Canary Flex™
User Guide

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Meet
Canary Flex™.

Speaker

HD Camera

Night vision LED

Microphone

Motion sensor

Magnetic swivel base

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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.

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Setup 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
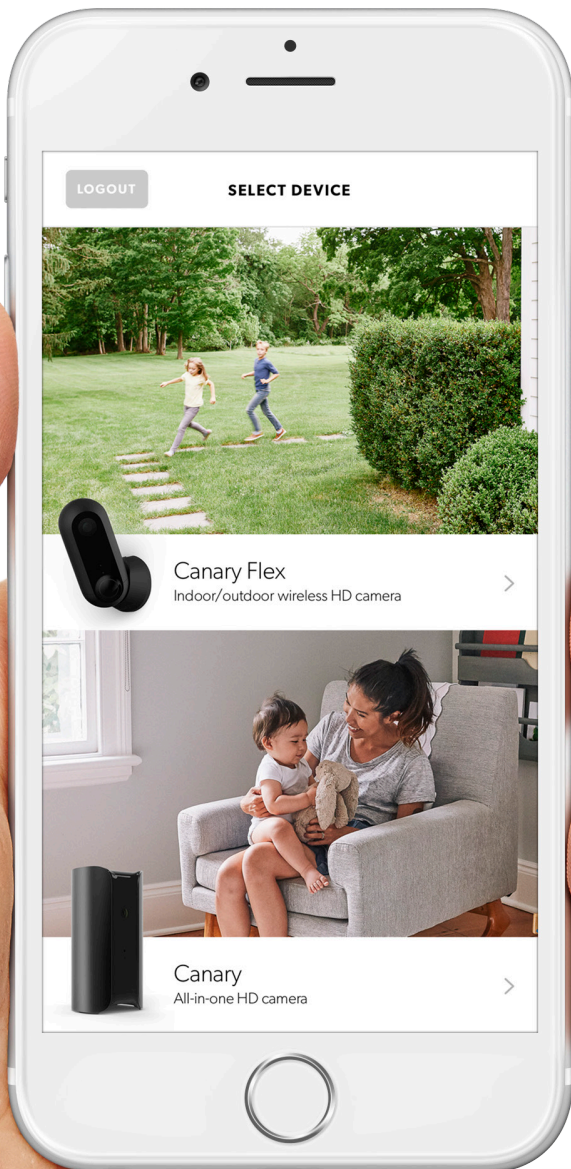
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Secure Setup

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.

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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.

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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**.

Note: If you've enabled Auto-Mode Switching on the **free plan**, your location will automatically be set to private when at least one user is home. **Home** mode and **night** mode customization is only available with Canary Membership.

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.

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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.

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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.

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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.

