



# SecuFIRST

CWL401S / CWL401W  
Monitor with Camera(s)

Big Manual



This big manual would help you through all the possible questions you might have during the use of the camera.

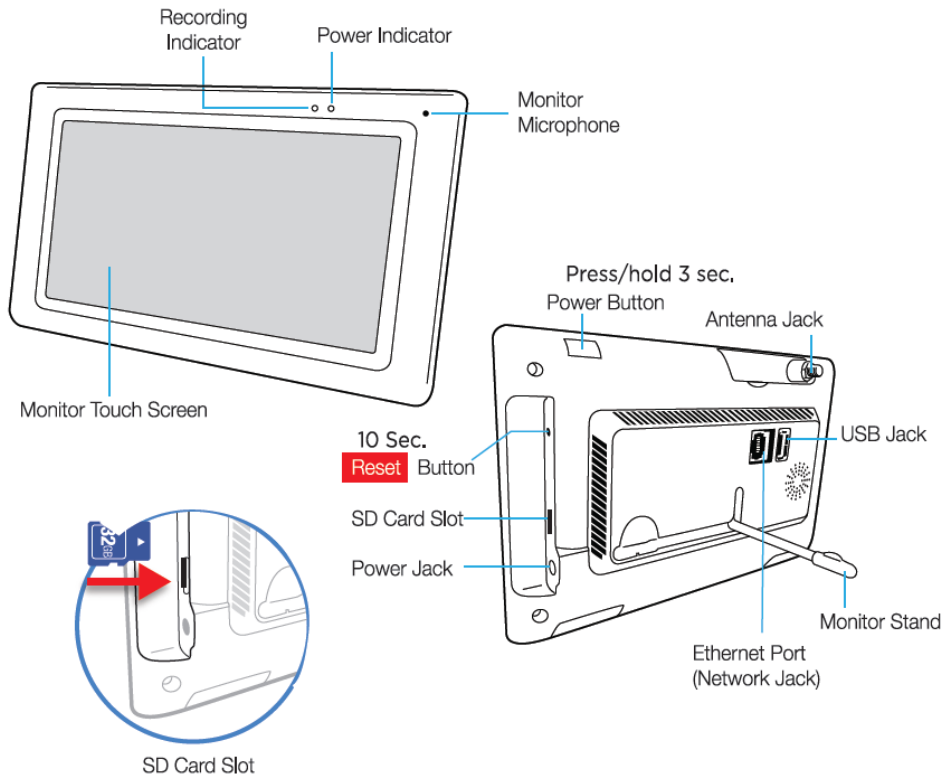
Below is the overview of the topics within:

1. Product overview
2. Technical specifications
3. Setup monitor and Camera(s)
4. Settings in the monitor
5. Re-install Camera
6. Install the app
7. Settings Observer HD+ app
8. Troubleshooting



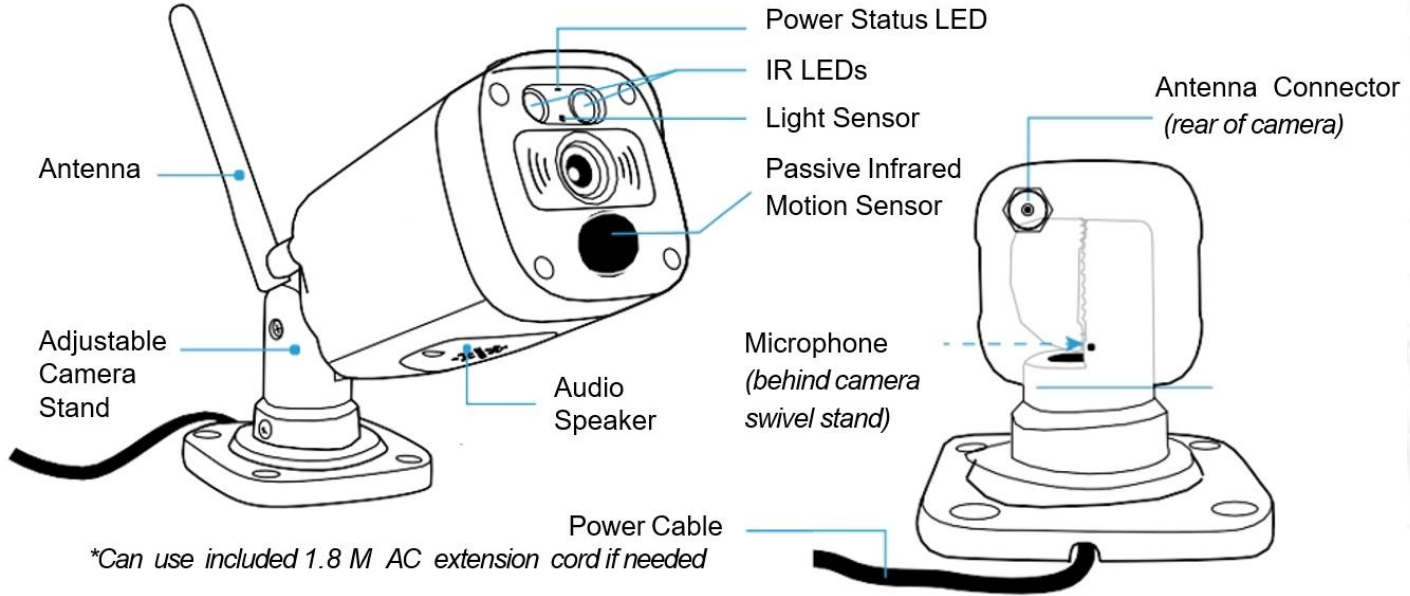
# 1. Product Overview

## Monitor



# 1. Product Overview

## Camera



# 2. Technical Specifications

## Monitor Specifications

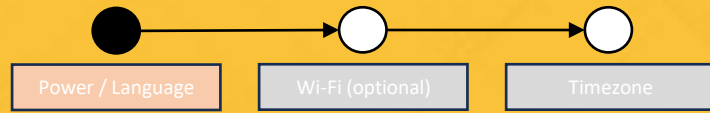
Display Resolution:	1024*600
Video/Audio Compression:	H.264
Display Type:	Color 7 inch Touchscreen
Channel Display Mode:	Full/Quad Display
Storage Media:	Micro sd card up to 128GB USB stick up to 2TB
Audio:	2 way audio
Transmission Frequency:	2.4GHz
Transmission Range:	200 meter open space
Power Option:	DC 12V 1A
Operating Temperature:	-10°C ~ 40°C
Storage Temperature:	-20°C ~ 50°C

## Camera Specifications

Resolution:	3 mega Pixels
PIR Motion-Detection:	20 Meters
View Angle:	110°
Compression:	H.264
Low Light Solution:	2 IR leds
Night Visibility Up to:	20 Meters
Audio:	2 way audio
Housing Type:	Metal
Environmental Rating:	IP66
Power Option:	DC 12V/1A
Operating Temperature:	-10°C ~ 50°C
Storage Temperature:	-20°C ~ 60°C

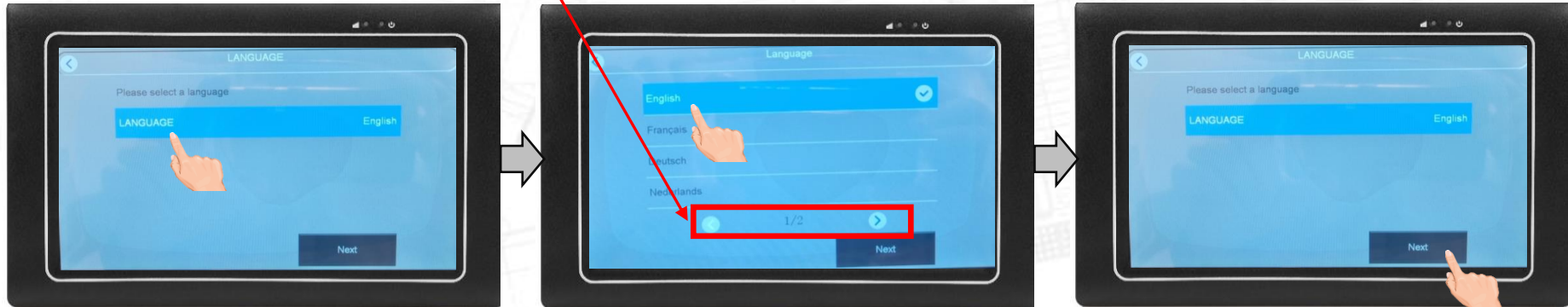


# 3. Setup monitor and Camera(s)

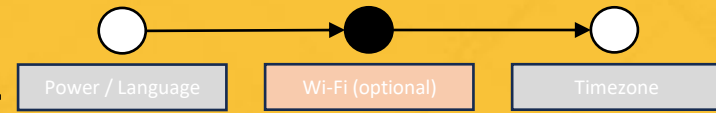


The monitor and the camera(s) are pre-learned by our factory.

- Mount the antennas on the monitor and the camera(s).
- Insert the adapters of the monitor and the camera(s) into a 230V socket.  
The monitor will turn on by itself. If not, press and hold the power button on top of the monitor for 3 seconds.
- Select your language. Note, there are 2 pages with languages for you to select.



# 3. Setup monitor and Camera(s)



It is optional to connect your monitor with your own Wi-Fi network.

If you do connect the monitor with Wi-Fi, then the free app Observer HD+ can also work on your smart devices.

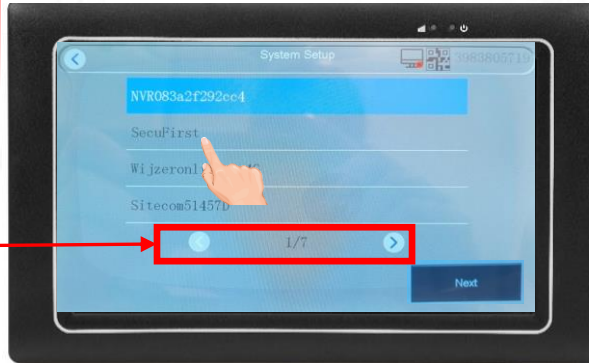
If you DON'T want to connect the monitor to your Wi-Fi, tap “Next”. Then go to the next page of this manual.

If you DO want to connect the monitor to your Wi-Fi, select your own router Wi-Fi name.

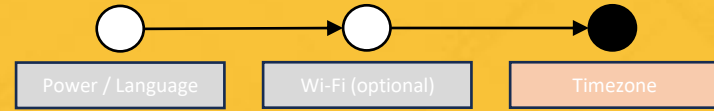
Note, there are more pages of Wi-Fi networks.

Tap the white line under Wi-Fi to insert your own Wi-Fi password. Note, it is our helpdesk problem Nr.1 that people insert there own Wi-Fi password wrong. If the screen cannot connect to your Wi-Fi network, then the app will NOT work.

Tap Enter to save your password. Tap “Next”.



# 3. Setup monitor and Camera(s)



The monitor needs your local time and date for the time stamp in the recordings.

Sync Time with internet, we suggest to leave this option on.

Time zone, select your own Timezone.

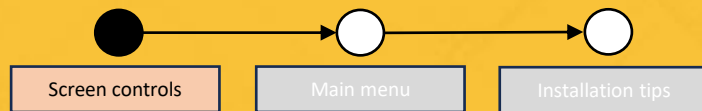
Manual setup, only select this if “Sync Time with internet” is disabled.

When ready, tap “Done”.

