

# Quick Guide

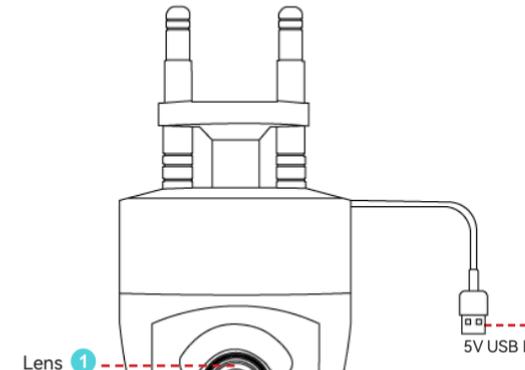
## C Series Camera

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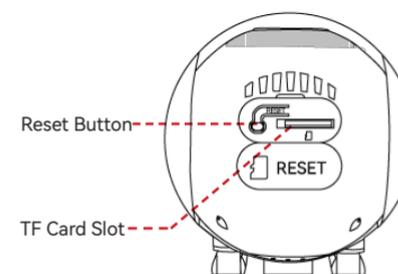
✉ support@jennov.com  
 📞 U.S Hotline: +1 3239021978  
 🌐 www.jennov.com(24 Hours Online Service)

### 01 Camera Introduction

#### 1. Front View



#### 2. Bottom View



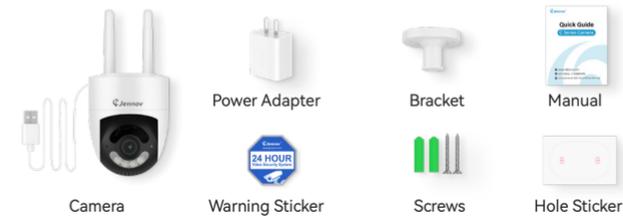
**TF Card:** It is recommended to use a genuine TF card with a capacity of 32-128GB, Class 10, 32FAT format, which is suitable for camera use.

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### 3. Indicator Lights Status

Lights Status	Camera Status
Red light flashing	Waiting to connect now
Red light quickly flashing	Getting WiFi information
Blue light flashing	1. Connecting to Wi-Fi 2. Camera is upgrading firmware
Blue light solid	WiFi connection succeeds

### 4. Product List



Wall-mounted



Ceiling-mounted

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### 02 Download & Register the Application

Two ways to download "Jennov" APP:

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



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



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



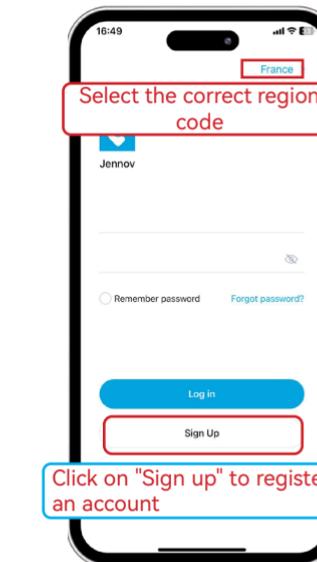
Online Customer Service

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### Register a Jennov Account

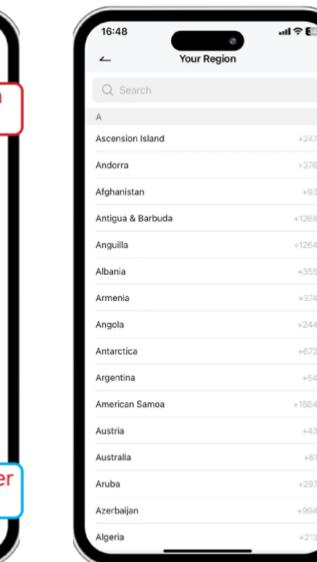
\*Please add the camera to your phone before installing it in the appropriate position.

Register a Jennov account using an email address.

