

# QUICK SETUP GUIDE

## Battery Operated Security Camera (EseeCloud)



(Model: TW37)

### Before Installation

- \* This product may require cabling. It is highly recommended that all products and components be tested prior to installation.
- \* **Fully charge** your cameras overnight using the USB charger cable before installation.
- \* We don't recommend you set the camera to record continuously (24/7) because doing so may **quickly deplete the battery** (even on solar charging). We recommend you set it to record only when motion is detected. For how long does your battery last before it drains, refer to **FAQ** at the end of this manual.

### Tech Support

For products introduction & specifications, please visit [www.isansco.com](http://www.isansco.com). For FAQ, troubleshooting, or customer support, email us at [support@isansco.com](mailto:support@isansco.com), we guarantee a reply within 24 hours.

## FCC CLASS B NOTICE

**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 in-stalled and used in accordance with the instruction, 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 on and off), 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 or television technician for assistance

This equipment has been certified and found to comply with the limits regulated by FCC, EMC, and LVD. Therefore, it is designated to provide reasonable protection against interference and will not cause interference with other appliance usage.

However, it is imperative that the user follows this manual's guideline to avoid improper usage which may result in damage to the unit, electrical shock and fire hazard injury.

In order to improve the feature functions and quality of this product, the specifications are subject to change without notice from time to time.

**Caution:** Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

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 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.

# View on Your Mobile Phone (EseeCloud)

## 1. App Remote Viewing

### 1.1 Download the app EseeCloud from App Store, or Google Play.

*Note: iOS 9.0 or above, Android 5.1 or above.*



EseeCloud



App Download

Search and download **EseeCloud** to your mobile phone from App Store/Google Play. Or simply scan this QR Code to download.

### 1.2 Register and Login

**Step 1.** On the app, press **Register**. Enter your **Email** or **Phone Number**, then press **Confirm**.

**Step 2.** Enter the **Verification Code**, and set up your **Password**.

**Step 3.** Go back to the login screen, enter your details and press **Confirm** to log in.

|                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div><b>Step 1</b><br/>Register</div> <div><div>*****@*****</div><div>Confirm</div><div><input checked="" type="checkbox"/> Registration agree <a href="#">User Agreement</a> and <a href="#">Privacy Policy</a>.</div></div> | <div><b>Step 2</b><br/>Set password</div> <div><div>Verification code has been sent to *****@***** , please check.<div>****</div></div><div>Get verification code again(118S)<div>*****</div></div><div><div>*****</div></div><div>The password is 6-20 characters long, using numbers, symbols or letters and distinguish Capitalization</div></div> | <div><b>Step 3</b><br/>Log in</div> <div><div>*****@*****</div><div>*****</div><div><a href="#">Forget password?</a> <a href="#">Register</a></div><div>Confirm</div><div><input checked="" type="checkbox"/> Remember Password</div></div> |
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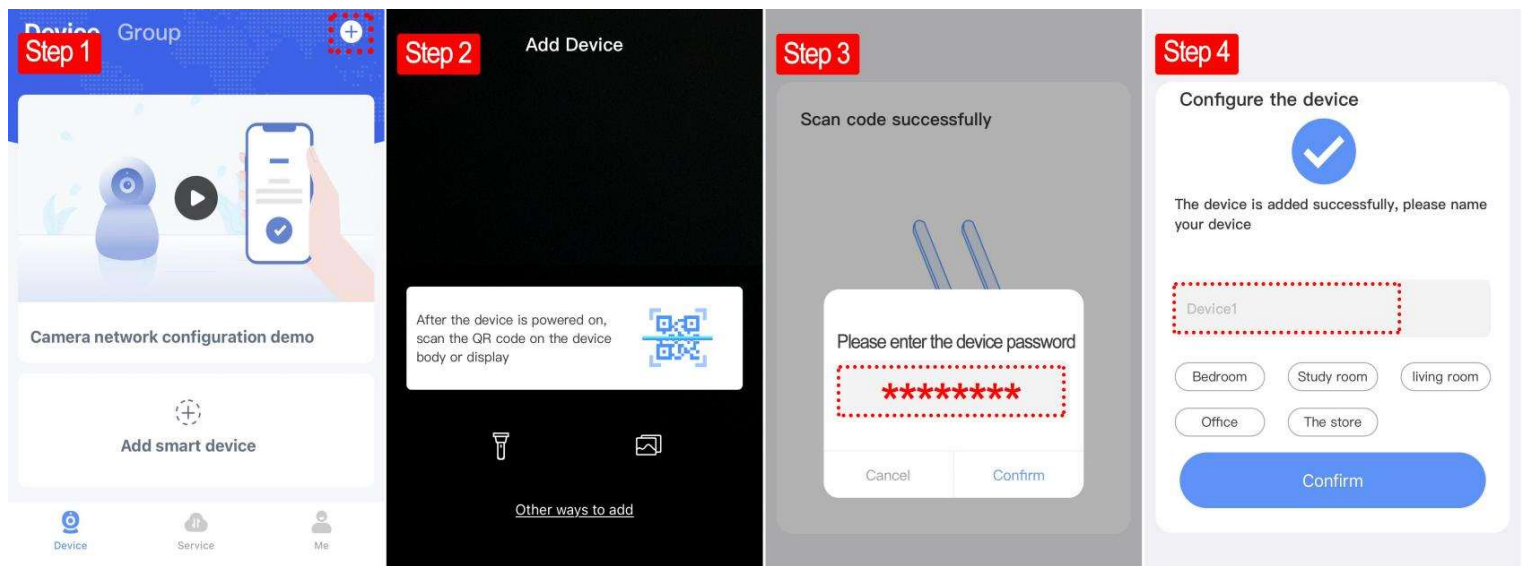
## 2. Add Device

