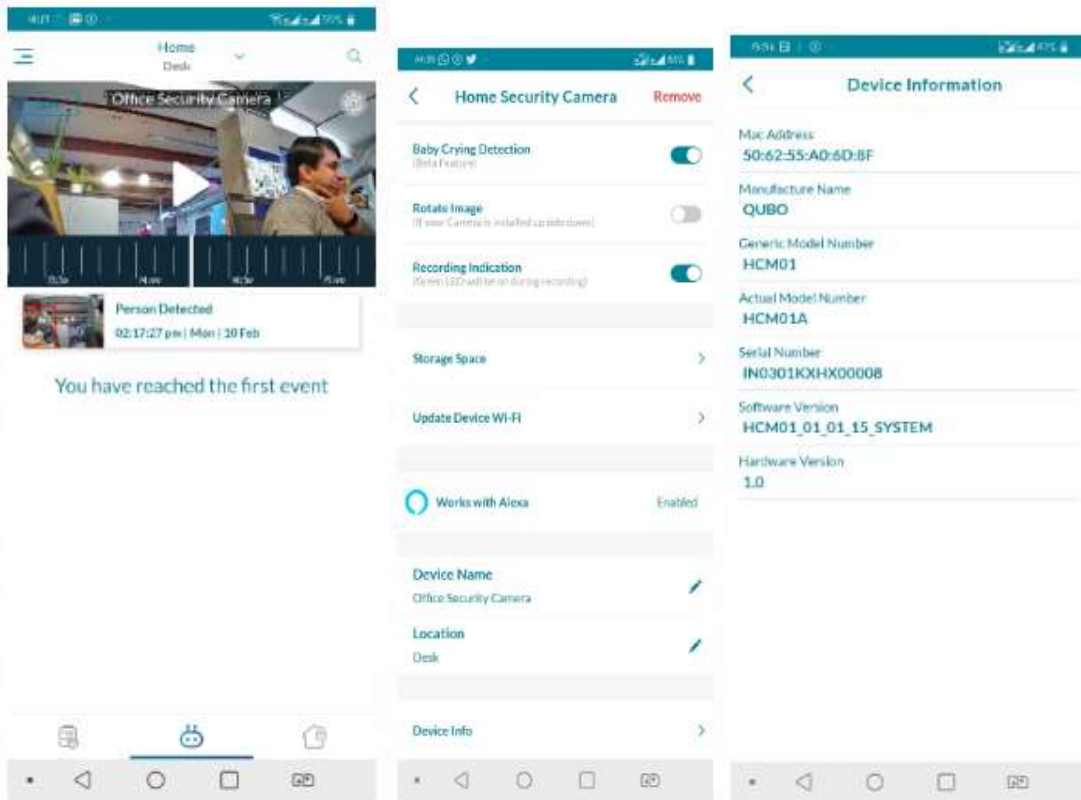1. What is QUBO Home Security Camera?

   QUBO Home Security Camera is a smart camera which can be used for surveillance. Its AI features such as motion detection and person detection can be used for both Indoor and Outdoor areas. This device works with Alexa and can be used for two way calling too.

2. Where is the MAC Address or QR code on QUBO Home Security Camera?

   It's below the device and the mac address is on app. Go to hamburger menu and Click on 'My Device'>>Home Security Camera >> Device Info. By clicking on Device Info, you will get the mac address of the device

3. What is the operating temperature recommended for the Camera?

   0 – 50 degree Celsius.

4. Does this product have in-built battery?

   No, Qubo Smart **Home Security** Camera doesn't have in-built battery.

5. Does Qubo Home Security camera has any power backup so it can work when there is no electricity?

Qubo Smart Camera only works with direct 220 AC power supply.

6. Is it waterproof/Weather resistant?

   QUBO Smart Home Security camera is weather and water resistant and can be used outdoor or Indoor.

1. Does QUBO Home Security Camera support Wi-Fi Dual Band networks?

   No, this device works only on 2.4 GHz Wi-Fi network.

2. Can I pair/commission QUBO Home Security Camera with my mobile using a mobile data connection and hotspot?

   The device can be commissioned using Mobile Hotspot but it performs best with a stable 2Mbps network. Hence, it's advised to switch to a Wi-Fi network once it is commissioned.
   Make sure you are using a hotspot from another mobile. Device shall not be commissioned If you are using the same mobile through which you had given the hotspot.

