

TMEZON c31

TMEZON Video Pet Dog Camera Instruction Manual

Model: c31 | Brand: TMEZON

1. PRODUCT OVERVIEW

The TMEZON c31 Video Pet Dog Camera is an advanced indoor security and monitoring device designed for seamless two-way communication and comprehensive surveillance. It offers high-definition video, flexible control, and smart alert features to keep you connected to your home, children, elderly family members, or pets from anywhere.

- **Two-Way Video/Audio:** Features a 2.8-inch high-definition display and two-way video calling for intimate interaction and clear communication.
- **One-Button Call:** Simplifies video calls between mobile phones and the device, ideal for users who may have difficulty with mobile phones.
- **1080P WiFi Video:** Provides crystal clear, smooth live video with 1080P HD resolution. Supports 2.4G WiFi networks (5G is not supported).
- **Wide Angle & Motion Detection:** Equipped with a motion-activated sensor, 360° wide view angle, and crystal-clear night vision to monitor all blind spots and detect movement around the clock.
- **Versatile Use:** Perfect for busy parents, family members on long-term business trips, and anyone caring for the elderly and children.



Figure 1.1: TMEZON c31 Camera and Smartphone App Interface. This image displays the TMEZON c31 camera alongside a smartphone, illustrating the two-way video calling capability. The camera features a screen displaying a person's face, while the phone shows a live feed from the camera, including a dog and a child, with options for voice and video calls.



Figure 1.2: Key Features of the TMEZON c31 Camera. This image highlights the main functionalities of the TMEZON c31 camera through a series of icons. Features include 1080P FHD Resolution, PTZ Control, Two-way Video, One-button Call, Alarm Push, Motion Tracking, Two-way Audio, Night Vision, Local/Cloud Storage, and Motion Detection.

Product Video Overview

Video 1.1: Two-way video camera for baby, elderly, and nanny monitoring. This video provides a comprehensive overview of the TMEZON c31 camera's features, including its two-way video and audio capabilities, 360-degree panoramic view, one-button call function, real-time remote viewing, and motion detection with app notifications. It highlights the camera's suitability for monitoring family members and pets.

2. WHAT'S IN THE BOX

Upon unboxing your TMEZON c31 camera, please ensure all the following components are present:

- TMEZON c31 Video Pet Dog Camera Unit
- USB-C Charging Cable
- Power Adapter
- User Manual (this document)

3. SETUP GUIDE

Follow these steps to set up your TMEZON c31 camera and connect it to your smartphone:

1. **Power On:** Connect the USB-C charging cable to the camera's Type-C port (located at the back, see Figure 3.1) and plug the power adapter into a wall outlet. The camera will power on automatically.
2. **Download the App:** Scan the QR code provided in the user manual or search for the "Im Cam" app in your smartphone's app store (available for Android and iOS).
3. **Register/Login:** Open the "Im Cam" app and register a new account or log in if you already have one.
4. **Add Device:** In the app, select the option to add a new device. Choose the Wi-Fi Camera option.
5. **Connect to Wi-Fi:** Ensure your smartphone is connected to a 2.4G WiFi network (5G networks are not supported). Enter your Wi-Fi password in the app.
6. **QR Code Connection:** The app will generate a QR code. Hold your smartphone screen with the QR code in front of the camera lens (approximately 15-20 cm away) until the camera confirms successful scanning.
7. **Confirmation:** Once connected, the camera display will show "Add succeeded" and the current time. The app will also confirm the successful addition of the device.

