

Sistema de Seguridad  
ELEGIÓ:  
**SERVICIO DE ATENCIÓN AL CLIENTE**  
DEL AÑO  
**2025**

**SECTOR  
ALARM**)))

Home of Safety



# Sector Alarm HD Security Cameras

## User Manual



# Leader in Service 2025

## Recognition for Excellence in Customer Service

# The Leader in Service Awards

In 2025, Sector Alarm was honoured with the Leader in Service award in the Security Systems category. This pioneering and independent award identifies companies across different industries that deliver the highest quality customer service.

## What does it mean to be a Leader in Service?

Being a Leader in Service means providing the best customer service, which translates to fast, effective, and professional assistance while maintaining high standards of customer satisfaction and loyalty.

It also signifies innovation and accessibility. Award-winning companies are known for implementing digital solutions to streamline customer interactions, ensuring continuous and reliable service whenever it is needed.

**Winning this recognition is a clear testament to a company's commitment to its customers.**

## The impact of the Leader in Service 2025 award on Sector Alarm

Winning the Leader in Service 2025 award is a milestone that celebrates the dedication of our teams to delivering the very best service to our customers. It also reflects our unwavering commitment to excellence in everything we do. Protecting what matters most to our customers isn't just a job — it's our passion.

This award is not only a testament to the collective effort of our team, but it also motivates us to keep improving every day.



# Sector Alarm

**At Sector Alarm, we have been dedicated to security for over 30 years.**

Founded in Norway, our company has grown into an international leader with a presence in several European countries and over 700,000 customers.

In Spain, we've built a strong reputation thanks to our customer-focused approach and our constant innovation in security services for homes and businesses.

Our commitment is to your peace of mind and safety:

- Say goodbye to worries: With Sector Alarm, you benefit from a system that is **connected 24/7 with immediate alerts to the police.**
- Every second matters: In the event of an emergency, we respond **in under 15 seconds** — the fastest on the market.
- No hidden costs: Enjoy lifetime **maintenance and warranty** with no unexpected charges.
- Hassle-free installation: Our **qualified professionals** ensure a smooth and trouble-free installation process.
- **Complete control:** With our advanced technology and a highly intuitive mobile app available in multiple languages, you can manage your system effortlessly and tailor it to your needs.

Thanks to this comprehensive approach, we have been recognised as the leader in security solutions. We proudly accept the **Leader in Service 2025 award** for our commitment to excellence in security for homes and businesses..

# Sector Alarm HD Security Cameras

This user guide will support you in the set-up and daily use of your new video surveillance system and contains useful tips and trouble-shooting advice.

## Privacy

As the customer, you are the data controller for the video service pursuant to the GDPR and you choose how this service is to be used. The app has a range of different video and audio recording features. Among other things, these include the option to stream and record activities, still images and audio, either together or separately as only video/still images or audio, to set the length of the recording and to determine how long recordings should be stored for (max seven days), who should have access to streamed footage/recordings and to whom they should be sent/shared with. The Customer can also determine the area to be filmed, if the camera should begin filming when movement is detected, if the date should be displayed on the video/still images, sensitivity, night vision, WDR mode, etc.

As the data controller, you are responsible for ensuring that the video service is only used in compliance with the privacy legislation that applies at any given time, including the General Data Protection Regulation (GDPR), the rules set out in the Norwegian Copyright Act on the individual's right to their own image, privacy rules established by case law and other rules on the protection of privacy. Note that even if recording may be lawful, it may nonetheless be unlawful to share, publish or store images/videos/audio for more than seven days, and other uses of the video, still images and audio may also be forbidden. This also applies to any specific rules on control measures in the company and in particular to video monitoring; cf. section nine of the Working Environment Act and the Norwegian Camera Surveillance Regulation.

