DEFENDER®

PHOENIX *HD*

QUICK START GUIDE

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ACTIVATE YOUR WARRANTY

PROTECT
Covered for the unexpected

SUPPORT
Receive videos, tips & updates for your product

VALUE
Exclusive access to special offers

Open your camera & scan this QR code, or visit: **DefenderCameras.com/Warranty**

EXTEND YOUR WARRANTY

Don't forget to protect your purchase and ease your mind by extending your included 1 year manufacturer warranty to 2 or 3 years. If something goes wrong, our team of Security Experts will get you back up and running fast!

Extended Warranties can be purchased up to 60 days after your product's purchase.

2 YEAR WARRANTY
Extend your peace of mind to two years

◊ **Product Defects**

◊ **Advanced Replacements**

◊ **Free Return Shipping**

3 YEAR WARRANTY
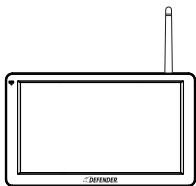Extend your peace of mind to three years

◊ **Product Defects**

◊ **Advanced Replacements**
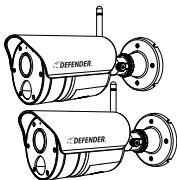
◊ **Free Return Shipping**

Open your camera & scan this QR code, or visit:
DefenderCameras.com/pages/extended-warranties
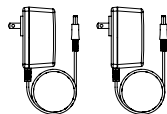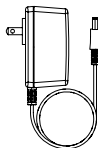
WHAT'S INCLUDED

PHOENIXHD2C

1 x 10.1" Full HD Monitor

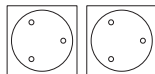2 x 1080P HD Wireless Cameras with 7ft Power Cable Cord & pre-installed 64GB MicroSD Card

2 x 7.6ft Camera Power Adapters

1 x 5.8ft Monitor Power Adapter

DEFENDER.
24/7 VIDEO SECURITY SYSTEM
DefenderCameras.com

1 x Window Warning Sticker

2 x Drilling Templates

Camera & Monitor Mounting Hardware

ACTIVATE YOUR WARRANTY

PROTECT   SUPPORT   VALUE

Open camera and scan this QR code or visit
DefenderCameras.com/Warranty

1 x Warranty Registration Insert

DEFENDER.
PHOENIX HD

QUICK START GUIDE

1 x Quick Start Guide

Lifetime Support
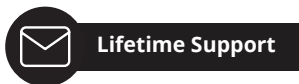
PHOENIXHD4C
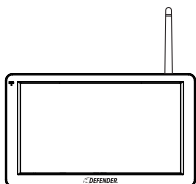
1 x 10.1" Full HD Monitor

4 x 1080P HD Wireless
Cameras with 7ft Power
Cable Cord & pre-installed
64GB MicroSD Card

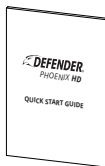4 x 7.6ft Camera Power
Adapters

1 x 5.8ft Monitor Power
Adapter

DEFENDER.
24/7 VIDEO
SECURITY SYSTEM
DefenderCameras.com

1 x Window Warning Sticker

4 x Drilling Templates
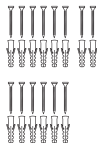
Camera & Monitor
Mounting Hardware

ACTIVATE YOUR
WARRANTY

PROTECT   SUPPORT   VALUE
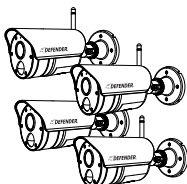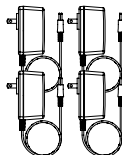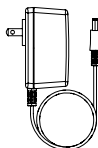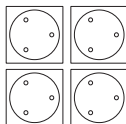
DefenderCameras.com/Warranty

1 x Warranty Registration
Insert

DEFENDER.
PHOENIX **HD**
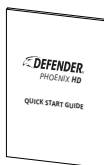
QUICK START GUIDE

1 x Quick Start Guide

Lifetime Support

WHAT YOU'LL NEED

- Drill and or Phillips #2 screwdriver
- 1/4" drill bit for pilot holes
- 1/4" drill bit for wall anchors
- 15/64" (6mm) long drill bit (Choose the right drill bit based on the surface material)

REGULATORY INFORMATION

FCC STATEMENT: 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. This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

