

End of Service Notice for Free Home Surveillance Recordings

01.13.2023

Dear Xiaomi Camera users,

Thank you for your continued support of Xiaomi Cameras. Due to a shift in our business development and corresponding business adjustment, the free home surveillance recording service will be discontinued on April 30, 2023. Free home surveillance videos will no longer be recorded after that time. However, videos recorded in the last 7 days can still be downloaded and saved to your phone.

If you want to continue storing and accessing your camera recordings, you can save the videos locally to an SD card or in the cloud by subscribing to Xiaomi Home Secure.

You will have continued access to all other Xiaomi Camera features, including viewing real-time surveillance and event notifications.

Affected camera products: Mi Home Security Camera 360° 1080P, Mi Home Security Camera Basic 1080P.

Affected service

The free home surveillance recording service will be terminated.

Service termination schedule

Service termination schedule	Bhutan, Timor-Leste, Central African Republic, Uzbekistan, Uganda, Chad, Yemen, Armenia, Israel, Iraq, Cape Verde, Guam, Gambia, Guinea, Guinea-Bissau, Congo-Brazzaville, Congo-Kinshasa, Libya, Liberia, Ghana, Gabon, Canary Islands, Northern Mariana Islands, Antarctica, Sudan, South Sudan, South Africa, Botswana, Qatar, Rwanda, Indonesia, Eritrea, Taiwan (China), Kyrgyzstan, Djibouti, Kazakhstan, Cameroon, Tuvalu, Turkmenistan, Türkiye, Sao Tome and Principe, Christmas Island, Saint Helena, Tanzania, Egypt, Ethiopia, Kiribati, Tajikistan, Senegal, Sierra Leone, Seychelles, Togo, Bangladesh, Angola, Micronesia, Nigeria, Niger, Nepal, Palestine, Pakistan, Papua New Guinea,
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	Bahrain, Burkina Faso, Burundi, Bouvet Island, Palau, Cook Islands, Solomon Islands, Tokelau, Morocco, Brunei, Fiji, Eswatini, Sri Lanka, Singapore, New Caledonia, New Zealand, Japan, Cambodia, Georgia, Mauritania, Mauritius, Tonga, Saudi Arabia, French Southern Territories, French Polynesia, Thailand, Zimbabwe, Australia, Macau (China), Tristanda Cunha, Nauru, Wallis and Futuna, Vanuatu, Reunion, Pitcairn Islands, Kuwait, Comoros, Côte d'Ivoire, Cocos (Keeling) Islands, Tunisia, Somalia, Jordan, Namibia, Niue, Myanmar, American Samoa, Laos, Kenya, British Indian Ocean Territory, Mozambique, Lesotho, Philippines, Samoa, Mongolia, Western Sahara, Norfolk Island, Benin, Zambia, Equatorial Guinea, Vietnam, Diego Garcia, Azerbaijan, Afghanistan, Algeria, United Arab Emirates, Oman, Ascension Island, South Korea, Hong Kong (China), Maldives, Malawi, Malaysia, Mayotte, Marshall Islands, Madagascar, Mali, Lebanon
<ul style="list-style-type: none"> Free home surveillance videos will no longer be recorded. 	By April 30, 2023

**This schedule may vary. You will be notified of any changes in advance.*

Downloading home surveillance videos from the Mi Home/Xiaomi Home app

To download home surveillance videos, please follow the below steps:

1. Go to the Live View page.
2. Tap "Home Surveillance" and select the video you want to download.
3. Go to the video details page and tap the "Download" icon in the upper-right corner of the window.

**Once the video has been downloaded, you can view it by going to the Live View page > Storage Management > Local, or by browsing your phone album.*

**Only 7 days of home surveillance videos can be stored. For example, on January 8, videos older than 7 days (namely, videos before January 1) will be automatically deleted, and videos from January 2 through 8 will be stored, and so on. Important videos can be downloaded to the Mi Home/Xiaomi Home app in advance.*

Using alternative video storage services

We will provide two alternative video storage services.

1. Saving videos locally to an SD card

For instructions on purchasing SD cards, please tap "Playback" and go to "SD Card."

Once you have inserted an SD card, you can select "Playback" or "Storage Management" on the "Live View" page to view videos on the SD card.

2. Saving videos in the cloud by subscribing to Xiaomi Home Secure

Subscription path: Go to the "Live View" page > tap "Storage Management" > go to the "Cloud Storage" tab > tap "Subscribe Now."

Once you are subscribed, you can select "Home Surveillance," "Playback" or "Storage Management" on the "Live View" page to view videos in the cloud.