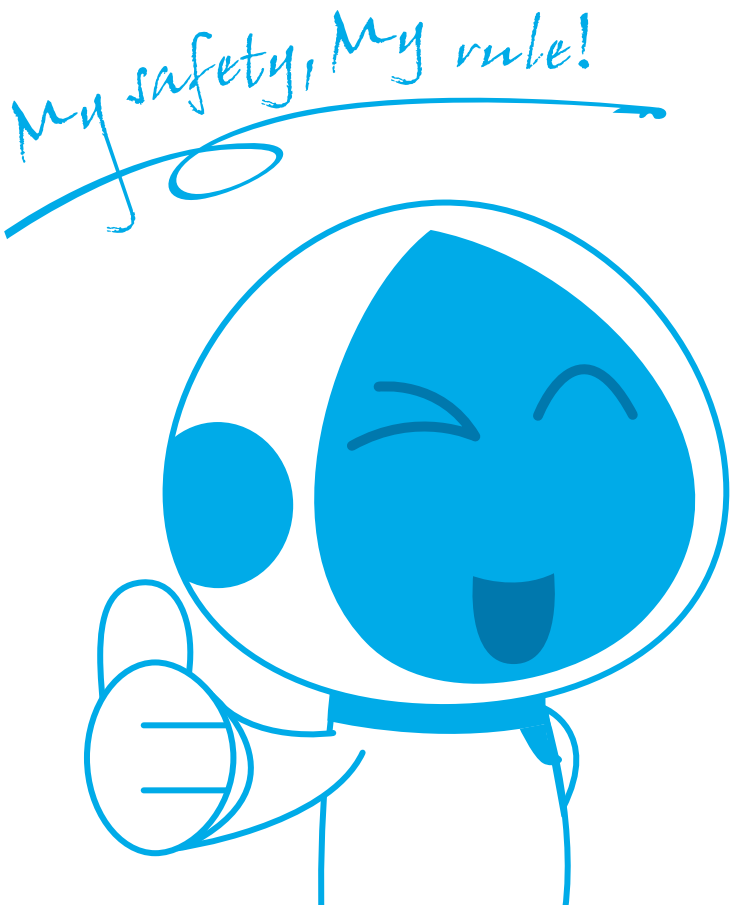
www.vstarcam.com

Part Name:IP Camera
Model:C7837WIP
FCC:2AOJ2-C7837WIP

User manual



1. Software download

① Go to www.eye4.so to download the APP.

② Search Eye4 in APP Store, Android market etc.

③ Scan the QR code below to download.

2. Register

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

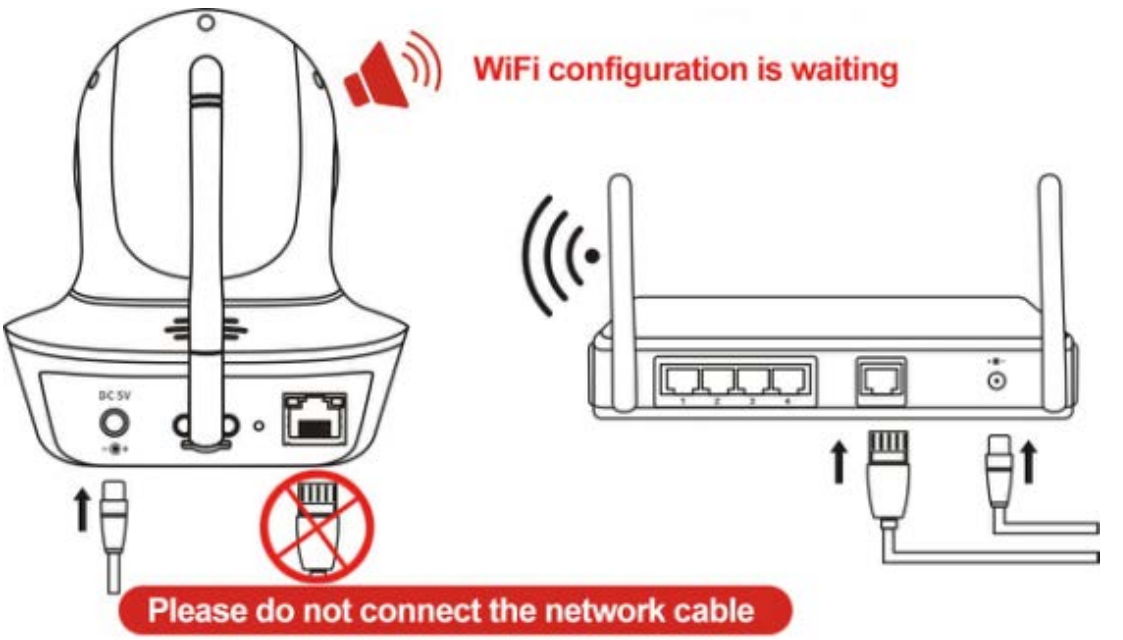
② Also support the third party account login(no need to register).

