

User Manual

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I . Product packing list

- 1 x Camera
- 1 x Power adapter(12V/1A)
- 1 x User manual
- 1 x Pack of screws
- 1 x Ethernet cable
- 1 x Ethernet cable waterproof cover



11 .Warm tips before you go

1. The camera is with adapter and **MUST** be connected all the time when it is working. The camera will stop recording when the power is turned off.

Before installation

2. It is recommended not to set it with **simplified Chinese** when using it.
3. Disconnecting from the network will not affect the camera recording with SD card. With SD card only, but without network, the mobile phone cannot view the monitoring remotely.
4. Do not connect too many devices to the router. Otherwise, the network status of the camera will be affected, and the screen may delay, freeze and meet other problems.
5. During the process of connecting the security camera to the mobile phone, please make sure that your device and mobile phone are connected to the same WiFi router. Phone, camera and router should be within about 8 feet. After connecting, the camera can be moved to any place **in range of Wi-Fi**.
6. The Wi-Fi password of the Router.(No special character and Wi-Fi SSID, such as @#\$\$%^&*)
7. The fluency of video depends on network quality, refresh video when it is stuck and try to connect one more time if camera lost connection.
8. This User's Guide is written for Android devices. And on IOS devices operation are roughly the same.
9. If you have any questions, you can contact us via **euro@**

III. Product diagram



1. 1 5DB antenna
2. Microphone
3. SD card slot
4. Speaker
5. Power adapter connection port
6. Ethernet cable connector
7. Reset button (Press and hold until the music sounds to indicate that the resetting is successful)
8. Dual light led Infrared/white LEDs(6 LEDs)
9. Light sensor
10. Camera's Lens
11. UID code (Each device has a different code)
12. QR code
13. WIFI password

Connect camera to the phone

Preparation for connection

1. Download APP "**CamHipro**" from App Store for iPhone, from Google Play for Android phone.



android



IOS



Google

2. Register an account

V . Connect the camera to the phone

Two connection methods

Please connect your phone to the 2.4/5GHz WiFi firstly before you pair the camera, make sure your router password remembered before you start the pairing process.

1.Wired connection (recommended)

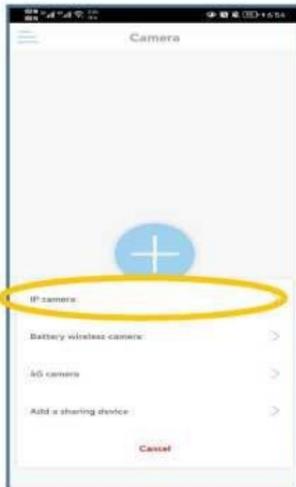
Please connect the camera to the Ethernet cable and the power cable. Wait 30s for the camera to start working.



You must complete

4 steps to connect the camera successfully.

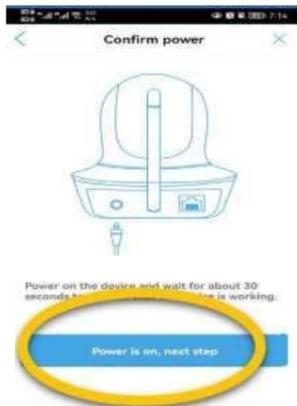
Step 1: Click > IP Camera > New device > Select the connected network cable > Select the UID of the camera > Select WiFi and input your WiFi password > Edit



Connect camera to the phone

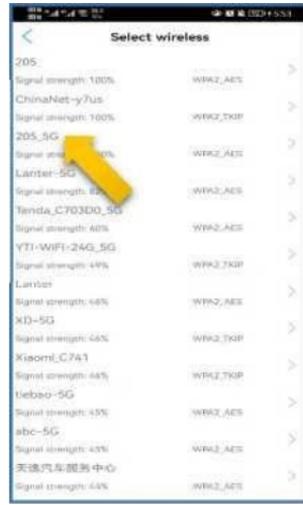
camera name > Confirm > The camera shows online.

Connect camera to the phone

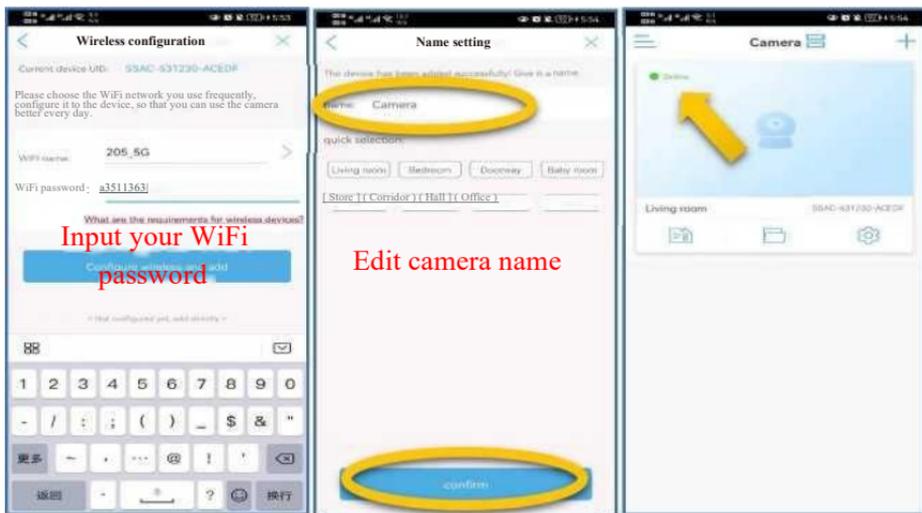


Notice:

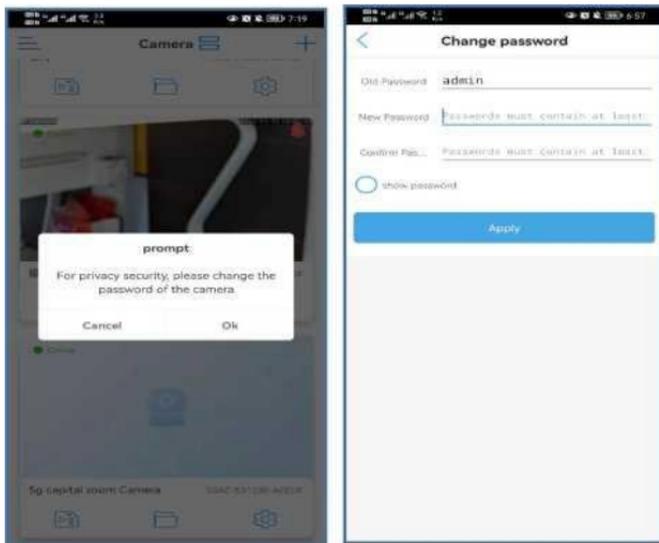
If the camera doesn't appear here, press and hold the camera's reset button until the camera plays a sound. After reset, follow the steps again.



Connect camera to the phone



Step 2: For security, click the camera to change the password before entering the camera. (If you forget your password, please click “show password”. Or reset and operate again to change the password.)

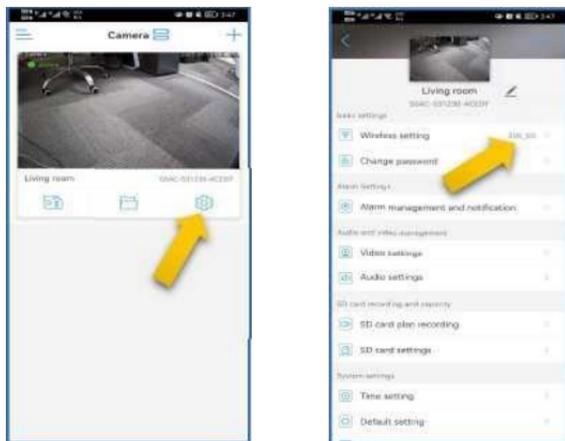


Connect camera to the phone

After the setting is completed, the camera will automatically reconnect to the network, and it can be used normally when "connecting" becomes "online".



Step 3: How to see whether the camera is connected to WiFi, and which WiFi is connected.