3. What if there is no audio instruction on how to pair/commission after boot-up camera?

   Check if Red Led is blinking/Steady on Home Security Camera. If its red LED led is steady, press the reset key for 10 seconds and wait for LED led blinking stage along with

   the Audio to set it to commissioning mode.

4. How can I change Wi-Fi details in an already commissioned/paired camera?

   ● Go to app settings and scroll down to "Wi-Fi update" .
   ● Press and release the Reset button twice, and each press shall be held for 2 seconds long.
   ● Once the Red LED starts blinking on the device, now choose the Wi-Fi network to which you want your device to be connected.
   ● Scan the QR code, after that and wait for around 10 seconds for completion.
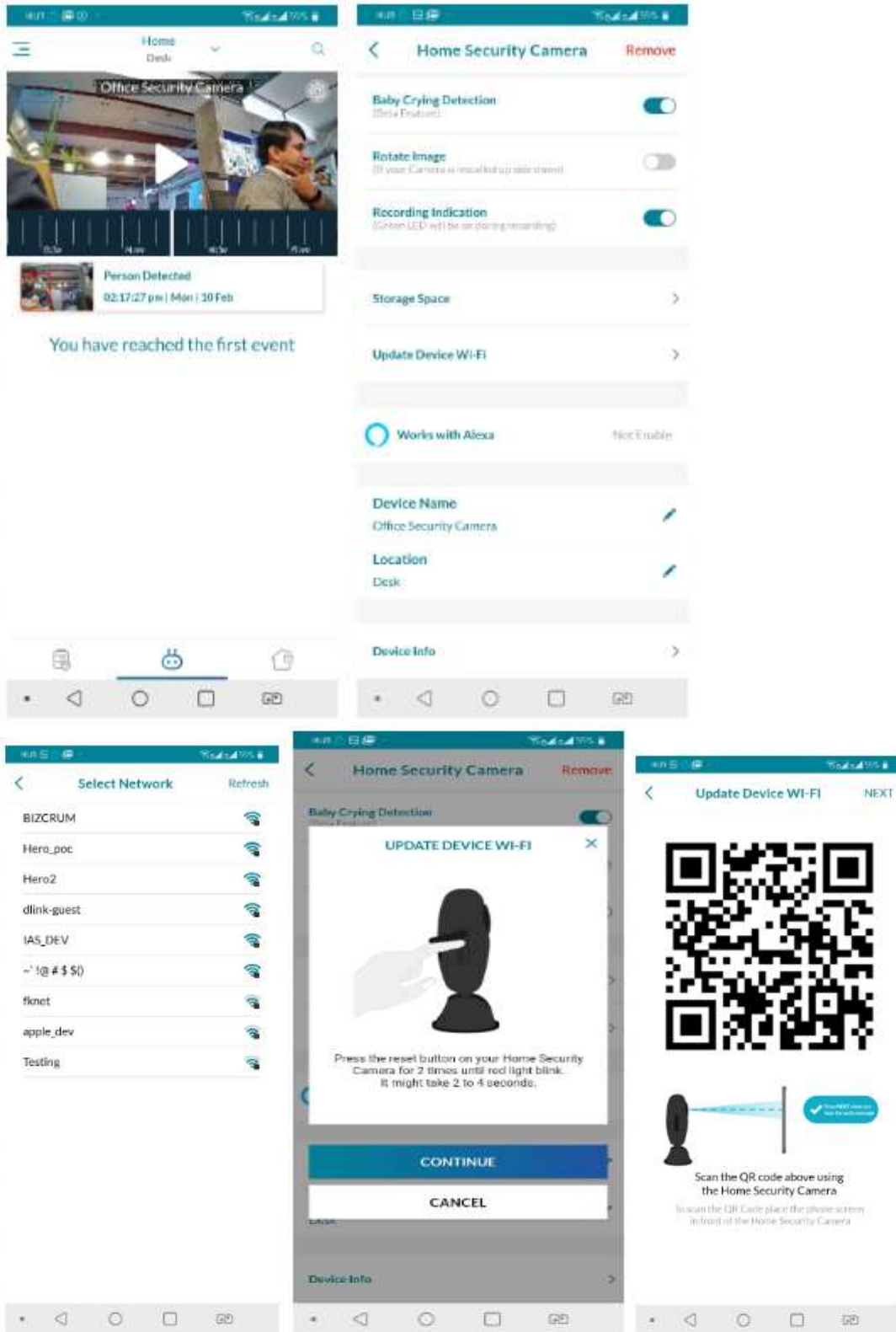
Step: 1 Step: 2 Step: 3 Step: 4 Step: 5

5. How close must the Home Security Camera be to my internet router?

The range of distance of the Wi-Fi signal is determined by your router. We recommend keeping the **Home Security** camera within 30 feet (10 meters max.) of your router. It should be within the 10meters range without any wall or object. This distance can vary depending on obstacles such as concrete or stucco walls, metallic barriers, or other interference.

