



ENSTER 2.5K Wi-fi Smart IP Camera User Guide

[Home](#) » [ENSTER](#) » ENSTER 2.5K Wi-fi Smart IP Camera User Guide 



2.5K Wi-fi Smart IP Camera User Guide

Contents

- [1 2.5K Wi-fi Smart IP Camera](#)
- [2 Camera Introduction](#)
- [3 Download for App](#)
- [4 Register / Log in with existing account](#)
- [5 APP Connection](#)
- [6 Log in Device on PC \(Website \)](#)
- [7 Function description](#)
- [8 Parameters](#)
- [9 Mount the Camera?](#)
- [10 Troubleshooting](#)
- [11 Q&A](#)
- [12 Help](#)
- [13 Documents / Resources](#)
 - [13.1 References](#)

2.5K Wi-fi Smart IP Camera



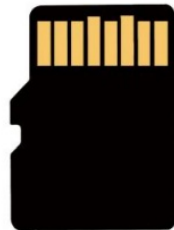
Wifi Smart IP Camera
15+ YEARS CCTV CAMERA BRAND

BRAND NEW CUSTOMER BENEFITS

Dear customer, thank you for purchasing our products. To thank you for your support of our brand, if you are a first-time buyer of our branded products, you can get one of the following accessories: a power extension cable or Micro SD card or an additional 180 days warranty.



**Power
Extension Cable**



**Micro
SD Card**



**Additional
180 days warranty**

Please get in touch with the following customer service email address and get it: support@enster.net
We will continue to provide you with good service and better products. We look forward to hearing from you!

Wifi Smart IP Camera
Quick Manual for Android and iOS



For refund/return/exchange/installation/Tuya Smart APP problem, please contact us: Email: support@enster.net

Camera Introduction



1. WiFi antenna
2. Speaker
3. TF card slot
4. Power adapter connection port
5. Ethernet cable connector

6. Reset button
7. Infrared Lamp
8. Camera Lens
9. White Lamp

Download for App

Search for "Tuya smart"(or Smartlife) app in App Store or Google Play, or scan the QR code below to download.



IOS



Android

Register / Log in with existing account

1. Register

If you don't have an Tuya App account, you can register an account or log in via SMS verification code.

- Click "Create New Account"(Fig.1),enter Privacy Policy page on Tuya App(Fig.2),
- Click to Agree and enter to the registration page for Mobile number or E-mail address(Fig.3).

If you have already registered an account, you can skip the creating a new account, click "Log in with existing account"(Fig.3), enter the log m page.

Fig.1

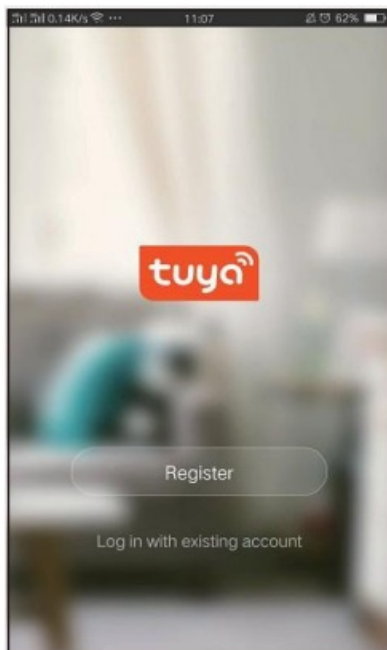


Fig.2

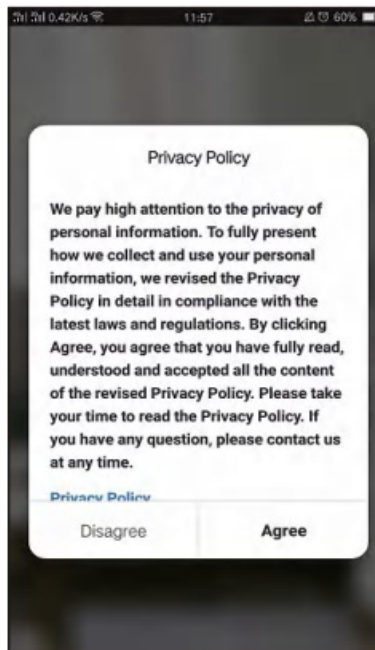
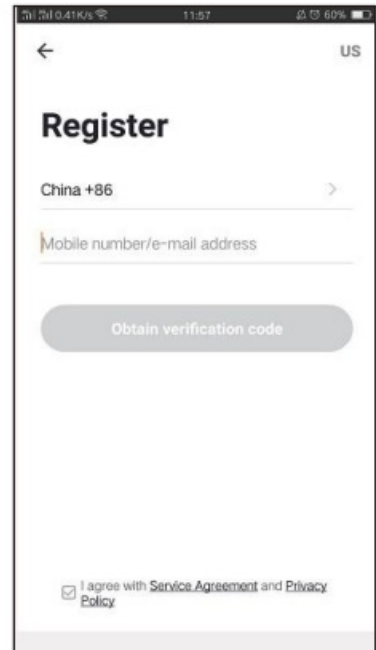


