



LOREX HC64A Smart Home Security Center User Guide

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Safety precautions

- Read this guide carefully and keep it for future reference.
- Follow all instructions for safe use and handling of the product.
- Use the camera within given temperature, humidity and voltage levels noted in the camera's specifications.
- Do not disassemble the camera.
- Do not point the camera directly at the sun or a source of intense light.
- Do not place the camera near air conditioners and other air outlets.
- Periodic cleaning may be required. Use a damp cloth only. Do not use any harsh, chemical-based cleaners.
- Refer to the battery safety rules insert.

Disclaimers

- The LSHSC and extender are rated for indoor use only. Do not use outdoors.
- Only use the devices with the included power supply.
- Only use the devices with compatible memory. See the product support page for details on compatible memory.
- The LSHSC is required to operate the extender.
- This camera includes an Auto Mechanical IR Cut Filter. When the camera changes between Day/Night viewing modes, an audible clicking noise may be heard from the camera. This clicking is normal, and indicates that the camera filter is working.
- Audio recording without consent is illegal in certain jurisdictions. Lorex Corporation assumes no liability for use of its products that does not conform with local laws.

Attention

A REGULATED UL / CSA APPROVED power supply is REQUIRED for use with this bundle (included). Use of a non-regulated, non-conforming power supply can damage this product and voids the warranty.

Package Contents



Lorex Smart Home
Security Center (LSHSC)
(x1)



LSHSC Power Adapter
(x1)



Ethernet Cable
(x1)



Pre-inserted
Memory Card
(x1)



Wire-Free Camera
(x2)*



Battery Pack
(x2)*



Power Adapter
(x1)*



6.6ft (2m) Power
Cable (x1)*



Mounting Bracket
(x2)*



Anchors (x6)*
Screws (x6)*



Mounting Template
(x2)*



Mounting Plate
(x2)*



Extender
(x1)



Power Adapter
(x1)



6.6ft (2m) Power
Cable (x1)

Before You Start

The camera batteries come partially charged (due to safety regulations). Please fully charge the batteries prior to use, and before you begin your setup. This will take 4-6 hours.

To charge the battery pack:

1. Use the power adapters and cables to charge the batteries.
2. When fully charged, the battery status indicator will turn green.

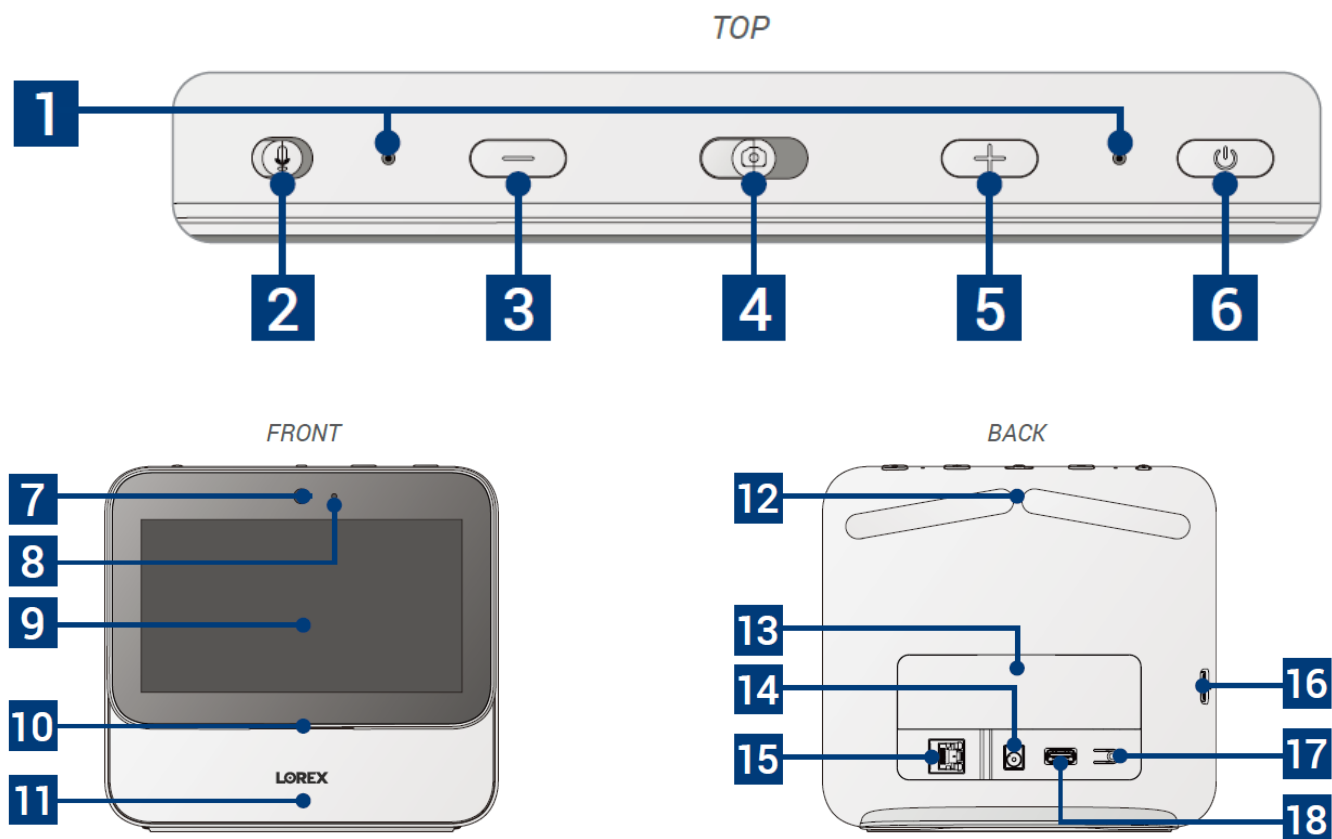


Red - Battery low



Green - Battery fully charged

LSHSC Overview



1. Microphones
2. Microphone on/off
3. Decrease volume
4. Camera lens cover
5. Increase volume
6. Power/lock screen
7. Camera
8. Light sensor
9. Touchscreen
10. Status indicator
11. Speakers
12. Antennas
13. SSD cover
14. Power port
15. Ethernet port
16. microSD card slot
17. Pairing/reset button
18. USB port

LSHSC Status Indicator & Basic Operations

Status	Description
● (flashing)	Voice assistant activated
● (solid)	Home (sensors only)
● (solid)	Disarmed (sensors only)
● (solid)	Away (sensors only)
● (solid)	System error (sensors only)

