



Is your camera offline?

The checklists below can help identify and resolve the most common issues.

If these steps don't restore your camera, call the iBEAM Support Team at 1.800.403.0688 for assistance.

STEP 1: CONFIRM POWER

Most camera issues can be traced to interrupted power.

- Check that your camera is plugged in, 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: Disconnect the camera from power, then restore power. Watch for the camera's head to rotate during start-up.
- iWitness: Open the camera enclosure and check for lights.

STEP 2: CHECK CONNECTIVITY

Cameras communicate with iBEAM's servers via your job site's network or via a cellular data connection.

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).

For cameras using cellular communication:

- Verify that there are no cellular outages and that your cellular account is active.

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