

SAMSUNG
WISeNET

SmartCam+

iOS

English

Now, you can directly monitor your SmartCam camera with your mobile device, using the SmartCam application.

Download the application from the App Store and install it on your mobile device.

❖ Application keywords: "Wisenet SmartCam", "Wisenet", "Wisenet SmartCam+", "SmartCam+"

1. Mobile device specifications

Hardware / Operating System	Specifications
OS	- iOS 8.0 or higher
CPU	- 2.5GHz or higher
RAM	- 2GB or higher
Network	- Mobile devices with a Wi-Fi or 3G/LTE wireless communication function
Video codec	- H.264
Recommended smartphone	- iPhone 6s
Recommended tablet PC	- iPad Pro



- Some functions may not work properly depending on the manufacturer of the mobile device.

2. Subscription and registration of camera

1. Launch the Wisenet SmartCam+ application after downloading it.



2. Press <Create account>.

3. Enter member information.



- Your email address is used to look up your user ID or password. Be careful not to forget it.

4. After reading the terms and conditions, press the <Create account> button.

Create account

User ID
8-14 alphanumeric characters

Password
10 to 14 alphanumeric characters

Confirm Password
10 to 14 alphanumeric characters

Name

e-Mail

You must check and agree with the Terms of Service Use and Privacy Policy in order to join.

Terms of Services

Privacy Policy

Create account Cancel

5. When the member subscription window pops up, press the <OK> button.

Create account

Hamwha135
8-14 alphanumeric characters

.....

.....

10 to 14

Ham

test

You must
Privacy

Terms of Services

Privacy Policy

Create account Cancel

Welcome.
You have successfully signed in.
Please register a product.

OK Cancel

Register using a wireless device



- For a product that uses wired LAN, press <Register using cables.> and follow the directions.
- For a product that has been registered and used, press <Register a product in use> and follow the directions.

6. After connecting the power supply to the product, press the **<Next>** button.



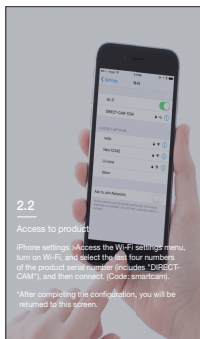
7. When the LED of the product blinks, press **<Ready>**.



8. Press and hold the Wi-Fi button until the yellow light turns on.



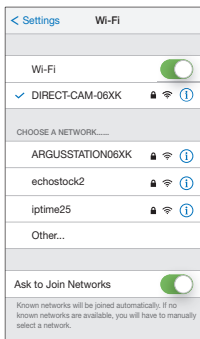
9. When the next window pops up, move to Wi-Fi Setup for Smartphone.





10. Select 'DIRECT-CAM' and enter your password.

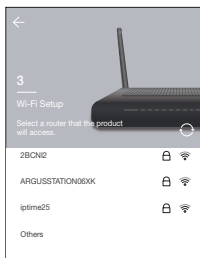


- Select a name that contains the last 4 digits of the product serial number.
- When password entry is requested, enter 'smartcam'.



11. Select a wireless router that is connected to the camera.

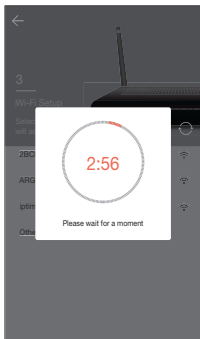
-  : After a password is entered and verified, it is connected to the wireless router.
-  : It is connected to the wireless router without any password.
- Others : This is used when no router to connect with the camera has been found, or when a hidden SSID is connected.



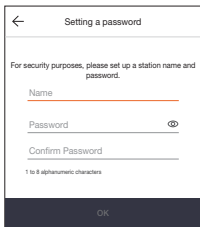
12. Connection of the camera to the router is made.



- When the camera LED is blinking, it is searching for a wireless router. When the camera is connected to the router, the LED illuminates in blue; when the camera is connected to the server, the LED illuminates in green.
- When a product that has a wired LAN function has failed wireless registration, please try wired LAN registration.



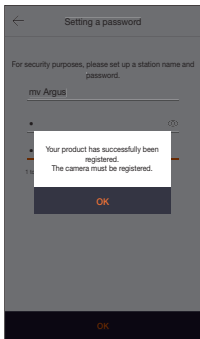
13. Enter <Name> and <Password> and then press <OK>.



