



Quick Start Guide

v 1.1

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Package Contents

What you get with your RADCam

You should have:

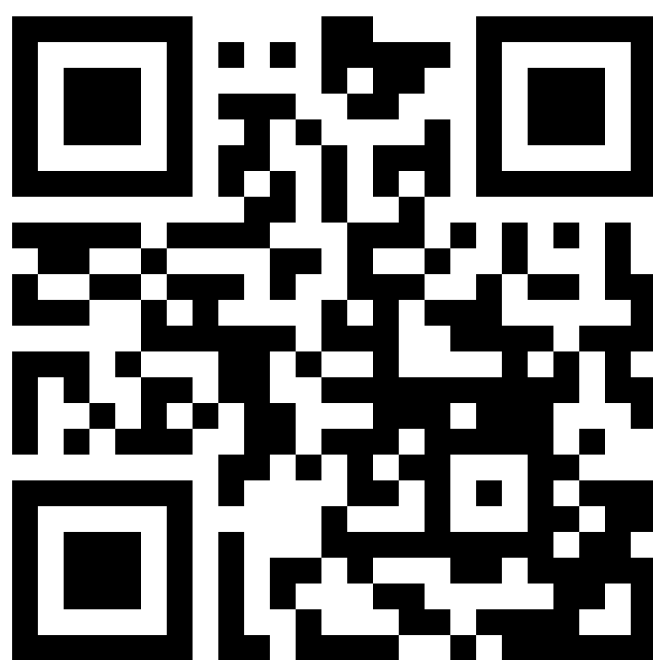
- RADCam (1)
- Power adapter (2)
- Mounting hardware (3)



Download App

Scan the QR code or go to the website.

Alternatively search for the RADCam app in the Apple AppStore or Google PlayStore.



<https://radcam.ai/downloadapp>

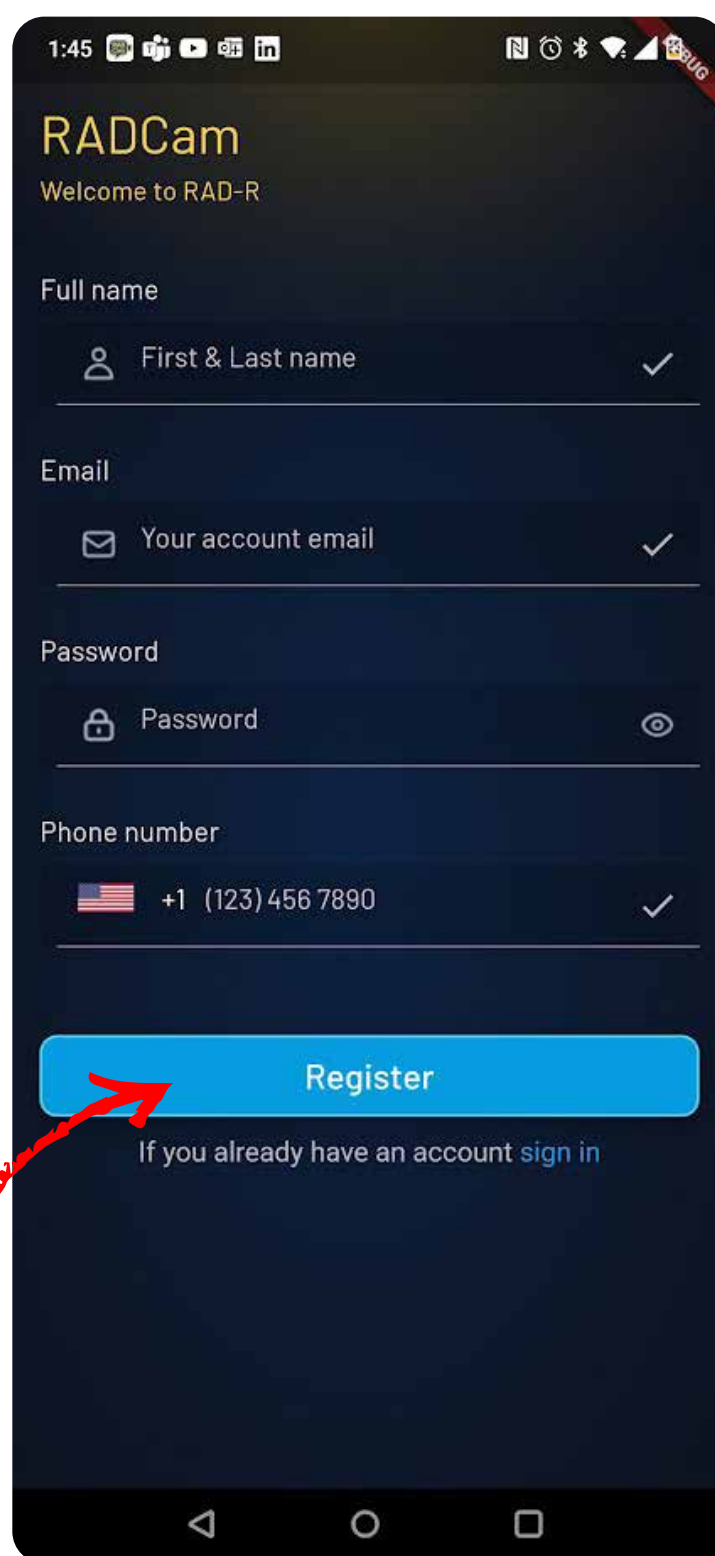
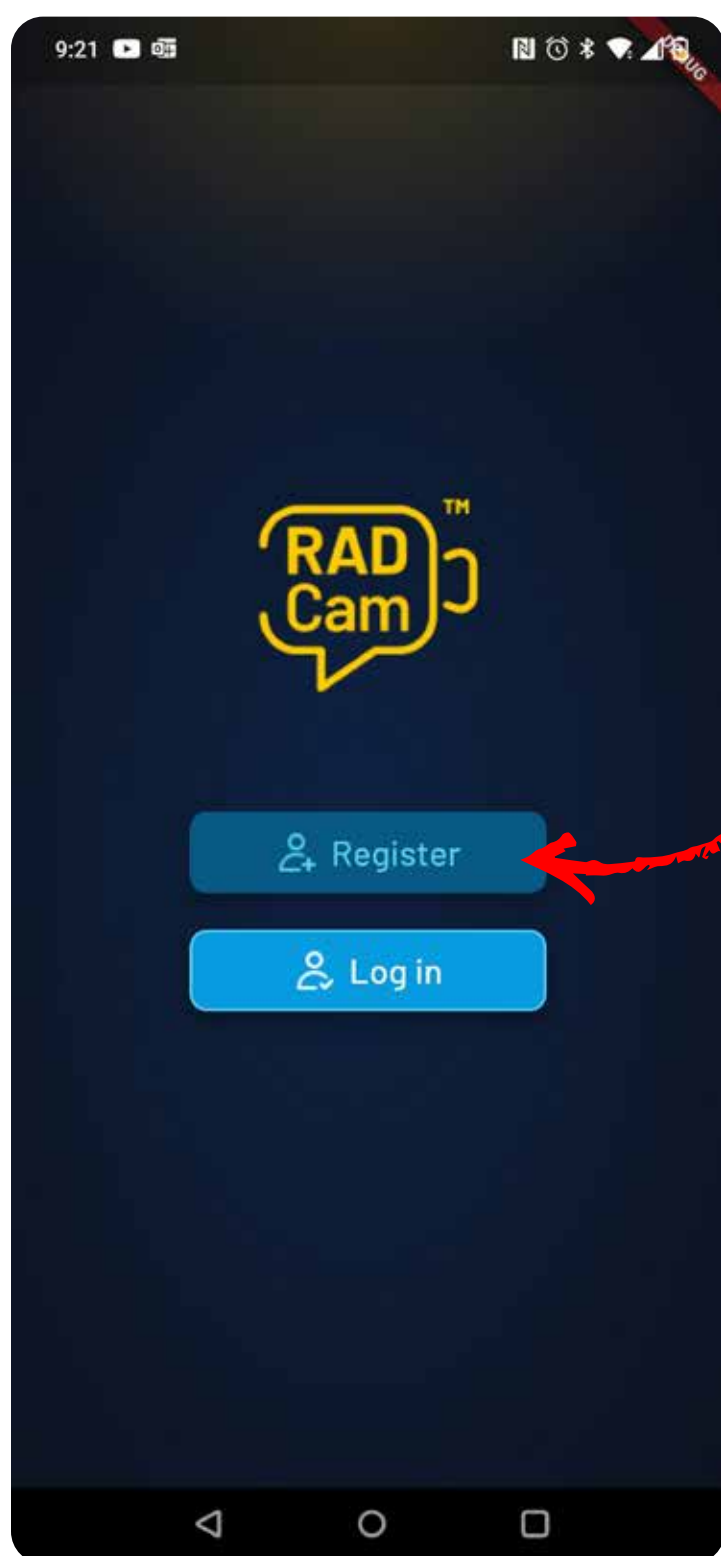


Register user

Open the app on your smart-phone.

