


General Technology X21 2K Smart Home Security Camera



General Technology X21 2K Smart Home Security Camera User Manual

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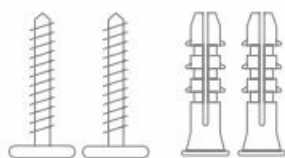
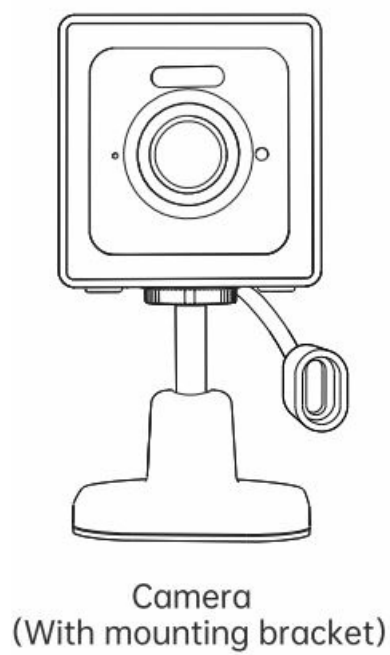
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General Technology

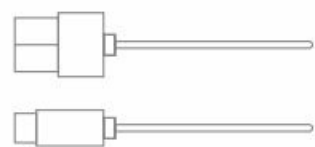
General Technology X21 2K Smart Home Security Camera



