

INSIGNIA™

Wi-Fi Camera

NS-CH1IPC8



Before using your new product, please read these instructions to prevent any damage.

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Wi-Fi Camera

Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-CH1IPC8 represents the state of the art in Wi-Fi camera design and is designed for reliable and trouble-free performance.

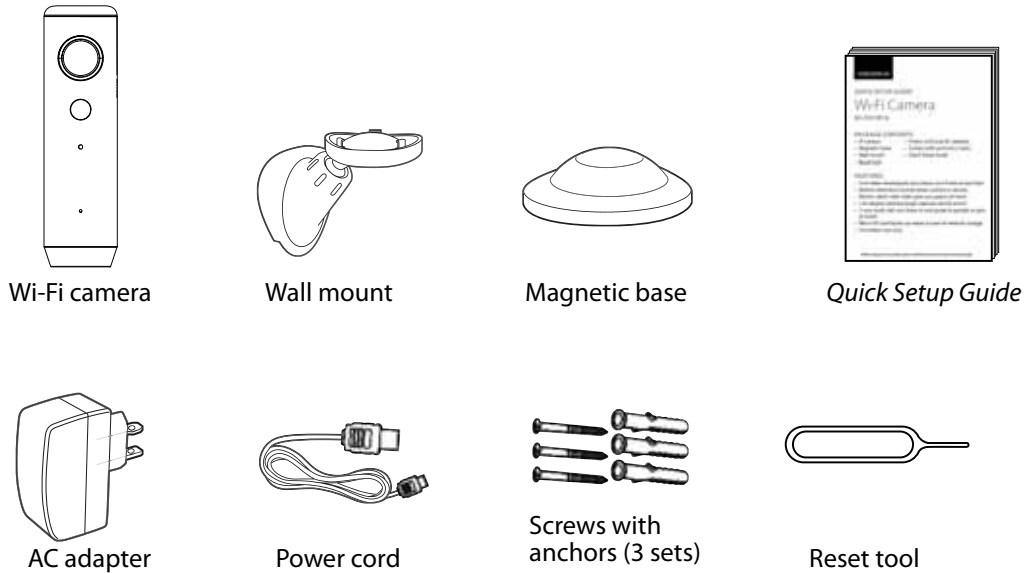
IMPORTANT SAFETY INSTRUCTIONS

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not use your Wi-Fi camera near water.
- 6 Clean only with a soft, dry cloth.
- 7 Do not install near any heat sources, such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 8 Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 9 Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where it exits from your Wi-Fi camera.
- 10 Do not attempt to modify or extend the power cord of your Wi-Fi camera.
- 11 Unplug your Wi-Fi camera during lightning storms or when it will not be used for long periods of time.
- 12 Make sure that the available AC power matches the voltage requirements of your Wi-Fi camera.
- 13 Do not handle the plug with wet hands. This could result in an electric shock.
- 14 Unplug the power cord by holding the plug, never by pulling the cord.
- 15 Refer all servicing to qualified service personnel. Servicing is required when your Wi-Fi camera has been damaged in any way, such as the power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into your Wi-Fi camera, your Wi-Fi camera has been exposed to rain or moisture, does not operate normally, or has been dropped.
- 16 To reduce the risk of fire or electric shock, do not expose your Wi-Fi camera to rain, moisture, dripping, or splashing, and no objects filled with liquids should be placed on top of it.
- 17 Do not install your Wi-Fi camera outdoors. Your Wi-Fi camera is intended for indoor use only.
- 18 Do not use extension cords or ungrounded (two prong) adapters. If the power cord is too short, have a qualified electrician install an outlet near your Wi-Fi camera. Use of an extension cord can negatively affect your Wi-Fi camera's performance.
- 19 Your Wi-Fi camera is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of your Wi-Fi camera by a person responsible for their safety.
- 20 Children should be supervised to ensure that they do not play with your Wi-Fi camera.
- 21 Do not leave packaging material unattended, as it may become dangerous playing material for children.
- 22 If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified person, in order to avoid a hazard.

