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## Assark X3E

# Assark 2.5K Indoor Surveillance Camera X3E User Manual

Model: X3E

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## 1. PRODUCT OVERVIEW

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The Assark 2.5K Indoor Surveillance Camera, Model X3E, is designed to provide comprehensive indoor monitoring with advanced features. This camera offers high-definition video, flexible pan and tilt capabilities, and intelligent detection functions to enhance your home security or pet monitoring experience.



**Image 1.1:** Assark 2.5K Indoor Surveillance Camera. This image shows the white dome-shaped camera next to a smartphone displaying a high-resolution image of a dog, illustrating the camera's primary function and video quality.

### Key Features:

- **2.5K (5MP) Super HD Video:** Captures clear and detailed footage at 2560x1920 resolution.
- **360° Pan/Tilt Coverage:** Offers 350° horizontal and 70° vertical rotation for comprehensive area monitoring.
- **2.4G WLAN Connectivity:** Connects to your home Wi-Fi network for remote access.
- **Advanced Detection:** Features motion, sound, and human detection with instant notifications.
- **Two-Way Audio:** Built-in microphone and speaker for real-time communication.
- **Smart Night Vision:** Infrared LEDs provide clear visibility in low-light conditions.
- **Dual Storage Options:** Supports local Micro SD card storage (up to 128GB) and cloud storage services.
- **Smart Home Integration:** Compatible with Amazon Alexa and Google Assistant.



**Image 1.2:** Feature Overview. This diagram highlights key functionalities such as 2.5K video resolution, pan-tilt control (350° horizontal, 70° vertical), two-way audio, motion detection, 24/7 recording, smart night vision, instant alerts, and privacy mask.

## 2. SETUP GUIDE

### 2.1 Package Contents

Before you begin, please ensure all items are present:

- Assark 2.5K Indoor Surveillance Camera (Model X3E)
- Power Adapter
- USB Power Cable (Micro USB)
- Mounting Accessories (Screws, Wall Plug, Mounting Plate)
- User Manual (this document)

### 2.2 Powering On the Camera

1. Connect the Micro USB power cable to the camera's power port.
2. Plug the USB power adapter into a standard electrical outlet.

3. The camera will power on, and its indicator light will begin to flash, indicating it is ready for setup.

## 2.3 App Installation and Account Creation

1. Download the **Assark app** from your mobile device's app store (available for iOS and Android).
2. Open the app and follow the on-screen instructions to create a new account or log in if you already have one.

## 2.4 Connecting to Wi-Fi

1. In the Assark app, tap the "Add Device" or "+" icon.
2. Select your camera model (X3E) from the list.
3. Follow the in-app instructions to connect the camera to your 2.4 GHz Wi-Fi network **Note:** This camera supports 2.4 GHz Wi-Fi only. Ensure your mobile device is connected to the 2.4 GHz band of your router during setup.
4. The app may guide you through scanning a QR code displayed on your phone with the camera lens or using an audio pairing method.
5. Once connected, the camera's indicator light will change, typically to a solid blue or green, indicating a successful connection.

## 2.5 Mounting the Camera (Optional)

The camera can be placed on a flat surface or mounted to a wall or ceiling.

1. Choose a suitable location with a clear view and within Wi-Fi range.
2. Use the provided mounting plate as a template to mark screw positions on the desired surface.
3. Drill pilot holes and insert wall plugs if necessary.
4. Secure the mounting plate with the screws.
5. Attach the camera to the mounting plate by twisting it until it locks into place.

# 3. OPERATING INSTRUCTIONS

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## 3.1 Live View and Pan/Tilt Control

1. Open the Assark app and select your camera from the device list to access the live view.
2. Use the on-screen joystick or swipe gestures to control the camera's pan (horizontal 350°) and tilt (vertical 70°) movements.
3. You can save specific viewing angles as presets for quick access.

# 360° Coverage & Easy Remote

PTZ, records the entire field of view



**Image 3.1:** 360° Coverage and Remote Control. This image demonstrates the camera's ability to cover a wide area with its pan and tilt functions, controlled remotely through the smartphone application.

