

Usage and FAQ

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Charging/Discharging

1 Precaution for charging

1. Don't charge under high temperature.

2. Don't charge in wet place.
 3. Please charge as soon as the indication of low power.
 4. Please charge under stable voltage.
 5. Try to stop charging after fully charged.
 6. Don't charge until camera's temperature gets down.
- Keep far away from fire when charging.

2 Can we use Z2 when it is being charged?

Answer: It is not suggested. Because 1. The camera's charging voltage is higher than standby voltage, if use Z2 when it is being charged, it will possibly hurt the internal components.
2. It will do harm to battery's life.

3 How long does it take to fully charged?

Answer: 1.5 to 2 hours in case of 0% power remained

4 Why can't charge it when Z2's temperature is too high?

Answer: If the camera's temperature is higher than 60 degree, the battery's self-protection will activate and charging or discharging is not allowed. Please charge it after the temperature gets down.

5 What to do if Z2 can't be fully charged?

- Answer: 1. If the battery is out of life time, please replace with new battery.
2. Please make sure the charging time to be at least 2 hours.
 3. Please make sure the charging voltage is stable.
 4. Please make sure to use standard USB charging cable.

6 Is there any hint when being charged?

Answer: During charging, green indication light  flashes, and is always on after fully charged.

7 Why does green light blink when connected to power source?

Answer: Turning on camera will consumes power. If the remaining power is less than 100%, the system will default to charge.

8 What is the operation time after fully charged?

Answer: 1.About maximum 90 minutes at 1080p recording without connection with APP.

2.About maximum 70 minutes at 1080p recording with connection with APP.

9 Why is there big difference between Single-camera mode and APP mode?

Answer: It is because WiFi module will consumes some power after APP is connected.

10 Is there any hint when low power?

Answer: 1. When power is less than 7%, the buzzer will beep for 3 times.

2. When power is less than 5%, the buzzer will beep for twice and wait for 30 seconds. Within 30 seconds, the buzzer will not beep again if Z2 is charged. If Z2 is not charged within 30 seconds, the buzzer will beep for 5 times and wait for 15 seconds, then it is auto turned off with file saved.

11 Why is it less than 100% power remained after fully charged and left for several days?

Answer: Please firstly exclude the outer factors.

1. Placing Z2 in wet place may cause power leakage. Please charge it again and put it at dry place.

2. Please make sure if the battery is within normal circle life.

3. If it is caused by APP itself, please upgrade the APP.

12 Why is the operation time less than 1 hour after fully charged

Answer: 1. Please make sure Z2 is in proper use.

2.2. Please make sure if the battery is within normal circle life.


3.Please update with newest firmware to reduce the power consumption.


-Turn on and connection

1 Why can't Z2 be turned on?


答: 1.Please check if it has enough power.

2.Please install newest firmware. Procedure as below,

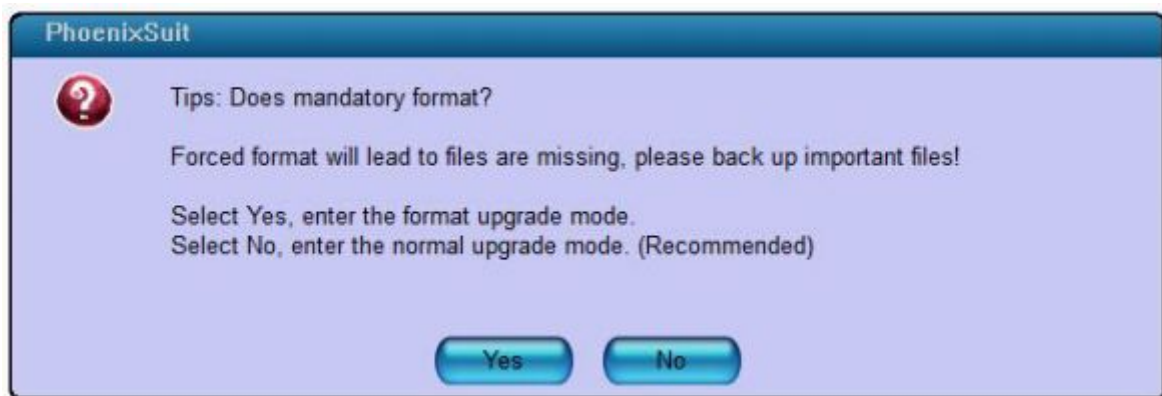
» Turn off Z2, then open the firmware tool  .