Touchscreen Gestures



From the **left edge**, **swipe right** for the previous screen



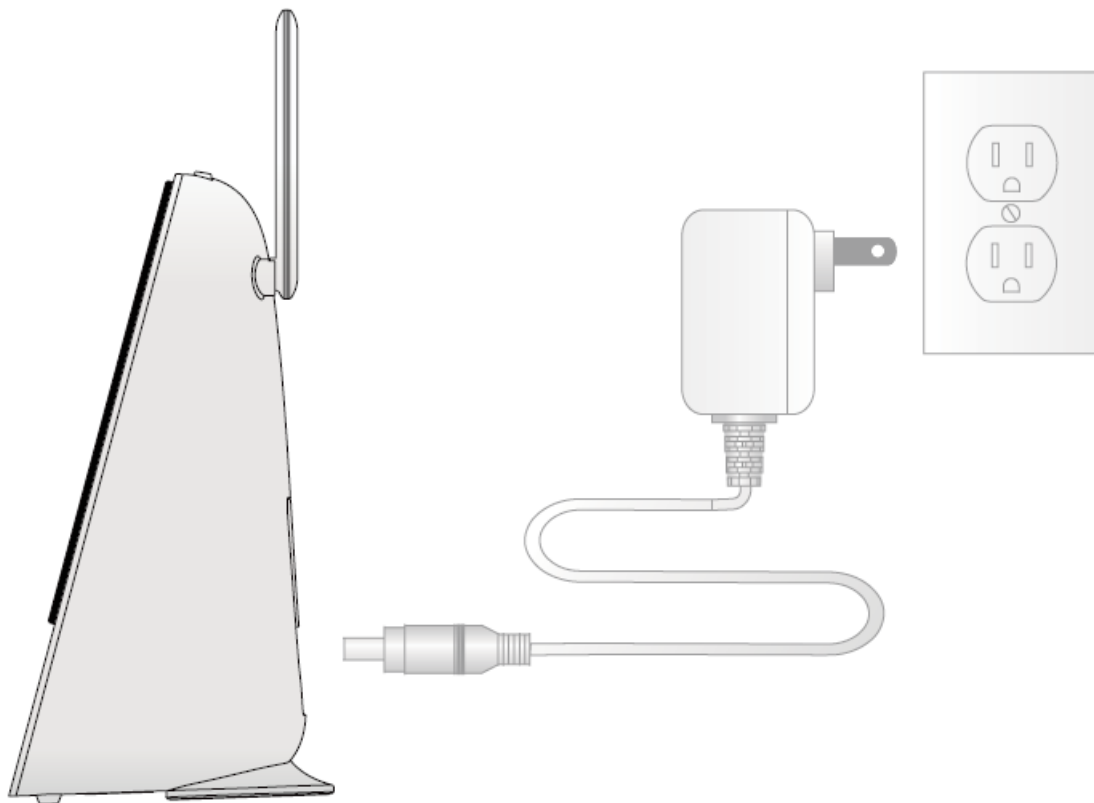
From the **bottom edge**, **swipe up** for the home screen



From the **top edge**, **swipe down** for the drop-down menu

LSHSC Setup

1. Using the provided LSHSC power adapter, connect to a power outlet.
2. Follow the on-screen instructions to complete the device setup.



Optional: Face Unlock

Enable this feature to unlock the LSHSC with your face. Make sure the built-in camera's lens cover is opened and that nothing is covering your face. Position your face directly in front of the camera with a reasonable amount of light on your face.

Note:

- Three faces can be stored for the Face Unlock feature.
- If you forget both your passcode and device password, you will need to reset the LSHSC. Press down on the reset button until a warning pop-up appears. Select Yes.

Network Setup

Central placement of the LSHSC is important for the Lorex devices to communicate directly with the LSHSC and the router.

Choose your preferred connection set up method from the following three options:



Wired: Tap the wired icon and connect the LSHSC to your home router using the provided Ethernet cable.



Wireless: Tap the wireless icon, select your Wi-Fi network from the list, then enter the Wi-Fi password to connect.
Requires a dual-band router (2.4GHz / 5GHz) with 5GHz Wi-Fi network.

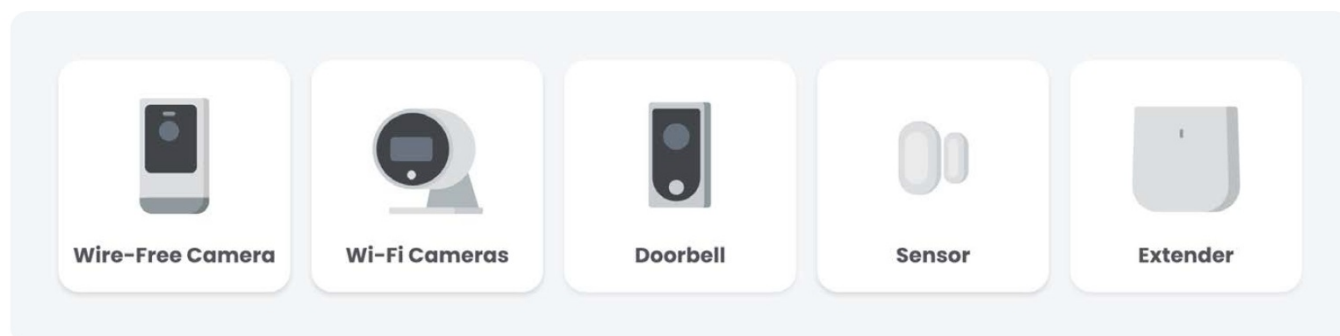


Offline: Tap the offline icon to setup through a direct connection. No Internet connection is required to operate it or connect it to different Lorex devices.
You will not be able to use the Lorex Home App to access the LSHSC remotely and will not receive automatic update notifications.

Device Setup

To add a device, at the Device Setup screen, select the device icon and tap Next.

Note: Ensure your cameras are charged, powered on and located near the LSHSC for initial setup. Once set up, you can move your devices to their final locations as long as they are within range of the LSHSC.

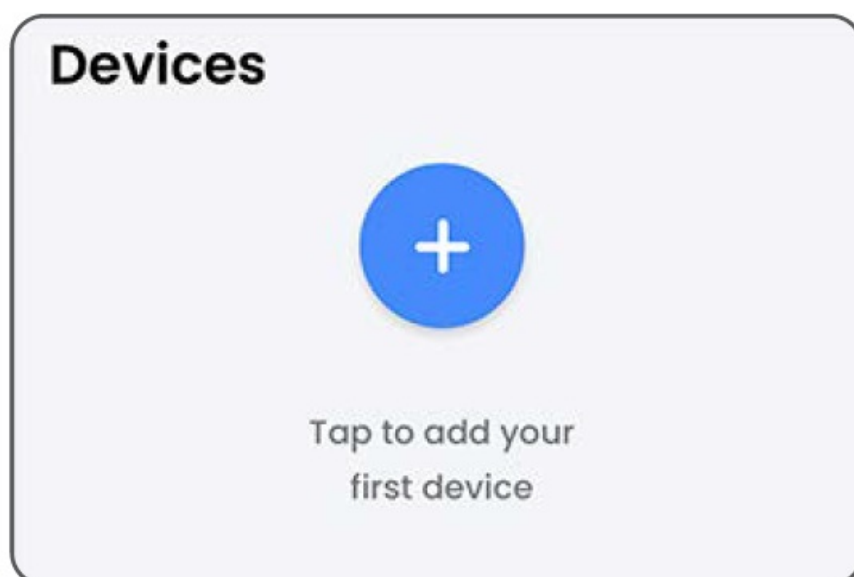


If you plan to set up other types of Wi-Fi cameras and/or a doorbell on the LSHSC, visit lorex.com/compatibility to determine the right setup method for that device (either direct setup method or app setup method).

