



# CleverLoop Security System

# User Manual

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# System Requirements

## Smart Phone

- Android 4.1 or above
- iOS 6.0 or above

## Cameras

- Power: all cameras must be wired to power, the alternative way is to use PoE (Power over Ethernet). There is no battery inside the camera.
- Wi-Fi: Your Wi-Fi network should include 2.4GHz (802.11 b/g/n).

## Base Station

- Make sure there are no restrictions such as a firewall that restrict the Base Station's access to the Internet

Please download **CleverLoop** app from Google Play or Apple Store, then follow the installation instruction videos in the app. If you encounter any problems, please visit <http://support.cleverloop.com>, and search solutions or email us at [support@cleverloop.com](mailto:support@cleverloop.com).

# Setup Accounts

## Account Activation

- After you have registered your email in the CleverLoop app, the next thing you need to do is to activate your account. Please make sure to register with your frequently used email.
- CleverLoop will send you a verification Email. Click the activation link in the email to finish activation. Then simply press "I have activated" button in your app, and it will lead you to the main page.
- If you do not receive the activation email, please check your spam box.

## Register Multiple Accounts

- In order to increase privacy protection, and to provide a better user management system, CleverLoop doesn't allow you to use one account to log onto different devices at the same time.
- If you log into a second device using the same account used to login to your other device, the system will automatically log you off the first device.
- If you would like to use 2 devices at the same time on your CleverLoop system, you'll need to register an additional account using a different email address. Setting up additional accounts is free.
- You can easily check which accounts are hooked up to your Base Station via the User Management screen in the app.

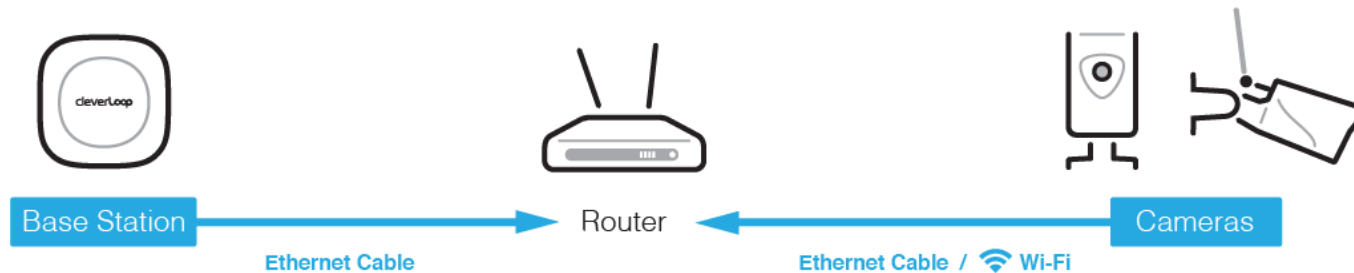
# Network Connection Schematic

**Please refer to the section that matches your home network configuration.**

- A. Using Router Only
- B. Using Second Router or Switch
- C. Using Wi-Fi Booster or Repeater
- D. Using HomePlug or Power-line Adapter
- E. Using PoE (Power over Ethernet) Router / Switch
- F. Using Non-PoE Router / Switch

