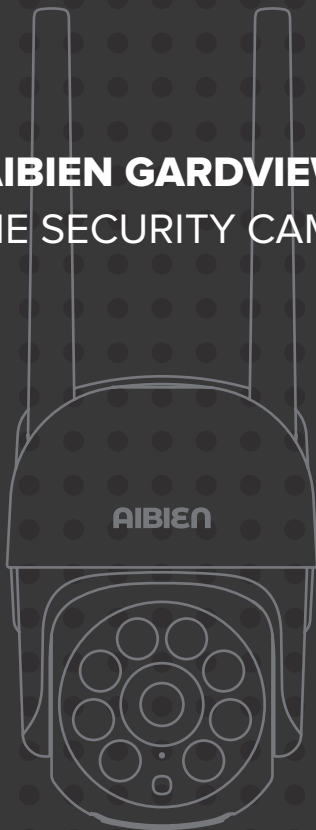


AIBIEN

AIBIEN GARDVIEW HOME SECURITY CAMERA



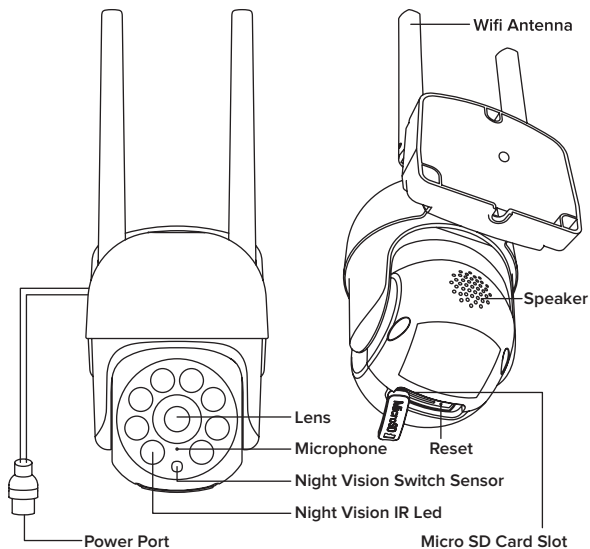
USER MANUAL









Contents

Part 1 – Product Details	03
Part 2 – Notice Before Using The Camera	04
Part 3 – Starting Using The Camera	05
3.1 Connect The Power	05
3.2 Download The "Aibien" App	05
3.3 Account Sign Up (On Aibien App)	06
3.4 Add Device	06
3.5 How To Use The App	07
3.6 Install The Camera On The Wall	10
Part 4 – Camera Management	11
4.1 Add New Camera	11
4.2 Editing The Camera Information	14
4.3 Delete Camera	15
4.4 Reset Camera	15
4.5 Image Flip	16
Part 5 – Live Viewing	17
5.1 Manually Adjust The Camera Monitoring Area	18
5.2 Two-way Audio	18
5.3 Video Quality	19
5.4 Record Live Video/Take Pictures	20
5.5 Multi-person Sharing	22
Part 6 – Playback	23
6.1 How To View Video Playback	23
6.2 Set Recording Video Quality	24

Part 7 – Alarm Setting	25
7.1 How To Turn On The Alarm	25
7.2 Motion Alarm	26
7.3 Flood Light	26
7.4 Camera Alarm Area Setting	27
7.5 Motion Sensitivity	28
7.6 Disable/Enable Push Notification	29
Part 8 – Video Lock	30
Part 9 – SD Card	32
9.1 Local Storage	32
9.2 SD Card Statue In Setting	32
9.3 About Micro SD Card	32
Part 10 – PC Software	33
Part 11 – Specification	35
Part 12 – Maintenance And Cleaning	35
Part 13 – Safety Instruction	35
Part 14 – FAQ	37
Part 15 – Warranty & Technical Support	39

Part 1 – Product Details




- | | | | |
|---|---|---|---|
|  |  |  |  |
| Aibien Camera | Power Adapter | Reset Needle | Pack of Screws |
|  |  |  |  |
| Punch Positioning Sticker | User Manual | User Quick Guide | 5m Power Extension Cable |

Part 2 – Notice Before Using The Camera



NOTICE Before Starting Using Aibien Gardview!

- ▶ When start to add the camera to the Wi-Fi network, please make sure it's under a full Wi-Fi signal.  (You can test with your smartphone)
- ▶ Make sure connect the device to your smartphone (successfully monitored on app) before installing on the wall.
- ▶ This camera only supports 2.4GHz Wi-Fi router. Please make sure you are using 2.4GHz Wi-Fi router (the same as the smartphone).
- ▶ Wi-Fi password does not support special characters (Eg. * / @ \$). Please reset the Wi-Fi password only with English letters and numbers if the original password has special characters.
- ▶ Please install the camera under a stable Wi-Fi coverage area. If the Wi-Fi signal is unstable in the place where you install it, we suggest purchasing an additional Wi-Fi amplifier. Contact us at support@aibien.net for more advises if necessary.

If you need any help when installing or using the camera, here are the ways to follow:

1. Read this quick guide or our manual

2. View the installing video guide
at aibien.net/videoguide



3. Consult our customer service by starting a live chat at aibien.net (Mon-Fri 8:00 am - 5:00 pm pst)

4. Download the Full User Manual
at aibien.net/manual



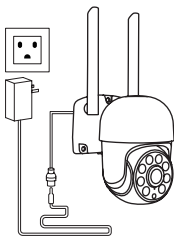
5. Consult our customer service by emailing us at support@aibien.net (reply in 12 working hours)

Part 3 – Starting Using The Camera

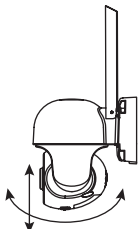
Now Let Start Using the Aibien Gardview!

3.1 Connect The Power

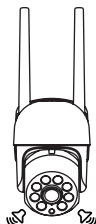
1. It takes 30 seconds to get ready after connecting the power. The camera will stay silent during this 30 seconds.
2. When the camera is starting, it will turn up and down, right and left for 3-5 seconds. We suggest holding the camera when it's starting.
3. When the camera turns to silent again, a voice will remind us start to connect the smartphone!



