Search

FAQ

Add Camera

Why is the connection unsuccessful after scanning?

What should I do if the camera reports an error after scanning the QR code?

Why are 5G Wi-Fi and enterprise-grade Wi-Fi not supported?

How to distinguish 2.4GHz Wi-Fi and 5GHz Wi-Fi?

Cannot find the QR code on the camera body?

Live View

Why can't I access the live stream?

Why is the camera offline?

Why does the image/picture look blurry?

How to adjust the resolution of the live screen?

How to adjust the video time?

Motion Detection

How to enable motion detection?

How to set the motion detection duration?

Can the camera be installed behind a window/glass?

Why are some movements missed?

Notifications

Why are notifications delayed?

Why can't I receive notifications?

Why are there so many false notifications?

Why are notifications delayed after purchasing a plan?

Cloud Recordings

Why are there so many videos with no movements?

Charge Camera/Battery

Why can't the camera be charged?

Why doesn't the battery last long?

How to connect the Solar Panel to your Pan & Tilt Camera?

Can the camera be used with a solar panel？

How to charge the camera?

How long does it take to fully charge the camera?

See all 9 articles

Share Camera

How to add users or share your camera with another person?

Can two or multiple people be logged in?

How to remove users or stop sharing?

What are the permissions of shared users?

How to find the QR code for the admin?

Can I watch the camera on my computer or tablet?

Micro SD Card

How to record/save videos on a Micro SD card?

How to format a Micro SD card?

How to view videos on the Micro SD card?

Awareness Service

What are the differences between all subscriptions?

How to cancel automatic renewal?

What's the "AI Analysis" feature and how do I use it?

How to create an Activity Zone and how does it work?

What is a package detection feature?

What is a vehicle mark?

Account

Remember the password when logging in

How to reset the password?

How to contact us?

Why is a log-in prompt message indicating no account has been registered, although the account has been registered?

Remember Wi-Fi name and password after successful connection

APP Features Experience

How to enable night vision?

How to adjust the sensitivity of night vision?

How to turn on the white light/spotlight?

Can the device volume be adjusted?

How to view the app version?

Others

Connect the mechanical chime

What should I do if the battery camera cannot be turned on?

What should I do if the camera malfunctions?

How to find the serial number of camera?

Is the camera waterproof?

Streaming Interconnection

What is Streaming Interconnection?

How to check if my device is connected successfully?

Why does my camera keep showing "Interconnecting…please wait"?

What is Interconnect Streaming and High-Performance Encoding?

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Search

Add Camera

Why is the connection unsuccessful after scanning?

What should I do if the camera reports an error after scanning the QR code?

Why are 5G Wi-Fi and enterprise-grade Wi-Fi not supported?

How to distinguish 2.4GHz Wi-Fi and 5GHz Wi-Fi?

Cannot find the QR code on the camera body?

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Why is the connection unsuccessful after scanning?

March 11, 2022 08:47 · Updated

If the camera fails to scan the QR code generated from the app, the causes may be as follows. Please check them one by one.

The camera is not in scanning mode (emits a continuous "Ding Dong Ding Dong" sound)

For the battery camera, please turn on the camera and then **double-click the power button**.
For the plug-in camera, please unplug and re-plug to ensure the power adapter and the power cable are connected properly. If it still does not work, you can find the reset button **on the top** of the camera and then **press and hold it for 3s** (for some models, you may need to find the reboot hole **on the top** of the camera and then **press the reboot hole** with the pin included in the box or a pointed object like a needle for 3s).

The camera's lens is not clean

Please remove the plastic protective film first.
Please clean the camera's lens if it is dirty. Please avoid leaving fingermarks on the camera's lens.

The camera can not find the focus of the QR code

Please make sure the phone and camera are aligned and slowly move the camera back and forth to the QR code on the phone to find the focus.
The distance between the camera and the phone should be about 6~12 inches (15~30 cm).
Please do not scan the QR code in a backlight or dark environment.



If the issue still persists, please submit feedback from the app for further technical assistance.

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What should I do if the camera reports an error after scanning the QR code?

March 04, 2022 11:46 · Updated

Camera reports a "Wi-Fi SSID not found" error

1. The camera **only supports 2.4GHz Wi-Fi**. Please make sure to connect the camera to 2.4GHz Wi-Fi.
2. Please make sure that the Wi-Fi signal exists and works. You can try to connect the Wi-Fi to your phone, if you can normally surf the Internet, it means that the Wi-Fi works.
3. The error may be caused by the camera being too far away from the Wi-Fi router. Please place the camera near the Wi-Fi router or as close to the Wi-Fi router as possible.
4. It is recommended that the Wi-Fi SSID (name) not contain special characters or be too long. If the Wi-Fi SSID (name) contains special characters or is too long, please try to simplify the Wi-Fi SSID (name) and try again.

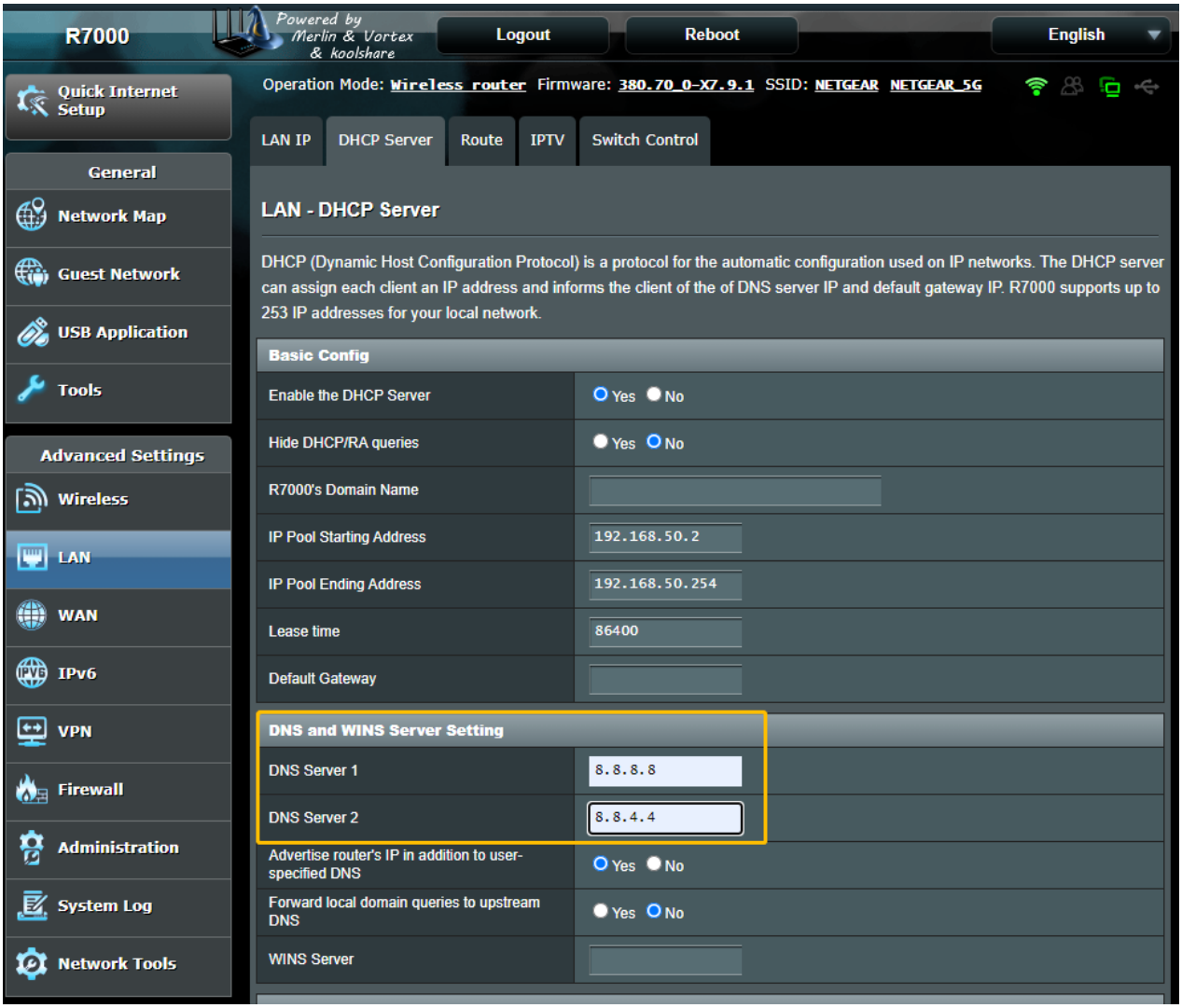
Camera reports a "Wi-Fi password error" error

1. Please double-check the password you entered and make sure it is correct. And please pay attention to special characters, e.g. white space.
2. It is recommended that the password of the Wi-Fi not contain special characters or be too long. If the password of the Wi-Fi contains special characters or is too long, please try to simplify the password and try again.

Camera reports a "Cloud service connection fail" error

If the camera reports a "Cloud service connection fail" error, it means that the camera fails to build the connection with the cloud server.

1. Please make sure that your Wi-Fi router is connected to an available network. You can try to connect the Wi-Fi to your phone, if you can normally surf the Internet, it means that the Wi-Fi works.
2. If it is but the issue still exists, please restart your Wi-Fi router and try again.
3. If the issue still exists after restarting the Wi-Fi router, it's very possible that there is some restriction(s) on the Wi-Fi router. In this case, you can try the below:
   - Remove the restriction on the Wi-Fi router: enter the router's admin address in the browser address bar (usually the admin address will be written on the router‘s body) > enter the admin password to go into the admin site > click LAN > click DHCP Server > Set Server 1 as 8.8.8.8 and Server 2 as 8.8.4.4 under "DNS and WINS Server Setting".



- If possible, reset and re-configure your Wi-Fi router.
- If possible, try to connect the camera to another Wi-Fi.

Camera reports an "Authentication error" error

1. The error can be caused by the router's authentication method not being supported.

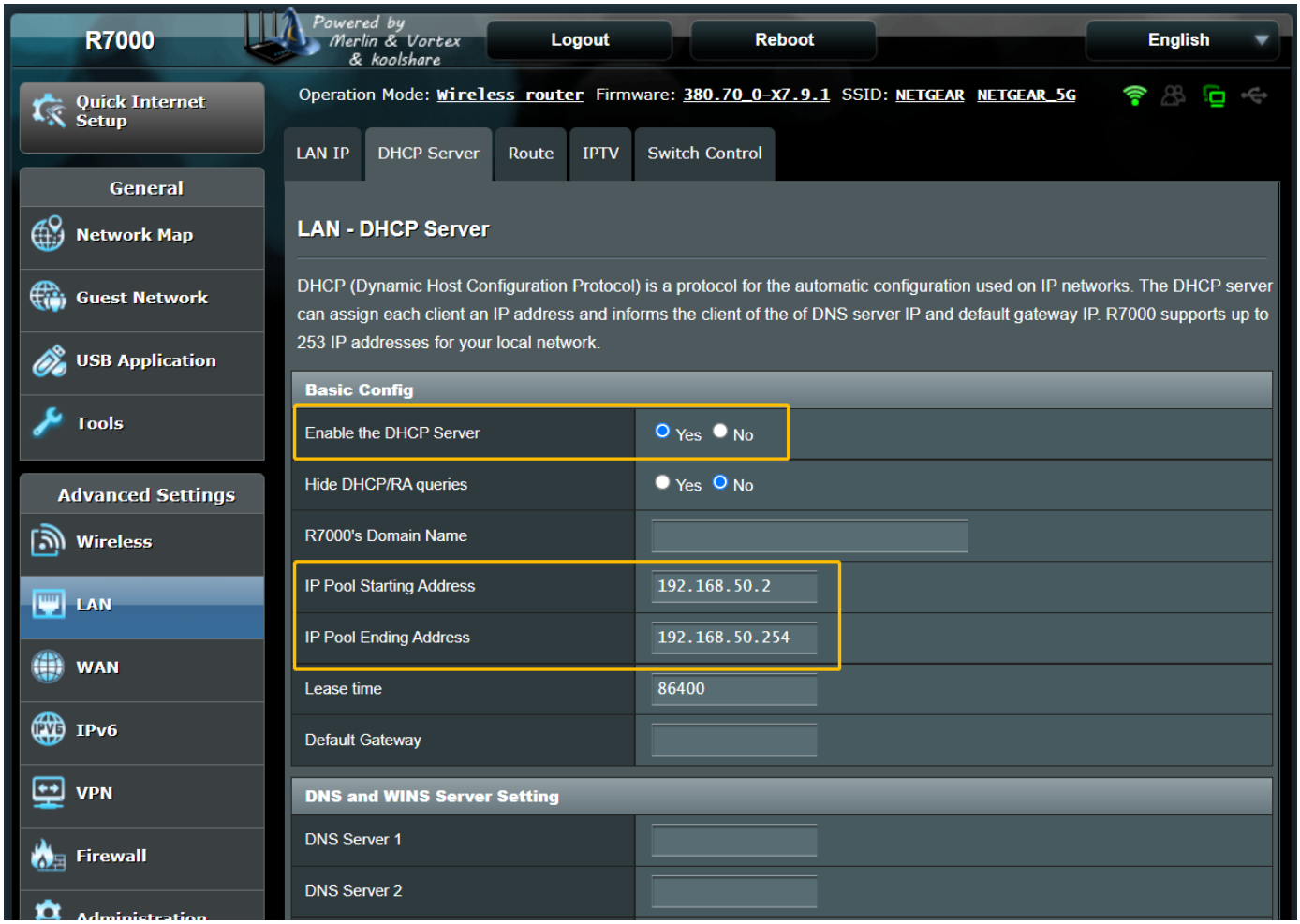
Please set the router's authentication method as WPA-PSK or WPA2-PSK. **And please note that the camera only supports the AES encryption algorithm while the TKIP encryption algorithm is not supported.**

2. The error can also be caused by special authentication methods like SMS/Web authentication being enabled.
   - Please disable any special authentication method like SMS/Web authentication.
   - If possible, try to connect the camera to another Wi-Fi.

Camera reports a "Retrieving IP timeout" error

1. The error can be caused by the DHCP server of the router not being enabled.

Please enter the router's admin address in the browser address bar (usually the admin address will be written on the router‘s body) > enter the admin password to go into the admin site > click LAN > click DHCP Server to make sure the DHCP server is enabled and the IP Pool Address is set correctly.



2. The error can also be caused by there being too many devices connected to the router so the camera fails to get an IP from the router.
   - Please try to restart the router and try to connect the camera again.
   - If possible, try to connect the camera to another Wi-Fi.

If the camera reports nothing or you are still unable to connect the camera after trying the listed solutions, please submit feedback from the app for further technical assistance.

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Why are 5G Wi-Fi and enterprise-grade Wi-Fi not supported?

May 11, 2022 09:20 · Updated

2.4GHz Wi-Fi and 5GHz Wi-Fi are wireless signals that represent electromagnetic waves of different frequencies. The 5GHz signal has a high frequency and a short wavelength, while the 2.4GHz signal has a low frequency and a long wavelength. Therefore, the 2.4GHz signal has less attenuation when passing through obstacles, and the ability to penetrate the wall is higher than that of the 5GHz signal; when the distance between the routers is the same, the 5GHz signal is weaker than the 2.4GHz signal.
Therefore, the camera only supports 2.4GHz Wi-Fi, not 5GHz Wi-Fi.
Home Wi-Fi can be connected by entering the Wi-Fi name and password, while enterprise-grade Wi-Fi requires trusting a certificate, which the camera cannot implement, so enterprise-grade Wi-Fi is not supported.

Notes for Wi-Fi Configuration

- If your router only supports 2.4GHz Wi-Fi, the camera can directly connect it;
- If your router supports both 2.4GHz Wi-Fi and 5GHz Wi-Fi, and you've enabled "Smart Connect" or something like that, the SSID and password of 2.4GHz Wi-Fi and 5GHz Wi-Fi are the same, so the camera can directly connect to the 2.4GHz Wi-Fi automatically;
- If your router supports both 2.4GHz Wi-Fi and 5GHz Wi-Fi, and you've not enabled "Smart Connect" or something like that yet, then the SSID of 2.4GHz Wi-Fi and 5GHz Wi-Fi is different. The camera can only connect to 2.4GHz Wi-Fi but not to 5GHz Wi-Fi;
- If your router only supports 5GHz Wi-Fi and does not support 2.4GHz Wi-Fi, you may need to replace a router that supports 2.4GHz Wi-Fi.

Other Notes

- Please ensure that the 2.4GHz Wi-Fi signal strength is good. If the camera is too far away from the router, it may not connect to the Wi-Fi.
- If your Wi-Fi router has been connected to too many devices, for example, phones and computers, the camera may fail to connect to the Wi-Fi because of the IP address conflict.

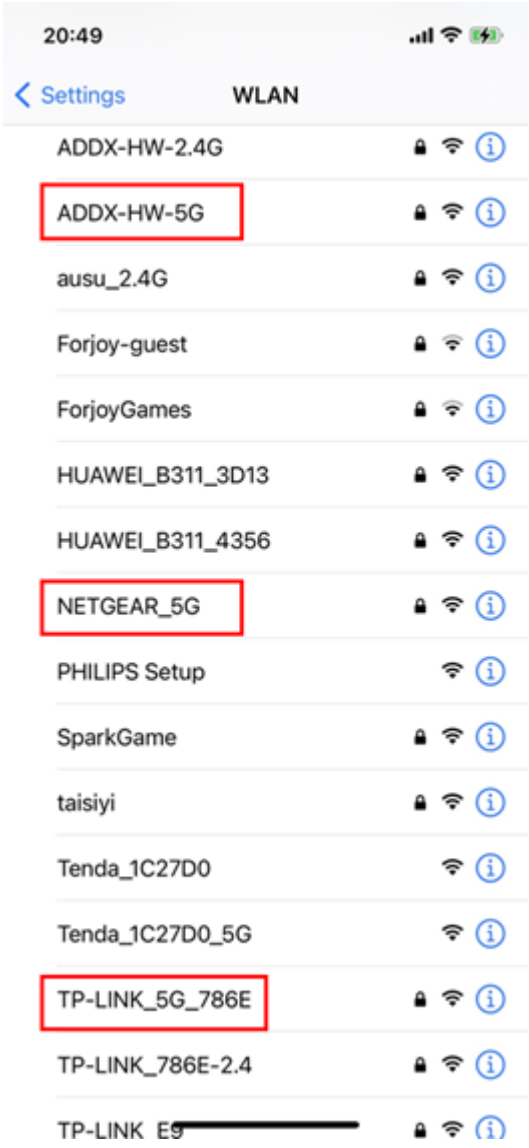
Powered by Zendesk

How to distinguish 2.4GHz Wi-Fi and 5GHz Wi-Fi?

May 11, 2022 09:53 · Updated

Method 1 Distinguish by Wi-Fi name

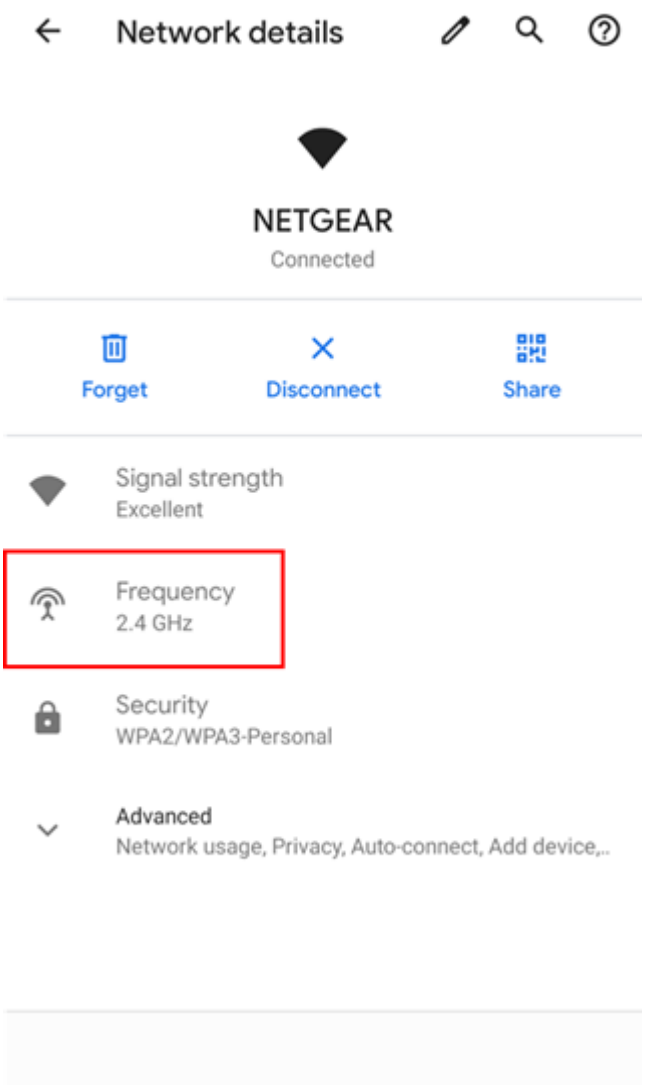
Usually, if the Wi-Fi name contains "5G"/"5g", the Wi-Fi signal is 5GHz. The same is true with 2.4GHz Wi-Fi.



Method 2 Distinguish the Wi-Fi frequency by the network details in your phone Settings

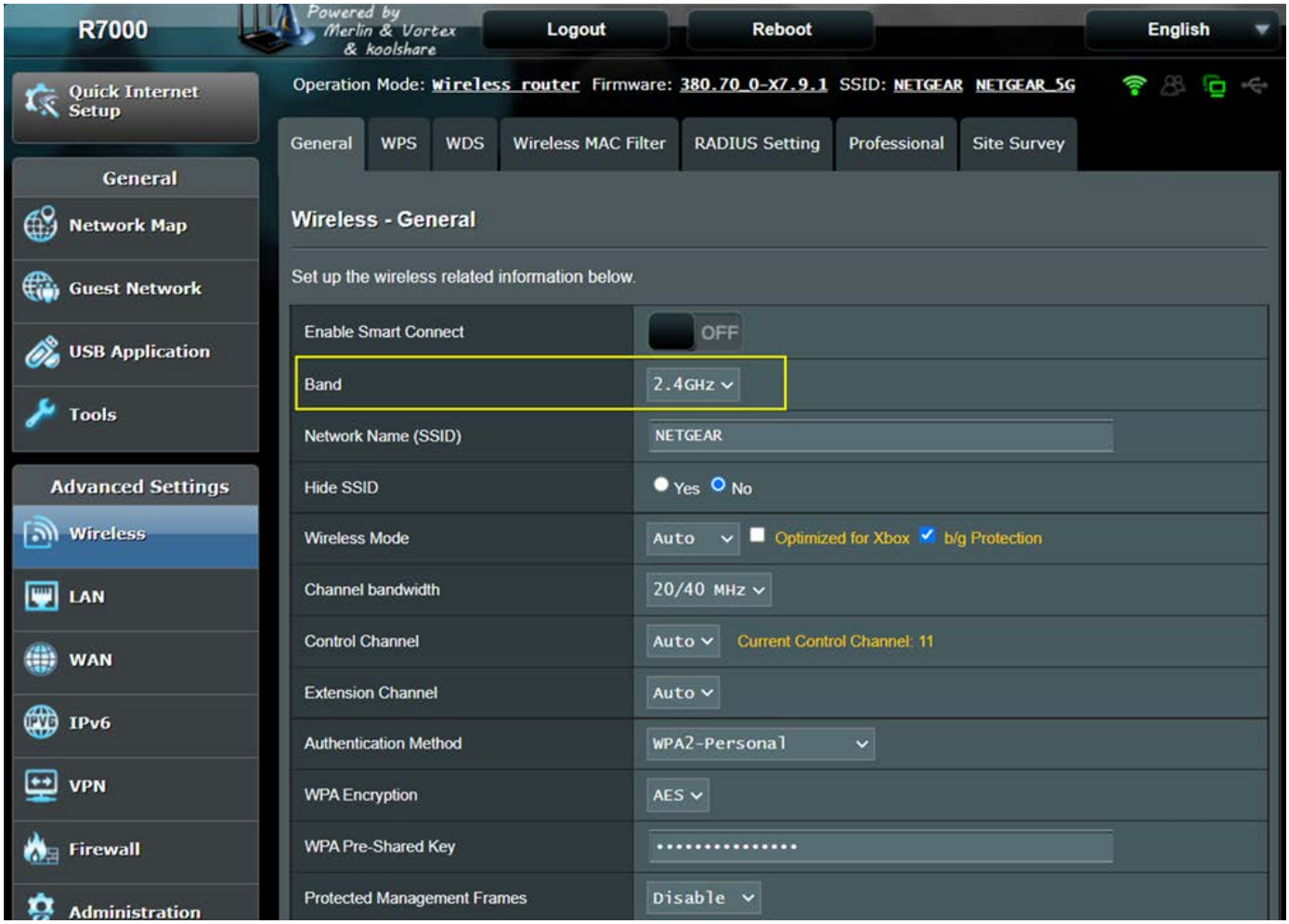
> *iPhones do not display the frequency in the Wi-Fi details.*

If you have an Android phone and it is connected to the Wi-Fi network, you can confirm the frequency of the connected Wi-Fi by tapping the Wi-Fi name or the "info" icon at the right of the Wi-Fi name.

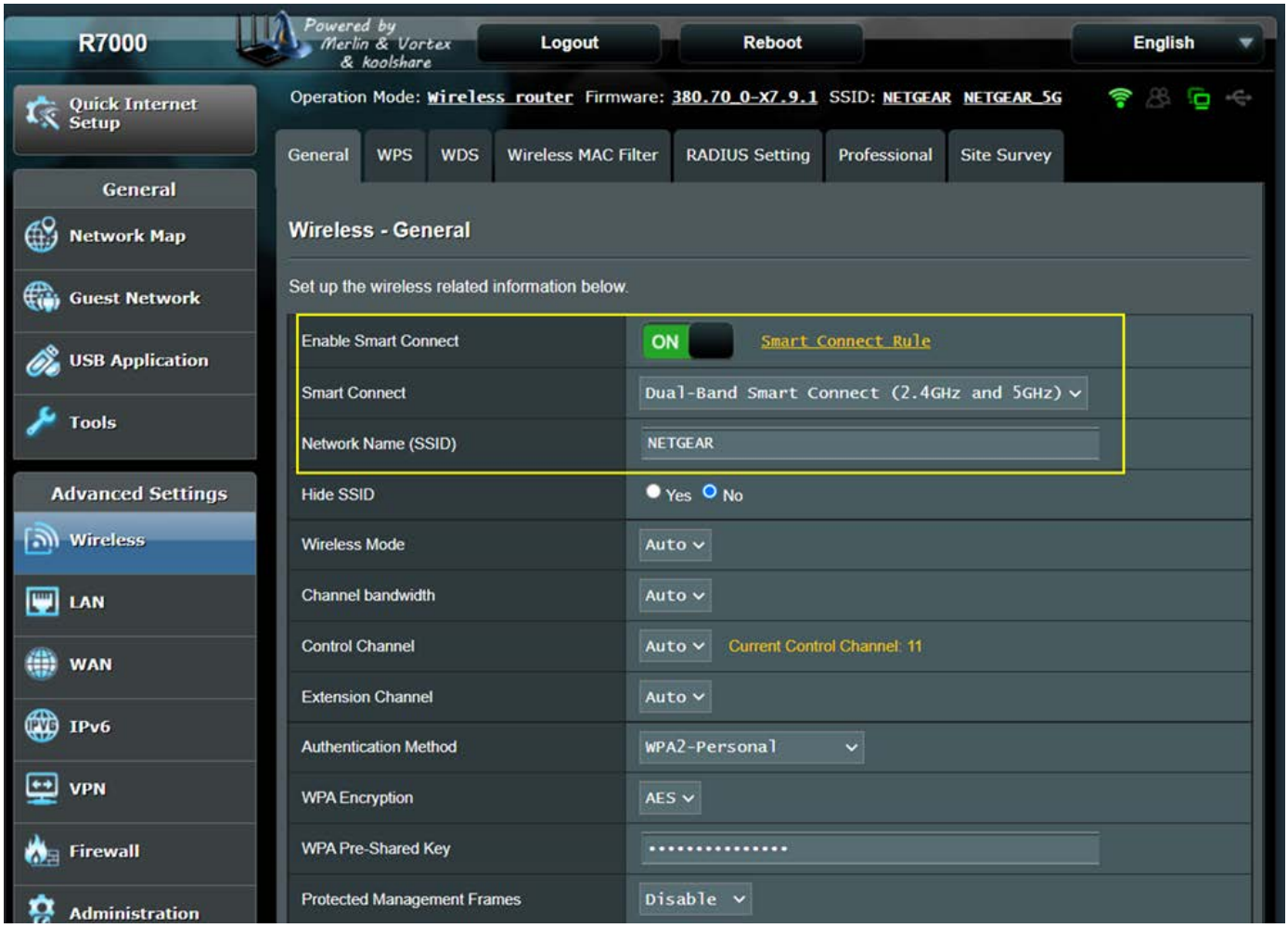


Method 3 Distinguish the Wi-Fi frequency by logging into the router's admin site

You can also enter the router's admin address in the browser address bar (usually the admin address is written on the router body) -> enter the admin password to go into the admin site -> click the wireless settings on the router admin page to check the frequency of the router.



Note: If you've enabled "Smart Connect" or something like that (as shown below), the SSID of 2.4G Wi-Fi and 5G Wi-Fi is the same. Under this condition, the camera will automatically connect to the 2.4G Wi-Fi.



Method 4 Confirm the Wi-Fi frequency by contacting the router's manufacturer

You can reach out to your router provider to confirm the Wi-Fi frequency.

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Cannot find the QR code on the camera body?

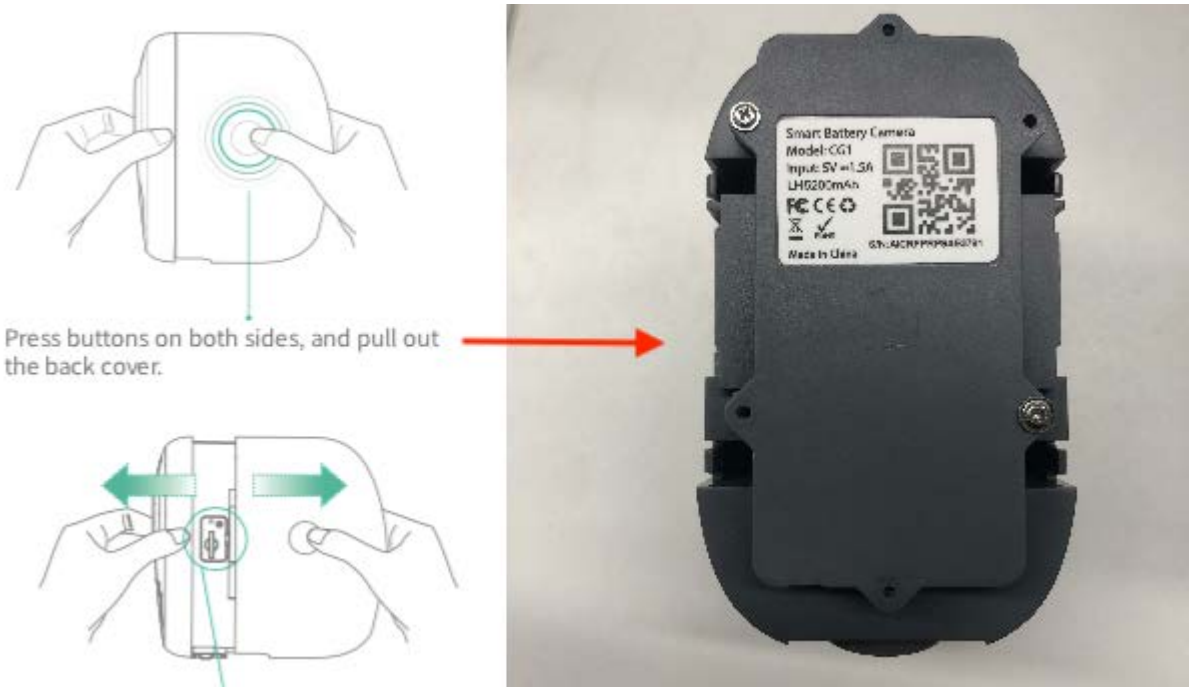
February 28, 2022 10:41 · Updated

The QR code on the camera body includes the model and the serial number of the camera. It is usually on the label attached to the camera.

You can find it at the back of the camera.



For some models, you may need to take off the outer shell of the camera to find it.



For other models, there is no QR code on the camera body. In this case, you can submit feedback for further technical support directly.

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Search

Live View

Why can't I access the live stream?

Why is the camera offline?

Why does the image/picture look blurry?

How to adjust the resolution of the live screen?

How to adjust the video time?

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Why can't I access the live stream?

May 18, 2022 08:59 · Updated

When the camera is added successfully, you can see the camera on the homepage of the App. Next, you can tap the arrow button to view the live stream of the camera. The following reasons may lead to the failure to open the live feed of the camera, please check one by one.

The camera disconnects from Wi-Fi or the camera's Wi-Fi connection is unstable

The router does not work

Please check whether the router is working. You can judge by checking whether other devices (such as mobile phones) can connect to the Wi-Fi and can access the Internet. If this router is indeed not working, please make sure it works first.

The Wi-Fi signal is unstable

Please move the camera as close to the router as possible. If possible, please boost the signal strength of your router.
You can try restarting the router.
You can try connecting the camera to another Wi-Fi or another phone's hotspot.

The mobile phone cannot access the Internet or its network connection is unstable

Please make sure that your phone can access the Internet.
Please make sure that the mobile phone has enabled the network permission for the APP.
You can try to access the live stream again after pulling down on the APP homepage to refresh the device list.
You can try to access the live stream when the phone's Wi-Fi connection is good.
You can try to connect another Wi-Fi to your phone or switch to a mobile network to access the live stream again.
You can try to access the live stream again on another phone.

Camera is off

Please confirm whether the camera is turned on, if not, please long-press the power button to turn it on. If the camera cannot be turned on, please confirm whether the camera has battery power. If the camera is out of power, please use a 5V/1.5A charger to charge the camera before turning it on.

Other possible solutions

Restart the camera.
Readd the camera.

If you still cannot access the live stream, please submit feedback for technical support.

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Why is the camera offline?

July 06, 2022 09:18 · Updated

Offline means that the camera does not successfully connect to Wi-Fi. In this case, the camera will not work properly. The following reasons may cause the camera to be offline, please check one by one.

The camera disconnects from Wi-Fi or the camera's Wi-Fi connection is unstable

The router does not work

Please check whether the router is working. You can judge by checking whether other devices (such as mobile phones) can connect to the Wi-Fi and can access the Internet. If this router is indeed not working, please make sure it works first.
Please check whether the router's Wi-Fi name and password have been changed. If yes, you will need to re-add the camera to the App.

The Wi-Fi signal is unstable

Please move the camera as close to the router as possible. If possible, please boost the signal strength of your router.
You can try restarting the router.
You can try connecting the camera to another Wi-Fi or another phone's hotspot.

The mobile phone cannot access the Internet or its network connection is unstable

Please make sure that your phone can access the Internet.
Please make sure that the mobile phone has enabled the network permission for the APP.
You can try to reconnect the camera again after pulling down on the APP homepage to refresh the device list.
You can try to reconnect the camera when the phone's Wi-Fi connection is good.
You can try to connect another Wi-Fi to your phone or switch to a mobile network to reconnect the camera again.
You can try to reconnect the camera again on another phone.

Camera is off

Please confirm whether the camera is turned on, if not, please long-press the power button to turn it on. If the camera cannot be turned on, please confirm whether the camera has battery power. If the camera is out of power, please use a 5V/1.5A charger to charge the camera before turning it on.

Other possible solutions

Restart the camera.
Readd the camera.

If the camera is still offline, please submit feedback for technical support.

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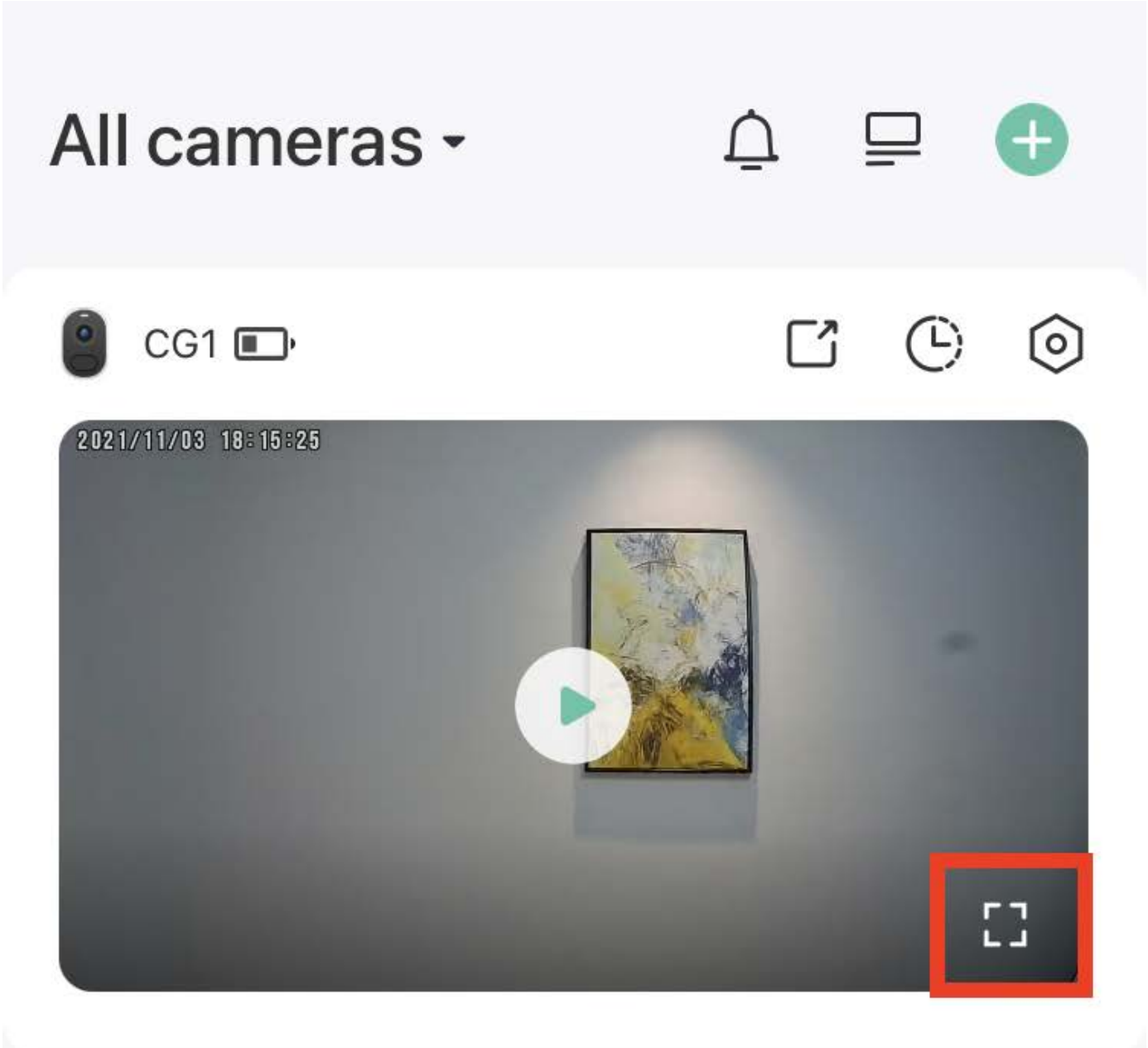
Why does the image/picture look blurry?

