Users' Manual

Smart Life Wi-Fi IP Camera

Dear users, Thanks for using this product. Please read the users' manual carefully and keep it for future reference. Thank you.

Content

1, How to download the mobile phone App

A. Please search "Smart life" in the mobile app store (Android phone on "Google Play", IOS phone on "App Store"), download the APP.
B. Scan the QR code, download the APP.

Notice: When running the app for the first time, several windows will pop up to get permission for the phone. For better using experience, it is recommended that you allow the app to obtain the following two permissions:
1. Allow Smart life to use mobile cellular data and wireless LAN (Function: Whether it is WIFI or using mobile phone traffic, the phone can access the camera).
2. Allow Smart life to get system push message permissions (Function: When the camera triggers motion detection or sound detection alarm, the phone can receive alarm push).

2, How to operate the mobile phone App

2.1, Register account

New users need to register by e-mail, click "Register", follow the steps to complete the registration of the account, and log in.
Notice:
1. Username must be a valid email address.
2. Password must be between 6-20 digits in length.
3. Please choose the same country in register and login
If you have forgotten your password, click "Forgot password" to retrieve your password via email verification.

2.2, Add the camera

➢ Please use the power adapter in the package to connect the device, and the device indicator lights up.
➢ If your item is an outdoor camera with an external antenna (with an antenna in the box), please connect the antenna to the camera at first
➢ After the device is successfully powered on, the normal indicator will turn flashing red quickly(twice a second). If the indicator status is abnormal, please reset the device to factory settings. (Press and hold RESET button until you hear the beep. The reset button position of each product is different, but they are all marked with "RESET").
➢ A stable and smooth WIFI network is required when adding devices, please bring the device as close as possible to the WIFI router.

Camera   30cm~100cm   Smartphone

Before adding a device, you need to note the followings:

1. **This camera only supports 2.4GHZ WIFI network. Before adding equipment, please ensure that your router supports 2.4GHZ WIFI network, and the mobile phone is connected to 2.4GHZ WIFI network. (For details, please refer to FAQ of this manual)**
2. **When the network is too complicated, the signal interference is serious. It is recommended to add the device by placing the camera in a single network environment.**
3. **Please follow the steps below to complete the device addition and ensure that the WIFI password is entered correctly.**
4. **If the device fails to be added, press and hold the reset button on the device to restore the device to the factory settings. After the device indicator flashes red fast and you hear the beep, try again.**
5. **If you still fail after many attempts, please contact the customer service for after-sales assistance.**
6. **A camera can only be added by one account. If the camera has been already added, it cannot be added twice.**
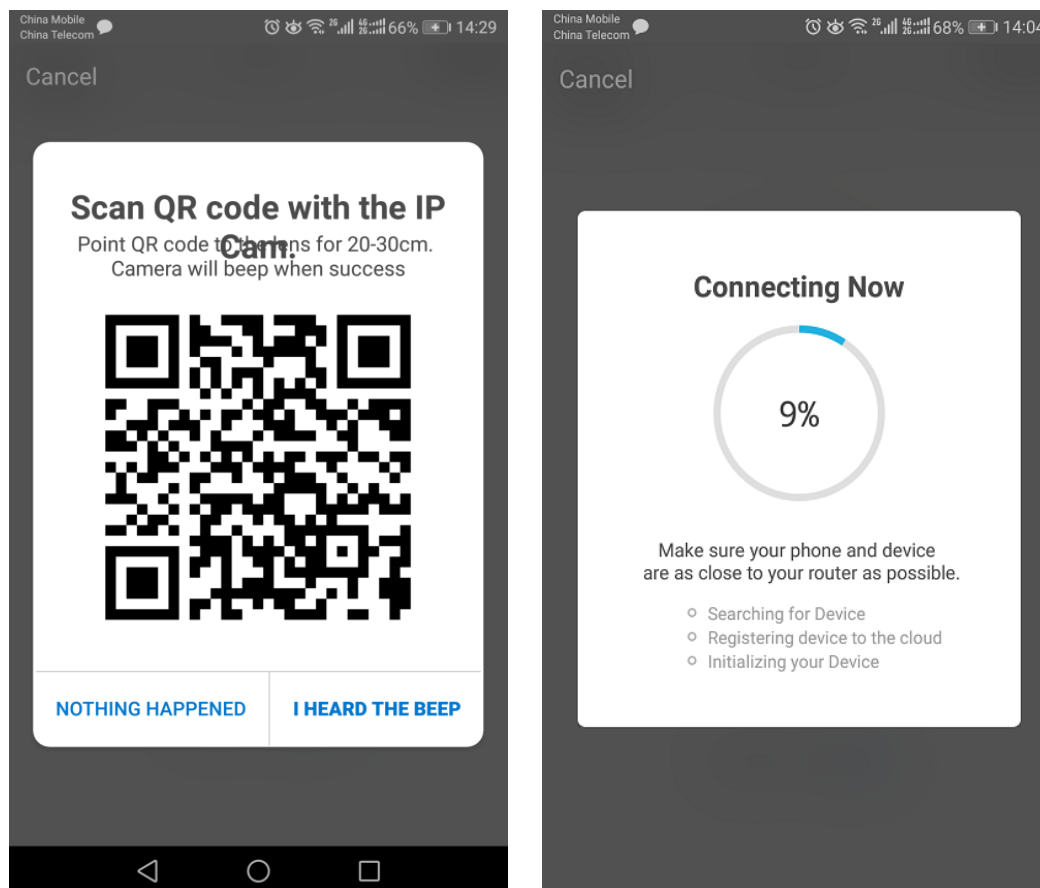
2.2.1, Add the camera by QR Code

