



Troubleshooting Tips

Is your camera offline? The steps below can help identify and resolve the most common issues.

STEP 1: CONFIRM POWER

Most camera issues can be traced to interrupted power.

- Check that your camera is plugged into a power source, that the power cable is not cut, and that your power circuit is live.
- Plug another device into the camera's power source to confirm there is power.

Camera-specific troubleshooting:

- Time-Lapse Pro: Open the camera enclosure and check for lights.
- OnSite Fixed and PTZ: Open the communication/power enclosure and check for lights.

No lights can mean that the camera does not have power.

STEP 2: CHECK CONNECTIVITY

Most cameras communicate with iBEAM's servers via cellular data connection. Some cameras may be connected to your jobsite network, either wirelessly or through an Ethernet cable.

For cameras using cellular communication:

- Verify that there are no cellular outages in your area.
- Power cycle the camera to reset the modem.

For cameras connected to your network:

- Verify that other devices connected to the job site network can access the Internet.
- Confirm that the camera's network cable is properly connected to network's modem/router and that it isn't damaged.
- Check for network changes that could affect the camera (e.g., new firewall, modem or ISP).

For cameras using a wireless bridge:

- Check the indicator lights on the wireless antennas to confirm a strong signal.
- Confirm that the wireless bridge is properly connected to the network's modem/router.

If there is a weak or no signal:

- Verify that the antennas are aligned facing each other.
- Remove any obstacles that are blocking line-of-sight between the antennas.
- Confirm both antennas have power (most antennas have a power indicator light).

Rebooting the camera, wireless antennas and modem may restore network connectivity.

If these steps don't restore your camera, contact the iBEAM Support Team for assistance.
support@ibeamsystems.com
800.403.0688