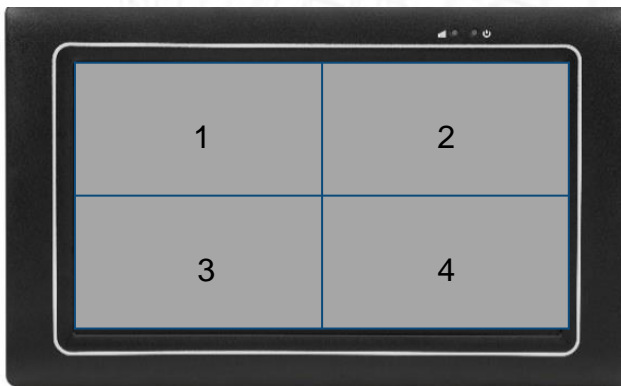




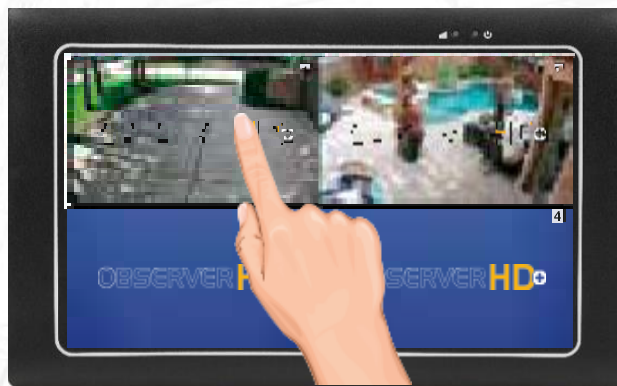
# 4. Settings in the monitor



Quad View



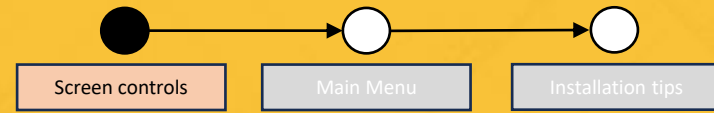
Double-Click to view **Camera-1**



Double-Click to **Return**

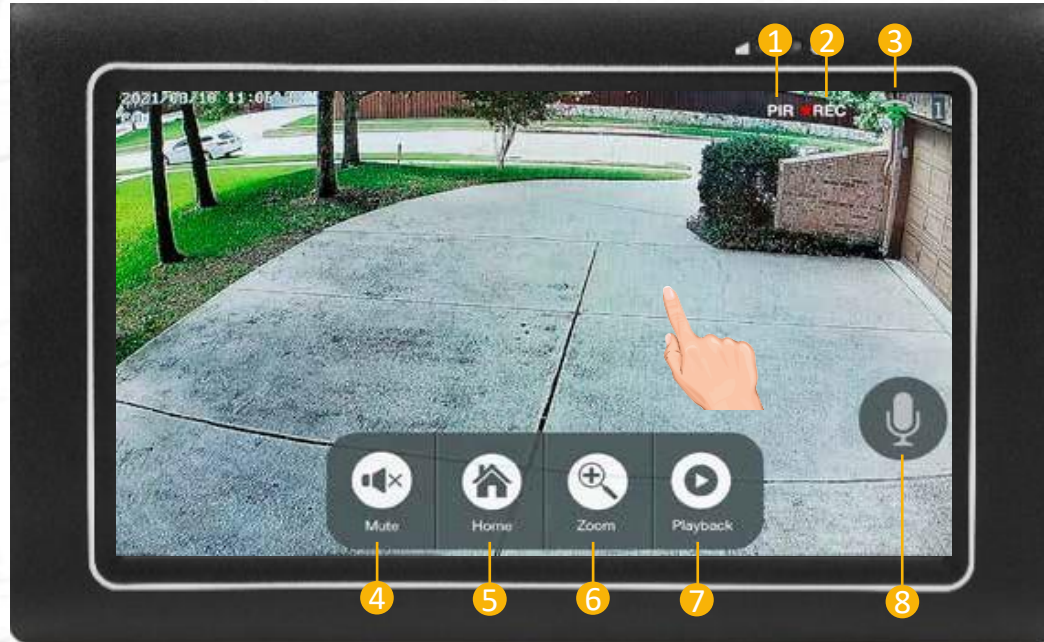


# 4. Settings in the monitor

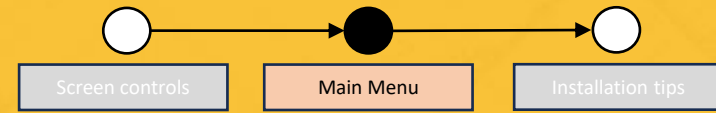


## Live view

- 1. PIR: Motion triggered indication
- 2. REC: Video recording indication
- 3. WiFi Signal: Wireless strength between monitor and camera
- 4. Speaker: Click to adjust the volume
- 5. Home: Go back to main menu
- 6. Zoom: Magnifies on-screen image
- 7. Playback: View recordings
- 8. Microphone: Long press to talk. The sound will be heard out of the speaker of the camera.



# 4. Settings in the monitor

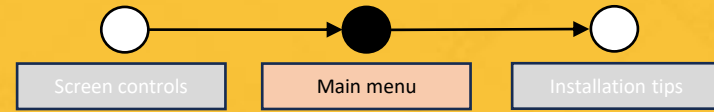


To go to the main settings of the screen:  
Tap the screen anywhere, and tap “Home” (option 5 in previous page)

- Video Playback - Search and replay recorded video`s
- System Setup - Language, date, display and power settings
- Recording Setup - Create a recording schedule
- Camera Info - Add extra camera or change camera channel
- Motion Alerts - Motion area setup per camera
- Manage system - Reset device, change passwords and update firmware

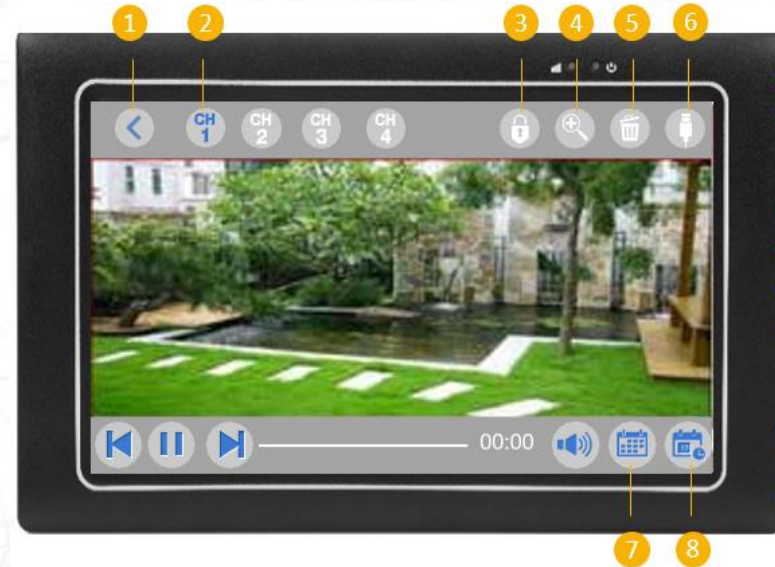


# 4. Settings in the monitor

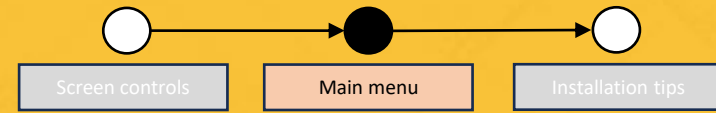


## Video Playback

1. **Back:** Return to the main menu.
2. **Select camera:** Choose between the (maximum) 4 cameras.
3. **Lock:** Lock or unlock the toolbar on the screen.
4. **Zoom:** Zoom in or out on the image/video.
5. **Trash:** Delete this video.
6. **USB backup:** Export files from monitor to USB stick or portable HDD.
7. **Date/month selection:** Filter the date.
8. **Time selection:** See all recordings, sorted on time.



# 4. Settings in the monitor



## System Setup

**Language:** Select a different language.

**Time Setup:** Change date / time / time zone

**Network mode:** Choose your internet connection of your screen  
Wired / wireless / AUTO

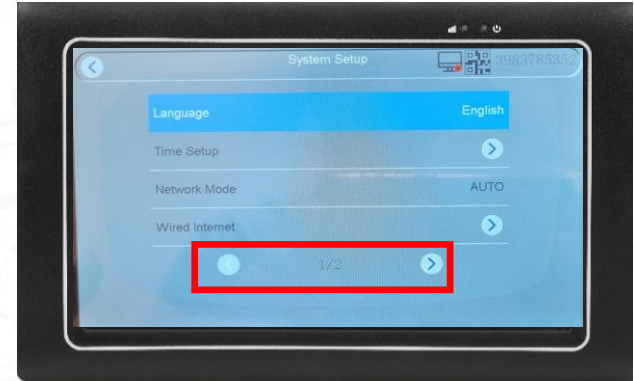
**Wired internet:** Change manually IP addresses. Not recommended.

**Wi-Fi Setup:** Select your own Wi-Fi network.

**Camera Audio Setup:** Select per camera if audio is on or off.

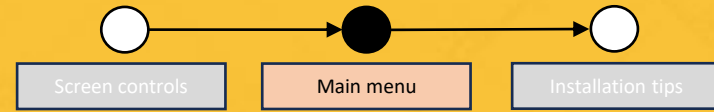
**Volume Setup:** Select the volume level of the monitor

**Standby Mode:** Default the monitor is always on. Select here if the monitor should go on standby mode after longer period of no movement of the camera(s).





# 4. Settings in the monitor



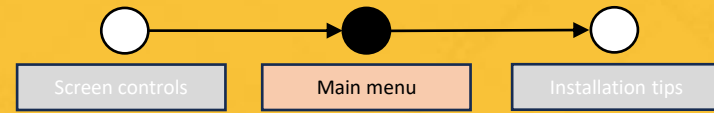
## System Setup

### **Language:**

- In the system setup, you can choose to change the language of the interface.
- Tap on language.
- Now you can choose the language you want in the available list.



# 4. Settings in the monitor



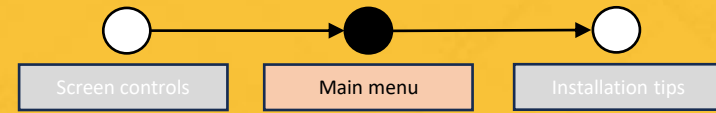
## System Setup

### **Time setup:**

- In the system setup, you can choose to set the time.
- Tap on time setup.
- You can synchronize the time with the internet.
  - When turned off, you can set up the time manually.
- Select the time zone of your country by tapping on time zone.
  - Choose the time zone from the available list.



# 4. Settings in the monitor



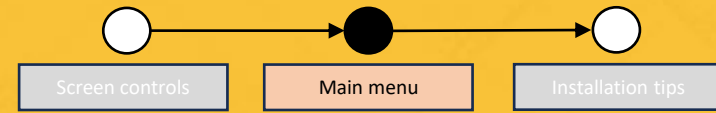
## System Setup

### **Network mode:**

- In the system setup, you can choose to set the kind of network connection.
- Tap on network mode.
- You can choose different options.
  - Let the system automatically choose the connection on behalf of availability.
  - Choose for a wired connection.
  - Choose a wireless connection.



# 4. Settings in the monitor



## System Setup

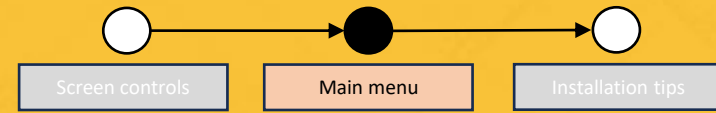
### **Wired internet:**

- In the system setup, you can choose to see the parameters when you connect the monitor with a LAN cable.
- Tap on wired internet.
- You can see the different parameters when using a wired connection.





