mydlink APP FAQ
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Chapter 1: Migration

Q1. How do I migrate from the mydlink app to the new mydlink app version 2.0?

Once you update to the new mydlink app version 2.0, you will be in the process of migrating upon launching the new mydlink app. Your devices and device configurations, automation rules and schedules will migrate seamlessly to the new mydlink app.

The One-Tap feature will be changed to Scene in the new mydlink app. Home, Away, and Sleep will remain in the new mydlink app, while the rest of One-Tap will not migrate to the new mydlink app.

It is recommended that you check out the settings after migrating to the mydlink app version 2.0.

Q2. Why can’t I download and update to the mydlink app version 2.0?

The new mydlink app version 2.0 requires iOS10.0 or higher or Android 5.0 or higher. Please make sure your mobile devices support the minimum requirement for installing and using the new mydlink app.

Q3. Do I need to update to the new mydlink app on all my mobile devices?

Yes, once you migrate from the mydlink app to the new mydlink app version 2.0 on one mobile device, it is recommended that you update to the new mydlink app on the rest of your mobile devices. To ensure that your mydlink devices will continue to work properly with the new mydlink app, the old mydlink app will not allow you to change automation rules, schedules, One-Tap, cloud recording subscriptions and set up a new device. Watching live feeds and footage still remain to work in the old app.

Q4. Why can’t I find my One Tap in the new mydlink app?

The One-Tap feature is changed to Scene in the new mydlink app. Your One Tap settings for Home, Away and Sleep will migrate from the old mydlink app to the new mydlink app automatically if you update to the new mydlink app. Then, you can continue to control your mydlink devices using Scene.
Q5. **Why can’t I find my Favorites in the new mydlink app?**

The favorites feature is changed to "pinned" in the new mydlink app. Your favorites video will transfer from the old mydlink app to the new mydlink app automatically after the update. Then, you can continue to save a video in your mydlink using "pinned".

Q6. **Why can’t I find some of my Automation rules after updating to the new mydlink app?**

During the process of migrating from the old mydlink app to the revamped mydlink app, your automation rules, if duplicated, will be merged. This will ensure that your automation settings will remain to work as before.

Q7. **Why can’t I find some of my Schedules after updating to the new mydlink app?**

During the process of migrating from the old mydlink app to the revamped mydlink app, your schedules, if duplicated, will be merged. This will ensure that your schedule settings will remain to work as before.

Q8. **Why can't I log in to the mydlink app (version 1.10 or earlier)?**

The mydlink app version 1.10 or earlier is no longer supported. Instead, the all-new mydlink app is now available.

Please update to the revamped mydlink app from the Google Play or App Store on all your mobile devices. There are some greatly improved features for more intelligent, more customizable, and more intuitive smart home controls. With the revamped mydlink app, you’ll be able to view your home surveillance cameras in real-time, receive alerts and record video when motion or sound is detected, turn appliances on and off remotely, and most importantly – enjoy setting incredible home automations however you like, wherever you are, whenever you wish.
Q9. Can I downgrade to the mydlink app version 1.12 or earlier?

No, once you migrate from the mydlink app version 1.12 or earlier to the new mydlink app version 2.0 or later, you can’t downgrade to the previous version.

For optimal user experience, it is recommended you use the new mydlink app on all your mobile devices.

Q10. Why can’t I find some of automation rules and schedules after migrating from the mydlink app v1.11 or v1.12 to the new mydlink app v2.0?

Here are some reasons why your automation rules and schedules may be removed after migrating to the mydlink app v2.0.

- During the process of migrating from the old mydlink app to the revamped mydlink app, your automation rules or schedules, if duplicated, will be merged. This will ensure that your schedule settings will remain to work as before.

- If your device is not running the latest firmware, and multiple rules are created for it, only one rule will migrate to the mydlink app v2.0. This rule can be the activated one or the first one found.
Q11. Why can’t I create new rules or schedules after updating to the new mydlink app v2.0?

Here are some reasons why you can’t create new rules or schedules after updating to the mydlink app v2.0.

• If your device is not running the latest firmware, and you already have one rule for the device, you can not create additional rules for the device in the mydlink app v2.0. You will not see the device if you try to create an additional rule.
• If your device is not running the latest firmware, and you already have one schedule for the device, you can not create additional schedules for the device in the mydlink app v2.0. You will not see any rule you’ve created for the device if you try to create an additional schedule.

Please upgrade your device firmware to the latest version if you can’t create new rules or schedules in the mydlink app v2.0.
Chapter 2: Setup

Q1. How do I set up my camera using the mydlink app?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.
**Step 3:** Tap **Add a Device**.

**Step 4:** Tap **Scan**.
Step 5: To scan a QR code, use the code on the label attached to the bottom of your device.

Step 6: Plug-in the power adapter and wait until the LED flashes orange, then tap Next.
**Step 7:** Choose a **Wi-Fi SSID** to connect to your network. If you can’t find your home’s Wi-Fi, please move your device closer to your router and then try it again.

![Wi-Fi Setting screen](image)

**Step 8:** Enter the Wi-Fi password. Then tap **Confirm**.

![Enter Password screen](image)
Step 9: Wait while connecting to the mydlink cloud.

Step 10: Give your device a name. Then tap Next
**Step 11:** Tap **Done.** You’ve added the device in your account.

**Step 12:** Check out the default automation rules for the camera. Then tap **OK** to complete the setup process.
Q2. How do I set up motion detection using the mydlink app?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.
**Step 3:** Tap to toggle the icon. Then tap **Automations**.

