

# User Manual



Dear Customer,

Thank you very much for purchasing our product!

Please follow the steps below to configure the camera:

**Note: Users who have downloaded Eye4 APP to mobile phones and registered Eye4 accounts can skip steps 1 and 2.**

## 1. Software download

① Scan the QR code below to download.

② For iPhone, please go to APP Store, for android phone, please open the Google Play or other APP market, to search for "Eye4" APP and download.



## 2. Register

① For Android/iOS APP, click on "Register now", create a user name and password to finish register.

② Also support third parties account login( no need to register).

## 3. Add cameras to the network

① Plug in the camera and wait about 30 seconds for the camera to start up, the camera will issue voice prompt of waiting for wifi configuration.

(If no voice prompt being issued after start up, please holding down the camera's reset button for 3 seconds to restore factory settings. It will say reset completed if it being successfully reset.)

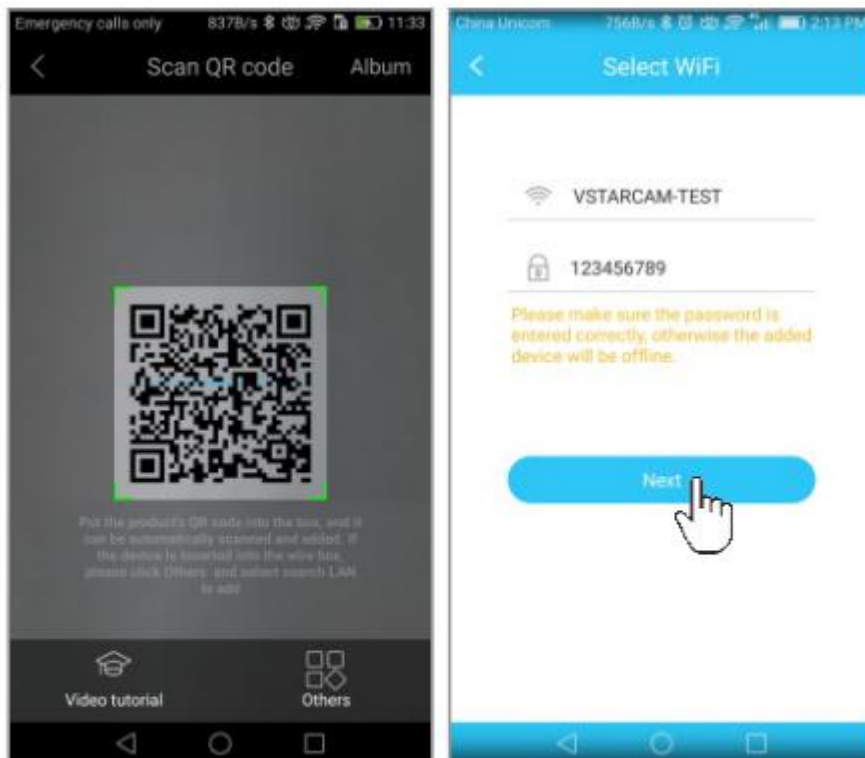
② Log in the APP and click the "+" icon in the upper right corner.

**There are two ways to add a camera: scan QR code and "Others". You can try scan QR code first. If it failed, you can turn to method of "Others".**

