



Camera

User Manual



- Before using the camera for the first time, read "Important Notes" and "Setup Camera and Connect to WiFi".
- Service Email: service@kinetcam.com
- FREE Tech Support Tel: **+1 866-865-8676** (Service Time: Mon-Fri 9 AM-5 PM (PST))
- Camera setup video tutorial: <https://kinetcam.com/set-up-video>

Table of Contents

Note	- 4 -
1. Product Brief.....	- 4 -
2. Setup Camera and Connect to 4G LTE	- 5 -
2.1 Install the App for the Camera	- 5 -
2.2 Turning on the Camera	- 7 -
2.3 Setting Up the Camera	- 8 -
2.4 Recharge 4G Mobile Data in the App	- 11 -
2.5 Reset Camera	- 12 -
2.6 Install microSD Card	- 12 -
3. Features Guides	- 14 -
3.1 Device Page	- 14 -
3.2 Device Settings	- 15 -
3.3 Common Functions	- 16 -
3.4 Working Modes	- 17 -
4. FAQ and Trouble Shooting	- 18 -
4.1 I see 'Camera Offline' in app,what should I do?	- 18 -
4.2 More FAQs	- 18 -
5. Product Specifications	- 19 -

Regulatory Compliance

Due to Regulation, this device does not support audio (no mic, no speaker, no audio).

Important Notes - Read Before Using

4G LTE Signal

The camera needs a good 4G LTE signal. For better performance, place the camera in a location with good 4G LTE signal. If you have trouble viewing live video, try moving the camera until find better signal.

Battery

More alerts mean shorter standby time.

Place the camera in a spot with fewer alerts to extend battery life. With about 10 alerts per day, the camera lasts 15 days on battery.

Sim Card

Sim Card is for 4G Celluar connection. The camera only works with the pre-installed SIM card. If you use a different SIM card, the camera may not function properly.

MicroSD card recording

microSD card is for video recording storage. To eanble microSD card recording, insert a microSD card (not included). The camera will start recording automatically once the card is in place.

Recharging the Camera

The camera recharges when plugged in. It's normal if the Indicator LED doesn't light up during recharging. Check battery level in the app.

Sleep Mode means the camera is working normally

The camera quickly activates (within 0.3 seconds) when detecting an alert. It stays in Sleep Mode to save power while monitoring alarms.

Supports Alarm Notification to Phone

If you do not receive alarm notifications on your phone, make sure Alarm

Notifications are enabled in the app and check that Notification Permissions are turned on in your phone settings.

Indoor Surveillance Only

This camera is designed for indoor home security. No waterproof.

The ultraviolet light from daylight might cause the dark colors become purple in footage and live view.

Motion detection cannot work through a window. (Not recommended to used inside any car)

If You See "Camera Offline" During Use:

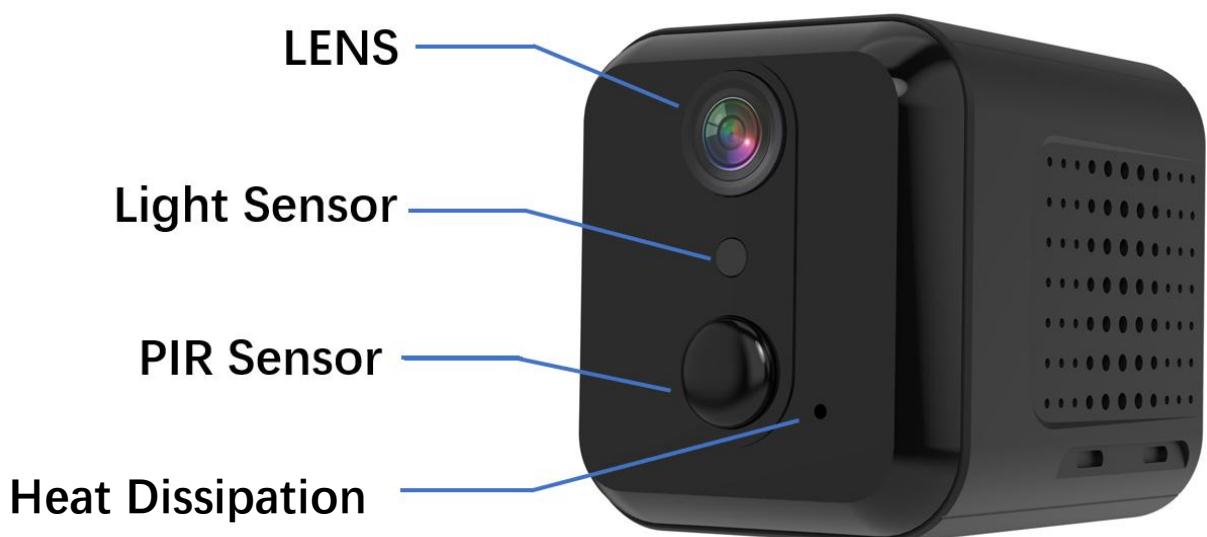
- Recharge the camera to make sure it has enough power
- Check and Esnure the Sim Card is inserted in camera correctly
- Tap '4G Cellular' button in app 'Devices' Page to verify if there is valid mobile data

