

Night Mode Issues

About Night Mode Option

Your security camera has a night mode option that uses LEDs that emit Infrared radiation (IR) to illuminate images in the dark or in low-light conditions.

The following images show the location of the IR LEDs on various security camera models.

Note: The IR LEDs are shown as red dots, on each image.



Did this answer your question?



Accessing Night Mode Option

To access the night mode option on your security camera, go to the live feed screen and click or tap on **Night mode**.

The **Night mode** option is set as **AUTO**, by default.

To disable the **Night mode** option, click or tap **Night mode** and select **FORCE OFF**.



Did this answer your question?



Common Issues with Night Mode

IMPORTANT! The following issues are not so evident when the security camera is capturing images during the day, but if you notice these issues when the security camera is capturing images during the day, contact Support (Support@domain.com).

The following is a list of common issues with the night mode, on your security camera:

- Night mode is active during the day
- IR LEDs reflect back to the lens (internal reflection)
- Image hides a part of another image (occlusion in an image)
- Bright spots on images
- Out of focus security camera
- Loss of contrast

The following explains each common issue in detail.

Did this answer your question?



Night mode is active during the day

Cause: The IR LEDs are obstructed by the security camera case.

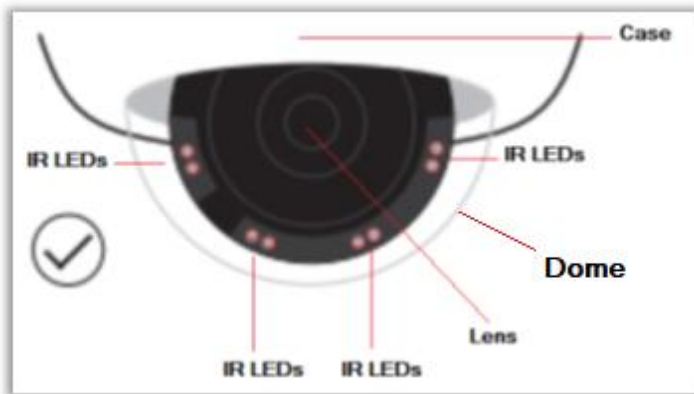
Solution: Rotate the lens barrel assembly 180 degrees, so the sensor and IR LEDs are visible through the security camera case.

IMPORTANT! After you rotate the lens barrel, ensure that you check the orientation of your security camera and adjust it, if needed. Refer to the “[Changing a Camera's Orientation](#)” page for more details.

The following images show the proper and improper security camera orientation:

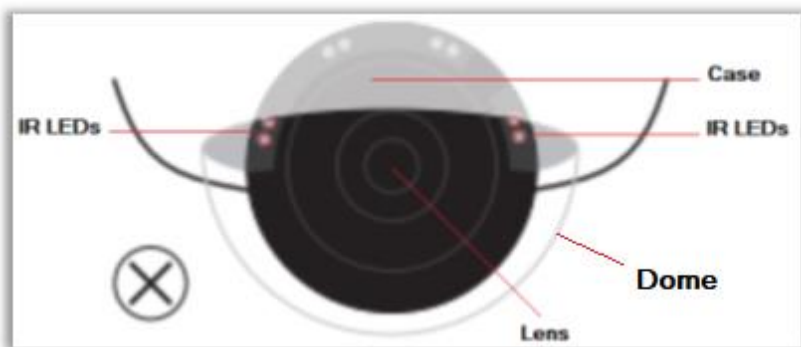
Proper Security Camera Orientation

The IR LEDs are not obstructed by the case.



Improper Security Camera Orientation

The IR LEDs are obstructed by the case.



Did this answer your question?

