

Warranty Service

Thanks for your shopping and trust.

We have been optimizing our products and improve our lifetime customer service to offer you a better shopping experience.

If you have any problems, please feel free to send us an E-mail.

We will solve your problems **within 24 hours**. In addition, your advice or suggestions will be much appreciated and welcomed.

Product Service

Email: Tech@tiejus.com

Distributor: distributor@tiejus.com

More About Us

Web: www.tiejus.com

Facebook: www.facebook.com/zumimalloffice

Amazon Store: www.amazon.com/zumimall

Brand Story

TieJus is a young and fresh security brand that has attracted millions of technology enthusiasts in just 6 months of establishment. TieJus is committed to creating a smarter and easier modern lifestyle for consumers. Let more consumers enjoy convenient modern life without worrying about information security.

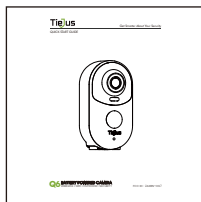
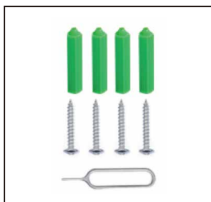
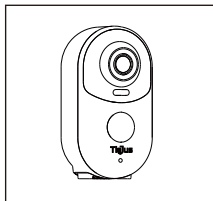
At the beginning of 2022, combined with advanced intelligent AI technology, TieJus launched the first surveillance camera that combines artificial intelligence and security system. We believe small details make a big difference - that's why we create quality, easy-to-use smart home products.

Choose TieJus - the new security weathervane.

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1. What's in the Box



Battery Camera

Screws Set

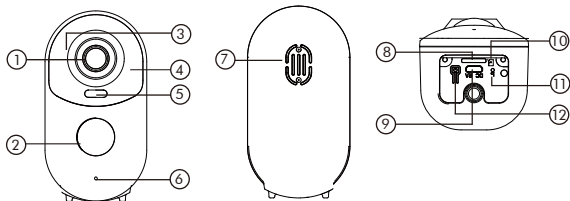
Outdoor Metal Mount

Charging Cable

Quick User Guide

NOTE: Micro SD card and power adapter are not included.

2. Product Diagram



- ① Camera Lens
- ② PIR Sensor
- ③ LED Indicator
- ④ IR Lamp

- ⑤ White Light
- ⑥ Microphone
- ⑦ Speaker
- ⑧ SD Card Slot

- ⑨ USB Port
- ⑩ Charging Status
- ⑪ Reset Hole
- ⑫ Power Button

Power Button	Keep pressing for 5-10 seconds to power on/power off
Reset Button	Keep pressing for 5-10 seconds to reset
Blink Slowly in Red	Awaiting Wi-Fi connection, ready for adding devices
Blink Fast in Red	Wi-Fi connecting
Solid in Red	Network problem
Solid in Blue	Wi-Fi connected, camera running normally
Blink Slowly in Blue	Firmware update

3. Download and Install App

Download ZUMIMALL App from Google Play™ or App Store™.
Or scan the QR codes as below, with your smart phone.

NOTE: Google Play™ is a trademark of Google Inc.

App Store™ is a service mark of Apple Inc.



iOS



ZUMIMALL



Android

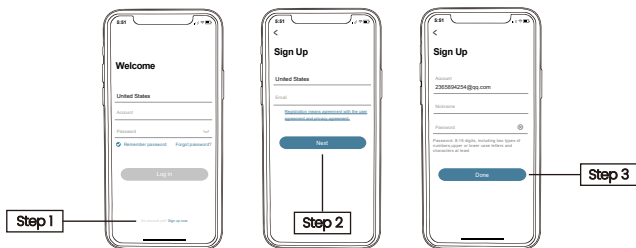
NOTE: Please turn on both of the following permissions.

- ① Allow ZUMIMALL App to access mobile cellular data and wireless LAN, otherwise it will fail to connect the camera.
- ② Allow ZUMIMALL App to receive pushed messages, otherwise, the phone will not receive alarms when motion is detected.



