

Quick Guide J Series Camera



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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.



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.

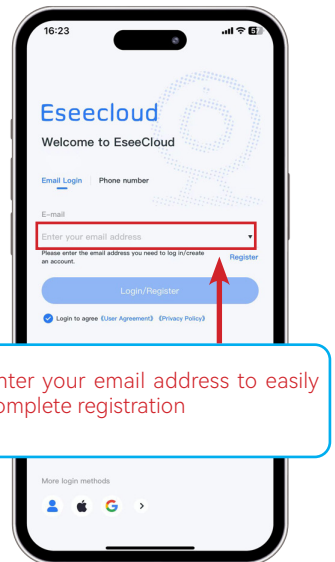
✉: support@jenustech.com

Register the EseeCloud Account

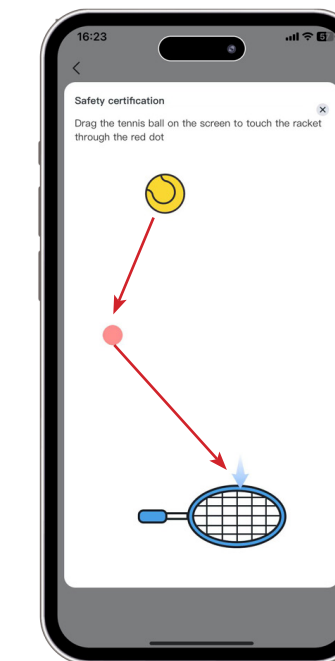
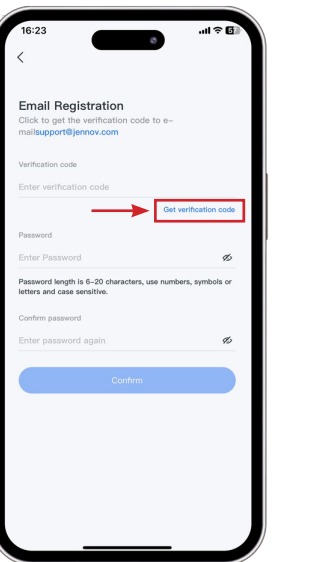
*Please connect the device to the app successfully before installing it in the desired location.

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

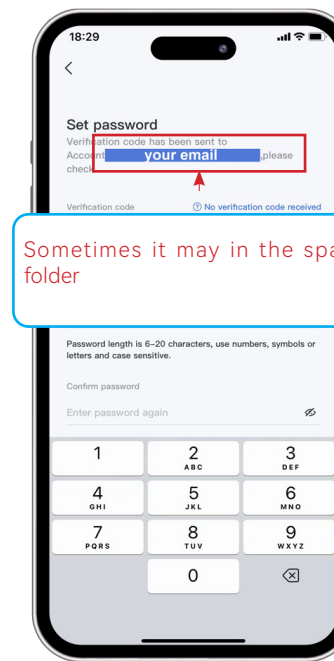
Plan A: Register an EseeCloud account using an email address. (Recommended)



Enter your email address to easily complete registration

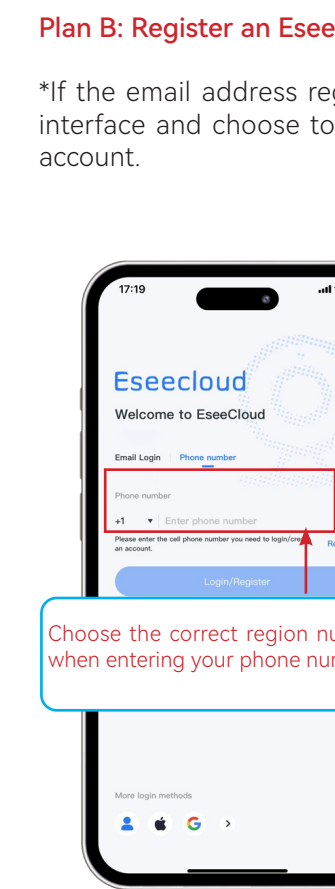


Drag the tennis ball past the red dot and drop it onto the racket.