A. When the device is powered on, the indicator light will be on. After the beep is heard, the device indicator light flashes red quickly.
B. After the phone is connected to Wi-Fi, click "+" and select " Security Camera", and enter "QR Code" setup interface.
C. After confirming that the device indicator is flashing red quickly, click "Next".
D. After entering the correct WIFI password, click Next. (Display the password to check if the password is correct)
E. Align the QR code on the screen of the mobile phone with the lens of the camera, about 15cm away (do not shake your hands during the process, ensure the screen of the mobile phone is free of cracks)
F. After waiting for 2-5 seconds, you will hear the device beep and click "I hear the beep" (If you don't hear the prompt, click "nothing happened" for help).
G. The device indicator starts flashing blue quickly, then the blue light is always on. The mobile app starts counting seconds and is searching for devices waiting for a connection. After the APP prompts that the device has been searched, click "Done".

The device lens is aimed at the QR code on the phone screen with a distance of 15 cm. After the device recognizes the QR code, it will send out the "Beep". Then click "I hear the beep"
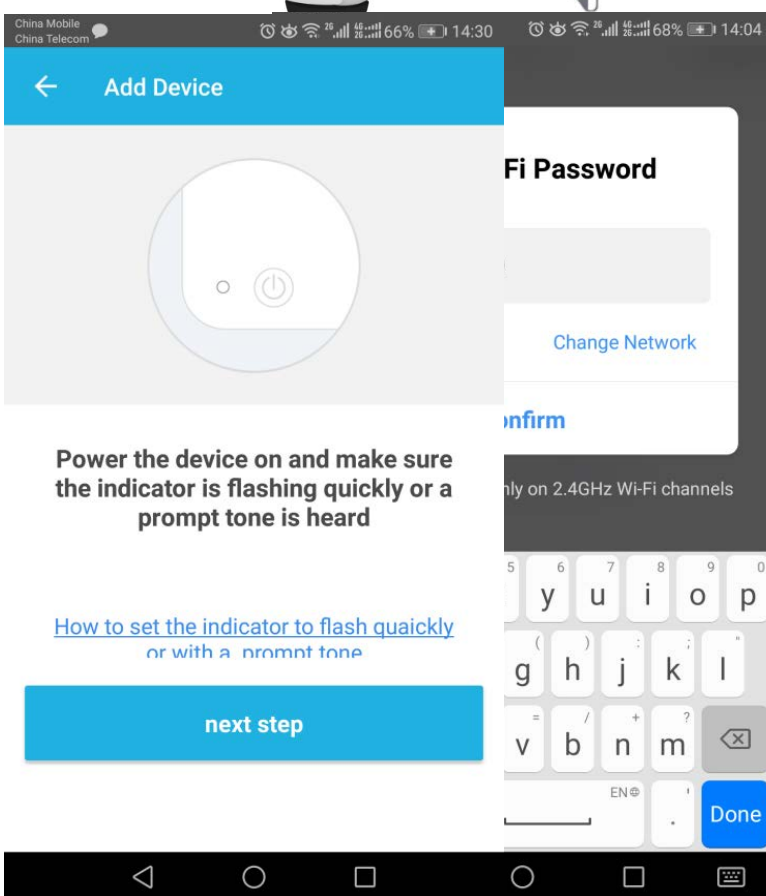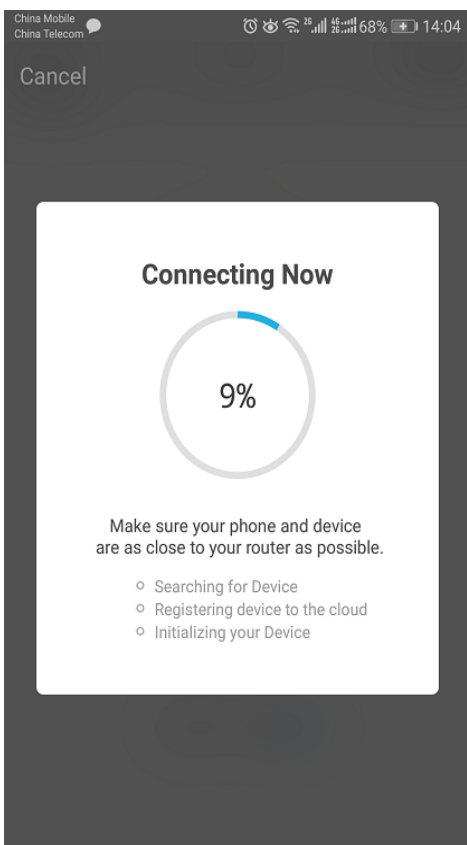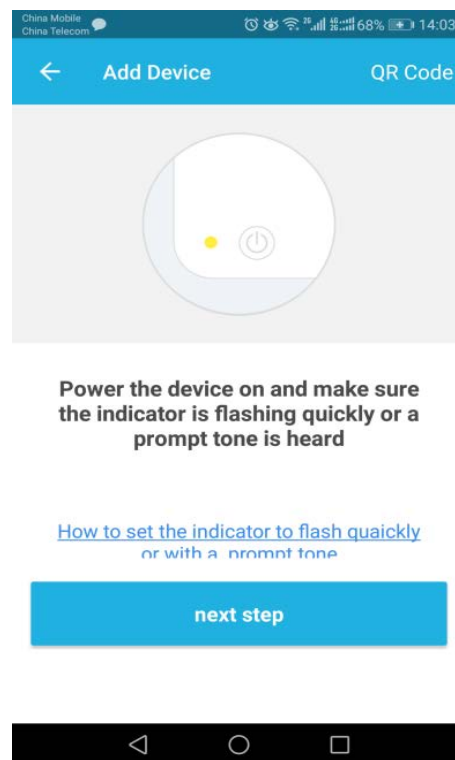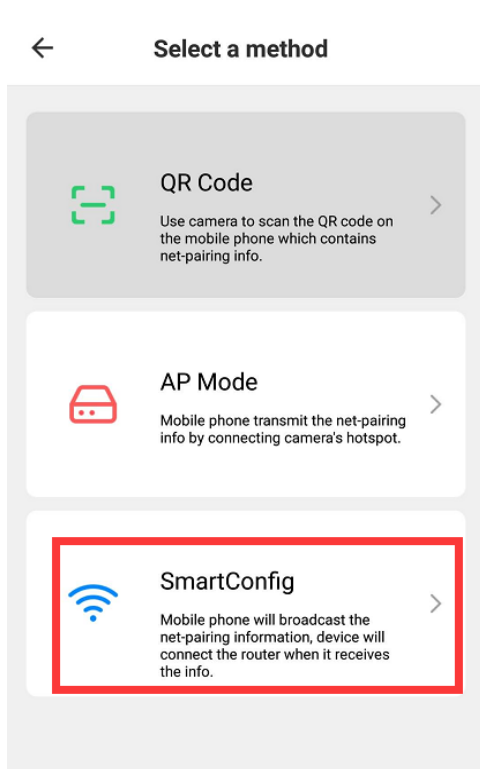
Notice: If the last prompt fails to add, please read the questions in the FAQ section of this manual about the failure of the distribution network, and find out the reason for the failure of the distribution network. After the device is restored to factory settings, add it again or contact customer service staff.

