

Possible problems with camera installation and the solutions:

Please select the strongest WI-FI connection available; if necessary use a Wi-Fi extender to strengthen the Wi-Fi signal close to the device. The following operations may cause installation failure:

1. During installation, please check the blue light status; press the reset button if the camera's status indicator isn't flashing blue rapidly (five times per second).
2. Please check the installed App is the latest version available in the App store; If a new version is available please update to avoid any compatibility issues and QR code scan failures.
3. Make sure that you entered the correct WI-FI account and password; It is possible the WIFI account and password are incorrect, which will lead to a network connection failure. WARNING: some devices do not support WI-FI networks which include special character.
4. Check if it is the router configuration let to connection fail.
 - A) The router may be set to prevent unauthorised access: if the WI-FI network is set to prevent unauthorised access (Black and White List, MAC address filtering " etc.) this may lead to network connection failure.
 - B) The router may be set 5GHz WIFI: 5GHz Wi-Fi is not currently supported.
 - C) Bridge-connected WiFi: bridge-connected Wi-Fi may lead to an unstable network which may cause the Wi-Fi connection to fail.

D) DHCP may not be enabled in order to assign IP addresses automatically: if your router DHCP is disabled this may not enable the camera to obtain a valid IP address and cause the WI-FI connection to fail.

E) The phone may not support data transmission: some Android mobile devices can prohibit the NightWatcherHD App to use data which may cause the WI-FI connection to fail.

F) The router has a hidden Wi-Fi setting: the NightWatcherHD camera does not support a hidden SSID, please ensure the SSID is not hidden.

5. When added to the App display message: "This device has been added to another account"

In order to protect the privacy of our users, NightWatcherHD devices can only be added to one account. It is possible for more than one user to connect to the same account to view devices and receive push alerts.

6. How to remove a device from your account?

In the Home screen, select your device from the list, then press and slide to the left and press "Delete".

7. How to move a device from one account to another account?

Firstly from the current account, in the Home screen, select your device from the list, then press and slide to the left and press "Delete". Then login to the other account and add the device.

Possible video play problems and the solutions:

1: Why can I play it when I'm at home but not outside?

When the camera and the App client are in the same local area network(LAN), you can view the device via the intranet search feature. However the device

cannot be viewed outside the local area network until the device has been added successfully to the User Account.

2. Why does the video play smoothly when I'm at home but not outside? What are the broadband requirements of the camera?

The NightWatcherHD camera real-time play has three modes: HD, SD and Automatic;

(1:)Real-time viewing while in HD mode, Asymmetric Digital Subscriber Loop

(2:)Real-time viewing while in SD mode.

(3:)Real-time viewing while in Automatic mode.

3.The camera can only bind to one user account, what if there are more people who want to view it?

In order to protect the privacy of our users, NightWatcherHD devices can only be added to one account but it is possible for more than one user to connect to the same account to view devices.

Live video sharing; you can also click "SHARE" in the settings to enable your family and friends access your live streams.

What if the camera stays off-line?

Please check the device is powered and is connected to the WI-FI network (Wi-Fi account, password " etc.); If the camera remains off-line, please power the device off and on and reconfigure the WI-FI connection.

Which mobile iPhone operating system does NightWatcherHD currently support?

The NightWatcherHD App currently supports iOS 8.0 and higher and Android 4.4.0 and higher.

The camera is hot; is it safe?

The device will operate normally with the range of -10°C to + 55°C. Extended use may cause the device to appear hot but this is totally safe and will not affect operation.

How does the night vision feature work?

The camera has High power lightening LED, it will be triggered when someone's moving and the light is less than 3lux within 10 meters.

How much video can be stored on the SD card? What happens when the SD card is full?

The video storage is based on the capacity of the SD card installed; it will support a maximum 32GB SD card, which is approximately 6 days of HD video. When the memory card is full, it will over-write the earliest recordings. Video can also be backed up by removing the SD card from the camera and saving to a PC or MAC.