

Subject: Re: IP2M-852EW suddenly failed
From: Amcrest Support <support@amcrest.com>
Date: 9/6/2018 8:34 AM
To: Jesse <jesse@baily.com>

- Please type your reply above this line -##

Your request (239500) has been updated. To add additional comments, reply to this email.



Kwing L. (Amcrest)
Sep 6, 9:34 AM CST

Good morning,

Thank you for contacting Amcrest Support, my name is Kwing and I'm the Product Support Specialist here and I will do my best to assist you with any questions or issues you may be having.

The IP2M-852EW should have a hard factory reset button on it, although it is a bit hidden. Will it be possible to perform the hard factory reset and let me know what the results are? The actual reset process on these models requires opening the camera's back cover and getting to the motherboard. The reset switch will be off to the side.

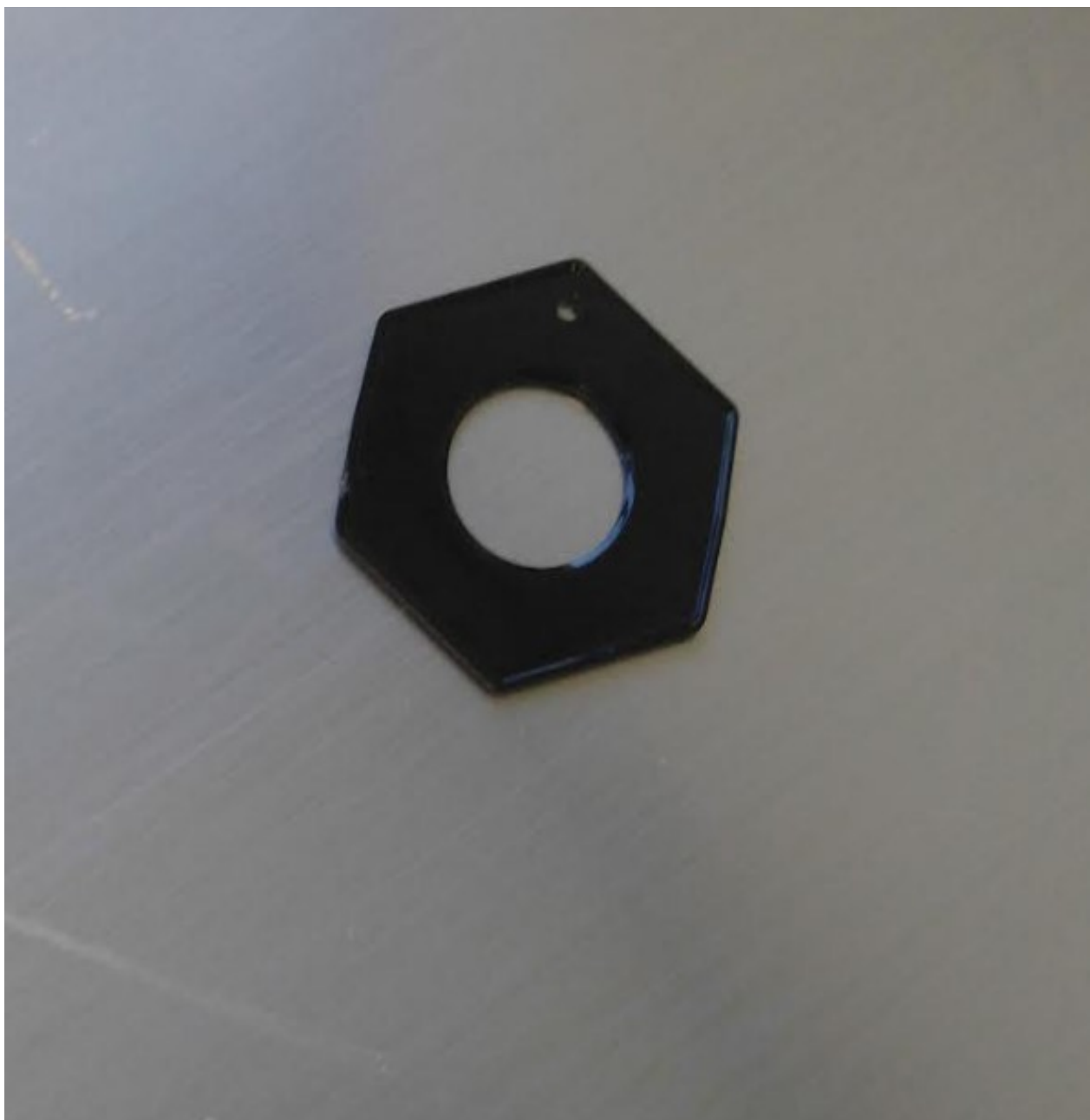




Next, Carefully remove the top plastic covering around lens and IR.

