PPIC92000 / PPIC92500



Important information and FAQs about this product and other products can be found on the website
http://www.abus.com/

Version 1.0

Original operating instructions in German.
Please keep for future reference!

English

Introduction

Dear Customer,

Thank you for purchasing this product.

ABUS Security Center hereby declares that the PPIC92000 and PPIC92500 cameras comply with the RED Directive 2014/53/EU. The devices also meet the requirements of the following EU Directives: the EMC Directive 2014/30/EU, the LVD Directive 2014/35/EU and the RoHS Directive 2011/65/EU. The full text of the EU Declaration of Conformity is available at the following web addresses:

www.abus.com/product/PPIC92000
www.abus.com/product/PPIC92500

To maintain this status and ensure safe operation, you, as the user, must follow this user manual!

Please read through the entire user manual before putting the product into service and observe all operating and safety instructions!

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If you have any questions, please contact your specialist retailer or visit our website at

https://www.abus.com

Data storage is subject to country-specific data protection regulations.

The commissioning of surveillance systems may be prohibited or regulated by law in certain countries. Before commissioning the system, the operator must ensure that the surveillance complies with the relevant legal framework.

Note on data protection

Under the GDPR, the operator, as the data controller, is responsible for ensuring the product is used in accordance with the law.

Warning pursuant to Section 201 of the German Criminal Code (StGB):
Anyone who, without authorisation, records another person's private conversation on an audio recording medium and uses such a recording or makes it available to a third party may be punished with imprisonment or a fine!
Similarly, anyone who, without authorisation, eavesdrops using a listening device on another person's private conversation not intended for their ears, or who publicly discloses the verbatim or essential content of another person's private conversation that has been recorded or eavesdropped upon, may be punished.

Disclaimer

This user manual has been compiled with the utmost care. Should you nevertheless notice any omissions or inaccuracies, please inform us in writing at the address given above.

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English

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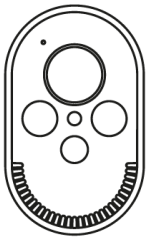
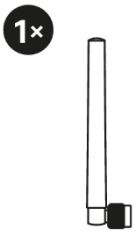
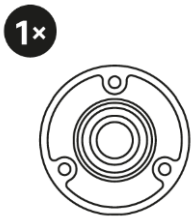
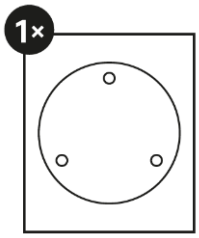
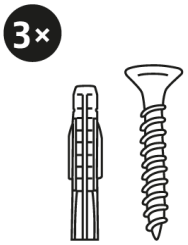
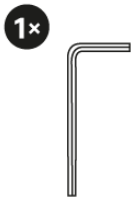
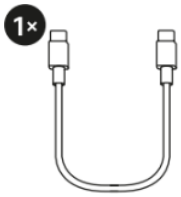
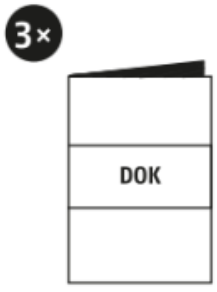
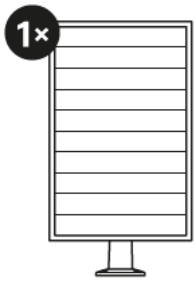
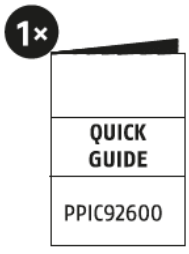
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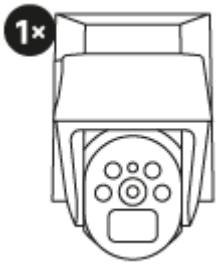
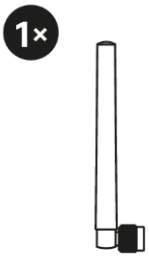
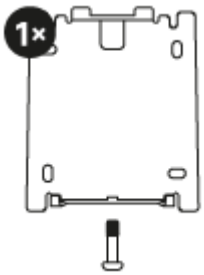
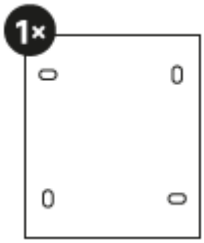
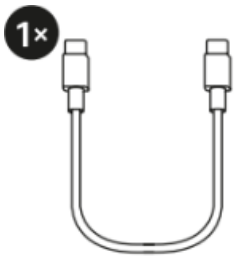
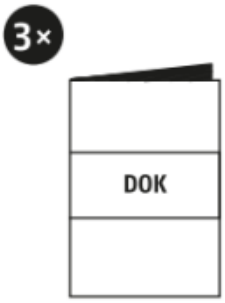
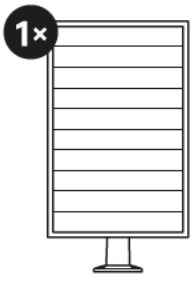
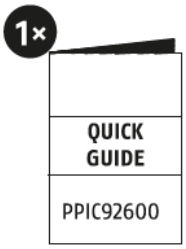
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1. Package contents

1.1. PPIC92000

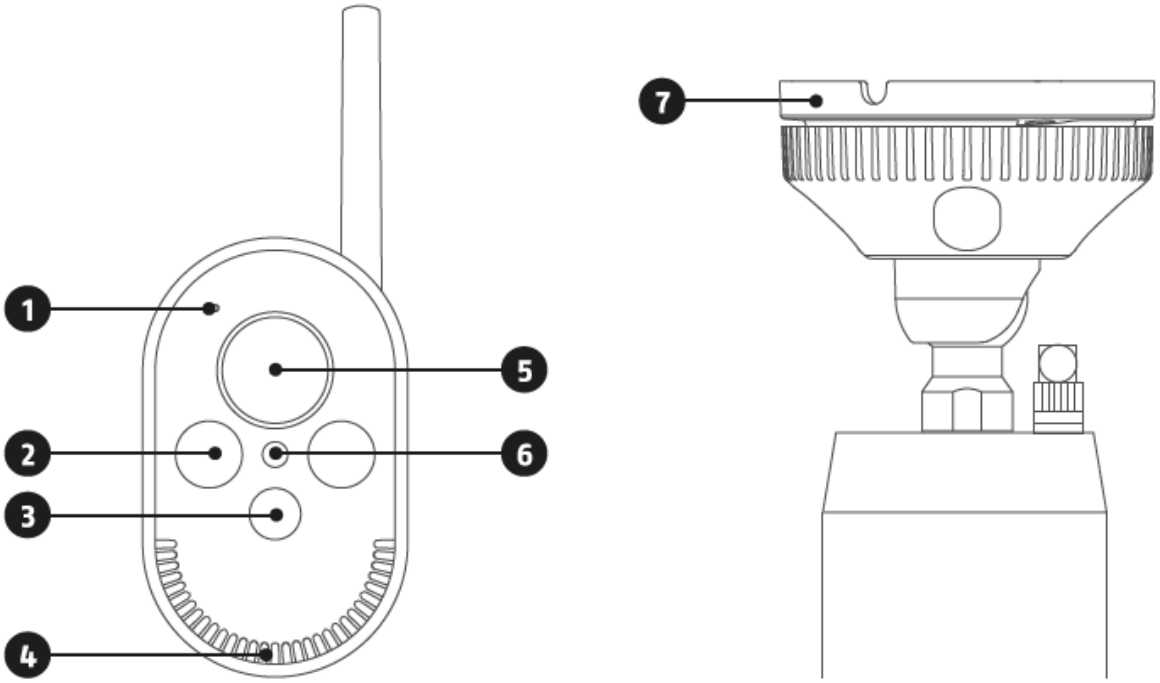
1	 Camera	2	 Antenna
3	 Camera mount	4	 Drilling template
5	 Fitting materials	6	 Internal hex key
7	 Charging cable	8	 Documents
9	 Solar panel including mount	10	 Quick installation guide for solar panel

1.2. PPIC92500

1	 Camera	2	 Antenna
3	 Camera backplate	4	 Drilling template
5	 Fitting materials	6	 Internal hex key
7	 Charging cable	8	 Documents
9	 Solar panel including mount	10	 Quick installation guide for solar panel

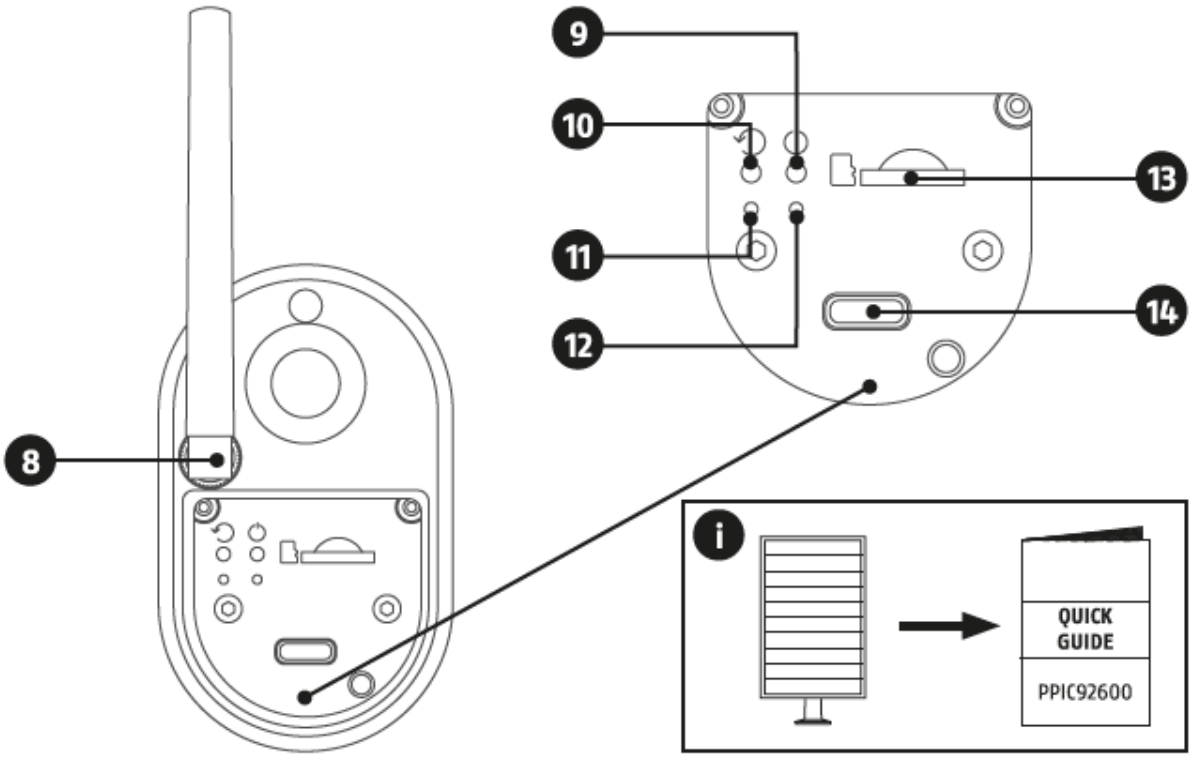
2. Description of the hardware

2.1. PPIC92000 Front View



1	Microphone
2	IR / white light LEDs
3	PIR sensor
4	Speaker
5	Lens
6	Light sensor
7	Wall plate for mounting bracket

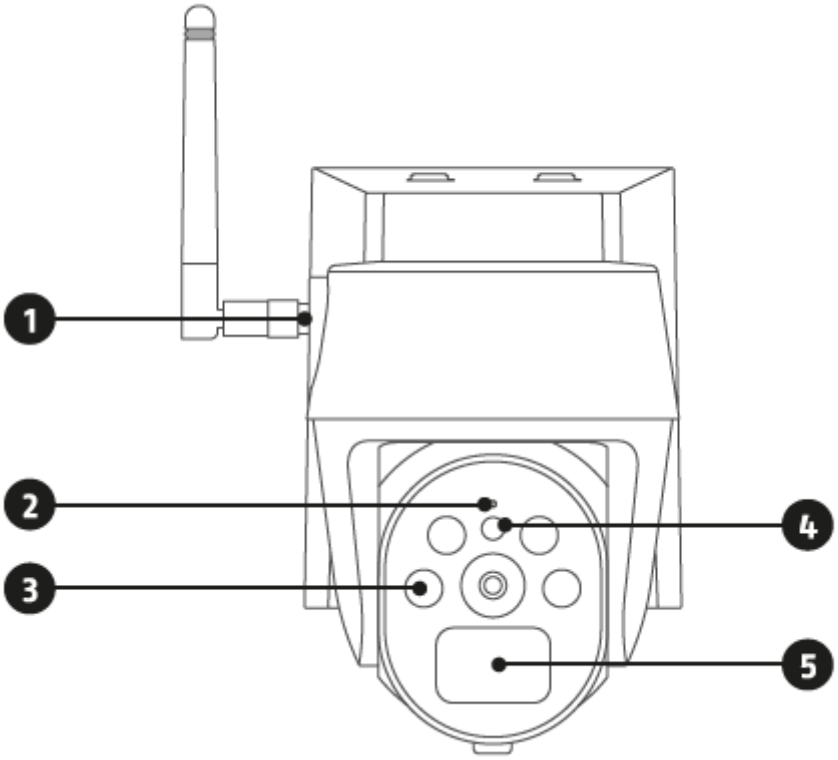
2.2. PPIC92000 Rear View



8	Antenna connection* (RP-SMA) *Radio frequency: 2.4 GHz (802.11 b/g/n) 5 GHz (802.11 a/n/ac): max. 20 dBm
9	ON/OFF button
10	Reset button
11	Reset LED
12	Status LED
13	SD card slot
14	USB-C port

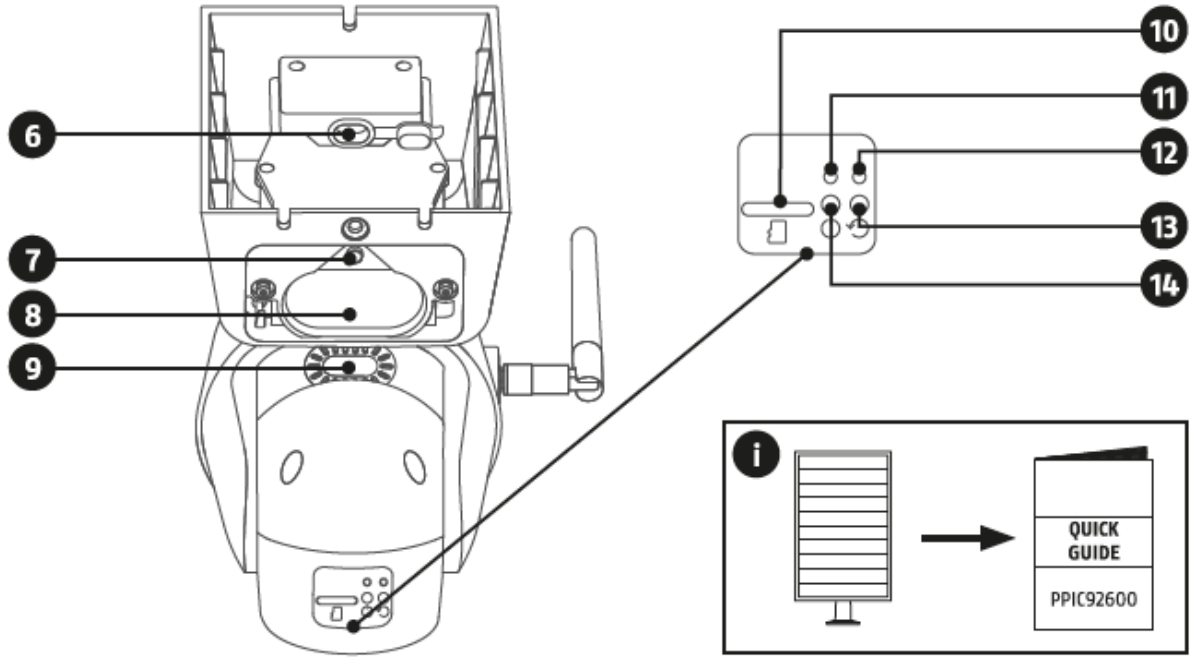
	The status LED flashes whilst charging. It remains lit red when fully charged and connected via cable, as well as whilst recording and when accessing the live view in the app.

