User Manual

CONTENT

Warranty

Thanks for your purchase. For ease of using, please read the user manual carefully before operating the camera. The camera which can be connected to a mobile phone and tablets supports remote and short-range wireless network. Before use, please install the appointed APP, plug the camera into the power supply as well as installing a genuine class 10 security micro SD card which is not over than 128GB.

From the date when you purchased the camera, this product will have a 1-year warranty. If you require any support for your product or have any problems during the period of warranty, please send an email to the ieGeek technical service at service@iegeek.com. It is our priority to provide outstanding customer service.

Please tear off the protective film of the camera's lens to use ieGeek camera.

Structure of tail line of electricity supply

1. Power Port

2. RJ45 Port

3. Reset Button

Every camera has its own UID which is an unique identification to identify the camera. You can see it on the code of the camera.

2.0Mega Pixels IP Camera
DC:12V P2P
User:admin Password:admin
IP Adress:DHCP Lens:3.6
UID:TTTT-579167-YCZKB
SN: 20181228G0181
CE FC

Operations of Mobile Phone App

Please search "CamHi"/"CamHipro" in the APP Store or Google Play and then install it to use.

Tips Before you Connect Network

(Please reset first before using the camera; please don't hide your network)

Before you connect network, please make sure that:

① Please make sure the network you used in your IP camera and the phone are the same one.

② Please make sure your router opens DHCP; you can log in the router setting and find the DHCP to check it closed or opened. If it close, then it will not distribute IP address to this IP camera, and it will fail.

③ Please make sure the network you used is 2.4GHz not 5GHz.

④ This IP camera doesn't accept the special characters "" ' = & | (including camera's name and password, network name and password).

⑤ Please make sure the camera's antenna is tight if you choose WiFi connection.

⑥ Please press the "reset button" more than 20 seconds under charging to reset the camera if you want to change connection.

Notes:

If you choose Wi-Fi connection, please make sure the Wi-Fi signal connected to the camera is up to 80%.
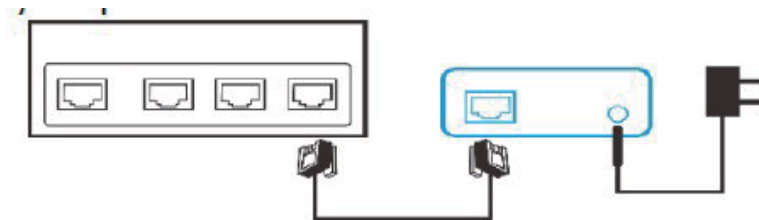If your camera can't connect well but your network is good, please take out your SD card and try again. May the SD card is incompatible.
If the devices connected to WiFi are excessive, it will cause the IP address conflict and fail to connect to Wi-Fi.

Wired Connection

1. Connect the camera into the router via an Ethernet cable and then plug the power supply adapter in.
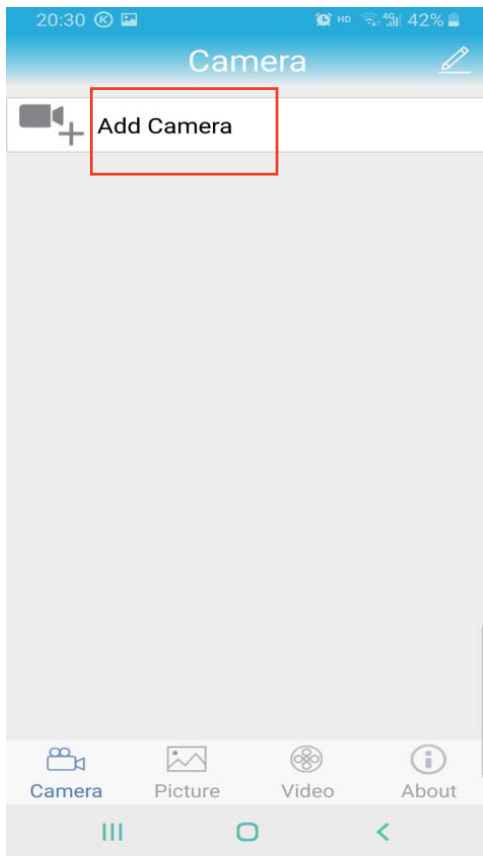