6. Is it possible to connect without Wi-Fi?

   No, it is not possible to connect Qubo Smart **Home Security** Camera without Wi-Fi.

7. Will it record the videos without an internet connection (during outages)?

   In case the internet is down it will store the recordings in local storage and as soon as device gets internet it will push data from local storage to Cloud subject to the subscription.

1. How can I share access for my Home Security Camera to other members?

   By sharing login credentials of QUBO app. We suggest to not do not to Sign-in with Google if you plan to share your login credentials, because Login over an Android phone using google ID may sync up all your phone contacts to another phone.

2. Can the other member remove or delete my device?

   Yes, as simultaneous logins have the same rights.

3. Is there any limit on no of members I can add?

   As per Gold subscription plan you can share your credentials with upto 3 users for simultaneous logins

4. If I have multiple devices configured, can I give specific device's access to specific members?

   No, as simultaneous logins have the same rights.

5. Can I use my device with another QUBO Account?

   Yes, but you must remove the device from the previous account first and then reset the device. After that you shall setup the device with another Qubo user account.

6. What if I am not able to register a purchased camera with my login account (after logged in)?

Please follow the instructions on the app for the commissioning of the device. In case of any issue persistence, please connect with our Customer Service @ 1800 572 5757.

7. How do I remove QUBO Home Security Camera from my account?

a. Click on the Settings Icon on the top right corner of your Qubo app and select Remove. Refer to the screenshot below
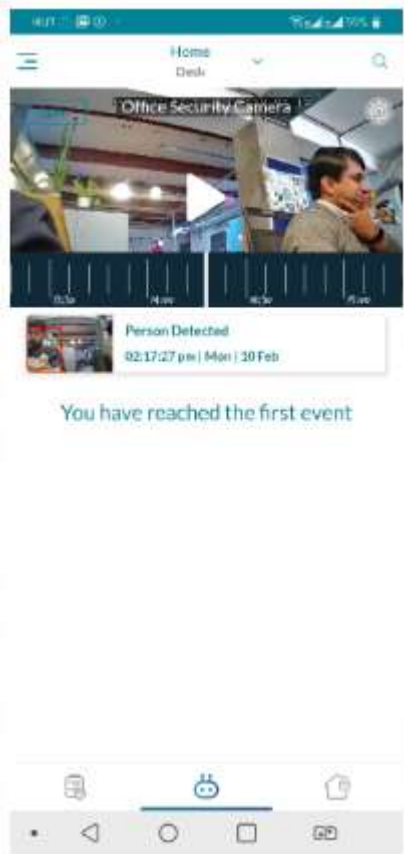
8. How do I Re-set/Factory re-set my QUBO Home Security Camera?

Follow the below steps:
Hard reset
a. On the left side of the device you find a reset button.
b. press It for 10 Sec.
Please note, factory reset will make your device into its original system state by erasing all the previous information stored on the device in an attempt to restore the device to its

original manufacturing settings.

9. Can a single user connect/commission more than one QUBO Home Security Camera?

Yes, you can commission multiple Home Security Cameras from a single account and App.

10. Why is my QUBO Home Security Camera Offline?

There can be multiple reasons that your camera becomes offline. Below are some conditions:
● Poor Wi-Fi Connectivity
● No Power/Electricity
● Loose Adapter Connection

11. Why don't I receive notifications from QUBO Home Security Camera?

There could be multiple issues. Below are some of them:
● Device is in offline mode may be because device is switched off or there is no internet connectivity.
● Poor Internet connectivity on mobile.
● Notifications are set to Mute in the android mobile setting.
● If the Qubo App notifications are disabled from android/iOS for specific device.
● If the Qubo App Notifications are disabled from Android/IOS Settings.