AIS SMARTCAM Application User Guide

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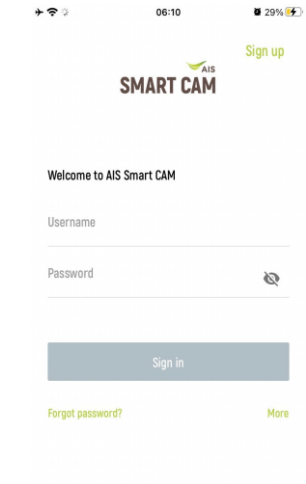
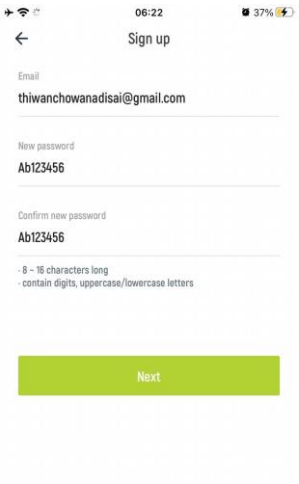
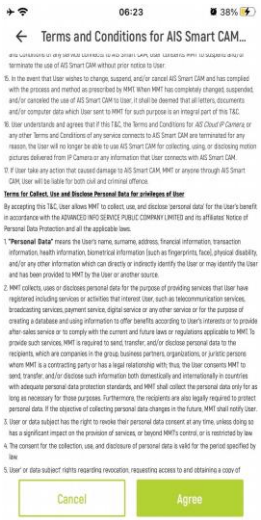
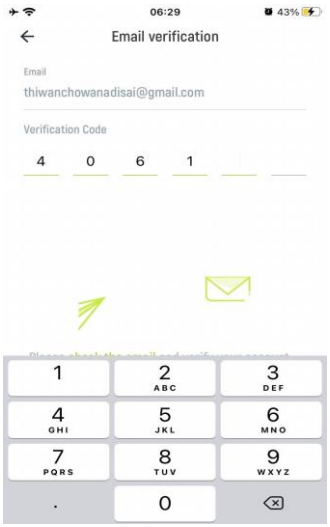
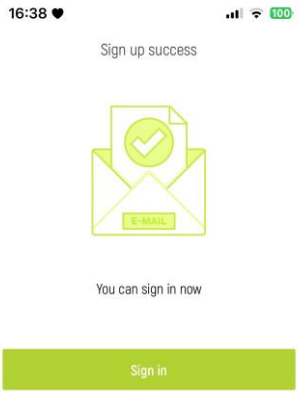
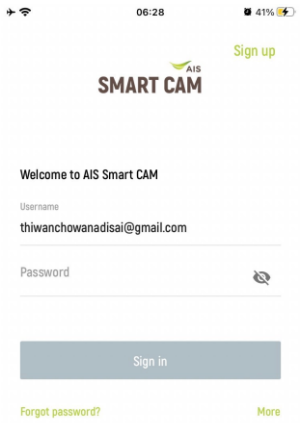
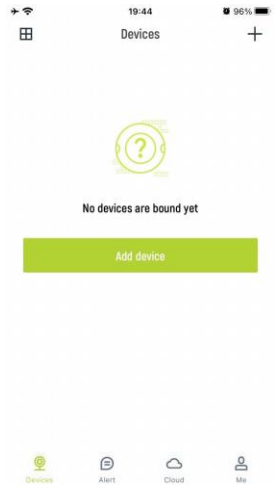
Section - 1 User Account Management

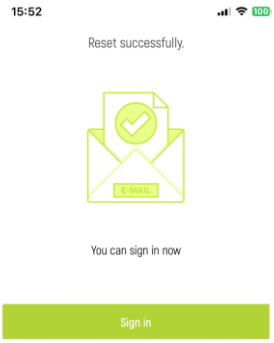
1.1 Sign Up

		
1. Go to Sign Up	2. Fill in your email, password, and confirm password.	3. Read the details of the Term and Conditions and consent accept by click “Agree” button then go to the next page.
		
4. Enter the verification code from your email.	5. Sign up success	

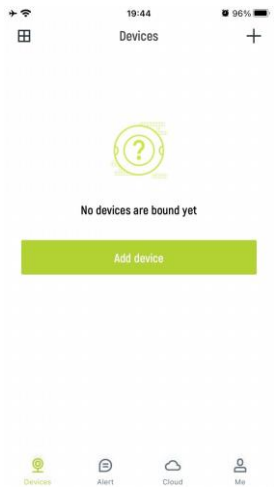
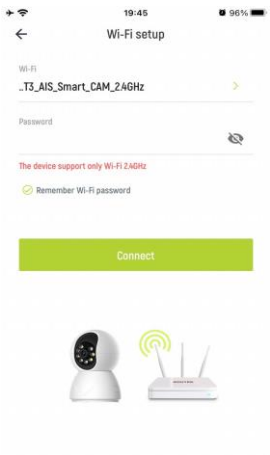
1.2 Sign In

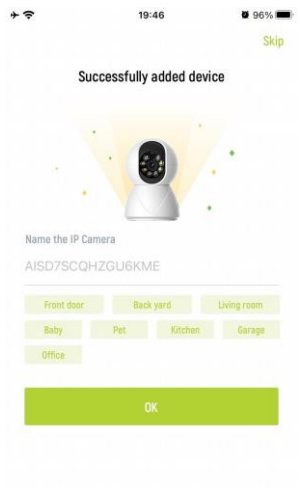
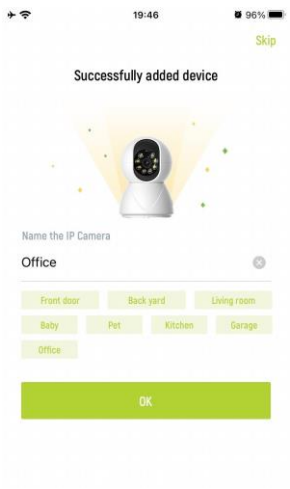
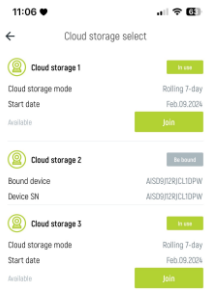
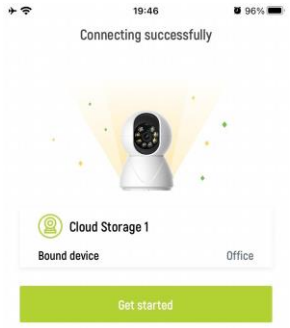
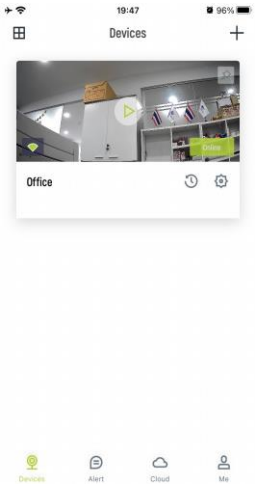
	
1. Fill in your email and password then press the Sign-up button.	2. After signing in, it will redirect to the device page for adding device in the next step.

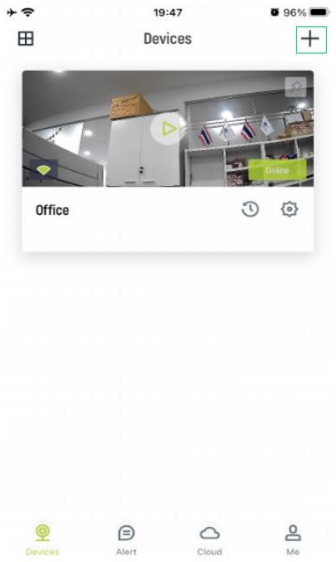
1.3 Forget / Reset password

1. If you forget your password, you can press the Forgot Password button	2. Enter a new password and confirm the new password, then press the Next button
	
3. Enter the email verification code from your email.	4. Reset successfully

Section 2 - IP Camera Binding

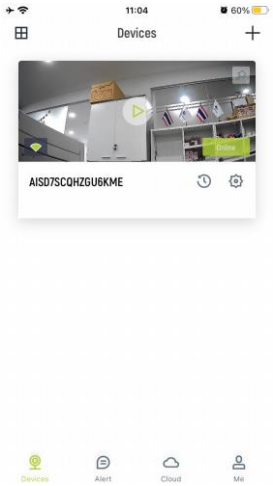
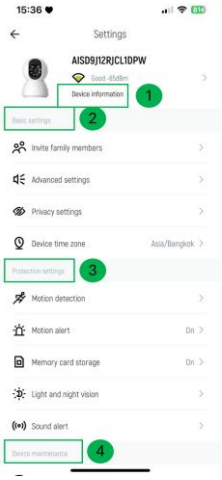
		
1. Press the Add Device button.	2. Connect to the Wi-Fi SSID. Note: IP Camera supports use at 2.4GHz frequency only.	3. Turn on the camera, if you hear beep sound 2 times then press the Next button.
4. Use the camera to scan the QR code as shown in the picture until you hear a sound, “QR Code scanned successful”.	5. Press ✓ and next	6. IP Camera is in the process of connecting to the Wi-Fi network.

