

WISeNET

WISENET SMARTCAM

User Manual

SNH-P6415BN/SNH-P6416BN

WISENET SMARTCAM

User Manual

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SPECIFY SERVICE INSTRUCTIONS AND WARRANTY TERMS

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

FCC Interference Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one of the following measures: Reorient or relocate the receiving antenna. Increase the separation between the equipment and receiver. Connect the equipment into an outlet on a circuit different from which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Industry Canada Statement

This device complies with RSS-247 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Industry Canada Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

Instructions & Warranty

The manufacturer is not responsible for any loss or radio/TV interference caused by unauthorized modification of the product.

Such modification will void the warranty of the product as well as the user's right of use.

WARNING

- Cable may pose a choking hazard to children. Keep the cables out of reach of children.
 - Be sure to use the power cable included in the box, or the camera may not work properly.
 - The product must be assembled and installed by an adult.
 - Before using, read all instructions on this manual thoroughly and follow operational instructions, warnings on this manual and printed on the product.
 - To avoid entangled power cord, do not place it around the baby bed or other infant furniture. Keep this product and its power cord out of children's reach.
 - Especially, the power cord should be installed carefully while keeping it out of children's reach.
 - Never use the product near bath tub, sink, washing machine and in wet basement to avoid moisture.
 - The product is not designed for medical monitoring, and requires a grown-up's protective supervision on its use.
 - To avoid overheating of the product, do not expose the product to direct sunlight; do not install or use near a heat source such as heater, radiator, cooking devices (ex: electric stove or oven) and other warming devices (ex: audio amplifier, TV, etc.).
 - Make sure to keep ventilated while using the product.
Avoid pillar or furniture that may block ventilation, when installing the product.
 - Make sure to use the power adaptor provided. If used with unidentified adaptor, it may damage the product. The power adaptor must be used with regular household electric supply.
 - Avoid sharp, pointed objects around the adaptor's cable, not to damage the cable.
 - Be warned and never hold the cable's stripped part when connecting / disconnecting the adaptor to/from the wall outlet.
 - To avoid entangled cable lines, avoid using cable extension for adaptor's power cord.
 - The product's servicing is allowed only to authorized Hanwha Techwin service personnel.
- Accessories and small parts of the product should be stored keeping out of children's reach.
 - The product is not designed to replace responsibility of human supervision on children.
 - The product is not equipped with device of immediate notification to adult with accidental/sudden children's move; it requires periodic checks and human supervision.
 - This appliance and its antenna must not be collocated or operation in conjunction with any other antenna or transmitter. A minimum separation distance of 20 cm must be maintained between the antenna and the person for this appliance to satisfy the RF exposure requirements.

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INSTALLATION & NETWORK CONNECTION

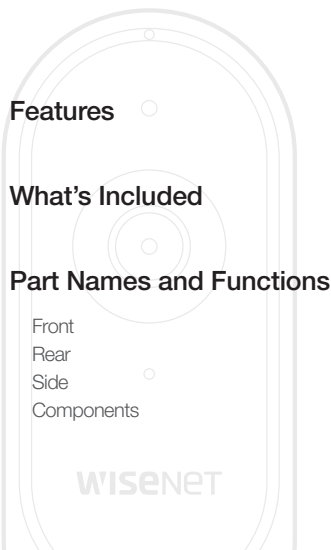
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GETTING STARTED

01



Features

What's Included

Part Names and Functions

Front

Rear

Side

Components

WISENET

Features

- **Easy to install**
 - The camera is registered through the Bluetooth connection.
- **Remote monitoring**
 - You can monitor your SmartCam remotely, at any time and from any location, using your smartphone.
- **Real-time alarm**
 - When a motion and sound are detected, your smartphone will generate real time alarms.
- **Cloud Storage**
 - Anytime anywhere you can enjoy the video and images stored in the cloud storage.
- **Saving in SD card**
 - When an event occurs, the user can save the video in their SD card.
- **Two-way Audio**
 - With the built-in speaker and microphone, you can make Two-way communications.
- **Face recognition**
 - You can set the person who wants to receive the alarm.
- **Downloading a recorded video**
 - You can download motion detection/audio detection/manually recorded video to the user's smartphone (Android).

