

BEYOND

F I B E R

MSME SECURITY KIT

Frequently Asked Questions (FAQs)



Indoor Camera
(DCS – 8515LH)



Outdoor Camera
(DCS – 8600LH)

Powered by: **D-Link**
Building Networks for People

August 2021

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Setup & General

Q1: What mobile app shall I use for the cameras (Indoor/Outdoor)?

Please download the mydlink app from the Google Play or Apple APP Store. Then, you can manage your cameras, smart plugs, and sensors right from your smartphone or tablet. It also works with the Google Assistant, Alexa, and IFTTT.

Q2: Do I need a mydlink account to use the cameras (Indoor/Outdoor)?

A mydlink account is required for the camera; having one will make most of the features of your camera available to you, wherever you are.

The camera requires a mydlink account to receive real-time motion and sound notifications, see live streams and video footage from the cloud, and create automation rules with other supported devices, so creating an account is part of the setup.

Note: You can create a mydlink account with the mydlink app on a phone, tablet, or computer.

Q3: What can I do if I can't activate my new mydlink account because the activation/verification e-mail is NOT sent/received?

1. Search for the email

We will send the email from "mydlink", so you can quickly search for it. If it isn't in your inbox, check other folders in your email account. If a spam filter or email rule moved the email, it might be in the Spam, Junk, Trash, Deleted Items, or Archive folder.

2. Resend the email

To resend the verification email, sign in to your mydlink account on www.mydlink.com on a web browser or on the mydlink app. Then, tap or click **resend** and we will send an email to the address.

3. Make sure that you're getting email


If you're not getting any email, you might need to contact your email service provider for help.

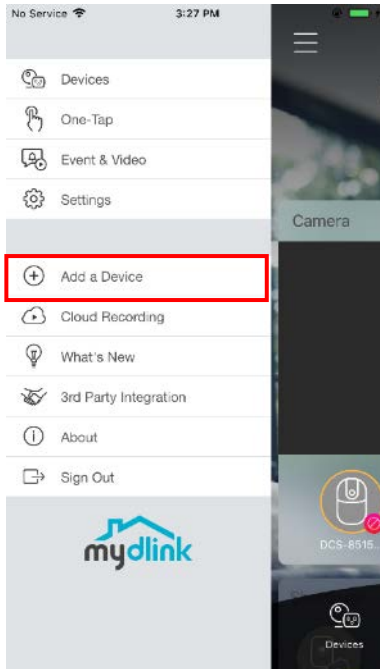
Note: To sign in to your mydlink account successfully, activating the verification email within 7 days is required.

Q4: How do I set up the Indoor camera using the mydlink app?

Step 1: Launch the mydlink app and sign in, or sign up for a mydlink account if you don't already have one.



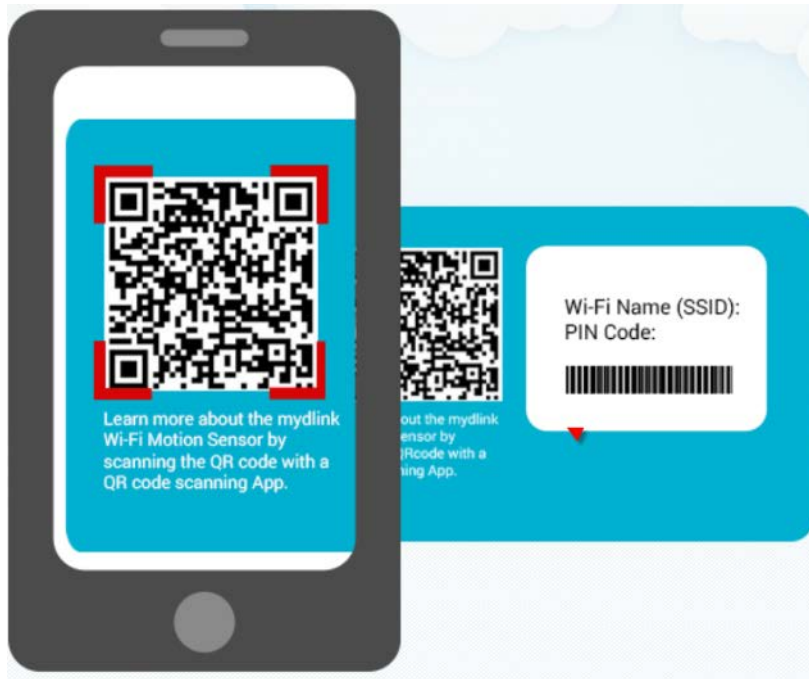
Step 2: Tap the  icon to toggle the menu. Then tap **Add a Device** from the menu.



Step 3: To scan the QR code, tap **Yes**. Or, to select the camera from the menu, then tap **No**.

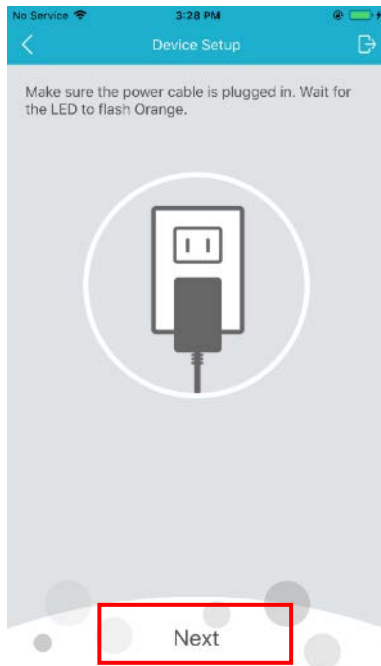


Step 4: If you selected **Yes** in the app, please hold your mobile device steady for 2-3 seconds toward the QR code attached to the bottom of your camera. If you selected **No** in the app, then select the DCS-8515LH from the menu.





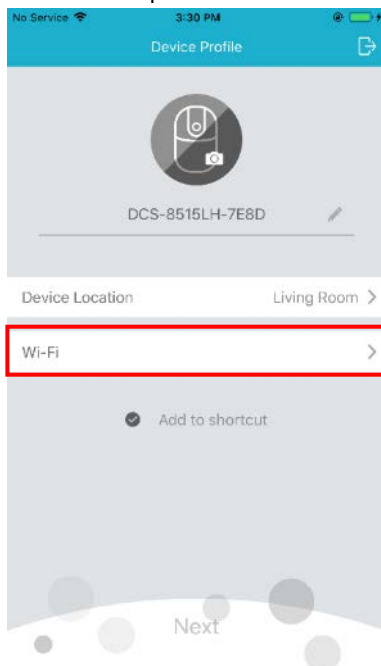
Step 5: Plug in the power adapter and wait until the LED flashes orange. Then tap **Next**.



Step 6: If you selected the camera from the menu, instead of scanning the QR code, you will be prompt to enter the PIN code. You can find the PIN code on the device label. Please ignore the step if you scanned the QR code previously.



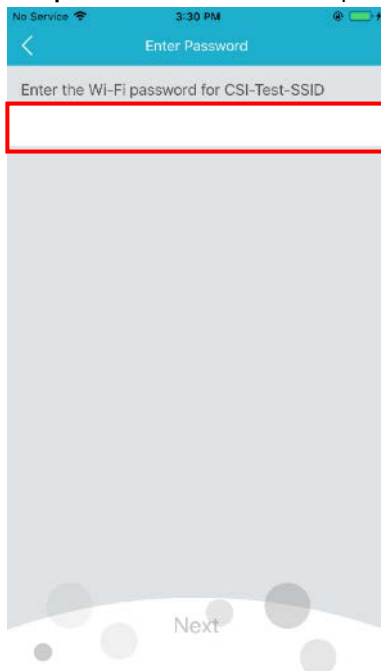
Step 7: If desired, you can change the name and location of the camera. Then, tap **Wi-Fi** to set up network.



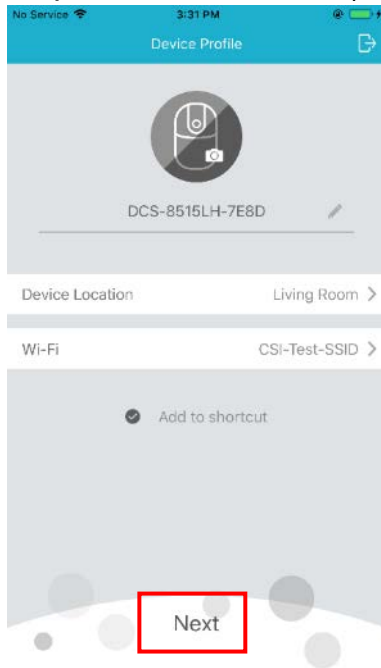
Step 8: Choose a Wi-Fi SSID to connect the device to your network.



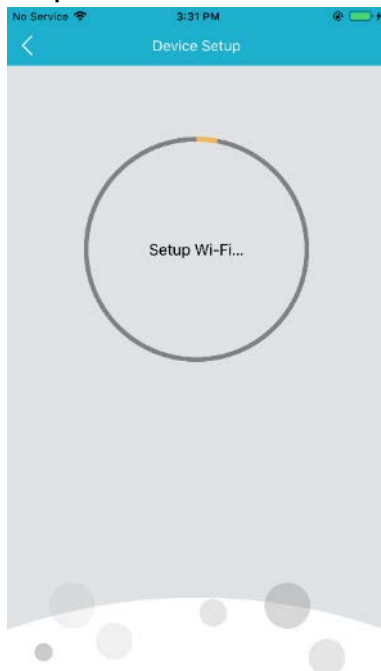
Step 9: Enter the Wi-Fi password. Then tap **Next**.



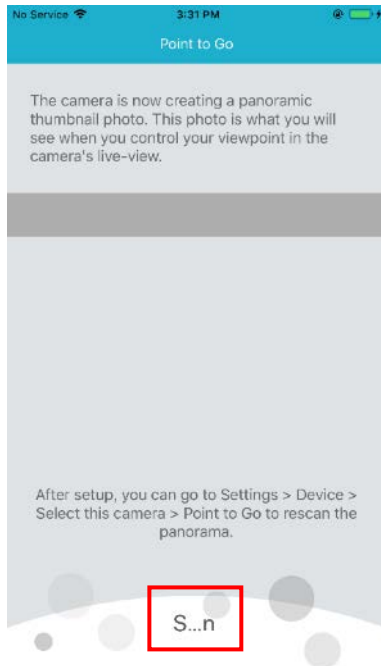
Step 10: To continue, tap Next.



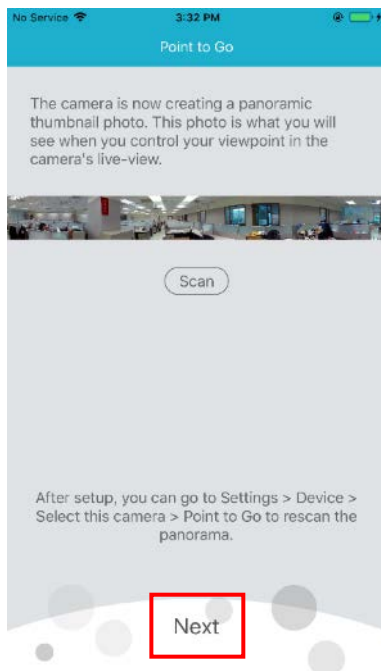
Step 11: Wait for the device to set up Wi-Fi.



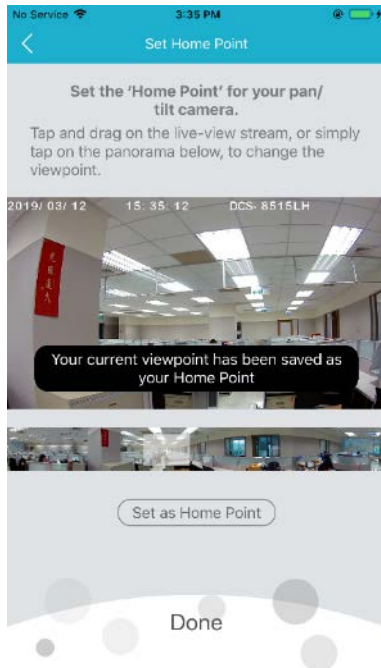
Step 12: Your camera is bound to your mydlink account. To set up the panoramic thumbnail photo for the Point to Go feature, tap **Scan**.



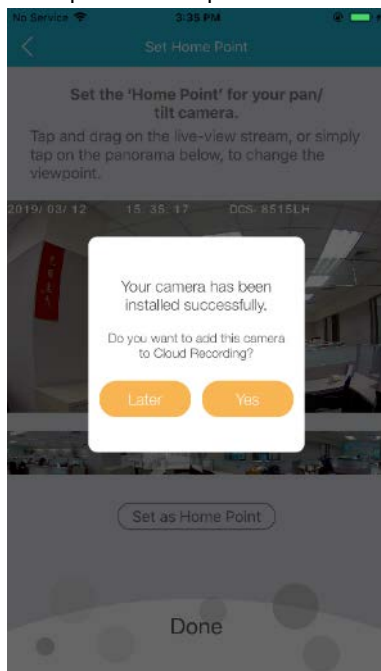
Step 13: A panoramic photo is just created. To continue, tap **Next**, or tap **Scan** again to create a new panoramic photo.



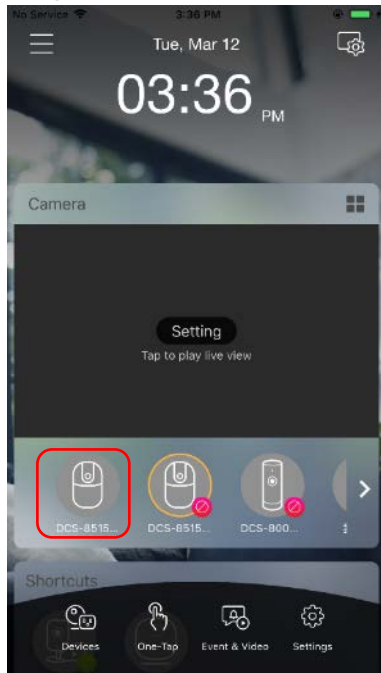
Step 14: To set the Home Point for the pan/tilt control, swipe or tap on the live view streams. Then tap **Set as Home Point**. To continue, tap **Done**.



Step 15: To enable the cloud recording on your camera, tap **Yes**. Or tap **Later** to complete the process.

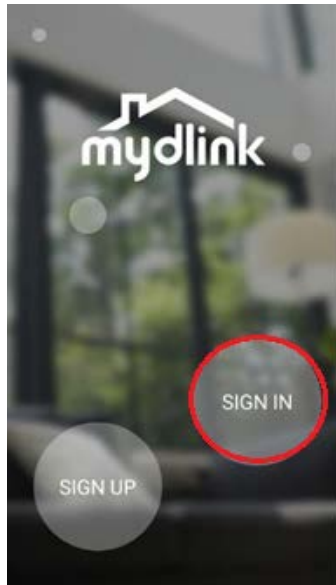


Step 16: Your settings are saved. You can now use the camera on the mydlink app.




Q5: How can I set up the Outdoor camera using the mydlink app?

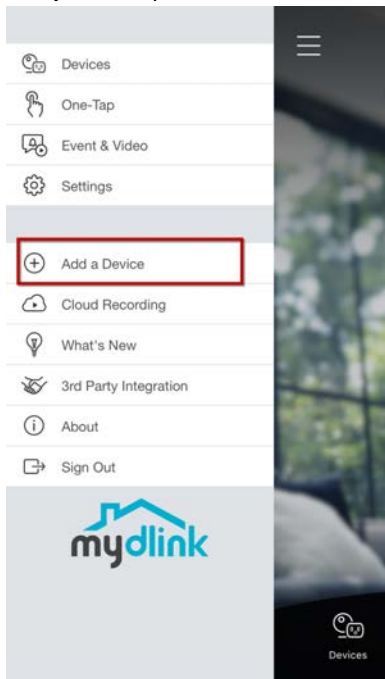
Step 1: Launch the mydlink app. Then tap **Sign In**.



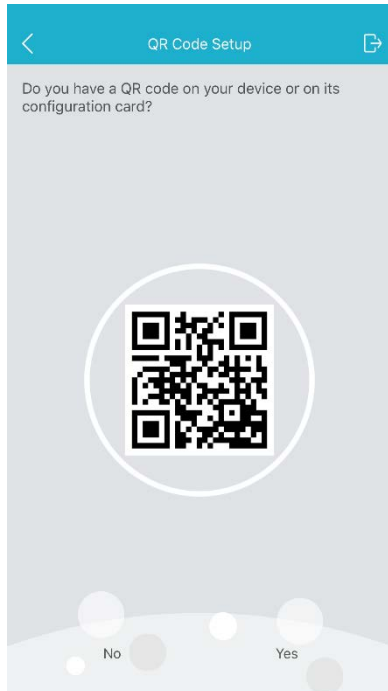
Step 2: To log in to your account name, enter your account and password. Then, tap **Sign In** to continue.



Step 3: Tap  to toggle the menu. Then tap **Add a Device**.



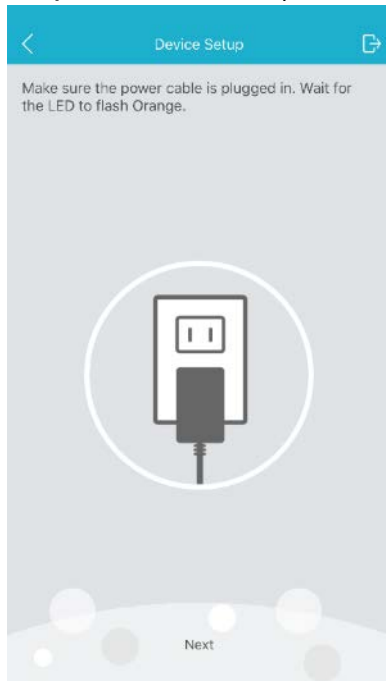
Step 4: Tap Yes.



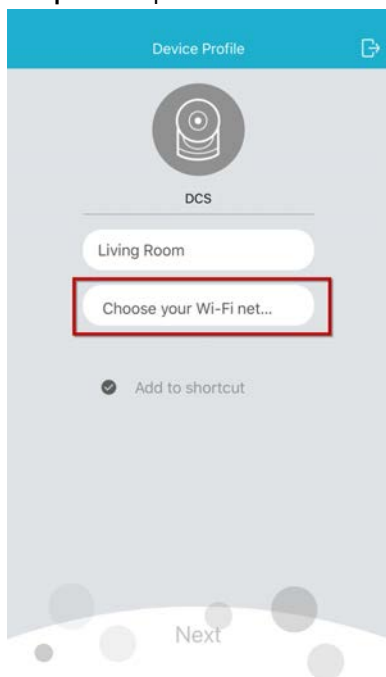
Step 5: To scan a QR code, use the code on the label attached to the bottom of your device.



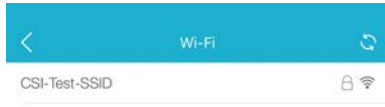
Step 6: Plug-in the power adapter and wait until the LED flashes orange, then tap **Next**.




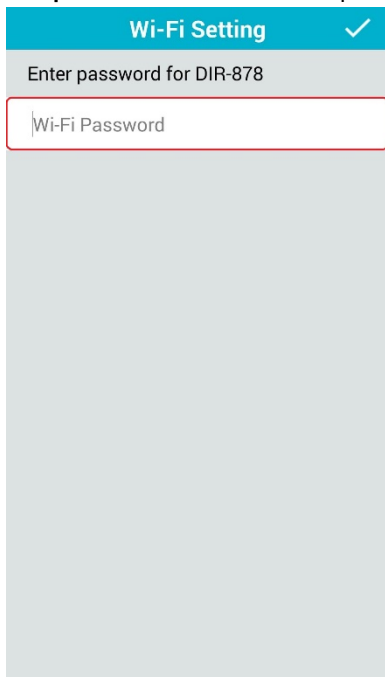
Step 7: Tap **Choose Wi-Fi** to setup network.