**Step 1.** Press **+** (top right corner) to add your device.

**Step 2.** Scan the **Cloud ID** of the camera.

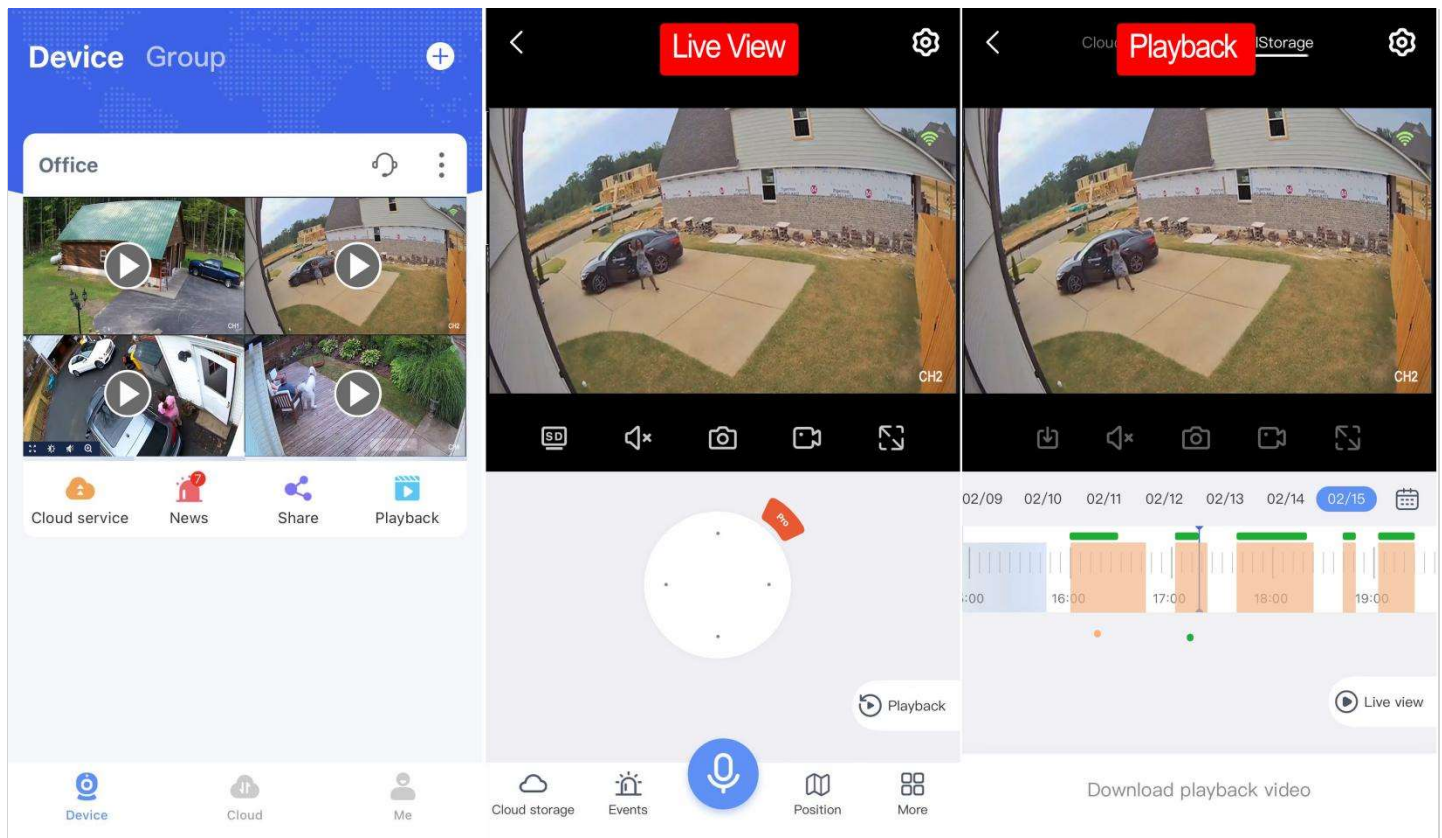
**Step 3.** Enter the **Password** for the camera.

