

Quick Start Guide

V1.0.2




Foreword

General

This manual introduces the functions, installation and operations of the camera.

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
 WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
 CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
 NOTE	Provides additional information as the emphasis and supplement to the text.

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related jurisdictions. For detailed information, refer to the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.

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- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, we reserve the right of final explanation.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurring when using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Important Safeguards and Warnings

Electrical Safety

- All installation and operation shall conform to your local electrical safety codes.
- The power source shall conform to the Safety Extra Low Voltage (SELV), and supply power with rated voltage which meets limited power source requirement according to IEC60950-1. Note that the power supply requirement is subject to the device label.
- Make sure that the power supply is correct before operating the device.
- A readily accessible disconnecting device shall be incorporated in the building installation wiring.
- Prevent the power cable from being trampled or pressed, especially the plug, power socket and the junction extruded from the device.

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Environment

- Do not aim the device at strong light to focus, such as lamp light and sun light; otherwise it might cause over brightness or light marks, which are not the device malfunction, and affect the longevity of Complementary Metal-Oxide Semiconductor (CMOS).
- Do not place the device in a damp, dusty, extremely hot or cold environment, and avoid places with strong electromagnetic radiation or unstable lighting.
- Keep the device away from any liquid to avoid damage to the internal components.
- Keep the indoor device away from rain or damp to avoid fire or lightning.
- Install the device in a well-ventilated place and do not block the ventilation of the device.
- Transport, use and store the device under the allowed humidity and temperature.
- Heavy stress, violent vibration or water splash are not allowed during transportation, storage and installation.
- Use the factory default package or material with equal quality to pack the device when transporting.
- Install the device in the location where only the professional staff with relevant knowledge of safety guards and warnings can access.

Operation and Daily Maintenance

- Do not touch the heat dissipation component of the device to avoid scald.
- Carefully follow the instructions in the manual when performing any disassembly operation about the device; otherwise, it might cause water leakage or poor image quality due to unprofessional disassembly. Please contact after-sale service for desiccant replacement if there is condensed fog on the lens after unpacking or when the desiccant turns green. (Not all models are included with the desiccant).

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- It is recommended to use the device together with lightning arrester to improve lightning protection effect.
- It is recommended to ground the device to enhance reliability.
- Do not touch the image sensor directly. Use a dry cloth dampened with alcohol and gently wipe away any dust on the lens.
- You can clean the device body with soft dry cloth, and for stubborn stains, use the cloth with mild detergent. To avoid possible damage on device body coating which could cause performance decrease, do not use volatile solvent such as alcohol, benzene, diluent and so on to clean the device body, nor can strong, abrasive detergent be used.



CAUTION

- Strengthen the protection of network, device data and personal information by adopting measures which include but not limited to using strong password, changing password regularly, updating firmware to the latest version, and isolating computer network. For some device with old firmware versions, the ONVIF password will not be modified automatically along with the modification of the system password, and you need to upgrade the firmware or manually update the ONVIF password.
- Use standard components or accessories provided by manufacturer and make sure that the device is installed and maintained by professional engineers.
- The surface of the image sensor should not be exposed to laser beam radiation.
- Do not provide two or more power supply sources for the device unless otherwise specified. A failure to follow this instruction might cause damage to the device.

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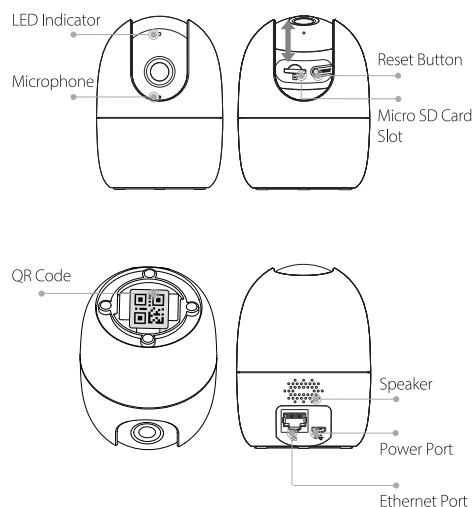
1 Package Contents

- Unpack the box and check if all the components are included before installation.
- Contact your local retailer if anything is broken in your package.

Camera
x1Mounting Template
x1Power Cable
x1Screw and Anchor
Pack x1Power Adapter
x1Quick Start Guide
x1Mounting Plate
x1

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2 Overview



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How to reset the camera

Press and hold the reset button for 10 s. The LED turns solid red when the camera is booting.

