



How to Troubleshoot If a Uniview Camera's Image Is Pink?

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Product:	IPC	Date	11/24/2023

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Description

Note: This method is applicable to most scenarios. If the method cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

Operating Steps

The pink image of a camera's live view may be caused by multiple reasons. Below method is a fast way for troubleshooting.

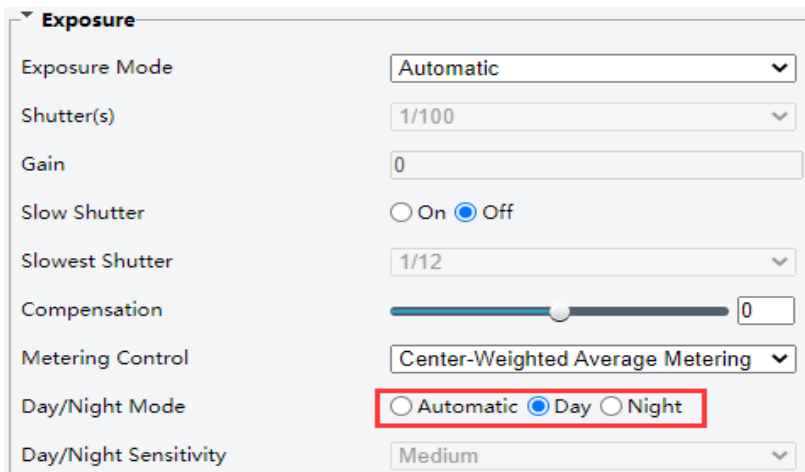


Step 1 Check the installation environment.

If there are pink or red lights around the camera's installation spot, turn the lights off and see how the camera works.

Step 2 Switch the camera's Day/Night modes for a couple of times

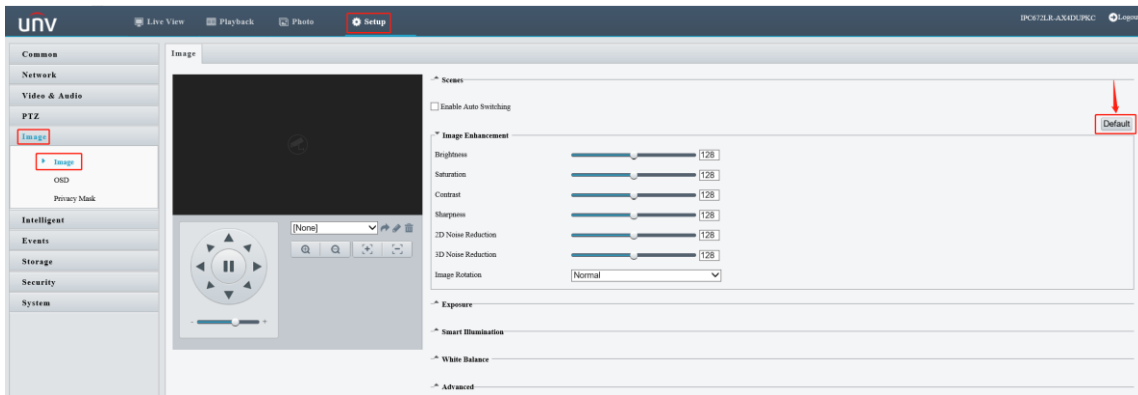
It can be switched under **Setup>Image>Exposure**.



