

# User Manual: Video Surveillance System

## Unboxing and System Components

### Package includes:

- 4 surveillance cameras (labeled: “Hallway”, “Front Door”, “Garden”, “Living Room”)
- NVR (a small network video recorder unit)
- Power adapters
- Ethernet cable

### Step 1: Connecting the Cameras

1. Install the cameras in their designated locations.
2. Connect each camera to a power outlet.
3. Cameras automatically connect to the NVR via Wi-Fi. Recommended distance from cameras to NVR is up to 10 meters (without thick walls or interference).

All cameras come pre-labeled (you can rename them later in the portal interface).

### Step 2: Setting Up the NVR

1. Connect the NVR to a power source.
2. Use the included Ethernet cable to connect the NVR to your home router.

In most cases, the system works right out of the box.

### Step 3: Accessing the Portal

1. Locate and scan the QR code on the NVR with your phone or tablet.

![Device ID:  $DEVICE_ID$ ]( $qr\text{code}-\{DEVICE\_ID\}.png$ )

You also can follow the link [ $DEVICE\_REGISTER\_LINK$ ]( $\{DEVICE\_REGISTER\_LINK\}$ ) or open portal, click on settings->Link my device and enter your device ID.

2. You will be redirected to the device management portal.
3. Register an account or sign in using your Google or Apple ID.

If you’ve previously used the demo portal, the system will automatically link to your account. Device linking happens once. If you encounter any issues, click the “Chat with Assistant” button on the portal to reach your personal support agent.

#### **Step 4: Viewing the Cameras**

After signing in: - You should see live feeds from your cameras. - If not, simply refresh your browser.

#### **Camera Control via Assistant**

Through the assistant (chat on the portal), you can: - Enable or disable recording.  
- Configure motion detection. - Rename cameras. - Get help with any questions.

#### **Troubleshooting**

##### **“The page you requested was not found” message:**

- you login to the portal and see  
The page you requested was not found.  
Sorry, the page you are looking for is currently unavailable.  
Please try again later.
- Make sure the NVR is powered and connected to your router with the Ethernet cable.
- Ensure your router is connected to the internet.
- Restart the NVR and refresh the portal.

##### **Seeing demo camera feeds:**

You still see instead of your device demo devices (public cameras) - This means your NVR is not yet linked. - Scan the QR code again and log in with the correct account.

##### **One of the cameras is not showing:**

- Check if the camera is plugged into power.
- Ensure it is within range of the NVR (max ~10 meters).
- Restart the camera and wait a few seconds.