



1.Q&A

Q: How to reset camera back to factory default setting?

A: Hold the reset button for about 10 seconds to reset camera.
Camera default password: 888888 (Strong recommend to revise your camera password).

Q : Any WiFi connection tips?

A : camera can only support 2.4G frequency signal, and 802.11b/g/n WiFi network.

1)The connected WiFi password should be less than 16 digitals, and can not contain @ ¥ ! ect special digitals, suggest to revise the password to only contain letters and number.

2)Please upgrade to the latest version APP.

Q : No vision at night time ?

A: ① Check the IR function is enabled or not;

② Check the IR LED is on or not;

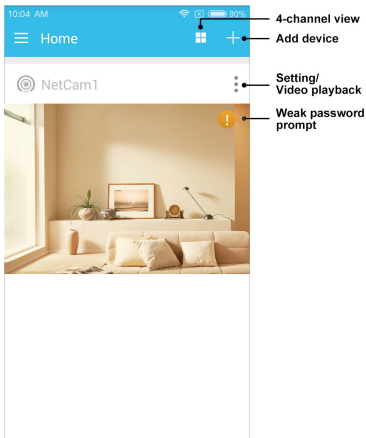
③ Reset camera back to factory setting;

④ Try to upgrade the camera to the latest firmware.

Q: What to do if camera picture is blurred?

A: ① Enter video interface, adjust the picture quality to the HD mode;

② Clean the camera lens with a cotton swab.



2. Software download

- ① Visit www.ey4.so to download
- ② Search Eye4 in App Store, Android market ect
- ③ Scan below QR code to download.



3. Register

- ① Android/iOS client click “Sign up now” , input user name and password to finish registration.
- ② Also support the third party account login.

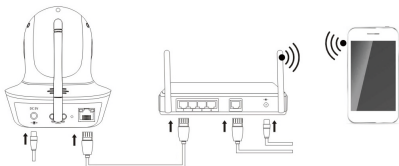
4. Add device

4.1 Installation method one:

Please connect the camera with power and network cable, choose search in LAN or manually add the camera.

① Please check camera network cable should be connected with the router LAN, and confirm the yellow indicator is flashing.

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

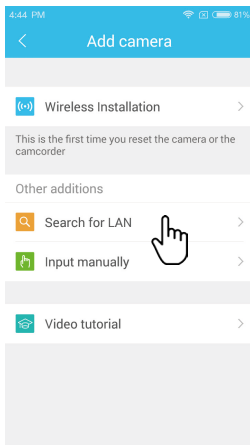


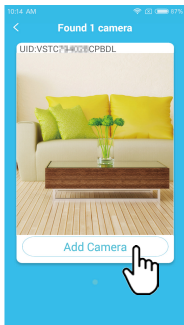
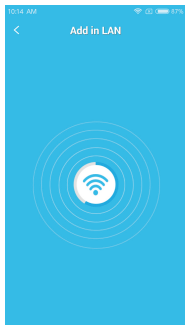
Please connect the network cable

② Enter APP ,click the top right corner “” ——
Choose IP camera

Search camera in LAN:

can find all the available camera in the same router as the smartphone. If added success, other account users want to add the camera, can also use this search function to add. (Note: Eye4 account already added camera will unable to find) .





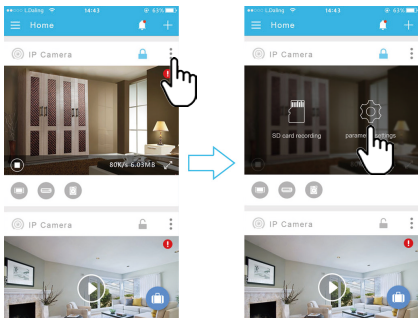
③ Wait about 15s will pop up the add button, if still no camera find, please try again, or return to previous steps, choose manually add camera.

Manually add a camera:

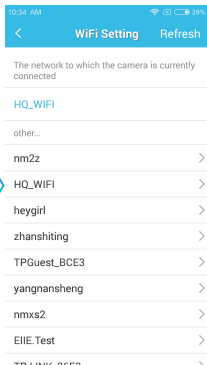
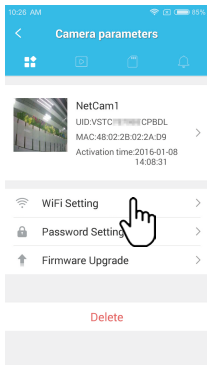
input camera UID, or scan the camera bottom sticker QR code to add.

