

Canary Flex™ User Guide

canary



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Meet Canary Flex™.

Speaker

HD Camera

Night vision LED

Microphone

Motion sensor

Magnetic swivel base



Meet Canary Flex™.



Charging port

Power button

To turn on, hold down for 1 second then release when you see the spinning white LED.

Canary Flex will also turn on automatically when you connect it to a power supply.

To turn off, hold down for 5 seconds until the LED turns off and you hear the shutdown sound.

Requirements and Tech Specs

Wi-Fi Network Requirements

In order for your Canary Flex to connect to your Wi-Fi network, it will need to meet the following requirements:

- ✓ Your Wi-Fi network broadcasts at 2.4 GHz or 5 GHz (802.11 a/b/g/n).
- ✓ Your network upload speed is greater than 1 Mbps.

iOS Requirements

To set up your Canary Flex using an iOS device, it must be running iOS 8 or newer. This includes the following devices:

- ✓ iPhone (4S or newer)
- ✓ iPad (2nd generation or newer)
- ✓ iPad mini (1st generation or newer)
- ✓ iPod Touch (5th generation or newer)

Android Requirements

To set up your Canary Flex on an Android device, it will need to be running Android 4.3 or newer, with Bluetooth Smart 4.1 (or newer).

Power

Rechargeable 6700 mAh lithium-ion battery
100-240v power supply

Operating Temperature

-4° to 113 °F (deviations permitted to 122 °F)

Camera

116° wide-angle lens

Dimensions

Height: 4.35 in
Diameter: 1.9 in
Weight: 0.53lbs

Secure Device Setup

1. Download the app.

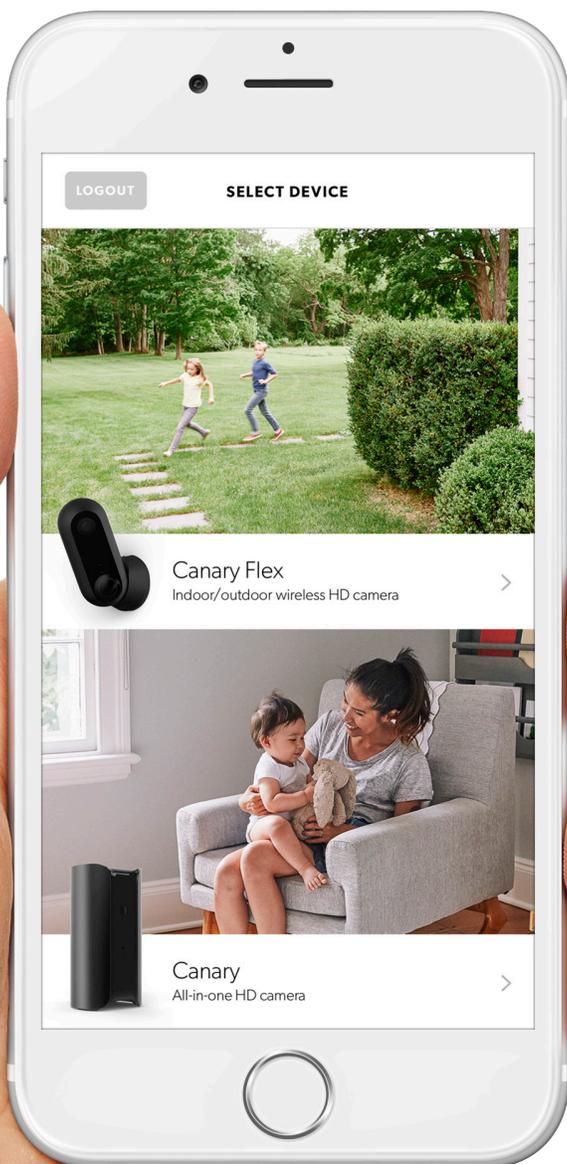
Visit the App Store, Google Play, or <http://canary.is/app> to download the free Canary app on your smartphone.

2. Launch the app.

Open the app on your Android or iOS device.

3. Follow in-app instructions.

The Canary app will walk you through creating an account and setting up your device.



Placement

Pick a place with a strong Wi-Fi signal.

If you think you've found a suitable place, try streaming Watch Live from your Canary Flex device there. If it plays without interruption, you've found a good place for your device to live.

Place Canary Flex outside to record outdoor activity.

Canary Flex will not detect motion through a window while operating on battery power.

Plugging in Canary Flex outdoors.

Use wire-free at any time. You can plug your device into a weatherproof, covered outlet if you see a green dot on the bottom of the power adapter.

Battery Life

If you plan to use Canary Flex wire-free, there are multiple steps you can take to maximize battery performance.

Positioning

Position your device to eliminate as much background activity as possible while still monitoring the desired area. If your device is operating in wire-free mode and constantly recording activity, the battery will drain faster.

Customize Home Mode

To reduce the frequency of recorded activity, configure your device to be private while in home mode and turn on Auto-mode switching, especially if the device is indoors. You can customize this in your **Modes settings**.

