User Manual

Lumi Cam A31C



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1. Download Blurams App







2. Find us

Tel: +1 (855) 917 4591

(Mon – Fri 08:00 AM – 05:00 PM Pacific Time)

Support Email: support@blurams.com

Blurams Forum

Blurams Facebook

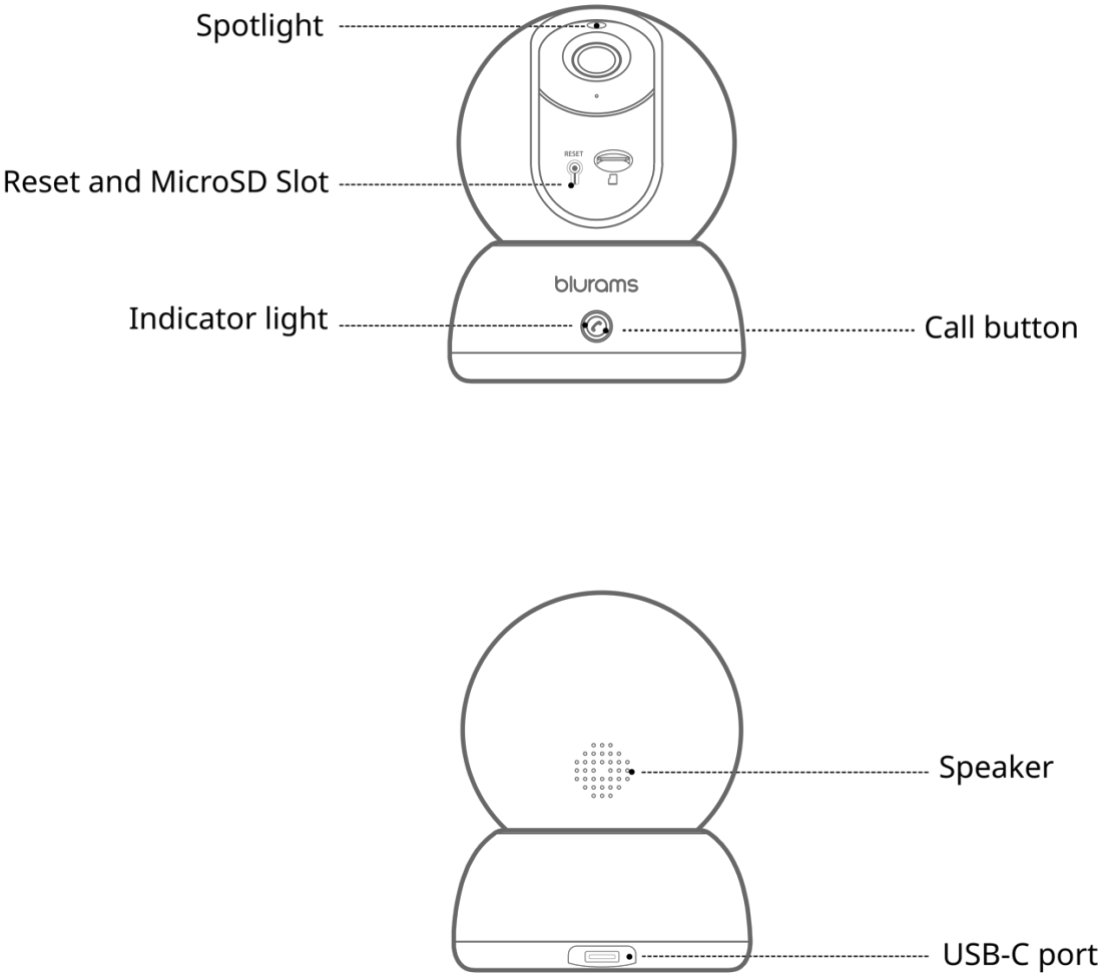
Blurams Instagram

Blurams TikTok

Blurams YouTube

3. Camera Introduction

Get to Know Your Camera



4. Installation and Connection

4.1 Enabling Access for blurams App

To ensure a smooth setup and connection, please grant the necessary permissions for the blurams app by following these steps:

1. Open **"Settings"** on your phone.

2. Navigate to **"Apps"** (or App Management).

3. Find and select **"Blurams"** from the app list.

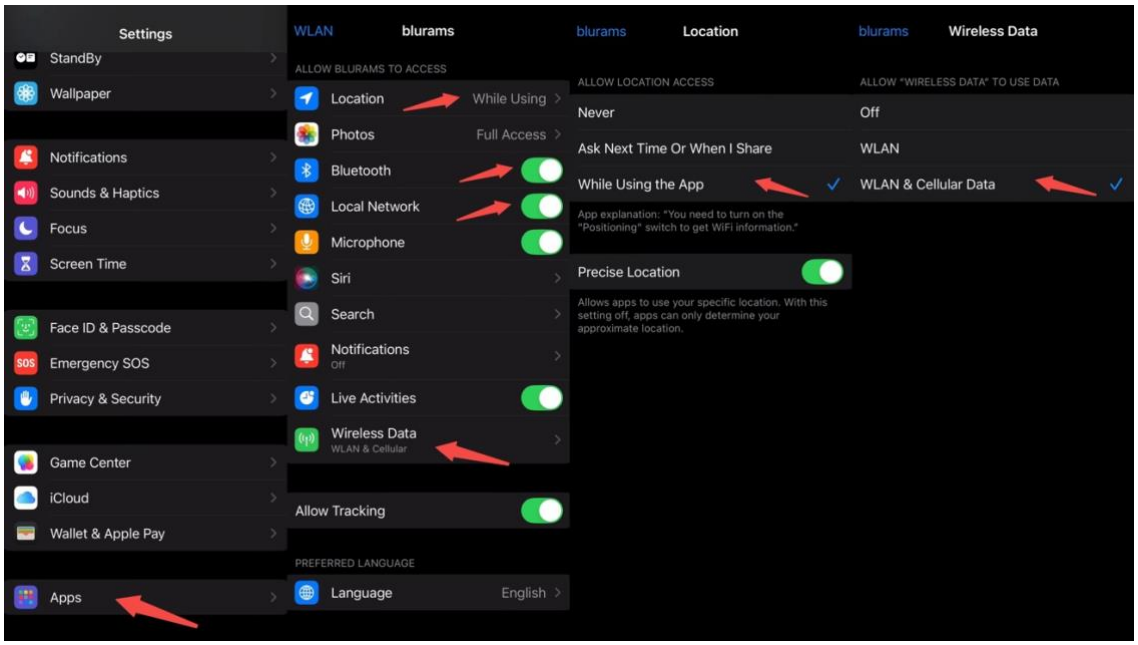
4. Enable the following permissions:

- Bluetooth: Required for device pairing.
- Local Network: Ensures stable communication with your Blurams device.
- Location: Helps detect and connect to your device properly.

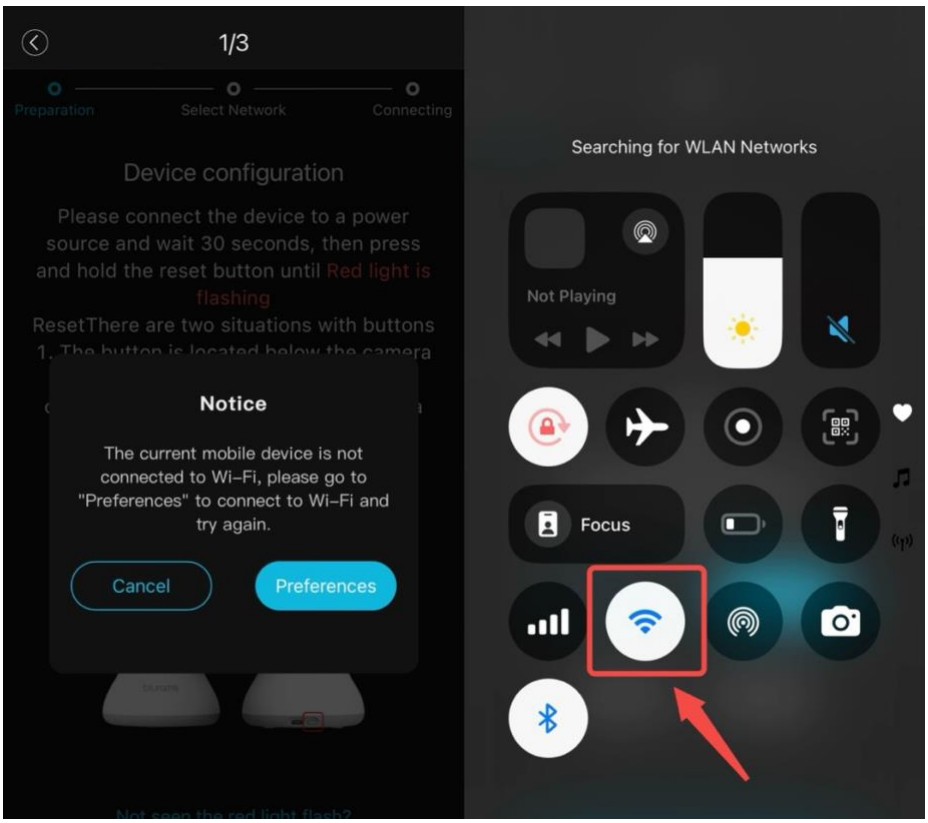
5. Connect the phone to Wi-Fi.

