

PSA Centrii Floodlight

I moved into my new house and floodlight is connected to previous owner's app, what do I do?

1. Reset the floodlight – press and HOLD the reset button 5 seconds located on the back of the camera under the silicon tab. You should hear a reset tone.
2. Once the floodlight resets, follow the pairing process as per quick setup guidelines.
<https://www.psaproducts.com.au/wp-content/uploads/2016/08/575-Centrii-Documents-Floodlight-Camera-QSG.pdf>
3. Once attempting to pair, the device may fail and advise it is already bound to another user.
4. Click the request to "unbind".
(allow up to 24hrs for device to unbind)
5. Once unbound, you will see the red LED flashing quickly showing that it is ready to bind.
6. Repeat the binding process as per quick setup guide.

Just installed a new floodlight camera and cannot connect to app, what do I do?

Please note, the floodlight only operates on 2.4GHz Wi-Fi band and maybe be only compatible to WPA2 Security protocol (if its Gen1 model:INT1FLCAM-B).

If the app fails to pair, it may be due to:

1. Poor internet connection or weak W-Fi signal
Check that the Wi-Fi signal is strong. Do an internet speed check at the location of the floodlight by using an app like Speedtest at Ookla to ensure Wi-Fi and internet speed is sufficient. Minimum 2.0Mbps upload speed required.
2. Incorrect Wi-Fi band
Enter you modems settings and split the SSID to 2.4GHz and 5.0GHz.
Attempt to pair device again, this time selecting 2.4GHz SSID.
3. Security protocols
Enter your modems settings and change your WPA settings to WPA2 only.
Once paired, you can return the settings to WPA2/WPA3 if you wish.

Is this floodlight 2.4GHz Wi-Fi only?

Yes, the floodlight is only compatible with 2.4GHz bandwidth. If you have issues connecting, it may be trying to connect to 5.0GHz. Go to your modem settings and split the SSID to 2.4GHz and 5.0GHz so you know exactly which bandwidth you are connecting to.

I have connected to app but having issues with video?

If you are having issues with video, check that the internet upload speed is sufficient. You require minimum 2.0Mbps **upload** speed for video connection. Test by using Speedtest by Ookla app at the location of floodlight. If speeds are correct, there may be a camera fault.

I am having constant light triggers, what can I do?

Your PIR sensitivity maybe set too high.

1. Go to your device on the app
2. Go to the motion or PIR icon (depending on which generation floodlight you have)
3. Adjust sensitivity to medium or low and set the zones as required.

I am having constant motion alert triggers, what can I do?

Your motion detection sensitivity maybe set too high.

1. Go to your device on the app
2. Go to settings (the 3 dots on the top right corner)
3. Go to Detection Alarm Settings
4. Adjust sensitivity to medium or low
5. If you have Gen2 floodlight, go to set activity area to select areas you want to detect motion. Exclude areas like trees that may sway with wind. Focus on driveways or paths where people may walk.

What is the difference between cloud and SD card storage?

SD card storage allows you to locally record video and playback via the app. For this feature, you must insert a microSD card (up to 128GB) into the SD card slot located under the silicon tab at the rear of the camera. Recording will be overwritten once full and can be set to record on motion event only or full recording. Refer FAQ8 for setup.

Cloud recording allows your videos to be recorded offsite on Amazon Web Servers located in Europe. This is a pre-paid subscription service allowing recording of motion events for 30 days to the cloud.

You can subscribe to a monthly (\$6.99) or annual (\$69.99) subscription.

For further information, refer to our Cloud Service FAQ's

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The flood light is not recording. How do I set recording?

Ensure you either have an SD card installed or subscribed to cloud service.

1. If so, go to your device on the app
2. Go to settings (the 3 dots on the top right corner)
3. Go to Storage settings and check the SD card is visible. Format the SD card.
4. Go to Record Settings
5. Activate Local Recording

I have bought a new Modem and now my floodlight will not connect.

If you have changed your modem, you may need re-pair the device if the SSID and passwords have changed.

Reset the floodlight and pair again ensuring its connected to 2.4GHz and WPA2 security protocols. Refer FAQ question 2.

<https://www.psaproducts.com.au/wp-content/uploads/2016/08/575-Centrii-Documents-Floodlight-Camera-QSG.pdf>