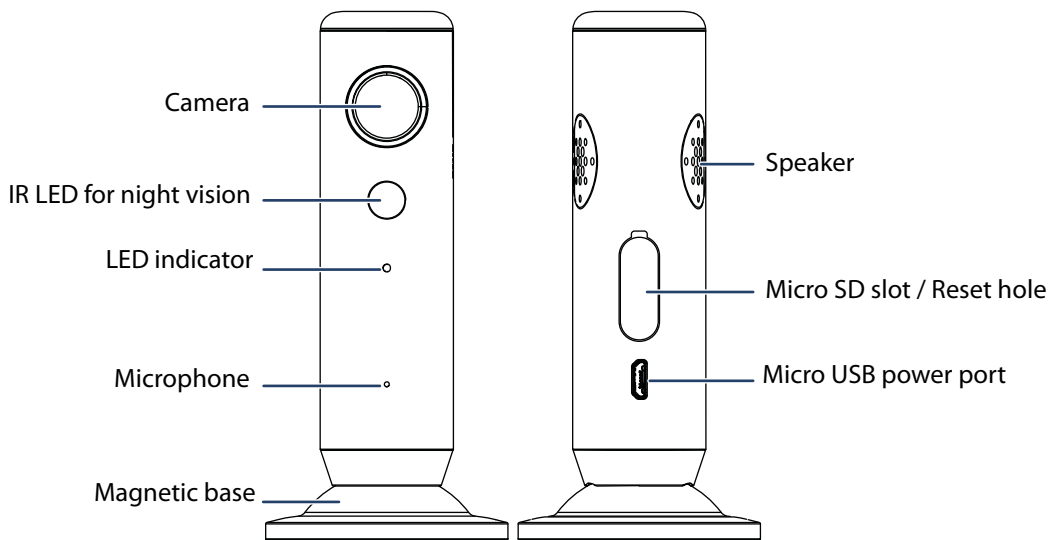
Features

- Live video viewing lets you check your home at any time
- Records when activity is sensed
- Motion alerts with video give you peace of mind
- 120-degree viewing angle captures all the action
- 2-way audio lets you listen in and speak to people or pets at home
- Micro SD card backs up video in case of network outage
- For indoor use only

Package contents



Front and back



Understanding the LED indicator

LED INDICATOR	STATUS
Blinks blue slowly	Searching for a Wi-Fi connection
Blinks blue quickly	Connecting to Wi-Fi
Solid blue	Connected to a Wi-Fi network
Solid red	Camera powering up (may last up to 20 seconds)
Blinks red quickly	Upgrading firmware

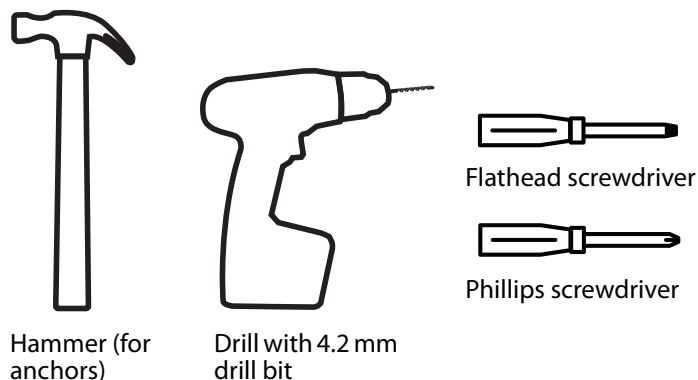
System requirements

- Home Wi-Fi network (2.4GHz)
- Insignia Connect app (free download at connect.bestbuy.com/setup)
The Insignia connect app tracks status information for all of your Insignia smart home devices in one place. Signing into a Best Buy account is required for remote access and to keep your data secure.
- iOS 10.0 or later
OR
Android 6.0.1 (Marshmallow) or later

Electrical requirements

Make sure that the power cord will be able to reach a power outlet from your mounting location.

