

The image features a dark blue background with red abstract shapes on the left and right sides. The Concord logo is centered in white, with the word "CONCORD" in a large, sans-serif font and "CONNECTING TOGETHER" in a smaller font below it.

# CONCORD

CONNECTING TOGETHER

QV9820 – 4G 2K Pan Tilt Zoom Camera

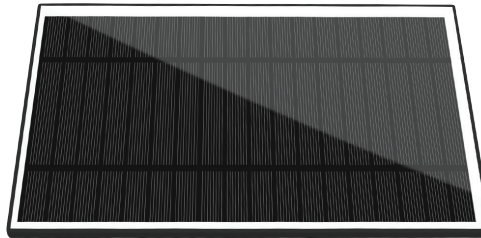
## QUICK START GUIDE AND APP INSTALLATION

# What's in the box?

Congratulations on your new Concord 4G PTZ Camera.  
Inside the box, you will find everything you need to connect your 4G Camera.



4G Dome Camera



7W Solar Panel



Solar Panel Bracket



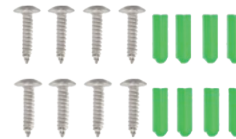
Loop Straps x 2



Screws + nuts set



Loop Base

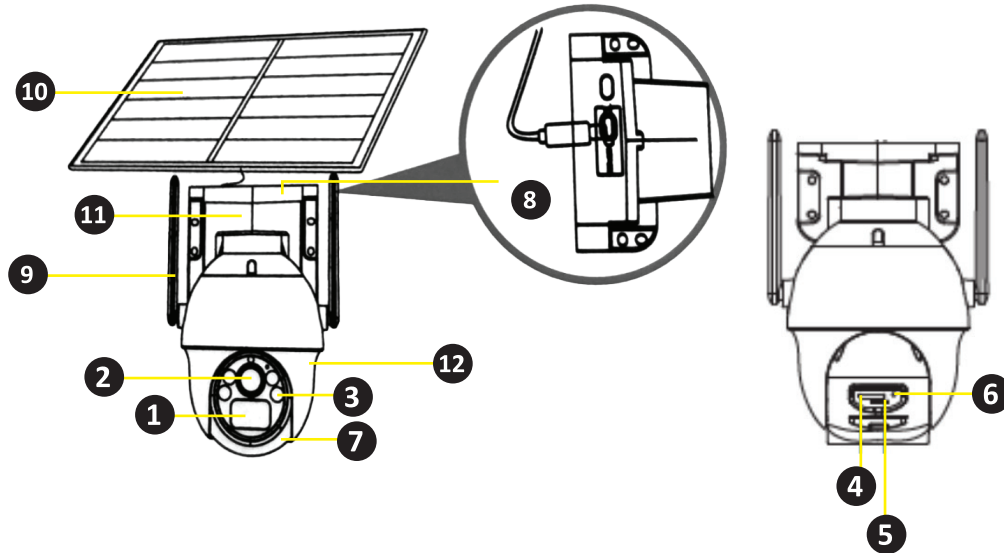


Mounting screws +  
screw plugs x 8pcs



Quick Start  
Guide

# Getting to know your Camera



<b>1</b>	Infrared Sensor	<b>5</b>	SIM Card Slot	<b>9</b>	Antenna
<b>2</b>	Lens	<b>6</b>	Reset Button	<b>10</b>	Solar Panel
<b>3</b>	Spotlights	<b>7</b>	Mic	<b>11</b>	Base
<b>4</b>	SD Card Slot	<b>8</b>	On/Off Switch, Power 5V DC	<b>12</b>	Speaker

# Easy 5 Step guide

## STEP 1: Install the camera as required

This product supports 3 installation methods: ceiling, wall and pole

*Note: For outdoor use only*

## STEP 2: Power the camera by connecting to the solar panel

## STEP 3: Insert your SIM card



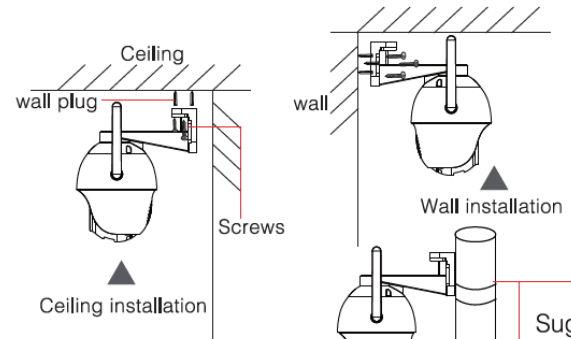
## STEP 4: Download the Concord Connect app



## STEP 5: Add Device – click ‘Scan to add’ then scan the QR code on the camera

### 1. Ceiling installation/Wall installation

- 1). Use the camera positioning paper to locate and punch holes, and nail into the rubber plug;
- 2). Align the hole of the camera bracket with the rubber plug and fasten it to the wall.



