

LW2401/LW241 - Frequently Asked Questions

Q: I have Skype. Why do I need to create a Skype account for the camera?

A: The camera requires a Skype account so you can access the camera from your own Skype account. Create a Skype account for the camera and add it to your Contacts. You access the camera by calling it - just like calling any one of your Skype contacts. Make sure to configure the camera for automatic answer and video (see 'Why can't I see an image from the camera using Skype?').

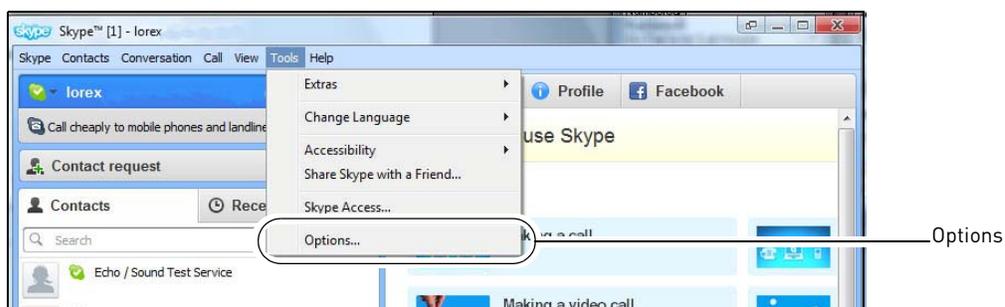
Q: Why can't I see an image from the camera in Skype?

A: Are you trying to access the camera on your local network (first time setup) or from a remote location? Please see both local and remote options below:

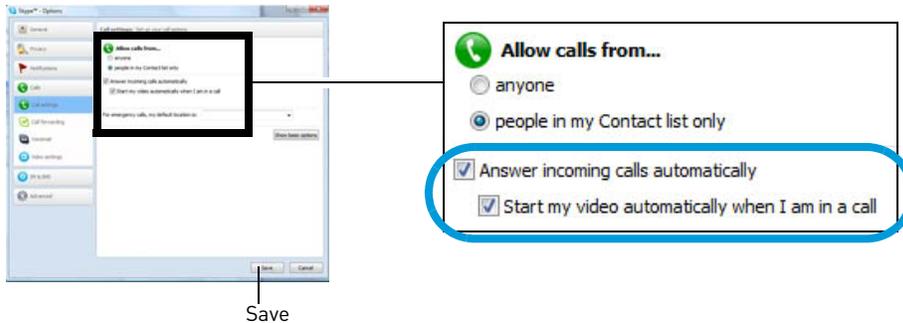
Local (first-time setup)

- 1 Power on the camera and monitor and make sure you can see video from the camera on the monitor. If you cannot see an image from the camera, you need to pair it to the handheld monitor (see 'How do I pair cameras?').
- 2 Insert the Product CD in your Windows PC and install the drivers. Make sure Skype is not running when you install the drivers. Once the driver is installed, connect the handheld monitor to the PC using the included USB cable. The handheld monitor should be powered on. You will see the screen on the handheld monitor go black. Launch Skype and sign in.
- 3 Upon login, click the See my video button to confirm that Skype detects the camera. Click the Close button to exit.

NOTE: If you do not see the "See my video" button, click **Tools→Options→Video Settings**. From the Tools menu, select Options.



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- 4 Click the Calls button [], then click 'Show Advanced Options.' Select the "Answer incoming calls automatically" checkbox and the "Start my video automatically when I am in a call" check box. Click **Save**.



Remote: No video from the camera (or a camera seen as 'Offline') may occur for the following reasons:

- Handheld monitor not connect to the PC
- Camera and/or handheld monitor are not powered on
- PC not powered on
- PC is ON but Skype is NOT running
- PC may be in Sleep mode or Hibernate mode
- A Skype account has not been created for the camera

Q: How do I pair cameras?

A: The camera included with your device has already been paired up with the handheld monitor. If for any reason your monitor and camera are not paired up, or you wish to add additional cameras, please perform the following:

- 1 Place the camera and video monitor 12 inches apart. Turn on the camera first and then the video monitor.
- 2 Press the **Menu** button on the monitor, then select **Pairing** and press the **OK** button.
- 3 Select an available channel, and press the **OK** button.

NOTE: By default, the camera included with the system is paired to channel 1.

- 4 Press the Pair button behind the camera within 30 seconds. You should immediately see video from the camera on the video monitor.

NOTE: You can add a maximum of four (4) wireless cameras to the handheld monitor.

Q: How do I copy video to my computer?

A: Remove the microSD card by using your finger-nail or other thin object to release the card. Insert the microSD card into the included SD card adapter and slide the notch to LOCK. Insert the SD card into your computer's SD card reader. If your computer does not have a built-in SD card slot, you will have to purchase a separate SD card reader. Your computer (PC or Mac) should load the card like a standard drive. Copy or move the files from the SD card to a location on your hard disk.

Q: Why is my picture at night time not as clear via Skype compared to my handheld monitor?

A: Video is transmitted at a resolution of QVGA (320x240). When viewing on your computer, typically the viewing screen is larger than the handheld monitor, resulting in a stretched image to fit the screen-size. This is even more evident in night vision mode. In Skype, we recommended to use "pop up mode" (image 1) for better clarity compared to "zoom out mode" (image 2).



Pop up mode



Zoom Out Mode

Q: Why is the temperature sensor giving me an inaccurate reading?

A: The heat from the camera might be causing the temperature to appear higher. If the temperature shown on the handheld monitor differs from the actual room temperature, gently angle the sensor away from the body of the camera.