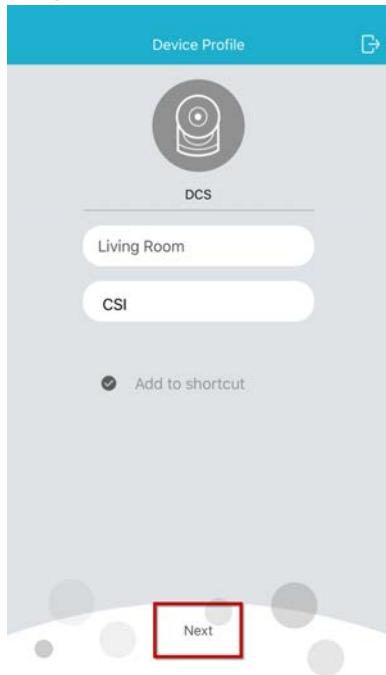
Step 8: Choose a Wi-Fi SSID to connect the device to your network.



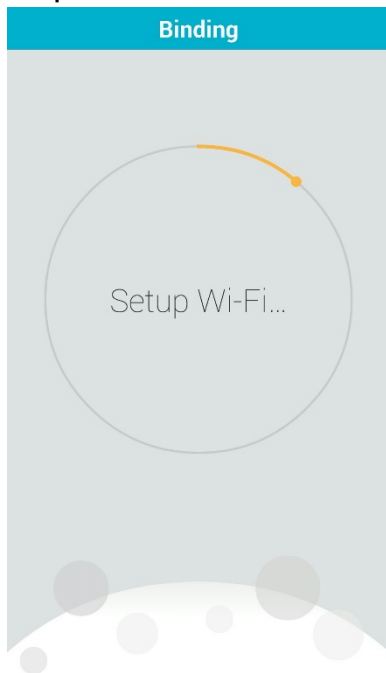
Step 9: Enter the Wi-Fi password. Then tap  to save.



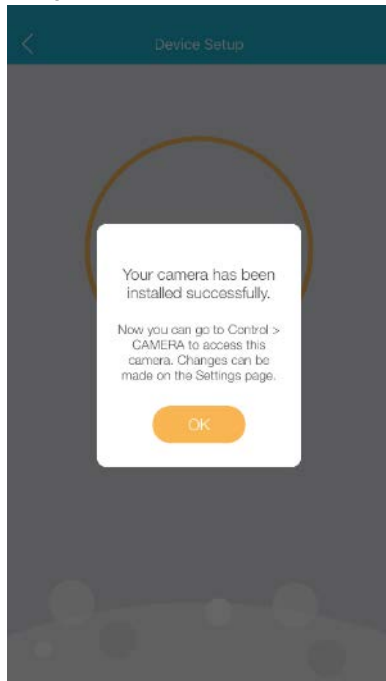
Step 10: Tap Next.



Step 11: Wait for the device to set up Wi-Fi.



Step 12: Click OK to finish.



Q6: How can multiple people access the same mydlink account?

D-Link allows only one registered administrative user per account. To maintain the privacy and security of your mydlink account, D-Link strongly recommends you do not share your login information with other people.

Q7: Can my cameras record video to the cloud?

Yes, the camera is capable of recording video to the cloud every time when motion or sound is detected.

Q8: How do I activate my FREE cloud storage?

After enrolling your camera/s to the app, activating your FREE cloud storage will be automatic. A prompt will appear on the mobile application showing and will also indicate the expiration date of the subscription.

Q9: Can cloud recordings and SD card recordings work simultaneously?

No, your camera can't record videos to the cloud and the micro SD card simultaneously.

Q10: Are the cameras (Indoor/Outdoor) smart office compatible?

Yes, the cameras work with mydlink Smart Office devices, Amazon Alexa, the Google Assistant, and IFTTT.

Note: Please visit the D-Link website for more information on mydlink products that support Smart functionalities.

Q11: Do the cameras (Indoor/Outdoor) work with D-Link NVRs?

No, the DCS-8515LH camera does not work with D-Link NVRs yet. Please use the mydlink app to see video streams and footage.

Q12: Do the cameras (Indoor/Outdoor) come with a mounting bracket?

Yes, the cameras come with a mounting bracket that allows you to mount your camera to a wall or ceiling in order to cover the widest possible area.

Note: you can toggle the ceiling mode in the camera settings to flip the image.

Q13: How can I find the MAC address on my camera?

The media access control address (MAC address) is the unique identifier of network devices. The MAC address is a 6-digit hexadecimal number, which is normally written as a twelve-character alphanumeric string with a colon (:).

The MAC address is printed on the device label, which usually can be found at the back or bottom of a camera.

Q14: How do I update my camera firmware?

Your camera firmware is updated automatically by default to make sure the camera runs properly. The process of a firmware upgrade runs in the background without any input from the user, and usually takes a few minutes, depending on the connection speed and the size of the update.

Automatic updates usually happen at 2:00 a.m., when there is a firmware available for your camera, to minimize camera downtime. However, you can choose another automatic update time or disable automatic updates.


To choose another automatic update time.

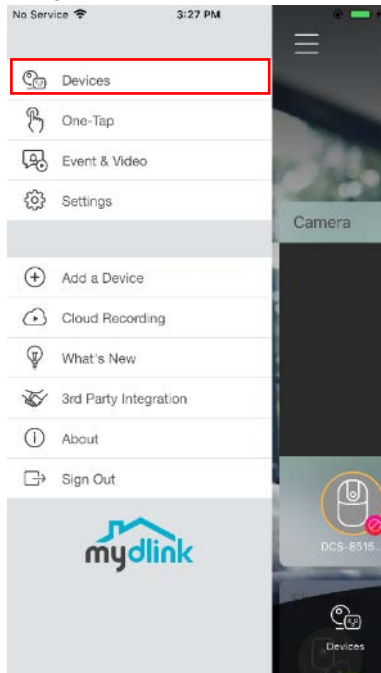
Step 1: Launch the mydlink app. Then tap **Sign in**.



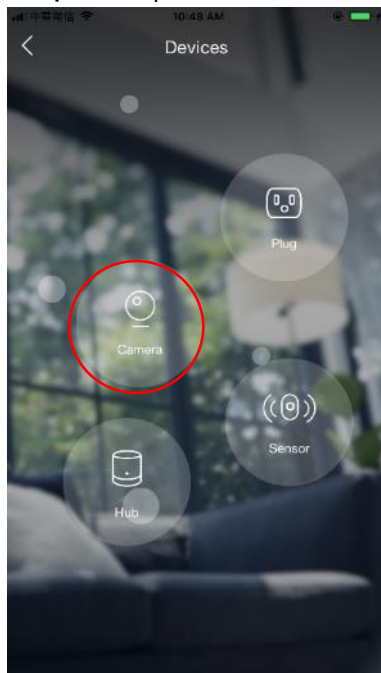
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.




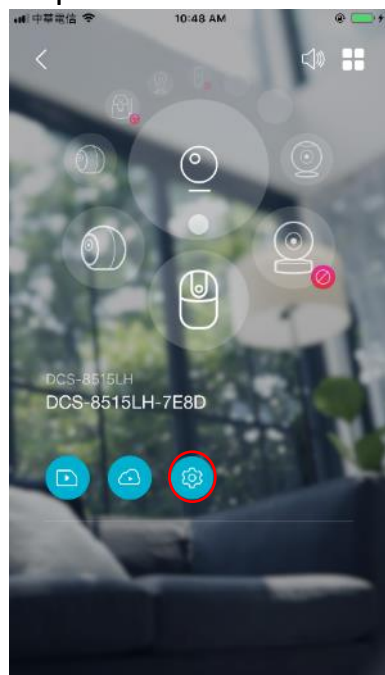
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



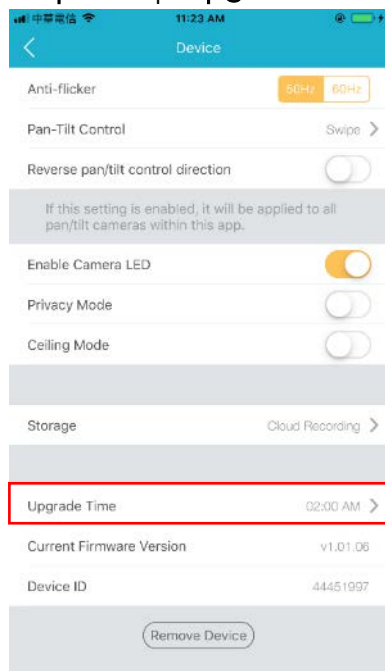
Step 4: Tap Camera.



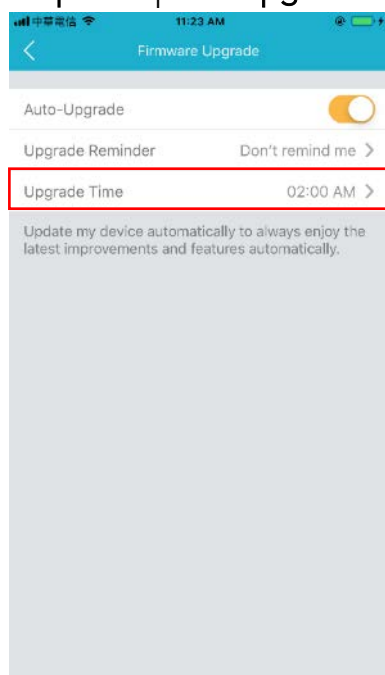
Step 5: Choose a camera. Then tap .



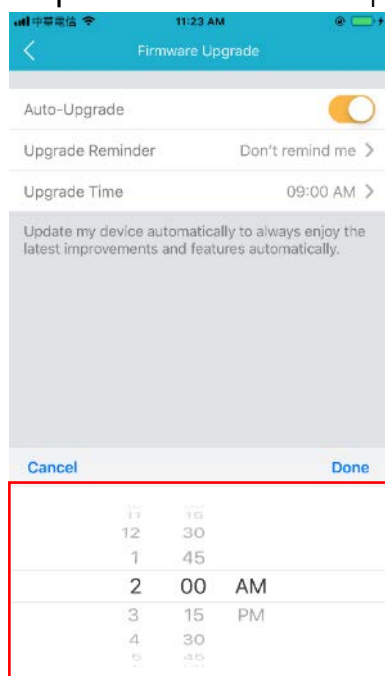
Step 6: Tap Upgrade Time.




Step 7: Tap the **Upgrade Time** to select a firmware upgrade time you prefer.



Step 8: Select a time to upgrade. Tap **Done** to save.



Step 9: Tap  to save your changes. Next time when there is a firmware available for your device, the device firmware will be automatically upgraded as per your settings.

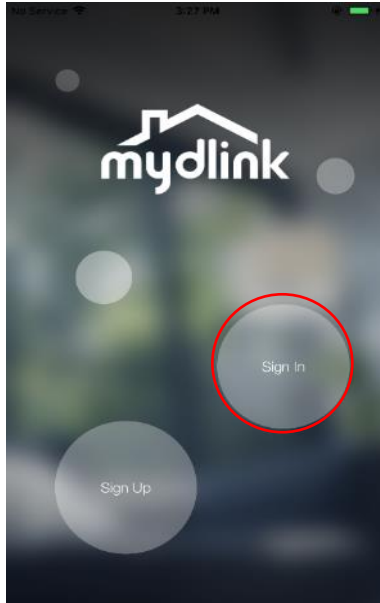


Indoor Camera (DCS-8515LH) FAQs

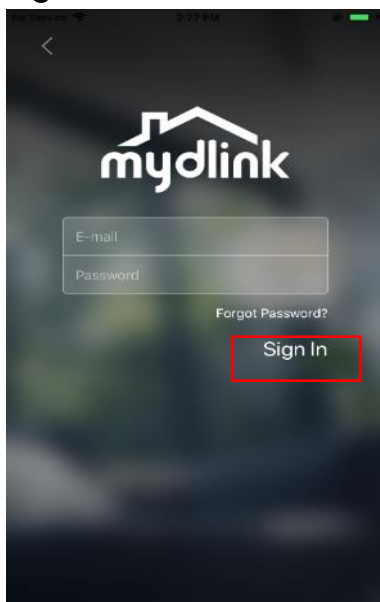
Q15: How do I pan and tilt my Indoor Camera?


You can simply pan and tilt your DCS-8515LH by swiping the desired direction, or tapping the arrow buttons on your phone or tablet. To change the pan/tilt control, please follow the below steps:

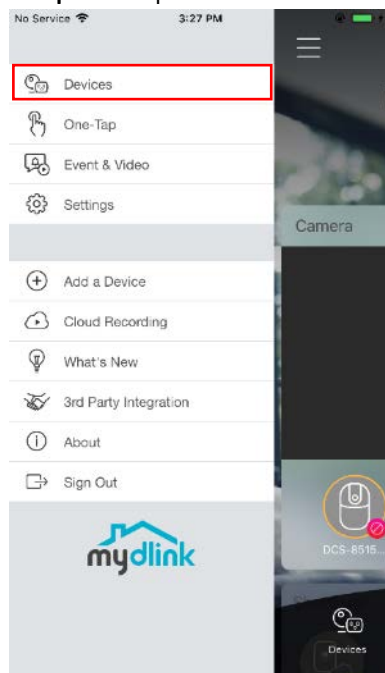
Step 1: Launch the mydlink app. Then tap **Sign In**.



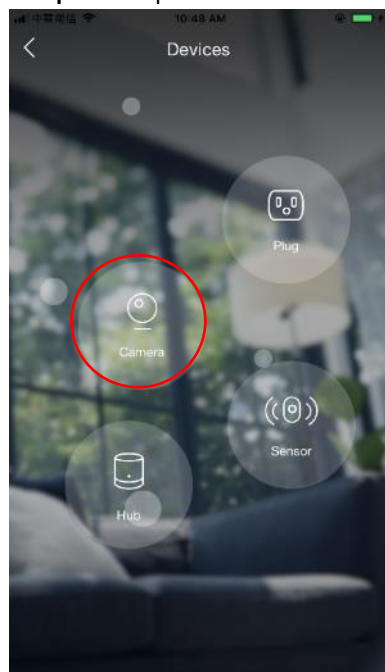
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.




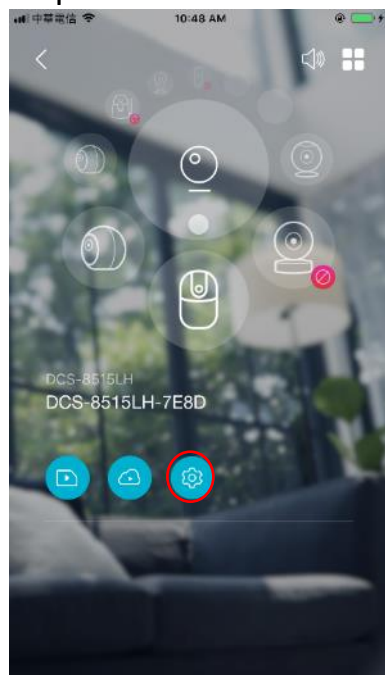
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



Step 4: Tap Camera



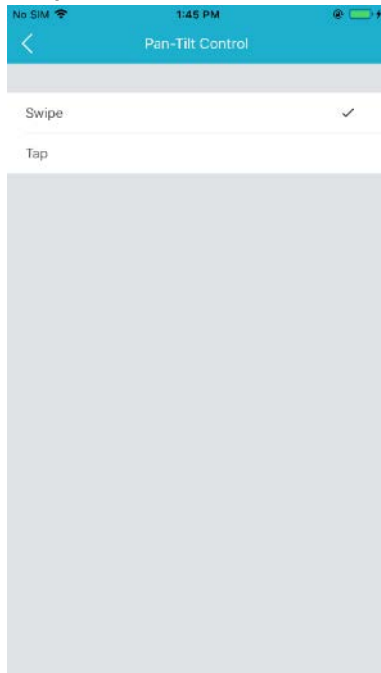
Step 5: Choose a camera. Then tap .




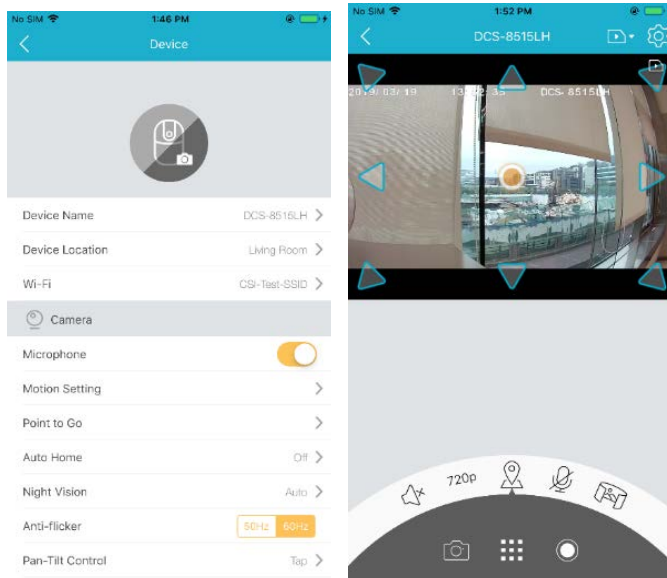
Step 6: Tap **Pan-Tilt Control** to change the pan/tilt control gesture.



Step 7: Choose the pan/tilt control gesture. Then tap  to save.



Step 8: Your settings are saved. Tap the live streams to display the arrow buttons if you choose the **Tap** pan/tilt control gesture. Then tap the arrow buttons to pan/ tilt your lens to your favorite position or tap the  icon to your home point.



Q16: How can I set up specific position presets for my Indoor Camera?


Apart from the Home position, you can store additional 4 positions as bookmarks and easily return to them at a touch of a button.

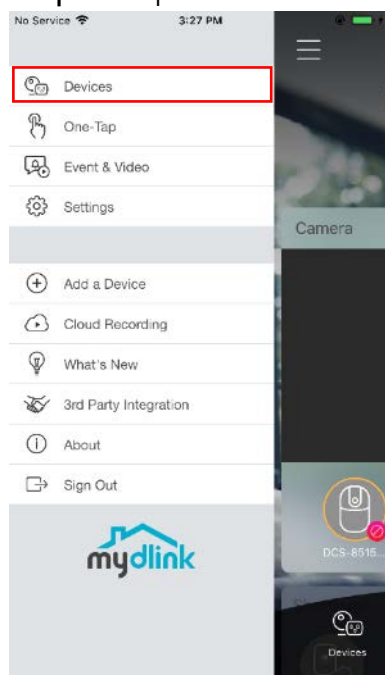
Step 1: Launch the mydlink app. Then tap **Sign in**.



