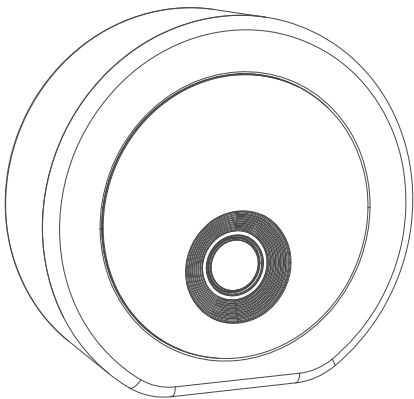


User Manual

Battery-Powered
Wireless Smart Window Camera



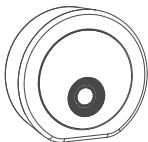
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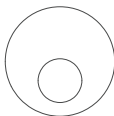
Note:

The manufacturer reserves the right to make product improvements and updates. Due to the possibility of recent changes, the information in this manual might not perfectly reflect the latest product specifications. In such cases, the actual product received shall prevail over the manual.

What's In the Box



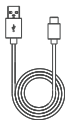
Camera



Magnetic
Sticker



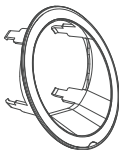
User Manual



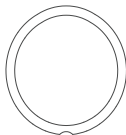
Charging Cable



Reboot Pin

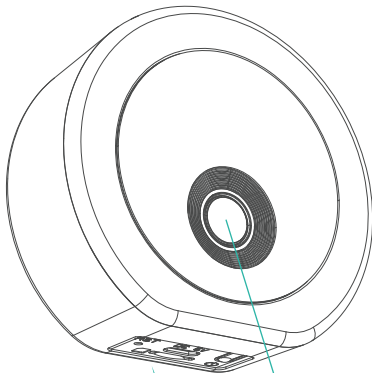


Angled mounting
Bracket (Optional)

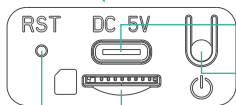


Bracket adhesive
tape (Optional)

Product Overview



Camera Lens



Reboot Hole ②

Charging Port

Power Button ①

Micro SD Card Slot

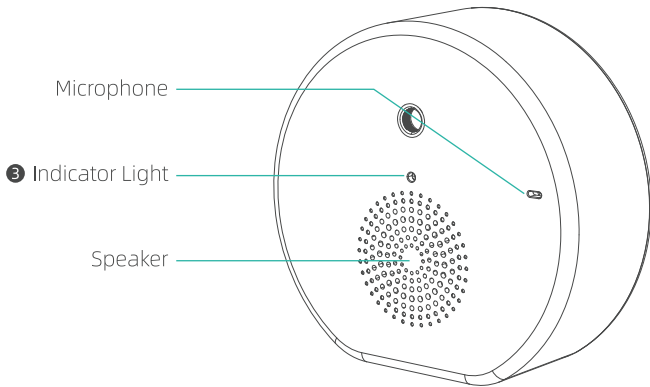


① Power Button

- Turn on the camera: Long press the power button for 3s
- Enter the pairing mode: Double click the power button
- Turn off the camera: Long press the power button for 3s

② Reboot Hole

- Use a reboot pin to press the hole once to restart the camera



③ Indicator Light

Three-colors: Red/Green/Blue

- **Indicator light off:** Camera in sleep mode / camera is off.
- **Blue LED always on:** Camera is recording.
- **Red and Blue LED Rapidly Flashing:** Camera is in pairing mode.
- **Red LED always on:** Camera is charging.
- **Green LED always on:** Camera is full charged.

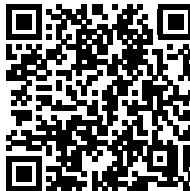
Camera Specification

Item	Specification
Resolution	Pre-roll: 2560H x 1440V 3fps Recording: 2560H x 1440V 15fps
Image Sensor	1/3" Progressive Scan CMOS
Camera Lens	f=4.0mm, F1.6
Viewing Angle	D:92.5° H:80° V:42.5°
Wi-Fi	2.4G/5G Wi-Fi 6 IEEE 802.11 b/g/n/ac/ax
Local Storage	Support Micro SD Card (Up to 128GB)
Microphone	-38 ± 3 dBm
Speaker	8Ω / 1W
Battery	5200 mAh Built-in Li-ion Battery
Power Supply	DC 5V / 1A
Temperature	Working: -20~50 °C, Humidity < 95% Storage: -20~70 °C, Humidity < 95%

Set Up the Camera

Download and Install Towsen App

- Scan the QR code below or search "**Towsen**" on APP Store or Google Play Store to download and install app.