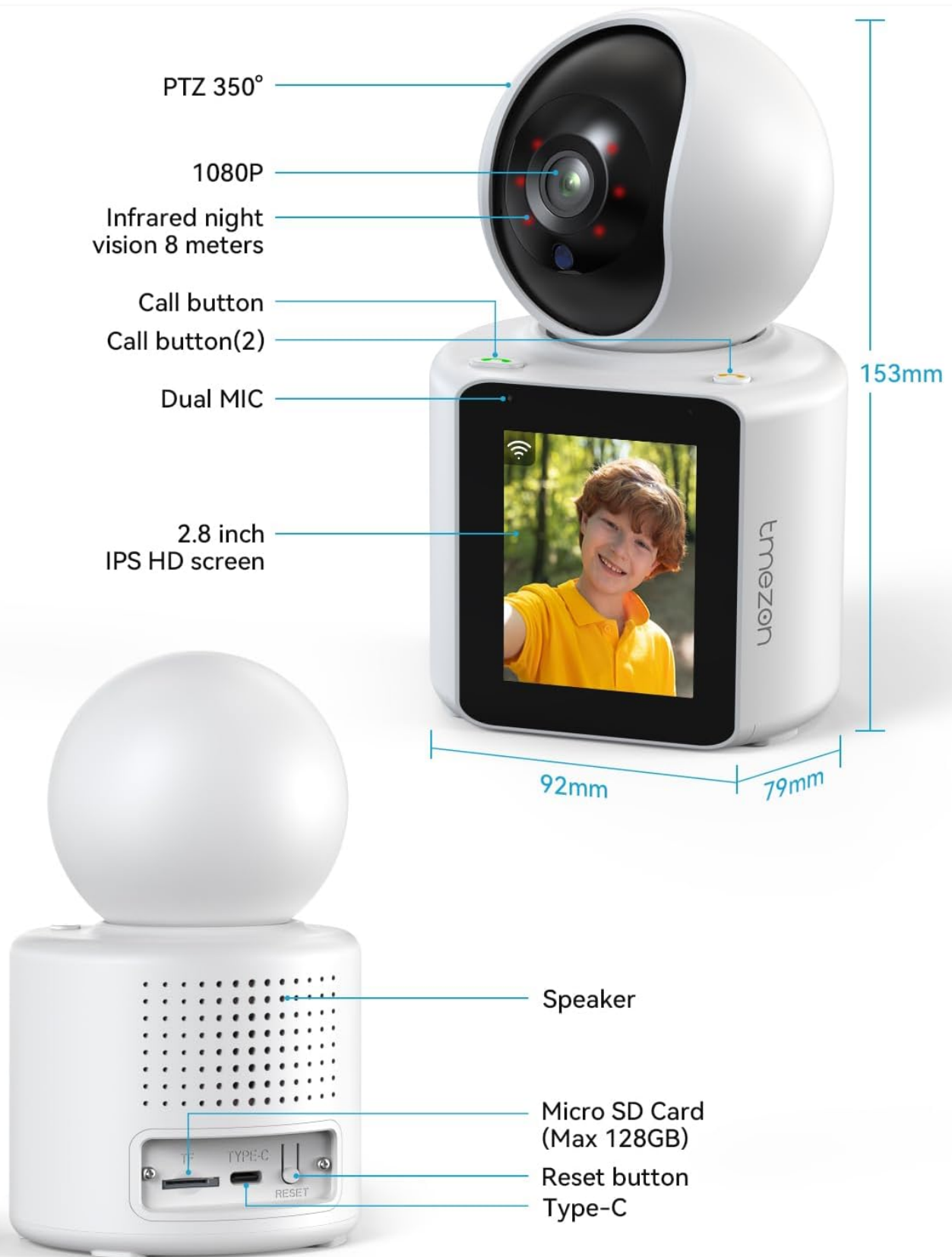


Figure 3.1: TMEZON c31 Camera Dimensions and Port Locations. This diagram illustrates the physical dimensions of the TMEZON c31 camera and highlights key components. It shows the PTZ 350° camera head, 1080P lens, infrared night vision (8 meters), two call buttons, dual microphones, a 2.8-inch IPS HD screen, speaker, Micro SD Card slot (Max 128GB), Reset button, and Type-C port.

Setup Video Guide

Video 3.1: How to connect with devices. This video demonstrates the process of connecting the TMEZON c31 camera to the mobile application. It shows how to initiate a video call from the app, set up call settings, and confirms that family members do not need any action after the initial setup for automatic connection.

4. OPERATING INSTRUCTIONS

4.1 Two-Way Video Calling

- **From Camera to Phone:** Press the call button on the camera (see Figure 3.1). Your smartphone will receive an incoming video call notification from the "Im Cam" app. Answer the call to establish two-way video communication.
- **From Phone to Camera:** Open the "Im Cam" app, select your camera device, and initiate a video call. The camera's screen will display your video feed, allowing for real-time interaction.

One-click video call, increase family intimacy, interaction and communication



Figure 4.1: One-Click Video Call Function. This image shows a finger pressing the call button on the TMEZON c31 camera, with the screen displaying "Calling...". This feature allows for easy, one-click video calls to a connected smartphone, simplifying communication for all users.

