



Warranty Service

Thanks for your shopping and trust.

We have been optimizing our products and improve our lifetime customer service to offer you a better shopping experience.

If you have any problems, please feel free to send us an E-mail.

We will solve your problems **within 24 hours**. In addition, your advice or suggestions will be much appreciated and welcomed.

Product Service

Email: Tech@tiejus.com

Distributor: distributor@tiejus.com

More About Us

Web: www.tiejus.com

Facebook: www.facebook.com/zumimalloffice

Brand Story

TieJus is a young and fresh security brand that has attracted millions of technology enthusiasts in just 6 months of establishment. TieJus is committed to creating a smarter and easier modern lifestyle for consumers. Let more consumers enjoy convenient modern life without worrying about information security.

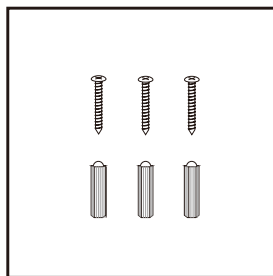
At the beginning of 2022, combined with advanced intelligent AI technology, TieJus launched the first surveillance camera that combines artificial intelligence and security system. We believe small details make a big difference - that's why we create quality, easy-to-use smart home products.

Choose TieJus - the new security weathervane.

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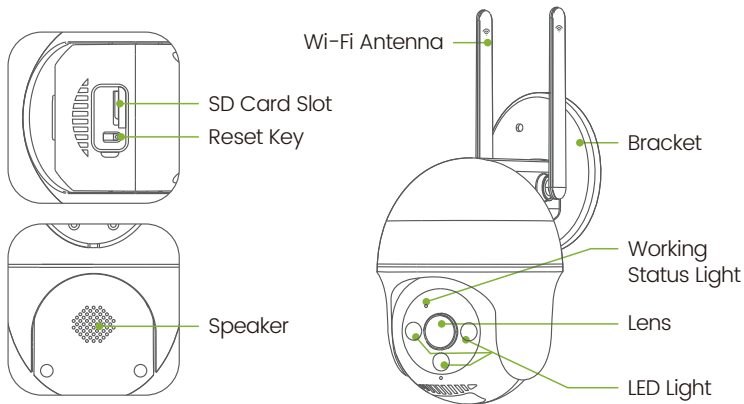
I. What's in the Box



TIEJUS Camera * 1
Quick User Guide *1

Power Adapter *1
Screws Set *1

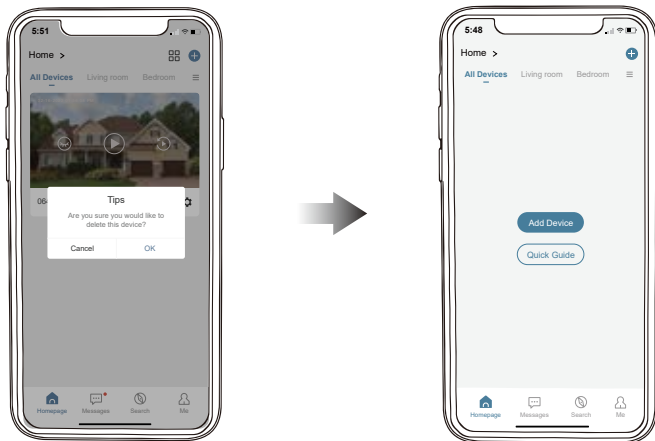
2. Product Diagram



Power Button	Keep pressing for 5-10 seconds to power on/power off
Reset Button	Keep pressing for 5-10 seconds to reset
Blink Slowly in Red	Awaiting Wi-Fi connection, ready for adding devices
Blink Fast in Red	Wi-Fi connecting
Solid in Red	Network problem
Solid in Blue	Wi-Fi connected, camera running normally
Blink Slowly in Blue	Firmware update

3. Reset Camera

- ① Keep pressing to remove device
- ② Press the reset button for 5-10s until hear the 'Boogu' sound
- ③ Reconnect as before...



