
LW2702/2902: FREQUENTLY ASKED QUESTIONS

Version 3.0

Topics:

- General Questions
- Screen Saver (Picture Frame Simulation)
- SD (Secure Digital) Memory Card
- Recording
- Recording Tips
- Viewing AV Outputs
- System Settings
- Video Playback
- Privacy

General Questions

I have my camera pointed through a window, and during night time viewing/recording, I see glare and reflection. Why?

It is never recommended to view a camera with IR LEDs (used for night vision) through a window as the IR light (infrared light) reflects on the window and back into the lens.

The camera supplied is rated for outdoor use. If the camera is required to view an outside area, it should be installed outside.

Motion recording is not working properly through a window. Why?

The window will affect motion sensing as the temperature of the window itself will mask temperature changes occurring outside, which is what the PIR motion sensor is looking for to detect motion. If the camera is required to monitor an outside area, it should be installed outside.

Why can't I open the main menu, change viewing mode, access recordings, or access any other options while in recording mode?

In order to perform any changes on the system while in recording mode, you will need to stop recording. Recording overrides other actions on the receiver.

How do I turn off the Alarm ('beeping') sound?

1. Press the **Menu** button on the remote.
2. Navigate to **Setting→Alarm Volume**
3. Press the back (◀) button repeatedly on the remote to turn the volume all the way down.
Note: One volume bar means the alarm sound is muted.
4. Press **Enter** on the remote.

Can I extend the wireless range of the receiver?

Yes. There are optional antennas available at lorexcctv.com that help boost wireless signals.

What happens to the system during a power failure while in recording mode?

A power failure may interrupt recording modes on the system. After power is restored, the following occurs:

- The system will restart in **Auto Sequence Mode + Motion Recording**. This ensures that some form of recording will be immediately active on the system.
- A flashing Power Failure icon will appear on-screen. The Power Failure icon indicates that a power failure occurred while the system was actively recording.

NOTE: If you had a different display view or recording mode set when the power failure occurred, you will need to re-apply the previous display view and recording mode.

The flashing icon appears ONLY if the system was actively recording when the power failure occurred. The flashing icon will disappear when you press buttons on the receiver or remote.

IMPORTANT: If a power failure occurs during recording, you may lose video recorded within ten minutes of occurrence of the power failure if set to Manual or Scheduled Recording

What is the maximum distance I can have between the camera and the receiver?

Typically 450 feet (137 m) with a clear line of sight in open space, or approximately 150 feet (46 m) in a house. Walls, studs, furniture will interfere with the range of wireless transmission. Try repositioning the camera and/or monitor to achieve optimal signal strength. An optional antenna (available at lorexcctv.com) may help extend the range and/or get around obstacles.

What does 'line-of-sight' mean?

'Line-of-sight' means that there are no obstructions which may interfere with the transmission of the audio/video signal. Obstructions include items such as walls, buildings and certain electronic devices.

Why does my "wireless camera" have a power cable?

The term "wireless" refers to the lack of a video cable between the camera and the receiver. The camera still requires a power source.

What is pairing?

Pairing is an electronic handshake between digital wireless devices. Pairing allows the devices to communicate exclusively with each other. The transmission is secure.

Can digital wireless cameras be paired to more than one receiver?

Digital Wireless cameras can only be paired to one receiver. This is to prevent interception by 3rd parties, and prevents any other device from picking up the signal - this also means that you cannot pair one camera to multiple receivers.

What does the flashing power-plug icon mean?

A power failure occurred while the system was actively recording. Refer to "What happens to the unit during a power failure" for details.

What accessories can I add to the unit?

You can add extra cameras to the unit such as the:

LW2301AC1 (One-way audio)

The LW2301AC1 does not support the intercom function, and is designed to be used in areas where you do not require two-way communication.

LW2701AC1 (Two-way audio)

The LW2701AC1 supports the intercom function and two-way audio. Use this camera for areas where two-way communication is required such as the front door.

Screen Saver (Picture Frame Simulation)

Can I upload my own pictures onto the LW2702?

The LW2702 does not offer the ability to upload your own pictures/videos. It only displays the pre-loaded images (five scenery images).

Can I set the LW2702 to play the pre-loaded images in a slideshow?

The LW2702 will only display the pre-loaded image selected in the OSD menu. To change the image, please go to the OSD menu, and select another pre-loaded image.