		
7. Successfully added device	8. Name the device	9. Enter AIS 3BB FIBRE3 10 digits Internet number and follow the verification process to confirm and bind 1st device to Cloud Storage. Note: The use of IP Camera in AIS status must be used in conjunction with Cloud storage only.
		
10. Choose cloud storage for joining the device	11. After joined the cloud storage, press the Get Started button.	12. IP Camera is ready to use.

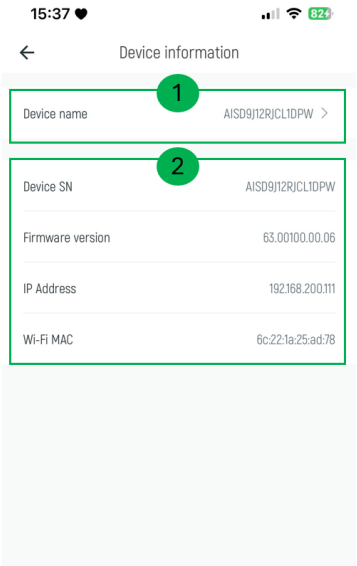


13. In case the user wants to add others IP camera (maximum 5 units / internet no.), press the **+** button in the upper right corner and follow Step 2 to Step 10 (except Step 9).

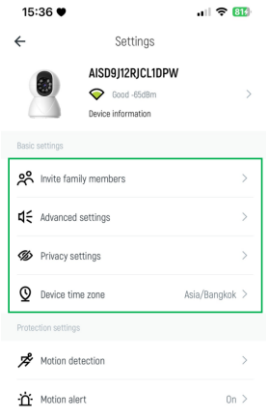
Section 3 - Device Settings

Introduction	
	Users can enter the Settings menu to set up the IP Camera via the Device page > press the button.
	In the Settings menu, there are 4 menu groups as follows. ❶ Device information ❷ Basic settings ❸ Protection settings ❹ Device maintenance

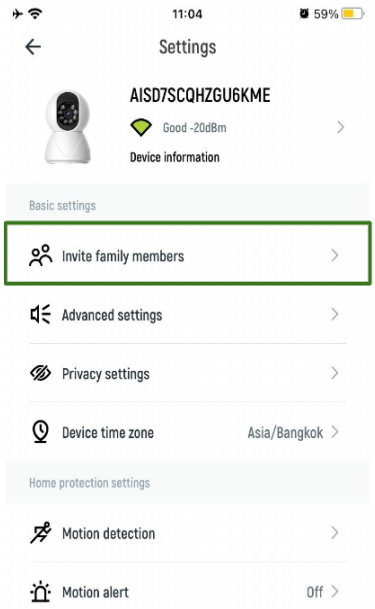
3.1 Device Information

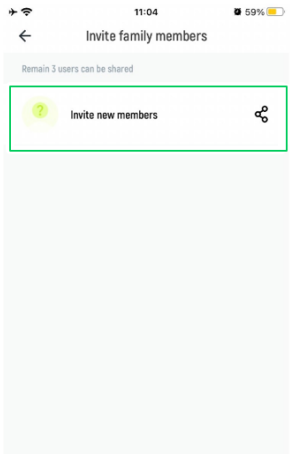
	❶ Users can check and edit the device name (IP Camera's name) and ❷ can check the following IP Camera information. 1. Serial number of the IP Camera 2. Firmware version 3. IP address 4. Wi-Fi MAC

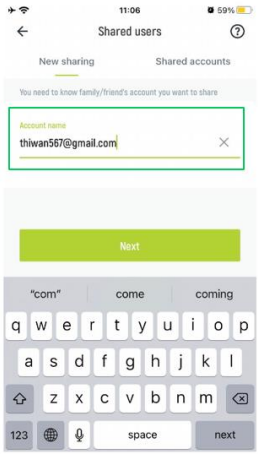
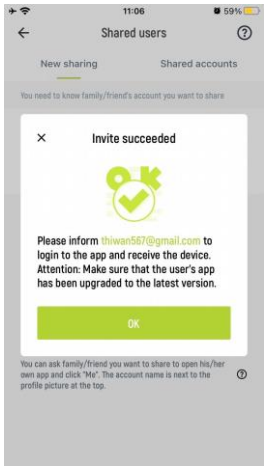
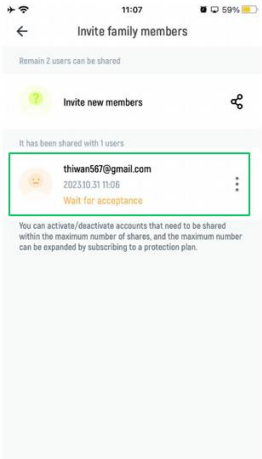
3.2 Basic settings

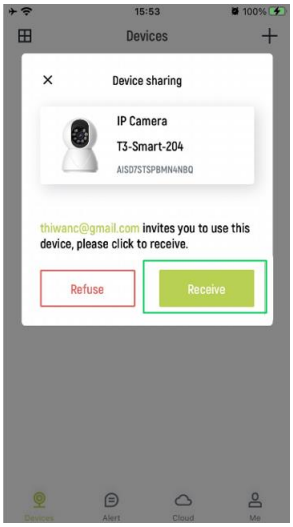
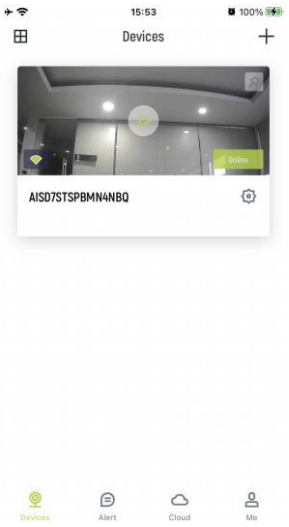
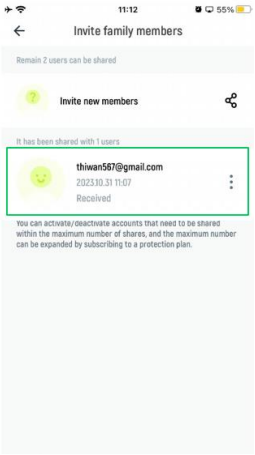
Introduction	
	Basic Settings following 4 main menus. 1. **Invite family members** It is sharing the IP Camera equipment with another User Account. 2. **Advanced settings** 2.1 Image rotation 2.2 Intelligent tracking 2.3 Anti flicker 2.4 Enable Microphone of IP Camera 2.5 Adjust the speaker volume of the IP Camera. 3. **Privacy settings** 3.1 Turning IP camera on/off automatically 3.2 Privacy zone: Closing the visibility area of the IP Camera 4. **Device time zone** Sets the Time zone for the IP Camera.

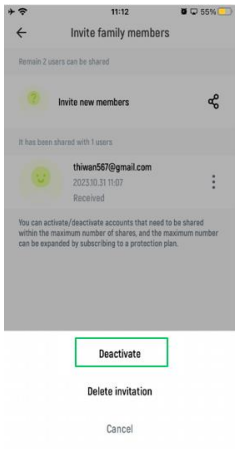
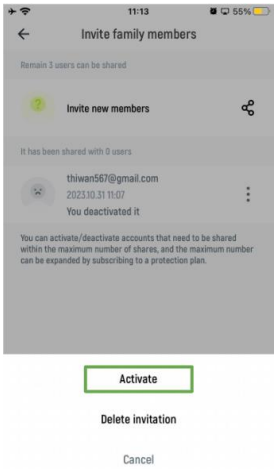
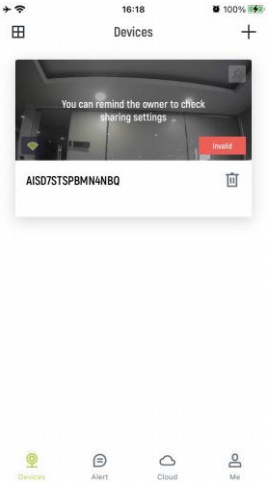
3.2.1 Invite family members

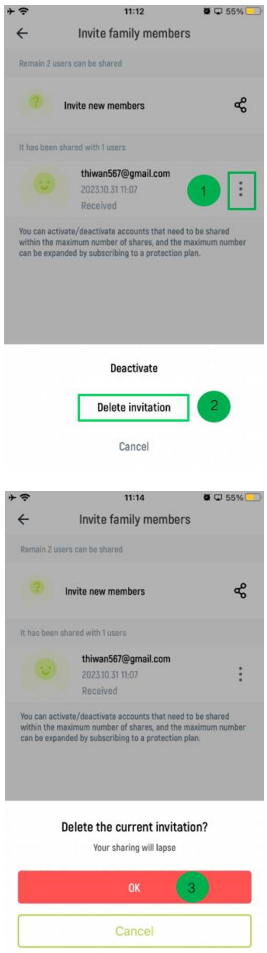
Introduction	
	Inviter can share IP Camera access with others User Account (Invitee).

