

Camera, lock and troubleshooting guides

24 guides with steps, original images and result checks.

Choose the correct model. Images may show a different app version. Missing images are identified; diagrams are flow charts, not screenshots. No physical demo test has been performed.

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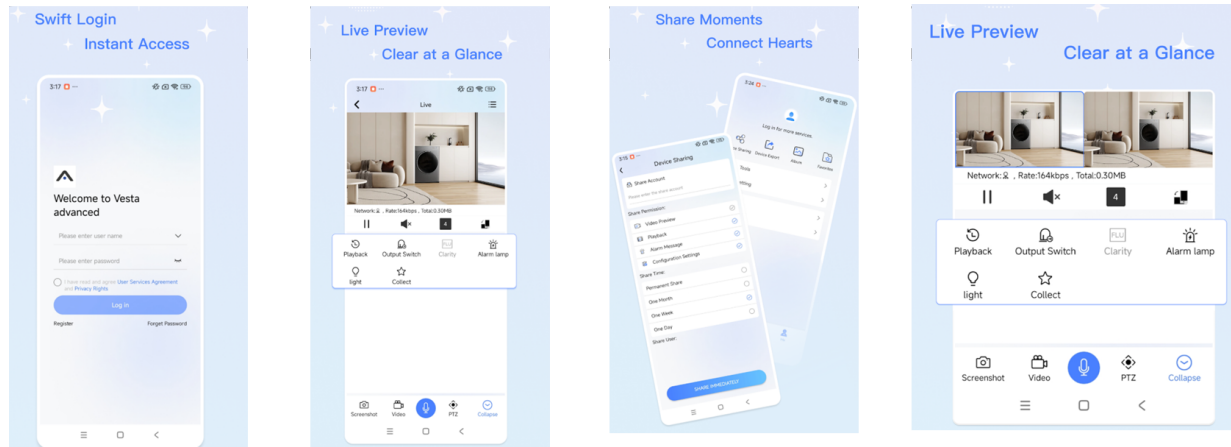
Vesta Advanced: the right app and first connection

For standalone Vesta Advanced cameras or NVRs. SmartHomeSec integration has a separate guide.

1. Confirm the system is set up for VESTA Advanced. Use the app store links in the GitBook source below. Do not choose an app just because its icon looks similar.

A dedicated image of this step has not been verified.

2. Install the app. Follow the manufacturer's app video for account and device registration; the video does not state an app version.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

3. Register the camera or recorder using the serial number on its label or documentation. Ask the owner or installer to resolve access if it already belongs to another account.

A dedicated image of this step has not been verified.

4. Open the correct camera and check that the image timestamp updates. A saved preview is not confirmation of live video.

A dedicated image of this step has not been verified.

What you should be able to confirm

You see the correct camera with current live video.

Still not resolved?

If registration fails, note the exact message and whether it concerns the account, serial number or device connection. Do not delete an existing system to retry.

Original sources for this task

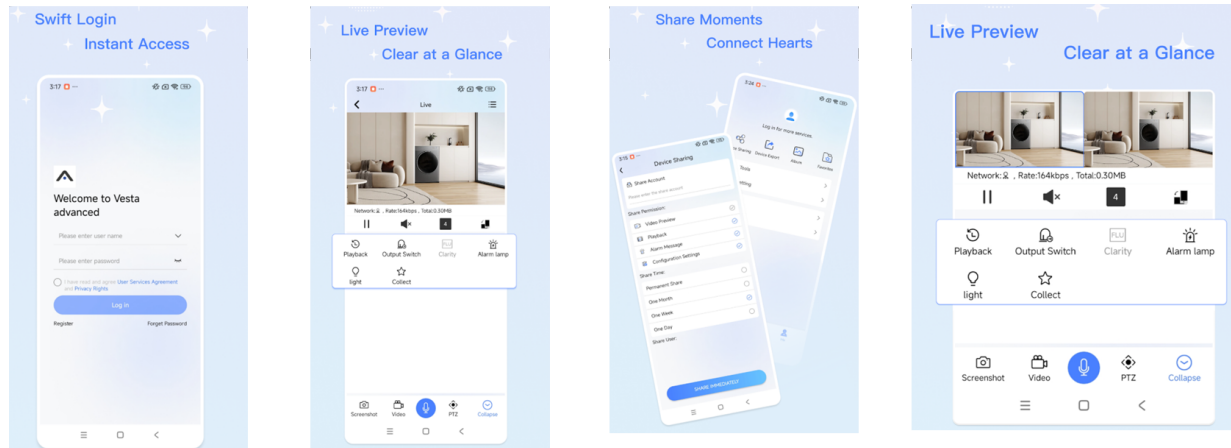
[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

[VESTA Advanced_APP_en.mp4 - original app walkthrough](#)

Vesta Advanced: no image or offline camera

For cameras/NVRs in the VESTA Advanced app. These are initial checks, not a confirmed diagnosis.

1. Check whether all cameras are missing or only one channel. Note the device name and error text.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

2. Check that the phone has internet access. Then try another available connection, such as mobile data, and compare.

A dedicated image of this step has not been verified.

3. Check visible power and network status at the camera/recorder without opening it. If the recorder has a local picture, tell the installer.

A dedicated image of this step has not been verified.

4. Open the same camera again in the app. Use the app video if you are unsure how to select the camera or channel.

A dedicated image of this step has not been verified.

What you should be able to confirm

Live video updates and the correct channel is selected.

Still not resolved?

If local video works but the app does not, the installer must check remote connectivity and access. No dedicated official error video was found for this message; the app video demonstrates operation.

Original sources for this task

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

[VESTA Advanced APP_en.mp4 - original app walkthrough](#)

SmartHomeSec: recording icon appears but video will not play

Only Vesta Advanced video integrated in SmartHomeSec. Installer checks are identified below.

1. Note the camera and event time. Check whether that time plays in the camera or NVR's own playback.

A dedicated image of this step has not been verified.

2. Installer: compare time, time zone and daylight saving settings on the camera/NVR with the Vesta panel. A time offset can make the system search the wrong recording period.

A dedicated image of this step has not been verified.

3. Installer: check that continuous recording is enabled and MicroSD/HDD storage is working. An event icon does not prove that video was stored.

A dedicated image of this step has not been verified.

4. Installer: follow the GitBook section "Event Playback Troubleshooting Guide", including multimedia settings. Arrange a new controlled test after correction.

A dedicated image of this step has not been verified.

What you should be able to confirm

A new test recording opens at the correct event time.

Still not resolved?

Recordings that were never stored will not return when settings are changed. Preserve existing recordings; do not format the card or disk.

Original sources for this task

[Vesta GitBook: SmartHomeSec integration and event playback troubleshooting](#)

[Video: IVS setup and continuous recording in VESTA ADV](#)

Vesta Advanced: IVS does not produce the expected events

For cameras supporting the selected IVS rule. Configuration should be performed by the system manager or installer.

