

## LW2020 / LW2030 Series - LIVE Connect Frequently Asked Questions

### **Q: I have Skype™. Why do I need to create a Skype account for the Gateway?**

**A:** The Gateway requires its own Skype account so you can access it from your personal Skype account. Create a Skype account for the Gateway (See “Setting up the Gateway” on page 18 of the User’s Guide for instructions). Then, sign into it and add your personal Skype account to its Contacts. When you sign back into your personal Skype account, you can access the cameras by calling the Gateway—just like calling any one of your Skype contacts.

### **Q: Why don’t I get a picture when I make a Skype Video Call to the Gateway?**

**A:** Use the standard **Call** button in Skype, rather than Video Call, to call the Gateway and access your cameras.

### **Q: How long does it take to connect via Skype?**

**A:** Depending on the speed of your Internet connection, it usually takes between 15 and 25 seconds to initiate your call and start streaming video from the camera.

### **Q: Why are my Skype calls to the Gateway getting disconnected?**

**A:** Connecting to the Gateway using Skype requires a constant Internet connection. If the connection is interrupted, the call to the Gateway may be disconnected. This can happen in areas where the signal strength to your wireless or mobile network is weak.

If Skype calls to the Gateway are being disconnected on your iPhone or iPad, ensure your iPhone or iPad is running the latest version of iOS and Skype available.

If Skype calls to the Gateway are being disconnected on your home wireless network, it may be because the digital wireless signal from the Gateway and cameras is colliding with the signal from your wireless router. The solution to this is to disable auto-channel scanning on your wireless router and lock the router to a single channel. See the end of this FAQ for an example illustration of how to do this.

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## Q: Why does the image appear pixilated when I connect to the camera through Skype?

**A:** Viewing the camera through Skype requires a consistent connection to the Gateway, which takes longer to establish than the initial video connection. Because of this, the image may appear pixilated at first, but it should improve within a few seconds, depending on your Internet connection.

**NOTE:** Image quality is dependent on a high-speed Internet connection and may be affected by Internet traffic or by the speed of your mobile or wireless network.

## Q: Why does it take so long to connect to the Gateway through Skype on my iPhone®?

**A:** The connection depends on the speed of your mobile or wireless network. Please allow around 15 to 25 seconds to connect to the camera.

## Q: What Skype app do I use to connect to the Gateway on my iPhone® or iPad®?

**A:** For the iPhone®, use the **Skype** app (available for free from the app store). For the iPad®, use the **Skype for iPad** app (available for free from the app store).

## Q: Does the Gateway accept calls from any Skype account?

**A:** No, the Gateway will only accept calls from users in its Contact list.

## Q: Can a remote user call the camera through Skype while I am viewing it on my handheld monitor (LW2030 Series only)?

**A:** Yes, but the camera cannot be viewed on Skype and the handheld monitor at the same time. When a user connects to the camera through Skype, the handheld monitor stops showing the camera and displays "REMOTE MONITOR ON". You can reject the Skype user by pressing the channel button (**1**, **2**, **3**, or **4**) of the camera you are viewing.

**NOTE:** On Skype, the image will freeze if the call is rejected by the handheld monitor. If this happens, you must end the call and re-call the Gateway before you can view the camera.

## Can multiple users call the Gateway through Skype at the same time?

**A:** No, only one user may connect at a time. The Gateway will reject calls if someone is already connected through Skype. Because the Gateway will accept calls from any Skype account in its contact list, you should carefully consider who you add to the Gateway's contact list.

**NOTE:** The message "The Lorex LIVE! system is already in use. Please try again later. Thank you." appears when somebody is already connected to the gateway.

## Q: My camera is plugged in but am not receiving an image on the handheld monitor or through Skype.

**A:** Make sure the camera power adapter is firmly connected and the power switch is in the 'ON' position. Also, make sure you have the correct camera channel selected (change camera channels using the **1**, **2**, **3**, and **4** buttons on the monitor or by typing **cam1**, **cam2**, **cam3**, or **cam4** into the message box when connected through Skype).