Sector Alarm, and our suppliers, disclaim any responsibility for errors or omissions in the video service and My Pages, as well as any damage that may occur during installation or disassembly of the equipment. In addition, Sector Alarm's current terms for alarm services to private individuals, user agreement and privacy statement for Sector Alarm's digital services follow. The terms for your home alarm service can be found here: [www.sectoralarm.es/avisolegal/](http://www.sectoralarm.es/avisolegal/)

Feel free to contact us if you have any questions

With best regards

Sector Alarm

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# 1. Indoor HD Security Camera

## Overview



### LED reference guide

●	Off	No power
●	Solid green	Connected to Sector Alarm
●●●●	Flashing green	Local network connection
●●●●	Flashing red and green	Factory reset
●	Solid red	No local or internet connection
●●●●	Flashing red	Power on, camera booting
○○○○	Flashing white	Access point mode

Component	Description
Night Vision IR Lights	IR lights used to allow the camera to record video in low light.
Status LED	Indicates network status or mode camera is currently in. For more information, see the LED Guide section.
Rubber Cover	Cover used to protect SD card slot and reset button. This is helpful in keeping dust out of the SD card slot and preventing the camera from accidentally defaulting.
WPS Button	Puts the camera in WPS mode.
SD Card Slot	Slot insert SD card to record video locally.
Adjustment	Allows installer to adjust angle of camera.

## Technical Specifications

Item	Specification
Ingress Protection	IP66
Recording Compression	H.264
Image Sensor	1/2.7" CMOS, 2.1 MP, 1920x1080
Lens/Angle of View	3.0 mm, F2.0, 117 degrees
IR Range	Up to 12 m
Optimal Camera Calibration Angle	30–60 degrees, with horizon line level with ground
Image Adjustment	Flip, brightness, contrast, saturation, sharpness, exposure
Video Encryption	AES 256
Two-way Audio Supported?	No
Wireless Connectivity	802.11 b/g/n, 2.4 and 5 GHz
Ethernet Connectivity	1/100 Mbps RJ-45, PoE enabled
Operating Temperature	-25°–45°
Operating Humidity	<95% non-condensing
Dimensions	6.4 x 6.4 x 11.4 cm
Power	12 VDC

## 2. 180° HD Video Camera

### Overview



#### Activate the Bluetooth function

On the top of the camera, press the **Menu** button (corresponds to the point), then use the volume + or - buttons until you select Bluetooth activation. Once in Bluetooth mode, all you have to do is use your device to pair with it.

#### How to speak and listen through your camera?

Log in to the Sector Alarm Video application.

1. Select 
2. Then **Notifications** and push the settings' wheel.
3. Click on 
4. Then **Video Call**.
5. Indicate reference name you want to have for this notification. You must add one or more recipients.
6. In the section **For the selected devices**, select the correct camera for activating this notification.
7. Click then on **Button Pushed**, if not already done.
8. Configure the notification delay and filtering.
9. Then select **Save**. You'll need to wait a few moments for the configuration to take effect. You can then start using the outgoing call feature.

#### Start a call from the camera

Press  from the camera. The camera will make a ringing noise and the master administrator receives a notification on his mobile phone.

#### Answering a call from Sector Alarm Video App

1. When the notification appears on your device, select **Answer**. The live streaming of the selected camera will then be ready.
2. For speaking press and keep pressing 
3. For listening, release the button 
4. To hang up, exit the live streaming page.

## LED reference guide

●	Off	No power
●	Solid green	Connected to Sector Alarm
●●●●	Flashing green	Local network connection
●●●●	Flashing red and green	Factory reset
●	Solid red	No local or internet connection
●●●●	Flashing red	Power on, camera booting
○ ○ ○ ○	Flashing white	Access point mode

Component	Description
Status LED	Indicates network status or mode camera is currently in. For more information, see the LED Guide section.
12V 1 Amp Power Supply	Cord from camera to wall outlet. This provides power to the camera.
RJ-45 Ethernet Connection	Allows installers to connect the camera directly to a router.
SD Card Slot	MAC Address of the camera.