Step 4: Then you can unplug the network cable at this time. Wait for 5-10s, the camera will be displayed as online. Finally you can use the camera **within the WiFi range**.

If you are not connected successfully, you can contact us at euro@

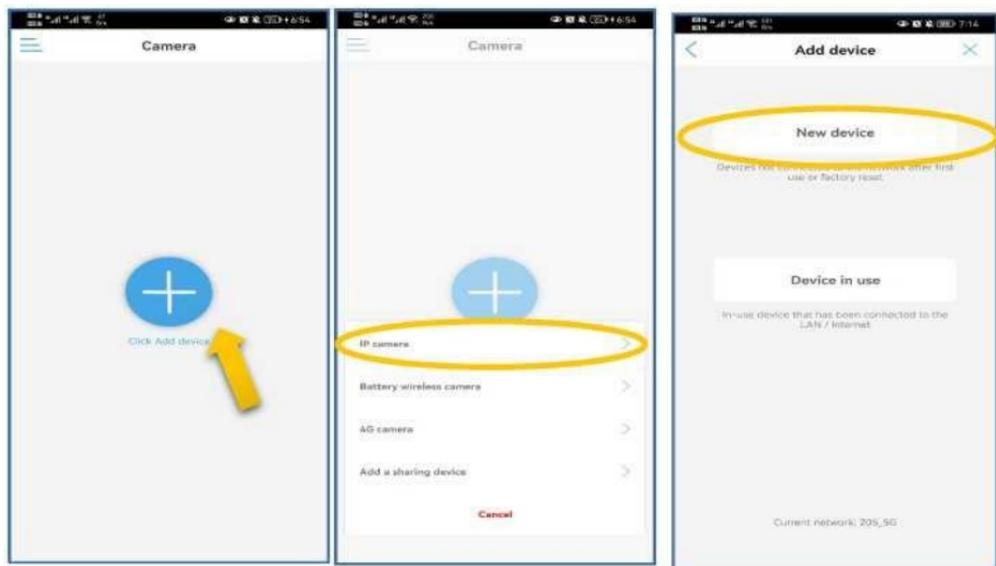
Connect camera to the phone

2. Wireless connection

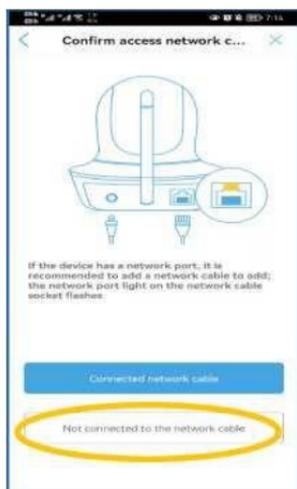
First you must connect the camera to the adapter but no Ethernet cable is required.



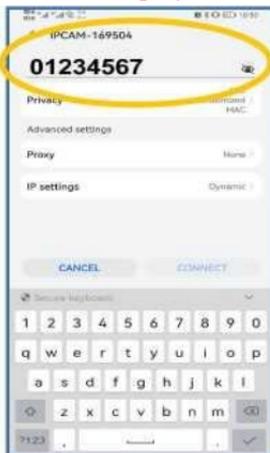
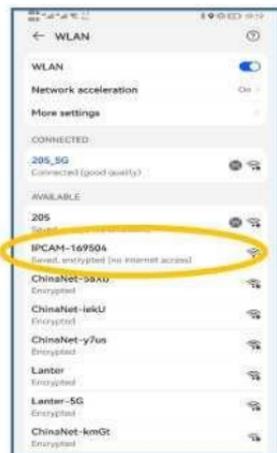
Step 1: Click > IP Camera > New device > Select not connected to the network cable > Select AP distribution network equipment > Go to setting.



Connect camera to the phone



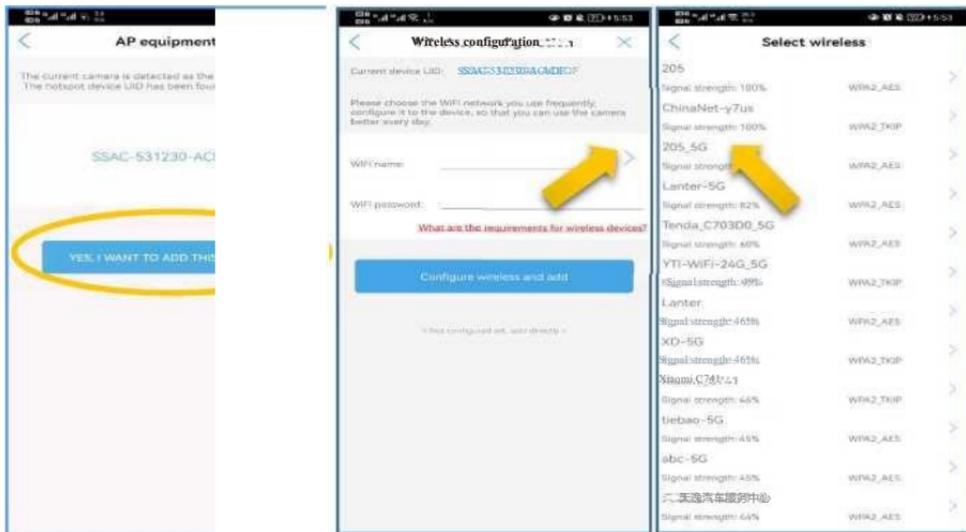
Step2. Choose a WiFi name that starts with IPCAM. For example IPCAM-XXXXX. Enter the camera default password: 01234567. Confirm the connection. (If you cannot find IPCAM-XXXXX., press and hold the reset button of the camera until the camera plays a sound. Wait 1 minute after reset.)



This WLAN network has no Internet access. Connect anyway?" When this prompt appears, select connect.

Connect camera to the phone

Step3.Go back(Camhipro), Select WiFi and enter your WiFi password > Edit camera name > Confirm > Camera online indicates success.



- (1) If you can not add the wifi of this camera to your phone, maybe your phone has connected to wifi of router, please cancel the router wifi of your phone first.
- (2) If the connection between camera and router wifi is not successful, it may be because your camera is too far away from the router. Please move the camera closer to the router.

If you are not connected successfully, you can contact us at euro@

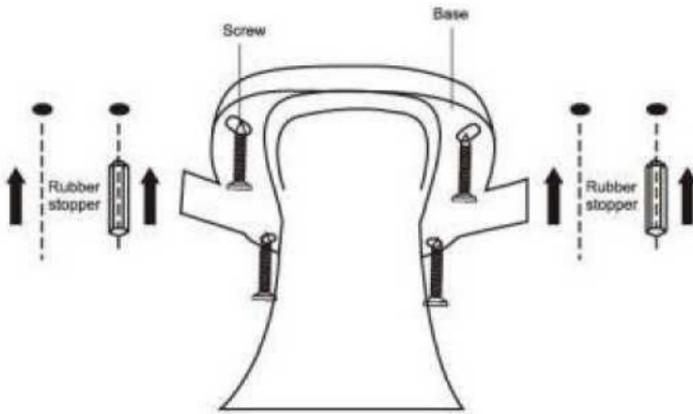
W. Install the camera

Step 1: Place the device on the mounting wall and marking.

Step 2: Use a 6mm (1/4") diameter drill bit to drill holes in the marking position with a hole depth of about 2.7mm (1/16").

Step 3: Hammer the rubber stopper into the mark position.

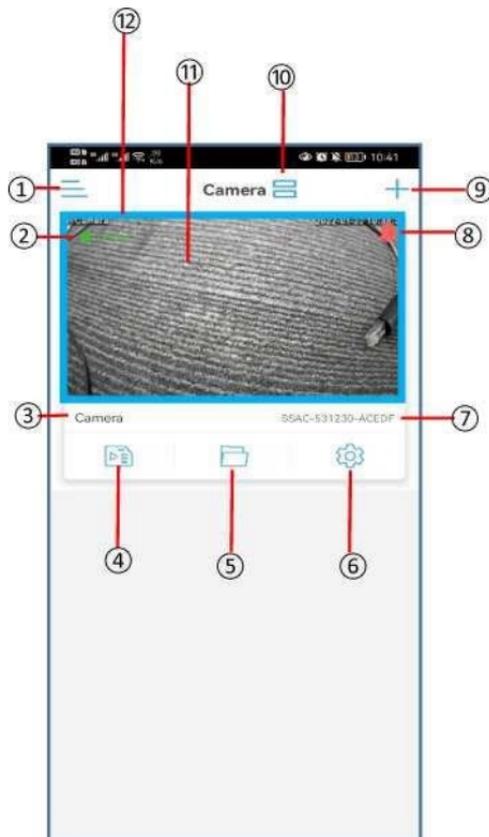
Step 4: Screw the device to the rubber stopper.



