



How to pause a subscription?

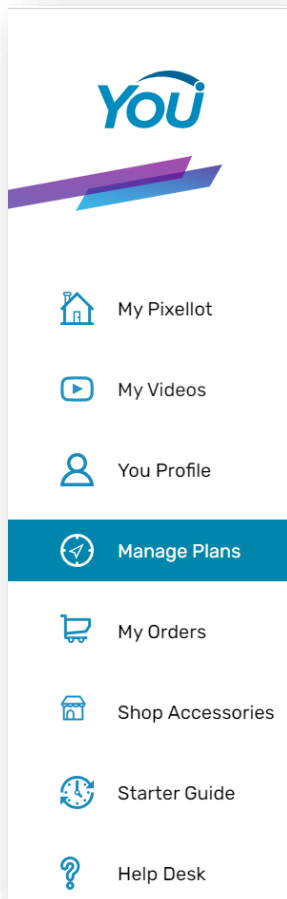
Please note that:

- Option to pause is available only for monthly plans
- Monthly plans which are purchased at the same time in quantity of 2 or more are not available to be paused on website, please reach Support via emailing to **you.support@pixellot.tv** or live-chat session at you.pixellot.tv for such cases
- Paused plan reactivates automatically within the set pause duration or can be reactivated manually at any time (see FAQ How to Reactivate Paused Subscription)
- Subscription can be paused for a period from 1 to 6 months per year
- The Subscription Pause will start at the end of your current billing cycle
- When the subscription is paused, you will still have access to your recordings but you will not be able to upload new games

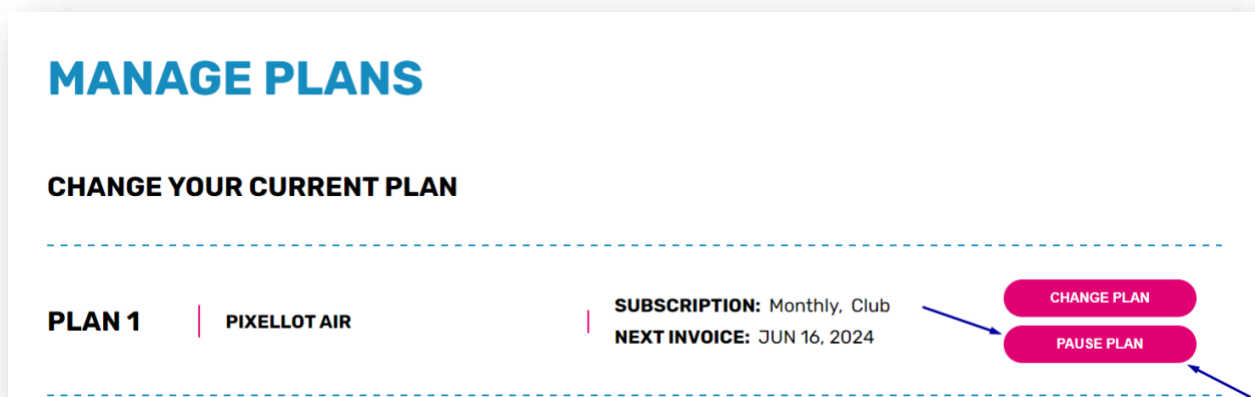
Please follow the next steps to pause your monthly subscription.

1. Log into your account here <https://you.pixellot.tv/my/login>

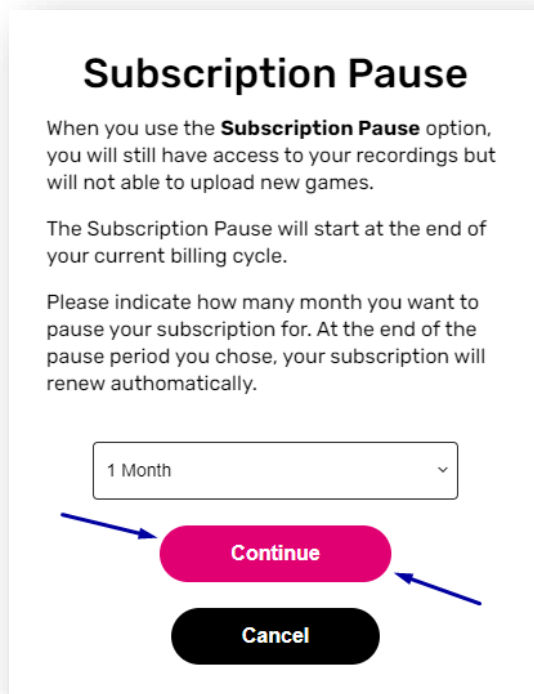
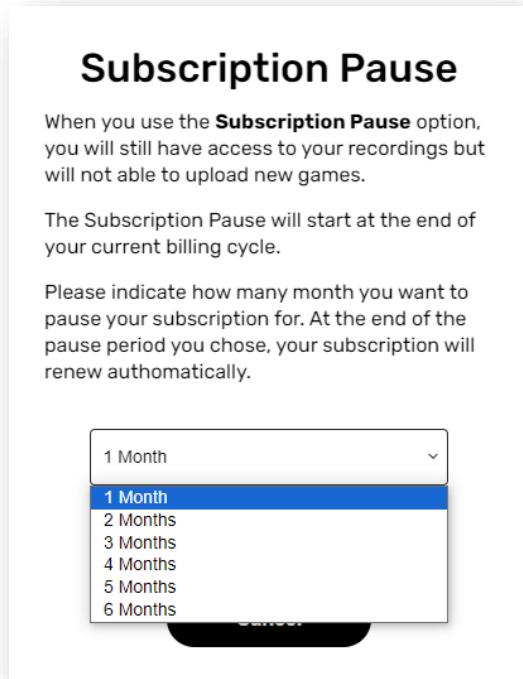
2. Go to the Manage Plans section



