



# WiFi Camera Caregiver System

## User Guide

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**TOC to be compiled upon final approval**

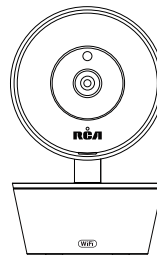
HSCARE2A

# Welcome!

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This WiFi Camera Caregiver System makes it easy to care for your loved one from virtually anywhere! This guide takes you through the steps to get started!

## Step 1: Unpack



WiFi camera



Alert remote

### Before you start...

*Make sure you read the Important Information sheet included in this package.*

### The accessories:

- (1) Power adapter
- (1) 10' power cable
- (2) Mounting screws and anchors
- (1) Lanyard

Don't forget to remove the protective film covering the front of the camera!

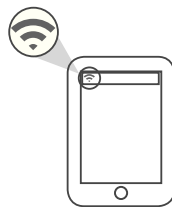
# Getting Started

## Step 2: Test your WiFi signal

Your camera needs a strong enough signal from your WiFi router in order to send its video signal. Here's how to test it.

First, go to where you want to put the camera. Make sure your smartphone or other portable wireless device is connected to the WiFi network you want to test.

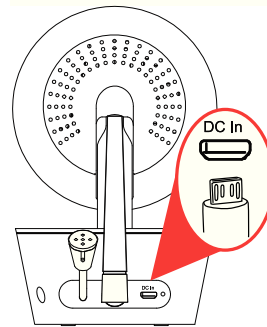
Look at the WiFi icon on your device screen to see the strength of the connection. For example, on iOS devices look in the upper left-hand corner of the screen for the WiFi icon (shown here).



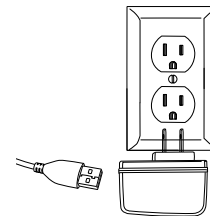
For best results, look for a location with at least 50% strength to use the camera.

**IMPORTANT:** This camera works with 2.4GHz WiFi signals. If you have a dual-band router with separate 2.4GHz and 5GHz networks, make sure your phone is connected to the 2.4GHz one!

## Step 3: Plug in the camera



Plug one end of the included power cable into the **DC In** jack on the back of the camera.



Plug the other end into the included power adapter. Then plug the adapter into an outlet or surge protector.

The camera turns on automatically when you plug it in (the indicator light on its back panel turns solid red).

## Step 4: Install the App on your phone

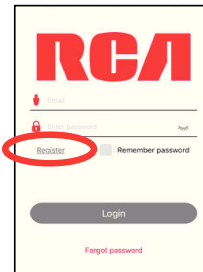


In the Google Play or Apple App Stores, search for "RCA SMARTVIEW" and look for the icon shown here. Then download and install the App.

## Step 5: Launch the App

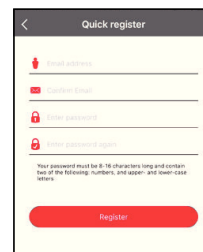
Once the RCA SmartView App has installed on your smartphone or tablet, press the icon to launch the App.

## Step 6: Create an RCA SmartView user name and password



The first time you launch the RCA SmartView App, you'll need to create a user name and password so that you can access your camera securely.

Press **Register** to start, then follow the steps to set up your account.

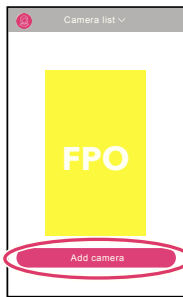


**IMPORTANT:** Make sure you give a valid email address that you have easy access to. The App will use this address if you ever need to recover or reset your password.

**IMPORTANT:** Your user name cannot contain special characters (like "@")—only letters and numbers.

## Step 7: Pair the RCA SmartView camera with the App

Make sure the RCA SmartView App is open on your phone or tablet. Also make sure that your phone or table is connected to your WiFi network.



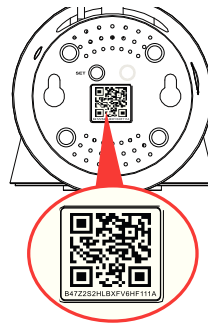
In the App's home screen, press the **Add camera** button at the bottom of the screen.

**NOTE:** Make sure your camera is on! If you haven't already turned it on, press the **Power** button on the right side of the camera (the camera's LED lights up).

