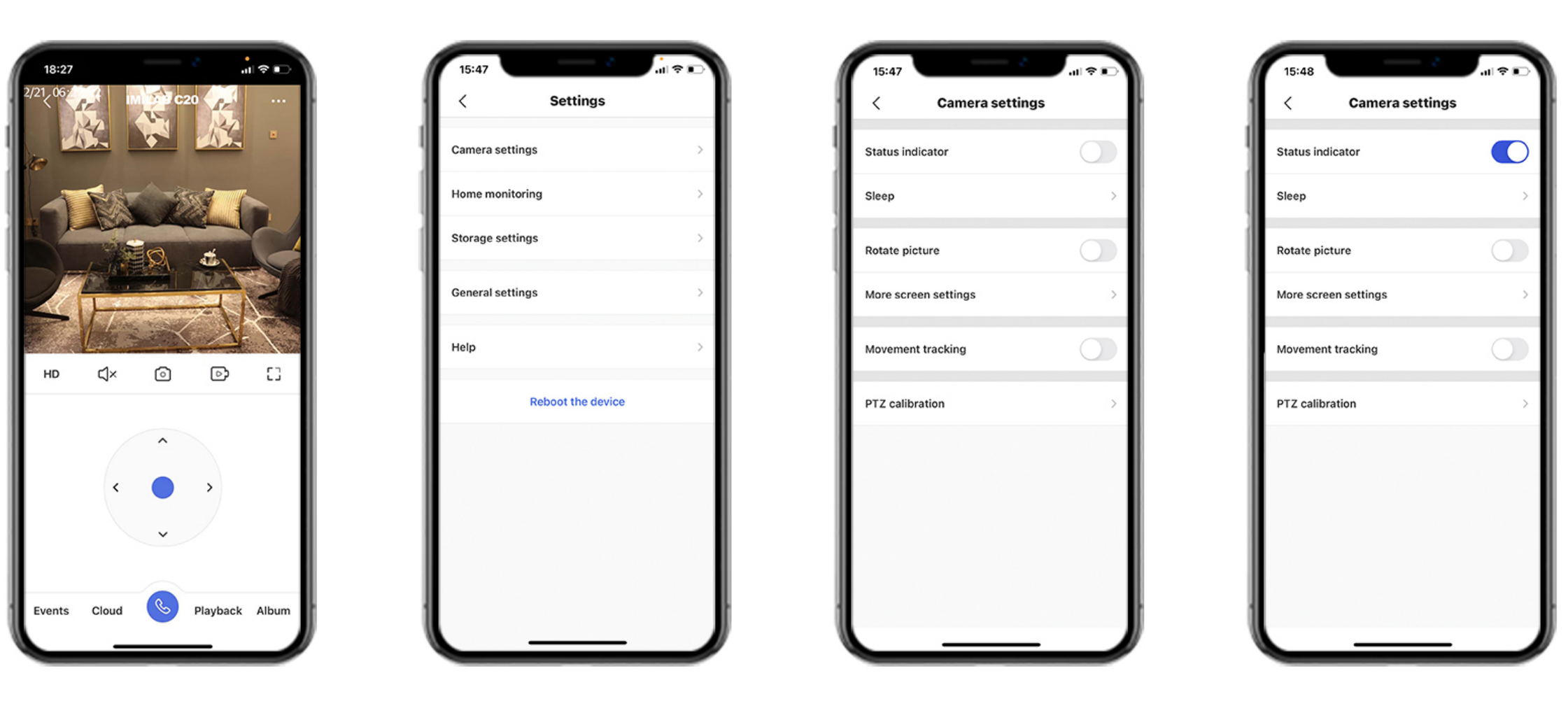
IMILAB C20 FAQs

Why I cannot turn on the camera?

Check if:
a. the power supply is connected.
b. the original power cable and
adapter is used.

