Contents

X1、XC、CC

Troubleshooting and Repair manual

1. **Fail to add the device, or WiFi connection unsuccessful**
   Require to connect to 2.4 Ghz WiFi hotspot (5Ghz not supported) with WPA or WPA2 encryption (Open network and WEP encryption are not supported). The WiFi needs to have a minimum of 2Mbps upload speed.

2. **Unable to add the device to the App, the device has been powered on, with a steady red light**
   1. Power off Restart the device, and add it to the App again;
   2. If the red light stays on and the blue light does not show up and voice of "system reset" is not heard, contact the customer service to replace the device.

3. **App unable to connect to the device with blue light on**
   The blue light is on, which means that the WiFi connection of the device is normal, but the APP cannot connect to the device.
   1. Power off the router and check whether the blue light status of the device changes to flashing blue light. If the blue light is still on, the device program is abnormal, please power off the device and restart. If the blue light turns to flashing when the router is powered off, the device connection status indicator is not abnormal, please switch the mobile network to the same WiFi network as the device, and try to connect again.
   2. Reset the device, long press the RESET button for 3s, if you hear "system reset", then add it again after the reset is successful. If it cannot be reset, it proves that the device program is abnormal, please power off and restart the device and try again.
   3. Contact customer service if above step does not solve the issue

3.1 Red light on, blue light off
When the power is on, the red light is always on, and the red light remains on for more than 2 minutes, and it cannot be turned into a blue light.
   1. Restart the device;
   2. If the red light is still on for more than 2 minutes, try to press the reset button for 3s to reset;
   3. If it cannot be reset, and the voice prompt "system reset" is not heard, the hardware is defective, please exchange it for the user.

3.2 Blue light is always on, red light is flashing

The blue light is always on and the red light is flashing

1. Restart the device;
2. If the red light is still on for more than 2 minutes, try to press the reset button for 3s to reset;
3. If it cannot be reset, and the voice prompt "system reset" is not heard, the hardware is defective, please exchange it for the user.

3.3 blue light flashing

The device keeps blinking blue light and the device cannot be connected

1. The device has not been added. During the "wait for WiFi connection" process, please follow the App guide to add it.
2. The device has been added but disconnected from the router. If you can't connect to the router continuously, please try to power off and restart the device and router, and then keep monitoring.
3. If the blue light continues to flash frequently, and it remains in this state, please change to another WiFi SSID.
4. If the blue light flashes frequently, and it remains in this state, please contact customer service to replace the device.

4. Unable to add the device to app, No voice message of "Waiting for connection"

1. Reset the device.
2. Press and hold the RESET button of the device for 3 seconds then re-add the device to the App. Contact the customer service if 'Waiting for connection' is not heard.
3. If it cannot be reset and there is no "system reset" voice prompt, contact the customer service to replace the device.

5. The camera fails to scan the QR code when adding the device to the app

1) Due to the different sizes of mobile phone screens, it is recommended to adjust the mobile phone screen to the brightest, with the QR Code facing and placed 8 - 20cm in front of the camera, and slowly move and adjust (avoid changing the position of the mobile phone quickly) until you hear the camera makes a "beep" sound.
2) Please operate in a uniform lighting environment to avoid backlight when the Camera device scans the code (such as facing the window, lights, TV, etc.).
3) Change a phone and try to add it again.
4) After performing the RESET operation on the device, scan the code again to add it. Avoid any backlight when the camera scans the code (such as facing the window, lights, TV, etc.)

6. Device successfully connected to WiFi, but failed to add

Description: The device broadcasts "WiFi connecting successfully", but the APP shows that the device failed to add.

1. Exit the current APP adding page, go back to the "Device" tab, and check whether the device has been successfully added to the device list. If so, you can use the device normally, and the device has actually been added successfully.

2. If the device does not appear in the device list, it means that the addition was not successful. Please reset the device, make sure that the mobile phone and the device are in the same WiFi network, and then try to add again.

7. Frequently disconnect video

1. Move the camera closer to the router, such as within 5 meters;

2. Connect the mobile phone to the same router network as the camera. If the network connection of the camera improves significantly, the key point is insufficient bandwidth; please try to reduce the number of WiFi connected devices under the same router, and it is recommended to have less than 10 devices; cameras require a minimum of 2Mbps upload speed;

3. Switch the mobile phone 4G/5G mobile network and WiFi network to see if there is any improvement;

8. The device is unable to connect or the video preview (live view) fails

The device was successfully added, but the live view failed to review, and the video preview was severely stuck.

1. Move the camera closer to the router, such as within 5 meters;

2. Connect the mobile phone to the same router network as the camera. If the network connection of the camera improves significantly, the key point is insufficient bandwidth; please try to reduce the number of WiFi connected devices under the same router, and it is recommended to have less than 10 devices; cameras require a minimum of 2Mbps upload speed;

3. Switch the mobile phone 4G/5G mobile network and WiFi network to check if there is any improvement for live view;

Switch the live view resolution to SD to check if there is any improvement for live view;

9. SD card is not recognized

1. Please use an SD card with a speed of Class4, Class10 or above;

2. Support maximum capacity of 128GB;

3.Insert it back in the device after formatting, power on again

10. Videos on the SD card cannot be played back
　　1. Check the network connectivity, ensure that the upstream bandwidth is at least 2Mbps.
　　2. Confirm whether the live view is normal, if so, please re-insert the SD card and restart the device;
　　Formatting of SD card will cause the video recorded to be erased and not able to be played back.

11. Videos on the SD card does not have sound
　　SD card recording, found no sound during playback.
　　1. Check if there is sound from the device in live view
　　2. If no sound from the device's mic, contact customer service for return and exchange.

12. No response when trying to pan the device via app
Click the LEFT and RIGHT operation keys of the APP, and the device does not respond or responds after a long delay.
　　1. Connect the mobile phone and the Camera device to the same router and test again. If device performance improves, then check the network connectivity.
　　2. Restart the device by power Restart the device.
　　3. If there is still no improvement, please power on the Camera again, and pay attention to whether the camera device pans during the power-on and startup process. If not, the equipment is defective, please contact customer service for replacement.

13. 2-way audio Intermittent voice announcement, stuttering
During a 2-way audio call, the voice of another user cannot be heard clearly through the APP or device, and it is intermittent.
　　1. Set the resolution to SD, Test the 2-way audio by holding the mic button.
　　2. Check the network connectivity.
　　3. If above step does not resolve the issue, contact customer service for return and exchange.

14. Night Vision
Image is red in color.
　　1. Cover or block the camera lens and light sensor.
　　2. IR-cut switching will sound
　　3. If the color image cannot be recovered, please contact customer service for return.

15. Color Night mode
The image is in black in white mode in color night mode and vice versa
　　1. Navigate to device setting and check the color night mode option.
　　2. Cover or block the camera lens and light sensor.

3. IR-cut switching will sound

4. If the color image cannot be recovered, please contact customer service for return.

16. Unable to receive notifications

The device is successfully added, but the phone cannot receive notifications

1. Confirm that the mobile phone has turned on the application "notification" permission of the AXIIOT PLUS App. You can enter the application permission setting page through "Settings/App Permissions" in the sidebar of the AXIIOT PLUS App, and set the "Notification Management" to allow the AXIIOT PLUS service to push notifications to the mobile phone.

2. Confirm that the device is online, and the live view or parameter settings are correct. If it is not correct, check the connection of the network.

3. Switch between iOS mobile phones and Android mobile phones to see if different mobile phone platforms have different notifications. If so, it may be affected by Apple or Google's push server, which has nothing to do with the device. Please try again later, or change the phone Try again.