IP Camera 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 Eyecloud APP to mobile phones and registered accounts can skip steps 1 and 2.

Preparation

1. Connect your smart phone to your WiFi network and ensure that you can access the Internet.
2. Make sure your router works properly and you have the WiFi password.
3. Put the camera within 2 meters from the router and plug it in.
4. One network cable **(standby , optional for indoor cameras)**

1.Software download

Please select one of the following ways to down -load the mobile APP.

① Go to www.eyecloud.so to download the APP.
② For iPhone, please go to APP Store; For android phone, please open the Google Play or other APP markets, to search for "Eyecloud" APP and download.

③ Scan the QR code below to download.

2. Register

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

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

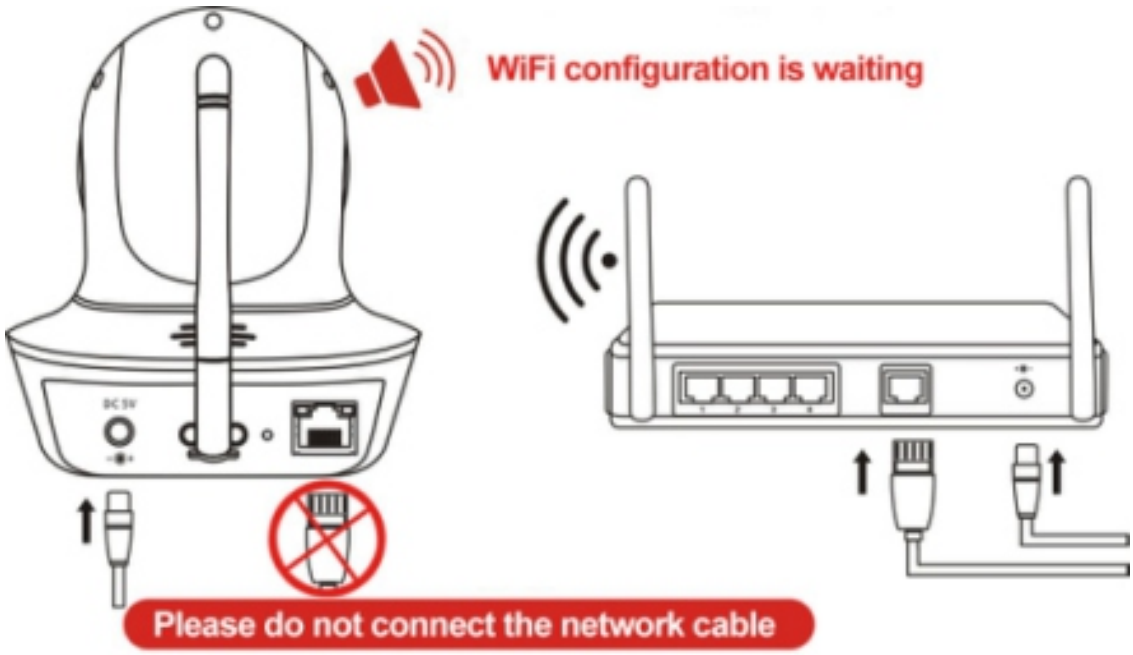
3. Add cameras to the network

To start with, please check if your camera is an indoor or outdoor camera. If it’ s Outdoor camera, please skip to the Chapter 3.2 .

3.1 Indoor Cameras

Please power on the camera, wait about 30s, then the camera will issue voice prompt of WiFi configuration waiting(If the camera doesn't issue any voice prompt,

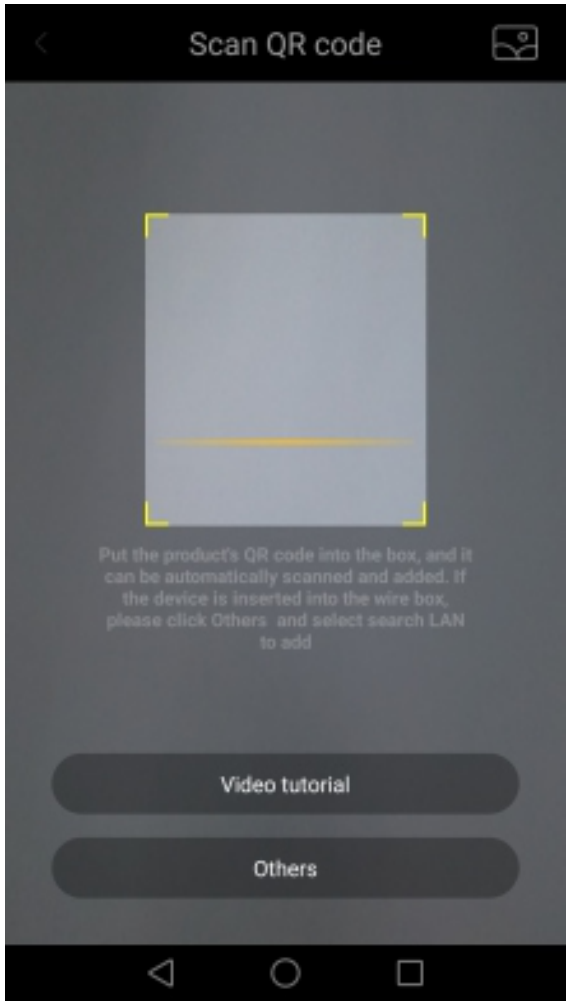
please reset the camera to factory default by holding the reset button for 10 seconds, then it will say "reset completed, device will reset").

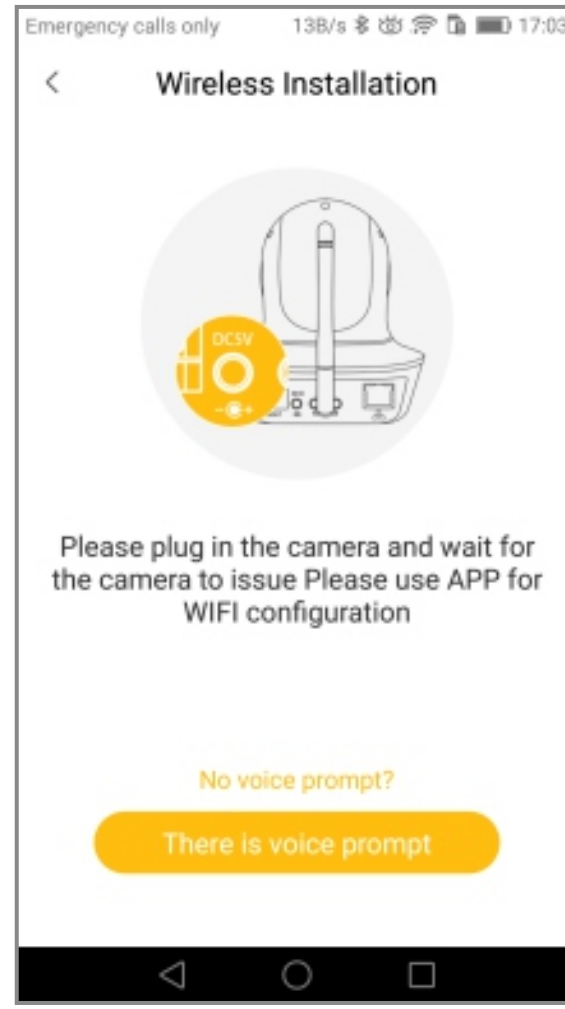


There are two ways to connect a camera to the mobile APP: **Scan QR code** and **"Others"** .