LSHSC App Setup

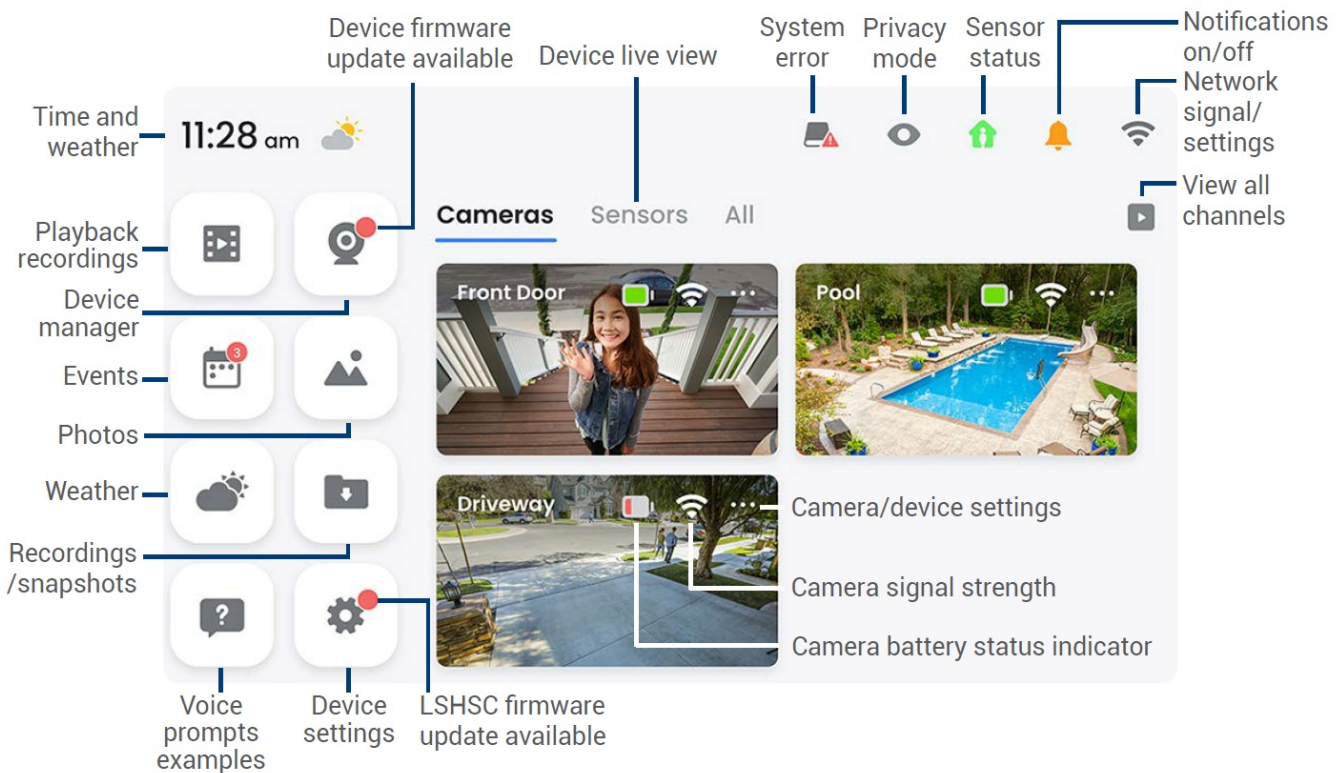
Make sure the LSHSC is connected to a network.

For remote access and viewing, add the LSHSC to the Lorex Home App.



1. Download the Lorex Home app by scanning the QR code.
2. Open the Lorex Home app, and sign in or create an account.
3. Tap + in the app to add the device, then follow the in-app instructions to complete the setup.

