FAQ

Thanks for choosing our products and service. Here are some questions hope can help you on installation. If you have any other questions, please feel free to contact with us and we will reply with 24 hours.

1. Software Download.
2. How to connected the camera to network?
3. How to view the camera via smart phone?
4. How to view the camera via PC?
5. How to view the camera via Browser?
6. How to setting the WiFi?
7. How to setting the alarm?
8. How to setting Email alarm?

1. CD content download
https://www.dropbox.com/s/tlk9bmupkpm9g9e/IP%20Camera%20CD%20Content.rar

2. Connect the camera to network
Firstly: Power the IP Camera and connect the camera to the router with a net-cable.
Second: Check Whether the power (yellow) pilot lamp and the network pilot lamp(green) are on, if not, check the net-cable and power adapter. After the camera connected to network, you need install the software.

Router/Switch

Note:Please use power adapter which attached with the camera in the gift box. Don't try any other kind of power adapter.

3. How to view the camera via smart phone?

The camera support remote monitor via the smart phone (Android and iPhone) or PC。
First: Install APP to the Mobile Phone. The APP name is: APCamera.

A: APCamera APP Installation.

1. Phone with the QR Code Scanner. Scan bellow QR Code for download the Android or iPhone APP,then install it to your phone.

2: Phone without the QR Code Scanner. Please download the APP from bellow website, Or search and download "APCamera" in google Play store or App Store of Apple.

 For iPhone: https://itunes.apple.com/us/app/apcamera/id666250856?mt=8
 For Andorid: https://play.google.com/store/apps/details?id=object.shazx1.client

B: Add Cameras to APCamera App.

  Firstly, enable the WI-FI function of your mobile phone. (Note:Your phone and the camera must be in the same LAN.) Secondly, run the application.
  After running the application, click [Add new camera] to add cameras。
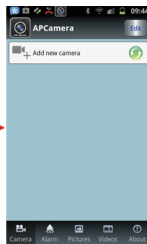
Add the camera to APCamera . (There are three ways to add camera into it.)
Method 1 : Input the Did,User, Pwd of your camera manually. Then click "Done" button.
Method 2 : Click "Search" button then you will get the camera list, the cameras in the same LAN with your phone. Choose the camera which you want to monitor. Finally input the Pwd, Then click "Done" button.
Method 3 : Scan the QRCode: Click the "Scan ID" button, at the button of the camera, there is a label with QRCode, then use your phone to scan the bar code, it will show the ID, then press "done".

View the camera via "APCamera" App. begin to view the real-time video. You will see following left pictures, Click the camera which you just added, then you will view the video show on the App.
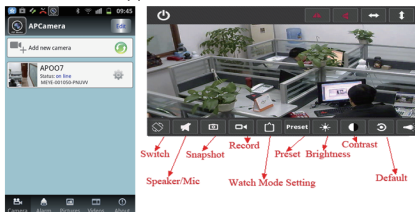

Live video and operation interface.
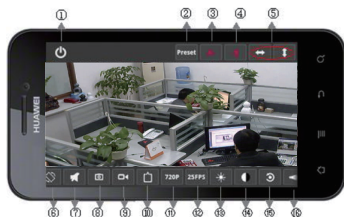
①:Exit
②:Preset position
③:Mirror
④:Upside down
⑤:Autp pan&tilt
⑥:Full screen
⑦:Listen and speak
⑧:Photo

⑨:Record
⑩:Mode
⑪:Resolution
⑫:Frame rate
⑬:Brightness
⑭:Contrast
⑮:Default all
⑯:IR control

Note: Sliding the screen can make the camera pan and tilt.