Scan QR Code

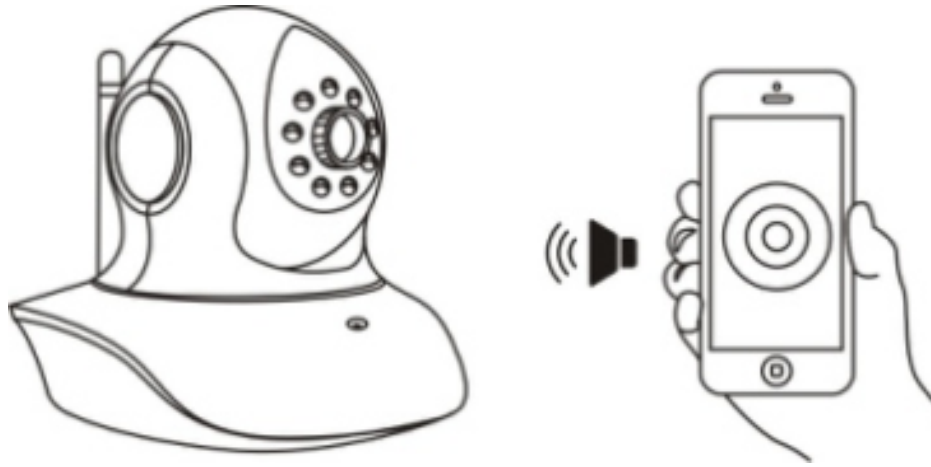
① Enter the APP ,click the "+"on the top right corner, scan the QR code on the camera’s body;





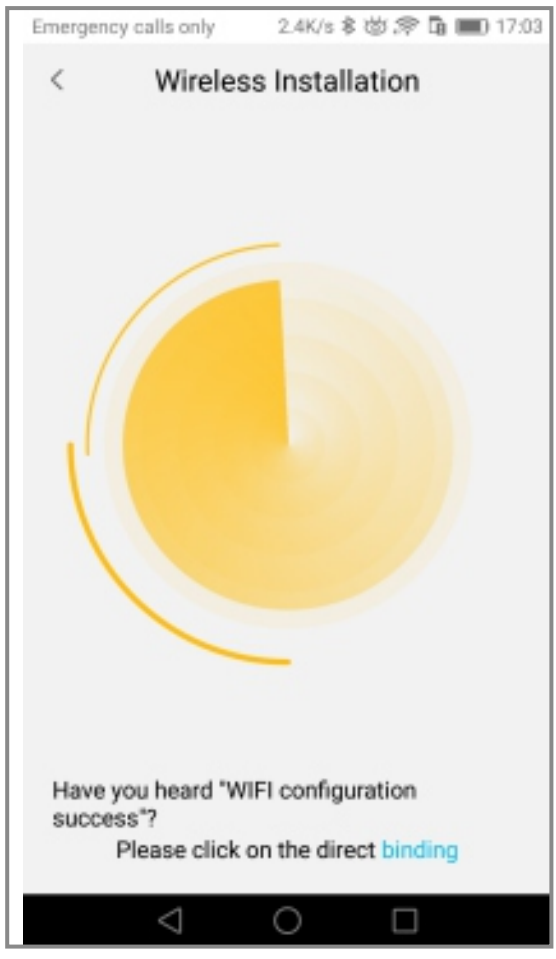
② Once the camera says "Please use APP for WiFi configuration" for the first time, please click on the "Heard voice prompt" button, then put in the password of the WiFi network that the mobile phone currently connecting to, click ‘confirm’ to go to next step.

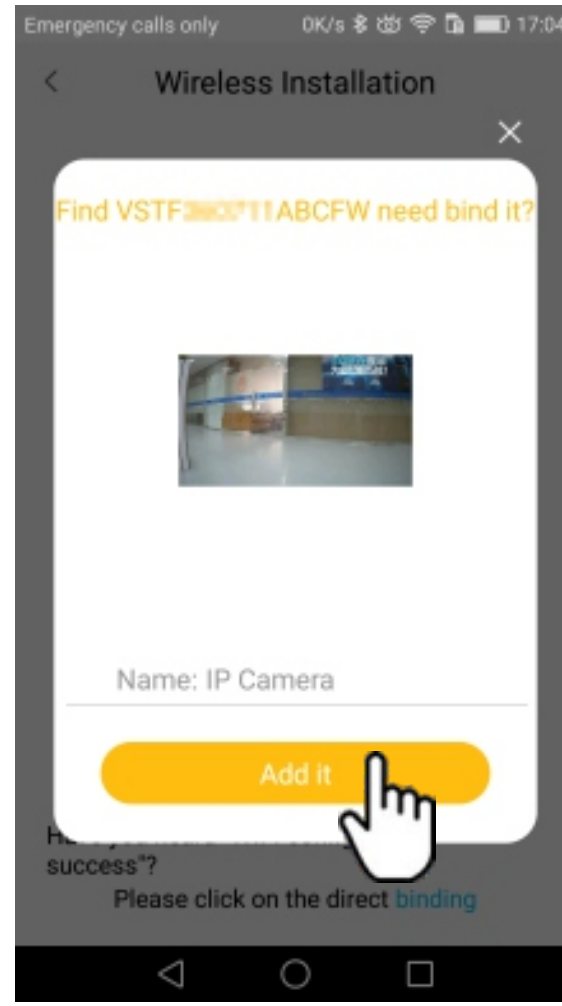
③ During the configuration, please keep the phone and the camera within 2 meters (at this time, please maximize the volume of the mobile phone). Click the ‘Send’ button on the APP, to send configuration signal to the camera.



Note: Place the phone close to the camera, and adjust the phone volume to maximum.

④ After the camera prompts "wireless configuration succeed," please wait about 30 seconds, the camera bind page will pop up, click “Add it” to bind the camera.





Note: During this process, if it prompt that the WiFi configuration is successful but the binding page does not pop up, please click the “binding” in the lower section of the searching page to add the camera, or refer to the below “Other ways of adding” to bind the camera.

