IMILAB C20 FAQs

Why I cannot turn on the camera?

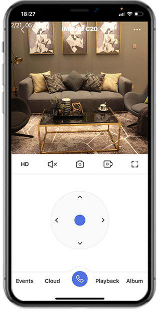
Check if:

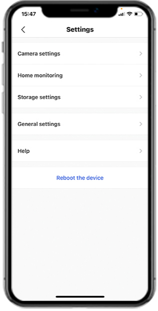
a. the power supply is connected.

b. the original power cable and adapter is used.

Why the indicator didn't light up after turning on the camera?

Enable the status indicator light in the settings.





Settings

Camera settings

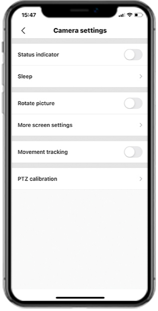
Home monitoring

Storage settings

General settings

Help

Reboot the device



Camera settings

Status indicator ○

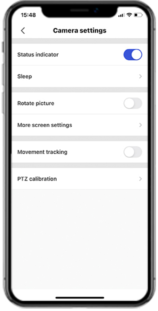
Sleep

Rotate picture ○

More screen settings

Movement tracking ○

PTZ calibration



Camera settings

Status indicator ●

Sleep

Rotate picture ○

More screen settings

Movement tracking ○

PTZ calibration

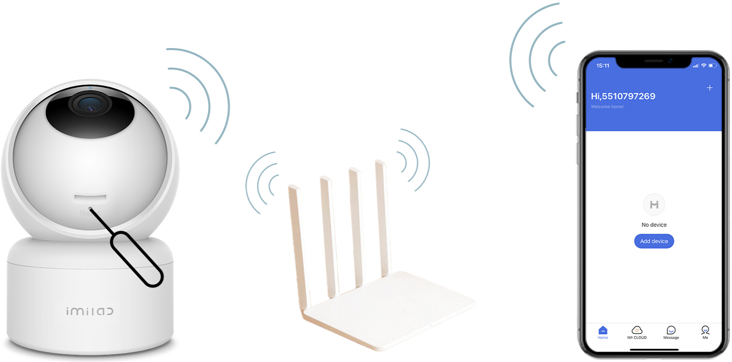
Why I cannot use my camera after changing:

a. the name or pasword of Wi-Fi

b. router

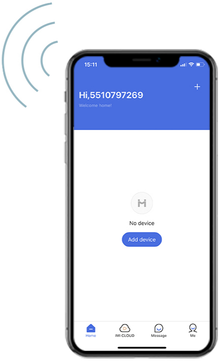
c. the camera position

Reset the camera, pair it with the app and place the camera closer to router.



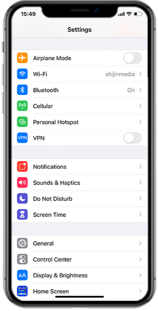
Why I fail to pair my camera with the app?

After exiting the app, reset your camera and pair it again.



Restart your router and move your camera close to it.

Check if your Wi-Fi is working. You can test the camera by connecting it with your phone’s hotspot.



15:49

Settings

Airplane Mode ○

Wi-Fi shijinmedia >

Bluetooth On >

Cellular >

Personal Hotspot >

VPN ○

Notifications >

Sounds & Haptics >

Do Not Disturb >

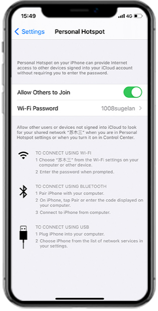
Screen Time >

General >

Control Center >

Display & Brightness >

Home Screen >



15:49 4G

< Settings Personal Hotspot

Personal Hotspot on your iPhone can provide Internet access to other devices signed into your iCloud account without requiring you to enter the password.

Allow Others to Join ●

Wi-Fi Password 1008sugelan >

Allow other users or devices not signed into iCloud to look for your shared network "苏木三" when you are in Personal Hotspot settings or when you turn it on in Control Center.

TO CONNECT USING WI-FI
1 Choose "苏木三" from the Wi-Fi settings on your computer or other device.
2 Enter the password when prompted.

TO CONNECT USING BLUETOOTH
1 Pair iPhone with your computer.
2 On iPhone, tap Pair or enter the code displayed on your computer.
3 Connect to iPhone from computer.