2.3. PPIC92500 Front View



1	Antenna connector* (RP-SMA) *Radio frequency: 2.4 GHz (802.11 b/g/n) 5 GHz (802.11 a/n/ac): max. 20 dBm
2	Microphone
3	IR / white light LEDs
4	Light sensor
5	PIR sensor

2.4. PPIC92000 Rear View

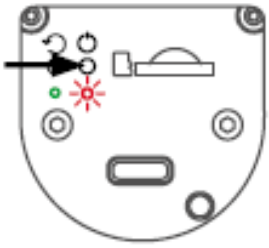


6	USB-C port
7	Battery eject button
8	Battery compartment
9	Speaker
10	SD card slot
11	Status LED
12	Reset LED
13	Reset button
14	ON/OFF button

	The status LED flashes whilst charging. When fully charged or when connected via cable, as well as whilst recording and when accessing the live view in the app, it remains lit red.

2.5. Switching On the PPIC92000 camera



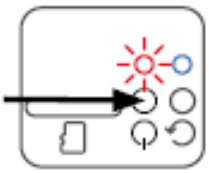


Press and hold the on/off button for 3 seconds to start the camera. The green LED flashes once, the red LED several times. After approx. 60 seconds, the camera is ready for operation.

To start up the camera, the flap must be open.

2.6. Switching On the PPIC92500 camera





Press and hold the on/off button for 3 seconds to start the camera. The blue LED flashes once, the red LED several times. After approx. 60 seconds, the camera is ready for operation.

To start up the camera, the flap must be open.

2.7. Charging the PPIC92500 camera battery

The camera battery is partially charged when it leaves the factory. The battery charge level may be reduced at the time of purchase or when the camera is first put into operation due to transport and storage.

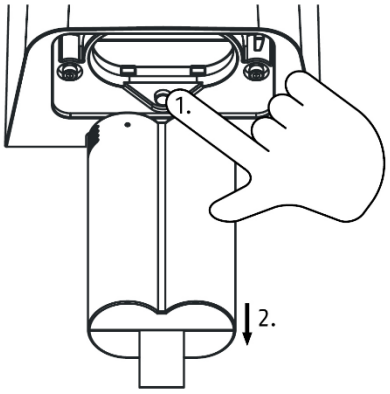
Tip: Charge the camera fully before first use.

Connect the supplied USB-C cable to the corresponding port on the back of the camera. To charge the camera, use a standard mains adaptor (as you would for a smartphone) rated at 5 V DC and 2 A. If the battery is flat, the camera will be fully charged again in approx. 4 hours (PPIC92000) or 12 hours (PPIC92500). If the PPIC925000's battery is charged whilst removed from the camera, it takes approximately 6 hours to fully charge. During charging, the red LED on the back of the camera flashes. Once charging is complete, the LED remains lit red. The charge level is displayed in the app within the live view whilst the camera is in use. The battery life (without using the solar panel) is between 3 and 6 months and depends on several factors, such as trigger frequency, live view access and external environmental conditions. For more information, see menu item 7: Battery FAQs.

You also have the option to charge the battery of the SmartLook Rechargeable Outdoor Pan & Tilt Camera (PPIC92500) externally. To do this, open the battery compartment on the underside by unscrewing the screws with an Allen key.

Then press the battery eject button and slowly pull the battery out.

You can now charge the battery using the supplied USB-C cable connected to the appropriate port on the battery.



1. Press the grey round button to unlock the battery.

2. Carefully pull the battery downwards out of the opening by the black tab. Take care not to let it fall.

⚠	**Warning!** Please handle the battery with care and avoid causing any damage to it. Do not continue to use damaged batteries! Even a fall from a low height can damage the battery!

2.8. LED display and button functions

Button / LED	Operation	Behaviour
ON / OFF button	Switch on	Press and hold the ON/OFF button for 3 seconds. The red and green/blue LEDs will flash briefly once. Both LEDs will then flash for approximately 1 minute. Once the start-up process is complete, the LEDs will switch off automatically.
	Switching off	Press and hold the On/Off button for 5 seconds to switch off the camera. Once switched off, the camera will no longer be accessible in the live view of the App2Cam Plus. When running on battery power, both LEDs remain off. When powered by a solar panel (during charging) or via a mains adaptor, the red On/Off LED remains lit even after the camera has been switched off.
Reset button	Reset	Whilst the camera is switched on or active, press and hold the reset button for 10 seconds, then release it. After 3 to 5 seconds, the red and green/blue LEDs will flash rapidly and alternately for about 5 seconds. Both LEDs will then go out and the camera will be reset. The camera then automatically starts up in pairing mode (**see Section 5**). During this process, the red on/off LED and the blue/green status LED flash alternately. If pairing is unsuccessful or the user does not proceed, pairing mode will end automatically after 3 minutes.
Red and green/blue LED status indicators	Wi-Fi pairing mode	After resetting and restarting, the camera automatically enters Wi-Fi pairing mode. The red and green/blue LEDs will flash slowly and alternately. Once pairing is successful, the LEDs will go out. If pairing is not completed successfully or is cancelled by the user, the camera will automatically exit pairing mode after 3 minutes.
	Pairing successful	Once pairing is successful, the camera is active and waiting for a connection; there is no LED indication.
	Firmware update	The green/blue LED flashes rapidly (on for 0.2 seconds, off for 0.2 seconds). Once the firmware update has been successfully completed, the LED goes out.
	Low battery indicator	The red LED flashes rapidly (on for 0.2 seconds, off for 0.2 seconds) until the camera enters standby mode.
	Solar charging / fully charged	Whilst charging via the solar panel, the red LED remains lit. The LED goes out as soon as the battery is fully charged or the solar panel is no longer supplying charging power.
	USB-C charging / fully charged	The red LED remains lit whilst charging via USB-C. The LED goes out once the battery is fully charged.

2.9. Restore factory settings

If the initial set-up is unsuccessful or you have forgotten your passwords or login details (security code or admin password), reset the camera to its factory settings.

The reset button for restoring the camera to factory settings is located on the back of the camera.

To do this, open the cover on the back of the camera using an Allen key and press and hold this button for approx. 5 seconds to perform the reset.

After 5 seconds, the red and green/blue LEDs will flash rapidly in alternation for 5 seconds; the camera will then restart. After a further 30 seconds, the camera will be ready to be reconnected to the app.

3. Assembly / Installation

	**CAUTION!** The camera must be disconnected from the mains supply during installation.

	**Installation location** The camera is designed for both indoor and outdoor use. Do not place the camera in the immediate vicinity of radiators, stoves or other heat sources, or in direct sunlight. Only operate the camera in locations where the temperature falls within the permissible ambient temperature range of -10° to 50°C.

	**Warning!** Note on the use of IR LEDs: An IR LED (infrared light-emitting diode) is not a laser, but a light-emitting diode that emits infrared light. Lasers, on the other hand, produce a coherent (synchronised in time, phase and frequency) directional beam of light, whilst an IR LED has a broader light distribution. However, at close range between an IR LED and an object, the IR radiation can still reach high intensities and thus behave similarly to a laser. You should therefore avoid pointing the camera directly at the eye from a short distance for any length of time.

3.1. Installation location

The camera, with an IP65 protection rating, is suitable for outdoor use. The process for pairing the camera with the app is described in section 4.4, ‘Setting up the camera’. To access the camera remotely, you will need a router with internet access.

	**Note** Position the camera so that it is not obscured by any objects. The camera should not be directed straight at a light source.

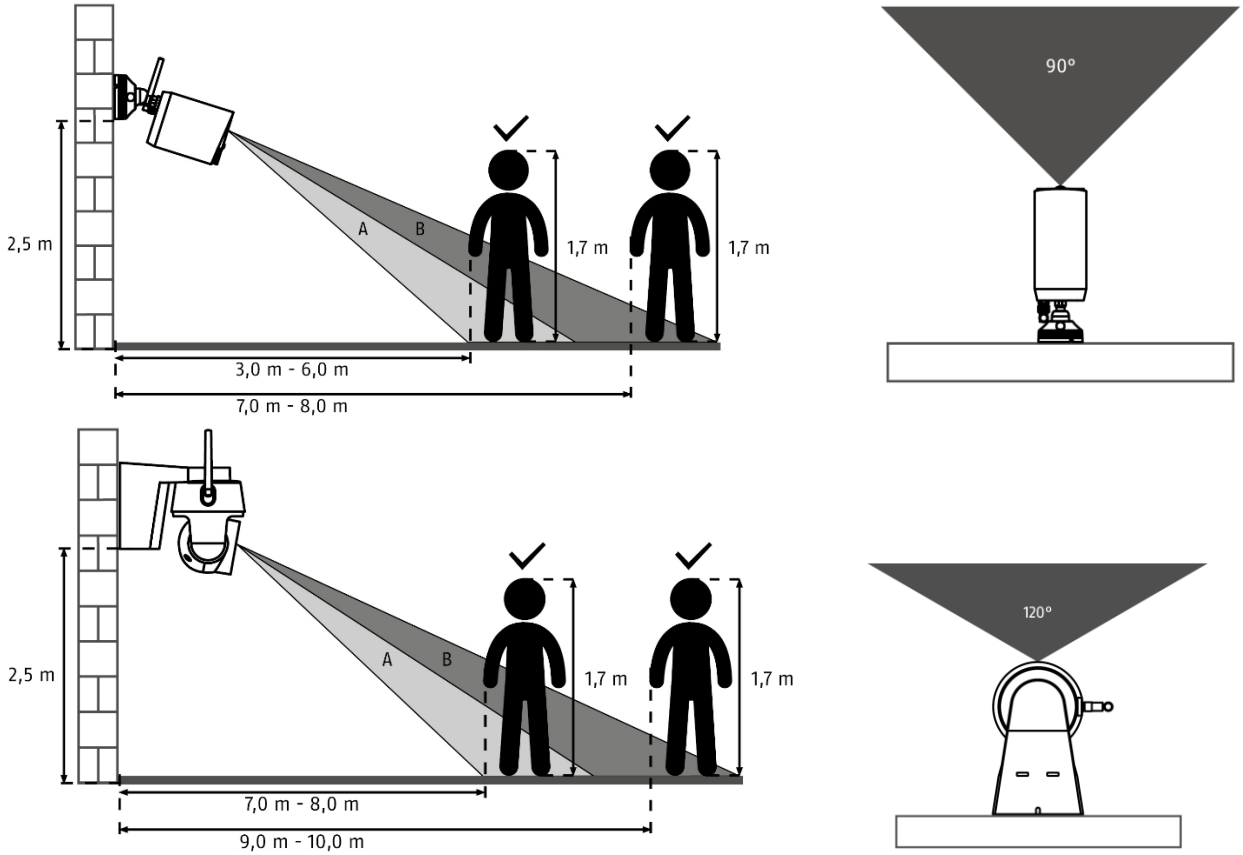
With intelligent object detection, the camera’s detection range depends on the selected object. If the object is outside this range, it may still be ‘seen’ by the camera and displayed on the live feed, but it will not trigger a recording.

Intelligent object detection works reliably within the following ranges; outside these specified ranges, motion detection may occur but is not guaranteed.

Object type	Max. range
Person	10 metres
Pet	6 metres
Vehicle	20 metres

* Range is based on a person approximately 1.80 m tall.

Please note: the following images need to be replaced



The camera's field of view must be aligned as shown above to ensure that intelligent object recognition works smoothly. Installing the camera at a steep angle to the ground will result in some objects being detected too late or not at all. The reason for this is that the detection range is insufficient to identify the object more precisely.

	**Note** The reliability of object detection depends on local factors. False alarms may occur in some situations.

To achieve optimum performance of object detection, certain conditions must be observed during installation and regarding the camera's field of view:

1. The camera should be installed at a height of between 2.5 and 3 metres.
2. The height of the object within the selected frame must be between 1/16 and 1/2 of the image height. If objects in the image are too large or too small, they may not be recognised correctly.
3. Please note that there is a certain area below the camera that is not monitored.
4. Reflective surfaces within the field of view can interfere with object recognition.
5. Ensure that no objects in the immediate vicinity of the camera are included in the field of view.

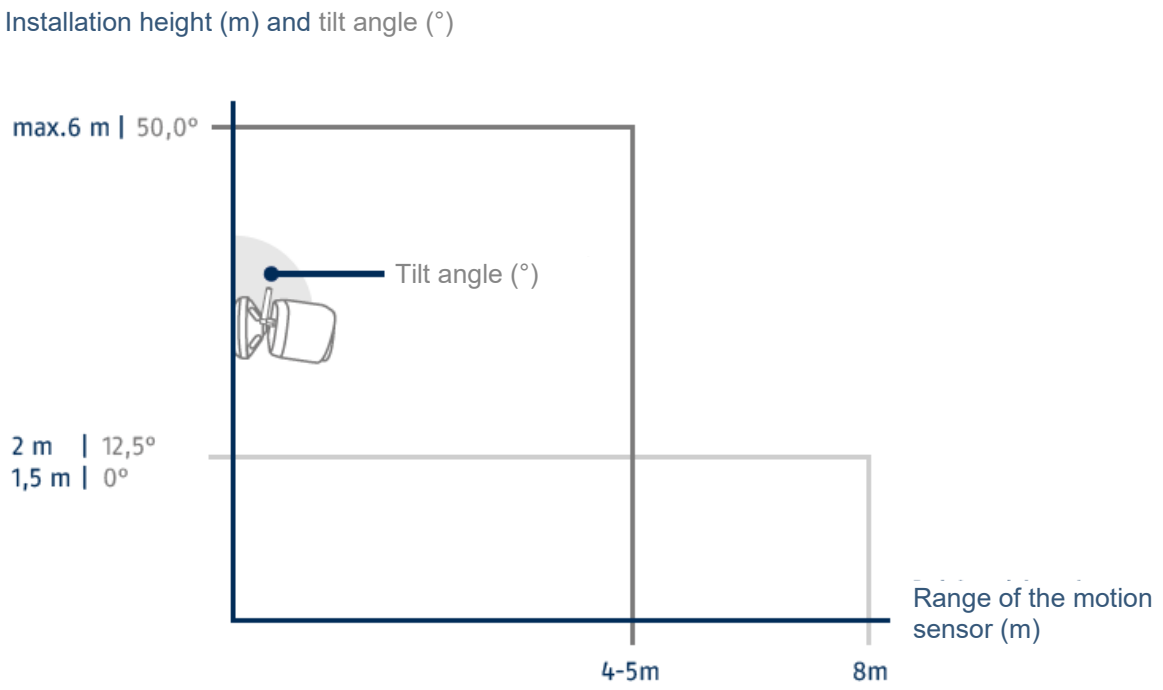
6. Do not use object detection in areas with a correspondingly high number or frequency of objects (people, vehicles). This will result in a high number of alarms.