3. Add cameras to the network

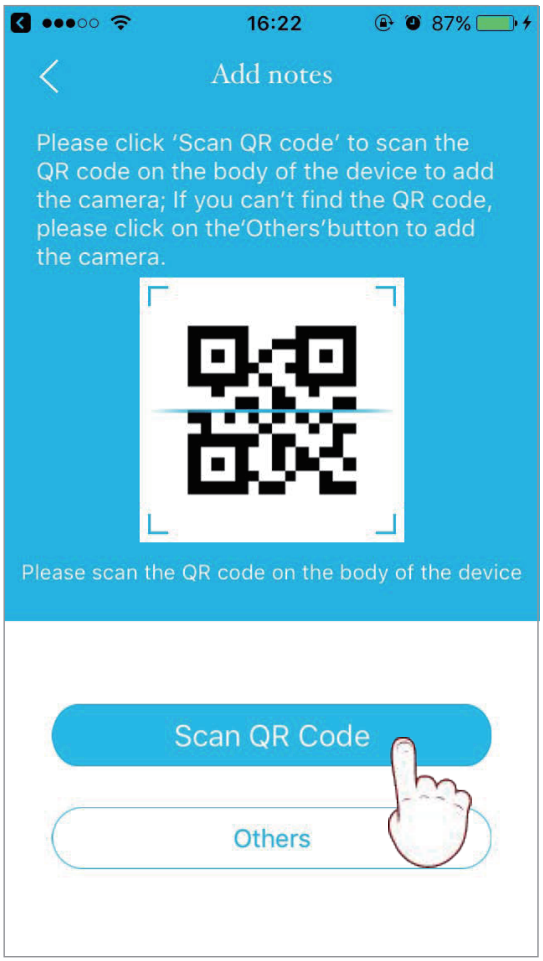
Note: If it failed to add the camera by the 'Scan QR code' , please choose the Method Two in the 'Others' to add the camera.

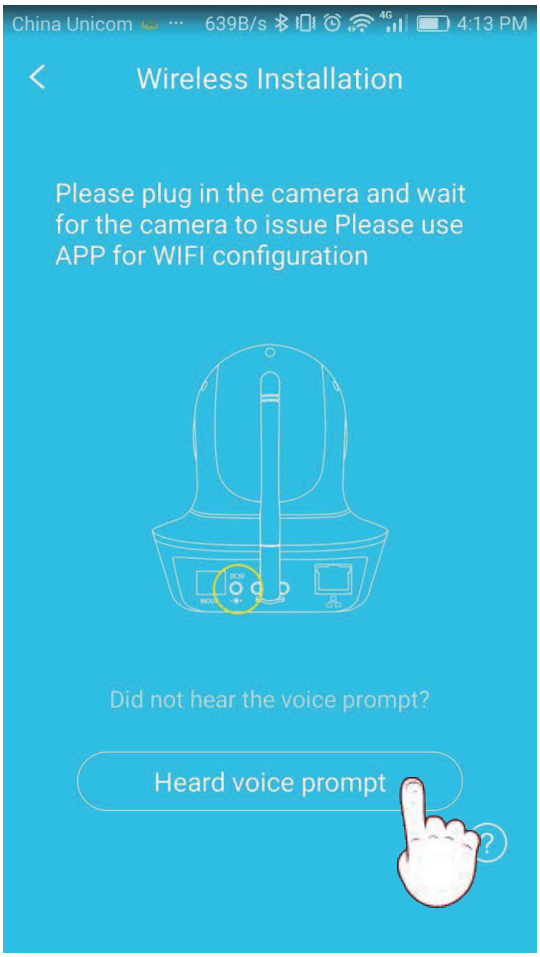
3.1 Scan QR Code

Please power on the camera, wait until the reboot of the camera finished(it takes about 30 seconds), then the camera will say " Please use APP for wifi configuration"or "WiFi configuration is waiting" (If the camera doesn't say anything, please reset the camera to factory default settings by holding the reset button for 10 seconds, then it will say "reset completed, device will reboot soon").



