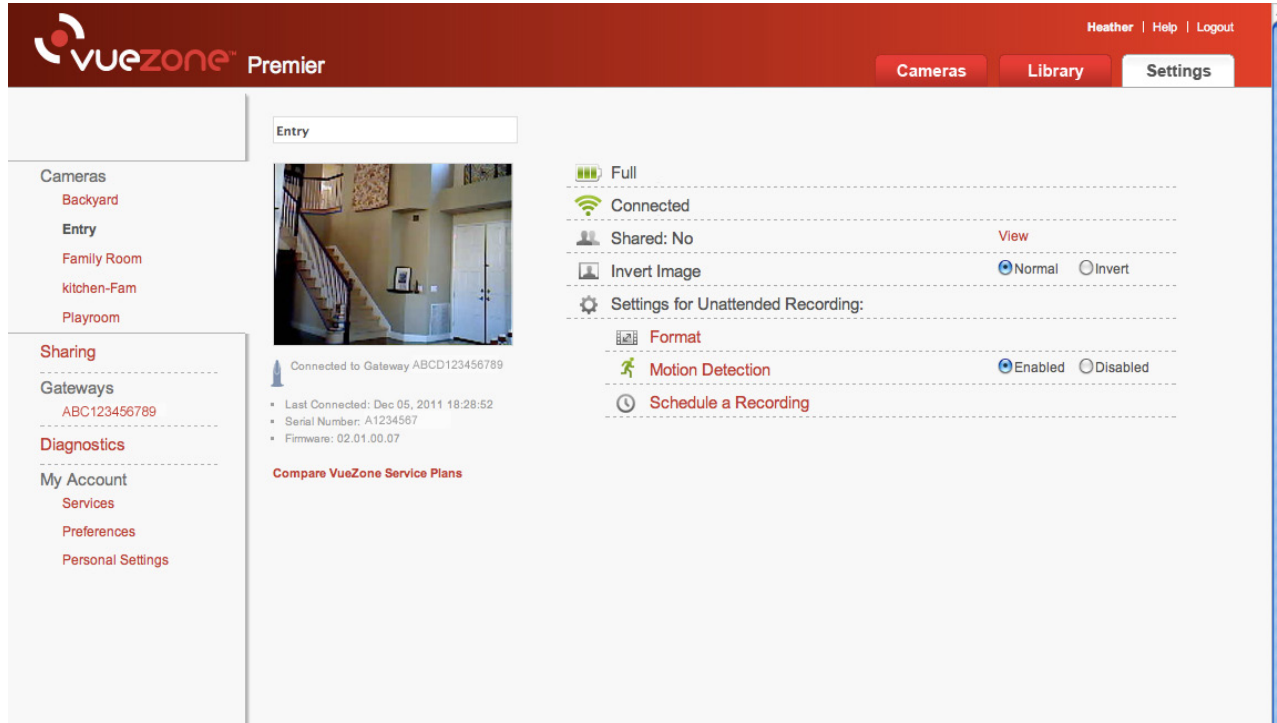
Honor Daylight Savings?

### Change Username, password or email

- 1) Click on the applicable link or button
- 2) Fill in the information presented
- 3) Click “Change” to save your preferences

## Cameras

This area allows you to rename your cameras, check your connection, battery life, and whether the camera is being shared or is inverted. You can also adjust your settings for unattended recordings: recording format, motion detection and schedule a recording.



To rename your cameras:

- 1) Click on a camera name.
- 2) Type the new camera name in the box.
- 3) The name automatically saves. When you click on another tab or link, the name change will be reflected.

