LOREX®

2K QHD Wire-Free Security System

Quick Start Guide

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Welcome!

Thanks for your purchase of the 2K QHD Wire-Free Security System. Here's how to get started.

Contents

① Package Contents

Wire-Free Camera*

Charging Adapter

Charging Cable

Battery Pack*

Mounting Bracket*

Anchors (x2)*
Screws (x2)*

Mounting Template*

Mounting Plate*

Lorex Home Hub

Lorex Home Hub Power Adapter

Ethernet Cable

Memory card (pre-inserted)**

⚠ **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.

*May include one or more, depending on the package purchased.
**See product packaging for memory size details.
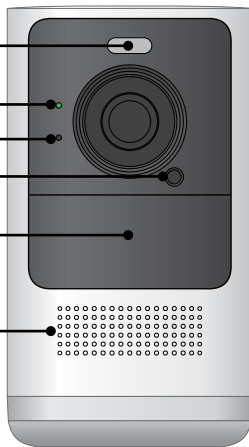
2 Overview: Camera

Front View

Back View

Warning light

Status indicator

Microphone

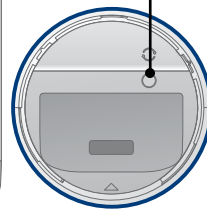*Light sensor*

Motion sensor

Speaker

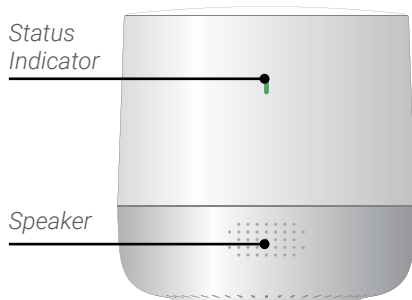*Power port*

Mounting screw thread

Pairing / reset button

Battery compartment

Bottom cover

Overview: Lorex Home Hub

Front View

Status Indicator

Speaker

Back View

Ethernet port

Power port

MicroSD card slot

Pairing / reset button

For optimal video streaming performance position the Lorex Home Hub centrally to the cameras.

> **Note:** Wireless signal strength can be reduced by other devices that emit frequencies or obstacles such as walls, ceilings, brick and other major obstructions.

③ Status indicator

See the table below for definitions of the camera / Lorex Home Hub status indicator:

Status	Camera	Lorex Home Hub
Off	• Sleep mode • Battery needs recharging	N/A
🟢 (solid)	• Waking up • Alarm has been triggered	Operating correctly
🟢 (flashing)	Reconnecting to network	Ready to connect to network
🟢 (flashing rapidly)	Ready to pair with the hub	N/A
🔵 (flashing)	Detecting Wi-Fi signal from the hub	Ready to pair
🔴 (solid)	Factory default successful	Factory default successful
🔴 (flashing)	Disconntected from network	Disconnected from network
🔴 🟢 (alternating)	Firmware update in progress	Firmware update in progress
🟠 (flashing)	N/A	Alarm has been triggered by camera

4 Pairing to the Lorex Home app

Start by powering on the Lorex Home Hub and connecting to the app.

1. If you already have the app, skip this step. Scan the QR code on the right using your mobile device's camera. Install the free **Lorex Home** app from the App Store™ or Google Play Store™.

2. Tap the Lorex Home icon to launch the app.

3. If you already have an account, skip this step. Tap **Sign up**, then follow the on-screen prompts to create an account. Record your account details below:

Email: _____

Account Password:_____

Scan QR code for Lorex Home app

4. Plug the hub's power adapter into the power port of your hub and into a nearby outlet (see *Figure 1*).

5. Once the LED indicator on the hub is flashing green, tap ➕ in the app.

6. Scan the QR code on the bottom of the hub.

> **Note:** If your mobile device cannot scan the QR code, tap **Manually enter Device ID**.

Figure 1

Lorex Home Hub Power Adapter (included)

7. Choose how the hub will connect to your home router:

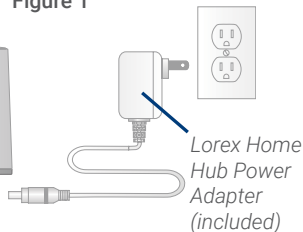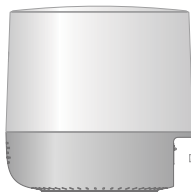**Wireless Connection:** Choose the wireless connection, select your Wi-Fi network from the list, then enter the Wi-Fi password of your home router to connect. The Lorex Home Hub can be placed wherever there is a good connection to your home router and **positioned centrally** relative to all the different Lorex devices.