Share IP Camera	
	1. Press Invite new members button Note: Inviter can share IP Camera equipment with other User Account (Invitee) in maximum 3 accounts.

	2. Fill in User Account of Invitee that you want to share IP Camera 3. Press Next button
	4. The application will display Invite Succeeded popup message.
	5. Users can check the status of the invitation. The invitation status shows "Wait for acceptance" which means waiting for a response from the invitee. Note: Steps for accepting shares for Invitee. 1. Sign in AIS SMART CAM application. 2. Go to the Devices menu and the invitee will find the invitation message of Device Sharing. 3. Press Receive, after that the invitee will be able to access the IP Camera.

	 
	6. The invitation status is received, meaning that the invitee has accepted the invitation and can access the IP camera successfully.

Cancel sharing IP Camera	
	The inviter can do the invitation cancelation in 2 ways: 1. Deactivate Cancel sharing IP Camera temporarily. Users can share IP Camera again by pressing Activate.  Note: After the Inviter cancel sharing, the invitee side's device page will be an IP Camera status as shown. 



2. Delete the invitation

Cancel sharing IP Camera permanently with the following steps.

❶ Press the ⋮ button.

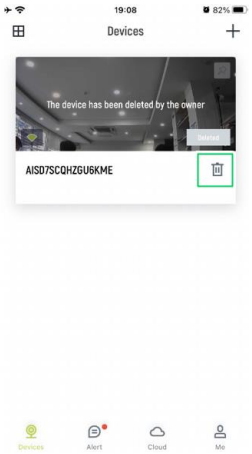
❷ Select Delete invitation.

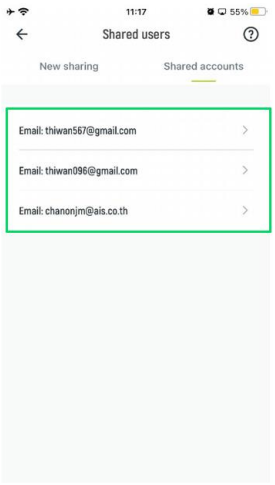
❸ Press the OK button.

Note:

● After the inviter deleted the invitation, the device page on the invitee side will be an IP Camera as shown in the picture.

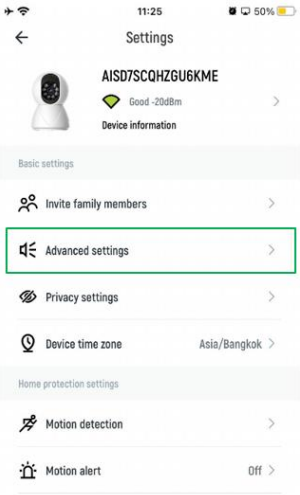
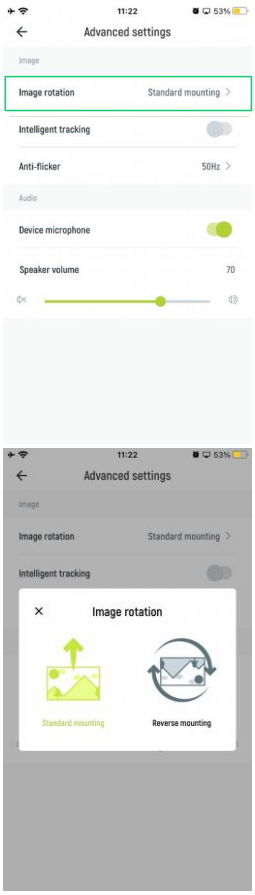
● Invitee can press the button 🗑 to remove IP Camera from the device page.

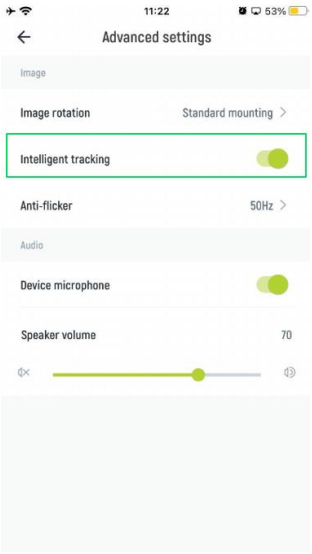
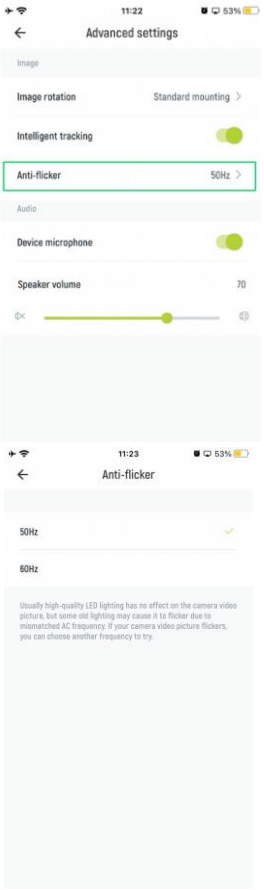


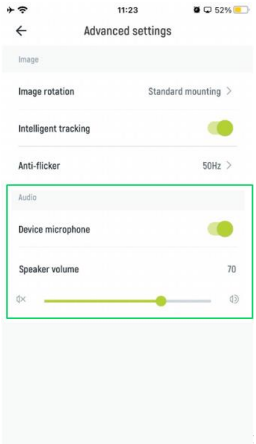


Users can check the list of accounts that have shared IP cameras through the Shared accounts menu and can choose an account to invite again

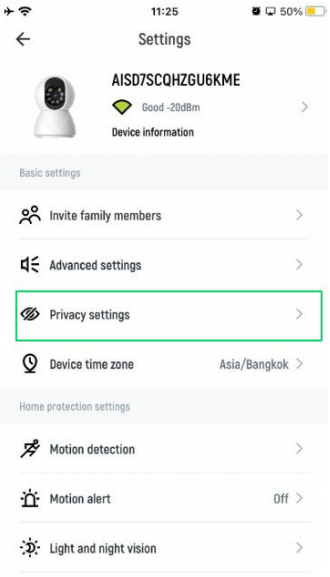
3.2.2 Advanced settings

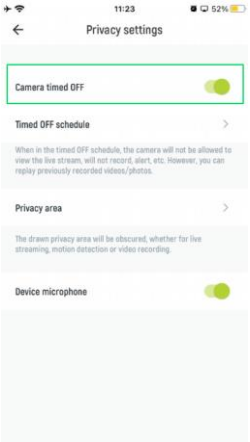
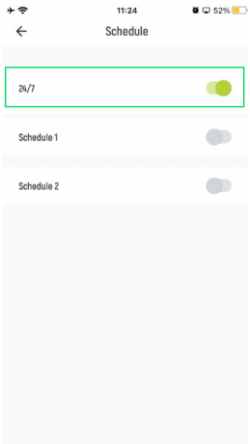
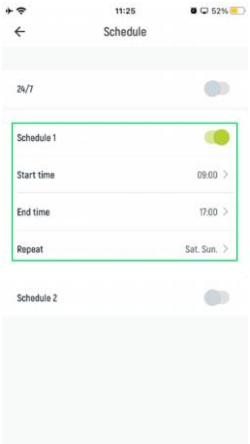
Introduction	
	In the Advanced settings section, users can set the following settings. 1. Image rotation 2. Intelligent tracking 3. Anti-flicker 4. Enable Microphone of IP Camera 5. Adjust the speaker volume of the IP Camera.
Image Rotation	
	Users can do device setting in 2 types: 1. Standard mounting for installing IP Camera on a table. 2. Reverse mounting for installing the IP Camera on the ceiling.

