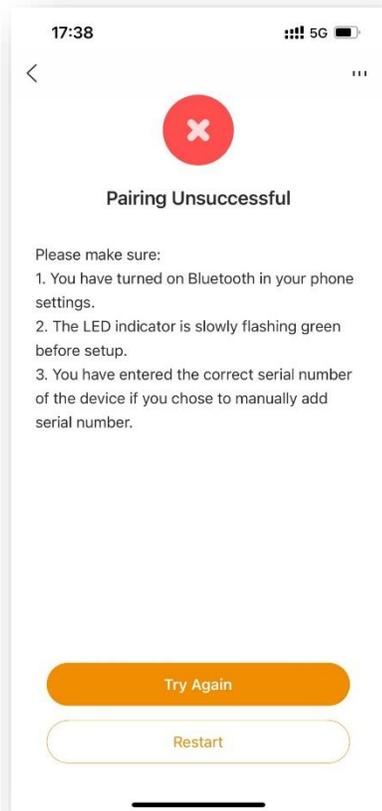


# Failed to Connect to WiFi During Initial Setup Process

## 1. Confirm at which Page you failed?

When you see this failure page, it is usually because the device Bluetooth cannot establish good communication with the mobile phone Bluetooth.



You can try the following steps:

Step 1: Check if the indicator light of the device is flashing green slowly. If it is not, you can press the device button again to activate the device.

Step 2: Press "Try Again" on the APP interface to try again.

If you still cannot set up successfully, please check the "Reset Guide" and re-add the device.

When you see this failure interface, it is usually caused by the inability to establish a connection between the device and the cloud platform.

You can re-add the device after resetting it:

**Step 1:** Long press the device button to reset until you hear a beep and the green indicator light flashes.

**Step 2:** Press “Add Again” on the APP interface to re-add.

**Step 3:** Confirm that you are connected to a 2.4GHz WiFi network and enter the correct WiFi password

PC-wendingxing\_5G ✘

PC-wendingxing ✔

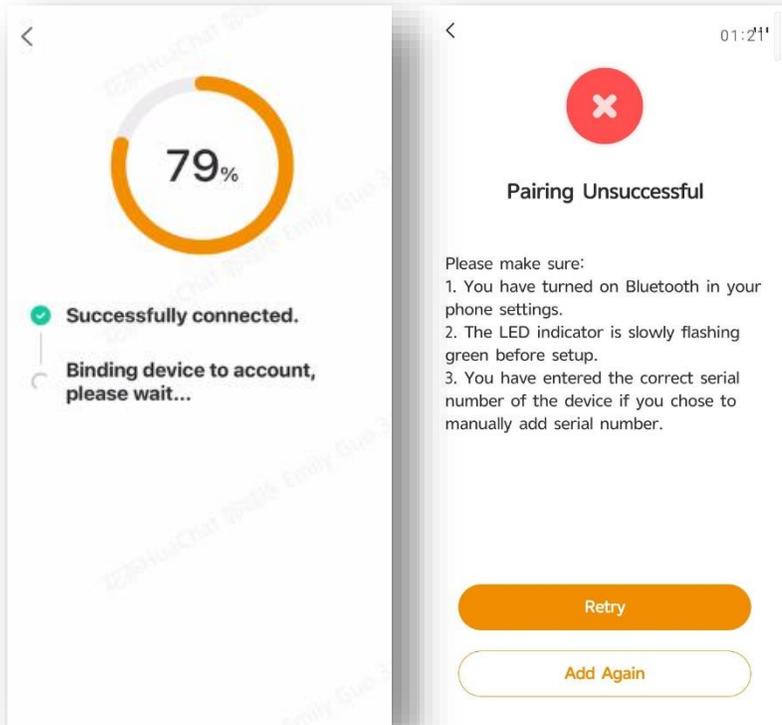
If you search for two WiFi with the same name in your WiFi list and one of them is displayed as 5G, do not connect to the 5G WiFi, select the other one to connect.

If your router is dual-band, you can log in to the router settings on the web, turn off the 5G Wi-Fi switch, and only keep 2.4G Wi-Fi for connection. After the connection is successful, turn on 5G Wi-Fi again.

