

A woman wearing a light blue winter jacket, a white knit beanie with a pom-pom, and dark pants is sitting on a snowy mountain peak. She is holding a black selfie stick vertically in her right hand. The background shows a vast, snow-covered mountain range under a clear sky. The entire image has a dark blue overlay.

K A N D A 

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QooCam FAQ

[www.kandaovr.com](http://www.kandaovr.com)

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# Connection & Control

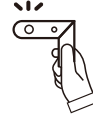
## 1. How can we use QooCam?



Wi-Fi Remote Preview



Bluetooth Self-stick control



Point-and-shoot,  
work indecently

## 2. Where can I download the QooCam app?



iOS: Appstore



Android: Google Play or Yingyongbao

## 3. Where can I download the QooCam Studio software?

In our official website: <https://www.kandaovr.com/cn/software/>



QooCam Studio

QooCam素材处理与制作工具，支持防抖、虚化、深度输出、立体输出、拼接、裁切等功能。

1.1.0.5  
2018-08-18

- 新增颜色校准功能，以改善色偏问题；
- 新增批量添加渲染队列功能，通过“ctrl/shift+鼠标点击”在制作模块进行多选，配合渲染模块的“复制/粘贴设置”功能可以实现快速的批量渲染操作；
- 新增反馈功能，在遇到错误时可通过“帮助—反馈”将信息传给我们；
- 优化软件速度和资源占用；
- 修复一些已知问题；

· 历史发布记录



其他下载地址



其他下载地址



## 4. What phones can QooCam app be compatible?

iOS: iOS 9.0 and above; iPhoneX, iPhone 8/8 plus, iPhone 7/7 plus, iPhone 6s/6s plus, iPhone SE;

Android: Android 6.0 and above; Samsung S7/S8/S9, Vivo X20, Vivo XPLAY6, Vivo X9, pixel1, pixel2, Huawei mate 8pro, Huawei mate 9pro, Huawei mate 10, Huawei P20, OPPO R15, OPPO R11, etc.

## 5. How to turn on Qoocam?

Press the power button for two seconds to turn it on, and there will be a sound if QooCam is on.

## 6. How to restart the camera when it crashes?

Try to hold the camera power button for 5 seconds to turn off the camera.

## 7. How to turn on the camera WiFi?

Tap the power button to turn on the WiFi 5G, or double click the power button to turn on WiFi 2.4G. There will be a sound and WiFi light will blink continuously.

## 8. What's the camera SN number and WiFi name and password?



You can find the SN number written on the bottom of the camera. The WiFi name of QooCam is [QooCam+ last five number of SN series number] and the WiFi password is 12345678 by default.

## 9. Failed to connect QooCam with Android phone?

For Android phone, there are two ways for successful connection:

1. Turn off mobile data and then attempt to connect to camera,
2. Go to the phone's setting > WLAN/wifi, and there is an advanced setting that will automatically switch between the networks depending on the signal or connectivity. If you find this option, please turn it off.

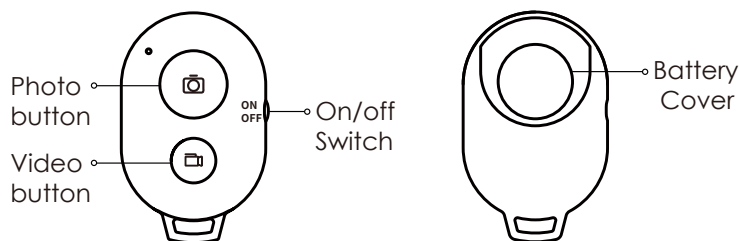
## 10. Fail to research QooCam WiFi in the WiFi list of the phone?

If the WiFi light of QooCam is flashing, but you could not search QooCam WiFi in the WiFi list, please switch the Wifi frequency from 5G to 2.4G. Here is the workflow: Press the "power button" to turn on QooCam, tap the "power button " to turn on 5G WiFi, or double click "power button "to turn on 2.4G WiFi, and the WiFi light will be blinking.

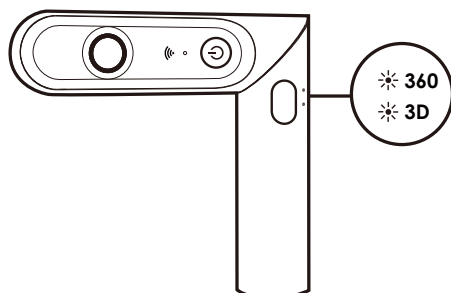
## 11. Press the power button again briefly to switch the Wi-Fi on, but the WiFi light is not blinking. What happened?

If QooCam is plugged with the USB cable, there is no WiFi. If it is the case, unplug the USB and try again.