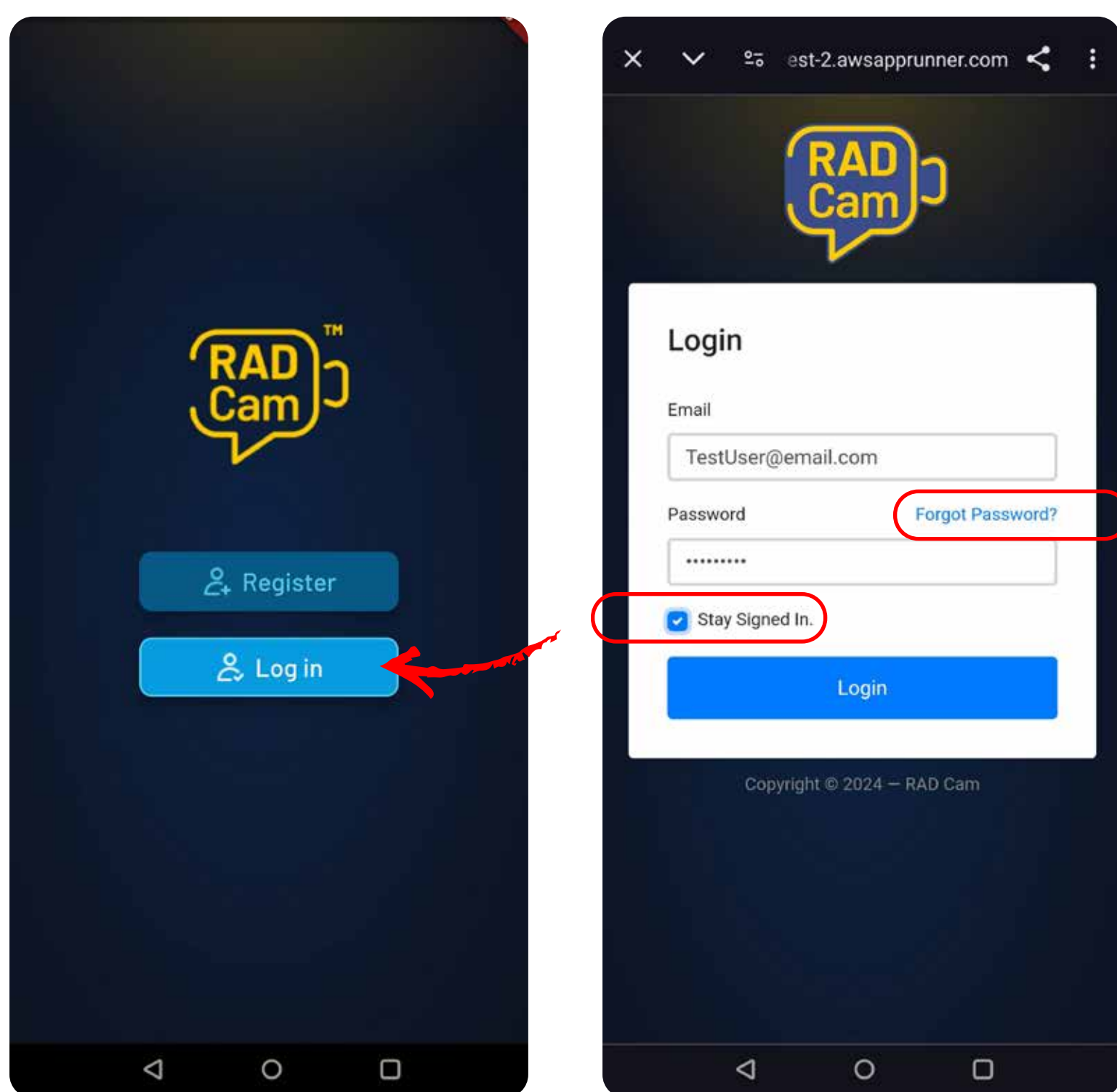
Read and accept start up information, and terms & conditions. If you're a new user, tap on **Register** to create an account.

Enter your full name, email address, password and phone number. Click on **Register** to submit the information and follow the instructions to verify your account through a confirmation email.



Log in

After registering, open the app tap **Log in** and enter your login credentials (email and password) to access your account through our secured authentication page. Checking **Stay signed in** will avoid having to enter your credentials each time.

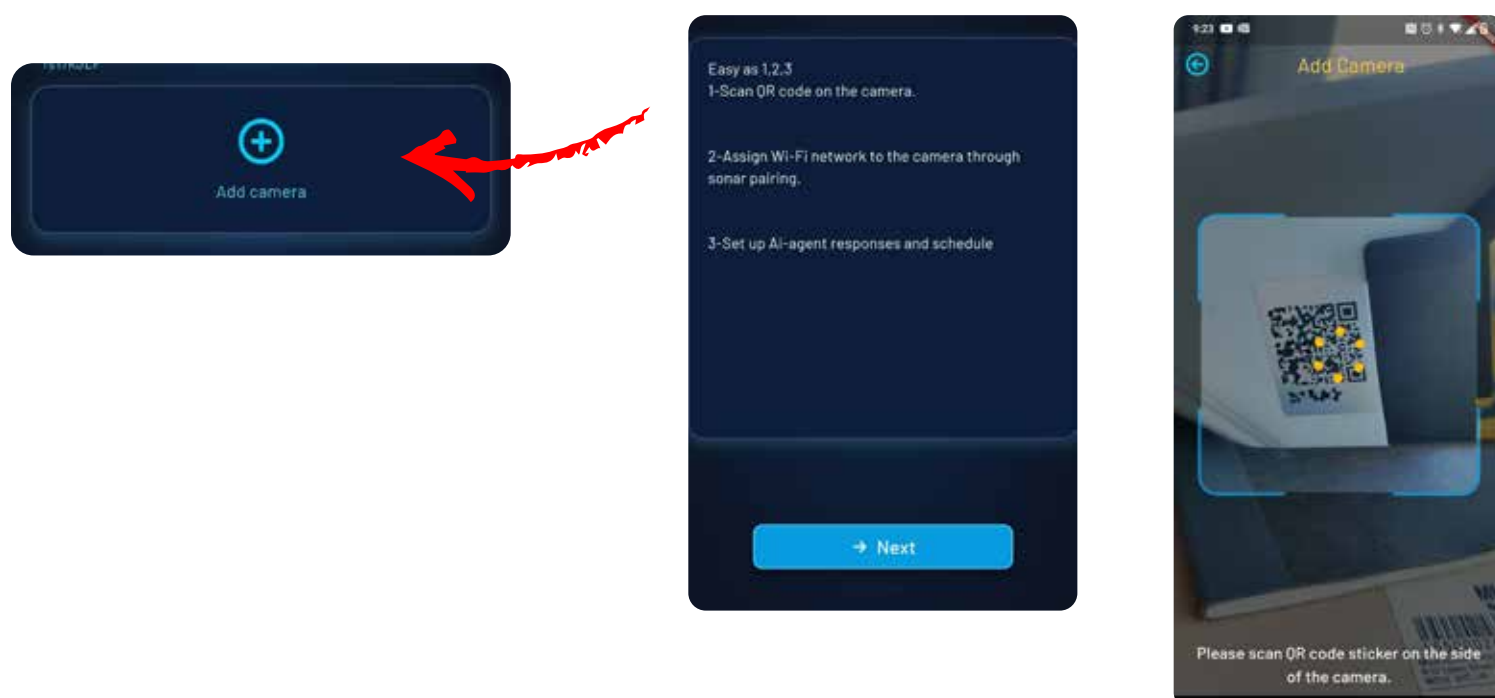


If you ever forget your password, use the **Forgot Password?** link to reset it via your registered email.

You can always change your password later from **User Settings**.

Add camera

Clicking **Add camera** brings up a short instruction screen. Click **Next**. Find the QR code sticker on the body of the camera, scan it with the app by placing the QR code in the reading target at the center of the screen.



If the camera is not registered to anyone, it will now be registered to your account. If it has already been registered by another user, the app will show an error message:



You are now ready to provide your Wi-Fi information to the camera in order to connect to it.

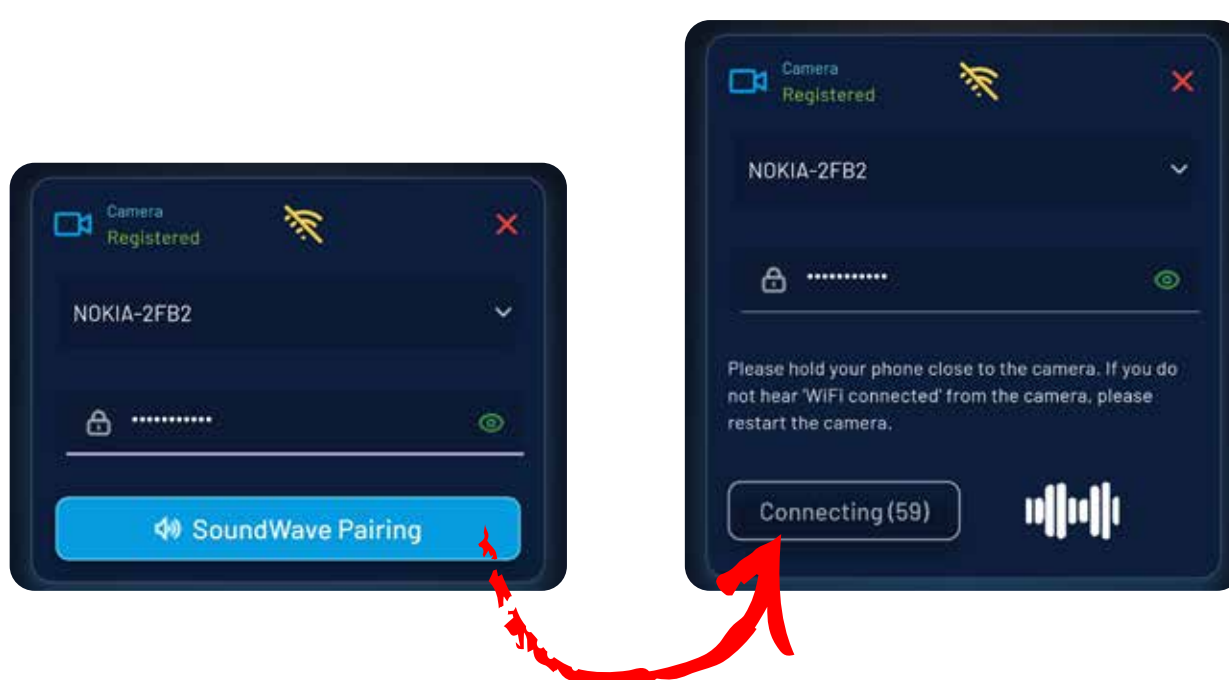
Wi-Fi pairing

After the camera is added, and if it's not yet connected to the local Wi-Fi, it will ask for network information.

