



DSH-C130

FAQ_EnglishVer.1.4

Written By

Customer Service Department I of DHQ on 9/7 2017

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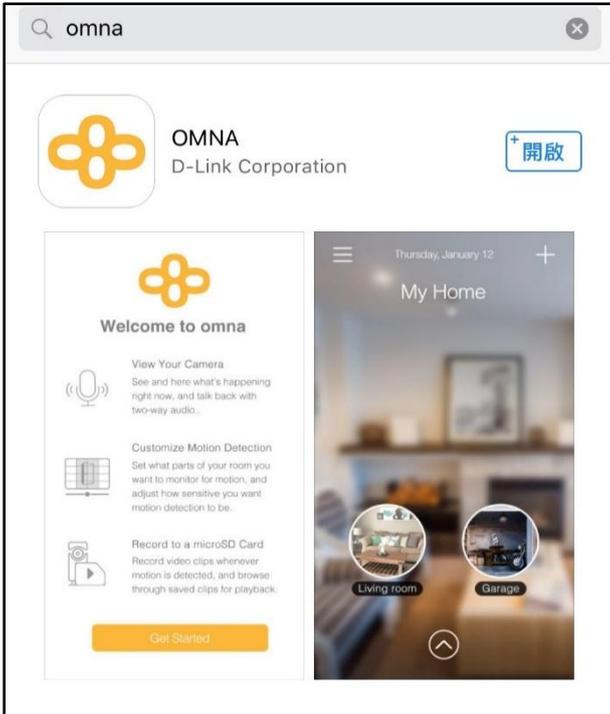
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Q1: Where do I get the Omna app or software?

Any iOS device with iOS 10.1 or above and go to App Store.



store and download the "Omna"



Q2:How to setup DSH-C310 using Omna App?

Before you start pairing, please make sure your mobile is connected to your router.
And the Bluetooth on your IOS device must be on.

1. Power up the Camera, please wait for DSH-C310 to boot up.



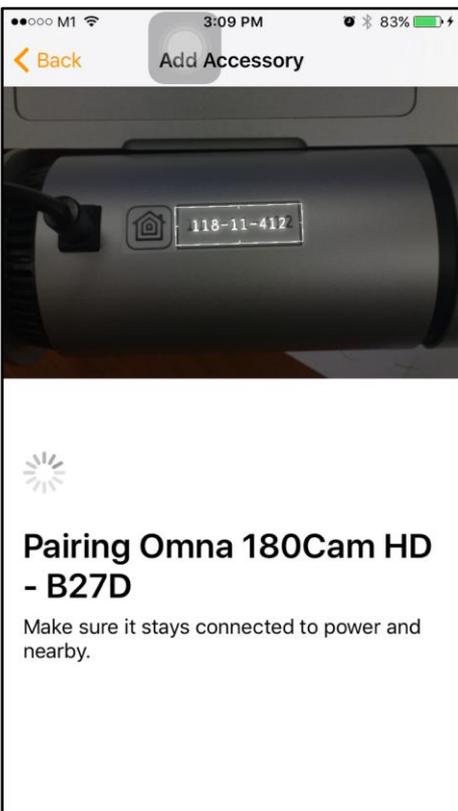
2. Camera LED will blink amber when it is ready for setup.



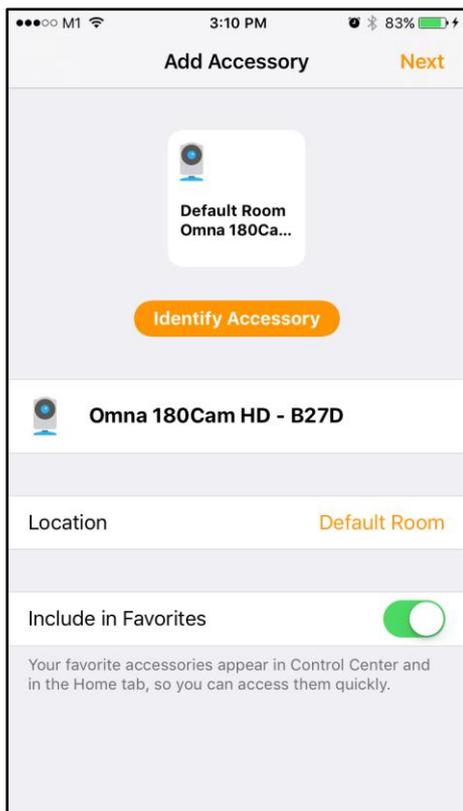
Have the HomeKit Setup Code (HomeKit Pairing Code) ready for scan Sticker attached to the device and Quick Installation Card



3. Position the HomeKit code in you mobile camera frame.



4. Tap on Next once your camera identified.

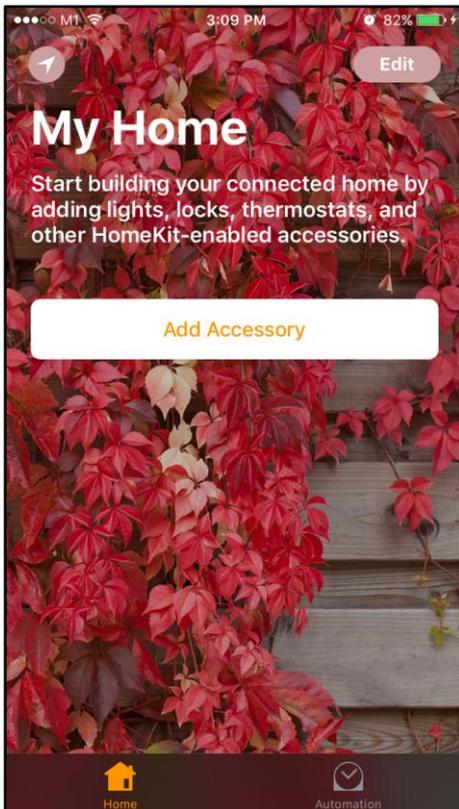


Using Home App

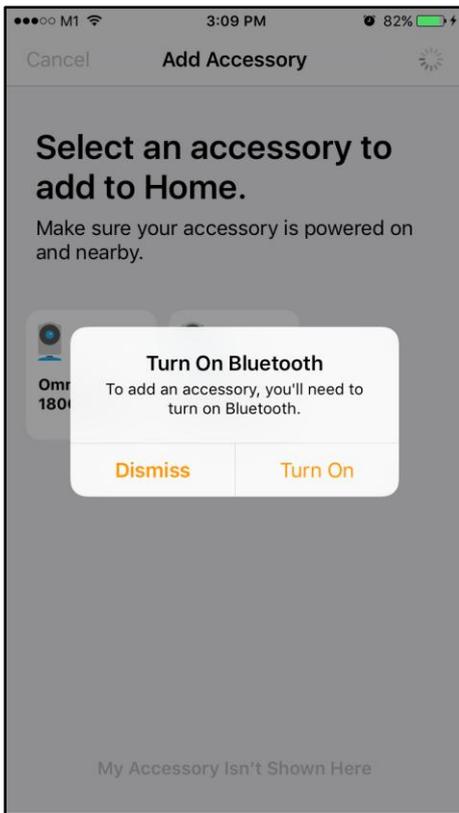
Open native "Home app"
provided in iOS 10.



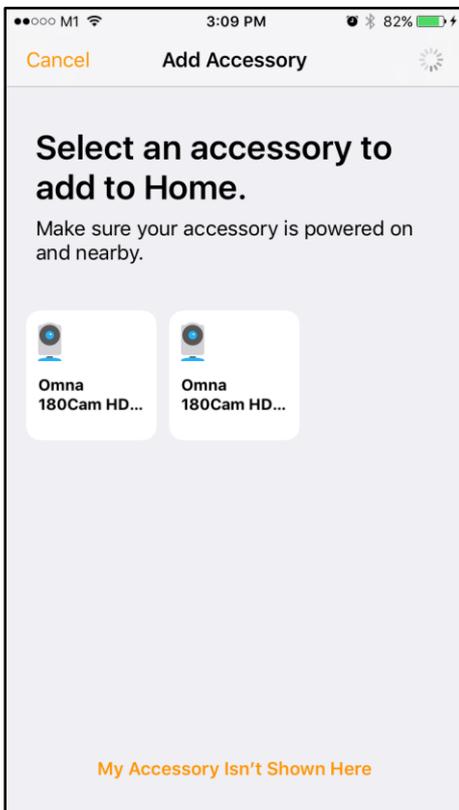
1. Select "Add Accessory".



2. Make sure you connected to your WIFI network and turn on your Bluetooth for Pairing purpose



3. Select the DSH-C310 or Compatible Apple HomeKit device to add.



Q3: What is the difference between the Omna app and the Home app? Which one should I use?

Put simply, the Home app provides basic functionality for the camera as well as motion detection notifications, and also allows the 180 Cam HD to interact with other HomeKit enabled devices. The Omna app provides additional functionality including local recording and playback, adjustment of motion detection settings, and firmware upgrades. We would recommend that you use both the Omna and Home apps concurrently in order to get the greatest benefit from all of the great features offered by the 180 Cam HD. A comparison of the features supported by each app can be found in the below table:

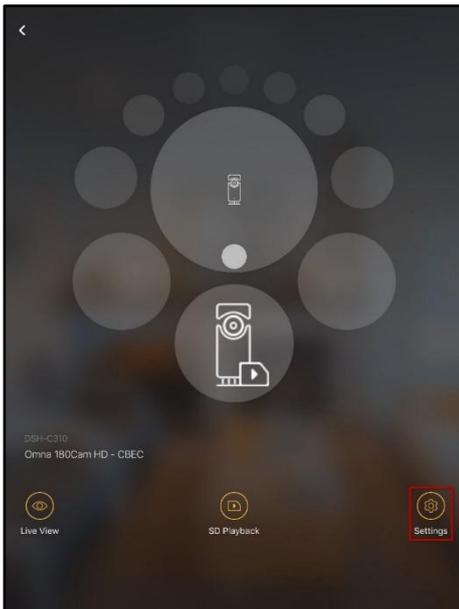
Feature	Home App	Omna App
Add accessory	✓	✓
View live video	✓	✓
Live view screenshot		✓
Two-way audio	✓	✓
Adjust audio volume for mobile device	✓	✓
Receive motion alerts	✓	
Create automation rule	✓	
Turn motion detection on/off		✓
Adjust motion detection area		✓
Adjust motion detection sensitivity		✓
Set motion detection retrigger delay		✓
Local recording playback		✓
Turn local recording on/off		✓
Check microSD card storage capacity		✓
Format microSD card		✓
Upgrade firmware		✓

Q4:How do I enable and set up motion detection on my DSH-C310 camera?