4. Download and Install App

Download ZUMIMALL App from Google Play™ or App Store™.

Or scan the QR codes as below, with your smart phone.

NOTE: Google Play™ is a trademark of Google Inc.

App Store™ is a service mark of Apple Inc.



iOS



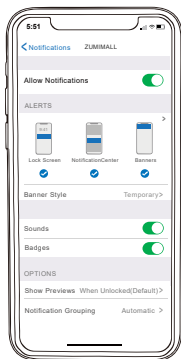
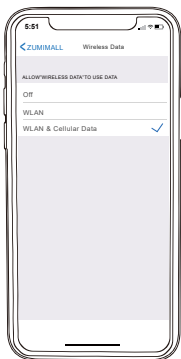
ZUMIMALL



Android

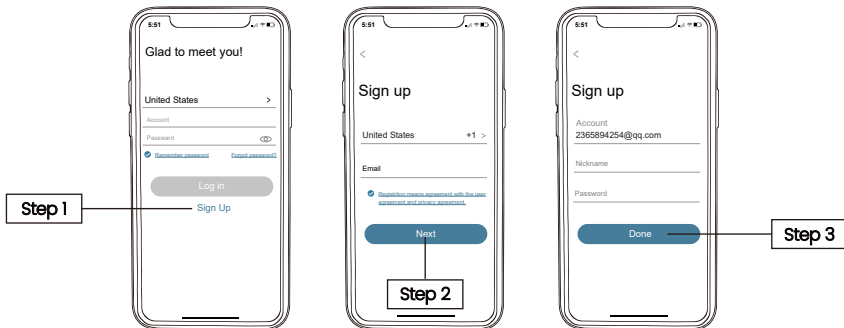
NOTE: Please turn on both of the following permissions.

- ① Allow ZUMIMALL App to access mobile cellular data and wireless LAN, otherwise it will fail to connect the camera.
- ② Allow ZUMIMALL App to receive pushed messages, otherwise, the phone will not receive alarms when motion is detected.



5. Account Registration

New user needs to sign up ZUMIMALL App with email address. Click 'Sign up' to create a New Account and follow the steps to complete registration.



6. Add Camera to App

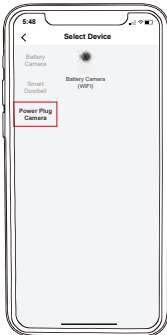
6.1 Preparations for connection

- ① Insert a Micro SD Card into the camera to save video clips or you can start the 7-day free cloud service. Without Micro SD Card or cloud service, no video will be saved.
- ② The camera only works with 2.4GHz Wi-Fi, not support 5GHz.
- ③ When connecting to the network, please take the camera close to the router (**Recommended within 10-15ft**).

6.2 Connect Camera to App



Tap 'Add Device'



Select 'Power Plug Camera'



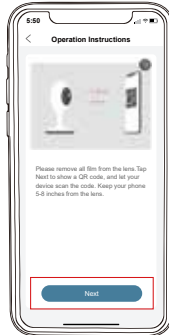
Turn on the Camera



Reset the Camera



Input Wi-Fi Password



Prepare the Scanning



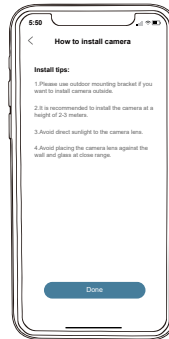
Scan QR Code when Indicator Flashing Slowly in Red



Finished Installation When Reaches 100%



Perform Network Diagnosis



View Installation Tips

7. Camera Installation

- ① Use the screws provided to secure the camera where you want it to be mounted.
- ② Adjust the viewing angle of the camera.

