

Wireless Smart Clock Camera FAQ

1. How to configure the WIFI when first time to use it?

A: Connect the device to power adapter, wait 40 seconds then click the “+” button, then “First Add” on the IoT Living Application and follow the on screen prompts to add the device.

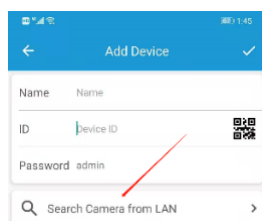
Note: If your smartphone has already added this device, please delete it.

2. How to solve failed Wi-Fi configuration?

- ① Make sure that the distance between the wi-fi router and the camera should be within 16 feet (5 meters).
- ② The volume of your mobile phone is adjusted to the maximum level.
- ③ Our device only supports **2.4Ghz network**, you can turn off the 5Ghz network if you use the dual router (Please contact internet provider to assist with this)
- ④ Please use the provided adapter to power the device.
- ⑤ Reset the device and router again and reconfigure the device with IoT living Application.

3. How to solve continuous Wi-Fi configuration failure?

Please check whether the red LED light keeps on. If it is, please open the IoT living APP, choose “Manual Add”, and click “search camera from LAN” to add the device. (Below picture is for reference)



4. How to solve configuration failure caused by 5Ghz Wi-Fi router?

Please connect your mobile phone to the router in 2.4Ghz network before configuration of the camera or consult the internet provider to connect to 2.4G mode

5. How to solve video freeze?

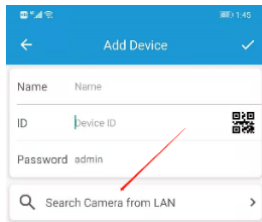
A: Power off the device, your internet modem and phone, and then restart the IoT living application.

B: Keep the device and the router within 5 meters and try again.

C: Please switch HD mode to LD mode through IoT Living APP.

6. How to connect when QR code/ UID lost?

If the device is already configured with a modem, please search camera from LAN to add the device. (Below picture is for reference)



7. How to watch SD card files on the computer?

A: For Window system, use PotPlayer player. For MAC, Use QuickTime Player

8 . Why the video quality is not clear?

Please switch LD to HD mode via the IoT Living APP when the camera is live.

8. How to changer the camera password?

The default password of the device: admin. Change to any password from 8-16 characters.

9. How long does it take to fully charge the mobile phone battery?

It is about 4 hours roughly, but the actual charging time may varies depending on the phone battery capacity.

10. How to correct the clock time and week?

A: Press **【Mode】** to enter the clock setting, the hours LED flash, press **【Up】** and **【Down】** to set the hour.

B: Then press the **【Mode】** again, the minutes LED flash, press **【Up】** and **【Down】** to set the minute.

C: After finish the time setting, press the **【Mode】** again, the week LED flash, press **【Up】** and **【Down】** to set the week.

D: Finally, press **【Mode】** , the time and week setting finish.

11. How to change the LED brightness?

Long press **【Up】** for 5 seconds until you hear a second beep noise, the brightness adjustment finish. There are Low, medium, and High brightness levels for you to select. (Default brightness is low)

12. How to reset the clock?

Press **【Reset】** until you hear a beep noise, the clock is restored to factory default setting

13. How to turn on/off the LED screen?

Press **【Mode】** until you hear a beep noise, the screen turn off. You can Press any button to turn back on the screen.