Caution:

1. The camera must be installed within the WiFi signal range. Before determining the installation location, you can test the signal intensity with your mobile phone.
2. Please do not aim the camera at bushes and leaves, otherwise the camera will be triggered frequently.

Home page introduction



1. About

To view account information and App version.

2. Connection Status

3. Camera name

You can modify the name in Settings.

4. SD card storage

View recorded video when you insert SD card.

5. Local folder

Store your manually recorded videos and screenshots.

6. Camera Setting

More detail refers to **Camera Setting**

7. Camera's UID

8. Alarm function activated

9. Add camera

Press to add new camera.

10. Manage camera list

3 modes: large preview, small preview, group mode.

11. Preview screen

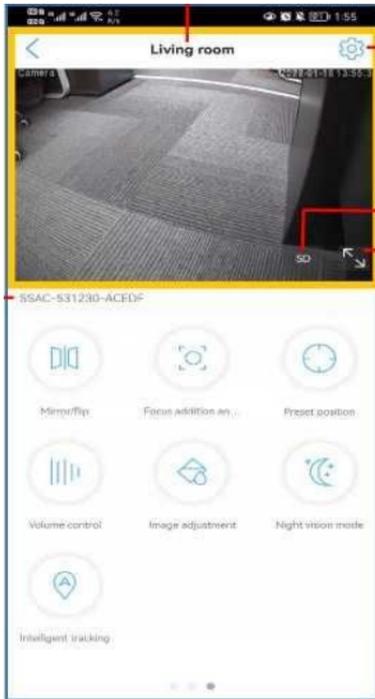
Screenshot of the live video of the last exit.

12. Edit camera

Long press camera to remove.

Live video stream on smart phone

1. Half screen mode



- ⑤ Monitoring area(upper part)
 1. Camera name
 2. UID
 3. Switch to full screen
- ④ 4. SD/HD
- ③ Can be switched to SD or HD.
 5. Setting

*Some functions in first and second pages of the lower part of half screen mode can be found in full screen mode below.

1. Mirror or flip

Regular installation on wall requires no setting for mirror and flip mode. If you use irregular installation angle, you can adjust it according to your needs.

2. Focus addition and subtraction

This camera does not support this function.

3. Preset position

- 1) . 1 to 255 positions of lens can be set.

Live video stream on smart phone

- 2) . Adjust the lens to a certain position with app, input the preset number, click "Setting", it will prompt "The preset is set successfully".
- 3) . Move the lens by app, enter the preset number and click "transfer", the camera can be directly adjusted to the preset position.
- 4) . If you want to change the monitoring position of the same number, you only need to repeat the above operation.

4. Voice volume control

You can adjust the volume of your camera's output and input.

5. Image adjustment

Adjust "brightness, contrast, saturation" to achieve your desired picture quality. To restore the original settings, just click "Restore default parameters" in the lower right corner and click "confirm recovery".

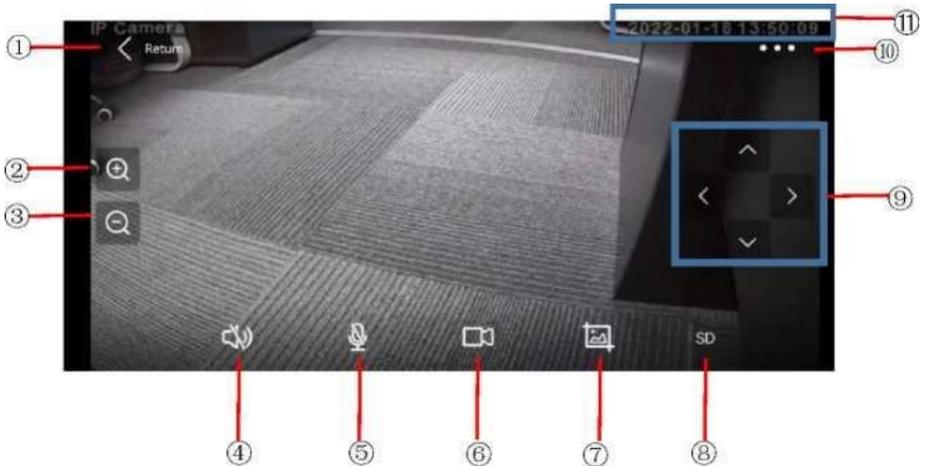
6. Night vision mode

- 1) . Infrared mode: In the case of insufficient light, the camera's 4 infrared lamps light up and automatically switch to infrared black and white mode. For night, dark room, etc.
- 2) . Full color mode: In the case of insufficient light, the camera's 4 white lights are on to maintain a colorful monitoring picture.
- 3) . Intelligent mode: When the camera detects motion, the 4 white lights of the camera are on, and the monitoring picture is in color at this time.

7. Intelligent tracking (This function is found on page 3 of lower part of half screen mode. Full screen mode don't have this buttons.)

This device supports this function. The camera will also move when the humanoid movement is detected.

2. Full screen mode



7. Go back

8. Zoom in

Click to zoom in (4 times), long press to zoom in continuously.

9. Zoom out

Click to zoom out (4 times), long press to zoom out continuously.

10. Sound

Tap to hear sounds from place near the camera.

11. Microphone

Tap to speak to someone near the camera.

1. Video

Click to be recorded as a video to share with

family or friends. You can view in button shown in part VII point 5

2. Screenshot

You can view in part VII point 5

3. SD/HD

Can be switched to SD or HD.

4. Direction control

Up, down, left and right, or swipe across the screen to view different locations.

5. More setting

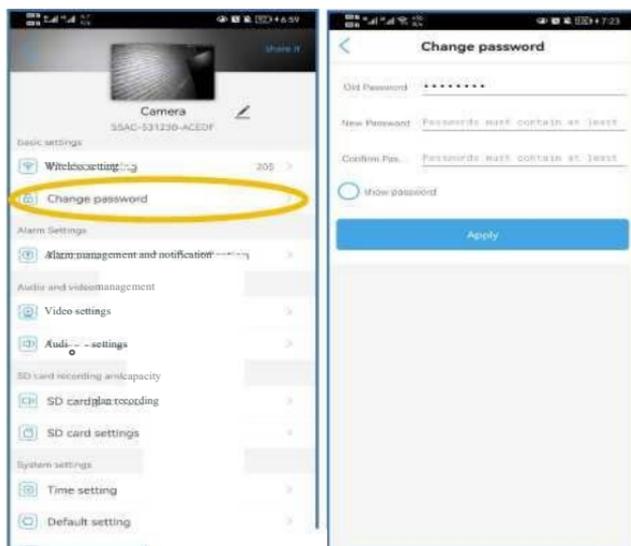
6. Monitoring time

K. Camera Settings

1. Change Password

You can click here to change your password, and click show password below to see the previous password and the new password.

Notice: Passwords must contain at least 8 characters of both letters and numbers.



2. Alarm management and notification

"Equipment alarm" needs to be set first, then "Alarm push", "Alarm linkage" can be set.

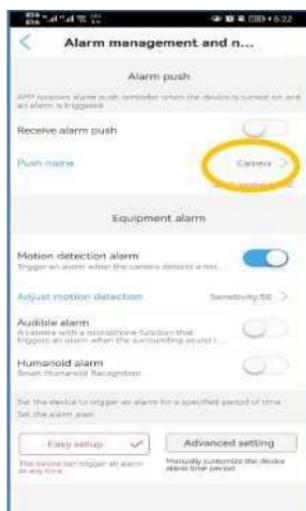
Alarm push

1.) Receive alarm push:

This alert push can be turned on after setting the following steps.