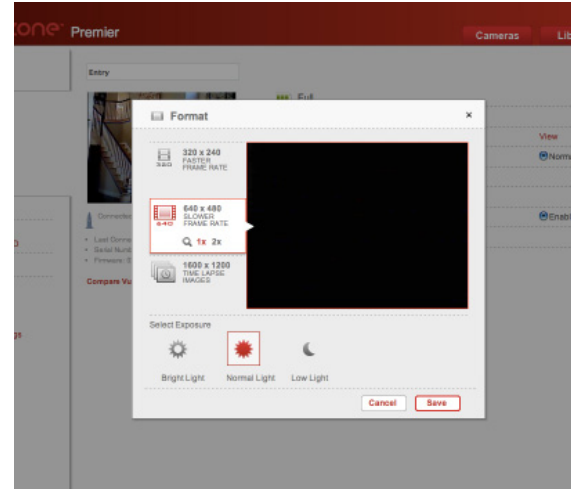
## Settings for Unattended Recordings

### Format

This section allows you to control the settings of video that is recorded as a result of motion being detected or from a scheduled recording.

#### To adjust your auto record settings:

- 1) Click the “Format” link.
- 2) Select the resolution setting on the left side: the higher the number, the better the picture quality, but the slower the frame rate.
- 3) Select the exposure appropriate for your video.
- 4) Click “Save”

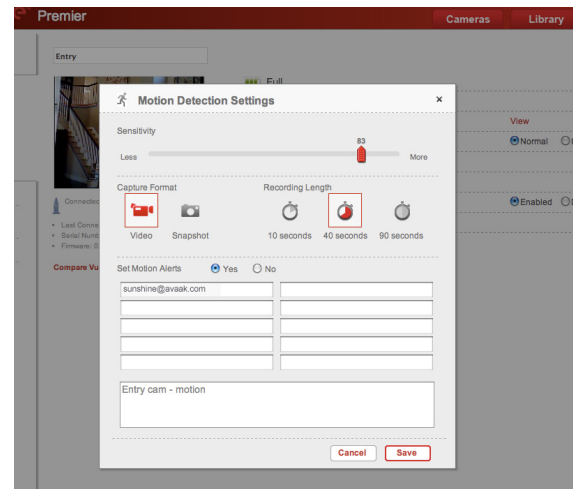


### Motion Detection

To make adjustments to your motion detection settings, you must first enable motion detection using the radio buttons.

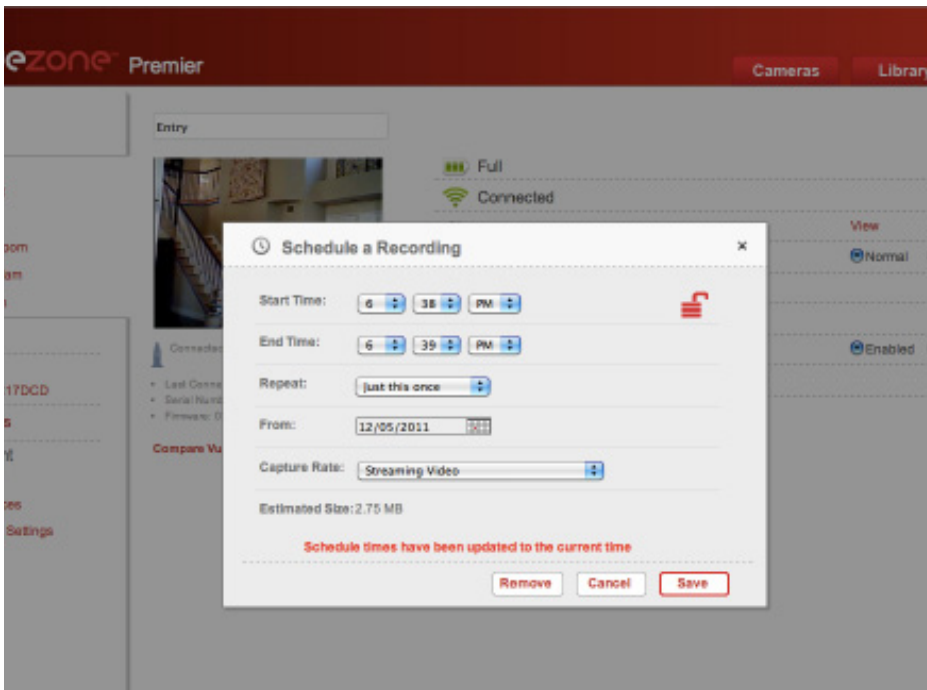
#### To adjust your motion detection settings:

- 1) Click the “Motion Detection” link.
- 2) Using the slide, select the sensitivity. The higher the number the more sensitive the motion detection sensor.
- 3) Select whether you want video or a snapshot captured.
- 4) Choose the length of recording if video capture selected in step #3.
- 5) If you want to receive motion email alerts, please click the on “yes” and enter the email address(es) that you would like the alert sent to.
- 6) Customize the message that you would like to receive when an alert is sent.
- 5) Click “Save.”



## Schedule a recording

Here, you can schedule recordings, and see schedule times, dates, speed, and the estimated size of the recording.



To schedule a recording:

1. Select the camera you want to use.
2. Click “Schedule a Recording.”
3. Select the start and end times, how often you want the recording to happen, and the dates.
4. Select how often you would like this recording to repeat.
5. Select the rate that you want the video captured. Streaming video captures the entire time of scheduled recording; time lapse which capture frames every 1 minute or slow time lapse which captures frames once every 5 minutes. Time lapses are good if you want to save storage space, or do not want to watch the full video.
6. Your recordings can be found under the Library tab.

**Tip:** Recordings must be scheduled at least 5 minutes in advance and are limited to 4 hours.

**Tip:** When cameras are scheduled to record, your system will be unable to stream other cameras.

**Tip:** You can only have 1 scheduled recording per camera, per day. The scheduled recordings cannot overlap.

**Tip:** The locking icon indicates whether the recorded video will be locked or unlocked. You can change this status after the recording has happened under the Library tab.

To edit a recording schedule:

- 1) Click “Schedule a Recording” and change the item you’d like to edit.
- 2) Click “Save”

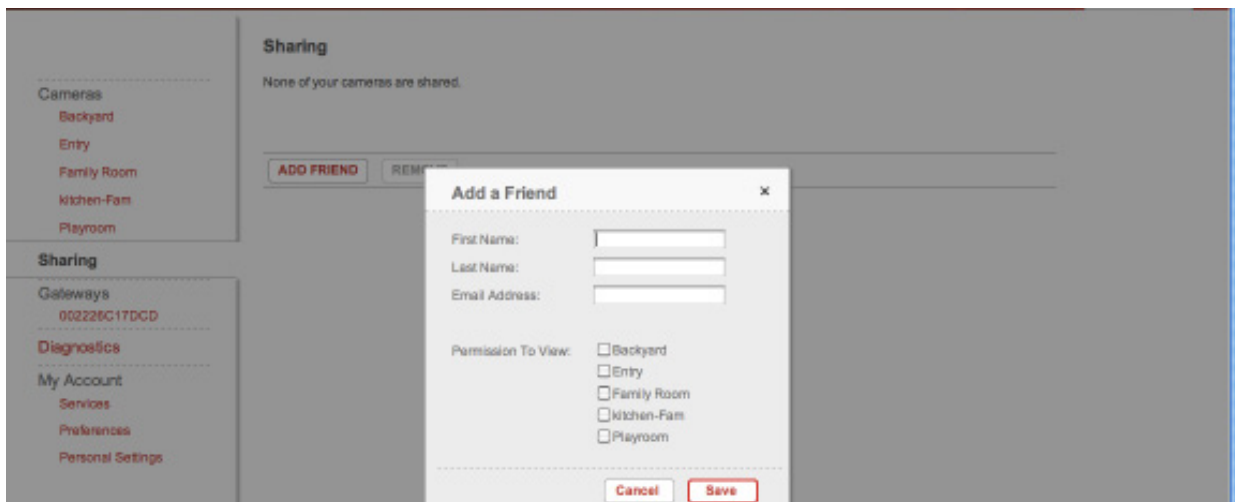
To delete a recording schedule:

- 1) Click “Schedule a Recording”
- 1) Click “Remove” and follow the prompt.

