

INNOVV C1 / C2

Troubleshooting

Question: PC does not recognize the camera.

Answer: Be sure to use the correct cable (Innovv data cable)
Try formatting the SD card or try a different card.

In Camera Formatting: With camera off press both shutter and power buttons until the green led starts to blink, when led stops blinking (about 10 seconds) format is complete.
Note: This will delete everything on SD card.

Question: LED continues to blink, video did not record or video corrupt.

Answer: This seems to be a bug in the firmware that happens when 30 minute clip length is selected (using loop mode). Example: When "Power on record / Motion detect / 30 minute clip length" are selected at same time the camera will freeze. (wont turn off)
Use the GUI to remove 30 minute clip length. Connect the data cable then press the reset button using a paper clip.

Question: How to start Web Cam mode.

Answer: Remove SD card then plug in USB data cable, press both power and shutter buttons for at least 5 seconds. If this is the first time using web cam mode drivers will download first. Repeat steps above to start web cam mode.

Question: Video self rights or does not self right when camera is flipped over.

Answer: G-Sensor determines the orientation of video. With G-Sensor OFF the video will rotate with camera. With G-Sensor ON the video will self right as the camera is flipped over.

Question: How to manually install firmware.

Answer: Download the firmware then place the FW26.bin file on the camera SD card. (not inside a folder) With USB data cable plugged in restart camera. The green led will slow flash, then fast flash, then camera shuts off. (This takes about 20 seconds) Camera has now been updated.
