

## Camera/Monitor

- a) Cost: free, plans are optional. Can use TF card instead
- b) Power was cut and restored, but camera doesn't work: try to restart.
- c) Hear no sound when turning on first time: try to connect anyway, sometimes the sound might be low or skipped. Camera is ready after it rotates
- d) Manual is hard to read: send by email
- e) No response at all: send new one. Same as above
- f) Account:
  - i. Invalid code: check cases, or try again later.
  - ii. Invalid username or password: enter full email address as username
- g) Video instruction: <https://www.youtube.com/watch?v=sut65S0T1yI>
- h) Refund for the plans:

Send the following to us:

  - i. Username
  - ii. Order number
  - iii. A snapshot of receipt
- i) The APP on the computer does not work well. Some could not log in, some could not change password.
- j) Some customers complained that when clicking the "Alerts" tab, the app stopped working. We will collect the model of smartphones or other devices that have this issue.

Advise the customers to reinstall the app and try again. If the same thing happens, advise them to try with another smartphone.
- k) Cannot see videos in Cloud service

It's likely that the customer purchased the Cloud Service, but didn't apply it to the device. Device ID or username is needed.