

USER MANUAL

R12 PAN-TILT SECURITY CAMERA

LaView

PRODUCT WARRANTY CARD

Your LaView product is by a 1-year warranty from the purchase date. For more information on repairs, exchanges, and other policies, please visit www.laviewsecurity.com.

Please send all inquiries through the Contact Form on our website, or email us at info@laviewusa.com. And our technicians would be glad to assist you.

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PARAMETER

Camera	
IR Distance	150m
Lens	5mm
Day & night	IR Cut Filter with auto switch
Processor	High-Performance Embedded SOC Processor
Widespread	Built-in 2.4G Wi-Fi
Audio	Built-in Omni-direction microphone
Output	Built-in Loudspeaker
Video	
Compression Standard	H.264
Main Resolution	2560 × 1920
Frame Rate	15fps
WDR	2xWDR
Cloud Storage	LaView Cloud Storage
Local Storage	Micro SD Card (Max.128G)
PIR	PIR Motion Sensor
Environment	
Operating conditions	14°F ~ 122 °F (-10°C ~ 50°C) Humidity 95% or less (non-condensing)
Power Supply	5V DC/1A
Power Consumption	Max. 5W
Ingress Protection	IP65

CUSTOMER SERVICE

LIVE CHAT:
in LaView APP or on laviewusa.com

Email: info@laviewusa.com

Our professional technicians are committed to reply all your requests within 24 hours

If you purchased from Amazon, you can also contact the professional customer service team in your Amazon account

WHAT'S IN THE BOX

FCC COMPLIANCE

PLEASE CONSULT THIS CHECKLIST FOR ALL PARTS.

SOUNDS EFFECT

- Welcome Ringtone: The device is powering on
- Short Beep: The device is being reset successfully
- Double Beeps: Stand-by status and ready for pairing
- Long Beep: The device has scanned the QR code successfully
- Ah-oh! Sound: SD card malfunction, network connection failure

RESET

- Press and hold the reset button for 5 seconds to reset the device (Camera will return to factory default settings followed by a welcome ringtone)

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.

2- This device must accept any interference received, including interference that may cause undesired operation.

The manufacturer is not responsible for any radio or tv interference caused by unauthorized modifications or change to this equipment. Such modifications or change could void the user's authority to operate the equipment.

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.

The 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 the 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.

If warning statement:

To maintain compliance with FCC RF exposure guidelines, this equipment should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

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APP SET UP

For step-by-step Mobile APP set up instruction, please read the Quick Start Guide included in the package or check out our Youtube tutorials

DOWNLOAD AND INSTALL APP

LaView App is available for both IOS and Android OS. Search the name "LaView" in App Store or Google Play (The other LaView apps, such as LaView Connect, LaView ONE, LaView Life do NOT support R12 camera)

Please download the LaView App from the App Store or Scan the QR Code below

Waterproof and Outdoor Use

The camera is IP65 rated for totally dust tight and protection against low-pressure jets of directed water from any angle. The camera can operate between 14°F ~ 122 °F for all weather use. We recommend to place the camera under the eave and avoid heavy rain or snow to maximize camera life span.

For more technical questions or tutorials such as Alexa setup, Cloud Storage setting, please follow in-APP tutorial section in the LaView APP or visit our Youtube tutorials

We proudly offer manufacture 1 year warranty on all LaView products

If you wish to return a product within the return period, please message us directly in your Amazon account or on our website

MAKE SURE YOUR PHONE IS CONNECTED TO A 2.4GHZ WIFI NETWORK

COMPLETE THE APP REGISTRATION PROCESS

FOLLOW THE IN-APP INSTRUCTION TO PAIR THE CAMERA

Wait until the camera is beeping twice every 15 seconds, which means the camera is in stand-by status and ready for pairing

Enter the WiFi Password to generate a QR code that carries your WiFi information

Objects with human body shape such as stuffed toys may be detected as human and trigger the alerts, remove those if they constantly show up in the camera

OTHERS

WHAT CAN I DO IF THE IMAGE IS NOT CLEAR?

The camera is equipped with 1080P Full HD lens and sensor to produce superior image, however the image quality may be affected by the lighting condition

Ensure the camera is NOT facing to environment with poor lighting condition or with extreme high contrast. Ensure it is NOT facing directly to bright lighting sources such as sun light

Ensure your phone and your router has enough bandwidth to stream HD video. A minimum of 2Mbps is required to stream each 1080P camera. If the network does not meet this requirement, the live view stream will be downgraded to SD automatically

NIGHT VISION

The camera is equipped with Infrared LED technology to capture black and white night vision image in detail at night. However, the night vision image quality may be affected by the following factor:

- There are high contrast light sources such as car headlight pointing to the camera

USE THE CAMERA TO SCAN THE QR CODE ON THE PHONE

Wait until the camera is beeping twice every 15 seconds, which means the camera is in stand-by status and ready for pairing

Enter the WiFi Password to generate a QR code that carries your WiFi information

Check if WiFi password or router is changed. If so please reset the camera

Ensure router is powered on and online

Ensure camera is powered on

Ensure the phone has decent network bandwidth

Check the app is on latest version

MOTION DETECTION

HOW TO TURN ON AND OFF MOTION DETECTION?

To turn on or off motion detection and Human detection setting, go to the camera menu and click on Detection Alarm Settings

WHAT CAN I DO IF I CANNOT RECEIVE NOTIFICATIONS?

Ensure your phone notification setting is enabled for LaView APP

Ensure the phone has decent network bandwidth

Ensure the camera is online

WHAT CAN I DO IF I RECEIVE TOO MANY NOTIFICATIONS?

If the camera is placed at a location with large traffic, we recommend to relocate it to a place with less traffic to receive less alerts

INSTALLATION

TROUBLESHOOTING

ATTACH THE ANTENNA TO THE CAMERA

MOUNT THE CAMERA TO THE WALL

If you CANNOT CONNECT THE CAMERA TO THE INTERNET, CHECK THE FOLLOWING STEPS

Ensure you are connecting to a 2.4GHz WiFi not 5GHz

Ensure WiFi password or SSID is correct

Ensure the camera is placed as close to the router as possible

Ensure the camera is powered on and is beeping twice every 15 seconds before scanning the QR code

Ensure you are using the correct APP (LaView)

Ensure the camera is scanning the QR code on the phone in the correct way

If the above steps doesn't help, reset the camera and start pairing again

WHAT CAN I DO IF THE CAMERA STOPPED WORKING?

Close the APP and Restart the APP again