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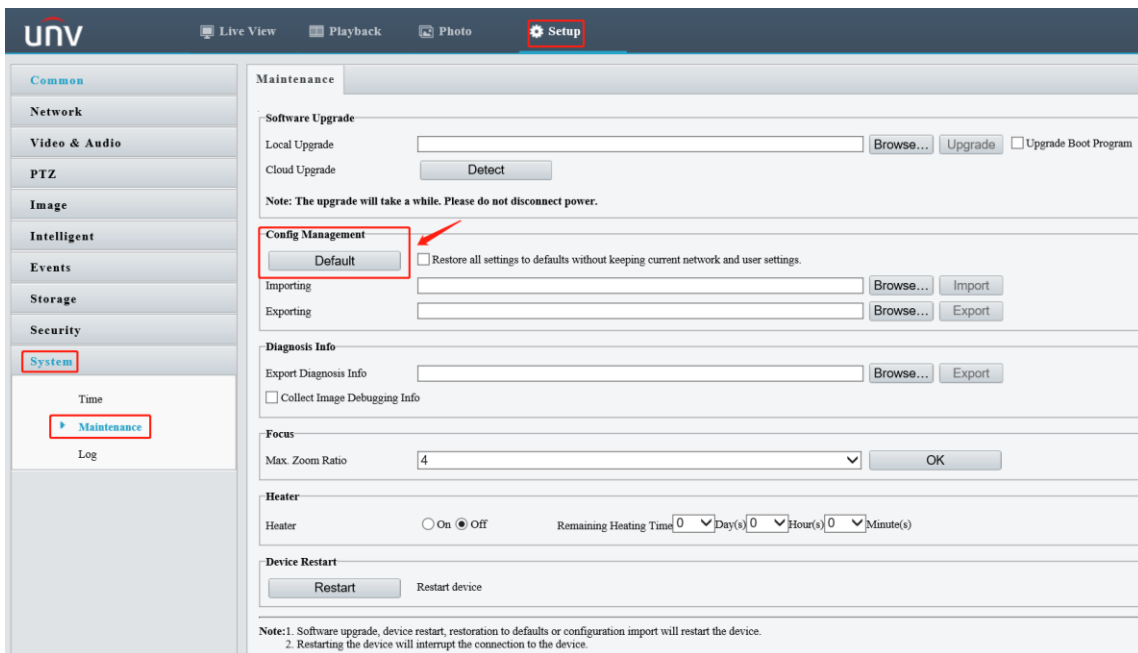
Step 3 Default image settings.

The camera's image settings can be defaulted under **Setup>Image>Image>Default**.



Step 4 Default the camera if the default image settings do not help.

The camera itself can be defaulted under **Setup>System>Maintenance>Default**.



Step 5 Upgrade the camera locally or by cloud.

Upgrade by cloud if the device is on the cloud server.

Local upgrade requires firmware files. Contact Uniview tech support team (service@uniview.com) to get the firmware you need.

Note: Send the model number, current version and SN of your camera so as to obtain the latest firmware.

A Uniview camera's version info can be found under **Setup>Common> Basic info> Basic info**.

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The screenshot shows the UNV camera web interface. At the top, there is a navigation bar with 'Live View', 'Playback', 'Photo', and 'Setup' (highlighted with a red box). Below this is a sidebar with 'Common' (highlighted with a red box) and 'Basic Info' (highlighted with a red box). The main content area shows the 'Basic Info' page with the following data:

Basic Info	
Model	IPC868ER-VF18-B
IPv4 Network Info	172.1.90.56/255.255.255.0/172.1.90.1
MAC Address	48:e...
Version Info	
Firmware Version	QIPC...
Hardware Version	A
Boot Version	V2.1
Serial No.	2107...
Status	
System Time	2023/6/14 16:58:51
Operation Time	6 Day(s) 11 Hour(s) 10 Minute(s)
Intelligent Server 1	Offline
Intelligent Server 2	Offline

A 'Refresh' button is located at the bottom of the page.

Step 6 Please try turn IR cut on/off by using Telnet/SSH with commands below:

Command 1:

ECHO -iroff > /proc/driver/motor

ECHO -iron > /proc/driver/motor

Command 2:

ECHO -ircut 0 > /proc/driver/motor

ECHO -ircut 1 > /proc/driver/motor

Each set of commands needs to be applied for 2-3 times.

For how to log into cameras via Telnet/SSH, please check the following document:

https://drive.google.com/file/d/1cJLWwcaOx8NSRZy-lqF5PTH1tCCIsRLA/view?usp=share_link

You can contact your supplier or Uniview technical support team for help if you are not able to do those tests by yourself.