



USER MANUAL
FULL HD IP CAMERA

C15000

Home is not a place, it's a feeling

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Go to www.elro.eu to download the latest version of this user manual.

1. Introduction

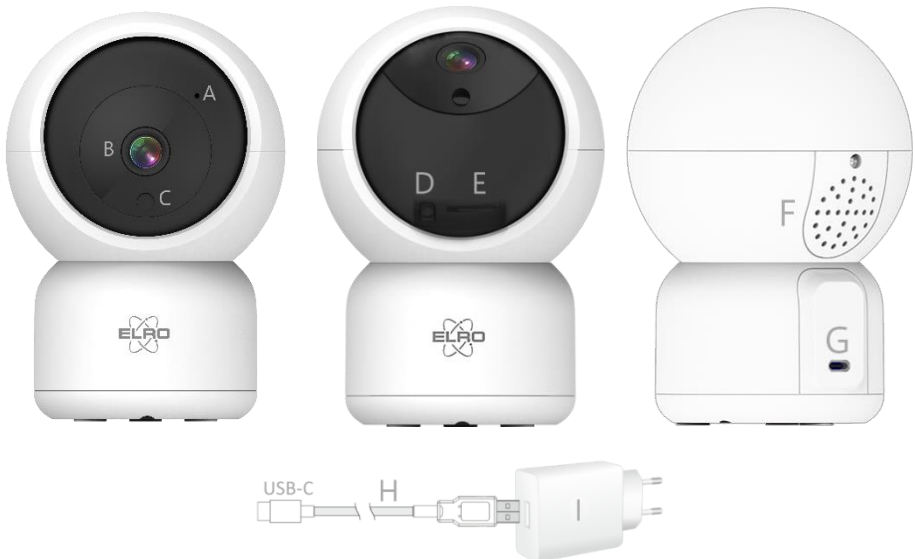
Congratulations on the purchase of the **ELRO CI5000 Indoor Pan/Tilt Camera**! This camera allows you to keep an eye on everything indoors. The camera can be added in the free ELRO Home Safe App. This app allows you to control multiple cameras. This way, you put together a security system that keeps an eye on all the important things for you. Give yourself time to read this manual carefully before you start installing.

2. Package contents

- a. 1080P Full HD Pan/Tilt Camera
- b. Mounting plate with screws and dowels
- c. USB-C power cable with adapter
- d. Manual

3. Overview of the camera

- a. Microphone
- b. Lens with 6x Infrared LEDs
- c. Day/night sensor
- d. Reset Button
- e. Card slot for Micro SD card
- f. Speaker
- g. Adapter connection
- h. USB-C cable
- i. Power adapter



4. ELRO Home Safe App

Download the free ELRO Home Safe app from the Google Play Store or App Store. Read through User Agreements and Privacy Policy and accept them to continue.



Google Play Store



iOS Apple App Store

4.1 Register

If you do not yet have an account, you can register one for free.

- a. Click on **"Sign up"**.
- b. Enter your country and enter the correct e-mail address.
- c. Check the box next to the Privacy Policy and User Agreement. Then press **"Retrieve Verification Code"**.
- d. Check if you received an e-mail with the verification code. Also check for SPAM. When received, enter this code.
- e. Set a new password. Use 6-20 characters with a combination of letters and numbers. Then press **"Done"**.
- f. Accept all permissions to complete the registration. Once this is done, you can use the ELRO Home Safe App.

4.2 Login

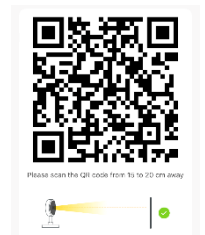
If you already have an account, you can log in with your details.

- a. Click on **"Log In"**.
- b. Enter your country, email address and password.
- c. Check the box next to the Privacy Policy and User Agreement. Press **"Log In"**.
- d. Now you are logged in and can use the ELRO Home Safe App.

5. Add camera

The camera can easily be added using the QR Code. Follow the steps carefully and the camera will be added to the app within minutes.

- a. Insert the plug into the back of the camera and plug in the adapter. Wait a few seconds until the camera automatically spins around and says; "Welcome to use". Then the camera says; "Waiting to connect".
- b. Go to the "Home" tab Press the "+" right at the top and select "Add device".
- c. In the left-hand row, select the "Camera" category and press "CI5000".
- d. When you hear "Waiting to connect", you can tick the box. When checked, you can press the "Next" button.
- e. The WiFi name will be filled in automatically. Then enter the password of this network. Press "Next".
- f. A QR-Code will now appear on the smartphone screen. Hold this QR-Code approximately 20 cm in front of the camera so that the camera can read it.
- g. The camera will say "QR-Code Scan is Successful". Next, the camera will say "Connecting to wifi". When this is successful, the camera will say "Wifi is connected". After this, press "I heard a prompt".
- h. The camera is now automatically added to the app. When the addition is successful, the app will indicate this. After this, press "Done".
- i. The camera is now successfully added to the app and will immediately play live footage.



