

HOSAFE.COM[®]
HOME OFFICE SAFE--DIY Security

Wireless PTZ Outdoor Security Camera
User Guide



Warranty & Support

Thanks for buying HOSAFE security cameras, we offer 1-year warranty and lifetime support, if you have a good impress with our product, please kindly leave a positive review on Amazon, thanks in advance.

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If you have problems in using it , please do not hesitate to contact us via Email:

support@hosafe.com, HOSAFE support Team will help you timely; If the product breaks under warranty, we will replace it with a new one for free.

.....

Online Support: <https://www.hosafe.com>

Facebook: @HOSAFE.OFFICIAL

(Working Time: Monday~Friday UTC+8 08am to 06pm)

Get Free Extra 1-Year Warranty (up to 2 years)

via link: <https://bit.ly/2MMpKig>

Or Scan QR code:



1.What is in the box:



WiFi Camera



Power Adaptor

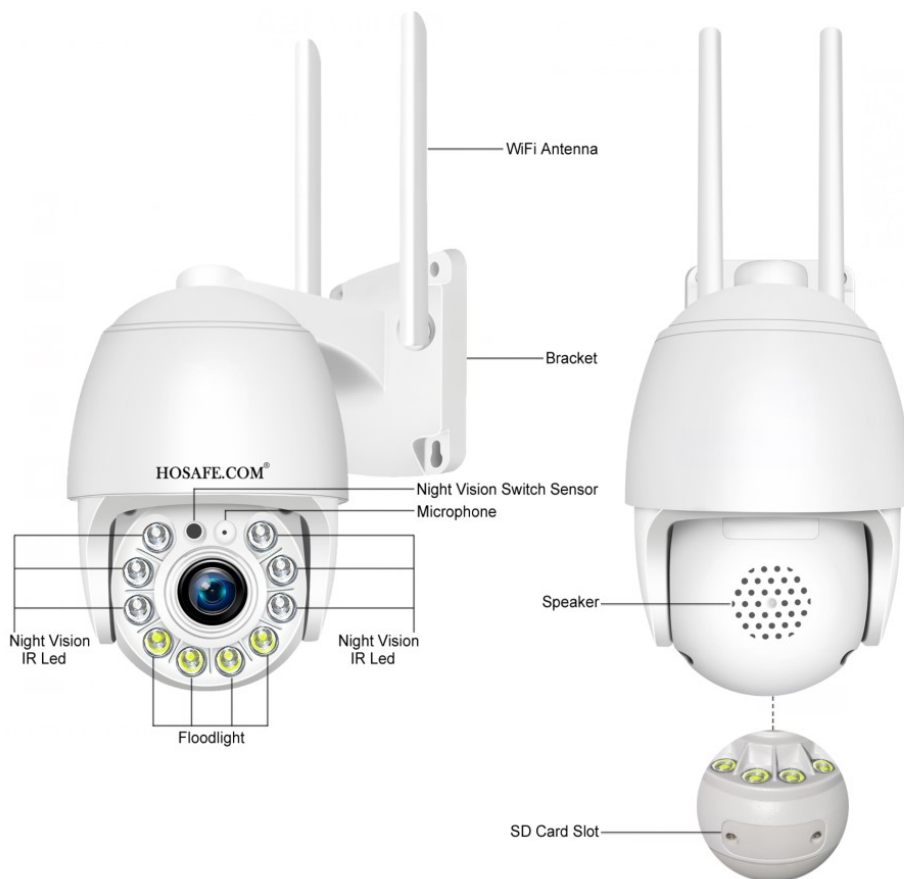


Screw Kit



User Guide

2. Product details



3. Camhipro APP Installation

Search "Camhipro" in Appstore / Google Play Store, or scan QR code below to download



