

FAQ

1. Q: Do I need to set up Wi-Fi settings?
A: Nope, the FW of the VIVOTEK camera has fully integrated the driver of the Wi-Fi dongle and will set up the settings automatically.
2. Q: Can I change the Wi-Fi settings?
A: No, the Wi-Fi settings cannot be changed and this function is only designed for camera installation purposes.
3. Q: Can multiple users access the same camera via Wi-Fi?
A: Yes, this function allows up to 3 connections at the same time.
4. Q: Can I access multiple VIVOTEK camera at the same time?
A: A typical Wi-Fi dongle is an indoor point-to-multipoint arrangement, i.e. one smart phone or laptop can only connect and access one VIVOTEK camera at the same time.
5. Q: How far can the Wi-Fi signal reach?
A: The supported Wi-Fi dongles use IEEE802.11n channel 6 and operate on the traditional 2.4 GHz band which ideally may reach up to 50 m or less (150 ft.) indoors and 100 m or less (300 ft.) outdoors. The actual performance varies according to devices and surrounding areas. The suggested distance between a VIVOTEK camera and the smart phone or laptop is less than 50 m (150 ft.).
6. Q: When my smart phone or laptop is connected to the VIVOTEK camera's Wi-Fi, can I still access the internet?
A: You will be unable to access the internet until you change to other Wi-Fi or cellular networks.
7. Q: What browsers are supported?
A: VIVOTEK cameras support Internet Explorer 10 or 11 and Chrome 58.0 or above.
8. Q: Can I connect to VIVOTEK cameras via secure connection 443 port via supported browser?
A: Yes, you can connect to VIVOTEK cameras via secure connection 443 port via supported browser if you have already enabled the HTTPS function on Camera Webpage > Configuration > Security > HTTPS.
9. Q: How can I manually add VIVOTEK via iViewer?
A: Manually input the fixed Wi-Fi IP address 192.168.1.1 of the VIVOTEK camera in iViewer. If your local network is already 192.168.1.X, then try 172.16.1.1. If your local network is 172.16.1.X, then try 10.0.1.1