What's in the Box



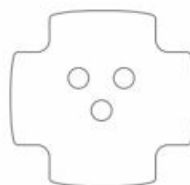
Pack of Screws



USB Cable



Power
Adapter

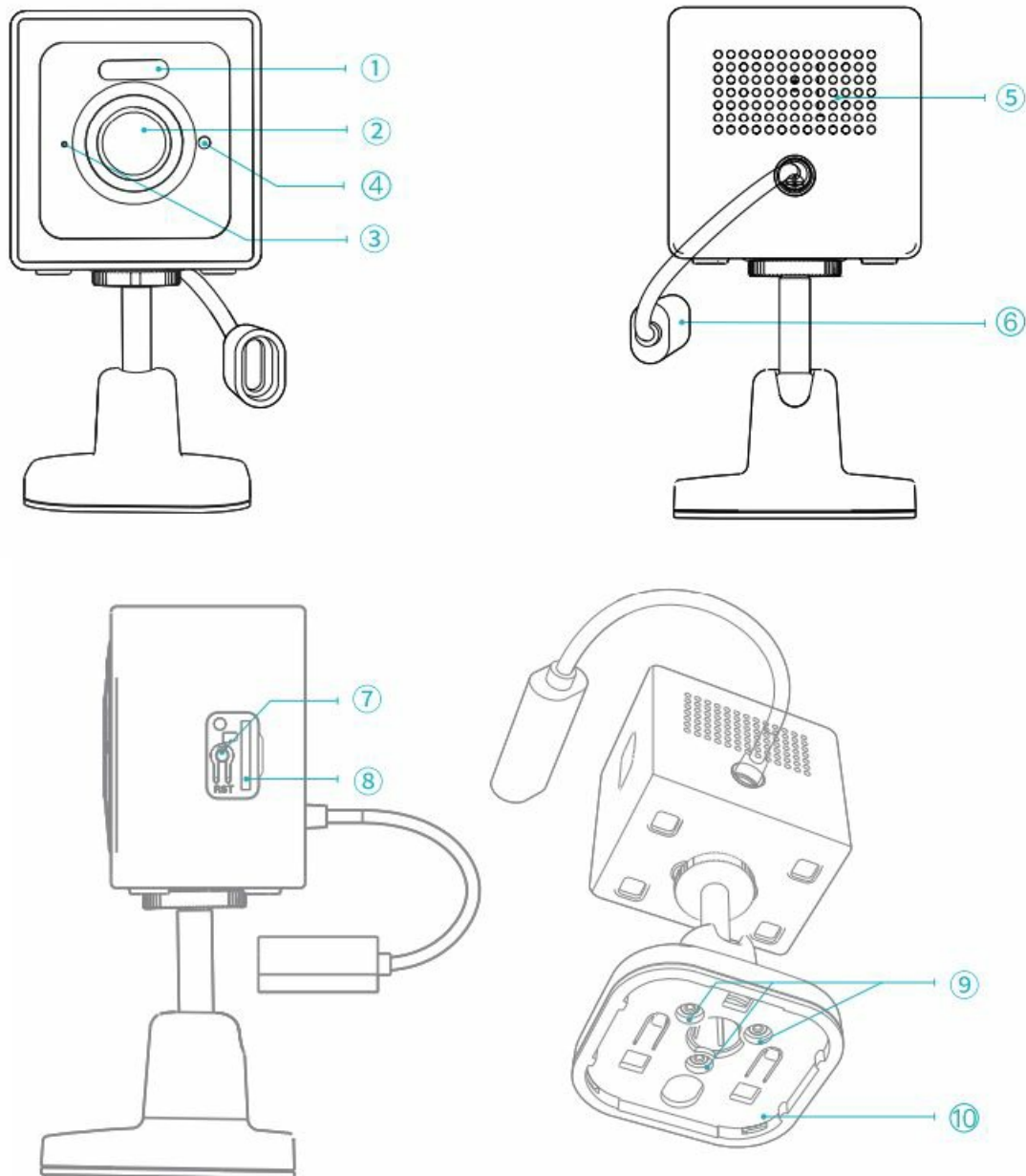


Mounting
3M Tape



Quick Start
Guide

Product Diagram



1. White light
2. Camera Lens
3. Microphone
4. Indicator Light
5. Speaker
6. Type-C Power Port
7. Reset Button
8. MicroSD Card Slot
9. Mounting Hole
10. Mounting Bracket

Light Indicators

Light Status	Camera Status
Quickly flashing blue light	1. The device is connecting 2. The device is upgrading firmware
Solid blue light	The device is working properly
Flashing blue light	The device failed to connect
Blue light off	The device is in sleep mode or powered off

Quick Start

Download And Install

The camera supports both Android and iOS app. For your best experience, please download and install the app with your mobile phone as instructed below, and complete the user registration process in the app.

- a) Scan the QR code to go to the link:



CAUTION

DO NOT use 3rd party QR code scanning tool or apps to avoid scam or malware. Use QR code scanning app provided by your mobile phone system, e.g., the system camera app

Add The Device

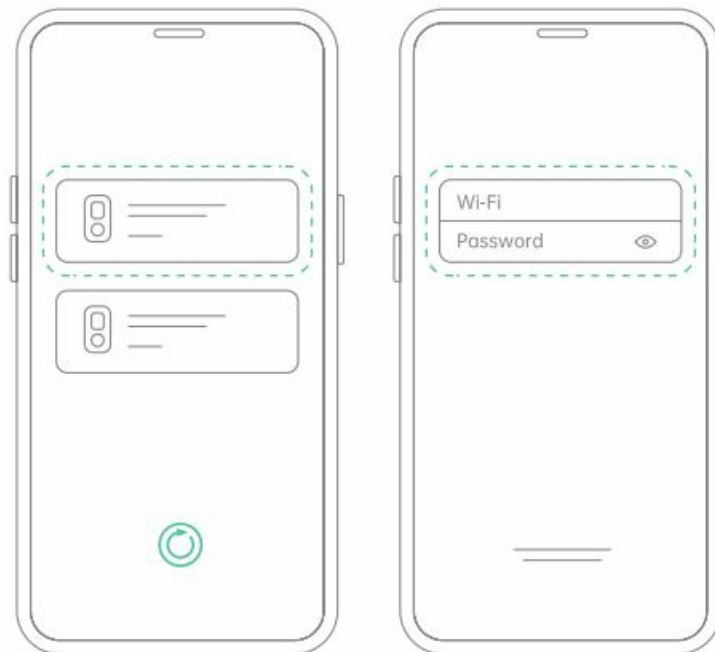
Connect the camera to a power outlet and wait for 20 seconds or until the indicator light turns to quickly flashing

blue. (If this situation does not occur, please press and hold the reset button until this situation occurs). Add the device according to the prompts (please bring the device close to the router when configuring).