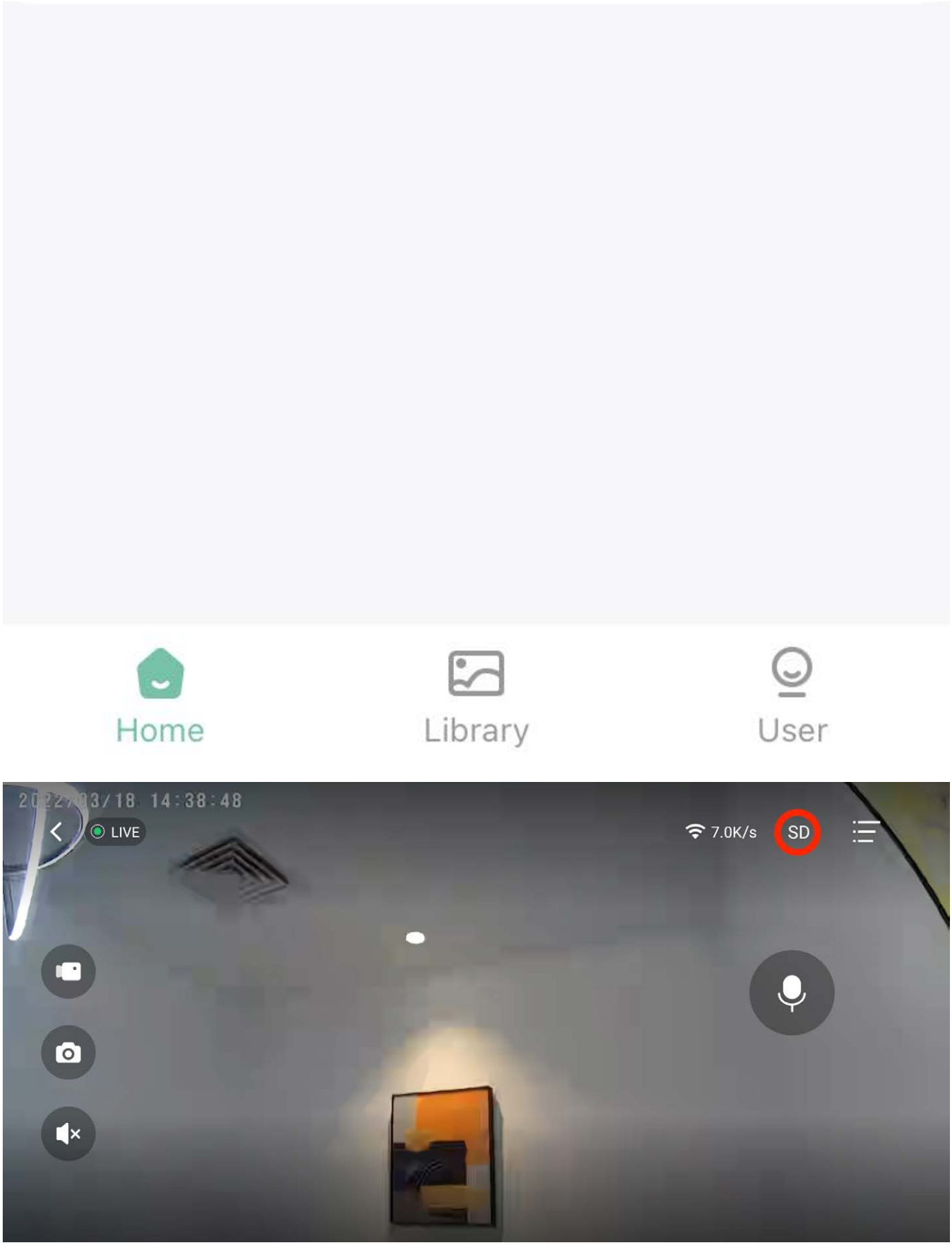
March 20, 2022 12:13 · Updated

The following factors may lead to blurry image/picture. Please check them one by one.

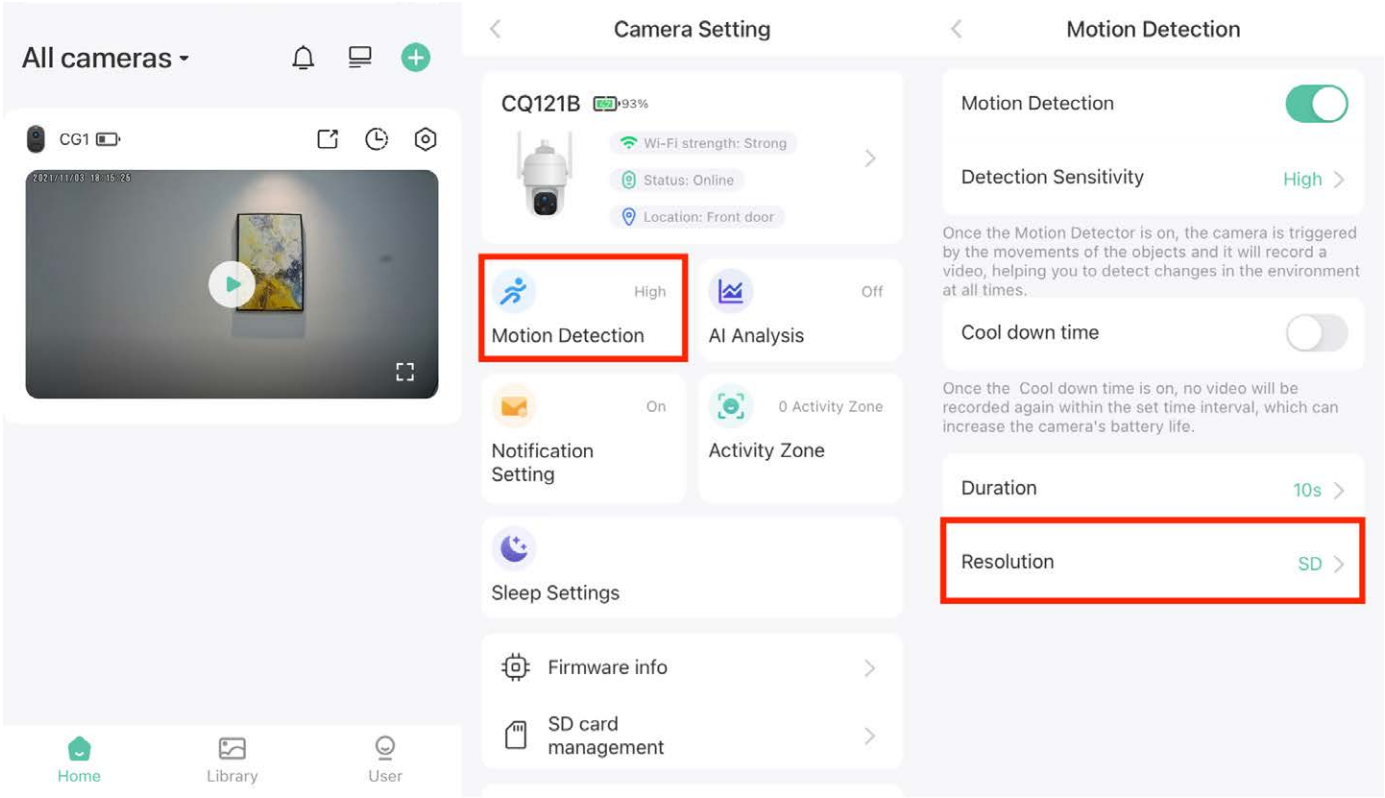
1. Please make sure the protective film on the camera lens is removed.
2. Please make sure the camera lens surface is clean, is not covered by any object, and is not scratched or worn.
3. When the camera's network connection is poor, the image quality may be affected. In SD mode (720p), the image/picture is more blurred than in HD mode (1080p).

- To get a clearer live image, you can tap the ***"full screen" icon*** in the bottom right corner of the live window > tap ***"SD"*** and change it to ***"HD"***.





- To get a clearer playback/recording image, you can tap the camera ***"setting" icon*** > tap **Motion Detection** > tap ***"Resolution"*** > Select ***"HD"***.



Please note that HD will use more network data (bandwidth) and will consume more battery power.

4. If the camera falls from a height, the imaging components may get damaged. If the camera malfunctions due to a hardware issue, please contact the seller directly.

Related Article:

How to adjust the resolution of the live screen?

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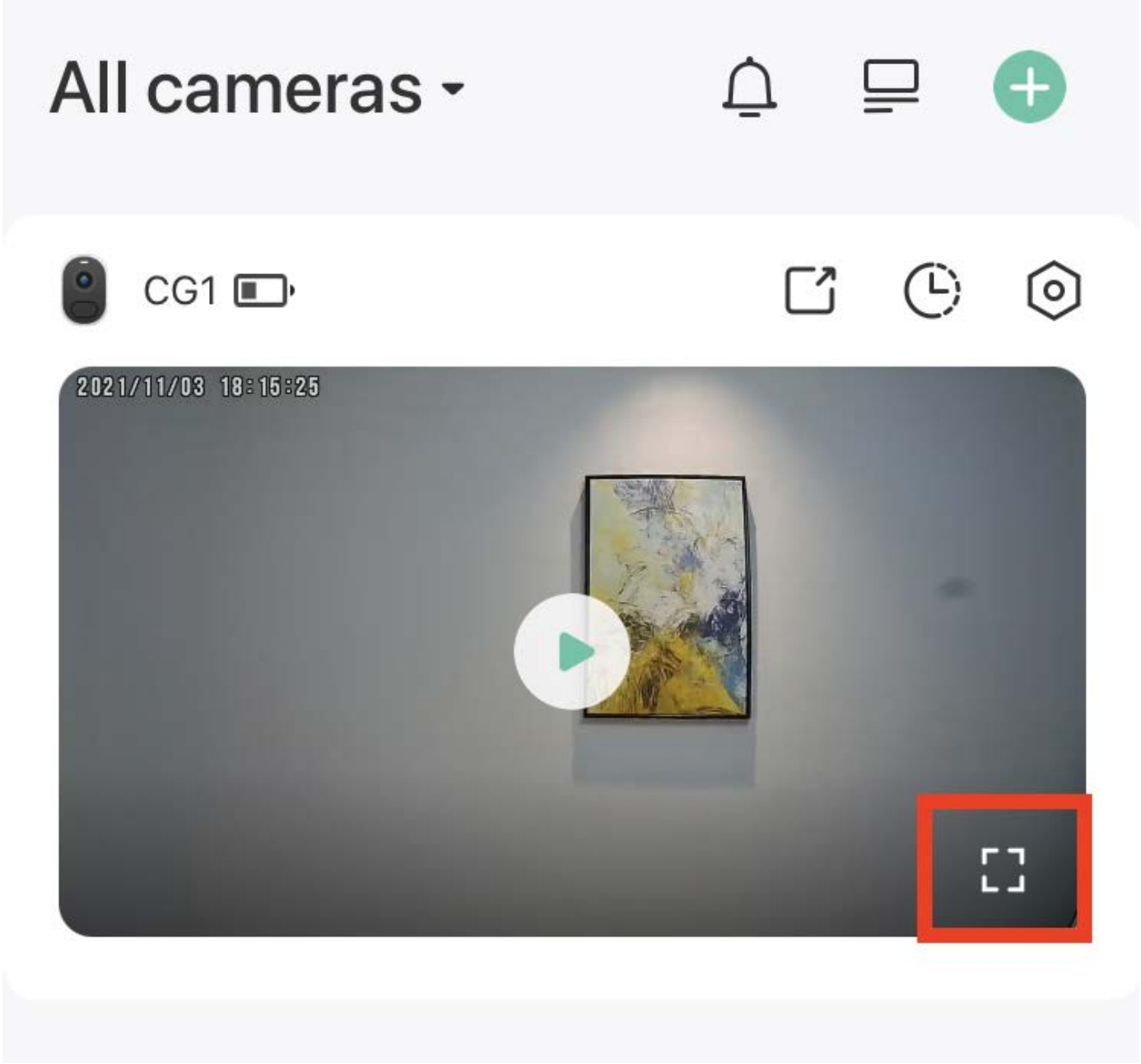
How to adjust the resolution of the live screen?

July 19, 2022 08:06 · Updated

Please tap the "full screen" icon to enter the full screen live > find the "SD/HD/Auto" button and adjust the resolution of the live screen.

- SD (Standard Definition): 720P, doesn't offer the same quality as HD but will use fewer network data (bandwidth) and consume less battery than HD. It applies to not-so-good network conditions.
- HD (High Definition): 1080P, offers higher quality video and a better overall viewing experience.

- Auto: 720P or 1080P, depending on your current network status. If it is good, the live screen will be HD; if it is poor or unstable, SD will be selected automatically.



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Motion Detection

How to enable motion detection?

How to set the motion detection duration?

Can the camera be installed behind a window/glass?

Why are some movements missed?

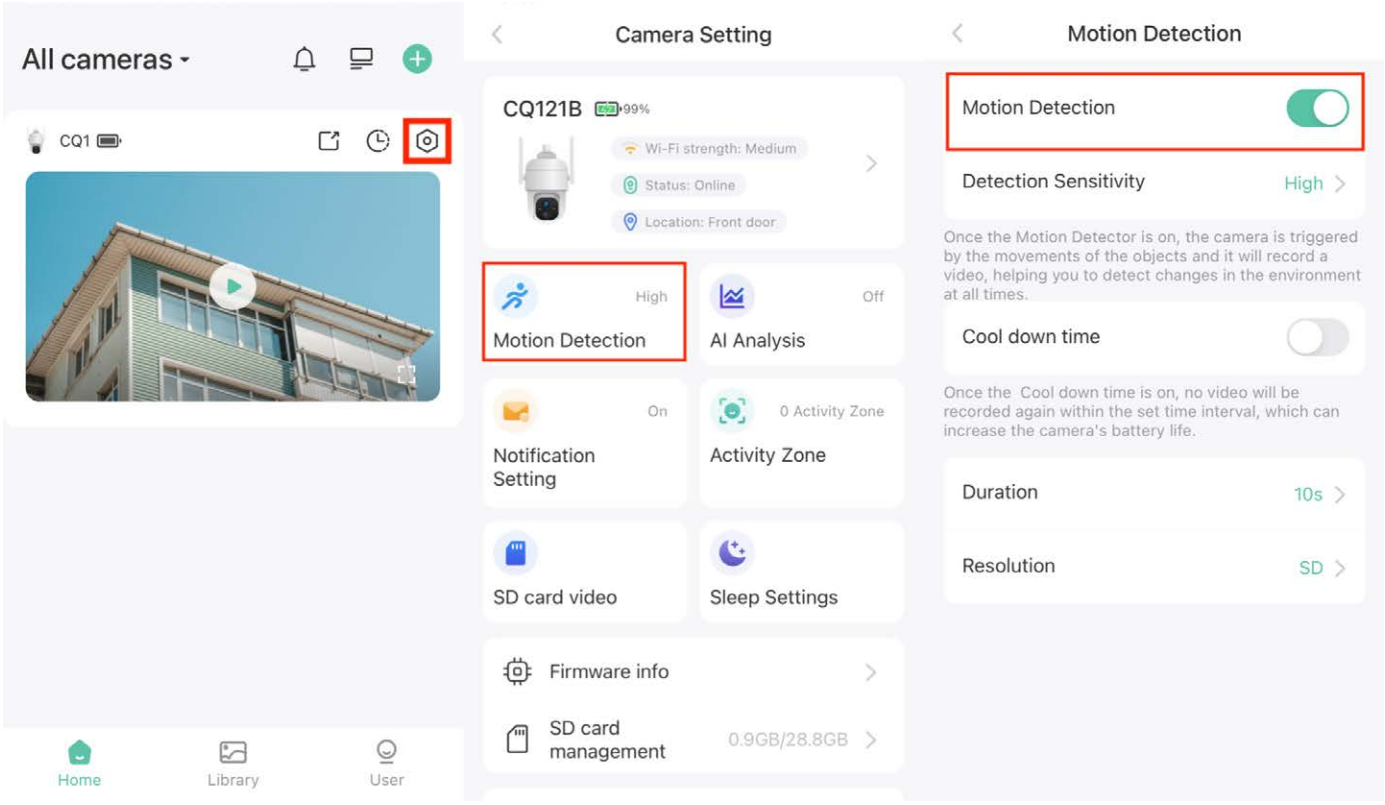
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How to enable motion detection?

March 23, 2022 11:14 · Updated

After the motion detection feature is enabled, any movements in the camera's field of view will activate the camera. Next, the camera will record videos of the movements and notify you of the movements (of course, to receive notifications, you also need to enable ***"Notification"*** under the ***"Notification Setting"*** page.)

To enable the motion detection feature, please tap the camera ***"setting" icon*** > tap ***"Motion Detection"*** > enable ***"Motion Detection"***.



Related Article:

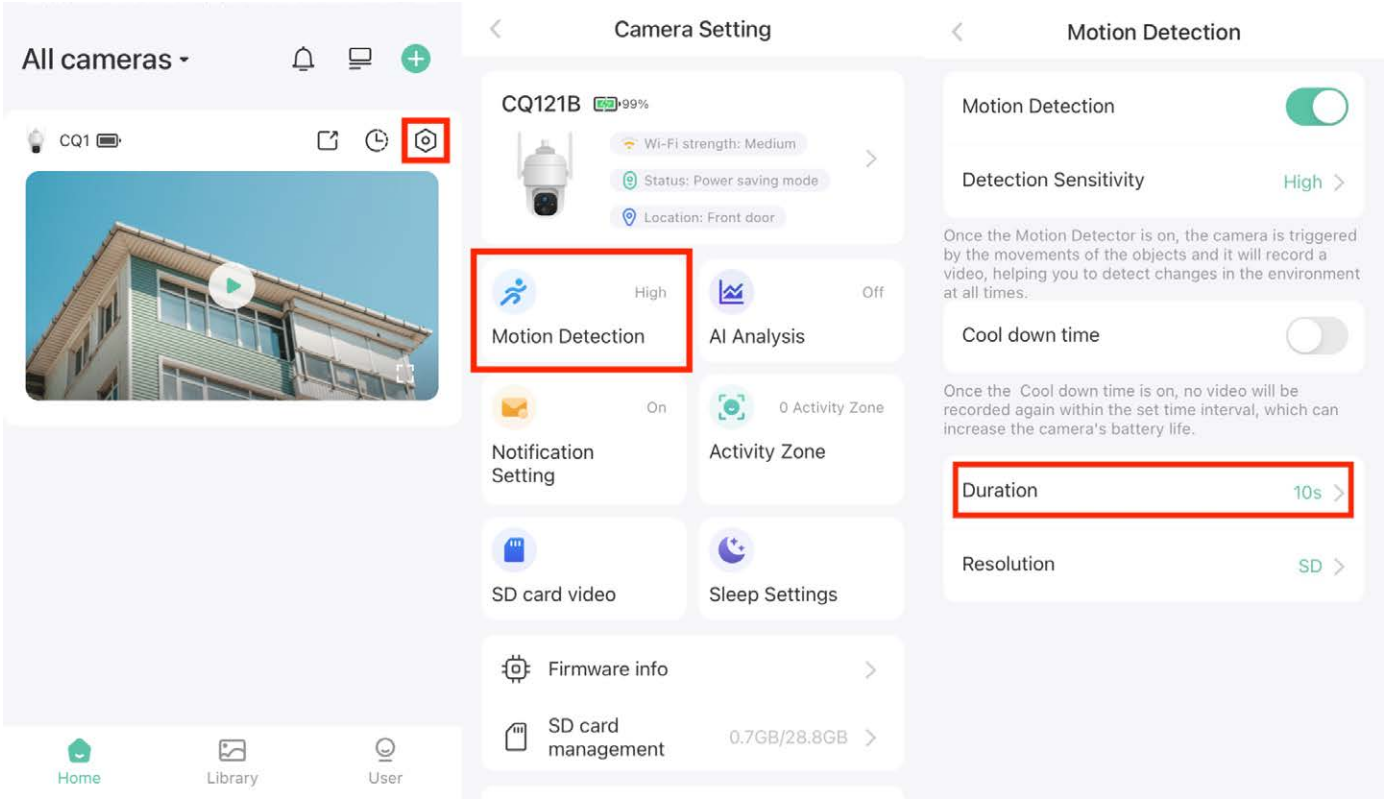
How to set the motion detection duration?

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How to set the motion detection duration?

March 23, 2022 11:13 · Updated

Please tap the camera ***"setting" icon*** > tap ***"Motion Detection"*** > tap ***"Duration"*** and select the duration you want.



There are 10s, 15s, 20s, Auto to choose from.
If you select ***"10s"***, ***"15s"***, or ***"20s"***, the recording duration will be fixed 10s, 15s, or 20s. If you select ***"Auto"***, after the PIR sensor is triggered by a movement, the camera will record a video up to 3min if the movement continues. However, please note that the camera will consume more battery power in ***"Auto"*** mode because it keeps working in this mode.

Related Article:

How to enable motion detection?

Powered by Zendesk

Can the camera be installed behind a window/glass?

March 13, 2022 13:27 · Updated

Battery cameras can not be installed behind a window/glass if you want to use the "Motion Detection" feature.
Battery cameras use PIR (passive infrared) motion detection, an energy-efficient (saving battery power) technology that captures motions by detecting infrared radiation (radiant heat) emitted or reflected by objects. When the camera is mounted behind a window/glass, infrared radiation does not pass through the window/glass. As a result, the "Motion Detection feature" does not work reliably. If you want the camera to detect motions outside, it is recommended that you mount the camera outside.

For plug-in/wired cameras, the answer is yes, as they use camera video analytics rather than PIR sensors to detect motions. As long as they "see", they can detect motions. So you can mount the camera behind a window/glass with confidence.

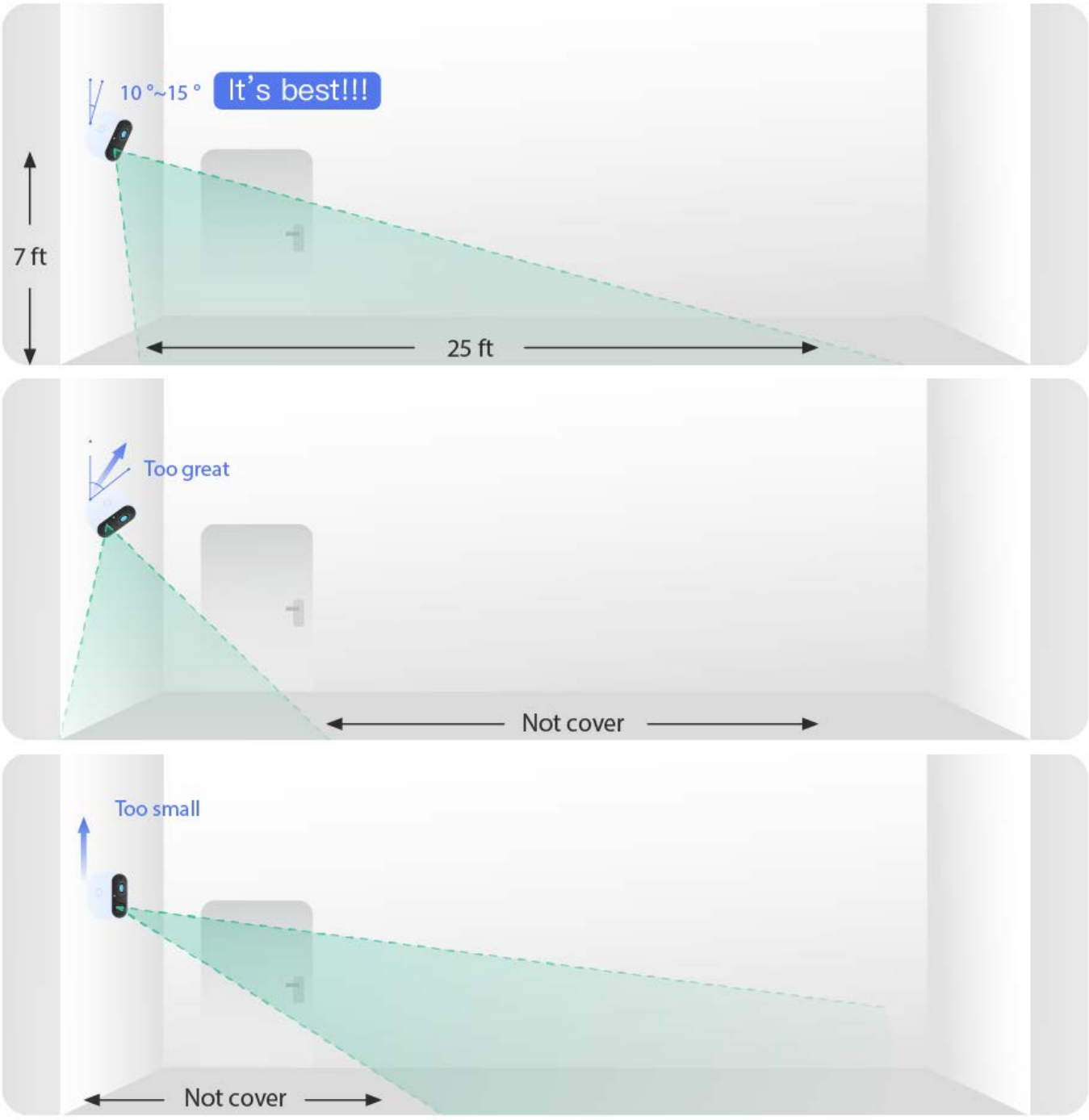
Powered by Zendesk

Why are some movements missed?

March 31, 2022 03:34 · Updated

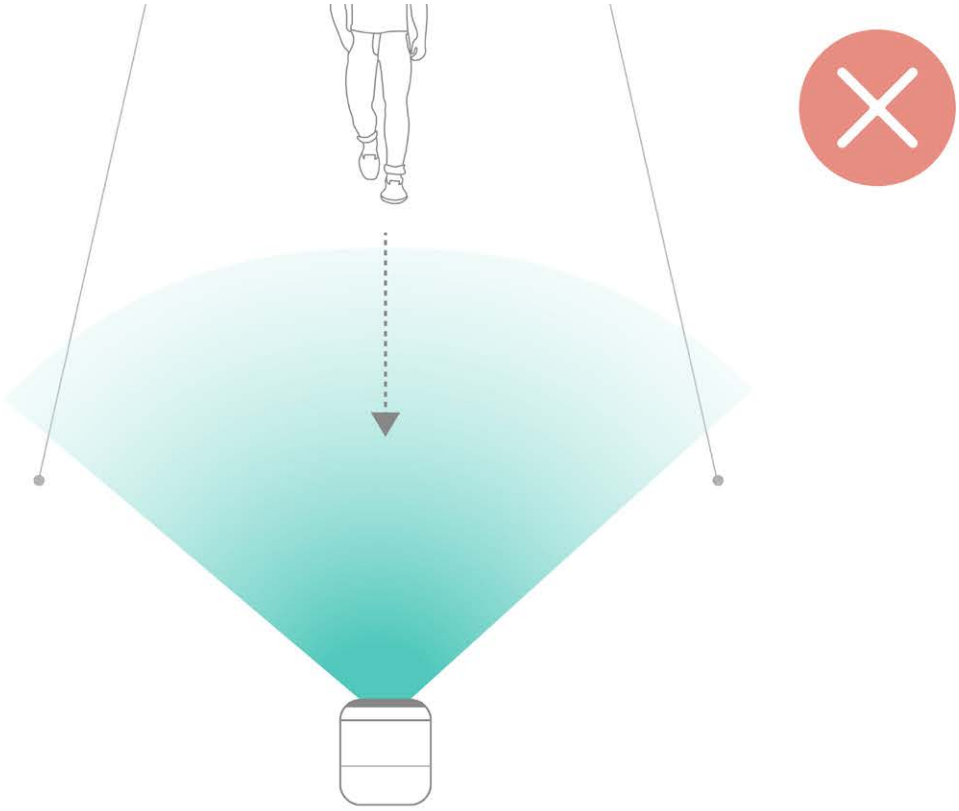
Some users may feel it annoying that when the camera starts recording the person in the camera's field of view has already gone. Or obviously and for sure, there is a movement in the camera's field of view but the movement is not recorded. If you encounter the issue, here are tips for you.

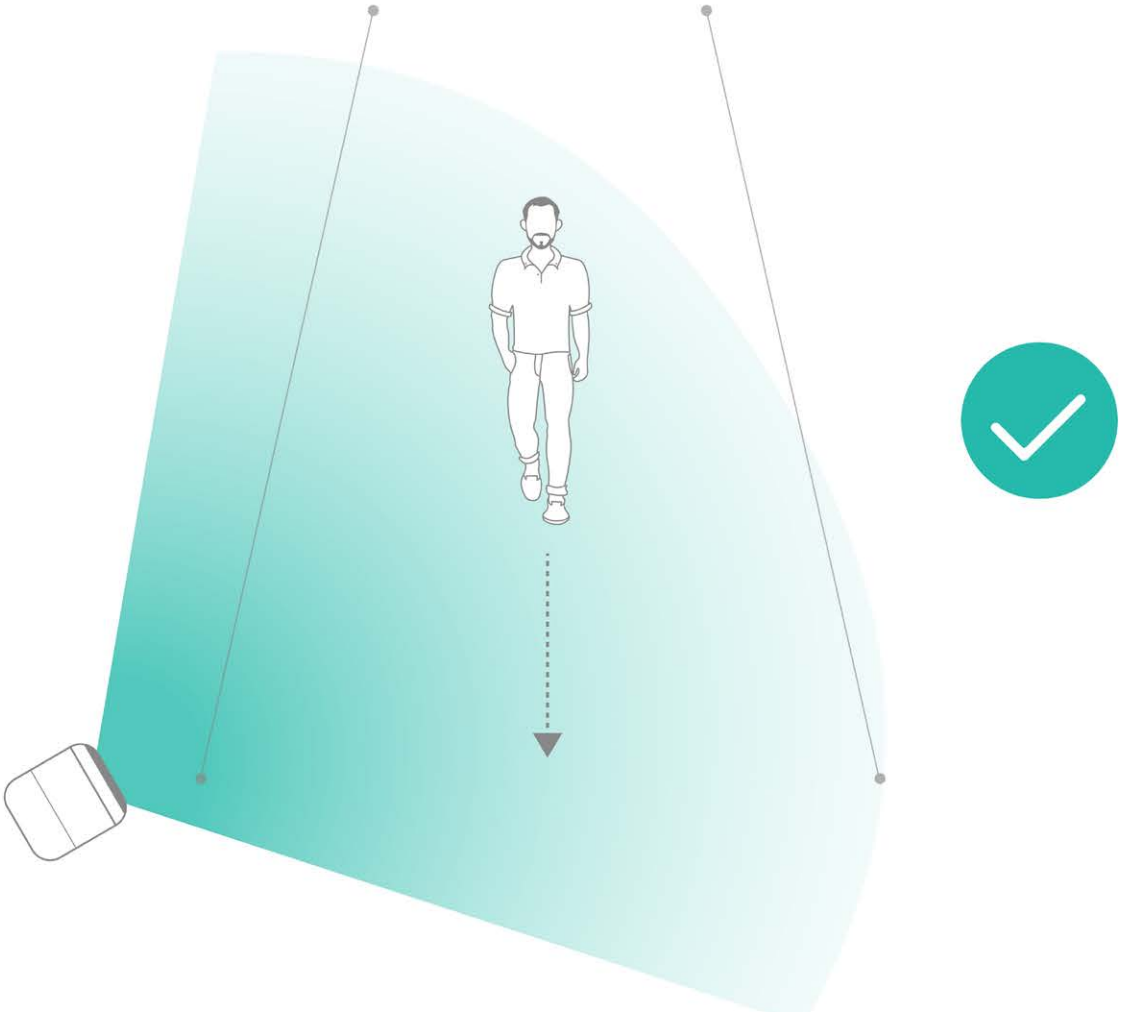
1. Set ***"Detection Sensitivity"*** to ***"High"***. After doing that, the distance the PIR sensor can perceive will become longer. When the camera's detection sensitivity is ***"Low"*** or ***"Medium"***, the camera will be more difficult to be triggered.
   - How to adjust sensitivity: tap the camera ***"setting" icon*** > tap ***"Motion Detection"*** > tap ***"Detection Sensitivity"***.
2. Ensure that the camera is connected to stable and good Wi-Fi. If your camera's network connection is not in good condition, the cloud recordings may fail to be completed or the cloud recordings may fail to be synced to the ***"Library"*** in the app.
3. Please note that when you install the camera about 7 feet high and 10°～15° downwards, the motion detector will perform best. Besides, please note that the motion detector performs best for movements 5 feet to 20 feet (1.5 meters to 6 meters) from the camera.



4. The motion sensor is more sensitive to movements across the camera's field of view than movements toward or away from the camera. For the best performance, please make sure that the specific movements that you would like to monitor across the camera's field of view.







If the issue still persists, please submit feedback from the app for further technical assistance.

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Notifications

Why are notifications delayed?

Why can't I receive notifications?

Why are there so many false notifications?

Why are notifications delayed after purchasing a plan?

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Why are notifications delayed?

February 23, 2022 09:43 · Updated

There are three steps to receive a motion event notification on your phone.
Step 1 Camera detects a motion event and sends it to its cloud server on AWS;
Step 2 The cloud server sends the motion event info to Apple(iOS)/Google(Android) notification server;
Step 3 Apple(iOS)/Google(Android) notification server sends the notification to your phone, and there will be a pop-up notification on your phone.

Usually, all three steps will be completed within a few seconds. However, in some cases, **a delay may occur at step 1 or 3**.

There may be **tens of seconds delay** at Step 1**.** In most cases, this is due to a poor or unstable network connection. Please check and ensure that the Wi-Fi network connection is good and the camera is installed in a place with a strong Wi-Fi signal. Please also select 720p resolution (SD) for video recording to reduce streaming bandwidth.

There may be **minutes or even tens of minutes delay** at Step 3. Many external factors might cause this delay, such as Apple/Google's notification server, the phone's poor or unstable network connection, etc. Most of the time, it can return to normal after a while.
However, **for some brands of Android phones, to fix the delay, you must add our App to the battery-saving whitelist in your phone's Settings**. It's because the battery management of these Android phones will kill all background running apps, causing the apps to fail to receive the notifications from Google(Android) notification server in time.
How to add our App to the battery-saving whitelist: Go to your phone's ***Settings*** > ***Apps*** > ***Our App*** > ***Battery*** > ***Battery optimization*** > ***Don't optimize***. There is an article with a detailed explanation and operation of the delay issue for Samsung phones. Please tap here.

If the issue still persists, please submit feedback from the app for further technical assistance.

Related Article:

Why are notifications delayed after purchasing a plan?

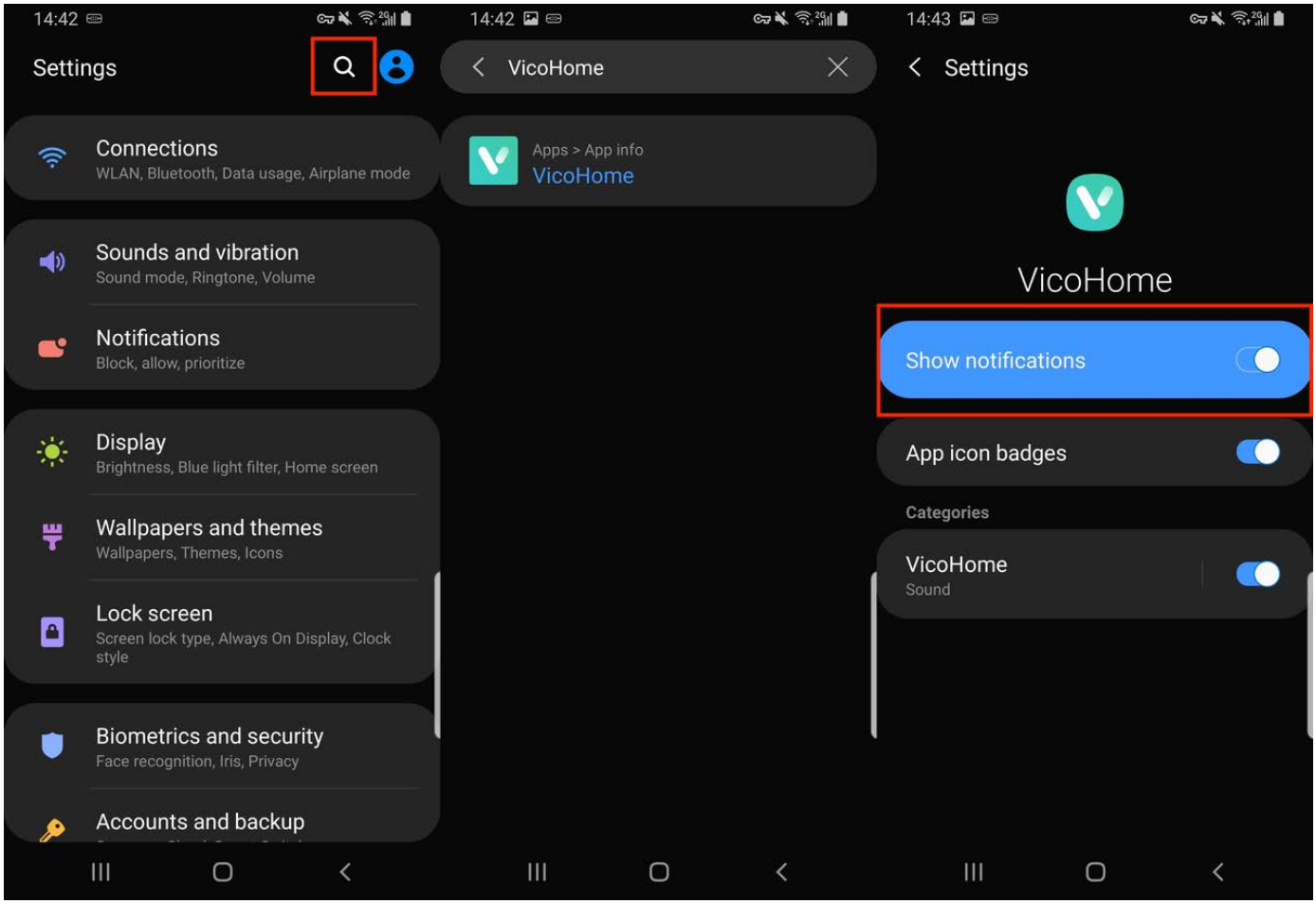
Powered by Zendesk

Why can't I receive notifications?

