

Quick Guide

J Series Camera

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 www.jennov.com(24 Hours Online Service)

01 Download & Register the Application

Here are two methods to download the "**EseeCloud**" 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 **EseeCloud** to download the app.



EseeCloud



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



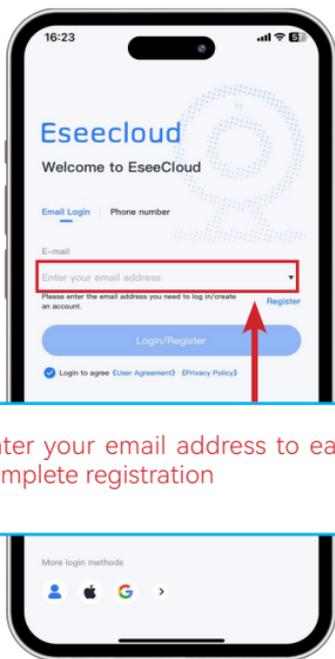
Online Customer Service

Register the EseeCloud Account

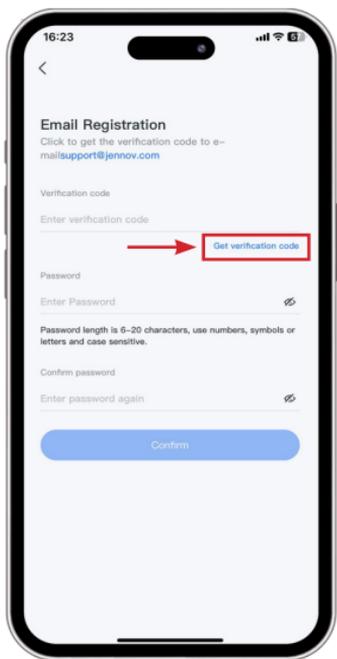
***Please connect the device to the app successfully before installing it in the desired location.**

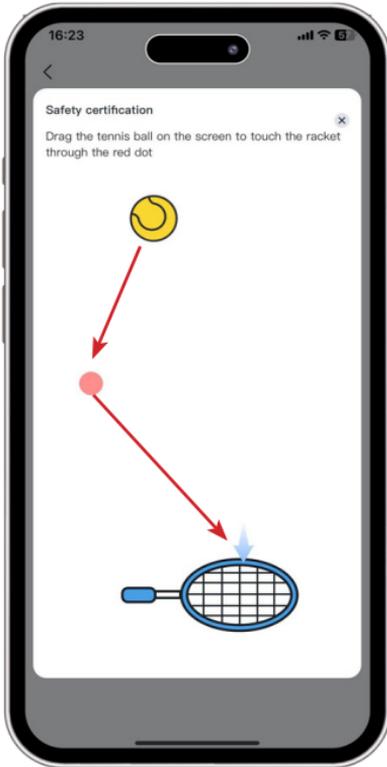
Here are two methods to register the EseeCloud account. Please choose the one that is convenient for you.

Plan A: Register an EseeCloud account using an email address. (Recommended)

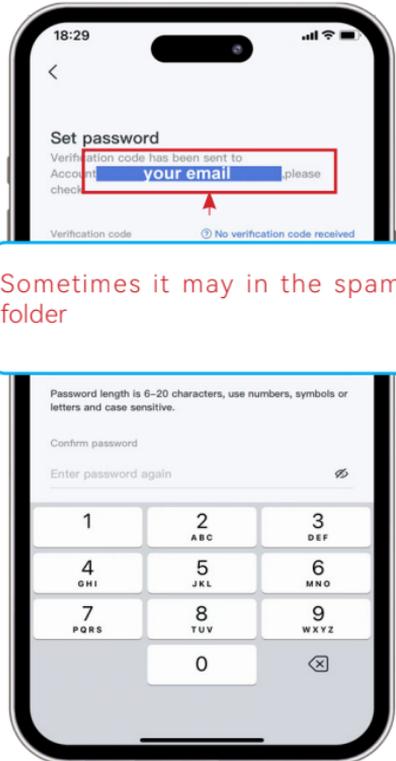


Enter your email address to easily complete registration





Drag the tennis ball past the red dot and drop it onto the racket.