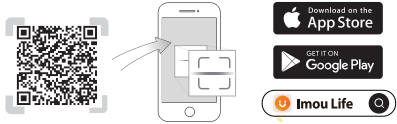
See the table below for meanings of camera's LED behavior.

LED Status	Device Status	
	Green	Flashing
Red	Solid	Working properly
		Network disconnected
	Flashing	Failed to set up the device
Green & Red	Alternating	Booting
		Device malfunction
Off	/	Updating firmware
		Power off
		LED turned off

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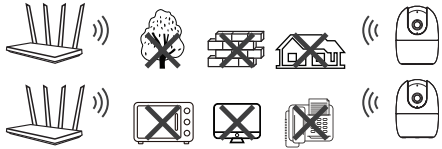
3 Set Up the Device

Scan the QR code below or search for "Imou Life" in the app store to download and install the app.



i If you already use the app, make sure that you are using the latest version.

To ensure the best possible wireless performance, please make sure there are no obstacles and electromagnetic interference between the device and the router.



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► **Q: How to connect the camera to another Wi-Fi network?**

- If the camera is online, select **Device Details** > **WLAN** to change the Wi-Fi connection on the app.
- If the camera is offline, reset the camera, and then set up the camera again.

► **Q: Video image is not clear.**

Check if the camera lens is clean without dirt, dust or spider webs. If not, use a dry cloth dampened with alcohol and gently wipe away any dust on the lens.

► **Q: No audio during two-way talk or live view.**

- Ensure the **Audio Recording** is enabled in device settings.
- Turn on the volume by tapping the speaker icon during live view.

► **Q: Human detection does not work.**

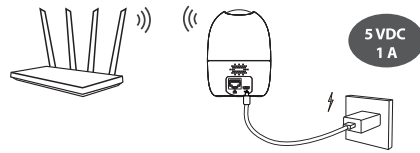
Ensure **Human Detection** and **Motion Detection** are both enabled in device settings.

► **Q: Where is the default device password?**

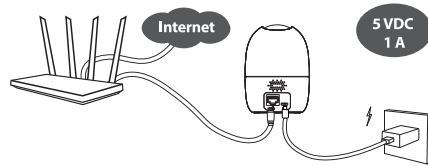
The default device password is the safety code on the device label.

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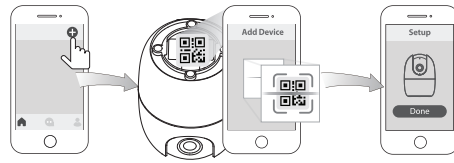
Option 1: Wireless Connection



Option 2: Wired Connection



The app will guide you through the setup process.



i In case of failed setup attempts, you can tap the three-dot icon on the upper-right corner of the page to switch to another setup method.

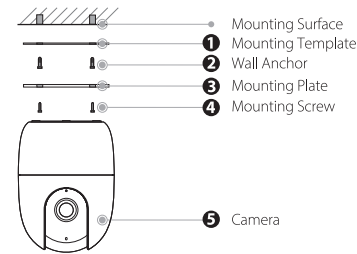
► **Q: QR code cannot be read by the phone.**

- Clean the camera lens of your phone.
- Turn on your phone's light if you are in a dim environment.
- Do not hold your phone too close to the QR code.

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4 Install the Camera

i Make sure that the mounting surface is strong enough to hold at least three times the weight of the camera.



Step 1 Peel off the mounting template and stick it to the mounting surface.

Step 2 Drill screw holes as the mounting template marks, and then insert wall anchors if installing on stucco, brick, or concrete. For wood, wall anchors are unnecessary.

Step 3 Secure the mounting plate to the mounting surface with included screws.

Step 4 Twist the camera base onto the mounting plate to lock the camera.

Step 5 Power on the camera and then adjust its angle properly.

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5 Troubleshooting

► **Q: Failed to set up the camera.**

- Ensure your smart phone and the camera are within range of your Wi-Fi router.
- Ensure the LED indicator on the camera is flashing green before beginning setup.
- Certain routers offer a dual-band network (2.4 GHz and 5 GHz bands). Connect your phone and device to the 2.4 GHz band only.
- Tap the three-dot icon on the upper-right corner of the page to switch to another setup method.
- Reset the camera, then set it up again.