5

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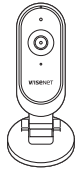
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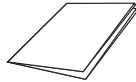
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What's Included

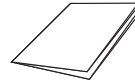
Check for components when opening the product package.



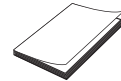
Camera



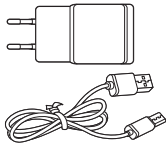
Quick Start Guide (Option by region)



Warranty Card



GPL License



Power Adapter and Cable



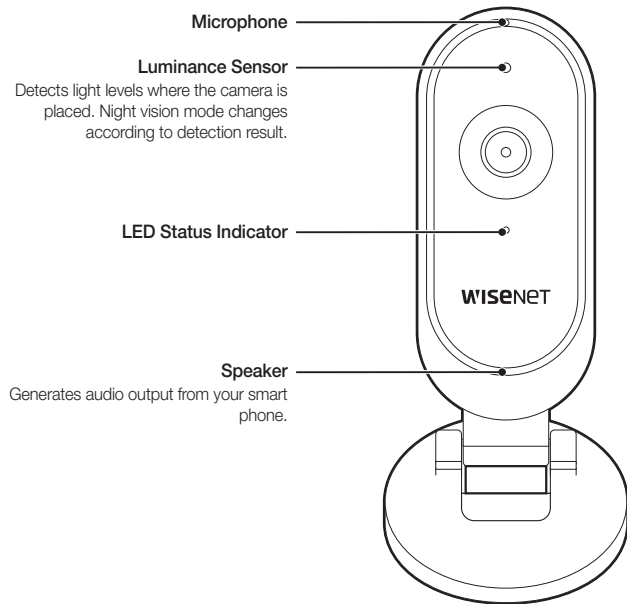
Security Screws / Plastic Anchors



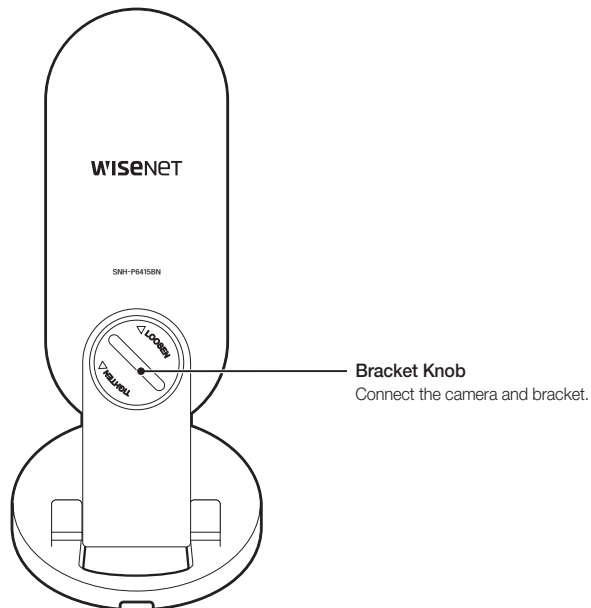
- Adapter may vary based on region or country.