4. How to view the camera via PC?

1. Install the PC client software " DeviceViewer" to your PC.

You can get the "DeviceViewer" from the CD which attached with the camera in the gift box. or download it from website: https://www.dropbox.com/s/tlk9bmupkpm9g9e/IP%20Camera%20CD%20Content.rar After the PC client been installed, there will be a icon displayed on the desktop.
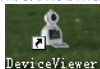
1. Add cameras to the DeviceViewer

1-1. Run the DeviceViewer, you will get bellow login interface: (Default user: admin, Password: admin)
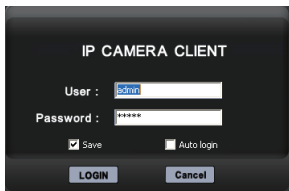
1-2. After login the DeviceViewer. You need add the cameras to the DeviceViewer. Move the Mouse to DeviceList, Right_click your Mouse, you will see a dialog box, then choose "Search device", Just do as bellow picture.
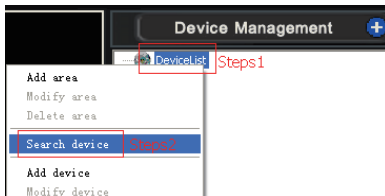
1-3. Click "Search" button. You can search out all the IP cameras in the LAN.Then choose the camera which you need add to the DeviceViewer.
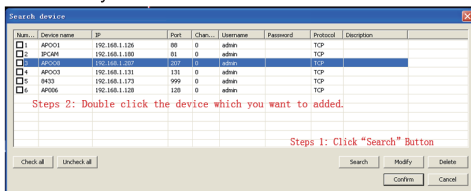
1-4: Steps1: Click "Search: Button, All the devices(Device and the PC Must in the same LAN) will be listed on the search device.

Steps2: Choose the Device which you need to added, Double click the device will show bellow "Modify device" window.
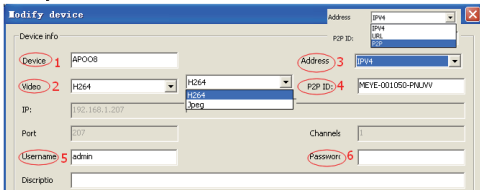
1-5: How to setting the "Modify device"
  1: Device: Change the name of the device.
  2: Video: Include two mode.
One is H.264, One is Jpeg. So if the camera's Compression is H.264, then you need choose H.264. If the camera's compression is MJPEG, then you need choose Jpeg.
  3: Address: Mode of how to access the camera.
IPV4: Access the camera via IP Address.
ULR: Access the camera via DDNS.(This function no use now)
P2P : Access the camera via P2P ID.(Default choose this mode)
 4: P2P ID: Here you can input the device P2P ID.
 5: Username: Username of the device.
 6: Password: Input the Password of the device.

After you setting all the device information ok. Finally click " [Confirm]　[Cancel] " Confirm.
For example:
The cmaera Device name: AP008, P2P ID: MEYE-001050-PNUVV
Video compression is MJPEG.　Username is : admin　Password is : 123456

1-6: After all the information of the camera is been setting OK, Click , then you will back to the Search Device window. First tick the device. Then click confirm. Then the device have been add to the DeviceViewer and you will find out one camera have been listed on the DeviceList.

2. How to control the camera on the DeviceViewer
2-1: View the camera
Double click the Device name ,then the camera video will show on the window of DeviceViewer.
2-2 Control of the Camera.

2-2 Control of the Camera.

Steps1: Choose the camera , then click the [PTZ Control ●] , will show the PTZ Control interface on the right of the DeviceViewer.

5. How to view the camera via Browser ?

Steps-1: Install the software " P2P ID Finder" software to your PC.

Steps-2: Install the "IPCam ActiveX",

Steps-3: Install the "oPlayer" Ocx software.

Steps-4: Run the search tool, Click [Find] button. All the IP camera in LAN will be listed on the left.Choose the camera which you want to view. Then click

Inner access: http://192.168.1.207:207 (Open) Open then Login window pops up, Input the user name and password, the default username is admin, no password.
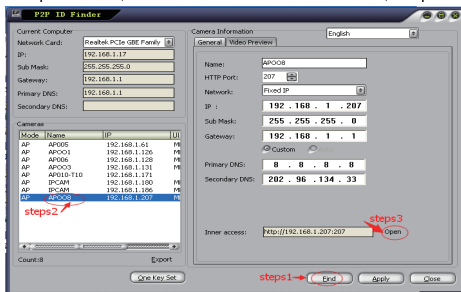
Input user name and password.