Please follow the steps below to enable access:

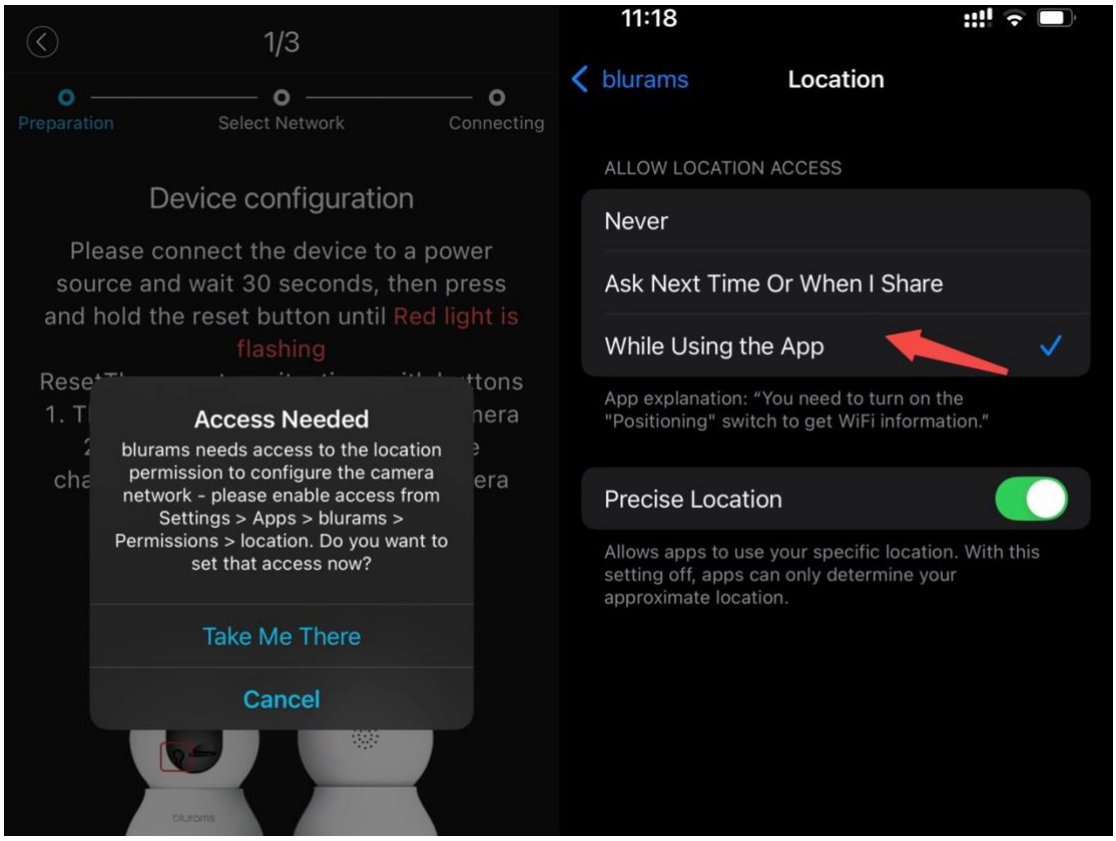
- For iOS:



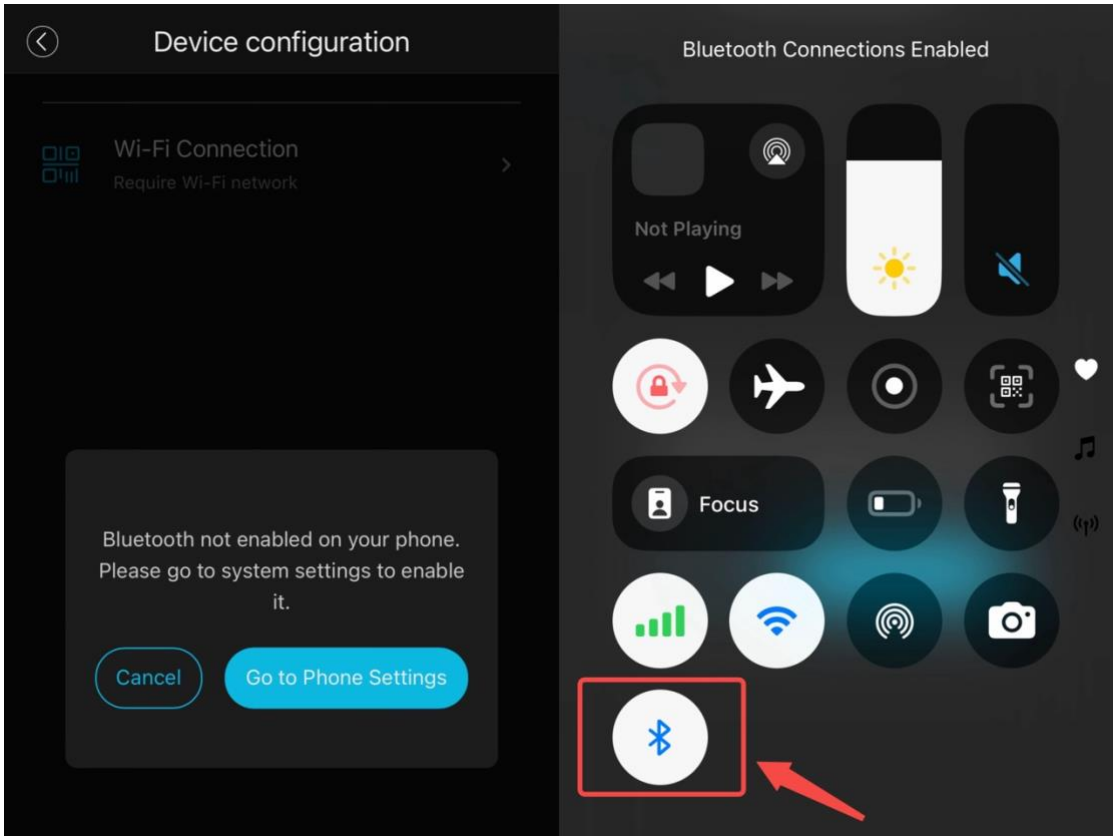
Wi-Fi



Location

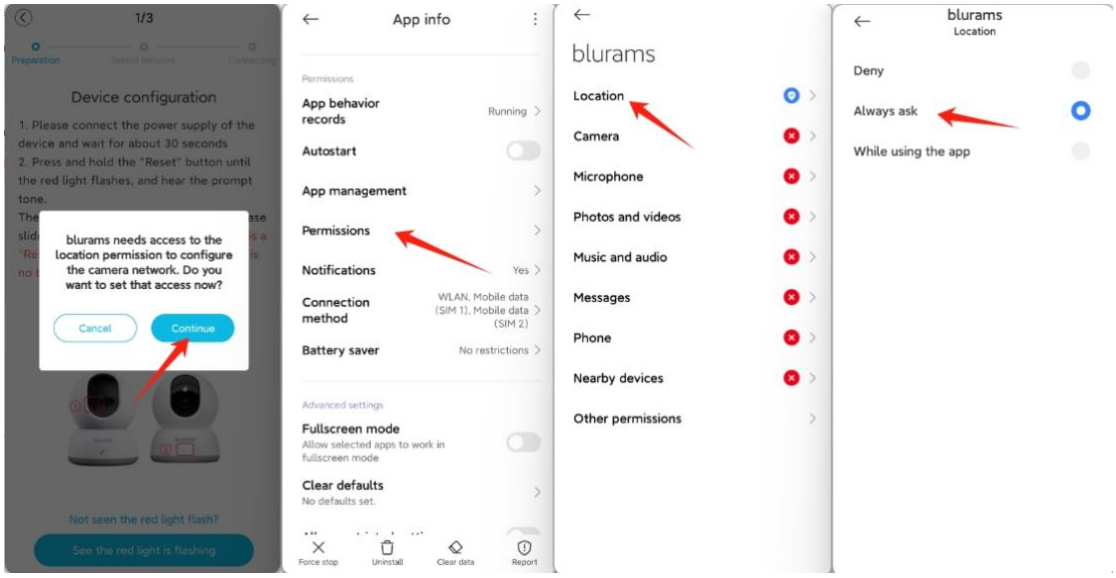


Bluetooth

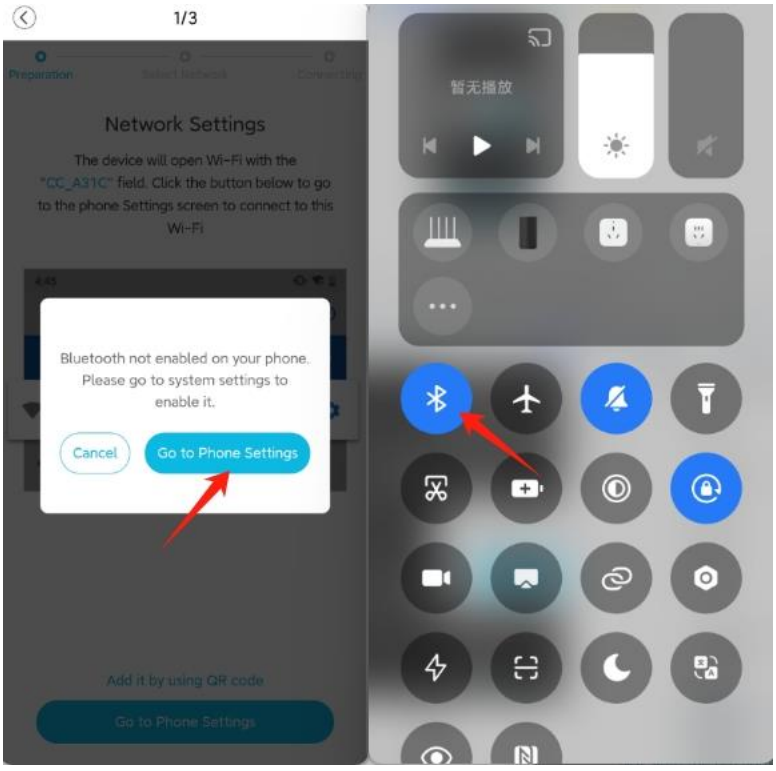


- **For Android:**

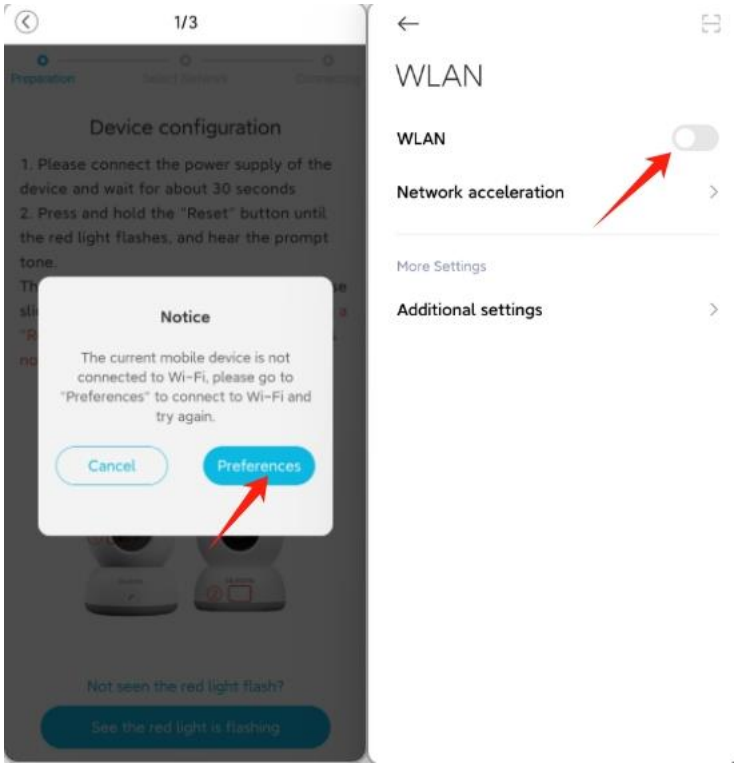
Location



Bluetooth



Wi-Fi



Once these permissions are enabled, you can proceed with adding your Blurams device seamlessly.

4.2 Adding a Device via QR Code

Before adding the device, please ensure the following:

1. After connecting the device to power, wait for about 30 seconds to 1 minute. You should hear a voice prompt saying **"Waiting for connection"** or see the indicator light flashing red.

   If you don't hear the prompt or see the red flashing light after a while, you can try pressing and holding the **RESET** button to reboot the device into pairing mode.

Using the power adapter and cable provided in the package is recommended to avoid power supply issues.

2. Ensure that your router is connected to the internet. Connect your phone to the same Wi-Fi network and open a web browser to verify if the connection is functioning correctly.

3. Some device models do not support 5G Wi-Fi. Ensure that your router's 2.4G Wi-Fi is enabled. You can log in to your router's control panel to enable 2.4G Wi-Fi or contact your router provider for assistance. (Most routers come with 2.4G Wi-Fi enabled by default.)

4. Place the device close to the router.

Steps to add the device via QR code:

1. Connect the device to power.
2. Open the app, go to the device list, and tap the **"+"** icon to add a device.
3. Select **"Add via QR Code"**.
4. Wait for the device to prompt **"Waiting for connection"**. If no prompt is heard, press and hold the **RESET** button until you hear the beep.
5. Enter the Wi-Fi name and password.

6. Hold the QR code displayed on your phone in front of the device's camera at a distance of 10cm to 30cm until you hear the beep.
7. After scanning the QR code, the device will start connecting. Follow the on-screen instructions to complete the process.

4.3 Adding a Device via AP Hotspot

Before adding the device, please ensure the following:

1. After connecting the device to power, wait for about 30 seconds to 1 minute. You should hear a voice prompt saying **"Waiting for connection"** or see the indicator light flashing red.

   If you don't hear the prompt or see the red flashing light after a while, you can try pressing and holding the **RESET** button to reboot the device into pairing mode.

   Use the included power adapter and cable to prevent power issues.

2. Confirm that the router is connected to the internet by checking the connection through a frequently-used web browser.

3. Some devices do not support 5G Wi-Fi, please enable 2.4G Wi-Fi through the router's control panel or by contacting your provider.

4. Place the device close to the router.

Note:

During the setup process, the app needs to access your phone's current Wi-Fi name to verify whether the phone is connected to the device's Wi-Fi hotspot. Due to Android and iOS system restrictions, location permission is required to obtain the Wi-Fi name. Please grant location access when prompted.

If location permission was denied, follow these steps to re-enable it:

- For iOS: Go to **Settings** > **Blurams** > **Location** > Select **"While Using the App"**
- For Android: Go to **Settings** > **Apps** > **Blurams** > **Permissions** > Turn on **"Location"**

Note:

iOS users must grant local network permission to the app to receive device signals.

Steps to add the device via AP Hotspot:

1. Connect the device to power.
2. Open the blurams app, go to the device list, and tap the **"+"** icon to add a device.
3. Select **"Add via AP Hotspot"**.

4. If the device prompts **"Waiting for connection"**, skip this step. If not, press and hold the **RESET** button until you hear the beep.
5. Go to your phone's Wi-Fi settings and connect to the network named **CAM_AP_xxxx**.
6. Once connected, return to the blurams app.
7. Select the Wi-Fi network you want the device to connect to and enter the password.
8. Tap **"Next"**, and the device will start connecting. Follow the instructions to complete the process.

4.4 Adding a Device via Bluetooth

Before adding the device, please ensure the following:

The app needs to access your phone's current Wi-Fi name to verify the connection to the device's Wi-Fi hotspot. Due to system restrictions, location permission is required. Please grant location access when prompted.

If location permission was denied, follow these steps to re-enable it:

- For iOS: Go to **Settings** > **Blurams** > **Location** > Select **"While Using the App"**
- For Android: Go to **Settings** > **Apps** > **Blurams** > **Permissions** > *Turn on* **"Location"**

Note: iOS users must grant local network permission to the app to receive device signals.