Home

FRONT DOOR

Watch Live

HIGH   BATT
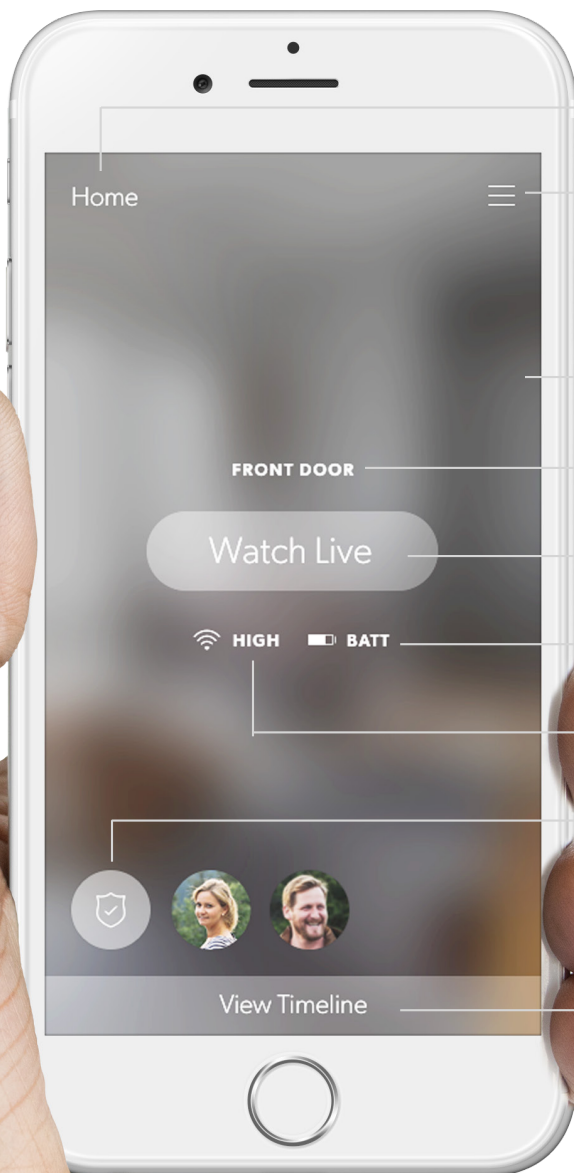
View Timeline

Location name

Menu

Dynamic background

Device name

Watch Live button

Battery

Connectivity

Current mode

View Timeline

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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.

Note: If you've enabled Auto-Mode Switching on the **free plan**, your location will automatically be set to private when at least one user is home. **Home** mode and **night** mode customization is only available with Canary Membership.

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.

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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.
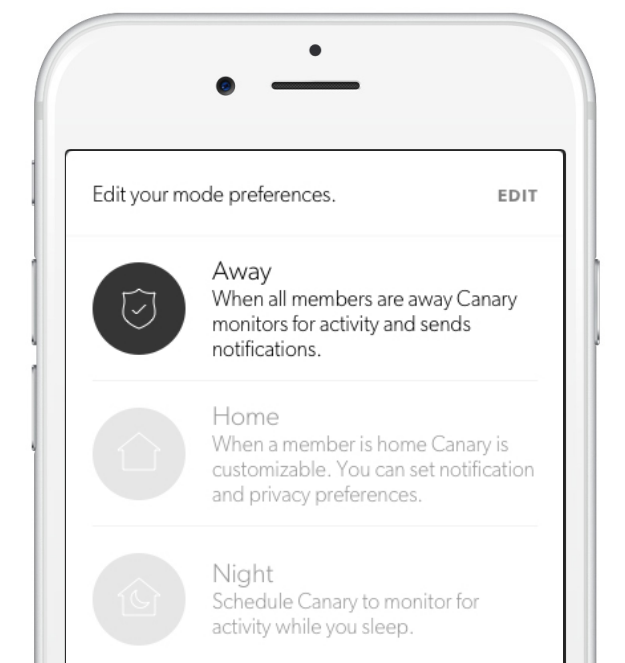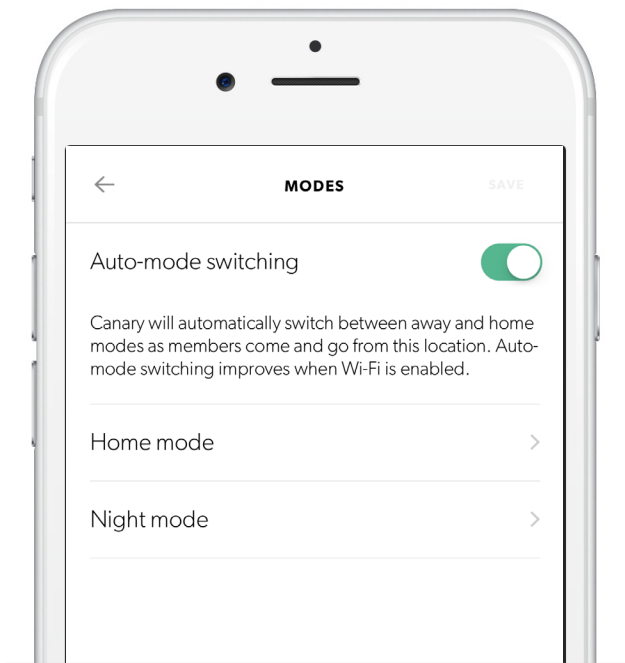
Auto-Mode Switching

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. **Night** mode will only activate when at least one member is home.