**Step 4:** Confirm that the indicator light of the device is in the green light slow flashing state during the network configuration process. If it isn't, you can short press the device button to activate the device and make the device flash green slowly again.

**Step 5:** The green light is always on, and the device is successfully connected to the router.

If you still cannot set up successfully, please contact our imou support team and Please provide a screenshot of your failed interface and indicator status of battery camera.

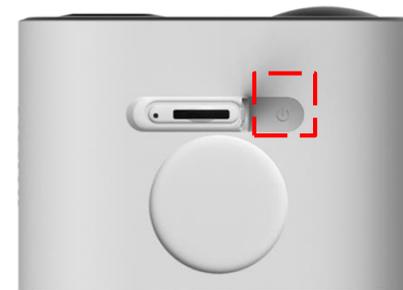
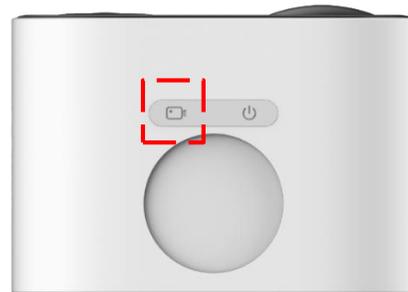
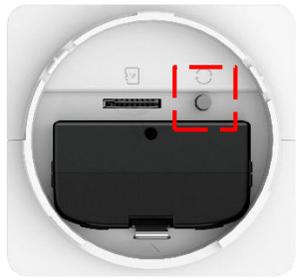


# When do I need to RESET the device to Re-add?

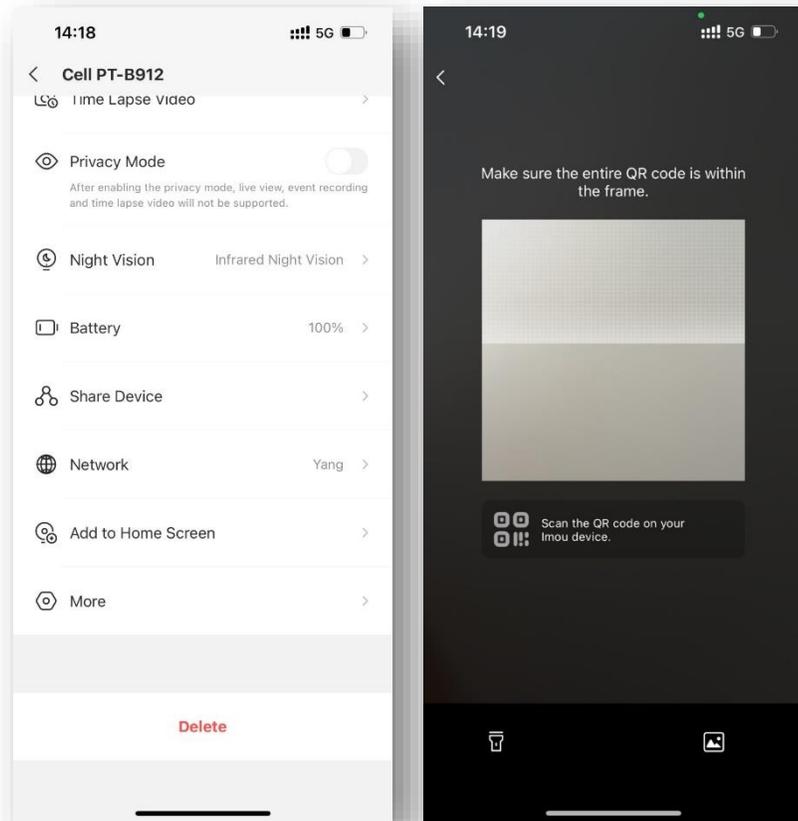
1. If the network environment has changed, you can reset the device and enter the network settings to reconfigure the network.
2. If the addition fails, you can reset the device and enter the network settings to reconfigure the network.

## Reset button for different Imou battery cameras

Press and hold the Reset button for about 5 to 10 seconds until you hear a beep and see the device indicator light slowly flashing green, then the device is reset successfully.



# How to RESET your device for network connection



Step 1: Long press the device button to reset until you hear a beep and the green indicator light flashes.

