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# **1.** Camera Introduction

# Device Overview

M1,M1T are indoor cameras that are compact and can be seamlessly integrated into your home. Loaded with smart features, they can do many things like check the camera live view from everywhere you are. Or send you customized motion alerts. With unbeatable price, they make smart and high-quality home protection accessible to everyone.



## Status Indicator

Status Indicator	Camera status
Constant blue	Working properly/ WiFi Connection succeeded
Blue fast flashing	Upgrading
Red flashing slowly	Waiting to connect/ WiFi is not configured
Red flashing fast	Network abnormal/ WiFi connection failed

# 2. Setup and Installation

## Set up the Camera

•What you'll need.

1. Wi-Fi and a working broadband internet connection with at least 2 Mbps upload speed.

- 2. A phone or tablet with iOS 8 or later or Android 4.2 or later
- 3. A power outlet

•Power on

Plug the power cable into the Micro-USB power port on the back of the camera, the camera will automatically turn on, wait for the 30s, the indicator light will flash red slowly means boot up is finished.

Tip: Do not move the lens of the camera to force it to rotate after turning it on.

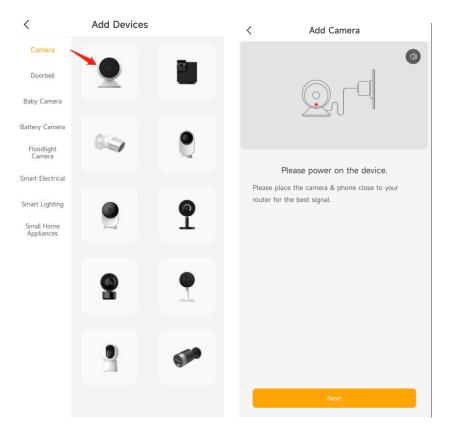
### Connect Arenti APP

Scan QR code to download and install the Arenti APP. Also, you can search 'Arenti on App Store (IOS); Play Store(Android). Download and install Arenti APP. Regiser and log in.



Open the Arenti APP home page, Click'+' at the right top page. Follow the guide on the APP to add the camera.

1. Choose IN1 camera on APP and power on the IN1 camera



2. Waiting camera boot up around 30s. Make sure the network indicator red flashing slowly and enable it . If not please reset the camera, then wait the network indicator red flashing slowly. Then tap 'Next'.

<	Add Camera
	Please reset the device.
seconds this).	the RESET button on your device for 4-5 s(please refer to the user manual for more on for a flashing RED indicator light. Next
Mak slov	te sure the red light of the device flashes vly
	Next

3. Select the wifi you want camera to connect, and input the correct Password.Tap 'Next'. Note: IN1 only support the 2.4GHz wifi.



4. APP will generate the QR code for camera to scan. Keep your phone 5-8 inches(15-25cm) from the lens . **Please scan the QR code when indicator in red flashing slowly.** 

5. A tone will be heard when successfully scanned. Then tap 'Notification tone heard' After reading QR code, camera get the WiFi information(name/password) from APP QR code, and start to connect the WiFi. **The network indicator will turn to red fast flashing.** 



6. Around 30s later, **the camera indicator turns to constant blue, means camera connect the WiFi.** And APP will find the device and add it to APP. Tap 'Done' to finish the process.

<	Connect Network	_
	connecting	Device Found!
	$\frown$	063543310 My Device
	99%	Not Shared
		25 Not Shared
		106415108 Not Shared
ase Jr ro	place the camera & phone close to buter for the best signal.	
•	Device Found Connecting the device to the network Registering device	
		Done

Note: When adding the camera, ensure the WIFI network is good, the camera is normally turned on, and the indicator light flashes red slowly. After the connection is successful, the indicator light is solid blue.

### Install the camera

You can put the camera on a flat surface or mount it on the wall.

#### **Installation Precautions:**

- 1. The installation wall needs to be able to bear at least 3 times the total weight of the camera.
- 2. To prevent injury, the unit must be securely fastened to the ceiling or wall by the installation instructions

#### 0 Arenti 88 😌 063543310 < Devices Scene Live III SD-0 105601359 104228271 ⊲)) 6 ×٦ 0 063543310 Ŷ 0 100019431 0 064178673 80 Scene ) History Album Ę 0 Me Settings Q lessages

# **3.View Your camera**

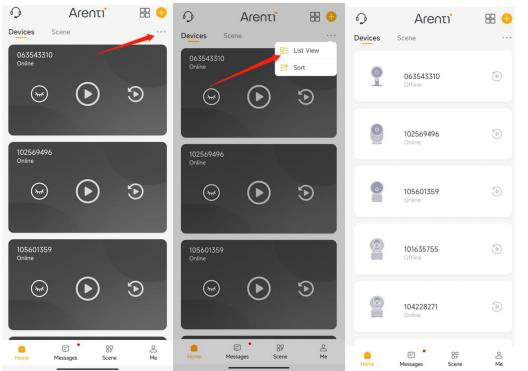
X	Home page privacy		Multiple views
	Play Camera Live video	$\mathbf{E}$	Play camera history video
••	Get technical support	+	Add new device
口こ	Video audio ON/OFF	0	Manually capture, the image will save to the album
2 2	Full screen mode		Manually record, the recording will save to the album
atl	Device Wi-Fi signal	SD▼	Sub-stream mode
Q	Press to talk(2-way audio)	HD▼	Main-stream mode

Bit Rate: 8KB/s	Current network bit rate	

## Adjust Device list

You can just the list view (List/Grid) and sequence of your device.

Tap the icon, you will see sequence.