3. Click on the Pause Plan option

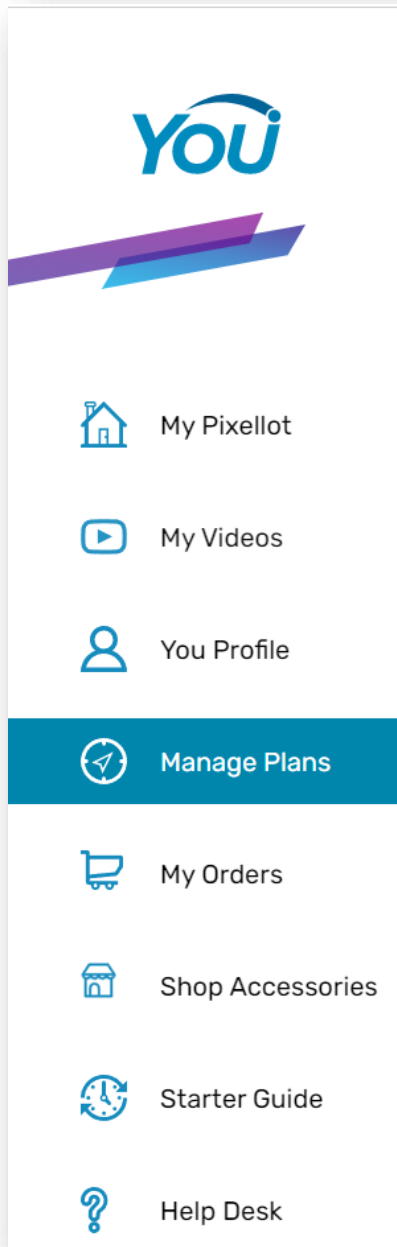


4. Indicate for how many months you want to pause, and press Continue

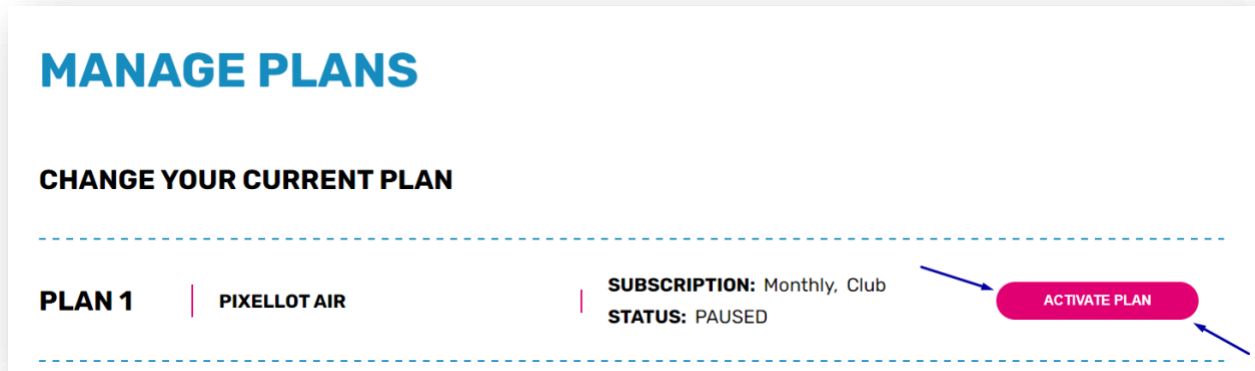


How to reactivate paused subscription?