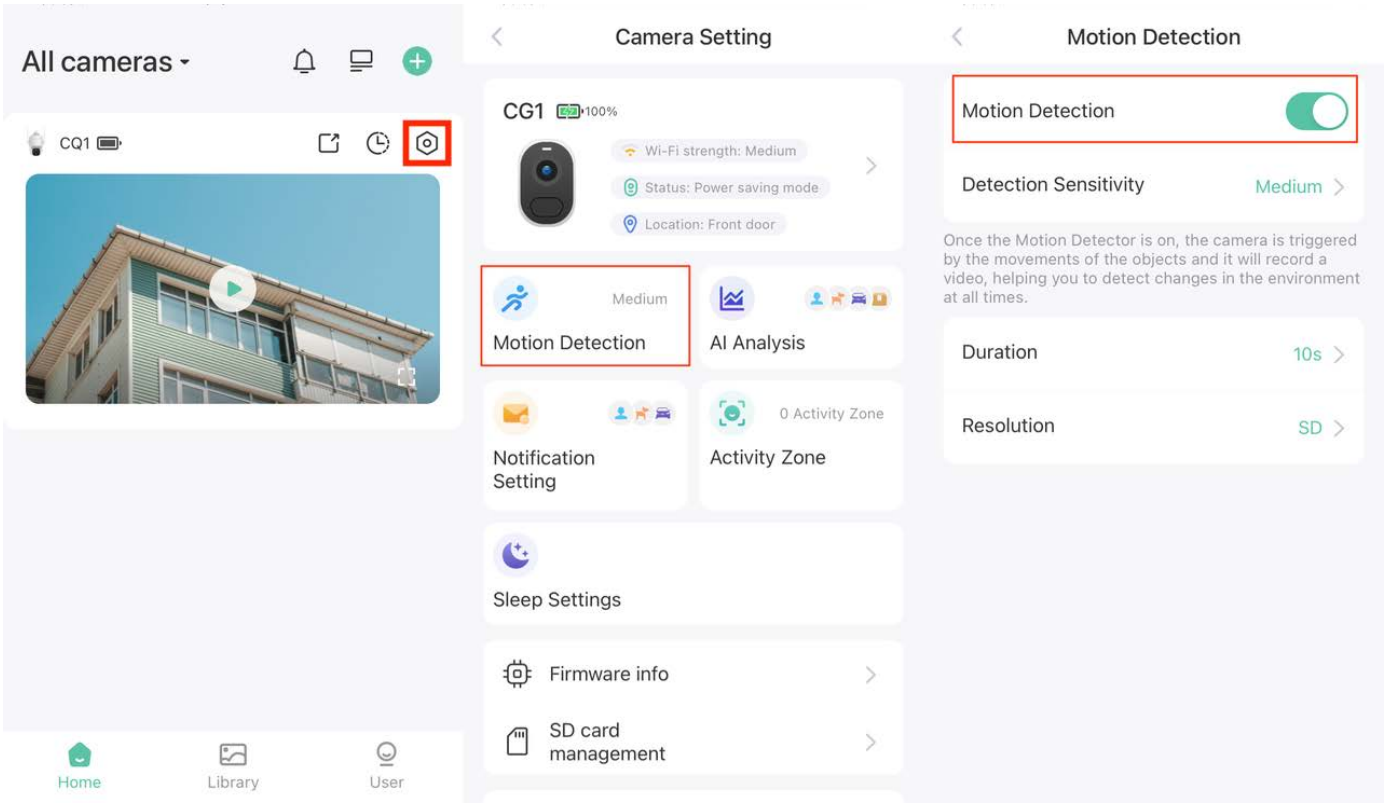
February 23, 2022 05:53 · Updated

The failure to receive notifications may be caused by the following reasons, please check one by one:

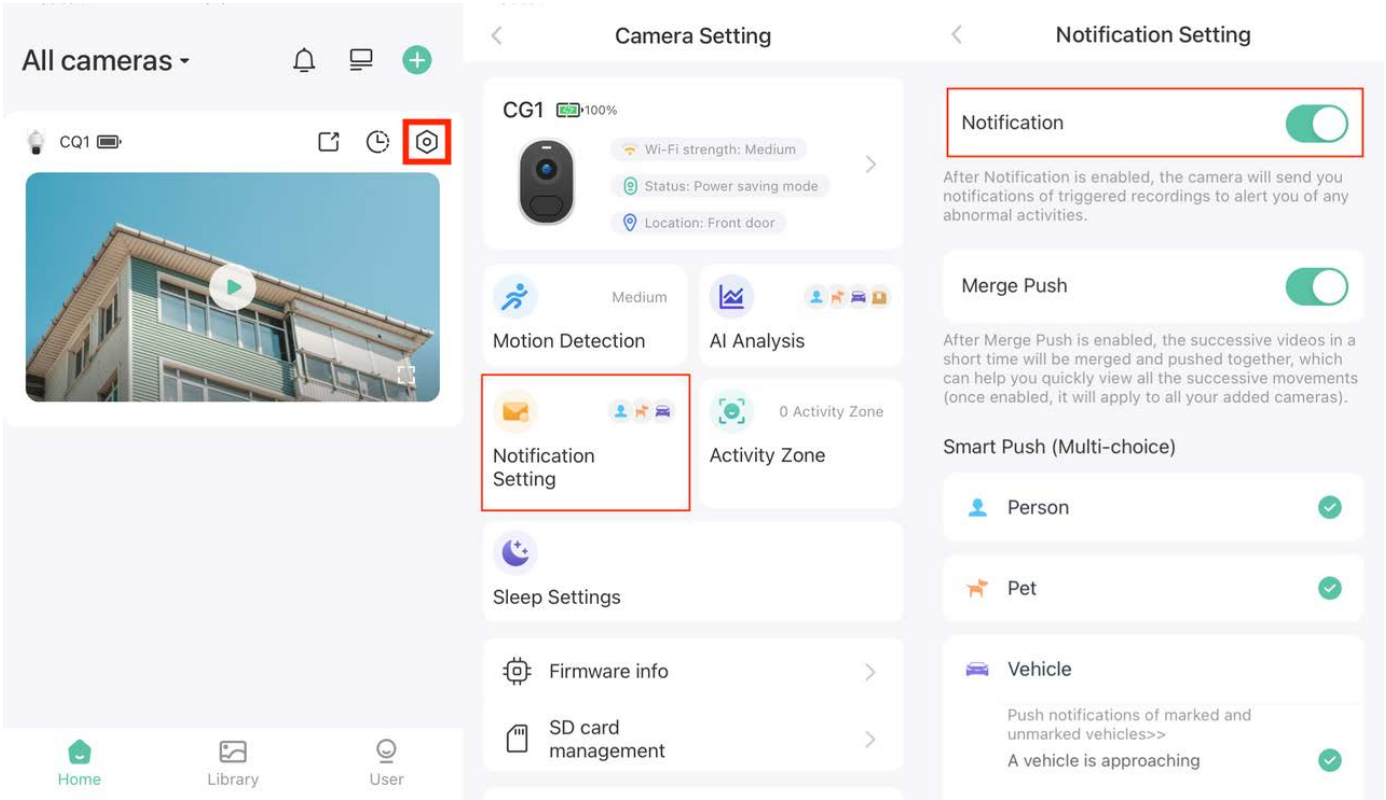
1. The VicoHome app is not granted "Notifications" permission. When the "Notifications" permission is not allowed, your phone isn't able to receive any notifications from the VicoHome app. ***Please open the Settings app on your phone > search for "VicoHome" > tap "Notifications" and enable it***.



2. The "Motion Detection" feature is not enabled. When "Motion Detection" is disabled, the camera isn't able to be triggered by any movements, let alone notifications. ***Please open the VicoHome app > tap the camera "setting" icon > tap "Motion Detection" > enable "Motion Detection".***



3. The "Notification" feature is not enabled. When "Notification" is disabled, the camera is only able to record videos of the movements but isn't able to send notifications to your phone. ***Please open the VicoHome app > tap the camera "setting" icon > tap "Notification Setting" > enable "Notification".***



4. The camera's Wi-Fi connection or your phone's network connection is poor or unstable. Please check and ensure that both your camera's Wi-Fi connection and your phone's network connection are good for receiving notifications.

If the issue still persists, please submit feedback from the app for further technical assistance.

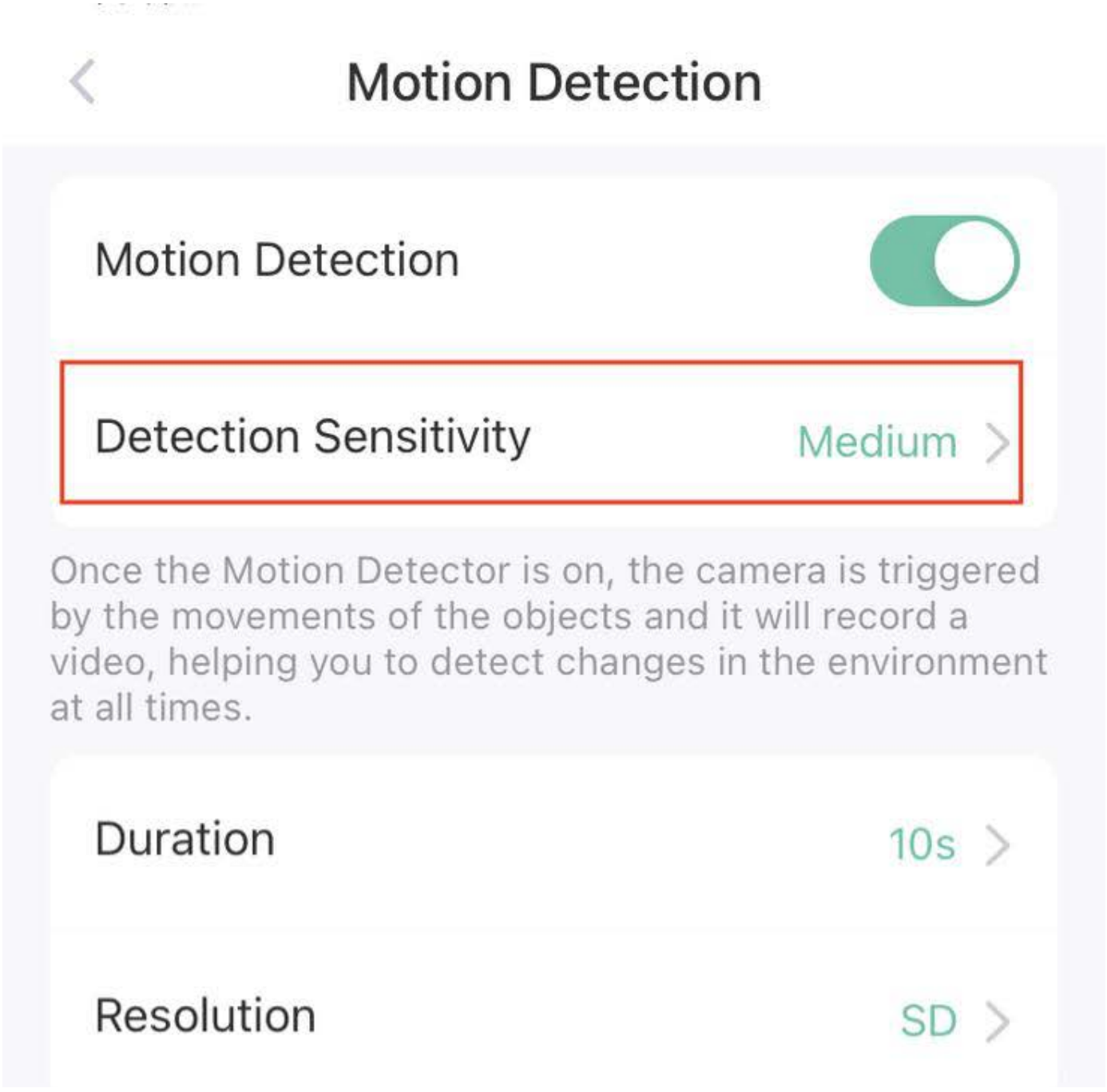
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Why are there so many false notifications?

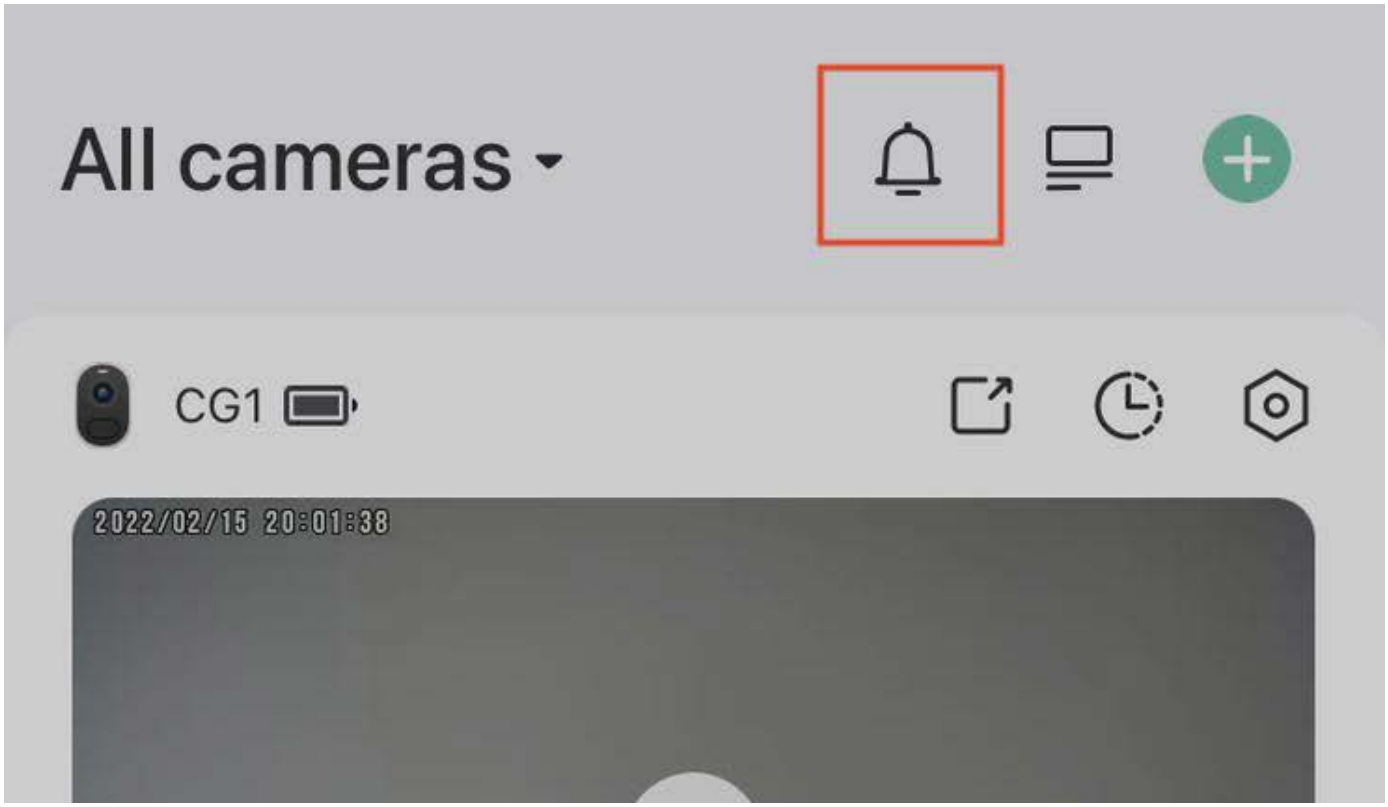
February 23, 2022 09:47 · Updated

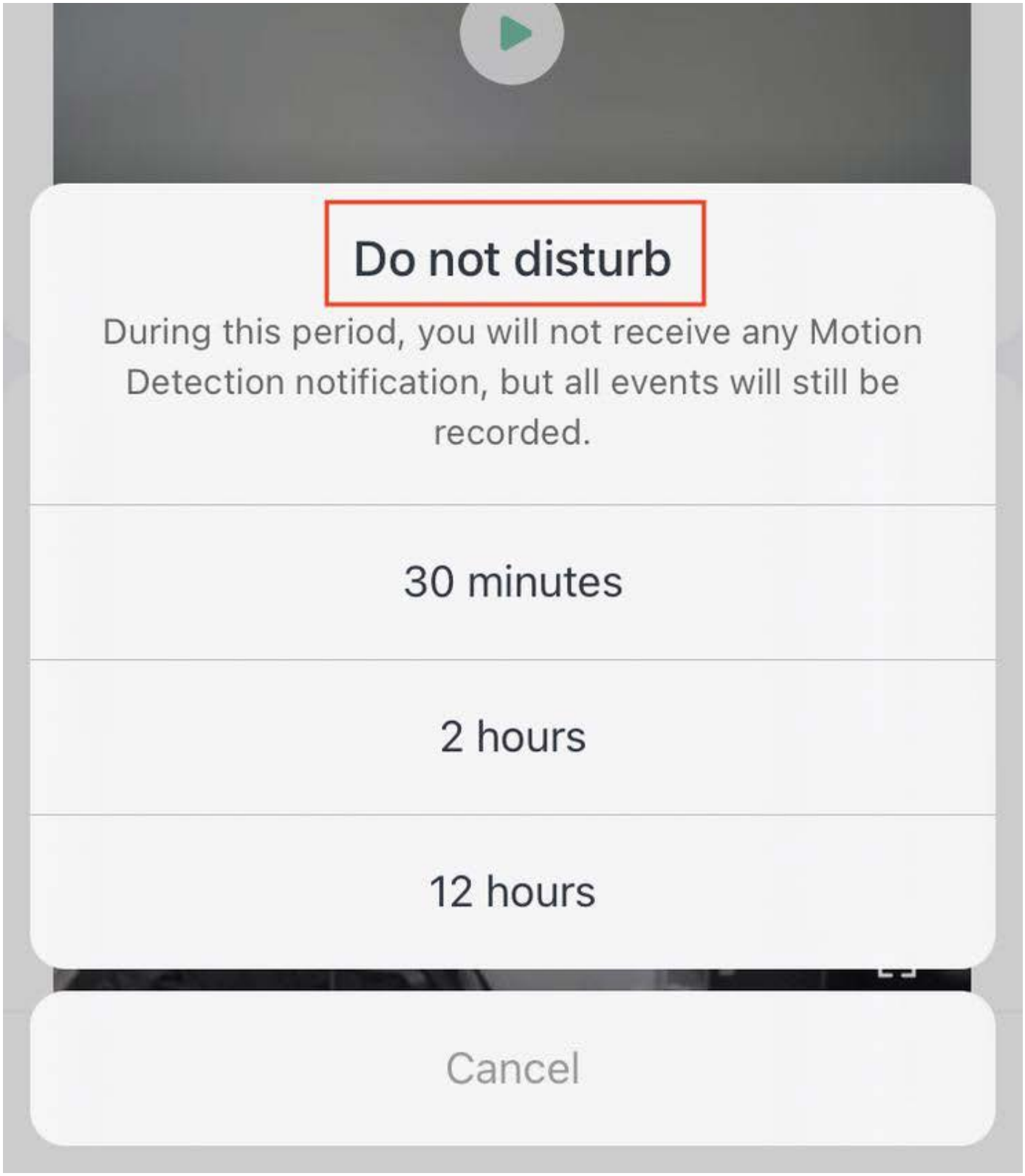
This is how motion detection works: when the PIR sensor perceives a change in the environment, motion detection will be triggered. The change in the environment can be a moving object, light change, the alternation of hot and cold air, etc. Particularly common false triggers include trees shaking after being blown by the wind, the cold air of the air conditioning, etc. Here are tips for you to adjust:

1. Change the position of the camera to avoid false triggers.
2. Set motion detection sensitivity to "**Low"** or "**Medium"**. After doing that, the distance the PIR sensor can detect will become shorter so that false triggers may be reduced.

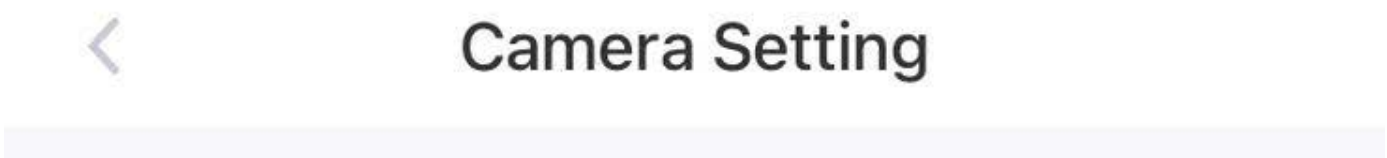


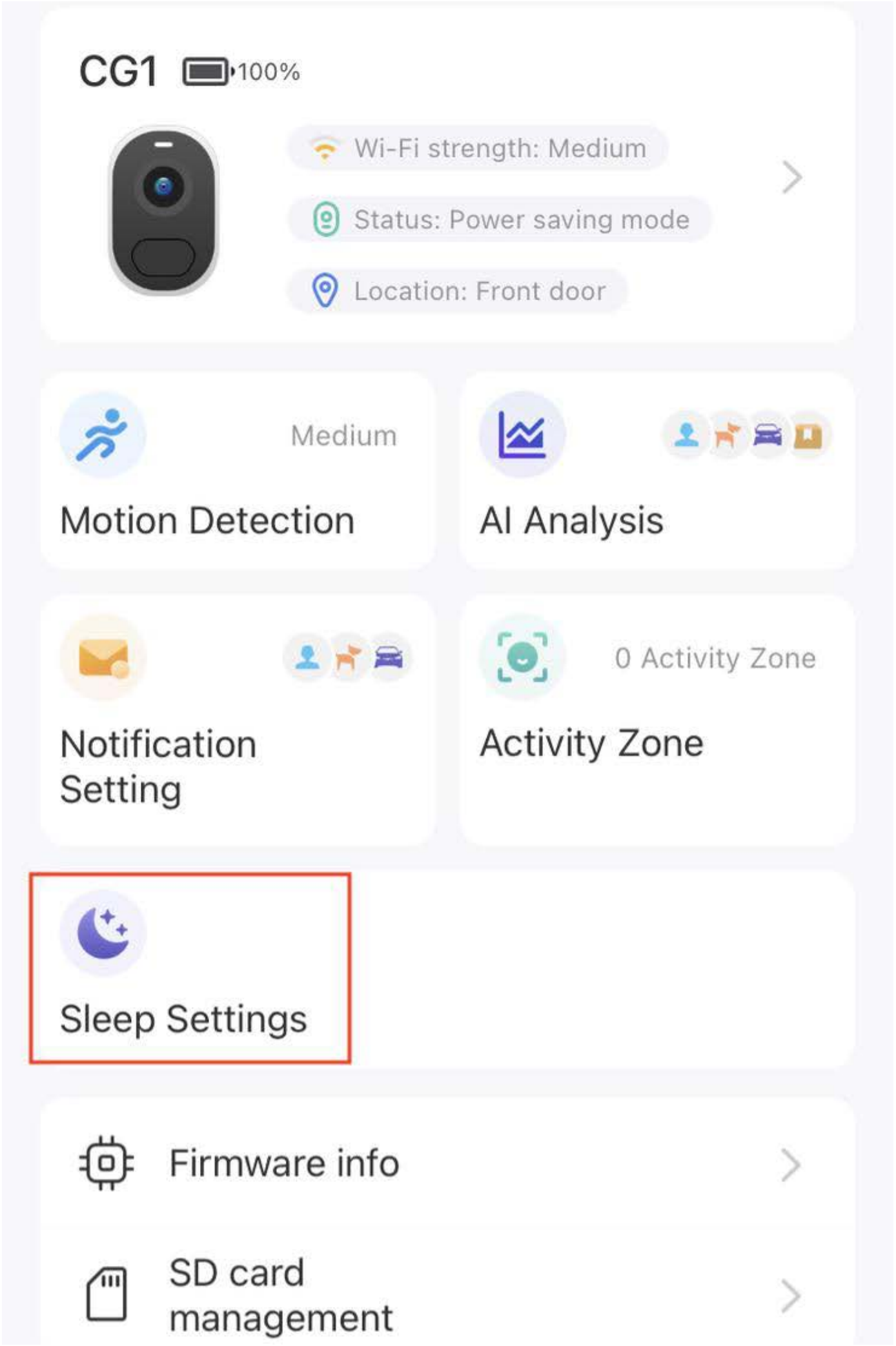
3. Use the "**Do not disturb"** feature. Tap the **"bell" icon** on the top of the app's homepage to enable "**Do not disturb"**. You can set not to receive notifications in the next 30 minutes/2 hours/12 hours.



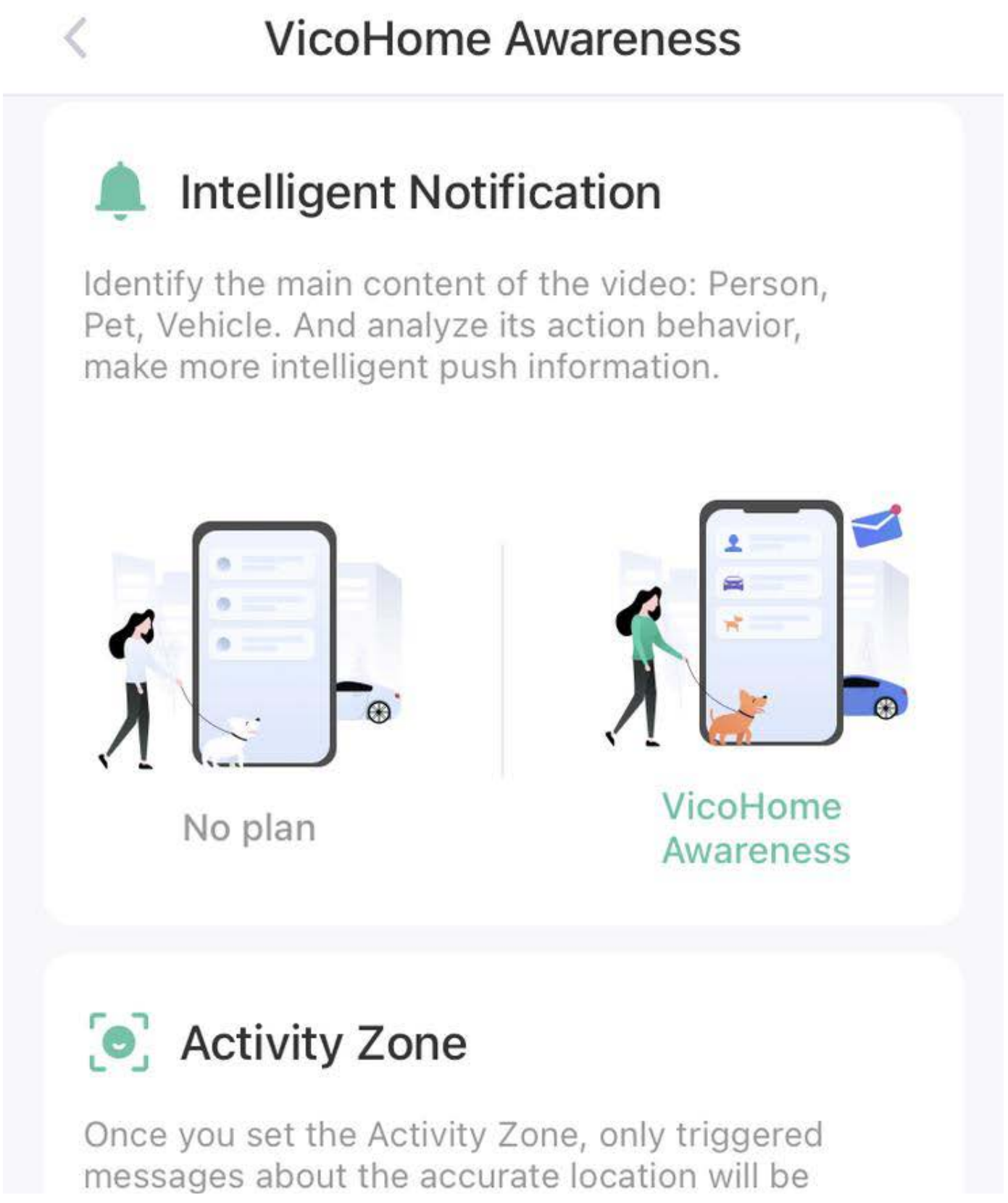


4. Use the **"sleep mode"** feature. Tap the camera **"setting" icon** > tap **Sleep Setting** >tap **Schedule Setting** > tap **Add a sleep plan** > set the sleep period for the camera and select the date on which the sleep period will take effect. Then the camera will detect motions only in the non-sleep period. So will notifications.




CG1
100%
Wi-Fi strength: Medium
Status: Power saving mode
Location: Front door
Medium
Motion Detection
AI Analysis
Notification Setting
0 Activity Zone
Activity Zone
Sleep Settings
Firmware info
SD card management

5. Purchase the VicoHome Awareness service. Then you can set to only receive smart notifications (recognized Person/Vehicle/Pet/Package). You can also set an activity zone to only receive notifications when motions are detected in the zone. Please rest assured that only unwanted notifications will be filtered, and the camera will still record any motions.





If the issue still persists, please submit feedback from the app for further technical assistance.

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Why are notifications delayed after purchasing a plan?

February 23, 2022 09:47 · Updated

When you have no plan, there are three steps to receive a motion event notification on your phone.
Step 1 Camera detects a motion event and sends it to its cloud server on AWS;
Step 2 The cloud server sends the motion event info to Apple(iOS)/Google(Android) notification server;
Step 3 Apple(iOS)/Google(Android) notification server sends the notification to your phone, and there will be a pop-up notification on your phone.

However, when you purchase a plan, there will be one more step between Step 1 and Step 3. That is: The motion event is been analyzed by the AI algorithms in the cloud to decide whether to send the notification or not. For example, if you select "Person" under the "Notification Setting" page in the app and the camera recognizes a person in the motion event after analysis, it will decide to send the notification, and vice versa. That's exactly why you may feel a little longer to receive a notification after paying.

Related Article:

Why are notifications delayed?

Powered by Zendesk

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Cloud Recordings

Why are there so many videos with no movements?

Powered by Zendesk

Why are there so many videos with no movements?

March 18, 2022 12:11 · Updated

Some users may be confused or annoyed that there are too many cloud recordings in which there seem to be no people or even no movements. Why's that? To answer this question, let's know about the camera's trigger mechanism first.

This is how motion detection works: when the PIR sensor perceives a change in the environment, motion detection will be triggered. The change in the environment can be a moving object, light change, the alternation of hot and cold air, etc. Particularly common false triggers include trees shaking after being blown by the wind, the cold air of the air conditioning, etc.

If you have this issue, here are tips for you to adjust.

1. Change the position of the camera to avoid false triggers like trees or plants triggers.
2. Set ***"Detection Sensitivity"*** to ***"Low"*** or ***"Medium"***. After doing that, the distance the PIR sensor can perceive will become shorter so that false triggers may be reduced.
   - How to adjust sensitivity: tap the camera ***"setting" icon*** > tap ***"Motion Detection"*** > tap ***"Detection Sensitivity"***.
3. Some models of cameras also support the ***"Cool down time"*** feature. After enabling ***"Cool down time"***, no video will be recorded again within the set time interval.
   - How to enable ***"Cool down time"***: tap the camera ***"setting" icon*** > tap **"Motion Detection"** > enable ***"Cool down time"*** and select ***"Interval Time"***.

If the issue still persists, please submit feedback from the app for further technical assistance.

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Charge Camera/Battery

Why can't the camera be charged?

Why doesn't the battery last long?

How to connect the Solar Panel to your Pan & Tilt Camera?

Can the camera be used with a solar panel?

How to charge the camera?

How long does it take to fully charge the camera?

How can I extend the battery life?

Will Wi-Fi environment affect the camera battery?

What do different colors of the indicator light mean?

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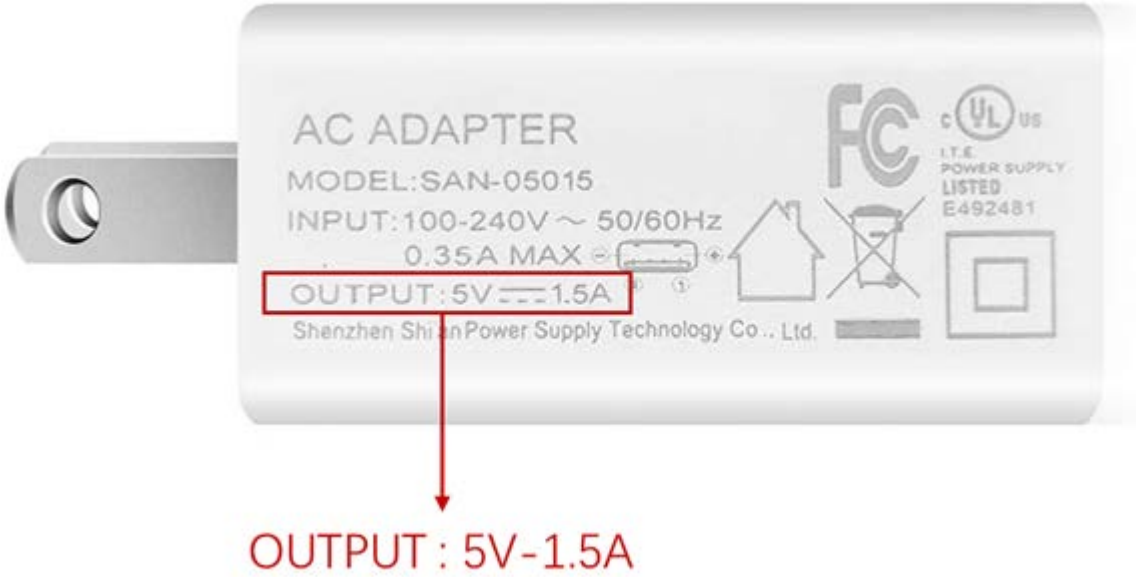
Why can't the camera be charged?

May 18, 2022 11:10 · Updated

The following factors may cause charge failure. Please check one by one.

The charger is not supported or is defective

Please note that the camera only supports a charger with 5V output voltage.



To check whether the charger is defective, you can use the charger to charge other devices, for example, your phone. If the phone cannot be charged, either, you may need to change a charger.

The Micro USB charging cable is defective

To check whether the charging cable is defective, you can use the charging cable to charge other devices, for example, your phone. If the phone cannot be charged, either, you may need to change a charging cable.

The charger, the Micro USB charging cable, and the camera are not in good contact

Please ensure both the charger's port and the camera's charging port are clean. Besides, please put the charger's port, the Micro USB charging cable, and the camera's charging port in good contact.

The charging cable is too long

Generally, the length of the charging cable should not be more than 16ft (5m). If your charging cable is too long, please use a suitable one instead.

The charging environment is not suitable

Too high or too low temperature will both lead to failure to charge. Please move the camera to a suitable temperature environment (0°C ~ 45°C) for charging.

If the camera still cannot be charged, please submit feedback for technical assistance.

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Why doesn't the battery last long?

May 31, 2022 03:39 · Updated

Some users may be bothered by the short battery life. **The battery life mainly depends on the total working duration of the camera.** The causes of poor battery life and some solutions are listed below. If you have the same issue, please check them one by one.

