Wi-Fi IP CAMERA

QUICK OPERATION GUIDE

Note: Due to the continuous updating of the product and software, there may be a discrepancy between the operating guide and the APP interface. All the instructions are subject to the actual operation interface.

Contents

1. Introduction 1

1.1 Camera Introduce 1

2. Connection and Installation 2

2.1 Connection Diagram 2

2.2 Installation 2

3. App CamHi installation 3

4. View Video by App 5

4.1 Connect Wi-Fi Camera by Camera's Wi-Fi Hotspot 5

4.1.1 Connect camera with power supply 5

4.1.2 Connect Wi-Fi 5

4.1.3 Add camera to CamHi 6

4.2 Connect Wi-Fi Camera by Wi-Fi Router 9

4.3 APP Function Introduction 11

4.3.1 APP login display interface Introduction 11

4.3.2 APP Setting Function 13

4.3.2.1 Modify the password 14

4.3.2.2 Alarm mobile detection 14

4.3.2.3 Recording Schedule 15

4.3.2.4 Audio Setting 15

4.3.2.5 Video Setting 16

4.3.2.6 Wi-Fi Setting 16

4.3.2.7 SD Card Setting 17

4.3.2.8 Time Setting 17
4.3.2.9 Email Setting 18
4.3.2.10 FTP Setting 18
4.3.2.11 System Setting 19
4.3.2.12 Device Information 19
5. Computer Browsing Access 20
5.1 Download Search Tool 20
5.2 Search IP Camera 20
5.3 View Video by Browser 21
5.4 Preview Interface 21
6. Video Management Software (P2P Client) 23
6.1 Software installation 23
6.2 Add Camera 24
6.3 Software Function introduce 26
Frequently Asked Questions 33

1. Introduction

Thanks for buying 1 Wi-Fi IP Camera. We provide 3 different cameras which has different appearance and function. We follow the people-oriented design philosophy, these three cameras will be easy able to integrate into our daily lives, both in terms of appearance and function. This manual describes all the parameters, functional structure, how to use, common problems and solutions for the camera in detail. This would help you know the camera quickly and use it easily.

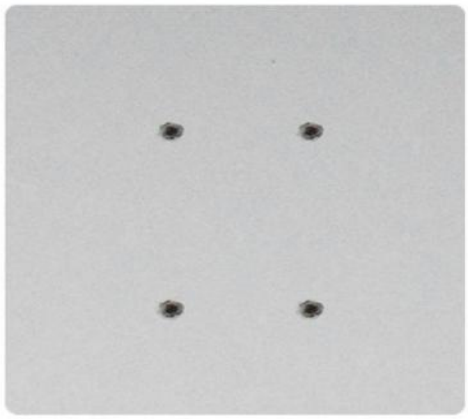
1.1 Camera Introduce

- Wi-Fi Cameras Come with H.265 and 5MP/ 2MP FULL HD VIDEO QUALITY
- Wi-Fi One Key Setting: You can setup all functions by Mobile App
- Camera Support Wi-Fi, 802.11b/g/n, 150Mbps
- With SD Card Slot, Max Support 128GB for Auto Recording
- Audio I/O
- SONY Image CMOS Sensor

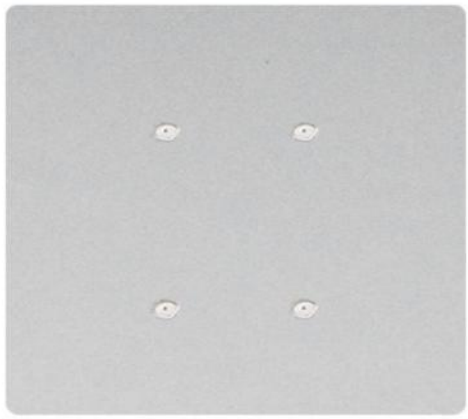
2. Connection and Installation

2.1 Connection Diagram

2.2 Installation



1. Place the camera in a fixed position first, and mark the screw hole with a marker. Use a tool such as a drill to drill holes in the marked screw holes.



2. After screwing the hole, insert the plastic expansion bolt into the screw hole.

3. Align the screw hole on the bottom of the camera bracket with the hole on the wall. Screw in the screw to fix the camera.

4.The installation is complete.

3. App CamHi installation

Download App “CamHi” from Google Play or Apple Store, or Scan below QR Code to install.

4. View Video by App

Two ways to connect camera by Wi-Fi.

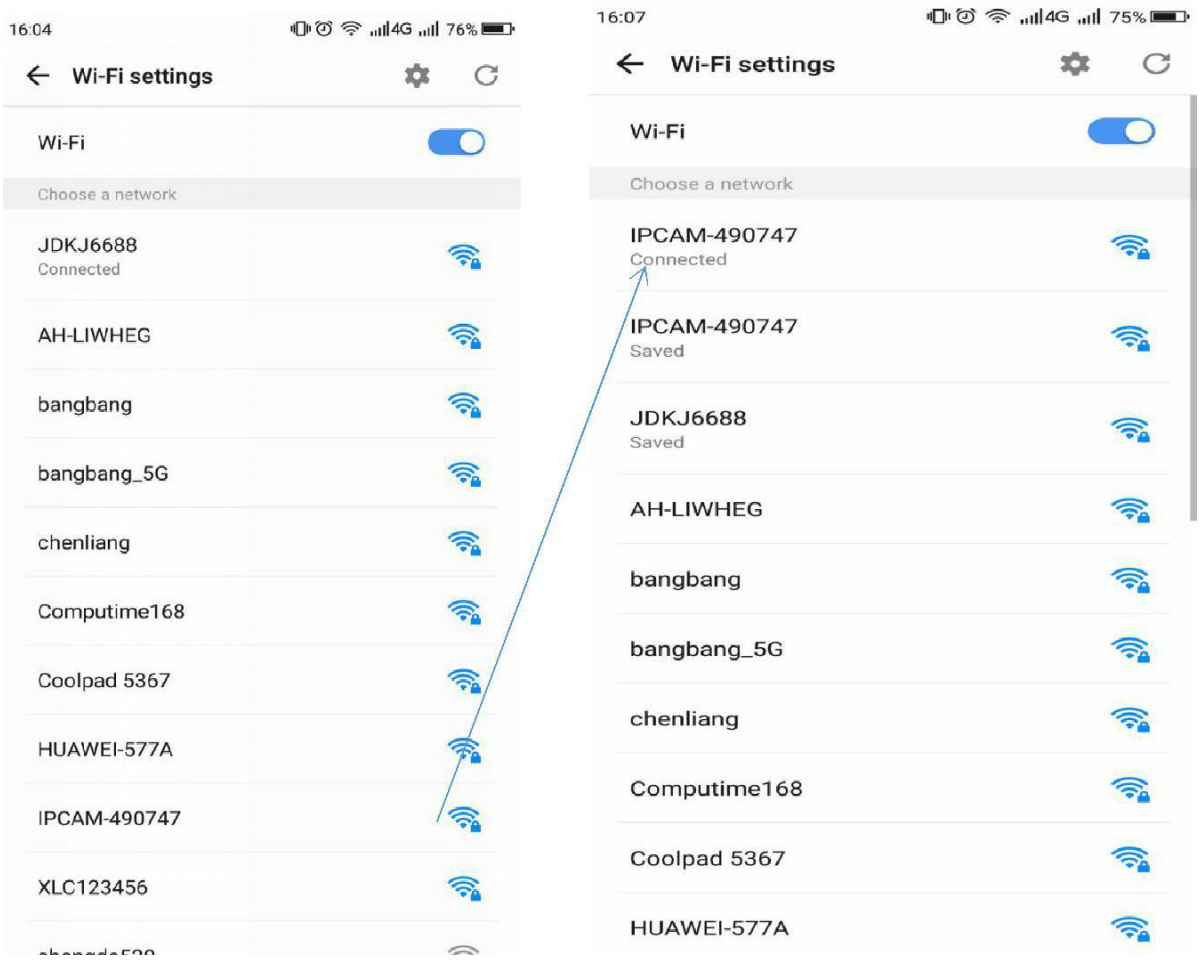
4.1 Connect Wi-Fi Camera by Camera's Wi-Fi Hotspot

4.1.1 Connect camera with power supply

Power on Wi-Fi Camera by Power adapter , camera will turn into the self-test mode. It will take about 15 seconds.

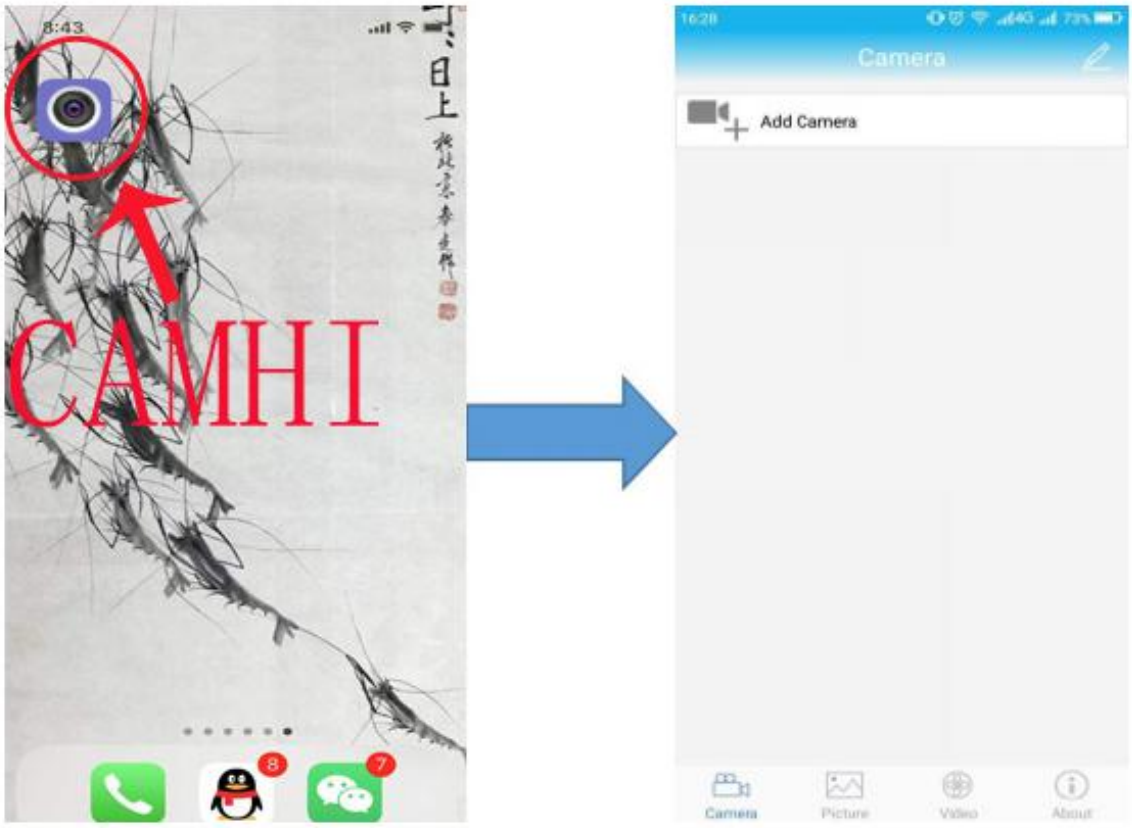
4.1.2 Connect Wi-Fi

Go to Your mobile's Wi-Fi Setting and search Wi-Fi signals with names beginning of the IPCAM (Like IPCAM-490747), enter password: 01234567, Camera's Hotspot Connect Successful. (Remark: Camera's Wi-Fi Hotspot only 3-5meters)

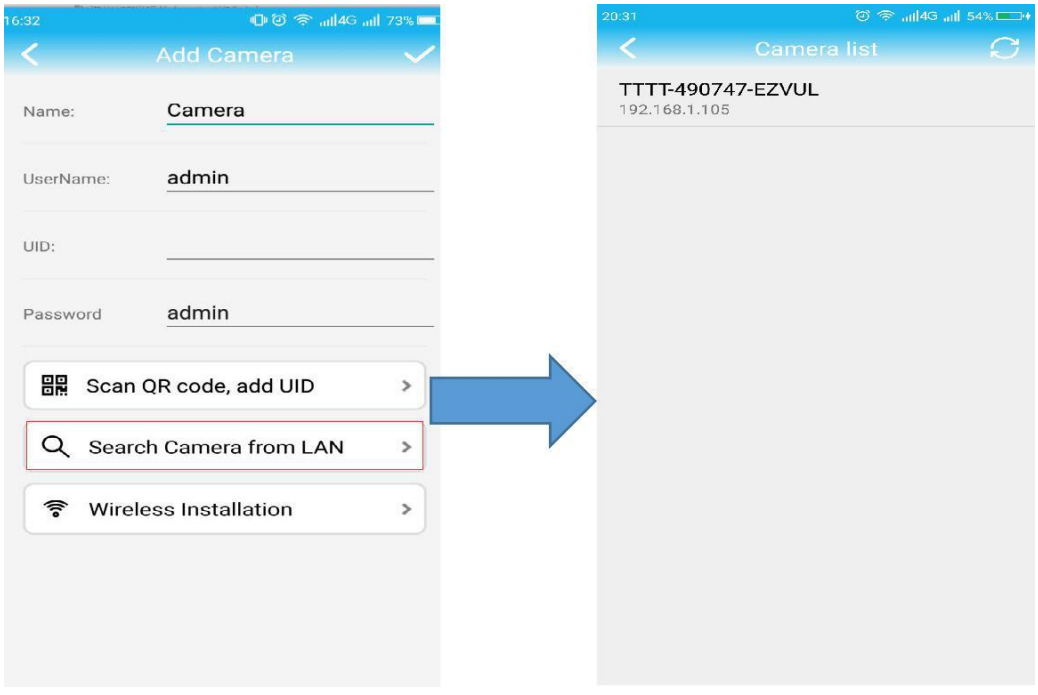


4.1.3 Add camera to CamHi

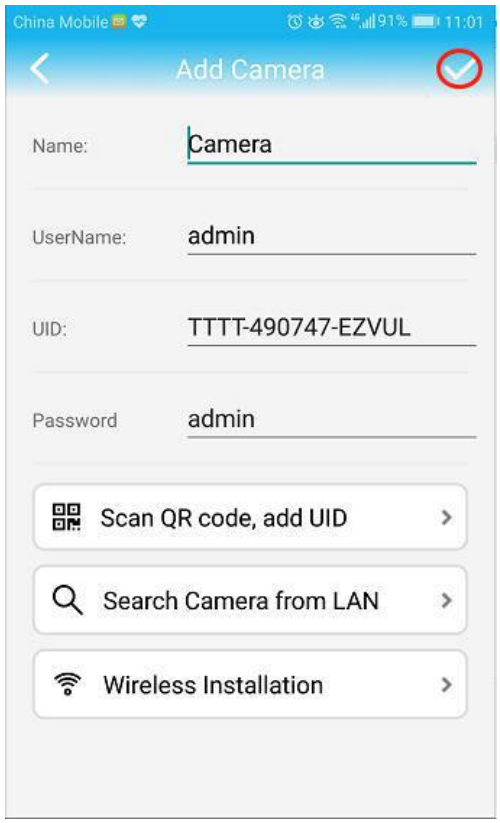
A) Open App CamHi



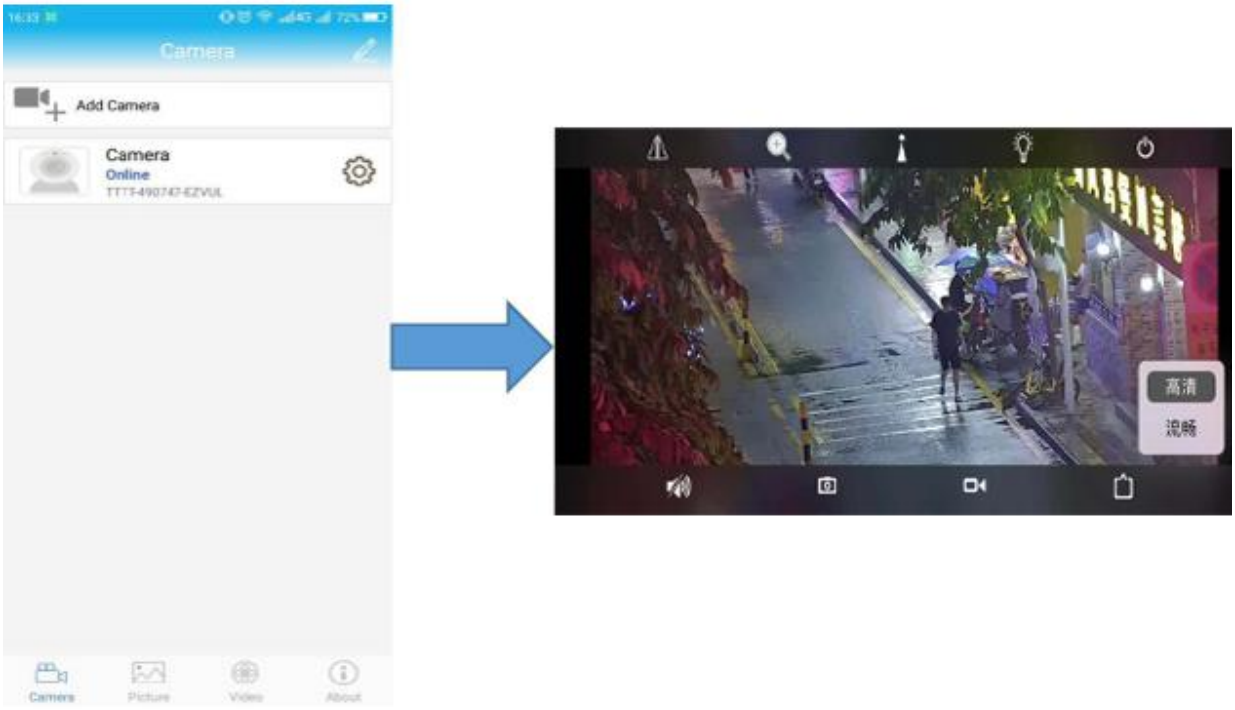
B) Click “Add Camera”, Select “Search camera from LAN” button to find out device in the LAN.