14. You have successfully registered the product.
With the SNH model, when you press <OK>, the screen changes to the camera live window.
For the SmartCam A1 model, press <OK>, and the camera will be registered.

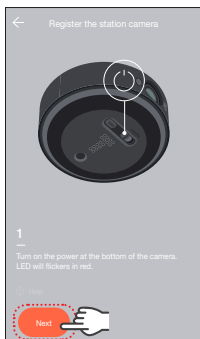


- Depending on the smartphone default settings, the camera may not be registered. If this is the case, please check the Help and try again.



Register the station camera

- 15-1.** After connecting the power supply to the camera, press the <Next> button.

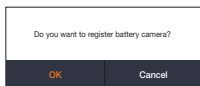


- 16.** Follow the directions on the window to pair the camera with the station hub.



Register the battery camera

- 15-2.** To register a battery camera as well, press <OK>.



16. After the camera battery is inserted, press the <Next> button.

- ! After checking the battery polarity, insert the battery.



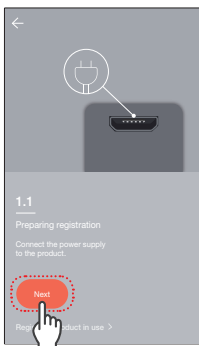
17. Follow the directions on the window to pair the camera with the station hub.



Register using cables

6. After connecting the power supply to the product, press the <Next> button.

- 🔌 Wired LAN registration can only be performed for products that have wired LAN.



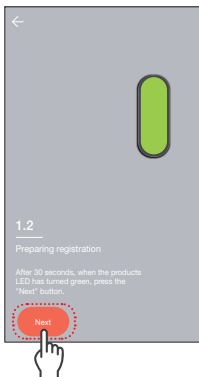
7. Press <**Register using cables.**>.



8. After connecting the product to the router using a network cable, press the <**Ready**> button.



9. When the product's LED changes to green, press <**Next**>.



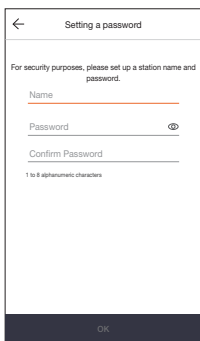
10. Select a product to register from among the serial numbers searched.



- When the smartphone and product are connected to the same router network, the camera's serial number will be automatically searched.
- Cameras that have already been registered are not searched.
- If your camera does not appear on the list, enter your camera's serial number directly.



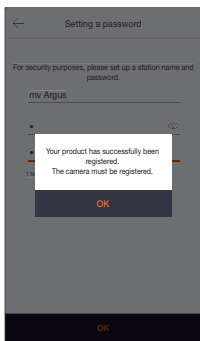
11. Enter <Name> and <Password> and then press <OK>.



12. You have successfully registered the product. With the SNH model, when you press <OK>, the screen changes to the camera live window. For the SmartCam A1 model, press <OK>, and the camera will be registered.

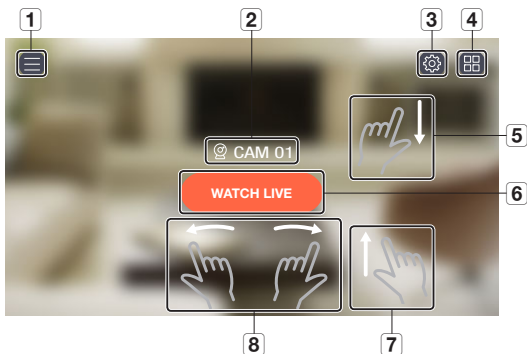


- Depending on the smartphone default settings, the camera may not be registered. If this is the case, please check the Help and try again.




