

W881AA - 4K Spotlight Wi-Fi Camera : Frequently Asked Questions

 help.lorextechnology.com/link/portal/57356/57366/Article/3714/w881aa-4k-spotlight-wi-fi-camera-frequently-asked-questions

The following FAQ article answers many of the general questions about the **4K Spotlighy Wi-Fi Camera with Smart Deterrence (W881AA)**. Where applicable, the FAQ includes links to articles where you may find more information.

Why is my 4K Spotlight Wi-Fi camera not connecting to the Lorex App?

The 4K Spotlight Wi-Fi camera can be onboarded on a 2.4GHz or 5GHz Wi-Fi network.

**5GHz networks may have limitations in Canada.*

Due to Industry Canada (IC) regulations; 3 of the 4 bands need to be disabled, as a result you may experience connectivity issues on the 5GHz frequency.

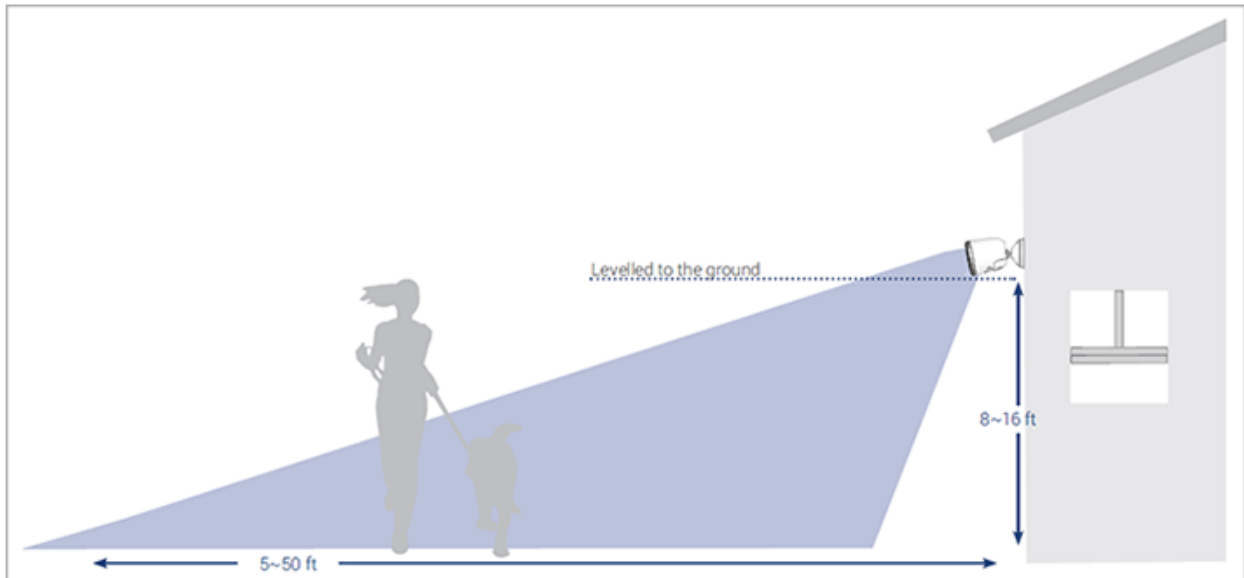
Where do I place my 4K Spotlight Wi-Fi camera?

- Place the camera close to your Wi-Fi router as possible.
 - Reduce the number of obstructive materials between the camera and the router or access point.
 - Other electronic devices such as microwaves, TVs, cordless phones, and baby monitors can cause signal interference. It is recommended to install the camera as far away from these devices as possible.
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How should I position my 4K Spotlight Wi-Fi camera?

