



Wi-Fi Pan & Tilt Camera AlwaysSafe App Manual

iOS and Android



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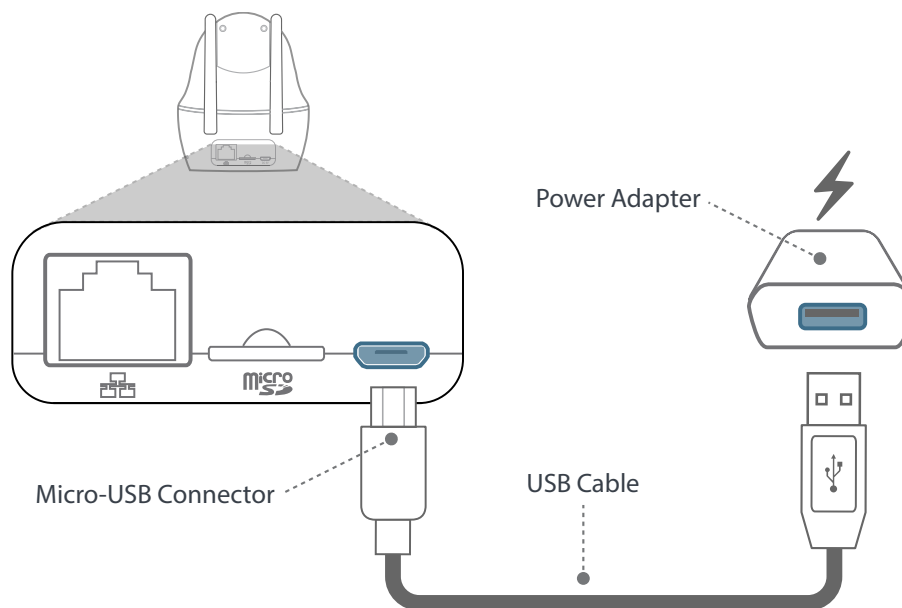
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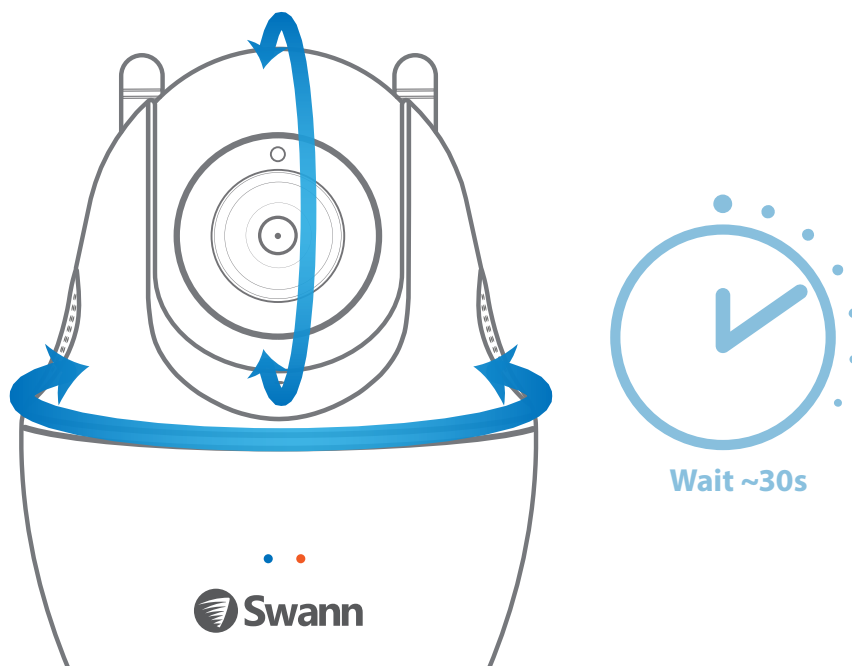


Getting Started

Adding a Camera



If you have not already done so, connect the camera to power using the supplied USB cable and power adapter.



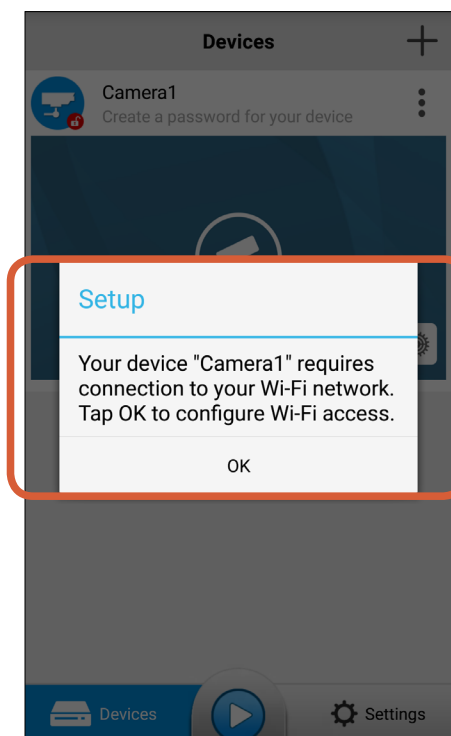
The camera will begin rotating as part of its startup sequence.

Adding a Camera



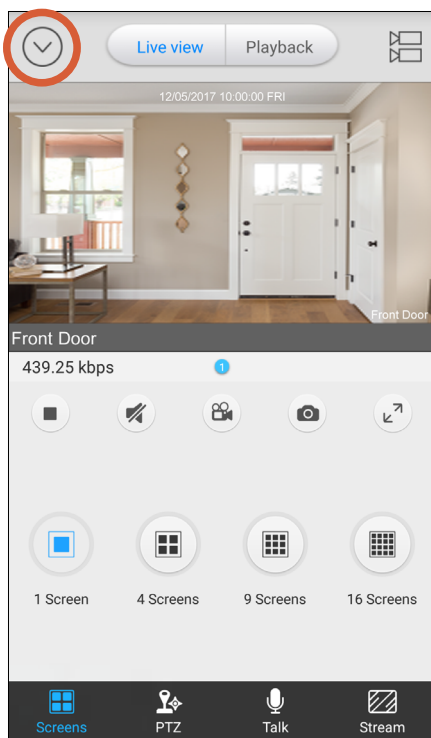
Once the camera has finished starting up, it will go into Wi-Fi configuration mode and guide you through the Wi-Fi setup process.

Listen carefully and follow the voice prompts from the camera. You'll need to connect your smartphone to the camera's temporary Wi-Fi network.

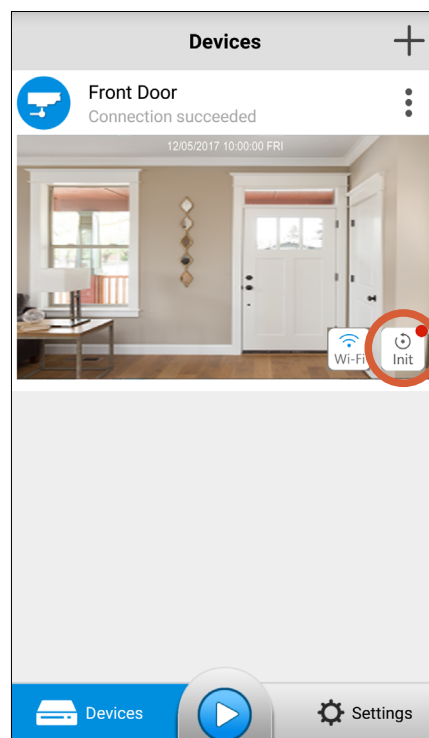


Open the AlwaysSafe app when prompted (your smartphone should now be connected to the camera's temporary Wi-Fi), then wait for the Setup box to be displayed as shown above. Tap **OK** then follow the on-screen instructions to configure your home Wi-Fi network settings for the camera. Once you have finished Wi-Fi setup, the app will display the Live View screen streaming live video from your camera. Before using the camera any further, first set the time and date. See ["Configuring Initial Settings" on page 6.](#)

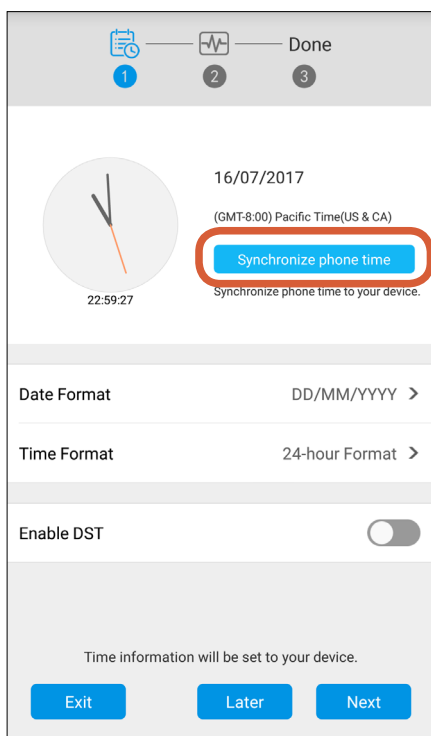
Configuring Initial Settings



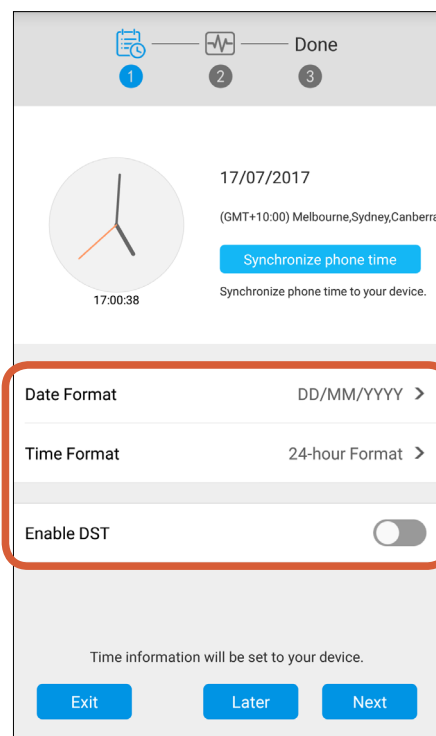
At the top left of the Live View screen, tap the highlighted icon to open the **Devices** screen.



Tap the **Init** button.

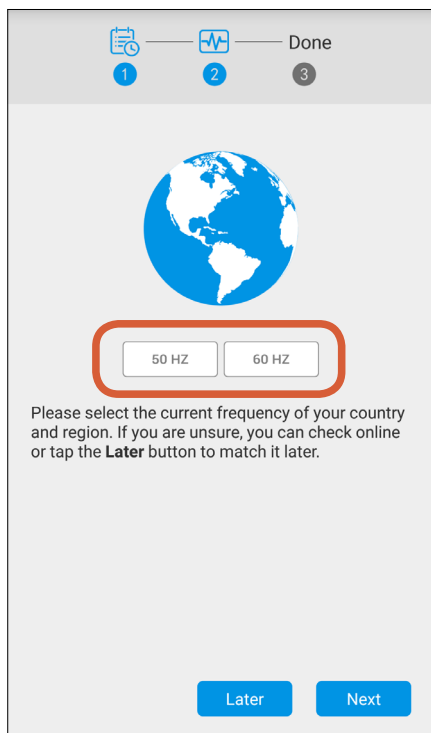


Tap the **Synchronize phone time** button to allow the camera to automatically sync its date, time and timezone to the clock on your smartphone.



Select your preferred date and time formats, and if DST (Daylight Saving Time) is observed in your country or region, turn on **Enable DST**, then tap **DST Settings** to manually configure when DST starts and ends during the year. Tap the **Next** button to continue.

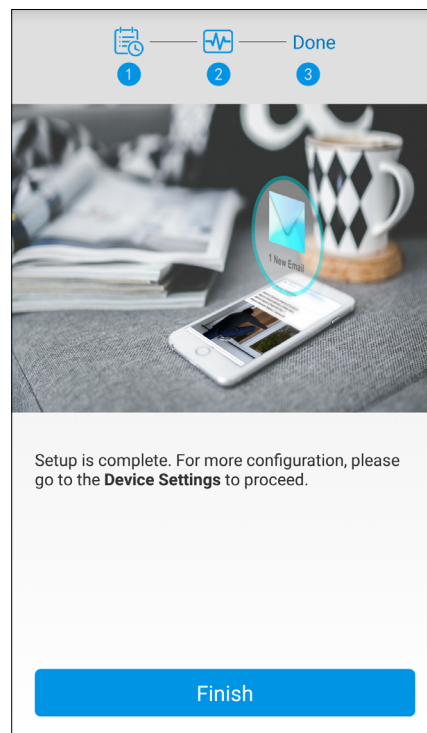
Configuring Initial Settings



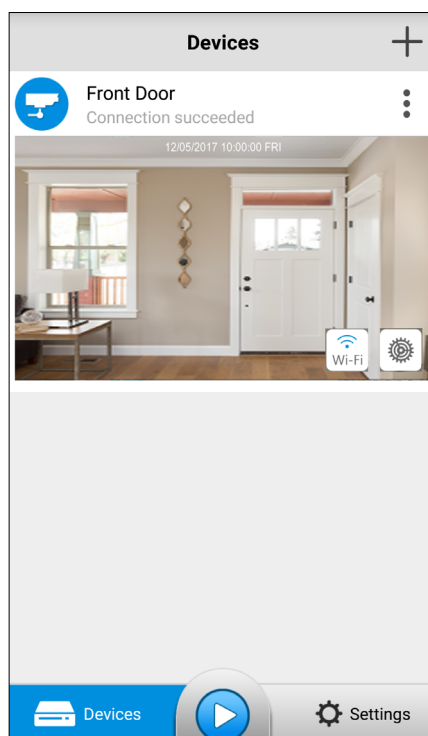
Tap the **50HZ** (e.g., Australia, UK) or **60HZ** (e.g., USA, Canada) button to select the power frequency setting matching the AC power frequency in your country.

The correct setting will prevent video flickering.

Tap the **Next** button to continue.



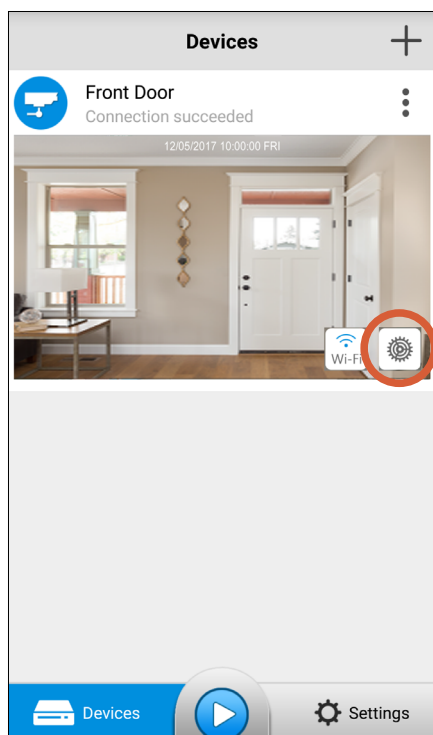
Tap the **Finish** button.



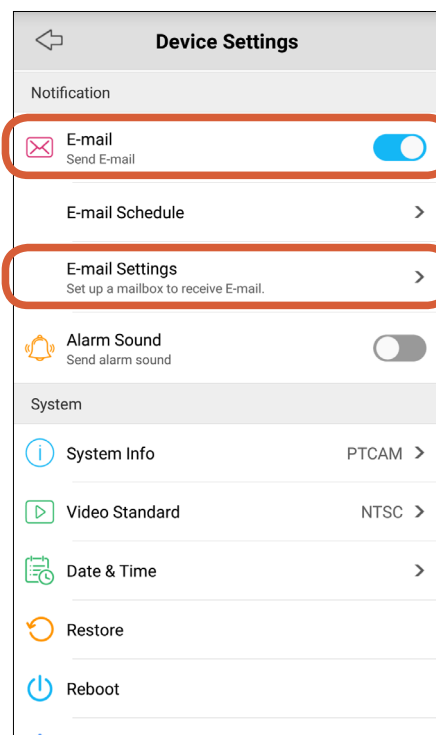
The Devices screen appears once you have finished configuring initial settings for your camera. From here, you can see the connection status of your camera, share camera access, manage camera settings, and more.

See [“The Devices Screen” on page 21](#) for more information.

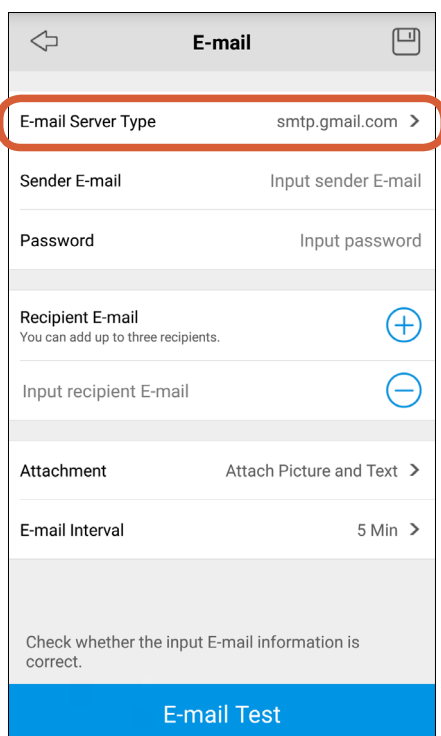
Setting up Email Alerts



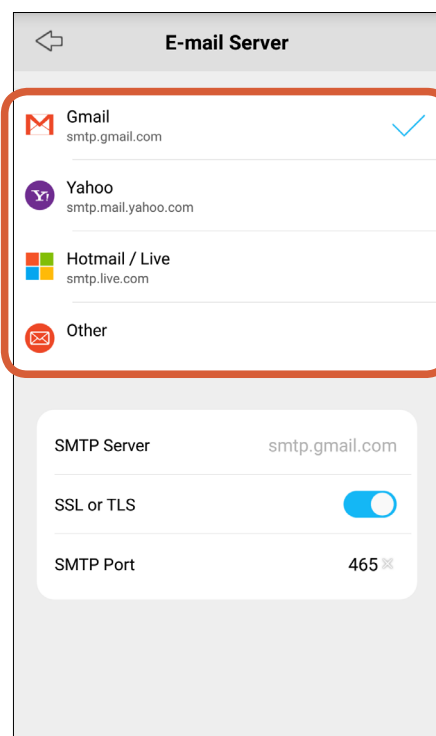
From the Devices screen, tap the **Settings** button to access the camera settings.



