

User Manual

My safety, My rule!



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

Please connect your phone to the WiFi network first.

Note: the camera does not support mobile hotspots or public WiFi.

Video guide:

You can use mobile browsers to scan the following QR code, in the scanned webpage, find out your camera model and click it, then find the "video tutorial" tab and click corresponding video, follow the guide to configure the camera.

Note: The model of the camera is labeled on the package box.



Text guide:

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

(If no voice prompt being issued after the camera starts, please reset the camera. **Reset method:** Locate the hole marked with the word "reset" beside the speaker on the back of the camera, and press the button inside the hole with a needle for 3 to 10 seconds. After the reset is successful, the camera will issue a voice prompt saying "reset completed, will reset the device".)

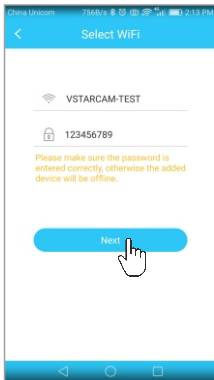
② Log in the APP and click the "+" icon in the upper right corner of the homepage.

3.1 Scan QR Code

Please confirm if you are using android or iOS phone. If you are using iOS phone, please refer to the steps in "iOS phone" part (which is right after the 'Android phone' part).

Android phone

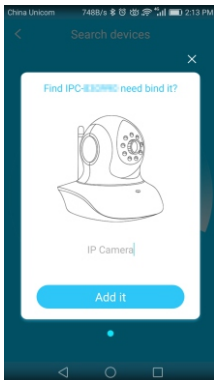
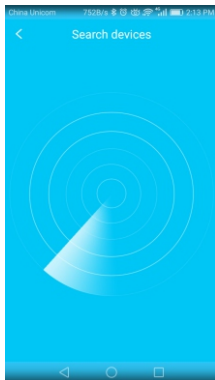
- ① To scan **the QR code affixed to the camera fuselage label**. After successful scanned, the wifi information connected by the phone will appear in the APP interface.
- ② Please confirm that this wireless network is your home wifi, and enter wifi password, click "next".



Note: 1. The product QR code is on the back of the camera.

2. Please make sure that the WiFi password contains no space or any special characters, and is entered correctly, otherwise the camera can't be connect.

③ The APP starts to search for the camera, and about 10 seconds later, the binding page pops up. Click "Add now" and the camera starts to configure the wireless network. During this period, the camera will issue a voice prompt that wifi is being configured and successfully configured. After that, the it will return to the home page and the camera binding is completed.

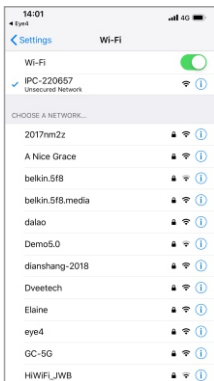
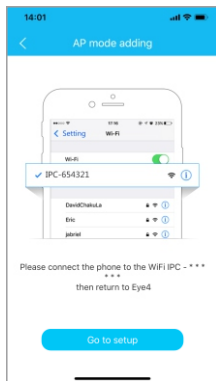


Note: 1. The search time may be extended due to different network conditions.

2. Sometimes the binding page will ask for password. In the reset state, the initial password of the camera is 888888.

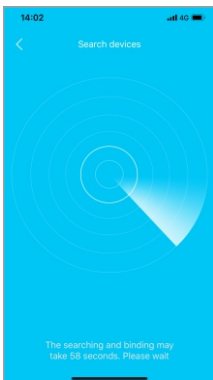
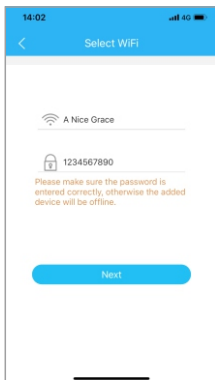
iOS phone

① Open the mobile APP, click the "+" icon in the upper right corner of the homepage, and scan the QR code labeled on the camera body. After successful scanning, the APP will prompt you to connect to the camera hotspot first. Please click "go to setup" at the bottom of the APP page, open the phone WiFi setting, find the camera hotspot IPC-xxxxxx and connect it.



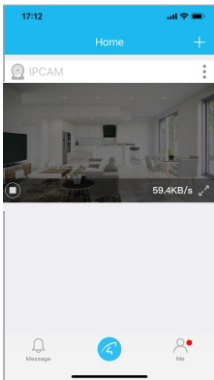
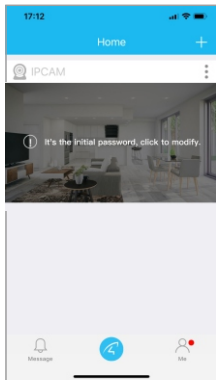
Note: After clicking "Go to setup", it will jump to the setting page of the APP. Please go back to the mobile phone WiFi setting page and connect to the camera hotspot.

② After the phone is successfully connected to the camera hotspot, return to the APP. Wait for about 5 seconds, the APP will jump to the next step, showing the wireless network the phone was connected to before. Please confirm that the WiFi is the network you want to connect to, enter the correct WiFi password, and click "next".



Note: Please make sure to enter the correct WiFi password and the password contains no underline, space or any other special characters.

③ After about 20 seconds, the camera sends out the prompt sound of successfully connecting to wifi, the page jumps to the APP homepage, and the camera being successfully connected.

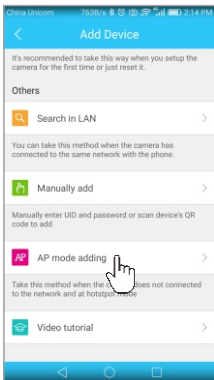


Note: After the binding completed, if the camera shows 'Offline', please wait for about 5~10 seconds, and refresh the camera by pulling down the homepage screen. After the camera goes online and prompts to change the initial password, click the camera image and change the password according to the prompt.

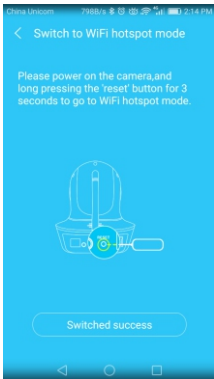
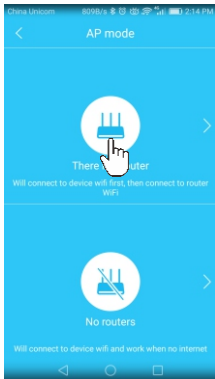
3.2 Method 'Others'

Method one-AP mode adding

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.



After that, please refer to the step ② and ③ for android phones and ios phones separately in the method **Scan QR Code** above to complete the configuration.

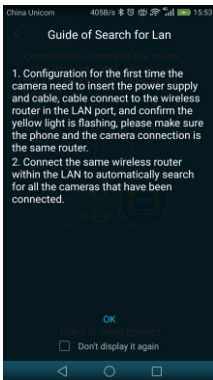
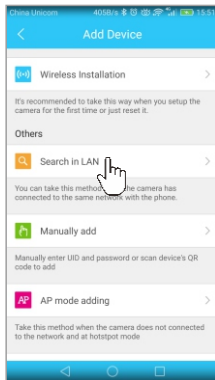
The following guide is not applicable to the model G96, it only applicable to cameras with network interface, such as C46, C46S etc.

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.

Method two-Search in LAN

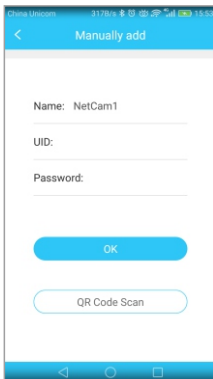
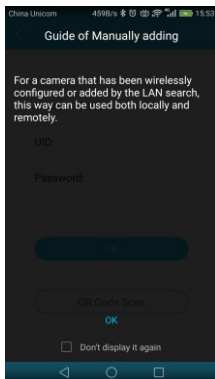
① Click the ‘**Search in LAN**’ to find all the cameras under the same router with your phone. After confirming that the network indicator is in normal condition, click to go to the next step.




