

## Konnek Stein QC21

# Konnek Stein Wireless Security Camera User Manual

Model: QC21

## INTRODUCTION

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This manual provides comprehensive instructions for the setup, operation, maintenance, and troubleshooting of your Konnek Stein 1080P Smart Wi-Fi PTZ IP Camera. Please read this manual carefully before using the product to ensure proper functionality and safety.



Figure 1: Konnek Stein Wireless Security Camera (White)

This image displays the Konnek Stein Wireless Security Camera in white, showcasing its compact dome design with the camera lens visible at the top. The base features the 'KONNEK STEIN' branding.

## PACKAGE CONTENTS

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Please verify that all items are present and in good condition upon opening the package. If any items are missing or damaged, contact customer support.

- Konnek Stein Wireless Security Camera (QC21)
- Power Adapter
- Mounting Accessories (screws, wall plugs)
- User Manual (this document)

## SETUP

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## 1. Powering On the Camera

1. Connect the power adapter to the camera's power input port.
2. Plug the power adapter into a standard electrical outlet.
3. Wait for the camera's indicator light to turn on, indicating it is powered.

## 2. App Installation and Account Creation

The Konnek Stein camera uses the ENKLOV app for control and monitoring.

1. Scan the QR code provided in the quick start guide (or search "ENKLOV" in your device's app store) to download the ENKLOV app.
2. Install the app on your Android or iOS device.
3. Open the ENKLOV app and follow the on-screen instructions to create a new account or log in if you already have one.

## 3. Connecting to Wi-Fi

The camera supports 2.4GHz Wi-Fi networks. 5G Wi-Fi is not supported.

1. Ensure your mobile device is connected to the 2.4GHz Wi-Fi network you intend to use for the camera.
2. In the ENKLOV app, tap "Add Device" or the "+" icon.
3. Select the camera model (QC21) or scan the QR code on the camera itself if prompted.
4. Follow the app's instructions to connect the camera to your Wi-Fi network. This typically involves displaying a QR code on your phone screen for the camera to scan.
5. Once connected, the camera's indicator light will change, and the app will confirm successful pairing.

## 4. Mounting the Camera

The camera supports surface mount and wall mount installations.

- **Surface Mount:** Place the camera on a flat, stable surface such as a table, shelf, or desk. Ensure it has a clear view of the area you wish to monitor.
- **Wall Mount:**
  - a. Choose a suitable location on a wall, ensuring it is within Wi-Fi range and has access to a power outlet.
  - b. Use the provided mounting template (if available) or mark the drill holes based on the camera's base.
  - c. Drill pilot holes and insert wall plugs if necessary.
  - d. Secure the camera's mounting bracket (if separate) or the camera itself to the wall using the provided screws.
  - e. Adjust the camera's angle as needed.

## OPERATING INSTRUCTIONS

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### 1. Live View and Pan/Tilt Control

Once connected, open the ENKLOV app to access the live video feed.

- Tap on the camera's name in the app to view the live feed.
- Use the on-screen controls to pan (355° horizontal) and tilt (110° vertical) the camera lens for a 360° comprehensive coverage.



Figure 2: 360° Comprehensive Monitoring

This diagram illustrates the camera's ability to provide 360-degree comprehensive monitoring, highlighting its 355° horizontal pan and 105° vertical tilt capabilities, allowing for full room coverage.

## 2. Two-Way Audio

The camera features a built-in microphone and speaker for two-way communication.

- In the live view, tap the microphone icon to speak through the camera.
- Tap the speaker icon to listen to audio from the camera's location.