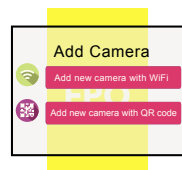


The next screen in the App lets you name the camera you're setting up and prompts you to scan the QR code on the bottom of the camera.

**To name the camera you're setting up:** Press in the Camera name field and enter the name you want to use.



**To scan the QR code on the camera:** Find the QR code on the bottom of the camera. Position your smartphone or tablet so that its camera can scan this QR code. Then press where indicated in the App to scan the QR code on the bottom of your camera.

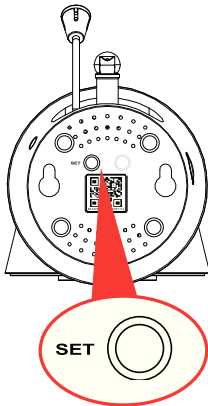


In the next screen, press the **Add new camera with WiFi** button.

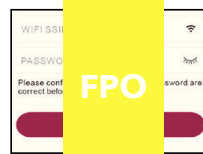
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The App will ask you to press the **SET** button on the bottom of the camera and enter the name (WiFi SSID) and password of your WiFi network.



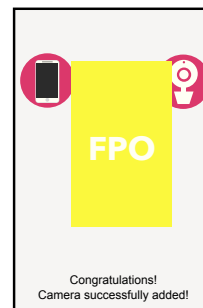
Find the **SET** button on the bottom of your WiFi camera. Press it for one second (until the camera gives an audio signal).



Enter the name (WiFi SSID) and password for your home WiFi network in the App.

**IMPORTANT:** Double check your network name and password—these must be correct to work with the App!

Once you've finished entering your network name and password, press the **Next step** button on the App screen. The indicator light on the back of the camera starts flashing—the camera is trying to join your WiFi network.



Once the camera has successfully connected to your WiFi network, you'll see the Success screen in the App and the indicator light on the back of the camera will turn green. **Congratulations—you've just set up your first camera!**

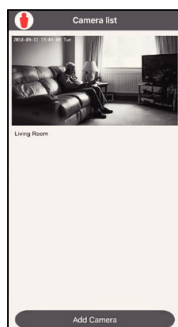
**Problems connecting?** If the Add new camera with WiFi method doesn't work, try the Add new camera with QR code method. Choose Add Camera, then Add new camera with QR code and follow the on-screen directions.

## Connection Troubleshooting

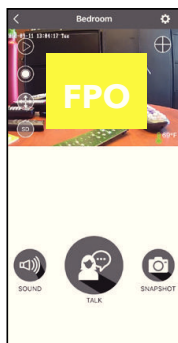
- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See step 3 for more information.
- + Test your WiFi network with other devices to make sure its working.
- + Double check that you've entered the correct password for your WiFi network in the App.
- + Make sure your router is broadcasting its SSID (name). This camera does not support hidden SSIDs.
- + Make sure that Wi-Fi signal is 2.4GHz. This camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET button on the bottom of the camera for 10 seconds. The camera gives a long beep when it is fully reset.

For additional assistance, please call 1-833-236-6561.

## Step 8: Choose the camera from the home screen



Press the part of the home screen showing the camera you set up in order to choose this camera.




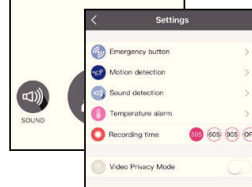
The Camera View screen is your gateway to total control of your camera from virtually anywhere.

The next section gives you a tour of the features available from this screen.

## Step 9: Pair the Alert Remote with your camera




In the App, press the  icon in the upper right corner of the Camera View screen. This accesses the Settings menu.



In the Settings menu, press the **Emergency button** option to set up the Alert Remote with your camera.



Press **Add Emergency Button** at the bottom of the next screen.

Press the  icon next to the button name to customize the name. Then press the switch next to it to start activating this button. Follow the directions on the next screens to finish activation.




# TOUR OF THE SYSTEM




## Camera View Screen

 **(Settings)** accesses the Settings menu for this camera. Press this icon to adjust the WiFi and other settings.


**Camera view** shows you the image from your camera. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by pinching the screen where you want to zoom. Tap the screen to see these controls:

 **(Micro-SD Card)** accesses any content stored on the camera's Micro-SD Card (not included). Press this icon to start viewing or downloading motion/sound-activated videos or images from the camera's Micro-SD Card. (This is where you'll see auto recordings.)


