

Accounts and Sharing

Failure to log in

- Make sure your phone network connection is normal.
- Prompt "Account does not Exist"
Make sure you have registered this account before
Check that the account name you entered is correct
- Prompt "Password Error"
Enter the password and retry.
Reset your account password through the "Forget Password". You will receive an email with instructions on how to set up a new password. Simply follow the email's instructions to set up a new password.
- Prompt "Account is locked"
If you fail to log in due to entering the wrong password too many times, your account will be temporarily frozen for security purposes, and you won't be allowed to make any log-in attempts for a 15 minute period.
- Prompt "Account is not activated"
Check the account activation email in your mailbox and follow the instructions to activate the account. If there is no account activation email, please check your spam, trash and/or junk mail folders. If there is still no email in any of these folders, try to re-register the account.
- Try to update the app to its latest version from the App Store or Google Play. Also try restarting the phone, or reinstalling the app.
- If your problem is still not resolved, feel free to contact us for assistance.

What do I do if I forget my Password?

1. Reset your account password through the "Forget Password" option on the login page.
2. Simply follow the email's instructions to set up a new password for the account. If you don't seem to receive it, please check your spam, trash and/or junk mail folders.

Change Password

1. Login to the app, go to [Me].
2. Tap the setting icon in the upper right corner of the page [Preferences/Settings] and tap [Change password].

Share device with others

1. Allow them to log in with the same account

- Download the “blurams” app on other phone
- Let them log in with your account name and password so that they can see your device.

2. Share your device(s) with other accounts

- Have registered an account on the “blurams” app
- Tap the button in the upper right corner of the page, and then go to Preferences-> Device Sharing-> Invite Family.
- Enter his/her blurams account.

Stop sharing devices with others

- Go to the device's page
- Select [Preferences/Settings] -> [Device sharing].
- Choose the account and tap the “Delete” button on the detail page to cancel the sharing

Installation and Connection

Add device

Before adding devices:

- Make sure the device is On and the red light is flashing
- Make sure the network connection is normal
- Make sure the phone and the device are under the same 2.4GHz Wi-Fi Network
- Place the device close to the router.

There are two ways to add devices: using a QR code and using the AP mode.

1. QR Code

1. On the device list of the app, tap the "+" sign in the upper right corner.
2. Select the device you're going to add.
3. Press and hold the RESET button until the indicator light of the device changes to a blinking red light, or you hear a beep.
4. Make sure that the Wi-Fi is a 2.4G network. Enter the Wi-Fi password and connect it with camera.
5. Have the device scan the QR code generated on the phone, and keep a proper distance until the camera's indicator light changes to a blinking green light, or you hear two beeps.

6. After scanning the QR code successfully, the device will start to connect to the Wi-Fi and server and finish its setup.

2. AP Mode

1. On the device list of the app, tap the "+" sign in the upper right corner.
2. Select the device you're going to add
3. Press and hold the RESET button until the indicator light of the device changes to a blinking redlight, or you hear a beep.
4. Go to the phone's Setting -> Wi-Fi and connect your phone to a Wi-Fi named "CC_XXXXXX"
5. After the connection is successful, return to the Blurams APP to display the Wi-Fi list scannedby the device.
6. Select the Wi-Fi to which the device will be connected and enter the password.
7. After clicking Next, the device will start to connect to the Wi-Fi and server and complete the setup.

Meaning of different status light colors

- **The indicator light is off:** the indicator was turned off by the user or the device is not currently powered on.
- **The red light is on:** the device has not been added or the device is offline.
- **The red light is blinking:** the device is attempting to connect to the network, the device will attempt to scan the QR code or will wait for your smart phone to connect to the AP hotspot of the device.
- **The green light is on:** the device is working well and isn't encountering any issue.
- **The green light is blinking:** the device is trying to connect to the Wi-Fi or trying to connect tothe server. This status will appear when the device is turned back on after having been turnedoff, or while trying to reconnect after having been disconnected. This status will also appear duringthe process of adding a device.

Voice prompt description

1. One "Beep"

After pressing the "RESET" button of the device for a long time, a "beep" sound will be emitted, indicating that the device has entered the network configuration mode.

