



## Guidance for Safe Mode Operation

This affects the following cameras:

Camera Model	Description
ADCi600-M111	Illustra 600 Compact Mini-Dome 720p
ADCi610-M111	Illustra 610 Compact Mini-Dome 1080p
ADCi610-M022	Illustra 610 Compact Mini-Bullet, 2MP 1080p

### ***What is Safe Mode?***

Your camera may be forced into safe mode when it is not properly shutdown, this may cause system data to become corrupted. Safe mode is designed to attempt recovery of any corrupted system data and protect the system data from being corrupted further.

#### **Note:**

The 'safe mode' only applies to the i600 Compact Mini-Dome, i610 Compact Mini-Dome and the i610 Compact Mini-Bullet listed above.

### ***What is the main cause of Safe Mode?***

Normally, the cause of 'safe mode' is classified two ways:

- When the power source is unstable in the middle of the system booting or startup.
- When the system files required for system booting or start up are damaged.

## Indication of Safe Mode

While you are configuring the device via the webpage of the camera, you may see the image below.

**Safe Mode**

Your device has entered safe mode now. Device is usually forced to safe mode when device recognizes itself not operating normally over times.  
In most cases, repeated unstable power connection during the boot is the main cause for safe mode.  
If you have seen your device in safe mode for the first time, just follow the instructions below to reboot the device.

1. Click 'Start Reboot' on the current page.
2. Wait until the device completely reboots. (\*It may take a few seconds to several minutes.)
3. Refresh the webpage to check if it appears normal.

If the device is not recovered after you have done the above instructions, it may indicate that settings in device may have been corrupted.  
Then, try the instructions as follows to reset all settings.

1. Click 'Reset All Settings' on the current page.
2. Wait until the device resets all settings. (\*It may take a few seconds to several minutes.)
3. Check if the webpage appears normal.

If the device is still in safe mode after you have done the above procedure, it may indicate that there may be a corruption on the firmware of the device.  
In this case, the device cannot be booted normally.  
Thus, perform the firmware update according to the instructions below.

1. Click 'Browse', and select the appropriate firmware file.
2. Click 'START' to restore the firmware to the device. (\*You will see the relevant messages during the firmware update.)
3. Check if the webpage appears normal.

If you are still on this page even after the above procedure, your device may have encountered the worst situation. Certain part of the hardware on the device may have been broken. Thus, you should contact your local agency for further assistance.

**Reboot**

Start Reboot

**Reset All Settings**

Reset All Settings

**Upload Firmware Image**

Choose a firmware image to upload:

This indicates that the camera is running in safe mode, to recover your camera follow the procedures detailed below.

## How to recover your system from Safe Mode

You can initially perform Procedure 1 to get out of safe mode. If this does not work then move to Procedure 2.

### Procedure 1: Reboot

Reboot can be done by using the reset button or via the webpage.

#### Pressing the reset button:

1. Press the reset button for two seconds while the device is powered on.
2. Wait until the system completes reboot. (It may take a few seconds up to several minutes.)

**NOTE:** Do not hold the button for more than two seconds. Otherwise, the device may be switched to its factory default settings.

#### On the webpage:

1. Select 'Start Reboot' on the webpage.
2. Wait until the device completely reboots. (It may take a few seconds up to several minutes.)
3. Refresh the webpage to check if it appears normal.

## ***Procedure 2: Factory Default***

The device can be reset to factory default either using the reset button or via the webpage.

### **Pressing the reset button:**

1. Press the reset button for ten seconds while the device is in use.
2. Wait until the device completely reboots. (It may take a few seconds up to several minutes.)

### **On the webpage:**

1. Select '**Reset All Settings**' on the webpage.
2. Wait until the device resets all the settings. (It may take a few seconds up to several minutes.)
3. Check if the webpage appears normal.

## ***Procedure 3: Firmware Update***

Perform the firmware update.

1. Select '**Browse**' on the webpage, and select the appropriate firmware file.
2. Select '**START**' to restore the firmware to the device. (You will see the relevant messages during the firmware update.)
3. Check if the webpage appears normal.

## ***Procedure 4: Contact Technical Support***

If your device is still in safe mode after all the three procedures, it may indicate that the device has encountered the worst situation, for example, a certain part of the hardware may have been failed. You should therefore contact Technical Support for further assistance. Contact details for Technical Support are on the next page of this Application Note.

## Contact Information

If you have any questions regarding this bulletin, please contact American Dynamics Technical Services at:

**Toll Free:** 800-507-6268, Option 2

**International:** 561-912-6259, Option 2

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**Fax:** 450-444-2029

**Hours:** 08:00 – 20:00 EST

**Email:** [adtechservices@tycoint.com](mailto:adtechservices@tycoint.com)

**Website:** [www.americandynamics.net](http://www.americandynamics.net)

In Europe, Middle East and Africa, contact Technical Support at:

**Toll Free:** +800-2255 8926

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**Website:** [www.tycosecurityproductsemea.com](http://www.tycosecurityproductsemea.com)

**Website:** [www.calltyco.com](http://www.calltyco.com)

Local Direct dial numbers:

**UK** 08081 013 753 and 08701 238 787  
**France** 0800 90 79 72 and 04 72 79 14 83  
**Spain** 900 99 39 61 and 900 10 19 45  
**Germany** 0800 1806 757  
**Italy** 0800 874 091  
**Belgium** 0800 76 452

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