**NOTE:** To open the message box, click  (Show IM) on PC or  (Toggle Chat) on Mac.

## Q: Why am I not able to connect to the Gateway through Skype?

**A:** If this is the first time you are trying to connect to the Gateway through Skype, follow the instructions in "Setting up the Gateway" on page 18 of the User's Guide. If you have followed the instructions and still can't connect, check the following:

- Is your Gateway on and connected to your home router?
- Is the camera charged or plugged in and is the power switch in the 'ON' position?
- If you have Windows XP® or Vista®, is UPnP enabled on your PC? See "Appendix A: Enabling UPnP" on page 43 in the User's Guide for details.
- Do you have anti-virus or firewall software running on your PC? It may be blocking your computer from detecting the Gateway. Temporarily disable your anti-virus or firewall software while you complete the setup instructions under "Setting up the Gateway" in the User's Guide. Once you have completed setup and have confirmed that you can see the camera(s) using Skype, you can re-enable your anti-virus or firewall software.
- Have you created a unique Skype account for the Gateway? This account must be different than your personal Skype account to connect through your personal account. You must also configure the Gateway to use this account. See "Step 2: Assign a Skype account to the Gateway" on page 20 of the User's Guide for instructions.
- Have you added your personal Skype account to the Contact list for your Gateway account? The Gateway will only answer calls from users in its Contact list.
- Do you have the latest version of Skype installed?

## Q: How do I copy snapshots and video to my computer?

**A:** Remove the microSD card by using your fingernail or a thin object to release the card. Insert the microSD card into the included SD card adapter and slide the notch to LOCK. Insert the SD card into your computer's SD card reader. If your computer does not have a built-in SD card slot, you will have to purchase a separate SD card reader. Your computer (PC or Mac) should load the card like a standard drive. Copy or move the files from the SD card to a location on your hard disk.

## Q: What is the default username and password for the Gateway?

**A:** The default username is **admin**, and the default password is **admin**.

## Q: I have forgotten the password for my Gateway. What can I do?

**A:** First, try to login using the default username and password. Type **admin** in the Username and Password fields and click **Log-in**.

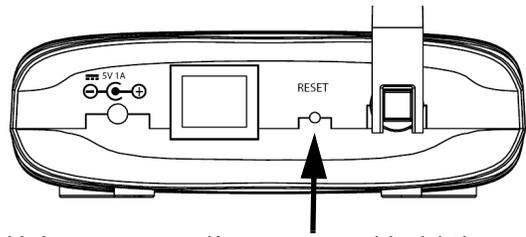
If that does not work, you can reset the Gateway to factory default settings. Please note that this will cause the Gateway to forget the Skype account username and password that you have assigned to it, and you will have to re-complete the basic setup to access the Gateway through Skype.

**NOTE:** You can still use the same Skype account to access your Gateway that you used before the reset, but you will have to complete the basic setup to re-assign it to the Gateway.

**NOTE:** If you have forgotten the username and password for a Skype account, visit [www.skype.com](http://www.skype.com) for support.

To reset the Gateway to factory default settings:

- Using a paper clip, press and hold the **RESET** button at the back of the Gateway for 10-15 seconds and then remove it. Allow some time for the Gateway to reset. When you log into the Gateway again, you will be prompted to re-complete the basic setup.



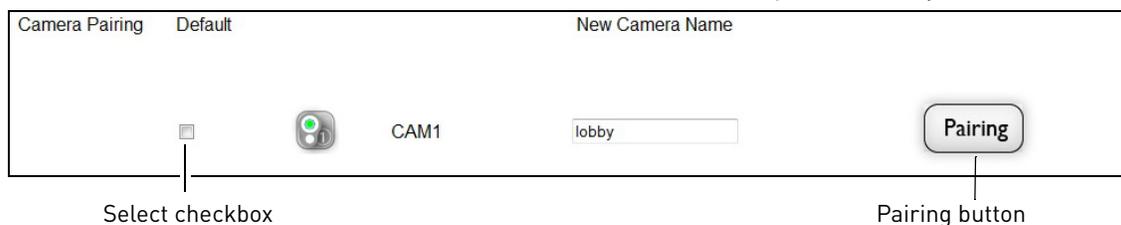
Using a paper clip, press and hold the **RESET** button for 10-15 seconds to reset the Gateway. **You will have to re-complete the basic setup to connect to the Gateway using Skype**