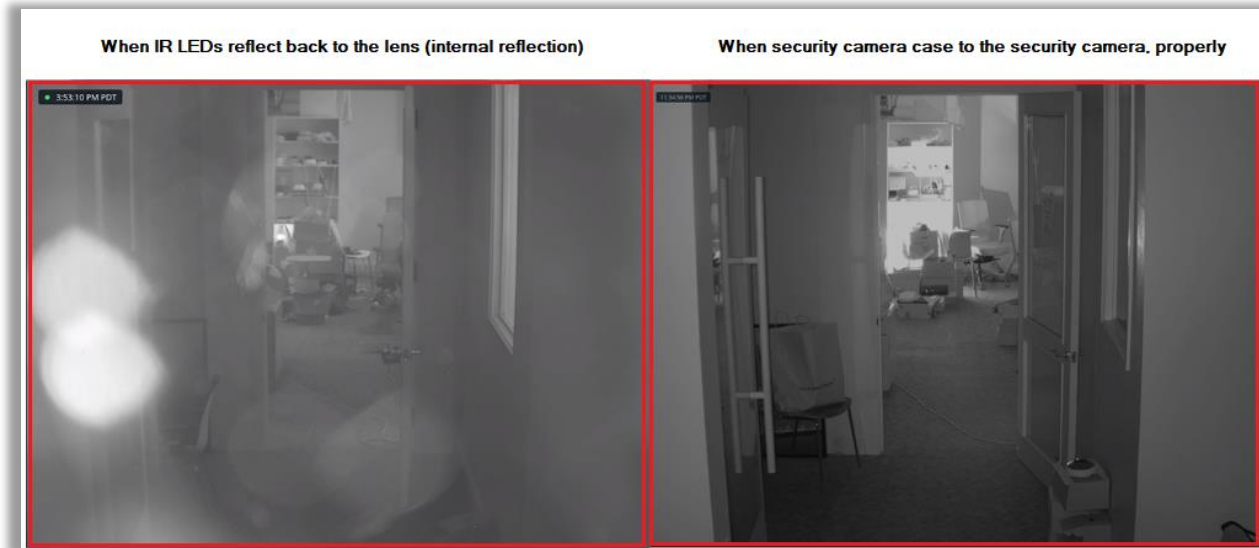


IR LEDs reflect back to the lens (internal reflection)

Cause: The security camera case is not attached to the camera, properly.

When the security camera case is not attached to the camera, properly, the IR LEDs beam angle changes. In such cases, the IR LEDs beam hits the dome and reflects back to the lens causing internal reflection.

Solution: Attach the security camera case to the security camera, properly. Refer to the “[Installation of your Verkada cameras](#)” page for more details.



Did this answer your question?



Image hides a part of another image (occlusion in an image)

Occlusion in an image occurs when an image hides a part of another image, based on the position of the security camera relative to the scene.

Cause: The lens protector (protective film on the glass dome) was not removed after installing the security camera, causing glare.

Solution: Remove the protective film on the glass dome.

IMPORTANT! After remove the protective film, clean the surface with a microfiber cloth and rubbing alcohol, and finally ensure that you adjust the security camera focus. Refer to the “[Changing a Camera's Orientation](#)” page for more details.



Did this answer your question?



Bright spots on images

Cause: Dust or debris have accumulated on, or inside of, the glass dome.

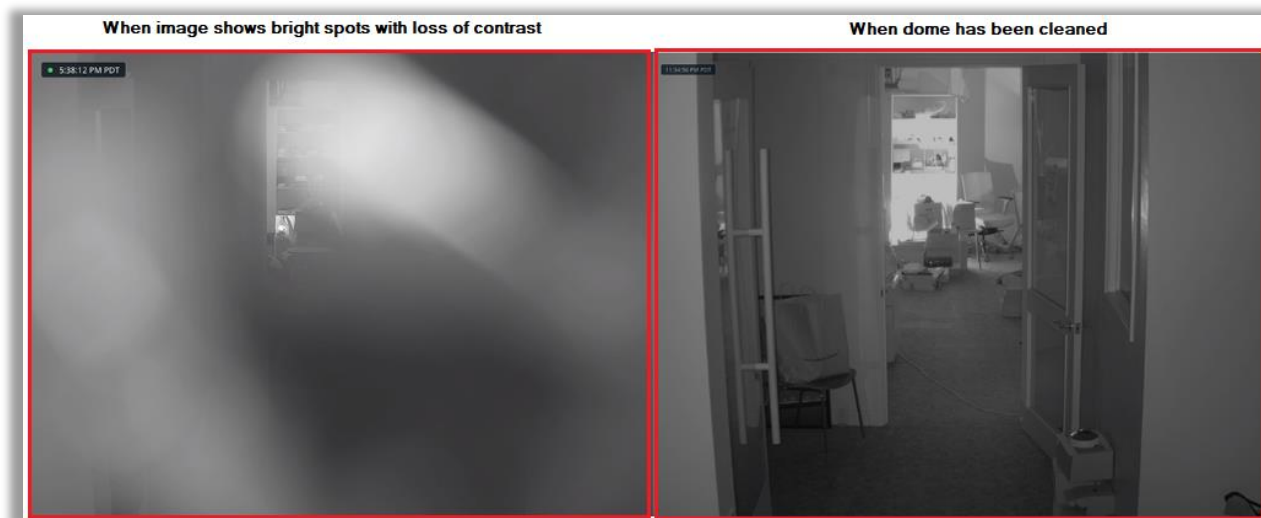
Dust or debris reflect the IR LEDs causing bright spots and loss of contrast in the image.