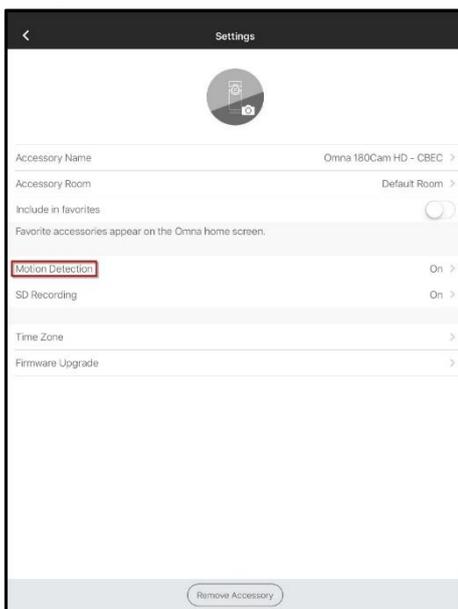
The 180 Cam HD's motion detection feature can trigger alerts when it detects movement within its field of view. This detection can produce a notification on your mobile device, trigger local recording to a microSD card, or initiate an automation policy. Motion detection is turned on by default in both the Omna and Home apps. You can adjust motion detection settings as follows:

Omna app

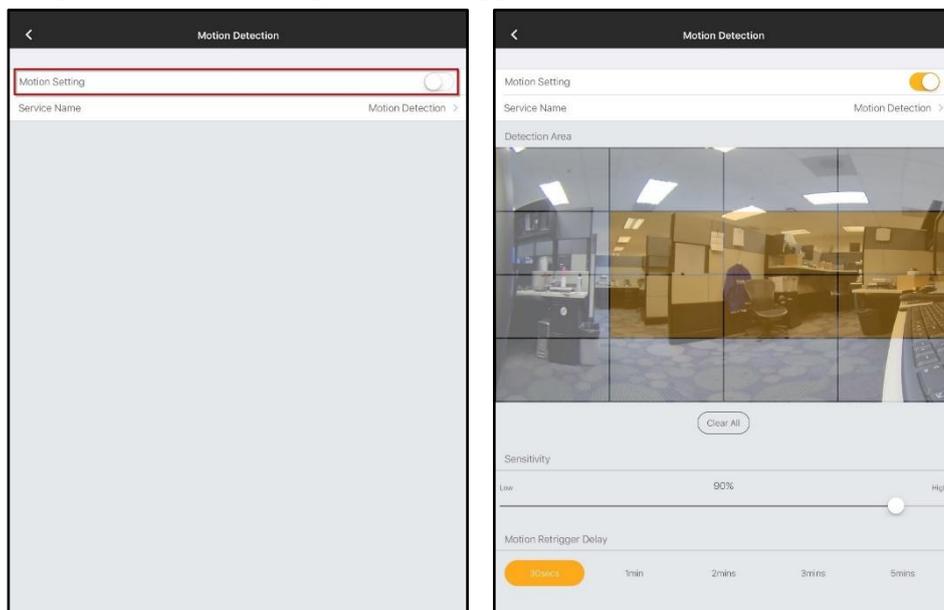
1. Go to the Camera's page and tap the *Settings* icon.



2. Tap the *Motion Detection* menu item from the list.



3. Tap the *Motion Setting* slider to toggle motion detection on or off.



If motion detection is turned on, the following configuration options will be available:

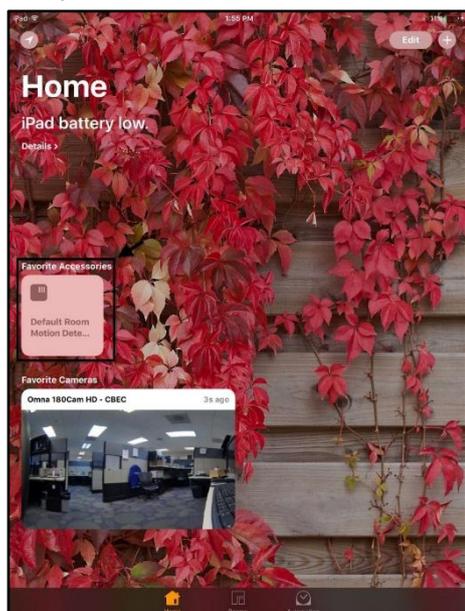
Detection Area - Tap the areas of the grid to turn motion detection on or off for that area. Orange shading indicates that an area is being monitored for motion detection.

Sensitivity - You can adjust the motion detection sensitivity by sliding the marker along the scale.

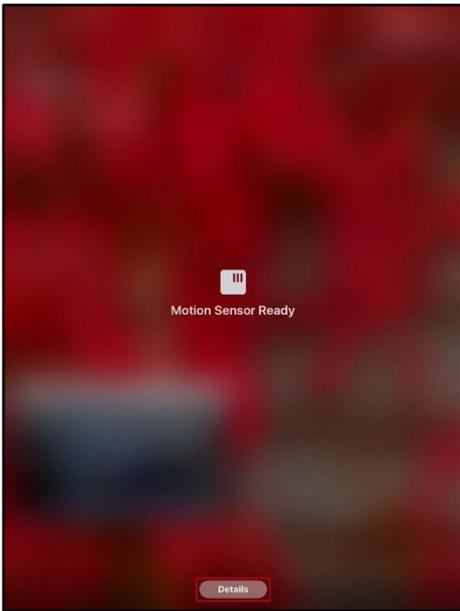
Motion Retrigger Delay - Select the length of time the camera will wait before sending subsequent notifications. This is useful in areas where continuous motion may be occurring.

HomeKit app (to receive motion detection notifications)

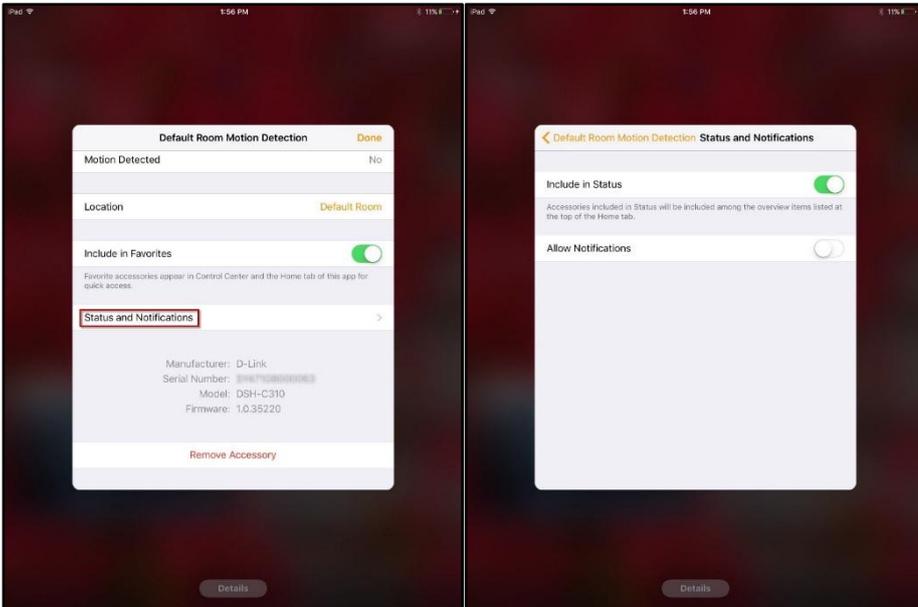
1. Tap and hold the Motion Detection item in your Home screen.



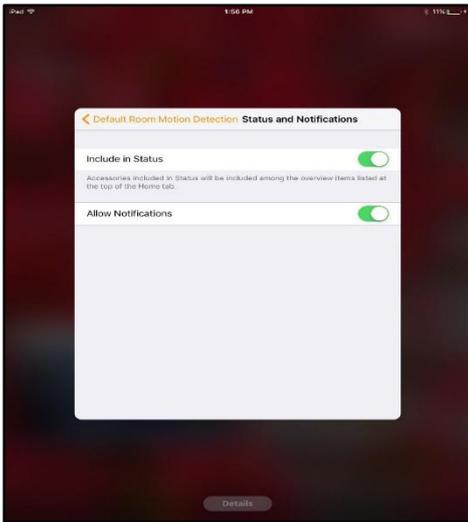
2. Tap **Details**.



3. Tap **Status and Notifications**.



4. Tap the *Allow Notifications* slider to turn motion detection notifications on or off.



Motion detected:



Q5:What type of microSD card is recommended for my DSH-C310 camera?

- The DSH-C310 camera will accept most microSD cards. We recommend that you use a microSD card which meets the following specifications:
- microSD
- microSDHC (High Capacity)
- microSDXC (eXtended Capacity)
- Up to 128GB
- Speed class: Class 10 or higher

Q6: The LED on the front of the device is red, what does this indicate?

A red LED indicates that the camera has been removed/unpaired from your HomeKit controller (the iOS device you used to install the camera). You should reset the camera to factory default using the reset button on the base of the unit, and re-install the camera using the Omna or Home apps.

Q7: What should I do if the LED on my DSH-C310 camera remains solid red after power-up?

If the LED on the camera remains solid red after powering up, this means the camera cannot connect to the wireless router it was configured to. If you moved the camera, try moving it closer to the router and reboot. If the problem persists, you will need to reset the camera and reconfigure it.

To reset the camera, use a paper clip and press & hold the reset button (on the bottom of the camera) for 10 seconds and then release. Once the camera reboots, follow the Quick Start Guide to set up the camera.

A solid red LED indicates that the camera cannot connect to the Wi-Fi network to which it has been configured. Under this condition, you should check that your Wi-Fi network is functioning correctly (Wi-Fi router is powered on and wireless functionality enabled) and the camera is within range of the Wi-Fi network or not. If the Wi-Fi network is functioning correctly and the camera LED is still red, it means that the camera is unable to connect to the network using the configured credentials. You should reset the camera to factory default using the reset button on the base of the unit, and re-install the camera using the Omna or Home apps.

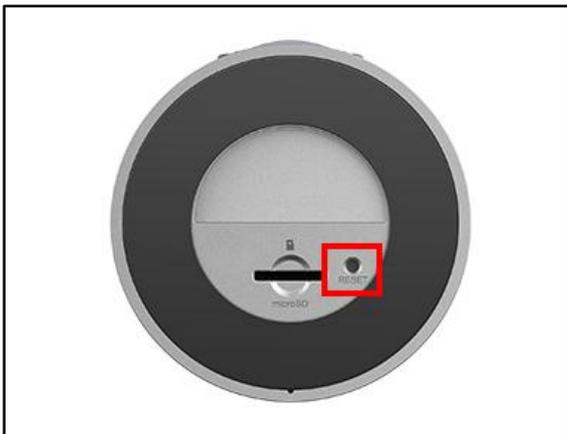
To reset the camera, use a paper clip and press & hold the reset button (on the bottom of the camera) for 10 seconds and then release. Once the camera reboots, follow the Quick Start Guide to set up the camera.

