



How to Troubleshoot If a Uniview Camera Has Strobe Problem?

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Product:	IPC	Date	004/08/2025

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Description

Note: This method is applicable to most scenarios. If the method cannot solve your problem, it is recommended to consult our Tech Support Team.

https://global.uniview.com/Support/Service_Hotline/

Background Knowledge

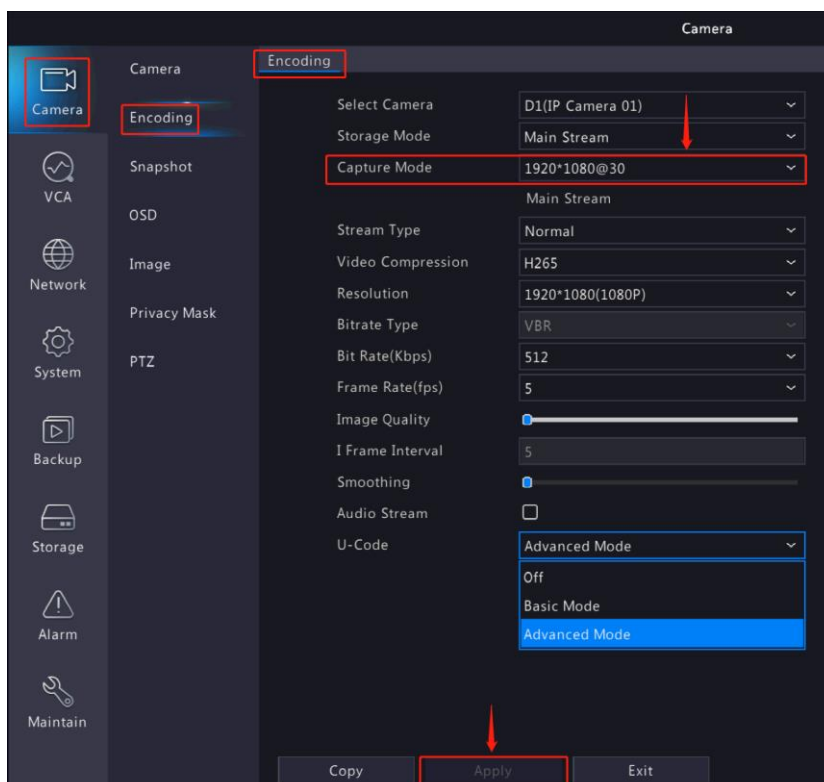
Stroboscopic is caused by the frequency difference between lens and ambient light, especially when the indoor light is on during daytime, which makes the camera fail to adjust its exposure mode automatically.



Operating Steps

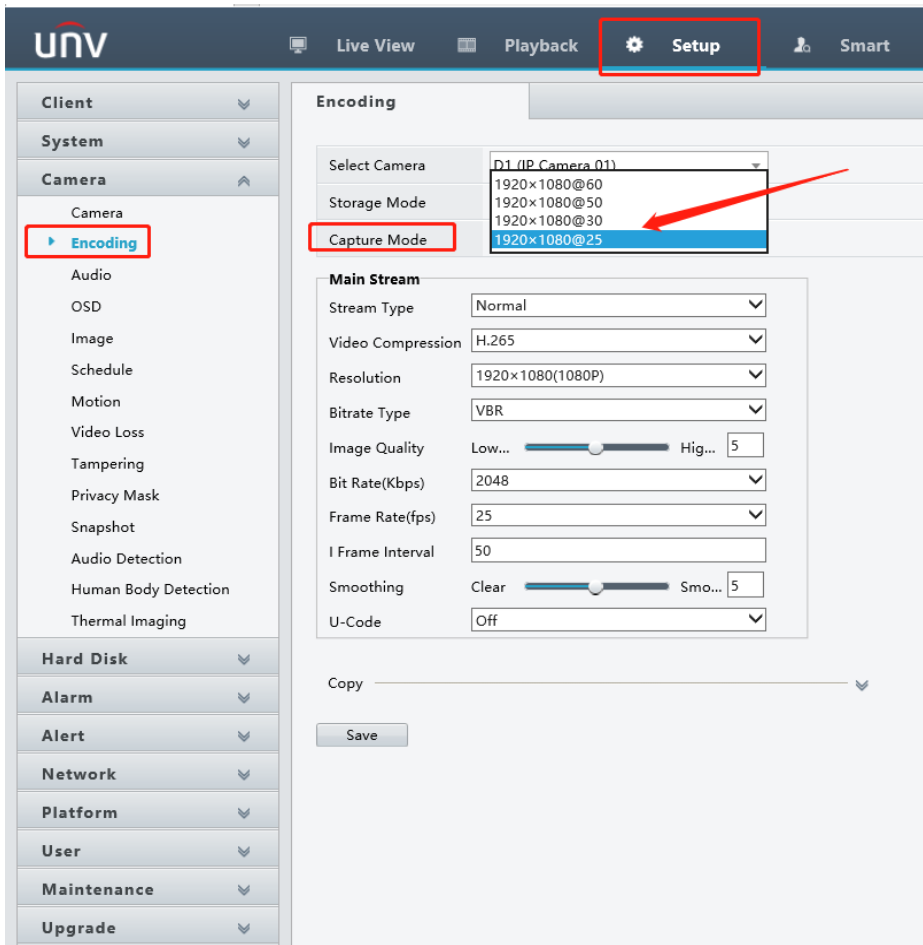
Step 1 In some cases, this issue can be easily fixed by changing the capture mode of your camera on the NVR. You can test by changing the capture mode to resolutions with frame rate @20/@25/ @30.