7. Please note that structures resembling people, animals or vehicles (e.g. images of people) may also trigger the alarm detector in the camera (e.g. an abandoned advertising banner featuring people).

8. Object detection only works reliably if the objects contrast sharply with the background. This is particularly important to bear in mind when using infrared mode.

3.2. Camera orientation and detection range

The detection range of the integrated passive infrared motion sensor (PIR for short) is limited to 8 metres. People outside this range are
'seen' by the camera and displayed on the live feed, they will not trigger a recording. The recommended for optimal installation is a mounting height of 2 metres and an angle of inclination of 12.5°.

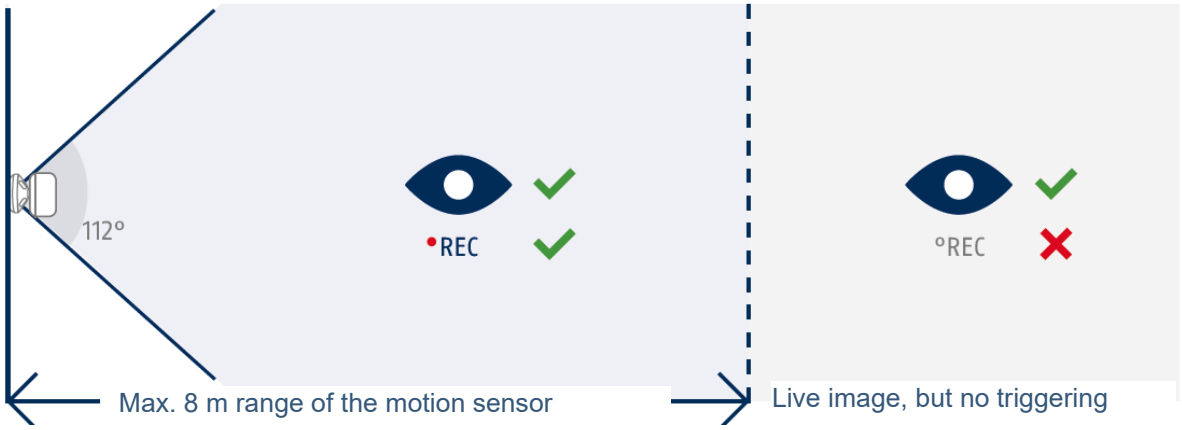


The higher the camera is installed, the greater the downward tilt angle must be. This affects the range of the PIR sensor.

Installation height	Tilt angle	Max. PIR range
1.5 m	0°	8 m
2.0 m	12.5°	8 m
3.0 m	24°	7 m
4.0 m	34°	6 m
5.0 m	43°	5 m
6.0 m	50°	4–5 m

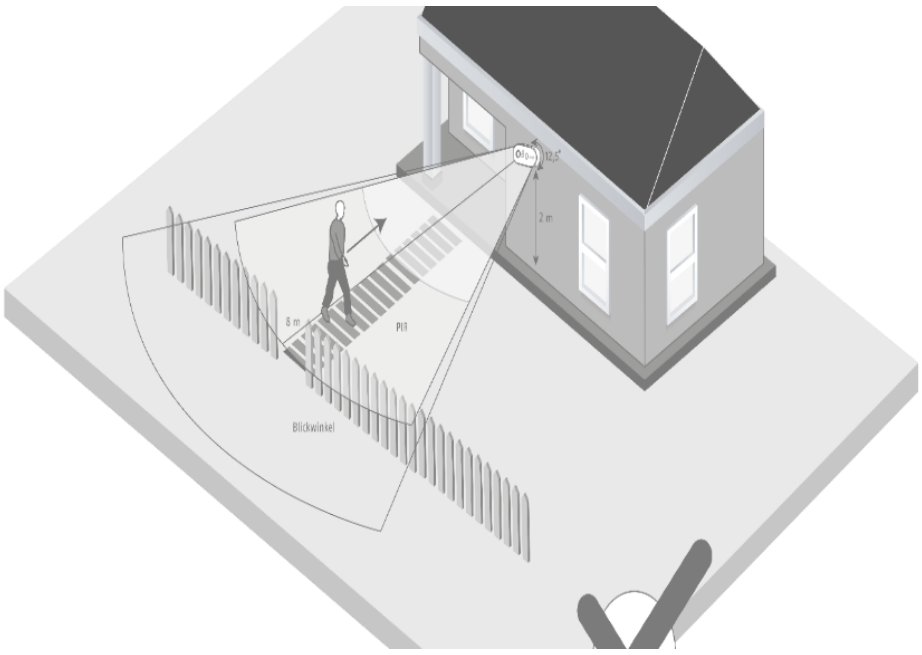
The camera's field of view is wider than the PIR's field of view. During installation, it may happen that people are visible on the live feed but do not trigger a recording.

This is because the person is outside the PIR detection range of 8 metres.



Ideal camera position for motion detection

The camera takes a brief moment to start recording after detecting movement. Therefore, the movement should ideally be detected whilst the subject is still at the outer edge of the PIR's range, so that the object is recorded for as long as possible in the video sequence.

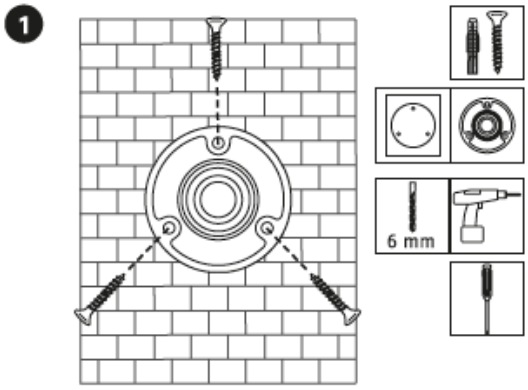


If the movement is detected very late, this may result in the object not being fully visible in the video sequence.

⚠	Please note that detection only takes place within the specified PIR detection range. Objects moving outside the PIR range will not trigger a recording, but may be visible in the app's live view.

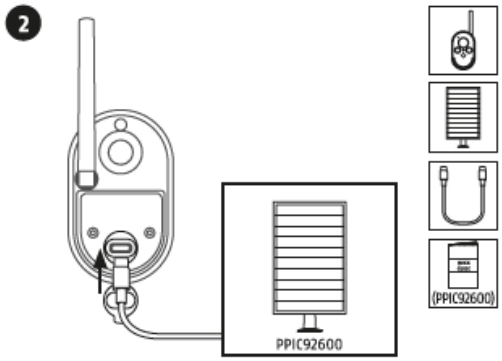
3.3. Installation of the PPIC92000 camera

⚠	**Warning!** Position the camera under a canopy or similar structure to avoid direct sunlight. The camera should not be directed straight at a light source or at the sun.



Mark the position of the three required drill holes at the desired installation site using the drilling template or the wall plate of the mount and, for example, a pen. To do this, please unscrew the mount. Drill the holes and insert the supplied wall plugs.

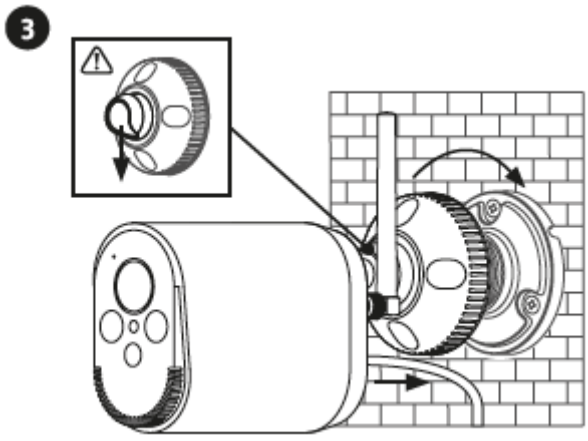
Secure the wall plate of the bracket using the screws provided.



Place the antenna onto the connector and tighten it securely.

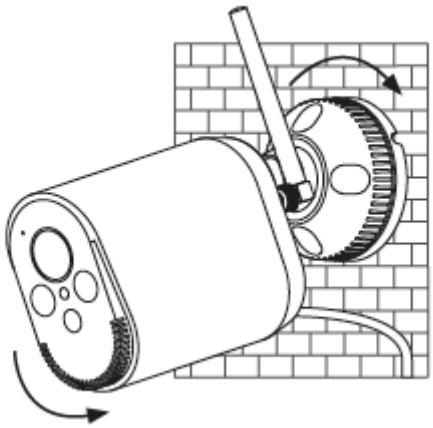
Connect the solar panel to the camera; please also refer to the enclosed quick installation guide for the solar panel.

Push the USB-C plug of the solar module firmly through the camera’s rubber grommet and check that the plug is seated properly to ensure watertightness.



Fit the ball joint and replace the cover.
Next, unscrew the fixing ring slightly.
The recess on the outer rim of the ball joint must always face downwards.
Note: Incorrect assembly may damage the mount.

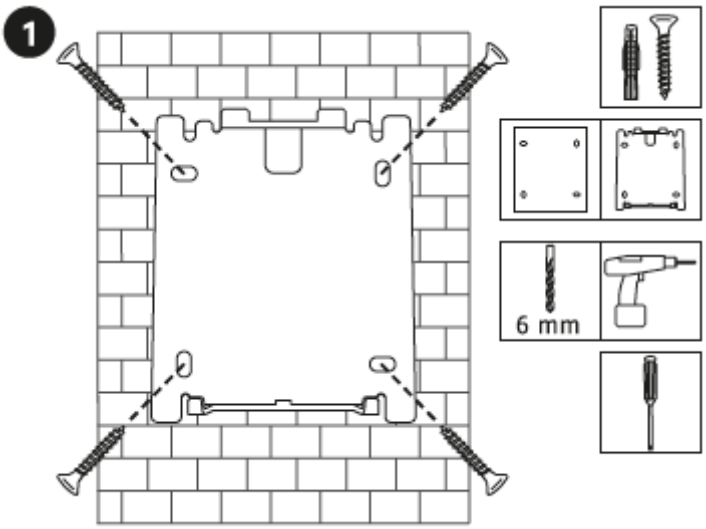
4



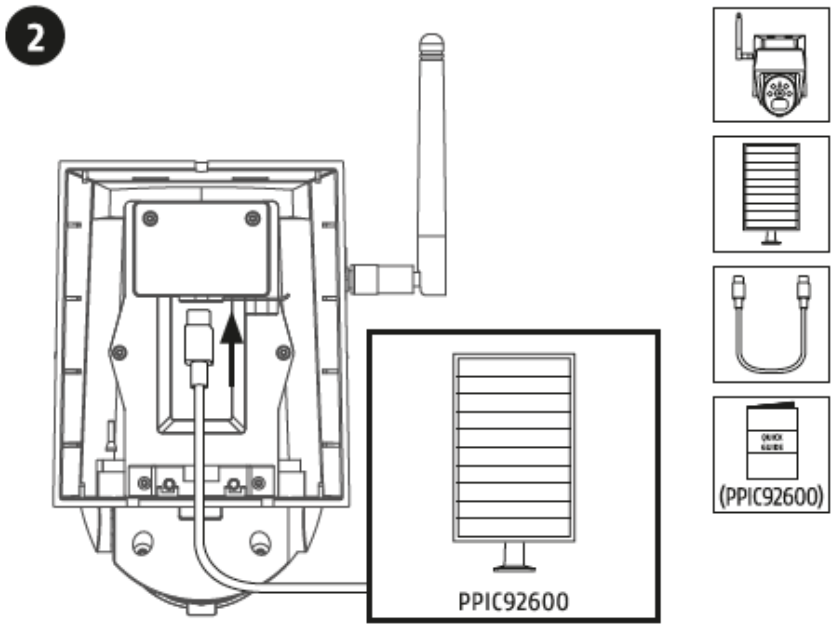
Now align the camera with the approximate desired field of view and tighten the fixing ring.

3.4. Installation of the PPIC92500 camera

⚠	**Caution!** Place the camera under a canopy or similar structure to avoid direct sunlight. The camera should not be directed straight at a light source or at the sun.

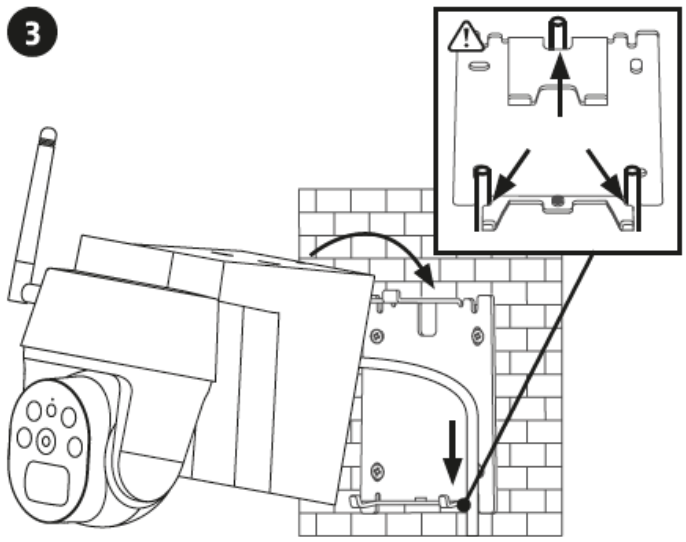


Detach the wall plate from the camera using the hex key provided.
Mark the position of the 4 required drill holes at the desired installation site using the drilling template or the wall plate and, for example, a pen.
Drill the holes and insert the supplied wall plugs.
Secure the bracket using the screws provided.