① Enter the APP ,click the "+"on the top right corner, click on "Scan QR Code"， to scan the QR code on the camera's body ;

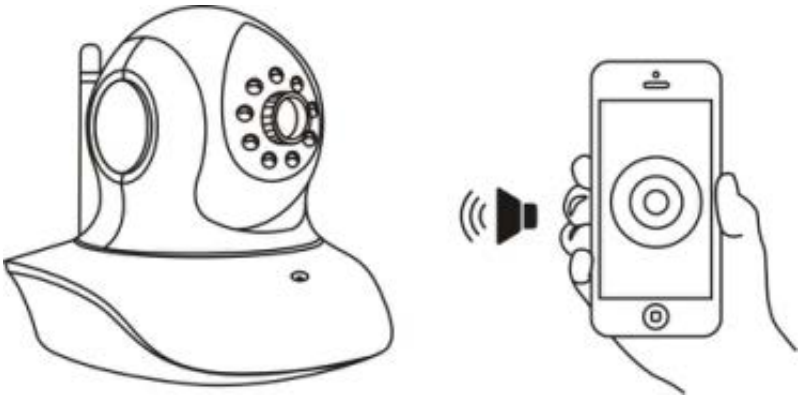




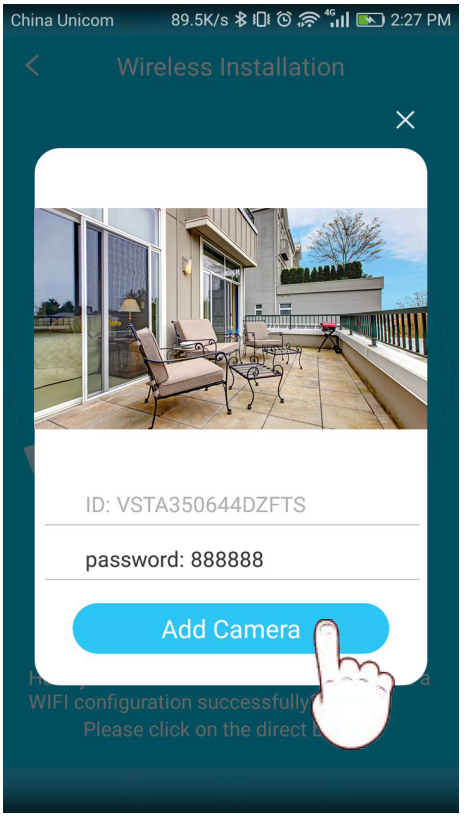
② Once the camera says "Please use APP for wifi configuration" for the first time, please click on the "Heard voice prompt" button, then put in the password of the WiFi network that the mobile phone currently connecting to, click'confirm'to go to next step.

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.

④ After the camera prompts "wireless configuration succeed," please wait about 10 seconds, the APP will show the "Add Camera" page, click on the it to complete the adding.



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



Note: During this process, if it prompt that wifi configured successfully but the binding page does not pop up, please return to the Add Camera page, to select 'Others' → 'IP Camera' → 'Search in LAN' or "Manually add" to bind the camera.

3.2 Other ways of adding

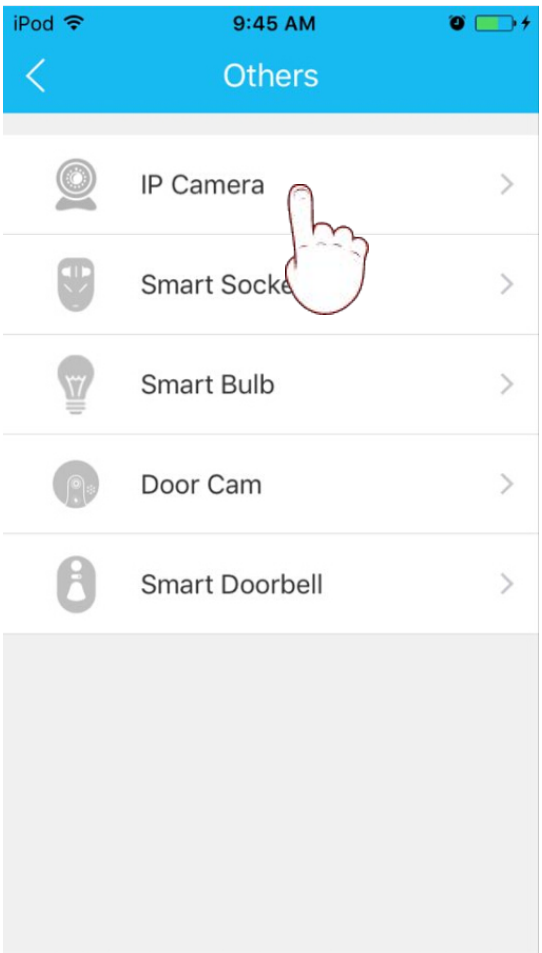
If no QR code can be found on the body of the device, please choose the 'Others ' to add the camera.