Q8:How do I reset my DSH-C310 camera back to the factory default settings?

Note: All settings will be deleted including association with the Omna and HomeKit apps. You will need to reconfigure the camera.

If you need to reinstall your camera, you can reset it back to the factory default settings.

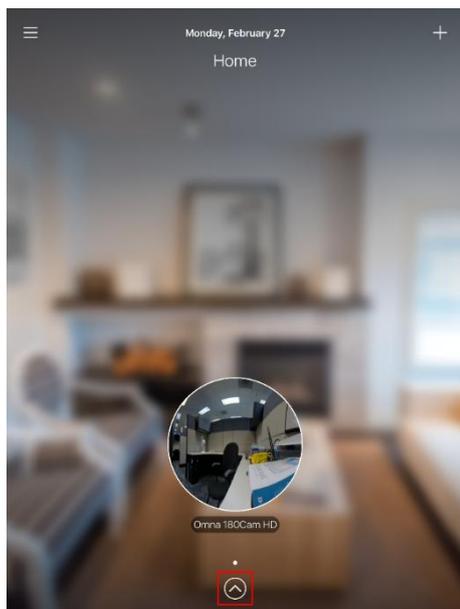
To reset, press and hold the reset button for 10 seconds on the bottom of the camera with a paper clip until the LED turns red, then release. Once the camera has rebooted, follow the Quick Start Guide to reconfigure your camera.



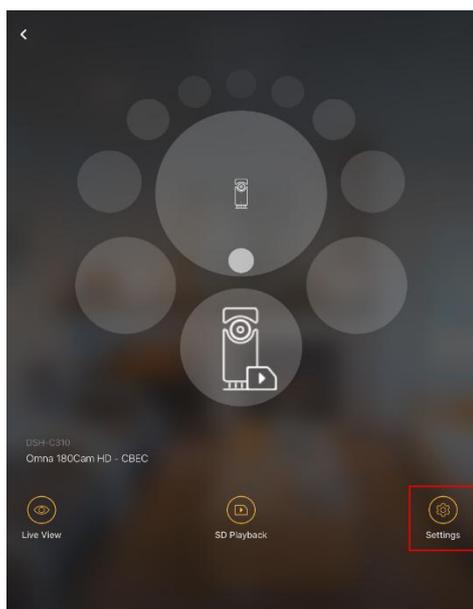
Q9: How do I format my microSD card on my DSH-C310 camera?

Follow the steps below to format your microSD card. This camera will format to FAT32 file system.

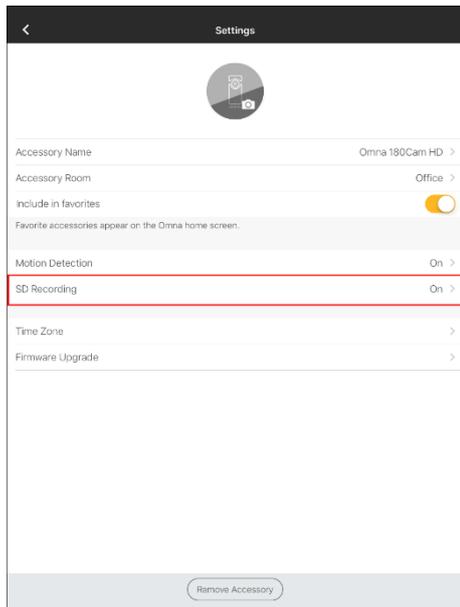
1. Insert your microSD card into the camera. Make sure the gold tabs are facing down (the text on the bottom of the camera is right-side up).
2. Open the Omna app.
3. Tap the icon at the bottom.



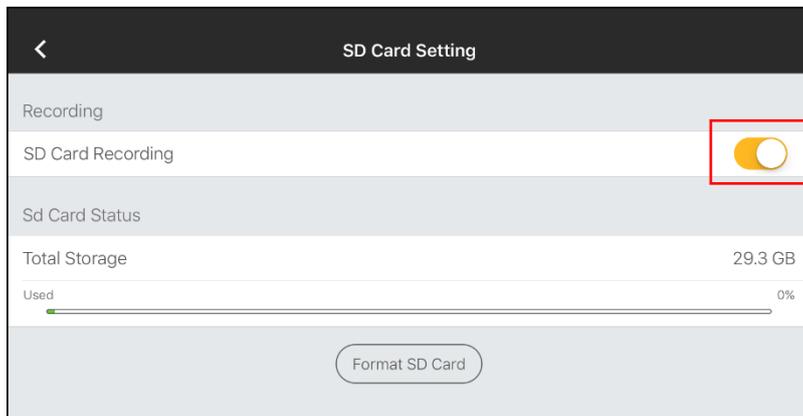
4. Tap **Settings**.



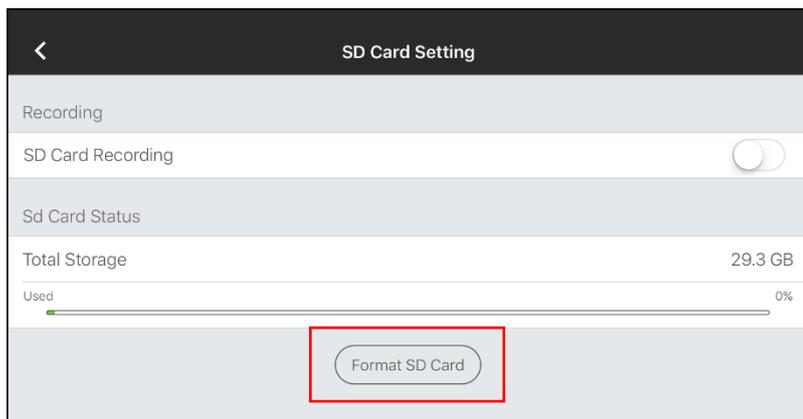
5. Tap **SD Recording**.



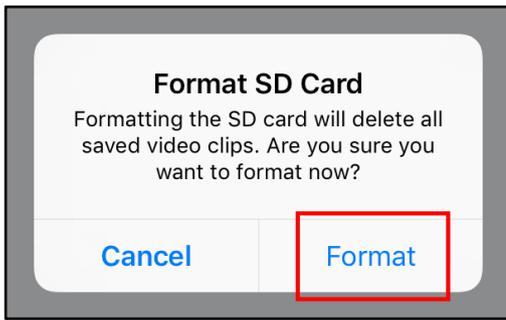
6. You must turn off *SD Card Recording* before formatting. Tap to turn off.



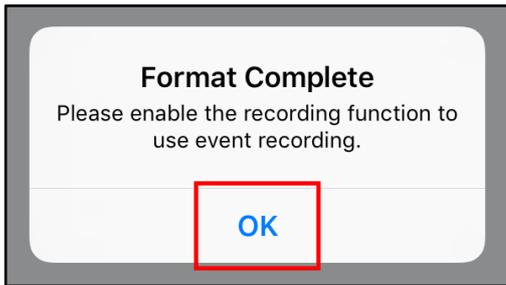
7. Tap **Format SD Card**. Note that formatting the SD card will erase all data and will format to FAT32.



8. Tap **Format**.



9. Allow about a minute to format. Once finished, tap **OK**. You can now enable *SD Card Recording*.



Q10:Will my DSH-C310 camera work with other D-Link mobile apps?

The DSH-C310 camera will only work with the D-Link Omna app and the Apple Home app. The camera is not compatible with mydlink lite.

Q11:How can I share control of my DSH-C310 camera using the Apple Home app?

To share control of your HomeKit accessory you must use the Home app. Click/tap the link below:
<https://support.apple.com/en-us/HT204893>

Q12:Can motion detection from my DSH-C310 camera trigger other HomeKit accessories?

Yes. It can be set up in the Apple Home app under the *Automation* section. However, an AppleTV (4th generation with tvOS 10.1 or higher) or iPad (iOS 10.1 or higher) is needed to enable the automation. Please refer to <https://support.apple.com/en-us/HT207057> for instructions.

Q13:How do I view my DSH-C310 camera from the Internet?

If the DSH-C310 firmware version is v1.3. Please refer FAQ-Q29.

To access the camera remotely (away from home), an Apple TV (4th generation) with tvOS 10.1 or higher or iPad with iOS 10.1 or higher is required to act as a Home Hub. Apple provides a detailed guide on how to set up a Home Hub for remotely controlling HomeKit accessories.

Please refer to: <https://support.apple.com/en-us/HT207057>

Q14:Will the DSH-C310 camera work with other smart home devices like alarm, smart plugs etc. from D-Link and other brands?

As this is D-Link's first foray into the HomeKit ecosystem, at launch the DSH-C310 will be the only D-Link HomeKit-compatible device and the only device supported by the Omna app. Therefore at present, this product will not work or interact with any of D-Link's current smart home products. If you choose to use the 180 Cam HD with your Home app, the device will appear in the same place as your other HomeKit-compatible devices (such as smart plugs, lights, sensors, etc.) and it will be possible for you to create automation rules based on the camera's motion detection from within the Home app. These interactions will of course be dependent on the capabilities of their other devices and the limitations of the HomeKit ecosystem.

Q15: Does the DSH-C310 support cloud-based recordings?

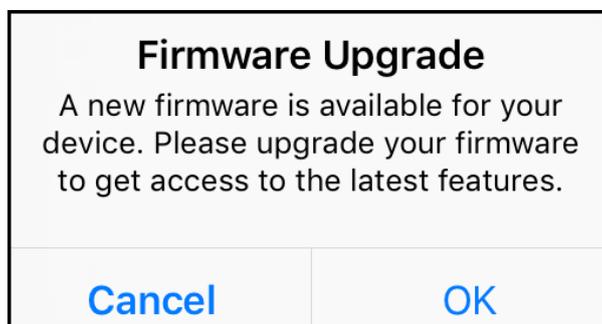
Apple currently does not support cloud recording via the HomeKit ecosystem for security reasons, so there is currently no way to record video from any HomeKit camera to the cloud. D-Link does not currently offer any alternative cloud recording mechanism, other than a microSD card slot on the camera. You can configure motion detection-based recording which will be automatically saved to a microSD card inserted into the card slot. Recorded video clips can be played back on mobile devices using the Omna app, or the microSD card can be removed from the device and read using a computer.

Q16: What are the requirements for the DSH-C310 camera?

Any iOS device with iOS 10.1 or above can be used to operate this product with HomeKit. Apple specifies which devices are able to run iOS 10.1 at <http://www.apple.com/lae/ios/ios-10/>.

Q17: How do I update the firmware on my DSH-C310 camera?