Bind The Device

1. Click the “Add Now” button in the app. The app will automatically search for devices that are on and not bound. Select the device you want to bind in the search results for the next step;
2. Enter the name and password of the Wi-Fi network you want the camera to connect to. Click “Next” after completion, and the app can try to connect the camera to the Wi-Fi.



- After a while, the camera will play a sound indicating that the connection is successful. At this point, please set a name for the camera on the app and select the location where you want to place the camera. Click Finish to complete the pairing.

Possible problems with binding

- When you hear the “Wi-Fi Password Error”, please check whether the Wi-Fi password you entered in the app is correct;
- When you hear the “Authentication error”, please ensure that your Wi-Fi network is not an enterprise-level network, and the device supports only the network with the security level below WPA-2;
- When you hear the “Wi-Fi not found”, please check whether you select or enter the correct Wi-Fi name, and place the device near the Wi-Fi router and ensure that the router is powered on. Please note that 5Ghz Wi-Fi cannot be searched by the device;
- When you hear the “Retrieving IP timeout”, it indicates that the number of devices connected to the router in your home is too many to connect more devices. Please remove some of the connected devices that are not commonly used or restart the router to clear the unconnected devices. You may need to contact the router administrator;
- When you hear the “Cloud service connection fail” please check whether your router is connected properly to the external network. When you hear this error prompt, it is common on the condition of network disconnection or that the selected router in your home is a local area network server. Please ensure that the network connection is normal, and try to temporarily turn off the firewall to connect again.

Install The Device

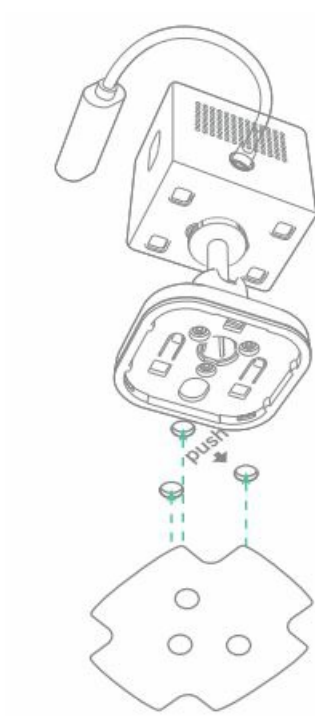
Please install the camera in a position where its view will not be blocked, make sure it is within the coverage of the Wi-Fi network. The device can be placed on a shelf or other surfaces to use, and also can be installed on a wall.



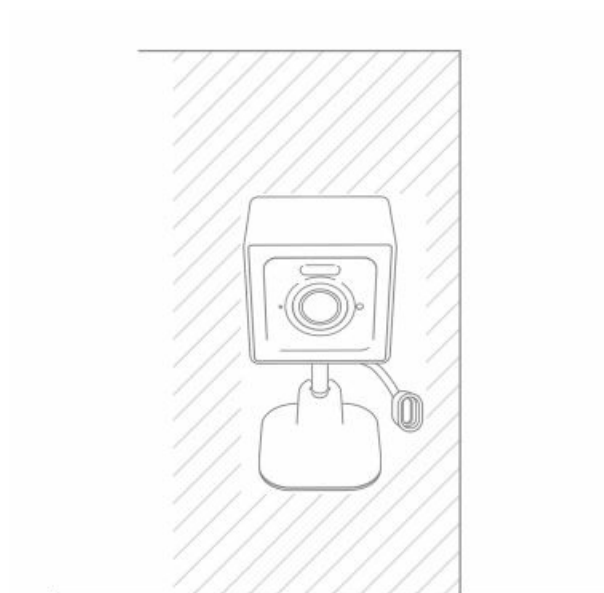
You can install the camera on a wall by below two methods listed. Choose the one that suits your needs.

Use 3M Tape

- a) Remove one side film of 3M tape and stick 3M tape to the device.



- b) Remove another side film of 3M tape and stick the device to the wall, rotate the camera to the position you want to see.