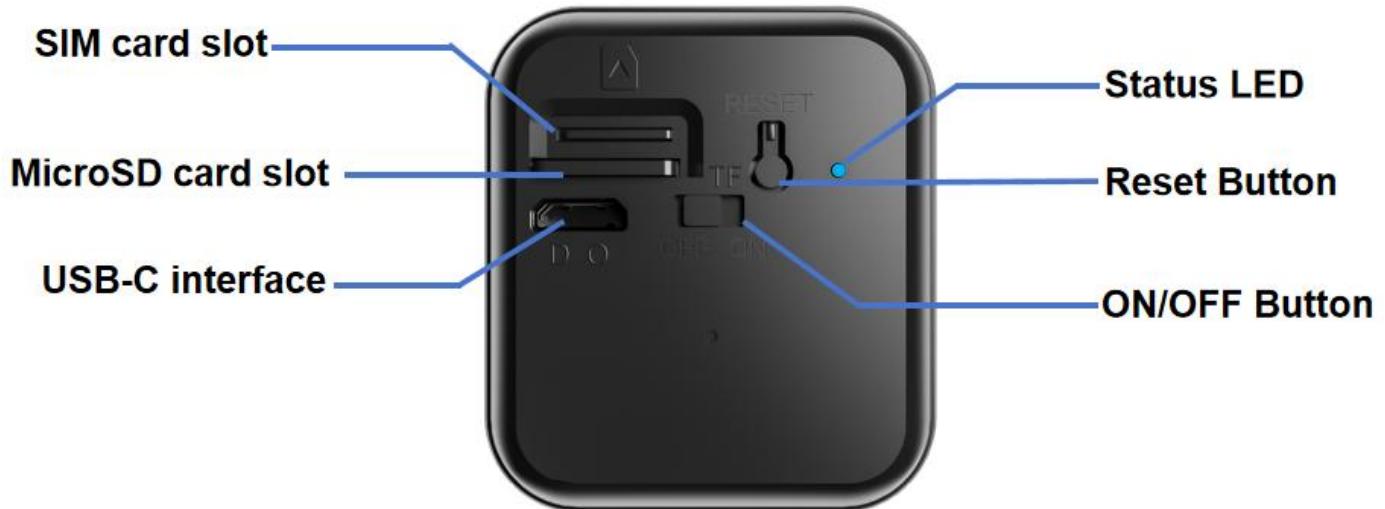
Note

Online PDF available: <https://kinetcam.com/set-up-manual>

We update online PDF regularly to include latest features and tips.

1. Product Brief



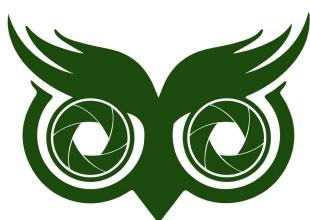


2. Setup Camera and Connect to 4G LTE