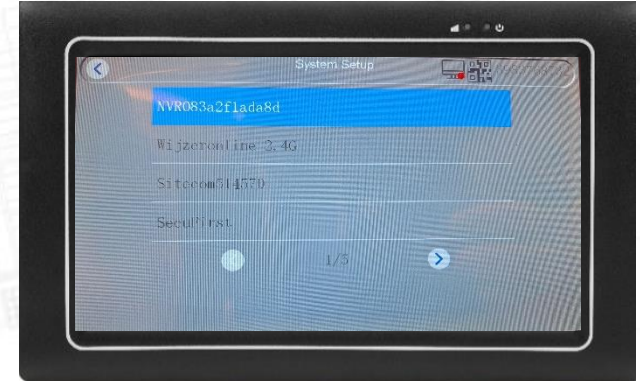
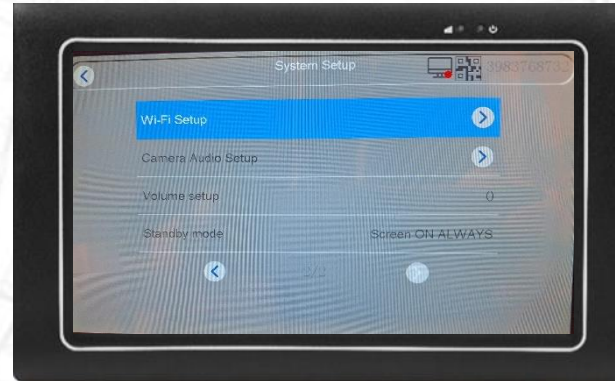
# 4. Settings in the monitor



## System Setup

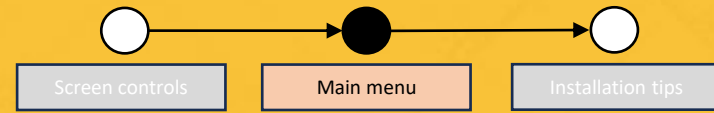
### WiFi Setup:

- In the system setup, you can choose for WiFi Setup (on page 2).
- In this menu, you can turn on/off your WiFi
- You can see which WiFi is connected
- Tap on available WiFi to see a list of available WiFi networks you can choose to connect to.





# 4. Settings in the monitor



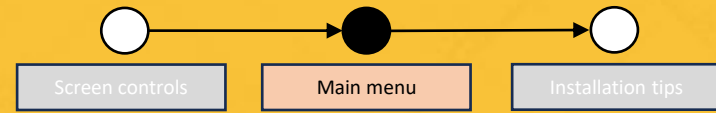
## System Setup

### **WiFi Setup:**

- To insert the Wi-Fi password of your own router, tap the white line under Wi-Fi.
- Use the keyboard to insert your Router Wi-Fi password.
- When finished, press “Enter”



# 4. Settings in the monitor



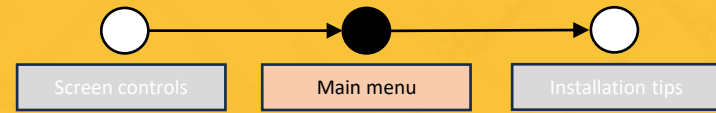
## System Setup

### **Camera audio Setup:**

- On this page you can turn the audio on/off for every single camera.



# 4. Settings in the monitor



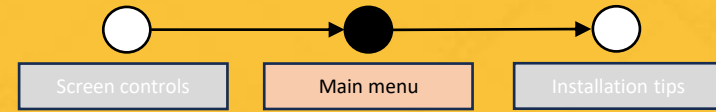
## System Setup

### **Volume Setup:**

- The monitor volume can be set from 0 to 3, just select the right volume



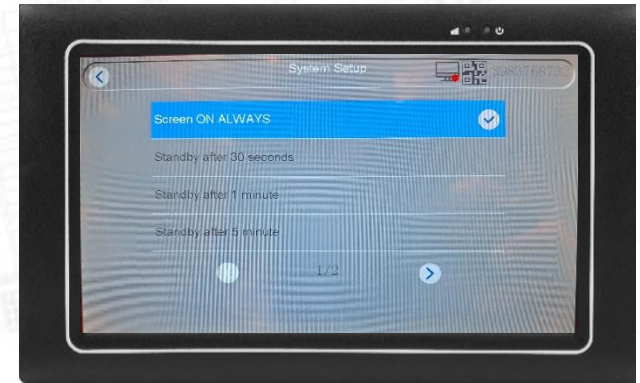
# 4. Settings in the monitor



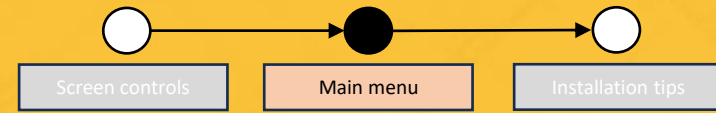
## System Setup

### **Standby Mode:**

- On this page you can set the standby time of the monitor.
- You can choose for the monitor to be always on
- You can choose that the monitor will go to standby mode after a set period.



# 4. Settings in the monitor



## Record Settings

**Time Schedule:** Default the camera(s) record motion 24 hours per day. Here you can select if the camera(s) only need to record a certain timeframe.

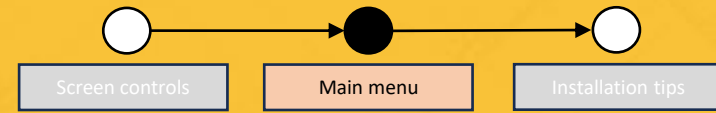
**Storage Manage:** View the storage space / Format the micro sd card.

**Overwrite:** Option to automatically overwrite the micro sd card. If the micro sd card is full, then the newest motion detection recording will overwrite the oldest recordings. This way you can always look back 2 or 3 weeks (depends on how many movement there is and how many cameras). To overwrite, make sure the switch is turned on (green color).





# 4. Settings in the monitor



## Record setup:

- This section allows you to set up 4 record schedules (Schedule 1/2/3/4).
- The system will start recording when record date/time is selected.

## Enable

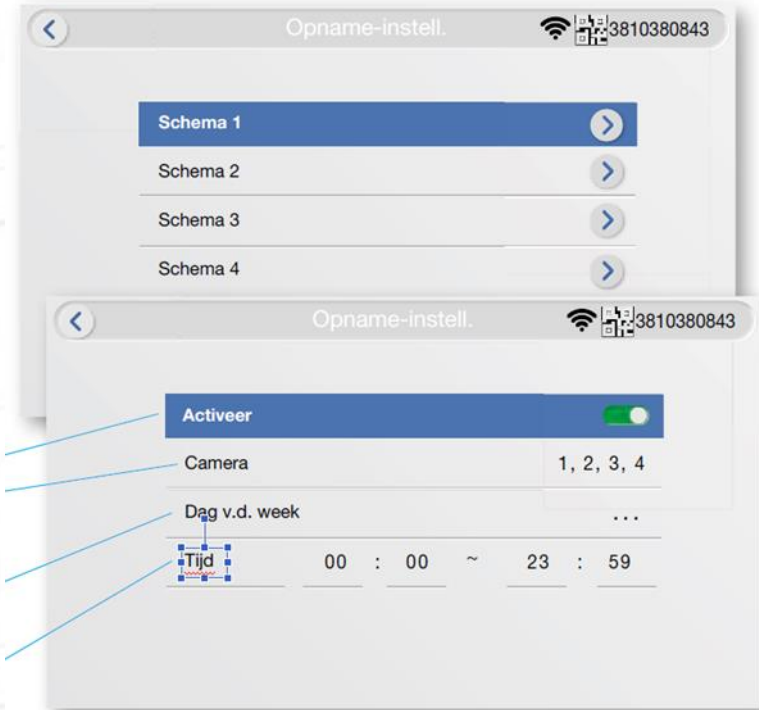
- Enable or disable the selected schedule

## Camera:

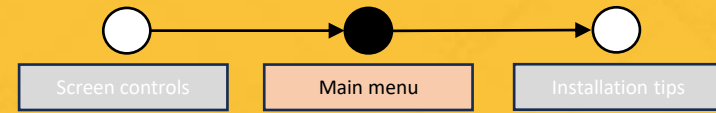
- Choose which camera should be set for this schedule

## Day:

- Choose a specific day when the selected camera should be recording



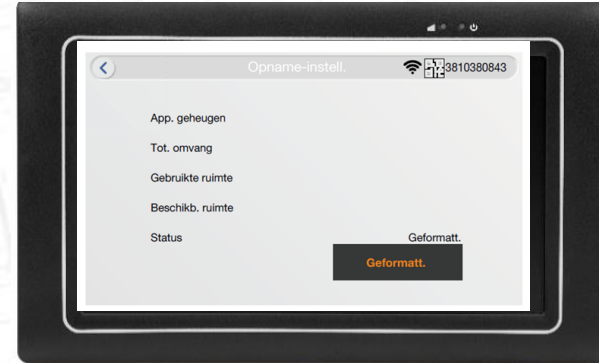
# 4. Settings in the monitor



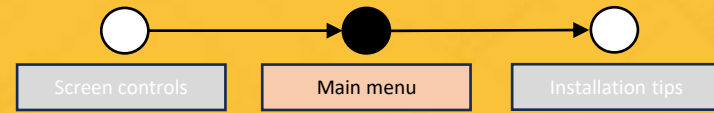
## Storage manage:

Please format the sd-card from time to time to ensure optimal condition of sd-card. The camera system will not work properly if the sd-card becomes corrupted.

Before you format the sd-card, please make sure you've downloaded all your important pictures and video's on to your device, as you can not retrieve them from the sd-card after formatting.



# 4. Settings in the monitor



## Camera Overview

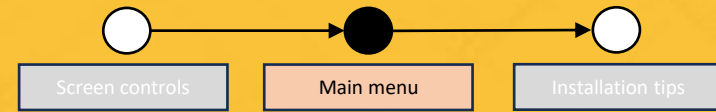
In total 4 cameras can be connected to 1 monitor.

Here you can see the connections.

In this manual you will find a chapter how to reconnect or add new cameras to the monitor.



# 4. Settings in the monitor



## Alarm Settings

**Alarm Volume Setup:** When there is movement in front of the camera, then the monitor can give an alarm. Default the volume is 0 DB. We don't recommend to turn on this volume.

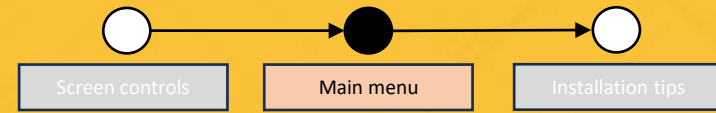
**Open Full Screen On Motion:** This option is only useful when there are multiple cameras connected to the screen. If you turn this option on, then in the quad view when there is motion, that camera image will pop up full screen automatically. When the motion is gone, the screen will return to quad view again.

**E-mail:** Note, this option only works when the monitor is connected to the internet by Wi-Fi or wired internet. When there is movement in front of the camera, it is possible to receive an e-mail. The e-mail is only text, no attachments. We don't recommend this option.

**Camera 1 / 2 / 3 / 4 :** Extra settings can be selected per camera.  
Motion detection / App Notification / E-mail alert  
Alarm on Triggering / Sensitivity / Ircut Mode /  
Areas with motion detection / Privacy Zone  
Masking



# 4. Settings in the monitor



## Alarm volume setup:

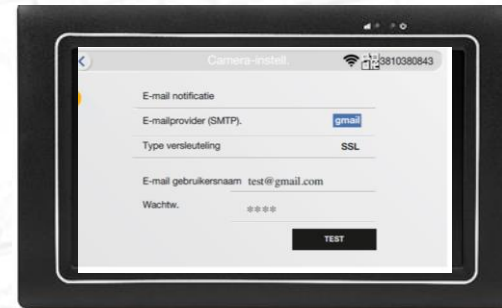
- Monitor siren volume: When motion is detected by the camera, the alarm will sound through the monitor.  
Configure the volume between 0 and 3

## Open full screen on motion:

- Motion detection full screen: When motion is detected, the monitor will automatically turn to full screen on that camera.