Step 2: Press “Add Again” on the APP interface to re-add.

Step 3: Confirm that you are connected to a 2.4GHz WiFi network and enter the correct WiFi password

If you search for two WiFi with the same name in your WiFi list and one of them is displayed as 5G, do not connect to the 5G WiFi, select the other one to connect.



If your router is dual-band, you can log in to the router settings on the web, turn off the 5G Wi-Fi switch, and only keep 2.4G Wi-Fi for connection. After the connection is successful, turn on 5G Wi-Fi again.

Step 4: Confirm that the indicator light of the device is in the green light slow flashing state during the network configuration process. If it isn't, you can short press the device button to activate the device and make the device flash green slowly again.

Step 5: The green light is always on, and the device is successfully connected to the router.

If you still cannot set up successfully, please contact our imou support team and Please provide a screenshot of your failed interface and indicator status of battery camera.

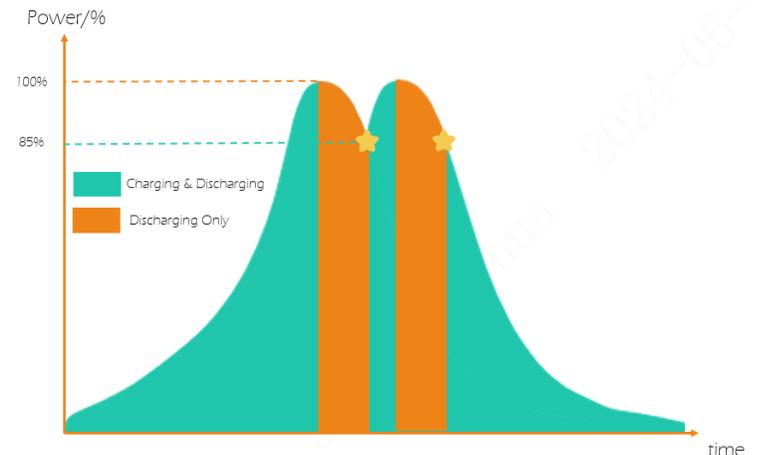
# Solar Panel not charging?

Why does the camera show that it is not charging when it is connected to the solar panel and the sunlight intensity is good?

1. Confirm whether the solar panel power cord is pressed to the deepest part of the device power port. Please make sure that the edge of the silicone plug (Refer to ① in Example 1) is fully inserted into the power socket ② (Refer to ② in Example 1).
2. The solar panel must be clean and able to receive sunlight to the greatest extent. If there is dust or leaves blocking it, the solar panel will not be able to effectively convert light energy into electrical energy.
3. In order to ensure battery perform better, an ANTI-FLOATING CHARGING STATE is designed for IMOOU battery camera to prevent. A full-charged battery camera will not be charged by solar panel, when the battery power still over 85%. but if the battery power is lower than 85%, the solar panel will start charging for the battery camera again.



Example 1



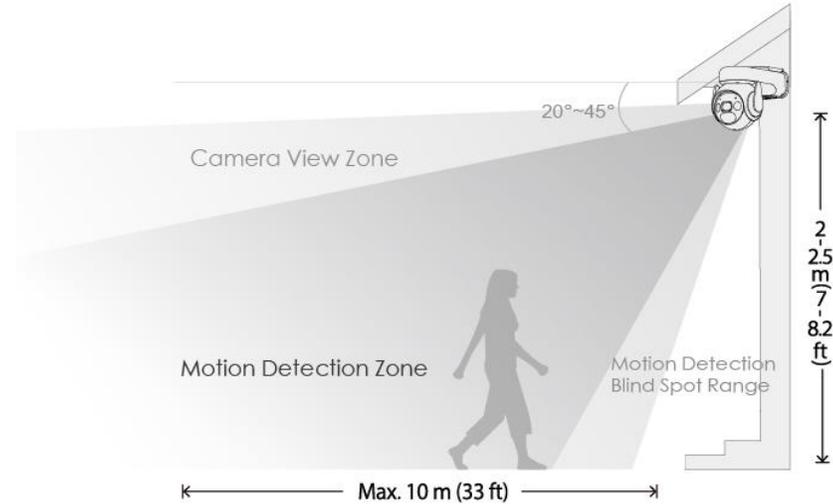
Example 3

Keep the solar panels receiving direct sunlight as much as possible and avoid shadow casting or partial covering.



