

FAQ

How do I set up my Blink system?

1. Plug the Sync Module (the small black square with two LED lights) into any wall outlet
2. Download the Blink app for iOS in the App Store, Google Play Store for Android, or Amazon App Store for FireOS. Launch the app and follow the in-app instructions
3. Place your Blink sync module near your WiFi router for best connection. Once these steps are complete, Blink's wire-free design and included mount make it simple to shift or relocate your units.

How much storage do I get for recorded videos?

With our regular free cloud storage, you can store up to 7200 total seconds of video (or 1,440 five-second events) at no extra cost. However, customers who purchase this Blink XT2 4-camera system will automatically receive double the free cloud storage for videos captured by this system only. This means that you will be able to store up to 14,400 total seconds of video (or 2,880 5-second events) for free! If you reach your storage limit, your oldest alert clips will automatically be deleted to make room for the next ones.

Does Blink come with a warranty?

Yes! On existing Blink devices, there is a one-year manufacturer's limited warranty. However, customers who purchase this Blink XT2 4-camera system will automatically receive a two-year manufacturer's limited warranty.

Where can I find the Blink app?

iOS users can download the Blink app within the App Store. Android users can find the Blink app within the Google Play Store. FireOS users can find the Blink app in the Amazon App Store.

Can the Blink app be accessed from more than one device?

Yes! You can download our app and log into the same account from as many iOS and Android devices as you'd like, so the entire household can receive alerts or check in at home. You do not need to create a new account, simply log in to the app on a new device with the email and password you or your family member has already created. Please note that Blink will only allow for one active Live View feed at a time.

Where can I place my Blink XT2 camera units?

Anywhere – Blink's Sync Modules can communicate with Blink cameras up to 100 ft. away (relative to the structure of your home). With no wires or cords to worry about and a completely weatherproof design, Blink XT2 can go where other systems cannot. Place it inside or outside, on a bookshelf, desk or tabletop, attach it to the front door, wall, or ceiling, or mount it in a corner.

Does Blink XT2 work outside?

Yes, Blink XT2 is completely weatherproof and is designed to be used inside and out! Sunshine, rain, or snow, Blink XT2 is built to handle it all!

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.

What if I don't have WiFi?

Blink currently requires a 2.4GHz WiFi connection.

Does Blink XT2 have night vision?

Yes, Blink XT2 does offer infrared night vision so that you can see exactly what's happening at home, day or night! To learn more about the night vision feature, check out our support article [here](#).

What kind of batteries does Blink XT use? Are they easy to replace?

Blink is powered by two 1.5V 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 exceed a year.

Where is recorded video stored?

Video is stored on our servers using our free cloud storage, accessible through the Blink app. You also have the ability, at any time, to save, share, or email a clip or clips from the Blink App to your preferred location.

Can I schedule times for Blink to automatically arm and disarm?

Yes! You can easily create custom schedules within your app for your Blink cameras to automatically arm or disarm for motion detection.

Does Blink integrate with other Smart Home platforms and devices?

Yes! Blink integrates with both Alexa and IFTTT!

What is 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 disable the blue recording light?

Yes! You can choose to turn this light on or off. To learn how, check out our support article [here](#).

I have multiple Blink systems - can I access them from the same account?

Yes, you can! Available in the iOS, Android and FireOS apps, 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 [here](#).

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, front door, etc. by using the included mounting kit. For more detailed information, check out our support article about how to mount your Blink XT2 camera [here](#).

Does Blink pan and tilt?

Blink's included mount will allow you to easily adjust the positioning of the camera. However, adjusting Blink's positioning cannot be controlled via the app. You can zoom in on video when in live view mode or recorded clips.

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?

A single Sync Module (or "system") can currently support up to a total of 10 Blink cameras.

Will my pet set off Blink's motion detector?

To help account for pets, Blink's motion detector can be adjusted for sensitivity. To learn how, check out our support article [here](#).

Can Blink detect motion through a window or glass?

No, PIR sensor technology does not work through glass. A camera positioned behind a window will not create clips when armed.

Are video clips limited to five seconds? Can I change that?

No, and yes! Clip length is customizable up to 60 seconds. For information on how to change clip length, check out our support article [here](#).

How much data does a single clip use?

A five-second motion clip with audio when quality is set to Best will use up to 750KB of data. This is important to note if you are accessing clips via a cellular network, rather than a WiFi connection.

I have a question not addressed here. How do I find the answer?

If you can't find what you need from this FAQ list, please contact our Technical Support team [here](#). You can also call us 24 hours per day, 7 days per week at (781) 332-5465!

Information provided by Blink.