FCC WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions,may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet different from that to which the receiver is connected.
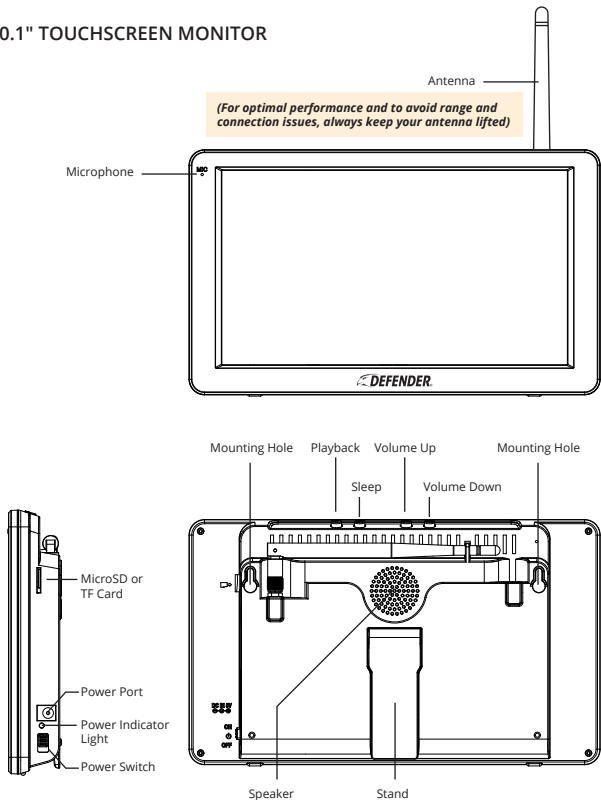- Consult the dealer or an experienced radio/TV technician for help.

IC STATEMENT: This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions: (1)This device may not cause interference. (2)This device must accept any interference, including interference that may cause undesired operation of the device. This equipment complies with IC RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

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

GET TO KNOW YOUR DEVICE

This system does not connect to the Internet or a mobile app. With your privacy in mind, footage is saved on the local microSD card.

10.1" TOUCHSCREEN MONITOR

Antenna

(For optimal performance and to avoid range and connection issues, always keep your antenna lifted)

Microphone

DEFENDER

Mounting Hole Playback Volume Up Mounting Hole

Sleep Volume Down

MicroSD or TF Card

Power Port

Power Indicator Light

Power Switch

Speaker Stand

PLEASE NOTE: When Sleep button is pressed the monitor screen will turn off until motion is detected in front of the camera(s). Once motion is no longer detected the monitor will turn back off.

CAMERA
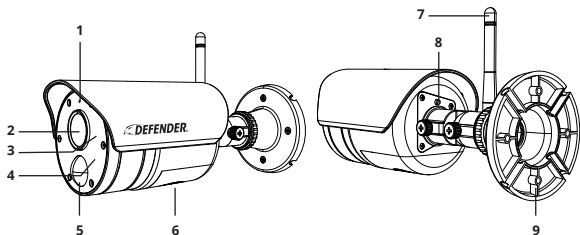
1. **Microphone** - Captures the sound on camera side and transmits the sound from camera to monitor.

2. **Lens** - Captures the view in the cameras field of view and transmits video from the camera to the monitor.

3. **IR LED** - Infrared LEDs provide viewing in no/low light conditions.

4. **Deterrent Light**- Flashes when motion is detected.

5. **PIR Sensor** - Detects motion within the camera's field of view.

6. **Speaker** - Outputs sound from the monitor when manual talk is enabled.

7. **Camera Antenna** - Receives & sends signals to or from the monitor.

8. **Pair Button** - While in pairing mode, press and hold the pairing button to pair the camera to a single monitor.

9. **Camera Base** - Use the camera base to mount the camera on a wall or other flat surfaces.

