

CloudEdge Security Camera App



CloudEdge Security Camera App User Guide

[Home](#) » [CloudEdge](#) » CloudEdge Security Camera App User Guide 

Contents

- 1 [CloudEdge Security Camera App](#)
- 2 [Product Usage Instructions](#)
- 3 [Add the camera by WLAN connection](#)
- 4 [MOTION DETECTION SETTINGS](#)
- 5 [FCC Warning Statement](#)
- 6 [Documents / Resources](#)
 - 6.1 [References](#)

CloudEdge

CloudEdge Security Camera App



Specifications:

- **Product:** Security Camera
- **App:** CloudEdge
- **WiFi Compatibility:** 2.4GHz
- **Password Requirements:** 6 – 20 characters

Product Usage Instructions

Mobile Phone App

To control the camera, you need to download the CloudEdge app from the Apple app store or Google Play by searching for CloudEdge or scanning the provided QR code.

Account Registration

Upon first use, register an account using an available email for a username and a password between 6 and 20 characters. In case of a forgotten password, recover it using your cell phone number or email.

Adding the Camera

Before adding the camera to the app, ensure the following:

1. Use a 2.4GHz WiFi router.
2. Avoid using WEP-safe mode on the router.
3. Add the camera in a good network environment.

4. Enter the password correctly.
5. If failed, press the reset button for 10 seconds and try again.
6. Try different adding methods if needed.
7. Contact customer service if issues persist.
8. Each camera can only be added to one account.

Adding the Camera by Scan QR Code:

1. Plug in the camera and wait for prompts.
2. In the app, click the + icon and choose QR Code option.
3. Ensure the red indicator light is flashing and scan the QR code with the camera lens.

Adding the Camera by WLAN Connection:

1. Plug in the camera and wait for prompts.
2. In the app, click the + icon and choose the Wireless WIFI configuration option.
3. Ensure the red indicator light is flashing and connect to WiFi.
4. Add the camera in the app and return to the device list.

FAQ:

- **Q: What WiFi frequency does the camera support?**
 - **A:** The camera only supports 2.4GHz WiFi routers.
- **Q: What should I do if I forget my app password?**
 - **A:** Click on "Forgot your password" in the app to recover it using your cell phone number or email.
- **Q: Can I add the camera to multiple accounts?**
 - **A:** No, each camera can only be added to one account. If already added to another account, it cannot be added again.
- **Q: What should I do if the camera fails to be added?**
 - **A:** Press the reset button for 10 seconds until you see the red light and try again. If issues persist, contact customer service.

Dear customer, welcome to use our product, if you don't like this camera and want to return it to us, in order to protect your privacy and delete the video history from cloud storage, please login to CloudEdge app and delete the camera in the app.

MOBILE PHONE APP

- **A:** Please search "CloudEdge" via the Apple app store or Google Play
- **B:** Scan the QR code, download the APP.

For Android



For IOS



HOW TO CONTROL THE CAMERA BY APP

Account Registration

When you first use the app, you need to register an account, choose the signup option and enter the information
Notice:

1. The user name must be an available email, Only support the mailbox number to register the account.
2. The password must be between 6 and 20 characters.

A login and signup screen with a teal background. It features a teal eye icon at the top. Below it are two input fields: 'Email' with a user icon and a dropdown arrow, and 'Password' with a key icon and an eye icon. A link 'Forgot your password?' is below the password field. At the bottom, there is a teal 'LOG IN' button, an 'or' separator, and a red-outlined 'SIGN UP' button.

A 'SIGN UP' screen with a white background and a teal header. The header has a back arrow and the text 'SIGN UP'. Below the header are three input fields: an email field containing '806638659@qq.com', a username field containing 'joey', and a password field with two rows of dots. A teal 'Get verification code' button is below the email field. At the bottom, there is a teal 'FINISH' button, an 'or' separator, and a teal 'LOG IN' button.

If you forget your password, please click the “Forgot your password” option, you can get back your password via your cell phone number or email.

ADD THE CAMERA

You need to pay attention to the following points before adding the camera in the app. (For new users)