Note: If need to setup WiFi connection, please follow below instruction:

④ Click the top right corner “ ⋮ ” — choose setting — wireless configuration”, input WiFi password same as the smartphone/tablet connected WiFi.



⑤ Wait until camera speaks” please remove the network cable, camera will restart...”, remove the network cable (no need to remove the power connection).



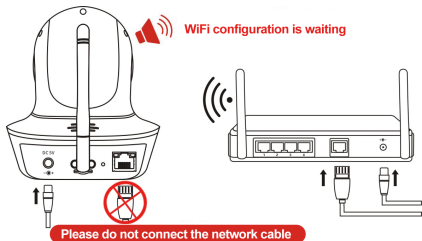
Unplug the network cable, camera will reboot automatically...

Note: If setting fail, please still use network cable connection or change the router to setup again.

4.2 Installation method two:

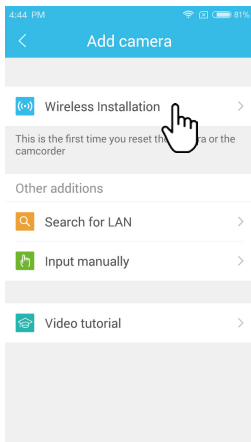
Please connect camera power, wait camera speaks “WiFi configuration is waiting” (If camera no sound, please reset the camera back to factory setting).

Attention: Outdoor camera please refer to method one

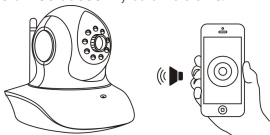


① Enter APP ,click the top right corner “” —— Choose ” IP camera” ;

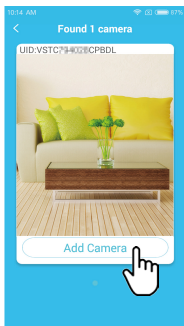
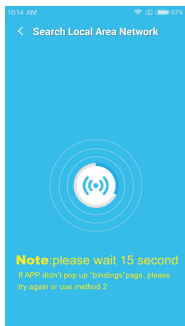
- ② Choose wireless configuration: please refer to “the wireless installation instruction” and “APP voice prompt” to operate.



③ Please keep the phone and camera distance within 2 meters; after about 15s, camera will speak "WiFi configuration success", click add it.



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



④ If APP didn't pop up the add camera page, please try again or use method 1.

5. APP video interface instruction

 Unable listen	 Listen
 Unable talk	 Talk
 Up down cruise	 Left right cruise
 Screen rotation	 Preset position
 Snapshot, pictures saved in smartphone SD card/DCIM/Camera	
 Record, video saved in smartphone SD card / DCIM/Eye4	

Note: Some feature need hardware support.

6. Setting

①  Camera setting: can check camera information ,set up wireless connection, modify password, upgrade firmware and delete camera.

- ②  View video: can setup night view mode, horizontal and vertical mirror view, light mode, brightness and contrast.
- ③  SD card recording: can check SD card capacity, setting schedule recording, motion detection recording and select recording sound or not.
- 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” .

Support

If you need more help, pls visit our FAQ:

<http://FAQ.eye4.so>

Or email to: support@vstarcam.com

Skype: [support3@vstarcam.com](https://www.skype.com/people/support3@vstarcam.com)

Support QQ: 4006217868

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www.vstarcam.com

The manual is made based on the eye4 4.0 version, the interface will be some different cos of the app update.Please refer to the actual version as standard .