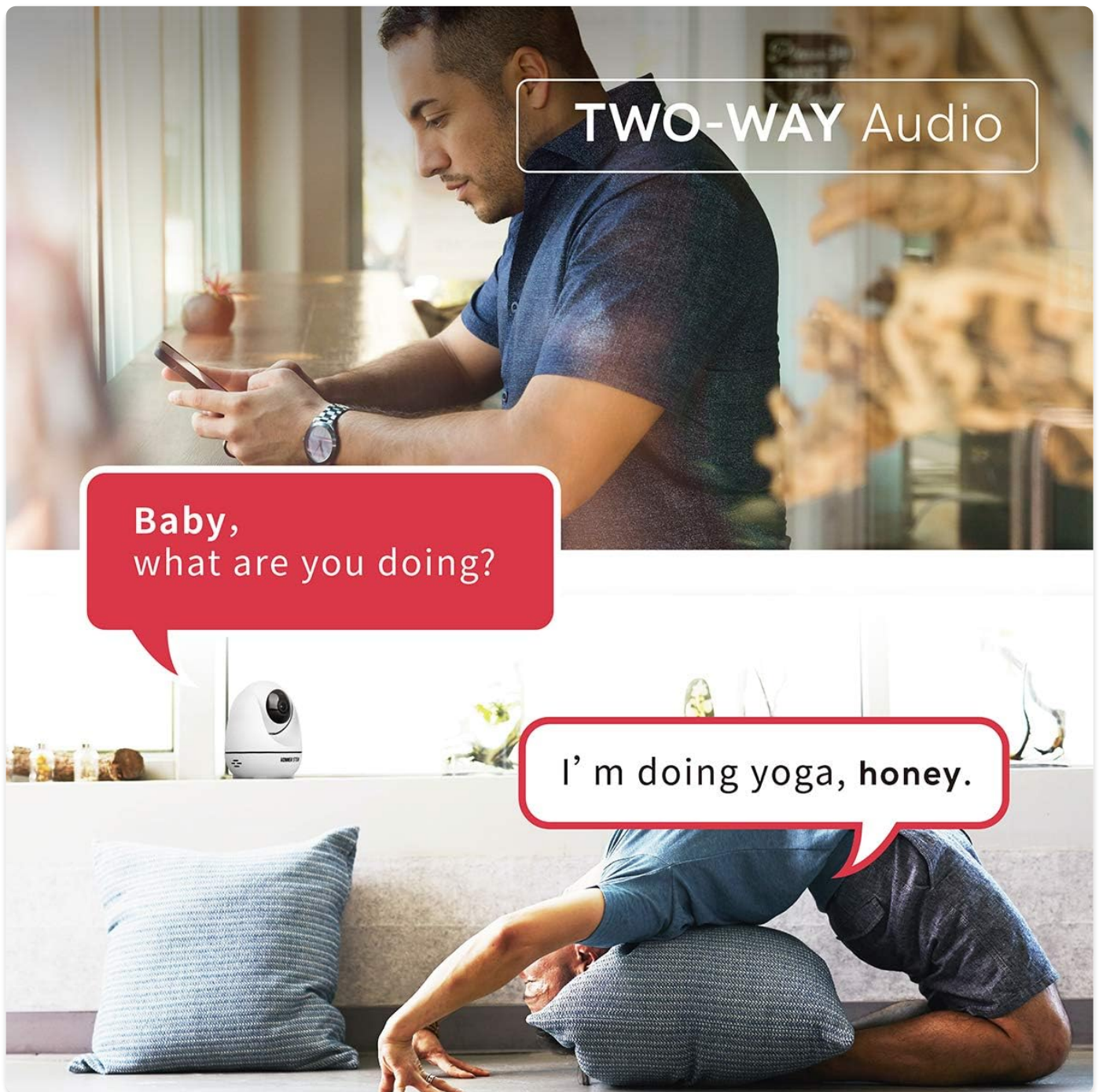


Figure 3: Two-Way Audio Communication

This image depicts the two-way audio functionality, showing a person speaking into their phone and another person responding, illustrating real-time conversation through the camera.

### 3. Motion Detection and Alerts

The camera can detect motion and send instant alerts to your mobile phone.

- Enable motion detection in the ENKLOV app settings for your camera.
- Adjust sensitivity levels as needed.
- When motion is detected, you will receive a notification on your phone, allowing you to review the event immediately.





Figure 4: Motion Detection Alert

This image shows a smartphone displaying a "Motion Detection 1 New notice" alert, demonstrating how the camera instantly notifies users of detected activity.

#### 4. Night Vision

The camera is equipped with infrared LEDs for clear night vision in low-light conditions.

