

# PORTABLE WIRELESS MONITORING SYSTEM

## Frequently Asked Questions

English Version 2.0



**MODELS:**  
**LW2002 Series**



[www.lorexcctv.com](http://www.lorexcctv.com)

## LW2002: FREQUENTLY ASKED QUESTIONS

### ***The speaker on the wireless receiver keeps cutting in and out.***

If you notice the speaker turning on and off, this is the innovative **Auto-Mute** function. If no sound is detected by the camera, the speaker will automatically shut off to prevent the constant hiss of ambient noise (common in any environment); the speaker will automatically turn on when any sound is detected. This serves as an added security feature that can alert you if any sound is detected by the camera.

### ***What is the maximum distance I can have the cameras from the receiver?***

450 feet / 137 meters line-of-sight. Signal strength and transmission range will be reduced if the video signal has to be transmitted through solid objects such as plastic, wood, glass, metal, concrete, brick, and trees.

### ***The image on the LCD is choppy and/or keeps cutting out.***

The LCD wireless receiver may be out of range of the camera(s). Use the signal bars on the display screen to observe signal strength. 0~1 bars = no/weak reception; 4 bars = strong reception.

**ATTENTION:** If the signal is low (e.g. 1 or 2 bars), reposition the cameras or receiver for best performance.

If using more than one camera (up to four with the LW2002), always keep a distance of at least 6.5 feet (2 meters) between cameras.

### ***The image on the LCD receiver is in black and white.***

The camera will automatically switch to black and white (B/W) in low light / no light conditions. This will produce a clearer, sharper picture when there is little to no light in the environment.

If the camera produces a B/W image during the daytime, it may be due to the camera itself being in a dimly lit or shaded area. Reposition the camera to a location where the lens will receive more light, thereby producing a color image on the LCD wireless receiver.

### ***Can I manually switch the camera from color to black and white?***

No. The camera switches to B/W automatically in low-light conditions. When there is sufficient ambient light in the environment, the camera will revert back to color.

***If I have two wireless receivers, can the signal from one camera appear on both receivers?***

No. Digital wireless offers a secure connection between paired devices. “Pairing” is an electronic handshake that ensures the signal will only be transmitted between the specific camera and receiver. This ensures your signal remains private and secure: neighbors cannot pick up or listen-in to your transmission.

***How long is the battery life on the LCD wireless receiver?***

When the internal battery in the LCD wireless receiver is fully charged, it should last for approximately 2.5 ~ 3 hours. Make sure to turn on power saving options for the LCD display from the System Menu to help extend battery life.

***How many hours do I need to charge the battery on the LCD wireless receiver?***

The receiver needs to be charged for 3 hours before it is fully charged.

***How many hours do I need to charge the battery before I use the LCD wireless receiver for the first time?***

The LCD wireless receiver needs to be charged for 5 hours before it is fully charged. The LCD wireless receiver batteries will stop charging itself once it is full.

***How long is the battery life if using batteries in the camera?***

If using the optional battery pack (four AA alkaline batteries required—not included) in the base of the camera, the batteries should last for approximately 6 hours.

***What other models of cameras are compatible with the system?***

Accessory cameras compatible with the LW2002 include:

- **LW2002W AC1** (indoor, white)
- **LW2002B AC1** (indoor, black)
- **LW2201 AC1** (outdoor)

## Troubleshooting

If you have problems with your System, there is often a quick and simple solution. Please try the following:

Problem	Solution
There is no picture from a camera.	<ul style="list-style-type: none"><li>• Check all connections to the camera. Make sure the adaptor is plugged in.</li><li>• Make sure that the cameras and receiver are both ON.</li><li>• Make sure that the camera is in range of the receiver.</li><li>• If using the battery adaptor, try replacing the batteries</li></ul>
The picture is dropping.	<ul style="list-style-type: none"><li>• Move the camera closer to the receiver.</li><li>• Try repositioning the camera, receiver or both to improve the reception.</li></ul>
There are problems with the audio.	<ul style="list-style-type: none"><li>• Ensure that the volume on the TV is ON</li><li>• Make sure that there is sound within range of the camera Microphone</li><li>• If the unit emits a loud screeching noise (feedback), move the camera or receiver farther apart.</li></ul>
The speaker turns on and off randomly	<ul style="list-style-type: none"><li>• If you notice the speaker turning on and off, this is the innovative Auto-Mute function. If no sound is detected by the camera, the speaker will automatically shut off to prevent the constant hiss of ambient noise (common in any environment); the speaker will automatically turn on when any sound is detected. This serves as an added security feature that can alert you of any occurrence detected by the camera.</li></ul>
The picture is or has become choppy	<ul style="list-style-type: none"><li>• The picture may become choppy when experiencing a lower frame rate (i.e. 10 frames per second vs. a higher 20 frames per second).</li><li>• Try moving the camera closer to the receiver.</li><li>• Remove obstructions between the receiver and camera.</li></ul>
The picture appears to be grainy when using AV out function to view on a large screen TV/Monitor	<ul style="list-style-type: none"><li>• The purpose of the AV output is for convenience only. When using with large screen TV/Monitor, the picture might be grainy as the camera limits video resolution to VGA (640x480 pixels). This is not a product defect.</li><li>• For best performance use with TV/Monitor PIP (Picture in Picture) function. Check your TV/Monitor product manual to see if this feature is available on your TV/Monitor</li><li>• View video on a smaller screen TV/Monitor</li></ul>