The camera is frequently triggered to record videos

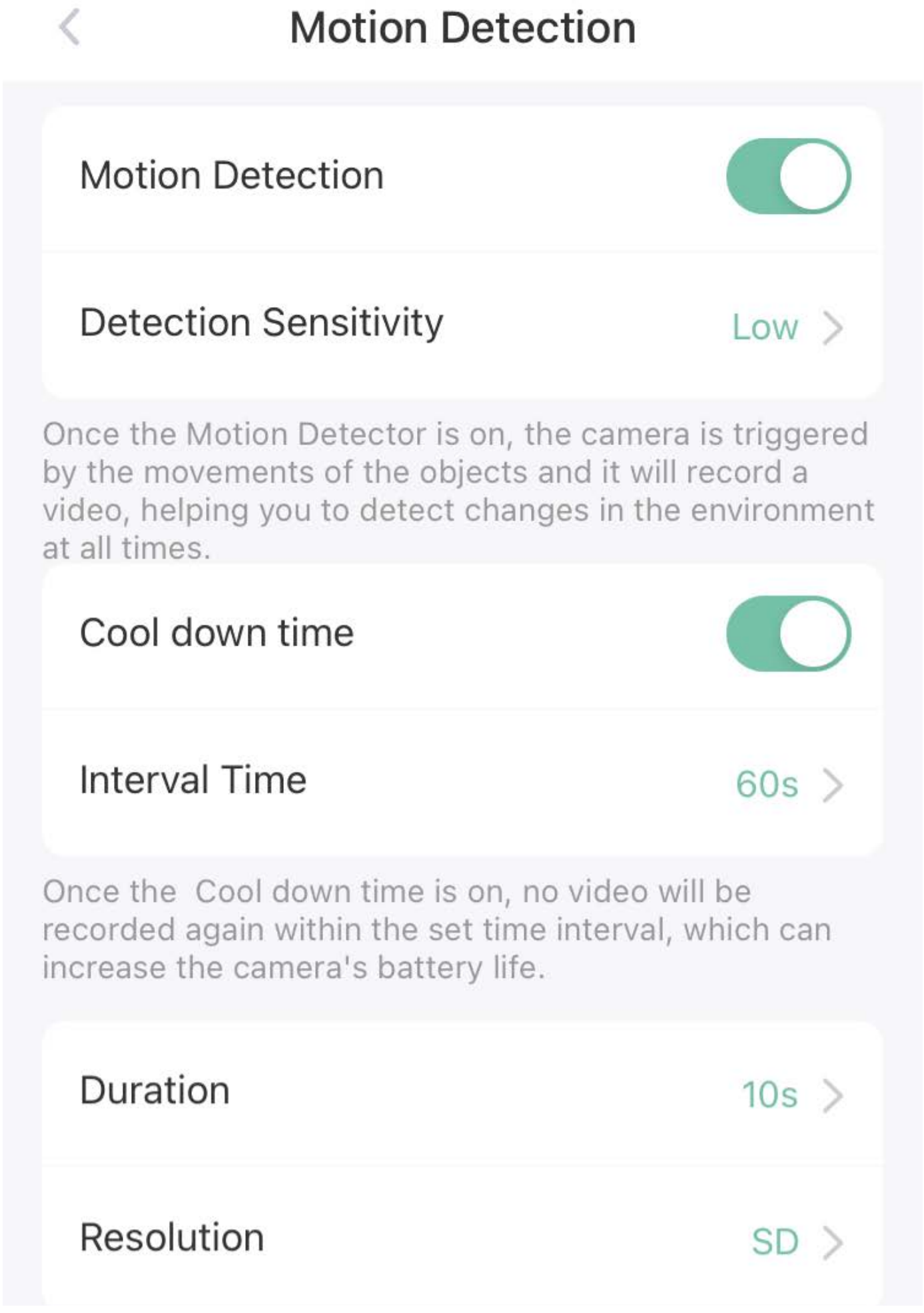
Please allow us to explain how motion detection works first. When the PIR sensor perceives a change in the environment, the camera will be triggered to record videos. The change in the environment can be a moving object, light change, the alternation of hot and cold air, etc. Particularly common false triggers include trees shaking after being blown by the wind, direct sunlight on the front facade of the camera, the cold air of the air conditioning, etc.

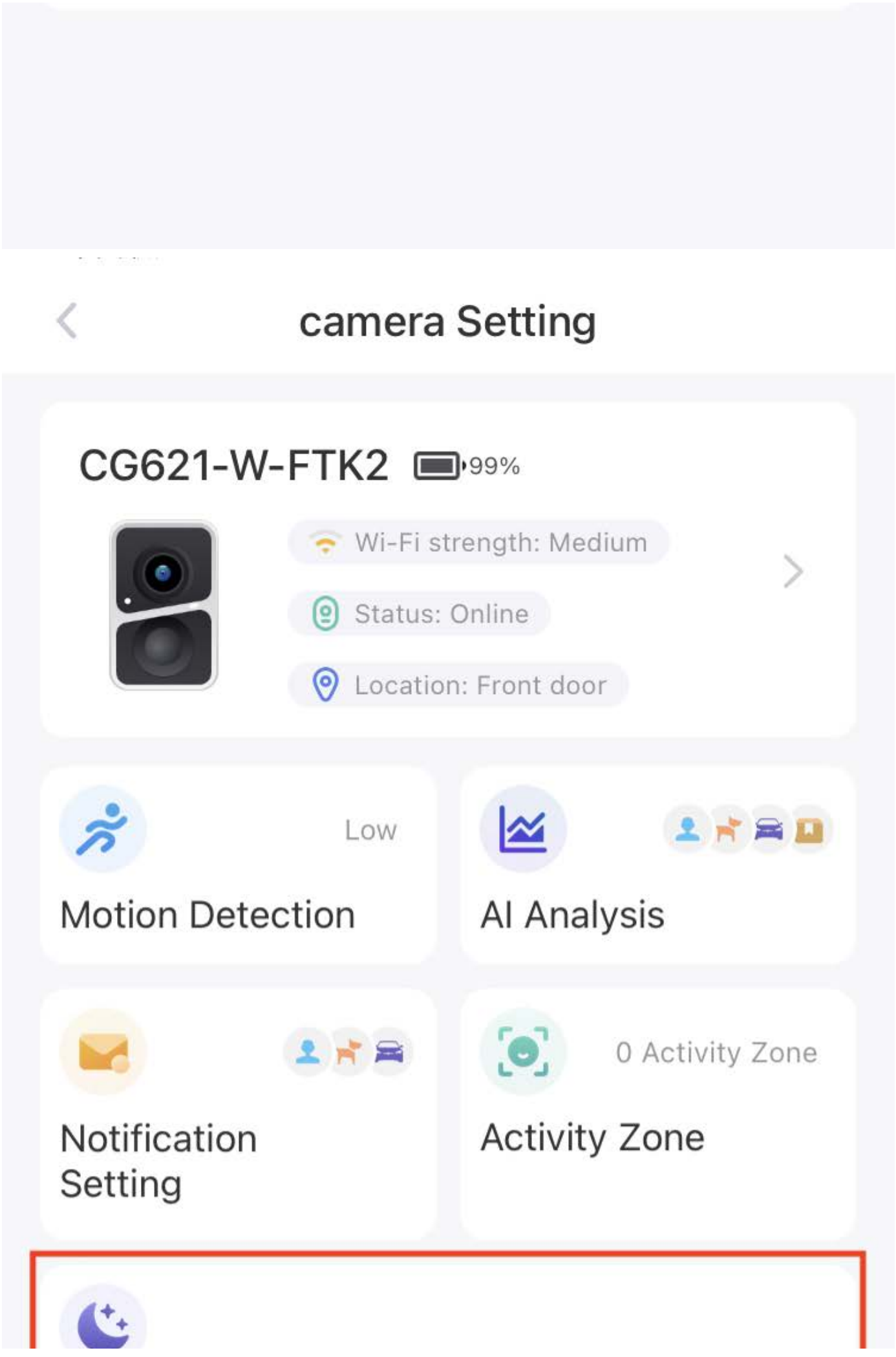
Usually, for a fully charged camera, without regard to other factors, and the video resolution is SD, the camera can continuously capture
3000~3500 10-second videos with a **5000mAh/5200mAh battery,**
4000 10-second videos with a **6700mAh battery,**
6000~7000 10-second videos with a **9000mAh battery.**
And assume that the camera records 20 10-second videos per day, if only considering video recording and network connection power usage (with good wifi signal), without regard to other factors, it can last
2~5 months **(Capacity: 5000mAh/5200mAh)**
2~6 months **(Capacity: 6700mAh)**
3~8 months **(Capacity: 9000mAh)**

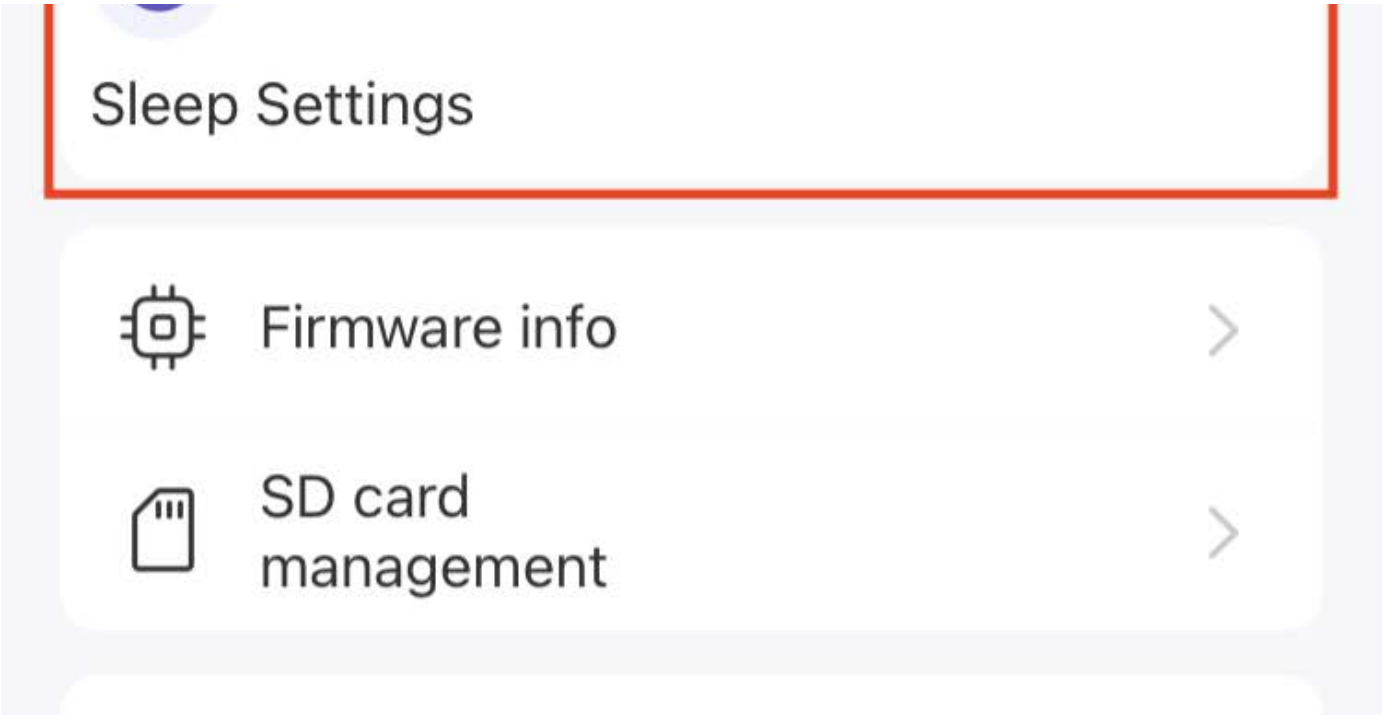
Of course, actual use is more complicated. So if your camera cannot hold a charge for long, you can try the following methods to reduce motion detection.

1. **Change the position of the camera to avoid false triggers like trees or plants triggers.**
2. **Set motion detection sensitivity to "Low" or "Medium".** After doing that, the distance the PIR sensor can perceive will become shorter.
3. **Enable *"Cool down time"*** (most cameras have the feature while some cameras do not) so that no video will be recorded again within the set time interval.
4. **Change the recording duration to 10s.**
5. **Change the recording resolution to SD.**
6. **Schedule sleep for the camera (most cameras have the feature while few cameras do not).** You can schedule the non-working dates and hours for the camera. During the non-working period, namely the sleep period, motion detection (including push notifications, recordings, and

camera alarm) will stop working, which will largely save battery life.




camera Setting
CG621-W-FTK2
99%
Wi-Fi strength: Medium
Status: Online
Location: Front door
Low
Motion Detection
AI Analysis
Notification Setting
0 Activity Zone
Activity Zone



The user frequently views the live stream

To make the camera work longer, please avoid opening the live stream for a long time.

The camera's Wi-Fi connection is poor

If the camera's Wi-Fi connection is poor or unstable, it will keep actively searching for the network thus the battery will drain fast.
Please try to place your camera as close to the Wi-Fi router as possible. Thick walls, bricks, ceramics, electromagnetic devices, a large amount of liquid, and large metal objects may interfere with Wi-Fi signals. Please try to avoid these objects. **If it still does not work, you may need to use a better Wi-Fi router or a Wi-Fi extender.**

Extremely cold weather will reduce battery life

The camera's operation temperature is -10°~45°C. Please do not place the camera in an extremely cold environment.

Night vision will consume more battery power

When you enable ***"Night Vision"***, the camera will enter night mode when the light is darker than the threshold (sensitivity level). And when it's dark, the shooting performance of the camera will be improved. However, night vision will consume the battery.
To reduce battery consumption, you can tap the camera *"setting" icon* > tap *"Lighting Setting"* > tap *"Light Sensitivity Level" and set it to "Low" or "Medium"*. After doing that, it is not easy for the camera to enter night vision when it is still very bright.

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How to connect the Solar Panel to your Pan & Tilt Camera?

May 26, 2022 02:46 · Updated

If the solar panel fails to charge the Pan & Tilt Camera, please check the connection between the camera and the solar panel.

You can connect the camera to the solar panel by following the instructions below:
① Open the rubber plug on the back of the camera.
② Separate the waterproof silicone port-protector of the solar panel cable.
③ Insert the cable of the solar charger to the Micro USB port of the camera.
④ Cover the waterproof silicone port-protector of the charging port. The silicon surface of the solar charger is flat with the camera surface.



Note:
1. The charging performance of the Solar Panel depends on the local weather. Please make sure the Solar Panel can receive direct sunlight for several hours a day.
2. Please make sure the USB connector is fully plugged into the camera. Please note that there will be no gap if they connect properly, and their surface is flat.
3. Please make sure the waterproof silicone port-protector and other accessories can protect the connectors on your camera.

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Can the camera be used with a solar panel？

June 01, 2022 08:16 · Updated

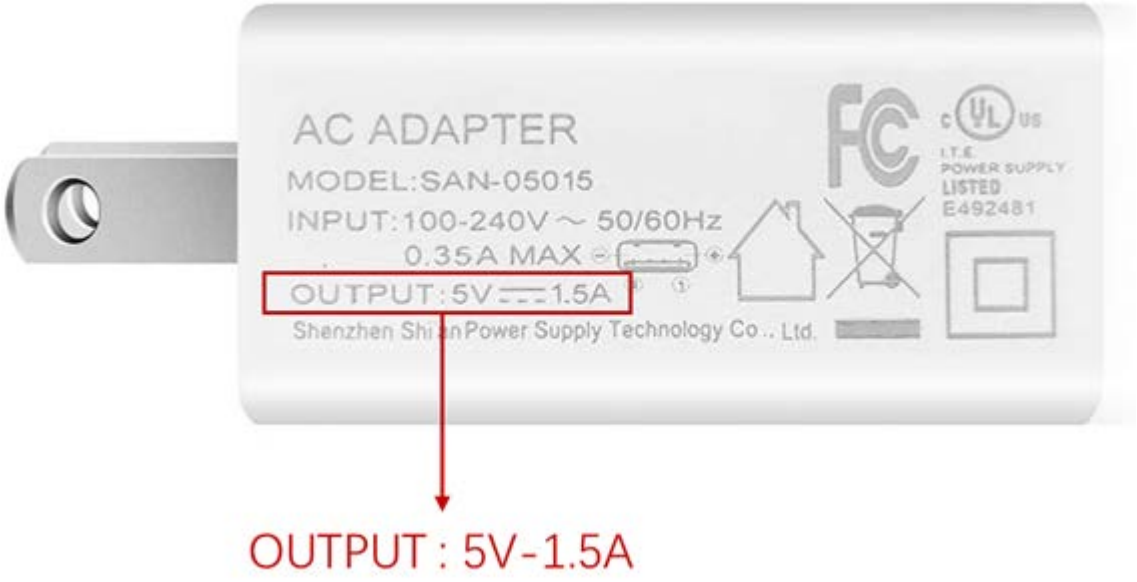
Yes. To ensure the charging voltage is not less than 4.5V, a solar panel with a regulated **5V** output can be used. Besides, to ensure there is enough current to charge the device when the solar energy is insufficient, it's advisable to increase the area of the solar panel. You can install it in the area that gets the most sunlight throughout the day.

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How to charge the camera?

June 01, 2022 11:15 · Updated

To charge the camera, a USB charging cable (included in the box) and a charger are needed. Please note that the camera only supports a charger with 5V output voltage. **A DC 5V/1.5A charger is recommended.**



Next, please follow the below steps.

1. Plug the Micro USB connector of the charging cable into the Micro USB port of the camera.
2. Plug the USB connector of the charging cable into a DC 5V/1.5A charger.
3. Plug the DC 5V/1.5A charger into an electrical outlet.

The camera indicates a yellow light for charging and a green light for a full charge.

Related Articles:

How long does it take to fully charge the camera?
What does the indicator light of the camera mean?

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How long does it take to fully charge the camera?

June 01, 2022 11:32 · Updated

The time required for fully charging the camera is mainly determined by the battery capacity.

Capacity	Charging Time
5000mAh	8～10 hrs
5200mAh	8～10 hrs
6700mAh	8～10 hrs
9000mAh	15～17 hrs

Besides, we recommend you use a 5V/1.5A charger. **If the charging current is lower than 1.5A, it may be slow to charge the camera.** The camera indicates a yellow light for charging and a green light for a full charge.

Related Articles:

How to charge the camera?
What does the indicator light of the camera mean?

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Share Camera

How to add users or share your camera with another person?

Can two or multiple people be logged in?

How to remove users or stop sharing?

What are the permissions of shared users?

How to find the QR code for the admin?

Can I watch the camera on my computer or tablet?

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How to add users or share your camera with another person?

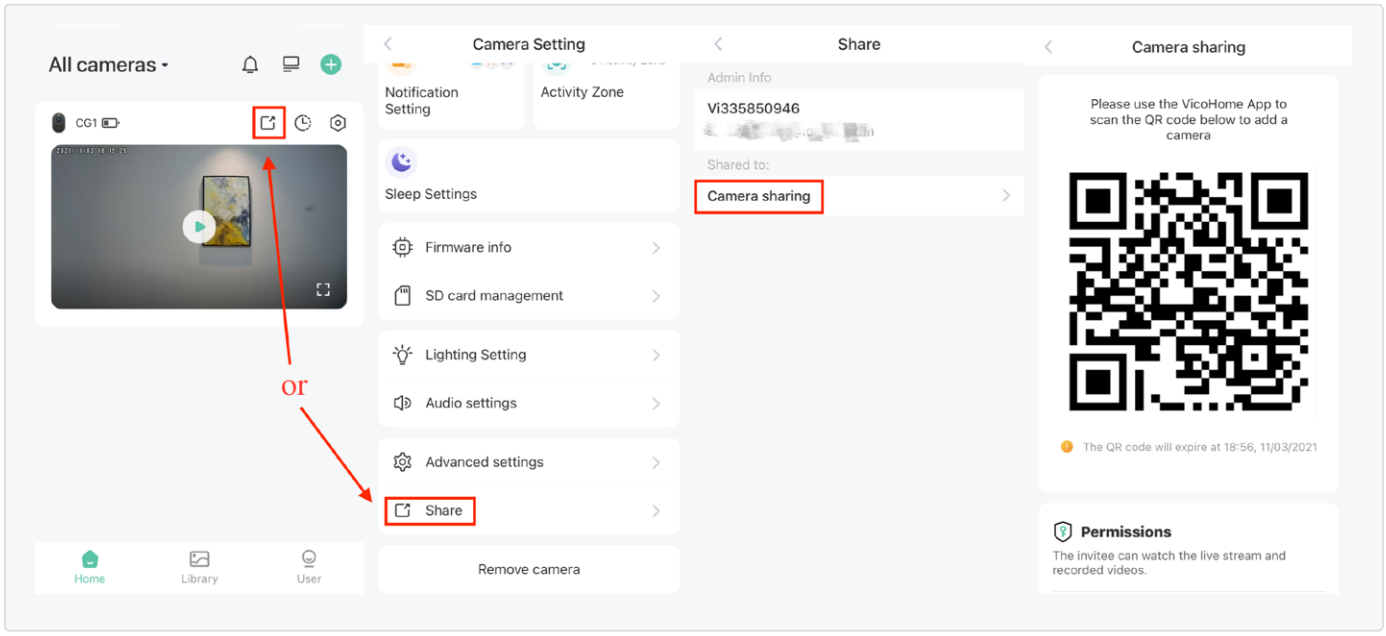
May 11, 2022 07:27 · Updated

Once you add a camera to the app, you become the admin of the camera. If you want to add an additional user to watch the camera on multiple devices, let's say, you want to make another person (your family member or your friend) be able to access the camera on his or her phone, you can share your camera with that person. **The shared user needs to download the app and register a new account first**. Below are the sharing steps:

Face to Face Sharing

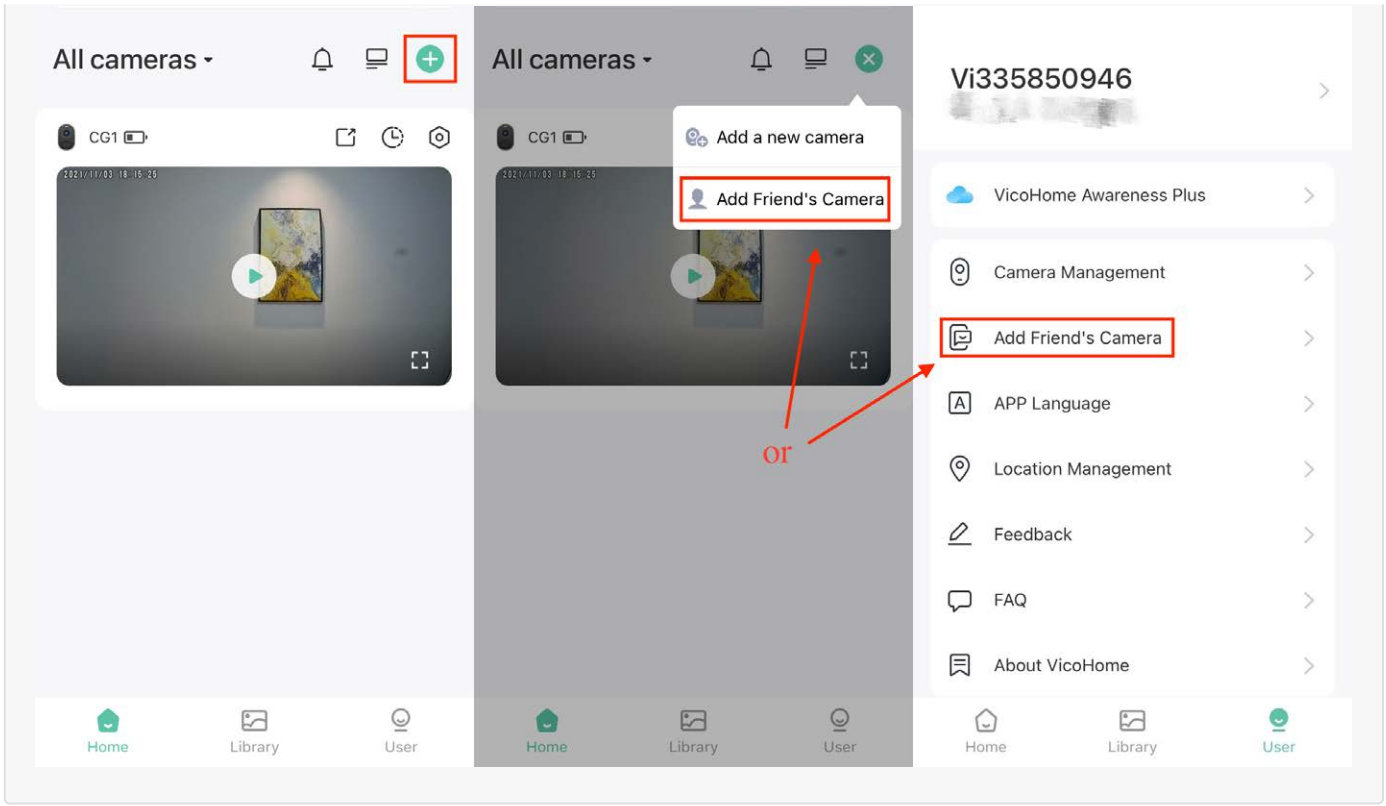
Step 1 Generate the share QR code of the camera

The camera admin taps the **Share** icon (⧉) on the live window on the homepage or taps the **Share** button on the **Camera Setting** page, then taps the **Camera sharing** button to generate a share QR code of the camera.



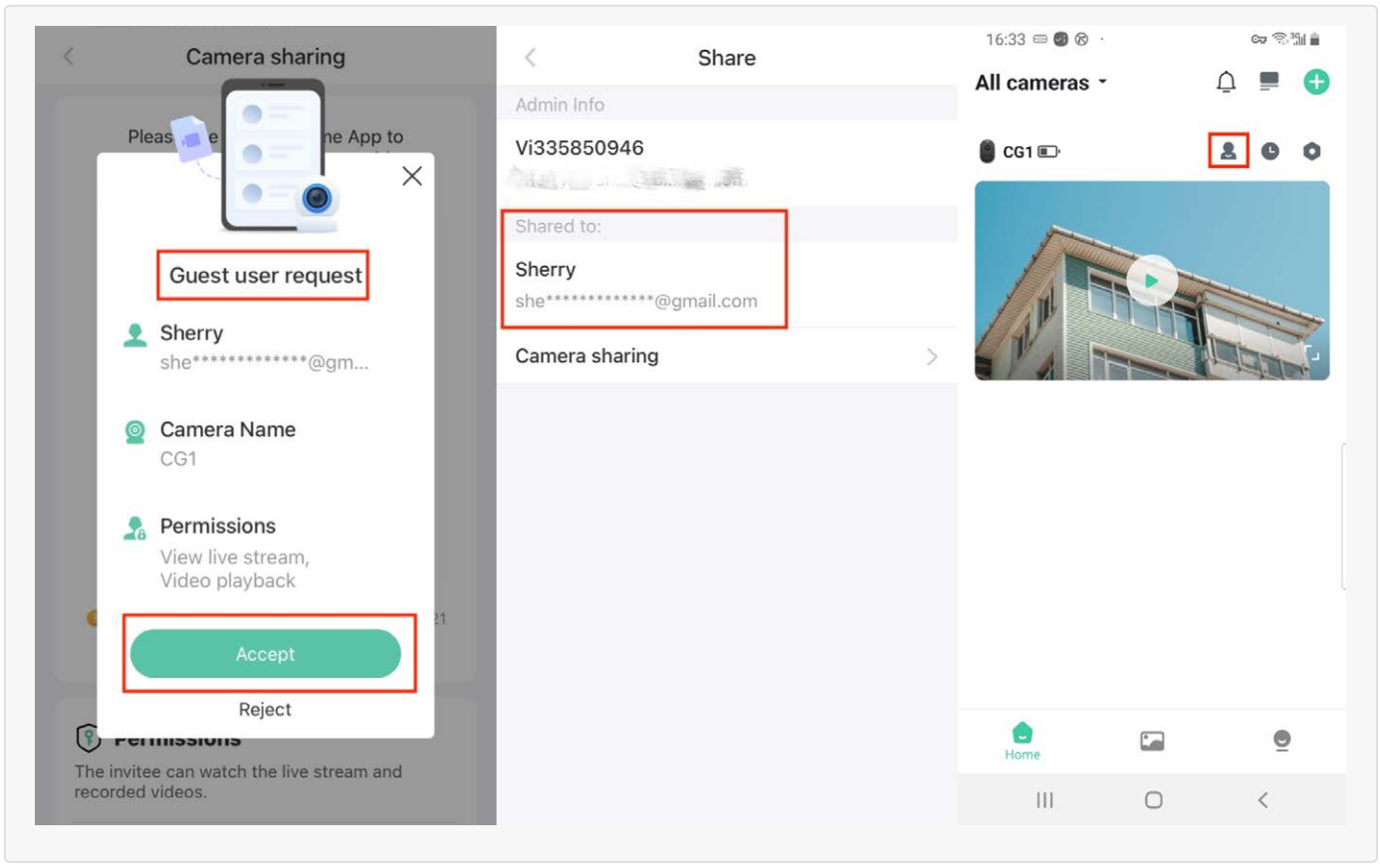
Step 2 Scan the share QR code using the shared user's phone

The shared user taps the **+** icon (⊕) on the top right of the homepage, then taps the **Add Friend's Camera** button. He/she can also directly tap the **Add Friend's Camera** button from the **User** page. Then scan the generated share QR code.



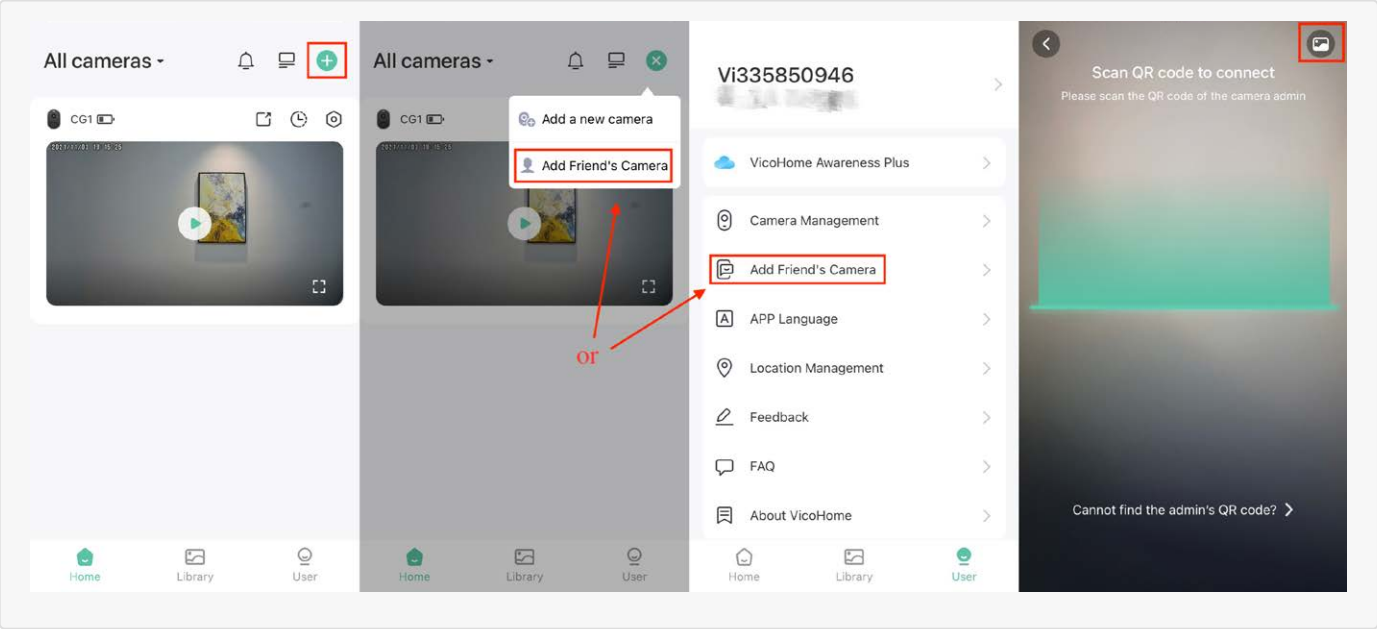
Step 3 Accept the camera access request

After successfully scanning the share QR code, the camera admin will receive a guest user request. **Accept the guest user request**, then the shared user will be able to see the camera on the homepage and access the camera. The **Person** icon indicates this is a shared camera. The camera admin can check the shared account on the **Share** page.



Remote Sharing

Step 1 Generate the share QR code of the camera
The camera admin taps the **Share** icon (⧉) on the live window on the homepage or taps the **Share** button on the **Camera Setting** page, then taps the **Camera sharing** button to generate a share QR code of the camera.
Step 2 The camera admin screenshots the share QR code and then sends it to the shared user.
Step 3 The shared user saves the screenshot.
Step 4 Scan the screenshot of the share QR code using the shared user's phone
The shared user taps the **+** icon (⊕) on the top right of the homepage, then taps the **Add Friend's Camera** button. He/she can also directly tap the **Add Friend's Camera** button from the **User** page. Then tap the **Picture** icon on the top right and then choose the saved screenshot to scan.



Step 5 Accept the camera access request
After successfully scanning the share QR code, the camera admin will receive a guest user request. **Accept the guest user request**, then the shared user will be able to see the camera on the homepage and access the camera. The **Person** icon indicates this is a shared camera. The camera admin can check the shared account on the **Share** page.

Related Article:
How to remove user or stop sharing?

Powered by Zendesk

Can two or multiple people be logged in?

May 18, 2022 08:23 · Updated

For privacy protection and account security, **one account can only be allowed to log in on one phone at the same time.** If the same account is logged in on the second device, it will be forced to log out on the first device.

However, if you want to access your camera on two or multiple devices, you can achieve it by sharing the camera.

Notes:
Only the main account with cameras set up has the right to share his/her camera with other devices or people.
Please make sure the shared user has been registered and logged in to the App first.
Please make sure the shared user is **in the same login environment/country** as your main account (owner).

Related Article：
How to add users or share your camera with another person?

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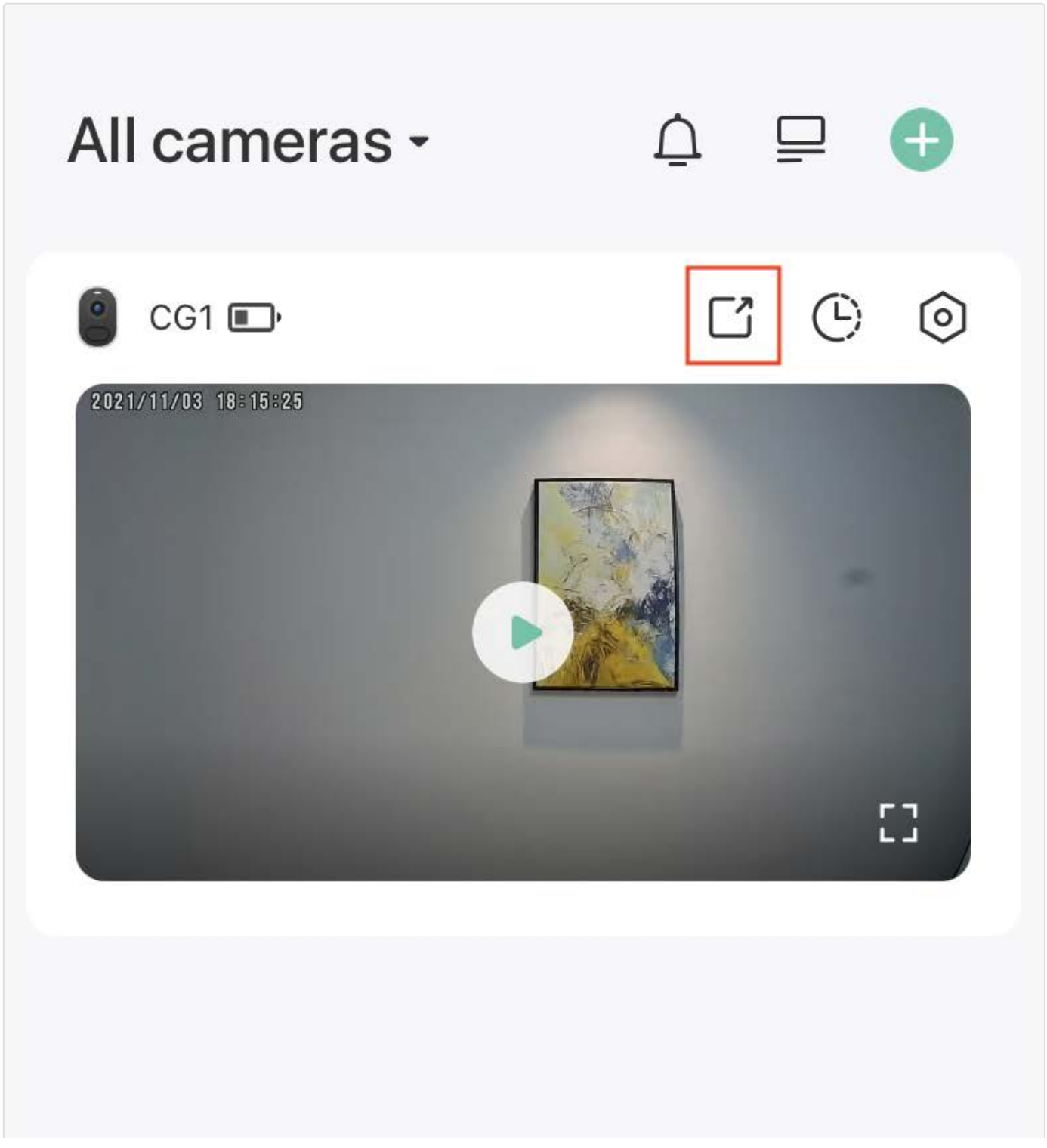
How to remove users or stop sharing?