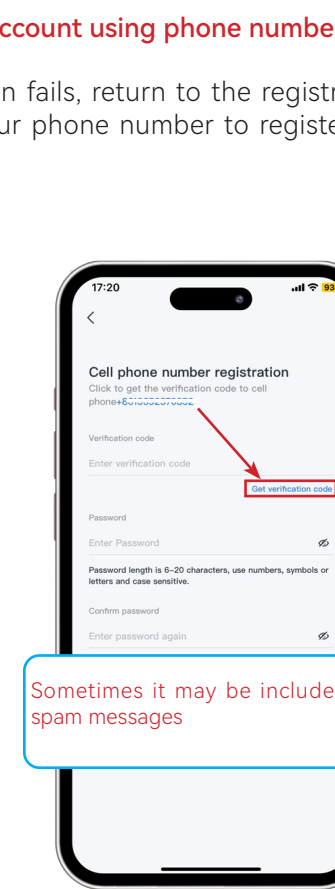


Sometimes it may in the spam folder

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



Choose the correct region number when entering your phone number



Sometimes it may be included in spam messages

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.

02 Camera Introduction

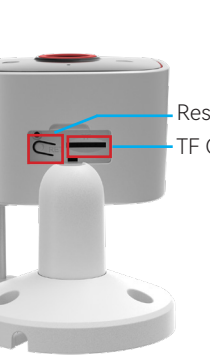
Step 1: Turning on the Camera



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

Note: The camera must be plugged in to a power supply and turned on before it can connect to the network.

Step 2: Resetting the device



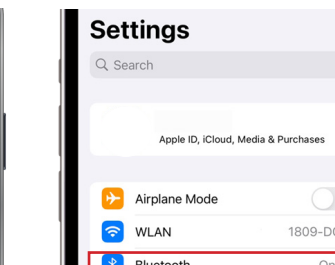
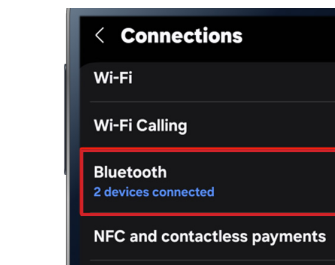
Please press and hold the reset button for **8-10 seconds** before connecting the camera, wait a few seconds for the voice prompt. If it is a bulb camera, please use a reset pin to reset it.

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.

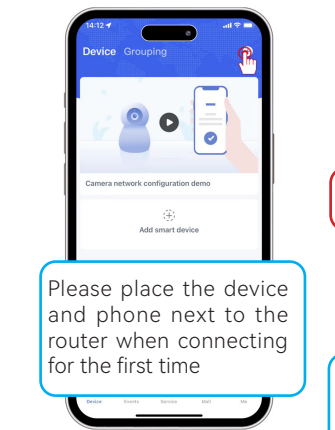
Note: Please reset the device before each reconnection. It is recommended to place the device near the router for the initial connection.

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

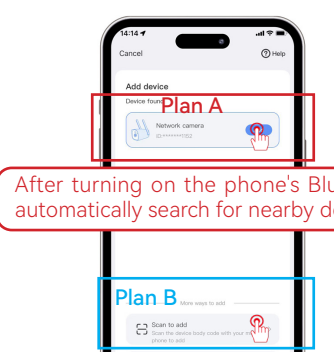
First, please turn on the Bluetooth function on your phone.