Solution: Use canned air to blow away the dust and debris and always use a microfiber cloth and rubbing alcohol to wipe the glass dome (outside or inside). Allow time for the cleaned surfaces to dry, before putting your security camera back into service. After cleaning, ensure that the glass dome is attached to the case, properly.

IMPORTANT! If you are cleaning the inside of the glass dome, then ensure that you replace the desiccant pack (drying agent). Refer to "[How to replace the desiccant pack](#)" page for more details about replacing the desiccant pack (drying agent).

Note: The following security camera models do not have a dome (glass dome) in front of their lenses:

- CB51-E
- CB61-E
- CB51-TE
- CB61-TE



Did this answer your question?



Out of focus security camera

Cause: Fingerprints on, or inside of, the glass dome.

The fingerprints reflect the IR LEDs beam hit the fingerprints and reflect back to the lens.

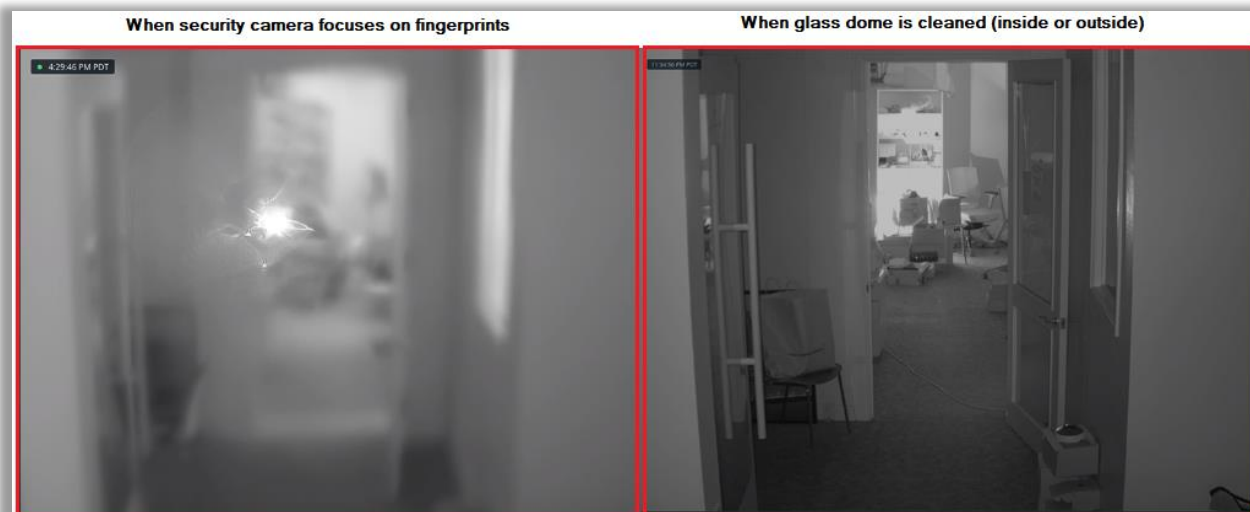
Solution: Use a microfiber cloth and rubbing alcohol to wipe the glass dome (outside or inside).

IMPORTANT! If you are cleaning the inside of the glass dome, then ensure that you replace the desiccant pack (drying agent). Refer to "[How to replace the desiccant pack](#)" page for more details about replacing the desiccant pack (drying agent).

Allow time for the cleaned surfaces to dry, before putting your security camera back into service. After cleaning, ensure that the glass dome is attached to the case, properly.

Note: The following security camera models do not have a dome (glass dome) in front of their lenses.

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- CB51-TE
- CB61-TE



Did this answer your question?



Loss of contrast

Cause: Condensation or moisture have accumulated inside of the glass dome.

Condensation can evaporate during the day light, leaving mineral residues on the lens and glass dome.

WARNING! Condensation or moisture inside of the glass dome can evaporate during the day light, leaving mineral residues on the lens and glass dome. This occurrence will have catastrophic effects on your security camera and may void your equipment warranty.

Solution: Use a microfiber cloth and rubbing alcohol to wipe the glass dome from inside.

IMPORTANT! If you are cleaning the inside of the glass dome, then ensure that you replace the desiccant pack (drying agent). Refer to "[How to replace the desiccant pack](#)" page for more details about replacing the desiccant pack (drying agent).

Allow time for the cleaned surfaces to dry, before putting your security camera back into service. After cleaning, ensure that the glass dome is attached to the case, properly.

Refer to the "[Preventing water damage to outdoor cameras](#)" page for instructions about preventing water damage to your security camera.

Note: The following security camera models do not have a dome (glass dome) in front of their lenses.

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- CB51-TE
- CB61-TE



Did this answer your question?