Scroll down to **Notification**. Make sure **E-mail** is turned on, then tap **Email Settings**.

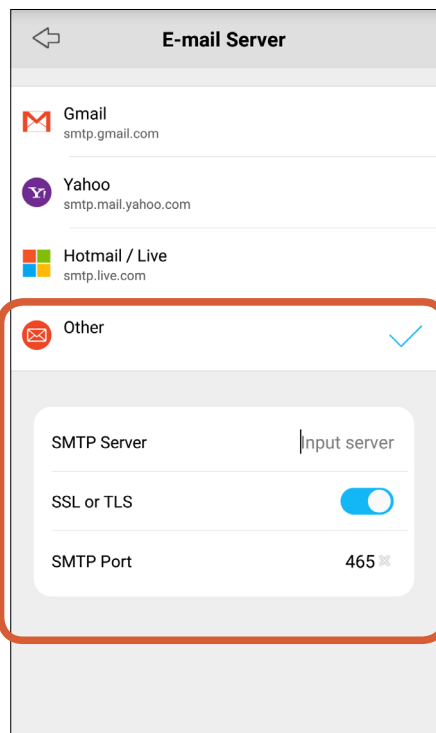


Tap **Email Server Type** to select your email provider.

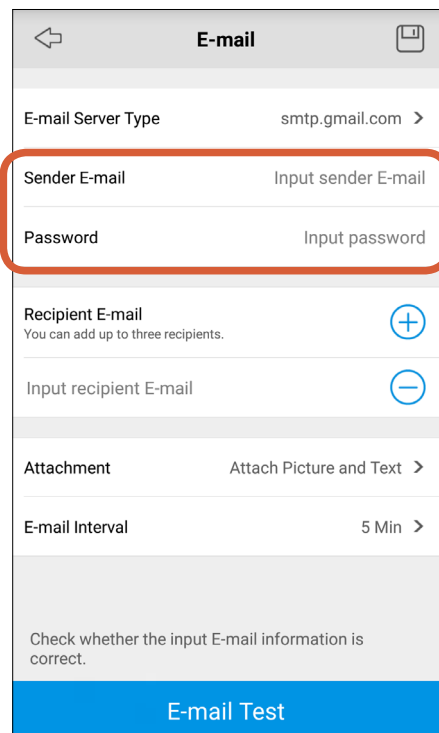


Tap the name of your email provider—**Gmail**, **Yahoo** or **Hotmail/Live**. Email server settings for these services have been automatically configured. Tap the Left arrow icon to return to the **Email Settings** screen.
If your email provider is not any of the above, tap **Other**.

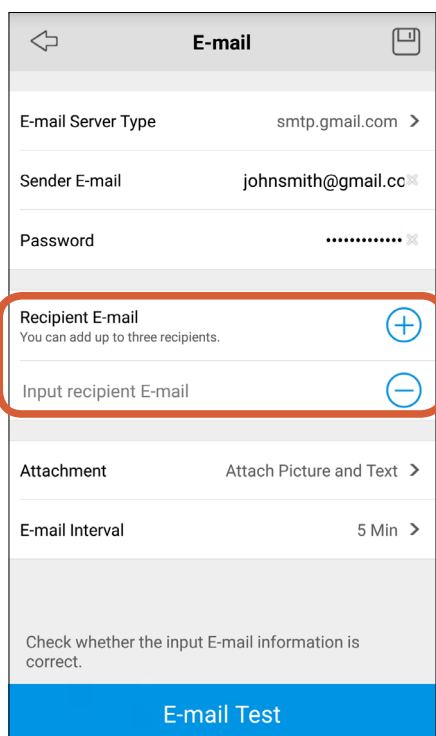
Setting up Email Alerts





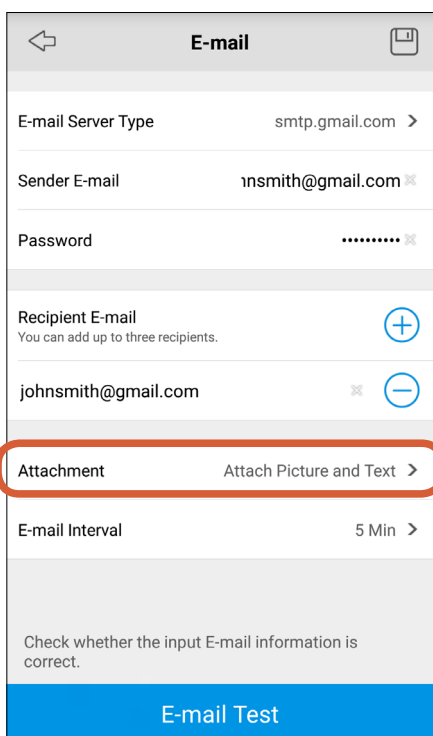
If **Other** is chosen, manually enter your email provider's SMTP server address and SMTP port number. Contact your email provider for details or try googling first. Once done, tap the Left arrow to return to the **Email Settings** screen.



Enter your email address and its password in **Sender E-mail** and **Password**. This is the email address that you want the camera to send alerts from.

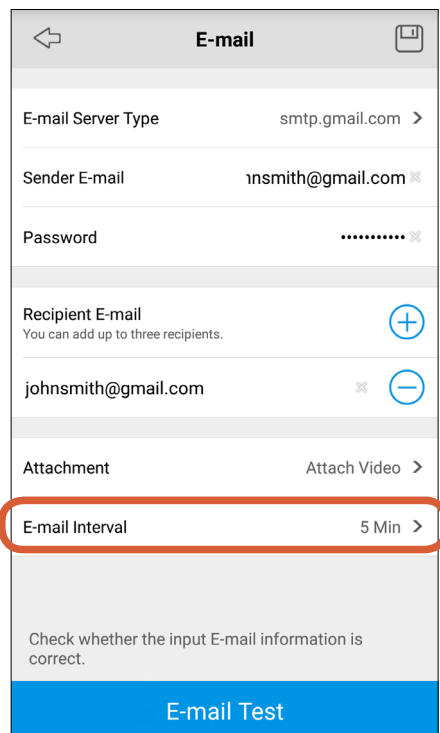


Under **Recipient E-mail**, enter the email address you want alerts to be sent to. You can send alerts to up to three email addresses. To add another email address, simply tap . To remove an existing additional email address, tap .



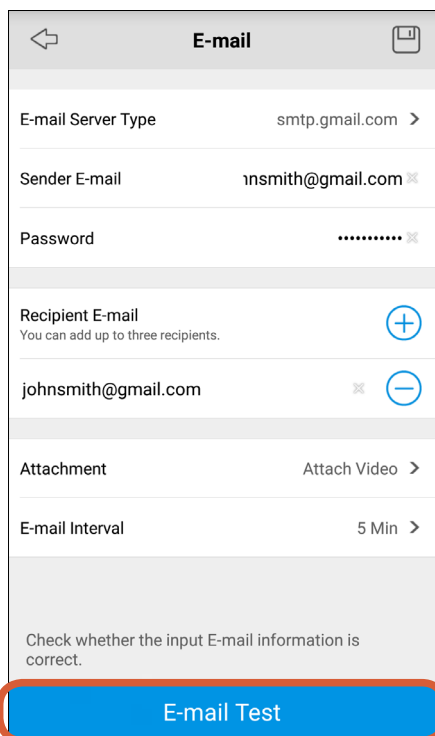
Tap **Attachment** and select whether to include a snapshot or a short video clip (about 30 seconds long), or none, from the motion event in the alert emails.

Setting up Email Alerts



The screenshot shows the 'E-mail' settings screen. At the top, there's a back arrow and a save icon. Below are fields for 'E-mail Server Type' (smtp.gmail.com), 'Sender E-mail' (johnsmith@gmail.com), and 'Password' (masked). Under 'Recipient E-mail', there's a plus icon and a list with 'johnsmith@gmail.com' and a minus icon. Below that is an 'Attachment' section with 'Attach Video'. The 'E-mail Interval' is set to '5 Min' and is highlighted with a red circle. At the bottom, there's a blue button labeled 'E-mail Test'.

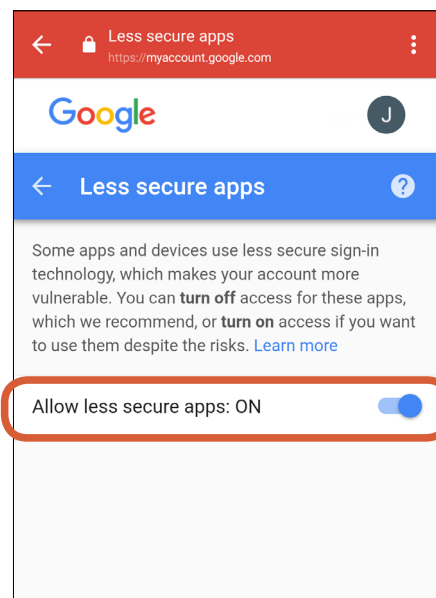
Tap **E-mail Interval** and select the time —**30 seconds, 1 minute, 5 minutes, 10 minutes** or **30 minutes**—in between alert emails arriving in your inbox.



This screenshot is identical to the one above, but the blue 'E-mail Test' button at the bottom is highlighted with a red circle.

Tap **E-mail Test** to verify your email settings and send a test email to the specified recipient email addresses. You'll get a pop-up stating that the test is successful if the settings you've entered are working properly. Tap the **Save** icon at the top right corner to save your email settings.

Email Test Failed?

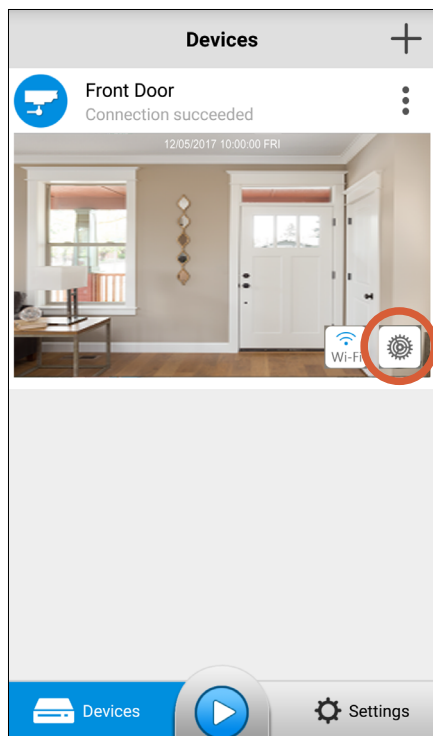


The screenshot shows the 'Less secure apps' settings page. At the top, there's a red header with a back arrow, a lock icon, and the text 'Less secure apps' and 'https://myaccount.google.com'. Below is the Google logo and a user profile icon. The main title is 'Less secure apps' with a question mark icon. The text below explains that some apps use less secure sign-in technology. At the bottom, the toggle for 'Allow less secure apps' is turned on and highlighted with a red circle.

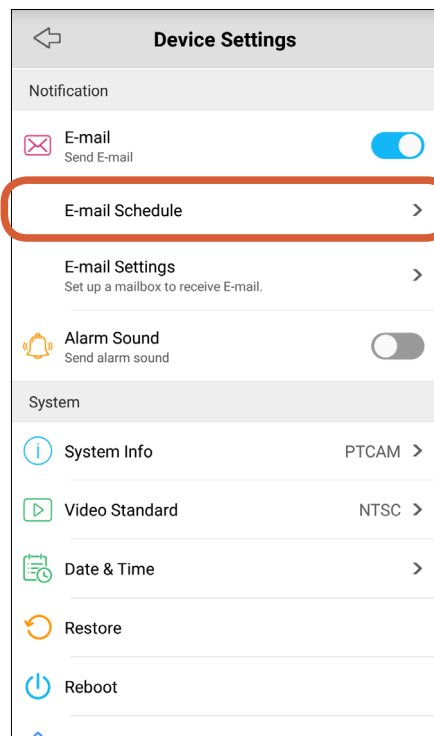
Check that your sender email address and password are correct, then try again.

If you're using Gmail and have correctly entered all the settings, but still get the "test failed" pop-up, look in your inbox for a "Review blocked sign-in attempts" email from Google. You need to open that email, tap the "allow access to less secure apps" link and then turn on "Allow less secure apps" as shown above.

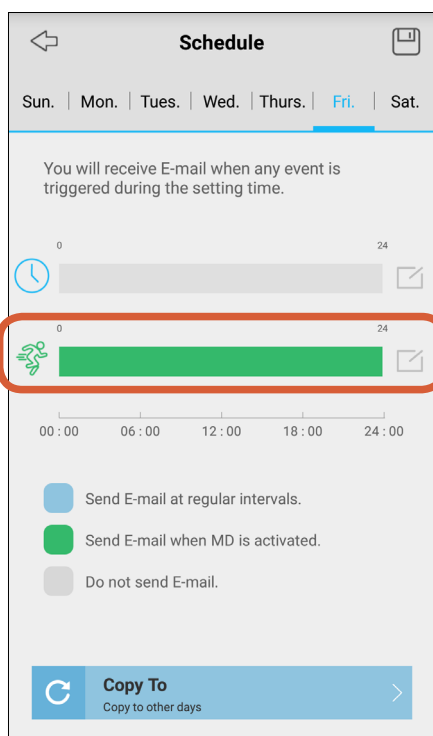
Editing the Email Alerts Schedule



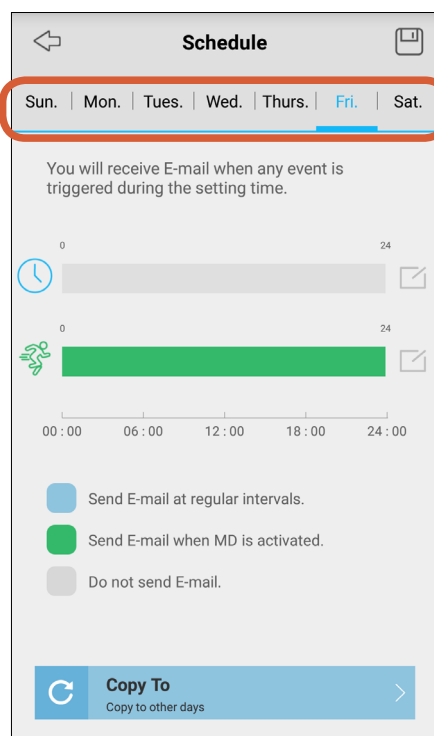
From the Devices screen, tap the **Settings** button to access the camera settings.



Scroll down to **Notification**. Make sure **E-mail** is turned on, then tap **Email Schedule**. If you haven't set up email alerts for the camera yet, see ["Setting up Email Alerts" on page 8](#).

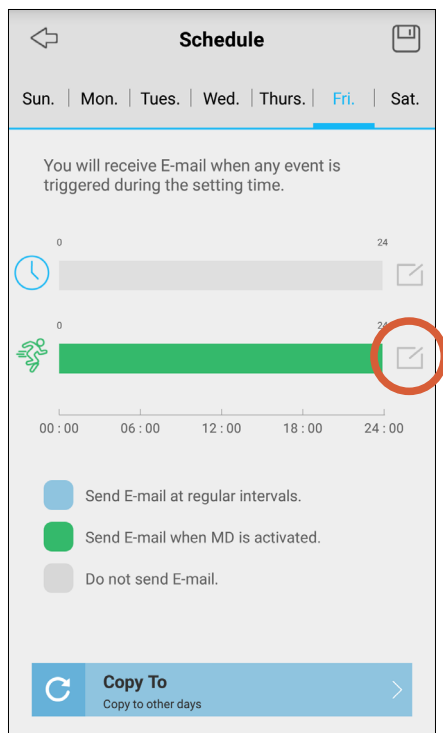


By default, the camera is scheduled to send emails when motion detection events happen.
Do not edit the motion detection email schedule if you want to receive alert emails at all times.