Extreme Temperatures

In colder environments, the battery may not hold a charge for as long as it would in more temperate climates, and it will also take longer to charge.

Magnetic Swivel Base

The magnetic swivel base, included in the box, lets you position Canary Flex with 360 degrees of flexibility. Set it on a flat surface or mount it to a wall with a single screw.

The magnetic swivel base contains a powerful magnet, so don't place it near other electronic devices.



Accessories

Canary Flex accessories allow you to place your device wherever you need peace of mind, indoors and out.

Secure Mount for Canary Flex

Secure Mount keeps your Canary Flex locked-in and can be attached to any wall or surface, inside or outside, keeping your Canary Flex securely in place wherever you place it. The ball joint lets you adjust the camera angle to your preference.



Stake Mount for Canary Flex

Stake Mount is designed for use in gardens or planters, and enables Canary Flex to blend in.



Twist Mount for Canary Flex

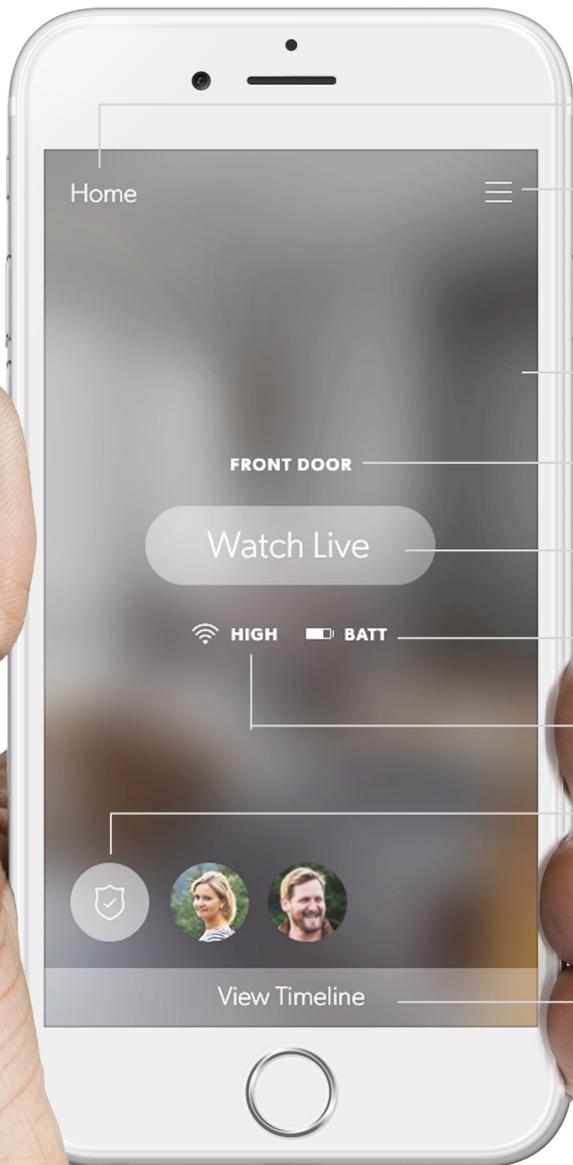
Twist Mount enables you to position Canary Flex wherever you can hang or wrap it—fixtures, railings, branches, etc.—and is designed to create smart vantage points.



Learn more at canary.is/accessories.

Home Screen

The **Home Screen** is the main screen of the Canary app. From here, you can view important information about your Canary Flex, including Wi-Fi strength and Battery.



Location name

Menu

Dynamic background

FRONT DOOR

Device name

Watch Live

Watch Live button

HIGH BATT

Battery

Connectivity

Current mode



View Timeline

View Timeline

Modes

Canary Flex has three modes: **away** (shield), **home** (house), and **night** (moon).

In **away** mode, Canary Flex monitors your home for activity and sends you a push notification with a video when it detects movement.

In **home** mode, Canary Flex can send you notifications when it detects activity, record activity without notifications, or you can disable the camera and microphone entirely.

In **night** mode, you can set a schedule for when Canary Flex should monitor your location for activity with or without sending you notifications. Alternatively, you can schedule Canary Flex to be set to private.

You may choose from two settings when in **home** and **night** modes: "Record video" and "Set to private". When Canary Flex is set to "Record video", you can stream real-time video, view and save video events to your location timeline and elect to receive motion notifications. When using "Set to private", Canary Flex's camera, microphone, and motion detection capabilities are fully disabled.



Away

When all members are away, Canary Flex monitors for activity and sends notifications.



Home

When a member is home, Canary Flex is customizable: it can be set to private, or record activity with any desired level of motion detection.



Night

You can schedule Canary Flex to monitor for activity while you sleep, or you can set it to private.