2. Open "CamHi" and click "Add Camera" to enter the interface where the camera is be added.
3. Click "Search Camera UID from LAN" to search the IP camera in the wireless network where your phone is connected, and then select correct UID.
4. Enter camera password: "admin" and click "Done" (in the upper right Corner) to finish the step of adding a camera. The default password is admin.
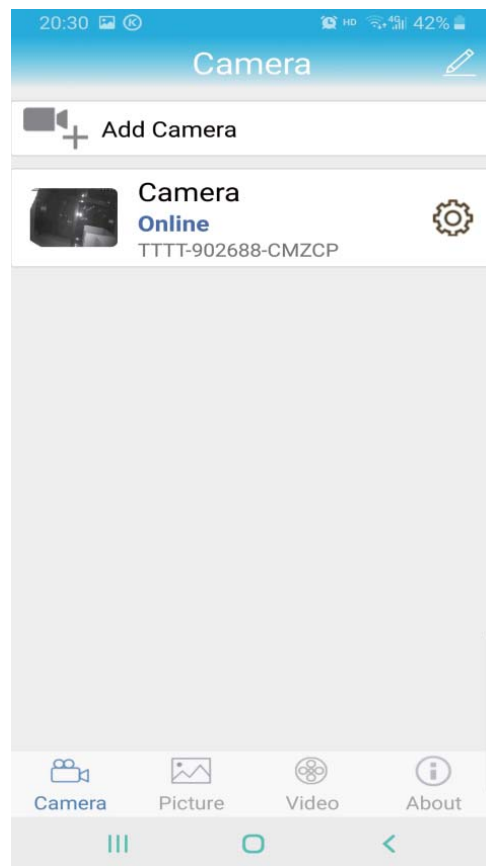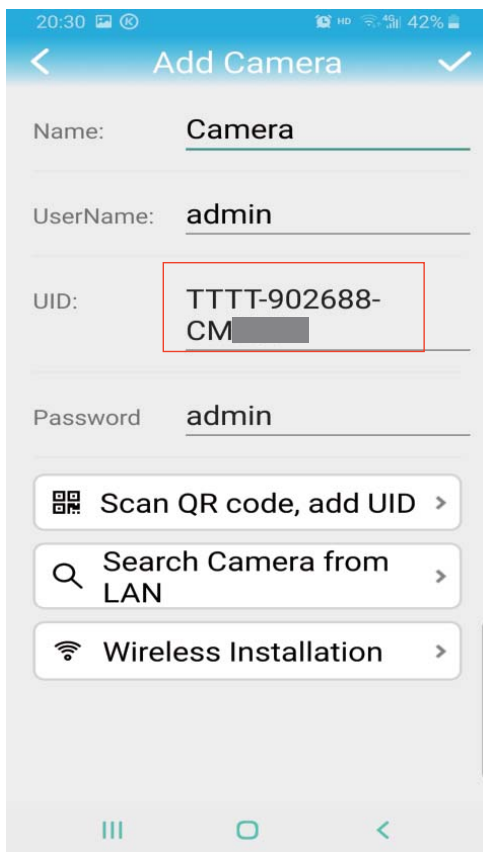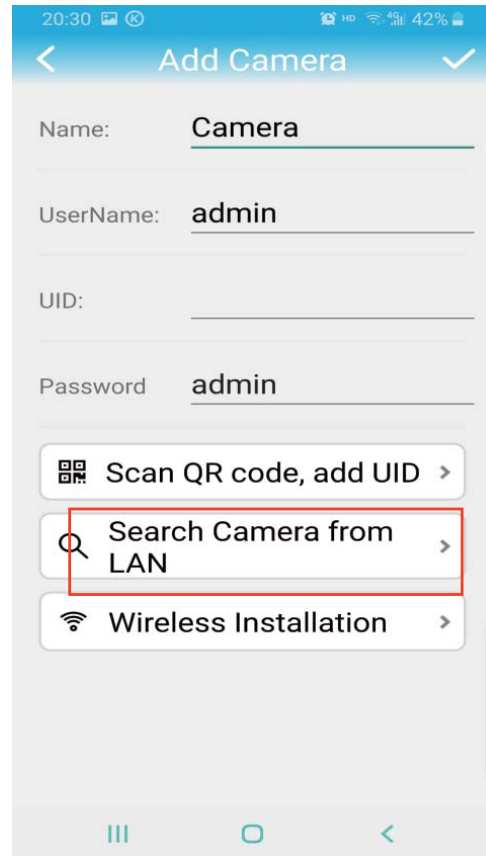
Wired Connection Switch to Wi-Fi Connection