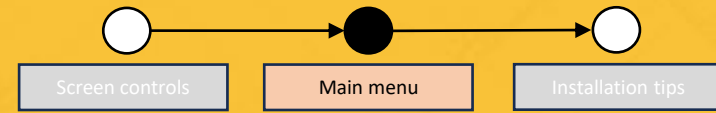
## Email:

- Use the setup wizard to set your email for push notifications.





# 4. Settings in the monitor



## **Motion detection:**

- Turn on/off the motion detection recording.

## **App notification:**

- Get a notification through the app when motion is detected.

## **Email alert:**

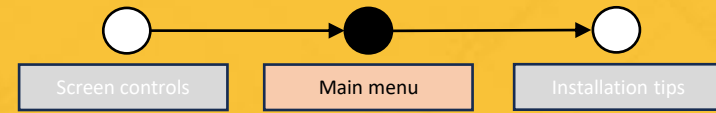
- Use the alert to get an email when motion is detected

## **Alarm on triggering**

- The monitor sounds an alarm when motion is detected



# 4. Settings in the monitor



## **Sensitivity:**

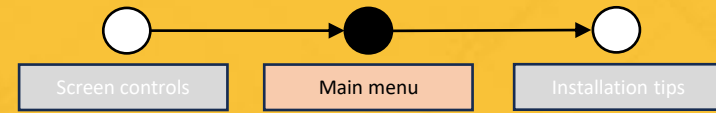
- Setup the motion sensitivity

## **IR cut Mode:**

- IR mode: black and white video during night time
- Daylight: colorful mode during the day.
- Night: black & white mode during the night.
- Full color mode: colorful mode during the night time
- Smart mode: IR cut is automatically switched based on light changing



# 4. Settings in the monitor



## **Areas with motion detection:**

You can select the area that gets eliminated from detection.

Fit all: Click to select full screen to be detected

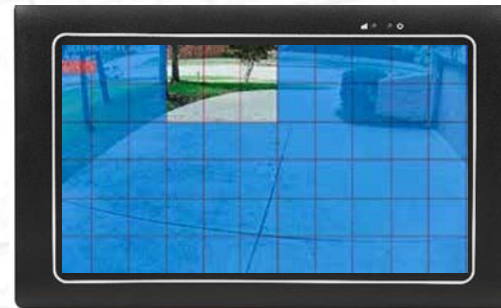
Clear all: Click to delete the area of detection and reselect the area of detection.

Return: go back to camera

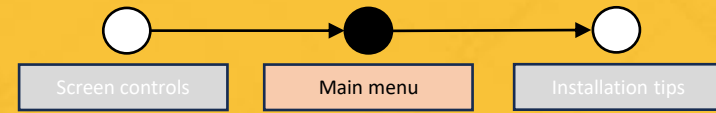


## **Privacy zone masking:**

Designated masking: Deselect areas to be excluded for motion detection.



# 4. Settings in the monitor



## Manage System

**System Info:** System information of your monitor.

**Factory Settings:** Restore the settings of the monitor and camera to factory settings.

Simple reset: All will be reset, keep cameras paired.  
Reset all: All will be reset. All cameras are unpaired.

## **Change Security Code:**

Option to set your Security code. Make sure you keep the code for yourself. If change this code, it also apply for our App Observer HD+.

## **Monitor Firmware Upgrade:**

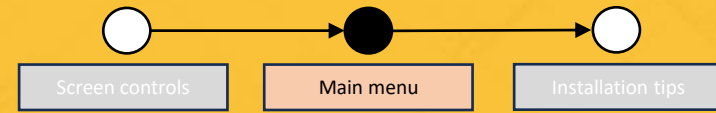
Note, this option is only available if the monitor is connected to internet.

## **Camera Upgrade:**

Note, this option is only available if the monitor is connected to internet and the camera is paired to the monitor.



# 4. Settings in the monitor



## System Info:

- Tap to show camera information, camera version, network status, cloud ID

## QR-code:

- This is the same code as on the back of the monitor.
- Monitor cloud ID

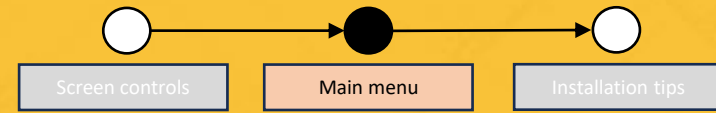
## More parameters:

- Individual camera ID, software version, relative network strength.





# 4. Settings in the monitor



## Factory settings:

There are two types of reset:

- Simple reset: restores factory settings except camera and network configurations and the security code.
- Reset all: reset all settings. New installation is required

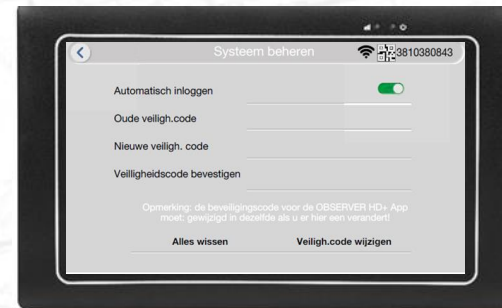
## Change security code:

Change the default password to your own unique password.

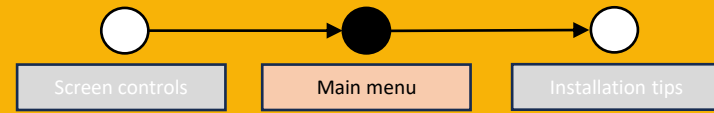
Make sure to write it down and store it somewhere safe

Clear all: clear all data from the form.

Change security code: save the modified changes



# 4. Settings in the monitor



## Monitor firmware update:

- Local update: If required, a data file will be provided by customer service to perform a local update.
- Online update: If new firmware is available, it will be indicated here

## Camera firmware update:

- If required, a data file will be provided by customer service to perform a camera update.



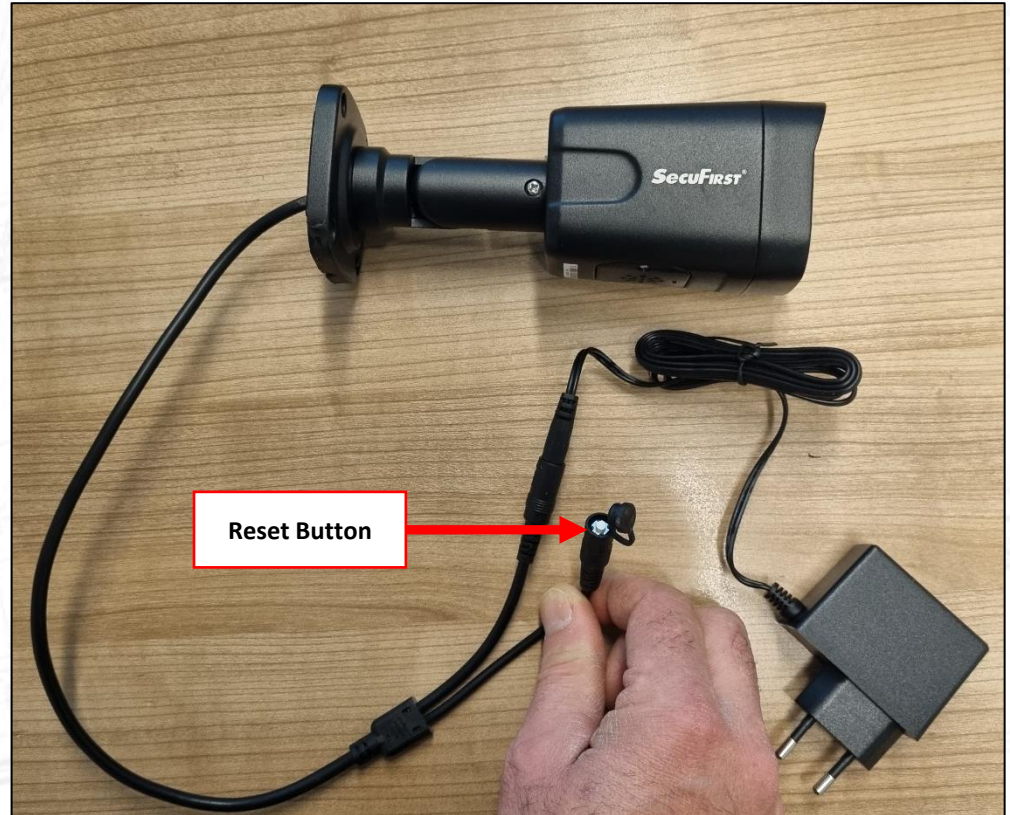
# 5. Re-install Camera

New out of the box, the camera is already paired to the monitor.

If you want to pair the camera again to the monitor:

1. Connect the camera to the power.
2. Press and hold the “white” reset button for 10 seconds. You will hear a sound coming out of the camera.

Go to the next page of this manual for monitor settings



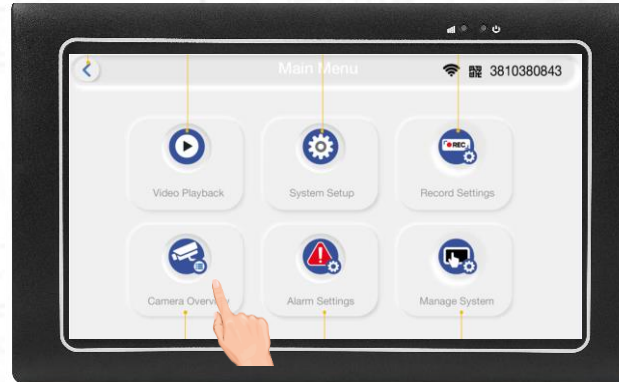
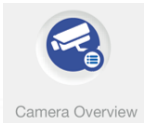
# 5. Re-install Camera

The camera is now in pairing mode. The next step is from the monitor point of view.

1. Tap the screen with your finger.
2. Tap “Home”.



3. Tap “Camera Overview”.



# 5. Re-install Camera

This overview is showing the current connection with the cameras.

If you want to add an **Extra new camera(s)** to your existing set, press “Add new camera”.

Add new camera

If you want to re-learn the **current camera(s)** of your set, remove the paired camera(s) firstly by pressing the “X”

X

When the camera(s) is removed, press “Add new camera”.

Add new camera

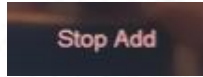




# 5. Re-install Camera

In this example the screen have found a 2nd camera, and show connected.

1. Tap “Stop Add”



2. Tap the back button



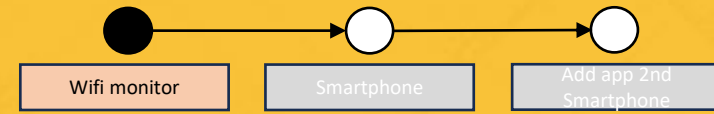
3. Tap again the back button



In the overview you will have 2 cameras connected.



# 6. Install the app



First connect the monitor to internet.

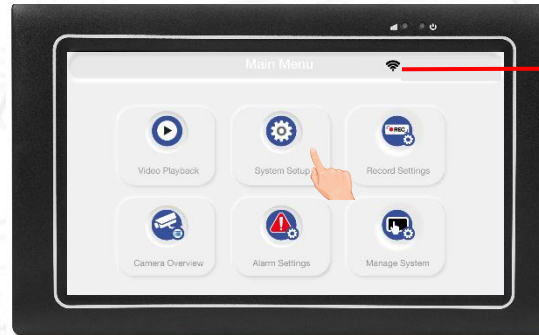
1. Tap the screen with your finger.
2. Press "Home".