4. Account Registration

New user needs to sign up ZUMIMALL App with email address. Click 'Sign up' to create a New Account and follow the steps to complete registration.



5. Add Camera to App

5.1 Preparations for connection

- ① Insert a Micro SD Card into the camera to save video clips or you can start the 7-day free cloud service. Without Micro SD Card or cloud service, no videowill be saved.
- ② The camera only works with 2.4GHz Wi-Fi, not support 5GHz.
- ③ When connecting to the network, please take the camera close to the router.

(Recommended within 10-15ft).

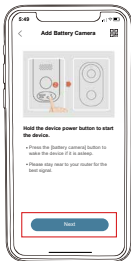
5.2 Connect Camera to App



Tap 'Add Device'



Select 'Battery Camera'



Turn on the Camera



Reset the Camera



Input Wi-Fi Password



Prepare the Scanning



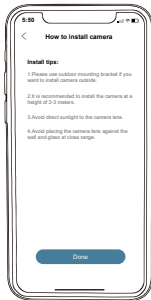
Scan QR Code when Indicator Flashing Slowly in Red



Finished Installation When Reaches 100%



Perform Network Diagnosis



View Installation Tips

6. Camera Installation

Step 1:

Fix the bracket to where you want to install the camera with the supplied screw.

Step 2:

Fasten the camera on the metal mount, and fix them.

Step 3:

Adjust the viewing angle of the camera.

7. Important Notes

 To reduce false alarms, please note that:

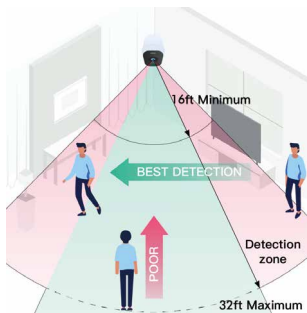
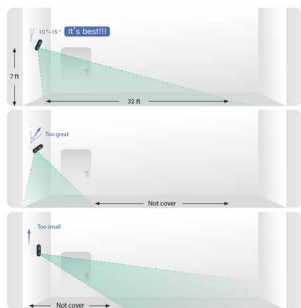
- Do not install the camera in a position facing strong lights/mirror/window/swimming pool.
- Do not place the camera too close to any angle with busy traffic.
- Recommended distance between the camera and motion objects is within 32ft.
- Keep camera away from the outlets, including air conditioner vents, humidifier outlets, the heat transfer vents of the projectors, etc.
- Keep the camera at least 1 meter away from any wireless devices to avoid interference, such as microwave stoves, Wi-Fi routers and etc.

8. Monitoring Area

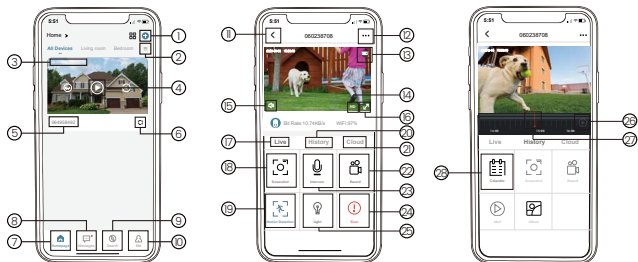
It is not suggested to install the camera vertically towards the moving objects, otherwise, it may not detect the motion events or cause delay.

It is suggested to make the angle between PIR Sensor and detected objects more than 10 degrees.

The Camera motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera.



9. Device Menu

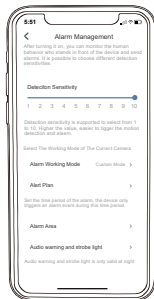
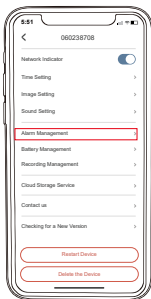
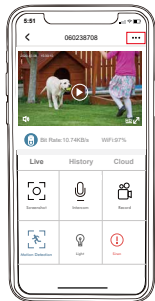