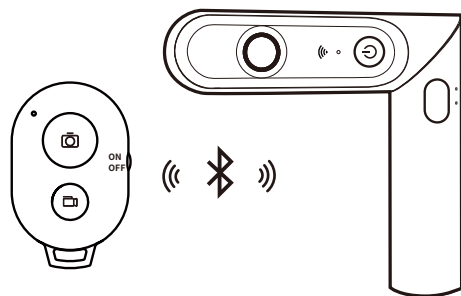
## 12. How to pair QooCam and Bluetooth remote controller?



- ① Press and hold the shutter button of QooCam, then press the power button for 2s to turn on the camera and enter the Bluetooth pairing mode. At this time, the 360 and 3D status lights flash alternatively;



② Turn on the Bluetooth remote controller and the camera will automatically connect to the Bluetooth remote controller. The Bluetooth connection success when the camera "buzzing" for one second;



③ After the Bluetooth connection is successful, the QooCam camera and the Bluetooth remote controller will automatically connect as soon as they are turned on. To re-pair the new Bluetooth remote controller, you need to follow step 1 and try again.

④ After the camera enters the pairing mode, if the connection is not successful, press the power button of the QooCam for 5 seconds to shut down the camera forcefully, and then try it again from step 1.

### **13. What could I do when the Bluetooth remote controller cannot be connected:**

- ① Make sure the camera is turned on;
- ② Please confirm that the Bluetooth remote controller is turned on;
- ③ Please confirm that the camera is within the range of Bluetooth signal;
- ④ Please check that the camera firmware is the latest version;
- ⑤ If it still not works, please contact Kandao service team: [service@kandaovr.com](mailto:service@kandaovr.com)

### **14. What should I do when the camera firmware updating failed?**

- ① Please check whether your Qoocam App version is the latest one.
- ② Please don't keep the Qoocam running in the background when upgrading.
- ③ Please check whether the MicroSD card is inserted in the camera.
- ④ Please make sure that the camera electricity volume is above 50%.
- ⑤ If it still fail to work, please contact Kandao team for further check and help.

## **How to use QooCam**

### **1. How to use QooCam independently?**

For taking photo: Short press the shutter button for 2 seconds to start taking photos; Press the shutter button again to stop.

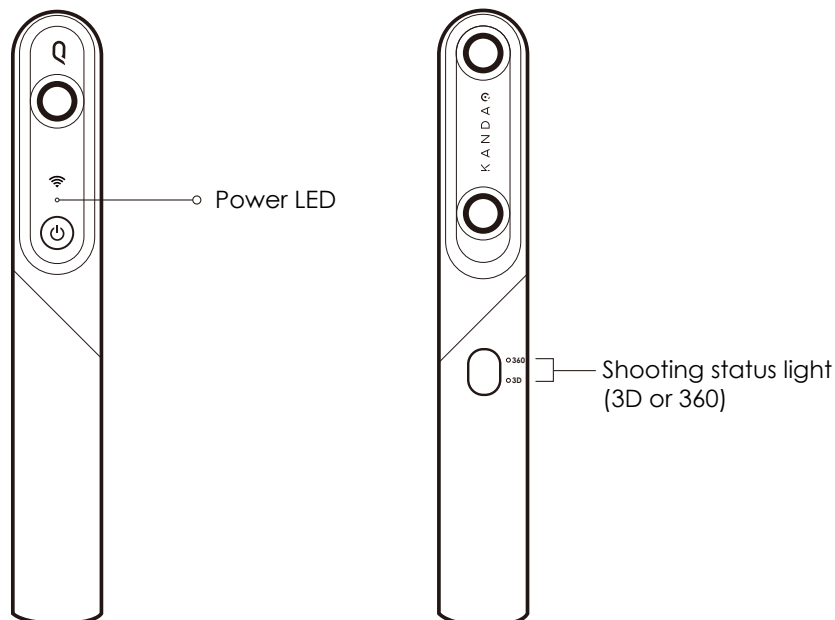
For taking video: Long press the shutter button to start recording.

## 2. Why the Power LED Light blinking continuously?

The camera battery level is low.

## 3. Why the shooting status light (360 or 3D) is blinking fast?

It indicates that the SD card error or out of volume. Please check whether the MicroSD card is inserted or swap the MicroSD card.



Camera	LED Indicator
Power off	Off
Charging	Power LED red
Charging (Stand-by mode)	Power LED purple
Charging finished	Power LED off
Stand-by mode	Power LED blue, shooting status lights on
Photo	Shooting status light (3D or 360) flashes once
Video	Shooting status light (3D or 360) flashes slowly
Micro SD card error	Shooting status lights flash quickly
Micro SD card storage is full	Shooting status lights flash quickly
Updating firmware	Power LED flashes slowly

## 4. How to stabilize footage?

In the app, the footage is automatically stabilized after downloading from the camera album to APP album. In QooCam Studio, you can choose full stabilization for 360 video and anti-shake for 180 3D video.

## 5. How could I avoid my hand appear in the 180 3D footage?

You could use selfie-stick.

