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What is ReallifeCam? Who are the people I see on the website and what is the scenario they are living? Do the people know about the cameras? What can I do on this website? What are the camera indications? What is the difference between Standard and Premium Memberships? What is RLC Replay? RLC Remote How to upgrade from Standard to the Premium membership? What payment methods are accepted? I looked through all the cameras but saw no one in the apartment How can I cancel my membership/subscription? How do I contact you? What is ReallifeCam? ReallifeCam is a unique website where you have the chance to observe the private life of other people in live mode round-the-clock. Back to top Who are the people we see on the website and what is the scenario they are living? People you see online are not actors, they are real people living their routine lives in apartments equipped with video cameras. There are no scenarios, no operators, video editing or censorship - just 24/7 life as it is. Back to top Do the people know about the cameras? Yes, the people know about the cameras. Otherwise it would be illegal. Back to top What can I do on this website? You can choose any apartment, click on the cameras to change the view and watch the residents living their lives. The list of available apartments is provided on the left side of the main page and on the right side you will see the drawing of the apartment with indication of the video cameras among which you can choose. The list of the video cameras is also provided beneath the drawing. Back to top What are the camera indications? - video camera without sound. - a camera with closed access for visitors. Back to top What is the difference between Standard and Premium Memberships? Standard Membership Access to closed cameras including bathrooms and bedrooms Motion Detection. Small indicator in front of each apartment/camera menu item will let you know where motion is Previews of popular cams Up to 3 private simultaneous streams Premium + Replay Membership All features of Standard Multi-Viewer. Up to 4 video players on the page at the same time Up to 5 private simultaneous streams (Instead of 3 for Standard Membership) Auto-follow top cam. It automatically switches the player to the most popular camera currently. Full-screen mode. Full-screen mode allows you to use the entire computer screen for watching RLC Remote. Control the website from your mobile device RLC Replay Back to top What is RLC Replay? RLC Replay service allows you to watch videos recorded by all cameras in the past 24 hours (up to 10 days while your subscription continues). The interface is simple and intuitive. When you select a camera, you will see Activity Timeline, a graph of motion activity for the past 24 hours. When the cursor is over a graph, you will be shown a preview. When the graph is clicked, the video will start playing beginning at the indicated point in time. Hotkeys: left/right arrow key - change camera; shift + right/left arrow key - change apartment; f - full-screen mode. Access to RLC Replay requires an active Premium+Replay membership. If your premium membership expires but you still have subscription days for RLC Replay, then these days will be saved to your account. If you sign up for Premium membership using the same email address later, you can use these remaining days of your RLC Replay subscription. RLC Replay is not fully compatible with the IE and Safari browsers. If you are having playback issues, please try using another browser. RLC Replay does not guarantee 100% availability of footage, since a camera could be under maintenance, out of order, or the footage it recorded could contain prohibited content or content violating the site's policies. If you have any technical problems, please contact our support team at support@reallifecam.com Back to top RLC Remote RLC Remote is a great tool to control your desktop RLC sessions from your mobile device. Open reallifecam.com on the large screen of your desktop, kick back on the sofa, start Remote on your favorite mobile device and remotely control the site with ease. You can: Switch apartments and cameras; Change display modes; Turn Auto mode on/off. You can also preview the currently popular cameras at any time. RLC Remote is absolutely free for all Premium members. Open RLC Remote on your mobile device at Back to top How to upgrade from Standard to the Premium membership? If you have an active Standard Membership and wish to upgrade to the Premium membership you will need to follow these steps: Cancel your current Standard membership at cs.segpay.com (for SegPay) or vtsup.com (for Verotel). Contact us at support@reallifecam.com if you will need our help with this step and we'll cancel your subscription Join us with any Premium option Contact us at support@reallifecam.com with Upgrade Recalculation request and we'll recalculate your Premium Membership expiration date with this simple formula: 1.5 days of Standard Membership = 1 day of Premium Membership. For example, if you have 15 days left of your Standard Membership and join us with the Premium Option for \$44.95 per 30 days then after recalculation you will get  $30 + (15 / 1.5) = 40$  days of the Premium Membership. Back to top What payment methods are accepted? You can perform payment by means of VISA, Mastercard at the moment. Payment can be made from the payment page: reallifecam.com/join Back to top I looked through all the cameras but saw no one in the apartment People living in the apartments are real people leading active way of life. They can be at work, studying, working out in the gym or simply leave to do the shopping. Pay attention to the time zone you are in because it might differ from the one the people you are watching are living in. Back to top How can I cancel my membership/subscription? You can cancel your membership/subscription at any time at SegPay Customer Service (for SegPay) or Verotel Billing Support (for Verotel). Back to top How do I contact you? All questions should be addressed to the following email support@reallifecam.com Back to top

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