**Step 4.** Name the camera and press **Confirm**.



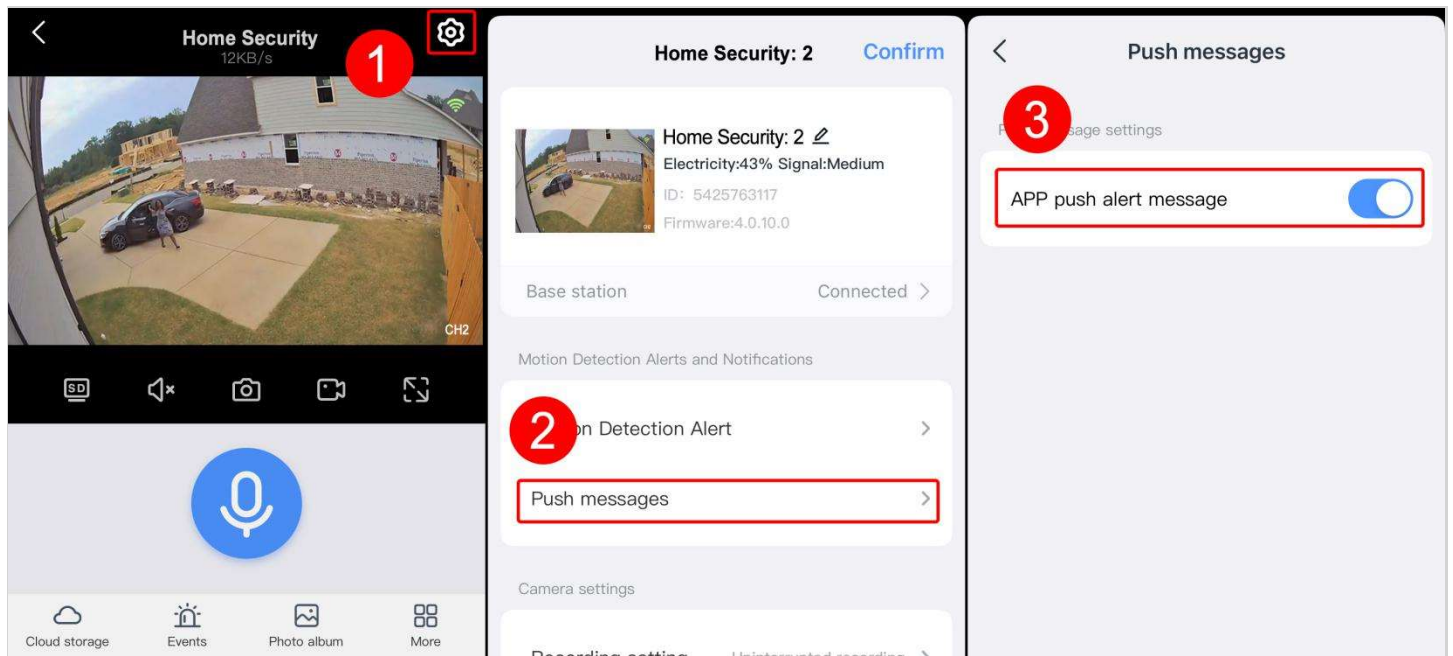
### 3. Live View & Playback on App

On the Device List, press the device thumbnail to enter the Live View interface, or press **Playback** to view the recorded footage.

