

- How do I set up my Blink system?
  - **1. Plug the Sync Module into any wall outlet**
  - 2. Launch the Blink app for iOS or Android and run the Setup Wizard**
  - 3. Place your Blink unit(s) wherever you'd like**

Once these steps are complete, Blink's wire-free design and included mount make it simple to shift or relocate your units.
- Can the Blink app be accessed from more than one device?
  - Yes! You can download our app to as many iOS and Android devices as you'd like, so the entire household can receive alerts or check in at home. Please note that Blink's initial release will only allow for one active Live View feed at a time.
- Where can I place my Blink camera units?
  - Anywhere! With no wires or cords to worry about, Blink is designed to go where other systems cannot. Place it on a bookshelf, desk or tabletop, attach it to the wall or ceiling, or mount it in a corner.
- Does Blink work outside?
  - The current Blink camera was designed for indoor use but customers have reported that they use it outdoors as long as it is located in a covered area away from the elements.
- Can I schedule times for Blink to automatically arm and disarm?
  - Yes! Now available on the iOS app and Android, you can schedule times in advance for your Blink cameras to automatically arm or disarm for motion detection. Learn how to use this new feature [here](#).
- I have multiple Blink systems – can I access them from the same account?
  - Yes, you can! Now available on both the iOS and Android app, you can access and use multiple Blink systems via a single Blink App account (no more having to log in and out!). To get started with multi-system support, check out our [support article](#).
- How is Blink mounted?
  - Should you choose to place Blink somewhere other than a bookshelf or other flat surface, the camera units can be attached to the wall with the included mounting kit that allows for a screw mounting option. For more detailed information, check out our support article about [how to mount your Blink camera](#).
- Does Blink pan and tilt?
  - Blink's included mount will allow you to easily adjust the positioning of, and pan, tilt or swivel the camera. Blink's positioning and/or view cannot yet be controlled via the app.

- What is the range of the Sync Module? How far away can camera units be placed?
  - Assuming a fairly standard home (single building, no unusually dense construction materials), the Sync Module should be able to communicate with Blink units up to (and perhaps over) 100' away in any direction.
  
- How many cameras can I add to a single system?
  - Each system can currently support up to a total of 10 Blink cameras. The Sync Module is not included in the 10 device limit.
  
- Will my pet set off Blink's motion detector?
  - To help account for pets, Blink's motion detector can be adjusted for sensitivity.
  
- Can Blink detect motion through a window or glass?
  - No, Blink's PIR sensor cannot detect motion through glass, so a Blink camera positioned behind a window will not create clips when armed. However, it can be faced out a window, or through glass, for use with Live View.
  
- What kind of batteries does Blink use? Are they easy to replace?
  - Blink is powered by two AA Lithium batteries. All systems will ship with batteries, and they're easy to replace when the time comes; simply slide open the battery compartment, take out the old batteries, and insert the new set.
  
- How long does the battery last?
  - With standard use, Blink's battery life should last two years.
  
- What's "standard use"?
  - Standard use is defined as 8,000 five-second events per year (or 40,000 total seconds of video recording, to include Live View usage).
  
- Where is recorded video stored?
  - Blink's default setting will store all video on our secure servers, which you can access directly via the Blink App. You also have the ability, at any time, to download a clip or clips from the server and save to your preferred location.
  
- Are video clips limited to five seconds? Can I change that?
  - The default length for video clips is 5 seconds. This is the most energy efficient mode. You can adjust the timing for each camera to record for up to 60 seconds.
  
- What's Live View?
  - Live View mode allows you to view any camera from the Blink app, at any time, whether or not you've received an alert.

- Can I record when I'm in Live View mode?
  - Not yet; but this is a feature under consideration for future release!
- Is Live View continuous?
  - With Blink's Live View feature you can stream 30 seconds of live video at a time. After 30 seconds, a pop-up will appear asking you if you want to "Continue" and you can tap this to keep watching, however it will not stream video continuously.
- How much storage do I get for recorded videos?
  - Blink's server provides each system storage for up to 7,200 total seconds of video (or 1,440 five-second events). If you reach your storage limit, your oldest alert clips will be overwritten by the newest.
- How much data does a single clip use?
  - A five-second motion clip with audio will use up to 750KB of data. This is important to note in the event that you are accessing clips via a cellular network, rather than a WiFi connection.
- Does Blink integrate with other Smart Home platforms and devices?
  - Our initial Blink product won't offer this functionality, but it's a feature we know is important to many of our backers and customers. We want to make Blink as user-friendly as possible, including integration with other Smart Home products down the road. Blink does currently integrate Amazon Alexa enabled devices through the "Blink for Home" skill found in your Amazon Alexa app.
- Does Blink integrate with Amazon Alexa?
  - Blink does currently integrate Amazon Alexa enabled devices through the "Blink for Home" skill found in your Amazon Alexa app. You can now arm, disarm and receive system information using your voice alone once connected.
- What if I don't have WiFi?
  - Blink currently requires a WiFi-based Internet connection to operate. For future products, we are researching the possibility of offering cellular service, as well.
- What are the monthly fees?
  - \$0! We want Blink to be both affordable and hassle-free, so there are no contracts or monthly fees for the included storage or features.
- Does Blink come with a warranty?
  - Yes! A one-year, limited warranty will accompany all Blink systems.
- What happens to the Blink outside of the operating temperature range?
  - Placing the camera outside of the operating temperature voids our warranty. You could also suffer from poor performance, lag time issues, and quickly draining battery life as a result.

- Where do I get answers to my customer support questions?
  - Please visit our support site to find answers to your questions and to contact our customer service team. For Blink product support please call 781-332-5465 Option #2.  
<http://support.blinkforhome.com/>

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