Stay silent
for 30 seconds



Turn around for
5 seconds when starting



Start
to connect

3.2 Download The "Aibien" App

1. Search "Aibien" on Apple Store (iPhone)
or Google Play (Android phone) to download the app.



2. Use the phone camera to scan the following QR code to download the "Aibien" app.*



*** Only support iOS 8.0 or higher version for iPhone, Android 10.0 or higher version for Android.**

3. For New user, Please Select 'Agree' To The Tips Pop-Up


- 1). Allow Aibien to access mobile cellular data and wireless LAN, otherwise you cannot add camera.
- 2). Allow Aibien to receive pushed messages, otherwise the phone will not receive an alarm push message.
- 3). Allow Aibien to use the microphone when you want to use 2 way audio function.

3.3 Account Sign Up (On Aibien App)

1. Open the app and click Sign up.
2. Enter your email or phone number, click send verification code.
3. Get the verification code from your email or message, input it and set up the password
4. Sign in with the account and password.

3.4 Add Device

Before Adding the Device:

1. Connect your phone to 2. 4G Wi-Fi (5G is not supported)
2. Wi-Fi password does not support special characters (Eg. * / @ \$). Please reset the Wi-Fi password only with English letters and numbers.
3. Make sure the Wi-Fi signal is full. 

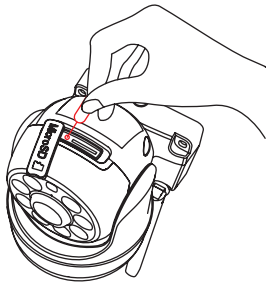
Adding the Device

1. Tap 'Add Device' or '+.
2. Connect the power and the camera is boosting, Please wait for 30 seconds, the camera will start to move around. Follow the prompts on the screen. Click here to confirm the camera status, click 'Next'.
3. Enter the Wi-Fi password, and click 'Next'. Confirm the Wi-Fi Information.
4. A QR code will show up on the smartphone, Use the camera to scan the QR code. Please follow the advice in the app.
5. A voice will sound after the QR code is scanned successfully. And then the camera will start the auto binding and configuration.
6. Wait for 10-120 seconds during the configuration. If the binding is successful, you will hear 'binding successful'. Then the app will automatically jump to the camera list page.

*** Tip: If you do not hear a voice saying "binding successful", it means the binding is failed. Please try to reset the camera and bind again.**

Use the reset needle (can be found in the package) to hold the reset button for several seconds, until you hear deng~deng~deng~ prompt voice means the camera has been reset successfully.

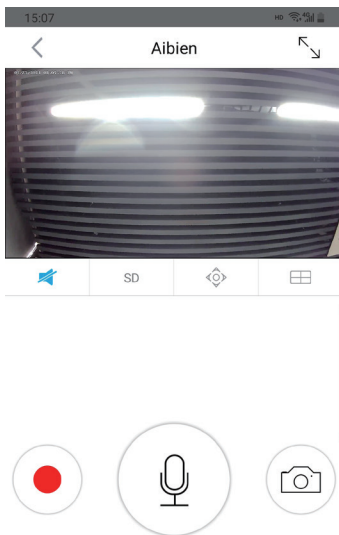
If you still can't bind the camera, please contact us for more advises.











3.5 How To Use The App

Press anywhere on the camera screen to enter the Live View.



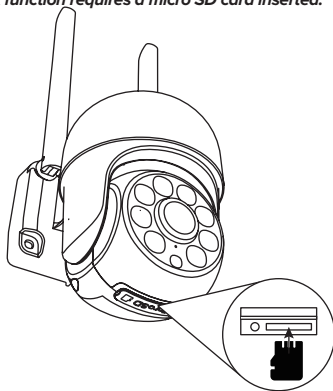


-  Tap this icon to enter the full-screen mode.
-  Tap this icon to enable or disable audio.
-  Tap this icon to modify the image quality.
-  Tap this icon to adjust the monitoring area
-  Tap this icon to enter the 1/4windows division menu.
-  Tap this icon to record live video
-  Long press this icon to start a conversation
-  Tap this icon to take a photo of the live view

Please read the manual to learn more about how to use our product.

*** Insert Micro SD Card (not included)**

Tip: Video playback function requires a micro SD card inserted.



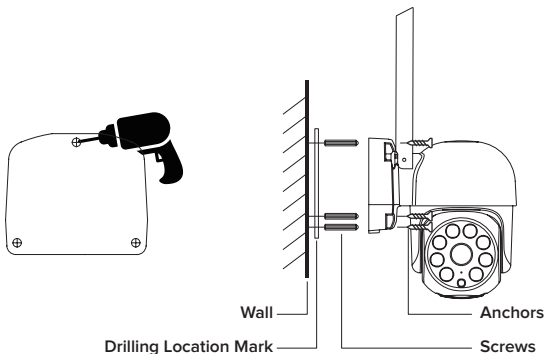
Open the bottom micro SD Card slot cover. Insert a micro SD card 8G, 16G and 32G micro SD cards, the format must be FAT32.

64G, 128G micro SD cards, the format must be exFAT format.

Note: Please power off the camera when inserting the micro SD card.

3.6 Install The Camera On The Wall

Paste the drilling location mark on the wall, then drill the hole according to the mark and insert the anchors, pass the screws through the back of the bracket, and fix the top of the bracket on the wall.



1. Mark Position

Place the mounting template where you want the camera. For wall mounting, drill three holes through three circles.

2. Mount Camera

Affix the camera base using the screws. For wall mounting, insert three anchors into the holes and use the screws to affix the camera base over

Camera Placement Do's & Don'ts

For reducing **false alarms**, please note that:

- 1). Do not install the camera facing any objects with bright lights, including sunshine, bright lamp lights, etc.
- 2). Do not place the camera too close to a place where many vehicles move frequently; 15 meters (55ft) away from the vehicle is the recommended distance based on our numerous tests.
- 3). Stay away from the outlets, including the air conditioner vents, humidifier outlets, the heat transfer vent of projectors, etc.
- 4). Do not install the camera facing the mirror.
- 5). Keep the camera at least 1 meter away from any wireless devices, including Wi-Fi routers and phones in order to avoid wireless interference.

Part 4 – Camera Management


After the camera is powered on, wait for about 30 seconds, the camera rotates left and right up and down to complete the self-check.

