



# Clever Dog C31 Video Calling Smart Camera User Manual

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## Clever Dog C31 Video Calling Smart Camera



## Product Information

This device is FCC compliant and adheres to part 15 of the FCC Rules. It has been designed to operate without causing harmful interference and is capable of accepting any interference it may receive, including interference that could potentially result in undesired operation. It is important to note that any changes or modifications made to the device, without express approval from the responsible party for compliance, may void the user's authority to operate the equipment. Furthermore, this equipment complies with the FCC radiation exposure limits specified for an uncontrolled environment. For safe usage, it is recommended to install and operate the equipment with a minimum distance of 20cm between the radiator and your body.

## Product Usage Instructions

1. Ensure that the device is placed at least 20cm away from your body during installation and operation.
2. Do not make any changes or modifications to the device without obtaining express approval from the responsible party for compliance.
3. Operate the device in accordance with the instructions provided in the user manual.
4. If you experience any interference during operation, try adjusting the placement of the device or consult the troubleshooting section of the user manual for further guidance.
5. Follow all applicable regulations and guidelines regarding the use of this device in your specific location.
6. In case of any doubts or concerns, contact the manufacturer or authorized service center for assistance.

## Appearance



1. PTZ350°
2. Call button
3. Dual MIC
4. 2.8 inch IPS HD screen
5. Infrared night vision 8 meters (6 1080P ( Call button(2)
6. speaker
7. SD card max 128GB
8. Reset button
9. Type power supply



## Power on



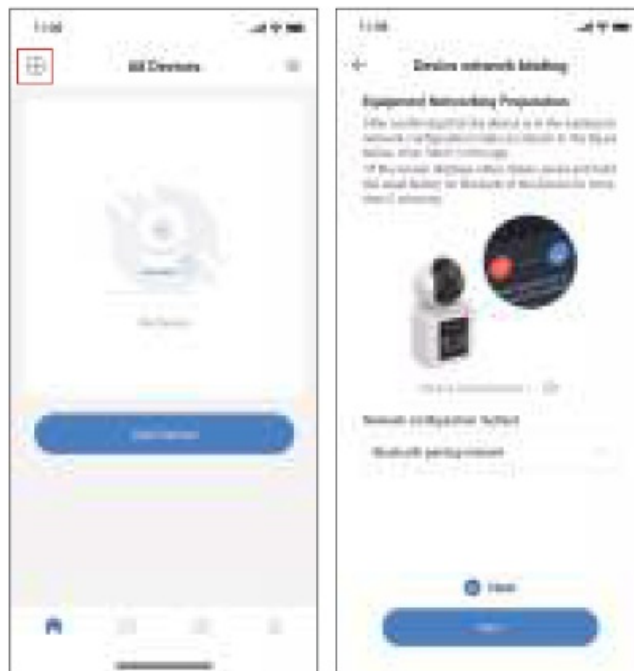
## Cam app installation

Please scan the QR code on the right side, or search for “Im Cam” on the App Store or Google Play and download and install it.

## Registration and login



## Add device

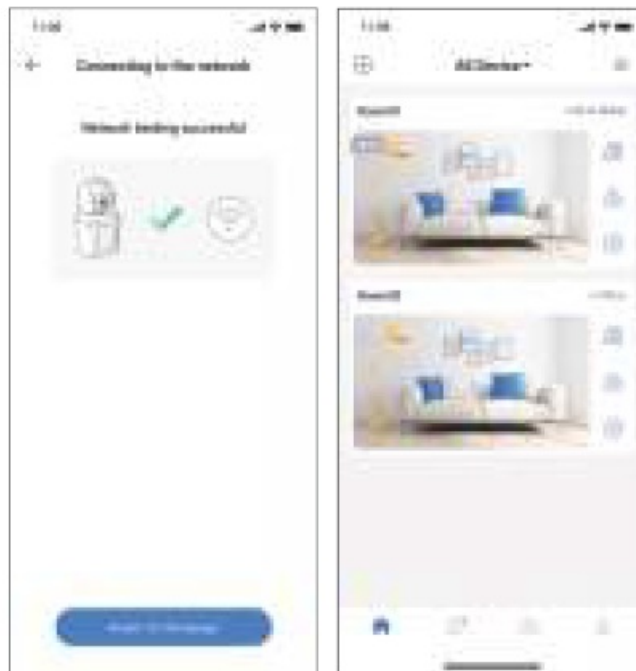


- After entering the home page, click the “+” button to enter the add device page.
- According to the prompts on the page, make sure the device is in the network pairing state, and then select the pairing method (Please select bluetooth mode) to proceed with the network binding in accordance, After the binding is successful, return to the device list. You will be able to coo the device that was left bound