! The camera is listening to Wi-Fi credentials for the first 10 minutes after it has initialized following a restart.

If the camera is not responding to the SoundWave pairing, restart the camera, wait for 2 minutes and try again.

Select a 2.4Ghz (or 2.4/5Ghz) network from the drop-down list and providing the correct password for the network and press **SoundWave Pairing**. Make sure the sound is played through your phone's speaker by disconnecting blue-tooth speakers and hearing aids.



The camera should say **"Successfully connected to WiFi"**. Wait for the 60 second countdown to finish, and the camera stream should be shown in place.

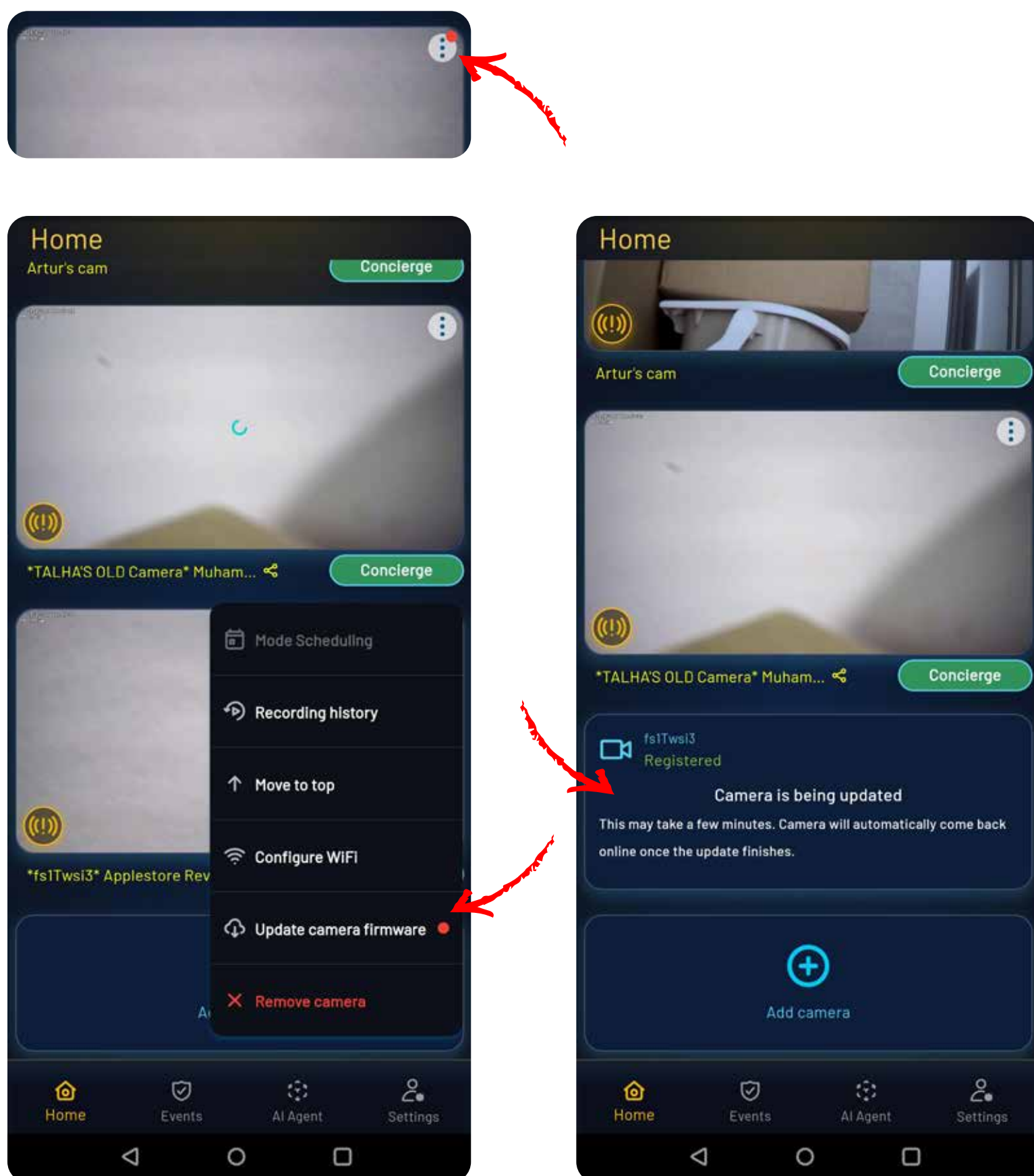
If the camera says **"DHCP timeout"**, that means that the camera received the network information, but could not connect. Make sure the selected network name, type (2.4Ghz) and password are correct and try again.

Updating firmware

From time to time we will release new firmware for the camera, in order to improve the functionality.

You will see the little red notification in the camera drop down menu, and it will also be next to the **Update camera firmware** button.

The app will inform you that the camera will be unavailable for a few minutes while it downloads the latest firmware and restarts.



Camera modes

In **Security mode**, RADCam instructs the suspect to leave. This mode enhances security by providing a dynamic response based on visual analytics rather than a single pre-recorded message. If push notifications are enabled, they will also be sent out.

Concierge mode transforms the camera into a versatile security guard and concierge. It analyses the video of the visitor and talks with them to find out their intent. Based on these inputs, it generates a suitable response and, if required, provides you options for further action.

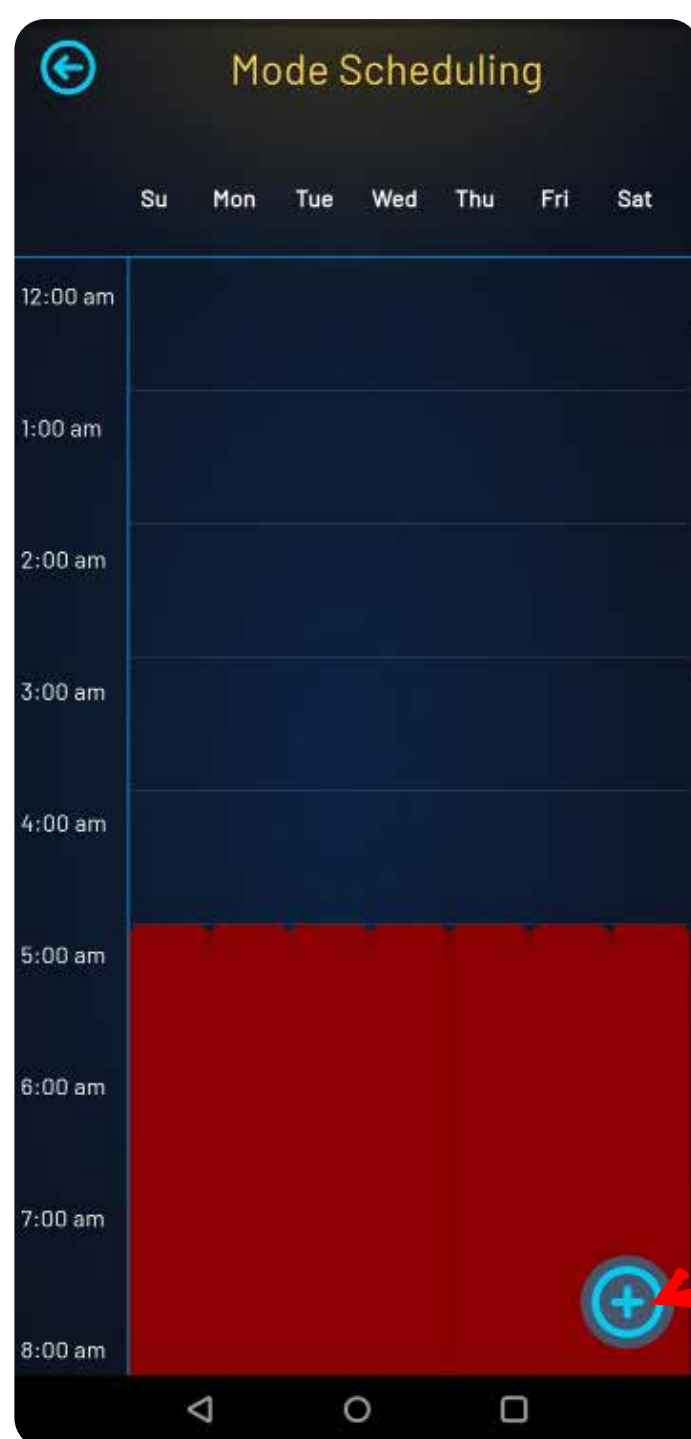
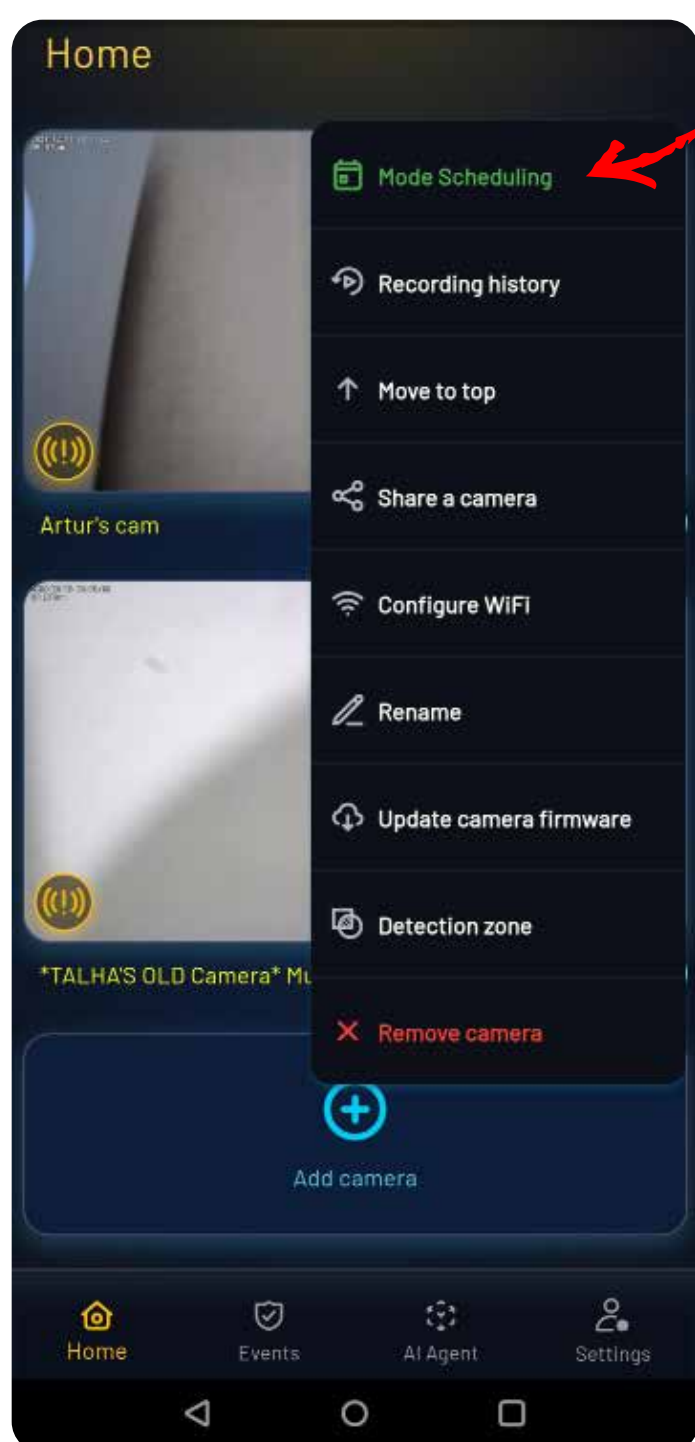
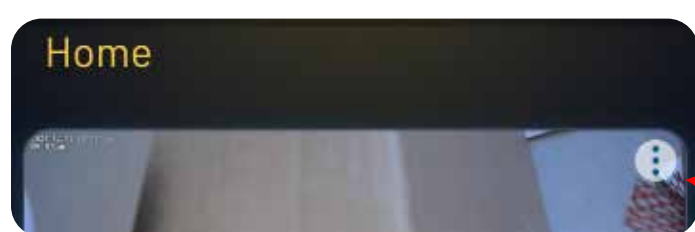
In **Quiet mode**, RADCam will stay quiet. Recordings will still continue, but there will be no events or push notifications.