Note:

Do not use 3rd party QR code scanning tool or app to avoid scam or malware. Use QR code scanning app provided by your mobile phone system, e.g. the system camera app.

Sign Up

- Open the Towsen app on your phone and then tap "**Sign up**".
- Select your registration region, input your E-mail and set the login password.

- For account safety, the password must be 6~18 characters long and contain at least 2 numbers, upper/lowercase letters, and/or special characters.
- Click "Sign up".



Welcome back

Sign in to continue monitoring your home.

 Email

 Password

[Forgot?](#)

Sign in

☒ I agree to the [Terms of Service](#) and [Privacy Policy](#).

Don't have an account? [Sign up](#)


 US

← **Sign up** 1/2

Create your account

Take 30 seconds to get started.

Account

 Please enter your email

Password

 Please type your password

 Retype your password

Hints: Password must be 6-18 characters long and contain at least two numbers, upper/lowercase letters, and/or special characters.

☒ I have read and agree to the [Terms of Service](#) and [Privacy Policy](#). Clicking Sign Up means you agree to the [Terms of Service](#) and [Privacy Policies](#)

Sign up

Already have an account? [Sign in](#)


 US

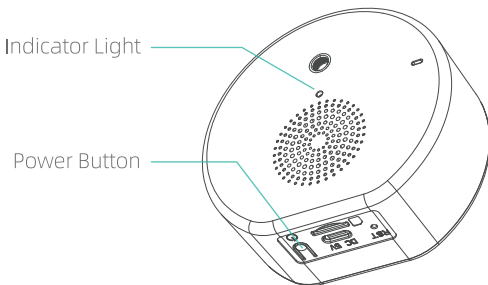
- Please enter your username and password again to login.

Note:

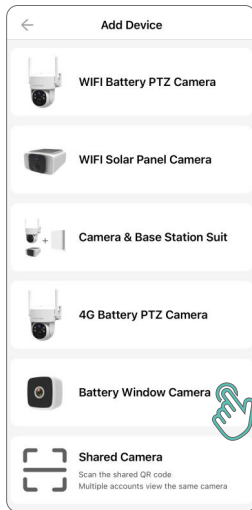
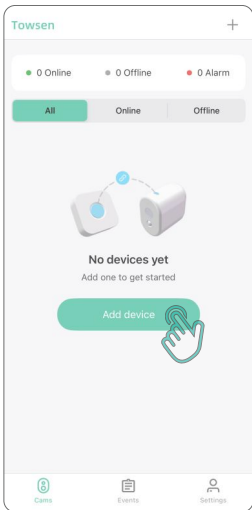
Please click **"Allow"** or **"Agree"** while downloading the Towsen App and setting up an account, so that the App can access the camera and some permissions of mobile phone (Camera, Location, Storage, Microphone, Notifications, and Wireless Data).

Bind the Camera (Bluetooth)

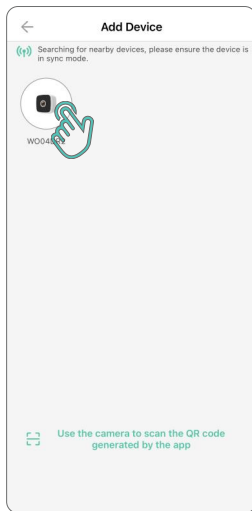
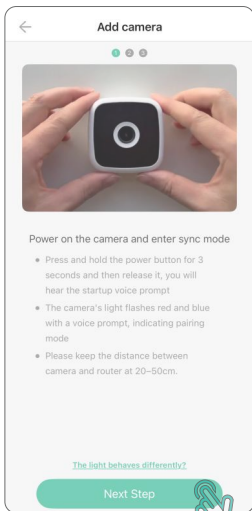
- Long press the power button for 3s to turn on the camera. The camera will Play an audio prompt to enter sink mode and indicator light flashing blue & red (If you do not hear it, please quickly click the power button twice).