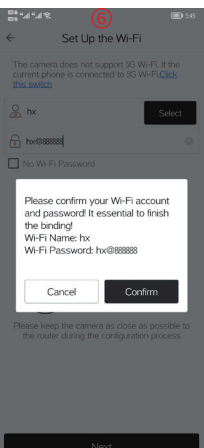
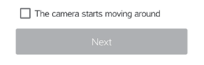
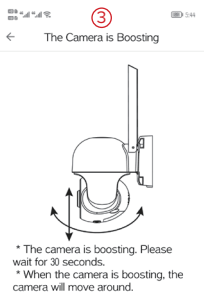
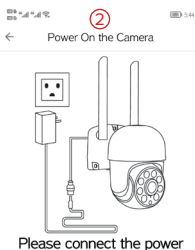
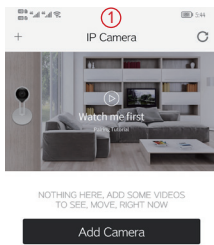
4.1 Add New Camera

Pay attention to the following points before add the camera in the app. (For new users)


1. Please use supplied power adapter, and make sure your router is working properly.
2. Please add a camera when the Wi-Fi signal is full.
3. About 30 seconds after powering on, the device starts to rotate left and right, up and down to complete the self-check, and the device emits a tone to start binding.
4. We've provided a power extension cord in the package for installing the camera far away from the power supply.
5. Please bind the device before installing it on the wall.
6. This camera only support 2.4GHZ Wi-Fi router, please make sure you are using a 2.4GHZ Wi-Fi router. Wi-Fi password does not support special characters.
7. This camera doesn't support WEP safe mode, please switch the Wi-Fi WEP safe mode to another mode.
8. Please follow the instructions and make sure the password is entered correctly.
9. If the camera failed to be added, please press the reset button for 5 seconds until you hear deng~deng~deng~ prompt voice, then you can try again.
10. If the camera is always failed to be added after repeated attempts, please contact the customer service.
11. One camera can only be added with one APP account, if the camera has been added with another account already, then it can't be added with any account again.
12. Please delete the camera in the APP firstly if you want to connect the camera to a new APP account.
13. A camera can only be connected to one APP account. An APP account can connect maximum 20 cameras.

Adding the device through the following steps

- ① Please tap Add Device or Click this icon  button on the upper-left corner of the screen.
- ② & ③ & ④ Connect the power and the camera is boosting, Please wait for 30 seconds, the camera will start to move around. Follow the prompts on the screen. Click here to confirm the camera status, click 'Next' to enter the next step.



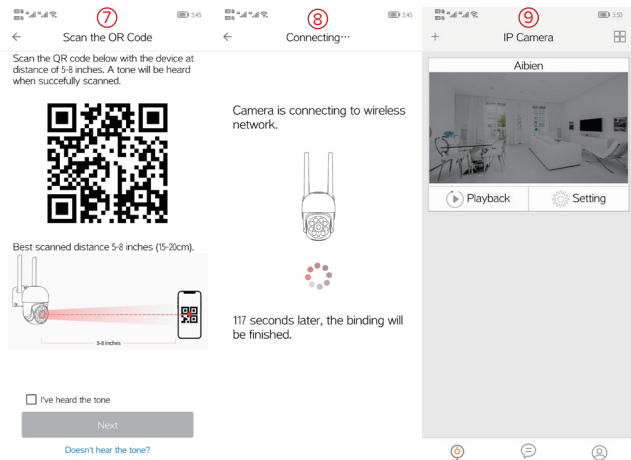
⑤ & ⑥ Connect to your Wi-Fi network (only support 2.4GHZ Wi-Fi router), Enter your WiFi password. If your wireless network does not have a password, click on the 'No Wi-Fi password' box. Then click 'Next'.

Check if the WiFi password is entered correctly, if it is correct, click this icon  to confirm.

⑦ Follow the instructions on the screen and aim the QR code at the camera lens, the distance is about 5-8 inch (15-20 cm), and keep the phone still.

⑧ Wait for 10-120 seconds during the binding and configuration.

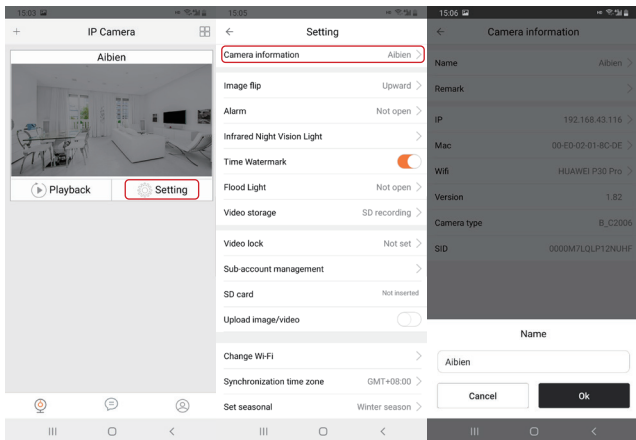
⑨ The device is connecting to the network. After successful addition, you will hear 'binding successful'.



4.2 Editing The Camera Information

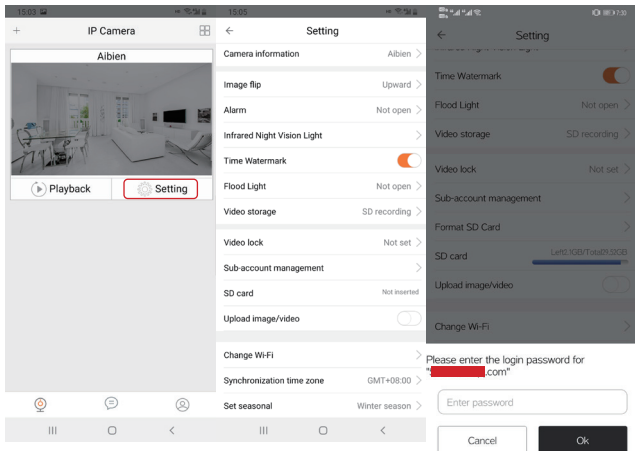
To modify your camera name, please follow the steps below:

1. Click 'Setting' > 'Camera information' > 'Name'.
2. You can change the camera name in the field, then enter the name and click 'OK' to save.



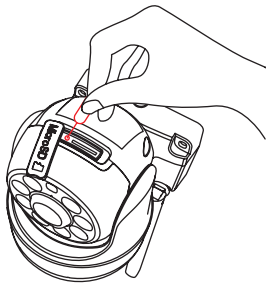
4.3 Delete Camera

Tap 'Setting' and choose 'Delete' on the screen. Enter the login password for your account and click 'OK' to delete.



