

[FAQ]

Why does the GV-UBL Camera show a white circular image during night surveillance?

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Applied to

GV-UBL Series

Question

Why does the GV-UBL Camera show a white circular image during night surveillance?



Answer

A white circular image appears during night surveillance when the sun-shield cover of the GV-UBL Camera is installed incorrectly. Since the Infrared Light (IR) is turned on at night, the image is the result of IR reflection on the camera lens at night.

For proper installation of the sun-shield cover, look for the placement of the Geovision logo on it. The device is properly installed if the GeoVision logo is located near the camera lens on the sun-shield cover. The device is not installed correctly if the GeoVision logo is located furthest near the back of the sun-shield cover.

For an overview of how to install the sun-shield cover, refer to the figures below:

Correct installation



Incorrect installation