**Step 4:** Tap + to add a new rule.
Step 5: Tap the type of event you want to use as the trigger. Then tap Next.

Step 6: Tap to select the action you want to trigger with this event. Then tap Next.
**Step 7:** Give your automation a name and check out the rules. Then, to continue, tap Next.

**Step 8:** Tap Activate Now.
**Step 9:** You’ve just created one automation for your device.
Q3. How do I set up sound detection using the mydlink app?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.
Step 3: Tap to toggle the icon. Then tap Automations.

Step 4: Tap to add a new rule.
**Step 5:** Tap the type of event you want to use as the trigger. Then tap **Next**.

**Step 6:** Tap to select the action you want to trigger with this event. Then tap **Next**.
**Step 7:** Give your automation a name and check out the rules. Then, to continue, tap **Next**.

**Step 8:** Tap **Activate Now**.
Step 9: You’ve just created one automation for your device.
Q4. How do I set up automated rules to control my smart plug and camera using the mydlink app?

Step 1: Launch the mydlink app. Then tap Sign In.

Step 2: To log in to your account, enter your account and password. Then, tap Sign In to continue.
**Step 3:** Tap to toggle the icon. Then tap **Automations**.

**Step 4:** Tap to add a new rule.
**Step 5:** Tap the type of event you want to use as the trigger. Then tap **Next**.

**Step 6:** Tap Plug On. Then tap **Next**.
Step 7: Check the summary of the settings and setup rule name. To continue, tap Next.

Step 8: Tap Activate Now.
Step 9: The setup is finish.
Q5. How do I set up Schedules using the mydlink app?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

![Sign In Button]

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.

![Login Screen]
**Step 3:** Tap to toggle the 🗓️ icon. Then tap **Schedules**.

**Step 4:** Tap **Start** to add a new schedule.
**Step 5:** Choose the type of schedule. Then tap **Next**.

**Step 6:** Select an automation rule if you chose Automation Rule in the last step. Or, select a device to set a schedule for your device to turn on or off if you chose Device in the last step. Then tap **Next**.
Step 7: Tap to select the start time to enable an automation rule, or turn off a device, and the end time to disable an automation rule, or turn on a device.

Step 8: To set a schedule for a shorter duration, tap to edit start time and end time with a time selector. Or tap Save to complete setup.
Step 7: Tap to choose start time and end time.

Step 8: Tap Done.
**Step 9:** Tap **Save** to finish setup. You’ve just added a schedule.

Note:

Please note that after a Schedule is saved, the smart plug/camera privacy mode/Automation rule will be on at the start time and off at the end time. If the Schedule is saved between the start time and end time, the smart plug/camera privacy mode/Automation rule won't be turned on right away, but it will be turned off at the end time. As the Schedule won't block controls, the status is not guaranteed during the scheduled period.
Q6. How do I set up Scenes using the mydlink app?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

![Sign In button on the mydlink app]

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.

![Login screen on the mydlink app]
Step 3: Tap to toggle the icon. Then tap Scenes.

Step 4: Watch the tutorial video. Then tap Start.
**Step 5:** Select a scene.

**Step 6:** Select an automation rule you want to enable or disable for the scene.
**Step 7:** Select how you want your automation rule to act for the scene: Turn On, Turn Off, or Do Nothing.

**Notes:**

1. You can also apply the automation rule to other scenes in the page. Take the setting page above as example. You will disable the rule when changing to the HOME scene and enable the rule when changing to the AWAY scene.

2. Please see the behaviors of a rule below:
   - **Do Nothing (default):** this rule will not be applied
   - **Turn On:** Enable this rule
   - **Turn Off:** Disable this rule

**Step 8:** Tap **Save** to finish setup. You can now tap **Scenes** in the home page.
Q7. How do I change the Pan-Tilt control type for my Pan-Tilt cameras?

Step 1: Launch the mydlink app. Then tap Sign In.

Step 2: To log in to your account, enter your account and password. Then, tap Sign In to continue.
Step 3: Tap to toggle the icon. Then tap Device Settings.

Step 4: Select a device to change the Pan-Tilt control type.
Step 5: Tap Pan-Tilt Control.

Step 6: Select the control type for pan and tilt. Then tap to save the setting.
Chapter 3: General

Q1. What is Smart Bluetooth?

The new mydlink app gives you fast setup, with the Smart Bluetooth technology supported by newer mydlink devices. The mydlink app will search for your mydlink device automatically while it is ready for setup.

For more information on the supported devices, please refer to the table below:

<table>
<thead>
<tr>
<th>Model name</th>
<th>FW Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCS-8330LH</td>
<td>v1.02</td>
</tr>
<tr>
<td>DCS-8325LH</td>
<td>v1.01</td>
</tr>
<tr>
<td>DCS-8526LH</td>
<td>v1.00</td>
</tr>
<tr>
<td>DCS-8630LH</td>
<td>v1.00</td>
</tr>
<tr>
<td>DCS-8627LH</td>
<td>v1.00</td>
</tr>
<tr>
<td>DCS-8000LHV2</td>
<td>v2.04</td>
</tr>
<tr>
<td>DCS-8300LH</td>
<td>v1.06</td>
</tr>
<tr>
<td>DCS-8525LH</td>
<td>v1.05</td>
</tr>
<tr>
<td>DCS-8010LH</td>
<td>v1.07</td>
</tr>
<tr>
<td>DCS-8600LH</td>
<td>v1.05</td>
</tr>
<tr>
<td>DSP-W320</td>
<td>v1.04</td>
</tr>
<tr>
<td>DCS-8515LH</td>
<td>v1.04</td>
</tr>
</tbody>
</table>

Q2. How does D-Link keep my videos private and secure in the cloud?