# Recommended Mounting Position and Angle under Different Detection Sensitivity

The performance of event detection depends on the mounting height/mounting angle, and sensitivity setting.



We recommend installing it at a height of 2.3 to 3m(7.5to10ft) and 20° angle with horizontal. The table below shows the relationship among the range of motion detection, blindspots, and installing situation. These ranges apply to motion directly in front of the camera. The detection range will decrease if installed at a side-on angle.

Installation Angle (Angle with horizontal) : 20°

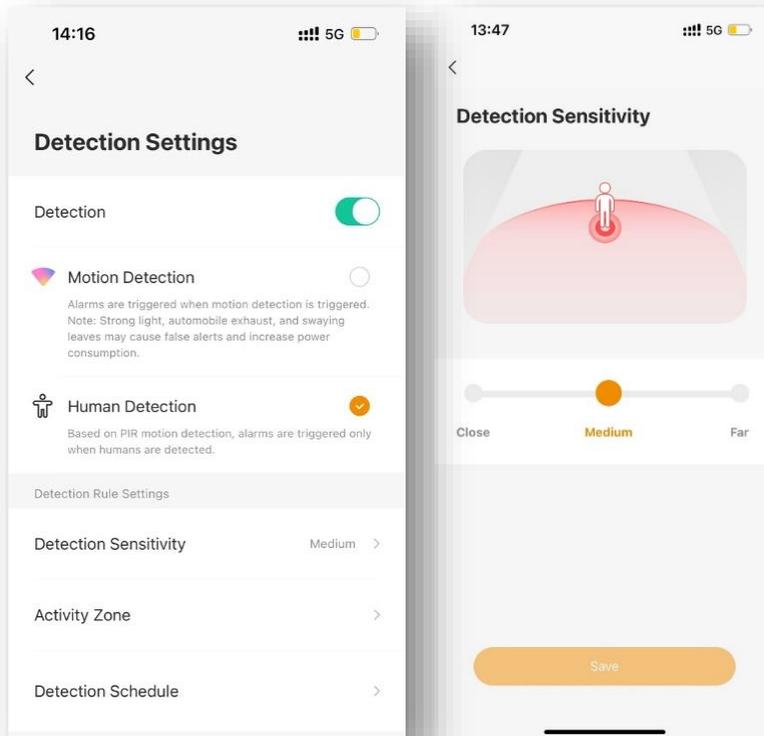
Installation Height	2m/8ft	2.3m/7.5ft	3m/10ft
Motion Detection Blind Spot Range	0~1m/0~3.3ft	0~1.5m/0~4.9ft	0~2.5m/0~8.2ft
Motion Detection Range	1~6.5m/3.3~21ft	1.5~7.5m/4.9~24.6ft	2.5~5.5m/8.2~18ft

Detection Sensitivity - Medium

# How to set Sensitivity of Detection Settings

When placing a IMOU battery camera, keep in mind that **PIR technology detects changes in temperature, therefore, motion alerts can be triggered by** random objects, like cars or blowing leaves, and even moving shadows. To reduce unwanted alerts, **you can** adjust the Sensitivity setting or use Activity Zones to block off certain areas of the view.

From the “**Device Details**”, select “**Detection Settings** and then tap “**Detection Sensitivity**”.



## Choosing Far or Close Sensitivity

The triggered alarm on your camera caused by a moving objects with heat, which means it not only depends on what is making the movement, but how long the movement is occurring.