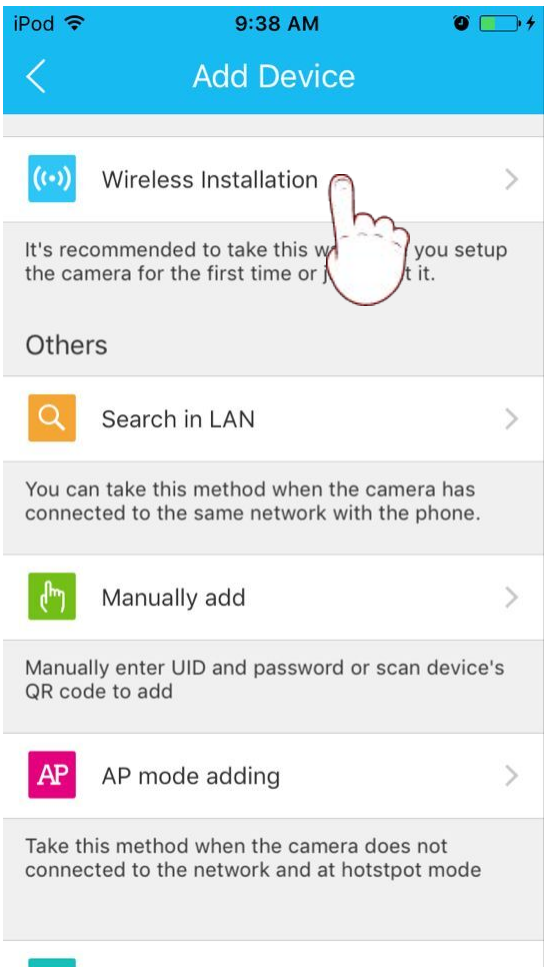
Method One:

① Enter the APP ,click the "+"on the top right corner, choose '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 ② ③ ④ steps in the 'Scan QR code' above to finish the'Wireless Installation'settings.



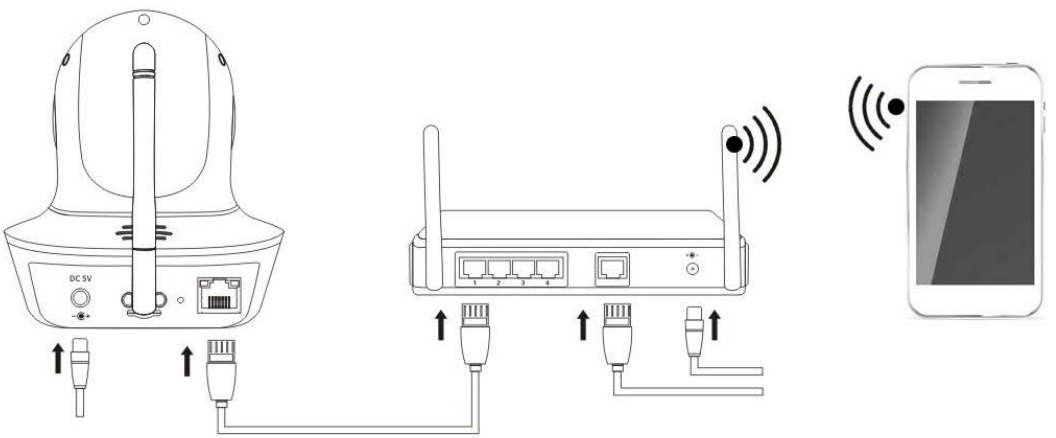


Note: During this process, if it prompt that wifi configured successfully but the binding page does not pop up, please return to the Add Camera page,select the'Search in LAN'or "Manually add" to bind the camera.

