



Quick Start Guide Kurzanleitung

Create a Smarter & Safer World

About the User Manual

The manual is only applied to our relevant products. This manual contains the product information and instructions. The icons, pictures, and some other information contained in the manual are for description and explanation only. Please refer to the actual products if there is a discrepancy. Mistakes may exist in the manual due to inevitable typographical and printing factors. Please refer to the real products. Furthermore, the information in this manual might be upgraded because of some reasons such as technical upgrading, without prior notice. For more details, please contact our support team or download the latest version of user manual from our official website.

Legal Disclaimer

REGARDING TO THE PRODUCT WITH INTERNET ACCESS, THE USE OF PRODUCT SHALL BE WHOLLY AT YOUR OWN RISKS. OUR COMPANY SHALL NOT TAKE ANY RESPONSIBILITIES FOR ABNORMAL OPERATION, PRIVACY LEAKAGE OR OTHER DAMAGES RESULTING FROM CYBER ATTACK, HACKER ATTACK, VIRUS INSPECTION, OR OTHER INTERNET SECURITY RISKS; HOWEVER, OUR COMPANY WILL PROVIDE TIMELY TECHNICAL SUPPORT IF REQUIRED. SURVEILLANCE LAWS VARY BY JURISDICTION. PLEASE CHECK ALL RELEVANT LAWS IN YOUR JURISDICTION BEFORE USING THIS PRODUCT IN ORDER TO ENSURE THAT YOUR USE CONFORMS THE APPLICABLE LAW. OUR COMPANY SHALL NOT BE LIABLE IN THE EVENT THAT THIS PRODUCT IS USED WITH ILLEGITIMATE PURPOSES.

IN THE EVENT OF ANY CONFLICTS BETWEEN THIS MANUAL AND THE APPLICABLE LAW, THE LATER PREVAILS.

Regulatory Information

FCC Conditions

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 receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

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, and (2) this device must accept any interference received, including interference that may cause undesired operation.

RF Exposure Warning Statements:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

EU Conformity Statement



This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the EMC Directive 2004/108/EC, the RoHS Directive 2011/65/EU and Amendment (EU)2015/863.



2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated collection points.



For more information see: www.recyclethis.info

Safety Instruction

These instructions are intended to ensure that user can use the product correctly to avoid danger or property loss. The precaution measure is divided into "Warnings" and "Cautions"

Warnings: Serious injury or death may occur if any of the warnings are neglected.

Cautions: Injury or equipment damage may occur if any of the cautions are neglected.

	Cautions: Follow these precautions to prevent potential injury or material damage.
	Warnings: Follow these safeguards to prevent serious injury or death.



Warnings

- Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.
- In the use of the product, you must be in strict compliance with the electrical safety regulations of the nation and region. Please refer to technical specifications for detailed information.
- Input voltage should meet both the SELV (Safety Extra Low Voltage) and the Limited Power Source with 100~240 VAC or 12 VDC according to the IEC60950-1 standard. Please refer to technical specifications for detailed information.
- Do not connect several devices to one power adapter as adapter overload may cause over-heating or a fire hazard.
- Please make sure that the plug is firmly connected to the power socket.
- If smoke, odor or noise rise from the device, turn off the power at once and unplug the power cable, and then please contact the service center.



Preventive and Cautionary Tips

Before connecting and operating your camera, please check the below important preventive & cautionary tips:

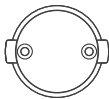
- Please install the camera away from the elderly and children, so as not to cause electrical injury. Ensure the electric safety to avoid fire caused by current overload.
- Do not drop the camera or subject it to physical shock.
- Do not touch the camera lens with fingers. If cleaning is necessary, use a clean cloth with a bit of ethanol and wipe it gently.