LIVE VIEW

MULTIVIEW MODE
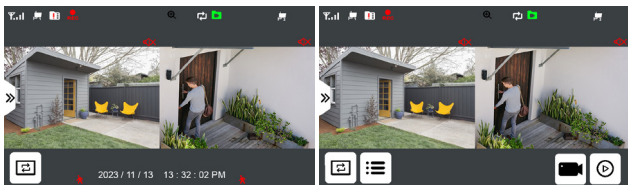
No MicroSD card inserted	Enter sequence mode (audio will only play from the active camera)
Camera channel	Open Quick Access Menu
Camera volume muted	Open Menu
Camera volume on	Manually start recording on all cameras
Motion Recording Activated	Manual recording on all cameras in-progress
New recordings saved to MicroSD card.	Enter playback menu
Camera is recording	Overwrite recordings

PLEASE NOTE: Cameras can be muted and unmuted in multiview by tapping *When more than one camera is paired, your monitor will only provide sound from the active camera. All cameras will continue to record audio, even if the camera is muted in live view mode.*

SINGLE VIEW MODE
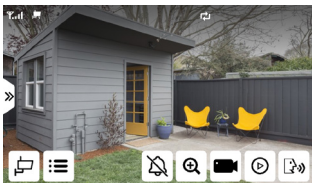
T.ıll	Camera signal strength to the monitor	🔍⊕	Zoom in on camera view
🔲	Switch camera channel	📹	Manually start recording on the selected channel
🔇	Monitor volume muted	⊙	Enter playback menu
🔕	Tap and hold to turn on siren on the camera	🗣	Press and hold to talk
🔁	To enter sequence mode from multiview mode tap 🔲 To exit sequence mode tap and return to multiview mode, tap the screen.	📹	Manual recording on the selected channel in-progress

PLEASE NOTE: In single view, to turn the volume on or off, use the volume buttons at the top of the monitor.

BASIC SYSTEM SETUP

PLEASE READ FIRST!

Verify all accessories and complete the monitor and camera setup before installing the cameras.
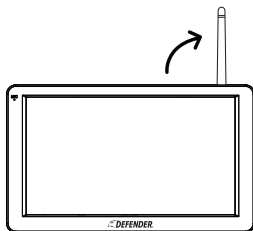
1. For optimal performance and range, lift the antenna.
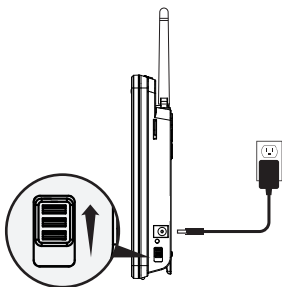
2. Connect the monitor to the AC power adapter, then connect the other end of the adapter to a standard outlet and confirm the power button, located on the right-hand side of the monitor, is in the ON position.
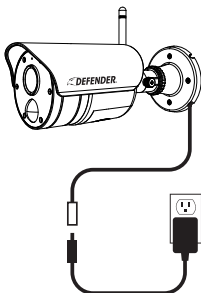
3. Connect each camera to the AC adapter, then connect the other end of the adapter to a standard outlet and extend the camera's antenna into the upright position.

4. Complete camera and monitor setup.

   IMPOTRANT: The camera power supply is not waterproof.

OPTIMAL SIGNAL TRANSMISSION
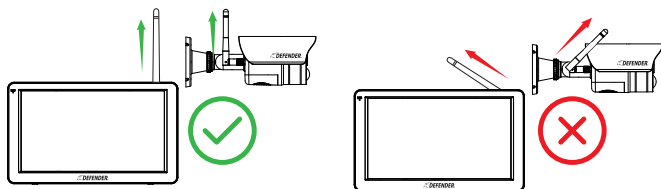
IMPORTANT: To achieve the best signal transmission, angle the camera antenna and the monitor antenna such that they are parallel to each other.

PROPER CAMERA INSTALLATION AND PLACEMENT

PLEASE NOTE: Installing your camera indoors pointing outside through a window, will result in a glare or reflection when "auto" is selected in the night vision settings. This will also disable the cameras PIR sensor and will not be able to detect motion outdoors.

Defender Phoenix HD supports motion detection. Motion detection is influenced by multiple factors such as distance from the camera, the size of the object, the height, angle, and direction of the camera, and your night vision settings. Glass will also disable motion detection accuracy as the sensor can not function through glass.

