



# Wi-Fi Camera

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- Commonly Used Features
- Troubleshooting

[www.LaViewSecurity.com](http://www.LaViewSecurity.com)





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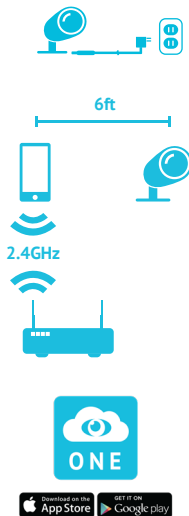
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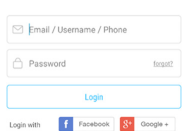
## Set up Camera with your Smartphone

- 1 Use the power adapter to connect your LaView camera to a power outlet. Wait 30 seconds for the camera to boot up and initialize.
- 2 Ensure your mobile device is within 6 feet of the camera and is connected to your home's 2.4GHz Wi-Fi band. If you are unsure which band your phone is connected to, please see your router's documentation. (5GHz networks currently not supported)
- 3 Download **LaView ONE** on your mobile device from the Google Play Store or Apple Store and then open it.

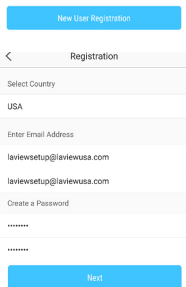


## Set up Camera with your Smartphone

- 4 Once the application starts, it will ask you to log in or register. If you haven't created a new account, tap "New User Registration".



- 5 On the Registration screen, enter in your country, email address, and password and tap "Next" at the bottom.



## SMARTPHONE



## Setup

## Setup



## SMARTPHONE

## Set up Camera with your Smartphone

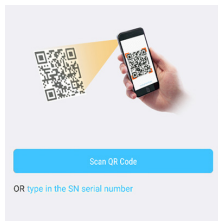
## Set up Camera with your Smartphone

- 6 Next, verify your email address and tap "Email the Code". The system will e-mail you a 4-digit code. Enter that code in the open box and tap "Next".

Email Address:  
[Redacted]  
Email the Code (50)  
Enter Verification Code  
[Redacted]  
I'm not receiving the code  
Back Next

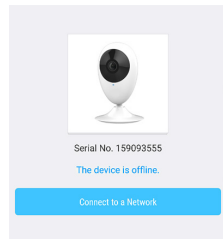
- 7 Once you enter your Verification Code, it will automatically create your new account and log you in. Make sure your camera is powered on as you begin the setup process.

- 8 On the application, tap "+" to add a camera then tap "Scan QR Code" and use your phone to scan the QR code on your camera.

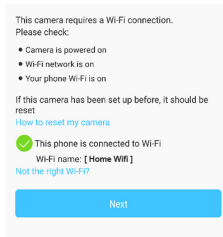


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- 9 Once the QR Code is scanned, tap on "Connect to a Network".



- 10 On the Device Setup screen, verify your phone is connected to the correct Wi-Fi network. If not, please connect your phone to your home's 2.4GHz Wi-Fi network and then tap "Next".  
**(5GHz networks currently not supported)**



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## SMARTPHONE



## Setup

## Setup

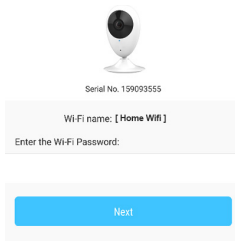


## SMARTPHONE

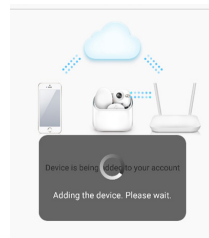
Set up Camera with your Smartphone

Set up Camera with your Smartphone

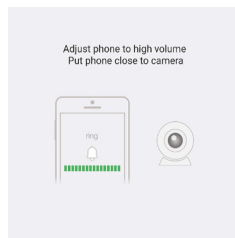
- 11** On the next screen, enter the password for your Wi-Fi network and tap "Next".



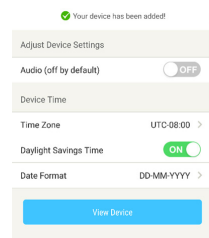
- 13** Once the camera receives the information, the app will begin to add the camera to your account.



- 12** At this time, turn your phone's volume to "High Volume" and tap "Send Sound Wave". Be sure to keep your phone within 6ft of your camera when the sound is playing.



- 14** Once the camera is added, tap "View Device" and enjoy.






## COMMONLY USED FEATURES


### Learn How to Set up Popular Features

#### Live View


##### See Live View

To view your Live stream, simply tap the "Home"  button at the bottom left. Then tap on the camera's preview that you would like to view. After a few seconds, the live stream will load and show on your mobile device.

##### Two-Way Audio

To start Two-Way Audio, simply bring up the live stream of the camera you wish to use. Then tap on the Microphone icon . Once the call is started, hold down the middle button to speak and release the button to listen.


##### Snap Shot

To take a quick snapshot of the camera view, when the live stream is playing, tap the snapshot icon . The app will automatically save a screenshot of the camera you are viewing to the playback album.

## COMMONLY USED FEATURES

### Learn How to Set up Popular Features


#### Video Clip

To take a video clip of the live stream, when the live stream is playing, tap the recorder icon  and the app will start to record the live stream. When you are finished recording, tap the icon again and the app will stop recording and save the file to your phone.

#### Change Video Quality

To change the resolution of the stream you are viewing, when the live stream is playing, tap on either the "Standard" or "Hi-Def" icon and choose your desired resolution.