1.Q&A

Q：攝像機如何恢復出廠設置？

A：請找到設備上的 Reset 孔，插入電源用頂針按住 10 秒左右即可。攝像機默認密碼：888888（為提高安全性，保護用戶隱私，強烈建議用戶修改攝像機密碼）。

Q：攝像機連接 WiFi 小技巧？

A：攝像機僅支持連接 2.4G 頻段信號，802.11b/g/n 的無線網絡 WiFi。

1) 檢查手機連接的 WiFi 信號密碼是否超過 16 位字符，不支持密碼中有 @ ¥！等特殊字符，建議將 WiFi 密碼修改為字母加數字。

2) 若手機 APP 有新版本請優先升級至最新版本。

Q：攝像機晚上看不見？

A：①檢查攝像機夜視 IR 功能是否正常打開。

②檢查攝像機上的夜視燈是否發亮。

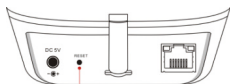
③恢復出廠設置，再觀看之後的畫面效果。

④可以嘗試升級最新固件來優化體驗。

Q：攝像機不清晰怎麼辦？

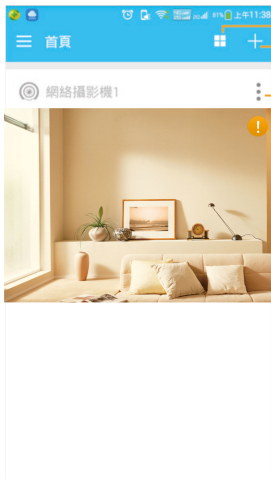
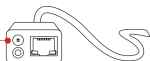
A：①請進入實時視頻畫面，將畫質設置為高清模式。

②請用棉籤將攝像機鏡頭清潔乾淨。



RESET

RESET



四畫面觀看

添加設備

參數設置 /
錄像回放

弱密碼提示

2. 軟體下載

- ① 訪問“www.eyeye4.cn” 點擊軟體下載
- ② App Store, 手機商城等平台搜索 (Eye4)
- ③ 使用二維碼掃描下載



PS：建議使用手機瀏覽器或 qq 掃描下載軟體

3. 註冊賬號

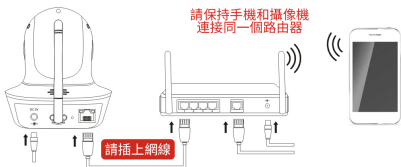
- ① Android/iOS 客戶端選擇馬上註冊按鈕，點擊進入註冊頁面，輸入自定義的用戶名、密碼後確認即可完成賬號註冊。
- ② 軟體賬號支持第三方關聯授權登陸，無需註冊。

4. 設備添加

安裝方法一：

請將攝像機插上電源和網線採用搜索局域網或手動添加方式進行設備的添加。

① 請將攝像機插入電源和網線，網線另一端連接路由器 LAN 口，並確認黃燈閃爍。

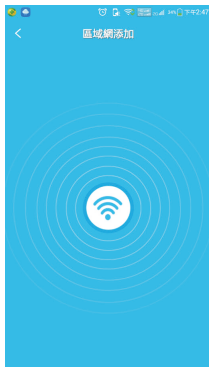


② 進入APP 點擊右上角“+”按鈕——選擇網絡攝像機。

搜索局域網攝像機：

點擊“搜索局域網攝像機”可以搜索到和手機 WiFi 同一個路由器下的所有攝像機，若連接成功後有其他的用戶需連接此設備可以使用此功能添加（注：無法搜索 Eye4 賬號中已存在的攝像機）。





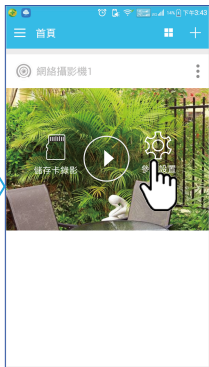
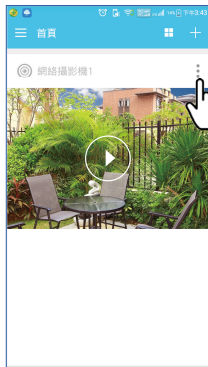
③ 等待 15S 左右會彈出綁定界面，若無綁定界面請再次嘗試或返回上一步選擇手動添加攝像機。