Your e-mail address is the account you use to access the mydlink cloud recording service on the mydlink. To keep your videos private and secure, please don’t share your login information, including e-mail address and password, with other people.

Q3. Can cloud recordings and SD card recordings work simultaneously?

No, your camera can’t record videos to the cloud and the micro SD card simultaneously.
Q4. Can videos be downloaded from the cloud to the SD card of my cameras?

No, but you can download videos from the cloud to your mobile device and share them or enjoy them locally at any time.

Q5. Can my recordings be synchronized with my Google Drive or Dropbox account?

No, but you can download videos from the cloud to your mobile device, then upload it to Google Drive or Dropbox.

Q6. Can I share my video with other people?

Yes, but you’ll have to first download videos from the cloud to your mobile devices to share them with friends.

Q7. Can I share my video in the cloud with other mydlink accounts?

No, you can’t share video with other mydlink accounts.

Q8. Why does my camera stop recording videos to the cloud?

There are several reasons why the camera stops recording videos to the cloud:

1. The subscription plan expired.
2. The camera is not on the cloud recording device list.
3. Privacy mode is enabled.
Q9. What do the event icons mean?

For further information, please refer to the table below.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Event Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>🚑</td>
<td>Motion detected</td>
</tr>
<tr>
<td>🎧</td>
<td>Sound detected</td>
</tr>
<tr>
<td>🤪</td>
<td>Person detected</td>
</tr>
<tr>
<td>🍼</td>
<td>Water detected</td>
</tr>
<tr>
<td>🌧</td>
<td>Dry</td>
</tr>
<tr>
<td>🗃</td>
<td>Opened</td>
</tr>
<tr>
<td>🗑</td>
<td>Closed</td>
</tr>
<tr>
<td>🕵️</td>
<td>Privacy Mode on</td>
</tr>
<tr>
<td>🕵️</td>
<td>Privacy Mode off</td>
</tr>
<tr>
<td>🚪</td>
<td>Offline</td>
</tr>
<tr>
<td>🚪</td>
<td>Tamper detected</td>
</tr>
<tr>
<td>🔥</td>
<td>Power consumption limit reached</td>
</tr>
<tr>
<td>Icon</td>
<td>Event Type</td>
</tr>
<tr>
<td>------</td>
<td>--------------------------------</td>
</tr>
<tr>
<td>🌡️</td>
<td>Smoke detected</td>
</tr>
<tr>
<td>🕜️</td>
<td>Auto on</td>
</tr>
<tr>
<td>🕜️</td>
<td>Auto off</td>
</tr>
<tr>
<td>🔔</td>
<td>Siren on</td>
</tr>
<tr>
<td>🔦</td>
<td>Spotlight on</td>
</tr>
<tr>
<td>🎥</td>
<td>Video recording</td>
</tr>
<tr>
<td>🔔</td>
<td>Push notification</td>
</tr>
<tr>
<td>🔴➡️</td>
<td>Boundary crossing detected</td>
</tr>
<tr>
<td>📘</td>
<td>Priority Zone activity detected</td>
</tr>
<tr>
<td>🗑️</td>
<td>Device removed</td>
</tr>
<tr>
<td>📥</td>
<td>Back online</td>
</tr>
<tr>
<td>📦</td>
<td>Glass breaking sound detected</td>
</tr>
<tr>
<td>⚠️</td>
<td>Managed by another system</td>
</tr>
</tbody>
</table>
Q10. How do I watch cloud recorded videos?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

![Sign In](image)

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.

![Sign In](image)
**Step 3:** Tap the icon.

**Step 4:** Select a date. By default, it shows today’s events and videos.
**Step 6:** Then, tap the video you want to play.
Q11. How do I remove cloud recorded videos?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

![mydlink app sign in]

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.

![mydlink app login screen]
**Step 3:** Tap the icon.

**Step 4:** Select a date. By default, it shows today’s events and videos.
**Step 5:** Tap **Edit**.

**Step 6:** Select the video(s) you want to delete.
Step 7: Tap Remove.

Step 8: You’re prompted for confirmation. Tap Remove.
Q12. **What can I do if I can’t find footage in the cloud?**

There are several reasons why you can’t find videos:

1. The subscription plan expired.
2. Videos have overwritten a recording to your subscription plan (ex. Days/storage limit).
3. Videos are uploaded under a lower bandwidth environment and can be missed in this case.
4. Check if you’re enabled the selected camera for cloud recording.

Q13. **Can I record HD videos to mydlink cloud?**

Yes, you can record 720P and 1080P videos to the cloud, depending on the resolution setting of the device.
Chapter 4: Subscription Plans

Q1. **What is the mydlink cloud recording service?**

mydlink cameras record videos to the cloud when an event is detected. How long these recordings are retained in the cloud depends on which subscription plan you choose.

Q2. **How do I add the cloud recording service on my camera?**

**Step 1:** Launch the mydlink app. Then tap **Sign In.**

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.
**Step 3:** Tap to toggle the icon. Then tap **Cloud recording**.

**Step 4:** Tap **Edit**
**Step 5:** Tap the device you want to activate. Then, tap **Activate**.

**Step 6:** You’re prompted for confirmation. Tap **OK**.
Q3. Is it mandatory to subscribe to the mydlink cloud recording service?