Method Two:

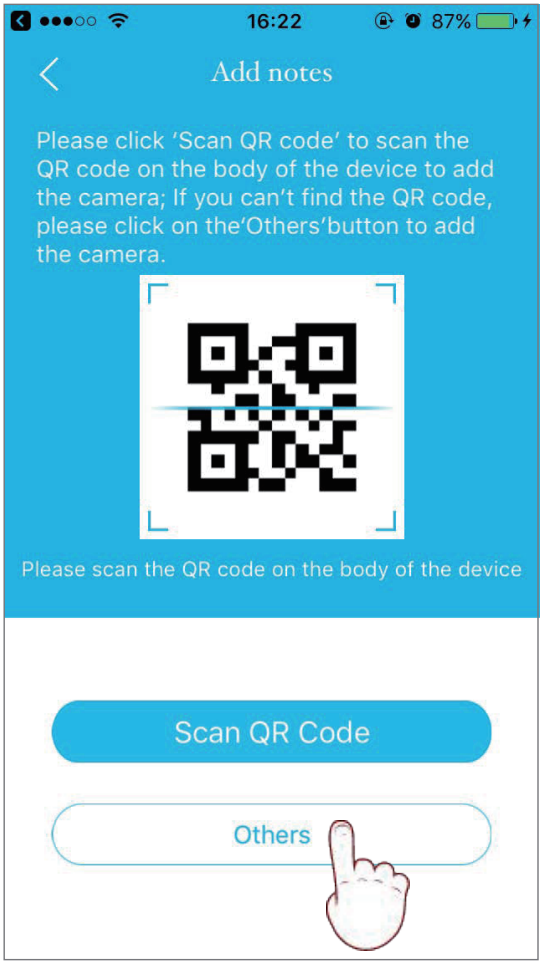
① Please power on the camera, and use network cable to connect camera with the router LAN port, make sure the router yellow indicator is flashing; then choose the " Search in LAN" or " Manually add" method in the'Others'to add the camera.

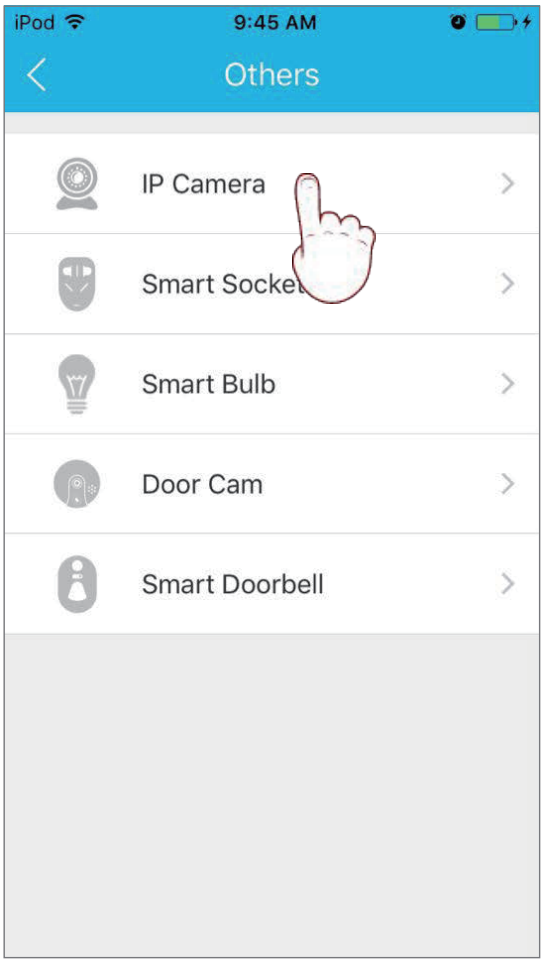
Please make sure the phone and camera are under the same router.



