Enjoy Smart Life

User Manual

Imou Life App

Foreword

Privacy Protection Notice

As the device user or data controller, you might collect personal data of other such as face, fingerprints, car plate number, Email address, phone number, GPS and so on. You need to be in compliance with the local privacy protection laws and regulations to protect the legitimate rights and interests of other people by implementing measures include but not limited to: providing clear and visible identification to inform data subject the existence of surveillance area and providing related contact.

About the Manual

- The manual is for reference only. If there is inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- The manual would be updated according to the latest laws and regulations of related jurisdictions. For detailed information, refer to the paper manual, CD-ROM, QR code or our official website. If there is inconsistency between paper manual and the electronic version, the electronic version shall prevail.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be deviation in technical data, functions and operations description, or errors in print. If there is any doubt or dispute, please refer to our final explanation.
- Upgrade the reader software or try other mainstream reader software if the manual (in PDF format) cannot be opened.
- All trademarks, registered trademarks and the company names in the manual are the properties of their respective owners.
- Please visit our website, contact the supplier or customer service if there is any problem occurred when using the device.
- If there is any uncertainty or controversy, please refer to our final explanation.

Contents

Foreword **1**

Privacy Protection Notice 1

About the Manual 1

Sign up **3**

Log in **6**

Home **7**

Set up New Devices **8**

Smart Scene **11**

Live View **12**

Picture in Picture **13**

Video Recording **14**

Local/Cloud Recording 14

Filter Recordings 15

Device Details **17**

Device Info 17

Quick Access 17

Device Preview 18

Alarm Settings 18

Storage Settings 19

Device Settings 20

Device Center **21**

Notification **22**

Me **23**

Cloud Storage **25**

Plan 25

Purchase 25

Appendix Cybersecurity Recommendations **26**

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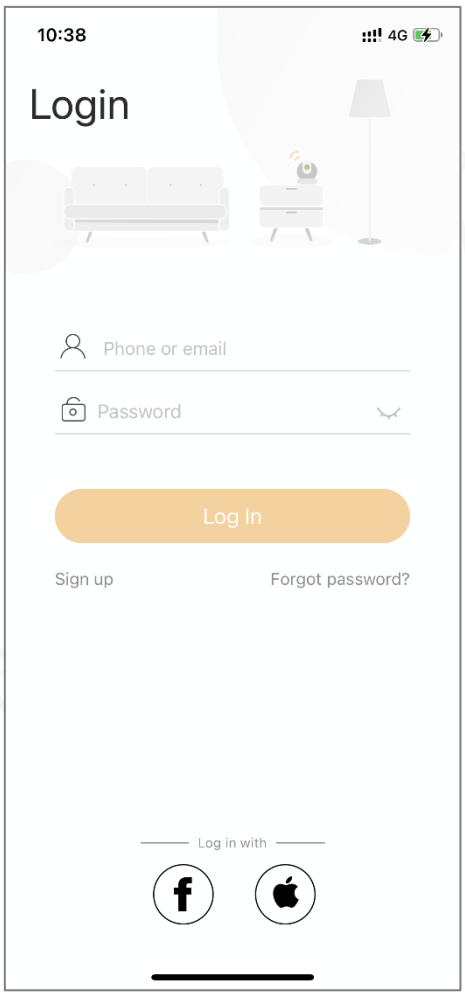
Sign up

Step 1

Download and install the most up-to-date version of the Imou Life App from the App Store or Google Play. Tap to launch the app.

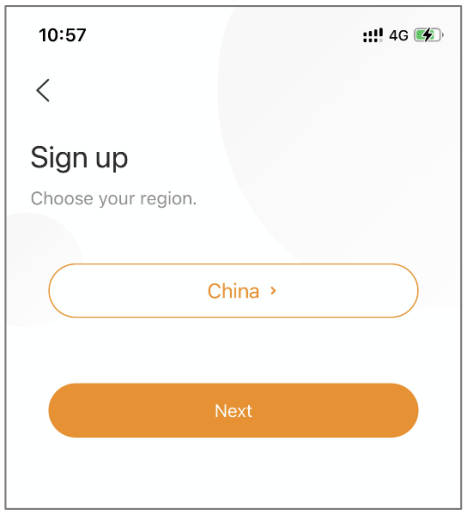
Step 2

Tap **Sign up** to create an account for the first use.



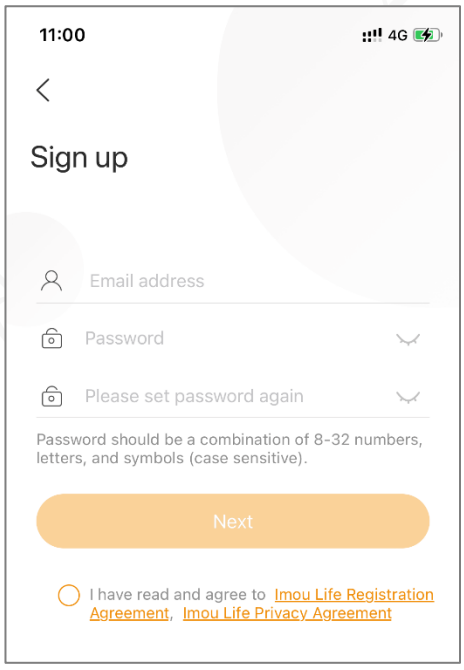
Step 3

Select the region where your device is located from the list, and then tap **Next**.



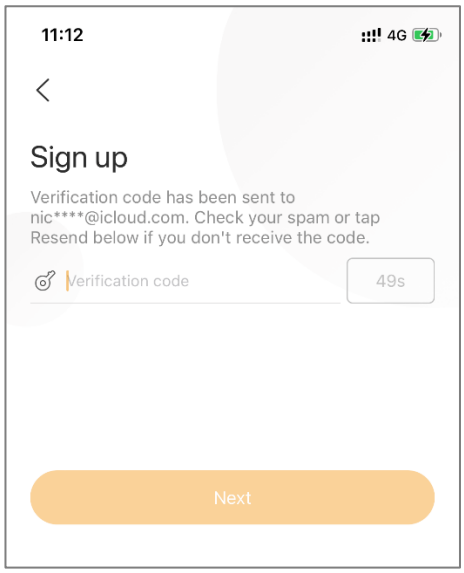
Step 4

Enter the email address or phone number and create a password for your account. Carefully read the agreements, select the button if you accept the terms, and then tap **Next**.



Step 5

Enter the verification code we send to you, and then tap **Next**. You will automatically sign in after the registration is finished.