2.1 Install the App for the Camera

Step1. Download App for Free

Search "Kinetcam" in the App Store (iPhone) or in Google Play (Android) to find and install the "KinetCam" App for free. Or scan the QR code to download the APP.

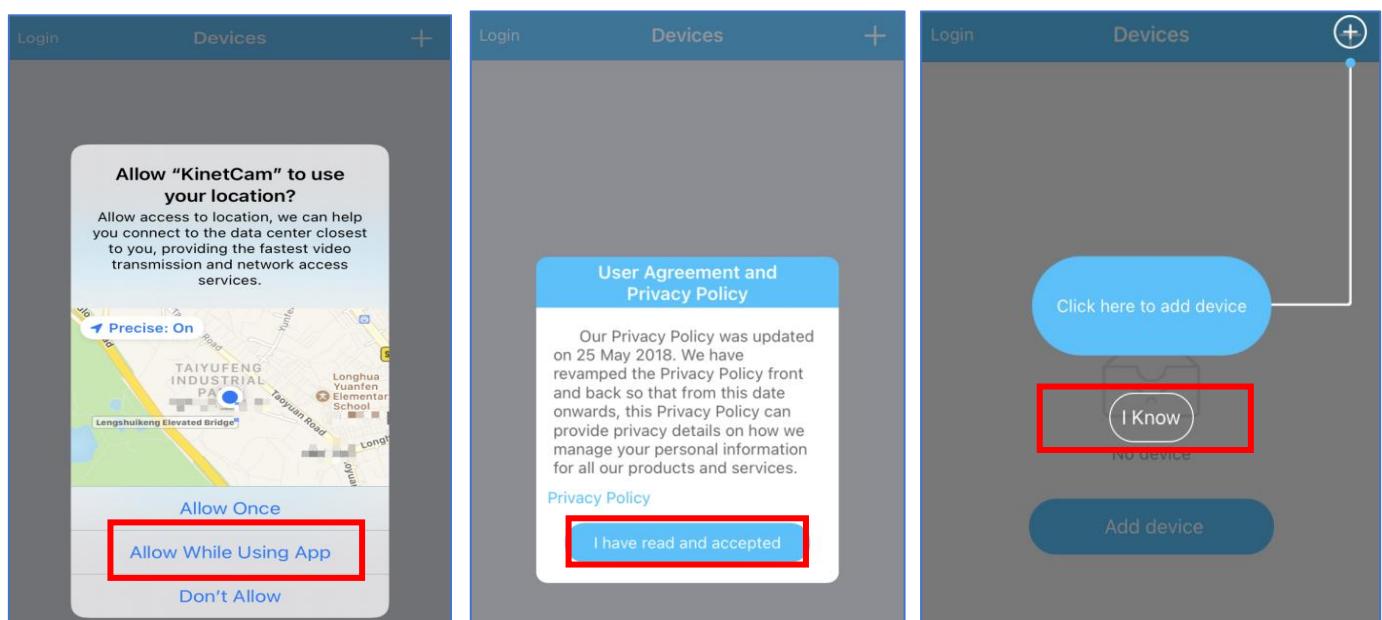
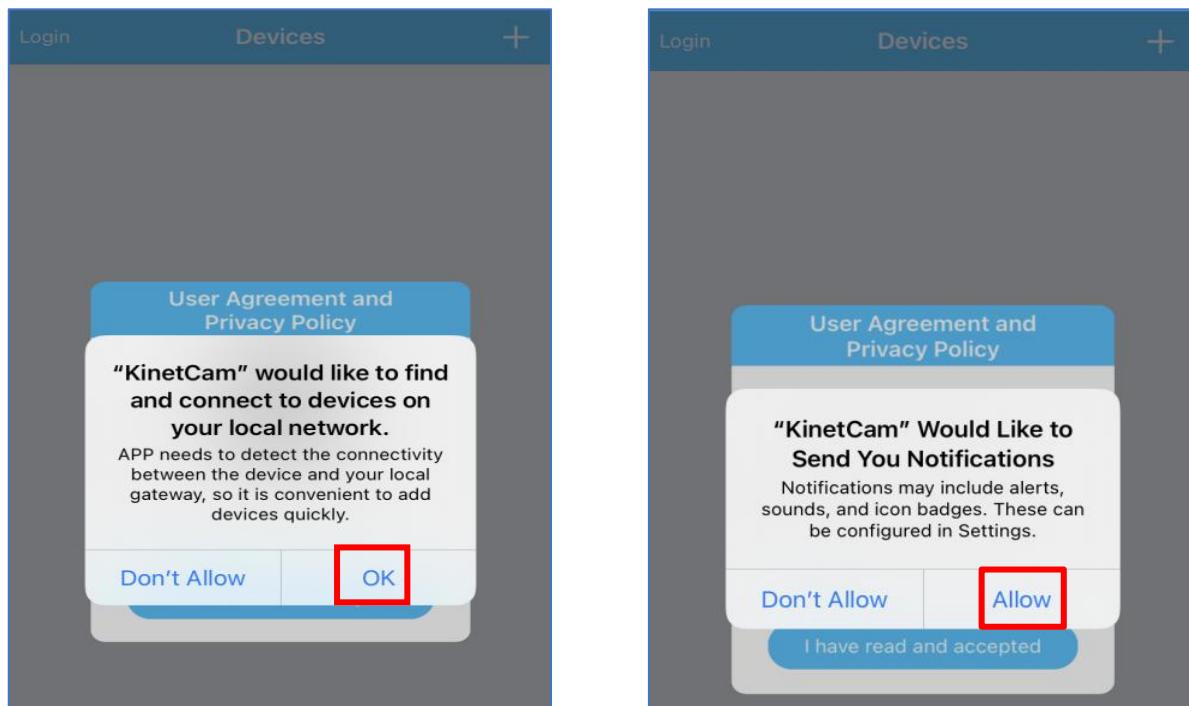


