



# Quick Start Guide

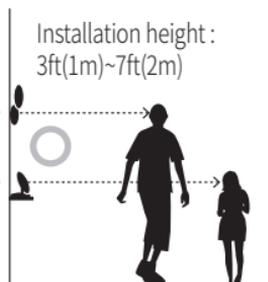
SNH-P6416BN

# SmartCam N2 Overview

Thank you for purchasing the SmartCam N2.  
To get you started with your SmartCam, please follow the steps below.

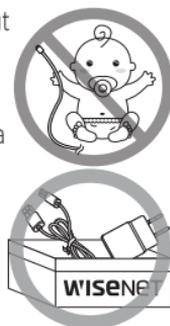
1. Place your camera anywhere that is within range of the router inside your home for a strong connection.

- Determine camera placement (flat surface or wall) before installation.
- It is recommended to place the SmartCam N2 at a proper height where it can easily catch people's faces.
- If the camera is not within range of your Wi-Fi network, consider using a Wi-Fi extender to extend the coverage of your Wi-Fi network.



2. Connect the power adapter to the camera.

- ⚠ Cable may pose a choking hazard to children. Keep the cables out of reach of children.
- For better image quality, do not touch the camera lens.
- Be sure to use the power cable included in the box, or the camera may not work properly.



3. Download the Wisenet SmartCam+ app for app setup.



4. Once app setup is complete, follow the instructions on page 15 to utilize the main features.

# Pre-Setup Check List

## In-App Features (No SmartCloud Subscription)

Be in control of your home with a full breath of in-app features included with the SmartCam N2:

- Push Notifications
- Human Detection
- Abnormal Sound Detection
- Face Recognition
- Live Feed On-Demand
- Two-Way Talk

## SmartCloud Features:

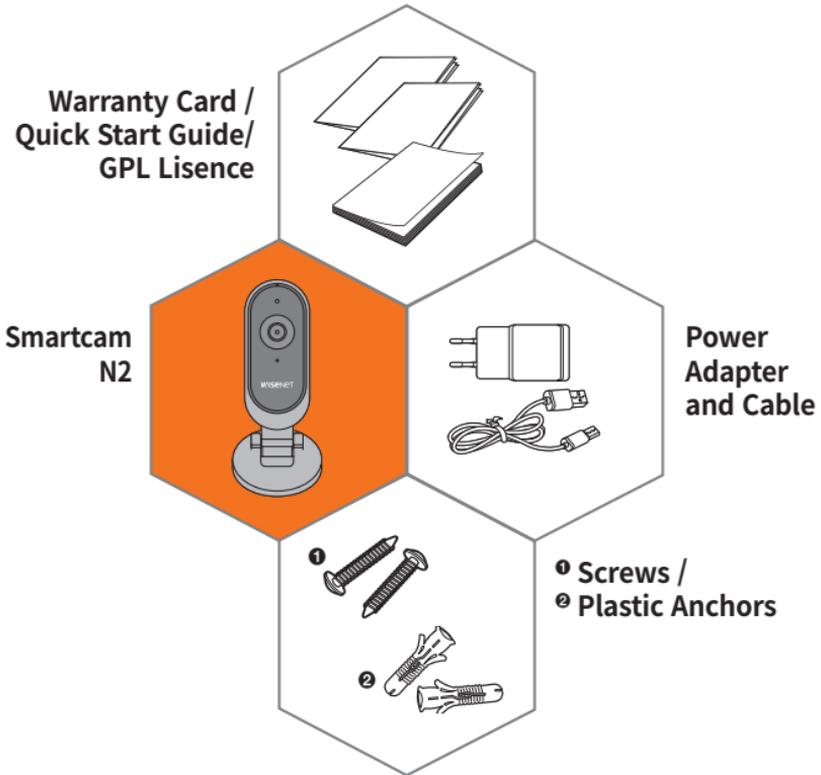
Our cloud service include the in-app features and the following below. These features are only available with a SmartCloud paid subscription plan.