 **(Record)** starts/stops recording video. The video file is saved to your smartphone or tablet.


 **(Pan/Tilt)** starts panning or tilting the camera.

 **(HD-SD Select)** lets you switch between high- and standard-definition video on the view screen.

 **(Multi-Camera View)** lets you see multiple cameras at once on a single screen (if you've set up multiple cameras). Press this icon to access the multi-camera view screen.



 **(Snapshot)** takes a still photo of the camera video. The snapshot file is saved to your smartphone or tablet.

 **(Talk)** lets you speak through this camera's built-in speaker. Press and hold this icon to start speaking.

 **(Sound)** turns the sound from the camera on and off.

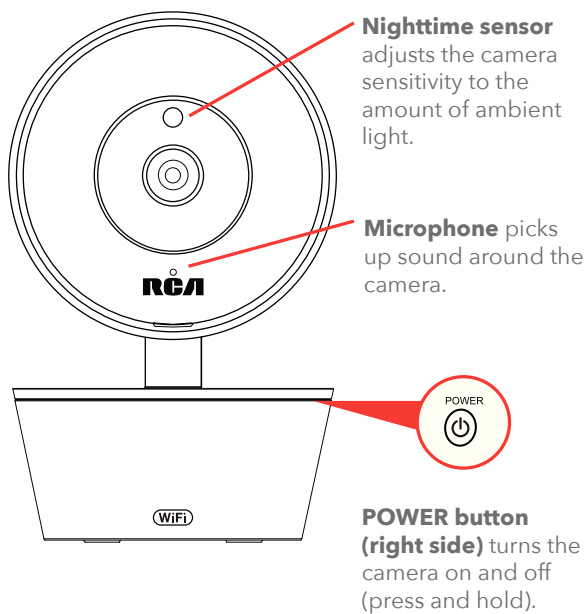
**NOTE:** The RCA SmartView App and camera do not time out. Your phone's screen, however, probably does. Some phone models allow you to adjust the screen time-out to show the camera display for longer periods, but many models do not. Check to see if your phone has screen time-out and power saving settings that can be adjusted to user preference.

## Pan, Tilt, and Zoom

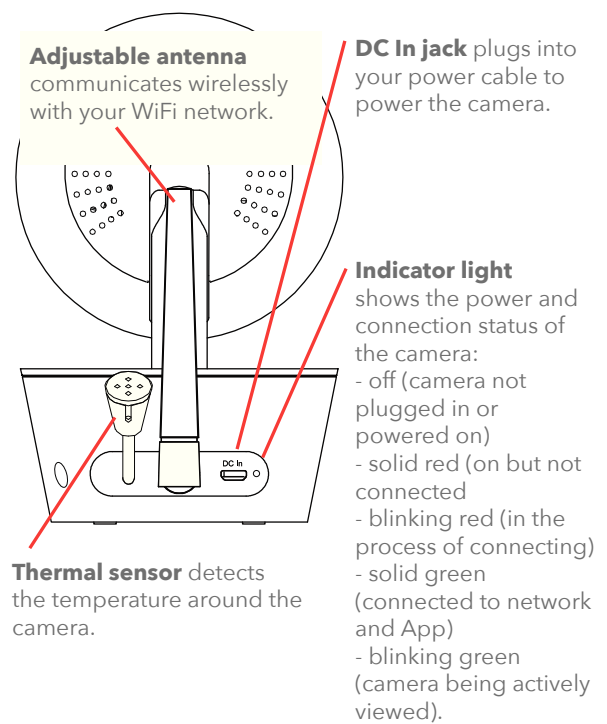
**To zoom the active camera:** *Pinch the screen where you want to zoom.*

**To pan or tilt the active camera:** *Swipe the camera view screen left/right or up/down.*

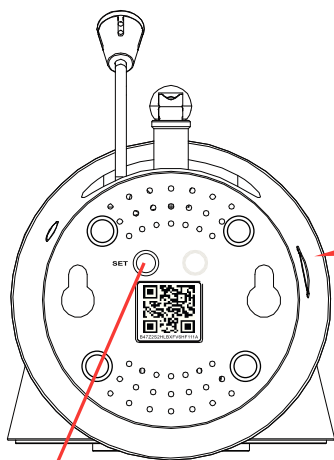
## Camera (front)