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

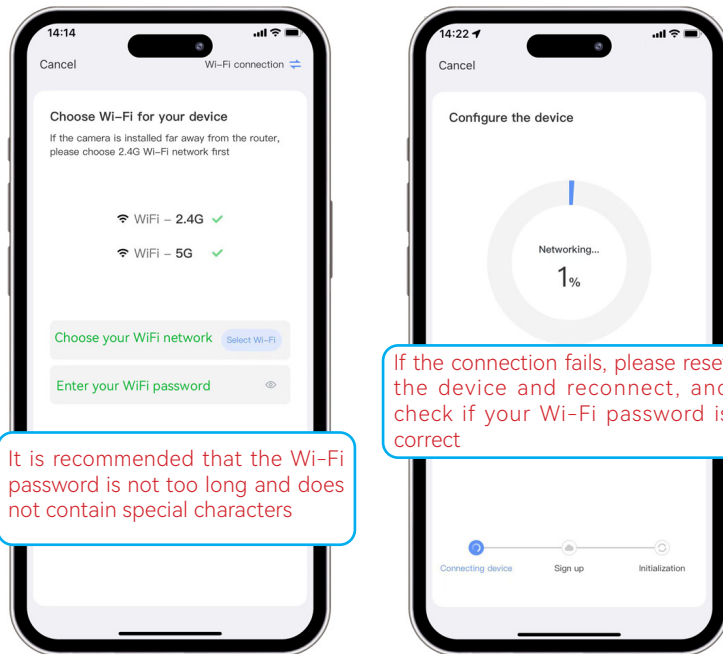


Please place the device and phone next to the router when connecting for the first time



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

Plan B
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

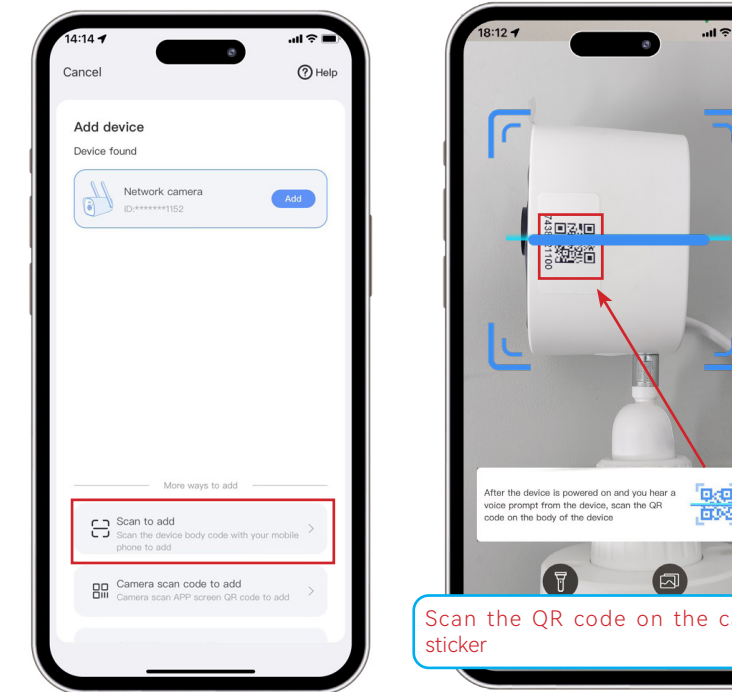
If the connection fails, please reset the device and reconnect, and check if your Wi-Fi password is correct