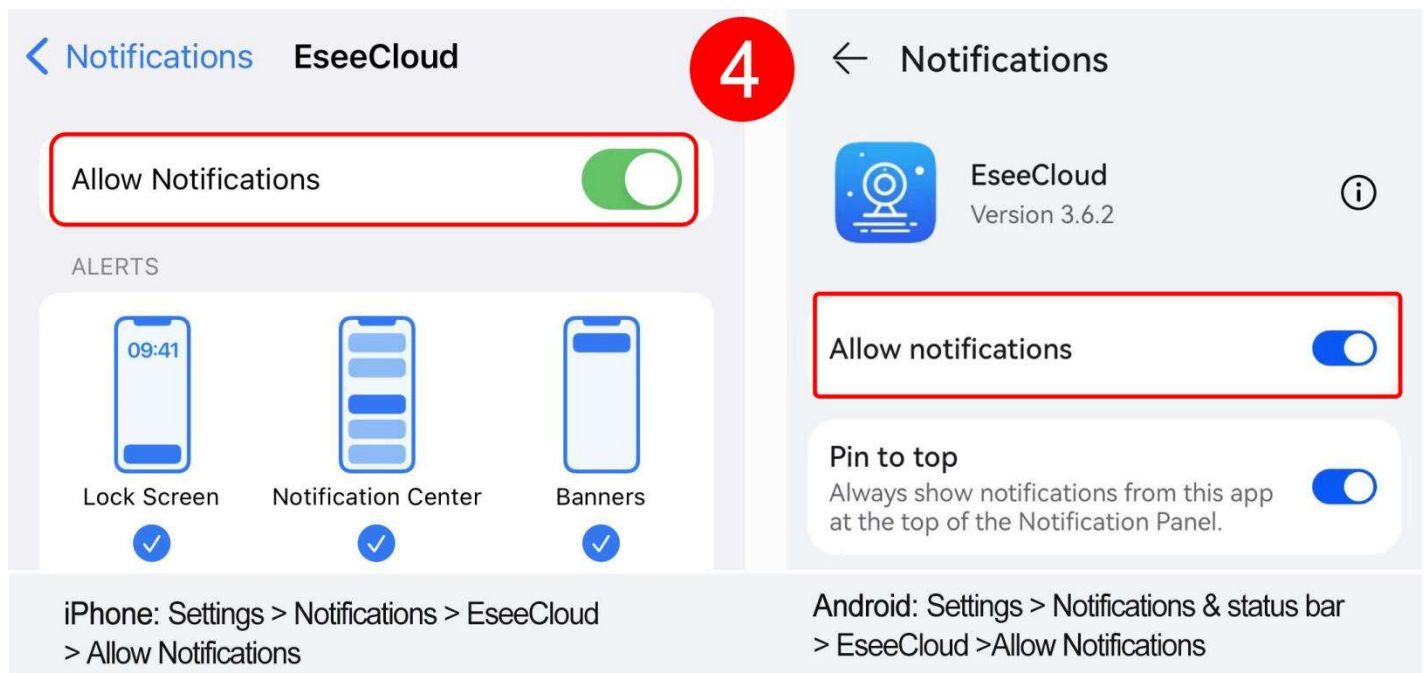


### How to Set up Push Alerts on Mobile Phone

On the App - go to Live View > **Setting** > Push messages > App push alert message, turn it on.