TO CONNECT USING USB
1 Plug iPhone into your computer.
2 Choose iPhone from the list of network services in your settings.

Why camera's indicator is a solid orange light but the app shows my device as offline?

Please contact Imilab After-Sales Customer Service at **help@imilab.com.**

Why camera's indicator is a flashing blue/orange light and the app shows my device as offline?

a.Check if your camera is turned on normally and the original adapter is used.

b.Check if the Wi-Fi is working. Reset the camera and pair it again if you have changed your Wi-Fi name or password.

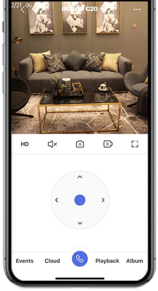
c.Restart your router and move your camera closer to it.

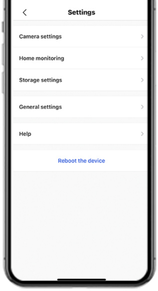
Why I cannot view previous camera recordings in the app?

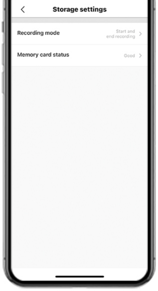
Check if you have mounted a memory card having enough memory in your camera.

Why I cannot record footage / delete videos / format my card?

You can either format the memory card in the app or format it on a computer before mounting it. If the issue still persists, try replacing the memory card.

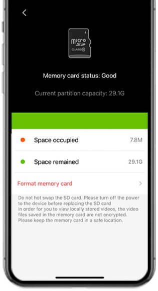






Recording mode: Start and end recording

Memory card status: Good


Memory card status: Good

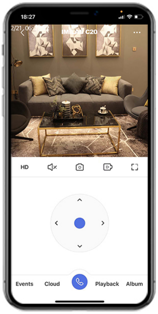
Current partition capacity: 29.1G

● Space occupied	7.8M
● Space remained	29.1G

Do not hot swap the SD card. Please turn off the power to the device before replacing the SD card
In order for you to view locally stored videos, the video files saved in the memory card are not encrypted. Please keep the memory card in a safe location.

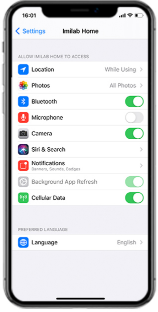
Why I cannot hear any audio when viewing a video in the app?

By default, the audio for live videos is turned off in the app. You can turn on the audio with the Sound Volume button on the live video screen.

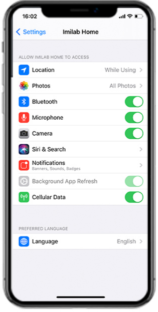


Why audio at camera cannot be received during voice calls?

Enable audio recording permissions for the app in phone's settings.



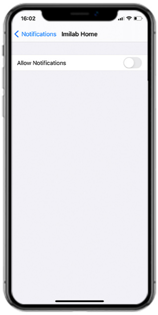
16:01
Settings Imilab Home
ALLOW IMILAB HOME TO ACCESS
Location While Using
Photos All Photos
Bluetooth ●
Microphone ○
Camera ●
Siri & Search
Notifications
Banners, Sounds, Badges
Background App Refresh ●
Cellular Data ●
PREFERRED LANGUAGE
Language English



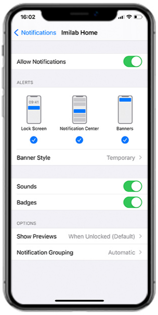
16:02
Settings Imilab Home
ALLOW IMILAB HOME TO ACCESS
Location While Using
Photos All Photos
Bluetooth ●
Microphone ●
Camera ●
Siri & Search
Notifications
Banners, Sounds, Badges
Background App Refresh ●
Cellular Data ●
PREFERRED LANGUAGE
Language English

Why my phone cannot receive alarm notifications / other messages from Home Assistant?

Enable notification permissions for app in phone's settings.



16:02
Notifications Imilab Home
Allow Notifications ○



16:02
Notifications Imilab Home
Allow Notifications ●
ALERTS
Lock Screen ✓
Notification Center ✓
Banners ✓
Banner Style Temporary
Sounds ●
Badges ●
OPTIONS
Show Previews When Unlocked (Default)
Notification Grouping Automatic