

FREQUENTLY ASKED QUESTIONS (FAQ)

How do I reset the camera?

Use a paperclip to depress the reset button on the base of the Camera. The reset button only needs to be depressed momentarily. The indicator LED on the front of the camera will turn red to indicate that the camera is resetting. The reset process should take around 1-2 minutes, with the indicator LED flashing orange to indicate that the reset process has been completed and the camera is ready to be added to your home network.



The LED on the front of the device is lit solid red after power up, what does this indicate?

A solid red LED indicates that the camera cannot connect to the Wi-Fi network to which it has been configured. First, check that your Wi-Fi network is functioning correctly (Wi-Fi router is powered on and wireless functionality enabled) and the camera is within range of the Wi-Fi network. If the Wi-Fi network is functioning correctly and the camera LED is still red, it means that the camera is unable to connect to the network using the configured credentials. You should reset the camera to factory default using the reset button on the base of the unit, and re-install the camera using the Omna or Home apps.

The LED on the front of the device is flashing green, what does this indicate?

A flashing green LED indicates that the camera has been removed/unpaired from your HomeKit controller (the iOS device you used to install the camera). You should reset the camera to factory default using the reset button on the base of the unit, and re-install the camera using the Omna or Home apps.

How do I set up the 180 Cam HD for remote access?

To access the camera remotely (away from home), an Apple TV (4th generation) with tvOS 10.1 or higher or iPad with iOS 10.1 or higher is required to act as a Home Hub. Apple provides a [detailed guide](#) on how to set up a Home Hub for remotely controlling HomeKit accessories.

How do I set up the 180 Cam HD for motion detection events?

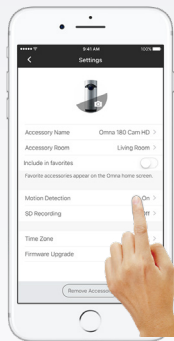
The 180 Cam HD's motion detection feature can trigger alerts when it detects movement within its field of view. This detection can produce a notification on your mobile device, trigger local recording to a microSD card, or initiate an automation policy.

Motion detection is turned on by default in both the Omna and Home apps. You can adjust motion detection settings as follows:

Omna app



Go to the Cameras page and tap the **Settings** icon.



Tap the **Motion Detection** menu item from the list

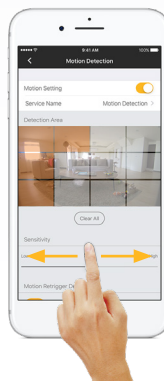


Tap the **Motion Setting** slider to toggle motion detection on or off

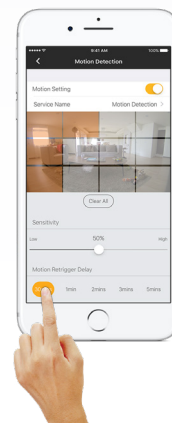
If motion detection is turned on, the following configuration options will be available:



Detection Area - Tap the areas of the grid to turn motion detection on or off for that area. Orange shading indicates that an area is being monitored for motion detection.

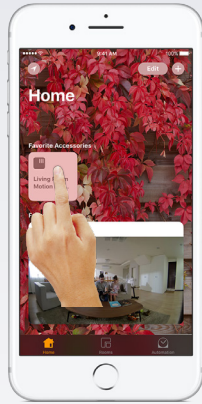


Sensitivity - You can adjust the motion detection sensitivity by sliding the marker along the scale.

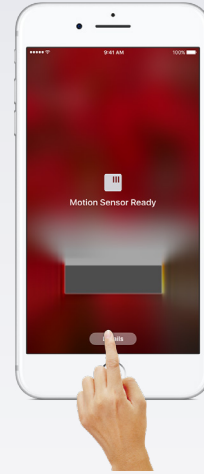


Motion Retrieger Delay - Select the length of time the 180 Cam HD will wait before sending subsequent notifications. This is useful in areas where continuous motion may be occurring.

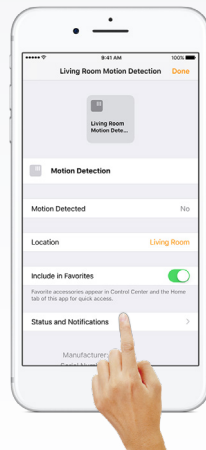
Home app (to toggle motion detection alerts)



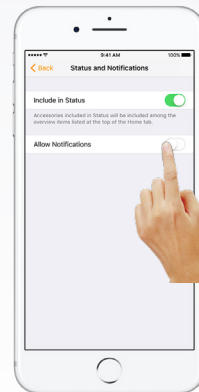
Tap and hold the **Motion Detection** item in your Home screen.



Tap **Details**.



Tap **Status and Notifications**.



Tap the **Allow Notifications** slider to turn motion detection notifications on or off.

What is the difference between the Omna app and the Home app? Which one should I use?

Put simply, the Home app provides basic functionality for the camera as well as motion detection notifications, and also allows the 180 Cam HD to interact with other HomeKit enabled devices. The Omna app provides additional functionality including local recording and playback, adjustment of motion detection settings, and firmware upgrades. We would recommend that you use both the Omna and Home apps concurrently in order to get the greatest benefit from all of the great features offered by the 180 Cam HD. A comparison of the features supported by each app can be found in the below table:

Feature	Home App	Omna App
Add accessory	✓	✓
View live video	✓	✓
Live view screenshot		✓
Two-way audio	✓	✓
Adjust audio volume for mobile device	✓	✓
Receive motion alerts	✓	
Create automation rule	✓	
Turn motion detection on/off		✓
Adjust motion detection area		✓
Adjust motion detection sensitivity		✓
Set motion detection retrigger delay		✓
Local recording playback		✓
Turn local recording on/off		✓
Check microSD card storage capacity		✓
Format microSD card		✓
Upgrade firmware		✓

What type of microSD card is recommended?

The 180 Cam HD is accepts most types of microSD card. We recommend that you use a microSD card which meets the following specifications:

- microSD, microSDHC (High Capacity), or microSDXC (eXtended Capacity) of up to 128GB
- Speed class - Class 10 or higher