

## VPai Home App

Weikan Home Smart Camera Solutions utilize the VPai Home App. The user-friendly, intuitive software comes with a rich array of features, including real-time 24/7 monitoring, motion-activated HD video alerts, siren alerts, two-way audio, and much more to help you gain control and secure your home or property.

Click the links below to access the full user instructions and download links.

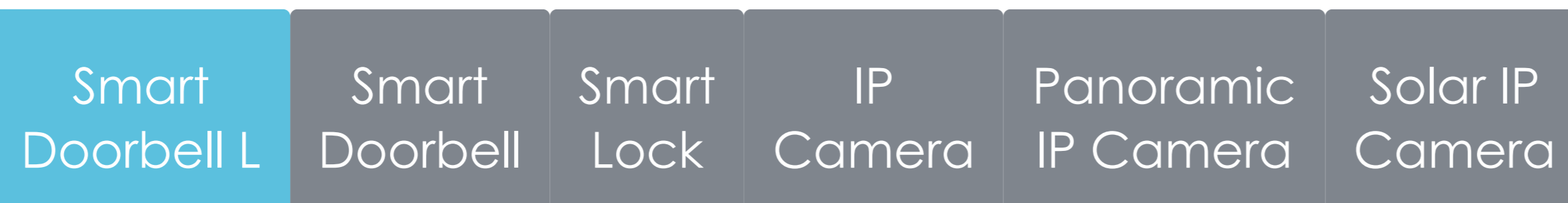


[VPai Home App for Android](#)



[VPai Home App for iOS](#)

## Frequently Asked Questions



### 1. Why does my Smart Lock not connect to the VPai Home app?

Firstly, ensure your smartphone meets the following operating system requirements:

- **iPhone:**iOS 9.0, or above.
- **Android:**Android 5.0, or above.

If your smartphone meets the requirements outlined above. If you are still experiencing difficulties, make sure to check the following:

- Camera is in 'Scan QR code' status.
- Ensure Wi-Fi is turned on and connected.
- Ensure device can access the Internet properly.

If this does not fix your issue, [contact us directly](#) for further assistance.

### 2. Why is the alert function not working?

This is mostly likely due to the VPai Home app settings being configured incorrectly. Please refer to the user manual and check the alert set up section for more information. You can also check the following:

- Make sure the device is online.
- Check the network is functioning normally.
- Ensure the smartphone app notification permissions are turned on.
- Make sure the alarm period is set correctly in the device settings.

### 3. Does the Smart Lock feature a microSD card slot?

No, it does not come with a microSD card slot. You can utilize the VPai Home Cloud service to save your photos.

### 4. Why are there no 'door open' notifications in the message interface?

Please ensure the 'remind for open door' function is enabled in the Smart Lock settings. Note: to ensure this function is available, please configure the door lock to be in 'Wi-Fi config' mode. When using 'AP config' mode, message notifications are not available.

### 5. If the battery of the Smart Lock is fully discharged, how can I open the door?

You can use a power bank (5V/2A) to charge the door lock using a Micro USB cable, and then open the door in the usual way.

- **Note:** If a power bank is unavailable, you can use another source of power to charge your door lock via Micro USB. However, it is highly recommended that you make sure your door lock is always fully charge or connected to a power source.

### 6. If the battery is low, is there a prompted message or an alert?

Yes, when the battery is low, the VPai Home app will send a low battery alarm notification message. The Smart Lock will also specific sound every time you open the door if the battery is low as a reminder.

- **Tip:** Charge the battery as soon as possible after receiving the notification.

### 7. Can I use NFC, fingerprint, or password to open the door normally, when the mobile phone shows that the device is offline?

When the battery is very low, in order to open the door, the program will actively turn off other power consumption functions, such as Wi-Fi. The purpose of this is to reduce power consumption and maintain functionality for as long as possible.

## Weikan Home User Manuals



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