2.) Push name: Editable camera name.



Equipment alarm

3.) Motion detection alarm

Motion detection enabled/disabled. Enabling the motion detection will show following settings. (The default settings disable the setting)

Note: Motion detection disabled function can reduce false alarm from non-human being items, such as plants.

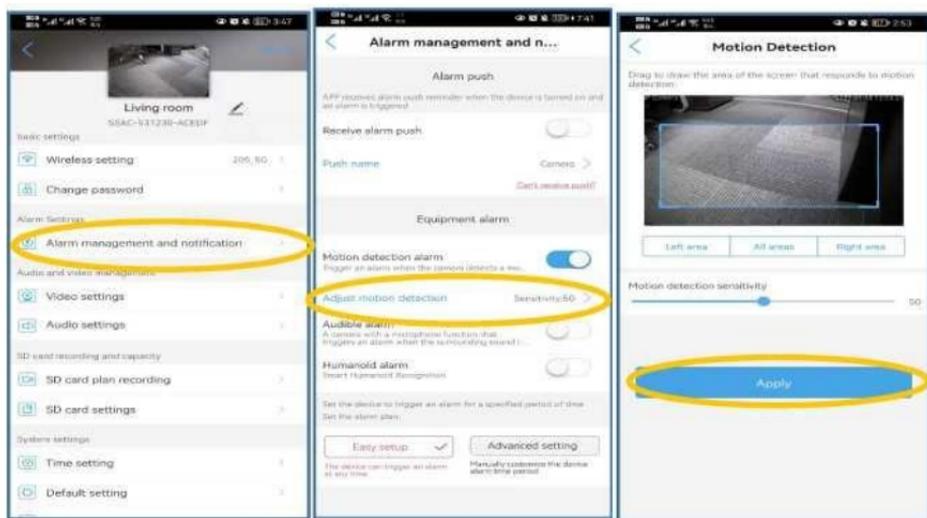
3.1. Motion detection area.

Press and select the corners of the blue frame and drag.

3.2. Sensitivity of motion detection.

Drag to adjust sensitivity, the higher the level, the more sensitive.

3.3. Click "Apply" to save.



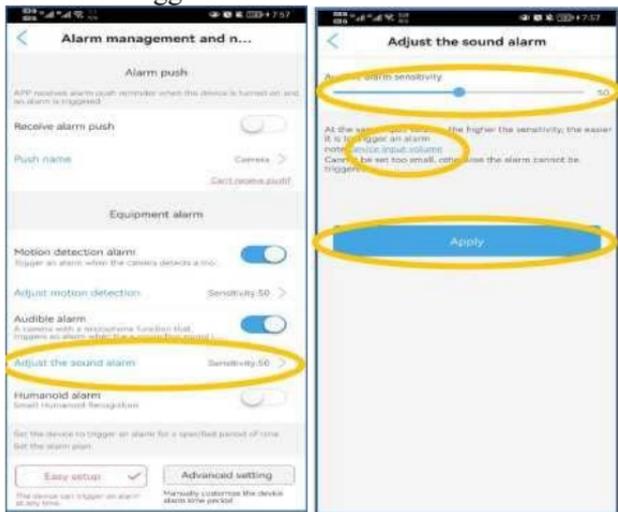
Camera Settings

4.) Audible alarm

Audible alarm sensitivity

At the same voice input volume, the higher the sensitivity, the easier it is to trigger an alarm

Note: Device input volume cannot be set too small, otherwise the alarm cannot be triggered.



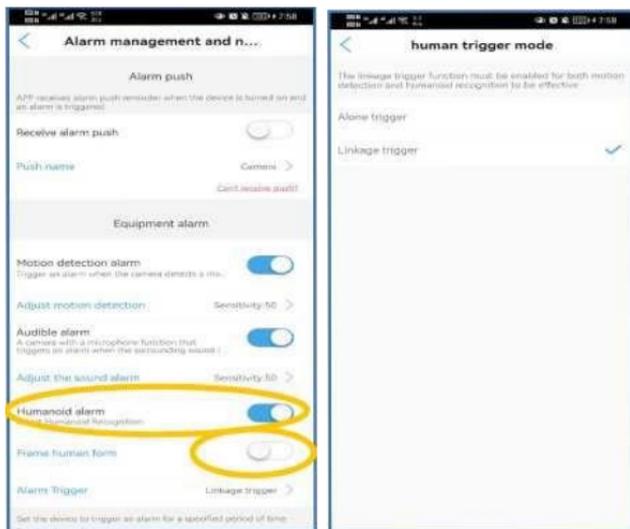
5.) Humanoid alarm

5.1. In order to recognize only human figures, you can turn on "Smart Human Recognition" and "Frame human form".

5.2. Select alone trigger or linkage trigger in the Alarm Trigger.

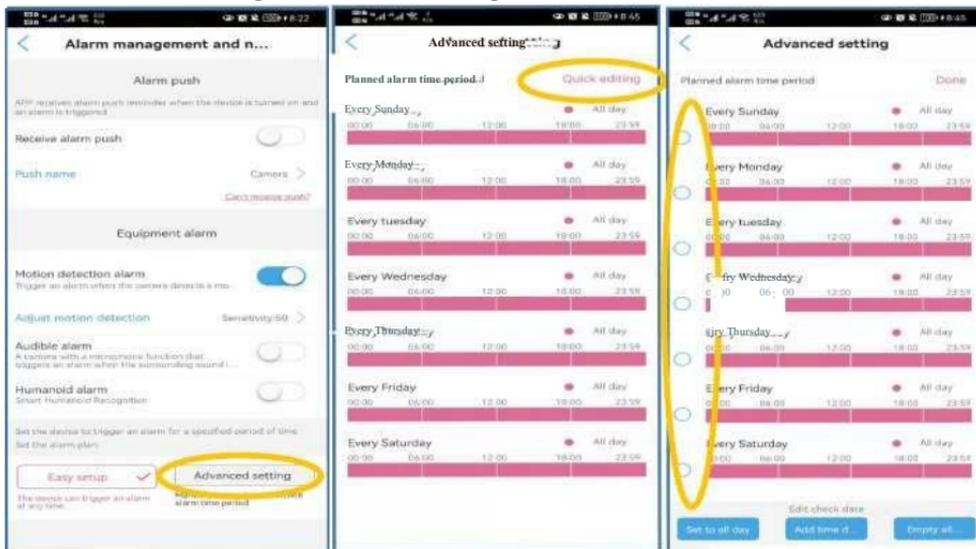
5.3. Alone trigger, if one of the conditions is met, it will trigger the camera; linkage trigger, two conditions should be met simultaneously to trigger the camera.