Press and hold to move the camera to the sequence you need. Then tap Done ,back to the device list.

	Sort	Done	9	Arenti	== 🕂
<b>e</b>	063543310	=	Devices	Scene 063543310 Online	
•	105601359	=		101635755 Offline	۵
• 9	102569496	=		<b>105601359</b> Online	٦
•	101635755	=	0	<b>102569496</b> Online	٩
•	104228271	=	0	104228271 Online	٢
•	062802012	≡	Home	ج کے Messages Scene	O Me

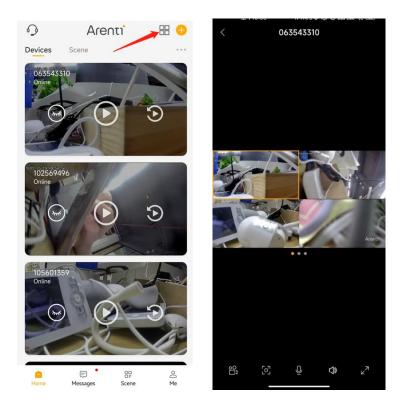
# **Multiple Views**

If you have 2 or more cameras added in your Arenti App, you can view multiple streams at the same time.

Tap icon , the first 4 cameras will show in one screen. You can slide the screen to

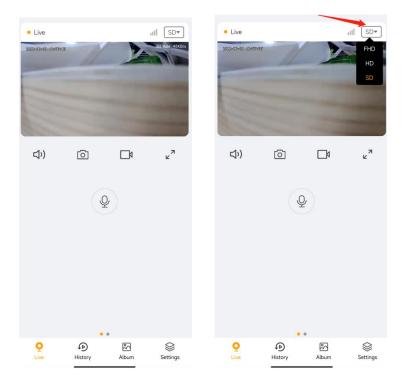
check next 4 camera.

You can choose camera to 2-way audio, Manual capture, record.



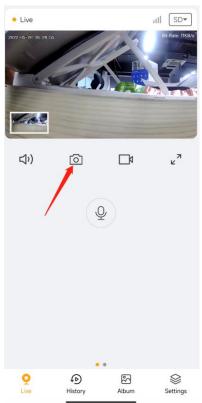
# Live video

Tap Icon to view the camera Live video. Tap the SD to choose SD/HD/FHD different resolution.



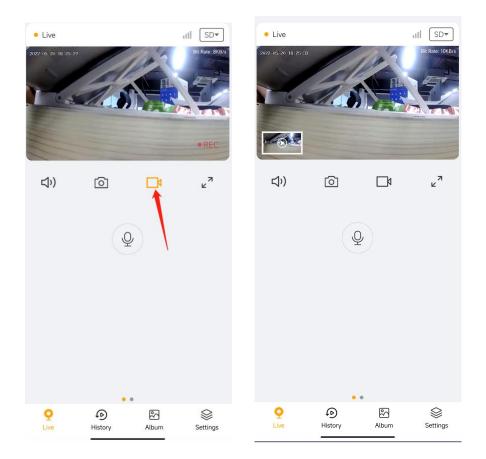
# Manually Capture





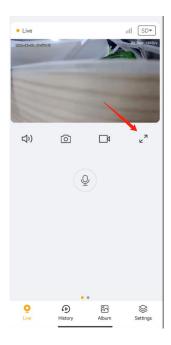
# Manually Record

Tap icon to start record the video, tap it to stop the record, the record will save in Album.



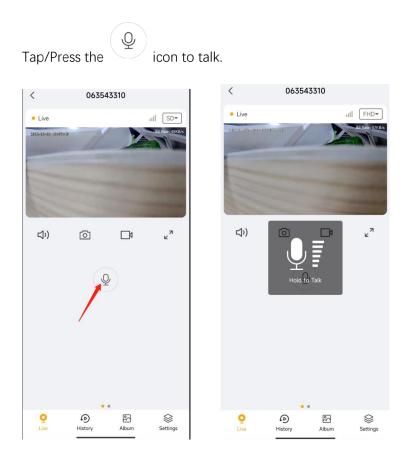
# Full Screen

Tap  $\mathbf{k}^{\mathbf{a}}$  icon to check the video in full screen.





## 2-Way Audio



# **4.Alarm and Detection**

### About Motion Detection

Arenti camera determines whether each macroblock has moved by dividing the grid. When the number of moved blocks reaches a certain proportion of the number of armed blocks, the alarm will start. The working principle of motion detection is that camera will judge it as motion when differences in 2 frames reach 0.5%-10% (customize by adjusting motion sensitivity) of the image. When the picture changes, the number calculated and compared will exceed the threshold and instruct the system to automatically make corresponding process.

### Set up Motion detection and sensitivity

Go to camera live video page- Settings-Alert Settings-Motion detection-On And you can choose and set the motion detection sensitivity. Note: High-The most sensitive Level, It will detect more motions.

rē.					< Settings	
Live     Lize     Lize	M	2	III SE	SKB/s	Device name 104	228271 🧷
					Device Share	>
					Device Information	>
the second					Installation Guide	>
<b>□</b> ?)	Ō		لا م		Basic Function	>
40		Ľř	ĸ		Alert Settings	>
					Recording Management	>
	Ŷ	)			Cloud Storage Service	>
					Amazon Echo	>
					Google Home	>
					Advanced Features	>
					Device Version	>
					Delete the Device	
0	•	8	<b>X</b>			
Live	History	Album	Settin			
<	Alert Se	ettings			< Motion Detection	on
Alert Settings Receive Alert	Notifications				Motion Detection After turning it on, you can monitor the hum	an behavior who
Motion alarm					After turning it on, you can monitor the hum stands in front of the device and send alarm choose different detection sensitivities.	s. It is possible to
Motion Detec	tion	-	Medium	>	Low	
Sound Detection					Medium	0
Noise Detecti	on		Off	>	High	
					Alarm Area	>

# Set up Detection Area

Go to camera live video page- Settings-Alert Settings-Motion detection-Alarm Area

Tap the **fi** icon to choose the area you want to detect.