1. Angle the camera so that objects in the camera's field of view appear in the bottom 2/3 of the camera image.

2. Choose a location where objects of interest will be no further than 33ft (10m) from the camera.

3. Ensure the camera antenna is placed in an upright position.
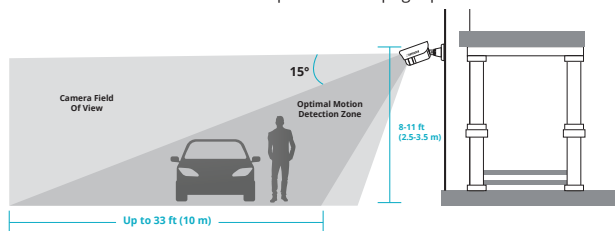
CAMERA SETTINGS

CAMERA SETUP - PAIRING

Your cameras come pre-paired to your monitor. If you have purchased an additional camera or want to assign the camera(s) to a different channel, complete the following steps.

1. Select ⟫
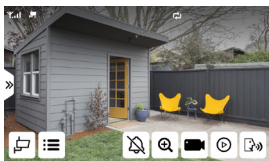
2. Select ☰
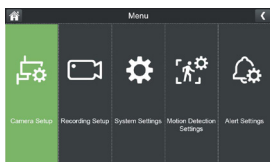
3. Select Camera Setup
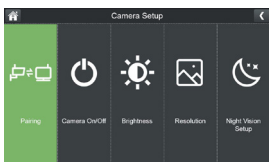
4. Select Pairing

5. Select a channel to pair the camera.
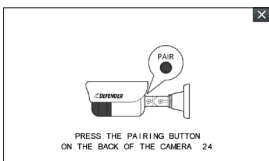
6. Press the pairing button for 3 seconds and release. Wait up to 1 min for your cameras to sync to your monitor and display your footage.

TIP: To unpair a camera(s), press and hold the pairing button on the camera until the ⃠ appears.

CAMERA ON/OFF

Your system has a privacy feature built in to allow you to stop recording from the selected camera without unpairing.

PLEASE NOTE: If you turn your camera off you will not be able to live view or record footage until the camera is turned back on.
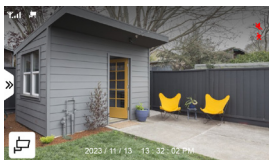
1. Select ⟩
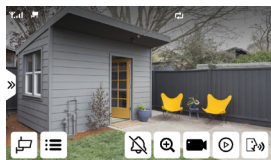
2. Select ☰
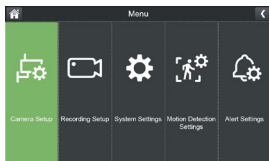
3. Select Camera Setup
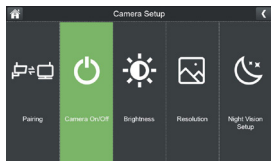
4. Select Camera On/Off
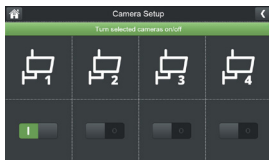
5. Toggle on or off the camera(s) based on your preference.

CAMERA BRIGHTNESS

Select your camera's level of brightness based on your preference. Testing each option after installing the camera is recommended.

1. Select
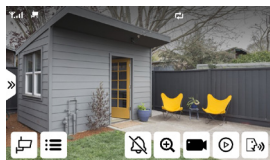
2. Select
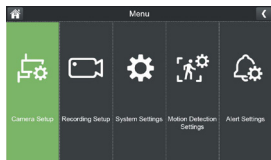
3. Select Camera Setup
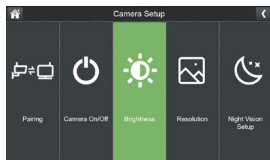
4. Select Brightness
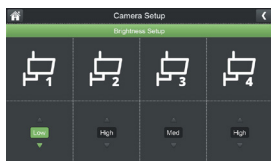
5. Select your preferred Brightness. Select low, med, or high for each camera.

CAMERA RESOLUTION

The camera's default resolution is HD 1080P.

TIP: Reducing the camera's resolution to 720P, will extend your recording storage capacity up to 50%.

1. Select
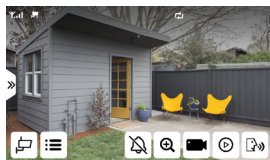
2. Select
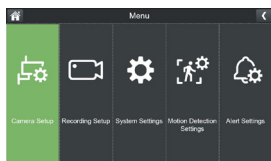
3. Select Camera Setup
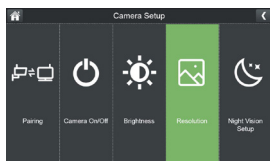
4. Select Resolution
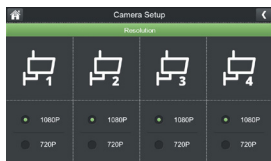
5. Select your preferred resolution for each camera.