Note: If you've enabled Auto-Mode Switching on the **free plan**, your location will automatically be set to private when at least one user is home. **Home** mode and **night** mode customization is only available with Canary Membership.
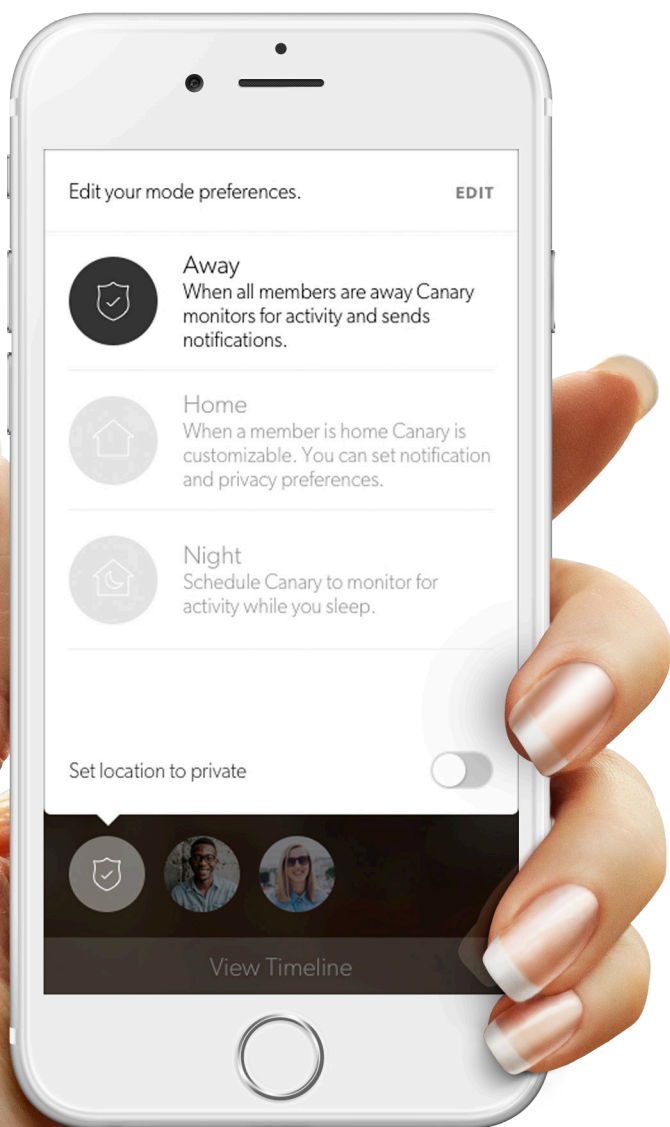
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Manually Switching Modes

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**.
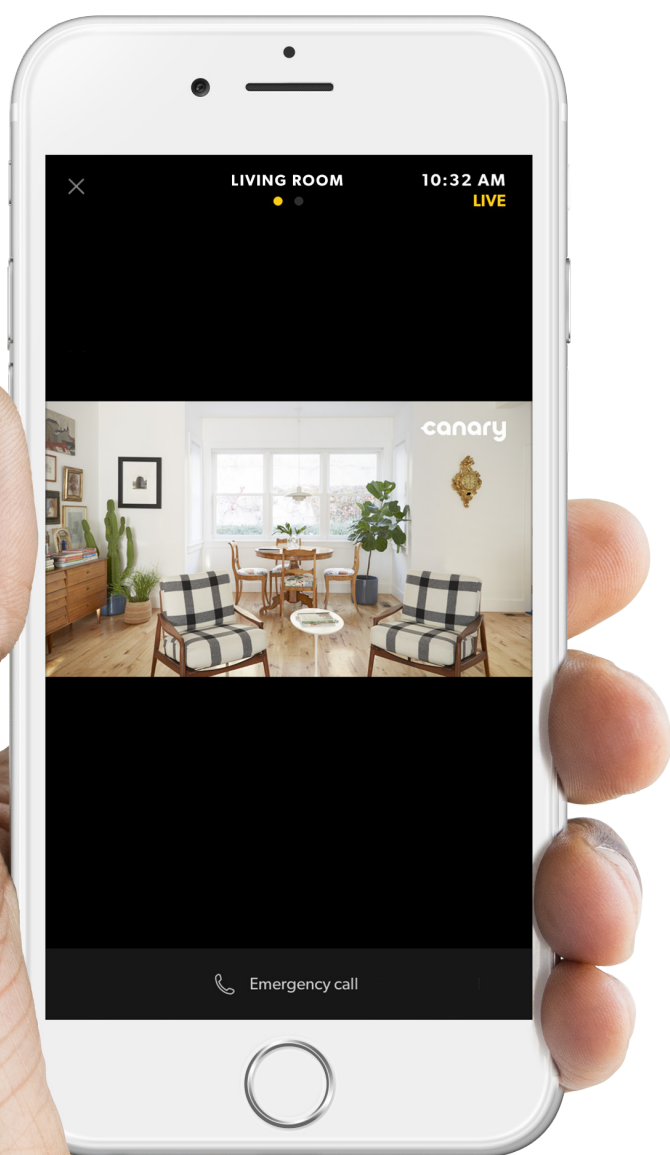
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Watch Live