Mode Settings

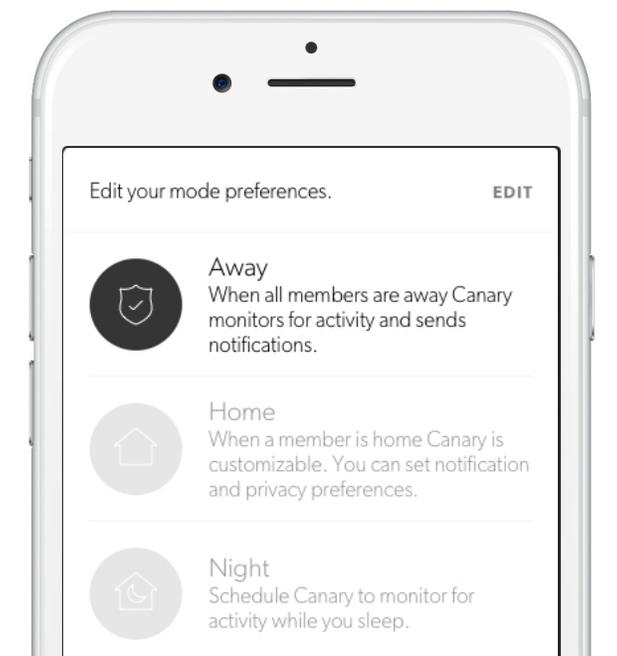
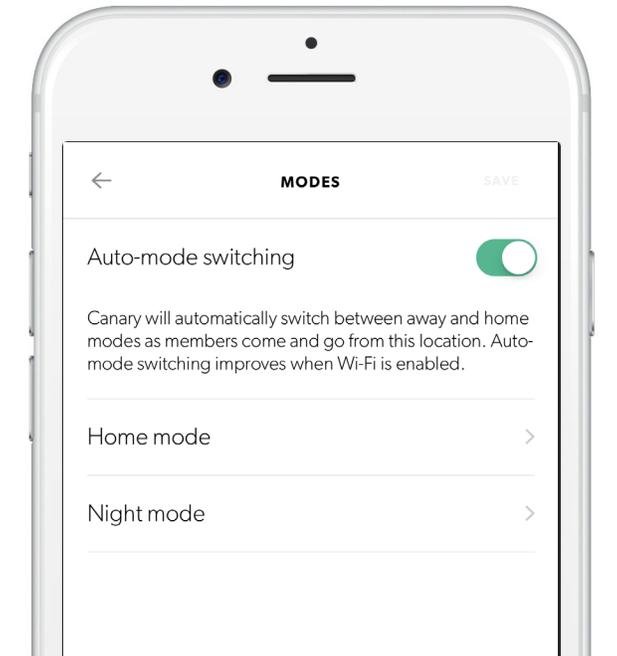
In **Mode Settings**, you can configure how Canary Flex changes modes by activating or disabling **Auto-Mode Switching**. You can also select the privacy settings when in **home** and **night** modes.

Auto-Mode Switching

While **Auto-Mode Switching** is on, Canary Flex will use your phone's location services to detect whether you're home or away.

Canary Flex will switch into **away** mode when all location members leave home, and switch into **home** mode when at least one member arrives home.

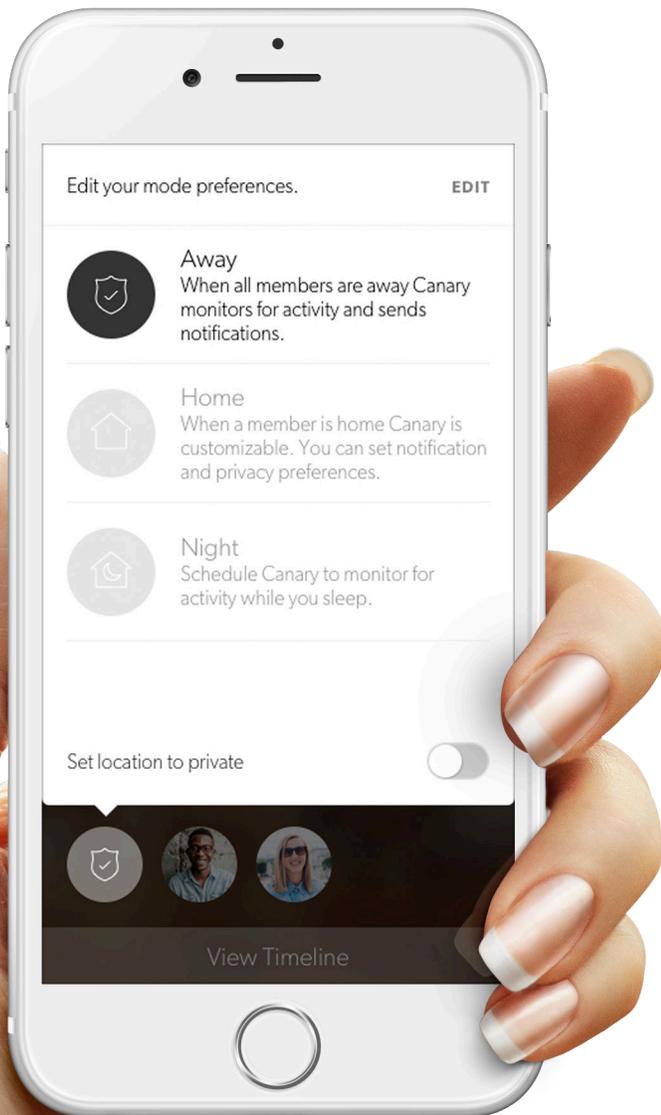
You can also schedule Canary Flex to switch into and out of **night** mode at specific times. Please note: **night** mode will only activate when at least one member is home.