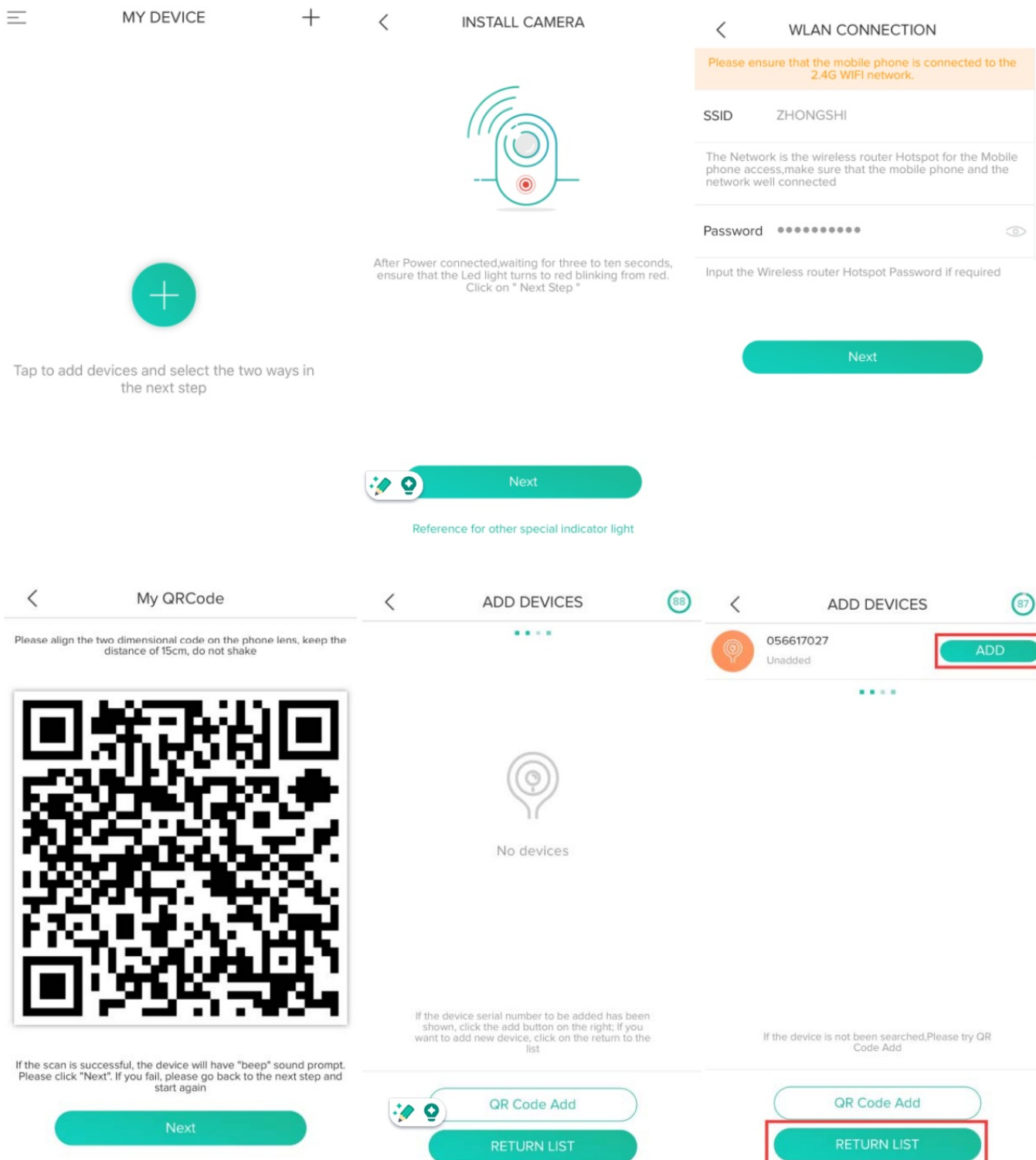
1. This camera only supports a 2.4GHZ wifi router, please make sure you are using a 2.4GHZ wifi router.(Read the manual FQA -20 /21)
2. This camera doesn't support WEP safe mode, please switch the wifiWEP safe mode to another mode.
3. Please add the camera in a good network environment.
4. Please follow the instructions and make sure the password is entered correctly.
5. If the camera fails to be added, please press the reset button for 10 seconds until you see the red light and du~du~ prompt voice, then you can try again.
6. There are two ways for you to add the camera, if one of the way doesn't work, please try another way.
7. If the camera always fails to be added after repeated attempts, please contact the customer service.
8. One camera can only be added with one APP account, if the camera has been added with another account already, then it can't be added with any account again

Add the camera by Scan QR Code

- **A.** Plug the camera in, and wait for the red light and the du~du prompt voice.
- **B.** After your cell phone is connected to the wifi, click the "+" icon in the middle of the screen. and then choose "QR Code" option
- **C.** Make sure the red indicator light is flashing, then click "Next". (If the indicator light is abnormal, please click "Reference for other special indicator light")
- **D.** Click "Next" after entering the WIFI password (make sure the the password is correct)
- **E. Use** the camera lens to scan the QR code on the phone, the distance should be 15cm(Increase the phone screen brightness,Do not shake hands,Cell phone screen without cracks).
- **F.** Click "Next" after you hear the "Beep" voice prompt.
- **G.** After the device has been found and get connected to WiFi, please add the camera in the app, and Click" RETURN LIST".

If the light becomes blue but the device can't be found, please click the QR code icon and scan the QR code on the camera.

Notice: If the camera was failed to be added, please check the above requirements, if it meets all the requirements then you can press the reset button and add the camera by WLAN connection.



Add the camera by WLAN connection

- **A.** Plug the camera in, and wait for the red light and the du~du prompt voice.
- **B.** After your cell phone is connected to the wifi, click the "+" icon in the middle of the screen and then choose the "Wireless WIFI configuration" option.
- **C** Make sure the red indicator light is flashing, then click "Next". (If the indicator light is abnormal, please click "Reference for other special indicator light")
- **D.** Click "Next" after entering the WIFI password (make sure the the password is correct)
- **E.** After the device has been found and get connected to WiFi, please add the camera in the app, and Click" RETURN LIST".


If the light becomes blue but the device can't be found, please click the QR code icon and scan the QR code on the camera.

Notice: If the camera was failed to be added, please check the above requirements. Then you can press the reset button and add the camera by scanning QR code

MY DEVICE

+

INSTALL CAMERA



After Power connected,waiting for three to ten seconds, ensure that the Led light turns to red blinking from red. Click on " Next Step "

+

Tap to add devices and select the two ways in the next step

Next

Reference for other special indicator light

WLAN CONNECTION

Please ensure that the mobile phone is connected to the 2.4G WIFI network.