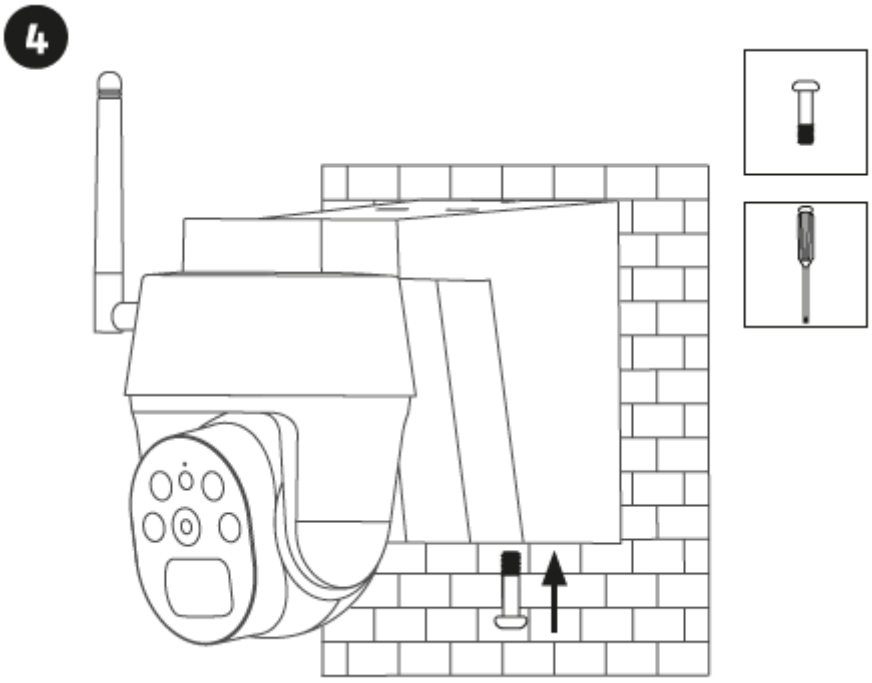


Fit the antenna onto the connector and tighten it securely.

Connect the solar panel to the camera; please also refer to the enclosed quick installation guide for the solar panel.



Place the camera, together with the bracket, onto the wall plate, ensuring that the tabs snap into the designated openings and that the solar panel's cable is not trapped. Tighten the screws on the underside of the bracket using the Allen key.



Secure the camera to the base plate on the underside of the bracket using the Allen key.

3.5. Installation instructions

When installing the camera, ensure that it is within optimal range of the Wi-Fi access point or router. The camera can only be accessed if there is a sufficient Wi-Fi signal to the router.

For installations in larger premises, a Wi-Fi repeater is recommended to optimise the range. Please note that structural conditions may affect the signal transmission.

	**Note** You can obtain information about compatible Wi-Fi repeaters from your network provider or the manufacturer of your router. ABUS Security Center GmbH & Co. KG does not provide any recommendations for Wi-Fi repeaters. Follow the Wi-Fi repeater's installation instructions carefully. Ideally, it should be positioned between the router and the camera.

	**Note** The optional micro-SD card should be inserted before installation and before powering the camera.

3.6. Intelligent Image Detection (Object Detection)

Intelligent object recognition enables you to distinguish between different types of objects (people, animals, cars) whilst they are being detected. This allows you, for example, to configure the system so that certain objects do not trigger an alarm at all, or trigger one with a lower priority.

Please note that object recognition depends on the distance, the viewing angle and the size of the object (as seen from the camera to the object). Please refer to the section '3.1 Camera alignment and detection range'

	**Note** **Intelligent object recognition is designed to significantly reduce false detections compared to traditional motion detection methods.** Traditional methods include, for example, motion detection via thermal radiation using PIR sensors or classic software-based motion detection without object recognition, which only takes object size into account but not the type of object. Individual, environment-specific fine-tuning of sensitivity and the use of excluded areas are always required to achieve maximum accuracy; however, 100 per cent accuracy and the complete elimination of false alarms are not possible.

Vehicles that are parked do not trigger recordings; recording only begins when the vehicle starts moving again or when movement is detected in the frame.

In the case of animal and person detection, a recording is triggered even if they are not moving. If, for example, a shop mannequin or a picture featuring people is visible within the recording area, please exclude this area (see the section 10.1 "Areas without detection")

	**Note** When detecting animals, the algorithm checks for the presence of four legs. The main target group of animals to be detected are dogs and cats.

If several objects are detected in the image at the same time, the object detected first is always displayed in the event list.

For example, if a vehicle drives into the driveway, the vehicle is displayed as the trigger in the event list, even if a person gets out of the car in the video sequence.

The person is nevertheless marked in the video with a coloured detection frame.

Person detection enables you to distinguish between objects. As soon as the PIR (passive infrared sensor) is triggered, the camera software searches for specific characteristics of a person in the image. In very rare cases, environmental factors such as sunlight, heat, wind, rain, snow or insects may lead to false detections.

In rare cases, objects that resemble the outline of a person may also be detected as a person. Example: a flag fluttering in the wind that is interpreted as a person wearing a raincoat.



When a person is detected, a recording is triggered even if the person is not moving. When a person is detected, you will receive a push notification about the detected person.

⚠	**Note** **This function significantly reduces the number of push notifications compared with the 'PIR motion detection' function.** The sensitivity always requires individual fine-tuning depending on the environment to achieve maximum accuracy. However, 100 per cent accuracy and the complete elimination of false alarms are not possible.

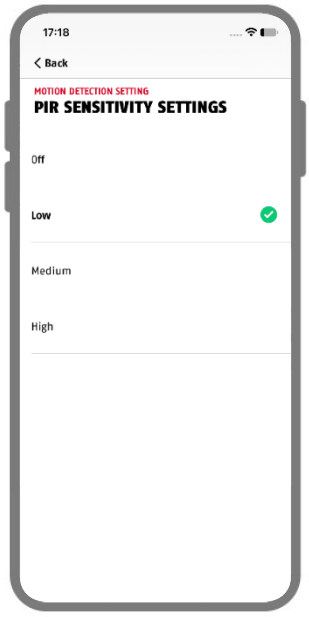
⚠	**Note** **Frequent false triggers reduce your camera's battery life.** The camera uses battery power whenever it must exit standby mode due to a heat source. This includes instances where the built-in PIR sensor detects, for example, animals or surfaces warmed by the sun that do not trigger a push notification. Tips: If necessary, mount or fine-tune the camera so that unimportant heat sources are detected less frequently and/or set up schedules.

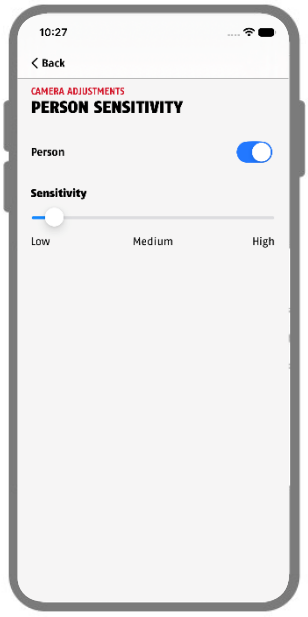
To exclude areas particularly prone to false alarms from detection, you can set a hidden area (RONI – Region Of No Interest) here (see 10.1

Motion detection settings ‘Areas without detection’). The area remains visible, but object detection no longer takes place here, and therefore no push notifications or recordings are triggered.

In the event of frequent false triggers caused by objects, it is advisable to adjust the sensitivity of the detectors. Often, these can be avoided simply by reducing the sensitivity setting by one level.

You can fine-tune the sensitivity of the detectors using the sliders, where a value of 1 represents the lowest sensitivity and a value of 10 represents the highest sensitivity.
At a value of 1, therefore, a person is only flagged if it is highly likely that it is a human being.





The following settings are recommended for the various objects:

PIR: Low

Person: Level 2

Animal: Level 3

Vehicle: Level 10

	**Note** The reliability of object detection depends on local factors. False detections may occur in various situations. Environmental factors such as rain, snow, insects, dirt and difficult lighting conditions can have a negative impact on the results.

To achieve optimum performance in person detection, certain conditions must be observed during installation and regarding the camera’s field of view:

1. The camera should be installed at a height of between 2 and 3 metres.
2. The height of the object within the image frame must be between 1/16 and 1/2 of the image height. If objects in the image are too large or too small, they may not be recognised correctly.
3. Please note that the camera’s vertical field of view is 75°, which means that people directly below the camera, for example, will not be detected by the function. Similarly, people who are visible in the live image exclusively from above may not be recognised as people.
4. Reflective surfaces within the image frame can interfere with person detection.

5. Make sure that no branches or leaves in the immediate vicinity of the camera are included in the frame.

6. If you do not want the camera to trigger whilst you are at home: set up the relevant schedules via the app or deactivate the ‘Motion Alert’ function in the live view)

4. App2Cam Plus app: First-time access

4.1. System requirements

Please note the following points to ensure a smooth set-up:

- A 2.4 or 5 GHz Wi-Fi network with a password and encryption (Wi-Fi 4/5/6, WPA-2).
- Smartphone running Android (version 11 or later) or iOS (version 22 or later)
- The location service on the smartphone/tablet must be enabled for network integration.
- Required app permissions: Notifications, Nearby devices (Android) or Local network (iOS), Camera, Microphone, Location
- Network integration of the PPIC92000 and PPIC92500 cameras can only be carried out in conjunction with the App2Cam Plus app (Android, iOS), as these cameras only have a Wi-Fi interface.
- The following special characters are not permitted when entering the Wi-Fi password.

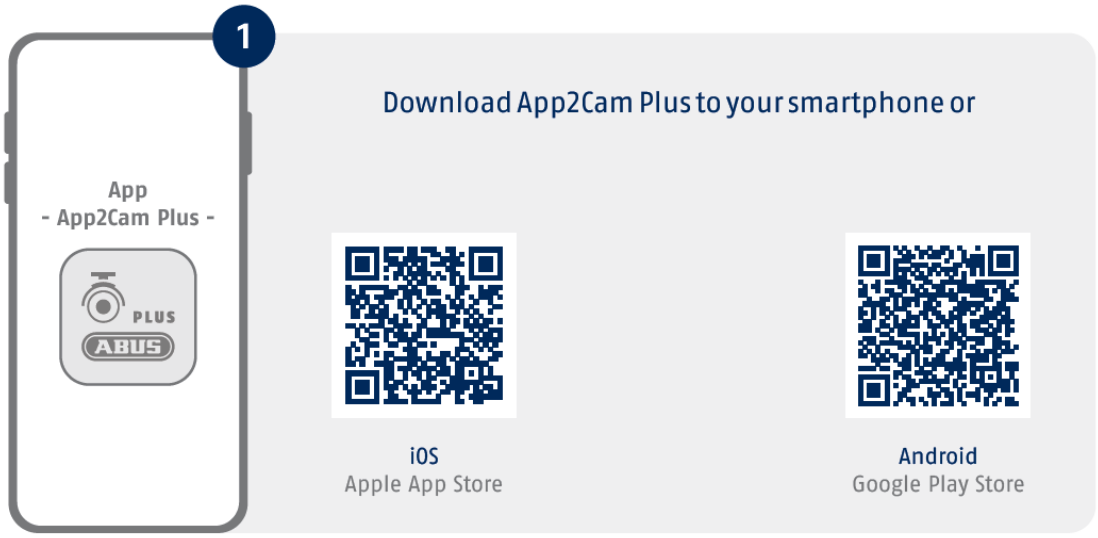
&	**`**
<	**>**

- When entering the Wi-Fi password, only the following special characters are permitted.

“	*****	**$**	**:**	**^**	**#**	**.**
,	**;**	**|**	**(**	**)**	**{**	**}**
[	**]**	**+**	**-**	**=**	**@**	**~**
****	**‘**	**?**	**/**	**%**	**_**	**!**

4.2. Download the app

To use the app for the first time, download the “App2Cam Plus” app from the Google Play Store or the Apple App Store.



Help pages are available to guide you through the various steps during installation. Click on the icon to access the help guides.

4.3. App2Cam Plus: Compatibility

App2Cam Plus is compatible with the following devices:

- PPIC92000 / PPIC92500
- PPIC90000 / PPIC90010 / PPIC90200
- PPIC32020 / PPIC32520 / PPIC34520
- PPIC35520 / PPIC36520
- PPIC42520 / PPIC44520
- PPIC46520
- PPIC52520 / PPIC54520
- PPIC91000
- TVAC19000A-B / TVAC19100A-B
- TVAC16000/TVAC16001

⚠	**Note** Please note that some of the functions described or shown in this manual may not be compatible with older-generation cameras, or the functionality of the cameras may differ due to hardware differences.

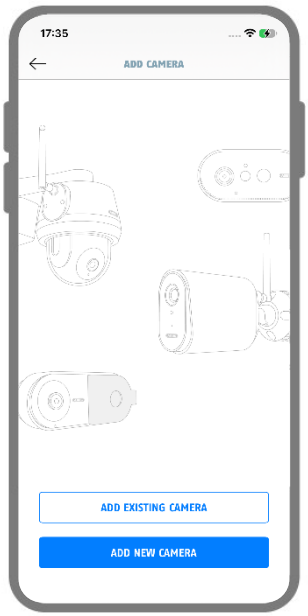
5. Setting up the camera

5.1. Bluetooth setup

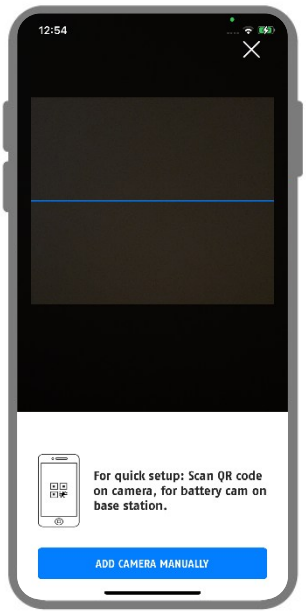
⚠	**Note** For optimal setup, the camera and the smartphone/tablet must be as close to each other as possible, at a maximum distance of 3 metres.

⚠	**Note** It is recommended that the smartphone/tablet used for setup is connected to the same Wi-Fi network that the camera will later connect to, in order to avoid any potential firewall blocks on the camera.

⚠	**Note** For optimal setup, location services must be enabled in your smartphone/tablet's settings.



1



2



3

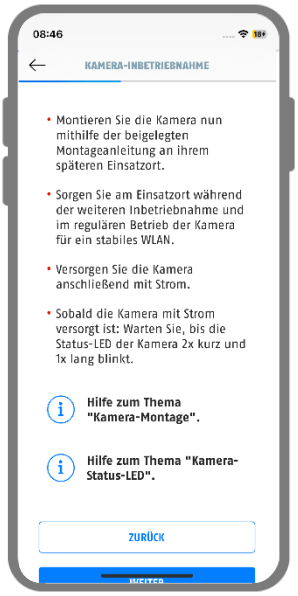
1. Launch the App2Cam Plus app and select 'Add new device' to start the set-up process.
2. Option 1: Scan the QR code, which is located on the camera base or on the back of the camera.
3. Option 2: Tap the 'Add camera manually' button and then select your camera model from the list.



4



5



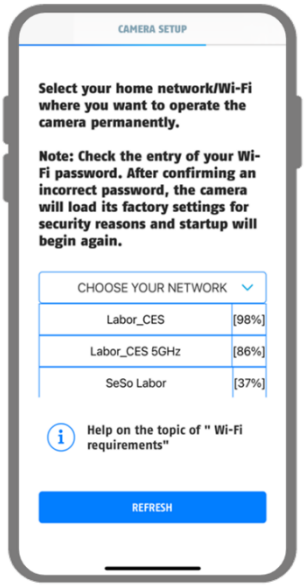
6

4. Select ‘Set up via Bluetooth’.
5. If you haven’t already done so, enable Bluetooth in your smartphone/tablet’s settings. Then tap “Next”.
6. Now connect the camera to a power source, if you haven’t already done so, and wait 2 minutes until the camera’s status LED (behind the lower cover) flashes twice briefly and once for a longer duration.

