VIA SMART HOME PRODUCTS™

security system *PRO*

Read all instructions, terms and conditions before proceeding.

TERMS AND CONDITIONS

THE PRODUCT IS FOR RESIDENTIAL USE ONLY, NOT INTENDED FOR COMMERCIAL, INDUSTRIAL OR INSTITUTIONAL USE. INSTALLATION AND USE OF THIS PRODUCT INDICATES THAT YOU HAVE READ AND AGREE WITH ALL TERMS AND CONDITIONS.

THE TERM "YOU," AS USED HEREIN, INCLUDES ANY PURCHASER, PERSON OR USER OF THE PRODUCT AND OR SOMEONE WHO CREATES AN ACCOUNT IN THE ASSOCIATED APP.

THE TERM "WE" OR "US," AS USED HEREIN, INCLUDES VIA SMART HOME PRODUCTS BRAND OWNER, MANUFACTURER, DISTRIBUTOR AND RELATED COMPANIES OR ENTITIES,

THE TERM "PRODUCT," AS USED HEREIN, INCLUDES VIA SMART HOME PRODUCTS AND THE USE OF THE ASSOCIATED APP.

YOU REPRESENT AND WARRANT THAT YOU ARE OF LEGAL AGE IN YOUR JURISDICTION TO FORM A BINDING CONTRACT. ONLY AN ADULT CAN AGREE TO THESE TERMS AND CONDITIONS.

IF YOU DO NOT OR CANNOT AGREE WITH THESE TERMS AND CONDITIONS, DO NOT USE THIS PRODUCT OR THE ASSOCIATED APP.

YOU ALONE ARE RESPONSIBLE FOR BACKING UP DATA, SUCH AS RECORDINGS, OUTSIDE THE APP.

PRIVACY AND OTHER LAWS APPLICABLE TO YOU IN YOUR JURISDICTION COULD IMPOSE CERTAIN RESPONSIBILITIES ON YOU AND YOUR USE OF THE PRODUCT; YOU AGREE THAT IT IS SOLELY YOUR RESPONSIBILITY AND NOT THE RESPONSIBILITY OF US. YOU AGREE NOT TO VIOLATE ANY FEDERAL, STATE OR LOCAL LAW, ORDINANCE, OR REGULATION RELATED TO THE USE OF THE PRODUCT.

YOU MUST INSTALL THE PRODUCT ACCORDING TO ITS INSTRUCTIONS, AS INCLUDED, FOR IT TO FUNCTION PROPERLY. THE PLACEMENT OF THE PRODUCT, WEATHER CONDITIONS, PRESENCE, STRUCTURE, AND CONFIGURATION OF BUILDINGS, YOUR WIFI SIGNAL STRENGTH AND ROUTER SETTINGS, MOBILE PHONE/DEVICE, AND OTHER FACTORS MAY IMPACT WHETHER THE PRODUCT CAN CONNECT TO YOUR NETWORK AND WHETHER NOTIFICATIONS CAN BE SENT AND OR RECEIVED TO/BY YOU IN THE APP ON YOUR MOBILE DEVICE. **WE HAVE NO LIABILITY FOR ANY FAILURE TO PROVIDE ANY NOTIFICATION FOR ANY REASON.**

YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE PRODUCT IS SOLELY AT YOUR OWN RISK, AND THAT YOU ACCEPT RESPONSIBILITY FOR ALL LOSSES, DAMAGES, AND EXPENSES ARISING OUT OF SUCH USE. WE ARE NOT AN INSURER. YOU ARE RESPONSIBLE FOR MAINTAINING INSURANCE COVERING ALL LOSS, DAMAGE, OR EXPENSE, WHETHER FOR PROPERTY DAMAGE, PERSONAL INJURY (INCLUDING DEATH), ECONOMIC LOSSES, DATA LOSSES, OR ANY OTHER FORM OF LOSS, DAMAGE, OR EXPENSE ARISING OUT OF OR FROM THESE TERMS AND CONDITIONS OR THE PRODUCT.

