

Q: What if the camera time is different from the time displayed on the phone?

A: When the camera is bound to the phone, the camera automatically obtains the region and time zone of the phone. In normal cases, the time should be the same as that of the phone. If the displayed time is different, you can try the following methods to fix it.

- (1) Click "Upgrade Drive" on the "Setting" interface of the camera to upgrade the firmware of the latest version.
- (2) Enter Camera Settings -- Camera Settings -- Device Timezone. Select the correct Timezone.
- (3) "Me" ——"region", Then enter the camera" Setting "-- "Delete The Device ", bind The device again, and check whether it is restored.

Q: How to ensure the security of 360 smart camera?

A:

- (1) HTTPS is used for two-way authentication interaction between 360 smart cameras, mobile phone APP and server to ensure user identity authentication (user identity will not be hijacked).
- (2) The video data stream is transmitted using private encryption protocol to ensure the security of data stream transmission (even if it is obtained by hackers, only some encrypted data will be obtained).
- (3) The video data stream is transmitted using private encryption protocol to ensure the security of data stream transmission (even if it is obtained by hackers, only some encrypted data will be obtained).
- (4) User identity authentication and video stream transmission authentication separation, two-factor security authentication.
- (5) 360 security team has accumulated many years of security experience, bring you financial level privacy protection.

Q: What should I do when I install the camera and find the picture is upside down?

A: You can adjust The Camera image in Camera Setting -- Camera Settings -- Rotate The sence.

Q: What if the camera screen color becomes black and white?

A: You can select "Automatic" in "Camera Settings" -- "Camera Settings" -- "Night vision" pages to display color images in the daytime environment and black and white images in the Night environment. You can also select Off, it may be difficult to see the picture in the night environment; Or select "Always On" to display black and white images, day and night.

Q: How do I turn off sound in live video?

A: You can click the Mute button on the live screen page to turn off the sound. This operation does not turn off the sound of the recorded video. The video you recorded still has sound. If you want to record a video that does not contain audio, you can turn on "Silent Recording" in "Camera Settings".

Q: How to record video without sound?

A: If you want to record a video that does not contain audio, you can turn on "Silent Recording" in "Camera Settings".

Q: No event records and videos in my Events page?

A:

- (1) You need to confirm whether the camera is online -- the blue light of the camera is on, and you can view the real-time picture;
- (2) You can turn on the "Events" switch in the camera "Setting" and confirm that your "Events period" is within the required range. The camera will detect and record the video only within this period.

Q: My Events page has Events and videos, but I can't get notifications?

A:

- (1) You need to turn on the "Alert" switch in the camera "Setting" -- "Events";
- (2) In the app home TAB -- "Me" -- "Setting" -- "Message Settings", make sure that DND is not enabled;
- (3) You need to enable mobile notification permission for Botslab app;

Q: How can I share my device with family or friends?

A: You can share the Device with others in camera "Setting" -- "Device Sharing", up to 5 people can be shared. Level i : Live view only; Level ii : View events and basic controls; Level iii : Receive message and full control, the shared cannot unbind the host device;

Q: Does the camera have to be connected to the Internet for recording?

A: The "Events" function and the "Cloud recording" function only detect and record when they are connected to the network; When the TF card is inserted, the camera can record the card normally only after it is connected to the network successfully for the first time. After the network is connected, the camera can record the card again after the network is disconnected. However, if the power is off, the camera can record the video only after it is connected the network again.

Q: Why does the phone howl when the video is opened in the same environment as the camera?

A: This is because the camera microphone will replay the sound of the mobile phone speaker repeatedly picked up to form a positive feedback, the same frequency of the sound signal will cause amplification circuit feedback, produce loud, this is a normal electroacoustic phenomenon. Because the actual use scenario of this product is remote view, the phone and camera are not in the same environment, then this noise will not appear. If used in the same environment, it is recommended to mute the phone or lower the volume to avoid the noise.

Q: What if there is no sound in the camera intercom?

A:

- (1) If the mobile phone permission setting fails, the peer party may not be able to hear your voice. You are advised to open the APP to obtain the mobile phone microphone permission, or reinstall the APP to authorize the microphone permission.
- (2) The mobile phone permission Settings are normal, but the Camera cannot emit sound. You can adjust the Volume in Camera Settings.

Q: What are the network bandwidth requirements for 360 smart cameras?

A: The AC1C Pro does not support 5G networks.

Q: Does the memory card stop recording when it is full?

A: It won't stop recording; The 360 camera memory card recording function supports cyclic recording. When the memory card is full, the camera will automatically delete the oldest video file and write a new one.

Q: App prompts "No SD card" when inserting memory card?

A:

- (1) Insert the Memory card again, hear "ding~dong" prompt tone; re-enter or exit the App.
- (2) Insert and remove the camera power supply and restart the camera.

Q: What are the requirements for memory cards?

A: AC1C Pro is compatible with most genuine high-quality memory cards, supporting memory card size from 4 to 128G, TF card read and write speed Class 6, Class 10, UHS-1, UHS-3.

Q: Can I turn off memory card recording?

A: When the camera is connected to the Internet, insert the memory card to start continuous recording, it cannot be closed in use, if you do not want to use the memory card recording, you need to remove the memory card.

Q: Can I delete the card video?

A: Card video deletion is not supported for now (AC1P support) , but supports memory card formatting. Formatting will clear all contents on the memory card. Please use with caution. You can use the computer to delete the contents of the memory card, currently do not support to view the contents of the memory card on the computer; To ensure user privacy and security, we use private format to store videos. If you need to view videos on your computer, you can use our tools to convert and view them.

Q: How to view card video?

A: In order to ensure the privacy of users, we use private format to store videos. You can click the memory card logo in the upper right corner of the "Replay" page of the

camera in the App to go to the card record video page to view. If you need to view the video on your computer, you can use our tool to convert and view it

Q: When does cloud recording start?

A: The cloud video recording function is a paid service of the camera. 360 camera gives users 36 hours of free small video service with a duration of 10 seconds. If you need more time, you need to buy it before using it. The cloud recording function will be automatically enabled after purchase.

Q: What conditions may cause incomplete or no video recording?

A:

(1) Before the abnormal dynamic occurs, the memory card has been damaged, resulting in the card recording cannot be carried out (for carrol only);

(2) The cloud video cannot be uploaded due to network disconnection or poor network during abnormal dynamic occurrence (for cloud recording only);

(3) The camera is cut off due to unstable power supply for objective reasons, and the machine cannot work normally;

(4) The camera is powered off due to human reasons. For example, the machine cannot work normally when the power is cut off manually;

(5) Before abnormal dynamic occurs, the camera is damaged due to improper use, resulting in the machine cannot work normally;

(6) During the occurrence of abnormal dynamics, the perpetrator will damage the camera or power off, resulting in the machine cannot work normally;

(7) During the occurrence of abnormal dynamics, the perpetrator does not appear within the shooting range of the camera, and the content of the presence of the perpetrator is not captured.

Q: The camera can be viewed when the phone is connected to wifi, but not when using the phone's Wi-Fi hotspot?

A:

(1) Please confirm whether the rate limit is set on the mobile phone.

(2) Please provide trial area and operator information, and then submit feedback and

upload logs.