

Hestia Camera – Help & FAQ Documentation

1. AI Detection – FAQ

- **What is Person Detection?**

Person Detection identifies people within the camera's view and tracks them while they remain visible.

Detection performance can vary depending on the distance, camera quality, lighting conditions, and the mobile device being used as the camera.

- **What is Motion Detection?**

Motion Detection identifies movement within the camera's view.

Its performance can vary depending on the distance, environment, lighting, camera quality, and mobile device capabilities.

- **How does Face Recognition work?**

Face Recognition identifies a registered person when their face is clearly visible to the camera.

For better recognition:

- Register the person's face clearly.
- Ensure important facial features are visible.
- The person should be positioned relatively close to the camera. . (while registering a face add the front posture with different distances and angels give a better performance)
- Good lighting and camera quality can improve recognition.

Face Recognition performance may vary depending on the device, camera resolution, distance, and environmental conditions.

- **Does AI Detection performance depend on the mobile device?**

Yes. Hestia uses the mobile phone as a camera, so AI Detection performance can vary depending on the phone's hardware, processing capability, memory, camera quality, and operating system.

High-end devices may provide smoother AI detection than low- or mid-range devices.

- **Can I use Person Detection and Face Recognition at the same time?**

Yes. However, running multiple AI detection features simultaneously requires more processing resources.

On some low- or mid-range devices, users may notice reduced tracking smoothness or slight delays compared with using Person Detection alone.

- **Why does my phone become warm when using AI detections in a Camera?**

When the phone is continuously used as a camera, it performs camera processing, streaming, AI processing, video encoding, and storage operations. Features such as **Person Detection, Face Recognition, Event Recording, or Pre-Event Recording** require additional processing.

As a result, **moderate device warming during continuous camera operation can be expected**, even during normal streaming on some Android devices. Temperature increase may be more noticeable when AI detection or recording features are enabled.

The amount of warming can vary depending on the **device model, hardware capabilities, operating system, streaming duration, and enabled features**. This is expected behavior when a mobile phone is used continuously as a camera.

- **How does Motion Detection work with Detection Zones?**

Motion Detection detects significant movement **within the selected Detection Zone**.

- Movement outside the Detection Zone is not detected.
- Movement of people or larger objects within the zone can trigger motion detection.
- Large shadows or strong reflections within the zone may sometimes trigger motion detection because they can appear as significant movement.
- Minor shadow movements are generally filtered to reduce unnecessary motion alerts.
- Very small objects or minor movements may not be detected.

Note: Motion Detection is designed to detect significant movement while reducing false alerts. Detecting every small movement may result in increased unnecessary alerts.

- **Why isn't the Detection Zone box visible during live streaming?**

The **Detection Zone** is used by Hestia to define the area where Motion Detection should monitor movement.

The Detection Zone box is **not displayed on the live video stream**, but the configured zone remains active and Motion Detection continues to work within the selected area.

Note: The zone box being hidden from the live stream does not affect Motion Detection. Movement inside the configured zone can still trigger motion detection according to the configured settings.

2.Camera & Viewer Streaming

- **Why does Viewer streaming pause or reconnect?**

Viewer streaming may reconnect when there is a **network interruption or connectivity loss** between the Viewer and Camera.

The Camera can continue streaming when the Camera app moves between the foreground and background. However, streaming may be interrupted when:

- The network connection switches or drops.
- The device temporarily loses connectivity and reconnects.
- The Viewer needs to resynchronize with the live Camera stream.

The Viewer periodically synchronizes with the live Camera stream to maintain the latest live stream.

- **Why does network behavior vary between Android devices?**

Background network behavior can vary between Android devices because manufacturers may handle background activity and network access differently.

For example, on some Android devices, opening the **Notification Panel or Quick Settings** may temporarily interrupt network activity, which can cause the Camera or Viewer stream to reconnect.

On iOS devices, streaming generally continues through these UI interactions and reconnects mainly when there is an actual connectivity interruption.

- **Can Camera streaming continue when the Camera app is in the background?**

No. Camera streaming requires the Hestia Camera app to remain active. The Camera does not continue normal streaming when the app is moved to the background.

- **What is Power Saving Mode?**

Power Saving Mode helps reduce battery and device resource usage while the phone is being used as a Camera.