Please connect the network cable

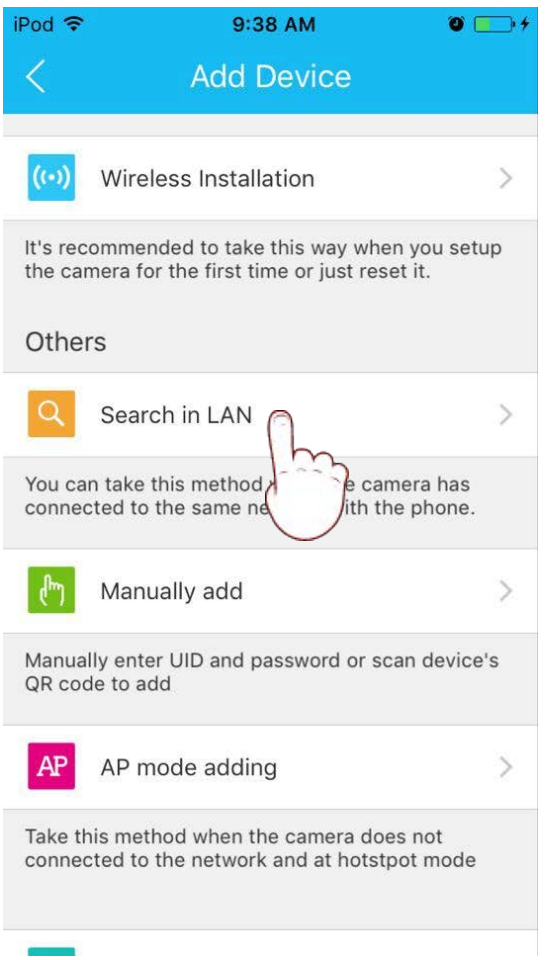
② Login the APP, click on the "+" in the top right corner,choose'Others' → 'IP Camera'.

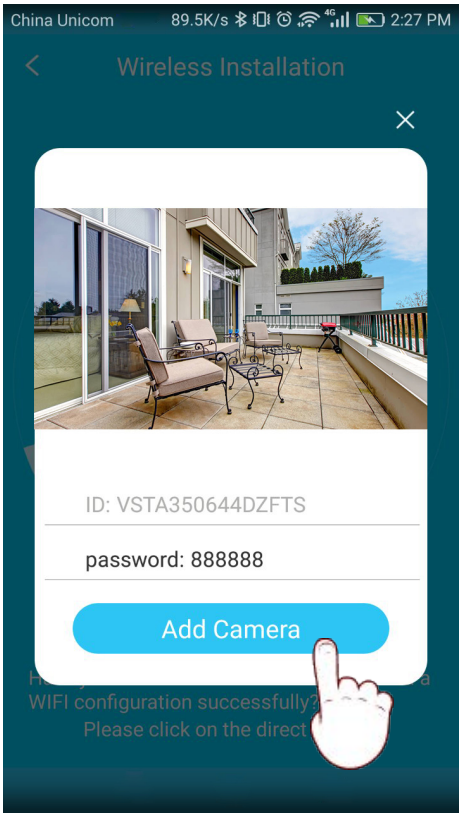




Search Camera in LAN：

① Click on "Search in LAN", you can find all the available cameras in the same router with the smartphone. 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）.