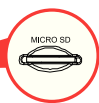
## Camera (back)



## Camera (bottom)



**Mounting keyholes** let you mount the camera on a wall (mounting screws included).

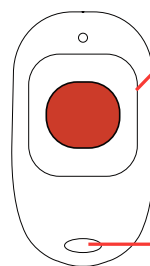


**MICRO-SD slot (left side)** accepts a micro-SD card (not included) for storage of automatic photos/video.

**SET** starts the WiFi setup process (press and hold).

**QR code** passes the camera ID information to the App during the WiFi setup process.

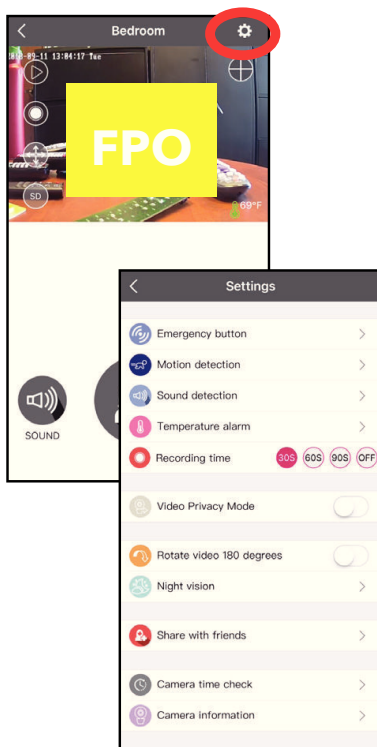
## Alert Remote




**Alert button** triggers the camera and remote alarm when pressed, sending all connected accounts an alert that lets you quickly view the situation and speak with your loved one.

**Lanyard slot** accepts the included lanyard for convenient personal use.

## EVERYDAY USE




In the Camera View screen, press the  (Settings) icon to customize your WiFi camera's setup.

This chapter takes you through the settings you can customize, one by one.

Everyday use




**When the SOS button is pressed...**

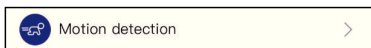
*The alarm on the camera sounds and you receive an alert notification on your phone. Pressing on the notification takes you to live video. Press the  button on screen to initiate 2-way talk with the camera and stop the camera alarm (otherwise, the camera alarm will time out after 2 minutes).*

## Emergency button

The Emergency button option lets you set up your Alert Remote to trigger an alarm through the App when pressed.

**To set up the emergency button:** In the **Settings** menu, press **Emergency button**. Then press **Add Emergency Button** at the bottom of the next screen. Press the  icon next to the button name to customize the name. Then press the switch next to it to start activating this button. Follow the directions on the next screens to finish activation.

Everyday use



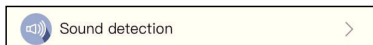
**IMPORTANT:** You must have a micro SD card (not included) installed in your camera to use the auto-recording function of this feature.

## Motion detection

You can set up the App and camera so that you get a notification on your phone and the camera automatically records video when the camera detects movement. You can also select parts of the screen where you do **not** want motion detected.

**To set up motion detection:** In the **Settings** menu, press the **Motion detection** sensitivity setting you want to use: **OFF**, **Low**, **Default**, or **High**.

**Note:** You might want to test different levels of sensitivity for this setting, to find the best fit for your environment and preference.



**IMPORTANT:** You must have a micro SD card (not included) installed in your camera to use the auto-recording function of this feature.


## Sound detection

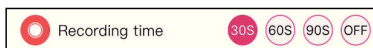
You can set up the App and camera so that you get a notification on your phone and the camera automatically records video when the camera detects sound.

**To set up sound detection:** In the **Settings** menu, press the **Sound detection** sensitivity setting you want to use: **OFF**, **Low**, **Default**, or **High**.

**Note:** You might want to test different levels of sensitivity for this setting, to find the best fit for your environment and preference.

### Notes about notifications:

- + Pressing on a sound- or motion-detection notification or going to messages shows you a screenshot of the motion detection event. To view the video, press the  icon in the camera view screen.
- + The App sends a maximum of 2 notifications every 4 minutes. It prioritizes notifications in the following order: temperature, sound, motion.