1	Add Camera	15	Volume On/Off
2	Device List	16	Full Screen
3	Real Time	17	View Live
4	Live View Button	18	Screenshot Button
5	Camera Name	19	Body Detection On/Off
6	Settings	20	Notification History
7	Device Homepage	21	Cloud Storage
8	Messages	22	Record to Phone
9	Explore	23	Two-Way Talk
10	Personal Homepage	24	Siren
11	Quit Live Viewing	25	Light
12	Setting Manual	26	Zoom
13	Battery Status	27	Time Bar
14	HD/SD Switch	28	Date of History Record

10. PIR Body Detection

10.1 Body Detection Alarm Setting

PIR 'Motion Detection' defaults to be 'High' level. But it is adjustable. Please refer to the pictures below.



Sensitivity	Detecting Distance (For moving and living objects)
LOW: 1-3	13-16ft (4-5meters)
MID: 4-7	16-23ft (5-8meters)
HIGH: 8-10	23-42ft (8-13meters)

NOTE: The higher the sensitivity is, the longer distance the PIR can detect. Accordingly, the battery will drain faster.

10.2 Alarm Notification

This camera does not support 7*24 hours all day recording, it is an event recording camera. It is only triggered when motion is detected. Here are system's reactions:

10.2.1 Alarm notifications with sounds from App.

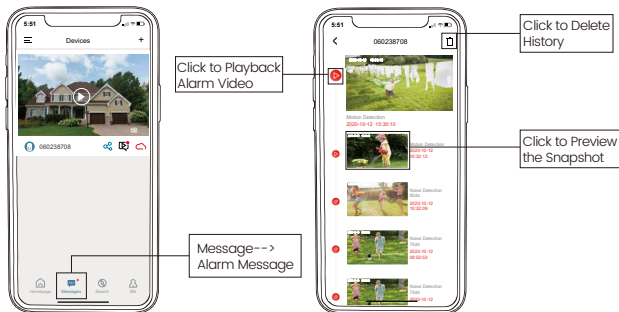
10.2.2 Pics/videos automatically stored in Micro SD Card or Cloud.

10.3 Record/Playback/Delete

10.3.1 On 'MESSAGES' page, click 'Alarm Messages', you can view all the records listed.

10.3.2 Click the following buttons to playback or delete.

10.3.3 All screenshots or manually recorded videos on live/history/cloud page will be saved in Pictures & Videos. Files here can be saved in your phone album or shared with others directly.



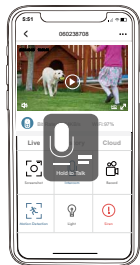
11. Two - Way Audio

Go to the live view page

Step 1: Activate the audio option.

Step 2: Press and hold the intercom button to speak.

Step 3: Release the button to listen.



12. Power Saving Settings

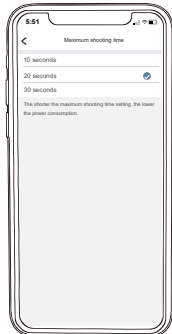
12.1 Alarm interval & shooting interval

This is a function that avoids repeated alarms for the same event. You can choose an alarm interval of different lengths, if the interval is 5 minutes, then the camera is triggered at 08:00, you will receive an alarm message, and you will not receive a new alarm push in the next 5 minutes, even if motion detection continues to occur.

NOTE: This function is off by default, you can set it as needed.

12.2 Maximum shooting time & recording time

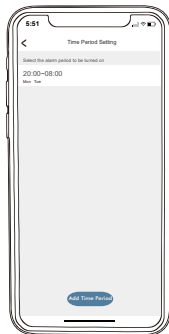
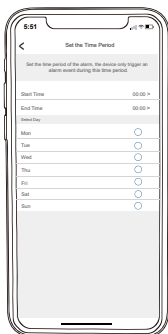
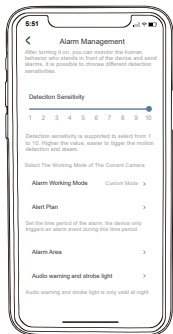
You can choose a different recording length if you set the recording length to 20 seconds, then after the camera is triggered, you can view the 20 seconds of alarm video in the history of cloud playback.



