Security Camera

CloudEdge

Dear customer, welcome to use our product, if you don't like this camera and want to returnit to us, in order to protect your privacy and delete the video history from cloud storage, please login to CloudEdge app and delete the camera in the app.

1、MOBILE PHONE APP

A：Please search “CloudEdge” via the Apple app store or Google Play

B：Scan the QR code, download the APP.

For Android　　For IOS

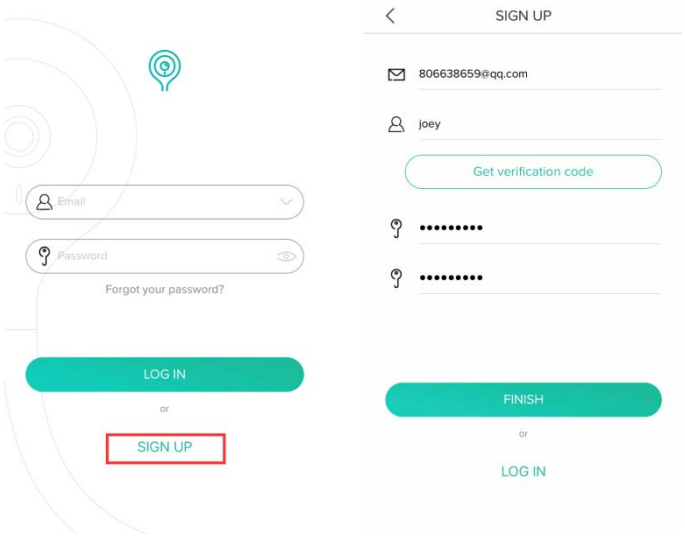
2、HOW TO CONTROL THE CAMERA BY APP

①Account registration

When you first use the app, you need to registeran account, choose the sign up option and enter the information

Notice: 1、User name must be an available email,Only support the mailbox number to register account.

2、Password must be between 6 and 20 characters.



If you forget your password, please click the “Forgot your password” option, you can get back your password via your cell phone number or email.

②ADD THE CAMERA

You need to pay attention to the following points before add the camera in the app. (For new users)

1. **This camera only support 2.4GHZ wifi router, please make sure you are using a 2.4GHZ wifi router.(Read the manual FQA -20 /21)**
2. **This camera doesn't support WEP safe mode, please switch the wifiWEP safe mode to another mode.**
3. **Please add the camera in a good network environment.**
4. **Please follow the instructionsand make sure the password is entered correctly.**
5. **If the camera failed to be added, please press the reset button for 10 seconds until you see the red light and du~du~ prompt voice, then you can try again.**
6. **There are two ways for you to add the camera, if one of the way doesn't work, please try another way.**
7. **If the camera is always failed to be added afterrepeated attempts, please contact the customer service.**
8. **One camera can onlybe added withone APP account, if the camera has been added with another account already, then it can't be added with any account again**

1、Add the camera by Scan QR Code

A. Plug the camera in,wait for the red light and the du~du prompt voice.

B. After your cell phone connected to the wifi, click the "+ "iconin the middle of the screen. and thenchoose "QR Code" option

C. Make sure the red indicator light is flashing, then click "Next". (If the indicator light is abnormal, please click "Reference for other special indicator light")