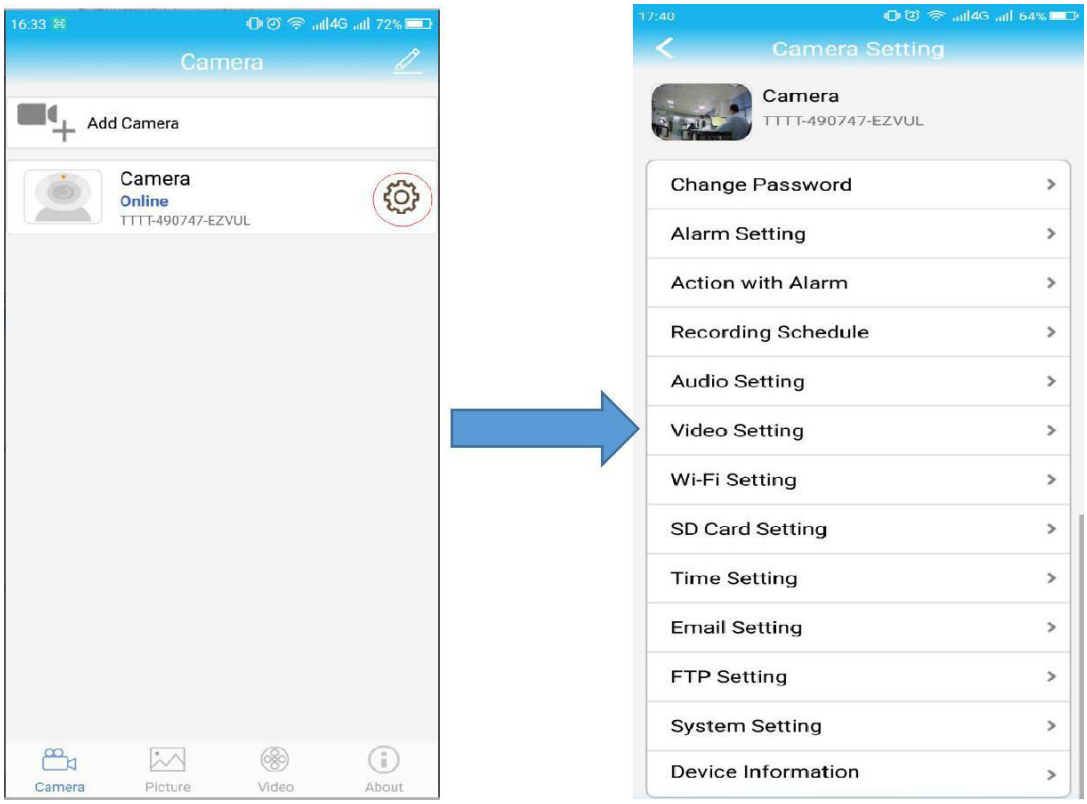
C) Choose the camera put camera's user name and password (Both are "admin"), back to Camera interface, click " √ ", the camera automatically on your camera list.



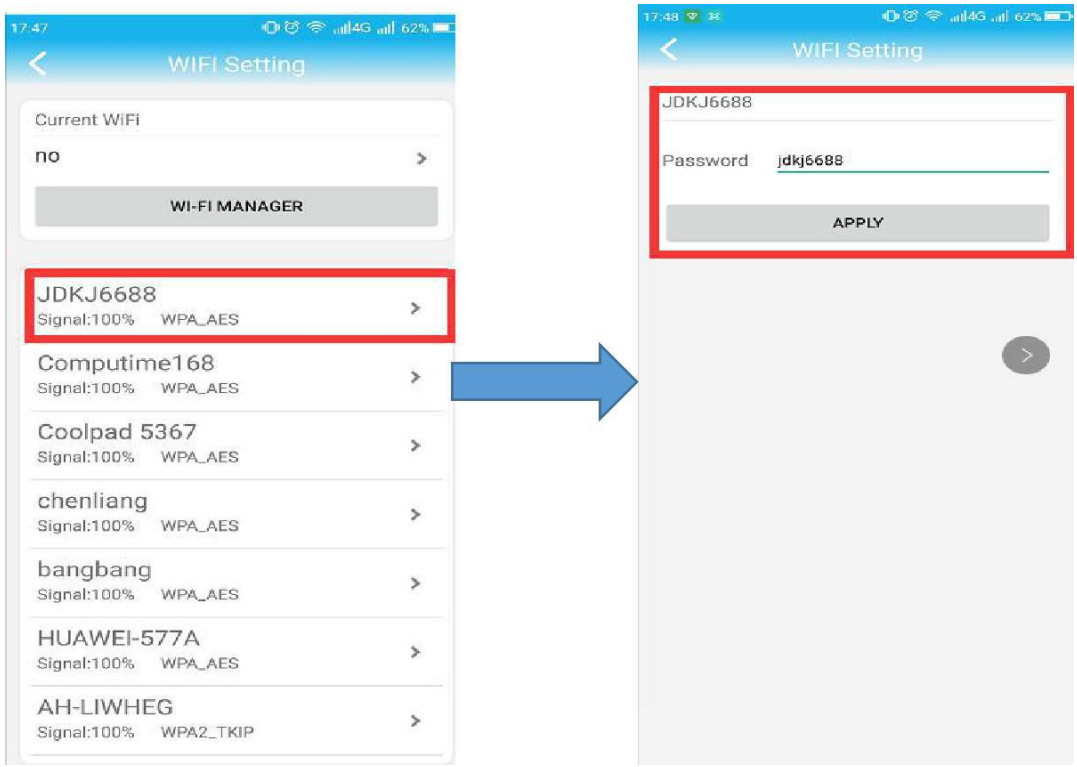
D) Click the camera that has been added to the device list to preview the real-time monitoring screen.



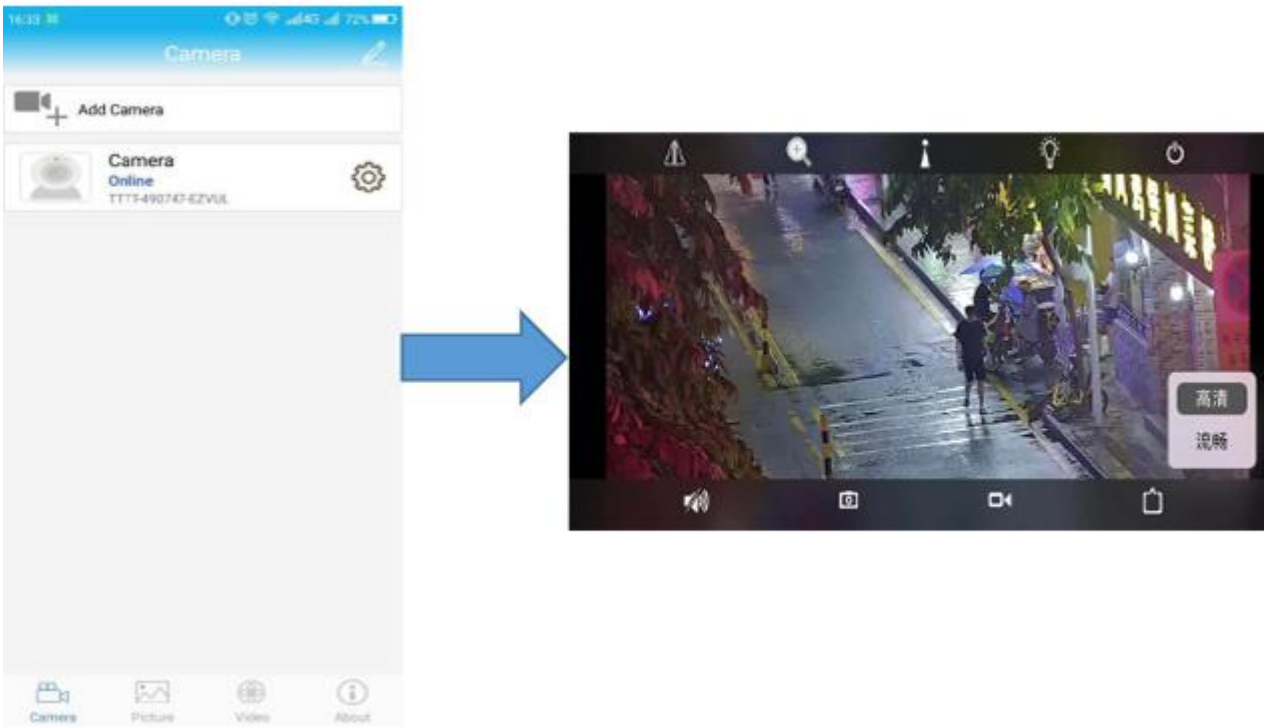
E) Camera Wi-Fi Network Preview: When camera is showing online, please click go to the camera parameter setting.



F) Click “Wi-Fi Setting” go to “Wi-Fi Setting” page. Click “Wi-Fi MANAGER” to search Wi-Fi SSID. Select your Router’s Wi-Fi and put password of SSID. Wait 10-20 seconds, Wi-Fi connection success.



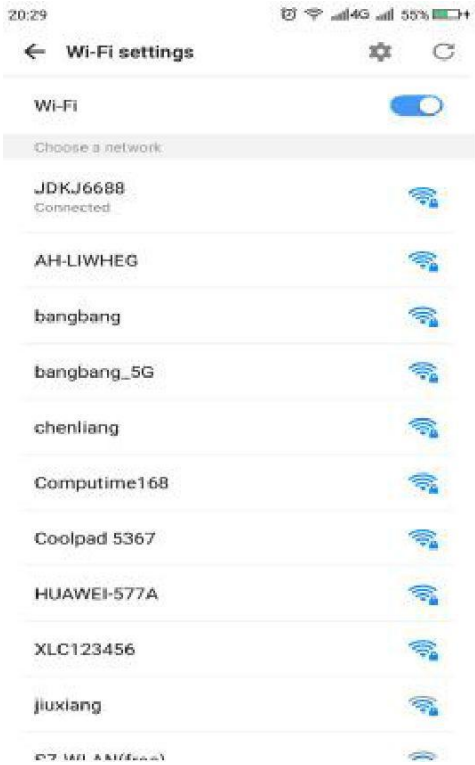
G) Back to Camera device list, camera is display online, Click camera for real-time preview. (NOTE: Setup Wi-Fi should restart App. Please restart Exit App.)

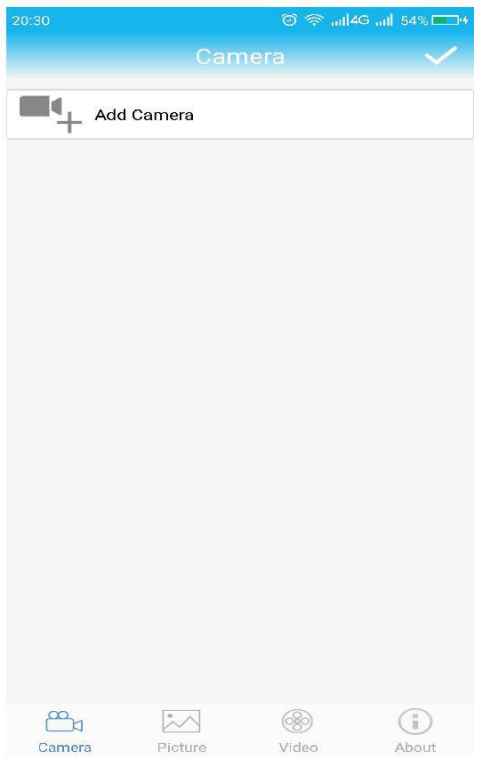


4.2 Connect Wi-Fi Camera by Wi-Fi Router

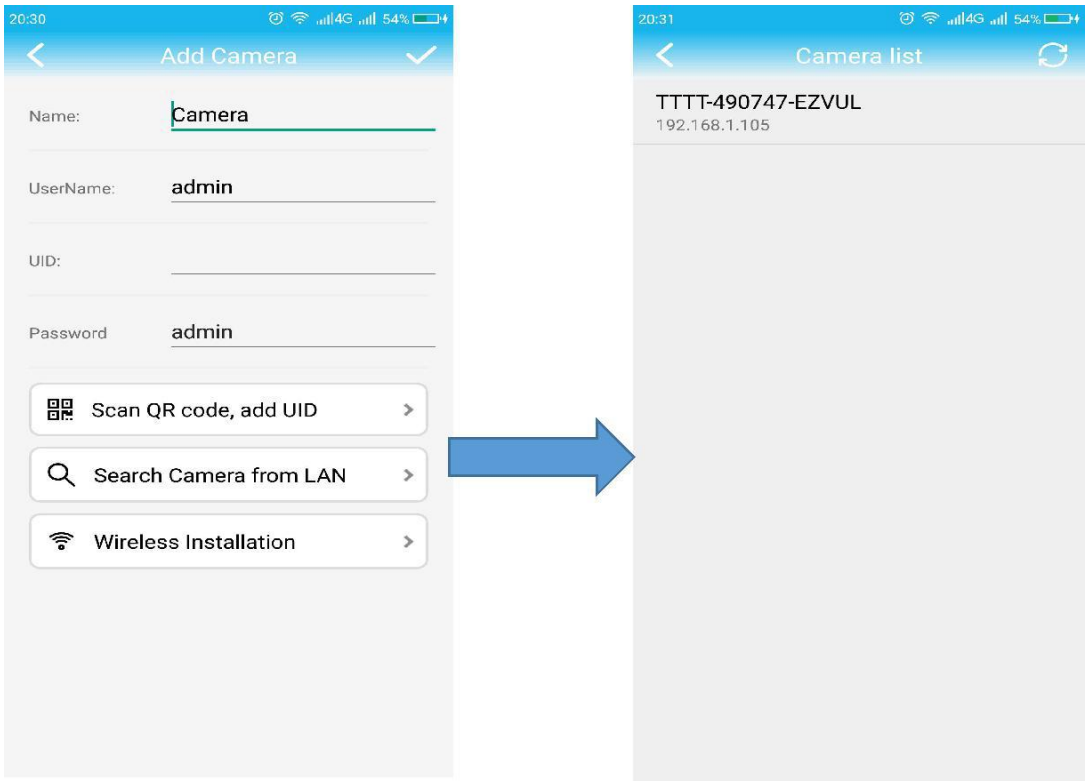
4.2.1 Power on Wi-Fi Camera by Power adapter 12V3A and use cat5 cable (package included) to connect with Router and Camera. Camera will turn into the self-test mode. It will take about 15 seconds.

