



User Manual

Wireless Pan & Tilt Smart Security Camera



Content

<u>1, How to download the App</u>	3
<u>2, How to operate the App</u>	3
<u>2.1, Register account</u>	3
<u>2.2, Connect the camera</u>	4
<u>2.2.1, Add the camera by QR Code</u>	4
<u>2.3, Function introduction</u>	6
<u>2.3.1, The APP main interface</u>	6
<u>2.3.2, Live View interface</u>	6
<u>2.3.3, Playback interface</u>	7
<u>2.3.4, Introduction of more settings</u>	7
<u>2.3.5, The Alarm Push Settings</u>	8
<u>2.3.6, Share with Others</u>	9
<u>2.3.7, Micro SD card settings</u>	10
<u>2.3.8, Use Amazon Echo to control smart devices</u>	10
<u>2.3.9, Delete the camera</u>	11
<u>3, FAQ</u>	12

1, How to download the App

- A. Search for “Connect Smarthome” on the app store (Android Google Play or iOS App Store) to download the App.
- B. Alternatively, scan the QR code below to download the APP.



2, How to operate the App

2.1, Register an account

Two side-by-side screenshots of a mobile app interface. The left screenshot shows the 'Register' screen with a back arrow, a country code dropdown set to 'Armenia +374', a text input field for 'Mobile number/Email', a 'Continue' button, and a checkbox for 'I agree with Service Agreement and Privacy Policy'. The right screenshot shows the 'Log in' screen with a back arrow, a country code dropdown set to 'Armenia +374', text input fields for 'Mobile number/Email' and 'Password', a 'Log in' button, and links for 'Verify via SMS' and 'Forgot Password'. A virtual keyboard is visible at the bottom of the right screenshot.

Register

Armenia +374 >

Mobile number/Email

Continue

☒ I agree with [Service Agreement](#) and [Privacy Policy](#)

Log in

Armenia +374 >

Mobile number/Email

Password

Log in

[Verify via SMS](#) [Forgot Password](#)

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↑ z x c v b n m ↵

123 🔊 space Next

New users will need to register by e-mail. Click "Register" and follow the steps to complete registration.

2.2, Connect the camera

- Connect the unit with the included microUSB cable to a free USB port.
- After the device has turned on, press and hold the reset button with the supplied pin for 5 seconds. You will hear a beep and the led will be solid red. The unit is resetting. Once you hear another chime, the unit has finished restarting and the light will flash red.
- A stable and smooth WiFi network is required when adding devices



Before adding a device, you need to note the following:

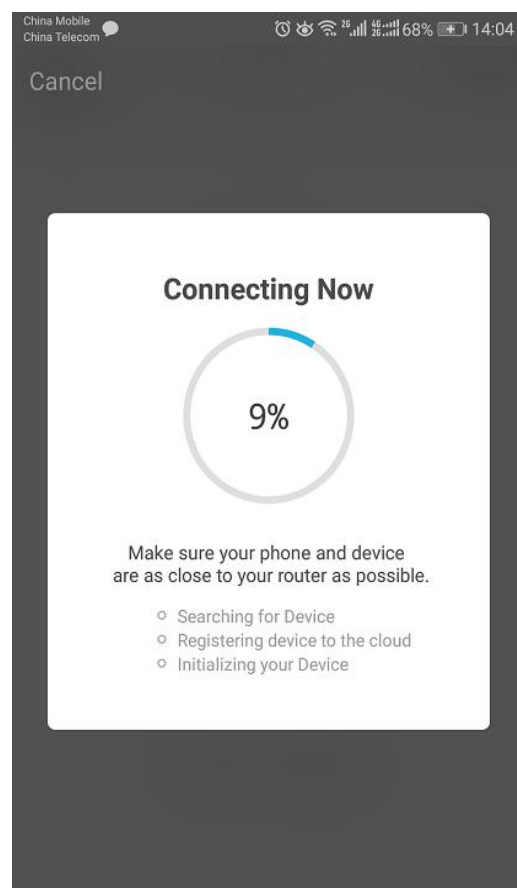
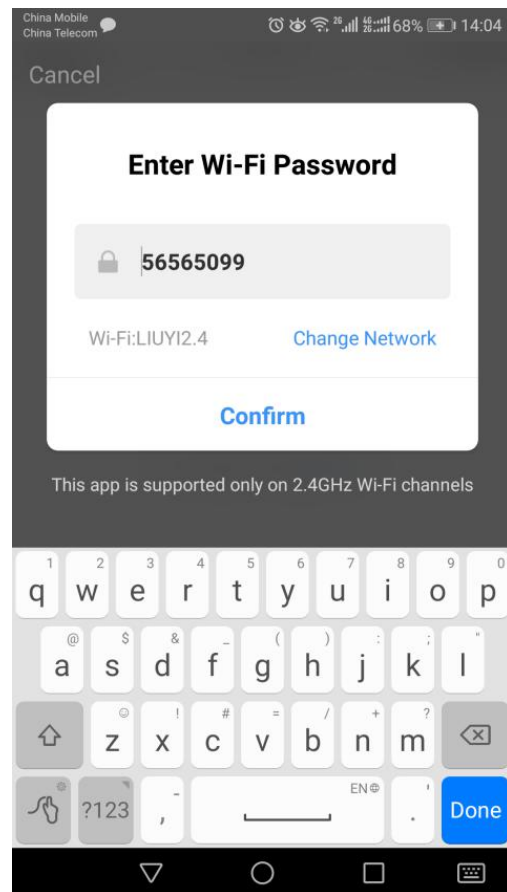
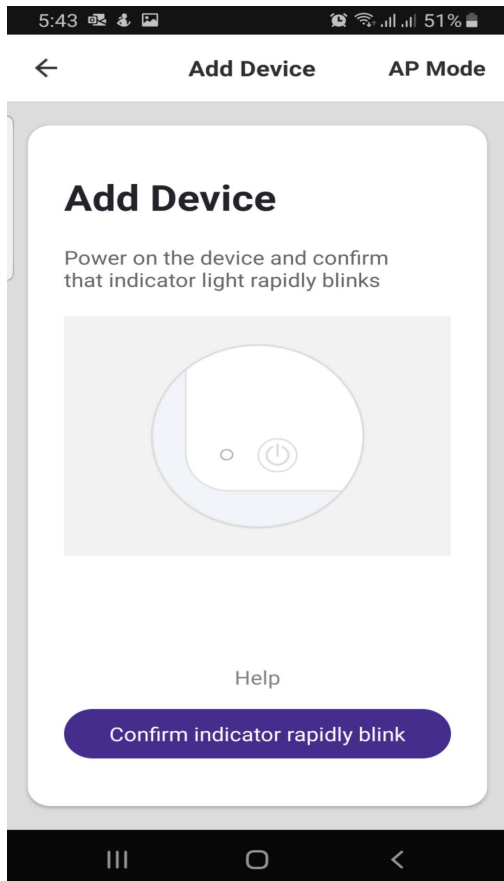
1. This camera only supports 2.4GHZ WiFi network. Before adding equipment, please ensure that your router supports 2.4GHZ WiFi network, and the mobile phone is connected to 2.4GHZ WiFi network. (For details, please refer to FAQ of this manual)
2. If the device fails to be added, press and hold the reset button on the device to restore the device to the factory settings. After the device indicator will be red and once you hear the beep, try again.

2.2.1, Add the camera by QR Code

- A. When the unit led is flashing red, click the “+” symbol in the app to add a new device.
- B. Select Add Manually
- C. Select Security & Sensors -> Smart Camera
- D. Follow the prompts on screen
- E. Point the QR code at the camera lens
- F. You will hear a beep if the camera has successfully read the QR code.
- G. Follow the prompts and you have now connected the Smart Camera.

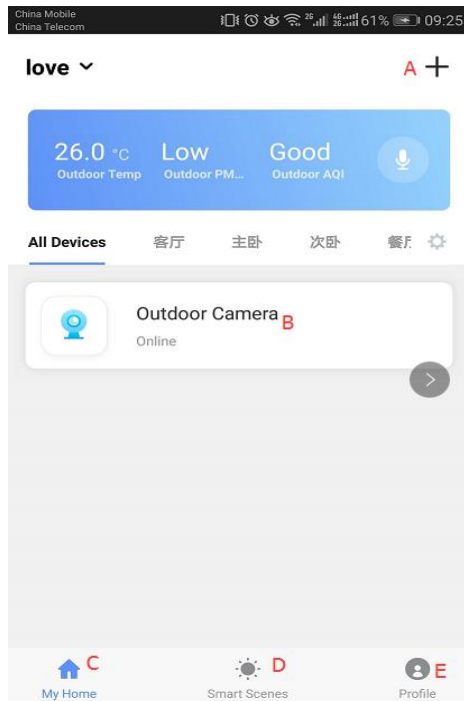


The device lens is aimed at the QR code on the phone screen with a distance of 15 cm. After the device recognizes the QR code, it will send out the "Beep". Then click "I hear the beep"