## 2.2.2, Add the camera by Smartconfig

A. When the device is powered on, the indicator light will be on. After the beep tone is heard, the device indicator light flashes red slowly.
B. After the phone is connected to Wi-Fi, click "+" and select " Security Camera"
C. Click "otherwise" in the right up corner and select "Smartconfig" to enter setup interface. (Smartconfig refers to that mobile phone will broadcast the net-pairing information, device will connect the router when it receives the info.)
D. After confirming that the device indicator is flashing red quickly, click "Next".
E. After entering the correct WIFI password, click Next. (Display the password to check if the password is correct)
F. The device indicator starts flashing blue quickly, then the blue light is always on. The mobile app starts counting seconds and is searching for devices waiting for a connection. After the APP prompts that the device has been searched, click "Done"

Select a method

QR Code
Use camera to scan the QR code on the mobile phone which contains net-pairing info.

AP Mode
Mobile phone transmit the net-pairing info by connecting camera's hotspot.

SmartConfig
Mobile phone will broadcast the net-pairing information, device will connect the router when it receives the info.

Add Device — QR Code

Power the device on and make sure the indicator is flashing quickly or a prompt tone is heard

How to set the indicator to flash quaickly or with a prompt tone

next step

Cancel

Connecting Now

9%

Make sure your phone and device are as close to your router as possible.

○ Searching for Device
○ Registering device to the cloud
○ Initializing your Device

Notice: If the last prompt fails to add, please read the FAQ part of this manual for questions about the failure of the network connection, and find out the reason for the failure of the network connection. After the device is reset to default factory settings, select "QR code" and try to add again.

