Smartify Your Life

Colorful Night Vision

PTZ Outdoor Security Camera

www.elemage.cc

Technical Support

If you need help, please contact ieGeek before returning your product. Most questions can be answered through our online support center at www.elemage.cc or our after-sale mailbox at sales@elemage.cc.

APP Installation and Account Registration

1. Download 'CloudEdge' APP

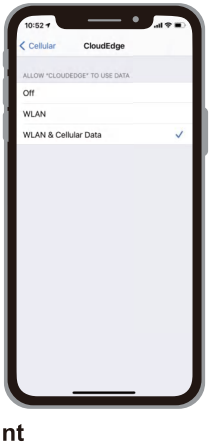
Method 1: Download ‘CloudEdge’ APP from APP Store (iOS) or Google Play (Android);
Method 2: Scan ‘CloudEdge’ APP QR code to download it.

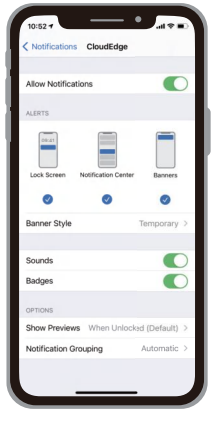
Download on the App Store

Get it on Google Play

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

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





2. 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:

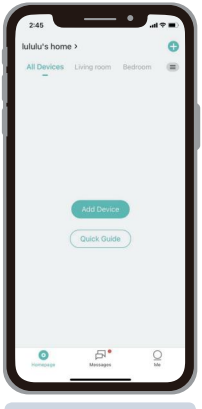
- When registering a new account, please choose the region which you are actually in and correct country code. (Different registered regions can't share the camera.)
- Please choose to register by e-mail.

How to Add the Camera to APP

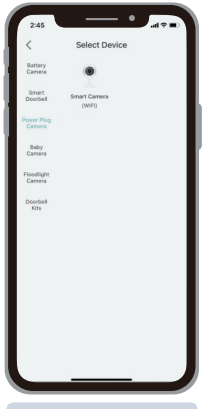
Before Using:

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.

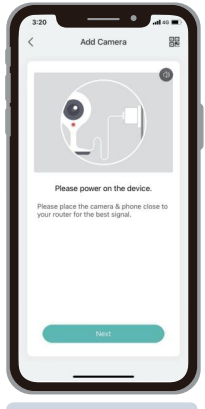
1. Wi-Fi Connection Steps



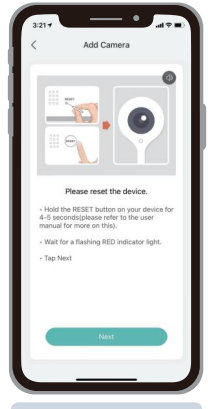
Tap '+' to Add Device



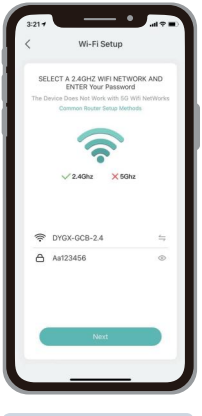
Select Smart Camera



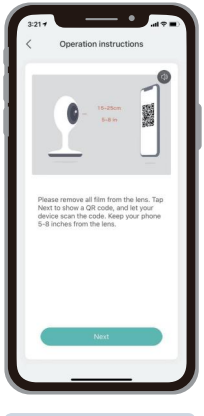
Power on Camera



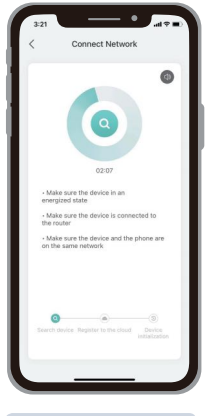
Reset Device



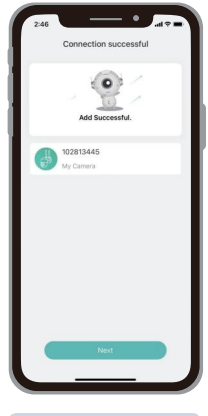
Input Wi-Fi Password



Scan QR Code



Wait for Connection



Device Added

2. 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 is connected to 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 devices your router connected. In general, the router has a connection limit. Once the devices that your router connected exceed their max limit numbers, other devices will not connect the router.

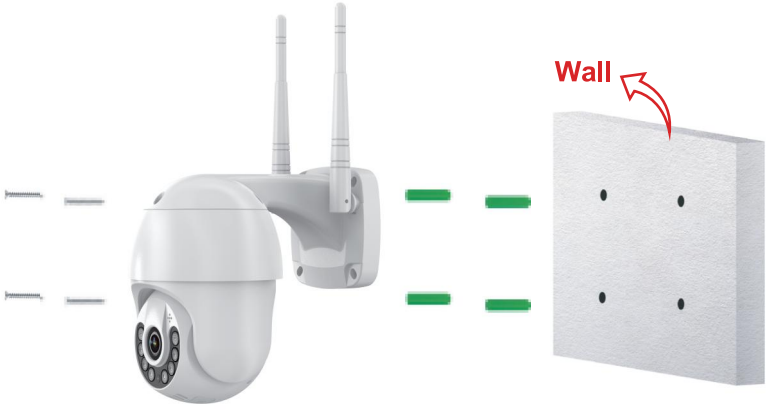
5. Make sure the QR code on the phone screen is normal and the distance between the phone and the camera lens is 10-15cm (3.9-5.9inch) during the scanning process.

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 had no luck, please message your order and problem to sales@elemage.cc.

Mounting The Camera To The Wall

Note:
In order to obtain the best product performance and avoid unnecessary environmental disturbances, please pay attention to the following during the installation process:
• Try to avoid installing the product on the side of a lively road. Frequent pedestrians and vehicles will keep waking up the camera, resulting in frequent alarm messages and extremely fast power consumption.
• Do not install the product very far from the router, the product needs a good WI-FI signal to work properly.



Alert Settings

1. Motion Detection Settings

Enter the application -"Settings"-"Alert Settings"-"Motion Detection" interface, you can adjust the motion detection settings.

• Low belongs to the Low gear sensitivity, motion detection distance of 4-5 meters.

• Medium belongs to the Med gear sensitivity, motion detection distance of 5-8 meters.

• High belongs to the High gear sensitivity, motion detection distance of 8-10 meters.

2. Noise Detection

The sound and light alarm is only effective at night. When the sound and light alarm is turned on, you can choose "sound alarm", "white light alarm", "sound and light alarm" three modes.

Note:
If the night alarm is disabled, the camera will only record black and white video at night.

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

In the process of using this product, if you encounter the following problems, you can adjust the motion detection sensitivity to solve them.

- If the phone receives alarm messages too frequently, it is recommended to lower the motion detection level or set the alarm area.
- If you find that there are no moving objects in the alarm picture that the phone frequently receives, it may be due to factors such as changes in light and shadow in the motion detection range, it is recommended to lower the motion detection level or set the alarm area.

NOTE:

- After the camera is powered on, it will take **30-40 seconds** for the system to self-test. When the system self-tests successfully, please follow the WIFI connection steps to connect the camera to the mobile app.

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.