Part Names and Functions

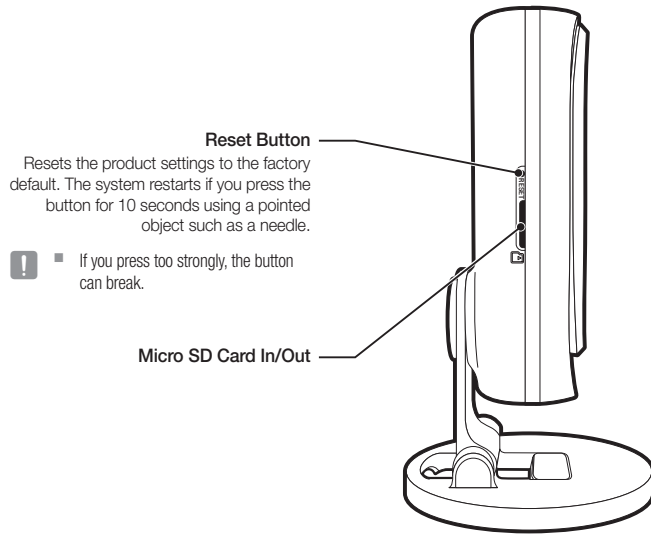
Front



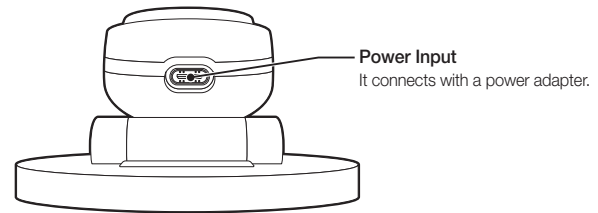
Rear



Side



Components



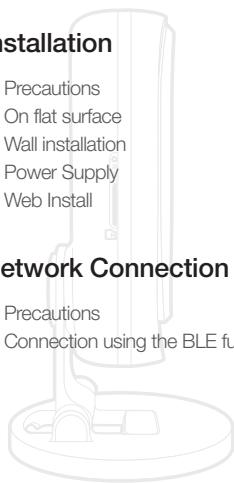
INSTALLATION & NETWORK CONNECTION

Installation

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Network Connection and Settings

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Installation

Precautions

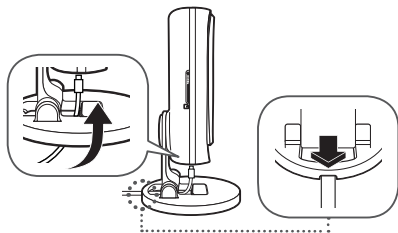
1. It is recommended to place the SmartCam at a proper height where it can easily catch people's faces. (Installation height : 3ft(1m)~7ft(2m))
2. As this product works on a Wi-Fi network, video receiving may be unstable if there is an obstacle (metal, wall, door) in the use environment, or if the product is receiving interference from another Wi-Fi device nearby. Install the camera at a position that ensures good video reception, considering the Wi-Fi network environment.
3. Do not install the device under direct sunlight or other strong light sources. Place it where there is good visibility.
4. Do not install it in a place where there are a lot of obstacles.
5. Do not install the product in places where there are or may be chemicals or traces of oil. Cooking oils like soybean oil can cause damage or deformation of the product, so please do not install the product near the kitchen or the kitchen counter. This may cause damage to the product.
6. Please be careful not to get chemical substances on the surface of the product when installing the product. Some detergents or chemical solvents like adhesives can cause serious damage to the surface of the product.
7. The function and performance of the product may not be guaranteed if the product is not installed/uninstalled by the recommended procedure.

On flat surface

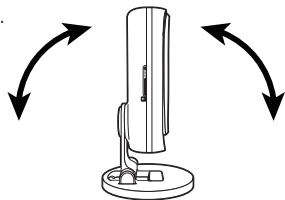
1. Place the camera stand on a flat horizontal surface.



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.



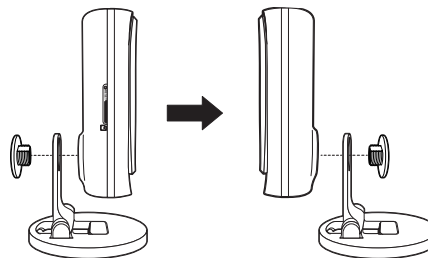
Wall installation

Change direction of bracket

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

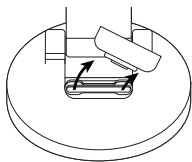


2. Turn the camera backward as shown in the picture, then insert the bracket knob and turn it clockwise (right) to tighten it to the mount.