## 3.2 Two-Way Audio

To use the two-way audio feature:

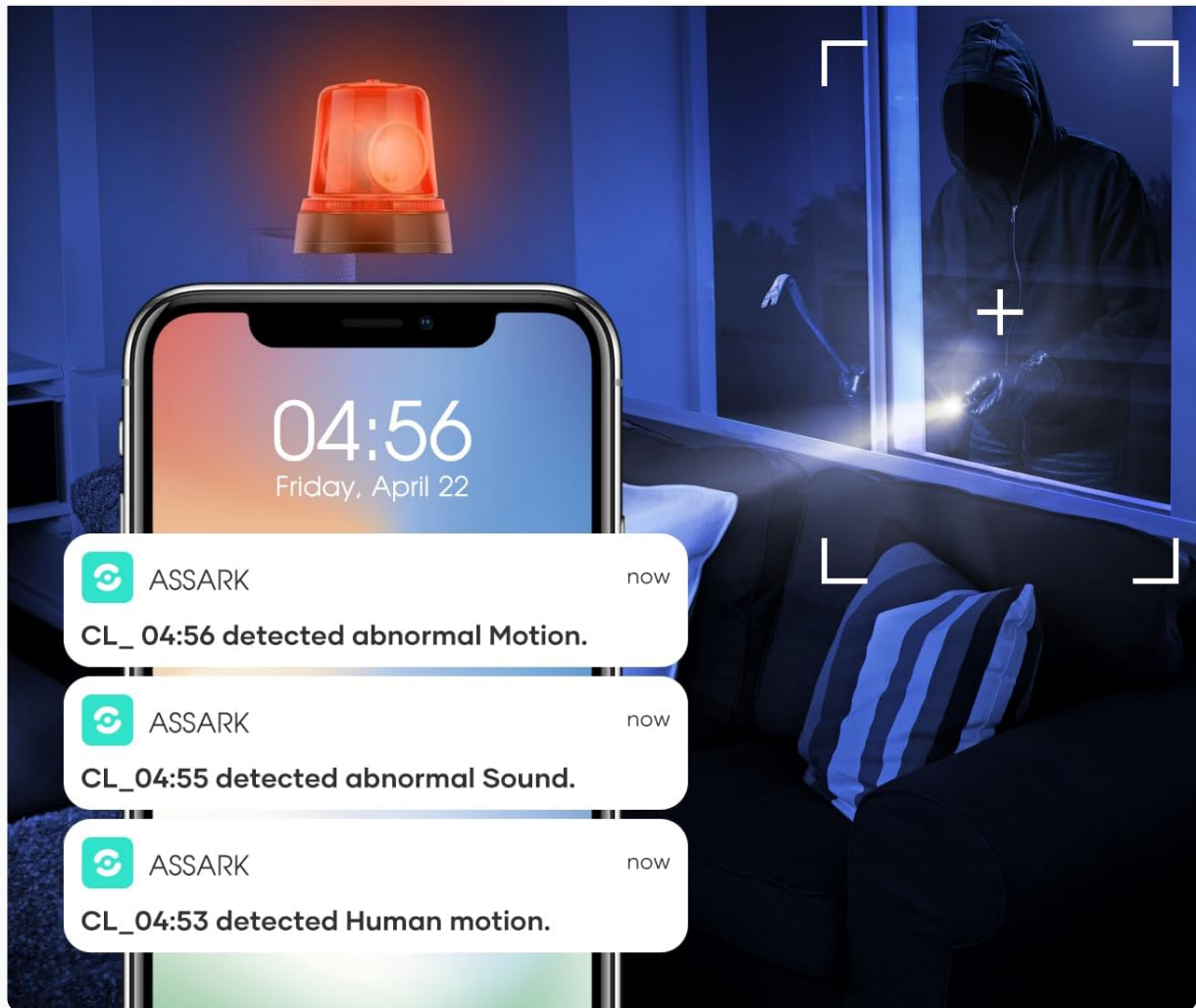
1. While in live view, tap the microphone icon in the app.
2. Speak into your phone's microphone to transmit your voice through the camera's speaker.
3. The camera's built-in microphone will capture audio from its surroundings, which you can hear through your phone.

## 3.3 Motion, Sound, and Human Detection

The camera can detect various events and send instant notifications to your phone.

1. Navigate to the camera settings in the Assark app.
2. Enable and configure detection settings for motion, sound, and human detection.
3. Adjust sensitivity levels and set detection zones as needed.
4. When an event is detected, you will receive an instant notification on your mobile device.

# Instant Alerts for Motion/Sound/ Human Detection



**Image 3.2:** Instant Alerts. This image displays a smartphone screen with notifications indicating detected abnormal motion, abnormal sound, and human motion, demonstrating the camera's alert capabilities.

## 3.4 Night Vision and Capture Modes

The camera automatically switches to night vision in low-light conditions. You can also manually select capture modes.

1. In the app, access the video settings to select between Day, Night, or Auto mode.
2. In Auto mode, the camera will automatically adjust based on ambient light.
3. Night mode utilizes infrared LEDs for clear black-and-white video in complete darkness.

## 3 Capture Modes

- Day, Night, or Auto mode meets different demands
- Night mode also can be turned off if needed



**Image 3.3:** Capture Modes. This image shows the camera and icons representing Day, Night, and Auto modes, indicating the camera's flexibility in different lighting conditions, including 850nm infrared light for night vision.