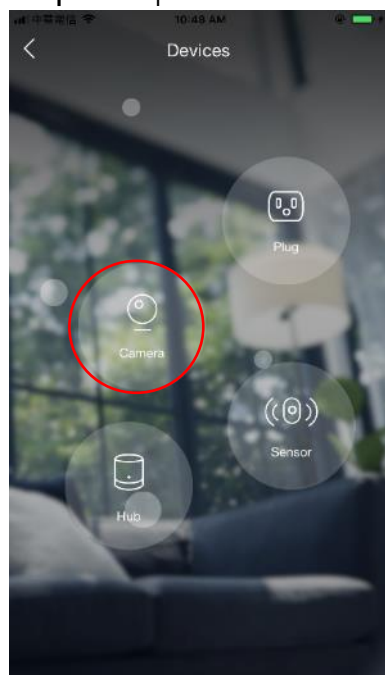
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



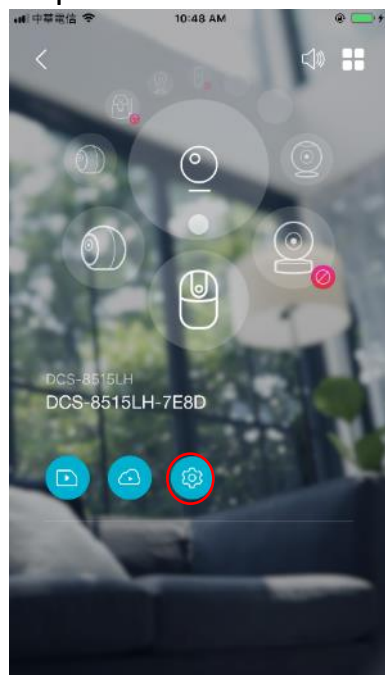
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



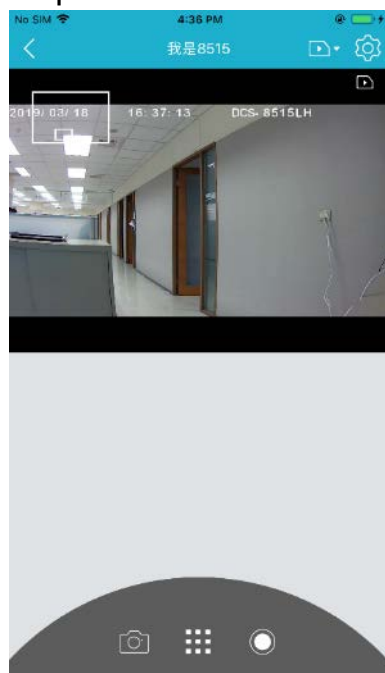
Step 4: Tap Camera.





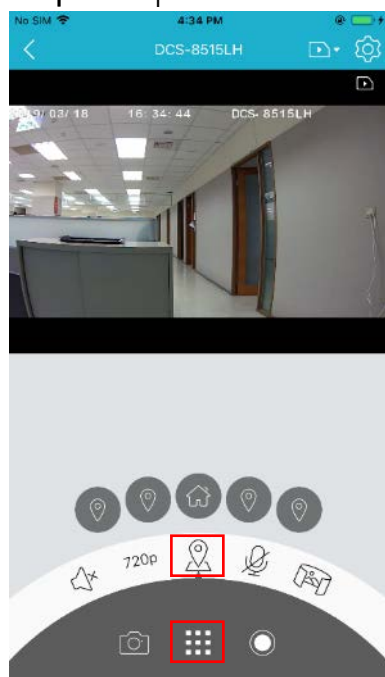
Step 5: Choose a camera. Then tap 




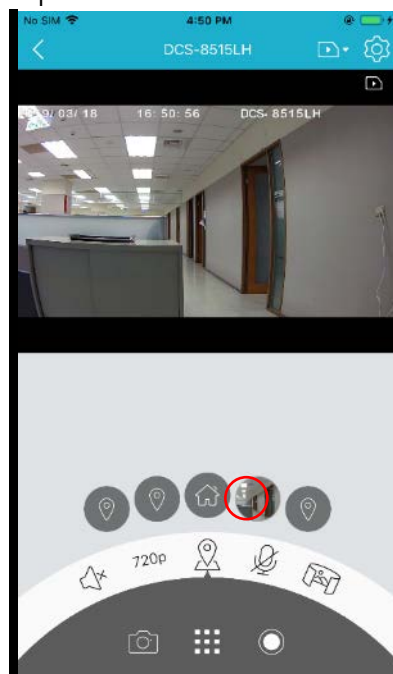
Step 6: Pan and tilt the lens to your favorite position.



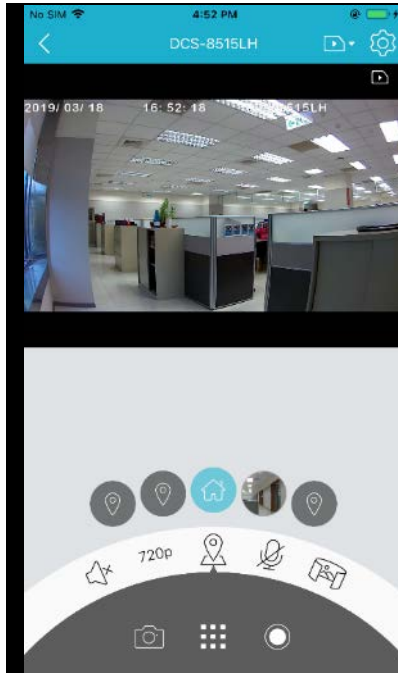
Step 7: Tap  and then tap  to access the position preset setting.



Step 8: Tap  and hold for 2 or 3 seconds to save the position preset. A snapshot will replace the default icon of the preset point.



Step 9: You have saved the first preset point. Pan and tilt your lens to another favorite positions and repeat Step 8 to save the rest 3 preset points.



Q17: How do I set up the point-to-go feature?


The DCS-8515LH allows you to see the camera's range of view and tap to jump to a specific area.

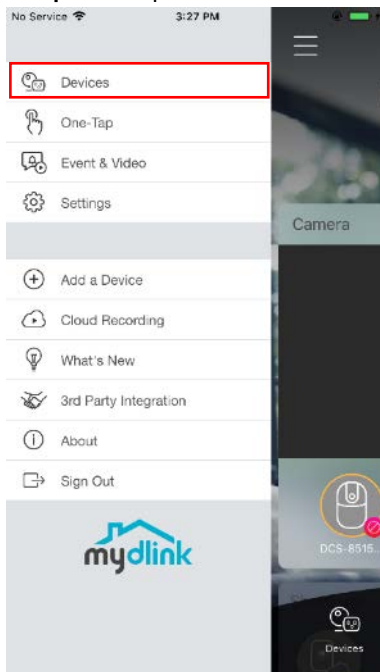
Step 1: Launch the mydlink app. Then tap **Sign in**.



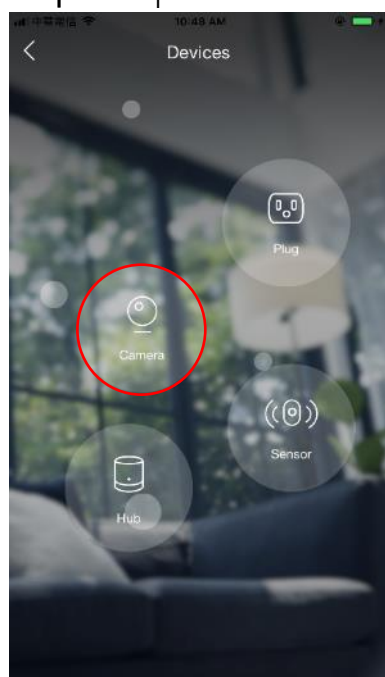
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



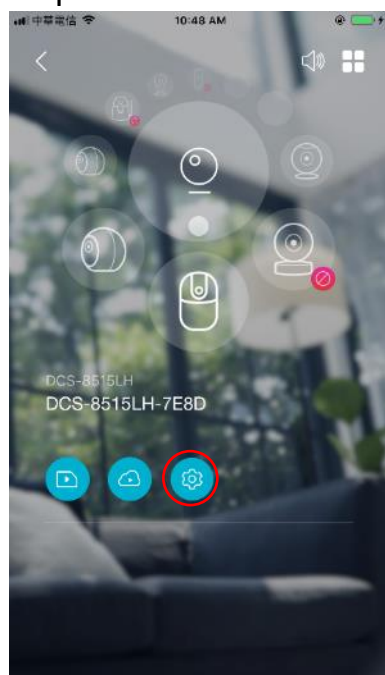
Step 3: Tap the  icon to toggle the menu. Then tap **Settings** from the menu.



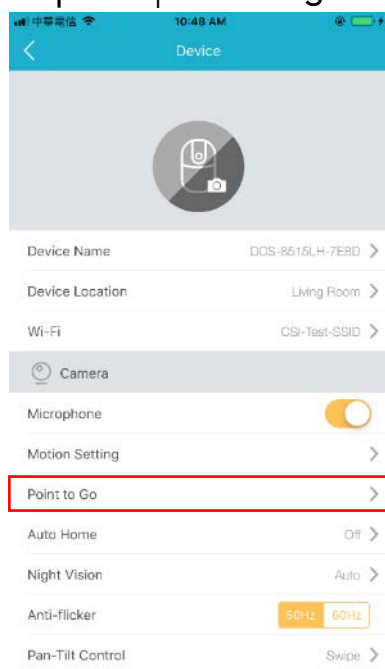
Step 4: Tap Camera



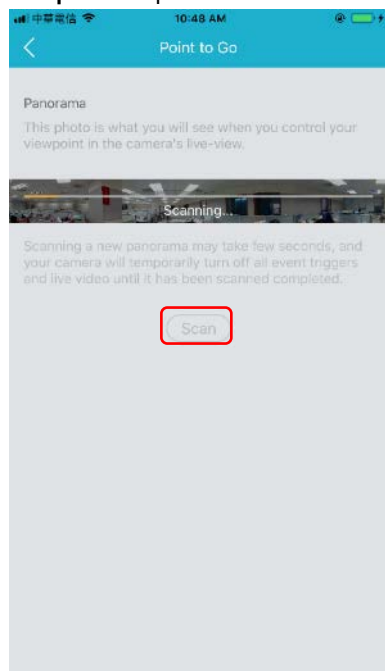
Step 5: Choose a camera. Then tap .




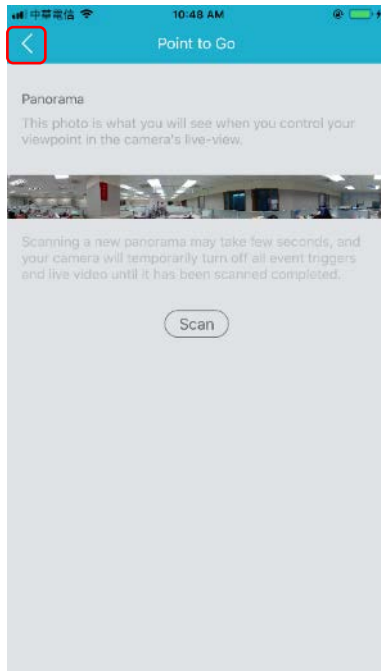
Step 6: Tap **Point to go** to scan a panoramic photo.



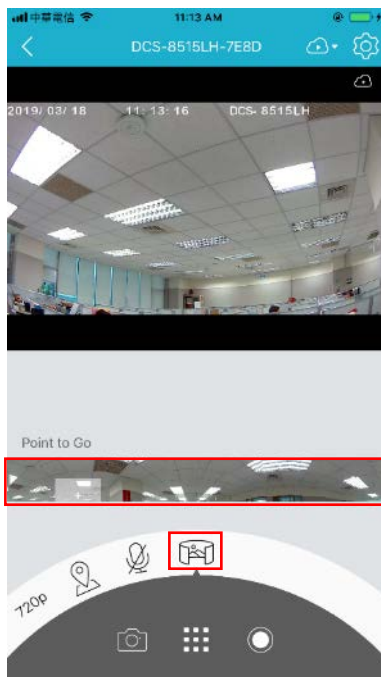
Step 7: Tap **Scan** to scan a panoramic photo for the moment.



Step 8: You have just got a panoramic photo. Tap **Scan** to scan a panoramic photo again, or tap  to save.



Step 9: Your saves are saved. You're able to see the camera's range of view and tap to jump to a specific area on the live streams now.




Q18: How do I set up and change the sound sensitivity on my cameras?

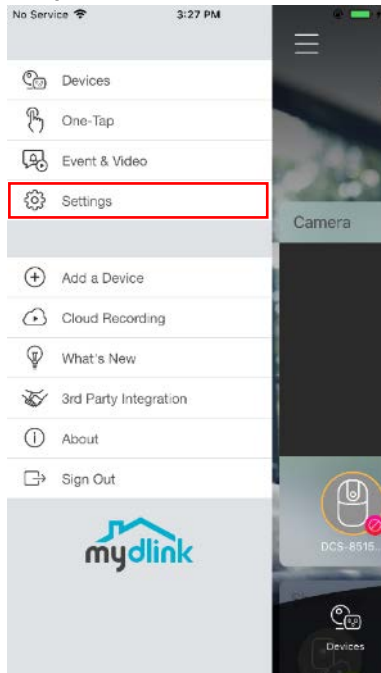
Step 1: Launch the mydlink app. Then tap **Sign in**.



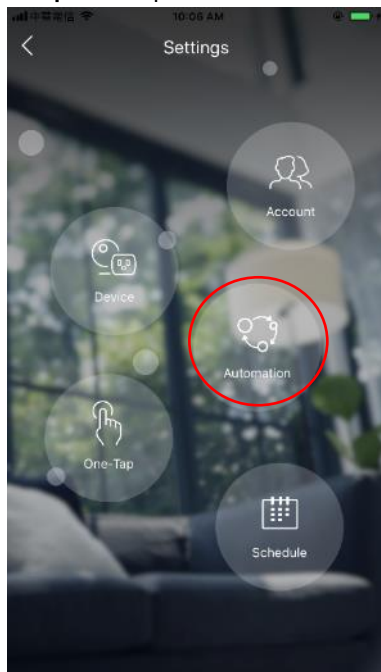
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



Step 3: Tap the  icon to toggle the menu. Then tap **Settings** from the menu.



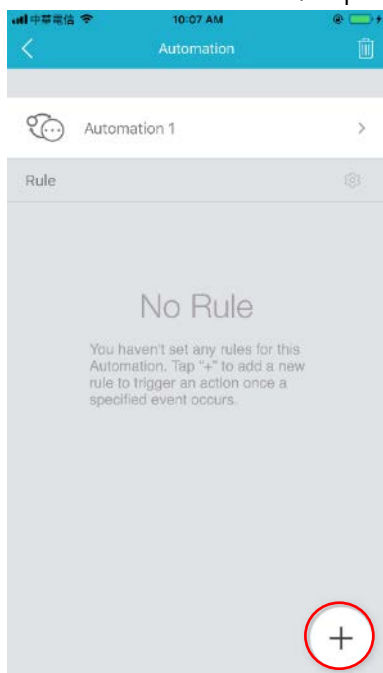
Step 4: Tap **Automation** to create an automation rule.



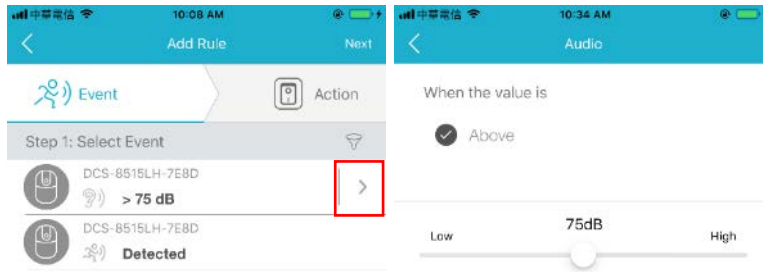
Step 5: Tap **+** to add a new automation.



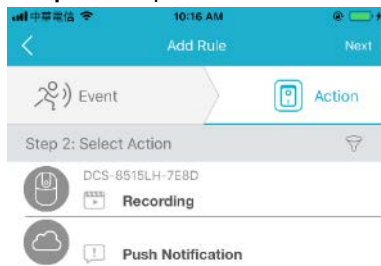
Step 6: Tap the automation name to change the name and make it earlier to find later. To create a new rule, tap **+** at the bottom.



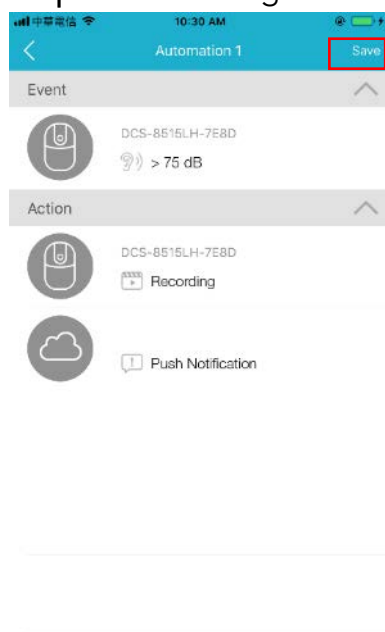
Step 7: Tap sound detected event to use as the trigger. You can tap the grey arrow in the same line to adjust the sound levels. Then tap **Next**.





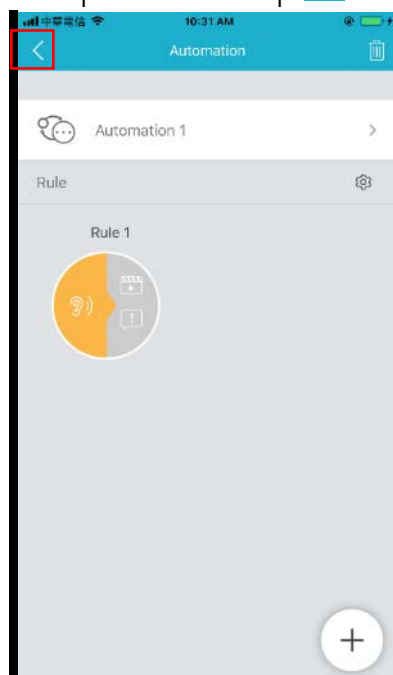
Step 8: Tap to select the action you want to trigger with this event. Then tap **Next**



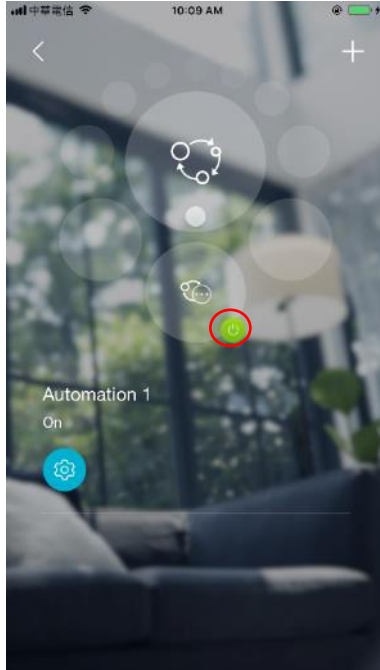
Step 9: The settings will display. Then tap **Save**.



Step 10: You've created the first automation rule. Tap  at the bottom again to create multiple rules or tap  to save.



Step 11: Your settings are saved. The automation is enabled when the icon lights green. To disable the automation, tap the automation icon and the icon turns gray. You can create multiple automations or tap the back button to leave.




Q19: How do I set up the motion detection on my camera?

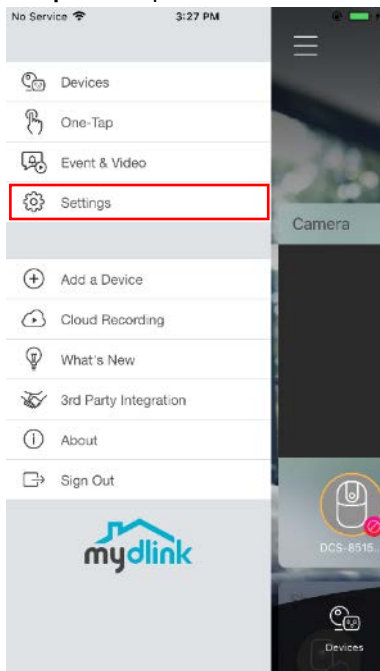
Step 1: Launch the mydlink app. Then tap **Sign in**.



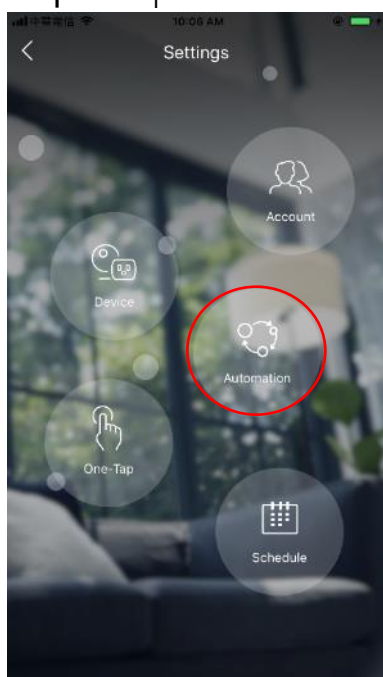
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



Step 3: Tap the  icon to toggle the menu. Then tap **Settings** from the menu.



