



Quick Guide

C Series Camera

4G Cellular

 support@jennov.com

 U.S Hotline: +1 3239021978

 www.jennov.com(24 Hours Online Service)

Catalogs

01 Download & Register the Application	1
02 Camera Introduction	5
03 Set up the Camera	7
04 Set up the Camera on the Phone	9
05 Install the Camera	13
06 Introduction to basic functions.....	15
07 FAQ	16
08 Warranty Activation	17

01 Download & Register the Application

Here are two methods to download the "**Jennov**" app. Please choose the one that is convenient for you.

Method 1: Scan the following QR codes according to the mobile system to download the app.



Android



iOS

Method 2: You can go to the app store and search for **Jennov** to download the app.



Jennov



*The app is free. If you receive a prompt to pay when downloading, please contact customer service for assistance.

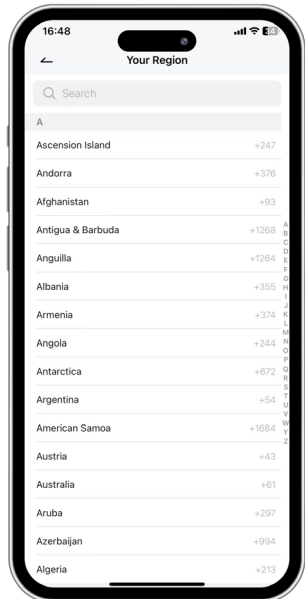
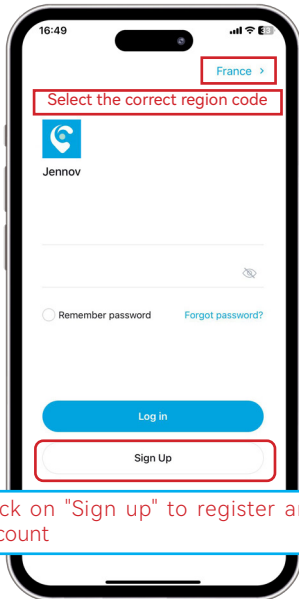


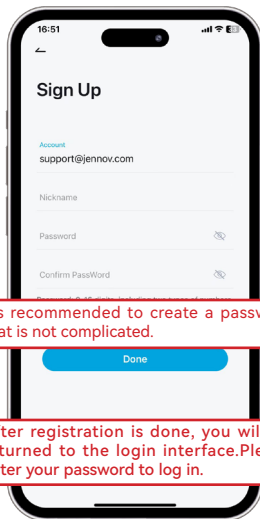
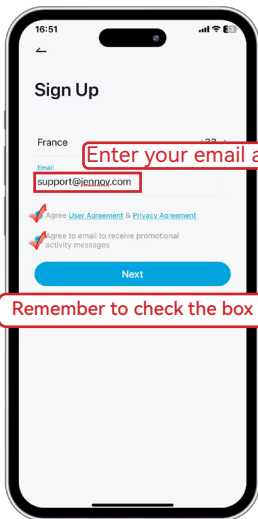
Online Customer Service

Register the Jennov Account

*Please connect the device to the app successfully before installing it in the desired location.

Register an Jennov account using an email address.