- Unlimited Event Recording for 30/60/180 days upon
  - 1) Human Detection
  - 2) Face Recognition
- Advanced Event Search (sorting events by faces)
- 30sec. Manual Recording in cloud
- Export videos to phone storage
- Bank level security

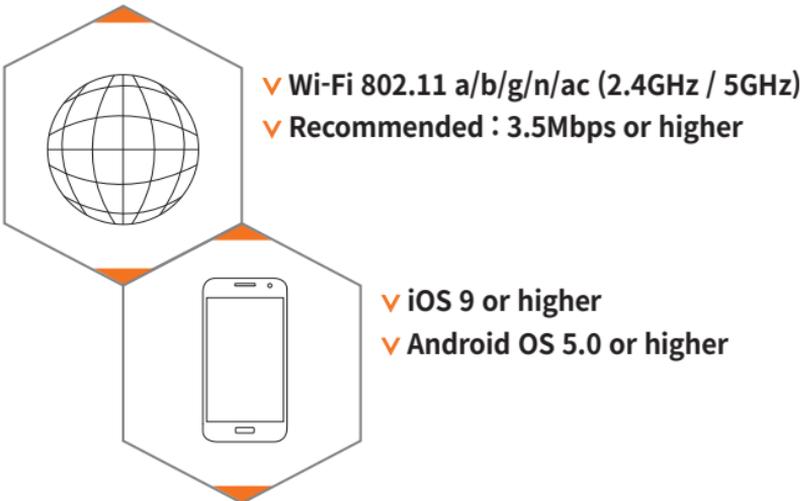
Free 15-day SmartCloud trial are available for first time subscribers only. For more information about SmartCloud subscription plans, visit <http://mysmartcamcloud.com>.

For more information about your product, please download the user manual from [wisenetlife.com](http://wisenetlife.com).

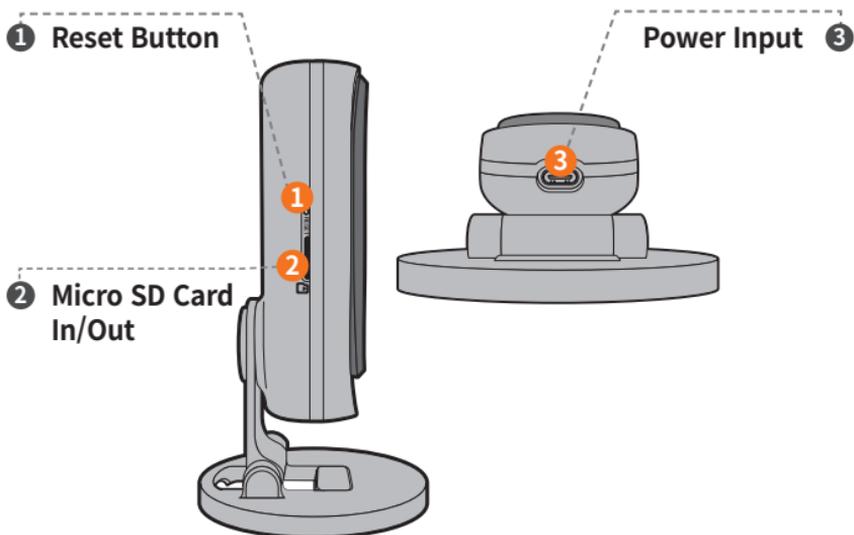
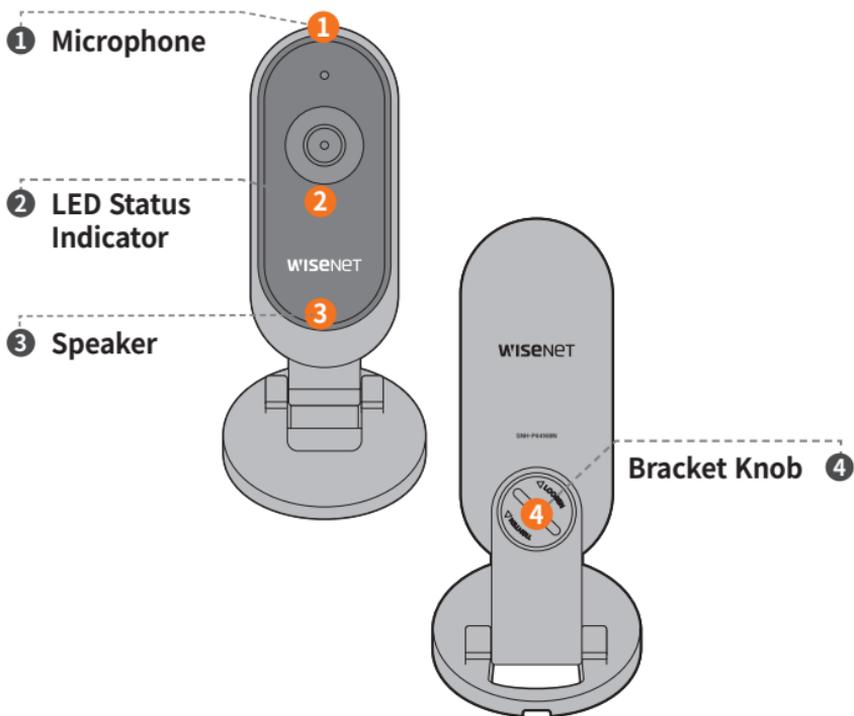
# What's in the box / System Requirements