Can I delete the screen saver images?

No. The images are pre-loaded into the monitor, not the SD card. Formatting the SD card will not delete the screen saver images.

Privacy

Is the signal secure?

Yes. The Digital Wireless signal transmission type used by the Lorex LW2702 series is also known as FHSS- Frequency Hopping Spread Spectrum. This type of signal is highly resistant to deliberate jamming as it generates a channel hopping sequence using a sophisticated algorithm generated by the receiver system.

SD Memory Card

What memory cards is the LW2702 compatible with?

The system is compatible with SD (Secure Digital) and SDHC (SD High Capacity) memory cards, minimum Class 2.

What is the maximum capacity SD memory card supported?

The system supports a maximum of 16 gigabytes.

How much video can I store on a SD memory card?

Use the table below to help you estimate the recording times on various sizes of SD cards. Times are shown in hours and minutes.

SD Card Capacity	Estimated Recording Time*	
	QVGA Resolution	VGA Resolution
512 MB	1:20	0:55
1 GB	2:30	1:45
2 GB	5:00	3:45
4 GB	10:15	7:00
8 GB	18:00	14:00

*Recording times are estimated based on product usage with Kingston™ branded SD memory cards. Usage of alternative brands and/or non-branded media may result in different recording times.

Recording

What are the different recording modes?

Recording Mode Summary

Mode	Description
MANUAL RECORDING	<ul style="list-style-type: none"> Continuous recording from one camera Press the Record—● button on the remote control to start/stop manual recording Cannot record while in Quad mode Cannot record while in Auto Sequence Viewing Mode
SCHEDULE RECORDING	<ul style="list-style-type: none"> Continuous recording from one camera or from Auto Sequence Viewing Mode (system will record from one camera at a time) ATTENTION: Turn off Manual Recording and Motion Recording to enable Schedule Recording Enter a Start and Stop Time from Main Menu>Record>Schedule Record Cannot enable Schedule Recording while in Quad Mode Cannot record while in Screen Saver Mode (i.e. if the system is in Screen Saver Mode, Schedule Recording will be disabled)
MOTION RECORDING (AUTO)	<ul style="list-style-type: none"> System only records when motion is detected by a camera Compatible with Quad Mode (recommended) Compatible with Auto Sequence Viewing Mode Press the Motion button to start/stop Motion Recording
SCREEN SAVER + MOTION RECORDING	<ul style="list-style-type: none"> Enable Screen Saver for LCD receiver to simulate a picture frame Use with Motion Recording: <ul style="list-style-type: none"> Press the Motion button to start Motion Recording Press the Scan/Del button to enable Screen Saver mode

Can I record multiple cameras at the same time?

The LW2702 can only record one channel at a time.

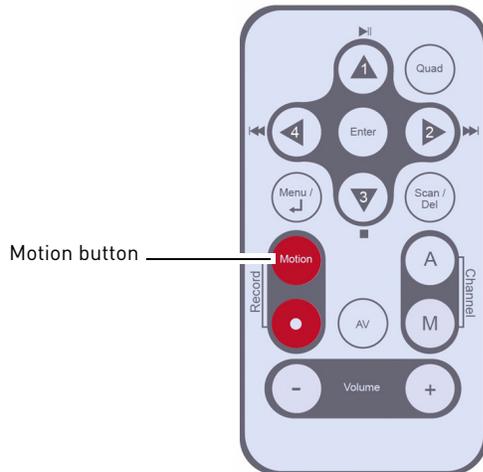
TIP: Set **Trigger Record** in the **Record** menu to **5 seconds** (the lowest possible value), and enable **Quad Mode**. This allows the system to: a) record a channel for 5 seconds when motion is detected b) Records the next channel that detects motion for another 5 seconds.

Why can't I access the main menu while I'm in Quad Mode?

You must exit Quad Mode before you can access the main menu. Simply press **Quad** on the remote control to exit.

How do I enable Motion recording?

1. During live view, press the **Motion** button the remote control. Note that motion recording can only be enabled by using the remote control.
 - The AUTO REC lights up on the LCD receiver. When the camera detects motion, the system records.
2. Press the **Motion** button on the remote to stop motion recording.



Why isn't scheduled recording starting?