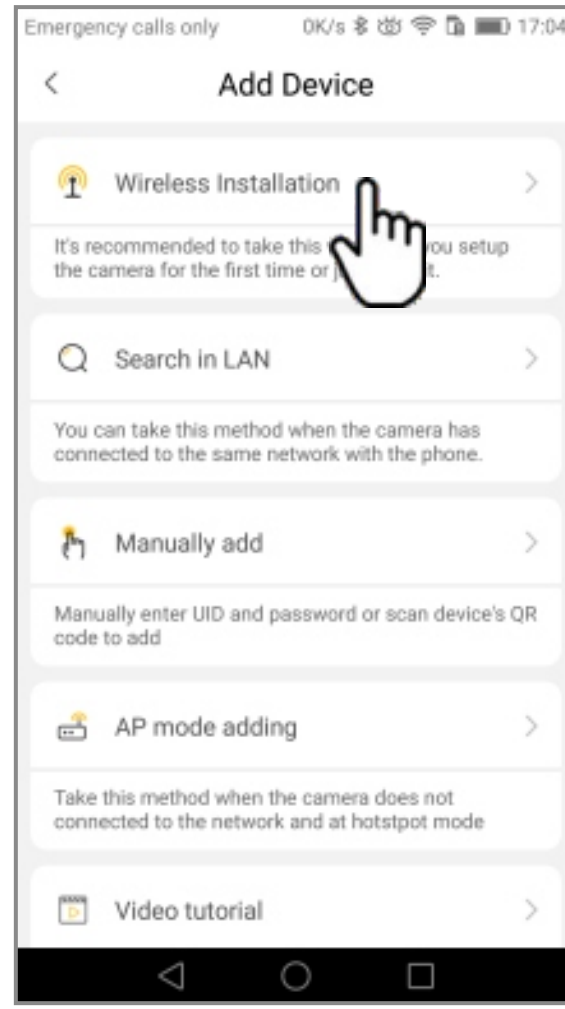
Other ways of adding

If no QR code can be found on the body of the device, or it failed to add the cam by scanning QR code, please choose the 'Others ' method to add the camera.

Others way of adding -Wireless Installation

① Enter the APP ,click the "+"on the top right corner, tap ‘Others’ →IP Camera.
② Choose ‘Wireless Installation’, please refer to the ‘Wireless configuration add instructions’ and the APP’s voice prompt to finish the setting.

Note: Please refer to the ②③④ steps in the above chapter “Scan QR code” to finish the settings.

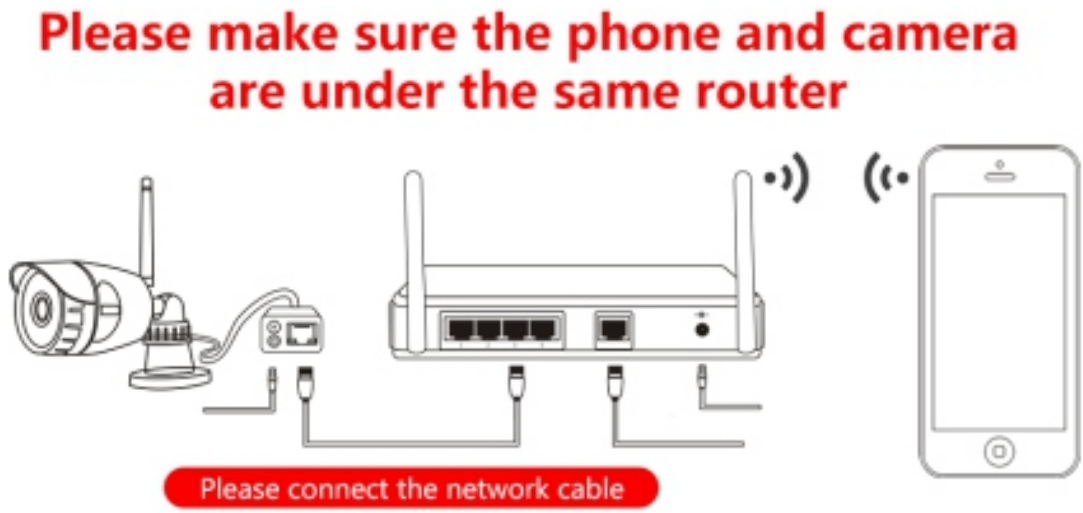


Note: If the camera prompts that WiFi connection is successful but the binding interface does not pop up, or the wireless installation failed, please refer to the hardware connection in the following chapter, and add the camera according to the "Search in LAN" or "Manually add" method.

3.2 Outdoor Cameras Hardware connection and start up

Please plug in the camera, and use a network cable to

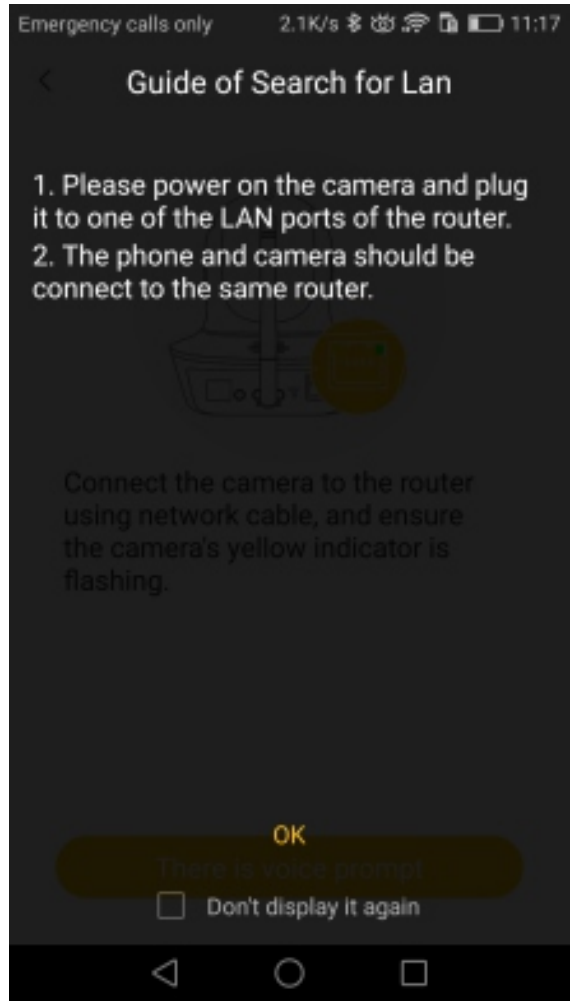
connect the camera to the router’ LAN port, wait for about 30s for the camera booting up. The yellow light on the network cable slot will be blinking and the green light will be solid on.