OR

Wired Connection (preferred method): Choose the wired connection and connect the Lorex Home Hub to your home router using the provided Ethernet cable (see *Figure 2*). **If your router is not in a central location** in your home, then consider using the Wireless Connection (see above section) to ensure the hub is **positioned centrally** relative to all the different Lorex devices.

8. Create a secure password for your hub. Record your hub's password below:

Hub password: _____

9. Follow the steps in the Lorex Home app to complete the setup.

> **Note:** Make sure your camera is powered on and **near** the Lorex Home Hub for initial setup. Once set up, you can move the camera to its final location as long as it is within range of the hub.

Figure 2

Home router

Ethernet cable (included)
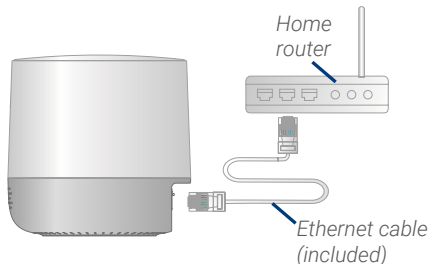
⑤ Installing the camera's battery pack

The battery pack comes partially charged. We recommend that you fully charge the battery pack before using your camera.

To charge the battery pack:

1. Use the charging adapter and cable to connect to the battery pack's power port (see *Figure 1*).
2. Plug into a power outlet until the battery pack's status indicator is solid green (see *Figure 2*).

Figure 1

Figure 2

Battery pack charging status indicator
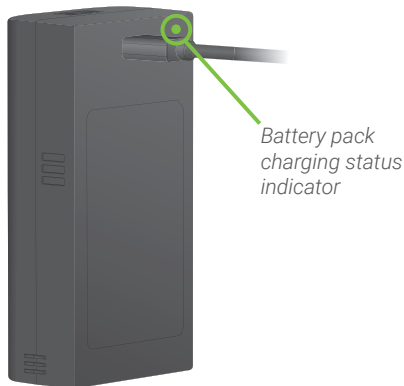
To install the battery pack:

1. Twist the bottom cover clockwise to remove it from the camera (see *Figure 3*).

2. Insert the battery pack, following the arrow on the clip side of the battery.

   💡 **Note:** The pairing/reset button is located in the battery compartment. If you are in the process of pairing the camera to the hub, keep the bottom cover off until the pairing process is complete.

3. Carefully align the arrow on the bottom cover with the unlock symbol on the camera (see *Figure 4-a*).

4. Twist the cover counter clockwise to lock (see *Figure 4-b*).

Figure 3

Figure 4-a

Figure 4-b

6 Camera placement

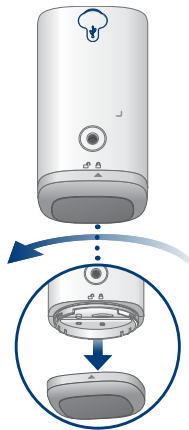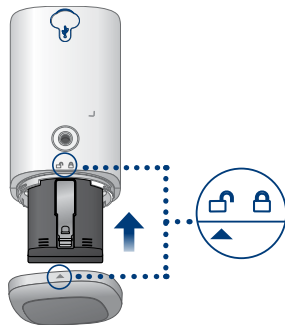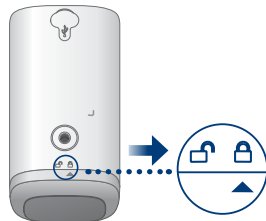- Place the camera on any flat surface or mount it to a wall.
- Do not place the camera near air conditioners and other air outlets.
- Install the camera at the recommended angle and height to optimize motion detection accuracy.

Figure 1
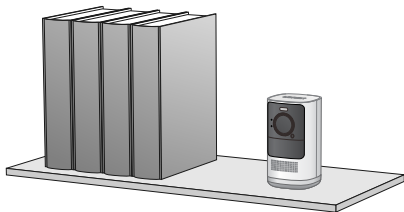
To optimize motion detection accuracy when:

Mounted on a wall

Distance Optimal accuracy for objects within 6.5ft to 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.

Placed on a shelf (see *Figure 1*)

Distance Optimal accuracy for objects within 0.5-32ft (2~10m).

