

Title: Motion Detection not working

Product: SentryVMS – SentryVMS Client / Monitor Station

Brief: The camera's motion detection does not appear to be working or setting of an alarm. The alarm only works when Record Always or Record on Motion is selected

Solution: Ensure Record Always or Record on Motion is selected

Right click on the camera and select "Properties"

Select tab "Motion Settings" ensure you are getting red outlines around objects. Adjust sensitivity as appropriate.

Select the "Record" tab.

Choose either "Record Always" or "Record on Motion"

Click "Okay"

Right click on the IP Server icon in the System Tray near the system clock.

Select "Restart IP Server" Restart process could take up to 2 minutes depending on camera response