Tap the cicon to erase to yellow area that you don't want to detect. Tap 'Save' to save the Detection area settings. Note: Camera will only detect the motion in yellow area.



## Set up Noise Detection and Sensitivity

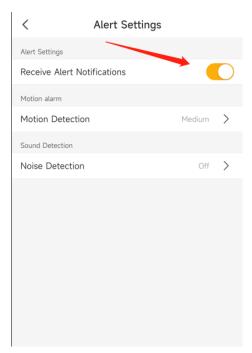
Go to camera live video page- Settings-Alert Settings-Noise detection-On And you can choose and set the noise detection sensitivity. Note: High-The most sensitive Level.

<	Noise Detection	
Noise Detection	•	)
After enabling detect around the camera a according to differen	ion, the camera can detect motion and sound d can select different detection sensitivity t requirements.	
Low		
Medium		
High	<	
	Successful	

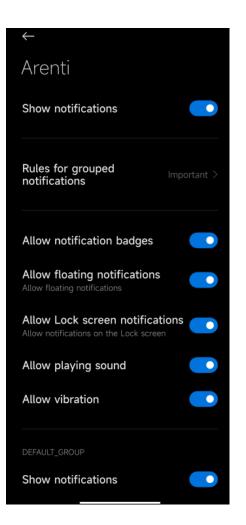
# Set up Push notifications

1. Go to camera live video page- Settings-Alert Settings-Receive Alert Notifications: Enable

Your mobile phone will receive the Alarm notification when camera detect the motion/noise.



 Set your phone to allow Arenti App to send push notifications. Go to your phone Settings, find Notifications and among the App list find the Arenti App. Make sure the mobile phone allow the Arenti App send notifications. Mobile phone-Settings-Notifications-APP notifications-Arenti APP



# **5.Recording and Playback**

# Micro SD card Recording

With an Micro SD card inserted the camera can save motion alarm recordings or continuous recordings to the Micro SD card.

### Choose a suitable SD card

- 1. Recommend SD card spec: Class 10 and above, Format FAT32, 2G-128G, brand Micro SD Card
- 2. Choose the SD Card Capacity

Example : 32GB SD card with 1080P camera

Full-Day recording: around 4 days

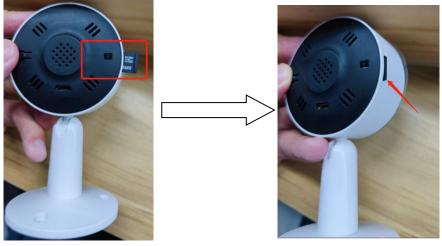
Event recording (3min for one event,20events per day):around 4 months

Note: When full, Camera will overwrite the oldest recordings.

### Insert the Micro SD card

Move the camera Lens up push the Micro SD card in until it's locked or you hear a 'Click

#### 'sound.



#### Set Recording(Micro SD card)

1. Event recording: Arenti APP-Device(tap device to live video page)-Settings-Recording Management- Event recording-Choose the Recording time-1/2/3 minutes

Note: It will only record the motion alarm recordings to the SD card. Each event recordings 1/2/3 minutes

2. Full day recording: Arenti APP-Device(tap device to live video page)-Settings-Recording Management-Full-Day Recording

Note: Camera will save continuous recordings to the SD card.

< Settings	1	Contraction Mar	<	Recording Management		
< Settings		< Recording Man		k Recording Mode		
		Playback Recording Mode	Full-Da	ay Recording		
Device name 104	228271 🧷	Full-Day Recording	Event	Recording		
		Event Recording				
Device Share	>	Recording Time	Capac	d Capacity	4.840G	
Device Information	>	1 minute				
Installation Guide	>	2 minutes	Remain	ning Capacity	0.505G	
		3 minutes		When the SD card is full, it will be overwritten circularly. Please export important data in time.		
Basic Function	>		WARNI	NG: Please backup all important data before ting the inserted SD Card. When formatted,	ALL	
Alert Settings	>	SD Card Capacity	14.840G	ON THE SD CARD WILL BE ERASED.		
Recording Management	>	Capacity		Format		
Cloud Storage Service	>	Remaining Capacity	0.505G			
August Edu	<b>`</b>	When the SD card is full, it will b Please export important data in ti				
Amazon Echo	>	WARNING: Please backup all impo formatting the inserted SD Card.	When formatted, ALL			
Google Home	>	DATA ON THE SD CARD WILL BE	ERASED.			
Advanced Features	>	Format				
Device Version	>		_			
Delete the Device		Successfu		Successful		

#### **SD Card Capacity**

After you insert the properly SD card, You can check the SD card Capacity/Remaining

Capacity information.

Support to Format the SD card by APP. After format the SD card, all data will be clear in SD card.