4.2.2 Make your mobile connect your router's Wi-Fi, Open App "CamHi" and Go to "camera" page.

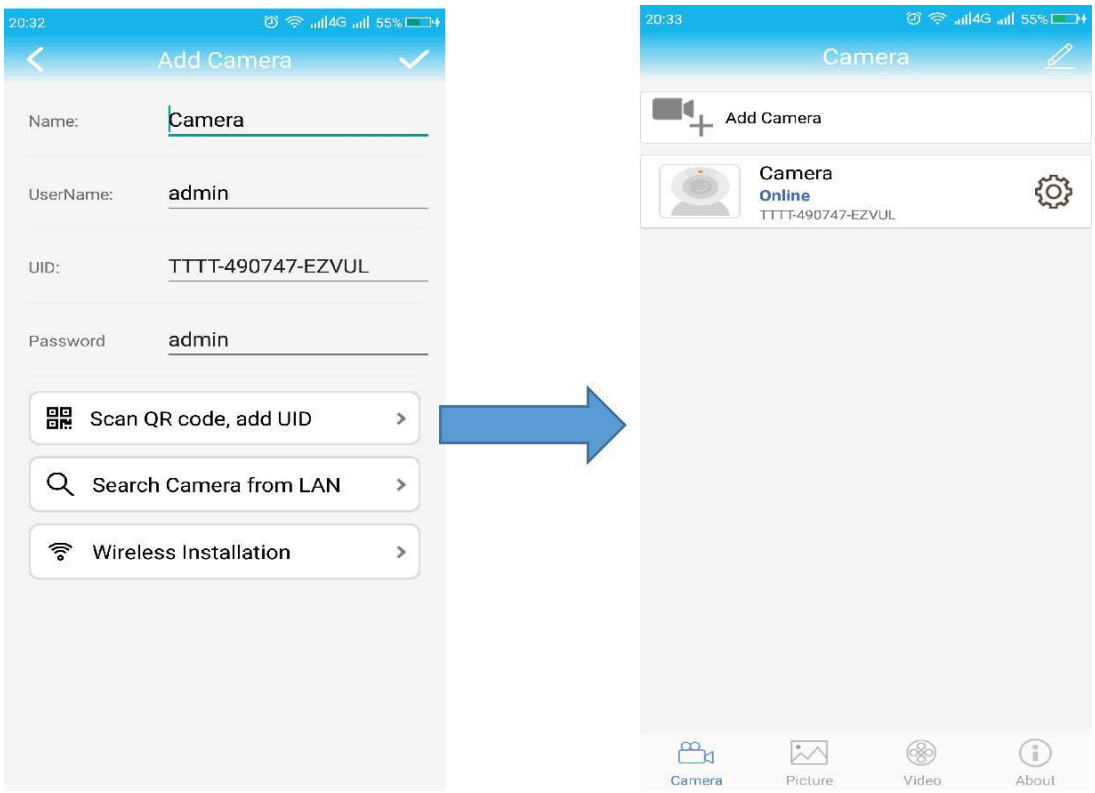




4.2.3 Click “Add Camera” go to add camera page, click “Search Camera from LAN” to find on line camera.

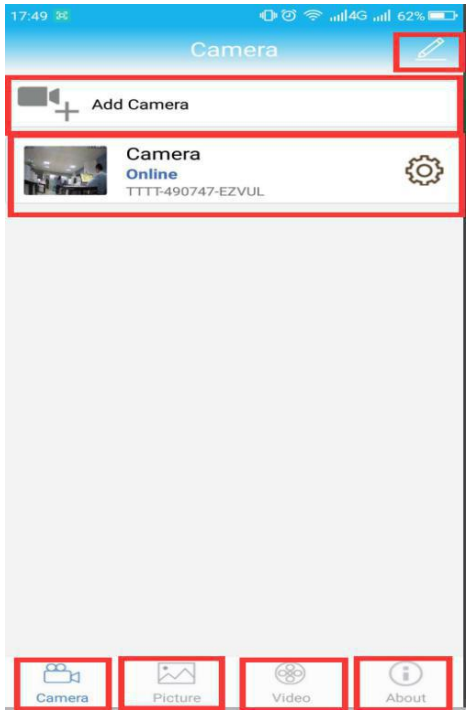


4.2.4 Select the camera’s UID (Like:TTTT-490747-EZVUL), enter camera’s password (user name and password both are admin, please change it once completed setting). Click “Done”, back to Camera’s Device list. Then you can see video.



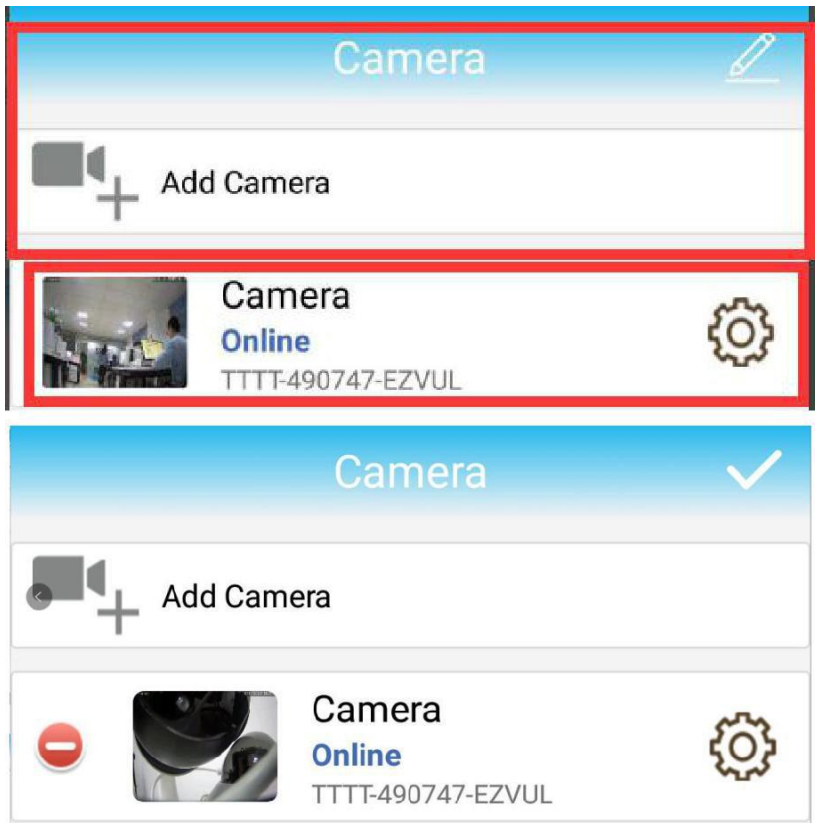
4.3 APP Function Introduction

4.3.1 APP login display interface Introduction



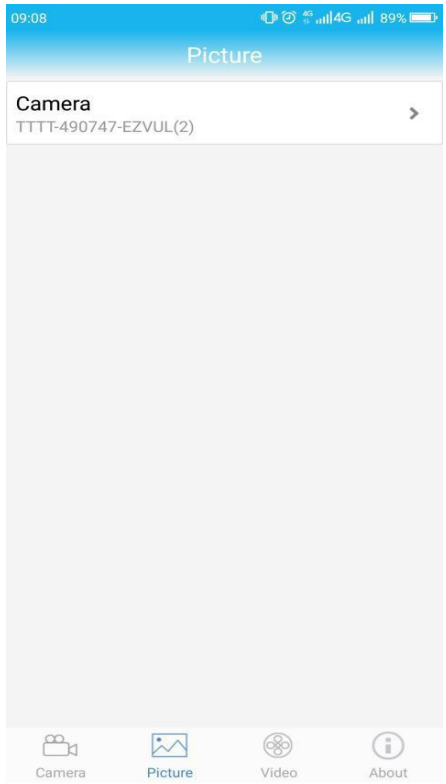
A） Click

,On this page, you can view device list & to add new device. Click pen symbol to delete the device.



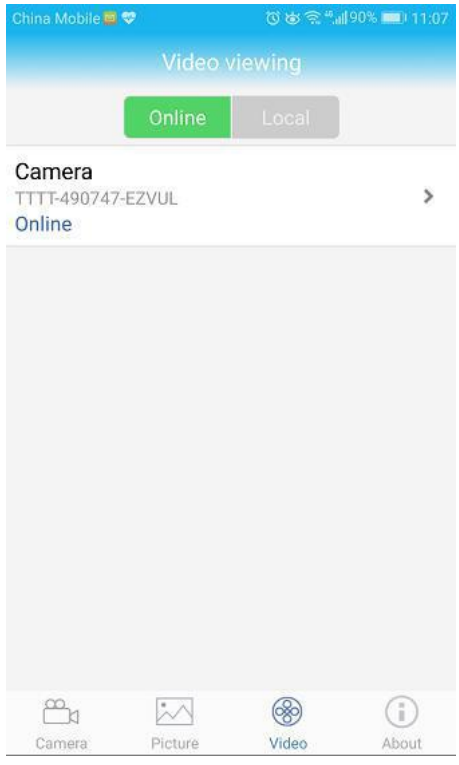
B） Click

to select camera can view the pictures captured by the device.



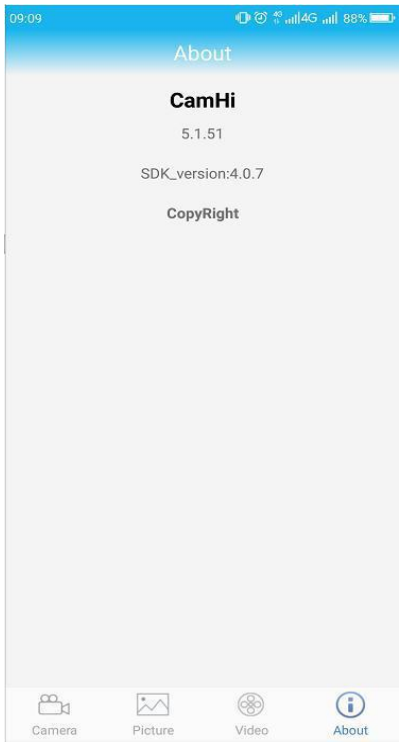
C） Click

go to video playback, Video playback includes remote and local playback, Remote playback is playback after connected to the network. Local playback is playback after phone connected to the camera’s Wi-Fi.



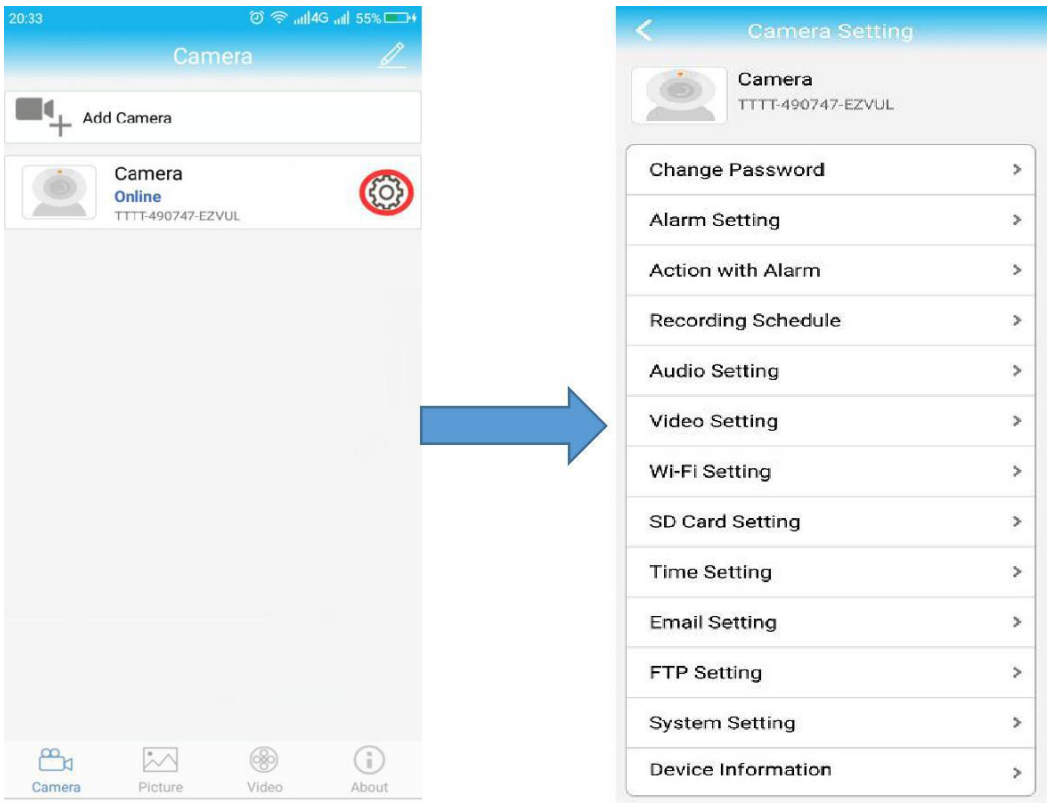
D） Click

can view software version information.



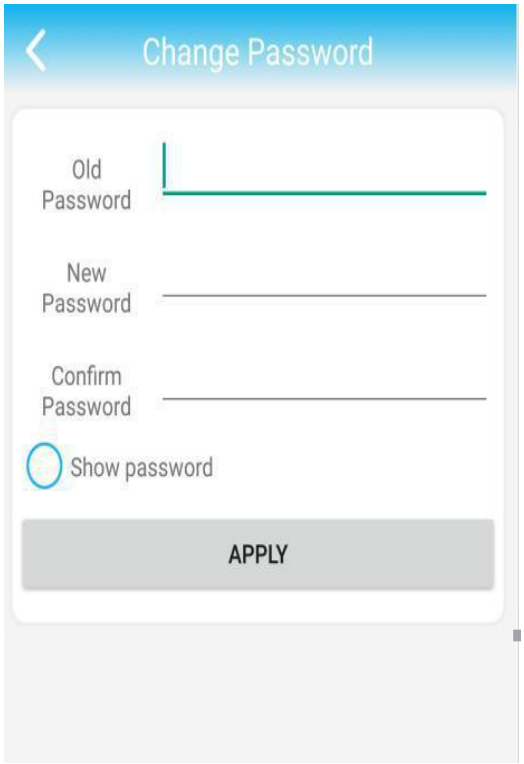
4.3.2 APP Setting Function

Click go to camera setup page, total have 12 function settings.



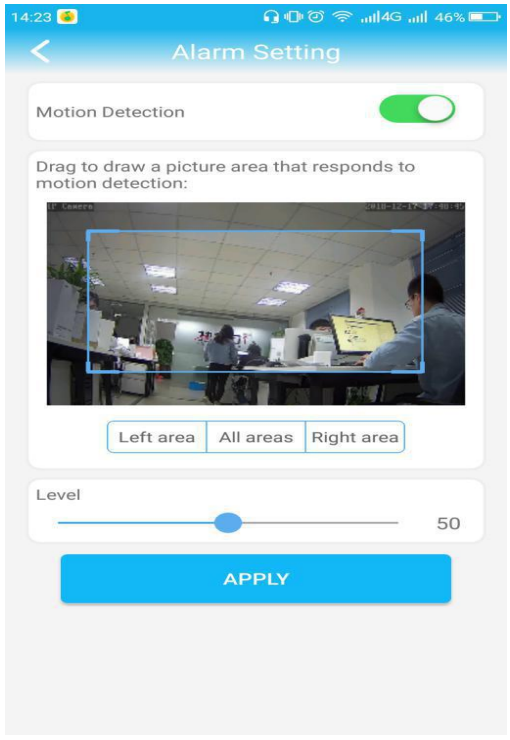
4.3.2.1 Modify the password

Click “Change Password”, Enter old password to change a new password.