2.3, The main function introduction

2.3.1, The APP main interface

A +

Good
Outdoor AQI

主卧　　次卧　　餐厅 ⚙
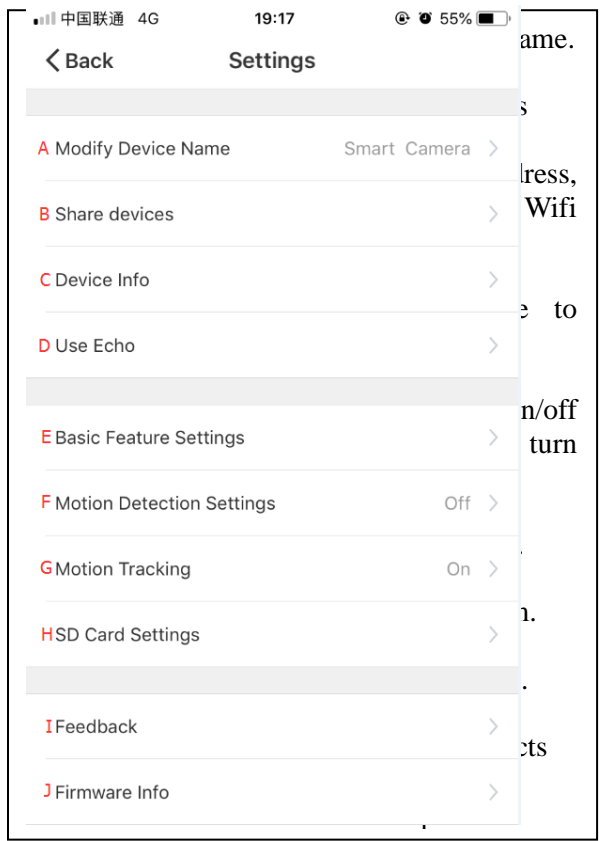
or Camera B

My Home C　　Smart Scenes D　　Profile E
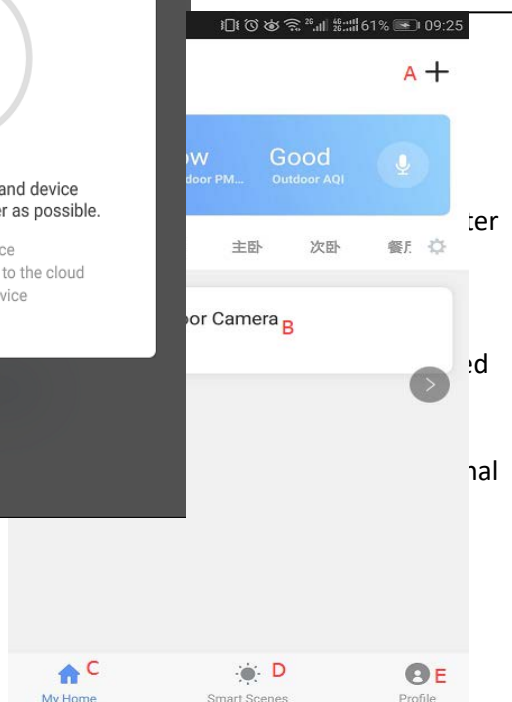
2.3.2, Live View interface
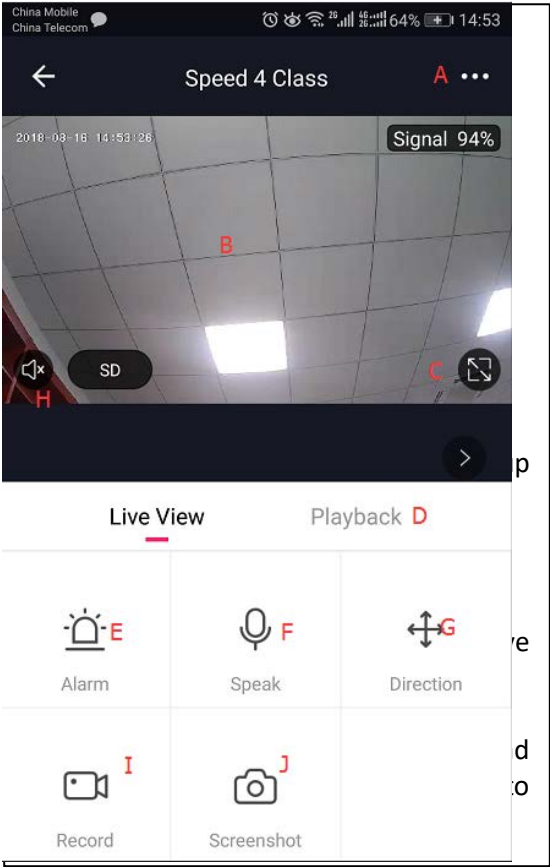
2.3.3, Playback interface

A. Playback video recording.

B. The time table. The time in grey color are with video recordings. You can drag the time table to the exact time that you want to see.

C. Pause or start playback video recording.

D. In Calendar, you will see the date in red color with video recordings.

E. Record the video recordings to the mobile phone.

F. Snapshot the picture of the video recordings and save it on the phone.

2.3.4, Introduction of more settings

ame.

