

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



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

#### 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**.

* Exposure	
Exposure Mode	Automatic 🗸
Shutter(s)	1/100 🗸
Gain	0
Slow Shutter	🔾 On 🖲 Off
Slowest Shutter	1/12 🗸
Compensation	
Metering Control	Center-Weighted Average Metering 💙
Day/Night Mode	◯ Automatic
Day/Night Sensitivity	Medium 🗸



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Step 3 Default image settings.

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

unv	📕 Live View	📰 Playback	🕞 Photo	Setup		IPC672LR-AX4DUPKC OLogout
Common	Ima	ge				
Network					-^ Scents	
Video & Audio					Enable Auto Switching	1
PTZ						Default
Image					* Image Enhancement	
Image					Brightness 128	
OSD					Saturation 128	
Privacy Mask					Contrast 128	
Intelligent					Sharpness 128	
Events			[None]	✓ /* Ø □	2D Noise Reduction 128	
Storage			QC		3D Noise Reduction 128	
Secondary Secondary				Imag	Image Rotation Normal	
security	_					
System					-* Exposare	
					* Smart Illumination	
					* White Balance	
					-* Advanced	

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

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

	View 📰 Playback 😰 Photo 🔅 Setup					
Common	Maintenance					
Network	Software Upgrade					
Video & Audio	Local Upgrade	Browse Upgrade Dupgrade Boot Program				
PTZ	Cloud Upgrade Detect					
Image	Note: The upgrade will take a while. Please do not disconnect power.					
Intelligent	Config Management					
Events	Default  Restore all settings to defaults without keeping current network and	user settings.				
Storage	Importing Exporting	Browse Export				
Security	zahorang					
System	Diagnosis Info	Browse				
Time	Collect Image Debugging Info					
Maintenance	Focus					
Log	Max. Zoom Ratio 4	✓ ОК				
	Heater					
	Heater On On Off Remaining Heating Time Day	$\left[0  \checkmark\right]$ Hour(s) $\left[0  \checkmark\right]$ Minute(s)				
	Device Restart					
	Restart Restart device					
	Note:1. Software upgrade, device restart, restoration to defaults or configuration import will restart the de 2. Restarting the device will interrupt the connection to the device.	wice.				

**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**.

# unv

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	💻 Live V	/iew 📰 Playback	E Photo	Date	11/24/2023		
Common Basic Infe Local Para	ameters	Basic Info About Basic Info Model	IPC\$65ER-VF18-B				
Network Time Server OSD		IPv4 Network Info MAC Address Version Info	172.1.90.56/255.255.255.0/172.1.90.1 48:e				
Network	User QIPC work Hardware Version A						
Video & Audio Image		Boot Version Serial No.	V2.1 2107				
Intelligent		Status					
Storage		System Time Operation Time	2023/6/14 16:58:51 6 Day(s) 11 Hour(s) 10 Minute(s)				
Security System		Intelligent Server 1 Intelligent Server 2	Offline Offline				
		Refresh					

**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 camaras via Telnet/SSH, please check the following document: <u>https://drive.google.com/file/d/1cJLWwcaOx8NSRZy-</u> <u>IqF5PTH1tCCIsRLA/view?usp=share\_link</u>

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