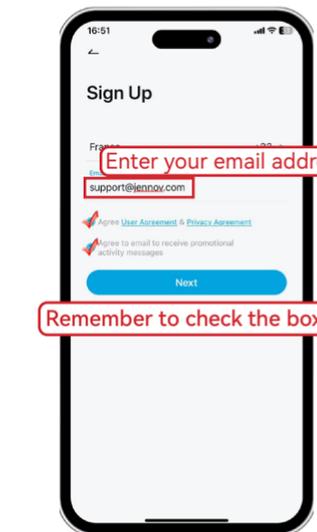


Select the correct region code

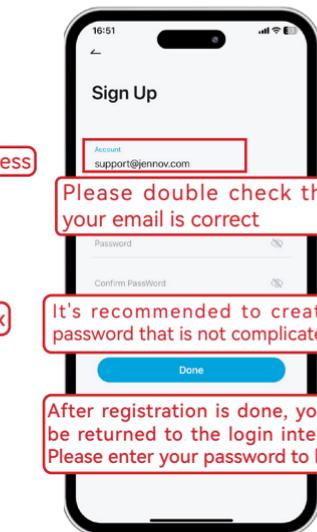
Click on "Sign up" to register an account



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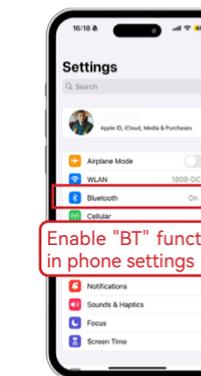
Remember to check the box



It's recommended to create a password that is not complicated. After registration is done, you will be returned to the login interface. Please enter your password to log in.

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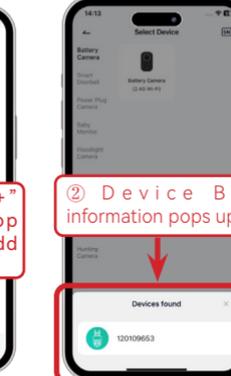
### 03 Set up the Wi-Fi Camera-BT



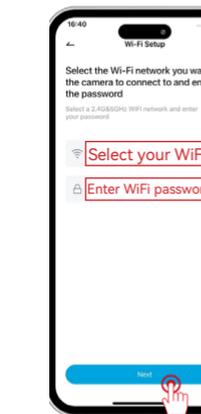
Enable "BT" function in phone settings



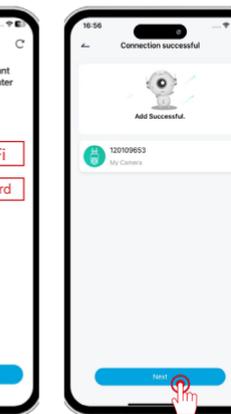
Click the "+" button in the top right corner to add the camera.



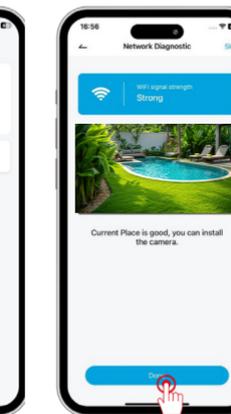
Device BT information pops up



Select your WiFi



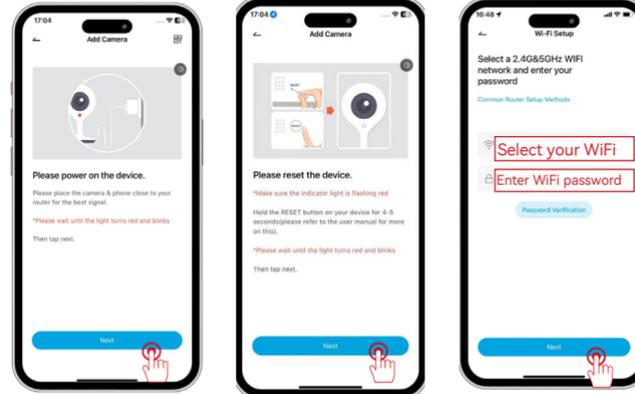
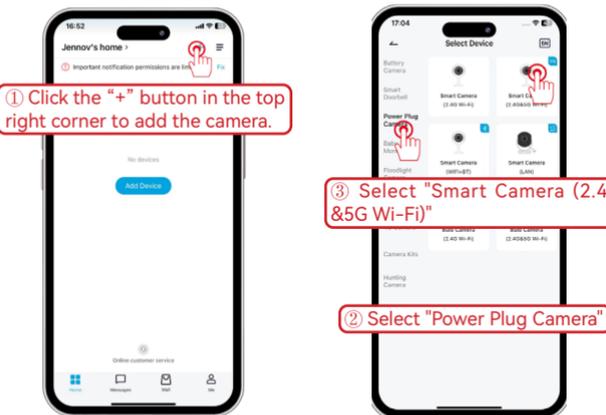
Enter WiFi password



