CP PLUS E21A

CP Plus E21A Ezykam 360 Degree 2MP Full HD WiFi Camera User Manual

Model: E21A

Setup   Operating   Maintenance   Troubleshooting   Specifications   Warranty & Support

1. SETUP GUIDE

1.1 Package Contents

Before beginning, ensure all components are present in the package:

- CP Plus E21A Ezykam Camera
- Power Adapter
- Mounting Accessories (screws, wall plugs)
- User Manual (this document)

1.2 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. The camera will initiate its startup sequence, indicated by an LED light. Wait for the LED to flash, indicating it is ready for setup.

1.3 App Installation and Account Creation

1. Download the official Ezykam app from your smartphone's app store (Google Play Store for Android or Apple App Store for iOS).
2. Open the Ezykam app and follow the on-screen instructions to create a new user account or log in if you already have one.

1.4 Connecting to Wi-Fi

1. In the Ezykam app, tap the '+' icon to add a new device.
2. Select your camera model (E21A) from the list of available devices.

3. Follow the app's instructions to connect the camera to your 2.4GHz Wi-Fi network. Ensure your Wi-Fi password is correct.
4. Once connected, the camera's LED indicator will change to a solid color, typically blue, indicating a successful connection.

1.5 Camera Placement and Mounting

The CP Plus E21A camera is designed for surface mounting. Choose a location that provides the desired viewing angle and is within range of your Wi-Fi network and a power outlet.

Image: CP Plus E21A Ezykam 360 Degree 2MP Full HD WiFi Camera. This image shows the compact design of the camera, suitable for indoor surveillance.

1. Mark the desired drilling points on the wall or ceiling using the mounting bracket as a template.
2. Drill holes and insert the wall plugs if mounting on drywall or masonry.
3. Secure the mounting bracket with the provided screws.
4. Attach the camera to the mounting bracket, ensuring it is firmly in place.

2. OPERATING INSTRUCTIONS

2.1 Live View and Pan/Tilt Control

Once the camera is connected, open the Ezykam app to access the live video feed.

- **Live Feed:** Tap on the camera in the app to view the real-time video stream.
- **360-Degree Pan/Tilt:** Use the directional controls within the app to remotely rotate the camera horizontally (pan) and vertically (tilt) to cover a full 360-degree viewing area.

2.2 Motion Detection and Alerts

The camera features Motion Alert technology to notify you of detected movement.

- **Enable Motion Detection:** Navigate to the camera settings in the Ezykam app and enable 'Motion Detection'.
- **Adjust Sensitivity:** You can adjust the motion detection sensitivity to minimize false alerts.
- **Receive Alerts:** When motion is detected, the app will send a notification to your smartphone.

2.3 Two-Way Audio Communication

The camera supports two-way audio, allowing you to listen and speak through the camera.

- **Listen:** Tap the speaker icon in the live view to hear audio from the camera's location.
- **Speak:** Tap and hold the microphone icon to speak through the camera's built-in speaker. Release to stop speaking.

2.4 Night Vision

The CP Plus E21A is equipped with infrared night vision for clear monitoring in low-light or no-light conditions.

- **Automatic Activation:** Night vision activates automatically when ambient light levels are low.
- **Night Color Technology:** Provides enhanced visibility in dark environments.

2.5 Smart Assistant Integration

The camera is compatible with Amazon Alexa and Google Assistant.

- **Linking Accounts:** Follow the instructions in the Alexa or Google Home app to link your Ezykam account.
- **Voice Commands:** Use voice commands to view the camera feed on compatible smart displays (e.g., "Alexa, show me the living room camera").

3. MAINTENANCE

3.1 Cleaning the Camera

To ensure optimal performance and clear image quality, periodically clean the camera lens and body.

- **Lens:** Use a soft, dry, lint-free cloth to gently wipe the lens. Avoid abrasive cleaners.
- **Body:** Wipe the camera body with a slightly damp cloth. Do not use harsh chemicals or solvents.