## A - Using Router Only

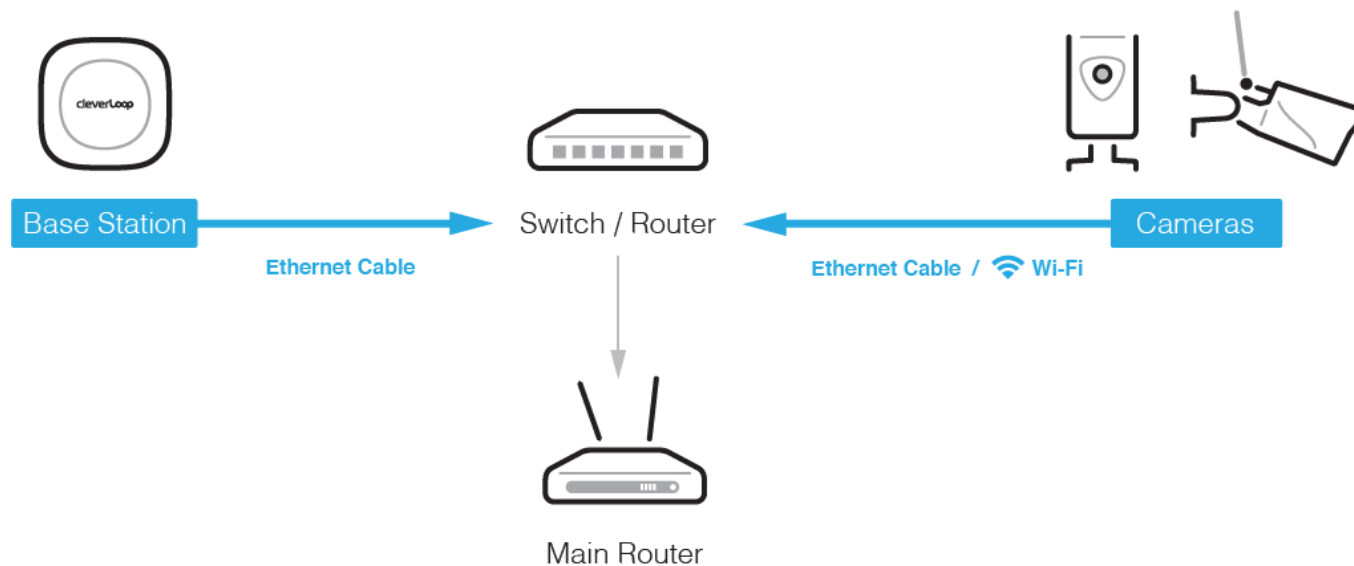
The easiest way to install CleverLoop is to connect it to your existing router.



- Please make sure the local speed of your router is more than 400Mbps, otherwise you may need to upgrade your router.
- The camera(s) can only work with 2.4GHz Wi-Fi. If you are using a dual band router, please connect the cameras to 2.4GHz band.
- If the camera(s) is one or two walls away from the router, it is highly recommended the camera is connected using an Ethernet cable or that measures are taken to boost the signal (examples are given in the following pages).