Camera modes (continued)

Click on the camera menu button at the top right corner of the camera display card. Then select **Mode Scheduling** in the drop-down menu.

Your scheduling screen will open where you can add a new scheduled mode by pressing the **+** button at the lower right of the screen.

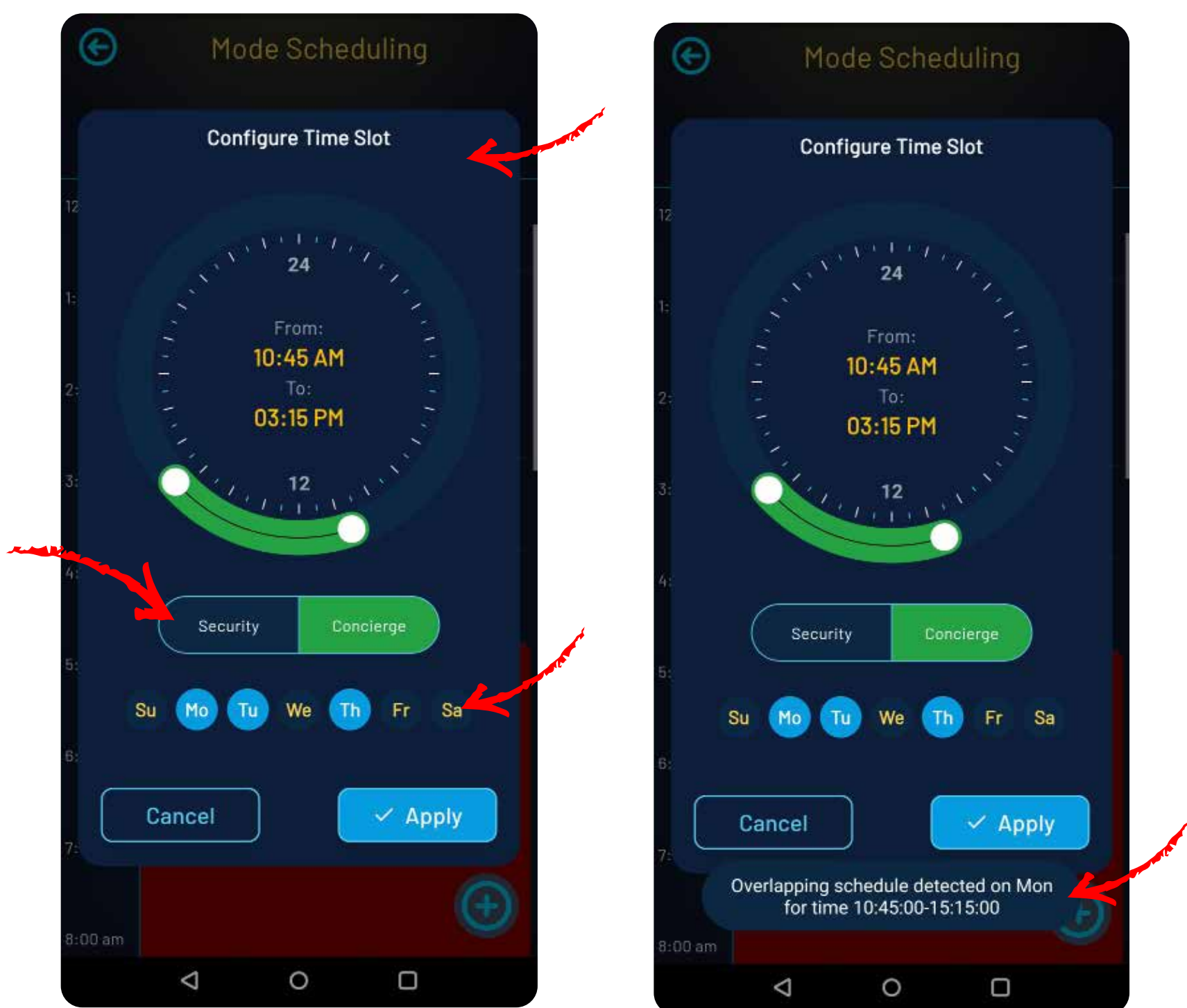
Fields without a scheduled mode are defaulted to **Quiet mode**.



Scheduling a mode

Drag the start and end points of the time slot on the 24 hour clock. Set the mode to either **Concierge** or **Security** and select the days of the week for the time slot and click **Apply** to confirm your selection.

If the scheduled time slot is conflicting with a previously defined schedule, you will be notified of the conflict by a message in the lower part of the screen. Either adjust your selection, or edit the previously defined scheduled mode by clicking on it in the Mode Scheduling screen.