1. Log into your account here <https://you.pixellot.tv/my/login/>
2. Go to the Manage Plans section

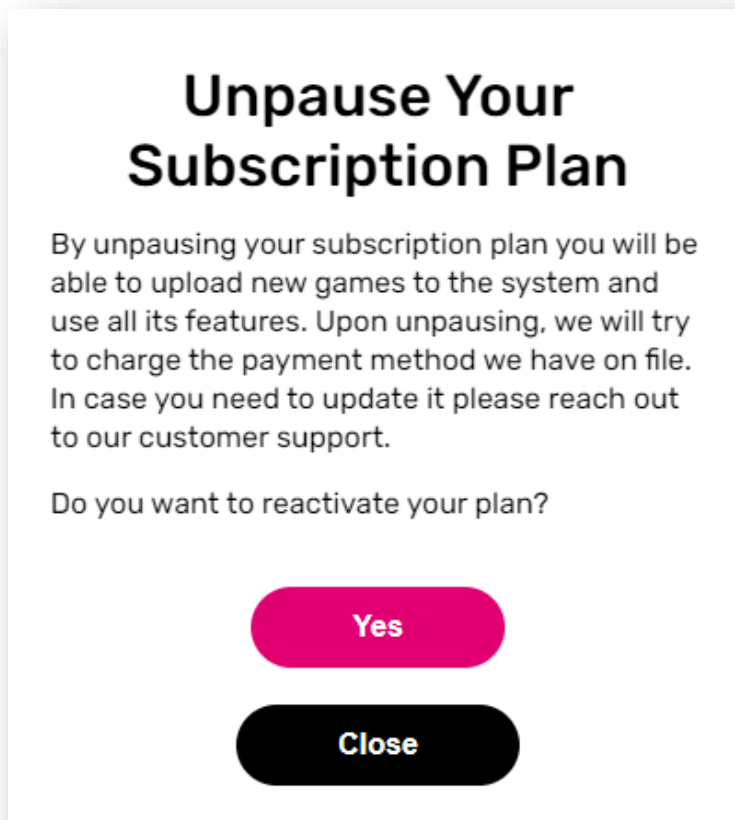


3. Click on the Activate Plan option



Please reach support via emailing to you.support@pixellot.tv or live-chat session at you.pixellot.tv if you do not see Activate plan button.

4. Confirm the choice

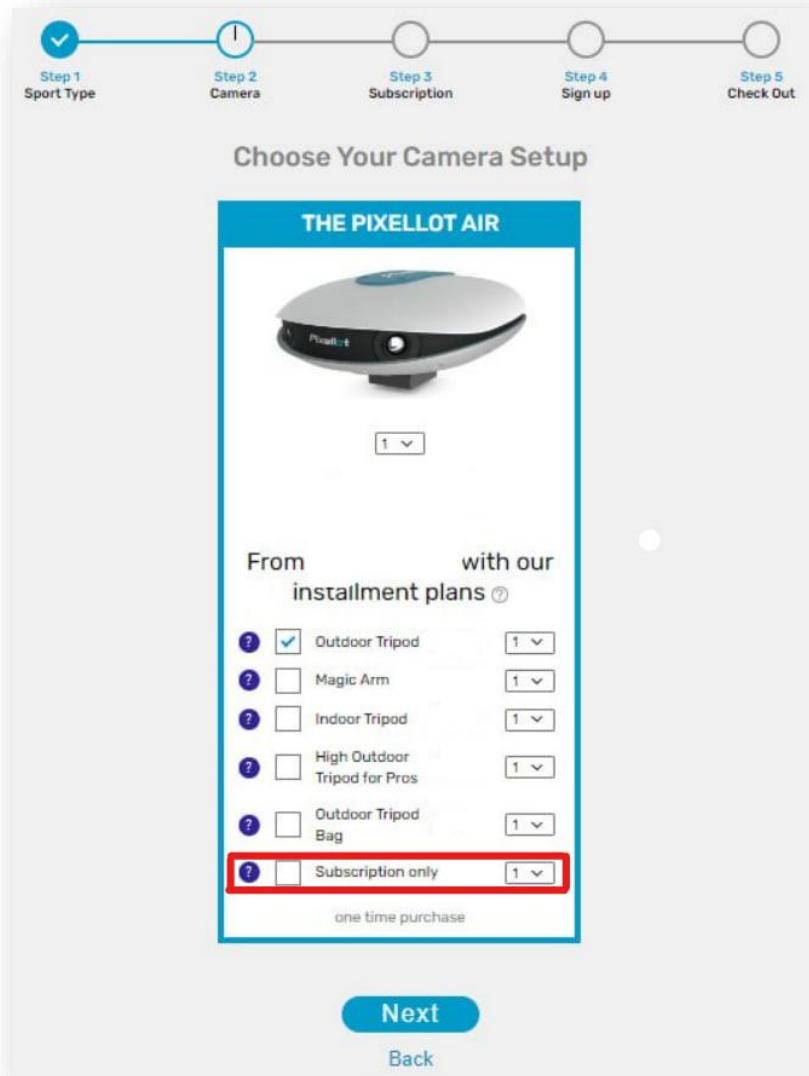


If you are based in USA, please see here:

For subscription resumption you need to login on our web site here:

<https://you.pixellot.tv/my/login/> using your credentials.

You will be redirected to the purchase flow where you should proceed with a new subscription selecting "Subscription Only" option in Choose Your Camera Setup menu:



How to renew cancelled subscription?


For subscription renewal please login to the web site here: <https://you.pixellot.tv/my/login/> using your credentials.

You will be redirected to the purchase flow where you should proceed with a new subscription selecting "I HAVE MY OWN / RENEWAL" option:

Step 1 Sport Type Step 2 Camera Step 3 Subscription Step 4 Sign up Step 5 Check Out

Choose Your Camera Setup

THE PIXELLOT AIR




1 ▾

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- Magic Arm 1 ▾
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I HAVE MY OWN / RENEWAL



1 ▾ €0

Air Camera

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