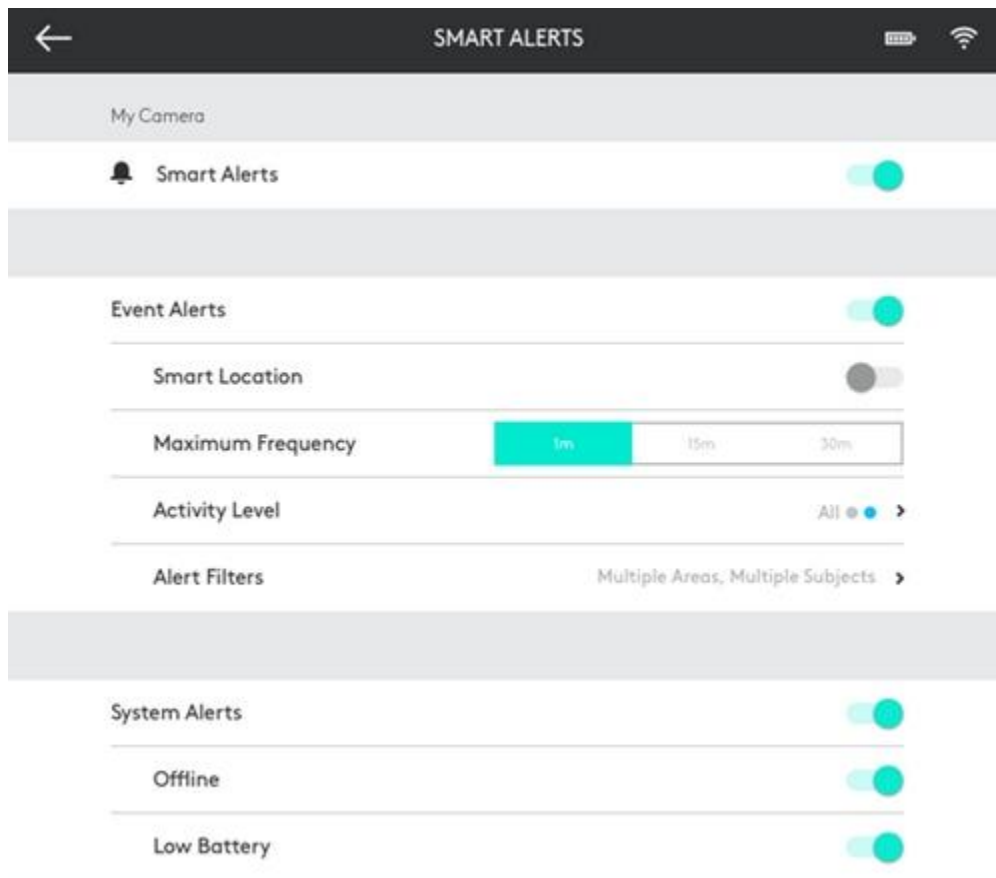


FAQ

I don't receive Smart Alerts from Circle on my mobile device. What troubleshooting measures should I try?

If you're not receiving Smart Alerts (push notifications on your mobile device when Circle detects motion) or Smart Alerts are delayed on your mobile device, try the following:

- Make sure Circle is recording activity — you should see blue or gray bubbles in the timeline on the right-hand side of your Circle app.
 - If you do not see clips or activity bubbles, make sure [privacy mode](#) is not enabled and check the **Event** filter on the top right of your Live View to ensure no clips are being filtered out.
- Make sure Smart Alerts are enabled in the Circle app (**Settings** menu > **Smart Alerts**):



NOTES:

- Slide the Smart Alerts, Event Alerts and System Alerts toggles to the right to enable.
- Smart Alerts and Event Alerts must be enabled if you want to receive motion-based notifications.

- Trigger a *Camera is offline* notification. There are two different ways to trigger an offline notification:
 - Make sure the System Alerts and Offline toggles are enabled. Use the Camera On/Off toggle in the Circle app's **Settings** menu or the On/Off switch below the Circle camera to turn the camera off. Wait 10 seconds and turn Circle on.
- Change the Maximum Frequency under Event Alerts to 1m.
 - Changing Maximum Frequency to 1m is preferable while troubleshooting so you get alerts immediately. Read more about maximum frequency [here](#).

NOTE: You should receive your first smart alert as soon as motion is detected. Subsequently, you will only receive 1 smart alert per your defined maximum frequency.
- Temporarily disable [Smart Location](#) to ensure that Circle isn't disabling notifications while you are in the same location as the camera.
- Make sure that your mobile device is not blocking notifications from the Circle app. Check **Settings > Notifications** on your device's operating system.

NOTE: System cleanup apps (for example, Clean Master) can prevent a device from displaying an on-screen notification or playing a notification sound. Temporarily uninstall any apps that might cause this issue.
- If the troubleshooting steps above did not resolve the issue:
 - Log out and log back into the Circle app.
 - Trigger a notification:
 - Walk or dance in front of the camera.
 - Make sure the System Alerts and Offline toggles are enabled. Use the Camera On/Off toggle in the **Settings** menu of the Circle app to turn the camera off. Wait 10 seconds and use the toggle to turn Circle on.
 - Check your notifications drawer on Android or your notifications center on iOS for any Circle Alerts.
- Uninstall and re-install the Circle app on your mobile device:

iOS:

1. Tap and hold the app until it jiggles.
2. Tap the **X** on the top right of the app.
3. Press the Home button.
4. Open the App Store, search for Logi Circle, and download the app again.
5. Wait for the download to complete and then open it from the Home Screen.

Android:

6. Open your device's Settings app.
7. Tap **Apps** or **Application Manager**.
8. Tap Logi Circle in the list. You may need to scroll to reach the letter "L".
9. Tap **Uninstall**.

NOTE: Certain devices prompt you to confirm before deleting an app. Tap **OK** to confirm.
10. Press the Home button.

11. Open or go to the Play Store, search for Logi Circle, click on the correct entry, and tap Install.
 12. Open the app from your Home Screen.
- After re-installing the app, log back into the Circle app.
 - Enable Smart Alerts, Event Alerts and/or System Alerts but make sure Smart Location is disabled.
 - Trigger a notification:
 - Walk or dance in front of the camera.
 - Make sure the System Alerts and Offline toggles are enabled. Use the Camera On/Off toggle in the Circle app's **Settings** to turn the camera off. Wait 10 seconds and use the toggle to turn Circle on.
 - Check your notifications drawer on Android or your notifications center on iOS for any Circle Alerts.
 - If applicable, verify to see if you have this issue when your mobile device is connected to Wi-Fi and using cellular data.
TIP: On a mobile device, enable Airplane Mode and then enable Wi-Fi to ensure that the phone is using the wireless internet connection in the area.
 - Restart your mobile device.

If none of these troubleshooting steps resolve your issue, please reach out to us from the Circle app (Settings menu > Help > Contact Us) or from logi.com/circle2/support with the following information:

- The email account and name of camera(s) not receiving the notifications.
- Explanation of when you started experiencing the problem (ex. after initial setup, after a firmware update, after an app update, after an OS update).
- Whether or not you receive notifications from other apps.
- Install the Circle app on another mobile device, enable Smart Alerts and let us know if they work on the second device
- Submit your diagnostics (**Settings > Help > Submit diagnostics**).

I am unable to log into my Circle account. What troubleshooting measures should I try?

If you're unable to log into your Circle account, check the following:

- Make sure you are using your Circle account login information.
NOTE: Your Circle account and Logitech Support account are different. Harmony products and the Logitech POP share an account with Circle. If you already own either of those products, use your existing credentials to log in to your Circle account.
- If this is your first time setting up your Circle Camera, you will need to create a Circle account at the end of the Setup process. Fill out the email address and password you would like associated with your Circle account. If you own Harmony products or a Logitech POP, click **Login** at the **Create an Account** screen.
NOTE: Before pressing **Send**, please make sure you have not mistyped your email

address. If you do not use the correct email address, you will not receive the Forgotten Password email in your inbox.

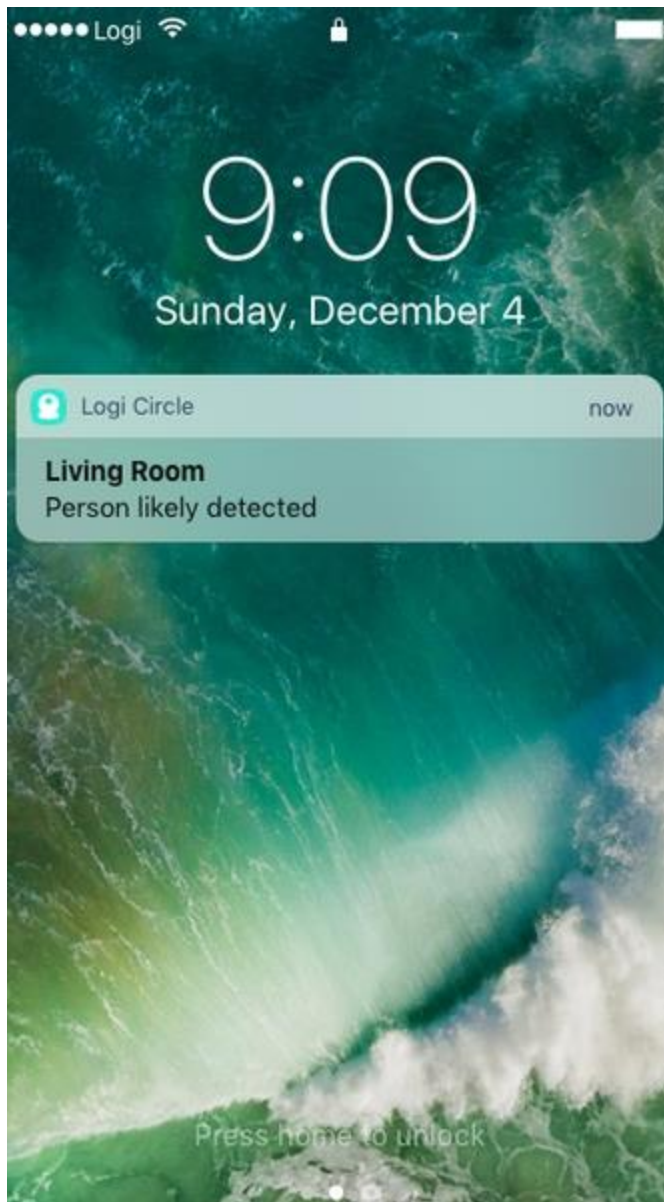
- Make sure the email address and password you've entered are correct.
- Make sure your device has an Internet connection.
- If you've forgotten your password, tap on the **Forgotten Password** link on the Login screen to recover it. If the password reset email doesn't appear in your Inbox, check your spam or junk folders as well.

If you think you may have mistyped your email address when you initially created your account (logging in and resetting via **Forgotten Password** does not work), please reach out to us from logi.com/circle2/support.

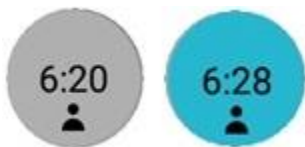
Close

How do I make sure Person Detection is working?

If you have a Circle Safe™ Premium subscription, your alerts use advanced algorithms that notify you when a person is detected. Once you've [set up](#) alerts with Person Detection, you'll receive alerts on your mobile device from the Circle mobile app:



Activity bubbles in your Circle mobile app and [web app](#) with a person icon at the bottom indicate a person was detected:



To ensure the best conditions for Person Detection to work:

- Make sure your Circle has a clear field of view (ex. avoid putting Circle behind a screen or other objects).

- Mount your Circle upright.
- Place your Circle closer to areas of high activity, ideally no more than 15-25 feet (5-7 meters) away.
- Position your Circle at human height.
- Place your Circle in a place with good lighting.

NOTE: Person Detection is not as accurate while Night Vision is enabled. Person Detection is based on machine learning; as such, it might be inaccurate at times. Our detection might miss a person in the footage or incorrectly detect movement as a person. We are constantly improving the detection accuracy and can benefit from any clips that you have matching these criteria. Please send us your clip from logi.com/circle2/support and let us know which of the two criteria it meets.

For instructions on how to check if Person Detection is set up correctly, see [How do I set advanced alert filters?](#)

Close

What troubleshooting measures should I try when Circle 2 Wire-Free's Rechargeable Battery doesn't charge?

If your Circle 2 Wire-Free's Rechargeable Battery is not charging:

NOTE: Make sure you bring your Rechargeable Battery indoors to charge.

- Make sure the cable from the Rechargeable Battery is securely connected to the power adapter and that the adapter is securely connected to a working power outlet.
- Disconnect and reconnect the USB cable from the Rechargeable Battery and power adapter.
- Connect the power adapter to a different outlet.
- If your Rechargeable Battery is still unable to charge, contact Customer Care (open the **Settings** menu in the Circle app, tap **Help**, and then tap **Contact Us**) so we can help investigate.

Close

What troubleshooting steps should I try when the Circle app shows the camera is offline?

When your camera is offline, you'll see the following displayed on the Circle app:



Try the following suggestions to troubleshoot the problem:

- Make sure your internet connection is online. Your ISP (Internet Service Provider) service might be down or experiencing issues. If it's not online, contact your service provider.
TIP: If your device has cellular data capabilities, turn on Airplane mode and then turn on Wi-Fi to see if it works.
- If 2.4 GHz is not working, and you have a dual-band frequency router, try switching to 5 GHz.
- If you are using a Battery Mount, make sure that the battery is charged.
- Detach your mount, reattach it to the camera, and then securely connect it to an outlet closer to your router or wireless access point.
NOTE: Connecting the Battery Mount to an outlet using the supplied USB cable and power adapter is not necessary unless the battery is depleted.
 - The ideal distance between your camera and router is 5 - 10 ft. Once you set up your camera, you can gradually move it away from router or wireless access point.
 - Reduce the number of obstructions between your router and camera (ex. make sure there are no brick walls between the camera and your router).
TIP: If you use a range extender or repeater, move it closer to your router.
- Temporarily reduce the number of devices using the same wireless network. Turn off your wireless devices and disconnect any ethernet cables.
- Your wireless network settings may have changed — if you recently changed your wireless settings or replaced your router, you may need to reconfigure your camera. Try [resetting](#) your Circle 2. Once reset, you can re-configure your camera to your new (or updated) wireless network.
- Decrease the video resolution from the **720p** default to **360p**.
 - In the **Settings** menu, tap **More Settings** to edit your Resolution.
- Make sure you have the latest version of the Circle mobile app.
- Make sure you have the latest version of the Firmware.

- In the **Settings** menu, tap **More Settings**, and then tap **Update Firmware**.
- [Reset](#) your Circle 2 while it is 5 - 10 ft away from your router.

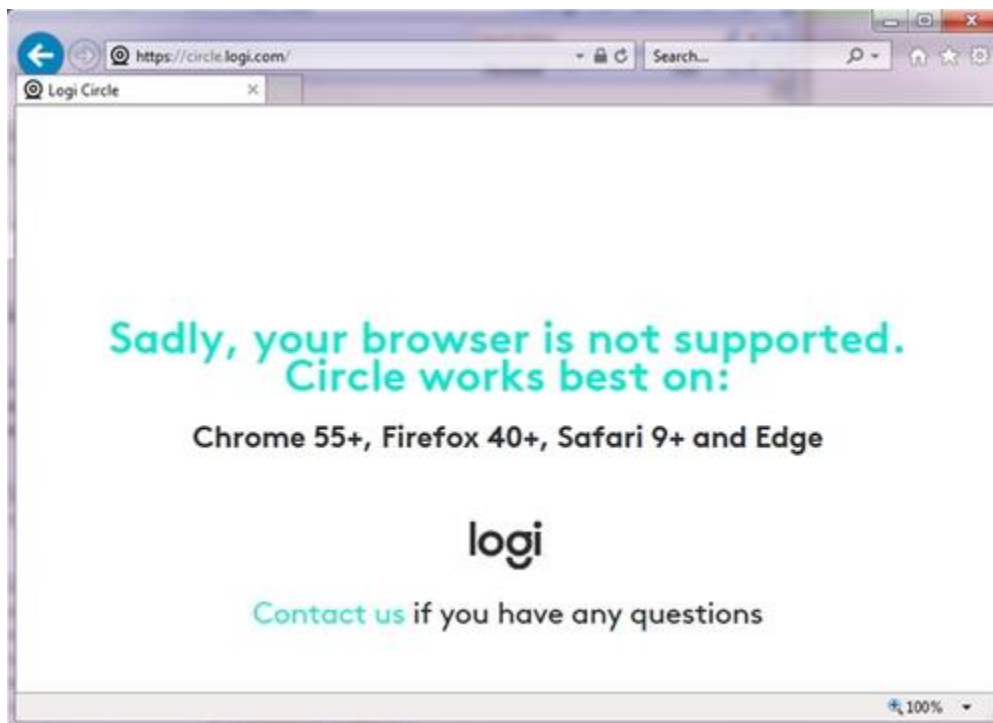
If none of these troubleshooting steps resolve your issue, contact Customer Care using the Circle app.

- Open the **Settings** menu, tap **Help**, and then tap **Contact Us**. Please include the following information:
 1. Explanation of when you started experiencing the problem (ex. during initial setup, after a firmware update, after an app update, after an OS update, after changing ISPs or internet package).
 2. Submit your diagnostics. Open the **Settings** menu on the top left of the screen, tap **Help**, and then tap **Submit Diagnostics**.

Close

I am getting an incompatible web browser message when I log into the web app. What troubleshooting steps should I try?

The web app works best on Chrome 55+, Firefox 40+, Safari 9+ and Edge. If you access the web app with Internet Explorer, or other unsupported Web browsers, you will get the following message:



If you are using one of the recommended browsers and still get this message, you may need to enable Javascript or uninstall security or other software that may disable Javascript (for example, ad blocker software or "no script" may disable javascript). You can also try refreshing or clear your cookies.

Please Reach out to us from the Circle app (Settings menu > Help > Contact Us) or from logi.com/circle2/support if you need further assistance.

Close

How do I realign my Camera Cover?

Each Circle 2 Camera mount has a unique Camera Cover that helps to cover and attach the camera to the corresponding mount.

How to ensure your Camera Cover is aligned correctly with your camera

The easiest way to ensure your Camera Cover is aligned correctly is to check that the alignment indicator on the camera lines up with the alignment indicator on the Camera Cover. Another way to ensure proper alignment is to check that the speaker holes on the side of the camera are not covered by the Camera Cover.

NOTE: If the Camera Cover is misaligned, you may not be able to reset your camera, the sound coming out of the camera speaker may be muffled or you may have difficulty attaching the camera to its mount.

When the Camera Cover and camera are aligned properly, the Camera Cover will fit securely around the camera and will not slide off easily.

Realigning the Camera Cover when camera is detached from the mount

1. Remove the Camera Cover from the camera by sliding the Camera Cover back.
2. Line up the alignment indicators on the camera and the Camera Cover.
3. Push the Camera Cover over the camera.
4. If the Camera Cover does not feel secure on the camera, twist it until it feels like it cannot slide anymore.

Realigning the Camera Cover when the camera is attached to the mount

1. Remove the Camera Cover from the camera by sliding the Camera Cover back, towards the mount.
2. Rotate the camera and line up its indicator with the indicator on the camera mount.
3. Separate the camera from the mount and remove the Camera Cover.
4. Follow the instructions above.

Close

What is Circle Safe™?

Circle Safe™ is a subscription plan that gives Circle users access to additional storage and premium features, like Person Detection and Motion Zones. There are two Circle Safe subscriptions available for both single and multi-camera homes with monthly and yearly payment options.

Every new Circle Camera comes with a free 10 day trial of Circle Safe™ Premium, which is activated when you set up your camera / add it to your account. [Read more](#) about the Circle Safe™ Premium trial.

Find the Circle Safe plan that's right for you:

Circle Free	Circle Safe™ Basic		Circle Safe™ Premium	
<ul style="list-style-type: none">• 24-hours cloud storage• Unlimited streaming and downloads• Smart Time-lapse Day Brief• Smart Alerts	<ul style="list-style-type: none">• 14-days cloud storage• All the free features		<ul style="list-style-type: none">• 31-days cloud storage• All the free features• Person Detection• Motion Zones• Custom Day Brief	
Unlimited cameras: Free	Single Camera	Check the	Single Camera	Check the
	Home plan (up to 5 cameras):	Circle Safe page for pricing.	Home plan (up to 5 cameras):	Circle Safe page for pricing.

You can purchase a Circle Safe™ subscription within the Circle Android app or from the [web app](#).

24-hours/14-days/31-days cloud storage

Store motion based videos up to 24-hours in your own private cloud for free, secured using bank-level encryption. Circle Safe Basic extends storage to 14-days and Circle Safe Premium extends storage to 31-days.

Unlimited streaming and downloads

Download your footage from the Circle mobile app or [web app](#) whenever you want to save or share it.

Smart Time-lapse Day Brief

Avoid spending hours sorting through footage and see a 30-second time-lapse video recapping the most important moments of your day.

Smart Alerts

Get mobile app notifications when motion is detected at home.

Person Detection

Circle's evolving AI analytics knows when a person is in the room and knows the difference between a person or pet.

Motion Zones

Highlight specific areas of your home to watch over by creating up to 5 Motion Zones within the Circle [web app](#).

Close

Does Circle still record if something happens outside of the motion zones?

Yes, Circle will still record if something happens outside of the motion zones you create. However, you will only receive notifications based on the advanced alert filters you select. To check your advanced alert filters, open the **Settings** menu, tap **Smart Alerts**, and tap **Advanced Alert Filters**.

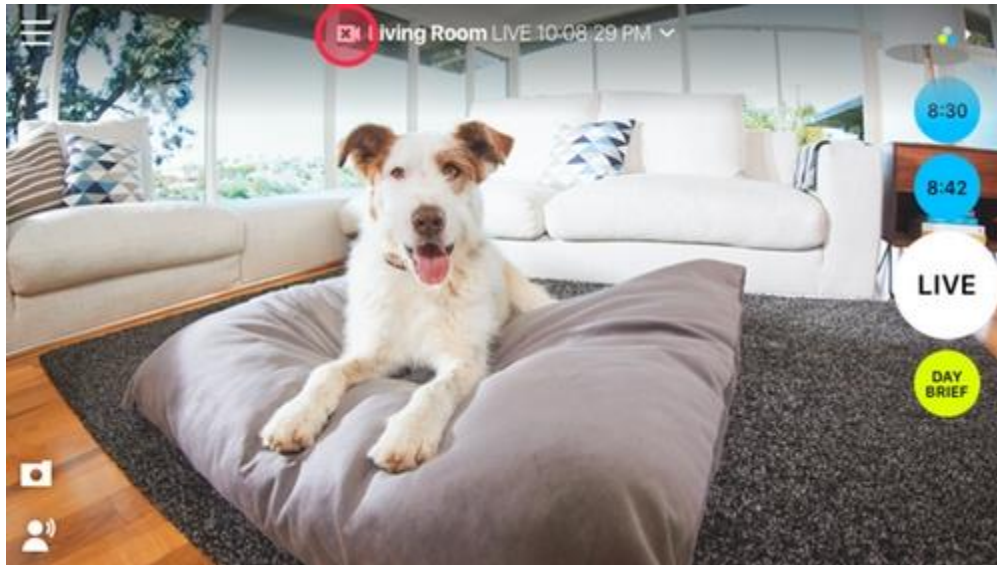
As a reminder, you will only have the ability to create and manage motion zones through the [web app](#) if you have a Circle Safe™ Premium subscription.

Close

What is the Recording setting and how is it different than turning Circle off?

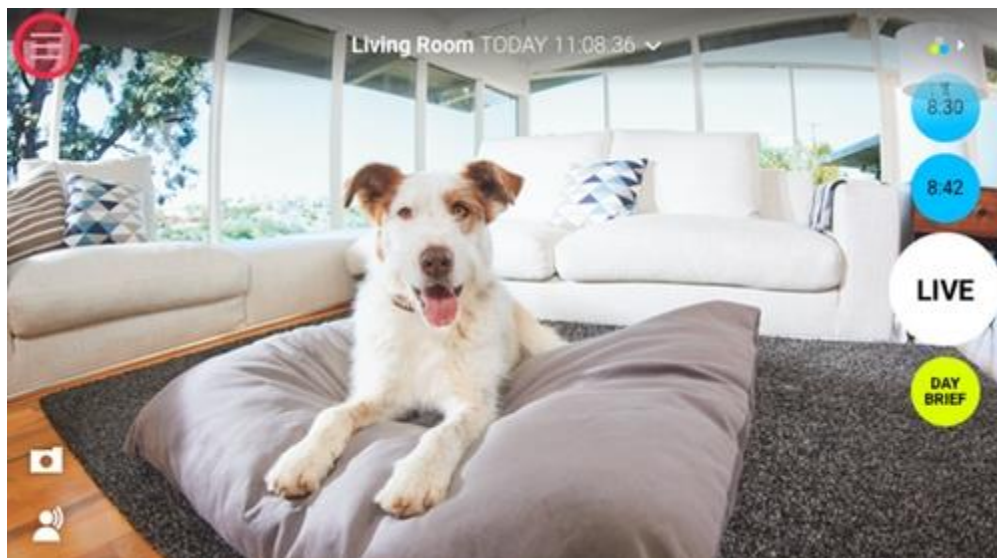
When you turn Recording off, your camera continues streaming but does not record any footage. When you turn your camera off, the camera does not stream or record.

NOTE: While Recording is off when you open the Circle app, there will still be a Live view, but you will not receive any notifications. You'll also see a camera icon with an X on top next to the camera name in the Live and Multi-camera views.



To turn Recording off your camera must be on. Follow these steps:

1. Open the **Settings** menu.



2. Tap the **Recording** button next to a camera's name to stop recordings on that camera. While the Recording setting is off, the camera continues to stream but does not record any footage. Please note that while the Recording setting is off, the Recording bubble will be grayed out and the camera will have a cross through it. Also note that while Recording is off, the Event Alerts bubble will also be grayed out since you will not receive notifications when recording is off.



NOTE: Tap on the camera icon above **Record** to turn recordings back on.

Close

How does the Circle Safe™ Premium free trial work?

Every Circle Camera comes with a free 10 day trial of Circle Safe™ Premium, which is activated when you set up your camera / add it to your account. While the trial is active, you will have access to all the features that Circle Safe™ Premium offers:

- Access to 31-day video storage
NOTE: This means you will have extended storage for the 10 trial days
- Person Detection: Circle's evolving AI analytics knows when a person is in the room and knows the difference between a person or pet
- Motion Zones: Highlight specific areas of your home to watch over by creating up to 5 Motion Zones within the Circle [web app](#)
- Custom Smart Time-lapse Day Brief: Create custom Day Briefs (30-second time-lapse video recap) from the last day, week, or month, or from a specific period of time.

If a Circle Safe™ subscription plan is not selected at the end of the trial, the Circle Safe™ Premium extended storage and features will disappear. To continue receiving advanced Person Detection and Motion Zones notifications, or access to extended video storage, [subscribe to Circle Safe™ Premium](#) on your camera(s) before the trial ends.

NOTE: If there are Circle Safe Home plans on your account with empty slots at the end of the trial, your Circle Camera automatically moves into one of the empty slots.

For more information on Circle Safe™ click [here](#).

Close

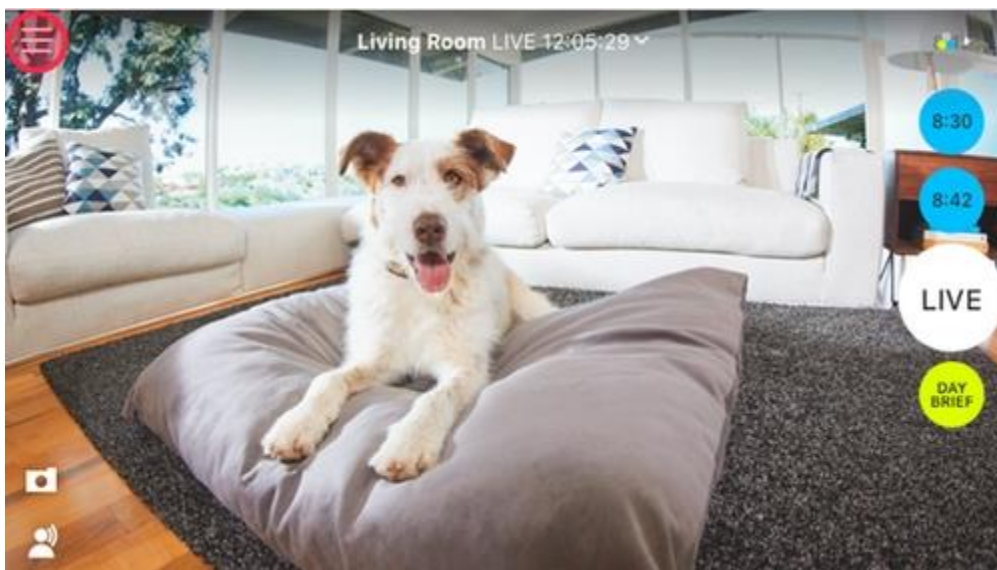
How do I activate Smart Alerts and view notification snapshots?

- [Activating Smart Alerts](#)
- [Viewing event alerts \(now with notification snapshots\)](#)
- [Event alerts for Circle Safe Premium Users](#)
- [Launching the Circle app from the Smart Alerts](#)

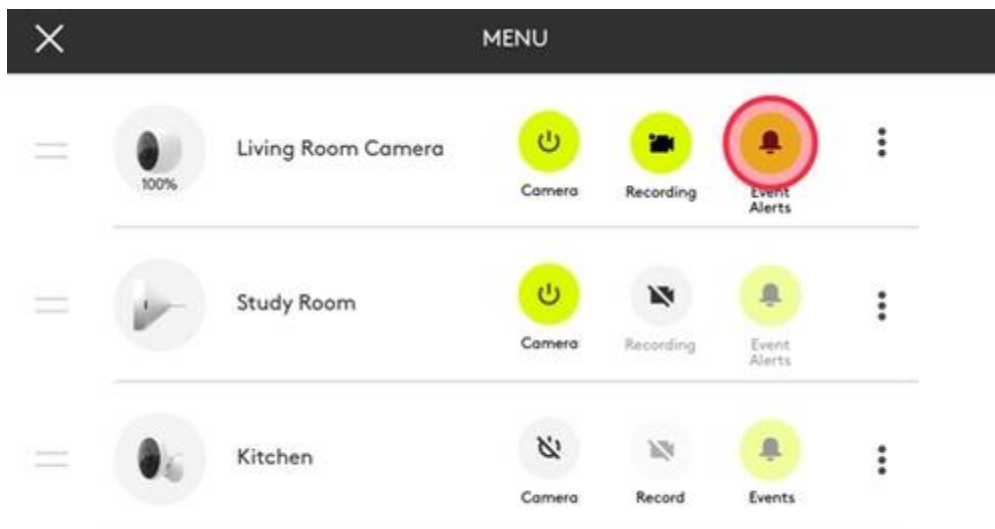
Activating Smart Alerts

To activate Smart Alerts:

1. Open the **Settings** menu.



2. Tap **Event Alerts** next to the camera whose Smart Alerts you want to activate.



3. The Smart Alerts menu page will open if this is the first time you are setting up alerts. Slide the **Smart Alerts** toggle right to enable (if not already enabled).