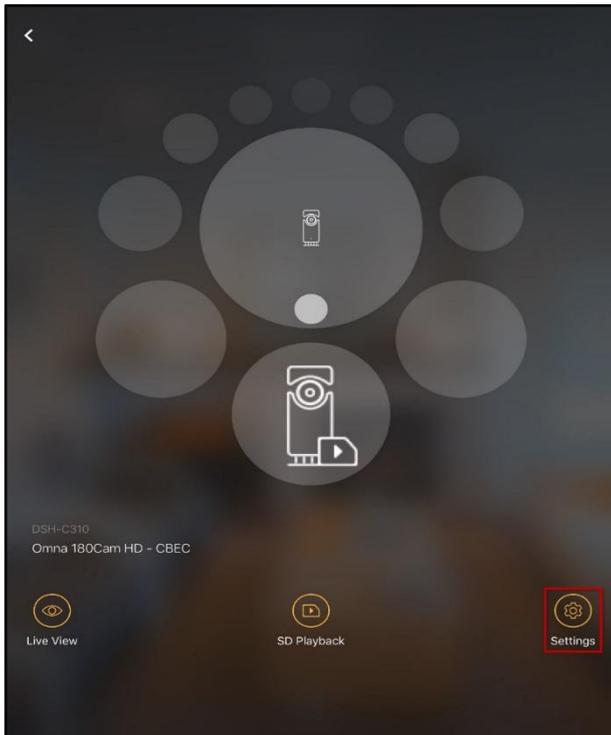
When there is a new firmware available, you will be notified when you are using the Omna app. When you receive a message to upgrade, tap **OK**. After the firmware has been updated and your camera has rebooted, close the Omna app and reopen it. If you want to update it later, click **Cancel**, and then follow the steps below.



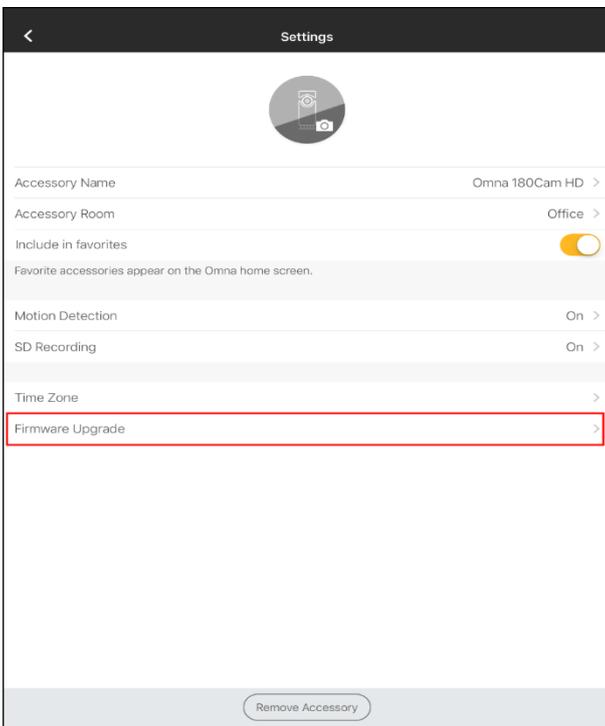
Method 2:

From the Omna app, click on your camera.

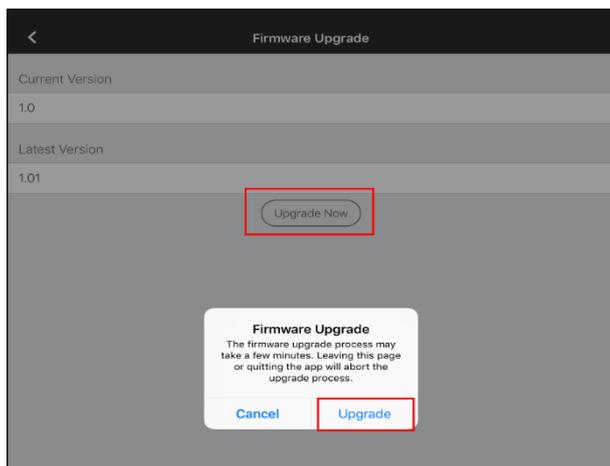
1. Tap **Settings**.



2. Tap Firmware **Upgrade**.



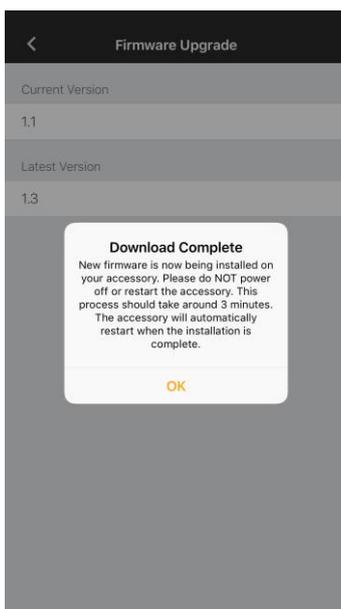
3. Tap **Upgrade** Now and then tap **Upgrade** to start.



Once completed a *Download Complete* window will appear. Tap **OK**. The camera will reboot. Do NOT unplug power to the camera during this process. Once the camera has rebooted, close the Omna app and reopen it.

4. When the Download Complete , it will installed the New Firmware.

Note : Please do not Power OFF or restart the Camera

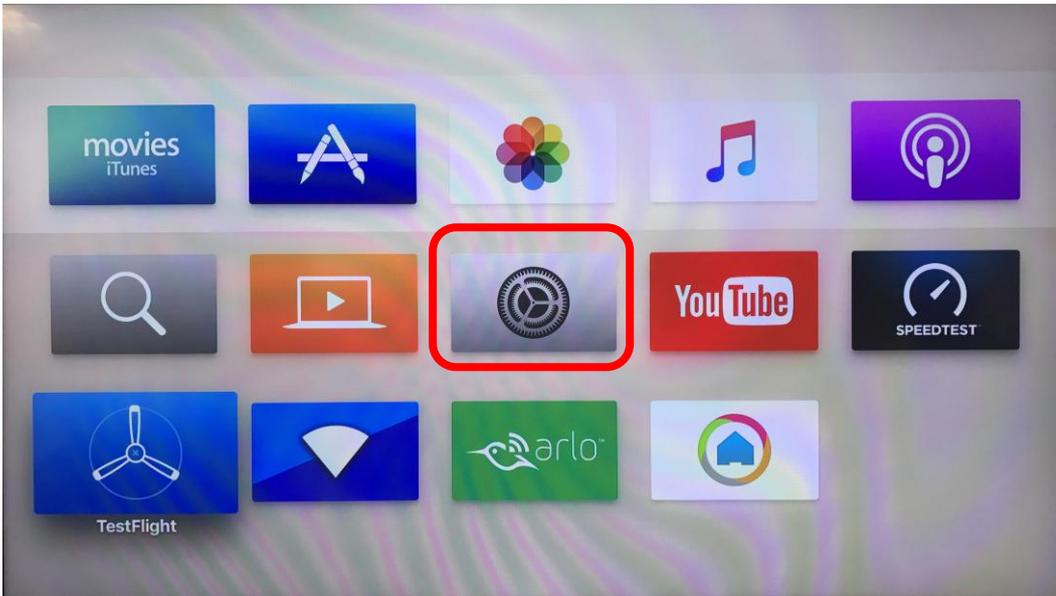


Note: this camera will not offer a firmware file to download and apply. Updates will only happen through the Omna app.

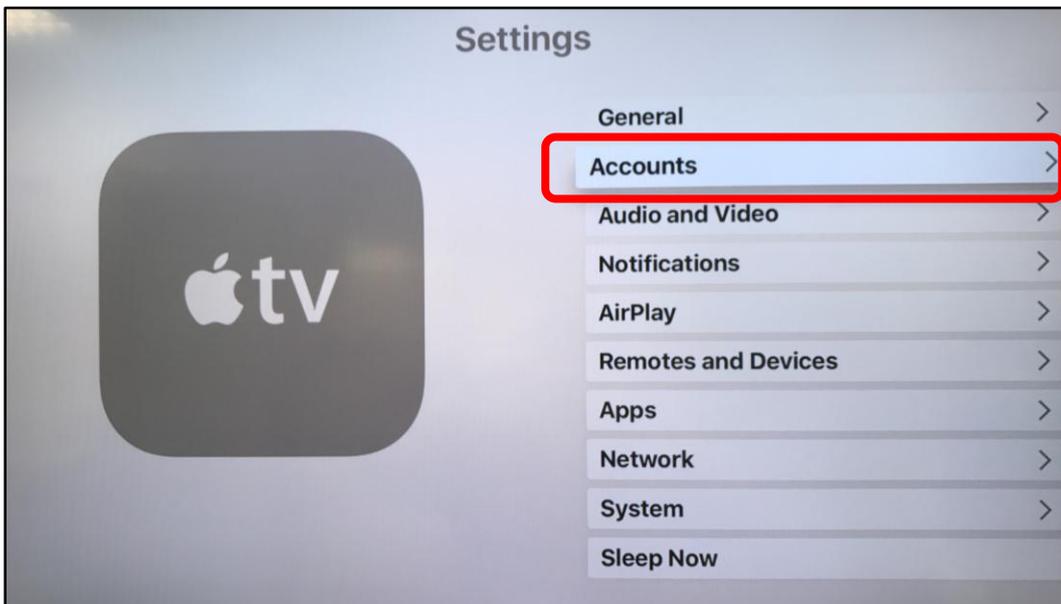
Q18: How do I use Apple TV as hub and remote access?