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.

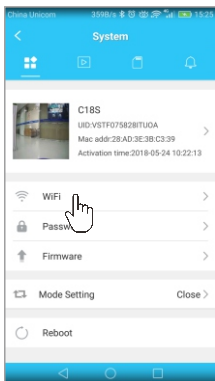
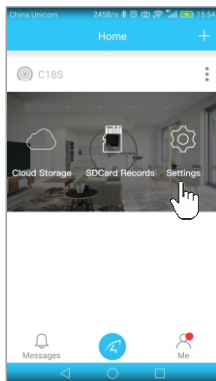
Note: If the binding interface can't pop out, please try again or return to the adding methods interface and select "Manually add" method.

Method three-Manually add

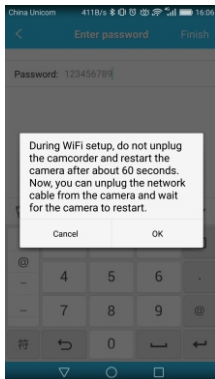
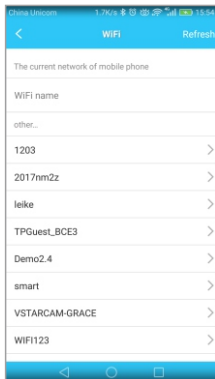


Note: After the camera is being added by 'Search in LAN' or 'Manually add', if you want to make the camera work in WiFi mode, please follow the steps below:

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).



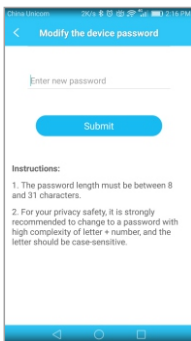
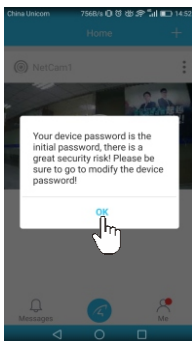
Unplug the network cable, camera will reboot automatically...

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.

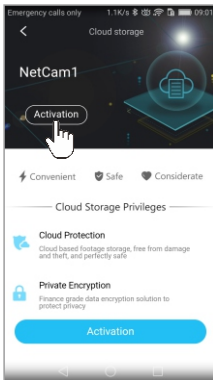
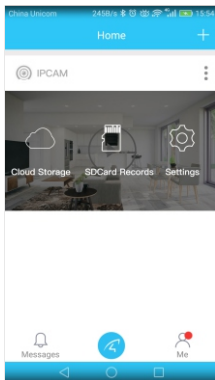


5.Cloud Storage


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.



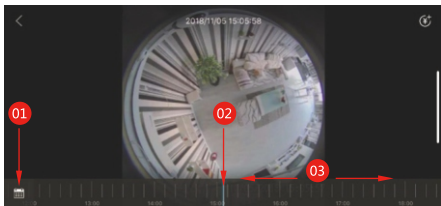
5.2 How to view cloud storage video?

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.

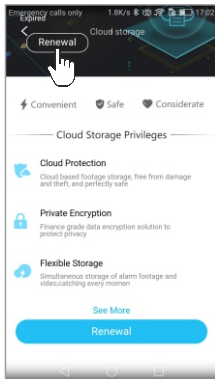
Click the  icon in the upper right corner of the cloud storage interface, to open the renewal interface.

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.

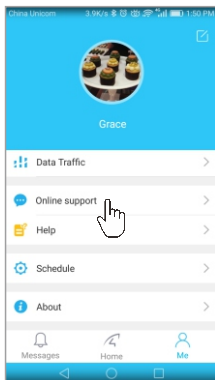


Note: Due to the different market conditions and national policies, the price of cloud storage will be vary in different regions, the amount is subject to the actual amount on the app.

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

Online shop: <http://shop.vstarcam.com/>

More help needed, please refer to our

FAQ: <http://www.vstarcam.com/support/>

Or contact us at:

QQ: 4006217868

Email: support@vstarcam.com

Skype: [support3@vstarcam.com](https://www.skype.com/en/contacts/skype/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



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