**Tip:** With VueZone Premier or Elite service plans you get a video motion alert email. VueZone Basic users will receive an email alert which includes a snapshot. In either case, if you don’t see the email alert, be sure to check your spam folder.

## Sharing

Sharing is where you manage who can see your cameras, and which cameras they have permission to view. \*Don’t worry, this is free and easy for your friends! All they have to do is register. There’s no cost, nothing to download – they don’t even need to own a VueZone personal network system (but they might want to after seeing yours!).



To add a friend:

- 1) Click “Add Friend”
- 2) Enter their name, email address, and if you have more than one camera, which ones they are allowed to view. You can share all of your cameras if you’d like, or any number of them.
- 3) Hit “Save.”
- 4) Your friend will receive an email, prompting them to create a free account to see your cameras.

Once your friends register and sign in, they'll see a Cameras tab and Settings tab, just like you. The difference is, they can only view video – they can't record, change settings or take snapshots. Their Settings tab contains their registration information only.

**Tip:** *Be sure to give your friends permission to view all the cameras that you want them to see.*

*A friend will only be able to view live streams from your camera. They will not be able to record or share or change any settings. You can share recorded videos and snapshots with them by using the "Share" button under the Library tab.*

*If a friend has an existing my.VueZone.com account, the contact information they used to register will be reflected in your friend list.*

To remove a friend's permission to view a specific camera:

- 1) Un-check the boxes of the cameras you don't want them to have access to.
- 2) Your changes will automatically be saved.

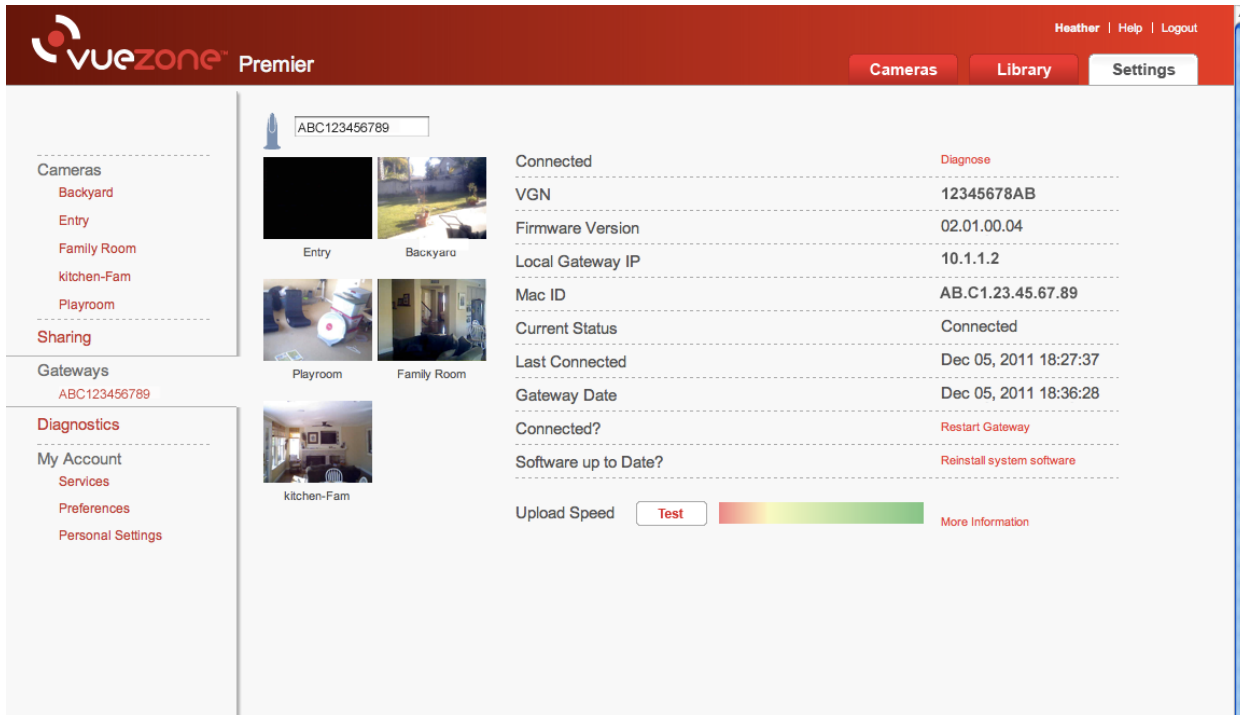
**Tip:** *Your friends will be able to view your cameras until you remove their permissions.*