Steps to add the device via Bluetooth:

1. Plug in the power cable to your device.
2. In the device list on the app, tap the **"+"** icon to add a new device.
3. Press and hold the **RESET** button on the device until the indicator light starts flashing red or you hear a beep sound—this means the device has entered pairing mode.
4. Turn on Bluetooth on your phone and select the Bluetooth signal detected by the app. The signal will appear as **CAM_xxxxxx**.

   You can also scan the QR code or manually enter the device serial number to pair.
5. Connect to Wi-Fi: After Bluetooth pairing, choose the Wi-Fi network you want the device to connect to and enter the Wi-Fi password.

   Tap **"Next"**, and the device will attempt to connect to Wi-Fi and the server to complete the setup.

Note:

- Bluetooth Compatibility: Only specific models support Bluetooth pairing. Please check if your device is compatible before proceeding.
- Bluetooth Signal: Make sure your phone's Bluetooth is enabled and ready to detect the device.

- Wi-Fi Network: After Bluetooth pairing, the device still needs to connect to Wi-Fi network.

4.5 Device Offline Issues

If the device fails to connect to the network or appears offline, check the following:

1. Ensure the router is connected to the internet. Test by connecting your phone to the same Wi-Fi and browsing a frequently-used website.
2. Some cameras only support 2.4G Wi-Fi. Check if your router has 2.4G Wi-Fi enabled via the router settings or by contacting your provider.
3. Ensure the correct Wi-Fi name and password are entered. If the router's name or password has changed, re-add the device to reconnect.
4. Place the device close to the router, avoiding physical obstructions.
5. Routers have a limit on the number of connected devices. Try disconnecting some devices before reconnecting your device.

4.6 Changing the Device's Network Connection

If you move the device to a new location or change your router, follow these steps to update the Wi-Fi settings:

- If the device is offline:

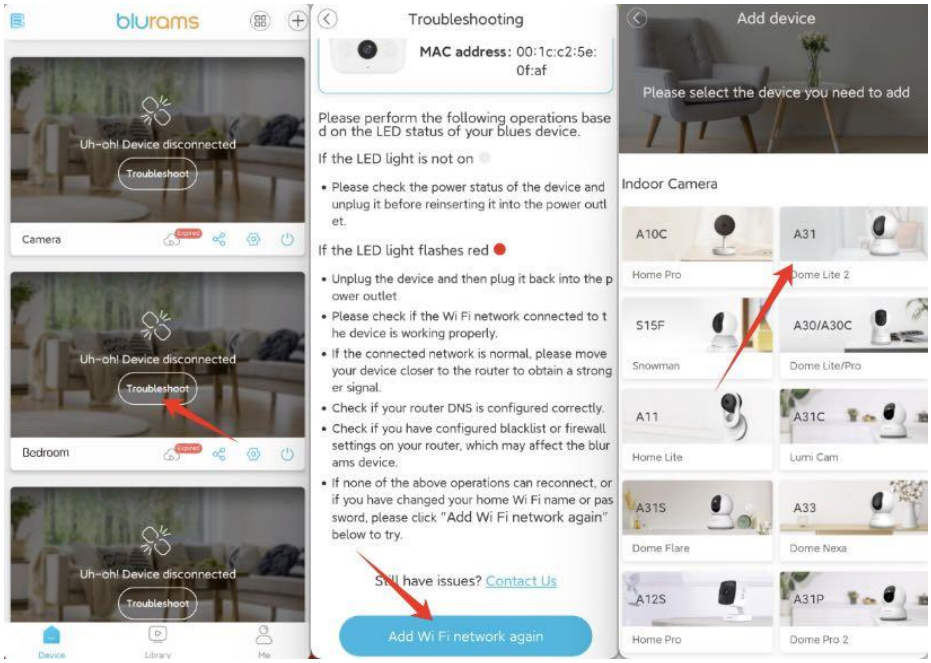
The only way to update Wi-Fi settings is to re-add the device. You can access this option through **"Troubleshooting"**, and **"Update Wi-Fi"** in device settings, or by adding the device again.

- If the device is online:

Go to *Device* **Settings** > **Network Information** > **Update Wi-Fi**.

The device will scan for available networks. Select the desired Wi-Fi and enter the password to connect.

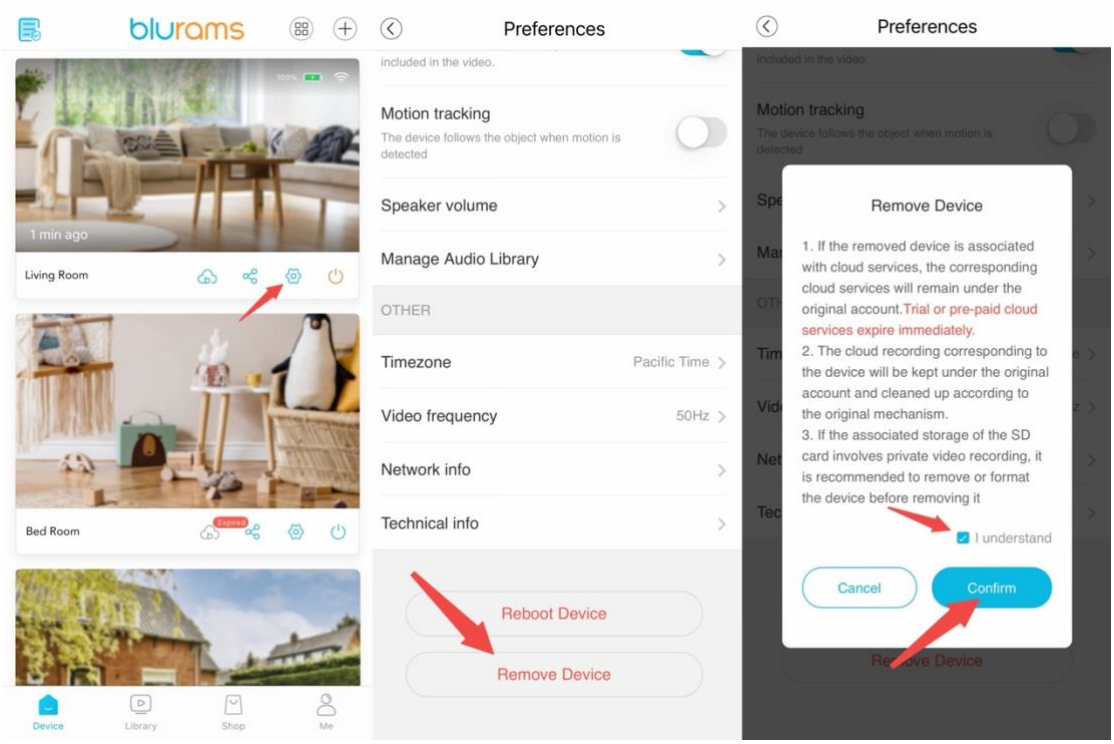
Alternatively, you can re-add the device to change the Wi-Fi settings.



4.7 Deleting a Device

- If you need to add the device to another account or return it, please delete it from your account first. You can do this by navigating to the device settings page and selecting the **"Remove Device"** option.

- If the device is linked to a cloud service, deleting it will automatically unbind the cloud service from the device. However, the cloud service will still be available under your account and can be reassigned to another device.



5. Cloud Services

5.1 Cloud Storage Service

5.1.1 Service Overview

The cloud storage service allows the device to save recorded videos securely on the cloud. It also offers additional features such as full video recording, fast playback, and video sharing. Cloud storage is protected by bank-grade AES256 encryption and adheres to five layers of security, including enhanced terminal security, secure data transmission, cloud storage protection, carrier-grade data center management, and global security certification.

By subscribing to the cloud service, you will gain access to the following features:

- Continuous video recording stored on the cloud allows you to review all historical footage anytime, anywhere.

- Fast playback at up to 4x speed improves the efficiency of reviewing recorded videos.

- Direct video sharing from the cloud to third-party social platforms, so you can share special moments with friends.

Cloud Service Categories

Cloud service plans are classified based on two factors:

- Storage Duration

This refers to the maximum number of days a video is stored on the cloud before being automatically deleted.

For example, if you subscribe to a **7-day cloud storage plan**, each recorded video will be stored for up to **7 days** before being replaced by new uploads.

- Subscription Validity

This refers to how long the cloud service remains active.

A **monthly plan** lasts one month, while an annual plan lasts one year.