1. Identify the camera and rule: intrusion, tripwire or cross-region. Confirm the model supports it.

A dedicated image of this step has not been verified.

2. Open the specific IVS video below. Compare the configured area or line with what should be detected.

A dedicated image of this step has not been verified.

3. Review rule activation and recording setup as shown in the video. Change only the agreed rule.

A dedicated image of this step has not been verified.

4. Perform an agreed test in the specified area. Check event registration first, then recording and finally the phone notification.

A dedicated image of this step has not been verified.

What you should be able to confirm

The test produces the correct event and agreed playback or notification.

Still not resolved?

Do not use siren status as proof that phone notifications are enabled. Vesta documents that in version 2.5.0 the padlock controls lights/siren; notification synchronisation was not included.

Original sources for this task

[By Demes: IVS and artificial intelligence - setup and video](#)

[Vesta: documented Advanced 2.5.0 features, 25 June 2026](#)

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

[Video: IVS setup and continuous recording in VESTA ADV](#)

[VESTA Advanced Beneficio 3 en.mp4 - IVS from the app](#)

Vesta Advanced: image settings and new features

Based on Vesta's description of 2.5.0 dated 25 June 2026. This is a documented version, not a claim about the latest app release.

1. For slow recording searches, use the playback timeline. Vesta describes faster searching in 2.5.0.

A dedicated image of this step has not been verified.

2. For poor image quality, check lighting before changing WDR, SMART IR, day/night or image flip. Note the original value and change one setting at a time.

A dedicated image of this step has not been verified.

3. If WideSeek is missing, check the camera model. The documented introduction covers IPC-T/B38-A180-AS-PV; support is not confirmed for every camera.

A dedicated image of this step has not been verified.

4. Do not use SD formatting as routine troubleshooting. It deletes recordings and belongs to planned maintenance.

A dedicated image of this step has not been verified.

What you should be able to confirm

You have established whether the feature is supported and can compare the result with the previous setting.

Still not resolved?

Exact menu locations for every phone and app version are not documented here. Give support the app version and camera model if your interface differs.

Original sources for this task

[Vesta: documented Advanced 2.5.0 features. 25 June 2026](#)

[VESTA Advanced_APP_en.mp4 - original app walkthrough](#)

SmartHomeSec: requests CGI even though CGI is enabled

For Vesta Advanced integration. This is an installer task.

1. Confirm the exact CGI error and that it concerns the correct camera.

A dedicated image of this step has not been verified.

2. Check whether user rights changed recently or another recorder initialised the camera. GitBook identifies these as possible causes.

A dedicated image of this step has not been verified.

3. Compare camera settings with the “CGI Activation Issues” section in the source. Document existing settings before any intervention.

A dedicated image of this step has not been verified.

What you should be able to confirm

The installer has identified the cause and verified communication with SmartHomeSec.

Still not resolved?

The source proposes a factory reset for this specific configuration issue. It must be planned with the owner and configuration recovery; it is not the first customer step.

Original sources for this task

[Vesta GitBook: SmartHomeSec integration and event playback troubleshooting](#)

DMSS: add a camera or recorder

For an already initialised Dahua device. You need authorised access to the device.

1. On the recorder or web interface, check that Settings > Network > P2P is enabled and Online. Ask the installer if you do not have access.

A dedicated image of this step has not been verified.

2. In DMSS select + / Add Device and Scan QR Code. Allow camera access and scan the serial number code, or choose Manually Enter SN.

A dedicated image of this step has not been verified.

3. Check the serial number and continue. Enter the device password when requested; this is not the DMSS account password.

A dedicated image of this step has not been verified.

4. Give the device a recognisable name, check time zone/daylight saving and finish. Open a camera to verify access.

A dedicated image of this step has not been verified.

What you should be able to confirm

The device appears in the list and displays current video.

Still not resolved?

Already linked to another account? Ask the owner to share access. Do not delete, factory-reset or try to take over the device.

Original sources for this task

[DahuaWiki: add an existing Dahua device using P2P](#)

DMSS: I cannot open live video

For Dahua devices already added to DMSS. DahuaWiki illustrations may differ from your app version.

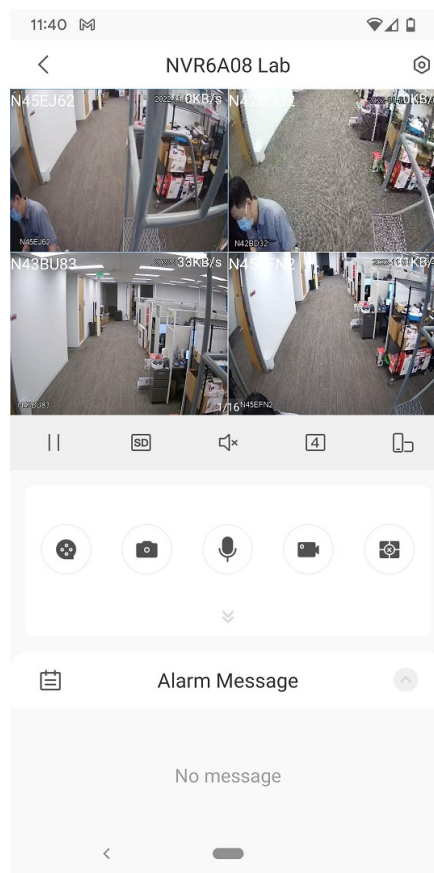
1. Open the device list and tap the play button beside the correct recorder or camera.

A dedicated image of this step has not been verified.

2. If only four channels appear, swipe left in the camera view to see the next ones. A channel missing from the first screen does not necessarily mean camera failure.

A dedicated image of this step has not been verified.

3. To select channels yourself, open Live, tap the channel selector at the top right, select the cameras and choose Start Live View.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: live view - steps, images and videos](#)

What you should be able to confirm

The correct camera shows updating video.

Still not resolved?

If the device is Offline, follow the P2P guide. If others can view it but you cannot, ask the owner to check your channel permissions.

Original sources for this task

[DahuaWiki: live view - steps, images and videos](#)

[DahuaWiki: specific P2P troubleshooting](#)

[Video: live view from one Dahua device](#)

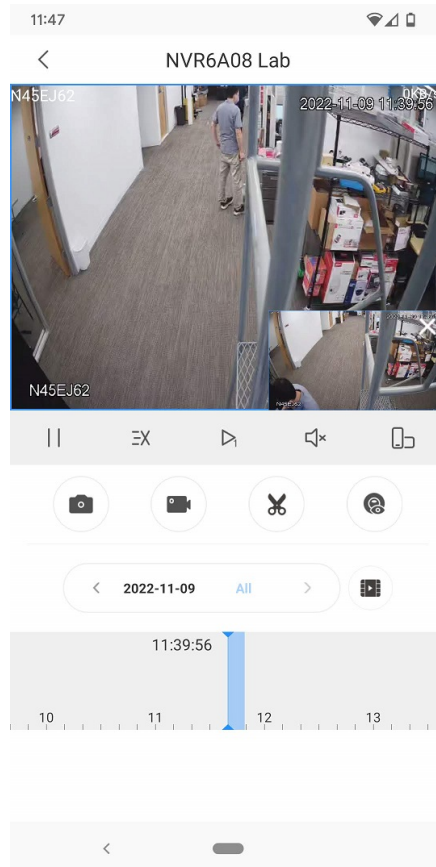
DMSS: find recordings or a missing event

For cameras with recordings on device storage. Live view alone does not mean recordings exist.