Select the language and the browser.

The video shows as below

6. How to setting the WiFi ?
A. Login the camera, go to wireless LAN settings.

B.
B-1. Go to wireless LAN settings.
B-2. Click"Scan" twice to find the wifi signals.（Scan for more times,if find no,try to powercycle your camera.）
B-3. choose the right SSID, in other words,the wifi signal you want to use.
B-4. Input the wifi key, it is the password of your wifi network.
B-5. Submit.（After submit, your camera will reboot automatically, then disconnect the cable, run the search tool " P2P ID Finder" to find out the camera IP address or refresh the webpage）.
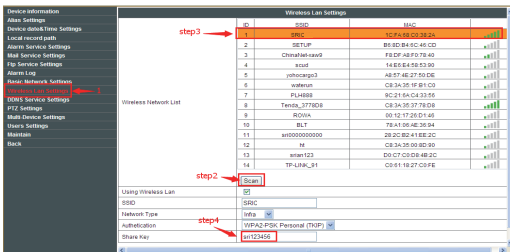
PAY ATTENTION:
1.The key must be right(The Key only support numbers and letters, does not support the special Characters, such as: @, #, %,$ .....) It can be found in your router.
2.The distance from camera to the wireless router should be less than 20m.
3.Tighten the antenna.   4.Try to disconnect other wireless devices.

5.Change the encryption and channel.WPA or WPA2,AES or TKIP.Channel should be less than 11. 802.11b/g/n mode better.

9. How to setting the alarm?

Mail Service Settings		
Sender	ipcame@qq.com	
SMTP Server	smtp.qq.com	Please select
SMTP Port	25	
Need Authentication	☑	
SSL	TLS	
SMTP User	ipcame	
SMTP Password	●●●●●●●●●	
Receiver 1	282041236@qq.com	
Receiver 2		
Receiver 3		
Receiver 4		
	Test	Please set at first, and then test

Submit   Refresh

The above setting is a preparation for the alarm function, the sender should be entered the sender's email address，recipient 1、2、3、4 is filled with recipient E-mail Address; SMTP server should be filled with the sender email SMTP server，e.g. the sender email address is abc@163.com，and enter mail.163.com. Generally SMTP port is 25，do no need to change；when needs to check, just tick it, and enter SMTP user and SMTP password，both of them are provided by Email provider，and test according to reference；when needs to send, please tick Email notification Internet IP address；The e-mail server and other information can be obtained from the mail service provider the email notification is image captured when alarming if no email notification is needed when alarming, and then no need to enter.

10. How to setting Email alarm?

As shown below, there are two modes of alarm trigger, first one is motion detection, please refer to below interface，the sensitivity of motion detection can be adjusted according to the users' requirement, the higher the number is, the lower sensitivity is; Another mode is input alarm, when connected, it triggers alarm through alarm input signal which connects to linkage alarm GPIO;

When triggered, there are 3 alarm modes：one is IO alarm linkage, camera connects with linkage alarm box through GPIO, sound the siren；the second is email notification, send email with images captured；the last is upload pictures alarm，as the way mentioned before FTP upload pictures alarm, Upload pictures interval（second）keeps consistent with the mentioned upload pictures interval of Ftp service settings.

The schedule refers to arming time，as the selected time interval： 0：00 minute per week to 0：45 minutes and Monday 1：00 hour and 2：00 hour

Alarm Service Settings		
Motion Detect Armed	☑	
Motion Detect Sensitivity	5	The smaller the value, the more sensitive
Alarm Input Armed	☐	
Alarm trigger event		
Alarm preset linkage	None	
IO Linkage on Alarm	☐	
Send Alarm Notification by Mail	☑	
Upload Image on Alarm	☑	
Upload Interval (Seconds)	3	
Alarm Arming Time		
Scheduler	☑	
select all	☑	

Day	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Sun																								
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								

Submit   Refresh