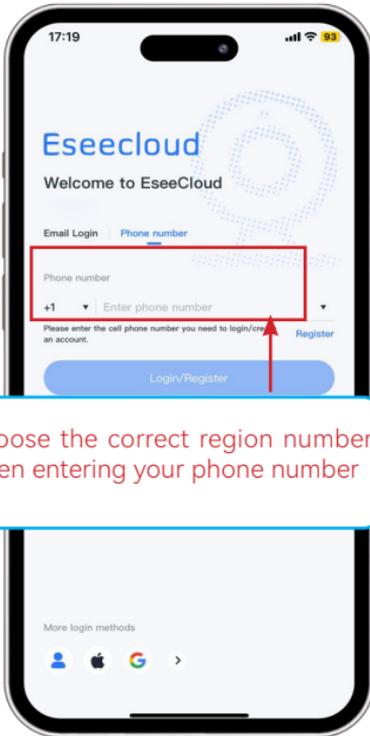


Sometimes it may in the spam folder

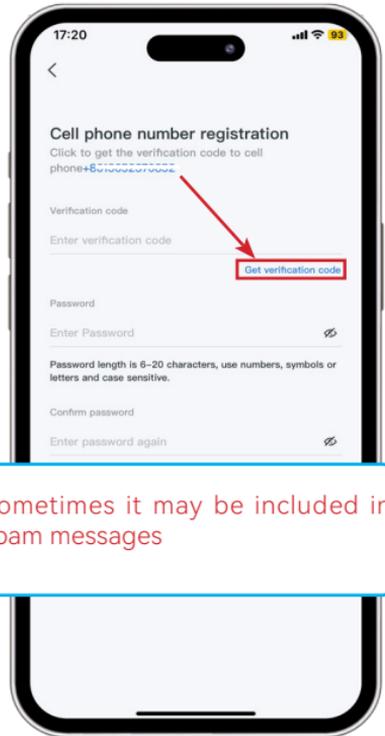
* You can try using another email address if you didn't get the verification code on your email.

Plan B: Register an EseeCloud account using phone number.

*If the email address registration fails, return to the registration interface and choose to use your phone number to register the account.



Choose the correct region number when entering your phone number



Sometimes it may be included in spam messages

02 Camera Introduction

Step 1: Turning on the Camera



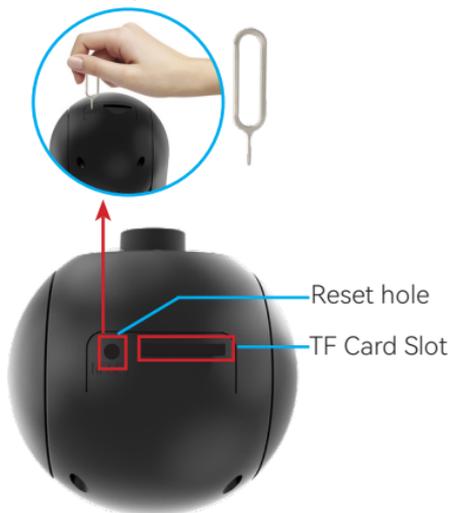
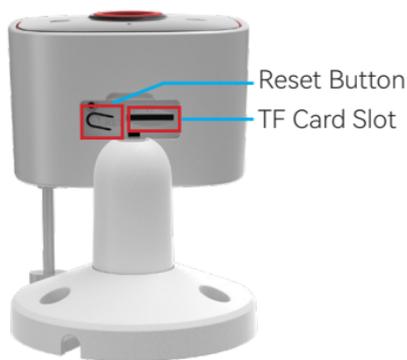
Power up using the Type-C power cable included in the box



If you purchased a light bulb camera, plug the camera into an E27 lamp holder

This reset hole should be pressed with the reset pin to reset the device.