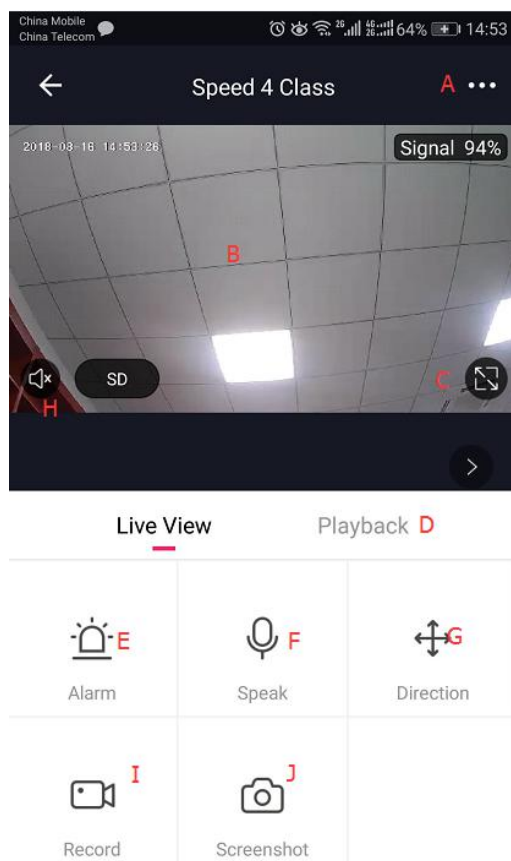
2.3, Function introduction

2.3.1, The APP main interface



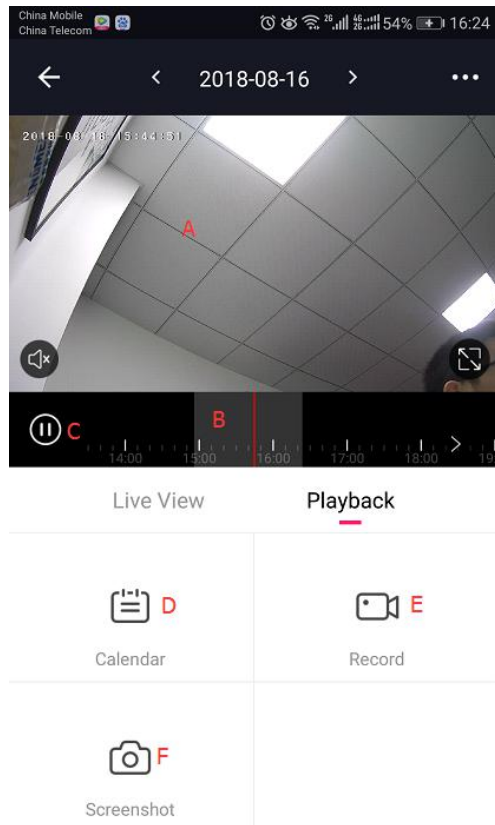
- A. Add device
- B. Video window, click to enter the video interface
- C. All the devices that are added
- D. customize your own personal scenes to suit your needs
- E. personal profile setup

2.3.2, Live View interface



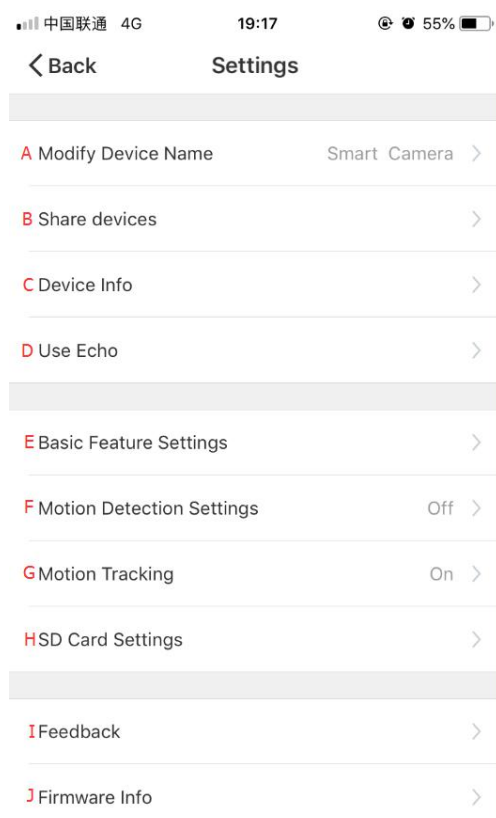
- A. More settings
- B. Live video
- C. Full screen
- D. playback the videos in storage
- E. turn motion detection on or off
- F. press and talk to the camera
- G. PTZ control. Move the camera up and down, left and right.
- H. Sound on/off button
- I. Record video in real time and save it to your phone photo album
- J. Take a screenshot of the video and save it to your phone's photo album

2.3.3, Playback interface



- A. Playback video recording.
- B. The time table. The time in grey colour are with video recordings. You can drag the time table to the exact time that you want to see.
- C. Pause or start playback video recording.
- D. In Calendar, you will see the date in red colour with video recordings.
- E. Record the video recordings to the mobile phone.
- F. Snapshot the picture of the video recordings and save it on the phone.