12.3 Alarm Plan

You can set the weekly/daily alarm schedule as you need. If you set the camera's working hours from 8:00 p.m. to 8:00 a.m., please set 20:00–8:00 a.m. The camera will only be triggered and record alarm video during this time period.

NOTE: Alarm schedule can be set for up to 4 time periods.



13. Battery Management

1. The camera has a built-in high-capacity battery, which can be used for 2-3 months, assuming the camera wakes up 15 times per day and plays video for 10 minutes each day.

NOTE: The battery durability depends on how frequently the camera is woken up. The more it wakes up, the faster the battery drains. It is recommended to lower down the 'Motion Detection' sensitivity or turn it off occasionally.

2. When power is less than 20%, the App will send you reminding messages for charging in time.

3. Charge the camera with DC 5V 2A charger, until it is fully charged after 5-8 hours.

14. Multi Device Management

14.1 Multi Camera Management



Click '+' to add more devices.



14.2 Mult-User Sharing

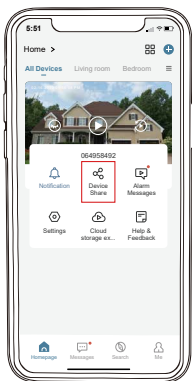
NOTE: One App account can't log in on multiple devices at the same time. One camera can't be connected to multiple devices either. But camera can be shared from A to B.

Step 1: B download ZUMIMALL App to his/her phone and create a new account in the App.

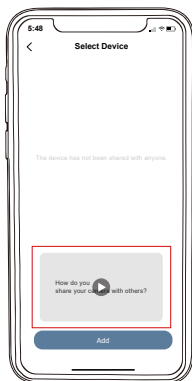
Step 2: Click 'Add' in App on A's phone.

Step 3: A scan B's QR Code or input B's account ID.

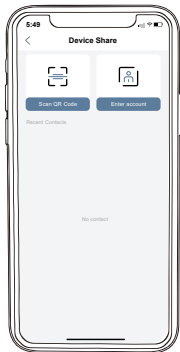
Step 4: B accept share and refresh the device page.



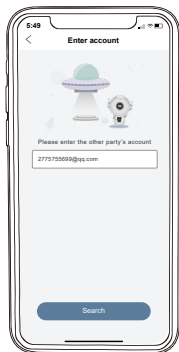
Click Device Share



Watch the instructional video and click Add



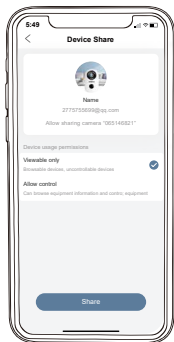
Two ways to share



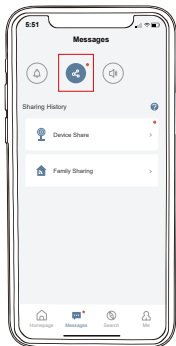
Scan other people's QR code



Enter other people's account



Select device sharing permission



The shared person clicks Device Share



Click to accept, the sharing is successful

15. Reset Camera



Reset Hole



Keep pressing to remove device

Press the reset button for 3-5s until hear the 'Boogu' sound

Reconnect as before...

16. TIEJUS FAQ

1. Unable to connect network

- ① Check WiFi name and password (password cannot contain special symbols).
- ② Make sure WiFi is 2.4GHz, 5GHz is not supported.
- ③ Please make sure the camera and mobile phone are in the same WiFi environment when connecting, and add the camera near the router.

2. Connect to a new network

- ① Remove camera from ZUMIMALL APP.
- ② Long press the reset button to restore factory settings.
- ③ Reconnect.

3. Reset the camera

- ① Long press the reset button until you hear the sound of "Boogu".
- ② Wait for the camera status indicator to flash red slowly.

4. Can't charge

- ① Charge at least 8~10 hours with a 5V/2A adapter.
- ② Ensure that the charging cable and power adapter can be used normally.
- ③ The red light of the charging indicator is always on, indicating that it is charging, and the indicator turns blue when it is fully charged.