Fig.3



2. Log in with existing account

If you have already registered an account, you can skip the creating a new account, click "Log in with existing account", enter the log in page.

3. Log in with social media account.

If your phone has installed WeChat App or QQ App, click WeChat/QQ icon in the log in with social media account area(Fig.4.5.6). After accessing the authorization page, log in the system.

- The system automatically select the current Country/Region, or you can manually select the Country/Region.
- Enter your registered mobile number or e-mail address, enter your password to log in the system.

Fig.4

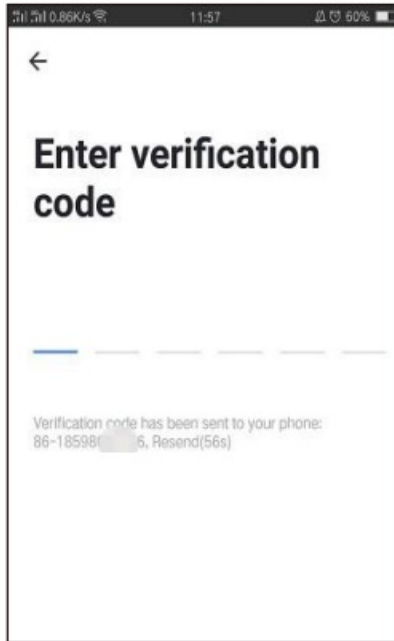


Fig.5

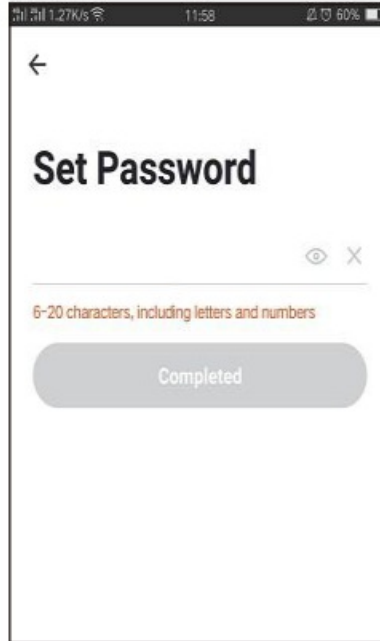
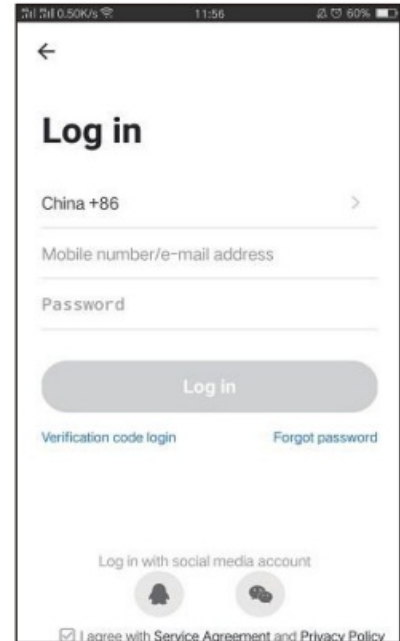


Fig.6



APP Connection

4.1 Method A: Configure the network through WIFI

The Wi-Fi password should not contain special characters of -!@#\$%&0).When configuring Wi Fi. Step 1: Preparations

1. Connect the camera to a proper power supply and put it in a place close to your mobile device and router. (within 1 meter, after connecting, the camera can be moved to any place in range of Wi-Fi).
2. After power-on and 30 seconds 'self check, you will hear "Di" and long press "Reset" Button for 8 seconds to reset it. Upon a prompt tone "waiting for connection"that suggests successful reset. (Note: After completing this step, you need to wait for 1 minute before proceeding to the next step)
3. Enter the WLAN setting interface of your mobile device, find the WiFi network of your family in the WiFi network list and connect to it.