To support remote viewing, you need to have a Home Hub. A Home Hub can be an Apple TV (4th generation) with tvOS 10 or later (or an iPad with iOS 10 or later)

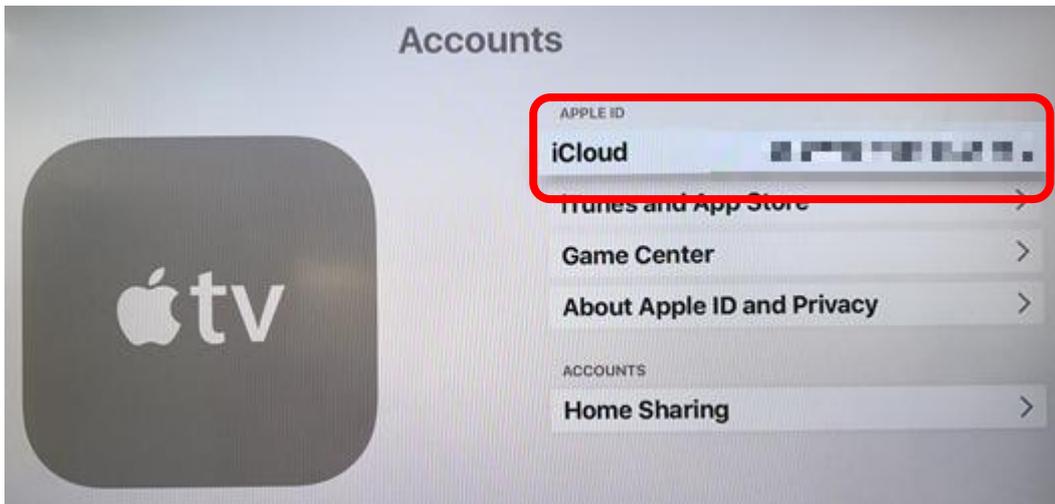
1. Go to the main page and select *Setting*



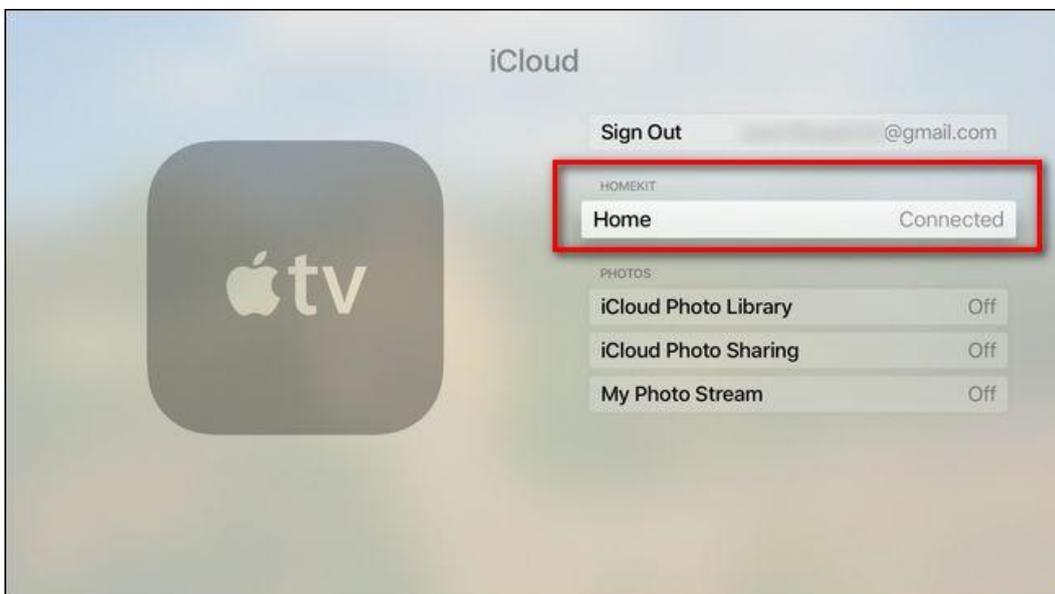
2. Enter *Accounts*



Enter *iCloud*



Turn on *Home*



Q19: Is the Omna app available for Apple iOS and Android devices?

The Omna app supports iOS-based devices only.

Q20: What functionality of the DSH-C310 is supported by HomeKit?

You can view the live footage and manage the notifications by motion detection.

Q21: What functionality is added by the Omna app?

You can use the Omna's motion trigger and save any footage to SD card.

Q22:What is DSH-C310 LED function?

Red means DSH-C310 is unable to connect wifi.

Green means DSH-C310 is connecting wifi successfully.

Q23: Which video file format is supported by the SD card??

MP4 video file format is supported.

Q24: If I change the Router's SSID, do I need to re-configure DSH-C310 setting?

Yes, you need to re-configure the setting.

Q25: What is the purpose of HomeKit Setup Code (HomeKit Pairing Code)?

You can easily and securely control all your HomeKit devices by HomeKit Setup Code. For setup details, please refer to Q2. (Also see Q2)

Q26: How many people can be invited using local and remote access?

2 people for local and remote access.

Q27: DSH-C310 is really hot, is it normal?

Because it is in an aluminum housing, the camera gets warm quickly, and it will stay at that temperature. So don't worry about the camera.

Q28: Will I always see 1080p resolution video from the 180 Cam HD?

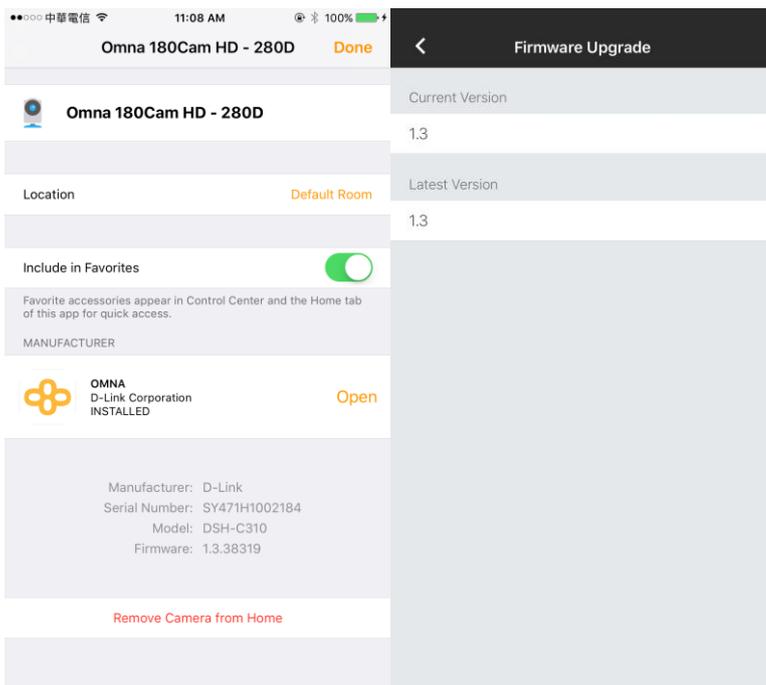
The Omna 180 Cam HD's sensor is capable of producing 1080p Full HD resolution video, however in order to minimize video lag and buffering caused by changes in network conditions, the live video is automatically adjusted to achieve the best quality video given the current network environment. For example, while your home network might normally be capable of providing enough bandwidth to the 180 Cam HD for 1080p video, in a situation where there is a temporary increase in network activity (such as other users downloading large files or watching high quality streaming video), to avoid live video stoppage or stuttering due to insufficient network speed, the 180 Cam HD will dynamically adjust the video's resolution to the best possible quality given the available bandwidth and latency, ensuring an uninterrupted live video experience.

Q29: How do I setup the DSH-C310 without home hub in iOS? Or if I can't see my DSH-C310 when I login my android OMNA APP, what can I do?

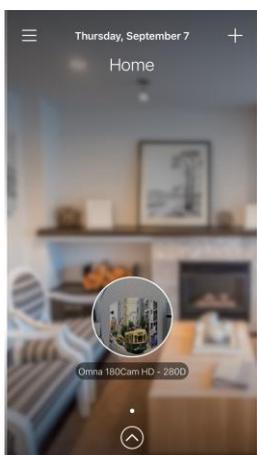
Situation: I heard that the 180 Cam HD now supports remote view through the Omna app for iOS without a Home Hub (Apple TV or iPad at home). But when I tried to use the Omna app to remotely view the live video, I could not connect to the camera.

Method 1: User haven't logged in OMNA with mydlink account:

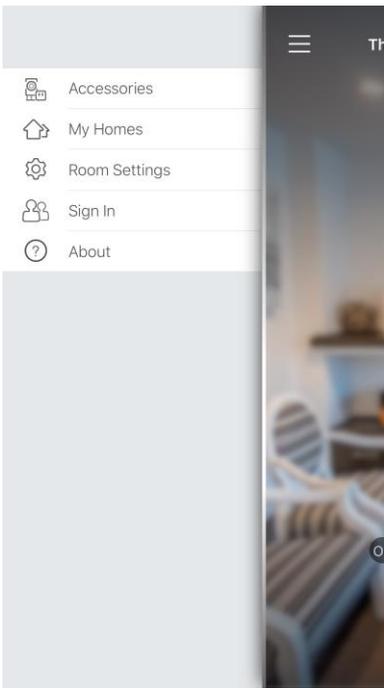
Step 1: Check the DSH-C310 Firmware version is v1.3(v1.3.38319) or higher:



Step 2: Use your iOS device to open the OMNA APP:

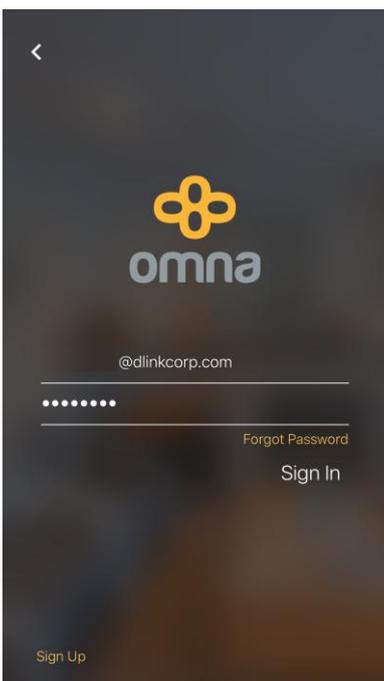


Step 3: Tap the left menu and tap **Sign In**:

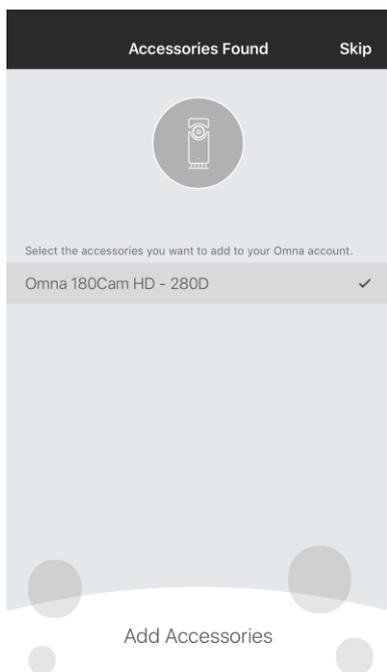


Step 4: Please login the mydlink account.

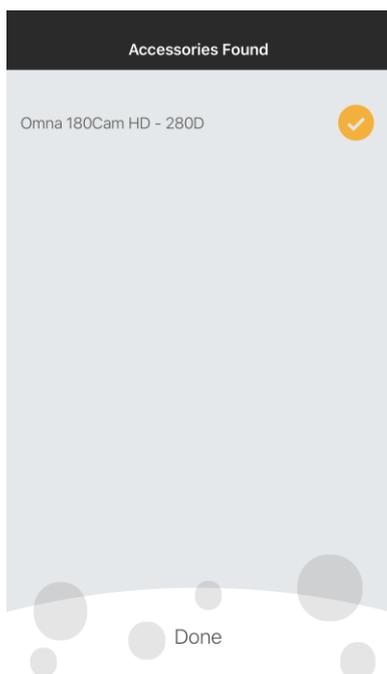
Note: If you don't have the mydlink account, please sign up for a new one.