## B - Using Second Router or Switch

Connecting CleverLoop into a second router or switch, that is linked to your main router, will reduce the possibility of any impact on your current local network.



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Base Station and the camera(s) should be connected to the **same** router / switch, otherwise the Base Station won't be able to find the camera(s).

## C - Using Wi-Fi Booster or Repeater

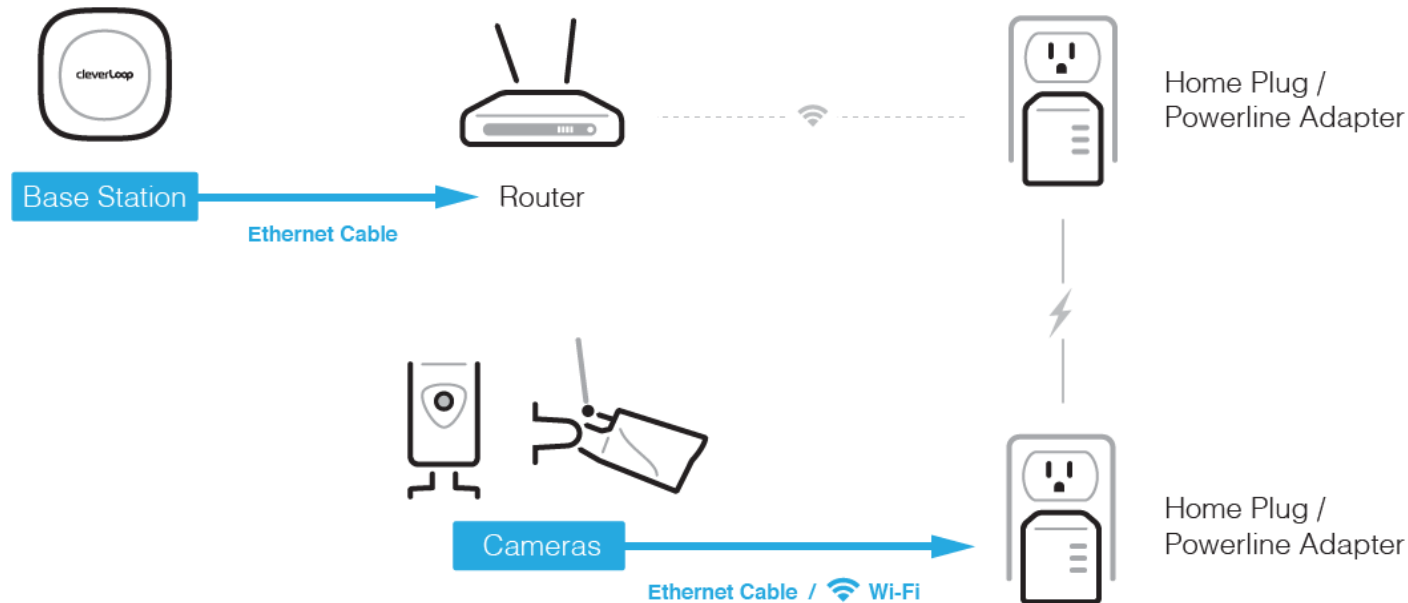
To boost Wi-Fi signal, the easiest way is to use a Wi-Fi booster or repeater. It is highly recommended to set the WiFi credential of the WiFi booster to match those of the router. (i.e. network name and password).