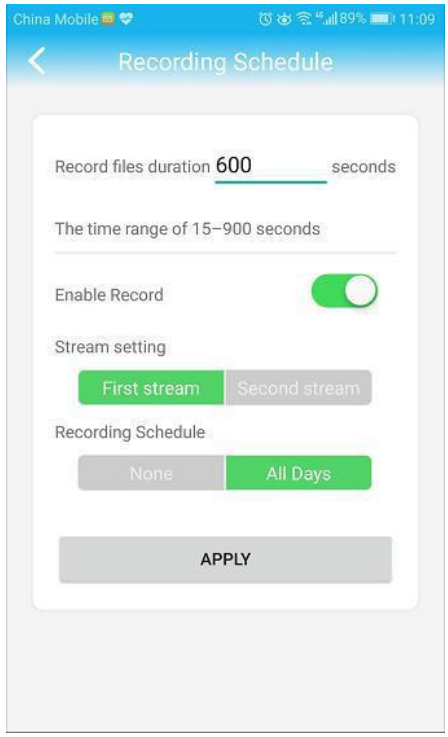
4.3.2.2 Alarm mobile detection

Click “Alarm Setting” go to mobile detection settings, You can turn on movement detection, select the mobile detection area and adjust the sensitivity.



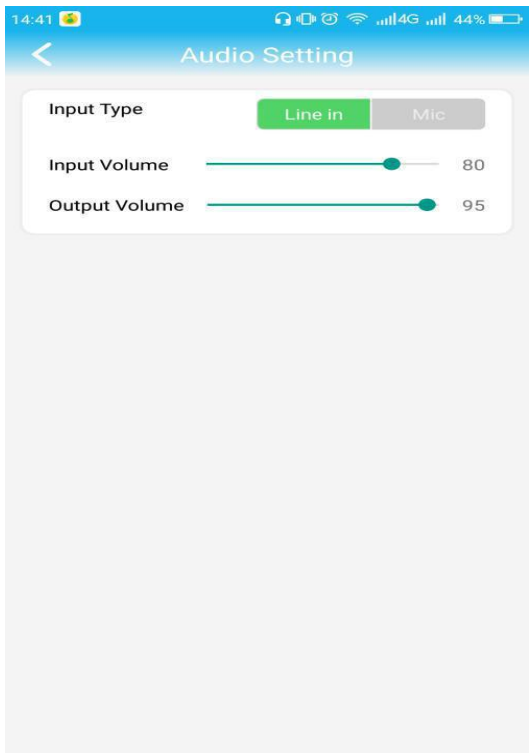
4.3.2.3 Recording Schedule

Click “Recording Schedule”, Select the video file time rang of 15~900seconds. Enable Record, Stream setting can choose the first stream, the second stream. Recording Schedule Choose “full day”, Click “Apply”.



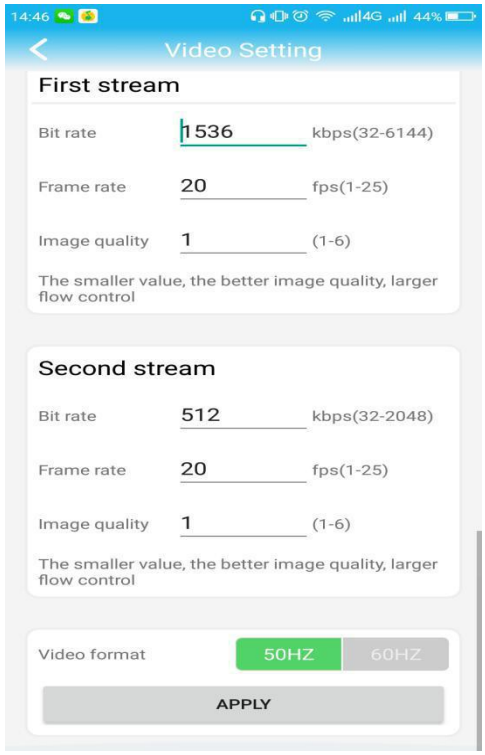
4.3.2.4 Audio Setting

Click “Audio Setting”, You can select linear input or microphone input, adjust input volume and output volume size.



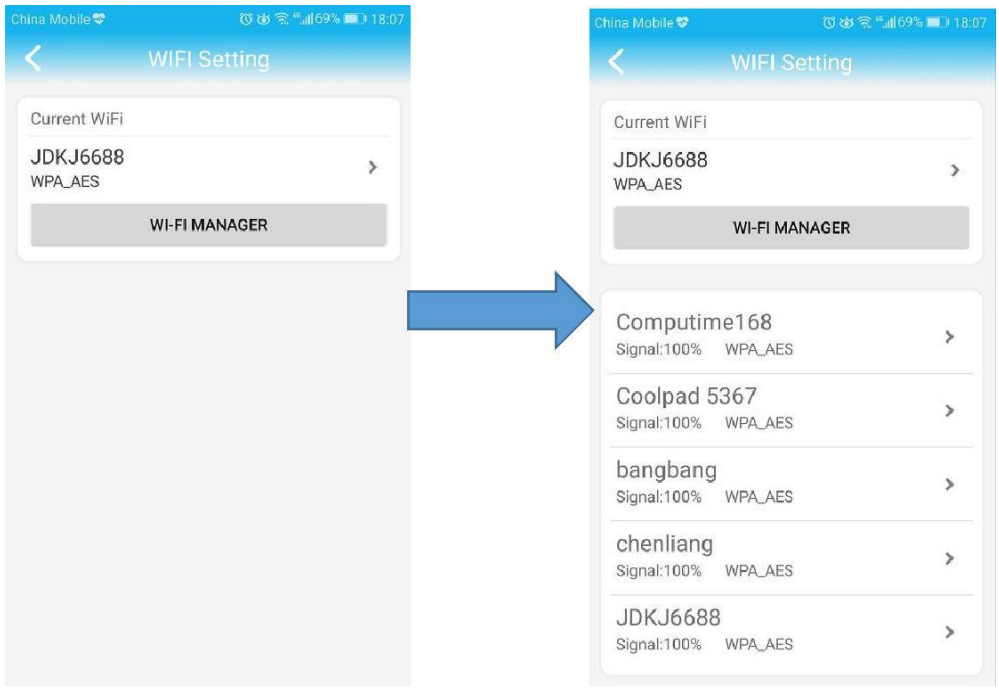
4.3.2.5 Video Setting

Click “Video Setting”, You can choose video format and setup First or second stream includes Bit rate, Frame rate, Image quality.



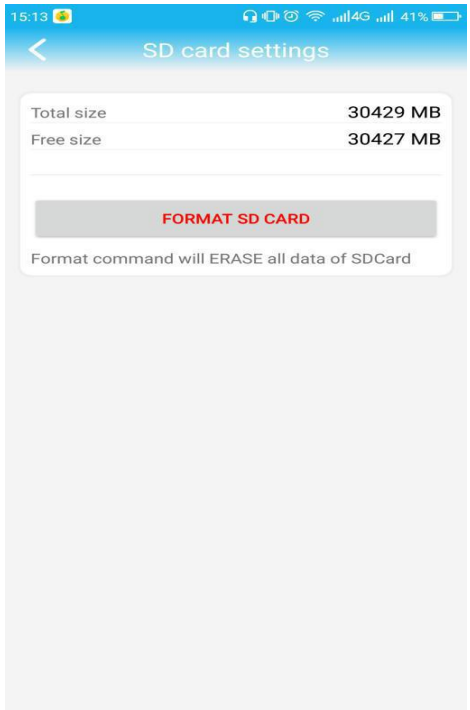
4.3.2.6 Wi-Fi Setting

a) Click “Wi-Fi Setting”, You can view the Wi-Fi of the current camera connection.
b) Click "WI-FI Manager" will displays Wi-Fi SSID, select Wi-Fi and enter Wi-Fi Password. (Remark: camera is currently unable to connect to 5G network , camera may not recognize the Wi-Fi password which has special characters.)



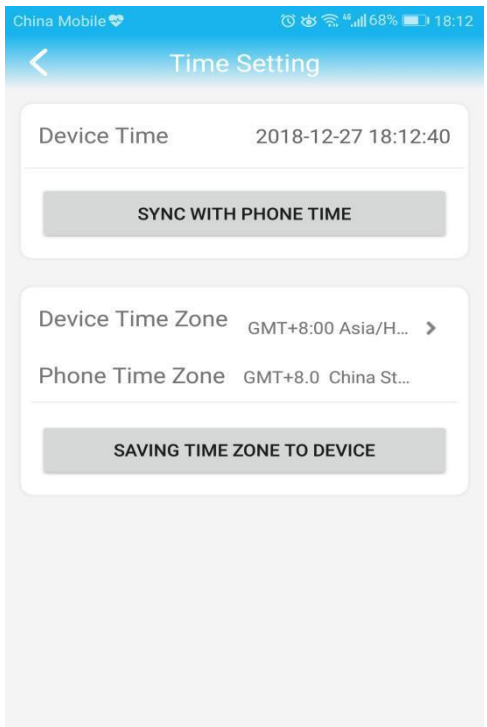
4.3.2.7 SD Card Setting

Camera comes with SD Card Slot, max support 128GB SD Card for Storage. Click “SD Card Setting”, you can view the Total size and Free size, can also Format SD card. (Please format SD Card when the first time to use a SD Card.)



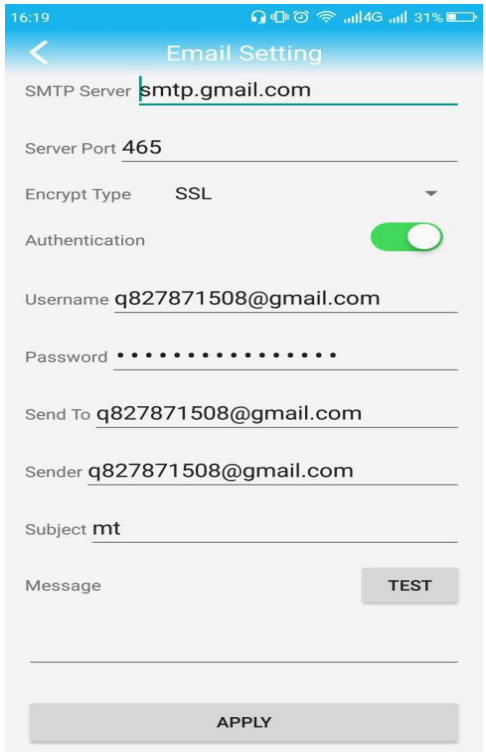
4.3.2.8 Time Setting

Click “Time Setting” to setting Device Time and Device Time Zone.



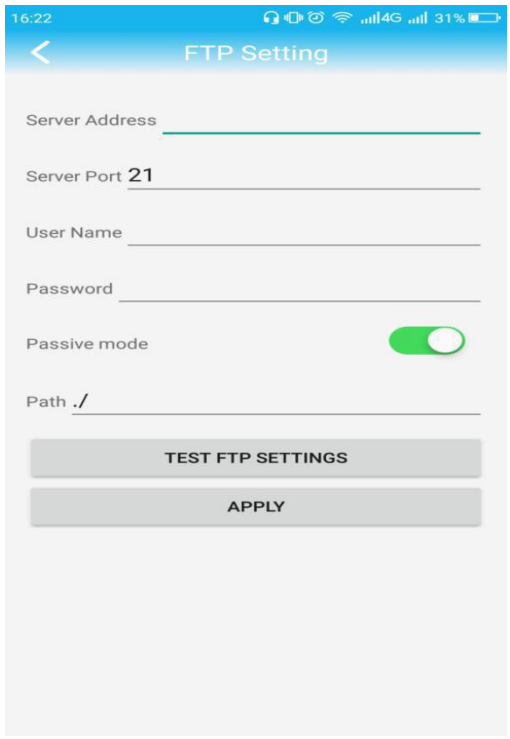
4.3.2.9 Email Setting

Click “Email Setting”, Enter the SMTP server address, Server port number, Mailbox name and password. After setting up the mailbox address, click “test” to check it. Then Click “Apply” to save it.



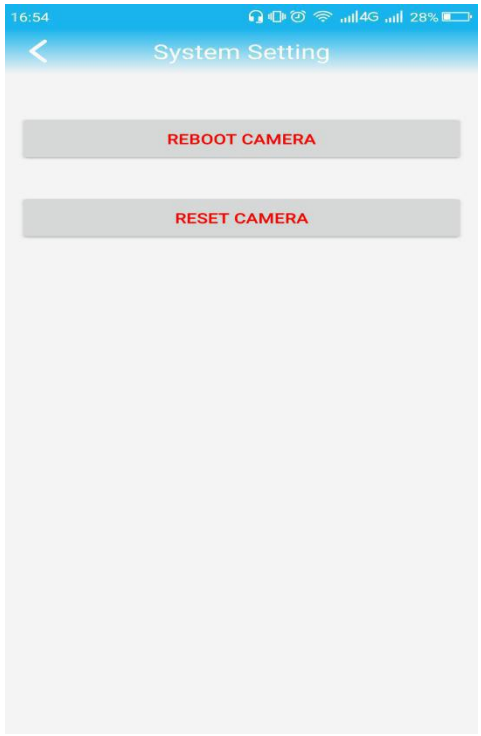
4.3.2.10 FTP Setting

Click “FTP Setting”, enter the server address, server ports, Server username, Server password, Save path and turn on the passive mode, then click “TEST FTP SETTINGS” and click Apply after successful test.



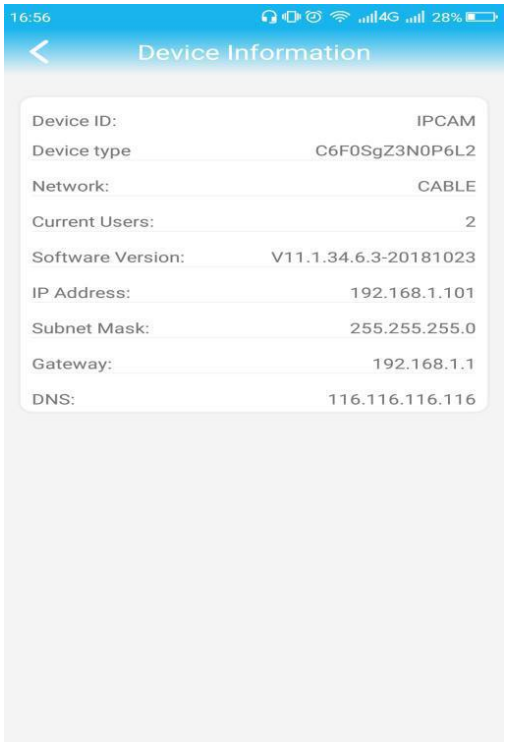
4.3.2.11 System Setting

Under this menu you can Reboot camera, Reset camera back to factory (also can reset camera by reset key in tail line).