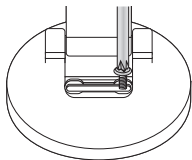


Assembly

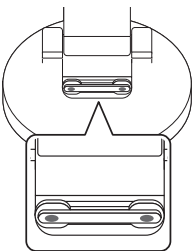
1. Remove the rubber packing attached to the camera mount.
2. Take out the screws (M3xL20) and anchors (Φ5x25mm).



3. If installing on a wooden wall, mount the bracket wall using the screws as shown in the figure on the side. First, using a Phillips screwdriver, tighten the screws in the two holes on the wall to which you want to attach the bracket.



4. If installing on a concrete wall, mount the bracket using screws and anchors. First, mark the wall to which you want to attach the bracket as shown in the figure.



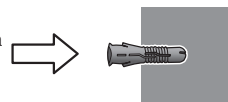
5. On the mark, drill a hole to a depth of about 3cm in the wall using a drill bit and drill with a 5mm diameter for concrete. Remove any debris remaining in the hole after drilling.



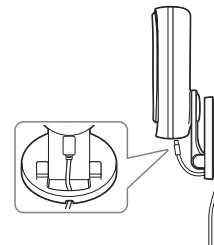
- Use caution when drilling to avoid injury.



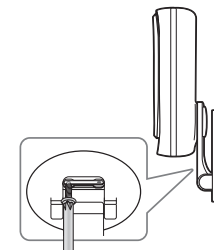
6. Insert an anchor in each of the 2 holes for the screws, then hit the back of the anchor with a hammer or a rubber mallet until it is completely inserted.



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



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



Power Supply

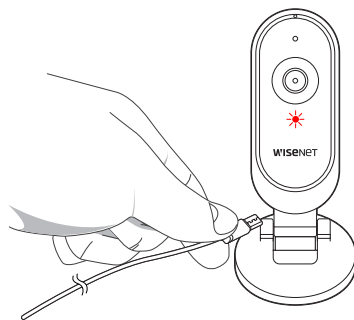
Plug-in the camera power adapter to the wall outlet and connect the camera as shown.



- Make sure to use the provided power adaptor. If you use an adaptor other than the power supply adaptor provided in our package, the product may not operate properly.
- It will take about 30 seconds for the camera to boot-up completely.
- When the camera is turned on, the LED blinks red.



- Be sure to use the power cable included in the box. The camera may not operate normally when using normal cable.



Web Install

With the Wisenet SmartCam+ app, users can monitor the SmartCam from a mobile device.

1. Go to Google Play/App Store and search for "**Wisenet SmartCam+**".
2. Download the application and install it on your mobile device.
3. Run the downloaded application.
4. After completing member registration, register the SmartCam as instructed on the screen.



- For more details, refer to Wisenet SmartCam+ mobile guide.



Network connection

In a location with a strong bluetooth signal and no interference, use BLE communication.



- The distance between the smartphone and the product should be within 5 ft (1.5 m).

❖ LED status

LED indicator shows operational status with colors.

Refer to table below for detailed meaning of the LED indicator.

Color	Status
Red	Booting up
Red Blinking	Booting completed / Enabling BLE direct
Blue Blinking	Searching for available Wi-Fi network
Blue	Connected to Wi-Fi network
Green	Connected to Server / Setup Completed
Purple	Download firmware
Purple Blinking	Updating firmware