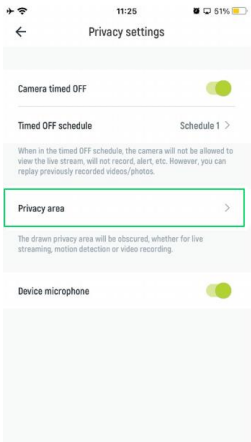
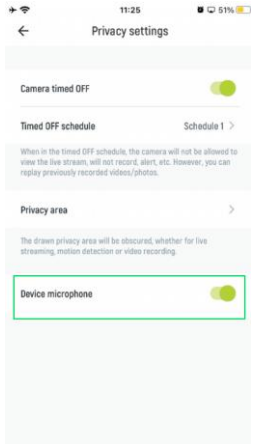
Intelligent tracking	
	Users can enable this function when they want the IP Camera to pan/tilt according to the Motion Tracking.
Anti-flicker	
	Flicker can occur when the camera records video in a place where there are a lot of light sources such as light bulbs. If the IP camera uses a high Shutter Speed to record video, there is a chance that the video may appear wavy and/or some light bulbs will flicker. The IP Camera has an Anti-Flicker function built into the IP Camera to reduce the effects of the flicker by recommending that users select a frequency of 50Hz, which is the frequency of alternating current electricity in Thailand.

Audio	
	Users can enable microphone and adjust the speaker volume of the IP Camera. Note: 1. As Default, Microphone will be enabled. 2. Disable Microphone will prevent users from sending audio from the IP Camera side to the Mobile Application side.

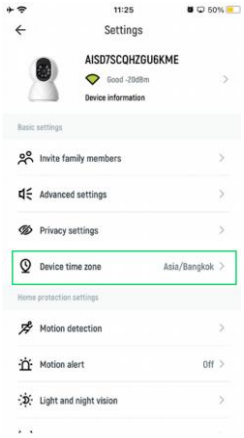
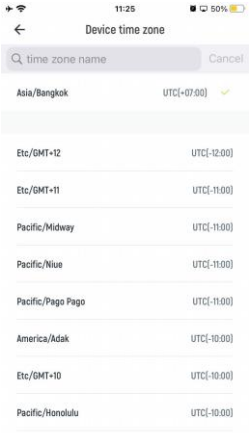
3.2.3 Privacy settings

Introduction	
	Users can turn on/off the IP camera automatically and set the Privacy zone to close the IP Camera's visibility area through this menu.

Camera Time OFF	
	Users can enable this function to turn off/on the IP camera. There are 2 ways to do it:
	1. 24/7 Menu: Turn IP Camera off/on instantly.
	2. Schedule Menu: Select the date and time to turn off/on the IP Camera.

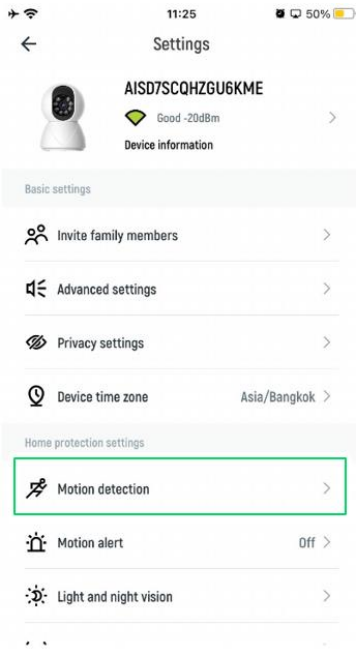
Privacy area	
	Users can enable this function to close the IP Camera's view area.
	Privacy area setting ❶ Enable privacy area ❷ Select the area that will not be seen by the IP Camera. ❸ Press Save button
Device microphone	
	Users can turn on/off the microphone through this menu. Note: When the microphone is turned off, the user will not be able to send audio from the IP Camera side to the application side.

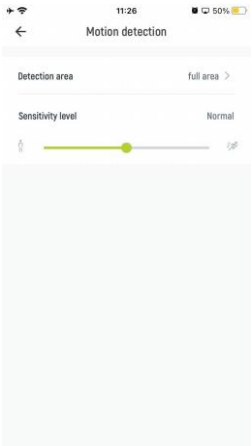
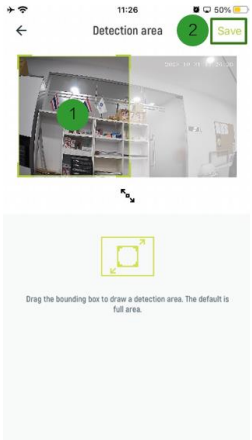
3.2.4 Device time zone

Introduction	
	Users can set the time of the IP Camera through the device time zone menu. 

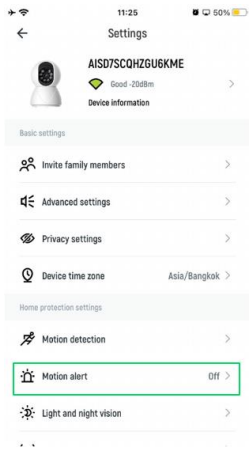
3.3 Home protections settings

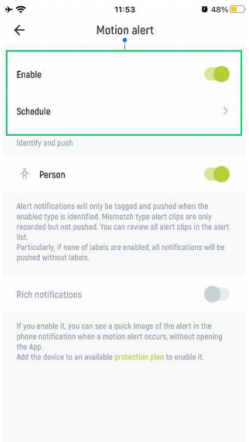
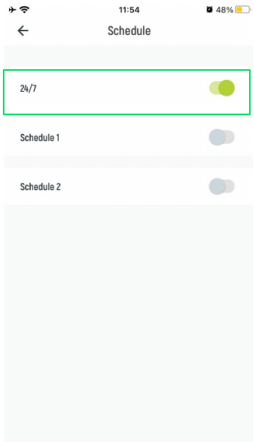
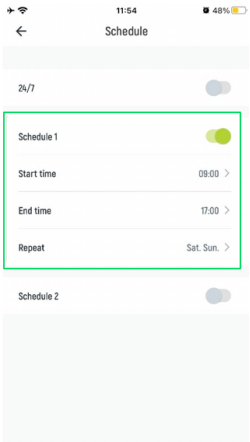
3.3.1 Motion detection

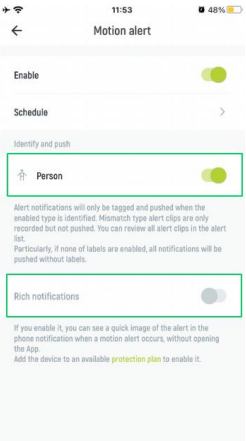
Introduction	
	Users can set the area and sensitivity level for the IP Camera objects detection movement through this menu. Note: In general usage, the user will enable Motion alert and/or Trigger by motion as well. When the IP Camera detects the movement of objects in the specified area, the application will send notification messages to the user's mobile phone and/or send sound through speakers.

Motion detection setting	
	Users can set as following. 1. There are 2 types of detection area: full area (default) and select partial area. 2. Movement sensitivity level
	❶ Select a Partial area for setting, users can go to the menu Detection area and select the area where you want to detect objects. ❷ When finished selecting the area, press Save.

3.3.2 Motion alert

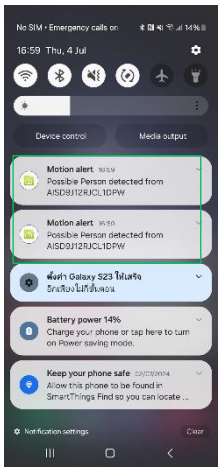
Introduction	
	Users can enable Motion alert through this menu, the working principle is when the IP Camera detects the movement of objects in the designated area. In the Motion detection menu, the application will send notification messages to the user's mobile application.

Motion Alert setting	
	Users can enable Motion Alert function and There are 2 ways to do it:
	1. 24/7 Menu: IP camera always enable Motion Alert
	2. Schedule Menu: Select the date and time to enable Motion Alert



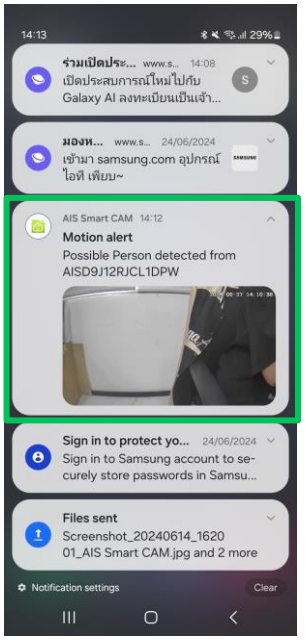
TIP: Person

When the user enables Person, when the IP Camera detects the movement of a person, the Application will notify in notification message that the moving object is possible type of Person as shown.