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

Height Place the camera between 4.5ft to 6.5ft (1.5~2m) 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.

7 Mounting the camera

Figure 1

Labels: Camera, Mounting bracket, Adjustable screw, Screws, UP, Mounting plate, Anchors (Optional), TOP, Mounting surface, Mounting template
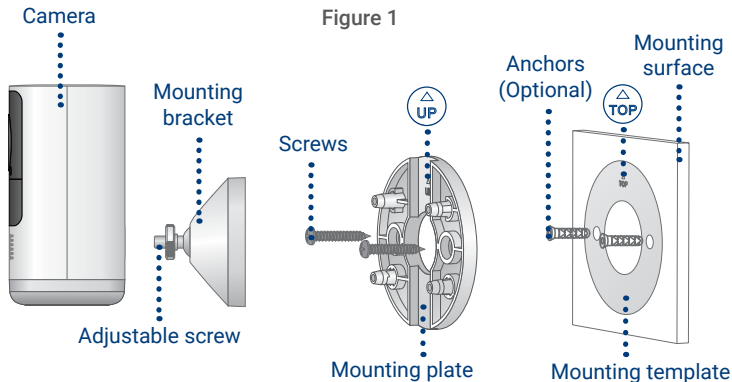
To install the camera:

1. Stick the mounting template to the mounting surface or hold it up to mark the holes.

   Optional: Drill holes to insert the anchors if installing on concrete, stucco, brick, or any other masonry surface. Use a 7/32" or 15/64" drill bit (5.5 - 6mm).

2. Match the arrow side of the mounting plate (UP) to the arrow side of the mounting template (TOP) (see *Figure 1*).

3. Secure the mounting plate using a Philips head screwdriver and the screws.

4. Match the arrow side of the mounting bracket to the arrow side of the mounting plate (see *Figure 2*).

5. Insert the four tabs from the mounting plate into the mounting bracket and push down. A **"click"** sound will indicate that the bracket is locked in (see *Figure 2*).

> **Note:** To detach the mounting bracket from the mounting plate, simply push the bracket up to unlock it.

6. Position the bracket's adjustable screw to the desired angle. If necessary, loosen the 3 screws on the bottom of the bracket for additional adjustment. Tighten when done (see *Figure 3*).

7. Fasten the camera to the bracket's adjustable screw.

Figure 2

Figure 3

8 Camera Live View

For a complete overview of controls available on the Lorex Home app, scan the QR code below using your mobile device's camera.
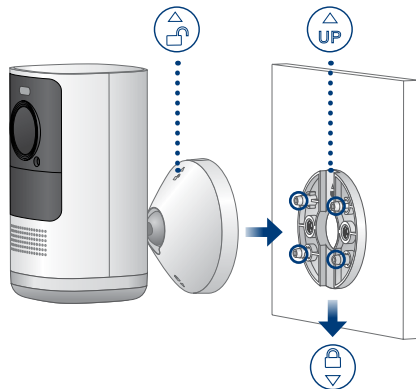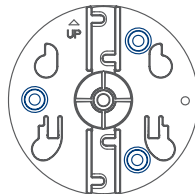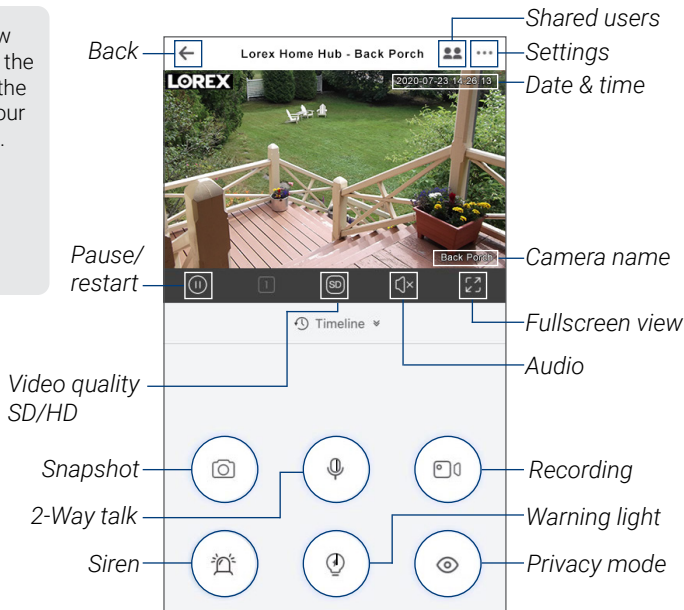
Back

Lorex Home Hub - Back Porch

Shared users

Settings

Date & time

2020-07-23 14:26:13

Back Porch

Camera name

Pause/ restart

Fullscreen view

Audio

Video quality SD/HD

Snapshot

Recording

2-Way talk

Warning light

Siren

Privacy mode

9 Troubleshooting

1. How to charge the battery pack.

There are two options for charging the battery pack.