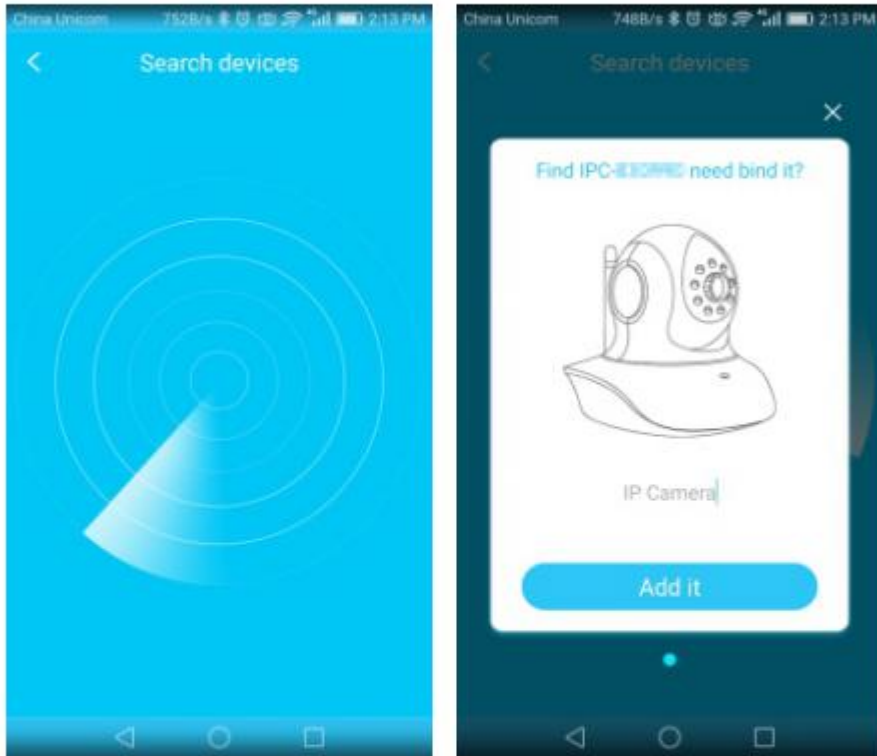
### 3.1 Scan QR Code

① To scan the QR code affixed to the camera fuselage label. After successful scanned, the wifi information connected by the phone will appear in the APP interface.

② Please confirm that this wireless network is your home wifi, and enter wifi password, click "next".



③The APP will start configuring the wireless network, after the camera say "wireless configuration success", please wait for 10 seconds, the binding interface will pop up, click 'add it', then the camera will be added to the APP.

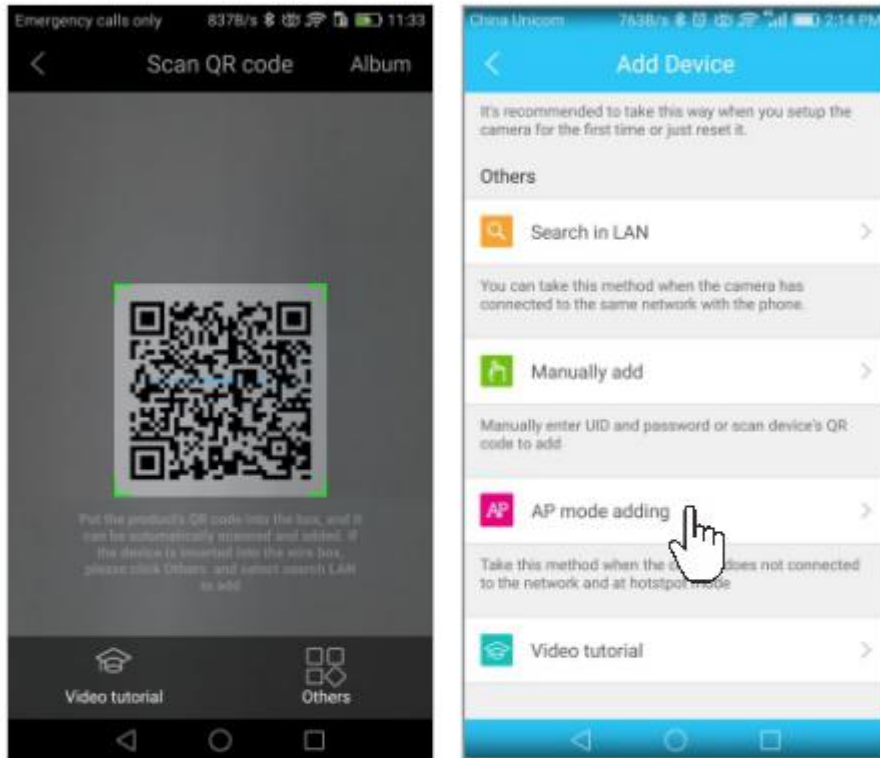


**Note:** If it prompted that the wifi is being successfully configured but the binding interface does not pop up, please return to the home page of the APP, click the '+' on the upper right corner, go to "others" → "IP Camera" → 'Manually add' to add the camera.

