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Micro SD card is the main way for you to save the video. For different models, the SD card slot is in different positions. Please look for the card slot on the device. Here are the requirements for the Micro SD card:

1. Only support 2-128GB
2. To ensure the recognition rate and service life of the SD card, We suggest using Class 10 high speed Micro SD card, Samsung, SanDisk, Kingston Micro SD card.
3. Please format the Micro SD card before insert it into the camera, and the format must be FAT32.

The instruction of SD card:

A: Go to the setting page and click “SD card”

B: The memory capacity will be displayed if the memory card was recognized.

C: If you need delete the recordings, or the SD card is damaged, please format the memory card.

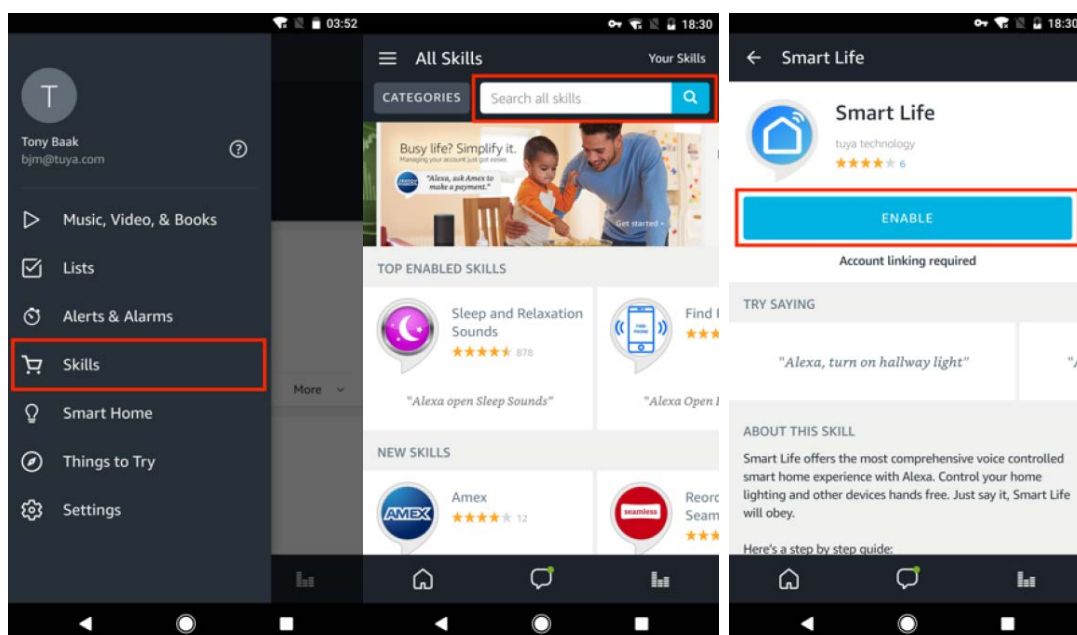


**Notice:** If your memory card cannot be recognized, please check the memory card if it meets all the requirements. Restart the device. If you still cannot identify, it is recommended to restore the device to settings, try another SD card, or contact customer service for help.

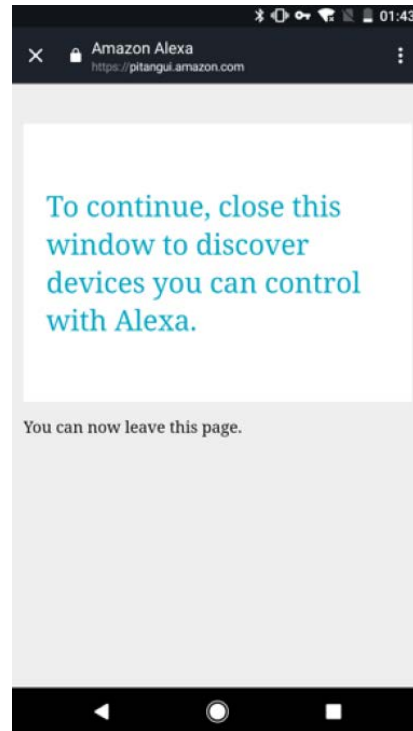
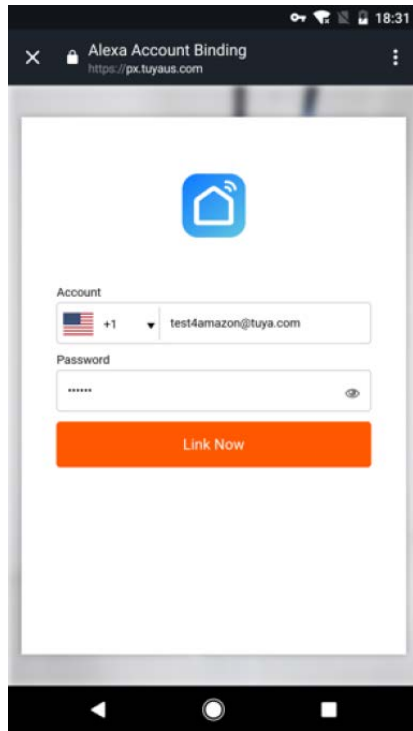
## 2.3.8, Use Amazon Echo show to control smart devices