### Cloud storage service

Arenti will give away 3 months free event cloud storage service for each camera. Each device needs its own plan, Cloud Storage Service Fee will be charged per device. Note: the rules may change in the future

### Activate Cloud storage service

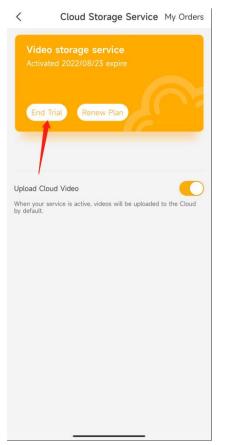
### 1. Activate the free cloud storage service

Arenti APP-Device(Tap device to live video page)-Settings-Could Storage Service-Try 3 months for free



### 2. End free trial event cloud storage service

Arenti APP-Device(Tap device to live video page)-Settings-Could Storage Service-End trial



#### 3. Buy/renew the event cloud storage service plan

Tap Buy/Renew Plan icon to order the cloud storage service for your device.

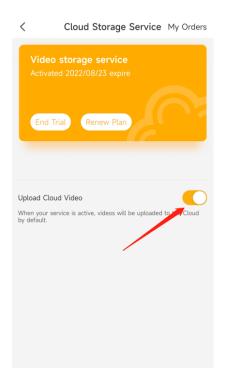
#### Set recording-Cloud storage

- 1. **Event recording:** You can use the free trial or buy/renew the event cloud storage service plan to save the motion alarm recordings to the cloud storage
- 2. **Full day recordings:** You can buy/renew the event cloud storage service plan to save the Continuous recordings to the cloud storage

**Note:** Please end trial the free event cloud storage service first, then camera will start the service that you bought.

#### Stop Uploading

You can disable the Upload icon, to stop the camera uploading the video to cloud storage service. There will be no recordings on cloud storage.



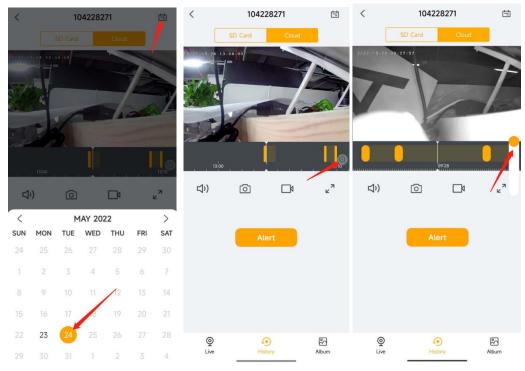
# Playback

1. Tap the icon to check the history video. According your own plan choose SD card or Cloud to playback.

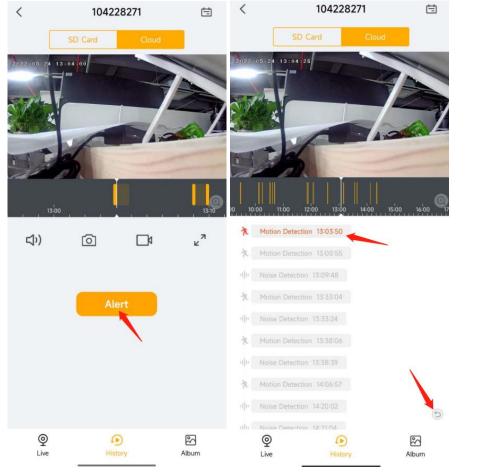
Devices	Arenti <sup>*</sup>	== <del>()</del>	2022 05-24 3:04	Clour	
	<b>105601359</b> Online	6			
6	<b>104228271</b> Offline	٢	13'00		13:10
0	063543310 Online	۲	<b>口</b> ?)		د م لا
0	100019431	6		Alert	
0	<b>064178673</b> Offline	6			
e Home	F B Messages Scene	O Me	Q	History	Album

2. Tap 🖆 icon to select a date to search the recordings. Tap the  $\stackrel{\textcircled{}}{\oplus}$  icon to scale timeline and slide to find the

recordings you want to replay, waiting for loading and it'll automatically start to play.



3. Tap 'Alarm' to search and play alarm recordings.

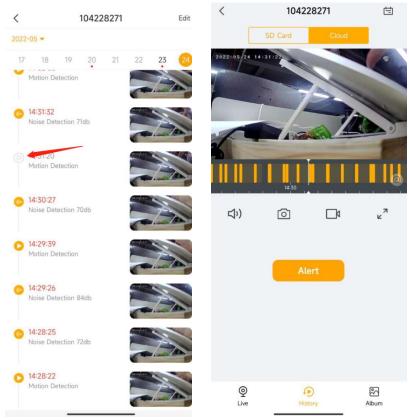


4. Playback from the Alarm messages.

Go to Messages-Alarm messages-Device, choose the messages, tap

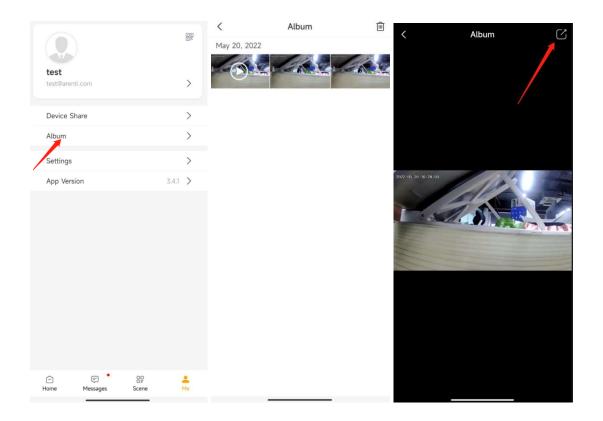
icon to play

#### the recording.



## Album

You can browser all picture/video that captured manually in album. Also you can share the video/picture in album.