When you activate Smart Alerts, Circle has default event and system alerts, including:

- Event alerts
 - Activity was detected — triggered by motion detected by your camera and includes a snapshot of the activity. You can select the maximum frequency between your Smart Alerts. The options are 1, 15 and 30 minutes. For more details see, [How do I customize the frequency between my push notifications?](#)
- System alerts
 - Your camera is offline — this could be due to your network or internet going down, or for any other reason.
 - Your camera runs out of battery charge — if you're using your Circle Camera without the charging dock, you may want to activate **Battery Saving Mode** (click [here](#) for instructions).

Viewing event alerts (now with notification snapshots)

There two types of event alerts that are generated for users:

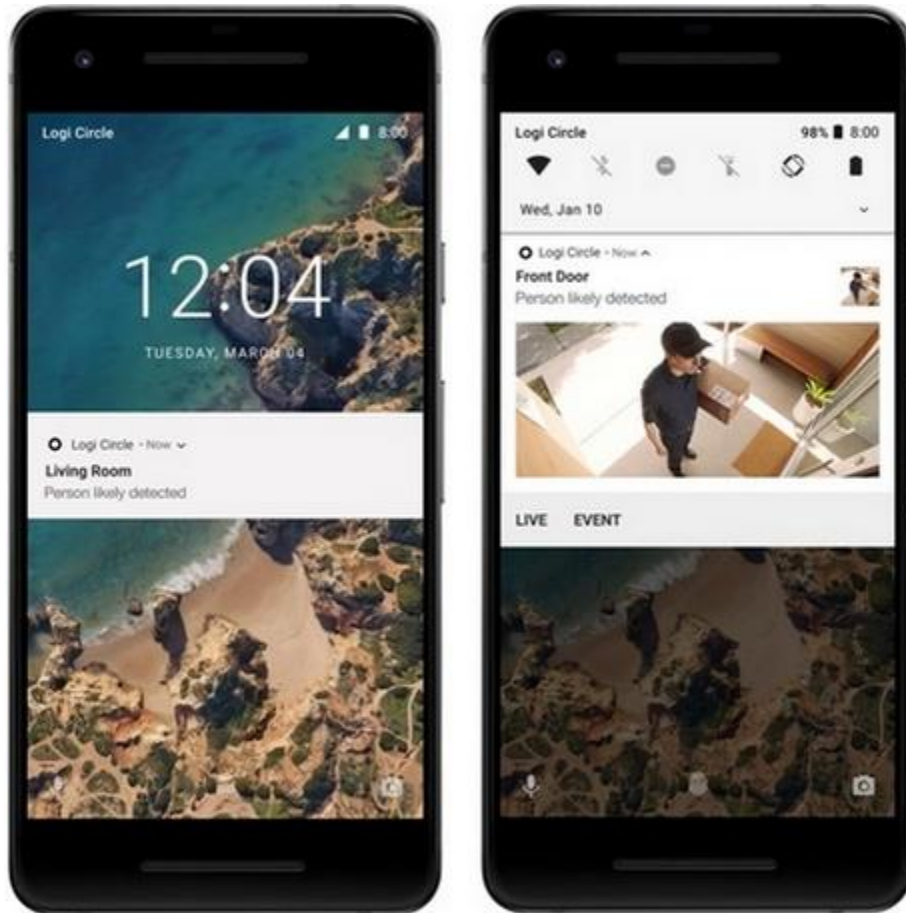
- With the Logi Circle app version 3.2 and later, all Android devices supported by the app (Android 4.4 or later) and Apple devices with iOS 10 or later, will have event alerts that include a snapshot of the activity that was detected by the camera.
- With all previous versions of the app and devices running versions of iOS and Android not listed above, event alerts will not include snapshots.

There are two views of event alerts with notification snapshots regardless of OS:

- A compact view of the alert with a small square thumbnail of the snapshot.
- An expanded view of the alert with a larger version of the snapshot and additional actions that the user can take.

Expanded notification view on Android

In the notification drawer, drag the notification downwards with one finger to see the expanded notification view. If you have a lot of notifications, dragging down might scroll instead of expanding the view. Pinch and expand the notification using two fingers if that occurs.



Expanded notification view on iOS

Your iOS version and device determine how you interact with the notification to trigger the expanded notification view:

- With iOS 10 and iOS 11 on an iPhone 6s and later, press deeply on the notification and wait for the haptic feedback.



- With iOS 10 on an iPhone 6 and earlier, iPod or iPad, swipe the notification from right to left and tap “View”.



- With iOS 11 on an iPhone 6 and earlier, iPod or iPad, you can either swipe the notification from right to left and tap “View” or press deeply on the notification.



Event alerts for Circle Safe Premium Users

There is a difference in the event alerts and the notification snapshots generated for cameras with Circle Safe Premium vs cameras with no paid subscriptions or Circle Safe Basic.

Cameras with no paid subscriptions and cameras on Circle Safe Basic will see event alerts with activity detected and the following snapshots:

- Square thumbnails that are simple square crops of the full scene captured by the camera.
- Expanded thumbnails that are based on the full scene captured by the camera.

Cameras with Circle Safe Premium have additional analysis, such as Person Detection and Motion Zones, that can help the system create more personalized alerts with localized and informative snapshots:

- The square thumbnails will be zoomed in where possible on the part or object(s) in the notification snapshot that triggered the recording.
- The expanded thumbnails will also be zoomed in and centered where possible on the source of motion.

Launching the Circle app from the Smart Alerts

- Tapping an event alert in app versions 3.2 and after will launch the Circle app and open the activity bubble corresponding to the notification.
- Tapping an event alert in app versions prior to 3.2 will launch the Circle app and open the Live View of the corresponding camera.
- In the expanded view of the event alerts, you will see both Event and Live buttons and can choose where to go.

Close

How do I purchase a Circle Safe™ subscription?

You can purchase a Circle Safe™ subscription within the Circle app on Android or from the [web app](#). Circle Safe™ cannot be purchased from the Logitech website or from the iOS app at this time. Read [What is Circle Safe™](#) for more information about our different plans and their respective features.

- [Getting started with your purchase](#)
- [Purchasing a Circle Safe Single subscription](#)
- [Purchasing a Circle Safe Home subscription](#)
- [When do my subscriptions activate?](#)
- [Managing subscriptions](#)
- [What happens at the end of the Circle Safe Premium trial](#)

Getting started with your purchase

1. Open the **Settings** menu in the Logi Circle app on Android or the Circle web app.
2. Scroll down and tap **Circle Safe**.
 - If you are new to Circle Safe, the page explains key features of the various plans. To view your existing cameras on a free plan or on a Circle Safe Premium Trial, tap **View Details**.

←

CIRCLE SAFE™

Circle Safe subscription plans give you access to additional cloud storage, advanced analytics and more.

14

31

CLOUD STORAGE UP TO 31 DAYS

Every Circle Camera comes with 24-hours of free cloud storage. Circle Safe Basic offers 14-days of storage and Circle Safe Premium offers 31-days of storage.

MOTION ZONES

Create up to 5 custom Motion Zones and receive notifications for those areas with Circle Safe Premium.

PERSON DETECTION & SNAPSHOT

Circle Safe Premium users receive notifications with advanced analytics that let the camera know the difference between a person and a pet and zoomed in snapshots.

MULTI-CAMERA SUBSCRIPTION SAVINGS

Save when you have two or more cameras. Choose a Circle Safe Home plan that's right for you.

5 CAMERAS IN FREE OR TRIAL SUBSCRIPTION

VIEW DETAILS

ADD SUBSCRIPTION

← Free/Trial subscription

See the status of cameras on a free or trial subscription.

FRONT DOOR

Currently on free plan

LIVING ROOM

Currently on free plan

BACK YARD

Currently on trial - Ends in 5 days

KITCHEN

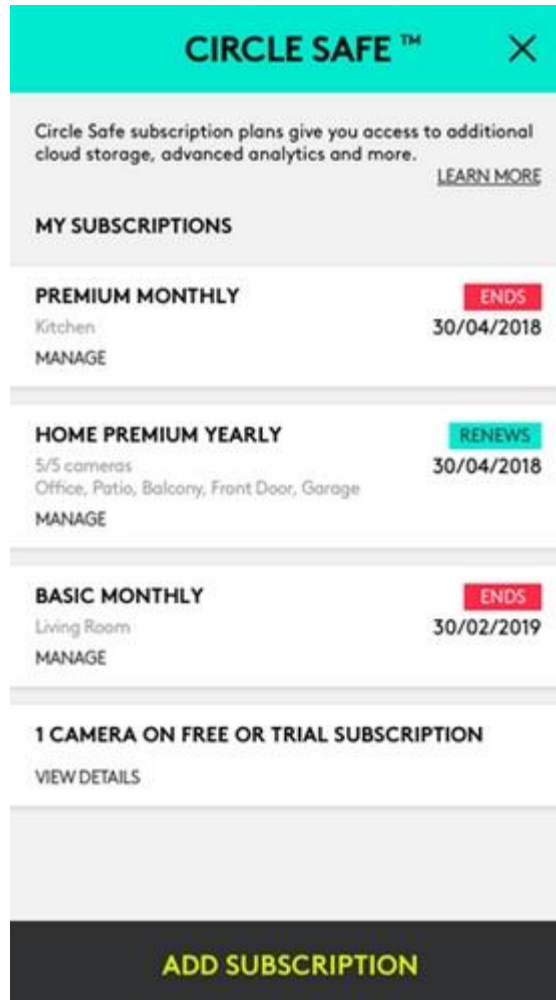
Currently on free plan

BALCONY

Currently on free plan

ADD SUBSCRIPTION

- If you are already subscribed to Circle Safe on one or more cameras, the page displays the list of cameras on paid plans. To view your existing cameras on a free plan or on a Circle Safe Premium Trial, tap **View Details** in the block that lists the number of cameras on the free plan or the trial.



Purchasing a single-camera subscription

1. Open the **Settings** menu in the Logi Circle app on Android or the Circle web app.
2. Scroll down and tap **Circle Safe**.
3. Tap **Add Subscription** to get started with your purchase.
4. Tap your desired plan on the Add a Subscription page.

Add a Subscription

MONTHLY

YEARLY

Compare subscription options and payment frequency, then select the plan that's right for you.

	BASIC	PREMIUM
Cloud storage	14 Days	31 Days
All The Free Features	✓	✓
Custom Day Brief		✓
Person Detection		✓
Motion Zones		✓

For 1 camera

\$4.99

Basic monthly

Up to 5 cameras

\$7.99

Home Basic monthly

\$9.99

Premium monthly

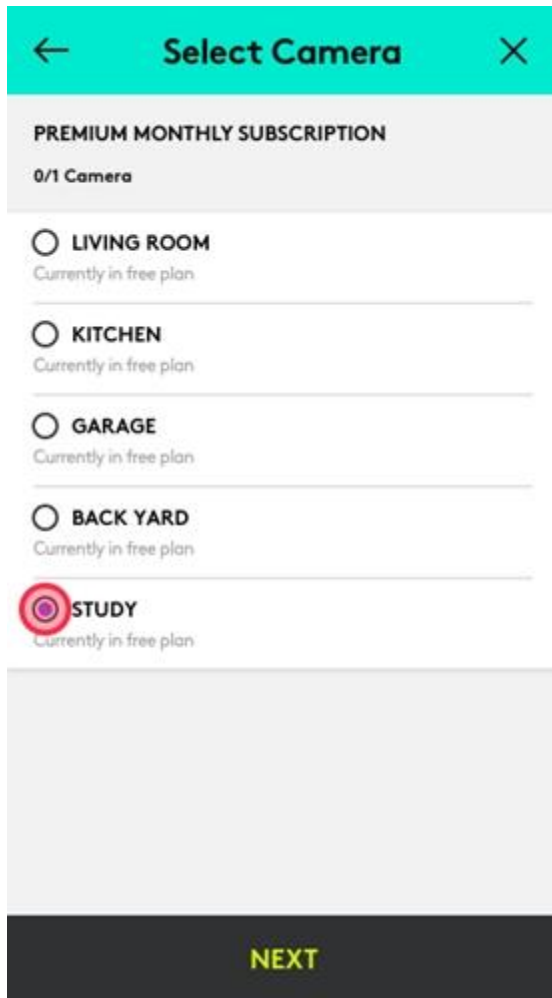
\$17.99

Recommended

Home Premium monthly

NOTE: If you are interested in purchasing a Yearly plan, tap the **Yearly** toggle.

5. Choose the camera you want to attach to the selected plan. Tap **Next** to continue.



6. Tap **Add Another Subscription** if you'd like to purchase additional subscriptions for any of your other Circle cameras at the same time. Repeat steps 4-5 of this section or the [Purchasing a Circle Safe Home subscription](#) section for each camera or set of cameras.
7. Tap **Next** once you're ready and follow the payment flow to complete the purchase. Read [When do my subscriptions activate?](#) to get an understanding of the estimated processing time.



Purchasing a Circle Safe Home subscription

1. Open the **Settings** menu in the Logi Circle app on Android or the Circle web app.
2. Scroll down and tap **Circle Safe**.
3. Tap **Add Subscription** to get started with your purchase.
4. Tap your desired plan in the Add a Subscription menu.


Add a Subscription

MONTHLY

YEARLY

Compare subscription options and payment frequency, then select the plan that's right for you.

	BASIC	PREMIUM
Cloud storage	14 Days	31 Days
All The Free Features	✓	✓
Custom Day Brief		✓
Person Detection		✓
Motion Zones		✓



For 1 camera

\$4.99

Basic monthly

\$9.99

Premium monthly


Up to 5 cameras

\$7.99

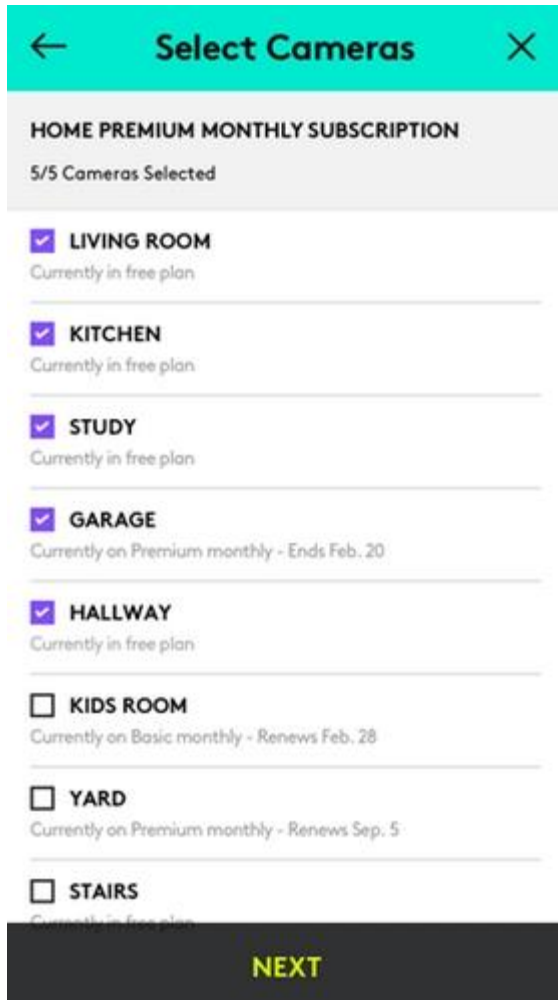
Home Basic monthly

\$17.99

Recommended
Home Premium monthly

NOTE: If you are interested in purchasing a Home Yearly plan, tap the **Yearly** toggle.

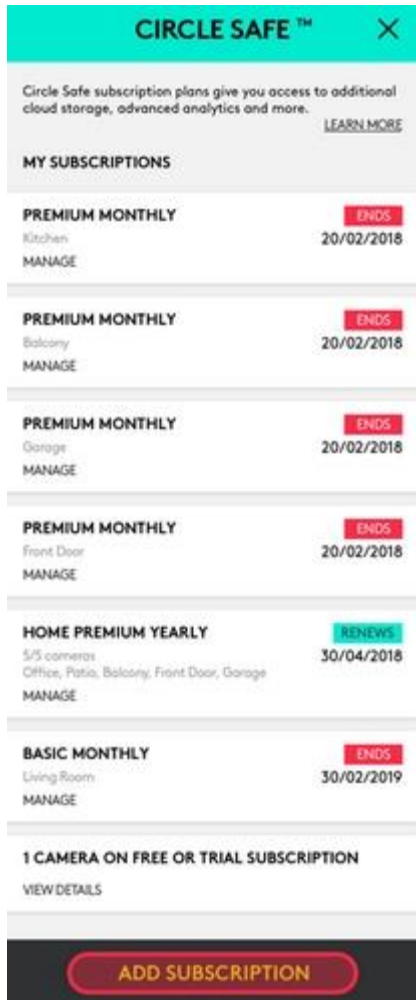
5. Select up to the total amount of cameras included in the Circle Safe Home plan. Tap **Next** to continue.



6. Tap **Edit** on the Home plan to choose a different set of cameras. Tap **Add Another Subscription** if you'd like to purchase more subscriptions for the cameras on your account. Repeat steps 4-5 of this section or the [Purchasing a single-camera subscription](#) section for each additional plan.
7. Tap **Next** once you're ready and follow the payment flow to complete your purchase. Read [When do my subscriptions activate?](#) to get an understanding of the estimated processing time.

Moving from multiple single subscriptions to a Circle Safe Home plan

1. On the Circle Safe page, select **Add Subscription**.



2. Tap your desired Circle Safe Basic or Premium Home plan on the **Add a Subscription** page.
3. Select all the cameras on single camera subscriptions that you want to include in the Home plan. Tap **Next** to continue.

← **Select Cameras** ×

HOME PREMIUM YEARLY SUBSCRIPTION

4/5 Cameras Selected

☐ **LIVING ROOM**
Currently on Basic monthly - Renews Feb. 28

☒ **KITCHEN**
Currently on Premium monthly - Ends Feb. 20

☒ **BALCONY**
Currently on Premium monthly - Ends Feb. 20

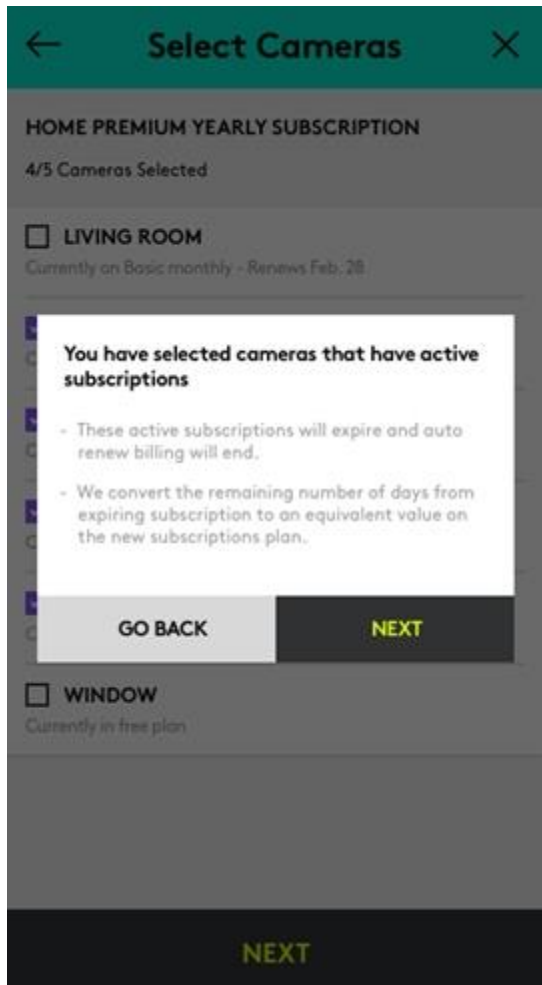
☒ **GARAGE**
Currently on Premium monthly - Ends Feb. 20

☒ **FRONT DOOR**
Currently on Premium monthly - Ends Feb. 20

☐ **WINDOW**
Currently in free plan

NEXT

4. Tap **Next** to finalize your changes. We convert the remaining number of days on the old subscription to an equivalent value on the new plan, and adjust the first renewal date of the new plan accordingly. For example, you have one camera on a Circle Safe monthly plan with 10 days remaining, upon creating a new Circle Safe Home plan with this camera, you would get one third ($\frac{1}{3}$) of the value of the single monthly plan applied to the new Home plan in the form of additional days before the first renewal.



5. Tap **Next** once you're ready and follow the payment flow to complete your purchase. Your Home subscription activates immediately after our payments processing partner provides confirmation of your purchase.

When do my subscriptions activate?

The subscription activation depends on the plans you have on your camera(s) while purchasing or changing your subscription:

- **Cameras on Circle Safe Premium trials:** your new subscription activates immediately after our payments processing partner provides confirmation of your payment, which can take up to 48 hours (due to payment processor verifications). In this scenario, you lose the remainder of your Circle Safe Premium trial days.
- **Cameras on Free plans:** your new subscription activates immediately after our payments processing partner provides confirmation of your payment, which can take up to 48 hours (due to payment processor verifications).
- **Upgrading paid plans:** applies when changing subscriptions from:
 - Circle Safe Basic to Circle Safe Home Basic
 - Circle Safe Premium to Circle Safe Home Premium

- Circle Safe Basic to Circle Safe Premium or Circle Safe Home Premium
Your new subscription activates immediately after our payments processing partner provides confirmation of your purchase, which can take up to 48 hours (due to payment processor verifications). We convert the remaining number of days on the old subscription to an equivalent value on the new plan, and adjust the first renewal date of the new plan accordingly. For example, you have one camera on a Circle Safe monthly plan with 10 days remaining, upon creating a new Circle Safe Home plan with this camera, you would get one third ($\frac{1}{3}$) of the value of the single monthly plan applied to the new Home plan in the form of additional days before the first renewal.
- **Downgrading paid plans:** applies when changing from:
 - Circle Safe Home Premium to Circle Safe Home Basic
 - Circle Safe Home Premium to Circle Safe Basic
 - Circle Safe Premium to Circle Safe Home Basic
 - Circle Safe Premium to Circle Safe Basic

Your new subscription activates immediately after our payments processing partner provides confirmation of your purchase, which can take up to 48 hours (due to payment processor verifications). We convert the remaining number of days on the old subscription to an equivalent value on the new plan and adjust the first renewal date of the new plan accordingly.

You lose all additional footage (the difference between 31 and 14 days) and all features associated with Circle Safe Premium including Person Detection, Motion Zones, and the Custom Day Brief. Additionally, if the old subscription is emptied, the auto-renewal for the plan is canceled and the plan is expired.

Managing subscriptions

Using the Circle Safe page in the web app or Logi Circle app for Android, you can:

- [Remove cameras from a Home subscription](#)
- [Add cameras to a Home subscription](#)
- [Downgrade from Circle Safe Premium or Circle Safe Home Premium to Circle Safe Basic or Circle Safe Home Basic](#)

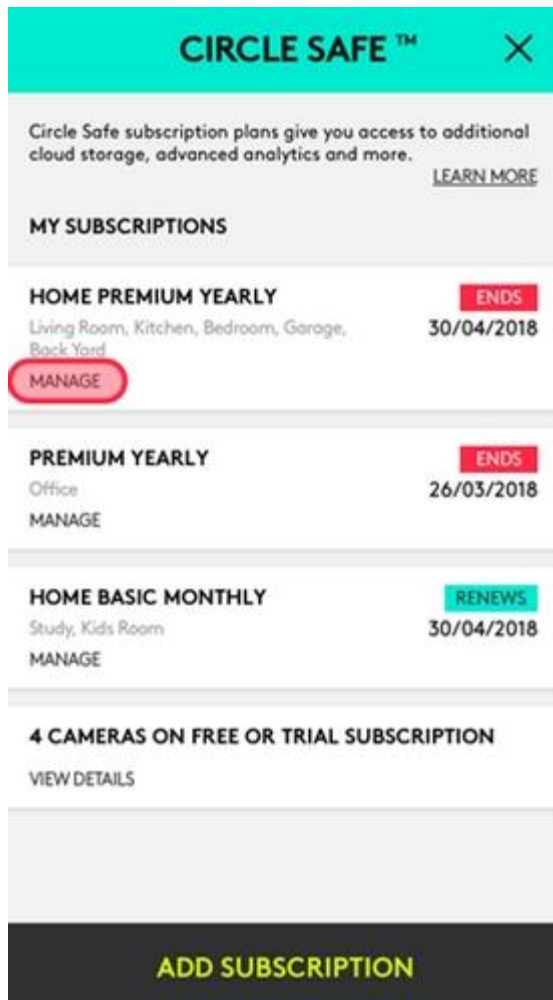
To get started, carry out the following steps:

1. Open the **Settings** menu in the Logi Circle app on Android or the Circle web app.
2. Scroll down and tap **Circle Safe**.

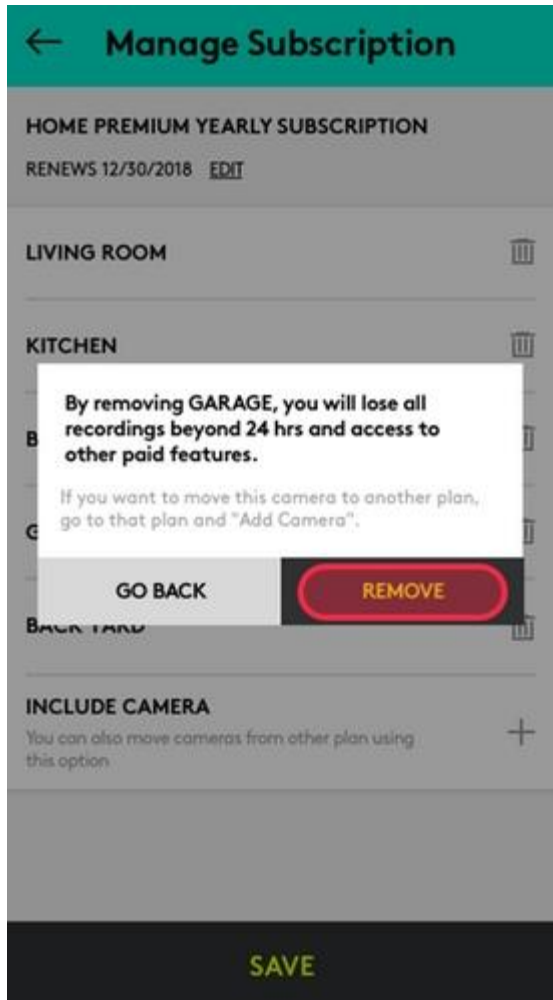
Remove cameras from a Home subscription

NOTE: If you would like to move this camera to a different Circle Safe Home plan, follow the steps listed in [Add cameras to a Home subscription](#).

1. On the Circle Safe page, tap **Manage** on the Circle Safe Home plan you want to modify.



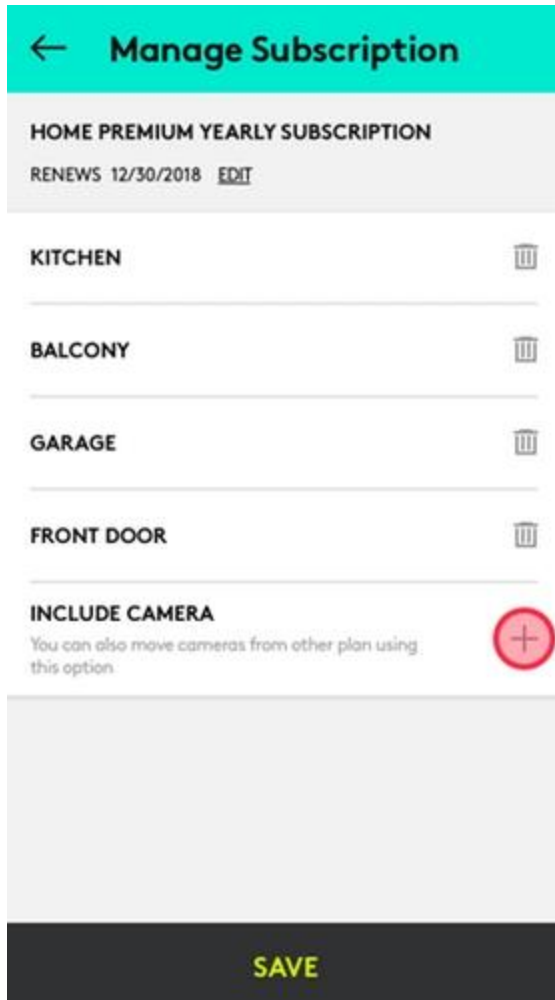
2. Tap the recycle bin icon to the right of camera you want to remove from the Home plan.
3. Tap **REMOVE** when the prompt appears to confirm removing the selected camera from the subscription.





4. Tap **Save** to finalize your changes. After confirming the change, you immediately lose access to any footage recorded beyond 24 hours and all features that are part of your previous plan.

Add cameras to a Home subscription

1. On the Circle Safe page, tap **Manage Subscription** on the Circle Safe Home plan you want to add more cameras to.
NOTE: These steps also apply to cameras that are already on a different Circle Safe Home subscription.
2. Tap the + icon to start selecting cameras.



3. On the **Select Cameras** screen, all cameras on the account are listed alongside their current subscriptions. Cameras that are already on the Home plan you are modifying are greyed out. Select the additional camera(s) you want to include in the subscription. Tap **Next** to continue.