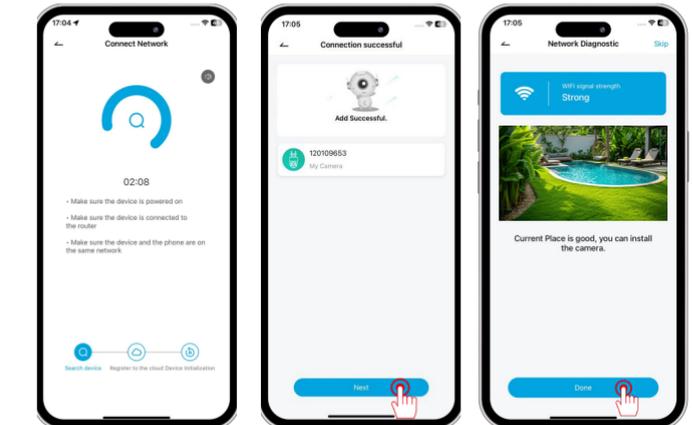
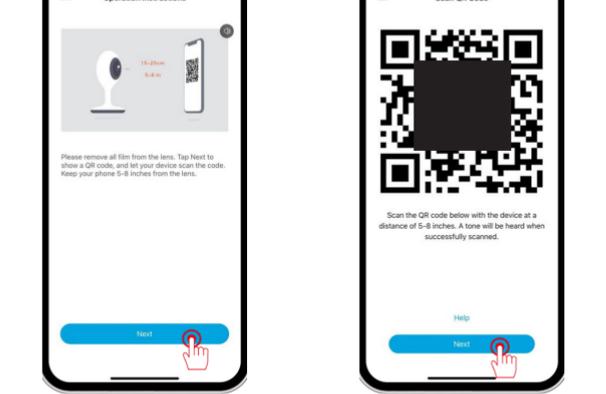
Current Place is good, you can install the camera.

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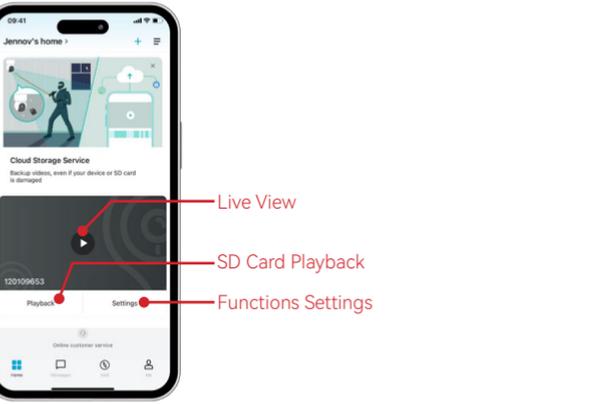
### 04 Set up the Wi-Fi Camera-Scan QR Code