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Log in

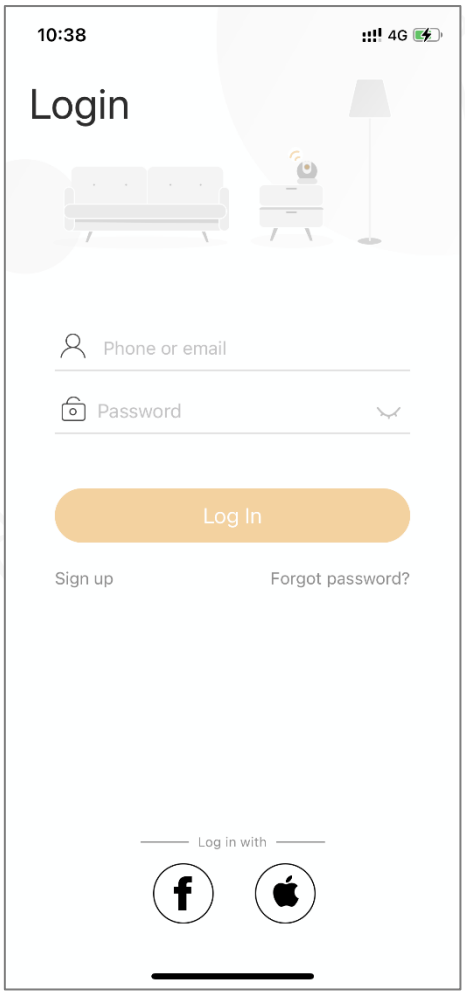
Step 1

Tap to launch the app.

Step 2

Enter your phone number and the password to log in.

You can also log in with your Facebook account or Apple ID by tapping the icon at the bottom of the page.



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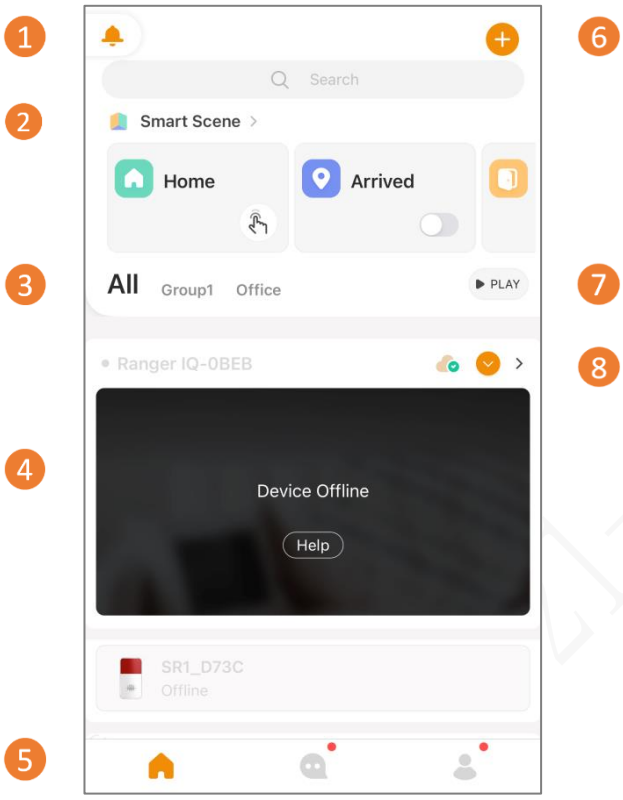
Home



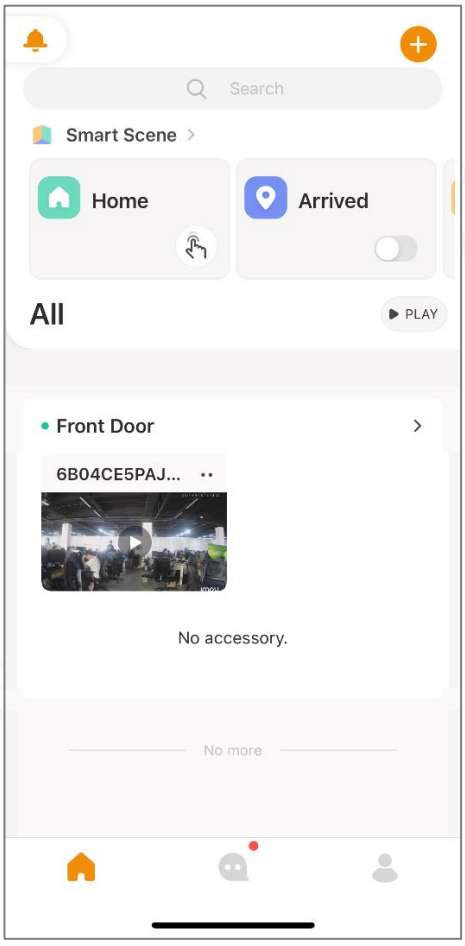
1. Turn on/off **Do Not Disturb** mode for push notifications.
2. Create scenes and control multiple devices all at once. See "Smart Scene" for details.
3. Create groups to manage your devices. See "Device Center" for details.
4. Tap to access live streaming
5. Navigation bar with three tabs: Home, Notification and Me.
6. Tap to set up new devices. See "Set up New Devices" for details.
7. Tap to view live videos from all devices at once.
8. Status bar, including cloud storage, device update, etc.

Set up New Devices

Connect to your Imou devices using this app for remote access to live streaming, video playback, settings and more.

Step 1

On the **Home** page, tap **+** at the top-right corner to add a new device to your account. You can either choose to scan the QR code or manually enter the device serial number. Here we take "Scan QR Code" as examples.

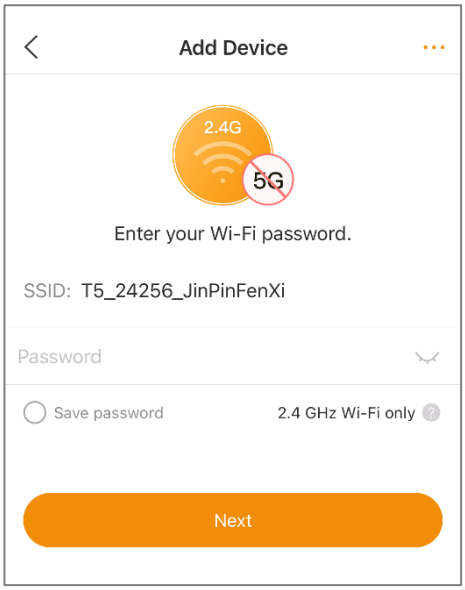


Step 2

Scan QR code on the device and follow on-screen instructions.