D. Click "Next" after enter the WIFI password (make sure the the password is correct)

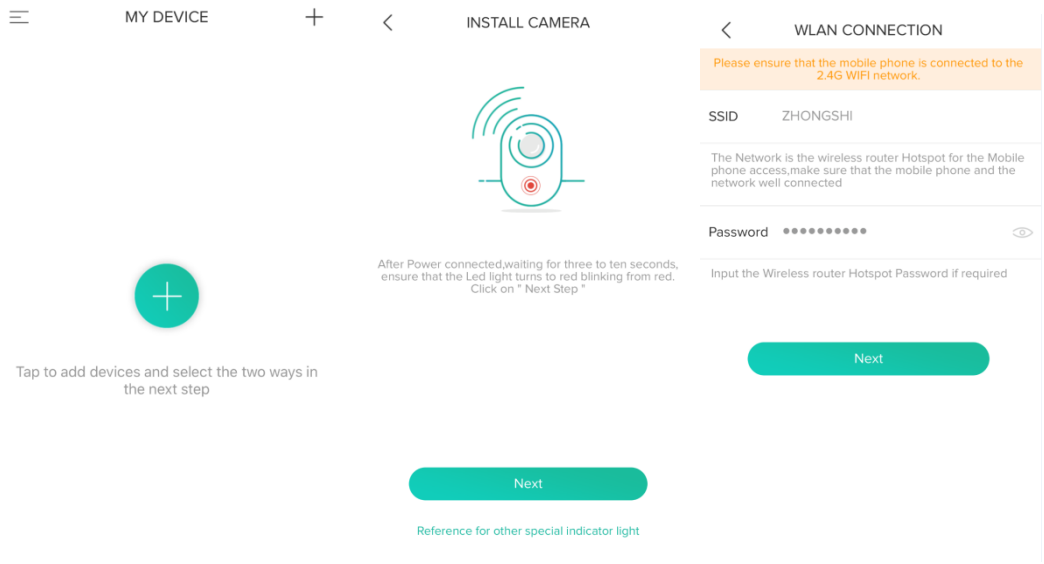
E.Use the camera lens scan the QR code on the phone, the distance should be 15cm(Increase the phone screen brightness,Do not shake hands,Cell phone screen without cracks).

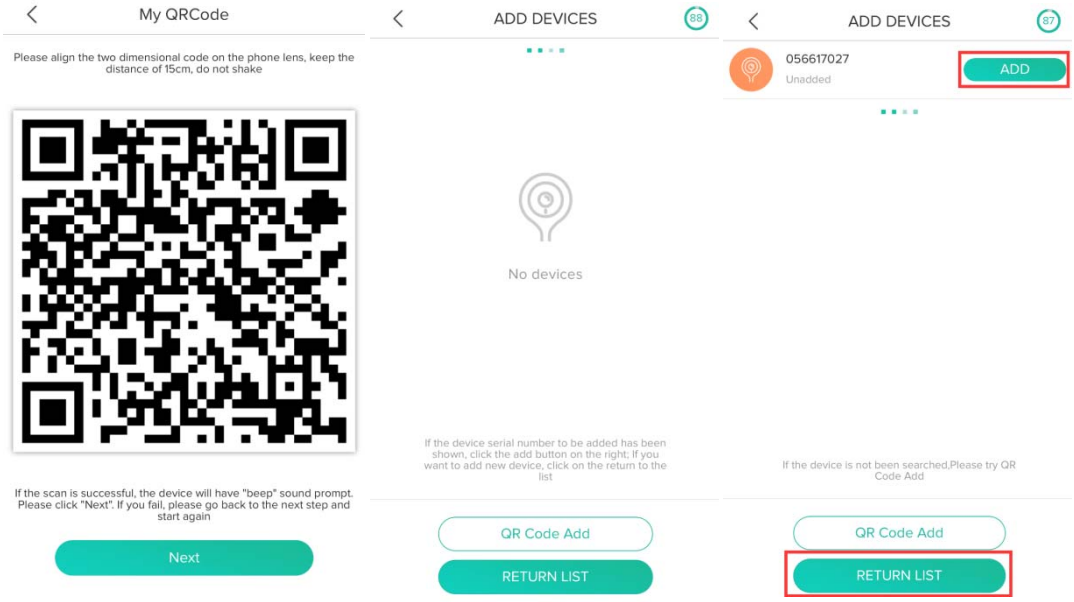
F. Click "Next" after you hear the "Beep" voice prompt.

G. After the device has been found and get connected to WiFi, please add the camera in the app, and Click"RETURN LIST".

If the light become blue but the device can't be founded, please click the QR code icon and scan the QR code on the camera.

s**Notice: If the camera was failed to be added, please check the above requirements, if it meets all the requirements then you can press the reset button and add the camera by WLAN connection.**





2. Add the camera by WLAN connection

A. Plug the camera in,wait for the red light and the du~du prompt voice.

B. After your cell phone connected to the wifi, click the "+ "icon in the middle of the screen and then choose "Wireless WIFI configuration"option.