» Click to  .

» Select the firmware file which suffix name is .img.

» Press and hold the  button. Connect USB cable to computer.

» The following window will appear, then release the “Photo” button.



» The indication window will appear after firmware upgraded. As Figure 1-12, click Confirm to finish upgrading.



3. Connect USB cable and long press power button, 1). if it can be turned on, it reflects the battery is damaged, please replace with new battery; 2). if all the indication lights are bright and all the buttons don't work, please repeat above-mentioned procedure 2 to upgrade firmware again.

2 Why Z2 is turned off automatically?

Answer: 1. If there is no any operation(included no APP connection), Z2 will turn off automatically within given time(default time is 5 minutes).

2. If the remaining power is below 5%, Z2 will turn off automatically, please recharge in time.

3. It is maybe caused of system error, please upgrade with newest firmware.

4. It is maybe caused of virus in SD card. Please format SD card and upgrade with newest firmware.

3 Why does Z2 fail to connect APP

Answer: 1. Please check if it is in proper operation, and try to re connect with APP.

2. Please check if the WiFi indicator is on(The indicator flashes slowly while waiting for connection).

3. Please check if Z2 is turned on already.

4. Please upgrade with newest APP version.

5. Too high temperature will make WiFi abnormal, please try again after the temperature goes down.

6. Please check if Z2 has enough power.

7. Please check if Z2 has enough internal memory. Please try to clear the mobile phone's internal memory and re connect APP.

8. Please check if the mobile phone's configuration is compatible with newest APP. Please install old APP version or change the mobile phone.

9. Please check the nearby environment if there is strong magnetic field or other potential factors(like air, sea, or wireless radio).

4 Why does it automatically disconnect when switching to Station mode?

Answer: 1. Check the indication light, if the red indication light is bright, please restart Z2 and connect to APP again.

2. If used with iOS device and Z2 is under Station mode, please connect mobile phone with WiFi hotspot(Router WiFi).

3. Please check if the router WiFi is in good condition, or change to use other WiFi network.

4. Please check if the APP is the newest version, or upgrade with newest APP version.

5. For iOS device, please be forced to close the APP, then open the APP to enter into connection automatically.

6. For Android device, please clear the mobile phone's internal memory, then restart Z2 to enter into connection.

Note:

1. Z2 will disconnect with mobile phone when it is switching to Station mode. During this course, don't operate Z2 or APP, otherwise it will lead to failure connection.

2. Under Station mode, the connection stabilization depends on the condition of the router WiFi network, also depends on the optimization of the APP and firmware.

5 Why isn't the video smoothly under station mode?

Answer: It depends on the condition of the WiFi network. Under Station mode(WAN), the image data of Z2 is transmitted to mobile phone through WiFi network. Sometimes the screen is not fluent, it is because of low transmission speed. Please change to use better WiFi network.

6 What to do if Station mode is no need?

Answer: If Station mode is no need, please switch to AP mode(LAN). Choose to close it in

'connection setting' in  Setting interface.

7 What are Station mode AP mode?

Answer: Station mode, Connect Z2 and mobile phone with the same router WiFi(WAN). The router WiFi works as a bridge between Z2 and mobile phone. The user can share the photo and video with friends or to the media platform, and live broadcasting as well.

AP model: Z2 and mobile phone are in same LAN network. The mobile phone is connected

with Z2' s own hotspot. The data can be transmitted between mobile phone and Z2, but sharing phone/video and live broadcasting are not available. Moreover, Android phone can not go on internet under AP mode.