5. Frequently received alarm information

- ① Reduce the sensitivity of motion detection alarm.
- ② Check whether there is any object within the detection range of the camera to interfere with triggering the PIR sensor.
- ③ Turn on "Alarm only when people appear", and use the humanoid algorithm to filter false positives.

6. Some people pass by without calling the police

- ① Ensure that the network is in good condition, and the WiFi signal value cannot be lower than 70%.
- ② Ensure that motion detection is turned on and increase the sensitivity of the camera.
- ③ Make sure the motion occurs within the detection range of the PIR.

7. No alarm video recording

- ① Make sure the camera is triggered.
- ② Ensure that the Micro SD card is inserted correctly and recognized successfully, or subscribe to cloud services.

8. No alarm push

- ① Open the phone settings, click the notification, find the "ZUMIMALL" APP, and open the permission notification.
- ② Open the "ZUMIMALL" APP, in the "Settings" interface, enable the alarm push.
- ③ In the "My" interface, enter the settings and turn on the push sound.
- ④ Ensure that the motion detection function of the device is successfully turned on.
- ⑤ Restart the phone, try to clear the cache on the Android phone.
- ⑥ Check whether the network is good.

9. Unable to play local history playback

- ① Check the status of the Micro SD card in "Settings" to ensure that the Micro SD card has been successfully recognized.
- ② Reinsert the Micro SD card.
- ③ Format the Micro SD card in the APP.
- ④ Use a new Micro SD card.

10. Unable to play cloud playback

- ① Make sure the cloud service function is enabled.
- ② Open cloud storage button in cloud service interface.

11. Device offline

- ① Check whether the device is in sufficient state, and observe whether the camera status indicator lights up normally.
- ② Check whether the WiFi network is good, restart the router.
- ③ If the camera is installed far away from the router and cannot obtain a good WiFi signal, it is recommended to move the router to a closer place or install a WiFi signal extender to increase the WiFi strength.
- ④ Delete the camera from the ZUMIMALL account, reset the device and add it again.
- ⑤ Check if the device version and ZUMIMALL APP are the latest version.

12. Short battery life

- ① Reduce the sensitivity of camera motion detection and reduce the number of camera triggers.
- ② Reduce the number of two-way intercoms and watch the live broadcast.
- ③ Set the alarm interval and alarm time plan.
- ④ Check whether there are objects that interfere and trigger the PIR sensor within the field of view of the device.
- ⑤ In cold weather, the battery capacity will be reduced, which will affect the battery life of the device.

13. ZUMIMALL APP crashes

- ① Re-download the latest version of ZUMIMALL APP.
- ② The version of the mobile phone system is too low or too high.
- ③ Clear the phone cache.

14. Unable to register an account

- ① Ensure that ZUMIMALL APP has access to mobile cellular data and wireless LAN.
- ② Enter an unregistered account and make sure the format of the registered account is correct.

15. Unable to share device

- ① The accounts you and your friends have registered must be in the same country.
- ② For example, UK users cannot share with US users.

16. No sound is heard when the device is talking

- ① Open the speaker button on the APP.
- ② Adjust the intercom volume in the settings.
- ③ Turn on the phone media volume.
- ④ Release the intercom button and listen to the other party.

17. Noise during two-way intercom

- ① If the distance between the camera and the mobile phone is too close (1-2 meters), there will be whistling, which is a normal phenomenon.
- ② It is recommended to keep a certain distance between the camera and the mobile phone during the intercom.

18. Live video is blurry

- ① Check the lens for dust and wipe it clean.
- ② Try switching between different resolutions.
- ③ Re-add camera after reset.

19. The live broadcast at night has white spots

- ① When the light source is directly on the lens, there will be white spots on the screen.
- ② It is recommended not to point the lens at a strong light source.

If you have other questions, please send us the SN number of your camera and describe the problem you have encountered, we will solve it as soon as possible.

Tech@tiejus.com

How to find SN number?