Watch Live gives you a live view of your home when Canary is in **away** mode or any time it's set to record motion.

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.
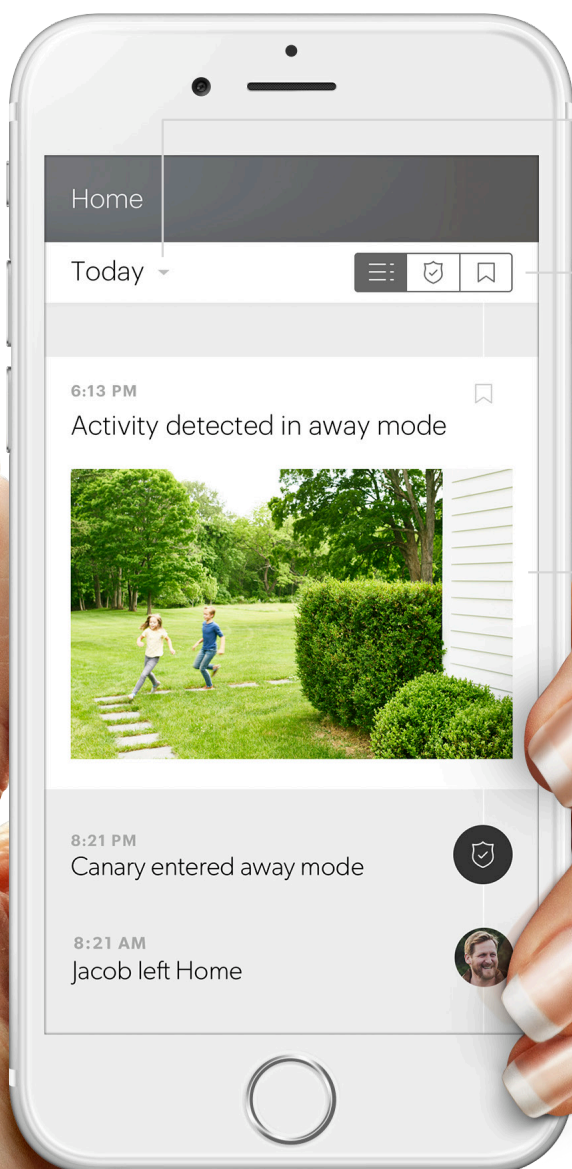
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Timeline