※ Adapter may vary based on region or country.



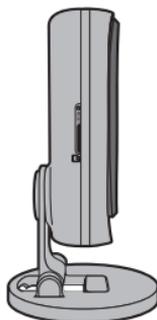
# Camera Overview



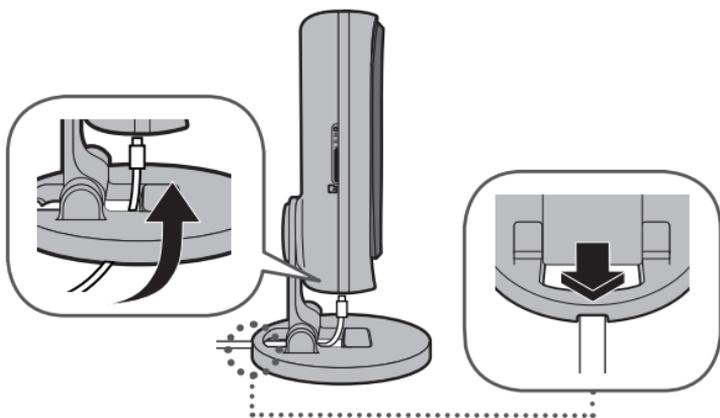
# Mounting the Camera

## On flat surface

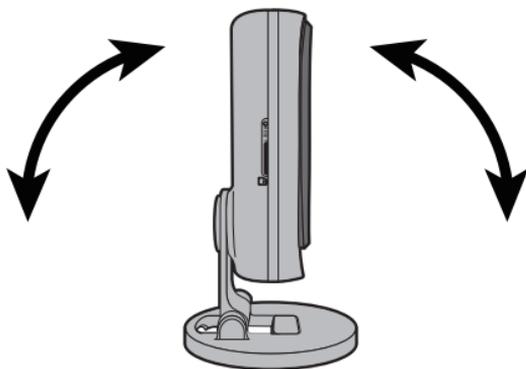
1. Place the camera stand on a flat horizontal surface.



2. Insert the cable into the bracket as shown in the figure to connect the camera, then adjust the cable to pass through the cable opening.



3. Adjust the camera angle as desired.



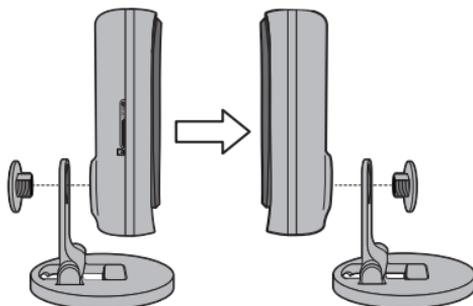
# Mounting the Camera

## Wall installation

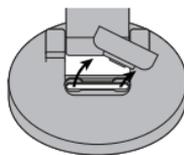
1. Turn the bracket knob on the back of the camera counterclockwise (left) to loosen and separate the bracket.



2. Turn the camera backward as shown in the picture, then insert the bracket knob and turn it clockwise (right) to tighten it to the mount.