## Q: How do I pair cameras?

**A:** The camera included with your device has already been paired up with the Gateway and handheld monitor (LW2030 Series only). You can pair cameras using either the Gateway or the handheld monitor. If for any reason your Gateway/handheld monitor and camera are not paired up, or you wish to add additional cameras, perform the following:

To pair cameras using the Gateway:

- 1 Log in to your Gateway. If you don't know how to log on to your Gateway, see the "Configuring Gateway Menus" section on page 34 in the User's Guide for detailed instructions.
- 2 Click **Advanced** then select the **Camera** tab.
- 3 Place the camera you wish to pair one foot apart from the gateway.
- 4 Turn **on** the camera that you wish to pair. If the camera is already on, turn it off and then on again.
- 5 Under Default, select the checkbox beside the channel that you wish to pair the camera to.

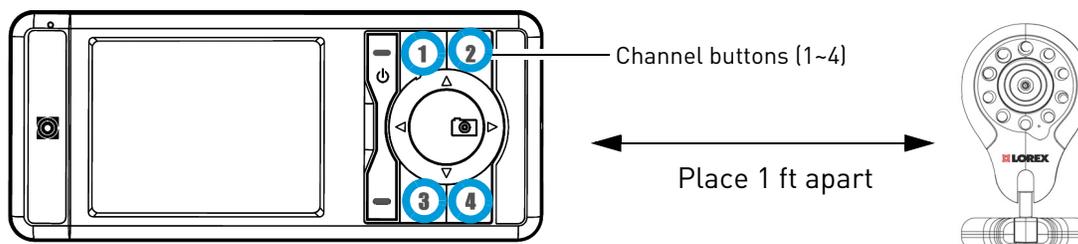


- 6 Click the **Pairing** button. The camera icon glows green (  ) when the camera has been paired.

**NOTE:** Pairing a camera with the Gateway automatically adds the camera to the handheld monitor.

To pair cameras using the handheld monitor (LW2030 Series only):

- 1 Turn **off** the camera that you wish to pair. Then, turn the camera back **on**.
- 2 Select the channel that you wish to pair the camera to by pressing **1, 2, 3** or **4** on the handheld monitor. Place the camera that you wish to pair one foot apart from the handheld monitor.

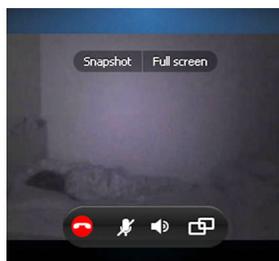


- 3 Press the **Menu** button on the monitor.
- 4 Press **▲** or **▼** and select **Pair**, and then press the **OK** button. When the camera has been successfully paired with the monitor, a "Device Found" message appears.

**NOTE:** Pairing a camera with the handheld monitor automatically adds the camera to the Gateway.

### Q: Why is my picture not as clear via Skype compared to my handheld monitor?

**A:** Video is transmitted at a resolution of VGA (640x480). When viewing on your computer, the viewing screen is usually larger than the handheld monitor, resulting in a stretched image to fit the screen-size. This is even more evident in night vision mode. In Skype, we recommend using "pop up mode" (image 1) for better clarity compared to default view (image 2).



Pop up mode



Default View

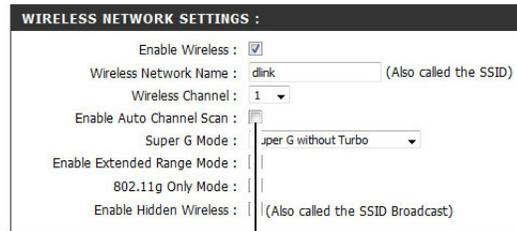
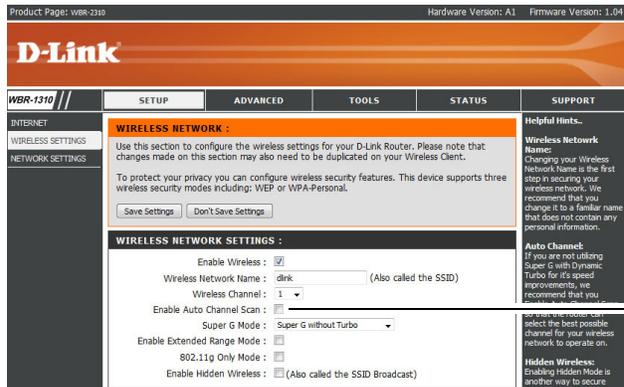
### Q: Why is my picture not as clear when viewing on my iPhone®?