For instance, if a user purchases a monthly plan on October 3rd, the service will be valid until November 2nd.

During the subscription period, older videos exceeding the storage duration will be automatically deleted to make room for new recordings.

5.1.2 Differences Between Cloud Storage and SD Card Storage

Cloud Storage	SD Card Storage
Permanent data storage	Unrecoverable damage or loss
Unlimited storage with multiple choices	Limited storage
Conveniently check the recordings on the App	/
Downloading and sharing recordings	/
Fast playback at multiple speeds	/

5.1.3 Purchased Cloud Service Not Activated

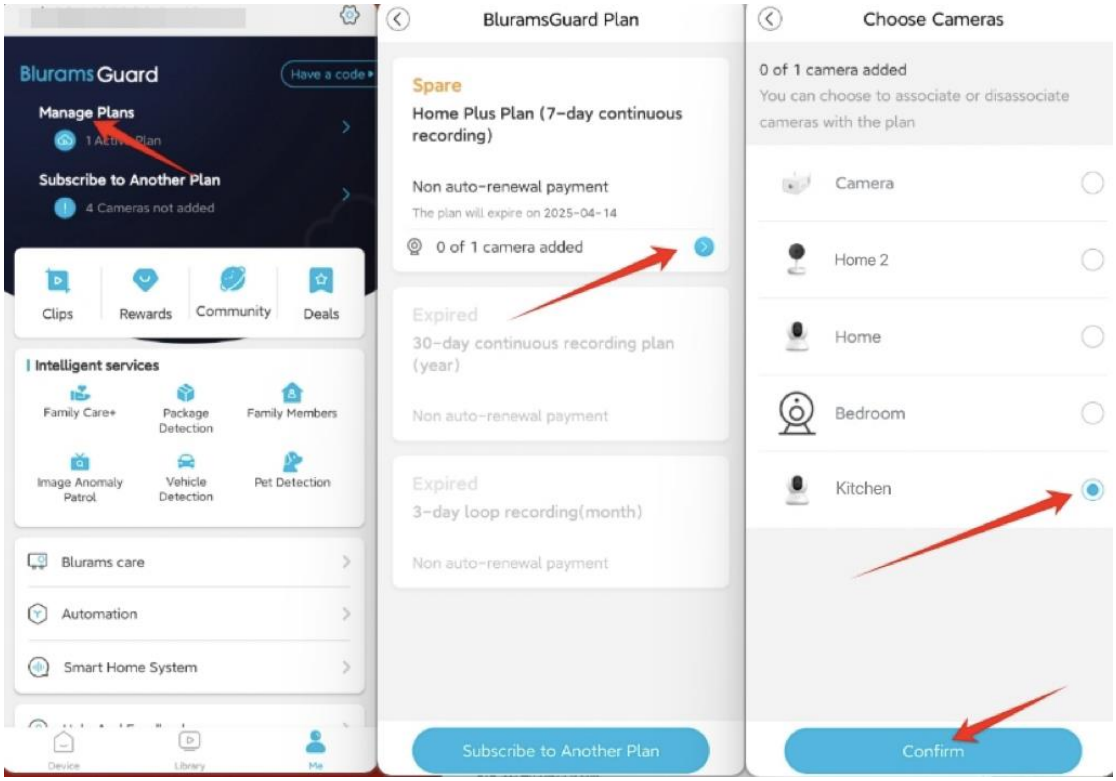
Normally, after successfully purchasing a cloud service, it will automatically bind to the device and activate within **5 minutes.**

If you have paid for the service but are unable to see recorded videos in the cloud, follow these troubleshooting steps:

- Check if the cloud service is bound to your device

  Go to **My Account → Manage Plans** to view all active cloud service subscriptions.

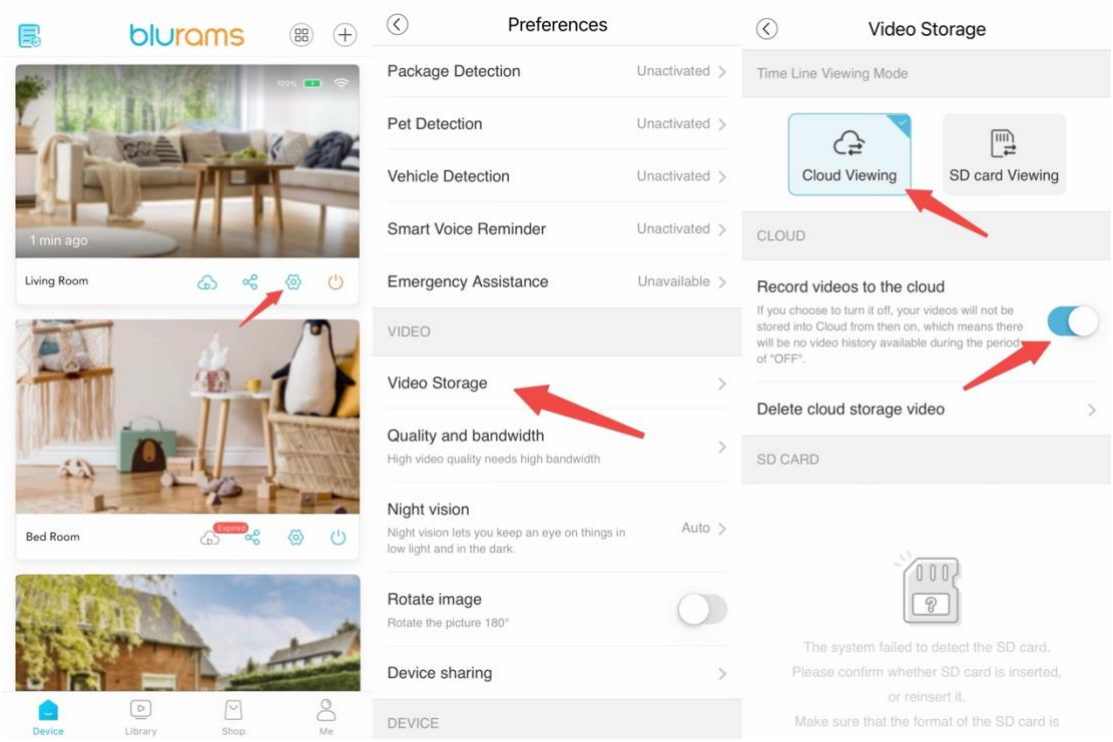
  If your newly purchased plan is not bound to a device, manually bind it before use.



- Ensure cloud video recording is enabled

  Navigate to **Device Settings → Storage Settings** and confirm that **"Cloud Video Recording"** is turned on.

  If this option is disabled, the platform will not save any uploaded video files.



- Contact customer support

If the issue persists after checking the above steps, provide the device's MAC address along with a screenshot of your successful payment (PayPal, iOS, etc.) and send it to our support team. Our professional customer service representatives will assist you.

5.1.4 How to Purchase Cloud Service

You can purchase a cloud storage plan by selecting the "☁" icon below the device card on the home screen of the app. Payment options include PayPal and credit cards.

Note:

Each cloud service plan applies to **only one device** at a time. If you have multiple devices under one account, you must purchase separate cloud service plans for each device as needed.

5.1.5 The Refund for Cloud Service

Since cloud storage is a virtual service, once activated, it **cannot be canceled or refunded**. However, if you encounter any issues while using the service, you may contact our customer support team for further assistance.

Support Email: support@blurams.com

5.2 AI Services

Blurams currently offers six AI-powered features, which must be purchased separately for activation.

The supported features include:

- Abnormal Image Detection
- Pet Detection
- Family Care
- Package Detection
- Family Member Management
- Vehicle Detection

Currently, AI services are only available for single-lens PTZ cameras and outdoor dome cameras. Other models, such as dual-lens PTZ cameras, dual-lens dome cameras, and 4G devices, are not yet supported but will be added in future updates.

5.2.1 Abnormal Image Detection

The system captures an image daily and analyzes it using intelligent algorithms to detect anomalies such as blurriness, color distortion, snowflakes, stripes, or obstructions.

You can view daily inspection reports in **Me** → **Image Anomaly Patrol** → **"Inspection Report"** during the service period.

5.2.2 Pet Detection

When an abnormal event is detected, the system will analyze the footage to identify pets (mainly cats and dogs).

If a pet is detected, the system will categorize the event under the **"Pets"** album.

Note:

This feature requires an active cloud storage subscription to function.

5.2.3 Family Care+

If no human activity is detected within a specified time frame, the system will send push notifications and email alerts to the associated users.