3. Remove the rubber packing attached to the camera mount.

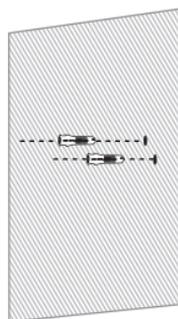


4. Drill the holes about 1.2 inches deep into the wall. (Recommended Drill Bit size 0.2 inches)

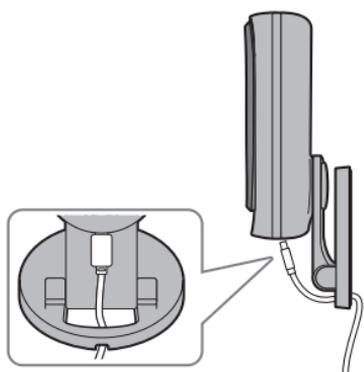


# Mounting the Camera

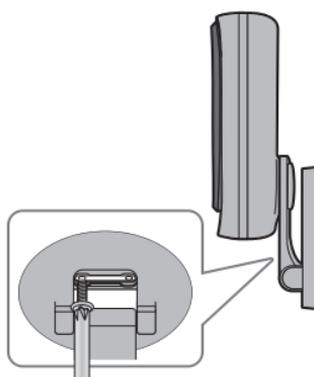
5. Insert the anchors completely into the holes.



6. Slide the power adapter into the base opening as shown in the picture. Connect the power adapter to the camera.



7. Drill the screws into the anchor holes until the bracket is firmly secured in place.



# Download & Install App/ Create User Account

1



Go to the App Store or Play Store on your iOS or Android device.

2



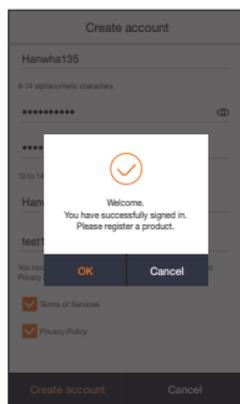
Search for "Wisenet SmartCam+" install and then open the app.



1. Open the Wisenet SmartCam+ app and tap "Create account".



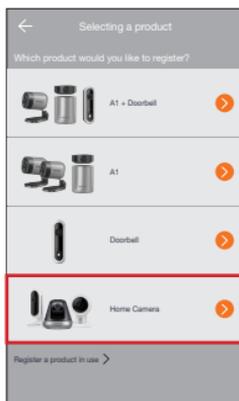
2. Enter in the information requested and tap "Create account".



3. Once the account registration is successful, tap "OK". You will then be directed to the product registration page.

# SmartCam App Setup

1. Tap “Home Camera”, and then select “N1 / N2”.



2. Connect the power adapter to the camera. The LED light will start blinking red after boot up is complete.



3. Enable Bluetooth and Wi-Fi on your mobile device.



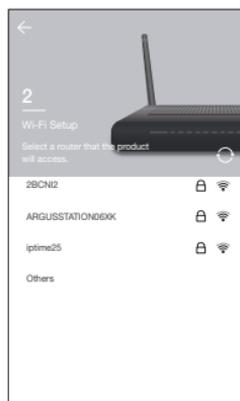
# SmartCam App Setup

4. If you have one camera, the app will locate the nearby camera and connect automatically. If you have more than one camera, select the name containing the last 4 digits of the product's serial #.

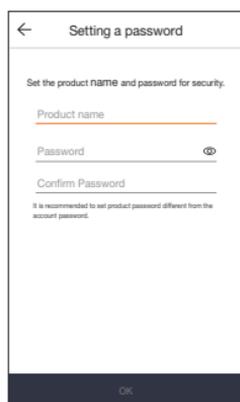
- ! Stay within a 5ft (1.5m) distance between your phone and the camera for optimal connection.



5. Select your Wi-Fi network and enter the password.



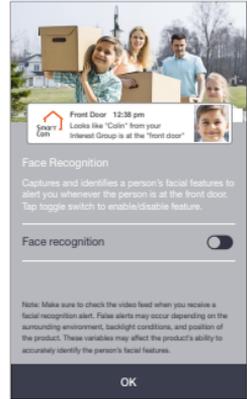
6. Create a name and password for the SmartCam N2. (e.g. Living room)



# SmartCam App Setup

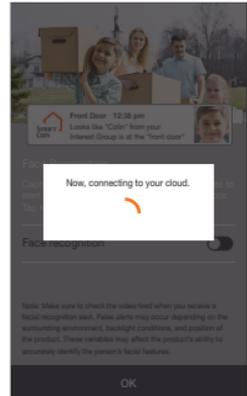
7. Tap the toggle switch to turn ON/OFF Face Recognition.