WE DO NOT WARRANT THAT THE PRODUCT WILL MEET YOUR REQUIREMENTS, OR THAT THE OPERATION OF THE PRODUCT WILL BE UNINTERRUPTED OR ERROR FREE. THE ENTIRE RISK AS TO THE QUALITY AND PERFORMANCE IS WITH YOU.

YOU UNDERSTAND AND AGREE THAT THE PRODUCT DOES NOT INCLUDE NOR IS IT INTENDED FOR ANY THIRD-PARTY MONITORED SERVICE. WE MAKE NO WARRANTY THAT USE OF THE PRDOUCT WILL INCREASE OR AFFECT ANY SAFETY LEVEL, FOR YOUR, YOUR BELONGINGS OR DWELLING. NO EMERGENCY SERVICES WILL BE DISPATCHED TO YOUR HOME IN THE EVEN OF AN EMERGENCY, APP NOTIFICATION OR OCCURANCE.

IN NO EVENT, INCLUDING NEGLEGENCE, WILL WE BE LIABLE TO YOU FOR ANY DIRECT OR INDIRECT DAMAGES OF ANY TYPE, INCLUDING WITHOUT LIMITATION ANY LOST WAGES, LOST PROFITS, LOST SAVINGS, LOST DATA, LOST PROPERTY, PROPERTY DAMAGE, LOSS OF USE, UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS OR DATA, OR OTHER SPECIAL, CONSEQUENTIAL OR INCIDENTAL DAMAGES ARISING OUT OF OR RELATING TO THE USE OF THIS PRODUCT. THE AGGREGATE LIABILITY UPON ANY AND ALL CLAIMS HOWSOEVER ARISING OUT OF USE OF THIS PRODUCT, WILL IN ANY EVENT BE ABSOLUTELY LIMITED TO THE PURCHASE PRICE FOR THE PRODUCT THAT IS THE SUBJECT OF ANY LIABILITY CLAIM OR CLAIMS. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

IN NO EVENT SHALL OUR TOTAL LIABILITY TO YOU FOR ANY DAMAGES, LOSSES AND CAUSES OF ACTION (WHETHER IN CONTRACT, TORT OR OTHERWISE) EXCEED THE AMOUNT PAID BY YOU, IF ANY, FOR THE PRODUCT AT ISSUE WITHIN THE PRIOR TWELVE (12) MONTHS. THIS LIMITATION IS CUMULATIVE AND WILL NOT BE INCREASED BY THE EXISTENCE OF MULTIPLE INTANCES OR CLAIMS.

YOU AGREE TO HOLD US HARMLESS, INDEMNIFY AND DEFEND US, AGAINST ANY AND ALL CLAIMS, ACTIONS, PROCEEDINGS, LOSSES, DAMAGES, COSTS, FEES AND EXPENSES (INCLUDING WIHTOUT LIMINATION COURT COSTS AND REASONABLE LEGAL FEES) ARISING OUT OF OR IN CONNECTION WITH ANY CLAIM BROUGHT AGAINST US BY ANY THIRD-PARTY AS A RESULT OF YOUR USE OR MISUSE OF THE PRODUCT.

YOU AGREE TO BINDING BILATERAL ARBRITATION RELATED TO YOUR USE OR MISUSE OF THE PRODUCT. SUCH ARBRITATION WILL BE FINAL AND BINDING. EACH PARTY IS RESPONSIBLE TO PAY ITS OWN FEES RELATED TO SUCH ARBRITATION.

IF ANY PORTION OF THESE TERMS AND CONDITIONS IS HELD TO BE INVALID UNDER APPLICABLE LAWS, THE INVALIDITY OF SUCH PORTION SHALL NOT AFFECT THE VALIDITY OF THE REMAINING PORTIONS, WHICH SHALL REMAING IN FLL FORCE AND EFFECT.