Manually Switching Modes

You can manually change Canary Flex's mode from the **Home Screen** even if **Auto-Mode Switching** is on. To do so, tap the mode icon, and select the desired **mode**.

If **Auto-Mode Switching** is off, Canary Flex will only change modes when you manually select a different mode. You can change Canary Flex's mode by tapping on the **mode** icon on the **Home Screen**, then tapping the desired **mode**.



Watch Live

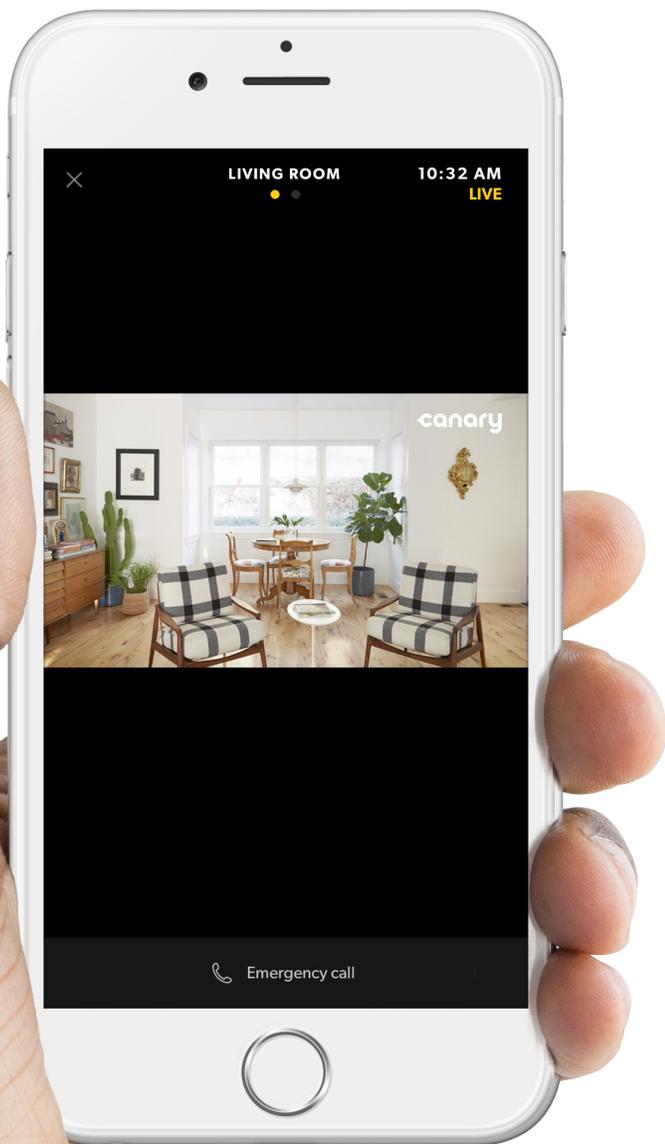
Watch Live gives you a livestream of your home any time your Canary Flex device is set to record motion or is in **away** mode.

Swipe your finger across the video player to change the livestream between Canary devices at the same location.

If you want to catch the smaller details, double-tap or pinch the screen to zoom in.

Rotate your phone horizontally to view **Watch Live** in full screen.