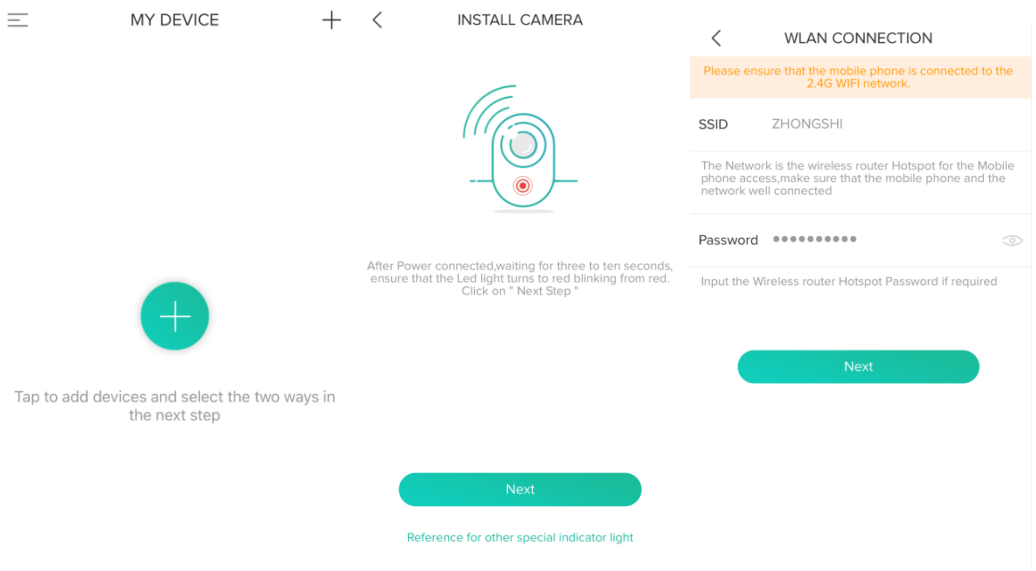
C、Make sure the red indicator light is flashing, then click "Next". (If the indicator light is abnormal, please click "Reference for other special indicator light")

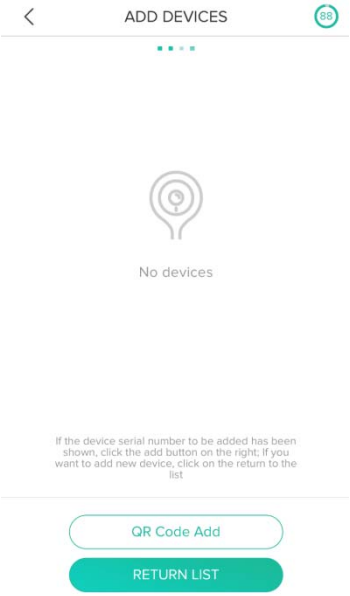
D. Click "Next" after enter the WIFI password (make sure the the password is correct)

E. After the device has been found and get connected to WiFi, please add the camera in the app, and Click"RETURN LIST".

If the light become blue but the device can't be founded, please click the QR code icon and scan the QR code on the camera.

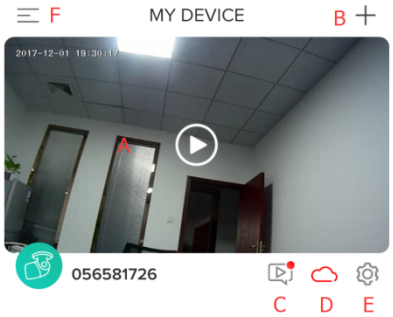
Notice: If the camera was failed to be added, please check the above requirements. Then you can press the reset button and add the camera by scanning QR code





③The main function introduction

1、The APP main interface



A： Video Windows

B：Add device

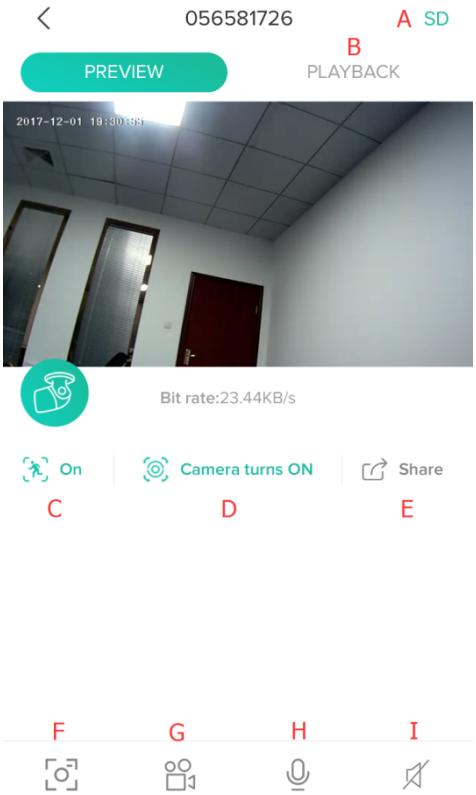
C: Motion detectionsnap shot picture, picture will be saved Automatically