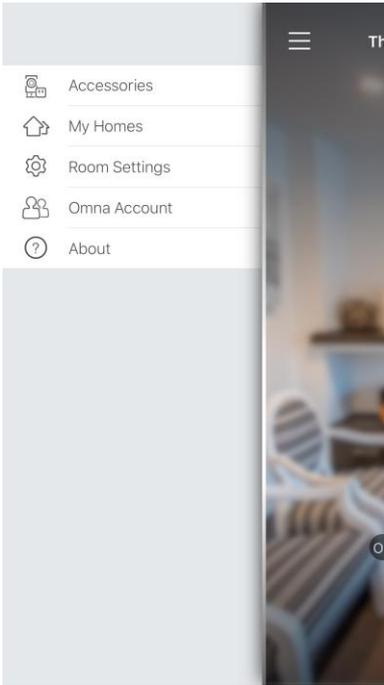
Step 5: Please choose the OMNA Camera and **Add Accessories** to your account:



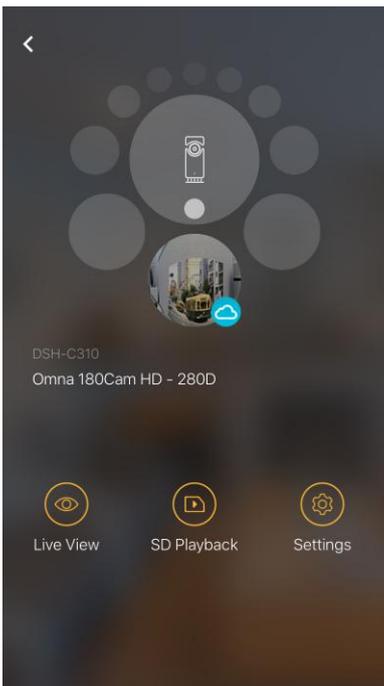
Step 6: Wait for the OMNA Camera added into your account, then tap **Done**:



Step 7: Tap Accessories:

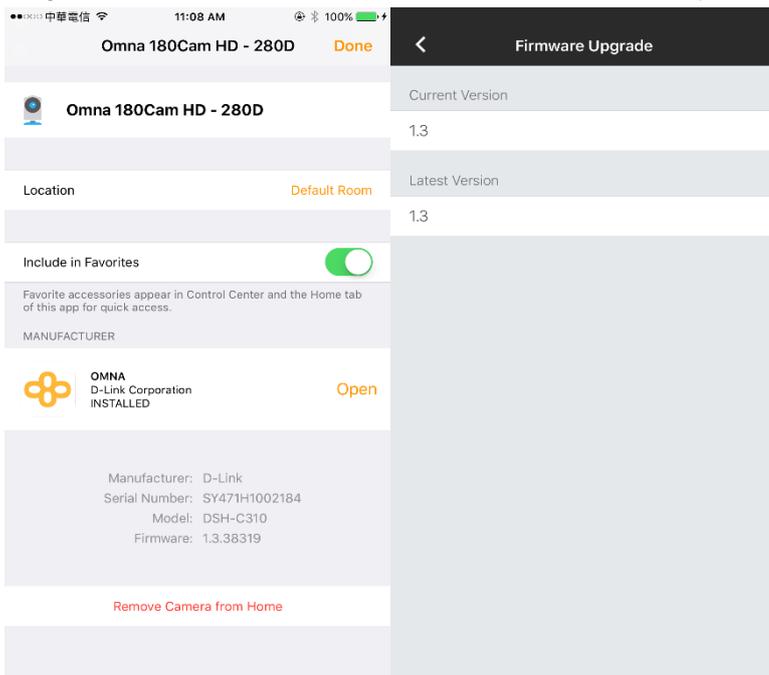


Step 8: Check if the OMNA Camera binds a cloud icon. If yes, it indicates that setup is finished:

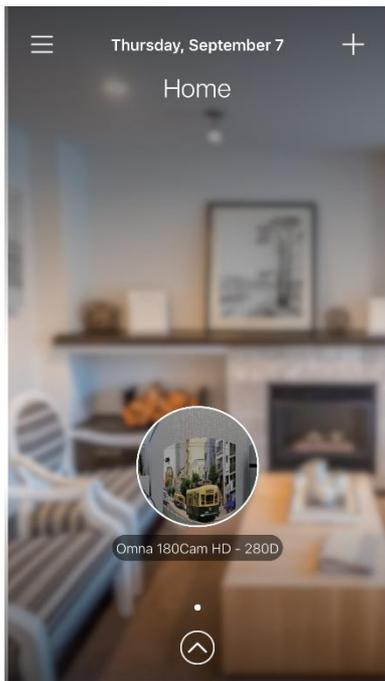


Method 2: User already logged in OMNA with mydlink account:

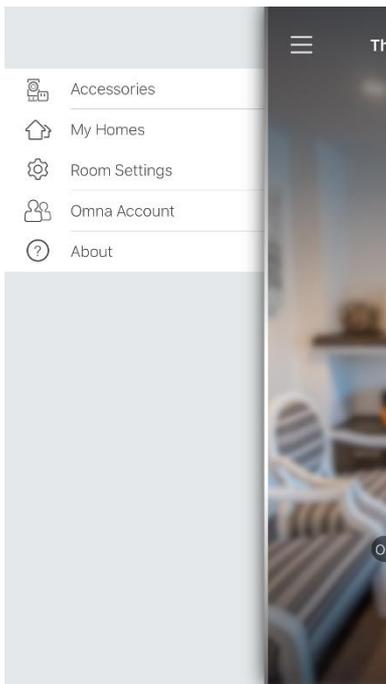
Step 1: Check the DSH-C310 Firmware version is v1.3(v1.3.38319) or higher:



Step 2: Use your iOS device to open the OMNA APP:



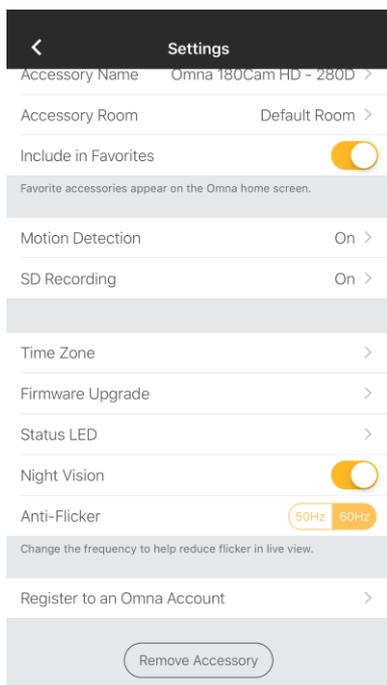
Step 3: Tap the left menu and tap **Accessories:**



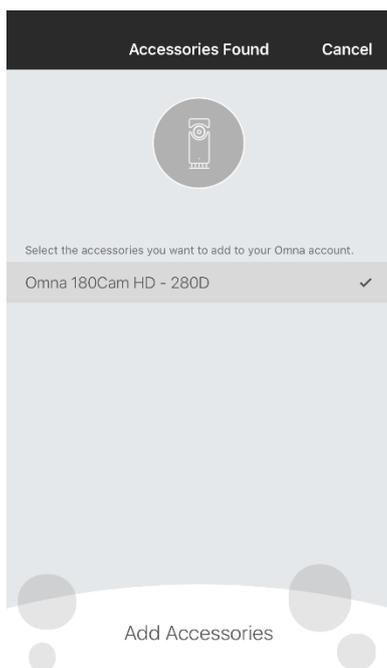
Step 4: Choose the OMNA Camera, then tap **settings:**



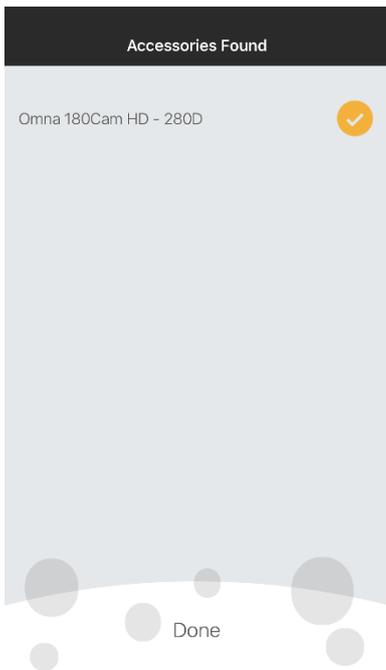
Step 5: Move to the bottom, and tap **“Register to an OMNA Account”**:



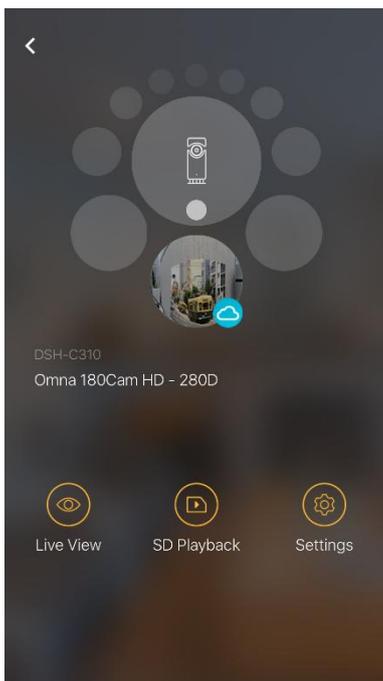
Step 6: Choose the OMNA camera and tap **“Add Accessories”**:



Step 7: Tap “Done” to finish adding accessories to account:



Step 8: Back to the **Accessories** menu and make sure if the OMNA camera binds a cloud icon. If yes, it indicates that the setup is finished:



Q30: How do I setup the DSH-C310 using Android OMNA APP?

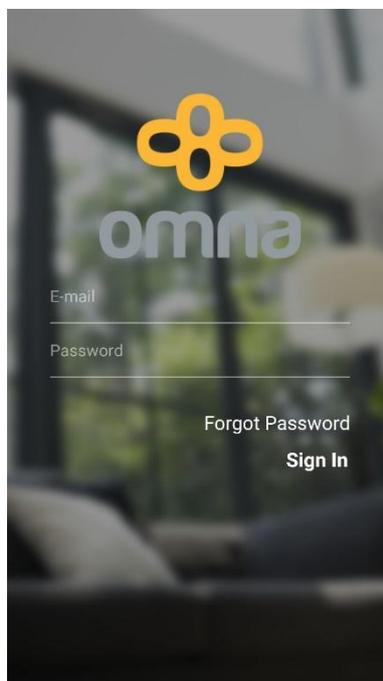
Before launching the app, make sure that your mobile device is connected to the Wi-Fi network (i.e., router) your camera is connected to, and DSH-C310 firmware version must be v1.3(v1.3.38319) or higher.

Download the free OMNA app on your smartphone or tablet by searching for OMNA in **Apple App Store** or **Google Play** of your device.