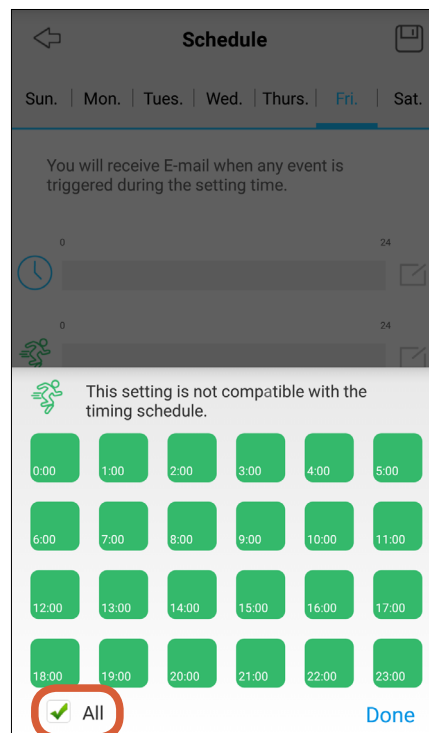


To schedule the camera to only send emails during certain hours of the day, first choose the day of the week you want to customize. By default, the current day is selected automatically. You can create unique schedules for each day of the week.

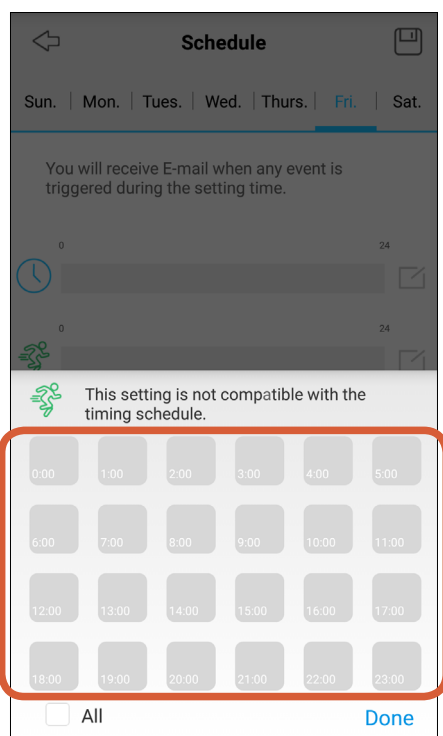
Editing the Email Alerts Schedule



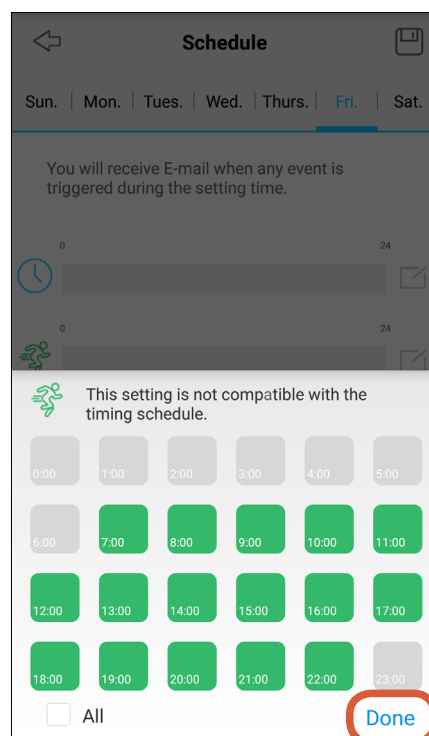
Tap the pencil & paper icon of the Motion Detection Email schedule.



Uncheck the **All** box.

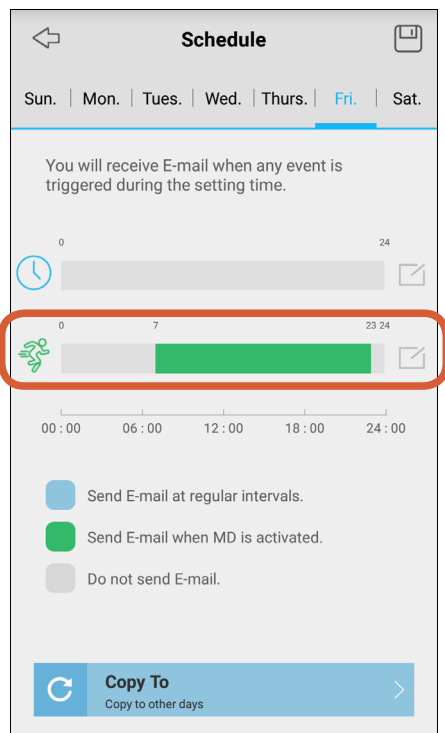


Tap the blocks of hours (24-hour format) you want to receive emails when motion is detected. For example, you can create a schedule to only receive emails from 7am to 11pm so that the camera doesn't send emails when you're in bed.

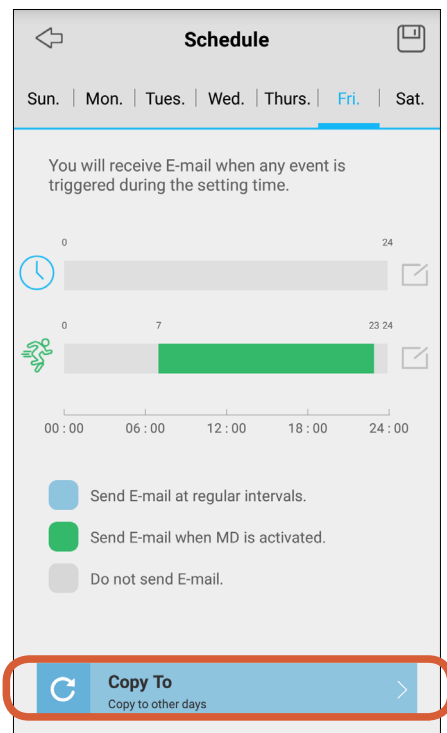


Tap **Done**.

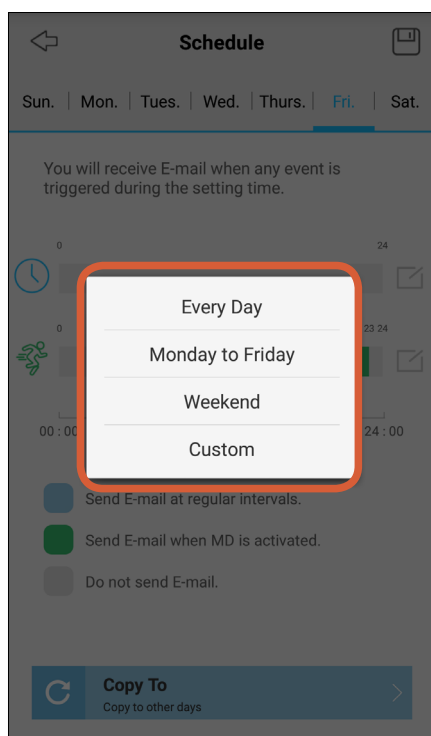
Editing the Email Alerts Schedule



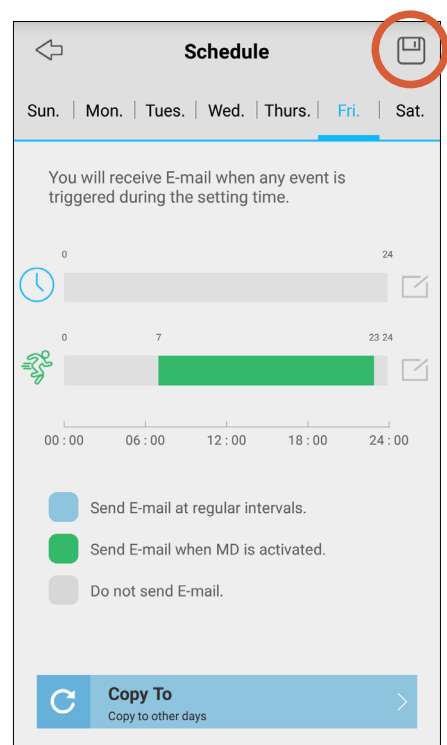
The Motion Detection Email schedule for the chosen day is updated. Green blocks indicate the time periods when the camera can send you email alerts.



If you want the same schedule to repeat over the other days of the week, tap the **Copy To** button.

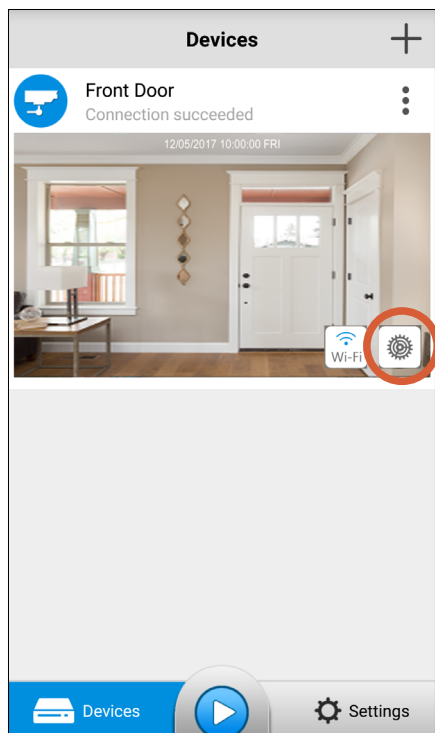


Tap **Every Day**, **Monday to Friday**, **Weekend** or **Custom** (you can choose which days) to select the days which you want to apply the same schedule to.

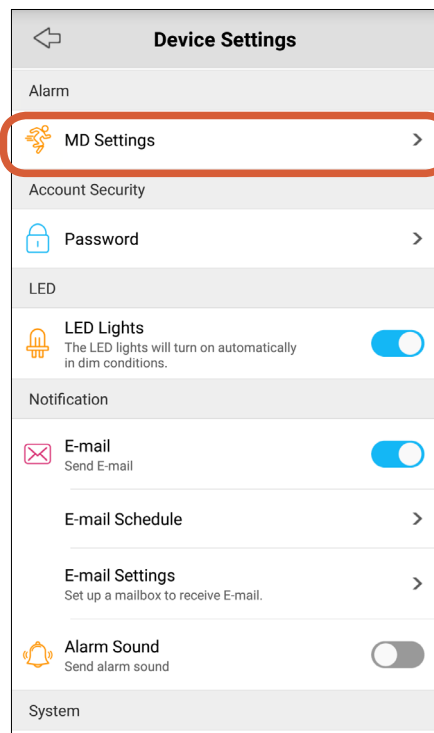


Once you've finished customizing the email schedules, tap the **Save** icon at the top right corner of the screen to save your settings.

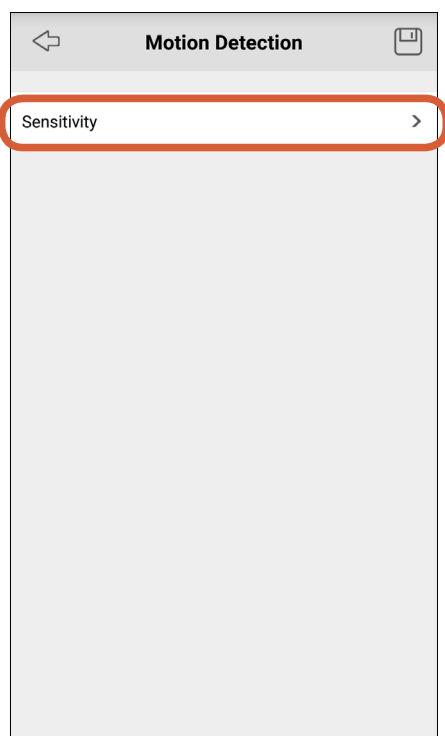
Adjusting Motion Detection Sensitivity



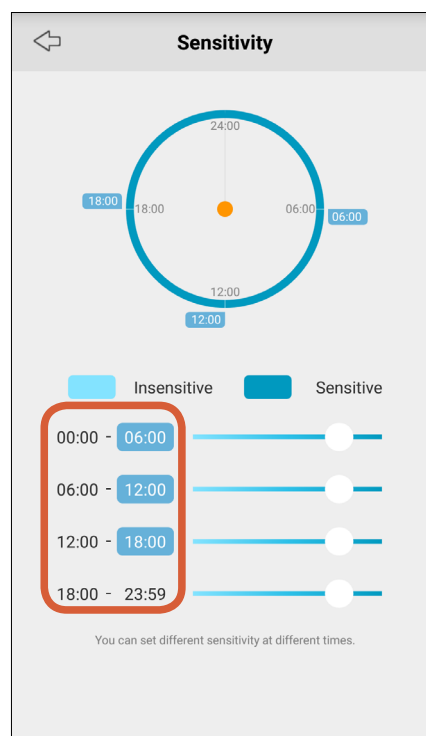
From the Devices screen, tap the **Settings** button to access the camera settings.



Scroll down to **Alarm**, and tap **MD Settings**.

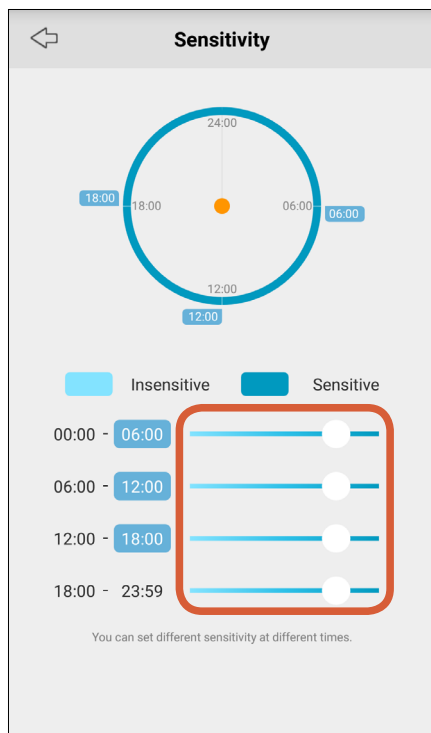


Tap **Sensitivity**.

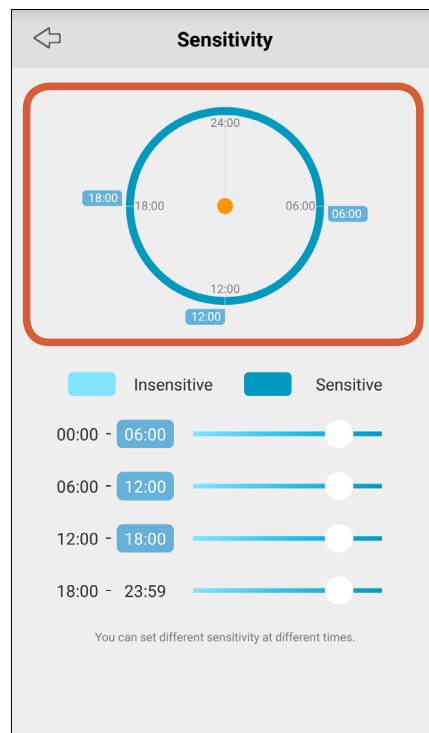


Tap the highlighted end time of the first, second or third time period to define the time periods in the day (24-hour format). The start time of the next time period will be updated automatically.

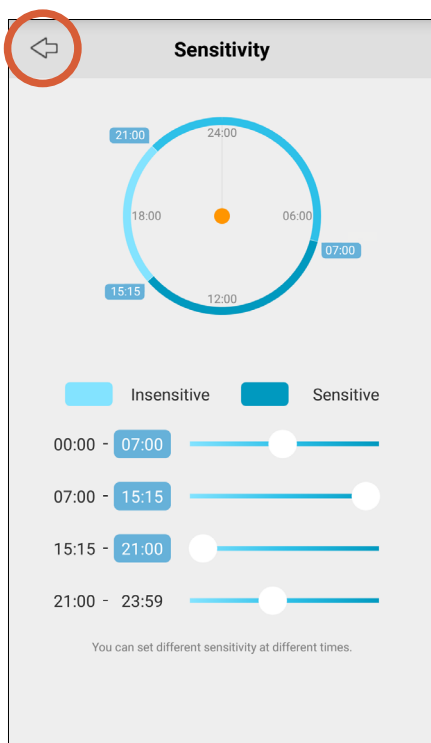
Adjusting Motion Detection Sensitivity



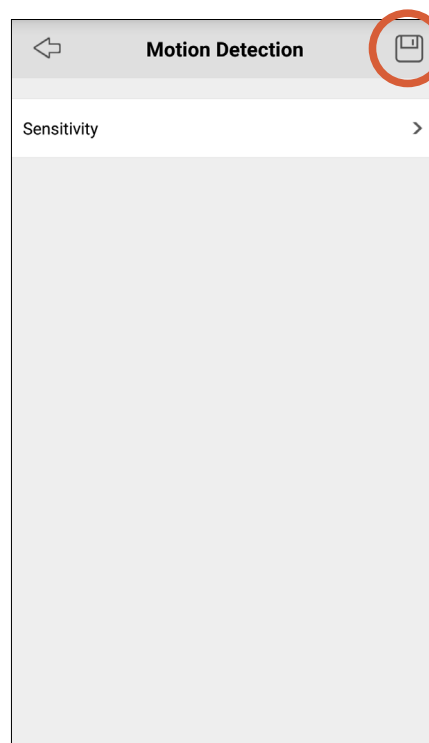
Drag the slider left or right to decrease or increase the camera's sensitivity to motion for each time period. If you receive too many or too few alerts at the default levels, simply adjust the sensitivity slider to find what works best for you.



The 24-hour graphical display quickly shows you the schedule of the camera's motion detection sensitivity over the four defined time periods.

