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psync PSYNCC3

psync Genie S 2.7K HD Indoor Security Camera User Manual

Model: PSYNCC3

1. Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your psync Genie S 2.7K HD Indoor Security Camera. Please read this manual thoroughly before using the device to ensure proper functionality and safety.



Image 1.1: psync Genie S 2.7K HD Indoor Security Camera. This image displays the camera unit alongside a smartphone showing its live feed, highlighting its compact design and remote viewing capability.

Key Features

- **2.7K HD Video Quality:** Captures clear video with 5MP resolution and 6X optical zoom for detailed monitoring.
- **360° Panoramic Coverage:** Features 350° horizontal rotation and 135° vertical tilt for comprehensive room surveillance.
- **Smart Motion Tracking:** Automatically tracks movement of subjects within its field of view.
- **Two-Way Audio:** Enables real-time communication through the camera and the psync App.
- **Local Storage:** Supports 32GB or 64GB built-in storage for recording without subscription fees.
- **Privacy Protection:** Includes a one-touch camera shutdown button for enhanced privacy.
- **Smart Integration:** Compatible with Amazon Alexa and Google Home for voice control.

2. What's in the Box

Verify that all components are present in the package:

- 1 x Camera Body (psync Genie S)
- 1 x Power Adapter
- 1 x 5.9ft (1.8m) Cable
- 1 x Quick Start Guide



Image 2.1: Package Contents. This image shows the psync Genie S camera, power adapter, cable, and quick start guide neatly arranged, indicating all items included in the product box.

3. Setup Guide

Follow these steps to set up your psync Genie S camera:

1. **Power On:** Connect the camera to a power source using the provided power adapter and cable. The camera will power on automatically.

2. **Download the psync App:** Search for "psync App" in your smartphone's app store (iOS or Android) and download it.
3. **Create Account:** Open the psync App and follow the on-screen instructions to create a new user account or log in if you already have one.
4. **Add Device:** In the psync App, select "Add Device" and choose the "Genie S Camera" from the list of available devices.
5. **Enable Bluetooth:** Ensure Bluetooth is enabled on your smartphone.
6. **Reset Camera:** Long-press the "RESET" button on the camera until you hear a prompt or see an indicator light change.
7. **Connect to Wi-Fi:** Follow the in-app prompts to connect the camera to your Wi-Fi network. Ensure your Wi-Fi network is 2.4GHz.
8. **Complete Setup:** Once connected, follow any remaining on-screen instructions to finalize the setup process.