**A:** When viewing on iPhone®, resolution is limited to QVGA (320x240). This may cause the picture to look stretched out. Additionally, the resolution may drop to QQVGA (160 x 120) if the connection is poor.

## To configure your router to disable auto-channel scanning (example illustration):

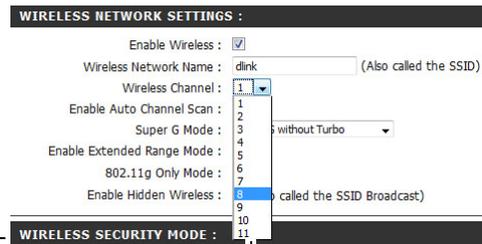
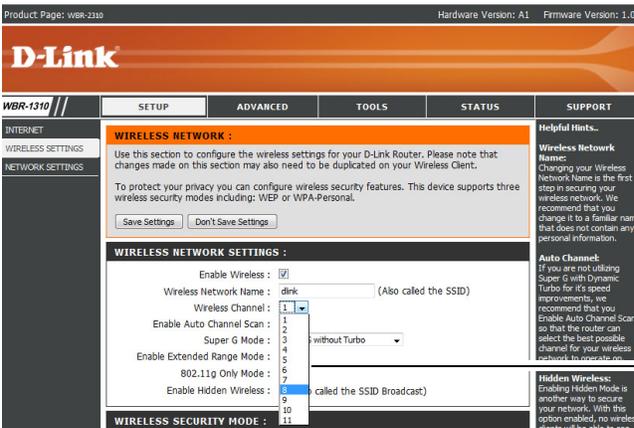
**NOTE:** Different router models have different configuration methods. Consult your router's user guide for configuration details. The illustrations below are an example only.

### Step 1 of 3: Disable Auto Channel Scan



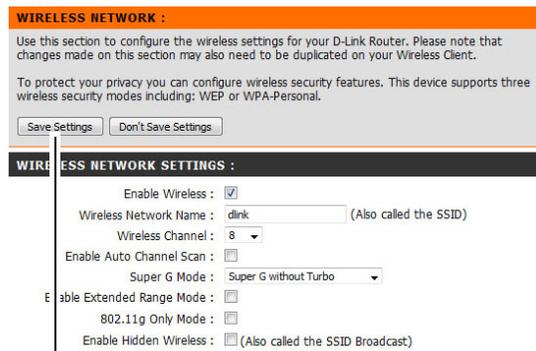
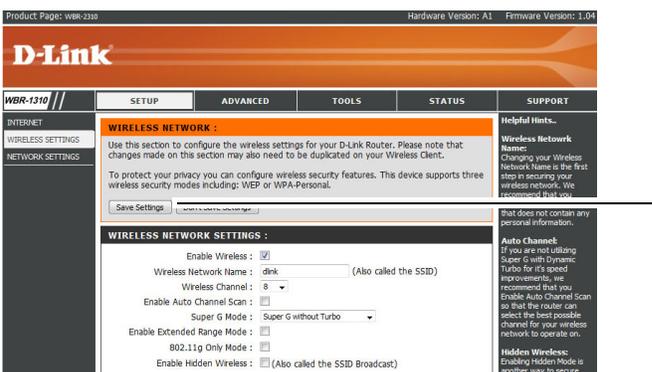
De-select "Enable Auto Channel Scan"

### Step 2 of 3: Select desired channel



Select wireless channel

### Step 3 of 3: Save your settings



Click the Save Settings button

Locking a channel on a wireless router reduces the chance of "signal collision" with your LIVE Connect. In the illustration, channel 8 is selected, but this can be any channel of your choice.

**NOTE:** Depending on your environment, certain channels on your wireless router may be more suitable than others. If you notice your Internet signal dropping more than usual after locking a channel in the router, switch to a different channel.

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