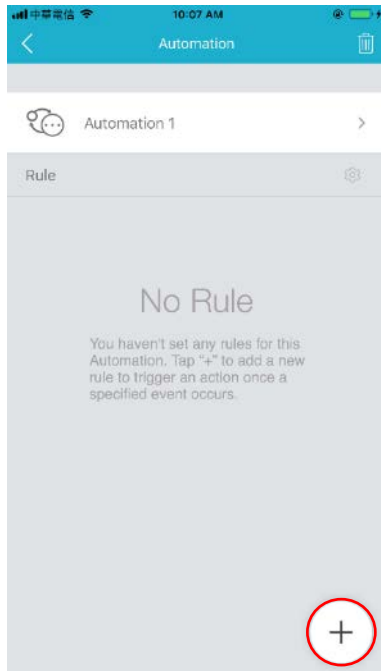
Step 4: Tap **Automation** to create an automation rule.



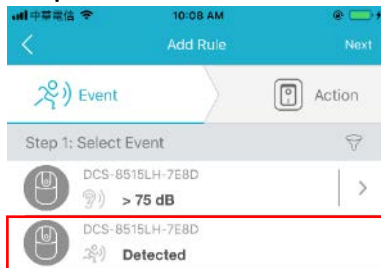
Step 5: Tap **+** to add a new automation.



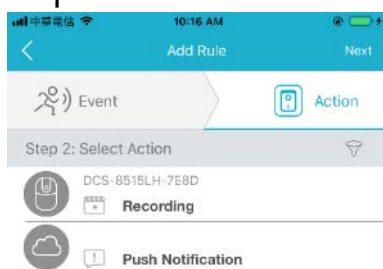
Step 6: Tap the automation name to change the name and make it earlier to find later.
To create a new rule, tap **+** at the bottom.



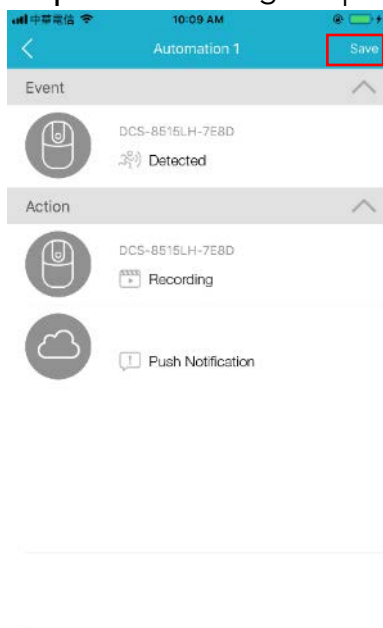
Step 7: Select an event from the menu. Then tap **Next**.





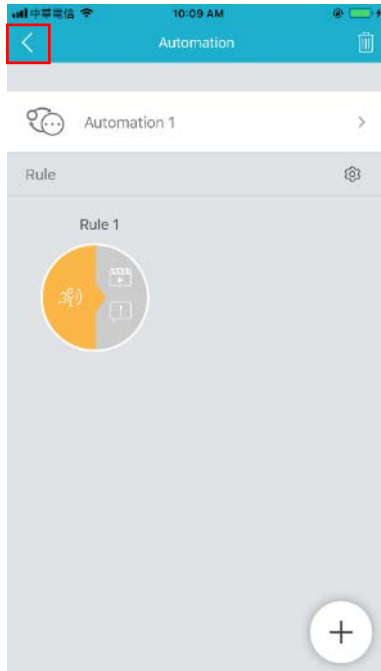
Step 8: Select an action to be performed. Then tap **Next**.



Step 9: The settings display. Then tap **Save**.



Step 10: You've created the first automation rule. Tap  at the bottom again to create multiple rules or tap  to save.



Step 11: Your settings are saved. The automation is enabled when the icon lights green. To disable the automation, tap the automation icon and the icon turns gray. You can create multiple automations or tap the back button to leave.



Q20: How do I change the motion sensitivity on my camera?


To adjust the motion sensitivity on your camera:

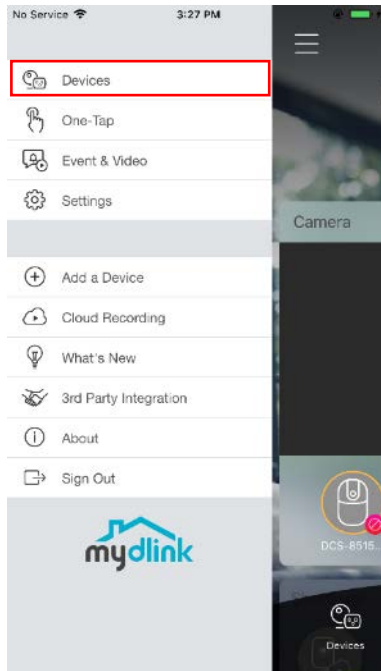
Step 1: Launch the mydlink app. Then tap **Sign in**.



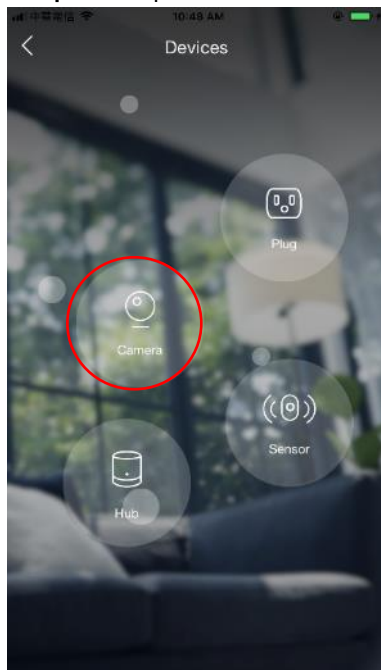
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



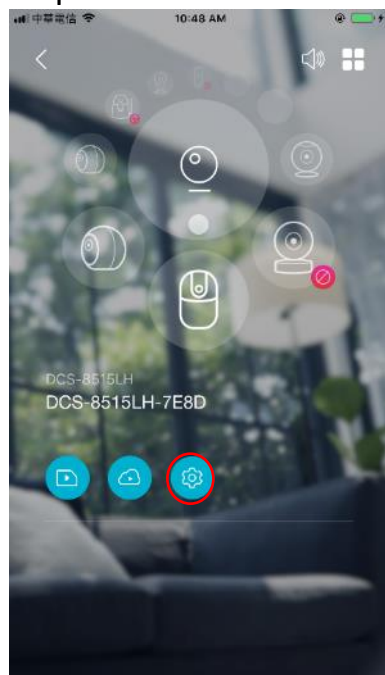
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



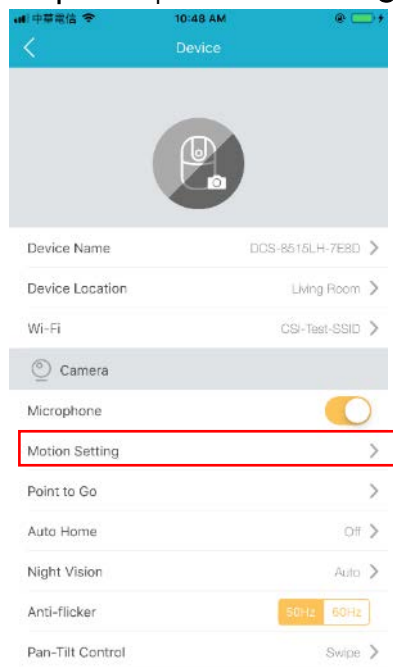
Step 4: Tap Camera.



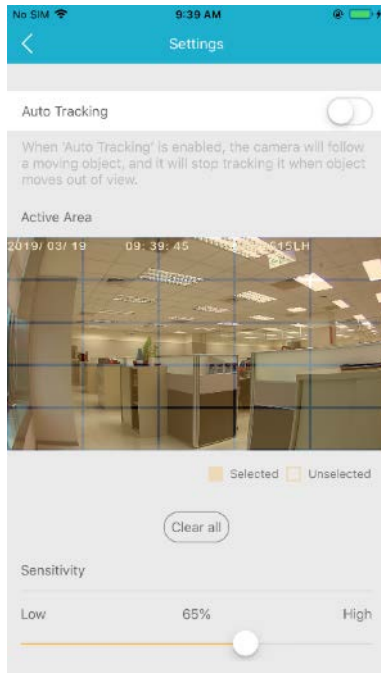
Step 5: Choose a camera. Then tap .



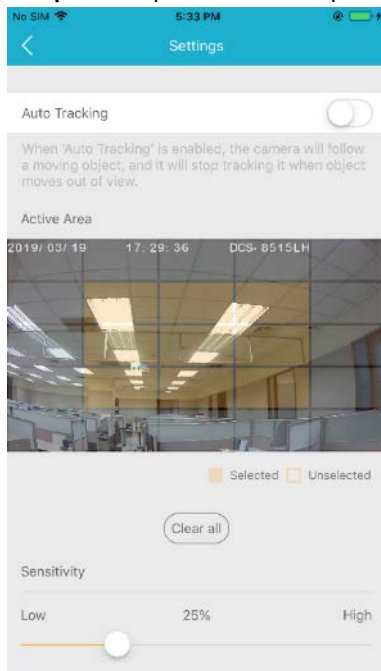
Step 6: Tap **Motion Setting** to adjust the motion sensitivity.



Step 7: Tap on the live view streams to select or unselect the detected zones. Then move the slider to adjust the sensitivity level for motion detection for this camera.



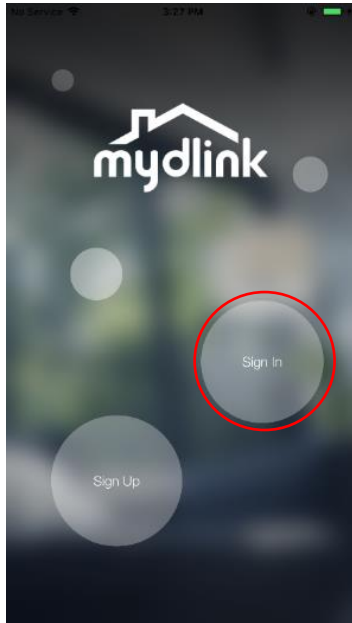
Step 8: Tap  to complete the process. Your settings are saved.



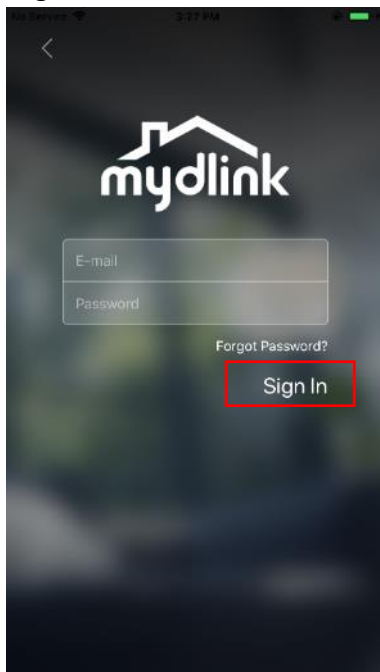
Q21: How do I set up the Auto Tracking feature?


The auto motion tracking feature automatically pans and tilts the lens to follow moving entities so they are never out of sight. The auto tracking feature is disabled by default. To enable the feature, please follow the steps below:

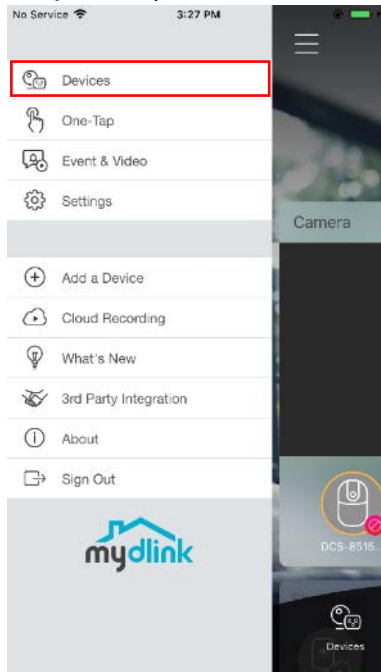
Step 1: Launch the mydlink app. Then tap **Sign In**.



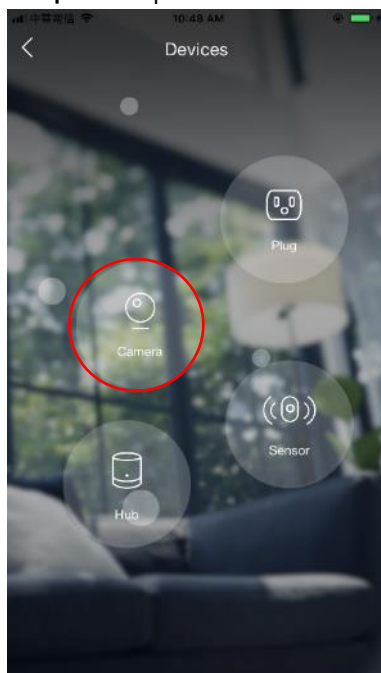
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.




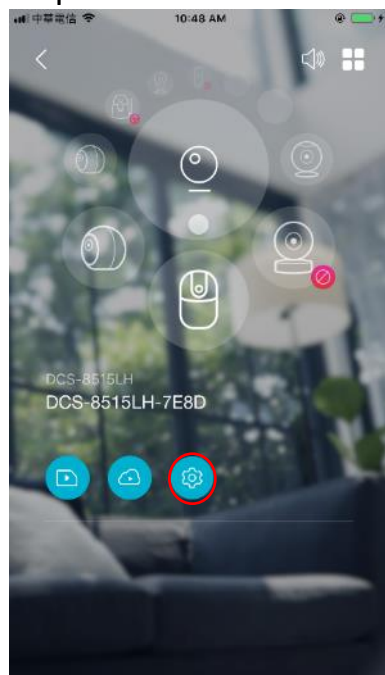
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



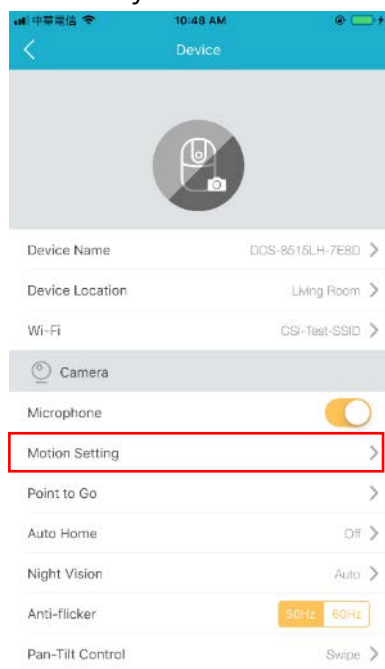
Step 4: Tap Camera.



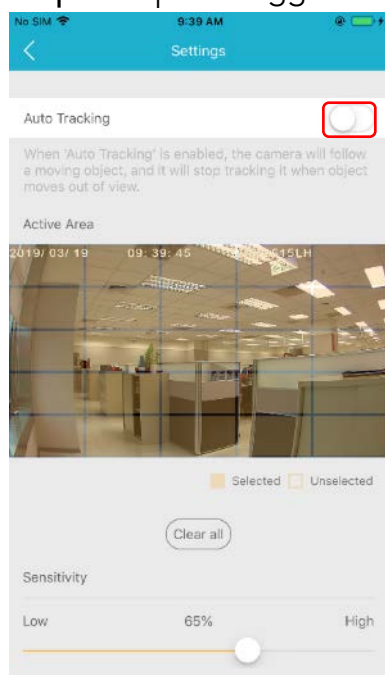
Step 5: Choose a camera. Then tap .



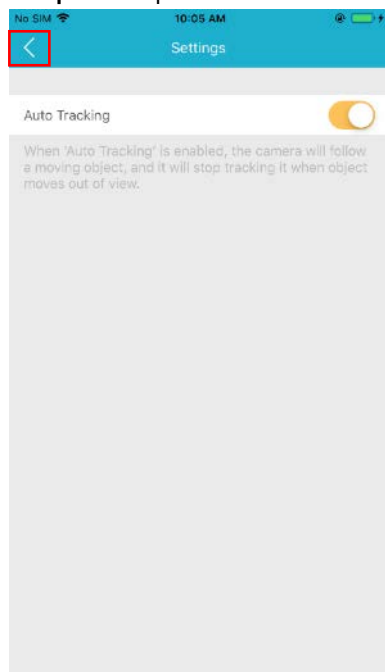
Step 6: Tap **Motion Setting** to enable the auto tracking and adjust the motion sensitivity.



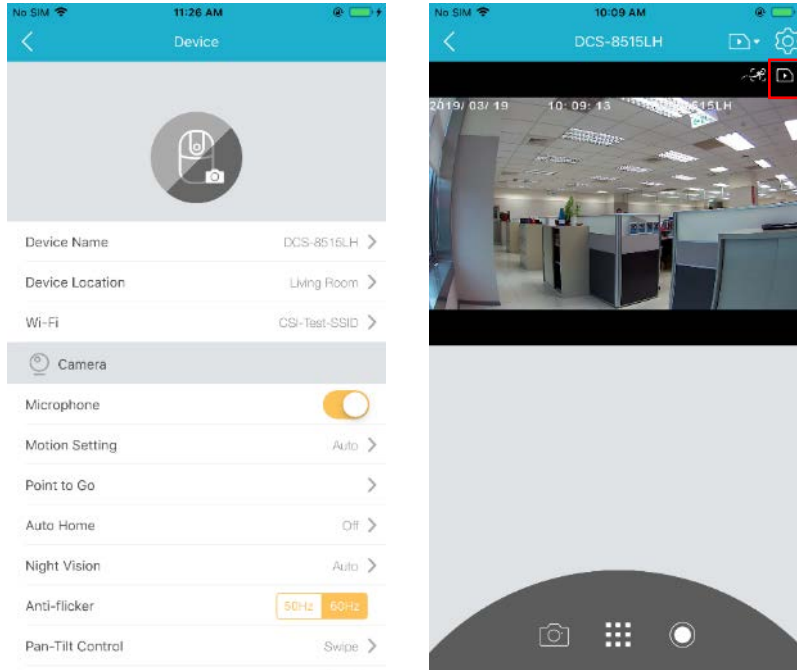
Step 7: Tap the toggle button to enable the Auto Tracking feature.



Step 8: Tap  to save.



Step 9: Your settings are saved. Your camera will follow a moving object until it moves out of view. Please note that the camera will not return back to the home point unless the Auto Home is enabled. For more information on how to enable the Auto Home feature, see [How do I set up the Auto Home feature?](#)

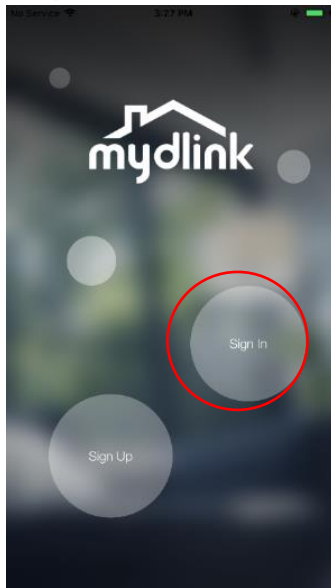


Note: An auto tracking icon  will display on the live streams when it is enabled.

Q22: How do I set up the Auto Home feature?