Appstore



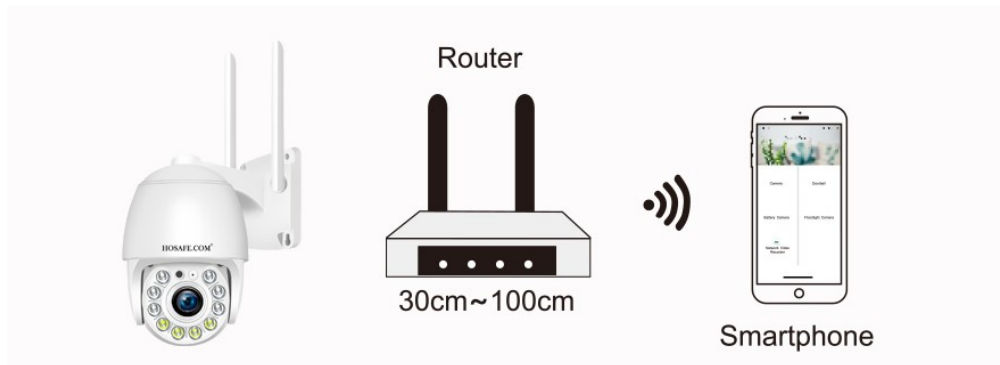
Android

NOTE: Please allow below 3 permissions when you open Camhipro at the first time.

- 1, Allow Camhipro to access mobile cellular data and wireless LAN, otherwise it can not add camera
- 2, Allow Camhipro to receive pushed messages, otherwise the phone will not receive an alarm message even the camera detected a motion
- 3, Allow Camhipro to use the microphone when you want to use 2 way audio function