### 2. Pole mount

Pass the hoop through the camera bracket hole, then mount the camera on the pole;

Suggest  
Recommended  
installing the  
camera about  
2.5-3M

# Setting Up Your Android Device for Mobile Viewing

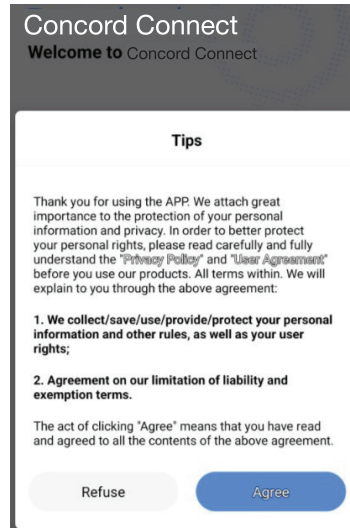
## Setting Up Your Android Device for Mobile Viewing

1. Download the Concord Connect app from the Play Store.

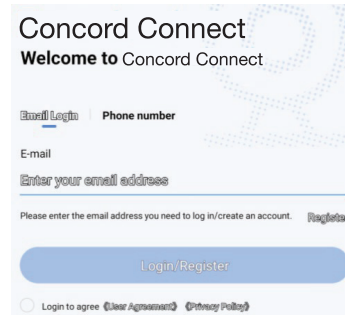


Scan for Google Play

2. Agree with the terms and conditions.



3. Select 'Register' then key in your email address and setup your password.

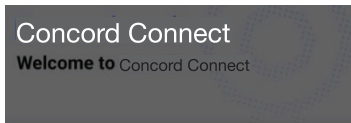


4. Select 'Agree and continue'.



# Setting Up Your Android Device for Mobile Viewing

5. Select 'Agree' to continue.



## Tips

Thank you for using the APP. We attach great importance to the protection of your personal information and privacy. In order to better protect your personal rights, please read carefully and fully understand the "Privacy Policy" and "User Agreement" before you use our products. All terms within. We will explain to you through the above agreement:

**1. We collect/save/use/provide/protect your personal information and other rules, as well as your user rights;**

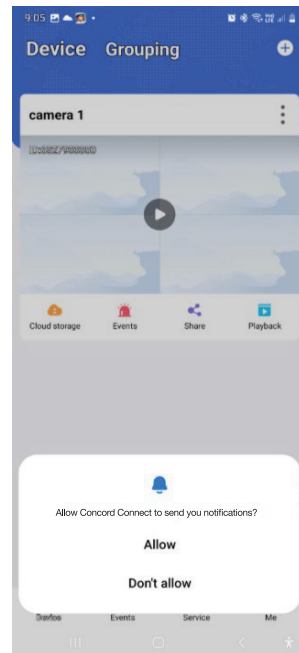
**2. Agreement on our limitation of liability and exemption terms.**

The act of clicking "Agree" means that you have read and agreed to all the contents of the above agreement.