A Modify Device Name   Smart Camera >

B Share devices

C Device Info

D Use Echo

E Basic Feature Settings

F Motion Detection Settings   Off >

G Motion Tracking   On >

H SD Card Settings

I Feedback

J Firmware Info

2.3.5, The Alarm Push Settings

The device supports motion detection and sound detection alarms. When the settings are correct, the device will send an alarm message to the mobile phone when the event is triggered.
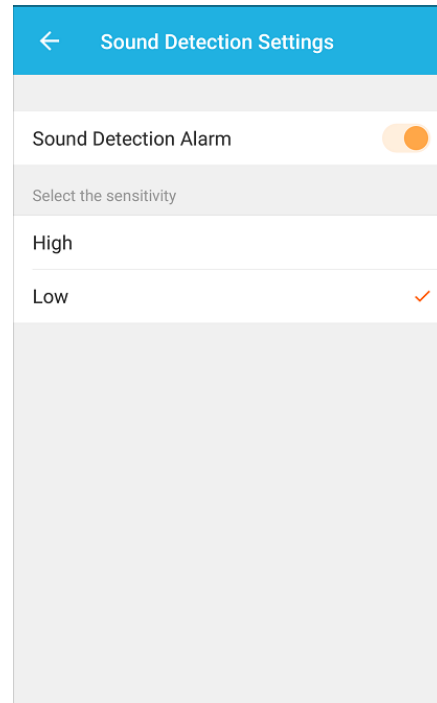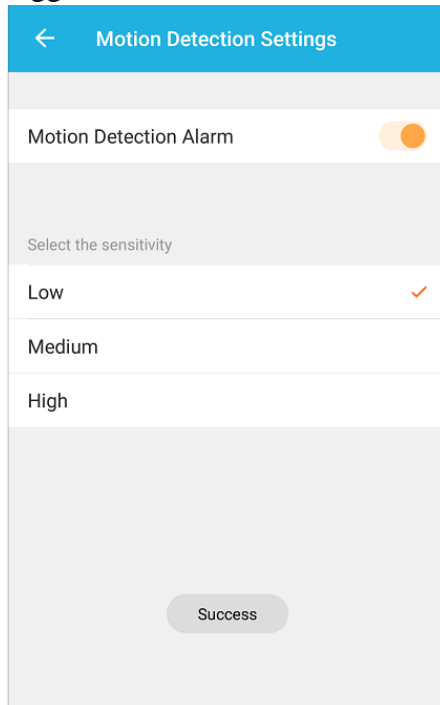
Turn on motion detection and sound detection, and select the corresponding sensitivity. Remarks: In a small space, select "Low" or "Medium". For environments with large space, in order to improve the alarm sensitivity, it is recommended to select "high".

Notice: If you need your phone to receive an alert message, you must allow the Smart life APP to get all the permissions in your mobile phone app permissions interface.
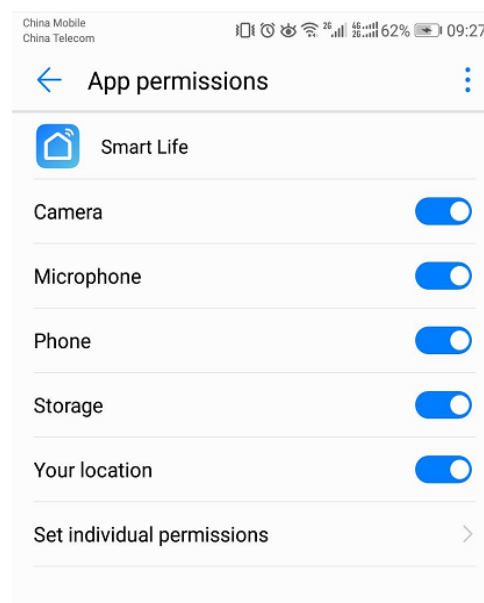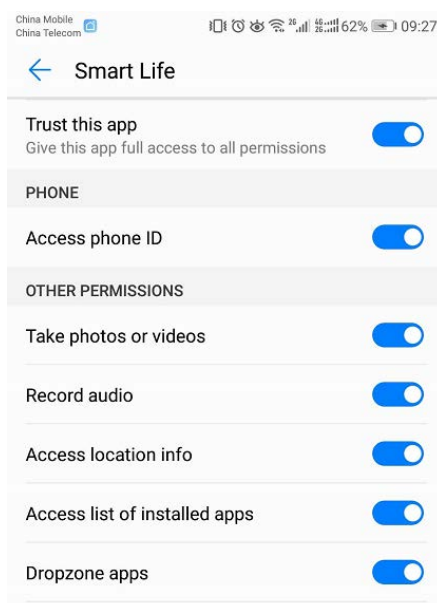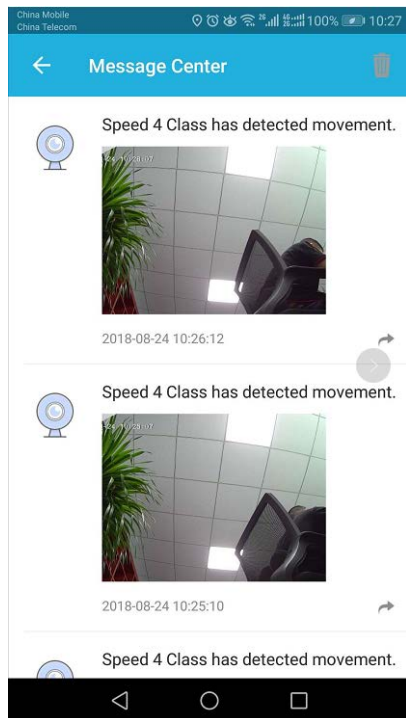
After setting the motion detection parameters, the camera detects the moving object and pushes the alarm information and picture to the APP.