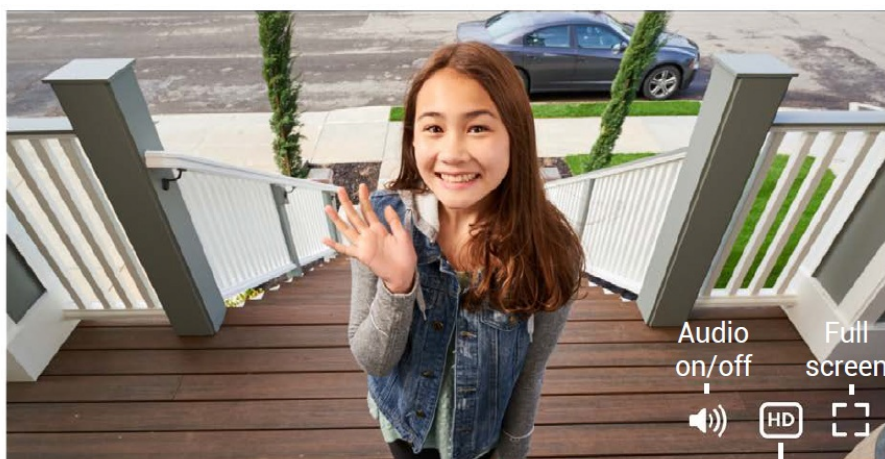
LSHSC Home Screen



LSHSC Live View

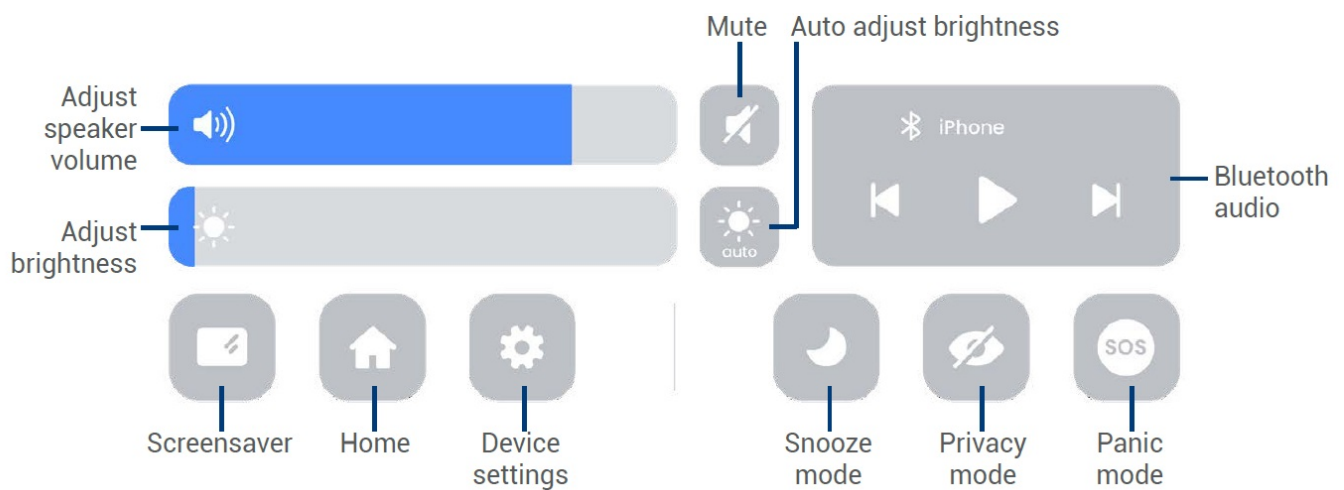
Front Door — Device name/channel selection

... Device settings



*Only compatible cameras support this function.

LSHSC Swipe-down Menu



- Snooze mode: Tap to silence alerts, notifications, and light statuses that you get while your device is locked. Tap again to disable.
- Privacy mode: Tap to enable/disable privacy mode.
- Panic mode: Press and hold panic mode for 5 seconds to turn on all lights and sirens from compatible active or smart deterrence cameras/doorbell. Tap again to turn off.

LSHSC Placement

- Place the LSHSC in a central location with good connectivity to your router and other devices.
- Reduce the number of obstructive materials, such as walls, between the LSHSC and your other Lorex devices.
- For better wireless performance move the antennas in the upright position.



Lorex Voice Assistant

The Lorex voice assistant is a specially designed voice assistant for the LSHSC. It was developed with your privacy in mind. All voice processing is done inside the LSHSC. This means that no voice information leaves the device and makes response time quick. To enable this feature make sure that the microphone is turned ON and say the wake up word “Lorex”.

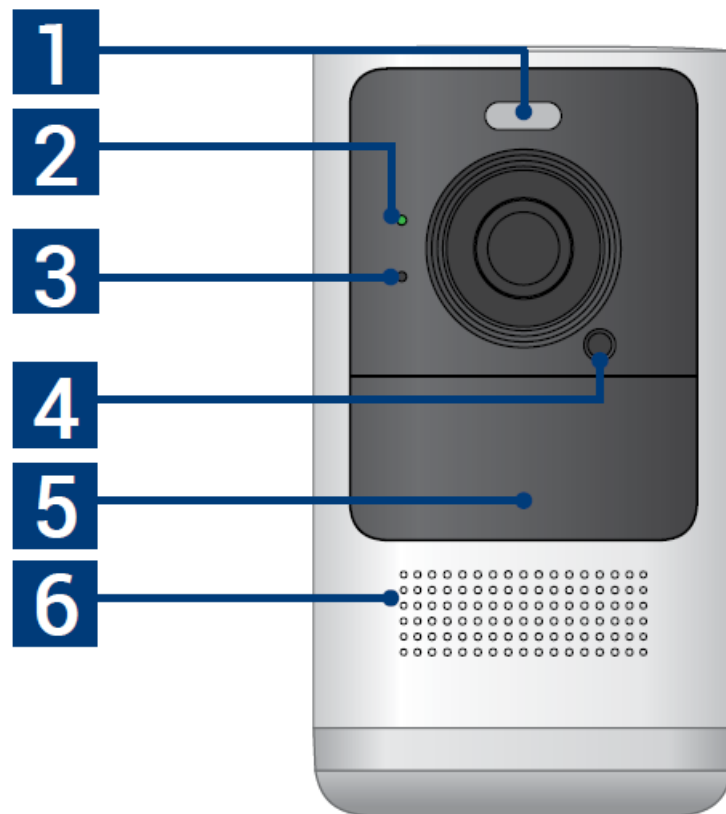
A sample voice command: “Lorex, show me all cameras!”

For a sampling of the different voice commands, tap on the Voice Prompts icon ? on the home screen. For a full list of supported voice commands, visit the product page at lorex.com

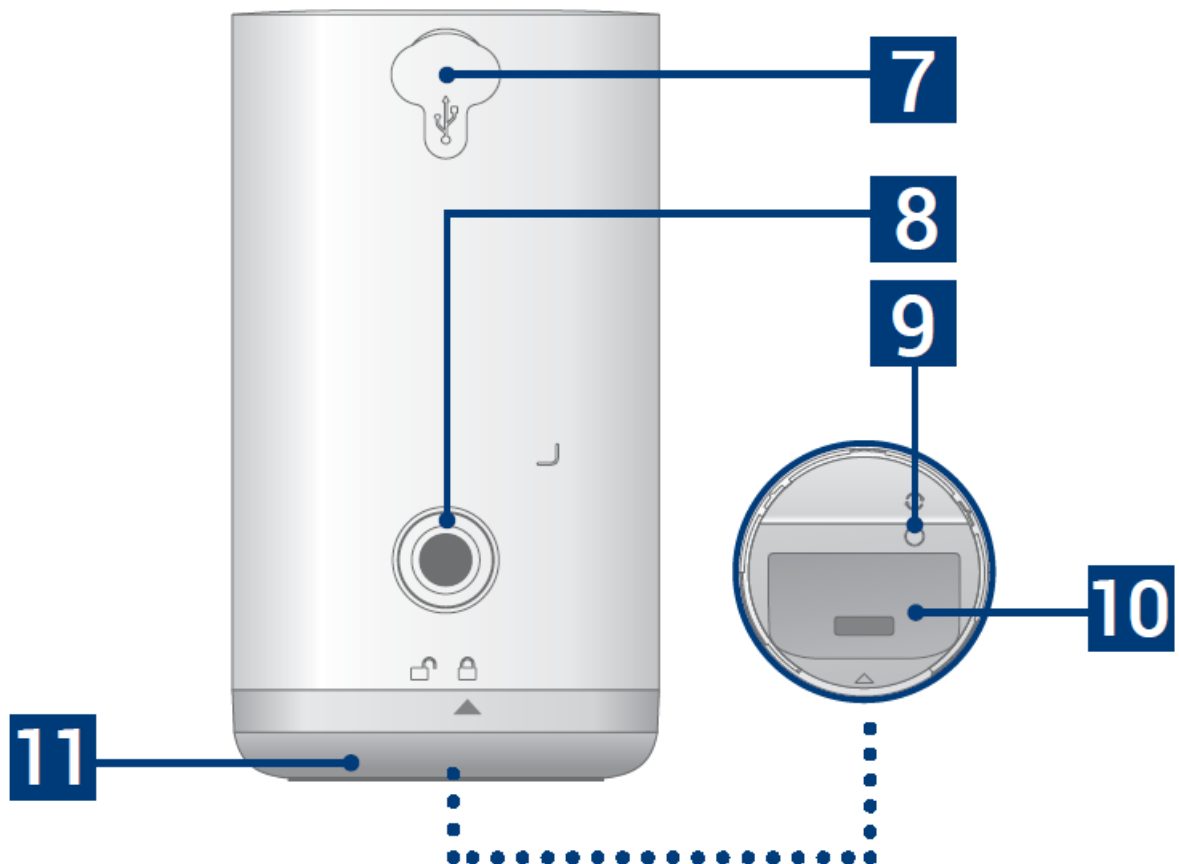
Note: Voice control also works in offline mode.