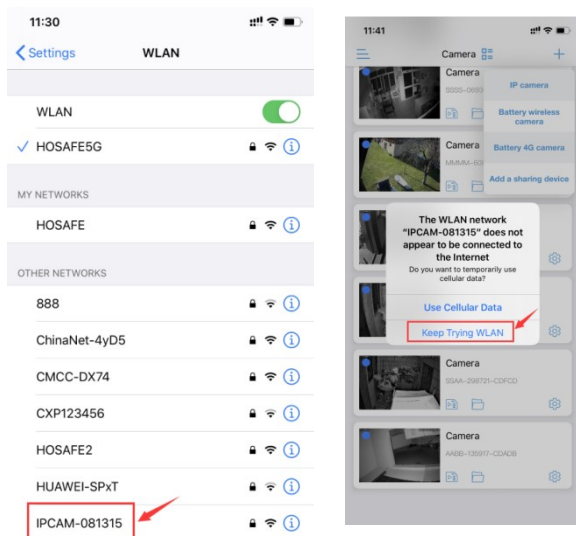
4. Add Camera to Camhipro

4.1 Please take the camera and your phone nearby the WiFi router, about 1 to 3 feet (30 to 100 cm)

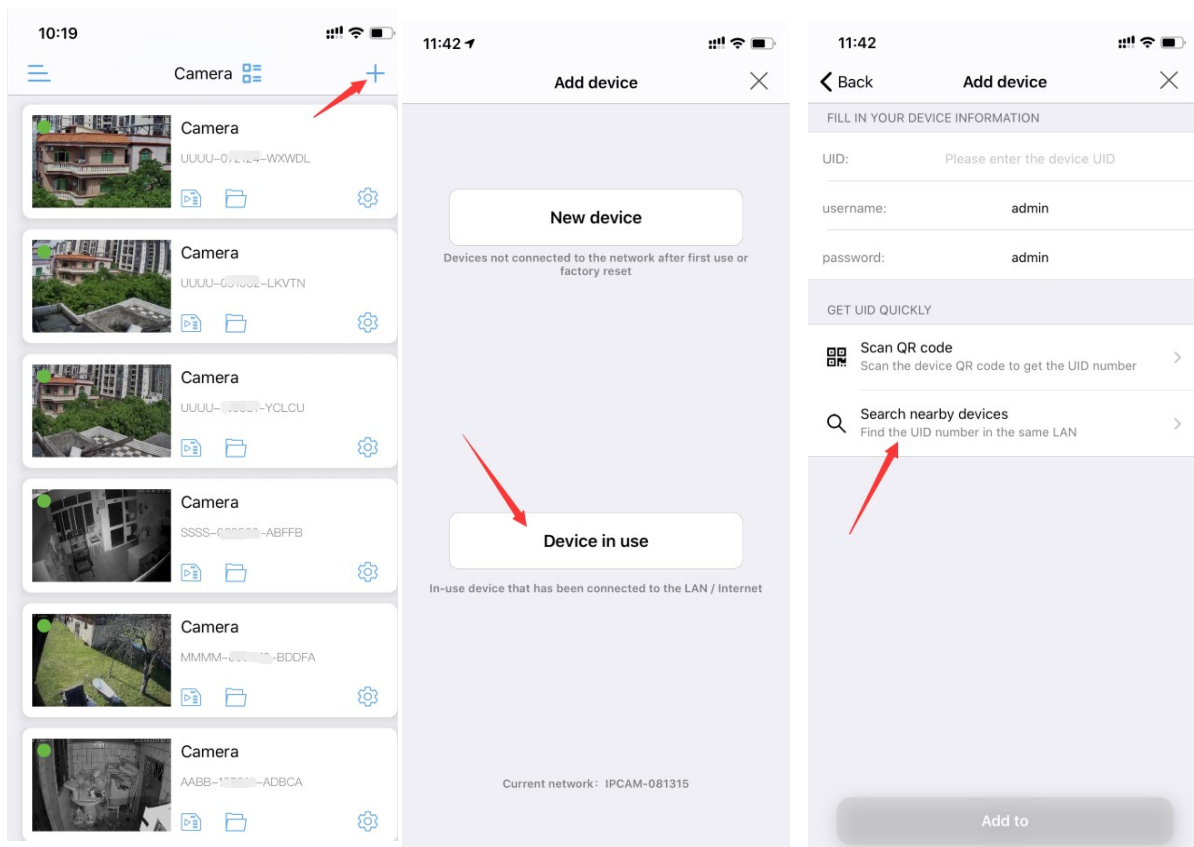


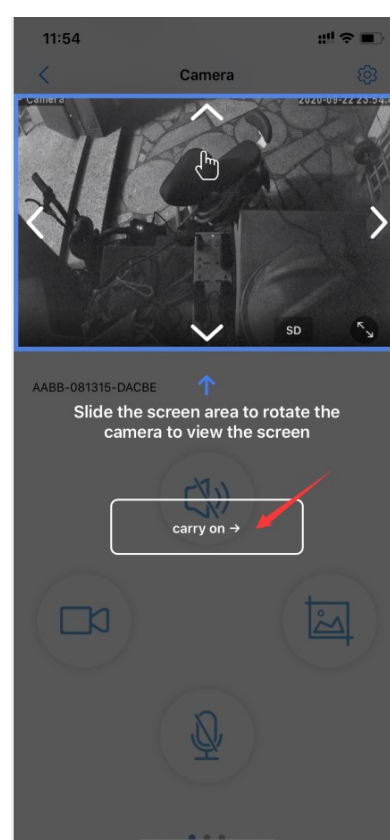
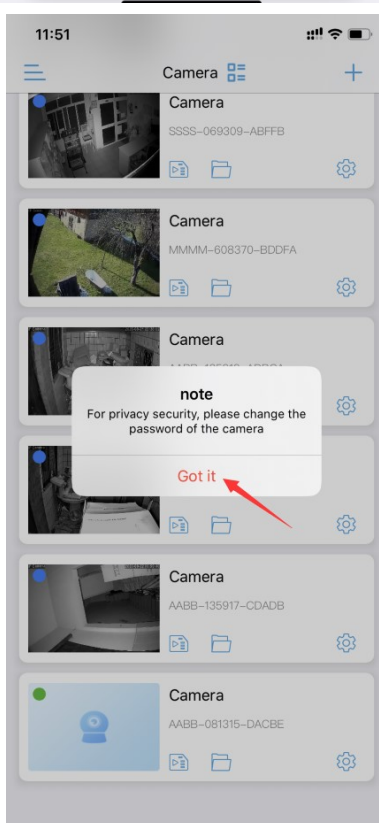
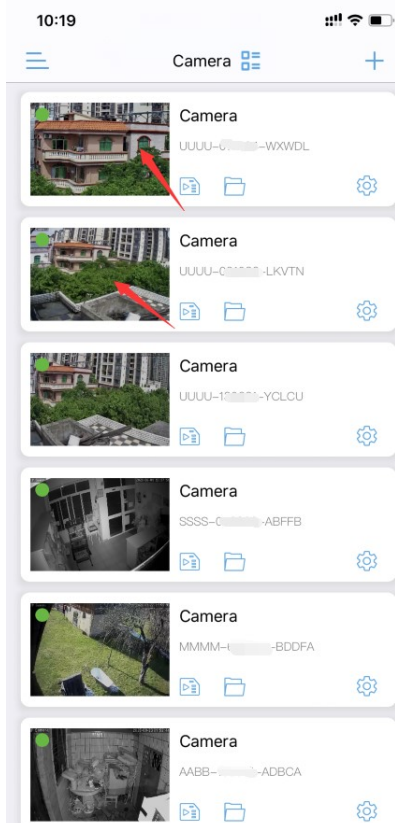