Step 2: Resetting the device



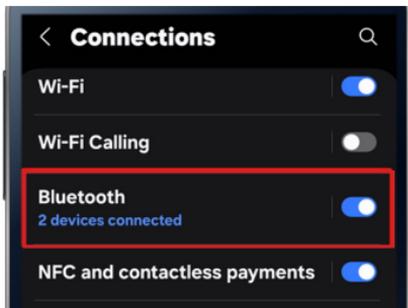
Please press and hold the reset button for **8-10 seconds** before connecting the camera, wait a few seconds for the voice prompt. If it is a bulb camera, please use a reset pin to reset it.

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. It is recommended to place the device near the router for the initial connection.

03 Set up the Camera - Plan A (Bluetooth-compatible)

First, please turn on the Bluetooth function on your phone.

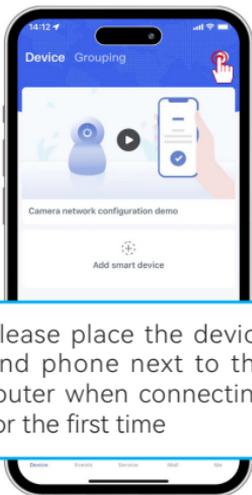


Android

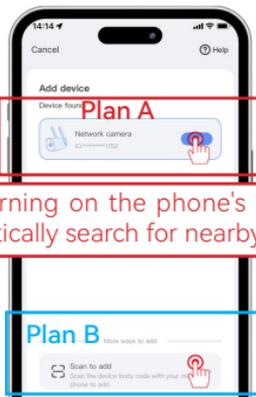


IOS

Then run the "EseeCloud" APP to connect to the camera.

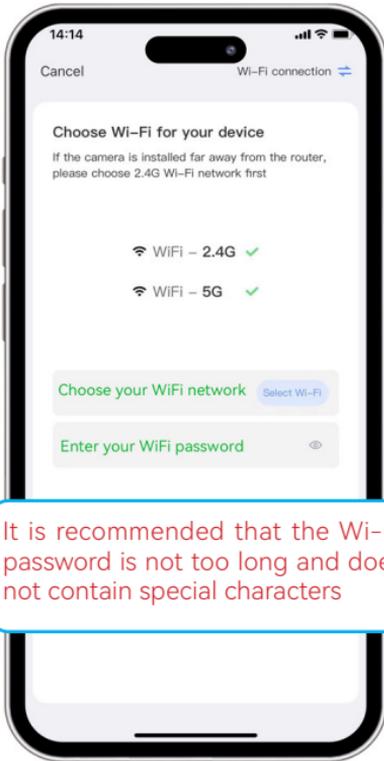


Please place the device and phone next to the router when connecting for the first time

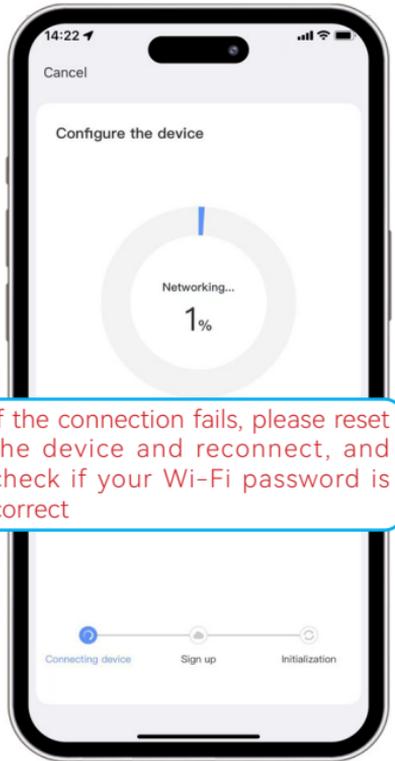


After turning on the phone's Bluetooth, it will automatically search for nearby devices