4.3.2.12 Device Information

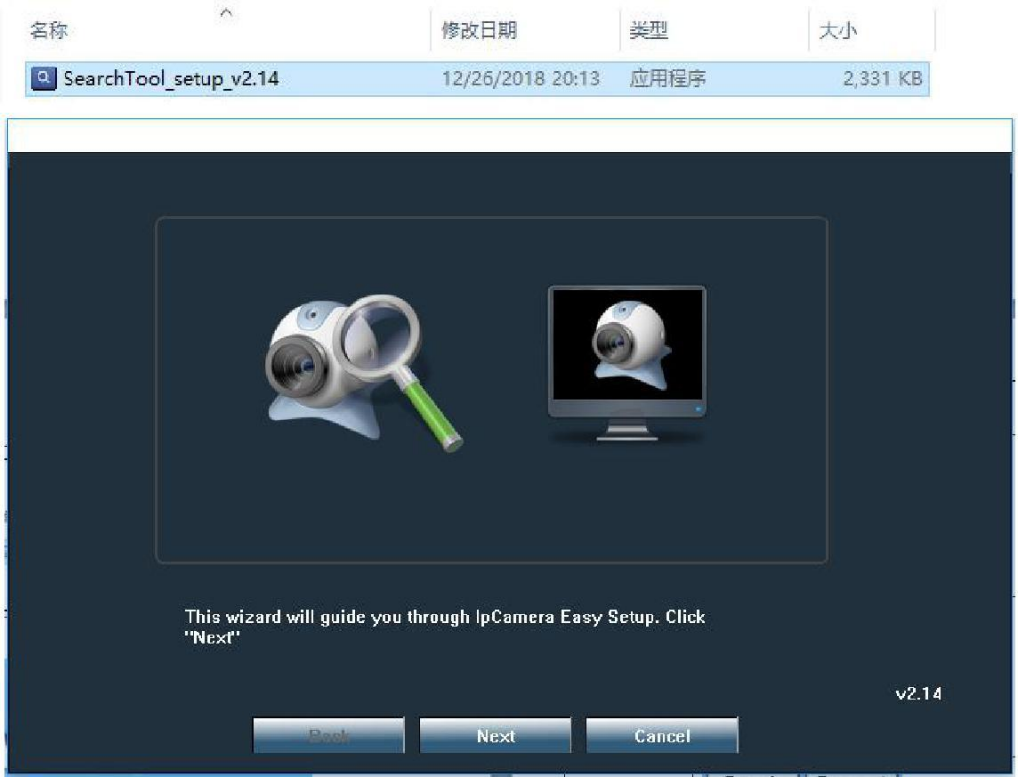
View the Device ID, Device type, Software version, IP address and other device information.



5. Computer Browsing Access

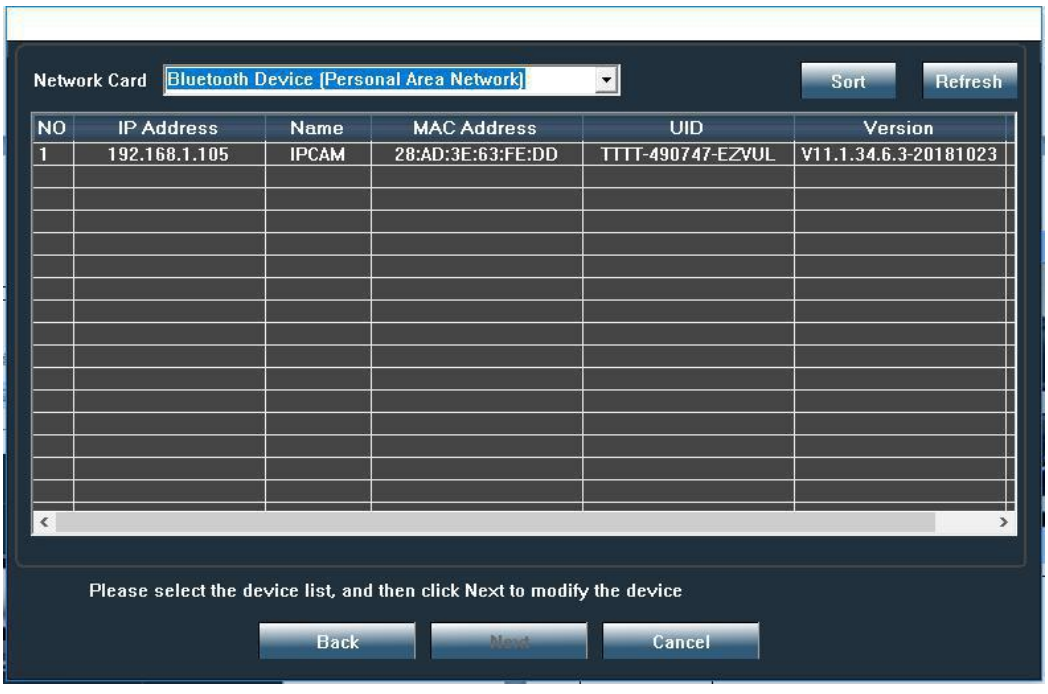
5.1 Download Search Tool

Download Software from the Mini CD in the package, Open the file and install search tool in your computer.



5.2 Search IP Camera

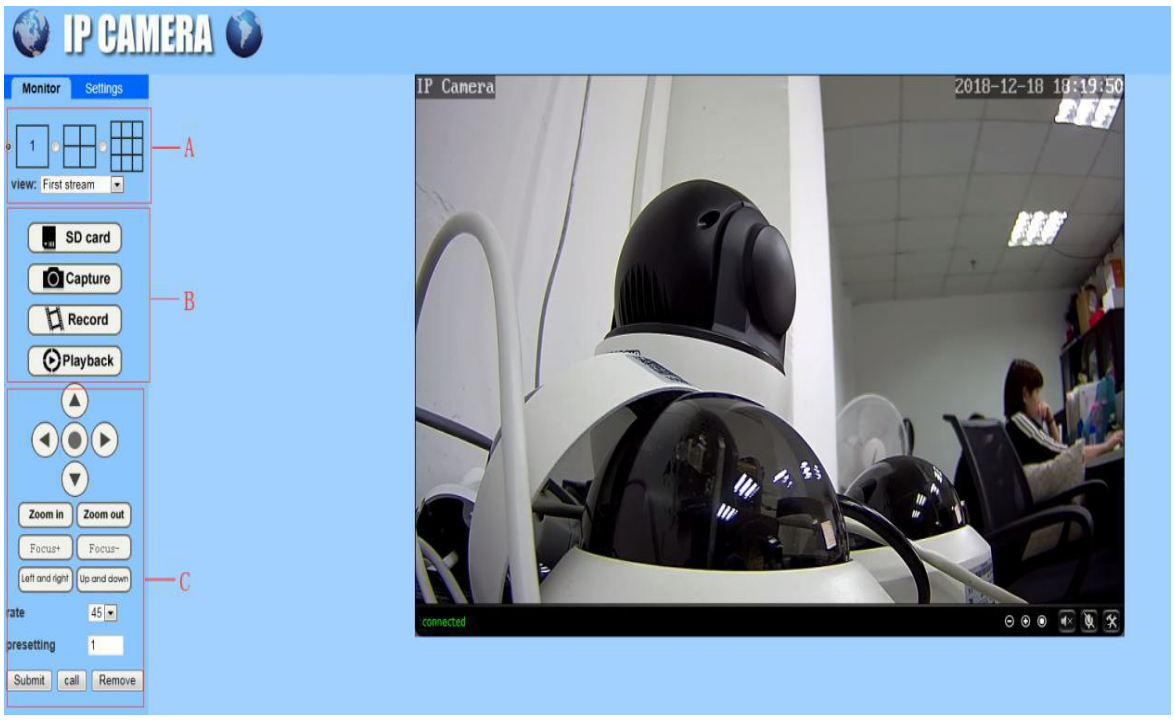
Click “next” to find IP camera. You can select Network Card to search IP Camera.

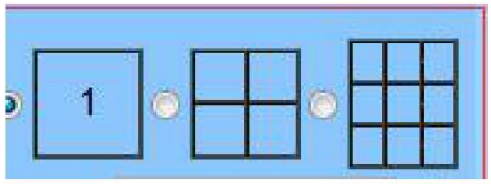
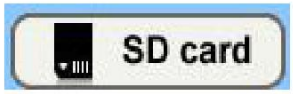
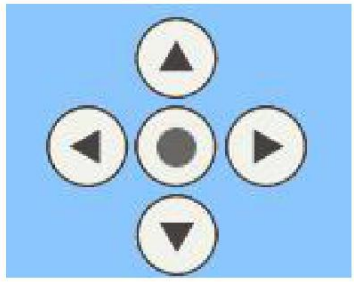
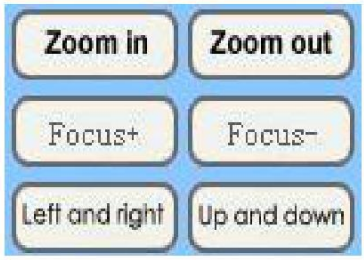
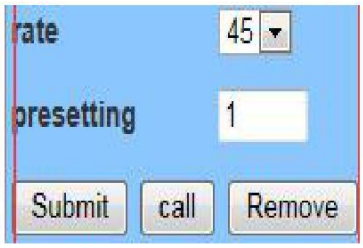


5.3 View Video by Browser

Support IE, Google and Firefox browser, Install ActiveX before view video.

5.4 Preview Interface



Region A		Multiple preview modes.
Region B		View memory card capacity and date.
		Click on the capture and take the current image.
		Local manual recording.
		Video Recording playback: Click the playback, select the date and time, select the local playback or SD card playback, search the video files and double click on the file to play.
Region C		PTZ control operation interface, control the camera to rotate horizontally and vertically.
		Control the camera zoom in/out, focus +/-, left / right and up / down cruise.
		Adjust the camera rotation speed and presetting point settings: Select presetting point 1, the camera rotates to the screen you want to monitor, click on the setting to set the preset point. Type 41 in Presetting to call the command of auto cruise.

6. Video Management Software (P2P Client)

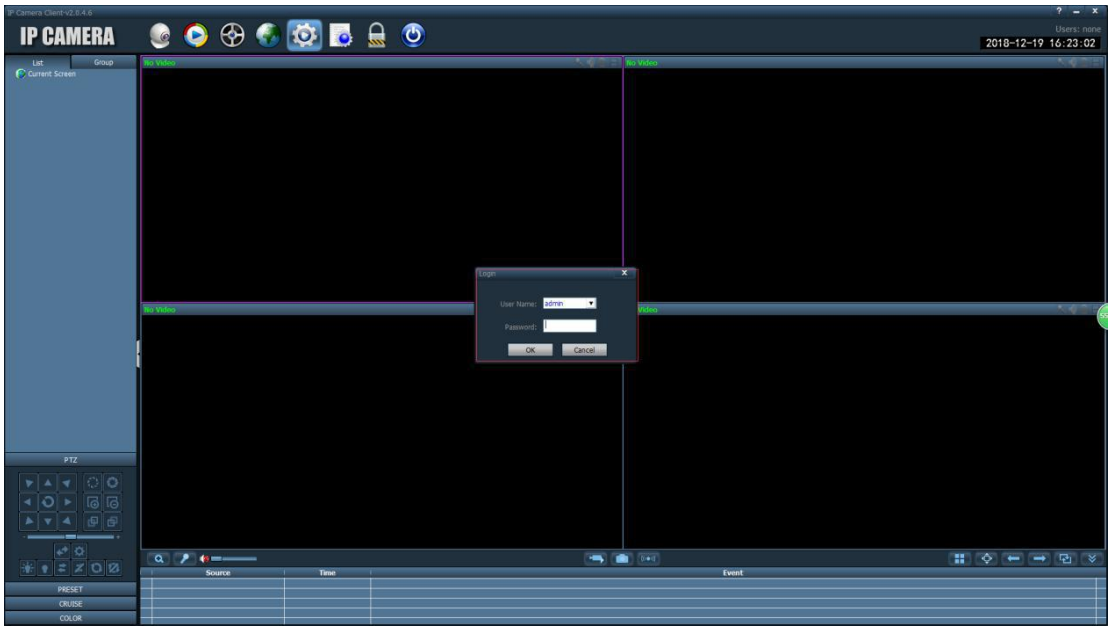
Using Video Management software to view multiple cameras at the same time

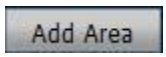
6.1 Software installation

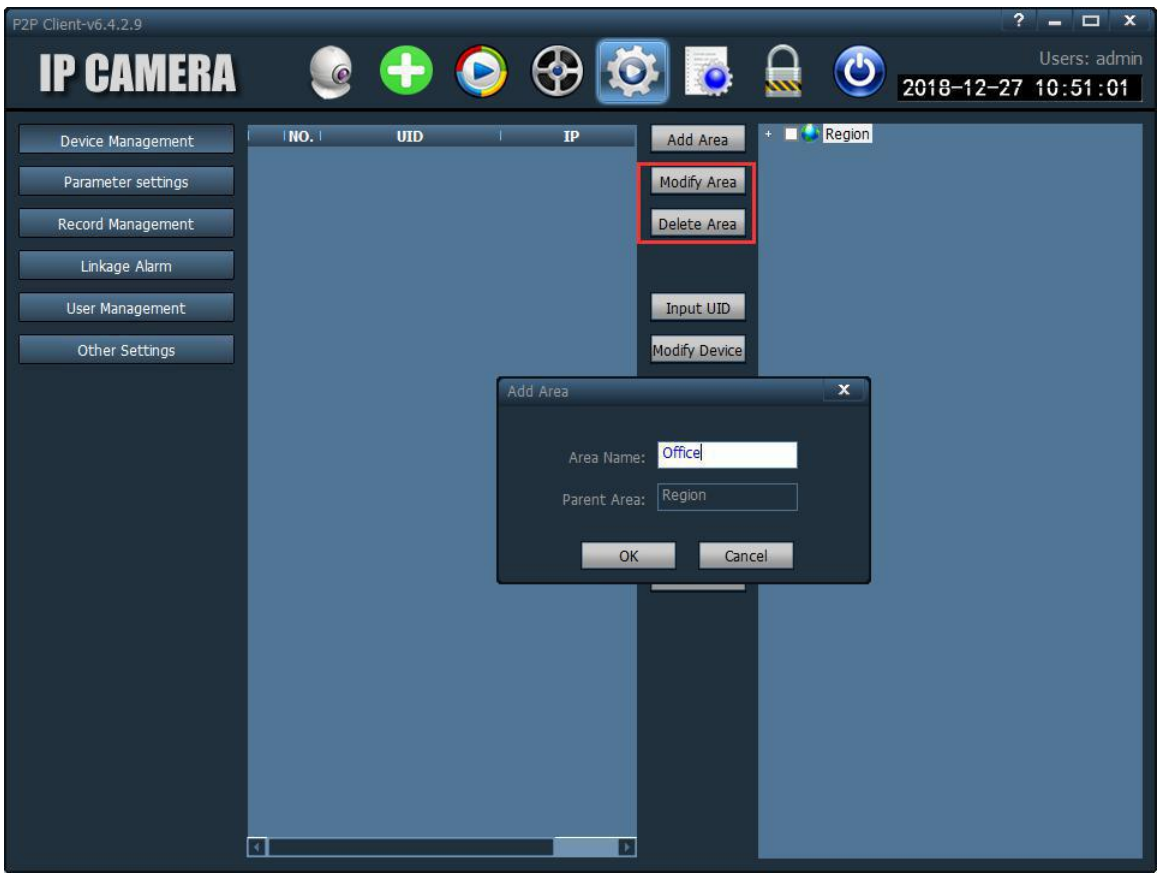
Download from the below link or Mini CD in the Package. Install it on your computer.
(https://www.dropbox.com/sh/ccuzdzbaeuvx021/AABEDwIKn3WcHVWOIocPvXhVa?dl=0)

6.2 Add Camera

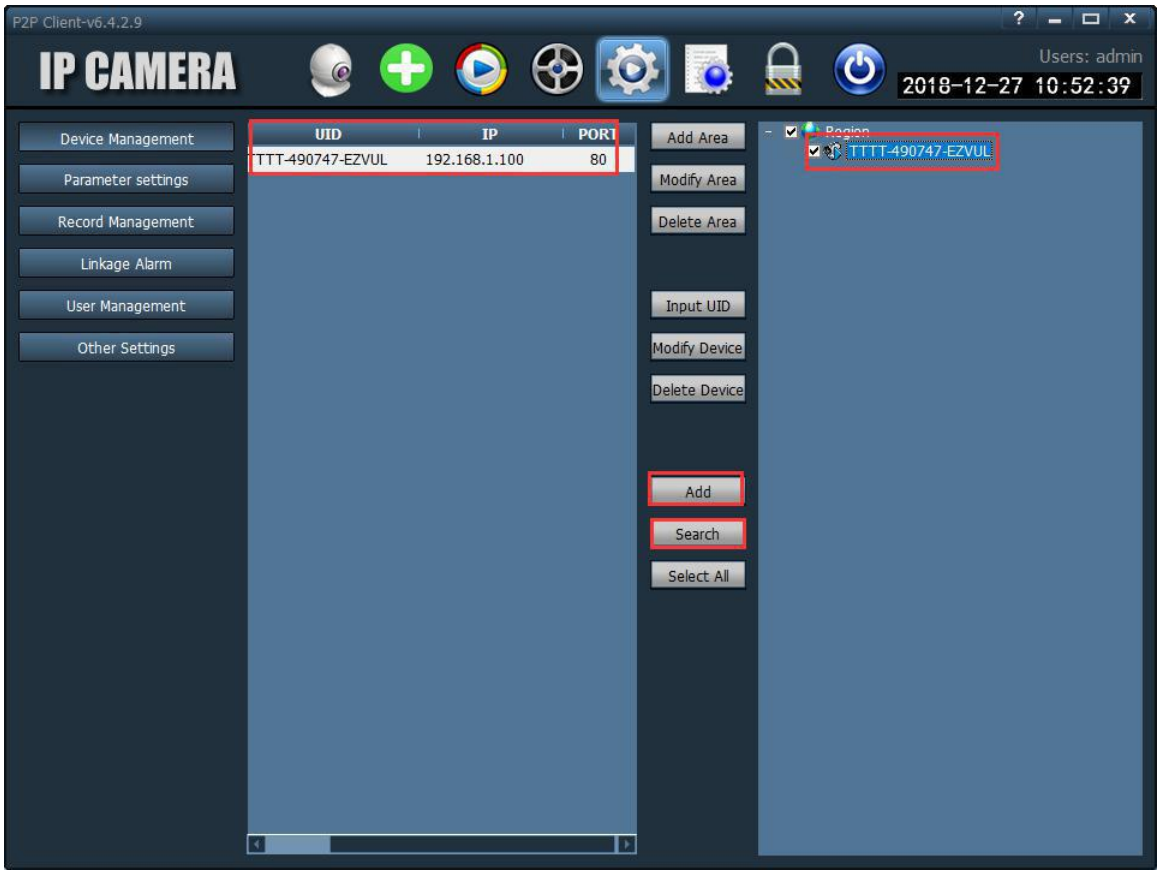
A） Open the software, click , to login system, default password: leave it blank.