Camera Settings



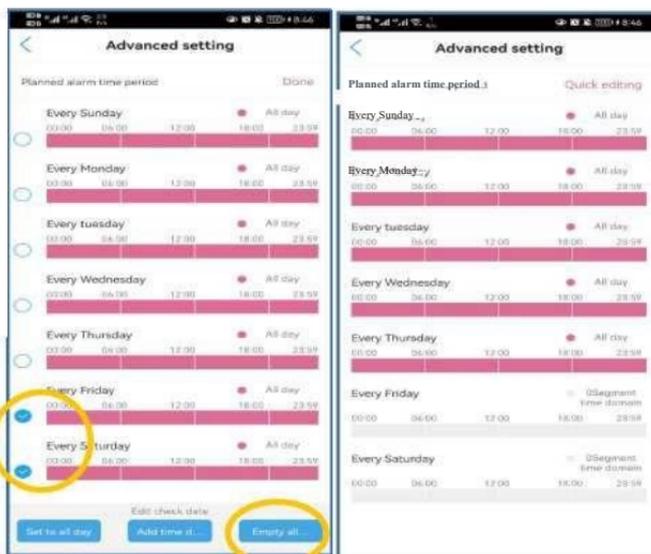
6.) Alarm time period setting

6.1. You can select the working time of the camera. Easy setup: 24/7 work;
Advanced setting: customize working hours.

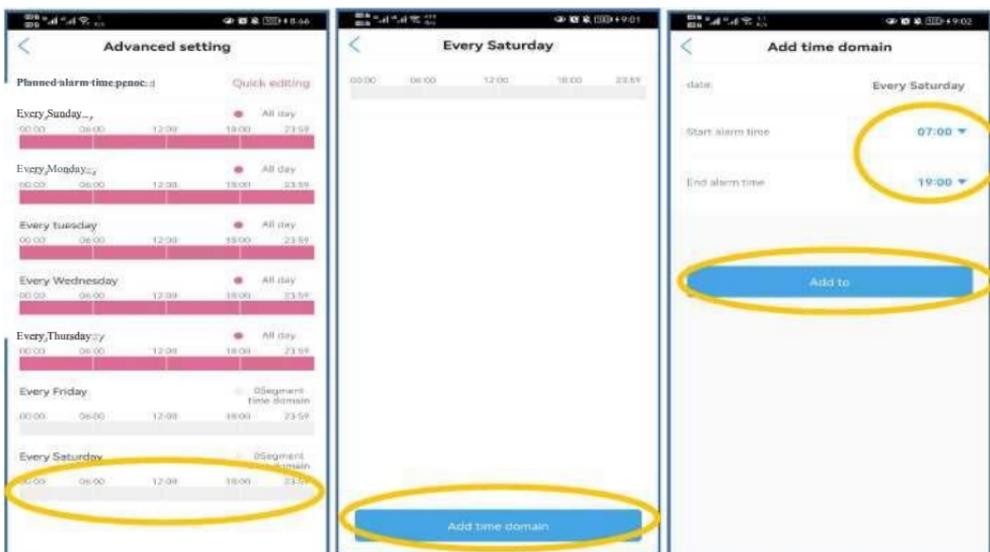


Camera Settings

6.2. You can empty the alarm settings for a certain day. "Set to all day" does the same steps.



6.3. Edit time period(Add time domain)



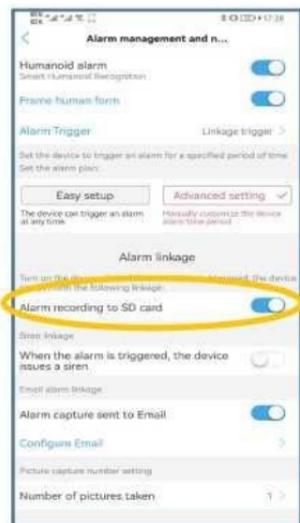
Camera Settings



Alarm linkage

7.) Alarm video recorded to SD card

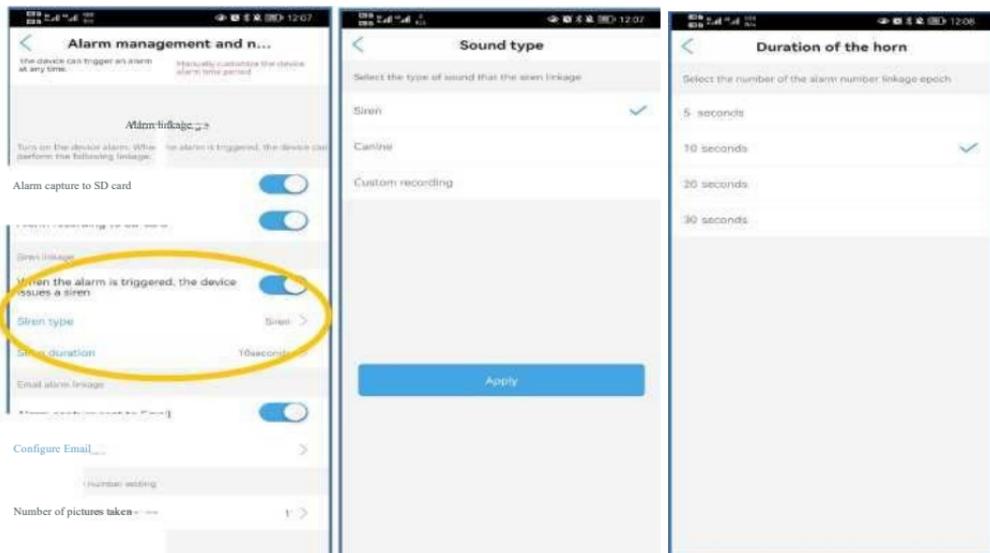
When an alarm occurs, videos can be saved. This allows you to filter out the suspicious section (marked) when viewing records. Should install SD card first. All settings are closed by default.



Camera Settings

8.)Siren linkage

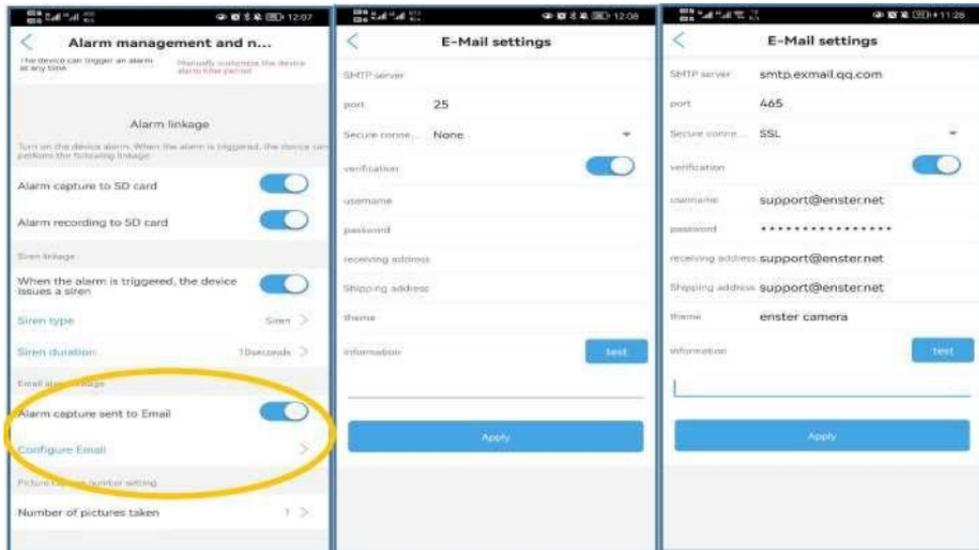
Siren type: When the motion is detected, the camera will make a sound to scare off the intruder. Click to select alarm music: siren, canine. You can also customize the sound.



Siren duration: Click to select alarm music duration.

Alarm recording to SD card
Alarm capture sent to Email

9.)Email Setting. Alarm capture sent to E-mail



First please click Settings>Action with Alarm>Open Email alarm with picture.

To enable email alarm, you should input SMTP Server in your Email Settings first.

SMTP Server: SMTP Server address. e.g. smtp.gmail.com. You need to obtain the server starting with SMTP in the mailbox settings (such as sending and receiving settings) or consult the mailbox customer service.

Port: SMTP Server Port. If enable SSL encrypted, the port is 465.

Secure connect: None, SSL, TLS, STARTTLS. Recommend SSL.

Verification: Enable/Disable. Recommend Enable.

Camera Settings

Username: The alarm E-mail sender name. e.g. enster@gmail.com

Password: The sending E-mail SMTP Server dedicated password, it is 16-digit alphanumeric password. e.g. ABCD EFGH MIJK LMNO. Find the dedicated password in your E-mail settings. Generally, for the mailbox binding, find the security settings, enable secure login, and then generate a 16-digit password, copy and paste it. Or consulting the mailbox customer service.
(Google Mail will have a 2-step verification)

Receiving address: The E-mail you received the alarm. e.g. enster@gmail.com

Shipping address: The E-mail send the alarm. e.g. enster@gmail.com

Theme: The subject of alarm E-mail. Can be set to the name of the camera so you know which camera in your home that triggered the alarm. e.g. Front door camera alarm

Information Test: Click to send the edited E-mail to test if the E-mail alarm Setting is correct.