1. Connected the Ethernet cable.

2. Connected power device.

3. Downloaded APP.

4. Enter "Wi-Fi setting" - "Wi-Fi management" to set up Wi-Fi and it says Wi-Fi setting successfully.

5. After setting up the Wi-Fi, camera shows online.

6. Waiting 60 seconds as this camera need 60s to reboot and you can't see any changes during the reboot.

7. Unplugged the Ethernet cable.

8. Waiting two minutes to reboot the camera and restart your APP.
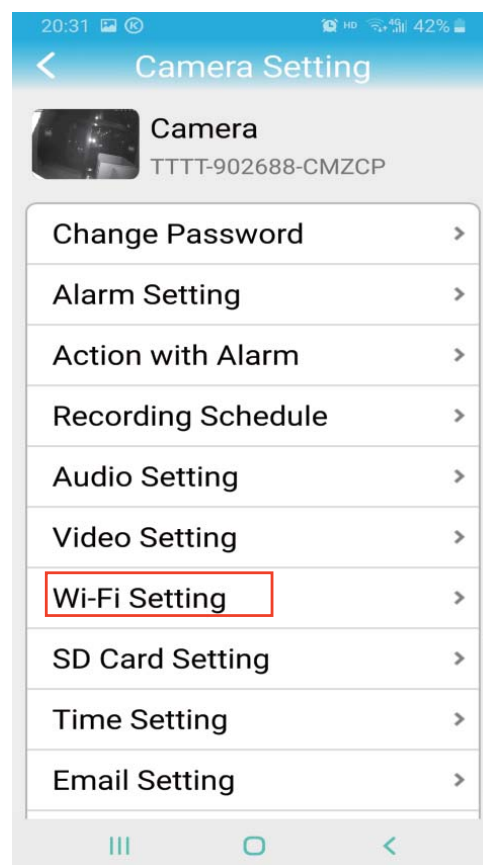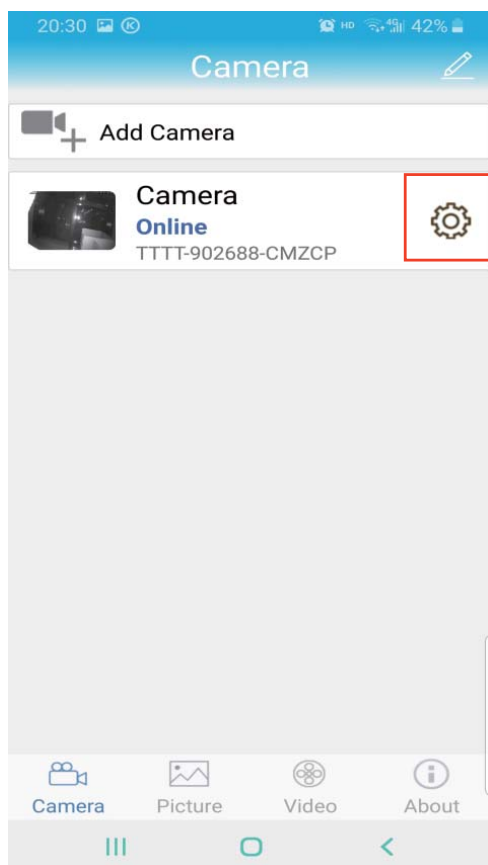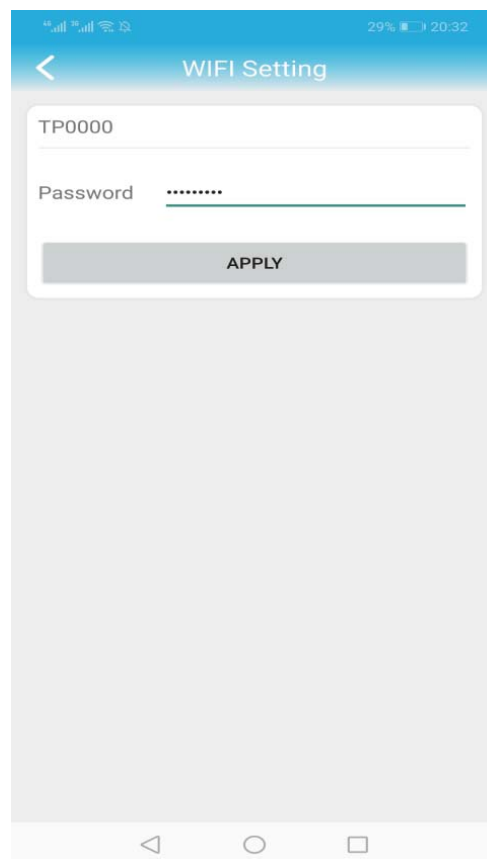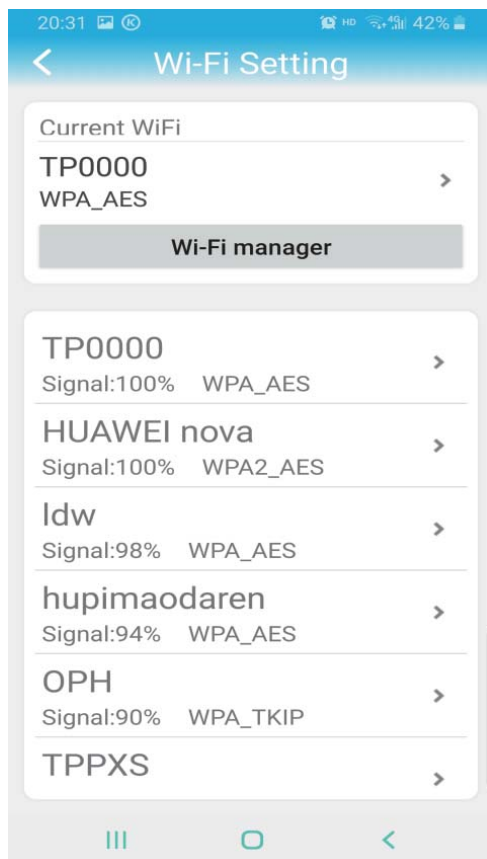
AP Hotspot Connection

1. Access your phone's WLAN Setting, and find the Wi-Fi which named IPCAM-111111(such as this)
2. Input the password to connect this Wi-Fi (IPCAM-111111), the password is 01234567
3. Back to CamHi APP, click "Add Camera" "Search Camera From LAN" or scan the code to add the camera directly
4. After you connected your camera, please access "Wi-Fi setting" "Wi-Fi Manager" to choose the network which you want to connect
5. Waiting two minutes to reboot the camera and restart your APP

4.1 Introduction to the functions of monitoring interface

1. Set up and down, left and right mirror images
2. Zoom function: Zoom in or out, focus + and focus - . (The outdoor camera doesn't have this function)
3. Set preset and auto preset. (This outdoor camera doesn't have this function)
4 & 8. Start monitoring and intercom. (This function only for two-way audio camera. Two-way audio camera will record sound automatically, please turn on the sound icon if you want to hear sounds at live view. If you want to talk to your camera, please turn on the "sound" icon, and then it will show a "mic" icon, please press "mic" icon all the time when you want to talk.)
5. Taking photos manually and save on phone
6. Taking videos manually and save on phone
7. Pixel selection function

