If the pan or tilt stages of a MIC series camera is physically moved while camera is in an unpowered state, it may exhibit a jerky response or even enter a locked-up condition as a result of backdriving the internal motors.

This is not an indication of a quality or reliability issue with the specific camera.

1.0 Issue

The motor/gearhead combinations used in the MIC cameras were designed to provide smooth pan/tilt movement of the camera during powered operation. The gearheads were not specifically designed to be manually “back driven” under any circumstance.

Although it might be possible on some unpowered units, there is no guarantee that “back-driving” is possible on all units. Some units may even enter a “locked-up” mechanical state.

On units that become “locked-up”, it is important to avoid overpowering the unit, since excessive force may cause permanent damage to the camera.

The “locked-up” state does not harm the MIC. It will return to normal operating conditions once it is powered up.

2.0 Resolution

If an attempt to back-drive a unit results in a “locked-up” condition, first apply power to the camera. Next, using either the web interface (on IP cameras), joystick, or other controlling hardware/software, operate the pan/tilt controls of camera in the normal way.