When the Auto Home feature is enabled, your camera will automatically return back to the home point after 60 seconds of inactivity. The feature ensures that the camera will always keep monitoring the desired zones. To enable the feature, please follow the steps below:

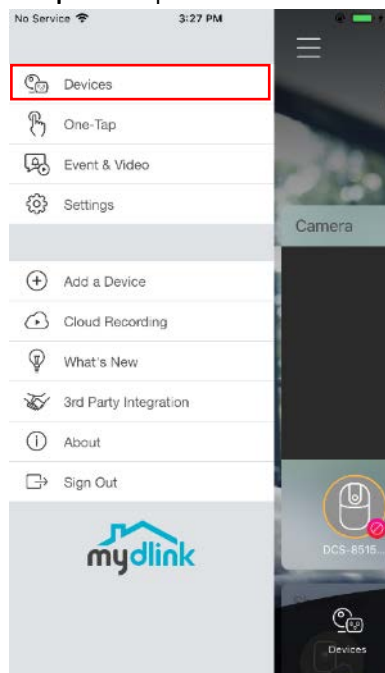
Step 1: Launch the mydlink app. Then tap **Sign In**.



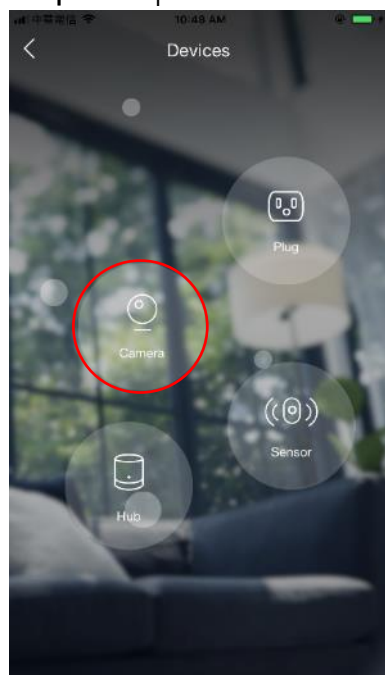
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.




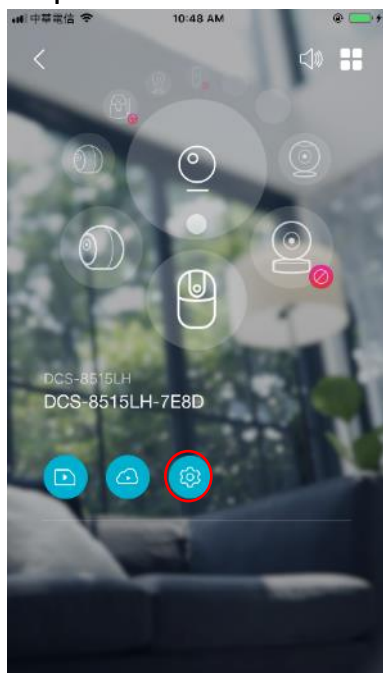
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



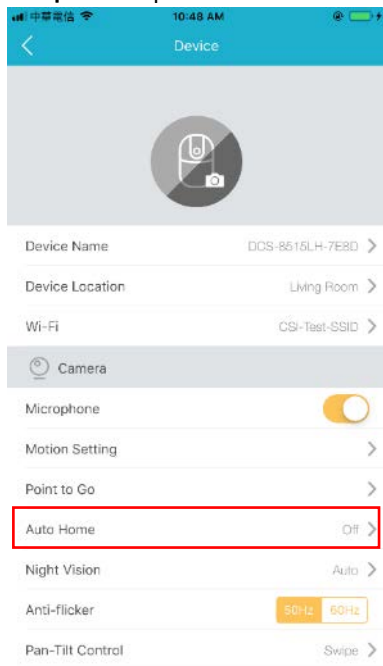
Step 4: Tap Camera.



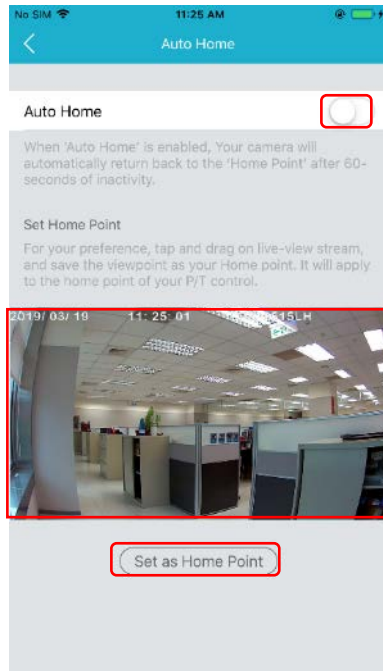
Step 5: Choose a camera. Then tap .



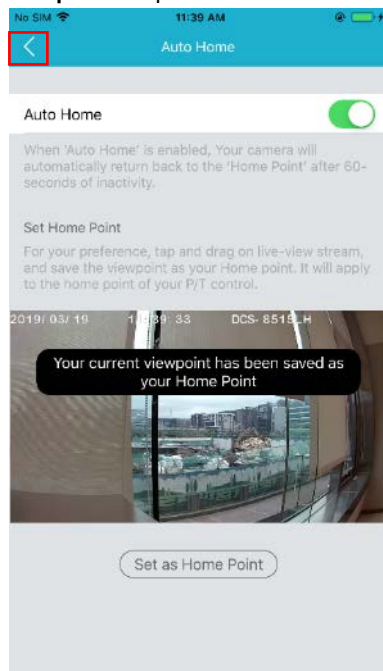
Step 6: Tap **Auto Home** to set a home point.



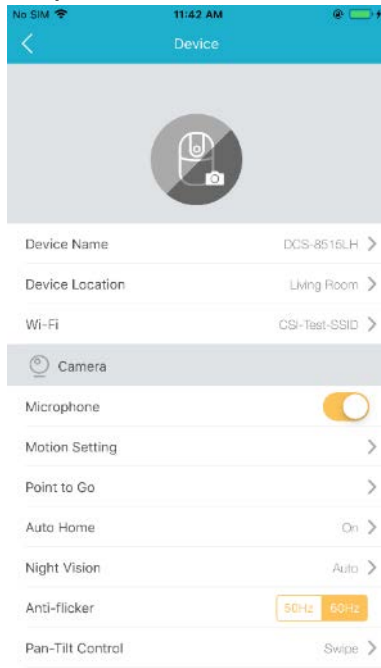
Step 7: Tap the toggle to enable the Auto Home feature. Then, tap or swipe on the live view streams to the favorite position as your home point. Tap **Set as Home Point** and the current viewpoint will apply to the home point of your Pan/Tilt control.



Step 8: Tap  to save.



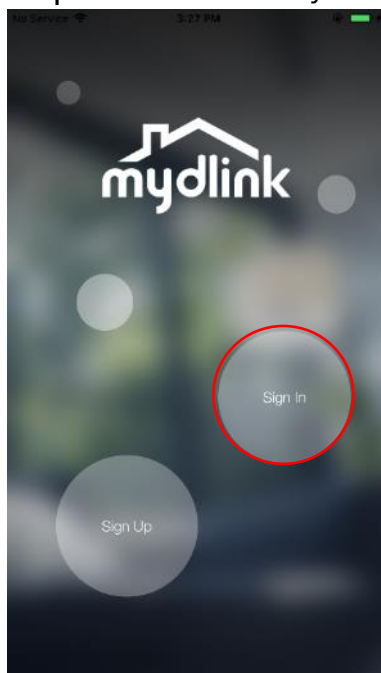
Step 9: Your settings are saved.



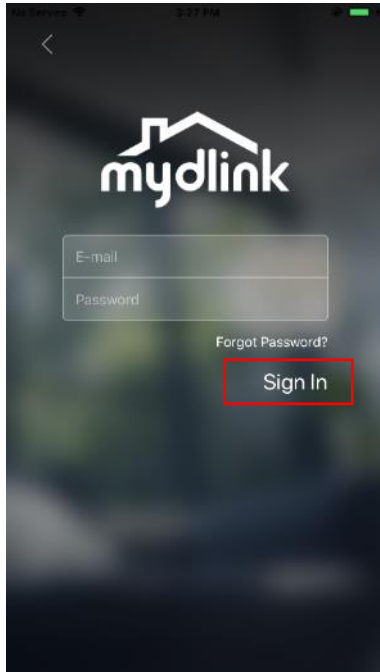
Q23: How do I turn my camera's status LED on or off?


By default, your camera's LED shows the state of the camera. To turn off the camera's status LED, please refer to the steps below:

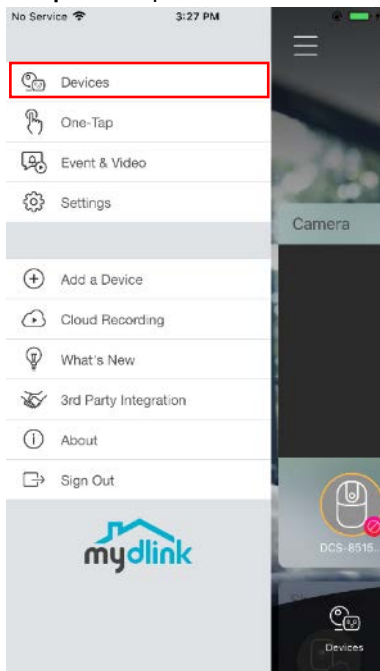
Step 1: Launch the mydlink app. Then tap **Sign In**.



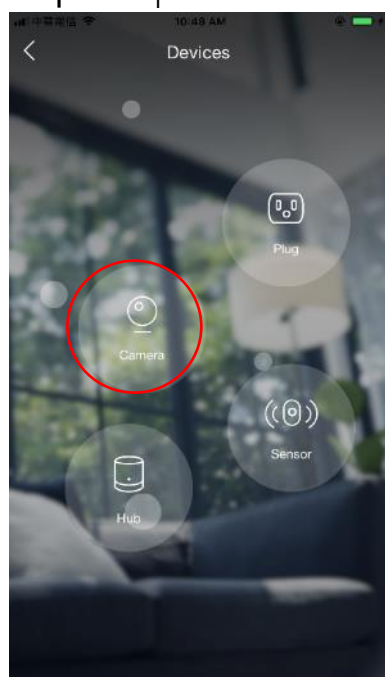
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.




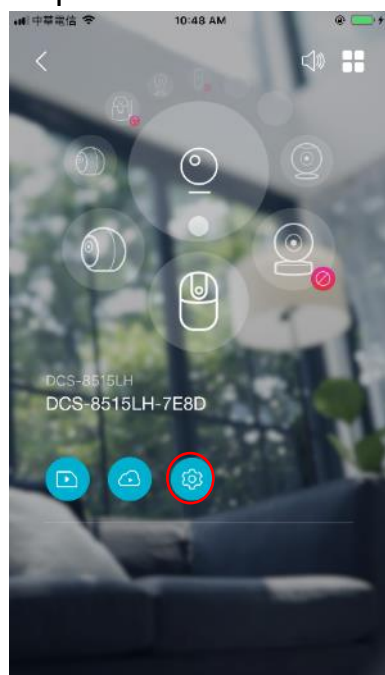
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



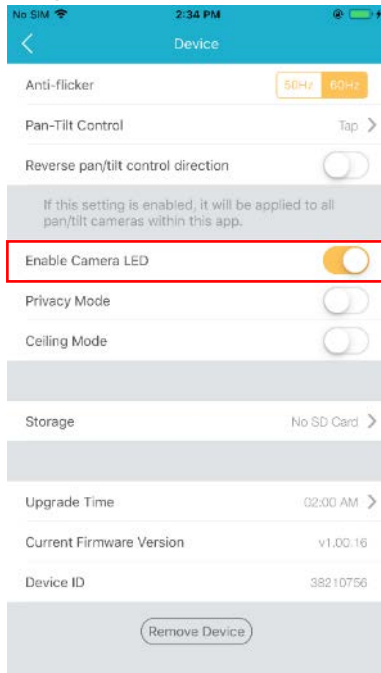
Step 4: Tap Camera.



Step 5: Choose a camera. Then tap .



Step 6: Tap to toggle the camera status LED.



Step 7: Tap  to save. Your camera's status LED is turned off/on.

Q24: Can I continuously pan/tilt with my Indoor camera?

Pan/tilt is designed for primarily positioning and installation. To protect mechanics from wearing out, continuous movement during longer time is not recommended.

Q25: How does the hold-to-talk feature work on my Indoor camera?

The Indoor camera allows two-way communication between the camera and your mobile device. Through its integrated speaker and microphone, you can speak to the people that you are viewing on the camera using the mydlink app.


To use the hold-to-talk feature:

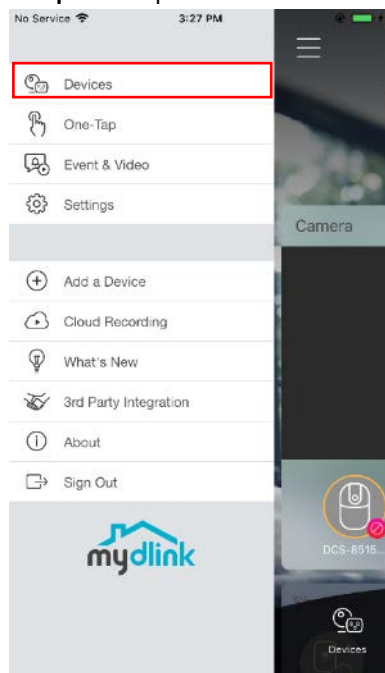
Step 1: Launch the mydlink app. Then tap **Sign in**.



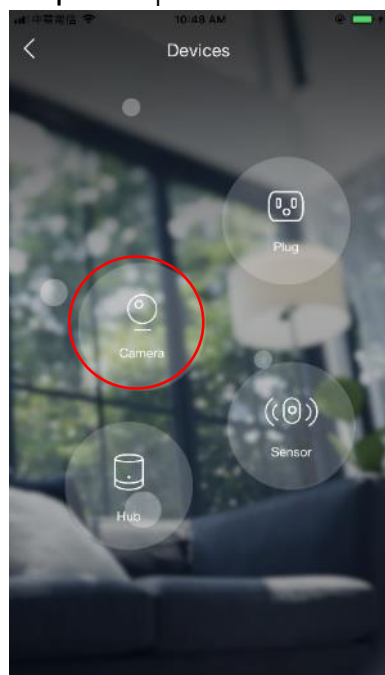
Step 2: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



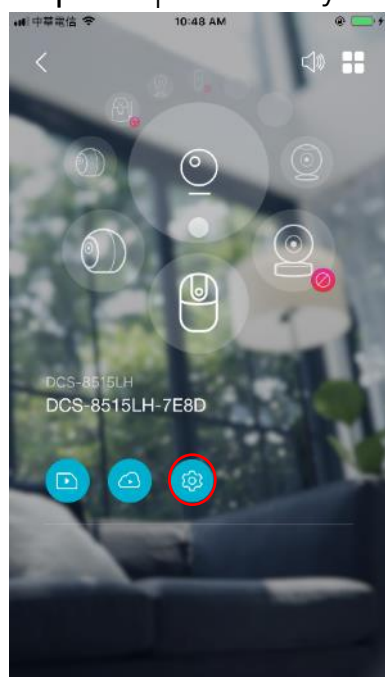
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.





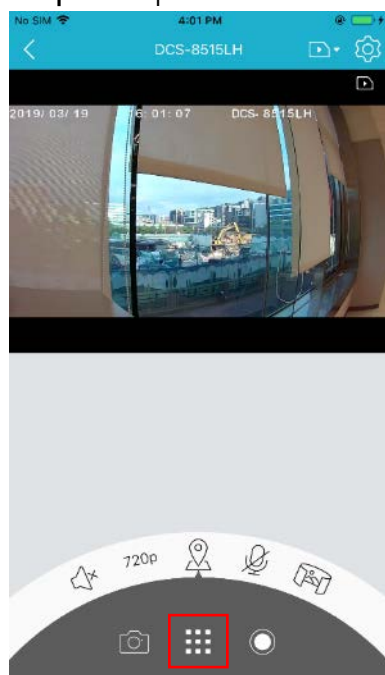
Step 4: Tap Camera.





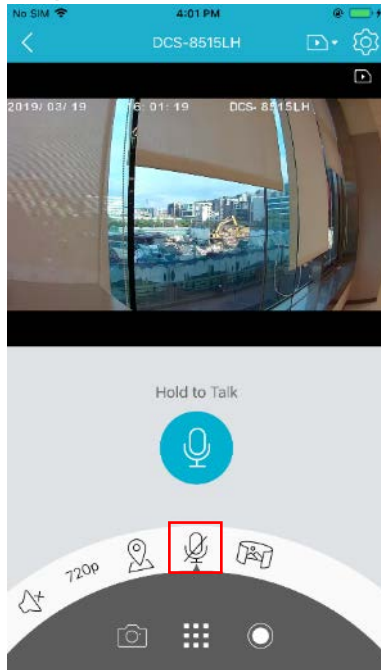
Step 5: Tap a camera you would like to speak on.



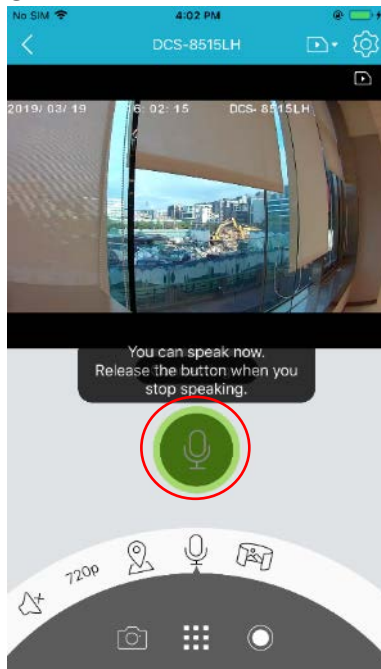
Step 6: Tap the  icon. Then the microphone icon  displays.



Step 7: Tap the microphone icon . Then the hold-to-talk icon  displays.




Step 8: Press and hold the hold-to-talk icon and start speaking while it is blinking green.



Note: When you are speaking, you cannot hear from the camera until you release the hold-to-talk icon.

Step 9: Release the hold-to-talk icon to hear from the camera.

Step 10: When you are done using the hold-to-talk icon, tap the  icon to finish.

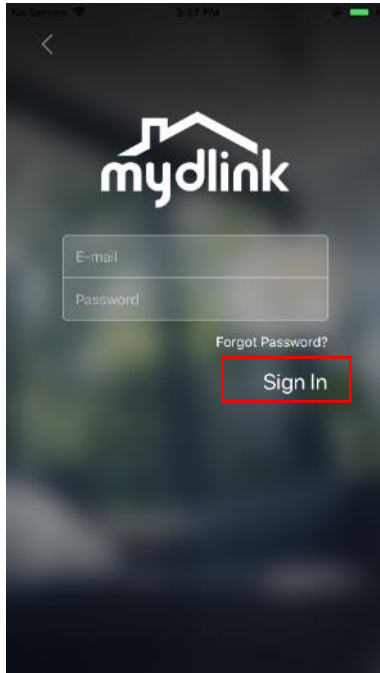
Q26: How do I watch past footage?


All video recordings are stored either to the cloud or a micro SD card attached to the camera. To view videos saved to the cloud, you need to subscribe to the mydlink cloud recording service and activate the service for that camera. To view videos saved on a micro SD card, you need to connect one to the camera first.

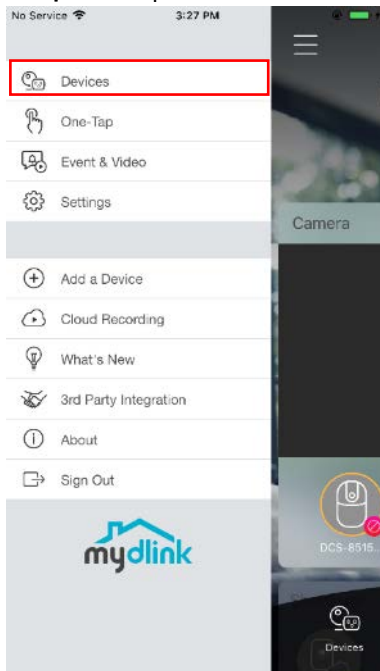
Step 1: Launch the mydlink app. Then tap **Sign in**.



