



Command Camera Offline

1. How do I know if my cameras are offline?

Using the settings in your Customer Control Portal or the Control app, you can set up notifications if your camera loses connection to your home Internet network. You can set up notifications in just a few steps:

1. Log into your Portal or App
2. Select **Notifications** from the menu on the left in the portal, or tap the hamburger menu at the top left in the app.
3. Select **System Actions to Watch**. These are actions listed as Urgent information, Important information and Other. Based upon the information you want to know if they occur, simply check the box next to the action.
4. Select **One of my Video Cameras isn't responding** to get an alert if a camera is offline.
5. Select how you would like to be notified - text, email, and/or SMS message

2. Why would my cameras go offline?

Your cameras are connected to your system via your home Internet. Here are a few reasons why you may lose connection:

It lost power.

Check the power supply to ensure it's plugged in. Once power is restored, your cameras will reconnect to the Internet and you should resume full video.

It lost connection to your Internet.

- Check to ensure your home Internet is powered and functioning correctly. Follow the prompts from the troubleshooting wizard when attempting to view LIVE VIDEO. This will help walk you through troubleshooting steps if you're not sure what's wrong.
- If you remember your old username (SSID) and password, it needs to be updated to your router and modem and the cameras will reconnect. To reconnect follow these simple steps:
 1. Reset the changed SSID/password or setup the new router with the same SSID/password that's currently saved inside your camera. When the SSID/password matches, the camera will reconnect, and you should resume full control.
 2. If you want to make changes to your SSID/password, you can do so on the Control portal.

Your Wi-Fi Connectivity is weak.

You may need to move the camera closer to the router or check the camera's signal strength

3. How do I change my Internet SSID or password?

To maintain uninterrupted video service, we recommend making changes to the SSID/password information on your cameras before making changes to the router or modem. To make the changes, follow these steps:

1. Log into your Control Portal (You can't make these changes in the Control app).
2. Select **Video** from the menu on the left side of the screen.
3. Select **Settings** from the main menu in the blue bar at the top of the Video page.
4. Select **Wireless Network** from the listed setting options.
 - a. On this page, you'll see the Video Device; make sure this is the camera you would like to be updated, and that the camera's SSID is current SSID.
5. Select **Manual** to make changes if your new network hasn't been set up yet. Or select **Scan** if you'd like to change to an existing network.
6. If selecting **Manual**
 - a. Update the Wireless Network Name (SSID) with the changes you want for your new SSID or Network.
 - b. Set your encryption type to match the new settings or changes. (Most home networks with a password use WPA2)
 - c. Select the Algorithm to match the encryption type
 - d. Create the new password
 - e. Select **Advanced**
 - f. Select **Apply** to apply these settings to all wireless cameras on this account
 - g. Select **Continue** to apply the new wireless settings.

If you need help changing your SSID/Password, contact our customer support team by Chat or by calling 1-800-ADT-ASAP.

4. How do I change my Internet SSID or password?

The first step in troubleshooting your offline cameras is to check your Wi-Fi settings. To do this, first, log into your [Control web portal](#)

From there, you will need to check the signal strength

1. Go to the **Video** tab
2. Select **Settings**
3. Using the *Video Devices* drop down menu, select the desired video device and then click **Video Device Info**

4. Select the refresh symbol next to *Wireless Signal Strength* to display the video device's Wi-Fi signal strength

If the signal strength is 80% or below, we recommend the following tips:

- Move your camera, router, and/or Wi-Fi extender to its original location
- Move the router, camera, and/or Wi-Fi extender closer together

In the event the above does not resolve your offline camera issues, then re-check your signal strength, and continue to move your camera, router, and/or Wi-Fi extender until the signal strength is 55% or greater.

5. Could something be interfering with the Wi-Fi connection to my cameras?

Sometimes Wi-Fi interference such as a wall, or television set impacts the connectivity to your cameras. In this case, a Wi-Fi extender may be needed.

6. How do I delete and re-add a camera?

Sometimes a solution to fix your offline Command camera is by deleting it and re-adding it back in through the [web portal](#). Please note that any automations (Rules, Schedules, and Scenes) tied to the camera will be permanently deleted from your site. However, video clips will still be available.

To delete a camera:

1. Go to the **Video** tab
2. Select **Settings**
3. Using the *Video Device* drop down menu, select the desired video device and then click **Video Device Info**
4. Once in the Video Device Information Page, note the MAC address of the camera you want to delete and re-add
5. On the bottom left corner, select **Delete this Video Device**

To add a camera:

1. Connect the camera's power cord into an outlet
2. Wait for the camera's LED to turn a solid green or 1-2 minutes if your camera does not have an LED indicator, allowing it to boot up and connect
3. Back in the **Settings** Page, select Add Video Device and press the **Refresh Devices** button on the top right

4. Once refreshed, type or paste in the MAC address and press the **Find** button
5. Enter a name for the camera and press **Install**

7. How do I create a recording rule for my camera?

You can get more from your cameras by setting rules for how and when they capture video clips. There may be a specific scheduled event like a plumber coming to the house that you want to capture. Or maybe just anything that happens within a camera's view. Either way, creating a rule is easy. From your [Control dashboard](#):

1. Click on Video inside menu.
2. Click on Recording Rules in top nav.
3. Click on **+Add Rule**.
4. From the pop-up, select the rule you want to apply to the camera.
5. Designate the days and times you want the rule to apply. It could be at all times, or on a specific day during a set period of time.
6. When you're done, click **Save**.

8. How do I set up and create Video Motion Detection (VMD) settings for my cameras?

Your cameras each have the ability to provide different video motion detection zones for different areas of their field of view. You can also set the detection sensitivity for each zone separately to ensure it detects motion you want - such as a door opening - and not ones you don't, like a curtain rustling. Here's how to create and/or set parameters for Detection windows from your [Control dashboard](#):

To add a new Video Motion Detection (VMD) window:

1. Select the VMD window number by clicking on the **+** icon, then use the cursor to draw the box for the new zone.
2. Use the dropdowns at top to adjust sensitivity and target size
3. Click **Save**.



To adjust existing VMD windows:

1. Click on Video on side menu.
2. Click on Settings in top nav.
3. Select the camera you want to adjust from the dropdown at top.
4. Select a VMD window at top to adjust the sensitivity and target size.
5. Use the dropdowns at top to adjust sensitivity and size; click **Save** when you're done with each window.