

## Legal Information

### READ CAREFULLY AND KEEP THIS MANUAL

#### FCC Information

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.

Wi-Fi Camera  
SVC565

#### FCC 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 try to correct the interference by one or more 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 that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To assure continued compliance, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. (Example- use only shielded interface cables when connecting to computer or peripheral devices). This equipment 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 Radiation Exposure Statement): The equipment complies with FCC Radiation exposure limits set forth for uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

#### \*RF warning for Mobile device

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

#### Rain/Moisture Warning

- Do not expose the unit to extreme temperatures (heat or cold), open flames, humid conditions, or wet conditions.
- Do not submerge in water.
- Do not open this product or attempt to repair the unit yourself should it not be working.

#### Rating Label Definitions

--- Direct Current

## 90-Day Limited Warranty

In the unlikely event that this product is defective, or does not perform properly, you may return it to the authorized service center for repair or exchange within ninety (90) days from your original date of purchase.

#### TO OBTAIN WARRANTY SERVICE:

- Go to our website portal to receive an SRO number.
- Provide proof of the date of purchase within the package (dated bill of sale).
- Prepay all shipping costs to the authorized service center, and remember to insure your return.
- Include a return shipping address (no P.O. Boxes), a telephone contact number, and the defective unit within the package.
- Describe the defect or reason you are returning the product.

Your product will be repaired or replaced, at our option, for the same or similar model of equal value if examination by the service center determines this product is defective. Products received damaged as a result of shipping will require you to file a claim with the carrier.

The shipping address of the authorized service center is:

Customer Service Dept. 36  
c/o Southern Telecom  
400 Kennedy Drive  
Sayreville NJ 08872

Should have any questions or problems concerning this product, please visit our website at [SouthernTelecom.com](http://SouthernTelecom.com) and click on **Product Support**, or call our customer support line at **1-877-768-8481** (Mon. - Fri., 8am - 10pm EST).

#### Warranty Service Not Provided

This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, and unauthorized modification. This warranty is voided in the event any unauthorized person opens, alters or repairs this product. All products being returned to the authorized service center for repair must be suitably packaged.

#### Limitation of Warranty

THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY AIT, INC. ITS AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. AIT, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF NEW YORK. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations on exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

Android, Google and the Google Play store logo are registered trademarks of Google Inc., used with permission.

Apple, iOS, and the App Store are registered trademarks of Apple Inc., registered in the U.S. and other countries.

2018 Sharper Image® name and logo are registered trademarks. Manufactured, marketed, and distributed under license by Southern Telecom, Inc. Brooklyn, NY 11220. © Sharper Image. All Rights Reserved.

All other trademarks and trade names are those of their respective owners.

Printed in China | Designed in USA

v1. 11-2018

# SHARPER IMAGE®

# SHARPER IMAGE®

## Wireless Home Security Camera

### User Manual SVC565

## Getting Started

### Questions & Customer Support

For further assistance or any troubleshooting, visit our website at [SouthernTelecom.com](http://SouthernTelecom.com) and click on **Product Support** or call our support line at **(877) 768-8481**, Mon - Fri, 8am - 10pm (EST).



HomeConnect  
by Danale, Inc.  
Android 4.0+  
iOS 6.0+



### Introduction

The SVC563 Wi-Fi camera works with the HomeConnect app to record audio and video. Footage can be stored locally on a micro SD card (not included) or through a monthly subscription cloud service where recorded footage is stored via your Homeconnect account.

More information on the cloud subscription service can be found in the HomeConnect app.

### Installing HomeConnect

1. Search for HomeConnect on the Apple App Store (for iOS devices) or Google Play Store (for Android devices). Download and install.
2. Launch the HomeConnect account, login, or follow the instructions to create a new account.

When creating a new account, an activation email will be sent to you. Some email services will automatically filter this email into your spam folder, so please check there.