Camera   Picture   Video   About
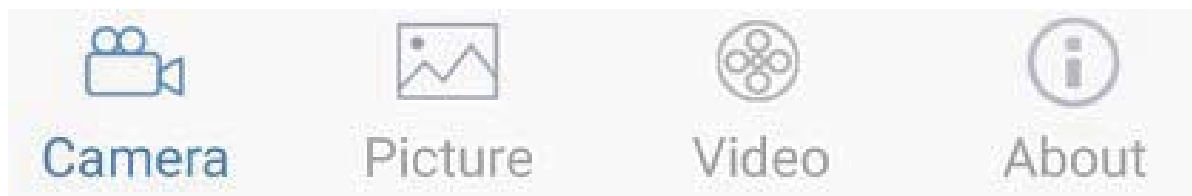
1. Picture: View photos

2. Video: View camera video ("Video - Online" means the recordings which save on the SD card. "Local - record" means the recordings which are saved manually on the phone, "Local - download" mean the recordings which are downloaded from SD card. You only can see recent six hours recordings at the first page, please access "search(on the top of right corner)" to see your all recordings)

3. About: View the version number of APP

4.2 Time Setting

Please make sure your phone's time zone and the camera's time zone are the same.

And please set device time zone to your local time zone.

(UK time zone is "GMT+0"; US have four time zone, please confirm the time zone with your area)

Please open "DST"(daylight saving time/summer time) at the correct time. (It may cause one hour time difference)

European DST: From the last Sunday in March to the last Sunday in October.

US DST: From the first Sunday in March to the last Sunday in November. (seven areas don't carry out DST in US)

Please apply for the setting after you set it up, click "Saving time zone for device" or "Set device time zone".
And then restart the camera.
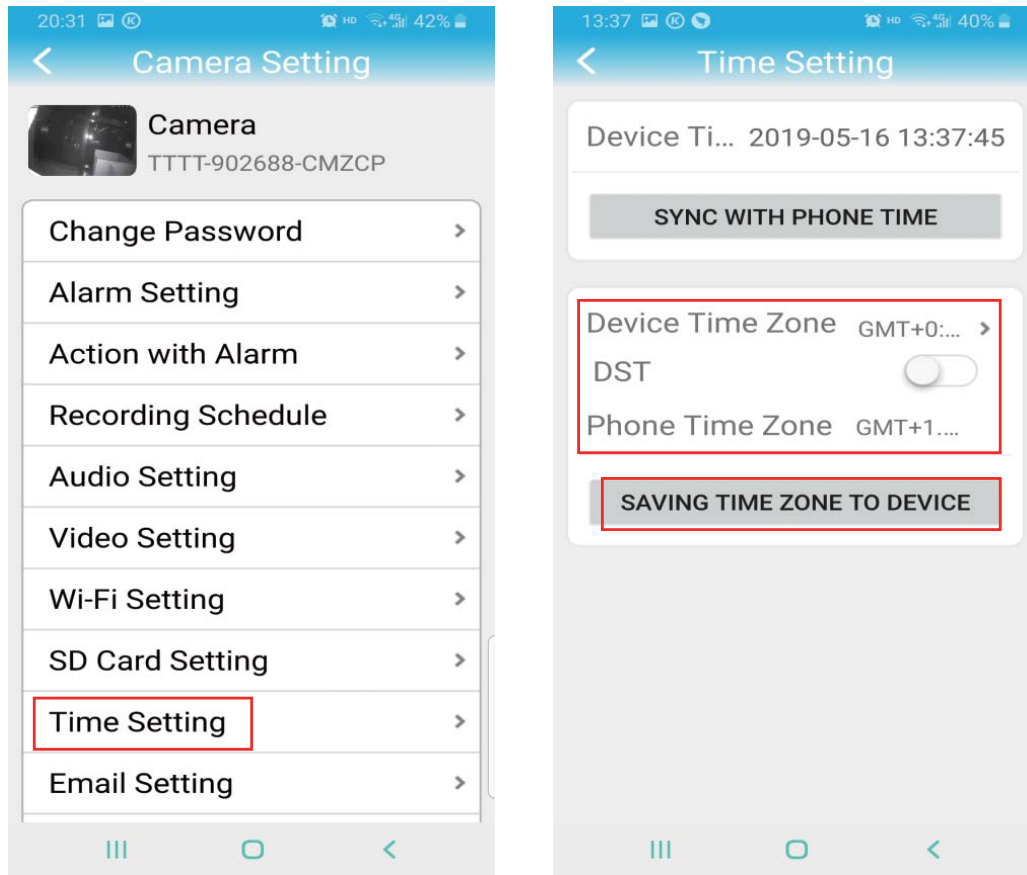
4.3 Motion Detection Setting
Access Alarm Setting—Open Motion Detection function
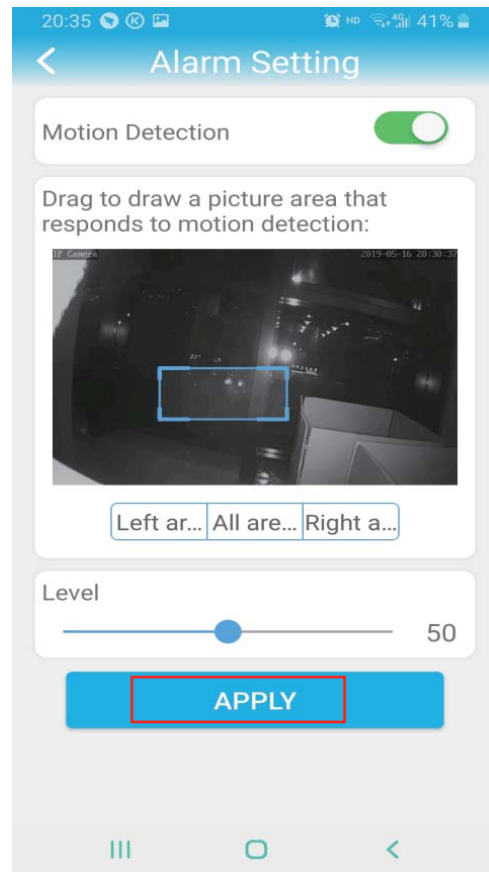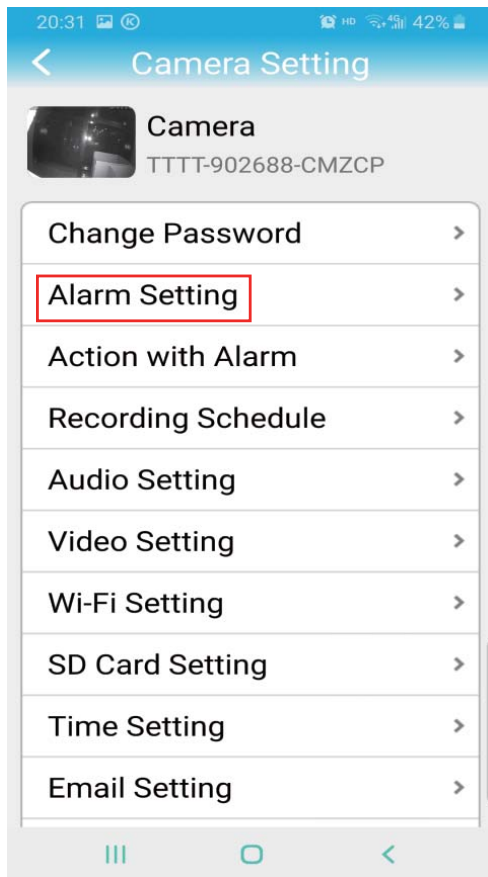
Note: Alarm zone and sensibility can be chosen freely. You can just choose one of them in mobile phone client. If you want to choose 4 areas to set the specific area alert, please set it up on "HiP2P" software or Internet Explorer.