Camera Overview

FRONT









BACK



1. Warning light
2. Status indicator

3. Microphone
4. Light sensor
5. Motion sensor
6. Speaker
7. Power port
8. Threaded insert (for mounting)
9. Pairing/reset button
10. Battery pack slot

Camera Status Indicator

Status	Description
Off	Privacy/sleep mode or battery needs recharging
 (solid)	Operating correctly or motion detected
 (flashing)	Ready for pairing
 (flashing)	Testing Wi-Fi signal strength
 (solid)	Factory reset
 (flashing)	Disconnected from network
 (alternating)	Firmware update in progress

Camera Setup & Placement

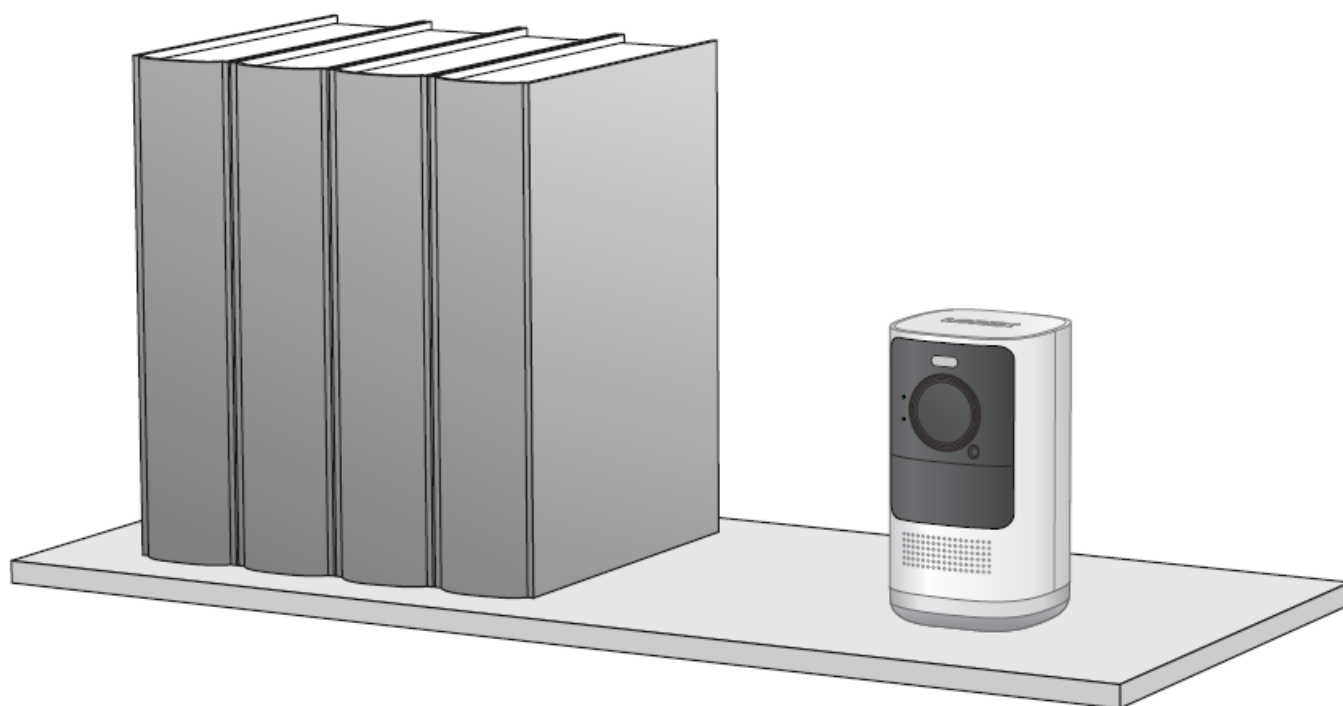
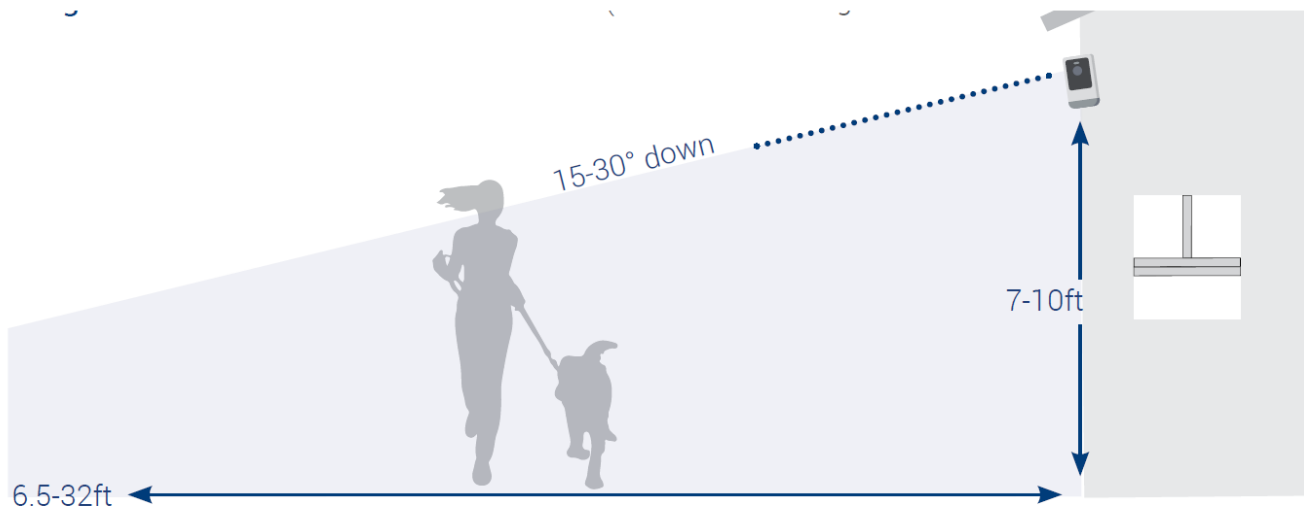
1. Pair your camera to the LSHSC per the Device Setup page (p. 7).
2. Place the camera on any flat surface or mount it to a wall per the guidelines below to optimize motion detection accuracy.