Signal strength between the camera and the monitor

3. Check if the Wi-Fi symbol is good.  
If there is a yellow or red symbol, the screen is NOT connected to your wifi network. In most cases, Wi-Fi your password is wrong.

4. Tap "System Setup".



Connected to Wi-Fi of your own router

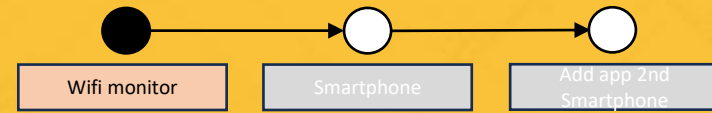


Not connected to Wi-Fi  
Trying to connect



Not connected to Wi-Fi

# 6. Install the app



First connect the monitor to internet.

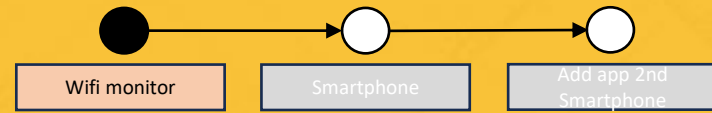
5. Go to page 2/2



6. Select Wi-Fi Setup



# 6. Install the app



First connect the monitor to internet.

7. Tap “Available Wi-Fi”



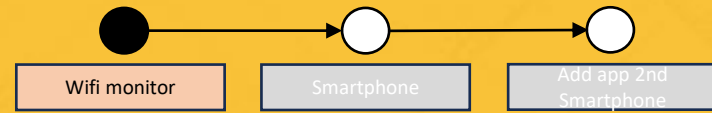
8. Select your own Wi-Fi network name (in our example the Wi-Fi name is “SecuFirst”)



Note, there are more pages.



# 6. Install the app



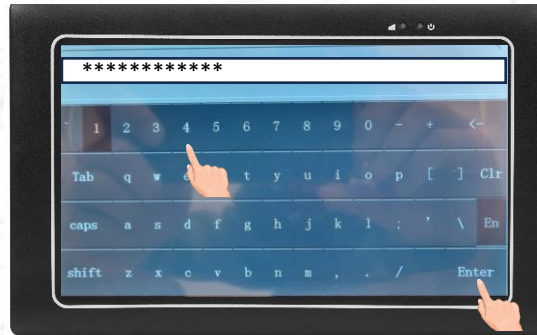
First connect the monitor to internet.

9. To insert the Wi-Fi password of your own router, tap the white line under Wi-Fi



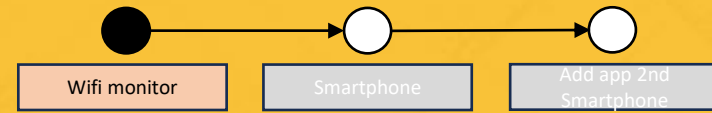
10. Use the keyboard to insert your Router Wi-Fi password.

When finished, press "Enter"



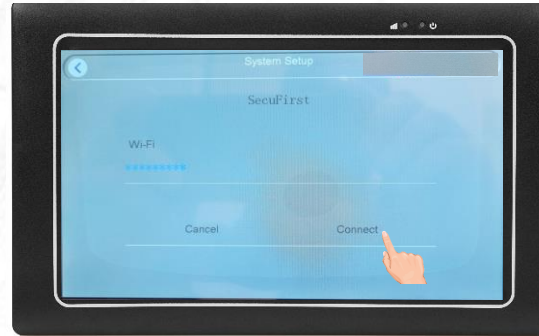


# 6. Install the app



First connect the monitor to internet.

11. Tap “Connect”

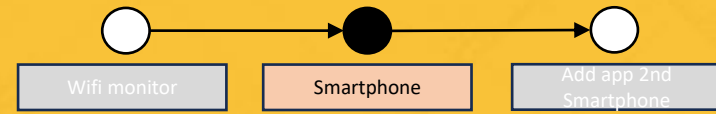


12. Wait until the Wi-Fi symbol show completely black.

The Wi-Fi is now setup on the monitor side. Tap the return symbol 4x to go back to the live view of the camera(s)



# 6. Install the app



With the app you can view your camera(s) anywhere in the world and playback recorded videos.

Download the Observer HD+ free app to your phone or tablet.

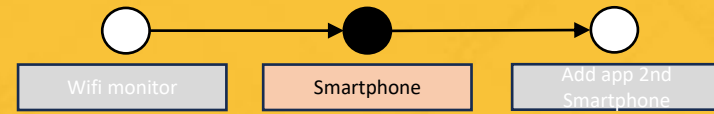
When open the app. Kindly allow all permissions. These are only for the working of the app with our phone.



Observer HD+



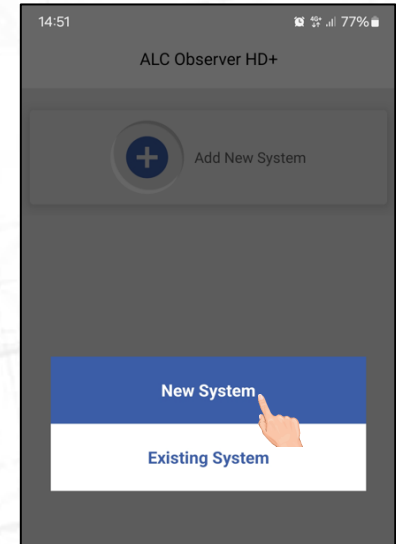
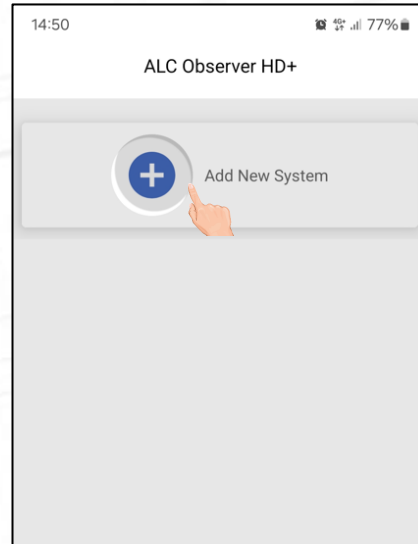
# 6. Install the app



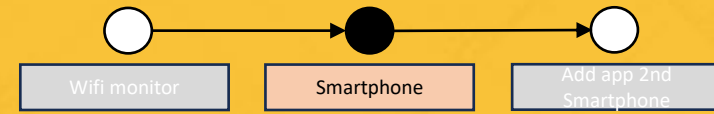
With the app you can view your camera(s) anywhere in the world and playback recorded videos.

1. Tap + “Add New System”
2. Tap “New System” if this is the first Smartphone which connects to the app.

Note, later on in this manual we explain how to connect the 2<sup>nd</sup> or more smart devices to the app.

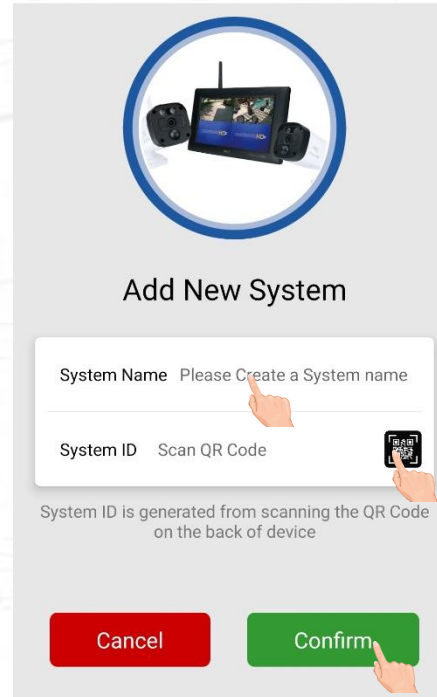


# 6. Install the app

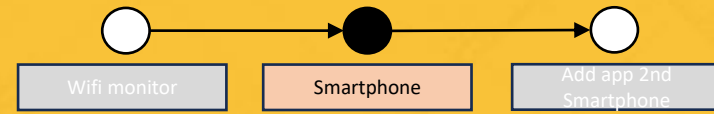


With the app you can view your camera(s) anywhere in the world and playback recorded videos.

3. Insert a “System name” of your choice.
4. Tap the QR code behind “System ID”.
5. The camera of your Smartphone will activate.  
Scan the QR code which is on the backside of your monitor.
6. Tap “Confirm”



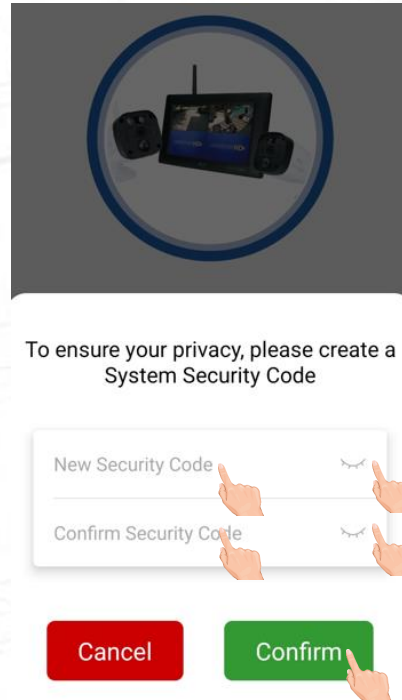
# 6. Install the app



With the app you can view your camera(s) anywhere in the world and playback recorded videos.

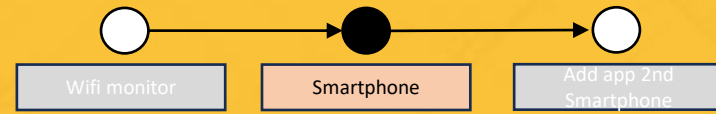
7. Tap “New Security Code”. Create a new password. We suggest you to use a difficult password. Tap also the Eye Symbol to avoid any typing mistakes.
8. Tap “Confirm Security Code” to re-enter the password you used with point 7. Also here, tap the Eye Symbol to avoid any typing mistakes.

Note, write down your password. You need this to connect a 2<sup>nd</sup> or more smartphones to this app.





# 6. Install the app



With the app you can view your camera(s) anywhere in the world and playback recorded videos.

9. The app can give 3 types of status for your security system.

“Online”.

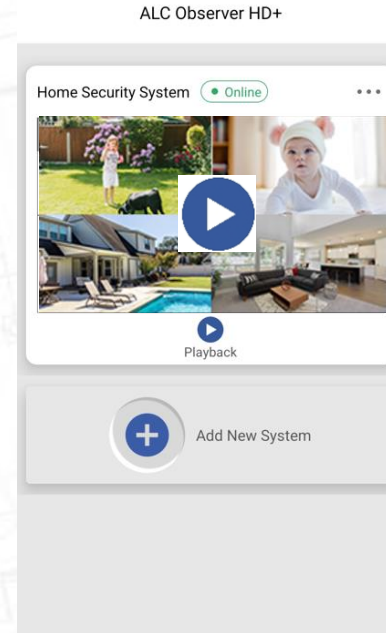
The installation is successful.

“Off Line”.

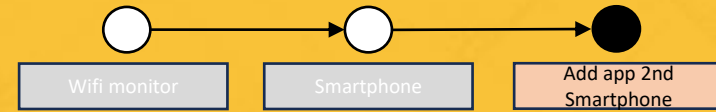
The monitor is not powered on, or the monitor is not connected to internet. Please check your settings.