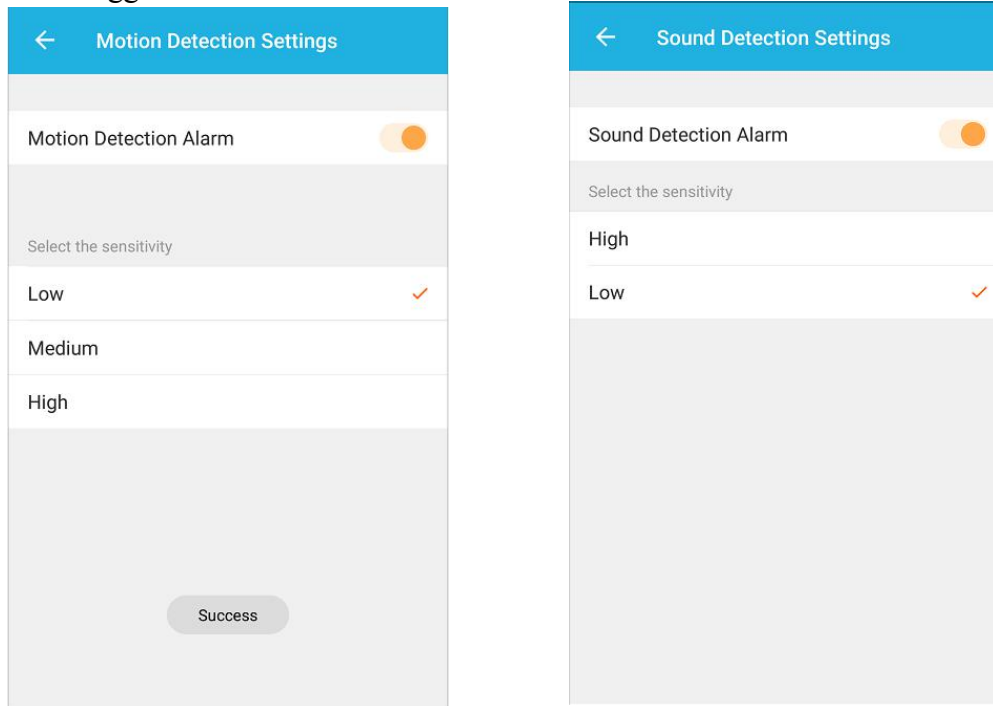
2.3.4, Introduction of more settings



- A. Rename and modify the device name.
- B. Share the device with your friends
- C. Device info: the owner ID, IP Address, Device ID, Device time zone, Wifi signal strength.
- D. How to connect your device to Amazon Alexa.
- E. Basic feature settings; turn on/off indicator light; flip the video; turn on/off time watermark.
- F. turn on/off sound detection alarm.
- G. turn on/off motion detection alarm.
- H. SD card capacity; format SD card.
- I. Write your feedback of the products
- J. Check for the firmware update.

2.3.5, The Alarm Push Settings

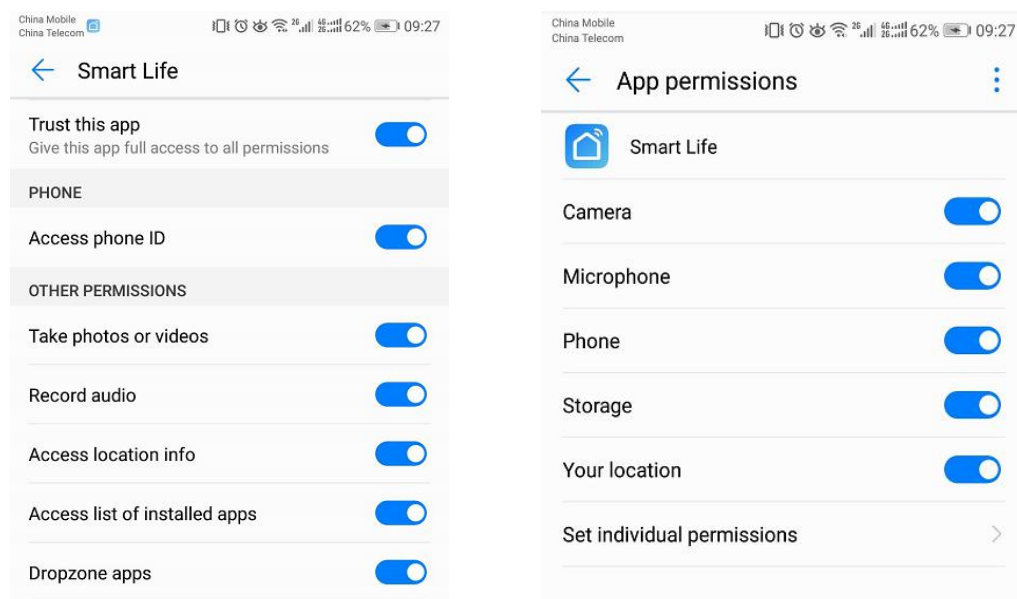
The device supports motion detection and sound detection alarms. When the settings are correct, the device will send an alarm message to the mobile phone when the event is triggered.

