

# User Guide

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# [FRONT AND BACK ANATOMY]

## Setup

### Tech Requirements and Setup

#### Wi-Fi Network Requirements

In order for your Canary Flex to connect to your Wi-Fi network, it will need to meet the following requirements:

- Your Wi-Fi network broadcasts at 2.4GHz or 5GHz (802.11 b/g/n/a).
- Your network upload speed is greater than 1 Mbps.

#### iOS Requirements

To set up your Canary Flex using an iOS device, it must be running iOS 8 or newer. This includes the following devices:

- iPhone (4S or newer)
- iPad (2nd generation or newer)
- iPad mini (1st generation or newer)
- iPod Touch (5th generation or newer)

#### Android Requirements

To set up your Canary Flex on an Android device, it will need to be running Android 4.3 or newer, with Bluetooth Smart 4.1 (or newer).

[Screenshot of OTA]

### Secure Device Setup

#### 1. Download the app.

Visit the App Store, Google Play, or <http://canary.is/app> to download the free Canary app on your smartphone.

## 2. Launch the app.

Open the app on your Android or iOS device.

## 3. Follow in-app instructions.

The Canary app will walk you through creating an account and setting up your device.

[SETUP SUCCESS SCREEN]

# Optimal Placement

### **Pick a place with a strong Wi-Fi signal.**

If you think you've found a suitable place, try streaming Watch Live from your Canary Flex device there. If it plays without interruption, you've found a good place for your device to live.

### **Make each charge last as long as possible.**

Position your device to eliminate as much background activity as possible while still monitoring the desired area. If your device is operating in wire-free mode and constantly detecting outdoor activity, such as a busy street with lots of passing cars or moving leaves, or if it is pointed directly at the sun, your device will expend more energy, requiring it to be charged more often.

In colder weather, a single charge may not last as long as it does in warmer weather.

### **Place Flex outside to record outdoor activity.**

Canary Flex uses a passive infrared (PIR) sensor to detect motion while it's using battery power and is not plugged in. Glass reflects the PIR, so Canary Flex will not detect motion through a window while on battery power.

### **Use a covered weatherproof outlet if you plan to keep your Canary Flex device plugged in outdoors.**

Canary Flex is weatherproof, but the AC adapter isn't. If you plan to charge your device with an outdoor outlet, make sure it's plugged into a covered weatherproof outlet, or routed to an indoor outlet.

## Magnetic Swivel Base

The Magnetic Swivel Base, included in the box, lets you position Canary Flex with 360° of flexibility. Set it on a flat surface or mount it to a wall with a single screw.

Canary Flex and the Magnetic Swivel Base both contain powerful magnets that may interfere with other electronic devices.

[CANARY FLEX ON FLAT SURFACE]

[CANARY FLEX MOUNTED TO WALL]

## Accessories

New with Canary Flex, accessories allow you to place your device wherever you need peace of mind, indoors and out.

### Secure Mount for Canary Flex

Secure Mount keeps your Canary Flex locked-in and can be attached to any wall or surface, inside or outside, keeping your Canary Flex securely in place wherever you place it. The ball joint lets you adjust the camera angle to your preference.

[Picture of secure mount]

### Stake Mount for Canary Flex

Stake Mount is designed for use in gardens or planters, and enables Canary Flex to blend in.

[picture of stake mount]

### Twist Mount for Canary Flex

Twist Mount enables you to position Canary Flex wherever you can hang or wrap it--fixtures, railings, branches, etc. -- and is designed to create smart vantage points.

[picture of twist mount]

Learn more at [canary.is/shop](https://canary.is/shop).

## Home Screen

## Home Screen

The **Home Screen** is the main screen of the Canary app. From here, you can view important information about your Canary Flex, including Wi-Fi strength and battery information.

[Labeled screenshot of Home Screen w/Wi-Fi strength and battery icons]

## Modes

### Modes

Canary Flex has three modes: **away** (shield), **home** (house), and **night** (moon).

In **away** mode, Canary Flex monitors your home for activity and sends you a push notification with a video when it detects movement.

In **home** mode, Canary Flex can send you notifications when it detects activity, record activity without notifications, or you can disable the camera and microphone entirely.

In **night** mode, you can set a schedule for when Canary Flex should monitor your location for activity with or without sending you notifications. Alternatively, you can schedule Canary Flex to be set to private.

You may choose from two settings when in **home** and **night** modes: “**Record video**” and “**Set to private**”. When Canary Flex is set to “**Record video**”, you can stream real-time video, view and save video events to your location timeline and elect to receive motion notifications. When using “**Set to private**”, Canary Flex’s camera, microphone and motion detection capabilities are fully disabled.

### Away

When all members are away, Canary Flex monitors for activity and sends notifications.

### Home

When a member is home, Canary Flex is customizable: it can be set to private, or record activity with any desired level of motion detection.

### Night

You can schedule Canary Flex to monitor for activity while you sleep, or you can set it to private.

[IMAGES OF MODE ICONS]

## Mode Settings

In [Mode Settings](#), you can configure how Canary Flex changes modes by activating or disabling [Auto-Mode Switching](#). You can also select the privacy settings when in [home](#) and [night](#) modes.

## Auto-Mode Switching

While [Auto-Mode Switching](#) is on, Canary Flex will use your phone's location services to detect whether you're home or away.

Canary Flex will switch into [away](#) mode when all location members leave home, and switch into [home](#) mode when at least one member arrives home.

You can also schedule Canary Flex to switch into and out of [night](#) mode at specific times. Please note: [night](#) mode will only activate when at least one member is home.

[screenshot of mode settings]

## Manually Switching Modes

You can manually change Canary Flex's mode from the [Home Screen](#) even if [Auto-Mode Switching](#) is on. To do so, tap the [mode](#) icon, and select the desired mode.

