

vicoo

# Smart PTZ Camera

Operation Instruction



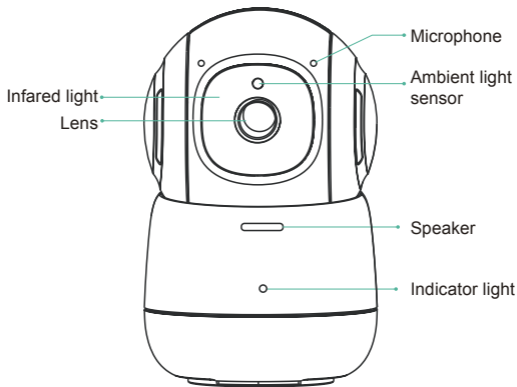
# Contents

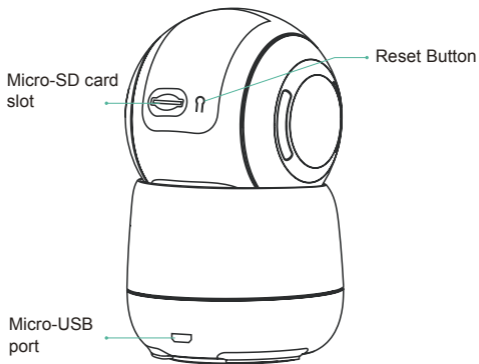
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# Packing list

1. Camera\*1
2. Bracket\*1
3. Power cable\*1
4. Power adapter\*1
5. Mounting kit\*1
6. Operation instruction\*1

# Product appearance





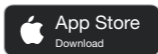
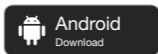
# Quick start

## 1. Download and install the App

The camera supports Android and iOS App. For your best experience, please scan the QR code below, or search Vicoo in the App store to download and install the App, and follow the instruction to complete the user registration.

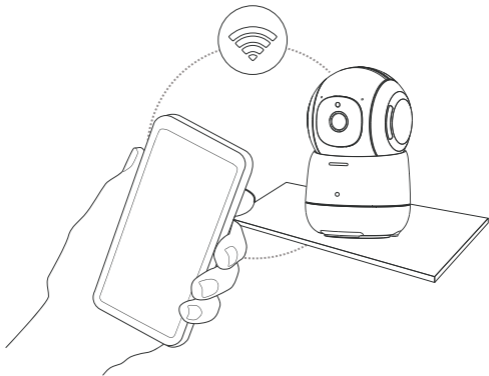


Vicoo App



## 2. Add the device

Sign in to Vicoo App connect to Wi-Fi and add the device according to the prompts (please bring the device close to the router when configuring).



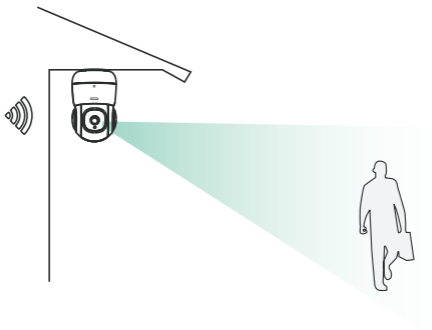


# Install the camera

You can place the camera on a shelf or other surfaces to use, or you can install it on a wall to use.

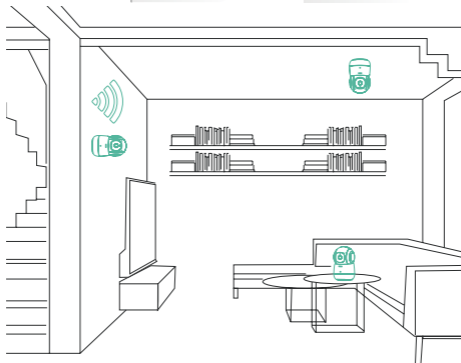
## (1) Select a good spot for your camera

Select a good spot for your camera, please install the camera in a position where its view is not blocked and ensure that it is within the coverage of the Wi-Fi network.



## (2) Install the bracket

Fix the camera to a desired location. You can directly place the camera on a flat surface, or fix the bracket to the wall or ceiling by screws, and then screw the camera to the fixed base.