4.4 Recording Setting：
If you want to record schedule videos, please turn on "Schedule Record - all day" "enable record".
If you only want to record alarm videos, please turn on "Schedule Record - none" "Motion Detection" "Alarm SD REC".
If you want to record all videos, please turn on "Alarm SD REC " "Recording Schedule - All Days" "Enable Record", and then turn on "Motion Detection".

11

(Main Stream/First Stream(HD resolution) is for local area network or local record, Sub Stream/Second Stream is the resolution(SD resolution) for remote monitor. Please choose "First Stream" if you want to record the highest resolution videos)
Or you can choose a specific time to record or alarm. And you can see your recordings on "video-online".
If you want to receive APP notification when the camera detect motion, please turn on "Motion Detection" "Alarm Notifications"
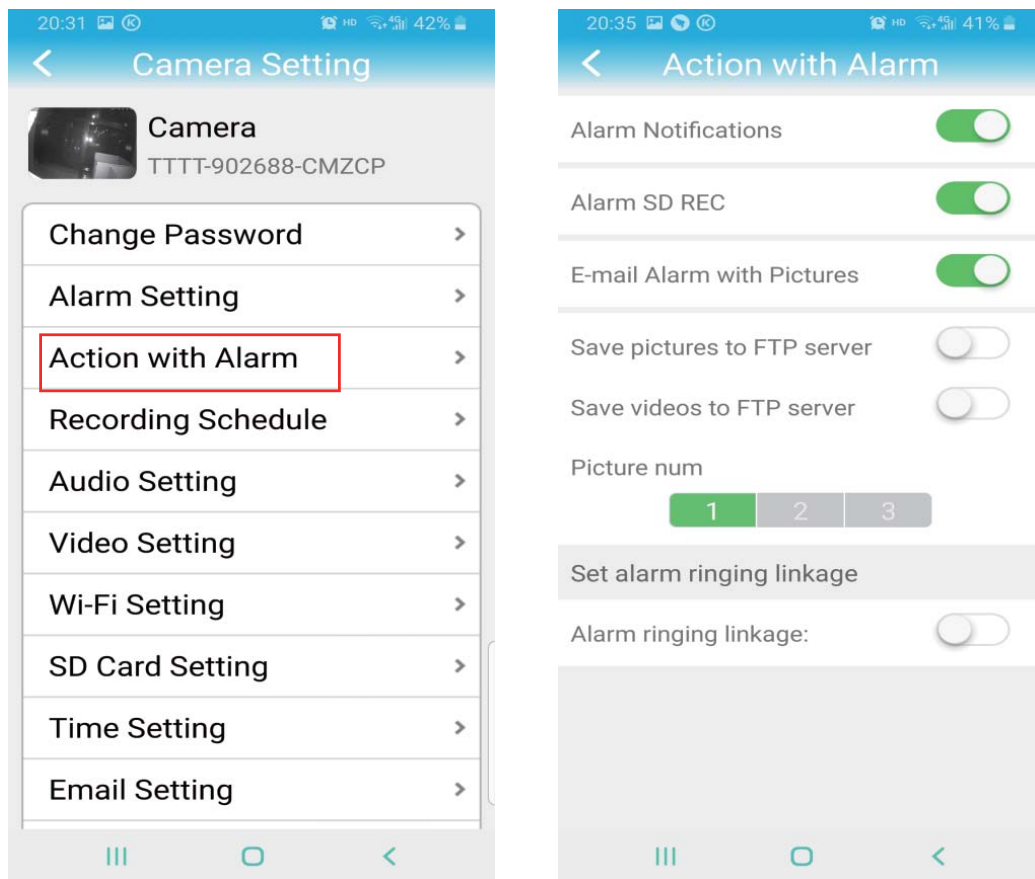
Alarm Notifications: select "On" and there will be push messages as reminders.