## Technical Specifications

Item	Specification
Recording Compression	H.264
Image Sensor	1/2.9" CMOS, 6.8 MP, 3096x2202
Lens/Angle of View	1.62 mm, F2.3 180degrees
Low-Light Sensitivity	0 lux with IR
Night Vision IR Lights	IR lights used to allow the camera to record video in low light
IR Range	Up to 5 m
Optimal Camera Calibration Angle	30–60 degrees, with horizon line level with ground
Image Adjustment	Flip, brightness, contrast, saturation, sharpness, exposure
Video Encryption	AES 256
Two-way Audio Supported?	Yes
Wireless Connectivity	802.11 b/g/n, 2.4 and 5 GHz
Ethernet Connectivity	1/100 Mbps RJ-45, PoE enabled
Operating Temperature	0–40°
Operating Humidity	20–80% (non-condensing) RH
Dimensions	7.9 x 7.9 x 13.2 cm
Power	12 VDC

# 3. Outdoor HD Security Camera

## Overview



### LED reference guide

●	Off	No power
●	Solid green	Connected to Sector Alarm
●●●●	Flashing green	Local network connection
●●●●	Flashing red and green	Factory reset
●	Solid red	No local or internet connection
●●●●	Flashing red	Power on, camera booting
○○○○	Flashing white	Access point mode

Component	Description
Night Vision IR Lights	IR lights used to allow the camera to record video in low light.
Status LED	Indicates network status or mode camera is currently in. For more information, see the LED Guide section.
Rubber Cover	Cover used to protect SD card slot and reset button. This is helpful in keeping dust out of the SD card slot and preventing the camera from accidentally defaulting.
WPS Button	Puts the camera in WPS mode.
SD Card Slot	Slot insert SD card to record video locally.
Adjustment	Allows installer to adjust angle of camera.

## Technical Specifications

Item	Specification
Ingress Protection	IP66
Recording Compression	H.264
Image Sensor	1/2.7" CMOS, 2.1 MP, 1920x1080
Lens/Angle of View	3.0 mm, F2.0, 117 degrees
IR Range	Up to 12 m
Optimal Camera Calibration Angle	30–60 degrees, with horizon line level with ground
Image Adjustment	Flip, brightness, contrast, saturation, sharpness, exposure
Video Encryption	AES 256
Two-way Audio Supported?	No
Wireless Connectivity	802.11 b/g/n, 2.4 and 5 GHz
Ethernet Connectivity	1/100 Mbps RJ-45, PoE enabled
Operating Temperature	-25°–45°
Operating Humidity	<95% non-condensing
Dimensions	6.4 x 6.4 x 11.4 cm
Power	12 VDC





## 4. Sector Alarm Video App

Before you can install your cameras, you need to download the Sector Alarm Video App. The Video App is available from the Apple App store and the Google Play store.

You can access the download page by going to corresponding app store via the links below:

•)) Apple App Store



•)) Google Play



### Camera Rules and Notifications

Rules and notifications should be set up as soon as the camera is installed. The rules and notifications work together to provide you with additional security via the Sector Alarm Video App.

#### Configuring Notifications

App notifications are an important way for your camera to notify you of an event so that you can take immediate action, if needed.

To configure notifications:

1. Open the Sector Alarm App and touch the in-app link to the Sector Alarm Video App.
2. Touch the menu button in the upper left-hand corner of the app. The menu displays.
3. Touch Notifications. The **Notifications** screen displays.

**NOTE** Ensure push notifications are set to On. You may also need to allow them via the phone settings before turning them on. If you have to enable them from your phone settings, be sure to enable them in the app, as well.

By default, **System Actions To Watch** is automatically created when the first camera is installed and this is where we give you notifications of anything that might impact system performance.

4. Push the **settings' wheel** and touch **+** in the upper right-hand corner. The New Rule configuration screen displays.
5. Touch **System Event**. The System Event Notifications screen displays.
6. Enter a name for the notification.

**NOTE** By default, the name field is automatically populated. Please enter a new name for this notification to avoid confusion with the notification that is created when you installed your first camera.

7. Check the boxes next to each event you would like to receive a notification for.
8. Click **+ Add Recipients** to add contacts to be notified when an event is triggered.
9. Touch the method of communication next to the contact information.