### 3.5 Video Recording and Storage

The camera offers continuous recording and event-triggered recording with flexible storage options.

1. **Micro SD Card:** Insert a Micro SD card (up to 128GB, not included) into the camera's designated slot for local storage. The camera supports 24/7 continuous recording.
2. **Cloud Storage:** The Assark app offers cloud storage services, often with a free trial period (e.g., 30 days). Subscribe to a plan for extended cloud storage and advanced features.
3. Video footage is compressed using H.265 technology for efficient storage.

# Dual Storage Options & H.265 Compression



**Up to 256GB**  
Micro SD Card Supported



**30-Day Free Trial**  
Encrypted Cloud Storage



**Image 3.4:** Dual Storage Options. This image visually represents the camera's support for both Micro SD card storage (up to 256GB, though product specs state 128GB) and encrypted cloud storage with a 30-day free trial, along with H.265 compression.

## 3.6 Smart Home Integration

Integrate your Assark camera with smart home platforms for enhanced control.

- **Amazon Alexa:** Enable the Assark skill in the Alexa app and link your account. Use voice commands like "Alexa, show me the [camera name]" to view the live feed on compatible devices.
- **Google Assistant:** Link your Assark account in the Google Home app. Use voice commands like "Hey Google, show me the [camera name]" to view the live feed on compatible devices.

## 4. MAINTENANCE

### 4.1 Cleaning the Camera

To maintain optimal performance, periodically clean your camera:

- Ensure the camera is powered off before cleaning.
- Use a soft, dry cloth to wipe the camera body.
- For the lens, use a lens cleaning cloth specifically designed for optics to avoid scratches.
- Do not use liquid cleaners or abrasive materials.

## 4.2 Firmware Updates

Regularly check for and install firmware updates through the Assark app. Firmware updates can improve performance, add new features, and enhance security.

## 4.3 SD Card Management

If using a Micro SD card for local storage:

- Periodically check the card's status in the app.
- Format the SD card through the app if you experience recording issues or wish to clear all data.

## 5. TROUBLESHOOTING

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If you encounter issues with your Assark camera, refer to the following common problems and solutions:

### 5.1 Camera Not Powering On

- Ensure the power cable is securely connected to both the camera and the power adapter.
- Verify that the power adapter is plugged into a working electrical outlet.
- Try using a different USB power cable and adapter if available.

### 5.2 Unable to Connect to Wi-Fi

- Confirm your Wi-Fi network is 2.4 GHz. The camera does not support 5 GHz Wi-Fi.
- Ensure your mobile device is connected to the 2.4 GHz Wi-Fi network during setup.
- Check your Wi-Fi password for accuracy.
- Move the camera closer to your Wi-Fi router to improve signal strength.
- Restart your Wi-Fi router and the camera, then attempt setup again.

### 5.3 Poor Video Quality or Lag

- Ensure the camera has a strong Wi-Fi signal. Relocate the camera or router if necessary.
- Check your internet connection speed. A stable and fast internet connection is required for optimal streaming.
- Clean the camera lens if it appears dirty.

### 5.4 Notifications Not Received

- Verify that detection settings (motion, sound, human) are enabled and configured correctly in the Assark app.
- Check your phone's notification settings to ensure the Assark app has permission to send notifications.
- Ensure your phone has an active internet connection.

For further assistance, please refer to the help section within the Assark app or visit the manufacturer's support website.

## 6. SPECIFICATIONS

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Feature	Specification
Model	X3E
Brand	Assark
Dimensions (L x W x H)	7.8 x 7.8 x 11.5 cm
Weight	400 grams
Video Resolution	5MP (2560x1920)
Pan Range	350° Horizontal
Tilt Range	70° Vertical
Connectivity	2.4 GHz WLAN
Storage Options	Micro SD Card (up to 128GB), Cloud Storage
Power Input	5 Watts (USB powered)
Night Vision	Infrared LEDs
Audio	Two-Way Audio (Built-in Mic & Speaker)
Detection	Motion Detection, Sound Detection, Human Detection
Smart Home Compatibility	Amazon Alexa, Google Assistant

## 7. WARRANTY AND SUPPORT

### 7.1 Warranty Information

Warranty details for the Assark 2.5K Indoor Surveillance Camera (Model X3E) are typically provided at the point of purchase or can be found on the official Assark website. Please retain your proof of purchase for warranty claims.

### 7.2 Customer Support

For technical support, troubleshooting assistance, or any product-related inquiries, please:

- Refer to the comprehensive help section within the Assark mobile application.
- Visit the official Assark support website for FAQs, guides, and contact information.