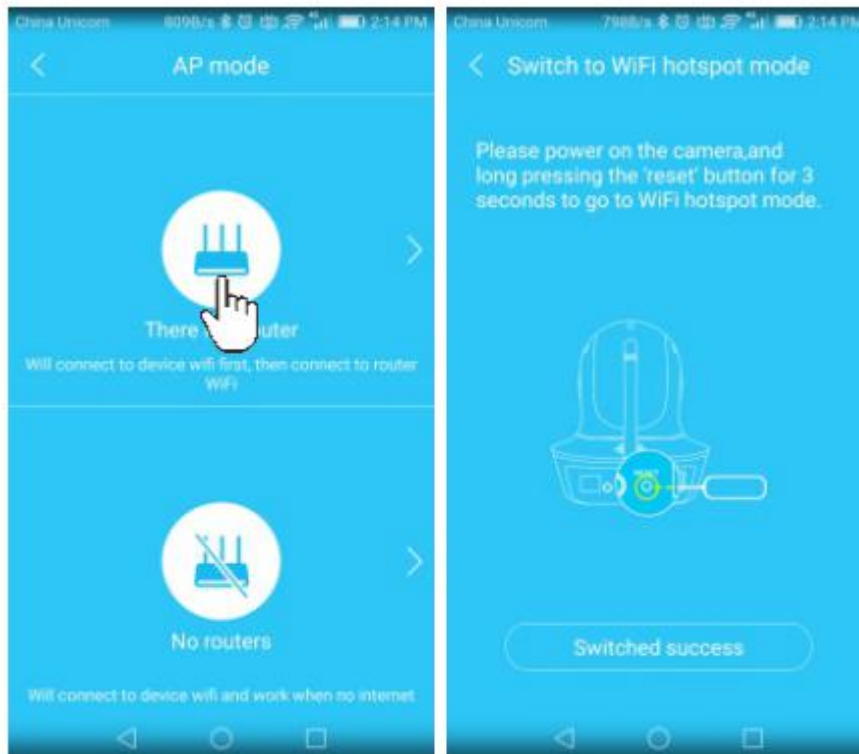
**If the "Scan to add" failed, please return to the home page of the APP, click the '+' on the upper right corner, choose the method "Others" to add the camera.**

## 3.2 Method 'Others'

① Click 'Others' → IP Camera → AP mode adding'.



② Tap "There is a router", go to the next page. Press the reset button for 3 seconds to switch to WiFi hotspot mode.



③ After that, please refer to the Step ② and ③ above in the method Scan QR code to finish setting the camera.

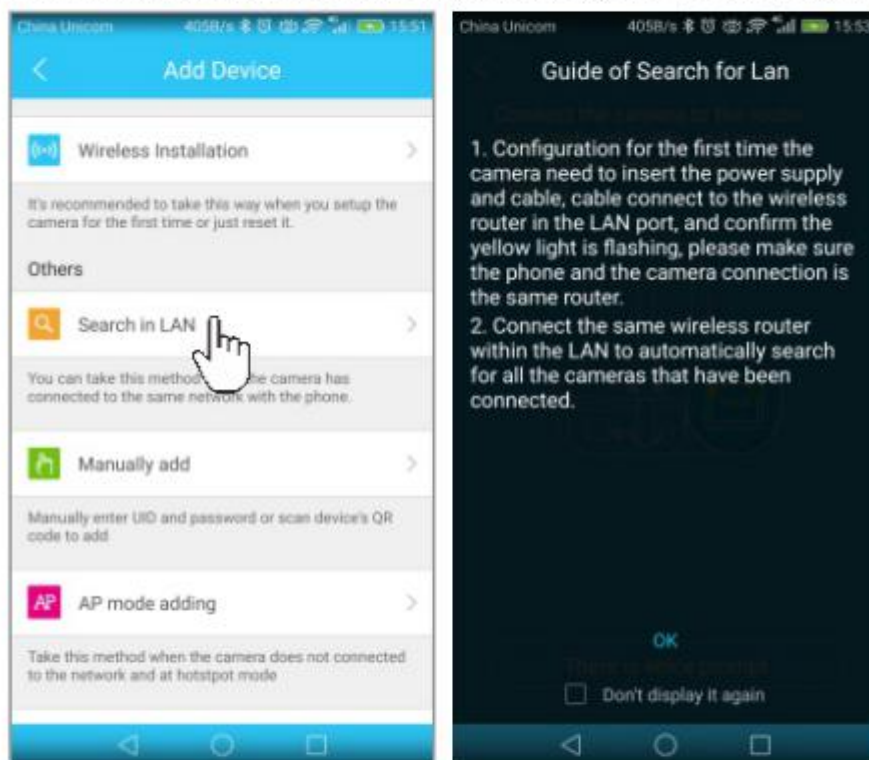
**The following guide is only applicable to cameras with network interface, such as C46, C46S etc.**

**Note:** If the AP mode adding fails, you can use "Search in LAN" or "Manually add" to add the camera.

**Please connect the camera to your router's LAN port with a network cable first. After they are well connected, the network indicator light under the lens of the camera will flicker from time to time.**

### 3.2.2.1 Search in LAN

① Click the 'Search in LAN' to find all the cameras under the same router with your phone. After confirming that the network indicator is in normal condition, click to go to the next step.