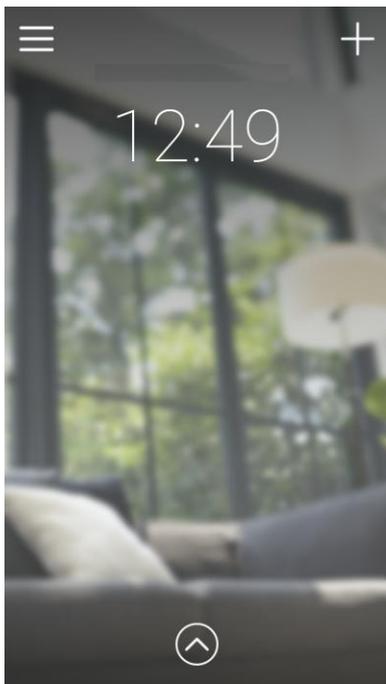
Step 1: Open the OMNA APP, then tap **SignIn** to login your mydlink account.

Note:

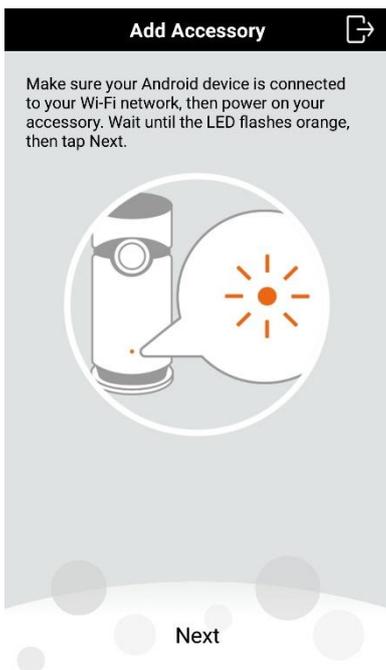
1. If you do not have a mydlink account, tap **“Sign up”**, and follow the instructions to create a mydlink account.
2. If you forgot your mydlink password, tap **“Forgot password”**.



Step 2: Tap Add “+” button to start adding OMNA Camera:



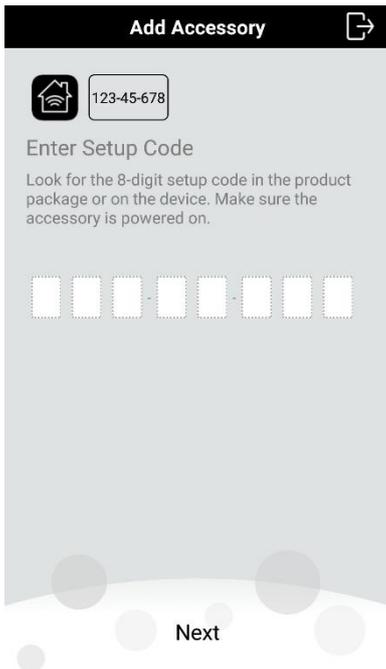
Step 3: Plugin the power cord and check if the camera LED flashes orange, then tap **Next**:



Step 4: Choose the Camera, then tap **Next**:



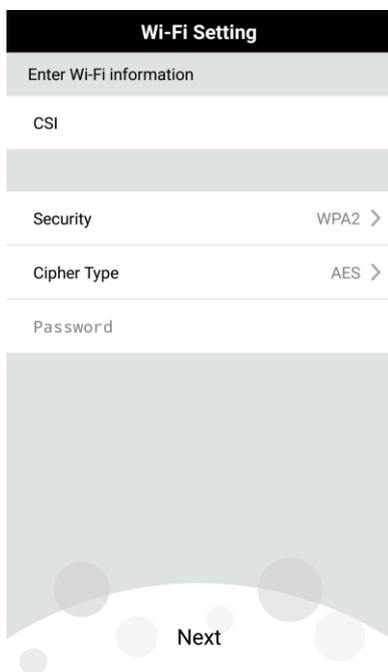
Step 5: Type in the Setup Code, then tap **Next**:



Note: The HomeKit Setup Code (HomeKit Pairing Code) is printed on sticker attached to the device and Quick Installation Card:



Step 6: Type in the Wi-Fi Password, then tap **Next**:



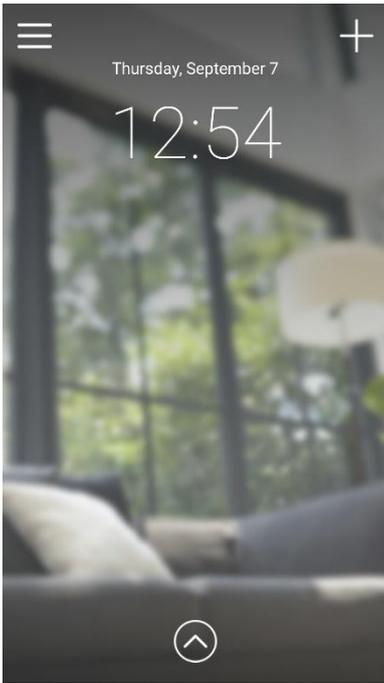
Step 7:Setup the Camera Name and icon,then tap **Next**:



Step 8:Wait for the camera finishing setting your configuration:



Step 9: Tap the Camera List button and make sure that your camera is added:



Q31: When I login OMNA APP with iOS device, ifl can't see the camera which is set up via Android OMNA APP, what can I do?

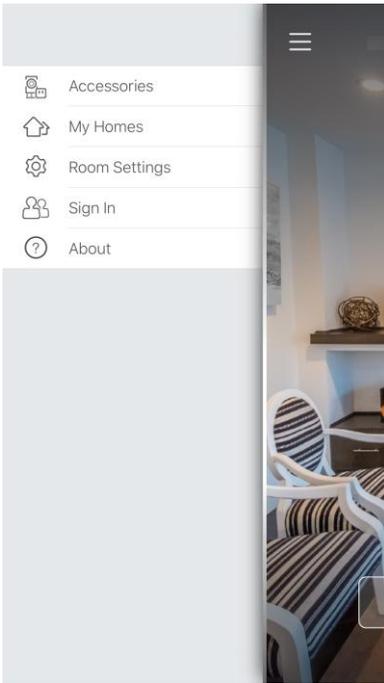
Before launching the app, make sure that your mobile device is connected to the Wi-Fi network (i.e., router) your camera is connected to, and DSH-C310 firmware version must be v1.3(v1.3.38319) or higher.

Download the free OMNA app on your smartphone or tablet by searching for OMNA in **Apple App Store** or **Google Play** of your device.

Step 1: Use your iOS devices and open the OMNA APP, then tap the left menu:

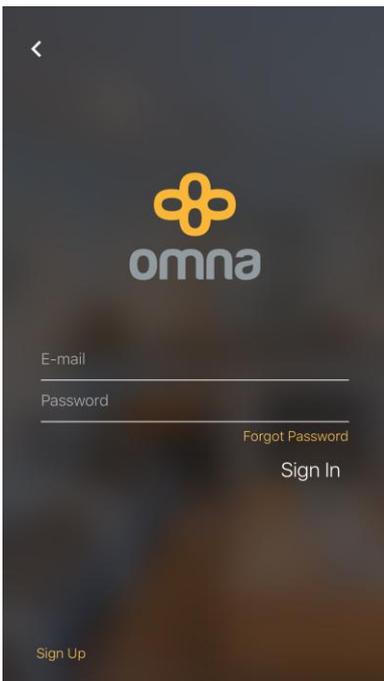


Step 2: Tap Sign In:



Step 3: Please login your mydlink account.

Note: If you forgot your mydlink password, tap **“Forgot password”**.



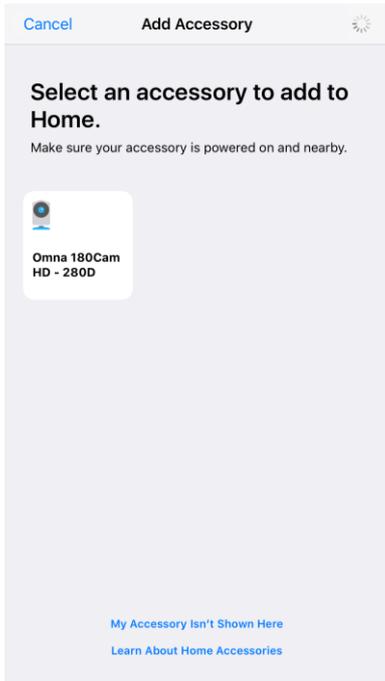
Step 4: Tap “Add Accessory”:



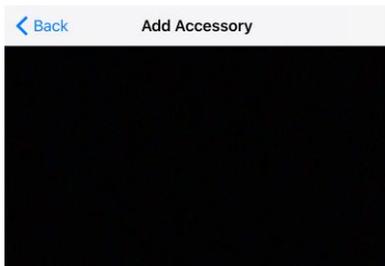
Step 5: Tap Next.



Step 6: Choose the OMNA camera:



Step 7: Scan or enter the Setup Code, then tap Next.



Position the HomeKit code in the frame

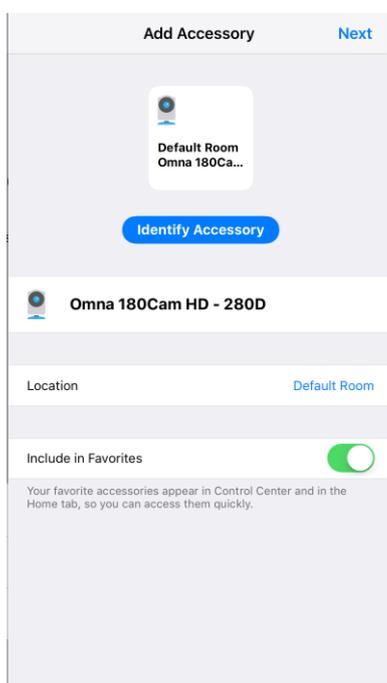
Look for the 8-digit setup code in the packaging or on the accessory.