KinetCam App

Available on App Store and Google Play

Step2. Set App Permissions

For first time running, the App may prompt some permissions settings: **Allow the permissions** to enable the camera to connect the wifi and receive alerts of notifications.

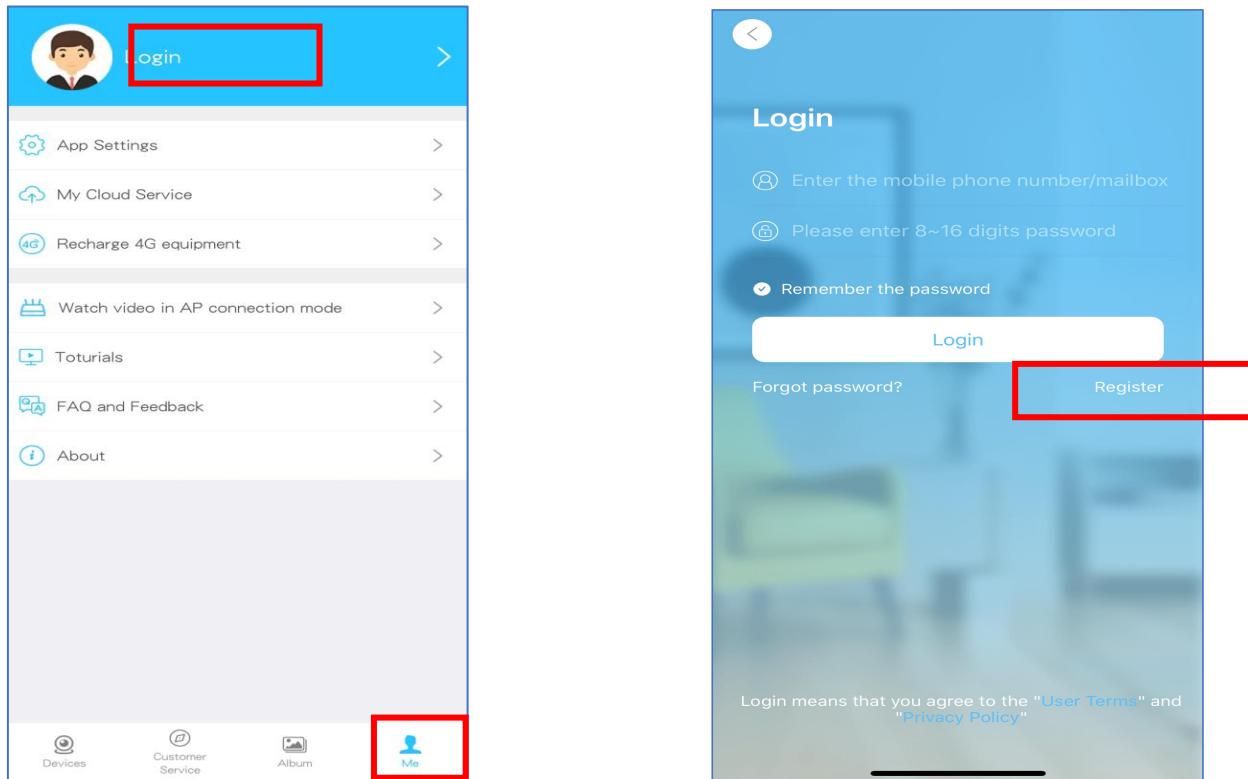


Step3. Register Account and Login App

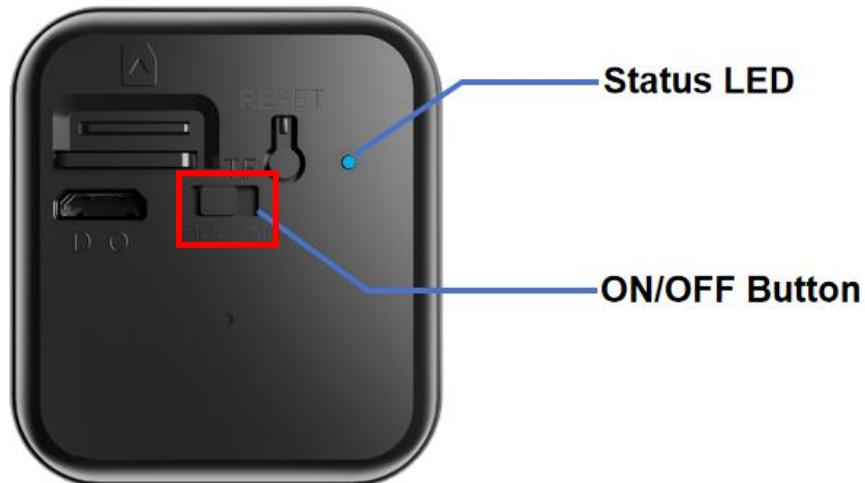
The App will pop up Login Page. Tap the "Register" in this page to register an App account.

If the App does not pop up the Login Page, go to "Me" page >> Tap the "Login" in top.

Input your Email, Get the Verify Code sent to your Email (If not, check the SPAM), Input a password and confirm it, your App account will be registered.



2.2 Turning on the Camera



(Make sure the camera has been full charged first. Remove the USB

cable from the camera)

- ✓ Set the ON/OFF button to ON, the camera will be powered on.
- ✓ Wait for about **30 seconds**, you will see the **Status LED** (the LED near by ON/OFF button) is **flashing blue**. Now the camera is ready for setup.

Note:

- If the **Setup Status LED** is NOT flashing blue after waiting for 1 minute, reset the camera first. (See Chapter 2.4 "Reset Camera".)

2.3 Setting Up the Camera

Please check the "**Camera Setup Quick Guide**" manual that comes in the package.

Here is how the Quick Guide looks like:

— Camera Setup Quick Guide —

Important Notes:

CM1-V1015

- 1. Before using the camera for the first time, **connect the camera to a standard USB power adapter(5V1A or 5V2A) using a USB cable to charge the battery for at least 6 hours.**
- 2. The camera comes with a pre-inserted 4G LTE SIM card and **does not support other SIM cards**. It includes 100MB for testing, so you'll need to recharge it for regular use.
- 3. If you have any issue with setting up the camera, scan the QR bleu to check set-up video or talk to our online service team.
- Email: **service@kinetcam.com**
FREE Tech Support Tel: **+1 866-865-8676** (Service Time:Mon-Fri 9 AM-5PM (PST))
- Please read the User Manual for the indoor 4G LTE camera carefully. Make sure to use the camera in areas with a strong 4G LTE signal. It's recommended to **test the signal with your phone first**.



1 Scan QR to watch setup video



2 Check Online User Manual

Status LED Indicator

You can know the Camera Status by checking the Status LED .

Blue Light Solid On	Cellular connection is good.
Blue Light Flashing	Cellular connection is lost, camera is trying re-connecting
Red Light On	Device is charging.
No Blue No Red Light	Device is off, or Out of power, or in standby mode (if turned on)

Possible Problems during setting up:

1. Indicator Light is NOT Flashing Blue After Switching On:

Possible Reason:

- If the indicator light is not lit up after power on, the camera may have no power, just recharge the camera for 6 hours.
- If the indicator light is not flashing blue, the camera may not be in the correct mode. To fix this, press and hold the Reset button for 5 seconds then release, wait for 30seconds. The indicator should then start flashing blue.

2. Failed to Register an Account – No Verify Code Received

Possible Reason:

The verify code email might be in your SPAM folder or blocked. Check your SPAM folder. If you still don't see it, please **contact our support team (<https://kinetcam.com/support>)** for help with registration.

3. If app prompts ‘The network is not strong’ during camera setup

Possible Reason:

Check and Make Sure the following and try again:

- Sim Card is installed and correctly placed into the camera
- Check that the Sim Card mobile data is active and working (refer to the Point 4 as below about how to check and verify your SIM card)

4. If you need to verify the pre-included Sim Card is OK

Here's how to check and verify your SIM card:

1. Make sure you have the KinetCam app installed and you're logged in on your phone.
2. Open the KinetCam app -> tap 'Me' in bottom right corner -> tap 'Recharge 4G device-> At the top, tap 'Sim-Card No'
3. Enter the 20-digit number printed on your SIM card, then tap the NEXT button
4. You will see your remaining data and can recharge your SIM card here.