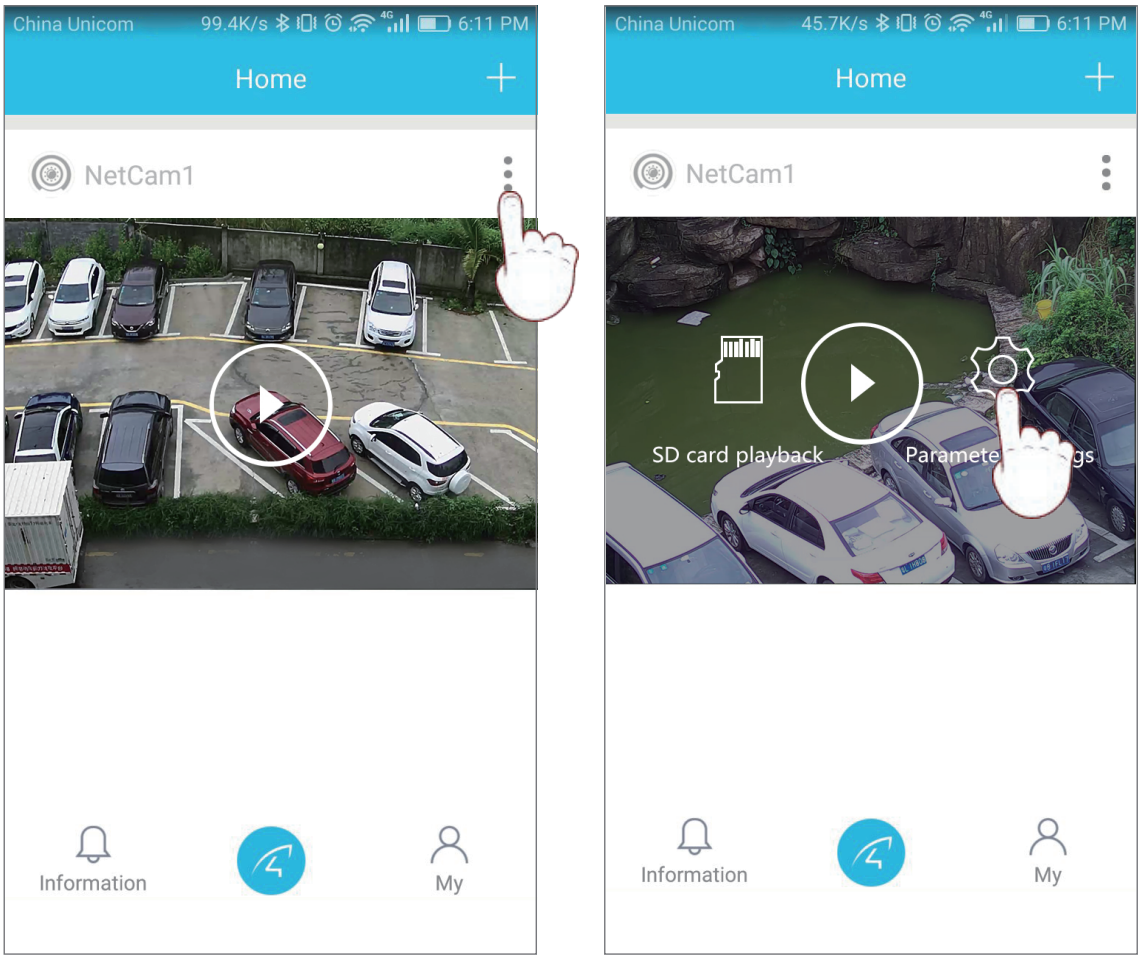
② The binding page will pop up after about10 seconds,if it does not pop up, then please return to the Add camera page, select the "Manually add" method to add the camera.

Manually add a camera：

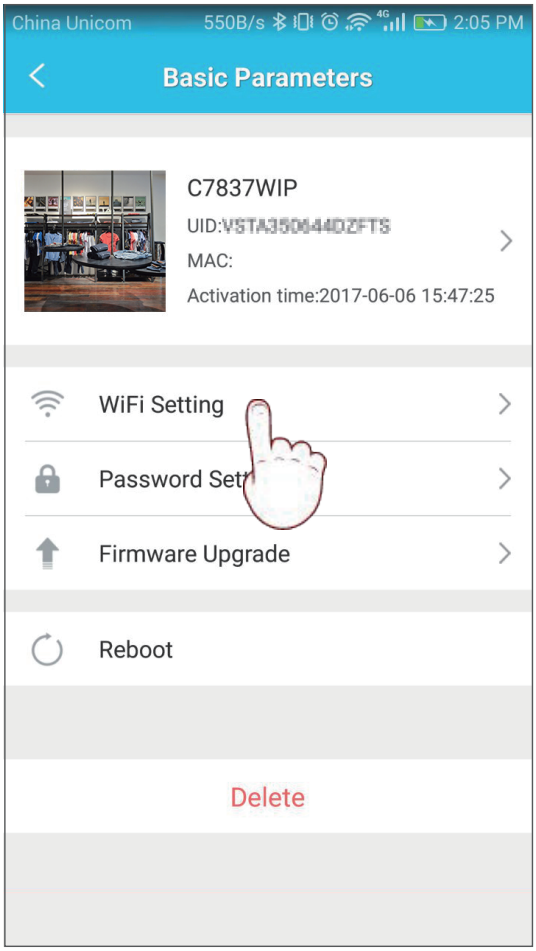
After select "Manually add", please input camera's UID(15 digits, can be found on the label stick to the camera's body), or scan the QR code on the camera's bottom sticker， the UID will be auto filled in,then put in the camera's password to bind the camera.