5.2.4 Package Detection

If a package is detected within the camera's view, the system will send push notifications to the user to prevent package theft.

5.2.5 Vehicle Detection

The system analyzes the footage to detect vehicles in the scene.

This feature is particularly useful for nighttime garage monitoring, with instant push notifications for any detected activity.

5.2.6 Smart Voice Reminder

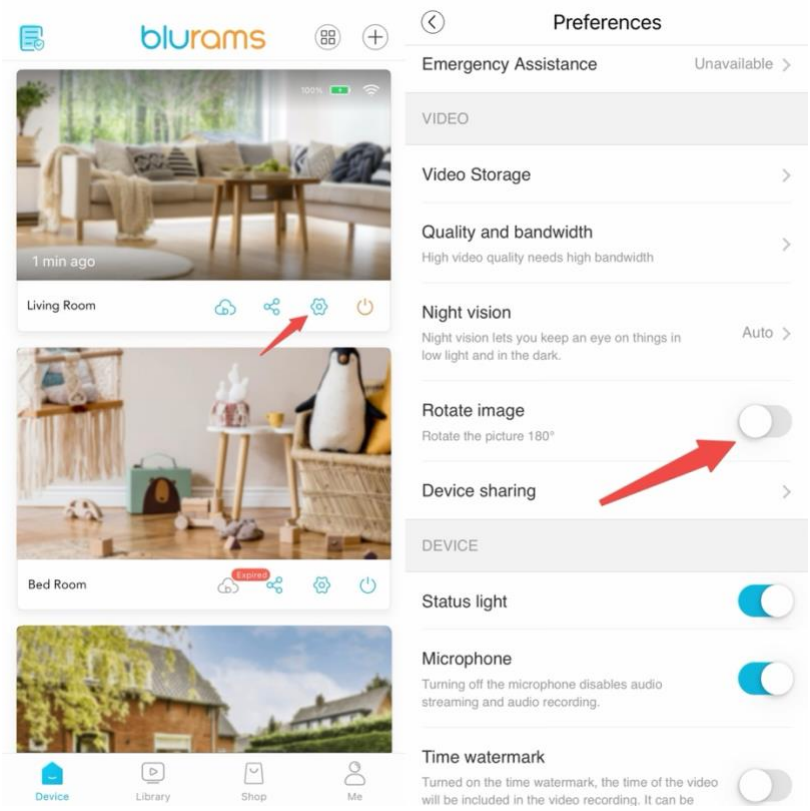
At pre-set times, the device can broadcast custom voice messages as reminders.

Users can record custom voice alerts, set repetition frequency, and configure playback modes based on their needs.

6. Hardware Settings

6.1 Video Display is Upside Down

If the video feed on your phone appears upside down, it is likely due to installing the device with its top facing downward. To correct this, go to the "**Settings**" page and enable the **"Rotate Image"** option to adjust the video orientation.

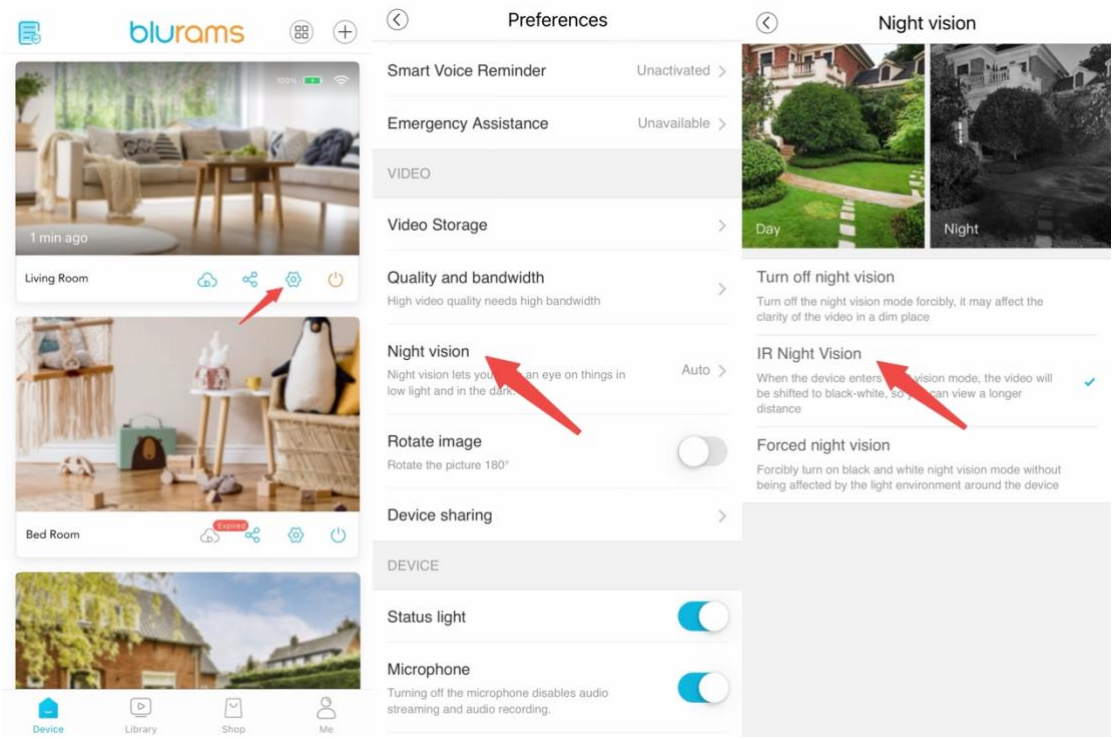


6.2 Video Display is in Black and White

The device automatically switches to night vision mode based on ambient lighting conditions. When night vision mode is activated, the infrared light turns on, causing the video feed to appear in black and white. This ensures clear visibility in low-light environments.

To adjust this setting:

Go to the device **"Setting"** page and set the **"Night Vision"** option to **Auto or Off**.



If the video remains black and white despite sufficient lighting, try restarting the device.

6.3 Video Quality is Not Clear

If the live video feed appears blurry or unclear, follow these steps to troubleshoot:

- Ensure you have removed the protective film from the camera lens and clean the lens to maintain clarity.

- Navigate to the device playback page and switch the video quality to HD mode.

Note:

HD mode requires a higher upload speed on the device and higher download bandwidth on your phone.

6.4 No Push Notifications

If the device detects an event (such as motion or sound detection) but push notifications are not received, check the following:

- Ensure your phone is connected to the internet.
- Verify that push notifications are enabled for the app.

To enable push notifications:

- For Android devices:
  1. Open the **"Settings app"** on your phone.
  2. Tap **"Notifications"**.
  3. Select the app and turn on **"Allow Notifications"**.

Note:

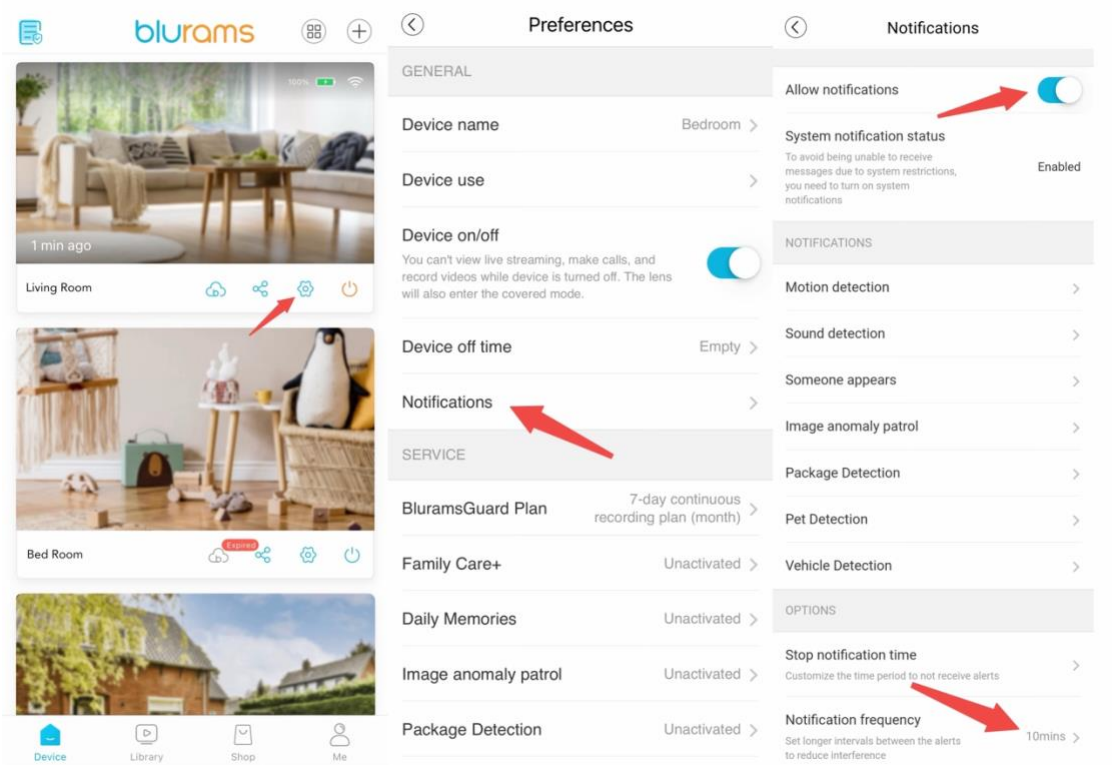
Settings may vary depending on your phone model. Contact your device manufacturer for details.