Step 2: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



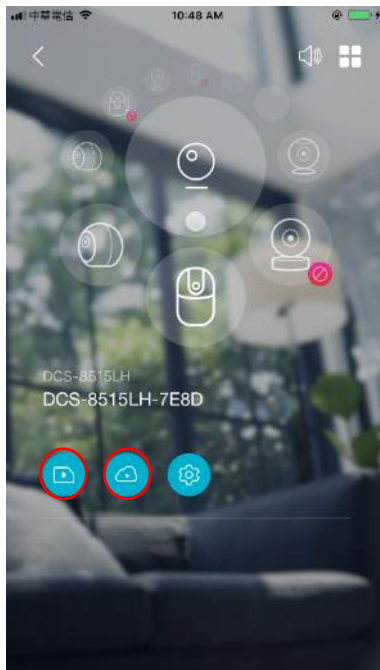
Step 3: Tap the  icon to toggle the menu. Then tap **Devices** from the menu.



Step 4: Tap Camera.

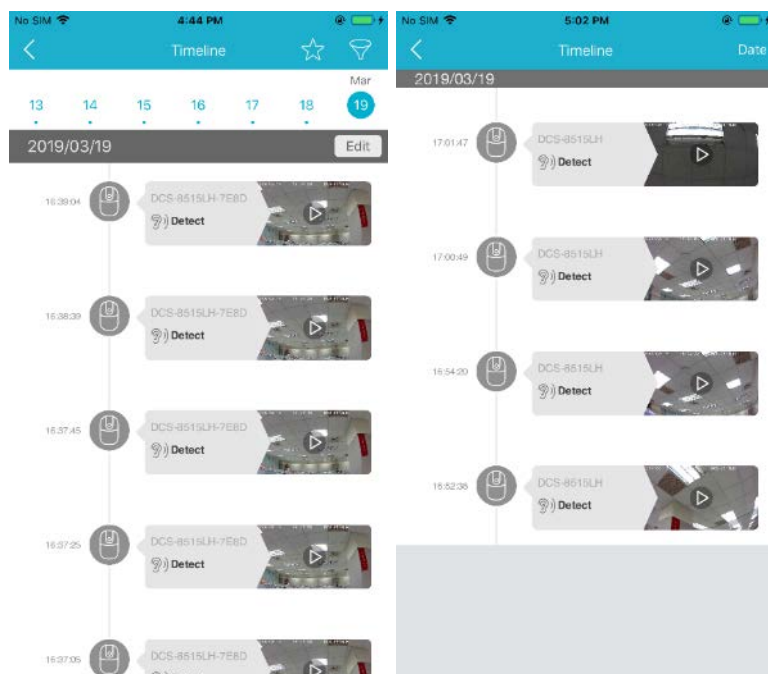


Step 5: Choose a camera. Then tap the storage location where your video recordings are stored: cloud recording or micro SD card.

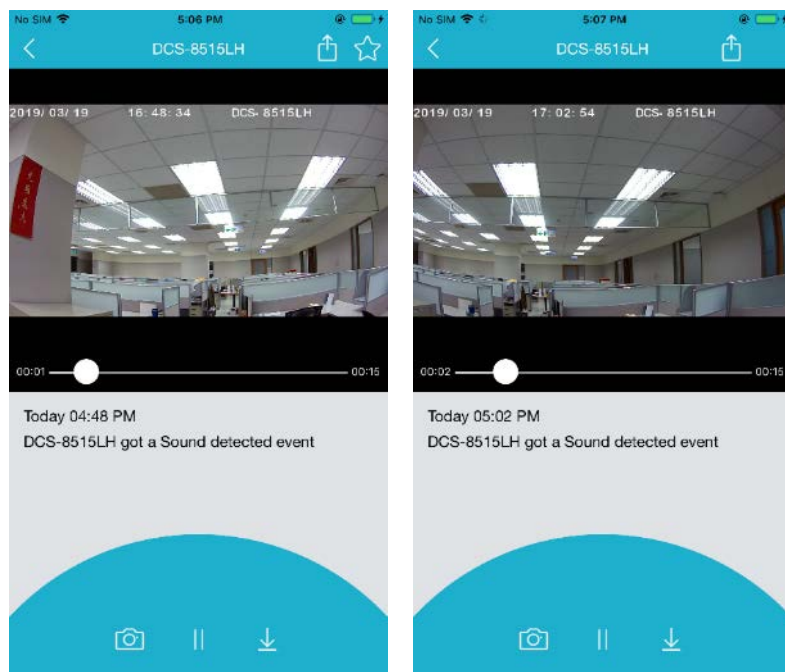


Note: The SD card icon contains SD card recordings attached to the camera. The cloud recording icon contains cloud recordings of all devices bound with the mydlink account and SD card recordings attached to the camera

Step 6: Your event-triggered recordings are listed. Tap the PLAY icon on the video you want to view.



Step 7: You can watch the video recording now.




Q27: How do I set up and change the motion on my cameras?

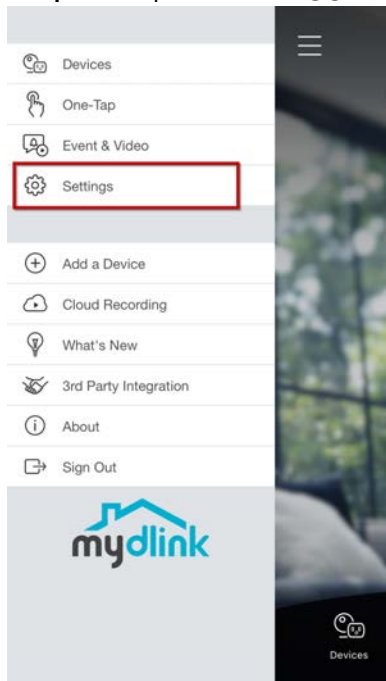
Step 1: Launch the mydlink app. Then tap **Sign In**.



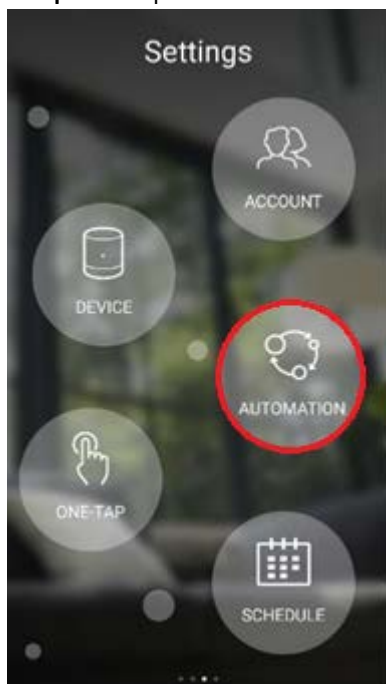
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



Step 3: Tap  to toggle the menu. Then tap **Settings**.



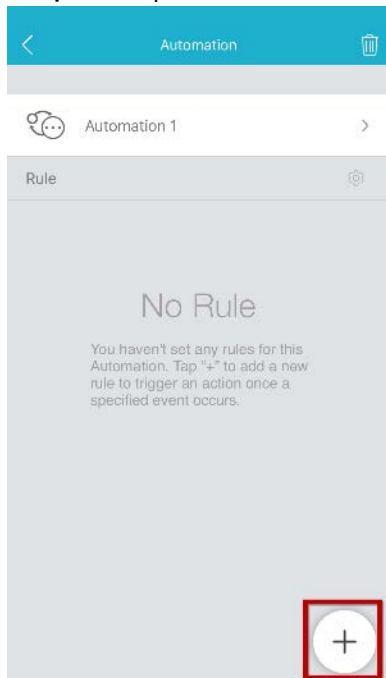
Step 4: Tap **Automation** to create an automation rule.



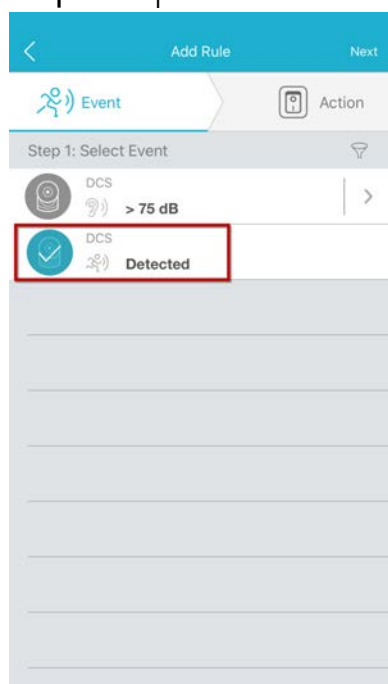
Step 5: Tap  to add a new automation.



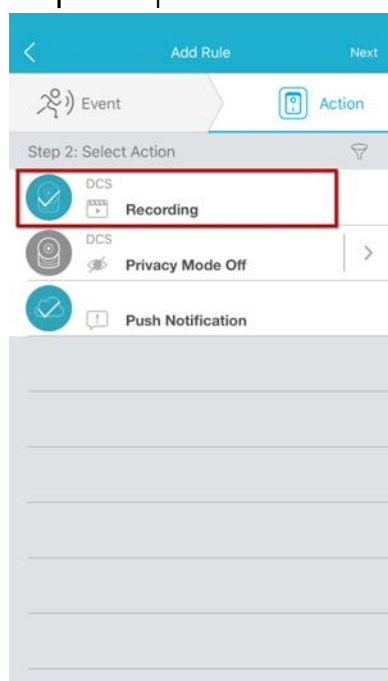
Step 6: Tap  to add a new rule.



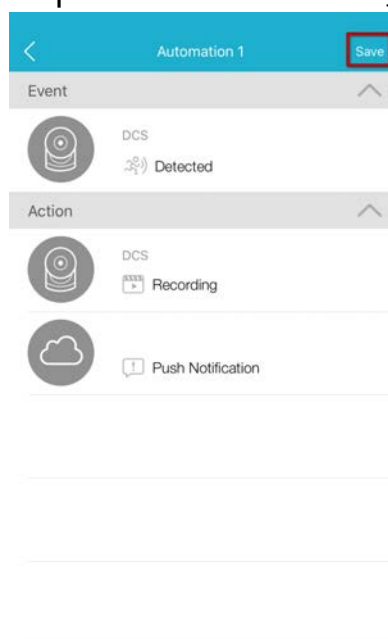
Step 7: Tap the event “motion detected”. Then tap **Next**.




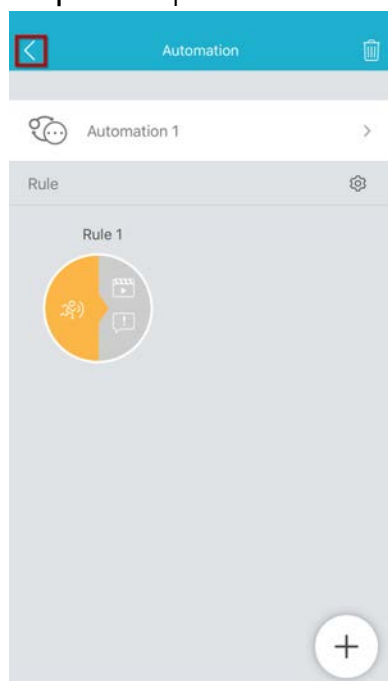
Step 8: Tap to select the action you want to trigger with this event. Then tap **Next**



Step 9: Check the summary of the settings. To continue, tap **Save**.



Step 10: Tap  to return to the automation page.



Step 11: Tap Automation to turn on and finish.




Q28: How do I set up and change the sound on my cameras?

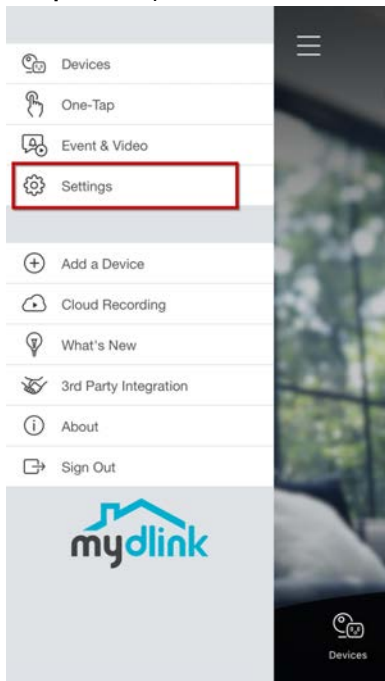
Step 1: Launch the mydlink app. Then tap **Sign In**.



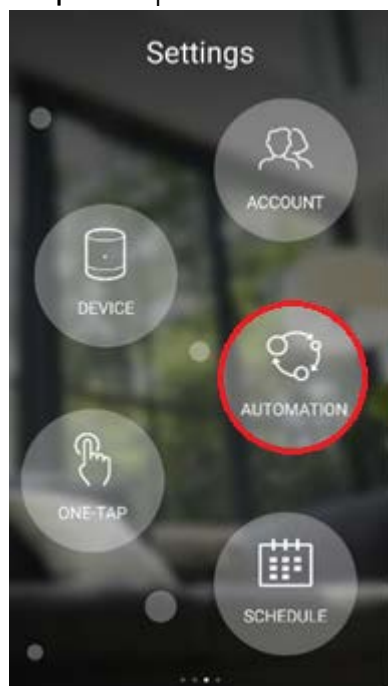
Step 2: To log in to your account, enter your username and password. Then, tap **Sign In** to continue.



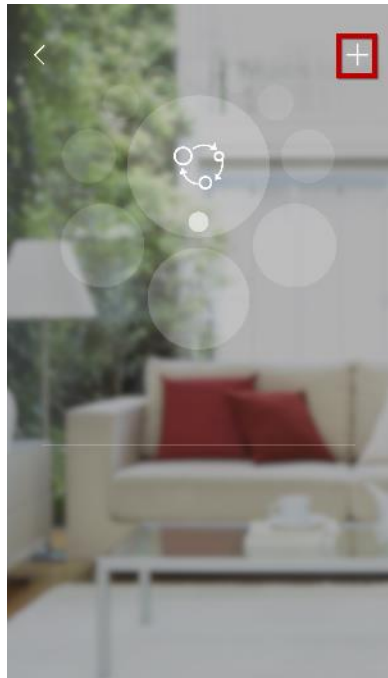
Step 3: Tap  to toggle the menu. Then tap **Settings**.




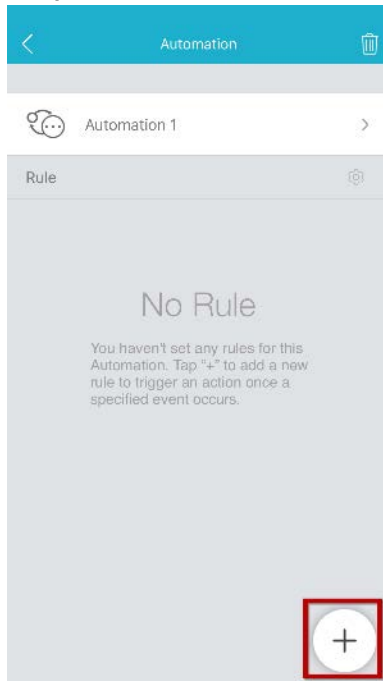
Step 4: Tap Automation



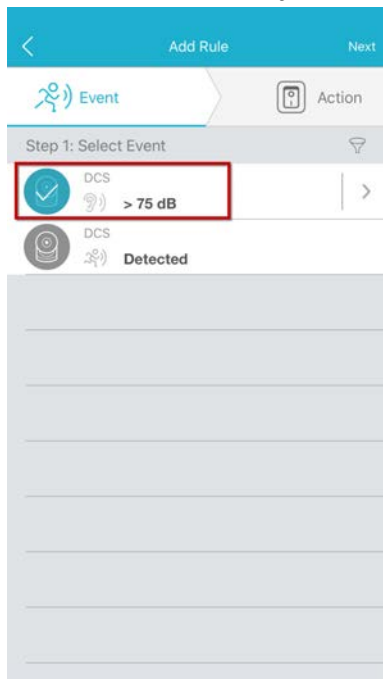
Step 5: Tap to add a new automation.



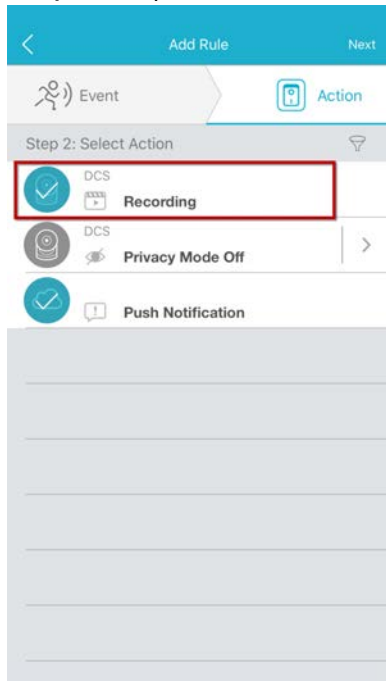
Step 6: Tap  to add a new rule.



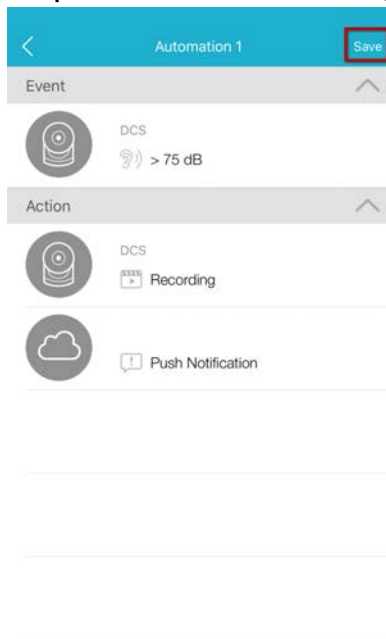
Step 7: Tap sound detected event to use as the trigger. You can tap the grey arrow in the same line to adjust the sound levels. Then tap **Next**.




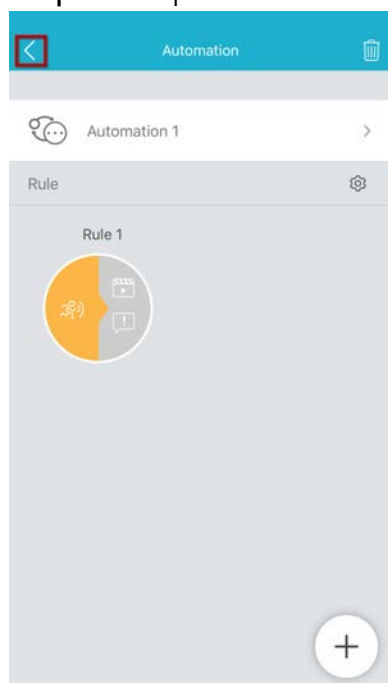
Step 8: Tap to select the action you want to trigger with this event. Then tap **Next**



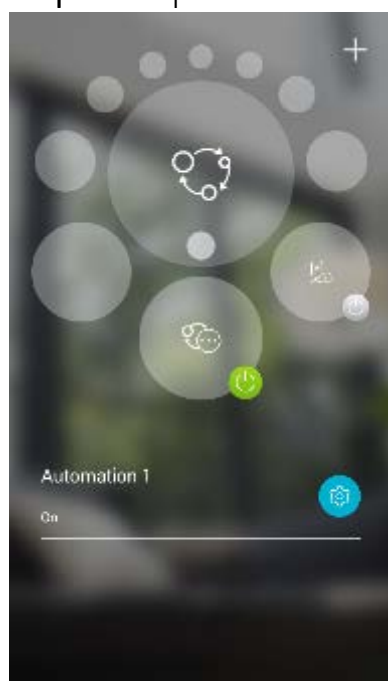
Step 9: Check the summary of the settings. To continue, tap **Save**



Step 10: Tap .