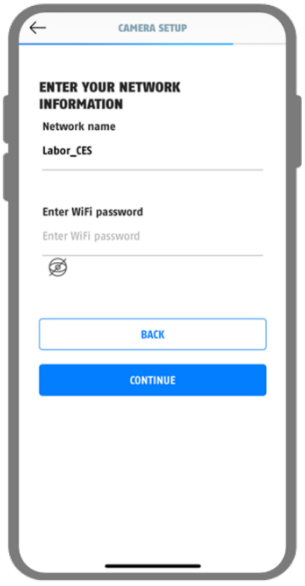
   Then tap “Next”.



7

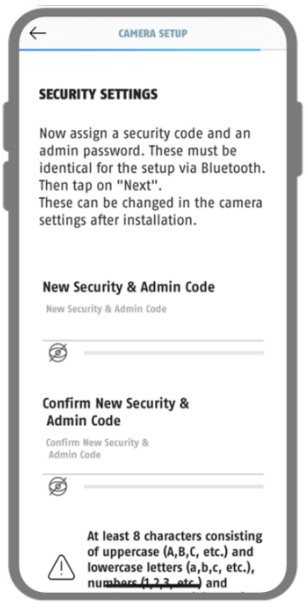


8



9

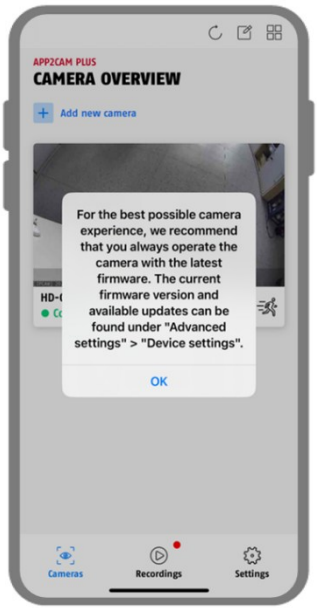
7. Select your camera using its identification number. You’ll find the identification number (DID) included in the packaging. Alternatively, it’s located on the camera base, below the QR code. Then tap ‘Next’.
8. Select the home network/Wi-Fi on which you wish to run the camera permanently. Then tap ‘Next’.
9. Enter your network password. Then tap ‘Next’.



10



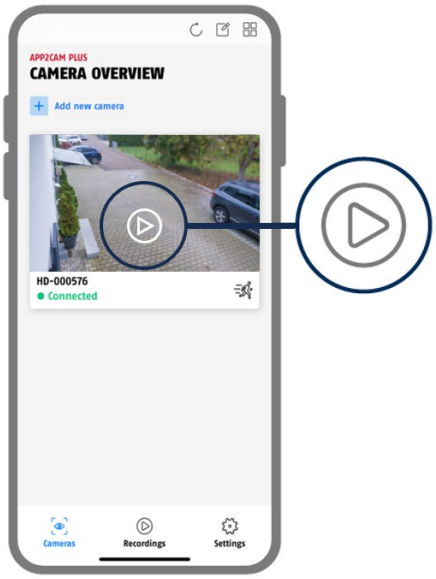
11



12

10. Now set a security code or admin password. These must be identical when setting up via Bluetooth. Then tap ‘Next’.
    The admin password can be changed in the camera’s settings after installation.
11. The camera will now restart. This may take up to 60 seconds.

	Note For the best possible camera experience, we recommend always running the camera on the latest firmware. You can find the current firmware version and available updates under “Camera settings” > “Device settings” > Search for firmware update. Should any unexpected malfunctions occur with the camera following a firmware update, we recommend resetting the camera to its factory settings and setting it up again in the app.



Set-up via the app is now complete. The app displays the camera overview with an initial preview image from the security camera.

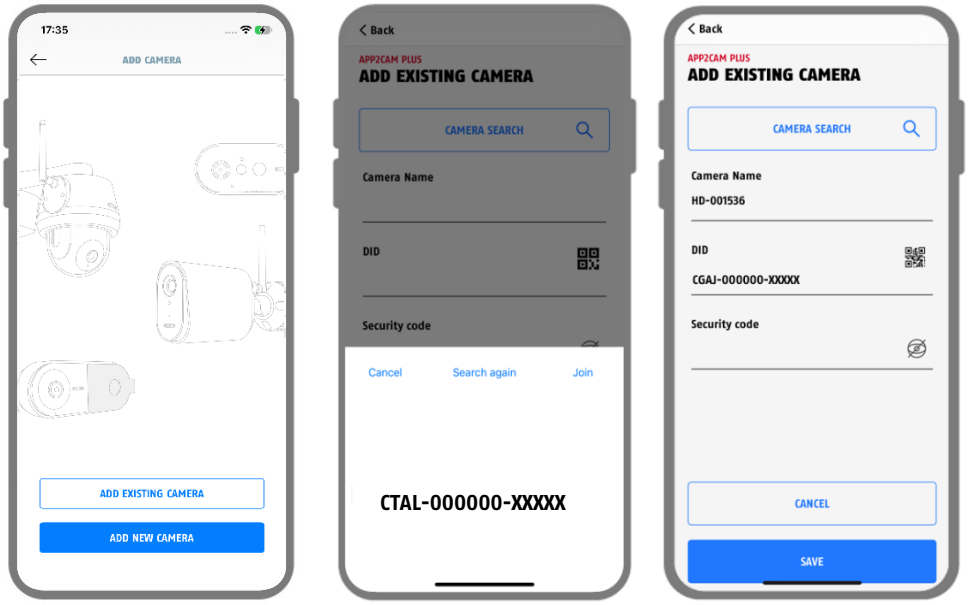
Tap the play icon in the preview image to display the first live view. In rare cases, e.g. if the signal is too weak, the app will display the ‘no connection’ icon.

Tap this to open the live view.

5.2. Adding cameras that have already been set up

	Note If a camera has already been set up via another smartphone or user, select this method to add cameras that have already been set up.

To add a camera that has already been set up, please follow the steps below.



Open the app and tap '+ Add new camera'; to add a camera, then tap 'Add existing device'.

Enter a name for your camera. To enter the DID, you have the following options: scan the QR code located on the camera base or on the back of the camera; search for the camera on the network using the 'Camera Search' button; or enter the camera's DID manually.

Enter the camera's pre-assigned security code.

Press the 'Save' button to add the camera.

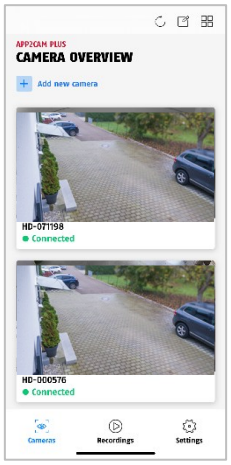
You have successfully added the camera.

6. App2Cam Plus app: Overview

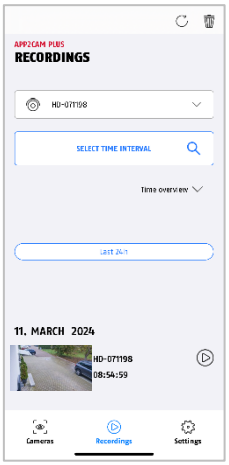
	**Note** Please note that some of the features explained or shown in this guide may not be compatible with older-generation cameras, or the functionality of the cameras may differ due to hardware differences.

	**Note** The screenshots and icons shown have been taken from the iOS app. There may be slight differences from the Android app in terms of labelling, layout or functionality. These are described in the relevant sections or indicated with the note (iOS only) or (Android only).

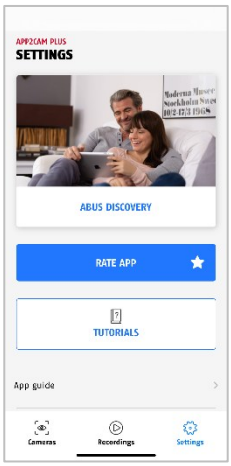
In the camera overview, you can open the camera's live view by clicking on one of the thumbnails.
In the recording menu, you can play back and download available recordings.
You'll also find some information about our products in the app's settings.



Camera overview



Recording menu

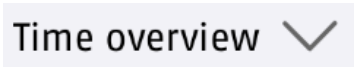
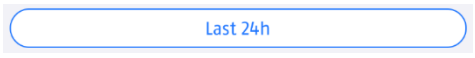


App Settings / Info

6.1. Camera overview

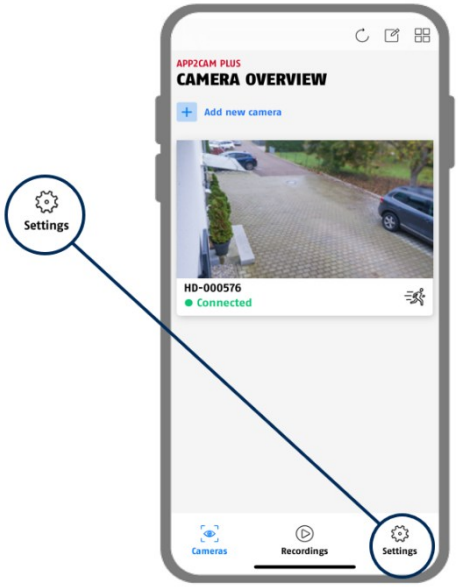
Cameras	
	**Set up a new camera / Add camera**
	**Camera activated (motion detection active)**
	**Enabling the 4-way view**
	**Connection update** Updating connections to the cameras

6.2. Recording menu

Recordings	
	**Delete all recordings**
	**Camera selection**
	**Select time period**
	**Display the bar chart**
	**Filter**

6.3. Info / App settings

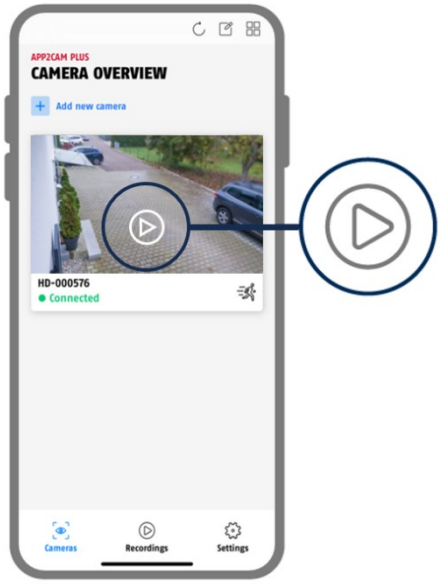
Tap the cog icon in the camera overview to adjust settings relating to the app.



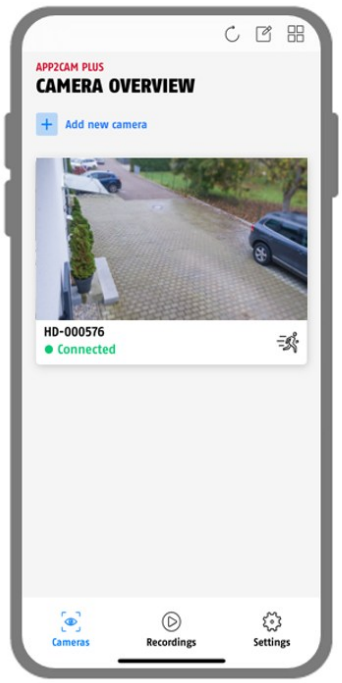
Settings	
Discover ABUS	Here you'll find ideas on how to use the app, your camera and compatible devices.
Rate the app	Rate our app and send us your suggestions for improvements.
Guides	You can find further information about the app and your device in the Quick Guide, at support.abus-sc.com, on the ABUS YouTube channel or at abus.com.
Video acceleration (Android only)	Enable/disable hardware decoding: Hardware decoding is available on Android. Some Android devices have specific hardware features that optimise the decoding of video streams. On older products or older Android devices, this may lead to a reduction in performance.
Notification settings	Enabling/disabling push notifications
App code	Set a secure app password to protect against unauthorised access
Legal matters	Here you will find all legally relevant documents
App information	Information about the currently installed app version

7. App2Cam Plus: Live View

Various functions are available in the live view, depending on the camera model. These functions are also available in landscape mode (hold your smartphone or tablet sideways). Click on the camera thumbnail to access the live view.



7.1. PPIC92000 / PPIC92500 Live View functions





Take snapshot



Activate/deactivate audio output



Intercom function
(press symbol continuously)



Start manual recording



Open pan/tilt menu



Activate/deactivate siren



Alarm is active

The camera records when movements are detected and sends notifications (push or email) if the functions are activated in the camera settings.



Alarm is deactivated

The camera displays a live view but does not carry out any other actions when motion is detected.

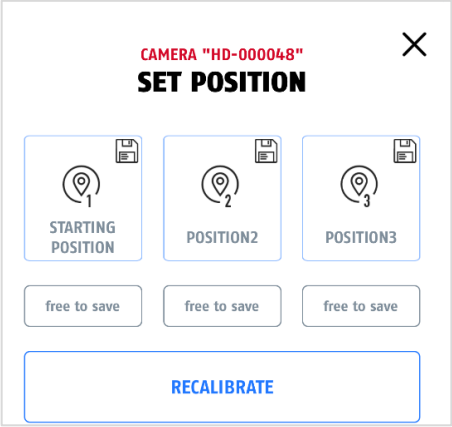


Apply settings for this camera

7.1.1. Pan/Tilt Function

For pan/tilt cameras, you can control the camera using a ‘swipe’ command.
When you access the live view, the starting position is always displayed.

Pan/Tilt menu



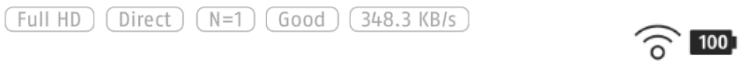
	Save or recall the default position
	Save or recall point 2
	Save or recall point 3
Recalibrate	**Camera calibrates once**
Delete	**The position is deleted**

7.1.2. Camera specifications



CAMERA "HD-000576"	**Camera name** You can change the camera name in the advanced settings.

7.1.3. Stream properties



CIF **VGA** **HD** **Full HD**	**Image resolution of the current stream**
Direct **Relay server**	**Current connection status** **Direct:** The Peer2Peer server was able to establish a direct connection between your smartphone/tablet and the camera. **Relay server:** The Peer2Peer server was unable to establish a direct connection. The video data is stored on the relay server for a short time so that your smartphone/tablet can retrieve the data from the server. This causes a delay in the stream . See also the note following this table.