To remove a friend completely:

- 1) Click on the friend's name, to highlight it.
- 2) Click "Remove"
- 3) Your friend will be deleted.

## Gateways

Here, you can change the name of your VueZone gateway, and view your VueZone gateway and connection information.



Your VueZone gateway name is what your friends will see if you share your camera.

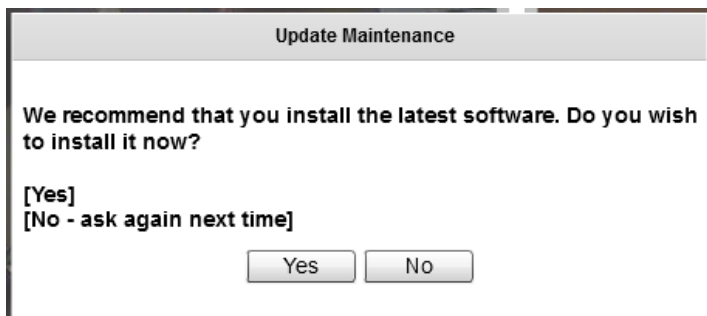
To rename your VueZone gateway:

- 1) Your default VueZone gateway name is set in the factory.
- 2) Type the new name in the “Gateway Name” box; it automatically saves.
- 3) You can rename all of your VueZone gateways.

**Tip:** *VueZone Elite service supports up to 3 gateways on the account.*

## Software Updates

Periodically software updates will be available for increased functionality. When updates are available you will be notified after logging in.



system update message

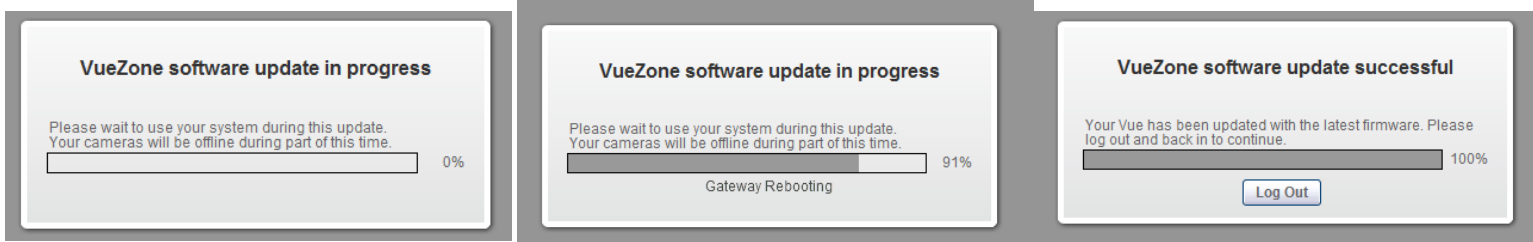
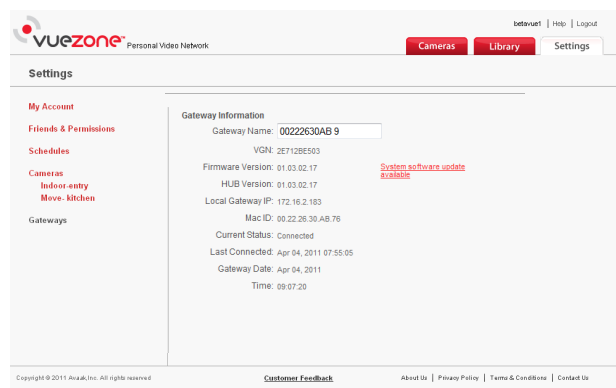
If you choose to cancel the update, you can update when you are ready by clicking Gateway under the **Settings** tab.