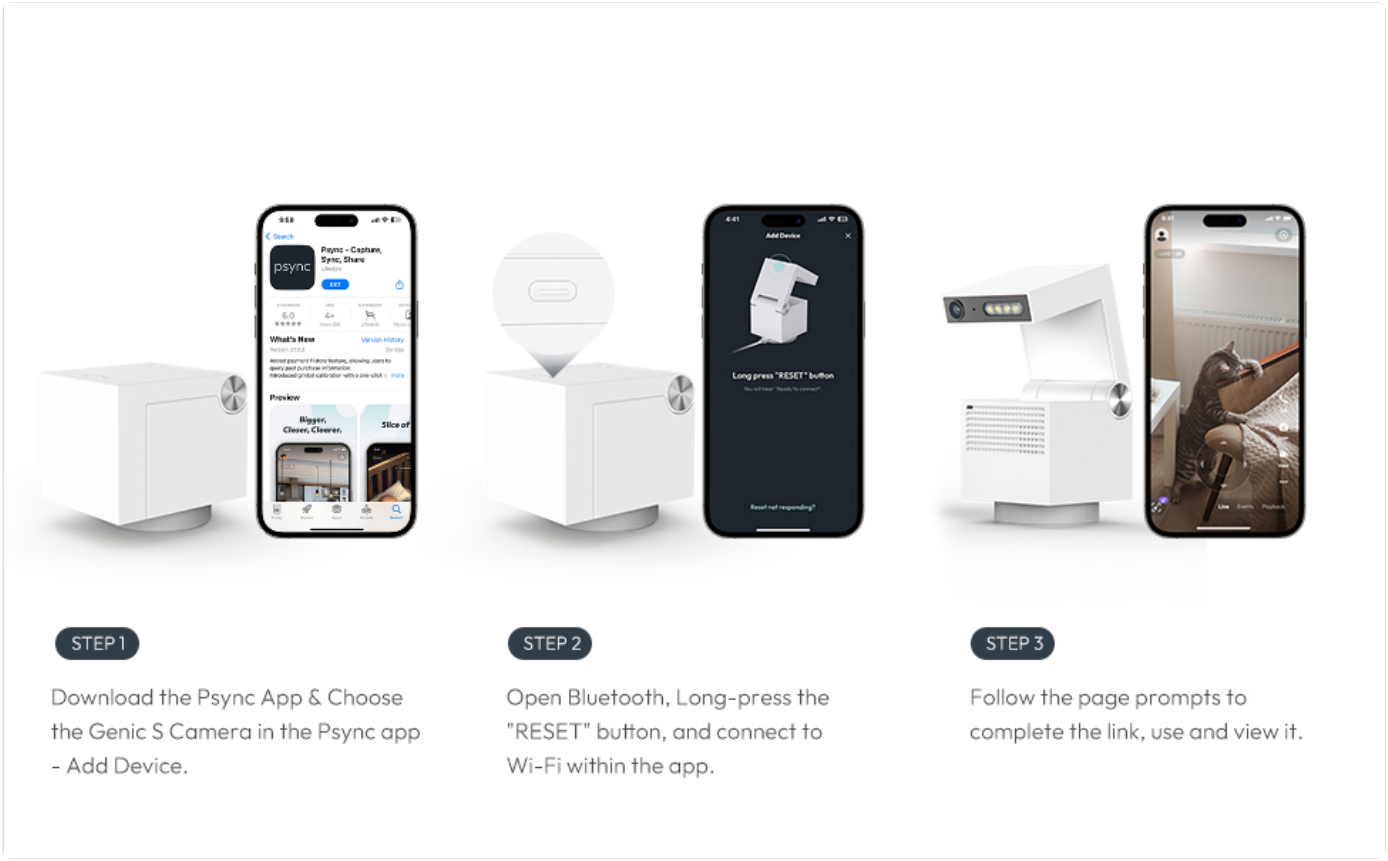


Image 3.1: Step-by-step setup guide. This image illustrates the three main steps for setting up the psync Genie S camera: downloading the app, resetting the device and connecting to Wi-Fi, and finally viewing the live feed.

4. Operating Instructions

4.1 Live View and Pan/Tilt Control

Open the psync App to access the live view from your camera. Use the on-screen controls to pan (350° horizontal) and tilt (135° vertical) the camera lens to adjust the viewing angle. The app provides a full-screen vertical display for an immersive viewing experience.