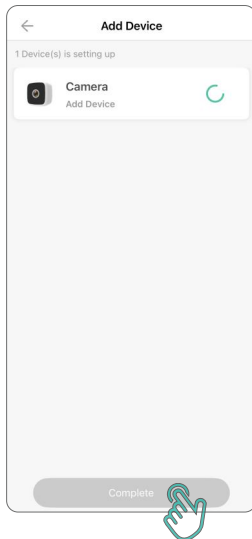
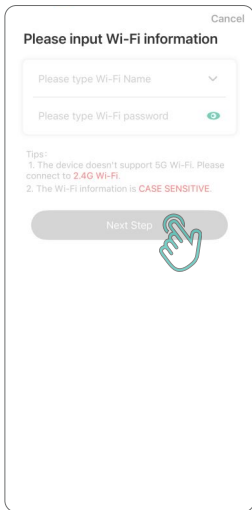
- Click **"Add device"**
- Scroll to the bottom of the screen and select **"Battery Window Camera"**.



- Follow the instructions in the app to check the camera status, then tap "Next step".
- When the App requests Bluetooth and location permission, click "Allow". (These permissions will help the app quickly search for and connect to the cameras)
- Select the device you want to add in search results for the next step.



- Enter the Wi-Fi name and password you want to connect to and click "**Next step**", then the app can try to connect the camera to the Wi-Fi.
- After a while, the camera will play a sound to indicate that the connection is successful. Click "**Complete**" to complete the pairing.

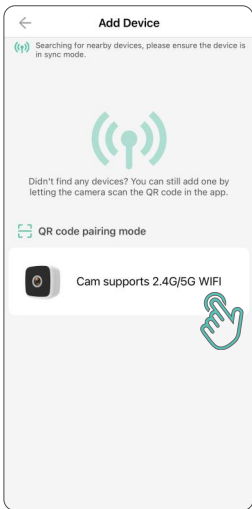


Bind the Camera (Scan QR Code)

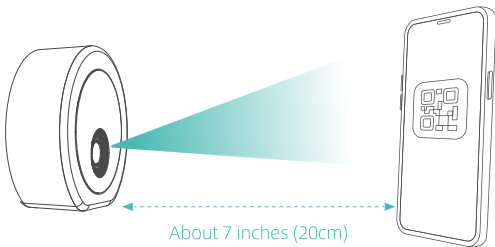
If the camera cannot be located by bluetooth, you can also bind the camera by scanning a QR code.

- Click "**Cam supports 2.4G/5G WIFI**" on device searching interface to enter the pairing mode by scanning a QR code.

- Confirm if the camera is in pairing mode. (If not, double click the power button)
- Enter the Wi-Fi name and password and click "**Next step**". At this point, a QR code will appear on your phone's screen.



- Use the camera lens to scan the QR code on app and then follow the app instruction to finish the connection.



- After a while, the camera will play a sound to indicate that the connection is successful. Click **"Complete"** to complete the pairing.

Possible Problems with Connecting

- If you fail to connect the camera via Bluetooth, please follow the prompts to add the camera by scanning the QR code.
- Before adding the device, please make sure that the device is in a blinking blue & red light state. If the indicator light is abnormal, please Double click the power button to enter the pairing mode and then re-add the camera.
- Keep your phone, camera and router within 15 feet for strong Wi-Fi signal strength during pairing process.

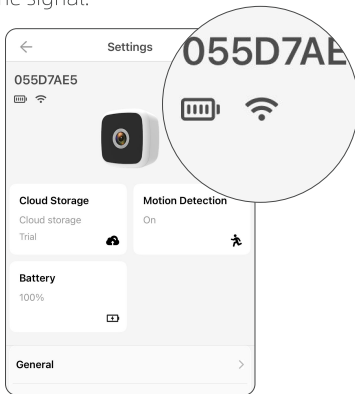
Note:

If you encounter any problems during the pairing process, you can seek help by contacting online customer service in the app.

Mounting the Camera

Pre-Installation Wi-Fi Signal Test

- Please install the camera in a position where it is within range of the Wi-Fi network. Check if the Wi-Fi signal strength in the position is enough (you can check the Wi-Fi signal strength through the app, click the settings on the right side of the camera on the home page to check the signal strength).
- If the signal is weak at the installation location, try moving the camera closer to the router or use a Wi-Fi signal booster to strengthen the signal.