Alarm SD REC: select "On", and the alarm video will be saved in SD card.

Email alarm and send pictures: after selecting "On", the picture will be sent to the specified mailbox in case of an alarm

Alarm ringing linkage: if you switch it on, it will sound when it detect motion, you can set siren/dog barking/customize sound to scare the intruder.(only for two-way audio camera)

4.5 Email Setting
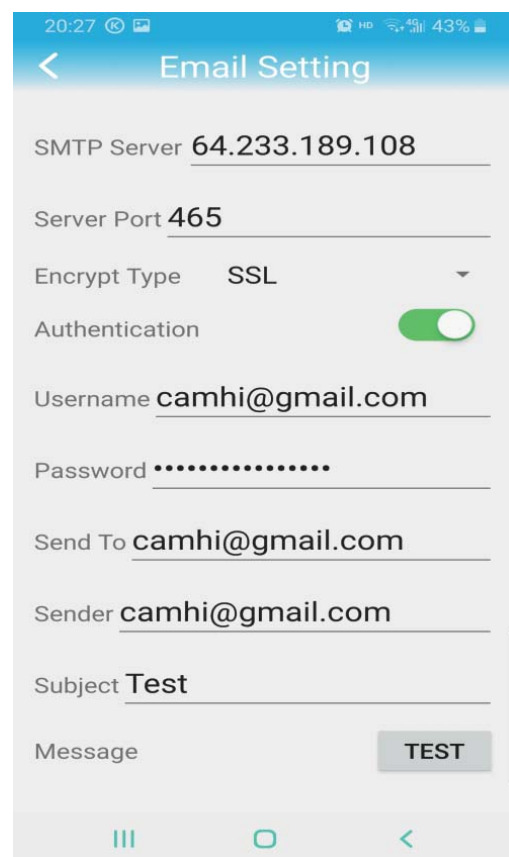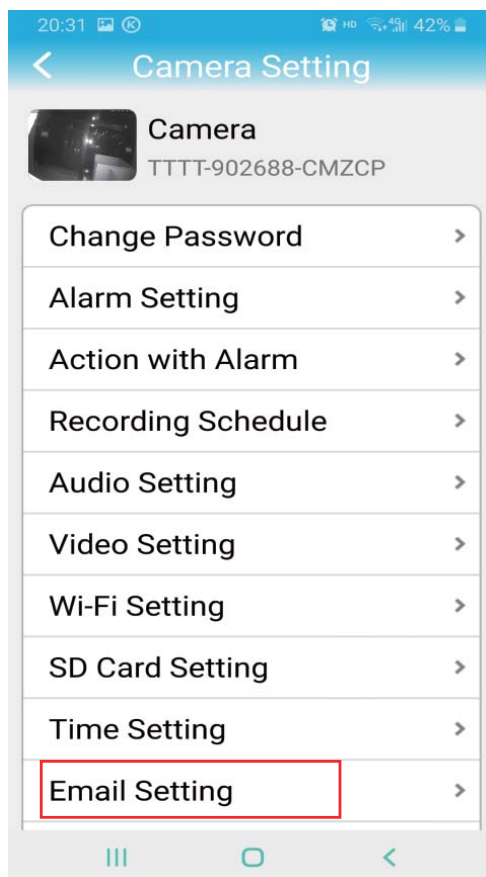
SMTP Server: the sender's email corresponding to SMTP sever.(If you use Gmail, please find the SMTP Server on computer)

Sever Port: the sender's email corresponding to sever port.

Encrypt Type: select the IP Security Protocol of sender's email

Authentication: open

Username and Password: username and password of sender's email (only for Hotmail)

Note: If you use Gmail or Yahoo mail, please use the app authorization code as the password (16-character, which is generated in the email after turn on "Two-Step Verification"). If any doubts, please send emails to service@iegeek.com or login http://www.iegeek.com to inquire FAQ.

Send To: the mail box of receiver with alarm pictures.

Sender: your email address

Subject and Message: Not null when all items are completed, click "Apply "to save all and then click Test to see if alarm email can be sent.

Remote Viewing PC Client

If you need more detailed instructions in PC client, Please login http://www.iegeek.com

Install HiP2P through CD or download it from our website. HIP2P Client.exe will appear in your desktop after installed successful.

Please download the newest version to use.

14

HiP2P support to use on Macbook.

1. Preview, preview online cameras.
2. Add devices automatically. Add devices under the same router automatically.
3. Local viewing. View the local videos and videos stored in hard disks.
4. Remote viewing. View remote videos and the videos stored in SD card.
5. Set local configurations, such as server address and snapshots, etc.
(Please leave a blank of password and click "ok" directly when you enter setting.)
6. Log (Please leave a blank of password and click "ok" directly when youenter setting.)
7. Log off the current users
8. Exit