Here is the GUI path:

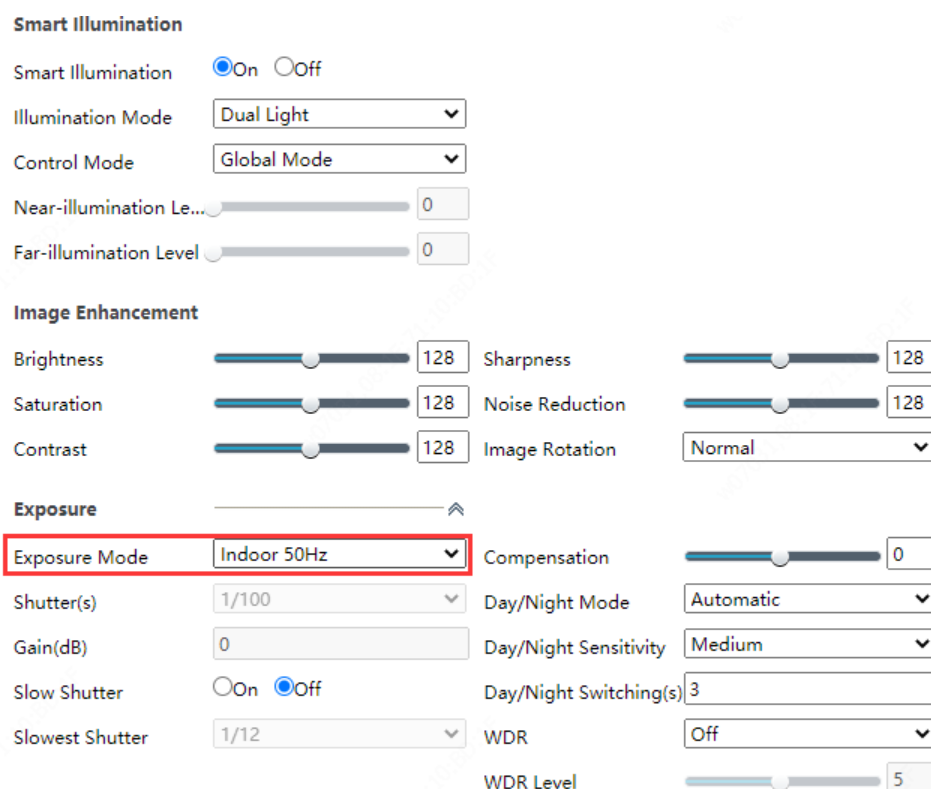


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Here is the Web UI path:



Step 2 If the issue still persists, please try to change the **Exposure Mode** to Indoor 50hz or Indoor 60hz.



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Step 3 If steps above do not help, please try to change the **Shutter** manually to 1/120. If the image is too bright after setting **Shutter** to **1/120**, please try to lower the **Compensation**.

The screenshot shows the 'Exposure' settings menu. The 'Exposure Mode' is set to 'Custom'. The 'Shutter(s)' is set to '1/120'. The 'Compensation' slider is set to '-50'. Other settings visible include 'Gain(dB)' at 0, 'Slow Shutter' set to 'Off', 'Slowest Shutter' at 1/12, 'Day/Night Mode' at 'Automatic', 'Day/Night Sensitivity' at 'Medium', 'Day/Night Switching(s)' at 3, 'WDR' set to 'Off', and 'WDR Level' at 5.