After approximately **1 minute of continuous streaming**, the Camera automatically enters Power Saving Mode.

When Power Saving Mode is active, the Camera continues its intended Camera functionality while reducing the device's resource and battery usage.

Note: Streaming and detection behavior may vary depending on the device, network connection, and device power-management settings.

- **What network conditions are required for stable Viewer streaming?**

A **stable Wi-Fi/internet connection** is recommended for reliable Camera-to-Viewer streaming.

An unstable or slow connection may cause:

- Stream interruptions
- Reconnection
- Delayed live video
- Viewer synchronization issues

Why is the Viewer slightly behind the Camera during live streaming?

A slight delay between the Camera and Viewer is expected during live streaming because the video needs to be processed, transmitted, and displayed on the Viewer.

The Viewer may normally be **a few seconds behind the live Camera feed**.

If the Viewer network becomes slow or unstable, the stream may buffer and the delay can increase. Hestia may then **resynchronize or reconnect the stream** to bring the Viewer closer to the latest live Camera feed.

Note: The exact streaming delay may vary depending on network conditions, device performance, and streaming conditions.

- **What happens to my paired cameras when my Pro subscription expires?**

If your subscription changes from **Pro or lite to Free**, the number of cameras available in Viewer mode will be limited according to the **current Free plan limit**.

Cameras that were already paired to your account can still log in, re-pair, and continue streaming. However, the Viewer will only display the number of cameras allowed by your current subscription plan.

If you try to pair a **new camera that has never been paired with the account before**, the pairing will be restricted if doing so exceeds the camera limit of your current plan.

Example:

If you previously had 5 cameras paired while using Pro and your account changes to Free:

- Existing paired cameras can continue to log in and stream.
- Viewer displays only the number of cameras allowed by the Free plan.
- A new camera cannot be paired if it exceeds the Free plan's camera limit.

Note: Camera availability in Viewer is based on your **current subscription plan**, while previously paired devices may continue to access the account and stream.

- **Why does my Viewer stream stop after 15 minutes?**

For each streaming session, Hestia allows a maximum continuous streaming duration of **15 minutes**.

After 15 minutes, the streaming session is automatically stopped. This is an intentional limitation to prevent a streaming session from running indefinitely and consuming unnecessary server resources.

To continue watching the Camera stream, tap **Retry** to start a new streaming session.

Note: The 15-minute limit applies to each individual streaming session. Starting a new session allows you to continue viewing the Camera.

3. How does the event cooldown time vary by subscription plan?

The time between eligible event recordings depends on your Hestiaa subscription plan and the detection type enabled.

Plan Available Alerts / Detection Event Cooldown

Free Motion, Sound **15 minutes**

Lite Motion, Sound, Person, Face **2 minutes**

Pro Motion, Sound, Person, Face **2 minutes**

4. What does cooldown mean?

After an event is recorded, the Camera waits for the applicable cooldown period before recording another event of the eligible type.

For example:

- **Free:** After a Motion event is recorded, another eligible Motion event can be recorded after the **15-minute cooldown**.
- **Lite/Pro:** The applicable cooldown is **2 minutes**.

Which AI detection features are available with each plan?

Free: Motion and Sound detection

Lite: Motion, Sound, Person, and Face detection

Pro: Motion, Sound, Person, and Face detection

5. Why do I need to pair my phone again when switching back to Camera mode?

Switching between **Camera and Viewer** follows different navigation flows.

- **Viewer → Camera:** When you switch to Camera mode, using the **Back** button takes you back to the Viewer screen. You can continue using the Viewer with selecting the role
- **Camera → Viewer:** When you switch from Camera to Viewer, the Camera role is stopped and the phone is unlinked from Camera mode. If you press **Back** from the Permission Required screen, you are taken to the **Role Selection** screen instead of returning directly to Camera mode.

To use the phone as a Camera again:

1. Go to **Role Selection**.
2. Select **Camera**.
3. Pair the phone as a Camera again.
4. Grant the required permissions.

Note: The Back navigation behavior is different for each role-switching direction because switching from Camera to Viewer stops and unlinks the existing Camera role.

6. Why does the app show “Activation required” after entering the wrong OTP multiple times?

If an incorrect OTP is entered multiple times, the app may display an “**Activation required**” message.