- Make sure that the SD card is properly inserted into the monitor. Make sure that the SD card icon appears at the top of the screen.
- Double check that you have set the system time. Press the **Menu** button to access the main menu. Then navigate to **Setting**→**Date & Time** to set the system time.
- Double check that you have set the start/stop time in the scheduled recording menu.
- Double check that you have turned scheduled recording on.
- You may be in Quad Mode. Exit Quad Mode before starting scheduled recording. Press the **Quad** button on the remote to exit.

Can I record in Auto Sequence Viewing Mode?

Yes. Set the system to Scheduled Recording. Then set the viewing mode to Auto Sequence. Note that the recorder only records what it sees on-screen. This means that you will only record video from a particular channel when it is displayed on the monitor.

Can I set specific days of the week for the unit to record?

You can only specify to record at a particular time of day (for example, everyday from 9:00 a.m to 5:00 p.m). **Note:** System utilizes a 24-hour clock (i.e 15:00 is 3:00pm).

Use the Schedule Record menu to set start and stop times for Schedule Recording. During this time block, the system records continuously from one specific camera, or from any cameras in Auto Sequence Viewing Mode.

Recording Tips

Manual Recording

You should use manual recording to record something as it happens. Make sure to stop recording once the event is over to prevent the memory card from becoming full.

Motion Recording

It is recommended to use Motion Recording most of the time to save memory card space.

If you are using more than one camera, it is highly recommended to use Quad Mode with Motion Recording turned on. Quad mode allows you to see all four cameras at once. When motion is detected, the triggered camera will appear on-screen. After motion recording is complete, the receiver will return to Quad mode.

Schedule Recording

It is recommended to use Schedule Recording to capture a relatively short daily event (ie. store/business opening/closing).

Viewing A/V Output

While in Quad Viewing mode, how can I quickly go to a specific channel?

Press the direction button on the remote that refers to the channel number you want to view. To now view another channel, repeatedly press the **M channel** button on the remote until you have reached your desired channel.

I have connected the A/V output cable to my TV/monitor. Why does the image not appear on the TV/monitor?

You need to press the **AV** button on the remote to transfer the image from the LW2702 to the TV/monitor.

NOTE: It takes approximately 5 seconds for the image to appear on the TV/Monitor.

When using A/V output, can I watch the video on the TV/monitor, and on the LW2702 at the same time?

When using A/V output, the LCD screen blacks out. The image only appears on the television screen.

System Settings

How do I turn off the Alarm ('beeping') sound?

See "How Do I turn off the Alarm ('beeping') sound?" in the General section.

Can the unit display a 12-hour clock?

The unit only displays time in the 24-hour clock format.

Can the unit adjust to daylight savings time?

There is no daylight savings time (DST) setting on the system. DST must be set manually if necessary.

Video Playback

Why can't I access the saved video files on my memory card?

All recording must be stopped on the system before playing back saved video files. This also applies to Quad or screensaver viewing mode.

When using Manual or Scheduled Recording, why does the system generate so many video files?

The system records video files in 10 minute sessions (ie. 1 hour recording will be divided into 6 separate files.)

The reasons for this are as follows:

- It makes finding events easier/faster in case you know the approximate timing of the event.
- The system needs time to record the video file to the memory card. Every time a new 10 minute session starts, the previous 10 minute session is stored onto the memory card.

How can I view videos on my computer?

Remove the memory card from the monitor and insert it into a compatible SD card reader.

If you are using a PC:

- A window will pop-up asking you whether you would like to browse files on the memory card or launch Windows Media Player™. If the pop-up window does not appear, open **My Computer** (Vista: **Computer**) and find the memory card in the list of drives.
- Find the video file you want to view by looking for the date the event occurred. The file name convention indicates the date ("090825" means the file was recorded on August 25, 2009). Double-click the file to begin playback in Windows Media Player™.
- The XviD, DivX, or FFDSHow codec may be required if attempting to view the video files in Windows Media Player™. You can also view AVI files natively in other media players such as VLC and DivX Player.

If you are using a Mac:

- The memory card folder will appear on the desktop. Double-click the folder to open.
- Find the video file you want to view by looking for the date the event occurred. The file name convention indicates the date: "090825" (year (09), month (08), date (25)) means the file was recorded on August 25, 2009. Double-click the file to begin playback in Quicktime™.
- Additional codecs may be required if attempting to view AVI files in QuickTime. VLC Player is recommended for viewing AVI files on a Mac. VLC is an open-source freeware application available at www.videolan.org