► **Q: No video or the device is offline.**

- Check the indicator status:
 - ◆ Solid green: Check whether the router can connect to the Internet. If the network is connected, restart the camera. If the camera is still offline afterwards, reset the camera.
 - ◆ Flashing red: Reset the camera, and then set up the camera again.
 - ◆ Solid red: There is a problem with the camera.
- Ensure that the camera is properly connected to power using the included power adapter.
- Reposition the camera, router or both to improve signal strength.

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Legal and Regulatory Information

Legal Considerations

This product can be regulated by laws that vary from country to country. Check the laws in your local region before using it.

Disclaimer

Every care has been taken in the preparation of this document. Please contact us through the following contact information if any inaccuracies or omissions. Prosegar shall not be held responsible for any technical or typographical errors and reserves the right to make changes to the product and manuals without prior notice. Prosegar makes no warranty of any kind with regard to the material contained within this document, including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. Prosegar shall not be liable or responsible for incidental or consequential damages in connection with the furnishing, performance or use of this material. This product is only to be used for its intended purpose.

Intellectual Property Rights

Prosegar retains all intellectual property rights relating to technology embodied in the product described in this document.

Equipment Modifications

This equipment must be installed and used in strict accordance with the instructions given in the user documentation. This equipment contains no user-serviceable components. Unauthorized equipment changes or modifications will invalidate all applicable regulatory certifications and approvals.

Regulatory Information

European Directives Compliance



This product complies with the applicable CE marking directives and standards:

- Low Voltage (LVD) Directive 2014/35/EU.
- Electromagnetic Compatibility (EMC) Directive 2014/30/EU.
- Restrictions of Hazardous Substances (RoHS) Directive 2011/65/EU and its amending Directive (EU) 2015/863.

CE-Electromagnetic Compatibility (EMC)

This digital equipment is compliant with Class B according to EN 55032.

CE-Safety

This product complies with IEC/EN/UL 62368-1, Audio/video, information and communication technology equipment – Part 1: Safety requirements and IEC/UL 60950-1: Safety of Information Technology Equipment.

Declaration of Conformity CE

(Only for the product has RF function)

Hereby, Prosegar declares that the radio equipment is compliant with Radio Equipment Directive (RED) 2014/53/EU.

Questo prodotto è conforme alle direttive e agli standard di marcatura CE applicabili:

- Bassa tensione (LVD) Direttiva 2014/35/UE.
- Compatibilità elettromagnetica (EMC) Direttiva 2014/30/UE.
- Restrizione sulle sostanze pericolose (RoHS) Direttiva 2011/65/UE e Direttiva delegata (UE) 2015/863.

È possibile ottenere una copia della dichiarazione originale di conformità da Prosegar.

CE-Compatibilità elettromagnetica (EMC)

Questa apparecchiatura digitale è conforme alla Classe B della certificazione EN 55032.

CE-Sicurezza

Questo prodotto è conforme alle disposizioni IEC/EN/UL 62368-1 o IEC/UL 60950-1 sulla sicurezza delle apparecchiature informatiche.

Dichiarazione di conformità CE

(Solo per prodotti con trasmettitori / ricevitori RF)

Con la presente, Prosegar dichiara che l'apparecchiatura radio è conforme alla Direttiva sulle apparecchiature radio (RED) 2014/53/UE.

Declaration of Conformity UKCA



This device complies with UKCA relevant directives and standards.

- Electrical Equipment (Safety) Regulations 2016.
- Electromagnetic Compatibility Regulations 2016.
- The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

Hereby, Prosegar declares that the radio equipment is compliant with Radio Equipment Regulations 2017.

USA Regulatory Compliance

FCC

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.

Attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This product 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 product 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 product 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.

FCC SDOC Statement can be downloaded from: <https://us.dahuasecurity.com/support/notices/>.

RF exposure warning

(Only for the product has RF communication function)

This equipment must be installed and operated in accordance with provided instructions and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions for satisfying RF exposure compliance.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Canada Regulatory Compliance

ICES-003

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

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

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radioexemptés de licence. L'exploitation est autorisée aux deux conditions suivantes:

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

RF exposure warning

(Only for the product has RF communication function)

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

Cet équipement doit être installé et utilisé à une distance minimale de 20 cm entre le radiateur et votre corps.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be no chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante.

The following safety guide is only applicable to products which support 5 GHz Wi-Fi.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Japan Regulatory Compliance

VCCI

These products comply with the requirements of VCCI Class B Information Technology Equipment.