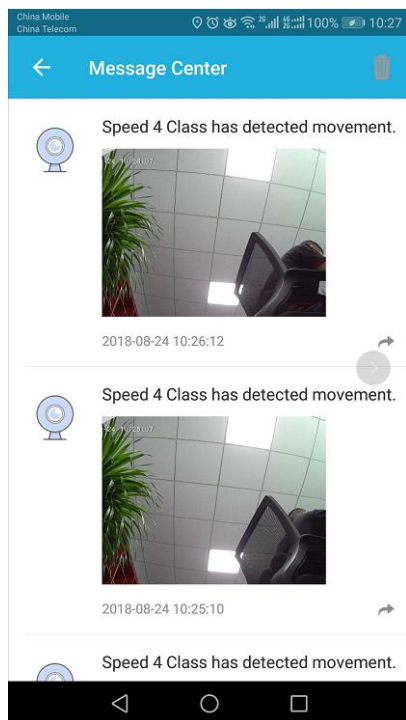


Turn on motion detection and sound detection, and select the corresponding sensitivity.

Remarks: In a small space, select "Low" or "Medium". For environments with large space, in order to improve the alarm sensitivity, it is recommended to select "high".

Notice: If you need your phone to receive an alerts, you must allow the Smart life APP all the permissions in your mobile phone app permissions settings.





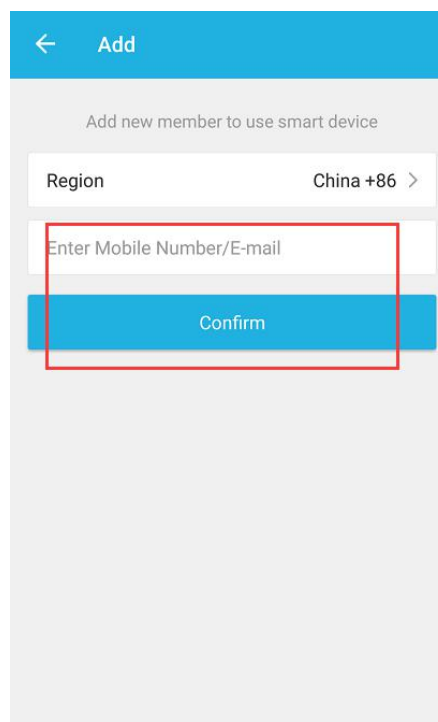
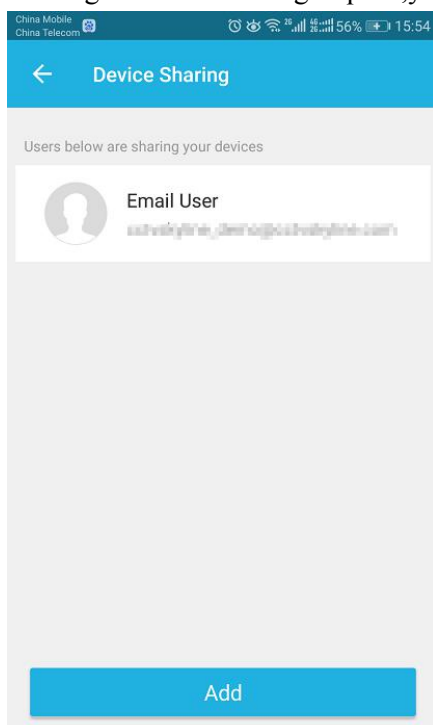
After setting the motion detection parameters, the camera detects the moving object and pushes the alarm information and picture to the APP.

Open message center to view all the pictures pushed by the mobile event, and push two pictures in one event.

2.3.6, Share with Others

One camera can only be added to one account, meanwhile, the account can only be set in by one phone. If anyone need to view the camera, the camera can be shared unlimited times

- Go to the more setting interface of the device, click “device sharing”
- Click “add” and enter an account (the account must be registered in Smart life APP successfully in advance), click “add”
- The account which have been invited will get a message by the app, please confirm and agree to this sharing request,you will share the device with others.