D： Cloud storagesetting

E：Camera parameter setting

F: Main interface,Including changes to account passwords, view system messages, add friends and other functions

2、Streaming Video



Click the video window.

A: Switch the quality of the picture.

B： Video playback

C: Motion detection on / off

D:Camera management. turn on/off and timing can be set

E： Share the camera with others

F： Screenshot

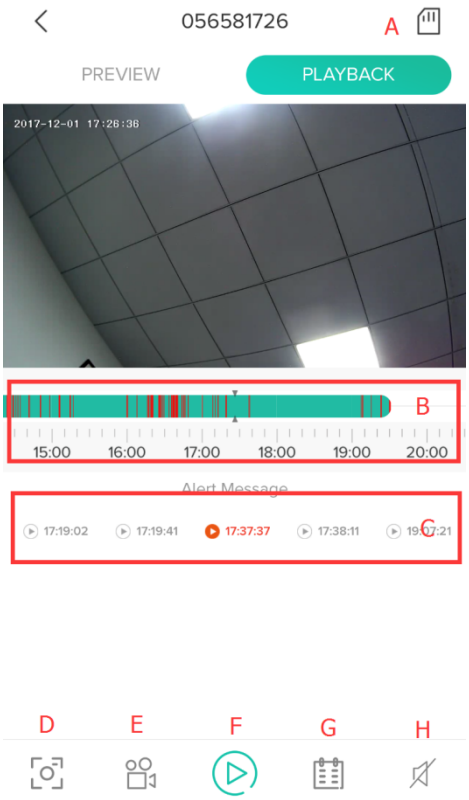
G： Save the real time video to mobile phone

H:Two-way audio

I： Sound control

If the camera support PTZ control. The picture can be switched by scrolling thescreen

3、Video playback



It only works when any video has already been saved to the TF card or cloud storage.

A:Storage icon, the storage icon in the left picture means Micro SD card storage.

B： Video timeline, drag to each timeline position to check the record from the video history.

C： Motion detection video

D: Save the screenshot to the phone

E: Save the video to the phone

F： Play / Pausethe playback

G： Select a date

H: Turn on/off the video sound

4、 MOTION DETECTION SETTINGS

A:Click the setting icon, go to the setting page.

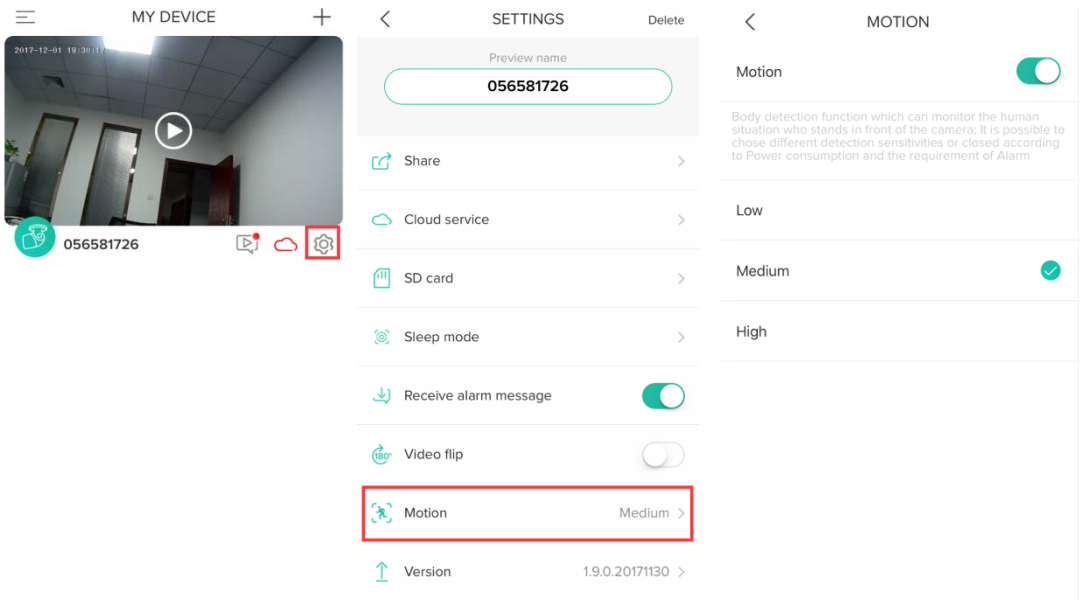
B: Open “Receive alarm message”