Batteries

Correct disposal of batteries in this product



This marking on the battery indicates that the batteries in this product should not be disposed of with other household waste at the end of their working life. Where marked, the chemical symbols Hg, Cd or Pb indicate that the battery contains mercury, cadmium or lead above the reference levels in Directive 2006/66/EC and its amending Directive 2013/56/EU. If batteries are not properly disposed of, these substances can cause harm to human health or the environment.



Do not ingest battery. Chemical Burn Hazard.

This product contains a coin cell battery. If the coin cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Keep new and used batteries away from children.

If the battery compartment does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.



Risk of explosion if the battery is replaced by an incorrect type.

Do not throw or immerse into water, heat to more than 100°C (212°F), repair or disassemble, leave in an extremely low air pressure environment or extremely high-temperature environment, crush, puncture, cut or incinerate.

Dispose of the battery as required by local ordinances or regulations.

Safety

The product complies with IEC/UL 60950-1, Information Technology Equipment – Safety – Part 1: General Requirements; or complies with IEC/EN/UL 62368-1, Audio/video, information and communication technology equipment – Part 1: Safety requirements.

If the power supply to the product is from external power adaptor without connecting to AC Mains, and the product is not shipped with power adaptor, customers are required to use the external power adaptor that must fulfill the requirements for Safety Extra Low Voltage (SELV) and Limited Power Source (LPS).

Waste Electrical and Electronic Equipment (WEEE) statements

Disposal and Recycling

When this product has reached the end of its useful life, dispose of it according to local laws and regulations. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. In accordance with local legislation, penalties may be applicable for incorrect disposal of this waste.



This symbol means that the product shall not be disposed of together with household or commercial waste. Directive 2012/19/EU on waste electrical and electronic equipment (WEEE) is applicable in the European Union member states. To prevent potential harm to human health and the environment, the product must be disposed of in an approved and environmentally safe recycling process. For information about your nearest designated collection point, contact your local authority responsible for waste disposal. Businesses should contact the product supplier for information about how to dispose of this product correctly.

Privacy Protection Notice

As the device user or possible data controller, you might collect personal data of others such as face, fingerprints, car plate number, Email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures, including but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

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- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurring when using the device.
- If there is any uncertainty or controversy, we reserve the right of final explanation.

Support

Should you require any technical assistance, please contact your Prosegar distributor. If your questions cannot be answered immediately, your distributor will forward your queries through the appropriate channels to ensure a rapid response. If you are connected to the internet, you can:

- Download user documentation and software updates.
- Search by product, category, or phrase.

English

Important Safeguards and Warnings

This Chapter describes the contents covering proper handling of the device, hazard prevention, and prevention of property damage. Read these contents carefully before using the device, comply with them when using, and keep it well for future reference.

Safety Instructions

The following categorized signal words with defined meaning might appear in the manual.

Signal Words	Meaning
DANGER	Indicates a high potential hazard which, if not avoided, will result in death or serious injury.
WARNING	Indicates a medium or low potential hazard which, if not avoided, could result in slight or moderate injury.
CAUTION	Indicates a potential risk which, if not avoided, could result in property damage, data loss, lower performance, or unpredictable result.
TIPS	Provides methods to help you solve a problem or save you time.
NOTE	Provides additional information as the emphasis and supplement to the text.

Safety Requirement

- Abide by local electrical safety standards to ensure that the voltage is stable and complies with the power supply requirement of the device.
- Transport, use, and store the device under the allowed humidity and temperature conditions. Refer to the corresponding technical specifications of device for specific working temperature and humidity.
- Do not place the device in a location exposed to dampness, dust, extreme hot or cold, strong electronic radiation, or unstable lighting conditions.
- Do not install the device in a place near the heat source, such as radiator, heater, furnace, or other heat generating device to avoid fire.
- Prevent liquid from flowing into the device to avoid damage to internal components.
- Install the device horizontally or install on the stable place to prevent it from falling.
- Install the device in a well-ventilated place, and do not block the ventilation of the device.
- Do not disassemble the device arbitrarily.
- Avoid heavy stress, violent vibration, and soaking during during transportation, storage, and installation. Complete package is necessary during the transportation.
- Use the factory package or the equivalent for transportation.

Battery

Low battery power affects the operation of the RTC, causing it to reset at every power-up. When the battery needs replacing, a log message will appear in the product's server report. For more information about the server report, see the product's setup pages or contact Prosegar support.



- Risk of explosion if the battery is incorrectly replaced.
- Replace only with an identical battery or a battery which is recommended by Imou.
- Dispose of used batteries according to local regulations or the battery manufacturer's instructions.