Before using Echo show to control your smart devices, make sure you meet the following conditions.

- Echo show and Amazon account, Smart devices and smart Life app.
  - The same and stable WIFI network for Echo show and Smart devices.
- 1) Add devices in Smart Life app  
Please change the device name to a easily recognized word or phrase, like “security camera”
  - 2) Set up Echo show with Alexa app
  - 3) Link Smart Life account to Alexa
- A. Tap “skills” in the hamburger menu, then search “Smart Life”. Select “Smart Life” and tap “ENABLE” to enable the Skill.



- B. You will be redirected to the account link page. Type in your Smart Life account and password, don't forget to select the country/region where your account belongs to. Then tap "Link Now" to link your Smart Life account.

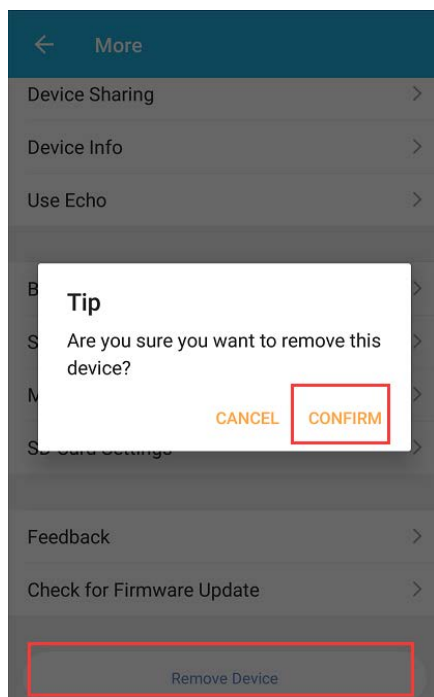


- C. Now you can control your smart devices through Echo Show. You can use the following commands to control your devices (e.g., security camera):

Alexa, show the security camera  
 Alexa, stop the security camera

### 2.3.9, Delete the camera

Please go to more settings interface, and click "remove device" ; then confirm the pop-up notice.



**Notice: After the device is deleted, the cloud storage service will be automatically released. Please consider carefully.**

**If you need to add the camera by another account or return the product, please delete the camera in the APP.**

## 3, FAQ

### 1, Why can't I add a device or fail to configure the network?

According to the status of the device indicator, you can determine the cause and solution of the failure of the network connection.

- 1) Before adding the device, ensure that the device is in red flashing state (2 times in 1 second). If the indicator status is abnormal, please reset the device to factory settings (press and hold the device RESET button until you hear a beep) (The reset button position of each product is different, but they are marked with "RESET").
- 2) The device indicator does not turn blue or does not hear the beep.
  - A. Note that the screen of the mobile phone is aligned with the lens of the device in parallel, and the distance is kept at about 15cm.
  - B. Try to adjust the distance between the phone screen and the device before and after and keep it for 2 seconds or so in each position.
  - C. Please check if there are any stains on the surface of the lens of the device.
  - D. Make sure the screen of the phone is clear, crack-free and non-reflective.
  - E. Use the other way of network connection
- 3) The device indicator flashes blue quickly and does not turn constant blue.
  - A. device does not support 5GHZ WIFI, please ensure that when adding device, the phone is connected to 2.4GHZ WIFI.
  - B. WIFI password must be entered correctly, and there must be no special characters.
  - C. Note that the current WIFI network is smooth, it is recommended to try to restart the router.
- 4) The device indicator light turns blue. And the APP cannot find the device.
  - A. Try adding devices in other ways
  - B. If after repeated attempts, the blue light is still on and the device cannot be found. Please contact customer service for technical assistance.