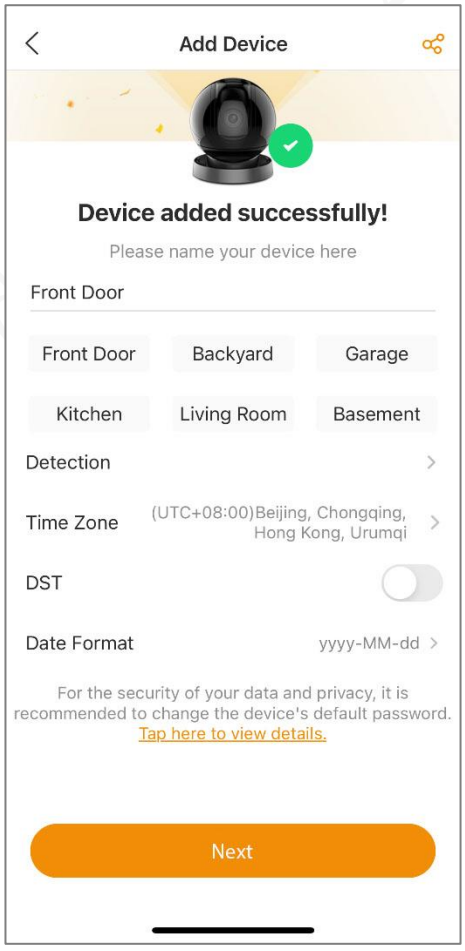
Step 3

Select the Wi-Fi network that your phone has connected to (For some devices, this step might be skipped automatically). Enter the Wi-Fi password and then tap **Next**.



Step 4

Wait for your device to be added to your account. Finalize the setup by naming your device, setting time zone, DST and more, then tap **Next**.



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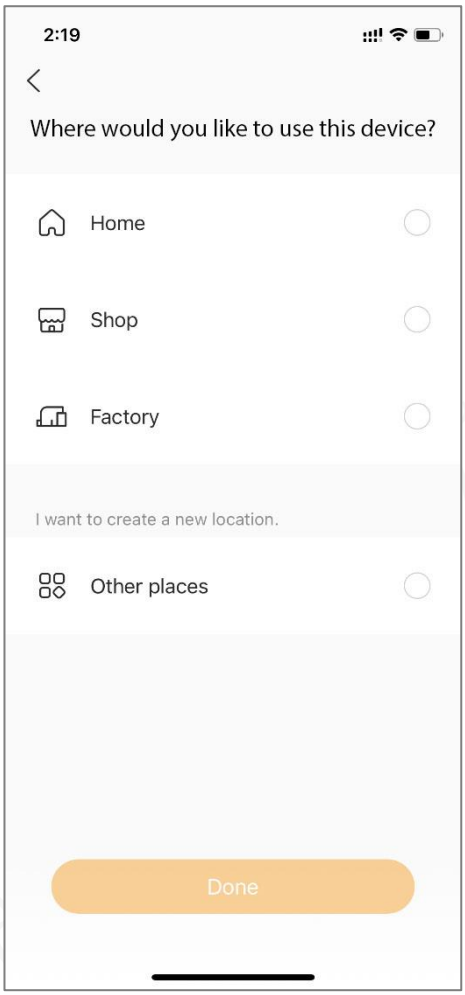
Step 5

Select where you would like to use the device or customize your own location, and then tap **Done**.



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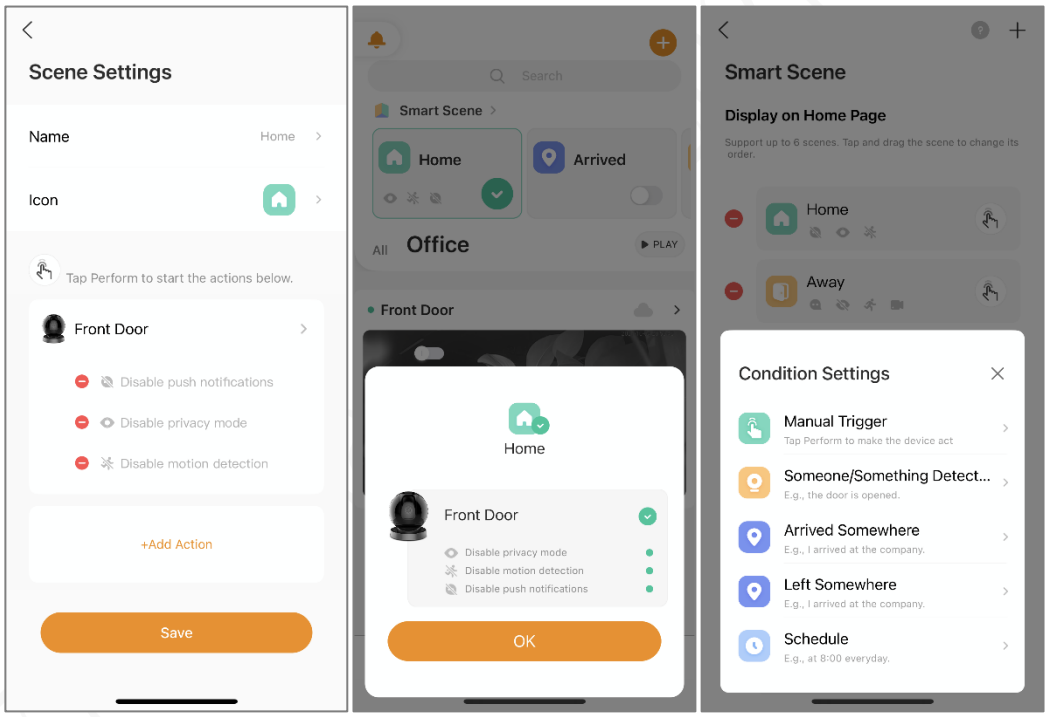
Smart Scene

You can create scenes and control multiple devices all at once. Trigger devices to act based on the preset condition. For example, automatically enable privacy mode when you arrived home; start video recording when the door is opened. With Smart Scene, you can automate your devices and scenes to do what you want, when you want.

Currently, the scene can be enabled manually or automatically.

- If your scene is manually enabled, actions will be performed after you tap **Perform** on the Home.
- If your scene is auto-enabled, actions will be automatically triggered when the predefined condition like location, time or detection is met.

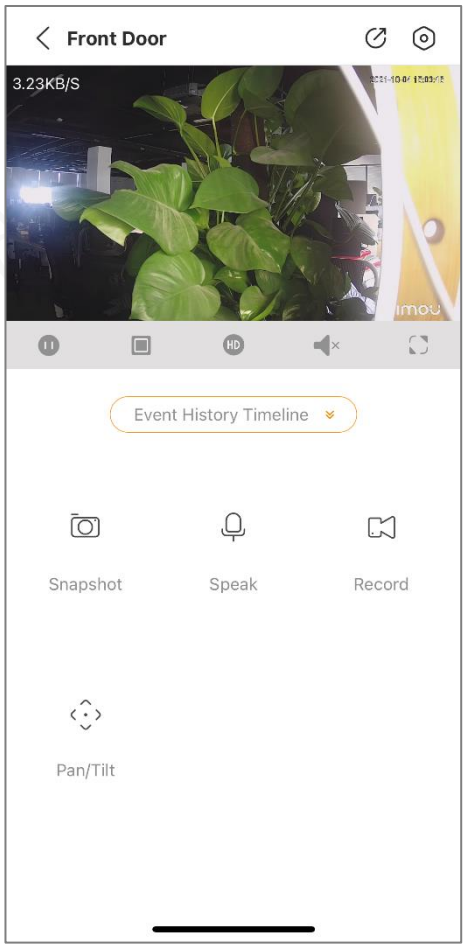


Live View

The live steaming provides you a real-time camera feed.