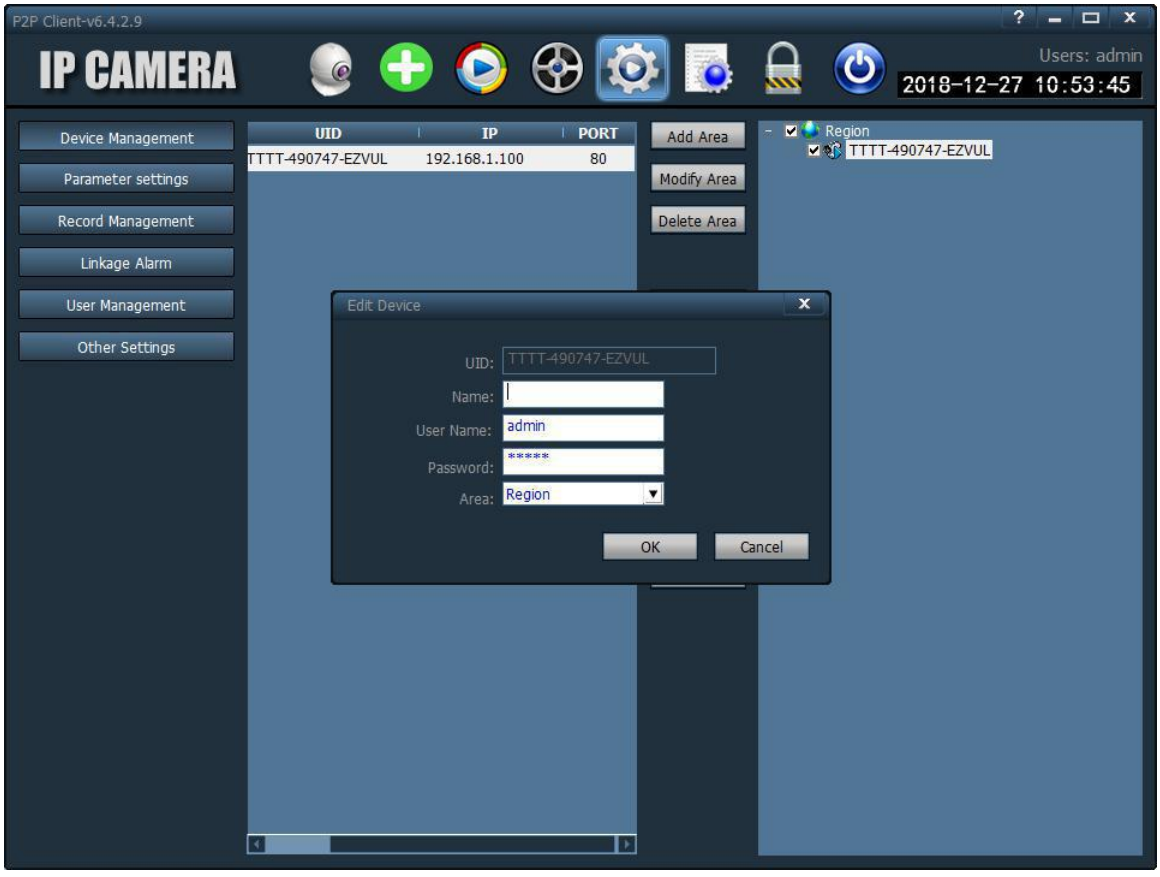
B） Click  to Set an Area name (Like: office / home / factory……), your also can modify and delete Area as picture showing below.



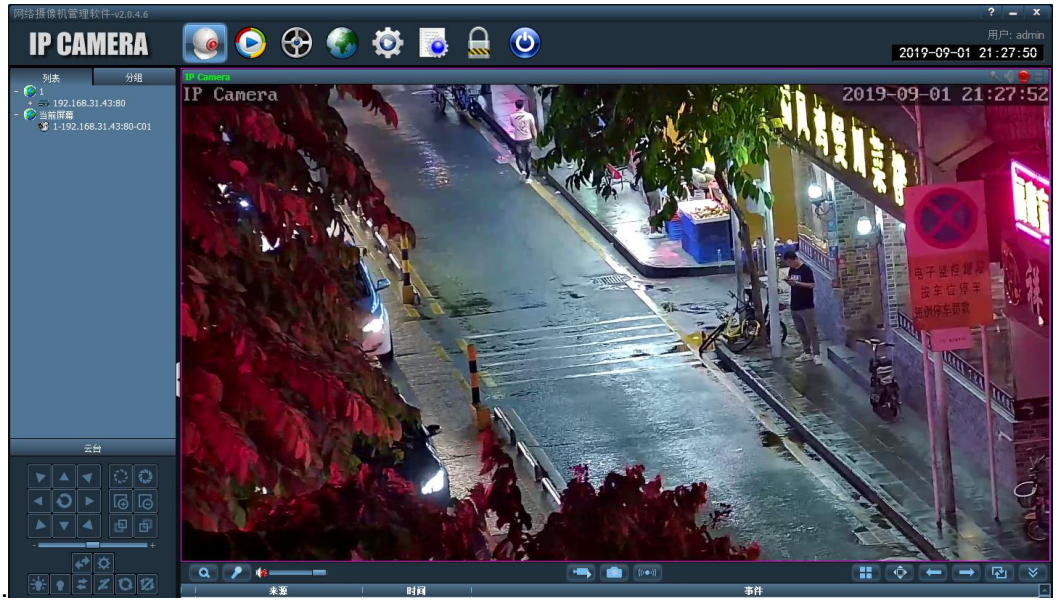
C） Click “Search” to find IP Camera in the LAN, Select the camera click “add” to Add camera.



D） Double Click camera’s UID to modify camera’s password.



E） Click Back to preview screen, Double-click the camera name in the device list to preview the screen in real time



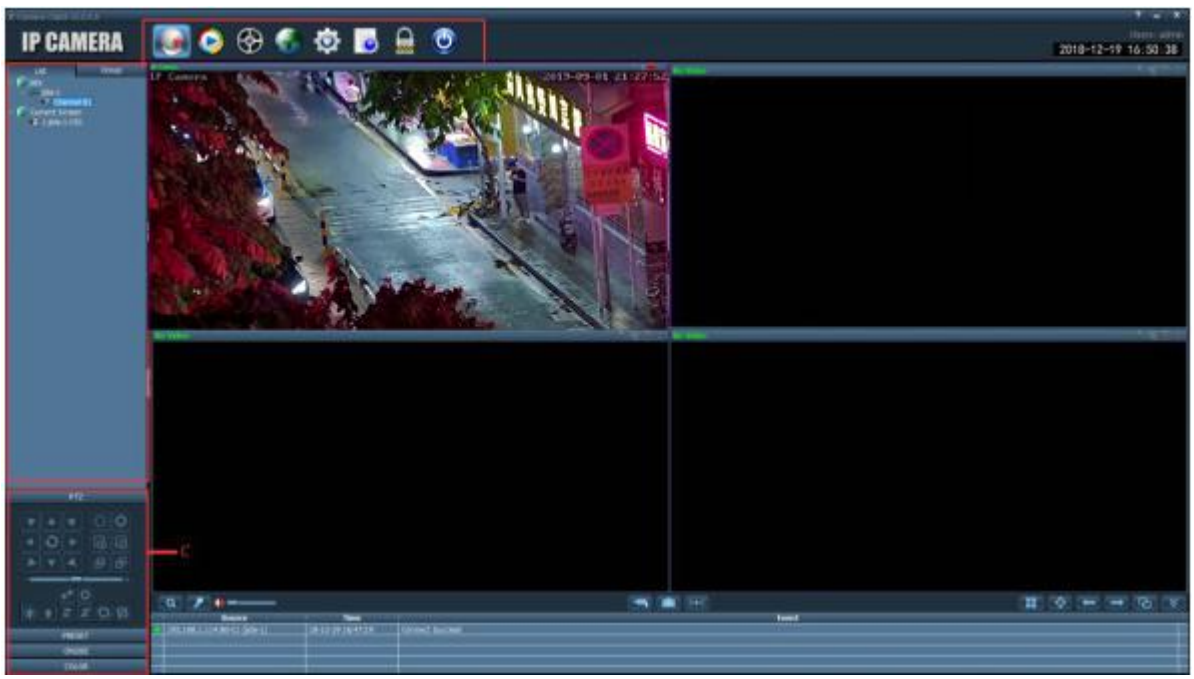
6.3 Software Function introduce

6.3.1 Preview interface

Area A: Software display area （Preview, Local playback, Remote playback, Map, Settings, Log, Logout user, Exit client).

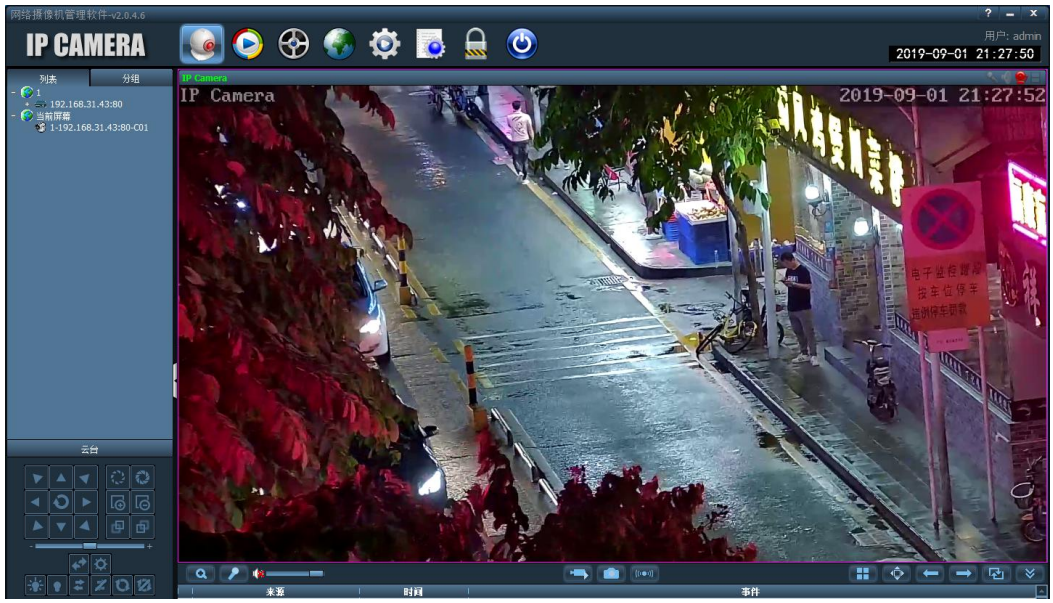
Area B: Devices list.

Area C: PTZ control, Preset point settings, Cruise settings, color.



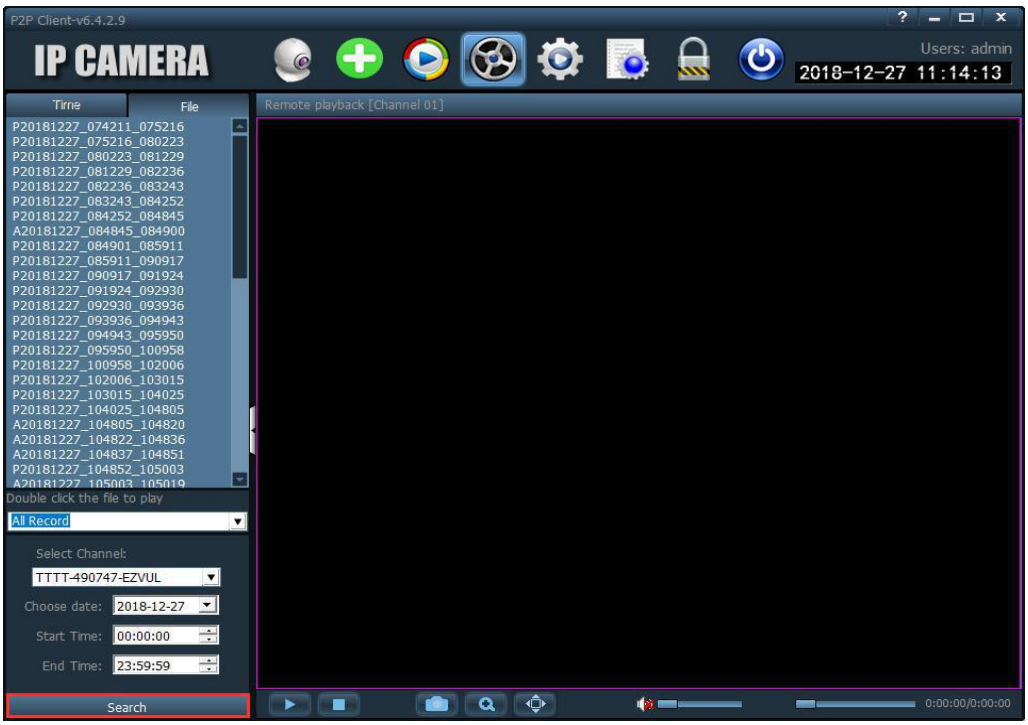
6.3.2 Local playback

Click “Local Playback”, Select file, channel, time and date to search for local video files. Double-click file to play video playback!