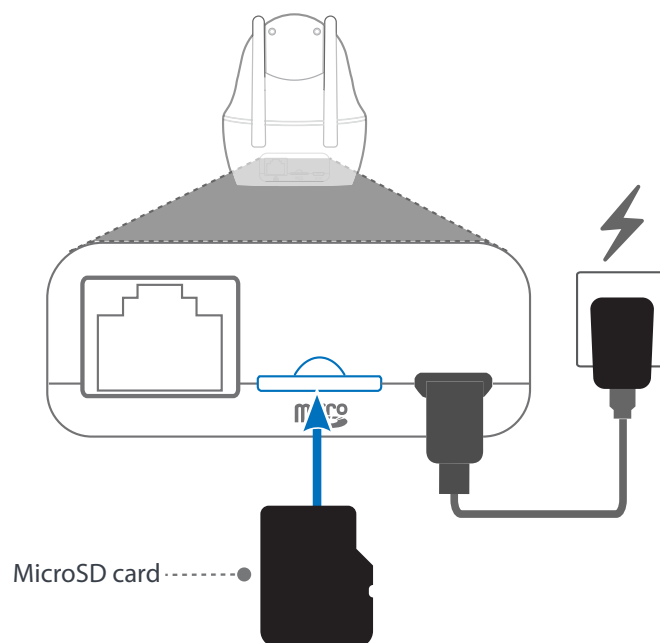


Once you've customized the motion detection sensitivity settings according to your individual requirements, tap the Left arrow icon.

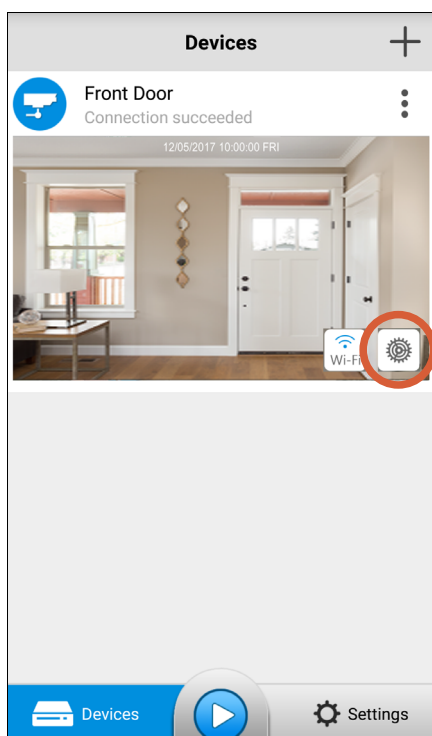


Tap the **Save** icon to save your motion detection sensitivity settings.

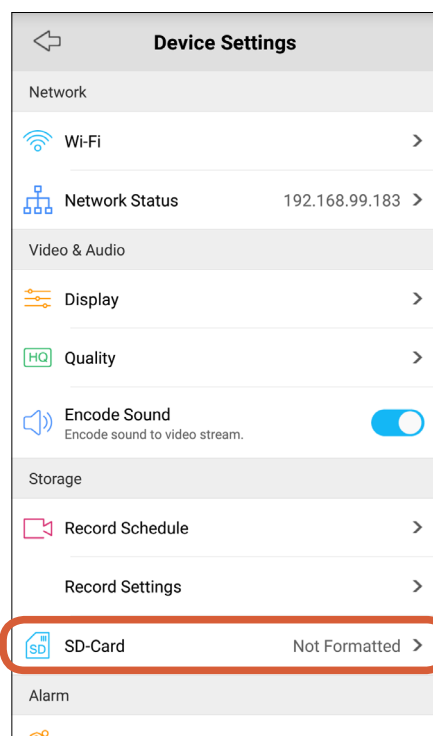
Setting up a MicroSD Memory Card



Insert a microSD memory card into the microSD card slot on the back of the camera, with the gold contacts facing down, until it clicks into place. To ensure smooth performance and plenty of space for recording motion events, we recommend using a fast memory card (class 6 or higher), with at least 16 GB of capacity. **Note:** We do not guarantee compatibility with microSD cards from all manufacturers. Only use good quality microSD cards from well-known manufacturers.

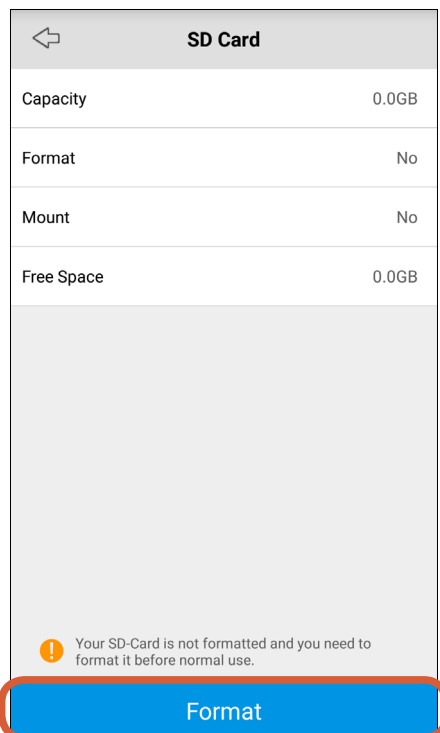


From the Devices screen, tap the **Settings** button to access the camera settings.

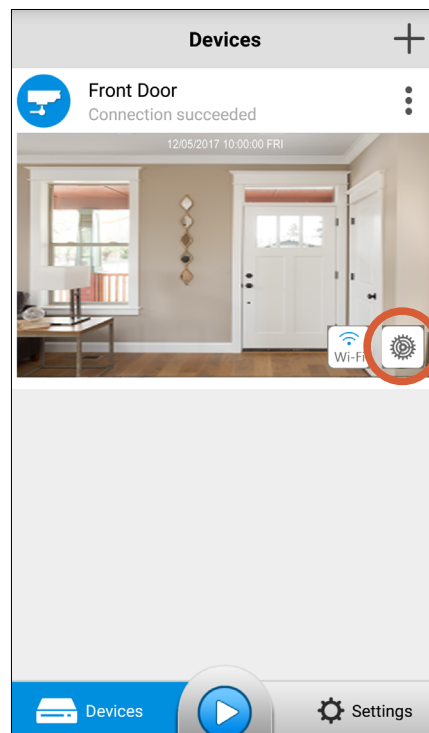


Scroll down to **Storage**, and tap **SD-Card**.

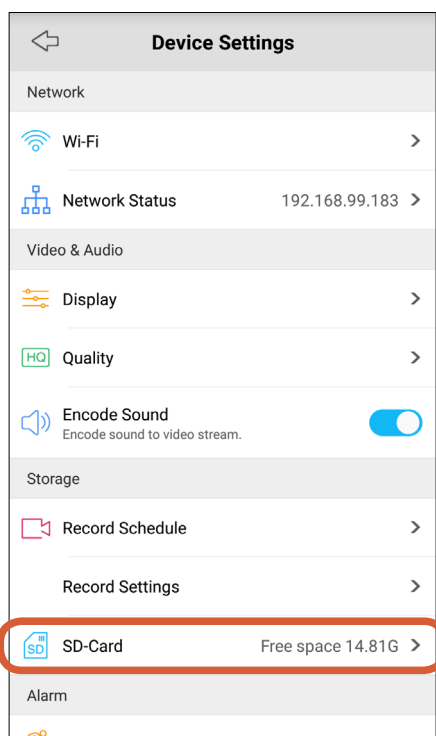
Setting up a MicroSD Memory Card



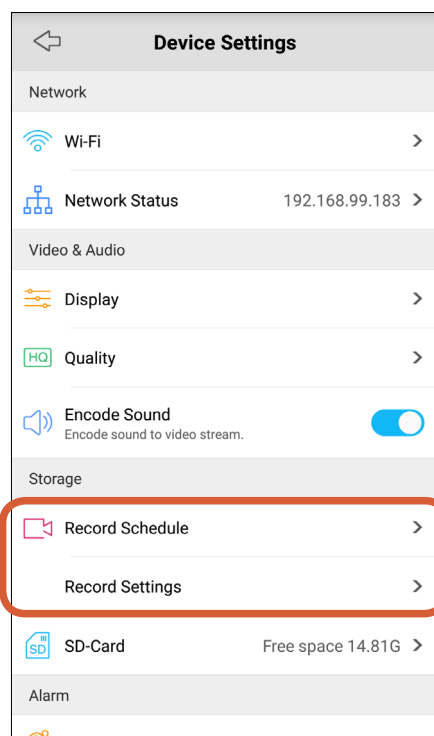
Before using a microSD card for the first time on the camera, you'll need to format it. Tap the **Format** button. The camera will format the memory card and restart automatically for the memory card to take effect.



When the camera has finished restarting, tap the **Settings** button to access the camera settings again.

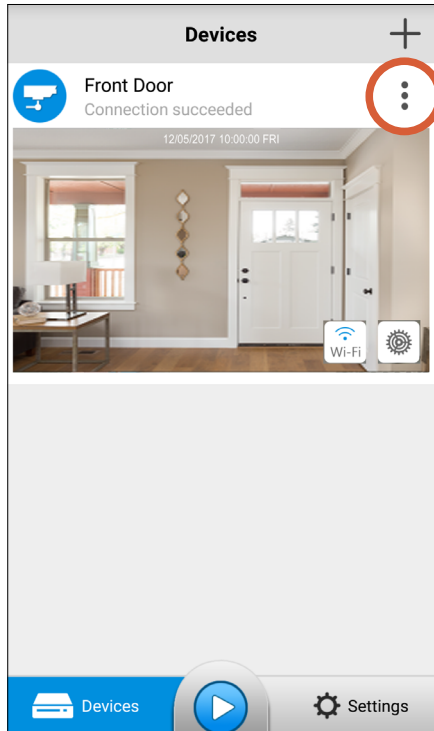



Scroll down to **Storage**. In **SD-Card**, you can see the amount of remaining space on the memory card for motion detection recordings.

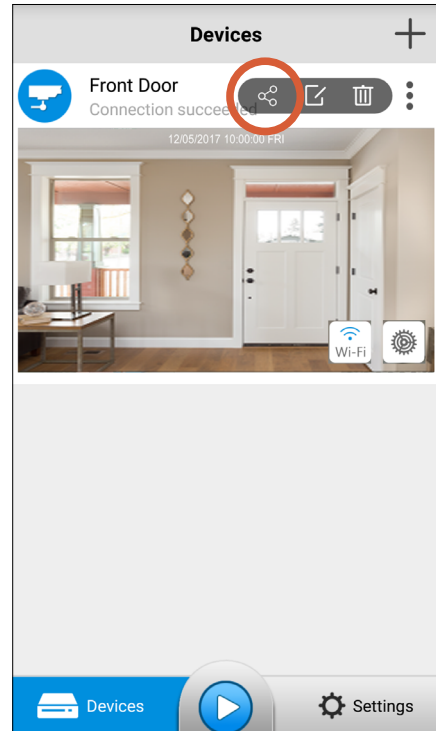


After you've installed a microSD card in your camera, you can make adjustments to the default recording schedule and settings. By default, the camera is scheduled to record motion detection events at all times. See ["Storage" on page 30](#) for details.

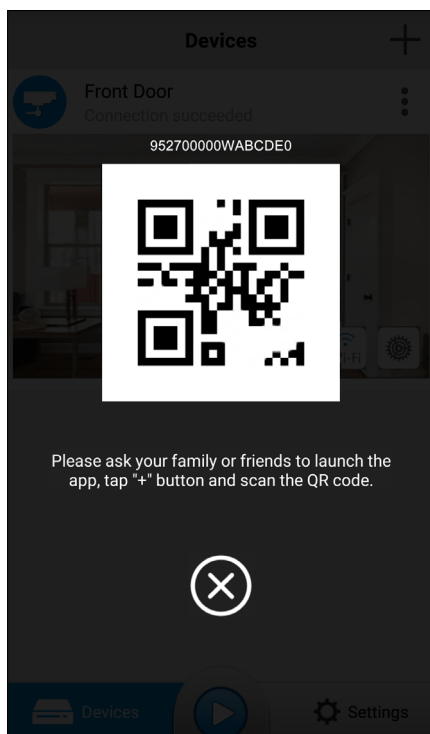
Sharing Access to a Camera



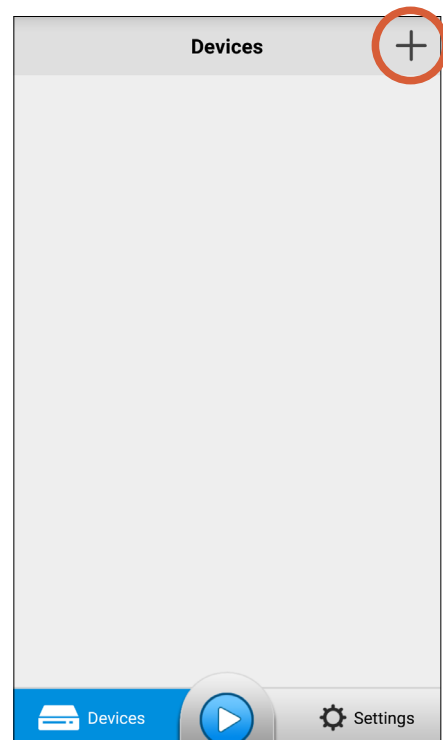
From the Devices screen, tap the  icon to open the camera menu. Make sure that your camera is online.



Tap the Share  icon.



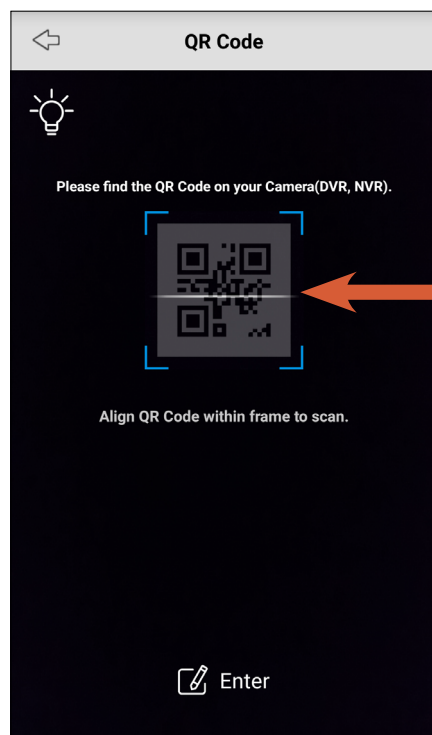
A unique QR code is created for your camera. **Important:** Only share this code with the people you trust completely to have access to your camera, for example, a close family member.



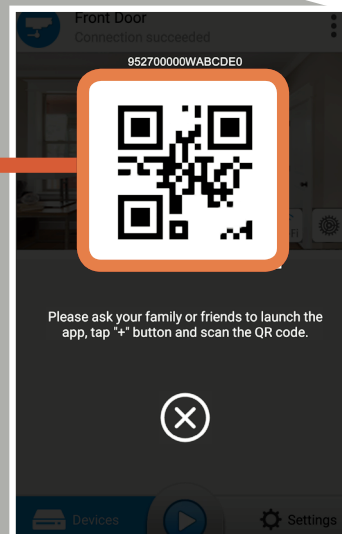
On your family member's smartphone, download the latest version of the AlwaysSafe app from the Apple App Store or Google Play Store, open the app once installed, and tap + icon at the top right of the screen.

Sharing Access to a Camera

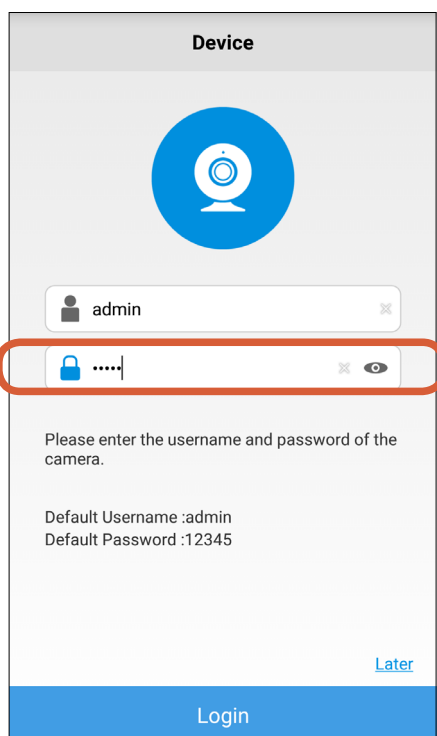
Family's smartphone



Your smartphone

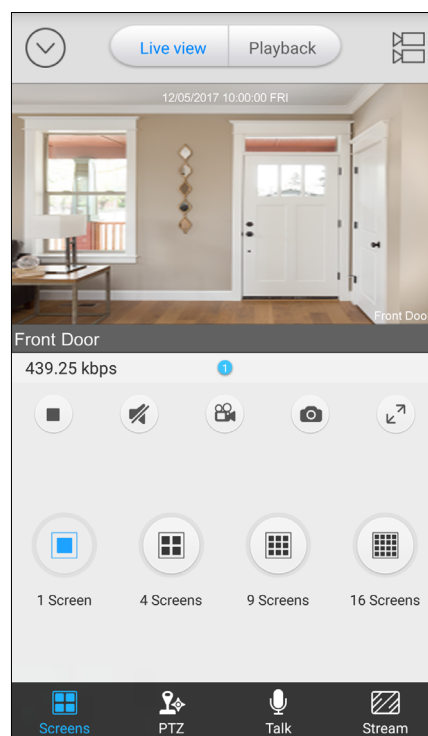


Scan the QR code of the camera that is being shared by aligning the QR code in the viewing guide.