On this page, you can:

- Play or pause the video.
- Split the video screen into several views, such as single-window view and four-window view.
- Switch video definition between standard mode and high mode.
- Mute or unmute the audio.
- Display video in landscape mode.
- Take a snapshot of the video.
- Enable two-way audio, so you can talk and listen.
- Record videos manually and the clips will be automatically saved.
- For pan/tilt cameras, you can make it rotate horizontally or vertically to cover a wider angle of view.
- Turn on siren or spotlight as a deterrence.



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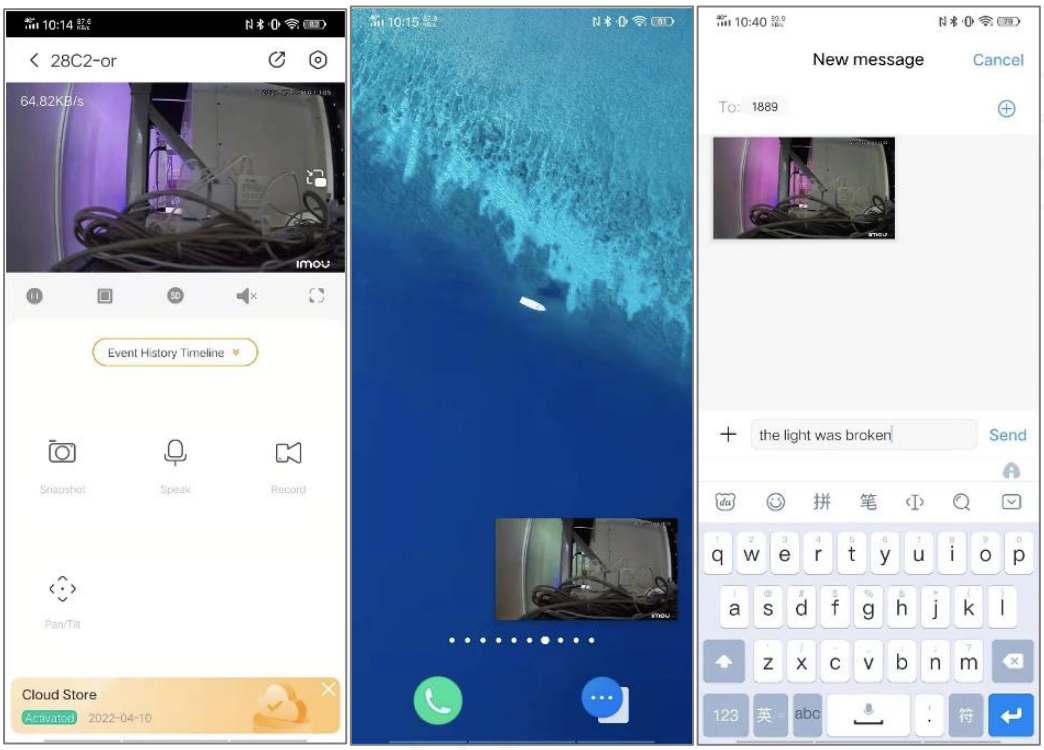
Picture in Picture

Tap the picture-in-picture icon on the video to turn the mode on. It lets you watch a thumbnail-size video playing at the corner of your screen while you do other things on your phone simultaneously.



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Video Recording

You can play back videos, use the filter and the calendar to find and view specific recordings.

Local/Cloud Recording

To access the recordings, tap **Event History Timeline** on the live streaming page.

In landscape mode, tap the icon at the rightmost corner.

On this page, you can:

- Switch to view local and cloud recordings.
- Find and view recordings based on date with the calendar. Tap the calendar icon to select the day. An orange icon below the date indicates each day on which a video was recorded.
- Use time bar to quickly find out recordings at a specific time.
- Recordings are shown with orange bars. Swipe the bar back and forth to change the time. Pinch or stretch the timeline to zoom in/out.
- Drag the time bar and view video clips (located below) around that time point.
- Take a snapshot and record videos.

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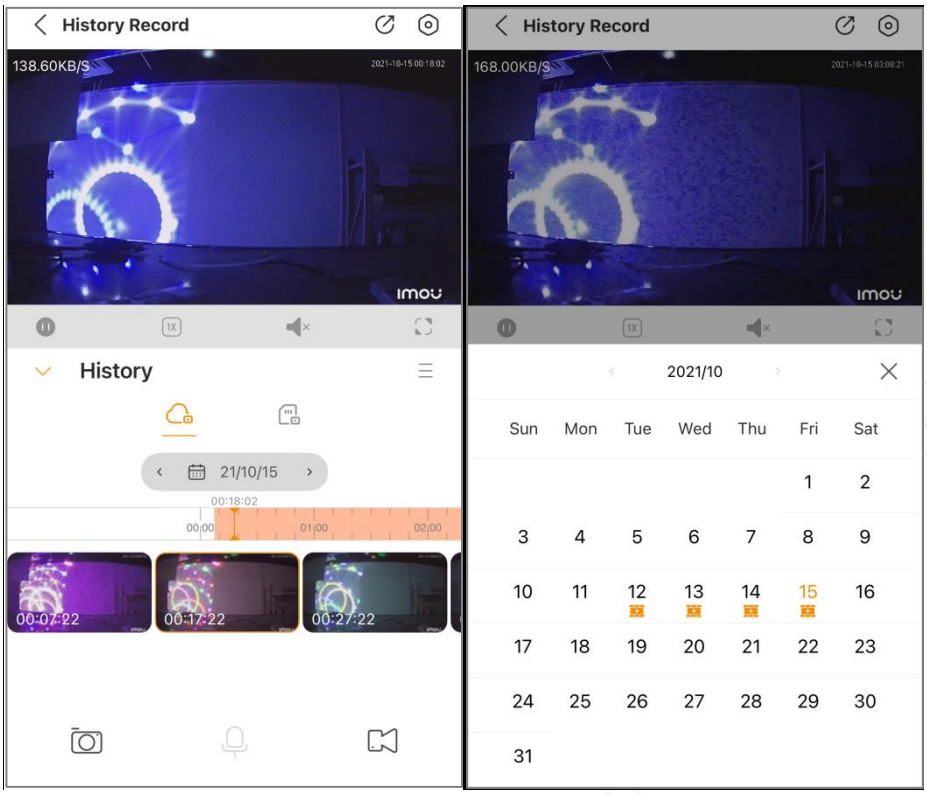
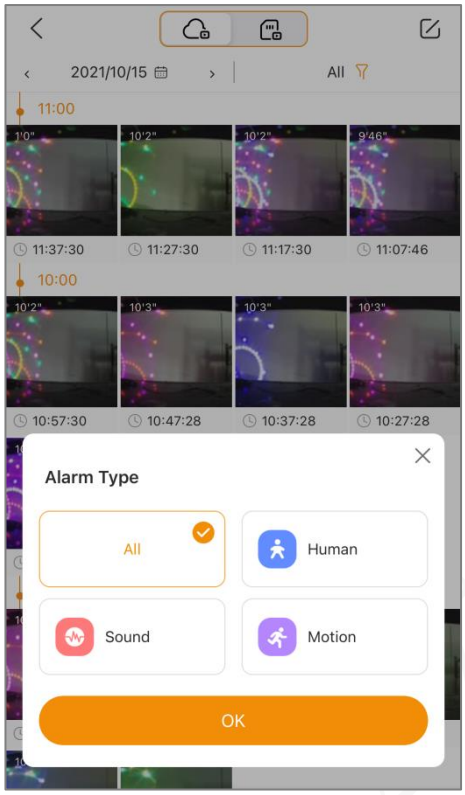


