

Frequently Asked Questions (FAQ)

Below are answers to some of the most common questions about using your Site Cameras. If you need further assistance, please contact our support team at support@vxsitecameras.com.au or call **1300 149 424**.

Why am I receiving notifications when no one appears to be on site?

Occasional false alarms can occur while the system is being fine-tuned for your site's environment. If you receive notifications that appear incorrect, please email our support team with a screenshot of the event.

How can I reduce false alarms on my site?

The best way is to notify our support team whenever you receive a false alarm. Providing screenshots and details helps us fine-tune the intrusion detection zones and sensitivity settings to suit your site's environment.

Why didn't I receive an alert even though the camera recorded movement?

Only movement within the configured intrusion detection zone will trigger notifications and alarms. Activity outside these zones may still be recorded but will not generate an alert.

Why is my live view loading slowly or not loading at all?

This is typically caused by network connectivity issues. Try switching from HD to SD viewing mode. If the issue persists, contact our support team so we can investigate potential network issues in your area.

Can multiple people access the camera system?

Yes, multiple users can be granted access. However, only one person can actively live view a camera at any given time. For the best experience, we recommend limiting access to a maximum of three users.

How much mobile data does the system use?

All hire systems include 10GB of mobile data per month. Typical usage ranges between 2GB and 5GB per month, depending on viewing habits and activity levels.

Can I leave the live view running continuously?

While the system can be accessed 24/7, it is not designed for continuous live streaming. Extended viewing can quickly consume your monthly data allowance and may affect system performance.

What should I do if my camera appears offline?

Temporary outages are often caused by mobile network interruptions or low battery voltage during extended periods of poor weather. The system will automatically reconnect once network service returns or the battery recharges. If your camera remains offline for more than 48 hours, please contact our support team.

Could my building affect the camera's solar charging?

Yes. As construction progresses, newly built structures may cast shadows over the solar panel. Reduced sunlight can impact battery charging and system uptime. If shading becomes an issue, the camera may need to be relocated.

What happens if I forget my Hik-Connect password?

Please contact our support team who may be able to assist with account access.

How far back can I access recorded footage?

Footage is stored on the camera's internal SD card unless cloud recording has been purchased. Once storage is full, older footage is automatically overwritten. As a result, footage from several weeks ago may no longer be available.

Can I adjust motion detection or alarm sensitivity myself?

No. We recommend leaving all detection settings unchanged, as incorrect adjustments may affect recording performance and alarm accuracy. If changes are required, contact our support team and we can make the necessary adjustments remotely.

Can the camera be relocated after installation?

Yes, although relocation will incur a reinstallation fee. To minimise future relocation costs, we recommend carefully considering the camera position before installation.

How long is footage retained?

Retention time varies depending on site activity, as the system records when movement is detected. Under normal conditions, most systems retain approximately four days of footage before older recordings are overwritten.

How do I save important footage before it is overwritten?

Open the playback screen, locate the required footage, and use the recording function within the Hik-Connect app to save a copy to your device. We recommend downloading important footage as soon as possible.

Who should I contact if I need assistance?

Please contact our support team on 1300 149 424 or email support@vxsitecameras.com.au.