To log into your camera, provide your camera's admin login password (this is the password created during Wi-Fi setup), then tap the **Login** button.

Note: A Guest account can also be created and used to provide limited access to your camera (Live View and Playback only). Visit our support center website for more information.

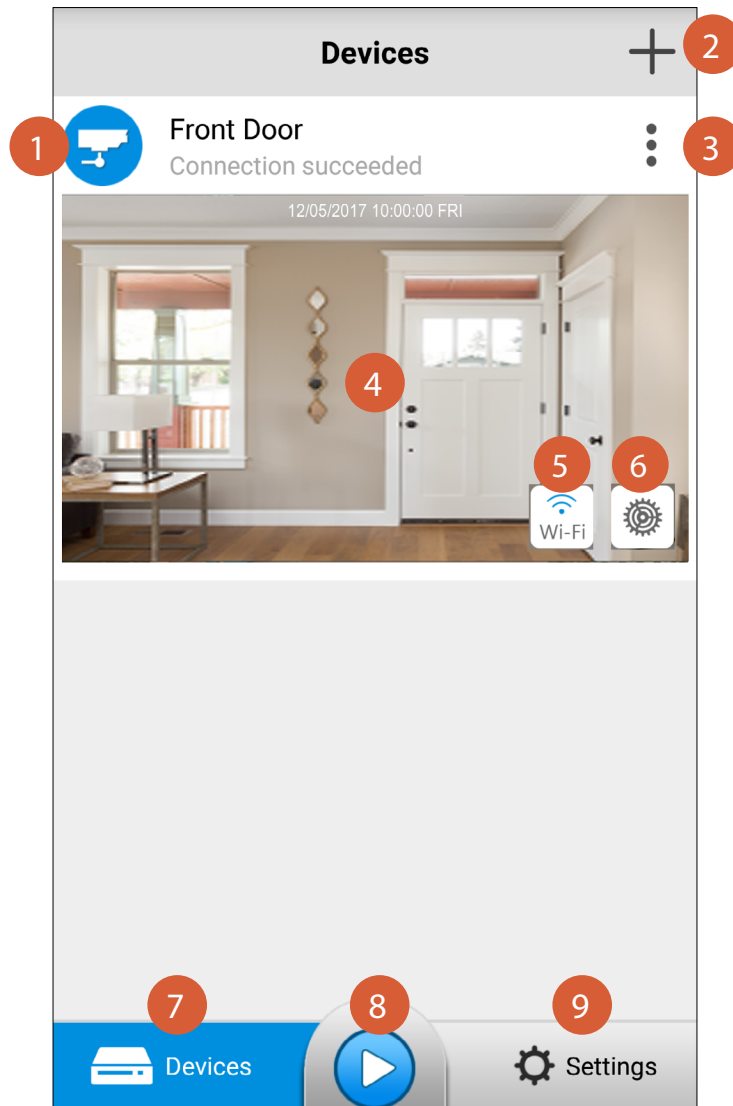


From here on, your camera can be accessed at anytime from your family member's smartphone as long as there is internet access.



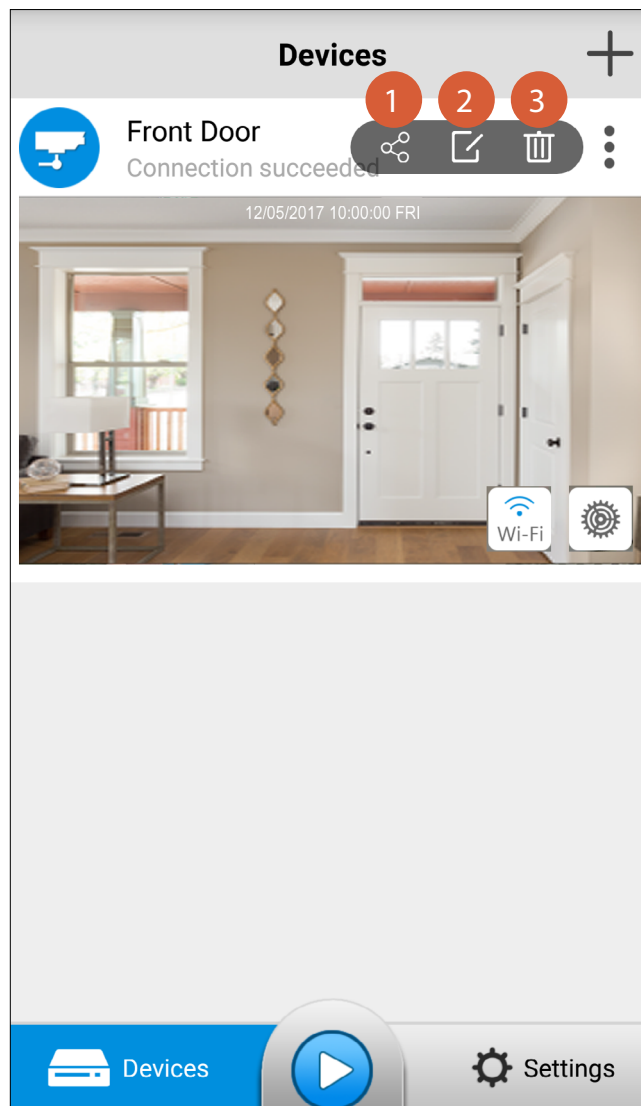
About the App Interface

The Devices Screen



- 1 Shows the name and the connection status of the camera.
- 2 Manually add a camera by scanning the camera's QR code.
- 3 Opens the quick menu where you can share camera access, edit camera name & login details, and delete the camera. See ["The Camera Menu" on page 22](#) for more information.
- 4 The camera preview window. Tap anywhere on the window to start streaming live video from the camera.
- 5 View information about the camera's Wi-Fi connection. You can also connect to a different Wi-Fi network from the list of networks available at the time.
- 6 Manage the camera's settings such as the date & time, camera password, motion detection sensitivity, email alerts, and more. To learn about the settings available, see ["The Settings Screen" on page 28](#).
- 7 The currently displayed screen is highlighted in blue.
- 8 Quickly start live view of the last watched camera.
- 9 Configure app startup settings, and view app version information and privacy policy. See ["App General Settings" on page 34](#) for more information.

The Camera Menu



1

Tap to generate a QR code for the camera and share access to the camera using this code. See [“Sharing Access to a Camera”](#) on page 18.

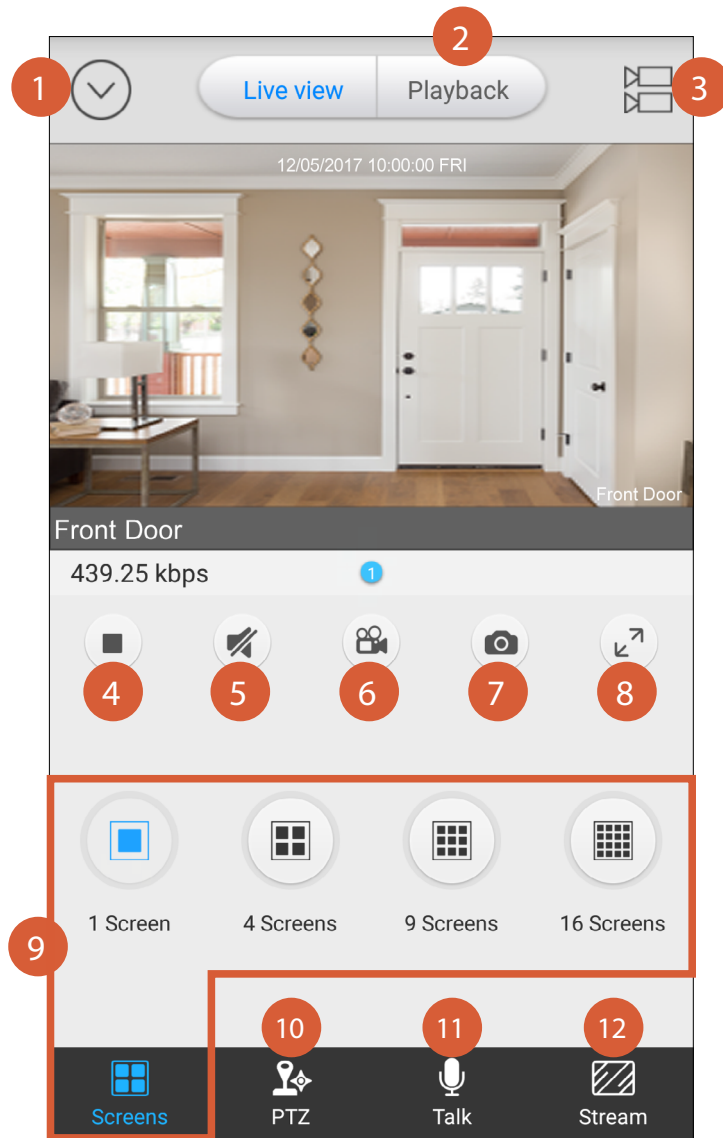
2

Tap to edit the name of your camera and the login details such as the username and password. The default login username is “admin”—if you set up the camera, you’re the administrator.

3

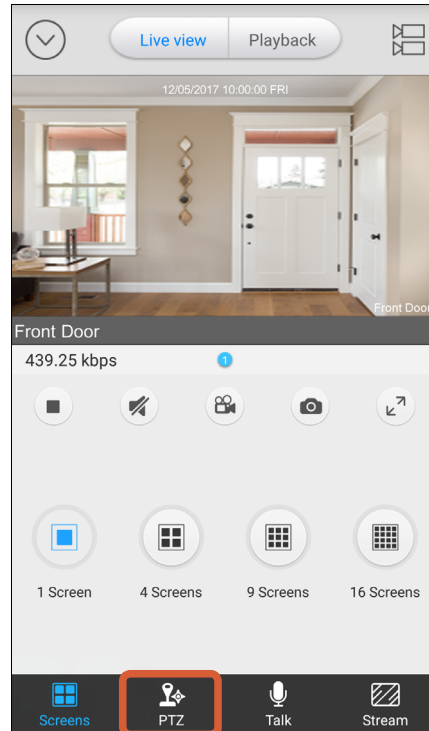
Tap to delete the camera from the app.

The Live View Screen

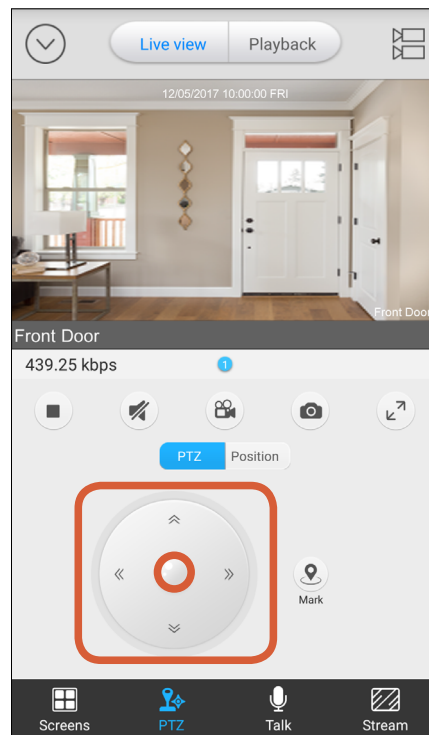


- 1 Tap to go to the Devices screen.
- 2 Tap to access the Playback screen where you can search and play motion events recorded on the camera's MicroSD memory card. To find out more, see the ["The Playback Screen" on page 27](#).
- 3 Select multiple cameras, if available, to view live video simultaneously or on separate video windows.
- 4 Tap to stop/start live video streaming.
- 5 Tap to unmute/mute the audio from the live stream. If you have multiple cameras streaming, only audio from the camera selected on the video window will be heard.
- 6 Tap to start recording a clip from the live video. Tap again to stop recording. Recorded clips are automatically saved to your smartphone's internal memory—look for the "AlwaysSafe" folder.
- 7 Tap to capture a photo from the live video. Photos are automatically saved to your smartphone's internal memory—look for the "AlwaysSafe" folder.
- 8 Tap to view the video window in full screen (landscape).
- 9 Multi-camera window options. Multi-camera option is not available if streaming in "Clear" quality. Only live video from one camera will be streamed on a single window at a time.
- 10 Tap to access pan & tilt control buttons. See ["The Live View Screen: Using Pan & Tilt Controls" on page 24](#).
- 11 Tap to access the talk button.
- 12 Tap to change the live stream quality between Fluent (smoother movement) and Clear (higher quality).

The Live View Screen: Using Pan & Tilt Controls

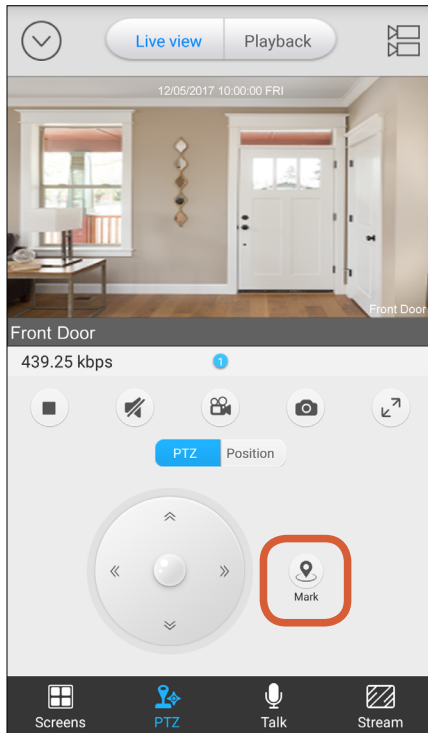


From the Live View screen, tap the PTZ icon at the bottom of the screen.

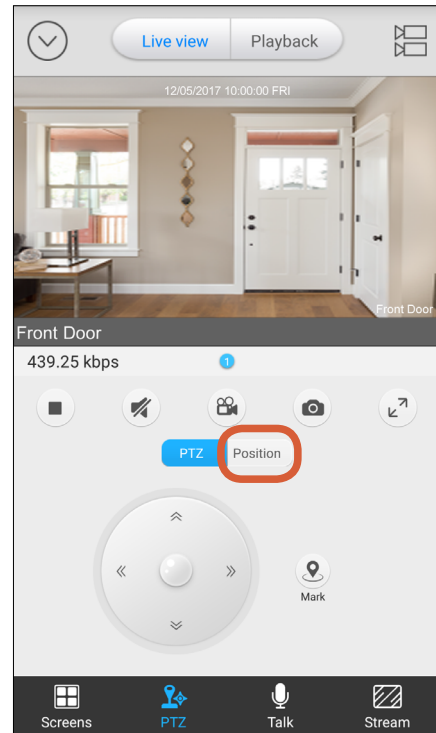


Pan and tilt the camera using the joystick.
Drag and release quickly for incremental movements, or
drag and hold for continuous pan or tilt.
**Do not manually pan or tilt the camera with your hands.
Doing so will damage the camera.**

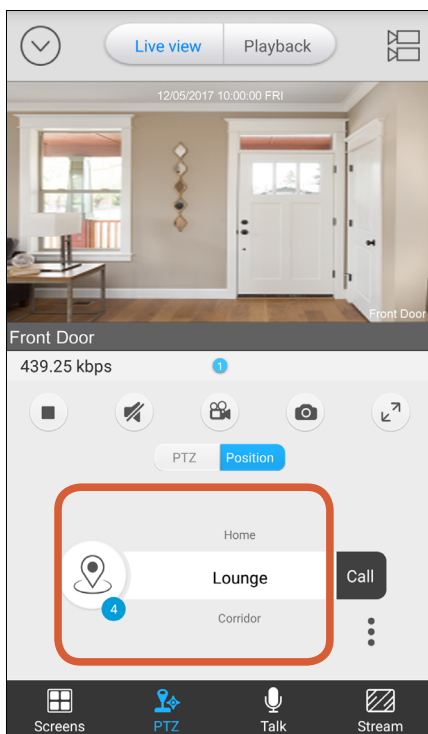
The Live View Screen: Saving & Calling Preset Positions



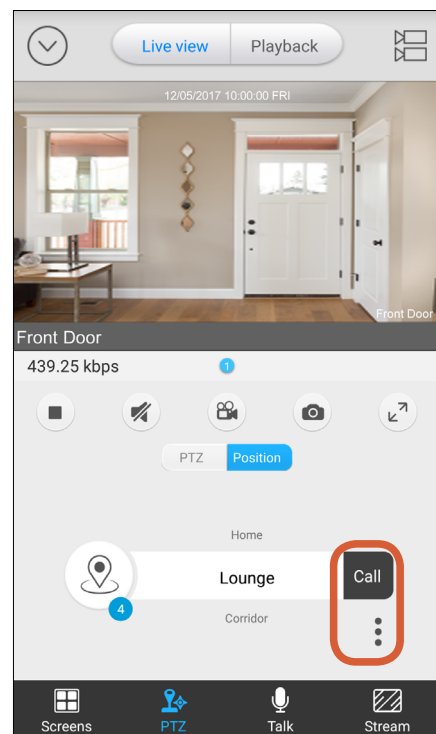
You can save multiple viewpoints as preset positions to call upon later and position the camera automatically. Simply tap the **Mark** button and give the preset an appropriate name for each viewpoint you want to save.



To select and call the preset positions that you've saved, tap the **Position** tab.