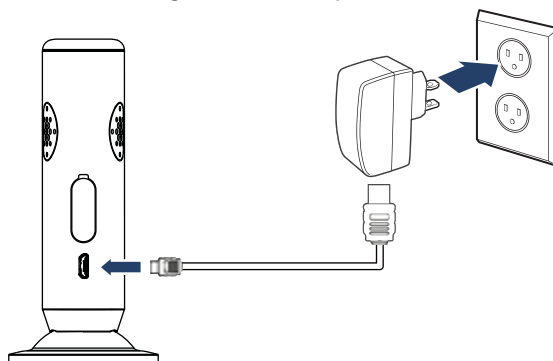
Mounting tools



Note: You don't need any tools to mount to a flat surface.

Setting up your Wi-Fi camera

- 1 Plug your Wi-Fi camera into a wall outlet using the included power cord and adapter.



- 2 Connect your mobile device to a Wi-Fi network.
- 3 Type connect.bestbuy.com/setup in the search bar of your device's browser and follow the on-screen instructions to download the Insignia Connect app.
- 4 Open the app and register or sign in with your existing Best Buy account info. Follow the on-screen instructions to complete setup.

Note: If you plan to access your camera on multiple devices, you must sign into the same Best Buy account.

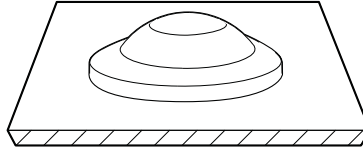
Mounting your Wi-Fi camera

Using the magnetic base, you can place your indoor camera on a flat surface or mount it to the wall or ceiling. Before you mount your camera, make sure the power cord will be able to reach a power outlet.

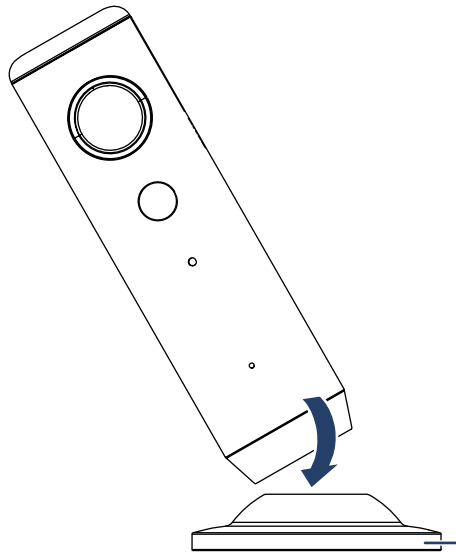
Note: Only install your Wi-Fi camera in a dry, indoor area. Your Wi-Fi camera must not get damp or wet.

Mounting to a flat surface

- 1 Place the magnetic base on a flat surface.

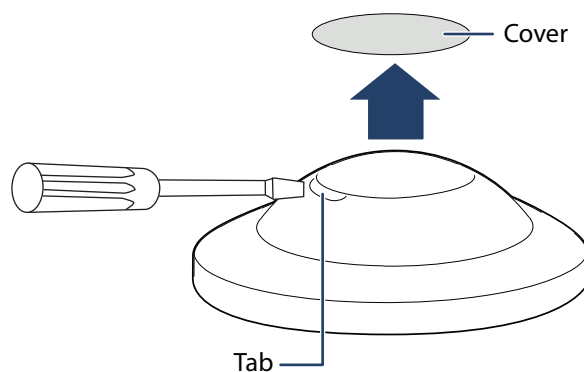


- 2 Attach the camera to the magnetic base.



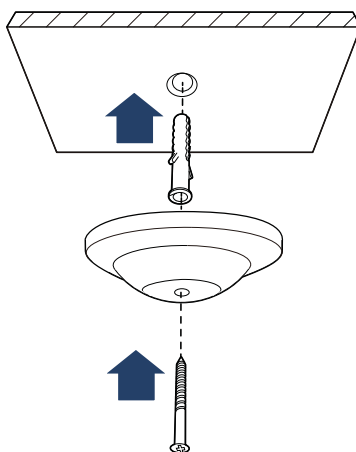
Mounting to the ceiling

- 1 Insert a screwdriver into the tab on the magnetic base, then pry the cover from the magnetic base.