May 24, 2022 07:08 · Updated

If you're the admin of a camera, you'll have full control over whether another user (e.g. your family) has access to the camera. If you want to remove a user with whom you already shared access to your camera, you can follow the following steps:

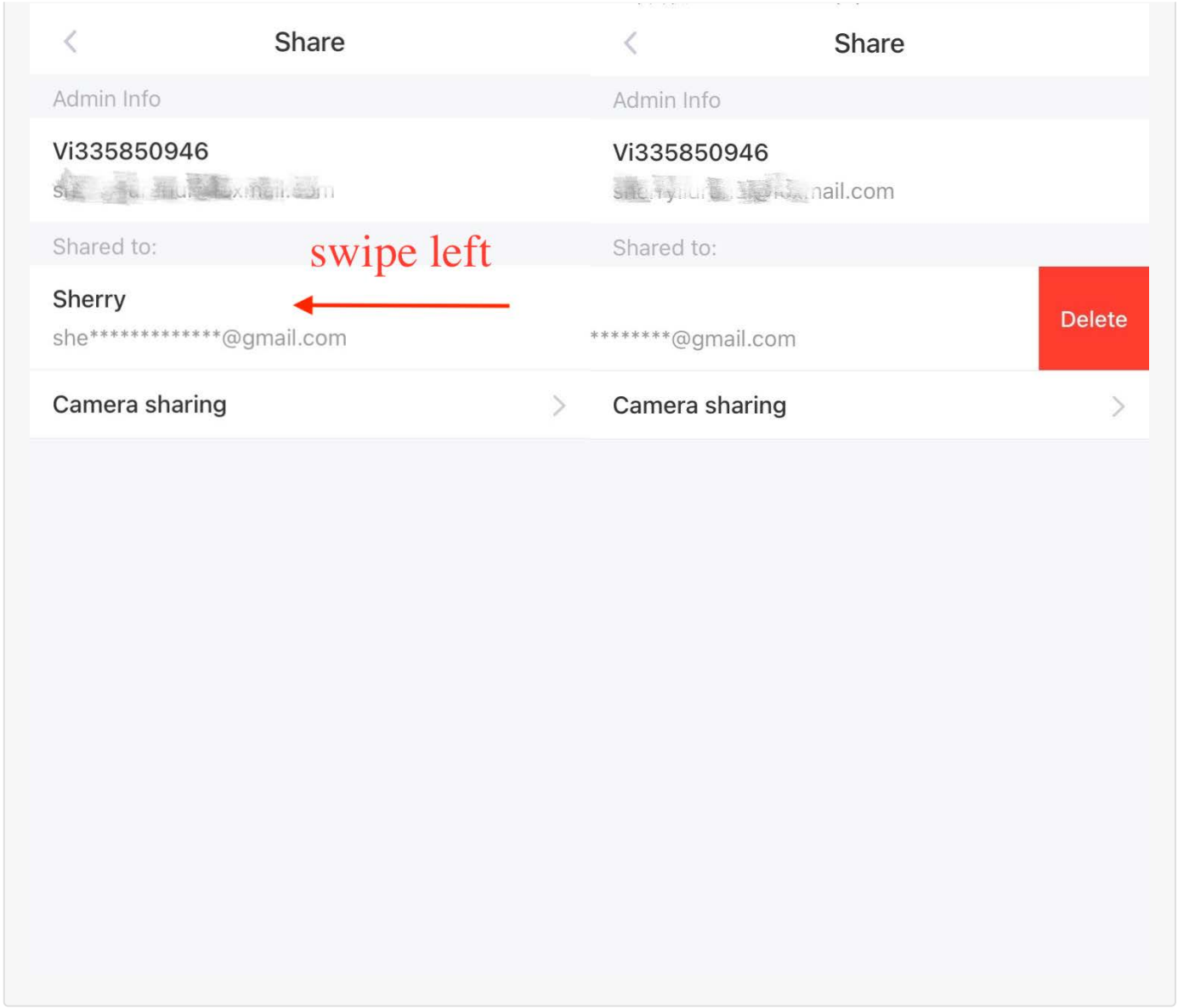
Step 1 Open the APP

Step 2 Tap the camera **Share** icon (⧉)





Step 3 Swipe the account of the shared user to the left and you will see a **Delete** button



Step 4 Tap the **Delete** button

And you're all set!

Related Articles:

How to add user or share your camera with another person?

What are the permissions of shared users?

Powered by Zendesk

What are the permissions of shared users?

May 20, 2022 08:18 · Updated

The shared users are allowed to watch the live, play the cloud recordings in the Library in the app, and receive notifications when the camera detects any movements.
If the admin inserts an SD card into the camera, the shared user is also able to access the backup videos on the SD card.

The shared users are not allowed to manage the settings of the camera, such as enabling or disabling Motion Detection & Notification, changing Light Setting & Audio Setting, or deleting cloud recordings.

However, the admin will be able to give the shared users more setting permissions in future updates. Stay tuned!

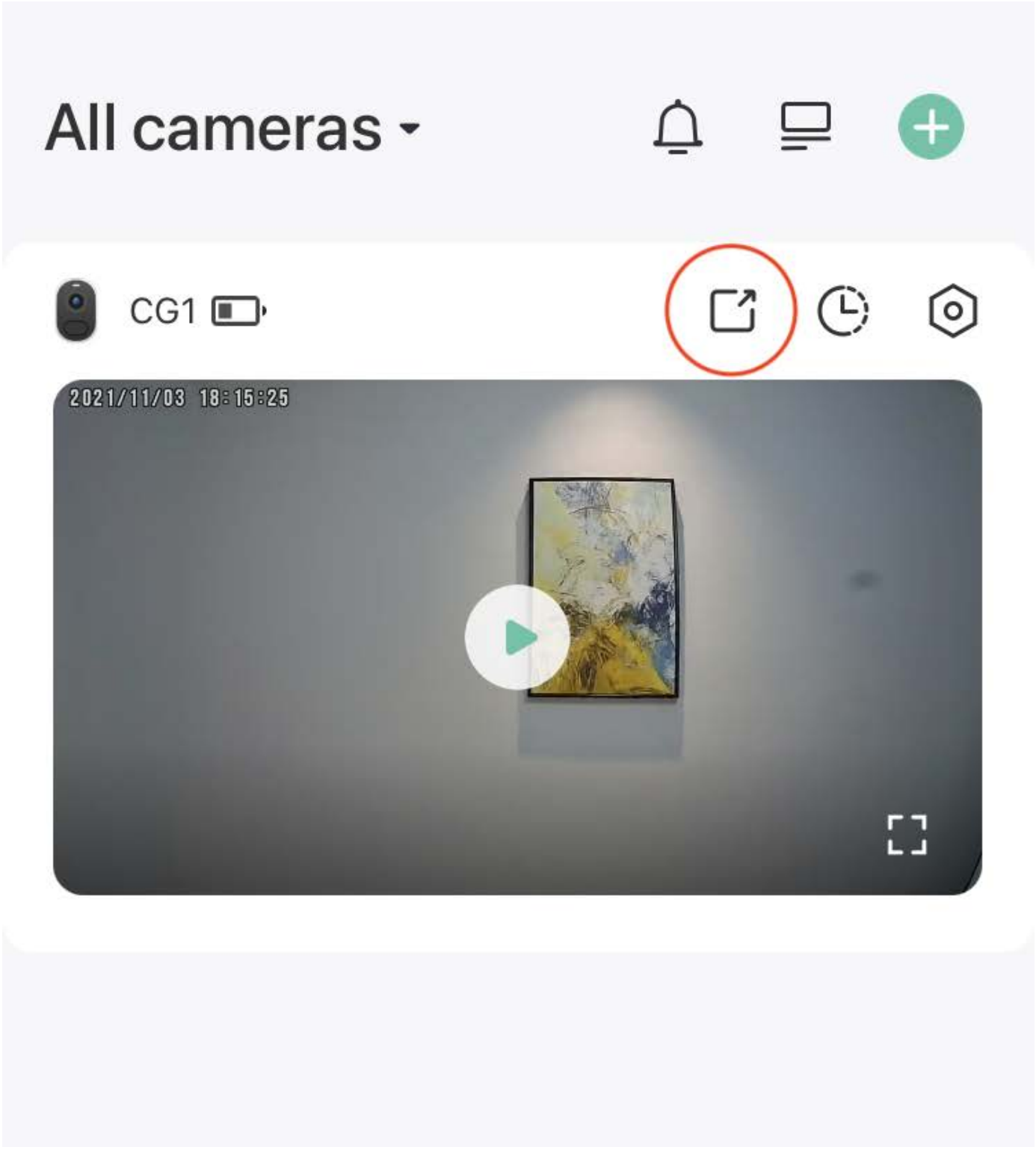
Related Articles:
How to add users or share your camera with another person?
How to remove user or stop sharing?

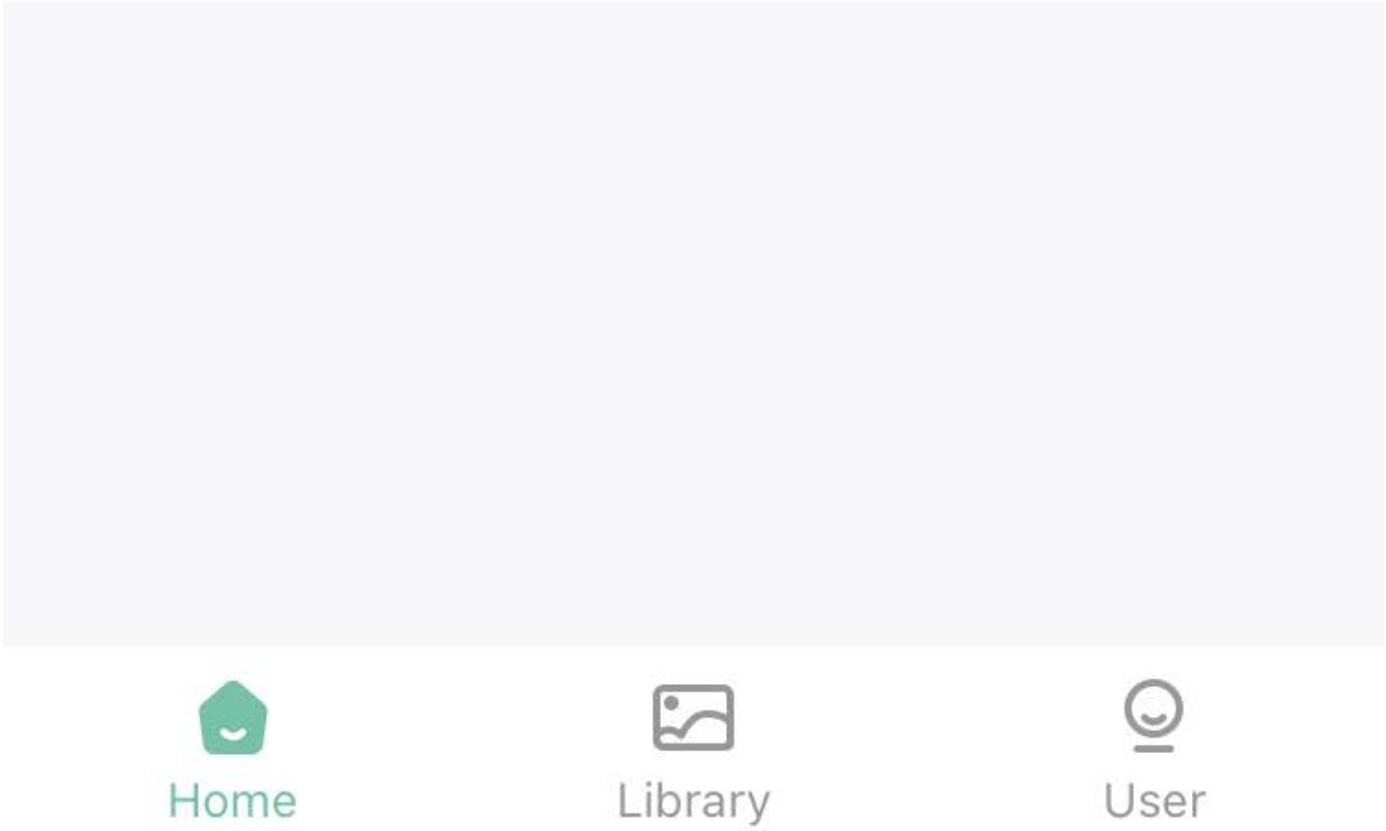
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How to find the QR code for the admin?

February 23, 2022 09:41 · Updated

The admin is the first person who adds the camera to the app. The admin's QR code includes the information of the camera to be shared.
To get the admin's QR code, please ask the admin user to tap the ***"Share"*** icon on the live window on the homepage, or to tap the ***"Share"*** button on the ***"Camera Setting"*** page, then tap the ***"Camera sharing"*** button to generate the QR code for the admin.





Related Article:

How to add user or share your camera with another person?

Powered by Zendesk

Can I watch the camera on my computer or tablet?

May 26, 2022 08:37 · Updated

Sorry, you could not watch the camera on your computer or tablet, we don't support the app on a pc or laptop at the moment.
You can install the app on your tablet (pad/iPad). But since we haven't adapted to any tablet, for your better experience, we recommend you use your phone alternatively.

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Search

Micro SD Card

How to record/save videos on a Micro SD card?

How to format a Micro SD card?

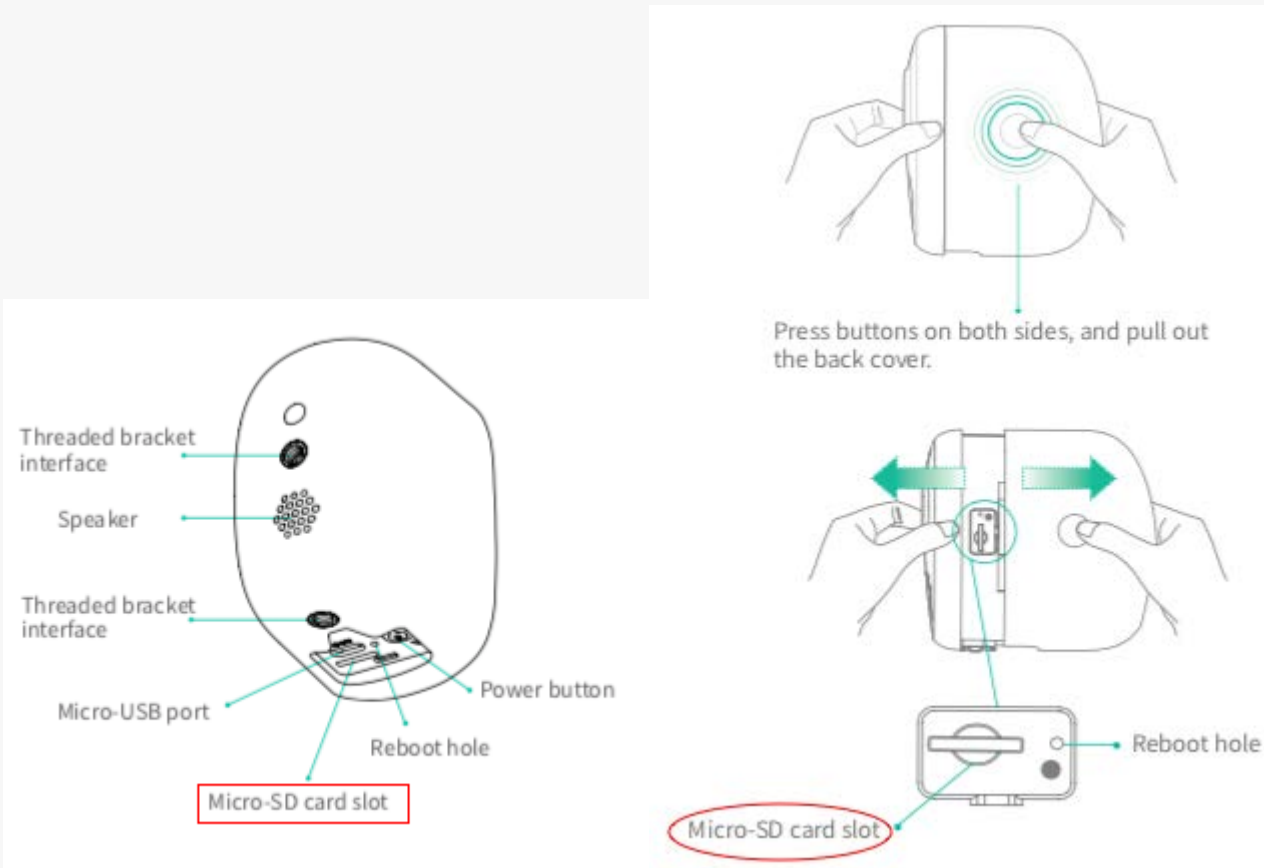
How to view videos on the Micro SD card?

Powered by Zendesk

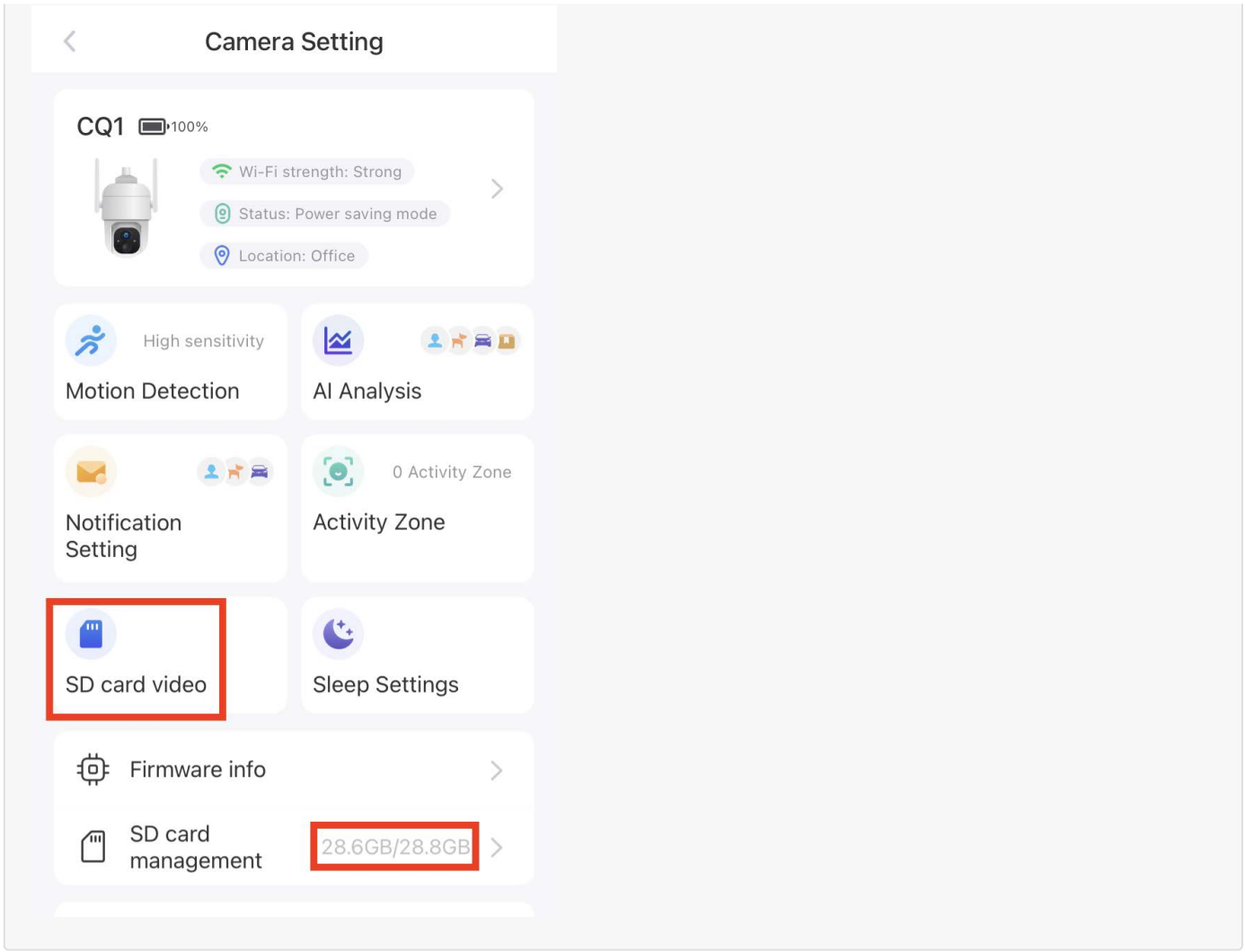
How to record/save videos on a Micro SD card?

December 10, 2021 12:34 · Updated

Installing a Micro SD card does not mean the camera will record a video to the Micro SD card all the time. When the camera detects a movement, it will record a video to the cloud and the cloud recording will display in the Library in the app. **If apart from the cloud recordings you want to save backup videos on a Micro SD card at the same time, you can insert a Micro SD card into the camera.**
Here are tips:
1. **Find the Micro SD card slot and insert your Micro SD card:** Mostly, the Micro SD card slot is next to the power button and is under the rubber plug of the camera body. However, for some models of cameras, you may need to take off the outer shell of the camera to find the Micro SD card slot.



2. If the Micro SD card is detected, you will hear "SD card detected" at the time when it is inserted, and you can see both the storage of the Micro SD card and "**SD Card Video**" in the app.
Please note that the camera **only supports legitimate brand-name (SanDisk, Samsung, Kingston) Micro SD cards**, but may not be able to support no-brand, fake, expansion (the storage is extended), and read-only (you aren't able to put a file to it) Micro SD cards.



Related Article:

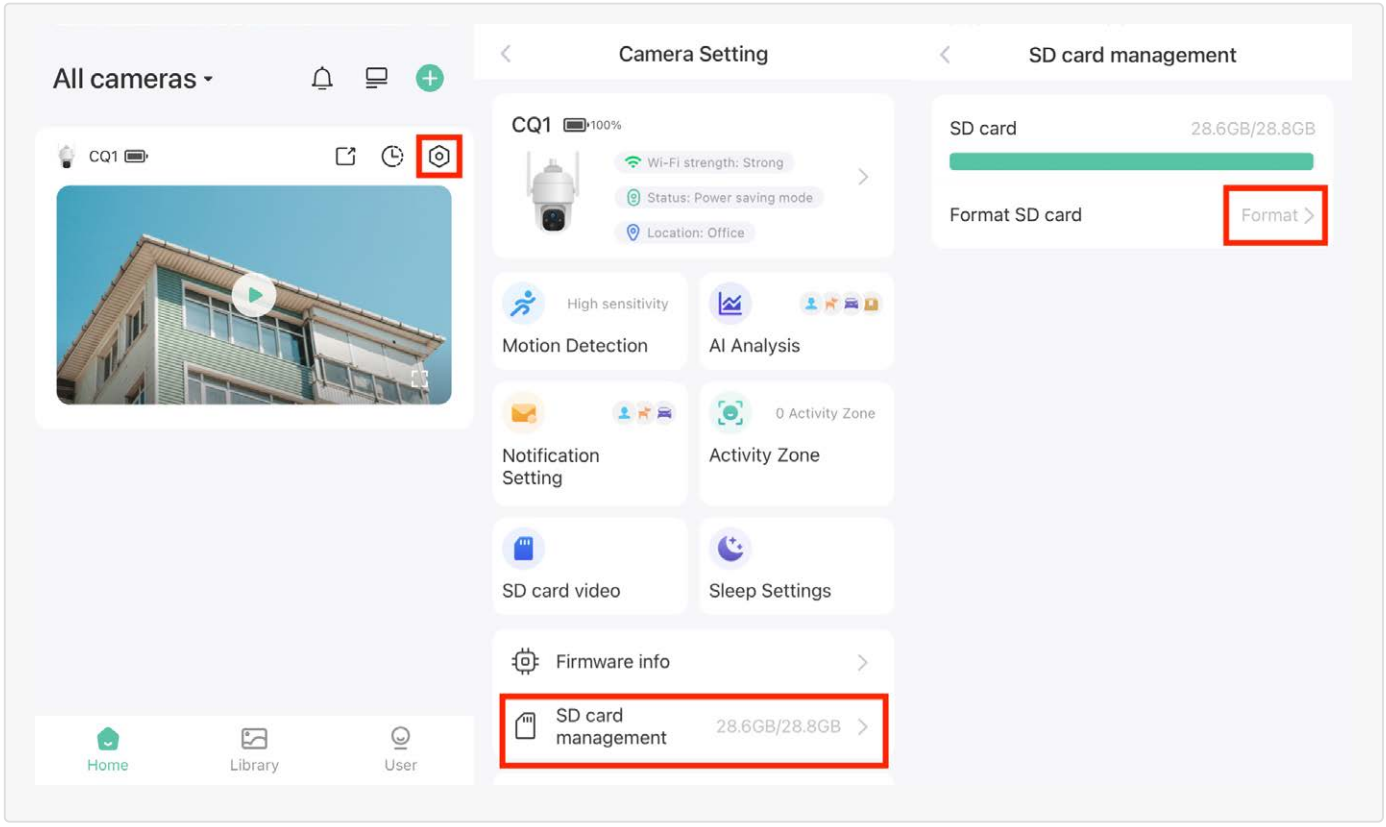
How to format a Micro SD card?

Powered by Zendesk

How to format a Micro SD card?

January 25, 2022 08:17 · Updated

Sometimes after inserting a Micro SD card, the camera will report “Please use the app to format your SD card first”, that's because your Micro SD card is not the FAT32 format that the camera supports. In this case, please tap the camera **Setting** icon(⚙) > tap **SD card management** > tap **Format** to format it first. If it fails, please use a computer to format it into FAT32.



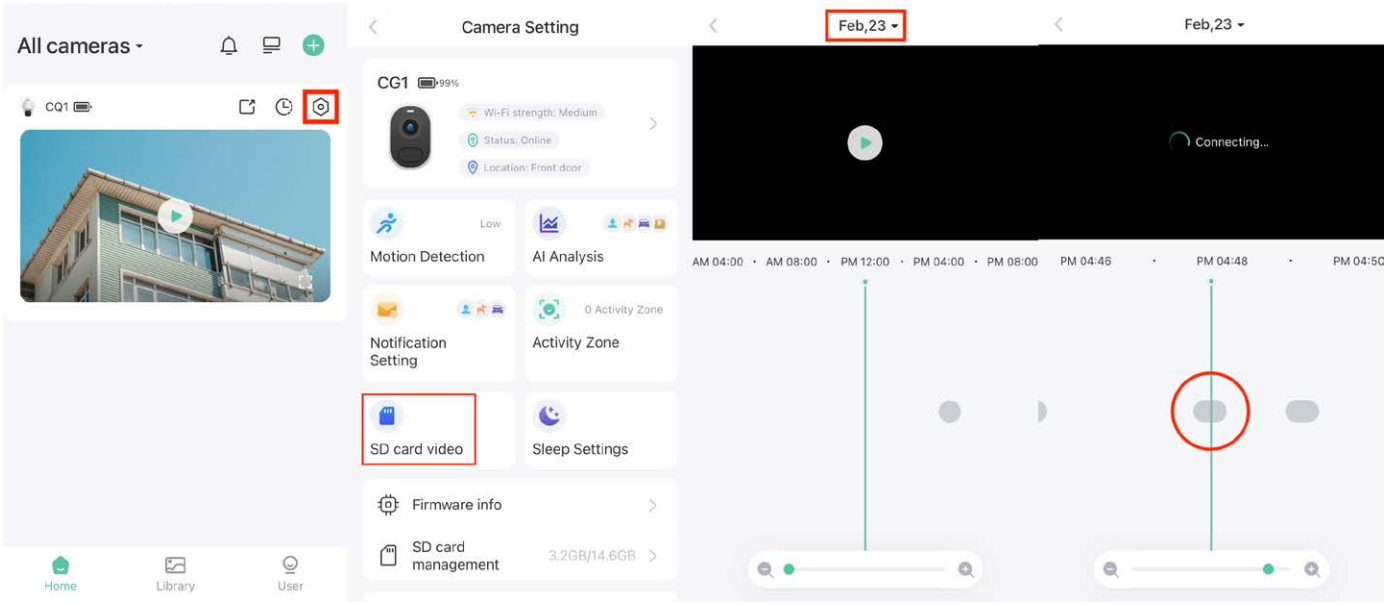
Powered by Zendesk

How to view videos on the Micro SD card?

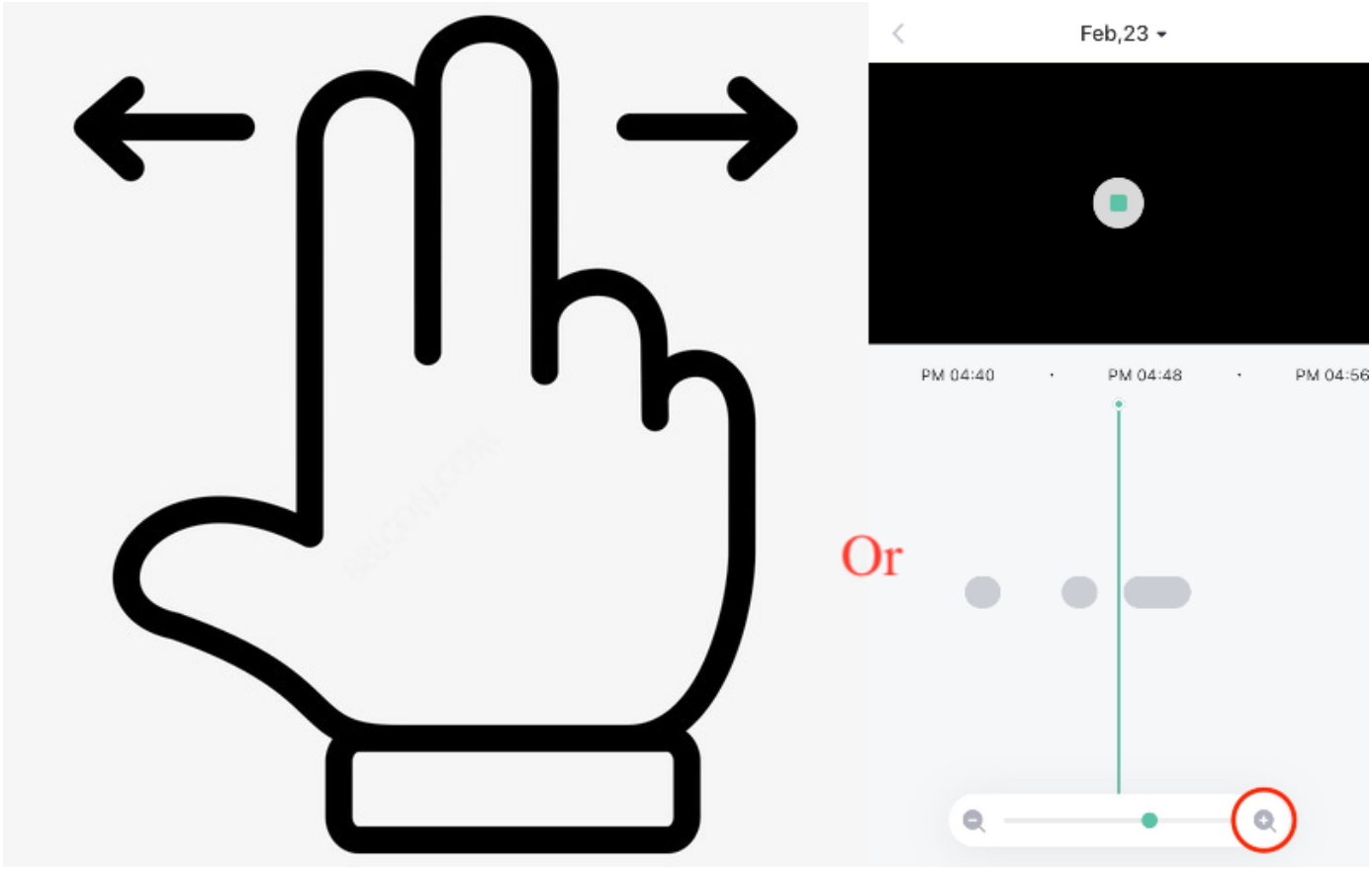
February 25, 2022 03:45 · Updated

You can view videos on the Micro SD card from the app or on your computer.

To view videos on the Micro SD card from the app, please tap the camera ***"setting" icon*** on the app homepage > tap ***"SD card video"*** on the ***"Camera Setting"*** page > select the date on the top > swipe the screen left and right until the ***green vertical line*** overlaps *the grey "bubble"*(If there is no *grey "bubble"*, that means there are no motions detected in that period).



If you want to zoom in on the specific time before playing a video, you can swipe two fingers left and right at the same time or tap the "magnifying glass" icon.



To view videos on the Micro SD card on your computer, please take out the Micro SD card > insert the Micro SD card to a Micro SD card reader > connect the Micro SD card reader to your computer > find the Micro SD card on your computer and play videos one by one.

Related Articles:

How to record/save videos on a Micro SD card?
How to format a Micro SD card?

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Search

Awareness Service

What are the differences between all subscriptions?

How to cancel automatic renewal?

What's the "AI Analysis" feature and how do I use it?

How to create an Activity Zone and how does it work?

What is a package detection feature?

What is a vehicle mark?

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What are the differences between all subscriptions?

February 23, 2022 12:04 · Updated

If you have No Plan,

- You can enjoy **7-day** + **no more than 1GB** cloud storage of recorded videos for free. But you cannot use intelligent features, such as AI Analysis, intelligent notifications, and activity zones.
- Once you register a VicoHome account, you get the **7-day** + **no more than 1GB** cloud storage of recorded videos automatically**.**

If you have VicoHome Awareness Basic Plan,

- You can enjoy **15-day** + **no more than 3GB** cloud storage of recorded videos.
- You will unlock intelligent features, such as AI Analysis, intelligent notifications, and activity zones.
- The prices for different packages are:
  - monthly subscription: $2.99
  - 3 months: $7.99
  - 12 months: $31.99

If you have VicoHome Awareness Plus Plan

- You can enjoy **30-day** + **no more than 5GB** cloud storage of recorded videos.
- You will unlock intelligent features, such as AI Analysis, intelligent notifications, and activity zones.
- The prices for different packages are:
  - monthly subscription: $4.99
  - 3 months: $12.99
  - 12 months: $49.99

If you have VicoHome Awareness Pro Plan,

- You can enjoy **60-day** + **no more than 10GB** cloud storage of recorded videos.
- You will unlock intelligent features, such as AI Analysis, intelligent notifications, and activity zones.
- The prices for different packages are:
  - monthly subscription: $7.99
  - 3 months: $23.99

- 12 months: $94.99

If your currency is not US Dollar, the final price may fluctuate slightly according to such as your currency to US Dollar exchange rate, and tax.

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How to cancel automatic renewal?

March 11, 2022 10:38 · Updated

- For iOS users, to cancel the automatic renewal, please manually turn off the automatic renewal in iTunes/Apple ID settings at least 24 hours before the expiration time of your subscription. You can cancel it in iCloud payments, Setting - iTunes Store & App Store - Apple ID - View Apple ID – Account – Subscription, find our App, and close.
- For android users, to cancel the automatic renewal, please manually turn off the automatic renewal in Google Play Store settings at least 24 hours before the expiration time of your subscription. You can cancel it in Play Store payments, Mine - Subscription, find our App, and close.

Please note that if you cancel within 24 hours before your service expires, you will still be charged for the next subscription period. The subscription service will end at the end of the next subscription period.

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What's the "AI Analysis" feature and how do I use it?

June 15, 2022 11:03 · Updated

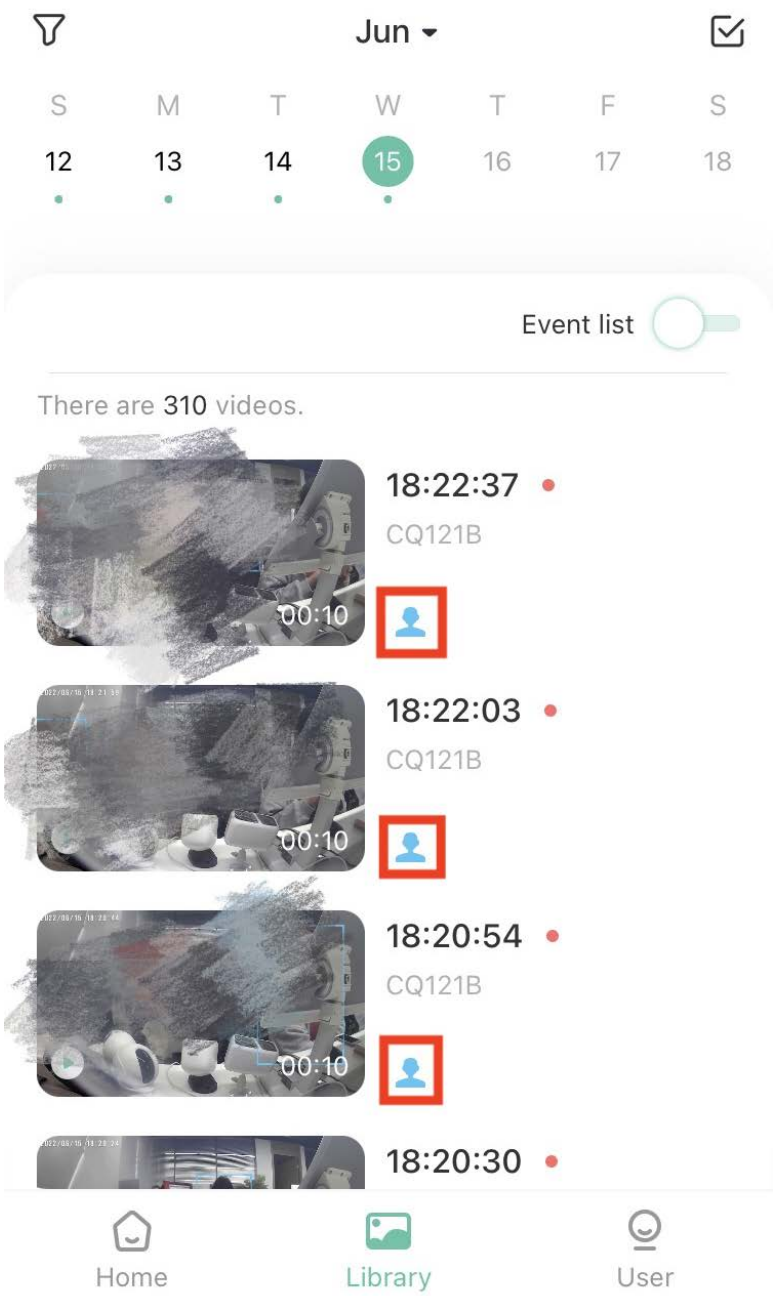
> *This is a paid feature, and you need to purchase the Awareness service to use it.*

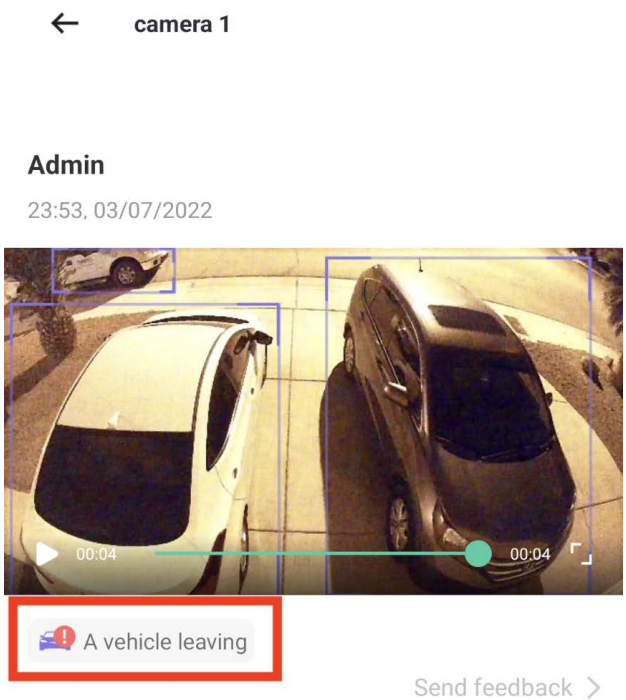
After you purchase the Awareness service, the "AI Analysis" feature will be available for you. There are four AI-analyzed objects currently, namely **"Person", "Pet" (dog and cat only at the moment), "Vehicle", and "Package".**

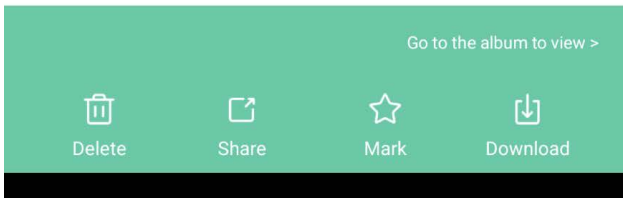
After enabling an AI-analyzed object

1. **The camera will analyze a movement and recognize whether the enabled object is in the movement. If yes, the related cloud recording will be marked with an icon of the object.**

For example, if you enable "Person", the camera will analyze a movement and recognize whether there is a person in the movement. If yes, the related cloud recording will be marked with a "person" icon. One more example, if you enable "Vehicle", the camera will analyze a movement and recognize whether there is a vehicle in the movement. If yes, the related cloud recording will be marked with a "vehicle" icon. The camera will further analyze whether the vehicle is approaching, parked, or leaving.

