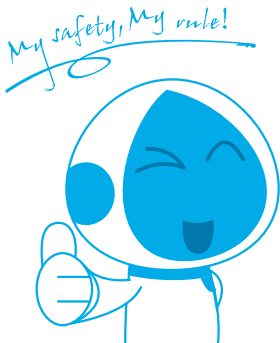


# User Manual



Dear Customer,

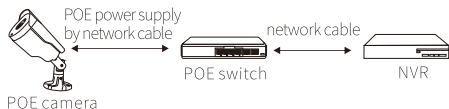
Thank you very much for purchasing VStarcam product!  
Please follow the steps below to configure the camera:

**Note: Users who have downloaded Eye4 APP to mobile phones and registered Eye4 accounts can skip steps 2 and 3.**

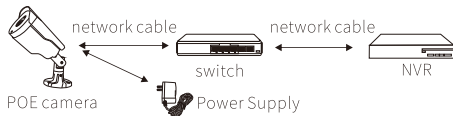
## 1. Hardware Installation

There are two installation modes to choose from (as shown in the figures below), please select the mode according to your actual scenario.

### Mode One: Centralized power supply by POE switch



### Mode Two: Traditional 12V power supply



## 2. Software download

There are two ways to choose from:

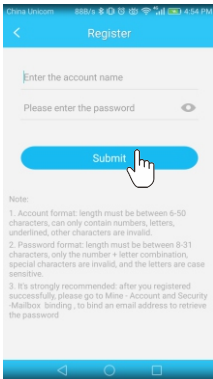
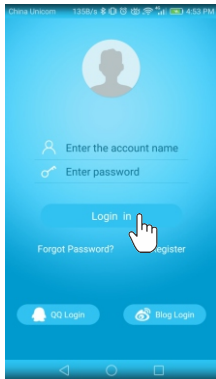
① Scan the QR code below to download.



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.

## 3. Register

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



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

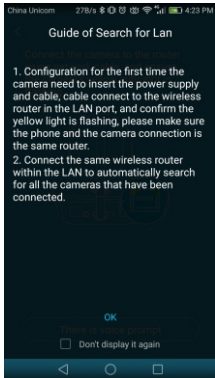
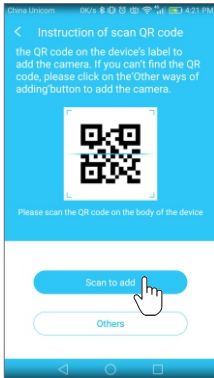
## 4. Add cameras to the network

There are two ways to add the camera to the mobile APP: "Scan to add" and "Others".

You can use the "Scan to add" method first. If it failed, you can turn to the "Others" method.

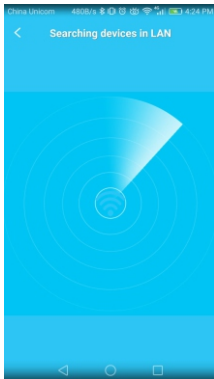
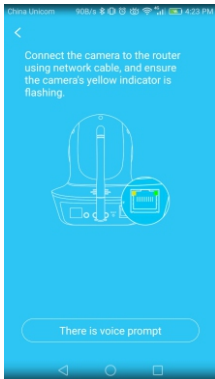
### 4.1 Scan QR Code

① Enter the APP, click "+" on the right corner of the APP, and tap "Scan to add" to scan the QR code affixed to the camera body label.

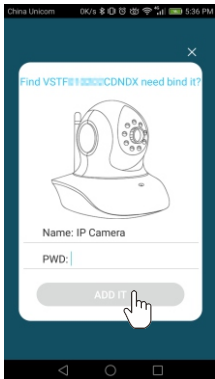


② Click "ok" to proceed to the next step after confirming that all the situations are in accordance with the "Guide of Search for Lan" on the interface.

③ After confirming that the camera's status lights on the tail line are normal, please enter the next step, the APP starts searching for the camera.



④ After about 10 seconds, when the APP find the camera, the binding interface will pop up, click "Add it" to add the camera.

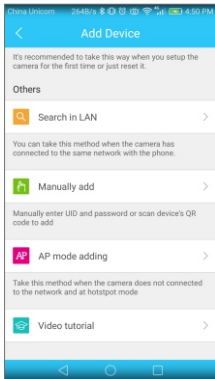


**Note:** if there is no QR code on the camera label, or the "Scan to add" method fails, you can use "Others" method to add the camera.

## 4.2 Other ways of adding

① Enter the APP ,click the "+" on the top right corner, choose 'Others' → 'IP Camera'.

**You can choose to add the camera by "Search in LAN" or "Manually add".**



## Search Camera in LAN:

① Click on "Search in LAN", you can find all the available cameras in the same router with the smartphone. **After that, we can refer to the step ②③④ in the above method "Scan to add" to finish the adding.**

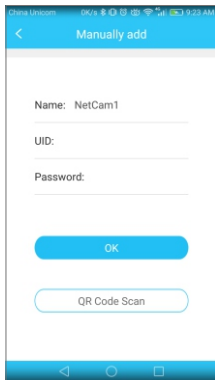
If added successfully, the camera can be added via the same way by other users(with different account). **(Note:Cameras that has been added successfully in this account will not be searched again.**

**Note:** If the binding page does not pop up, please return to the Add camera page, select the "Manually add" method to add the camera.



## Manually add a camera:





After select "Manually add", please scan the QR code on the camera's bottom sticker, the UID will be auto filled in, or input camera's UID(15 digits, can be found on the label stick to the camera's body),then put in the camera's password to bind the camera.



The screenshot shows a mobile application interface with a blue header bar containing a back arrow and the text "Manually add". Below the header, there are three input fields: "Name: NetCam1", "UID:", and "Password:". At the bottom of the form, there are two buttons: a solid blue "OK" button and a white button with a blue border labeled "QR Code Scan". The status bar at the top of the phone shows "China Unicom", signal strength, Wi-Fi, and battery icons, along with the time "9:23 AM".

## 5. Parameter settings of cameras

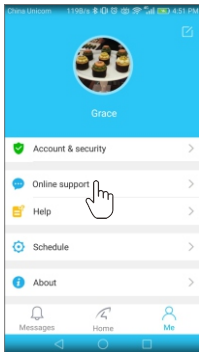
In the home page of the APP, click the  in the top right corner, go to "Parameter Settings", you will get the following menus:

- ①  Basic Parameters: You can see the camera's basic information, modify password, upgrade firmware, reboot and delete the camera.
- ②  Video Viewing: can setup night vision mode, horizontal and vertical mirror view, 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".

## 6. 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 : 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.eye4.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.



**3-05-01-007-3008**