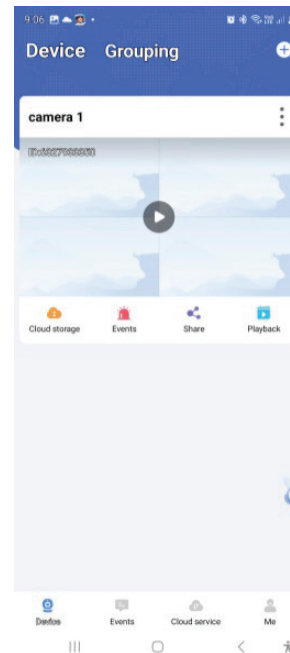
Refuse

Agree

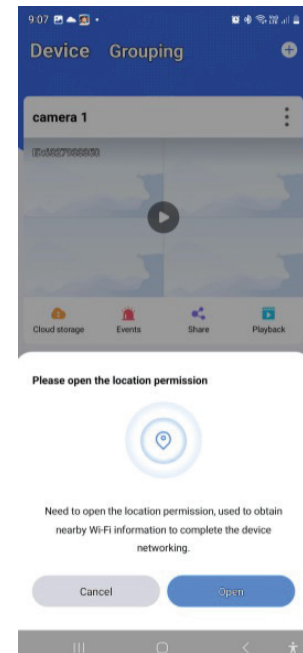
6. Select 'Allow' to receive notifications.



7. Select the '+' icon to add a device.

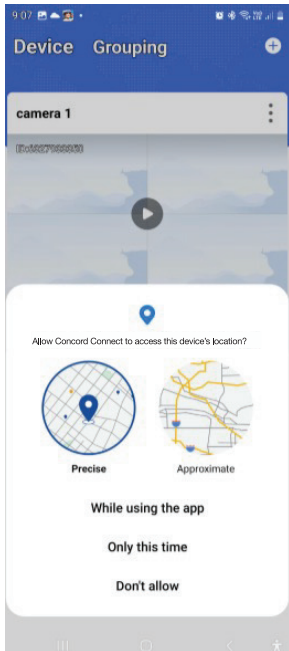


8. Select 'Open' to allow location permission.

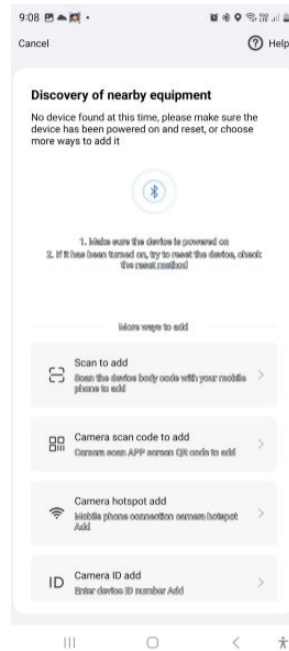


# Setting Up Your Android Device for Mobile Viewing

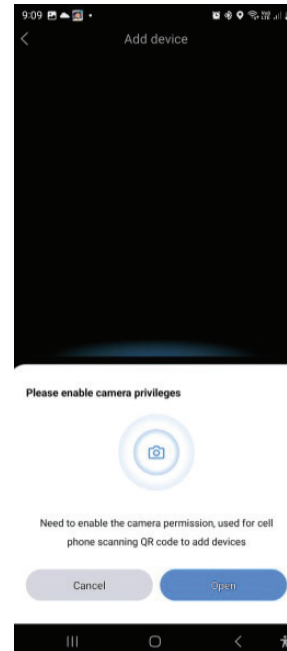
9. Select 'While using the app'.