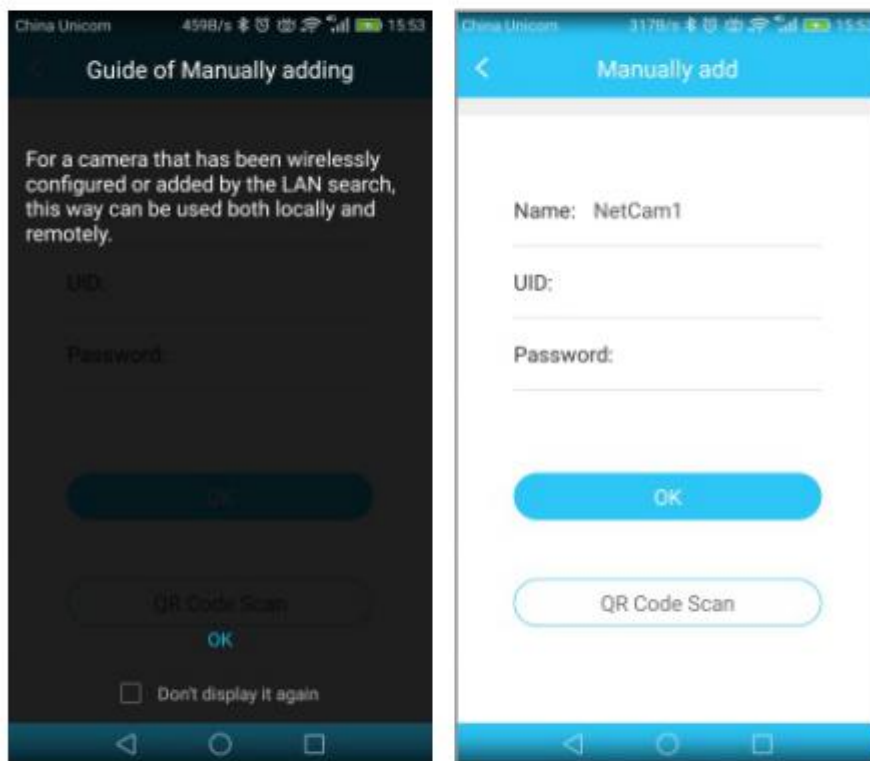


② The APP starts to search for the camera, it will take about 30 seconds, after it detected the camera, the binding interface pops up, click "Add it" to bind the camera.

After the camera is successfully connected to the network, other users can use the 'Search in LAN' method to add the camera (**Note: Cameras that has been added will not be searched again**).

**Note: If the binding interface can't pop out, please try again or return to the adding methods interface and select "Manually add" method.**