SSID ZHONGSHI

The Network is the wireless router Hotspot for the Mobile phone access,make sure that the mobile phone and the network well connected

Password ●●●●●●●●


Input the Wireless router Hotspot Password if required

Next

ADD DEVICES

88

●●●●



No devices

If the device serial number to be added has been shown, click the add button on the right; If you want to add new device, click on the return to the list

QR Code Add

RETURN LIST

ADD DEVICES

87

056617027

Unadded

ADD

●●●●

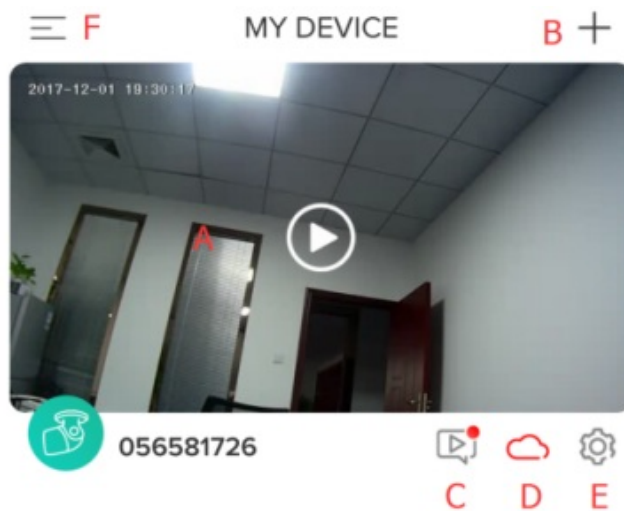
If the device is not been searched,Please try QR Code Add

QR Code Add

RETURN LIST

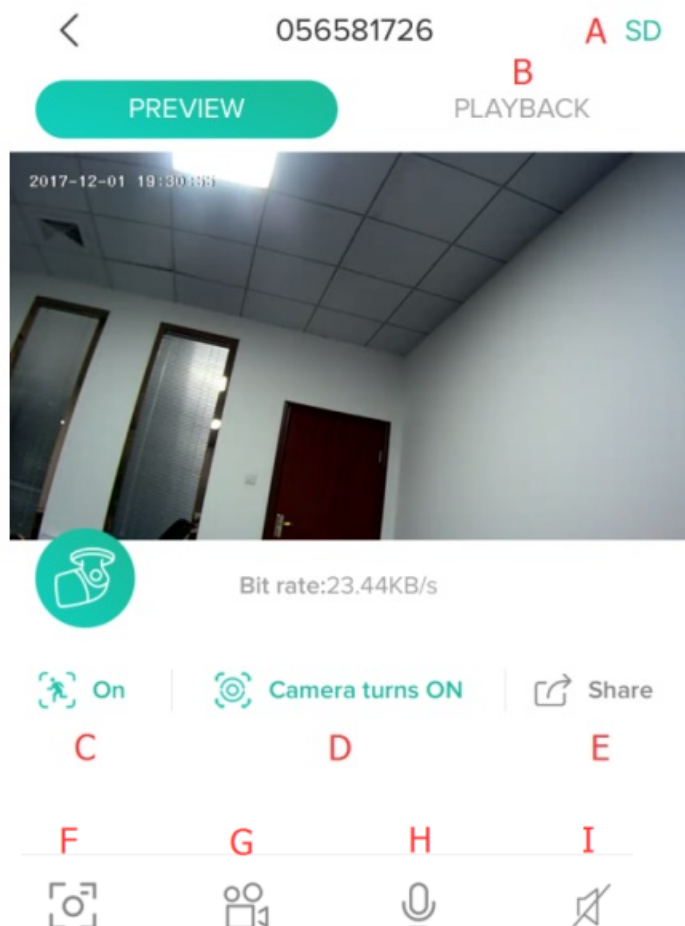
The main function introduction

The APP main interface



- **A** Video Windows
- **B** Add device
- **C**: Motion detection snap shot picture, picture will be saved Automatically
- **D** Cloud storage setting
- **E** Camera parameter setting
- **F**: Main interface, Including changes to account passwords, view system messages, add friends and other functions

Streaming Video

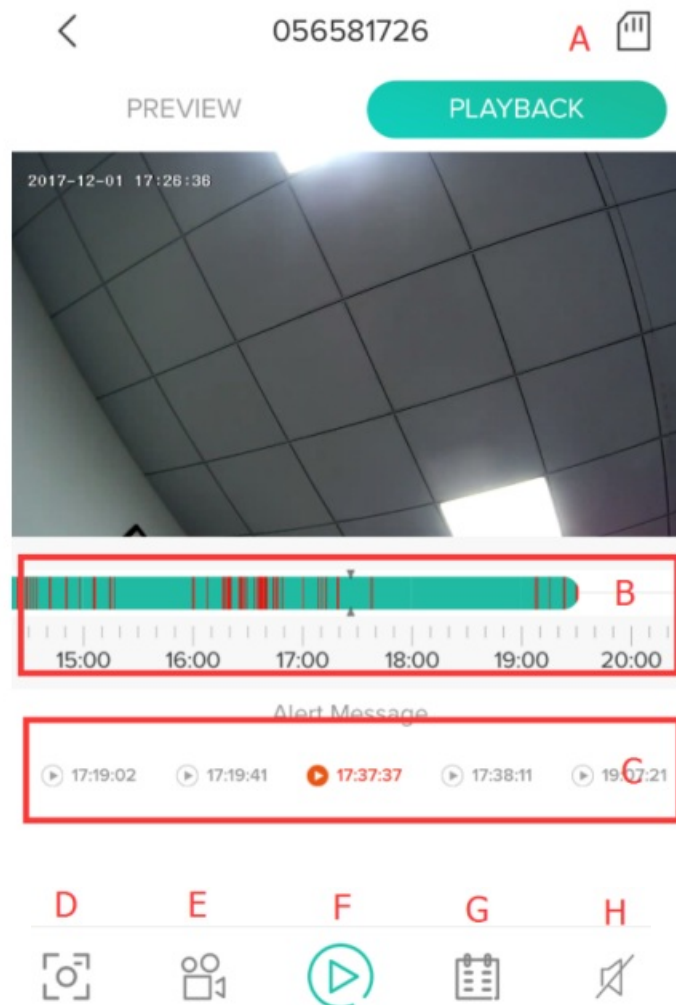


Click the video window.