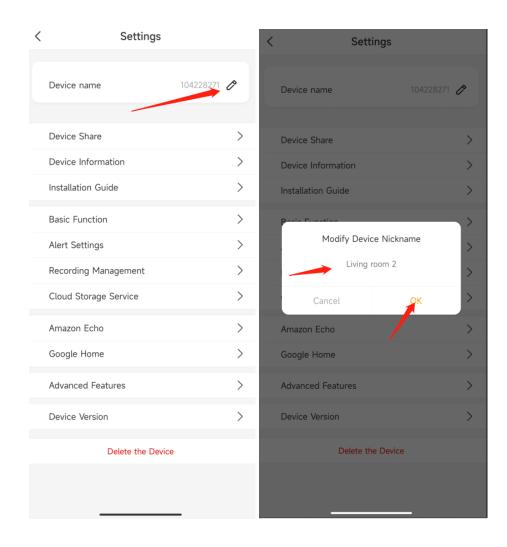


# 6.Camera settings

### Camera Name

You can rename the camera

Arenti APP-Device(Tap device to live video page)-Settings-Device name,after you input the new name,tap OK to save.



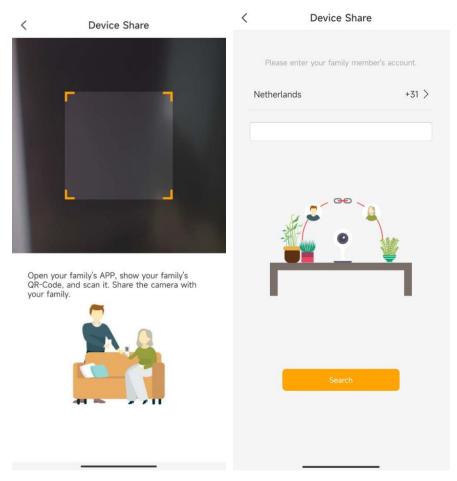
# Share Arenti Devices with others

1. Arenti APP-Device (Tap device to live video page)-Settings-Device Share-Add-Share the Qrcode

< Settings		< Device	e Share
Device name	104228271 🧷		$\stackrel{\circ}{\sim}$
Device Share	>	Share the QR code	Share the account
Device Information	>	Recent Contects	
Installation Guide	>		
Basic Function	>	T	
Alert Settings	>		
Recording Management	>		
Cloud Storage Service	>		
Amazon Echo	>	Latest: N	No records
Google Home	>		
Advanced Features	>		
Device Version	>		
Delete the Device			

2. Launch the Arenti APP in another mobile phone and tap Me-Qrcode. Scan the Qrcode to share the device.

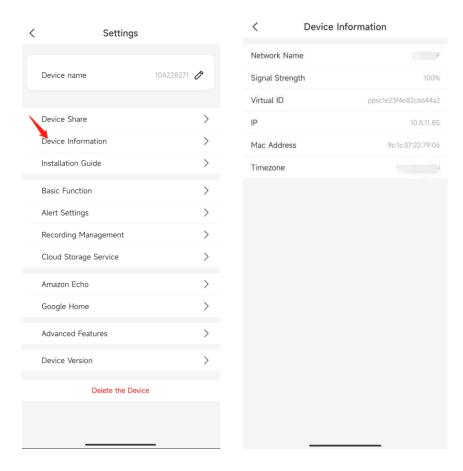
Also you can manually input the user account to share the device.And accept the shared device on another mobile phone.



Note: needs your friends create the account (same country) and login the Arenti APP also. Your friends account could access the Live video, recordings in SD card(not allowed via cloud storage)

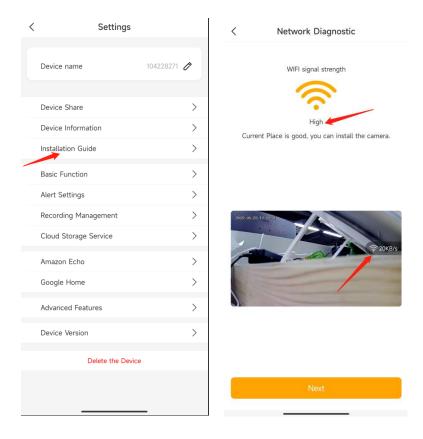
### Device information

You can check the camera information from: Arenti APP-Device (Tap device to live video page)-Settings-Device information: Network Name, Signal Strength, Virtual ID,IP, Mac Address, Time zone.



## Installation Guide

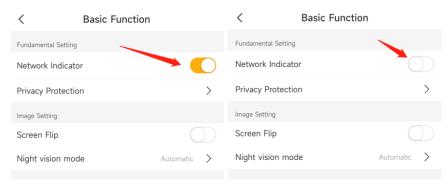
Check from: Arenti APP-Device (Tap device to live video page)-Settings-Device information APP will guide you to install the camera in a good wifi position, to keep camera working properly.



## **Basic function**

### Network indicator

You can turn off the blue network indicator by: Arenti APP-Device(tap device to live video page)-Settings-Basic Function-Network Indicator: Disable



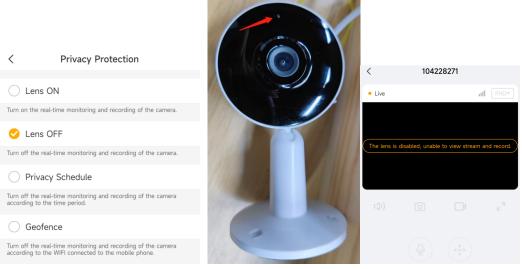


**Privacy Protection** 

### Turn On/Off Camera Lens

Turn off the camera: APP-Device(tap device to live video page)-Settings-Basic Function-Privacy Protection-Lens OFF

It will turn off the camera real-time monitor, and stop recording. Network indicator will off also.