Important

- Connect to your router/modem's **2.4Ghz** WiFi signal.
- The camera has no ability to use AP mode, EZ mode or Cable mode.

6. Explanation about the camera

Description of all menus and functionalities of the app.

Navigation

- Return to the previous screen.

Full screen mode

- Ensures screen-filling and tilting of footage.

Snapshot

- Tap this to take a photo. The photo is stored locally in the app and thus uses the smartphone's memory.


Talk – One-way communication

- Tap this and hold down. This allows you to speak through the smartphone's microphone and you will be heard from the camera. When the Talk mode / Two-way call (*see 7 Explanation of the settings, Talk mode*) setting is set, the icon will change to a phone symbol.

Manual recording

- Tap this and a recording is made. Tap again to stop and save the recording. The video is stored locally in the app and therefore uses the smartphone's memory.

Functionalities

- Tap this and with menu with all functions of the camera will be displayed. Press  to close the menu.



Volume muted

- Tap this and the volume is switched on. Press again to mute the volume again.

Fill screen

- Filling the screen without tilting the image.

Quality

- Sets the image quality, tap  to change to  and conversely. This affects the images and photos recorded and may affect the smartphone's memory.

 Full High Definition 1920 x 1080

 Standard Definition 640 x 360

Playback

- Review all recordings stored on the SD card.

Timeline

- Slide on the timeline to the moment you specifically want to watch back.

Full screen

- Tap here during playback and watch the recording in full screen.

Manual recording

- Tap this and a recording is made. Tap again to stop and save the recording. The video is stored locally in the app and thus uses the smartphone's memory.



Snapshot

- Tap this to take a photo. The photo is stored locally in the app and thus uses the smartphone's memory.



Reduce timeline

- Tap here to reduce the size of the timeline. Tap again to enlarge the timeline.



Calendar

- Select a specific day to watch recordings here.



Volume muted

- Tap this and the volume is switched on. Press again to mute the volume again.



Gallery

- Review all photos and recordings stored locally in the app.



Theme Color

- Change the app's theme to a Light Mode or Dark Mode.



Private Mode

- Put the camera in sleep mode. Press "Turn on the camera" to wake up the camera.



Anti-Flicker

- Anti-Flicker causes the camera to recognise flickering light and try to minimise it. Select 50Hz, 60Hz or disable this function completely.



Device Volume

- Adjust the volume of the outdoor unit. Choose from 1 to 10.



Motion Tracking

- Switch on and the camera will track when motion is detected. The icon will turn red when the function is enabled.



Motion Detection

- Switch on and the camera will record and send notifications when motion is detected. The icon will turn red when the function is enabled. Further settings via general settings.



Sound Detection

- Switch on and the camera will record and send notifications when sound is detected. The icon will turn red when the function is enabled. Further settings via general settings.



Patrol

- Switch on and the camera will patrol the area. The icon will turn red when the function is enabled. Mode and schedule can be set as desired.



Siren

- Switch on the siren. Press the  to switch off the siren.



Button Management

- View all functions and shortcuts.

Messages

- View all recent notifications detected by the camera. Press "All" to view and filter more specific moments. You can filter by (human) movement, among others. In addition, you can view all notifications from a specific day and delete notifications.

Pan/Tilt Direction

- Use this function to control the camera manually. Make the camera look at different locations in the room. You can zoom in by making a magnifying/pinning motion in the screen with your fingers.

Favourite Direction

- Set a default favourite direction. Set the camera in a specific direction and save this direction as a favourite. Also give this direction a specific name, such as living room or kitchen.

Cloud

- Make optional use of cloud storage. Activate a subscription of your choice.

Features

- Open the menu to view, enable or disable all functions.

7. Explanation of the settings

At the top right, press **•••** to access the settings.

Icon / Device name

- Change camera icon, device name and device location.

Device information

- View further information on the device.

Tap-to-Run and Automation

- See all linked scenes here.

Private Mode

- Put the camera in sleep mode or disable sleep mode.

Basis function settings

- Change some basic functions here.
 - **Flip Screen**; rotate the screen when hanging the camera upside down.
 - **Time Watermark**; shows time during live viewing and recording.
 - **Talk mode**; Change the direction of a communication conversation.
 - One-way communication; press and hold the microphone button to speak through the camera.
 - Two-way talk; communicate via smartphone and camera like a phone call.
 - **Anti-Flicker**; specify whether the camera should recognise and minimise flickering light. Select 50Hz, 60Hz or disable this function completely.

Sounds

- Adjust the volume of the outdoor unit. Choose from 1 to 10.