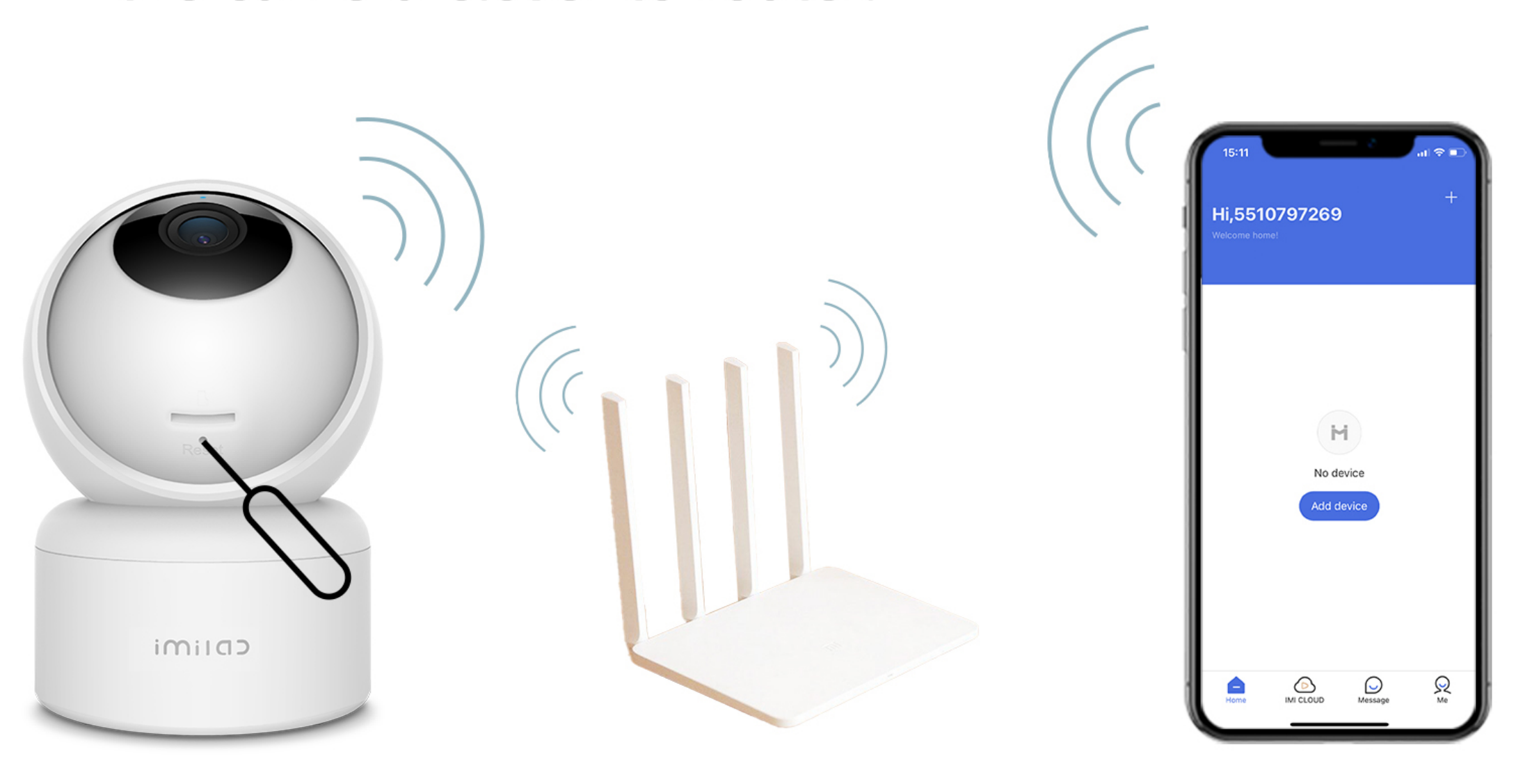
Why the indicator didn't light up after turning on the camera?

Enable the status indicator light in the settings.