**Select Cameras**

HOME PREMIUM YEARLY SUBSCRIPTION
5/5 Cameras Selected

☐

Kitchen
Already on the Home plan

☐

Balcony
Already on the Home plan

☐

Front Door
Already on the Home plan

☐

Garage
Already on the Home plan

☒

Window
On a free plan

☐

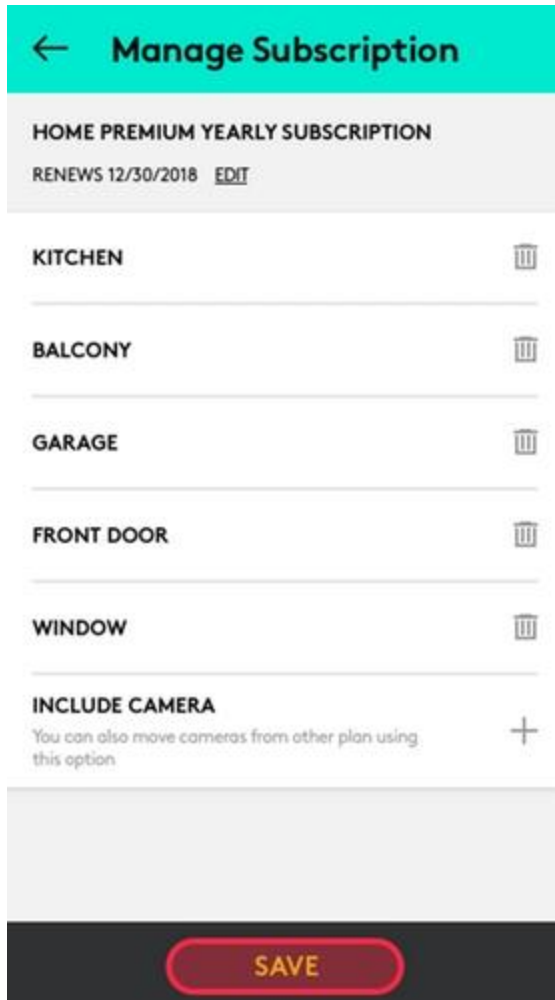
Kid's Room
On a free plan

☐

Back Door
Already on the Home plan

SAVE

- Review your changes and once satisfied, tap **Save** to confirm.



Downgrade from Circle Safe Premium or Circle Safe Home Premium to Circle Safe Basic or Circle Safe Home Basic

Follow the [Purchasing a single-camera subscription](#) or [Purchasing a Home subscription](#) instructions.

You lose all additional footage (the difference between 31 and 14 days) and all features associated with Circle Safe Premium including Person Detection, Motion Zones, and the Custom Day Brief.

What happens at the end of the Circle Safe Premium trial?

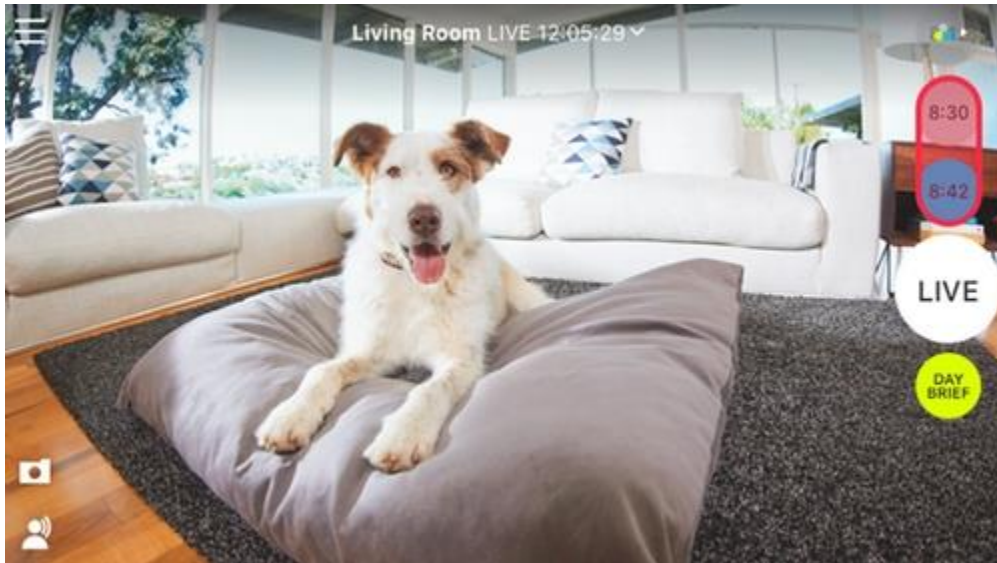
If there are plans on your account with empty slots, your Circle camera automatically moves into one of the empty slots.

Close

What do the gray and blue bubbles in the Circle app mean?

On the right of the Live view, you'll see two types of activity bubbles — gray and blue:

- Gray bubbles are events with low activity levels.
- Blue bubbles are events with high activity levels.



Close

What countries is Circle Safe™ available in?

Circle Safe™ is currently available in the United States, Canada, European countries using the Euro, Switzerland, United Kingdom, Denmark, Norway, Sweden, Hungary, Czech Republic, Poland, New Zealand, Australia and Japan.

Close

How many Circle cameras can associate to one account?

There is no limit to the number of cameras you can associate to your account or mobile device.

NOTE: Image quality may be affected by the number of cameras on the same network, depending on your current internet speed.

Close

Can I access my Circle account from multiple devices? Can I grant multiple users access to my account?

Your Circle camera or account can be accessed by multiple devices and users simultaneously.

Download the Circle app on additional devices, and then use the same username and password to access the camera or cameras. There is no need to run the setup on each mobile device.

NOTE: Notification settings are unique to each device.

You can also access your account through the [web app](#).

Close

Can I see my Circle cameras from an Android TV device?

Yes, there is an Android TV app available for Android TV devices. Search the Google Play Store for Logi Circle.

NOTE: Google Play Store must be installed on your Android TV device.

Close

What do the microphone levels in the Circle app mean?

The microphone levels in your Circle app represent the microphone gain. Gain controls the microphone on the device and determines the level of sound Circle's microphone picks up.

For example, if you change the microphone level from the halfway option to full, Circle's microphone gain goes from 50% to 100%. When you view your footage from the Circle app, the audio may be clearer or louder at 100%. If you hear too much noise in your audio, consider changing the gain back to 50%.

If you have difficulty hearing the audio in your recordings, 100% gain is best. If you do not want to hear the audio in your recordings, 0% gain is best (audio will be muted).

Close

When does Circle 2 start recording?

The Circle 2 camera is equipped with two key sensors; a **video sensor** and a **low power motion sensor**. Depending on the attached mount and camera settings, your camera uses one of these sensors to determine when and how to record events.

Wired, Window or Plug Mount Cameras

While attached to the Wired, Window or Plug Mount (direct-to-power), Circle 2 uses the video sensor to constantly analyze its field of view for motion. As soon as it detects relevant motion, the camera starts recording. The camera stops recording once motion is no longer detected. If motion is detected shortly after a brief period of inactivity, the system may append this activity to the same event bubble.

Wire-Free Cameras

While attached to a battery and in battery optimization mode, Circle 2 operates differently. The camera uses the low power motion sensor (a passive infrared sensor or PIR sensor) to detect activity in its field of view. Similar sensors are used on motion-activated night lights.

Using the low power motion sensor allows the camera to keep the video sensor, which may drain the battery, in sleep mode. When the low power sensor detects motion, the video sensor wakes up, which triggers recording. Recordings occur in 10, 30 or 60-second intervals before the video sensor goes back to the sleep mode.

If the camera is already awake (e.g. if you are watching the live stream), the camera will automatically use the video sensor to determine relevant motion and manage recordings without needing to use the low power sensor first.

You can adjust the sensitivity of the low power motion sensor to ensure you are capturing the moments that are relevant to you. From the **Settings** menu, tap **More Settings** to edit the Motion Sensitivity.

NOTE: If you're using the Circle 2 Wired camera or placing the camera on the Window and Plug mounts, motion detection will work through glass. If you're using the Wire-Free camera, it relies on a low-power sensor for motion detection that doesn't work through glass.

Recordings in the Logi Circle app

The blue bubbles mean high activity level and the gray bubbles mean low activity level. If you don't see any blue or gray [activity bubbles](#), check that "All Activity" is selected in your Event Filter menu (to access the Event Filter menu, tap the three bubbles on the top left of your Live View). Also, make sure Privacy Mode is disabled since Circle 2 does not record any footage even if it detects motion when Privacy Mode is enabled.

Close

What happens when I upgrade or downgrade Circle Safe mid-subscription?

If you are upgrading from one paid plan to another (ex. Circle Safe Basic to Premium, or Circle Safe Premium monthly to annual), you will be billed the day of the transaction for the month or year after the current plan ends. You will get the Circle Safe Premium service for free for the rest of the month.

If you are downgrading (ex. Circle Safe Premium to Circle Safe Basic, Circle Safe Premium to Circle Free, or Circle Safe Basic to Circle Free), the downgrade happens immediately. If you need to downgrade your Circle Safe account with us, we recommend you do so at the end of your billing cycle.

Please also note we do not save your footage after your subscription service is terminated. If you experience any issues or difficulties while downgrading, please contact [Customer Care](#).

Close

What is the Live View and latency time for my Circle?

Circle and Circle 2 Wired Cameras are always on. When you go to the Live View in the app, the camera establishes a secure connection to the app through the cloud and begins to stream. We've worked hard to ensure the fastest Live View and latency — the delay between what's shown on

the screen and what's happening in real time. We've seen the time to Live View and latency to be about a couple of seconds with a strong internet connection between the camera and the cloud, and a strong internet connection for the device that is watching the stream through the app.

For Circle 2 Wire-Free Cameras, in addition to creating a secure connection and starting the stream, since the camera is in battery mode, it needs to wake up from its sleep state (done to conserve battery life). Time to Live View can be around 25 seconds on the current firmware. We are working to improve wake up time in future versions of the firmware.

The Circle Web App has a longer load time than our mobile apps since there are additional buffers created depending on the browser used. We are working to reduce this time even more in future releases.

Our third party partners vary in their implementations of displaying secure live streams through their ecosystems. This can increase the time to show the Live View and can add latency outside of our control.

Close

How do I delete my Circle account?

In order to delete your Circle account, please contact [Customer Care](#).

Close

How long will my Circle 2 Wire-Free's battery last?

The battery life for your Circle 2 Wire-Free camera varies from a few days to as long as three months depending on usage conditions.









Close






What do the LED indicators on Circle 2 mean?

LED display depends on the type of mount you use to power your camera:

- [Wired, Window and Plug Mounts](#)
- [Battery Mount \(Circle 2 Wire-Free\)](#)

Wired, Window and Plug Mounts

Stage	LED Status	Description
Setup	 Blinking Blue	Ready to pair
	 Solid Blue	Camera connected to device for setup
	 Blinking Light Blue	Connecting to wireless network
	 Blinking White	Connecting to Circle cloud servers
	 Solid White	Camera connected and ready to stream
Usage	 Solid White	Camera connected and ready to stream
	 Solid Green	Stream being viewed - video or audio
	 Solid Yellow	Privacy Mode enabled




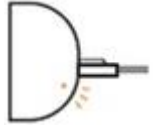
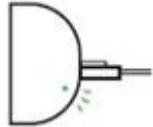
Stage	LED Status	Description
	 Solid Red	Camera off - not recording or streaming
	 Blinking Magenta	Firmware downloading or updating
Error	 Fast Blinking Light Blue	Connecting to wireless network is failing
	 Fast Blinking White	Connecting to Circle cloud servers is failing
	 Fast Blinking Red	Other System Errors

NOTE: The LED on the Window Mount automatically switches off after setup so that the camera remains concealed.

Battery Mount (Circle 2 Wire-Free)

NOTE: The LED automatically switches off after setup to maximize battery life.

Stage	LED Status	Description
Setup	 Blinking Blue	Ready to pair

Stage	LED Status	Description
	 Solid White	Camera connected and ready to stream
Usage	 Solid White	Camera connected and ready to stream
	 Blinking Red	Critical battery - recharge immediately
Charging	 Solid Amber	Camera plugged-in and charging
	 Solid Green	Camera charging complete

NOTE: The Charging LED status applies to the LED on the Rechargeable Battery.

Close

How do I enable or disable auto-renewal for my Circle Safe subscription?

When you purchase a Circle Safe subscription, auto-renewal is the default setting, allowing our payments partner Digital River to automatically charge your account for the next month or year after the current subscription expires. For monthly subscriptions, you'll incur the charge once a month and for a yearly subscription, you'll incur the charge once a year.

- [How do I tell if auto-renewal is enabled?](#)
- [Enable auto-renewal for my Circle Safe subscription](#)
- [Disable auto-renewal for my Circle Safe subscription](#)

How do I tell if auto-renewal is enabled?

Check the Circle Safe menu in the Circle mobile or [web app](#) to determine if auto-renewal is enabled. Here's how:

1. Log into the Circle Android or iOS mobile app or [web app](#) with your Circle account credentials.
2. Open the **Settings** menu.
3. Tap **Circle Safe**.
4. On the Circle Safe page, you'll see a list of all your cameras along with their current subscriptions. The auto-renewal status for each camera is listed next to the current subscription attached to the camera:
 - RENEWS <DD/MM/YY> or <MM/DD/YY>: Auto-renewal is enabled. You will be charged automatically on the date listed.
 - UNTIL <DD/MM/YY> or <MM/DD/YY>: Auto-renewal is disabled. Your subscription expires on the date listed and your camera will move to Circle Free.
5. The white section below the grey rectangle displays the plan that will be active after the listed date passes if no changes are made.

Enable auto-renewal for my Circle Safe subscription

1. Log into the Circle Android mobile app or [web app](#) with your Circle account credentials.
2. Open the **Settings** menu.
3. Tap **Circle Safe**.
4. Tap the camera for which you wish to enable auto-renewal.
5. Select your subscription from the list.
6. Click the **CONTINUE** button that appears on-screen.
7. A confirmation message will be displayed to acknowledge the change.

NOTE: Subscriptions are purchased on a per-camera basis. If you own multiple cameras and want to modify their auto-renewal status, repeat steps 1-7 for each additional camera.

Disable auto-renewal for my Circle Safe subscription

1. Log into the Circle Android mobile app or [web app](#) with your Circle account credentials.
2. Open the **Settings** menu.
3. Tap **Circle Safe**.
4. Tap the camera for which you wish to disable auto-renewal.
5. Select **Circle Free - 24 Hours of Footage**.
6. Click the **CONTINUE** button that appears on-screen.
7. A prompt will appear asking you to confirm that you want to remove the subscription. Tap **Confirm** to save the changes.
8. A confirmation message will be displayed to acknowledge the change.

NOTE: Subscriptions are purchased on a per-camera basis. If you own multiple cameras and want to modify their auto-renewal status, repeat steps 1-7 for each additional camera.

Close

What is the Circle web app?

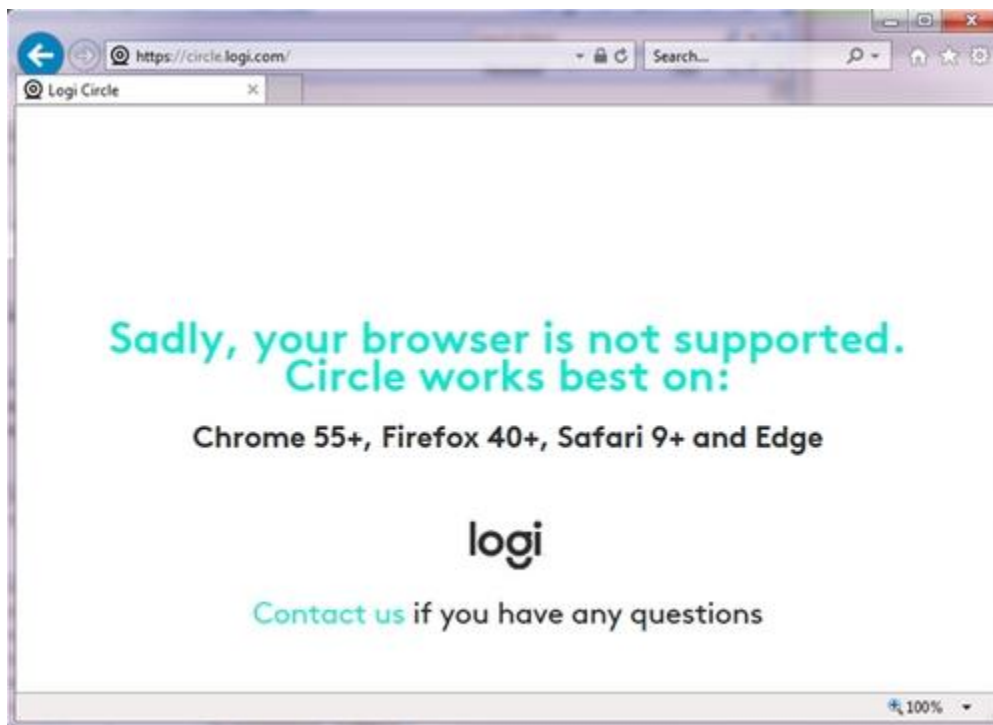
The Circle web app (circle.logi.com) is a version of the Circle app you can easily access from your browser on your desktop or laptop. Simply log in using the same Circle account credentials you use to log into your Circle mobile app.

If you have the Circle Safe Premium trial or a Circle Safe Premium subscription, the web app is also the only place to create and manage your [Motion Zones](#). You can also [subscribe to Circle Safe](#) from the web app.

Please note the Circle web app and Circle mobile app work differently due to differences in how your browser decodes and buffers the live stream in comparison to the mobile applications. Your browser requires some additional time to start loading the video stream and needs to download more content before it can play it and that is expected behavior. We are always striving to make improvements and are working to minimize this buffering time as much as possible.

NOTE: There are some features available on the Circle mobile app that aren't currently available on the Circle web app, including Two-way Talk and Smart Alerts.

The web app works best on Chrome 55+, Firefox 40+, Safari 9+ and Edge. If you access the web app with Internet Explorer or other unsupported Web browsers, you will get the following message:



If you are getting this error message and are using a compatible browser, please see [I am getting an incompatible web browser message when I log into the web app. What troubleshooting steps should I try?](#)

Close

What mounts and accessories are available for Circle 2?

Circle 2 accessories and mounts let you place your camera in even more places.

Window Mount — works with Circle 2 Wired and Wire-Free

NOTE: This is a plugged-in wired mount. When attaching the camera from Circle 2 Wire-Free, the camera will no longer be wireless, i.e. powered by a battery.



- See more of what's happening outside from the inside. Attach to any Circle 2 camera and place it on any window pane to see outdoors.

Rechargeable Battery — works with Circle 2 Wire-Free



- Additional battery so you can swap out Circle 2 Wire-Free's battery quickly while the other is charging (can last up to 3 months on a single charge).

Plug Mount — works with Circle 2 Wired and Wire-Free



- Watch over your home from any wall outlet — in the kitchen, the garage, even down low to see your pet. Attach to any Circle 2 Camera and plug into a wall outlet.

Weatherproof Extension — works with Circle 2 Wired



- The additional weatherproof extension (~15-feet or 4.5-meters) lets your Circle 2 Wired Camera reach even further.

Magnetic Mount — works with Circle 2 Wired and Wire-Free



- An easy way to attach your Circle 2 Camera to any flat magnetic surface: rain gutters, metal door frames or posts, and even light fixtures. (**NOTE:** Strength of magnetic surface depends on the volume and distance of metallic/magnetic surface from the mount.)

Close

How do I control my Circle Camera with Google Assistant?

You can use Google Assistant voice commands to display a Live View of your Circle Camera on a TV using Google Home and Chromecast or a TV with Chromecast-built in. For example, the voice command “Ok Google, show [camera name]” streams the camera’s Live View on your TV.

- [Compatibility](#)
- [Where to find the Google Assistant?](#)
- [Connect Circle to your Google Assistant](#)
- [Voice commands](#)

Compatibility

- All Circle 2 Cameras
- Original Circle Cameras

NOTE: Commands for the Circle 2 Wire-Free Camera in battery modes may take longer than the Wired Camera as the camera needs to wake up from its battery-conserving sleep state.

Where to find the Google Assistant?

Google Assistant is built into the following devices:

- Google Home
- All Android phones

Google Assistant is also available for download in the App Store on iPhone, iPad and iPod Touch running iOS 9.3 or later.

For more information and details about Google Assistant, please visit the [Google Assistant](#) page.

Connect Circle to your Google Assistant

1. Set up your camera(s) using the Logi Circle app.
NOTE: Remember to give each camera a unique name without any special characters, emojis or the word "Camera" in the actual name. This will help improve the experience when using it.
2. Set up your [Chromecast](#) and [Google Home](#).
3. Open the Google Home app.
4. Tap (+) **Add**.
5. Tap (+) **Set up Device**.
6. Under **Works with Google**, tap **Have something already set up?**
7. Locate the **Logi Circle** service and link accounts.

After pairing Circle with the Google Home app, you can link your TV to Google Home by carrying out step 4 in [Stream your security camera using Google Home](#).

Voice commands

To activate Google Assistant, start off by saying "Ok Google" or "Hey Google". Once the Assistant is active, use the commands in the table below to start or stop the Live stream on your TV.

Verbal Command	Description
<ul style="list-style-type: none">• "Show [camera name]"• "What's on [camera name]?"• "[Camera name] on [Chromecast device name]"• "Play [camera name] on [Chromecast device name]"• "Show [camera name] on [Chromecast device name]"	Start stream on TV

Verbal Command	Description
<ul style="list-style-type: none"> "Stop [TV/Chromecast device name]" 	Stop stream on TV

For more information about setting up your camera, Chromecast, and Google Home see [Stream your security camera using Google Home](#).

Close

How does Circle 2's motion detection work best?

Circle Cameras record when they detect motion. This means the camera does not continuously record when there is no motion happening. To ensure the best conditions for motion detection to work:

- Make sure your Circle has a clear field of view (ex. avoid putting Circle behind a screen or other objects).
- Mount your Circle upright.
- Place your Circle closer to areas of high activity, ideally no more than 15-25 feet (5-7 meters) away.
- Position your Circle at human height.
- Make sure your Circle is in a place with good lighting.

If you have Circle Safe Premium, you will have access to premium features like Person Detection and Motion Zones, which impact the way motion detection work. With [Person Detection](#), Circle's evolving AI analytics process the recorded motion to see if there is a person in the footage. With [Motion Zones](#), you can highlight up to 5 specific areas of your home to watch over so you can update your settings to only receive Smart Alerts when motion happens in those areas.

Close

Is my Circle footage secure and how do I ensure my privacy?

We take privacy and data security issues very seriously. We've taken a number of measures to protect your security, including:

- Each Circle camera has a unique cryptographic private key and certificate.
- Logitech uses unique, random and automatically rotating AES 256 Bit Dual Layer Encryption to protect and store your audio and video content.
- Logitech uses bank-level, industry standard encryption to transfer all data.
- Each account has its own private cloud on the Logitech Circle Cloud Service and is protected by your account password. Only the holder(s) of the account credentials can access the livestream, or video and audio recordings.

For extra peace of mind, we added [Privacy Mode](#) which means that Circle streams but does not record. To enable Privacy Mode, go to the **Settings** menu > **Privacy Mode** when you are at home.

NOTE: You can also turn Circle off by going to the **Settings** menu > **Camera On/Off**.

Here are some other tips and tricks to keep your Circle account safe:

- Use a secure password (a combination of letters, symbols, and numbers).
- Always log out of the Web App when you use a shared computer.
- If you share a Circle account with multiple users, look into locking changes (**Settings** > **Manage Account** > **Lock Changes**).

NOTE: Changes are locked on a per-mobile device basis.

Close

Can I adjust the viewing angle of the Circle 2 Window Mount?

The Window Mount accessory attaches to your window straight on. Once attached, the window mount accessory cannot pan (side to side) or tilt (up or down). However, the accessory can still be rotated 360 degrees.

When [switching](#) to the Window Mount, we recommend that you hold up the Circle 2 Camera with Window Camera Cover to the glass and use the app Live view to determine the placement for the Window Ring.

An extra adhesive is included in the packaging, which can be used to move the mount to another window. Please note these adhesives are ideal for one-time use. If you need more adhesives, please email us at innercircle@logitech.com.

To remove the Window Ring and adhesives from the window:

1. Use the finger pull areas to remove the Window Ring from the window.
2. Pull off the existing adhesive strips.
3. Locate the new adhesive strips.
4. Attach the side with the red backing paper to the Window Ring.

Close

Can I operate Circle 2 Wire-Free as a wired camera?

Yes, you can keep the Circle 2 Wire-Free Camera plugged in and constantly charging. If you do keep it plugged in, go to the mount settings (**Settings** > **More Settings** > **Camera Mount**) and change the setting to **Always On**.

Close

Does Circle 2 work outdoors?

Circle 2 works both indoors and outdoors. The camera is weatherproof and has an IP65 rating.

If you are installing your Circle 2 Wired outdoors and the power adapter is exposed, we recommend purchasing the Weatherproof Extension.

Please also ensure that your Circle 2 Camera is installed in accordance with local laws and regulations.

For information on how to set up Circle 2, please visit the [Getting Started page](#).

Close

Does Circle 2 have local storage?

Circle Cameras do not have local storage. Each Circle account stores motion based videos in your own private cloud on the Logitech Circle Cloud Service. Videos are stored securely using bank-level encryption to protect your audio and video content.

Please note Circle Cameras cannot be configured to record footage to a NAS. For additional storage, we have the Circle Safe plans — Circle Safe Basic will store (motion based) recordings for 14-days and Circle Safe Premium will store them for 31-days.

Close

Does the Circle 2 Window Mount work on double pane windows?

The Circle 2 Window Mount works best on single pane windows.

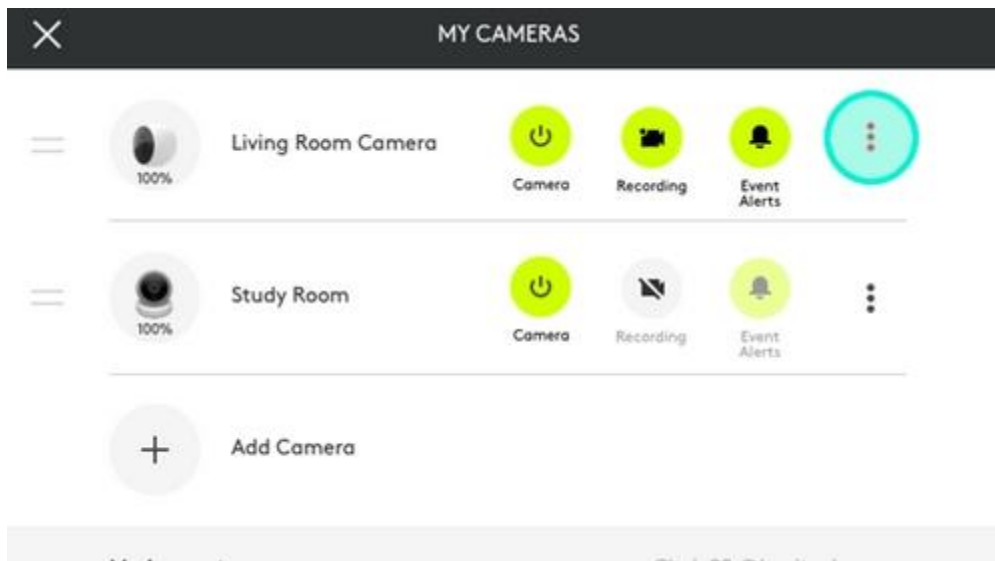
When you use the Window Mount on double paned (or more) windows, the camera's view and image quality may be impacted due to reflections through the additional layers of glass.

Close

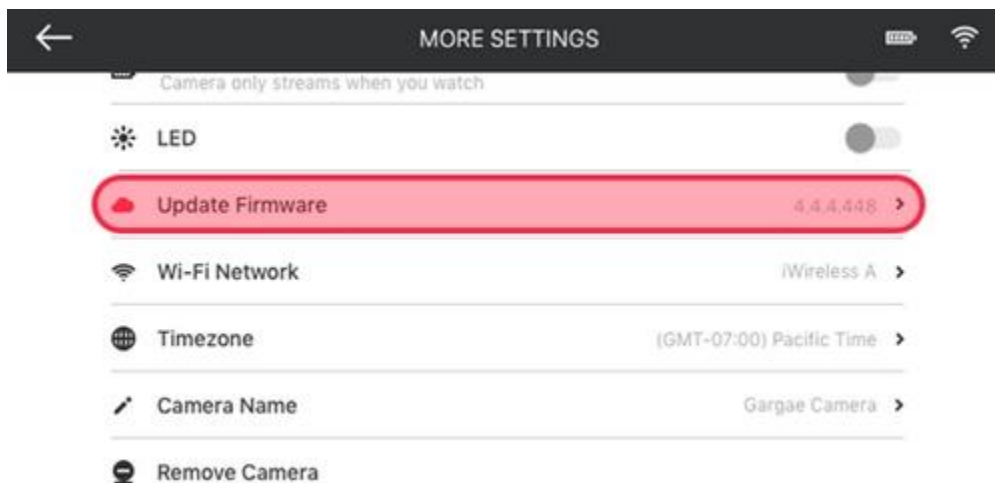
How do I update Circle's firmware?

Firmware updates are occasionally sent to improve your camera and introduce new features. To check for firmware updates:

1. Open the **Settings** menu in the Circle app.
2. Tap **More Settings** next to your Circle camera.



3. Scroll down and tap **Update Firmware**. If there is an update available, the cloud icon will be red. Tap **Update Firmware** to download the update.



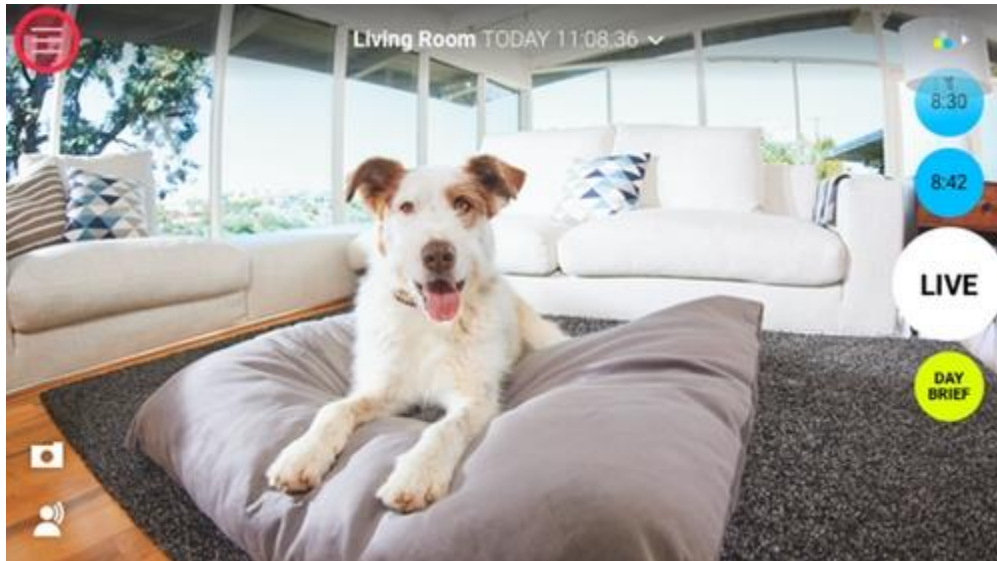
IMPORTANT: When you update your Circle camera, make sure it's on the charging dock first. Do not interrupt the update by turning the camera off.

If there are no updates when you tap **Update Firmware**, you'll see a message letting you know your camera already has the latest firmware.

Close

How do I access the Settings menu in the Circle app?

To access the **Settings** menu, tap on the three lines in the top left corner of the Live View.