If [Auto-Mode Switching](#) is off, Canary Flex will only change modes when you manually select a different mode. You can change Canary Flex's mode by tapping on the [mode](#) icon on the [Home Screen](#), then tapping the desired [mode](#).

[screenshot of mode selection screen]

# Watch Live & Timeline

## Watch Live

On the [Home Screen](#), tap [Watch Live](#) to view a livestream of your home any time your Canary Flex device is set to record motion or is in [away](#) mode.

You can contact emergency services directly from the [Watch Live](#) screen.

Swipe your finger across the video player to change the livestream between Canary devices at the same location.

If you want to catch the smaller details, double-tap or pinch the screen to zoom in.

Tap [X](#) to return to the [Home Screen](#).

Rotate your phone horizontally to view [Watch Live](#) in full screen.

[Screenshot of Watch Live]

## **Timeline**

To access the [Timeline](#), swipe up or tap [View Timeline](#) on the [Home Screen](#).

You can review recent video events, watch saved videos, keep track of member activity, and monitor mode changes.

[Labelled screenshot of Timeline]

## **Event Screen**

On the [Event Screen](#), you can watch recorded activity, export and delete videos, tag specific types of motion, share videos on social media, bookmark an event on the timeline, or respond to an emergency.

[Labelled screenshot of Event Screen]

## **Notification Settings**

### **Motion Notifications**

You can customize how much or how little activity is required to send you a notification in your [Motion Notification](#) settings.

By default, Canary Flex's notification settings should filter out the majority of background activity like TVs, ceiling fans, and other repetitive motion.

If you'd like to receive fewer or more notifications, adjust the slider accordingly. For example, if you have a pet and don't want to be notified when they move, drag the slider to the left.

[Screenshot of sensitivity slider]

## Battery and Offline Notifications

In addition to motion alerts, you may want to receive notifications when your Canary Flex's power source is changed or when it is fully charged in the [Power and Battery Notifications](#) menu.

You may also choose to receive a notification when your device goes offline for more than a few minutes in the [Connection Notifications](#) menu.

[Screenshot of Power & Battery notification menu and Connection notification menu]

## Emergency Options

### Contacting Emergency Services

You can contact local [emergency services](#) while watching live, viewing a pre-recorded event, or by using the [Canary Widget](#) for iOS.

Tap [Emergency Call](#) to call the local police, fire department, or medical services. Canary autopopulates these contact numbers based on the location address provided at Setup.

[Screenshot of Watch Live w Emergency Call highlighted]

[Screenshot of Emergency Call pop-up prompt]

## Membership

Canary comes with everyday security included. Device owners may also opt-in to Canary Membership, which extends security coverage and keeps homes and loved ones extra protected. Either way, Canary has customers covered with complimentary 24/7 access to live support.

| Canary Membership                                   | Included Service                                                                   |
|-----------------------------------------------------|------------------------------------------------------------------------------------|
| 30-Day Video History + Unlimited Data and Downloads | 24-Hour Shared Video History + Unlimited Data and Downloads                        |
| Insurance Deductible Reimbursement up to \$1000*    | 1 device = 24hr, 2 devices = 12hr each, 3 devices = 8hr each, 4 devices = 6hr each |
| Incident Support                                    |                                                                                    |
| 2-Year Extended Device Warranty                     |                                                                                    |

\*Deductible Reimbursement will be included in Membership, but is not yet available. Members will be notified upon availability.

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# Help

## Help

If you're having issues with your Canary Flex and need support, please visit our [Help Center](#), [email us](#), or swipe down on the [Home Screen](#) and tap [Get Help](#).

While we're happy to help you troubleshoot, we also want to know how Canary impacts your life.

Share your experiences with us on Facebook and Twitter using [#canarystories](#) or [#caughtbycanary](#), or email [stories@canary.is](#) to tell us about your favorite Canary moments.

Feel free to include videos or photos with your story.

Thanks for choosing Canary.

© 2016, Canary Connect, Inc.

[screenshot of in-app support contact]

## REGULATORY COMPLIANCE INFORMATION

### FCC Compliance Statement

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.

This device 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. The device 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 the product does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the device and the receiver
- Connect the device when charging 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

**Caution:** Changes or modifications not expressly approved by Canary could void the user's authority to operate the device.

**RF Radiation Exposure Statement:** This device has been tested against and found to satisfy the FCC's applicable radiation exposure thresholds in an uncontrolled environment. To ensure exposure to RF radiation falls below those limits during operation, users must follow the specific operating instructions for this device and must not co-locate or operate this device with any other antenna or transmitter.

This product is an Unlicensed National Information Infrastructure (U-NII) device. The user must ensure that the device is installed and configured properly per the user's manual. Additionally, if the device is installed and operating within 35 km of a Terminal Doppler Weather Radar (TDWR) System, users are required to take special precautions on the frequency of operation as described in the FCC's OET Guidance 905462 (<https://apps.fcc.gov/oetcf/kdb/forms/FTSSearchResultPage.cfm?switch=P&id=27155>). A database of TDWR locations may be found at <http://www.wispa.org>. This device may not cause interference to a TDWR system, regardless of the distance between the device and the TDWR. Operators of this device must not only refrain from causing interference but also must accept interference from licensed devices such as the TDWR systems. Any user causing interference may be required to cease operating the device, even if the device in use was properly certified and configured, and will not be permitted to resume operation until the condition causing the interference has been corrected. Operators of this device may only operate within authorized frequencies, power limitations, and other technical requirements. Finally, the FCC encourages users of U-NII devices to register in a voluntary database system as discussed in the Commission's orders, such as that maintained at <http://www.wispa.org>