

# Security Camera

## Quick Start Guide

V1.0.1




## Foreword

### General

This manual introduces the functions, installation and operations of the camera.

### Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
 <b>WARNING</b>	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 <b>CAUTION</b>	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 <b>NOTE</b>	Provides additional information as the emphasis and supplement to the text.

### About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related jurisdictions. For detailed information, refer to the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.

- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, we reserve the right of final explanation.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurring when using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

## Important Safeguards and Warnings

### Electrical Safety

- All installation and operation shall conform to your local electrical safety codes.
- The power source shall conform to the Safety Extra Low Voltage (SELV), and supply power with rated voltage which meets limited power source requirement according to IEC60950-1. Note that the power supply requirement is subject to the device label.
- Make sure that the power supply is correct before operating the device.
- A readily accessible disconnecting device shall be incorporated in the building installation wiring.
- Prevent the power cable from being trampled or pressed, especially the plug, power socket and the junction extruded from the device.

### Environment

- Do not aim the device at strong light to focus, such as lamp light and sun light; otherwise it might cause over brightness or light marks, which are not the device malfunction, and affect the longevity of Complementary Metal-Oxide Semiconductor (CMOS).
- Do not place the device in a damp, dusty, extremely hot or cold environment, and avoid places with strong electromagnetic radiation or unstable lighting.
- Keep the device away from any liquid to avoid damage to the internal components.
- Keep the indoor device away from rain or damp to avoid fire or lightning.
- Install the device in a well-ventilated place and do not block the ventilation of the device.
- Transport, use and store the device under the allowed humidity and temperature.
- Heavy stress, violent vibration or water splash are not allowed during transportation, storage and installation.
- Use the factory default package or material with equal quality to pack the device when transporting.
- Install the device in the location where only the professional staff with relevant knowledge of safety guards and warnings can access.

### Operation and Daily Maintenance

- Do not touch the heat dissipation component of the device to avoid scald.
- Carefully follow the instructions in the manual when performing any disassembly operation about the device; otherwise, it might cause water leakage or poor image quality due to unprofessional disassembly. Please contact after-sale service for desiccant replacement if there is condensed fog on the lens after unpacking or when the desiccant turns green. (Not all models are included with the desiccant).

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- It is recommended to use the device together with lightning arrester to improve lightning protection effect.
- It is recommended to ground the device to enhance reliability.
- Do not touch the image sensor directly. Use a dry cloth dampened with alcohol and gently wipe away any dust on the lens.
- You can clean the device body with soft dry cloth, and for stubborn stains, use the cloth with mild detergent. To avoid possible damage on device body coating which could cause performance decrease, do not use volatile solvent such as alcohol, benzene, diluent and so on to clean the device body, nor can strong, abrasive detergent be used.
- Dome cover is an optical component. Do not touch or wipe the cover with your hands directly during installation or operation. For removing dust, grease or fingerprints, wipe gently with moistened oil-free cotton with diethyl or moisten soft cloth. You can also remove dust with an air blower.



### WARNING

- Strengthen the protection of network, device data and personal information by adopting measures which include but not limited to using strong password, changing password regularly, updating firmware to the latest version, and isolating computer network. For some device with old firmware versions, the ONVIF password will not be modified automatically along with the modification of the system password, and you need to upgrade the firmware or manually update the ONVIF password.
- Use standard components or accessories provided by manufacturer and make sure that the device is installed and maintained by professional engineers.
- The surface of the image sensor should not be exposed to laser beam radiation.
- Do not provide two or more power supply sources for the device unless otherwise specified. A failure to follow this instruction might cause damage to the device.

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## 1

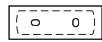
## Package Contents



- Unpack the box and check if all the components are included before installation.
- Contact your local retailer if anything is broken in your package.



Camera x1

Mounting Template  
x1

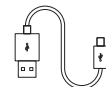
Mounting Plate x1

Screw and Anchor  
Pack x1

QSG x1



Power Adapter x1



Power Cable x1

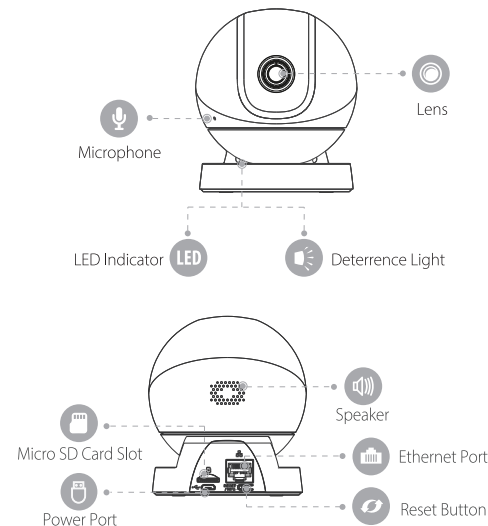
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## 2

## Camera Introduction



Disconnect the camera from the power before installation or taking out its SD card.