4.4 Reset Camera

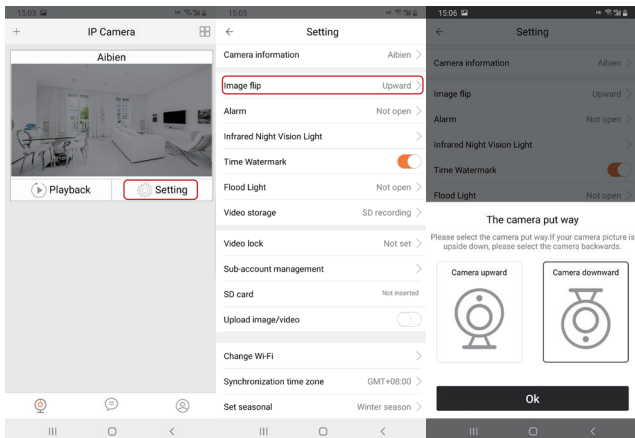
To reset the camera, use the provided reset needle to hold the reset button for several seconds, until you hear "deng~deng~deng~" prompt voice means the camera has been reset successfully.



4.5 Image Flip

When you need to flip the camera, you can flip it in the APP setting screen

Step: Click the 'Setting' > 'Image flip' > Option the camera put way > Click 'OK' to save.



Part 5 – Live Viewing

To view the live video source, press anywhere on the camera screen to enter the Live View.




 Tap this icon to enter the full-screen mode.

 Tap this icon to enable or disable audio.

 Tap this icon to modify the image quality.

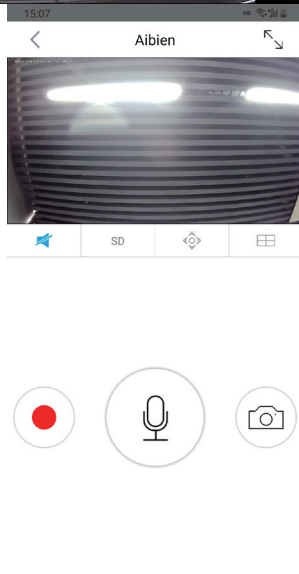
 Tap this icon to adjust the monitoring area

 Tap this icon to enter the 1/4 windows division menu.




 Tap this icon to record live video

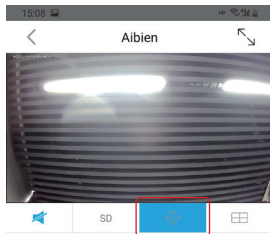
 Long press this icon to start a conversation

 Tap this icon to take a photo of the live view





5.1 Manually Adjust The Camera Monitoring Area

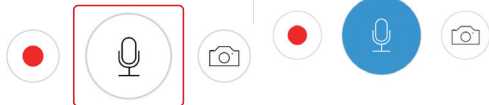
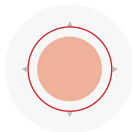
1. Tap this icon  to open the operation panel.
2. Press and hold the orange area , drag the orange dot to the direction you want to adjust, adjust to a suitable screen, and release your finger.
3. Click this icon  again to return to the live view.



5.2 Two-way Audio

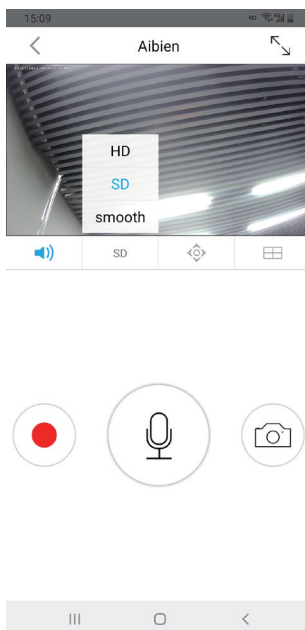
Two-way audio allows you to talk and listen. Follow the steps below to enable it:

1. Long press this icon  and wait for the icon to turn blue . Now you can talk with the camera.
2. Release your finger to end the conversation.



5.3 Video Quality

In the tab, you can click 'HD', 'SD' or 'smooth' to select the video stream type according to your needs.



Note:



1.SD: By default, the live video will stream in SD.

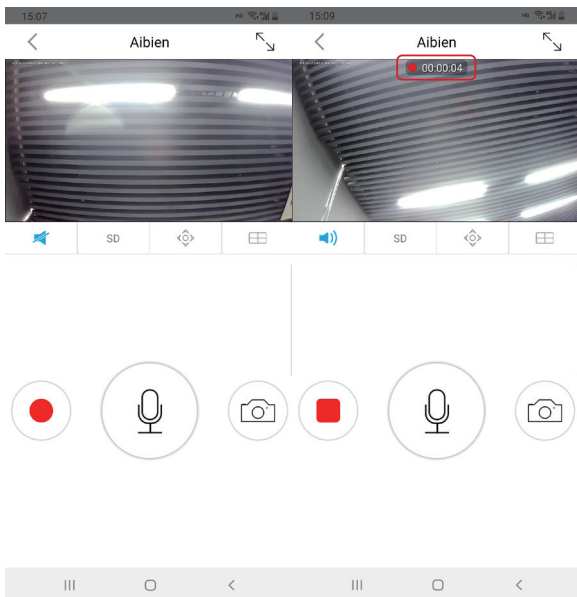
2.HD: The highest-quality stream, clear stream has the highest quality of picture, but it also consume more bandwidth

3.Smooth: Lower quality streams consume less bandwidth

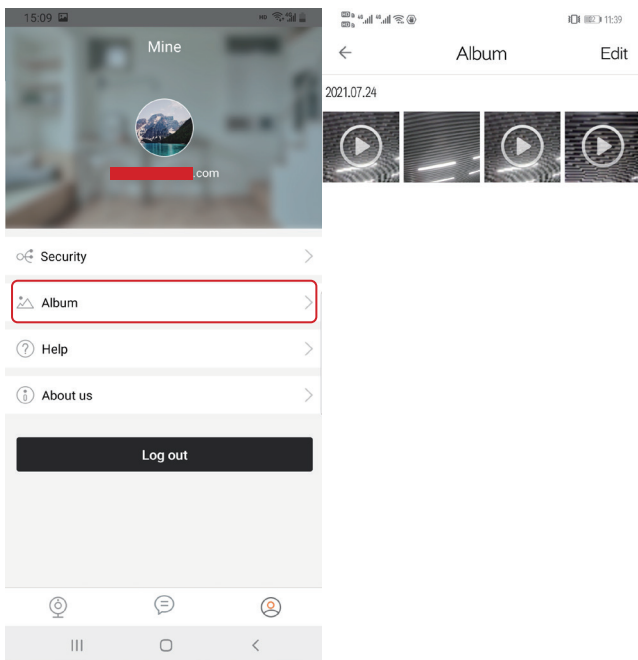
5.4 Record Live Video/Take Pictures

Record live video


1. Click this icon  , when the icon turn into this  , indicating that it is recording, click again, the recording ends.
2. The recording time is displayed on the screen, and the video is stored in your phone.