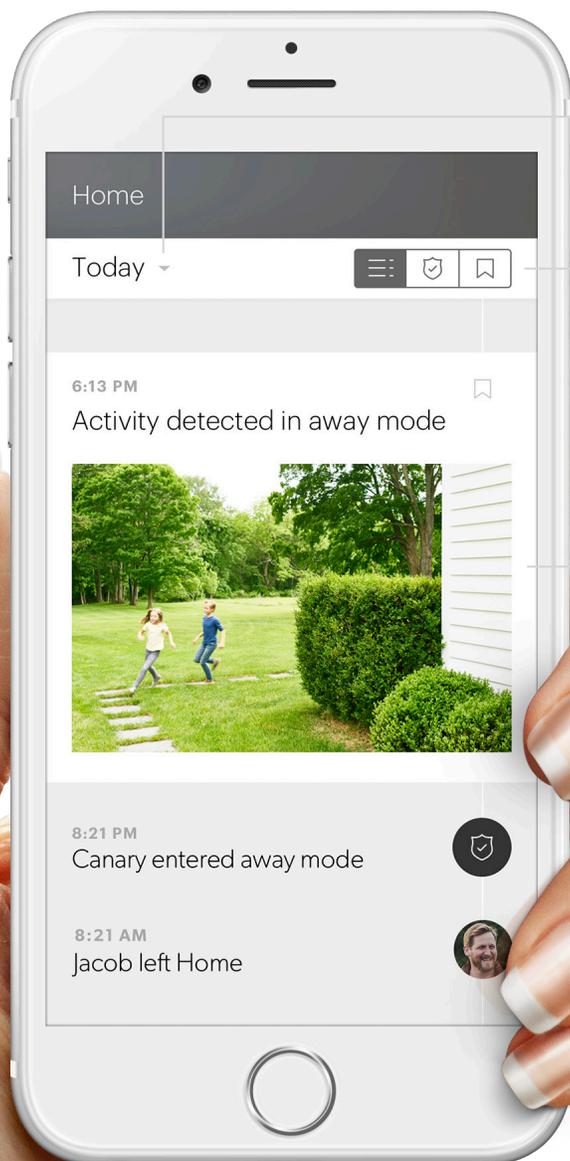
Tap **X** to return to the **Home Screen**.



Timeline

To access the **Timeline**, swipe up or tap **View Timeline** on the **Home Screen**.

You can review recent video events, watch saved videos, keep track of member activity, and monitor mode changes.



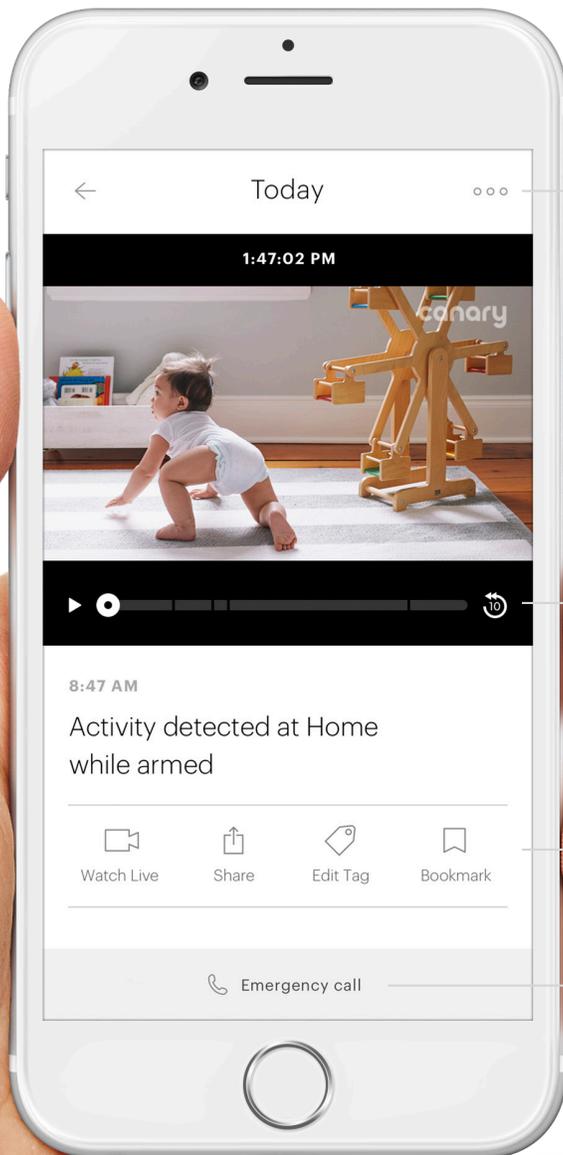
Tap to filter events by date

Tap to filter the timeline by all recorded events, events recorded in away mode, or bookmarked events.

Tap to view a video event

Event Screen

On the **Event Screen**, you can watch recorded activity, export and delete videos, tag specific types of motion, share videos on social media, bookmark an event on the timeline, or respond to an emergency.



Tap to delete or export a video clip

Drag your finger across play bar to rewind or fast forward through an event

Switch to Watch Live (📺), Tag (🏷️) to help Canary learn, or Bookmark (🔖) to save an event