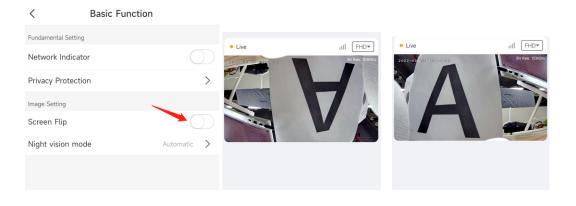
#### **Privacy Schedule**

You can set the time period to turn off the camera Lens.

<	Set the Time Period $\checkmark$
Set the Start when the car	& End time for your privacy mode period, nera will NOT record any footage.
Start Time	00:00
End Time	00:00
Select Day	
Mon	0
Tue	0
Wed	0
Thu	0
Fri	0
Sat	0
Sun	0

### Screen Flip

If you mount camera on the wall,and the image needs to be flip. You can enable: Screen Flip to flip the image.



### Night Vision

Set the camera's color mode during different times of the day and night. When night vision

is on, the infrared light will turn on also--to get clear Black&White image in the night. **Automatic**: The camera will automatically switch between Color and Black & White modes according to the light conditions.

OFF: The camera will capture color images that usually appear during the day.

**On:** The camera will capture black-and-white images that usually appear during the night with the IR LEDs on.

<	Basic Function		K Night vision mode	
Fundamental Setting				
Network Indicate	or		Automatic	
Privacy Protectio	on	>	Off	RHON
Image Setting			On	
Screen Flip	$\subset$	$\mathbb{D}$	In the night vision mode, the device automatically switches to color	
Night vision mod	de Automatic	>	or black and white images. In the daytime, the device switches to color images. In the night, the device switches to black and white images	IR Light

### Amazon Echo Show & Google Home

Tap Amazon Echo/Google home to learn how to bind camera.

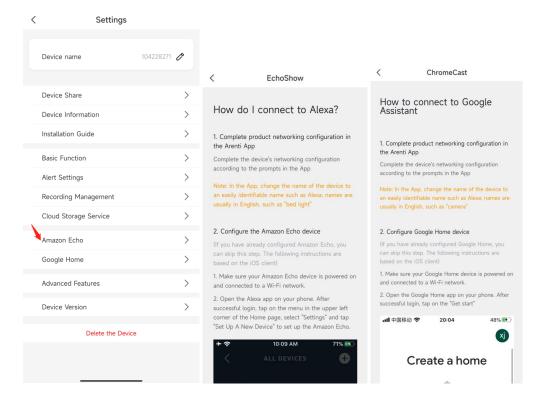
After bind, you can check the camera Live video on Amazon Device and Google Home device.

Note:

1. User name is the account name (email address/phone number) in Arenti APP and it is case sensitive. Need use lower case.

- 2. Please do not use the auto-filling, input the information manually.
- 3. Please select the country
- 4. If login failed, please re-start the Alexa APP and enable the skill again. Instructions:

Amazon Echo: <u>https://www.youtube.com/watch?v=fUzPfG7zIm4</u> Google Home: <u>https://www.youtube.com/watch?v=2Bt3xIAGsh4</u>



### Advanced features-Onvif

Tap Advanced Features-Onvif settings-enable ;set password and submit.

You will see the camera LAN IP address.

Onvif Port:8000 RTSP Port:8554

RTSP stream url :

rtsp:// admin:[ONVIF password]@[device IP address]:8554/Streaming/Channels/101 sample: rtsp://admin:1234@10.5.11.85:8554/Streaming/Channels/101

< Settings			
Device name	104228271 🔗		
Device Share	>		
Device Information	>		
Installation Guide	>		
Basic Function	>	< Onvif Settings	
Alert Settings	>	, <u> </u>	
Recording Management	>	Onvif Settings	
Cloud Storage Service	>	Only support Onvif devices	
Amazon Echo	>	Devices	104228271
Google Home	>	2011000	
Advanced Features	>	IP address	10.5.11.85
Device Version	>	Account	admin
Delete the Device		Password	Submit

#### Device version

You can check the camera firmware whether need to be upgraded.

C Setting	S		
Device name	104228271 🔗		
Device Share	>		
Device Information	>		
Installation Guide	>		
Basic Function	>		
Alert Settings	>		
Recording Management	>		
Cloud Storage Service	>	< Device	Version
Amazon Echo	>		
Google Home	>		
Advanced Features	>	104228271 (ppsc1e	23f4e82c6644a2)
Device Version	>	Current Version	5.2.6.2021122
Delete the De	nvice	Latest Version	5.2.9.2022050
	svice	Upda	ate

If have new firmware to be upgraded, you can tap 'upgrade' to upgrade the camera firmware.

Note: Whole upgrading process may take 5min, Please do not power off the camera when upgrading, camera will download the firmware from server and upgrade the firmware. Suggest keep camera near the wifi router for the better network to download.

Delete the Device

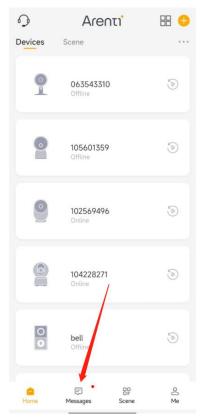
Tap to delete the device from you account.

<	Settings	
	Device name	104228271 🧷
	Device Share	>
	Device Information	>
	Installation Guide	>
	Basic Function	>
	Alert Settings	>
	Recording Management	>
	Cloud Storage Service	>
	Amazon Echo	>
	Google Home	>
	Advanced Features	>
	Device Version	>
	Delete the Device	

# 7.Use Arenti APP

## Messages

Tap the Messages at the bottom.