HD
Events
Cloud
Playback
Album
Settings
Camera settings
Home monitoring
Storage settings
General settings
Help
Reboot the device
Camera settings
Status indicator
Sleep
Rotate picture
More screen settings
Movement tracking
PTZ calibration

Why I cannot use my camera after changing:
a. the name or pasword of Wi-Fi
b. router
c. the camera position

Reset the camera, pair it with the app and place the camera closer to router.


imilab
Hi,5510797269
No device
Add device

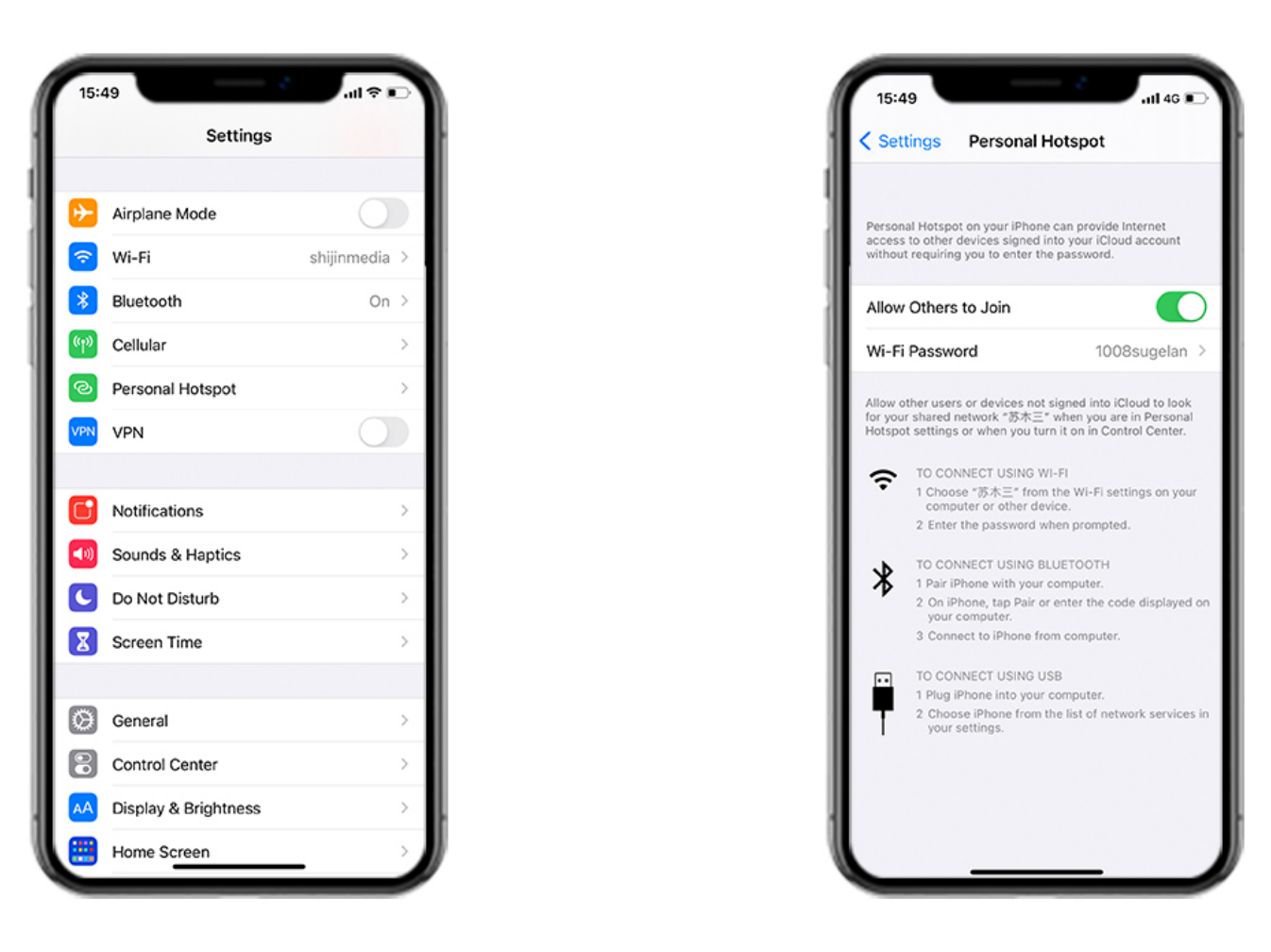
Why I fail to pair my camera with the app?