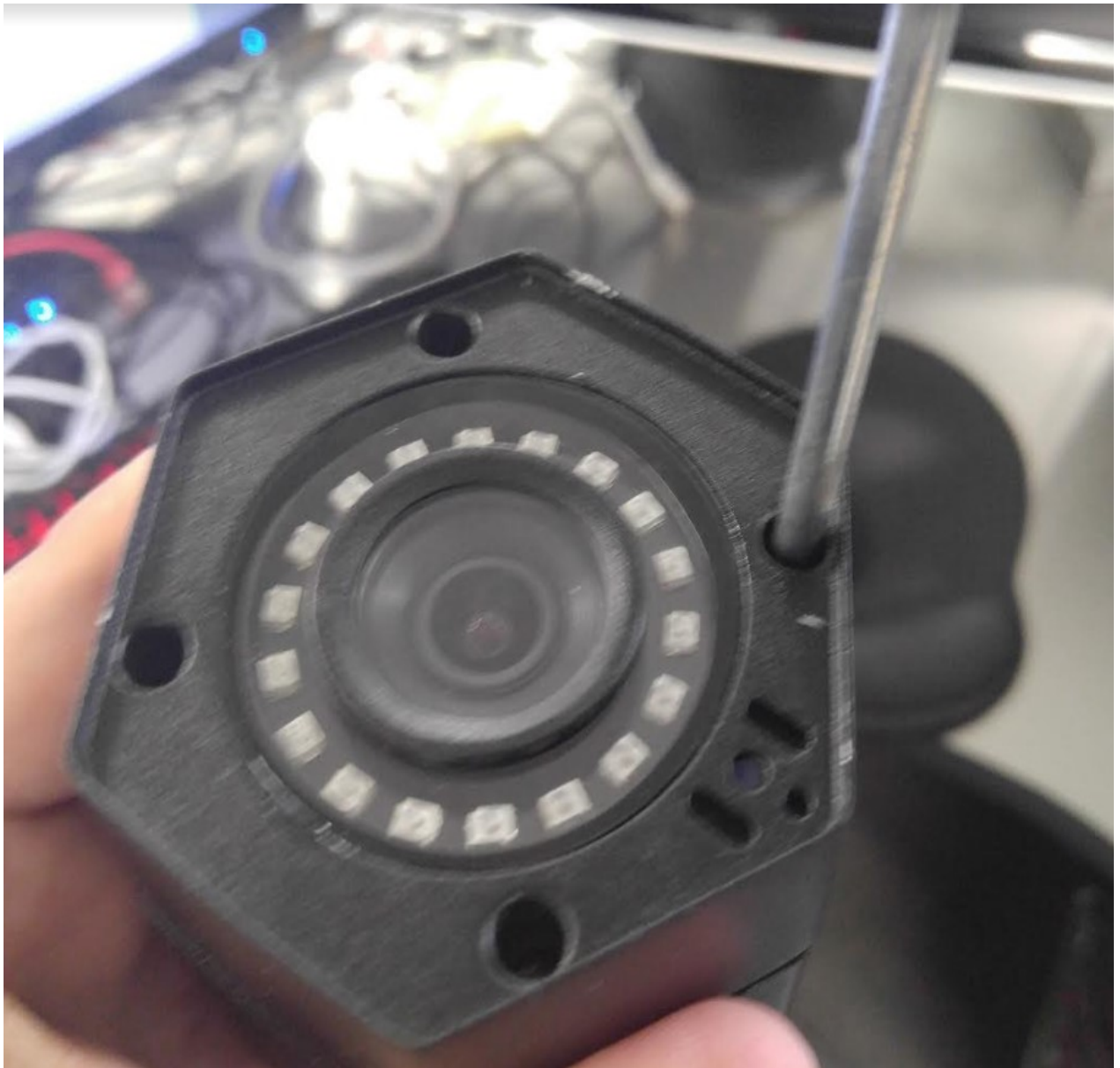


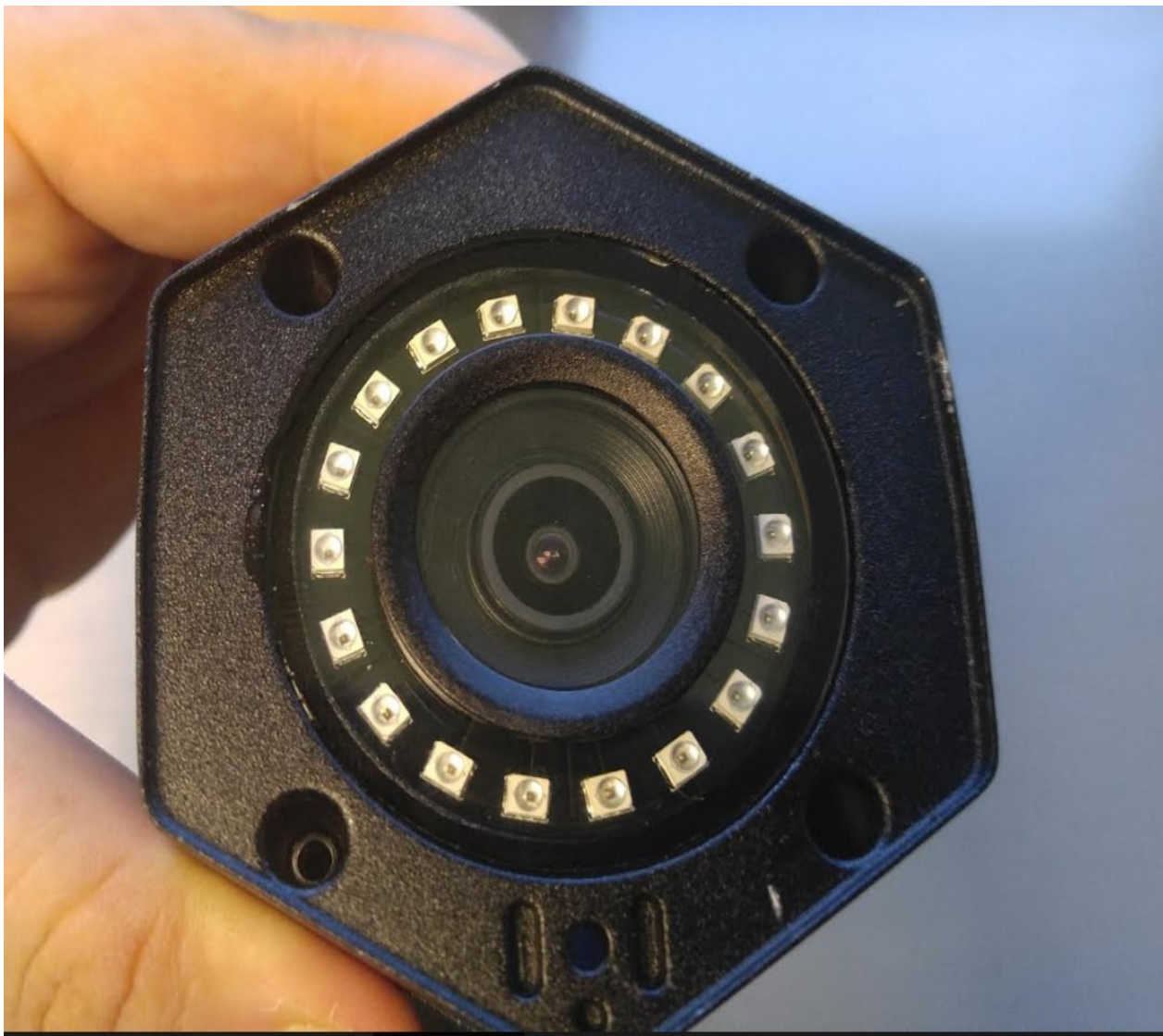




Then unfasten the 4 screws to remove the lid with IR LEDS and exposing the camera's motherboard.