8 Why doesn't APP work after mobile phone connected to Z2's WiFi?

Answer: It is because of the low transmission speed between mobile phone and Z2. Please turn off Z2 and close APP, then make connection again. If the APP or firmware are old version, please upgrade with newest ones.

9 How many mobile phones can connect to Z2 simultaneously?

Answer: At most 5 mobile phones. Z2 will respond to the order from the last connected mobile phone. However, it is suggested to connect 1 mobile phone only in order for smoothly screen effect.

10 How long does it take to connect with APP?

Answer: From turn on Z2--» connect Z2 to mobile phone--» switch to Station mode. The whole process takes around 1-2 minutes.

11 Why can't Z2 be turned on after fully charged?

Answer: Try to burn into new firmware. Check if the SD card is damaged. It is suggested to upgrade with new firmware or use new SD card.

12 What is the main abnormal phenomenon?

Answer: The blue and green WiFi indication light are bright at the same time. There is no sound from the buzzer. No any response after touching Z2' s keys. Please restart Z2 or burn into new firmware.

13 Can Z2 be turned on or off frequently?

Answer: It is not suggested to turn on/off Z2 frequently if the remaining power is below 10% because it may cause failure of turning on Z2 or lost of system configuration file.

14 Why does APP automatically disconnect while setting the password and name?

Answer: This is normal, because it will switch to AP mode when setting the password and name. If doing this operation under Station mode, it needs to reconnect by hand. If doing this operation under AP mode, it will reconnect automatically.

15 What to do if Z2 disconnect with APP frequently?

Answer: The connection stability depends on not only Z2 itself, but also the condition of mobile phone and network environment.

1. It is suggested to clear mobile phone' s internal memory to space more room for APP.
2. Please choose good WiFi network.

16 What is the MB/s speed of the data transmission between Z2 and APP?

Answer Under AP mode: 30MB/s at most in theory. But it has strict requirement on the mobile phone and environment. Normally it can reach 4MB/s—20MB/s.

Under Station mode: The speed depends on the condition of WiFi network.

-Single camera/usage -


1 Why is Z2's working temperature so high?

Answer: It is acceptable range within 56 degree.

2 About the reverse image

Answer: Z2 comes with G-sensor. It can support 180 degree rotation.

3 Can Z2 shoot a photo when it is recording video?

Answer: Yes. Press  button to shoot a photo while recording.

4 What is the resolution for the photo?

Answer: It is 3624*2448 pixels.

5 How many photos can be shoot at continuous capture mode?

Answer: 5 photos at most. Press and hold  button for 2 seconds to activate continuous capture mode.

6 Can Z2 record short video clip?

Answer: Yes. Press and hold Video button for 2 seconds to record a video file which is 10 seconds in length.

7 Does the buzzer keep beeping when shooting photo and recording video?

Answer: It is no SD card inserted into Z2

1. Please check if SD card is inserted into Z2 properly.
2. Please check if SD card is damaged, or use a new SD card.

- VeePai/firmware -

1 What is the reverse connection?

Answer: When Z2 connected to APP, the mobile phone' s hotspot will be open automatically. Z2 will directly connect with mobile phone' s hotspot, and mobile phone still can go on internet during the connection.

2 What is the difference between single-camera operation and APP operation?

Answer: After Z2 connected with APP, it can playback video/photo, as well live broadcasting and sharing. Under single-camera mode, it can shoot video/photo only.

3 Why does APP occupy mobile phone's internal memory?

Answer: It is because curtain cache data during browsing and playback video. It is suggested to clear cache data frequently.

4 Why does the image flip under slow motion mode?

Answer: It is caused by the environment fact. It often appears in indoor place, and disappears in outdoor environment.

5 Why is the watermarking time is different from mobile phone's time?

Answer: The watermarking time needs to be verified after Z2 connected with APP. Time stops when Z2 is power off. To get proper time, please use auto verification after Z2 connected with APP.

