UniFi Camera Help

Watch, review and save video from your phone or computer

Your Southern Alarm & Security camera system runs on **UniFi Protect**. You can watch live video, review recordings and save clips from your phone or computer, with no monthly app fees.

Getting started

1. Download the free **UniFi Protect** app from the Apple App Store or Google Play.
2. Watch for an email invitation from Ubiquiti (UniFi's maker). Open it and tap **Accept Invitation**.
3. Create your UI Account, or sign in if you have one. Use the same email address the invite was sent to.
4. Open the UniFi Protect app and sign in. Your camera system appears on the home screen.
5. On a computer, go to **unifi.ui.com** and sign in with the same account.

> **Tip:** Turn on two-factor authentication in your UI Account settings. It keeps your cameras private even if your password is ever stolen.

Watching live video

1. Open the app and select your system if you have more than one.
2. Your cameras appear as tiles. Tap any camera to open it full screen.
3. Turn your phone sideways for a larger picture. Pinch to zoom in on details.
4. Tap the speaker icon to hear audio, on cameras that have a microphone.
5. On doorbells and cameras with a speaker, press and hold the microphone button to talk.

On a computer, open **Live View** to see several cameras at once and create your own layouts.

Reviewing recorded video

1. Open a camera in the app.
2. Scroll the timeline to move back in time. Colored marks show when people, vehicles or motion were detected.
3. Tap a mark to jump straight to that event.
4. To jump to a specific day, tap the date at the top of the timeline.
5. Use **Find Anything** to search all cameras for people or vehicles during a time range.

On a computer, open **Playback**, choose a camera, and drag the timeline to the time you want.

Saving and sharing a clip

On your phone

1. Find the moment you want in the recording.
2. Tap the **Share** icon, then **Export clip**.
3. Drag the handles to set where the clip starts and ends.
4. Save it to your phone. From there you can text or email it like any other video.

On a computer

1. Open **Playback** or **Find Anything** and find the clip.
2. Select the clip and click the **Download** icon. It saves as an MP4 in your Downloads folder.

> **Saving video for police or insurance?** Write down the camera name, date and time. Keep the original file and send copies.

Adding a family member or employee

Only the system owner or a full administrator can add people. Give each person their own login instead of sharing yours, so you can remove someone later without changing your password.

1. In the app or at unifi.ui.com, open **Settings**, then **Admins & Users**.
2. Add a new admin and enter the person's email address.
3. For UniFi Protect, set their permission to **View Only**. Choose a device-specific role to limit them to certain cameras.
4. Send the invitation. They follow the Getting started steps above.

To remove someone, return to **Admins & Users**, select their name and remove them.

> **Note:** UniFi calls everyone who can sign in an "admin," even view-only people. The View Only permission is what keeps them from changing settings.

Turning alerts on or off

1. In the app, open **Settings** and look for **Notifications** or **Alarm Manager**.
2. Choose which cameras send alerts and for what: people, vehicles, packages, doorbell rings or motion.
3. Set quiet times if you only want alerts at night or while you are away.
4. No alerts? Check that notifications are allowed for UniFi Protect in your phone's settings.

Common questions

The app says a camera is offline. Check that the building has power and internet. If only one camera is offline, call us and we can check it remotely.

I don't see my system in the app. Make sure you are signed in with the same email the invitation was sent to, and that you accepted the invite.

How far back can I watch video? That depends on your recorder's storage and number of cameras. When storage fills, the oldest video is replaced automatically.

Video is choppy away from home. Remote viewing depends on the internet speed at your property and on your phone. Try Wi-Fi, or lower the video quality.

I forgot my password. Tap **Forgot password** on the sign-in screen. Ubiquiti manages your account, so the reset email comes from them.

YOUR SYSTEM INFORMATION	
Customer / site name	
Account email (UniFi login)	
Number of cameras	
Installed by	
Install date	

Support: **828-693-7136** | southernalarm.com/customer-support