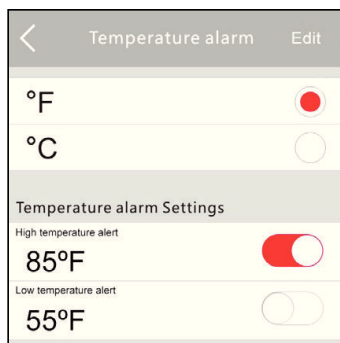
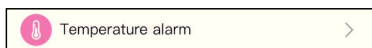


**IMPORTANT:** You must have a micro SD card (not included) installed in your camera to use this feature.

## Auto-record time

You can set up the camera so that it automatically records a certain amount of video when the camera detects a motion or sound alert.

**To set up an auto-record time:** In the **Settings** menu, press the amount of **Recording time** you want (in seconds) when a motion or sound alert is triggered: **30s**, **60s**, or **90s** (or **OFF** for none).



## Temperature alarm

These alerts tell you when the temperature around the camera is too hot or too cold.

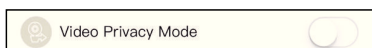
- 1 In the **Settings** menu, press **Temperature alarm**.
- 2 In the **Temperature alarm** menu, press **Edit** at the top of the screen to change the settings.

**To change from degrees Fahrenheit to Celsius:** Press the **C**.

**To set a high temperature alert:** Press the switch next to **High temperature alert**. Then set the temperature you want for the high temperature alert.

**To set a low temperature alert:** Press the switch next to **Low temperature alert**. Then set the temperature you want for the high temperature alert.

If the temperature around the camera goes beyond the limit(s) you set, you will get a push notification on your phone or tablet.

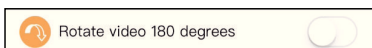


## Video privacy mode

Video privacy mode lets you temporarily switch the active camera off for extra privacy, so that no one can see video from this camera.

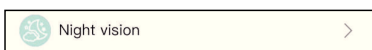
**To turn video privacy on or off:** In the **Settings** menu, press the toggle next to the **Video privacy mode** setting.





## Rotate video 180 degrees

This option lets you reverse the orientation of the Camera View video. Press the switch to toggle it on and off.



## Night vision

This option lets you configure the camera's IR light for viewing nighttime video. Press it to access the Night vision menu.



## Share with friends

This camera lets you share monitoring with family, so that they can keep track of your loved one as well. These guest accounts have limited access to settings—they can view and talk through cameras and record pictures and videos directly to their phone.

- 1** Make sure the person you want to share with has downloaded the RCA SmartView App on their phone or tablet.
- 2** On your phone or tablet, go to the **Settings** menu and press **Share with friends**. Have the person you want to share with follow the steps in the App.

**IMPORTANT:** *Your friend or family member will need to scan the QR code on the screen. If they are not physically present to do so, either print the screen or do a screenshot and send it to a phone they can scan with their phone.*

## Camera time check

The camera's internal clock might need to be periodically synchronized with your phone's clock. If you notice the two times don't match, choose **Camera time check** in the App's Settings menu, and follow the directions on the page that appears. The App will sync the current camera's clock with your phone or tablet's clock.

## Camera information

The Camera information screen gives you details about the currently selected camera, including the amount of memory left on the micro-SD card if you have one installed. This menu option also lets you update the firmware in the active camera.

### Format SD card

The Format SD card button in the Camera info screen lets you format a micro-SD card before you use it for the first time. **To format a micro-SD card:** Insert the card into the WiFi camera's micro-SD card slot. Then press the Format SD card button in the Camera info page.

### Update camera

The System firmware option in the Camera info screen shows if camera updates are available (a red dot appears) and lets you apply them. **To update a camera:** Check if there is a red dot next to System firmware. If there is, press this option and follow the on-screen instructions.

## Delete Camera

If you've tried all of the troubleshooting solutions to solve a problem, and nothing seems to work, you might need to reset the camera and App to their factory settings and start setup again.

**WARNING: Delete camera erases all of your custom settings. You will have to set up the camera and Alarm Remote from scratch.**

## TROUBLESHOOTING / FAQs

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Most issues with the RCA WiFi Camera Caregiver system can be solved by following one of the troubleshooting tips below. For additional assistance, please call 1-833-236-6561.