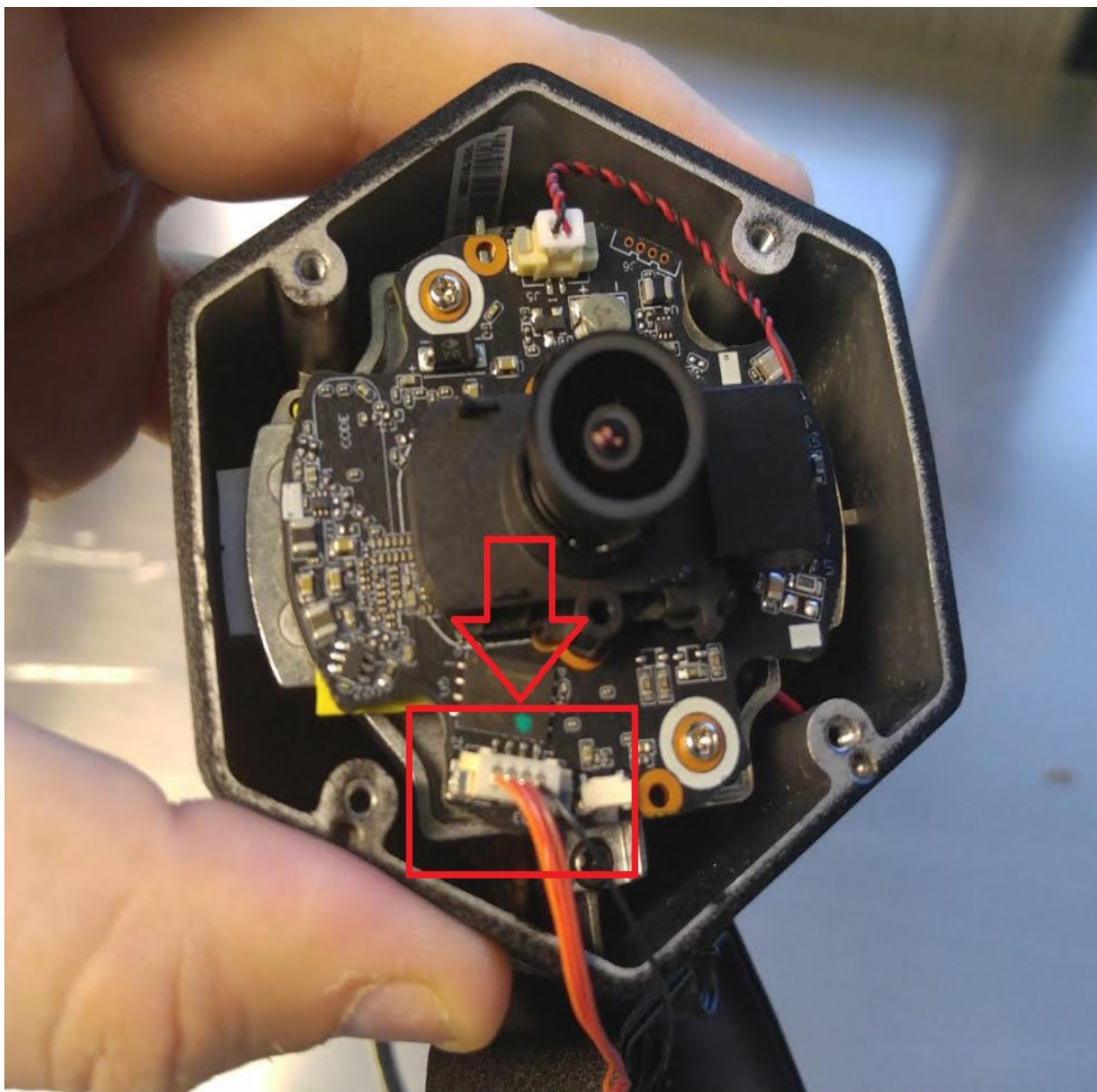


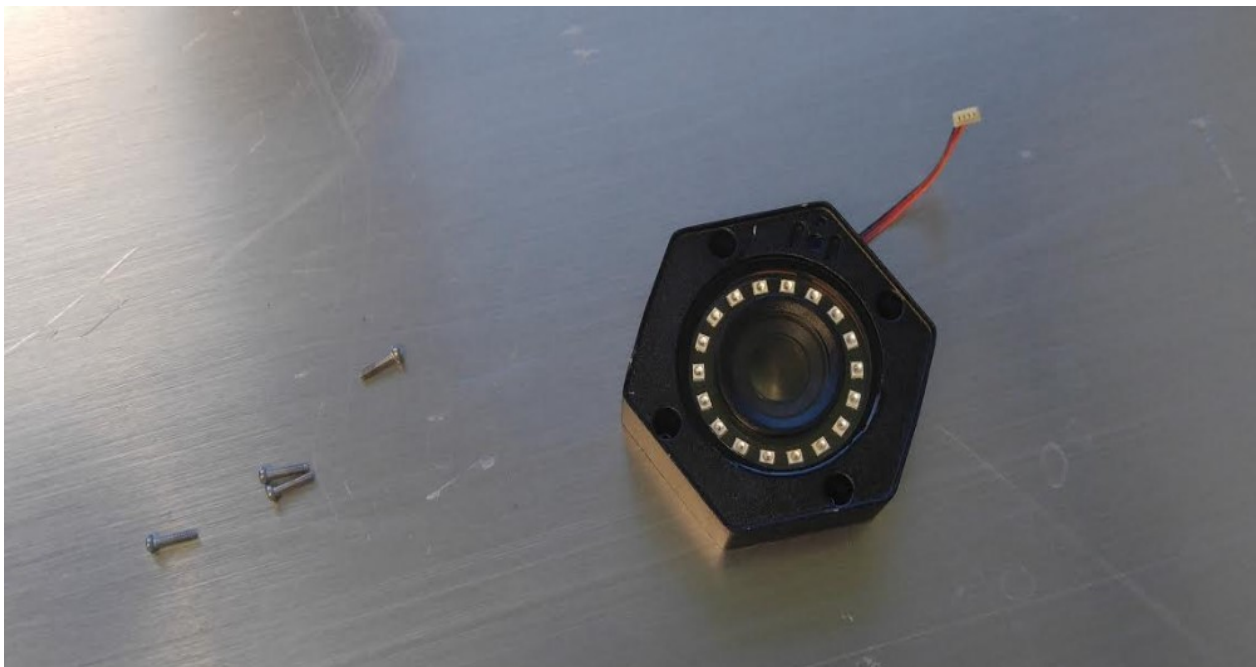




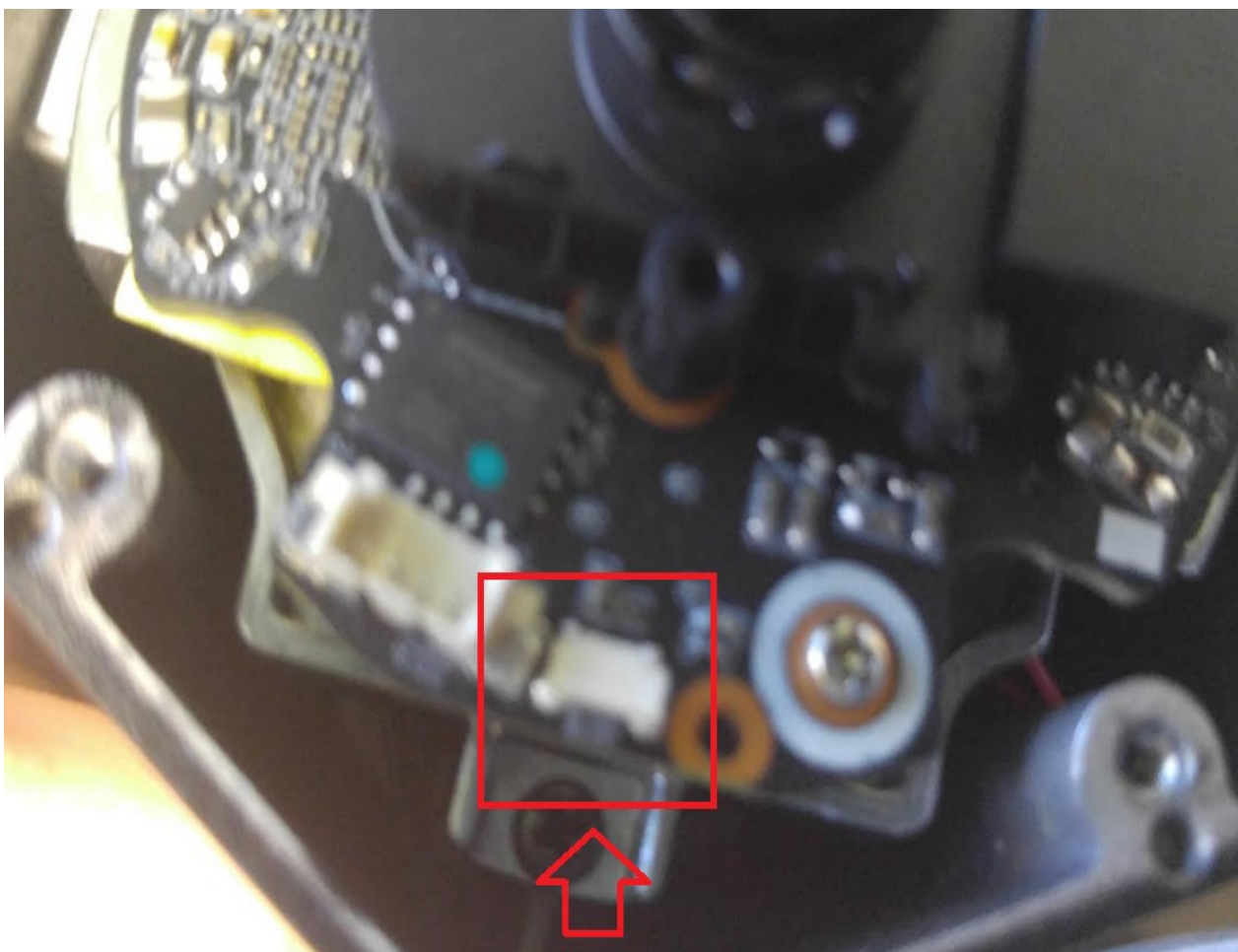
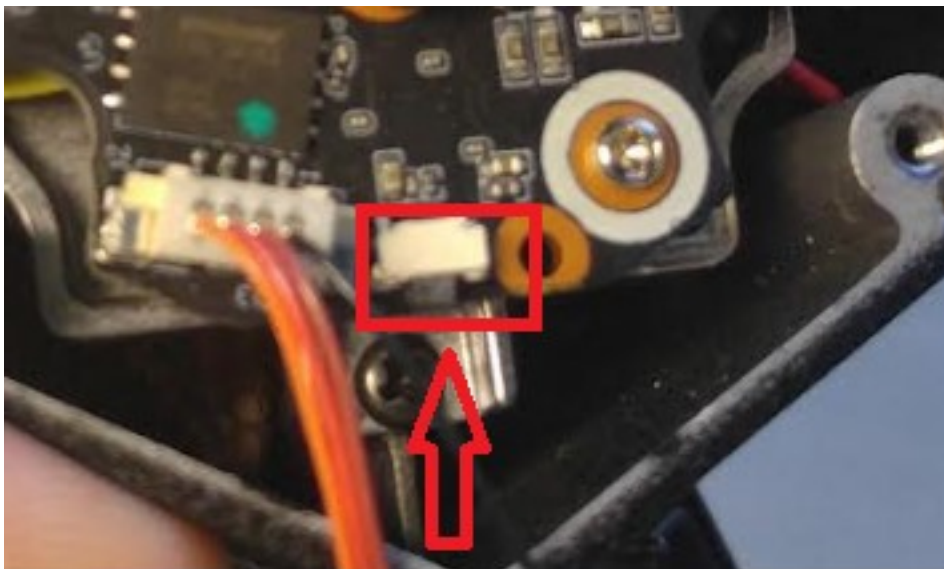


Then, unplug the IR LEDS. This is not completely necessary but recommended as well.





The reset switch is by the IR LED plug.



1. Press and hold for about 45 sec.

2. The device should be Reset. The password and username should also reset to admin. I would recommend to keep your password to 6 characters until firmware upgrade is done. After completing the firmware upgrade, please make your password a minimum 8 characters. Avoid any special characters or symbols.

3. If using the app to configure, please make sure you delete the previous profile for the specific device that was reset, then add new device under device manager.

Please keep me updated.

Thank you and have a great day.



Jesse

Sep 5, 3:54 PM CST

We have a total of 38 of these IP2M-852EW cameras in our building recording with ZoneMinder. We have experienced two camera failures since yesterday. We have been powering the cameras with 48V POE from six Ubiquiti TOUGHSwitch PoE PRO's. Just before the camera failures, we adjusted the BLC mode to WDR, would this have caused the cameras to fail?

Symptoms:

The cameras will work perfectly, until they suddenly appear to stop broadcasting a video stream. On the network switch, the connection light will turn on and off every 15 to 45 seconds. The cameras become inaccessible to the Amcrest IP Config, and the Amcrest Web View. I cannot do a factory reset, as there is no factory reset button that I can see. The cameras appear to be completely dead, and never show any video.

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