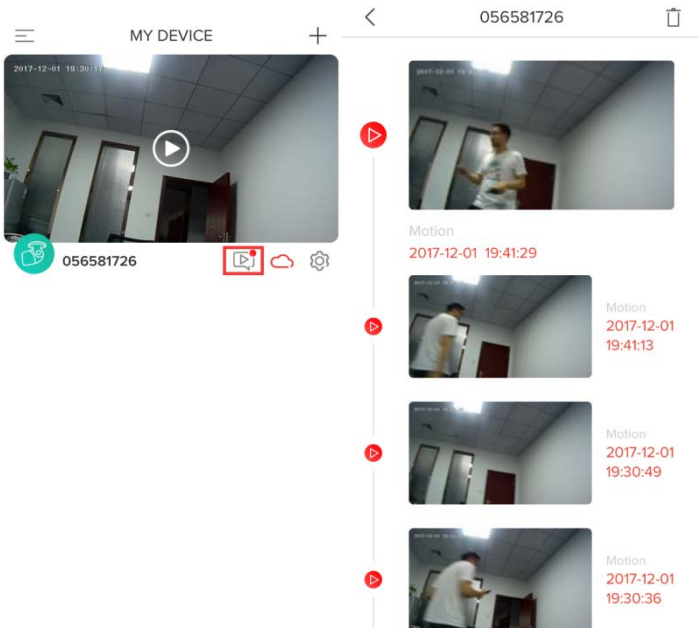
C:Click “motion” go to motion detection setting page.

D: Turn on the motion detection, and it’s possible to chose different detection sensitivities.

F: Please allow theAPP to push messages to your phone.

Note: How do I select the detection sensitivities, in a small space, please choose the “Low” or “Medium” mode, if the space is big, we suggest “High”.





All themotion detection picture can be viewed in the message page, two pictures will be taken in each detection.

5、 Share

One camera can onlybe added to one account,**if anyone need to view the camera, the camera can be shared.**

Note: For security reasons, the visitor accounts don't have all the rights to control the camera, some of the functions are unusable.