- WiFi booster should be placed in between the router and the camera(s) for the maximum signal boosting outcome.

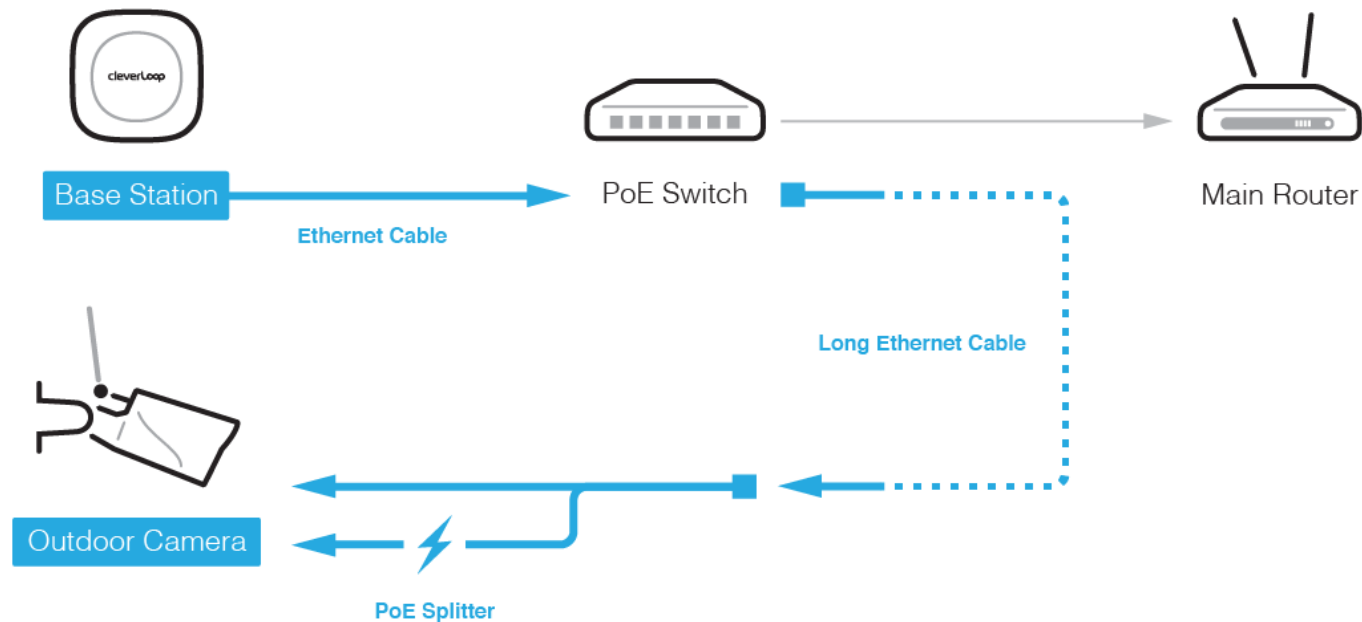


## D - Using HomePlug or Power-line Adapter



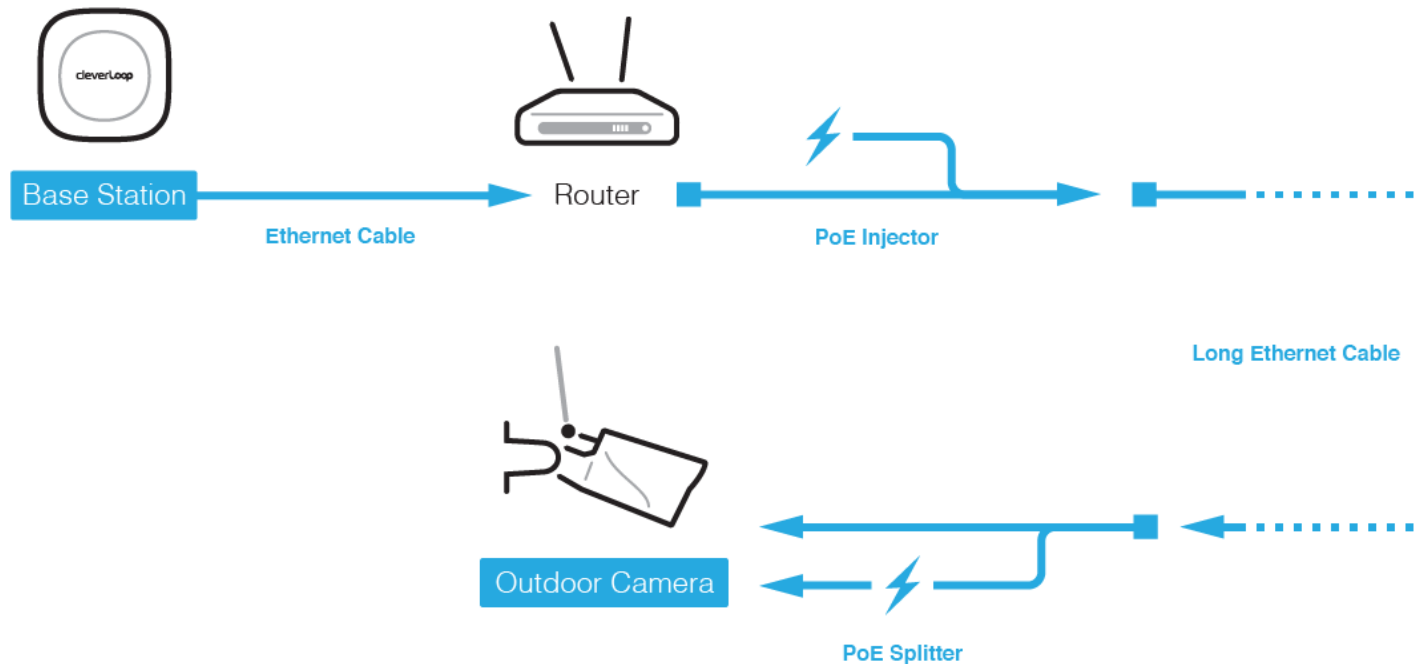
- HomePlug uses your home's power cables to transmit an internet signal around your home. You can plug the adapter in next to your router, and an Extender near the monitoring position where you plan to put a camera, then the plugs will transmit an internet signal directly through the electrical wiring.