- ! Face recognition is not available in Illinois, US.



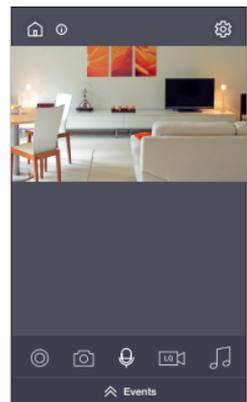
8. You will be directed to the SmartCloud page and automatically be registered for a free 15-day SmartCloud starter plan trial.

- ! If you are unable to connect to SmartCloud, you can manually set up your cloud subscription plan under MyPlan in the main menu.



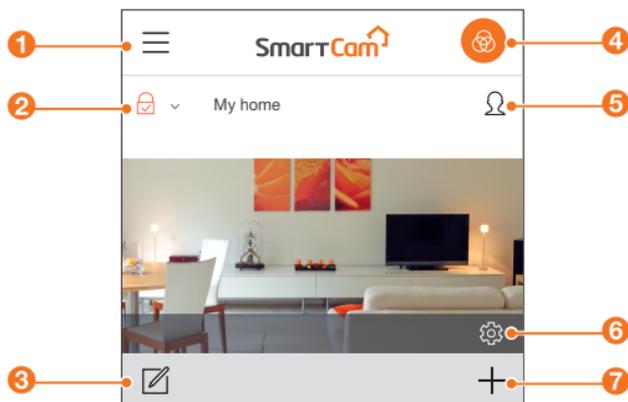
9. Congratulations!

You've completed the setup and can now access your SmartCam N2's live feed.



# User Interface

## Overview



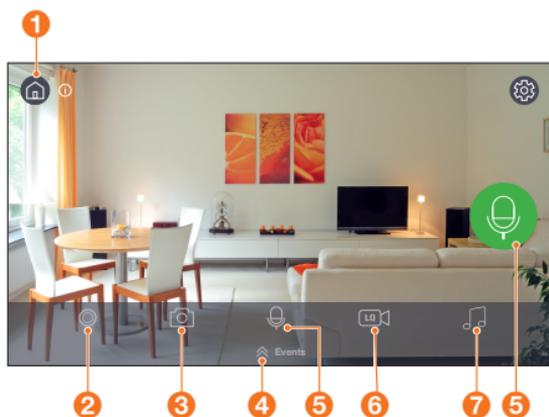
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① <b>Menu</b>	Access account and cloud information.
② <b>Security Mode Settings (Individual camera)</b>	Set security mode (Arm, Disarm, Schedule) for individual camera.
③ <b>Camera List Editor</b>	Edit (Delete) Cameras.
④ <b>Security Mode Settings (All camera)</b>	Set security mode (Arm, Disarm, Schedule) for all cameras.
⑤ <b>Face Recognition</b>	Register your friends and family as Interested Faces. It recognizes and sends alerts when it detects a familiar face.
⑥ <b>Camera Setup</b>	Configure your SmartCam.
⑦ <b>Add Camera</b>	New product set up.

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# User Interface

## Live Video



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- ①  **Home Page**  
Tap to exit out of the current live feed and return to the main page.

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  - ②  **Manual Recording (SD card / Cloud)**  
Records video for 30 sec. when enabled.

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  - ③  **Capture**  
Saves images captured from a live video.

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  - ④  **Events**  
Tap to access events and recordings.

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  - ⑤  **Two-Way Talk**  
Activate the microphone to enable Two-Way Talk between the SmartCam and your smartphone.

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  - ⑥  **Select Video Quality**  
Shows the quality of the currently connected video. Press to change between video quality levels: Low, Medium, High.

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  - ⑦  **Alarm**  
Select an alarm sound to play through the camera.