2.3.7, Micro SD card settings

Micro SD card is the main way for you to save the video. For different models, the SD card slot is in different positions. Please look for the card slot on the device. Here are the requirements for the Micro SD card:

1. Only support 2-128GB
2. To ensure the recognition rate and service life of the SD card, We suggest using Class 10 high speed Micro SD card, Samsung, SanDisk, Kingston Micro SD card.
3. Please format the Micro SD card before insert it into the camera, and the format must be FAT32.

SD card:

A: Go to the setting page and click “SD card”

B: The memory capacity will be displayed if the memory card was recognized.

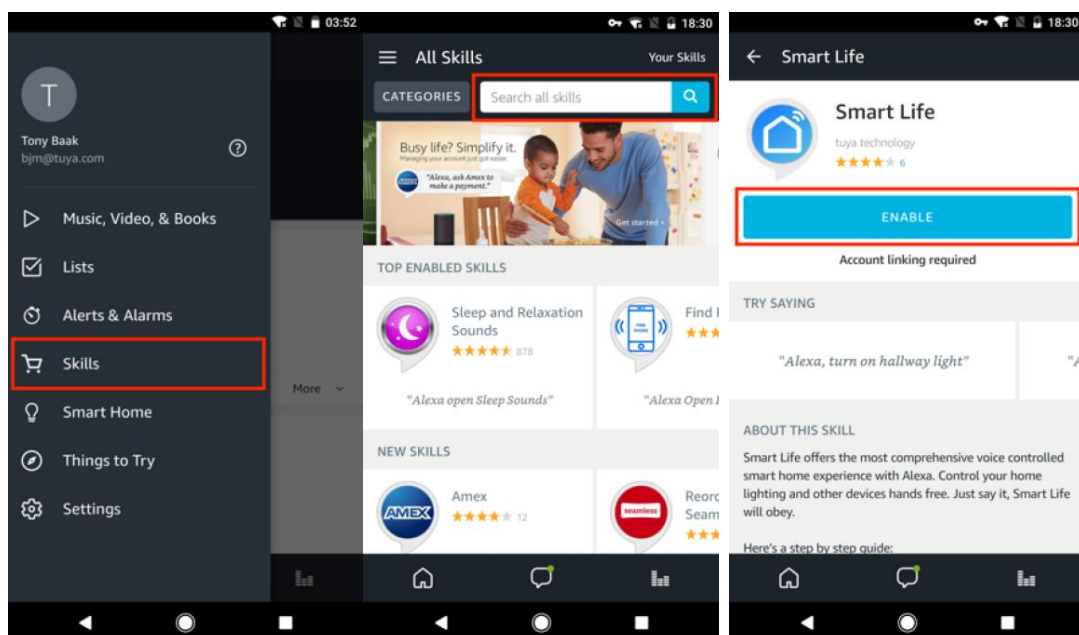
C: If you need delete the recordings, or the SD card is damaged, please format the memory card.

SD Card Settings	
SD card capacity	
Total	7.39 GB
Used	0.5 GB
Residue	6.89 GB
Format SD Card	

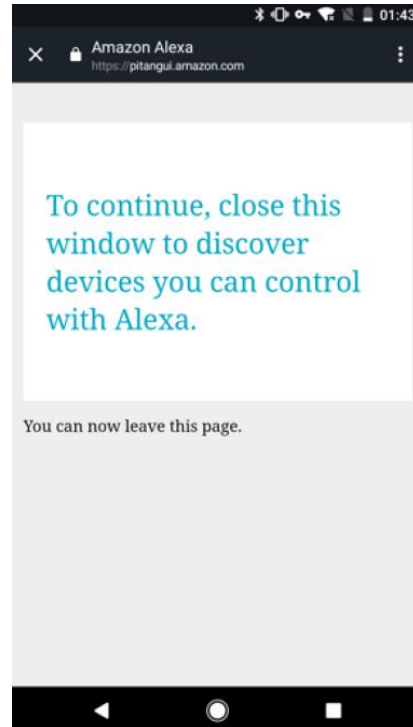
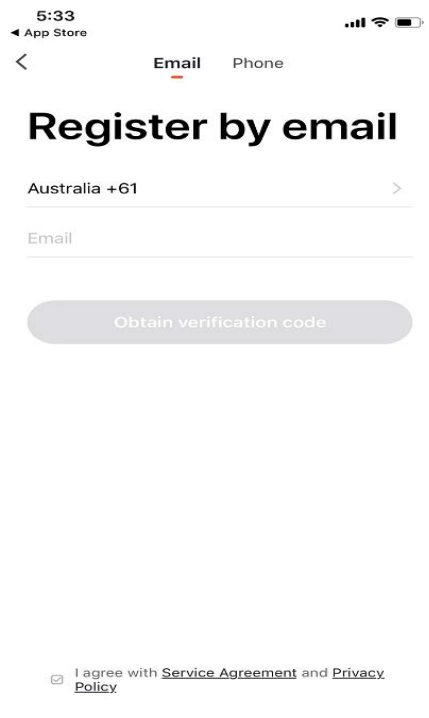
2.3.8, Use Amazon Echo to control smart devices

Before using Echo show to control your smart devices, make sure you meet the following conditions.