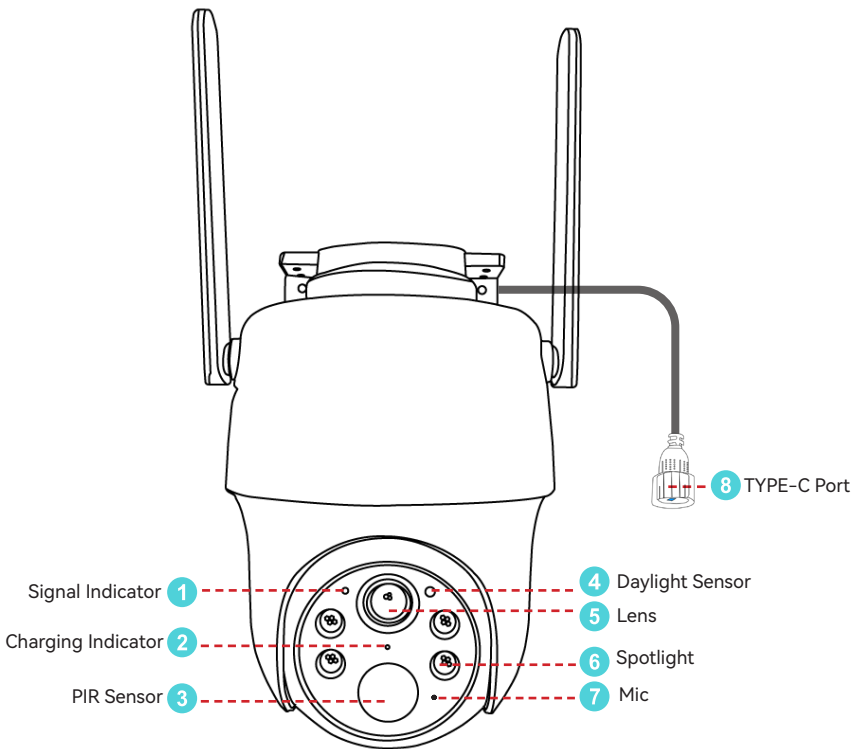
*** If you are unable to register an APP account using email , please scan the QR code below to contact online customer service.**



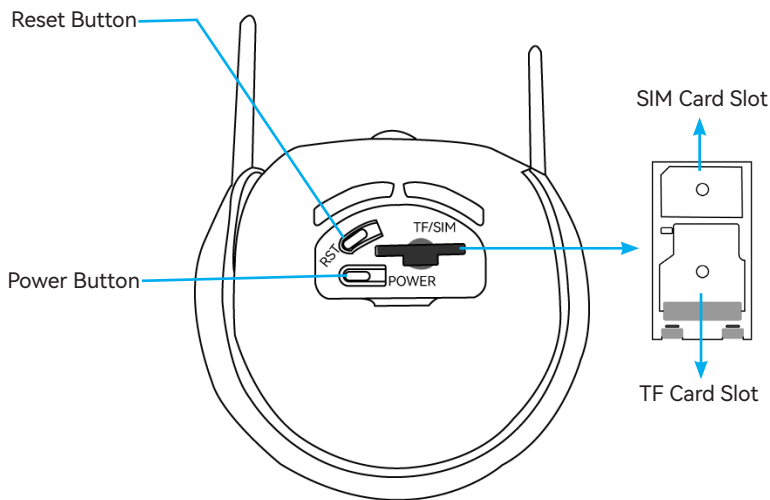
Online
Customer Service

02 Camera Introduction

1. Front View



2. Bottom View



Power Button: Turn on and off the power of the camera by pressing and holding this button.

SIM Card: The SIM card slot is below the SD card slot. When inserting the SIM card in, remember that gold contacts shall face up.

TF Card: It is recommended to use a genuine TF card with a capacity of 32-128GB, Class 10, 32FAT format, which is suitable for camera use.

NOTE: Please reset the device before each reconnection.

03 Set up the Camera -Connect the Camera

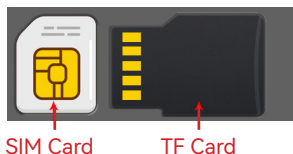
- Choose a Nano SIM card that supports WCDMA and FDD LTE.
- Some SIM cards have a PIN code. You may use your smartphone to disable the PIN first.

NOTE: Do not insert the IoT or M2M SIM into your smartphone. It is recommended to use the SIM card that came with the package.

1. Insert the SIM card & TF Card

With these done, press the rubber cover firmly for better waterproof performance.

NOTE: When inserting the SIM card & TF card in, remember that the gold contacts shall face down.



