# Im Cam

## Im Cam Video Calling Smart Camera
### User Manual

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## Appearance



92.1mm
153mm
79.1mm

① PTZ350°
② Call button
③ Dual MIC
④ 2.8 inch IPS HD screen
⑤ Infrared night vision 8 meters
⑥ 1080P
⑦ Call button(2)
⑧ speaker
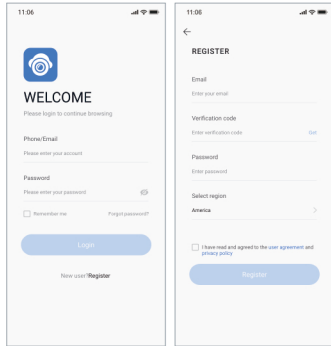⑨ SD card max 128GB
⑩ Reset button
⑪ TypeC power supply

## User Manual

1. Power on
2. Im Cam app installation
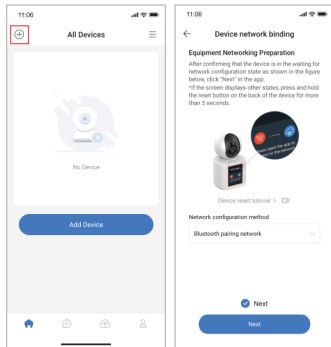Please search for "Im Cam" on the App Store or Google Play and download and install it.
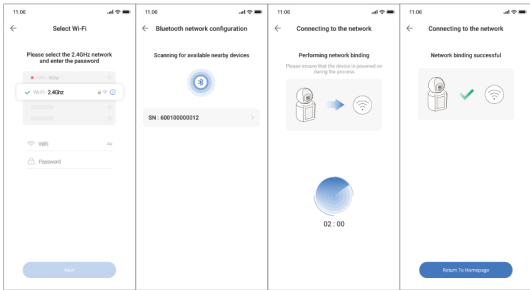


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3. Registration and login



4. Add device
a) After entering the home page, click the "+" button to enter the add device page.



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b) According to the prompts on the page, make sure the device is in the network pairing state, and then select the pairing method (Please select bluetooth mode) to proceed with the network binding in accordance with the steps.
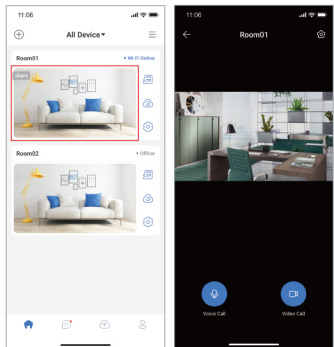


c) After the binding is successful, return to the device list. You will be able to see the device that was just bound.
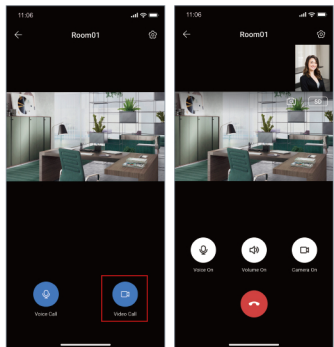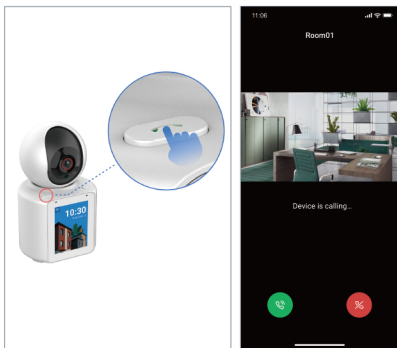


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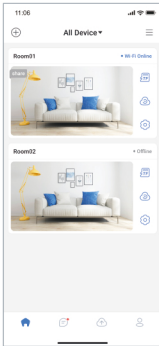
5. Start video call
a) Click on the device image to enter the live video page for the device.



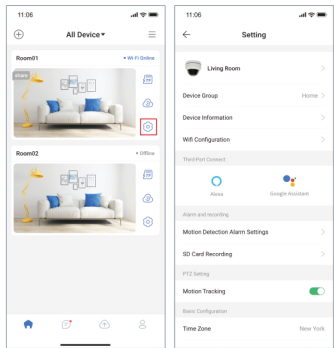b) After clicking "Video Call", you can start making video calls with the device.



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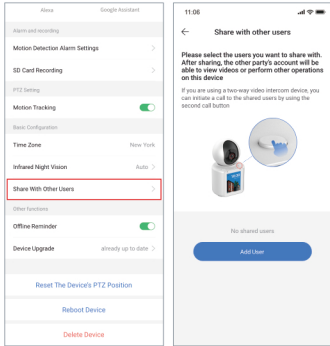c) You can also call the phone by pressing the call button above the device.
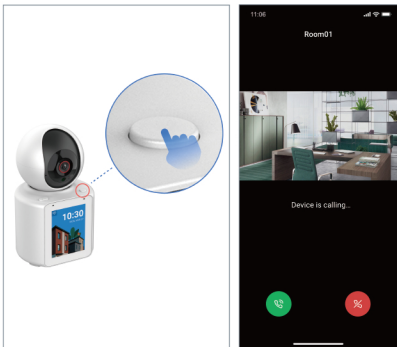


6. (additional) Call other accounts using your device
a) Click 'Settings' to enter the device's settings page.