No, the mydlink cloud recording service is an optional plan. You don’t need to activate this option if you don’t need it.

Q4. Will the mydlink cloud recording service be available for all countries?

Please download the mydlink app from the App Store or Google Play to access the mydlink cloud recording service. In China, in-app subscription is only available from the App Store. In Cuba, Sudan, and Iran, no paid service is available.

Q5. Where are my videos stored?

Your videos will be stored and maintained securely on the mydlink cloud server.

Q6. What are the available cloud recording subscription plans? What is the appropriate plan for me?

Depending on how many days you want to record and how many cameras you have, D-Link offers different subscription plans available for different types of usage cases. Please check for the latest information on cloud recording in the mydlink APP.
Q7. How can I activate or upgrade the cloud recording service?

**Step 1:** Launch the mydlink app. Then tap **Sign In**.

**Step 2:** To log in to your account, enter your account and password. Then, tap **Sign In** to continue.
**Step 3:** Tap to toggle the 📺 icon. Then tap **Cloud recording**.

**Step 4:** Tap **Upgrade**.
**Step 5:** Choose an available plan.

**Step 6:** Choose how you would like to be charged for the plan, monthly or yearly.
Step 5: Tap **Subscribe** to enable the paid cloud recording service.
Q8. Does cloud recording support continuous recordings or schedule recordings?
No, it supports event-triggered recordings only.

Q9. Can I change my subscription plan?
You can upgrade the subscription plan anytime from the mydlink app.

Q10. Do I need to renew my subscription plan?
Your subscription plan will be renewed automatically once you subscribe to a paid plan.

Q11. Can I transfer my subscription to my other mydlink account?
No, you can’t transfer your subscription to another mydlink account.

Q12. Do I need to manage cloud storage space?
No. Your videos will be automatically overwritten based on the subscription plan you choose.

Q13. Can I remove cloud record videos manually?
Yes, you can remove cloud recording videos manually.

Q14. Can I set up a time to overwrite videos on the cloud?
No, you can’t set up a time to overwrite videos on the cloud.

Q15. How do you delete videos based on day limits?
Your videos will be deleted when they reach the day limits according to your subscription plan.
Q16. If I replace one camera with another new camera, will the video remain?

Yes, your videos from the removed camera will still be stored and maintained per the plan guidelines.

Q17. If I remove pinned videos from the timeline, will they be removed from the cloud?

You can remove all events including pinned videos from the timeline. However, removing pinned videos from the timeline only erase them from the event list. Your pinned videos will still be stored and maintained per the plan guidelines.

If you would like to remove pinned videos from the cloud, simply tap the “Pinned” icon again. Once the videos are not pinned, they will be removed from the cloud per the plan guidelines.

Q18. What will happen to my recordings if I cancel my subscription?

mydlink cloud considers the creation date of your videos. The oldest videos will be removed automatically per the plan guidelines, even if you don’t subscribe to a plan anymore.

Q19. Can I download my video clips on my mobile device?

Yes. You can download videos from the cloud to your mobile device.

Note: Your videos will remain in the cloud, based on the subscription plan you choose.

Q20. How long will my video marked “Pinned” be retained in the cloud?

Your Pinned video will be retained in the cloud until the end of life of mydlink cloud recording service.
Q21. **How many mydlink cloud recording subscriptions are available in the mydlink app?**

D-Link provides six plans for you. How long these recordings are retained in the cloud and how many cameras can be activated will depend on which subscription plan you choose.

Q22. **How do I turn off auto-renewing subscriptions?**

If you don’t want to use the paid mydlink cloud recording service, you need to cancel your subscription from the Google Play or App Store. Then your subscription will stop at the end of the current billing cycle.
Q23. How do I cancel subscription or Premium Free Trial plan? (for iOS users)

If you cancel a subscription, you turn off auto-renewal to avoid being charged when the subscription expires. If you subscribe to a paid plan on your Apple device, please follow the steps below.

Step 1: Go to Settings on your mobile device.

Step 2: Tap iTunes & App Store.

Step 3: Tap Apple ID:
**Step 4: Tap View Apple ID.**

![View Apple ID button](image)

**Step 5: Tap Subscriptions.**

<table>
<thead>
<tr>
<th>Account</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage</td>
<td></td>
</tr>
<tr>
<td>Gifts</td>
<td></td>
</tr>
<tr>
<td>Ratings and Reviews</td>
<td></td>
</tr>
<tr>
<td>Personalised Recommendations</td>
<td></td>
</tr>
</tbody>
</table>

When Personalised Recommendations is turned on, your download purchases and other activity will be used to improve your recommendations on the iTunes Store, the App Store and iBooks.

**Step 6: Tap the mydlink subscription.**

![mydlink subscription](image)

mydlink
Cloud Recording
Basic-Monthly 1 Month
**Step 7:** Tap **Cancel Subscription**.

**Step 8:** You’ve just cancelled the mydlink cloud recording subscription.
Q24. How do I cancel subscription or Premium Free Trial plan? (for Android users)

If you cancel a subscription, you turn off auto-renewal to avoid being charged when the subscription expires. If you subscribe to a paid plan on your Android device, please follow the steps below.

**Step 1: Go to Google Play.**

**Step 2: Tap the Menu icon.**

**Step 3: Tap Subscriptions.**
Step 4: Tap mydlink cloud recording subscription.

Step 5: Tap MANAGE.

Step 6: Tap Cancel subscription.