# Camera Information

## 1. What's the size of foot mounting port?

1/4

## 2. How long can QooCam work?

The battery is 2600Amh, shooting video(3840\*1920@30fps) can last more than 2 hours (150min).

## 3. What the QooCam ISO range?

100-3200

## 4. Can I use external audio mic for Qoocam?

Currently, no yet.

## 5. Is the Qoocam waterproof?

No. We will make a case for QooCam.

## 6. Is there internal SD card for QooCam?

No, and it support 256GB micro SD card at maximum.

## 7. What SD card type could Qoocam support?

UHS-I, exFAT(FAT64), and it support 256GB SD card at maximum.

## 8. Could I change the battery, and could we shoot while charge?

The battery is built-in. You could charge the camera while shooting. And the input is limited by 5V, 1.5A.

## 9. How to check the camera firmware version?

Connect QooCam to the QooCam APP, go to "setting" and check the Firmware version.

## 10.How about the warranty period?

One year. For more information, please contact [service@kandaovr.com](mailto:service@kandaovr.com).

## 11.Is there any accessories I can get for free?

A lens protective cover ( also can be used as base support), a simple piece of VR glasses(for phone); there are also selfie stick and Bluetooth remote controller sold in our Official website.



**12. The video records but after 30 seconds to a minute, it automatically stops and ends the recorded video. My memory card is not full. Why?**

The write speed is not enough. Please swap it and u3 is recommended (e.g. Toshiba, Samsung, SanDisk).

**13. Has anyone else noticed QooCam getting hot after using a long time?**

QooCam has a metal (aluminium) body which is capable of dissipating the heat produced when filming. It will get hot but it won't affect its functionality and image quality. Also, it will turn off automatically if there is no operation in around 3 mins to save battery.

## **Photos/Videos**

**1. What's the resolution of QooCam?**

Photo: 4320\*2160

Video: 3840\*1920@30fps, 3840\*1920@60fps, 1920\*960@120fps

**2. Why is the 180 3D footage Left and Right side "Mirrored" and not "side by side"?**

The source file is reversed. It would be "normal" after stitching in QooCam Studio.

**3. How to share or save my picture/video after shooting?**

- ① Open QooCam App, in "Camera Album", choose the video/picture from you want to edit and download.
- ② In "App Album", Click the edit button to go to the editing page.
- ③ After editing, click "Save" and the footage will be saved to "Edited Album".
- ④ You can also choose to share it to social platforms such as Facebook, Instagram or save it to the local album of your mobile phone.

**4. How do I export videos or photos of QooCam to my computer?**

- ① Turn on the QooCam, connect it to the computer via the USB cable and the power light will blink blue. Tap the power button, the power light will stay blue. Now you can export the files from the camera. Download QooCam Studio for stitching and editing.
- ② You can also unplug the SD card from QooCam and export the files via the card reader. Download QooCam Studio for stitching and editing.



## 5. How to export Tiny planet images?

- ① Open the QooCam App and click "APP Album";
- ② Click the panorama picture and click "Edit".
- ③ Select "Tiny planet" and you can drag to adjust the angle;
- ④ Save it after finishing editing and then it will generate the tiny planet image in "Edited Album". You can share it to the social platform or download it to your phone's local album.

## 6. Why my video is clipped?

The footage will be clipped in a 8-minute clip by default when you shoot longer than it.

## 7. How could I view the footage in VR 3D mode?

- ① For the 3D 180 video in Facebook:  
Click the ●●● on the top right corner, then click SAVE VIDEO. Put on your Oculus Go, go to Facebook 360 App, scroll down Your Videos. The video will appear on your Saved Videos list.
- ② For the 3D 180 video in YouTube:  
When you play the 180 3D footage in YouTube on desktop PC, it will show like traditional frame video. When you open the video on YouTube APP, choose the quality to 2160s, select the cardboard symbol, and the video will play in the 3D 180 mode. Put on VR goggles or cardboard or VR headset like Samsung GearVR to enjoy.
- ③ For the 3D 180 video in QooCam APP:  
Click "APP Album", select the 3D 180 picture/video, select the cardboard symbol, and the video will play in the 3D 180 mode. Put on VR goggles on the phone and enjoy.

## 8. Why the photo resolution is 4K (4320\*2160)?

Just like Sony A7 II and Sony A7s II, Lumix GH5 and Lumix GH5s, a camera with better video quality is more expensive than the other. And there usually are trade-off between photo resolution and video resolution. Some 360 cameras choose to have higher photo resolution, thus sacrificing the video quality because of the sensor pixel binning/skipping when outputting video. We think QooCam is more a video camera than a photo camera, so we use "full sensor readout" to make the video quality better, a better 4K compared with others brand. In this way the photo resolution is just the same as video resolution, but we'll provide DNG raw and DNG8 Raw+ to get the best out of the picture.