After exiting the app, reset your camera and pair it again.

imilab
Hi,5510797269
No device
Add device

Restart your router and move your camera close to it.

Check if your Wi-Fi is working. You can test the camera by connecting it with your phone’s hotspot.


Settings
Airplane Mode
Wi-Fi
Bluetooth
Cellular
Personal Hotspot
VPN
Notifications
Sounds & Haptics
Do Not Disturb
Screen Time
General
Control Center
Display & Brightness
Home Screen
Personal Hotspot
Allow Others to Join
Wi-Fi Password

Why camera’s indicator is a solid orange light but the app shows my device as offline?

Please contact Imilab After-Sales Customer Service at **help@imilab.com.**

Why camera’s indicator is a flashing blue/orange light and the app shows my device as offline?

a.Check if your camera is turned on normally and the original adapter is used.

b.Check if the Wi-Fi is working. Reset the camera and pair it again if you have changed your Wi-Fi name or password.

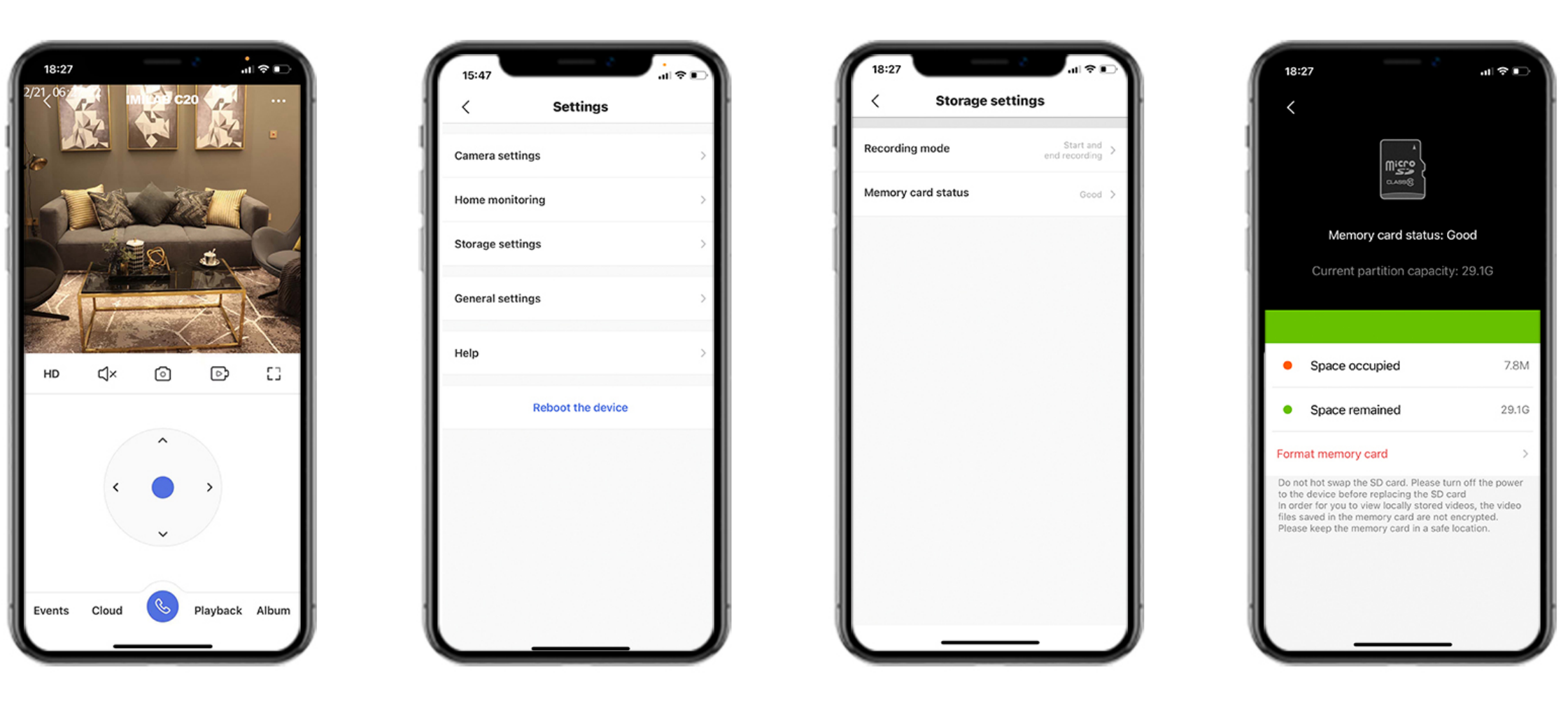
c.Restart your router and move your camera closer to it.