“Wrong username or password”.

The QR code which has been scanned is not good, or the monitor you already setup with a different password.



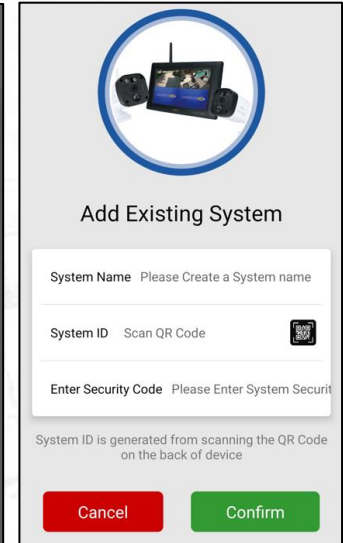
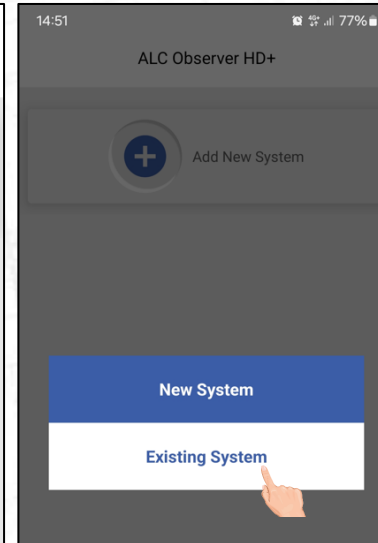
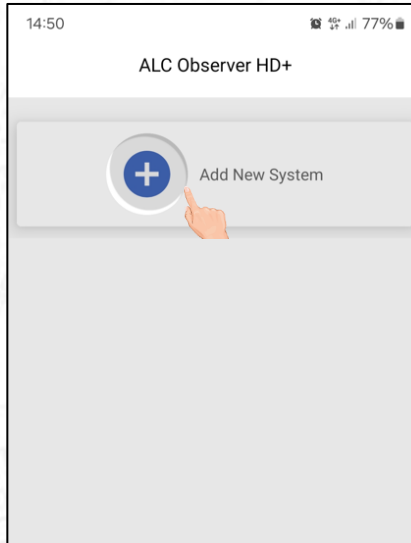
# 6. Install the app



With the app you can view your camera(s) anywhere in the world and playback recorded videos.

## To add a 2<sup>nd</sup> or more Smartphones:

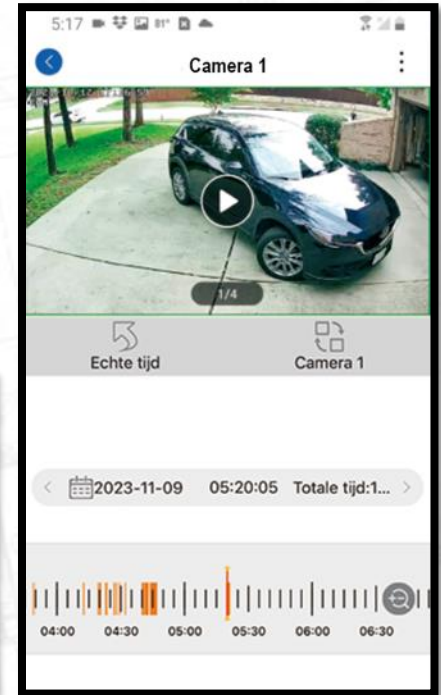
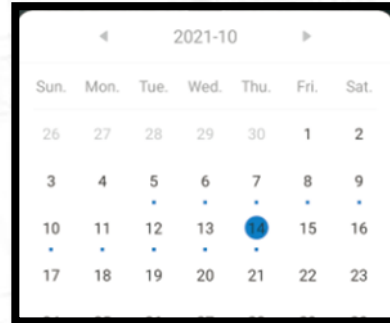
10. Download the Observer HD+ app.
11. Open the app and tap + “Add New System”
12. Tap “Existing System”
13. Fill in a System name of your choice.
14. Scan the QR code of the monitor.
15. Enter the Security code you have saved with the first Smartphone.
16. Tap “Confirm”. Your 2<sup>nd</sup> smartphone is also connected.



# 7. Settings Observer HD+ app

Several settings can let you get the most out of our app!

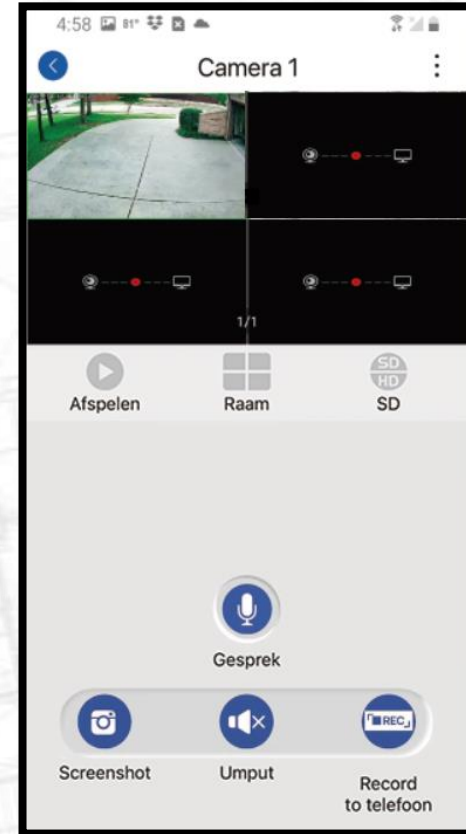
- For playback of recorded events, select the red line from the timeline beneath the image. You can slide this on the timeline to get to the time where the recordings are indicated.
- You can also choose another day to look at your recordings by tapping on the calendar above the timeline



# 7. Settings Observer HD+ app

Several settings can let you get the most out of our app!

- Advanced settings: Menu for device info
- Video Playback: click to play video
- Quad display select: click to view up to 4 camera's simultaneously
- HD/SD option: Quality SD 720P or HD 1080P
- Microphone: hold to talk press to end
- Screenshot: take a snapshot of the live video. It will be stored on the smart device.
- Volume on/off: set mute or unmute the live audio
- Record: allows recording of a video clip. It will be stored on the smart device.



# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!



- Real time: return to the live view page



- Playback channel: Choose between different camera channels



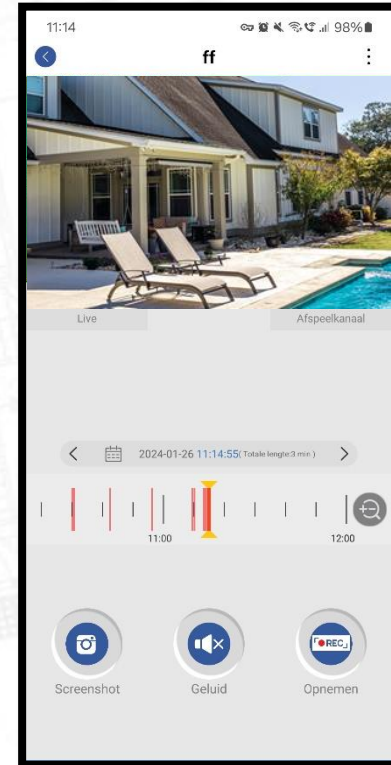
- Calendar date: Zoom in and out of your timeline



- Timeline selection: Select the red line from the timeline to view the recordings



- Timeline zoom: zoom into your video timeline

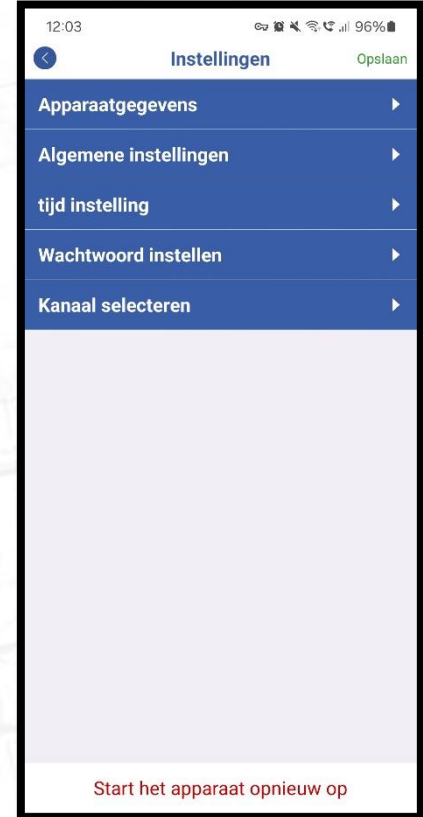
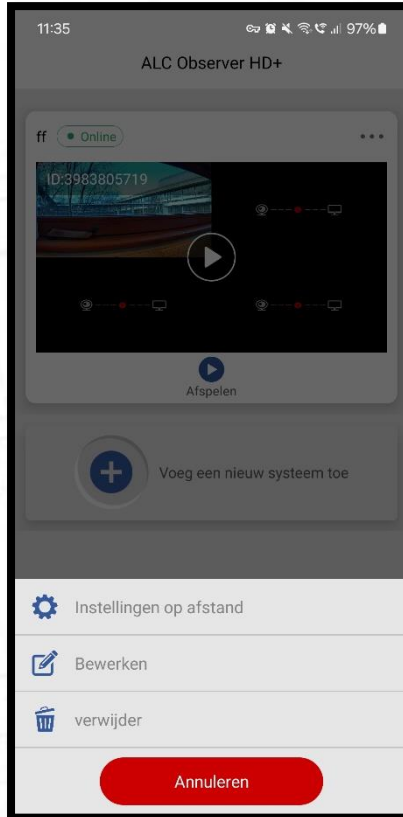




# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

- Select the remote settings by tapping **⋮** and remote setup.
- The screen on the right will appear. Several settings can be adjusted.

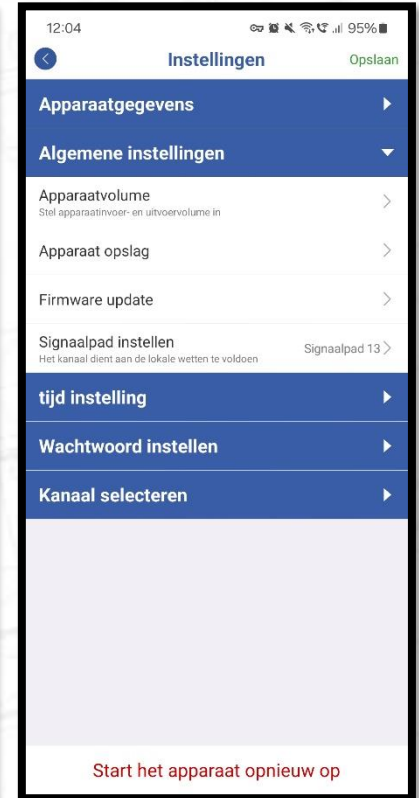
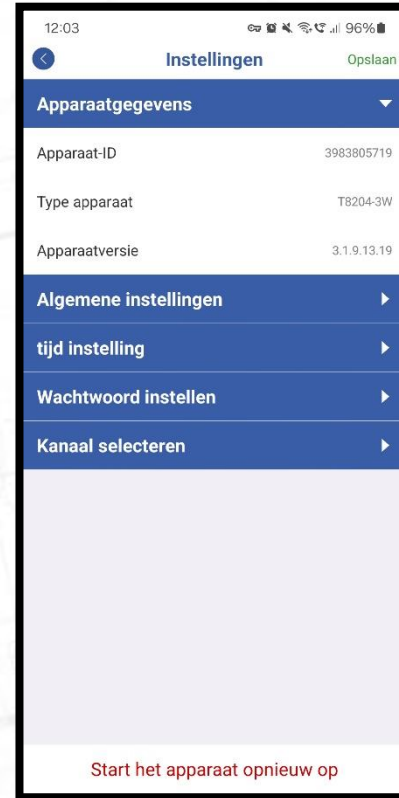


# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

- The left screen shows information of the device you connected with.
- The right screen shows normal settings:
  - Setup volume of the device
  - Device storage information
    - Tap to see the availability of the sd-card
    - You can format the sd-card
  - Firmware update (when available)
  - Setup signal

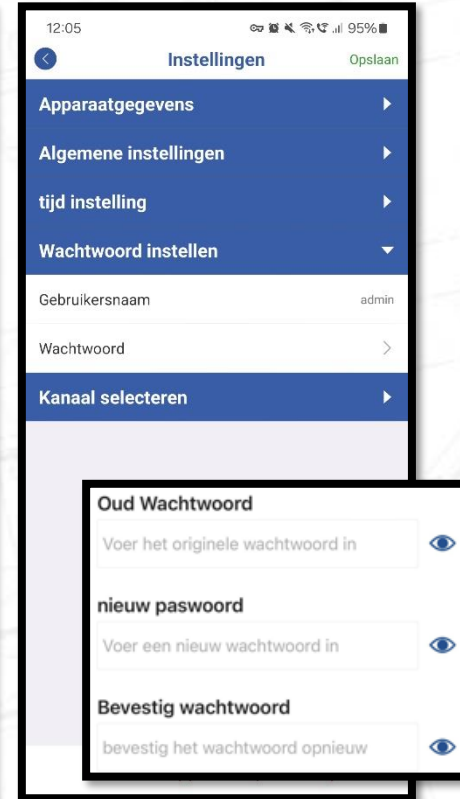
- Tap format to format the Sd-card. All video`s will be erased from the sd-card



# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

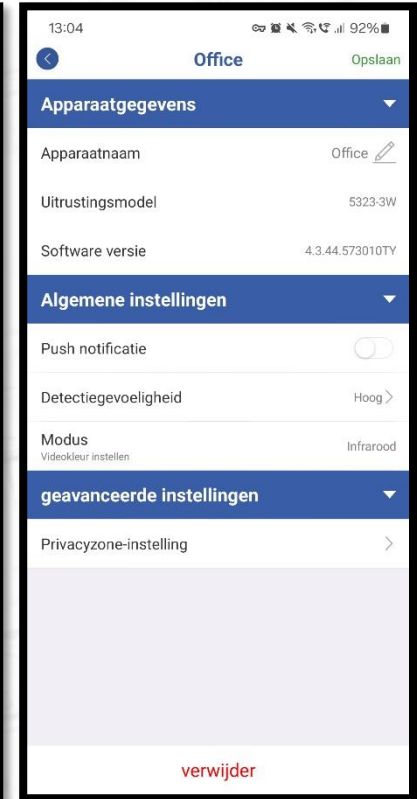
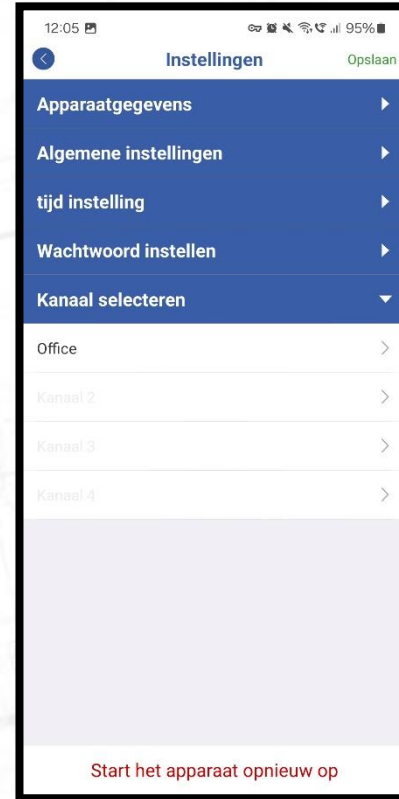
- The left screen shows time setup
  - You can synchronize the time between the device and the cameraset
  - You can select the preferable timezone
  - You can set to automatically switch to Daylight saving time
- The right screen shows password settings:
  - See the username
  - Change the password by tapping on “password”.
    - Fill in your old password
    - Fill in your new password and confirm by filling in the new password again.



# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

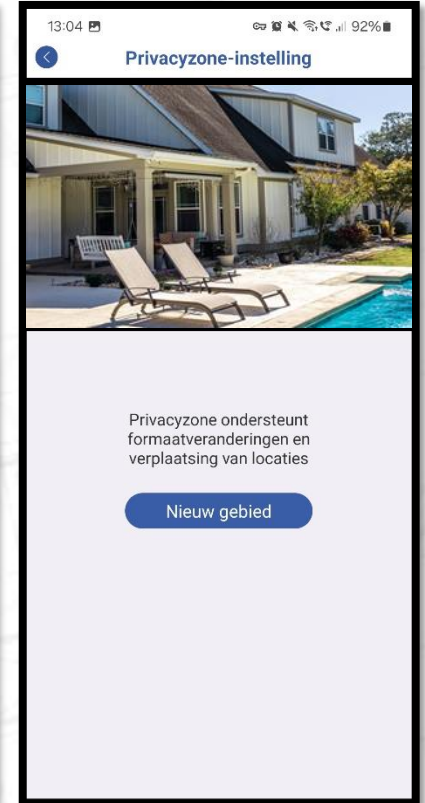
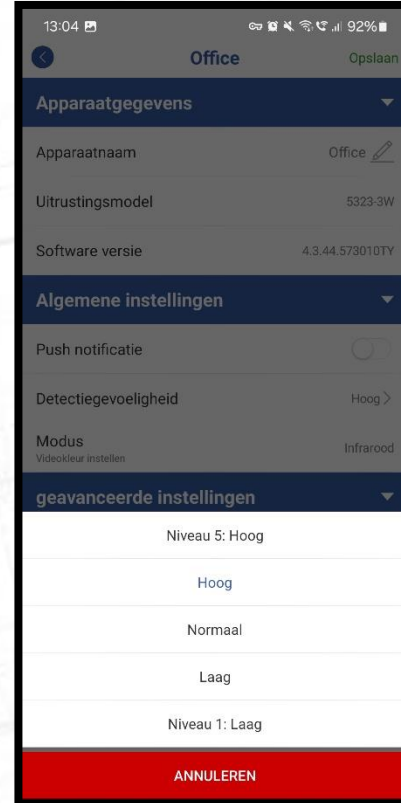
- On the left screen you can select a channel for extra settings
- On the right screen an overview of the settings
  - Information of the device
    - You can change the name of the device by tapping the pencil
  - General settings
    - You can turn on/off the push notifications
    - Detection sensitivity can be set.
    - **You can set the camera Modus to IR or intelligent**
  - Advanced settings
    - You can set a privacy zone in the camera's view



# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

- Detection sensitivity
  - Can be set from low to high
- Privacy zone setup
  - Select to a maximum of 3 area`s the camera will not record.
- Tap on “new area”

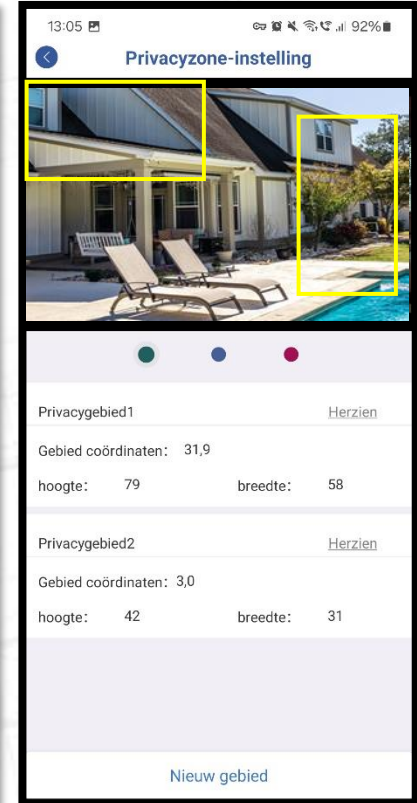
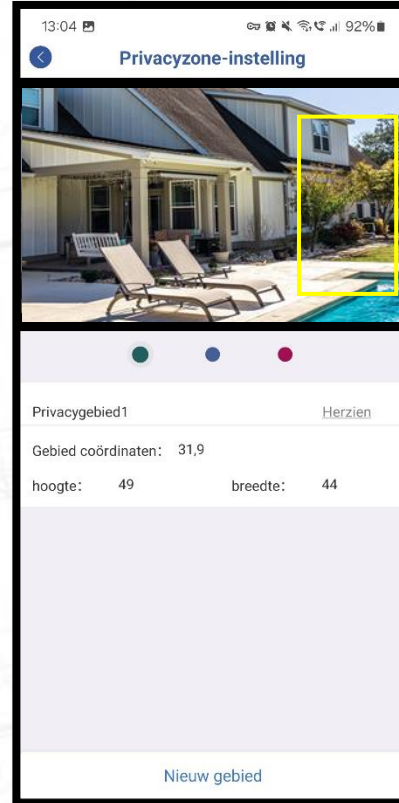




# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

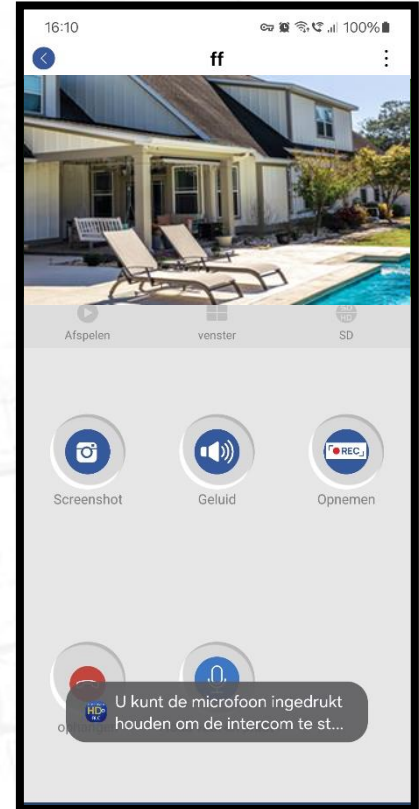
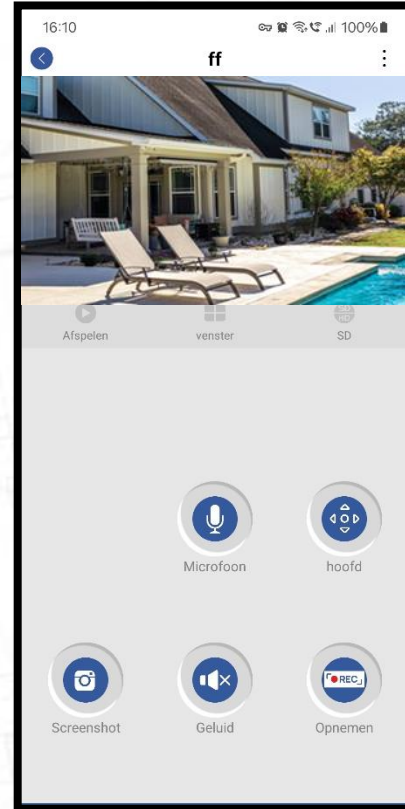
- You can now see an area selected on the screen
- You can enlarge or shrink the area and move it around the screen to the preferable privacy zone is masked.
- By tapping again on “new area”, you can add two more masking zone`s
- By tapping on the cross in te right corner of the masked zone, the masked zone is removed.