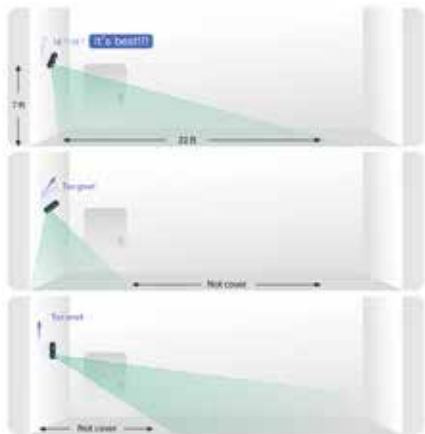
8. Important Notes

 To reduce false alarms, please note that:

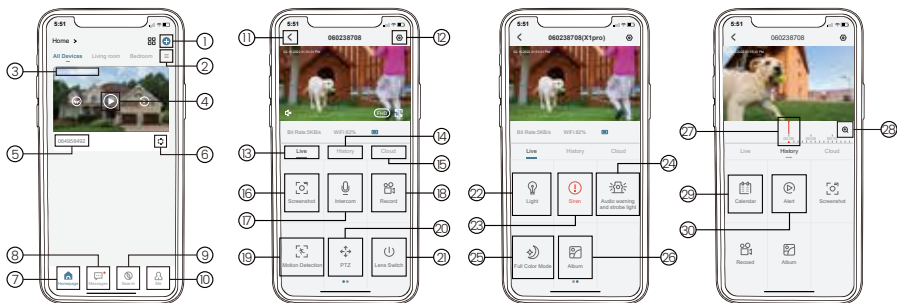
- ① Do not install the camera in a position facing strong lights/mirror/window/
swimming pool.
- ② Do not place the camera too close to any angel with busy traffic.
- ③ Keep camera away from the outlets, including air conditioner vents, humidifier outlets, the heat transfer vents of the projectors, etc.
- ④ Keep the camera at least 1 meter away from any wireless devices to avoid interference, such as microwave stove, Wi-Fi routers and etc.

9. Monitoring Area

- ① It is not suggested to install the camera vertically towards the moving objects, otherwise, it may not detect the motion events or cause delay.
- ② It is suggested to make the angle between sensor and detected objects more than 10 degrees.
- ③ The camera motion sensor is much more sensitive to side-to-side movement across its field of view than to movement directly toward or away from the camera.



10. Device Menu



1	Add Camera	16	Screenshot to Phone
2	Device List	17	Two-Way Talk
3	Real Time	18	Record to Phone
4	Live View Button	19	Motion Detection On/Off
5	Camera Name	20	PTZ
6	Settings	21	Lens Switch
7	Device Homepage	22	Light
8	Messages	23	Siren
9	Explore	24	Audio Warning and Strobe Light
10	Personal Homepage	25	Full Color Mode
11	Quit Live Viewing	26	Album
12	Setting Manual	27	Time Bar
13	View Live	28	Zoom
14	View Live	29	Date of History Record
15	Cloud Storage	30	Alarm time point

11. Two - Way Audio

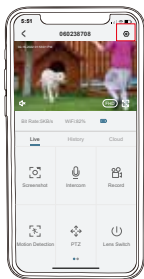
- ① Open the microphone permission of ZUMIMALL APP.
- ② Long press the intercom button to start speaking, and the sound will be emitted from the camera at this time.
- ③ Release the intercom button to listen to the speech, and the sound will be emitted from the mobile phone.



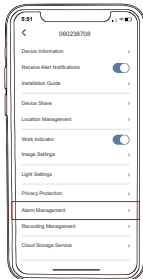
12. PIR Motion Detection

12.1 Motion Detection Alarm Setting

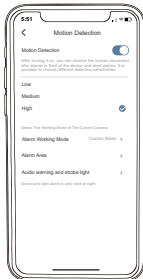
Motion detection sensitivity can be adjusted from Low to High. Please refer to the image below.