- **A:** Switch the quality of the picture.
- **B** Video playback
- **C:** Motion detection on / off
- **D:** Camera management. turn on/off and timing can be set
- **E** Share the camera with others
- **F** Screenshot
- **G** Save the real-time video to a mobile phone
- **H:** Two-way audio
- **I** Sound control

If the camera supports PTZ control. The picture can be switched by scrolling the screen

Video playback



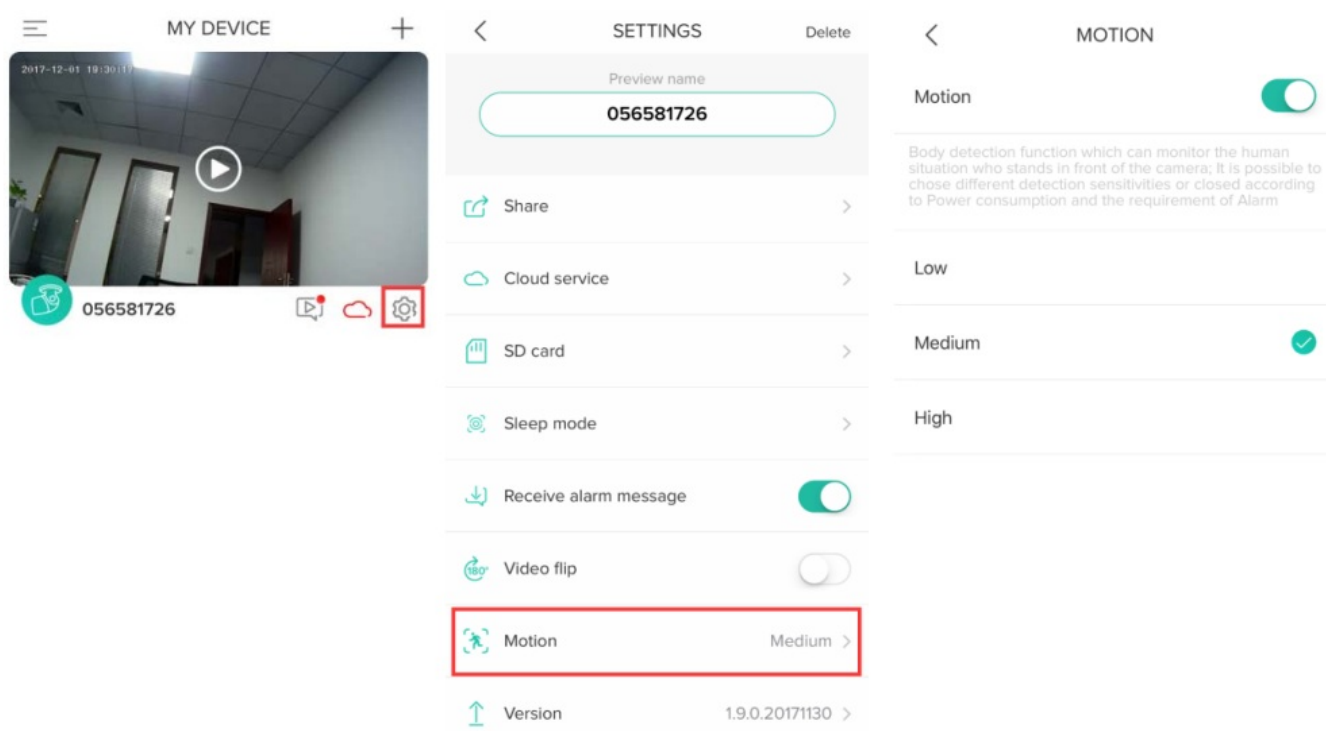
It only works when any video has already been saved to the TF card or cloud storage.