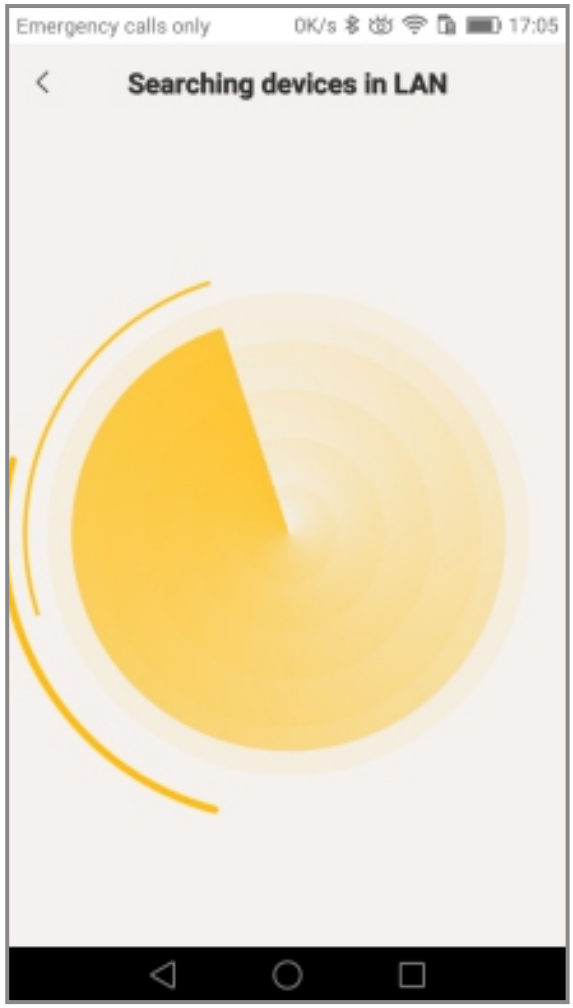
There are two ways to connect a camera to a mobile APP: **Scan QR code** and **Others ways of adding** .

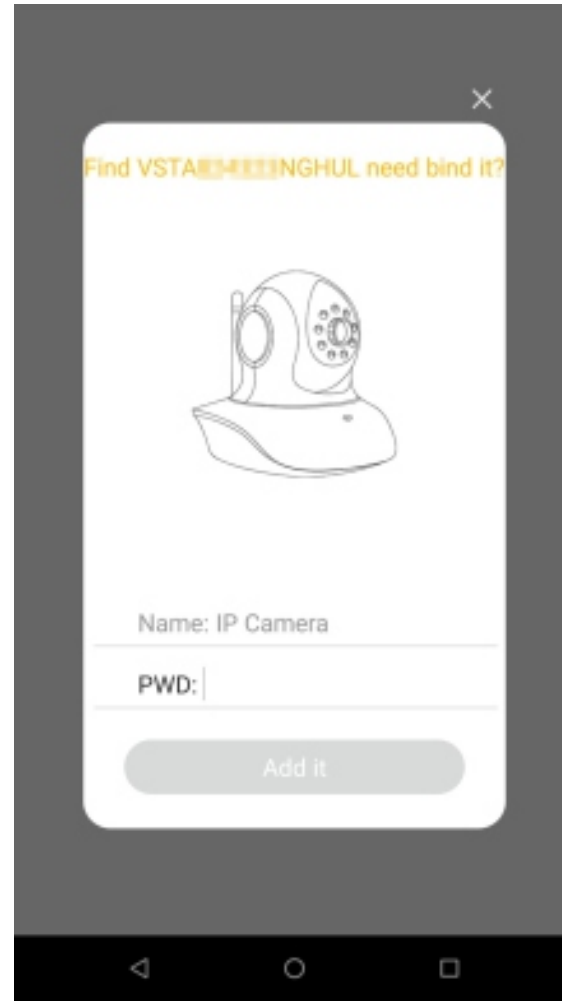
Scan QR code

① Login the APP, click on the "+" in the top right corner, scan the QR code on the camera’s body;
② The "Guide of Search for LAN"will pop up, please carefully refer to the instructions on it and go to the next page.



③ Verify the network cable connection and click " There is voice prompt", the app starts searching for cameras. After about 30 seconds, the binding page will pop up, click "Add it" to add the camera.





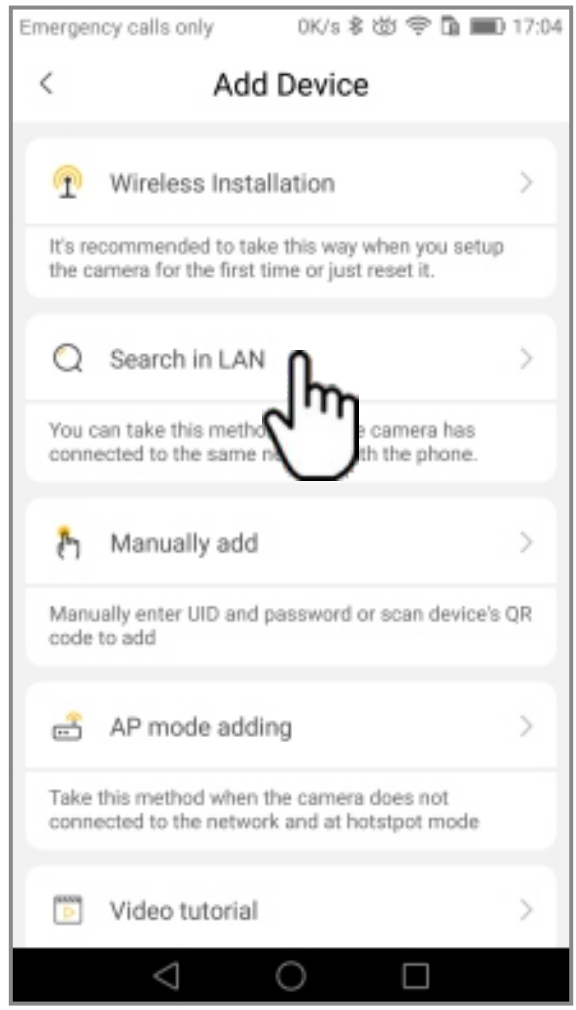
Note: The camera’s default password is 888888. If it prompts password error, please reset the camera (use a pin or pencil to hold down the reset hole/button for about 15 seconds) and then try again.

Note: If you can’t find QR code on the camera, please set up the camera by referring to the following methods.

Other ways of adding -Search in LAN

① Login the app, click on the "+" icon in the upper-right corner of the home page and select "Others " → "IP Camera".

② Click on "Search in LAN", you can find all the available cameras in the same router with the smart phone. After about30 seconds, the binding page will pop up, put in the password, click “Add it” to add the camera.