**Note:** After any failed addition, you must first reset the device to factory settings when you need to re-connect the network.

### 2, When adding a device, the APP prompts that the device has been added by the XXXX account. What should I do?

Please reset the product to default and try to connect it again.

### 3, How to reset the camera to factory settings?

Locate the reset button of the device, press and hold until the indicator light goes out, release it, hear the beep sound, wait for the device to restart, and the indicator lights up.

### 4, camera indicator status description

Constant red	The camera is starting up or running abnormally.
Red light flashing quickly	The camera is ready for network connection.
Constant blue	The camera is running normally.
Blue light flashing quickly	The camera is connecting to the network

### 5, Why is there a blank in the middle of the video intermittent?

The blank space of the recording timeline represents no video file, and the two video mode problems are different. SD card recording: After the device is powered off, the SD card will not continue recording. Please check whether the device is powered off during the blank time. If it is abnormally powered off, please check whether the power supply, power cable and machine power interface are normal.

### 6, Why can't the phone receive an alarm message?

Confirm that the notification permission of the Smart life APP in the phone settings is turned on, and whether the mobile alarm settings are all enabled in the app. Under normal circumstances, when an abnormality is detected, a message will appear in the notification bar of the mobile phone. There is no sound or vibration depending on the settings of the mobile phone.

### 7, The APP can't load the video, what should I do if the camera is disconnected?

First check if the camera's power and network are normal. If it is normal, turn off the camera and then restart it. If the camera is still offline after restarting, please remove the camera in the APP, reset the camera to factory settings, and then re-add the device.

### **8, APP prompts access to the device failed, what should I do?**

Please reset the device after resetting it to factory settings. If this problem still occurs, please contact customer service staff for technical assistance.

### **9, APP often cannot load the video, showing disconnect?**

Troubleshoot the problem based on the camera's indicator status:

- 1) The indicator light is off, indicating that the device is not powered. Please check the power supply carefully and the power supply interface is normal. It is recommended to try the power supply.
- 2) The indicator light is on, in two cases:
  - A. The indicator light is red, indicating that the camera's network has been disconnected. Please check the stability of the WIFI network and restart the router. It is recommended to move the camera closer to the router.
  - B. The indicator light is blue, indicating that the camera's network is normal. Please check if the mobile phone's network is normal. If the mobile phone network is not smooth, the video stream may not be transmitted to the mobile phone. It is recommended that the mobile phone switch to WIFI.

### **10, Why do you have a circle in the middle when watching the video screen, will it delay?**

The circle indicates that the video is loading. The delay indicates that the network is not smooth. Please check whether the network connected to the camera and the mobile phone is smooth. It is recommended to bring the camera closer to the WIFI router.

### **11, How many people can log in at the same time?**

An account can only be logged in simultaneously by one mobile phone and one computer, and others can only watch the camera through the sharing mechanism.

### **12, How many accounts can I share with my family?**

No limit

### **13, Why is the shared account operation function not complete?**

For security reasons, the shared account permissions are restricted, and some functions of the device cannot be operated. If other people need to operate the camera, they can log in directly with the bound account.

### **14, Why does configuring a camera network with other mobile phones fail?**

A camera can only be bound by one account, and other accounts can only be viewed through the sharing mechanism. If other accounts need to reconfigure the camera, please remove the device under the first account.

### **15, the camera was stolen, can you still see the video?**

If the SD card is recorded and the SD card is lost, the video in the SD card cannot be viewed, but the APP can view the picture record of the mobile alarm push.

### **After-sales instructions:**

1. Please refer to the specific product, the manual is for reference only.
2. The product is updated in real time, if there is any upgrade without prior notice.
3. The manual contains the basic functions of the product. Please check the operation
4. If there is any problem when using the camera, please contact customer service.
5. We have tried our best to ensure the completeness and accuracy of the contents of the manual, but some of the data may still be deviated from the actual situation. In the deviation, if there are any doubts and disputes, please refer to the final interpretation of the company.
6. If you do not follow the instructions in the manual, any loss caused by it will be borne by yourself.