Detection alarm settings

- Change detection alarm settings here.
 - **Motion**
 - Enable Motion Detection.
 - Set the sensitivity of motion detection.
 - Set one activity area. Only when the camera recognises motion in this area, a notification will appear.
 - Edit the activity area.
 - Filter human movement; Enable Human Body detection, the camera will recognise "human" movement via AI and send a specific notification for this.
 - **Motion Tracking** (*see 6 Explanation about the camera, Patrol*)
 - **Sound Detection**
 - Enable Sound Detection.
 - Set the sensitivity of sound detection.
 - **Alarm Timer Settings**
 - Set a schedule when the camera should record certain detection. This can be set completely as desired.
 - **Trigger Siren**
 - Makes a siren sound when motion is detected.

Siren Adjustment

- Change the volume (min 0% - max 100%) and duration (min 10 sec - max 600 sec) of the siren.

Onvif switch

- Set the ONVIF protocol. Enable or disable and create or choose a new password. ONVIF stands for Open Network Video Interface Forum. The CI5000 complies with the ONVIF standard, which means the camera can be more easily installed and integrated into small and larger camera systems. These are surveillance camera systems with a NAS server or an NVR recorder. The ONVIF standard is a global standard for interworking of video products over a network.

Storage settings

- View the capacity of the SD card here. From here, you can also format (empty) the SD card.

Recording settings

- Change the settings for recording on the SD card.
 - Local recording; Specify whether the camera should record or not. The recorded images are saved on the SD card.
 - Recording Mode; Change whether the camera should record non-stop (continuous) or at an event (motion or sound).
 - Schedule; Set a schedule for when the camera should record certain detection. This can be set completely as desired.

Cloud Storage

- Choose and manage a cloud subscription per camera. Further adjust the settings for the cloud function.

Offline notification

- Enable the app to notify when the camera is offline for more than 30 minutes.

Frequently asked questions and feedback

- Quickly go to the FAQ or provide feedback on the product, app or other services.

Share device

- Share the camera with one or more users who also wish to use the camera and its features. Sharing can be done by linking an existing ELRO Home Safe account or by sharing a link from the camera.

Add to home screen

- Create a shortcut from the smartphone to open the camera directly, without first opening the ELRO Home Safe and activating the camera.

Device update

- Check whether any updates are available. When they are available, you can also download and install them from here. It is possible to have these updates installed automatically.

Restart device

- The camera will reboot.

Remove device

- Delete the camera from the app. The camera will also be reset. The camera will say: "Reset is successful".

8. Reset

You can easily reset the camera. This can be done in two ways.

Method 1:

Have the camera face up and hold the reset button (*see 3 Overview Camera, d Reset Button*) and release as soon as the camera says "Reset is successful".

Then delete the camera from the app by holding the selected camera in the home screen and then press "Delete Device".

Method 2:

Remove the camera from the app by holding the selected camera in the home screen and then press "Remove Device". The camera will then say: "Reset is successful".

9. Frequently asked questions / FAQ

View all frequently asked questions on our website www.elro.eu. Is your question not among them? Then contact our customer service team at info@elro.eu.

Q: My Wi-Fi name is not entered automatically during installation.

A: Make sure the location feature is on. This way, the wifi name will be filled in automatically.

Q: After installing a new router, my camera remains offline.

A: Reset and reinstall the camera with the data from the new internet router.

Q: Why is my SD card not recognized?

A: Check the camera's settings and make sure the camera is recording through the SD card. Also try inserting the SD card when the camera is active.

Q: Why am I not receiving notifications?

A: Make sure all notifications permissions are accepted and that the app is allowed to send you messages.

Q: Can I add multiple cameras to the app?

A: Yes, you can add multiple and different cameras to the ELRO Home Safe App.

Q: Can the camera also look outside?

A: Yes, this is partly possible. During the day this will not be a problem, but as soon as it gets dark and the camera switches to night vision, nothing will be recognizable. The Infrared will reflect against the glass.

10. Specifications

Resolution	1920 x 1080 (Full HD)
Focal length	f3.6mm
Aperture	F 1.2
Angle	Horizontal : 355° / Diagonal : 80°
Frame rate	Max 25fps
Flip-image	Flipping and mirroring
IR LEDs	6 pieces
Night-time visibility	6 m
Day and night	IR -CUT filter auto switch
Smartphone version	iOS7 or higher, Android 4.0 or higher
Wireless standard	IEEE802.11b 11Mbps/11g: 54Mbps/11n: 150Mbps
Wireless security	WPA, WPA2 (P2P)
Power supply (adapter)	Input 100-240V AC 50/60Hz 0.3A max. Output 5V/1500mA USB-C
Power consumption	2-4 Watt max.
Storage	Built-in SD card slot, max 128gb Micro SD (excl.)
Dimensions	80 mm (L) x 75 mm (B) x 115 mm (H)
Net weight	180 gram

11. Symbols



Recycling and disposal: The WEEE symbol means that this product and batteries should be disposed of separately from household waste. When this product reaches the end of its life, take it to a designated waste collection point nearby to ensure safe disposal or recycling. Protect environment and public health, handle natural resources responsibly!



Read the manual before use and keep it in a safe place for future use and maintenance.



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