# 7. Installing Observer HD+ app

Several settings can let you get the most out of our app!

- 2-Way audio through the camera
  - Tap on microphone to enable the audio connection.
  - Press and hold the microphone button to talk.
  - Release the microphone button to get feedback.
  - Tap “hang up” to end the audio connection
- You can still hear the sounds the camera is recording when the volume is on.



# 8. Troubleshooting

PROBLEM	CAUSE	SOLUTION
<b>"No Signal" or "No Video"</b>	<ul style="list-style-type: none"> <li>• No power supply to camera</li> </ul>	<ul style="list-style-type: none"> <li>• Check power adapter and power cord connection</li> </ul>
	<ul style="list-style-type: none"> <li>• The camera is not paired with monitor or signal disconnected</li> </ul>	<ul style="list-style-type: none"> <li>• Unplug camera power, then plug in again to reconnect</li> <li>• For more details, please refer to the pairing section</li> </ul>
	<ul style="list-style-type: none"> <li>• Service out of range</li> </ul>	<ul style="list-style-type: none"> <li>• Relocate Monitor or camera for better reception</li> <li>• Adjust antenna or use Monitor proprietary extension cable with high gain antenna to improve the range. Please contact the store from which you made the purchase</li> </ul>
	<ul style="list-style-type: none"> <li>• Signal has been blocked</li> </ul>	<ul style="list-style-type: none"> <li>• If possible, remove major obstacles in between cameras and monitor or relocate camera/monitor away from the water tank (aquarium), metal covered surface (tin roof/ metal door) and the brick/marble wall</li> </ul>
<b>Low or Unstable Streaming Video</b>	<ul style="list-style-type: none"> <li>• Antenna directional limitation</li> </ul>	<ul style="list-style-type: none"> <li>• Relocate the monitor or cameras for better reception</li> <li>• Adjust antenna or use monitor proprietary extension cable with high gain antenna to improve the range</li> </ul>
	<ul style="list-style-type: none"> <li>• Strong electromagnetic interference near by</li> </ul>	<ul style="list-style-type: none"> <li>• Keep working motors (hair dryer / heat fan / air conditioner / water pump) or microwave oven away from the cameras and monitor</li> </ul>
	<ul style="list-style-type: none"> <li>• Busy signal in air or wireless bandwidth is low</li> </ul>	<ul style="list-style-type: none"> <li>• Keep cameras away from each other 3 meters or above</li> <li>• Keep the router or hot spot away from cameras.</li> </ul>

# 8. Troubleshooting

<b>Monitor Cannot Record</b>	<ul style="list-style-type: none"><li>• Record schedule is not set up properly</li><li>• Storage media not ready</li></ul>	<ul style="list-style-type: none"><li>• Set a proper schedule to each camera to enable recording</li><li>• Use recommended storage media brand/model/spec, check appendix</li><li>• Install/uninstall storage media <b>AFTER</b> Monitor has been powered OFF</li><li>• Format storage media on the console, then try again</li></ul>
<b>Monitor Cannot Remote View</b>	<ul style="list-style-type: none"><li>• Monitor is not connected to Internet properly</li></ul>	<ul style="list-style-type: none"><li>• Make sure router DHCP and UPnP is enabled.</li><li>• TCP port #6000 and TCP port #80 should be opened. Monitor may use some numbers of UDP ports assigned by your home router for network transmission. Please make sure these ports are opened. Consult your router provider for details if necessary</li><li>• Make sure the Ethernet cable connection to router is solid</li><li>• Connect Monitor directly after the router, do not connect Monitor to router through a hub, or switcher</li><li>• Exit Monitor Menu, then try again</li><li>• Make sure the bandwidth is sufficient enough Each remote connection requires 1.5Mbps.</li><li>• Make sure Android pad/smart phone is 1.5G/dual core processor; Apple iPhone4S/New iPad or above</li><li>• General routers require 30 seconds to initiate Monitor network connection</li><li>• Maximum number of remote viewer is 3, the 4th connection may be rejected</li></ul>

# WARRANTY

## Two Years Limited Warranty

**IMPORTANT:** Evidence of original purchase is required for warranty service.

ALC Electronics B.V. (“ALC”) ELEMENTS OF WARRANTY: ALC warrants, if properly installed and used thereafter in strict accordance with the use and care guidelines provided in the instructions manual, the Product shall be free from manufacturing defects in material and workmanship for one (1) year from the documented date of purchase. The purchase date must be documented with either an original sales receipt from the first retailer selling the Product or by credit card receipts or statements. The warranty is non-transferrable.

LIMITED WARRANTY: The warranty terminates two years after the date of original retail sale. The warranty is invalid if the Product is (A) damaged or not maintained as reasonable or necessary, (B) modified, altered, or used as part of any conversion kits, sub-assemblies, or any configurations not sold by ALC, (C) improperly installed, (D) serviced or re-paired by someone other than an authorized ALC service center for a defect or malfunction covered by this warranty, (E) used in any conjunction with equipment or parts or as part of any system not manufactured by ALC, or (F) installed or programmed by anyone other than as detailed by the owner’s manual for this product.

**THIS WARRANTY DOES NOT COVER DATA LOSS, OR COSTS RELATED TO DATA RECOVERY. ALC MAKES NO WARRANTY THAT ANY SOFTWARE PROVIDED WITH THE PRODUCT WILL FUNCTION WITHOUT INTERRUPTION OR OTHERWISE BE FREE OF ANOMALIES, ERRORS OR VIRUSES. THIS WARRANTY DOES NOT COVER ANY COSTS RELATING TO REMOVAL, REPLACEMENT, OR INSTALLATION OF ANY PRODUCT, REGARDLESS OF WHETHER THE PRODUCT IS FOUND BY ALC TO BE DEFECTIVE, OR SOFTWARE INSTALLED ON THE USER’S COMPUTER.**



ALC DOES NOT MAKE ANY CLAIMS OR WARRANTIES OF ANY KIND WHATSOEVER REGARDING THE PRODUCT'S POTENTIAL, ABILITY OR EFFECTIVENESS TO PREVENT, MINIMIZE, OR IN ANY WAY AFFECT PERSONAL OR PROPERTY DAMAGE OR INJURY. ALC IS NOT RESPONSIBLE FOR ANY DAMAGE, LOSS OR THEFT RELATED TO THE PRODUCT OR TO ITS USE FOR ANY HARM, WHETHER PHYSICAL OR MENTAL RELATED THERETO. ANY AND ALL CLAIMS OR STATEMENTS, WHETHER WRITTEN OR VERBAL, BY SALESPEOPLE, RETAILERS, DEALERS OR DISTRIBUTORS TO THE CONTRARY ARE NOT AUTHORIZED BY ALC AND DO NOT AFFECT THIS PROVISION OF THIS WARRANTY. THE LIMITED WARRANTY IS THE SOLE AND ENTIRE WARRANTY PERTAINING TO THE PRODUCT AND IS IN LIEU OF AND EXCLUDES ALL OTHER WARRANTIES OF ANY NATURE WHATSOEVER, WHETHER EXPRESS, IMPLIED OR ARISING BY OPERATION OF LAW, INCLUDING, BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THIS WARRANTY DOES NOT COVER OR PROVIDE FOR THE REIMBURSEMENT OR PAYMENT OF LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY. Some states do not allow this exclusion or limitation of incidental or consequential damages so the above limitation or exclusion may not apply to you. Your damages will be limited to the total purchase price you paid for the Product.

Use of audio or video equipment for recording the image of a person without their knowledge and consent is prohibited in certain states or jurisdictions. The end-user assumes all liability for compliance with applicable state, local and federal laws. Atoms Labs has no responsibility or liability for how the end-user uses a product. Wireless cameras require a wired connection to AC power outlet. Network conditions and environmental factors can adversely affect wireless signal range. Actual night vision range and image clarity depends on installation location, viewing area and light reflection / absorption.

**STATEMENT OF REMEDY:** If the Product is under warranty, ALC will either, at its option, repair or replace the defective Product and return it to you without charge for parts, service, or any other cost. ALC, at its option, may replace the Product with a new or refurbished Product.

## WARRANTY (continued)

**PROCEDURE FOR OBTAINING PERFORMANCE OF WARRANTY:** If, after following the instructions in the owner's manual you are certain that the Product is defective, pack the Product carefully (preferably in its original packaging). The Product should include all parts & accessories originally packaged with the Product. Include evidence of original purchase & a note describing the defect that has caused you to return it. The Product should be shipped freight prepaid, by traceable means, to warrantor at:

**ALC Electronics B.V.  
Ericssonstraat 2  
5121 ML Rijen  
The Netherlands**

**CUSTOMER SUPPORT 0031 85 00 80 888**

ALC reserves the right to make changes to its products without incurring any obligation to modify any product that has already been manufactured. This warranty does not cover any alteration or damage to any other software that may be or may become resident on the users system as a result of installing any software provided.

ALC appreciates your support and feedback! If you come across software bugs or ways we could improve our products, we would love to hear about them! Please email us at [www.secufirst.eu](http://www.secufirst.eu) and you will hear back from us.



**FCC Compliance Statement:** This device complies with Part 15 of the FCC rules. Operation is subjected 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.



Products with CE Marking comply with EMC Directive (2014/30/EU); Low Voltage Directive (2014/35/EU); RED: Directive 2014/53/EU; ROHS Directive (2011/65/EU) issued by the Commission of the European Community. Compliance with these directives implies conformity to the following European Norms: EMC: EN 301 489, LVD: EN 60950, Radio: EN 300328

**IC Compliance Statement:** This device complies with Industry Canada's licence-exempt RSSs. 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.

Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

If the camera system no longer functions or can no longer be repaired, it must be disposed of according to the valid statutory regulations. Disposal of spent batteries/accumulators:

You are required by law (Battery Ordinance) to return all spent batteries and accumulators. Disposing of spent batteries/ accumulators with common household waste is prohibited! Batteries/accumulators that contain hazardous substances are marked with the symbols on the side. These symbols indicate that it is prohibited to dispose of these batteries/accumulators in the household waste. The abbreviations for the respective heavy metals are: Cd=cadmium, Hg=mercury, Pb=lead. You can return spent batteries and accumulators that can no longer be charged to the designated collection points in your community, outlets or wherever batteries or accumulators are sold. Following these instructions will allow you to fulfill the legal requirements and contribute to the protection of our environment!



Please recycle. Facilities may not exist in your area.





If you have questions or need help,  
please call Customer Support at:

**0031 85 00 80 888**

[www.secufirst.eu](http://www.secufirst.eu)

MADE IN CHINA

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Network conditions and environmental factors can adversely affect wireless signal range. Actual night vision range and image clarity depends on installation location, viewing area and light reflection/ absorption. Photography and illustration may differ slightly from actual product.



**NOTE:** Do not submerge in water or use monitor near water. STRANGULATION HAZARD: Infants can get STRANGLED in the power cords. Keep power cords more than 0.9M away from cribs. When using your equipment, always follow basic safety precautions to reduce the risk of fire, electric shock and injury to persons. Illustrations are for reference only, Actual product specifications may vary. For additional precautions and product information, please see owner' s manual at [www.secufirst.eu](http://www.secufirst.eu)



FC CE

The logo for SecuFIRST, featuring the word "Secu" in a bold, italicized red font and "FIRST" in a bold, italicized black font, both in uppercase letters. The background of the slide is a faint, light gray architectural floor plan of a building with various rooms and corridors.

***SecuFIRST***

Thank you for choosing SecuFirst.

For more information, please visit our website

[www.secufirst.eu](http://www.secufirst.eu)

Helpdesk SecuFirst:

E-mail: [info@secufirst.eu](mailto:info@secufirst.eu)

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