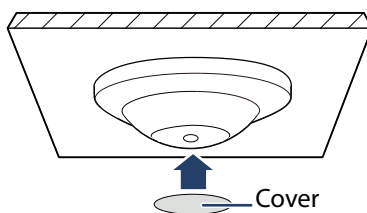


- 2 Drill a hole in the ceiling with a 4.2 mm drill bit where you want to mount your camera.

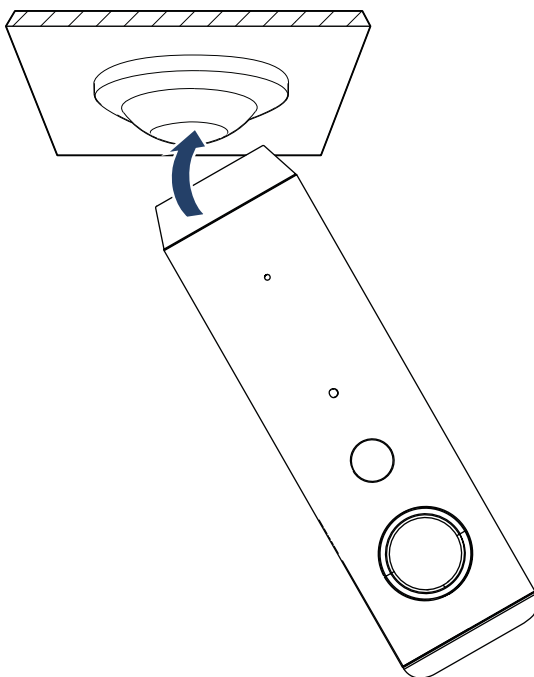
- 3 Insert an anchor into the hole, then secure the magnetic base to the ceiling with a screw (included).



- 4 Push the cover back onto the magnetic base.

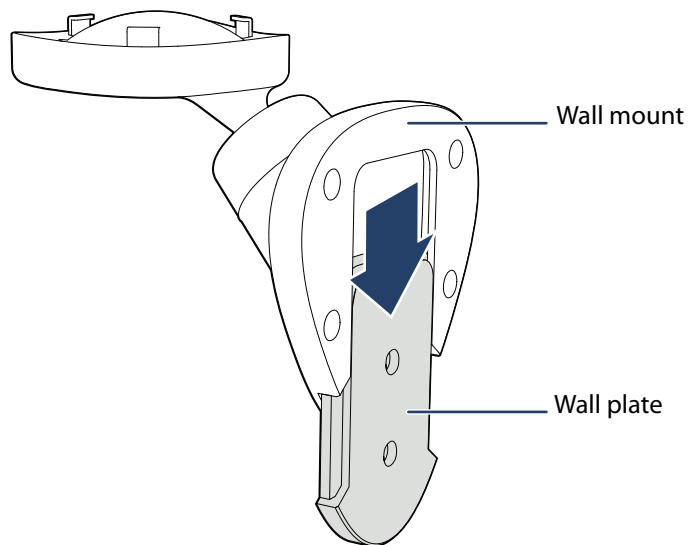


- 5 Attach the camera to the magnetic base.