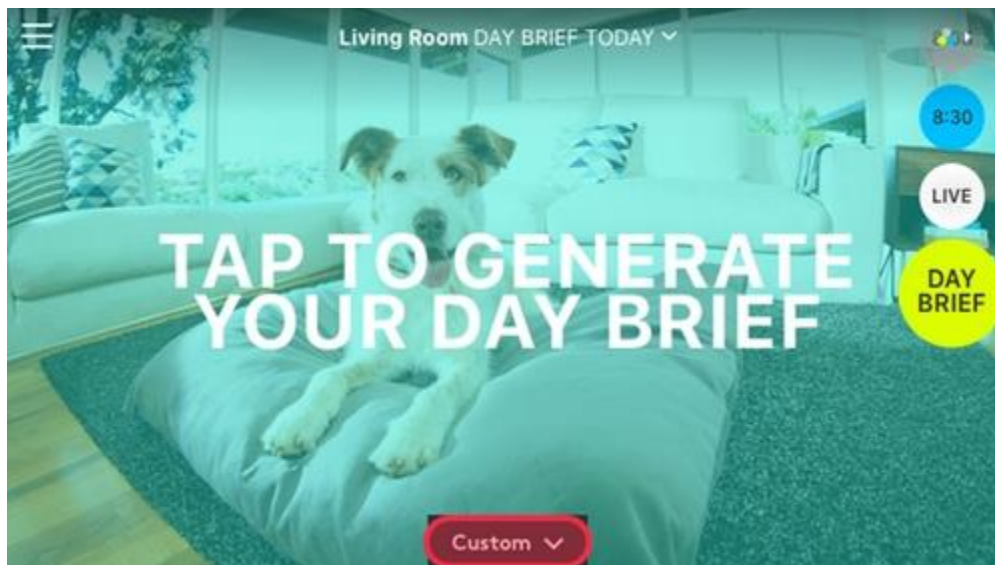
Close

How do I create a custom Day Brief?

If you are subscribed to a Circle Safe™ Premium plan, you can create *custom* Day Briefs from the last day, week, or month, or from a specific period of time. If you are on the Circle Safe™ Basic plan or the free service, you will only have access to [Day Briefs](#), not *custom* Day Briefs.

To generate a custom Day Brief:

1. Tap the Day Brief icon.
2. On the bottom of the screen, tap **Custom**.



3. In the **Basic** section, you can create a Day Brief from clips that span the last 24 hours. You can also change the length of the day brief to 6, 15, 30 or 60 seconds.

The screenshot shows the 'Day Brief' interface in the 'BASIC' section. At the top, there's a title 'Day Brief' with a dropdown arrow. Below it, two tabs are visible: 'BASIC' (highlighted in teal) and 'ADVANCED'. The main display area shows a large digital clock reading '02 01 24 23 22' with 'LAST' above the '24' and 'HOURS' below it. Below the clock, there's a section labeled 'LENGTH OF BRIEF' with four options: '6s', '15s', '30s', and '60s'. At the bottom, there's a large teal button labeled 'GENERATE'.

4. In the **Advanced** section, you can create a custom Day Brief from clips that span multiple days or specific time periods. You can also change the length of the Day Brief to 6, 15, 30, or 60 seconds.

The screenshot shows the 'Day Brief' interface in the 'ADVANCED' section. At the top, there's a title 'Day Brief' with a dropdown arrow. Below it, two tabs are visible: 'BASIC' and 'ADVANCED' (highlighted in teal). The main display area shows a date and time selector. On the left, a list of dates from 'JAN 22' to 'JAN 26' is shown, with 'JAN 24' selected. To the right of the date, a time selector shows '12:00 AM' with a '>' arrow. On the right side, another date and time selector shows 'TODAY' with '12:00 AM' selected. Below the date and time selectors, there's a section labeled 'LENGTH OF BRIEF' with four options: '6s', '15s', '30s', and '60s'. At the bottom, there's a large teal button labeled 'GENERATE'.

NOTES:

- The actual length of the generated Day Brief depends on the number of clips in the selected period. If the Day Brief is shorter than the custom length requested, it may be because there weren't enough clips.

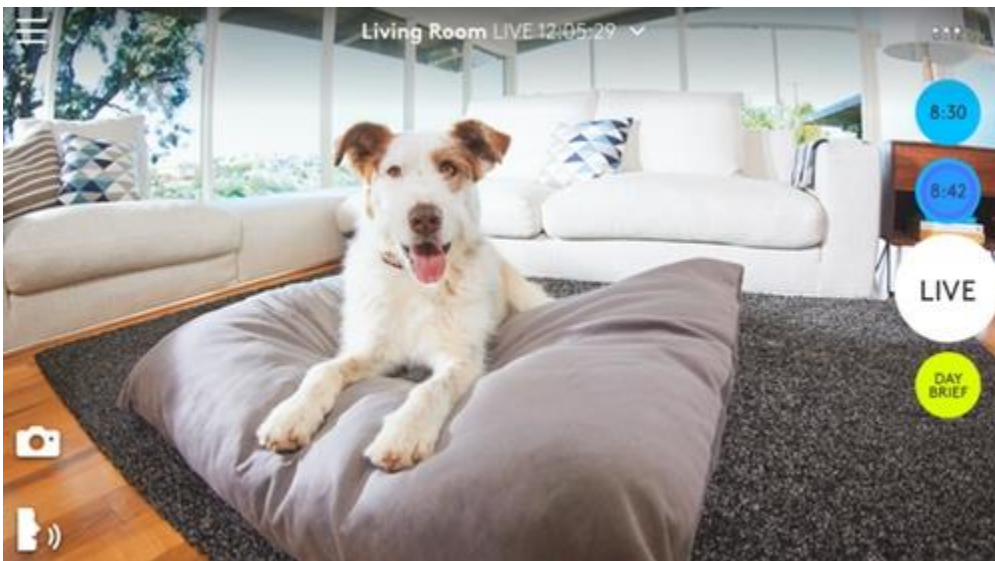
- All Day Briefs are generated on demand using the clips currently in your timeline. If there are clips in the Day Brief that you don't want, you'll need to [delete those clips](#) from your timeline and then generate a new Day Brief.
- If there are no clips for the selected period, the Day Brief will only contain automatically-captured snapshots from that time period.

Close

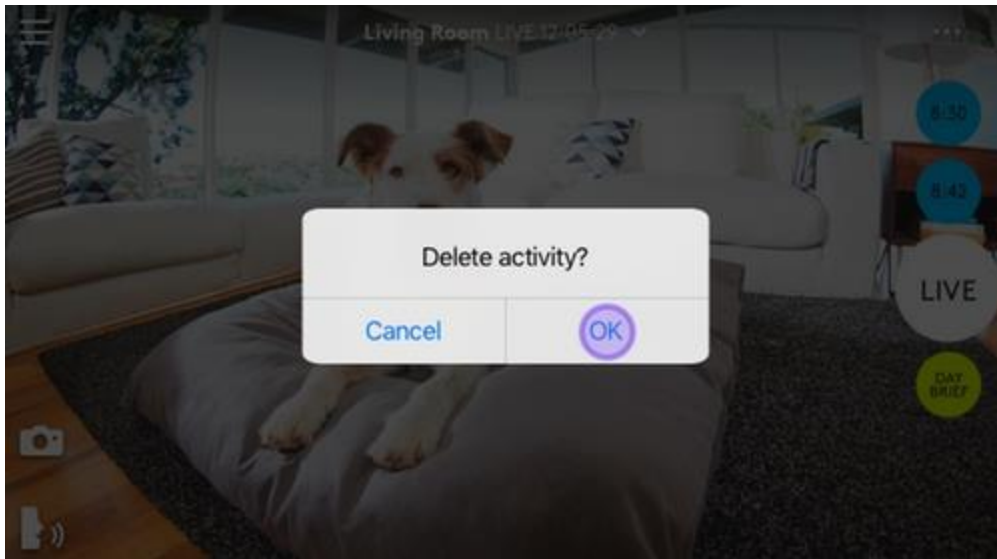
How do I delete clips from Circle?

To delete clips or activity bubbles from Circle:

1. In the Live view tap and hold the clip or activity bubble you would like to delete.



2. In the Delete activity prompt, tap **OK**.

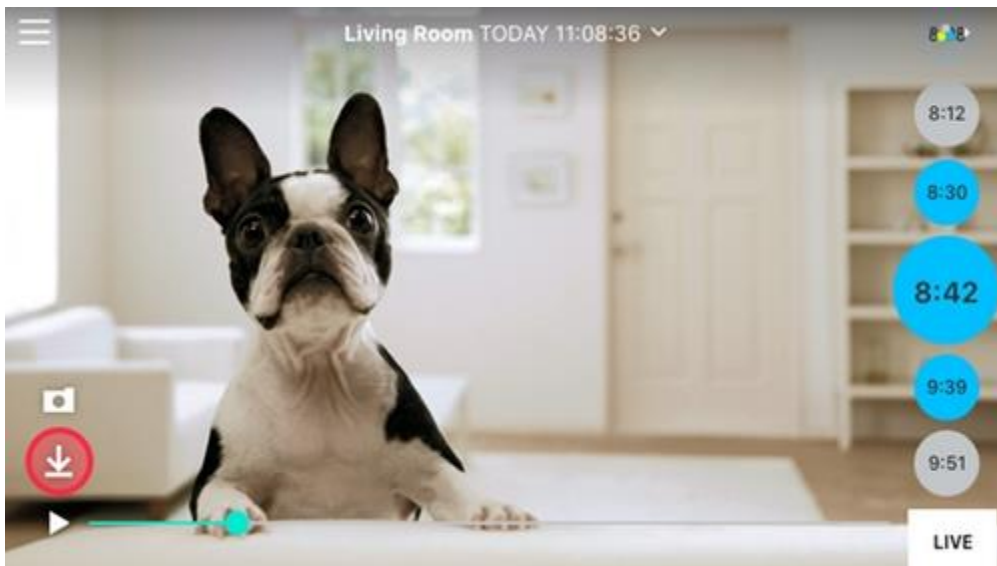


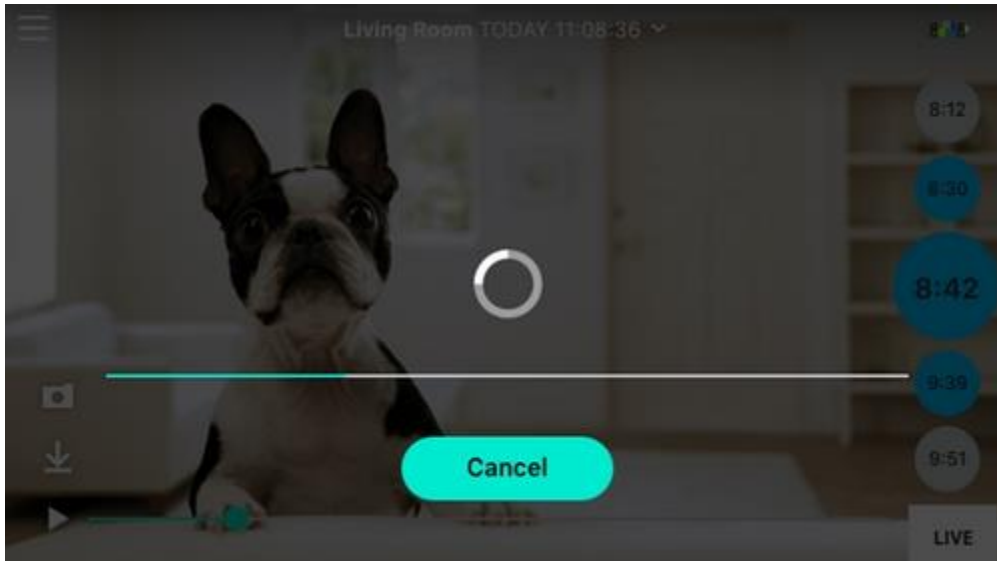
Close

How do I download and share clips recorded by Circle?

To download and share clips or your Day Brief:

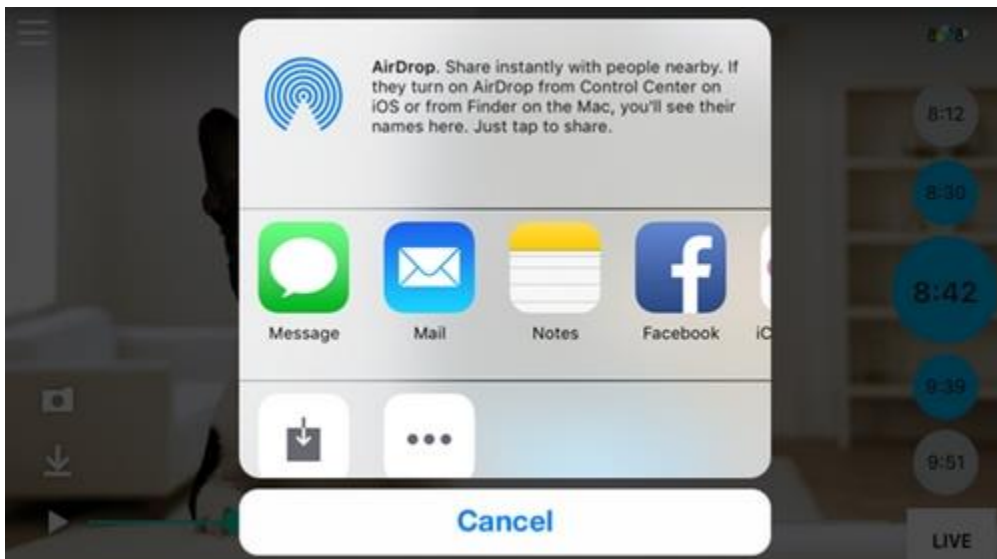
1. Tap on the **Day Brief** or **activity bubble** you want to download.
2. Tap the download icon on the bottom left of the Live view to download the clip to your device's album.



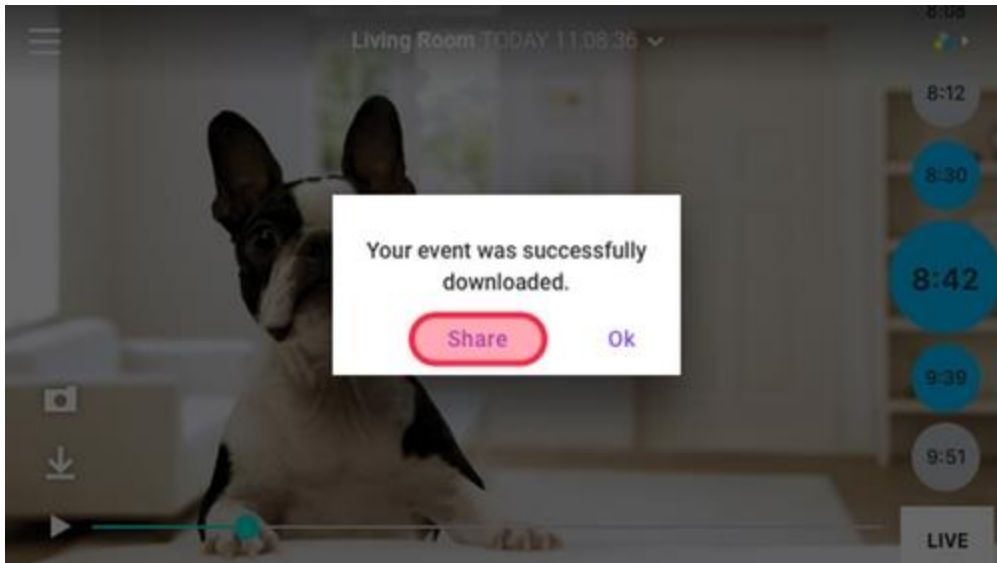


Once downloaded, you'll see the following options depending on your device type (iOS or Android):

- On an **iOS** device, you can either share instantly using the displayed options, or you can save to your Photo folder.



- On an **Android** device, the clip is saved directly to your Gallery. You can share the clip once it's downloaded.



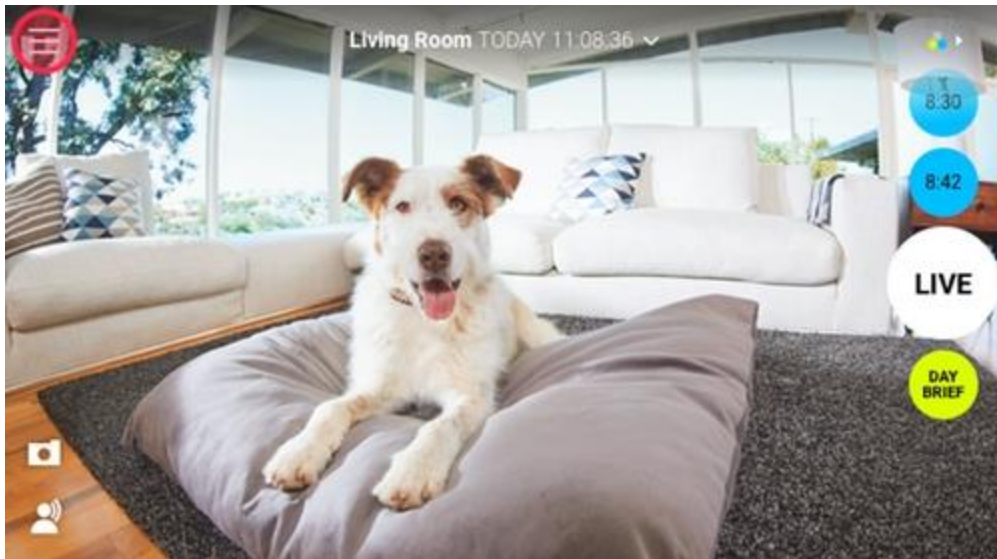
Close

How do I customize the frequency between my push notifications?

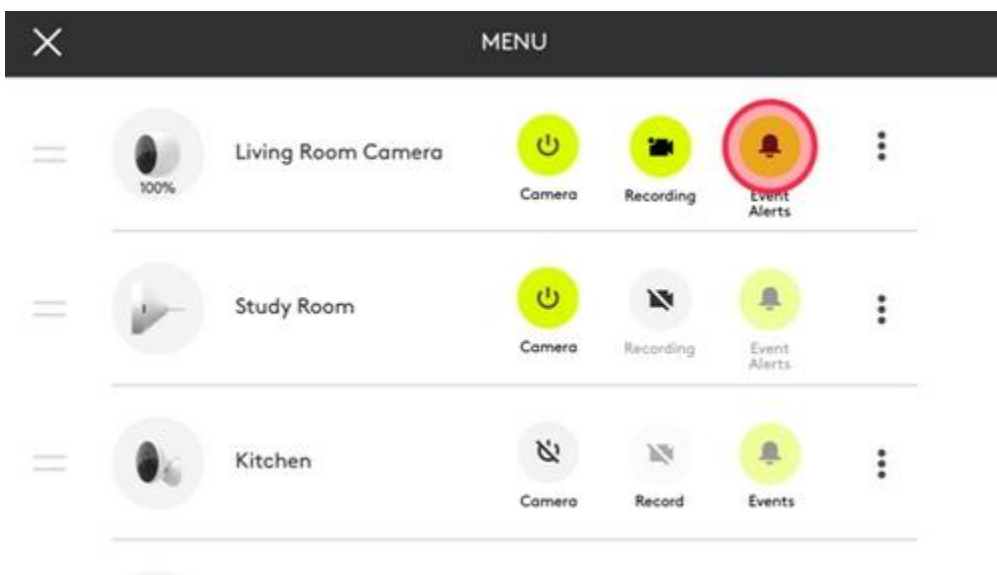
Circle defaults to sending you smart alerts every 30 minutes.

To customize the frequency between your smart alerts:

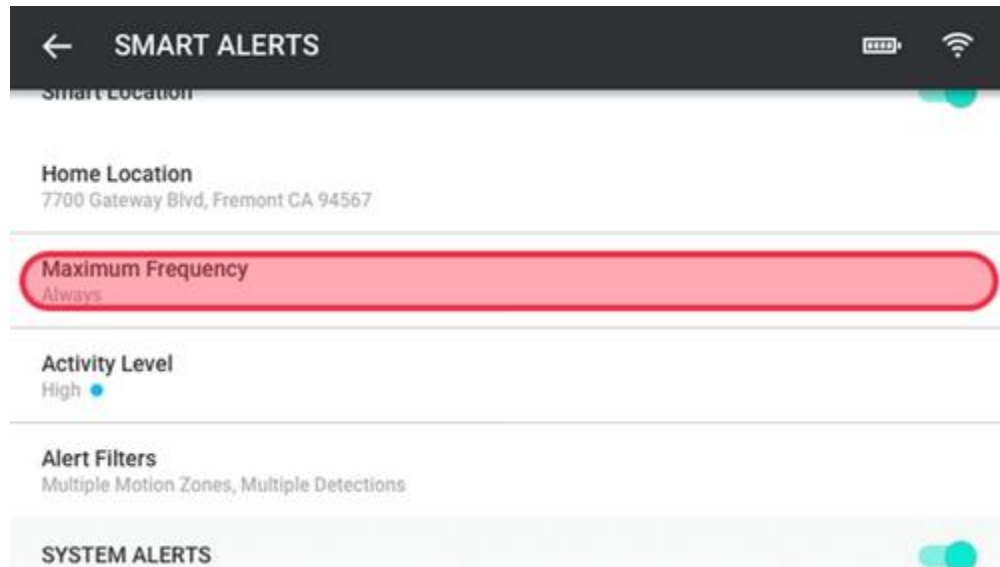
1. Open the **Settings** menu.



2. Tap and hold **Event Alerts** next to the camera whose notification frequency you want to change. Alternatively, you can tap the **More Settings** button next to the camera name and tap on the **Smart Alerts** menu item.



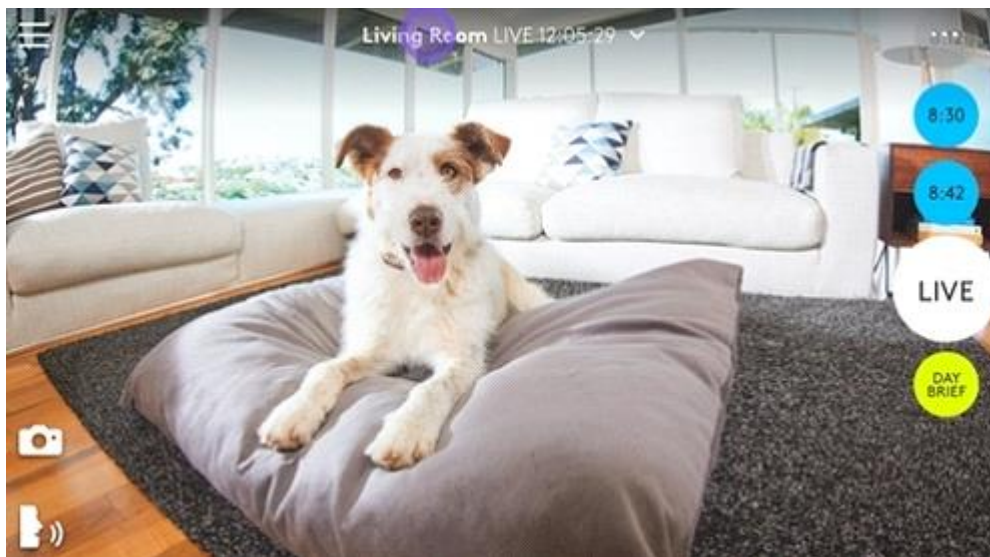
3. Slide the **Smart Alerts** toggle right to enable (if not already enabled).
 - Change **Maximum Frequency** to 1m (minutes), 15m, or 30m.

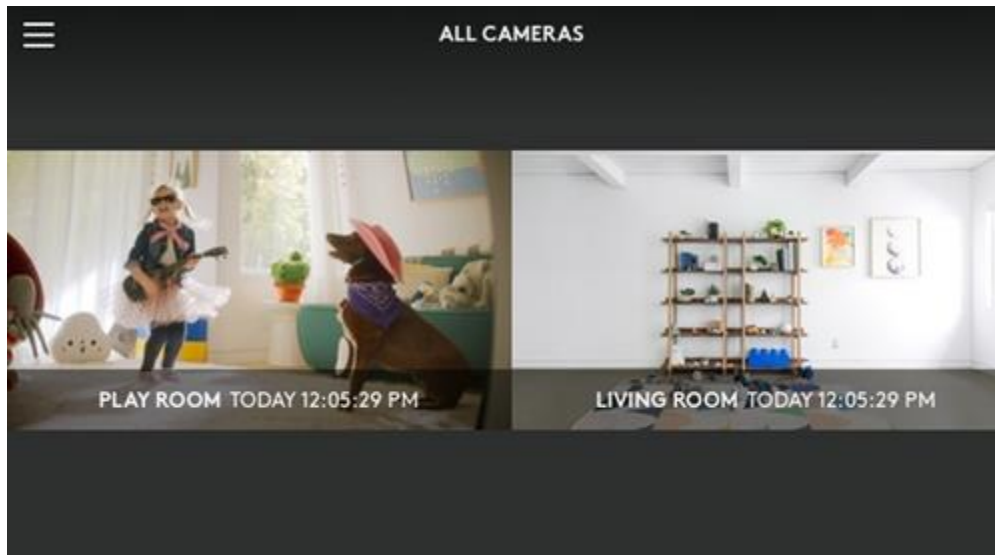


NOTE: You will receive your first Smart Alert as soon as motion is detected. Subsequently, you will only receive one Smart Alert per your defined maximum frequency.
Close

How do I switch between multiple Circle cameras?

To switch between multiple cameras associated with your account, tap on the Camera Name at the top of the Live view. From the multi-camera view, select the camera you want to switch to.





NOTE: The multi-camera view shows snapshots of your camera's Live View. The images are cropped to help you easily distinguish between cameras. The camera order follows the order in which the cameras were set up on your Circle account.

To update the camera order, please see [How do I update the order of cameras in the multi-camera view?](#)

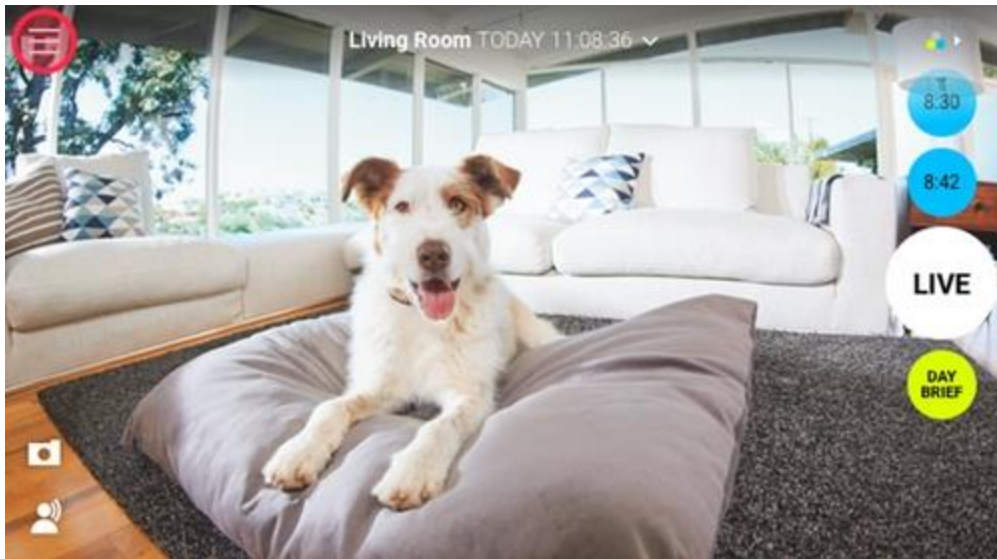
Close

Can I customize the activity level required to trigger push notifications?

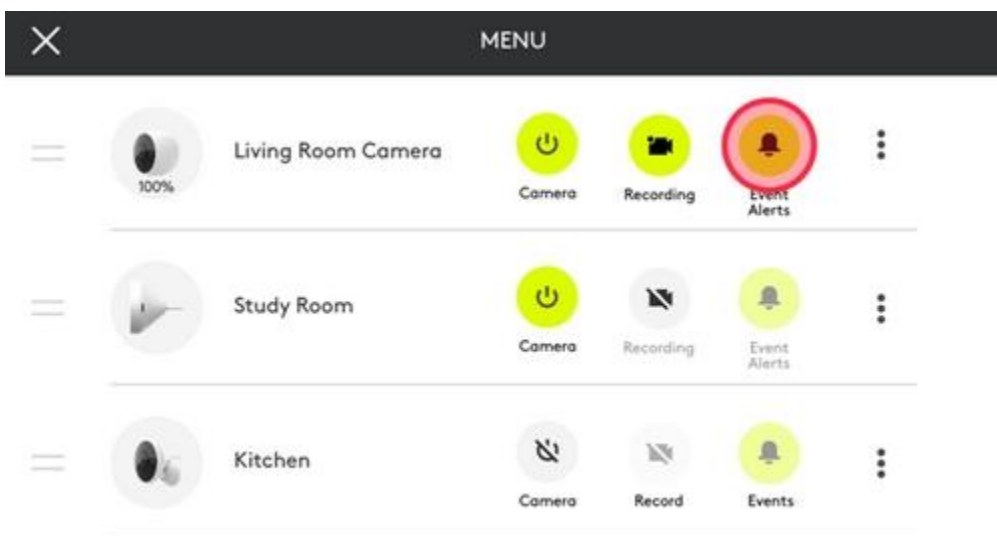
Yes, you can customize the activity level required to trigger smart alerts. Circle defaults to sending you smart alerts for gray and blue event bubbles. Blue event bubbles contain higher activity levels than gray bubbles.

To customize the activity level required to trigger notifications you need to have smart alerts enabled. To customize the activity level of your smart alerts:

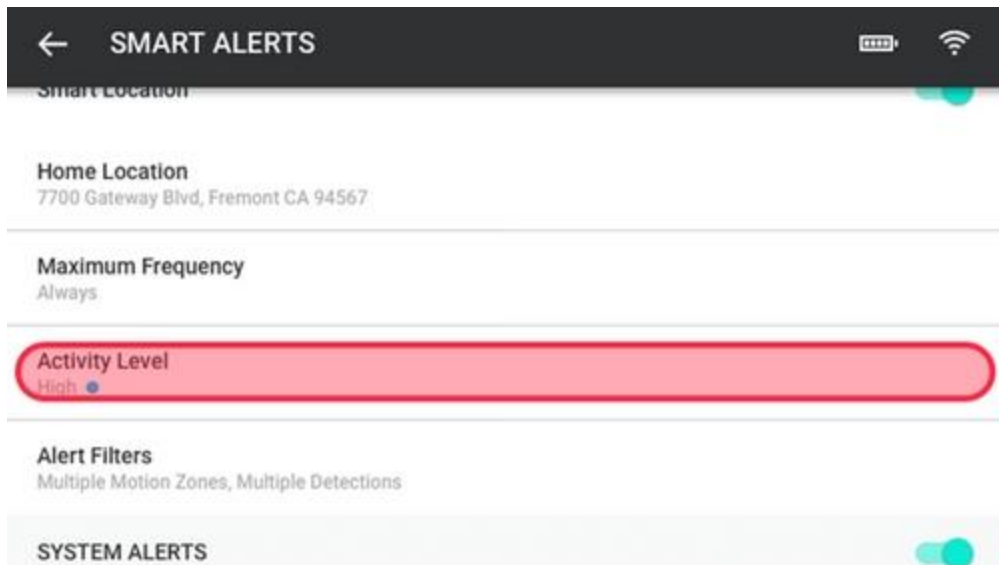
1. Open the **Settings** menu.