PC client add cameras
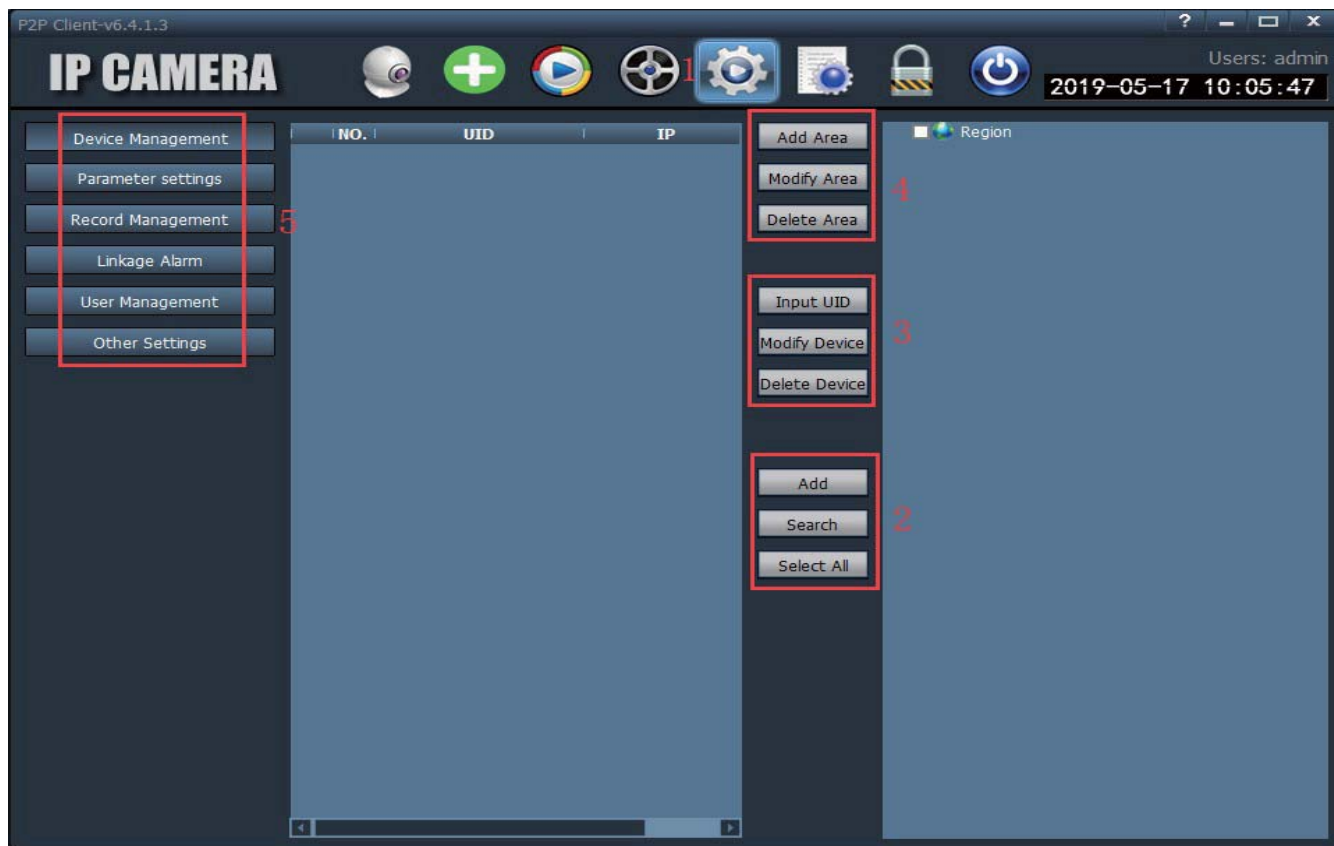
1. Configure

2. LAN search added

3. Manually input UID added

4. Remote network added

5. Settings function

Note: it is required to connect the camera into the LAN first or enter UID to manually add the camera to add the network remotely

You can find the answers in FAQs of our website. We will continually update the questions which our clients concerning about. If you have more questions, please visit our website http://www.iegeek.com, or contact service@iegeek.com or ieGeek Camera Facebook account.

Q1: How can I restore the factory settings of my camera?
A1: Press the reset button more than 20s under charging the factory settings of camera will be restored.

Q2: I have selected 2.4GHz Wi-Fi and input Wi-Fi password correctly, why does the camera still not connected to Wi-Fi?
A2: ① Please make sure the network you used in your IP camera and the phone are the same one.
② Please make sure your router open DHCP, you can log in the router setting and find the DHCP to check it closed or opened. If it close, then it will not distribute IP address to this IP camera, and it will fail.
③ Please make sure the network you used is 2.4GHz not 5GHz.

④ This IP camera doesn't accept the special charac-
ters "" ' = & | (including camera's name and password,
network name and password)

⑤ Please make sure the camera's antenna is tight if
you choose Wi-Fi connection.

⑥ Please press the "reset button" more than 20
seconds under charging to reset the camera if you
want to change connection.

⑦Please access camera's setting to confirm its Wi-Fi
signal, please make sure Wi-Fi signal intensity is over
80%.

If you choose Wi-Fi connection, please make sure the
Wi-Fi signal connected to the camera is up to 80%.

If your camera can't connect well but your network is
good, please take out your SD card and try again,
may the SD card is incompatible.

If the devices connected to WIFI are excessive, it will
cause the IP address conflict and fail to connect to
Wi-Fi.

Q3: The camera is offline after a few months? It
cannot be connected automatically after being
offline?

A3: Please check whether the camera is powered normally or not, whether the router has not reset for several months, whether the antenna is tightened, whether the connected devices are excessive or not, whether the signal intensity changes or not and whether there is IP address conflict or not. Please reboot your camera and the router to check it again. Just unplug the power supply and plug it back.

If it can't connect, please take out the SD card and confirm it again.