- For iOS devices:

1. Open the Settings app on your phone.
2. Select the app.
3. Tap Notifications and enable Allow Notifications.

<u>If notifications are still not received, check the app's notification settings:</u>

1. Turn on **"Allow Notifications"**.
2. Enable the specific event types you want to receive notifications for (e.g., motion detection, sound detection).
3. Verify if the **"Stop notification time"** is set.
4. Check if the **"Notification frequency"** is set too long.



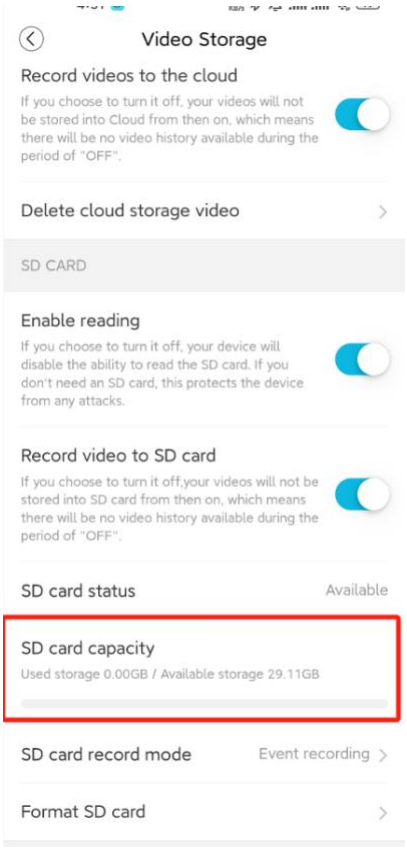
7. SD Card Storage

7.1 SD Card Not Detected

If the SD card is inserted but the device does not recognize it, follow these steps:

1. Once a TF (microSD) card is inserted into the camera, the device will display storage details on the screen under normal conditions—such as the total capacity **and** percentage used.

   The displayed capacity may appear slightly lower than the capacity marked on the card. This discrepancy is due to differences in calculation methods between the storage card and the device, as well as the space occupied by formatting and system files. This is a normal occurrence and does not impact the card's actual functionality.



2. If the SD card is not detected:

- Insert the SD card into a computer to check if it can be read and written normally.
- Power off the device before inserting the SD card.
- Ensure the SD card is formatted to FAT32 (the device only supports FAT32 format).
- The device supports SD cards with a capacity of 8GB to 128GB.

7.2 Unable to View Playback from SD Card

The device supports both cloud recording and SD card recording. By default, the timeline displays cloud recordings. If the device goes offline, SD card recordings may not be shown.

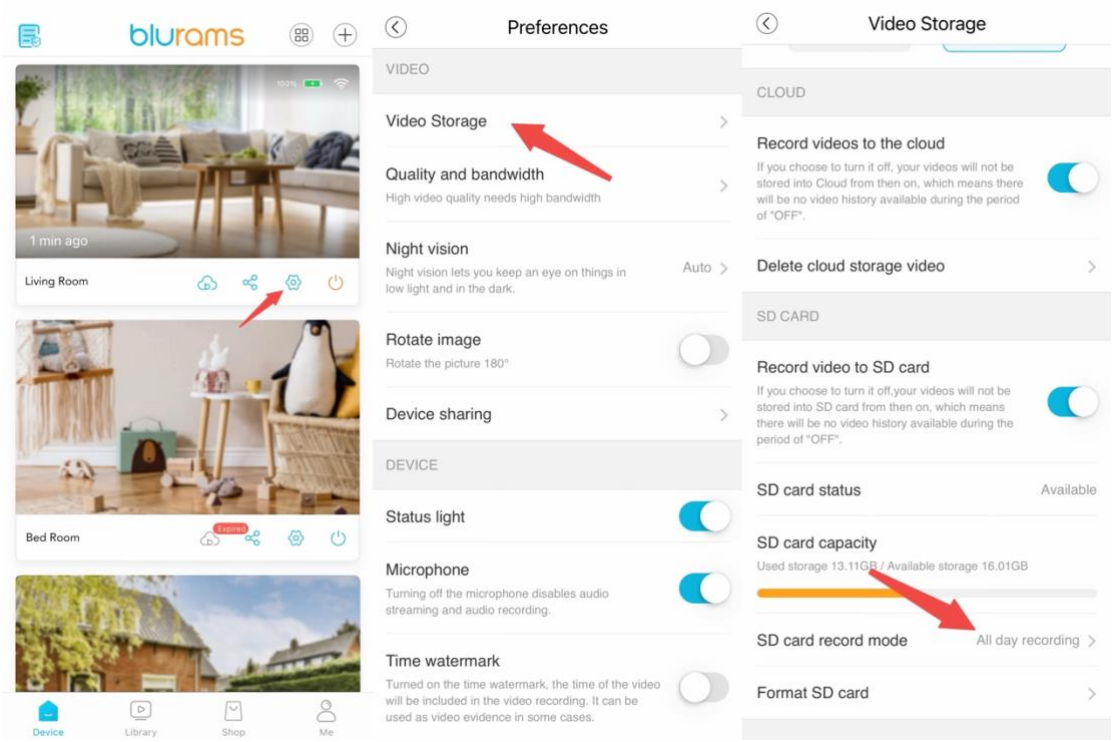
To switch to SD card recording mode:

Go to device **Settings** → **Storage** → **Recording Mode** and select one of the following options:

- No Recording – The device will not record to the SD card.
- Event Recording – The device will record only when an event occurs.
- Continuous Recording – The device will continuously record as long as an SD card is inserted, even when offline.

Note:

This mode increases read/write frequency, which may shorten the SD card lifespan.



7.3 Days of SD Card Storage

The storage duration depends on video bitrate and resolution.

For example, with Full HD resolution (1920×1080, 1.5Mbps bitrate):

A full day of continuous recording requires approximately 15.8GB of storage. A 128GB SD card can store about 8.1 days of continuous recording.

- For HD resolution (1Mbps bitrate):

A 128GB SD card can store approximately 12.2 days of continuous recording.

- For SD resolution (512Kbps bitrate):

A 128GB SD card can store approximately 24.3 days of continuous recording.

If event recording mode is enabled, storage duration will be extended. When the SD card is full, the oldest recordings will be automatically overwritten.

8. Account

8.1 Login Failure

Login failure may be caused by various reasons. First, check if your phone has a stable internet connection by trying to access a website via a browser.

Common login error messages and solutions:

- **"The Account does not exist."**

Ensure that the account was previously registered. If not, register a new account.

Double-check that the entered account details are correct.

- **"User login password error!"**

Re-enter the password and use the eye icon to check your input.

If unsuccessful, click *Forgot Password* to reset your login credentials.

- **"The account has been locked."**

Multiple incorrect login attempts will temporarily lock the account for 15 minutes as a security measure. Please wait before trying again.

- **"The account not activated."**

The account has not been activated. Try registering again.

If the issue persists, update the app to the latest version, restart your phone, or reinstall the app. If the problem is still unresolved, contact customer support.

8.2 Forgot Password

If you forget your password, click **"Forgot Password"** on the login page to reset it.

8.3 How to Change Password

- If you remember your password, log in and navigate to **Me** → **Settings** → **Account** → **Change Password**.
- If you forget your password, reset it via the **Forgot Password** option.