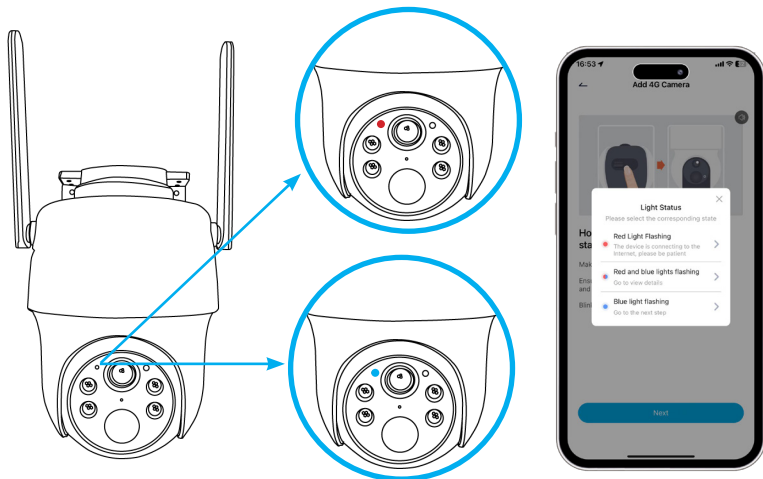
2. With the SIM card & TF card inserted, you can turn on the camera.

Please press and hold the Power button for 6-8 seconds to turn on the camera, until the indicator light starts flashing red.



3. Confirm the SIM signal status.

After turning on the camera power, the camera signal indicator light starts flashing.



Light Status



Red Light Flashing

The devices is connecting to the Internet, please be patient



Red and blue lights flashing

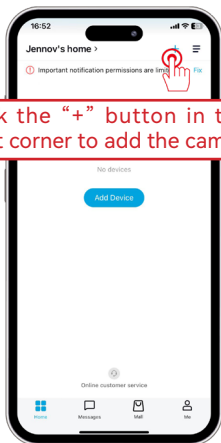
Go to view details



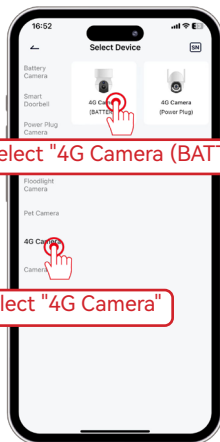
Blue lights flashing

Go to the next step

04 Set up the Camera on the Phone



Click the "+" button in the top right corner to add the camera.

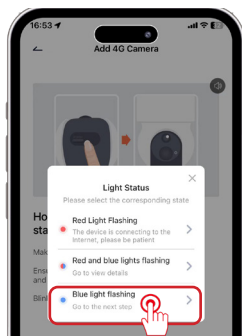
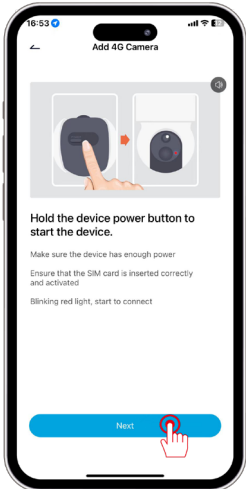
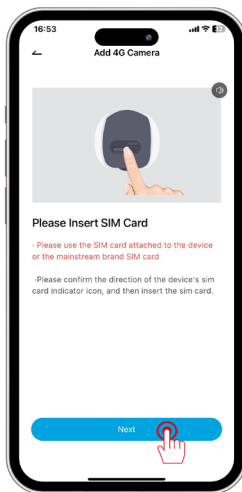
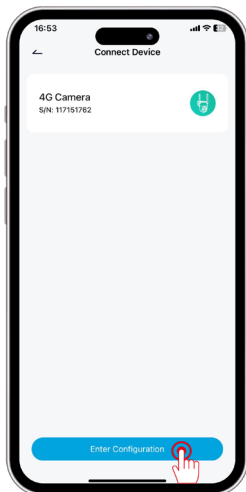


② Select "4G Camera (BATTERY)"

① Select "4G Camera"



Scan the QR code on the device and follow the on screen instructions to finish initial setup.



It takes some time for the indicator light to change. If the waiting time is too long, check if the SIM card is correctly placed, reset the device, and add it again.

Kind Reminder:

Once the signal indicator light changes from red to blue, you can proceed to click on the next step. If the indicator light does not turn blue, please follow the instructions below to troubleshoot the issue.

① Is the SIM card inserted correctly?

Check whether the SIM card is correctly inserted into the device card slot, whether the card core is in good contact with the device, and do not set a PIN password for the SIM card.