- Night vision activates automatically when the environment becomes dim.
- The 940nm infrared LEDs provide effective monitoring even in complete darkness.

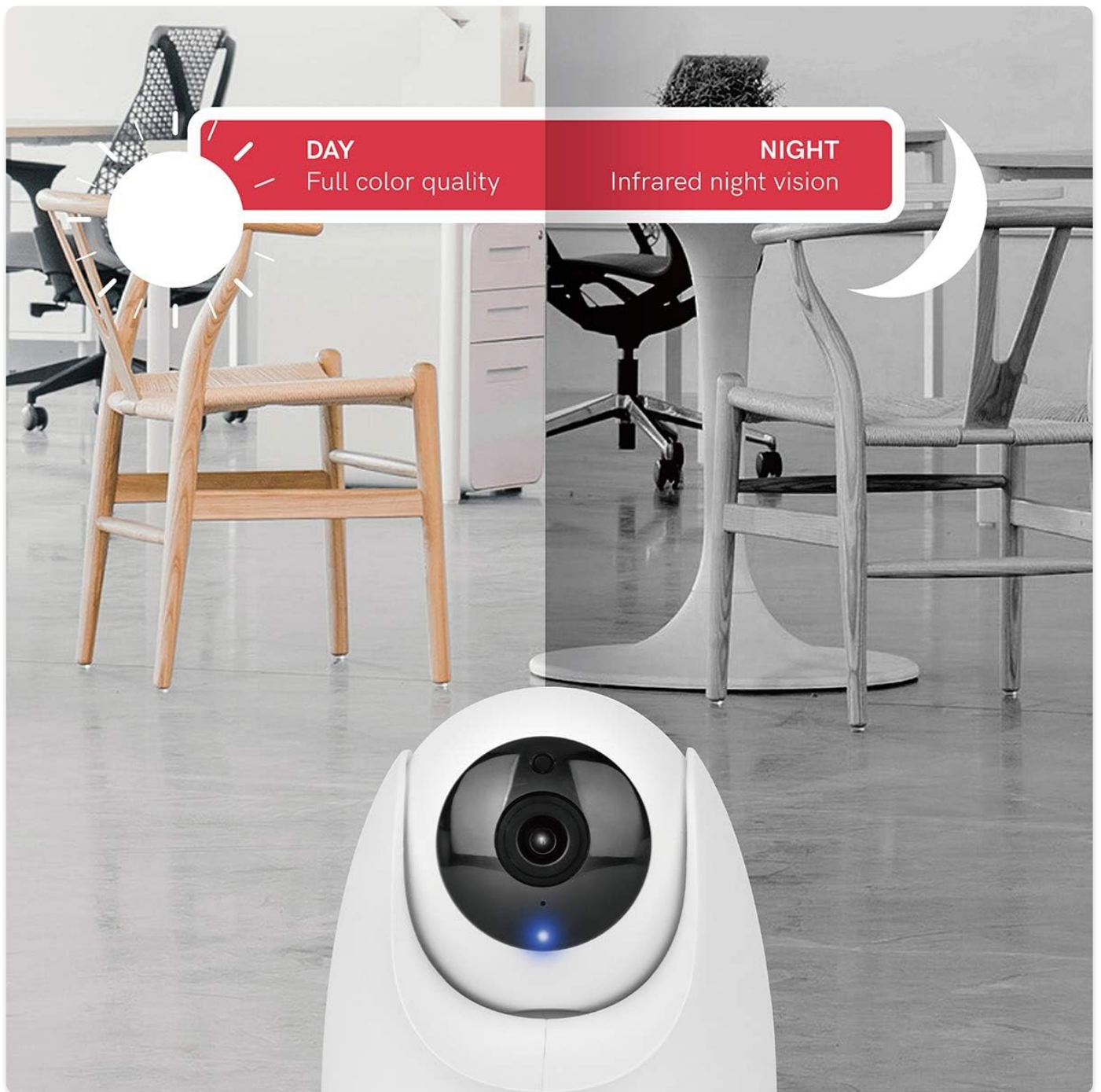


Figure 5: Day vs. Night Vision

This split image illustrates the camera's dual capabilities: full color quality during the day and clear infrared night vision in low-light or dark conditions.