- Far sensitivity means the motion detection can be triggered by a shorter time period of movement
- Close sensitivity means the motion detection can be triggered by a longer time period of movement

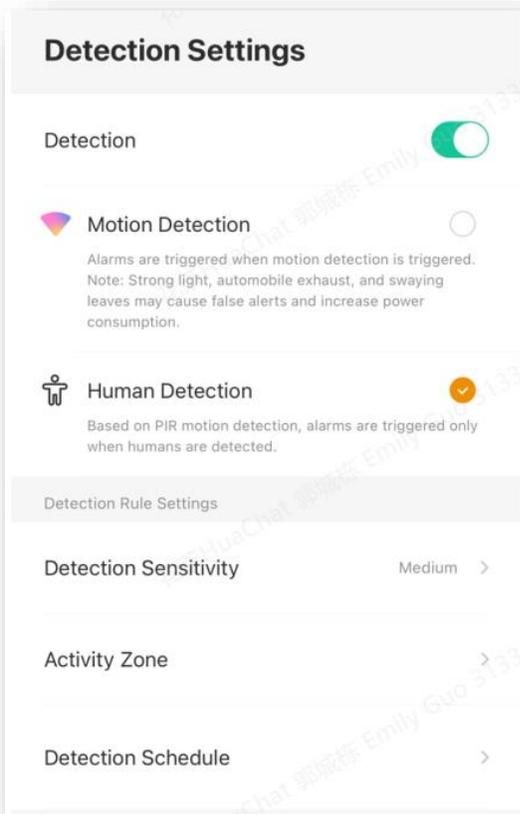
The motion can be a big or small object, or a lot of small objects. Motion detection depends on where the object is in relation to the camera lens. For example, a bird close to the camera can be perceived as bigger than the person walking on the sidewalk in the distance. **A person walking directly toward the camera will produce less motion than that walking left to right across the camera's field of view.** It's about the *amount* of motion that's occurring within the detection zone of the camera and not necessarily how large the object is.

A small object close to the camera would trigger a detection equal to a larger object farther away because their appearance is similar in the camera view.

# How IMOU battery cameras Detection Motion work

IMOU battery cameras use either Passive Infrared (PIR) or Image algorithm analysis to detect motion or human. Both technologies provide similar motion detection. **When your camera is installed at a height of 2.3m, the horizontal angle is 20°, and the sensitivity is set to high, IMOU battery cameras detect motion best from about 1.6 to 32.8 feet (0.5m to 10m) away, and can respond to motion at 33 feet (30m).**

Other factors affect what motion is detected like camera placement, object size, and temperature.



## Motion Detection using Passive Infrared (PIR) sensors

The Passive Infrared (PIR) sensor detects heat energy from anything in the motion detection zone. To detect movement, a special lens exaggerates activity across the sensor. PIR can be sensitive to groups of motion, like sunlight and shadows through a tree, blowing leaves, or rain.

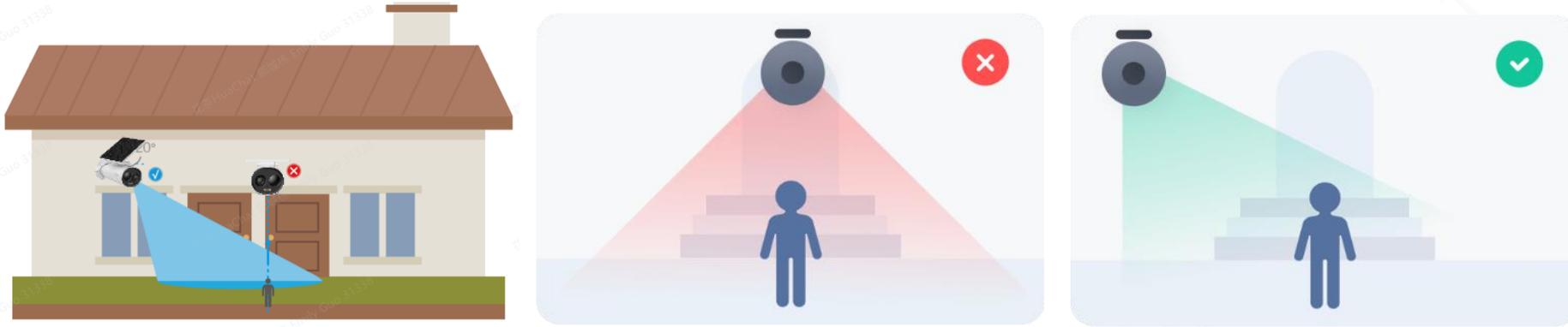
PIR is most sensitive to motion moving across the field of motion detection zone. Objects that are the same apparent temperature as the background **may not be detected** when they move. PIR sensors also work well with the Night Vision IR light in IMOU Battery cameras.