10. Select 'Scan to add' to add your device.



11. Your smartphone is now ready to scan the Camera QR code to add your device.

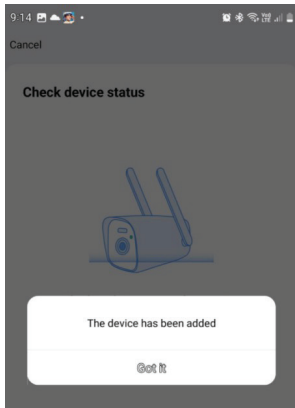


12. Go to Setup Wizard on your monitor to scan the QR code from your smartphone.

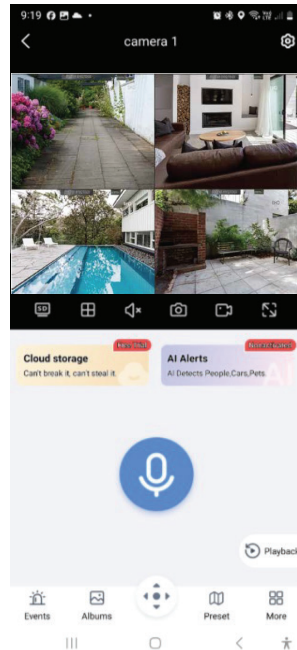


# Setting Up Your Android Device for Mobile Viewing

13. Once scanned successfully, the app will confirm that the Camera has been added. Then, select 'Got it' to continue.



14. Your Camera has now been successfully paired with your smartphone for Mobile View.



# Setting Up Your iOS Device for Mobile Viewing

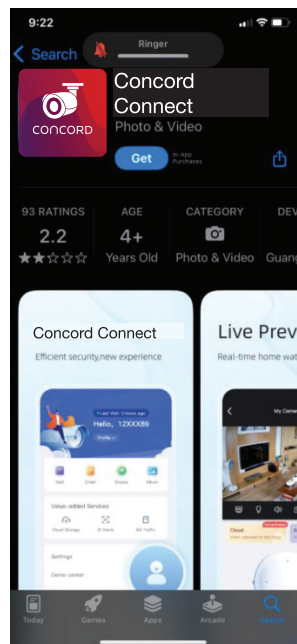
Setting Up Your iOS Device for Mobile Viewing.

1. Download the Concord Connect app from the App Store.

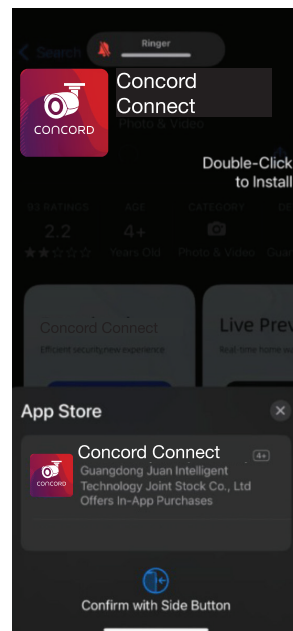


Available on the  
**App Store**  
Scan for App Store

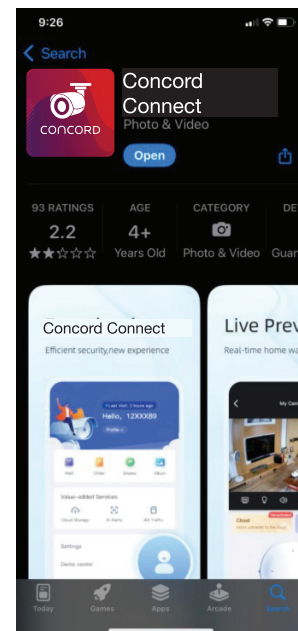
2. Select 'Get' on Concord Connect to download the app.



3. Double-click the side button on your device to confirm the download.

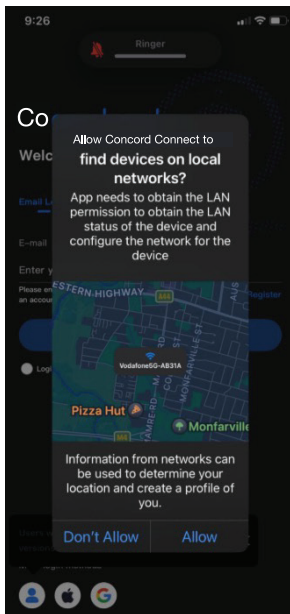


4. Select 'Open' to continue.

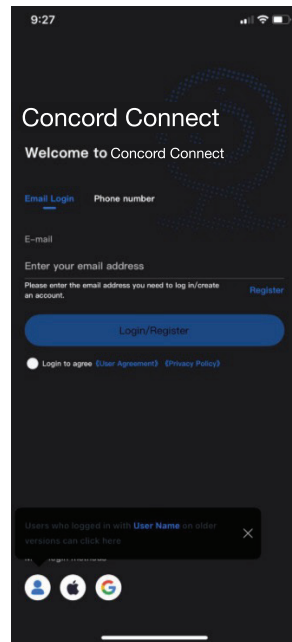


# Setting Up Your iOS Device for Mobile Viewing

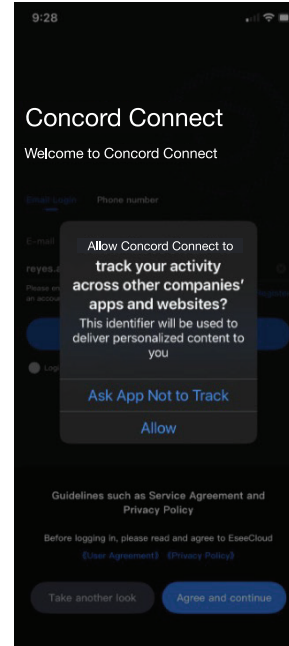
5. Select 'Allow' to find devices on local networks.



