
QA: Frequently asked questions

1. Can't add the device?

- A. Please make sure the camera has been reset. Press the Reset button until hear the prompt tone
- B. Only support 2.4GHZ Wi-Fi, if your Wi-Fi router is 5GHZ, please switch to 2.4/5GHZ dual mode.
- C. Please turn on the GPS service before adding the device on the Android mobile phone . After installation is complete, you will be asked to turn on GPS service when you use the app at the first time, if you choose not to turn on the GPS service, please uninstall and reinstall the app again
- D. Please confirm the camera wasn't binding by the other account.

There are four voice prompts in the progress

- (1) "Please configure camera by scanning code or AP hot spot"
 - (2) Select your Wi-Fi and login with your password, after the device makes a noise like "beep" you will hear this "Please wait for Wi-Fi connecting".
 - (3) "Please wait for internet connecting" after getting the Internet ip address.
 - (4) "Internet connected welcome to use cloud camera"
- A. If you can't go to the second step, please check your Wi-Fi channel is not hidden, and the Wi-Fi router can't be so far from the camera. If this way doesn't work, please scan the QR code to add the camera.
 - B. If you can't go to the third step, please reduce the number of the Wi-Fi users, and delete the special characters of your Wi-Fi password.
 - C. If you can't go to the forth step, please try again, if it still doesn't work, please contact the seller.

2. Why does it have an interval while the video is recording to the TF card

The size of the video file is limited. Once the video size close to the critical value, the video file will be created and the next video will continue to be recorded, there is a interval but so short.

3. The TF card can't be identified?

Please check the TF card if it meets the quality requirements, when the Wi-Fi signal is not good, it also can't be identified.

4. The video recording timeline is blank after the cloud service expired.

The video can't be replayed after cloud service expired, if there is no TF card in the camera, the video can't be recorded.

If the TF card is always working, but the video files disappeared, please check the Check TF card state, if it is normal in the App but no video has been recorded, please format the TF card. If it still doesn't work, please get a new TF card and try again.

5. Why I can't get the notifications on my phone?

Make sure the App get the message pushing rights

Otherwise, when you are watching the real-time video in the App, there is no warning notifications, because it's unnecessary to send notifications when you are watching the video online.

Advanced message push system, the warning notifications won't be pushed to your phone all the time but it will record all the messages and videos.

6. Camera disconnect?

Please check the power and the Internet then restart the camera. If this way doesn't work please remove the camera and add it again in the App.

7. Circle in the video, video runs slowly?

Circle in the video means it's still under loading, please check your network environment.

8. How do the other people watch the video?

Share the App account with the other people.

9. How many people can use the account simultaneously.

There is no theoretical limit.

10. Why adding camera to another account would fail??

One camera versus one account, if the other account needs to add the camera, please remove the camera in the previous account first

11. How can I get my camera connected to the other Wi-Fi.

Two ways:

A: When you need to change to another Wi-Fi without moving the place.

Parameter setting >> Wi-Fi Network >> select the Wi-Fi

B: When the camera is moved to another place, please start the camera, you will see the "Device disconnected" on the main page, and then click "TROUBLESHOOT" to connect to the Wi-Fi again.