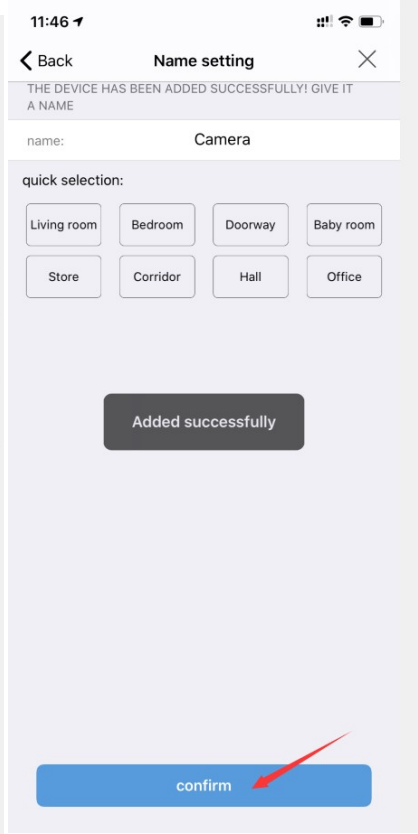
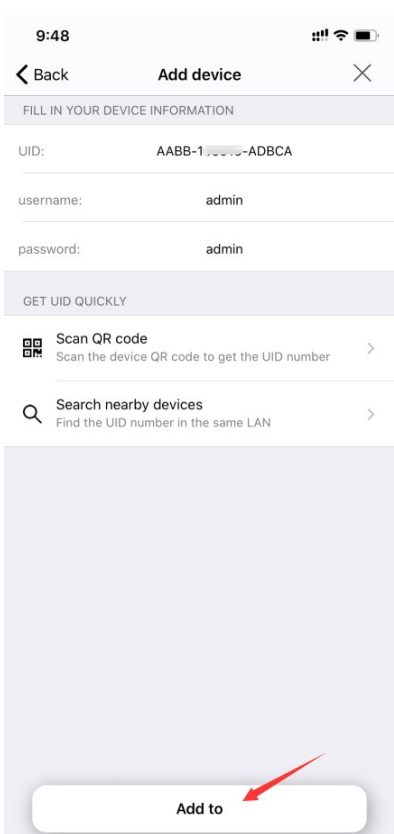
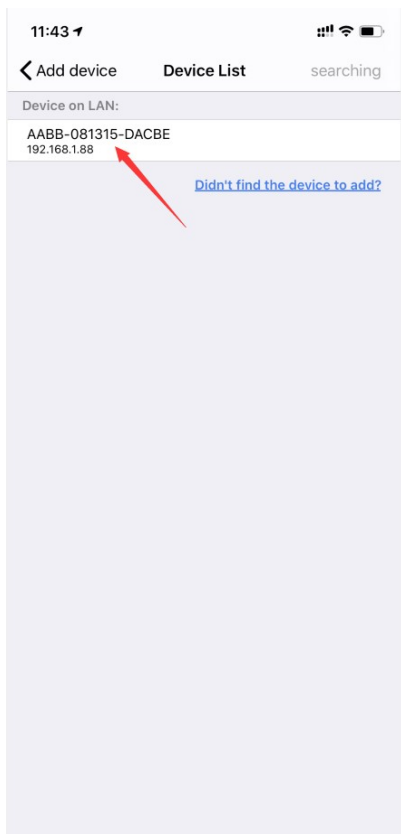
4.2 Connect the camera to power supply, open phone WLAN Setting page to find a WiFi signal named **“IPCAM-XXXXXX” (X is id number)**, join the WiFi with **default password: 01234567**, now your phone is connected to the wifi camera.