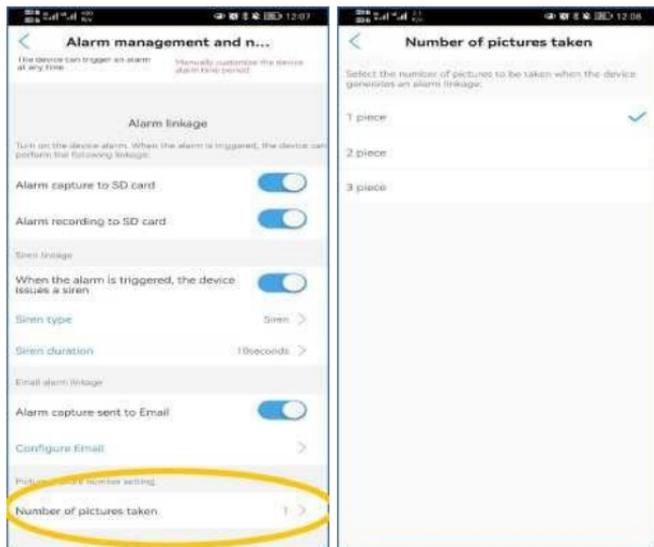
Apply: Click to save.

***How do I turn off the sending of email alarm?**

Turn off Verification and apply.

10.)setting for number of capture Picture

Enable to allow E-mail alarm come with snapshots. Should enable Email Settings first.



3. Video Setting

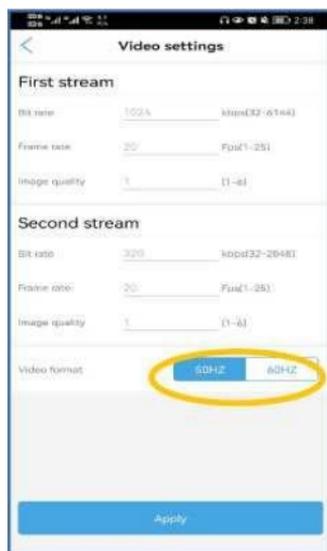
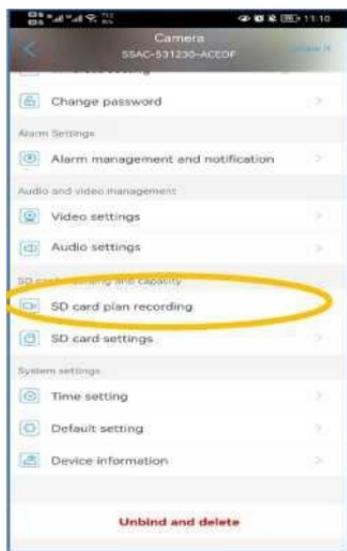
Bit Rate (Not recommend modify). The higher the bit rate, the more data is transmitted per second, the record file is larger, the picture quality is clearer. (The default is 1024 in First Stream, 320 in the Second Stream.)

Frame rate (Not recommend modify). The higher frame rate, larger the record file is and smoother the picture is. (The default is 20 in First and Second Stream.)

Camera Settings

Image quality (Not recommend modify). Smaller value the record image quality is, the record file is larger and the image quality is better. (The default is 1 in First and Second Stream.)

Video format. Select Power Frequency. Incorrect frequency can cause the light to flicker. US and Canada select 60Hz. The default is 50Hz(Suggested changes).

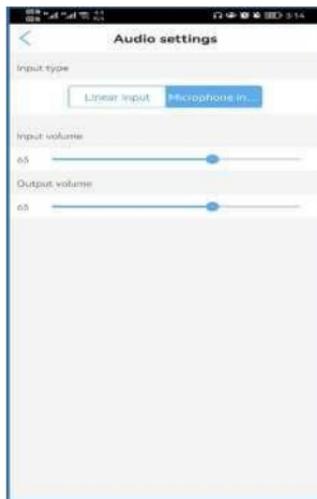
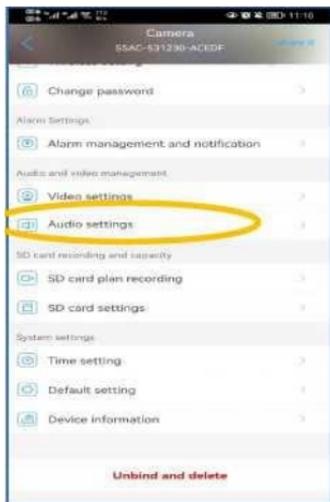


4. Audio Setting

Input Type (The bigger the value, the louder.)

Linear input: Camera recording volume;

Microphone input, camera speaking sound.



5. SD card plan recording

Record enable/disable: Enable to allow record on SD card. (The default settings is enable.)

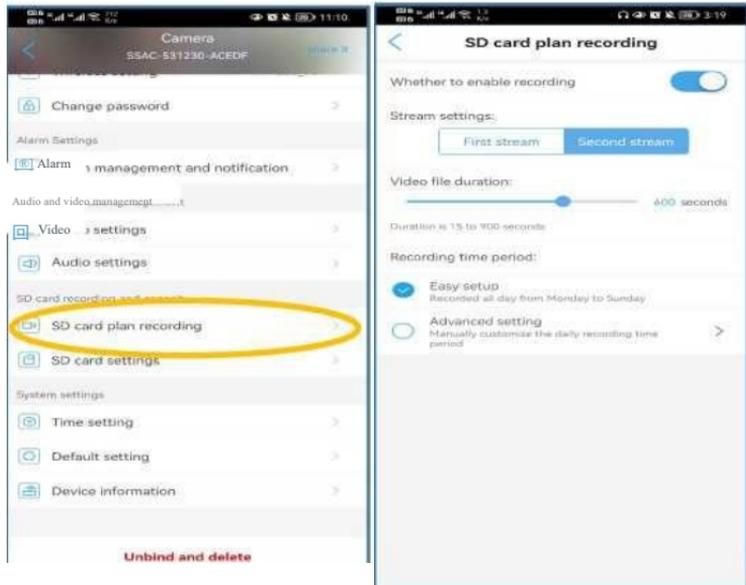
Stream Settings: Select the file size of the recording.

The first stream resolution is 1080P. In the default settings, first stream's every record file(600s) is about 25 MB, about 3.6 GB for whole day record.

The resolution of the second stream is 720P. Second stream,s every record file(600s) is about 10 MB, about 1.4 GB for whole day record . The default settings is First Stream.

Video file duration: From 15 seconds to 900 seconds. (The default settings is 600 seconds.)

Recording time period: All Day, will recorder 24/7, loop records overwrite the oldest files.(The default settings is All Day.)

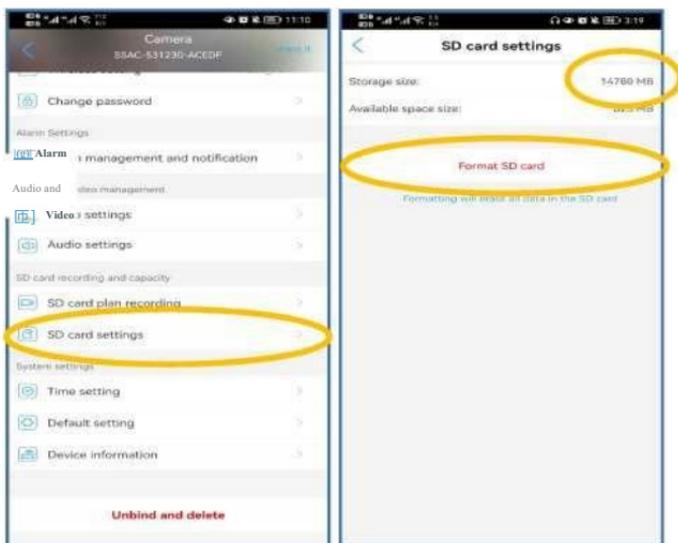


6. SD card settings

Please insert the SD card when the camera is off. The camera supports up to 128G SD card.

Check the SD card status: Note: If the storage size display is 0MB, the SD card has not been inserted or the SD card has not been recognized.

Format SD card: Click to format the SD card. All the files in the SD card will lost.