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b) Click on 'Share with other users' to enter the sharing page.
c) Add the accounts you need to call.



d) Press the second call button (located at the bottom right corner of the lens) on the device to make a call to the account you just shared.



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## Specifications

| Model No. | C31 |
|---|---|
| Power Specifications | 5V–2A |
| CPU | Dual core processor |
| LCD | IPS 2.8", 240x320 |
| Video Resolution | 1920x1080 HD |
| Lens | 120° Wide–View |
| Night Vision Distance | 8M |
| Audio | Dual digital MIC array, pickup distance: 4M |
| PTZ Rotation | 350 degrees horizontally, 60 degrees vertically |
| Network | 2.4GHz Wi–Fi |
| AI | Supports human detection, motion detection, and crying detection |
| Intelligent Alarm | Message push, area alert |
| TF Card Slot | Support TF card (max 128GB) |
| Certification | ROSH, CE, GB4943 |
| Product Size | 79.1(L)*92.1(W)*153(H)MM |

## FAQ

1. How to fix it on the wall?
a) Drill holes and fix the base on the wall with screws, buckle the camera to the base.
b) Stick the base to glass, tiles or other smooth things with double–side tap or 3M glue.

2. What is the lowest bandwidth when viewing the real–time video?
a) To ensure the fluency of video, it is advised that bandwidth isn't lower than 512kbps.
b) The flow consumption of video is 2MB/min, and will increase to 2.4MB/min.

3. Why can't I store videos and read videos properly when I insert the Micro SD(TF) card?
To ensure normal operation of the camera, please insert the following recommended Micro SD(TF) card:
Kingston   8G/16G/32G
SanDisk    16G/32G/64G/128G
PNY        16G/32G/64G/128G

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## After–sales Services

To guarantee your interests, please read the content as follows carefully!

### Warranty Service

1. Return Service
Within 7 days since the receipt of goods, we provide a service of refunding or replacement for the quality problem tested and confirmed by sale service engineer.

2. Replacement Service
Within 30 days since the receipt of goods, we provide a service of replacement and maintenance for the quality problem tested and confirmed by sale service engineer.

3. Maintenance Service
Within 1 year since the receipt of goods, our company will provide free maintenance for the stoppage according to the warranty clauses.

4. Timed commitment
Since the day our company received the product, we will repair or replace in 5 days. (the shipping time will be not included)

### Support and Service

1. Before you send the device to us, please contact our after–sale service engineers to confirm product failures.

2. Please fill in the product after–sales service card before mailing the user stub.

### Warranty Scope

● Warranty service only apply to the product itself, but the packages and accessories are not included.

● Within 30 days, the performance issue of device should be tested by our company, once confirmed, our company will send you another same model product or repaired good ones. And the defective parts will belong to our company.

● Please take your invoice and after sale card if you need after sale service, and if you can not provide above certification, the warranty time will be calculated from the date of manufacture.

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● The repaired products will add another 30 days warranty time. If you pay for the technical support, to the same performance issue, we will provide you three months warranty service for free since the day it has been repaired, please ask for maintenance certification and keep it.

● The delivery cost of the repaired products should be paid by the sender.

● The promises beyond the after–sale service which made by the dealers, our company take no responsibility.

### Special Statement

The Following situations need to be compensated maintenance during warranty period, please be attention.

● Malfunctions or injure caused by abnormal installment, operation and maintenance.

● Without authorization, tear up the barcode.

● The product model and system in the warranty service card are different from the information the product itself.

● Beyond the period of replacement and warranty.

● Malfunctions or injure caused by teardown and repair without company's authorization.

● Malfunctions or injure which are not caused by the technology, design, manufacturing and quality.

● Malfunctions or injure caused by force majeure, such as earthquake, fire, flood and thunderstrike.

● Malfunctions or injure caused by accidents or man–made.

### Product Repair Way

Please contact the original seller for after–sales service. After purchasing the product, in case the product has problems confirmed by the after–sales service engineer, you can select free services and repairs, goods return and exchange. Relevant warranty period and back freight attribution are as follows: (since the equipment activation date)

| Time | Within 7 days | 7 days– 1 month | With 3 months | 1 year under warranty | After warranty |
|---|---|---|---|---|---|
| Return guarantee | Exchange | Warranty | Warranty | Warranty | Paid maintenance |
| Back freight paid by | Seller | Seller | AA | Buyer | Buyer |

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Commitment deadline: The Company will repair or replace the corresponding products or accessories within 5 days from the receipt day. (Not including posting time)

### After–sales Service Contact

Manufacturer: Shenzhen Cylan Technology Co.Ltd
After–sales service engineers: +86–0755–83268782
Official site: www.cylan.com.cn
Note: Before the return, please contact customer service to communicate.

### User Stub

To guarantee your interests, please fill in the stub carefully!

| | | |
|---|---|---|
| Product Information | Product Name | |
| | CID | |
| | Purchase Date | |
| User Information | Name | |
| | Phone Number | |
| | Email | |
| | Address | |