

# How to Troubleshoot If a Uniview Camera

## Has Strobe Problem?



### How to Troubleshoot If a Uniview Camera Has Strobe Problem?

### 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/

#### **Background Knowledge**

Stroboscopic is caused by the frequency difference between lens and ambient light, especially when the indoor light is on during daytime, which makes the camera fail to adjust its exposure mode automatically.

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#### **Operating Steps**

**Step 1** In some cases, this issue can be easily fixed by changing the capture mode of your camera on the NVR. You can test by changing the capture mode to resolutions with frame rate @20/@25/@30.

Here is the GUI path:

			Camera	
	Camera	Encoding		
لح <u>ا</u> Camera	in the second se	Select Camera	D1(IP Camera 01)	
	Encoding	Storage Mode	Main Stream	
$\odot$	Snapshot	Capture Mode	1920*1080@30	~
VCA	OSD		Main Stream	
~	050	Stream Type	Normal	
$\oplus$	Image	Video Compression	H265	
Network		Resolution	1920*1080(1080P)	
ŝ	Privacy Mask	Bitrate Type		
ري System	< <u>⟨O</u> ⟩ PTZ	Bit Rate(Kbps)	512	
System		Frame Rate(fps)	5	
চি		Image Quality	0	-
Backup		I Frame Interval		
		Smoothing	0	
<u></u>		Audio Stream	0	
Storage		U-Code	Advanced Mode	¥
243			Off	
Ŵ			Basic Mode	
Alarm			Advanced Mode	
es.				
Maintain				
		Сору Ар	ply Exit	



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Product:	IPC	Date	9/26/2023

#### Here is the Web UI path:

นทิง	🖷 Live View 🔳 Playback 🌞 Setup 🎝 Smart
Client 🛛 🕹	Encoding
System 🛛 🕹	
Camera 🔿	Select Camera 01 (IP Camera 01) 1920×1080@60
Camera	Storage Mode 1920×1080@50 1920×1080@30
Encoding	Capture Mode 1920×1080@25
Audio	Main Stream
OSD	Stream Type Normal
Image	Video Compression H.265
Schedule	Resolution 1920×1080(1080P)
Motion	Bitrate Type VBR
Video Loss	Image Quality Low Hig 5
Tampering	Bit Rate(Kbps) 2048
Privacy Mask Snapshot	Frame Rate(fps) 25
Audio Detection	I Frame Interval 50
Human Body Detection	Smoothing Clear Smo 5
Thermal Imaging	U-Code Off V
Hard Disk 🛛 👻	
Alarm 🛛	Copy 🚽
Alert ⊗	Save
Network 🛛 🕹	
Platform 🛛 🕹	
User ⊌	
Maintenance 🛛 🕹	
Upgrade 🛛 🕹	

**Step 2** If the issue still persists, please try to change the **Exposure Mode** to Indoor 50hz or Indoor 60hz.

Smart Illumination					
Smart Illumination	●On ○Off				
Illumination Mode	Dual Light	~			
Control Mode	Global Mode	~			
Near-illumination Le		0			
Far-illumination Level		0			
Image Enhancement					
Brightness		128	Sharpness		128
Saturation		128	Noise Reduction		128
Contrast		128	Image Rotation	Normal	~
Exposure		~			
Exposure Mode	Indoor 50Hz	~	Compensation		0
Shutter(s)	1/100	~	Day/Night Mode	Automatic	~
Gain(dB)	0		Day/Night Sensitivity	Medium	~
Slow Shutter	○On ©Off		Day/Night Switching(s)	3	
Slowest Shutter	1/12	~	WDR	Off	~
			WDR Level		5



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**Step 3** If steps above do not help, please try to change the **Shutter** manually to 1/120. If the image is too bright after setting **Shutter** to **1/120**, please try to lower the **Compensation**.

Exposure		~			
Exposure Mode	Custom	~	Compensation		-50
Shutter(s)	1/120	~	Day/Night Mode	Automatic	~
Gain(dB)	0		Day/Night Sensitivity	Medium	~
Slow Shutter	O0n €Off		Day/Night Switching(s	;) 3	
Slowest Shutter	1/12	~	WDR	Off	~
			WDR Level		5

**Step 4** However, this image parameter is not a 'one for all' solution, as it may be inappropriate for scenes without this issue. Therefore, **Auto switching** needs to be enabled on the camera.

*Note:* Sometimes enabling WDR would also cause the strobe problem. For some scenes, WDR must be used. Lowering the WDR level and turning on Suppress WDR Stripes could optimize it.

นทิง	📮 Live View	📰 Playback	💽 Photo	Sctup
Common	Image			
Network	_			-* Scenes
Video & Audio				Scenes
PTZ				Enable Auto Switching
Image				-* Image Enhancement
▶ Image				* Exposure
OSD				Exposure Mode Automatic
Privacy Mask				Shutter(s) 1/100 V
Intelligent			[None]	Gain 0
Events				Q 🕀 🖂
Storage	(.		~ ~	Slowest Shutter 1/12
Security				Compensation 0
System				Metering Control Center-Weighted Average Metering 💙
	1.0			Day/Night Mode   O Automatic O Day O Night
				Day/Night Sensitivity Medium
				Day/Night Switching(s)
				WDR On V
				WDR Level 5
				Suppress WDR Stripes  On  Off
				WDR On Sensitivity 5
				WDR Off Sensitivity 5
				-* Smart Illumination
				-* White Balance
				-* Advanced