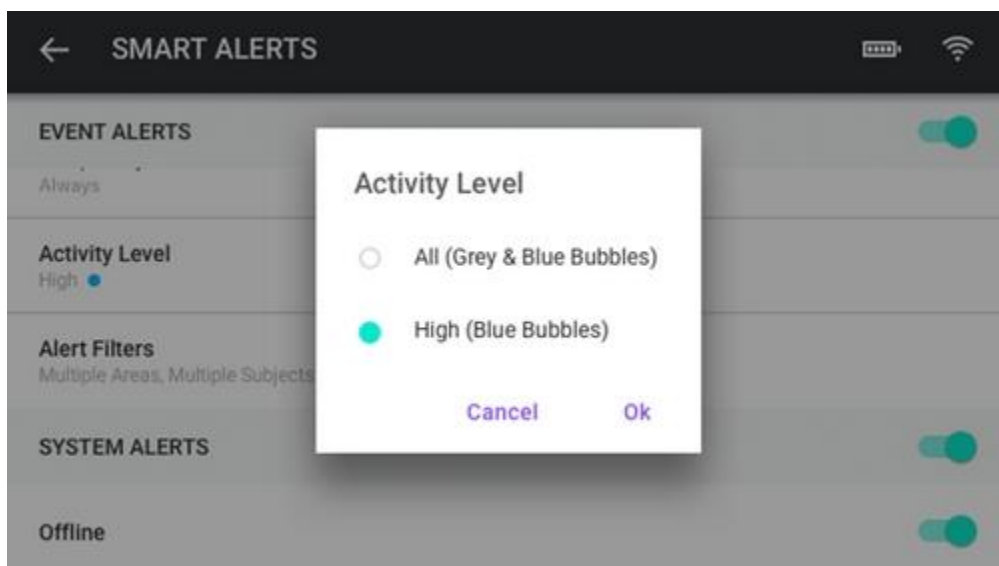
2. Tap and hold **Event Alerts** next to the camera whose notifications you want to update based on activity level. Alternatively, you can tap the **More Settings** button next to the camera name and tap on the **Smart Alerts** menu item.



3. Slide the **Smart Alerts** toggle right to enable (if not already enabled).
4. Tap **Activity Level**.



5. Select the **Activity Level** required to trigger notifications.

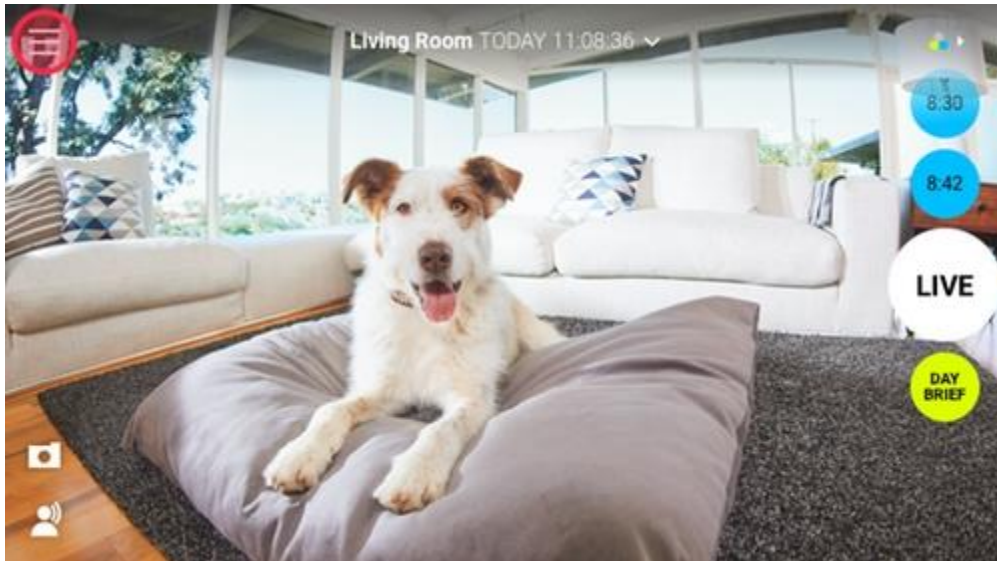


Close

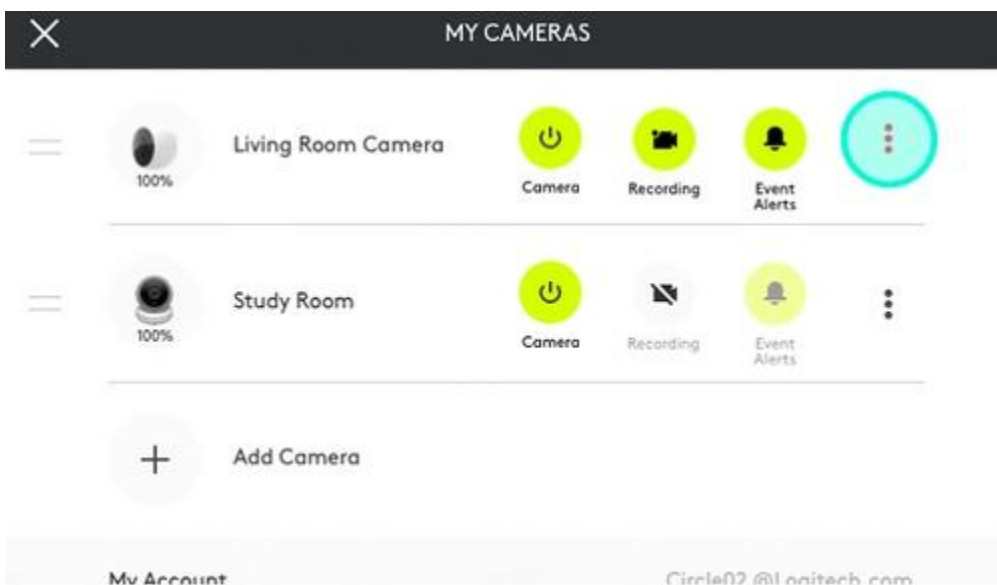
How do I change Circle's video resolution?

To change your camera's video resolution:

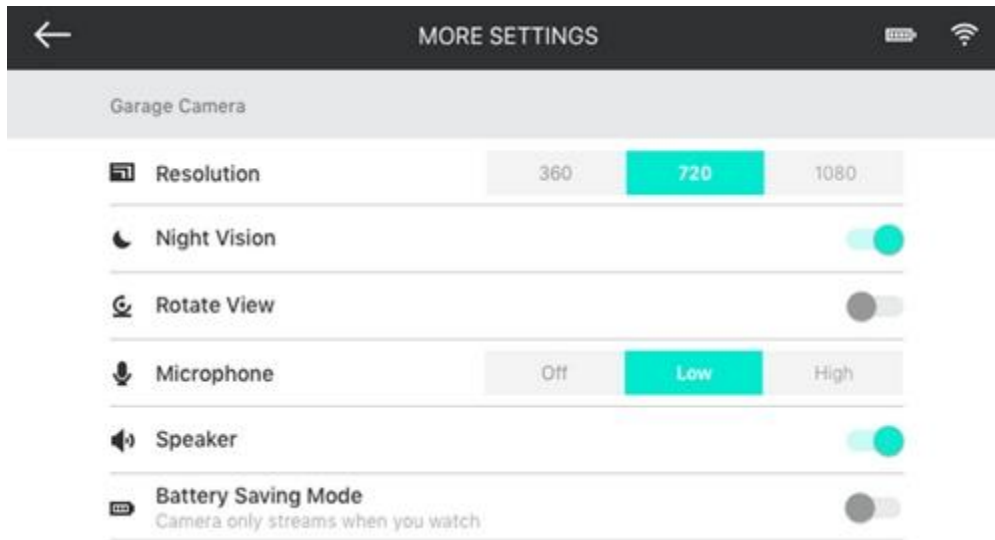
1. Open the **Settings** menu.



2. Tap **More Settings** for the camera whose resolution you want to change.



3. Scroll down and tap to select the desired **Resolution**.



NOTE: Circle's bandwidth consumption scales up and down as you make changes to the Resolution settings.

4. If you select 1080p, you'll need to confirm **OK**.

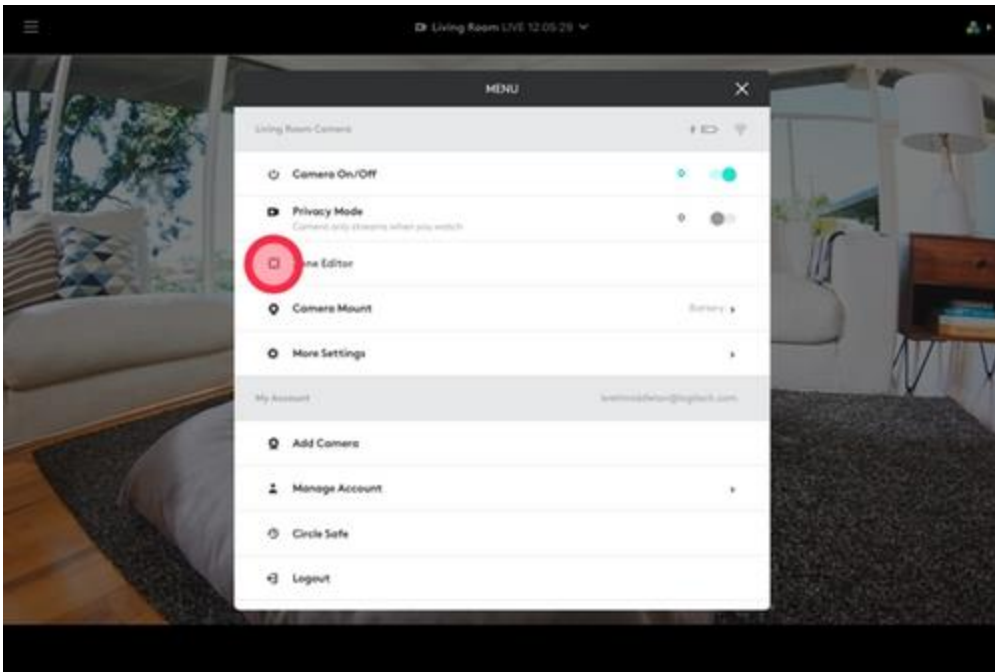
Close

How do I create and manage motion zones?

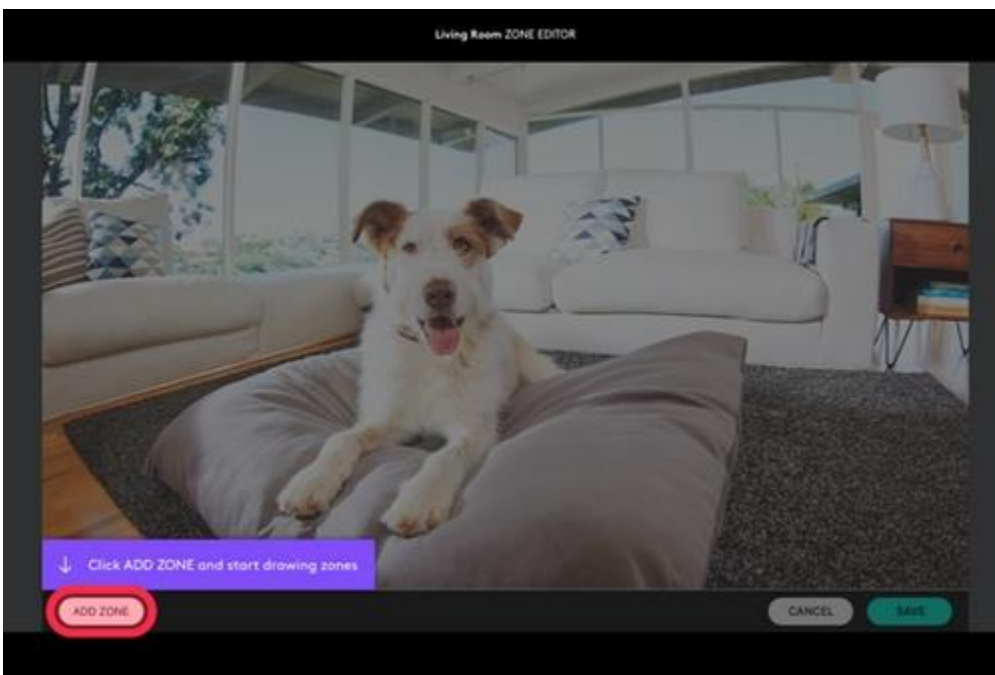
If you have a Circle Safe™ Premium subscription, you can define motion zones for advanced alert filters and event filters.

To create motion zones:

1. Access the [web app](#).
2. Open the **Settings** menu, hover over the camera icon, and select **Zone Editor** from the pop-up list.

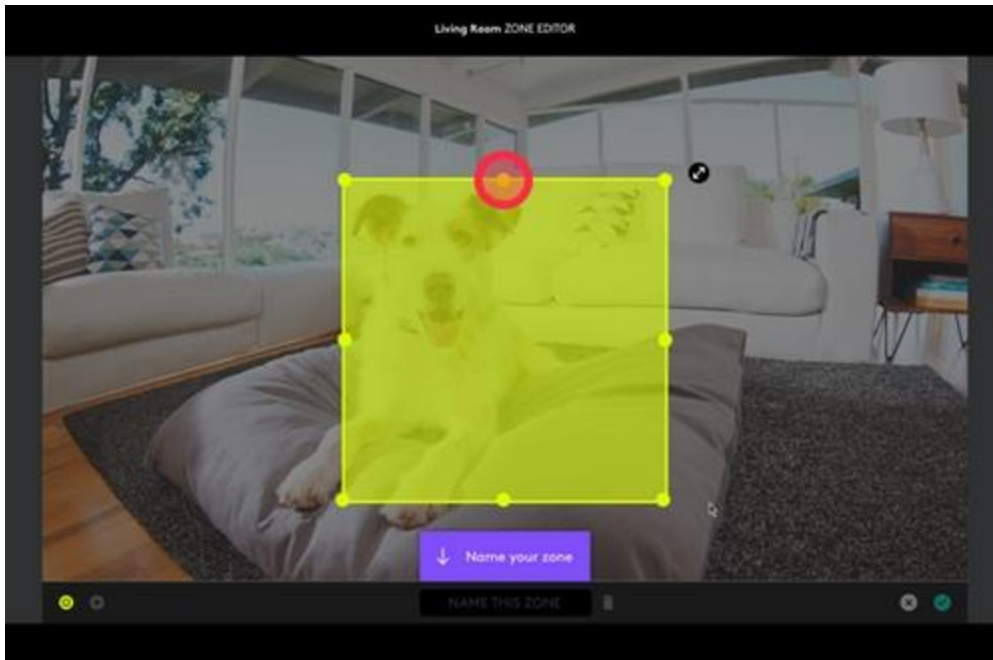


3. Click on **ADD ZONE** on the bottom toolbar to add a new motion zone.



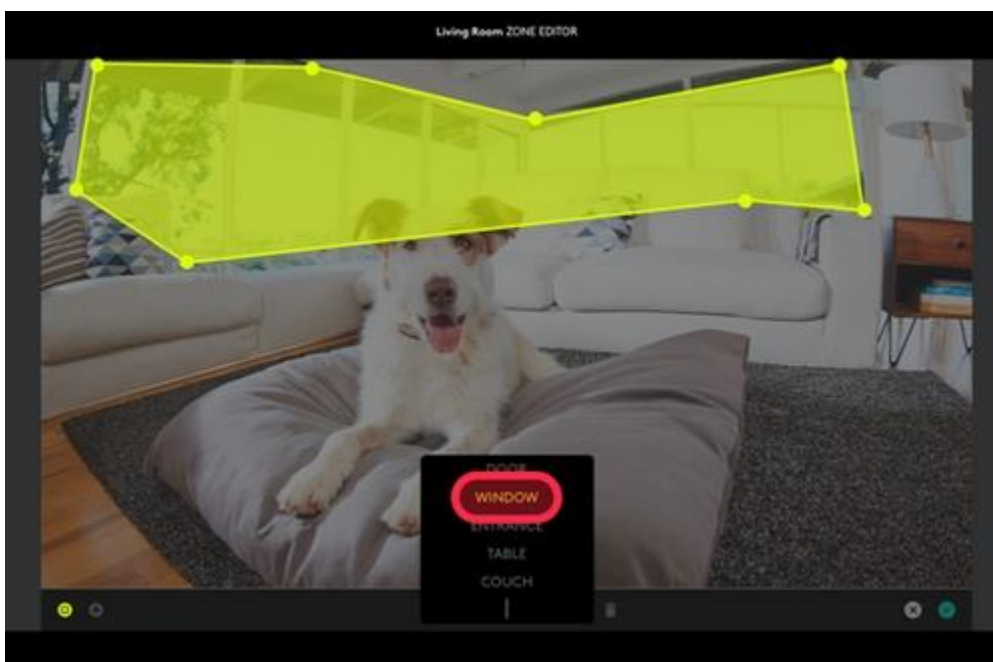
NOTE: The motion zones you have already created should look fainter.

4. Use the control points to create your motion zone.



NOTE: You have up to 8 control points to create your motion zone. If you move the control points close enough to each other, they will merge into one control point.

5. On the bottom toolbar, name your motion zone or select a name from the pre-populated list.



NOTE: You will not be allowed to create an additional motion zone until the motion zone you are currently working on is named (you have up to 15 characters).

6. Click the **plus sign** to start creating another zone or click the **check mark** to save and return to your Live View. To start over, click on the **trash** icon in the bottom toolbar.



7. Open the Circle app on your mobile device to set **Alert Filters** (click [here](#) for instructions).

Close

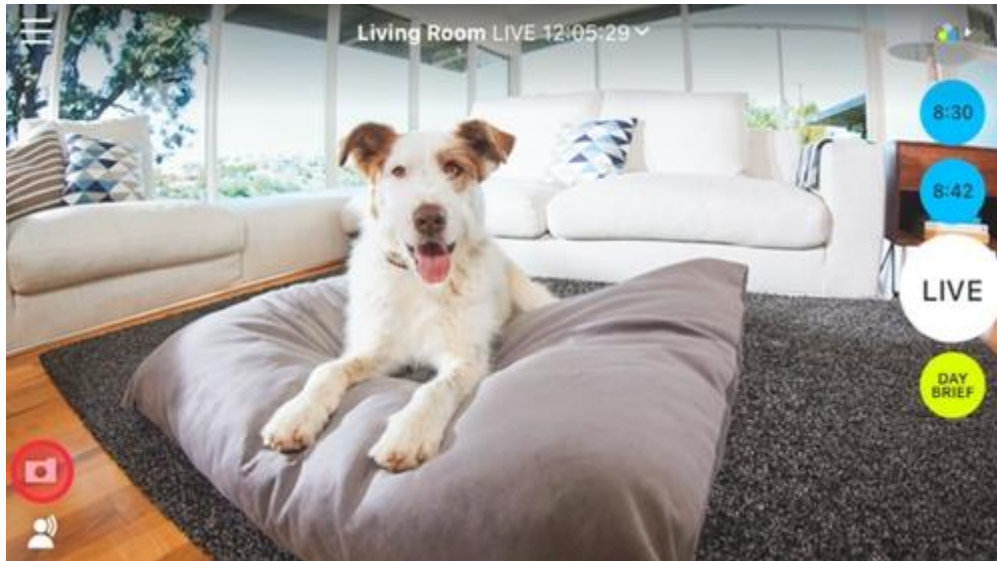
How do I cancel my Circle Safe™ subscription?

To cancel the auto-renewal of your Circle Safe™ subscription, go the Circle Android mobile app or [web app](#). In the Circle Android mobile app, open the **Settings** menu and scroll down to tap **Circle Safe**. Select the **Circle Free - 24 hours of footage** option. You will have Circle Safe™ access until the end of your subscription. At the end of your subscription, your subscription will not auto-renew and you will go back to 24 hours of free cloud storage.

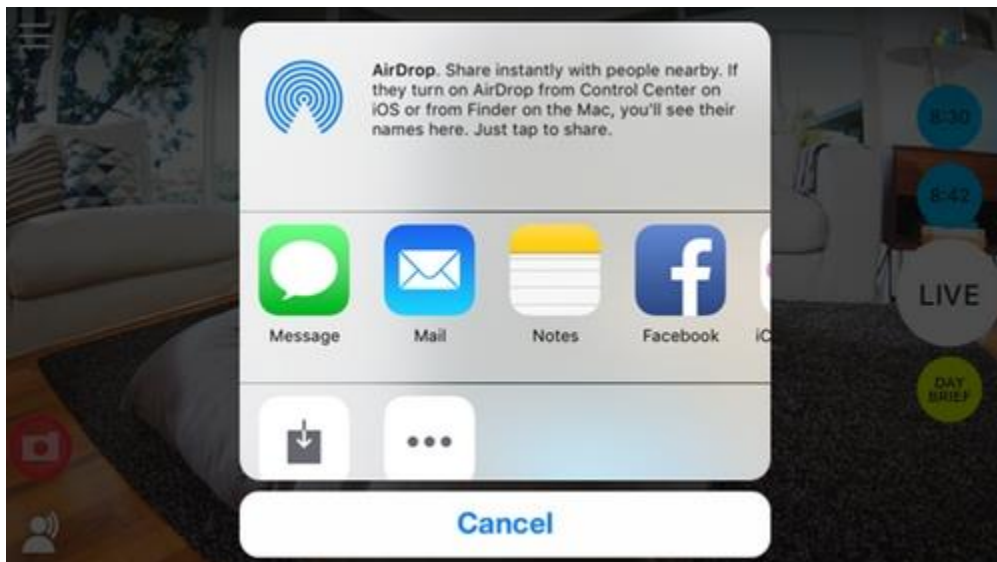
Close

How do I take a snapshot in the Circle app?

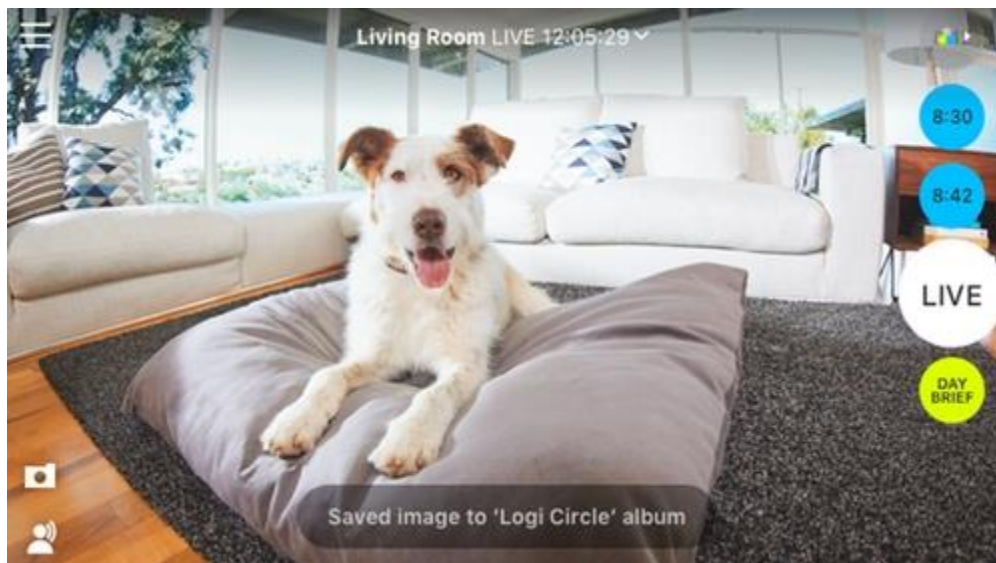
To take a snapshot, tap on the camera icon in the Live view or event recording.



If you're using an **iOS** device, tap **OK** to confirm that you want to grant "Logi Circle" access your photos.



If you're using an **Android** device, you'll see the following message when you take a snapshot. You should find the snapshot in the "Logi Circle" album in your gallery.



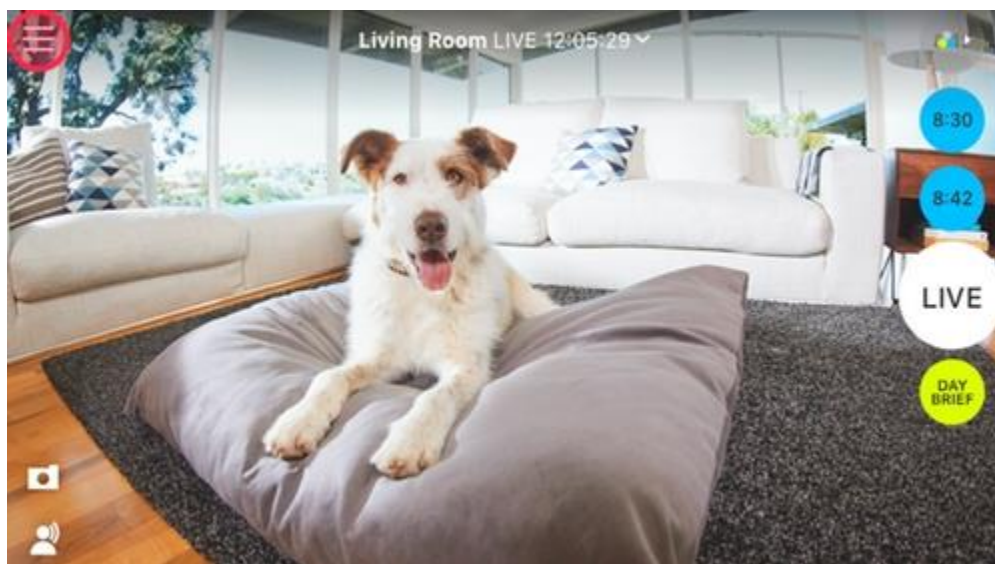
Close

How do I set advanced alert filters?

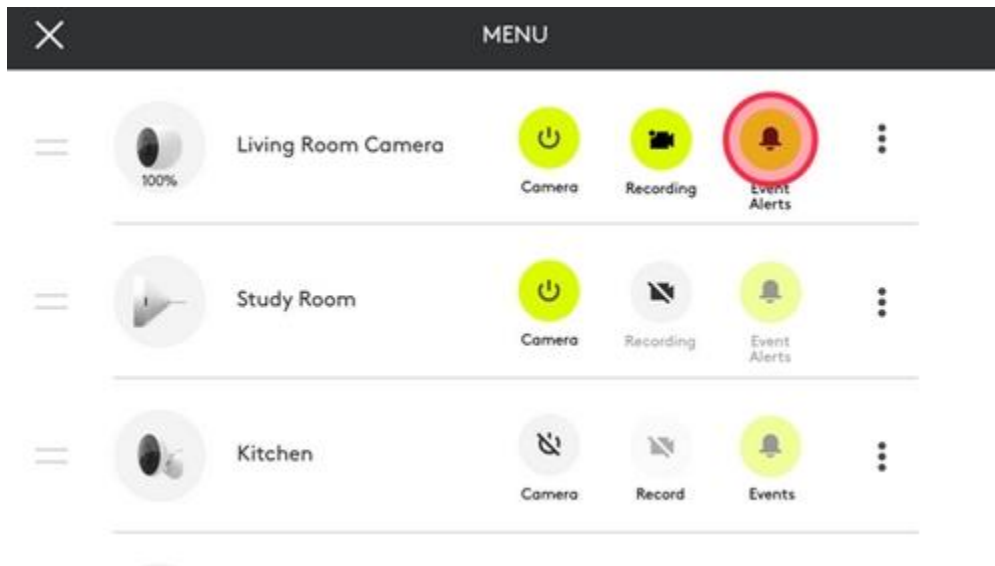
If you have a Circle Safe™ Premium subscription, you may set advanced alert filters to customize your push notifications.

To set advanced alert filters:

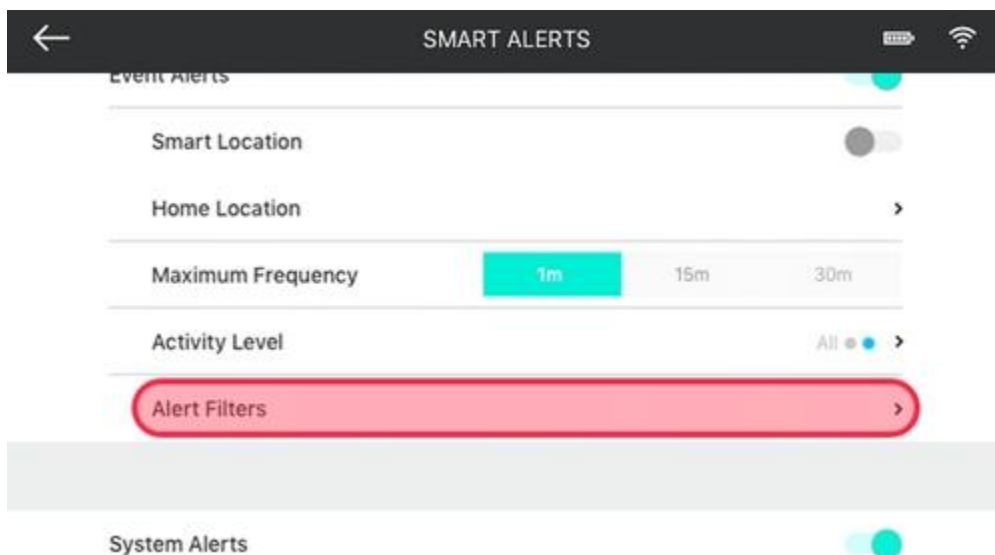
1. Open the **Settings** menu.