- Echo show and Amazon account; Smart devices and smart Life app.
 - The same and stable WIFI network for Echo show and Smart devices.
- 1) Add devices in Smart Life app
Please change the device name to a easily recognized word or phrase, like “security camera”
 - 2) Set up Echo show with Alexa app
 - 3) Link Smart Life account to Alexa
- A. Tap “skills” in the hamburger menu, then search “Smart Life”. Select “Smart Life” and tap “ENABLE” to enable the Skill.



- B. You will be redirected to the account link page. Type in your Smart Life account and password, don't forget to select the country/region where your account belongs to. Then tap “Link Now” to link your Smart Life account.



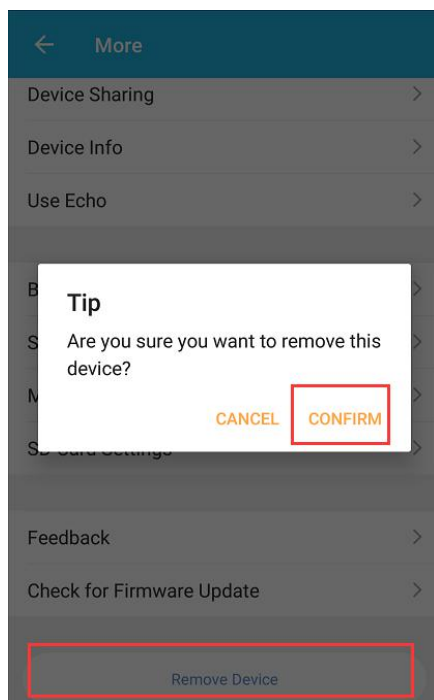
- C. Now you can control your smart devices through Echo Show. You can use the following commands to control your devices (e.g., security camera):

Alexa, show the security camera

Alexa, stop the security camera

2.3.9, Delete the camera

Please go to more settings interface, and click “remove device” ; then confirm the pop-up notice.



3, FAQ

1, Why can't I add a device or fail to configure the network?

According to the status of the device indicator, you can determine the cause and solution of the failure of the network connection.

- 1) Before adding the device, ensure that the device is in red flashing state (2 times in 1 second). If the indicator status is abnormal, please reset the device to factory settings (press and hold the device RESET button until you hear a beep) (The reset button position of each product is different, but they are marked with "RESET").
- 2) The device indicator does not turn blue or does not hear the beep.
 - A. Note that the screen of the mobile phone is aligned with the lens of the device in parallel, and the distance is kept at about 15cm.
 - B. Try to adjust the distance between the phone screen and the device before and after, and keep it for 2 seconds or so in each position.
 - C. Please check if there are any stains on the surface of the lens of the device.
 - D. Make sure the screen of the phone is clear, crack-free and non-reflective.
 - E. Use the other way of network connection
- 3) The device indicator flashes blue quickly and does not turn constant blue.
 - A. device does not support 5GHZ WIFI, please ensure that when adding device, the phone is connected to 2.4GHZ WIFI.
 - B. WIFI password must be entered correctly, and there must be no special characters.
 - C. Note that the current WIFI network is smooth, it is recommended to try to restart the router.
- 4) The device indicator light turns blue. And the APP can not find the device.
 - A. Try adding devices in other ways
 - B. If after repeated attempts, the blue light is still on and the device cannot be found. Please contact customer service for technical assistance.

Note: After any failed addition, you must first reset the device to factory settings when you need to re-connect the network.

2, When adding a device, the APP prompts that the device has been added by the XXXX account. What should I do?

Please reset the product to default and try to connect it again.

3, How to reset the camera to factory settings?

Locate the reset button of the device, press and hold until the indicator light goes out, release it, hear the beep sound, wait for the device to restart, and the indicator lights up.

4, camera indicator status description

Constant red	The camera is starting up or running abnormally.
Red light flashing quickly	The camera is ready for network connection.
Constant blue	The camera is running normally.
Blue light flashing quickly	The camera is connecting to the network

5, Why is there a blank in the middle of the video intermittent?