6 Why does the video seize during playback?

Answer: While watching on APP the video which is not downloaded to mobile, the data will transmit between APP and Z2, so it is normal for video seizing if the transmission speed is low.

7 What to do if failed to format SD card on APP?

- Answer: 1. Please try more times.
2. Close APP and connect again.
 3. Format SD card in the computer.
 4. Change to use another SD card.

8 What to do if forget the password?

Answer: 1. The current password can be cleared by using reset key. Reset key is a small round hole near the buzzer. Please use a slim needle to press reset key for 5 seconds to set factory default mode.

2. Factory default mode also can be set on APP.

9 Why does APP quit quickly?

Answer: 1. Uninstall old APP and install new APP.

2. Make sure mobile phone has enough internal memory to operate APP.

10 Does Z2 support FF playback?

Answer: Not yet, but will do in future.

11 Why is the video blurred in case of shaking

Answer: It is because Z2 does not have anti-shake function. It's better to use Z2 in steady condition.

12 What to do if there is no auto-rotate function?

Answer: It is probably because the G-sensor does not work. Following are the possible solution,

1. Please rotate Z2 for several times in horizontal direction.
2. Restart Z2.
3. Update with newest firmware.
4. Burn into firmware again.

13 What to do if the recorded video comes with button's sound?

Answer: The button's sound can be closed by pressing the key in APP.

14 Does it occupy mobile's memory in case of downloading photo?

Answer: No. It uses the data from the LAN(local area network).

15 What to do if long time for downloading photo?

Answer: Please try to cancel the current downloading, and restart Z2 to download photo. Please make sure the distance between Z2 and mobile phone is not more than 10 meters.

16 How farthest is the distance between Z2 and mobile phone?

Answer: The normal open distance is 30 to 40 meters .

17 Why does the indication light turn off sometime when recording?

Answer: It is probably because the SD card is full. When SD card memory is lower than 800MB, the system will automatically delete the first file. During this course, the red indication light turns off for several seconds.

- Live broadcasting/share -

1 Does Z2 support live broadcasting outdoors

Answer: Yes, it supports. When WiFi is not available outdoors, it uses mobile phone's data for live broadcasting.

2 Why does it create delaying when live broadcasting?

Answer: It is normal that the delaying is within 10 to 30 seconds. Because live broadcasting is through wireless network, it is difficult to eliminate delaying.

3 Does Z2 support recording video while live broadcasting?

Answer: Yes, it supports. During live broadcasting, press the Video button to record video.

4 Does Z2 support doing other operation while live broadcasting?

Answer: It supports all operation except doing parameter setting during live broadcasting.

5 Will the live broadcasting stop if APP quit?

Answer: Even though APP quit, the live broadcasting will not stop unless pressing the Stop

icon on APP.

6 Why does the image in mobile phone seize while live broadcasting?

Answer: It is probably caused by poor network environment. Please try to select better network for live broadcasting.

7 How to return to main menu if APP quit while live broadcasting?

Answer: Please close APP at first, and connect mobile phone with the same router WiFi as Z2 already connected with, then it return to main menu automatically.

8 Why can't the shared video be played?

Answer: 1. Please check if the live broadcasting already stopped. Share the video to VeePai platform, if the video can be seen on Veepai platform, it proves that the live broadcasting is still in process. It is probably caused of software or network of the viewer.

2. Please try to open the linking address again. Sometimes it is caused of unstable network.

3. Please try to use better network and do live broadcasting again.

9 Why does the live broadcasting stop suddenly?

Answer: 1. It is probably caused by bad network environment.

2. Under station mode, keep Z2 not far away from router WiFi, otherwise live broadcasting probably will stop.

3. If using mobile phone' s date to do live broadcasting, the distance between Z2 and mobile phone should be within 5 meters. No incoming call or message is allowed, otherwise live broadcasting will stop.