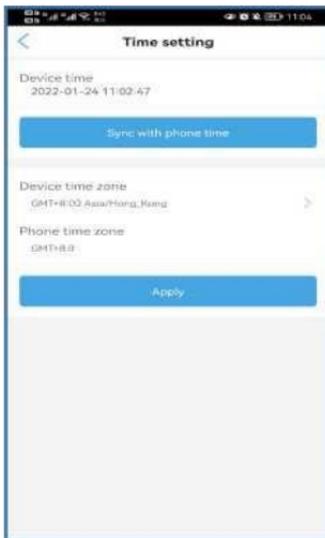
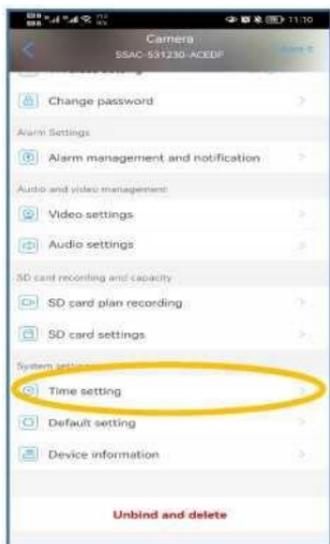
7. Time Setting

Sync with Phone Time: Click to to sync device time with phone time.

Device Time Zone: Click to select Time Zone. If you click Sync phone time and cannot succeed, please select your time zone here.

Phone Time Zone: Display local Time Zone.

NOTE: Please select the correct Device Time Zone in your area, otherwise it will affect the record

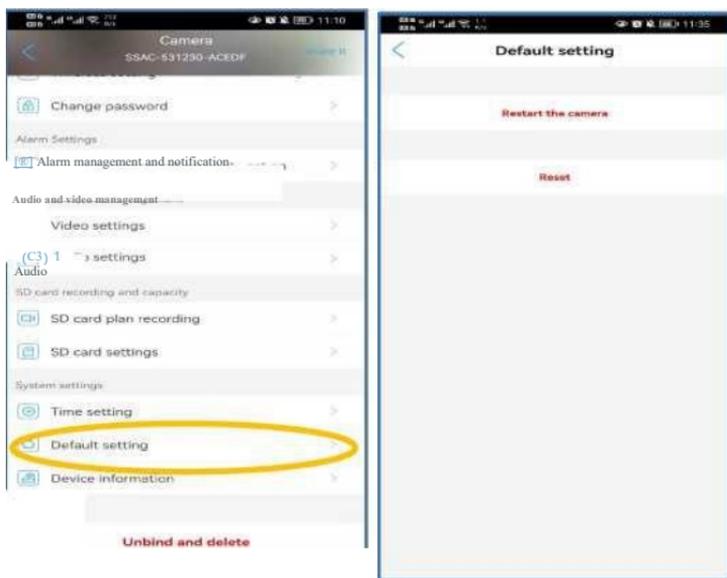


Camera Settings

8. Default setting

Restart the camera: Click to restart the camera, all settings will be saved. No need to reconnect.

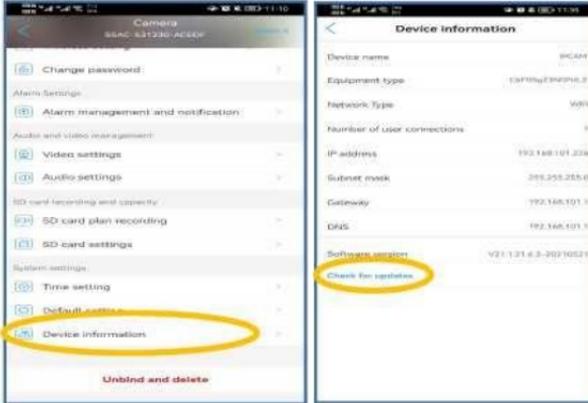
Reset Camera: Click to restore factory settings, all settings will restore the default. Need to reconnect.



Camera Settings

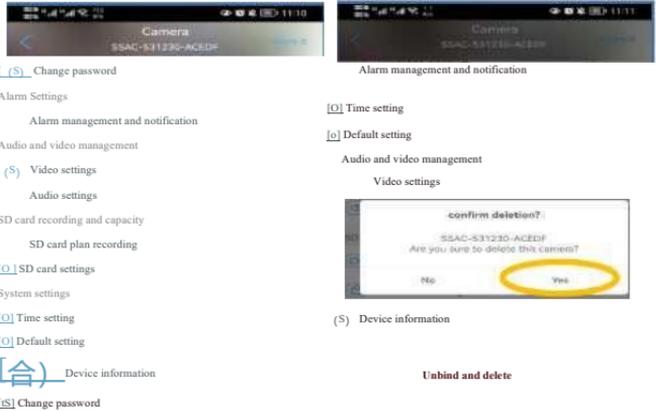
9. Device Information

View camera information. Check for updates. The camera will automatically update after clicking.



10. Unbind and delete

If you decide to return the camera, for your safety, please unbind and delete the account.

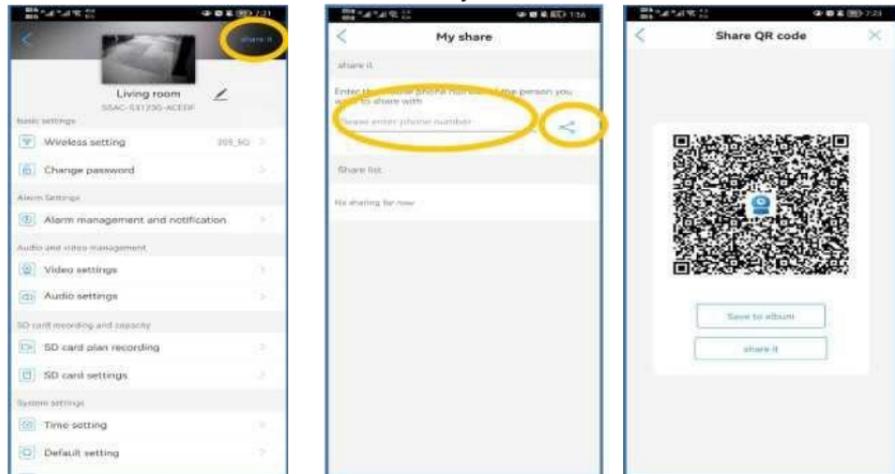


Alarm Settings

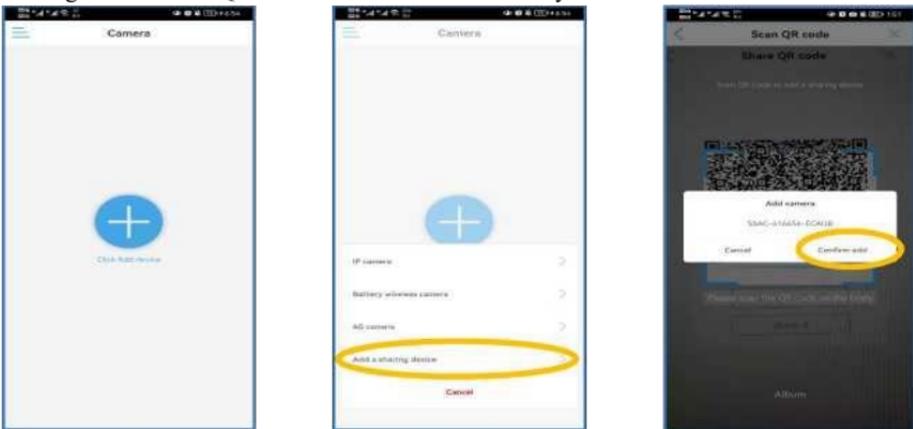
X. Share camera

1. Click Share on the settings page. Enter the shared account number and send the shared QR code to your friend. No password is required. He can be added successfully by scanning.