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# Basic Features Guide

## General

Refer to the steps below for quick access to the main features of the app.

1. Go to Setup  → General 

## Time Setting

2. Tap "Time zone" and select your time zone.
3. Set the current time.

## Status LED

Turn LED On/Off.

## Image Encrypting

Encrypts transmitted video.

## Camera Default

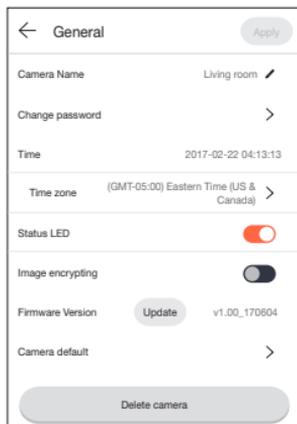
Initializes the SmartCam to its default settings except for the network settings, which will remain the same.

-  Face Recognition information will remain on the server when the SmartCam is restored to its default settings.

## Delete Camera

Delete a registered camera.

-  Only the primary account used to register the camera can initialize the cloud when they delete the camera.
- All information (including Face Recognition data) stored prior to the time of cloud initialization will be deleted.



You must check the box to initialize the cloud completely with Face Recognition profiles, subscription, etc.

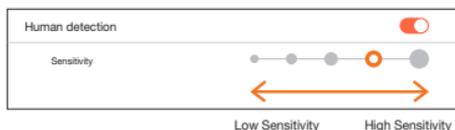


# Basic Features Guide

## Human Detection

Human Detection minimizes false push notifications of events.

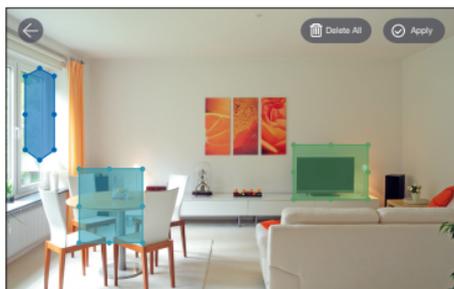
1. Go to Setup  → Event 
2. Tap the toggle switch to turn ON/OFF Human Detection.
3. Adjust sensitivity level.



-  Adjust to higher sensitivity levels to trigger more alerts.
- Adjust to lower sensitivity to reduce false alerts.

## Motion Zone Select

1. Go to Setup  → Event 
2. Tap the toggle switch to turn On/Off Human Detection.
3. Select "**Motion Zone**".
4. Draw boxes in areas of interest within the SmartCam N2's view (Select up to 3 areas of interest).
5. Tap "**Apply**" when done.



-  Motion Zone Select only detects events in the highlighted boxes.
- By default, Motion Zone monitors the camera's entire view.

# Basic Features Guide

## 👤 Face Recognition

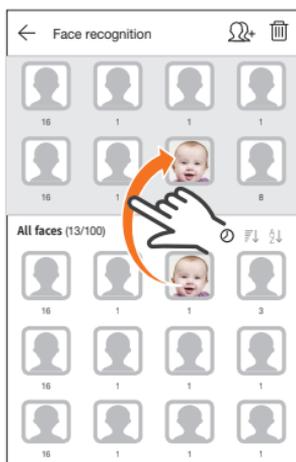
SmartCam N2 recognize human faces and automatically saves the images in the app. (up to 100 faces)

### 👤+ Merging / 🗑️ Deleting faces

“Merge” allows for more accurate face recognition.

1. Tap [👤] icon.
2. Tap [👤+] or [🗑️] icon.
3. Select the face(s) you want to save or delete.

- ❗ Face Recognition is not available in Illinois, US.
- It is recommended to use Face Recognition as a source of additional information when an image shows for detected events.
- For more information about Face Recognition, visit the FAQ section of our website.



## 🔊 Abnormal Sound Detection

Recognizes three different types of sounds (Glass Shattering/Sirens/Screams), and sends push notifications to the user.

1. Go to Setup ⚙️ → Event 🛡️
2. Tap the toggle switch to turn ON/OFF Abnormal sound Detection.
3. Tap 'Capture Surrounding Noise'. Camera will detect the current noise and show it in the chart.



Set a reference level that is 1.5-2 times the noise level.

