



# Shenzhen Ctv Cloud Technology ZY-E3 Wireless Security Camera User Manual

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## Buttons Indication

Power Button	Press and hold for 5s for power on/off the camera
Reset Button	Press and hold for 5s until hearing 'Boogu' to reset or restore to factory setting
SD Card Slot	Support local SD card storage (up to 128G)
Charging Indicator	Red means charging, blue means fully charged
Working Status Light	Solid on red: Network is abnormal
	Slow flickering red: Awaiting Wi-Fi connection and start adding devices
	Wi-Fi fast flickering red: Wi-Fi connecting
	Solid on blue: Wi-Fi connected successfully, the camera running normally
USB Charge Port	Use 5V 2A power adapter to charge this camera

## APP Installation and Account Registration

### Download 'CloudEdge' APP

**Method 1:** Download 'CloudEdge' APP from APP Store (iOS) or Google Play (Android);

**Method 2:** Scan 'CloudEdge' APP QR code to download it



Tips: Please turn on 2 below permissions while using this APP for the first time.

1. Allow 'Cloud Edge' APP to access mobile cellular data and wireless LAN or it will fail to add IP camera
2. Allow 'CloudEdae' APP to receive pushed message or the phone will not receive alarm push when motion detection or audible alarm is triggered .



## Register Account

New users need to register by email. The concrete steps are as following:

1. Click “Register”;
2. Follow the steps to complete the registration of the account;
3. Log in.

## Note:

- When registering a new account, please choose the region which you are actually in and correct country code. (Different registered regions can't share the camera.)
- Please choose to register by e-mail.

## How to Add a Camera to APP

### Before Using:

1. Please insert the Micro SD card before power on, otherwise, the SD card cannot be detected.
2. Put the camera and smart phone 1-3 ft (30-100 cm) away from the router to set Wi-Fi.
3. Make sure that the camera is using 2.4GHz Wi-Fi.