## network configuration

Use a pointed object to press and hold the reset button of the device for 5 seconds, you will then hear the device's network configuration tone, and the indicator light will start to flash. Now you are ready to enter the network configuration mode.

- ❗ When connecting the camera for the first time, use the Vicoo App and follow the instruction to configure the camera network.

# Set up the camera

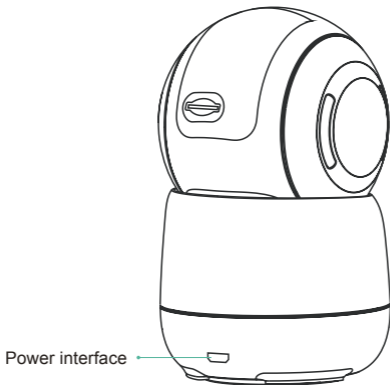
1) Click the “Add Device” in the App and enter the Wi-Fi network name and password that you want the camera to connect.

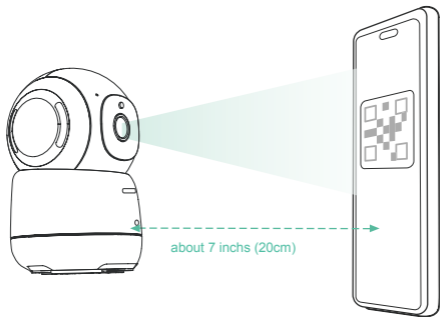


To ensure a longer distance connection, the camera only supports the 2.4Ghz Wi-Fi with stronger wall penetration capability and does not support Wi-Fi for enterprise-level authentication currently. Please ensure that the entered Wi-Fi meets the requirements. After completion, click “Continue” to generate the QR code for pairing the camera.



2) Connect the power cord of the camera, and the camera will start to scan the code after a short reset process. After you hear the corresponding prompt, target the camera at the QR code of the mobile App, with a distance of about 20cm (about 7 inches) until the camera emits a “Di” sound, which represents the scanning is succeeded and the pairing is started.





3) After a while, the camera will give out a prompt sound of successful connection. At this moment, please set the name for the device on the App and select the location you want to place the device. Click “Continue” to complete the pairing.





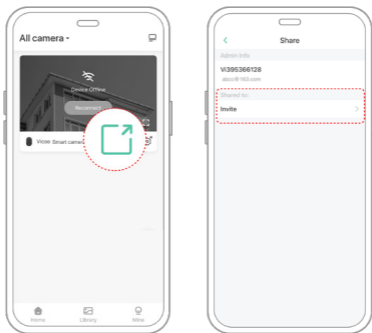
## ! Possible problems with binding:

- When you hear the “Wi-Fi Password Error”, please check whether the Wi-Fi password you entered in the App is correct;
- When you hear the “Authentication error”, please ensure that your Wi-Fi network is not an enterprise-level network connection mode, and the device supports only the network with the security level below WPA-2;
- When you hear the “Wi-Fi not found”, please check whether you select or enter the correct Wi-Fi name, place the device near the Wi-Fi router and ensure that the router is powered on; please note that 5Ghz Wi-Fi cannot be searched by the device;
- When you hear the “retrieving IP timeout”, it indicates that the number of devices connected to the router in your home is too excessive to connect more devices. Please remove some of the connected devices that are not commonly used or restart the router to clear the unconnected devices whose lease has expired. You may need to contact the router administrator;
- When you hear the “Cloud service connection fail”, please check whether your router is connected properly to the external network, and it is common that the network disconnection or the selected router in your home is a local area network server. Please ensure that the network connection is normal, and try to temporarily turn off the firewall to connect again.

# Share the camera

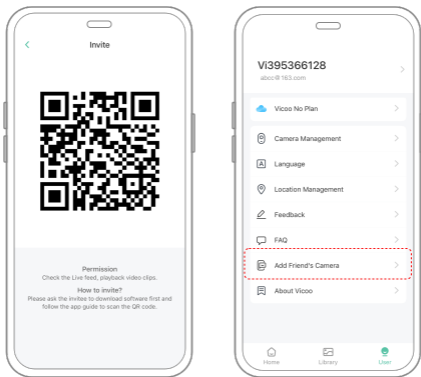
When you need to view the camera with other family members or friends, you can use this function. Only the administrator users who are bound with the camera for the first time can share and set the device. Other members can only view the live or playback function of the device.