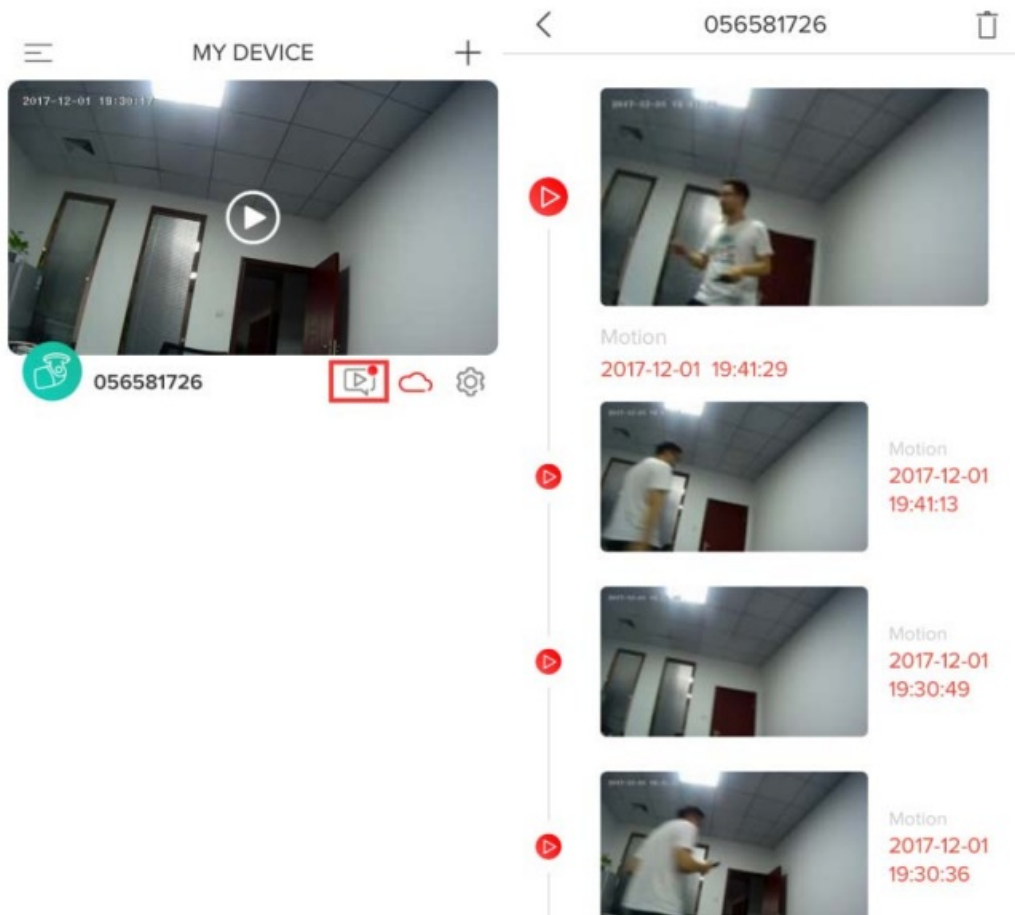
- **A:** Storage icon, the storage icon in the left picture means Micro SD card storage.
- **B** Video timeline, drag to each timeline position to check the record from the video history.
- **C** Motion detection video
- **D:** Save the screenshot to the phone
- **E:** Save the video to the phone

- **F** Play / Pause the playback
- **G** Select a date
- **H**: Turn on/off the video sound

MOTION DETECTION SETTINGS

- **A**: Click the setting icon, go to the settings page.
- **B**: Open “Receive alarm message”
- **C**: Click “motion” go to the motion detection setting page.
- **D**: Turn on the motion detection, and it’s possible to choose different detection sensitivities.
- **F**: Please allow the APP to push messages to your phone.
 - **Note**: How do I select the detection sensitivities, in a small space, please choose the “Low” or “Medium” mode, if the space is big, we suggest “High”.



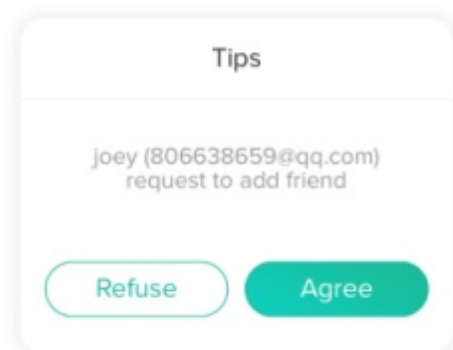
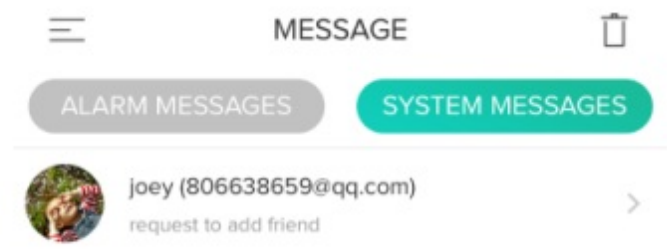
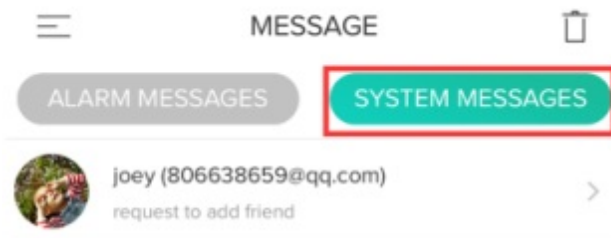
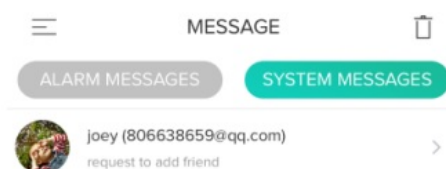
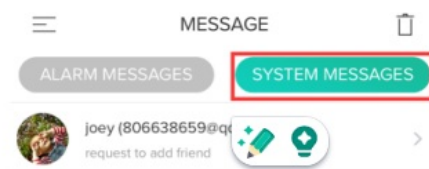
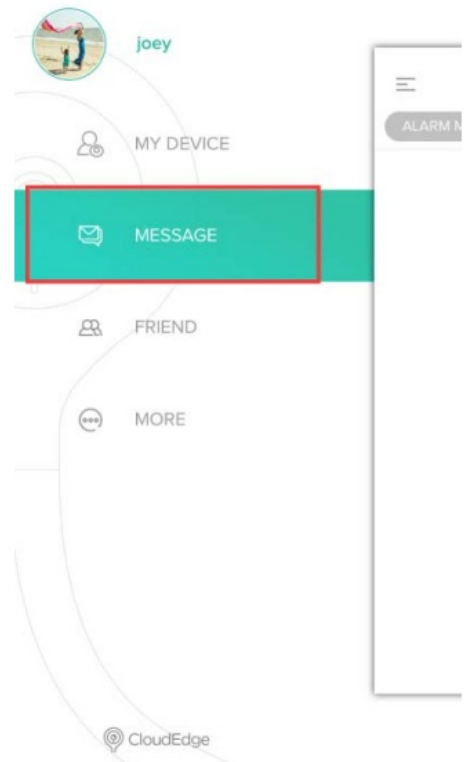
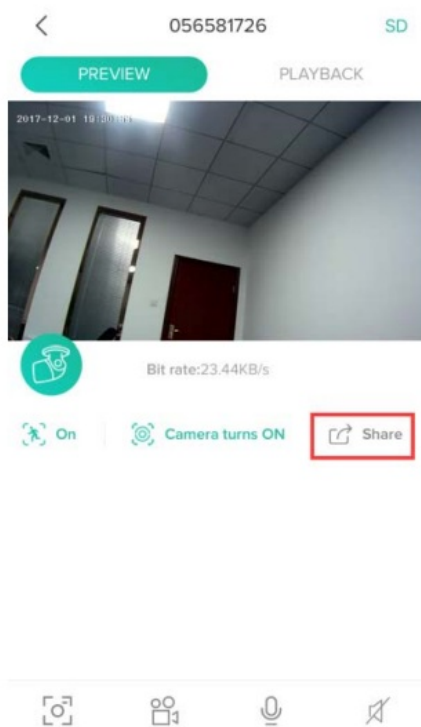