3. Summary on main screen

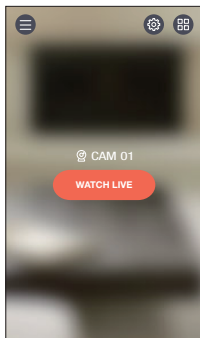
Main screen



Number	Description
1 Menu	You will be redirected to the configuration screen. (refer to "8. Menu")
2 Camera Name	Displays the camera name.
3 Camera Setup	Configures the product. (refer to "6. Camera setup")
4 Camera List	Displays the camera list. (refer to "5. Camera list")
5 SD event playback	Swipe the screen from top to bottom, and check motion/audio events that are stored on the SD card. (refer to "7. Playback - SD event playback")
6 WATCH LIVE	Connects to LIVE.
7 SD playback	Swipe the screen from bottom to top, and move to the SD playback menu. (refer to "7. Playback - SD playback")
8 Camera Move	Swipe the screen from left to right, and move to another camera.

4. Monitoring

1. On the main screen of the camera to monitor, press <WATCH LIVE>.
 2. If your password is not stored, enter a password.
-  ■ Download time may vary depending on the policies or network connection conditions of your network provider.



Live Video



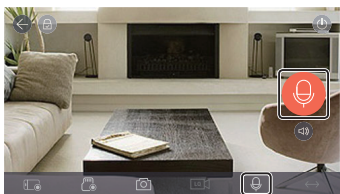
Number	Description
1 Previous Stage	After terminating the Live connection, you are returned to the main screen.
2 System Security Status Indicator	Indicates Security Status for each of the cameras. (refer to "5. Camera list - Camera security mode setup")
3 Battery Status Indicator	Displays the amount of camera battery remaining. <ul style="list-style-type: none">■ This is a function that is supported only for battery cameras.■ SmartCam A1 is displayed only when it is in move mode.


Number	Description
4 1 minute countdown	Counts backwards from the time of connection to the live screen. Moves to the default screen when the time is up. <ul style="list-style-type: none"> This function is only supported for battery cameras.
5 Camera Off	Turns the camera On/Off. For more details, refer to "Camera Off".
6 Phone recording	Video is saved to the smartphone. You can view it from < Phone Record Files >.
7 SD Save	Live video is saved to the SD card. <ul style="list-style-type: none"> If the SD card rewrite function box is not checked, once the free storage space drops to 10%, recording cannot be executed.
8 Capture	Saves images captured from a live video.
9 Select image quality	Shows the quality of the currently connected video. Press it to change to a different quality level. <ul style="list-style-type: none"> It is possible to select high/medium/low video quality. Refer to the camera product manual for resolution, frame rate and recommended bandwidth for each quality level. It may be possible to connect the video in Relay Mode depending on the wireless network speed, the smartphone performance, and the Internet service provider's policy. For more details, refer to "Relay Mode".
10 Bidirectional Audio	A microphone is activated to support a bidirectional audio function between the product and the smartphone. <ul style="list-style-type: none"> SmartCam A1 is activated only when the camera is docked with the station hub. For more details, refer to "Bidirectional Mode".
11 Using a Preset	A preset can be used. <ul style="list-style-type: none"> This function is supported only when the SmartCam A1 station camera is docked with the hub.
12 Configuration and Execution of Presets	Run/add/edit presets and set home location. <ul style="list-style-type: none"> Please refer to "Configuration and Execution of Presets" for more detail. This function is only supported in PT models.



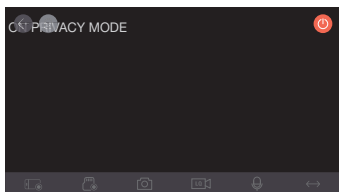
■ Supported functions may vary depending on the model.




Bidirectional Audio



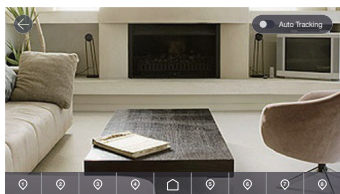
1. Press the bidirectional audio icon.
 2. A microphone icon is displayed.
 3. Press and hold the microphone icon to talk.
 4. When you take your finger off the icon, you can hear the voice originating from the camera microphone.
 5. If you push the [] icon, you can adjust the volume of speakers/audio.
- When multiple users access the same camera, the bidirectional audio is controlled by the first accessing user.
 - Audio is not supported in Relay Mode. For more details, refer to "Relay Mode".
 - If you cannot hear any sound, check the volume control.
 - If you press and hold the icon for 2 seconds after the talk stops, you can prevent discontinuity of the last portion of the talk.