Filter Recordings

You can use the filter to find and view recordings based on criteria that you select.

To access the filter, tap ☰ at the middle-right corner of the live streaming page. Tap **All** and then select the filtering criteria that you want to use.



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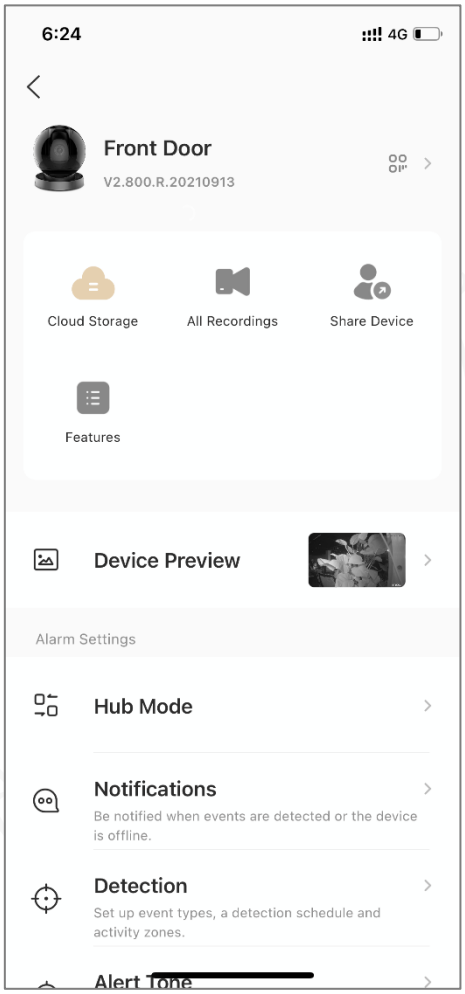
Device Details

You can make devices settings in **Device Details**.

To access **Device Details**, tap three-dot icon on the home page or the gear icon at the top-right corner of the live view page.

Settings might vary with devices you own.



Device Info

Tap **>** at the upper-right corner to view the related information of the device such as its model, firmware version, and SN. You can also rename the device, change device password, update firmware and more.

Quick Access

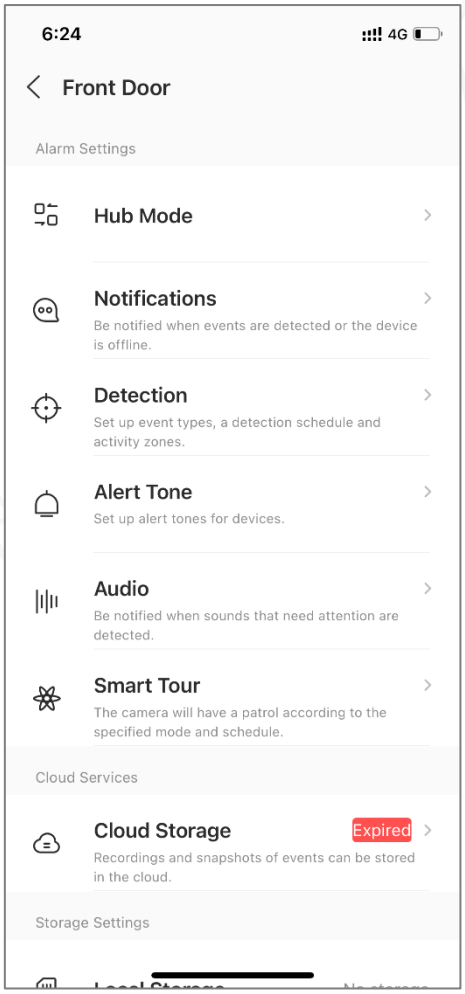
- **Cloud Storage**: Tap to view event recordings saved in the cloud if you have activated the cloud storage service.

- **All Recordings**: Tap to view video recordings and snapshots which were manually taken during live view or playback.
- **Share Device**: Tap to share your device with others and grant permissions to shared users.
- **Features**: Tap to view features and functionality available on the device.

Device Preview

Tap to choose a thumbnail image for your device. By default, the thumbnail will be automatically generated using the most recent live image.

Alarm Settings



Settings might vary with devices you own.

- **Hub Mode**: Set whether to be notified with push notifications when events are detected or the device is offline.

- **Detection**:
  - **Motion Detection**: The alarm is triggered when motion is detected.
  - **Human Detection**: The alarm is triggered when a person is detected;
  - **Smart Tracking**: Turn it on to track the moving object on detection and start video recording.
  - **Detection On**: Schedule detection periods for your device, during which you will be alerted if an alarm is triggered.
  - **Motion Sensitivity**: Determine the level of motion to trigger the device to act from 1 to 5.
  - **General Activity Zone**: Set up activity zones where you want to be notified when motion is detected.
- **Alert Tone**: Set up alert tones for your device.
- **Audio**: To be notified when sounds that need attention are detected.
- **Smart Tour**: The camera will have an automated patrol according to the preset mode and schedule.

Storage Settings

You can view the local storage status, format the storage medium, enable or disable recording to the local, set up your storage rule and more.