2. Two "beeps"

When the device scans the QR code or the phone transmits Wi-Fi information to the devicethrough the AP mode, it will emit two beeps, indicating that the device has received a request toadd a device.

3. **"Camera is having trouble finding your network, please check your network name again and move the camera closer to your router"**

The device cannot find and connect to the Wi-Fi, and it will not be added to the 9 account, you need to retry adding the device.
4. **"Camera is having trouble connecting to the network, please try re-entering your password"**

The Wi-Fi name and password you entered do not match. Please try to add the device again and make sure the Wi-Fi name and password you entered are correct.
5. **"Camera is having trouble finding your network, please try moving camera closer to your router"**

The Wi-Fi signal is weak, please try adding the device after placing the device close to the router.
6. **"Wi-Fi connection successful, camera is trying to connect the server."**

The device has successfully connected to Wi-Fi and will try to request a connection to the server
7. **"Wi-Fi network error, the camera is having trouble connecting to the network, please try again later"**

The device failed to connect to the server. Please check whether the Wi-Fi network can connect to the Internet normally.
8. **"Configuration is complete, please wait for the camera online"**

The device has been added successfully. You can start using the device after completing the rest of the configuration process according to the prompts.

Device appears disconnected or offline

1. Check that the router to which the device is connected can access the Internet properly.
2. The device needs to be connected to a 2.4G wireless network, not 5G. You can log in to the console of the router to enable the 2.4G wireless network, or you can contact the manufacturer of the router to inquire how to enable the 2.4G wireless network.
3. Make sure the Wi-Fi account and password you entered are correct. If you have changed the name or password of the Wi-Fi, please re-add the device.
4. Please place the device close to the router and clear the area between the device and the router.
5. Since a single router can only support a limited number of devices at the same time, please try to disconnect other devices before adding new devices

Cloud Service

Cloud Service is a service that saves the device's videos to the cloud server, and includes additional features such as face recognition (supported by some device models), favorite videos, and video sharing.

How is the Cloud Service activated?

The service is activated immediately after subscription (if the device is currently associated with a plan, the new plan will be activated after your current plan expires).

Facial Recognition

Face recognition is a camera-based value-added service that provides more security and a more complete smart camera experience.

How can I get face recognition on my device?

At present, the face recognition function is only supported on the Blurams PRO series and is not supported on the LITE series. If your device is a PRO series device (including Snowman), you can turn on the face recognition function after you try the Cloud Service in the APP or after you subscribe to the Cloud Service. If you subscribe to a Cloud Service prepaid card containing face recognition and bind it to your device, you can also turn on the face recognition function.

Hardware and settings

The video picture is upside down

1. Enter the device's [Preferences/Settings]
2. Tap on the [Rotate 180°] option to correct the video picture.

Abnormal Video screen

1. The Video screen becomes black and white
Turn it off and restart the device.
2. Abnormal Video screen
Try to restart the device, and check if the playback video works fine. If the problem persists, please contact us at support@blurams.com.

How to receive notifications on phone?

Please do the following to enable permissions to receive blurams notifications:

1. Android phone
 - a. Open the phone's "Setting"
 - b. Tap App Notifications
 - c. Tap the blurams App
 - d. Enable permissions for push notifications Different phones will have different settings. You can contact the phone manufacturer for advice.
2. iOS phone
 - a. Open "Settings"
 - b. Scroll down and tap the blurams App
 - c. Tap the notifications option
 - d. Turn on "Allow notifications"

Why my device is not working/defective?

1. The indicator light is on

The power adapter and the power cord is fine, please try to press the reset button about 10-20s until see the red light flashing, then please try to reset up the device.

If the device indicator light is solid green or solid red light, please contact the support@blurams.com for advice.

2. The indicator is off

If the device indicator is off, please try to make sure the power supply is normal and please try to use the original power adapter and power cord, If the device still can't power please note the power adapter minimum output is 5V/1A (A21C: 5V/2A), if the device indicator is on using 26 another power adapter and power cable, it should be the defective power adapter and cord.

If the device still can't show the indicator lights. Please contact the support@blurams.com for advice.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.