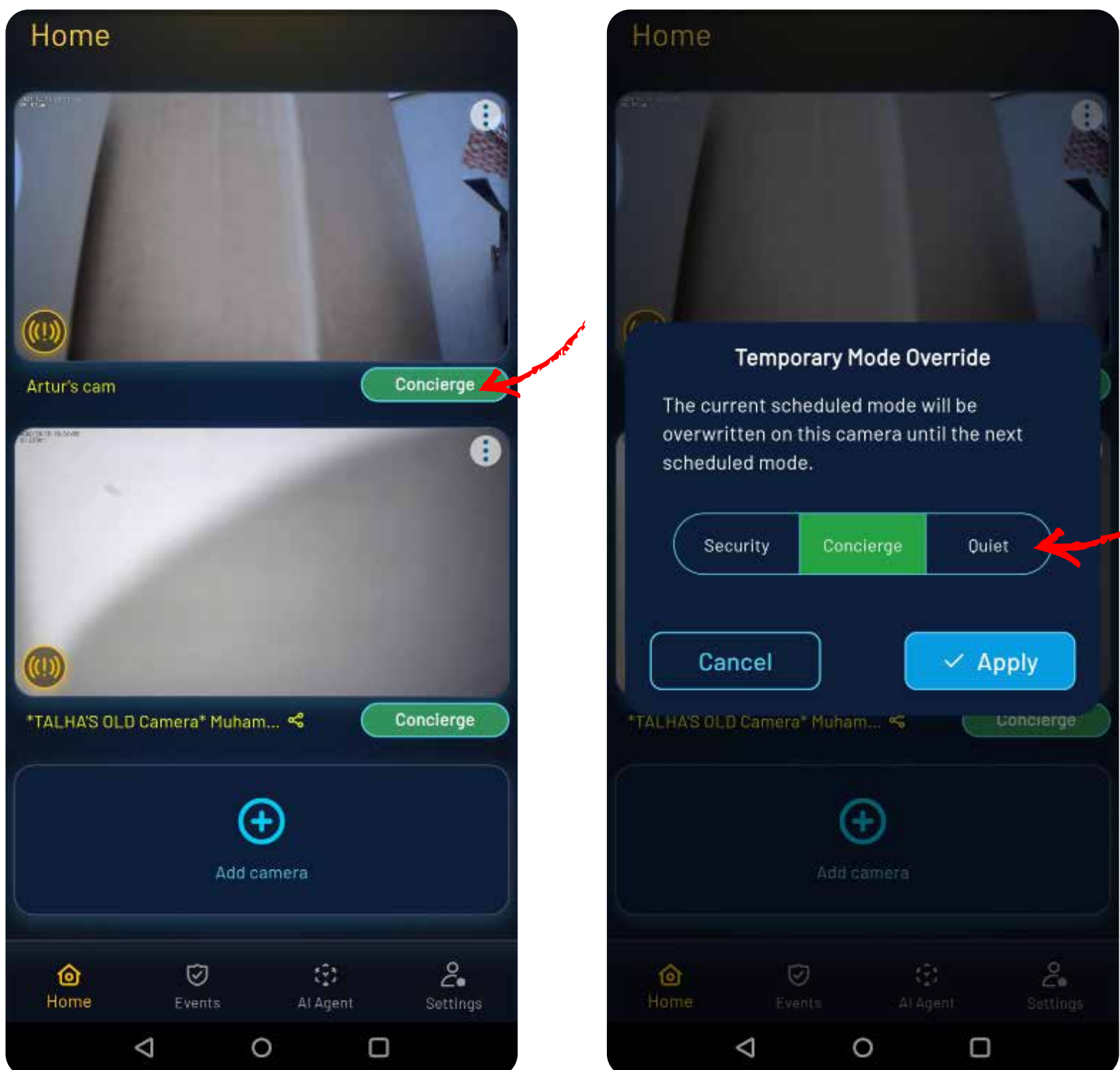


Manual mode overwrite

You can overwrite the camera mode until the next automatically scheduled change by pressing the mode button (which always displays the current mode the camera is in) in the bottom right under the camera preview.

You will see a pop-up prompting you to select which mode you want to temporarily overwrite the currently scheduled mode to.

After selecting the desired mode, click **Apply**. The camera will chime, letting you know that the setting has taken effect.

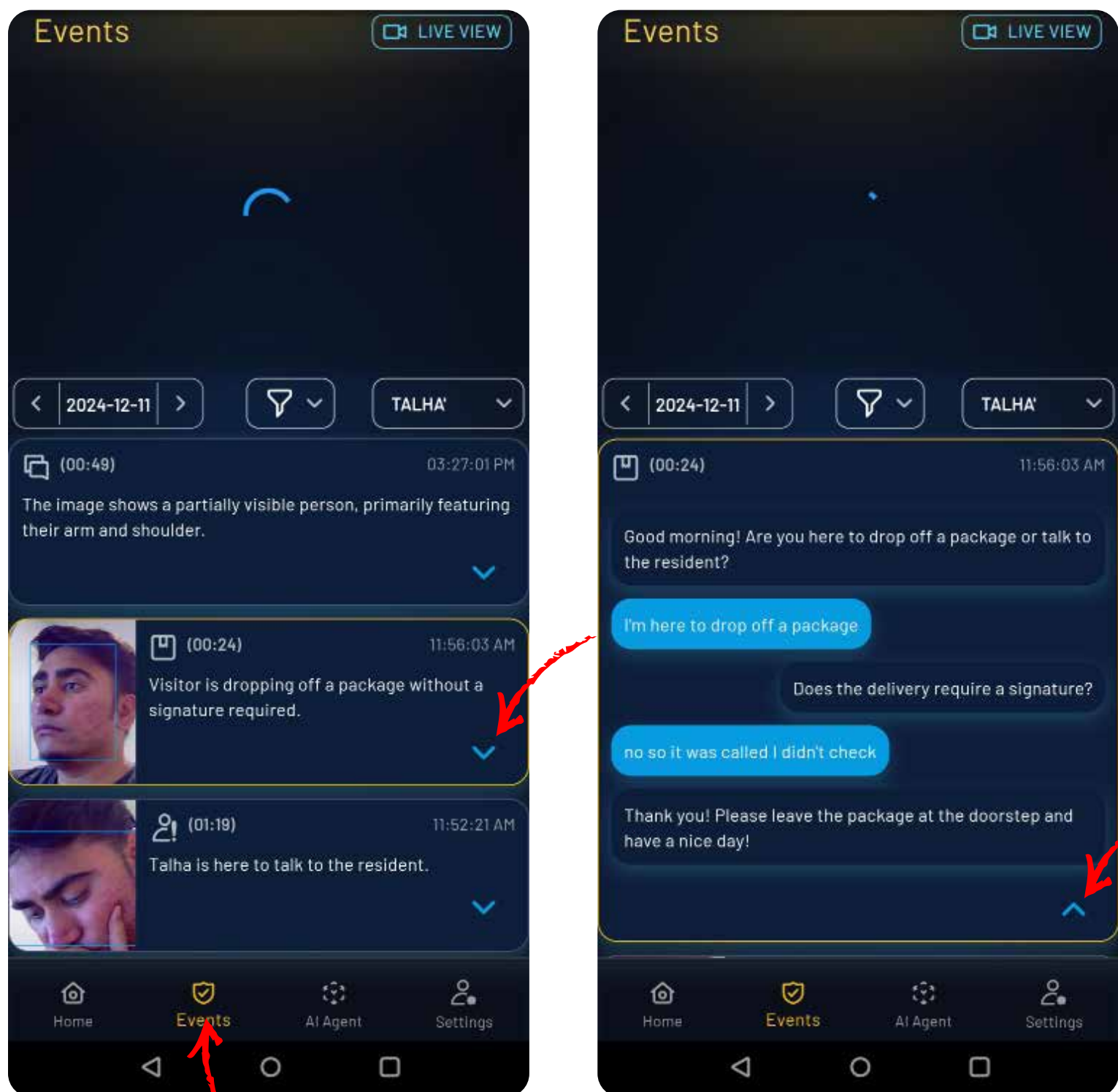


Events

View recorded events directly from the app. Each event is summarized and saved when there's an interaction. Clicking on the event will bring up a clip associated with the interaction. You can filter events by date, type, and camera.

Your RADCam tries to identify and highlight the visitor or packages that it sees. You can make the thumbnail larger by clicking on it.

There is a full transcript of the interaction available to view by clicking the chevron to expand the summary.

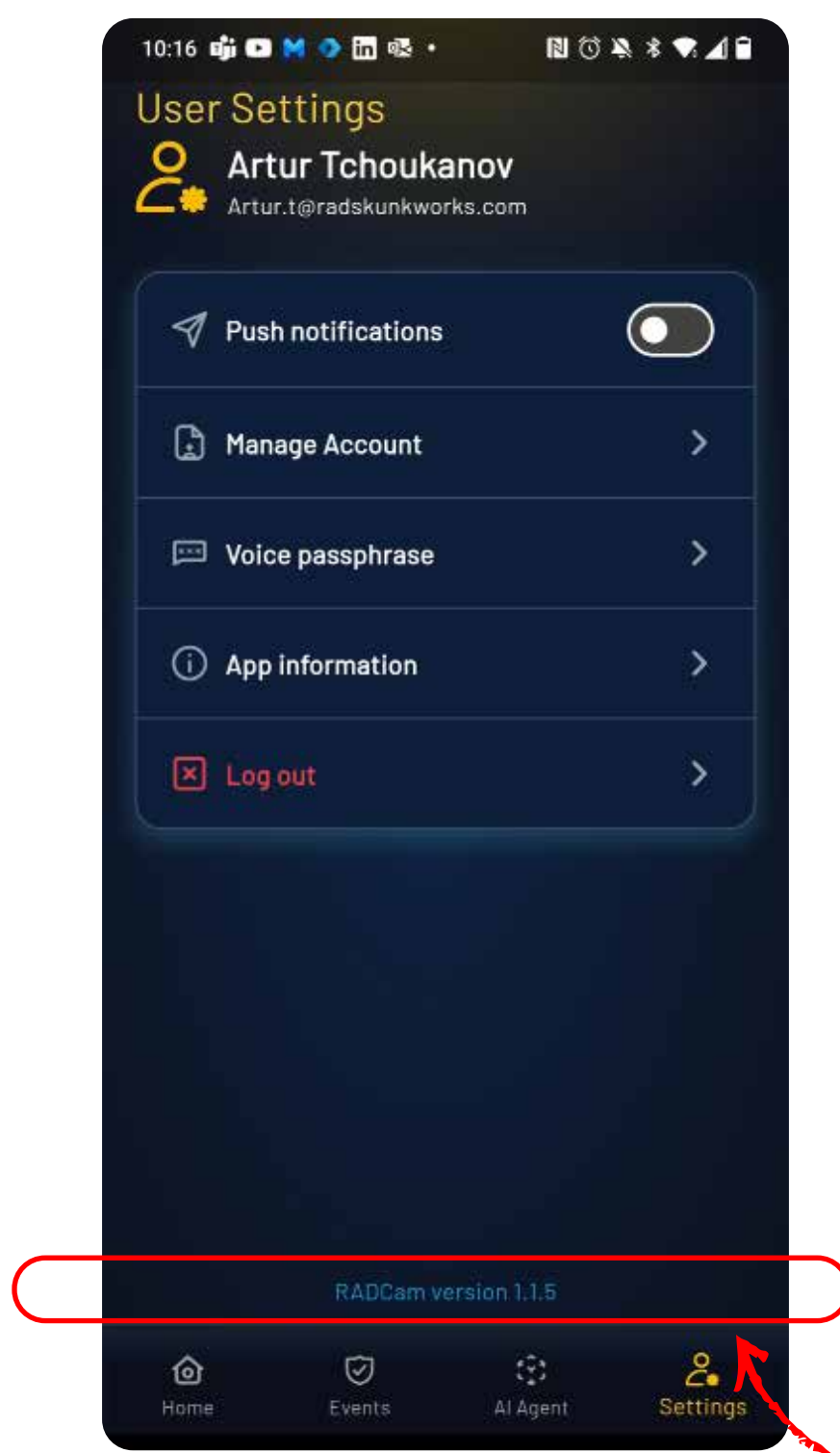


User Settings

Customize settings that are specific to the user, such as push notifications, voice passphrase and manage account, which takes you to our user and plan management website. There you can modify your user information as well as purchase and manage subscription plans.