Before you continue with the update, please make sure that your gateway is on and your camera's battery life indicator shows 2 yellow or green bars.

Click on the "System Software Update Available" link.

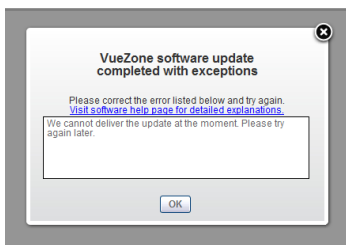
When prompted, click "Start Update".

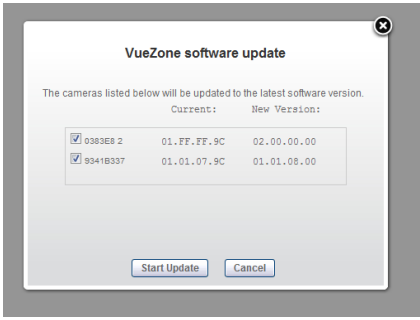
During the update, messages will appear notifying you of your progress.



Once the update is complete you will be notified to log out and then sign back in for the changes to take effect.

There may be instances when you may not be able to update. You will be prompted by a screen to take corrective action.





In some certain cases, your system may update but not all of your cameras. If that happens you will be presented a screen which will show you which cameras still need to be updated.

**Tip:** Cameras may not update for example if they are out of power or out of range. Additionally, a camera may not have the most recent updates if purchased separately.

## My Account

### Services

This section allows to see what service level and features you have and when it expires.

### Preferences

This section notifies you of your opt-in status for the VueZone newsletter and whether you prefer to use Tooltips on myVueZone.com.

### Personal Settings

This is the default page which appears when you click on the settings tab and was covered earlier opt-in to the VueZone

## Troubleshooting

Please review the issues below and/or search our knowledge base online via the 'help' link from within your my.VueZone.com account or at <http://vuezone.com/support>. Use the 'Ask a Question' option if you are unable to resolve your issue with the information provided or cannot find what you are looking for.

### Minimum system requirements

The only hardware requirements for your VueZone personal video network are an existing broadband Internet connection (typically via cable/DSL) and an open network (LAN) port on your router or switch to connect the gateway via an Ethernet cable.

To setup and operate your VueZone system via your my.VueZone.com account you will need access to an Internet browser. Internet Explorer 7.0+, Firefox 3.0+, and Safari 3.0+ with Adobe Flash 10.1+ have been qualified to work with my.VueZone.com.

A minimum upload connection speed of 300Kbps at the location of your VueZone system is recommended. You can test your download and upload bandwidth at <http://www.speedtest.net> - choose the 'Begin Test' option to initiate a speed test. Once complete, your download and upload Mbps will be displayed. A minimum download connection speed of 300Kbps at your viewing location is recommended when you are viewing your cameras.

### Camera(s) unavailable notification

What do I do if I get the error 'Camera Unavailable' or the spinner just keeps spinning when trying to play a camera?

The most common reason for this error is that your battery(s) are too low or fully depleted. Try inserting new battery(s) - In addition, you may have to re-sync camera..

Your camera(s) may be out of range of the gateway. Move the affected camera(s) to a location closer to the gateway and check your my.VueZone.com account to see if that changes their status.

Your camera(s) may require being re-synced with the gateway. To re-sync: power off your camera(s) for at least 2 minutes, bring within 12 inches of the gateway, hit the sync button on the top of the gateway and then power on the camera(s) while watching the front of the camera. Upon powering on, you should see the blue LED light come on for a couple seconds - keep watching the LED - during syncing the blue LED should flash for about four seconds indicating the camera(s) synced with the gateway. This can happen immediately or up to 45 seconds later (typically within 10 seconds). To confirm, login to your my.VueZone.com account and confirm camera(s) can be viewed. If one or more of your cameras do not sync, insert a new battery and try process again.