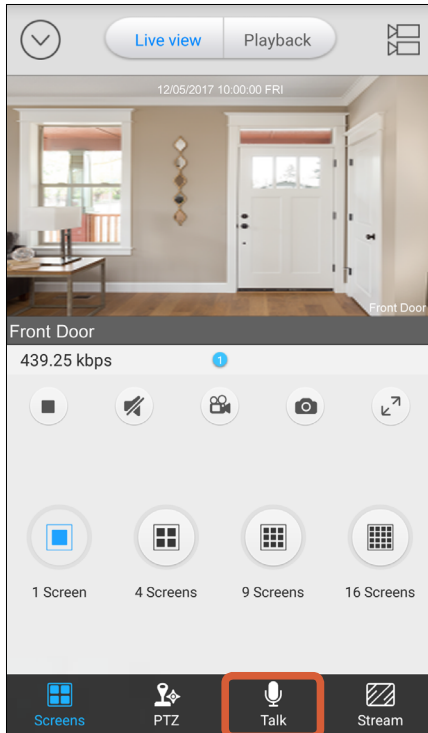
Swipe up or down to scroll through the list of preset positions and highlight the preset position that you want to call. The number in the blue circle indicates the number of presets available.



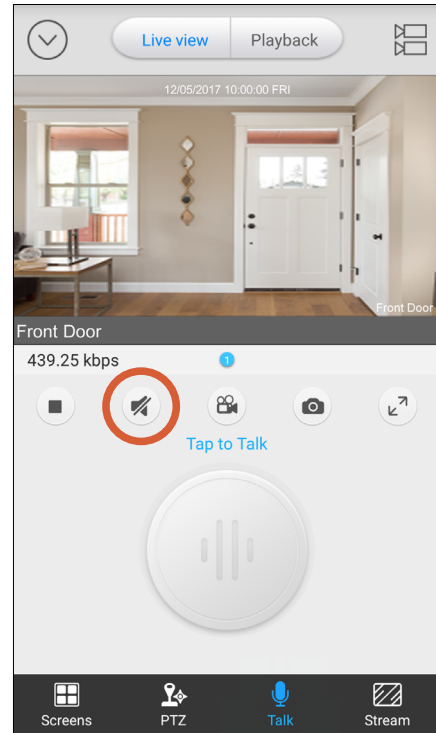
Tap the **Call** button to move the camera viewpoint to the highlighted preset position.

To delete a preset position, highlight it, then tap **> Delete**.

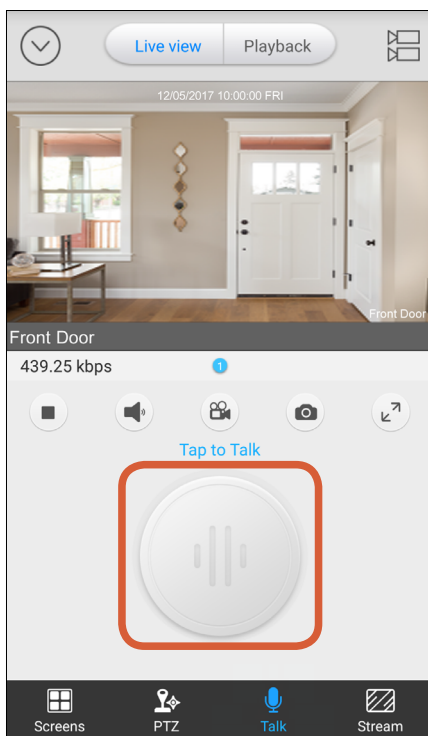
The Live View Screen: Using Two-Way Talk



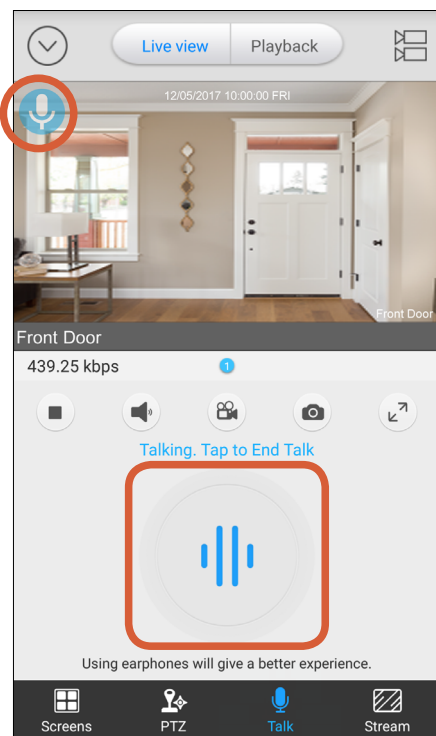
From the Live View screen, tap the Talk icon at the bottom of the screen.





Tap the Speaker button to listen.
Tap again to stop listening.

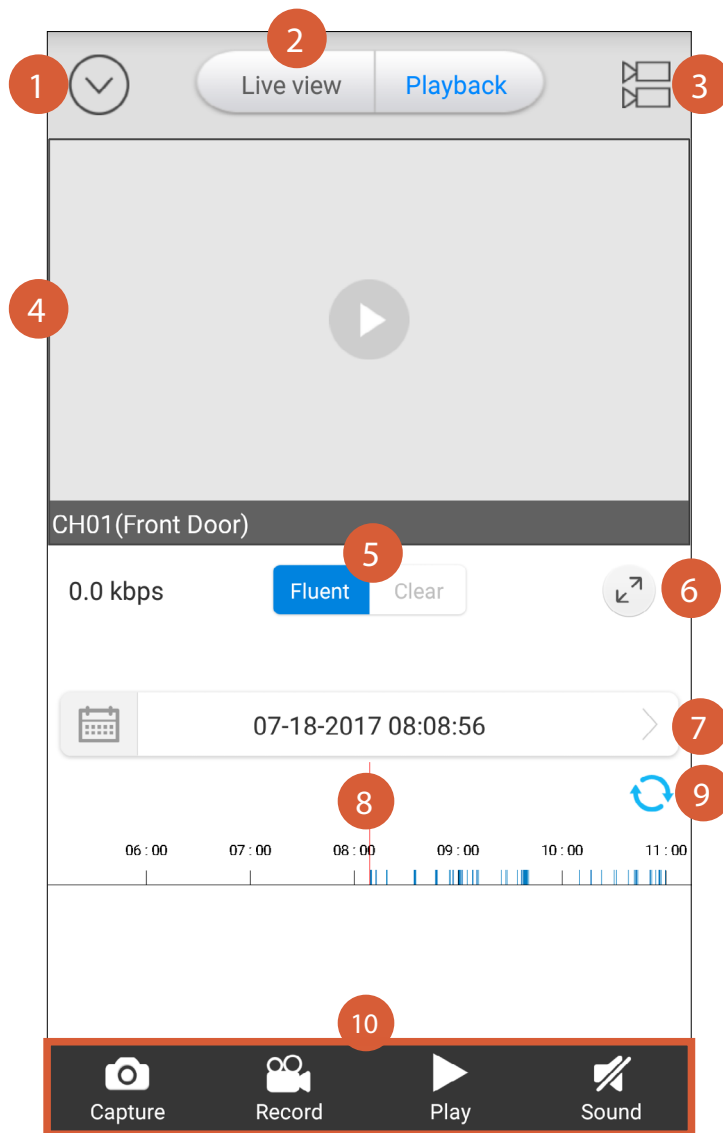


Tap the  button to start talking.



To stop talking, tap the  button.
The  icon at the top left corner of the video window will tell you that the Talk function is currently **ON** even if you have the Screens, PTZ, or Stream tab displayed.

The Playback Screen



1 Tap to go to the Devices screen.

2 Tap to return to the Live View screen.

3 Tap to search for recorded motion events from a different camera.
Note: The camera must contain a microSD memory card for the playback feature to work.

4 Tap to start playing all available event videos from the point where the red timeline marker is positioned. Swipe left or right across the timeline to quickly fast forward or rewind.

5 Change the video stream quality between Fluent (smoother movement) and Clear (higher quality).

6 Tap to view the video window in full screen (landscape).

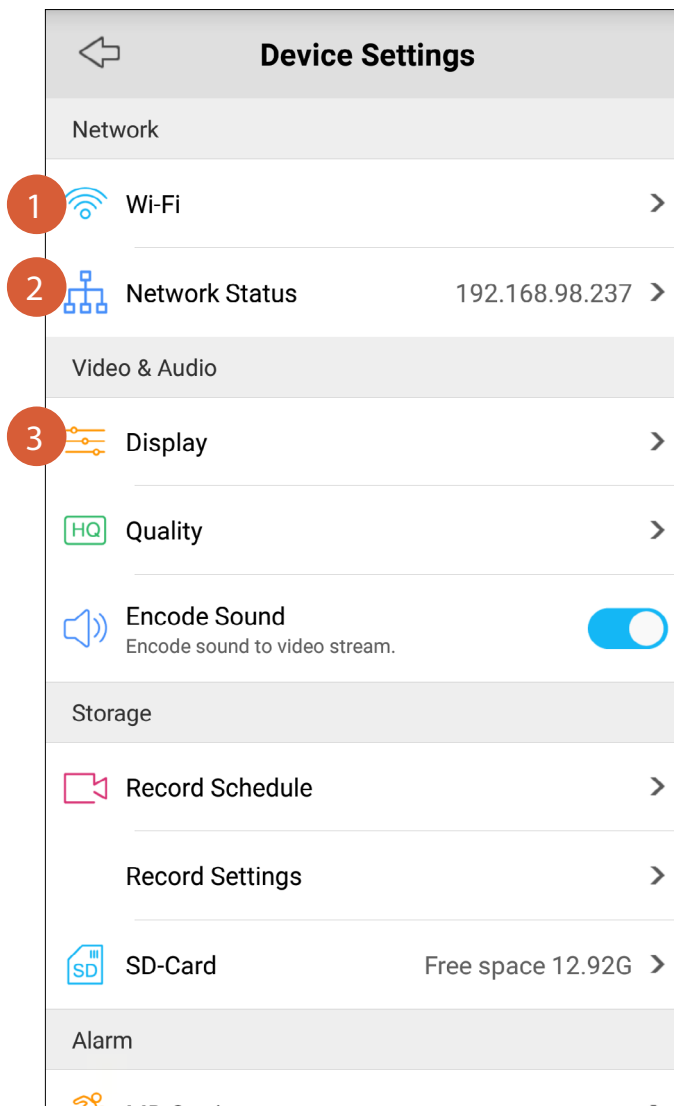
7 Tap to open the calendar and select a specific date to view recorded motion events from.

8 The timeline showing the history of recorded motion events for the selected date. To zoom in and out on the timeline, place two fingers here at once, and spread them apart or pinch them together. To scroll to a certain part of the timeline, swipe left or right across the timeline. Blue highlighted parts of the timeline represent when your camera recorded motion events.

9 Tap to refresh the timeline.

10 Tap the corresponding button to capture a photo, start/stop recording a clip, start/stop playing videos, or unmute/mute audio.

The Settings Screen



Network

- 1 Tap to view the Wi-Fi network that the camera is currently using. You can also connect the camera to a different Wi-Fi network, if available. The camera supports both 2.4GHz and 5GHz Wi-Fi networks.

TIP

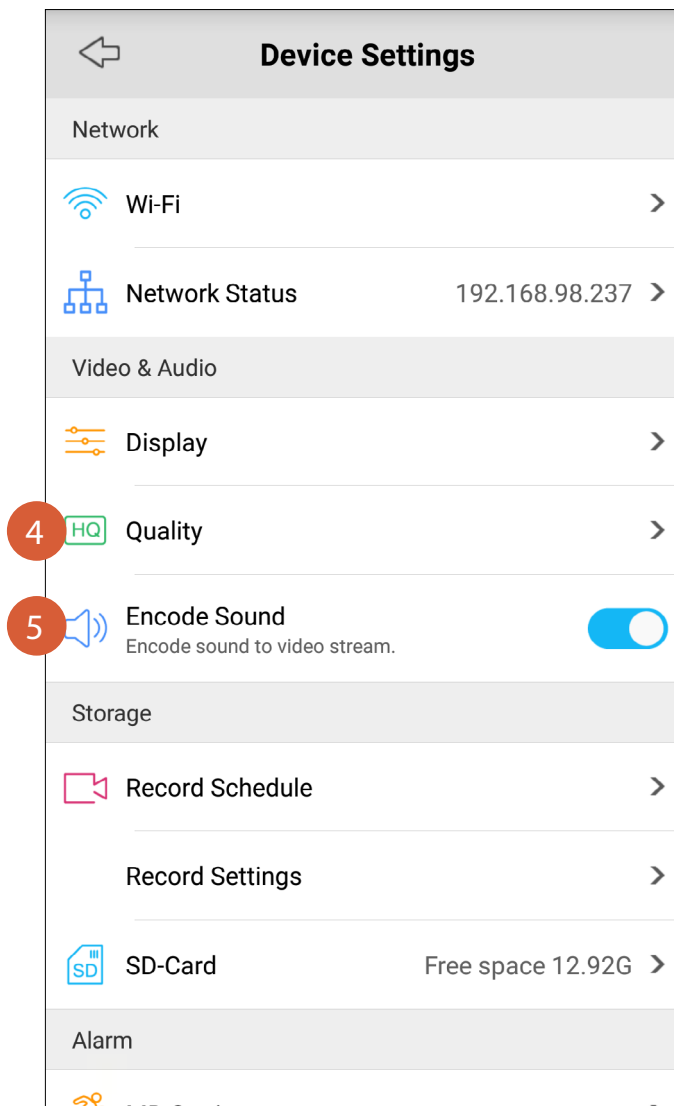
If you've recently changed your network settings or installed a new wireless router, you'll need to reset your camera and set it up again.

- 2 Tap to view details about the camera's network connection, including the IP address and the MAC address of the camera.

Video & Audio

- 3 Tap to customize the video window with these display options:
 - **Name** What to display as the camera name.
 - **Name Position** Where to display the camera name.
 - **Display Date** Whether to show the time and date.
 - **Date Position** Where to display the time and date.
 - **Rotation** Whether to flip the display upside down. **Note:** Orientation of text in the video window will not be affected by enabling Rotation.
 - **Mirroring** Whether to reverse the display left to right. **Note:** Orientation of text in the video window will not be affected by enabling Mirroring.
 - **Anti-Flicker** Select one of the following refresh rates if lights are flickering in the video: **Outdoor** (natural outdoor lighting), **50Hz** (Australia/UK), or **60Hz** (North America).

The Settings Screen



Video & Audio

4

Tap to adjust video quality settings related to the Fluent and Clear video streams. The following settings are available:

- **Resolution** Select the video resolution to be used.
- **Frame Rate(fps)** Select the speed at which the images from the camera are refreshed. The higher the frame rate, the smoother the movement of people and objects will be, however, images displayed may appear delayed and the audio may get out of sync when talking to the camera over a slow or congested connection. Reducing the number of fps can potentially improve the data-rate per frame and lower the amount of bandwidth required by the camera.
- **Max Bitrate(kbps)** Select the maximum data rate that can be utilized by the camera to stream video. The higher the bitrate, the better (finer detail and sharper) the quality of the streaming video but a good, strong and fast internet connection with adequate bandwidth will be needed.

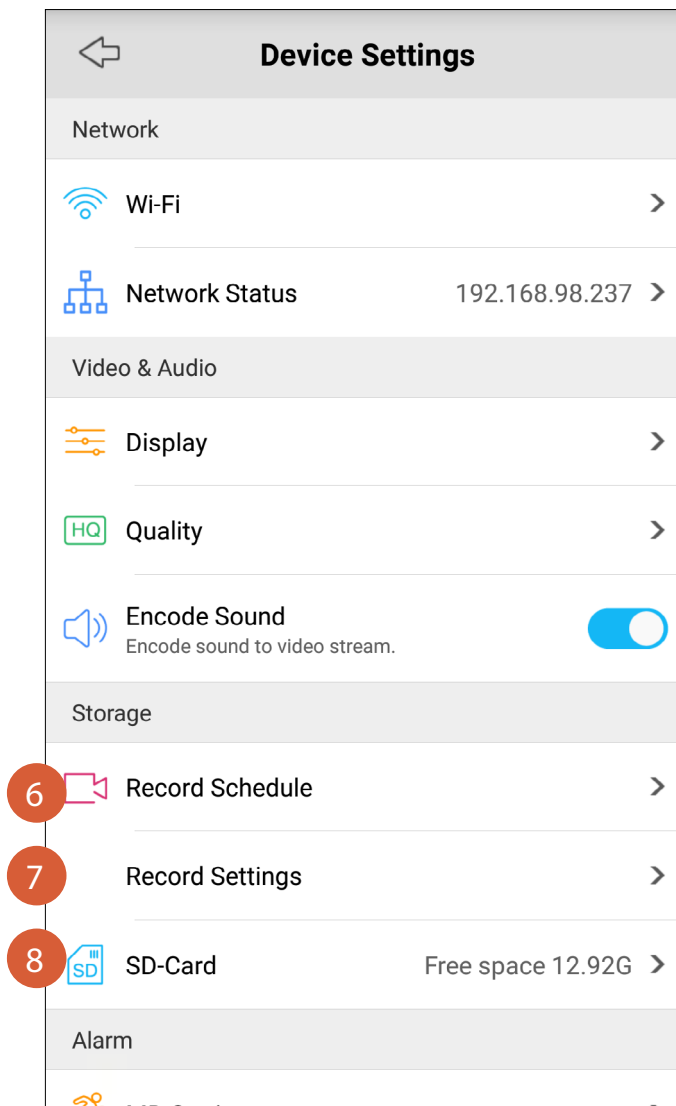
TIP

The default settings are the optimal settings for the camera to stream video over a typical fast internet connection. If the video loads slowly or frequently stops mid-stream, you may have a slow or unstable connection to the internet. Try adjusting the quality settings (like reducing bitrate and frame rate) to improve performance or contact your internet service provider to ask if your connection can be improved.