Note: You can view the recorded video in the phone album or APP album.



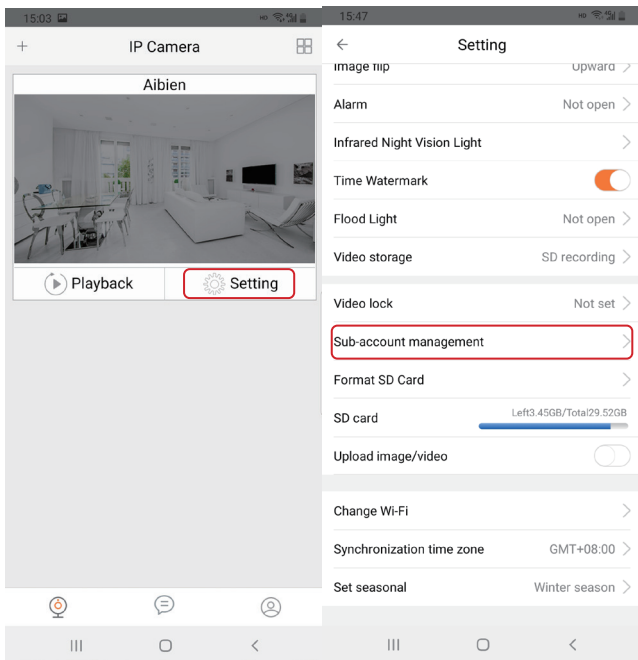
Take live photos

1. Tap this icon  to take a live view photo. The photos are stored in your phone.
2. You can view the recorded video in the phone album or APP album.

5.5 Multi-person Sharing

Each camera can be managed by several Aibien app. The camera can be shared with up to 14 accounts for simultaneous viewing.

1. After you setup the camera connected to your home Wi-Fi, go to setting page.
2. Tap 'setting' > 'Sub-account management' > Enter the sharer's account and save.
3. The sub-account can use all the functions of the real-time video page.
4. The sub-account can NOT change the settings.




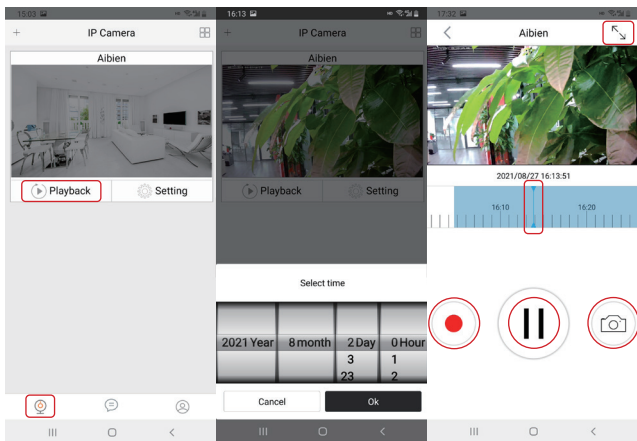
Part 6 – Playback







This part will cover how to play back the videos recorded to your Micro SD card.

Playback is only available when the SD card is inserted and recognized by the camera.

6.1 How To View Video Playback

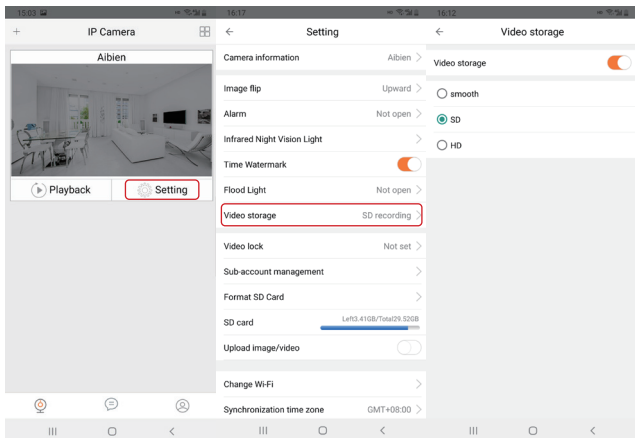
1. Tap  Playback to enter the playback page.
2. Scroll to select the start time of the video and click 'OK' to confirm.



3. Tap this icon  to enter the full-screen mode.
4. Drag this icon  to quickly select the start time of the video.
5. Click this icon , when the icon turn into this , indicating that it is recording, click again, the recording ends. The recording time is displayed on the screen, and the video is stored in your phone.
6. Click this icon  to play, click again to pause.
7. Tap this icon  to take a live view photo. The photos are stored in your phone.
8. When the SD card space is almost full, the oldest videos will be deleted automatically, freeing up some space to store new videos.

6.2 Set Recording Video Quality

You can set the quality of the recorded video in the APP. Please follow the steps below
Steps: Go to 'Settings' > 'Video storage' > Choose the picture quality you need.



Note: You can set the recording video quality and real-time image quality separately, they are different functions. HD quality occupies the highest memory, Smooth occupies the lowest memory

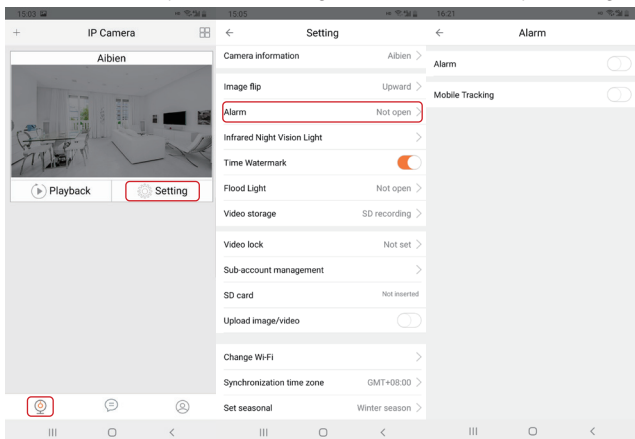
Part 7 – Alarm Setting

When the system detects a movement change, it will trigger an alarm and prompt the camera to take the following actions: sound an alarm, push a notification to your smartphone, and record the movement to your Micro SD card.