Step 2: Connect the camera to your WIFI network.

1. Click "Add Device" on the app home page or the "+" sign at the top right corner to go to the "Add Devices" page, where devices can be selected and added as necessary. (Fig. 7)
2. Then click on the "Camera& Lock" category and select "Smart Camera(2.4GHz&5GHz)" in it. (Fig. 8)

Fig.7

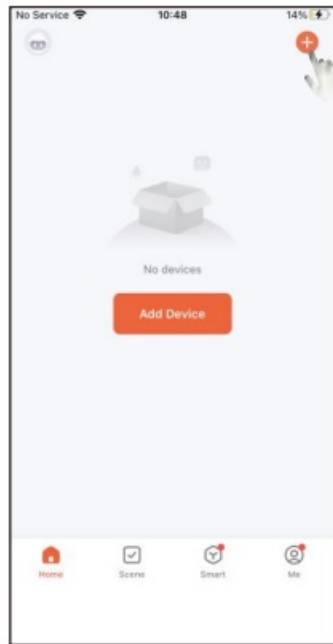
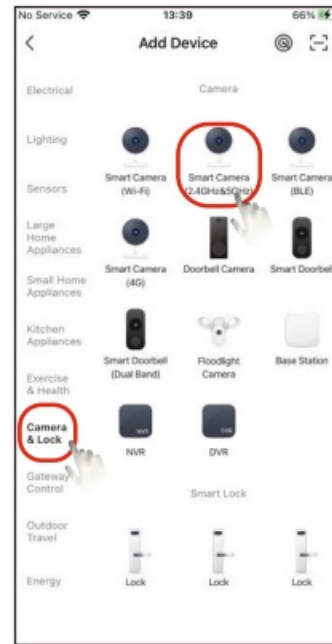


Fig.8



3. After checking, click "Next". (Fig. 9)
4. Insert your Wifi password, Click "Continue".(Fig. 10)

Fig.9

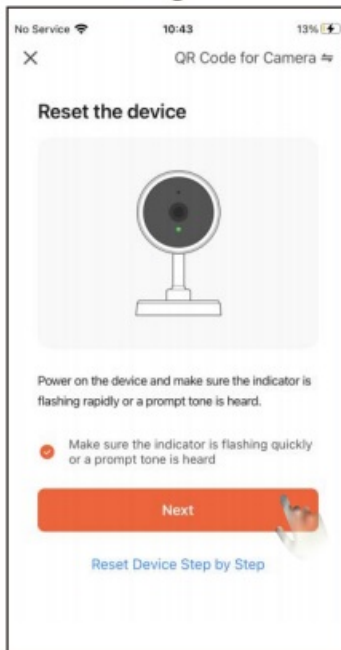
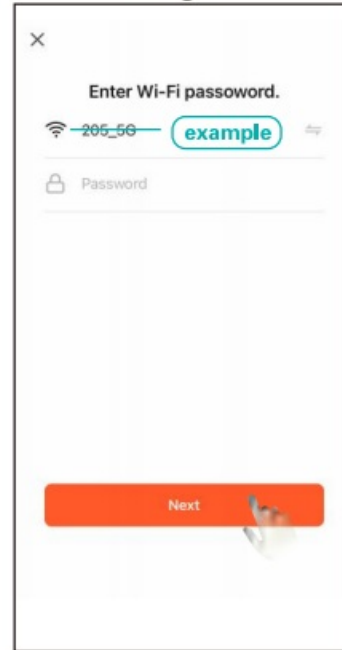


