



## *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.
- Time-Lapse Live: 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.**