Open message center to view all the pictures pushed by the mobile event, and push two pictures in one event.

2.3.6, Share with Others

One camera can only be added to one account, meanwhile, the account can only be set in by one phone. If anyone need to view the camera, the camera can be shared unlimited times
  A. Go to the more setting interface of the device, click "device sharing"
  B. Click "add" and enter an account (the account must be registered in Smart life APP successfully in advance), click "add"
  C. The account which have been invited will get a message by the app, please confirm and agree to this sharing request,you will share the device with others.
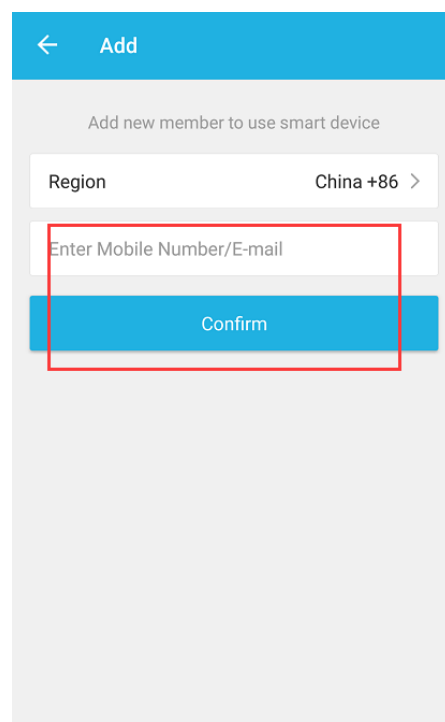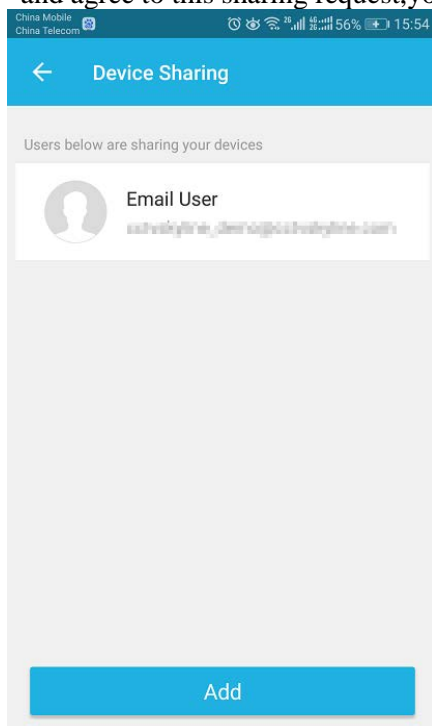
2.3.7, Micro SD card settings

Micro SD card is the main way for you to save the video.For different models, the SD card slot is in different positions. Please look for the card slot on the device.Here are the requirements for the Micro SD card：

1. Only support 2-128GB
2. To ensure the recognition rate and service life of the SD card,We suggest using Class 10 high speed Micro SD card, Samsung, SanDisk, Kinston Micro SD card.
3. Please format the Micro SD card before insert it into the camera, and the format must be FAT32.

The instruction of SD card:

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 delete the recordings, or the SD card is damaged, please format the memory card.

| SD Card Settings	
SD card capacity	
Total	7.39 GB
Used	0.5 GB
Residue	6.89 GB
Format SD Card	>

Notice: If your memory card cannot be recognized, please check the memory card if it meets all the requirements. Restart the device. If you still cannot identify，it is recommended to restore the device to settings, try another SD card, or contact customer service for help.

2.3.8, Use Amazon Echo show to control smart devices

Before using Echo show to control your smart devices, make sure you meet the following conditions.

➢ Echo show and Amazon account, Smart devices and smart Life app.
➢ The same and stable WIFI network for Echo show and Smart devices.