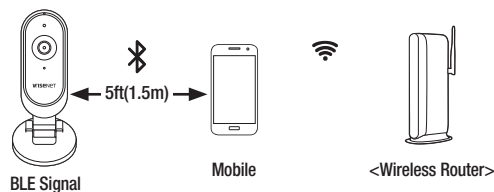
Network Connection and Settings

Precautions

- The wireless network access may fail, depending on the communications environment.
- For details about the network settings and password, contact your network administrator or service provider.
- For a specific Internet service requiring user authentication, you may not access the service. If this is the case, contact the service provider.
- Do not access the unauthorized network.
- The farther the distance from the Wireless Access Point, the longer time the network connection may take.
- If you fail to access the selected wireless network, try a different Wireless Access Point to make access.
- For more information about the router or the wireless connection, refer to the documentation of the router or contact the router manufacturer.
- If the product is connected to a multiple-Wireless Access Point network environment, some video packets may be lost, depending on the network traffic load.
- According to the network policy of the Internet service provider (UDP blocking), video reception may be limited to 7 minutes.
- In addition to the above situations, you may encounter a network delay or interruption due to the network conditions.

Connection using the BLE function

1. Connect the power adapter to the product.
2. When the power is connected, the power status LED lights up in red and starts blinking when boot-up is complete.
This is the BLE Enable state. When using BLE, keep the camera and mobile within 5ft (1.5m).
3. Register the product following the instructions in the mobile guide.



4. When the product is connected to the server, the LED will illuminate in green.



- You can connect in relay mode if the router doesn't have UPnP. Configuration may differ depending on the router model. Please refer to the router manual.
- Please contact the service provider if you have difficulty connecting to the Internet.



Specifications

- Specifications
- Product Appearance

Troubleshooting

Specifications

Specifications

Item	Description
Video	
Imaging Device	1/2.9" CMOS
Min. Illumination	B/W : 0 Lux with IR
Lens	
Angular Field of View(H / V / D)	H : 112° / V : 62° / D : 130°
Lens Distortion Correction	Support (Camera Level)
Operational	
IR LED	850nm
Viewable Length	10m
Time display	Off / On
Day & Night	True D/N
Wide Dynamic Range	HDR
Digital Noise Reduction	Support (2D+3D Noise Filter)

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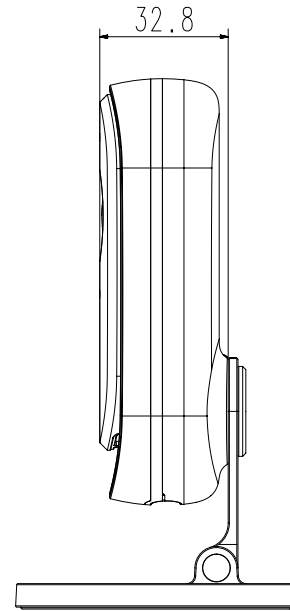
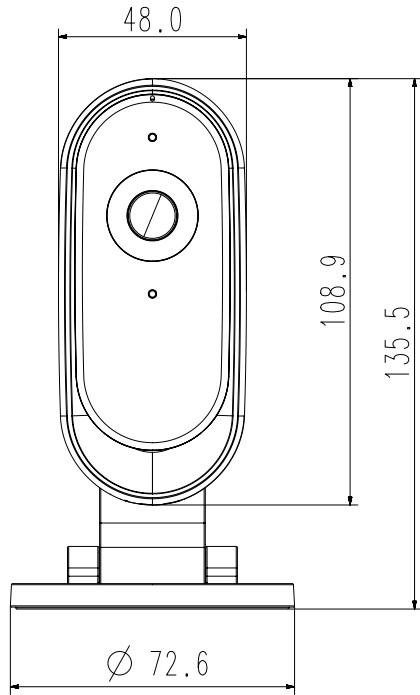
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Item	Description
Digital Zoom	4x(Mobile)
Flip / Mirror	Support
Intelligent Video Analytics	Face Recognition, Human Detection, Motion Zone Selection
Audio detection	Support
Alarm Events	Push Alert (Mobile Device) Notification via e-mail
Network	
Wireless	WiFi 802.11a/b/g/n/ac (Dual Band), BLE
Video Compression Format	H.264
Resolution	1920x1080 / 1280x720 / 640x360
Max. Framerate	1920x1080@30fps
Audio Compression Format	G.711 u-law
Audio Communication	2-way Audio with Echo Cancellation
Streaming Method	Unicast
Max. User Access	5 users at Unicast Mode
Recording	Micro SD/ Cloud(Optional)
Web / App viewer	Web viewer : not supported Supported OS : iOS, Android