7.1 How To Turn On The Alarm

Steps: Go to 'Settings' > 'Alarm'

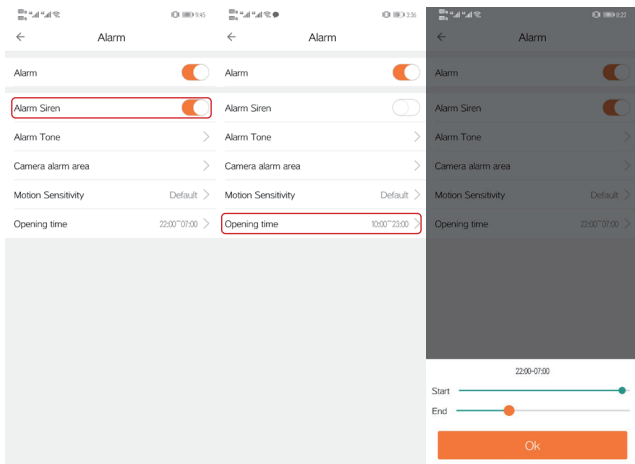
To enable the alarm, tap the icon , change it to . To disable it, tap the icon again.



7.2 Motion Alarm

Steps: Go to 'Settings' > 'Alarm' > turn on 'Alarm' > turn on 'Alarm Siren' > Setting 'Opening time'.

Set the alarm time according to your needs. During the opening time, if movement is detected, the camera will sound an alarm.



7.3 Flood Light

The flood light function has two modes: 'Flood Light' and 'Turn on Flood light with alarm'.

Set an alarm schedule and turn on Flood light with alarm. During this period, when movement is detected, the flood light will automatically turn on, and the monitoring screen will automatically switch from infrared night vision to full-color screen.

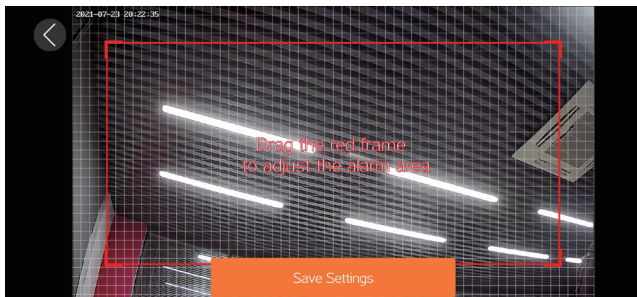
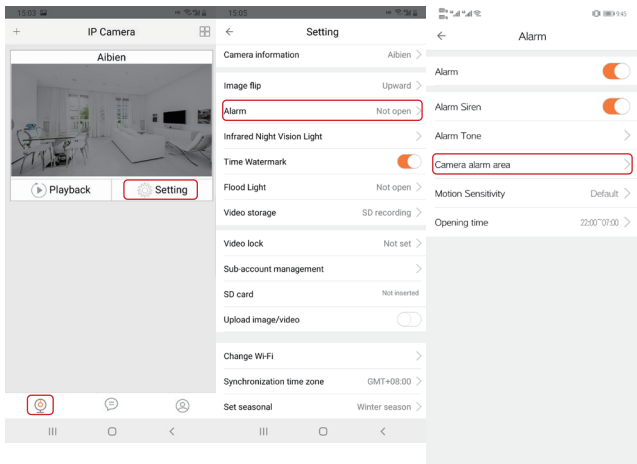
Steps: Go to 'Settings' > 'Flood Light' > turn on 'Flood Light' or 'Turn on Flood light with alarm'.

7.4 Camera Alarm Area Setting

Set up key monitoring areas, such as windows, swimming pools, gates, etc. When someone enters the areas, the alarm will sound, and the APP will push notifications to your smartphone. The camera will record movement on your micro SD card.

If people or animals enter the non-monitoring areas, the alarm will not sound.

Steps: Go to 'Settings' > 'Alarm' > 'Camera alarm area' > Drag the red frame to adjust the alarm area > Save Settings.

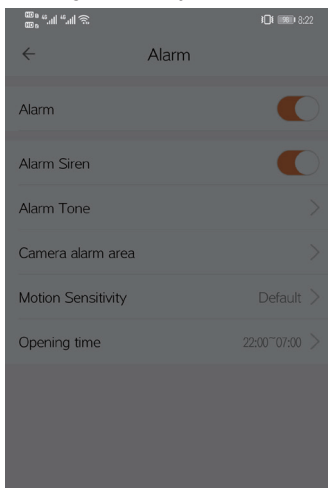


7.5 Motion Sensitivity

The camera has 3 types motion sensitivity

Sensitivity	Detecting Distance (for moving and living things)	Detecting Distance (for moving vehicles)
Low	Up to 4 meters (13ft)	Up to 10 meters (33ft)
Mid	Up to 6 meters (20ft)	Up to 12 meters (40ft)
High	Up to 9 meters (30ft)	Up to 15 meters (50ft)

Note: Higher sensitivity offers longer detecting distance, but it would lead to more false alarms. We advise setting the sensitivity level to 'low' or 'Default'.



Motion Sensitivity



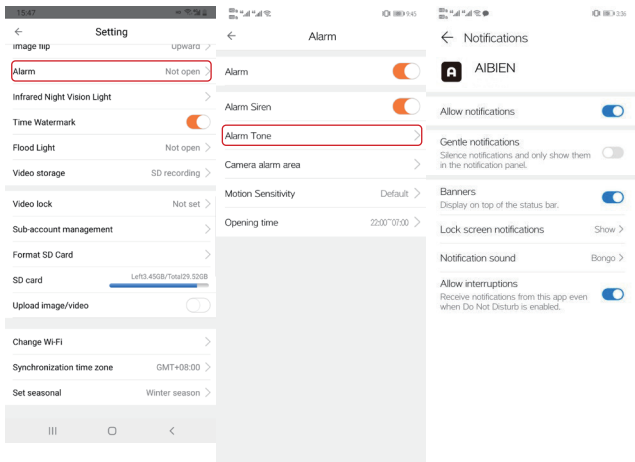
7.6 Disable/Enable Push Notification

Receive alarm information on your smartphone, please open 'Allow notifications' on the APP.

There are two ways to open:

Way 1: Go to 'Settings' > 'Notifications' on your smartphone, and then click Aibien Camera App to allow notifications.


Way 2: Click 'setting' on the camera management page and follow the icon.