1. Open Playback, select an empty camera tile and choose one channel. The app normally starts with today's footage.

A dedicated image of this step has not been verified.

2. Tap the date above the timeline. Choose the day and correct Record Type. Days with the playback icon have available recordings in this view.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: find recordings - date, recording type and timeline](#)

3. Tap OK and move the timeline to the event. Check camera name, date and time offset before concluding the recording is missing.

A dedicated image of this step has not been verified.

What you should be able to confirm

You can play the relevant time from the correct camera.

Still not resolved?

If the period is still missing, ask the installer to check the recording schedule, disk/card and clock. Do not format storage; it does not recover missing recordings.

Original sources for this task

[DahuaWiki: find recordings - date, recording type and timeline](#)

[Video: recording playback in DMSS](#)

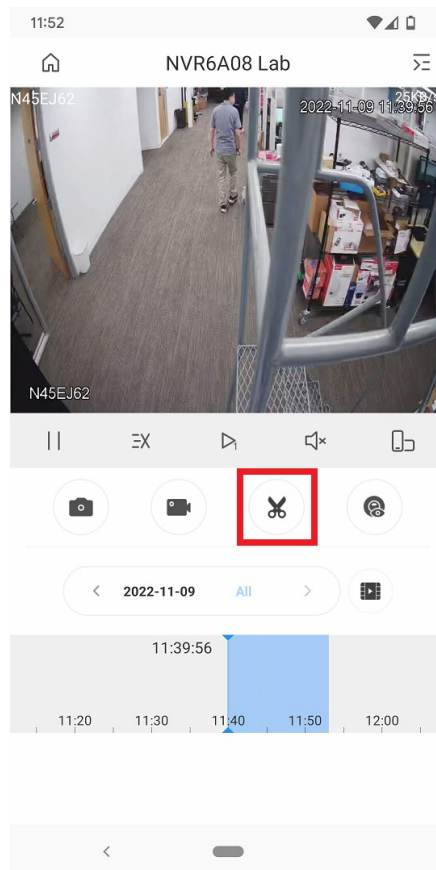
DMSS: save a video clip to your phone

For recordings you are authorised to export. The clip is saved to the phone; this does not send it to support.

1. Find the camera and period in Playback. Tap the scissors icon.

A dedicated image of this step has not been verified.

2. Move the timeline to the start and tap Play. Move to the end and tap Stop. Confirm saving with OK.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: export video clips - steps, images and video](#)

3. Wait for the download. Go to Me > My Files > Video.

A dedicated image of this step has not been verified.

4. Select Edit, mark the clip and use Save to store it on the phone. Open the file and check the start, end and correct camera.

A dedicated image of this step has not been verified.

What you should be able to confirm

The exported clip plays from the phone's storage.

Still not resolved?

If interrupted, check phone storage and required file permissions, then try a shorter clip. Preserve the original recording.

Original sources for this task

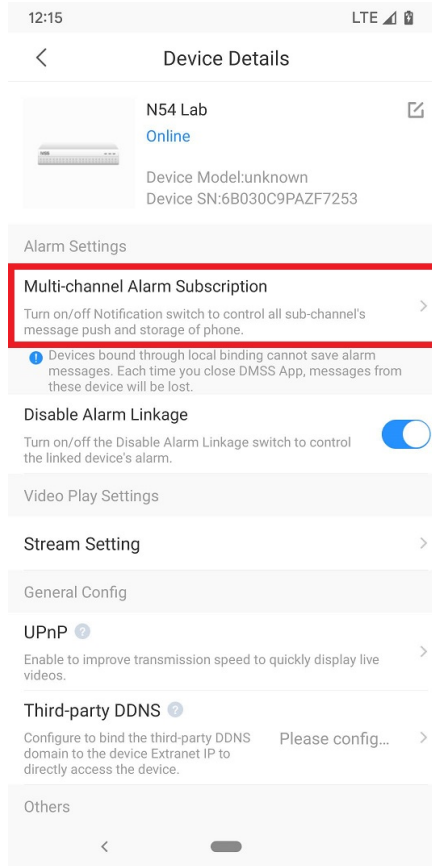
[DahuaWiki: export video clips - steps, images and video](#)

[Video: save and export a DMSS clip](#)

DMSS: I am not receiving phone notifications

For a DMSS account with access to the camera and relevant events.

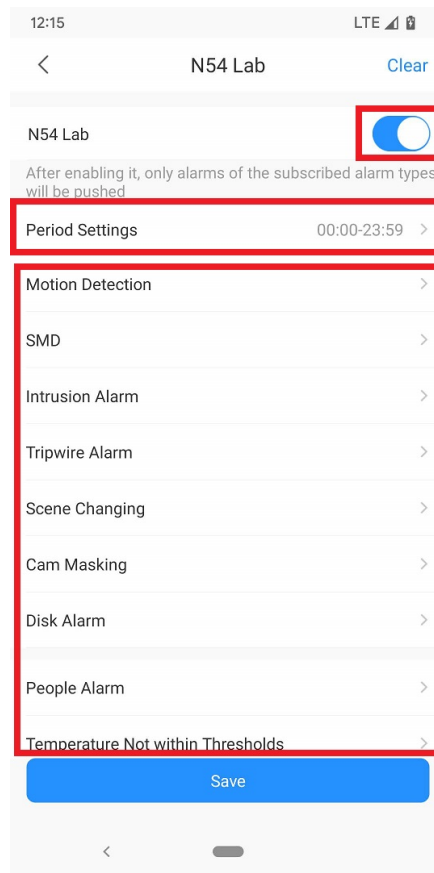
1. At the device, tap ... > Device Details > Multi-channel Alarm Subscription.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: notifications - subscriptions, channels and phone permissions](#)

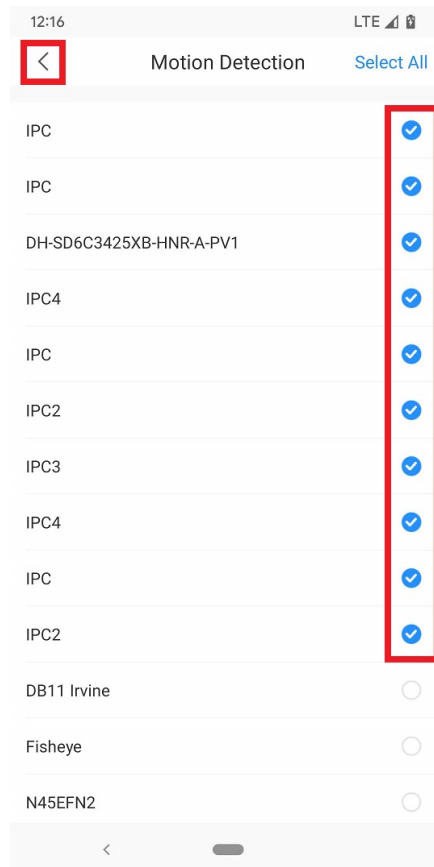
2. Enable the subscription. Check Period Settings and choose the event type you actually want notifications for.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: notifications - subscriptions, channels and phone permissions](#)

3. Select the camera channels. Go back, check the channel count beside the event type and tap Save.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[DahuaWiki: notifications - subscriptions, channels and phone permissions](#)

4. Check the phone's notification permission for DMSS and any focus/silent settings. Perform an agreed test of the selected event.