## Note: This device is not compatible with 5GHz network

1. Download and Install "Yoosee" on your mobile device

a. Search and install 'Yoosee' application from your app store
   i. iTunes App Store (if you are using an Apple iPhone)
   ii. Google Play (if you are using the Android phone)
b. Scan the QR code below and download the application according to your phone, or navigate to http://www.yoosee.co/


2. Add device

a. Account login and registration
   i. Registering - Click **'Quick register'** to register a new account. You can use your mobile phone number (Supported countries/areas for phone registration as shown below) or email address to register. (Email registration is highly recommended, because it is convenient for you to reset password for future use.)
   ii. Existing Account - You can log in by entering an existing account and password. Or authorize login via WeChat and Line.
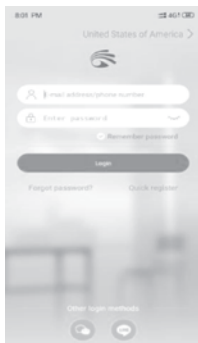
b. Add new device by **"QR Code Networking"** (recommended).
  i. Connect your phone with 2.4 GHz WiFi router **Note: the device does not support 5GHz network.**
  ii. Under **"Device"**, click **"+"** at the right top corner of the device in the **"Yoosee"** app
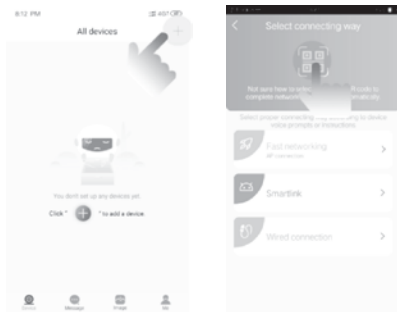
  iii. Power on the device
  iv. After hearing the voice tone of "Please add the device by scanning QR code" and "beep beep" sound, scan the QR code.
    1. Align the device with the QR code to scan and follow the app instructions to input the WiFi information correctly.
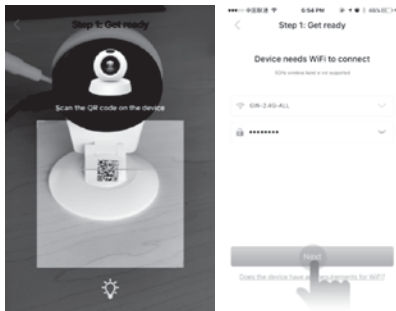
Note: If there is no voice tone after powering on the device, reset the device (hold the reset button until you hear "Reset to default setting). The reset button can be found on the back side or bottom of the device, as shown.

Reset Button

c. Connect device
   i. Align the QR code in the application with the device and wait for the identification.
   ii. After the camera identifies the QR code, you will hear "QR code scan successful".
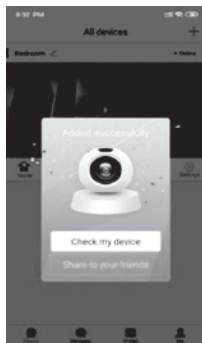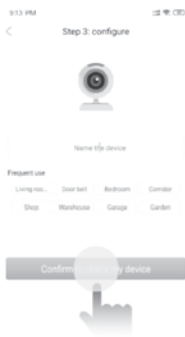   iii. Click the button or wait for the page to automatically go to the next step.
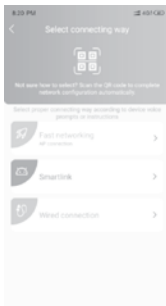
d. Configure the device
  i. Configure the device after connecting to the network successfully. You can name the device after the configuration


  ii. Select "Confirmed, check my device".