The blank space of the recording timeline represents no video file, and the two video mode problems are different. SD card recording: After the device is powered off, the SD card will not continue recording. Please check whether the device is powered off during the blank time. If it is abnormally powered off, please check whether the power supply, power cable and machine power interface are normal.

6, Why can't the phone receive an alarm message?

Confirm that the notification permission of the Smart life APP in the phone settings is turned on, and whether the mobile alarm settings are all enabled in the app. Under normal circumstances, when an abnormality is detected, a message will appear in the notification bar of the mobile phone. There is no sound or vibration depending on the settings of the mobile phone.

7, The APP can't load the video, what should I do if the camera is disconnected?

First check if the camera's power and network are normal. If it is normal, turn off the camera and then restart it. If the camera is still offline after restarting, please remove the camera in the APP, reset the camera to factory settings, and then re-add the device.

8, APP prompts access to the device failed, what should I do?

Please reset the device after resetting it to factory settings. If this problem still occurs, please contact customer service staff for technical assistance.

9, APP often cannot load the video, showing disconnect?

Troubleshoot the problem based on the camera's indicator status:

- 1) The indicator light is off, indicating that the device is not powered. Please check the power supply carefully and the power supply interface is normal. It is recommended to try the power supply.
- 2) The indicator light is on, in two cases:
 - A. The indicator light is red, indicating that the camera's network has been disconnected. Please check the stability of the WIFI network and restart the router. It is recommended to move the camera closer to the router.
 - B. The indicator light is blue, indicating that the camera's network is normal. Please check if the mobile phone's network is normal. If the mobile phone network is not smooth, the video stream may not be transmitted to the mobile phone. It is recommended that the mobile phone switch to WIFI.

10, Why do you have a circle in the middle when watching the video screen, will it delay?

The circle indicates that the video is loading. The delay indicates that the network is not smooth. Please check whether the network connected to the camera and the mobile phone is smooth. It is recommended to bring the camera closer to the WIFI router.

11, How many people can log in at the same time?

An account can only be logged in simultaneously by one mobile phone and one computer, and others can only watch the camera through the sharing mechanism.

12, How many accounts can I share with my family?

No limit

13, Why is the shared account operation function not complete?

For security reasons, the shared account permissions are restricted, and some functions of the device cannot be operated. If other people need to operate the camera, they can log in directly with the bound account.

14, Why does configuring a camera network with other mobile phones fail?

A camera can only be bound by one account, and other accounts can only be viewed through the sharing mechanism. If other accounts need to reconfigure the camera, please remove the device under the first account.

15, the camera was stolen, can you still see the video?

If the SD card is recorded and the SD card is lost, the video in the SD card cannot be viewed, but the APP can view the picture record of the mobile alarm push.

Warranty

CONTACT INFORMATION

For more information on this product and technical support please visit
<https://www.laserco.com.au/>

Warranty Against Defects

Laser Corporation Pty Ltd (“Laser”) warrants your new product to be free from defects in materials and workmanship for 12 months, from the date of purchase, provided that the product is used in accordance with accompanying recommendations or instructions where provided. The benefit of this warranty is in addition to your rights under the Australian Consumer Law and to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Through a network of retailers and resellers, Laser will provide you with your choice of a refund, repair or exchange (where possible) for this product if it becomes defective within the warranty period. This warranty will no longer apply where the defect is a result of alteration, accident, misuse, abuse, normal wear and tear, neglect or improper storage.

Please retain your receipt as proof of purchase

How to make a product warranty claim:

Step 1: Find your receipt which proves the date of purchase. Where the date of purchase cannot be verified, your place of purchase or Laser will make an assessment based on the date of manufacture, the condition of the Laser Product and the type of defect.

Step 2a): Contact your place of purchase. They will assess the nature of the fault and refund or replace the product as per their store refund or warranty policy.

Step 2b): If your place of purchase cannot be contacted, then you can contact Laser . Customer Service with details of your defective Laser Product: Phone: (02) 9870 3340; or Email: support@laserco.com.au or online www.laserco.net/support/warranty (click on “Consumers (End Users)”). Our business address is at 1/6-8 Byfield Street, North Ryde, NSW 2113

Step 3: Laser . will issue you with a Return Authorisation (RA) number within 48 hours. When requested, send us the defective Product and a copy of your receipt. Laser will cover the cost of the return delivery.

Step 4: Wait for us to contact you. Once we have received your defective Laser Product for inspection, we will inform you of our assessment of your claim within 7 days. When we contact you, we will firstly let you know whether you have a valid claim under this Warranty, and if so, we will inform you whether your defective Laser Product will be replaced or repaired, together with the number of days you can expect to wait to receive your replaced or repaired Laser Product.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.