If the phone's Bluetooth cannot find the device, please click on "Scan to add" and scan the QR code on the camera sticker to add the camera



It is recommended that the Wi-Fi password is not too long and does not contain special characters



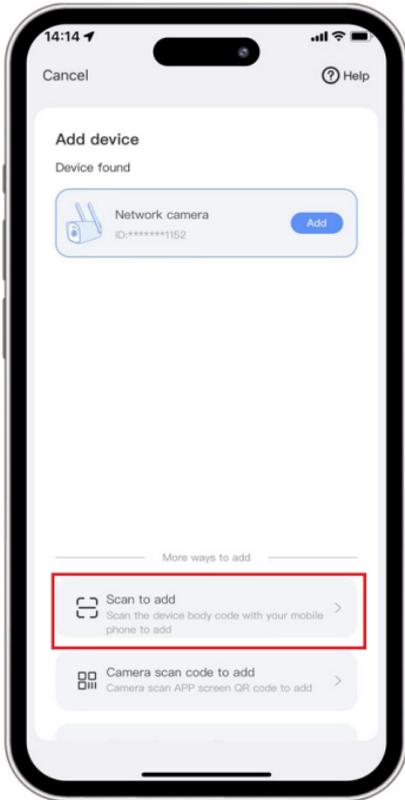
If the connection fails, please reset the device and reconnect, and check if your Wi-Fi password is correct

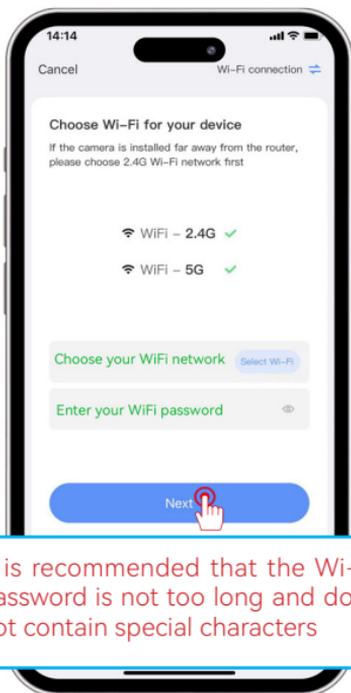
You can also scan the QR code below to watch the connection video



Set up Video

04 Set up the Camera - Plan B (QR Code Scan)





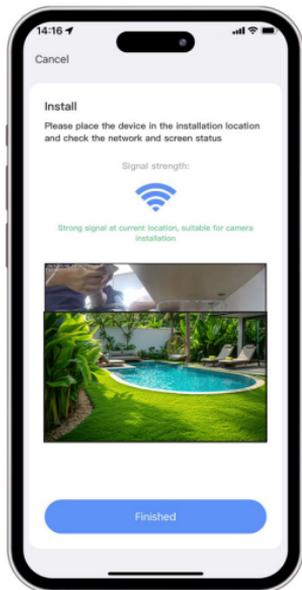
It is recommended that the Wi-Fi password is not too long and does not contain special characters

*If Plan A and Plan B cannot successfully add the camera to the app, please contact customer service for assistance. (Scan the QR code below)

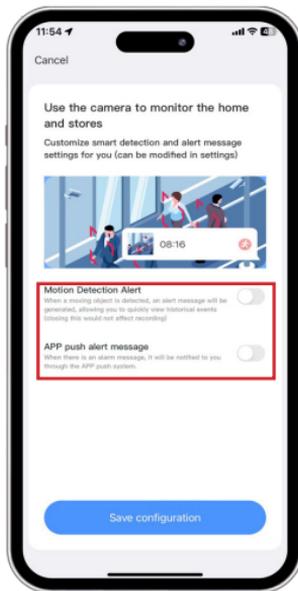
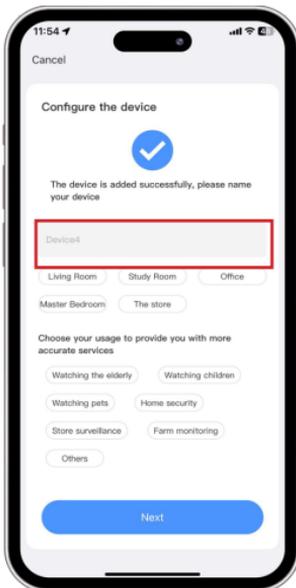


