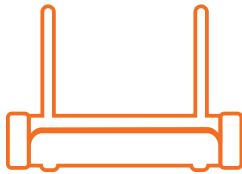


# home8

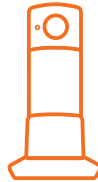
## Twist HD Camera 2-Pack System Quickstart Guide

Model No. V22021

### What's inside:



**1x Security Shuttle**



**2x Twist HD Cameras**



**1x External Siren**



1x Power Adapter



2x Power Adapters



6x Mounting  
Accessories



1x Ethernet Cable



2x Power Cables



1x Double-Sided  
Tape



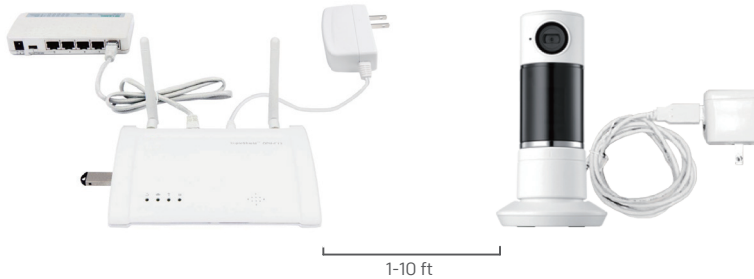
1x USB Thumbdrive

Broadband internet connection, iOS or Android phone and home router required.

## Paso 1: Instalar el hardware

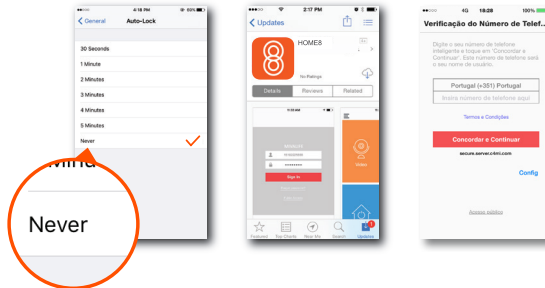
Desempaque todo su hardware dentro de 1-10 pies del router para el hogar.

- Conecte Security Shuttle a su router habilitado con DHCP con el cable de Ethernet incluido.
- Conecte y enchufe el Security Shuttle y las cámaras Twist HD a los adaptadores de corriente.
- Enchufa la sirena externa en un toma corriente.



## Paso 2: Configure su teléfono inteligente

El teléfono interrumpirá el proceso de configuración si se va a modo de dormir. Así que antes de registrar sus dispositivos, desactive la función de bloqueo automático en su teléfono inteligente. Puede activarla después de que haya configurado su sistema.



**Siguiente:**

- Conecte su teléfono inteligente al Wi-Fi de su hogar.
- Descargue la aplicación Home8 desde App Store o Google Play.
- Siga las instrucciones que aparece en la pantalla y configure su cuenta.

### Paso 3: Monte sus dispositivos

**Antes de montar las cámaras, observe si están dentro del alcance de Security Shuttle.**

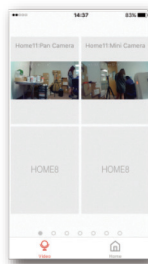
- Tome sus cámaras a la habitación en la que desee instalar.
- Abra la aplicación, toque el **video**.

Si ve la imagen, ya podrá montar la cámara.

**Antes de montar sus sensores.**

- Enchufa la sirena externa en un toma corriente.
- Pulse el botón de **emergencia** en la pantalla principal en la Aplicación Home8 para enviar una notificación de emergencia.

Si suena tu sirena externa, está dentro del rango, por lo que puedes montar la sirena. Tu sirena externa viene con una batería de respaldo preinstalado. Para hacer uso de la batería de respaldo, tira y remueva la tira de plástico para iniciar el contacto de la batería.



## How can I backup recorded video?

You can backup your recorded video by using any of the following methods.

- By setting automatic backup to Dropbox. (Dropbox account needed)
- By sharing your recorded video from VideoGram to your appointed method.

## How do I retrieve my Home8 Mobile app password?

Go to the sign-in page of your Home8 app and tap "Forgot password?". Follow the instruction on screen to enter your phone number. You will then receive an access code via SMS. After input an Access Code that App requested, you can then reset the password by yourself. You will also receive a confirmation email after successfully reset your password.

## How can I be certain my personal information is secured?

Our first level of security is authentication and your password is encrypted when you sign in to your account. At the next level where all data is transmitted, including videos, images, as well account information, bank-level AES data encryption is used.

## How can I be sure unauthorized people are unable to look at my videos on the cloud?

With your privacy in mind, all data is encrypted with bank-level security, and each user has his/her own account to access the video. Our system alerts you and your authorized users when it detects login attempts from unauthorized smart devices.

## How many locations can I manage from my Home8 app?

Home8 app is built to support multi-location management. You can manage as many locations as you would like, and we do not place a limit on the number of Home8 Systems you can purchase.

## If I lose my smart device, what should I do to protect my Home8 account?

We recommend you to change your password as soon as possible by using other smart device with Home8 app installed to sign in to your account to make the change to your password. Alternatively, you may also contact us to disable your account for you.

## Is there a place I can view the user manual online?

Yes, visit [www.home8alarm.com/download](http://www.home8alarm.com/download) , and then access user manuals.

## What are the requirements prior to purchasing an Home8 System?

Because Home8 System is a fully IoT interactive system, it will require the following:

- Broadband Internet connection. (dial-up connections are not supported)
- DHCP enabled router with an available LAN port.
- Smart devices with internet connection.

## What can I do if a camera is offline?

If a camera is showing as "offline", try power cycle on the camera first and wait approximately two minutes, if the offline situation persists, try moving the camera closer to the Security Shuttle and power cycle the device again. After tried the methods above, if the offline status is still not resolved, please contact our Technical Support for further troubleshooting assistance.

## What can I do if my system is offline?

First, try checking your internet connection, if the connection is working properly, then unplug the network cable from your Security Shuttle for 10 seconds, and then reconnect it. If the Security Shuttle is still offline after 5 minutes, please contact our Technical Support for further troubleshooting assistance.

# Troubleshooting Tips

## Are your devices listed in your app?

If you're having trouble installing your devices, see if they're listed in your Home8 app:

- Navigate to ☰ > **Device Management** to see if all your devices are listed.
- Tap + next to the device category and follow the on-screen instructions to add any missing devices.

## Are your devices communicating with Security Shuttle?

- If your devices don't connect to Security Shuttle, they might be too far away. Take them to a location that's closer to Security Shuttle and try again.
- If they do connect, you'll know the range of your device and where to install a range extender.
- Alternatively, you can move Security Shuttle closer to your device.
- If your devices still don't communicate with Security Shuttle, even when they're in the same room, navigate to ☰ > **Device Management** > + on the Home8 app to add your devices again.

## Do you need to reset your camera?

If your camera isn't communicating with Security Shuttle, your app may ask you to reset your camera.

- Remove the top cover and locate the pinhole.
- Insert a pin and hold for 3-5 seconds until you hear a beep.
- Return to the app and follow the onscreen instructions.

## Need help installing your Home8 system?

<http://www.home8alarm.com/download/>  
[support-global@home8systems.com](mailto:support-global@home8systems.com)



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