

Title:	Verifying IR functionality				
Date:	06/30/2014	Version:	2.0	Pages	2
Product:	All cameras with IRs				
Action Required:	Information only				

Issue: Dark Images at Night with IR Cameras

Possible Causes:

1. Faulty IR LEDs.
2. Faulty IR Cut-Filter
3. Settings Issue

To troubleshoot this issue, please take the following steps:

Day Time Testing:

Use the following test - note that the camera must be within an arm's reach to troubleshoot the IRs:

1. The cameras have a LIGHT SENSOR (**Figure 1**), which turns ON the IRs, when the environment becomes dark, and turns OFF the IRs when the environment gets bright again.



Figure 1

2. Cover the Light Sensor with a finger (for dome cameras, it is recommended to remove the bubble to have direct access to the Light Sensor), after which the IRs will turn on. If the IRs are on, you will see the Red Glow.
3. When the IR LEDs turn on, listen for a CLICK. This click is a product of the camera switching from Day to Night mode. After the click the IRs on the camera will light up red (just like a laser pointer, the source is visible to the naked eye, but not the beam). Please refer to Figure 2.

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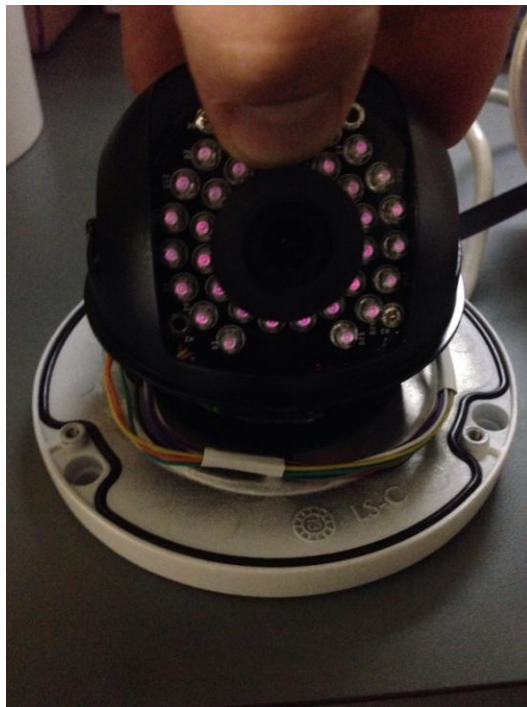


Figure 2

The IR LEDs have turned on, after the Light Sensor has been covered with a finger

4. If the IRs do not turn on, please contact Hikvision Technical support for further assistance.
5. If the IR LEDs turn on and the image is still dark, please browse into the camera image settings page. Under shutter speed, adjust the shutter value to 1/12 sec. After the setting is saved, adjust the shutter setting to 1/30. Verify if the image is clear.

Night Testing:

1. If testing at night, check for RED glow of LEDs. If you see a red glow, IRs are functioning.
2. Next test is to verify if the IR cut-filter is working properly. Shine a light into the Light Sensor (see figure 1 below). IR LEDs should turn off.
3. Remove light source and listen for the CLICK of the IR cut-filter as per Day-Time step 3.
4. IF IR Filter is functioning properly, proceed to Day-Time step 5.

If the image is still dark, please contact Hikvision Technical support for further assistance.