- Do not aim the camera to the sun or extra bright positions. Blooming or smearing may occur otherwise (which is not a malfunction), and affect the lifespan of the sensor at the same time.
- The camera sensor may be burned by a laser beam, so when any laser equipment is in use nearby, make sure that the camera lens will not be exposed to the laser beam.
- Do not place the camera in extremely hot, cold or dusty environments, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required for the operating environment.
- Indoor Pan Tilt Camera is designed for indoor use only.
- Outdoor Bullet Camera and Mini Pan Tilt Dome Camera supports dustproof and waterproof. Ideal for outdoor use. Please make sure to fix it firmly. Avoid injury from falling.

1. What's in the Box



PTZ Camera



Camera Bracket



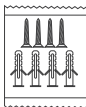
Power Adapter



USB Power Cable

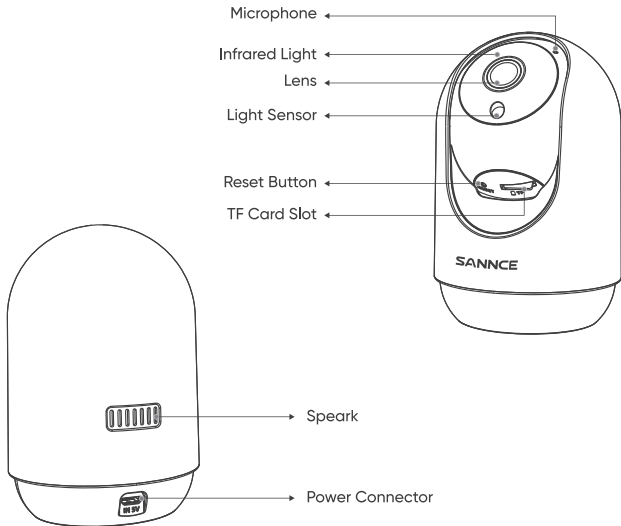


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Screw Pack

2. Product Introduction



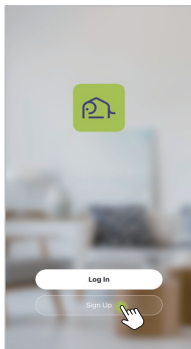
3. How to Add the Camera to the App

1. Search the app SANNCE in Apple Store or Google Play, then install it.
2. Open the app, and tap "Sign Up". (Picture 1)

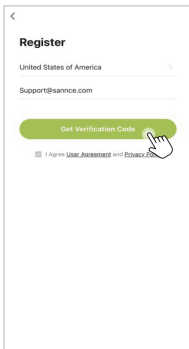
Note: Please allow the app to access the Location, storage, notification, microphone, speakers with your phone.

3. Ensure your location is correct. Then enter your email address or phone number, and enable user protocol and privacy protocol. Tap to get the verification code, then complete the registration by following the tips. Log into your account. (Picture 2)

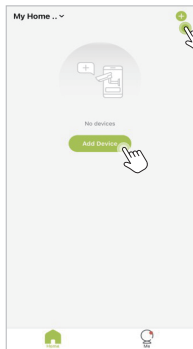
4. Tap the icon "+" or "Add Device", then choose "Smart IP Camera". (Picture 3, 4)
 5. Ensure the camera is on, and tap "Next" when you heard the prompt tone.
 6. Select your WiFi network (2.4 GHz), and enter the password. Then tap "Next". (Picture 5)
 7. Follow the displayed tip on the app. Put your phone 15–20 centimeters away from the camera, with the camera lens pointing at the QR code. When you hear the prompt tone "The QR code scanned successfully", tap "I heard a prompt". (Picture 6)
Note: hold the reset button to reset the camera if you cannot hear the prompt tones. Return to step 4 and retry when the device is rebooted.
 8. The camera will be automatically connected to the WiFi network. In the connecting process, you will hear the prompt tone "Network Connecting, Server Connecting". (Picture 7)
 9. Camera added successfully. You can name your device and get the live view. (Picture 8, 9)
 10. Click on the icon "☐" to start the full screen preview. (Picture 10)
- Note: Be sure that you have enabled the DHCP of the router, and adjusted the router to a 2.4 GHz network (The camera only supports the 2.4 GHz WLAN network, not 5 GHz). The wireless network should be WPA or WPA2 encrypted. Further, no special characters or symbols are allowed in the WiFi username and password.**