A dedicated image of this step has not been verified.

What you should be able to confirm

The agreed event produces a notification on the correct phone.

Still not resolved?

If the event is absent from the recorder log, detection/configuration must be checked first. Changing the phone cannot create an event that was never registered.

Original sources for this task

[DahuaWiki: notifications - subscriptions, channels and phone permissions](#)

DMSS: device is Offline or works only at home

Initial checks for Dahua P2P. Network changes belong to the installer or IT administrator.

1. Check the phone's internet connection. Compare Wi-Fi and mobile data without changing recorder settings.

A dedicated image of this step has not been verified.

2. Check the visible network cable between recorder and router/switch. Note whether local video works.

A dedicated image of this step has not been verified.

3. On the recorder/web interface, check that P2P is enabled and Online. Compare the serial number with the device registered in DMSS.

A dedicated image of this step has not been verified.

4. If P2P is Online but login is rejected, verify the device username/password with the owner. The DMSS account password is different.

A dedicated image of this step has not been verified.

What you should be able to confirm

DMSS shows current video over the intended remote connection.

Still not resolved?

If still Offline, give the installer the P2P status, time and whether local video works. Do not change DHCP/DNS or open ports at random.

Original sources for this task

[DahuaWiki: specific P2P troubleshooting](#)

[DahuaWiki: add an existing Dahua device using P2P](#)

DMSS: new phone, missing camera or sharing

For a device owner granting access to another DMSS account.

1. First check that you are using the correct DMSS account. If the camera was shared with you, ask the owner to check the sharing is still valid.

A dedicated image of this step has not been verified.

2. Owner: open ... beside the device and select Share Device. Choose the whole device or only the agreed channels.

A dedicated image of this step has not been verified.

3. Select permissions and the correct recipient account. Play Video grants live view; choose other permissions as needed. Verify the recipient before confirming sharing.

A dedicated image of this step has not been verified.

4. Ask the recipient to check live view and the agreed functions. If a device is missing from the sharing list, check that it is account-bound, supports sharing and that you are its owner.

A dedicated image of this step has not been verified.

What you should be able to confirm

The recipient sees only the agreed cameras and functions.

Still not resolved?

Do not share the owner's password as a workaround. Resolve account binding and ownership before any transfer.

Original sources for this task

[DahuaWiki: share cameras and select permissions](#)

Yale Classic / V2N: dead batteries - open using 9 V

For Yale Doorman Classic / V2N. You need a 9 V battery and a valid code or key tag.

1. Locate the emergency power contacts underneath the outside lock unit. See label F in the original drawing below.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska ännu inte ha stoppats i.

- Tryck in förringeln (A) och låt hakreilen (B) gå ut
- Vrid vredet (C) 90 grader för att låsa, vrid hela vägen förbi "knäppet" som kommer vid 45 grader.
- Kontrollera Kontrollera att handtaget (D) inte drar in hakreilen (B). Handtaget ska vara stumt.
- Lås upp genom att vrida vredet (C) 90 grader, mot gångjärnen. Vrid hela vägen förbi "knäppet".
- Dra in hakreilen (B) med handtaget (D)
- Pröva nu att stänga dörren och låslås upp från insidan på samma vis som steg 2-5.
- Justera slutstycket (E) vid behov.

Nedst på utvidans skilt (F) finns det möjlighet att ansluta ett 9V batteri för att strömsätta låset om batterierna vid något tillfälle tagit slut.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska inte vara satta i på detta stadiet.

- Tryck in spærrefallen (A) och låt hakreilen (B) springe ut
- Vrid knäpprider (C) 90 grader för att låsa, vrid hela vägen förbi "knäppet" som kommer vid 45 grader.
- Kontrollera att dærvrideren (D) ikke drar inn hakreilen (B). Dærvrideren skal ikke kunne drøies.
- Lås opp ved å vri dærvrideren (C) 90 grader, mot hengslene. Vri hele veien forbi "knæppet".
- Dra in hakreilen (B) med dærvrideren (D).
- Prøv nå å stenge døren og låslås opp fra insiden, på samme måte som steg 2-5.
- Justér sluttstykket (E) etter behov.

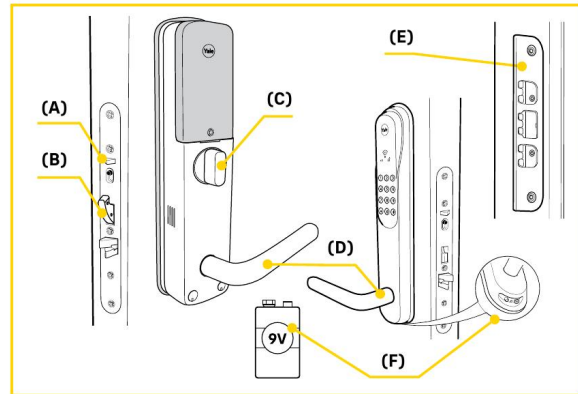
Nedst på det utvendige skiltet (F) er det mulig å koble til et 9V-batteri for å nedlåsne låset, dersom de interne batteriene er utladet.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska inte vara satta i på detta stadiet.

- Tryck in spærrefallen (A) och låt hakreilen (B) springe ut
- Vrid knäpprider (C) 90 grader för att låsa, vrid hela vägen förbi "knäppet" som kommer vid 45 grader.
- Kontrollera att dærvrideren (D) ikke drar inn hakreilen (B). Dærvrideren skal ikke kunne drøies.
- Lås opp ved å vri dærvrideren (C) 90 grader, mot hengslene. Vri hele veien forbi "knæppet".
- Dra in hakreilen (B) med dærvrideren (D).
- Prøv nå å stenge døren og låslås opp fra insiden, på samme måte som steg 2-5.
- Justér sluttstykket (E) etter behov.

Nedst på det utvendige skiltet (F) er det mulig å koble til et 9V-batteri for å nedlåsne låset, dersom de interne batteriene er utladet.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale Classic/V2N: emergency power contacts \(F\) - PDF page 13](#)

2. Hold the 9 V battery terminals against the two contacts as shown in the original drawing. The battery supplies temporary power while you operate the lock.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska ännu inte ha stoppats i.