### Internet indicator on gateway is not blinking – Was previously working at same location

If you are not seeing the light under the word 'Internet' on the gateway intermittently flash, this indicates the gateway is not communicating with the data center. Please check your connections and make sure the gateway is receiving power.

Check the current status of the gateway under the 'Settings' tab – select 'Gateways'. If it shows 'Not Connected', try re-cycling power to your gateway - unplug either the power adapter in the back of the

gateway or the plug in the power receptacle, wait about 1 minute and re-plug in the power. Your gateway will take about 1-2 minutes to start-up, the power light will become solid and your gateway is ready to use when the 'Internet' light starts blinking.

If this does not resolve your issue, provide the following information to our support team:

- Internet service provider (ISP) and type of connection you have (dsl, cable, etc.)?
- Run an Internet speed test from the location of the gateway (<http://speedtest.net> - Begin Test) and provide the download and upload speeds
- Make/model of your router/modem?

### Internet indicator on gateway is not blinking – New location or setup

One possible cause in a new setup is the gateway is not receiving an IP address via DHCP from your router. In some cases, your Internet Service Provider (ISP) may be providing only one IP address for a single device on the network to connect outbound to the Internet. This is common in environments where your computer is connected directly to your modem for Internet service and you do not have a router configured or the ability to have multiple devices that can connect to the internet. .

If you have a Windows PC, Check your IP address - Start - Run - type 'cmd' enter - command prompt window opens - type 'ipconfig' and look to see what it returns for the IP address and if that number doesn't start with either 10. or 172. or .192 it is likely receiving a public IP address from your ISP. In this case, it is recommended you contact your ISP and let them know that you want to add another device to your network that needs to get an IP address via DHCP and ask them what they recommend is the best way to do that.

If this does not resolve your issue, provide the following information to our support team:

- Internet service provider (ISP) and type of connection you have (dsl, cable, etc.)?
- Run an Internet speed test from the location of the gateway (<http://speedtest.net> - Begin Test) and provide the download and upload speeds
- Make/model of your router/modem?

### Unable to view cameras from a different computer or location such as a workplace

The most common reason you cannot view your VueZone cameras from a computer at a different location is an incompatible browser or wrong version of Adobe Flash. Always confirm any computer you use to view your VueZone cameras meets the minimum system requirements. Qualified browsers include Internet Explorer 7.0+, Firefox 3.0+, and Safari 3.0+ with Adobe Flash 10.1+. You can check your version of flash at <http://www.adobe.com/software/flash/about/> - look at the version information box.

Another possibility is that your location has highly secure firewall settings. For viewing, video is streamed back to the client over a randomly selected TCP port (currently chosen from within ports 40000-60000). You shouldn't need to change any configuration on your firewall unless the administrator of your router/firewall has specifically blocked these outgoing ports or all incoming video. You may want to contact your firewall administrator or IT personnel to see if these ports are restricted outbound and if it is possible to open up these ports outbound from your computer so you can view your cameras from that location.

### View multiple cameras at one time

You can stream or record live video from only one camera per gateway at a time. You can select the 'Play All' option when in grid view on the 'Cameras' tab (default view) to view consecutive snapshots from

each camera in a round robin fashion.

### Camera battery life

The VueZone system was developed for on demand personal monitoring of a home or workplace. VueZone was not designed for long periods of continuous recording or for use as a 24/7 security product. Viewing live video on a camera continuously will discharge the battery within 24 hours. A new battery should provide up to 6 months of power to the camera when viewing or recording video an average of 5 minutes per day. Depending on your specific usage you may see different results. When you are not viewing the cameras live, or recording clips or images, they revert back into sleep mode to conserve battery life.

Conditions that can cause the batteries to drain at a faster rate than expected:

Failing to stop the camera when done watching, or minimizing the window while leaving the camera running for long periods of time, will quickly drain your batteries. We recommend that you always stop the camera when done viewing. The camera will stop automatically when you change tabs, log out of the site, or close the window or browser. However, if you leave the camera streaming and minimize the page, or move to a different application, the camera will continue to stream video and consume power.