1) Charging the battery pack by itself. Refer to section 5 "Installing the camera's battery pack" for more details.

2) Charging the battery pack inside the camera (only applies if the battery is inserted into the camera). Simply use the included charging adapter and cable to connect to the camera's power port and then plug into a power outlet. Note: The included charging adapter and cable is meant for charging the camera indoors only. Optional outdoor power supply is available for continuous power.

2. The camera's battery pack runs out too fast.

- Check to see if the camera is frequently set off by motion. If so, make sure Person Detection is enabled and/or decrease the motion and person detection sensitivity. Tap on the ••• icon above the camera's live view to go to **Device Settings**. Tap on **Motion Detection Settings** and enable **Person Detection.**
- Change the performance mode of the camera to Power Saving Mode. Tap on the ••• icon above the camera's live view to go to **Device Settings.** Scroll down to tap on **Performance Mode** and enable **Power-Saving Mode.** You can also set your own **Custom Mode** where you can modify the video quality, recording duration, and motion detection interval duration.
- If the camera is being used in a high traffic area use an optional power adapter, consider obtaining the solar panel accessory, or adjust the angle of the camera to avoid busy area's like roads or sidewalks.
- Check to see if the wireless connection between the camera and the Lorex Home Hub is strong. The weaker the signal, the higher the power consumption.
- Make sure the camera is not placed near an air conditioner or an air vent.
- Cold temperatures affect the battery's capacity to work. If your camera is outside in cold temperatures, then the battery life might be shorter.

3. The camera is offline.

- Check to see if the battery pack has run out of power. Remove the battery pack from the camera and plug it into the charging adapter and cable to check the battery pack's status indicator. A solid red status indicator means the battery pack is nearly empty or is completely empty (refer to *Figure 2* from section 5 "Installing the camera's battery pack").
- Check to see if the Lorex Home Hub is offline. See section 3 "Status Indicator" for more details.

4. The Lorex Home Hub is offline.

- Refer to section 3 "Status Indicator" for more details.
- Check that the power adapter is securely connected.
- Make sure the ethernet cable is properly connected to the Lorex Home Hub and your router (wired connection only).
- Try to connect to the Internet from another device that is connected directly to your router to make sure you are getting service.
- Power cycle the Lorex Home Hub.
- Reset the Lorex Home Hub if necessary. This will not affect recordings stored on the device.

5. Failed to pair the camera to the Lorex Home Hub.

- Ensure that both the Lorex Home Hub and camera are in pairing mode. Refer to section 3 "Status Indicator".
- The distance between the camera and the Lorex Home Hub is too far. Make sure the camera is no more than 3ft from the hub during the set up process.
- Make sure you are only pairing one camera to the Lorex Home Hub at a time.
- Another possible solution would be to reset the camera. Press and hold down on the reset button until you hear the chime then try pairing again.
- Make sure that the Lorex Home Hub has been added to the app before pairing.

6. **The camera is not picking up motion detection and has a strong reflection when facing glass.**
   The camera's motion sensor will not work when facing glass or any other building material. The camera needs to be located outside when trying to monitor motion outdoors.

7. **How to reset the camera to factory settings.**
   Press and hold down on the pairing/reset button until you hear the chime.

8. **How to reset the Lorex Home Hub to factory settings.**
   Press and hold down on the pairing/reset button until you hear the chime.

Camera 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.
- Periodic cleaning may be required. Use a damp cloth only. Do not use any harsh, chemical-based cleaners.

Battery safety precautions:

Refer to the battery's insert "Safety Rules for Lorex Rechargeable Batteries".

Disclaimers:

- 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.

FC 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.

For up-to-date information and
support please visit:

help.lorex.com/series/LHH

To purchase additional cameras, power adapters, or battery packs
visit **lorex.com** and/or authorized resellers.