## 5. Storage Options

The camera supports both local storage via TF card and cloud storage.

- **TF Card Slot:** Insert a compatible TF (microSD) card into the camera's slot for local recording. The camera will automatically record footage to the card.
- **Cloud Storage:** Subscribe to the ENKLOV cloud service for secure, encrypted cloud storage of your recordings. This provides an off-site backup and enhanced privacy protection.



Figure 6: Multiple Storage Methods

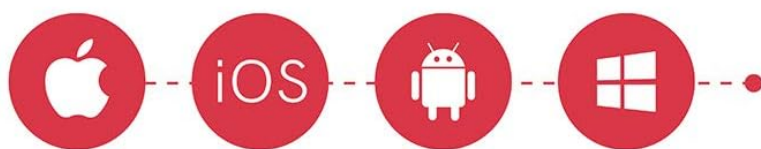
This graphic illustrates the camera's flexible storage options, including local storage via a TF card, direct recording to a connected device, and secure cloud storage.

## 6. Multi-Terminal & Multi-User Sharing

The ENKLOV app allows multiple devices to access the camera feed simultaneously and enables sharing with other users.

- Up to 4 devices can access the camera feed concurrently.
- Share access to your camera with family members or trusted individuals through the app's sharing features.





## Multi-Terminal & Multi-User Sharing

Support multi-terminal view on Android, iOS, Windows and MAC, and share videos to other users.



Figure 7: Multi-Terminal & Multi-User Sharing

This image demonstrates the camera's compatibility with multiple operating systems (iOS, Android, Windows, MAC) and its ability to support multi-terminal viewing and sharing with other users.

## MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and body. Do not use liquid cleaners or abrasive materials.
- **Firmware Updates:** Regularly check the ENKLOV app for available firmware updates to ensure optimal performance and security. Follow the app's instructions for updating.
- **Placement:** Ensure the camera is placed in a stable location, away from direct sunlight, extreme temperatures, and high humidity.
- **Network Stability:** A stable 2.4GHz Wi-Fi connection is crucial for consistent performance. Ensure your router is functioning correctly and the camera is within optimal range.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
Camera not connecting to Wi-Fi	Incorrect Wi-Fi password; 5GHz Wi-Fi network; camera too far from router; network interference.	<ul style="list-style-type: none"> <li>• Verify Wi-Fi password.</li> <li>• Ensure you are connecting to a 2.4GHz network.</li> <li>• Move camera closer to the router or use a Wi-Fi extender.</li> <li>• Restart router and camera.</li> </ul>
No live video feed	Camera offline; poor network connection; app issue.	<ul style="list-style-type: none"> <li>• Check camera's power and indicator light.</li> <li>• Verify internet connection on your phone.</li> <li>• Restart the ENKLOV app.</li> <li>• Re-add the camera in the app if necessary.</li> </ul>
Motion alerts not received	Motion detection disabled; app notifications blocked; low sensitivity.	<ul style="list-style-type: none"> <li>• Enable motion detection in app settings.</li> <li>• Check phone's notification settings for the ENKLOV app.</li> <li>• Increase motion detection sensitivity.</li> </ul>
Two-way audio not working	Microphone/speaker muted in app; volume too low; network latency.	<ul style="list-style-type: none"> <li>• Ensure microphone and speaker icons are enabled in the app.</li> <li>• Adjust volume settings on your phone and in the app.</li> <li>• Check network stability.</li> </ul>

## SPECIFICATIONS

Feature	Detail
Model Number	QC21
Resolution	1080P Full HD
Pan/Tilt Range	355° Horizontal, 110° Vertical
Connectivity	Wi-Fi (2.4GHz only)
Audio	Two-Way Audio

Feature	Detail
Night Vision	9*940nm Infrared LEDs
Storage Options	TF Card Slot, Cloud Storage
Motion Detection	Yes, with instant alerts
Compatible Devices	Smartphone (Android, iOS)
Indoor/Outdoor Usage	Indoor
Mounting Type	Surface mount and wall mount
Dimensions (L x W x H)	3.58 x 3.58 x 4.53 inches
Item Weight	1.25 pounds (0.57 Kilograms)
UPC	811517030301

## CUSTOMER SUPPORT

For any questions, technical assistance, or issues not covered in this manual, please contact our dedicated customer support team. You can find the after-sales email address in the original product packaging or on the product's official website.