Password requirements:

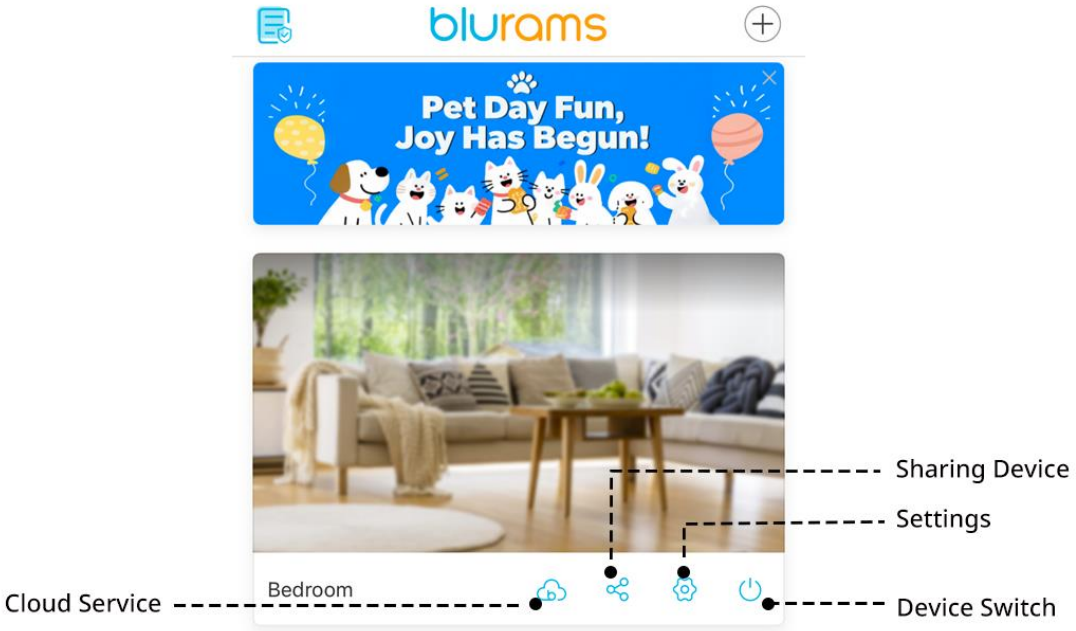
1. Must be 6–26 characters long.

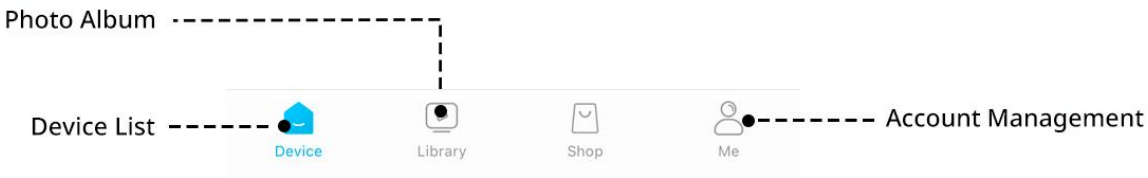
2. Must include uppercase letters, lowercase letters, and numbers.

9. Other Features

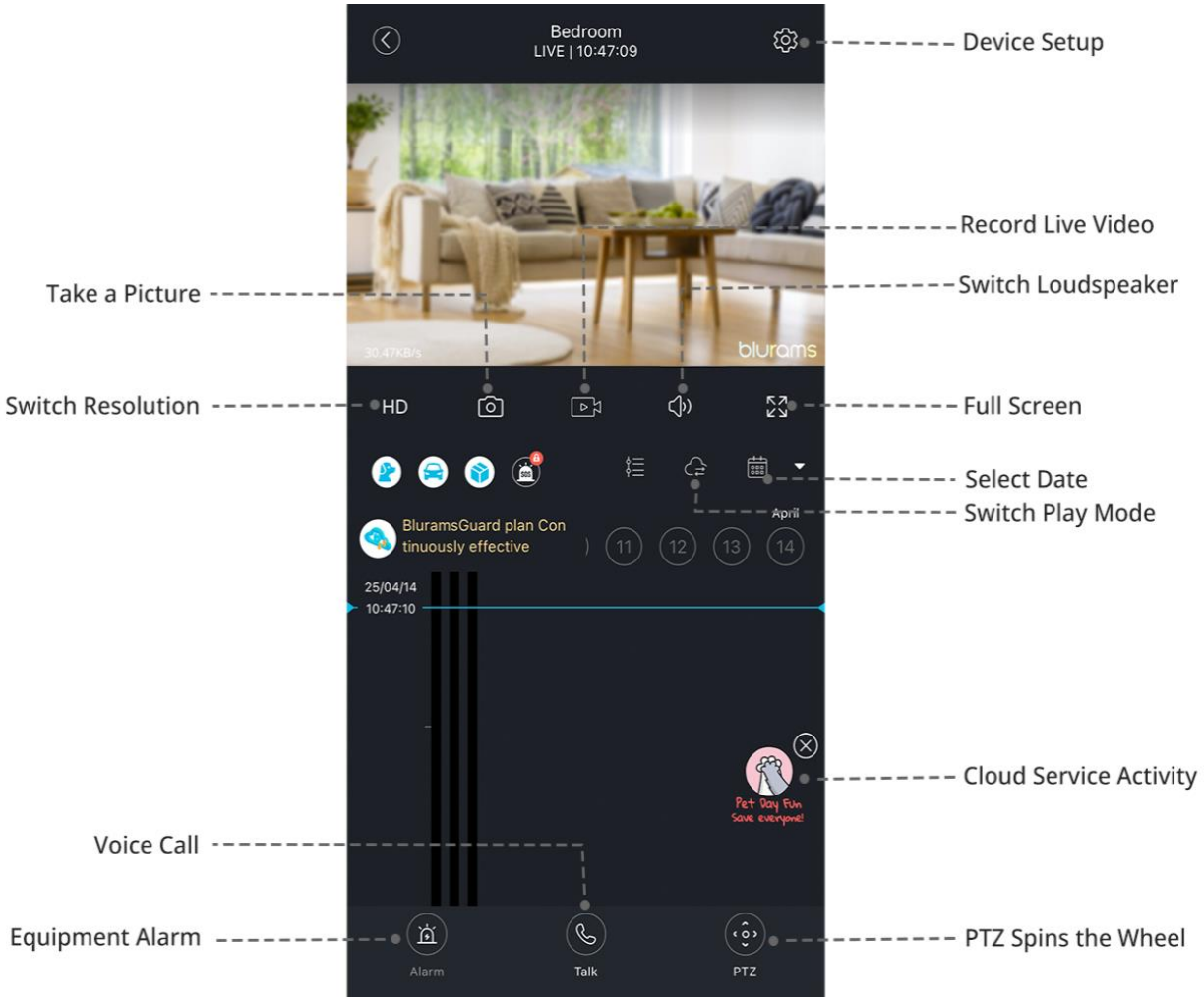
9.1 Basic Functions

9.1.1 Device List





9.1.2 Live View Page



9.2 Device Settings

- Device Power

Temporarily turn the device off (remember to turn it back on).

- Scheduled Power Off

Set a schedule for turning the device on and off.

- Push Notification Settings:
  - Motion Detection
  - Sound Detection
  - Human Detection
  - Abnormal Image Inspection
  - Package Detection
  - Pet Detection
  - Vehicle Detection
  - Notification Stop Schedule
  - Notification Frequency

- BluramsGuard Plan:
  - Family Care
  - Time-lapse Snapshot
  - Abnormal Image Inspection

- Package Detection
- Pet Detection
- Vehicle Detection
- Smart Alerts

- Video Storage:
  - **Cloud Storage**
    - Cloud Storage On/Off
    - Delete Cloud Recordings
  - **SD Card Storage**
    - Card Status
    - Card Capacity
    - Recording Mode
    - Recording Quality
    - Format SD Card

- Video Quality & Bandwidth:
  - Adjust Bitrate
  - Adjust Resolution.

- Rotate Image

Corrects video orientation for inverted installations.

- Device Sharing

Allows multiple users to access the camera feed.

- Microphone

Disabling this removes audio from live and recorded videos.

- Timestamp Watermark

Embeds the date/time in the video feed.

- Motion Tracking

Tracks detected movement within the video frame.

- Alarm Alert

Triggers an audible alarm when anomalies are detected.

- Network Information:
  - Wi-Fi Name
  - Wi-Fi Signal Strength
  - Update Wi-Fi

- Device Information (Screenshots/Pictures provided for troubleshooting):
  - Firmware Version
  - Model
  - MAC Address
  - Device ID