

Q1: Where can I download manuals, firmware upgrades or additional software?

To download the latest manuals, especially the detailed manuals, firmware or software please visit the customer download-tool on our website <http://www.blaupunkt.com/en/nc/servicesupport/downloads/>

Q2: Username does not exist/forgotten or incorrect/forgotten password.

1. Please check your username and password. Default user is “admin” and password “admin”, too.
2. If you forget your username or password you need to factory reset the camera by pressing the reset button for 15 seconds.

Q3: Connection failed/login timeout.

1. Please check if the camera is powered ON and connected to the network.
2. Eliminate service provider port, proxy or any other device in LAN using this port.
3. If the camera is connected by Ethernet change the port connection on the router.
4. If the camera is connected by Wi-Fi, connect the camera by Ethernet to avoid any network issues.

Q4: Failed to configure the camera via Wi-Fi.

1. Check if your smartphone is connected to your Wi-Fi network and double check the if the entered Wi-Fi password is correct.
2. VIO cameras work only on 2,4GHz Wi-Fi bands. If you are using a dual band router please turn OFF the 5GHz band. To do so please check the router manual.
3. If a device has been already configured to another Wi-Fi network, press the reset button for 15 seconds and perform a “1st time configuration of the camera with the Cam4Home APP” as described in the **Quick Start Guide**. Advanced users can change the Wi-Fi connection via the Web Interface (please refer to Q12).
4. Factory reset your camera by pressing the reset button for 15 seconds and perform “1st time configuration of the camera with the Cam4Home APP” as described in the **Quick Start Guide**.

Q5: How to connect an already configured camera to another Wi-Fi network

If a device has been already configured to another Wi-Fi network, you shall factory reset the camera by pressing the reset button for 15 seconds or change the Wi-Fi connection via the Web Interface. For detailed information refer to Q12 Web Interface manual (download link in Q12).

Q6: Camera works via Ethernet cable but not via Wi-Fi.

1. VIO cameras work only on 2,4GHz Wi-Fi bands. If you are using a dual band router please turn OFF the 5GHz band. To do so please check your router manual.

Q7: How to activate motion detection.

- Go to Device manager → select the desired camera and press the Config Device icon



→ press Video detect → Motion Detection and enable motion detection.

- We recommend activating the push notification function to get notified whenever motion got detected, please refer to **Q8** on “[How to activate push notifications](#)”.

Q8: How to activate push notification.

- To receive push notification on your smartphone:
 - o Go to Alarm manager → press Push Config → Select the desired camera and press on the button to turn it ON.
 - o Choose the push notification trigger “Motion Detect” and select “IPC”.
 - o Press the back button and press the top right save button  to save the changes.
 - o Check on push configuration that the camera is not displayed as “Closed”.

Q9: I cannot receive push notifications.

- a. Please check if the Indicator light of the Camera is green and **not blinking** which shows that the camera is online and connected to the network. Use Live View to check if streaming is available.
- b. Go to “Alarm manager” menu → “Push config” and check if the camera has subscribed for push notifications. If the camera is displayed as “closed” then push notifications are not activated and won’t send push notifications.
- c. Your smartphone security settings may be blocking push notifications from the Cam4Home. Check that the Cam4Home has all the permissions and push notification are allowed.

Q10: Live view stuck.

1. If network bandwidth is insufficient, stream only one camera at a time, reduce the quality of the video stream or change to a better network environment.
2. If the mobile phone decoding capacity is insufficient, stream only one camera at a time or reduce the quality of the video stream.
3. If the Wi-Fi network signal is insufficient we recommend to install a repeater, connect the camera via Ethernet or to use a power line connector (PLC).

Q11: Cannot playback videos or photos.

1. To playback any record using playback event menu the camera needs to have a SD-card installed. If there is a SD-card installed check if it is properly formatted.
2. Videos and photos recorded manually using the live view menu can’t be found on the playback event menu. For those recordings please go to the “recording on mobile” menu.
3. For motion detection recordings check that the camera has motion detection activated.
4. Check if there is no schedule

Q12: How do I access to the Web Interface?

The Web Interface is recommended only for advanced users or users with IT knowledge.

Please scan your network with a Network Scanner tool.

Search for a device with the same name as the SN of your camera and copy the IP address.

Open a browser and type the IP address of the camera

Log in to the Web Interface using the username and password of the camera. (Default username and password is “admin”)

For a detailed information regarding Web Interface please refer to Web Interface manual. <http://www.blaupunkt.com/en/nc/servicesupport/downloads/>

Q13: How can I upgrade the Firmware of my camera?

To upgrade the camera Firmware please go to <http://www.blaupunkt.com/en/nc/servicesupport/downloads/> and download the latest Firmware for your camera. Afterwards use the Web Interface to upgrade the camera. For detailed information regarding Web Interface please refer to Web Interface manual (link in Q12).

Q14: Can I config the camera to send me e-mail notifications?

Yes, to configure e-mail notification you need to use the Web Interface. On the Web Interface go to setup --> Network --> SMTP (Email) --> Setup an email to work as the sender and a list of email where you will receive the emails. For a detailed information regarding Web Interface please refer to Web Interface manual (link in Q12).

Q15: Is there any desktop software to manage the VIO-Cameras?

For advanced users, we provide the professional desktop software Smart-PSS to manage and configure the cameras. The Smart-PSS Software and Manual can be downloaded from our website. <http://www.blaupunkt.com/en/nc/servicesupport/downloads/>

Q16: Locked account.

1. Account is locked due to multiple incorrect login attempts, please wait 30min until the lock block period ends or reboot the camera.
2. Please check if the camera username and password are incorrect, or re-enter the password again.
3. If you forget your username or password you need to factory reset the camera by pressing the reset button for 15 seconds.

Q17: Insufficient resource or system is busy alert.

Please reboot device or reduce the number of users connected to the device.

Q18: My camera microphone / speaker is not working

The VIO-H30 has a microphone and speaker. The VIO-B10 / VIO-B30 / VIO-D30 / VIO-DP20 don't have microphone or speaker.