

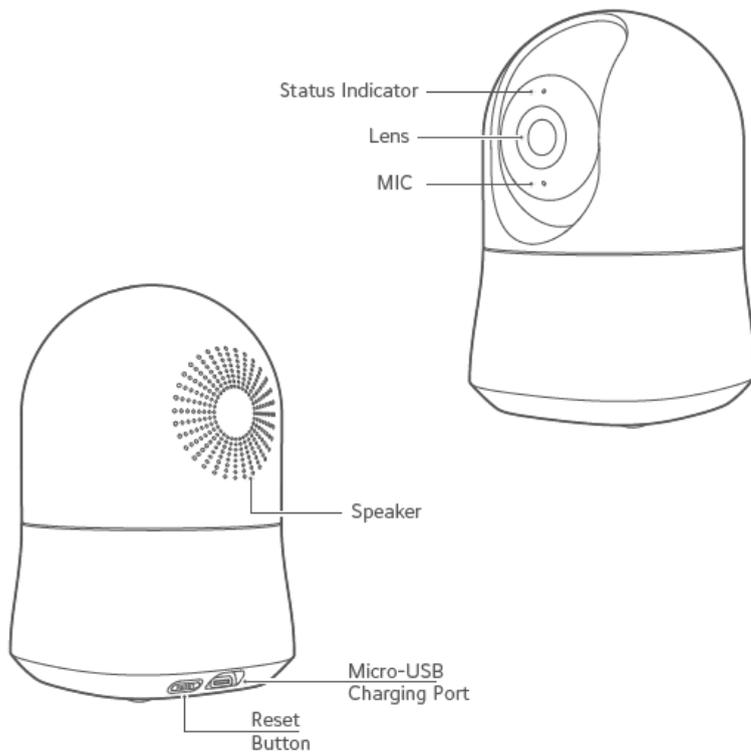
# Aeotec Cam 360 user guide.

Modified on: Sun, 4 Apr, 2021 at 3:36 PM



Aeotec Cam 360 was develop to wirelessly monitor your home using WiFi communication through SmartThings app. It is powered by [\(https://www.popp.eu/products/\)](https://www.popp.eu/products/)Aeotec WiFi  [\(http://aeotec.com/z-wave-gen5\)](http://aeotec.com/z-wave-gen5)technology. The  [\(https://aeotec.freshdesk.com/a/solutions/articles/6000227919\)](https://aeotec.freshdesk.com/a/solutions/articles/6000227919)**technical specifications of Aeotec Cam 360**  [\(https://help.aeotec.com/support/solutions/articles/6000240798-aeotec-cam-360-technical-specifications\)](https://help.aeotec.com/support/solutions/articles/6000240798-aeotec-cam-360-technical-specifications),  [\(https://aeotec.freshdesk.com/a/solutions/articles/6000227919\)](https://aeotec.freshdesk.com/a/solutions/articles/6000227919)can be viewed at that link.

**Get familiar with your Aeotec Cam 360**



## Package Content

- Aeotec Cam 360
- USB Cabel
- Power Adapter

## LED Status Indicator

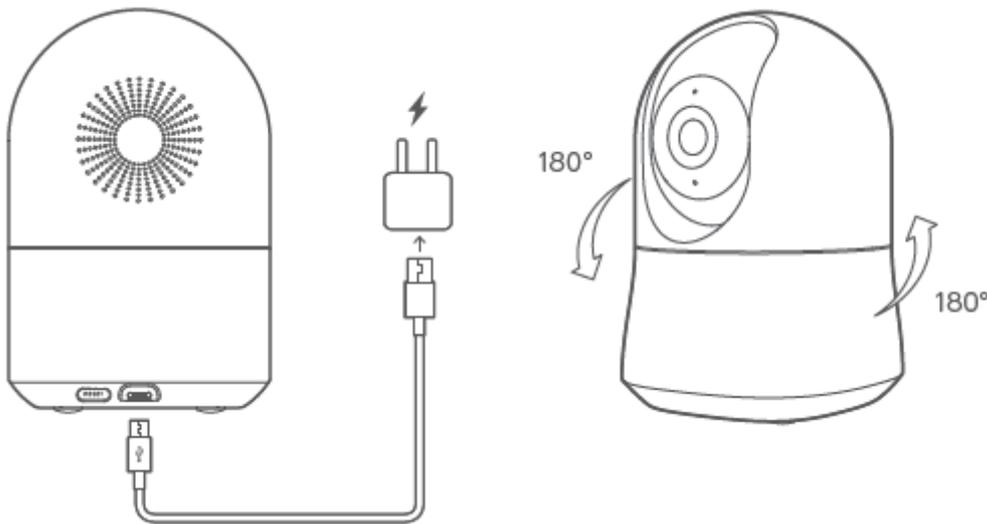
LED Status Indicator	Status	
No light	○	Power off
Blue on	●	Power on
Blue Slowly Blinking	☀	Voice communication
Blue Quickly Blinking	☀	Reset
Alternately flashes Blue and Amber	●→●	Firmware update
Amber on	●	Network is disconnected or firmware update fail
Amber Quickly Blinking	☀	Ready for QR scanning
Amber Slowly Blinking	☀	Recording

## Important safety use information

1. For indoor use only.
2. Avoid installing in wet or humid places.
3. Avoid installing in high temperature environments, such as near radiators, stoves or other heat sources.

