

# PSA Centrii Cloud Recording

### **Which PSA Centrii product has cloud recording service?**

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Currently the floodlight, video intercom and sensor camera have cloud recording service.

### **What is the cloud subscription and the cost?**

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Cloud recording subscription allows recording of motion events for 30 days to the cloud.

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

It is a pre-paid service for the month or year ahead.

### **How do I subscribe?**

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Go to your device or camera, click on the "Cloud Storage" or "Cloud Video" icon on the control panel or go to settings (pencil on top right corner) in the VAS or Cloud Storage menu.

### **How do I unsubscribe from cloud service?**

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To unsubscribe, go to your device and go to the settings menu (pencil on top right corner).

From there, go to VAS or Cloud Storage.

Once selected you should see "My Services" where you can unsubscribe.

Please note, cloud subscription is a pre-paid service. Therefore, if you decide to unsubscribe, you will continue to have cloud recording until the next payment cycle.

Being a pre-paid service, you cannot get a refund for the balance from the day you unsubscribe to next payment cycle.

We recommend if you are wanting to trial the service, sign up for a monthly subscription first.

### **Do I need a subscription for each camera?**

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Yes, each camera requires its own subscription. E.g. if you have 1 floodlight and 1 video intercom, you will need 2 subscriptions.

### **Who do you use for cloud server services?**

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We use Amazon Web Services for cloud storage located in Europe.

### **Can I get a refund when I cancel subscription?**

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No, cloud subscription is a pre-paid service. Therefore, if you decide to unsubscribe, you will continue to have cloud recording until the next payment cycle.

Being a pre-paid service, you cannot get a refund for the balance from the day you unsubscribe to next payment cycle.

We recommend if you are wanting to trial the service, sign up for a monthly subscription first.

### **Can I record locally on SD card and have cloud record at the same time?**

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Yes, you can!

### **Can cloud recording record non-stop?**

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No, cloud recording will record only on a motion event. For non-stop recording, insert an SD card to the device for local recording

### **How do I view the cloud recording?**

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Go to the device on the app and view via the "Cloud Video" or "Cloud Storage" icon.

### **Can I download footage from cloud storage?**

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No, you can't download directly from the cloud storage, but you can record the video or take a snapshot to your phone whilst viewing the recording. During viewing, there will be a record or snapshot icon for your selection.

### **Will removing the device from the PSA app stop the subscription?**

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Yes, removing the device from your PSA app will cancel the subscription. On the next payment cycle, if the cloud server finds the device has been removed from the PSA app, it will automatically cancel.

### **Will removing the PSA app from my phone end the subscription?**

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No, removing the PSA app from phone will NOT stop the subscription. Please reinstall the app onto your phone, log back into your account and unsubscribe.