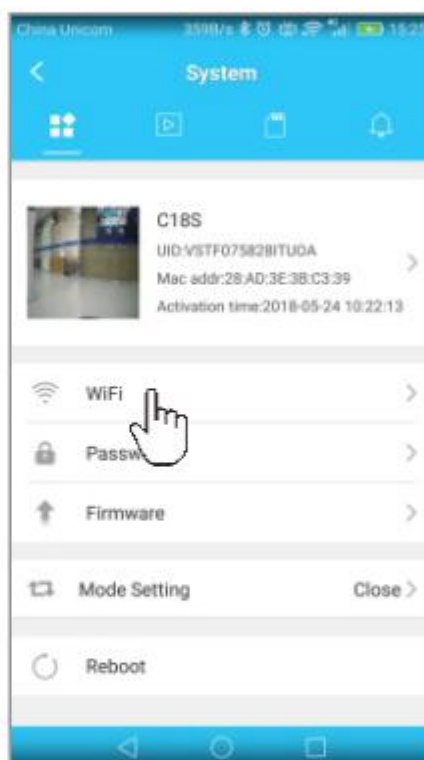
### 3.2.2.2 Manually add



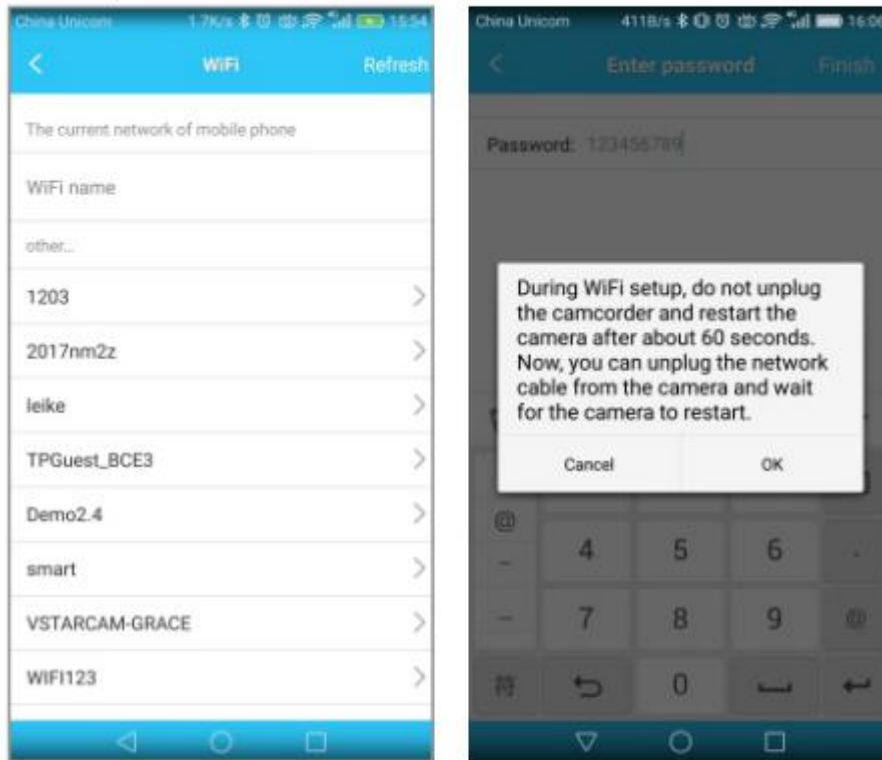
**Note: After the camera is being added by 'Search in LAN' or 'Manually add', if you want to make the camera work in WiFi mode, please follow the steps below:**



① In the home page of the APP, click the  in the top right corner of the camera → choose Settings → WiFi, select the WiFi that the smartphone/tablet connecting to, then input WiFi password, click on "done".



② Wait until camera says ‘please remove the network cable, camera will restart...’, remove the network cable(Keep the camera powered on).



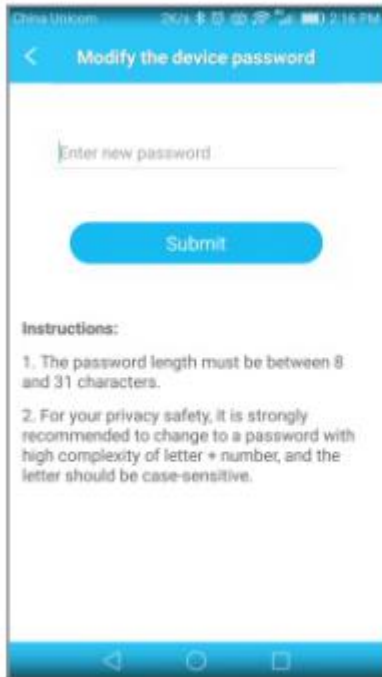
**Unplug the network cable, camera will reboot automatically...**

**Note:** If setup failed, please refer to network cable connection method or change a router to setup again.

#### 4. Change the password

For the sake of security enhancement, the camera's password will be forced to be change after it being added for the first time.


**Method:** On the homepage of the APP, click the Play button, create a new password and take down it according to the prompt, click "submit", the new password will take effect after about 10 seconds.