e. Other ways to add the device

3. Sharing the device
   a. Once the device is added successfully then you can use the sharing function
      of the device to share the video with your friends and family. Friends and family
      will need to download the "Yoosee App" first, then sign up to log in.
      i. Click the "Share to your friends" in the pop-up window or click the right top
         corner icon of the device.
      ii. Select how you want to share the video
         1. Mobile phone number
         2. Email – m ust be registered within "Yoosee"
         3. Facetime
         4. WeChat share
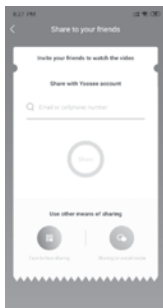
4. Alternatives to adding a device
· Wired Connection
 o Advantage: The network quality is more stable than WiFi. The video transmission quality is secured.
 o Conditions:
   a. The device has a network cable interface
   b. Have a long enough network cable connecting the router to device.
 o Operation
   a. Connect your phone to WiFi of your router first, after the device connected to power, plug the cable into network port of the device, the other end connects to LAN port of the router.
   b. Choose "Wired Connection" in your APP, select the device at the "new device list" for further configuration, name the device (If the device is configured with a default password, you need to input it manually).
   c. Confirm saved to add the device.
· AP Mode
 o Advantage: When there is no router and network available, the camera can connect through device hot spot.
 o Condition: Mobile phone and the device must be close to each other, generally within 15 meters.
 o Operation:
   a. Long press the reset hole until the device prompt "reset to default setting" is heard.
   b. After reset the device, press the reset button again within 5 minutes, and you should hear "Enter the AP mode"
   c. Connect mobile WiFi to the AP network of device (Generally GW_AP_XXX). Return APP after connected, click "skip, shift to AP mode". After confirmed to connect, the camera can be accessed without internet.

5. Setting up alerts on mobile device

a. "Home" setting – Set the app on "Home" while at home.

b. "Away" setting – Set the app on "Away" when leaving the house to arm/enable the home security devices. **Note: It is recommended to keep the app open while in "Away" mode to receive notifications.**

      i. **Note: The room must be well-lit for camera to see what's being recorded. A light is not included with the camera.**

Frequently Asked Questions

"Password error" is prompted when checking the live stream video
The password may be modified by family members. You can input the correct remote access password in the pop-up window. If the remote access password is forgotten, please long press "Reset" button to the default status and re-add the device.

"Device is offline" is prompted in the device list
Please check if the camera properly connected to the network,
check whether the indicator light is always on. Please check if router network normal.

What should you do when the APP of mobile phone cannot receive the push notification?
Check whether alarm and alarm push notification are turned on in the alarm setting and confirm to set the "Away mode" . Meanwhile check the Android phone background progress whether it's forbidden by system or anti-virus software.

How to do with motion detection false alarm.
Update firmware version (above 14.0.0.76) and APP (above 00.46.00.13), adjust the sensitivity in the setting of the device; Also, can adjust through configuration file by changing: md_level = 3 (1~6, smaller numbers more sensitive).

Failed to search video file when playing video.
Please check if SD card damaged; please check the search time of the video file and check the system time of the camera.

The camera cannot connect to WiFi.
Please check whether the password of WIFI is correct.
Ensure the WiFi is 2.4 GHz because **the device does not support 5 GHz network.**
Ensure the router does not limit WiFi access such as AP isolation, anti-freeloading and so on.

Cannot find the AP device in the WiFi list of the mobile phone.
The firmware version does not support it or mobile phone and device are too far away.

There is video interruption in cloud video playback
If the upstream bandwidth of the network where the device is located is low or occupied (the uploading or sending of the file will occupy the upstream bandwidth), the device will delay or interrupt the video stream. In this case, cloud playback will be interrupted. You need to ensure sufficient upstream bandwidth (not less than 64KB).

Frequently Asked Questions, Continued

Cloud playback view timeout
When the mobile phone network is poor, the cloud playback video cannot be obtained in time. In this case, you need to switch to a better network environment, and then exit the cloud playback interface to re-enter.
Request more information
This quick operation guide will guide you to use your IP camera quickly. For further information, you can download the user manual or send the email to support@gwell.cc for technical support.