### **I can't connect the WiFi camera to my network.**

- + Make sure your phone or tablet is connected to the WiFi network you want to use.
- + Make sure the camera is getting a good signal from your WiFi router. See page 3 for more information.
- + Make sure your router is broadcasting its SSID (name). The camera does not support hidden SSIDs.
- + Make sure that Wi-Fi signal is 2.4GHz. The camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.
- + Make sure that there is no MAC filter on router or add MAC address to router whitelist.
- + Reset the camera to set up connection again. Press and hold SET key for 10 seconds. The camera will give a long beep when it is fully reset.

### **The WiFi camera's indicator light remains red (connection to network failed).**

- + Double check that you've entered the correct password for your WiFi network in the RCA SmartView App.
- + Test your WiFi network with other devices to make sure its working.
- + Make sure the camera is getting a good signal from your WiFi router. See page 3 for more information.

- + Make sure that Wi-Fi signal is 2.4GHz. The RCA WiFi camera does not support 5GHz WiFi.
- + Make sure that your WiFi router uses either WPA2-PSK/WPA-PSK or AES as its encryption method.

**The WiFi camera's indicator light flashes green.**

- + The camera is being actively viewed.

**I don't see video from the camera on my phone/tablet.**

- + Make sure the camera is turned on and is plugged in to a working outlet.
- + Make sure the camera is within range of your WiFi router (certain kinds of signal obstacles, like large metal objects, might shorten the range somewhat).
- + Make sure your phone/tablet has an active data or WiFi connection and that the RCA WiFi Camera App is open and configured with the camera.

**I can't record video or pictures on the camera (for motion or sound alerts).**

- + Make sure you have an Micro SD card (not included) inserted in the **MICRO SD** card slot on the side of the camera.
- + Make sure auto-record is set to on and a motion or sound alert is set.

**I can't record video or pictures on my phone/tablet.**

- + Make sure your phone/tablet has enough available memory to record video or pictures.

**My video feed is frozen.**

- + Check the time stamp on the video feed screen to make sure the video is frozen. Then return to the camera home screen and reload that camera again.
- + Close the App and re-open.

### I can't pan/tilt the camera from my phone or tablet.

- + Make sure you're swiping on the video from the camera on your phone or tablet. Pan and tilt the camera by swiping on the screen left/right or up/down. Zoom the camera by double-tapping the screen.
- + Make sure the camera is moving freely. In certain positions, the camera might bump into the stand neck. If the neck is in the way, pan or tilt the camera in the other direction so that you have a free range of movement.

### The App is frozen.

- + Force close the App on your phone or tablet. Then re-open it.

### I can't hear sounds from the camera.

- + Make sure the volume on your phone or tablet is turned up.
- + Make sure sound is turned on in the Camera view screen.
- + Make sure the microphone on the camera is not blocked. The microphone is just below the lens.

### The temperature alerts don't work.

- + Make sure you've set the temperature preference to the system you use, Fahrenheit (standard in the US) or Celsius (standard outside the US). To switch your temperature preference, go to **Settings > Temperature alarm**.
- + Make sure you've set the right kind of temperature alert—for example, if you want to make sure the camera environment does not get below 68 degrees Fahrenheit, set the **Low Temperature Alert** to **68**. If you want to make sure the camera environment doesn't get above a certain temperature, set the **High Temperature Alert** to that temperature.

**Motion alerts don't work.**

- + You might need to adjust the sensitivity of the alerts—for example, if **Motion detection** is set to **Low**, alerts will not come as often as when **Motion detection** is set to **Medium** or **High**. To adjust this setting, go to **Settings > Motion detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—motion alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.

**Sound alerts don't work.**

- + You might need to adjust the sensitivity of the alerts—for example, if **Sound detection** is set to **Low**, alerts will not come as often as when **Sound detection** is set to **High**. To adjust this setting, go to **Settings > Sound detection**.
- + If you have multiple cameras, you might need to set an alert for the camera you're using—sound alerts need to be set separately for each camera.
- + The App gives a maximum of 2 notifications every 4 minutes.

**I can't access the camera from my computer.**

- + The RCA WiFi camera works with the RCA WiFi Camera App on iOS and Android devices only. It does not support computers or other mobile device operating systems.

**I can't open the App on my Android tablet.**

- + The RCA WiFi Camera App is not compatible with some makes and models of Android tablets. Contact our customer service at 1-833-236-6561 to see if your Android tablet is compatible with the RCA WiFi Camera App.



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