NIGHT VISION SETUP

Your camera's default night vision is set to auto.

Auto: The camera will record full color during the day and black and white at night.

Off: The camera will record in color during the day. At night, the camera's recording color will be dependent on ambient lighting.

PLEASE NOTE: When Installing your camera indoors pointing outside through a window, select Off to avoid a glare or reflection in your live view and recorded footage.

1. Select
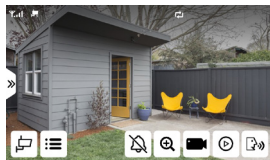
2. Select
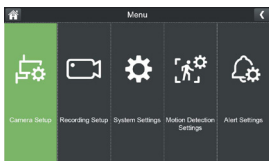
3. Select Camera Setup
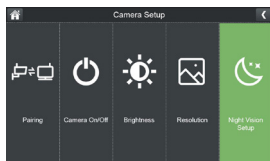
4. Select Night Vision Setup

5. Select your preferred night vision setting for each camera.

RECORDING SETUP

Duration: Select the length of time the camera will record when motion is no longer detected. The default setting is 15 seconds.

IMPORTANT: By default, the system is set to record on motion only. Make all necessary changes based on your preference. Please note, when setting a manual recording or scheduled recording, this will override all motion recording settings.
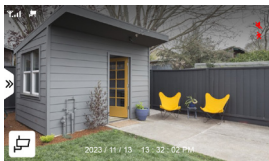
1. Select
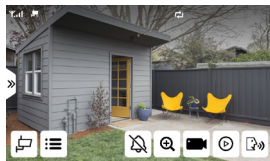
2. Select

3. Select Recording Setup

4. Select Duration

5. Select the duration of time the camera will record when motion is no longer detected.

SCHEDULE RECORDING

IMPORTANT: When a recording schedule is set, your camera(s) will record continuously during that period and override any motion detection settings.

SETTING A SCHEDULE

1. Select ❯❯
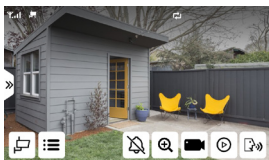
2. Select ☰

3. Select Recording Setup

4. Select Schedule Recording
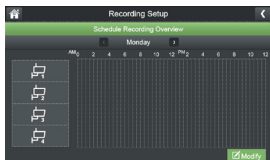
5. Select Modify
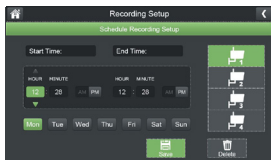
6. Select the camera(s) and day(s) you want to set a recording or and adjust the start and end time. Click Save to apply the changes.

TIP: You can create as many recording schedules as desired. A recording schedule can be continuous or blocks of time during the day.

DELETING A RECORDING SCHEDULE

1. Select »
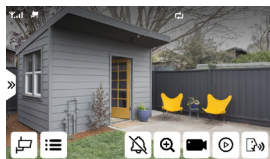
2. Select ≣

3. Select Recording Setup

4. Select Schedule Recording

5. Select Modify
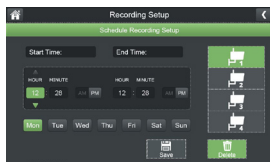
6. Select the camera(s), day(s) of the week and input the start and end time of a previous recording schedule. Select Delete.

Repeat to delete additional recording schedules.

FILE OVERWRITE

Recording time varies depending on the size of the Micro SD card inserted. Once your card is full, old footage will be overwritten to ensure you never stop recording.

The default settings are set to overwrite. If you do not wish to overwrite older footage, turn off this setting.

1. Select
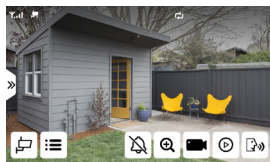
2. Select
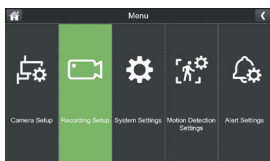
3. Select Recording Setup

4. Select File Overwrite

5. Select No (X)

AUDIO ON/OFF

Your camera is defaulted to record audio. To adjust this setting, follow the steps below.