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05 Test the Signal and All Set-up

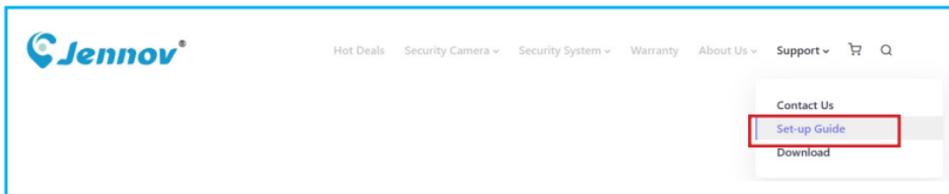


If the WiFi signal is weak, move the camera to test again until it's strong

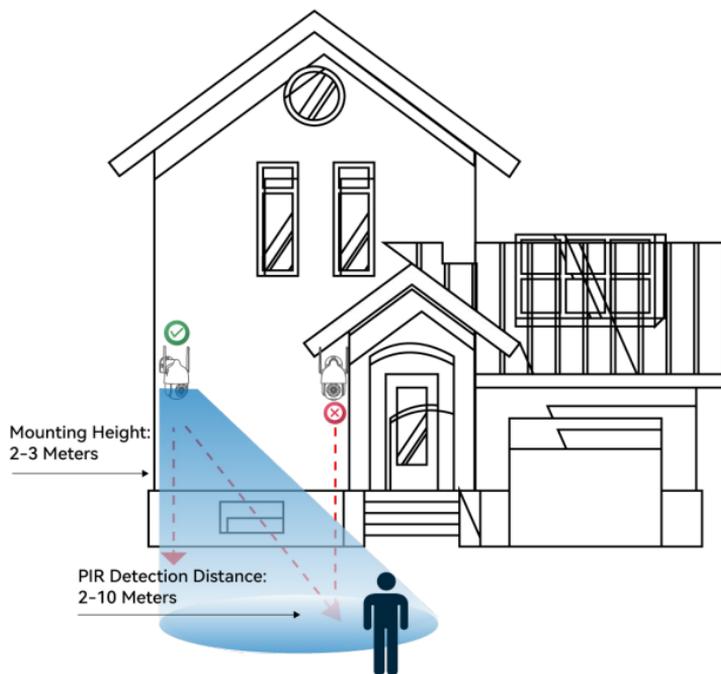


If you want to be able to receive alarm notifications from your device in time, pls activate them.

*If you would like to know more detailed product information, please visit our official website to download the detailed user manual.



06 Install the Camera



- 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.

07 FAQ

(1) The camera cannot connect to WiFi:

1. Make sure the camera is powered on properly. (If there is an indicator light on the camera).
2. When connecting for the first time, it's recommended to press and hold the camera reset button 5-8s to reset.
3. An overly long WiFi password or one that includes special symbols may prevent the app from properly recognizing the password.

Warm reminder: Some cameras only support 2.4GHz WiFi and do not support 5GHz WiFi.

(2) The camera disconnected while in use:

1. The camera is too far from the router, causing poor WiFi signal reception. Pls take the camera to the router for resetting and re-adding, and check if the WiFi signal value is stable.
2. There are other interference between the camera and the router, such as walls, glass, and other electronic products.
3. The camera is not powered on properly. Please replace the power supply and try again.

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

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