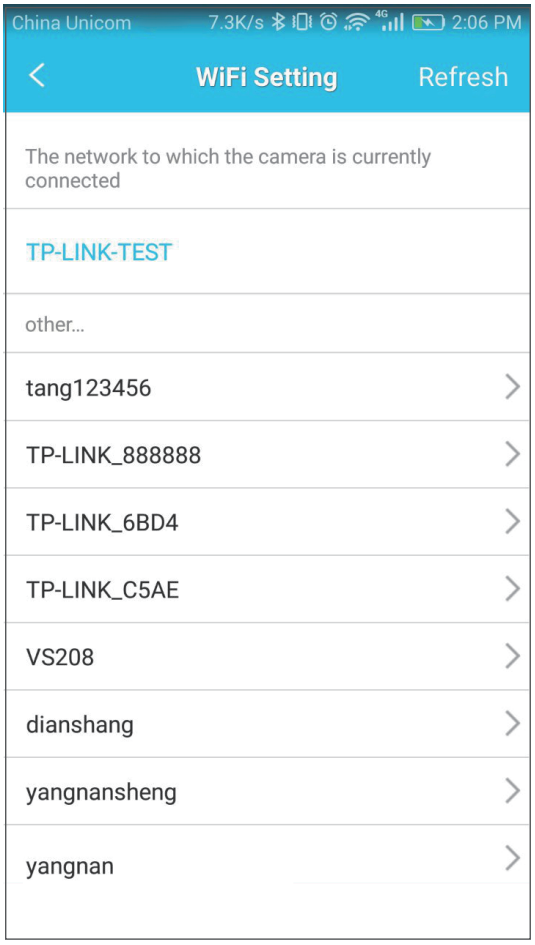
Note: After the camera has been added by **Method Two**, if you want to make the camera work in WiFi mode, please follow the steps below:

① In the home page of the APP, click the" ⋮ " in the top right corner of the camera → choose Parameter Settings → WiFi Setting",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.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,set up wireless connection, 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.

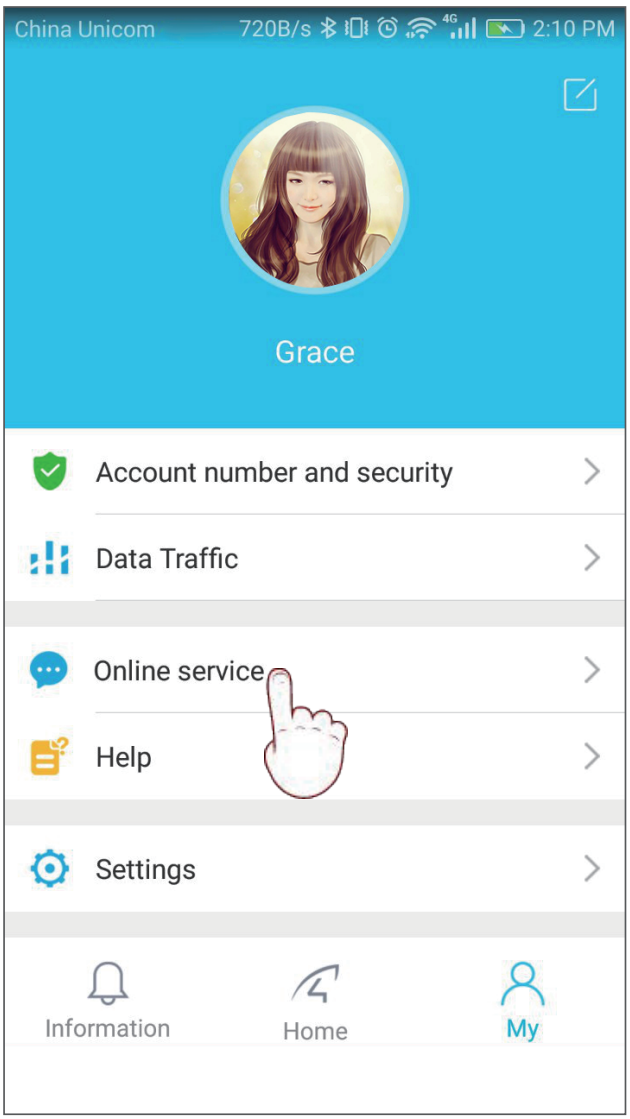
③ SD Recording: can check SD card capacity, setting schedule recording, motion detection recording and select recording sound or not(suggest you to format the SD card before recording to SD card).

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".

5.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 "My" in the bottom right of the APP, and click on 'Online service', 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.eye4.so

Or contact us at:

Hotline&QQ:4006217868

Email: support@vstarcam.com

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

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance
could void the user's authority to operate the equipment.

NOTE: This equipment 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 interference 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 encouraged 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.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

FCC ID: 2AOJ2-C7837WIP