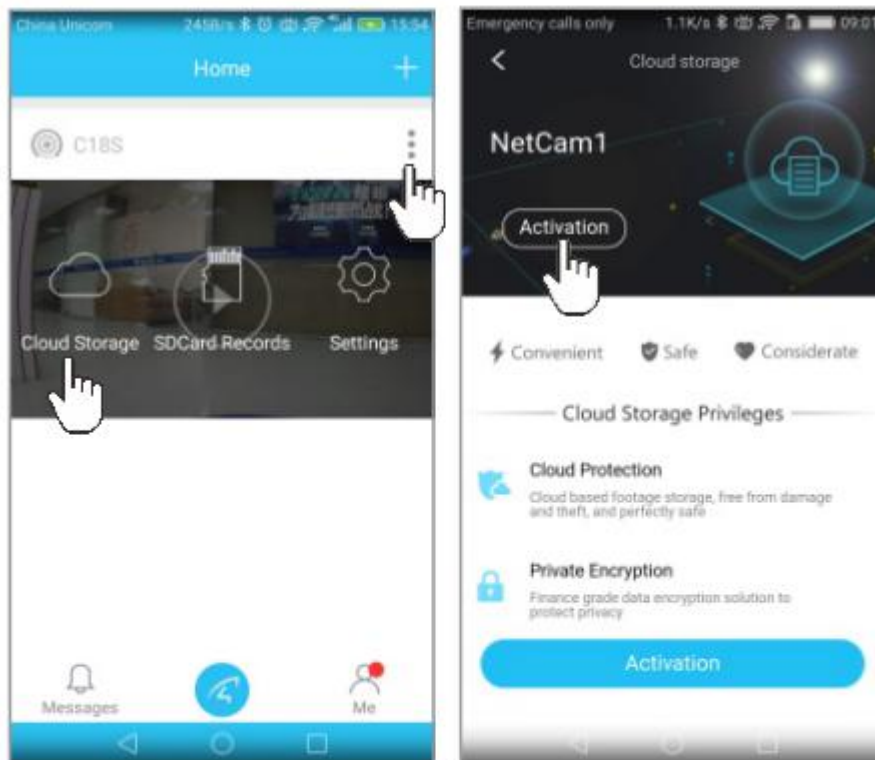


## 5.Cloud Storage


The camera supports cloud storage function **(Only for regions where cloud storage service is opened)** . After the cloud storage function is activated, once the camera detects moving objects, it will record video to cloud server, for users' future checking.

### 5.1 How to activate the cloud storage service?

Click the  on the top right corner of the camera, select "cloud storage". Click "Activation" to open the cloud storage service.



## 5.2 How to view cloud storage video?

Click the  on the top right corner of the camera, select “cloud storage”, drag the timeline at the bottom of the screen to view cloud storage videos.

**Note:** The blue parts means there are videos recorded. Click it to watch videos.

The grey parts are the time periods that no videos are recorded. Slide the time bar to choose the time period;

Click the  at the bottom left to select the date.



- 01 Click to choose the date
- 02 The blue parts means there are videos being recorded
- 03 Drag the time bar to choose time period

## 5.3 How to renew the cloud service

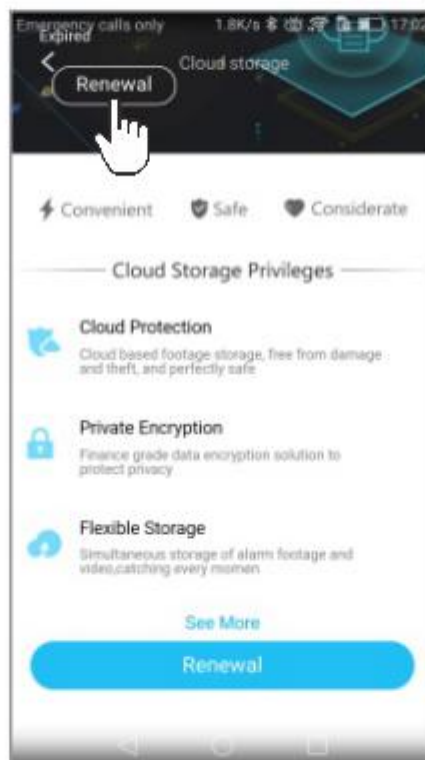
It requires to renew the cloud service when it is expired.

Click the  icon in the upper right corner of the cloud storage interface, to open the renewal interface.

Click the "Renewal" option at the top left corner or the bottom of the interface to bring up the service package details. You can choose the pack according to your needs.