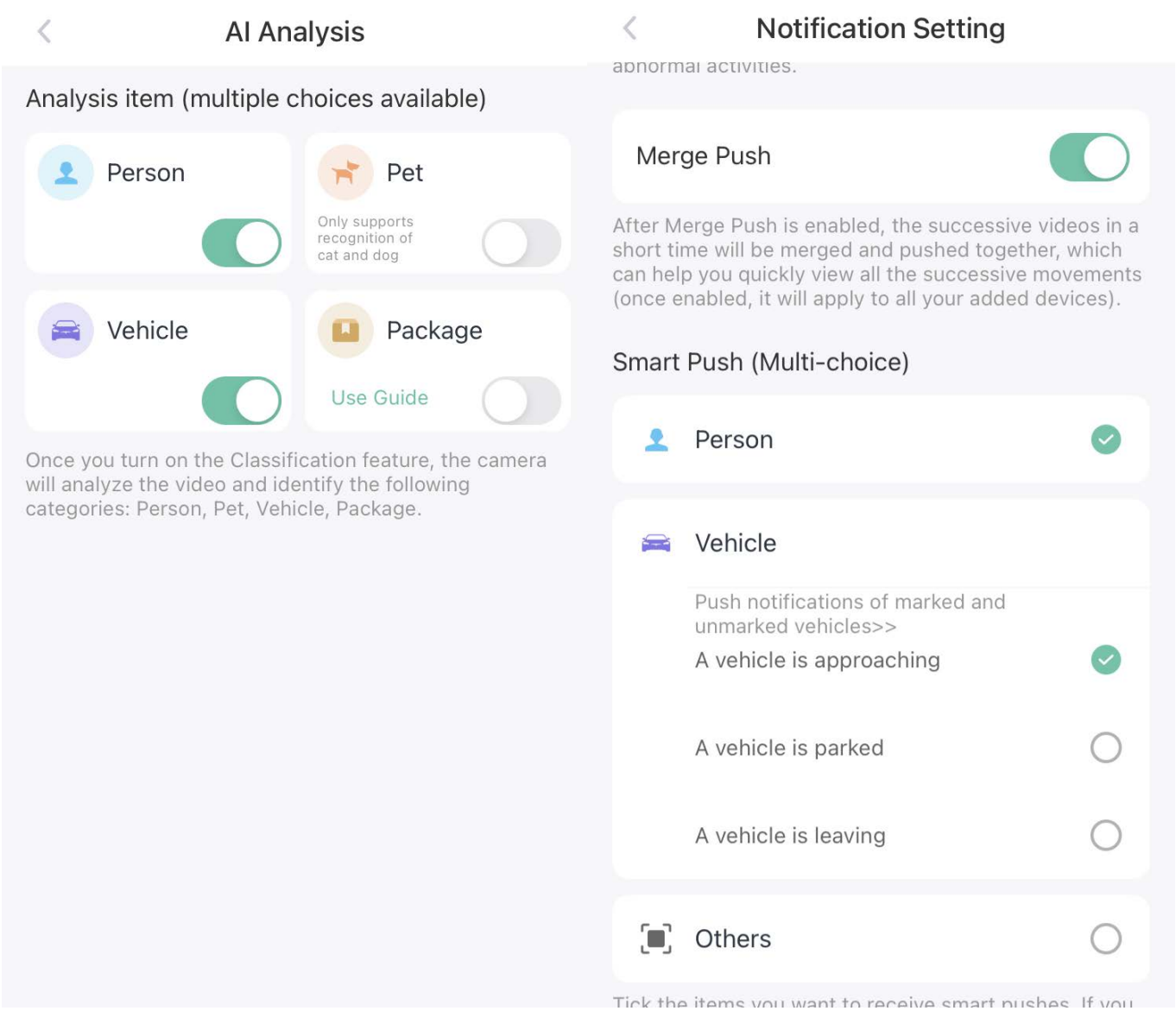

Jun
S M T W T F S
12 13 14 15 16 17 18
Event list
There are 310 videos.
18:22:37
CQ121B
00:10
18:22:03
CQ121B
00:10
18:20:54
CQ121B
00:10
18:20:30
Home
Library
User



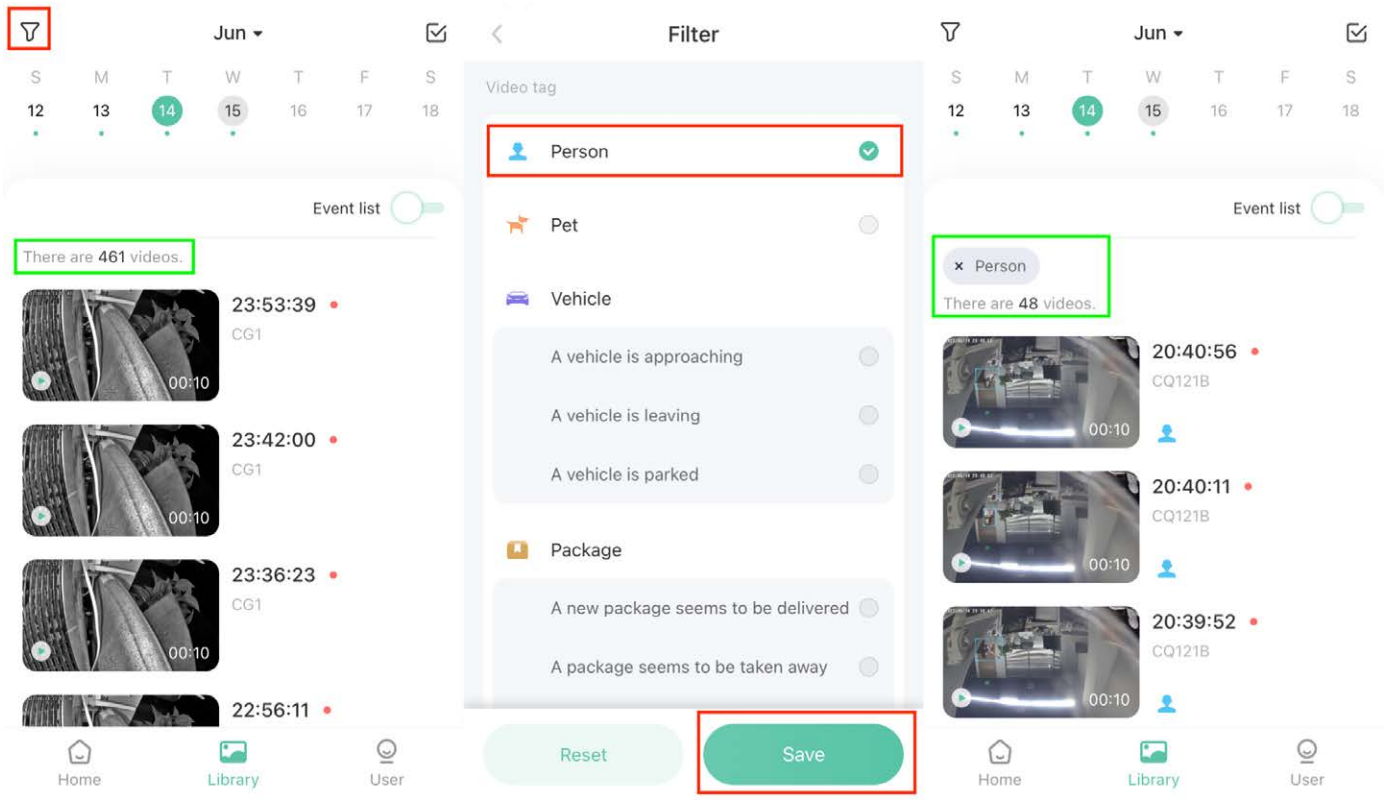


2. **It will show under "Smart Push" on the "Notification Setting" page so that you can set only receive notifications when the camera recognizes the object.**

For example, if you enable "Person", there will be a "Person" option under "Smart Push" on the "Notification Setting" page. If you select "Person" under "Smart Push", the camera will only send a notification to your phone once it recognizes a person in a movement.
One more example, if you enable "Vehicle", there will be three vehicle-related options under "Smart Push" on the "Notification Setting" page, namely "A vehicle is approaching", "A vehicle is parked", and "A vehicle is leaving". If you select "A vehicle is approaching" under "Smart Push", the camera will only send a notification to your phone once it recognizes an approaching vehicle.



3. **You can quickly filter out all cloud recordings with a certain recognized object.**



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How to create an Activity Zone and how does it work?

June 17, 2022 09:44 · Updated

> *This is a paid feature, and you need to purchase the Awareness service to use it.*

What is an Activity Zone?

An Activity Zone is a specific area within the camera's field of view that you can create. It can effectively reduce unwanted notification disturbance.

What will happen after creating an Activity Zone?

After creating an Activity Zone, the app will send a notification to your phone only when a movement is detected within the Activity Zone. **It is important to point out that all movements that occur in the camera's field of view will be recorded, regardless of whether they are detected within the zone or not. So you can see that the Activity Zone feature only affects notifications.**

Combine Activity Zone with Smart Push

Considering that both **Activity Zone** and **Smart Push** only affect notifications, you can combine the two features for a better experience. For example, after creating an activity zone, you can select ***"Person"*** under ***"Smart Push"*** on the ***"Notification Setting"*** page. As a result, the camera will send a notification to your phone only when the camera recognizes a person in the zone you set!

How to create an Activity Zone?

1. **To create an Activity Zone**, please pap the camera ***"setting" icon*** > tap ***"Activity Zone"*** > tap the ***"+" icon*** at the upper-right corner.
   - Drag the corners of the zone to resize the zone.
   - Tap and hold within the zone to reposition it.
   - Tap the ***pencil icon*** to customize the zone name.
   - Tap the ***" " icon*** to save.
2. **To edit/delete an Activity Zone**, please pap the camera ***"setting" icon*** > tap ***"Activity Zone"*** > tap the **"settings" (gear) icon.**

Note: You can create up to three Activity Zones per camera.

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What is a package detection feature?

April 01, 2022 10:12 · Updated

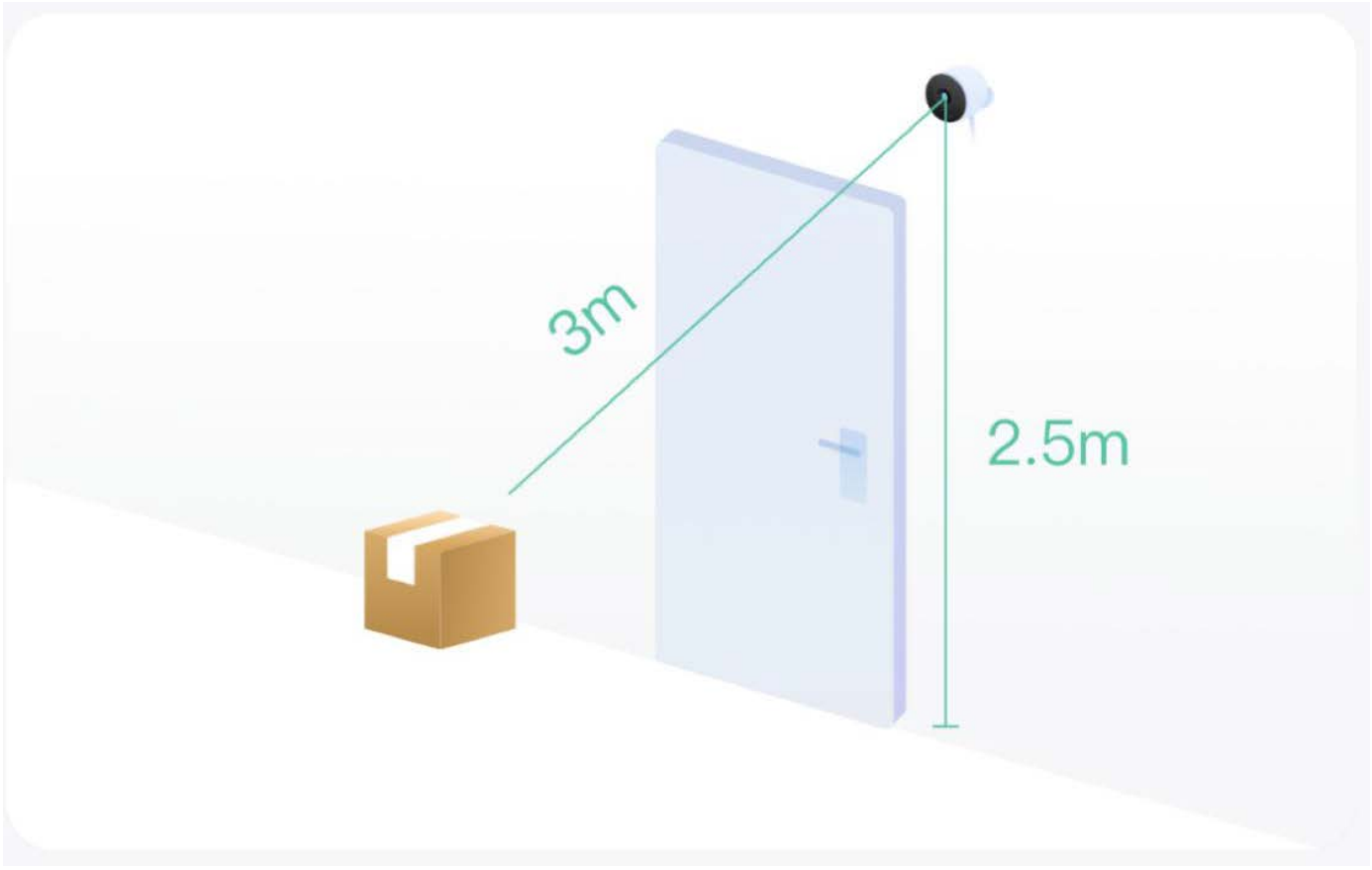
> *This is a paid feature, and you need to purchase the Awareness service to use it.*

Package detection is a technology based on the continuous evolution of algorithms and massive data. When the camera watches the package being picked up or put down, it will notify you of a push message. You can check the status of the package in the push message in the notification bar. The detected package is highlighted by a bounding box in your notification.
You will see the corresponding tags in the video list:

- **The package was picked up:** 
- **The package was delivered:** 
- **The package was stranded:** 

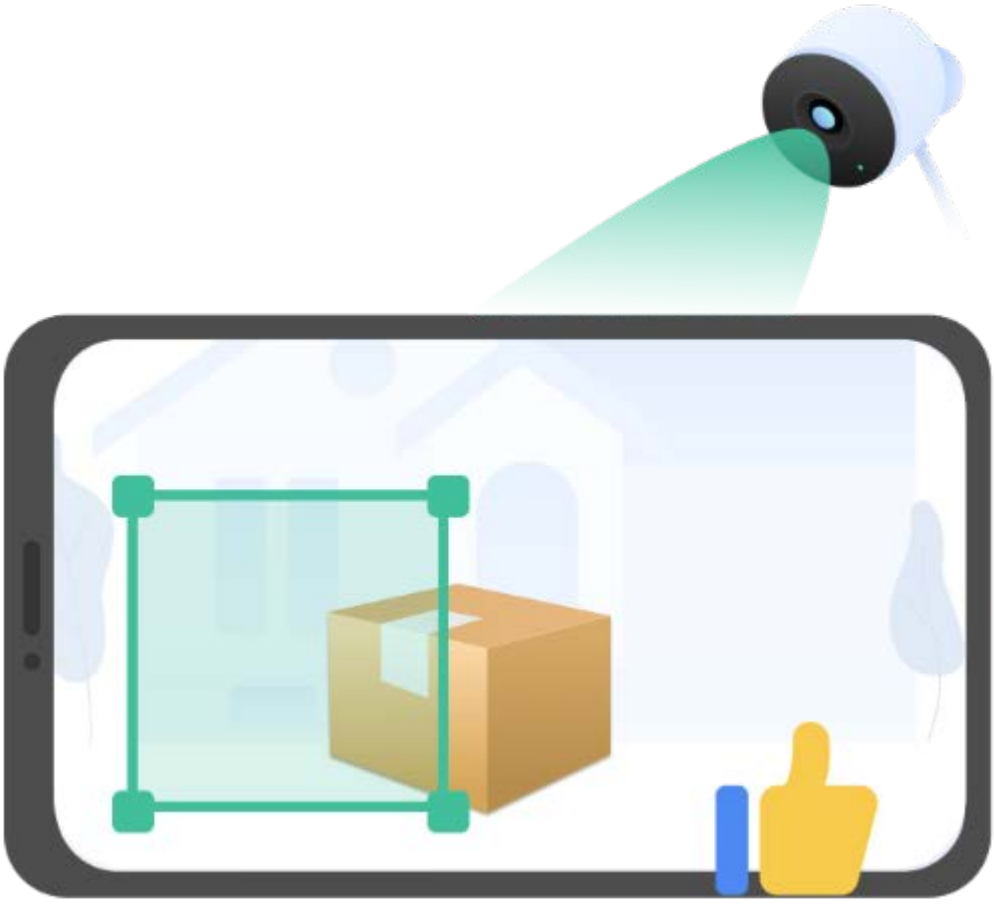
How to make Package Detection work?

1. Camera position and distance.



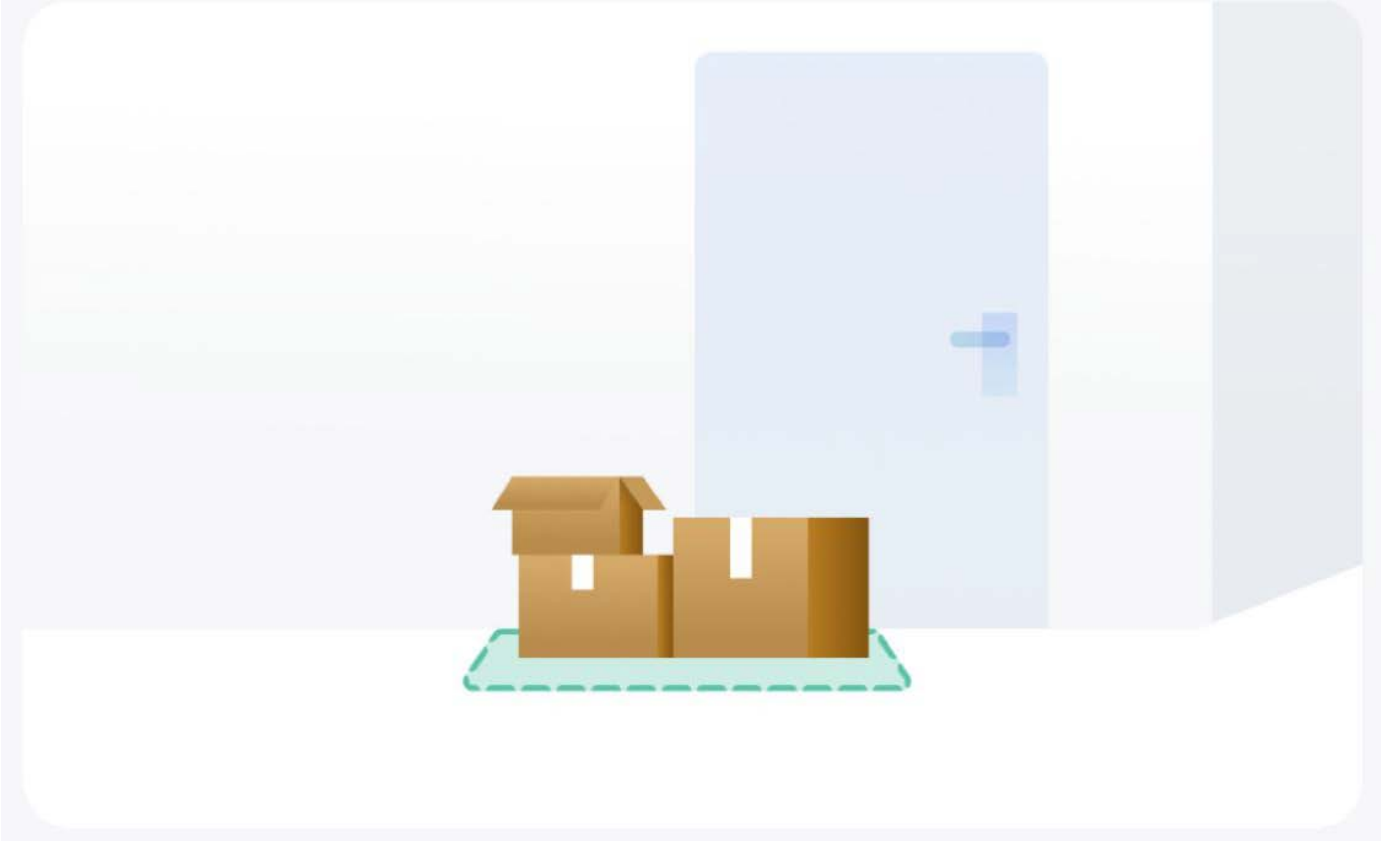
It is recommended to place your camera at a height of about 8 feet(2.5 meters) and tilt it so that you can see the area where the package is located.
At the same time, the distance between the camera and the package should not exceed 10 feet (3 meters).
After removing the camera for charging or changing the location of the camera, remember to reconfirm whether the package position is accurate.

2. Camera view.



Please make sure that the package is visible in camera view and that it is not blocked by other objects. At night or in the case of insufficient light, the detection capability is decreased. Please mainly refer to the detection results during the day or under sufficient light conditions.

3. Select package.



Please don't forget to select the package in the **Notification Settings/ Smart Push**.
At the same time, frame the area where the package may appear on the video screen in conjunction with the location of the package on the ground to improve the recognition accuracy of the package.
Tips: The minimum detection size of a package is 8x10x1in (20x25x2.5). It may be difficult to detect a package that is less than the minimum size.

Why sometimes a package cannot be detected?
Package detection is a technology based on the continuous evolution of algorithms and massive data. Sometimes, the detection rate is low. Please check the following reasons:

1. In the case of nighttime or insufficient lighting, the detection rate of regular boxes will become lower.
2. In the case of irregularly-shaped packages, the detection rate of the package will become lower.
3. In the case of interlaced lighting and shadow at night, the detection rate of the package will become lower.
4. In the case the distance between the camera and the package is too close or too far, the detection rate of the package will become lower.
5. If the package stays for a long time, the detection ability will be affected. It is recommended that you take it away in time after receiving the package notification.

If you have any questions, please send us feedback for further assistance.

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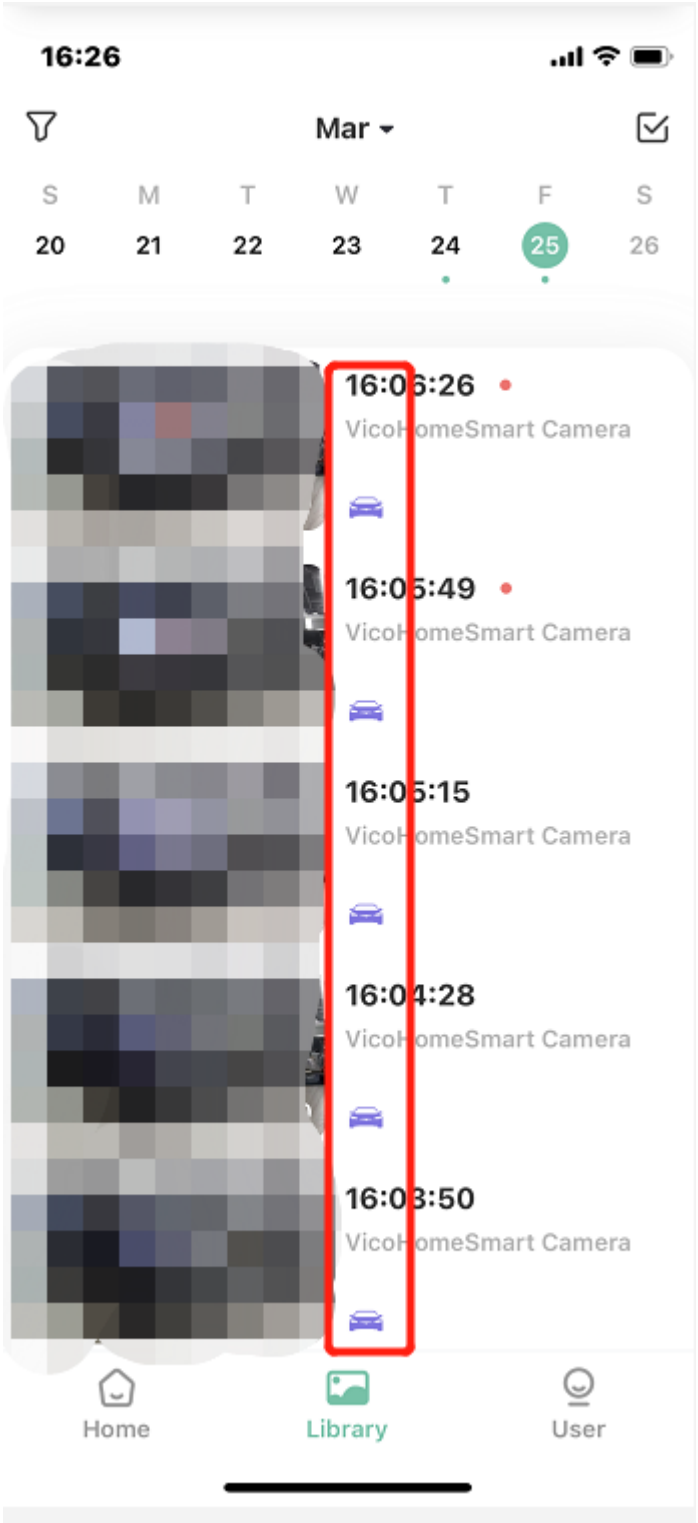
What is a vehicle mark?

April 01, 2022 09:58 · Updated

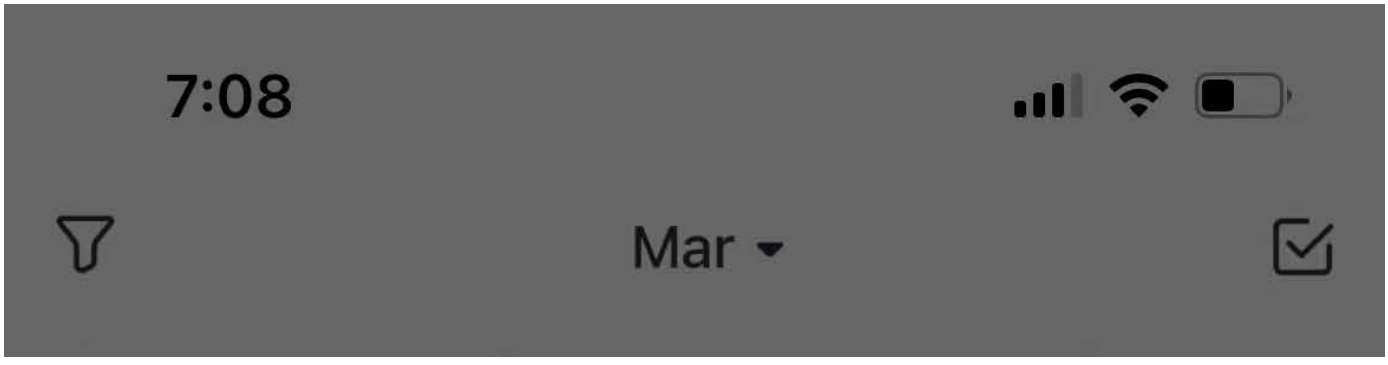
> *This is a paid feature, and you need to purchase the Awareness service to use it.*

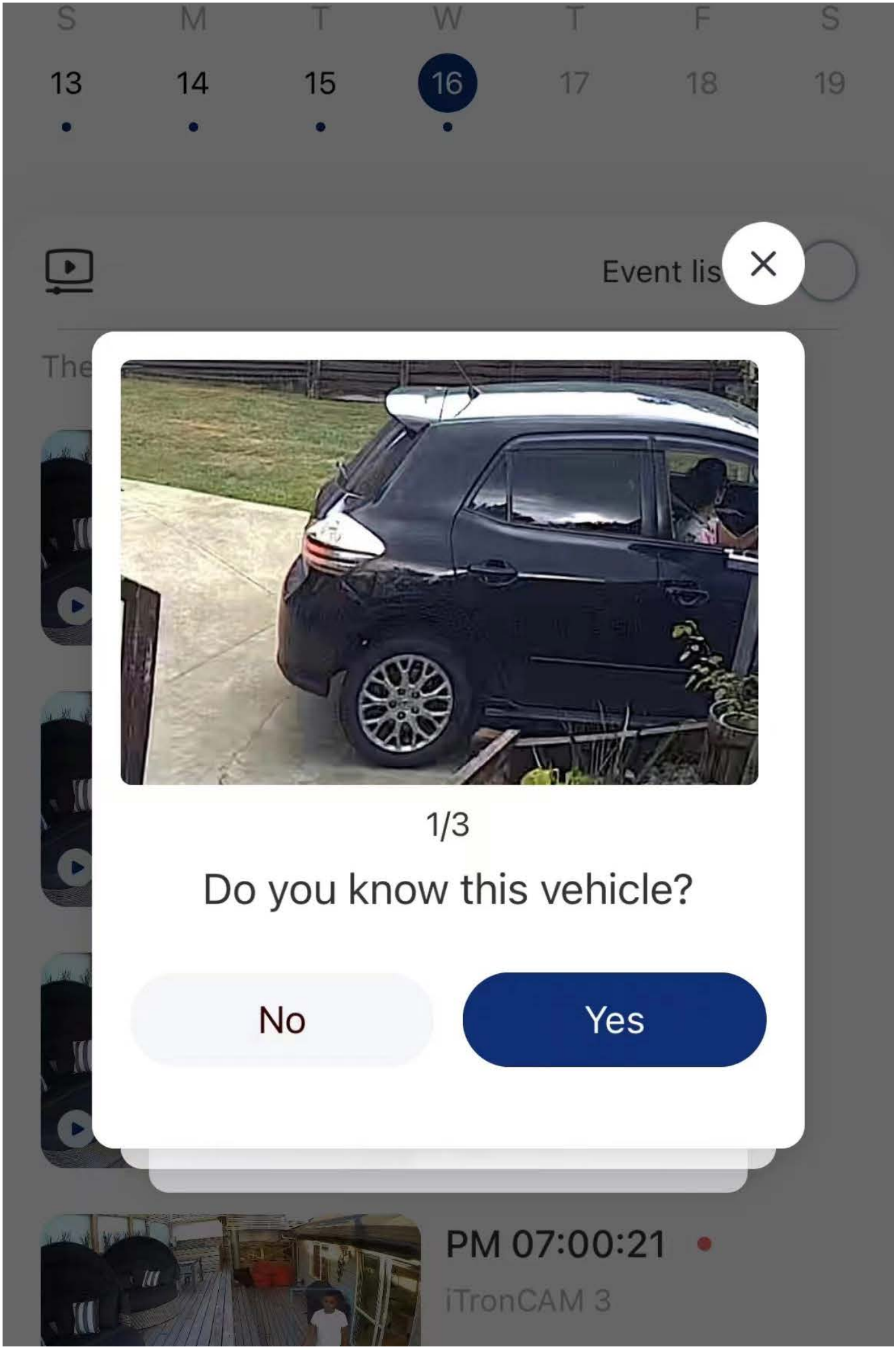
After you purchase the Awareness service, the AI recognition feature can mark the recognized vehicle as a known vehicle, and this info will be updated to the push content.

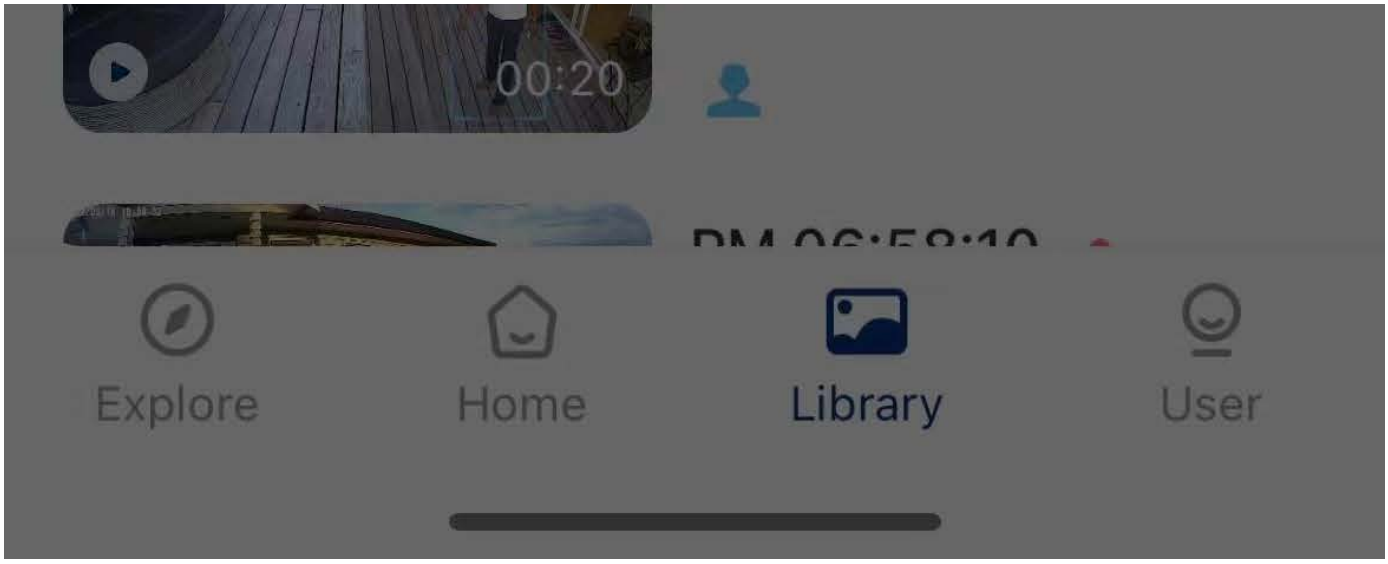
How to set up a vehicle mark?
First, please make sure that the same vehicle is detected by your camera at least 20 times so that the camera can recognize your vehicle. Generally speaking, the camera can detect it for 2-3 days to find your vehicle. Please note that your vehicle can be seen clearly by the camera.



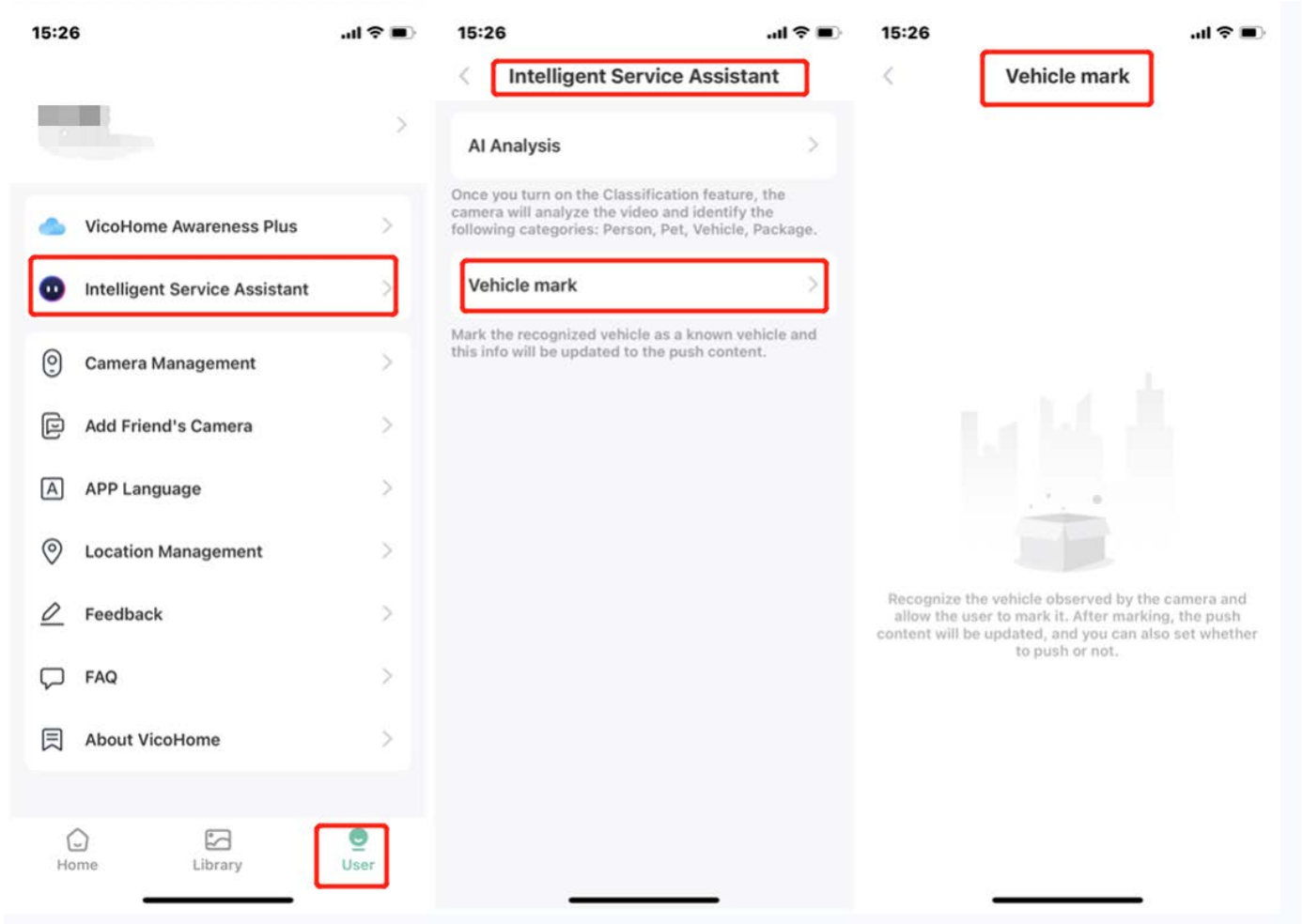
Second, when the camera recognizes that the same vehicle has appeared multiple times, the app will pop up a prompt to ask for confirmation. If you choose yes, the camera will mark it.