You can remove him from the shared list at any time



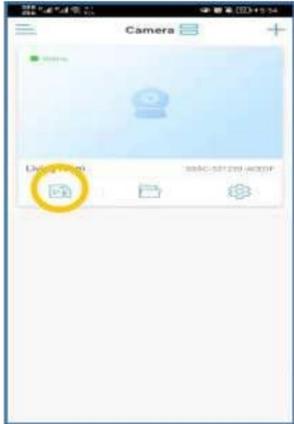
2. Use the other party's mobile phone to open CamHippo, please click Add Camera>Add a sharing device>Scan QR code>Add camera successfully.



Recorded video and picture

M. Recorded video and picture

1. Video and picture storage



SD card recording(automatic)

The pictures and the videos retained by the SD card.

You can view the screen recorded by the SD card according to time or timeline.

Click to download to the phone.

①Time playback

1.)Choose to view "All Videos" or "Alarm Videos".
2.)Slide the time progress bar to view, the orange part is the time period when the alarm occurs.
3.)Date table, click the upper left or upper right corner to view the monthly records. A blue circle indicates that there is a record, an orange dot marks it has been read, and a blue fill indicates that the record of the current day is being viewed.



Recorded video and picture

②File playback

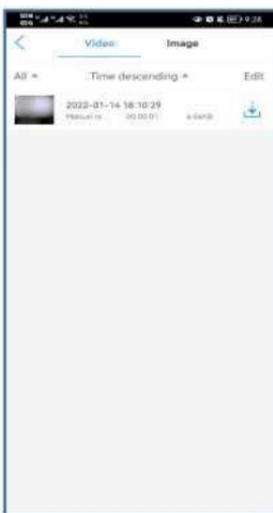
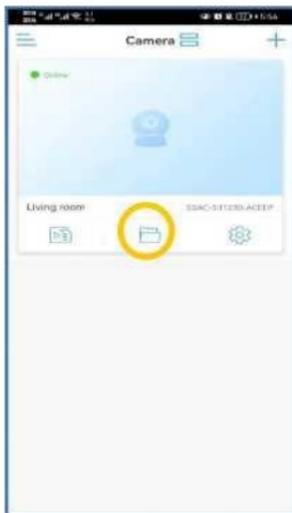
1. You can see the recorded video time, duration, video size, and whether an alarm has occurred. "Plan recording" is normal recording, and "Alarm recording" is triggering an alarm.
2. Click "Find" in the lower right corner to choose: Within an hour, Within half a day, In one day, Within a week, Customize.
3. Click the video to view the video and save the video. Saved videos will be saved to your local folder.



Recorded video and picture

2. Local folder

The picture and the video are manually recorded by yourself. You can click to view the local video and save it to your phone.

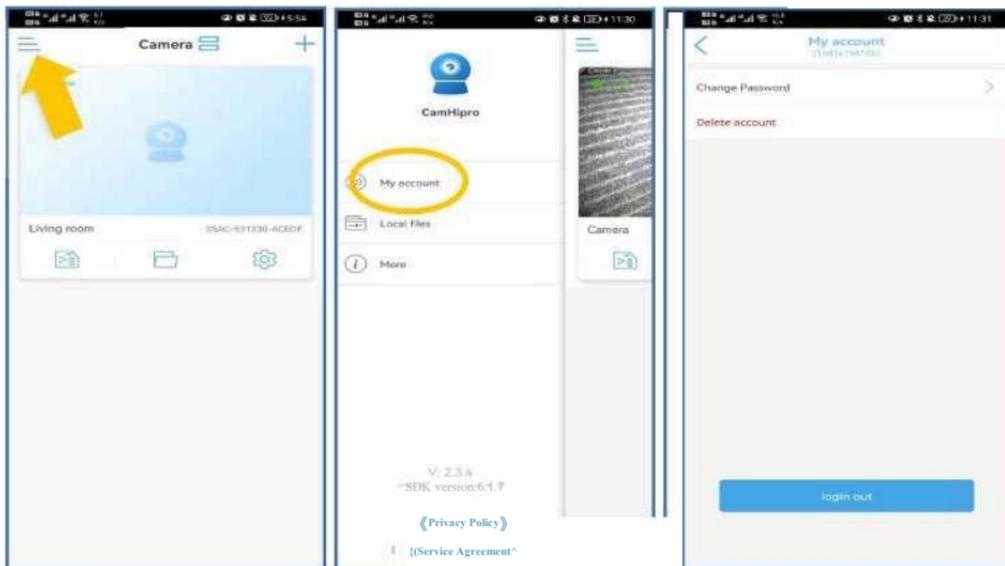


Account Information

Account Information

1. My account

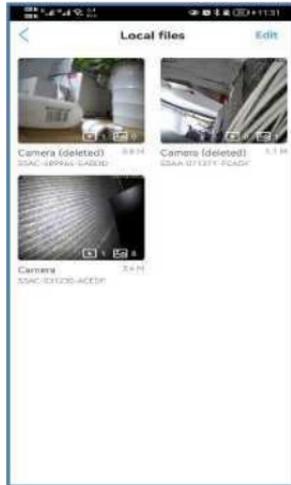
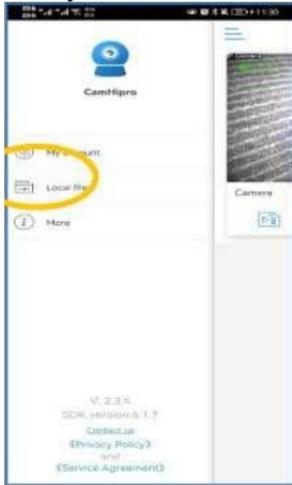
For the registered account, you can modify the account password or delete the account here.



Account Information

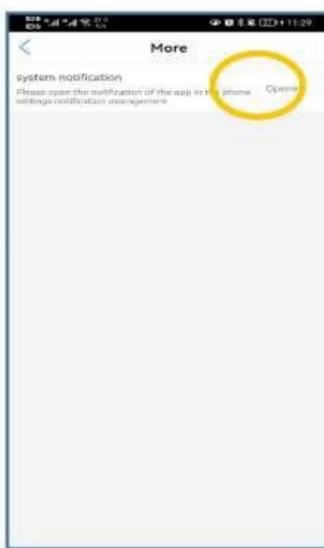
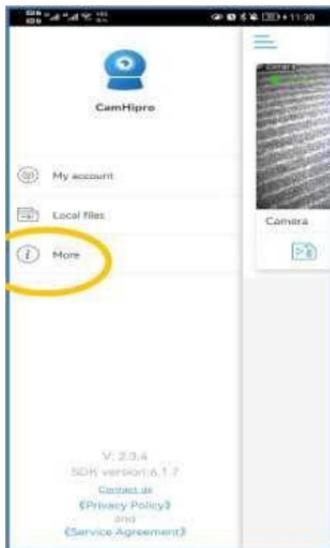
2. Local files

The local folders of all added cameras will be here, and you can view their manually recorded videos and screenshots.



3. More

Check whether the notification permission of this app has been turned on in the phone settings.



XIII. FAQ

1. How to insert the SD card?

Remove the 2 screw on the bottom of the camera, you will find the SD card slot.



2. How to reset the camera?

Press the reset button for 5 second to reset. When the music sounds, the reset is successful.



3. Why can't I connect to the camera successfully?

- ① Maybe the distance you installed the camera is too far, the camera cannot receive the signal
- ② You have not successfully added the home WiFi to the camera in the WiFi settings. After disconnecting the Ethernet cable, the camera will be disconnected.
- ③ The camera needs to wait for a while to display the connection as online.
- ④ If the connection is not successful, you can get the solution via email euro@enster.net.

4. Why does the camera keep disconnecting?

- ① It may be that the signal of the camera is insufficient, and the camera will be disconnected if it does not receive enough signal.
- ② After opening the app, the camera will have a reaction time to display the screen. Please wait a few seconds and the camera will display online, but it will not affect the camera's recording and detection actions.

5. Why the camera does not detect anything but frequently alarms?

- ① Please do not install the camera at the position of the leaves and bushes. If it is unavoidable, you can choose to move the trigger range to reduce false alarms.
- ② You can adjust the most suitable sensitivity
- ③ Turn on smart humanoid recognition and frame human form to reduce false alarms caused by other objects.

