

Xiaomi C500

Xiaomi Smart Camera C500 Instruction Manual

Model: C500

INTRODUCTION

The Xiaomi Smart Camera C500 is an advanced indoor surveillance camera designed to provide comprehensive monitoring for your home. Featuring a dual-lens system, 4-megapixel resolution, and dual-band Wi-Fi 6 connectivity, it offers enhanced security features such as human tracking, crying detection, and pet tracking. This manual provides detailed instructions for setting up, operating, and maintaining your camera to ensure optimal performance.

SAFETY INFORMATION

- Ensure the camera is installed in a stable location to prevent it from falling.
- Use only the original power adapter provided with the device.
- Do not expose the camera to extreme temperatures, humidity, or direct sunlight.
- Keep the camera away from water or other liquids. This product is not water-resistant.
- Do not attempt to disassemble or repair the camera yourself. Contact authorized service personnel for assistance.
- Keep out of reach of children.

PACKAGE CONTENTS

Verify that all items are present in your package:

- 1 × Xiaomi Smart Camera C500 4MP Dual Lens with Wi-Fi 6 Dual-Band
- Power Adapter
- Mounting Accessories (if applicable for ceiling/wall mount)
- User Manual

PRODUCT OVERVIEW

The Xiaomi Smart Camera C500 features a compact dome design with dual lenses for extended coverage. It includes a power port, status indicator light, and a microSD card slot for local storage.



Figure 1: Front view of the Xiaomi Smart Camera C500, showing its dual-lens design and white and black casing.



Figure 2: Top-down view of the Xiaomi Smart Camera C500, highlighting its spherical upper section and ventilation holes.





Figure 3: Side view of the Xiaomi Smart Camera C500, showing the power input and other ports on the base.



Figure 4: The Xiaomi Smart Camera C500 positioned on a wooden shelf, demonstrating its compact size and discreet placement.

SETUP

1. Powering On

1. Connect the power adapter to the camera's power input port.
2. Plug the power adapter into a wall outlet.
3. The camera will automatically power on, and the indicator light will begin to flash, indicating it is ready for connection.

2. App Installation

1. Download the **Xiaomi Home** app from your smartphone's app store (Google Play Store for Android or Apple App Store for iOS).
2. Open the app and create a Xiaomi account or log in if you already have one.

3. Pairing with the App

1. In the Xiaomi Home app, tap the "+" icon in the top right corner to add a new device.

2. Select the Xiaomi Smart Camera C500 from the list of available devices.
3. Follow the on-screen instructions to connect the camera to your Wi-Fi network. Ensure your phone is connected to a 2.4GHz or 5GHz Wi-Fi network (the camera supports dual-band Wi-Fi 6).
4. Scan the QR code displayed on your phone screen using the camera lens. You will hear a voice prompt confirming successful scanning.
5. Once connected, you can name your camera and assign it to a specific room.

4. Mounting the Camera

The camera supports tabletop placement or ceiling/wall mounting.

- **Tabletop Mount:** Place the camera on a flat, stable surface.
- **Ceiling/Wall Mount:** Use the provided mounting base and screws to secure the camera to a desired location. Ensure the camera is securely attached and has a clear field of view.

OPERATING INSTRUCTIONS

1. Live View

Open the Xiaomi Home app and select your camera to view the live feed. You can pan and tilt the camera remotely using the controls in the app to achieve 360-degree coverage.

2. Recording and Playback

- **Local Storage:** Insert a microSD card (up to 256GB) into the camera's slot for continuous or event-triggered recording.
- **Cloud Storage:** Optional cloud storage services may be available through the Xiaomi Home app for secure backup of recordings.
- **Playback:** Access recorded footage through the app's playback feature, navigating by date and time.

3. Two-Way Audio

Use the microphone and speaker icon in the live view interface to enable two-way communication. This allows you to speak through the camera and hear audio from its location.

4. Motion Detection and Human Tracking

The camera can detect motion and intelligently track human figures. Enable these features in the app settings to receive alerts and automatically record when activity is detected.

5. Crying Detection

For parents, the crying detection feature can be enabled to send instant notifications to your phone when a baby's cry is detected, allowing for quick response.

6. Pet Tracking

The camera can also track pets, providing alerts and recording their movements. This feature is useful for monitoring your furry companions throughout the day.

7. Night Vision

The camera automatically switches to ultra-low light color mode or infrared night vision in dim conditions, ensuring clear visibility up to 15 meters even in complete darkness.

MAINTENANCE

- **Cleaning:** Gently wipe the camera lens and body with a soft, dry cloth. Do not use harsh chemicals or abrasive cleaners.
- **Firmware Updates:** Regularly check for and install firmware updates through the Xiaomi Home app to ensure optimal performance and access to new features.
- **MicroSD Card:** If using a microSD card, periodically check its status and format it if necessary to maintain recording quality and prevent data corruption.

TROUBLESHOOTING

Issue	Possible Solution
Camera fails to connect to Wi-Fi	Ensure your Wi-Fi network is 2.4GHz or 5GHz. Check Wi-Fi password. Move camera closer to router. Reset camera and try pairing again.
No live view or recording	Check power connection. Ensure Wi-Fi is stable. Verify microSD card is inserted correctly and not full. Check app permissions.
Poor video quality	Clean the camera lens. Ensure adequate lighting. Check Wi-Fi signal strength. Adjust video resolution settings in the app.
Notifications not received	Check app notification settings on your phone. Ensure motion/crying detection is enabled in the camera settings. Verify app has necessary permissions.
Two-way audio not working	Check microphone and speaker settings in the app. Ensure phone volume is up. Avoid placing camera in noisy environments.

SPECIFICATIONS

Feature	Detail
Brand Name	Xiaomi
Model Name	Surveillance Camera
Model Number	C500 Dual
Recommended Uses for Product	Indoor Security
Connectivity Technology	Wireless
Special Features	High Definition
Indoor/Outdoor Use	Indoor
Compatible Devices	Smartphone
Power Source	Corded Electric
Communication Protocol	Wi-Fi Network
Controller Type	Amazon Alexa

Feature	Detail
Mounting Type	Tabletop Mount, Freestanding
Color	White
Form Factor	Dome
Material	Acrylonitrile Butadiene Styrene (ABS)
Water Resistance Level	Not Water Resistant
Item Shape	Dome
Alert Type	Audio and Motion
Room Type	Office
Light Source	Infrared
Image Sensor Resolution	4 Megapixels
Control Method	Via App
Voltage	5.0
Wattage	10.0
Batteries Required?	No
Number of Channels	2
Video Encoding	H.265
Video Capture Format	MPEG-4
Night Vision Range	15 meters
Night Vision	Night Color
Number of Infrared LED Lights	10
Flash Memory Type	Micro SD
Maximum Supported Flash Memory Size	256 GB
Number of Items	1
Specific Product Uses	360 Degree Coverage, Surveillance
Manufacturer	Xiaomi
Wireless Communication Technology	Wi-Fi
Video Capture Resolution	1080p
Frame Rate	25 frames per second
Viewing Angle	360 degrees
Focus Type	Auto Focus

Feature	Detail
Image Sensor Technology	CMOS
Item Dimensions	7.8 x 7.8 x 11.5 cm
Item Weight	327 grams
Unit Count	1.0 Count

WARRANTY AND SUPPORT

For warranty information, please refer to the warranty card included in your product packaging or visit the official Xiaomi website. For technical support, troubleshooting assistance, or to report issues, please contact Xiaomi customer service through their official channels or the Xiaomi Home app. You can find additional resources and FAQs on the Xiaomi official support page.