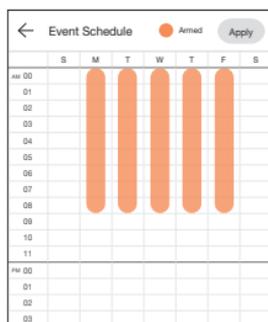
4. Adjust the noise sensitivity level based on the surrounding noise level.

- 📝 Drag down if the camera is in quiet surrounding.
- Drag up if the camera is in noisy surrounding.

# Basic Features Guide

## Event Schedule

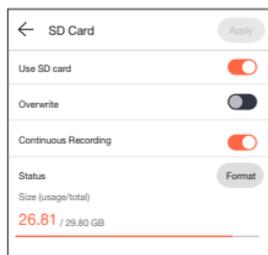
1. Go to Setup ⚙️ → Event Schedule 📅
2. Tap to select the day of the week and then drag the orange bar up and down to desired time.
3. Tap "Apply" when done.



## SD Card

1. Go to Setup ⚙️ → SD Card 📄
2. Tap the toggle to enable or disable SD card recording.

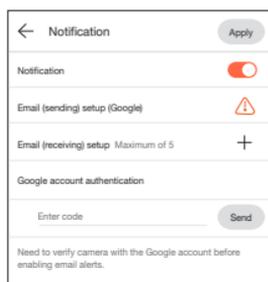
- ! It is recommended to use a MLC for higher data density and reliability of recording.



## Notification

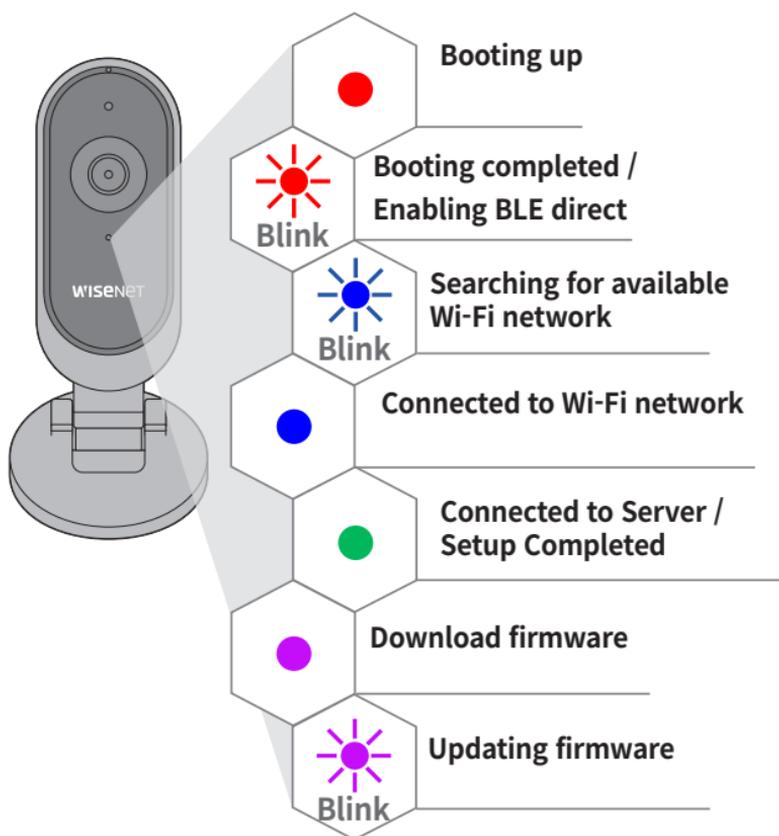
Set up to 5 email recipients to receive alerts when an event occurs.

1. Go to Setup ⚙️ → Notification 📧
2. Tap the toggle to enable/disable e-mail notifications.
3. Configure an e-mail server to send out notifications.
4. Press [+] to enter the e-mail address(es) for receiving notifications of detected events.
  - You can add up to 5 e-mail addresses.
5. You will receive a verification code from the email address associated with your account for authentication and access to alerts.
6. Copy the verification code provided to you and paste it into the "enter code" field.



- ! It is recommended to copy the verification code in landscape mode.

# LED Status Guide



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