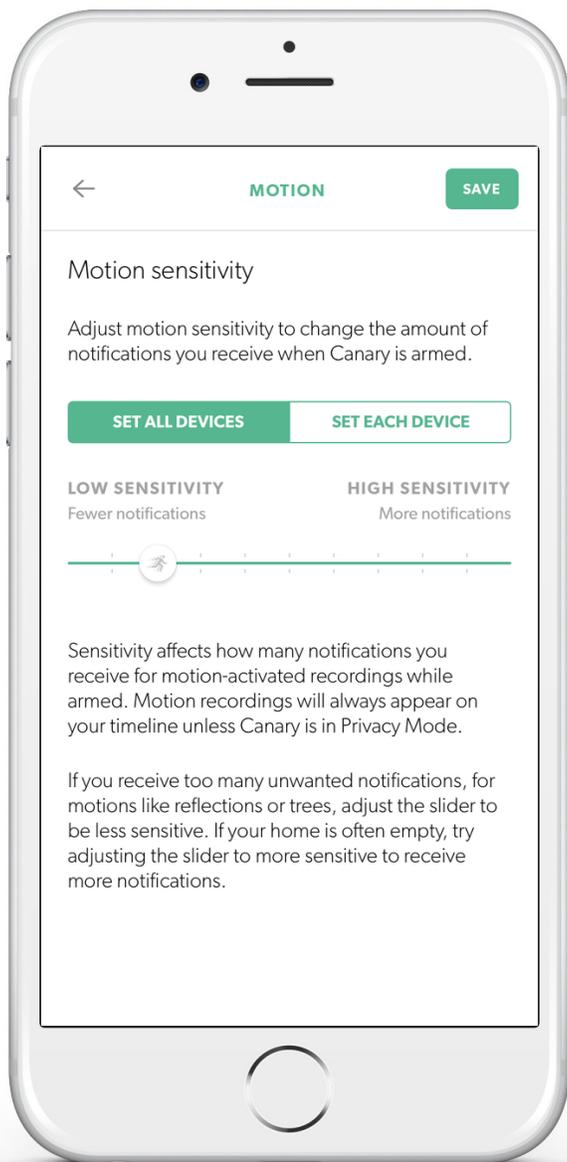
Make an emergency call in one tap

Motion Notifications

You can customize how much or how little activity is required to send you a notification in your **Motion notification** settings.

By default, Canary Flex's notification settings should filter out the majority of background activity like TVs, ceiling fans, and other repetitive motion.

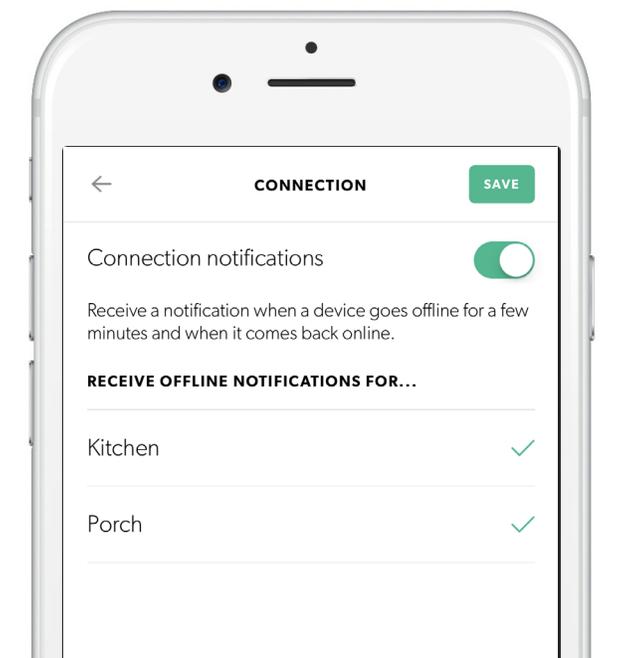
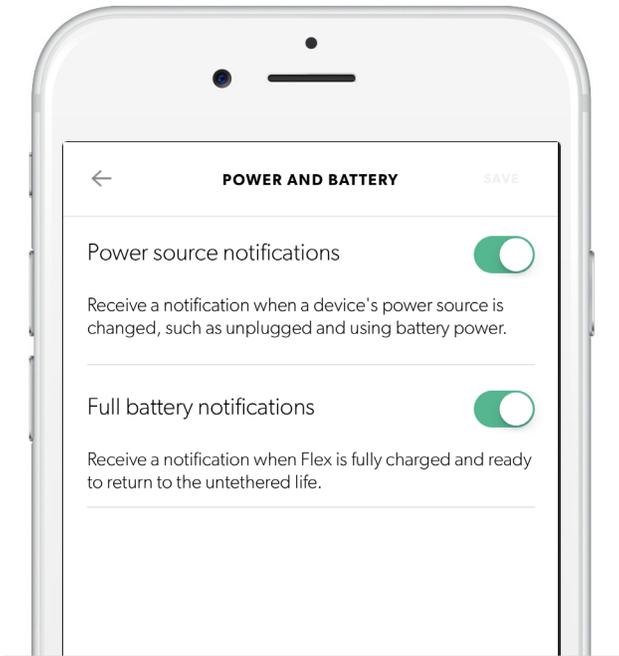
If you'd like to receive fewer or more notifications, adjust the slider accordingly. For example, if you have a pet and don't want to be notified when they move, drag the slider to the left.



Battery and Offline Notifications

In addition to motion alerts, you may want to receive notifications when your Canary Flex's power source is changed or when it is fully charged in the **Power and battery notifications** menu.