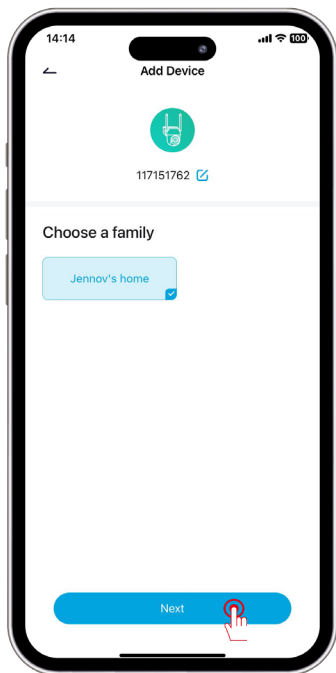
② Is the surrounding signal good?

Make sure there are no signal obstructions around, or too close to other electronic devices to interfere with signal reception

③ Whether the card inserted in the device has data

1. The 4G card in the device is sold together with the device, click to scan the code to check the 4G card data status;

2. Please confirm whether the 4G card data is normal, such as arrears, excessive data usage, etc.



Observe the signal strength and place the device where the signal is stable.

If the device fails to be added, please contact our online customer service.



Online
Customer Service

05 Install the Camera

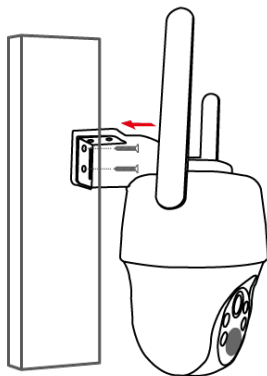
1. Drilling according to position sticker, drill bit:15/64 (6mm)
2. Insert the plugs
3. Tighten the screw



Power Drill
(not provided)

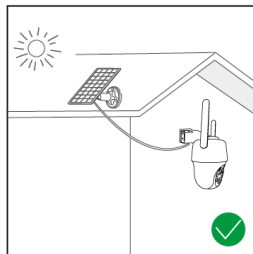
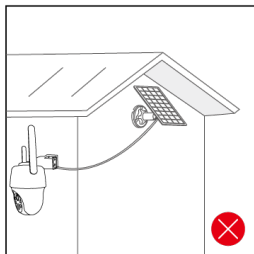


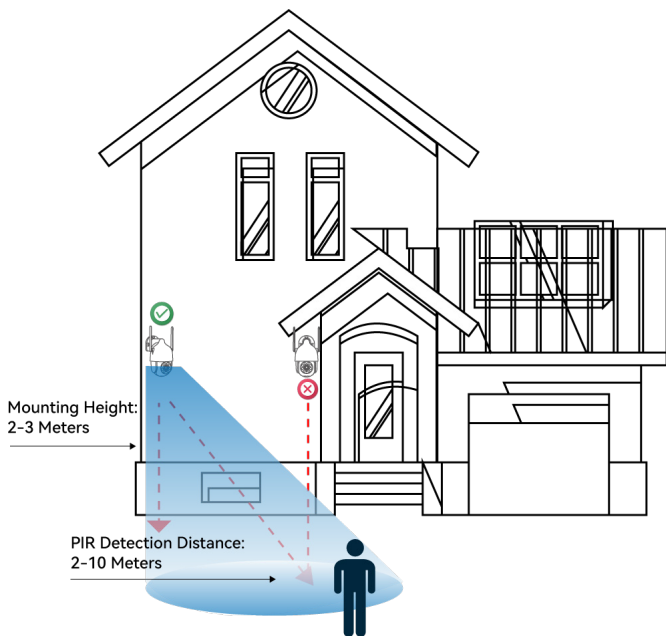
15/64 (6mm)
Drill Bit



Panel installation tips:

1. Please place the panel in a south-facing direction with good sunlight exposure.
2. Install the solar panel in an appropriate location, avoiding obstruction from eaves, tree branches, etc.