1) Add devices in Smart Life app
   Please change the device name to a easily recognized word or phrase, like "security camera"
2) Set up Echo show with Alexa app
3) Link Smart Life account to Alexa
A. Tap "skills" in the hamburger menu, then search "Smart Life". Select "Smart Life" and tap "ENABLE" to enable the Skill.
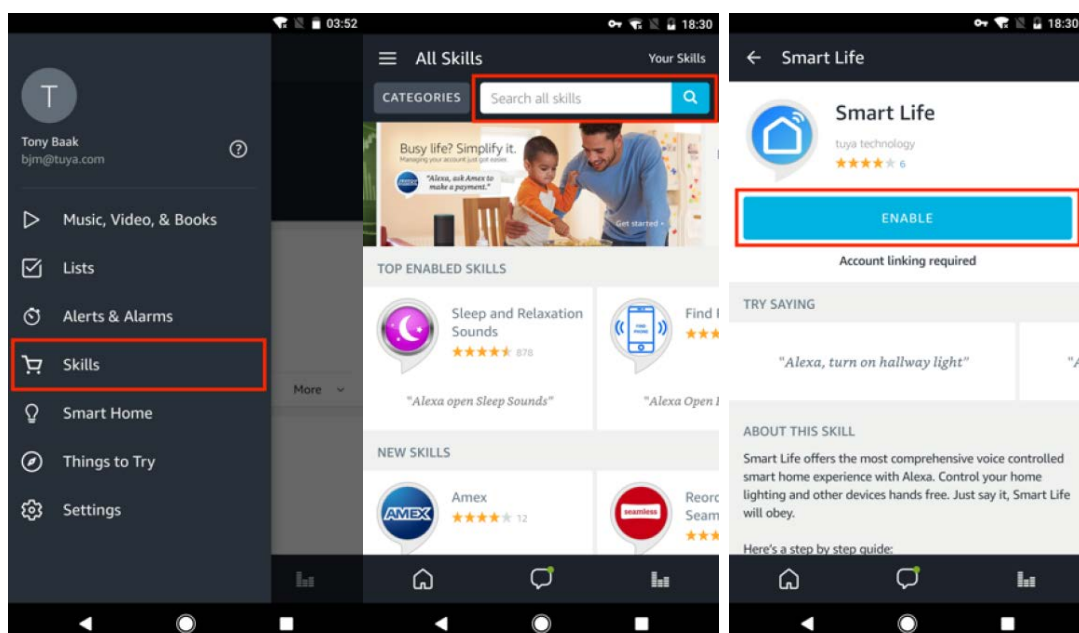
B. You will be redirected to the account link page. Type in your Smart Life account and password, don't forget to select the country/region where your account belongs to. Then tap "Link Now" to link your Smart Life account.
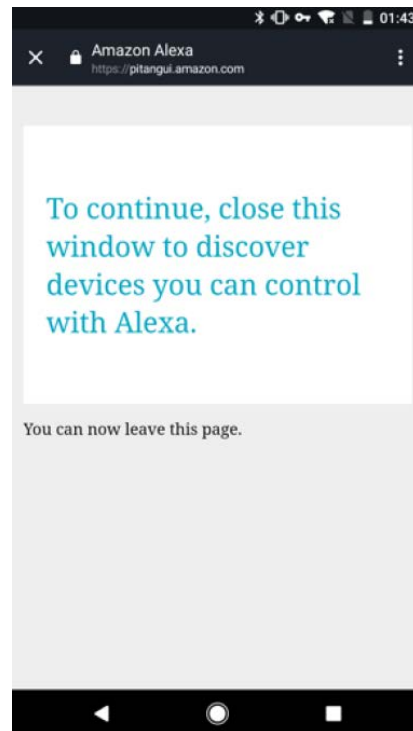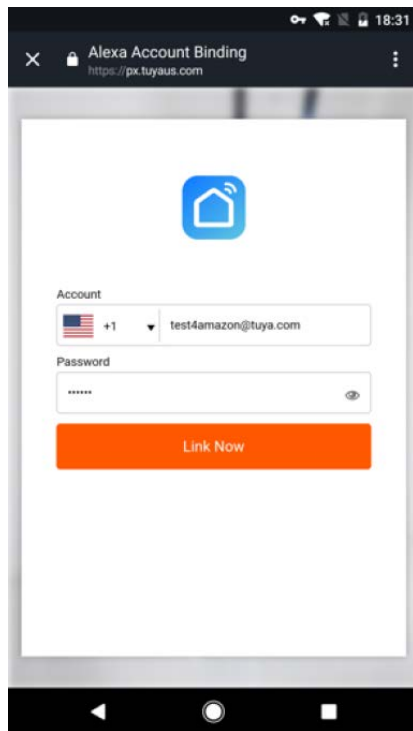
C. Now you can control your smart devices through Echo Show. You can use the following commands to control your devices (e.g., security camera):

Alexa, show the security camera
Alexa, stop the security camera

2.3.9, Delete the camera
Please go to more settings interface, and click "remove device" ; then confirm the pop-up notice.
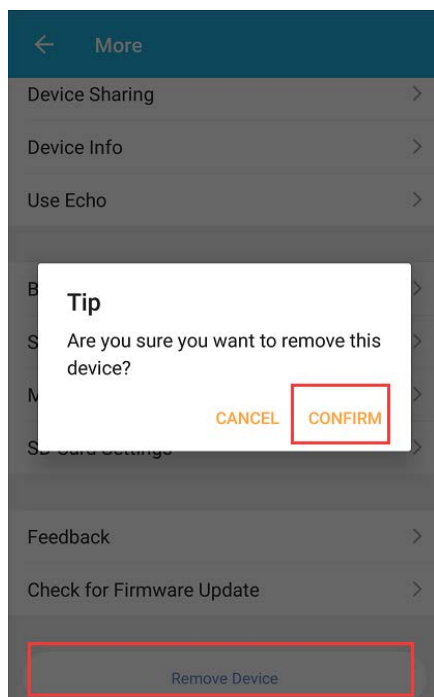
Notice: After the device is deleted, the cloud storage service will be automatically released. Please consider carefully.

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

3, FAQ

1, Why can't I add a device or fail to configure the network?

According to the status of the device indicator, you can determine the cause and solution of the failure of the network connection.