Install the camera

- **Clean the glass:**

Clean the inside and outside surfaces of the window to ensure that the installation surface is clean and free of debris.

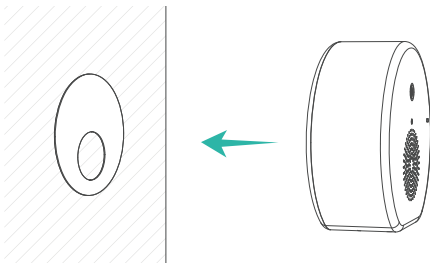


- **Install the sticker:**

Peel off the protective film from the magnetic sticker and then stick the sticker onto the window. Press the sticker firmly into place for several seconds.

- **Install the camera:**

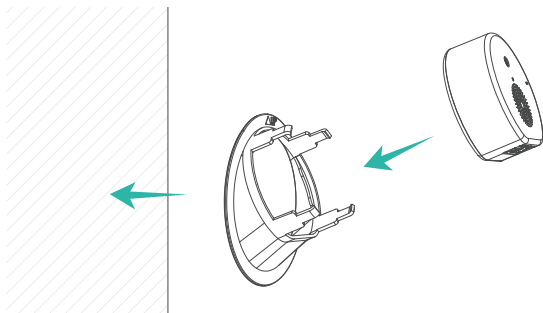
Attach the camera on the magnetic sticker in the direction shown in the illustration, then adjust its position slightly to ensure the sticker does not cover the lens.



Install the camera with angel mounter (Optional)

If you purchased the version with an angle bracket, you can also use the bracket to adjust the camera's angle as needed.

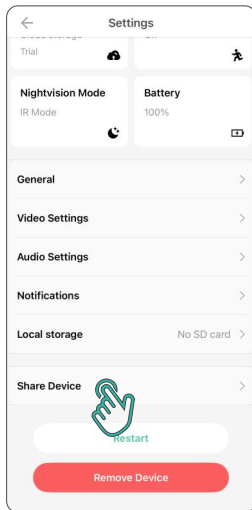
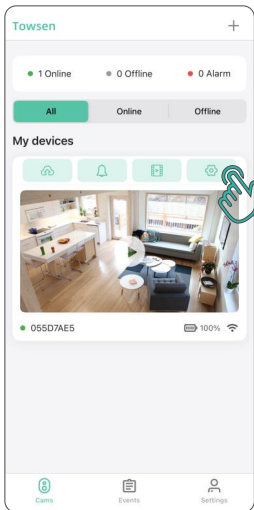
- **Install the bracket:**
Peel off the protective film from the bracket and then stick the bracket onto the window. Press the bracket firmly into place for several seconds.
- **Install the camera:**
Secure the camera to the mount in the direction shown in the illustration.



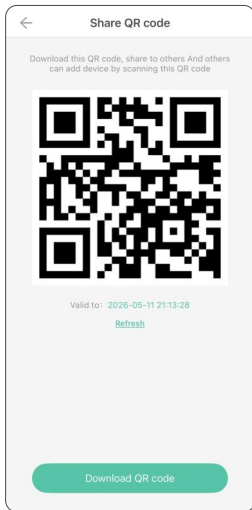
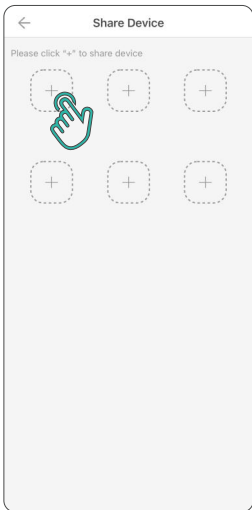
Share the Camera

When you need to view the camera with other family members or friends, you can use this function.