Tap on 'Settings'



Select 'Alarm Management'



Set it up

Sensitivity	Detecting Distance
LOW	3-16ft (1-5meters)
MID	16-32ft (5-10meters)
HIGH	32-49ft (10-15meters)

12.2 Alarm Notification

This camera supports 7*24 hours recording, and also supports event recording. Here are system's reactions:

- ① Alarm notifications with sounds from App.
- ② Pictures/videos automatically stored in Micro SD Card or Cloud.

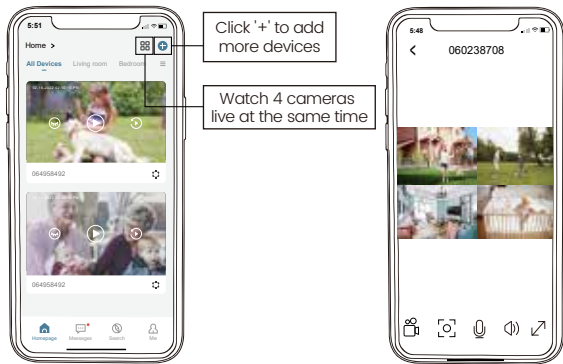
12.3 Record/Playback/Delete

- ① On 'MESSAGES' page, click 'Alarm Messages', you can view all the records listed.
- ② Click the following buttons to playback or delete.
- ③ All screenshots or manually recorded videos on live/history/ cloud page will be saved in Pictures & Videos. Files here can be saved in your phone Album or shared with others directly.



13. Multi Device Management

13.1 Multi Camera Management

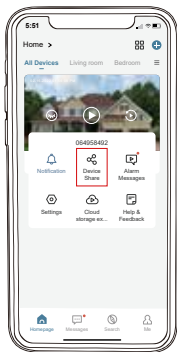


13.2 Multi-User Sharing

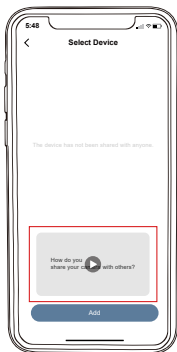
NOTE: One App account (A) can't login on multiple devices at the same time. One camera can't be connected to multiple App accounts either. But camera can be shared from A to B.

Share steps:

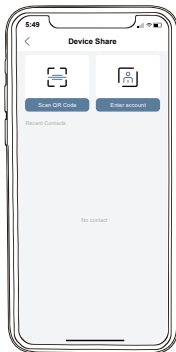
- ① B download ZUMIMALL App to his/her phone and create a new account in the App.
- ② Click 'Add' in App on A's phone.
- ③ A scan B's QR Code or input B's account ID.
- ④ B accept share and refresh the device page.



Click Device Share



Watch the instructional video and click Add



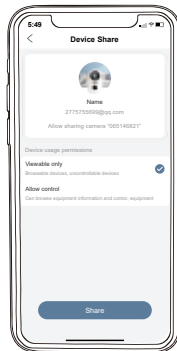
Two ways to share



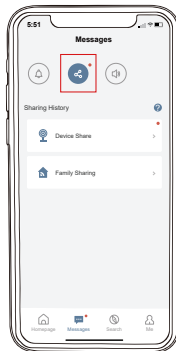
Scan other people's QR code



Enter other people's account



Select device sharing permission



The shared person clicks Device Share



Click to accept, the sharing is successful

14. FAQ

1. Unable to connect network

- ① Check WiFi name and password (password cannot contain special symbols).
- ② Make sure WiFi is 2.4GHz, 5GHz is not supported.
- ③ Please make sure the camera and mobile phone are in the same WiFi environment when connecting, and add the camera near the router.

2. Connect to a new network

- ① Remove camera from ZUMIMALL APP.
- ② Long press the reset button to restore factory settings.
- ③ Reconnect.

3. Reset the camera

- ① Long press the reset button until you hear the sound of "Boogu".
- ② Wait for the camera status indicator to flash red slowly.

4. Frequently received alarm information

- ① Reduce the sensitivity of motion detection alarm.
- ② Check whether there is any object within the detection range of the camera to interfere with triggering the sensor.