To continue:

1. Use the **Resend** option when it becomes available.
2. Check your email for the latest OTP/activation email.
3. Follow the activation link provided in the email.
4. Return to the app and enter the latest OTP.
5. Once the OTP is verified successfully, you can continue to the **Terms** page.

Note: After completing the email activation, an incorrect OTP will be shown as “**Invalid code**” instead of “**Activation required.**”

7. Why do I sometimes have to wait before verifying my OTP?

For security purposes, there may be a short waiting period between OTP verification attempts. The waiting time depends on when the previous verification attempt was made. If sufficient time has already passed, verification can proceed without an additional wait.

8. What is AI Fine-Tune and how does it improve AI Detection performance?

AI Fine-Tune helps optimize AI Detection performance based on the hardware capabilities of the phone being used as a Camera.

After pairing a phone as a Camera, the **AI Fine-Tune** dialog may be displayed by 3 to 5 min, allowing you to **Run Now** or **Skip**. AI Fine-Tune can also be accessed from the Camera-side menu.

When AI Fine-Tune is run, Hestia adjusts the AI processing based on the phone's hardware configuration. This can **slightly improve AI Detection and tracking smoothness** based on the device.

Note: AI Fine-Tune provides optimization based on the device's capabilities. It may improve existing detection performance slightly, but it **does not make a low- or mid-range device perform like a high-end device**. Detection performance will still depend on the phone's hardware, camera quality, and operating conditions.

9. How does Walkie-Talkie work?

The **Walkie-Talkie** feature allows the Viewer to communicate with the Camera one person at a time.

- Press and hold the **Walkie-Talkie** button to speak.
- Release the button when you finish speaking.
- The speaker is enabled when you release the button so you can hear the Camera side.
- This design helps reduce audio feedback or echo between the Camera and Viewer.

Note: Audio behavior may still vary depending on the device, network connection, and device audio configuration.

10. Why is my account locked after multiple incorrect password attempts?

For security reasons, if you enter an incorrect password multiple times (approximately 4–5 attempts), your account may be temporarily locked.

An OTP will be sent to your registered email address.

To regain access:

1. Check your registered email for the OTP.
2. Enter the OTP in the app.
3. Once the OTP is successfully verified, your account access will be restored.
4. You will be navigated to the Role Selection page.

Note: This security process helps protect your account from repeated incorrect password attempts.

11. Subscription FAQs

1. How do I subscribe?

You can subscribe to a plan from the available subscription options in the app. You may also see upgrade options when accessing features that require a subscription.

To subscribe:

1. Go to **Profile** → **Subscription**.
2. And we have a way to subscribe from Dashboard, events , share page and Tapping on Diamond icons upon clicking we show Upgrade dialog.
3. Review the available plans and features.
4. Select your preferred plan.
5. Complete the purchase through the **Apple App Store** or **Google Play Store**.

A **free trial is available** for eligible subscription plans. Your premium access will be activated after the purchase is successfully confirmed.

2. What subscription plans and pricing are available?

The app offers the following subscription plans:

- **Monthly Lite**
- **Monthly Pro**
- **Yearly Lite**
- **Yearly Pro**

Each plan provides different features and benefits, which are displayed in the Subscription section before purchase.

Subscription pricing may vary depending on the user's **country/region and platform**. The applicable price is displayed before completing the purchase.

Pricing details: Please refer to the existing pricing section/document maintained by the team.

3. How do I cancel my subscription?

Subscriptions are managed through the store where the subscription was purchased.

iOS

Go to your Apple subscription settings to manage or cancel your subscription.

Android

Go to your Google Play subscription settings to manage or cancel your subscription.

Cancelling a subscription stops future renewals. You will normally continue to have access to the subscription benefits until the end of the current billing period.

Important: Deleting or uninstalling the app does not cancel your subscription.

4. How do I restore my purchase?

If you have already purchased a subscription but your premium access is not showing, you can restore your purchase from:

Profile → Subscription → Restore

Restore Purchases can be useful when:

- You reinstall the app.
- You switch to a new device.
- You log in on another device.
- You have completed a purchase but your account shows as Free.
- Your subscription is not automatically recognized.

Make sure you are using the appropriate account associated with your purchase.