All the motion detection pictures can be viewed in the message page, two pictures will be taken in each detection.

Share

One camera can only be added to one account, if anyone needs to view the camera, the camera can be shared.

- **Note:** For security reasons, the visitor accounts don't have all the rights to control the camera, and some of the functions are unusable.
- **A** Click the "Share" icon go to the settings page.
- **B** Click "+" go to friendlist page
- **C** Enter an account and the account must be registered in CloudEdge APP.
- **D** The account which have been invited will get a message by the app, please confirm and agree to this added request.
- **E** Please click the account that should be invited in the sharing page, the camera will pop up in the invited account, now the camera can be viewed successfully.

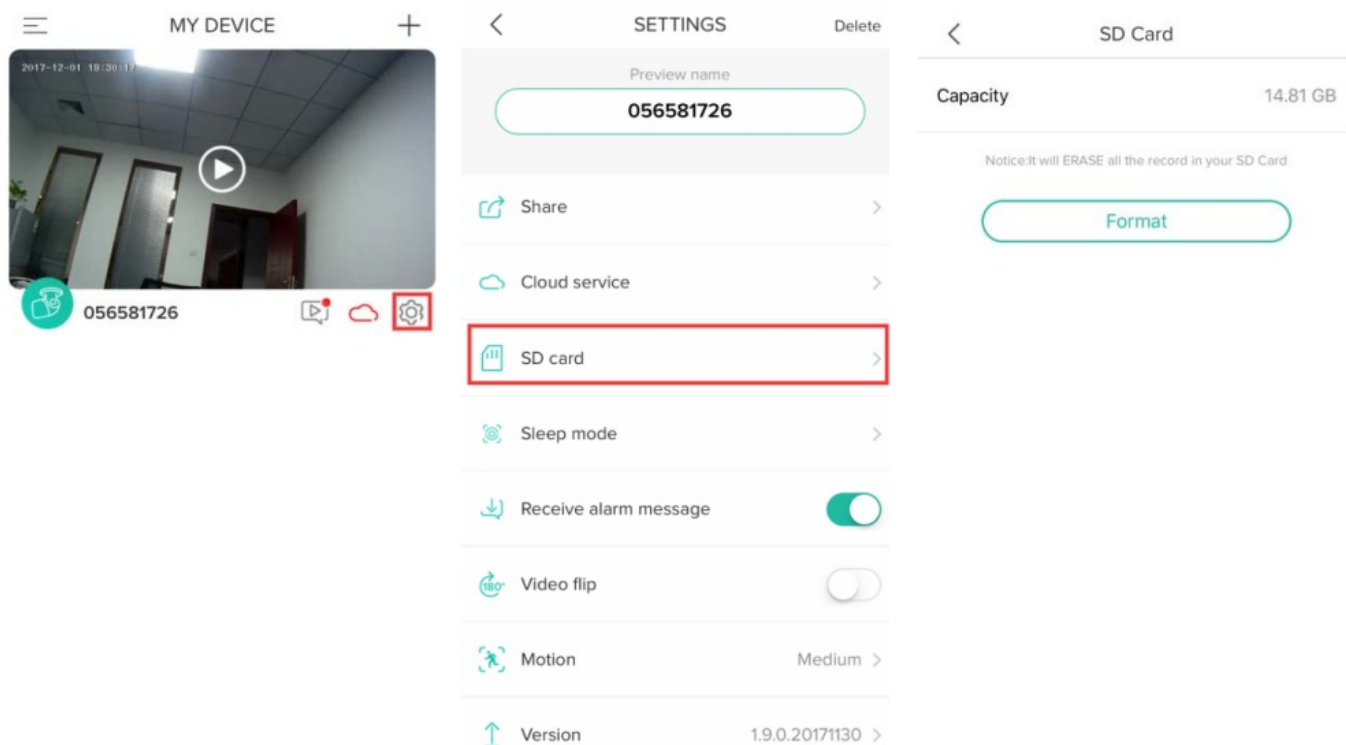


Micro SD card settings

A Micro SD card is the main way for you to save the video, here are the requirements for the Micro SD card