Picture 1



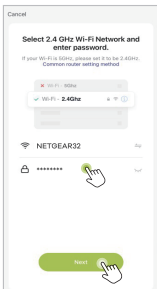
Picture 2



Picture 3



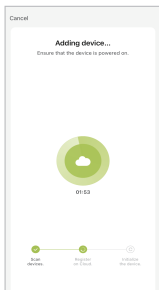
Picture 4



Picture 5



Picture 6



Picture 7



Picture 8



Picture 9

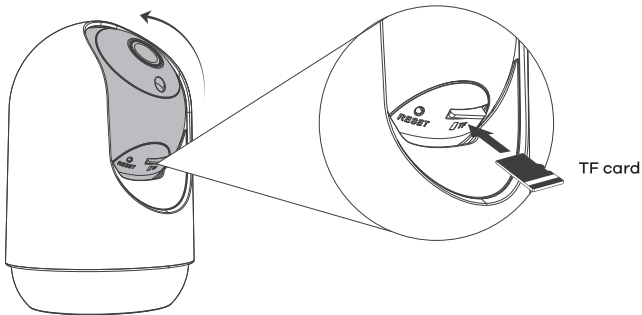
Picture 10



4. Setting Guide

Insert a TF (Micro-SD) Card

1. Rotate the camera lens up and down to find the TF card slot at the bottom of the lens.
2. Insert the TF card into the slot by following the signs.
(The camera supports a TF card of max. 128 GB of storage capacity.)



Format the TF card

1. Access the live view.
2. On this screen, tap the icon "... " and enter the setting screen.
3. Choose the **"Storage Setting"**; on this screen you can see the Used Capacity and Remaining Capacity of the TF card.
4. Choose **"Format"** and confirm to start the formatting.

Recording Setting

1. Ensure you have inserted a TF card, and formatted it before the setting.
2. Choose your device and access the live view.
3. Tap the icon "... " to enter the setting screen.
4. Choose **"Storage Setting"**.
5. Tap **"Local Recording"**, and the camera is ready to record.
6. Tap **"Recording Mode"** to further set up **"Event Recording"** and **"Non-Stop"** recording.

Switch Between Talk Modes

1. Access the live view screen.
2. Tap icon “...” to enter Setting.
3. Choose **“Basic Function Setting”**.
4. Tap **“Talk Mode”**. You can choose between **“One-Way Communication”** and **“Two Way-Talk”**.

5. FAQ

1. The camera is not working

Check if the power adapter is working. Or change another adapter to power on the camera, to check if the camera is working properly.

2. Check the WiFi configuration of the app

Ensure that the app can access your location.

Ensure that your phone has connected to 2.4 GHz WiFi network, instead of 5 GHz. (The camera doesn't support 5GHz wireless network.)

3. Fail to add the camera

Ensure you have entered the correct WiFi password; the camera and router are in the same 2.4 GHz network. Put your phone and camera close to the router and reset the device. Pair the camera with the phone once again.

4. Device is offline

Ensure the camera is properly powered on.
Ensure the camera is in WiFi network range.

5. Fail to record or play back videos

Ensure the micro-SD card is properly installed, and has been formatted.
Ensure there is free space on the micro-SD card.
Ensure the camera is properly connected to the WiFi network.

6. Fail to receive notifications

Ensure you have enabled notification service in the app setting. Tap **“Me”** at the bottom right, then tap the setting icon at the top right corner. Find the option App Notification and get into; then tap **“Enable Notification”**.

Ensure you have enabled notification service in the phone setting. **Go to Setting -> App -> SANNCE**. Please check if you have granted the notification permission to the app. If not, enable the permission.