

## Introduction

This article provides the troubleshooting information for the operation of below additional applications on i-PRO Network Camera with AI engine, WV-X1551LN, WV-X2551LN, WV-X2251L, WV-X1571LN, WV-X2571LN, and WV-X2271L.

- AI-VMD (WV-XAE200W)
- AI Privacy Guard (WV-XAE201W)

We recommend installing cameras after the on-site verification as the detection accuracy depends highly on the installation condition, when using those applications.

Note that AI Model Training will not be performed after the installation as those applications include the results of AI Model Training.

The below table describes the issues, the possible causes and the corresponding methods when operating AI-VMD(WV-XAE200W) and AI Privacy Guard(WV-XAE201W).

| No | Application |          | Issue  | Possible cause  | Corresponding method  |
|----|-------------|----------|--|---|---|
|    | XAE 200W    | XAE 201W |  |   |   |
| 1  | ✓           |          | The detection accuracy has decreased from the one at the installation        | Installation environment such as the height and the distance from the camera to the subject are out of specifications   | <ul style="list-style-type: none"> <li>- Re-evaluate the installation environment referring to the Operating Instructions of application software (Items to check: the position of light source, significant increase in the number of people on the image and the change in the sunshine condition.)</li> <li>- Re-evaluate the settings in the camera (or the application) (Items to check: detection areas, mask areas and the depth setting)</li> <li>- Perform the image quality setting on each camera</li> </ul> |
| 2  | ✓           |          | False positive alarm and true negative alarm occur                           | <ul style="list-style-type: none"> <li>- The difference in brightness between the background and the moving object is small</li> <li>- The object is too small or too large</li> <li>- Outside light such as sunlight and headlights come in the shooting area</li> <li>- The camera is shaking</li> <li>- The weather is extremely bad</li> <li>- Reflected light from a puddle or glass come into the shooting area</li> <li>- Flags or vinyl and so forth are fluttering in the wind</li> <li>- Insects and animals come into the shooting area</li> </ul> | Eliminate the causes described on the left  |
| 3  |             | ✓        | Does not perform Blurring or Block processing configured at the installation | <ul style="list-style-type: none"> <li>- The target object is out of focus</li> <li>- The target object is blurred</li> <li>- The target object is overexposed or underexposed</li> <li>- The target object is lying down or felled</li> </ul>  | Eliminate the causes described on the left  |

Contact your installation contractor or distributor for further detail.