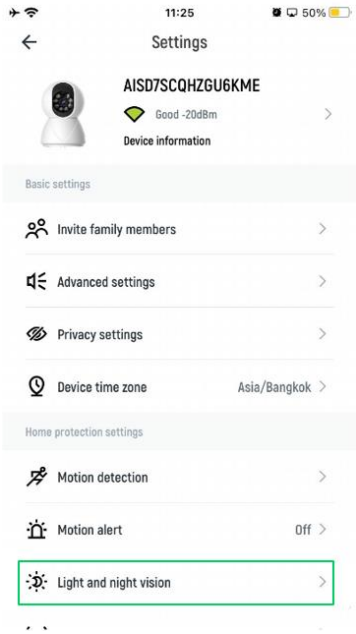


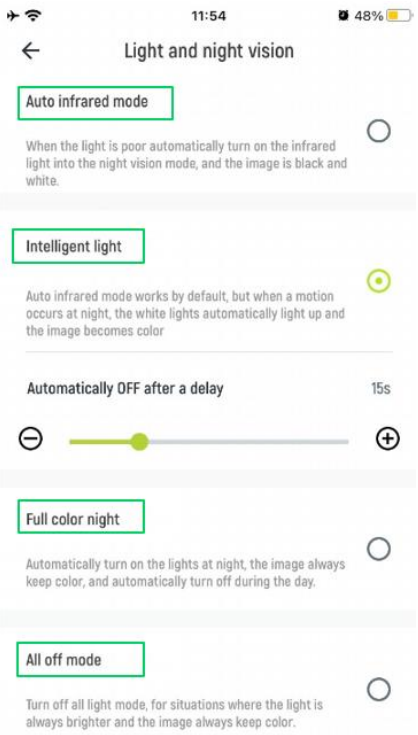
TIP: Rich notification

When the user enables Rich notifications, the application will attach an image to the motion alert notification messages as below.



3.3.3 Light and night vision

Introduction	
	Users can set the visibility of the IP Camera in low light conditions via this menu the user can choose from the following 4 modes. 1. Auto infrared mode 2. Intelligent light (Default) 3. Full color night 4. All off mode

Light and Night Vision Setting	
	1. Auto infrared mode • In low light conditions, the IP Camera will automatically turn on Infrared light, which will be a black and white image from the camera. • When the light conditions return to normal, the IP Camera will automatically turn off the Infrared light.

Light conditions	IP Camera Behavior	The resulting image
 Low	 Infrared on	Black/White

Normal	Infrared off	Color

2. Intelligent light

- In low light conditions, the IP Camera will automatically turn on Infrared light, which will result in black and white images from the camera.
- When the IP Camera detects the movement of an object, the IP Camera will turn on white light for a specified time (Automatically OFF after a delay). The image during the time the IP Camera turns on white light will be a color image.
- When the light conditions return to normal, the IP Camera will automatically turn off the Infrared light.

Light conditions	IP Camera Behavior	The resulting image
Low	= Infrared When object movement is not detected: Infrared on	Black/White
Low	= White Light When object movement is detected: White Light on	Color

Normal	Infrared off	Color

3. Full color night

- In low-light conditions, the IP Camera will automatically turn on white light. The image will be a color.
- When light conditions return to normal, the IP Camera will automatically turn off the white light.

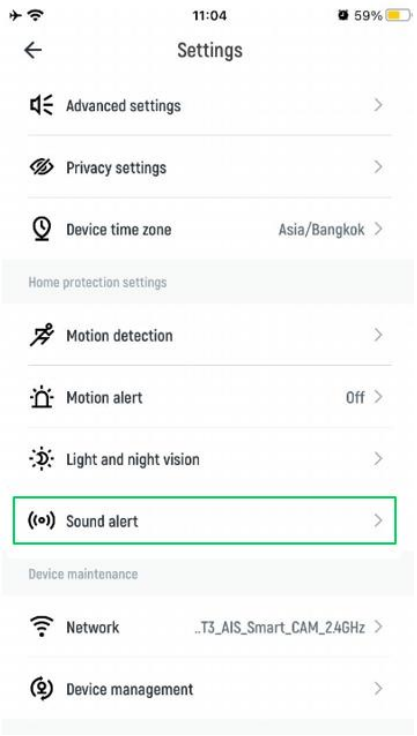
Light conditions	IP Camera Behavior	The resulting image
Low	White Light on	Color
Normal	White Light off	Color

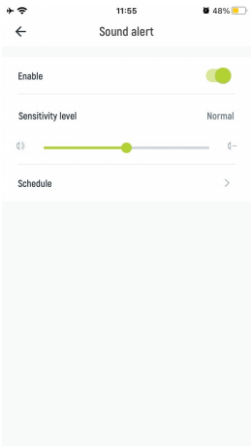
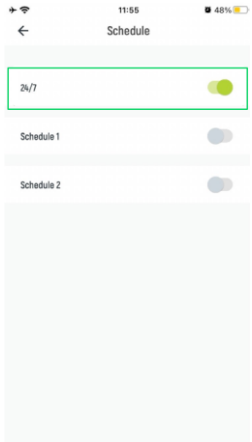
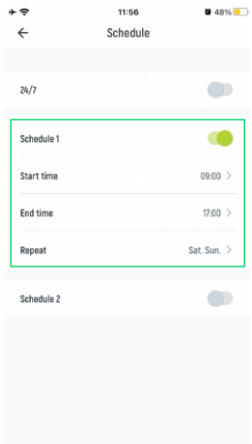
4. All off mode

- In low light conditions, the IP Camera does not turn on both Infrared and white light.

Light conditions	IP Camera Behavior	The resulting image
Low	Does not turn on both Infrared light and White Light.	Color
Normal		

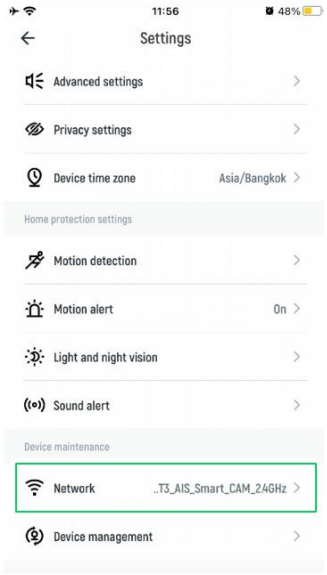
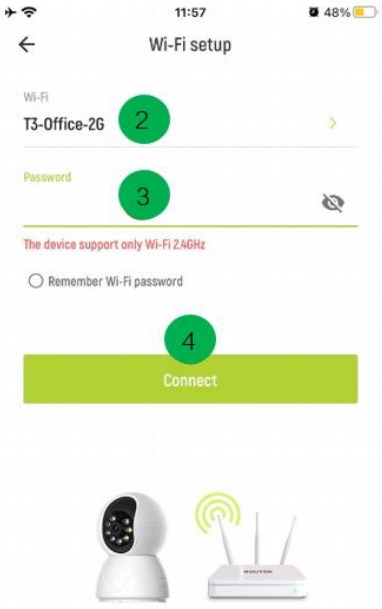
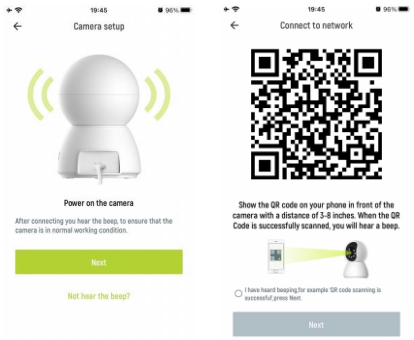
3.3.4 Sound alert

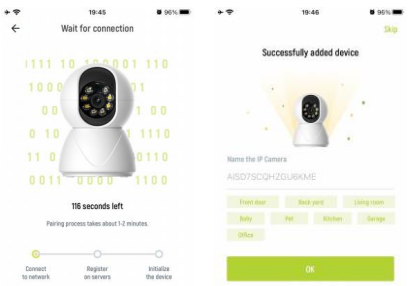
Introduction	
	Users can set the IP Camera to sound alert that comes through and have the application send notification messages to the user through this menu.

Sound Alert Setting	
	Users can turn on the sound alert in 2 ways:
	1. 24/7 Menu: The IP camera always enable sound alert.
	2. Schedule Menu: Select the date and time to enable sound alert.

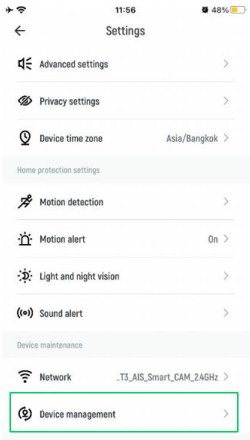
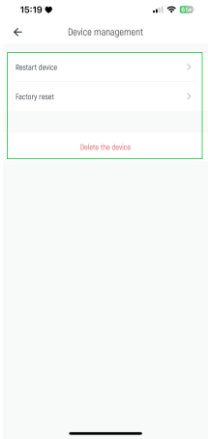
3.4 Device maintenance

3.4.1 Network

Introduction	
	If the Wi-Fi SSID and password of the user's home router are changed, users can connect the IP Camera to the new Wi-Fi SSID via the Network menu.
Steps to connect IP Camera to new Wi-Fi SSID.	
	After selecting the Network menu, connect the IP Camera to the new Wi-Fi SSID with the following steps. ❶ Press Restore factory on the IP Camera device ❷ Enter Wi-Fi SSID ❸ Enter Password ❹ Press Connect After that, the IP Camera will automatically connect to the new Wi-Fi SSID and can be used online as usual. 