5. Some people pass by without calling the police

- ① Ensure that the network is in good condition, and the WiFi signal value cannot be lower than 70%.
- ② Ensure that motion detection is turned on and increase the sensitivity of the camera.
- ③ Make sure the motion occurs within the detection range.

6. No alarm video recording

- ① Make sure the camera is triggered.
- ② Ensure that the Micro SD card is inserted correctly and recognized successfully, or subscribe to cloud services.

7. No alarm push

- ① Open the phone settings, click the notification, find the "ZUMIMALL" APP, and open the permission notification.
- ② Open the "ZUMIMALL" APP, in the "Settings" interface, enable the alarm push.
- ③ In the "My" interface, enter the settings and turn on the push sound.
- ④ Ensure that the motion detection function of the device is successfully turned on.
- ⑤ Restart the phone, try to clear the cache on the Android phone.
- ⑥ Check whether the network is good.

8. Unable to play local history playback

- ① Check the status of the Micro SD card in "Settings" to ensure that the Micro SD card has been successfully recognized.
- ② Reinsert the Micro SD card.
- ③ Format the Micro SD card in the APP.
- ④ Use a new Micro SD card.

9. Unable to play cloud playback

- ① Make sure the cloud service function is enabled.
- ② Open cloud storage button in cloud service interface.

10. Device offline

- ① Check whether the device is in sufficient state, and observe whether the camera status indicator lights up normally.
- ② Check whether the WiFi network is good, restart the router.
- ③ If the camera is installed far away from the router and cannot obtain a good WiFi signal, it is recommended to move the router to a closer place or install a WiFi signal extender to increase the WiFi strength.
- ④ Delete the camera from the ZUMIMALL account, reset the device and add it again.
- ⑤ Check if the device version and ZUMIMALL APP are the latest version.

11. ZUMIMALL APP crashes

- ① Re-download the latest version of ZUMIMALL APP.
- ② The version of the mobile phone system is too low or too high.
- ③ Clear the phone cache.

12. Unable to register an account

- ① Ensure that ZUMIMALL APP has access to mobile cellular data and wireless LAN.
- ② Enter an unregistered account and make sure the format of the registered account is correct.

13. Unable to share device

- ① The accounts you and your friends have registered must be in the same country.
- ② For example, UK users cannot share with US users.

14. No sound is heard when the device is talking

- ① Open the speaker button on the APP.
- ② Adjust the intercom volume in the settings.
- ③ Turn on the phone media volume.
- ④ Release the intercom button and listen to the other party.

15. Noise during two-way intercom

- ① If the distance between the camera and the mobile phone is too close (1-2 meters), there will be whistling, which is a normal phenomenon.
- ② It is recommended to keep a certain distance between the camera and the mobile phone during the intercom.

16. Live video is blurry

- ① Check the lens for dust and wipe it clean.
- ② Try switching between different resolutions.
- ③ Re-add camera after reset.

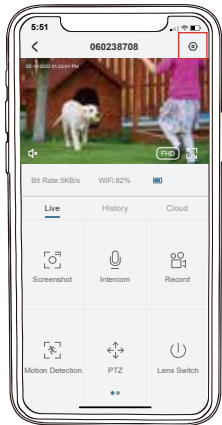
17. The live broadcast at night has white spots

- ① When the light source is directly on the lens, there will be white spots on the screen.
- ② It is recommended not to point the lens at a strong light source

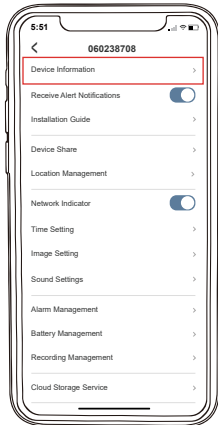
If you have other questions, please send us the SN number of your camera and describe the problem you have encountered, we will solve it as soon as possible.

Email: Tech@tiejus.com

How to find SN number?



Click Settings



Click Device Information



View Virtual ID