This menu is also where you can log out of your current user account.

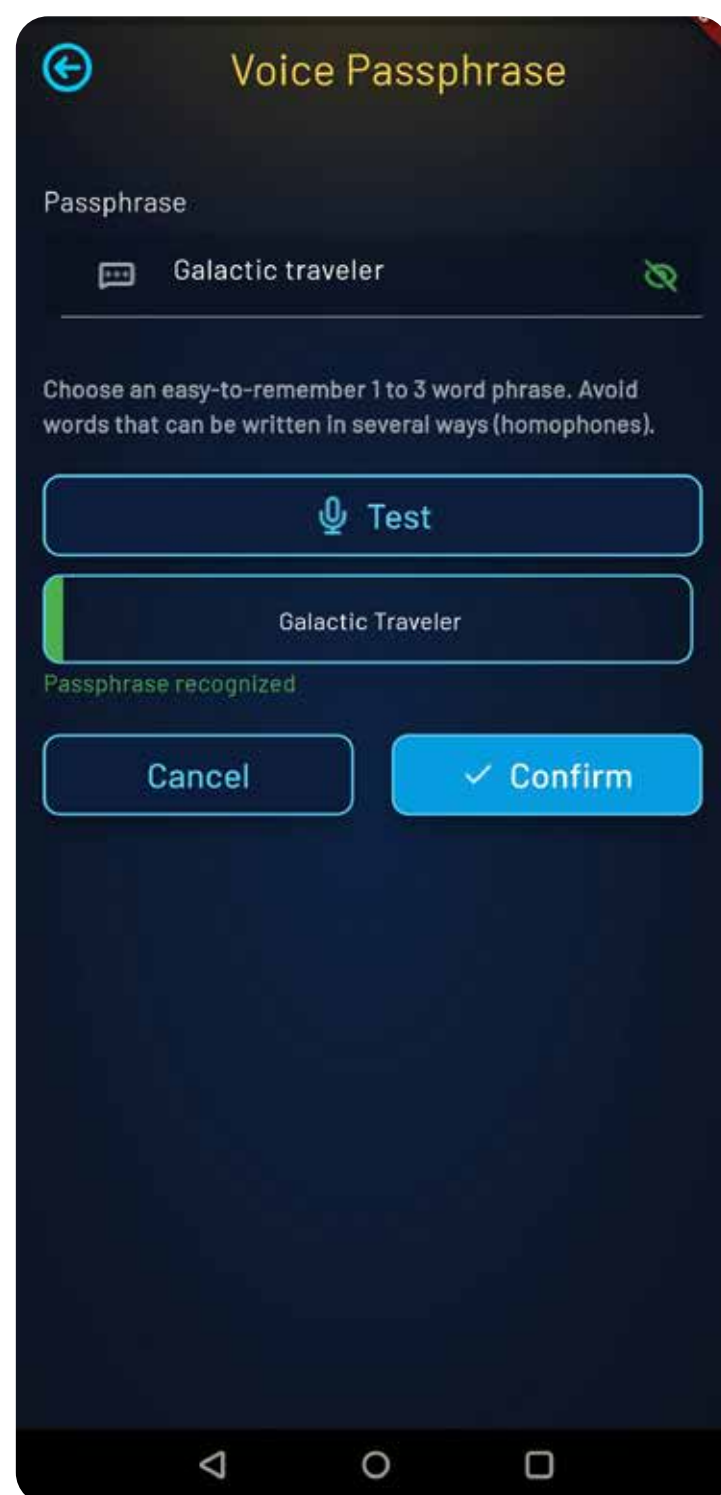
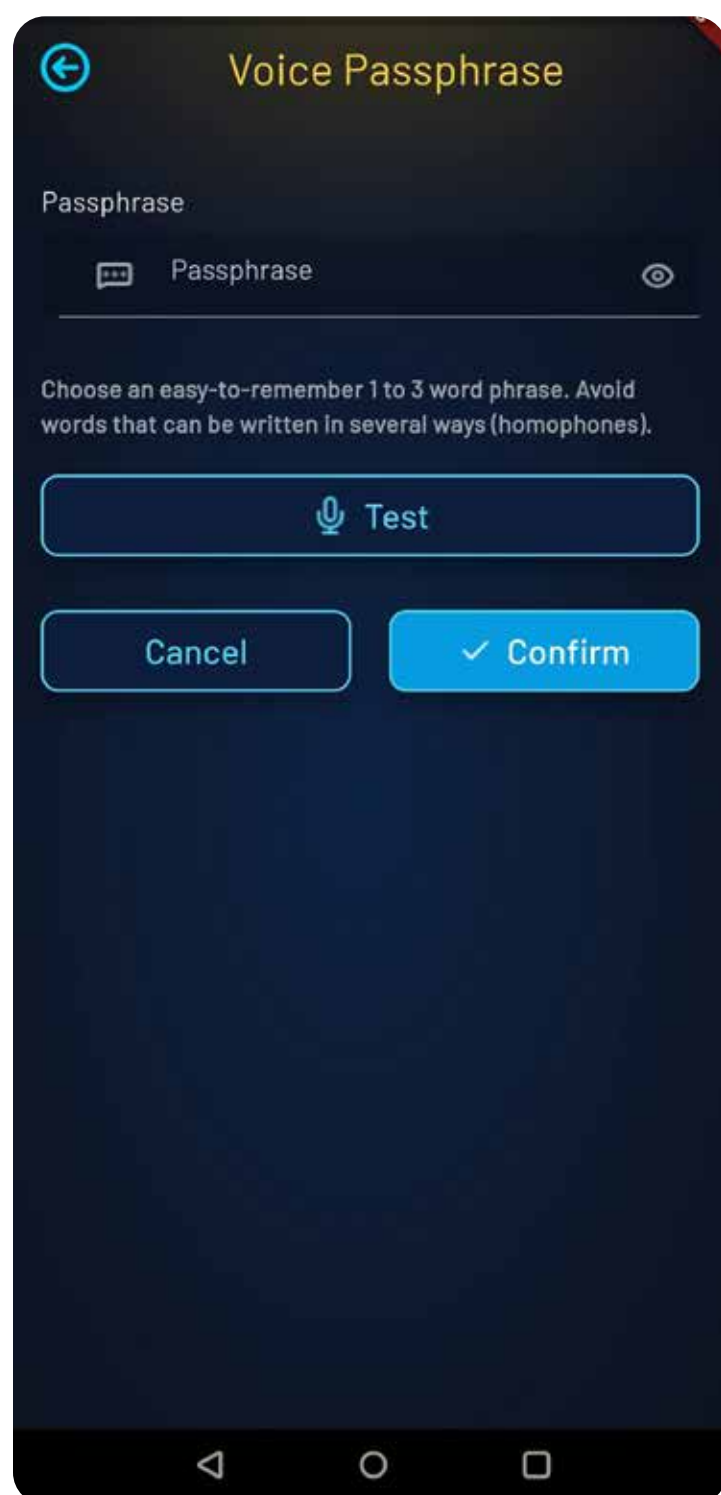
The application version number is also displayed on this screen.



Passphrase

Voice passphrase can be set up from the **Settings** menu. **Passphrase** is assigned to all of the user's cameras. To see how well RADCam understands your passphrase, you can speak into the phone after pressing the "Test" button, and seeing if the system recognizes it.

Answering to RADCam with a confirmed passphrase stops it from engaging visitors for the next 10 minutes.