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- Press and hold the reset button for 10 s to reset the camera.
- Double-press the reset button to enable camera's hotspot.

See the table below for meanings of camera's LED behavior.

LED Indicator Status	Device Status
Off	<ul style="list-style-type: none"> <li>Power off/LED turned off</li> <li>Restarting after reset</li> </ul>
Solid red	<ul style="list-style-type: none"> <li>Booting</li> <li>Device malfunction</li> </ul>
Flashing red	<ul style="list-style-type: none"> <li>Network disconnected</li> <li>Failed to set up the camera</li> </ul>
Flashing green	Ready to set up the camera
Solid green	Operating correctly
Flashing green and red	Updating firmware
Flashing white	An alarm is triggered

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### 3 Setting Up the Camera

Follow the steps below to add the camera to your Imou account.

**Step 1** Scan the following QR code or search "Imou Life" in Google Play or App Store to download and install the app.



If you already use the app, make sure that you are using the latest version.



**Step 2** Launch the app, then create an account if you are a new user.

**Step 3** Connect the camera to power supply with provided USB cable and power adapter.

**Step 4** After the camera boots up, the LED indicator light flashes green.



If the LED indicator status goes wrong, reset the camera.

**Step 5** Follow the on-screen prompts to add the camera. Repeat the adding process if you have multiple cameras.



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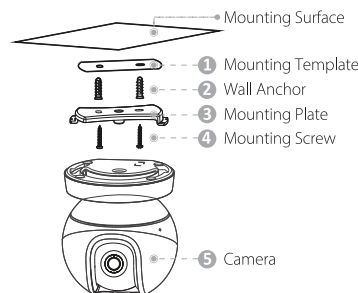
► **Q: QR code cannot be read by the phone?**

- Clean the camera lens of your phone.
- Turn on your phone's light if you are in a dim environment.
- Do not hold your phone too close to the QR code.

### 4 Installing the Camera



Make sure that the mounting surface is strong enough to hold at least three times the weight of the camera and the bracket.



**Step 1** Peel off the mounting template and stick it to the desired installation area.

**Step 2** Drill holes into the mounting surface as the mounting template marks and then insert wall anchors as needed.

**Step 3** Secure the mounting plate to the mounting surface with included mounting screws.

**Step 4** Twist the camera base onto the mounting plate to secure it to the mounting surface.

**Step 5** Power on the camera and then adjust its angle properly.

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### 5 Troubleshooting

► **Q: How to restore the camera to factory settings?**

Press the reset button for 10 s until the camera restart automatically.

► **Q: Failed to set up the camera?**

- Ensure your smart phone and the camera are within range of your Wi-Fi router.
- Ensure the LED indicator on the camera is flashing green before beginning setup.
- Reset the camera, then set it up again.
- Certain routers offer a dual-band network (2.4 GHz and 5 GHz bands). Connect your phone and device to the 2.4 GHz band only.

► **Q: No video or the device is offline?**

- Check the indicator status:
  - ◆ Solid green: Check whether the router can connect to the Internet. If the network is connected, restart the camera.
  - ◆ Flashing red: Reset the camera, and then set up the camera again.
  - ◆ Solid red: The camera is faulty.
- Ensure that the camera is properly connected to power using the included power adapter.
- Reposition the camera, router or both to improve signal strength.

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► **Q: How to connect the camera to another Wi-Fi network?**

- If the camera is online, select **Device Details > Network Config** to change the Wi-Fi connection on the app.
- If the camera is offline, reset the camera, and then set up the camera again.

► **Q: Video image is not clear?**

- Check if the camera lens is clean without dirt, dust or spider webs. If not, use a dry cloth dampened with alcohol and gently wipe away any dust on the lens.
- Remove the vinyl film from the camera lens.

► **Q: No audio during two-way talk or live view?**

- Ensure the **Audio Recording** is enabled in device settings.
- Turn on the volume by tapping the speaker icon during live view.

► **Q: Human detection does not work?**

Ensure **Human Detection** and **Motion Detection** are both enabled in device settings.

► **Q: How to find the default device password?**

The default device password is the safety code on the device label.

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