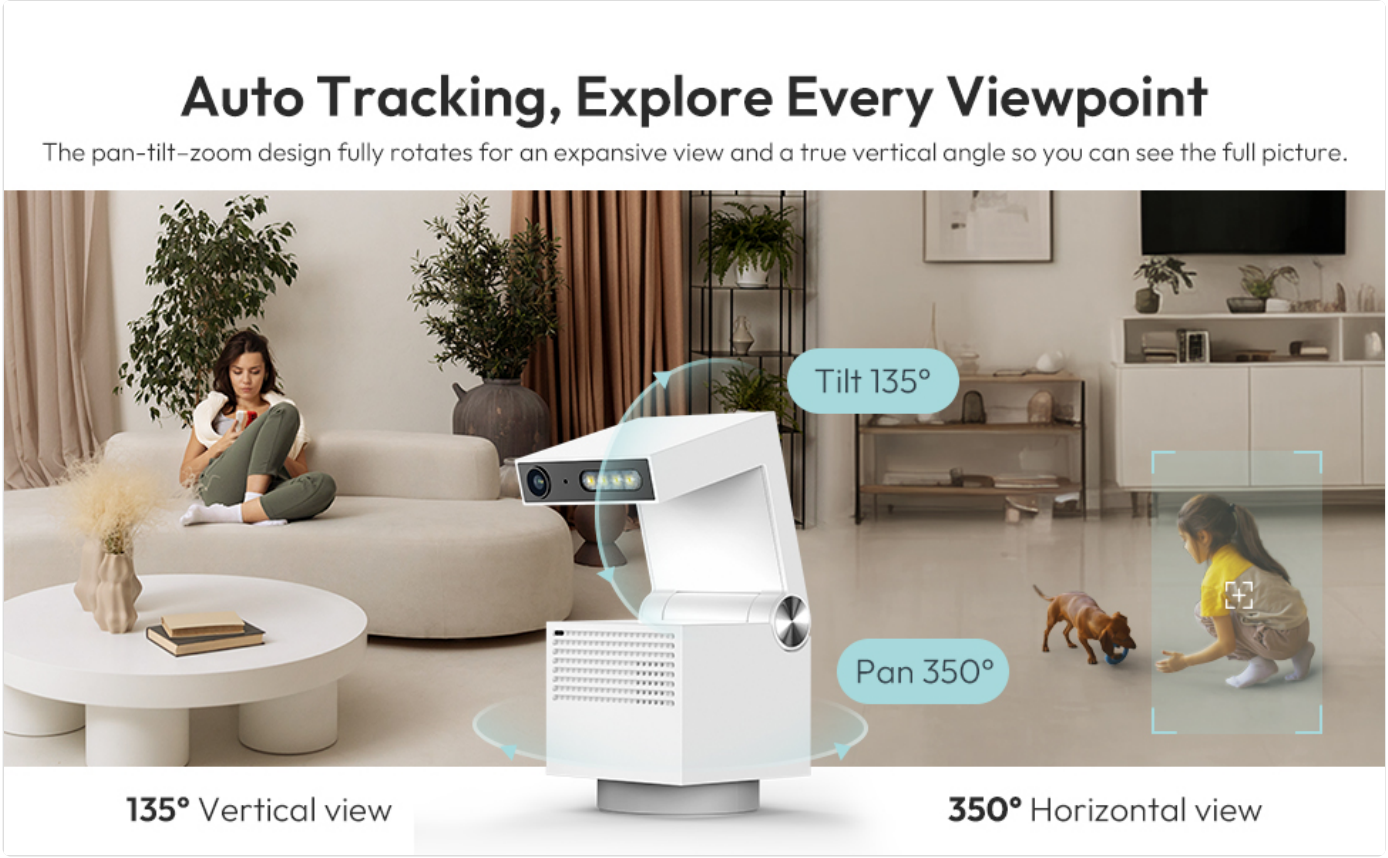


Image 4.1: Pan and Tilt Functionality. This image demonstrates the camera's 350° horizontal pan and 135° vertical tilt capabilities, showing how it can cover a wide area of a room.

4.2 Motion Tracking

Enable the smart motion tracking feature in the psync App. The camera will automatically detect and follow moving objects or individuals within its range, ensuring continuous surveillance of activity.



Image 4.2: Smart Motion Tracking. This image illustrates the camera's ability to track movement, showing a person in a yoga pose with a ghosted trail indicating the camera's follow path.

4.3 Two-Way Audio

Utilize the two-way audio function to communicate through the camera. Tap the microphone icon in the psync App to speak, and listen through the camera's built-in speaker. This feature is useful for interacting with pets, children, or elderly family members.



Image 4.3: Two-Way Audio Communication. This image depicts a user speaking into their phone and a person near the camera hearing the message, demonstrating the two-way audio feature.

4.4 Local Storage and Playback

The camera features built-in 32GB or 64GB local storage. Recordings are saved directly to the device without requiring a subscription. Access recorded footage through the psync App's playback feature. The oldest videos are automatically cleared to ensure continuous recording.