- Tryck in förringeln (A) och låt hakreilen (B) gå ut
- Vrid vredet (C) 90 grader för att låsa, vrid hela vägen förbi "knäppet" som kommer vid 45 grader.
- Kontrollera Kontrollera att handtaget (D) inte drar in hakreilen (B). Handtaget ska vara stumt.
- Lås upp genom att vrida vredet (C) 90 grader, mot gångjärnen. Vrid hela vägen förbi "knäppet".
- Dra in hakreilen (B) med handtaget (D)
- Pröva nu att stänga dörren och låslås upp från insidan på samma vis som steg 2-5.
- Justera slutstycket (E) vid behov.

Nedst på utvidans skilt (F) finns det möjlighet att ansluta ett 9V batteri för att strömsätta låset om batterierna vid något tillfälle tagit slut.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska inte vara satta i på detta stadiet.

- Tryck in spærrefallen (A) och låt hakreilen (B) springe ut
- Vrid knäpprider (C) 90 grader för att låsa, vrid hela vägen förbi "knæppet" som kommer vid 45 grader.
- Kontrollera at dærvrideren (D) ikke drar inn hakreilen (B). Dærvrideren skal ikke kunne drøies.
- Lås opp ved å vri dærvrideren (C) 90 grader, mot hengslene. Vri hele veien forbi "knæppet".
- Dra in hakreilen (B) med dærvrideren (D).
- Prøv nå å stenge døren og låslås opp fra insiden, på samme måte som steg 2-5.
- Justér sluttstykket (E) etter behov.

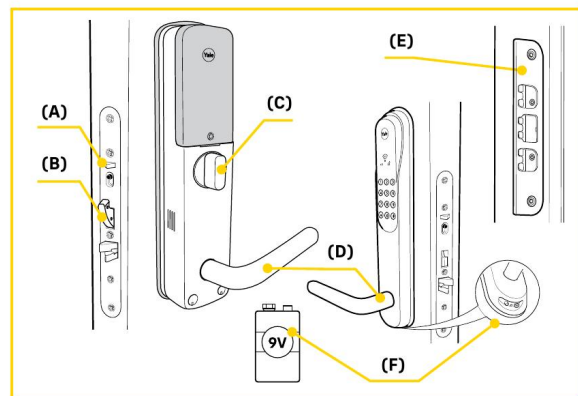
Nedst på det utvendige skiltet (F) er det mulig å koble til et 9V-batteri for å nedlåsne låset, dersom de interne batteriene er utladet.

VIKTIGT!

Funktionstest av mekanisk låsning och nödöppning. Kontrollera låsfunktionen med öppen dörr, batterierna ska inte vara satta i på detta stadiet.

- Tryck in spærrefallen (A) och låt hakreilen (B) springe ut
- Vrid knäpprider (C) 90 grader för att låsa, vrid hela vägen förbi "knäppet" som kommer vid 45 grader.
- Kontrollera at dærvrideren (D) ikke drar inn hakreilen (B). Dærvrideren skal ikke kunne drøies.
- Lås opp ved å vri dærvrideren (C) 90 grader, mot hengslene. Vri hele veien forbi "knæppet".
- Dra in hakreilen (B) med dærvrideren (D).
- Prøv nå å stenge døren og låslås opp fra insiden, på samme måte som steg 2-5.
- Justér sluttstykket (E) etter behov.

Nedst på det utvendige skiltet (F) er det mulig å koble til et 9V-batteri for å nedlåsne låset, dersom de interne batteriene er utladet.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale Classic/V2N: emergency power contacts \(F\) - PDF page 13](#)

3. Use your normal valid code or key tag and unlock. Emergency power does not grant access without authorised identification.

A dedicated image of this step has not been verified.

4. Once inside, replace the internal batteries following the model guide and check locking/unlocking with the door open before normal use.

A dedicated image of this step has not been verified.

What you should be able to confirm

The lock responds to emergency power and opens with valid access.

Still not resolved?

If there is still no response or a mechanical obstruction, contact service/a locksmith. Do not use force or a factory reset as emergency opening.

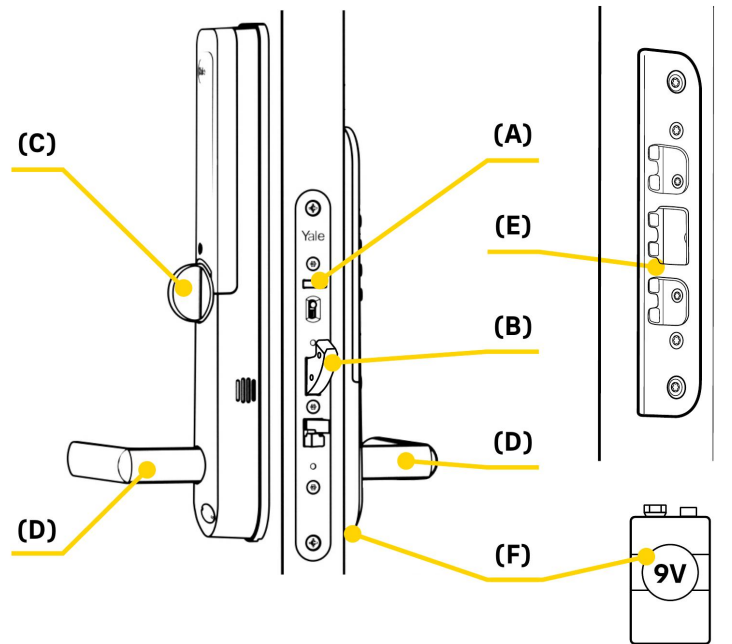
Original sources for this task

[Yale Classic/V2N: emergency power contacts \(F\) - PDF page 13](#)

Yale L3: dead batteries - open using 9 V

For Yale Doorman L3. You need a 9 V battery and a valid code or key tag.

1. Locate the emergency power contacts underneath the outside lock unit. See label F in the original drawing below.

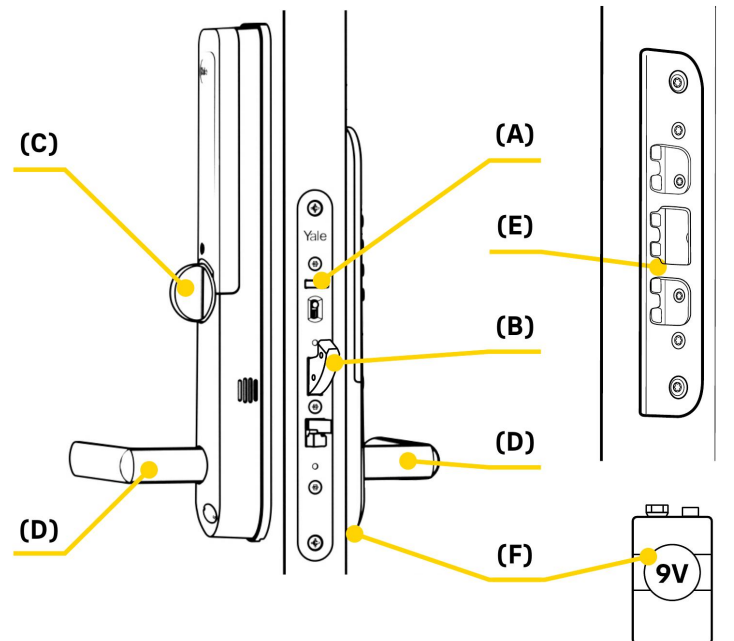


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Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale L3: emergency power and function test - PDF pages 28-29](#)

2. Hold the 9 V battery terminals against the two contacts as shown in the original drawing. The battery supplies temporary power while you operate the lock.



