

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.

How to Activate the Free 1-year Warranty Extension?

Send us order number and SN number via email.

Please email us within 30 days of receiving the camera.

Email: Tech@tiejus.com

Product Service

Email: Tech@tiejus.com

Distributor: Distributor@tiejus.com

More About Us

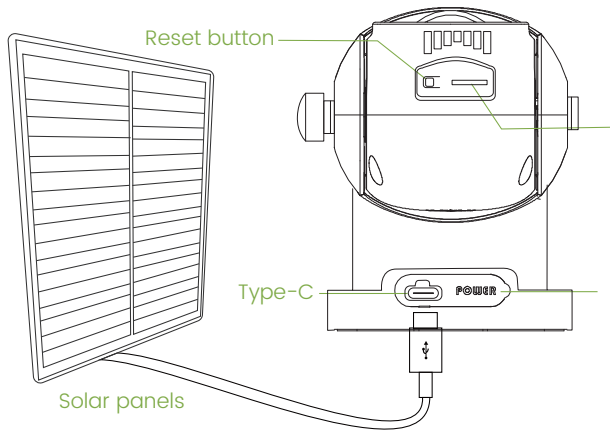
Web: www.tiejus.com

Facebook: www.facebook.com/zumimallofficce

YouTube: www.youtube.com/@TieJus

Connection Instructions

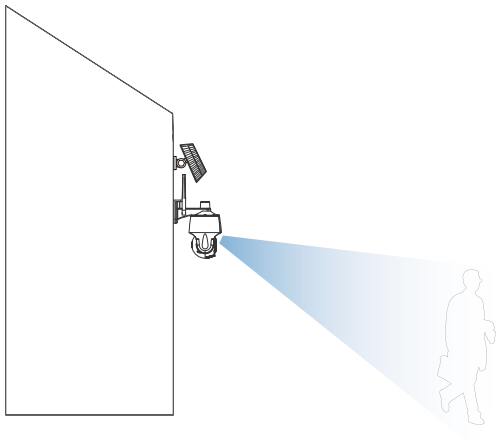
Connect the power adapter or solar panel to charge the battery.



Installation guide

1 Choose a location

Please install the camera in a location where the field of view is not blocked, and make sure that the location of the camera has a good wifi signal Easy installation of solar panels, plenty of sunlight.



Voice broadcast instructions

Device status	Voice broadcast
Normal start	Network connection is successful, please open the APP to add a device
Normal reset	The reset is complete, the device is about to restart
Abnormal reset	Reset failed, please reset after connecting to the Internet or delete the device on the APP
QR code network configuration	Identify broadcast ding~
Alarm broadcast	Alarm sound

Camera reset

When the camera is powered on, press and hold the reset button for 3-5 seconds until you hear a voice prompt and a prompt sound of "reset is complete, the device will be restarted soon, that is the reset is successful.

Device connection

1 Download the APP

Scan the QR code below to download and install the APP.



2 Register and log in to the APP

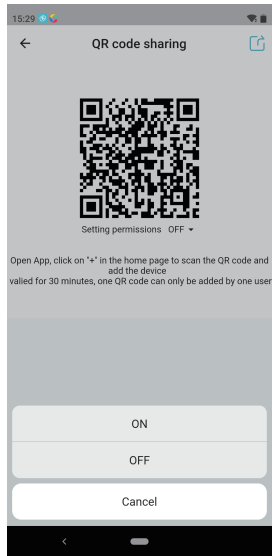
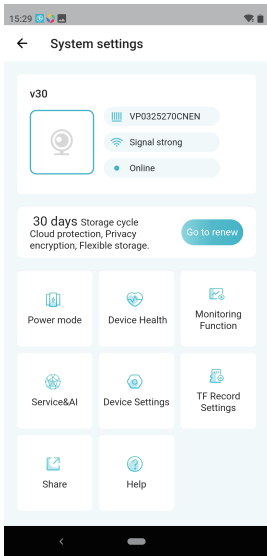
- ① Please register an APP account and log in.
- ② If you have already registered, please log in directly.

3 Add device

① Method 1: Open the mobile APP, click the "+" in the upper right corner to scan the QR code on the camera and complete the device binding according to the guidance of the mobile phone

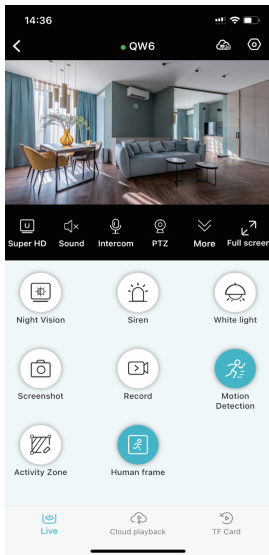
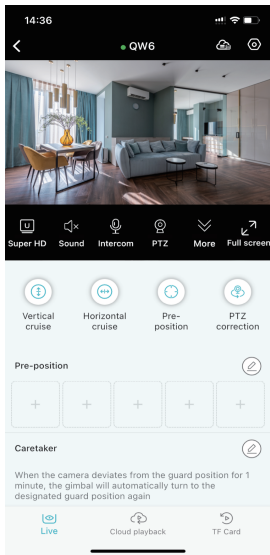
② Method 2: Open the mobile APP, please click the "+" in the upper right corner and select the "QR code not found" button—one select "WiFi camera" and complete the device binding according to the guidance of the mobile phone.