Why I cannot view previous camera recordings in the app?

Check if you have mounted a memory card having enough memory in your camera.

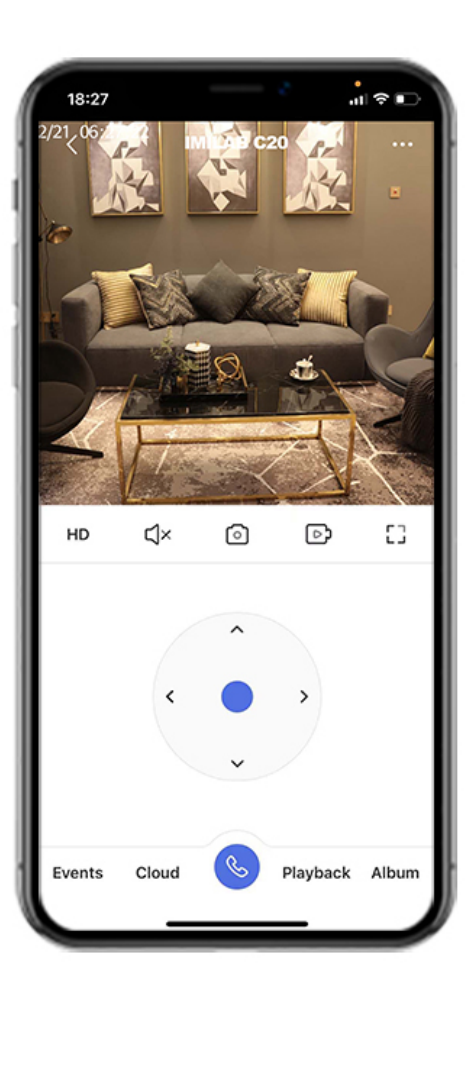
Why I cannot record footage / delete videos / format my card?

You can either format the memory card in the app or format it on a computer before mounting it. If the issue still persists, try replacing the memory card.


Settings
Camera settings
Home monitoring
Storage settings
General settings
Help
Reboot the device
Storage settings
Recording mode
Memory card status
Memory card status: Good
Space occupied
Space remained
Format memory card