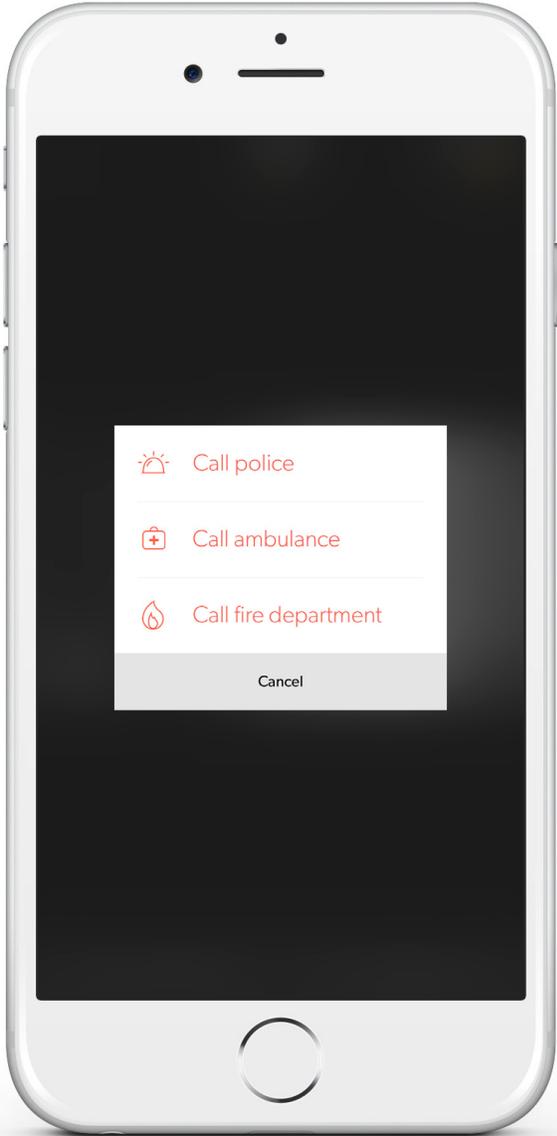
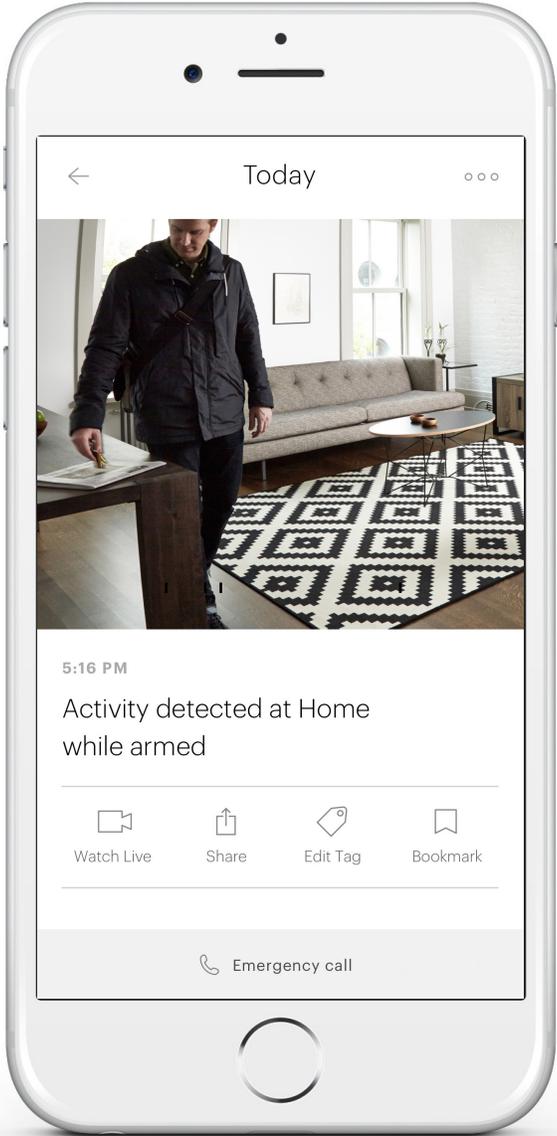
You may also choose to receive a notification when your device goes offline for more than a few minutes in the **Connection notifications** menu.



Contacting Emergency Services

You can contact local **emergency services** while watching live, viewing a pre-recorded event, or by using the **Canary Widget** for iOS.

Tap **Emergency Call** to call the local police, fire department, or medical services. Canary autopopulates these contact numbers based on the location address provided at Setup.



Canary Membership

Canary users may opt-in to Canary Membership which unlocks 30 days of video history and provides additional exclusive services to protect your peace of mind.

Canary Membership Includes:	
✓	30-day recorded video history with unlimited downloads and no data caps
✓	Insurance deductible reimbursement up to \$1000 for qualifying incidents*
✓	Incident support services for home theft events
✓	2-year extended device warranty

*Not available in all states. For full terms, see canary.is/legal.



Help

If you're having issues with your Canary Flex and need support, please visit our **Help Center**, **email us**, or swipe down on the **Home Screen** and tap **Get help**.