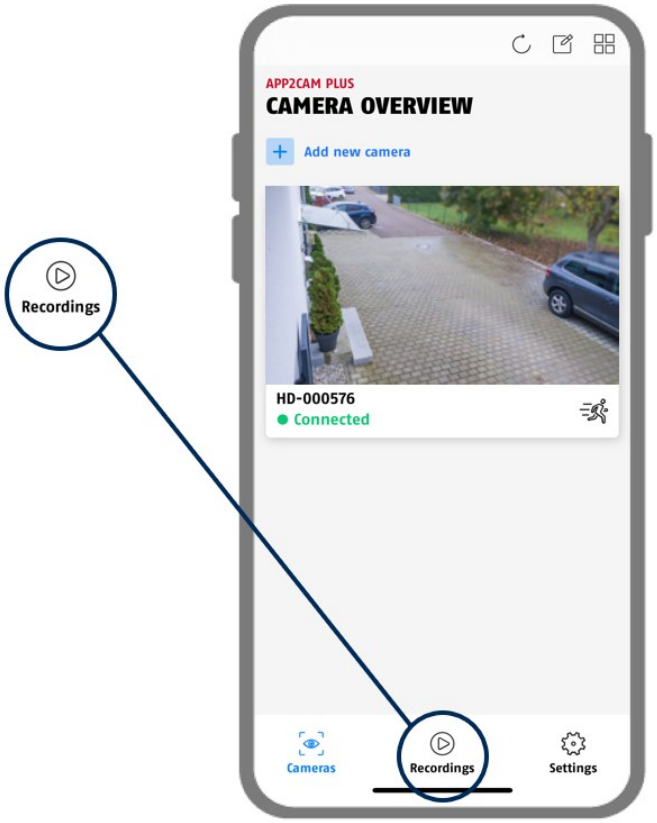
N = 1	**Number of smartphones/tablets currently accessing the live view**
Low **Normal** **Good**	**Current connection quality** This represents the connection between the camera and the router.
xxx KB/s	**Display of the current kilobits per second being used**
	**Connection strength between the camera and the router whose live feed is currently being displayed**
	**Current battery level of the camera whose live feed is currently being displayed**

	**Note** If the connection to your camera is always established via the relay server, please check the following settings: • Check whether UPnP is enabled on your router • Check whether a hardware or software firewall is blocking a direct connection • Check whether there are multiple ‘hops’ (routers) between your smartphone/tablet and the internet.

8. App2Cam Plus: Recordings

8.1. Recording menu

Tap the recording icon in the camera overview to open the event list.

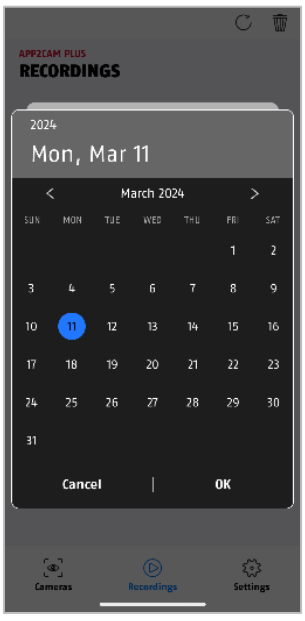


In the event list, you can set a start and end time by tapping the date selector. The app will then display all recorded events within this time interval.

The timeline overview displays the frequency of triggers for different time periods.

Recordings with object detection are displayed with icons indicating the detected objects.

Click on the thumbnail to view it; the object that triggered the event is shown here.



8.2. Recording menu functions

Recordings	
	**Delete displayed recordings**
	**Restore connection**
	**Select camera**
	**Select Time Interval**
	**Filters**

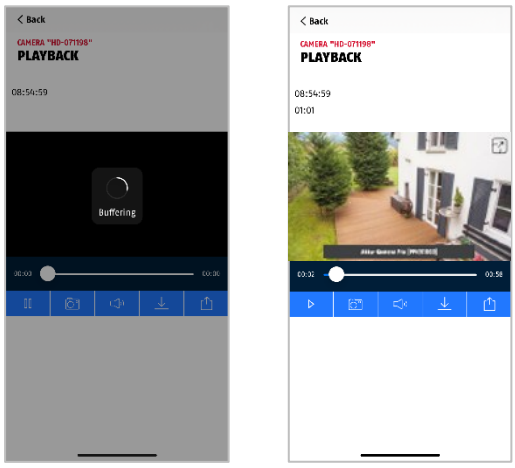
	**Note** Please note the set recording duration. Recordings are displayed in the memory as soon as they have finished.

	**Note** Recordings cannot be accessed whilst a recording is in progress.

8.3. Playback

To play back a recording, tap an entry in the event list on the ‘Recordings’ screen. Various functions are available during playback. In landscape mode (hold your smartphone or tablet sideways), you will see the recording in widescreen format.

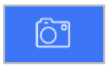
Recordings usually take a short time to load before they can be played back.



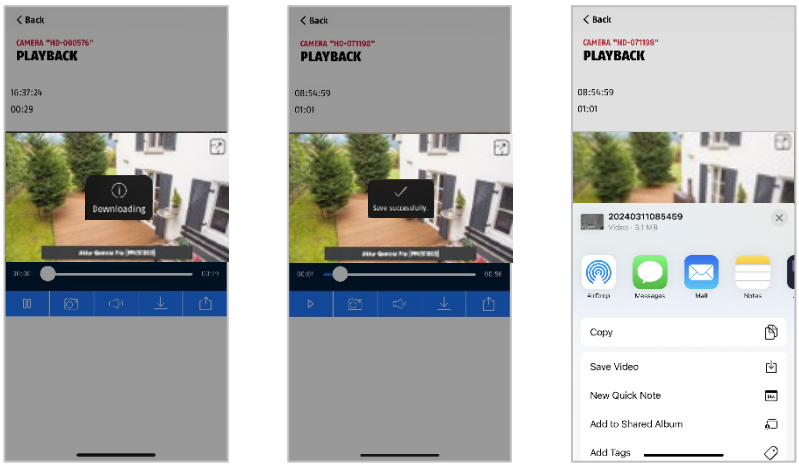
	Note During playback, the recording is temporarily cached on your smartphone or tablet. If you wish to keep your mobile data usage to a minimum, we recommend using Wi-Fi for playback wherever possible.

8.4. Playback functions



	**Pause playback** **Play**
	**Take a snapshot**
	**Turn audio on/off** Here you can enable or disable audio for playback.
	**Download recording** Storage location on iOS: Gallery Storage location on Android: in Device Manager under ‘Internal storage/movies’
	**Share recording (Forward)**

8.5. Download and share recording (Download/Forward)



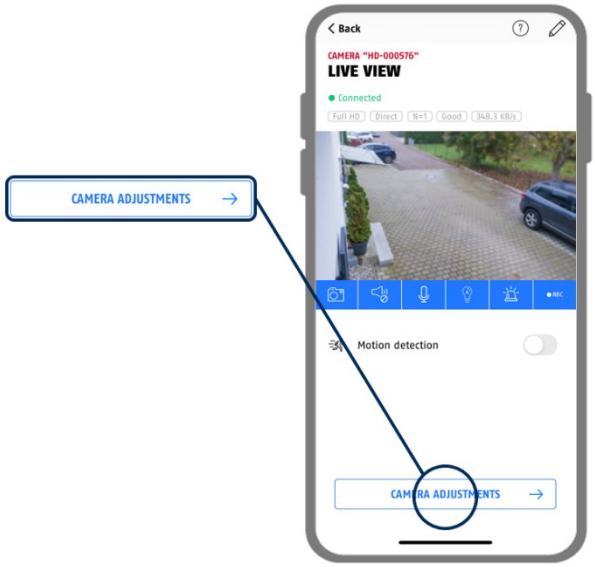
To download a file to your smartphone, click on the download icon. The file will now be downloaded and will subsequently appear in red in the recording list.
You can share the file by clicking on the share icon.

⚠	**Note** The downloaded data is stored differently on iOS and Android operating systems. **iOS:** The recordings are stored on the device and can be accessed in the gallery. **Android:** You can find the saved data in Device Manager under *'Internal storage/movies'*.

9. Camera settings

9.1. Open camera settings

To open the camera settings, click on the button at the bottom of the live view.



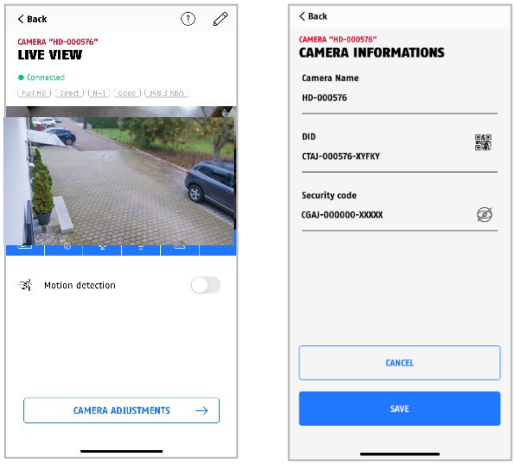
In the settings, you can delete cameras from the App2CamPlus app overview. This does not reset the connected camera. You can reconnect to it later as a pre-configured camera (see ‘Add a pre-configured camera’).

	**Note** The layout of the individual options differs from that on Android. However, the features are available on both platforms and are identical.

	**Note** Always make changes to the camera’s settings (e.g. changes to the admin password) whilst connected to the camera’s local network. We strongly advise against making setting changes on a public Wi-Fi network, as others may be able to intercept your data.

9.2. Login details

You can manually change the camera's login details in the settings:



System Name:	Change the camera's name here.
DID:	Change the camera's DID manually here.
Security code:	Enter the camera's security code here.

Discard any changes by clicking the 'Cancel' button or save them by clicking the 'Save' button.

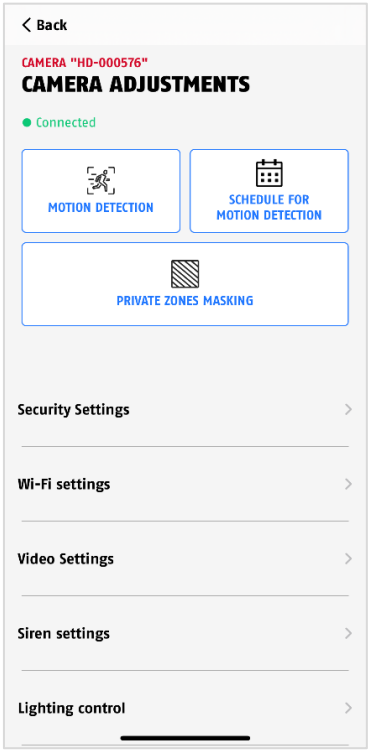
⚠	**Note** If the **DID** or **security code** is changed, you will lose the connection to the camera on other smartphones or tablets. You must also apply this change to other devices to enable reconnection. It is not necessary to set up the camera again; simply updating the settings in the camera app and changing the relevant camera settings on the other smartphone or tablet is sufficient.

9.3. Automatic Login

When entering the admin password, you can use the 'Save admin password' button to save the admin password on your smartphone or tablet, so that you no longer need to enter it the next time you access the advanced settings on your smartphone or tablet. This does not apply to access from other smartphones or tablets.

10. Advanced Settings

The individual menu items are grouped together.

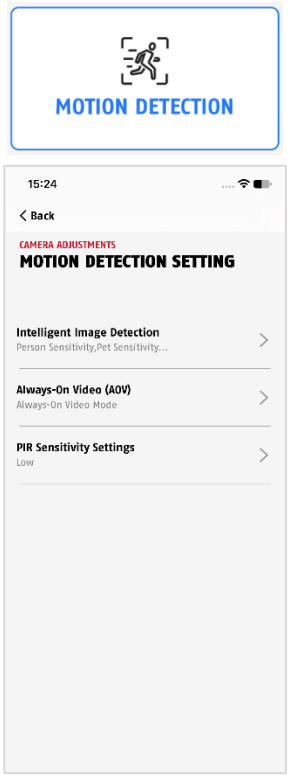
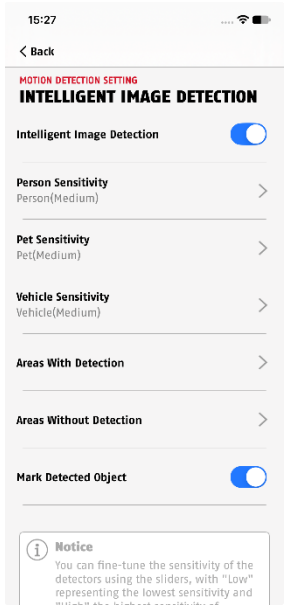


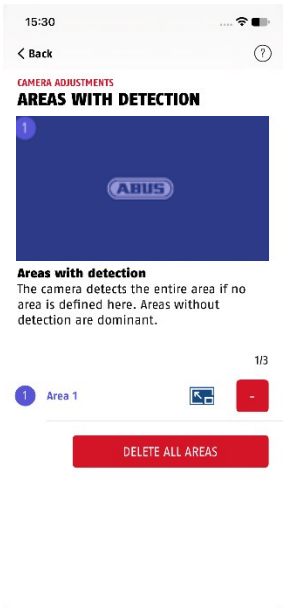
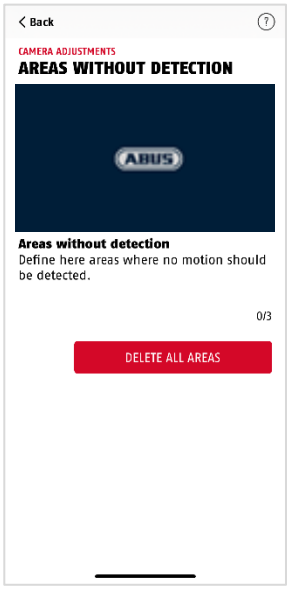
At the very bottom of the camera settings, you have the option to delete the camera from your app. Please note that this will only remove it from the app and will not reset it,

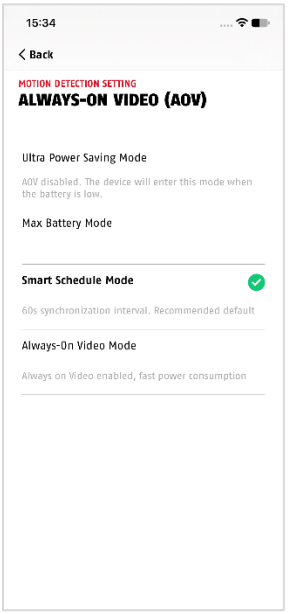
⚠	**Note** The layout of the individual options differs from that on Android. However, the features are available on both platforms and are identical.

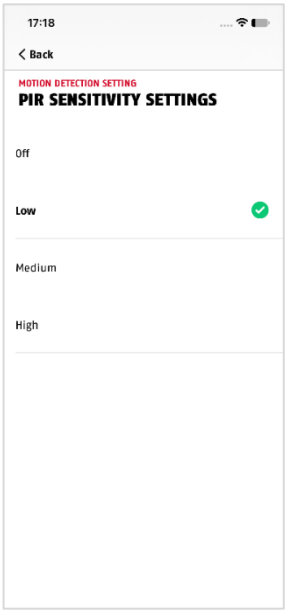
⚠	**Note** Please always make changes to the camera's settings (e.g. changes to the admin password) whilst connected to the camera's local network. We strongly advise against making any changes to the settings whilst connected to a public Wi-Fi network, as others may be able to intercept your data.