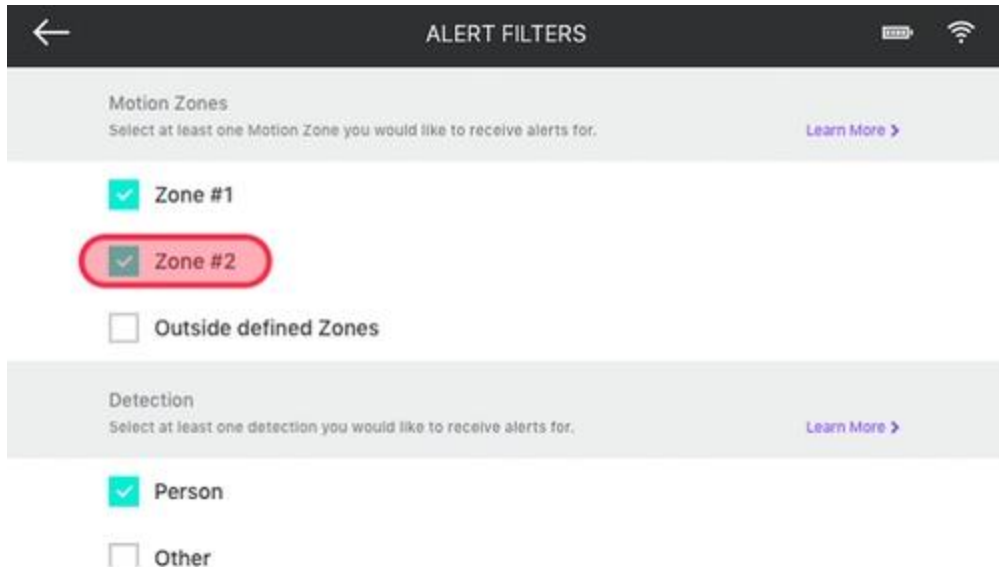
2. Tap and hold **Event Alerts** next to the camera whose alert filters you want to update. Alternatively, you can tap the **More Settings** button next to the camera name and tap on the **Smart Alerts** menu item.



3. Slide the **Smart Alerts** toggle right to enable (if not already enabled).
4. Tap **Alert Filters**.

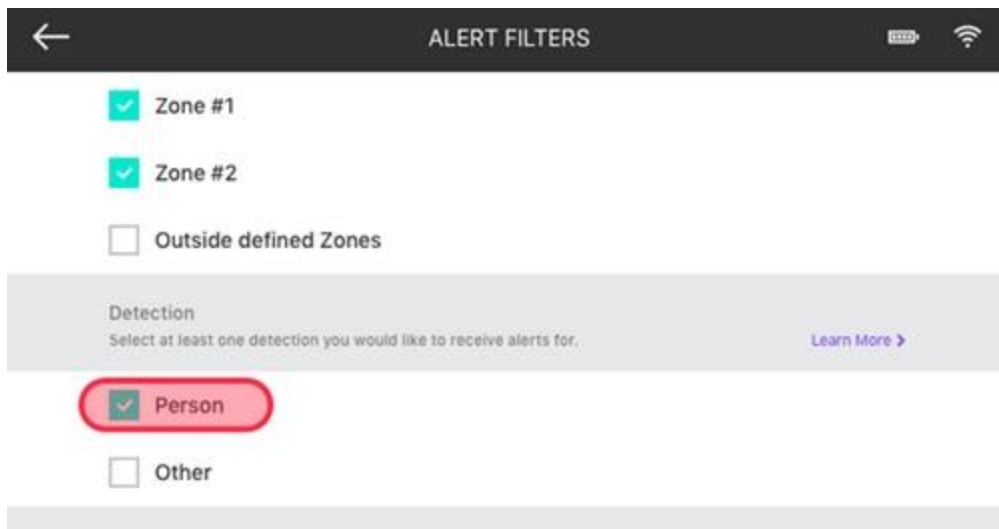


5. Under **Motion Zones**, select at least one motion zone you would like to receive alerts for.



NOTE: For instructions on how to create and manage motion zones, click [here](#).

6. Under **Detection**, select at least one detection you would like to receive alerts for.

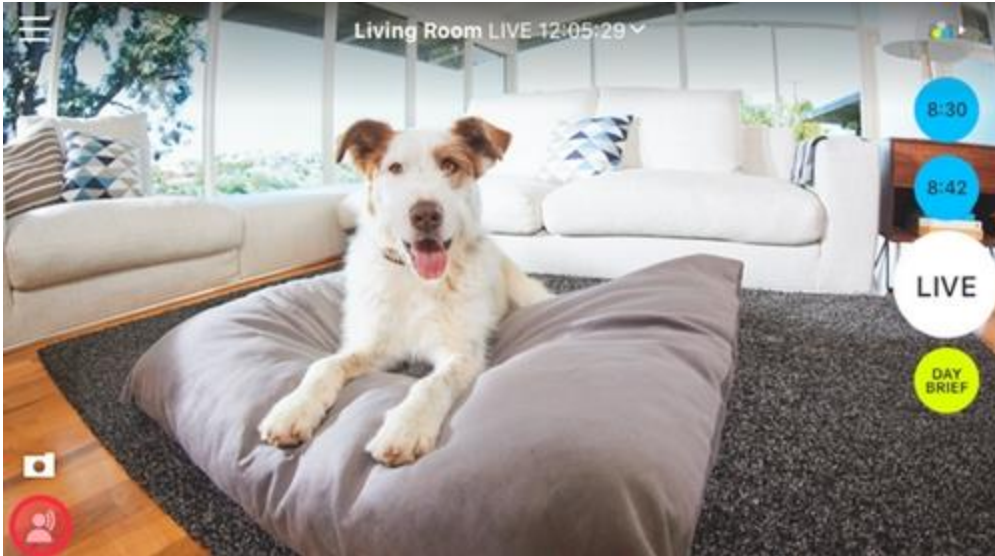


Close

How do I use the push-to-talk feature?

To use push-to-talk:

1. Open the Circle app and locate the push-to-talk icon on the bottom left of the Live view.



NOTE: Push-to-talk is only visible in Live view — it will not appear during playback.

2. Press and hold to communicate through the camera's speakers. You should see the icon pulsing blue when you're communicating through the camera.
3. Once you've finished talking, release the push-to-talk icon to hear the other end.

Close

How do I move my Circle Safe™ subscription to another camera?

Please contact [Customer Care](#) to move your subscription to another camera.

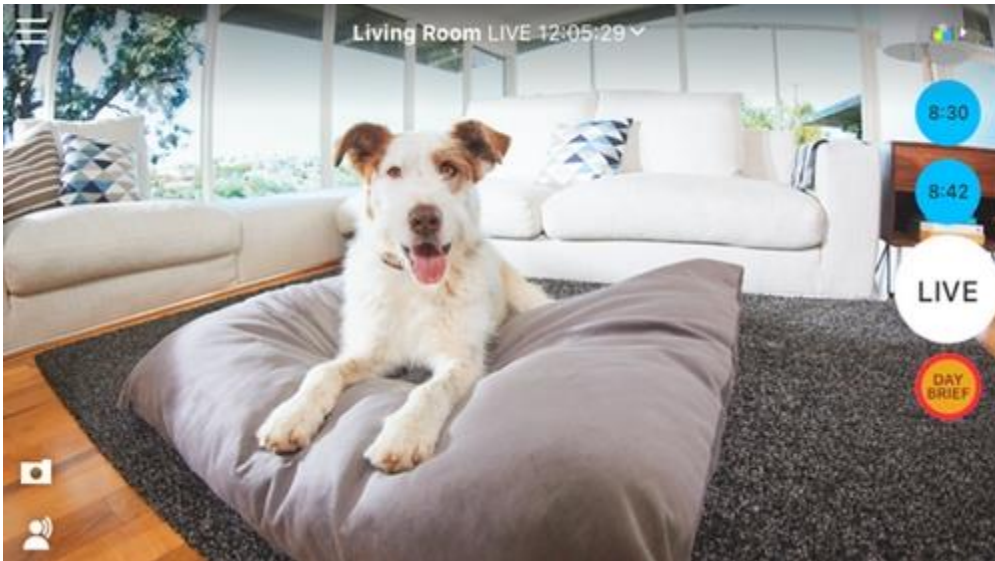
Close

How do I create a Day Brief?

The Day Brief feature creates a 30 second video of the important events since midnight.

To create a Day Brief:

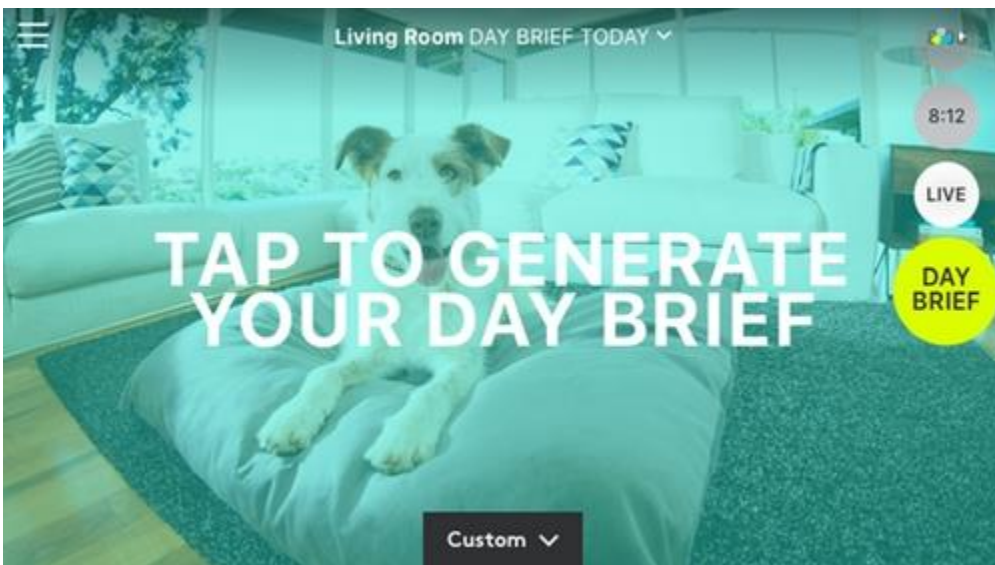
1. Tab the yellow **Day Brief** icon.



2. Tap on the screen to generate the video. It will take a few seconds to create the Day Brief.

NOTES:

- The actual length of the generated Day Brief depends on the number of recorded clips. If the Day Brief is shorter than 30 seconds, it may be because there weren't enough clips.
- All Day Briefs are generated on demand using the clips currently in your timeline. If there are clips in the Day Brief that you don't want, you will need to [delete](#) those clips from your timeline and generate a new Day Brief.
- If there are no clips since midnight, the Day Brief will only contain automatically-captured snapshots throughout the day.



3. Your Day Brief will automatically play once it's complete.

Close

How do I use my Circle 2 Camera with Apple HomeKit?

How do I use my Circle 2 Camera with Apple HomeKit?

- [Which Circle 2 camera mounts support the Apple HomeKit integration?](#)
- [Set up Circle 2 in the Apple Home app](#)
- [Using your Circle 2 in the Circle app after adding it in the Apple Home app](#)
- [What's possible in Apple HomeKit?](#)

Which Circle 2 camera mounts support the Apple HomeKit integration?

Apple HomeKit works with the following mounts on Circle 2 at this time:

- Circle 2 with Wired Mount
- Circle 2 with Plug Mount
- Circle 2 with Window Mount

NOTE: The camera's firmware must be updated to version 5.2.86 or later for Apple HomeKit functionality to be enabled. Read [How do I update Circle's firmware?](#) for more information on checking and installing firmware updates. Read [Can I use my Circle 2 Wire-Free with Apple HomeKit?](#) to understand why Circle 2 Wire-Free isn't currently listed above.

Set up Circle 2 in the Apple Home app

NOTE: Make sure to complete your Apple HomeKit setup in one attempt. If you abandon the setup process midway, you'll need to reset your Circle 2 Camera before using it again.

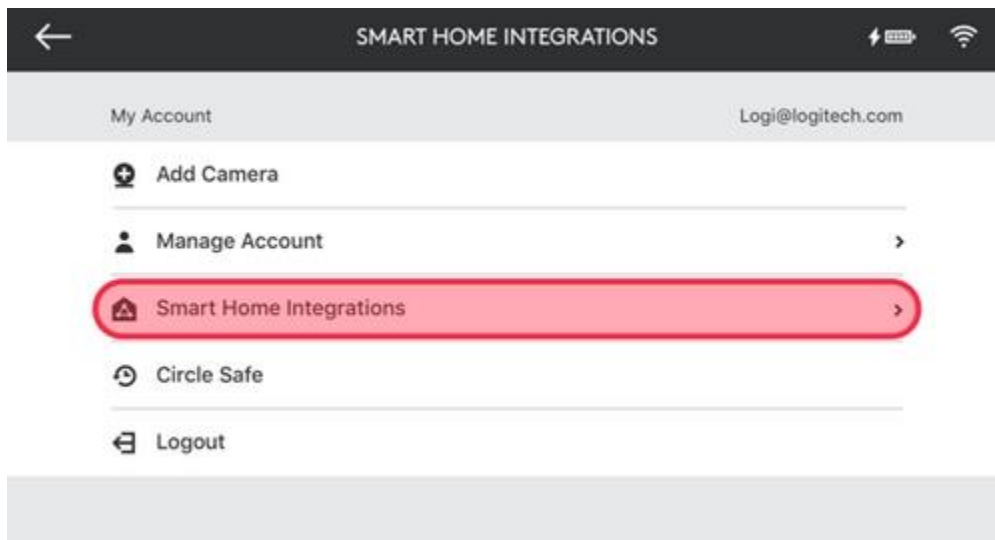
1. Make sure you have access to your Quick Start Guide (QSG), which includes an Apple HomeKit setup code. If your Apple HomeKit setup code is not in the QSG or you do not have your QSG, the setup code is also printed on the back of the camera module.
NOTE: To see this code you will need to remove the camera cover and look at laser etched markings on the back.



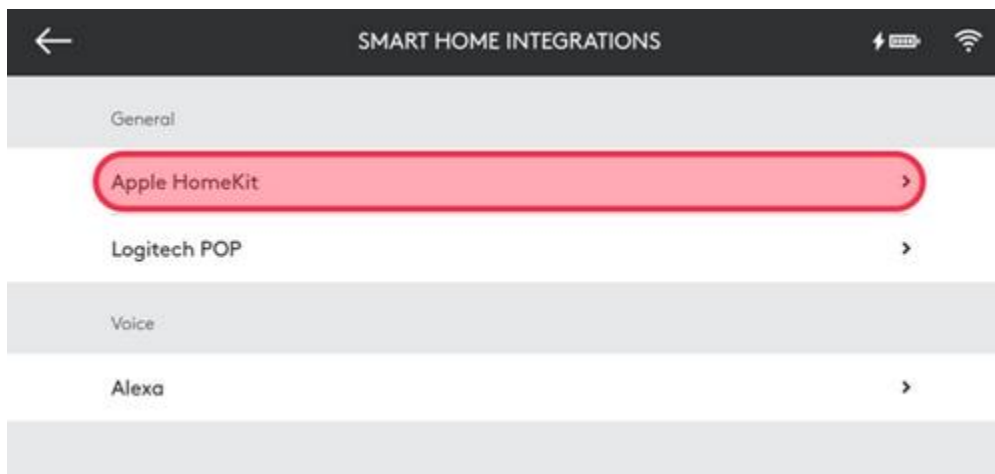
2. Make sure your camera is attached to the mount and plugged into a power source.
3. Launch the Apple Home app on your iOS device. Make sure that this iOS device is connected to the wireless network that you wish to add the camera to.
4. Tap **Add Accessory**.
5. Follow the on-screen instructions to set up your Circle 2 Camera.

If you have already setup your Circle 2 camera in the Circle app and want to access your camera using the Apple Home app, follow these steps:

1. Tap **Settings**.
2. Tap **Smart Home Integrations**.



3. Tap **Apple HomeKit**.



4. Push the toggle right to prepare Circle for pairing.



5. Follow the steps to integrate the camera into your Apple HomeKit ecosystem.

Using your Circle 2 in the Circle app after adding it in the Apple Home app

If you set up Circle using the Apple Home app and want to access your camera using the Circle app, follow the steps below.

NOTE: If you removed the camera from your Apple Home app, you need to reset the camera or add it back to the Apple Home app before setting up in the Circle app.

1. Open the iOS App Store and search for Logi Circle.
2. Download the Circle app.
3. Tap **Set Up**.
4. Tap on **Apple HomeKit Enabled Circle** on the Choose your Circle step.



Choose your Circle

Make sure your Circle camera is plugged in
or turned on



Direct to power

Wired, Window, Wall Plug



Apple HomeKit Enabled Circle

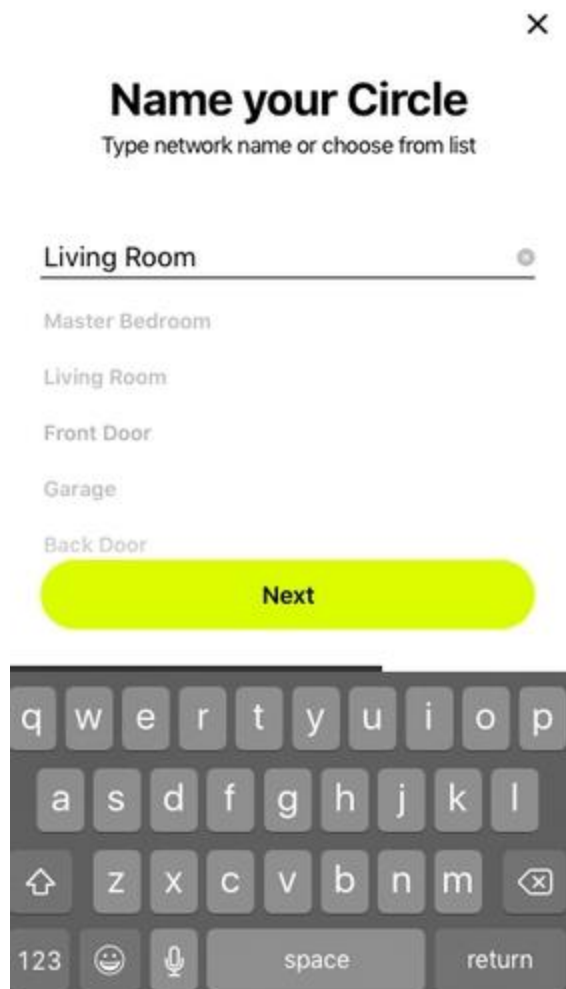


Battery mount



Older generation

-
5. Name your camera by typing or selecting from the on-screen list.



6. Tap **Continue** once the Welcome Home screen appears.

Welcome Home



Continue

7. Create a Circle account by typing your email address and a password.

NOTE: Existing Circle users can tap **I already have an account** and use their existing credentials.

What's possible in Apple HomeKit

Once your camera is set up in the Apple Home app, you can:

- Preview and access your live view (up to two simultaneous streams):
 - If you set up the camera in the Logi Circle app, that counts for one stream. You will only have access to one additional stream from the Apple Home app on your iPhone or iPad.

NOTE:

- You can have any number of simultaneous users viewing the live stream in the Circle app.

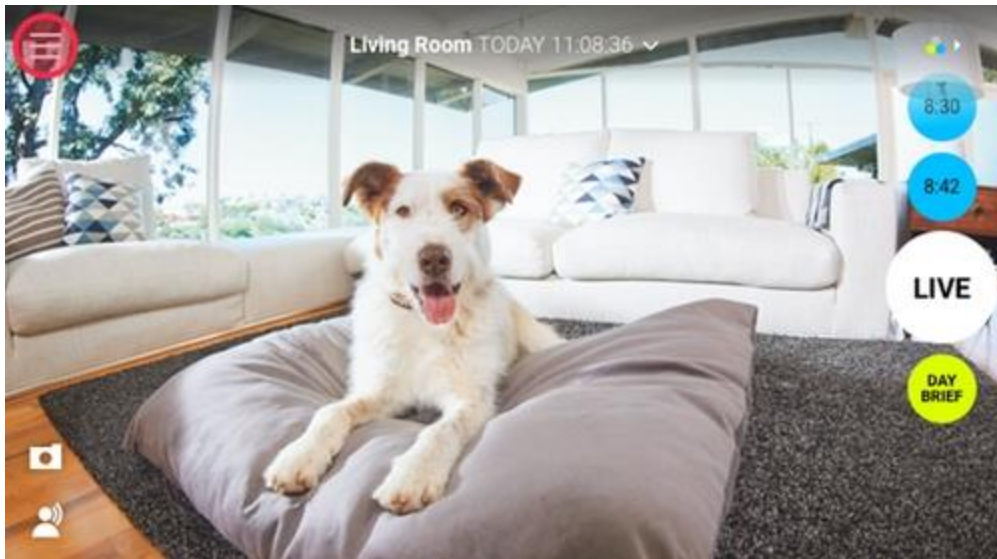
- If the Circle app is used to turn the camera off or put into Privacy Mode, the Apple Home app stream will be disabled.
 - The Apple Watch Home application relies on the live stream from the paired device it is connected to and cannot view the live stream simultaneously with the paired device Apple Home app.
- Talk and Listen:
 - We recommend using headphones while using Talk and Listen in the Apple Home app and using the feature while you are located away from your camera to reduce the chance for feedback noise.
- Use a Home Hub to enable WAN access for Apple HomeKit so that you can view the camera live stream from outside your home network.
- Enable motion detection based triggers for notifications and home automations with other products in your Apple Home ecosystem such as lights.
- NOTE:** Motion detection triggers cannot be used behind glass.
- Interact with Siri (e.g., “Hey Siri, show me the security camera?” opens the Apple Home app and takes you to your live view).

Close

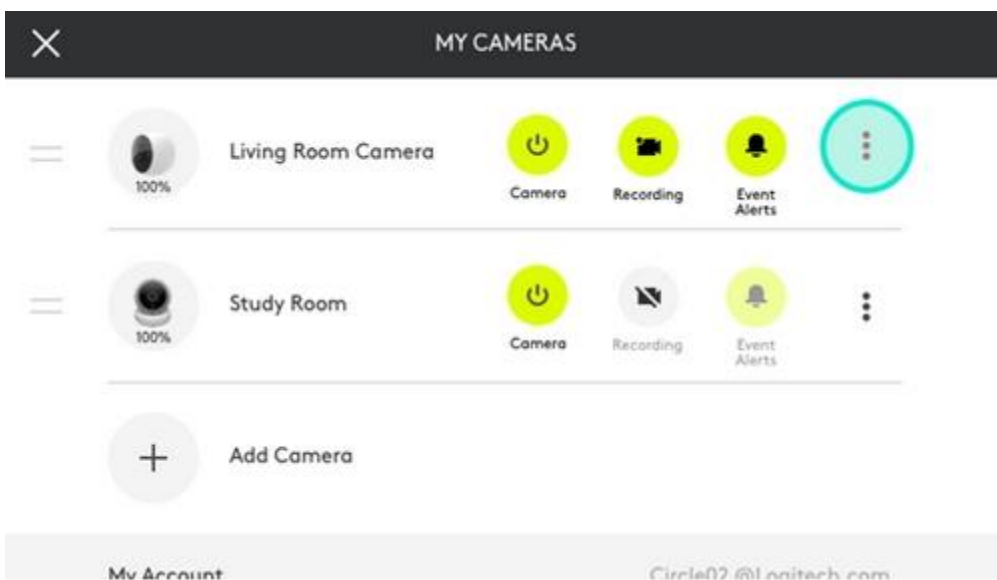
How do I correct the camera time in the Circle app?

The camera time is based on the time zone of the phone used at initial setup. If you need to change the time your Circle app displays, you can correct it by following these steps:

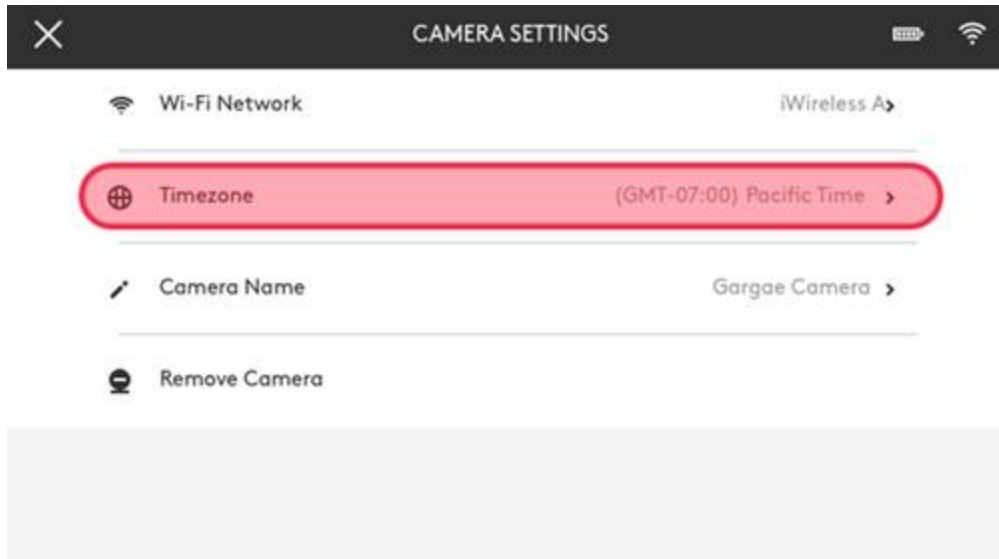
1. Open the Circle app on your mobile device and select the camera whose time needs to be adjusted.
2. Check the time zone setting for the mobile device you'll use to set up the camera. Make sure it matches the timezone the camera is in.
3. Tap **Settings**.



4. Tap **More Settings**.



5. Tap **Time Zone** and follow the on-screen instructions.



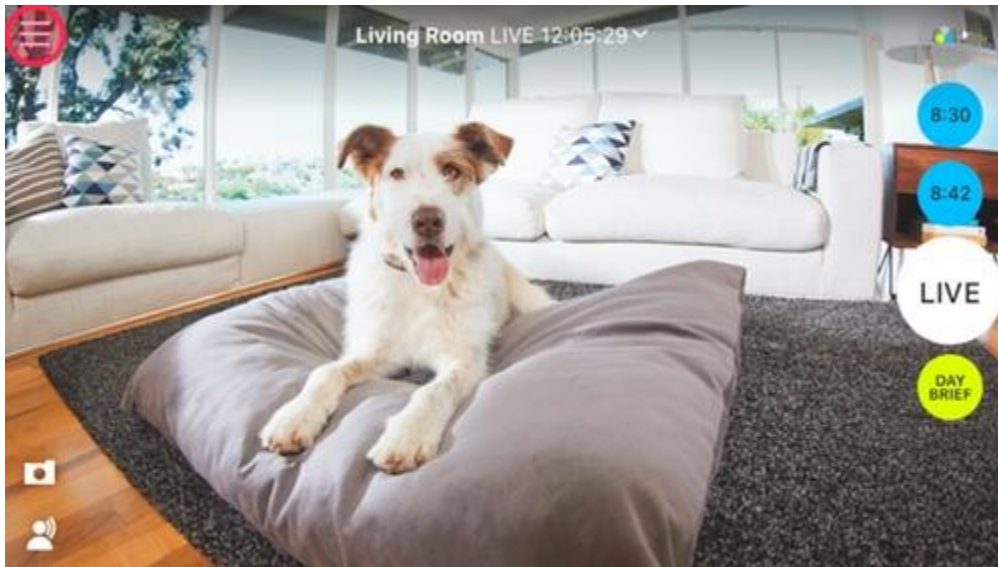
Close

How do I change Circle's camera name?

By default, the name of your camera is **My Camera**.

To change the name of your camera:

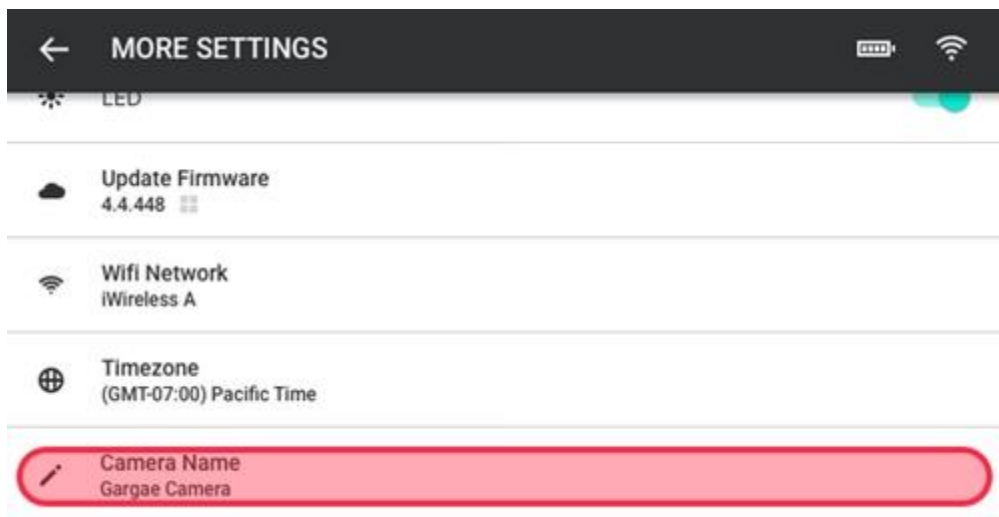
1. Open the **Settings** menu.



2. Tap **More Settings** for the camera you want to rename.



3. Scroll down to **Camera Name** and tap to give your camera a unique name.

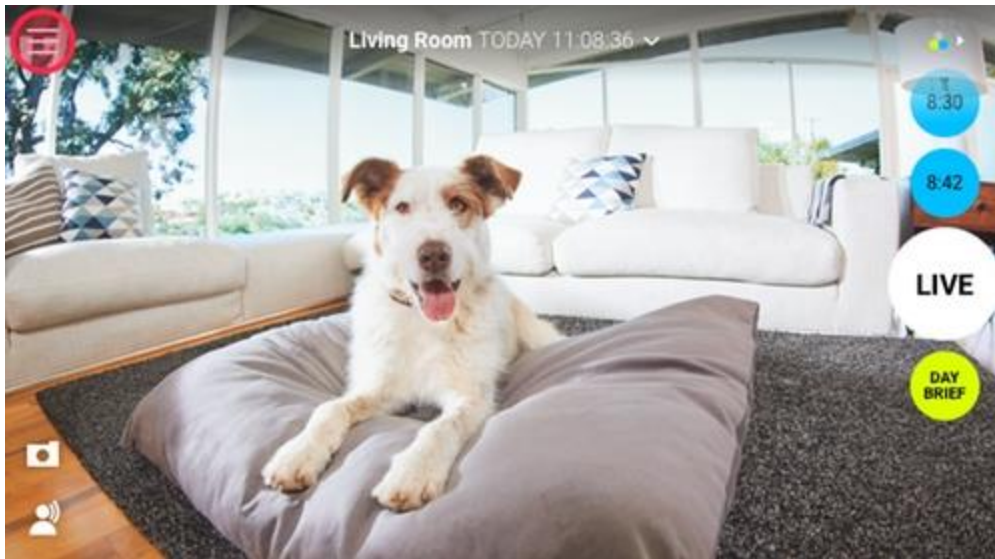


Close

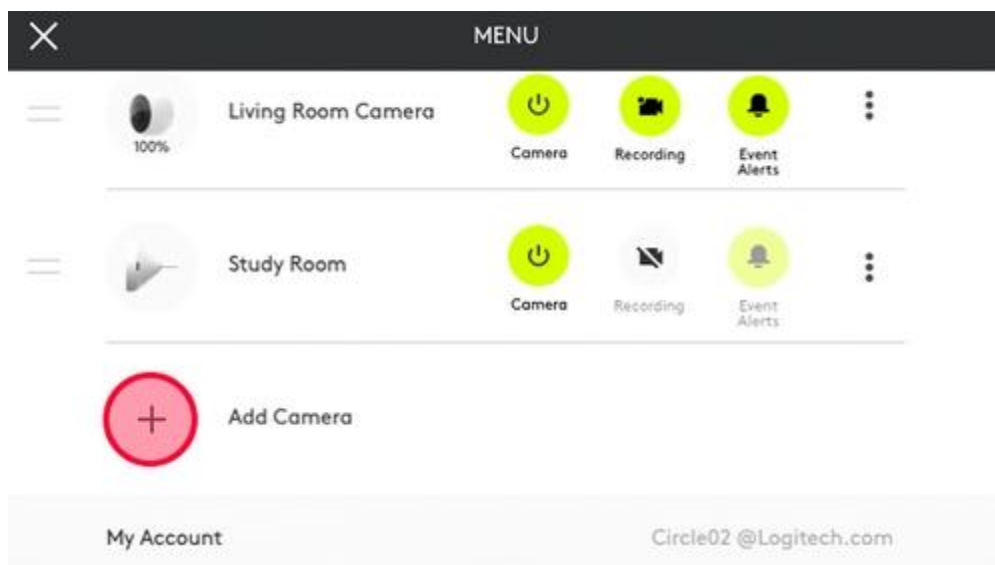
How do I add another Circle camera to my account?