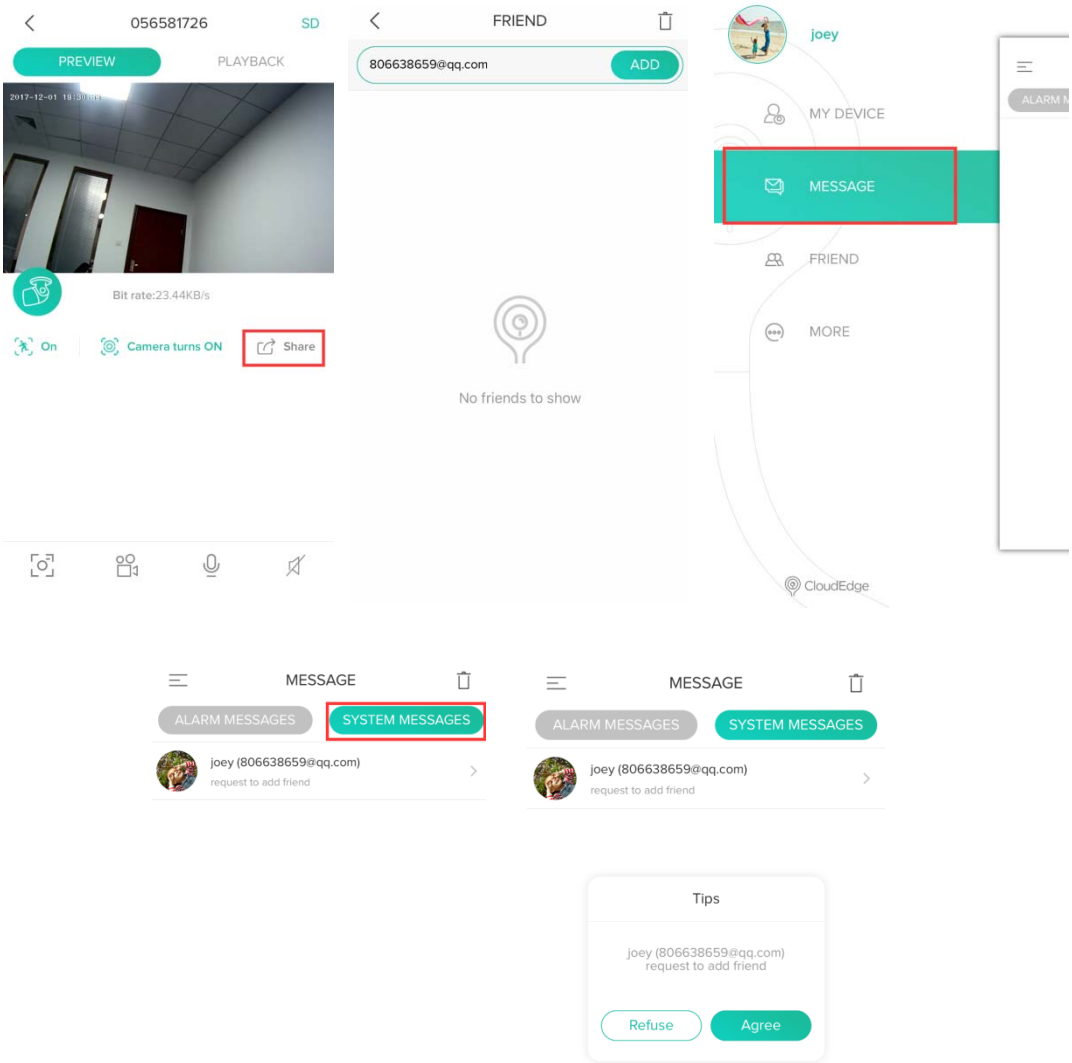
A、 Click the "Share" icon go to the setting page.

B、 Click "+" go to friendlist page

C、 Enter an account and the account must be registered in CloudEdge APP.

D、 The account which have been invited will get a message by the app, please confirm and agree to thisfriend added request.

E： Please click the account which should be invited in the sharing page, the camera will pop up in the invited account, now the camera can be viewed successfully.



6、 Micro SD card settings

Micro SD card is the main way for you to save the video, here are the requirements for the Micro SD card

1、Only support 2-128GB

2、We suggest Samsung、SanDisk、Kinston Micro SDcard

3、Don't insert or remove theMicro SD card while the camera is working. Please insert or remove the Micro SD card after power off.

4、Wesuggest Class 10 high speed Micro SD card.

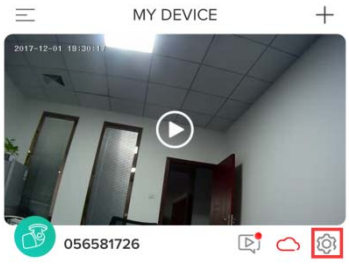
5、Please format the Micro SD card before insert it into the camera, and the format must be FAT32.

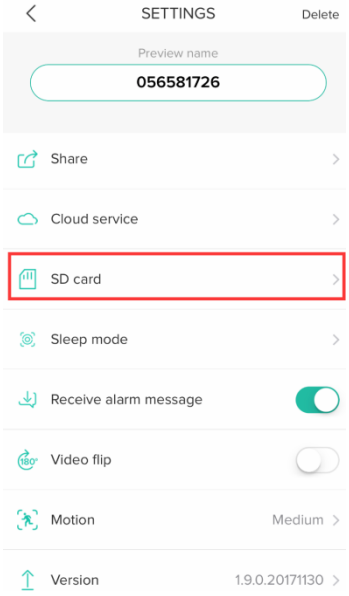
A:Go to the setting page and click SD card

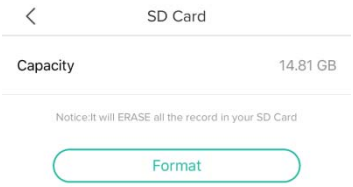
B: The memory capacity will be displayed if the memory card was recognized.