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.
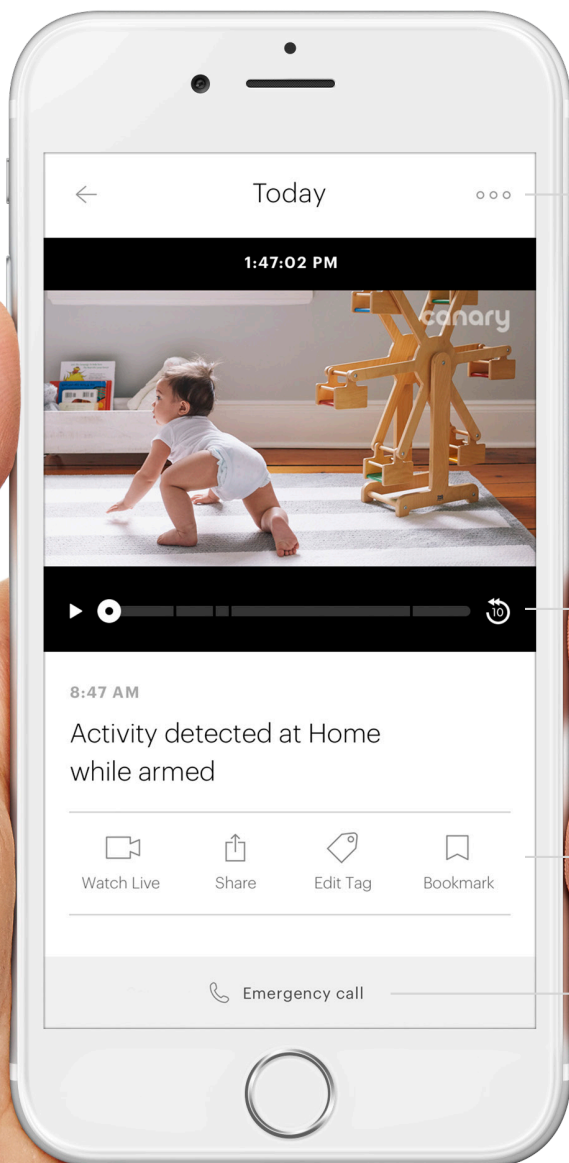
Filter events by date

Filter the timeline by all recorded events, events recorded in away mode, or bookmarked events

View a video event

Home

Today

6:13 PM
Activity detected in away mode

8:21 PM
Canary entered away mode

8:21 AM
Jacob left Home

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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.

Note: Video export and social sharing are only available with Canary Membership.

← Today ⋯

1:47:02 PM

8:47 AM

Activity detected at Home while armed

Watch Live   Share   Edit Tag   Bookmark

📞 Emergency call

Delete or export a video clip

Rewind or fast forward through an event

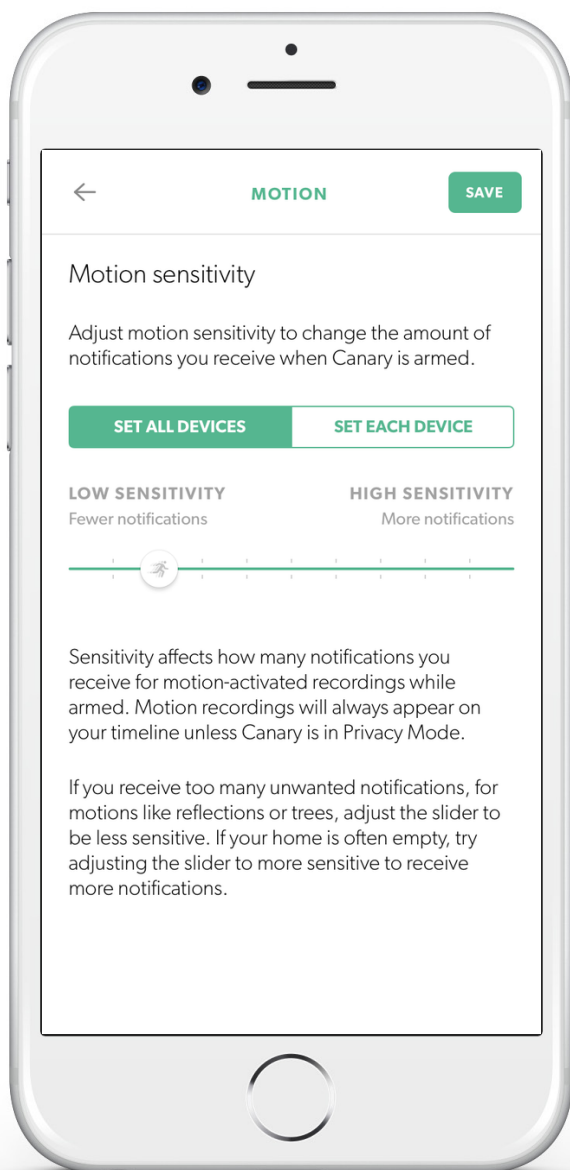Switch to Watch Live (⬚), Tag (🏷) to help Canary learn, or Bookmark (🔖) to save an event

Call emergency services

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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 less 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.