## Start a video call

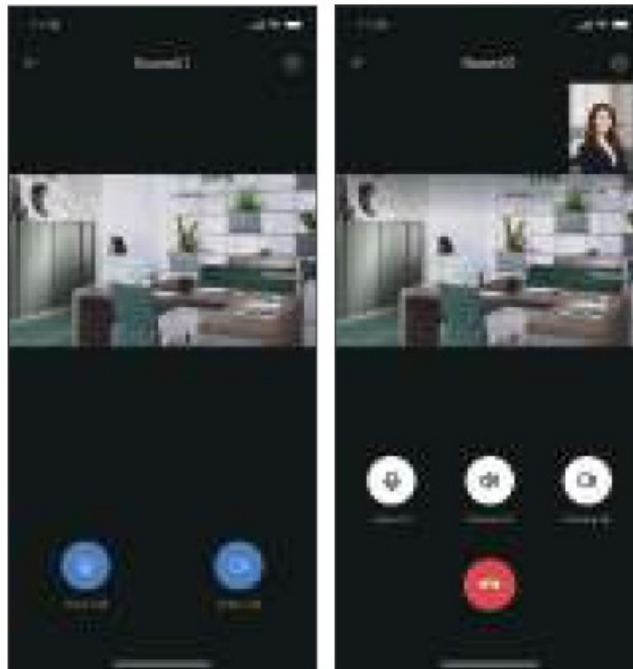
- Click on the device image to enter the live video page for the device.



- After clicking “Video Call”, you can start making video calls with the device.

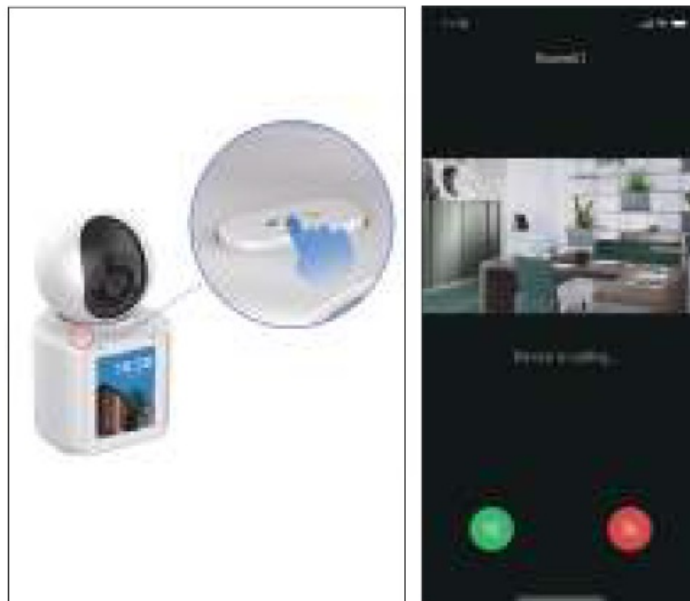


- You can also call the phone by pressing the call button above the device.