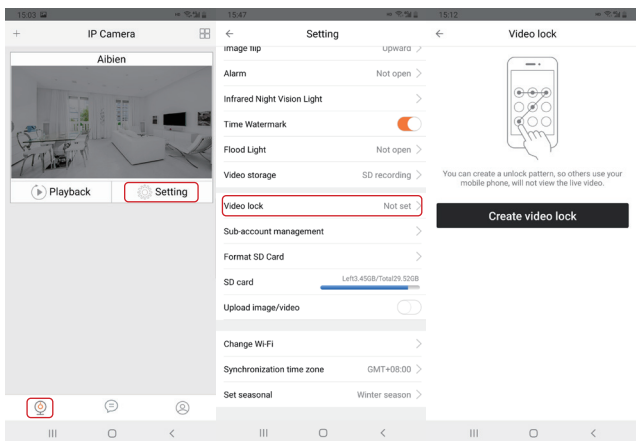


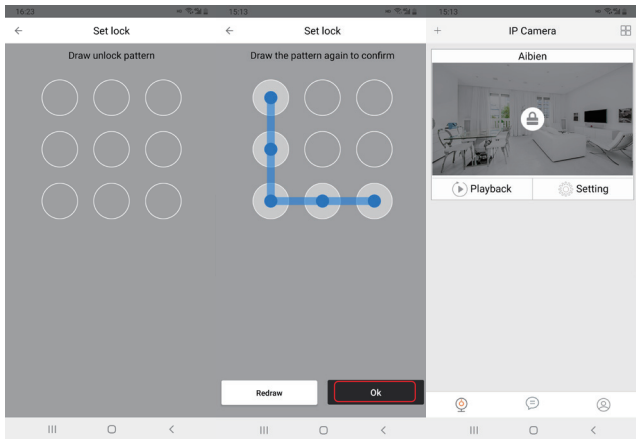
Part 8 – Video Lock

This chapter will cover how to set video lock in APP. When you turn on the camera, you need to enter a gesture to open it to better protect your privacy.

Step: Go to 'Settings' > 'Video lock' > 'Create video lock' > Draw gesture > Draw gesture again > Click 'OK' to save.

After the setting is completed, a lock symbol  will appear on the camera management page.

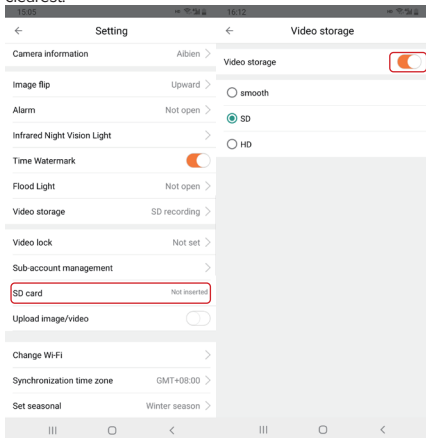




Part 9 – SD Card

9.1 Local Storage

Aibien cameras support SD card storage (default 24/7 recording). If you don't need it, you can choose to turn off this feature. There are three resolution modes for the resolution of locally stored videos: smooth / SD / HD, smooth is the most space-saving, and HD is the clearest.



9.2 SD Card Statue In Setting

1. It shows "Not inserted" if the SD card is not inserted or can't be detected.
2. It shows the memory statue if the SD card is available to recorder.

*** If you want to clear the recording content in the SD card, click 'Format SD card'.**

9.3 About Micro SD Card

1. Functions and requirements

(1) The camera can work without installing micro SD card, but it cannot record. Only when the micro SD card is inserted into the camera will it record automatically, without manual operation. After ten minutes, you can click playback to view video.

(2) When the SD card space is almost full, the oldest videos will be deleted automatically, freeing up some space to store new videos, no need to replace the micro SD card.

(3) The card's reading and writing speed must be higher than c6+. If the speed is lower than this, the camera will not be able to record or slow down.

2. The camera cannot recognize micro SD card

(1) 8G, 16G and 32G micro SD cards, the format must be FAT32.

(2) 64G and 128G micro SD cards, the format must be exFAT format.

(3) If the card cannot be recognized, please format it on the computer and confirm whether the format of the micro SD card is correct.

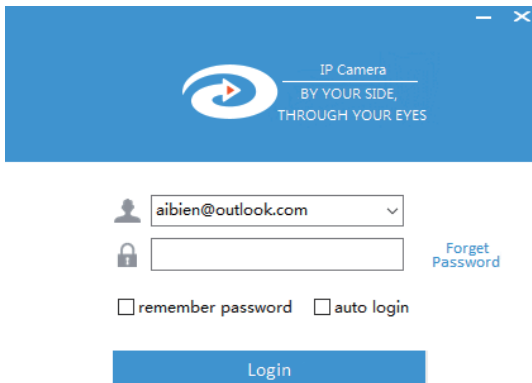
(4) If the memory card is still not recognized, you can restart the camera after inserting the memory card.

Part 10 – PC Software


We support viewing your camera on the PC. Only supports windows. After successfully installing the client software on your computer, you can use it to manage your camera.


The device must be connected on the mobile app before using the PC software. Login your account and all the camera will be automatically showed on the PC software.

PC software download link: aibien.net/support/pcsoftware



IP Camera
BY YOUR SIDE,
THROUGH YOUR EYES

 aibien@outlook.com













[Forget Password](#)

remember password auto login

Login



My cameras [1/1] View all the devices under your account, click on the device, the right window will display the device.

-  Click this icon to switch window display type.
-  Close selected window.
-  Click this icon to modify the picture quality
-  Click this icon to set alarm information
-  Click to see the cameras on the next page or previous page.
-  Click this icon to change the screen orientation
-  Click this icon to take a real-time picture
-  Click this icon to open the screen sound
-  Click this icon to achieve two-way conversation
-  Click this icon to record the screen video

Note: The pictures and videos will be stored in *:\VideoFile

Part 11 – Specification

Product Name	Aibien Gardview
Model	B5
APP	Aibien
Power	12V/1A
Power Cable Length	1.5m
WiFi Frequency Bands	Support 802.11b/g/n 2.4 GHz
Resolution	2304*1296
Field of View	105° diagonal
Picture Sensor	1/3CMOS
Infrared Sensor	Support
Storage	Maximum support 128G
Operating Temperature	14°F - 131°F (-10°C -55°C)
Compatibility	iOS & Android System
Power Consumption	6W (Maximum)
Weather Resistance	IP66

Part 12 – Maintenance And Cleaning

Please use a slightly damp soft towel to clean the camera and lens.

Do not use corrosive solutions to wipe the body, otherwise it may cause product failure, cracking or discoloration.