← **MOTION** **SAVE**

Motion sensitivity

Adjust motion sensitivity to change the amount of notifications you receive when Canary is armed.

SET ALL DEVICES **SET EACH DEVICE**

LOW SENSITIVITY **HIGH SENSITIVITY**
Fewer notifications More notifications

Sensitivity affects how many notifications you receive for motion-activated recordings while armed. Motion recordings will always appear on your timeline unless Canary is in Privacy Mode.

If you receive too many unwanted notifications, for motions like reflections or trees, adjust the slider to be less sensitive. If your home is often empty, try adjusting the slider to more sensitive to receive more notifications.

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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.
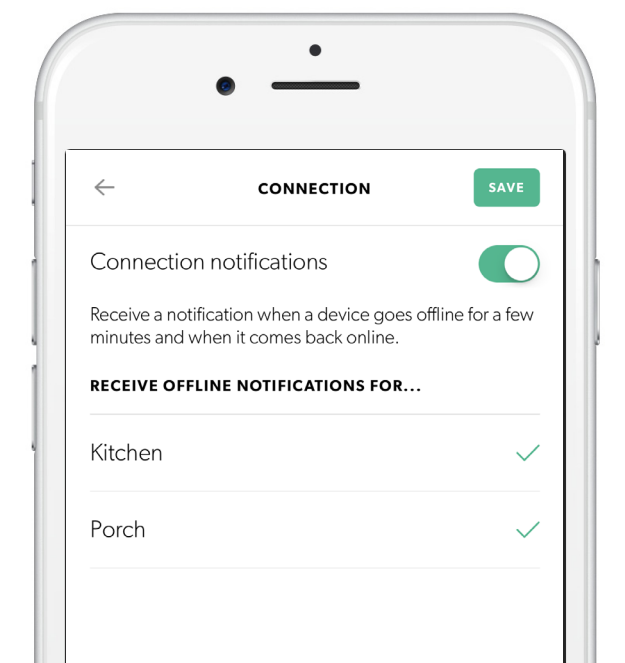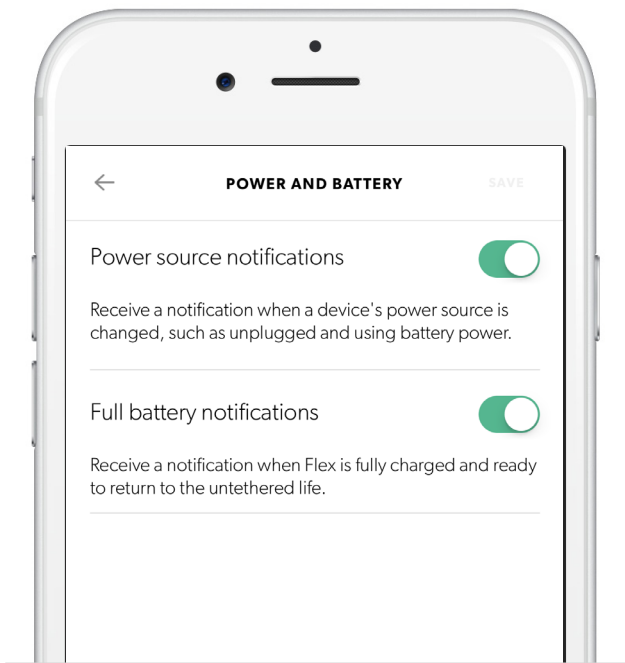
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Emergency Services