If it still can't connect, please reset your camera and connect the network again.

If all methods can't do anything, please contact service@iegeek.com .

Q4: After the camera has been installed on the wall offline, it is required to restore the factory settings to connect it. How to operate it?

A4: After the camera has been installed on the wall, it is not necessary to remove the camera. You can use AP mode. There is no need to use the Ethernet cable. Using methods of AP mode: press "reset" for 10 seconds, open the mobile phone WIFI to search WIFI signal of camera： Name of SSID: IPCAM-XXXXXX ("XXXXXX" refers to the middle 6 digits of your camera UID) Default password: 01234567, and open CamHi mobile phone APP to connect it according to the methods of network connection.

Q5: Motion detects are frequently excessively?

A5: The motion detect alarm principle is that it will alarm, when the difference between the front and back pictures appears.

If your camera is a two-way audio camera, please don't turn on "sound alarm", it will send you alerts when it detect sounds if you turn it on. (The default setting is "close")

If you want to adjust the motion sensitivity, you can set it up via "CamHi" app or "HiP2P" software or Internet Explorer.

If you view it on "CamHi" or "Camhipro" app, you can choose 1 area to set the specific area alert and choose 1-100 sensitivity of motion detection via app.

If you view it on "HiP2P" software or Internet Explorer, you can choose 4 areas to set the specific area alert and choose 1-100 sensitivity of motion detection.

Here are the links about the instructions for "HiP2P" software.

Please download the newest version to use.

Watch live videos from PC CMS HiP2P and download files to PC:

https://youtu.be/Q1ItygG0MT0

Download recording to PC: https://youtu.be/-nEk6Yn-8Lg

Here is the link about the instructions for IE browser (please make sure your computer and camera are under the same IP address).

Please download "search tool" first.

Watch and playback live videos from IE browser:

https://youtu.be/FKVbIVvYPZY

Set the specific areas of motion detection:

https://youtu.be/8qAmVIkBpUc

Please don't change the setting via app or software if you set it up via IE browser, the same as others.

Besides, you also can enter "Video Shade" to block some zones recordings. For this function, you can select to block half or whole screen. IE→Setting→ Advanced→Video shade

And you also can choose a specific time to alarm or record.

Q6: Why is there still only 14-second video after setting 900-second video?
A6: Motion alarm video is just for 10-14 seconds (will increase the time in near future). Some clients use FTP and it is difficult to save the long video into FTP. Plan alarm video can be set for 15-900 seconds.

Q7: Why does FTP just upload the pictures and no video?
A7: If the SD not plugged in, you will not upload video.

Q8: The recording time does not conform to the actual time.
A8: Please access "Time Setting" to select the right time zone where the camera is and confirm whether the local time is daylight-saving time or not. When you select the daylight-saving time in the time setting, please don't select non-daylight-saving time; otherwise, you will not be able to play back the video.

Q9: Can't playback recordings.
A9: ① Please access "Time Setting" to select the right time zone where the camera is and confirm whether the local time is daylight-saving time or not. When you select the daylight-saving time in the time setting, please don't select non-daylight-saving time;otherwise, you will not be able to play back the video.

②Please change another SD card to use. It is suggested to use SanDisk special white security micro SD card, class 10 (legal), not over than 128GB.

Q10: SD card cannot be recognized. After a period, video and cycle video cannot be recorded?
A10: There is something wrong with the compatibility of the SD card or the SD card itself if it cannot be recognized. Please check whether the SD card is compatible or not and whether SD card is damaged or not. Please format it first, and try it again. SD card in the camera is more easily damaged than in the other facilities because the SD card is reading and writing the videos all the time in the camera. If it still can't work, please change another SD card to use. It is suggested to use SanDisk special white security micro SD card, class 10 (legal), not over than 128GB. 64GB is suggested. Incompatible SD card may cause can't connect network well.

Q11: It is pitch-black at night without night viewing function.
A11: Please confirm whether the infrared sensor works or not, and check whether the infrared lamp is on or not when pressing the powered infrared sensor. If it works, please adjust your camera's angle to check it again? Just need a little. It may cause by the refraction of light. Please make sure IR CUT setting select "auto"; if doesn't work, please contact ieGeek.

Q12: I want to upgrade the firmware but failed each time.
A12: If not necessary, it is not suggested to upgrade the firmware. The prefixes shall be constant during the process of upgrading the firmware, you can see the prefixes from camera's setting "Device Information" (It is suggested to send the current firmware version to inquire ieGeek); at the same time, please use IE Browser to upgrade it. Please re-connect your camera's network after you upgrade the firmware.

Q13: Why I can't hear any sounds from my camera?
A13: Please confirm your camera is built in microphone & speaker or not, some cameras don't have sound function, you can't hear any sounds if your camera doesn't have audio function. If your camera is a two-way audio camera, it will record sound automatically, you can confirm your recordings, please turn on the sound icon if you want to hear sounds at live view. Please remember to enable the sound function of CamHi APP on your phone.

Q14: Why I hear some strange sounds from my camera?

A14: If your camera is not a two-way audio camera, please turn off the sound icon. If your camera is a two-way audio camera, please tear off the protective film of the camera's lens to use it. If it still happen, please access Audio Setting to reduce the camera's Mic volume to confirm it again. If all methods don't work, please contact ieGeek email address service@iegeek.com or ieGeek Camera Facebook account.

FCC 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.
Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment 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. This equipment 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 this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment 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.

FCC Radiation Exposure Statement:

This equipment complies with FCC 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.