(note: Don't forget to put the SIM card back in the camera)



Insert the Sim Card

5. If app prompts 'Device has been bound'

Possible Reason:

- The camera is already linked to another app account.
- If you own the camera and you are near it, just reset the camera first, then set it up again.

6. If you are failed to scan the QR Code on the camera during camera setup

Solution:

- 10 - kinetcam.com/support ☎ Tel: +1 866-865-8676

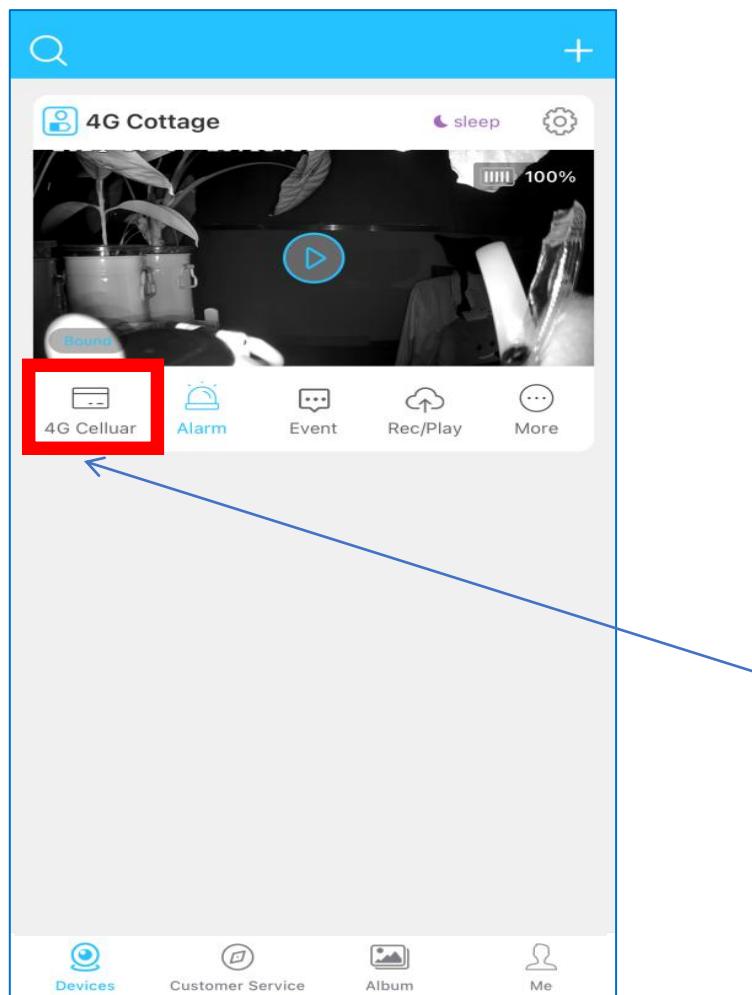
On the QR Code scanning page, tap the "Manually enter device ID" button. Then, type in the device ID. You can find the Device ID on the sticker of the camera. It is 11 digits long and starts with the number '8' (for example, 83112345678).

If you have any problems about camera setup, contact our support:
TEL: +1 866-865-8676 Email:service@kinetcam.com
Or visit: <https://kinetcam.com/faq>

2.4 Recharge 4G Mobile Data in the App

After setting up the camera, you can check your remaining mobile data for the month and recharge directly in the KinetCam app.

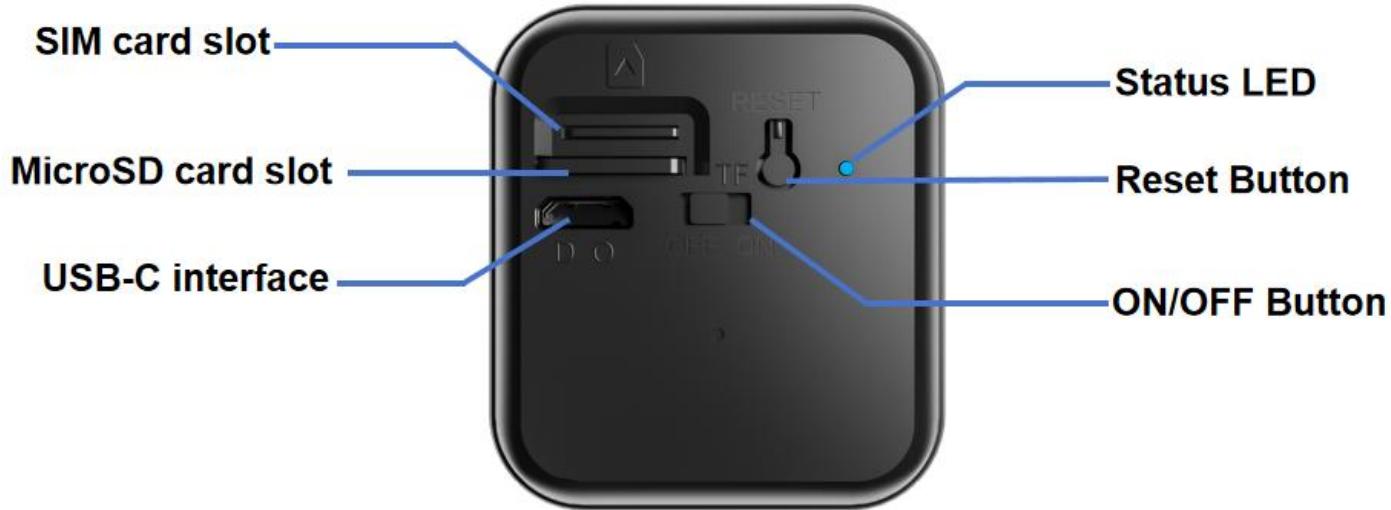
- Open the KinetCam app.
- Go to the 'Devices' page and tap '4G Celluar' button of the camera.
- On the new page, you will see how much data you have left for the current month. You can order a new mobile data package to recharge your SIM card.



