

### **FAQs**

### Why can't I add the camera to the App?

- 1. Make sure the camera powers on. When seeing the red flashing
- indicator light, the camera is ready to pair.

  2. Connect your smartphone and the camera to the same 2.4GHz/5GHz Wi-Fi network when setting up for the first time.

  3. Keep the camera, phone, and WiFi router as close as possible during
- 4. If still not working, please contact support@blurams.com for help.

#### Why can't the camera scan the QR code?

- 1. Remove the lens protective film and make sure there is no dust on the
- 2. Adjust the smartphone screen brightness to high.
- 3. Tap the QR code picture to enlarge it.
- Adjust the distance between the lens and screen, the optimal distance is 3-5 inches.

#### Why can't hear sound from the camera?

- 1. Check "Preferences" to turn "Microphone" option on.
- 2. Remove the protective film, and try talk closer and louder to the
- 3. Restart the camera.

# Why the captured video is black and white?

- $1. \ \ Position \ the \ camera \ in \ a \ well-lit \ environment \ during \ the \ day time.$
- 2. Check "Preferences" to see if the night vision is ON, if yes, adjust it to the Off or Auto mode.

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- 3. Restart the camera and re-add it to the App.
- 4. If you continue seeing black and white or other abnormal colors after trying all the above solutions, please contact the support team for

## Why is the picture upside down?

In the blurams App, go to the device's "Preferences" and tap "Rotate 180°".

If you encounter any other problems in Product Information, Product Installation and Use, please refer to the "Mine > Help And Feedback" in

the blurams App or email support@blurams.com.

#### What new features does the Dome Pro 2 camera have compared with the Dome Lite 2 camera?

It added several functions like facial recognition, baby crying detection, pet detection, custom alert zone, one press call out, auto-track & zoom in, 5MP picture quality event recording and so on. Also, Dome Pro 2 supports 2.4GHz/5GHz Wi-Fi & LAN port network

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### What does the Dual-band Wi-Fi mean?

It means the Dome Pro 2 camera features the choice of 2.4GHz or 5GHz frequency bands to provide a flexible WiFi connection, making the network setup more straightforward.

### Look forward to your feedback

blurams strives for offering high-quality products and thoughtful user experience, and we're eager to hear your feedback or suggestions. Feel free to send your feedback through the App or email at



## Notes:

- 1. We recommend using an Ethernet cable to get a better and more
- stable network connection.

  2. Do not use the camera in any extreme weather environments such as extremely high, low temperatures, direct strong sunlight, or heavy rain for long periods of time. The suitable temperature for the product and accessories is -10°C to 50°C.

  3. If you use a third-party charger, the recommended output
- voltage/current of the adaptor is DC 5V/1A, and the adapter
- should be CE approval type.

  4. RF Exposure Information: The Maximum Permissible Exposure (MPE) level has been calculated based on a distance of d=20cm (MME) level has been calculated based on a distance of d=2Ucm between the device and the human body. To maintain compliance with RF exposure requirements, use products that maintain a 20cm distance between the device and the human body.

  5. Operating Frequency Range: 2412 MHz ~ 2472 MHz. Max Output Power: <20dBm.
- 6. This product can be used across EU member states.

FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules.
These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorientation or relocation of the receiving antenna
- Increase the separation between the equipment and receiver
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected
- Consult the dealer or an experienced radio/TV technician for help
To assure continued compliance, any changes or modifications not expressly approved by the party.
Responsible for compliance could void the user's authority to operate this equipment. (Example - use only shielded interface cables when connecting to computer or peripheral devices).
This equipment complies with Part 15 of the FCC Rules.
Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Radiation Exposure Statement:
The equipment complies with FCC Radiation exposure limits set forth for uncontrolled environment. In order to avoid the possibility of exceeding the FCC radio frequency exposure limits, human proximity to the antenna shall not be less than 20cm during

Your camera is ready to use. Thank you for choosing blurams.

Congratulations!





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