Item	Description
Environmental	
Operating Temperature / Humidity	0°C ~ 40°C (+32°F ~ +104°F) / Less than 90% RH
Storage Temperature / Humidity	-30°C ~ +60°C (-22°F ~ +140°F) / Less than 90% RH
Ingress Protection	N/A
Electrical	
Input Voltage / Current	DC 5V/2A
Power Consumption	Max. 6.0W

Product Appearance

unit: mm (inch)



Troubleshooting

If you encounter a problem with your system, see the table below to solve the problem as quickly and easily as possible. Please follow the instruction below:

For the updated trouble shootings, please visit our website (www.wisenetlife.com) FAQ.

Problem	Action
I forgot my user ID/ password.	<ul style="list-style-type: none"> - Move to "Log-in page → Forgot your ID/Password?", and enter the registered e-mail address to which we will send you the user ID and/or a new password. It can be spammed out depending on the policy of the email server. After logged in, it is advisable to change the temporary password provided.
After logged in, I failed to register the product.	<ul style="list-style-type: none"> - Check whether the serial number entered matches the label on the product. - Enter the correct password for the product registered again and try to register the product again. - If this fails to resolve the problem, factory reset the product and repeat the procedure from the beginning. (To factory reset the product, press and hold the RESET button on the product for 5 seconds. The product will be restarted when the product is factory reset.)
The video from the camera is temporarily lost.	<ul style="list-style-type: none"> - The video from the camera can be delayed according to a network delay. Check if the product and the camera are far apart.
No sound from the video.	<ul style="list-style-type: none"> - Some internet service providers do not support audio outputs in relay mode.

Problem	Action
I want to change my password and/or email address.	<ul style="list-style-type: none"> - Change the account information after logging into Wisenet SmartCam+. For more details, refer to the mobile guide.
Product will be connected in a relay mode.	<ul style="list-style-type: none"> - Check the UPnP setting of the router. - A network upload speed of at least 2.5Mbps is recommended. - Depending on the policy of your service provider, you may access in relay mode.



Hanwha Techwin cares for the environment at all product manufacturing stages, and is taking measures to provide customers with more environmentally friendly products. The Eco mark represents Hanwha Techwin's devotion to creating environmentally friendly products, and indicates that the product satisfies the EU RoHS Directive.



Correct Disposal of This Product

(Waste Electrical & Electronic Equipment)

(Applicable in the European Union and other European countries with separate collection systems)

This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. charger, headset, USB cable) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Caution

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

FCC Radiation Exposure Statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

IEEE 802.11b or 802.11g operation of this product in the USA is firmware-limited to channels 1 through 11.

If the device is going to be operated in the 5.15 - 5.25 frequency range, then it is restricted to indoor environment only. This device meets all other requirements specified in Part 15E, Section 15.407 of the FCC Rules.

Industry Canada Statement

This device complies with RSS-247 of the Industry Canada Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Ce dispositif est conforme à la norme CNR-247 d'Industrie Canada applicable aux appareils radio exempts de licence. Son fonctionnement est sujet aux deux conditions suivantes: (1) le dispositif ne doit pas produire de brouillage préjudiciable, et (2) ce dispositif doit accepter tout brouillage reçu, y compris un brouillage susceptible de provoquer un fonctionnement indésirable.

Industry Canada Caution

(i) the device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems; (ii) high-power radars are allocated as primary users (i.e. priority users) of the bands 5250- 5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Avertissement:

(i) les dispositifs fonctionnant dans la bande 5 150-5 250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux; (ii) De plus, les utilisateurs devraient aussi être avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250-5 350 MHz et 5 650-5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

Industry Canada Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.