Troubleshooting

"I can't find the VIVOTEK camera in iViewer."
- First check the hardware is compatible, then try these next steps.
- Please make sure you have turned off the cellular data of your smart phone.
- For iPhone users, iViewer running on iOS 14 will not be able to search for VIVOTEK cameras. Please wait for new iViewer version release in Septemember 2021 and add VIVOTEK cameras manually with the fixed IP address 192.168.1.1. If your Ethernet IP address is 192.168.1.X, then please reinsert the Wi-Fi dongle again and try 172.16.1.1.

"I'm unable to add the VIVOTEK camera using iViewer."
- Please avoid using HTTPS 443 port. Instead use default HTTP 80 port in iViewer.
- Please make sure that you input the account name and password correctly.

"Shepherd shows VIVOTEK cameras with a strange IP address 169.254.X.X."
- Please wait until the booting process of the camera has fully completed.
- Download the official FW from the official website and upgrade the FW.
- After upgrading the FW, the fixed IP address should be 192.168.1.1 or 172.16.1.1 or 10.0.1.1.

"Could the Micro USB port be broken?"
- If you don't see the LED light of the Wi-Fi dongle flashing on/off and you are sure the Wi-Fi dongle is working properly when it is inserted into your laptop, then the Micro USB port could be defective. Please contact your regional technical or RMA support.