手動添加攝像機：

點擊“手動添加攝像機”後，輸入 15 位 UID 碼或者通過掃描攝像機底部標籤上的二維碼，輸入攝像機密碼完成綁定。

PS：若需要設置 WiFi 連接請採用以下方式進行操作

- ④ 點擊右上角  ——選擇參數設置——無線設置。
選取手機 / 平板所連接的 WiFi 信號，輸入 WiFi 密碼，
點擊“完成”按鈕。



⑤ 待軟體提示“請拔掉網線，攝像機將自動重啟…”時請拔掉攝像機上面的網線（全程無需斷電）。



请拔掉网线，摄像机将自动重启

PS：若設置不成功請採用網線連接方式或更換無線路由器重新設置

安裝方法二：

請將攝像機插上電源，等待攝像機發出“無線配置等待中”（若攝像機沒有發出“無線配置等待中”請將攝像機按住 Reset 鍵恢復出廠設置）。

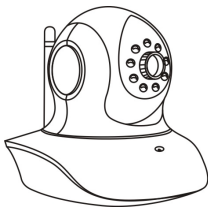
注：室外機請使用方法一添加。



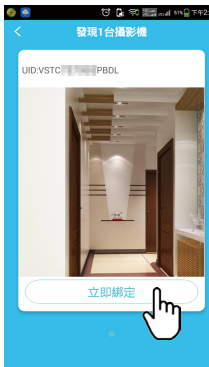
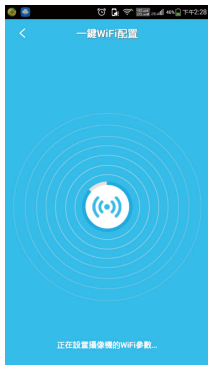
- ① 進入APP 點擊右上角“+”按鈕——選擇網絡攝像機。
- ② 選擇無線配置：參考“無線配置說明”和 APP 語音提示進行操作。



③ 請保持手機與攝像機在 2 米內進行配對；聽到攝像機提示“無線連接成功”後等待 15 秒左右 APP 軟體將會出現“立即綁定”界面，點擊綁定完成添加操作；



注：手機靠近攝像機，並將聲音調到最大



④若無法出現綁定界面請再次嘗試或使用安裝方法一。

5. 視頻界面功能說明

 未開啟監聽狀態	 開啟監聽狀態
 未開啟對講狀態	 開啟對講狀態
 上下巡航按鈕	 左右巡航按鈕
 橫屏、豎屏觀看模式切換	 巡航和預置位功能按鈕
 拍照按鈕，拍照後照片保存在 SD 卡的 DCIM/Camera 目錄下	
 錄像按鈕，錄像後視頻保存在 SD 卡的 DCIM/Eye4 目錄下	

注：部分功能需硬件支持。

6. 參數設置

①  攝像機參數：可以查看攝像機基本信息，設置無線連接，密碼修改及固件升級，刪除操作。

②  視頻觀看：可以設置夜視模式，水平與垂直鏡像，光線模式選擇，亮度和對比度調節。

③  錄像：可以看到SD卡的容量狀態，設置計劃錄像、移動偵測錄像和是否選擇錄製聲音。（使用SD卡錄像前建議格式化）。

④  報警：可以開啟 / 關閉移動偵測報警，設定報警通知方式，添加報警生效的時段，移動偵測報警靈敏度分為三檔，第一檔為低靈敏，第三檔為高靈敏。

保修條款

1. 正常操作使用情況下出現國家“三包規定”所列性能故障，未經拆修，可享受 18 個月保修。保修日期根據發票、收據等相關憑證和廠家 ID 被激活之日起開始計算。

2. 保修期內維修運費雙方各承擔一半，保修期外廠家不承擔運費。

3. 保修服務僅限正常使用下出故障有效。以下條款均不在免費保修範圍內，可提供維修服務並收取適當費用。

①由於使用者或第三者的疏忽、濫用、誤用、災禍或用戶自行拆機等造成的設備損壞。

②使用非廠家認可的配件，未依照說明書使用、維護、保養，其它意外而造成設備損壞。

③不正確或不正當的操作使用所造成的設備故障或損壞。

④設備外表的標籤、零件和因使用而造成設備外表的磨損。

⑤無激活日期且無法提供發票或網購記錄等相關憑證。

服務

FAQ 詳細說明 : <http://FAQ.eye4.cn>

客服熱線 & QQ: 4006217868

郵箱 : support@vstarcam.com

深圳市威視達康科技有限公司
www.vstarcam.cn

此說明書基於 Eye4 4.0 版本編寫，因 APP 迭代更新界面可能存在差異，請以實際為準。



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