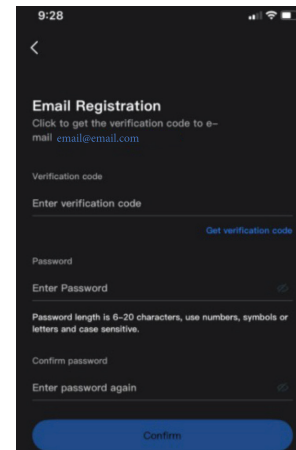
6. Select 'Register' to create your account by entering your email and setting up your password.



7. You may choose to select 'Agree' or 'Ask App Not to Track' to continue.

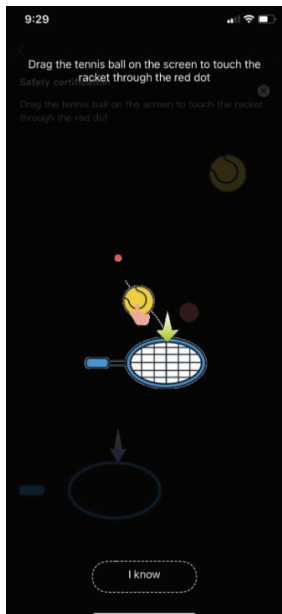


8. Key in your email address and select 'Get verification code'.

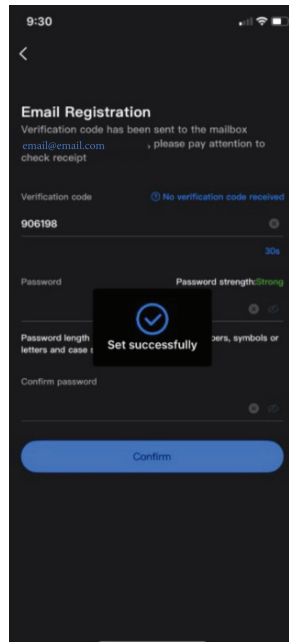


# Setting Up Your iOS Device for Mobile Viewing

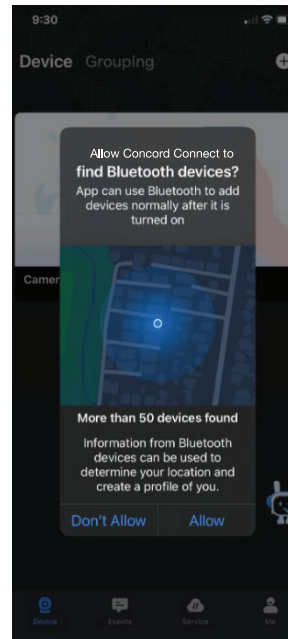
9. Follow the instructions then select 'I know' to continue.



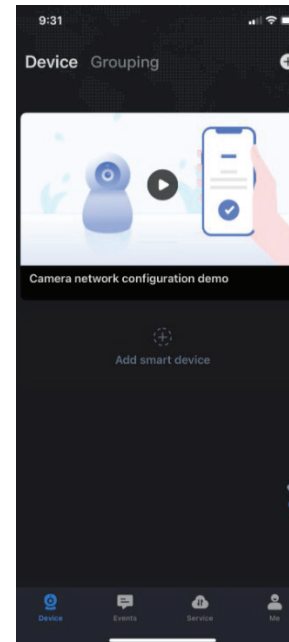
10. Key in the code from your email then set up your password.