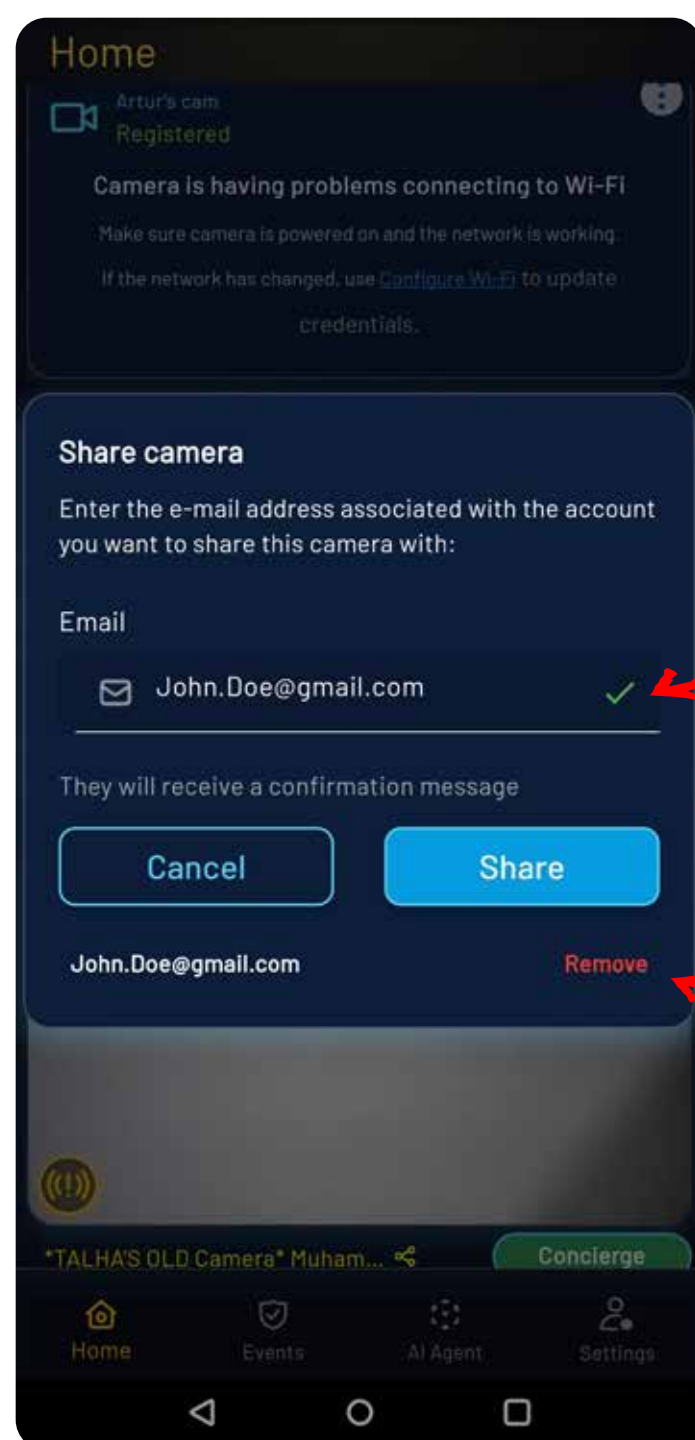
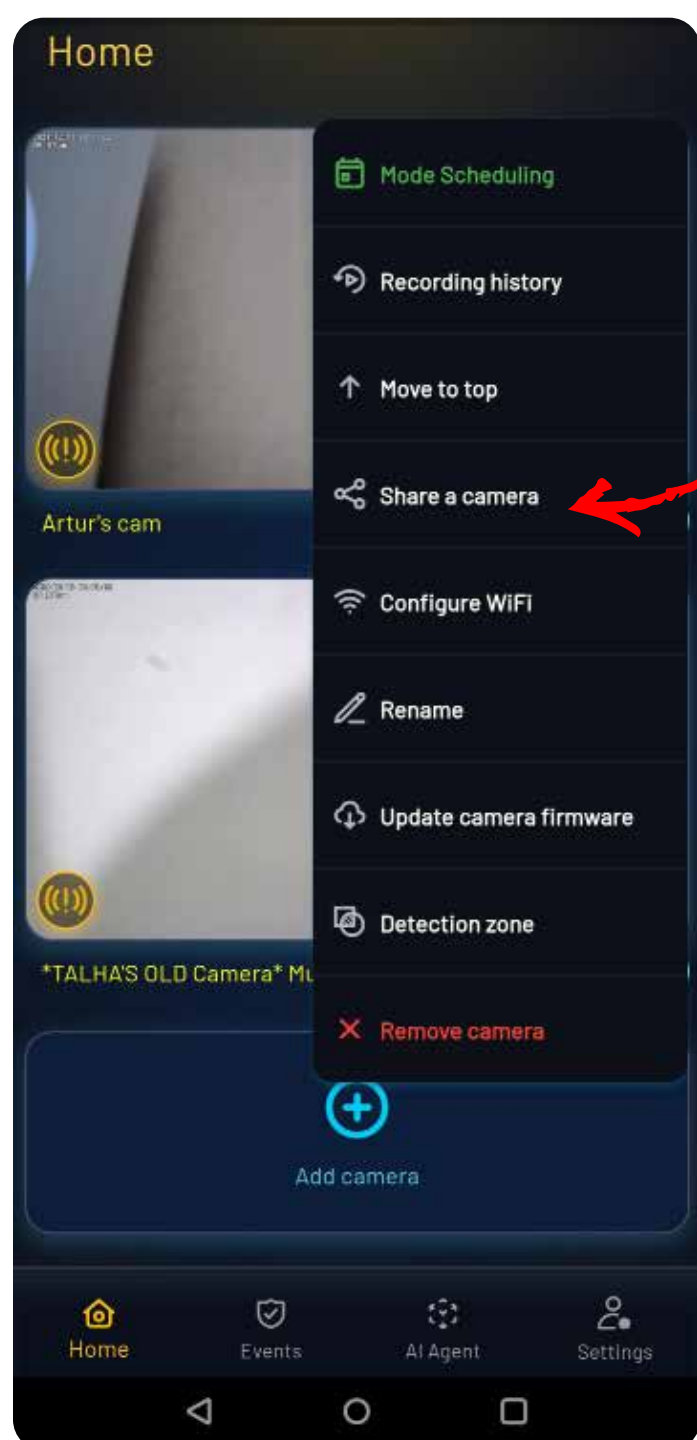


Sharing camera

You can share your camera feed with other family members. They will have similar controls over the camera as the main user: setting network, updating firmware, viewing live feed, recorded history, event history as well as getting push notifications and replying to escalated events.

Select **Share camera** in the camera's drop-down menu. Enter the email of the user you'd like to share the camera with. They will get the camera displayed on their Home screen, with ** and a shared icon.

Click **Remove** next to the user's email to stop sharing with them.

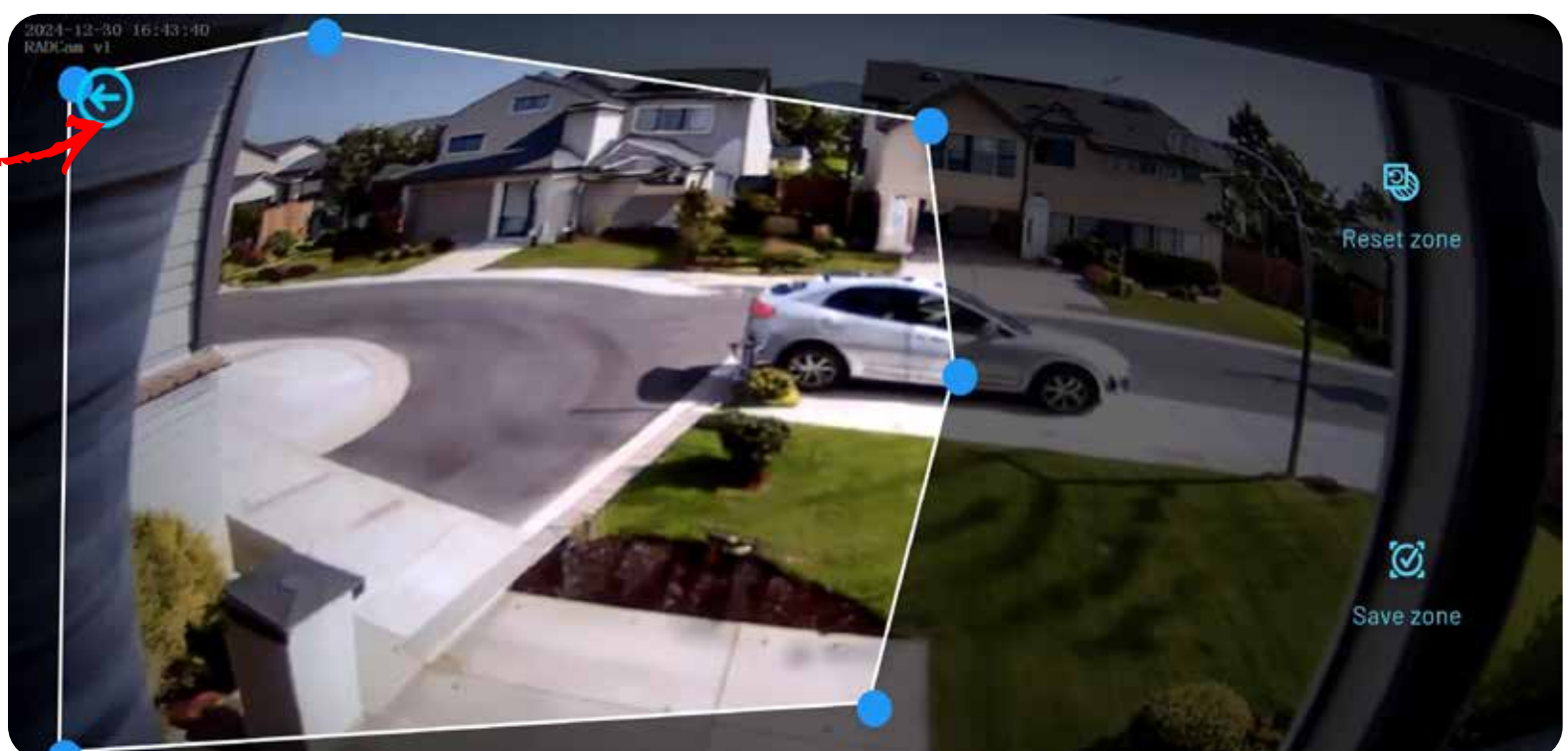
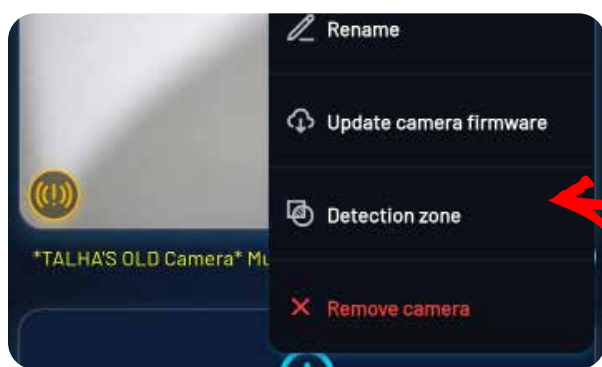


Set a detection zone

Detection zone helps to focus the camera's detection and analytics to a selected area, avoiding passer-bys on a street for example.