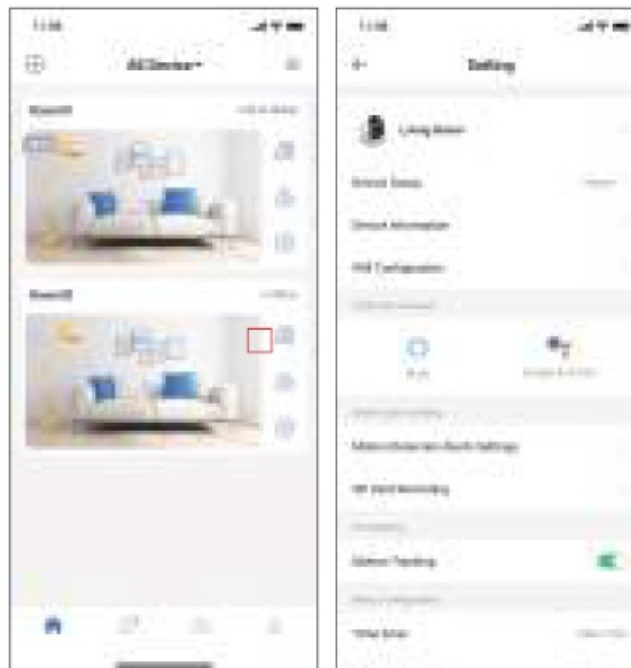


**(additional) Call other accounts using your device**

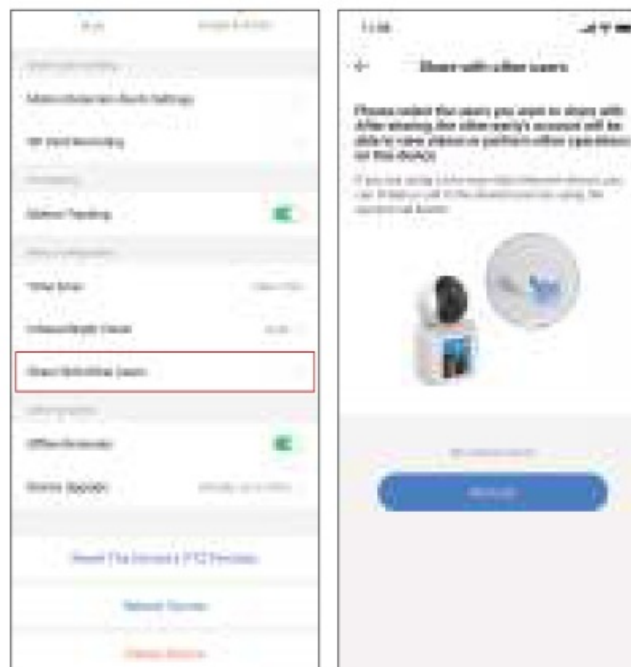
- Click 'Settings' to enter the device's settings page.



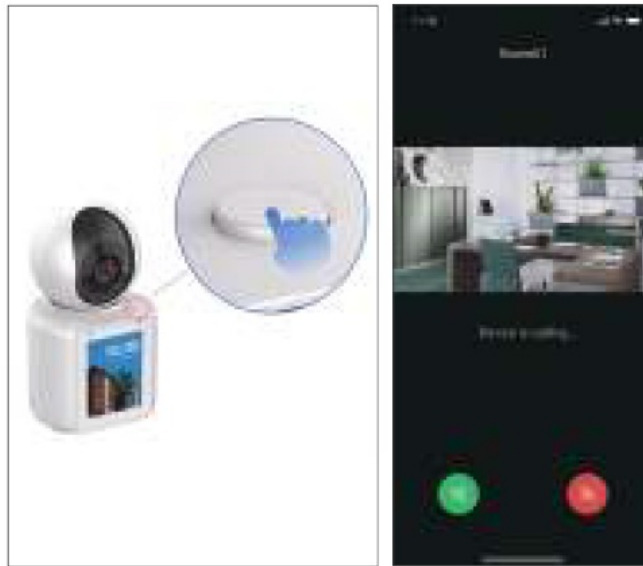
- Click on 'Share with other users' to enter the sharing page.



- Add the accounts you need to call.



- Press the second call button (located at the bottom right corner of the lens) on the device to make a call to the account you just shared.



## Specifications

Model No.	C31
Power Specifications	5V=2A
CPU	Dual core processor
LCD	IPS 2.8", 240×320
Video Resolution	1920×1080 HD
Lens	120° Wide-View
Night Vision Distance	BM
Audio	Dual digital MIC array, pickup distance: 4M
PTZ Rotation	350 degrees horizontally, 60 degrees vertically
Network	2.4GHz Wi-Fi
AI	Supports human detection, motion detection, and crying detection
Intelligent Alarm	Message push, area alert
TF Card Slot	Support TF card (max 128GB)
Certification	ROSH, CE, GB4943
Product Size	79.1(L)*92.1(W)*153(H)MM

## FAQ

### How to fix it on the wall?

- Drill holes and fix the base on the wall with screws, and buckle the camera to the base.
- Stick the base to glass, tiles, or other smooth things with a double-sided tap or 3M glue.