When mounting the 4K Spotlight Wi-Fi camera on a wall, make sure of the following:

- **Distance:** Optimal accuracy for objects within 5ft to 50ft (1.5-15m).
- **Angle:** Angle the camera around 30°-60° down from the level position.
- **Height:** Install the camera between 8-16ft (2.5-5m) off of the ground.



i Accuracy of person detection will be influenced by multiple factors, such as the person's distance from the camera, the height of the person, and the height and angle of the camera. Night vision will also impact the accuracy and distance of detection.

How do I enable motion detection and person detection?

1. Launch the Lorex App.
2. Tap **...** icon above the channel thumbnail on the **Devices** screen.
3. Tap **Motion Detection Settings**.
4. Tap  icon to enable Motion Detection.

Note: If motion detection is disabled, general/person/vehicle detection will automatically disable and you will not receive any motion detection notifications in the Lorex App.

How do I customize Motion Zones™?

Motion Zones™ allows you to customize your device's motion detection region. Motion Zones™ screen consists of the following settings:

- General Motion Zone
- Person Motion Zone
- Vehicle Motion Zone

To set Motion Zones™

1. Launch the Lorex App.

2. Tap  icon above the channel thumbnail on the **Devices** screen.
3. Tap **Motion Detection Settings**.
4. Tap **Motion Zones™**.

 For full instructions on how to set customized Motion Zones™, see [Configuring Motion Zones™](#).

Why am I receiving so many notifications?

There are a few ways you can lower the number of notifications you are getting.

- **Adjust Motion Detection Settings:** You can enable/disable motion detection and person detection, as well as customize Motion Zones™ and Motion Sensitivity. Refer to [Configuring Motion Zones™](#) for more information.
 - **Manage Notifications:** You can manage notifications in **Device Settings>Notifications** and set a schedule to receive alerts at set periods in the day. Refer to [Configuring Notification Settings](#) for more information.
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How do I enable Color Night Vision?

1. Launch the Lorex App.
2. From the Devices screen, tap  icon to configure device settings.
3. Tap  icon to disable Auto Night Vision.

Note: Disabling Auto Night Vision will force the camera into **Color Night Vision** mode. Some ambient lighting required.

How do I activate the LED deterrence light when motion is detected?

1. Launch Lorex App.
 2. From the Devices screen, tap  icon to configure device settings.
 3. Tap **Deterrence Light Brightness**.
 4. Tap  icon to enable camera's deterrence light whenever motion or person is detected.
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How do I customize the Smart Security Lighting™?

To enable, disable, and customize Smart Security Lighting™ settings, visit [W881AA Series: Using Smart Security Lighting™](#) for more information.

How to activate Two-Step Verification?

1. Launch the Lorex App.
2. Tap **Settings**.
3. Tap **Account Settings**.
4. Tap **Two-Step Verification**.
5. Tap  icon to enable **Two-Step Verification**.

 For detailed setup instructions, see [Two-Step Verification Setup](#).

How to optimize video quality?

1. Launch the Lorex App.
2. Tap  icon above the channel thumbnail on the **Devices** screen.
3. Tap **Video Settings**.
4. Tap  icon to enable **HDR** (High Dynamic Range).

Note: Enabling HDR optimizes video picture in high-contrast conditions such as under-lit and over-lit areas.

By default, the video quality is set to **High (HD)**.

What is Home & Away™?

Lorex App can automatically use your location to manage your notifications when you are at home or away. The app will notify you when you are inside/outside of your set home perimeter.

To start using this feature, navigate to your mobile device settings and enable **Location** services for Lorex App.

 For detailed setup instructions, visit [Configuring Home & Away™](#).

How do I remove the Spotlight Camera from my account?

1. Launch the Lorex App.
 2. From the Devices screen, tap  icon to configure device settings.
 3. Tap **Remove Device**.
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How to permanently delete data of my camera?

Visit [Formatting Device Storage](#), for more information.

What are the compatible SD cards?

Visit [Compatible SD Cards and Storage Sizes](#) for more information.

What devices are compatible with the camera?

Visit [Product Compatibility Chart](#) for more information.