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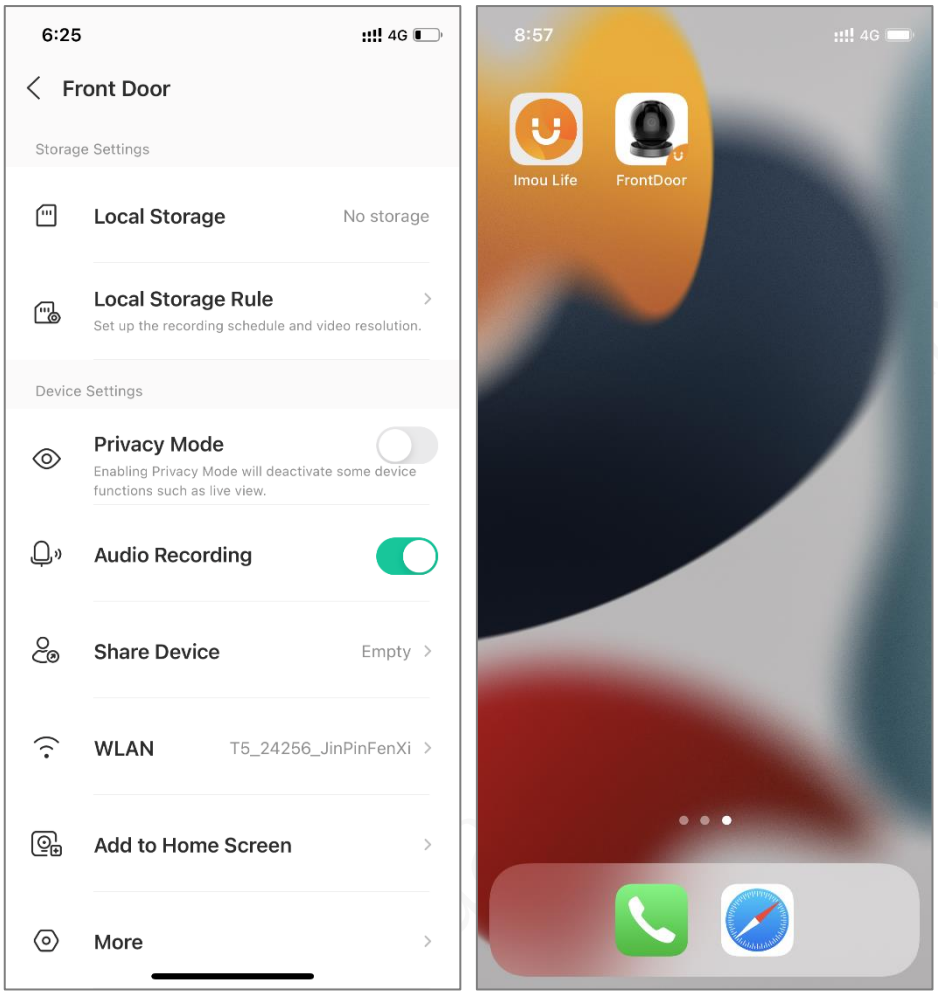
Device Settings



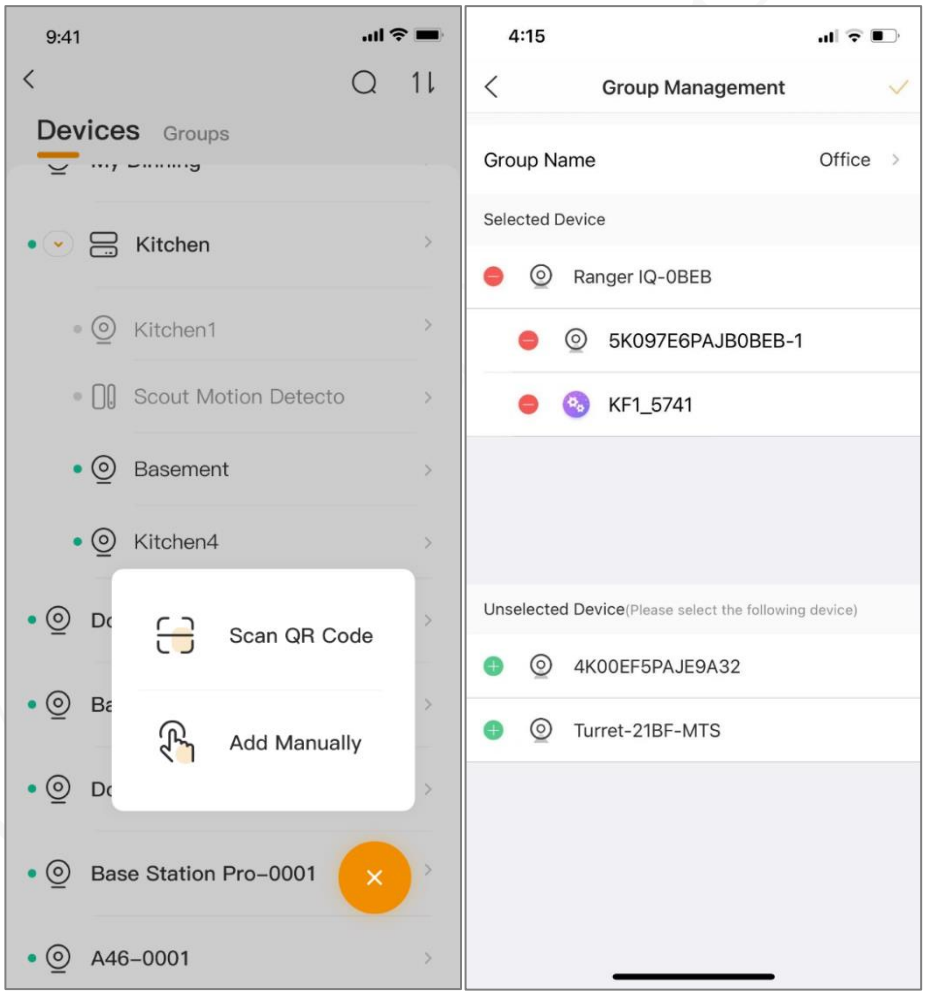
- **Privacy Mode**: Turn it on to put your device into a type of sleeping which will deactivate some device functions such as live view.
- **Audio Recording**: Sound will be collected and recorded only when it is enabled.
- **Share Device**: Tap to send an invite and share your device with other Imou users.
- **WLAN**: Display the Wi-Fi network currently connected to the device and you can change it as needed.
- **Add to Home Screen**: Add the shortcut icon to your home screen so you can quickly access the preferred part such as live streaming.
- **More**: Tap to make more settings such as IR LED, status LED, device beep, image rotation, TLS encryption, time zone, date format and more.