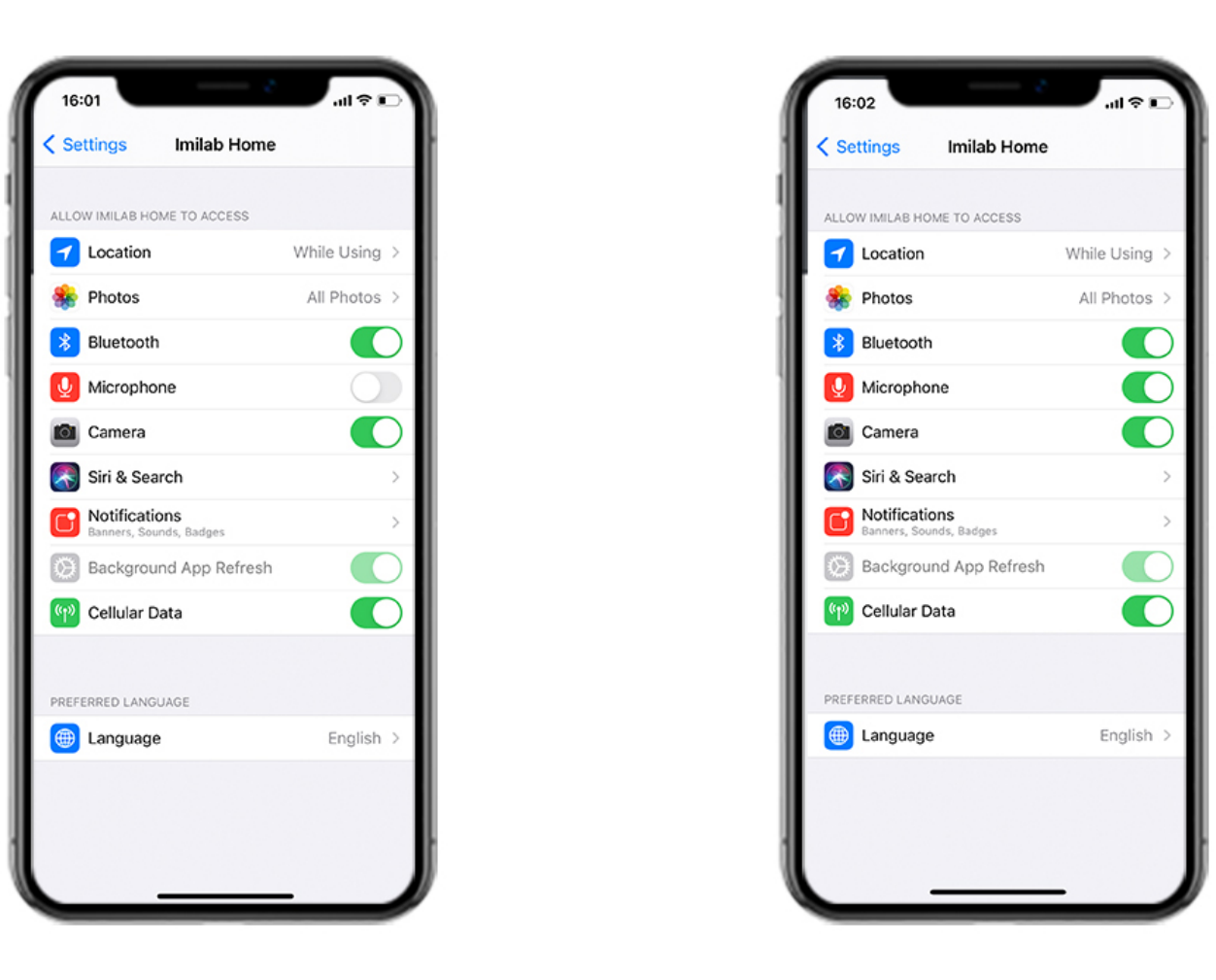
Why I cannot hear any audio when viewing a video in the app?

By default, the audio for live videos is turned off in the app. You can turn on the audio with the Sound Volume button on the live video screen.