To optimize motion detection accuracy when mounted on a wall:

Distance Optimal accuracy for objects within 6.5-32ft (2~10m).

Angle Angle the camera around 15°-30° down from the level position.

Height Install the camera between 7-10ft (2~3m) off of the ground.



To optimize motion detection accuracy when placed on a shelf:

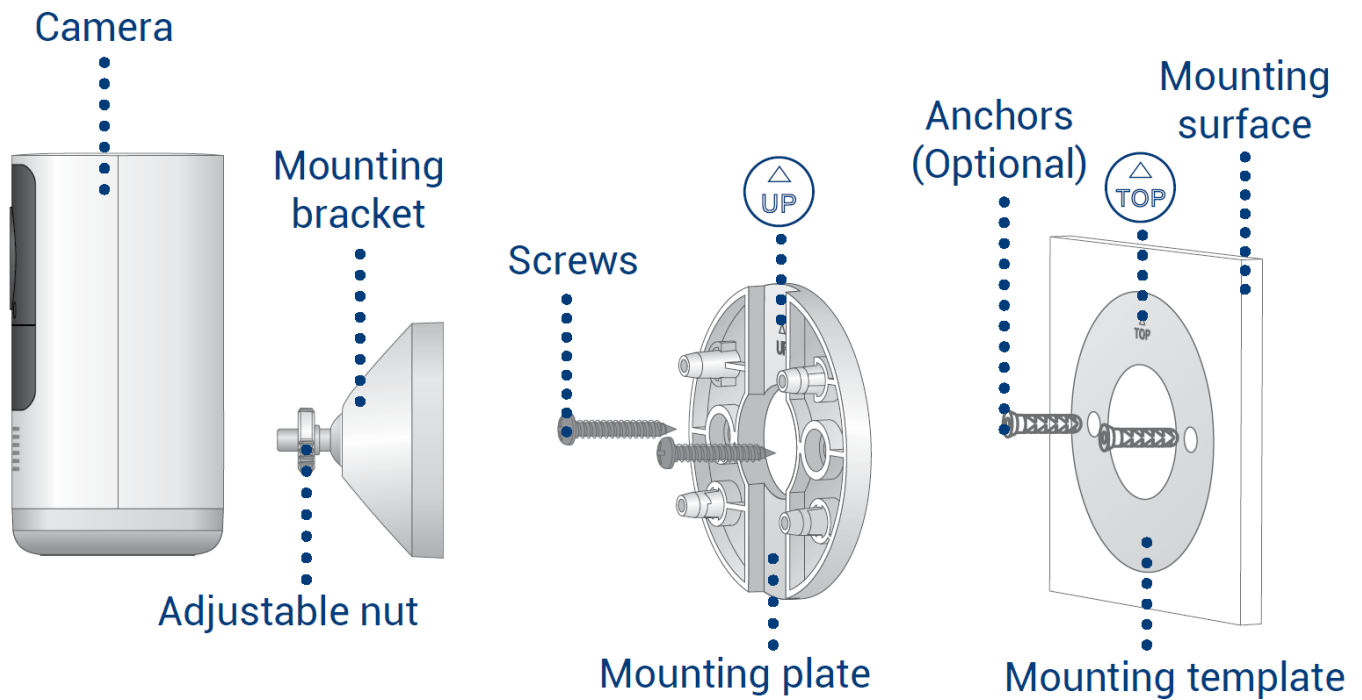
Distance Optimal accuracy for objects within 5-32ft (1.5~10m).

Angle Make sure the flat surface/shelf is not obstructing the camera's field of view.

Height Place the camera between 4.5-6.5ft (1.4~2m) off of the ground.

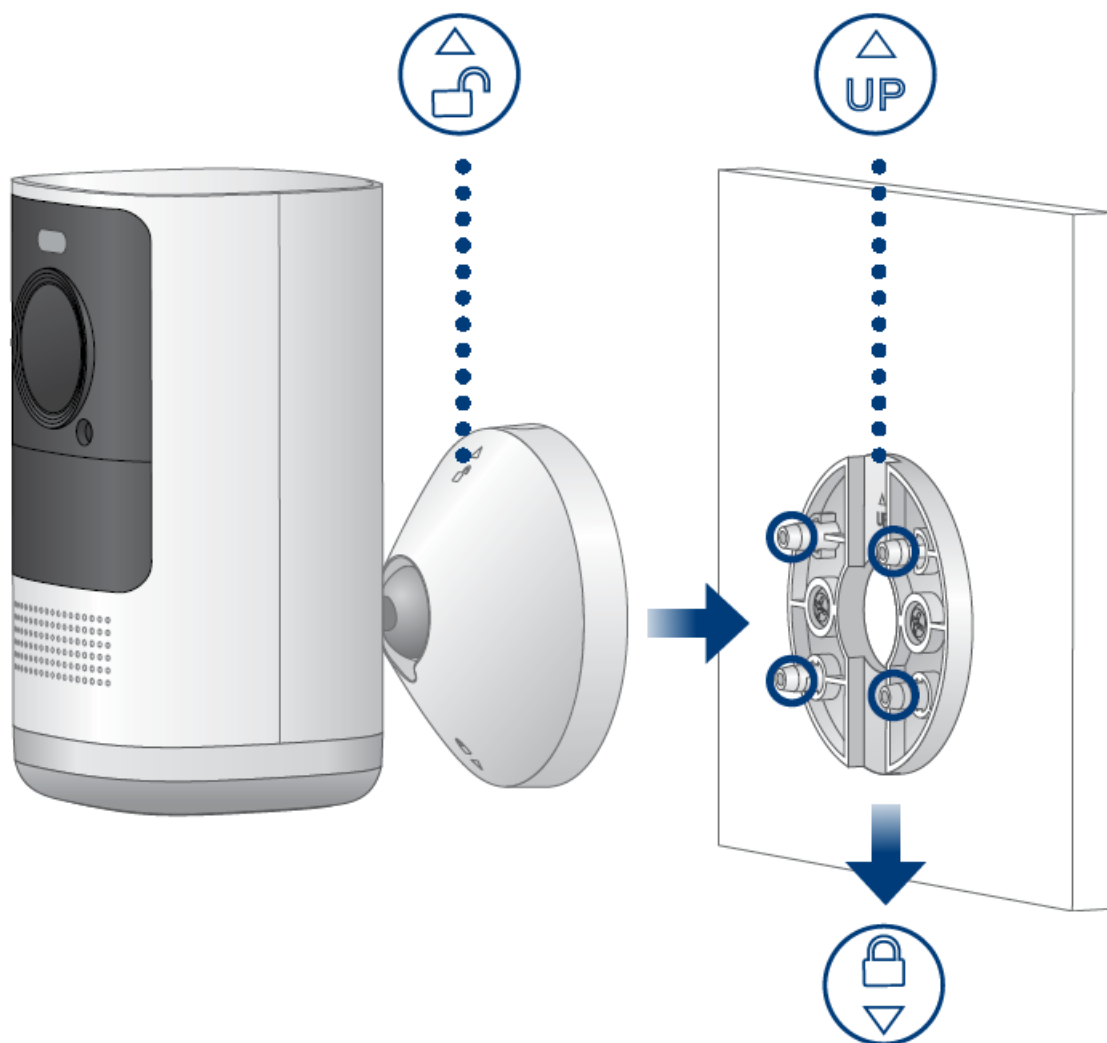
Note: Accuracy of person detection will be influenced by multiple factors, such as the person's distance from the camera, the height of the person, and the height and angle of the camera. Night vision will also impact the accuracy and distance of detection.