Camera Off Setup



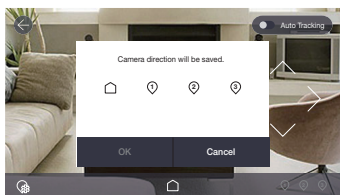
1. When you press the Camera Off [] icon at the upper-right of the screen, you can execute/release Camera Off mode.
 2. If you press the [] icon during live video monitoring, Camera Off mode is executed.
 3. When Camera Off mode is executed, the screen turns off and none of the camera functions can be used.
 4. If you press the [] icon while Camera Off mode is running, Camera Off mode is ended.
- While Camera Off mode is on, SD record/event does not work.
 - The execute/release state of Camera Off mode is maintained while you move to and then return from the List.



Using a Preset



1. Press a number on the screen.
 2. Turn the camera direction to an angle corresponding to the number.
 3. Activating auto tracking automatically tracks objects moving on the screen.
 - During auto tracking operation, motion/audio detection is automatically canceled and motion detection for auto tracking is activated.
 - If there is no movement for a certain period of time during auto tracking operation, it automatically returns to the position where auto tracking started.
-  ■ This function is only supported in SmartCam A1 models.

Configuration and Execution of Presets



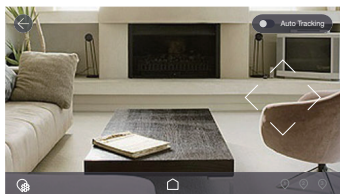
1. To move to the desired screen, press the move screen direction key to adjust the camera's direction.
2. Push the [] icon.
3. Select the home [] icon, or a preset number.

4. Tab <Confirm> after entering the preset name.
Save the currently visible position as a preset.
 - Preset names can consist of up to 12 letters and numbers.
5. Press <Cancel> to cancel the change.
6. To run a preset, press the Home [🏠] icon or the preset number at the bottom of the screen.
7. Move the camera to the specified Home/Preset position.
8. Activating auto tracking automatically tracks objects moving on the screen.
 - During auto tracking, motion/audio detection is automatically canceled and motion detection for auto tracking is activated.
 - If there is no movement for a certain period of time during auto tracking operation, it automatically returns to the position where auto tracking started.



- This is a function that is only supported in PT models.

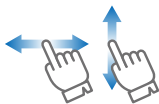
Pan/Tilt Control



1. Touch the screen, and the Pan/Tilt Control button is displayed on the screen.
2. Touch the direction button and the camera performs the Pan/Tilt operation once per touch.
3. Press and hold the direction button and the camera performs the Pan/Tilt operation continuously until the button is released.



- This is a function that is only supported in PT models.

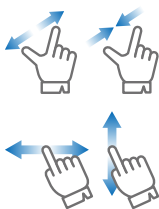


You can perform Pan/Tilt operation by dragging up/down/left/right on the screen. As the camera does not recognize the diagonal direction, it is designed to move in a more adjacent direction between the vertical and the horizontal direction.



- Pan/tilt control result requires time for processing, since the command needs to reach the camera device and be executed by the camera. Video data size grows as the size of the move data grows, which may result in delayed display.
- In an unstable network environment, using pan/tilt control by lowering the video resolution may help to reduce such delays.

Zoom function control



You can also zoom in by stretching the image on the screen using two fingers. To zoom out, pinch on the screen.

Drag on the screen in any direction to reveal hidden parts of the image that could not be seen due to the screen magnification.



- The zoom magnification ratio is displayed in the Digital Zoom Box of the upper right screen. Up to 4 is supported.

Relay Mode


When the network is poor or unstable, the function to monitor is provided using Relay Mode.

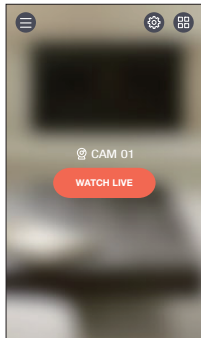
When Relay Mode works, a [] indication is shown on video, and the video playback is limited to 7 minutes.



- When UPnP of the router is not set, the connection may operate in Relay Mode. The setup method may differ depending on the router model used. Please refer to the router user manual.
- When the camera is connected to a dually installed router or when the wired/wireless network is unstable, the connection may operate in Relay Mode.