Step 7: You’ve just cancelled the subscription.
Q25. Why can't I subscribe a paid mydlink cloud recording plan or upgrade my existing subscription plan?

If you are trying to make changes to your subscription plan but cannot, try the following:

- Verify that your payment details are available for in-app purchases and the status of your payment.
- If your subscription didn’t renew after purchase, go to Menu, Cloud Recording, and then tap the “Restore” button to submit your cloud recording plan details to mydlink again.

Q26. Am I eligible for the Premium Free Trial?

You’re eligible for the 14-day Premium free trial for your mydlink cameras if you meet the following:

1. If you don’t have an active monthly or yearly mydlink cloud recording subscription plan.
2. You’ve never subscribed to the Premium Free Trial
3. You have supported mydlink cameras in your account

Q27. How do I start the Premium Free Trial?

To subscribe to the Premium Free Trial, make sure your mydlink app version is 2.1.0 or later and you don’t have an active monthly or yearly mydlink cloud recording subscription plan.

You can choose to start the free trial while you’re setting up a supported mydlink cameras using the mydlink app, or follow the steps below to start the free trial.

1. Log in to the mydlink app
2. Tap the menu, Cloud Recording, and choose Premium Free Trial
3. Follow the in-app instructions when prompted

Notes:

1. It is recommended to have an active payment option available for in-app purchase to ensure continued usage of the mydlink Premium plan after the trial expires.
2. mydlink customers are only eligible for one free trial of Premium plan per account. Free trial extensions are not currently available.
Q28. What is included with the Premium Free Trial?

Now you can try the mydlink cloud recording Premium services for a free 14-day trial period, before committing to an active monthly or yearly plan. mydlink Premium free trial subscribers will enjoy all the same benefits as paid Premium subscribers:

- Camera limit: 5 cameras
- Cloud recording retention: 14 days
- Pinned clips: 500 clips
- Maximum video resolution: Full resolution recording to cloud

Q29. Will I get charged for the free trial?

With the free trial, you will still need to add a form of payment in order to continue the in-app purchase. There is no charge during the free trial but if you don’t cancel your subscription during the trial period, then you will be billed at the end of the free trial for the following month.

Q30. What options will I have when the 14-day trial ends?

Depending on how many days you want to record and how many cameras you have, D-Link offers different subscription plans for different types of usage cases. Please check for the latest information on cloud recording in the mydlink app.

If you’re not ready to commit to the Premium Monthly paid plan after the trial period, make sure you cancel the mydlink cloud recording subscription at least one day prior to the end of the free trial.

Q31. Do I have to activate the Premium Free Trial?

No, the mydlink cloud recording service is an optional plan. You don’t need to activate this option if you don’t need it.

Q32. Will I be charged after the free trial period?

There’s no charge during the free trial but if you don’t cancel your subscription during the trial period, then you’ll be billed at the end of the trial for the following month.
Q33. How do I know when my free trial ends?

You can find out when your Premium Free Trial expires in the mydlink app.

1. Log in to the mydlink app
2. Tap Menu, then Cloud Recording
3. Your Premium Free Trial status will be displayed with an expiration date.

Notes:
1. Make sure your payment details are available for in-app purchases to ensure continued usage of the mydlink Premium-Monthly paid plan after the trial expires.
2. If you don’t cancel the mydlink cloud recording subscription at least one day prior to the end of the free trial, then you’ll be billed at the end of the trial for the following monthly.

Q34. What happens when the free trial expires?

If you have provided your payment details for in-app purchases, the Premium-Monthly subscription will continue after the 14-day free trial period. Then you’ll be billed at the end of the trial for the following month.

Q35. Can I remove or add additional mydlink camera to my existing mydlink Premium free trial?

Yes, you can add/remove additional mydlink cameras for the mydlink recording service during the Premium free trial period.

Q36. If I had an active mydlink cloud recording subscription plan before, am I still eligible for the mydlink Premium Free Trial?

You’re eligible for a free trial of 14-day Premium plan for your mydlink cameras if you meet the following:

1. If you don’t have an active monthly or yearly mydlink cloud recording subscription plan.
2. You’ve never subscribed to the Premium Free Trial
3. You have supported mydlink cameras in your account
Q37. If I activated the Premium Fee Trial on my Android device, can I have the service on my iOS device, too?

Yes. mydlink cloud recording is an account-based service and the free trial will be available on iOS and Android devices. You can manage your mydlink cloud recording service as long as you sign in to the app using the same mydlink account.
Chapter 5: Configuring mydlink L series cameras

Q1. How do I record videos to my mobile device using the mydlink app?

Step 1: Launch the mydlink app.

Step 2: Tap View to watch live feeds.
Step 3: Tap the live streams.

Step 4: Tap the icon to start recording to your mobile device.
Step 5: Tap the icon to stop recording.

Step 6: You’ve saved new video to your mobile device.
Q2. How do I set up motion detection using the mydlink app?

**Step 1:** Launch the mydlink app.

Step 2: Tap the menu.
**Step 3:** Tap **Device Settings**.

**Step 4:** Tap the device you want to enable motion detection.
**Step 5:** Tap **Motion Settings**.

**Step 6:** Toggle the switch to enable **Motion Detection**.
Step 7: Toggle the switch to turn on video recording.

Step 8: Select the Active Area and adjust Motion sensitivity.
**Step 9:** Tap **back** button to return to the previous page. You’ve just enabled the motion recording on the device.
Q3.  How do I set up sound detection using the mydlink app?