Camera Mounting

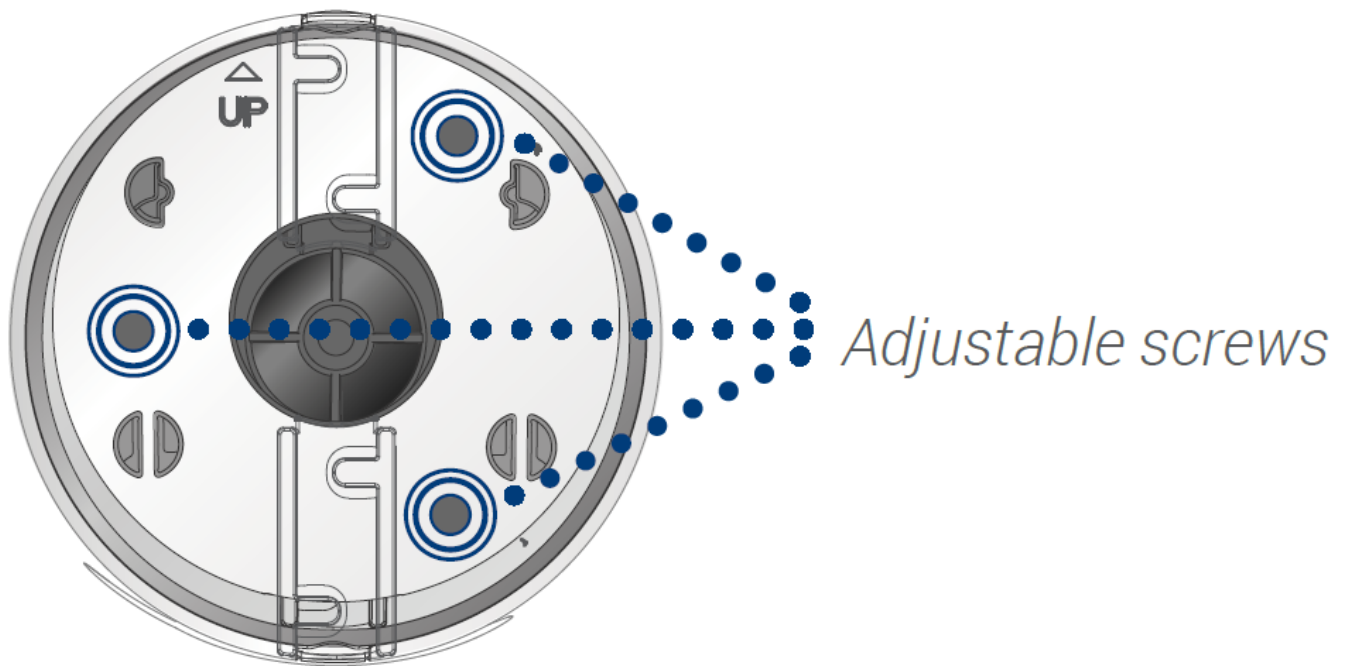


To mount the camera:

1. Place the mounting template to the desired location.
Optional: Drill 7/32" (5.5mm) holes for the anchors.
2. Align the arrows of the mounting plate and template. Using a Philips screwdriver and the provided screws, secure the mounting plate to the surface.
3. Align the arrows between the mounting bracket and plate. Push the bracket in to install, then slide down to lock in place.
You will hear a 'click' when the bracket is installed.
4. Attach the camera to the mounting bracket using the thread insert at the rear of the camera. Rotate the camera clockwise until attached, then tighten into place with the adjustable nut.
5. Adjust the camera to the desired angle.

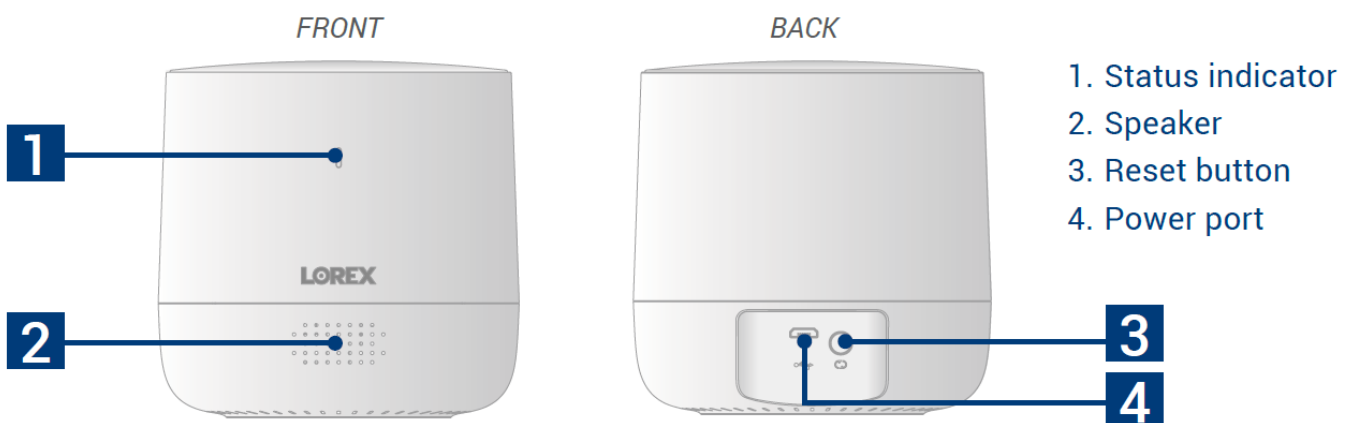


Note: If the camera is not holding in place or difficult to adjust, slide the bracket up to detach from the mounting plate. Tighten or loosen the 3 screws at the back of the mounting bracket to adjust accordingly. Repeat steps 3-5 to re-install.










