



Quick Setup Guide

Helpful Hints, Tips & Troubleshooting

Please carefully read these instructions before contacting Technical Support. Most common setup questions are covered here. If you still need help, we are always here to assist and can work through the setup with you.

1. Before You Start

- **Set the camera up before mounting it.** Use a table, bench or the ground so the SIM/SD slots, reset button and QR code are easy to reach.
- **Charge the battery for several hours** before first setup using the supplied cable and a suitable USB wall charger.
- **4G:** Activate and insert the SIM correctly. Fit all supplied antennas securely and point them upwards.
- Set up a 4G camera where there is **good mobile reception**. If your phone has little or no service there, the camera may also struggle.
- **Wi-Fi:** Set up within strong Wi-Fi range. Most models use **2.4GHz Wi-Fi**.

2. Download the Correct App

- Download the app listed for your exact camera model.
- Open the app, but don't add the camera just yet - get the camera ready first.

3. Allow App Permissions

- **Microphone** - for two-way audio.
- **Photos / Images / Gallery** - to save photos and recordings.
- **Notifications** - to receive motion and alarm alerts.
- If you selected **Don't Allow**, go to **Settings** → **Apps** → **your camera app** and enable the required permissions and notifications.

4. Turn On & Reset

- Make sure the camera is charged and switched on.
- **Before adding or re-adding the camera, reset it.** Press and hold Reset until you hear the camera confirm.
- Do not just tap the reset button - hold it until the camera responds.

5. Add the Camera

- Open the app and select **Add Device**.
- Choose **4G Device** or **Wi-Fi Device** and follow the prompts.

6. Scan the Correct QR Code

- **Scan the QR code on the CAMERA - not the box or packaging.**
- The QR code may be underneath or in a protected area. Once scanned, continue through the app prompts.

7. Test Before Mounting

- Make sure the camera is **online, visible in the app and working correctly** before permanently installing it.

Can I Add More Cameras?

Yes. Additional compatible cameras can be added to the same system/app as your security needs grow.

Can I Have Multiple Users?

Yes. Your camera/system can be shared with multiple users through the app's sharing/member function, depending on the model/app.

Technical Support: 0402 082 513 - Call or text us if you need help.

Quick Troubleshooting

A few simple checks will solve most setup and connection issues.

A quick note about advice: We respect the experience of mobile providers, electricians, IT technicians, installers and even the camera-savvy mate! However, when it comes specifically to **our cameras, apps, SIM requirements and connection process, Oz Security Camera Warehouse knows these products best.** If you receive conflicting advice, please check with us before changing settings, replacing SIMs or deciding there is a camera problem. We are always happy to help.

Camera Won't Connect?

For 4G cameras, check:

- SIM is activated, inserted correctly and has an **active data-only plan**.
- There is sufficient mobile coverage at the camera location.
- All antennas are fitted securely and pointing upwards.
- Where applicable, a **solid blue connection light** generally indicates a successful network connection.

For Wi-Fi cameras, check:

- Strong Wi-Fi signal and the correct password.
- 2.4GHz Wi-Fi is enabled. If your modem is only using 5GHz, ask your internet provider to enable 2.4GHz - there are no additional costs to enable this.

If Connection Fails

- Don't keep trying to add the same camera without resetting it again.
- If the camera appears in the app after a failed attempt, remove/delete it.

Remove from app → Reset camera → Add camera again

- **Every time you re-add the camera, reset it first.**

SIM Data Use

Our 4G cameras generally use around **2-4GB of data per month** under normal use.

Not Receiving Motion Notifications?

- Make sure **motion detection / alarm notifications** are enabled in the camera app.
- On your phone go to **Settings → Apps → your camera app → Notifications** and allow notifications.
- **Motion Detection and Auto Tracking are separate features.** On applicable models, if alerts are unreliable, turn Auto Tracking off and leave Motion Detection on, then test again.
- Make sure the person/activity is **within the camera's detection range**.

Human vs Vehicle Detection

- If people are detected but vehicles aren't, check whether your model supports **vehicle detection**.
- Most cameras are designed primarily for **human detection**. Human detection does not automatically mean vehicle detection.

24/7 vs Motion-Only Recording

- **24/7:** records continuously while still providing motion detection and alerts.
- **Motion-only:** records when a detection event triggers the camera.
- 24/7 recording is useful when you want footage available even if an event wasn't detected.

Storage & Subscriptions

- SD card storage is available across our camera range; supported capacity depends on the model.
- Recordings can be accessed through the app without removing the SD card.
- There are **no compulsory subscriptions** required for advertised camera functions. Optional cloud/app extras may be available on some models.

Still need help? We are always here to assist. Call or text **Technical Support: 0402 082 513**. We can work through the setup with you step by step.