Please have your product model number (QC21) and purchase information ready when contacting support to expedite the process.






[\[pdf\]](#) User Manual Quick Start Guide Installation Guide Guide

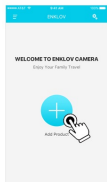
QC21 20200311 Wireless Security Camera WiFi Indoor Pan and Tilt Monitoring HD 1080P Motion Detection Night Vision Remote Control Two Way Audio with TF Card Slot Cloud Black User Manual Konnek Stein Seybold International Hong Kong Limited B08RZ58XQ2 B085J4VG9F B08DLH7LPX A115gbLgSCL m media amazon images I |||

Quick Start Guide Indoor Security Camera **QC21** 1 Included in Package Camera Power adapter Mounting brackets Quick Start Guide Quick Start Guide Screw package Positioning stickers 01 EN 2 Product Installation 1 2 3 4 1.Put the positioning stickers on the mounting position of the wall,...

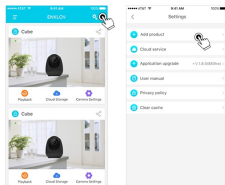
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#### How to connect your camera?

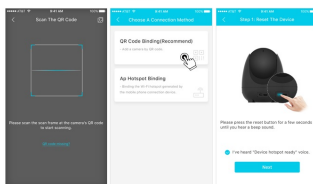
1. Turn on your phone's Wi-Fi
2. If you're new to ENKLOV.
  - a. Download the app from the Apple App Store or Google Play.
  - b. Tap Add Product  on the app homescreen.



3. If you already own a ENKLOV product:
  - a. Tap Settings  in the top right corner of the app home screen.
  - b. Select Add product .



4. Binding.
  - a. QR code binding
    - ①. Scan QR code
    - ②. Select QR code
    - ③. Reset the device binding



- ④. Connect Wi-Fi
- ⑤. Scan QR Code
- ⑥. Connect Network

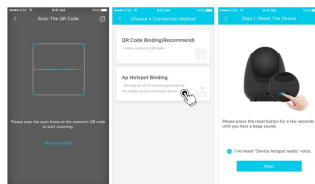




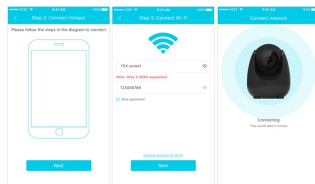


b.Ap hotspot binding

①.Scan QR code ②.Select AP hotspot ③.Reset the device binding



④.Connect hotspot (IOS) ⑤.Connect Wi-Fi ⑥.Connect Network

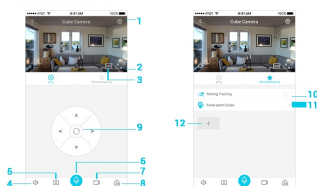


Bind failed?

- 1.Please plug in the power supply and restart.
- 2.Please re-add the camera.



How to use live?



- 1.Camera settings
- 2.Full screen
- 3.Resolution
- 4.Volume
- 5.Screenshot picture
- 6.Speaker
- 7.Record video
- 8.Guard
- 9.PTZ Control
- 10.Moving tracking
- 11.Fixed-point cruise

※When the mobile tracking and fixed cruise opened at the same time:

- ①When an object moves,the camera tracks the moving objects.
- ②If not the object moving,the camera change to the fixed cruising mode.

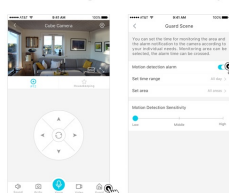
12.Location collection

※Need to set two fixed-point position to open the fixed-point cruise,up to eight fixed-point locations can be set.

※Please do not move or manual revolving the IP camera.  
If you moved,please reinsert power supply,and reset the location of the collection point.