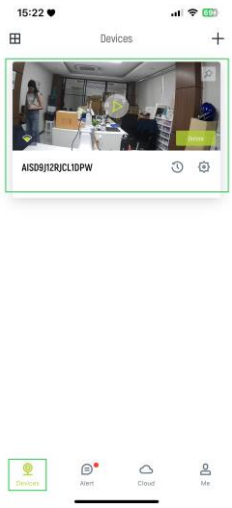
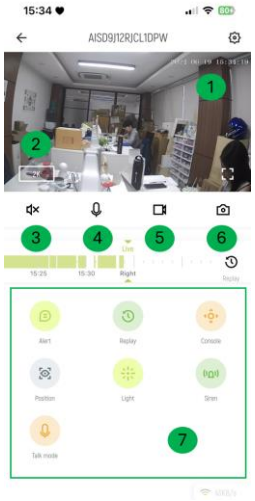
	 The process of connecting the IP Camera to the WIFI name or Wi-Fi SSID.

3.4.2 Device management

Introduction	
	Users can restart device or factory reset.
	Device management consists as below. 1. Restart device: Reboot IP Camera 2. Factory reset: Restore factory settings to the IP Camera 3. Delete the device: Delete the device from the application

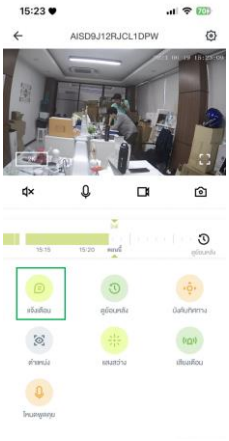
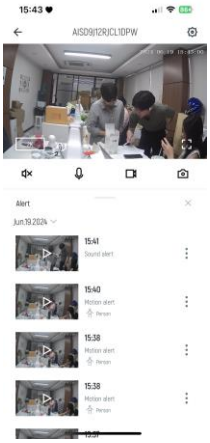
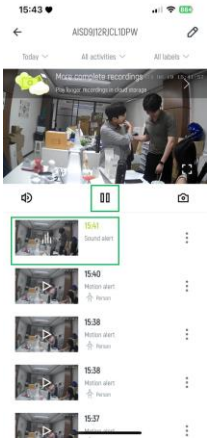
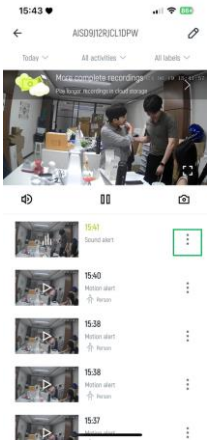
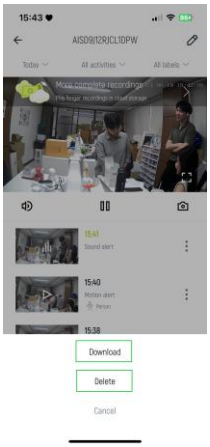
Section 4 - IP Camera Function

4.1 Live Video

	Users can view the Live Video of IP Camera through the Devices menu > select the IP Camera.
	The Live video page contains the following tools. ❶ Date and time ❷ Adjust live video resolution. There are 2 levels: 2K and SD. ❸ Turn off/on hearing the mobile application side. ❹ Set Talk mode to send audio from the Application side to the IP Camera. There are 2 modes: Hold to talk and tap to talk. ❺ Record live video to photo library on mobile phone ❻ Capture images from live video to photo library on mobile phone. ❼ Activating various functions of IP Camera, which will be discussed in sections 4.2 to 4.8

4.2 Alert

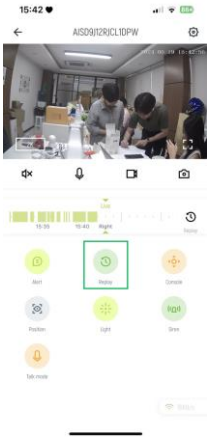
User can view/delete previous Alert videos through this menu.

		
1. Select the Alert menu.	2. Alert Videos List.	3. Press Alert Videos to view the video.
		
4. Press the ⋮ button to delete/download Alert Videos to your mobile phone.		

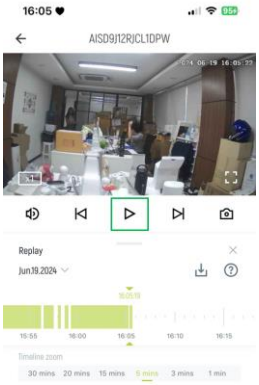
4.3 Replay

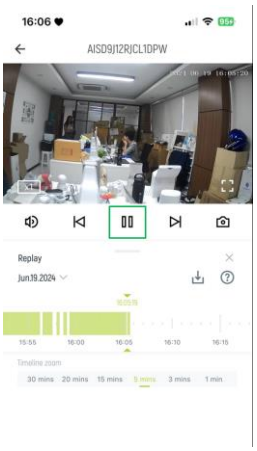
4.3.1 Introduction

Users can view Cloud Playback video through the Replay menu.



1. Select the Replay

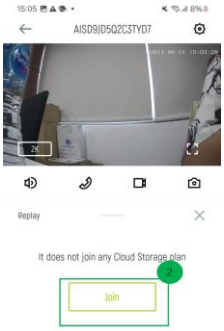




2. View a video stored in the cloud storage

Note:

The IP Camera in the status of “Customer Group” and the user has not paired it with the Cloud Storage when selecting the Replay menu will not be able to view the Cloud Playback Video. The Application page will be redirected to the AIS 3BB FIBRE3 web page for applying for the Cloud Package as following.

	
1. Press the Replay button.	2. User will not be able to view Cloud Playback Video: press the Join button.
3. When the user presses Join, the application page will be redirected to the AIS 3BB FIBRE3 web page for applying for the Cloud package.	

4.3.2 Download Playback Video

User can download playback video from cloud storage to your mobile phones by:

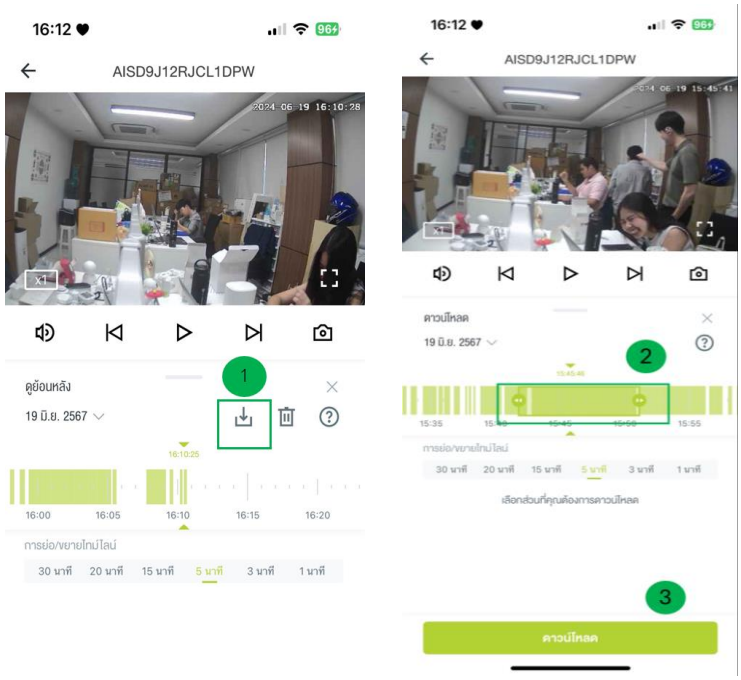
❶ Press button

❷ Choose the period that you would like to download

❸ Press the Download button

Note:

User can check the playback video that has been downloaded through the menu Me > Local Video.