If you already have a camera and Circle account and want to add another camera, follow the steps below:

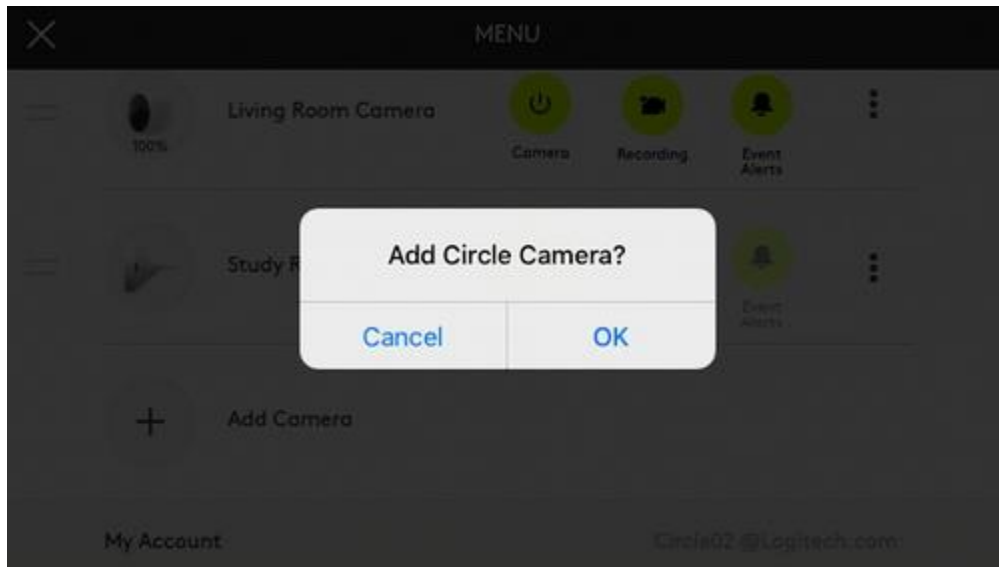
1. Set up your camera and turn it **On**.
2. Open the Circle app on your mobile device and open the **Settings** menu.



3. In the Settings menu, tap **Add Camera**.



4. Tap **OK** to confirm that you would like to add another camera to your Circle account.



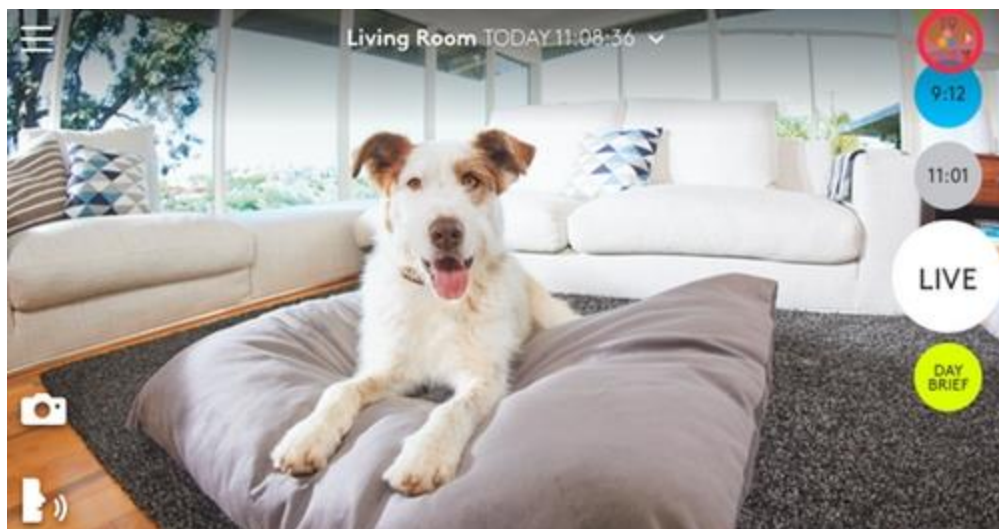
5. Follow the on-screen instructions to continue setting up your additional Circle camera.

Close

How do I filter activity bubbles in the Circle app?

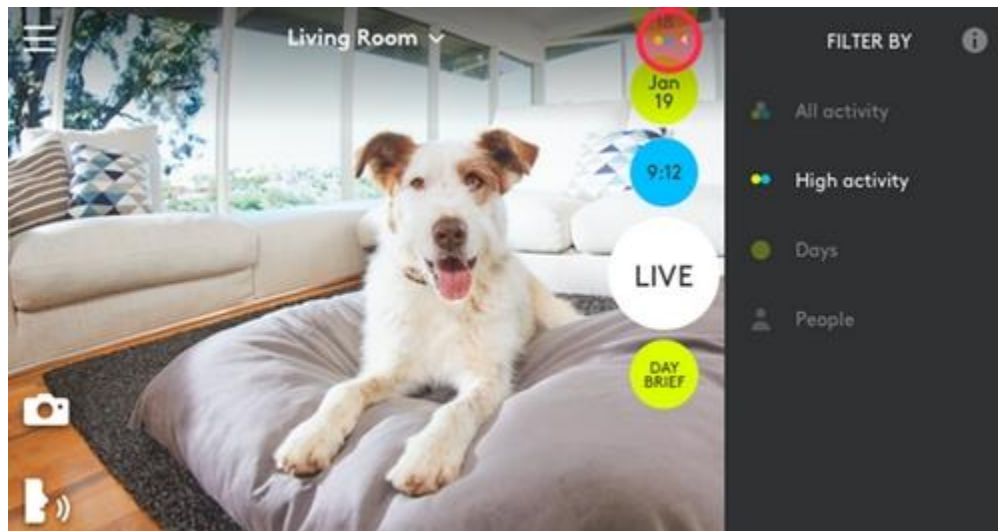
Circle defaults to showing All Activity bubbles (all recorded clips) in the timeline on the right side of the Live View on the Circle app. You can use the **Event Filter** to filter the activity bubbles in your timeline based on the options described below. Here's how:

1. In the Circle app, tap the Event Filter in your **Live View**.



2. Select an option to show the corresponding activity bubbles:

- **High Activity:** Displays blue (high activity) bubbles and Day bubbles (see below). Click [here](#) to learn more about activity bubbles.
- **Days:** Displays time-lapse Day Briefs (30-second recaps) for each day.
NOTE: Circle Free users (not on the Circle Safe subscription plan) will only see one Day bubble.
- **Person:** If you have a Circle Safe™ Premium subscription, you can select this option to display the clips where Circle detected a person. For more information, please click [here](#).



NOTE: The **Event Filter** icon in the timeline updates based on your selection. If you don't see clips for a particular option, there are no activity bubbles that match the criteria. If you only see Day bubbles while **All Activity** is selected, [privacy mode](#) might be enabled.

Close

How do I reset Circle 2?

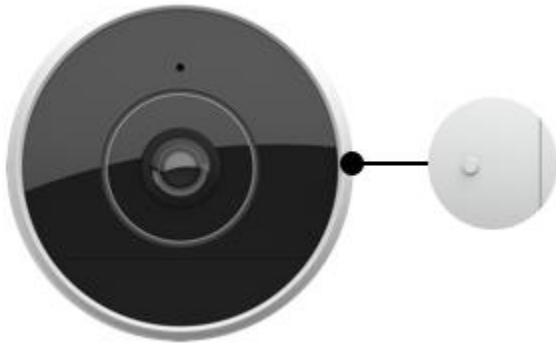
There are two ways to reset your Circle 2 camera:

- [Button reset](#)
- [App reset](#)

IMPORTANT: To set up Circle 2 after a reset, you need to be within 10 feet of the camera and have access to a Bluetooth® [low energy device](#). The reset methods covered in this article erase all your saved settings. If you need to change Wi-Fi network only, see [How do I set up Circle on a new network?](#)

Button reset

1. Locate the reset button on the right side of your Circle 2 camera, located opposite the speaker hole.



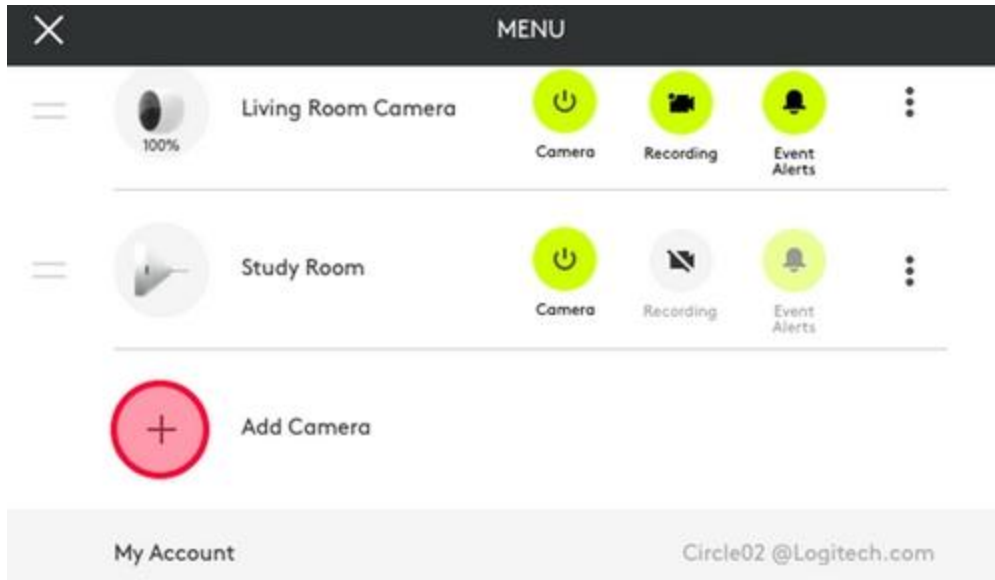
2. Press and hold the reset button for 9 seconds and release when you see the light alternate magenta and green.



Your camera settings should now be reset.

NOTE: The camera may go offline in the app. This is expected behavior.

3. In the **Settings** menu, tap **Add Camera**.



4. Tap **OK** to confirm that you would like to add a camera to your Circle account.

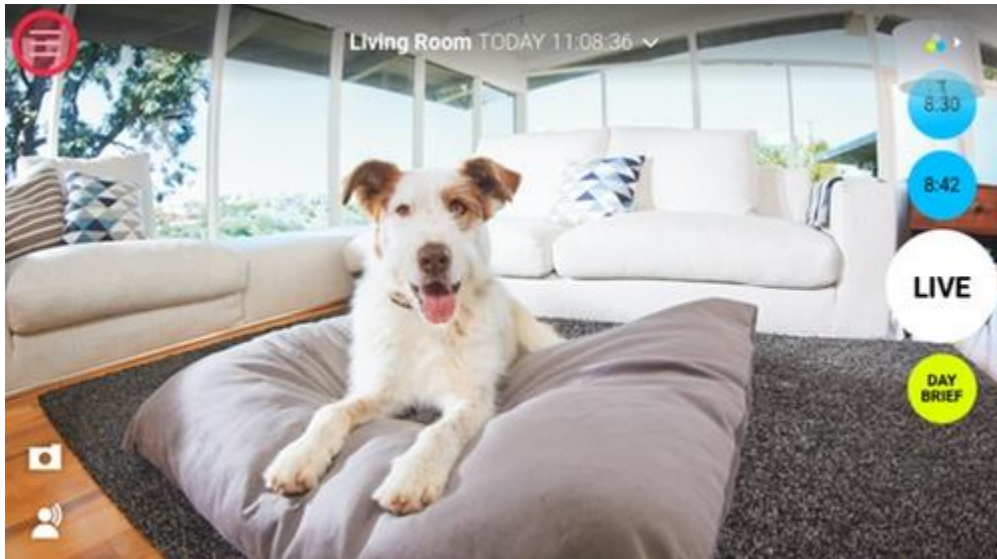


5. Set up your camera again (see [How do I set up a camera in the Circle app?](#) for instructions).
NOTE: To set up Circle 2, you need to be within 10 ft of the camera and have access to your iOS or Android mobile device with Bluetooth® low energy technology available. For more information, see [Supported Bluetooth Smart devices for the Logi Circle camera](#).

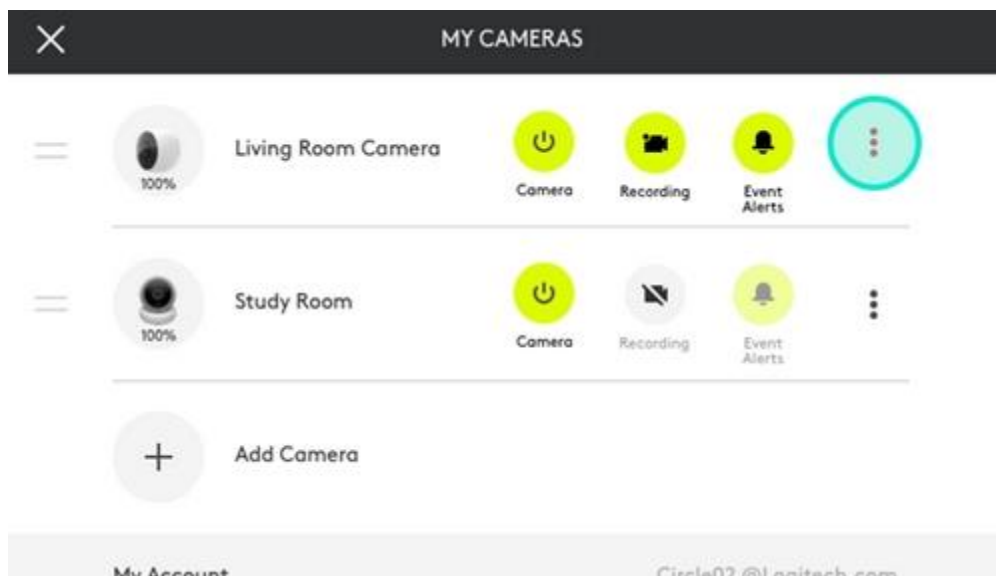
App reset

IMPORTANT: This method will delete all recordings, saved settings, and subscriptions.

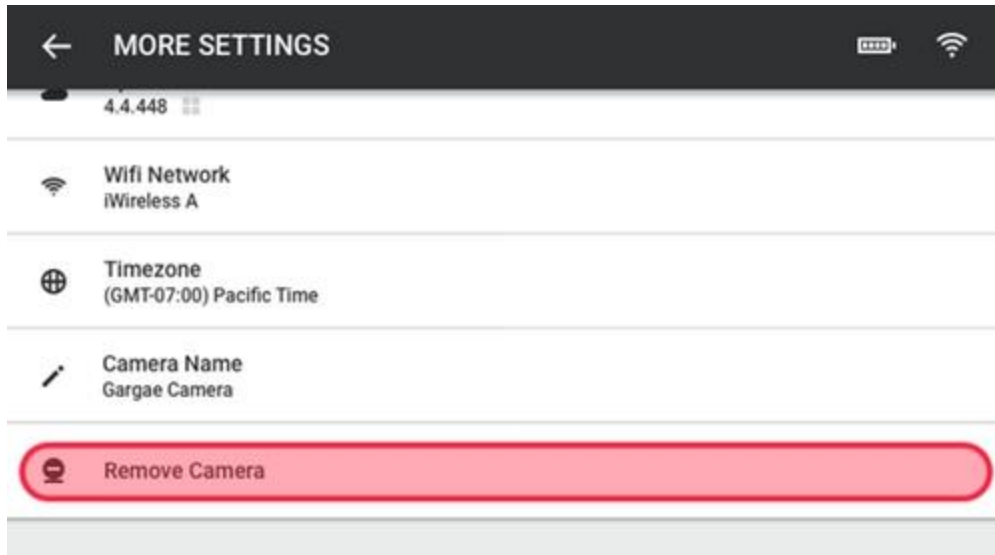
1. Open the **Settings** menu.



2. Tap **More Settings**.



3. Scroll down and tap **Remove Camera** and tap to reset your camera settings.



4. Set the camera up as you would a new camera. You can still add it to your existing account.

NOTE: If this is the only camera you have, you will not be able to log into your account until you set the camera up again. To set it up, tap **Setup** on the app home screen. To set up Circle 2, you need to be within 10 ft of the camera and have access to your iOS or Android mobile device that has Bluetooth® low energy technology available. For more information, see [Supported Bluetooth Smart devices for the Logi Circle camera](#).

Close

How do I control my Circle camera using Amazon Alexa?

There are two Alexa skills:

- **Logi Circle - Live:** View the live stream from your Logi Circle Camera(s) on your Echo Show Device.
- **Logi Circle - Control:** Control key settings and start recordings on your Logi Circle Camera(s).

NOTE: The availability of Alexa in your preferred language may vary.

Here's how to set up your Circle camera and use it with Alexa:

- [Set up Circle](#)
- [Ensure Alexa is up and running](#)
- [Logi Circle - Live Skill](#)
- [Logi Circle - Control Skill](#)
- [How to enable the Logi Circle skills](#)
- [Compatible Alexa devices](#)

Set up Circle

Set up your Circle Camera using the iOS or Android Circle app. For more information, See [How do I set up Circle?](#) or [How do I set up Circle 2?](#) Remember to give each camera on your account a unique name, and avoid using special characters, punctuations or emojis, or the word "camera" in the name. Install any available firmware updates.

Ensure Alexa is up and running

For the **Logi Circle - Live skill**, make sure your Amazon Echo Show is already configured with your Amazon account in the Alexa app, skip to the next step. Otherwise, follow Amazon's [Set Up Your Echo Show](#) how-to guide.

For the **Logi Circle - Control skill**, if your Amazon Echo or Echo Dot is already configured with your Amazon account in the Alexa app, skip to the next step. Otherwise, follow Amazon's [Set Up Your Echo](#) how-to guide.

Logi Circle - Live Skill

The **Logi Circle - View Skill** lets you view your Circle cameras using Alexa. See below for a full list of commands.

Intent	Verbal Command
View your Circle Camera's live stream on supported Alexa Devices .	"Alexa, show me the (camera name) camera."
Replay the last event(s) your Circle Camera recorded on supported Alexa Devices . NOTE: If your "Logi Circle - Live" skill was already set up before the release of the history feature (August 16, 2018), you will have to re-link your Circle and Alexa account to grant Amazon a new set of permissions needed for this feature to work.	"Alexa, show me the last event from the (camera name)." "Alexa, show me the last motion on (camera name)." "Alexa, show me recent activity at the (camera name)." "Alexa, show the last motion detected by my (camera name) camera." "Alexa, show the event that just happened at the (camera name)." "Alexa, show the latest event from the (camera name)." "Alexa, show the

Intent	Verbal Command
	<p>latest event from (camera name).”</p> <p>“Alexa, show latest event from (camera name).”</p> <p>“Alexa, show the most recent event from the (camera name).”</p> <p>“Alexa, show me the most recent event at the (camera name).”</p> <p>“Alexa, show me the last alert from the (camera name).”</p> <p>“Alexa, show me the alert on the (camera name).”</p> <p>“Alexa, show me the motion alert on the (camera name).”</p> <p>“Alexa, show me the motion of the (camera name).”</p> <p>“Alexa, show latest alert at (camera name).”</p> <p>“Alexa, show me the last activity at my (camera name).”</p> <p>“Alexa, show me the most recent movement at the front door.”</p>
Forwards the clip currently playing	<p>“Alexa, fast forward.”</p> <p>“Alexa, fast forward XX secs.”</p> <p>“Alexa, fast forward XX mins.”</p> <p>“Alexa, fast forward X hr.”</p> <p>“Alexa, forward.”</p>
Pauses the clip currently playing	<p>“Alexa, pause.”</p>

Intent	Verbal Command
Plays the clip	“Alexa, play.”
Resumes the playback of the clip	“Alexa, resume.”
Rewinds the clip currently playing	“Alexa, rewind.” “Alexa, rewind XX secs.” “Alexa, rewind XX mins.” “Alexa, rewind X hrs.”

Logi Circle - Control Skill

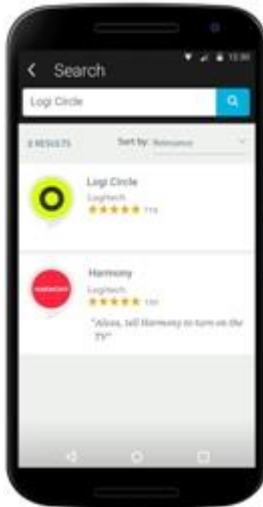
The **Logi Circle - Control Skill** lets you turn your Circle Camera on, disable Privacy Mode, and start a recording using the following Alexa voice commands:

Intent	Verbal Command
Turn on your Circle or Circle 2 Camera	“Alexa, ask/tell Logi Circle to turn on (camera name).”
Disable Privacy Mode on your Circle or Circle 2 Camera	“Alexa, ask/tell Logi Circle to disable Privacy Mode.”
Start a recording on your Circle or Circle 2 Camera for at least 30 seconds	“Alexa, ask/tell Circle to start recording.”

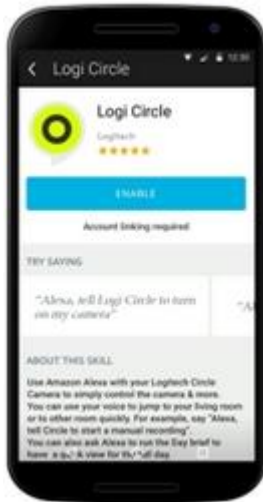
How to enable the Logi Circle skills

NOTE: If your “Logi Circle - Live” skill was already set up before the release of the history feature (August 16, 2018), you will have to re-link your Circle and Alexa account to grant Amazon a new set of permissions needed for this feature to work.

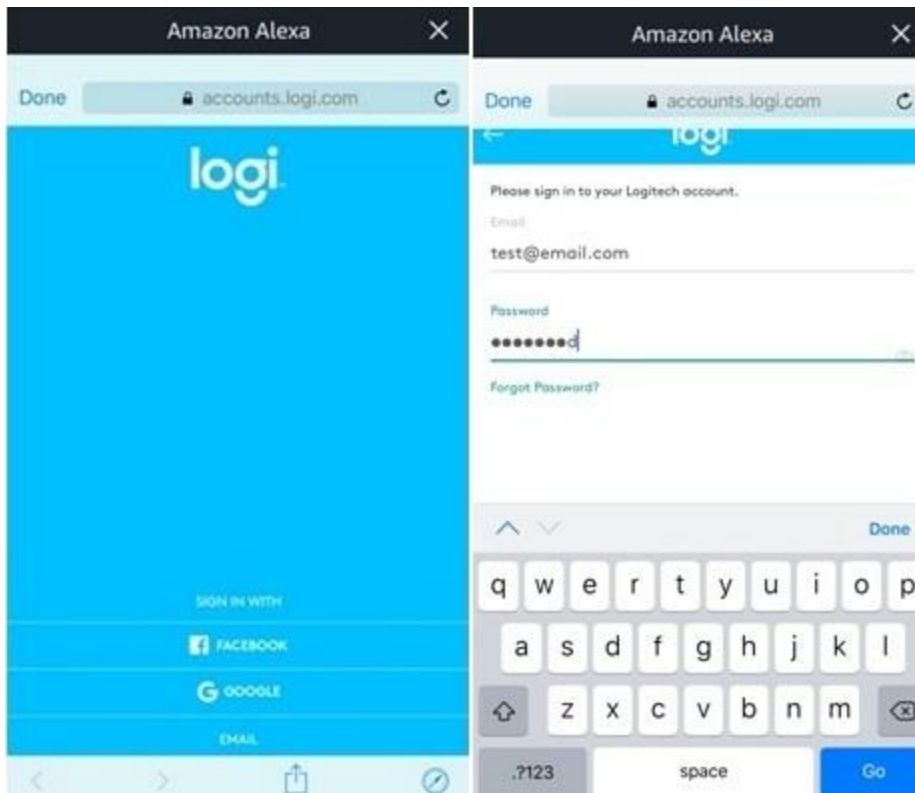
1. In the Alexa app, navigate to **Home > Skills** and search for **Logi Circle - Live** or **Logi Circle - Control**.



2. Select **Enable**.



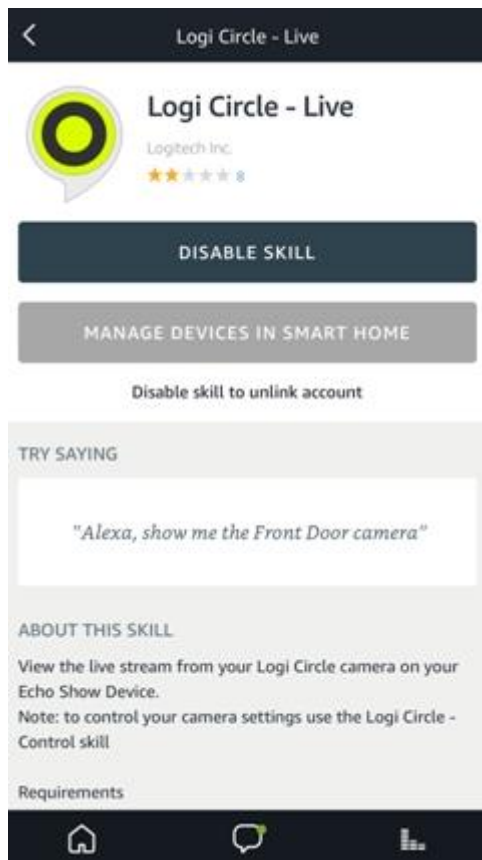
3. Select **Email** to link your Alexa account with your Logi Circle account, using the same email and password that you use to sign in to the Logi Circle app.



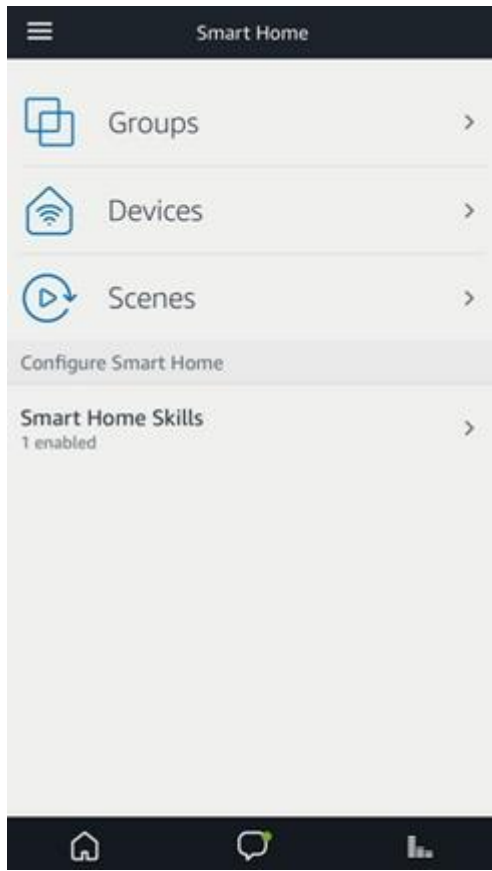
4. Select **Authorize** to allow Alexa to access your cameras for the purposes of using the skill.



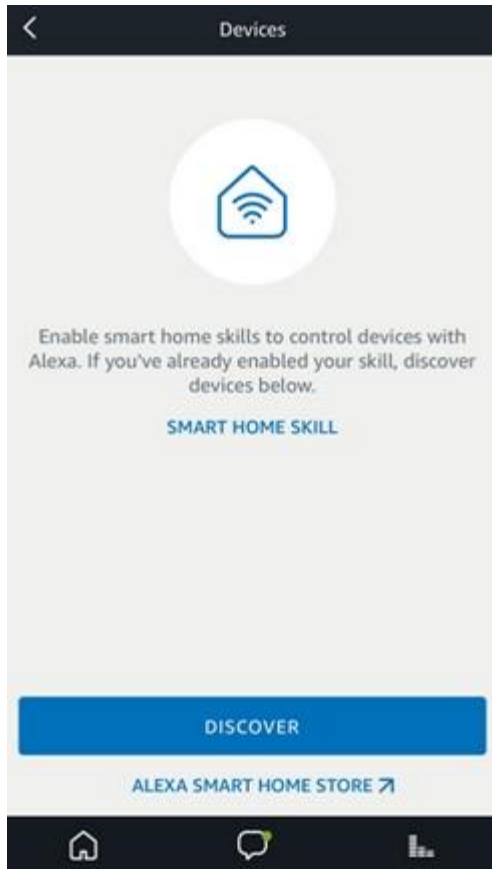
5. If you are setting up the **Logi Circle - Live** skill, after you enable the skill, select **Manage Devices in Smart Home** to discover your cameras and add them to your smart home.



6. From the smart home menu, select **Devices**.



7. Select **Discover** to allow Alexa to find all the Logi Circle Cameras on your account for use with the **Logi Circle - Live skill**.



8. Use one of the verbal commands to trigger an Alexa skill.

Compatible Alexa devices

NOTE: Amazon Alexa and device availability varies per country.