10.1. Motion detection settings

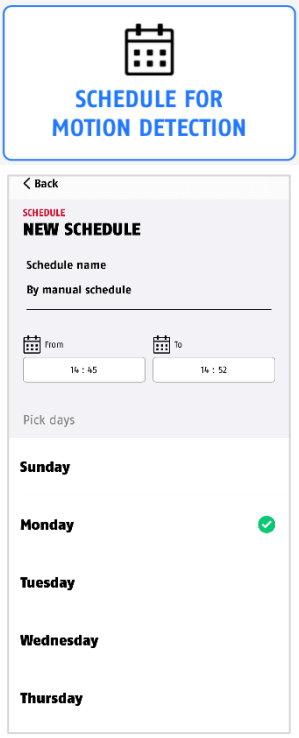
Motion detection		Click the Motion Detection button to configure the settings for this feature. Click on 'Intelligent Image Analysis' for further settings. If you select 'Off', motion detection will not take place. The changes to the settings will only take effect once you have exited the menu.
Intelligent Image Detection		Intelligent Image Detection allows you to use Intelligent Triggers, which analyse the current video frame. Multiple selections are possible. **Intelligent Image Detection** Thanks to object recognition, the camera can distinguish between individual objects, thereby achieving a lower false alarm rate. The camera distinguishes between the following objects: - Persons - Pets - Vehicles You can fine-tune the sensitivity of the triggers using the sliders, where the 'low' setting represents the lowest sensitivity and the 'high' setting the highest sensitivity for detection. Please note the information under section '3.6. Intelligent Image Detection'. The reliability of object detection depends on local factors. False alarms may still occur in various situations. Environmental factors such as rain, snow, insects or dirt can have a negative impact on the results.

		Marking a detected object When the function is activated, detected objects are marked with coloured frames.
Detection areas		The detection areas describe the areas in which Intelligent Object Detection searches for people, vehicles or animals. You can activate up to 3 regions and position and adjust them individually using drag and drop. By default, the entire image area is highlighted. Note: Before detection areas can be defined, you must set and save the initial position (see 7.1.1 Pan/Tilt function). Detection areas can only be defined at the initial position. Please refer to the instructions under ‘3.6 Object Detection’.
Areas without detection		Areas without detection refer to the areas that can be hidden for intelligent object detection. No people, vehicles or animals are detected within this area You can activate up to 3 regions and position and adjust them individually using drag and drop. Note: Before areas without detection can be defined, you must set and save the initial position (see 7.1.1 Pan/Tilt function). Areas without detection can only be defined at the initial position Please note the information under ‘3.6 Object Detection’.

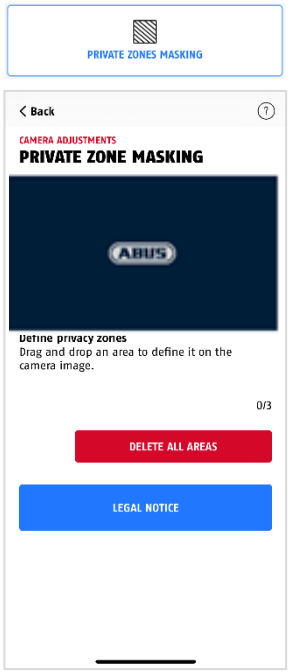
Always-On Video (AOV)		The Always-On Video settings are designed to optimise the camera's battery life. Depending on the setting, either the battery life is extended, or the live image is displayed more quickly, and additional functions become available. You can choose between the following modes. - Ultra-power-saving mode - May Battery Mode - Smart Schedule Mode - Always-On Video Mode **Ultra Power Saving Mode** This function maximises battery life. When activated, the saved schedule and automatic summertime are disabled. Live access to the camera feed may take several seconds. **Max Battery Mode** When activated, the saved schedule and automatic summertime are deactivated. Live access to the camera feed is faster here than in Ultra Power Saving Mode, which reduces battery life. **Smart Schedule Mode** This function supports a schedule and automatic daylight-saving time adjustment. Live access to the camera feed is faster here than in Power Saving Mode. As a result, battery life is reduced compared to Power Saving Mode. **Always-On Video Mode** This function supports a schedule, automatic daylight-saving time and quick access to the live feed. Using this mode has the greatest impact on battery life and is only recommended for temporary use.

PIR Sensitivity Settings		The camera detects heat using the built-in passive infrared sensor, or PIR for short. Adjust the PIR sensitivity according to local conditions and requirements. High = the camera triggers even at the slightest heat movement, e.g. small animals Low = the camera only triggers in response to significant heat movement, e.g. larger animals or smaller animals that are very close to the camera  Heat sources (heaters, fan heaters, etc.) and surfaces heated strongly by the sun (stones, glass, etc.) are also detected by the sensor; do not point the camera at them.

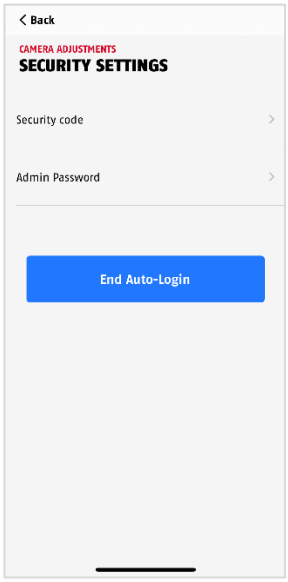
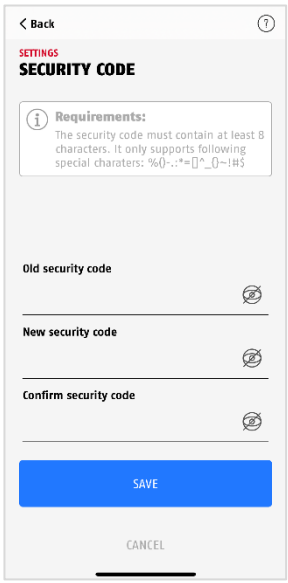
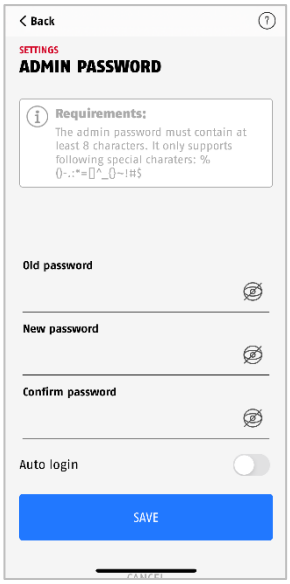
10.2. Schedule settings

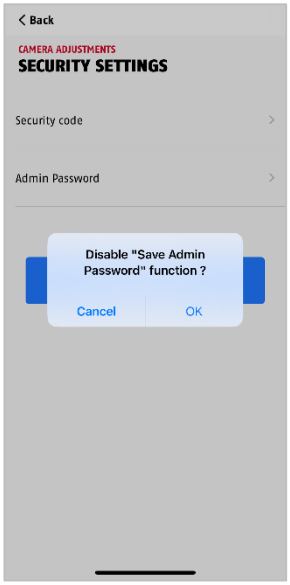
Activation/Deactivation Schedule		Click the 'Motion Detection Schedule' button to set up schedules. **Schedule settings** Press the plus icon to add a schedule. Separate activation schedules are created for the start time and end time. Select the start time and give the schedule a name. Select the days on which the schedule is to repeat and the action (Enable / Disable) for the start time. Save by clicking 'Done'. For the end time, tap the plus icon again. Now enter the end time, the schedule name and the repetition. Please select the opposite action to the previous one and save by clicking 'Done' e.g. Start time 9.00 pm from Mon–Fri, Action: Enable End time 06:00 Mon–Fri, Action: Deactivation The camera only records from Monday to Friday between 9.00 pm and 6.00 am when motion is detected. To delete a schedule, click on the bin icon in the top right-hand corner and then on the minus icon next to the desired setting. **Note:** This function is only available in Always-On-Video mode and Smart Schedule mode. See the section **'0** **Motion detection** settings

10.3. Privacy zone masking

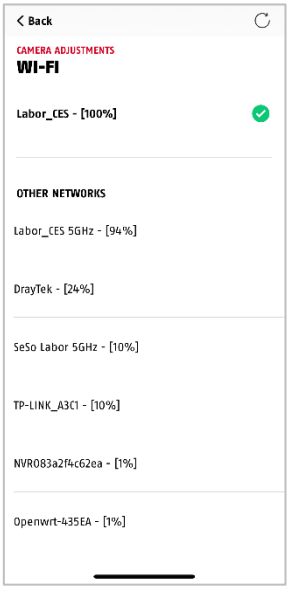
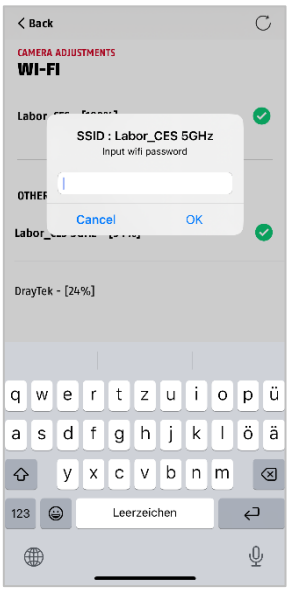
Privacy Zone Masking		Click the Privacy Zone Masking button to configure the settings. A preview of the live image and the configured privacy zone is displayed here. You can draw privacy zones directly in the preview area. You can activate up to 3 areas and position and adjust them individually using drag and drop. The area you have drawn is obscured in black and is therefore not visible in the live view or in the recording. To ensure that no movement is detected in that area either, you would also need to set up a 'no-detection zone' (see section 10.1) in the same area. To delete zones, click on 'Delete all zones' and then on the tick in the top right-hand corner. Click 'Back' to exit the menu item and save the settings. Note: Before private zones can be defined, you must set and save the first starting position (see 7.1.1**Pan/Tilt Function**). Private zone masks can only be defined for the first starting position.

10.4. Security settings

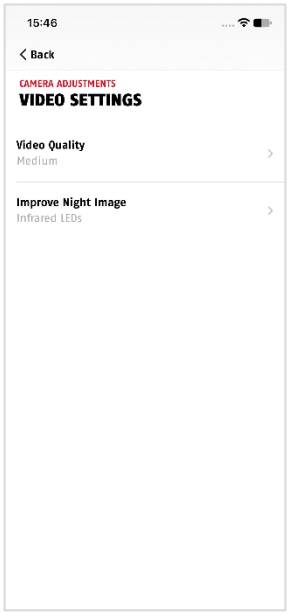
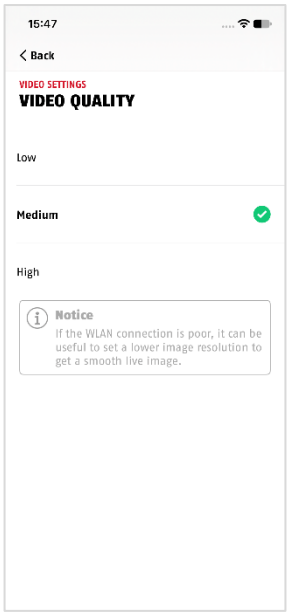
Security settings		Configure the security settings for your camera here. Changes to the settings are only applied once you exit the menu.
Change security code		The security code is used to set up the camera in the app. If you have forgotten your security code, you can reset the camera by pressing the reset button for approximately 5 seconds.
Change admin password		The admin password grants access to the camera settings and allows you to enable or disable camera recordings. You will set your own admin password during installation. If you have forgotten your admin password, you can only reset the camera by pressing the reset button for approximately 5 seconds.

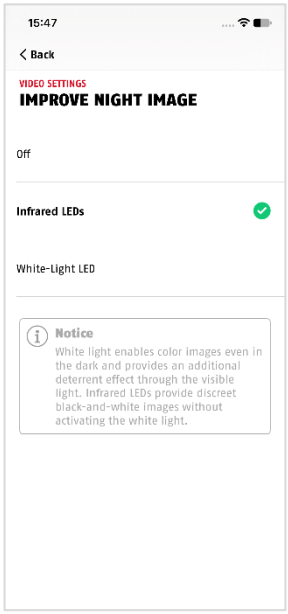
Disable Auto Login		If you have already enabled Auto-Login, you can disable this function here. This menu option is only displayed if the function has already been enabled.

10.5. Wi-Fi settings

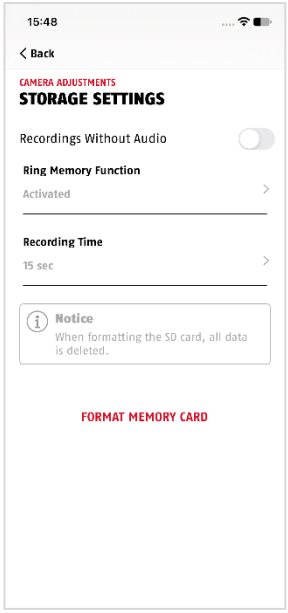
Wi-Fi settings	 	In the Wi-Fi settings, you can select the network you wish the camera to connect to. When you select this menu option, all networks in the vicinity will be displayed. Select your network and enter your home Wi-Fi password. Ensure the signal strength is sufficient to avoid transmission problems. Enter the password and confirm by pressing OK. To prevent unauthorised access, protect your network using WPA/WPA2/WPA2-PSK encryption. The settings will only be applied once you have exited the menu. It is recommended that, during the initial setup, you connect your smartphone or tablet to the same Wi-Fi network to which the camera will later be connected. If the connection could not be established or incorrect Wi-Fi details were entered, press the reset button for 3 seconds to restore the camera to its factory settings.

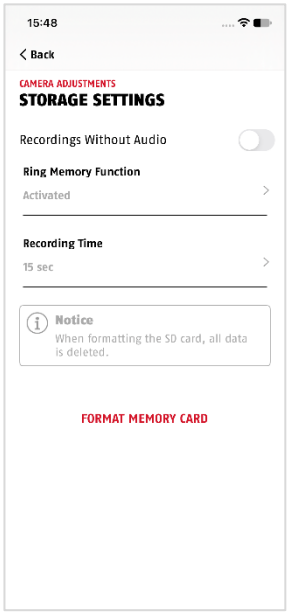
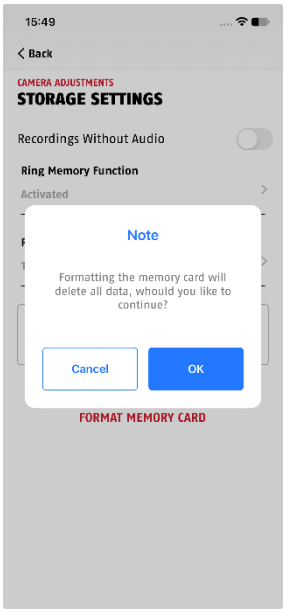
10.6. Video settings

Video settings		Configure the video settings for your camera here. The changes to the settings will only take effect once you have exited the menu.
Video quality		Here you can change the resolution for the live view. A lower resolution may result in a smoother image when accessing the camera remotely, but fewer image details will be available. The value set here has no effect on the recording, which is always saved in 4K.