4. Avoid installing on appliances that generate vibration, such as refrigerators or air conditioners.
5. Avoid installing it near devices that emit strong radio waves as this may degrade wi-fi performance.
6. This product can be placed on a flat surface, such as a desk or table.
7. This product can be mounted on a wall or ceiling with supporting installation accessories.
8. This product do not rotate head over allowed range (-180° ~ +180°).

## Install your Aeotec Cam 360



## Pair to SmartThings Connect

Before moving forward, make sure that you connect your phone to Wifi where device is used, and download an open SmartThings App.

- *SmartThings is available to download on Android devices with at least 2GB of RAM, but works best with devices running Android 7.0 or higher.*
- *For iOS devices, you'll need to be running iOS 11 or later. Check <https://itunes.apple.com/app/smartthings-samsung-connect/id1222822904?mt=8> for more details.*

### Through QR Code.

1. Open SmartThings Connect.
2. Tap **Add (+)**
3. Tap **Device**
4. Select "**Scan QR code**"
5. **Scan the QR Code** located on Aeotec Cam 360
  1. If you are having issues, select "**Add Device Manually**"
  2. Input Aeotec Cam 360 **Serial Number**.
6. Plug Cam 360 into any outlet within range of your WiFi Router.
7. Once SmartThings Connect discovers the device, choose its **Room** and **Location**.
8. Tap **Next**.
9. Select a WiFi Network for Aeotec Cam 360 and enter the security password.

### Through Catalog.

1. Open SmartThings Connect.
2. Tap **Add (+)**
3. Tap **Device**
4. Choose Brand "**Aeotec**"
5. Select "**Camera**"
6. Tap "**Start**" then plug your Aeotec Cam 360 within range of your WiFi Router.
7. **Scan the QR code** on Aeotec Cam 360.
8. Once SmartThings Connect discovers the device, choose its **Room** and **Location**.
9. Tap **Next**.
10. Select a WiFi Network for Aeotec Cam 360 and enter the security password.



## Other Functions

### Factory Reset

If you are having issues connecting Cam 360 to SmartThings Connect, use factory reset following the steps outlined below:

1. Hold the reset button located on the back of Cam 360 for 3 seconds
2. Release the reset button (as soon as the LED begins blinking **blue**)
3. The speaker will sound "The camera is booting, please wait" to confirm that it is factory reset
4. Once the LED begins blinking **amber**, the Cam 360 is factory reset and ready to be paired following the pair steps above.

### WiFi Signal Strength

This function in SmartThings Connect will allow you to check the signal strength between your WiFi Router and Aeotec Cam 360. This should be used if your Cam 360 becomes unavailable.

1. Select **Cam 360** in SmartThings Connect
2. Tap **More Options (3 dot icon)** located top right corner.
3. Tap "**Check WiFi signal strength**"

## Troubleshooting

### LED is not blinking amber upon initial power

If the indicator light flashes amber, this would indicate that your Cam 360 successfully booted up. If the indicator light is not flashing amber, please reset the device following the Factory Reset steps under Other Functions.

### Mobile discovery error

If Cam 360 is unable to pair with your mobile device after a factory reset, follow the steps below:

1. Confirm if the LED indicator is blinking **amber**
2. Power cycle your Cam 360 (remove power, wait 30 seconds, then power it back up)
3. Confirm that Cam 360 is within range of your mobile device for onboarding.
4. Force close, then re-open SmartThings Connect.
5. Ensure QR code is scanned correctly
6. Use the manual method of adding Cam 360.

### Device setup error

If Cam 360 pairs with your mobile device, but fails to onboard, follow the below steps which should help with setup finalization.

1. Factory reset Cam 360
2. Confirm that device is within range of your 2.4GHz WiFi network
3. Ensure WiFi credentials were properly entered.
4. Reboot your WiFi router and ensure there are no special network settings that may affect discovery (mesh networks, firewall, etc).

### Cam 360 offline

If Cam 360 goes offline after it is added to SmartThings Connect, follow the steps below:

1. Confirm that the Cam 360 is getting power and that the LED indicator is on.
2. Confirm that the Cam 360 is in range of your WiFi network by testing its signal strength
3. Reboot Cam 360 by unplugging it and then plugging it back in.
4. Reboot your WiFi router and confirm that there have been no changes to your network.
5. Remove Cam 360 from your SmartThings Connect app, then factory reset Cam 360 and reconnect it.

### If SmartThings Connect app does not work

Please re-start the app. If this status persists, please contact [support@smarthings.com](mailto:support@smarthings.com).