#### Digital Zoom

To digitally zoom, when the live stream is playing, tap on the Zoom icon  and the app will zoom into the center of the picture. Keep tapping that icon to reset the zoom. If you want to zoom on another area, simply use two fingers to pinch on the area you want to zoom into.



## COMMONLY USED FEATURES

Learn How to Set up Popular Features

### Playback

#### Cloud Playback

To check your cloud storage, when the live stream is playing, your cloud footage clips will automatically be shown under your video if you are subscribed to LaView ONE Cloud. You can navigate through the clips under the video, and tap on the desired clip to play.

#### SD Card Playback (SD Card Not Included)

To check your SD Card storage, when the live stream is playing, tap the "Micro SD History" icon  and navigate throughout the timeline. You can change the date with the buttons adjacent to the currently selected date.

#### Playback Album


Once you save a file, you can view it in your phones local album within the app. The app will create a folder with the date on which the file was saved.

## COMMONLY USED FEATURES


Learn How to Set up Popular Features

### Other


#### Enable Alarm Notification

To enable Alarm Notifications, when the live stream is playing, tap the "Settings" icon  at the top right. Then tap on "Alarm Notification." You can enable the notifications at the top and adjust all other Alarm settings within that menu.

#### Change the Camera Name

To change the camera name, when the live stream is playing, tap the "Settings" icon  at the top right. Then tap on the device image at the very top. The next screen will prompt you to change the camera name. Tap the check mark at the top right when finished.

#### Delete a Device

To delete a device, when the live stream is playing, tap the "Settings" icon  at the top right. Then tap "More" at the top right and select "Delete Device."



## COMMONLY USED FEATURES

Learn How to Set up Popular Features

### Other Parameters

**Status LED Lights:** Turn on or off the camera's status light.

**Change Time Zone:** Change the Time Zone of the camera.

**Wi-Fi:** Change the Wi-Fi network the camera is using.

**Storage Status:** Check the status of both your cloud storage and local SD Card storage.

**Device Version:** This displays the current firmware on the camera. When new firmware becomes available, this option becomes clickable to upgrade firmware.

## COMMONLY USED FEATURES

Learn How to Set up Popular Features

### LaView ONE Cloud Subscription

To start your LaView ONE Cloud Subscription, when the live stream is playing, tap on the ONE Cloud icon at the bottom. Then tap "Subscribe". To check your current subscriptions, from the home screen, tap on "More" at the bottom right. Then tap on ONE Cloud and ONE Cloud Subscriptions.





## CONNECTING TO YOUR NVR

### Connecting to your LaView NVR

- 1 Connect your camera to your home Wi-Fi network with the instructions in the User Manual.
- 2 Once the camera is on the network, open your LaView One App. Tap the "More" option at the bottom right, then "Function Settings" and "LAN live view." Once you are on the "LAN live view" tap "Start Scanning" and the phone will list all the LaView devices on your network. Find your camera's model number and write down the IP address given below it.
- 3 We will now go to your LaView NVR's menu. Go to Main Menu>Camera>Camera. Tap the green "+" icon on an empty channel and enter in the IP address for your camera. In the password section, enter the "Verification Code" that is on the label of your camera. Tap "Ok" and give the LaView NVR 30 seconds to connect to your camera.

## TROUBLESHOOTING

### Cannot connect to network

- Make sure, for initial setup, the phone is within 6 feet of the camera.
- Make sure the volume of your phone is turned up.
- Make sure your smart phone is connected to your router's 2.4GHz band. If you are unsure which band you are connected to, please see your router's user manual.
- Make sure you are using the correct Wi-Fi password.
- Make sure your phone is connected to the correct Wi-Fi network.
- Make sure the camera is connected to a power outlet. Confirm the status on the camera's LED light.
- Try to reset the camera by holding down the reset button for 10 seconds; the light will turn a solid red when resetting.
- The camera's Wi-Fi range is up to 150ft without obstacles (walls, floors, doors, stairs etc). If the camera is not



## TROUBLESHOOTING

## INFORMATION

connecting to your wireless network, consider moving it to a closer location with less obstacles.

### Camera picture is not clear

- Make sure the camera is not placed behind a window, and there is no interference or strong light source in front of the camera.
- Make sure camera lens is clean from any dirt or debris.
- Strength of Wi-Fi signal will largely affect recording quality. If there are too many obstacles (walls, floors, doors, stairs, etc...) between the camera and router, consider moving the camera or router to a more centralized location. You can use a Wi-Fi extender to improve the strength of the Wi-Fi signal.

### Forget the password

- If you forget your password, hold down the reset button for 10 seconds. This will default the camera which will require you to delete it off your account to reconfigure the camera. The password will default back to the Verification Code. Then follow the steps on the "Set up Camera with your Smartphone" section.

### To contact Technical Support:

- Submit inquiry or RMA request to [www.laviewsecurity.com/contact](http://www.laviewsecurity.com/contact)
- Email [info@laviewusa.com](mailto:info@laviewusa.com)

To download supporting software, visit [www.laviewsecurity.com/download](http://www.laviewsecurity.com/download)

To watch Tutorial Videos, visit [www.laviewsecurity.com/cms/tutorial-videos/](http://www.laviewsecurity.com/cms/tutorial-videos/)

For further product support, visit <https://support.laviewsecurity.com>





[www.LaViewSecurity.com](http://www.LaViewSecurity.com)

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## **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.

Note: This product has been tested and found to comply with the limits of 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 product 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 product 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.

Please take attention that changes or modification not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment should be installed and operated with a minimum distance 20cm between the radiator and your body.

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

- (1) This device may not cause interference, and
- (2) This device must accept any interference, including interference that may cause undesired operation of the device. Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.