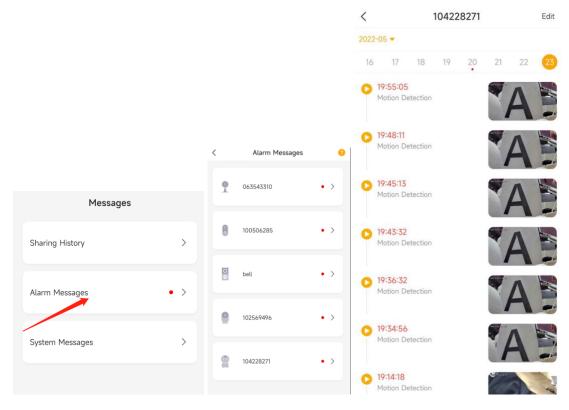
### Sharing History

#### Tap Sharing History to check the sharing messages

Messages	< Sharing History
Sharing History >	<b>2022-05-07 10:58:54</b> yuyu Has accepted your device: 105601381
Alarm Messages • >	2022-04-28 13:57:51 888818 Has accepted your device: 105601359
	2022-04-28 13:53:28 qazwww Has accepted your device: 105601359
System Messages >	

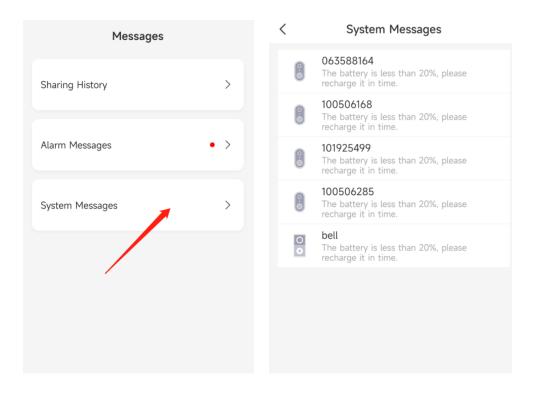
#### Alarm Message

Tap Alarm Messages-Device-check the Alarm message sent from camera



#### System Messages

Tap System Messages to check the battery low messages.



### Scene

No device support now. Coming soon.

### Account

### Register (Sign up)

1. Open the Arenti App, click "Sign Up, Choose the country and input email address; enable the "User agreement and Privacy Policy" ,tap 'Next

Glad to mee	t you!	~	1
Netherlands	+31 >	Sign Up	
Account		Netherlands	+31 >
Password	24	Email support@arenti.com	
Remember password	Forgot password?	Registration means agreem agreement of arivary police	
Log in		Next	
Sign Up			

2. Set the Nickname and Password, tap 'Done'.

Account			
support@	arenti.com		
Nickname			
arenti			
Password			
l i			

### **Reset Password**

- 1. Tap the 'Forget password'
- 2. Input the correct Email address/Phone number, tap 'Next'
- 3. Input the verification code you received, and input the new password you want to set. Done

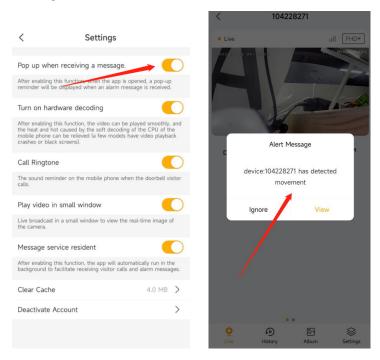
Glad to mee	t you!	←	$\leftarrow$ Reset Password
Netherlands	+31 >	Forgot password?	A verification code will be sent to your email. <b>Parenti.com</b> Resend(298)
Password		Email/Phone @arenti.com	code
Remember password Log in Sign Up		Next	Password New password Done
			Unable to receive verification code.

### **APP Settings**

Launch APP tap Me-Settings:You can adjust the APP settings.

#### 1. Pop up when receiving a message

After enable and APP is opened, a pop-up page will be displayed when an alarm message is received.

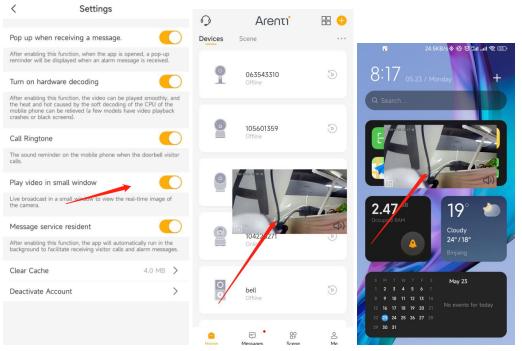


#### 2. Turn on Hardware decoding

#### 3. Call Ringtone

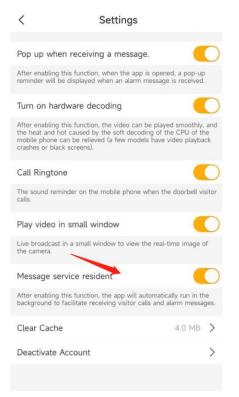
#### 4. Play video in small window.

The window will possible always top, when you using other APP on mobile phone. You can keep watch the camera Live video.



#### 5. Message Service resident

Enable the 'Message Service resident ', APP will run in the background to facilitete receiving visitor calls and Alarm messages.