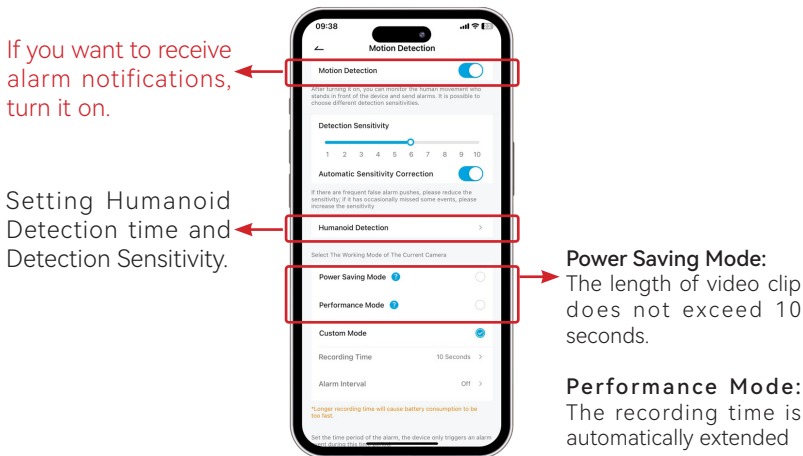
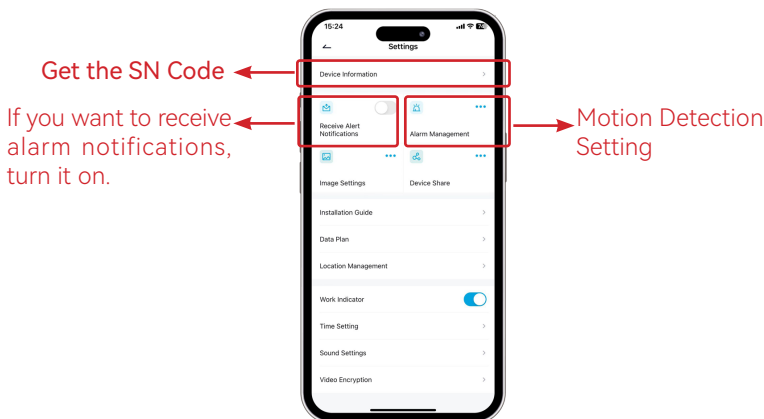




- For outdoor use, the camera **MUST** be installed upside down for better waterproof performance and better PIR motion sensor's efficiency.
- Install the camera 2-3 meters (7-10 ft) above the ground. This height maximizes the detection range of the PIR motion sensor.
- For better motion detection performance, please install the camera angularly.

NOTE: If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.

06 Introduction to basic functions



07 FAQ

(1) Camera is not Powering On:

If your camera is not turning on, please apply the following solutions:

- Make sure you've turned the power button on.
- Charge the battery with a DC 5V power adapter. When the blue light is on, the battery is fully charged.

If these won't work, please contact Jennov Support.

(2) PIR Sensor Fails to Trigger Alarm:

If the PIR sensor fails to trigger any kind of alarm within the covered area, try the following solutions:

- Make sure that the PIR sensor or the camera is installed in the right direction.
- Make sure the PIR sensor is enabled or the schedule is set up properly and running.
- Check the sensitivity settings and make sure it's set up properly.
- Make sure the battery is working.
- Reset the camera and try again.

If these won't work, please contact Jennov Support.

(3) Unable to Receive Push Notifications:

If you fail to receive any push notifications when motion is detected, try the following solutions:

- Make sure the push notification has been enabled.
- Make sure the PIR schedule is set up properly.
- Check the network connection on your phone and try again.
- Make sure the camera is connected to the 4G network. If the LED indicator under the camera lens is solid red or flickering red, it means that your device disconnects from the 4G network.
- Make sure you've enabled Allow Notifications on your phone. Go to the System Settings on your phone and allow Jennov App to send push notifications.

08 Warranty Activation

We offer you 12 months free warranty. You can activate your warranty by choosing one of the following methods!

Method 1:

(1) Scan the QR code below to submit a warranty activation application.



Free Warranty

Method 2:

- (1) Send us an email with the subject line "Warranty Activation".
- (2) Include your order number and order date in the email content.

Note:

1. Please make sure your order number and email are correct so that we can activate the warranty for you successfully.
2. We will notify you of the result of warranty activation within 12 hours.

Contact us

🌐 www.jennov.com

✉ support@jennov.com

☎ **U.S Hotline: +1 3239021978**



Everything is in view