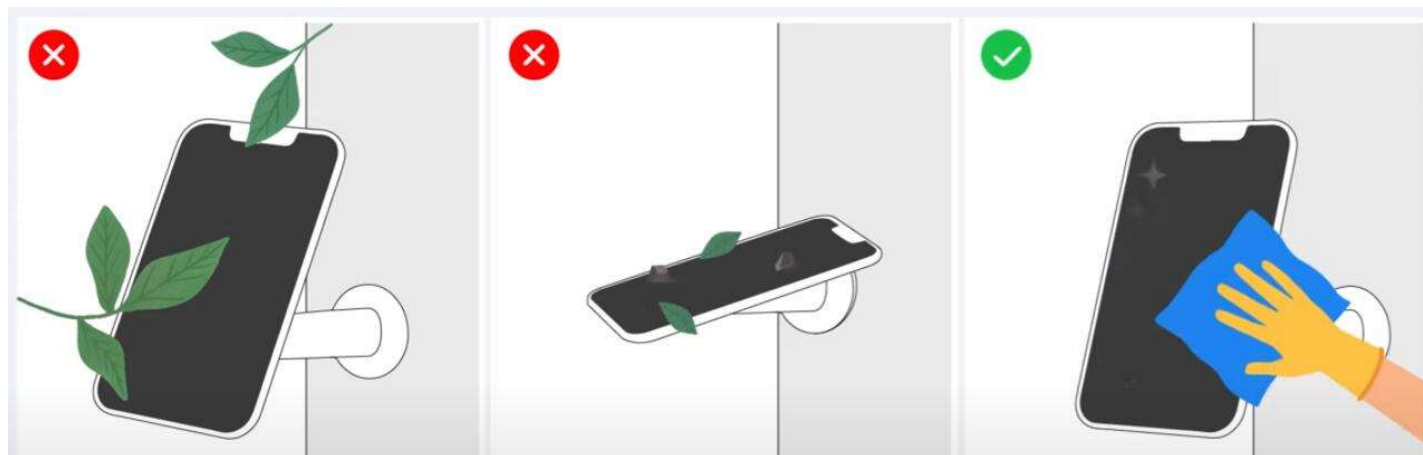


**On your Phone** - iPhone user: go to **Settings > Notifications > EseeCloud > Allow Notifications**, and turn it on. Android user: go to **Settings > Notifications & Status Bar > EseeCloud > Allow Notifications**, and turn it on. See below



After this, you will receive real-time push alerts whenever motion is detected by the camera.

## Some tips about installing the solar panel:



- \* Make sure the solar panel is not blocked by buildings, trees, or objects that may cast shadow on it.
- \* Don't install the solar panel horizontally to avoid the accumulation of dust and debris.
- \* Wipe the solar panel regularly to keep it clean and not obscured by dust or dirt.

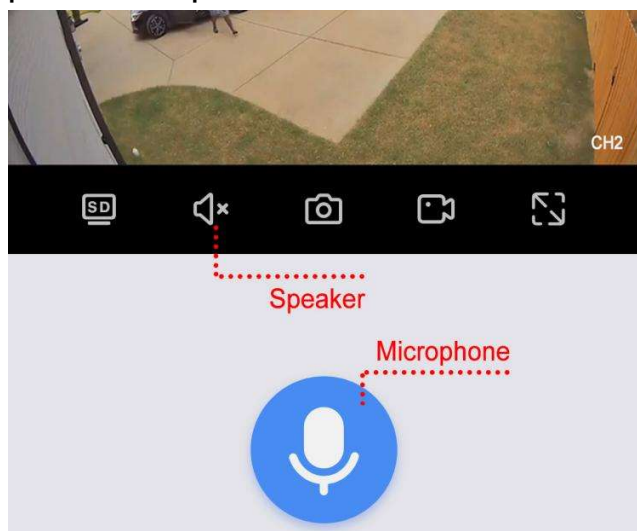
## FAQs

**Question:** Does the camera record sound?

**Answer:** Yes, the camera records sound as well as video. Please note that each camera has built-in microphone, you will be able to not only view what's happening but hear what's being said. At the bottom of each split window, click on the speaker icon to mute or unmute. See below:



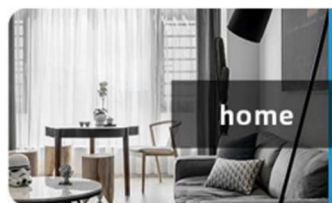
On your app: Eseecloud, you can press microphone icon to speak to the camera, and press the speaker icon to hear the camera.



**Question:** Why does the battery drain so fast?



Alarm 3-5 times / day  
for about 180 days



Alarm 20 times / day  
for about 30 days



Alarm 30 times / day  
for about 20 days



Alarm 50 times / day  
for about 10 days

**Answer:**

1. Go to **Recording Mode** (Right click the mouse > **Camera Setup** > **Recording Mode**), select **Best Recording**. Do not use **Keep Recording!** (Page 16)
2. Check the daily triggered alarm messages via the app (**Event** > **Alarm Message**). If there are too many false alarms, lower the motion sensitivity via **Intelligent Detection Alarm Settings**.
3. Check the signal strength of the camera. If the signal is too weak, try changing the camera position, fine tune the camera antenna, or set up the Auto Repeater to improve the signal transmission. (FAQ - How to boost the camera's WiFi signal?)

The battery life (see the left picture) for a fully charged camera (**not on solar charging**):

**Alarm 3-5 times:** 180 days. **Alarm 20 times:** 30 days.

**Alarm 30 times:** 20 days. **Alarm 50 times:** 10days.

**Question:** The night vision of my camera is terrible?

**Answer:**

1. Make sure not to aim your camera towards something in front of the lens.
2. Do not face the camera towards glass, mirror, etc.
3. Do not face the camera lens towards direct lamps or sunlight.
4. Use ambient lamp to increase the lighting level.

**Question:** My camera is getting misty inside, is there a known fix?

**Answer:** This is probably because of condensation, which occurs in a humid environment as a result of the difference of the temperatures of the air and the object on which it occurs. In most cases it will clear up itself. However, if the condensation remains, you may send it back for replacement, please contact us immediately.



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