PLEASE NOTE: This function only turns off audio recording only. Audio will be played in live view. To turn off audio in live view mode, refer to " LIVE VIEW " to turn off monitor audio.

1. Select ⟫
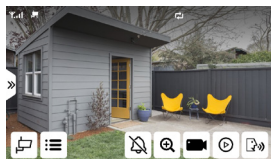
2. Select ☰
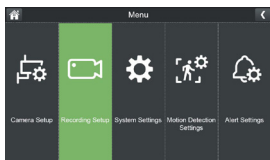
3. Select Recording Setup

4. Select Audio On/Off

5. Turn on/off audio recording for each camera based on your preference.

SYSTEM SETTINGS

TIME SETUP

1. Select ⏩
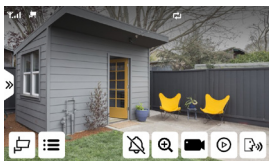
2. Select ☰
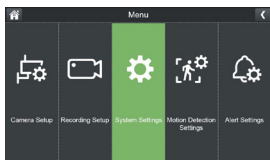
3. Select System Settings
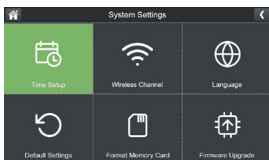
4. Select Time Setup
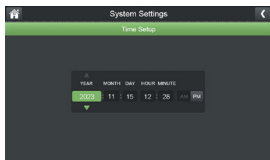
5. Enter your current date and time.

LANGUAGE

Select your preferred monitor language. Default is English.

1. Select ⏩
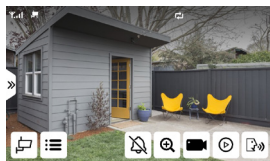
2. Select ☰
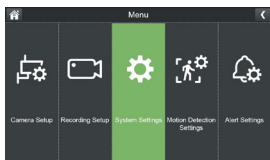
3. Select System Settings

4. Select Language
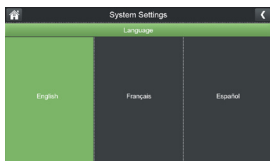
5. Select your preferred language.

DEFAULT SETTINGS

To return your system back to factory settings, restore default settings.

PLEASE NOTE: All custom settings will be lost however, all previously recorded footage will remain on the Micro SD card.

1. Select ⏩
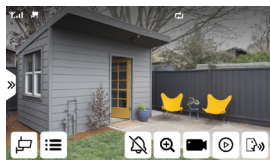
2. Select ☰
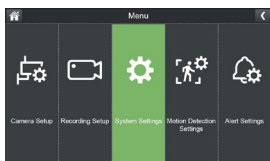
3. Select System Settings
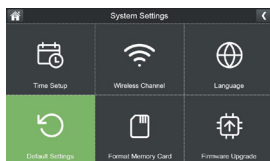
4. Select Default Settings
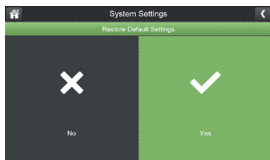
5. Select Yes

FORMAT MEMORY CARD

IMPORTANT: Formatting your MicroSD card will delete all recordings. This cannot be reversed.

Formatting your SD card may be necessary when you receive an error indicating the SD card is corrupted or when swapping SD cards. To format your SD card please follow the steps below.

1. Select ▶
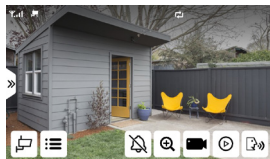
2. Select ☰
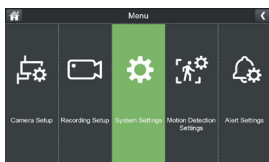
3. Select System Settings
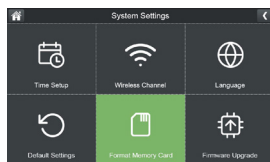
4. Select Format Memory Card
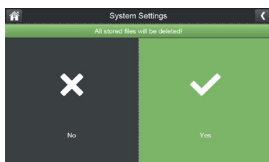
5. Select Yes
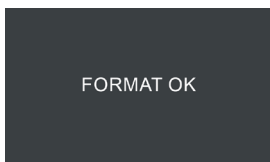
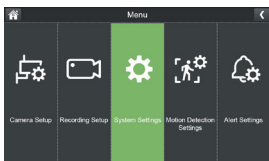6. System will confirm when formatting is complete