Device Center

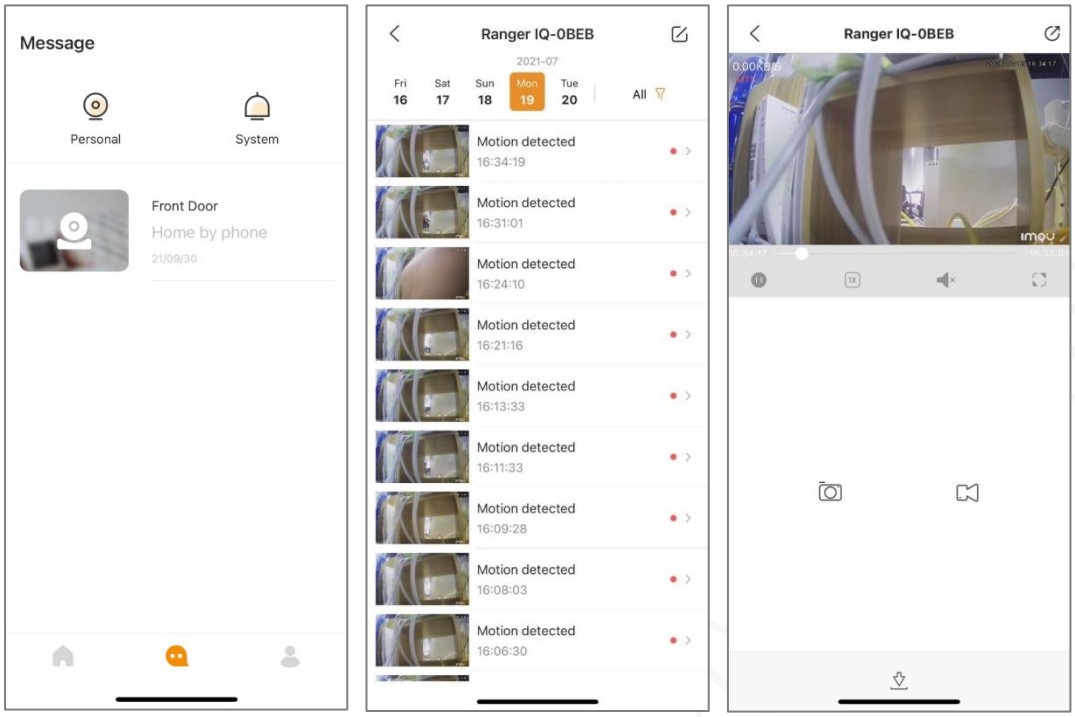
To access **Device Center**, tap **Me** icon on the navigation bar, and then you can manage devices and device groups that are displayed on the home page.

In this part, you can:

- Change device/group orders by tapping ⇅ at the top-right corner, and their sequences on the home page will be adjusted as well.
- Search for devices by tapping ⌕ with key words.
- View and change device settings by tapping specific devices under the **Devices** tab.
- Edit groups such as renaming, deleting, adding devices to groups and more.



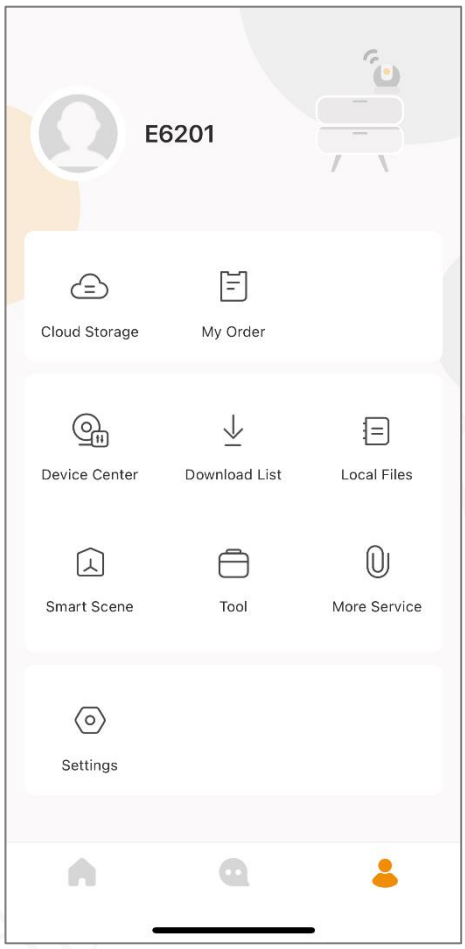
Notification



- **Personal**: Includes account-related info, device sharing messages, service subscription, etc.
- **System**: Includes updates, maintenance, etc.
- Tap a kind of alarm notifications to view details. The alerts can be filtered by types, e.g., human, vehicle, animal (depending on the device capability), date, etc.
- You can download video recordings, take a snapshot, record video and more.

Me

Use settings on **Me** page to change your account info, view service orders, set preferences for push notifications and more.



- **Account Info**: Tap to edit profile, username and email address, and check your region.
- **Cloud Storage**: Event recordings are saved in the cloud if you have activated the cloud storage service.
- **My Order**: Your orders of the cloud storage service.
- **Device Center**: you can manage devices and device groups.
- **Download List**: Videos being downloaded are listed here.
- **Local Files**: Video recordings and snapshots taken during live view or playback are stored here.
- **Smart Scene**: Can control multiple devices at the same time with scenes you created.
- **Tool**

- **LAN live**: Connect to devices that are in the same LAN as your mobile phone and access to its live video.
- **Wi-Fi Detection**: Check the Wi-Fi signal strength of places where your devices will be located.
- **Device Lock**: Tap to lock/unlock devices that are in your account. Once the device is locked, it cannot be unbound with your account even through after-sales services.

- **More Service**: Connect your devices to Alexa or Google Home.
- **Settings**: Account settings, login methods, push notification toggle, Wi-Fi/cellular data switch and more.