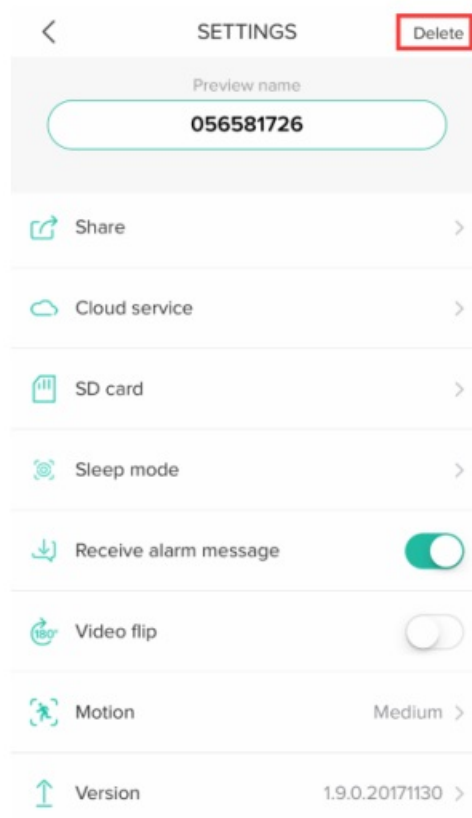
1. Only support 2-128GB

2. We suggest Samsung SanDisk Kinston Micro SDcard
 3. Don't insert or remove the Micro SD card while the camera is working. Please insert or remove the Micro SD card after power off.
 4. We suggest a Class 10 high-speed Micro SD card.
 5. Please format the Micro SD card before inserting it into the camera, and the format must be FAT32.
- **A:** Go to the setting page and click SD card
 - **B:** The memory capacity will be displayed if the memory card was recognized.
 - **C:** If you need to delete the video history, please format the memory card.
 - **D** The video will be saved and looped coverage.



Notice: If you memory card can't be recognized, please check the memory card if it meets all the requirements. Please try to restart the camera and check again.

Delete the camera



If you need to add the camera by another account or return the product, please delete the camera in the APP.

The cloud storage service will be unsubscribed after deleted, please consider carefully

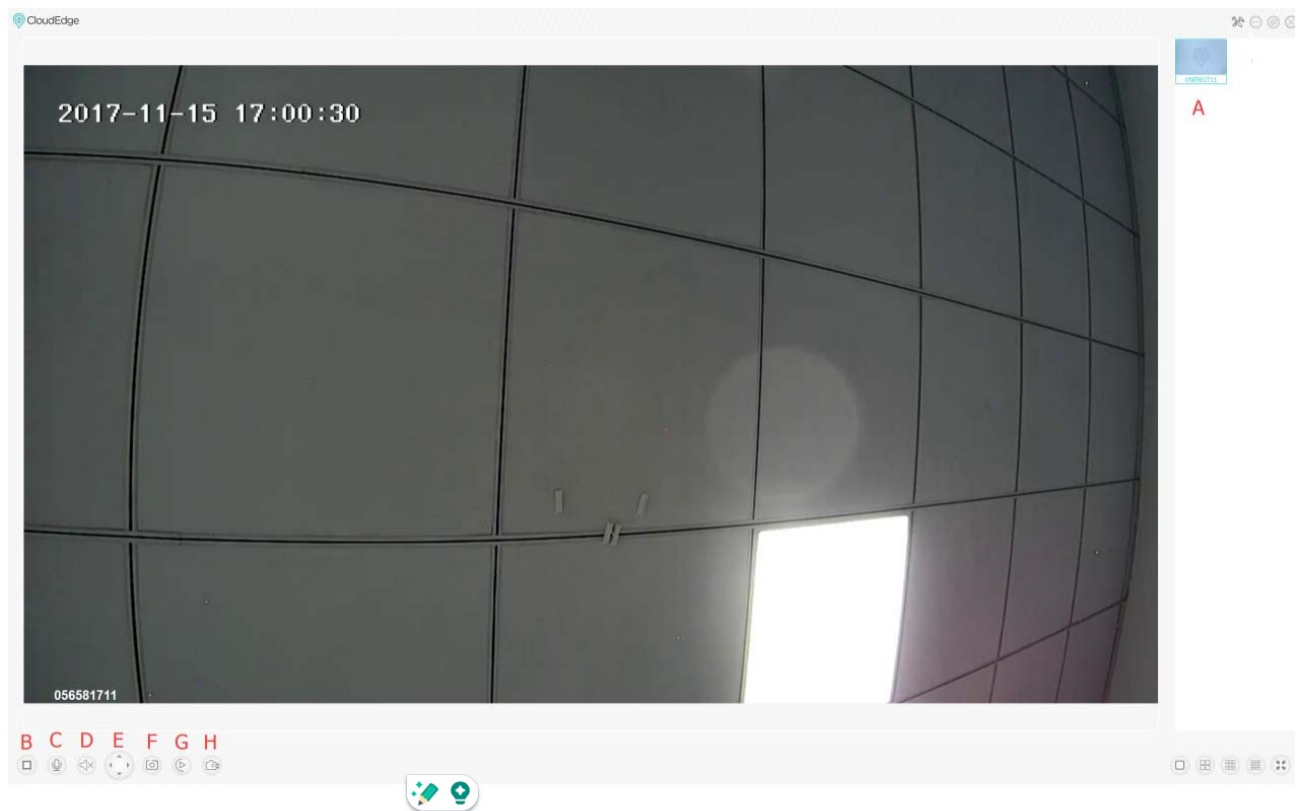
How to view the camera by computer?