Placing the camera out of range of the gateway, at the edge of the range, or near another device causing continuous interference, will cause the camera to try to connect with the gateway frequently and drain the battery at a higher rate. Try moving the camera closer to gateway or farther from potential interference sources to reduce power drain.

Leaving the cameras turned on when the gateway is disconnected (un-plugged from the power outlet or the internet) or in transport. You should power off your cameras (using the switch on the bottom of the camera) when you power off the gateway or take the cameras out of range of the gateway, such as when transporting the VueZone system. If the cameras are powered on and cannot communicate with their gateway, they will continue to attempt to connect and drain the battery at a much higher rate.

Friends overusing shared cameras. If you have shared your camera to others, they may have viewed the camera for long periods of time, or accidentally left it streaming while unattended.

Use of batteries that are not recommended by Avaak for use with the VueZone system may have lower capacity and discharge sooner.

If you place new batteries in your camera and find that you still see the battery drain at a higher rate than expected after following these suggestions, please let us know.

### Syncing cameras

To sync your cameras: power off your camera(s) for at least 2 minutes, bring within 12 inches of the gateway, hit the sync button on the top of the gateway and then power on the camera(s) while watching the front of the camera. Upon powering on, you should see the blue LED light come on for a couple seconds - keep watching the LED - during syncing the blue LED should flash for about four seconds indicating the camera(s) synced with the gateway. This can happen immediately or up to 45 seconds later (typically within 10 seconds). To confirm, login to your my.VueZone.com account and confirm camera(s) can be viewed. If one or more of your cameras do not sync, insert a new battery and try

process again.

### Software updates

If there is a software update available for your VueZone personal video network, you will be prompted to update upon login to your my.VueZone.com account. Follow the prompts to update the software. We recommend you perform the update when you are at the location of the gateway. If any of your cameras still require a software update, you will be notified on the cameras tab - update them if prompted. If you are still having trouble getting all of your devices to update, see <http://vuezone.com/update> for more information.

### Lighting controls not changing lighting as expected

The VueZone cameras will auto-focus every time 'Play' is pressed on the camera player so the image lighting may change each time you start a stream or take a snapshot based on the lighting at the time the camera auto-focuses. An example of this effect can be seen by selecting a desired lighting setting and watching the camera by clicking 'Play All' (all cameras must be stopped to start the 'Play All' mode).

The VueZone cameras are not night vision cameras. The cameras need the light equivalent of a 40 Watt bulb or higher to get quality pictures. Below a certain lighting level the cameras are unable to adjust any further and the image will appear black.

If you are seeing major differences in video quality or lighting effects between cameras and feel that one of your cameras may be having issues, please point both cameras at the same location in same lighting conditions and take a short video or several snapshots from each and share those to [example@vuezone.com](mailto:example@vuezone.com) so we can better understand what you are seeing. See the share clips and images section earlier in this guide for more details on how to accomplish this.

### VueZone system compatibility

All VueZone cameras are compatible with the new gateway (Model GW2010) that comes with VueZone systems models SM2200, SX2500 and SM2700. You can also add all new cameras (models CI2010 and CM2040) to a previous model VG100T VueZone gateway. You may need to update the software on your gateway to take advantage of the motion detection features of any motion detection cameras. If you have a gateway model VG100T or cameras model VC2MP you cannot view your cameras in full screen high resolution snapshot mode (1600x1200 at).

You can identify which generation your VueZone gateway is by the model number on the label on the bottom of the gateway – older gateways are model VG100T and newer gateways are model GW2010.

For the cameras, you can tell if it is an older model by the battery latch on the bottom of the camera – older cameras are all single battery cameras with a rotating dial which turns from OFF to ON. On the bottom of newer cameras there is a power switch that either shows a red (off) or green (on) dot. There is also a battery panel release switch, the battery panel also goes along the back of the camera and detaches when opened. Newer cameras have the model number listed inside the battery compartment - CI2010 for indoor camera, and CM2040 for the indoor motion detection camera.