6.3.3 Remote playback

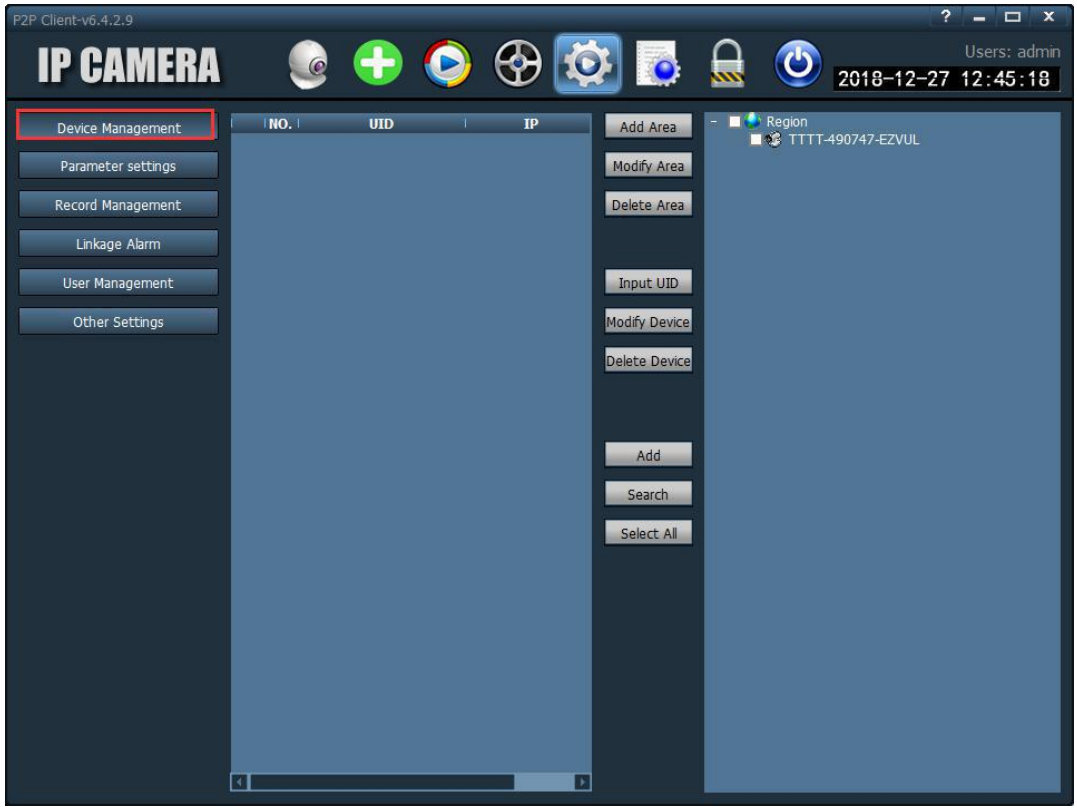
Click “Search” in the bottom Left to get video file. You can select a file to playback.



6.3.4 Config

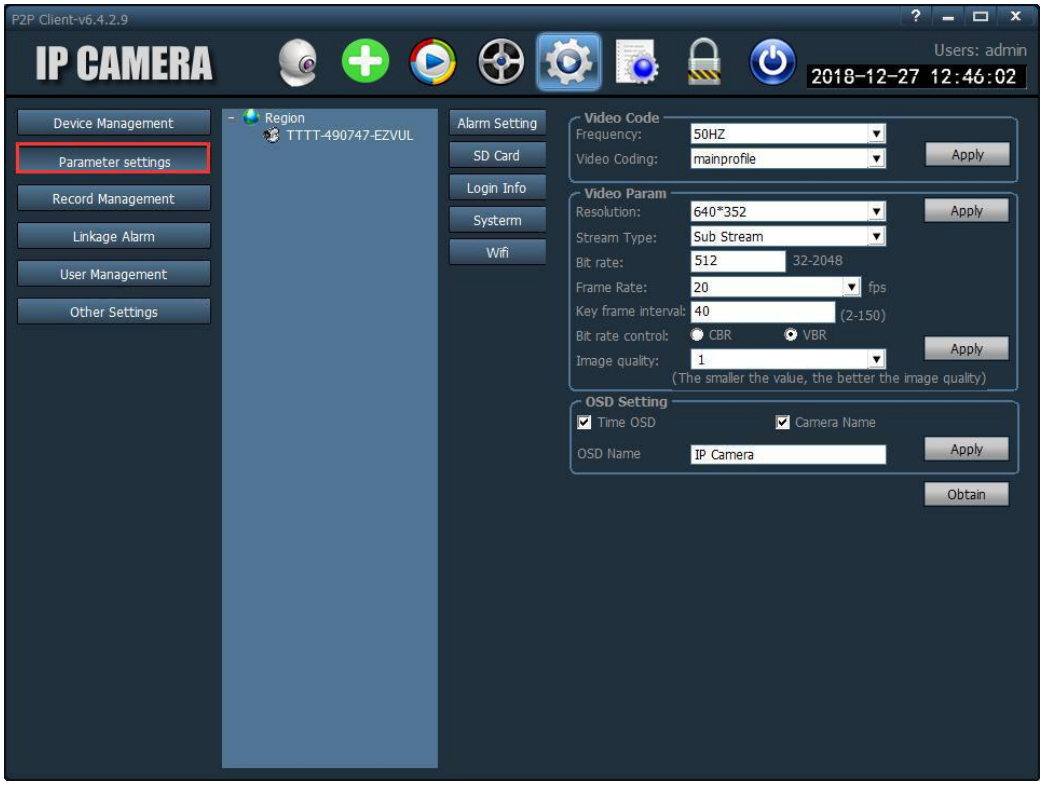
6.3.4.1 Device Management

Adding camera.



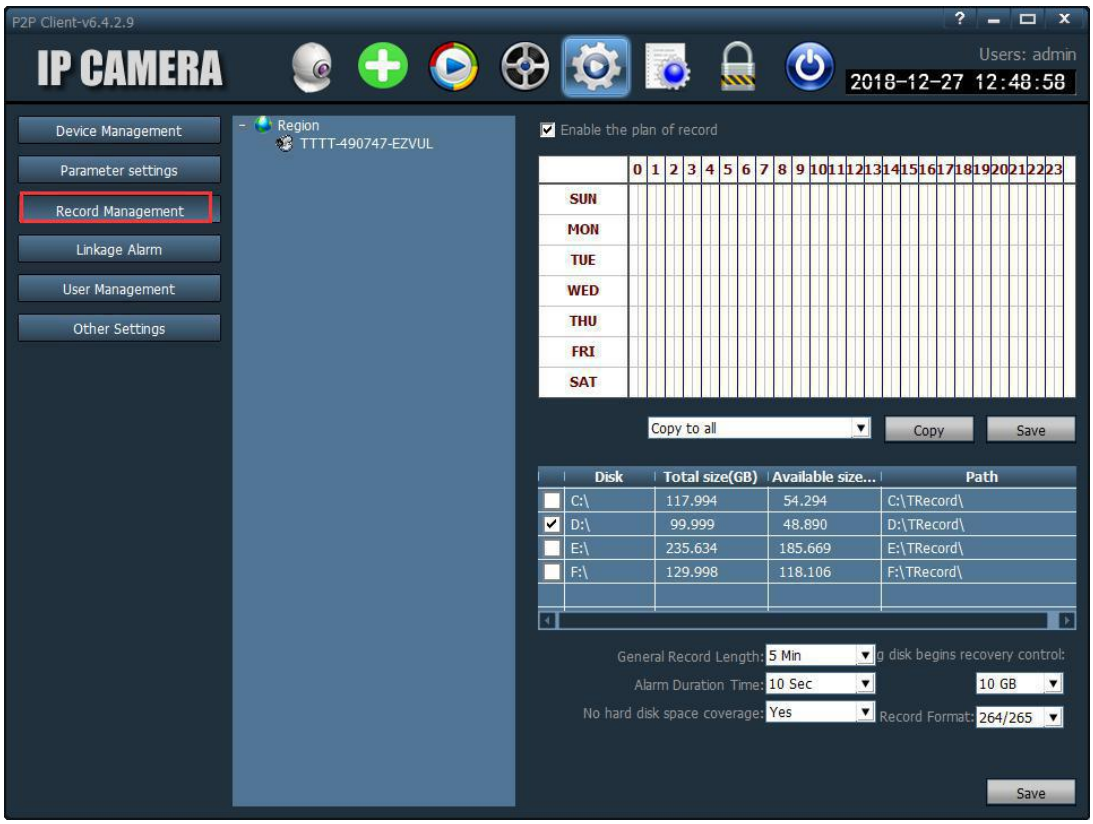
6.3.4.2 Parameter Setting

Including Image, Video, Audio, SD Card, Network, Mobile Detection, input alarm, PTZ, System, Wi-Fi. Setting method is the same as the WEB setting.



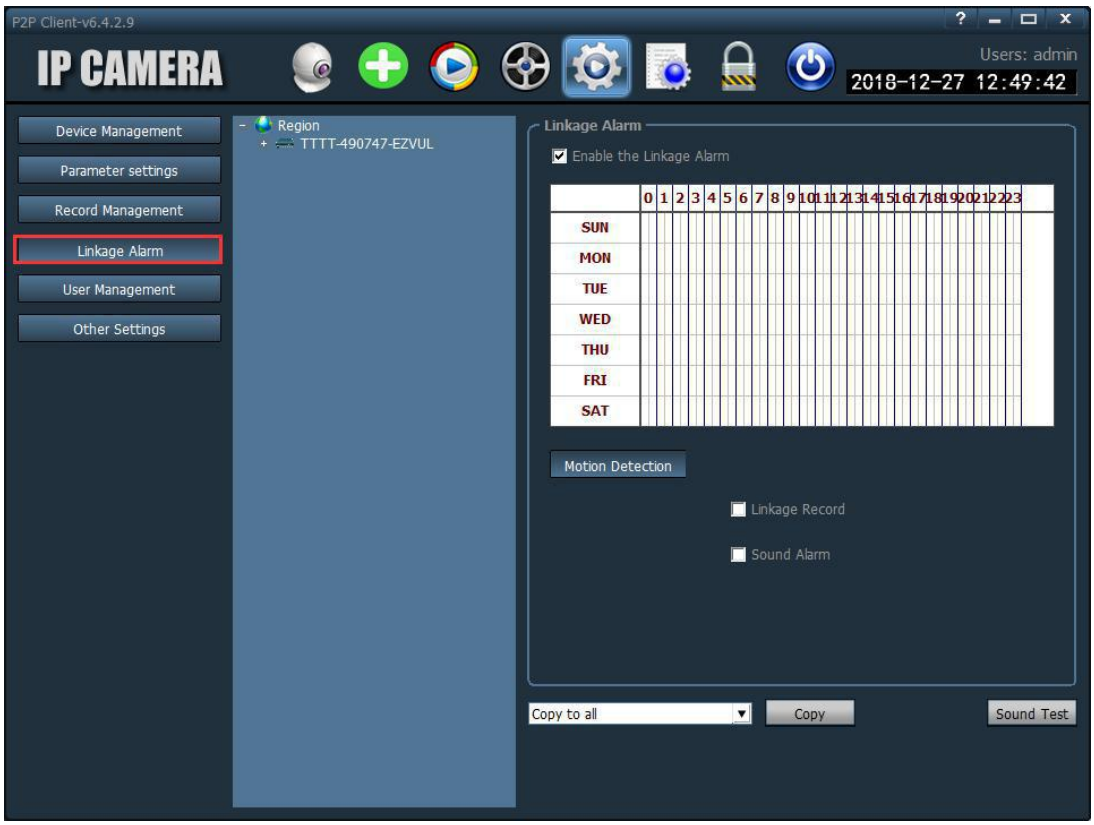
6.3.4.3 Record management

Click the video camera, tick up the video program, drag the mouse in the schedule, and select the storage address.



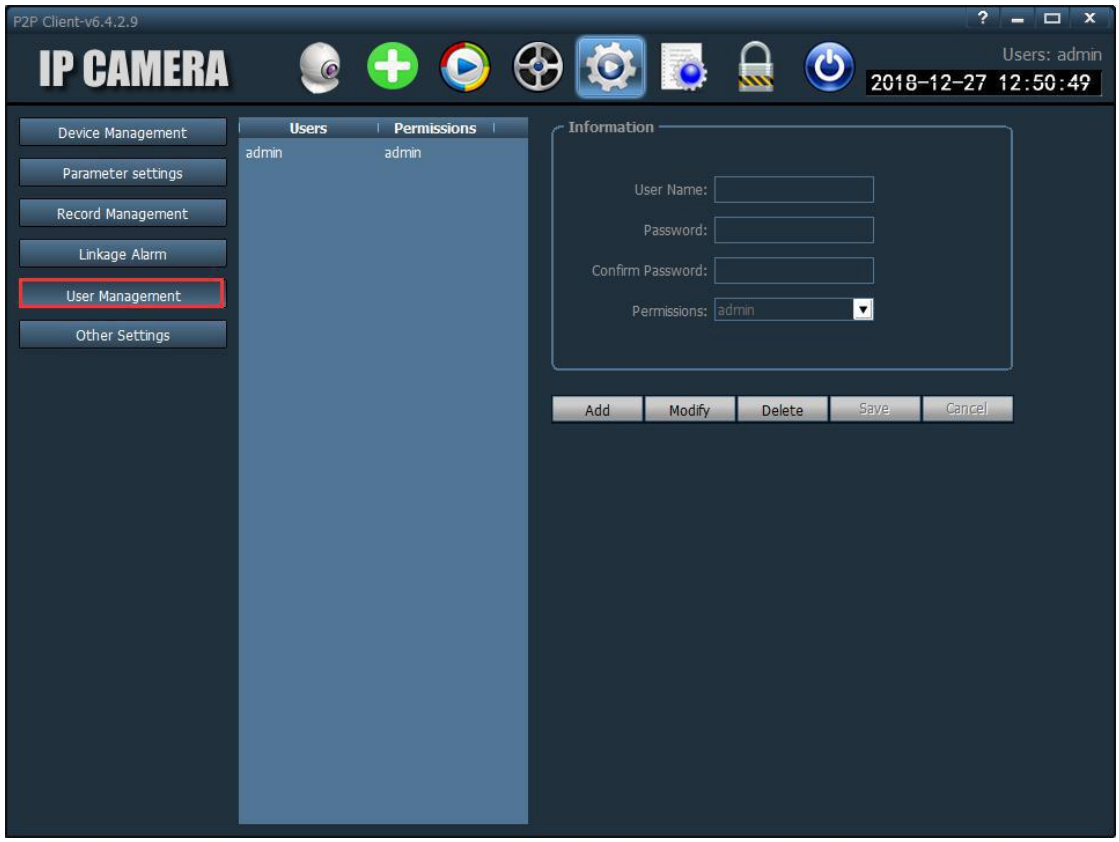
6.3.4.4 Linkage Alarm

Setting the linkage alarm time, Select alarm mode.



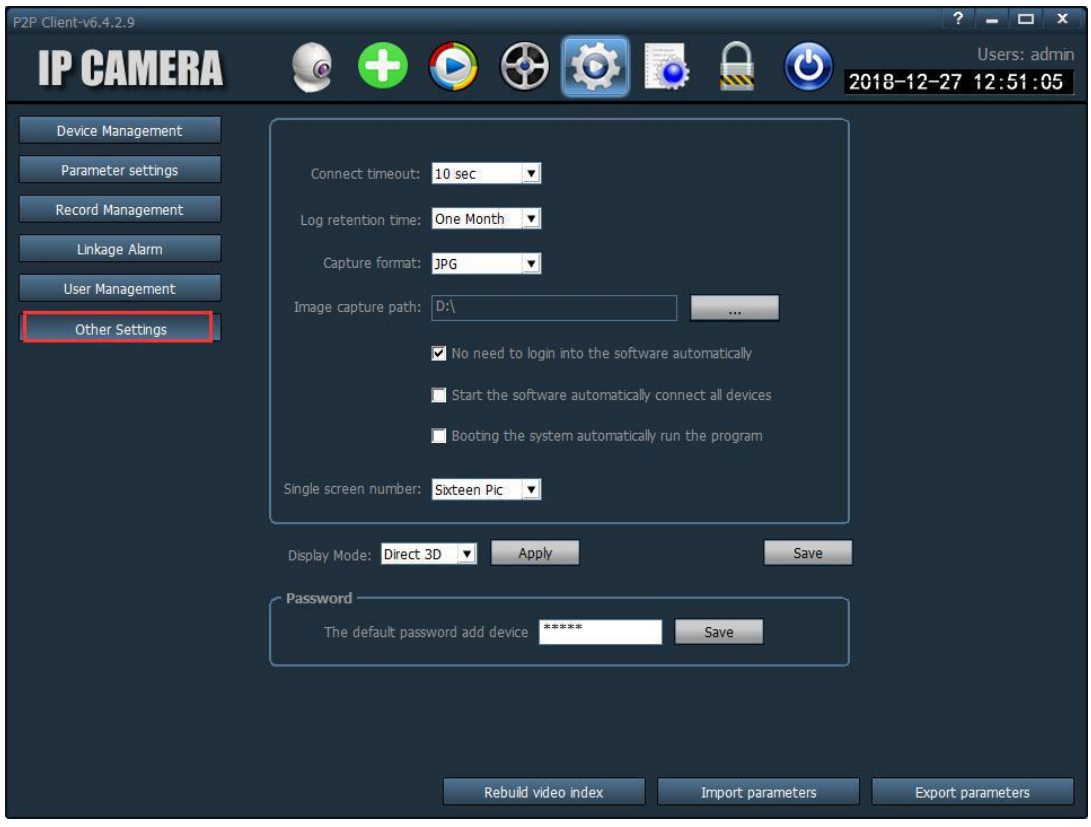
6.3.4.5 User management

Setting P2P client software login password, Add or Modify the password.