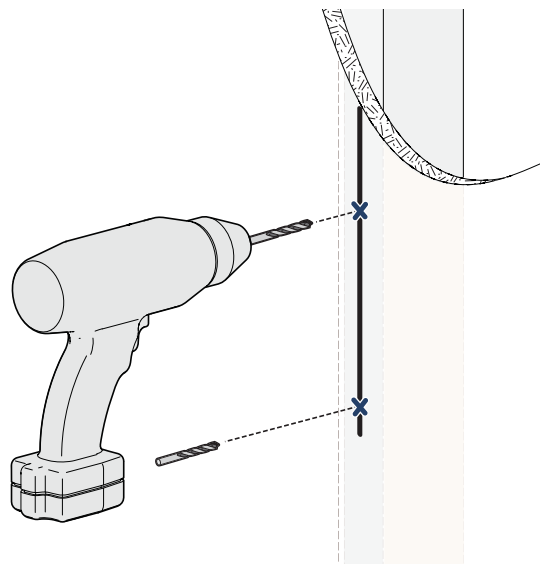


Mounting to a wall

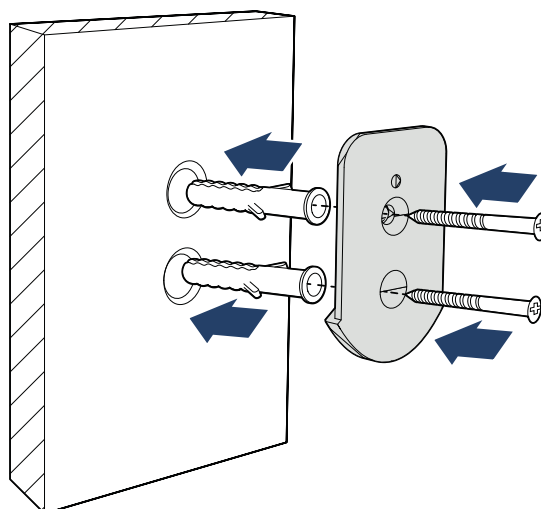
- 1 Remove the wall plate from the back of the wall mount.



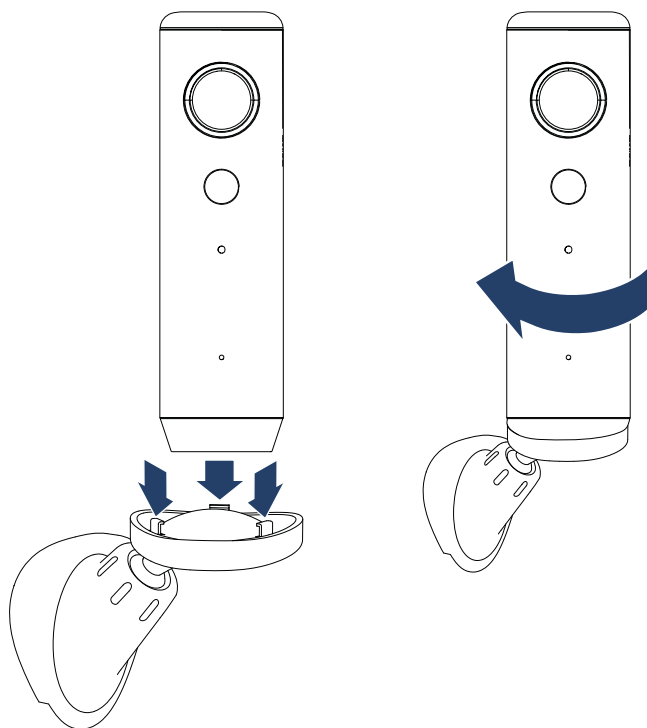
- 2 Using the wall plate as a guide, mark and then drill two holes with a 4.2 mm drill bit where you want to mount your camera.



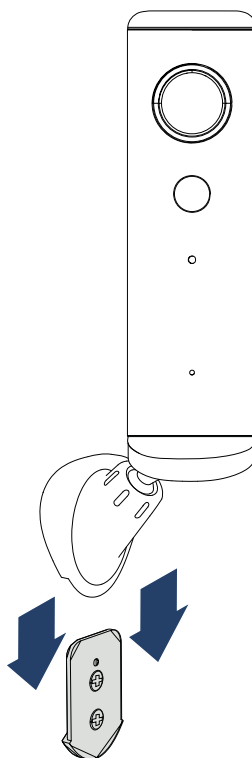
- 3 Insert the two anchors into the holes, then secure the wall plate to the wall with the two screws.