**NOTE** By default, the account contact information is presented. If you would like to add an additional contact, click **+ Add Contact** in the upper right-hand corner and add the contact information on the next screen. Please ensure step 9 is completed before adding a new contact. If you do not complete step 9, only the new contact will receive the notifications. You can add any email. Only mobile phones where the Sector Alarm Video App is will appear.

10. Once all of the desired **contact** methods and **recipients** have been selected, touch Close. The selected recipients and their contact method now display in the Recipient section.
11. Click **Save** to create the new notification. The new notification is listed on the Notifications page.

## Recording Rules

Recording rules allow the camera to capture video clips and upload them to the cloud for safe storage.

This section covers the following topics.

- Creating Recording Rules
- Camera Re-Calibration

### Creating recording rules

To create a recording rule:

1. Open the Sector Alarm App and touch the **In-app** link to the Sector Alarm Video App.
2. Touch **Video**. The Live camera view displays.
3. Touch the **Gear** icon in the upper right-hand corner. The Video settings page displays.
4. Touch **Recording Rule**. The Recording Rules page displays.
5. Touch **+ Add**. The Rule Trigger page displays.
6. Touch **Video Analytics**. The Video Analytics Rule page displays a list of available cameras eligible for rule creation.
7. Touch **the camera** to associate with the rule.

**NOTE** Each camera has a maximum of three rules.

8. Select the type of rule:
  - A. Ground Zone  
*A ground zone is an area of interest that the camera focuses on. The camera will only begin recording once an object enters the area.*
  - B. Tripwire  
*A tripwire is an invisible line that the camera focuses on. The camera will only begin recording once an object breaks that line.*
9. Select if the camera is "indoor" or "outdoor". Click **Next**. The Rule Configuration Page displays.
10. Enter a descriptive name for the rule.
11. Tap and drag the corners of the zone or tripwire to cover the area you wish to capture video from. This is the area that the object will cross into and trigger the camera to capture the video.
12. Select the duration for the object to be inside the area of interest. This is the amount of time the object is inside **the area of interest** (recommended **0.5 seconds**) before a video clip is recorded.
13. Set the minimum delay between clips (recommended **30 seconds**). This is the amount of time between the end of the one clip and the beginning of the next.
14. Set the time for the rule to run.
  - A. At all times
  - B. User specified window
15. Select the type of object for the notification. Choosing the object that generates notification does not imply that a clip will not be generated.
  - A. Person
  - B. Vehicle
  - C. Animal
  - D. UFO
16. Select the notification type
  - A. Push
  - B. Email
17. Click Save. Your rule has been created and the Recording Rules page displays.

**NOTE** If you would like this rule to run during multiple times during the day, you will need to create a rule for each desired timeframe. For example, you could create rules with the same detection settings to run while you are at work and while you sleep, but not while you are home.

## Camera re-calibration

During recording rule creation, camera calibration takes place during the creation flow. If your camera is having difficulty detecting objects or you move the camera, you may need to re-calibrate the camera.

### To calibrate your camera:

1. Open the Sector Alarm App and touch the **in-app link** to the Sector Alarm Video App.
2. Touch **Video**. The Live camera view displays.
3. Touch the **Gear** icon in the upper right-hand corner. The Video settings page displays.
4. Touch **Calibrate Cameras**. The list of cameras and their calibration date, if calibrated, displays.
5. Touch **the camera** you wish to re-calibrate. Since the camera was previously calibrated, the Calibration Complete message displays.
6. Click **Start Over**. The camera calibration process begins and you will be asked to take a series of 5 pictures.
7. Following the instructions in the app, take the 5 pictures. Once you take the 5 pictures, Touch **Submit**. The Calibration Complete page displays.

**NOTE** *It is imperative that you follow the instructions in the app on taking the 5 pictures. Failure to do so could result in the camera needing to be recalibrated. If you're using an iOS device, please note that after pressing Submit the app is busy calibrating the cameras, despite nothing indicating as such on the screen.*

8. Click **Done**. Your camera has been re-calibrated.

**NOTE** *You may notice that the camera calibration date did not change in the app after re-calibrating your camera. Please be assured that your camera has been re-calibrated.*

## 5. Video verification

It's up to you to decide if you want to use our video verification service. On the day you install the camera, you will need to download the Sector Alarm Video App so you can identify your cameras. When clicking on the video link you'll be asked to accept or decline permission for our Alarm Receiving Centre Operators to view your live camera feeds. The only way for our Operators to view the cameras is if you choose 'accept'.

