

Night-time false alert checklist

Physical checks first, settings last — in the order worth running them

If alerts spike after dusk and stop at sunrise, the model is usually fine and something physical in front of the lens changed. Work down this list per camera and record what you found. Most sites resolve it before reaching the settings section.

Before you change anything

- ☐ Plot alerts by hour for the last 7 days. Sharp rise at dusk and fall at sunrise points at the illuminator; clusters through the night point at traffic; worse on wet nights points at weather.
- ☐ Open five or six of the actual clips at full resolution. Do not work from thumbnails — the cause is usually visible directly.
- ☐ Note which cameras are affected. If it is one camera, it is that camera's scene, not the configuration.

Physical checks, in order

- ☐ Insects and spider webs at the housing and glass. Webs lit from behind by the illuminator are the single most common cause. Clean, then re-check in a week — they come back.
- ☐ Illuminator co-located with the lens. If it can be moved 2–3m away, do it. This one change resolves more overnight alerting than any software setting.
- ☐ Retroreflective surfaces in frame: signs, hi-vis on a rack, plates, reflective tape, wet painted lines. Re-aim slightly or mask the region.
- ☐ Exposure hunting. Watch a clip for pulsing brightness — usually a bright source at the edge of frame. Lock the night exposure profile or move the source out of frame.
- ☐ Day/night switch oscillating at dusk and dawn. Widen the switching hysteresis or set a fixed schedule instead of a light-level trigger.
- ☐ Weather shielding. A hood keeps rain and snow out of the near field where the illuminator lights it brightest. Angle the camera slightly downward to reduce lit airspace in frame.
- ☐ Lens cleanliness. Dust, salt, agricultural spray. Degrades gradually enough that nobody notices until it is bad.

Only after the scene is clean — settings

- ☐ Minimum object size: raise it until an adult at the far edge of the area you care about still triggers, and nothing smaller does.
- ☐ Dwell time before alerting: require the object to persist and move coherently rather than firing on a single frame difference.
- ☐ Detection zones: exclude the sky, the road, the pavement, and everything beyond the property line.

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- ☐ Do NOT simply reduce sensitivity across the board. It improves the alert count and quietly removes the detections you wanted.

If nothing above changes it

Capture one representative night. For each misfire, record the timestamp, what fired, and what it should have said instead. A specific list of twenty misfires with timestamps is the difference between a support ticket that gets resolved and one that gets a settings suggestion.

Second opinion on a set of clips: www.vuepointsecure.com/contact — it does not need to be our hardware.