Fig.10

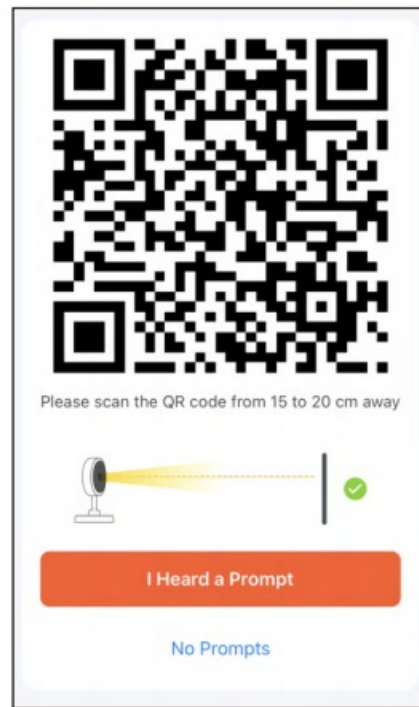


5. Align the QR code with the lens of the device, about 15 -20 cm, Until you hear a "accept succussed" sound(Fig. 11).
6. Click "I Heard a Prompt", Then it prompts "wifi connection success full"(Fig. 12)

Fig.11



Fig.12



4.2 Method B: Configure the network through a network cable

Step 1: Preparations

1. Connect one end of a network cable to the LAN port of the router and the other end of it to the network cable interface of the camera. (If the indicator on the network cable interface is flashing, it suggests successful network connection.)
2. Enter the WLAN setting interface of your mobile device, find the WiFi network of your family in the WiFi network list and connect to it. (Note: Make sure the WiFi network connected to your mobile phone and the network cable connected to the camera share the same router.)

Step 2: Add the camera to APP “Yuya”.

1. Click “Add Device” on the app home page or the “+” sign at the top right corner to go to the “Add Devices” page(Fig.13).
2. Enter the automatic device search interface. When the page appears “Discovering devices”, click “Add”(Fig.14).
3. Waiting for the camera to be connected (Fig.15). 4.Connection successfully.(Fig.16)

Fig.13

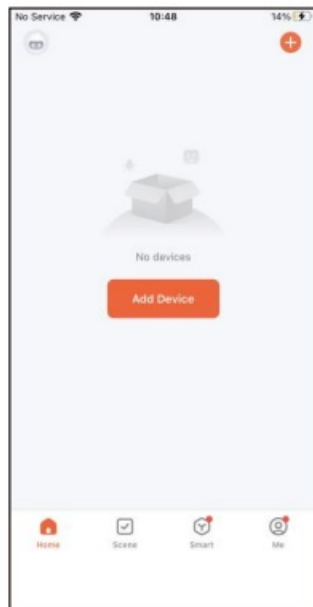


Fig.14

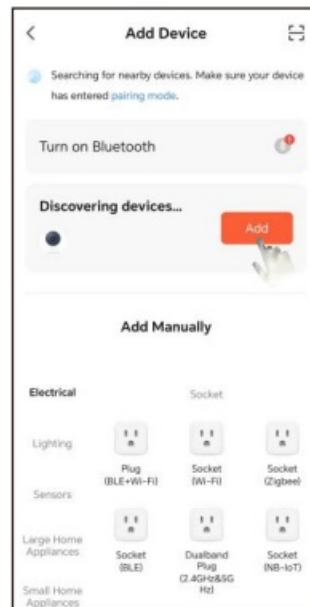


Fig.15

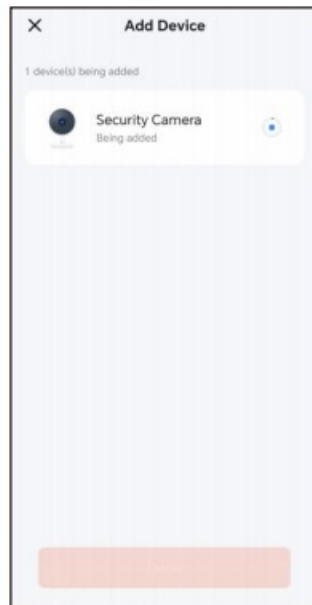
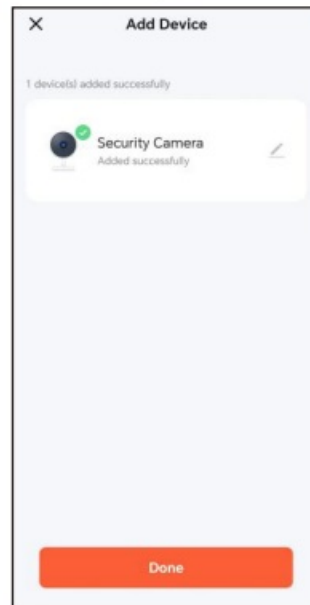


Fig.16



Log in Device on PC (Website)

Note: You need to add the device to the “Tuya Smart” APP on cell phone before you can log in the surveillance camera on your computer.

