

FAQ

Q: How to use the windows system to view the content of the 264 file of the SD card?

>Consult the technical consultant on the app or the customer service mailbox in the product package, we will send **H264 To AVI Converter** and convert the file format according to the prompt of the file to view the video content.

Q: How to view and download the contents of SD card using mac system?

>Consult the technical consultant on the app or the customer service email in the product package, we will send a software package, install and connect the software according to the software package to view the video content.

Q: If my network is not good and I don't want to view it remotely through my phone, I just want to record video, what should I do?

> If the device is not connected to the Internet, you will not be able to view it in real time on the phone, but you can view the recorded content through the SD card. The specific operations are as follows Reset the device-> Refer to the steps for connecting the mobile phone to the device->Settings->Record Setting->Full Time

FAQ

Q: Should I have to plugged the USB power all the time?

> Yes, because there is no battery, please plug in the power all the time.

Q: How many users can watch the video the same time?

> 5 persons maximum.

Q: Whether device supports ONVIF?

> Yes, it is standard.

Q: How many cameras does the App holds at the same time?

> To make sure the App works well please do not connect over 10 cameras.

Q: Can I record the live video into my phone?

> Yes, the manually record will saved into your phone. But the auto record will saved into the SD card.

Q: Whether device supports SD video recording?

> Yes, up to 64G Micro-SD card.

Q: How long does my SD card can record ?

> If your camera is running Full Time recording, one 32G SD card can record about 4 days. If the SD card is no space for new video, it will erase the oldest video to save the newest.

FAQ

Q: What is the format of the video recording on the Micro-SD card?

> AVI, H.264 and most of the main media player format.

Q: How to use smart phone to watch the SD card recording?

> Press the APP, press the local recording-> "SD", then you can watch the video recording.

Q: Can I turn off the Night Vision?

> Yes, Open App--Enter the view screen--click the Gear icon --Click the Infrared Light setting--Select OFF.

Q: Why system prompt that wireless charger camera is offline after added?

> Please click software "reconnect" or check whether the wireless charger camera power supply and the network connection is OK.

Q: Why stuck and time-lag situation happens sometimes when watching the video?

> Please check your network connection or set up video quality to "low" pattern under advanced setting.

FAQ

Q: What can I do if I forgot the wireless charger camera password?

> Press [RST/SET] button on the unit and hold 5 seconds at least, the device will be reset to the factory default setting in about 40 seconds.

Note: During this process, the mobile phone will always be connected to the hotspot issued by the device, and it is in a state of no network. After the configuration is completed, you can directly disconnect the hotspot of the device, and the device will keep recording.

For more questions, please open App and click "FAQ"



- 1 Open the App, then click "☰"
- 2 Click "FAQ" enter FAQ

About the User Manual:

The user manual is used as a guide.

The photos, graphic, charts and illustrations provided in the user Manual are only used to explain and interpretation, which may be different from specific products, please refer to the real object.

The user manual maybe updated because of the products version upgrade or other requirements, if you need the latest version of the user manual, please contact customer service for the latest version of the user manual.