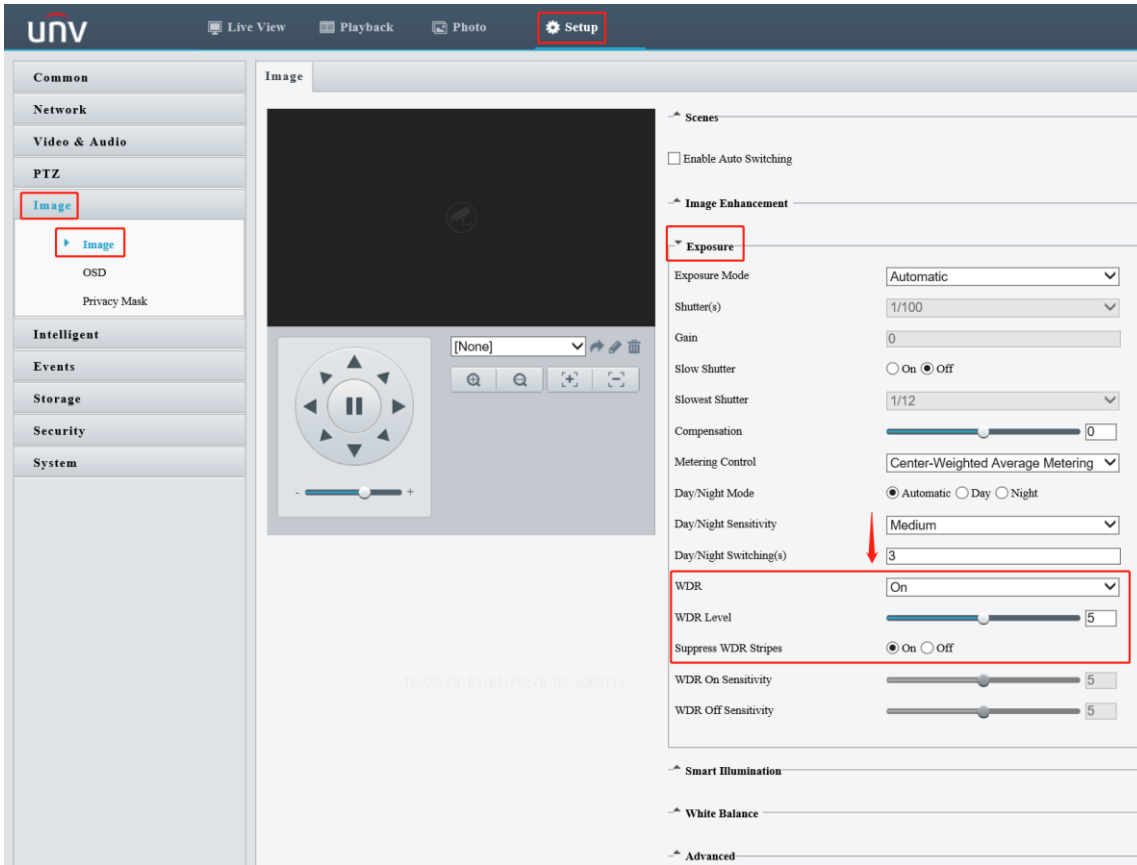
Step 4 If steps above do not help, please set the Exposure mode to Indoor 50HZ or Indoor 60HZ, and then adjust the strength of **Linear Stripe Suppression** and see how it works. This step can be skipped if there is no such option in the settings.

The screenshot shows the 'Image' settings menu. The 'Exposure Mode' is set to 'Indoor 60Hz'. The 'Linear Stripe Suppression' slider is set to '9'. Other settings visible include 'Smart Illumination' set to 'On', 'Illumination Mode' at 'Dual Light', 'Control Mode' at 'Global Mode', 'Near-illumination Level' at 0, 'Far-illumination Level' at 0, 'Image Enhancement' settings (Brightness, Saturation, Contrast, Sharpness, Noise Reduction, Image Rotation), 'Exposure' settings (Shutter(s) at 1/50, Gain(dB) at 0, Slow Shutter at 'Off', Slowest Shutter at 1/6), 'Compensation' at 0, 'Day/Night Mode' at 'Automatic', 'Day/Night Sensitivity' at 'Medium', 'Day/Night Switching(s)' at 3, 'WDR' set to 'Off', 'WDR Level' at 5, 'Metering Control' at 'Evaluative Metering(BLC)', 'White Balance', and 'Advanced' settings.

Step 5 However, this image parameter is not a 'one for all' solution, as it may be inappropriate for scenes without this issue. Therefore, **Auto switching** needs to be enabled on the camera.

Note: Sometimes enabling WDR would also cause the strobe problem. For some scenes, WDR must be used. Lowering the WDR level and turning on Suppress WDR Stripes could optimize it.

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The screenshot displays the UNV camera web interface. On the left, a sidebar menu lists various settings categories: Common, Network, Video & Audio, PTZ, Image, OSD, Privacy Mask, Intelligent, Events, Storage, Security, and System. The 'Image' category is selected and highlighted with a red box. Within the 'Image' category, the 'Image' sub-option is also highlighted with a red box. The main content area shows the 'Image' settings page. At the top, there's a 'Scenes' section with an 'Enable Auto Switching' checkbox. Below this is the 'Image Enhancement' section, which is expanded. The 'Exposure' sub-section is highlighted with a red box. It contains several settings: Exposure Mode (Automatic), Shutter(s) (1/100), Gain (0), Slow Shutter (On/Off), Slowest Shutter (1/12), Compensation (0), Metering Control (Center-Weighted Average Metering), Day/Night Mode (Automatic), Day/Night Sensitivity (Medium), and Day/Night Switching(s) (3). A red arrow points to the 'Day/Night Switching(s)' setting. Below these are the WDR settings, which are also highlighted with a red box: WDR (On), WDR Level (5), Suppress WDR Stripes (On), WDR On Sensitivity (5), and WDR Off Sensitivity (5). The bottom of the interface shows sections for Smart Illumination, White Balance, and Advanced settings.