Step 11: Tap **Automation** to turn on and finish.



Q29: How do I set up local backup SD card storage on my cameras?

All video recordings can be stored either to the cloud or to the micro SD card. To set up local backup storage, follow the below steps:


Step 1: Insert a compatible micro SD card into the card slot of the camera, until you hear and feel it click into place.

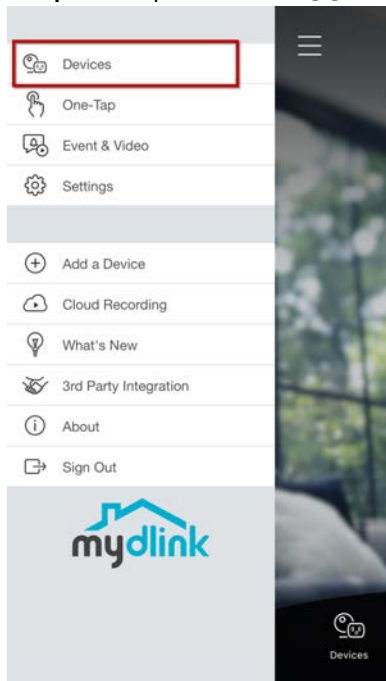
Step 2: Launch the mydlink app. Then tap **Sign In**.



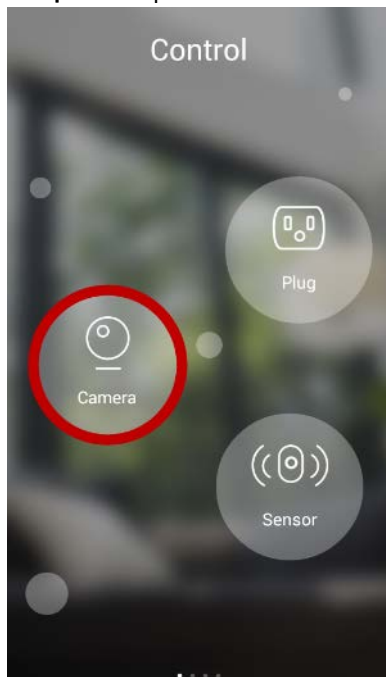
Step 3: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



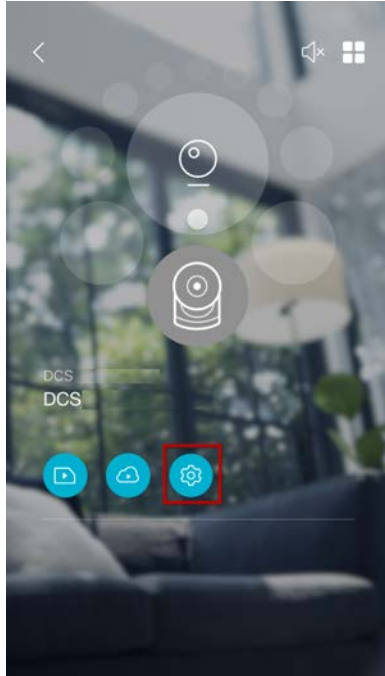
Step 4: Tap  to toggle the menu. Then tap **Devices**.



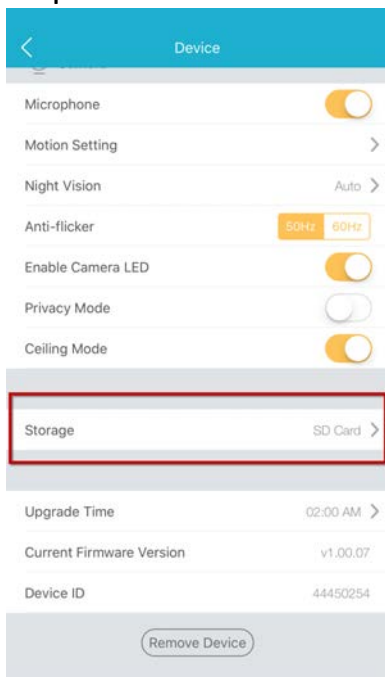
Step 5: Tap **Camera**.



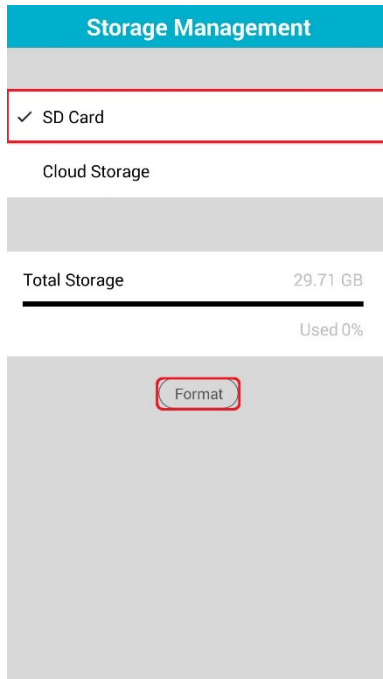
Step 6: Select the camera into which you inserted the micro SD card. Then tap **Settings**.



Step 7: Scroll down to the STORAGE section and tap on **Storage**.



Step 8: Tap **SD card** and then tap **Format** to format the micro SD card to make sure it will be in the correct format before you use it for local storage.




Warning:

1. Formatting the micro SD card erases all data from the card. If you want to keep any files that are saved on the micro SD card, duplicate the files to another location before you tap **Format**.
2. Do not remove the micro SD card, or interrupt power to the camera while the SD card is being formatted. The micro SD card might become permanently unusable.

Step 8: Finish. Please remember to set up motion detection or sound detection so that the camera will record videos to the micro SD card. For more information, see [How do I set up and change the motion sensitivity on my cameras?](#) and [How do I set up and change the motion sensitivity on my cameras?](#).

Q30: How do I use listen and talk on my cameras?


Your camera has a microphone that can pick up nearby sounds, and it also has a speaker that lets you talk to anyone near the camera. In the mydlink app, simply go to your camera's live stream and you will be able to hear what's happening nearby, and use the Talk  button to start speaking.

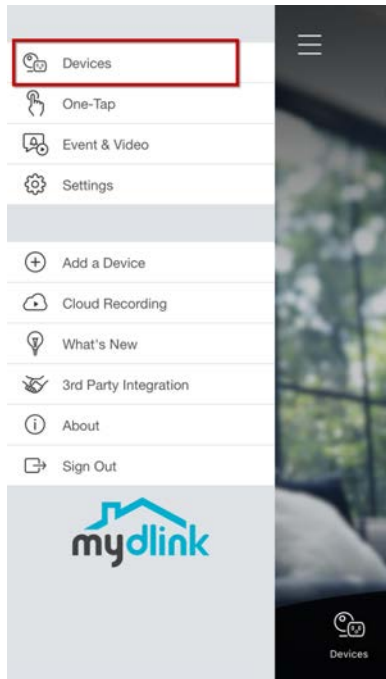
Step 1: Launch the mydlink app. Then tap **Sign In**.



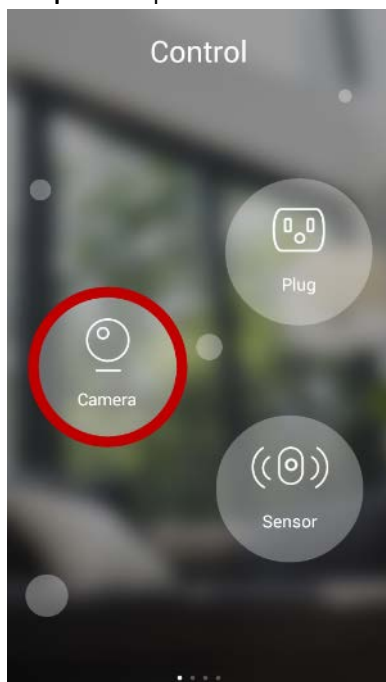
Step 2: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



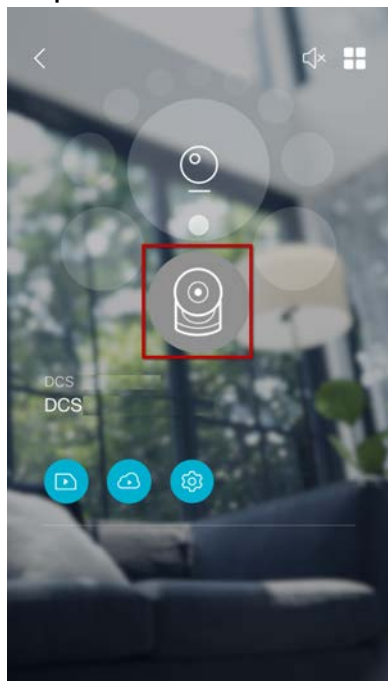
Step 3: Tap  to toggle the menu. Then tap **Devices**.




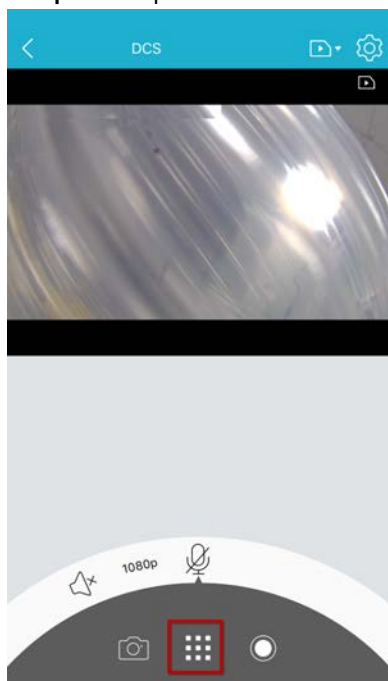
Step 4: Tap **Camera**.



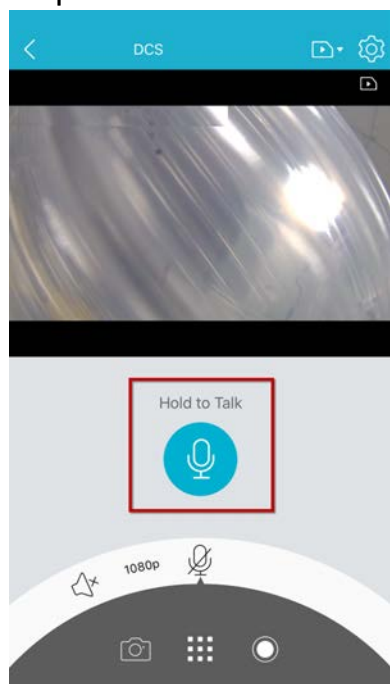
Step 5: Choose a Camera. Then tap **Camera**.



Step 6: Tap menu. Choose the .



Step 7: Hold to Talk.



Outdoor Camera (DCS-8600LH) FAQs


Q31: How do I set up and change the motion on my cameras?

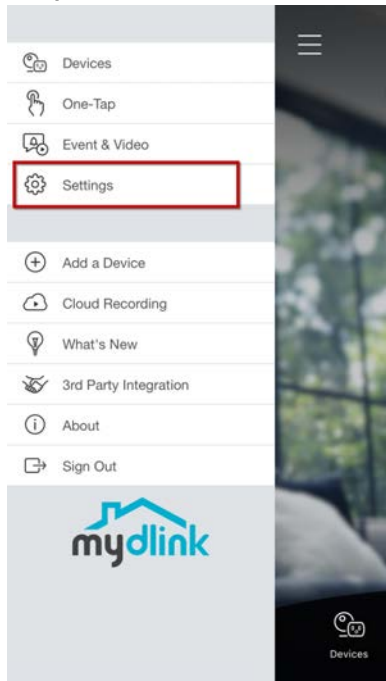
Step 1: Launch the mydlink app. Then tap **Sign In**.



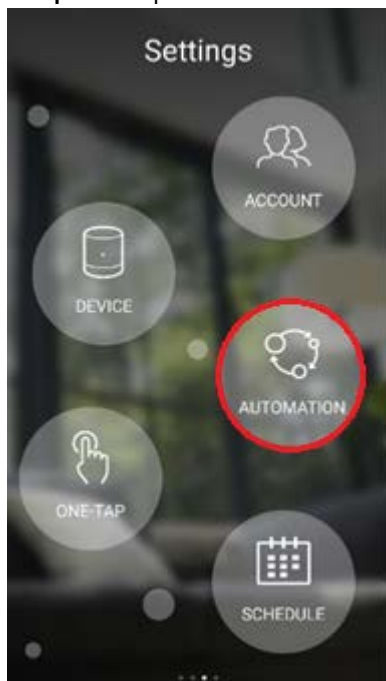
Step 2: To log in to your account, enter your account name and password. Then, tap **Sign In** to continue.



Step 3: Tap  to toggle the menu. Then tap **Settings**.



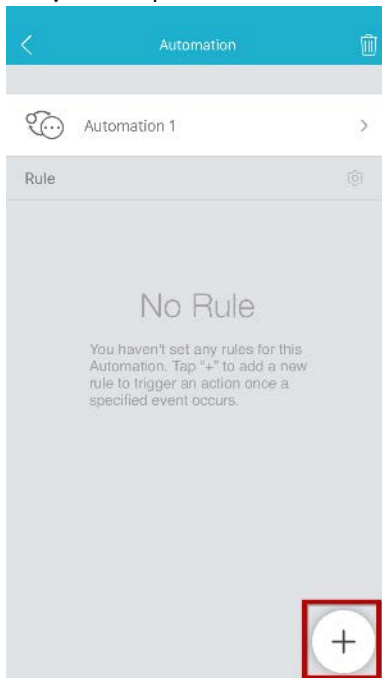
Step 4: Tap **Automation** to create an automation rule.



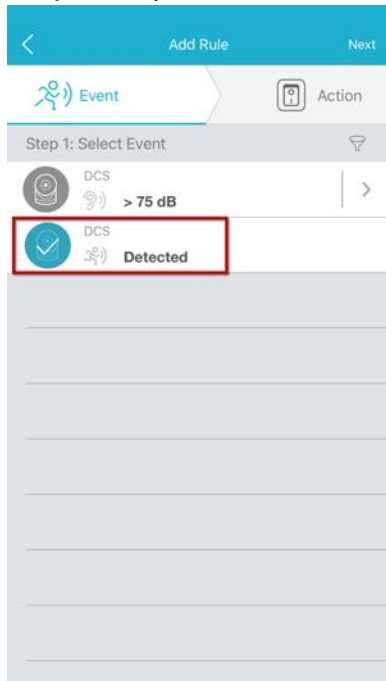
Step 5: Tap  to add a new automation.



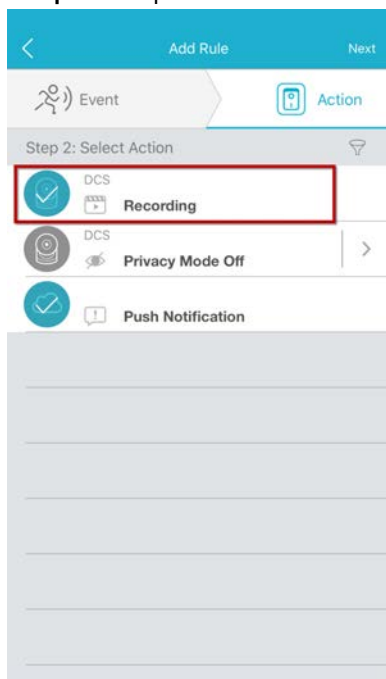
Step 6: Tap  to add a new rule.



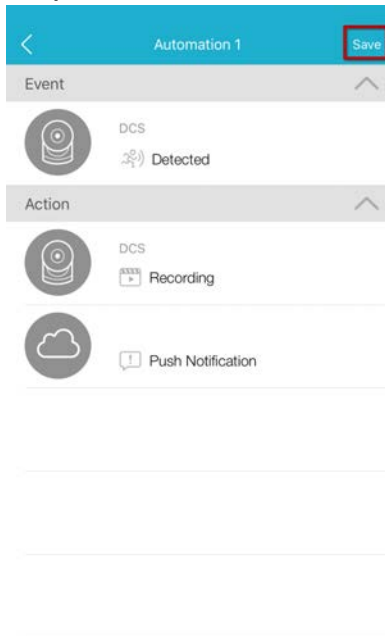
Step 7: Tap the event “motion detected”. Then tap **Next**.




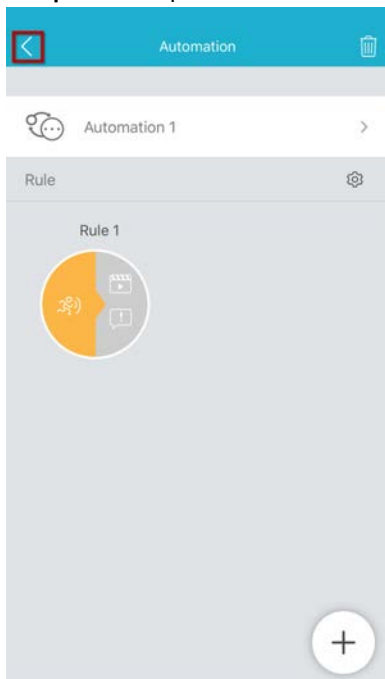
Step 8: Tap to select the action you want to trigger with this event. Then tap **Next**



Step 9: Check the summary of the settings. To continue, tap **Save**.



Step 10: Tap  to return to the automation page.



Step 11: Tap Automation to turn on and finish.




Q32: How do I set up and change the sound on my cameras?

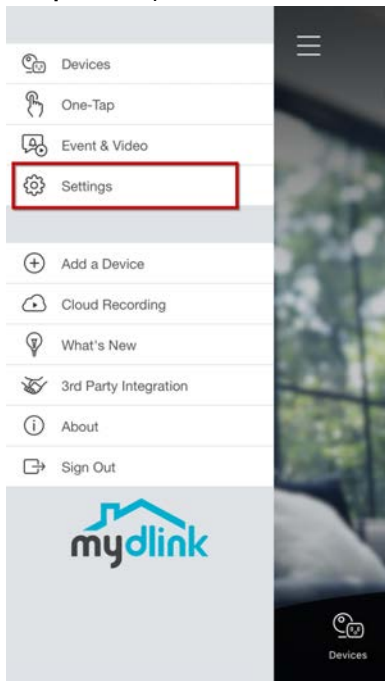
Step 1: Launch the mydlink app. Then tap **Sign In**.



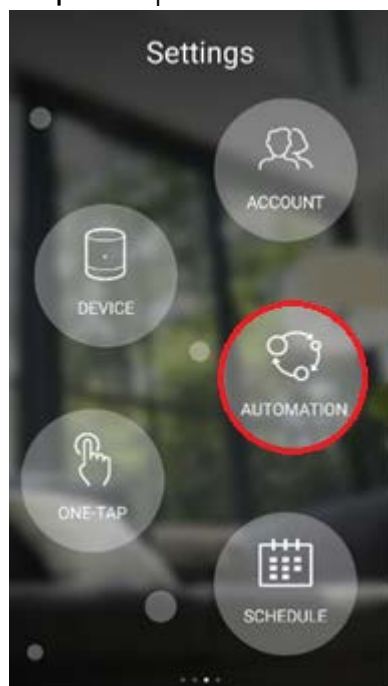
Step 2: To log in to your account, enter your username and password. Then, tap **Sign In** to continue.