## Human Detection using Image algorithm analysis and Object Detection

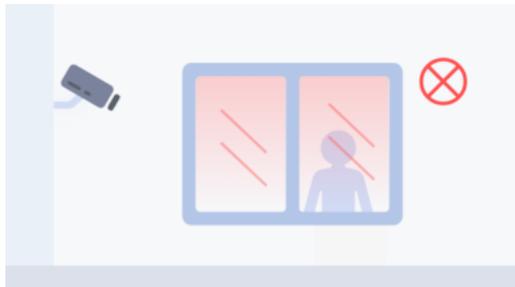
Image algorithm analysis take pixel difference analysis compares every frame of video to the next one. After that, the algorithm analyzes whether the object in the image is a human figure.

Please note that if there is a person in the picture but there is no movement, the camera will not be able to identify a valid alarm event.

However, because motion is detected by difference in the motion detection zone. a person walking toward the camera is **harder** to detect than when they walk across the scene. As the images shown below.



We also found that some consumers use battery cameras to detect motion through glass. This is not the accurate way to detect motion. Because the glass will insulate the target object from heat.



### **There are also some important notes on reducing false positives for reference during installation**

- **Do not** install the camera under strong light conditions, including bright lamp lights, etc.
- **Do not** place the camera near any outlets, including the air conditioner vents, humidifier outlets, the heat transfer vents of projectors, etc
- **Do not** install the camera at places with strong wind.
- Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones in order to avoid wireless interference.

Battery life is affected by the Performance Mode setting, and we have a variety of options in the Performance Mode setting for you to use in different scenarios.

## How to set Performance Mode?

Different performance modes represent different detection intervals and recording lengths. Detection Interval is the amount of time between the end a motion capture and beginning of a new motion event. During the detection interval, your camera does not record motion events. Recording duration means the maximum time that an alarm event can be recorded.

**As Standard Mode** as an example, by default, the system will capture a record clip up to eight seconds, and wait for the retrigger time of sixty seconds. If motion continues, the camera will capture another eight second clip.

**Detection Interval and Recording length can be adjusted under "Custom".**

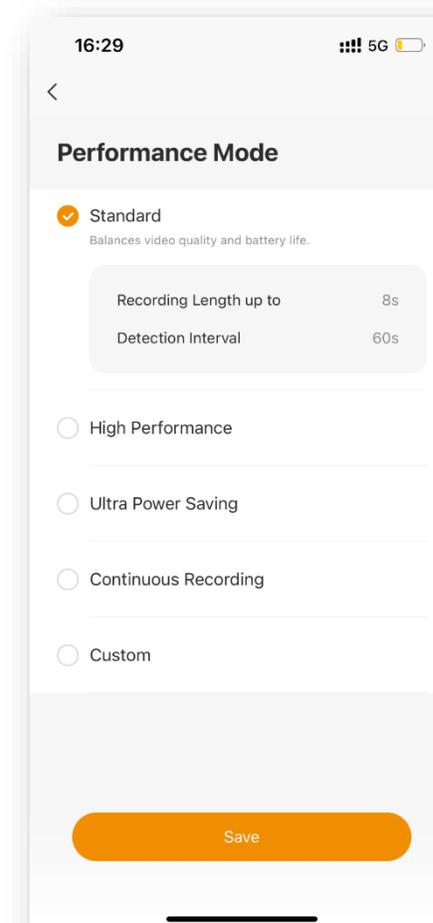
The longer the Detection Interval is set, your camera allows more time between notifying you of the next motion event it detects. The longer the Recording Length is set, the alarm record will be longer. However it will also consume the battery life of camera as soon as possible.

If you want to collect alarm messages as frequently as possible, you can shorten the event Detection Interval. If you want to record as many complete videos as possible, you can extend the Recording Length.

**Note1:** Each camera in your system has an individual retrigger time setting.

**Note2:** Select the **Continuous Recording mode**, the battery will be consumed quickly. Please use this mode when **connected to the power adapter**.

**Note3:** When using Ultra Power Saving mode, the battery camera will not perform any detection and can only perform real-time preview.



Keep the PIR lens level for best result.