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

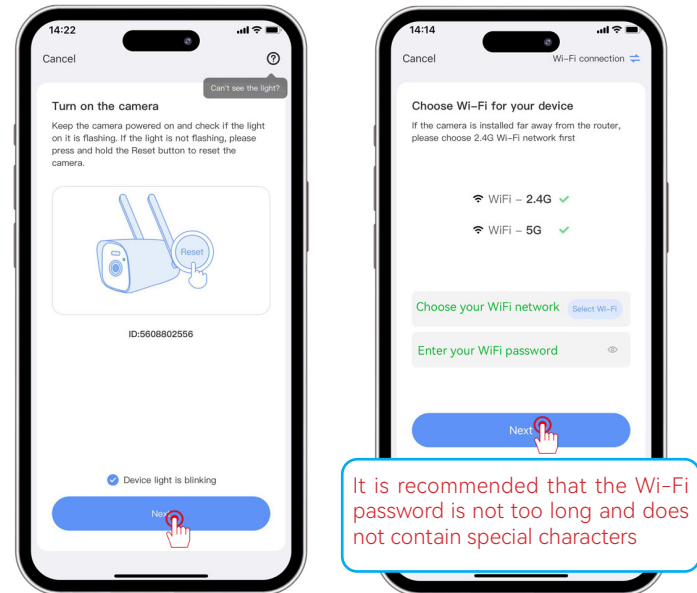


Set up Video

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



Scan the QR code on the camera sticker

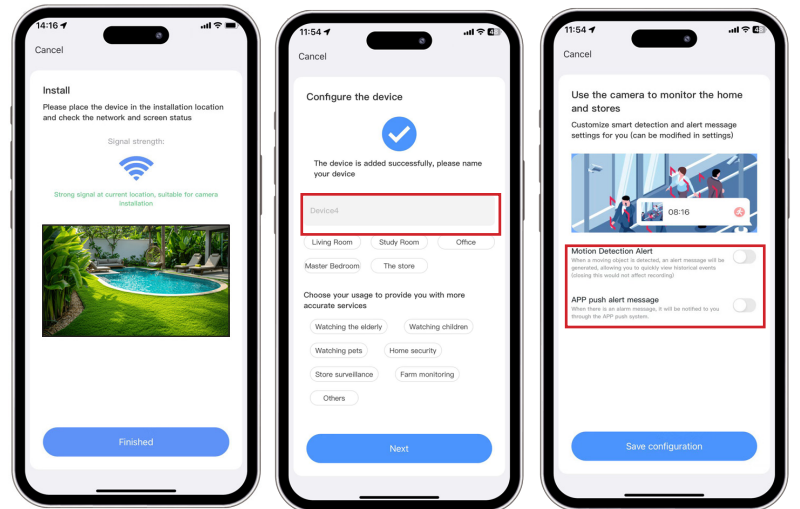


It is recommended that the Wi-Fi password is not too long and does not contain special characters

*If Plan A and Plan B cannot successfully add the camera to the app, please contact customer service for assistance.

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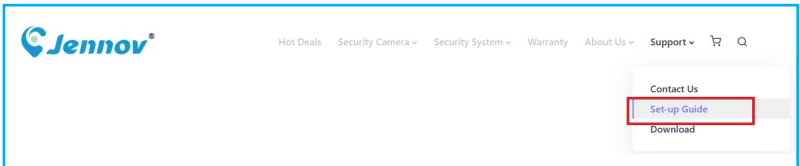
05 Test the Signal and All Set-up



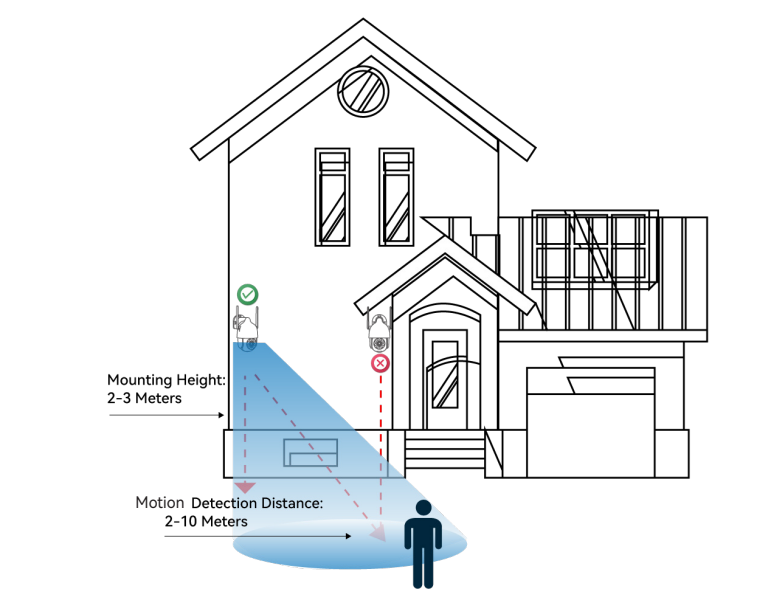
If the WiFi signal is weak, move the camera to test again until it's strong