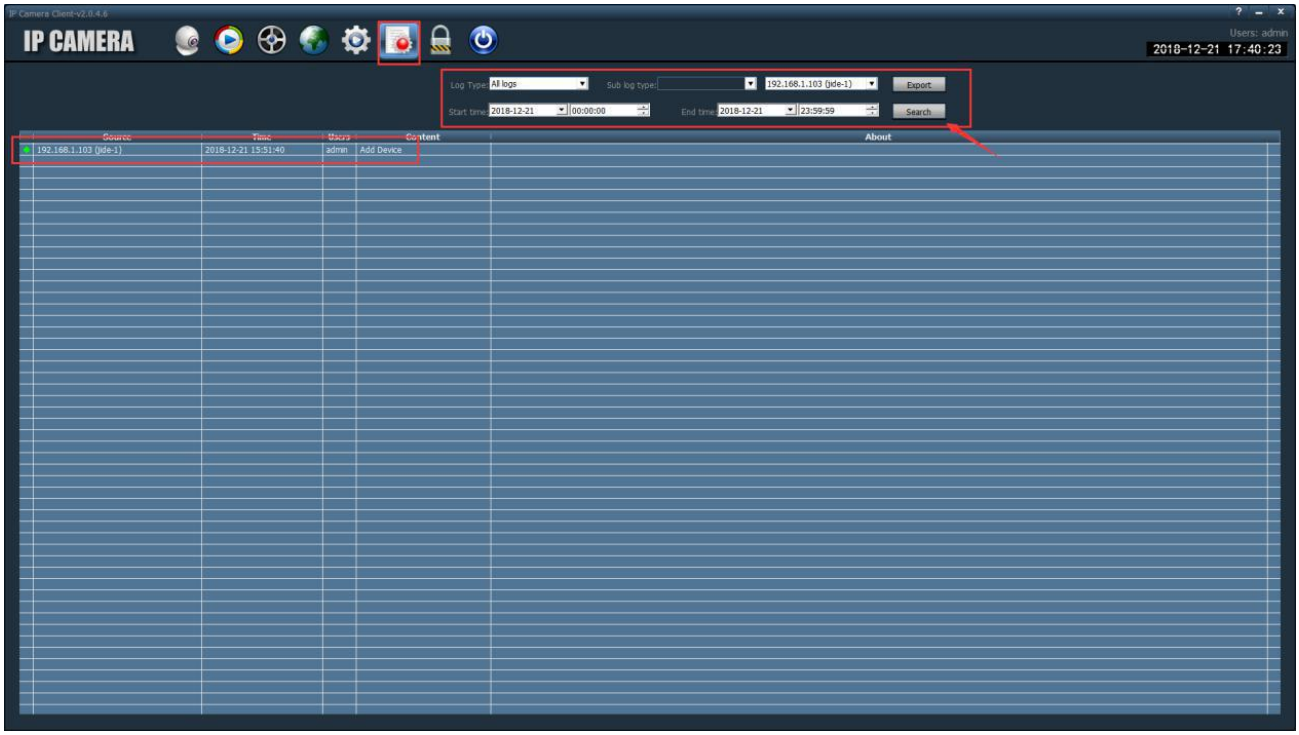
6.3.4.6 Other settings

Include Time setting, Connection time out settings, Log retention time settings, Capture format settings, Image capture path settings, Software startup settings, single screen number settings, Display mode, Remote playback port settings, etc.



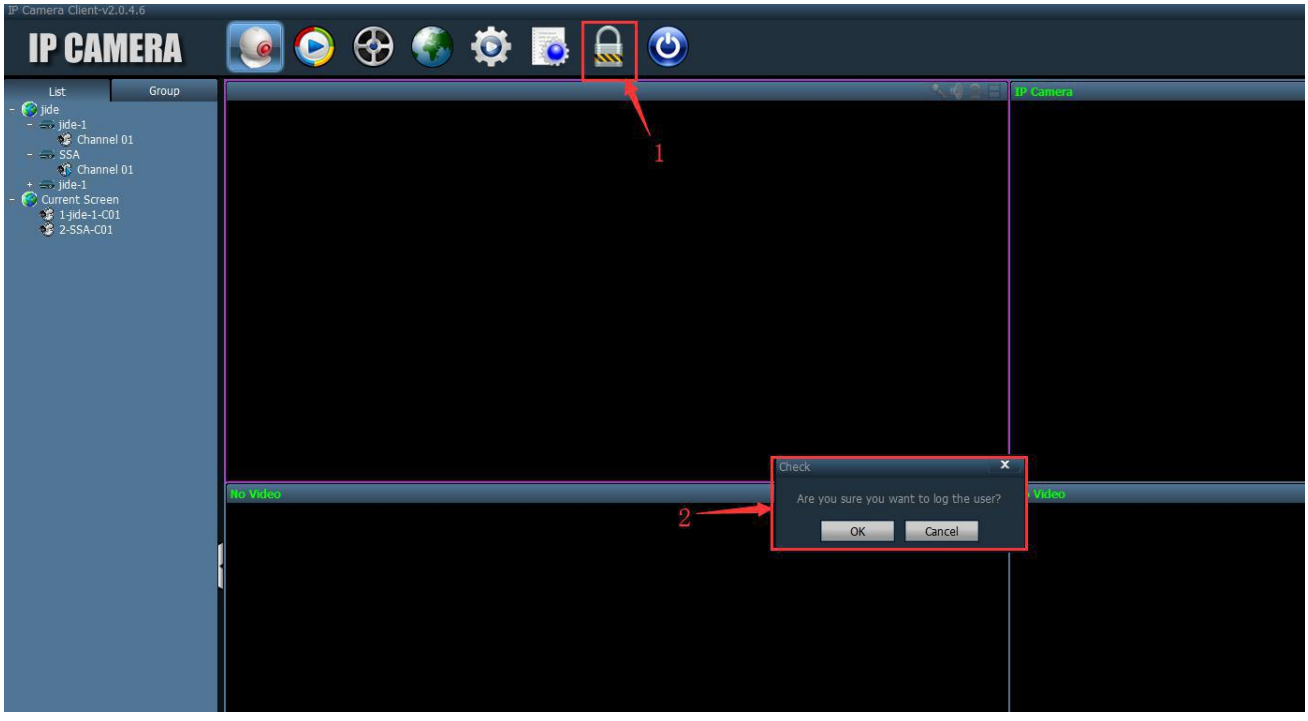
6.3.5 Log view

Select the log type, time, Click search to view the device operation log!



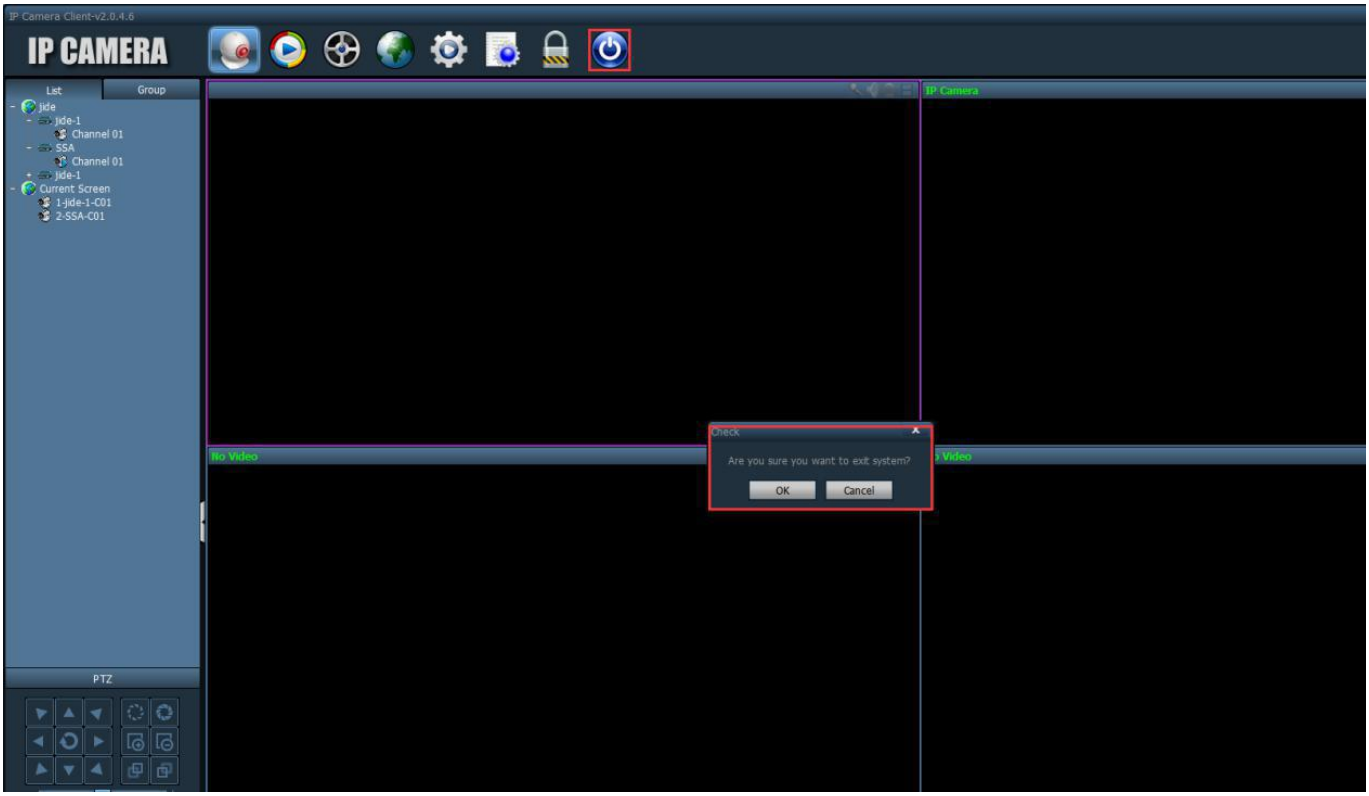
6.3.6 Log the user

Click “OK” to log the user.



6.3.7 Exit system

Click “OK” to exit the software!



Frequently Asked Questions

Q1: Remote viewing, appear pause and delay phenomenon?

A:1) Related to network data, it is recommended to adjust the HD mode to Smooth mode when watching, and the video file is still saved in HD mode.

2) Try to reduce the camera stream when view the video, but reducing the stream may affect the quality of the image.

3) Remote viewing, the network recommends uploading network data up to 512KB/S. Download data 256KB/S to watch the best. Upload network data can be viewed in the router background.

Q2: Prompt password error

A: The camera security password is incorrectly entered or forgot the password. Press and hold the reset button for 5-8 seconds and then reset the camera.

Q3: No audio sound

A:1) Open the camera screen, click on the speaker and set to be monitored.

2) Open the volume setting, click on setting, click on audio settings, then adjustable volume.

3) The camera pickup range is 5-15 meters, depending on the volume of the recognized volume.

Q4: About APP function

A: The camera does not support, the light mode selection in the APP, only support the infrared mode.

Q5: Camera IP address often changes

A:1) Login to web version and go to the camera setting, change the automatic IP address to manual setting. 2) The IP address which automatically obtain will vary depending on the IP assigned by your router's DHCP.

Q6: Is the device not online?

A:1) The router disables MAC address filtering.

2) If it is a dual-band router, it needs to use 2.4GWi-Fi and not support 5GWi-Fi.

3) The preferred server address (DNS) of the router is changed to the telecommunications service provider DNS.

4) Wi-Fi account password only contains numbers and letters, no horizontal characters and other special characters.

5) The router signal channel is changed to 11.

Q7: SD card remote playback download

A:1) Web page download: Open the browser and log in, click the SD card and select the recording date and time to download.

2) Mobile APP download: Open APP - click the video - click the remote playback - press the video file for 1-3 seconds to pop up a dialog box , click download, you can find the video file in the phone system file (CamHi file).

Q8:Can't identify the memory card?

A:1) Reinsert the SD card into the camera, powered off and restarted camera !

2) SD card is recommend to use SanDisk, Kingston, Samsung, Toshiba, PNY Bianwei, Lexar brand

Q9: Can't the phone search for the camera's own Wi-Fi?

A: Press the camera reset button for 5-8 seconds, make the camera reset factory default.

Q10:Can't the camera connect to Wi-Fi?

A:1) When the camera is configured, the phone and camera are no more than 3 meters away from the router!

2) Router Wi-Fi can't be hidden or MAC address bound, or limited!

3) Wi-Fi account password only contains numbers and letters, no special characters, such as horizontal lines.

Q11: RTSP Path Example

A: rtsp：//192.168.1.100：554/11

Q12: WBE browsing plug-in installation problem

A: Web page online download plug-in component: ActiveX, Or install the plug-in program in the CD!

Q13: APP Download problem

A: Download 'CamHi' App from App Store or Application mall or scan the OR Code in the User Manual.

Q14: Third party software: iSpy Software operation

A: iSpy Add camera selection: Open the software click add object, Select the IP photographer, Click ONVIF to enter the user name and password. URL enter: http:// camera IP address / port 8080. Click on the next page to see the full URL, click add, finish!

Q15: Can't connect to Optical Modem Wi-Fi router?

A: Recommend to use Wireless router, Some Optical Modem with Wi-Fi router has some kind of restriction, Cause the device can't connect to the wireless signal or no network transmission on the connection.

Q16: Can't play back remotely at phone APP?

A:1) Check that the device if can preview in real time!

2) Click the pinion symbol to enter the setting ---- Click on the SD card, check if can read the SD card.

3) Can preview the real-time picture normally, Can read the information of memory card, but no playback of files in video playback, recommend to unplug and plug the SD card again.

4) Because the remote playback of the video file is relatively large, Network does not support remote playback of network traffic! Recommend to connect your phone to a faster Wi-Fi, try remote playback.

Q17: Can't search for the camera IP address in the local area network.

A: Our device default IP address network segment 192.168.1.X, you need to modify your network IP address network segment to the same network segment, then use the search tool on the CD to search for IP addresses.

Q18: How to make the camera automatically cruise after setting the preset point?

A: Preset point 1-16 call command 41, 17-32 Calling Command 42, 65-80 Calling Command 43, 113-128 Calling Command 44, 128-144 Calling Commands 45, 146-160 call command 46, 161-176 Calling Command 47, 177-192 call command 48.

Q19: Mailbox alarm cannot receive pictures

A:1) Motion detection mailbox alarms support most mainstream mailboxes such as Google, Yahoo, etc. If you do not receive an email alert, please check if the mailbox settings are set according to the instructions, whether to pass the test.

2) Some alarm messages may be judged as spam by the mailbox, can be found in the mailbox trash or send mail delay due to network server data congestion, etc.

Q20: Can I add a camera to multiple phones?

A: Yes, you can. Manually add the camera UID number to other mobile APPs after the camera is connected to the network.

Q21: I can view the image on the same LAN, but the phone can't be viewed remotely outside.

A:1) The camera may be connected to your local area network without connecting to your router's external network, no network access! It is recommended to check if the router has set this camera IP to prohibit network access.

2) Restore factory settings, reset the router Wi-Fi and reconnect..

Q22: The phone can't access the Internet after the phone is connected to the camera wireless hotspot.

A: The camera wireless hotspot is convenient for the device to preview and view the image by mobile APP in a network-free environment and the phone can't access the external network by the wireless hotspo