5

You can disable audio completely in the video stream. Leave this setting **ON** to listen to and record ambient sound.

The Settings Screen

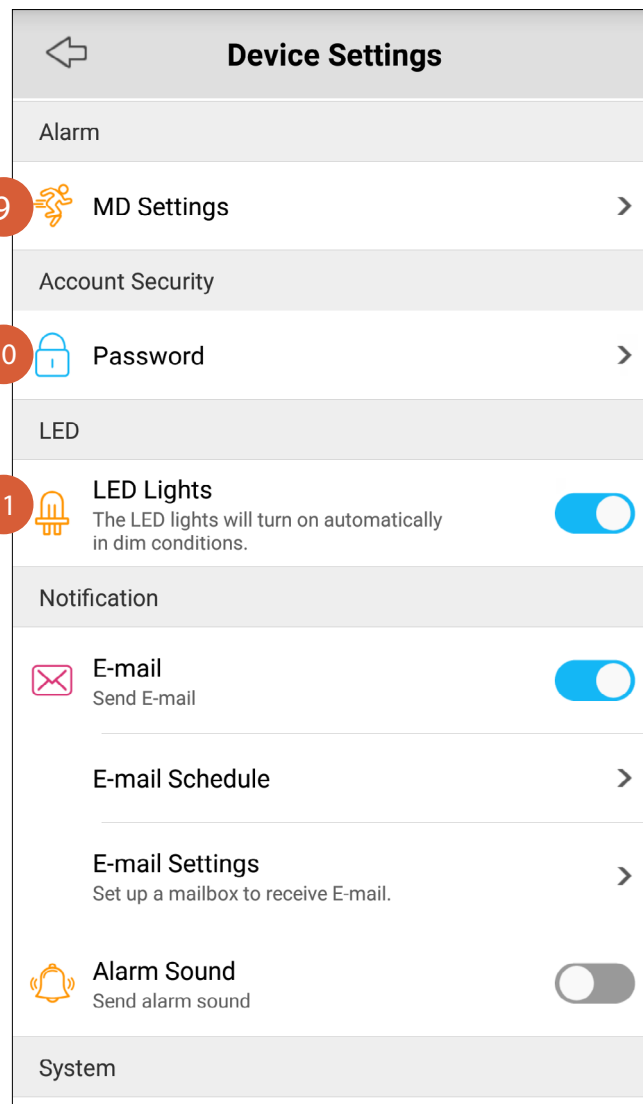


Storage

NOTE Storage settings will only be displayed when a microSD memory card has been installed in the camera. To learn more, see [“Setting up a MicroSD Memory Card” on page 16](#).

- 6 Tap to adjust the recording schedule and customize the times and days in which the camera is allowed to record videos to the microSD card when motion is detected.
- 7 Tap to configure how videos are recorded to the microSD card. You can configure any of the following:
 - **Overwrite** Whether to allow the camera to overwrite the oldest video files on the microSD card when memory space is insufficient. Leave this setting **ON** so that the camera can continue to record new events but make sure that you regularly transfer important video recordings to a computer (via a memory card reader) or another storage device before any video file gets deleted automatically.
 - **Pre-record** Whether to allow the camera to start recording to the clip approximately 4 seconds before an event. Leave this setting **ON** to get additional footage showing the scene prior to the event.
 - **Record Extension** Set the amount of time—**15 seconds, 30 seconds, 1 minute**—that the camera should continue recording to the clip after it has stopped detecting any movement in the event.
- 8 Tap to view details about your microSD card, including the total capacity and the amount of free space available. You can also reformat the memory card to erase all video recordings.

The Settings Screen



Alarm

- 9 Tap to adjust motion detection sensitivity settings in 4 different time periods of the day. See [“Adjusting Motion Detection Sensitivity”](#) on page 14 for more information.

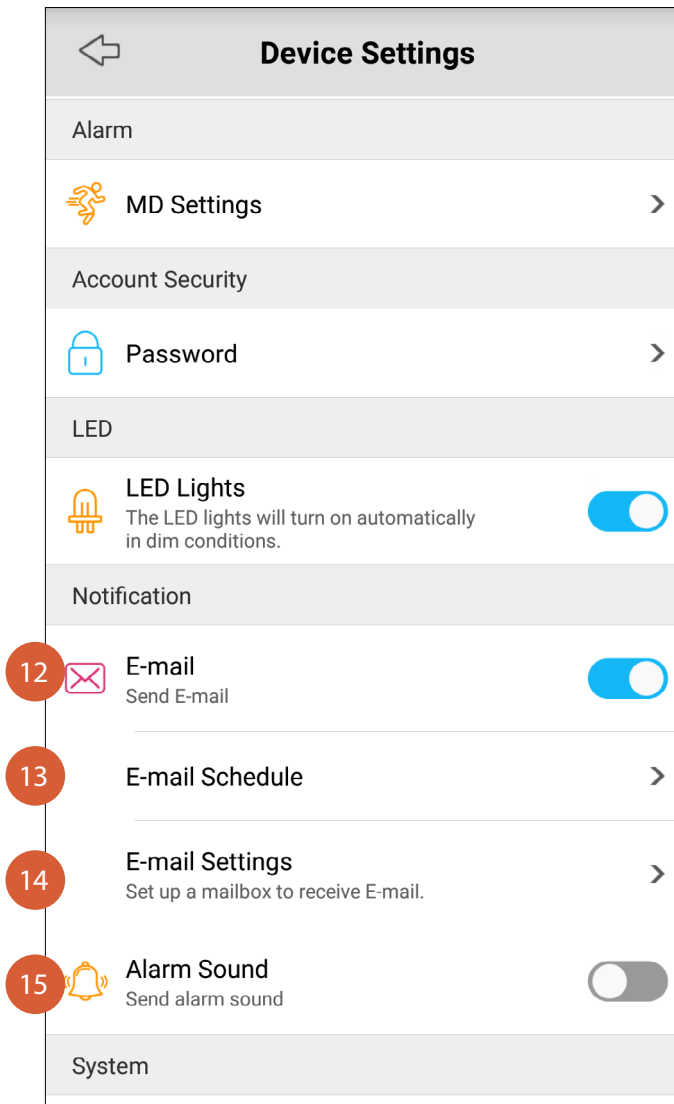
Account Security

- 10 Tap to change the camera’s admin login password.
TIP After you’ve changed the password, you’ll be prompted to log in again with the new password.

LED

- 11 You can disable the camera’s built-in infrared LEDs which help to illuminate the scene in low light conditions. By default, the infrared LEDs will turn on automatically when the camera detects there is not enough ambient light.

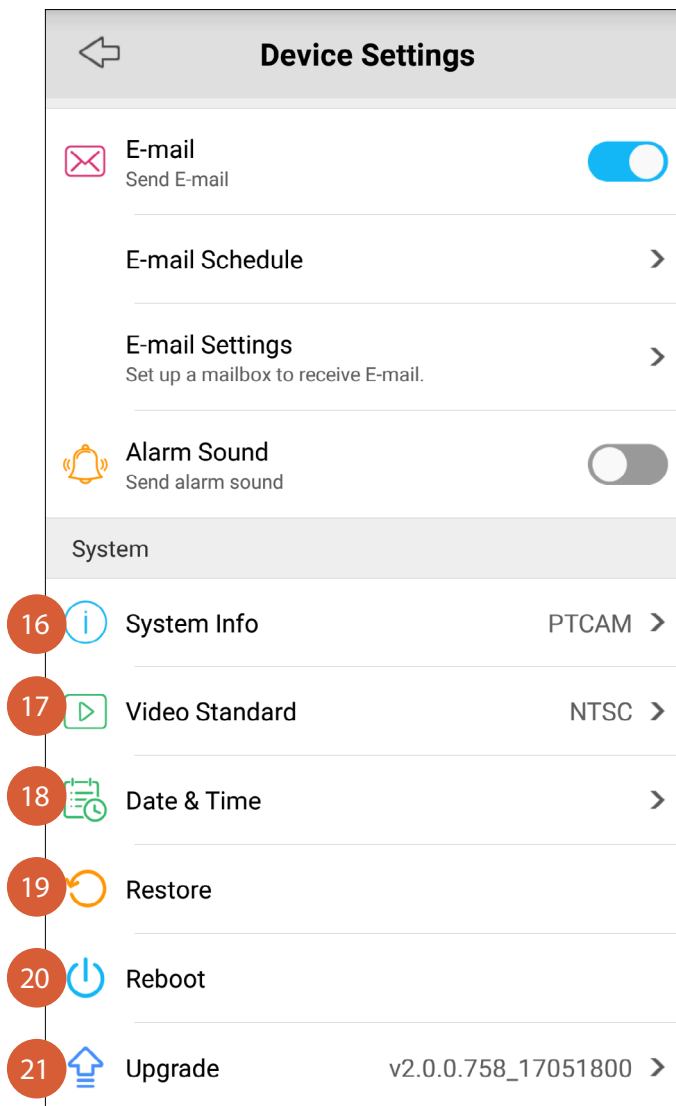
The Settings Screen



Notification

- 12 You can turn off or on the camera's email alerts feature.
- 13 Tap to adjust the email schedule and customize the times and days in which the camera is allowed to send you alert emails when motion detection is triggered. If you want to receive less notifications, you can schedule the camera to send you emails only during certain times of a day. To learn more, see ["Editing the Email Alerts Schedule" on page 11](#).
- 14 Tap to set up the email alert feature. To learn more, see ["Setting up Email Alerts" on page 8](#).
- 15 Turn on or off the alarm feature. If **ON**, the camera will sound an alarm when it detects motion. The alarm sound will stop automatically about 10 seconds after complete absence of motion in the event.

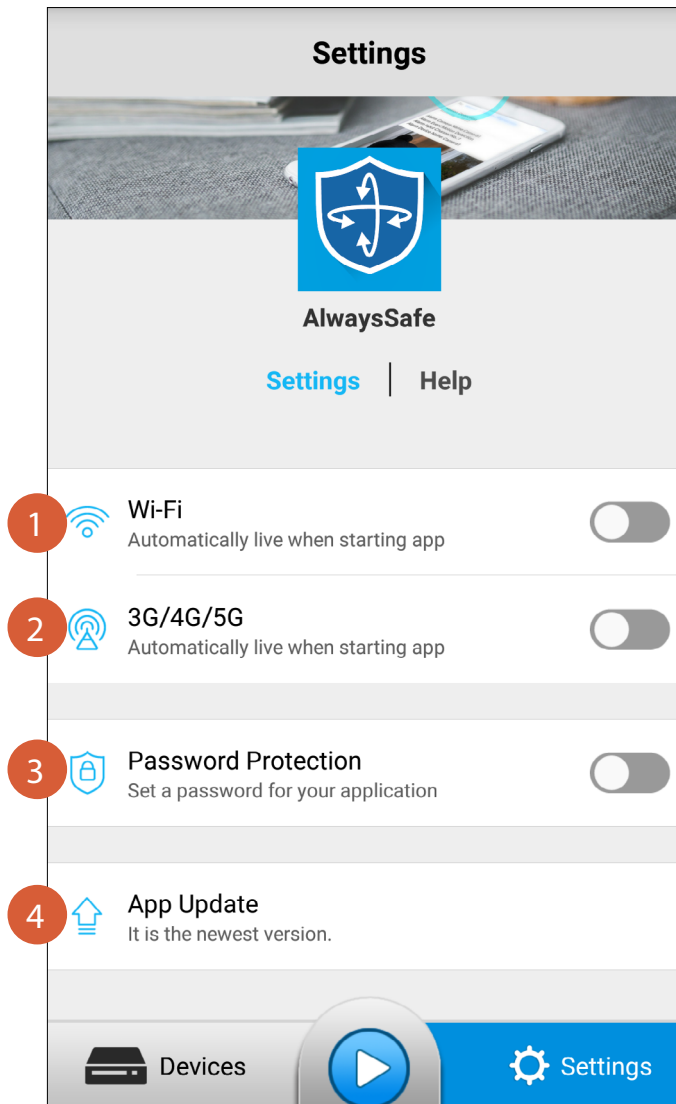
The Settings Screen



System

- 16 Tap to view device information about the camera.
- 17 Tap to change the video standard between NTSC (broadcast format used in North America) and PAL (broadcast format used in Australia/UK), if you're having display issues.
- 18 You can synchronize the date & time and timezone on the camera to the clock on your smartphone, change the date and time formats, and turn on or off DST(Daylight Saving Time).
- 19 Tap to reset the camera. This will reboot the camera and restore all settings to factory defaults, including previously configured Wi-Fi settings and email alert settings. You'll need to set up your camera again. To set up your camera, see ["Adding a Camera" on page 4.](#)
TIP
You can also reset the camera by pressing the Reset button on the camera for 10 seconds with the supplied reset pin tool.
- 20 Tap to restart the camera. If you are having difficulties with your camera, try restarting it. A simple restart can often fix connectivity issues quickly.
- 21 Tap to check if the camera has the latest firmware version. By default, the **Auto Upgrade** option is **ON** so that the camera can automatically download and install any firmware update when available. Firmware updates are periodically released for the camera to improve features and functionality including bug fixes. If you prefer to manually update the camera, simply turn **Auto Upgrade OFF**.

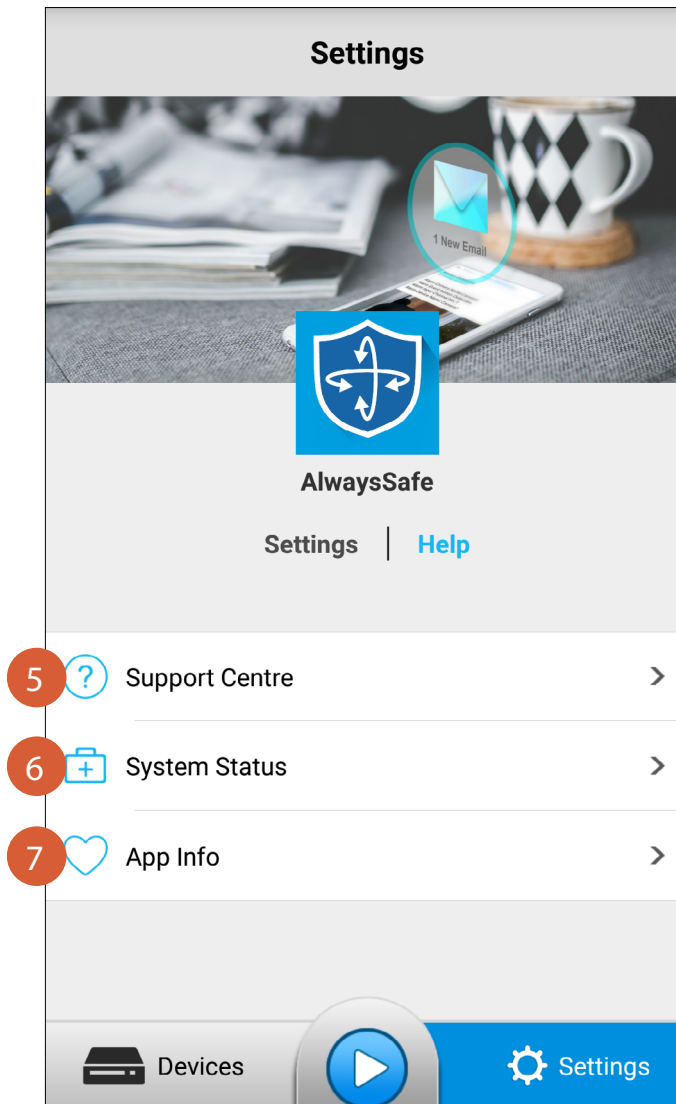
App General Settings



Settings

- 1 When your smartphone is connected to the Wi-Fi network, you can choose whether to allow the app to automatically start live streaming once it's launched.
- 2 When your smartphone is connected to the cellular network, you can choose whether to allow the app to automatically start live streaming once it's launched.
TIP
If you're concerned about exceeding your cellular data caps or limits, leave this setting **OFF**.
- 3 You can prevent someone from opening the app on your smartphone by creating a password. You'll be prompted to enter this password the next time the app is launched.
TIP
If you've forgotten the password, simply uninstall and reinstall the app to remove password-protection.
- 4 Tells you if the app is the latest version available.