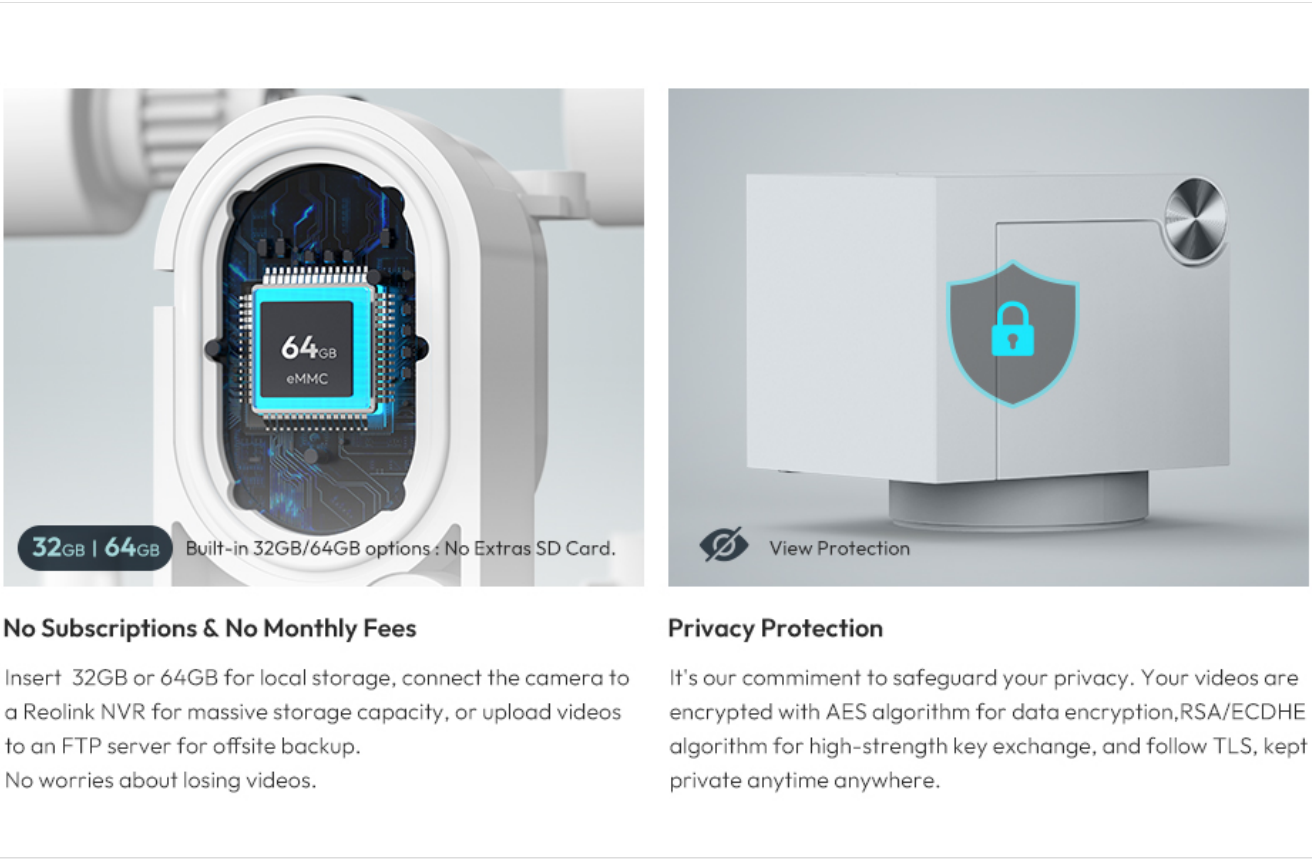


Image 4.4: Local Storage and Privacy Protection. This image highlights the camera's built-in storage options (32GB/64GB) and its privacy protection features, including data encryption.

4.5 Privacy Protection

To ensure privacy, the camera includes a physical shutdown button. Press this button to temporarily disable the camera's recording and live view functions. You can also manage privacy settings within the psync App.

4.6 Smart Home Integration

The psync Genie S camera is compatible with Amazon Alexa and Google Home. Follow the instructions in the respective smart home app to link your psync account and control the camera using voice commands.

5. Maintenance

5.1 Cleaning

- Gently wipe the camera lens with a soft, dry, lint-free cloth to remove dust or smudges.
- Clean the camera body with a slightly damp cloth. Avoid using harsh chemicals or abrasive cleaners.
- Ensure the camera is powered off before cleaning.

5.2 Firmware Updates

Periodically check the psync App for available firmware updates. Keeping your camera's firmware updated ensures optimal performance, security, and access to new features. Follow the in-app instructions to perform updates.

6. Troubleshooting

Problem	Possible Cause	Solution

Problem	Possible Cause	Solution
Camera not connecting to Wi-Fi	Incorrect Wi-Fi password; Camera too far from router; 5GHz Wi-Fi network used.	Verify Wi-Fi password. Move camera closer to router. Ensure you are connecting to a 2.4GHz Wi-Fi network. Reset the camera and try again.
No live view in app	Internet connection issue; Camera powered off; App malfunction.	Check your internet connection. Ensure the camera is powered on. Restart the psync App. Restart the camera.
Motion tracking not working	Feature disabled in app; Insufficient lighting; Object too far or too fast.	Enable motion tracking in the psync App settings. Ensure adequate lighting. Adjust camera placement.
Two-way audio not functioning	Microphone/speaker muted in app; Volume too low; Network latency.	Check audio settings in the psync App. Increase volume. Ensure stable internet connection.

7. Specifications

Model Name	PSYNCC3
Indoor/Outdoor Usage	Indoor
Video Capture Resolution	1920p (2.7K HD)
Effective Still Resolution	5 MP
Optical Zoom	6x
Pan Range	350°
Tilt Range	135°
Connectivity Technology	Wireless (Wi-Fi)
Wi-Fi Frequency	2.4GHz (IEEE 802.11b/g/n)
Local Storage	Built-in 32GB/64GB (model dependent)
Power Source	Corded Electric
Controller Type	psync APP, Amazon Alexa, Google Assistant
Item Weight	0.32 Kilograms (11.3 ounces)
Dimensions	3.86 x 3.62 x 3.23 inches (Package)
Color	White
Included Components	Camera Body, Power Adapter, 5.9ft Cable, Quick Start Guide

8. Warranty and Support

8.1 Warranty Information

For specific warranty details, please refer to the warranty card included with your product or visit the official psync website. The warranty typically covers manufacturing defects for a specified period from the date of purchase.

8.2 Customer Support

If you encounter any issues not covered in this manual or require further assistance, please contact psync customer support. Contact information can usually be found on the official psync website or in the psync App.
For additional resources, visit the psync Store on Amazon.

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After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. Privacy details.

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.

Submit question