5. Camera List



1. Press the [] icon on the main screen of the camera to be monitored.
2. Moves to the camera list.

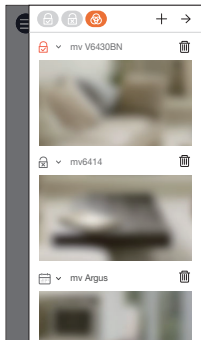


Camera Security Setup


The registered camera security mode can be configured.

-  : Event detection of all products is activated.
-  : Event detection of all products is inactivated.
-  : This can be configured differently depending on the product.
 -  : Activate event detection
 -  : Deactivate event detection
 -  : Event schedule mode


-  ■ If the communication with the product is not good, it will be indicated with [] icon.

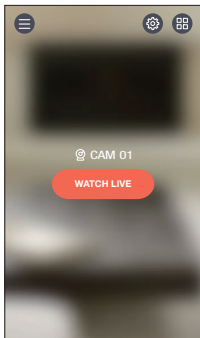


Camera Registration and Deletion

1. To register a camera, press the [+] icon. Go to the camera registration step.
2. Press the [] icon next to the camera name to delete a registered camera.
3. Push <OK>.

6. Camera Setup

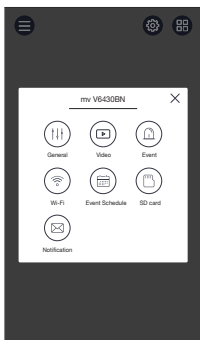
1. Press the [] icon on the main screen of the camera to be monitored.



2. Moves to the camera list.




- The setup menus are different for SNH and SmartCam A1 models.

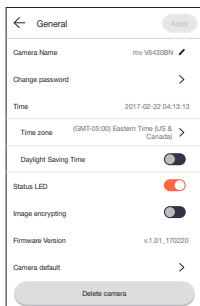


General

1. Press <General>.

2. Configures the default camera settings.

- Camera name : Use a camera name to easily identify the camera.
 - Change password : The previous camera password is changed.
 - Time : Current time of the camera is set.
 - Timezone : Current region is selected.
 - Daylight Saving Time : If you live in a Daylight Savings Time zone, select this option.
 - Status LED : Can turn camera LEDs On/Off.
 - Image encrypting : Encrypts transmitted video.
 - Firmware Version : You can check the current version and the latest distributed version and even make updates.
-  ■ When there is new firmware available, a window pops up during login, and you can proceed with a camera firmware update.
- Camera default : Initializes all camera settings other than the network settings.
 - Delete camera : Press to delete a registered camera.



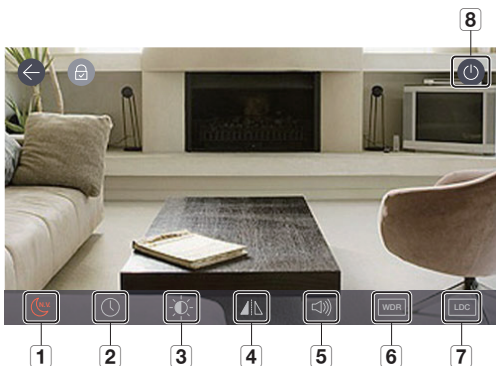
3. Press <Apply>.



- Supported functions may differ depending on the model.
- During the camera initialization, data stored in the smartphone is not deleted.

Video Setup

1. Press <Video>.
2. Configures the camera video settings.



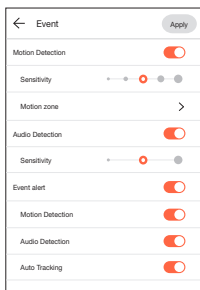
Number	Description
1 Night Vision	Sets IR Night Vision. Enable <Night Vision> so that the camera can switch automatically to night vision mode.
2 Date Display	The date and time are displayed on the live screen.
3 Brightness Adjustment	Screen image brightness can be adjusted.
4 Flip/mirror	Video image direction is inverted up and down or left and right.
5 Speaker/Microphone	Adjust the volume of the internal microphone and speaker in the camera. <ul style="list-style-type: none">■ If the volume of the microphone is set to '0', the live video will be inaudible. Also, since no audio event occurs, it will not be recorded to the SD card.
6 WDR	Compensates bright area by darkening it, and dark area by brightening it.
7 LDC	Enables/Disables image distortion compensation.
8 Camera Off	Executes/Releases Camera Off mode.