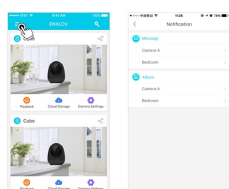
How to settings Guard Scene?

- 1 Enter the live,click .
- 2.Set time, range area, alarm sensitivity.



How to view alarm notification?

- 1.Open homepage.
- 2.Click , select the camera under album.



How to view playback?

- 1.Click playback .



[pdf] Guide

Konnek Stein Wireless Security Camera WiFi Indoor Pan and Tilt Monitoring HD 1080P Motion Detection Night Vision Remote Control Two Way Audio with TF Card Slot Cloud Black QC21 User Guide Seybold International Hong Kong Limited B08RZ58XQ2 B085J4VG9F B08DLH7LP D1RhjwAKaS m media amazon images I |||

4.Binding. a.QRcodebinding .ScanQRcode SelectQRcode .Resetthedevice binding

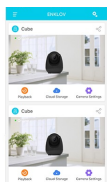
.ConnectWi-Fi .ScanQRCode .ConnectNetwork .ScanQRcode

.SelectAPhotspot.Resetthedevice binding Connecthotspot ConnectWi-Fi

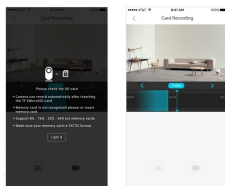
.ConnectNetwork iOS How to use live 1 2 3 10 11 9 12 6 5 7 4 8 4.Volume 6.Speaker

8.Guar...

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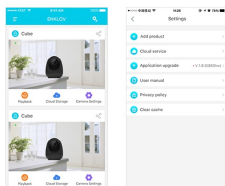
## 2.Card recording.



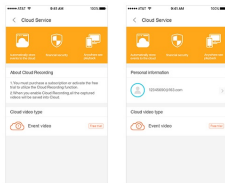
1. If the SD card is not inserted, please check it after inserting the SD card.
2. Support for snapshot and video recording.
3. The timeline can be moved, the red line represents the mobile alarm.

## How to Open Cloud Storage?

1. Open homepage,click Cloud Storage.
2. Open homepage,click ,select Cloud service.

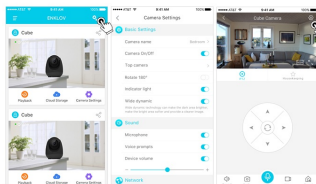


3. Click "Event video", log in then select the device you want to open.



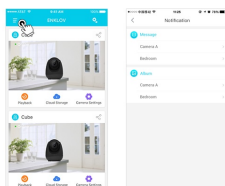
## How to set up camera?

1. Open homepage,click Camera Settings.
2. Enter the live,click Camera Settings.



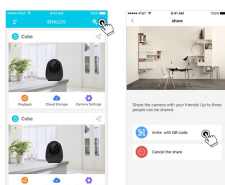
## How to view screenshots and videos?

1. Open homepage
2. Click , select the camera under messages.

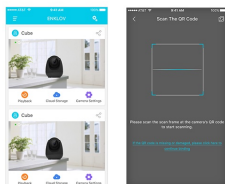


## How to share/connect a friend camera?

1. The main device clicks the Share button.
2. Click on the QR code invitation.
3. Share the QR code to your friends.

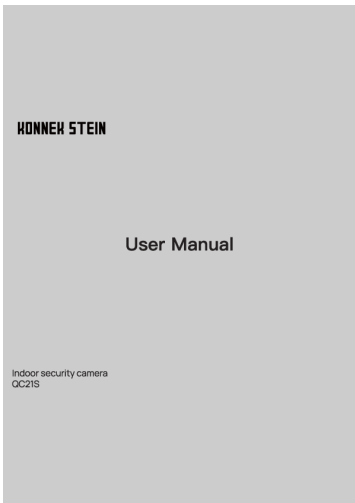
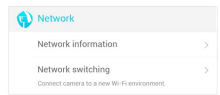


4. Being shared, click the Settings, and select the Add to scan the shared QR code.



How to switch the camera to the network?

Open camera setting,find "Network switching".If you want to switch to the new network, rebind the device.



[\[pdf\]](#) User Manual

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