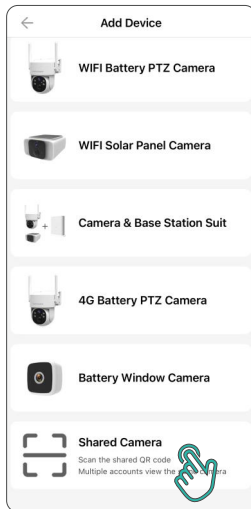
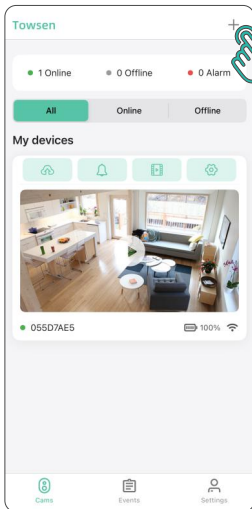
- Click the setting button on the top right corner of device list. Find the Share button at the bottom of the Settings interface and tap it.



- Click "+" button on device sharing page to create a shareable QR code.



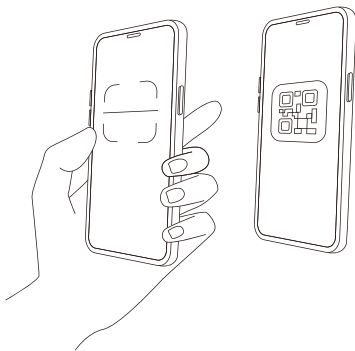
- For users who need to be shared with, click "+" on the homepage and select "**Shared Camera**" on the bottom to enter the scan code page.



Note:

The shared user need to register a "Towsen" account by using their email first. And the registered regions of the sharing and shared users must be the same; otherwise, sharing is not possible.

- Scan the OR code on your mobile phone.



Note:

Only the administrator whose account is bound with the camera for the first time can share and set the device. Other members can only view the live or playbacks of the device.

FAQ

Q: Why doesn't the Wi-Fi name appear when I connect to Wi-Fi?

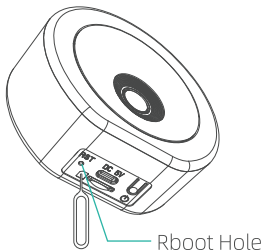
A: On Apple devices with iOS13 and above, you need to turn on the "location permission" for the app in the system settings and change it to "allow when using."

Q: How far should the camera be placed from the router?

A: After testing, the Wi-Fi connection distance can normally reach up to 100 meters in the open area. However, the actual situation depends on the strength of Wi-Fi and its surrounding environment (thick walls, electromagnetic devices, large metal objects will all cause interference to the Wi-Fi signals). If the camera connection signal is weak or unstable, please place the camera as close to the router as possible.

Q: What should I do when the device is malfunction?

A: Please make sure your camera is fully charged. Then press the reboot hole at the button of the camera once with a pointed object to restart the camera.



Q: Why alarm notifications for activity are too frequent?

- A: (1) Adjust the sensitivity of the activity detection to suit your needs (High, Medium, Low).
- (2) Set motion detection to detect only human to reduce false alarms.
- (3) Check if other objects are incorrectly triggering the sensor, such as leaves, lighting conditions, passing cars, or pedestrians. Adjust the mounting angle of the device to reduce false alarm triggers.

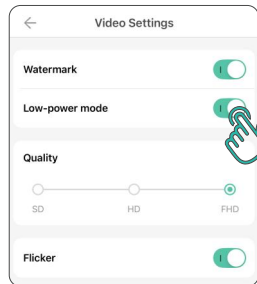
Q: Why does the video stutter during the first few seconds of playback?

- A: The first five seconds of video recorded by the camera are pre-recorded footage at 3 fps, so it may appear choppy; after five seconds, the video switches to normal, smooth recording.

How Pre-recording Works:

When the camera is in standby mode, it continuously loops a 5-second low-frame-rate video (3 FPS) using extremely low power. When motion is detected, it triggers full recording (15 FPS). When viewing the playback, the 5-second video recorded before the trigger plays first, followed by the video recorded during the full recording.

If you want to disable the pre-recording feature, you can turn off Low Power Mode in Settings > Video Settings.



Compliance Statement

FCC WARNING:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the 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.

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 the receiver.

- Connect the equipment to 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.

FCC 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 a minimum distance of 20cm between the radiator & your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

ISED STATEMENT:

The device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

Operation is subject to the following two conditions:

- (1) This device may not cause interference.
- (2) This device must accept any interference, including interference that may cause undesired operation of the device.

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

- (1) L'appareil ne doit pas produire de brouillage;
- (2) L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.