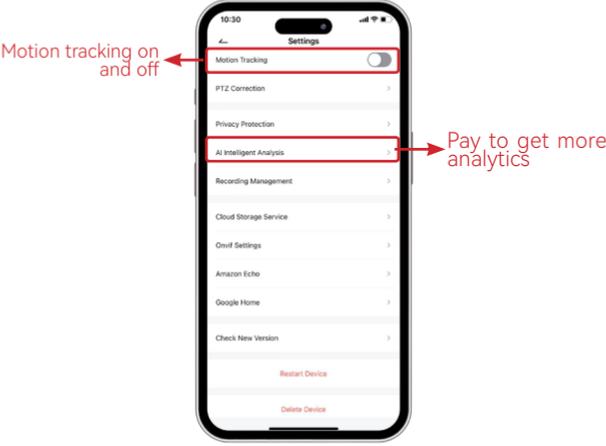
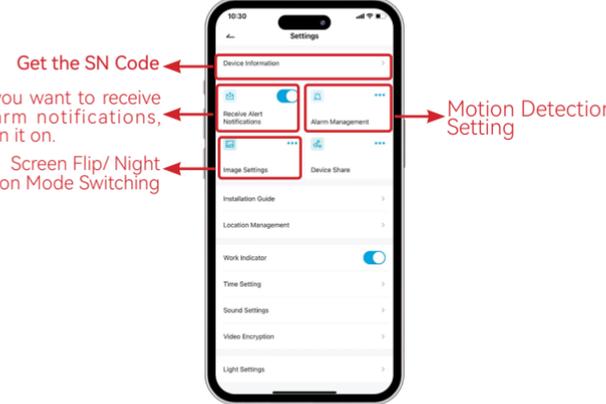
### 05 Introduction to basic functions



### 06 Install the Power Plug Camera

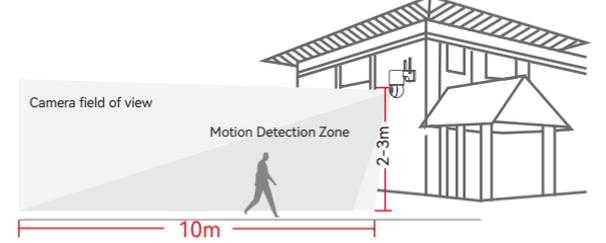


### 07 FAQs of Power Plug Camera



### 08 Install the Power Plug Camera

Select height and location  
Install the camera 7-10 ft (2-3m) above the ground. This height maximizes the detection range of motion sensor of the camera. Avoid placing camera direct to sunlight.



### Test the WiFi Signal at Installation Position

Use cell phone to test WiFi signal quality at the installation position before installing camera, make sure the WiFi router can provide good WiFi signal.



### 09 FAQs of Power Plug Camera

- 1. The camera can not connect to WIFI how to do?**  
A: Reset the camera, press and hold the "RESET" for 10 seconds until the "ding" beep to indicate a successful reset and then connect again.
- 2. How to watch the video playback?**  
A: Click "Playback" in the main interface to play back videos stored on TF card.
- 3. How to share to others and how many devices can I share at most?**  
A: Go to Settings, click "Device Share" to set up sharing. For main account, you can share to 3 users, and support 3 users to watch at the same time.
- 4. Why can't I connect to the network?**
  - A. Power issue:** Check if the camera is powered on properly and if the indicator light is lit as normal. If possible, try replacing it with a new power supply.
  - B. The distance issue:** Move the camera closer to the router to enhance signal strength. Ensure there are no obstacles blocking the signal.
  - C. Network signal fluctuations:** Restart the router and check the connection status of the camera.

### 10 Can the camera record without network?

A: The camera doesn't support record when it without network.

### 11 Why can't I save my video?

A: Maybe memory card is faulty and you have not subscribed to the cloud service, the camera will not be able to save video; you can check if there is a memory card option in the settings, if not, the memory card is damaged or incompatible with the camera, you need to plug out and plug in it, or replace it.

### 12 Motion alert is on, but there is no alert video?

- Enter the settings page in the APP to see if motion alert is enabled.
- Check whether motion alert sensitivity and schedule are set correctly;
- Reboot the camera and check if there are alert videos after triggering the motion detection;
- Confirm the network connection and ensure that the upstream bandwidth is sufficient to transmit alarm video. We recommend a minimum of 1Mbps upstream bandwidth for each device.

### 14 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.

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