If you have given consent and only if the alarm is triggered, Sector Alarm Operators will be able to access your camera (for the 15 minutes before and after the alarm) to check the incident and take the action needed to protect your safety as well as your property and belongings.

You will always be able to manage your preferences and turn consent on or off.

For a detailed explanation on how to activate this function, see the App Manual.

## 6. Troubleshooting

### Wi-Fi

#### Poor Wi-Fi Signal Strength

Poor Wi-Fi signal strength is the leading cause for poor camera performance. Refer to the table below to troubleshoot your Wi-Fi signal issue.

Item	Detail
Problem	Camera has poor Wi-Fi signal strength
Cause	<ul style="list-style-type: none"><li>• Router placement in home</li><li>• There are too many competing Wi-Fi networks nearby</li><li>• There are too many devices connected to the router</li></ul>
Solution	Router placement: <ol style="list-style-type: none"><li>1. Ensure the router is centrally located within the home</li><li>2. Ensure the router is not sitting on the floor</li><li>3. Ensure the router is not near any large or metal appliances that could cause interference</li></ol> Too many competing Wi-Fi networks nearby: <ol style="list-style-type: none"><li>1. Change the channel your router broadcasts</li></ol> Too many devices connected to the router: <ol style="list-style-type: none"><li>1. Replace your existing router with a mesh system</li></ol>

#### Slow Wi-Fi Speed

If the Wi-Fi speed to your camera is too slow, your video quality will be affected.

Item	Detail
Problem	Slow Wi-Fi speeds to/from camera
Cause	<ul style="list-style-type: none"><li>• Internet speed is too slow</li><li>• There are too many devices connected to the router</li></ul>
Solution	Internet speed is too slow: <ol style="list-style-type: none"><li>1. Contact your internet service provider about increasing your speeds</li></ol> Too many devices connected to the router: <ol style="list-style-type: none"><li>1. Replace your existing router with a mesh system</li></ol>

## App Issues

### App Unavailable in App Store

Item	Detail
Problem	App unavailable in app store
Cause	<ul style="list-style-type: none"><li>• Incompatible device</li><li>• Incompatible OS</li><li>• Require Android 6.0 or newer</li><li>• Require iOS 12.1 or newer</li></ul>
Solution	<p>Incompatible device:</p> <ol style="list-style-type: none"><li>1. Verify your device model is compatible</li></ol> <p><b>NOTE:</b> Some older devices are unable to meet the minimum requirements to run the app.</p> <ol style="list-style-type: none"><li>2. If your device is too old to run the app, consider upgrading or using a newer device compatible OS:<ol style="list-style-type: none"><li>1. Update your OS to the latest version via the device's Settings</li></ol></li></ol>

### Unable to Download Video

Item	Detail
Problem	Unable to download video
Cause	<ul style="list-style-type: none"><li>• Storage full</li><li>• Device permissions not set properly</li></ul>
Solution	<p>Storage full:</p> <ol style="list-style-type: none"><li>1. View your available storage on your device</li><li>2. If storage is 99% full, you will need to free space by removing apps or deleting other multimedia files</li></ol> <p>Device permissions not set properly:</p> <ol style="list-style-type: none"><li>1. Open your device's settings</li><li>2. Ensure the app has permission to view and save pictures/videos</li></ol>

### Push Notifications not Working

Item	Detail
Problem	Push Notifications not Working
Cause	<ul style="list-style-type: none"><li>• In-app push notifications setting not enabled</li><li>• Device permissions not set properly</li></ul>
Solution	<p>In-app push notifications setting not enabled:</p> <ol style="list-style-type: none"><li>1. Open the Sector Alarm Video App</li><li>2. View Notification option under menu</li><li>3. Ensure notifications are set to on</li><li>4. Ensure there are System Notifications created in the app</li><li>5. Ensure System Notifications in the app are set to on</li></ol> <p>Device permissions not set properly:</p> <ol style="list-style-type: none"><li>1. Open your device's settings</li><li>2. Ensure the app has permission to view and save pictures/videos</li></ol>

