



Scan QR code for download and installation
iCam365

iCam365 / More functional descriptions

Function	Function Description
Real time and playback	Click on the device screen to enter the device real-time page to view the camera real-time screen. You can also switch to playback to view historical recordings, which are divided into event recordings and all day recordings. You can set the recording method according to your needs.
Alarm	When the device detects movement or sound, it will push an alarm message. You can select the type of alarm message to receive on the device's settings page and save the record for up to 7 days.
Pan tilt and intercom	On the real-time page, you can remotely adjust the camera direction through the pan tilt disc, and press and hold the microphone to send voice to the camera remotely
Share	Enter your family's phone number on the sharing page, and the shared person must download the app and register. Each device can be shared with up to 10 accounts. The shared person has live streaming, intercom, PTZ viewing video permissions, and cannot set devices.

功能

原因/解决方案

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Lighting	Automatic: Automatically turn on white light when an event is detected at night Always turn on white light: Always turn on white light (if left on for a long time, it will affect its lifespan) Turn off white light: Always turn off, never turn on white light at any time.
Night vision mode	Automatic: Automatically turn on infrared night vision lights when the light is poor Always turn on night vision mode: Continuously turn on the infrared night vision light, suitable for low light environments Turn off night vision mode: Do not turn on infrared night vision lights at all times, suitable for environments with bright light
Package viewing service (paid)	Standard version: unlimited traffic viewing Professional version: unlimited traffic+event cloud recording service (supported by some devices)

iCam365 / Frequently asked question

question	Reason/Solution
What if the device is not successfully added?	Reset the device, restart the camera, and determine the problem based on voice broadcasting 1.Reset completed, restart camera 2.4G connection in progress, please wait (if not heard, it is a hardware fault) 3. Please use 4G to add a camera (if not heard, 4G card has no traffic or current environment has no 4G network)
Can I connect to Wi Fi?	The 4G camera does not support Wi Fi connection, and supports wireless 4G with network cable port and wired connection
No playback records or playback,What if it's not complete?	Check the status of the storage card in the camera settings to see if it is normal. If there are any abnormalities, please format or replace the storage card with a new one. Check if the recording setting is for all day recording;
What about the inverted image?	Switch the screen angle in Camera Settings Screen Settings Screen Rotation

question

Reason/Solution

How to download videos?	Real time or playback page, click on the video area and then click the screen recording button to start recording. If you want to stop, click " " to stop recording, and the recording file will be automatically saved to the phone album.
How long does the purchase take effect?	The purchase takes effect within 3 minutes. If it does not take effect for a long time, please try restarting the camera
What if the signal is not good?	Turn on the network and data display in the camera settings page - screen settings - enable, and then return to the real-time page to view the current signal strength and other data; If the signal strength is too low, try replacing the randomly included 4G card to see if it can be viewed normally. Move the device to an open area without interference (with no metal around it) and try again
After replacing the 4G card, what should I do with the value-added service I originally purchased?	Contact customer service who purchased the camera to transfer the package

iCam365 / Frequently asked question / Offline issues

Common handling methods for offline issues

Due to the unique nature of 4G devices, there may be offline issues in a small number of cases, which may be related to signals, telecom and mobile operators, and the device itself. If offline situations occur, please investigate them one by one through the following methods

signaling problem	-Is the equipment affected by signal interference, ensuring that there are no iron or metal objects interfering around it -Try replacing the randomly included 4G card to see if the signal has improved
Lock card	The 4G IoT network card is only used in the corresponding device and should not be replaced with other devices (including but not limited to mobile phones/tablets). Otherwise, the 4G card will be suspended and cannot be restored. The paid fees cannot be refunded, and other joint liabilities will be borne. If unintentionally used, please contact customer service for unlocking operation.
Equipment problem	1. Remove the storage card (the larger one) and restart the device while keeping it empty to check if it is online. If it is restored, please replace the storage card to avoid offline issues caused by memory card failure 2. Reset the device to determine the problem through voice recognition (1) Reset completed, restart camera (2) 4G connection in progress, please wait (if not heard, it is a hardware fault) (3) Please use 4G to add a camera (if not heard, 4G card has no traffic or current environment has no 4G network)

iCam365 / Frequently asked question / Offline issues

If the above methods still cannot solve your problem, please contact the customer service who purchased the camera, or click "I want feedback" in the help and feedback section, and we will solve it for you as soon as possible.

Please find more questions in the App Help Center

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:-- Reorient or relocate the receiving antenna. -- Increase the separation between the equipment and receiver.

-- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.-- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.