- 4 Align the bottom of the camera with the tabs on the magnetic base, then twist the camera to secure.



- 5 Slide the wall mount onto the wall plate.



Inserting a micro SD card

- 1 Pull open the cover to the micro SD slot on the back of your Wi-Fi camera.
- 2 Insert a micro SD card (up to 32 GB) into the slot until it clicks into place.

Note: The micro SD card is only used if your network or Wi-Fi stops working. Anything saved to the micro SD card is only accessible via the Connect app and cloud services. In most cases, a small-capacity micro SD card (1–4 GB) would be sufficient.

Resetting to factory defaults

Resetting to factory defaults disconnects your camera from your Insignia Connect app and resets Wi-Fi and system settings. Video stored on the cloud is not affected.

- 1 Pull open the cover to the reset hole on the back of your Wi-Fi camera.
- 2 Push the reset tool or a paper clip into the reset hold and hold for five seconds.

Note: You should reset your camera to factory defaults if the initial setup failed or did not complete, if the Connect app no longer has access to the camera, if your Wi-Fi network or password changed, or if you want to setup a new user account.

Specifications

CPU	ARM processor
Image sensor	1/4" color CMOS sensor
Image resolution	HD 720P (1280 × 720), WVGA (854 × 480)
Camera lens	F2.8 aperture
Video compression format	H.264
Audio format	G.711
Network interface	2.4GHz Wi-Fi (IEEE 802.11b/g/n)
Focus mode	Fixed
Focus range	.4 m to infinity
Memory	Micro SD card (32GB max)
Working status indicator	Bi-color LED indicator light
Mobile terminal	Supports iOS and Android
Operating temperature	14–122° F (-10–50° C)
Operating humidity	<95%
Power consumption	<5W
Power input	5V/1A, USB interface
Dimensions without base (W × D × H)	1.4 × 1.6 × 3.5 in. (36 × 40 × 89 mm)
Dimensions with base (W × D × H)	2.0 × 2.0 × 3.9 in. (50 × 50 × 98 mm)
Power cord length	12 ft. (3.7 m)

Frequently Asked Questions

QUESTION	ANSWER
Why can't the app find my Wi-Fi Camera?	<ul style="list-style-type: none"> • Make sure that your camera is connected to the wall adapter with the supplied USB cord and that the outlet has power. Do not use other USB cables. • Make sure that your mobile device and the camera are connected to the same Wi-Fi network. • Repeat the Wi-Fi setup procedure. • Make sure your home Wi-Fi router's 2.4GHz band is active and visible. Your camera will not function with the 5GHz band. • Make sure that your network is working properly.
How do I enable night vision mode?	Your camera activates night vision automatically as the environment become dark. It may take up to 10 minutes for the camera to activate or deactivate night vision.
How is the micro SD card used for recording videos?	The micro SD card is used as a backup in case the Wi-Fi network or internet goes offline. Once Wi-Fi connectivity is resumed, the captured motion events are uploaded to the cloud and will be accessible in your app. All files on the card are encrypted for security and you cannot view captured files directly from the SD card.