#### 6. Clear Cache

Tap 'Clear Cache'- delete Alarm pictures/Temporary Files

<	Settings					
Pop up when receivi	ng a message.					
	n, when the app is opened, a pop- when an alarm message is receive					
Turn on hardware de	ecoding	0				
the heat and hot caused b	n, the video can be played smooth by the soft decoding of the CPU of ved (a few models have video playt	the				
Call Ringtone		0				
The sound reminder on th calls.	e mobile phone when the doorbell	visitor				
Play video in small v	vindow	0				
Live broadcast in a small with camera.	window to view the real-time image	of	<	Clear Cache		
Message service res	ident	0	Alarm picture		256 KB	>
	n, the app will automatically run in ceiving visitor calls and alarm mess		App receives all alarm	pictures of the device		
Clear Cache	4.0 MB	>	Temporary Files		3.8 MB	>
Deactivate Account		>	app temporary files			

### 7. Deactivate Account

Tap to Deactivate Account

			Cancel
<	Settings		
Pop up when re	ceiving a message.		Permanently disabled on 2022-06-06 20:17:52
	unction, when the app is o played when an alarm mes		We will delete all information under your account as follows:
Turn on hardwa	re decoding		<ul> <li>All of your device information</li> <li>All of your message logs</li> </ul>
the heat and hot ca	unction, the video can be p used by the soft decoding e relieved (a few models ha eens).	of the CPU of the	All of your account information     All of your account information     All of your images/videos captured by the camera     All of your smart device status information     All of your feedback information
Call Ringtone			
The sound reminder calls.	on the mobile phone when	n the doorbell visitor	
Play video in sn	nall window		
Live broadcast in a the camera.	small window to view the n	eal-time image of	
Message service	e resident		
	unction, the app will autom tate receiving visitor calls a		
Clear Cache	1	4.0 MB 📏	If you log in your account before this, your
Deactivate Acco	bunt	>	deactivation request will be canceled Deactivate Account

# 8. FAQ and Troubleshooting

# FAQS

### 1. How to switch/change WiFi, update wifi password for device?

- 1. Delete the devices in your account in Arenti APP device list.(All recordings/subscription will be there, until you add it again)
- 2. Open APP click 'Add', and follow the steps use the new WIFI network to add the camera again.—Scan the qrcode when indicator is red flashing slowly.

### 2. What to do if I can't receive alert push notification?

- 1. Please ensure the Motion/Noise Detection: Arenti APP-Device(Tap device to live video page)-Settings-Alert settings, and Receive Alert Notification is enabled: Arenti APP-Device(Tap device to live video page)-Settings.
- Please ensure the Message service resident (Arenti APP-Me-Settings) is enabled. The APP will Automatically run in the background to facilitate receiving visitor calls and alarm messages.
- 3. Please ensure notification for Arenti app has been enabled in phone setting. enter the <u>phone system settings-notifications-find</u> "Arenti" and enable notification <u>permissions.</u>
- 4. If you are using Android mobile phone, if you kill the APP, it will stop to receive the notification. Please confirm the APP is running there

### 3. Whether support viewing the SD card video via the computer?

Yes, It is supported.

- 1. Using the Micro SD card reader. Let the computer read the SD card.
- 2. You will find the video file in the SD card. It is an MP4 file, you could open and view the video on the computer directly.

4. How to delete /erase the video record in Micro-SD Card and Cloud storage? SD card record: need you format the SD card and delete all recordings:APP-Device(tap to live video page)-Settings-Recording Management-Format SD card. Also you can use the SD card reader to connect the Micro-SD card with your computer, choose the file and delete it.

Cloud video record: it will be overwriting/deleted automatically after 3/7/30days depends on which service you subscribed. We have 3/7/30days looping cloud storage service.

### 5. Why the night vision image has a big reflection on window/glass?

When night vision is on, the infrared light will turn on also--to get clear image in the night. It will be very clear in the open area. If faced the glass, the infrared light will reflect off the glass, making bad image in night. If want to face the glass in the night, suggest turn off Night vision.

### Troubleshooting

1. Recognized the QR code successfully, but device fails to setup, and camera indicator shows red fast flashing:

Your steps are all correct, maybe has some compatible issue with the wifi router.

1.Please try to confirm: wifi is 2.4GHz,not WPA3 security mode., password is correct, not contain special characters such as  $\$ :.

2. Please put your device next to the router when set up. If this still does not work, please reboot your router (unplug for 10 minutes and plug in again) and reset your device to try again. Also, you can try to use another mobile/laptop as a hotspot to set up your device to test if it works with hotspot Wi-Fi. If it does not work with the hotspot, please connect us.

#### 2. Why my camera always offline/ lose connection?

Network problems may cause the camera off-line. Solution:

- a) Check whether the power of the camera is sufficient.
- b) It is recommended that the wifi signal strength to be above 75%. Check from APP-Device (tap device to live video page)-Settings-Device information
- c) Restart the camera and router.
- d) Place the camera next to the router and observe whether the video is smooth. If the camera is still offline, it may be due to the camera hardware failure, please contact customer service

# 3. My camera not working, after powering on/plug in ,there is no indicator light on.

Please try to use the other adapter/cable and check again, if keep no light on, please send the camera SN and order number to support@arenti.com

### 4. Why does the video always with the circle/buffering?

The circle means that the video is loading, and the buffer and delay means that the network is not smooth. Please check whether the network connected between the camera and the mobile phone is smooth. It is recommended to place the camera close to the WIFI router.

#### 5. I already inserted the Micro SD Card Why APP keep shows "No SD card"?

It means that the SD card identification fails or broken. Suggestions:

- a) Please use a brand SD card, high speed(Class 10 and above).
- b) The SD card can be identified by the computer normally.
- c) Only FAT32 format is supported. capacity between 2G-128G.
- d) It is recommended to try another SD card.

It may take some time for the camera to identify the SD card. After inserting the card, wait for about 30S and then observe.

#### 6. I got the alarm notifications, tap to check the video but failed to play.

Please check it few mins later. Because the video may still in uploading to the cloud storage/Saving to SD card.