**Step 1:** Launch the mydlink app.

**Step 2:** Tap the menu.
**Step 3:** Tap *Device Settings*.

**Step 4:** Tap the device you want to enable sound detection.
**Step 5:** Tap **Sound Detection**.

**Step 6:** Toggle the switch to enable Sound Detection.
**Step 7**: Toggle the switch to enable video recording for sound detection.

**Step 8**: Adjust **trigger level** for sound detection.
Step 9: Tap **back** button to return to the previous page. You’ve just enabled sound detection on your device.
Chapter 6: Geofencing

General

Q1. What is Geofencing and how does it work?

Geofencing is a virtual fence that automatically switches scenes between Home and Away when you enter or leave a designated area. With Geofencing, you can turn automation rules on or off without needing to do anything.

To ensure Geofencing works, please check the following:

1. You are signed in to the mydlink app.
2. GPS or location services are turned on, and you must allow the mydlink app to access your mobile device’s location.
3. Wi-Fi or cellular data is enabled.
4. You have set up Home and Away scenes to enable or disable automation rules, camera privacy mode or smart plug on/off modes.

Q2. Does Geofencing trigger automation rules?

Geofencing triggers pre-defined Home and Away scenes to enable or disable automation rules, camera privacy mode or smart plug on/off modes. Before you enable Geofencing, make sure you have set up Home and Away scenes.
Q3. Can I associate Geofencing with multiple mobile devices and what happens when they enter or exist the designated area?

Yes, you can associate this feature with multiple mobile devices. If you are sharing the same mydlink account with your family, your family has the option to associate their mobile devices with Geofencing. Please note, Geofencing activates the Home or Away scene when the following conditions are met on multiple associated mobile devices:

- All associated mobile devices are currently signed in to the mydlink app with the same login credentials on all associated mobile devices.
- GPS or location services are turned on.
- When any associated mobile device returns home (or the designated area), the Home scene is automatically activated.
- When all associated mobile devices leave the home (or the designated area), the Away scene is automatically activated.
Q4. How do I add or manage multiple associated mobile devices for Geofencing?

You can have up to four mobile devices associated with Geofencing. To associate the feature with multiple mobile devices, please follow the steps below:

1. Launch the mydlink app and log in with your mydlink account and password.

2. Tap **Menu**.

3. Tap **Scenes**.
4. Tap **Geofencing**.

5. Tap the 📱 icon next to **Associate This Mobile Device** to associate or disassociate the current mobile device with Geofencing.
6. Tap the **Manage** button to remove other associated devices if needed.
Q5. How do I enable or disable Geofencing using the mydlink app?

Geofencing is a virtual fence that automatically switches between Home and Away scenes when you enter or exit a designated area. With Geofencing, you can turn automation rules on or off without doing anything.

To enable or disable Geofencing, please refer to the following steps:

1. Launch the mydlink app and log in with your mydlink account and password.

2. Tap Menu.
3. **Tap Scenes.**

4. **Tap Geofencing.**
5. Tap the icon to enable or disable geofencing.

6. Tap the icon next to **Associate This Mobile Device** to associate or disassociate with the current mobile device for the feature.
7. Tap 🖋, and type the address that you want your geofence to center around.

8. The default geofence radius is set to medium. You can change your geofence size if needed. Simply tap **Geofence Size** and select small, medium, or large.
9. Tap  to save changes.

Note:

1. If you are using iOS 13 (or later) or Android 11 (or later), “Location” in the system settings must be set to **Always Allow** (iOS) or **Allow all the time** (Android).

2. If you want to associate multiple mobile devices with Geofencing, ensure you turn on **Associate This Mobile Device** on each mobile device.
Q6. **What is the maximum number of associated mobile devices for Geofencing?**

You can have up to four mobile devices associated with Geofencing. Should you reach the maximum number of devices, you can remove devices that you do not use anymore from the associated devices list. To manage associated devices, please follow the steps below:

1. Launch the mydlink app and log in with your mydlink account and password.

2. Tap **Menu**.
3. Tap **Scenes**.

4. Tap **Geofencing**.
5. Tap **Manage**.

6. Tap the 🗑️ icon to remove other mobile devices.
Troubleshooting

Q7. **What can I do if Geofencing is not working?**

Please note that Geofencing accuracy depends on the positioning accuracy of your mobile device(s). To maintain high accuracy, please pay attention to the following:

- Make sure your mobile devices have adequate battery for fast and accurate location tracking.
- Update your mobile devices’ operating systems and the mydlink app to the latest versions.
- Keep both GPS/location services and Wi-Fi turned on.
- Verify if your device is associated with Geofencing. Please note, when any associated mobile device returns home (or the designated area), the Home scene is automatically activated, and when all associated mobile devices leave the home (or the designated area), the Away scene is automatically activated.

Q8. **Why is Geofencing not working accurately?**

Please note that Geofencing accuracy depends on the positioning accuracy of your mobile devices. To maintain a good accuracy of geofencing, please pay attention to the following:

- Make sure your mobile devices have adequate battery for fast location tracking.
- Update your mobile devices’ operating systems and mydlink app to the latest versions.
- Keep both GPS/location services and Wi-Fi turned on.
Chapter 7: HEVC (H.265)

General

Q1: What is HEVC (H.265)? Why is it important for my 1440p live streams?

High Efficiency Video Codec, also known as HEVC, is a video compression standard that allows mydlink cameras to capture higher resolution videos at the same bit rate. The codec is currently incorporated into 1440p streams to reduce required bandwidth. To enjoy 1440p live streams, your mobile device must support HEVC as well. In case your mobile device does not support HEVC, the mydlink app offers another high-resolution compression codec called H.264.