**Note:** there are two types of “Saving footage(loop)” : 7 days and 30 days.

The 7-day loop means that the video can be saved for 7 days, and the 30-day loop means that the video can be saved for 30 days. After that, the video will be covered in order. 1 month, 6 months and 12 months of service pack is optional. For more information about cloud storage, click “See more” on the renew interface.







**Note:** Due to the different market conditions and national policies, the price of cloud storage will be vary in different regions, the amount is subject to the actual amount on the app.

## 6. Remote Access

To remote access the camera, both the phone and the camera need to be well connected to the network and the Internet. Then we open the APP and can view the camera directly, no additional setup required.

## 7. Parameter settings of cameras

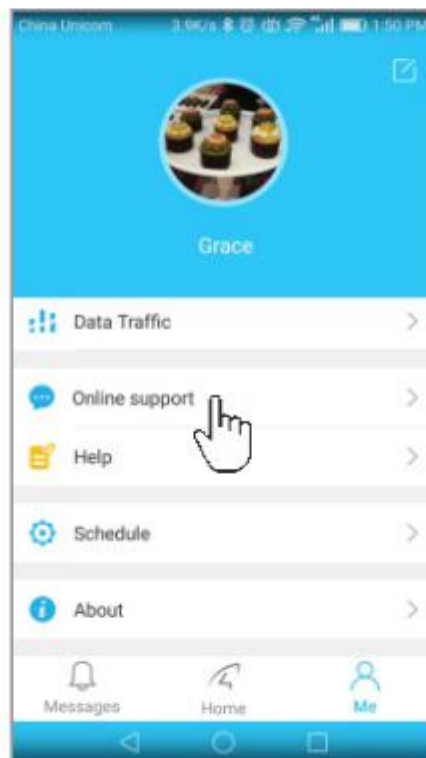
In the home page of the APP, click the "☰" in the top right corner, go to "Settings", you will get the following menus:

- ①  **System:** You can see the camera's basic information, set up wireless connection, modify password, upgrade firm ware, stick the device to the top, adjust the volume of the camera, reboot and delete the camera.
- ②  **Video:** can setup night vision mode, horizontal and vertical mirror view, open time stamp, light mode, brightness and contrast.
- ③  **SD Recording:** can check SD card capacity, setting schedule recording, motion detection recording and select recording sound or not (suggest you to format the SD card before recording to SD card).
- ④  **Alarm:** can turn on/off the motion detection alarm, setup the alarm notification type, and alarm time frame. The sensitivity of motion detection alarm was graded into three level "low/middle/high".

## Online Support

If you have any questions or difficulties in using the product, or suggestions for our products, please contact us in the following ways:

Click on "**Me**" in the bottom right of the APP, and click on '**Online support**', to enjoy the high-quality online consulting services provided by our company.





## FAQ

### **Q: How to reset the camera to factory default setting?**

A: Hold the reset button for about 10 seconds to reset camera. Camera's default password: 888888 (To improve the security, it is highly recommended that you modify the password of the camera).

### **Q: Any tips for WiFi connection?**

A: camera support only 2.4G frequency signal, and 802.11b/g/n WiFi network.

- 1.The WiFi password should be less than 16 digits, and can not contain special characters, such as @ \$! etc. , suggest you to make a password that contains only letters and number.
- 2.Please upgrade the APP to the latest version.

### **Q: No vision at night time?**

- A: ① Check if the IR function is enabled or not;  
② Check if the IR LED is on or not;  
③ Reset the camera back to factory setting;  
④ Upgrade the camera to the latest firmware.

### **Q: What to do if camera's picture is blurred?**

- A: ① Login the camera's web interface, adjust the picture quality to HD mode;  
② Clean the camera lens with a cotton swab.

## Service

More help needed, please refer to our **FAQ**:

<http://FAQ.ey4.so>

Or contact us at:

**QQ**: 4006217868

**Email**: [support@vstarcam.com](mailto:support@vstarcam.com)

**Skype**: [support3@vstarcam.com](https://www.skype.com/people/support3@vstarcam.com)

Thank you very much for purchasing VStarcam products, if you have any problem, please feel free to contact us. This manual is made based on the Eye4 V5.0, due to continuous update of the APP, the description of the manual may not exactly match with the ones in your APP, sorry for the inconvenience caused! We will keep updating the instructions to latest APP.

**Shenzhen VStarcam Technology Co., Ltd**  
**[www.vstarcam.com](http://www.vstarcam.com)**