Select **Detection zone** in the camera's drop-down menu. Drag the blue points to form the desired detection zone. Pressing **Reset zone** will reset it to the edges of the screen.

Press **Save zone**, to save changes and tap the back arrow button at the top left of the screen to return to the Home screen.

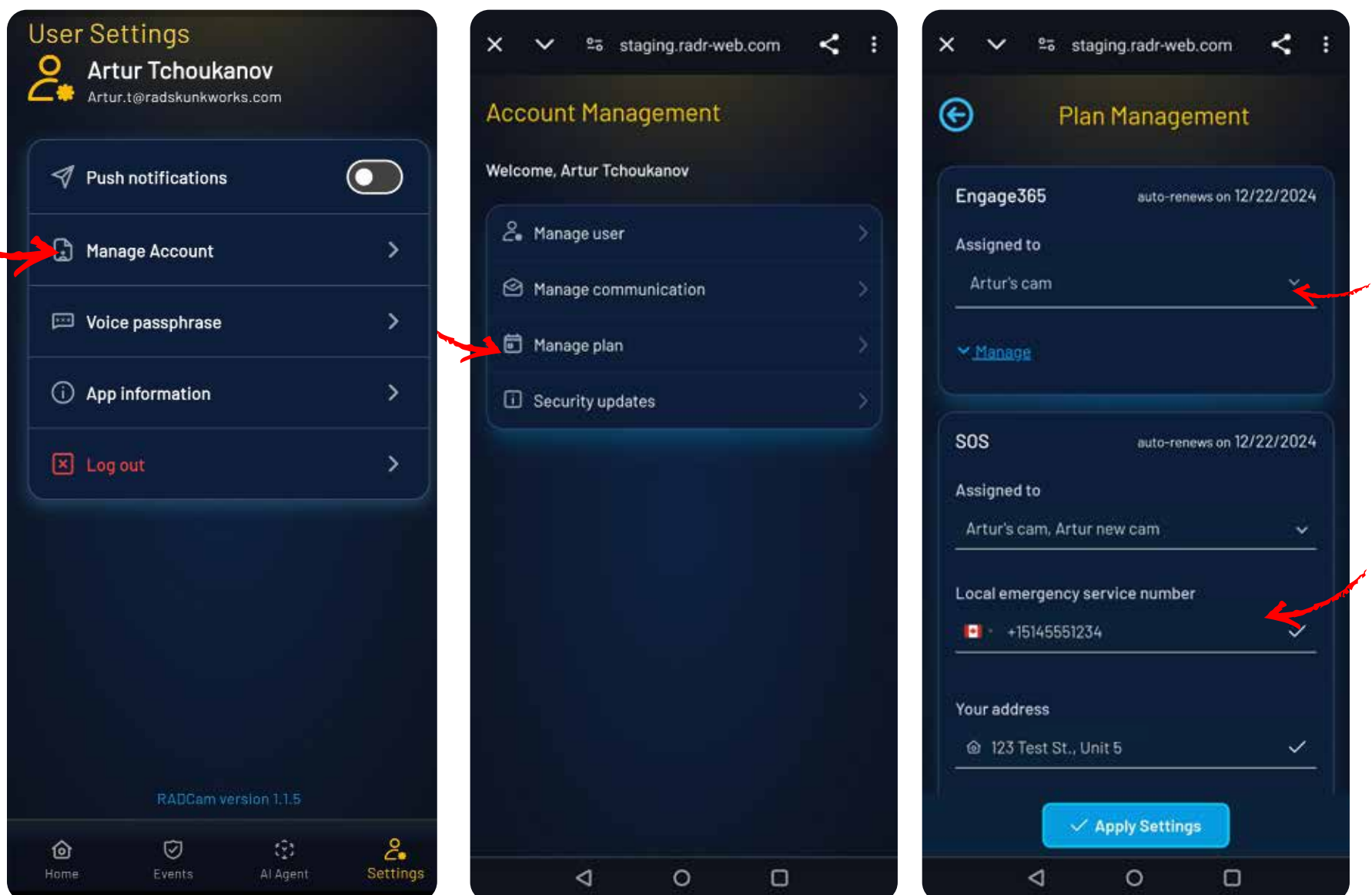


Managing subscription plan

To purchase and manage subscription plans, tap on **Manage Account** in the **Settings** section. You may be required to log in again.

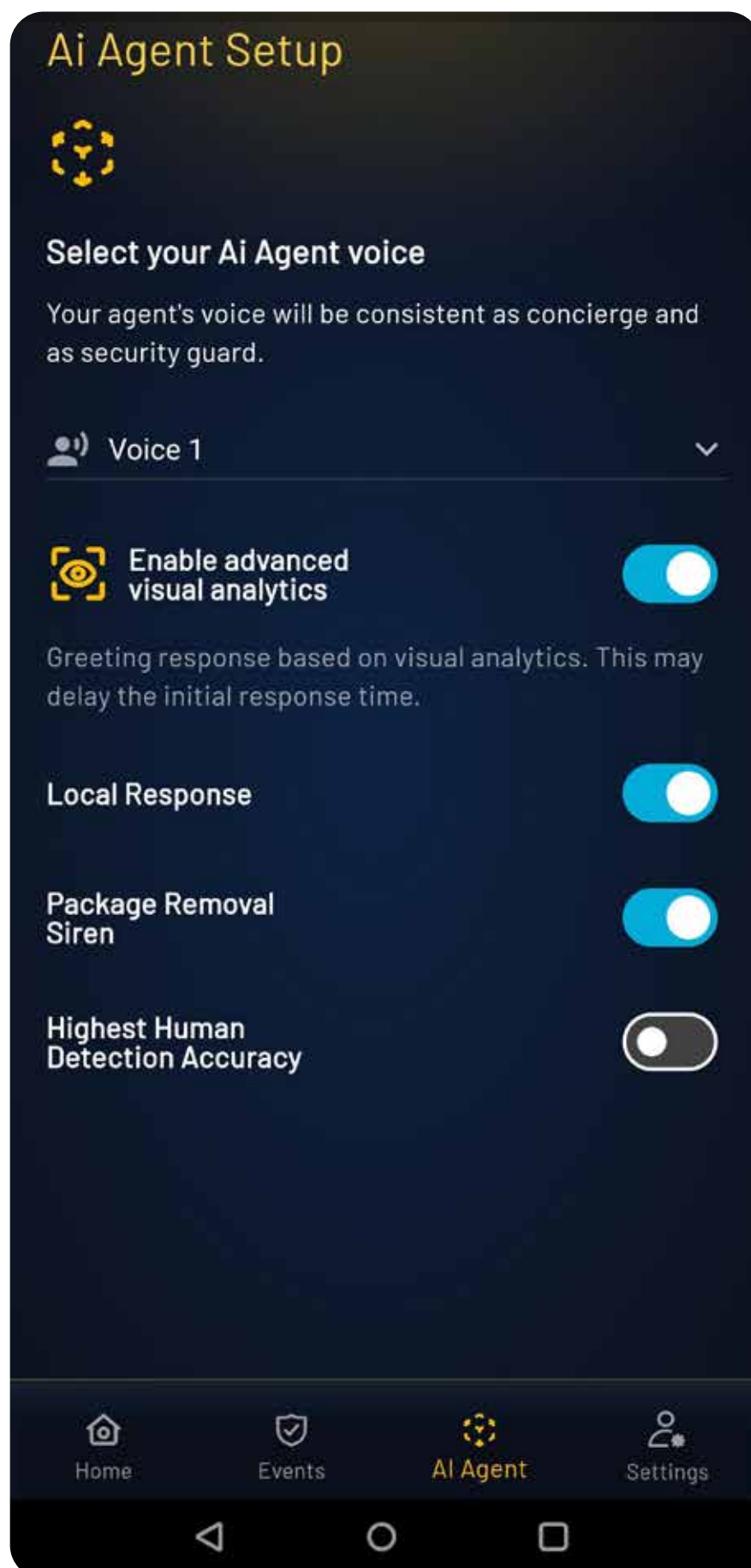
In the Account Management menu, select **Manage plan**. If you have no active plans, you can press on **Purchase Plans**. If you already have plans, then you can select which camera should be assigned to each plan in the drop-down menu.

Tap **Apply Settings** to confirm selections.



Ai Agent

In the **Ai Agent** section of the app lets you set up advanced functions for your camera's analytics and responses.



Ai Agent (continued)

Select your agent's voice from the drop-down list. All your RADCam's will speak in the same voice. (Does not apply to pre-recorded messages for camera settings like the start-up sounds).

Enable advanced visual analytics toggle will have RADCam analyse detailed visual data, such as identifying specific visitor characteristics, clothing, logo, or colors, for a more personalized and intelligent response.

Highest Human Detection Accuracy toggle will take slightly more time for initial response, but will use advanced AI algorithms to minimize false alarms, non-human motion like pets, leaves or weather. (Keep it off unless you're getting many false detections).

Package Removal Siren toggle will sound a siren if a visitor is seen picking up a package. If the toggle is off, you will still get a notification of the event.

Local Response toggle will engage the S.O.S. response by calling the number specified in the plan settings if RADCam determines that the situation has escalated to that level.