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Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale L3: emergency power and function test - PDF pages 28-29](#)

3. Use your normal valid code or key tag and unlock. Emergency power does not grant access without authorised identification.

A dedicated image of this step has not been verified.

4. Once inside, replace the internal batteries following the model guide and check locking/unlocking with the door open before normal use.

A dedicated image of this step has not been verified.

What you should be able to confirm

The lock responds to emergency power and opens with valid access.

Still not resolved?

If there is still no response or a mechanical obstruction, contact service/a locksmith. Do not use force or a factory reset as emergency opening.

Original sources for this task

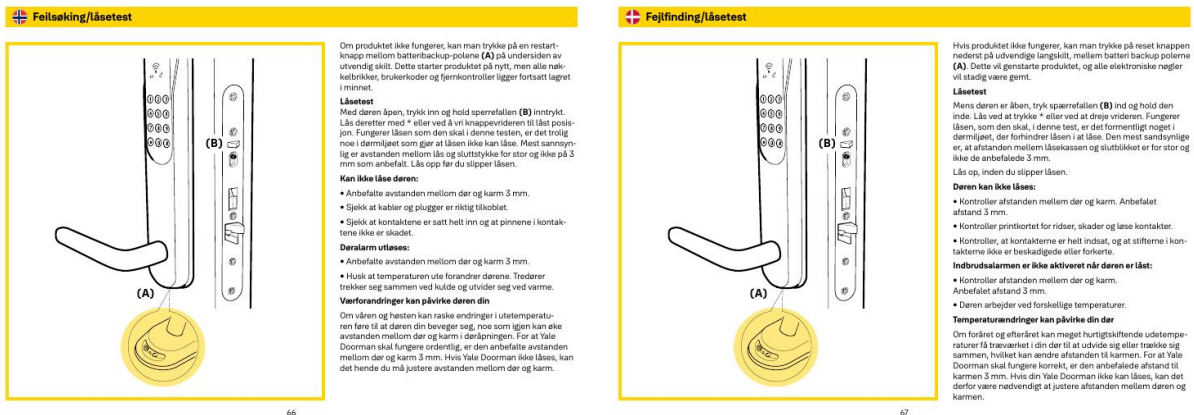
Yale Classic/V2N: restart the lock from outside

For a Classic/V2N that does not respond normally. This is a restart, not deletion of codes.

1. If the batteries are dead, follow the emergency power guide first. Restarting does not replace power.

A dedicated image of this step has not been verified.

2. Locate the small restart button between the emergency power contacts underneath the outside unit, labelled A in the drawing.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale Classic/V2N: restart and lock test - PDF page 34 \(printed page 66\)](#)

3. Press the exterior restart button as described by Yale. Do not substitute the P/programming button under the battery cover.

A dedicated image of this step has not been verified.

4. When the lock responds again, try normal unlocking with valid access. Yale states that codes, tags and remotes are retained by this restart.

A dedicated image of this step has not been verified.

What you should be able to confirm

The lock responds normally and existing access works.

Still not resolved?

If the lock still does not respond, contact service. The original manual does not specify a hold duration; do not improvise a long reset sequence.

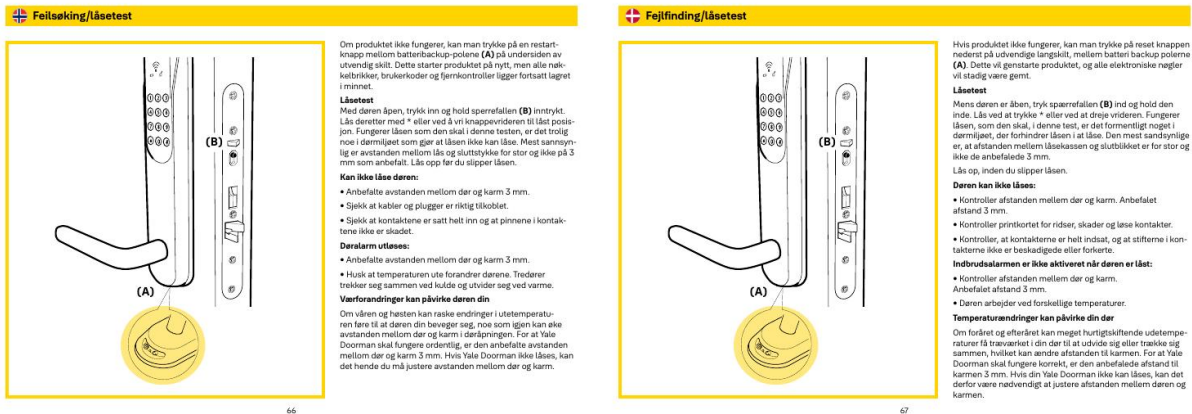
Original sources for this task

[Yale Classic/V2N: restart and lock test - PDF page 34 \(printed page 66\)](#)

Yale Classic / V2N: locks with door open but not closed

For a powered lock that will not complete locking. Keep the door open during the test.

1. Use the original drawing to identify the trigger bolt. Press and hold it throughout the described lock test.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale Classic/V2N: restart and lock test - PDF page 34 \(printed page 66\)](#)

2. Lock using the inside thumbturn as specified in the model test. Check that the handle does not retract the locked hook bolt.

A dedicated image of this step has not been verified.

3. Unlock again and retract the hook bolt with the handle before releasing the trigger bolt. Follow the order in the model's original test.

A dedicated image of this step has not been verified.

4. If the test works with the door open but not closed, the door gap and strike need checking. Ask an installer to adjust if the door requires force.

A dedicated image of this step has not been verified.

What you should be able to confirm

The lock can lock and unlock without pushing or lifting the door.

Still not resolved?

If the open-door test fails, have the lock checked before further use. State which part of the test failed.