C: If you need to delete the video history, please format the memory card.

D：The video will be saved and looped coverage.

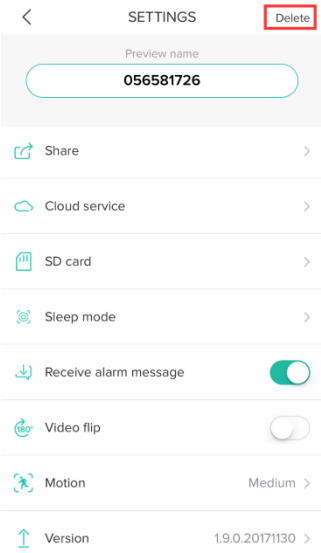






Notice: If you memory card can't be recognized, please check the memory card if it meets all the requirements. Please try to restart the camera and check again.

7、 Delete the camera



If you need to add the camera by another account or return the product, please delete the camera in the APP.

The cloud storage service will be unsubscribedafter deleted, please consider carefully.

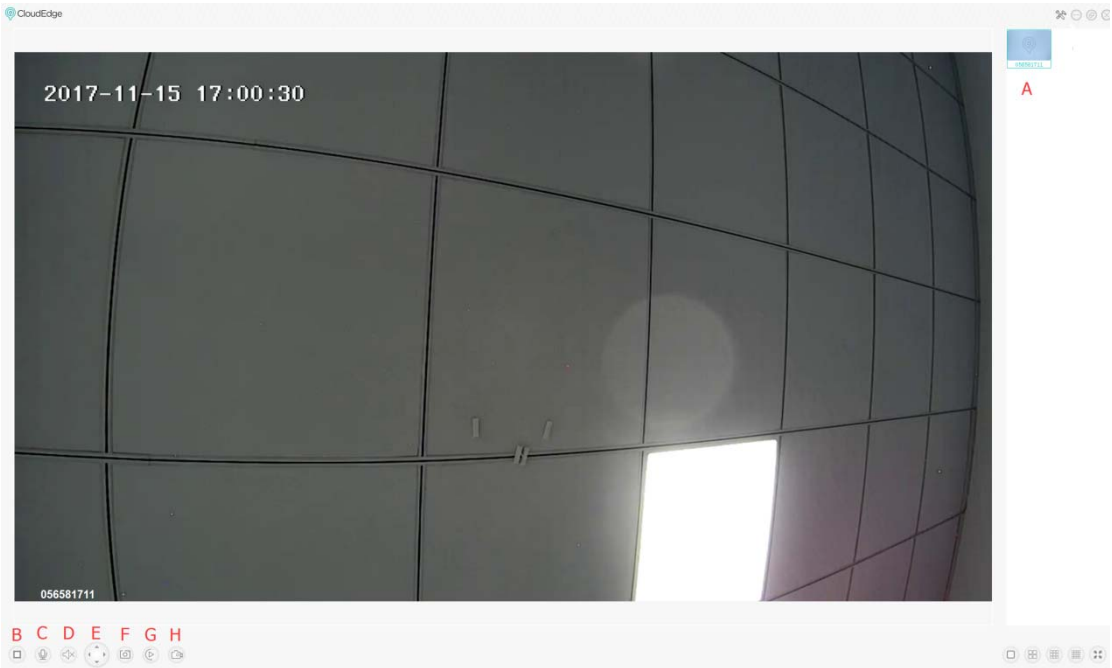
4、How to view the camera by computer?

1、 Download

A ： Enter www.cloudedge360.comin the browser and download the client software.

B：Open the Cloudedge client softwareand login.

2、Function



A： Camera list
B： StopVideo playback
C：Two-way audio (Please make sure the microphone and speaker was installed.)
D：Turn on / off the sound (Please make sure the microphone and speaker was installed.)
E： PTZ control (Only support PTZ security camera)
F：Screenshot, the picture will be saved to cellphonealbum.
G： VIdeo playback
H：Video will be recorded ad saved tothe cell phonealbum.

4、FAQ

1、Can’t add the camera?

Please read the instructions and check the wifi router, If the camera always failed to be added afterrepeated attempts, please contact the customer service.