3.2 Firmware Updates

Regularly check for and install firmware updates to ensure your camera has the latest features, security patches, and performance improvements.

- **Check for Updates:** Access the camera settings in the Ezykam app to check for available firmware updates.
- **Installation:** Follow the in-app instructions to download and install updates. Ensure the camera remains powered during the update process.

3.3 Storage Management

The camera supports local storage via a microSD card (not included) and cloud storage options (subscription may be required).

- **MicroSD Card:** Insert a compatible microSD card into the designated slot on the camera for continuous recording or event-triggered recording. Format the card via the app if prompted.
- **Cloud Storage:** Explore cloud storage plans offered within the Ezykam app for off-site video backup.

4. TROUBLESHOOTING

4.1 Camera Not Powering On

- **Check Power Connection:** Ensure the power adapter is securely connected to both the camera and a working electrical outlet.
- **Test Outlet:** Try plugging another device into the same outlet to confirm it is functional.
- **Inspect Adapter:** Check the power adapter for any visible damage.

4.2 Wi-Fi Disconnection or Setup Failure

- **Router Proximity:** Ensure the camera is within range of your Wi-Fi router.
- **2.4GHz Network:** Confirm that you are connecting to a 2.4GHz Wi-Fi network, as the camera does not support 5GHz networks.
- **Correct Password:** Double-check that the Wi-Fi password entered in the app is correct.
- **Router Reboot:** Try restarting your Wi-Fi router.
- **Reset Camera:** If issues persist, perform a factory reset on the camera (refer to the app or device for reset button location) and attempt setup again.

4.3 Poor Video Quality

- **Network Speed:** Ensure your internet connection has sufficient upload speed for streaming HD video.
- **Wi-Fi Signal Strength:** Check the Wi-Fi signal strength in the app. A weak signal can lead to lower video quality.
- **Lens Cleanliness:** Clean the camera lens as described in the Maintenance section.

4.4 Motion Alerts Not Working

- **Enable Alerts:** Verify that motion detection and push notifications are enabled in the Ezykam app settings.
- **App Permissions:** Ensure the Ezykam app has permission to send notifications on your smartphone.
- **Sensitivity Settings:** Adjust the motion detection sensitivity. If it's too low, it might miss events.
- **Detection Zone:** If applicable, check if a specific motion detection zone has been set up and if the motion is occurring outside this zone.

5. SPECIFICATIONS

Feature	Detail
Model Number	E21A
Video Capture Resolution	1080p (Full HD)
Viewing Angle	360 Degrees (Field of View)
Wireless Communication Technology	Wi-Fi (2.4GHz)
Mounting Type	Surface Mount
Power Source	Corded Electric
Voltage	12 Volts
Wattage	5 Watts
Item Dimensions (L x W x H)	15 x 10 x 15 Centimeters
Item Weight	300 Grams

Feature	Detail
Low Light Technology	Night Color
Light Source Type	Infrared
Alert Type	Motion Only
International Protection Rating	IP54
Control Method	App
Compatible Devices	Laptop (for viewing), Amazon Alexa, Google Assistant
Indoor/Outdoor Usage	Indoor, Outdoor (Note: Not Water Resistant)

6. WARRANTY & SUPPORT

6.1 Product Warranty

The CP Plus E21A Ezykam Camera comes with a **1 Year Warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. Please retain your proof of purchase for warranty claims.
The warranty does not cover damage caused by:

- Improper installation or use
- Unauthorized repairs or modifications
- Accidents, abuse, or neglect
- Natural disasters or power surges

6.2 Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact CP PLUS customer support through the following channels:

- **Website:** Visit the official CP PLUS website for support resources, FAQs, and contact forms.
- **Email:** Refer to your product packaging or the CP PLUS website for the dedicated support email address.
- **Phone:** Check the CP PLUS website for regional customer service phone numbers.

When contacting support, please have your camera's model number (E21A) and proof of purchase readily available.