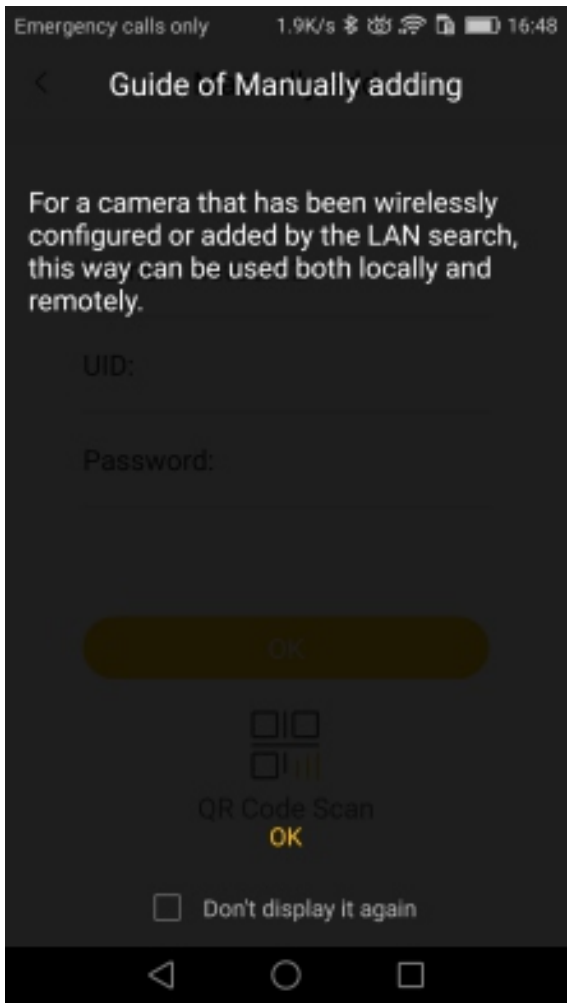


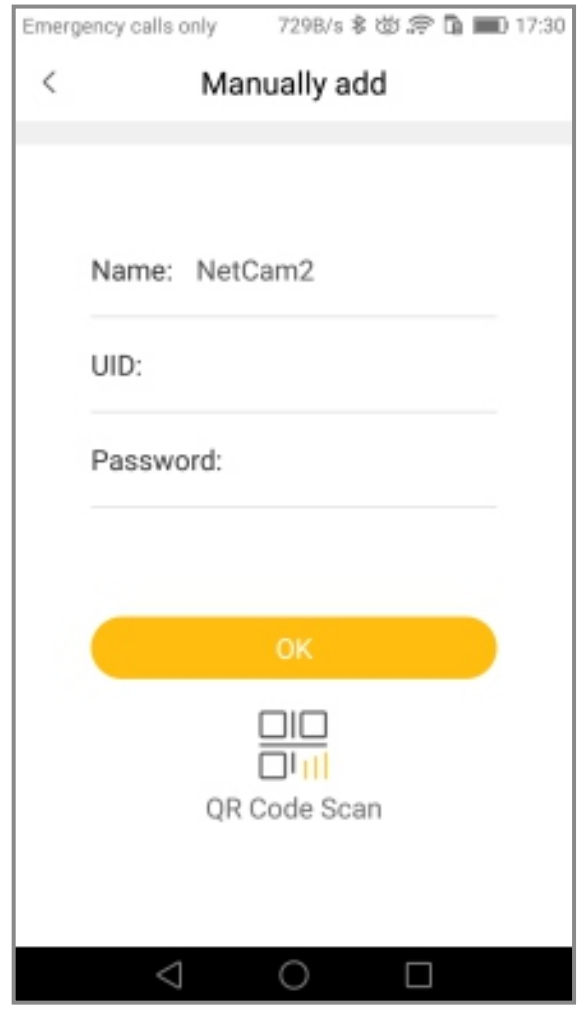
Note：Cameras that has been added successfully in this account will not be searched again.

If the search failed, you can add it manually.

Other ways of adding-Manually Add

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





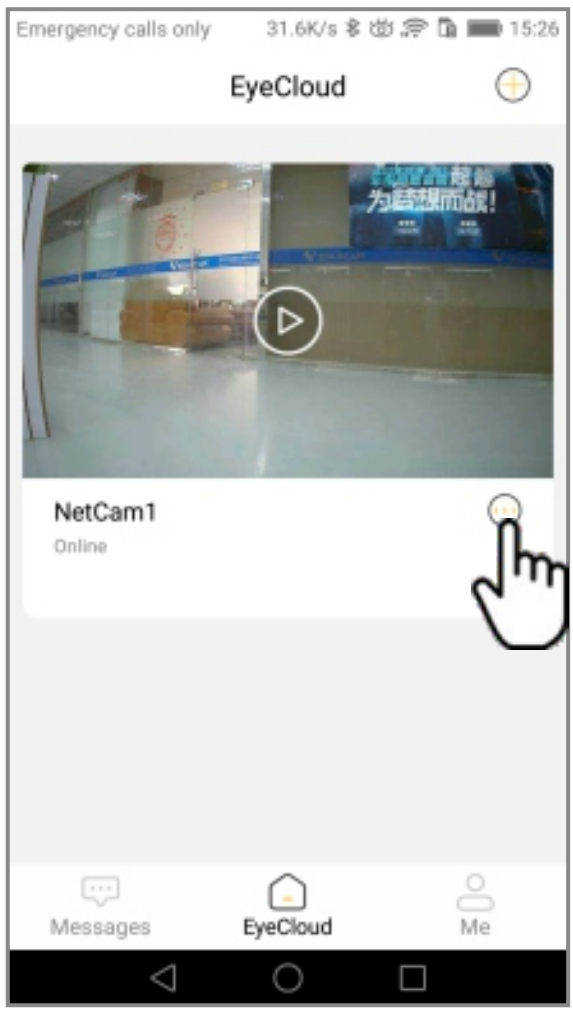
Note: Other users can also connect to this camera by this method.

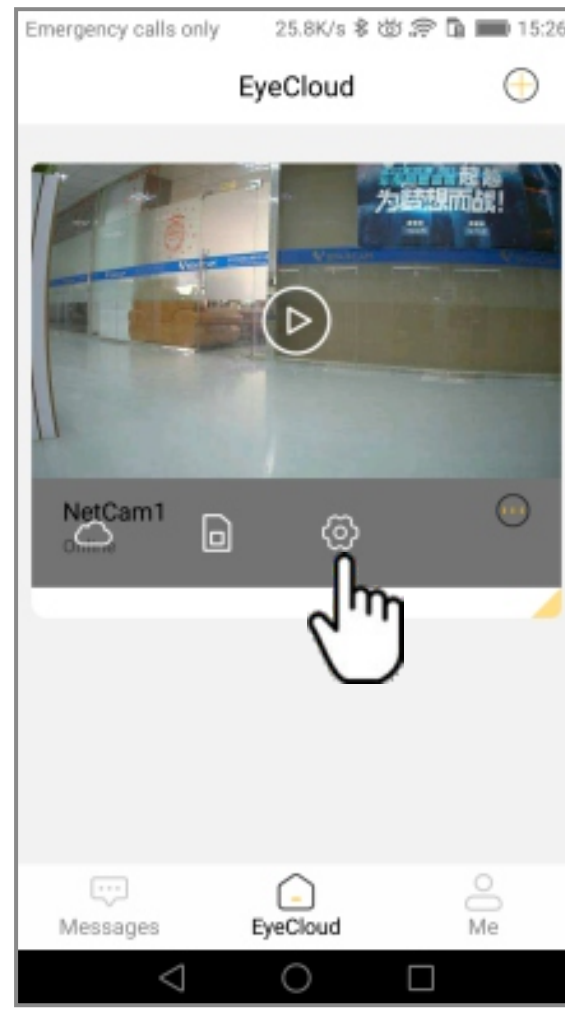
After the camera is being successfully added by the method Search in LAN or Manually Add, if

you want to make the camera work in WiFi mode, please follow the steps below:

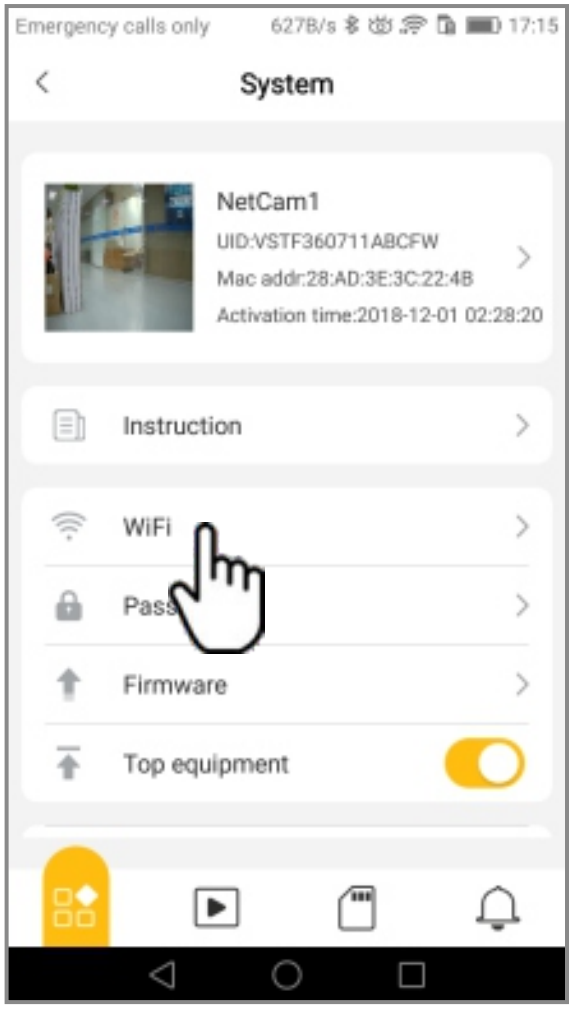
LAN to WiFi Connection

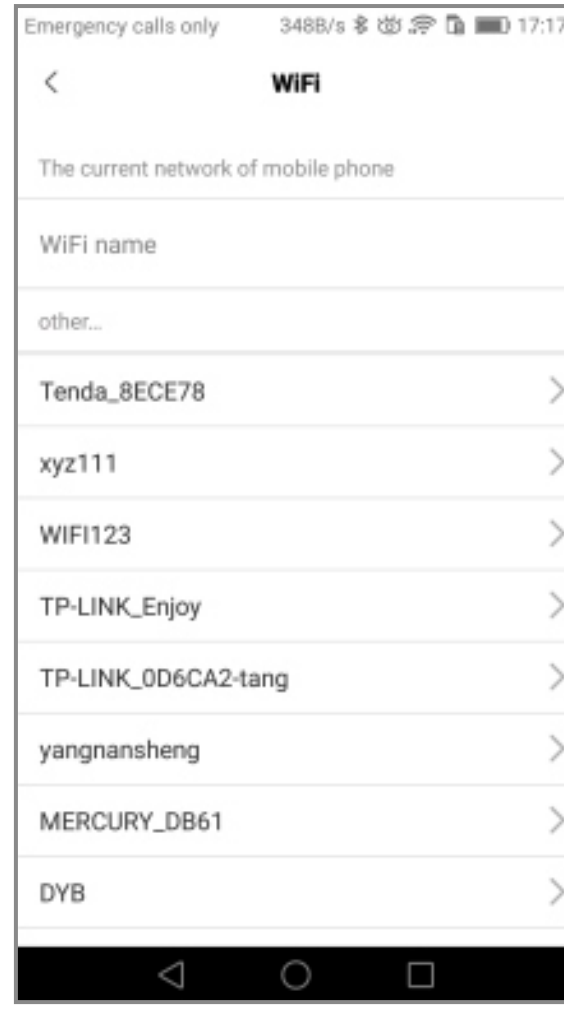
① In the home page of the APP, click the in the lower right corner of the camera →choose →WiFi", select the WiFi that the smartphone/tablet connecting to, enter the WiFi password, click on "done".





② Wait until the APP/Camera prompt ‘ please remove the network cable, camera will restart…’ , remove the network cable(Keep the camera powered on).





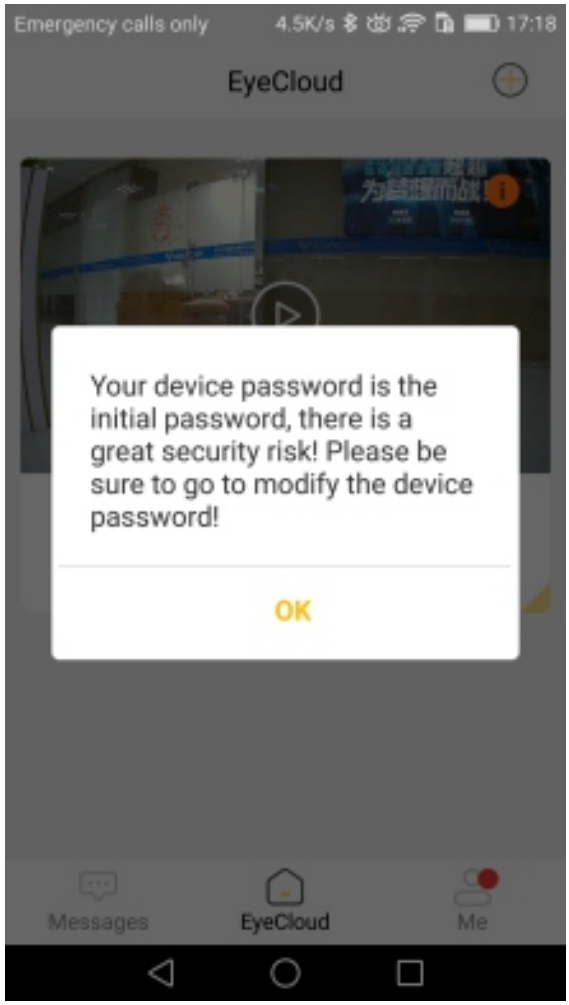
Unplug the network cable, camera will reboot automatically...