2、How to reset the camera？

Please press the rest button until the lights off, then wait for a few seconds until the lights on.

3、Different status of the indicator light

Red light always on Camera is starting or operating abnormally
Red light flashes Camera is waiting for wifi connection
Blue light always on Camera is working
Red/Blue lightsflashes rapidly The camera is connecting to wifi

4. What if the camera has been added already?

Please contact the customer service and provide the SN number of the camera, the SN number was printed on the camera label.

5、What’s the difference of the timeline’s colors?

Red means motion detection video and green means normal recording.

6、Why does it have some blankspace in the timeline?

It means no video file in that time, the camera will stop working after outage or the internet is disconnected,If it is abnormal power failure, please check the power supply, power cable and the machine power interface is normal.

7、The TF card can’t be identified?

Please check the TF card if it meets the quality requirements,and please restart the camera after the TF card has been insert into the camera.

The TFcard can’t be identified when the internet environment is not good.

8、Why I can’t get the notifications with my cell phone app?

Please make sure the APP has got all the message pushing rights, if not please reset it.

In the normal condition,every message will be pushed to your phone, the notifications sound or vibratingare depending on thecell phone system settings

9、Camera disconnect?

Please check the power and the Internet, if they are good please restart the camera. If the camera still doesn’t work after restart, please delete the camera in the APP and reset the camera, then add the camera in theAPP again.

10、Ifthe video is unable to load?

According to the status of the indicator.

1、indicator light doesn't work means there is no power, please check the adapter and the power cable. You can try another 5V/2A power adapter.

2、The indicator light is in on

A：When the indicator is red, it means the Internet is disconnected, please check the wifi and restart the wifi router. Move the camera closer to the wifi router.

B：When the indicator is blue, it means the Internet is good, please check your cell phone’s wifi or 3G/4G network signal.

11、Why is there a circle in the middle？

It means the video loading, please check the network environment and move the camera closer to the wifi router.

12、How many people can use your account?

One camera can only be added to one account

13、How many people can use the account simultaneously?

No limited.

14、Why the functions are not completed in the othervisitors' account.

For security reasons, the visitor accounts don't have all the rights to control the camera, some of the functions are unusable.

15、Why do I lose my camera with another phone?

One camera can only be added to one account/device, if you need to add the camera to another account, please delete the camera in the first device.

16、Can I watch my video after my camera was stolen?

1、If you ordered cloud storage service, you can watch the vide which was recored in the past 7 days.

2、If the video was saved to the memory card, youcan't watch the video any more because the memory card was stolen too, but you can check thepic messages in the APP.

17、How to change a WiFi signal?

Please reset the camera and add it in the APP again.

18、How to check the video by computer.

Please install Cloudedge client software.

19、Why does it have photo noise in low light environment.

The low light will influence the quality of the picture, in order improve the quality of the picture, the camera will be switched to black-and-white mode。

If you want to know if it's in black-and-white mode, please check the infrared, the infrared will be turned on when the camera was switched to black-and-white mode.

20、How to confirm my router WIFIis 2.4GHZ or 5GHZ?

Please enter the model of your wifi router in Google.

21、How to confirm my cell phone connection WIFI is 2.4GHZ or 5GHZ?

In normal condition, dual-band WiFirouter will launch 2 kinds of wifi signal like "XXXX_2.4G" and "XXXX_5G", if you are using "XXXX_2.4G"or you can search the"XXXX_2.4G" signal, it means your wifi support 2.4GHZ

Only dual-band WiFi router will launch 2 kinds of wifi signal.

If you changed the SSID of the wifi router before, please go to the routersetting page and check which one is 2.4G signal.

After-sales instructions

1.The instructions is for your reference only.

2.The product will be updated please pay attention to the APP notifications.

3.All the basic functions are recorded in the instructions, please read it carefully.

4.If you have problems, please contact the customer service.

5.We try our best to make all the information complete and accurate, some informationor date may have a little deviation, if you have any questions please contact the customer service.

6.Please following the instructions in this chapter.

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment. This equipment has been tested and found tocomply 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 isconnected.
- - 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 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.

RF Exposure Statement

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance of 20cm the radiator your body. This device and its antenna(s) must not be co-located or operation in conjunction with any other antenna or transmitter.