### In the Box

- SVC565 - **Wi-Fi Camera** (x1)
- Power Adaptor (x1)
- Mounting Screws (x2)
- Plastic Anchor (x2)
- USB Cable (x1)
- Mounting Bracket (x1)
- User Manual (x1)

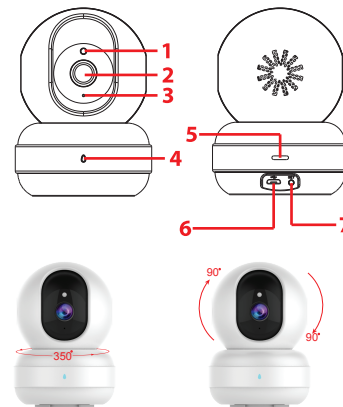
### Location of Controls

(Front)

1. ALS
2. Lens
3. Microphone
4. Indicator Light

(Back)

5. Speaker
6. USB Port
7. Reset Button



## Setting Up the Camera

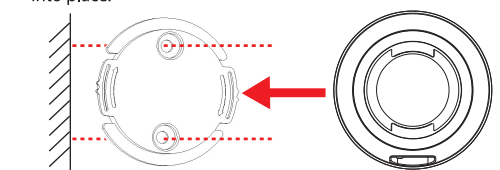
Before powering on and connecting your camera, it is important that you choose a suitable location for the camera. If you plan on mounting the camera to a wall or other surface, select a spot that is near a wall socket and that the USB power cable and adapter can reach that socket.

It is also recommended that you check the Wi-Fi strength at the location for a strong, consistent signal.

### Mounting the Camera

**NOTE:** The base of the camera is magnetic and can be placed onto magnetic surfaces.

- If you plan on mounting the camera with screws onto a concrete surface you will need a power drill and/or other special tools, please consult a professional for more. If the surface is wood or drywall, you will only need a power drill and screwdriver.
1. Place the wall mount against the surface. Using a pencil, mark the wall at each screw hole on the wall mount.
  2. Drill a hole at each marked spot and press the plastic anchors into place.



3. Drill or drive the mounting screws through the wall mount's screw holes and into the plastic anchors until secure.
4. Slide the base of the camera into the wall mount until it clips into place.

### Installing a Micro SD Card

If you plan on using a micro SD card, power the camera off and insert the micro SD card into the micro SD card slot on the top of the camera. The SVC565 supports up to 64 GB, class 6+ micro SD cards. You will have to reformat the card from within the HomeConnect app.

**Note:** Micro SD cards can only be inserted in one direction. If the card does not easily slide and "clip" into place, remove, turn it around, and re-insert into the slot.

### Powering the Camera

Connect the supplied power cable and adapter to the camera and plug into a wall socket. The LED indicator on the front of the camera will turn solid RED.

### LED Indicator - Camera Status

- **Solid Red**  
Camera is powered on
- **Flashing Red**  
Camera is preparing to connect to Wi-Fi
- **Slowly Flashing Green**  
Camera is connecting to Wi-Fi
- **Quickly Flashing Green**  
Camera has successfully connected and is now connecting to cloud service\*
- **Solid Green**  
Camera has successfully connected to cloud service\*

\* - More information on the cloud subscription service can be found in the HomeConnect app.

### Resetting the Camera

It may be necessary or required to reset the camera for a number of different reasons, such as when you are connecting the camera for the first time, switching the Wi-Fi network the camera is connected to, or when deleting the camera from an account.

### Resetting the Camera (cont'd)

To reset the camera, press and hold the **[Reset]** button for 6 seconds. A voice will be heard indicating that the camera has been successfully reset.

**Note:** When resetting the camera you will have to reconnect it to your Wi-Fi network.

### Connecting the Camera

To setup and use your Wi-Fi camera, you will need a compatible Android or iOS device, the HomeConnect app, and an 802.11 **b/g/n** 2.4 GHz Wi-Fi network.



Make sure your camera is powered on and the HomeConnect app is installed to your phone.

1. Reset the camera by pressing the **[Reset]** button and holding for 6 seconds until a voice is heard.
2. Open the HomeConnect app.
3. Once the LED indicator is flashing red, press the **[+]** button on the home screen to add a new device.
4. Follow the instructions onscreen to connect your camera.

If you are unable to connect via the above process, tap on the **Scan QR Code** button in the HomeConnect app and scan the QR code sticker on the underside of the camera.

If you are STILL unable to connect check your Wi-Fi settings to make sure the network is a 2.4 GHz network and that the Wi-Fi signal is strong at your present location.

Reset the camera then repeat the steps above.