Tap here to recharge your SIM card

2.5 Reset Camera

You can reset the camera to its original settings. This will erase all your settings to the camera.



1. Connect the camera to a power source and turn the ON/OFF button to ON.
2. Press and hold the Reset button for **5** seconds. Release the button when you see the Status LEDs flashing **red** and **blue together**.
3. Turn the ON/OFF button to OFF, then back to ON. If the Status LED near the ON/OFF button is **flashing blue**, the reset is complete, and the camera is back to factory settings.

(If the Status LED is NOT flashing blue, please repeat the steps from the beginning)

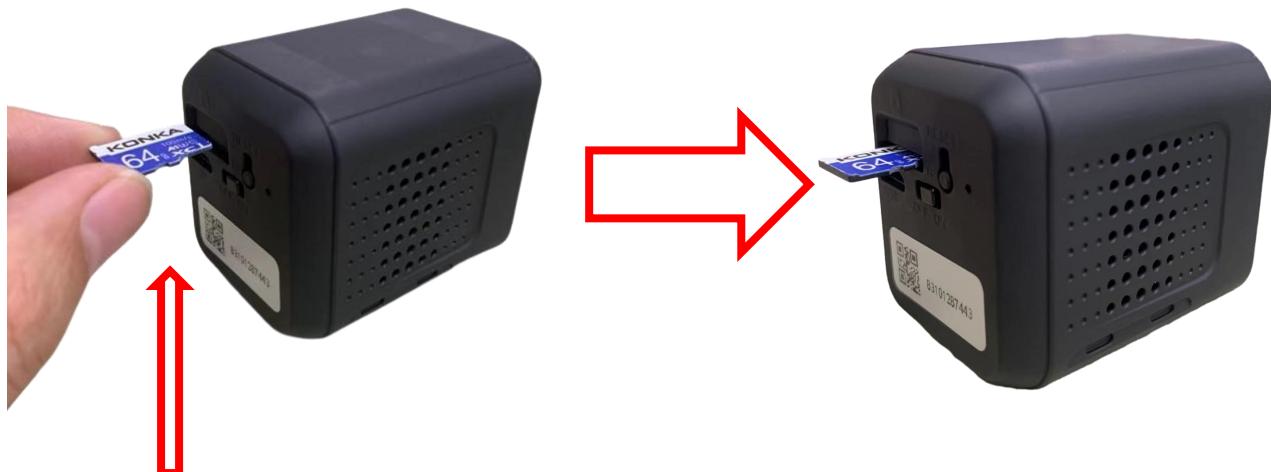
2.6 Install microSD Card

You can find the microSD card slot on one side of the camera.

Inserting the Card:

Important: Always turn off the camera before inserting or removing the microSD card.

- Make sure the metal contacts on the microSD card are facing the USB interface.



NOTE:The contact (metal) side of the card is facing towards the USB interface.

Compatibility:

- The camera supports microSD cards from 4 GB to 256 GB.
(microSD card is not included in the box.)

Formatting:

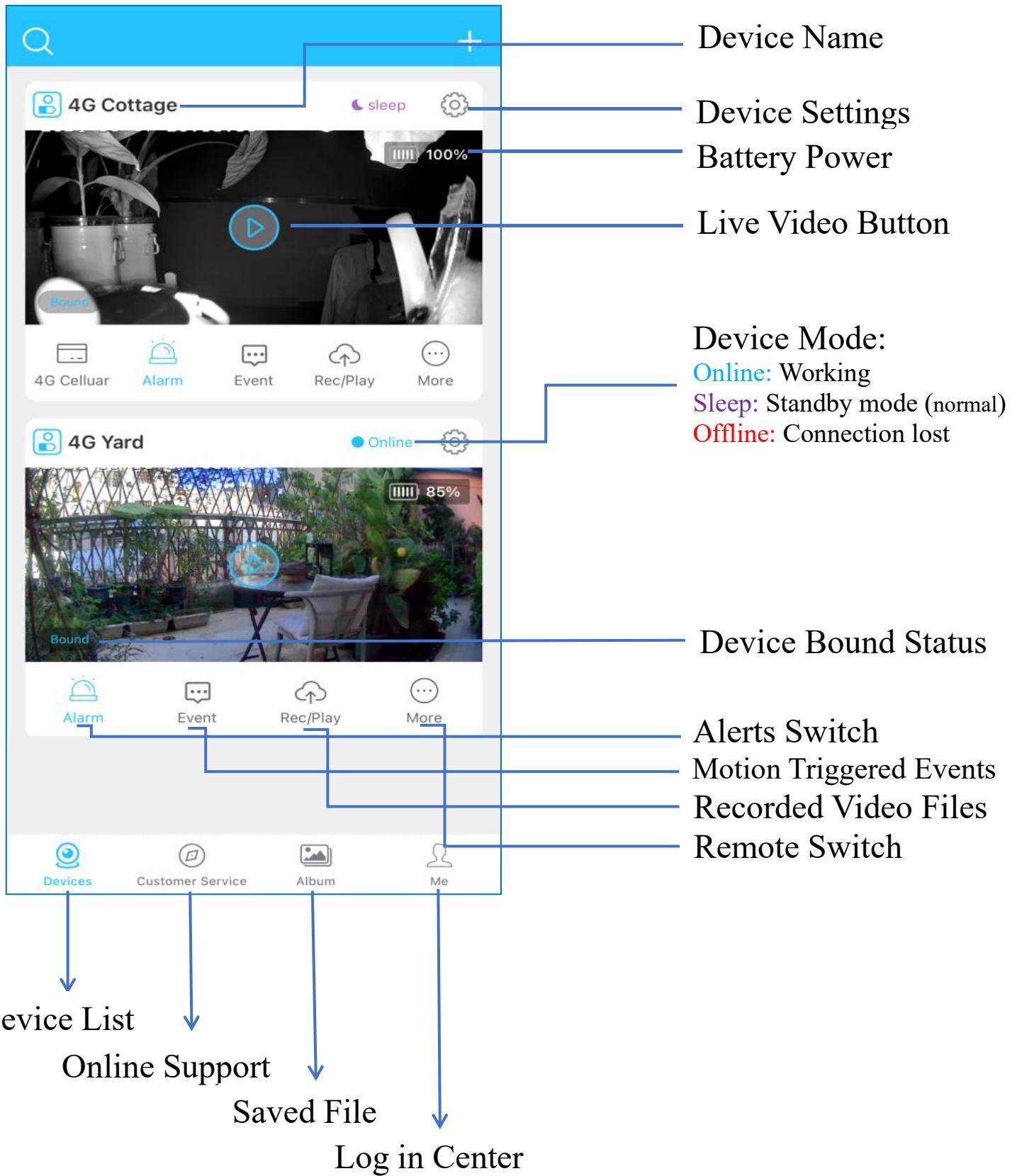
- Ensure the microSD card is formatted to FAT32 or exFAT on your PC or Mac before inserting it into the camera.