QUESTION	ANSWER
What does the LED indicator mean?	<ul style="list-style-type: none"> • Solid red: The camera is starting up. This shows for up to 20 seconds after power-up. • Flashing red: The camera software is updating. This normally lasts less than a minute. • Solid Blue: The camera is powered up and operating normally. • Slowly flashing blue: The camera is searching for a Wi-Fi network. • Quickly flashing blue: The camera has found a Wi-Fi network and is connecting to it. • Off: The Camera is not connected to power or the outlet is off. Try disconnecting the power and reconnecting again.
How do I reset my camera?	<ul style="list-style-type: none"> • Remove the cover on the back of your camera. • Using the included reset tool (or a metal paper clip), press and hold the reset button for five seconds. The camera announces that it has been reset. • Follow the Wi-Fi pairing instructions in your Setup Guide.
How do I factory reset on my camera?	<p>Resetting to factory defaults disconnects your camera from your Insignia Connect app and resets Wi-Fi and system settings. Video stored on the cloud is not affected.</p> <ul style="list-style-type: none"> • Remove the cover on the back of your camera. • Using the included reset tool (or a metal paper clip), press and hold the reset button for five seconds. The camera announces that it has been reset. • Follow the Wi-Fi pairing instructions in your Setup Guide.
How can I check the Wi-Fi signal strength where my camera is located?	<ul style="list-style-type: none"> • Before setup, you can connect a mobile device to your Wi-Fi network, then hold it next where you plan to set up your camera. Use your device's Wi-Fi indicator to determine signal strength at that location. • After the Wi-Fi Camera is set up, you can check signal strength in the CONNECT app. Tap the info "i" button in the upper, right corner of your screen: <ul style="list-style-type: none"> • Strong Wi-Fi signal: Displays 3 green bars • Weak Wi-Fi signal: Displays 1 green bar or red <p>If you have a weak signal, the camera may work intermittently. You can move the camera and Wi-Fi router closer to each other or install a Wi-Fi range extender (booster) halfway between your router and the camera to increase the signal in that part of your home.</p>
How many Wi-Fi cameras can I connect?	You can connect as many cameras as you want, as long as your Wi-Fi network can support it.
Why is the live video not playing back smoothly?	<ul style="list-style-type: none"> • Make sure that the camera has a strong Wi-Fi signal. • Your internet service must support sustained upload speed of at least 1Mbps per camera. • Another Wi-Fi device in the home may be using most of the available network bandwidth. Wait a few minutes and try again. • If you are viewing remotely using a cell connection, the video may appear choppy due to slow connection speed.
Why is the app not showing the live video or showing a blank screen?	<ul style="list-style-type: none"> • The camera may be offline or turned off. • Wi-Fi signal may be weak where the camera is located or there may be interference. • The cloud service may be temporarily unavailable. • Try restarting the app and checking the live view again. • Try disconnecting the camera from power and reconnecting after 10 seconds.
How do I listen to live camera audio?	Audio capture is turned off by default. You can enable it from the settings screen. Once enabled, you can monitor and record audio along with video.
How do I send audio to the camera to speak with someone remotely?	In the live view screen, press and hold the Microphone button and speak. Release the button to send the audio to the camera.

Legal notices

FCC Statement

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

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.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following 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.

The device has been evaluated to meet general RF exposure requirements. The device can be used in portable exposure condition without restriction.

ONE-YEAR LIMITED WARRANTY

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacture of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at www.bestbuy.com or www.bestbuy.ca, and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location, please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging. If you purchased the Product from a Best Buy online web site (www.bestbuy.com or www.bestbuy.ca), mail your original receipt and the Product to the address listed on the web site. Make sure that you put the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States call 1-888-BESTBUY, Canada call 1-866-BESTBUY. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the county where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Food loss/spoilage due to failure of refrigerator or freezer
- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance
- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

REPAIR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY FOR BREACH OF WARRANTY. INSIGNIA SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT, INCLUDING, BUT NOT LIMITED TO, LOST DATA, LOSS OF USE OF YOUR PRODUCT, LOST BUSINESS OR LOST PROFITS. INSIGNIA PRODUCTS MAKES NO OTHER EXPRESS WARRANTIES WITH RESPECT TO THE PRODUCT, ALL EXPRESS AND IMPLIED WARRANTIES FOR THE PRODUCT, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF AND CONDITIONS OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD SET FORTH ABOVE AND NO WARRANTIES, WHETHER EXPRESS OR IMPLIED, WILL APPLY AFTER THE WARRANTY PERIOD. SOME STATES, PROVINCES AND JURISDICTIONS DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE OR PROVINCE TO PROVINCE.

Contact Insignia:

For customer service please call 1-877-467-4289

www.insigniaproducts.com

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Made in China

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