

CONNECTING TO WIFI

1. Make sure the volume on your device is turned on and up
2. Download the UltraLink® 360 App
3. Select **“Register Now”** and input your email address and password
4. Press **“+” Add Device** button
5. Select **“Scan QR Code”** (Scan the QR code located on the bottom of the camera)
6. Connect power adaptor to camera, wait for camera to speak **“Wireless configuration is waiting”**
7. Select **“There is Voice Prompt”**
8. Hold your device near camera and press **“Send”** - Then enter your Wi-Fi password
9. Wait until camera says **“Wireless connection success”**
10. Tap **“Bind Directly”** at the bottom of the screen
11. Enter password located on the bottom of the camera. Then press **“Add Camera”**

Congratulations! UltraLink® 360 Camera is now successfully connected.

SYSTEM REQUIREMENTS

- iOS System: Version 4.2 or above iPhone®/iPad®
- Android System: Version 7.0 or above
- High Speed Wi-Fi Internet: 2.4Ghz/802.11n (300Mbps) – if you don’t know how to switch to 2.4Ghz network, please contact your service provider to do so.

Note: Please make sure your Wi-Fi signal is **STRONG** when syncing the camera to your device, camera does not support 5G network.

APP Navigation & Trouble Shooting FAQ

1. **Camera doesn’t say “Wireless configuration is waiting” after it has been plugged in.**
 - Make sure Green Light located below the lens is flashing
 - When Green Light is flashing, wait for 30 seconds, camera should speak “Wireless configuration is waiting”
 - If Green Light is not ON, remove AC power adapter for 10 seconds, then plug the power supply back in. When Green Light is flashing, wait for 30 seconds, camera should speak “Wireless configuration is waiting”

(if not, then use a ball point pen and press and hold the RESET button located on the back of the camera. The camera will speak “Reset complete or restart the device” then press and hold the RESET button for 3 seconds twice. Green Light will go OFF - then start flashing. Camera should speak “Wireless configuration is waiting”) ...follow the prompts and continue with set-up.

2. **Camera has been connected but when I changed the password it now appears Offline.**
 - Make sure the Wi-Fi connection is strong
 - Delete Camera from the APP
 - use a ball point pen and press and hold the RESET button located on the back of the camera. The camera will speak “Reset complete or restart the device” then press and hold the RESET button for 3 seconds twice. Green Light will go OFF - then start flashing. Camera should speak “Wireless configuration is waiting”) ...follow the prompts and continue with set-up.

3. **How do I make my camera stream run more smoothly?**
 - While on the home page, Tap the screen of the camera you want to see on the App
 - Then rotate your device horizontally
 - Image will appear as full screen on your device
 - Tap on the screen once
 - Bottom left corner you can change the mode to high, normal or smooth
 - Select "Normal" for optimal image and low latency when running multiple cameras

4. **When in horizontal full screen viewing mode, what are the + square boxes for?**

These 5 boxes allow you to customize your viewing pre-sets to scan the areas faster.

 - Swipe screen to the desired location you want to view, then tap the + square box
 - Repeat -for different angles you want to view quickly in the remaining + square boxes
 - Pre-sets are now loaded, tap the box and the camera will automatically swivel

5. **Can I record without a Micro SD card?**
 - Yes, but only when the App is open on your screen
 - All files will be saved/stored directly to your device library

6. **How do I record using a Micro SD card?**
 - Insert Micro SD card into the back of the camera
 - While on the home page, Tap the 3 dots located in the top right corner of the screen
 - Select "Settings", then select the Micro SD Card ICON at the top of the screen

7. **How to view all cameras at once.**
 - While on the home page, Tap the square ICON at the top of the screen
 - You can now view live action from all cameras at once

8. **How to reverse camera image to display right-side up if camera is mounted upside down.**
 - While on the home page, Tap the 3 dots located in the top right corner of the screen
 - Select "Settings", then select the Play button ICON at the top of the screen
 - Switch the "Vertical Mirror" function ON

9. **How to view Micro SD recorded video.**
 - While on the home page, Tap the 3 dots located in the top right corner of the screen
 - Select "SD Card Records", you can click on any file to watch playback
 - then select the Play button ICON at the top of the screen

10. **How to clear Micro SD Card.**
 - While on the home page, Tap the 3 dots located in the top right corner of the screen
 - Select "Settings", then select the Micro SD card ICON at the top of the screen
 - Then select "Format"

11. **How to turn ON Motion Detection notifications.**
 - While on the home page, Tap the 3 dots located in the top right corner of the screen
 - Select "Settings", then select the bell ICON at the top of the screen
 - Switch the "Motion Detection Alarm" function ON and then choose settings



12. How to connect camera manually so other devices can access the same camera

- Press “+” Add Device button
 - Press “Other” button
 - Select “IP Camera” Icon
 - Select “Manually Add” option
 - Press “Scan QR Code”, then scan the QR code located on the bottom of the camera.
- OR
- Enter UID number located on the bottom of the camera (do not use the “-“marks when entering the UID)
 - Enter camera Password, then press “OK”

13. How to connect camera LAN.

- Press “+” Add Device button
- Press “Other” button
- Select “IP Camera” Icon
- Select “Search in LAN” option
- Press “OK” and then connect your RJ45 cable to the camera ethernet port and continue to follow the prompts

14. How to update firmware when necessary.

- Select “Me” located at the bottom of the page
- Select “Account & Security”
- Select “Firmware”
- Select “Upgrade”
- Firmware will update in 90 seconds
- Wait for the camera to move and rotate (this is the camera resetting itself)