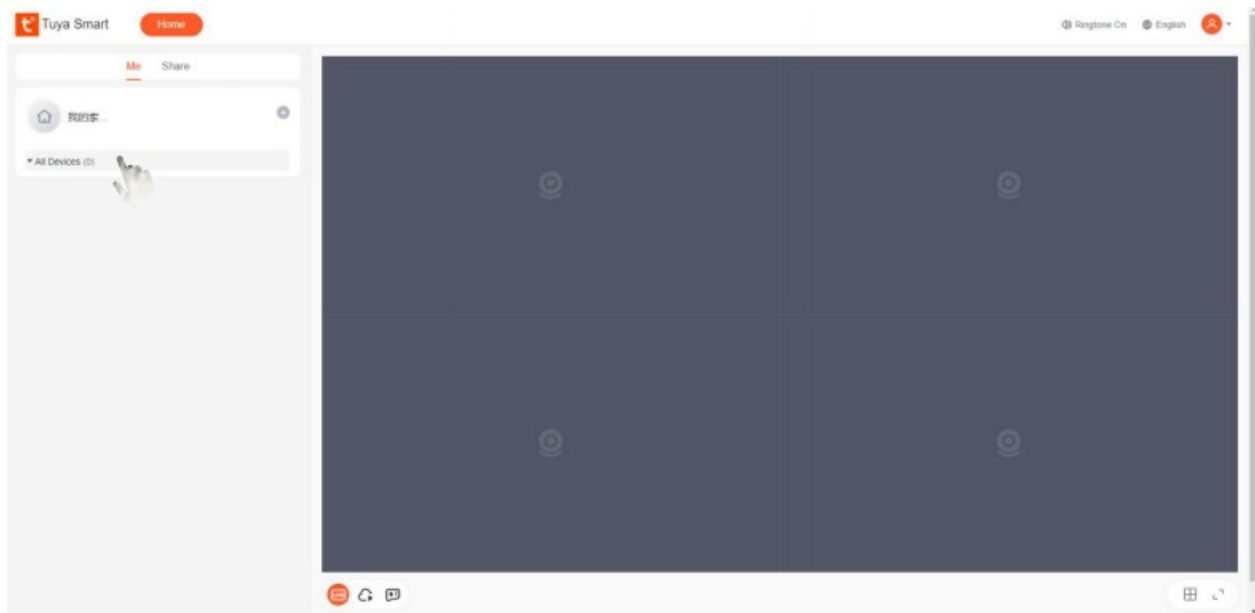
Login the URL below in the computer webpage:

Western America: <https://protect-us.ismartlife.me/login>

Eastern America: <https://protect-ue.ismartlife.me/login>

Europe: <https://protect-eu.ismartlife.me/login>

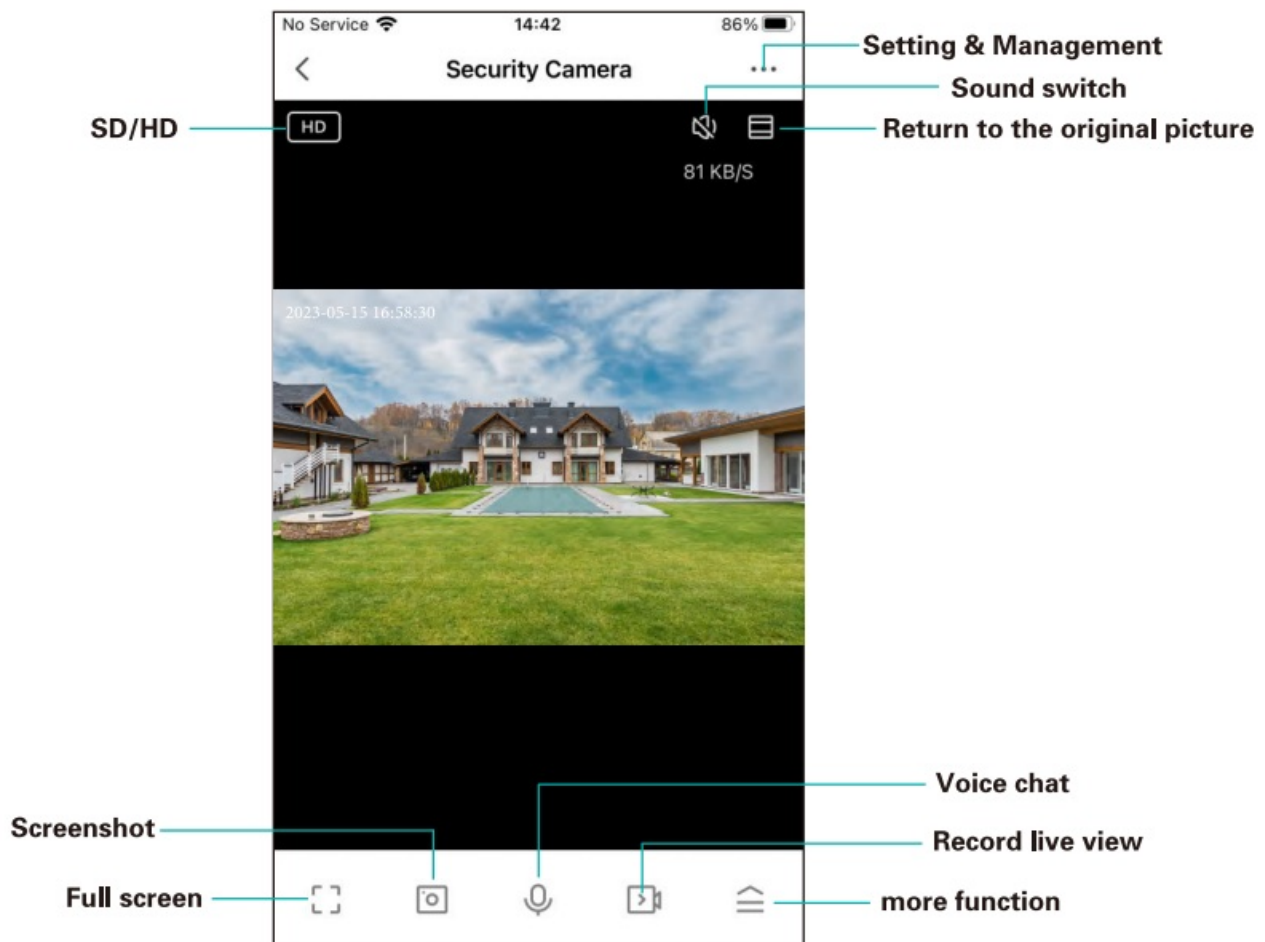
Scan the QR code on the web page with the “Tuya Smart” APP scanning function to login.



Log into the web version of “Tuya Smart”, click on “all devices” on the left side, double click the camera to see the connected camera on your phone, support multi- camera simultaneous viewing.

Function description

Real-time preview interface

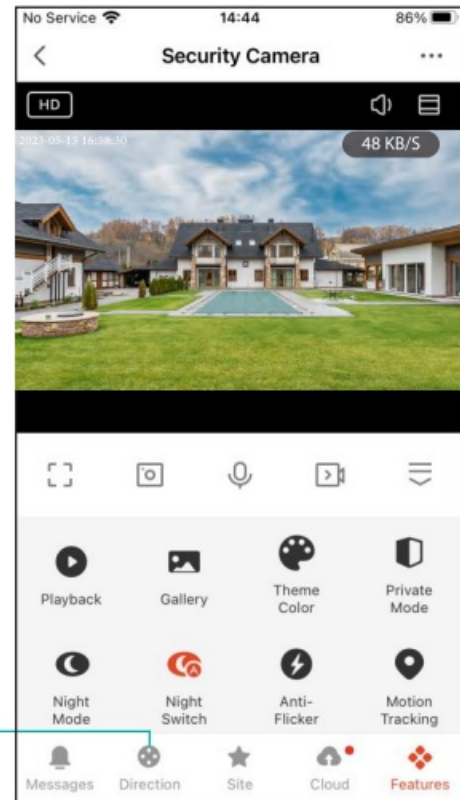


Motion detection alarm (abnormal report notification through intelligent detection of anomaly in home. You can go out to work and play confidently. To set the alarm level according to the camera’s filed of view can make the alarm