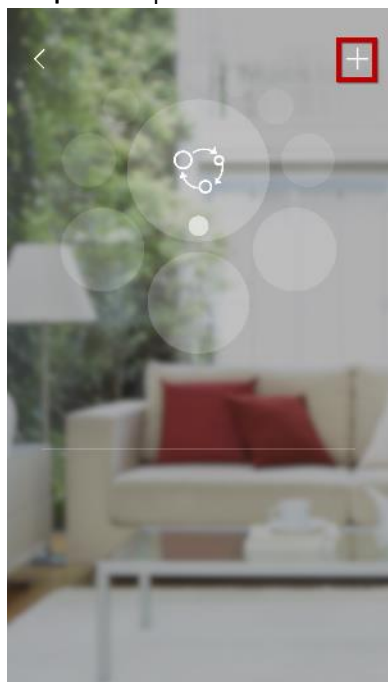
Step 3: Tap  to toggle the menu. Then tap **Settings**.




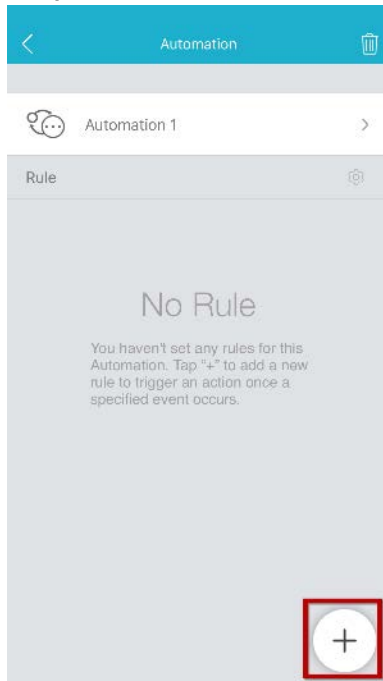
Step 4: Tap Automation



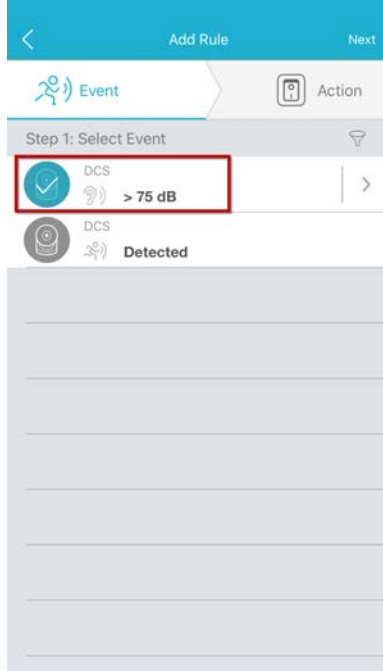
Step 5: Tap to add a new automation.



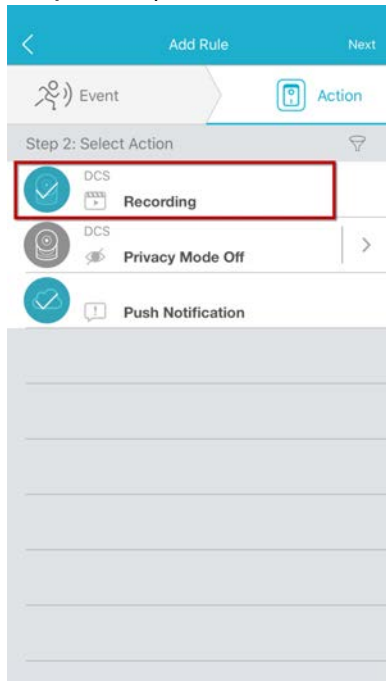
Step 6: Tap  to add a new rule.



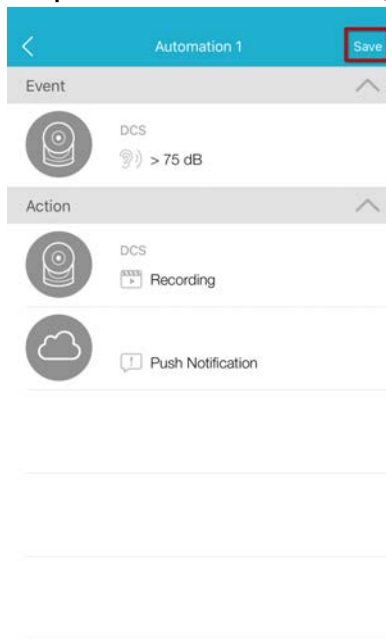
Step 7: Tap sound detected event to use as the trigger. You can tap the grey arrow in the same line to adjust the sound levels. Then tap **Next**.




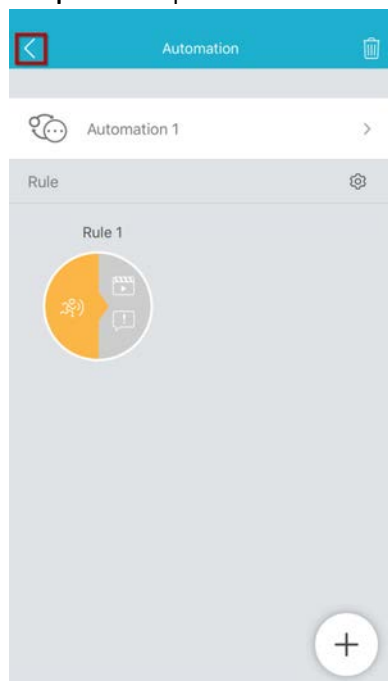
Step 8: Tap to select the action you want to trigger with this event. Then tap **Next**



Step 9: Check the summary of the settings. To continue, tap **Save**



Step 10: Tap .



Step 11: Tap **Automation** to turn on and finish.



Q33: How do I set up local backup SD card storage on my cameras?

All video recordings can be stored either to the cloud or to the micro SD card. To set up local backup storage, follow the below steps:


Step 1: Insert a compatible micro SD card into the card slot of the camera, until you hear and feel it click into place.

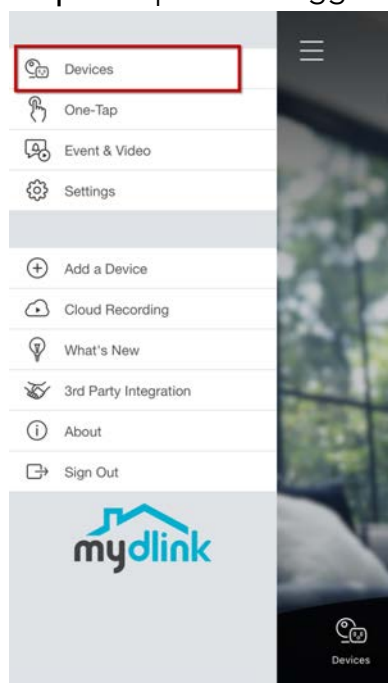
Step 2: Launch the mydlink app. Then tap **Sign In**.



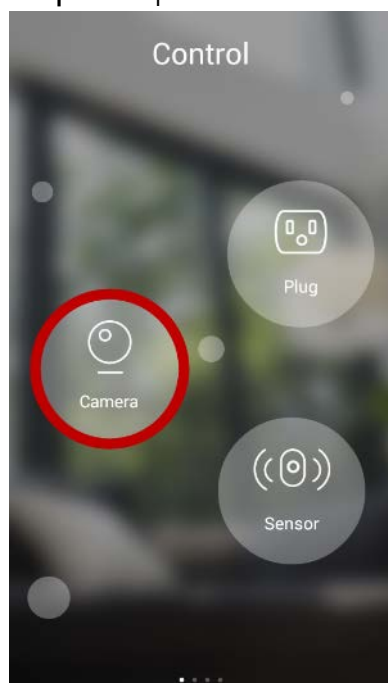
Step 3: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



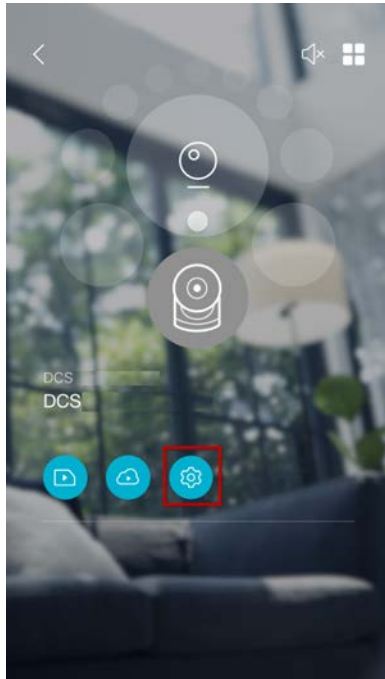
Step 4: Tap  to toggle the menu. Then tap **Devices**.



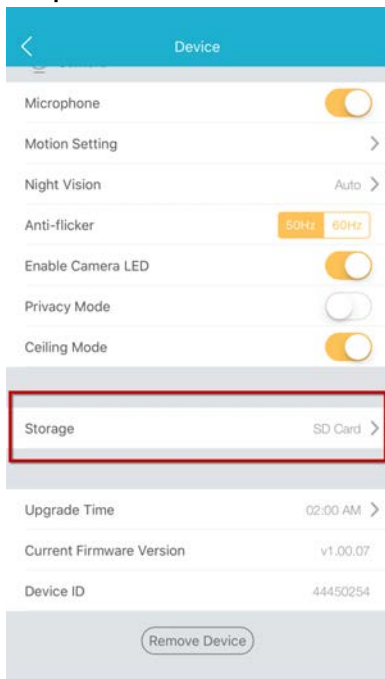
Step 5: Tap **Camera**.



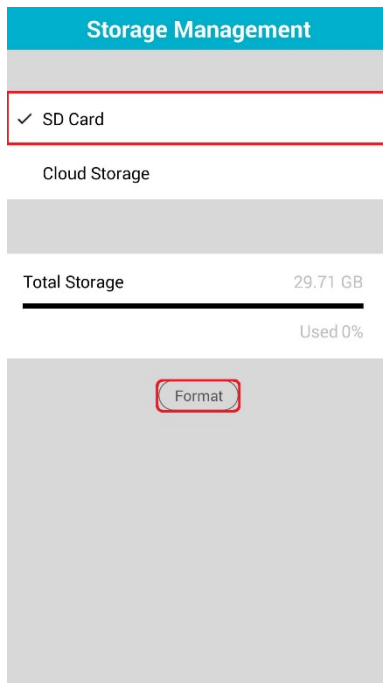
Step 6: Select the camera into which you inserted the micro SD card. Then tap **Settings**.



Step 7: Scroll down to the STORAGE section and tap on **Storage**.



Step 8: Tap **SD card** and then tap **Format** to format the micro SD card to make sure it will be in the correct format before you use it for local storage.




Warning:

3. Formatting the micro SD card erases all data from the card. If you want to keep any files that are saved on the micro SD card, duplicate the files to another location before you tap **Format**.
4. Do not remove the micro SD card, or interrupt power to the camera while the SD card is being formatted. The micro SD card might become permanently unusable.

Step 8: Finish. Please remember to set up motion detection or sound detection so that the camera will record videos to the micro SD card. For more information, see [How do I set up and change the motion sensitivity on my cameras?](#) and [How do I set up and change the motion sensitivity on my cameras?](#).

Q34: How do I use listen and talk on my cameras?


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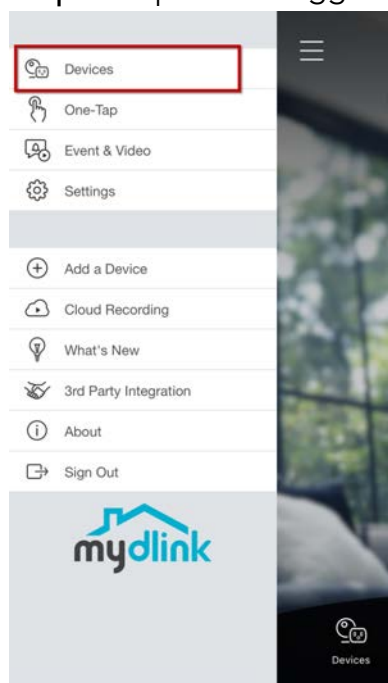
Step 1: Launch the mydlink app. Then tap **Sign In**.



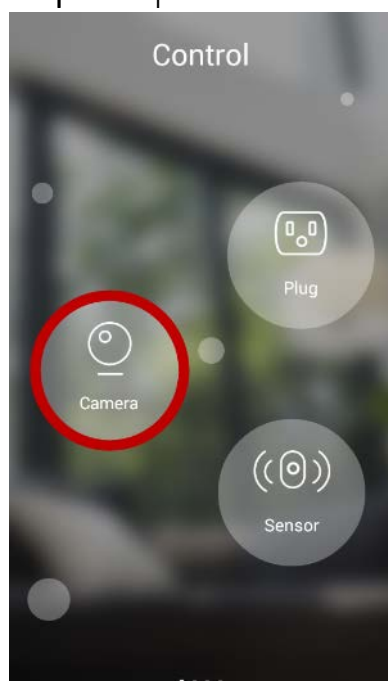
Step 2: To log in to your account, enter your account and password. Then, tap **Sign In** to continue.



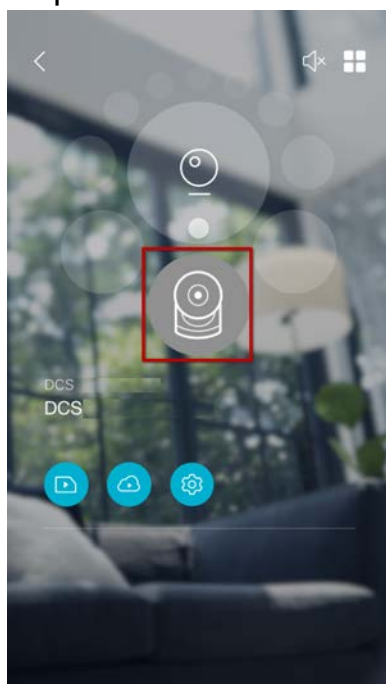
Step 3: Tap  to toggle the menu. Then tap **Devices**.



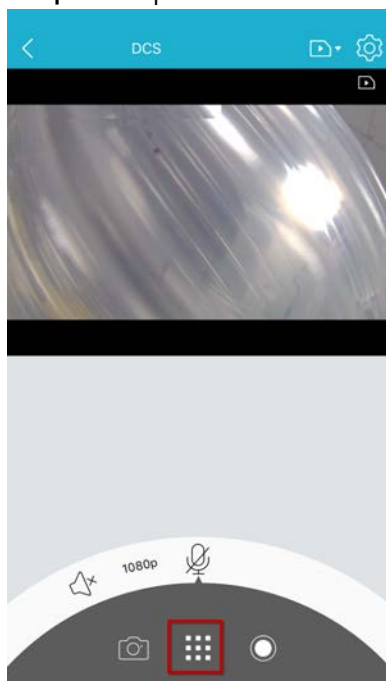
Step 4: Tap **Camera**.



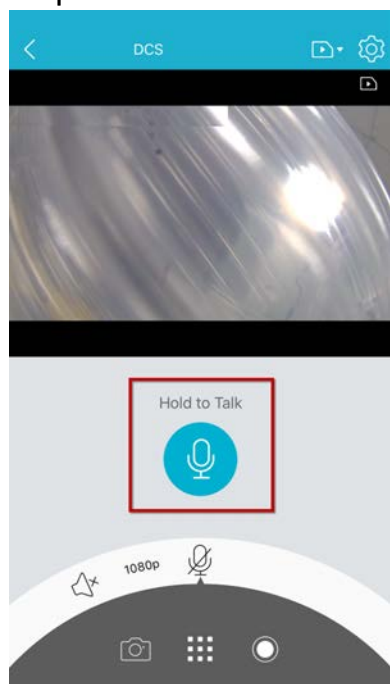
Step 5: Choose a Camera. Then tap **Camera**.



Step 6: Tap menu. Choose the .



Step 7: Hold to Talk.



Troubleshooting

Q35: Why can't I see video streams from a web browser?

The LH cameras no longer supports the viewing of video streams from the web browser or the mydlink portal. Please download the mydlink app on Google Play or Apple APP Store to see video streams and footage.

Q36: Is night vision working on my camera?

To check if your camera's night vision is working:

1. Make sure that your night vision setting is on.
2. Check to see if the LEDs on the front of the camera are on. A red glow indicates that the infrared LEDs are on and active.

Note: Under Auto mode, the LEDs only glow in the dark.

Q37: Why is my camera not streaming?

To troubleshoot problems with your video stream:

Step 1: if you are trying to stream live on a mobile device, make sure that your mobile device has good Wi-Fi or LTE signal strength.

Step 2: If your camera's LED lights amber or red and blinks, your camera is outside of the Wi-Fi coverage area, and can't be connected to the mydlink cloud. Move your camera to an area with better Wi-Fi coverage.

Step 3: Keep your camera away from any Wi-Fi enabled devices, electrical equipment, large concrete or metal objects, or any other kind of signal interference.

Step 4: If you still cannot see video streams from your mobile device after completing these troubleshooting steps, please try to reset your camera to factory default or contact D-Link for technical support.

Using your Wi-Fi cameras with a range extender offers you flexibility when deciding where to place your Wi-Fi cameras.

Instead of connecting the cameras directly to your router, you can connect the cameras to a Wi-Fi range extender or powerline adapter. This means you can put the cameras farther away from the router.

Note: D-Link has tested the cameras with D-Link Wi-Fi range extenders and powerline adapters only.

To extend the range of the camera with a Wi-Fi range extender:

1. Install your Wi-Fi extender and connect the extender to your network. Follow the installation instructions that came with the extender.
2. Turn your camera on by plugging it to an outlet.
3. Connect the camera to the Wi-Fi range extender's network by entering in the range extender's SSID and password. Follow the installation instructions for the camera.

For more information, see [How do I set up the DCS-8515LH camera using the mydlink app?](#)

Q38: What is Bluetooth Low Energy (BLE), and do I need it to use the camera?

Bluetooth Low Energy, as known as Bluetooth 4.0, is used to set up the LH cameras with the mydlink app.

BLE is a short range wireless signal. Many current cell phones and tablets have a BLE chip used to connect to wireless headphones, car stereos, smart watches, fitness trackers and more.

BLE uses less battery power and provides higher data speeds than previous versions of Bluetooth, but it isn't compatible with older Bluetooth devices.

Q39: What is Bluetooth Low Energy (BLE), and do I need it to use the camera?

Most smartphones and tablets manufactured since 2012 have BLE. The table below summarizes which iOS devices have BLE. Since Android phones vary widely, please check with the manufacturer to see if it has BLE or an older version of Bluetooth.

Device	Models with Bluetooth LE
iPhone	iPhone 4 and newer
iPad	iPad 3rd generation and newer
	iPad mini and newer

iPod touch	iPod touch 5th generation and newer
Android phones and tablets	Check with your device's manufacturer

Many Android phones and tablets include BLE. Chances are, if you bought your device within the last few years it has BLE. The only way to be sure, though, is to check the technical specifications on your phone or tablet manufacturer's website, to see if your device uses Bluetooth 4.0 or later.

You can use the mydlink app on a device without BLE. Many of the app's features will work without BLE. But if you want to use the following features, your device needs to have BLE:

Q40: What is the maximum video resolution of the cameras?

If your wireless network has the capacity, the Indoor camera can send 1280 x 720P high-definition video while the Outdoor camera can send 1920 x 1080P Full high-definition video to your mydlink app so that you can see what's happening in HD quality.

Note: You can manually adjust video resolutions on the mydlink app by choosing the available option while you're seeing live feeds.

Q41: The kit doesn't get power.

This can be due to the cameras or the power adapter. Isolate the defect by using a different power adapter to a specific camera to determine the source of the issue.

Q42: I am unable to Pan/Tilt the Indoor Camera.

Power ON/OFF the camera and see if it will pan/tilt during the power up self-test.

Q43: The LED is blinking orange.

If the cameras have been successfully setup previously: ensure that the wi-fi is working and check if the cameras can see the wi-fi name/SSID.

Q44: What do I do if I need further assistance with troubleshooting my camera/s?

Please don't hesitate to call PLDT177 for any concerns or issues with your devices. PLDT Enterprise is available 24x7 for any queries or service requests that might arise with your camera/s.

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