Skill	Compatible device(s)
Logi Circle - Live	<ul style="list-style-type: none">• Echo Show• Echo Spot• Fire 7• Fire HD 8• Fire HD 10• Fire TV• Fire TV Stick• Fire TV Cube
Logi Circle - Control	<ul style="list-style-type: none">• Echo• Echo Dot• Echo Plus• Echo Show• Echo Spot

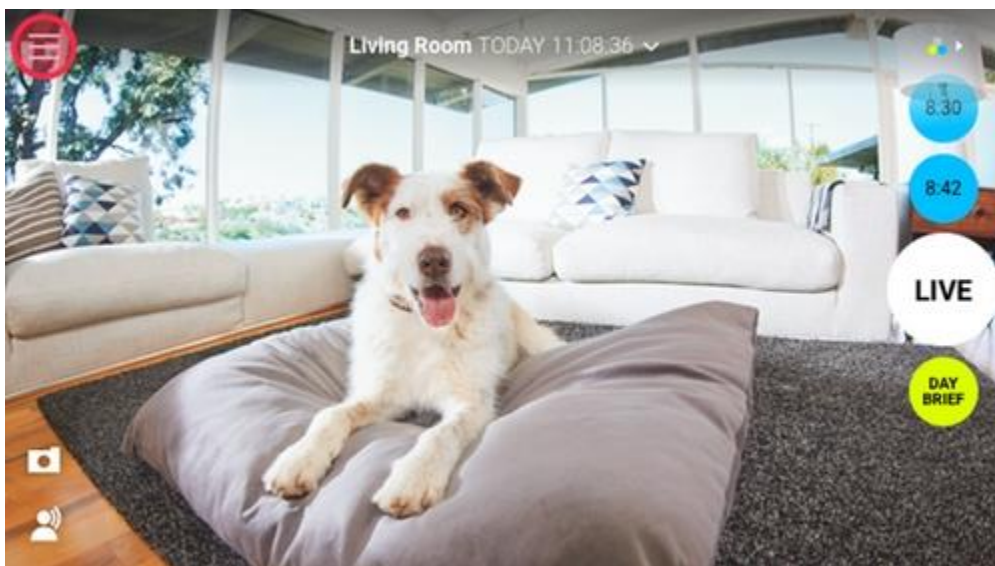
Skill	Compatible device(s)
	<ul style="list-style-type: none"> • Fire 7 • Fire HD 8 • Fire HD 10 • Fire TV • Fire TV Stick • Fire TV Cube

Close

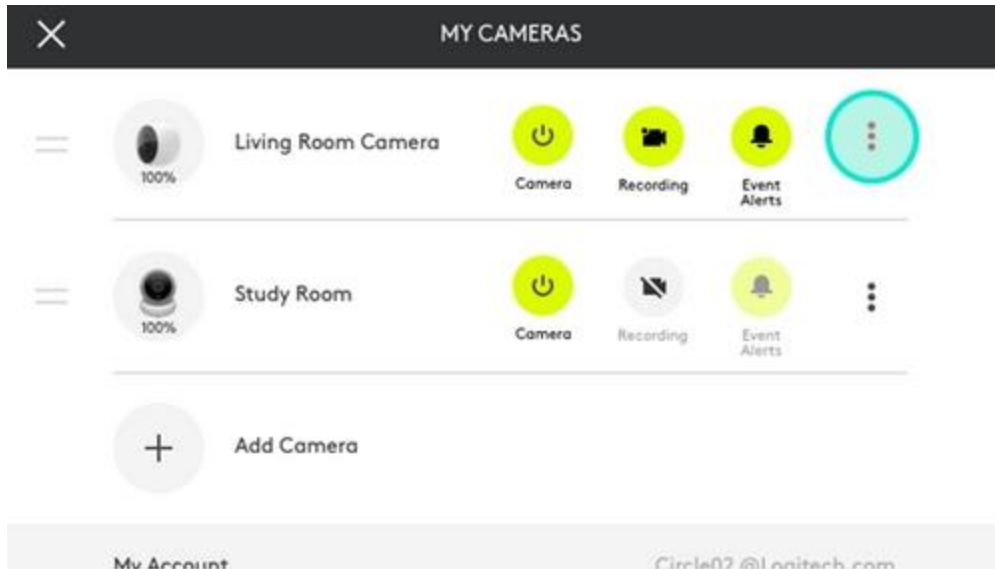
How do I set up Circle and Circle 2 on a new network?

If you've recently changed your network settings or are moving your Circle 2 to a different network, you'll need to reset your camera. Here's how:

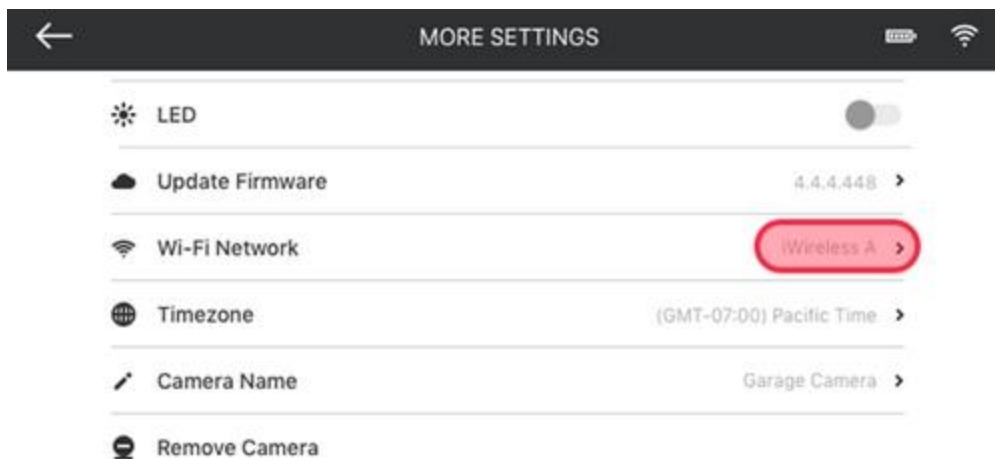
1. Open the Logi Circle app on your Bluetooth low energy device. See [What devices are Bluetooth® low energy supported for Circle?](#) for more information.
 2. Login to your Circle account.
 3. Select the camera you want to update.
- NOTE:** If you own more than one camera, they must be reset one at a time.
4. Tap **Settings**.



5. Tap **More Settings**.



6. Tap **Wi-Fi Network** and follow the on-screen instructions to add your camera to the new network.



Close

Can I use my Circle 2 Wire-Free with Apple HomeKit?

Every Circle 2 camera is Apple HomeKit ready. However, the Circle 2 Wire-Free solution uses a WiFi power-saving mode, which isn't currently supported by Apple HomeKit. Logitech and Apple are working closely together to explore support for cameras on power-saving mode in the future.

Close

How do I switch Circle 2's mount?

- [Detaching your current mount](#)
- [Attaching your new mount](#)
- [Selecting camera mounts in the Circle app](#)

NOTE: If the Camera Cover slips, realign it using the markers on the camera and the speaker hole.

Detaching your current mount

- Wired Mount
 1. Pull the mount away from the camera.
 2. Remove the Camera Cover.
- Battery Mount
 1. If mounted, pull the mount away from the camera.
 2. Detach the Rechargeable Battery from the camera.
 3. Remove the Battery Camera Cover.
- Plug Mount
 1. Remove the Plug Mount from your camera.
 2. Remove the Camera Cover.
- Window Mount
 1. Pull the Circle 2 Camera with Window Mount away from the Window Ring.
 2. Pull the mount away from the camera.
 3. Remove the Camera Cover.
 4. Take the Window Ring off the surface your camera was installed on.
NOTE: If you need an additional Window Ring or adhesive strips, please email us at innercircle@logitech.com.

Attaching your new Mount

- Wired Mount
 1. Attach the camera cover to your camera.
 2. Attach the camera (with Camera Cover) to the Mount.
- Battery Mount
 1. Attach the Battery Camera Cover to your camera.
 2. Attach the Rechargeable Battery to the camera.
 3. If needed, use the swivel base to mount your camera on a surface.
- Plug Mount
 1. Attach the Camera Cover to your camera.
 2. Attach the Plug Mount to your camera.
- Window Mount
 1. Place the Window Ring on the surface where you want to install the camera.
NOTE: Window Mount adhesives are ideal for one-time use. If you need to

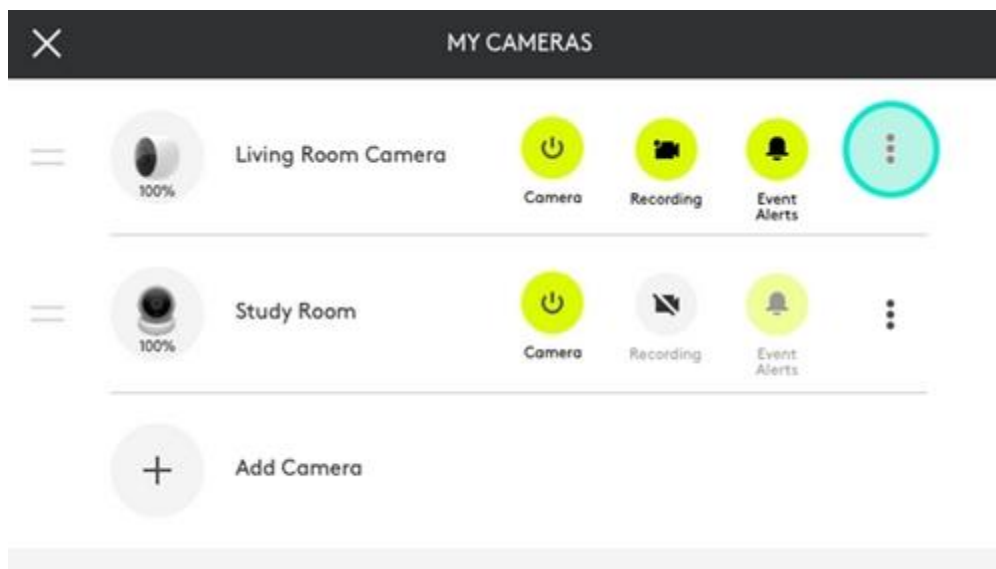
change the position of your camera, please email us at innercircle@logitech.com for additional adhesives.

2. Remove the Wired or Wire-Free mount and Camera Cover on your camera.
3. Attach your Window Camera Cover to your camera.
4. Attach the camera (with Window Camera Cover) to the Window Mount.
5. Place Circle 2 Camera with Window Mount on the Window Ring.

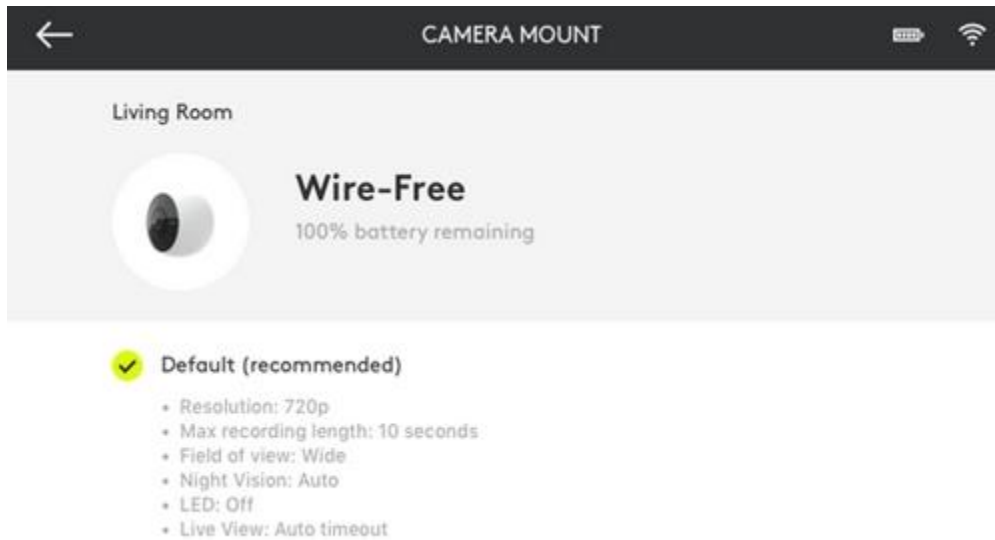
Selecting Camera Mounts in the Circle app

The Circle app contains preset settings designed to optimize the performance of the camera with each mount. To switch between preset settings in the Circle app:

1. Tap **Settings**.
2. Tap the camera icon next to the camera name or alternatively tap **More Settings**.



3. Tap **Camera Mount**.
NOTE: You see preset recommendations depending on the Mount that is currently attached to the camera.



- **Wire-Free Mount:** Select the mode (combination of preset settings) that meets your needs. Different modes and settings can have an impact on battery life.
- **Direct to Power Mounts:** Select the name of the mount you have connected to use our suggested settings.

Close

How does Circle 2's night vision work best?

Circle 2's Night Vision works best under the following conditions:

- Night vision works up to 15 feet, so make sure the camera is up to 15 feet away from movement.
 - The [correct mount](#) is selected in the Circle app (**Settings > Camera Mount**). Night vision will automatically update for optimal performance with your mount.
 - The area you want to monitor is clear and unobstructed with no objects close to the camera in its field of view. The reflection of the night vision light from these objects may cause the automatic system to over-compensate, darken the image, and reduce visibility of objects in the distance.
 - If your Circle 2 Camera is on a Window Mount, make sure the camera is in Window Mode (**Settings > Camera Mount**). In Window Mode, the infrared (IR) LED won't turn on. This eliminates any reflection from the glass. If your Live View or recordings are not well-lit, we recommend that you use an external IR light, such as the LIFX lights, for illumination.
- NOTE:** When using the Window Mount with double pane (or more) windows, the camera's view and image quality may be impacted due to reflections through the additional layers of glass.

After you've selected the correct mount in the Circle app, you can also control the camera's Night Vision settings under **Settings > More Settings**. If Night Vision doesn't activate and you see completely dark footage at night, see [Night vision is not working. What troubleshooting measures should I try?](#)

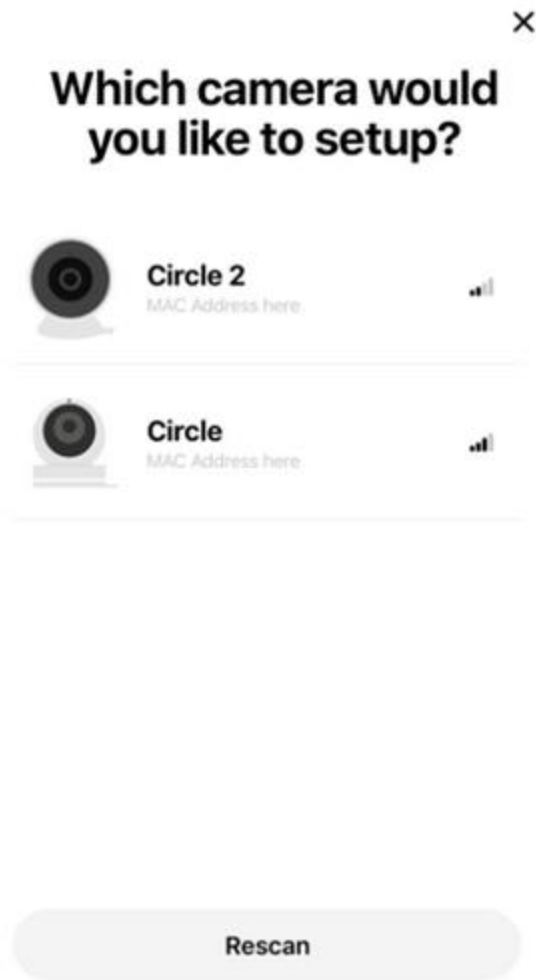
Close

How do I set up a camera in the Circle app?

Make sure your camera is attached to the mount and plugged into a power source.

1. Open the iOS App Store or Android Play Store and search for Logi Circle.
2. Download the Logi Circle app.
3. Open the Logi Circle app.
4. Tap **Setup**.

NOTE: if you have multiple Circle cameras, choose the one you want to set up.



5. Name your camera by typing or selecting from the on-screen list. Tap **Next** to continue.



Name your Circle

Type camera name or choose from list

Living Room| 

Master Bedroom

Living Room

Front Door

Garage

Next



6. Scroll through the list and select your wireless network. If your SSID is hidden, tap the **Add Network Name** box and enter the name. Tap **Next** to continue.



7. Type your wireless network's password and tap **Connect**.

←

×

Connect to WiFi

Type network name or choose from list

NETWORK

Casa Middleton

▼

PASSWORD

••••••••

👁

Connect

q w e r t y u i o p

a s d f g h j k l

⬆ z x c v b n m ⬆

123 😊 🎤 space return

8. After the Circle camera joins your wireless network and connects to the cloud, you will see a Welcome Home message. Tap **Continue** to create your Circle account.

Welcome Home



Continue

9. Create a Circle account by typing your email address and a password. We recommend that you use a strong password (a combination of letters, symbols, and numbers) to keep your account secure. Tap **Create** to open the Welcome message and follow the on-screen prompts to access your camera's Live View.
NOTE: The password can be different from the one you use for your email address. Make sure you type the correct email address to avoid any loss of content or subscription issues.

Create account

By signing up, you agree to [Terms](#) and [Privacy](#)

EMAIL

daniel@utahsprettysweet.com

PASSWORD

••••••••

☒ Keep in touch with me via email

Create

[I already have an account >](#)



NOTE: Harmony or POP users can click **I already have an account** and use their existing credentials to log in.

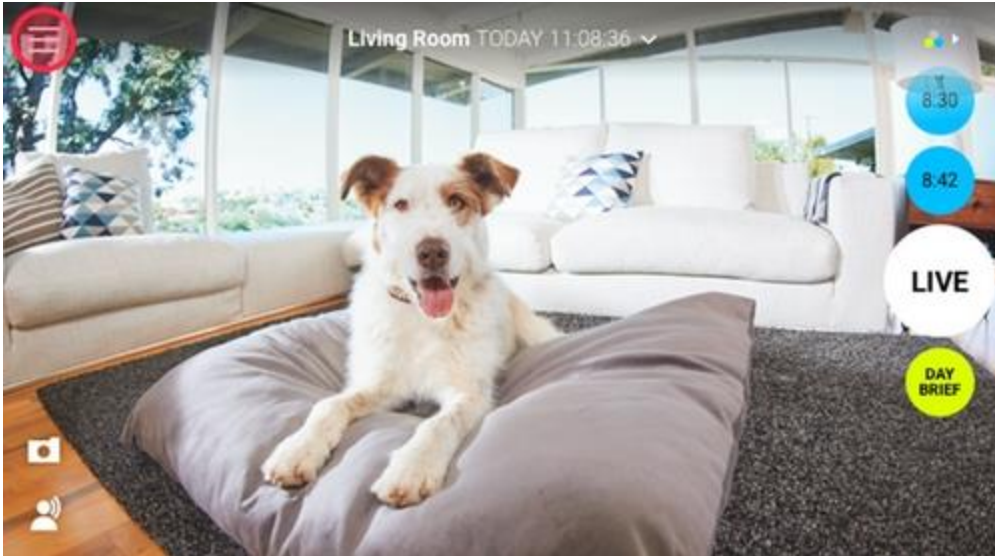
Close

How do I use the Circle app to turn my camera on or off?

When you turn your camera off, it does not stream or record. When the Recording setting is off, the camera will stream but will not record. See [What is the Recording setting and how is it different than turning Circle off?](#) for more information.

To turn your camera on or off using the Circle app:

1. Open the **Settings** menu.



2. Tap the **Camera** button next to the camera's name to turn that camera off. While the camera is turned off, the **Camera** bubble will be grayed out and the power button will have a cross through it. Please note that when your camera is off, the Record and Events buttons will also be greyed out because there will be no recordings or notifications while your camera is off. To turn your camera back on, simply tap the **Camera** button again.



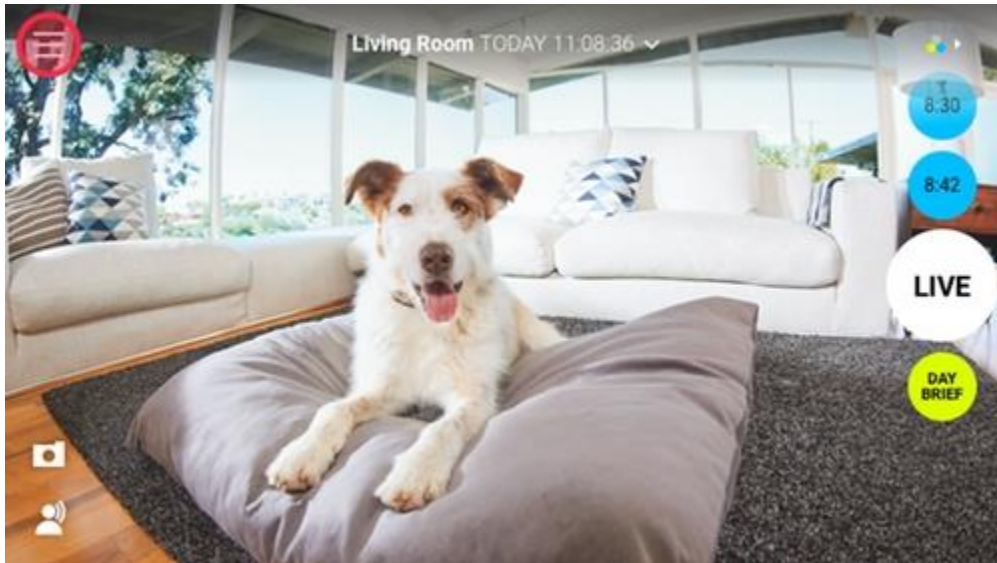
NOTE: While switched off, your camera's Live view is unavailable and it does not generate recordings.

Close

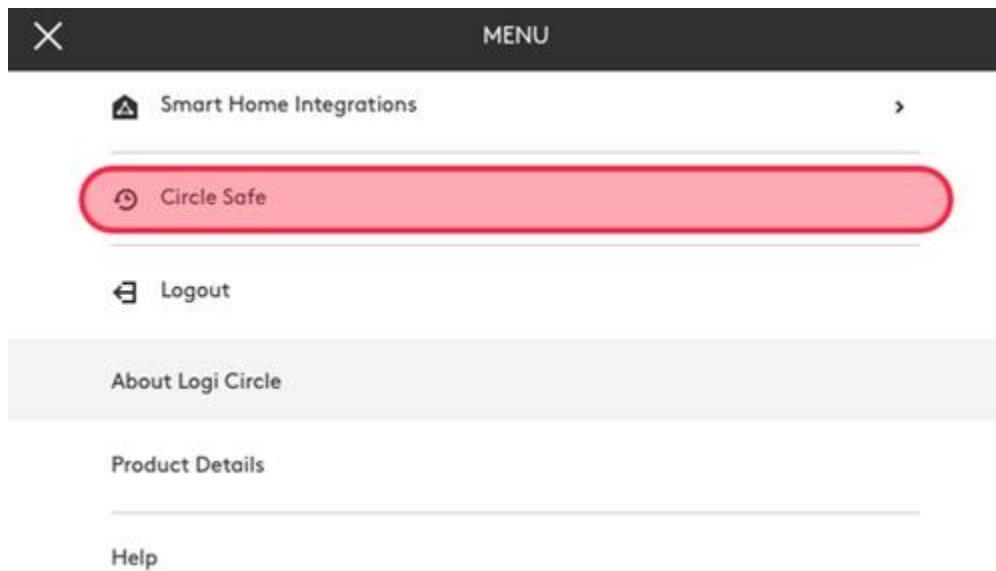
How do I change my Circle Safe payment information?

You can change or update your payment information through the Circle app on iOS/Android or the Web App. Here's how:

1. Open the **Settings** menu.



2. Scroll down and tap **Circle Safe**.



3. Click **Edit** on the subscription you want to change the payment details for.

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LOGI CIRCLE

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CIRCLE SAFE

LEARN MORE

Circle Safe provides up to 30 days of footage. Choose a payment plan to see more of your family & home.

LIVING ROOM

Circle Safe Basic monthly subscription

✎

RENEWS
03/04/18

▼

DINING ROOM

Circle Free - 24 Hours of Footage

FREE

▼

4. Fill out all the mandatory fields and then click **Submit** to save your changes.

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LOGI CIRCLE

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Payment Method Name: *

Enter a name for your credit card. This name will appear in the payment option drop-down menu and will allow you to select the credit card you would like to use during your next purchase.

Credit Card Number : *

Expiration Date: *

Select One ▼

/

Select One ▼

Billing Address : *

7700 Gateway Blvd ▼

RESET

SUBMIT

Close

How do I mount Circle 2 on a wall or ceiling?

- Screw the bracket onto the wall or ceiling using the screws and anchors in the box.
- Snap the base of the mount onto the bracket and then attach the camera to the mount.
- Adjust the camera to the preferred angle and orientation.

Close

How do I go back to the Home Screen from the Circle mobile app on my iPhone X?

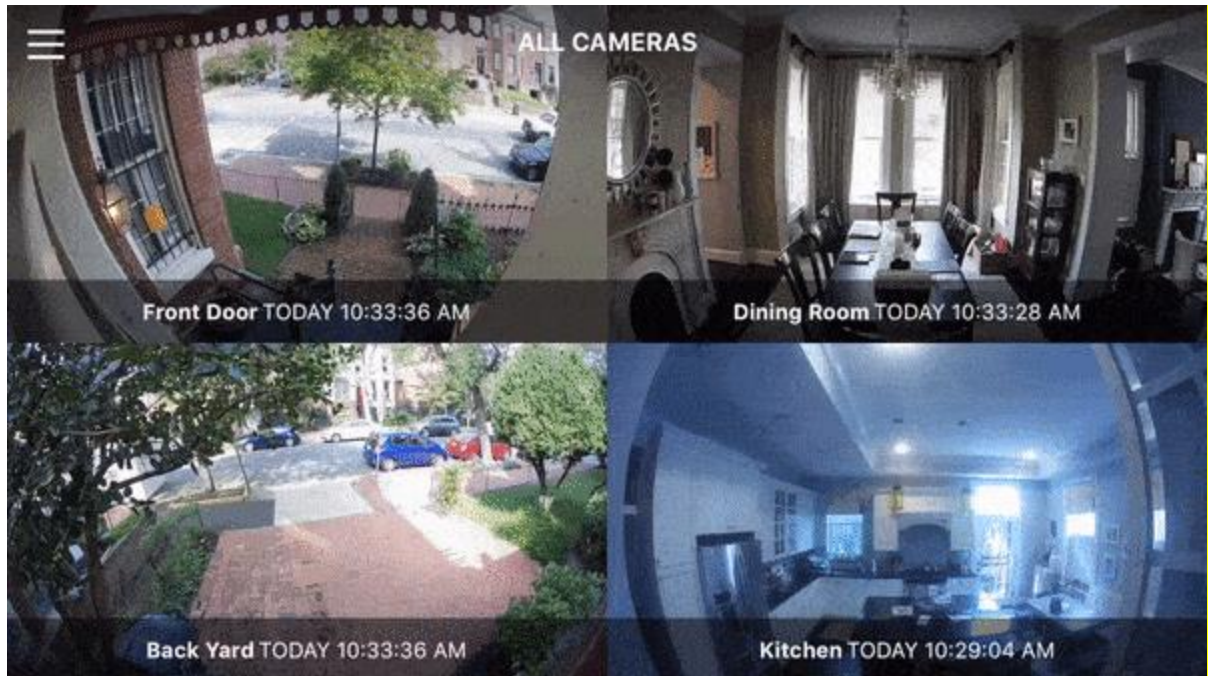
To go to your Home Screen from the Circle mobile app on an iPhone X, swipe upwards from the edge of the phone that is parallel to the bottom of the app. When the app is in landscape mode, you'll need to swipe up from the corresponding side edge depending on the angle at which you hold the iPhone X.

Close

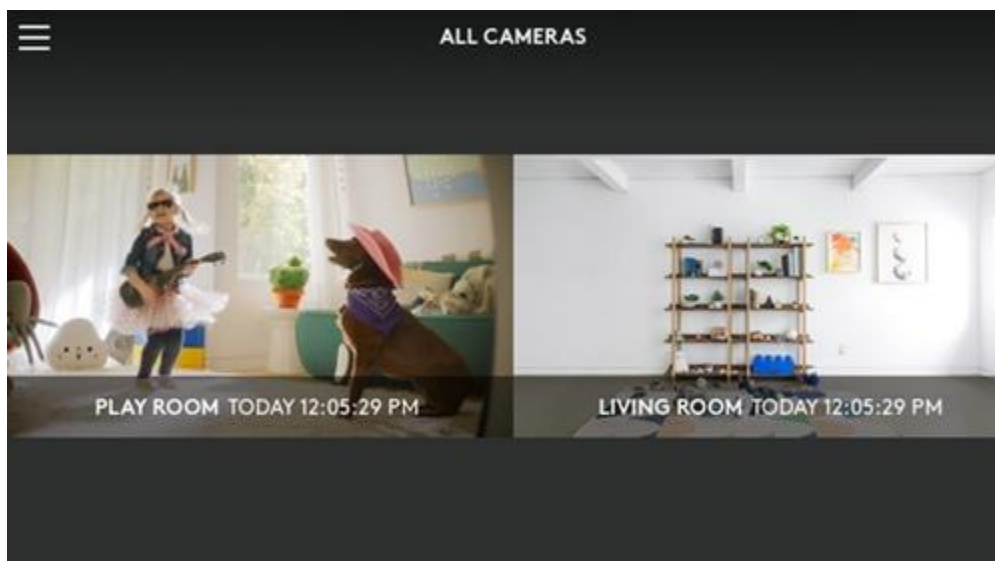
How do I update the order of cameras in the multi-cam view?

If you have more than one Circle camera, you can update the order your cameras are displayed on the multi-cam view. Follow the steps below:

1. From the **Settings** menu, press the gripper to the left of the camera name.
2. Drag the camera up or down to re-order.



3. Check your updated multi-cam view by exiting the Settings menu and tapping the camera names at the top of your app until it says **ALL CAMERAS**.



Close

How do I see the timestamp on downloaded recordings?

To view timestamps on your downloaded event recordings and Day Briefs (downloaded from the iOS, Android and Web apps), you need to enable the subtitle / closed caption (CC) track in the

mp4 file. We choose a CC track so that you can easily show or hide the timestamp in your recordings.

Most video players, with the exception of stock Windows Media Player, support embedded CC in mp4 files. If your player does not support this correctly, try using VLC (<https://www.videolan.org/vlc/>).

To view timestamps, select the CC track under the languages menu of the video (step-by-step below). You should see the timestamp displayed in your language and camera's time zone. A second CC track with 'undefined' as language includes a timestamp without a language specification (in UTC).

- In Quicktime for Mac: Go to **View > Subtitles > Select your Language**
- In VLC: Go to **Subtitle > Sub-track > Select your Language**
- Other Players: Look for the subtitle or CC menus

In VLC, you can also open the Tools > Media Information Menu to see metadata (such as camera name, firmware version, MAC address, and so on) of the mp4.