### What is the lowest bandwidth when viewing real-time video?



- To ensure the fluency of video, it is advised that bandwidth isn't lower than 512kbps.
- The flow consumption of video is 2MB/min and will increase to 2.4MB/min.

### **Why can't I store videos and read videos properly when I insert the Micro SD(TF) card?**

To ensure the normal operation of the camera, please insert the following recommended

- Micro SD(TF) card: Kingston 8G/16G/32G
- SanDisk
- 16G/32G/64G/128G
- PNY
- 16G/32G/64G/128G

### **After-sales Services**

To guarantee your interest, please read the content as follows carefully!

### **Warranty Service**

#### **Return Service**

Within 7 days of the receipt of goods, we provide a service of refunding or replacement for the quality problem tested and confirmed by a sale service engineer.

#### **Replacement Service**

Within 30 days of the receipt of goods, we provide a service of replacement and maintenance for the quality problem tested and confirmed by a sale service engineer.

#### **Maintenance Service**

Within 1 year from the receipt of goods, our company will provide free maintenance for the stoppage according to the warranty clauses.

#### **Timed commitment**

Since the day our company received the product, we will repair or replace it in 5 days. (the shipping time will be not included)

### **Support and Service**

Before you send the device to us, please contact our after-sale service engineers to confirm product failures. Please fill in the product after-sales service card before mailing the user stub.

### **Warranty Scope**

- Warranty service only applies to the product itself, but the packages and accessories are not included.
- Within 30 days, the performance issue of the device should be tested by our company, once confirmed, our company will send you another same model product or repaired good ones. And the defective parts will belong to our company.
- Please take your invoice and after-sale card if you need after-sale service, and if you can not provide the above certification, the warranty time will be calculated from the date of manufacture.
- The repaired products will add another 30 days of warranty time. If you pay for the technical support, for the same performance issue, we will provide you with three months of warranty service for free from the day it has been repaired, please ask for maintenance certification and keep it.

- The delivery cost of the repaired products should be paid by the sender.
- The promises beyond the after-sale service made by the dealers, our company takes no responsibility.

### Special Statement

The Following situations need to be compensated for maintenance during the warranty period, please be attentive.

- Malfunctions or injuries caused by abnormal installment, operation, and maintenance.
- Without authorization, tear up the barcode.
- The product model and system in the warranty service card are different from the information action of the product itself.
- Beyond the period of replacement and warranty.
- Malfunctions or injuries caused by teardown and repair without the company's authorization.
- Malfunctions or injuries are not caused by technology, design, manufacturing, and quality.
- Malfunctions or injuries caused by force majeure, such as earthquakes, fire, floods, and thunderstrikes.
- Malfunctions or injuries caused by accidents or man-made.

### Product Repair Way

Please contact the original seller for after-sales service. After purchasing the product, in case the product has problems confirmed by the after-sales service engineer, you can select free services and repairs, goods return, and exchange. The relevant warranty period and back freight attribution are as follows: (since the equipment activation date) commitment deadline: The company will repair or replace the corresponding products Or accessories within 5 days from the receipt day. (Not including posting time)

Time	Within 7 days	7 days- 1 month	With 3 months	1 year under wa rranty	After warranty
Return guarant ee	Exchange	Warranty	Warranty	Warranty	Paid maintenance
Back freight pai d by	Seller	Seller	AA	Buyer	Buyer

### After-sales Service Contact

Manufacturer: Shenzhen Cylan Technology Co.Ltd

After-sales service engineers: +86-0755-83268782

Official site: [www.cylan.com.cn](http://www.cylan.com.cn)

**Note:** Before the return, please contact customer service to communicate.

### User Stub

Product Information	Product Name	
	CID	
	Purchase Date	
User Information	Name	
	Phone Number	
	Email	
	Address	

To guarantee your interest, please fill in the stub carefully! Correct Disposal of this product. This marking indicates that this product should not be disposed of with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmentally safe recycling. This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.


Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator & your body.

## Documents / Resources

 Video Calling Camera User Manual	<a href="#">Clever Dog C31 Video Calling Smart Camera</a> [pdf] User Manual 2BBYZ-C31, 2BBYZC31, C31 Video Calling Smart Camera, C31, Video Calling Smart Camera, Calling Smart Camera, Smart Camera, Camera
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