27781 da hua 2021-10-08

Cloud Storage

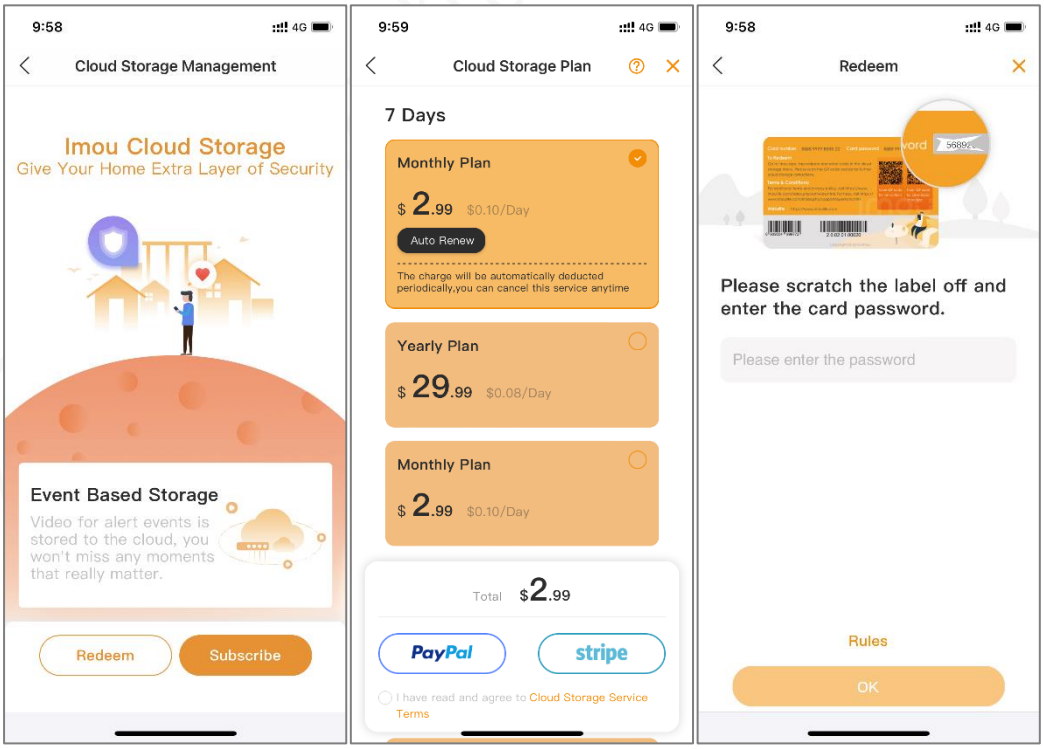
The Imou Life App provides you the cloud services to extend your storage capability. But make sure your device supports cloud services. If there is a cloud icon at the top-right corner of the device on the home page, the cloud service is available to that device.

Plan

Free Trail	3 Days Storage	7 Days Storage	30 Days Storage
7 days	Monthly plan for each device		
	Annual plan for each device		
	Monthly auto-renewal for each device		
	Annual auto-renewal for each device		

Purchase

- Online payment with PayPal or Stripe, or use credit card.
- Activate the cloud storage service with gift card.



Appendix Cybersecurity Recommendations

Cybersecurity is more than just a buzzword: it's something that pertains to every device that is connected to the internet. IP video surveillance is not immune to cyber risks, but taking basic steps toward protecting and strengthening networks and networked appliances will make them less susceptible to attacks. Below are some tips and recommendations on how to create a more secured security system.

Mandatory actions to be taken for basic equipment network security:

1. **Use Strong Passwords**

   Please refer to the following suggestions to set passwords:

   a. The length should not be less than 8 characters;

   b. Include at least two types of characters; character types include upper and lower case letters, numbers and symbols;

   c. Do not contain the account name or the account name in reverse order;

   d. Do not use continuous characters, such as 123, abc, etc.;

   e. Do not use overlapped characters, such as 111, aaa, etc.;

2. **Update Firmware and Client Software in Time**

   a. According to the standard procedure in Tech-industry, we recommend to keep your equipment (such as NVR, DVR, IP camera, etc.) firmware up-to-date to ensure the system is equipped with the latest security patches and fixes. When the equipment is connected to the public network, it is recommended to enable the "auto-check for updates" function to obtain timely information of firmware updates released by the manufacturer.

   b. We suggest that you download and use the latest version of client software.

"Nice to have" recommendations to improve your equipment network security:

1. **Physical Protection**

   We suggest that you perform physical protection to equipment, especially storage devices. For example, place the equipment in a special computer room and cabinet, and implement well-done access control permission and key management to prevent unauthorized personnel from carrying out physical contacts such as damaging hardware, unauthorized connection of removable equipment (such as USB flash disk, serial port), etc.

2. **Change Passwords Regularly**

   We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

3. **Set and Update Passwords Reset Information Timely**

   The equipment supports password reset function. Please set up related information for password reset in time, including the end user's mailbox and password protection questions. If the information changes, please modify it in time. When setting password protection questions, it is suggested not to use those that can be easily guessed.

4. **Enable Account Lock**

   The account lock feature is enabled by default, and we recommend you to keep it on to guarantee the account security. If an attacker attempts to log in with the wrong password several times, the corresponding account and the source IP address will be locked.

5. **Change Default HTTP and Other Service Ports**

   We suggest you to change default HTTP and other service ports into any set of numbers between 1024~65535, reducing the risk of outsiders being able to guess which ports you are using.

6. **Enable HTTPS**

   We suggest you to enable HTTPS, so that you visit Web service through a secure communication channel.

7. **Enable Whitelist**

   We suggest you to enable whitelist function to prevent everyone, except those with specified IP addresses, from accessing the system. Therefore, please be sure to add your computer's IP address and the accompanying equipment's IP address to the whitelist.

8. **MAC Address Binding**

   We recommend you to bind the IP and MAC address of the gateway to the equipment, thus reducing the risk of ARP spoofing.

9. **Assign Accounts and Privileges Reasonably**

   According to business and management requirements, reasonably add users and assign a minimum set of permissions to them.

27781 da hua 2021-10-08

10. **Disable Unnecessary Services and Choose Secure Modes**

    If not needed, it is recommended to turn off some services such as SNMP, SMTP, UPnP, etc., to reduce risks.

    If necessary, it is highly recommended that you use safe modes, including but not limited to the following services:

    a. SNMP: Choose SNMP v3, and set up strong encryption passwords and authentication passwords.
    b. SMTP: Choose TLS to access mailbox server.
    c. FTP: Choose SFTP, and set up strong passwords.
    d. AP hotspot: Choose WPA2-PSK encryption mode, and set up strong passwords.

11. **Audio and Video Encrypted Transmission**

    If your audio and video data contents are very important or sensitive, we recommend that you use encrypted transmission function, to reduce the risk of audio and video data being stolen during transmission.

    Reminder: encrypted transmission will cause some loss in transmission efficiency.

12. **Secure Auditing**

    a. Check online users: we suggest that you check online users regularly to see if the device is logged in without authorization.
    b. Check equipment log: By viewing the logs, you can know the IP addresses that were used to log in to your devices and their key operations.

13. **Network Log**

    Due to the limited storage capacity of the equipment, the stored log is limited. If you need to save the log for a long time, it is recommended that you enable the network log function to ensure that the critical logs are synchronized to the network log server for tracing.

14. **Construct a Safe Network Environment**

    In order to better ensure the safety of equipment and reduce potential cyber risks, we recommend:

    a. Disable the port mapping function of the router to avoid direct access to the intranet devices from external network.

27781 da hua 2021-10-08

b. The network should be partitioned and isolated according to the actual network needs. If there are no communication requirements between two sub networks, it is suggested to use VLAN, network GAP and other technologies to partition the network, so as to achieve the network isolation effect.

c. Establish the 802.1x access authentication system to reduce the risk of unauthorized access to private networks.

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