Original sources for this task

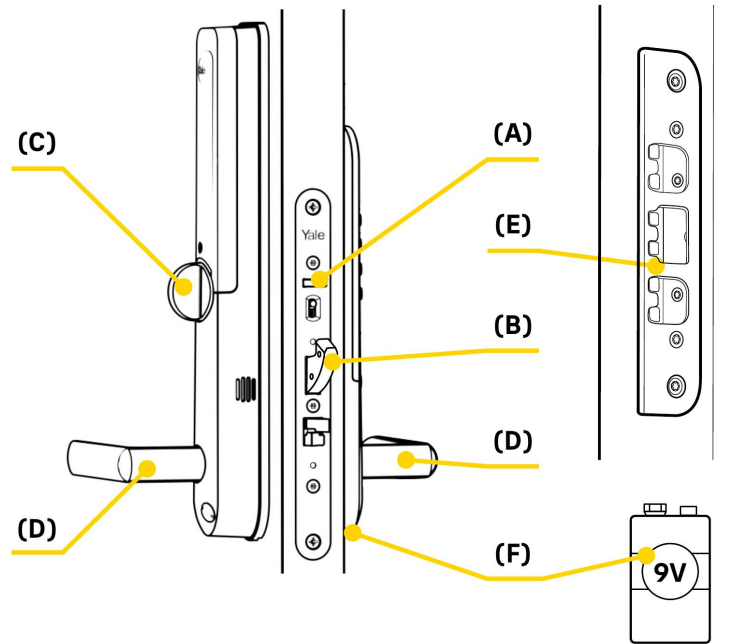
[Yale Classic/V2N: restart and lock test - PDF page 34 \(printed page 66\)](#)

[Yale video: mechanical locking and emergency opening - Classic support page](#)

Yale L3: locks with door open but not closed

For a powered lock that will not complete locking. Keep the door open during the test.

1. Use the original drawing to identify the trigger bolt. Press and hold it throughout the described lock test.



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Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Yale L3: emergency power and function test - PDF pages 28-29](#)

2. Lock using the inside thumbturn as specified in the model test. Check that the handle does not retract the locked hook bolt.

A dedicated image of this step has not been verified.

3. Unlock again and retract the hook bolt with the handle before releasing the trigger bolt. Follow the order in the model's original test.

A dedicated image of this step has not been verified.

4. If the test works with the door open but not closed, the door gap and strike need checking. Ask an installer to adjust if the door requires force.

A dedicated image of this step has not been verified.

What you should be able to confirm

The lock can lock and unlock without pushing or lifting the door.

Still not resolved?

If the open-door test fails, have the lock checked before further use. State which part of the test failed.

Original sources for this task

[Yale L3: emergency power and function test - PDF pages 28-29](#)

Yale L3: restart or factory reset?

Identify the model before intervention. L3 and L3S must not be treated as interchangeable.

1. Confirm the lock is actually an L3 and establish whether it uses Yale Home or an alarm module.

A dedicated image of this step has not been verified.

2. For dead batteries, use the documented L3 guide for 9 V emergency power.

A dedicated image of this step has not been verified.

3. The newer L3S manual documents an exterior restart button. The L3 manual checked here does not confirm this procedure. Ask Yale/the installer to confirm it for your L3 before using a button as reset.

A dedicated image of this step has not been verified.

What you should be able to confirm

You have selected the correct procedure for the model and symptom.

Still not resolved?

A factory reset can erase settings and access. Do not use it as the first response to an unresponsive app or lock.

Original sources for this task

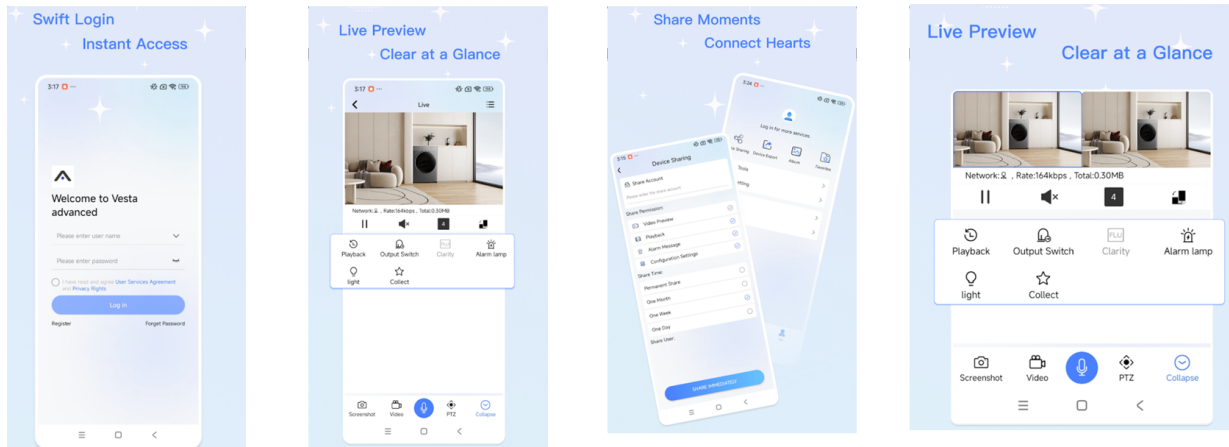
[Yale L3: emergency power and function test - PDF pages 28-29](#)

[Yale L3S: restart - PDF page 58 \(not automatically evidence for L3\)](#)

Vesta Advanced: open and search recordings

For the standalone VESTA Advanced app, not SmartHomeSec. The camera/recorder must have stored video.

1. Open live view for the correct camera. In the manufacturer's app illustration, Playback is below the image.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

2. Tap Playback. Select the period in playback and move the timeline to the event. Menu locations may vary; see the original app video below.

A dedicated image of this step has not been verified.

3. Check camera, date and time. If the period is empty, ask the system manager to check that recording was scheduled and storage is working.

A dedicated image of this step has not been verified.

What you should be able to confirm

The recording from the selected camera and time plays.

Still not resolved?

Do not format storage to look for recordings. For failed SmartHomeSec event playback, use the separate integration guide.

Original sources for this task

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

[Vesta: documented Advanced 2.5.0 features, 25 June 2026](#)

[VESTA Advanced APP en.mp4 - original app walkthrough](#)

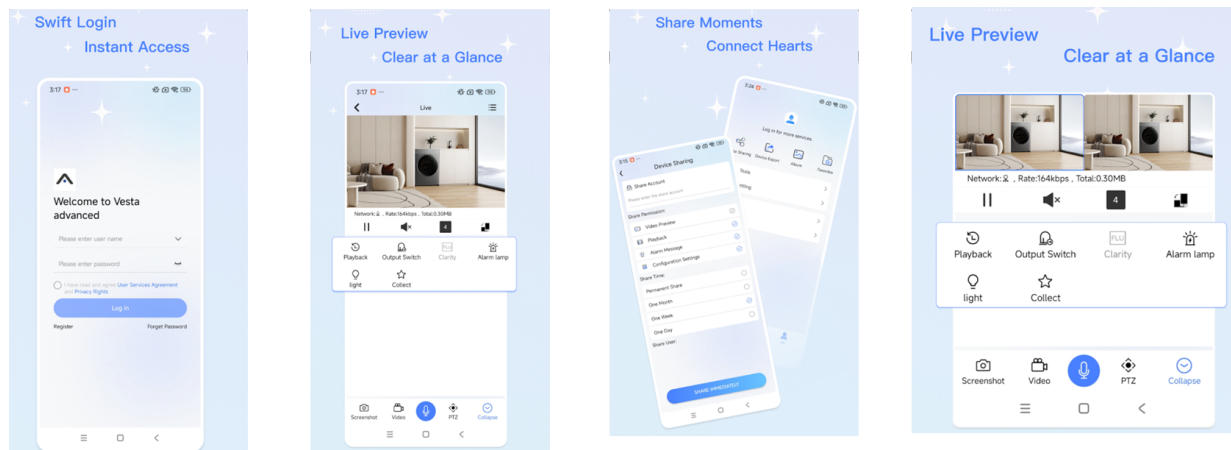
Vesta Advanced: share camera access without sharing passwords

For a system owner authorised to share the device. Menu names were read from Vesta's original app illustration.