App General Settings



Help

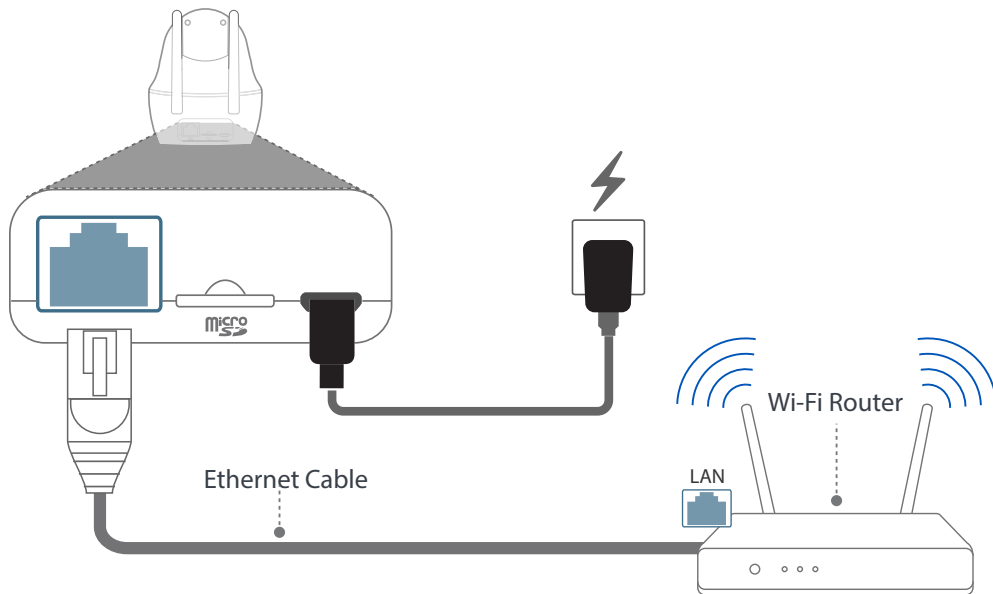
- 5 Tap to open the Swann Support Center website on the web browser.
- 6 Tap to view technical information about the camera's network connection.
- 7 Tap to view the AlwaysSafe application version information and the privacy policy.



Appendix

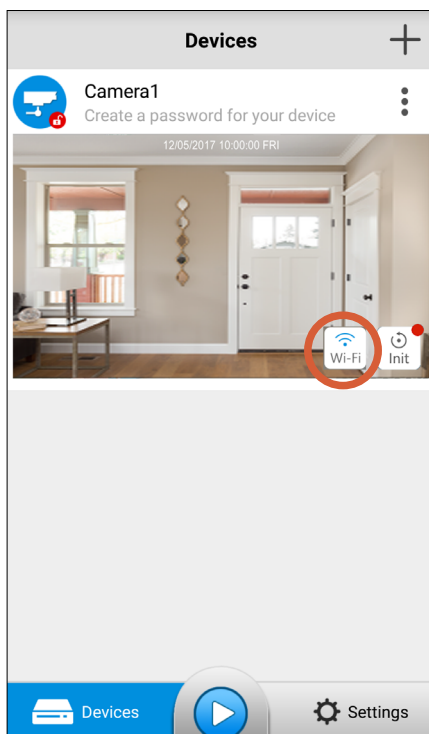
Adding a Camera via Ethernet

If, for any reason, you're having trouble joining the camera to your Wi-Fi network using the assistance of the camera's Wi-Fi configuration mode, try connecting first with Ethernet.

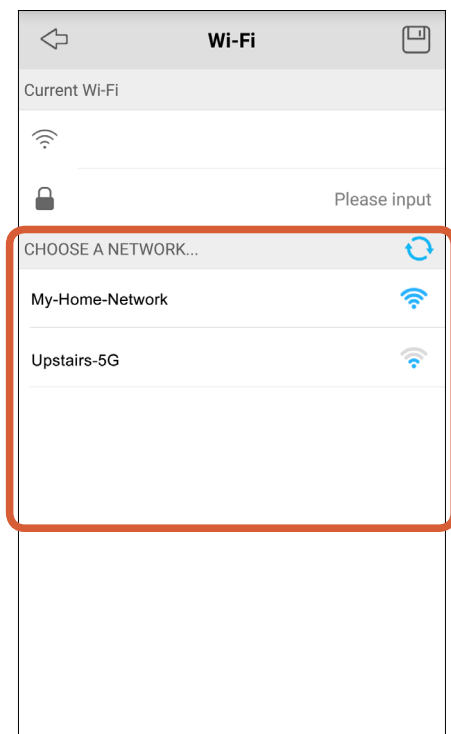


Connect the camera to your Wi-Fi router using the included Ethernet cable.

Note: You will not hear instructions from the camera when it detects an Ethernet connection is being used.

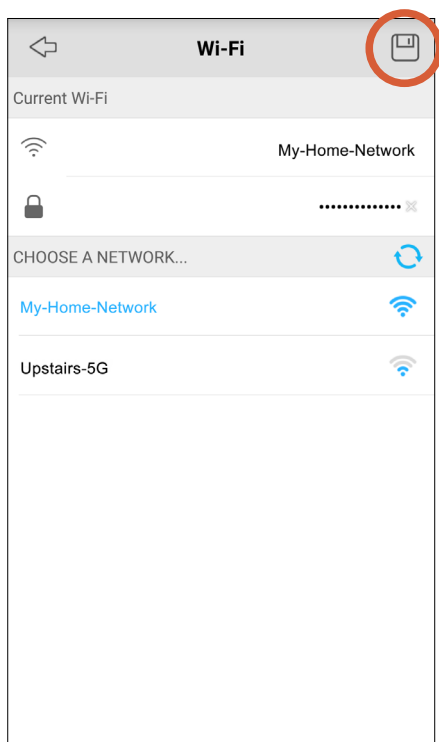


Open the AlwaysSafe app, and wait for the camera to be detected, then tap the **Wi-Fi** button.

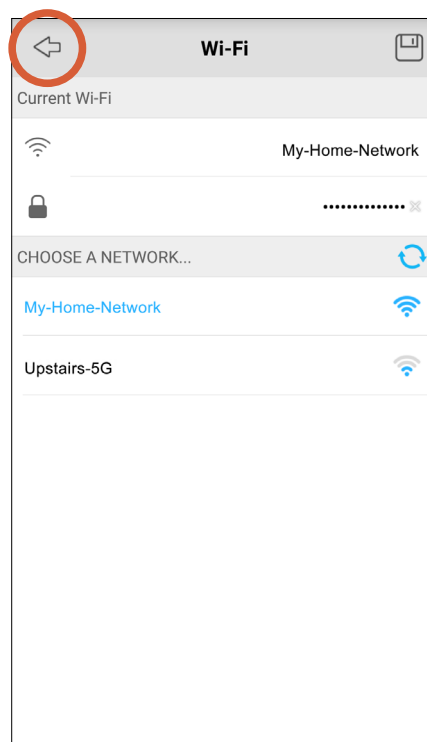


From the list of available nearby networks, choose a Wi-Fi network for the camera to join, and enter its password.

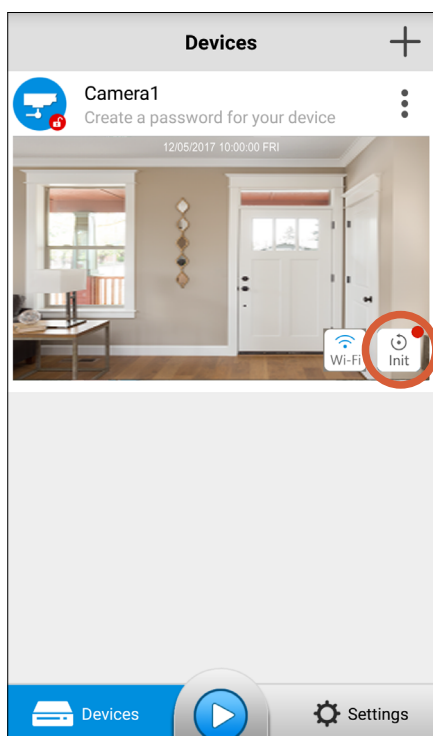
Adding a Camera via Ethernet



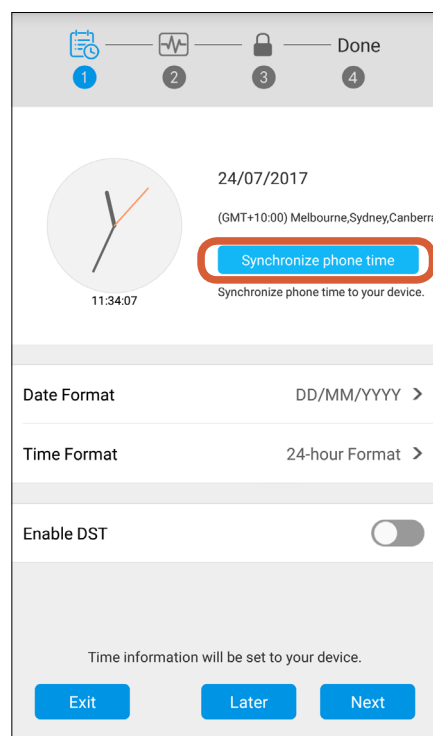
Tap the **Save** icon to save your Wi-Fi network settings to the camera.



Tap the Left arrow icon to return to the Devices screen.

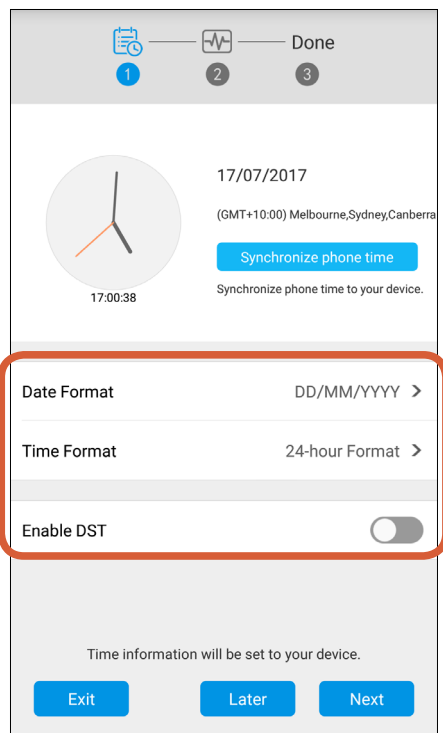


Tap the **Init** button.

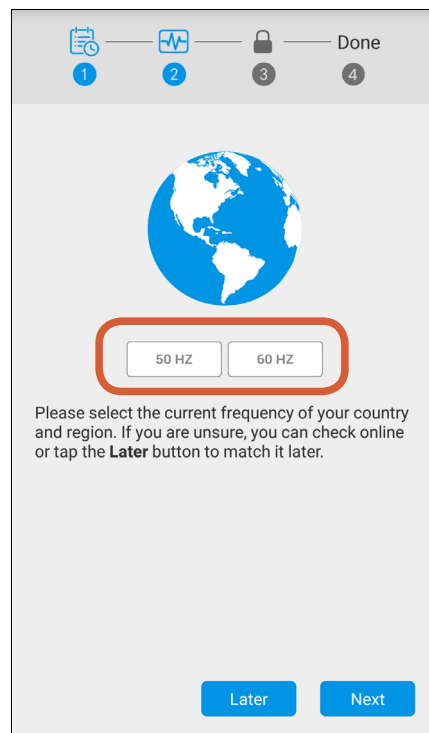


Tap the **Synchronize phone time** button to allow the camera to automatically sync its date, time and timezone to the clock on your smartphone.

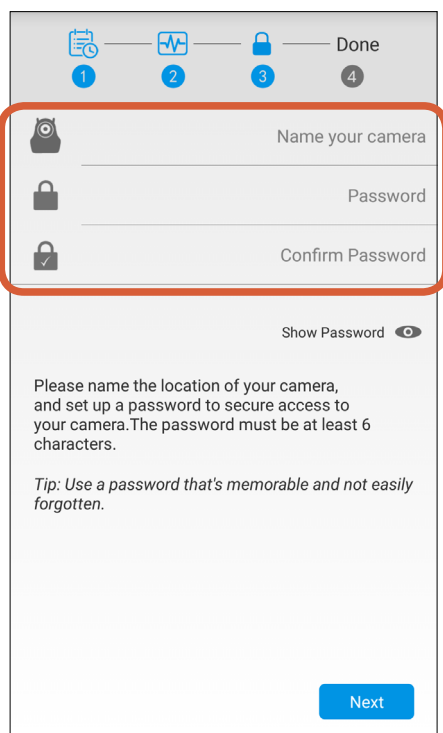
Adding a Camera via Ethernet



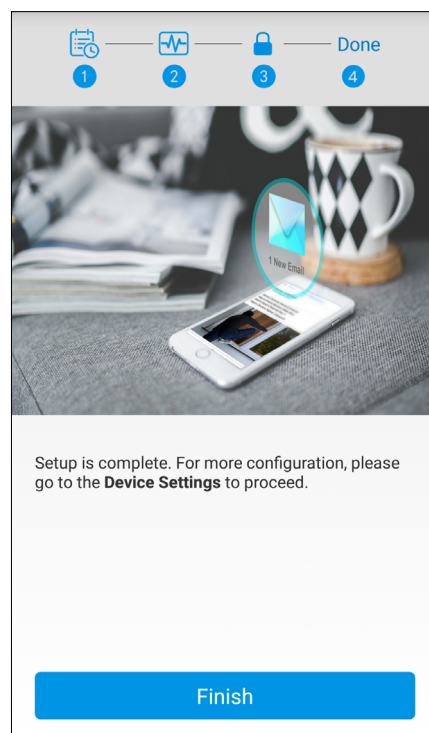
Select your preferred date and time formats, and if DST (Daylight Saving Time) is observed in your country or region, turn on **Enable DST** then tap **DST Settings** to configure when DST starts and ends. Tap the **Next** button to continue.



Tap the **50HZ** (e.g., Australia, UK) or **60HZ** (e.g., USA, Canada) button to select the power frequency setting matching the AC power frequency in your country. Tap the **Next** button to continue.



Enter a name for the camera (for example, the location where it'll be placed), create a login password then confirm the login password. Tap the **Next** button to continue.



Tap the **Finish** button. You can now unplug the Ethernet cable and move the camera to the desired location—as long as it is within range of your Wi-Fi router, the camera will automatically reconnect.

Frequently Asked Questions

Where do I download the AlwaysSafe app for iOS and Android devices?	<ul style="list-style-type: none">• If you have an Apple iPhone, you can get the latest version of the AlwaysSafe app from the Apple App Store.• If you have an Android smartphone, you can get the latest version of the AlwaysSafe app from Google Play™ (tap Apps > Play Store).
My camera is mounted upside down. How do I flip the camera's video orientation?	Go to your camera's settings in the app and, under Video & Audio, tap Display then turn the Rotation setting ON . Your camera's live video, including any future recordings, will now be the right-side up.
Will I be able to clearly see what's going on when the lights are off?	When there is not enough ambient light, your camera's light detection sensor will automatically activate the built-in infrared LEDs (you can see the visible faint red glow coming from the LEDs), illuminating the area in front of it, so that you can have a clear and proper view of the scene. In night vision mode, the video will appear in black and white.
Why is there sometimes lag or delay when loading the live stream from my camera?	You may have a slow or unstable connection to the internet. Whether you use a Wi-Fi connection or cellular connection to stream live video can also make a big difference. As a general rule, streaming from a smartphone that is connected to the same Wi-Fi network as your camera will make the video start more quickly, whereas streaming using a cellular connection is often reliant on the cellular coverage and signal conditions, which may not be good at the time you want to start live streaming.

Frequently Asked Questions

Will my camera still record activity to its microSD card if my home Wi-Fi network lost internet connection?	Yes. Your camera will continue to detect and record motion activity to its microSD card, as long as recording has been scheduled for that particular time period. You can stream live video from the camera and playback recordings once your internet connection is restored.
Is it possible to turn off the infrared LEDs around the camera lens at night?	Yes, if, for some reason, you'd like the infrared LEDs disabled, simply go to your camera's settings in the app and, under LED, turn the LED Lights setting OFF . Please note that turning off the infrared LEDs may result in poor night vision performance.
How do I copy recordings from the microSD card to my computer?	Simply remove the microSD card from the camera, insert it directly into a USB card reader then plug the USB card reader into your computer. In the folder that opens, you'll see all of the video files (in .mp4 format) that your camera has recorded. Each video file's name includes the date and time which indicates when the recording of the motion detection event was started.
Why has my camera stopped recording motion activity to the microSD memory card?	If you've recently ejected your microSD card from the camera, for example, to copy files to your computer, and then re-inserted the card back in, the camera may not have recognized and mounted your microSD card properly. Try restarting your camera. To restart your camera, go the camera's settings in the app and, under System, tap Reboot .

Frequently Asked Questions

Why do I hear audio feedback while talking through the app?	This is not unusual and could occur for a number of reasons depending on your environment (for example, background noise, proximity between your smartphone and the camera, noise interference from other nearby electronic devices, etc). If you hear audio feedback, try plugging in your headset or earphones, or lowering your smartphone's speaker volume to reduce the audio feedback.
How do I reconnect my camera if I've changed my Wi-Fi network settings?	If you've recently changed your network settings or installed a new wireless router, you'll need to reset your camera and set it up again. To reset the camera, press the Reset button on the camera for 10 seconds using the supplied reset pin tool.
The app still detects the camera which I've just removed from the Devices screen. How do I completely delete it?	The camera remembers the wireless network settings it has connected to, and will automatically connect to the network when it is powered. To completely delete the camera from your Wi-Fi network and stop the app from detecting it while your phone is connected to the same network, simply reset the camera and restore its factory default settings. To reset the camera, press the Reset button on the camera for 10 seconds using the supplied reset pin tool.
How do I know if my camera has the latest firmware?	To check if your camera has the latest firmware, go to your camera's settings in the app and, under System, tap Upgrade .



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