11. Select 'Allow' to continue.

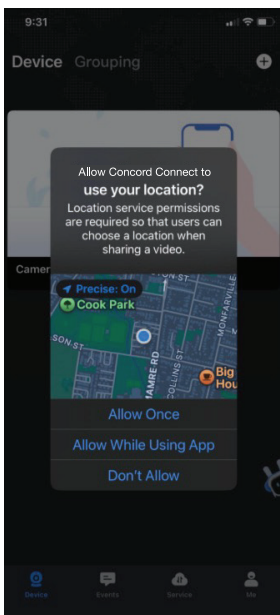


12. Select 'Add smart device' to pair with the Camera

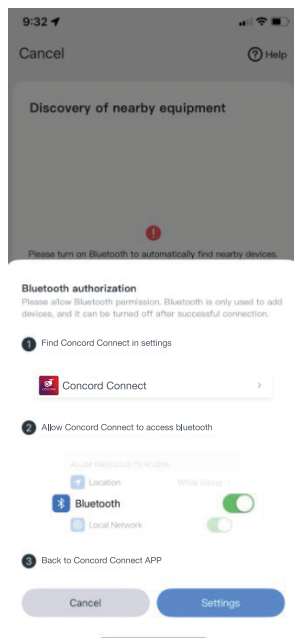


# Setting Up Your iOS Device for Mobile Viewing

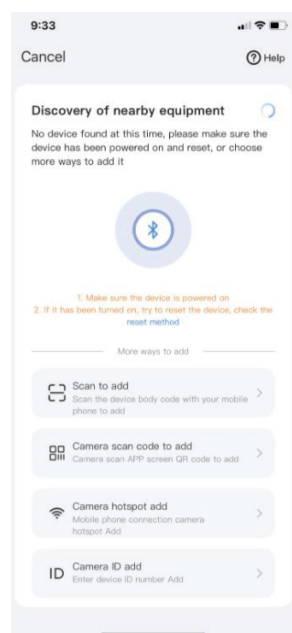
13. Select 'Allow while using the App' to continue.



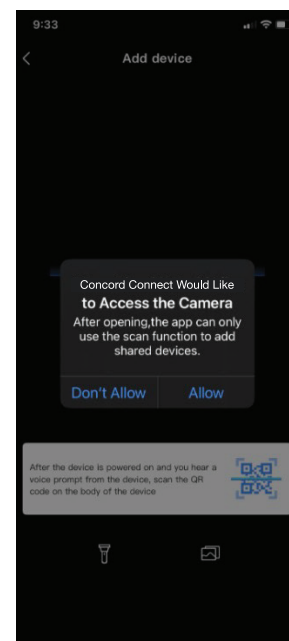
14. Select 'Settings' to continue.



15. Select 'Scan to add' to continue.

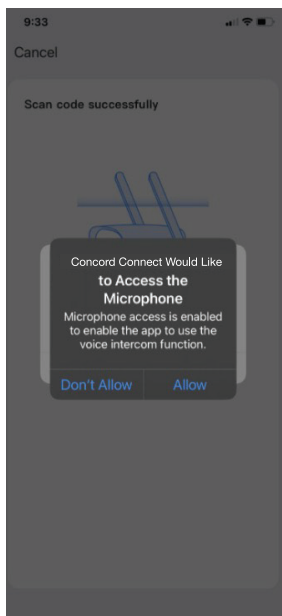


16. Select 'Allow' so you can scan the QR code on your Camera screen.

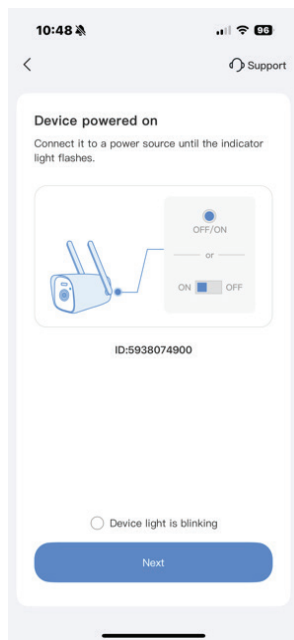


# Setting Up Your iOS Device for Mobile Viewing

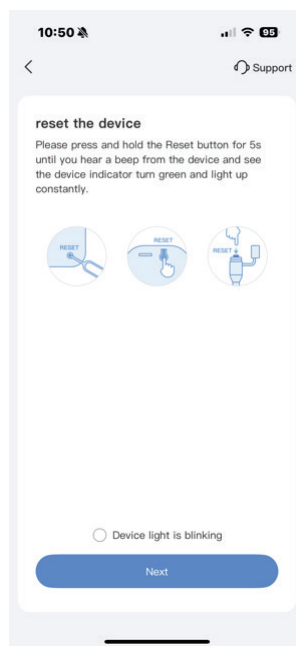
17. Select 'Allow' to enable the microphone on your smart phone.