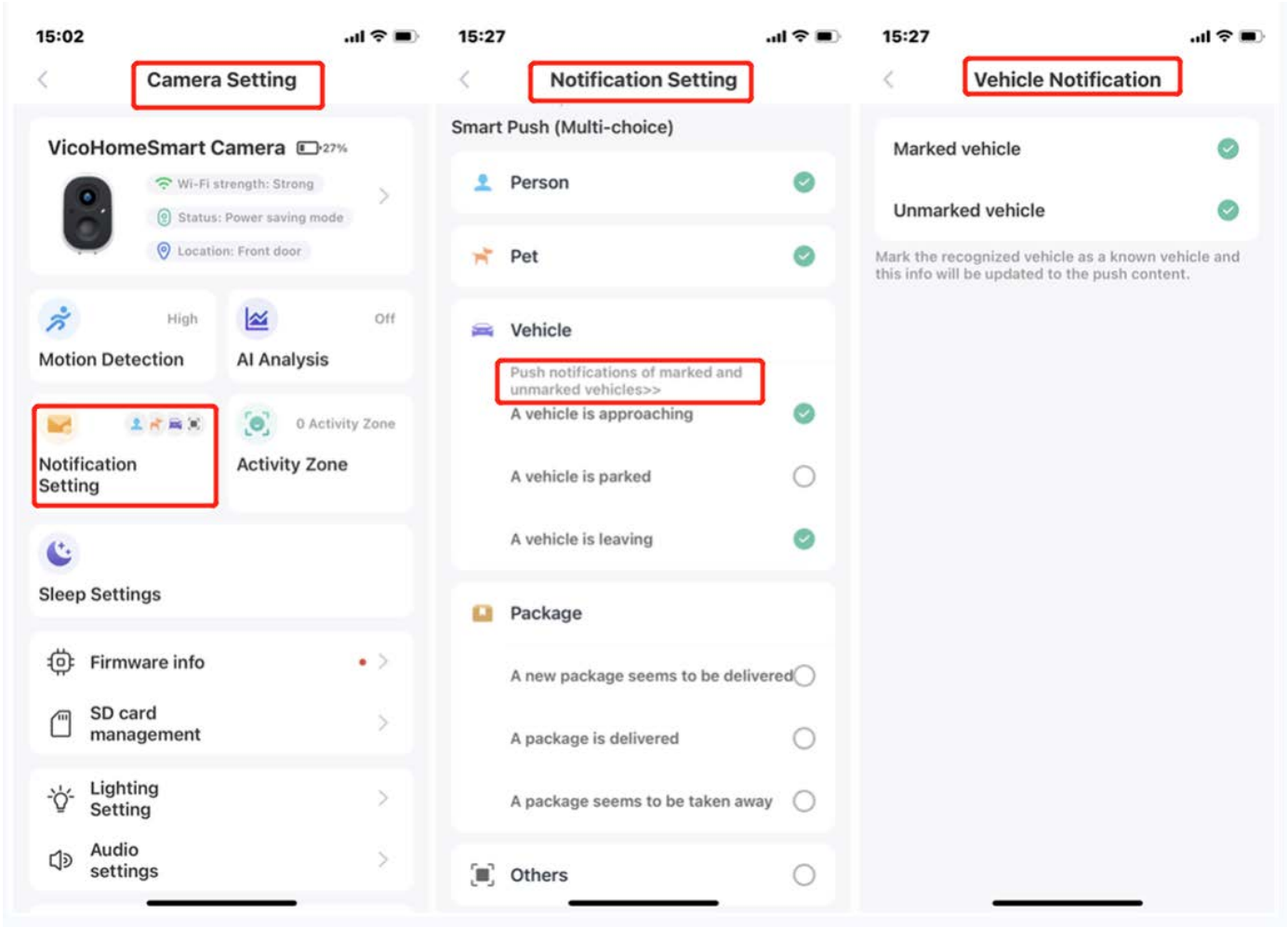

S M T W T F S
13 14 15 16 17 18 19
Event lis
1/3
Do you know this vehicle?
No
Yes
PM 07:00:21
iTronCAM 3



Third, you can tap the App **"User" icon**->tap **Intelligent Service Assistant** to click the Vehicle mark to add/edit/delete the recognized vehicle. Please note that you can mark **5** vehicles at most.



Last, you can choose to receive the notification of your marked vehicle or not. You can tap the camera **"setting" icon** to enter **Notification Setting** ->tap **Push notifications of marked and unmarked vehicles>>** to enter **Vehicle Notification**. On this page, you can turn on or turn off the notification of marked and unmarked vehicles. If you turn on the Marked vehicle, the camera detects its movement, you will receive the following notifications: A marked vehicle is approaching, A marked vehicle is parked, A marked vehicle is leaving. If you turn on the Unmarked vehicle, then you will receive the following notifications: A vehicle is approaching, A vehicle is parked, A vehicle is leaving.



If you have any questions, please send us feedback for further assistance.

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Search

Account

Remember the password when logging in

How to reset the password?

How to contact us?

Why is a log-in prompt message indicating no account has been registered, although the account has been registered?

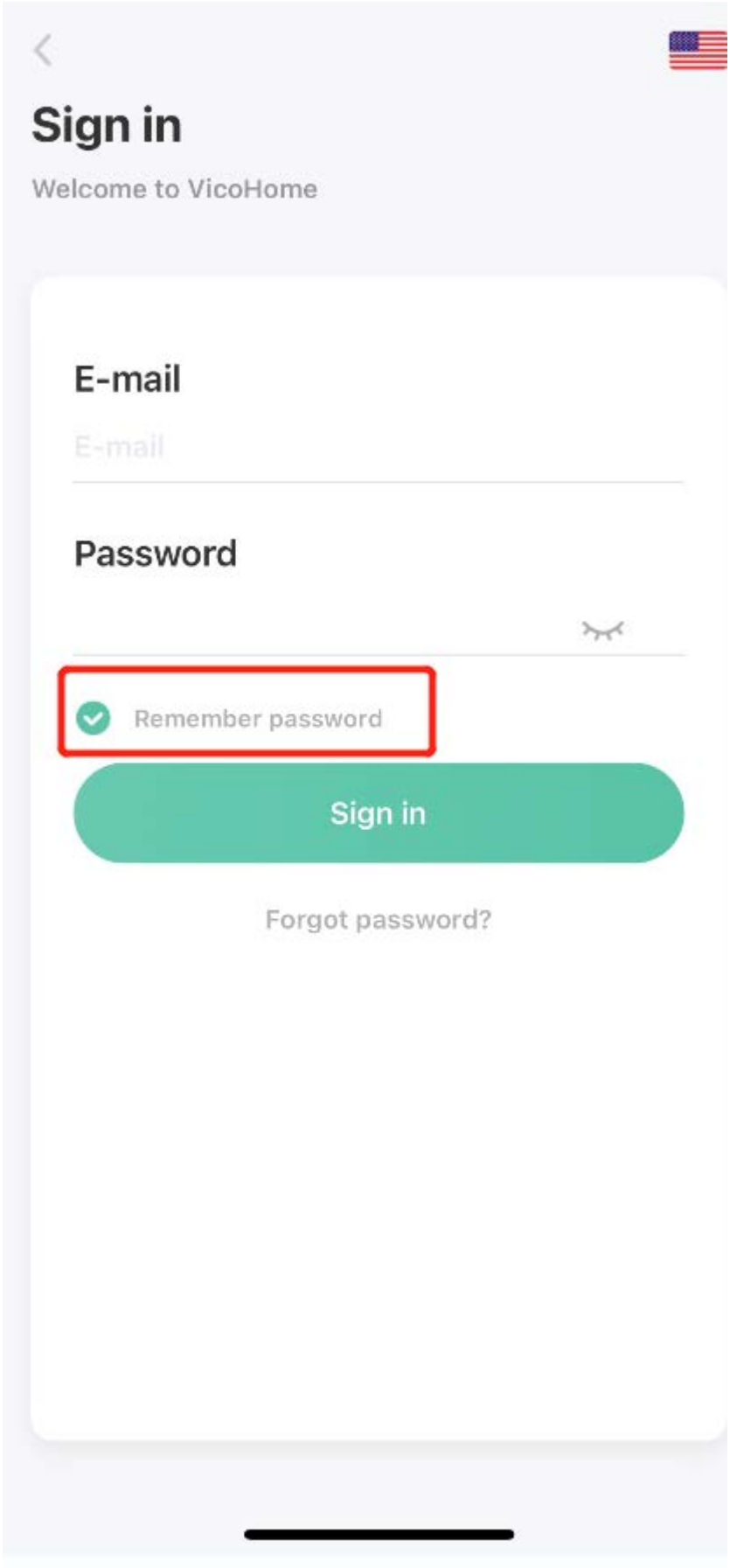
Remember Wi-Fi name and password after successful connection

Powered by Zendesk

Remember the password when logging in

April 24, 2022 03:34 · Updated

Please click the **Remember Password** button below your account password, as shown below:



When you check the 「**Remember password**」 option, we will encrypt and store this information locally on your phone. After you check this option, you don't have to enter the password again when you log in next time. Please be assured that the information will not be passed on. You can also choose not to check this option, we will not record locally, and you need to enter the password again when you log

in next time.

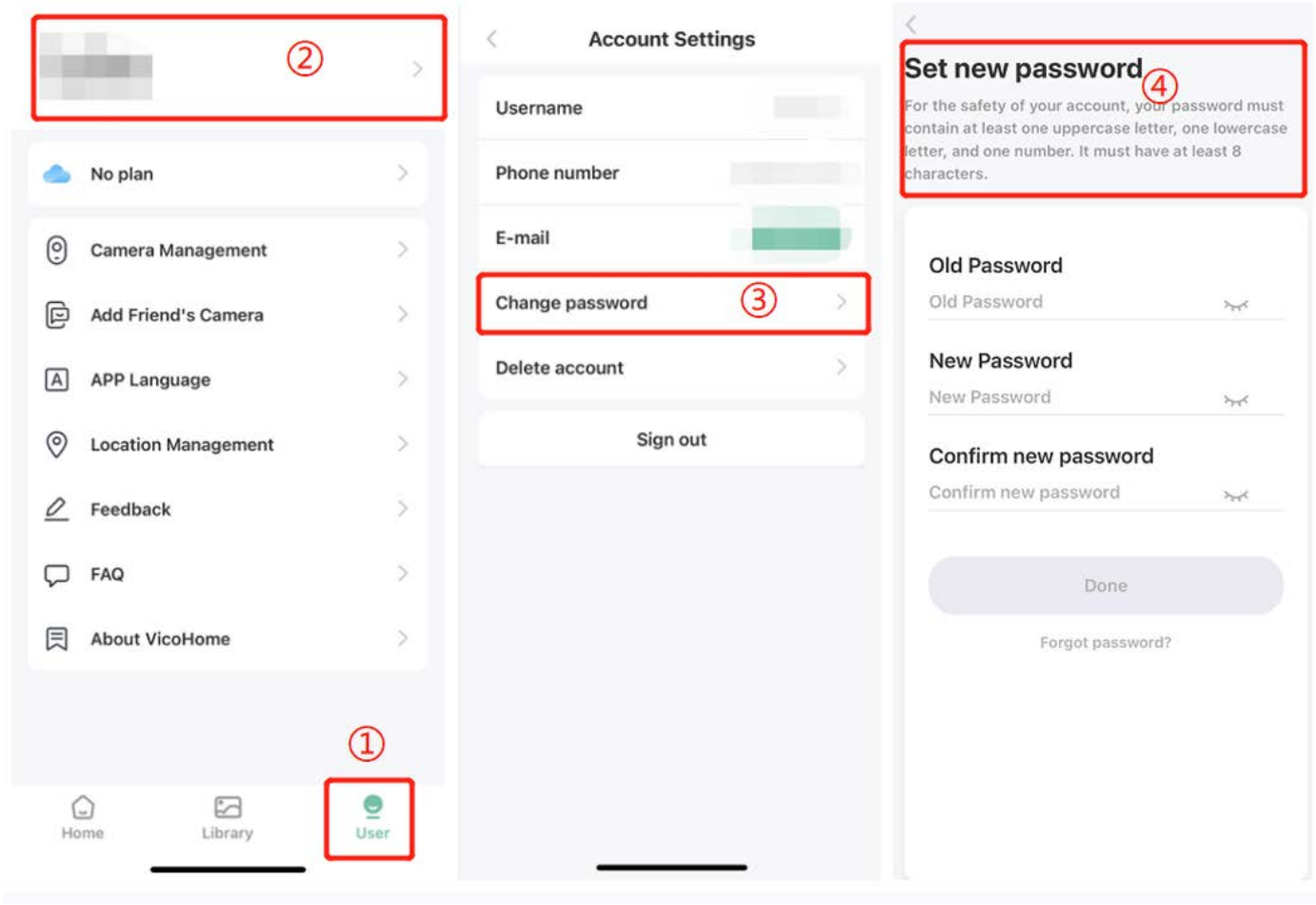
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How to reset the password?

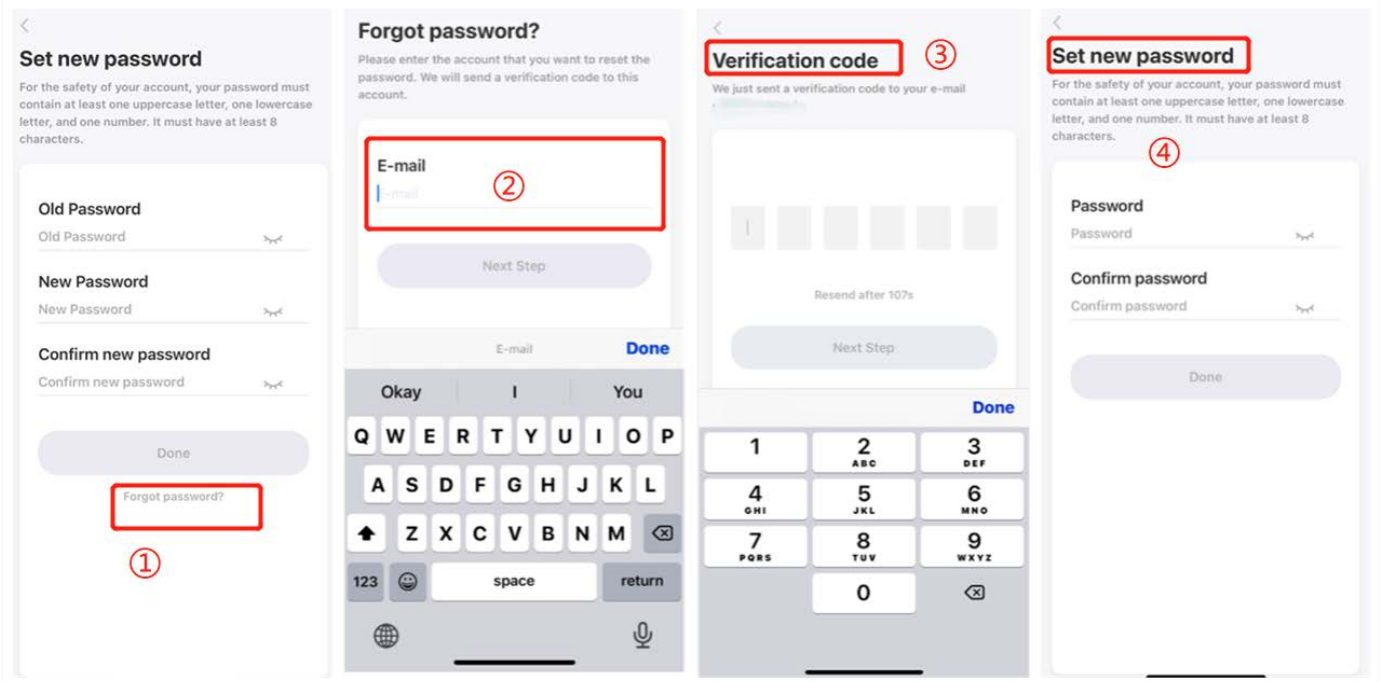
April 06, 2022 10:02 · Updated

Currently, there are two ways to support password resetting.

1. If you remember the current password, please click your account name in the “User” Section. Please follow the instructions on the page to reset your password to "Account Settings/Change Password". As shown below:



2. If you have forgotten your current password, please click "Forgot your password?", then you need to enter the e-mail of your account to accept the verification code. After entering the correct verification code, you can reset your password. As shown below:



Please note that the password must contain at least one uppercase letter, one lowercase letter, and one number, and the minimum length of the password must be 8 characters.

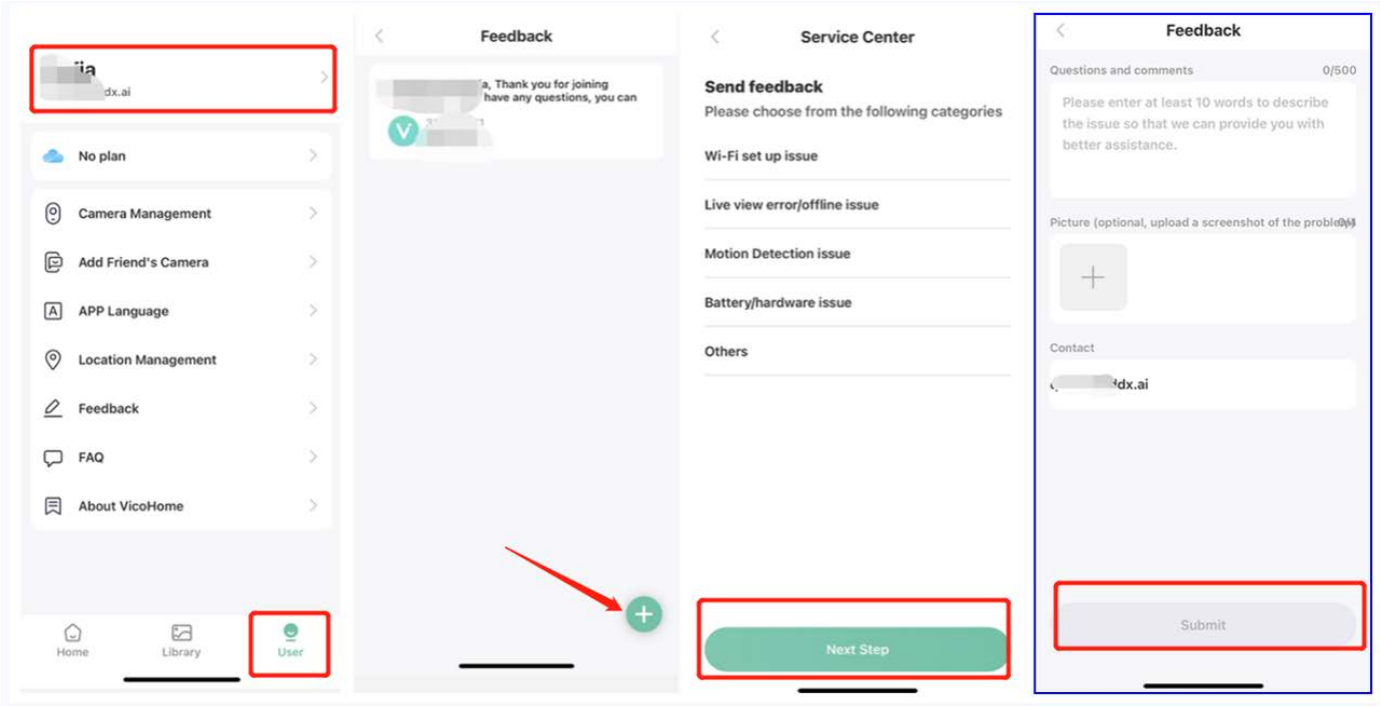
Powered by Zendesk

How to contact us?

April 24, 2022 03:35 · Updated

If you have any questions or issues, you can contact us by submitting feedback on App or emailing support@vicoo.tech.

Please click "Feedback" in the “User” Section; you can fill in the problems encountered or suggestions to us in the input box. If you can provide relevant images to explain the problem, it will better help us locate the problems, so that we can provide you with more favorable help. We will reply to your feedback in time. Thank you very much for your participation and support.



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Why is a log-in prompt message indicating no account has been registered, although the account has been registered?

March 18, 2022 10:19 · Updated

The following reasons may lead to the error prompt. Please check them one by one:

1. Please confirm whether to select the corresponding country.
2. Please make sure the account and password you entered are correct.
3. Spelling error. Please ensure your account and password are spelled correctly. A misspelling may result in an account that doesn't exist.

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Remember Wi-Fi name and password after successful connection

November 30, 2021 07:17 · Updated

When you select the "Remember Wi-Fi name and password after successful connection" option, we will encrypt and store this information locally on your phone, and will not transmit it to the outside. You can delete this information at any time.

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Search

APP Features Experience

How to enable night vision?

How to adjust the sensitivity of night vision?

How to turn on the white light/spotlight?

Can the device volume be adjusted?

How to view the app version?

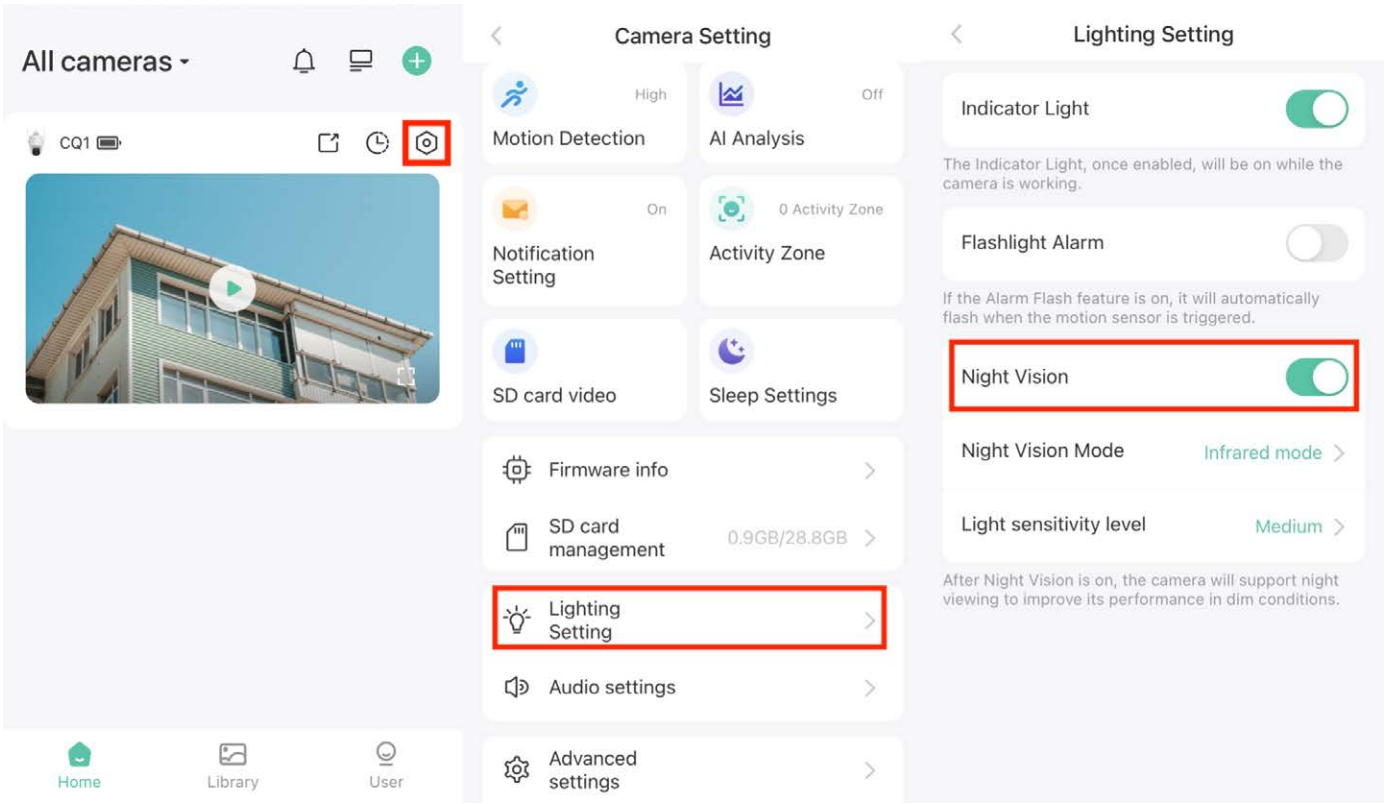
Powered by Zendesk

How to enable night vision?

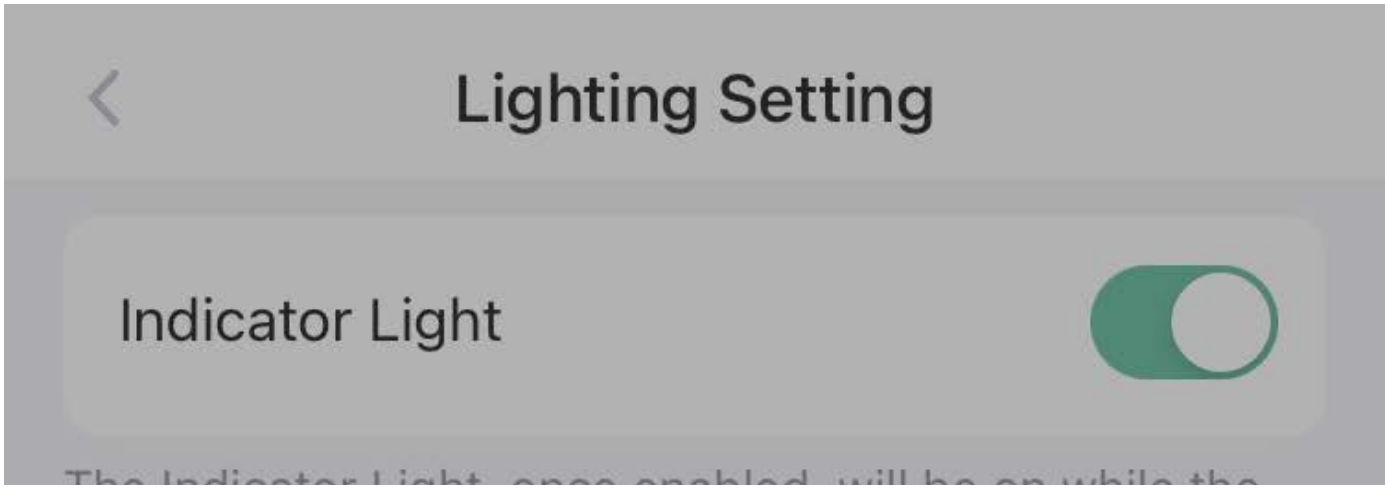
March 23, 2022 11:22 · Updated

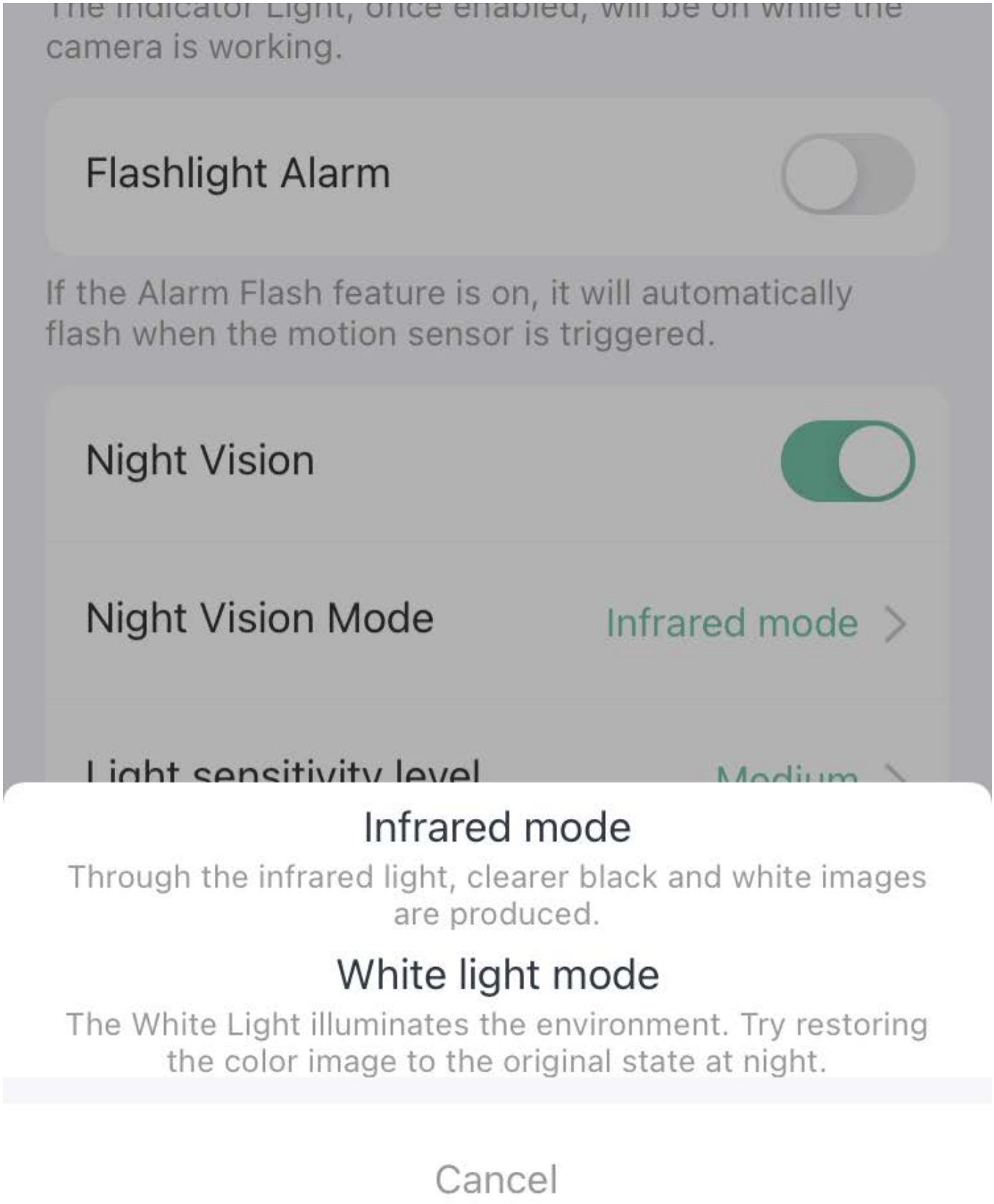
After ***"Night Vision"*** is enabled, the camera will be able to "see" clearly in the dark. Particularly, it will offer high-quality nighttime images.

To enable ***"Night Vision"***, please tap the camera ***"setting" icon*** > tap ***"Lighting Setting"*** > enable ***"Night Vision"***.



There are two night vision modes, **infrared mode** and **white light mode**. The difference between the two modes is in the color rendering of the picture. In infrared mode, the picture is in black and white and is clearer while in white light mode, the color of the picture will be restored to the greatest extent.





Currently, most models of cameras support both infrared mode and white light mode while a few models only support infrared mode. For those who do not support white light mode, there are no white lights on

the camera body.

Related Article:

How to adjust the sensitivity of night vision?

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How to adjust the sensitivity of night vision?

March 23, 2022 11:20 · Updated

The sensitivity of night vision is actually the sensitivity of the ambient light sensor. The ambient light sensor senses the brightness of the light available around your camera. When it senses that the light is darker than the threshold, the camera will enter the night vision mode. By adjusting the sensitivity, you can control how easily the camera enters the night vision mode. The higher the sensitivity, the easier the camera enters the night vision mode.

To adjust the sensitivity, please tap the camera ***"setting" icon*** > tap ***"Lighting Setting"*** > tap ***"Light sensitivity level"***.



Related Article:

How to enable night vision?

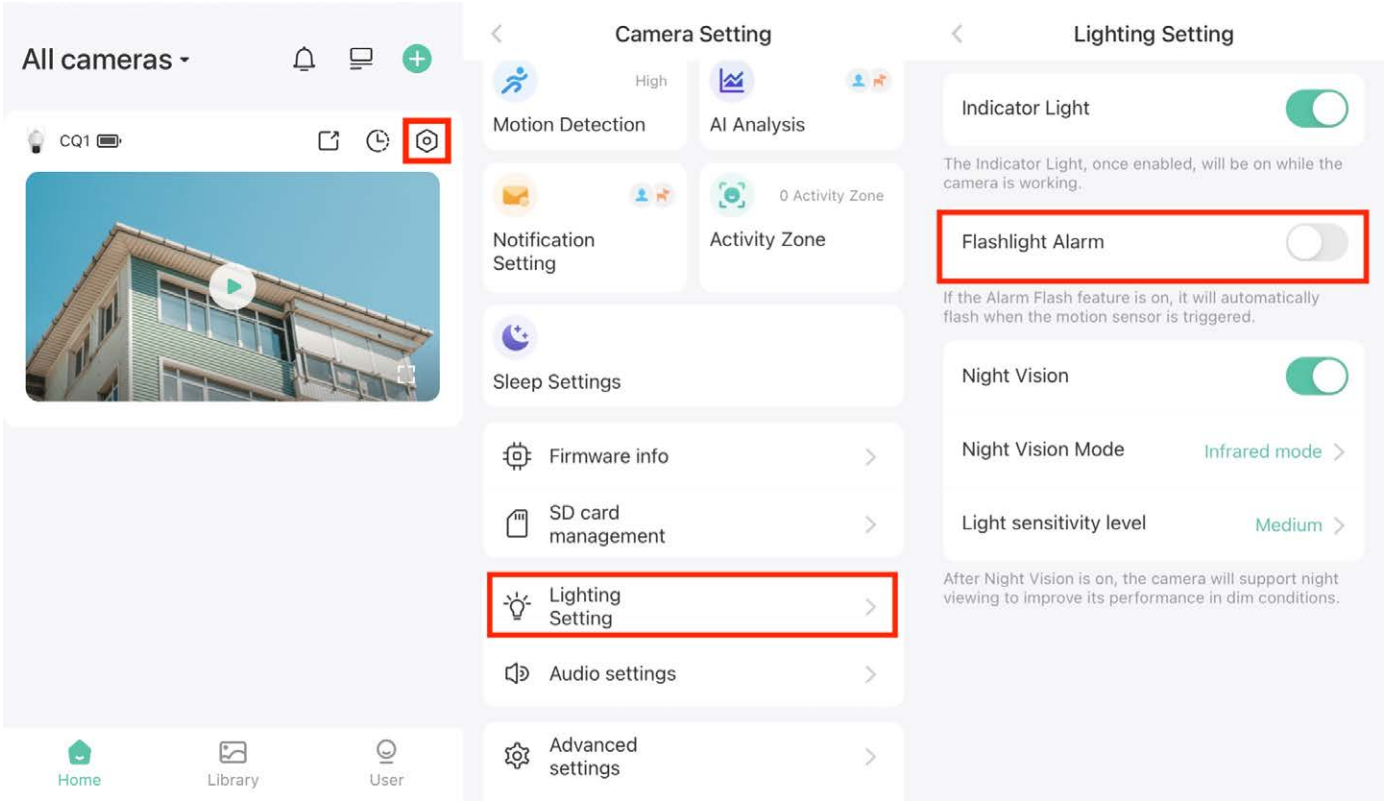
Powered by Zendesk

How to turn on the white light/spotlight?