Use Mounting Screws

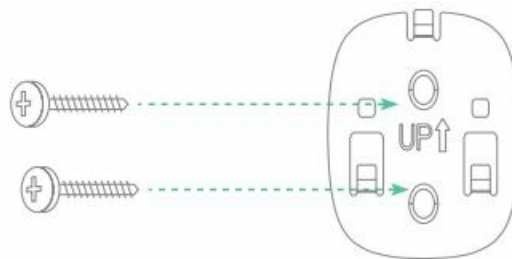
- a) Push the mounting bracket out from the camera.



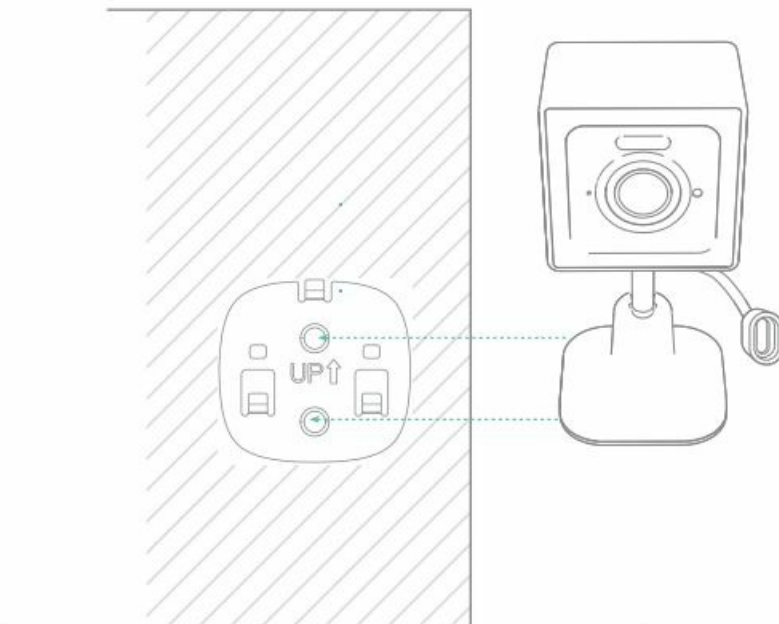
push



- b) Install the mounting bracket in the desired position with screws, the word “UP” can be seen after installation.



- c) Mount the camera onto the mounting bracket. And rotate the camera to the position you want to see.



Firmware Upgrade

When you connect your camera through the app, it will prompt you if the latest firmware is available. You can also manually check the firmware version in the settings of the app.

Note

- Please make sure that your camera is fully charged or connected to the power adapter before upgrading the

firmware, please do not cut off the power supply during the upgrading.

FCC Statement

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.
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 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 receiver. Connect the equipment into 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. To maintain compliance with FCC's RF Exposure guidelines. This equipment shall be installed and operated with a minimum distance 20cm between the radiator and body.

FAQ

- **Q: Camera permission management: How to invite family members or friends to use my camera together?**
 - A: Open the App and select your camera on the home page. Click the share button on the home page or the "Share" in the camera settings to enter the sharing page, and then click "Invite " to generate a QR code. Your friends can now get some of the access rights by scanning the QR code in your phone.
- **Q: Why doesn't the Wi-Fi name appear when I connect to Wi-Fi?**
 - A: On Apple devices with iOS13 and above, you need to turn on the "location permission" for the app in the system settings and change it to "allow when using"
- **Q: What are the requirements for Wi-Fi?**
 - A: Please use a 2.4 GHz wireless network. The camera does not support the 5 GHz wireless network. Meanwhile, please set the Wi-Fi authentication method to a security method below wa2-psk, which requires a password.
- **Q: How can I review videos in a quick and categorized way?**
 - A: Click the icon on the top left corner of the "Library" screen to set filtering conditions, check the conditions and save them to quickly review the video playback by category.
- **Q: What should I do when the camera acts abnormally?**
 - A: Remove the power outlet from the device and re-connect the device to it again for re-boot the device.

Documents / Resources

	General Technology X21 2K Smart Home Security Camera [pdf] User Manual X21, X21 2K Smart Home Security Camera, 2K Smart Home Security Camera, Smart Home Security Camera, Home Security Camera, Security Camera, Camera
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References

- [User Manual](#)

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

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