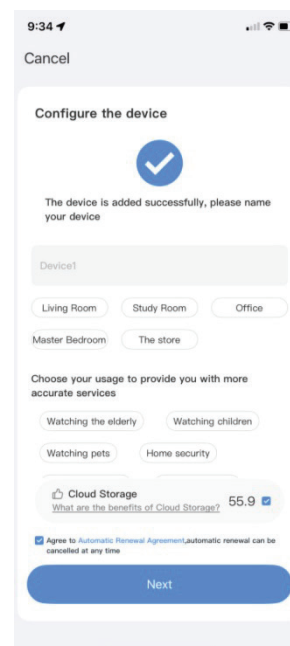
18. Click 'Next'



19. Reset the device, then click 'Next'

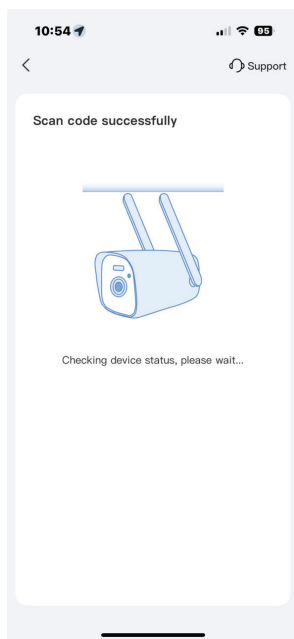


20. Scan QR code

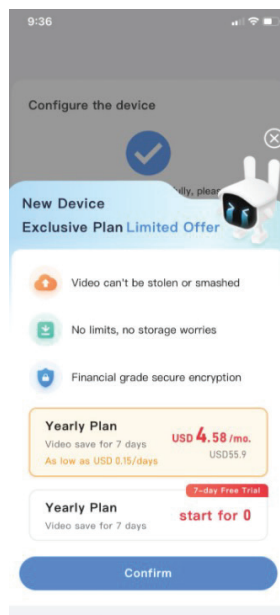


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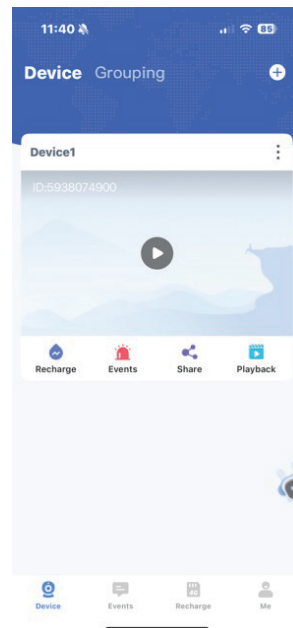
21. Your camera has been scanned successfully



22. Select 'X' on the right top corner if you do not wish to add any plans.



23. Your Camera is ready to go



Additional cameras, cables and accessories are available from your Concord reseller.

Concord Surveillance Support:  
**1300 762 627**



## **WARNING – KEEP BUTTON BATTERIES OUT OF REACH OF CHILDREN**

- If swallowed a lithium button battery may lead to serious or fatal injury in as little as 2 hours, due to chemical burns and potential perforation of the oesophagus
- All button batteries must be kept away from children regardless if they are new or used.
- If you suspect your child has swallowed or inserted a button battery immediately call the 24-hour Poisons Information Centre on 13 11 26 (Australia) or 0800 764 766 (New Zealand) for fast, expert advice.
- If your child is having difficulty breathing contact 000 (Australia) or 111 (New Zealand).
- Dispose of used button batteries immediately and safely out of the reach of children. A battery can still be dangerous even when it can no longer operate the device.
- As soon as you have finished using a button battery, put sticky tape around both sides of it. This will make it harder for children to swallow the button battery and avoid the risk of the battery catching fire.
- Immediately dispose of button batteries immediately out of reach of children, or recycle using a child resistant container and take used cells to your local battery collection centre.

The logo features the word "CONCORD" in a white, sans-serif font, centered on a dark blue background. On either side of the text are vertical red panels with abstract, wavy patterns. The left panel has a smooth gradient, while the right panel includes diagonal hatching in its upper portion.

# CONCORD

[www.concordconnect.com.au](http://www.concordconnect.com.au)