Device sharing

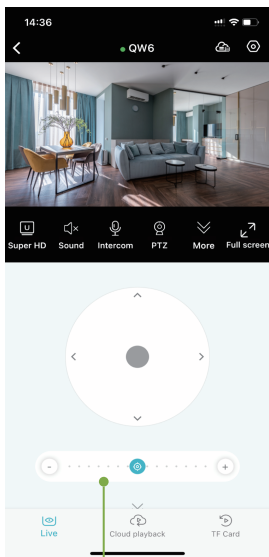
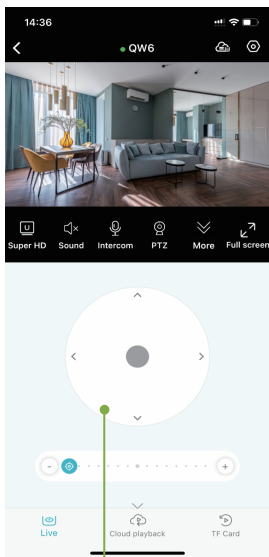


Open permission of Device sharing, the person being shared can set the function of the device. If the permission is turned off, you can only watch the video, and cannot set the function.

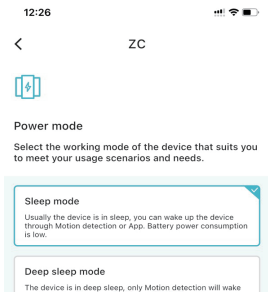
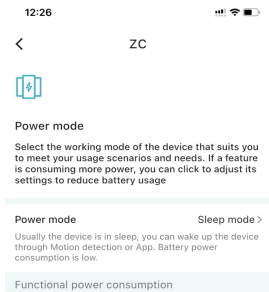
Function



Dual lens zoom



Sleep mode



Power mode: Select the working mode of the device that suits you to meet your usage scenarios and needs. If a feature is consuming more power, you can click to adjust its settings to reduce battery usage

FAQ

1. How do I invite family and friends to use my camera together?

A: Open the APP and select your camera in the home page. Click "Share" in the camera settings to enter the sharing page, and a QR code will be generated. Your friends can open the app and gain some access by scanning the QR code in their phone.

2. Why doesn't the Wi-Fi name appear when I connect to Wi-Fi?

A: On Apple devices with iOS 13 and above, you need to turn on the "Location Permission" of the app in the system settings and change it to "Allow while in use".

3. Will the camera display a red light after turning on the night vision function?

A: The built-in IR LED lights, when the night vision is turned on, the camera only displays some faint red lights, but the picture quality is still clear in the dark environment.

4. What are the requirements for Wi-Fi?

A: Please use 2.4GHz wireless network. The device does not support 5GHz wireless networks. At the same time, please set the Wi-Fi authentication method to WPA2-PSK or other lower-level security methods, and need to set a password.

5. How far should the camera be from the router?

A: After testing, the Wi-Fi connection distance can reach 150 meters in an open area. But the actual situation depends on the strength of the Wi-Fi and its surroundings (thick walls, electromagnetic devices, large metal objects can all cause interference to the Wi-Fi signal). If the camera connection is weak or unstable, place the camera as close to the router as possible.

6. What should I do if the equipment fails?

A: Long press the power button to restart the camera. If there is no response, you can open the USB silicones cover at the bottom of the camera, long press the reset button to reset and then long press the power button to restart the camera.

7. Can't add a camera for the first time?

A: When adding a camera for the first time, make sure the camera is powered on and the working status light is Blue flashes slowly. Or hear "Please use the App for WiFi configuration" from the camera.

- ① Make sure the WiFi account and password are correct.
- ② The camera only supports 2.4GHZ WiFi and does not support 5G frequency band. Please do not use 5G WiFi to configure the network.
- ③ When adding a camera, ensure that the network is smoothed and it is recommended to operate close to the router.

- ④If the QR code network configuration is unsuccessful, try to use the AP network configuration (the mobile phone can be automatically added after connecting to the WiFi hotspot issued by the camera and returning to the App) the password should not be set as complicated as possible, and it does not contain special characters.
- ⑤If the two methods are still unable to connect to the Internet, it is recommended to restart the router and try again
- ⑥Provide the nameplate label of the router.

8. TF card not recognized?

A: After inserting the TF card into the TF card slot of the camera, check whether the capacity of the TF card is displayed in the "System Settings" . "TF Card Recording Settings" of the device in the APP. If it prompts "No TF card detected", it means that the TF card recognition failed.

- ①Please use brand TF card, Only FAT32 format is supported.
- ②The TF card can be recognized by the computer normally.
- ③The recommended TF card capacity is between 2-128G.
- ④Recommend to use a high-speed TF card of Class 4 and above.
- ⑤Try to insert and unplug the TF card several times.
- ⑥It is recommended to try another TF card.
- ⑦It may take some time for the camera to recognize the TF card. After inserting the card, wait for about 30S before observing.