## E - Using PoE (Power over Ethernet) Router / Switch



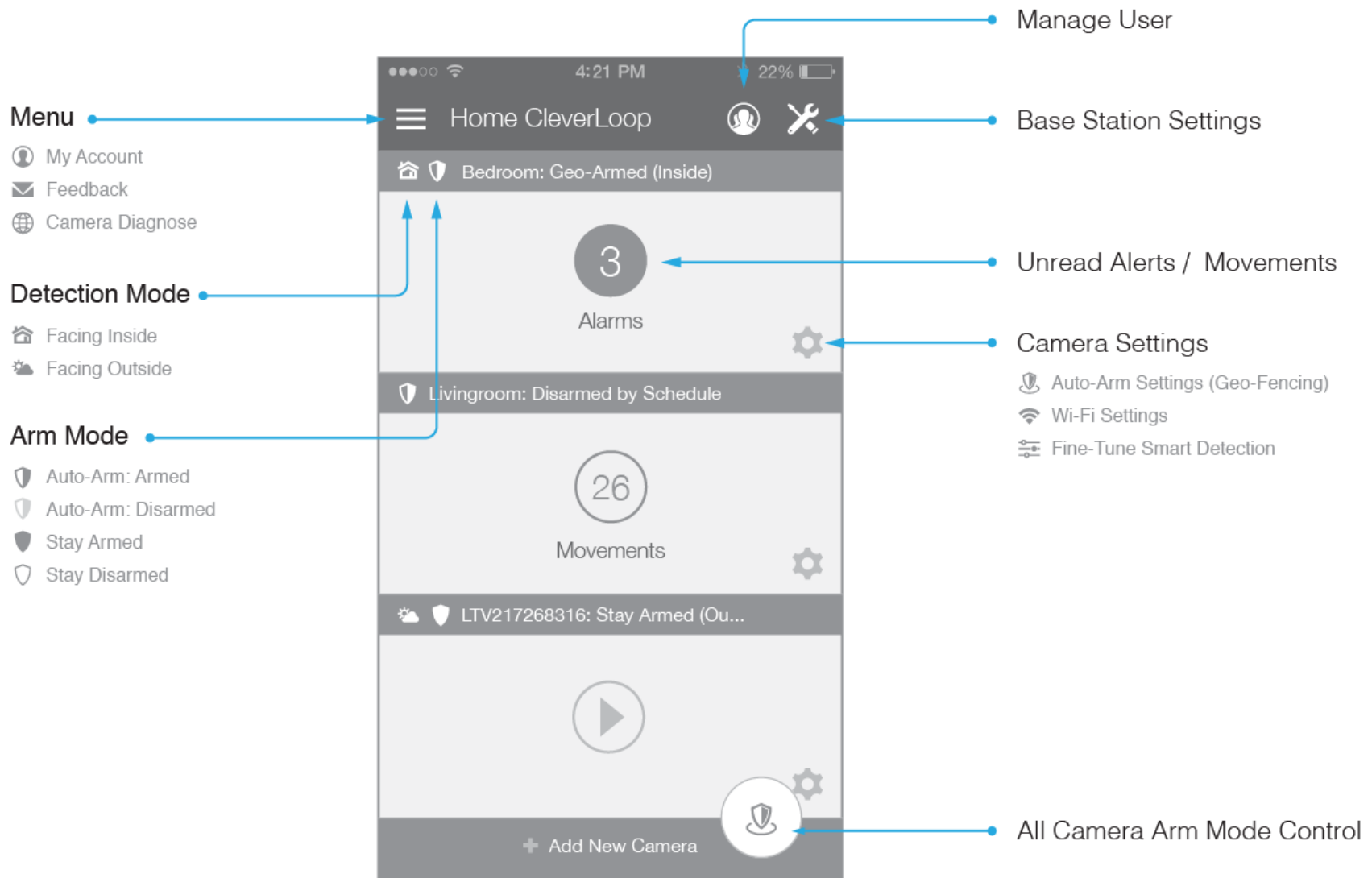
- PoE is highly recommended to setup outdoor camera, you could purchase the PoE Splitter for a few dollars
- Please choose 12V 802.3af PoE Splitter Adapter for outdoor camera.

## F - Using Non-PoE Router / Switch



- PoE is highly recommended to setup outdoor camera, you could also use PoE for your normal router with PoE Splitter and Injector for a few dollars.
- Please choose **Passive** PoE Injector/Splitter with 5.5mm \* 2.1mm connector.

# Using the Mobile App - Main Screen



# Main Screen - Additional Notes

## Manage User

- You can manage all the users who have access to your Base Station. You can also view the Geo-Fencing status of all the users.

## Base Station Setting

- Here you can set Base Station password, time zone and location (which will be used for Geo-Fencing). You can also reset the Base Station to factory default or remove it from your account.