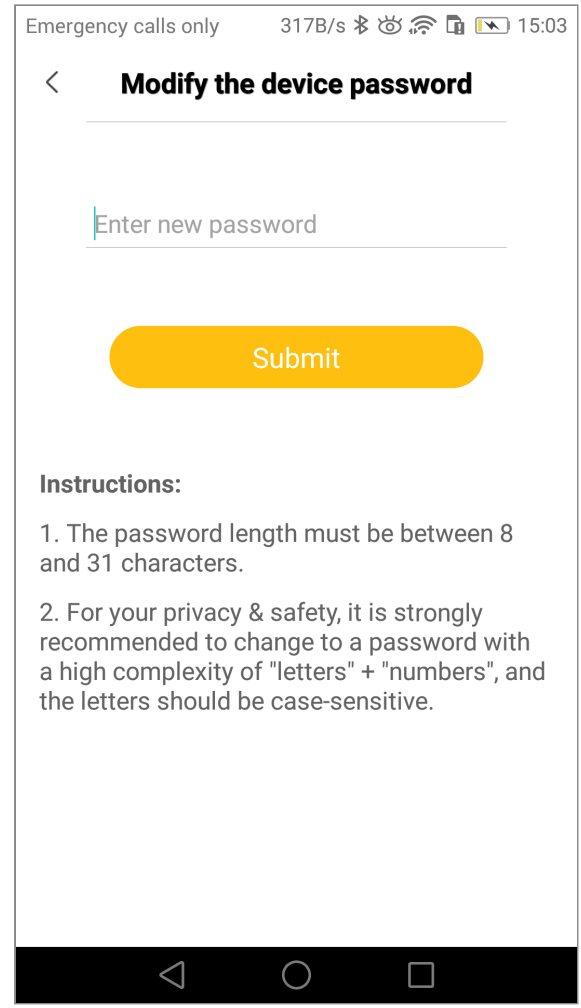
Note：If setup failed, please refer to network cable connection method or change a router to setup again.

4. Change the password

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

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



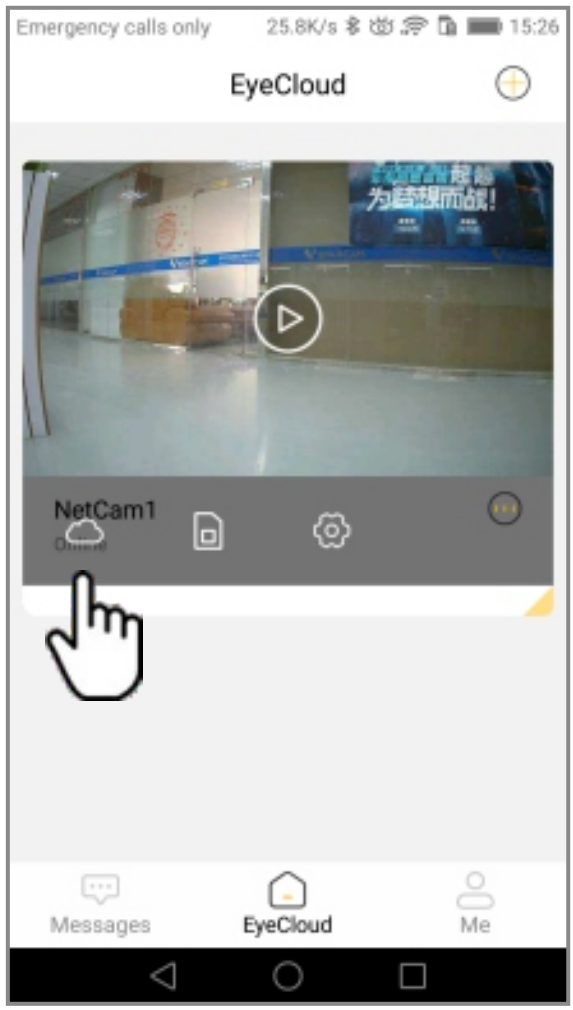


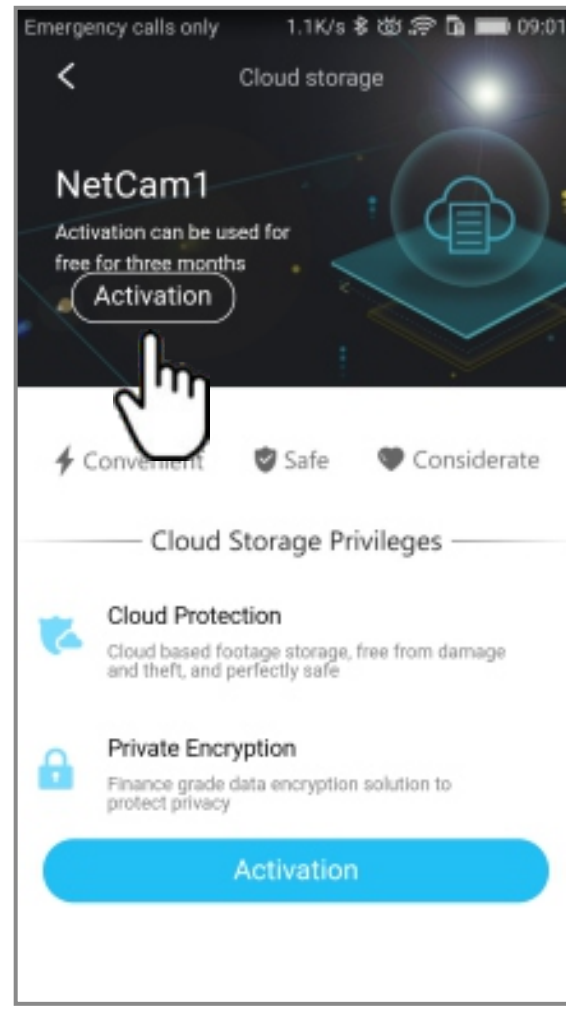
5. Cloud Storage

The camera supports cloud storage function（Only for regions which 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 in the lower right corner of the camera, select “ ”. Click "activation" to open the cloud storage service.