Video Format:

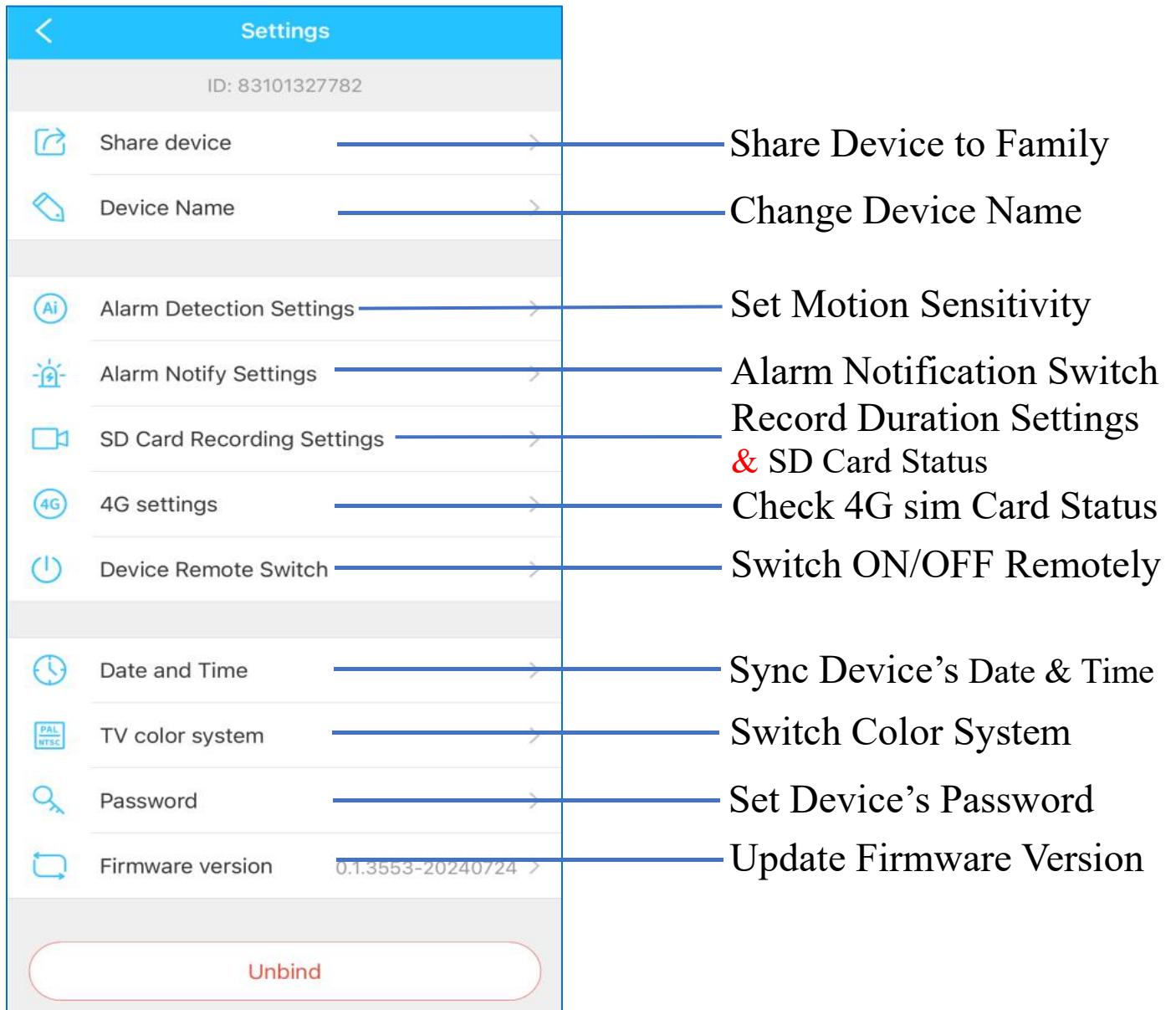
- The camera saves videos on the microSD card in MKV format. This format can be played on both Mac and Windows 10/11 without extra software. Most media players also support MKV.
- If you can't open MKV files, consider downloading a media player like VLC Player (<https://www.videolan.org/>) or another commonly used player.