Download

- **A** Enter www.cloudedge360.com in the browser and download the client software.
- **B** Open the Cloudedge client software and login.

Function



- **A** Camera list
- **B** StopVideo playback
- **C** Two-way audio (Please make sure the microphone and speaker were installed.)
- **D** Turn on / off the sound (Please make sure the microphone and speaker were installed.)
- **E** PTZ control (Only support PTZ security camera)
- **F** Screenshot, the picture will be saved to cellphone-album.
- **G** Video playback
- **H** Video will be recorded and saved to the cell phone album.

FAQ

Can't add the camera?

Please read the instructions and check the wifi router, If the camera always fails to be added after repeated attempts, please contact the customer service.

How to reset the camera

Please press the reset button until the lights off, then wait for a few seconds until the lights on.

Different status of the indicator light

Red light always on Camera is starting or operating abnormally
 Red light flashes Camera is waiting for wifi connection
 Blue light always on Camera is working
 Red/Blue lights flashes rapidly The camera is connecting to wifi

What if the camera has been added already?

Please contact customer service and provide the SN number of the camera, the SN number was printed on the camera label.

What's the difference of the timeline's colors?

Red means motion detection video and green means normal recording.

Why does it have some blank space in the timeline?

It means no video file in that time, the camera will stop working after outage or the internet is disconnected, If it is an abnormal power failure, please check the power supply, and power cable and the machine power interface is normal.

The TF card can't be identified?

Please check the TF card if it meets the quality requirements, and please restart the camera after the TF card has been inserted into the camera. The TF card can't be identified when the internet environment is not good.

Why I can't get the notifications with my cell phone app?

Please make sure the APP has got all the message-pushing rights, if not please reset it. In the normal conditions, every message will be pushed to your phone, the notifications sound or vibrating depending on cell phone system settings

Camera disconnect?

Please check the power and the Internet, if they are good please restart the camera. If the camera still doesn't work after restart, please delete the camera in the APP and reset the camera, then add the camera in the app again.

If the video is unable to load?

According to the status of the indicator.

indicator light doesn't work means there is no power, please check the adapter and the power cable. You can try another 5V/2A power adapter.

The indicator light is in on

A When the indicator is red, it means the Internet is disconnected, please check the wifi and restart the wifi router. Move the camera closer to the wifi router.

B When the indicator is blue, it means the Internet is good, please check your cell phone's wifi or 3G/4G network signal.

Why is there a circle in the middle

It means the video is loading, please check the network environment and move the camera closer to the wifi router.

How many people can use your account?

One camera can only be added to one account

How many people can use the account simultaneously?

No limited.

Why the functions are not completed in the other visitors' accounts?

For security reasons, the visitor accounts don't have all the rights to control the camera, and some of the functions are unusable.

Why do I lose my camera with another phone?

One camera can only be added to one account/device, if you need to add the camera to another account, please delete the camera in the first device.

Can I watch my video after my camera was stolen?

1. If you ordered a cloud storage service, you can watch the video which was recorded in the past 7 days.
2. If the video was saved to the memory card, you can't watch the video anymore because the memory card was stolen too, but you can check the pop messages in the APP.

How to change a WiFi signal?

Please reset the camera and add it in the APP again.

How to check the video by computer.

Please install Cloudedge client software.

Why does it have photo noise in a low-light environment?

The low light will influence the quality of the picture, in order to improve the quality of the picture, the camera will be switched to black-and-white mode

If you want to know if it's in black-and-white mode, please check the infrared, the infrared will be turned on when the camera is switched to black-and-white mode.

How to confirm my router WIFI is 2.4GHZ or 5GHZ?

Please enter the model of your wifi router in Google.

How to confirm my cell phone connection WIFI is 2.4GHZ or 5GHZ?

In normal conditions, dual-band WiFi router will launch 2 kinds of wifi signals like "XXXX_2.4G" and "XXXX_5G", if you are using "XXXX_2.4G" or you can search the "XXXX_2.4G" signal, it means your wifi support 2.4GHZ. Only dual-band WiFi routers will launch 2 kinds of wifi signals. If you changed the SSID of the wifi router before, please go to the router setting page and check which one is 2.4G signal.

After-sales instructions

1. The instructions is for your reference only.
2. The product will be updated please pay attention to the APP notifications.
3. All the basic functions are recorded in the instructions, please read it carefully.
4. If you have problems, please contact the customer service.
5. We try our best to make all the information complete and accurate, some information dates may have a little deviation, if you have any questions please contact the customer service.
6. Please follow the instructions in this chapter.

FCC Warning Statement

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

RF Exposure Statement

To maintain compliance with FCC’s RF Exposure guidelines, This equipment should be installed and operated with a minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operated in conjunction with any other antenna or transmitter.

Documents / Resources

<div>Security Camera</div> <div></div> <div><small>© 2023 CloudEdge. All rights reserved. This document is the property of CloudEdge. It contains confidential information and is intended for internal use only. It is not to be distributed outside the organization. If you are not an intended recipient, please do not open, use, or disclose this information. If you have received this document in error, please contact your system administrator.</small></div>	<div>CloudEdge Security Camera App [pdf] User Guide</div> <div>ZY-D1, 2AZL7-ZY-D1, 2AZL7ZYD1, Security Camera App, Camera App, App</div>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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