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 motion sensor's efficiency.
- Install the camera 2-3 meters (7-10 ft) above the ground. This height maximizes the detection range of the motion sensor of camera.
- For better motion detection performance, please install the camera angularly.

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

07 FAQ

(1) The camera cannot connect to WiFi:

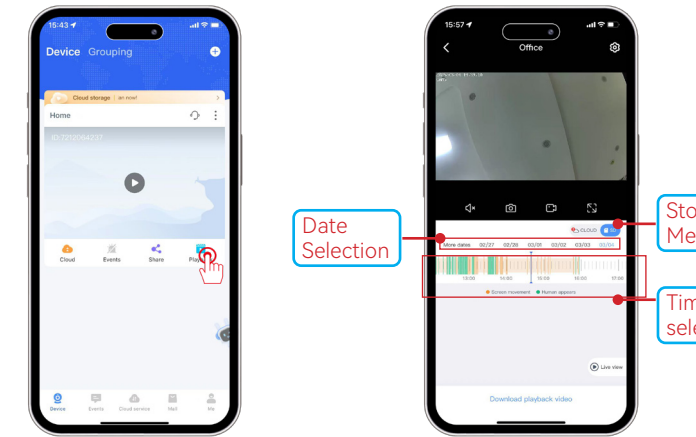
1. Make sure the camera is powered on properly. (If there is an blue indicator light on the camera).
2. When connecting for the first time, it's recommended to press and hold the camera reset button 5-8s to reset.
3. An overly long WiFi password or one that includes special symbols may prevent the app from properly recognizing the password.
4. Warm reminder: When the connection distance is far, it is recommended to connect 2.4G wifi, 5G wifi signal the farther distance the weaker signal.



(2) The camera disconnected while in use:

1. Power issue: Check if the camera is powered on properly and if the blue indicator light is lit as normal. If not, try replacing it with a new power supply.
2. The distance issue: Move the camera closer to the router to enhance signal strength. Ensure there are no obstacles blocking the signal (such as walls, glass, and other electronic products).
3. Network signal fluctuations: Restart the router and check the connection status of the camera.

(3) View full playback

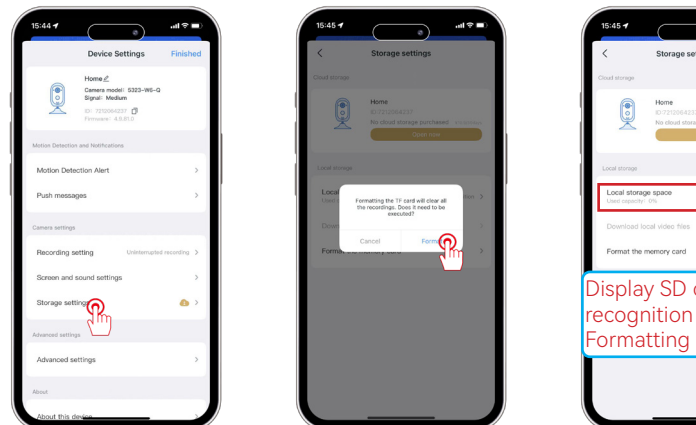


Date Selection

Storage Methods

Time slot selection

(4) Format SD card within APP



Display SD card recognition status: Formatting successful

08 Activate Your Warranty

12 Months Free Coverage Guaranteed!

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

support@jenustech.com
 U.S Hotline: +1 3239021978