

Camera Distortion on bottom of image

Recommended Resources:

- Monitor and mouse connected to the recorder
- USB stick to copy firmware files
- Laptop / PC with internet connection (for IVSEC remote support assistance)

Please refer to image below (highlighted in red).



If you are experiencing similar distortion / artefacts on your cameras:

- Adjust the substream settings of your camera
Recommended substream settings
Resolution: 640 x 480
Bitrate: 512kbps

To modify the settings via the IVSEC X mobile app click on link below:

<https://www.youtube.com/watch?v=Tz2-zWQ6Nwc>

To modify the settings via the Recorder using an LCD and mouse:

<https://www.youtube.com/watch?v=fPismrsE3q8>

If the problem continues after modifying substream settings upgrade your camera firmware.
Refer to relevant camera model documentation below

Camera Firmware Upgrade

For camera models: NC110XA / NC305XA / NC317XA / NC312XB

Firmware Download – [Click Here](#)

Installation Instructions – [Click Here](#)

For camera models: NC110XB / NC305XB / NC317XB / NC312XC

Firmware Download – [Click Here](#)

Installation Instructions – [Click Here](#)

YouTube Video – [Click Here](#)

For camera models: NC323XD / NC531XB / NC512XC / NC512XD / NC528XC

Firmware Download – [Click Here](#)

Installation Instructions – [Click Here](#)

YouTube Video – [Click Here](#)

For camera models: NC323XC / NC531XA / NC528XB

Firmware Download – [Click Here](#)

Installation Instructions – [Click Here](#)