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

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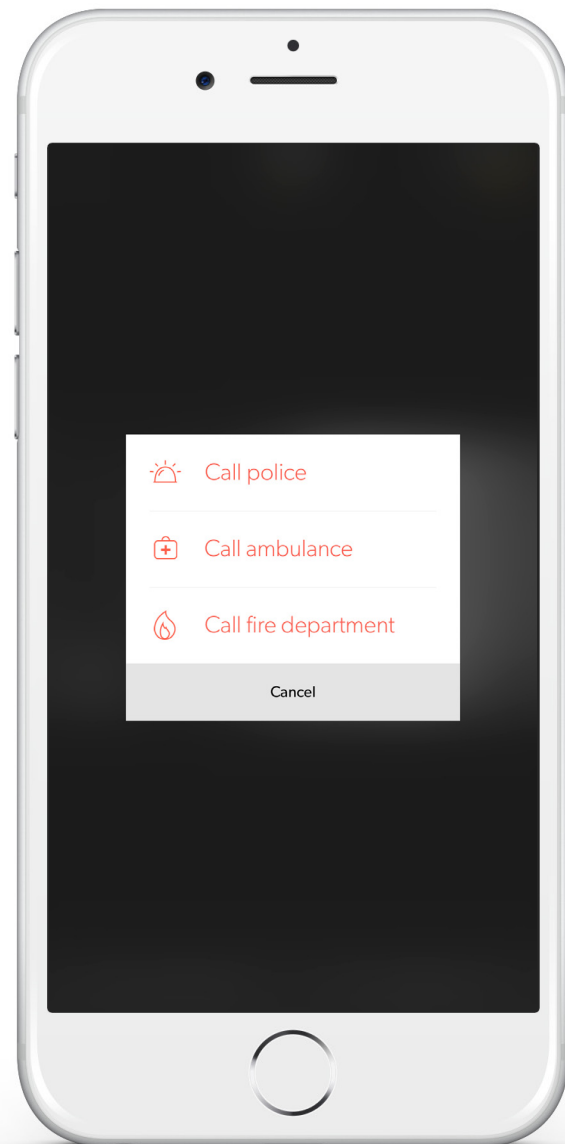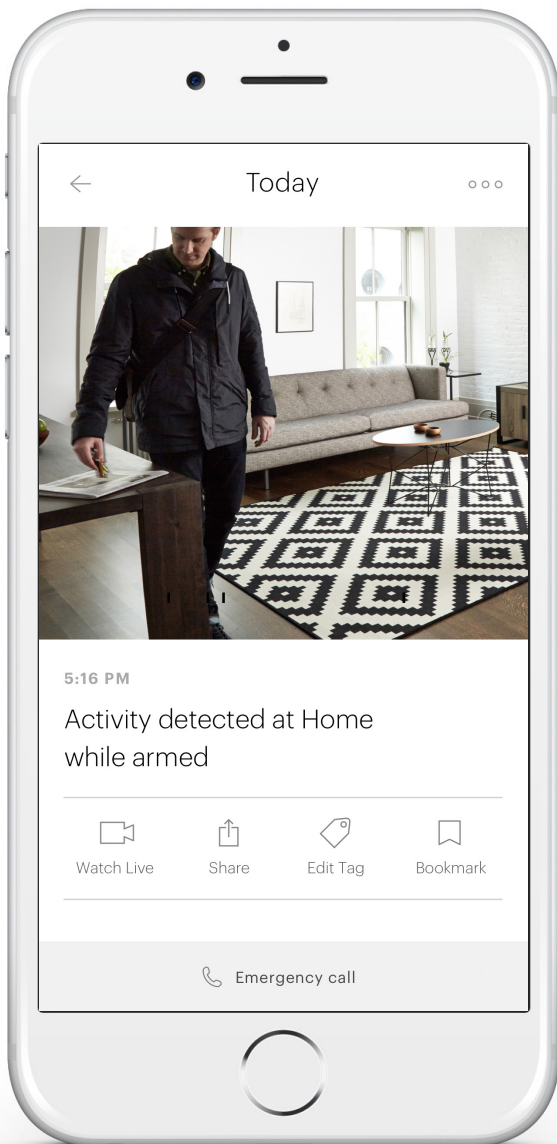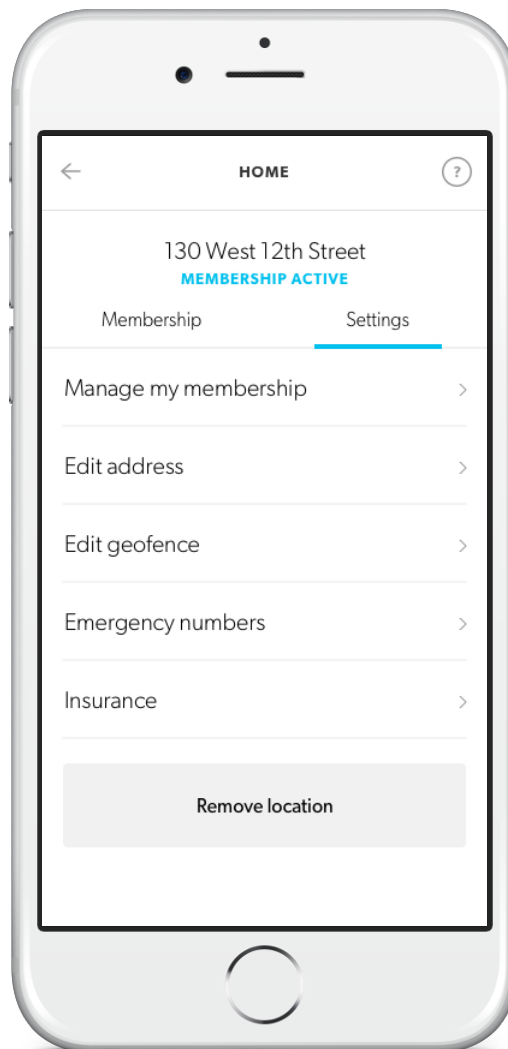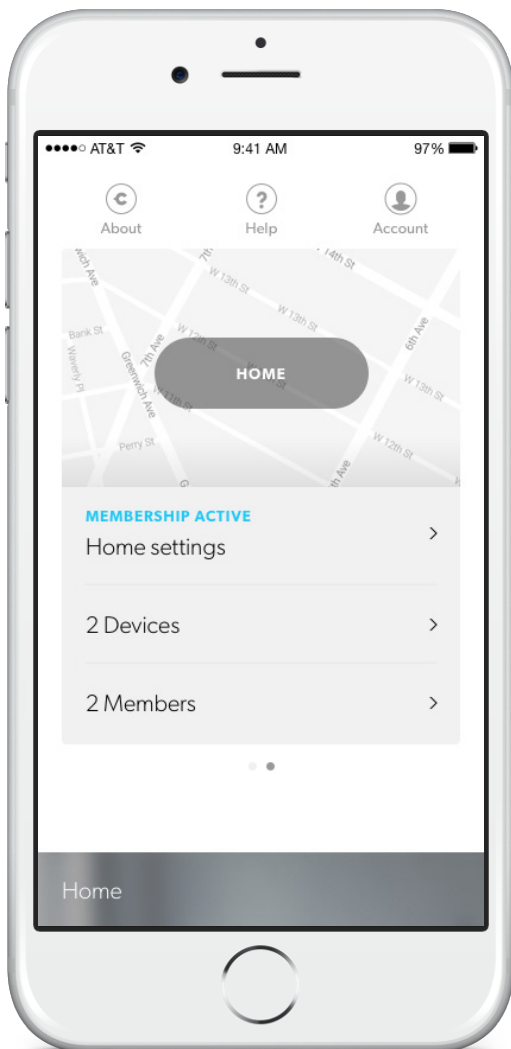
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Settings

To access **Settings**, swipe down on the **Home Screen**.

From **Settings**, you can view or modify the following:

- Membership
- Devices
- Members
- Modes
- Notifications
- Address
- Emergency Numbers

Canary Membership

Complete coverage and unmatched services to keep you safe and connected to what matters most.

Become a member at canary.is/membership and get two months free with an annual subscription.

Canary Membership Includes:

✓ Unlimited full-length recorded videos, stored for 30 days

✓ Two-way Canary Talk

✓ Web app access for desktop streaming

✓ Unlimited video downloads and shares

✓ 2-year extended device warranty*

✓ Incident Support Services*

*Available to US customers only. For full terms, see canary.is/legal.

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Membership

We've got you covered.
Completely.

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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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←   **GET HELP**

Help Center   ›

Contact Support   ›

Restart Home Screen Tutorial   ›

Restart Timeline Tutorial   ›

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