Event Setup

1. Press <Event>.

2. Configures various events.

- Motion detection : detects motion events.
 - Sensitivity : When this is set to a higher value, events are detected more sensitively.
 - Motion zone : Motions are only detected in that zone.
- Audio detection : Audio events are detected.
 - Sensitivity : When this is set to a higher value, events are detected more sensitively.
- Event alert : When an event is detected, a notification is sent.
 - Motion/audio detection : When an event is detected, a notification is sent.
 - Auto tracking : When an event is detected, objects are automatically tracked.
- Event recording time : When an event is detected, set the recording duration.

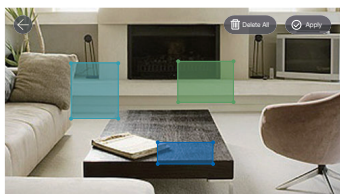



3. Press <Apply>.



- Supported functions may differ depending on the model.

Motion zone setup



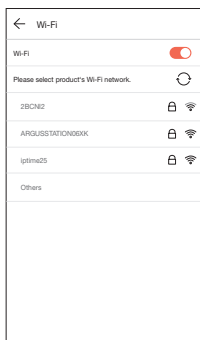
1. Press **<Motion Zone>**.
 2. Move to the motion zone mode.
 3. Press and drag a video to set that region to a motion zone.
 - Up to 3 motion zones can be set.
 4. If you want to execute the motion zone as a selected region, press the **<Apply>** button.
 - Motion is detected only in the setting area.
 - The motion zone function works only when motion detection is activated. Activate motion detection in **<Setup>** - **<Event Setup>**.
 5. If you want to delete a selected region, press **<Delete All>** and then press **<OK>**.
If you want to exit from motion zone setup mode, press the **<⬅>** icon.
 - If a motion zone is deleted while motion detection is activated, motions are detected in every zone.
-  ■ Only the PT model moves to the home position when the motion zone is selected.

Wi-Fi Setup

1. Press <Wi-Fi>.
A list of the wireless routers that can be detected by the product is displayed.
2. The wireless router connected to the camera can be changed.



- When Wi-Fi reception is poor, video reception may not be smooth. Change the location of the product and/or the router, and increase its sensitivity for a better user experience.

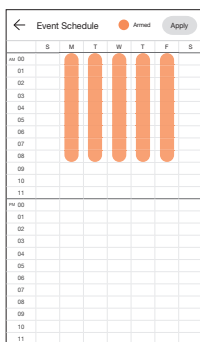


Event Schedule Setup

1. Press <Event Schedule>.
2. Select your desired time and day of the week, and configure the Event detection schedule.
3. If you want to delete a schedule, press the screen again.
4. Press <Apply>.



- When portrait mode is changed to landscape mode, configuration locations for time and day of the week are switched with each other. Event detection can be set between 00:00:00 and 00:59:59.
- For the PT model, the privacy schedule setting has been incorporated into the event schedule setting.
- You must select the event schedule mode [📅] icon from the camera list to operate it by the set scheduled time zone.



SD Card Setup

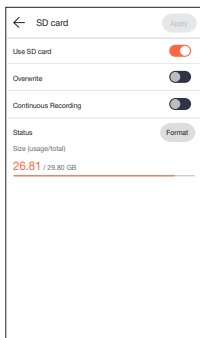


- Works only for models that support SD card.
- SD cards should be purchased separately.
- Please note that if an SD card that has been previously used for other purposes is inserted into the camera, its data may be deleted.
- Before you remove an SD card, you should eject it. If you do not eject it first, the SD card may be damaged.

1. Press **<Event>**.

2. Various SD card settings can be configured.

- Use SD card : Configures whether the SD card is used or not.
- Overwrite : When the SD card is full, the oldest videos will automatically be overwritten.
- Continuous Recording : Without event occurrences, video will be stored on the SD card.
- Status : Checks the SD card usage.
- Format : Deletes all of the SD card data.



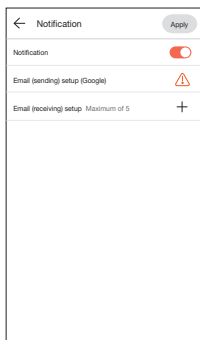
3. Press **<Apply>**.