FIRMWARE UPGRADE

PLEASE NOTE: Only complete a firmware upgrade when recommended by Customer Support. Once completed, your monitor will restart.
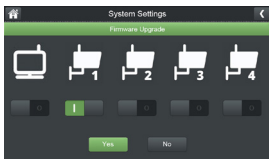

1. Select ≫
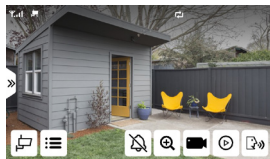
2. Select ☰

3. Select System Settings
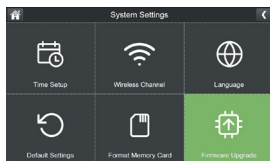
4. Select Firmware Upgrade

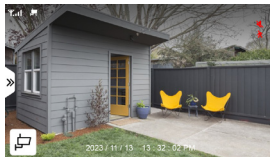5. Select the devices to update, and click Yes to confirm.

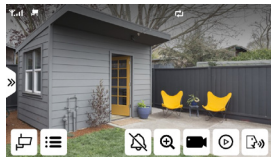6. Wait for the system to finish updating. Once complete the monitor will reboot.

MOTION DETECTION SETTINGS

Customize your motion detection sensitivity level and mask area for each camera. Default sensitivity is set to medium.
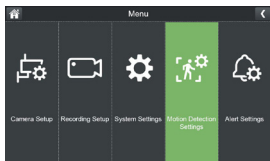
SENSITIVITY

1. Select

2. Select

3. Select Motion Detection Settings

4. Select Sensitivity for the camera you want to adjust the settings for

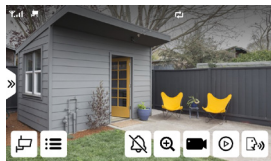5. Select your preferred motion detection sensitivity level and click to return to the previous screen.

Repeat for each camera

> **TIP: Refer to page 30 for Advanced Sensitivity Settings.**

MASK AREA

1. Select

2. Select

3. Select Motion Detection Settings

4. Tap Mask Area

5. By default, your camera will detect motion in the entire field-of-view. If this is your preferred setting, skip this step. To filter out unwanted motion detection, tap the grid to mask over areas where you do not wish to detect motion. Masked areas wil appear white.

Repeat for each camera.

ADVANCED SENSITIVITY SETTINGS

IMPORTANT: These settings are based on the average home and environment. Typically, no setting change is required. If you are experiencing a significant amount of inaccurate motion notifications, based on your environment, you can customize this setting.

VMD: Video Motion Detection Algorithm, optimizes motion detection at a wider range and longer distances.

HMD/PIR: Passive Infrared Sensor, optimizes motion detection in short distances triggered by large objects such as cars and humans.

TIP: Shadows will trigger motion alerts if you select VMD or PIR. To avoid alerts from shadows, select both VMD and PIR. The default setting for medium, is to reduce false alerts.

1. Select ⟫
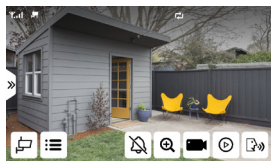
2. Select ☰

3. Select Motion Detection Settings

4. Select Sensitivity for the camera you want to adjust the settings for.

5. Select Advanced Sensitivity Settings
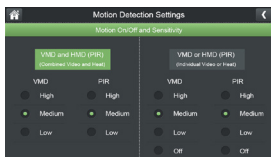
6. Select your preferred settings.

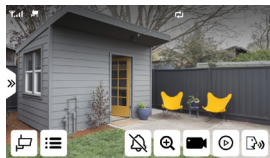*Repeat for each camera.*

ALERT SETTINGS

There are two types of Alerts - Monitor and Camera(s)
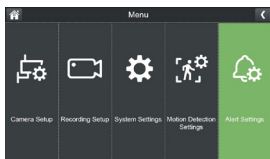
MONITOR ALERT

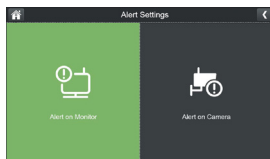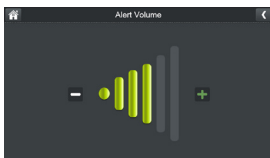When motion is detected on one or more cameras, the monitor will beep.