Back - Mounting bracket

Extender Overview



1. Status indicator
2. Speaker
3. Reset button
4. Power port

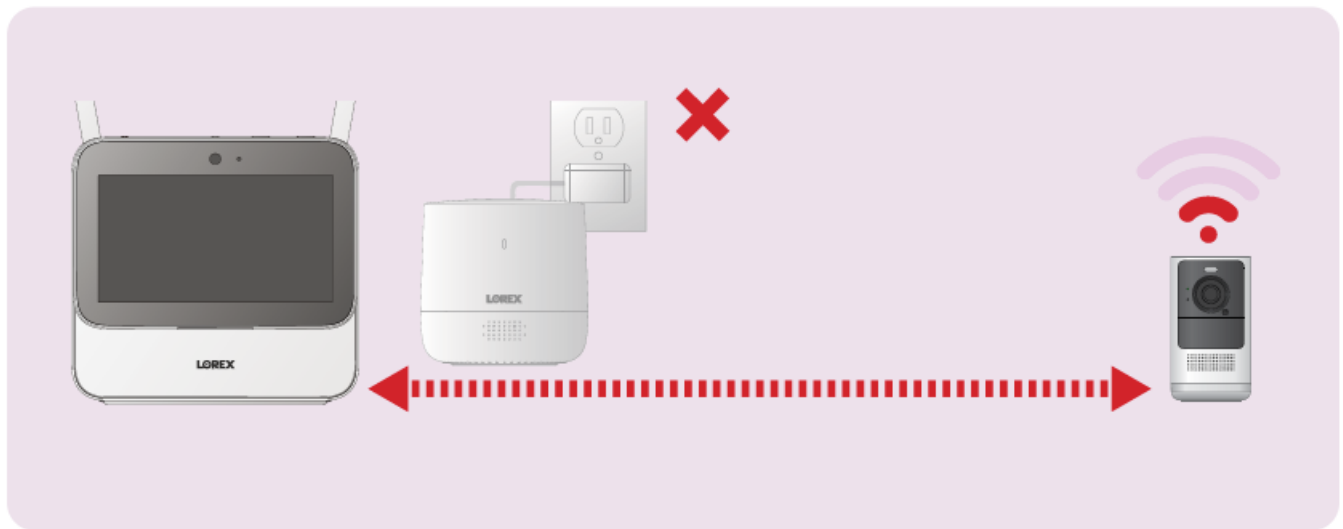
Extender Status Indicator

Status	Description
Off	Off or the status indicator is turned off
 (solid)	Operating correctly
 (flashing)	In pairing mode
 (solid)	Factory reset
  (alternating)	Firmware update in progress
 (solid)	Weak Wi-Fi signal
 (flashing)	Alarm triggered

Extender Setup & Placement

1. Place the Extender between the LSHSC and your other devices.
2. Connect power to the Extender using a nearby outlet.
3. Pair your Extender to the LSHSC per the Device Setup page (p. 7).

Note: Reduce the number of obstructive materials, such as walls, between the extender and your other Lorex devices.

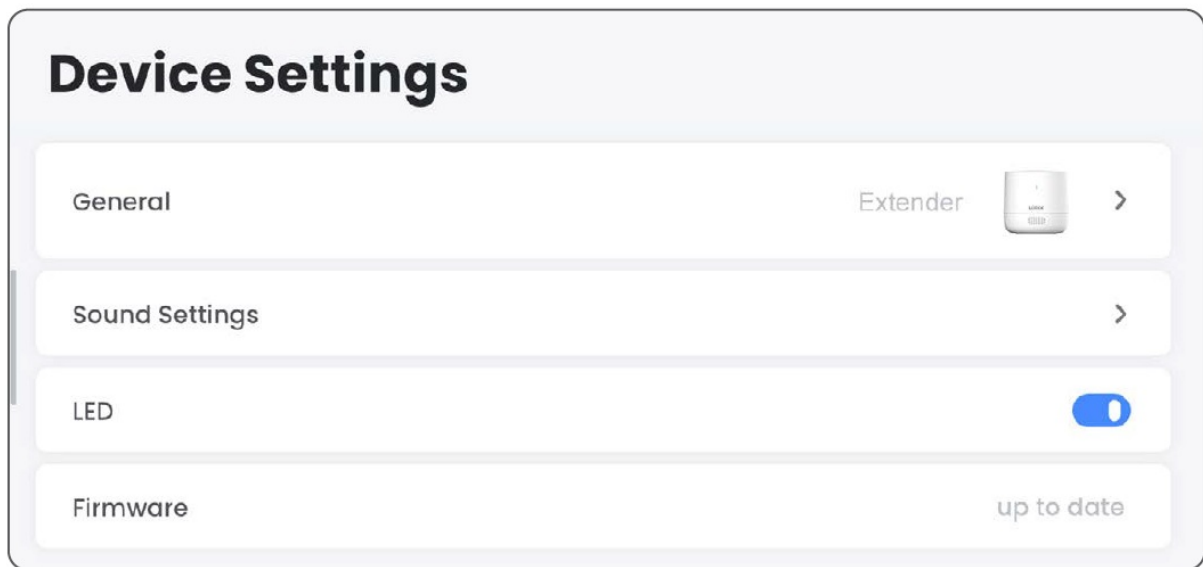


Extender Device Settings

You can view the Extender's device information or change the settings for sounds, enable or disable the status indicator, and update the firmware, all through the LSHSC.

To open the extender's device settings:

1. Unlock your LSHSC and tap on All from the tab above the device live view.
2. Tap the device settings ... icon next to the Extender.



Need help?

Visit help.lorex.com for up-to-date information and resources:

- Download product guides
- Watch how-to-videos
- Find related troubleshooting tips & FAQs

Register your product


Please see our full Terms of Service and Limited Hardware Warranty Policy at lorex.com/warranty

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.

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Documents / Resources

	LOREX HC64A Smart Home Security Center [pdf] User Guide HC64A, Smart Home Security Center, Security Center, Smart Home Center, Center, HC64A
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References

- [Lorex Technical Support | LOREX Support](#)
- [Lorex Limited Warranty - Exceptions, Obligations | Lorex](#)