Alarm Output Setup

1. Press <Notification>.
2. Configures whether or not E-mail push notifications are sent.
3. Configures the E-mail through which Push notifications are sent.
4. Press the [+] icon and add an E-mail through which notifications will be received.
5. Press <Apply>.

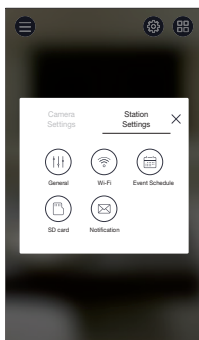
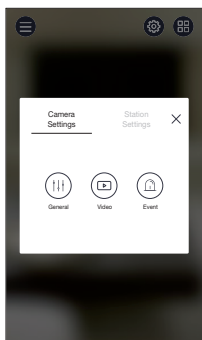


- Up to 5 persons can receive E-mails.



Station Setup

Station Setup is applied only to the SmartCam A1 model.



- Detailed functions of the Station Setup menu are the same as those of the SNH model. (refer to "6. Camera setup")

7. Playback

SD Save

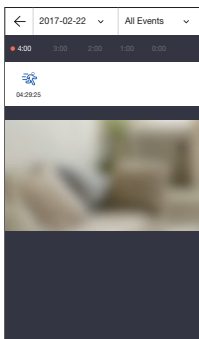
- The Continuous Record function records video to the SD card at an interval of 5 minutes.
- The Manual Record function is executed by pressing the SD Save button on Live screen. While the button is not turned off, if you move to a different screen, video is saved additionally for a maximum of 30 seconds and then stopped.
- When a motion or audio is detected, Event Record is performed for 30 seconds. If an event is detected during that time, its save time is extended.
- When an Manual/Event Record occurs during Continuous Record mode, playback time of Manual/Event Record is separated at an interval of 5 minutes.

SD event playback

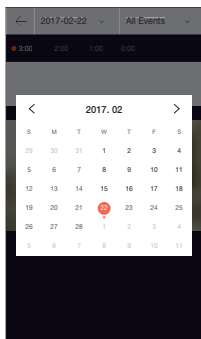
Of the videos that have been recorded to the SD card, you can see the videos that have been recorded due to event occurrences.

1. If you swipe the main screen from top to bottom, an event search screen pops up.

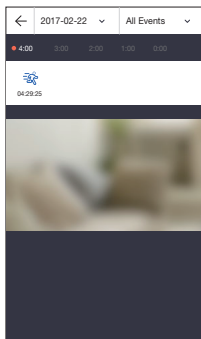
- Works only for models that support SD card.



2. If you press a date, dates for which video search is possible are shown on the calendar. Press the [< , >] on either end of the calendar's year/month indicator to move to the previous/next month.
3. Select a date to search.



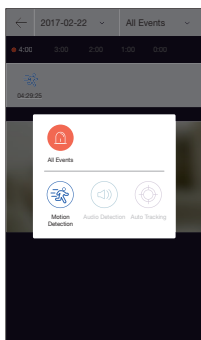
4. A time zone that contains events is activated on the timeline.




5. Press the <All Events> button to select the event type you want to search

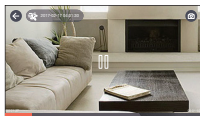


- You can only select event types from the event list when there are saved event types.



6. Push the [▶] icon.
Video data is replayed.

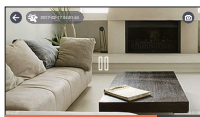
- ▶/⏸ : Play back or pause the video.
-  : The section in the specific period is played by tapping the time bar.



- Smoothness of playback may depend on the wireless network speed, the smartphone performance, or the Internet service provider's policy.
- Playback of a recorded video cannot be requested by two persons at the same time.
- Depending on the network environment, the playback function may not be supported.

Playback video capture

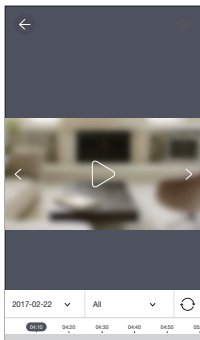
1. When a recorded video is replayed, the [📷] icon is activated.
2. Push the [📷] icon.
3. Current playback screen is captured.