[Enter Code Manually](#)

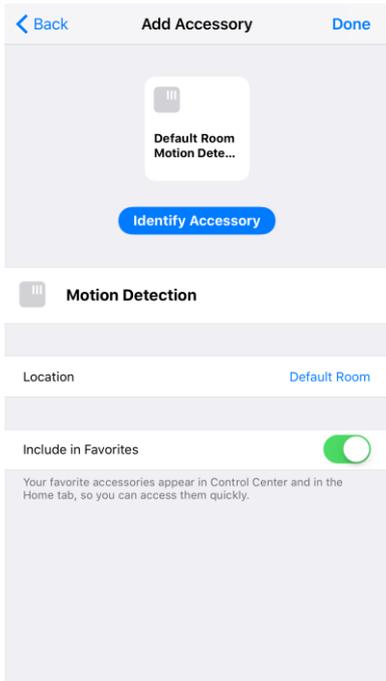
Note: The HomeKit Setup Code (HomeKit Pairing Code) is printed on sticker attached to the device and Quick Installation Card



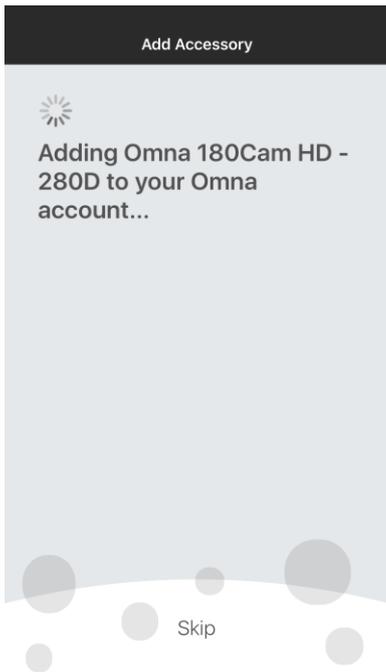
Step 8: Setup the **Camera Name** and **Location**, then tap **Next**:



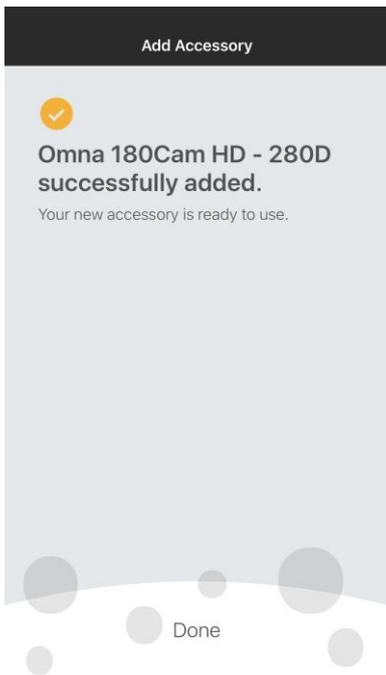
Step 9: Setup the camera **Motion Detection**, then tap **Next**:



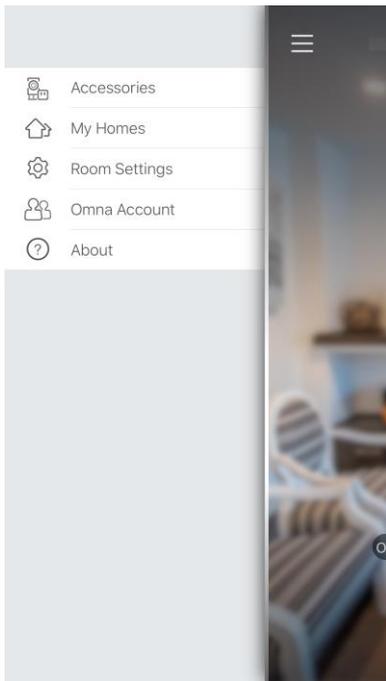
Step 10: Please wait for adding OMNA Camera to your account (**Do not tap Skip**).



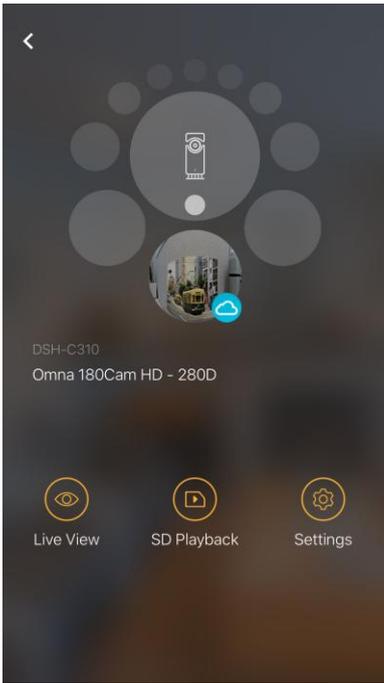
Step 11: Tap Done:



Step 12: Tap the left menu and tap Accessories:

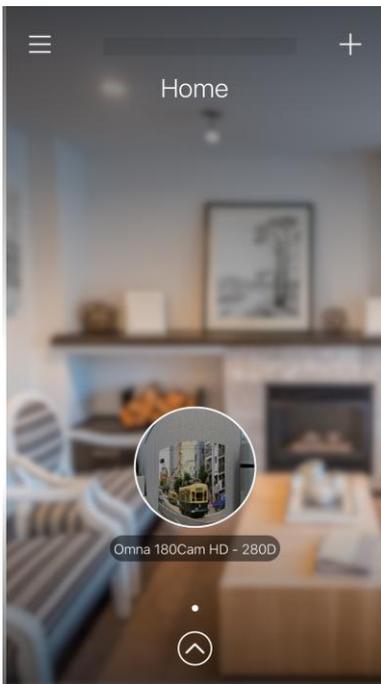


Step 13: Make sure that the OMNA camera is added to iOS device:

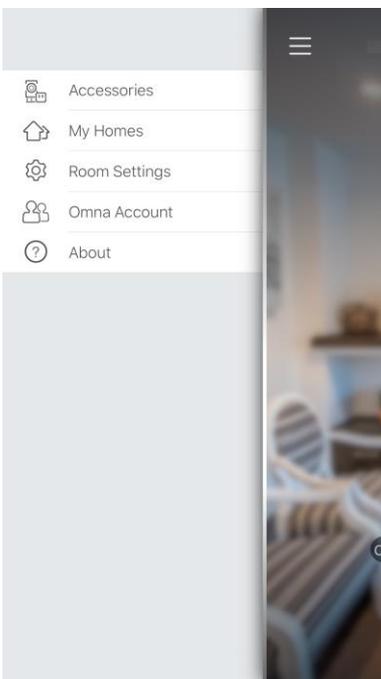


Q32: How do I configuration anti-flicker (Power Line 50 Hz/60 Hz) function?

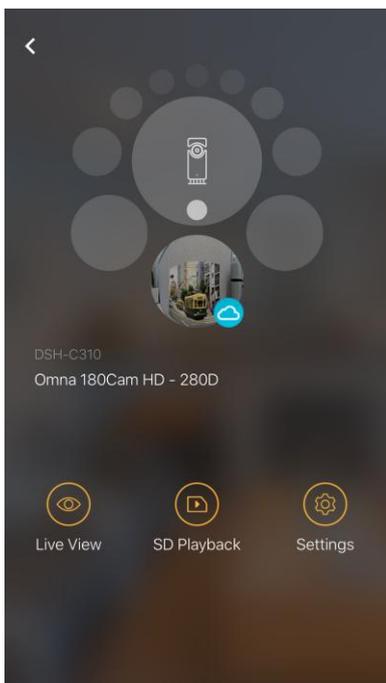
Step 1:Open the OMNA APP, then tap the left menu:



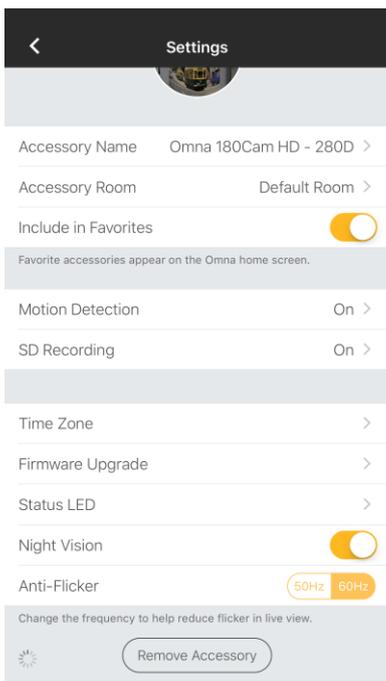
Step 2:Tap the left menu, and tap **Accessories**:



Step 3: Choose the OMNA camera, then tap **Settings**:

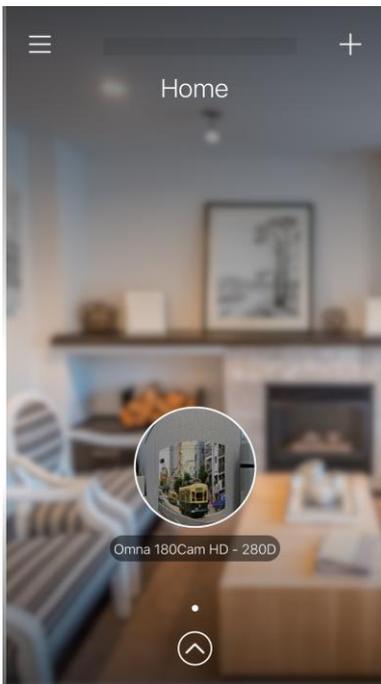


Step 4: Setup the **Anti-flicker** to 50Hz/60Hz:

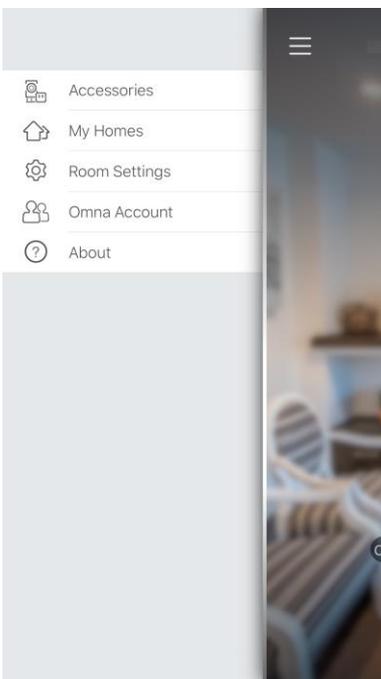


Q33: How do I configuration Status LED on/off?

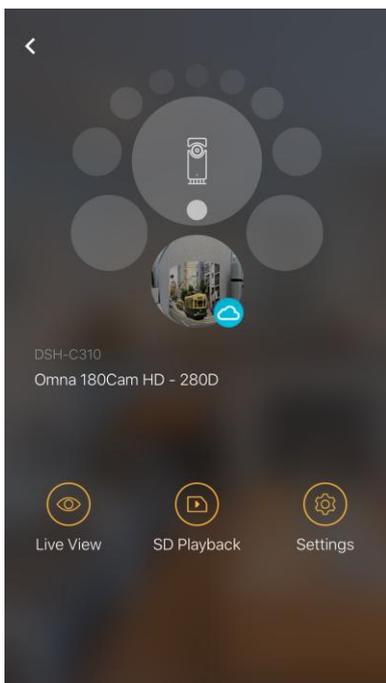
Step 1: Open the OMNA APP, then tap the left menu:



Step 2: Tap Accessories:



Step 3: Choose the OMNA camera, then tap **Settings**:



Step 4: Tap **Status LED**:



Step 5: Setup the Status LED to on/off:

