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ThinkValue WiFi & SIM-Based Camera User Manual

Version 1.0 | Works with V380 Pro App

Product Overview

The ThinkValue WiFi & SIM-based camera is a modern security solution that combines dual connectivity options—WiFi and 4G/LTE through SIM card support—for flexible deployment. This camera is fully compatible with the V380 Pro app, allowing you to monitor your property remotely from anywhere in the world.

Key Features

- Dual Connectivity: WiFi and 4G/LTE (SIM card) network support
 - V380 Pro App Integration: Seamless mobile monitoring and control
 - High-Definition Video: Crystal-clear video recording with night vision
 - Motion Detection: Intelligent motion detection with alert notifications
 - Two-Way Audio: Built-in microphone and speaker for real-time communication
 - Cloud & Local Storage: Optional cloud storage and microSD card support (up to 128GB)
 - Weather Resistant: Durable design suitable for indoor and outdoor use
- Bluetooth Connectivity: BLE (Bluetooth Low Energy) for quick initial device binding and pairing

Package Contents

When you unbox your ThinkValue camera, ensure you have all the following items:

- 1x ThinkValue WiFi & SIM Camera Unit
- 1x Power Adapter (DC 5V/2A)
- 1x USB Power Cable
- 2x External WiFi Antennas
- 1x Installation Guide
- 1x Quick Start Guide
- QR Code Tag (for setup)
- Wall Mount Bracket (if applicable)
- Screws and Anchors for Installation

- SIM Card Slot (pre-installed)(sim card in not included)
- microSD Card Slot (empty, ready for expansion)

Hardware Components

Camera Exterior

Front Panel:

- Lens with night vision capability (10-15m range)
- Motion sensor (PIR)
- Status LED indicator light
- Built-in microphone

Back/Side Panel:

- Power input port (DC 5-12V)
- microSD card slot
- SIM card slot

- WiFi antenna connectors (2x)
- Reset button
- QR code tag

System Requirements

Minimum Device Requirements

Android Devices:

- Android 5.0 or higher
- Minimum 2GB RAM
- 100MB free storage for app
- Internet connection (WiFi or mobile data)

iOS Devices:

- iOS 11.0 or higher
- iPhone 6s or newer
- 100MB free storage for app
- Internet connection (WiFi or mobile data)

Network Requirements

- 2.4GHz WiFi network (IMPORTANT: 5GHz is not compatible)
- Minimum download speed: 2 Mbps
- Stable router with good signal strength
- Active 4G/LTE SIM card (with data plan) for SIM connectivity
- Valid V380 account (free registration)

Pre-Installation Checklist

- Verify all package contents are present
- Check if power adapter is compatible with your wall outlet
- Identify optimal camera placement location
- Ensure WiFi network is available and 2.4GHz capable
- Obtain 4G/LTE SIM card (if using SIM connectivity)
- Download V380 Pro app on your smartphone
- Create V380 account or prepare login credentials
- Note your WiFi network name and password
- Ensure WiFi name does NOT contain special characters
- Have your camera's QR code accessible (bottom of camera)
- Test internet connection on your smartphone
- Ensure router AP isolation is disabled

Installation Guide

Step 1: Physical Installation

Location Selection:

- Choose a location that offers:
 - Clear view of the area you want to monitor
 - Adequate WiFi signal strength (indicated by signal bars on app)
 - Protection from direct rain or extreme sunlight
 - Height of 1.5-2 meters for optimal viewing angle
 - Away from obstacles, trees, or walls that might block WiFi

Installation Process:

1. Mount the camera: Use the included wall bracket and screws to securely mount the camera at your chosen location
2. Attach antennas: Screw the two external WiFi antennas into the antenna connectors on the back of the camera
3. Connect power: Plug the power adapter into the DC 5-12V input port on the camera
4. Plug in: Connect the adapter to a nearby power outlet

LED Status Indicator:

- Blinking Red: Camera is in setup mode
- Solid Red: Camera is powered but not connected to WiFi
- Blinking Green: Camera is attempting to connect to WiFi
- Solid Green: Camera is successfully connected

Step 2: SIM Card Installation (Optional)

If using 4G/LTE connectivity:

1. Locate the SIM card slot on the back of the camera
2. Insert an activated 4G/LTE SIM card into the slot (ensure it clicks into place)
3. Wait 2-3 minutes for the camera to recognize the SIM card
4. The camera will automatically switch to 4G connectivity .

Step 3: microSD Card Installation (Optional)

For local video storage:

1. Locate the microSD card slot on the camera body
2. Insert a microSD card (up to 128GB) into the slot until it clicks
3. The camera will automatically format the card upon first use
4. Video recordings will be saved locally on the card

Supported microSD Cards: Class 10 or higher recommended for optimal performance

V380 Pro App Setup

Downloading and Installing the App

For Android Users:

1. Open the Google Play Store on your Android device
2. Search for "V380 Pro"
3. Tap the "Install" button (look for the official V380 app with the camera icon)
4. Wait for the installation to complete

For iOS Users:

1. Open the Apple App Store on your iPhone/iPad
2. Search for "V380 Pro"
3. Tap the "Get" button
4. Verify with Face ID, Touch ID, or Apple ID password
5. Wait for the installation to complete

Creating Your V380 Account

1. Open the V380 Pro app on your smartphone
2. Tap "Sign Up" (if you don't have an account)
3. Enter your email address and create a strong password
4. Verify your email by clicking the verification link sent to your inbox
5. Log in with your email and password
6. Complete your profile with a display name (optional)

Important: Write down your V380 account credentials. You'll need them to add devices and access your camera remotely.

Method 1: Bluetooth Binding for Initial Setup (RECOMMENDED)

Bluetooth provides the quickest initial binding method for first-time setup without needing WiFi network details.

Bluetooth Binding Steps:

1. Power on your camera - wait for startup (LED will blink red)
2. Open V380 Pro app on your smartphone
3. Tap "+" button on home page > Select "Add Camera" > "WiFi Smart Camera"
4. Select "Bluetooth Binding" option
5. Grant Bluetooth permission when prompted (Settings > Apps > V380 Pro > Permissions > Bluetooth)
6. App will search for nearby cameras - camera should appear
7. Tap on your camera to initiate Bluetooth connection
8. Once connected, select your WiFi network from the list
9. Enter your WiFi password (2.4GHz network only)
10. Bluetooth will automatically transfer WiFi credentials to camera
11. Wait for confirmation - you should hear "WiFi connected" audio prompt
12. Tap "I have heard the tone" in the app
13. Name your device and assign location
14. Tap "Finish" to complete setup

Bluetooth Connection Tips:

- Keep your phone within 3 meters of the camera during binding
- Ensure Bluetooth is enabled on your smartphone
- BLE (Bluetooth Low Energy) reduces power consumption on the camera
- Bluetooth is only used for initial binding, not for continuous monitoring
- After setup, camera connects via WiFi or 4G LTE for remote monitoring
- Bluetooth range: approximately 10 meters (for setup purposes)

WiFi Connection Methods

Method 2: QR Code Configuration (ALTERNATIVE)

Use this method if you prefer scanning a QR code for setup.

1. Power on your camera and wait for the LED to start blinking red
2. Open V380 Pro app and tap the "+" (plus) button on the home page
3. Select "Add Camera" → "WiFi Smart Camera"
4. Tap "Scan QR Code" on your phone
5. Point your phone camera at the QR code printed on the bottom of your camera unit
6. The app will automatically scan and recognize the code
7. Select your WiFi network from the list displayed
8. Enter your WiFi password (ensure correct spelling and case)
9. Tap "Confirm" and wait for the camera to connect
10. Listen for the audio prompt: "WiFi connected" indicates successful connection
11. Tap "I have heard the tone" in the app
12. Name your device (e.g., "Living Room Camera") and assign a location

13. Tap "Finish" to complete setup

Method 3: AP Hotspot Connection (ALTERNATIVE)

Use this method if QR code scanning doesn't work.

Android Instructions:

1. Power on your camera and press the reset button for 3 times quickly wait for it to emit startup voice 'AP mode is activated'.
2. Go to your phone's WiFi settings (Settings > WiFi)
3. Look for a network starting with "MV" followed by numbers
4. Connect to this MV network
5. Return to V380 Pro app
6. Tap the "+" button > "Add Camera" > "WiFi Smart Camera"
7. Select your home WiFi network from the list
8. Enter your WiFi password carefully
9. Go back to WiFi settings and connect to the camera's MV network
10. Return to V380 Pro app - camera will automatically connect to your WiFi

Operation Guide

First-Time Camera Viewing

1. Open V380 Pro app and log in with your account
2. Tap your camera in the device list
3. Wait 5-10 seconds for the live video stream to load
4. You should see the live camera feed with real-time video

Motion Detection and Alerts

Enabling Motion Detection:

1. Open camera settings in the V380 Pro app
2. Navigate to "Motion Detection" or "Alerts"
3. Toggle "Enable Motion Detection" ON
4. Set sensitivity level (Low, Medium, High)
5. Enable notifications to receive alerts on your phone

Two-Way Audio Communication

1. Tap the microphone icon in live view
2. Speak into your phone microphone - your voice plays through camera speaker
3. Release when finished
4. Tap speaker icon to receive audio from the camera

Night Vision Monitoring

- Camera automatically switches to infrared mode in low light
- Night vision range: 10-15 meters
- Video appears in black and white during night mode

Troubleshooting

Issue 1: Camera Won't Connect to WiFi

Solutions:

- Verify WiFi name (SSID) is correct
- Ensure password has no typos
- WiFi name should NOT contain special characters (#, @, !, etc.)
- Check that WiFi is 2.4GHz, not 5GHz
- Disable AP isolation on router
- Ensure both external antennas are tightly screwed in
- Hold the reset button for 10-15 seconds
- Position camera closer to router
- Check for signal interference from microwaves

Issue 2: Camera Connects but No Video Feed

Solutions:

- Check internet speed - Minimum 2 Mbps required
- Reduce video resolution to 720p instead of 1080p
- Change from 30fps to 15fps in settings
- Reduce number of devices on WiFi network
- Power off camera for 30 seconds and power back on
- Ensure Video Streaming is enabled

Issue 3: Mobile Push Notifications Not Working

Solutions:

- Enable notifications in phone Settings > Apps > V380 Pro
- Check camera motion detection settings are enabled
- Verify notification settings in app
- Restart phone to reset notification system

Issue 4: Camera Offline Message

Solutions:

- Ensure power adapter is properly connected
- Check that outlet has power
- Verify your phone is connected to WiFi
- Power cycle camera (unplug for 30 seconds)
- Check for firmware updates in app settings

Issue 8: SD Card Recording Not Working

Solutions:

- Power off camera and ensure SD card is fully inserted
- Check SD card is compatible (Class 10 or higher, up to 128GB)
- In V380 Pro app, go to camera settings and format SD card
- Toggle Continuous Recording ON in settings

Regular Maintenance

Weekly Maintenance:

1. Check camera lens for dust or debris
2. Verify camera is online in V380 Pro app
3. Test two-way audio functionality
4. Check that LED indicator is showing correct status

Monthly Maintenance:

1. Clean camera lens with soft, dry microfiber cloth
2. Verify WiFi signal strength remains adequate
3. Test motion detection with intentional movement
4. Review recorded videos for any quality issues
5. Check that notifications are still working

Quarterly Maintenance:

1. Inspect mounting bracket for any loosening
2. Check antenna connections are tight
3. Update V380 Pro app to latest version
4. Check for camera firmware updates
5. Test audio recording and playback
6. Verify night vision functionality

Annual Maintenance:

1. Deep cleaning of camera (inside if possible)
2. Inspection of all visible components
3. Testing all features comprehensively
4. Backup important recorded videos
5. Check warranty status and expiration

Cleaning Instructions

Lens Cleaning:

1. Power off camera and unplug power adapter
2. Wait 5 minutes for camera to cool down
3. Use a soft microfiber cloth (like glasses cleaning cloth)
4. Gently wipe lens in circular motions from center outward
5. Do NOT use water, alcohol, or chemical solvents

6. Do NOT apply excessive pressure on lens

Camera Body Cleaning:

1. Power off and unplug camera
2. Use a soft, dry cloth to wipe exterior
3. For stubborn dirt, lightly dampen cloth with distilled water
4. Do NOT allow water to enter any ports or openings
5. Dry thoroughly before powering back on

Support & Contact

Getting Help

Before Contacting Support, Try:

1. Restarting the camera and app
2. Checking troubleshooting section in this manual
3. Verifying WiFi network is 2.4GHz
4. Ensuring power adapter is properly connected
5. Checking V380 Pro app is updated to latest version

Support Channels

Email Support:

- Address: support@thinkvaluetech.com
- Response Time: 24-48 hours
- Include in Email: Camera serial number, Purchase receipt, Description of issue, Steps already taken

Phone Support:

- Toll-Free Number: (India: +91-6280002036)
- Hours: Monday-Friday, 9 AM - 6 PM IST
- Language Support: English, Hindi

Live Chat:

- Available On: www.clevercam.in (official website)
- Hours: Monday-Friday, 10 AM - 5 PM IST
- Response Time: Real-time assistance

Community Forum:

- Website: community.v380.org
- Features: User forums, FAQ database, tutorial videos
- Community Support: Peer-to-peer assistance from other users

Warranty Registration

Online Registration:

1. Visit www.clevercam.in

2. Click "Register Warranty"
3. Enter camera serial number (found on device)
4. Enter purchase date and retail location
5. Fill contact information
6. Submit registration

Benefits of Registration:

- Warranty activation confirmation
- Extended support options
- Notification of firmware updates
- Access to exclusive community features
- Priority customer service

Firmware Updates

Checking for Updates:

1. Open V380 Pro app
2. Navigate to camera settings
3. Scroll down to "About" or "System"
4. Look for "Firmware Version"
5. Tap "Check for Updates"
6. If update available, follow on-screen instructions

Importance of Updates:

- Security patches and bug fixes
- Performance improvements
- New feature additions
- Compatibility improvements with updated app versions
- Recommended to update immediately when available

Thank you for choosing ThinkValue WiFi & SIM-Based Camera!

For the latest product information and support, visit www.clevercam.in

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