SD playback

You can see videos that have been recorded to the SD card.

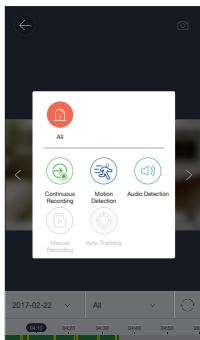
1. If you swipe the screen from bottom to top, the SD playback screen is shown.
2. If you press a date, dates at which video search is possible are shown on the calendar. Press the [<, >] on either end of the calendar's year/month indicator to move to the previous/next month.
3. Select a date to search. A time zone that contains videos is displayed on the timeline.



4. Press the <All> button to select the event type you want to search.



- Playback method is the same as for SD event playback.
- Supported event types may differ depending on the model.



5. Push the [▶] icon.
Video data is replayed.

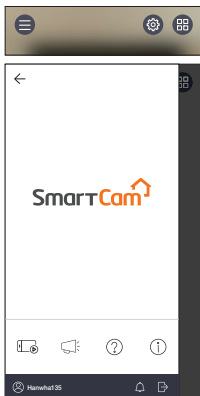
- ▶/⏸ : Play back or pause the video.
- Playing the video : The section in the specific period is played by dragging the time bar.



- Smoothness of playback may depend on the wireless network speed, the smartphone performance, or the Internet service provider's policy.
- Playback of a recorded video cannot be requested by two persons at the same time.
- Depending on the network environment, the playback function may not be supported.

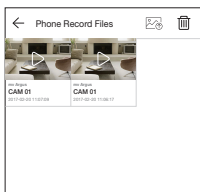
8. Menu

1. Push the [☰] icon on the main screen.
2. Move to the menu screen.

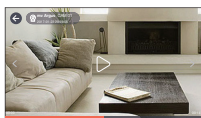


Phone Record Files

1. Push the [📺] icon.
2. If you push the [📺] icon on the Live video, a list of saved recorded videos is displayed.



3. Push a video you want to play back.
Video data is replayed.
- [▶/⏸] : Play back or pause the video.




- [Progress Bar] : The section in the specific period is played by dragging the time bar.

4. If you push the [📷] icon, you can save videos in the WisenetSmartCam+ Gallery folder of your smartphone.



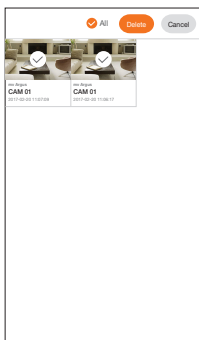
- If you download a file, you can play it back using a general video player. However, since video playback may not be smooth depending on the codecs supported by the video player, install video players that support the H.264 and G.711 codecs.

Saved Video Deletion

1. Push the [] icon.
2. Press <All>.
3. Press <Delete>.
4. Press the <OK> button, and delete saved videos.

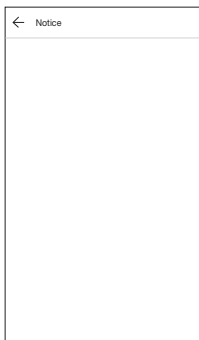


- Videos that are stored on the SD card are not deleted.



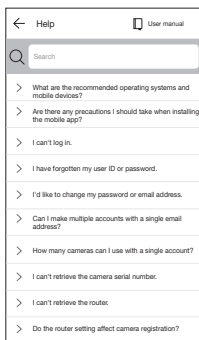
Notice

Push the [] icon.
You can find notices on SmartCam.



Help

Push the [?] icon.
You can find Q&A and the user manual on SmartCam.




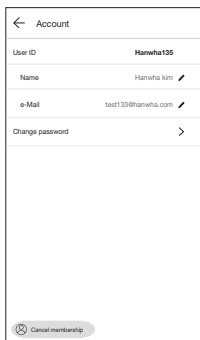
Software information

Push the [i] icon.
You can check the information of the current software version.




Information


Push the [] icon.
You can modify your account information or cancel your membership.



Alarm Setup

If you push the [] icon, you can turn off the smartphone push alarm.

Logout

1. Push the [] icon.
2. Press <OK>.



- If you move using Go Back, you are not logged out and the App is terminated.