1. Select

2. Select
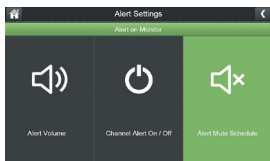

3. Select Alert Settings

4. Select Alert on Monitor

5. Select Alert Volume to adjust the level of sound on your monitor using the – and + symbols, select once complete.
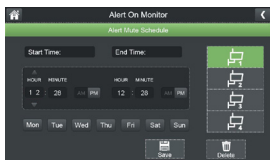

6. Select Channel Alert On/Off to select which camera(s) will trigger an alert on the monitor, select once complete.
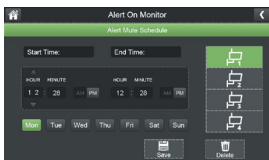
7. Select Alert Mute Schedule to set a schedule of when you DO NOT want the monitor to alert you to motion.
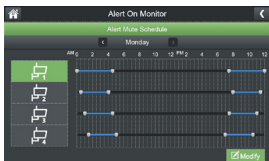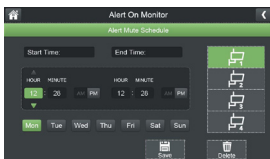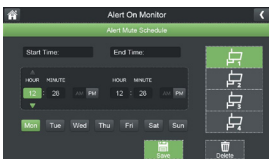
8. Select Modify to set a schedule.

9. Select the camera(s) you wish to set a schedule for.

10. Select the days of the week you wish the schedule to apply to.

11. Adjust the start and end times to mute notifications for motion alerts.

12. Click Save to save your schedule.

TIP: To remove the schedule, select the camera(s) and dates you wish to delete the schedule for, put the times you wish to delete and select Delete.
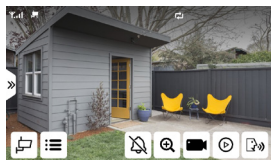
CAMERA ALERT

There are two types of camera alerts.

Voice Message: The camera will make an announcement "This area is under 24-hour surveillance."

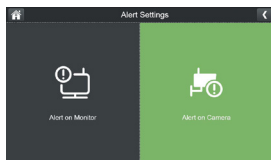**Light:** The deterrent light is a red flashing light in front of the camera.
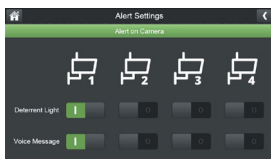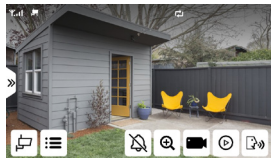

1. Select

2. Select

3. Select Alert Settings

4. Select Alert on Camera

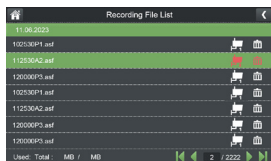5. Select the camera(s) you wish to have an audio alert and/or deterrent light.
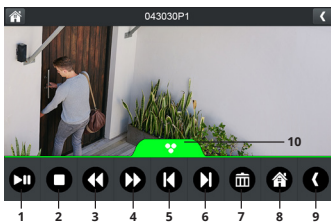
PLAYBACK

1. Select ❯❯

2. Select ⊙ to access the Recording File List.

3. Select the camera and day you wish to playback recordings from. Days with recordings will be highlighted in green.

4. Tap the recording to playback.

PLEASE NOTE: In playback mode, to turn the volume on or off, use the volume buttons at the top of the monitor.

TIP: To delete all recordings, format the SD Card.

1. Play and pause recording
2. Stop playback
3. Rewind playback up to 16x times speed
4. Fast-forward playback up to 16x times speed
5. Go to previous recording
6. Go to next recording
7. Delete recording
8. Return to live view
9. Return to recording file list
10. Tap to minimize the menu

FREQUENTLY ASKED QUESTIONS

WHAT TO DO WHEN A CAMERA DOES NOT PAIR SUCCESSFULLY TO THE PHOENIX HD MONITOR.

If your camera(s) do not pair automatically after following the pairing steps, unplug your camera(s) from power for one minute. Plug the camera(s) back in and repeat the pairing steps.

WHAT IS THE MAXIMUM SIZE MIRCOSD CARD THAT CAN BE USED IN THE PHOENIX HD?

The maximum size mircoSD card is 512 GB.

Need Help? Visit:

DefenderCameras.com/Support