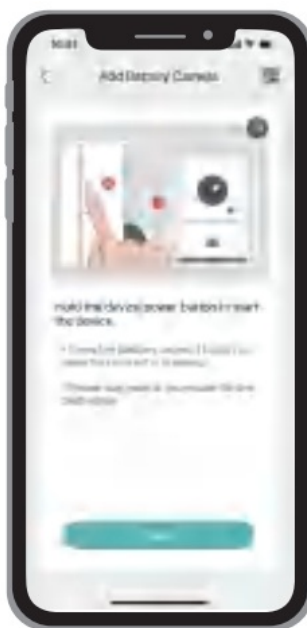
## Wi-Fi Connection Steps



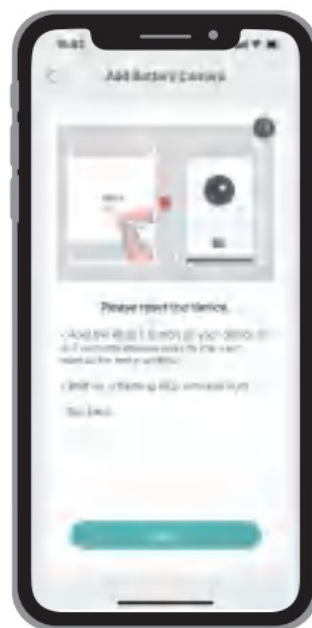
Tap '+' to Add Device



Select Battery Camera



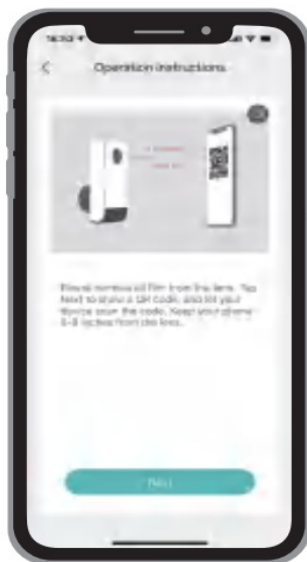
Power on Camera



Reset Device



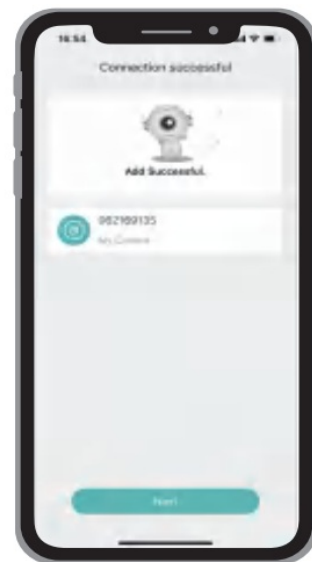
Input Wi-Fi Password



Scan QR Code



Wait for Connection



Device Added

**(Note:** If it can't be powered on, please plug in DC 5V 2A power adapter to charge the camera for 15min first)

## My camera fails to connect Wi-Fi?

1. Before adding a device, make sure that the device is in the state of slow flashing red light. If the indicator status is abnormal, please restore the device to factory settings (long press and hold the device RESET button until you hear the 'boogu' sound)

2. Please make sure the Wi-Fi the camera connected is 2.4GHz. In our experience, network connection is failed in most cases, which is caused by that users used 5GHz WIFI.
3. Make sure the password correction of the Wi-Fi. (Note: the password of the WiFi cannot include single quote, underline, space and virgule(/).
4. Check the number of the devices your router connected. In general, the router has a connection limits. Once the devices that your router connected excess the its max limit numbers, other devices will cannot connect the router.
5. Make sure the QR code on the phone screen is normal and the distance between the phone and the camera lens is 10-1 Scm (3.9-5.9inch) during the scanning process.
6. After checking the above information, if the camera cannot connect the Wi-Fi, please try to re-download the APP, reset the camera and restart the router, and then add the camera again.
7. If you tried all steps, but still no luck, please message your order and problem to [sales@elemage.cc](mailto:sales@elemage.cc).

## Installation Guides

- Use the camera skin for better weatherproof performance when you install the camera outdoors.
- Install the camera 2-3 meters (7-10 ft) above ground. The detection range of the motion sensor would be maximized at such a height.
- For effective motion detection, please install the camera angularly.

**NOTE:** If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.

## Notes on PIR Motion Sensor

### PIR Sensor Detection Range

The PIR detection range can be customized to meet your specific needs.

You may refer to the following table to set it up in Device Settings via CloudEdge App.

Sensitivity	Detection Distance (For moving and living objects)
Level 1-3 (Low)	Up to 2-5 meters
Level 4-7 (Med)	Up to 5-8 meters
Level 8-10 (High)	Up to 8-10 meters

## Important Notes on Reducing False Alarms

- Do not face the camera towards any objects with bright lights, including sunshine, bright lamp lights, etc.
- Do not place the camera near any outlets, including the air conditioner vents, humidifier outlets, the heat transfer vents of projectors, etc.
- Do not install the camera at places with strong wind.

- Do not face the camera towards a mirror.
- Keep the camera at least 1 meter away from any wireless devices, including WiFi routers and phones in order to avoid wireless interference.

## **FAQs**

For more detailed FAQs, please log in to the APP, search in “Me”-“FAQ”-“Help Document”-“Battery Camera”

### **The device prompts offline?**

1. Check whether the equipment is in the power-on state, and observe whether the working light of the equipment is on normally.
2. Check whether the Wi-Fi network is in good condition and restart the router.
3. If the device is located far away from the router, which results in the inability to obtain a good Wi-Fi signal, it is recommended to move the router to a closer place or ensure the Wi-Fi signal strength is to be over than 85% to improve the Wi-Fi performance of the home.
4. Delete the camera from your CloudEdge account and add it again after resetting the device. Check whether the device firmware and application program are the latest version.

### **Update router or Wi-Fi password?**

Delete the camera from your CloudEdge account. After resetting the device, use the new Wi-Fi and password to add it again.

### **Alarm push frequently?**

1. In the app, lower the sensitivity of the motion detection alarm.
2. Check whether there are objects that interfere with and trigger the PIR sensor in the field of view of the device, such as the outdoor unit of the air conditioner, driving cars, passing pedestrians, etc. The angle of the device can be adjusted appropriately to avoid these easily disturbing objects
3. Turn on “human motion detection” and use humanoid algorithm to filter useless alarms.

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

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

**Warning:** changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment

Radiation Exposure Statement This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

## Documents / Resources

	<a href="#">Shenzhen Ctv Cloud Technology ZY-E3 Wireless Security Camera</a> [pdf] User Manual ZY-E3, ZYE3, 2AZL7-ZY-E3, 2AZL7ZYE3, Wireless Security Camera, ZY-E3 Wireless Security Camera
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