5. I paid for a subscription, but my premium features aren't unlocked. What should I do?

If you completed a subscription purchase but premium features are not available:

1. Make sure you are logged into the correct app account.
2. Confirm that the purchase was successfully completed through the Apple App Store or Google Play Store.
3. Go to **Profile → Subscription → Restore**.
4. Close and reopen the app.
5. Check your subscription status again.

If your subscription is still not recognized, contact our support team.

You may be asked to provide relevant purchase information, such as your order or transaction reference, to help us investigate.

6. When will my subscription renew?

Subscriptions normally renew automatically at the end of each billing period unless automatic renewal has been cancelled.

The renewal date depends on when the subscription was started.

You can check your subscription and renewal details through your **Apple App Store** or **Google Play Store** subscription settings.

If you cancel auto-renewal, your subscription benefits will normally remain available until the end of the current paid period.

7. How do I upgrade, downgrade, or change my subscription plan?

You can upgrade or downgrade between the available subscription plans.

iOS

- **Upgrades** take effect immediately and are prorated.
- **Downgrades** take effect at the next renewal date.

Android

The timing of the plan change depends on the option selected when making the change. The change may take effect **immediately or at the next renewal**.

Subscription changes are handled through the respective app store and synchronized with the app's subscription management system.

8. How do I request a refund?

Subscriptions purchased through the **Apple App Store** or **Google Play Store** are subject to the refund policies and eligibility requirements of the respective store.

iOS

Refund requests should be submitted through **Apple**.

Android

Refund requests should be submitted through **Google Play**.

Refund eligibility and approval are determined by Apple or Google according to their applicable policies and local laws.

Important: Deleting your account or cancelling your subscription does not automatically result in a refund.

Our support team may assist with subscription-related questions but cannot guarantee or promise a refund unless the refund is processed according to the applicable platform or company policy.

9. What happens if my payment fails?

If a subscription payment fails, a **3-day billing grace period** is provided.

During the grace period, subscribers can retain access to paid content while the billing issue is resolved.

Users should update or correct their payment method through the **Apple App Store or Google Play Store**.

If the payment issue is not resolved within the applicable period, the subscription may expire and the account will fall back to the available Free plan features.

10. Can I use my subscription on another device?

Yes. Your subscription can be used across multiple devices.

The subscription also supports use across **iOS and Android**.

If your subscription is not automatically recognized on another device, log in to your account and use:

Profile → Subscription → Restore

to restore your subscription.

11. What happens if I delete or uninstall the app?

Deleting or uninstalling the app does **not** cancel your subscription.

Your subscription will remain active in the relevant app store until it is cancelled through your:

- Apple App Store subscription settings, or
- Google Play subscription settings.

If you reinstall the app, you can use **Restore Purchases** from:

Profile → Subscription → Restore

to restore your subscription.

12. What happens if I delete my account?

Deleting your account does **not** automatically cancel your subscription.

Your subscription will remain active in the relevant app store until it is cancelled through the Apple App Store or Google Play Store subscription settings.

If you delete your account and later create a new account, you can restore your existing subscription by:

Profile → Subscription → Restore

The subscription will then be restored to the new account, subject to the applicable store and subscription conditions.

13. Is there a billing grace period?

Yes. The app provides a **3-day billing grace period**.

A billing grace period allows subscribers to retain access to paid content for up to 3 days after a subscription payment issue while the billing problem is being resolved.

Users should update their payment method through the relevant Apple App Store or Google Play Store settings.

14. What happens to my premium features when my subscription expires?

When your subscription expires, your account will fall back to the **Free plan**.

Premium features will no longer be available, and you will have access only to the features included in the Free plan.

15. What happens to my data after my subscription expires?

When a subscription expires and the account falls back to the Free plan, **cloud-stored events that exceed the limits of the current plan will expire**.

Users should review their stored events and plan limits before their subscription expires if they want to retain access to specific data.

16. Can I pause or resume my subscription?

Subscription pause or resume functionality depends on the options supported by the respective app store.

Users can manage their subscription through the Apple App Store or Google Play Store subscription settings.

Important Subscription Information

Subscriptions are purchased and billed through the Apple App Store or Google Play Store. You can manage your subscription, including renewals and cancellations, through your respective app store account.

Our app uses a third-party service to securely synchronize your subscription status so that your premium access is available across supported devices.