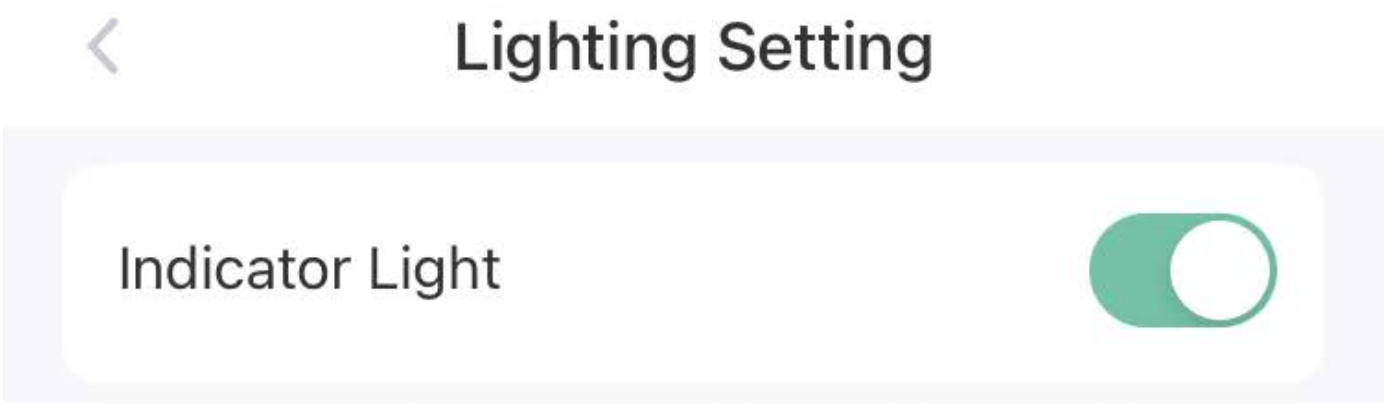
April 15, 2022 06:35 · Updated

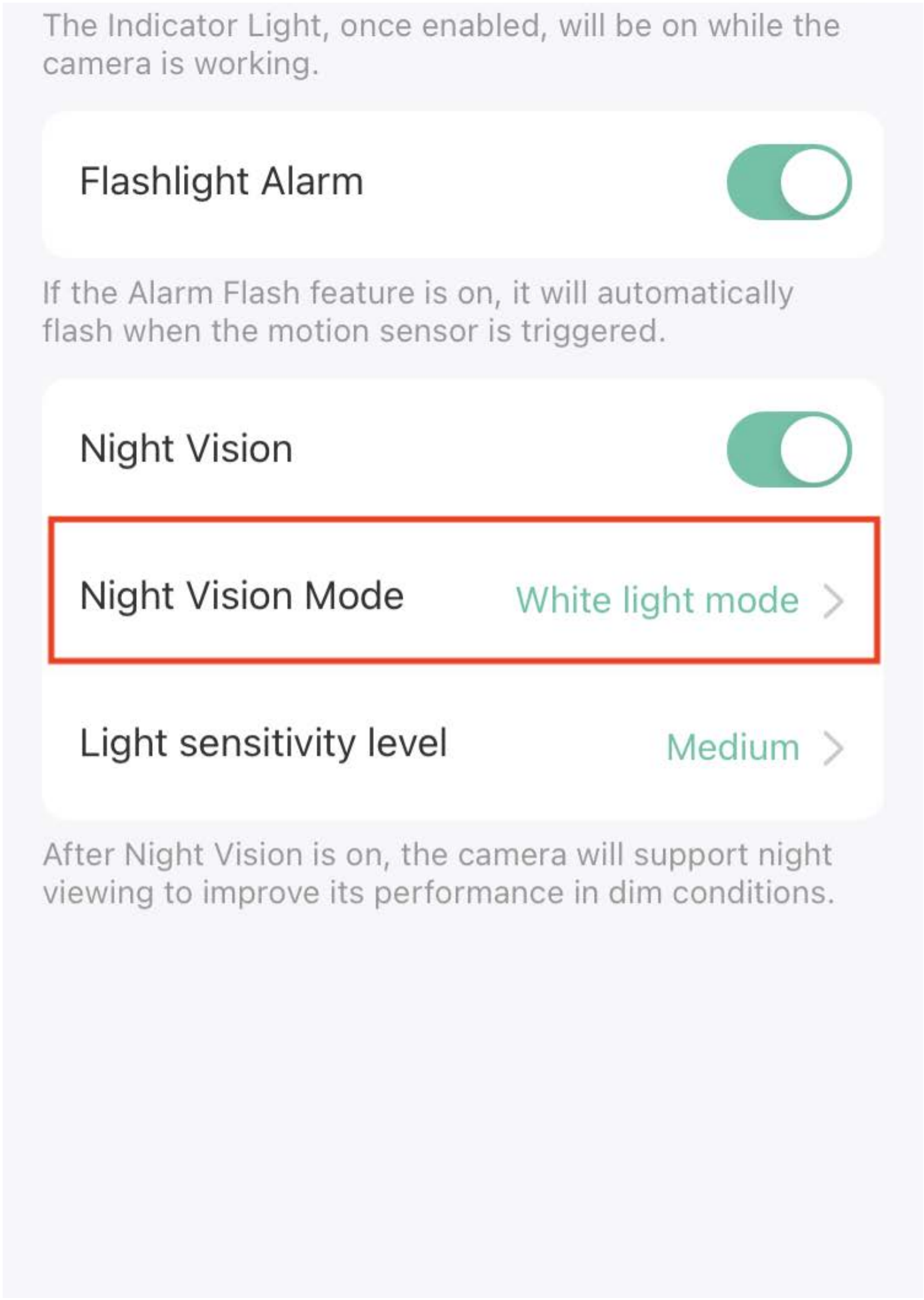
> ***Important:*** *Most battery cameras have a white light/spotlight. However, for a few battery cameras, they don't have a white light/spotlight. Neither do the plug-in cameras.*

You can tap the camera **"setting" icon** > tap "**Lighting Setting"** > enable **"Flashlight Alarm"**. After that, the white light/spotlight will be flashing for a while once the camera is triggered by any movements. *Of course, if there is no **"Flashlight Alarm"** option under the "**Lighting Setting"** page, that means that your camera does not support a white light/spotlight.*



However, if you want the camera's white light/spotlight to be on constantly in the dark or at night, you can turn off **"Flashlight Alarm"** and set **"Night Vision Mode"** as **"White light mode**" instead.



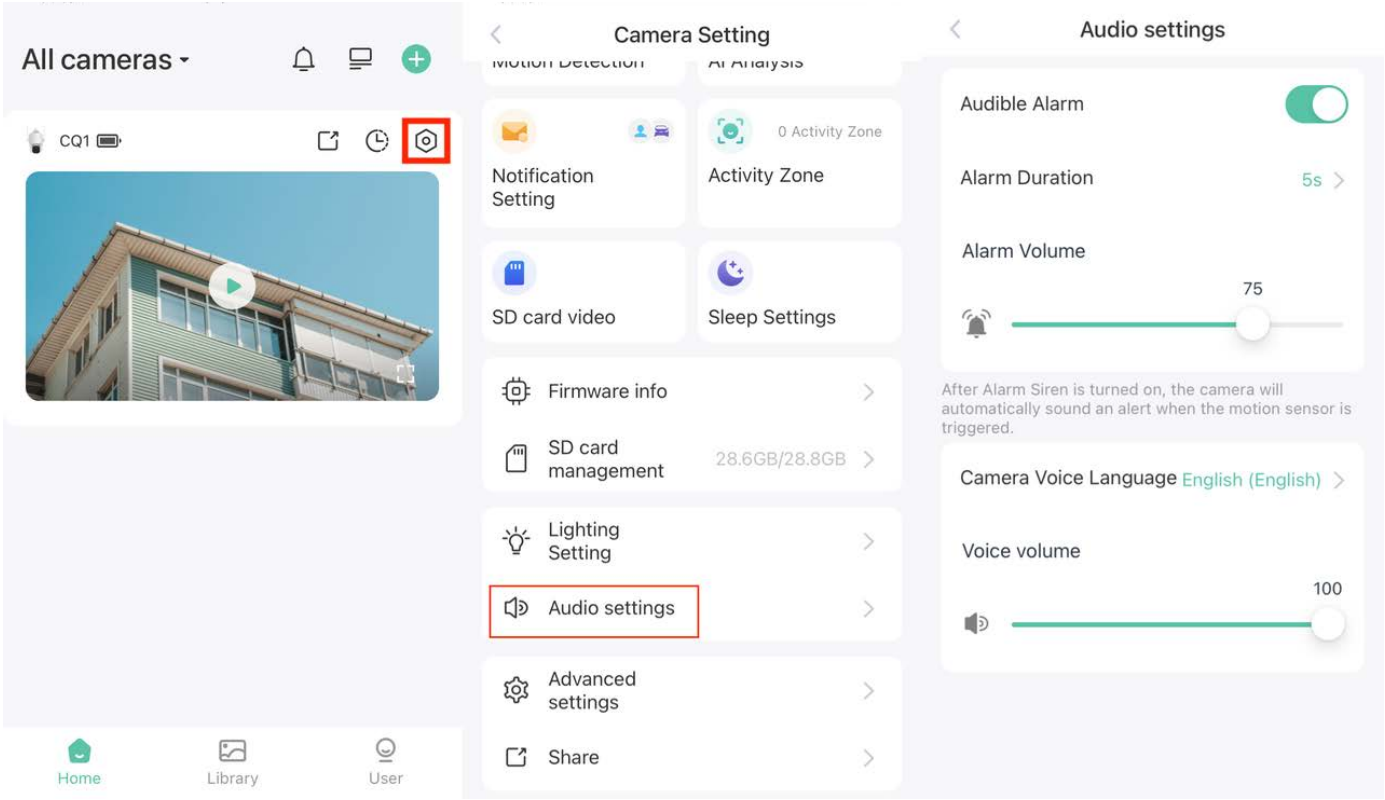

The Indicator Light, once enabled, will be on while the camera is working.
Flashlight Alarm
If the Alarm Flash feature is on, it will automatically flash when the motion sensor is triggered.
Night Vision
Night Vision Mode
White light mode
Light sensitivity level
Medium
After Night Vision is on, the camera will support night viewing to improve its performance in dim conditions.

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Can the device volume be adjusted?

March 23, 2022 08:43 · Updated

Yes, you can tap the camera **"setting" icon**->tap **Audio Setting** to enable the siren of the camera, set the language and volume for the camera.



- **Audible Alarm**

When you turn the **Audible Alarm** on, the camera will sound an alarm when it detects any motion. You can set the duration of the alarm to 5s/10s/15s. You can also adjust its volume.

- **Voice Language**

You can select the language for the camera so the camera will report, for example, "Wi-Fi connected" in the language you select.

- **Voice Volume**

You can also adjust the volume when the camera reports anything.

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How to view the app version?

April 15, 2022 06:42 · Updated

To view the app version, please open the app > tap **"User"** > tap "**About VicoHome"**.

BTW, if you want to update the app or check whether there is a new version available, you can open the **"Google Play" app** or the **"App Store" app** > search for **"VicoHome"**.

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Search

Others

Connect the mechanical chime

What should I do if the battery camera cannot be turned on?

What should I do if the camera malfunctions?

How to find the serial number of camera?

Is the camera waterproof?

Powered by Zendesk

Connect the mechanical chime

June 22, 2022 06:16 · Updated

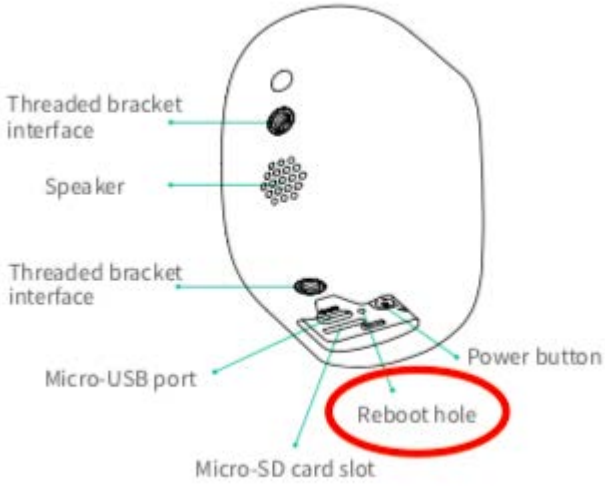
Powered by Zendesk

What should I do if the battery camera cannot be turned on?

April 29, 2022 07:44 · Updated

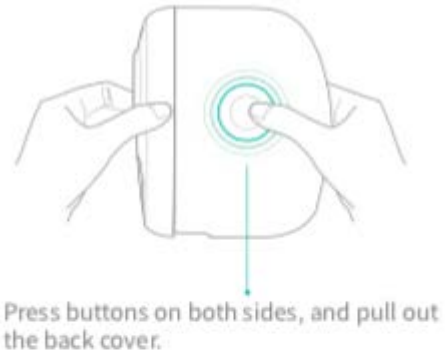
If the camera has been charged for hours but still cannot be turned on after long pressing the power button, you can try to reboot it. The reboot steps are different for different models of cameras. Please find the reboot steps for your camera below.

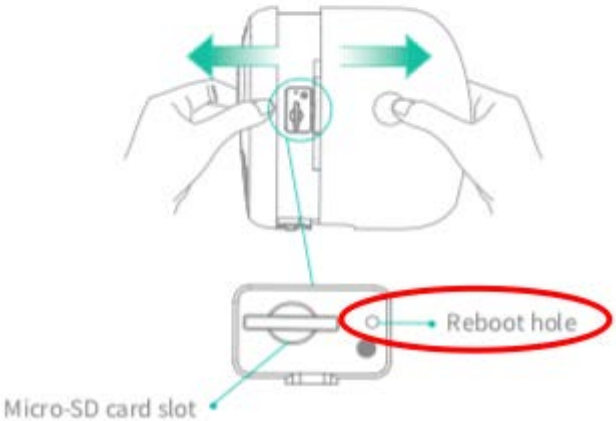
For most battery cameras, you will find the reboot hole near the power button which is located **at the bottom** of the camera covered by a silicone cover. Please open the silicone cover, press the reboot hole with the pin included in the box or a pointed tool like a paperclip, and gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the indicator light(blue or white, depending on the camera's model) on, and hear a startup sound.





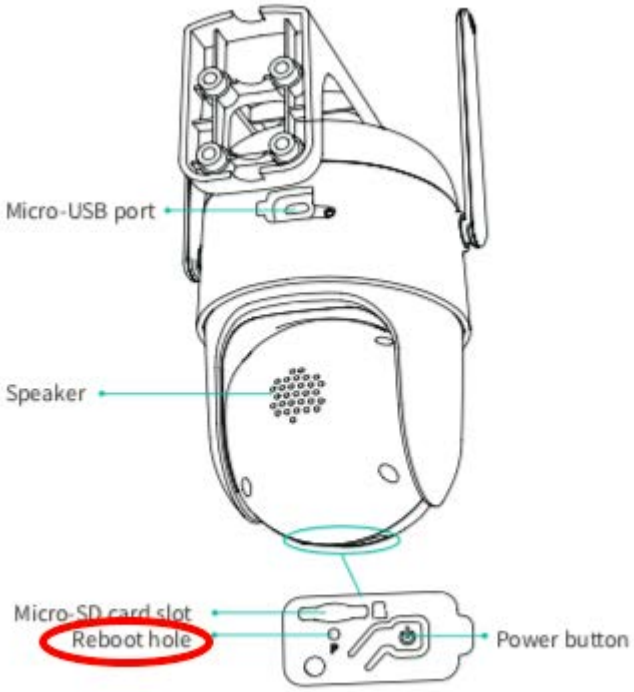
For some battery cameras with a removable shell (e.g. camera as shown in the following figure), you need to **open the back shell of the camera**, and then open the rubber plug on the side of the camera. Next press the reboot hole with the pin included in the box or a pointed tool like a paperclip, and gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.





For PTZ battery cameras, the reboot hole is also near the power button which is located **at the top** of the ball part. Please open the silicone cover and press the reboot hole with the pin included in the box or a pointed tool like a paperclip, and gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the **blue** light on and hear a

startup sound.



If the issue still persists, please submit feedback from the app for further technical assistance.

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What should I do if the camera malfunctions?

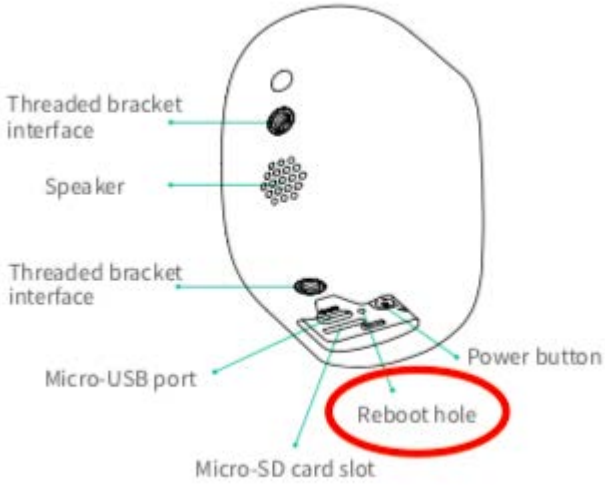
April 28, 2022 06:21 · Updated

When the camera fails to function properly, you can try to reboot the camera. The rebooting operation will totally cut off the power and clear the temporal status of the camera system, which can fix some corner-case issues caused by the system failure.

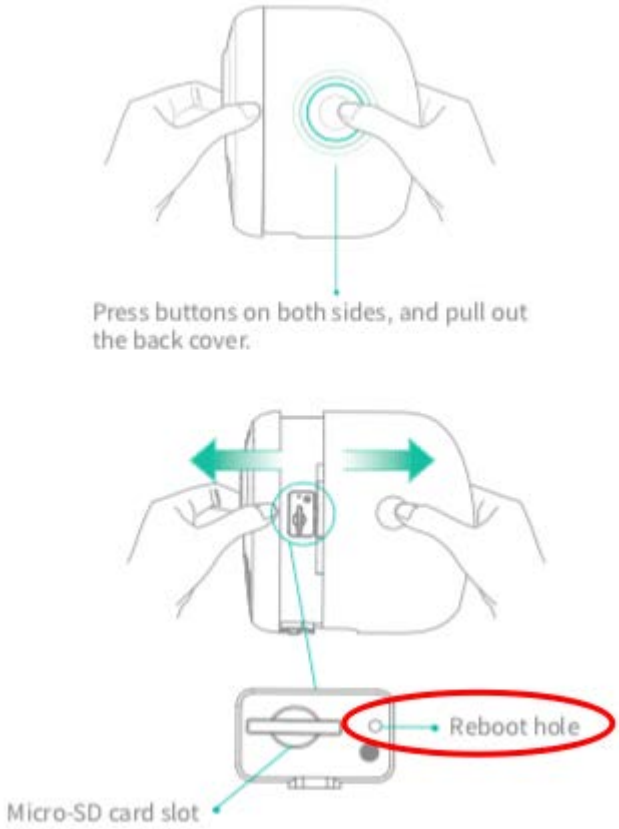
The reboot steps are different for different models of cameras. Please find the reboot steps for your camera below.

Battery Camera

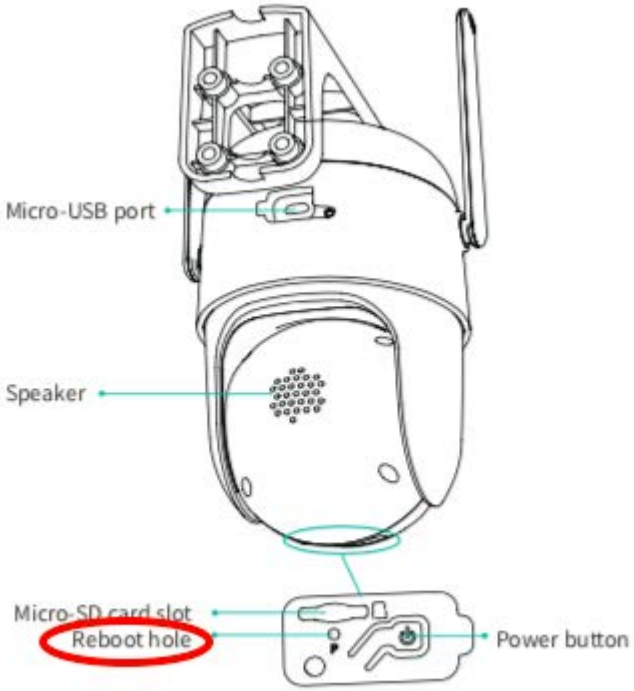
For most battery cameras, you will find the reboot hole near the power button which is located **at the bottom** of the camera covered by a silicone cover. Please open the silicone cover, press the reboot hole with the pin included in the box or a pointed tool like a paperclip, and gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the indicator light(blue or white, depending on the camera's model) on, and hear a startup sound.



For some battery cameras with a removable shell (e.g. camera as shown in the following figure), you need to **open the back shell of the camera**, and then open the rubber plug on the side of the camera. Next press the reboot hole with the pin included in the box or a pointed tool like a paperclip, gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.



For PTZ battery cameras, the reboot hole is also near the power button which is located **at the top** of the ball part. Please open the silicone cover and press the reboot hole with the pin included in the box or a pointed tool like a paperclip, gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.

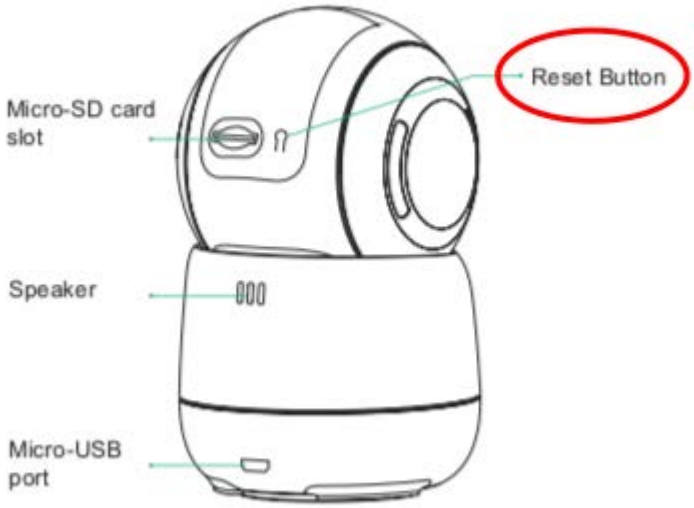


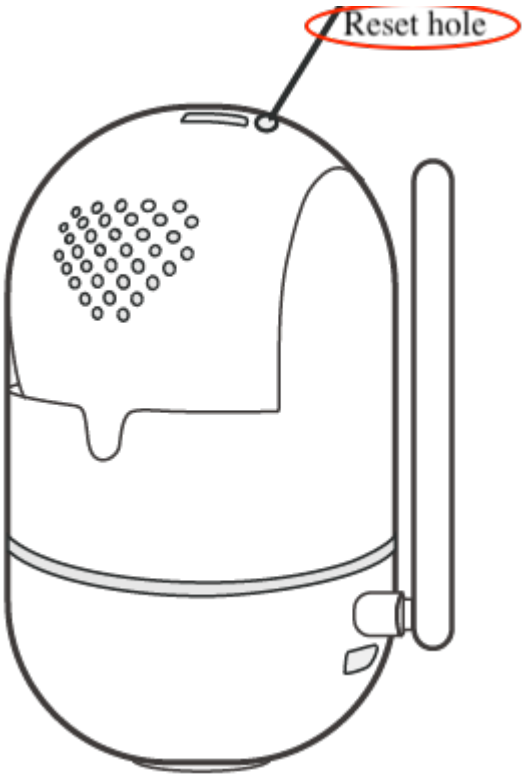
For all battery cameras, if you further want to **reset the network** of the camera, please **double click the power button** to make the camera enter the network config mode. Next please follow the prompts on the app to set up the camera again.

Plug-in Camera

For plug-in cameras, please reconnect the power to the camera by re-plugging the Micro USB charging cable.

If you further want to **reset the network** of the camera, you can find the reset button **on the top** of the camera and then **press and hold it for 3s** (for some models, you may need to find the reboot hole **on the top** of the camera and then **press the reboot hole** with the pin included in the box or a pointed tool like a paperclip, gently apply pressure on the pin/pointed tool). After releasing the reset button/pin/pointed tool, you will hear a startup sound and the camera will automatically rotate. Next please follow the prompts on the app to set up the camera again.





If the issue still persists, please submit feedback from the app for further technical assistance.

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How to find the serial number of camera?

March 13, 2022 13:19 · Updated

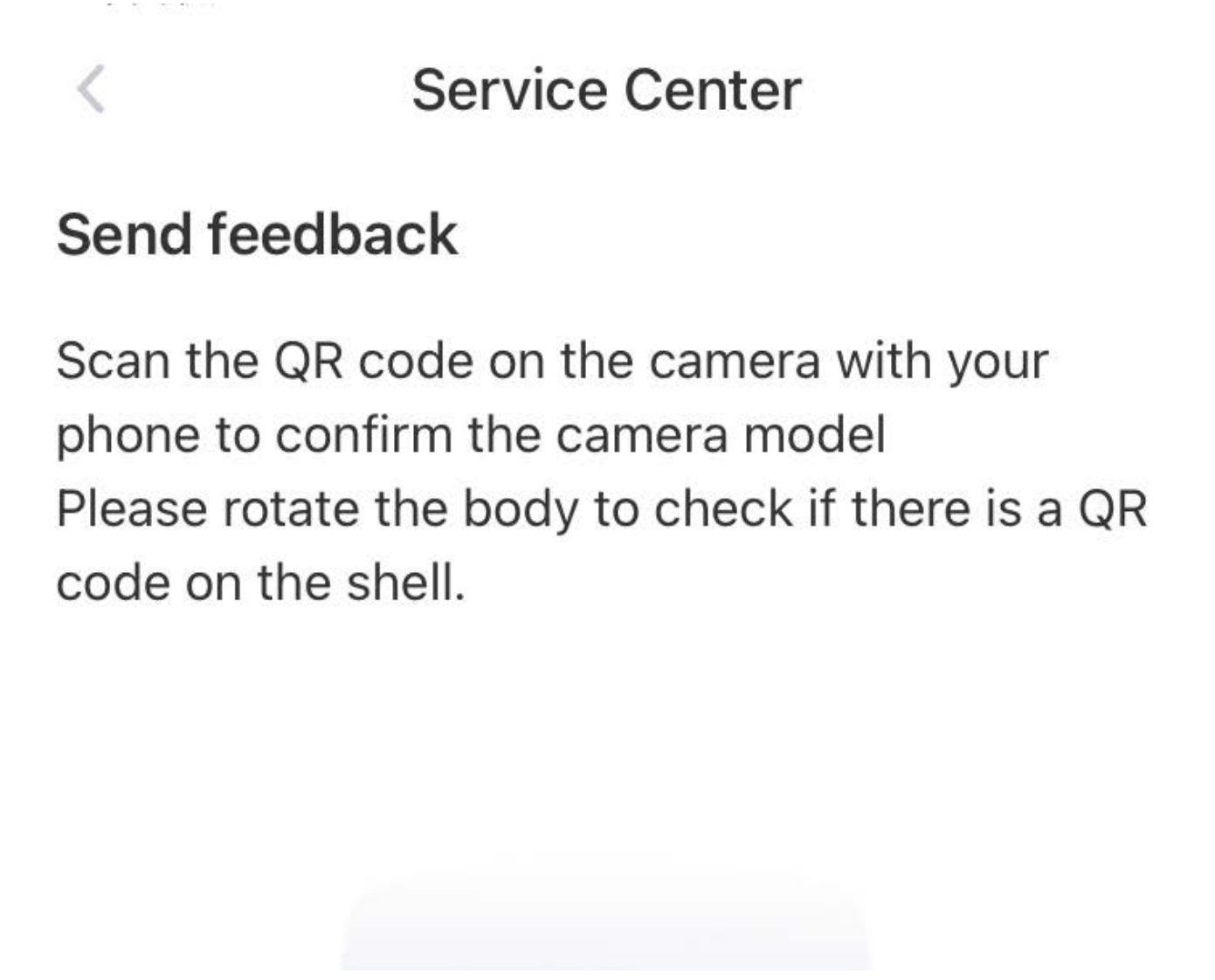
When you encounter an issue and the issue isn't able to be resolved after a simple technical self-check, the serial number (S/N) of the camera is needed for our tech team to further investigate the issue.

The serial number (S/N) of the camera is **usually written on the label attached to the camera body, starting with (S/N)**.

Usually, there is a QR code next to the serial number on the label attached to the camera body. **The QR code also includes the camera's serial number**.

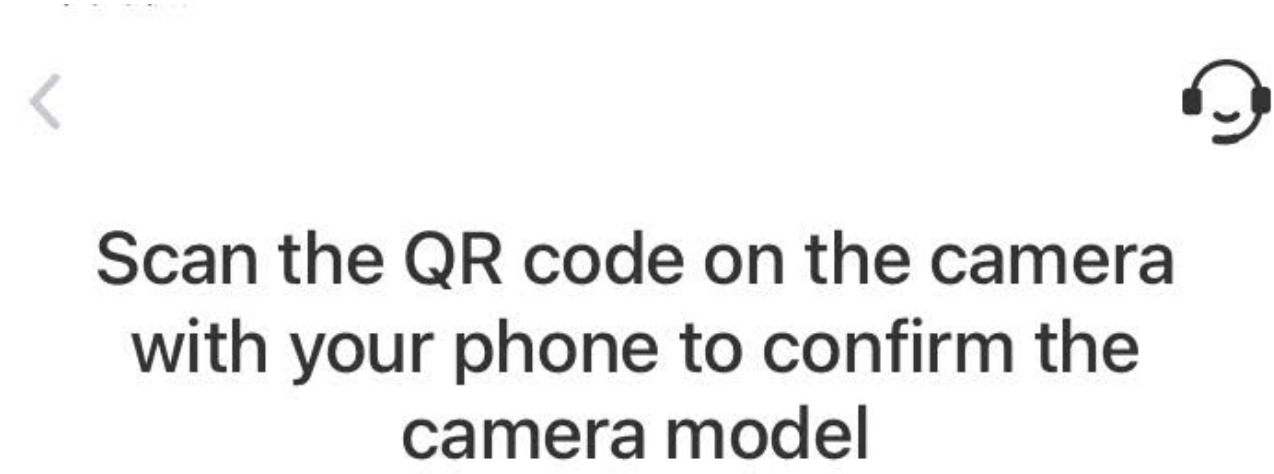
If you use your phone's camera or phone's scanner to scan the QR code, the scan result will be the camera's serial number.

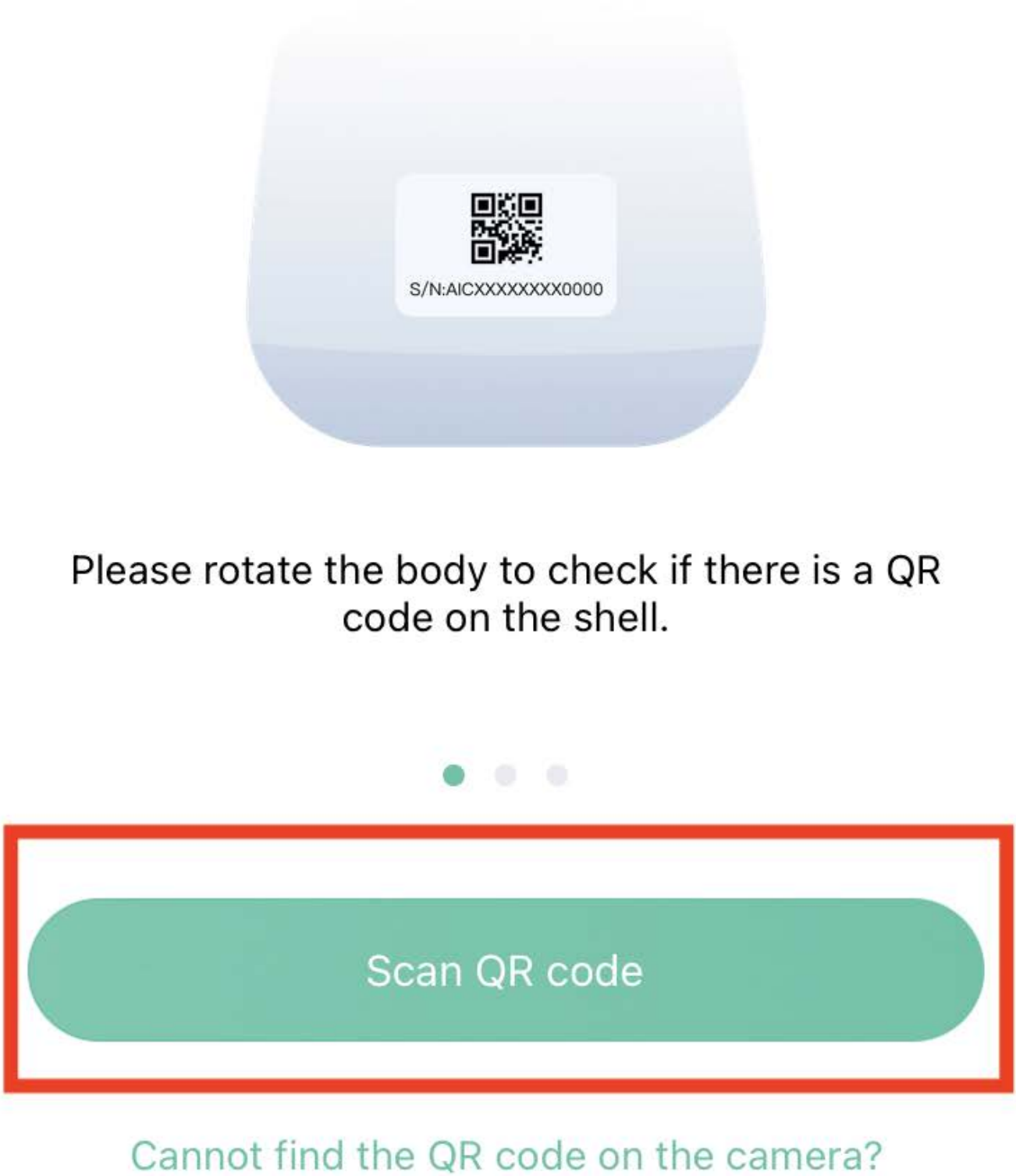
If you use **our app** to scan the QR code when submitting feedback, after tapping the "Scan QR Code" button, the scan result will also be the camera's serial number.



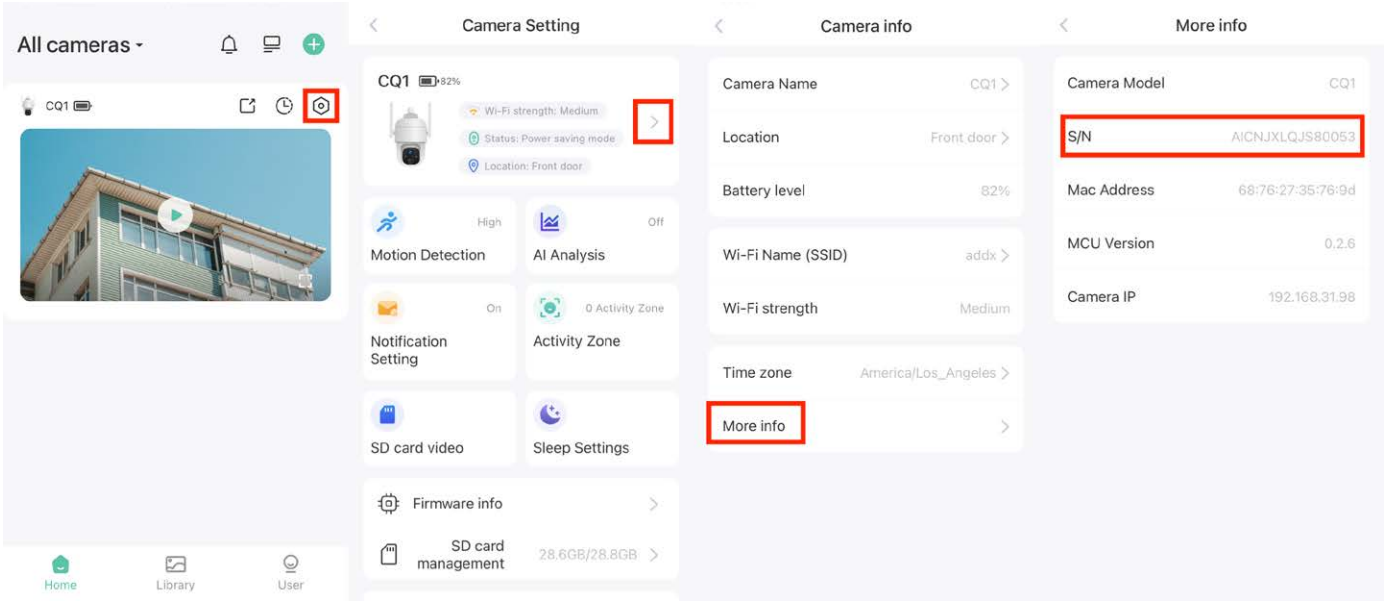


If you use **our app** to scan the QR code (in the process of adding a camera and after tapping the "Scan QR Code" button), the app will direct you to a help article on adding a camera.





If you have added the camera to the app, you can also *tap the camera* ***"setting" icon*** > *tap* ***the ">" extension icon*** > *tap* ***the "More info" button*** to find the camera's serial number.



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Is the camera waterproof?

March 18, 2022 08:59 · Updated

Yes. The camera's waterproof grade is IP65. It can be "protected against water jets from any angle". Generally, the camera can be used outdoors on ordinary rainy and snowy days. However, it may get damaged in extreme weather. But if the camera is installed under the roof or in a place with some shelter, it can get protection to a certain extent.
Besides, please don't expose the camera's charging port, power button, and microSD card slot to water.

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Search

Streaming Interconnection

What is Streaming Interconnection?

Why is it saying “No camera currently supports Alexa”?

How to check if my device is connected successfully?

Why does my camera keep showing "Interconnecting…please wait"?

How to add Alexa Skills?

What is Interconnect Streaming and High-Performance Encoding?

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What is Streaming Interconnection?

August 02, 2022 04:47 · Updated

Currently, some models of our cameras are supported to work with Amazon Echo Show or Google Assistant. You only need to link this app with the Alexa app or Google Home app, add Alexa Skill or Google Action to your camera, then you will be able to use Amazon Echo Show or Google Home to wake up and remotely access your camera. This feature will increase the interactivity of the camera, make your life more colorful.
If you want to check whether your camera supports this function or not, please contact us or your seller for further confirmation.

Related articles:

How to check if my device is connected successfully?

How to add Alexa Skills?

Why is it saying “No camera currently supports Alexa”?

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How to check if my device is connected successfully?

September 08, 2021 07:23 · Updated

You can go to "User" > " Streaming Interconnection" to check the camera connection status at any time.

Why is it saying “No camera currently supports Alexa”?

How to add Alexa Skills?

Why does my camera keep showing "Interconnecting…please wait"?

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Why does my camera keep showing "Interconnecting…please wait"?

March 25, 2022 09:44 · Updated

Please check the following reasons:

1. It may be because your camera has been offline. Please ensure that the camera has enough battery power and keep it online.
2. Poor network connection may affect interconnecting streaming. It is recommended that you move the camera to a location with a better network environment.
3. Unstable network connection of your smartphone may cause this issue. Please ensure that your smartphone can surf the internet well.
4. Wi-Fi router was dead. Please check your router and ensure that it has enough battery.

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What is Interconnect Streaming and High-Performance Encoding?

August 02, 2022 03:35 · Updated

During video streaming, two encoding formats are supported: H.264 (Interconnect Streaming) and H.265 (High-Performance Encoding).

H.265 can make the video clearer and smoother; at the same time, we have retained the more compatible format H.264 to ensure that you can use Amazon Echo Show or Google Assistant. You can switch the encoding format in “Advanced Setting” of the camera according to your needs.

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