1. Open Device Sharing in VESTA Advanced. Select the device you have agreed to share.

A dedicated image of this step has not been verified.

2. Under Share Account, verify the recipient account. Under Share Permission, select only the required permissions, such as Video Preview or Playback.



Original illustration. Menus and appearance may vary by version. Open the source for more detail.

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

3. Check Share Time. Choose a duration matching the agreement and verify the recipient and permissions before Share Immediately.

A dedicated image of this step has not been verified.

4. Ask the recipient to open the shared camera and check the agreed functions. If access is missing, check account, duration and permissions.

A dedicated image of this step has not been verified.

What you should be able to confirm

The recipient has the agreed access without knowing the owner's password.

Still not resolved?

If the menus differ from the illustration, consult the app video and give support the app version. Do not grant configuration permission merely to solve a viewing issue.

Original sources for this task

[Vesta GitBook: standalone VESTA Advanced - app setup and videos](#)

[VESTA Advanced_APP_en.mp4 - original app walkthrough](#)

DMSS: access was shared but I cannot see the camera

For recipients of shared camera access. Installing the app is not the same as having a registered account with access.

Experience behind this guide

Lesson from a previous customer exchange: the account was created and sharing performed. The recipient's final check was not documented in the reviewed thread, so it is a separate step here.

1. Register a DMSS account and sign in. Check which account is actually signed in.

Create account	Sign in
----------------	---------

Simplified flow diagram for this step - not a screenshot.

2. Give the system owner the registered account email through the agreed channel. Do not send your password.

Signed-in account	Same recipient at owner
-------------------	-------------------------

Simplified flow diagram for this step - not a screenshot.

3. The system owner shares the correct device and only the agreed camera channels and permissions. Use the sharing procedure in the original source below.

Owner	Device and channels	Permissions
-------	---------------------	-------------

Simplified flow diagram for this step - not a screenshot.

4. Open the device list on the recipient's phone. Check one agreed camera and try playback if recording access is included.

Recipient's phone	Live video	Agreed playback access
-------------------	------------	------------------------

Simplified flow diagram for this step - not a screenshot.

5. If access is still missing, compare the recipient account and shared permissions with the owner. When staff or board members change, the owner must remove previous access.

Access missing?	Check account and permissions
-----------------	-------------------------------

Simplified flow diagram for this step - not a screenshot.

What you should be able to confirm

The recipient confirms that the correct camera and agreed functions work. A message saying access was shared is not itself a functional test.

Still not resolved?

Ask the owner to check sharing. Do not delete the device or share administrator passwords to work around the problem.

Original sources for this task

[DahuaWiki: share cameras and select permissions](#)

[DahuaWiki: live view - steps, images and videos](#)

Camera shows the person but no alarm is received

For Dahua systems with working live video. This identifies where an event stops; it is not a model-specific AI configuration procedure.

Experience behind this guide

Lesson from a previous case: speaker operation was confirmed restored while person detection still failed. The speaker fault and repair method were not documented. Detection adjustments were attempted but not confirmed as a solution.

1. Arrange a test with the system manager and monitoring station if applicable. Note the camera, time and expected event.

Arrange test	Camera + time
--------------	---------------

Simplified flow diagram for this step - not a screenshot.

2. Check live video. See whether the person is visible in the agreed area or obscured by cars or other obstacles. Seeing a person does not prove the camera classified an event.

Person in view	Event registered?
----------------	-------------------

Simplified flow diagram for this step - not a screenshot.

3. Ask the installer whether the same test appears in the camera or recorder event log. If not, the detection area, distance, camera angle and settings for the specific model need checking.

No event	Check detection
----------	-----------------

Simplified flow diagram for this step - not a screenshot.

4. If the event is logged but absent on the phone, follow the DMSS notification guide. If absent at the monitoring station, ask the system manager to check alarm transmission separately.

Event in log	Phone alert / monitoring station
--------------	----------------------------------

Simplified flow diagram for this step - not a screenshot.

5. Repeat the agreed test after the change. Confirm both the recorded event and receipt by the agreed recipients. Test audio/speakers separately if included in the system.

Repeat test	Confirm receipt
-------------	-----------------

Simplified flow diagram for this step - not a screenshot.

What you should be able to confirm

You know whether the fault occurs before event recording, in phone notifications or in transmission. A working speaker or live image does not verify the whole alarm chain.

Still not resolved?

For insufficient coverage, the installer must assess placement or an additional camera. Do not mark the case resolved until the agreed function has been tested.

Original sources for this task

[DahuaWiki: live view - steps, images and videos](#)

[DahuaWiki: notifications - subscriptions, channels and phone permissions](#)

Ajax KeyPad: find the manual for the correct keypad

For KeyPad. KeyPad Plus and other models have separate manuals; identify the device first.

Experience behind this guide

A previous Teams question highlighted the need to find the correct keypad manual from the device. The User Guide option is also documented in the manufacturer's KeyPad manual.

1. Open the correct system in the Ajax app and find the keypad in the device list. Check the model name before using a code or battery guide.

Correct system	KeyPad
----------------	--------

Simplified flow diagram for this step - not a screenshot.

2. Open the device settings if you have access. The KeyPad manual lists User Guide as the link to its user manual.

KeyPad	Settings
--------	----------

Simplified flow diagram for this step - not a screenshot.

3. Select User Guide. If the option or permission is unavailable, open the direct KeyPad source below or ask the system manager for help.

User Guide	Original manual
------------	-----------------

Simplified flow diagram for this step - not a screenshot.

4. Check that the manual model and task match your keypad. Use the section for the relevant function; do not select Delete Device as troubleshooting.

Model	Correct section
-------	-----------------

Simplified flow diagram for this step - not a screenshot.

What you should be able to confirm

You have opened the manual matching the keypad and can follow the correct section.

Still not resolved?

If the screen and manual differ, note the model and app version and ask the system manager to clarify.

Original sources for this task

[Ajax: KeyPad manual - User Guide in device settings](#)