Q2: Do my mydlink cameras support HEVC (H.265)?

HEVC is currently incorporated into 1440p streams to reduce required bandwidth. For further information on mydlink cameras that use HEVC, please visit the D-Link website.

The table below shows different video resolutions and codecs provided by mydlink cameras.

<table>
<thead>
<tr>
<th>Video Resolution</th>
<th>Frame Rate</th>
<th>Codec</th>
</tr>
</thead>
<tbody>
<tr>
<td>1440p</td>
<td>25 fps</td>
<td>HEVC (H.265)</td>
</tr>
<tr>
<td>1080p / 720p</td>
<td>25 fps</td>
<td>H.264</td>
</tr>
</tbody>
</table>
Q3: Does the mydlink app support HEVC (H.265)?

Yes, HEVC is supported by the mydlink app version 2.3 or later. Make sure you have updated the mydlink app to the latest version so that you can watch up to 1440p live streams from supported mydlink cameras.

Q4: Can I play 1440p/HEVC RTSP streams with the VLC media player?

Yes, you can play 1440p/HEVC RTSP streams from a supported camera with VLC. Please follow the steps below to play RTSP streams with VLC.

Step 1: Open VLC
Step 2: Click Menu. Then click on “Open Network stream”
Step 3: Type in your camera’s URL, which contains the PIN code, IP address, and profile. For example: RTSP://admin:PIN_CODE@IP_PRIVADA/live/profile.0
Step 4: Click Play.

Q5: Can I record 1440p/HEVC videos to an NAS or NVR?

Yes, you can record 1440p/HEVC RTSP streams to an NAS or NVR. Please note, your camera may assume control of your NAS or NVR and you will no longer be able to manage it via the mydlink app.
Q6: Is my mobile device compatible with HEVC (H.265)?

To enjoy 1440p live streams, your mobile device must support HEVC. Should your mobile device not support HEVC, the mydlink app offers another high-resolution compression codec called H.264. Here are some of the leading mobile devices that support HEVC.

**Android**
HEVC is supported on Android mobile devices (5.0 and later).

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>Samsung</td>
<td>Galaxy S6 Edge or newer</td>
</tr>
<tr>
<td>Google</td>
<td>Nexus 6P, Pixel / Pixel XL or newer</td>
</tr>
<tr>
<td>Huawei</td>
<td>Huawei P9 or newer</td>
</tr>
<tr>
<td>Xiaomi</td>
<td>Xiaomi Mi 5 or newer</td>
</tr>
<tr>
<td>LG</td>
<td>LG G5 or newer</td>
</tr>
<tr>
<td>HTC</td>
<td>U10 or newer</td>
</tr>
<tr>
<td>Sony</td>
<td>Xperia X or newer</td>
</tr>
<tr>
<td>Motorola</td>
<td>Moto Z or newer</td>
</tr>
</tbody>
</table>

**iOS**
HEVC is supported on iOS mobile devices (11 or later) using the Apple® processor (A9 or later):

<table>
<thead>
<tr>
<th>Device</th>
<th>Model</th>
</tr>
</thead>
<tbody>
<tr>
<td>iPhone</td>
<td>iPhone® 6s or newer</td>
</tr>
<tr>
<td>iPad</td>
<td>iPad Pro® or newer</td>
</tr>
</tbody>
</table>
Troubleshooting

Q7: Why can’t I watch 1440p live streams?

High Efficiency Video Codec (HEVC), also known as HEVC, is a video compression standard that allows you to stream 1440p live streams with ease. To watch 1440p live streams with HEVC codec on the mydlink app, you must have a supported mydlink camera with the mydlink app installed (v2.3 or later). If you still cannot watch 1440p live streams, please check the following:

- You can only view live streams in 1440p using the mydlink app. The mydlink portal currently only allows you to stream up to 1080p videos.
- Verify the app version. Make sure your mydlink app is updated to v2.3 or later.
- Verify if your mobile device supports HEVC. You can only view live video in 720p/1080p on a legacy mobile device that does not support HEVC.
Chapter 8: Two-Factor Authentication (2FA)

General

Q1: What is two-factor authentication and why should it be enabled?

Two-factor authentication helps protect your mydlink account by adding another step of authentication when you sign in to the mydlink app or the mydlink portal. To sign in with two-factor authentication on a new mobile device or web browser, you must first enter your mydlink account and password. A push notification will then be sent to trusted mobile devices that are currently logged in. Tap the push notification on the trusted device to approve or deny the login if you did not request it.

We recommend enabling two-factor authentication to further protect your privacy and smart home. To enable two-factor authentication, you must update your mydlink app to v2.3 or later.

Q2: How do I enable or disable two-factor authentication?

You can enable or disable two-factor authentication in the mydlink app. To enable or disable two-factor authentication, please refer to the following steps:

1. Launch the mydlink app and sign in with your mydlink account and password
2. Tap Menu.
3. Tap Account.
4. Tap Two-factor authentication.
5. Tap the icon to enable or disable two-factor authentication.
Q3: How do I sign in with two-factor authentication on a new device?

To sign in with two-factor authentication on a new mobile device or web browser, please refer to the following methods:

1. **Via Push Notification**
   - **Step 1:** Launch the mydlink app and sign in with your mydlink account and password on a new mobile device. The mydlink app will send notifications to trusted devices.