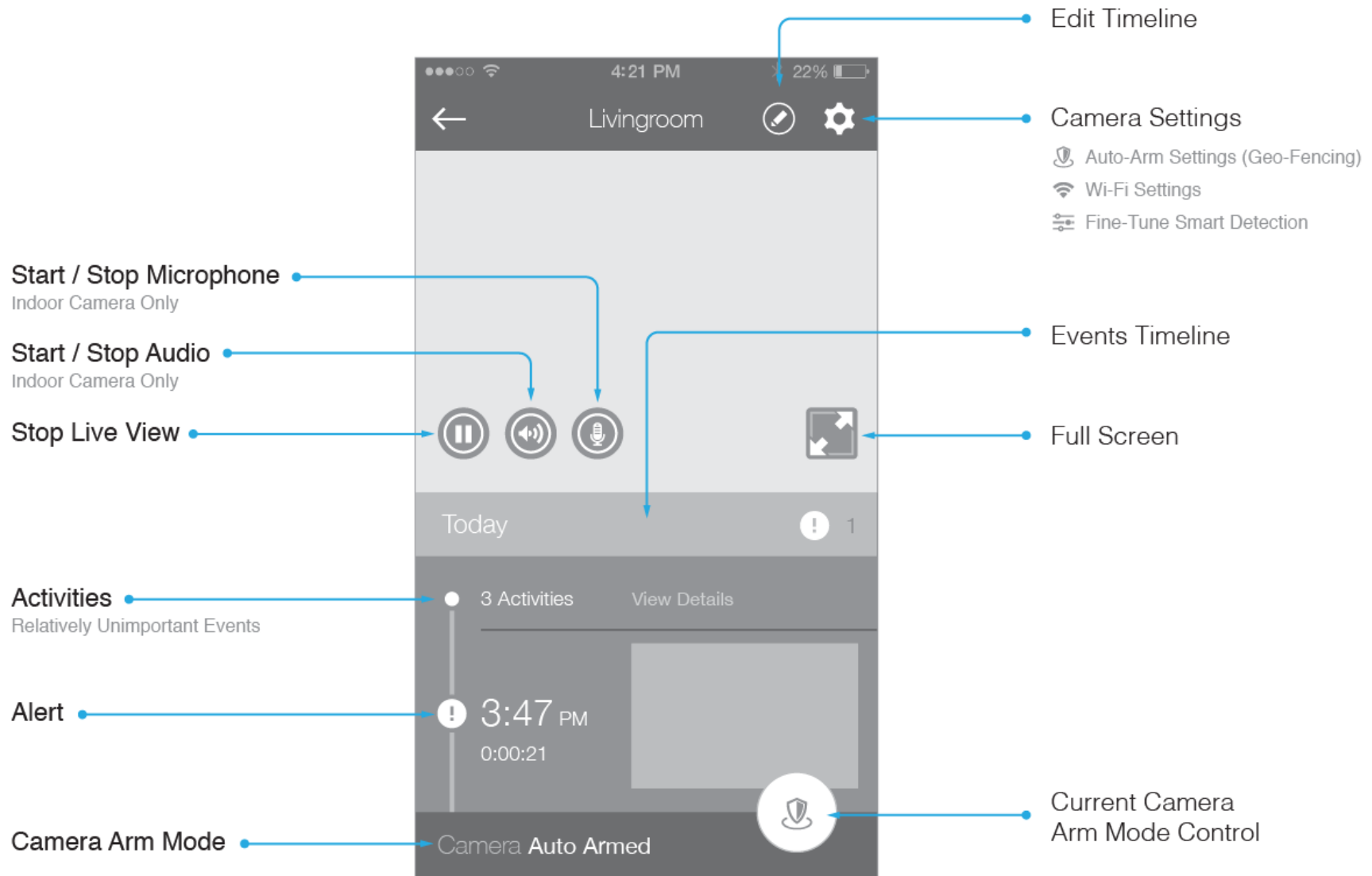
## Detection Mode

- The detection mode indicates if the camera is using the indoor detection algorithm or the outdoor one. Both modes are available no matter the camera type (indoor or outdoor).
- You can go to **Camera Settings > Fine-Tune Smart Detection** menu to change the detection mode and make further adjustments specific to the environment to make it work better. For more details, refer to the **Feature Settings** section.

## Arm Mode & All Camera Arm Mode Control

- You can change the arm mode for all cameras at the same time. If you want to change arm mode for a single camera, please use the **Current Camera Arm Mode Control** button on the camera page.

# Using the Mobile App - Camera



# Camera Screen - Additional Notes

## Edit Timeline

- You can batch Delete or Mark as Read from here. This can be used to delete or mark as read any individual videos, videos from an entire day or by 'Selecting All'.