1) Find the camera you want to share in the App homepage or camera setting page. Find the button and enter the sharing page.

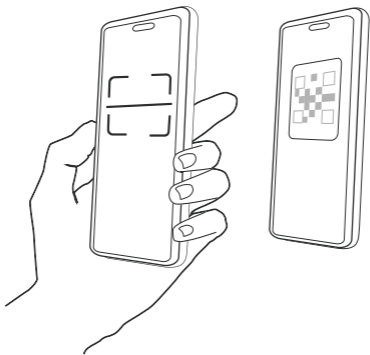


2) Click “Invite”, and a QR code will be generated for sharing.

3) For the members you need to share, find “Add a Friend’s Camera” in the “User” page to enter the scanning page.



4) Scan the QR code on your mobile phone, and you will receive the confirmation notification after success. The sharing will be completed after you agree.



# Product specification

Item	Specification
Horizontal angle	360°
Vertical angle	180°
Camera Lens	Field of view 100°
Image resolution	1080P
Video bit rate	Adaptive
Image coding standard	H.265
Audio	Duplex two-way audio intercom
Storage media	Micro SD card (Up to 128GB)
Night vision light source	Infrared light
Network	WIFI (2.4GHz 802.11b/g/n)
Power	DC 5V/1A
Operating temperature	-20° ~ 55°C
Size(LxWxH)	115.5mm*72.0mm*72.0mm

## Firmware upgrade

When you connect your camera through the Vicoo App, it will prompt you if the latest firmware is available. You can also manually check the firmware upgrade in the settings of the App.

- ⓘ Please make sure that your camera is fully charged or connected to the power adapter before upgrading the firmware, please do not cut off the power supply during the upgrading.

## FCC warning

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

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

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.

#### RF Exposure Warning Statements:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.



- (1) L' appareil ne doit pas produire de brouillage;
- (2) L' appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d' en compromettre le fonctionnement.

#### Radio Frequency Exposure Statement for IC

This equipment complies with IC exposure limits set forth for an uncontrolled environment. This equipment shall be installed and operated with minimum distance 20cm between the radiator & body.

Cet équipement est conforme aux limites d'exposition IC définies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec une distance minimale de 20 cm entre le radiateur et la carrosserie.

## FAQ

### **1.Q:Camera permission management: How to invite family and friends to use my camera together?**

A:Open the Vicoo App and select your camera in the home page. Click the share button on the home page or the "Share" in the camera settings to enter the sharing page, and then click "Invite friends" to generate a QR code. Your friends can now get some of the access rights by scanning the QR code in your phone.

## **2.Q:Why doesn't the Wi-Fi name appear when I connect to Wi-Fi?**

A:On Apple devices with iOS13 and above, you need to turn on the "location permission" for the app in the system settings and change it to "allow when using."

## **3.Q:Will the camera show red lights when night vision is activated?**

A:The built-in infrared lamp beads make the camera only show some dim red lights when night vision is activated, ensure that clear video can be taken in no light or low light environment.

## **4.Q:What are the requirements for Wi-Fi?**

A>Please use a 2.4GHz wireless network. The device does not support the 5GHz wireless network. Meanwhile, please set the Wi-Fi authentication method to WPA2-PSK or other lower level of security method. A password is required.

### **5.Q:How far should the camera be placed from the router?**

A:After testing, the Wi-Fi connection distance can normally reach up to 150 meters in the open area. However, the actual situation depends on the strength of Wi-Fi and its surrounding environment (thick walls, electromagnetic devices, large metal objects will all cause interference to the Wi-Fi signals). If the camera connection signal is weak or unstable, please place the camera as close to the router as possible.

### **6.Q:How to quickly view videos by category?**

A:Click the icon in the upper left corner of the "Library" page to start the search filters. Select the search settings and then click save to view the video playback.

### **7.Q:What should I do when the device is in malfunction?**

A:Reconnect the power. If the device is still not working, you can use a pointed object to press and hold the reset button for 5 seconds to remove all the malfunctions of the device (the original data will not be lost at this time), and reconfigure the device.

V1.0