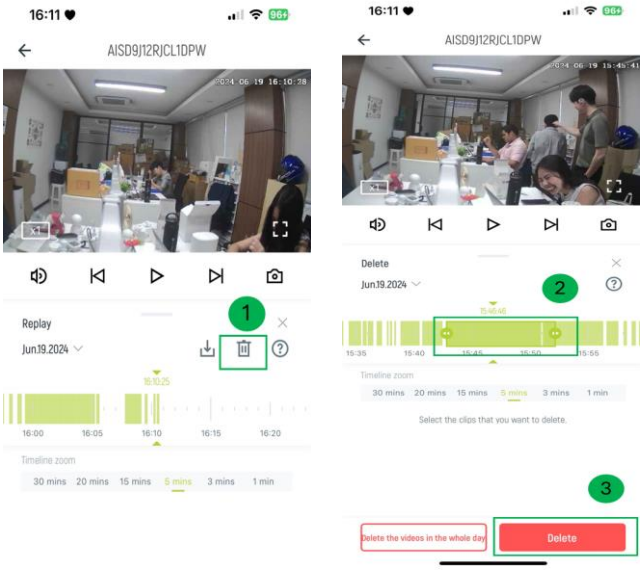
4.3.3 Delete Playback Video

Users can delete cloud playback video by:

❶ Press the button

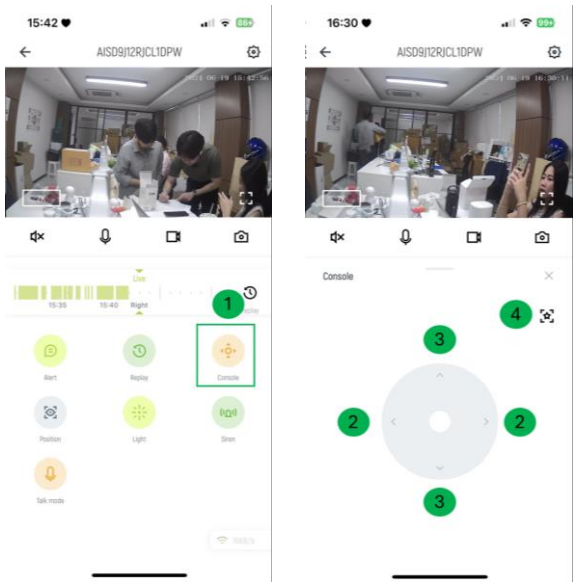
❷ Select the period you would like to delete

❸ Press the Delete button



4.4 Console

User can control Pan & Tilt of IP Camera and save preset position through the Console menu.



❶ Select the Console menu

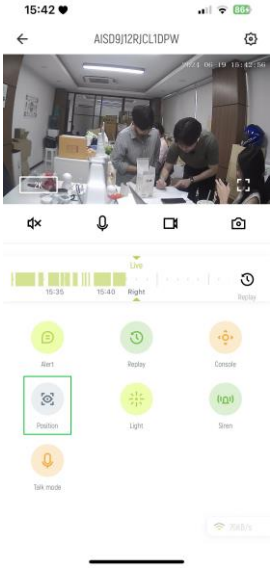
❷ Press the left/right buttons to pan the camera

❸ Press the up/down buttons to adjust the camera tilt

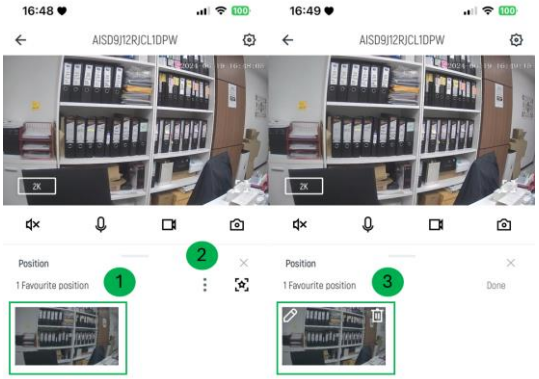
❹ Press the button to save preset position

4.5 Position

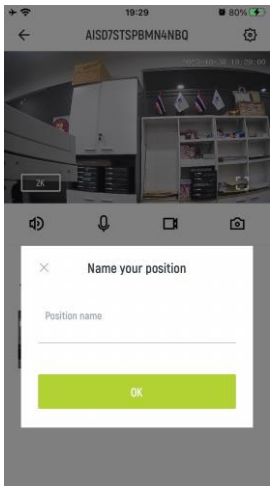
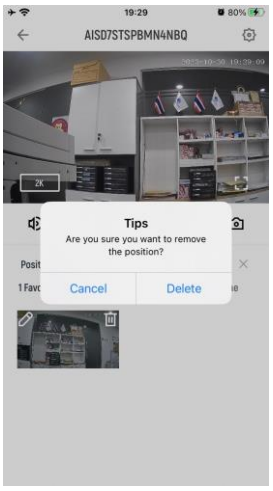
User can view/ set the name/delete the Preset Position that is saved and select the IP Camera to rotate to the Preset Position that has been set.



1. Select menu Position

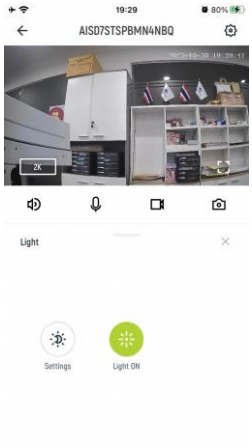


2. Can view Preset Position that is saved by Press ⋮ button to name or delete Preset position

	
3. Setting Preset position name	4. Delete Preset position

4.6 Light

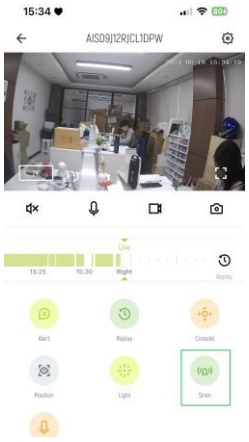
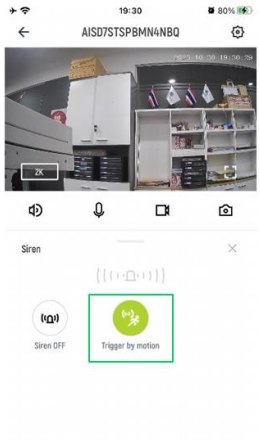
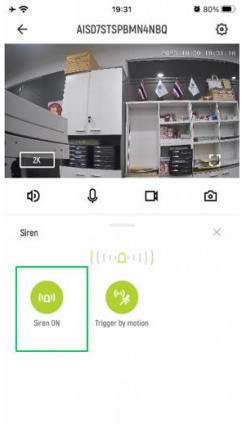
User can turn on the light (White light) and set Light and night vision of the IP Camera through this menu.

		
1. Select the Light menu	2. Press the Light ON button to turn on the white light 3. Press the Light Settings button to enter settings	4. Settings page: Set visibility in low light conditions (Section 3.3.3)

4.7 Siren

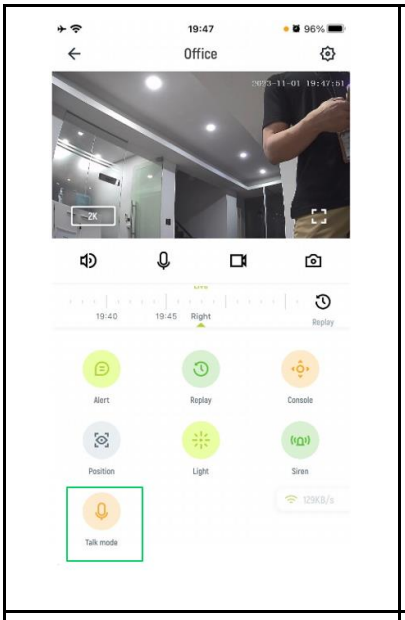
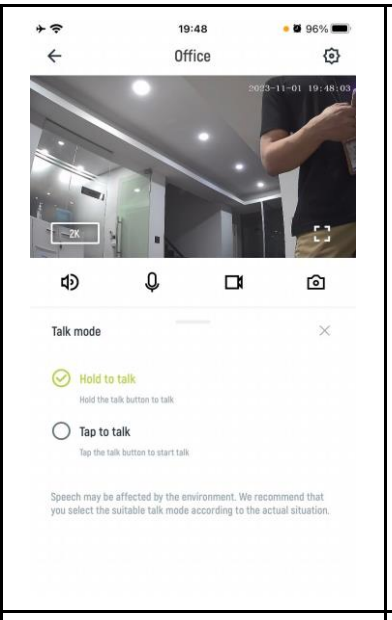
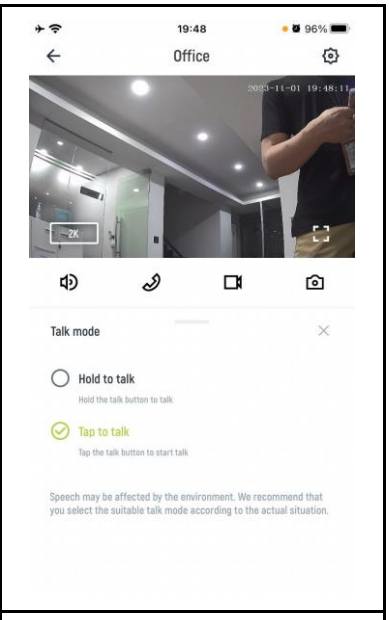
Users can enable Trigger by motion through this menu. The working principle of Trigger by motion is when IP camera detects the movement of objects camera will send an alarm through the speaker. The user can turn off the alarm by pressing the Siren ON button.

Note: User must Enable Motion Alert (Section 3.3.2) before this feature works.