   ![Push Notification Image]

   **Step 2:** Tap the two-factor authentication notification to launch the mydlink app on one of the trusted devices. A pop-up window will appear in the app, then tap “Allow” to approve the new mobile device.
Step 3: The new mobile device can now sign in with the same mydlink account.

2. Via Email

Step 1: Launch the mydlink app and sign in with your mydlink account and password on the new mobile device. Then tap “Verify by Email”.
**Step 2:** The mydlink app will send a verification code to your email account associated with your mydlink account.

Dear Customer,

Your one-time verification code is:

**583239**

If you do not recognize this request, we recommend you immediately change your password to protect your account from unauthorized access.

Regards,
D-Link Customer Service

This is an automatically generated message. Please do not reply to this e-mail.

**Step 3:** Please enter the verification code on the new mobile device.
Step 4: The new mobile device can now sign in with the same mydlink account.
**Q4: How do I confirm if two-factor authentication is enabled?**

When you sign in to the mydlink app or the mydlink portal on a new mobile device or web browser and you do not see a message saying that two-factor authentication is required, that means you have not enabled the two-factor authentication for your mydlink account.

Please follow the steps below to enable two-factor authentication for your mydlink account:

1. Launch the mydlink app and sign in with your mydlink account.
2. Tap **Menu**.
3. Tap **Account**.
4. Tap **Two-factor authentication**.
5. You may review the settings for two-factor authentication.

**Q5: Can I disable two-factor authentication after I have turned it on?**

Yes, you can disable two-factor authentication any time on a trusted mobile device by using the mydlink app. Please note that this makes your account less secure because anyone who knows your login information can access your account. We recommend setting up two-factor authentication to add an extra layer of security to your mydlink account.

**Q6: Can I set up another email address for two-factor authentication?**

No, you can only have a verification code sent to the email account associated with your mydlink account. Before you enable two-factor authentication, make sure you can sign into the email account that is associated with your mydlink account.
Q7: If I change the account password on a trusted device, will I be asked for two-factor authentication again?

No, you will not be asked for two-factor authentication again since your device is already trusted. Please note that if you change your account password on a trusted device for security reasons, all other trusted devices using two-factor authentication will be logged out of your mydlink account.

Q8: What is the maximum number of trusted devices for two-factor authentication?

With two-factor authentication, only you can access your mydlink account from a trusted device or via the web browser. Once enabled, you can have up to 20 trusted devices including phones, tablets, and computers. If you reach the maximum number of trusted devices allowed, you can remove trusted devices that you no longer use from the mydlink app to add new trusted devices. To manage the trusted device list, please follow the steps below:

1. Launch the mydlink app on a trusted mobile device
2. Tap Menu.
3. Tap Account.
4. Tap Two-factor authentication.
5. Remove your trusted device(s) from the list.
6. You can now approve a new device to sign in to the mydlink account for the first time.
Q9: How do I check/remove trusted devices for two-factor authentication?

You can manage trusted devices for two-factor authentication from any trusted mobile device. To remove trusted devices, please follow the steps below:

1. Launch the mydlink app on a trusted mobile device
2. Tap Menu.
3. Tap Account.
4. Tap Two-factor authentication.
5. Remove your trusted device(s) from the list.

Q10: What changes can I expect after two-factor authentication is enabled?

Once two-factor authentication is enabled, you will need to sign in again with your account and password and the account owner can approve the access on an existing trusted device via push notification or email verification.

Note: You must update the mydlink app to v2.3 or later to sign in using two-factor authentication and continue having access to mydlink services to manage your devices.

Q11: What happens if I remove a trusted device for two-factor authentication?

If you remove a trusted device, you will not be able to sign in to your mydlink account on that device unless you approve the device with two-factor authentication again.
Troubleshooting

Q12: Why do I need to be authenticated again whenever I sign in to the mydlink portal?

Once signed in using two-factor authentication, you will not be asked for a verification code next time you sign in from the device unless you remove it from the trusted device list. If you are prompted to enter two-factor authentication again from the mydlink portal, please check the following:

- Check if you are using a browser in incognito mode. An incognito session is considered as a new device and two-factor authentication will be required.
- Check your browser settings to make sure cookies are enabled.
- If you clear your cache and cookies from browsers, you will be asked for two-factor authentication again.

Q13: What if all my trusted mobile devices are lost and I cannot receive push notifications to trust a new device?

The email account associated with your mydlink account is your backup two-factor verification option. If you cannot access your account with a trusted device, you can choose to have verification codes sent to your email address when you attempt to sign in on a non-trusted device.

Q14: Why am I not receiving an email with the two-factor authentication verification code?

If you are not receiving a verification code, please check the following:

- Make sure that you are signed into the email account associated with your mydlink account. The verification code can only be sent to the email associated with your mydlink account.
- Check your spam or junk mail folder. Verification codes may be flagged by your email service as spam.
- Click or tap to send another request for a verification code.
- Make sure that you used a valid verification code. Previous verification codes will be invalidated if you request another verification code. Always use the latest verification code.

If you still cannot receive a verification code via email, please use Verify by Notification instead. Push notifications will be sent to trusted devices that are currently logged in. Simply tap the push notification and approve the login attempt in the mydlink app.
Q15: Why was I signed out of mydlink automatically?

To ensure you are the only person who can access your mydlink account, you have to sign in with your mydlink account and password on a trusted device when two-factor authentication is enabled. If you change the password or remove a mobile device or web browser from the trusted device list for two-factor authentication, you will be logged out of mydlink on all other trusted devices as the login cannot be verified.