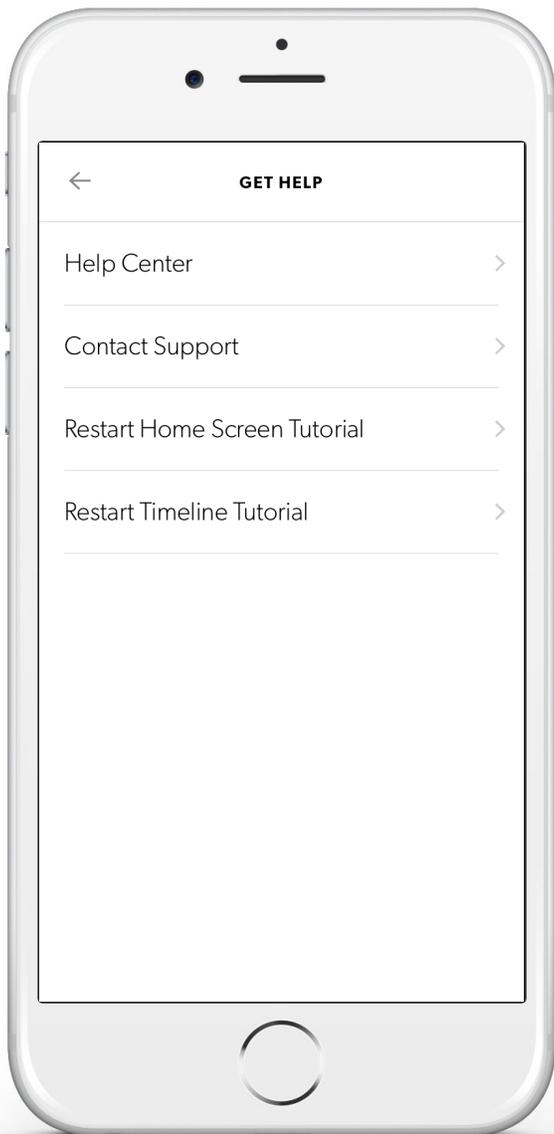
While we're happy to help you troubleshoot, we also want to know how Canary impacts your life.

Share your experiences with us on Facebook and Twitter using **#canarystories** or **#caughtbycanary**, or email stories@canary.is to tell us about your favorite Canary moments.

Feel free to include videos or photos with your story.

Thanks for choosing Canary.

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REGULATORY COMPLIANCE INFORMATION

FCC Compliance Statement

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. The device generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If the product does cause harmful interference to radio or television reception, which can be determined by turning the device off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna
- Increase the separation between the device and the receiver
- Connect the device when charging into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help

Caution: Changes or modifications not expressly approved by Canary could void the user's authority to operate the device.

RF Radiation Exposure Statement: This device has been tested against and found to satisfy the FCC's applicable radiation exposure thresholds in an uncontrolled environment. To ensure exposure to RF radiation falls below those limits during operation, users must follow the specific operating instructions for this device and must not co-locate or operate this device with any other antenna or transmitter.

This product is an Unlicensed National Information Infrastructure (U-NII) device. The user must ensure that the device is installed and configured properly per the user's manual. Additionally, if the device is installed and operating within 35 km of a Terminal Doppler Weather Radar (TDWR) System, users are required to take special precautions on the frequency of operation as described in the FCC's OET Guidance 905462 (<https://apps.fcc.gov/oetcf/kdb/forms/>

FTSSearchResultPage.cfm?switch=P&id=27155), A database of TDWR locations may be found at <http://www.wispa.org>. This device may not cause interference to a TDWR system, regardless of the distance between the device and the TDWR. Operators of this device must not only refrain from causing interference but also must accept interference from licensed devices such as the TDWR systems. Any user causing interference may be required to cease operating the device, even if the device in use was properly certified and configured, and will not be permitted to resume operation until the condition causing the interference has been corrected. Operators of this device may only operate within authorized frequencies, power limitations, and other technical requirements. Finally, the FCC encourages users of U-NII devices to register in a voluntary database system as discussed in the Commission's orders, such as that maintained at <http://www.wispa.org>.

Industry Canada (IC) Compliance Notice.

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

IC Radiation Exposure Statement:

This equipment complies with RSS-102 radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

Contains Transmitter Module: IC ID: 12187A-C600
Model No. CAN600

Avis de conformité aux normes d'Industrie Canada (IC).

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. Son exploitation est autorisée aux deux conditions suivantes:

il ne doit pas produire de brouillage; et

il doit accepter tout brouillage radioélectrique subi, même si celui-ci est susceptible d'en compromettre le fonctionnement.

ÉNONCÉ D'EXPOSITION À LA RADIATION IC

L'appareillage répond aux limites de la norme RSS-102 sur l'exposition aux radiations établies pour un environnement non-contrôlé. Il devrait être installé et fonctionner à une distance minimale de 20 cm entre l'antenne et votre corps. Contient le module émetteur IC ID: 12187A-C600
Modèle n° CAN600