Two-way Video



Figure 4.2: Two-Way Video Communication. This image illustrates the two-way video capability of the TMEZON c31 camera. A child is shown interacting with the camera, while a woman views the live feed and communicates via her smartphone, demonstrating seamless interaction between the camera and the mobile app.

4.2 Remote Monitoring & Pan/Tilt

- **Live View:** Access the live 1080P HD video feed from your camera anytime, anywhere via the "Im Cam" app.
- **Pan & Tilt:** Use the controls within the app to remotely pan (350°) and tilt the camera, providing a 360° panoramic view of the monitored area without blind spots.

- **Motion Tracking:** The camera can automatically track detected motion, ensuring that moving subjects remain in view.

360° panoramic view

You can view your pet in a 360° panorama



Figure 4.3: 360° Panoramic View. This image demonstrates the camera's ability to provide a 360° panoramic view of a room, allowing users to monitor their pets or surroundings comprehensively. The smartphone screen shows the wide-angle view, with controls to navigate the camera's perspective.

4.3 Motion Detection & Alerts

- The camera features intelligent motion detection. When motion is detected, it can trigger sound and light alarms on the device and send instant push notifications to your smartphone via the app.
- **Night Vision:** Equipped with Night Color low light technology, the camera provides clear visibility even in low-light conditions or complete darkness.

4.4 Video Playback & Storage

- The camera supports both local storage (via Micro SD card, Max 128GB) and cloud storage options for recording and playback of events.
- Access recorded footage through the "Im Cam" app's playback feature.

4.5 Sharing Camera Access

- You can share access to your camera with up to 5 other users (family members or trusted individuals) through the app.
- Control permissions for shared users, allowing full access or limited access (e.g., call permissions only).

4.6 Placement Options

- The TMEZON c31 camera can be placed on a desktop or mounted on a wall. Ensure stable placement for optimal performance.

5. MAINTENANCE

- **Cleaning:** Use a soft, dry cloth to clean the camera lens and body. Avoid using liquid cleaners or abrasive materials.
- **Software Updates:** Regularly check the "Im Cam" app for available firmware updates to ensure optimal performance and access to new features.
- **Reset:** If you encounter persistent issues, locate the reset button (see Figure 3.1) and press and hold it for 5 seconds to perform a factory reset. This may resolve connectivity or functionality problems.

6. TROUBLESHOOTING

If you experience issues with your TMEZON c31 camera, refer to the following common problems and solutions:

Problem	Possible Cause / Solution
Camera does not power on	Ensure the USB-C cable and power adapter are securely connected and the power outlet is functional. Try a different cable or adapter if available.
Cannot connect to Wi-Fi	Verify your Wi-Fi network is 2.4G (5G is not supported). Check Wi-Fi password. Ensure the camera is within range of your router. Try resetting the camera and router.
Video feed is laggy or choppy	Check your internet connection speed. Move the camera closer to the Wi-Fi router. Reduce the video quality settings in the app if available.

Problem	Possible Cause / Solution
SD card not working/recording	Ensure the SD card is correctly inserted and formatted (refer to app instructions for formatting). Check if the SD card is faulty or full. Use a compatible SD card (Max 128GB).
Cloud storage requires subscription	Some cloud storage features may require a paid subscription. Refer to the app's cloud service details for pricing and plans.
Two-way audio issues	Ensure microphone and speaker permissions are granted to the app on your phone. Check volume settings on both the camera and your phone. Ensure there is no excessive background noise.

7. SPECIFICATIONS

Feature	Detail
Model Number	c31
Brand	TMEZON
Indoor/Outdoor Usage	Indoor
Connectivity Technology	Wireless (Wi-Fi 2.4G only)
Special Feature	2-Way Audio, Motion Detection, Night Color Low Light Technology
Video Capture Resolution	1080p
Field Of View	120 Degrees
Pan/Tilt Range	350° Pan (approximate)
Storage	Micro SD Card (Max 128GB), Cloud Storage
Control Method	App (Im Cam)
Power Source	Wired (3 watts)
Item Dimensions (L x W x H)	3.94 x 3.94 x 7.48 inches
Item Weight	13.4 ounces
International Protection Rating	IP65

8. WARRANTY & SUPPORT

For warranty information and technical support, please refer to the contact details provided on the TMEZON official website or within the "Im Cam" application. Keep your purchase receipt for warranty claims.

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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