## Alerts vs. Movements

- With the CleverLoop smart detection algorithm, all activities captured by the camera are categorised into Alerts or Movements based on their nature.
- The critical ones (such as someone break in) become Alerts and you will receive instant notifications.
- The unimportant/trivial ones become Movements, they will be grouped together in the timeline and will not trigger instant notification.

## Current Camera Arm Mode Control

- This button only controls the arm mode of the current camera. To change arm mode all the cameras, please use the **All Camera Arm Mode Control** button on the main screen.

# Feature Settings

## Fine Tune Smart Detection

- Two detection modes (indoor or outdoor) are available for both camera types. You can go to **Camera Settings > Fine-Tune Smart Detection** menu to change the detection mode and make further adjustments specific to the environment to improve the accuracy of your system's detection.
- As for indoor mode, you can choose if there are pets in the house or not. You can also adjust the most common human sizes within the view of the camera.
- As for outdoor usage, you can specify up to 3 hotspots, activities within these areas will be detected and analysed. Areas outside the hotspots won't trigger detection.
- If you have problem selecting hotspots, please feel free to submit a ticket to us, together with a snapshot of your monitoring area. Our experts will help you with the most suitable area selection.

## Geofencing Settings

- CleverLoop's Geo-Fencing feature allows automatic arm/disarm of the system when you leave and you leave from and return to the monitored premises, based on the location information from your smartphone. It also works when you have multiple users having access to the CleverLoop system.
- To enable Geo-Fencing:



1. Make sure you have configured your **Base Station Location** correctly. You may find the setting from **Camera Settings > Auto-Arm Settings**. Use the map to mark the exact location of your Base Station (which should be your home/business location).
2. You can slide the effective Geo-Fencing range at the bottom of the map. CleverLoop will regard you as 'Out' if you are outside of this range, and 'In' if you are inside this range.
3. Go to the **Camera Settings > Auto-Arm Settings** to turn on Geo-Fencing
4. Change the camera's arm mode to **Auto-Arm**.
5. If there are multiple users using the Geo-Fencing function, you can easily check who is 'In' or 'Out' from the **Manage User** icon on the main screen

# Setup Trouble Shooting

## Base Station offline during Setup

1. Check Base Station connections, switch a new Ethernet cable, trial with a new router/switch if possible.
2. Please make sure your Router setting or firewall doesn't forbid Base Station from getting online.
3. Check Ethernet port of Base Station, and see if the Green LED is blinking.
4. If it is not blinking, then please reach out to [support@cleverloop.com](mailto:support@cleverloop.com)

## Camera WiFi setting Unsuccessful

Make sure the Ethernet cable is properly connected to both the camera and your router, and that your smart phone is connected to the Wi-Fi network. Then follow these steps:

1. Open the CleverLoop app and open **Menu > Camera Diagnose** from the main screen.
2. There should be a list of the **IP addresses** for all the cameras that are on your network. Choose the address that you want to edit and enter it into your web browser. You'll find the camera ID on the label of camera, so you'll know which one to choose if you have multiple cameras.
3. A pop up should appear asking you for the camera's username and password. The default username

is '**admin**' and password is '**123456**'. If you have changed the camera's credentials, you will need to enter the changed username and password.

4. Click **Video Mode 1**.
5. Click the **Setup** tab to the top-right. On the left column, click **Network**, then **Wi-Fi** tab on the top. If Wi-Fi is not enabled you'll need to enable it.
6. Choose the Wi-Fi you want the camera to connect to. The Wi-Fi with the highest RSSI number would usually be the one to go for - so long as it is your own network.
7. Enter the Wi-Fi's **password**.
8. Press the **Check/Test** button to test the connection. A pop-up will appear and test if the camera is now connected to the Wi-Fi. Should the check fails, retype your Wi-Fi password as it may be incorrect. Please don't include any special characters (= & " /) in SSID or password. Once successful, move onto the next step.
9. You can now **unplug the Ethernet cable**. The camera will take around 1 minute to reboot.
10. Follow the instructions on the app to add the camera if you haven't already done so. You no longer need to configure Wi-Fi connection for this camera from the app.
11. Wait a few minutes for the Base Station to detect the new camera and you will be good to go.

If you have more questions, please visit <http://support.cleverloop.com> for solutions, or email us at [support@cleverloop.com](mailto:support@cleverloop.com).