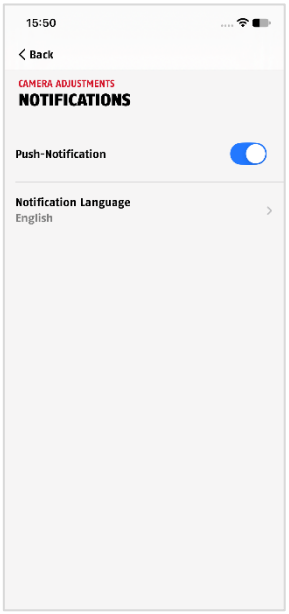
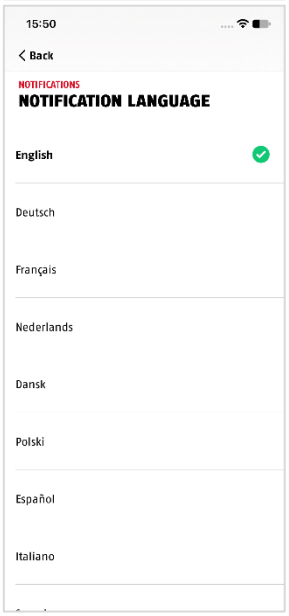
Improve night vision		Here you can choose between using IR LEDs and white light LEDs in night mode. Off: Neither IR nor white light is used at night. In this case, the camera remains in colour mode. IR LED: In this case, the night vision image is displayed in black and white. White light LED: In night mode, the white light LED is used. The camera displays the night-time image in colour mode.

10.7. Storage settings

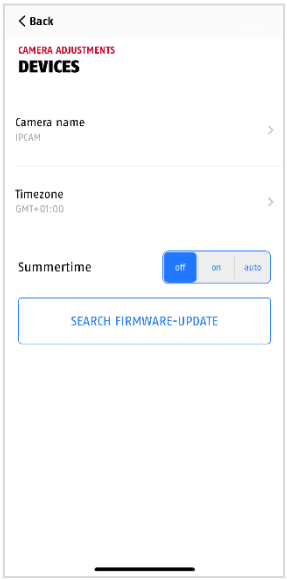
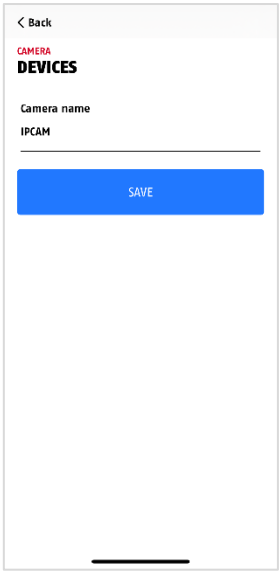
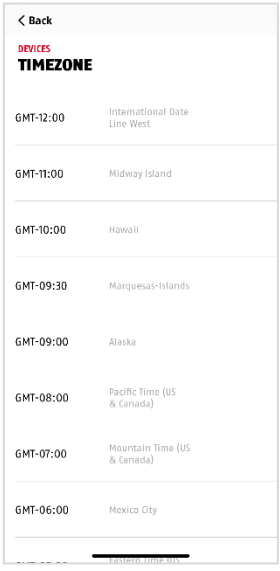
Storage settings		Configure the storage settings here. **Recording without audio** Enable this function to save recordings without audio. It is possible to enable audio during live view. **Loop recording function** There are various options for overwriting events on the SD card. **OFF** — Once the SD card is full, no further recordings will be saved. **Enabled** — When this function is enabled, the oldest recordings are overwritten by newer ones as soon as the SD card is full. **3 / 7 / 30 cycle** — The data on the SD card will be deleted or overwritten after the selected number of days. Changes to the settings are only applied once you exit the menu.

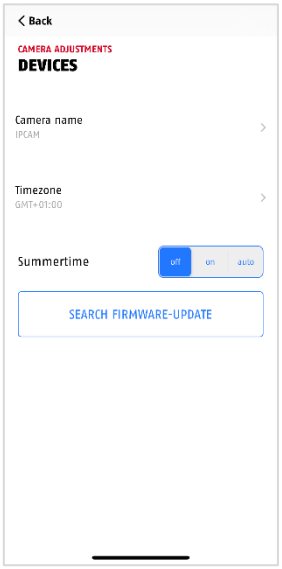
Recording time		Here you can set the recording time for a recording. You can choose between 15 / 20 / 30 seconds.
Formatting the memory card		Formatting the SD card. For long-term use of an SD card, please use a Class 10 or U1 SD card.  Formatting the SD card will delete all data. Please back up your data before formatting.

10.8. Notification settings

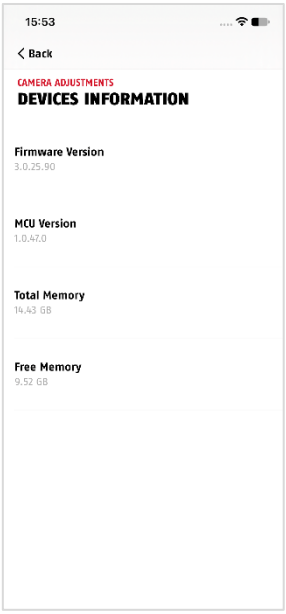
Enable PUSH notifications / Notification language	 	Enable notifications to receive PUSH messages on your smartphone as soon as movement is detected. You can change the notification language under ‘Notification Language’. Please note that only the language of the push notifications will be changed. The language setting for the app remains unchanged. The app’s language is determined by the language selected for your smartphone or tablet.

10.9. Device settings

Device settings		Configure the settings for your camera here. The changes to the settings will only take effect once you have exited the menu.
Camera name		Change the camera name here. The name is displayed in the timestamp in the live view as well as in push notifications.
Time zone / Daylight saving time		The drop-down list shows the world time zones. Select the time zone where the camera is installed. If the time zone observes daylight saving time, enable daylight saving time. Note: The daylight-saving time function is only available in Always-On Video mode and Smart Schedule mode (see section “10.1 Motion Detection Settings”).

Search for firmware update		By selecting the 'Check for firmware update' menu option, you can check for the latest firmware updates. Please note that a microSD card is required for this! The firmware update is downloaded in the background and saved to the microSD card. To do this, exit the camera's settings. After about 5 minutes, you will receive a push notification or, when you re-enter the Advanced Settings, a message stating that a new update has been successfully downloaded. Now click on 'Install firmware update now' to start the installation process. This may take a few minutes.

10.10. Device information

Device Information		The device information provides details of the camera's current firmware version, the total available storage and the free space on the SD card.

11. Updating the firmware

You can update your camera's firmware using two different methods. Please note that with both methods, the camera's settings will be retained, so you won't need to reconfigure them.

⚠	The update takes approximately 3–5 minutes. Do not disconnect the camera from the power supply whilst this is in progress!
⚠	Please note that a firmware update will only start if the battery charge level is at least 20 per cent.
⚠	Please delete any firmware files you no longer need from the microSD card. During an automated update, the outdated package may be installed by mistake.

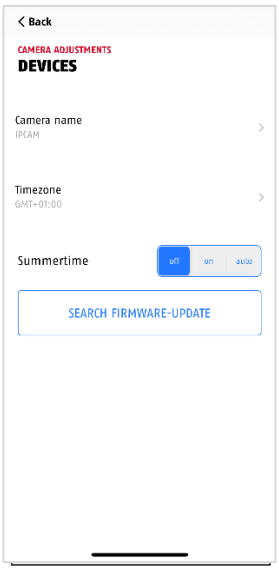
Updating via server

⚠	Some functions of the cameras are only available with the latest firmware version. Therefore, please ensure that your devices are always up to date.

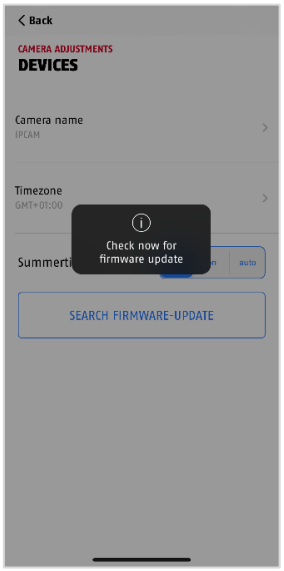
Option 1:

The camera checks at 6-hour intervals whether new firmware is available on the firmware server for the camera. Once the camera has downloaded the firmware, a notification will appear the next time you access the advanced settings, or you will receive a push notification, allowing you to start the update. Click on the 'Search for firmware update' menu item. A message will appear stating that the camera is ready for the update.

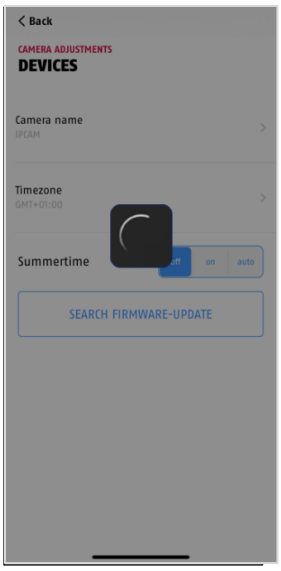
Now click on 'Install firmware update now'.



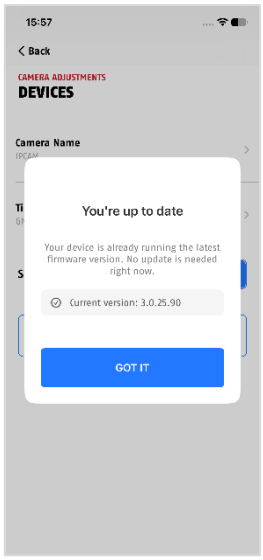
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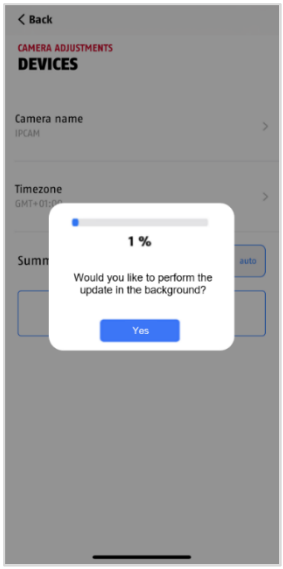


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Option 2:

If you do not wish to wait for the 6-hour interval, you can also have the camera actively search for newer firmware. To do this, select the menu option ‘Check for firmware updates now’ in the Advanced Settings. If firmware has not already been downloaded, the camera will now actively search for a newer version; this may take up to 5 minutes. Please exit the camera’s settings whilst this is taking place.

Once the camera has downloaded the firmware, a notification will appear the next time you access the Advanced Settings, or you will receive a push notification, allowing you to confirm the installation of the firmware.

To do this, click on the menu option “Install firmware update now”,

Battery FAQs

The camera's battery life depends on various factors, such as how often you take photos, as well as environmental conditions. Here are some tips to help extend the battery life.

When should you charge the battery?
As soon as the battery drops below 15% capacity, you will receive regular push notifications; live view and recording will continue. During the darker winter months, the solar panel may not be able to recharge the battery sufficiently. In this case, manual recharging would be necessary.

Charging the battery
Remove the camera from its mount and connect the USB-C cable.
Use a standard mains power adaptor (e.g. a smartphone charger) with 5 V DC and 2 A for charging. The battery will be fully charged again in approx. 4 hours (PPIC92000) or 12 hours (PPIC92500); the LED on the back of the camera indicates this by glowing red continuously. If you use a mains adapter with a lower power rating, the charging time will be longer.

Battery life
Thanks to standby mode and intelligent motion detection, a battery life of between 3 and 6 months (without using the solar panel) is possible; however, this is influenced by ambient and environmental factors. Frequent triggering reduces the battery life significantly. You can improve this by repositioning the camera.

Outdoor installation
Low outdoor temperatures can have a negative impact on the camera's battery life. In this case, you will notice a more rapid decline in capacity; please check the status in the camera's settings and recharge the camera in good time.

Differences in battery life between two cameras
If you have programmed multiple cameras into your system, the battery life of the cameras may vary. Depending on where and at what distance the cameras have been installed, the batteries may be subjected to varying levels of strain.

The following factors can influence this:

- Trigger frequency
- Wi-Fi interference
- Temperature variations
- Outdoor installations
- Distance of the cameras from the main camera; the closer the cameras are to the main camera, the less battery power is consumed
- Night-time recordings, as the white LED requires more power.
- Continuous or prolonged live view, which activates the camera
- More frequent activation triggered by heat sources
- Increased recordings/push notifications triggered by human-like objects

Need to share location
Location sharing for App2Cam Plus is absolutely essential for the initial setup of the camera, as this is the only way to make Wi-Fi connections visible to the camera. No location information is transmitted to third parties; sharing is used purely for security and detection purposes to display available Wi-Fi networks. The App2Cam Plus has no influence over this setting, as the smartphone's operating system dictates that Wi-Fi visibility is linked to location sharing.

Troubleshooting tips

Installation distances between the camera and the Wi-Fi access point / router
If the camera is installed outside the Wi-Fi range, you will experience a choppy picture or no picture at all. Please check the signal strength icon in the live view to ensure the signal is strong enough. At least 2 bars should be displayed.
Where possible, position the camera in an area with good Wi-Fi coverage. The following factors can negatively affect the signal: thick walls, external walls, glass, water pipes and metal.

Camera image is not displayed
Check the signal strength in the live view.
Check the battery level in the camera settings.
Is the camera connected to your smartphone?
Is there an internet connection?
https://www.abus.com/de/Service/ABUS-FAQ/Videoueberwachung

Push notifications are not being received
Is the camera switched off? Please also check the schedules.
Are push notifications disabled?
Is there an internet connection?
Is the camera unplugged or switched off?
Is the app's permission enabled in the smartphone/tablet settings?
https://www.abus.com/de/Service/ABUS-FAQ/Videoueberwachung

How can I reset my camera to factory settings?
Press the camera's reset button for at least 5 seconds.

After resetting and restarting, the camera automatically enters Wi-Fi pairing mode: the red and green/blue LEDs flash slowly in alternation. Once pairing is successful, the indicator lights go out. If pairing is unsuccessful or the user does not continue the process, pairing mode ends automatically after 3 minutes.

The camera cannot be found
Please check the following:

1. Ensure that your network supports DHCP.
2. Are the smartphone/tablet and the camera on the same network? Make sure that both devices are on the same network during the initial setup.
3. The router is not connected to the mains.
4. The camera is not connected to a power source or is switched off.
5. Try adding the camera by entering the details manually.

Weak network signal or poor image quality

Possible causes could include:

1. Wi-Fi devices or other wireless devices may interfere with the signal transmission; ensure there is sufficient distance between the camera and other wireless devices.
   Other potential sources of interference include thick walls, external walls, glass, water pipes and metal.
2. Remove any dirt from the camera. This can negatively affect transmission and image quality.

What could be the reasons why the device does not record when movement is detected?
Possible causes could include:

1. Is a storage medium (microSD card) inserted, recognised by the system and formatted?
2. Is the camera activated?
3. Are the schedules set correctly?
4. Format the storage medium (see instructions in this manual)
5. Check the PIR sensitivity and software detection settings in the camera settings; these may be set too low.

The camera image is overexposed (white areas in the image).
The camera has a white light LED for night-time operation. The light is reflected off reflective surfaces, such as glass or white surfaces. Do not place the camera in front of glass surfaces and ensure that the camera is installed outdoors, protected from direct sunlight as far as possible.

The time and date display is incorrect.
Possible causes could be:

1. Are the date and time settings on your smartphone/tablet correct? The system takes the time from your smartphone/tablet.
2. Is the correct time zone selected?
3. Restart the camera by unplugging it from the mains and plugging it back in after about 5 seconds.

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