<table>
<tr><td colspan="2"> 
</td></tr>
<tr><td colspan="2">1. Select Siren button</td></tr>
<tr><td> 
</td><td> 
</td></tr>
<tr><td>2. Enable Trigger by motion.</td><td>3. The application page when IP Camera detects object movement, User can turn off the Alarm by pressing the Siren ON button.</td></tr>
</table>

4.8 Talk mode

User can set Talk mode to send audio from the Application side to the IP Camera. There are 2 modes: Hold to talk and Tap to talk.

		
1. Choose Talk mode	2. Hold to talk mode	3. Tab to talk mode

Section 5 - Error Messages

5.1 Failed to connect

	Root cause: 1. Enter the incorrect Wi-Fi password 2. The internet signal is unstable **Basic troubleshooting method:** 1. Enter the correct Wi-Fi password 2. Check the router's usage status 3. Contact Call center

5.2 Camera is unavailable #1

	Root cause: The IP Camera is used with another user account **Basic troubleshooting methods** Contact Call Center

5.3 Camera is unavailable #2

	Root cause: The IP Camera is in the Blacklisted status **Basic troubleshooting method:** Contact Call Center

5.4 The camera is not AIS 3BB FIBRE3 device

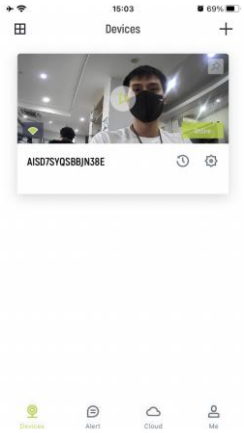
	Root cause: User connects to IP Camera which is not C3 Model for AIS 3BB FIBRE3. **Basic troubleshooting methods:** Please connect IP Camera that is C3 Model.

5.5 Camera can use only in AIS 3BB FIBRE3 network

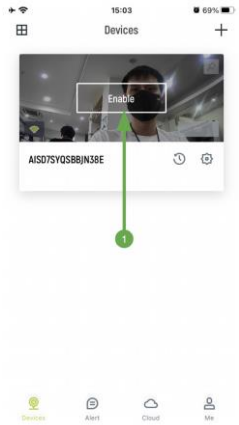
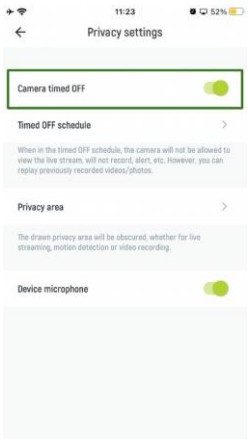
	Root cause: Users connect the IP Camera to the router of an internet service provider that is not AIS 3BB FIBRE3. **Basic troubleshooting method:** Users connect the IP Camera to the router of the AIS 3BB FIBRE3 internet service provider only.

Section 6 - Checking Camera Status in Mobile Application along with basic troubleshooting methods.

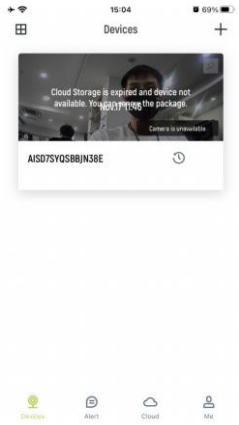
6.1 Status: Online

	IP Camera, Mobile Application and Cloud Platform are fully connected.

6.2 Status: Off (Enable)

	The IP Camera has DC power, but the user has disabled the IP Camera via the Privacy settings > Camera Time OFF menu  **TIP:** ❶ User can press the Enable button to enable the IP Camera again.

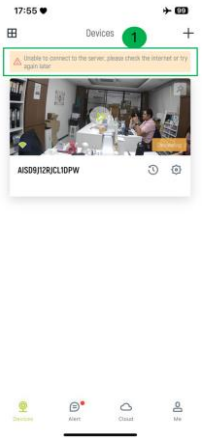
6.3 Status: Camera is unavailable

	IP Camera is suspended (Status: blacklisted) **Basic troubleshooting method:** Contact Call Center

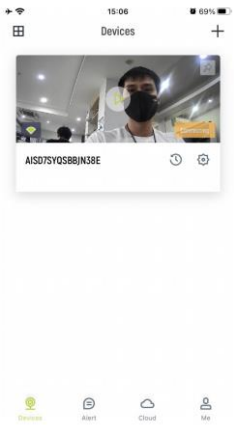
6.4 Status: Unpaired

	User has successfully installed/connected the IP Camera to the Wi-Fi network but cannot bind to Cloud Storage. **Basic troubleshooting method:** Contact Call Center

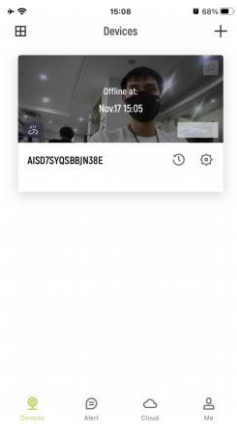
6.5 Status: Connecting due to problems on the Mobile Application

	Mobile Application disconnected to IP Camera and tries to connect to IP Camera again **Basic troubleshooting method:** Allow users to check the connection between the Mobile Application and the Wi-Fi Network Notice: ❶ The message "Unable to connect to the server, please check the internet or try again later" in the picture indicates that the Mobile Application cannot connect to the internet / Cloud Platform

6.6 Status: Connecting due to problems on the IP Camera

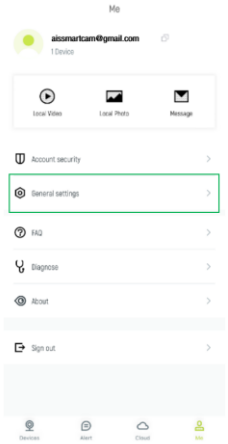
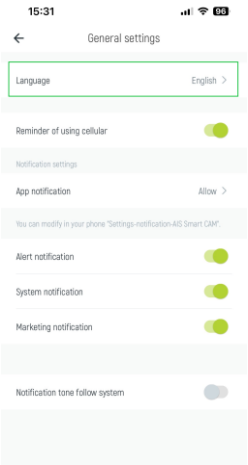
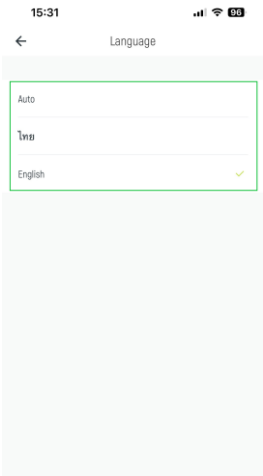
	Mobile Application disconnected to IP Camera and tries to connect to IP Camera again **Basic troubleshooting method:** Allows users to check the connection of the IP Camera to the Wi-Fi Network Notice: In this case, it means the Mobile Application can connect to the Internet / Cloud Platform normally and it may be a problem on the device

6.7 Status: Offline

	When the Mobile Application cannot successfully connect to the IP Camera within 3 minutes, the Mobile Application considers the IP Camera offline and indicates when the IP Camera was offline. **Basic troubleshooting method:** Allows users to check the connection of the IP Camera to the Wi-Fi Network.

Section 7 - Changing the application language

7.1 Changing language

		
1. Go to the Me page and click on General settings.	2. Language menu	3. You can choose the language you would like to use, there are 3 options: Auto, Thai and English

Appendix I: IP Camera Status Description

To be consistent with Business Conditions in providing Cloud IP Camera services, IP Cameras are divided into 3 statuses: AIS, Customer and Blacklisted.

Status	Description
AIS	When users purchase a Cloud package, service fee at 99 baht per month per device with 24 months of service usage period, users will receive an IP Camera to use alongside the subscribed-on Cloud package. IP Camera will be on **AIS** status with the following important conditions: 1. The IP Camera is considered the property of **AIS** 2. The IP Camera can only be used with the **AIS Smart CAM application** 3. The IP Camera can be used with internet service provider **AIS 3BB FIBRE3 only** 4. Once the user has installed/connected the IP Camera to the Network, it **must be paired to the Cloud package** that was subscribed to start using the IP Camera.
Customer	When the users use the service until the end of service usage period or pay back the IP Camera usage fee from the cancellation before the service usage period ended, IP Camera status will be updated to **Customer** with the following service conditions: 1. The IP Camera is the property of the **Customer** 2. The IP Camera can only be used with the **AIS Smart CAM application** 3. User can use IP Camera with any internet service provider 4. Once the user has installed/connected the IP Camera to the Network, they can use the IP Camera with or without the paired Cloud package
Blacklisted	The user will not be able to use the IP Camera that is in the Blacklisted status. IP Camera status will be updated to Blacklisted in the following cases 1. The user refuses to pay the service fee as specified 2. Refusing to pay back the IP Camera usage fee from the cancellation before the service usage period ended