3. Features Guides

3.1 Device Page



3.2 Device Settings



3.3 Common Functions

Change Live Video Resolution to 2K:

- The default resolution of live video is 1080P. To change it to 2K : Live Video page--> tap "FHD" --> tap "UHD"

Turn ON/OFF Notification Alarm:

- On Devices list page, tap "Alarm" button--> Tap"Alarm On".
- Then tap the "  " settings button of the device, go to "Alarm Notify Settings"--> Toggle "Alarm event notification" to ON or OFF.
- Go to "Me" page, "App Settings"-->Toggle" Receive alarm notification"to ON or OFF.

Check Recorded Videos:

- Tap " Rec/Play " on the Devices page, switch between" SD Card" or " Cloud" to check video files.
- Or go to Live video page, tap " SD card record "on the bottom, check recorded videos by timeline.

Change Settings for Video Recorded to SD card:

- Tap the "  " of the device, go to" SD Card Recording Settings", format the SD card for first-time use.
- Tap "Resolution" to choose 1080P (FHD) or 2K (UHD) for recording.
- Choose the Record Duration of each alarm. Note that longer recording use more battery and reduce standby time. For Continuous Recording, plug the camera into a USB power adapter.

Sync the Date and Time of Camera:

- Tap the "  " button of the device, go to" Date and Time", tap"Syncronize with phone "

3.4 Working Modes

The camera offers three working modes, each with distinct power-saving settings and standby duration:

- **Power-Saving Mode**
- **Ultra Power-Saving Mode**
- **Full Working Mode**

Modes:	Power-Saving Mode	Ultra Power-Saving Mode	Full Working Mode
Power	Using battery	Using battery	USB Cable connected
Battery Working Time	1 to 30 Days (Less events triggered, Longer battery last)	50 Days	24/7 Working
Motion Detection	YES	NO	YES
Live Video Access	YES	YES	YES
Events Triggered	YES	NO	YES
Alarm Notification	YES	NO	YES
Record video to micro-SD card	YES	NO	YES
How to activate this mode?	Default mode	Switch on/off device remotely	Insert micro SD card, and set Recording Mode as Continuous Recording

Make sure the camera has been full charged first before start using.

- A full charging may take **5 to 6 hours**.
- Please use 5V1A or 5V2A adapter to charge the camera.
- You can check the battery info on the APP: go to camera live video

4. FAQ and Trouble Shooting

4.1 I see 'Camera Offline' in app, what should I do?

If You See "Camera Offline" During Use:

- Recharge the camera to make sure it has enough power
- Check that the Sim Card is inserted in camera correctly
- Tap '4G Celluar' button of the camera to verify if there is valid mobile data

4.2 More FAQs

If you are experiencing any of the following problems:

- Battery cannot recharge
- Battery drains too quickly
- Cannot open live video; showing poor network
- Camera shows "offline"
- Camera shows "offline" when I'm away from home
- Motion detection not working
- Camera is always in Sleep Mode; is this normal?
- Alarm notifications not sending to my phone

or any other questions not listed above

Please check our online FAQ for detailed instructions:

<https://kinetcam.com/faq-cm1>

5. Product Specifications

Parameter	Specifications
Video Codec	H.264
Snapshot Image Resolution	4K(UHD)/1080P(FHD)
Live Video Resolution	2K(UHD:2304 x 1296)/1080P(FHD)
Recording Video Resolution	2K(UHD:2304 x 1296)/1080P(FHD)
Video Frame Rate	15fps (frame per second)
View Angle	150°
Picture Format	16:9
Support microSD Card	4GB to 256GB (card not included)
Recording to microSD Card	<ul style="list-style-type: none"> ● Alarm Recording(Default) ● Continuous Recording <p>(Recording mode can be set in Device's Setting-->SD Card Recording Settings)</p>
Recording Video Format	MKV (Most players, like VLC Player, can play this format)
Cloud Recording	Support. Optional and not included by default.
Motion Detection	By built-in PIR sensor. It only detects humans and objects that give off heat (such as larger animals and vehicles with heat)
Motion Detection Alerts	Instant push notification to phone
Night Vision	Automatic, Up to 20ft. 940nm IR.
Turn Off Night Vision	Support. Go to the 'Live Video' page to find the setting.
Turn Off/On Indicator LED on device	Support. Go to the 'Live Video' page to find the setting.
Remote Switch ON/OFF	Support

Power	Battery Powered
Battery	Built-in Rechargeable Battery, 2800mAh
Low Battery Alert	Support
Working Duration with Built-in Battery	<ul style="list-style-type: none"> ● The camera can work for 30 days with about 10 alerts each day. ● This is equal to 300 detections on a full charge. ● Standby Time without Detections: 50 days.
Cellular Data	4G LTE (SIM card is pre-included and installed)
Cellular Operator Support	The camera works with 4G mobile signals from AT&T, T-Mobile, and Verizon. It will automatically choose the best signal from these three networks.
ONVIF/RTSP	Not Support

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.

Warning: Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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.

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.

FREE Customer Support Tel: **+1 866-865-8676** (Service Time:Mon-Fri 9 AM-5 PM (PST)

Service Email:**service@kinetcam.com**