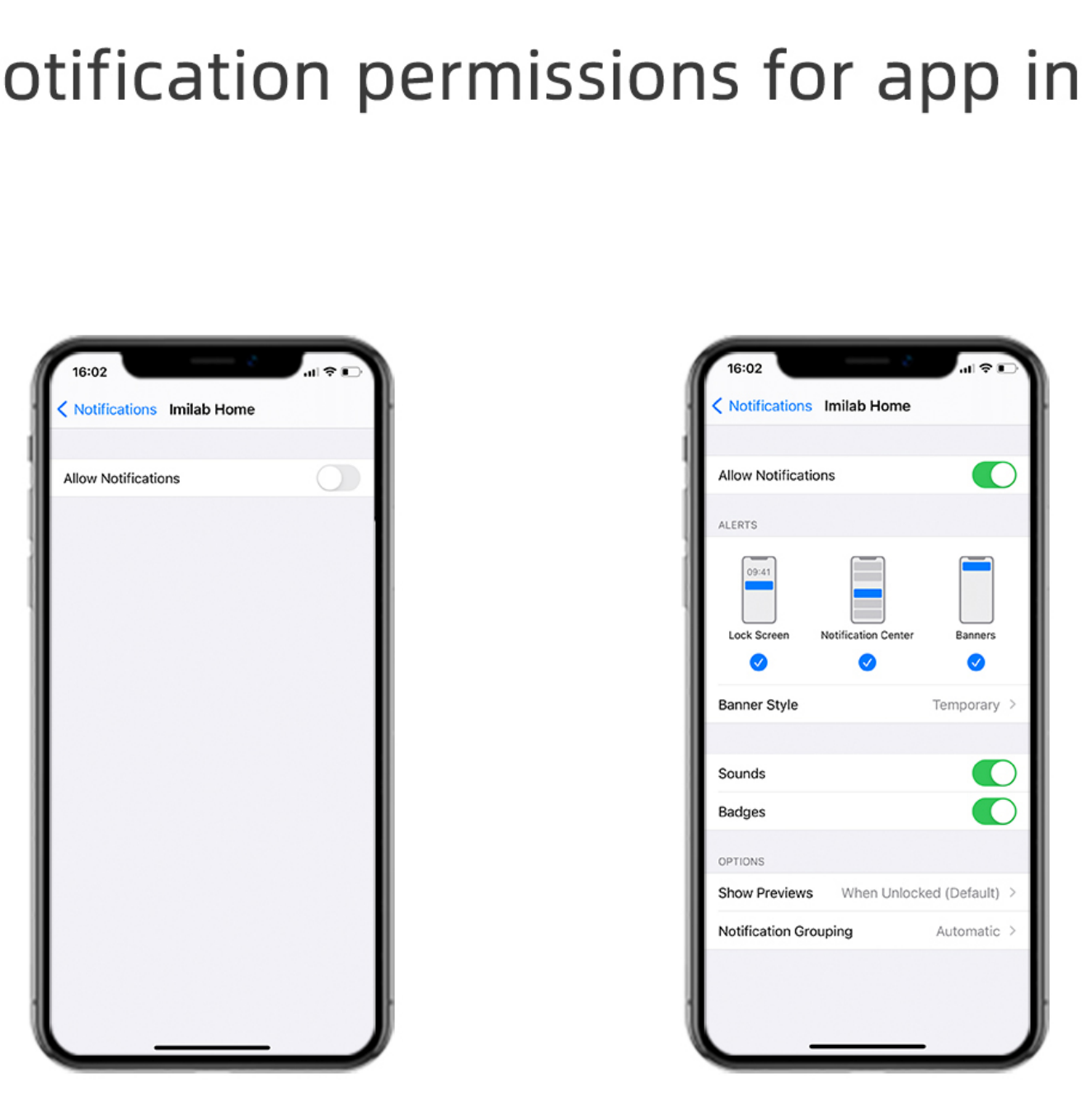
Why audio at camera cannot be received during voice calls?

Enable audio recording permissions for the app in phone's settings.


Settings
Imilab Home
Location
Photos
Bluetooth
Microphone
Camera
Siri & Search
Notifications
Background App Refresh
Cellular Data
Language

Why my phone cannot receive alarm notifications / other messages from Home Assistant?

Enable notification permissions for app in phone‘s settings.


Notifications
Imilab Home
Allow Notifications
Lock Screen
Notification Center
Banners
Banner Style
Sounds
Badges
Show Previews
Notification Grouping