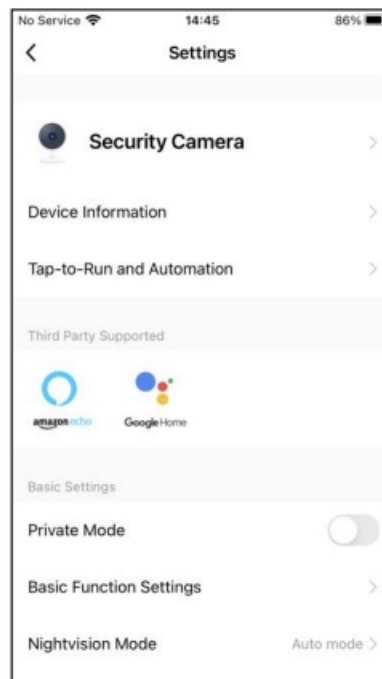
more accurate)

PTZ control

(The camera can be arbitrarily rotated to give you a different perspective. You can move it up and down, capture any corner you want to view)



6. Click"... " (1) in the upper right corner of the control page for the management and setting of the device.
Special note: amazon echo and googleome are customized services, and it is not available on this device.



Parameters

Video Coding		
Coding Format		H.265· H.264
Resolution	Main Stream	25601440, 1-25fps/s
		23041296 19201080, 1280720, 1-30fps/s
	Sub stream	704576 640480 640360 352288, 1-30fps/s
Subtitle Overlay		Support Channel Name & Date& Time & Frame & Resolution & 4 Lines of Character Overlay
Data Transmission &Storage		
Data Record		Video & Picture
Storage Method		Cycling Recording & Alarm Recording
Alarm Transfer		Browser & Management Software, APP
Protocol		ONVIF
Browser		Support IE Browser & Management Software Viewing
Mobile		TUYA App/I OS/ Android
Standard Parameters		
Temperature		-30C – +60C
Humidity		0% – 90%
Power		DC12V / 150mA
Consumption		<2W
Dimension		38 52.510mm
Weight		13g

Instructions for warranty

Warranty period: A year.

If you have any questions, please Contact email:euro@enster.net

Mount the Camera?

Installation Tips

1. Do not face the camera towards any light sources.
2. Do not point the camera towards a glass window. Otherwise, it may result in poor image quality because of the window glare caused by infrared LEDS, ambient lights or status lights.
3. Do not place the camera in a shaded area and point it towards a well-lit area. Otherwise, it may result in poor image quality. To ensure best image quality the lighting condition for both the camera and the capture object should be the same.
4. To ensure better image quality, it's recommended to clean the dome cover with a soft cloth from time to time.
5. Make sure the power ports are not directly exposed to water or moisture and not blocked by dirt or other elements.

6. The waterproof camera can work properly under conditions like rain and snow. However, it doesn't mean the camera can work underwater.
7. Do not install the camera at places where rain and snow can hit the lens directly.
8. The camera may work in extreme cold conditions as low as -25 ° C. Because when it is powered on, the camera will produce heat. You may power on the camera indoors for a few minutes before installing it outdoors.

Troubleshooting

Installation Tips

If your camera is not powering on, please try the following solutions:

1. Plug the camera into a different outlet and see if it works.
2. Power on the camera with another working 12V 2A DC adapter and see if it works.
3. If the problem is not solved, please contact ENSTER Support.

Can not connect the device to WiFi

1. Make sure WiFi network is working properly(can be tested by connecting your mobile phone to wifi).
2. Make sure the WiFi' s name and password correctly inputted.
3. Make sure your Wi-Fi password of the Router dose not have special character and Wi-Fi SSID (such as @#\$%”).
4. The distance between the device, router and mobile phone should be closer (best 1 metres, after connecting, the camera can be moved to any place in range of Wi-Fi).
5. Contact Customer Service support: support@enster.net, we will reply you within 24 hours.