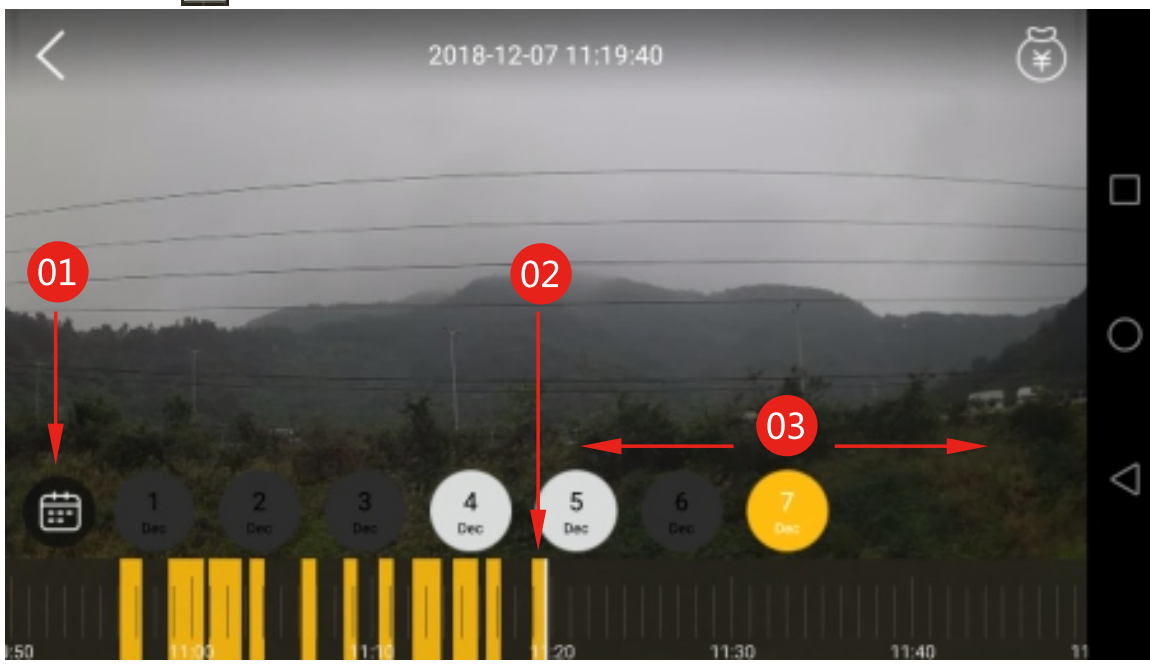




5.2 How to view cloud storage video?

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

Note: The yellow parts means there are videos recorded. Click it to watch videos.
The gray 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.

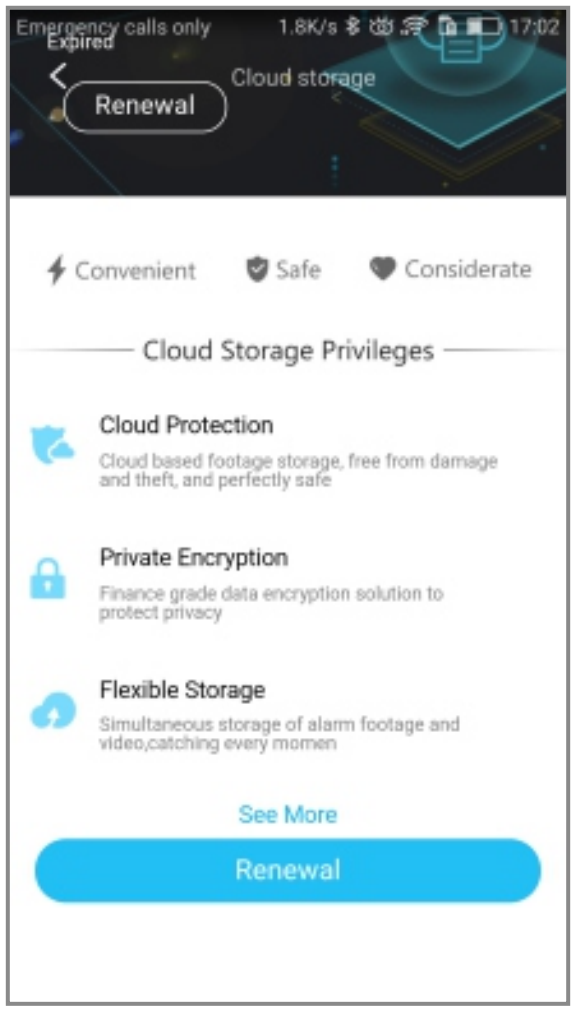


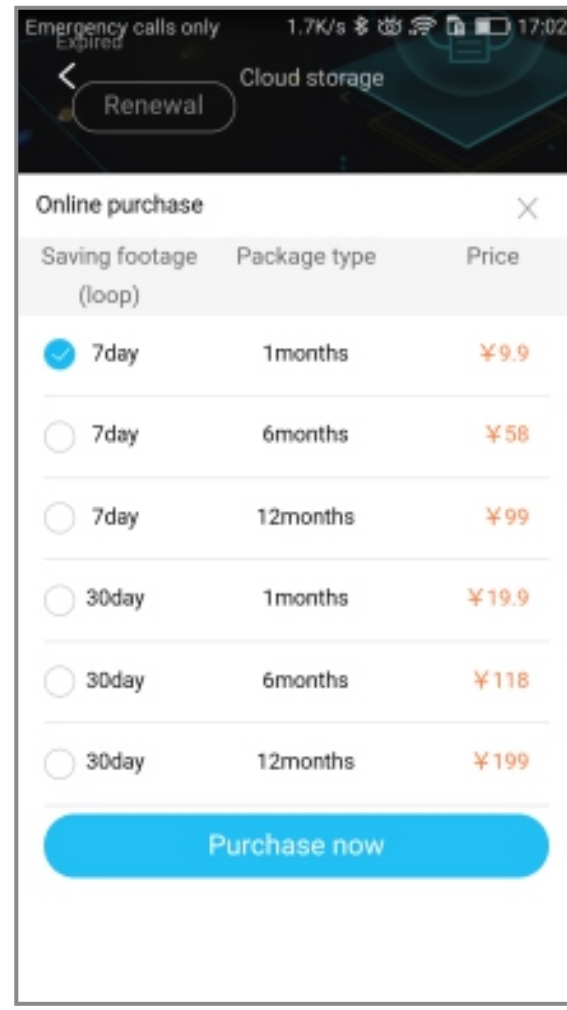
01 Click to choose the date
02 The yellow parts mean there are videos recorded
03 Drag the time bar to choose time period

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 package according to your needs.

Note: There are two types of "video preservation (circu -lation)" : 7 days and 30 days.
The 7-day cycle means that the video can be saved for 7 days, and the 30-day cycle 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 packs are optional.
For more information about cloud storage, click "See more" on the renew interface.





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.

Parameter settings of cameras

In the home page of the APP, click the in the right corner of the camera, go to , you will get the follo -wing menus:

① **System**: You can see the camera's basic inform -ation, set up wireless connection, modify password, upgrade firmware, 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, adjust light mode, brightness and contrast.

③ **TF Recording**: can check TF card capacity, setting schedule recording, motion detection recording and select recording sound or not(suggest you to format the TF card before recording to it).

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".

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;

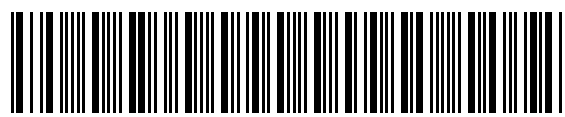
② Clean the camera lens with a cotton swab.

FCC Warning Statement

Changes or modifications not expressly approved by the party responsible for compliance could void the user’ s authority to operate the equipment. This equ -ipment 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 inter -ference 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 enco -uraged 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.

The antennas used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co - located for operating in conjunction with any other antenna or transmitter.



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