2K Pan-Tilt Outdoor Wi-Fi Security Camera - Frequently Asked Questions

🌐 **help.lorextechnology.com**/link/portal/57356/57366/Article/3682/2K-wi-fi-pan-tilt-security-camera-frequently-asked-questions

The following FAQ article answers many of the general questions about the **2K Pan-Tilt Outdoor Wi-Fi security camera** (F461AQ). Where applicable, the FAQ includes links to articles where you may find more information.

Is the 2K Pan-Tilt Outdoor camera a PoE camera?

No. This is **not** a PoE (Power Over Ethernet) type camera. There is a dedicated power port for the cable that is separate from the Ethernet port.

1. Ethernet port
2. Power port

What is the camera's Ethernet Port?

The Ethernet Port enables Ethernet cords to be connected directly from the router to your camera. When your network is online the Ethernet cable and port provide Ethernet Network Connection for remote access and Fusion Wi-Fi.

What are the compatible SD cards?

Refer to Compatible SD Cards and Storage Sizes for more information.

Where can I install the camera?

You can install the camera using the existing outlet. If you are installing the camera to an area where there is no existing outlet, we highly recommend that you consult with a licensed electrician.

For detailed instructions on installation, please check our installation article **here**.

Where should I place my camera?

Place the camera at the corner of your home to get a 270° view of the area. You can also place the camera in a central area at the front or rear of your home to maximize the pan/tilt camera feature.

How to adjust the field of view of the camera?

1. Launch the Lorex App.

2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.

3. Swipe on the ⊕ icon to adjust the field of view up and down or left and right.

4. For fine adjustments, tap the ⊕ icon to adjust the field of view.

How to take a snapshot of live recording?

1. Launch the Lorex App.

2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.

3. Tap **Snapshot** 📷 .

Note: Privacy setting has to be **disabled** for taking snapshots.

How to record a live video?

1. Launch the Lorex App.

2. From the **Devices** screen, tap a device thumbnail to start live view for a single camera.

3. Tap **Record Video** 🎥 .

Note: Privacy setting has to be **disabled** for recording live videos.

Where are my live snapshots and recordings stored?

1. Launch the Lorex App.

2. Tap **Settings** ⚙ tab.

3. Tap **Snapshots & Recordings.**

For more instructions on Manual Recording & Snapshots, see Snapshots & Recordings

How do I enable motion detection and person detection?

1. Launch the Lorex App.

2. Tap ••• icon above the channel thumbnail on the **Devices** screen.

3. Tap **Motion Detection Settings.**

4. Tap ⬤── icon to enable Motion/Person detection.

Note: If motion/person detection is disabled, you will not receive any motion detection notifications in the Lorex App.

How do I customize Motion Zones™?

1. Launch the Lorex App.

2. Tap ••• icon above the channel thumbnail on the **Devices** screen.

3. Tap **Motion Detection Settings.**

4. Tap **Motion Zones™.**

For full instructions on how to set customized Motion Zones™, see Configuring Motion Zones™.

How to enable Smart Track?

1. Launch the Lorex App.

2. Tap ••• icon above the channel thumbnail on the **Devices** screen.

3. Tap **Motion Detection Settings.**

4. Tap ⬤── icon to enable Smart Track (Beta). Tap again to disable.

How do I adjust the Siren or Two-Way Talk volume?

1. Launch the Lorex App.

2. Tap ••• icon above the channel thumbnail on the **Devices** screen.

3. Tap **Sound Settings.**

4. Tap **Siren Volume** or **Two-Way Talk Volume**, and then select the level of volume.

5. Tap **Save**.

Why am I receiving so many notifications?

There are a few ways you can lower the number of notifications you are getting.

- **Adjust Motion Detection Settings:** You can enable/disable motion detection and person detection, as well as customize *Motion Zones™* and *Motion Sensitivity*. Refer to Configuring Motion Zones™ for more information.
- **Manage Notifications:** You can manage notifications in **Device Settings>Notifications** and set a schedule to receive alerts at set periods in the day. Refer to Configuring Notification Settings for more information.

How do I enable Color Night Vision?

1. Lauch the Lorex App.

2. From the Devices screen, tap ••• icon to configure device settings.

3. Tap 🔵 icon to disable Auto Night Vision.

Note: Disabling Auto Night Vision will force the camera into **Color Night Vision** mode. Recommended in low-light conditions.

How to change the Wi-Fi network?

1. Lauch the Lorex App.

2. From the Devices screen, tap ••• icon to configure device settings.

3. Tap **Wireless Network.**

4. Choose from the list of available Wi-Fi networks.

5. Enter password for the updated Wi-Fi network, then tap **Save.**

Note: Enter the correct Wi-Fi password, otherwise your Lorex device will not be connected to the Wi-Fi.

How to change Time Zone?

1. Lauch the Lorex App.

2. From the Devices screen, tap ⋯ icon to configure device settings.

3. Tap **Time Zone.**

4. Tap ⟩ icon beside **Time Zone** to select from the list of time zones, then tap **Save.**

For full instructions on Time Zone, see Configuring Time Zone.

How to change Daylight Savings Time?

Enable Daylight Savings Time by following these steps:

1. Lauch the Lorex App.

2. From the Devices screen, tap ⋯ icon to configure device settings.

3. Tap **Time Zone.**

4. Tap ⬭ icon to enable Daylight Savings Time. Tap again to disable.

For full instructions on customizing Daylight Savings Time, see Customizing Daylight Savings Time.

How to activate Two-Step Verification?

1. Launch the Lorex App.

2. Tap **Settings.**

3. Tap **Account Settings.**

4. Tap **Two-Step Verification.**

5. Tap ⬭ icon to enable **Two-Step Verification.**

For detailed setup instructions, see Two-Step Verification Setup.

How to optimize video quality?

1. Launch the Lorex App.

2. Tap ••• icon above the channel thumbnail on the **Devices** screen.

3. Tap **Video Settings.**

4. Tap ⬤ icon to enable **HDR** (High Dynamic Range).

Note: Enabling HDR optimizes video picture in high-contrast conditions such as under-lit and over-lit areas.
By default, the video quality is set to **High.**

How do I remove the Wi-Fi Camera from my account?

1. Launch the Lorex App.

2. From the Devices screen, tap ••• icon to configure device settings.

3. Tap **Remove Device.**

How to enable privacy mode?

1. Launch the Lorex App.

2. From the **Devices** screen, tap ••• icon to configure device settings.

3. Tap ⬤ icon to enable privacy mode.

How to permanently delete data of HD Wi-Fi Camera?

Refer to Formatting Device Storage for more information.

What devices are compatible with the HD Wi-Fi camera?

Refer to Product Compatibility Chart for more information.