Unstable WiFi signal and connection interruption

1. To confirm whether the camera power is normal, which may be due to mistakenly touching the plug led to the camera power failure, thus making the camera offline;
2. If the quality of the camera's power plug is not good, it may lead to unstable camera voltage, thus often offline, it is recommended to use the manufacturer's own power plug;
3. If the WiFi signal of the home router is not stable, it will also lead to the camera often being offline, you need to check the network quality of the camera often, and try to be above 80% quality;
4. To confirm whether the cell phone network is stable online, cell phone network instability may also lead to not being able to connect to the camera properly, you can check whether the cell phone is connected to the camera normally under the condition of WiFi is more stable;
5. If the connection is made with a network cable, check whether the cable is more than 100 meters and whether the quality of the cable and crystal head is qualified.
6. The best distance between the device and the router to connect wifi is within 10 meters without obstruction, the network signal will be gradually weakened by every wall or the farther distance.
7. Due to the current technology, SGHz WIFI is very weak to penetrate the wall, if you need to connect SGHz Wi-Fi, please install the monitor in the same space as the router, or install a Wi-Fi extender. If conditions do not allow, we recommend you connect the device to 2.4 GHz Wi-Fi, the signal will be more stable and farther away.

Q&A

Q: Still fail to add device after re--scanning?

A: If fail to add device, it is recommended to restart the device or power off the device, and try again. If still fail to add device, please contact email: euro@enster.net

Q: The device cannot preview?

A: Check for weak Wi-Fi signal. You can place the camera close to the router. If it still doesn't work, reset the device, and add it again.

Q: Why the device is still on the list after resetting the device?

A: The device resetting only resets the camera's network configuration and cannot change the configuration on the App. You must log in the App to delete the camera from the list.

Q: Why can't I connect to the camera successfully?

A: 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. If the connection is not successful, you can get the solution via email.

Q: How to connect the camera to another router?

A: First log in the App to delete and reset the device, and configure the device again through the App.

Q: How to reset the camera?



A: Press the reset button for 5 seconds to reset. When the music sounds, the reset is successful.

Q: Why the device cannot identify SD card?

Q: The device is online and has an alarm event, but the mobile phone cannot receive the information?

A: First confirm that App allows notification in the settings of your mobile phone. Under normal circumstances, when an anomaly is detected, a message will appear in the notification bar of your mobile phone. You should set a notification sound or vibration in your mobile phone. In addition, when viewing the real-time video in the App, you cannot receive alarm of the camera being viewed. Because the device defaults the camera being viewed indicating that the user is focusing on the monitoring video, and there is no need for an alarm. Using the advanced intelligent alarm push algorithm to ensure that the alarm message will not be frequently, but the camera will record all the alarm messages and videos.

Help

The product enjoys a free one-year warranty from the date of purchase, and you can get in touch with us by remarking the order number in the following ways. We will provide you with a satisfactory solution.

1. If you need a power extension cord, you can contact us by email note your order number and contact us.
2. If you have any questions, we will provide you with a satisfactory solution, please feel free to contact us.
3. In order to thank you for your trust in our products, we sincerely invite you to participate in the free testing activities of our new products to give us valuable opinions on the development of new products. For details, please consult us for more information.

Thank you for your trust in us and hope you all go well.

Waiting for your letter



support@enster.com

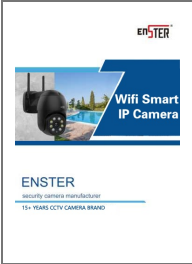


ENSTER

security camera manufacturer

Email: support@enster.net

Contact email: support@enster.net

 The image shows the ENSTER logo at the top, followed by a product image of a black outdoor IP camera. Below the image, the text 'Wifi Smart IP Camera' is visible. At the bottom, the ENSTER logo is repeated, along with the text 'SECURITY CAMERA MANUFACTURER' and '15+ YEARS CCTV CAMERA BRAND'.	<p>ENSTER 2.5K Wi-fi Smart IP Camera [pdf] User Guide</p> <p>2.5K Wi-fi Smart IP Camera, 2.5K, Wi-fi Smart IP Camera, Smart IP Camera, IP Camera, Camera</p>
---	--

References

- [User Manual](#)

Manuals+. [Privacy Policy](#)

This website is an independent publication and is neither affiliated with nor endorsed by any of the trademark owners. The "Bluetooth®" word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. The "Wi-Fi®" word mark and logos are registered trademarks owned by the Wi-Fi Alliance. Any use of these marks on this website does not imply any affiliation with or endorsement.