1) Before adding the device, ensure that the device is in red flashing state (2 times in 1 second). If the indicator status is abnormal, please reset the device to factory settings (press and hold the device RESET button until you hear a beep) (The reset button position of each product is different, but they are marked with "RESET").

2) The device indicator does not turn blue or does not hear the beep.
   A. Note that the screen of the mobile phone is aligned with the lens of the device in parallel, and the distance is kept at about 15cm.
   B. Try to adjust the distance between the phone screen and the device before and after and keep it for 2 seconds or so in each position.
   C. Please check if there are any stains on the surface of the lens of the device.
   D. Make sure the screen of the phone is clear, crack-free and non-reflective.
   E. Use the other way of network connection

3) The device indicator flashes blue quickly and does not turn constant blue.
   A. device does not support 5GHZ WIFI, please ensure that when adding device, the phone is connected to 2.4GHZ WIFI.
   B. WIFI password must be entered correctly, and there must be no special characters.
   C. Note that the current WIFI network is smooth, it is recommended to try to restart the router.

4) The device indicator light turns blue. And the APP cannot find the device.
   A. Try adding devices in other ways
   B. If after repeated attempts, the blue light is still on and the device cannot be found. Please contact customer service for technical assistance.

Note: After any failed addition, you must first reset the device to factory settings when you need to re-connect the network.

2, When adding a device, the APP prompts that the device has been added by the XXXX account. What should I do?

Please reset the product to default and try to connect it again.

3, How to reset the camera to factory settings?

Locate the reset button of the device, press and hold until the indicator light goes out, release it, hear the beep sound, wait for the device to restart, and the indicator lights up.

4, camera indicator status description

Constant red	The camera is starting up or running abnormally.
Red light flashing quickly	The camera is ready for network connection.
Constant blue .	The camera is running normally.
Blue light flashing quickly	The camera is connecting to the network

5, Why is there a blank in the middle of the video intermittent?

The blank space of the recording timeline represents no video file, and the two video mode problems are different. SD card recording: After the device is powered off, the SD card will not continue recording. Please check whether the device is powered off during the blank time. If it is abnormally powered off, please check whether the power supply, power cable and machine power interface are normal.

6, Why can't the phone receive an alarm message?

Confirm that the notification permission of the Smart life APP in the phone settings is turned on, and whether the mobile alarm settings are all enabled in the app. Under normal circumstances, when an abnormality is detected, a message will appear in the notification bar of the mobile phone. There is no sound or vibration depending on the settings of the mobile phone.

7, The APP can't load the video, what should I do if the camera is disconnected?

First check if the camera's power and network are normal. If it is normal, turn off the camera and then restart it. If the camera is still offline after restarting, please remove the camera in the APP, reset the camera to factory settings, and then re-add the device.

8, APP prompts access to the device failed, what should I do?

Please reset the device after resetting it to factory settings. If this problem still occurs, please contact customer service staff for technical assistance.

9, APP often cannot load the video, showing disconnect?

Troubleshoot the problem based on the camera's indicator status:

1) The indicator light is off, indicating that the device is not powered. Please check the power supply carefully and the power supply interface is normal. It is recommended to try the power supply.

2) The indicator light is on, in two cases:
   A. The indicator light is red, indicating that the camera's network has been disconnected. Please check the stability of the WIFI network and restart the router. It is recommended to move the camera closer to the router.
   B. The indicator light is blue, indicating that the camera's network is normal. Please check if the mobile phone's network is normal. If the mobile phone network is not smooth, the video stream may not be transmitted to the mobile phone. It is recommended that the mobile phone switch to WIFI.

10, Why do you have a circle in the middle when watching the video screen, will it delay?

The circle indicates that the video is loading. The delay indicates that the network is not smooth. Please check whether the network connected to the camera and the mobile phone is smooth. It is recommended to bring the camera closer to the WIFI router.

11, How many people can log in at the same time?

An account can only be logged in simultaneously by one mobile phone and one computer, and others can only watch the camera through the sharing mechanism.

12, How many accounts can I share with my family?

No limit

13, Why is the shared account operation function not complete?

For security reasons, the shared account permissions are restricted, and some functions of the device cannot be operated. If other people need to operate the camera, they can log in directly with the bound account.

14, Why does configuring a camera network with other mobile phones fail?

A camera can only be bound by one account, and other accounts can only be viewed through the sharing mechanism. If other accounts need to reconfigure the camera, please remove the device under the first account.

15, the camera was stolen, can you still see the video?

If the SD card is recorded and the SD card is lost, the video in the SD card cannot be viewed, but the APP can view the picture record of the mobile alarm push.

After-sales instructions:

1. Please refer to the specific product, the manual is for reference only.
2. The product is updated in real time, if there is any upgrade without prior notice.
3. The manual contains the basic functions of the product. Please check the operation
4. If there is any problem when using the camera, please contact customer service.
5. We have tried our best to ensure the completeness and accuracy of the contents of the manual, but some of the data may still be deviated from the actual situation. In the deviation, if there are any doubts and disputes, please refer to the final interpretation of the company.
6. If you do not follow the instructions in the manual, any loss caused by it will be borne by yourself.