## Unable to Hear Sound

Item	Detail
Problem	Unable to Hear Sound
Cause	<ul style="list-style-type: none"><li>• Device sound volume not loud enough</li><li>• Device speaker is damaged</li></ul>
Solution	Device sound volume not loud enough: 1. Ensure the device volume is turned up  Device speaker is damaged: 1. Test sound output using another app

## Unable to Conduct Two-Way Conversation

Item	Detail
Problem	Push notifications not working
Cause	<ul style="list-style-type: none"><li>• Device permissions not set properly</li><li>• Device speaker is damaged</li></ul>
Solution	1. Open your device's settings 2. Ensure the app has permission to use the device's microphone

## Unable to Upload Videos

Item	Detail
Problem	Unable to Upload Videos
Cause	<ul style="list-style-type: none"><li>• Reached monthly upload limit</li><li>• Reached cloud storage limit</li></ul>
Solution	Reached monthly upload limit: 1. Contact Customer Service to verify upload quota status  Reached cloud storage limit: 1. Contact Customer Service to verify upload quota status

## Unable to View Live Video

Item	Detail
Problem	Unable to View Live Video
Cause	<ul style="list-style-type: none"><li>• Device in airplane mode</li><li>• Camera offline</li><li>• Device data speeds not sufficient</li></ul>
Solution	Device in airplane mode: 1 Turn off airplane mode from Device's settings  Camera offline: 1. Ensure the camera is plugged into an outlet 2. If the outlet is managed by a switch, turn the switch to the on position  Device data speeds not sufficient: 1. Attempt to join a trusted Wi-Fi network 2. Toggle device Wi-Fi off and on 3. If Wi-Fi not available move to a location with a stronger cellular signal

## App Crashing

Item	Detail
Problem	App Crashing
Cause	<ul style="list-style-type: none"><li>• Device storage is full</li><li>• Too many apps open</li></ul>
Solution	<p>Storage full:</p> <ol style="list-style-type: none"><li>1. View your available storage on your device</li><li>2. If storage is 99% full, you will need to free space by removing apps or deleting other multimedia files</li></ol> <p>Too many apps open:</p> <ol style="list-style-type: none"><li>1. Close any open apps running in the background</li><li>2. Restart the Sector Alarm Video App</li></ol>

## Unable to Protect Video

Item	Detail
Problem	Unable to Protect Video
Cause	Reached cloud storage limit
Solution	<ol style="list-style-type: none"><li>1. Contact Customer Service to verify upload quota status</li></ol>

## Unable to Create/Modify Recording Rule

Item	Detail
Problem	Unable to Create/Modify Recording Rule
Cause	<ul style="list-style-type: none"><li>• Camera is offline</li><li>• Not all fields within the rule are completed</li></ul>
Solution	<p>Camera offline:</p> <ol style="list-style-type: none"><li>1. Ensure the camera included in the rule is plugged into an outlet</li><li>2. If the outlet is managed by a switch, turn the switch to the on position</li></ol> <p>Not all fields within the rule are completed:</p> <ol style="list-style-type: none"><li>1. Ensure all fields, including the rule name ,are completed</li><li>2. Be sure to click Save at the bottom of the page</li></ol>

## Camera Streaming Video but App Says it's Offline

Item	Detail
Problem	Camera Streaming Video but App says it's offline
Cause	Camera was offline and recently came back online
Solution	<ol style="list-style-type: none"><li>1. View the in-app message that states the camera is offline</li><li>2. Complete the in-app Video Device Troubleshooting</li></ol>

## Unable to Log In

Item	Detail
Problem	Unable to Log In
Cause	Problem with account
Solution	1. Contact Customer Service to rectify the situation

## Activate recording rules

In case, you exceed your storage capacity your number of clips, you will receive a mail and the “recording rules” will be turned off until the following month. You will receive a reminder mail for activating the recording rules.