Part 13 – Safety Instruction

Toxic or Hazardous Materials or Elements

Component Name	Pb	Hg	Cd	Cr VI	PBB	PBDE
Sheet Metal (Case)	O	O	O	O	O	O

Plastic Parts (Panek)	O	O	O	O	O	O
Circuit Board	O	O	O	O	O	O
Fastener	O	O	O	O	O	O
Wire and Cable/Ac Adapter	O	O	O	O	O	O
Packing Material	O	O	O	O	O	O
Accessories	O	O	O	O	O	O

O: Indicates that the concentration of the hazardous substance in all homogeneous materials in the parts is below the relevant threshold of the SJ/T11363-2006 standard.

X: Indicates that the concentration of the hazardous substance of at least one of all homogeneous materials in the parts is above the relevant threshold of the SJ/T11363-2006 standard. During the environmental-friendly use period (EFUP) period, the toxic or hazardous substance or elements contained in products will not leak or mutate 90 so that the use of these (substances or elements) will not result in any severe environmental pollution, any bodily injury or damage to any assets.

The consumer is not authorized to process such kind of substances or elements, please return to the corresponding local authorities to process according to your local government statutes.

Declaration of Conformity

Do not use the device in an environment where the temperature is too high or too low.

The suitable temperature for Aibien cameras and accessories is 14°F - 131°F (-10°C -55°C).



This symbol indicates that the product must not be discarded as domestic waste and should be sent to an appropriate recycling facility. Proper disposal and recycling help protect natural resources, human health and the environment. For more information about the disposal and recycling of this product, please contact your local municipality, disposal service or contact the retailer where the product is located.

Second-hand radiation exposure statement

The use of the product depends on your agreement to the terms of service and privacy policy on aibien.net. Please keep this product out of reach of children.

This device complies with RSS-102 radiation exposure limits set forth for uncontrolled environments. When installing and operating this equipment, keep a distance of at least 20 cm between the radiator and your body.

Part 14 – FAQ

1. Why can't I always add devices?

- 1) Please restore the device to factory settings (Please refer to the User Manual 16 Page for the reset method).
- 2) When adding a camera, please make sure your phone is connected to 2.4GHz Wi-Fi, our Wi-Fi camera does not support 5G Wi-Fi.
- 3) Please enter the correct Wi-Fi password. The password should be less than 30 characters and cannot contain any symbols, such as #*/.
- 4) Please restart the router, put the camera and mobile phone close to the router, and try again.
- 5) Confirm that the device has not been bound to other accounts before. If you have previously bound another account, please delete the device from the previous account.

2. Why does the APP always prompt that the device is offline?

Confirm whether the network between the phone and the camera is normal, and check whether the camera is turned on.

- 1) If the camera is powered off and then turned on, the camera does not rotate after 30 seconds, it means the device is not turned on. Please check if the power cord is properly connected.
- 2) If the network and power supply are normal, reset the camera (Please refer to the User Manual 16 Page for the reset method). If you still cannot view after resetting, please delete the device and add the camera again and try again.

Hope these steps can help you, if the problem persists, please contact our after-sales service team.

3. Why can't I receive the notifications on my phone?

- 1) Make sure to allow Aibien app to send notifications in the phone settings.
- 2) Make sure to turn on all the options in the push notification settings:
Setting-Receive Notification.
- 3) Make sure that the current time is not the scheduled time set to stop notifications
Setting-Alarm--Turn on--Motion Sensitivity--Opening time.

4. Why is there no video recorded?

- 1) Please confirm whether the camera is powered off, the SD card is working normally, and the SD card will not continue to record after the device is powered off.
- 2) Verify that the SD card is correctly inserted into the camera: Without a Micro SD card, the camera can work but cannot record video, and can accept notifications, but cannot view the alarm video.

After inserting the card for 10 minutes, you can click to view the video to play.

- 3) When the SD card space is almost full, the oldest videos will be deleted automatically, freeing up some space to store new videos, no need to replace the micro SD card.

5. Why the SD card cannot record?

- 1) Check whether the device detects the SD card in the APP settings. If the SD card is not detected, please pull out the card, reinsert it, restart the APP and check again.
- 2) Check whether the motion detection function is turned on in the settings of the APP.
- 3) Please format the SD card on a computer.
- 4) Try another SD card.

6. Why is there an alert even if there is no object passing by?

- 1) Please make sure the PIR sensor of the camera is not facing bright lights (including sunshine, bright lamps, etc.), mirror, windows, or glass.
- 2) Stay away from air vents of the air conditioner or heating sources like the stove, lights, and refrigerator, etc., to maximize the accuracy of the alarms.
- 3) Keep the camera at least 1 meter away from wireless devices, like a router, mobile device, etc., to avoid wireless interference.
- 4) Please set the detection sensitivity to low.

7. Can I add the camera to multiple accounts?

A camera only allows one account to be bound, and the bound account can share the device with other accounts. If you need to log it in another account, need to remove the device under the first account.

Part 15 – Warranty & Technical Support

REGISTER YOUR PRODUCT AND ACTIVATE THE "LIFE-TIME NRRR SERVICE"

(No Reason Return for Replacement, No Additional Fee)

Visit aibien.net/register or scan the QR code



Register NOW to make sure your product is under the life-time NRRR protection!

*Just let us know if you have any issue with the product
by contacting us at support@aibien.net .*

Registration is only valid in 15 days after receiving your product.

** All rights reserved by Aibien*

Dear Users:

Thank you for purchasing Aibien products.

In order to protect your rights, please read the following carefully after purchasing:

The following situations do not belong to the scope of free maintenance please note:

**** Disassemble and repair the product without permission.***

**** Intentional damage to the product, such as the use of unsuitable adapters,
mechanical damage, etc.***

**** Product failure or damage caused by force majeure such as earthquake, fire, flood,
lightning, etc.***

The content in this manual only provides guidance for users. Our company will update the content of this manual according to the enhancement or change of product functions. And will regularly improve and update the software functions described in this manual, the updated content will be reflected in the new version of the manual without notice.

Technical Support & Software Upgrade Service

How to get our technical support

1. Starting a live chat at aibien.net (Mon-Fri 8:00 am - 5:00 pm pst)
2. Emailing us at support@aibien.net (reply in 12 working hours)
3. Submit an online form at aibien.net/contact

How to upgrade the software

1. Upgrade at the App Stores
2. Visit aibien.net/app to get the newest version app

AIBIEN

 <https://bit.ly/aibienfb>

 <https://bit.ly/aibienyt>

 <https://bit.ly/aibienins>

 <https://bit.ly/aibientw>