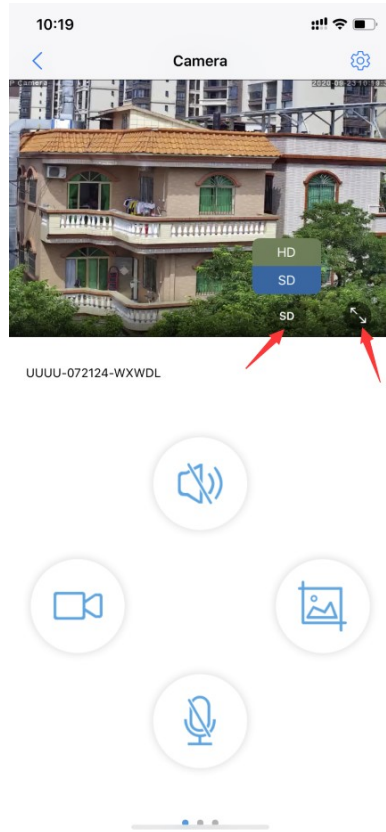
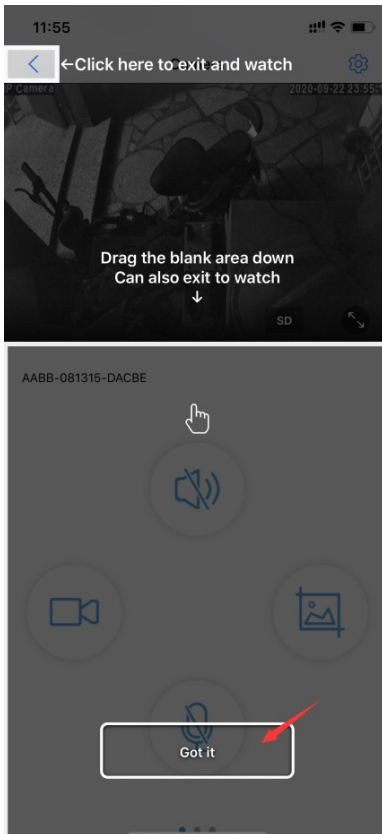
*Remark: When you add the camera, if it prompts “The WLAN network does not appear to be connected to the internet”, please select **“Keep Trying WLAN”***



4.3 Open Camhipro, tap “+” and select “IP camera” -->Device in use-->Search nearby devices-->You will see the camera ID and ip address, tap the ID/ip and it will jump to add device page-->Tap “Add to” at the bottom, now you have added the camera to Camhipro successfully, you can give a name to the camera or just keep the default name-->Tap “Confirm” at the bottom to be camera list page-->Tap Camera name to watch live video (It will remind changing admin password later, just tap got it).

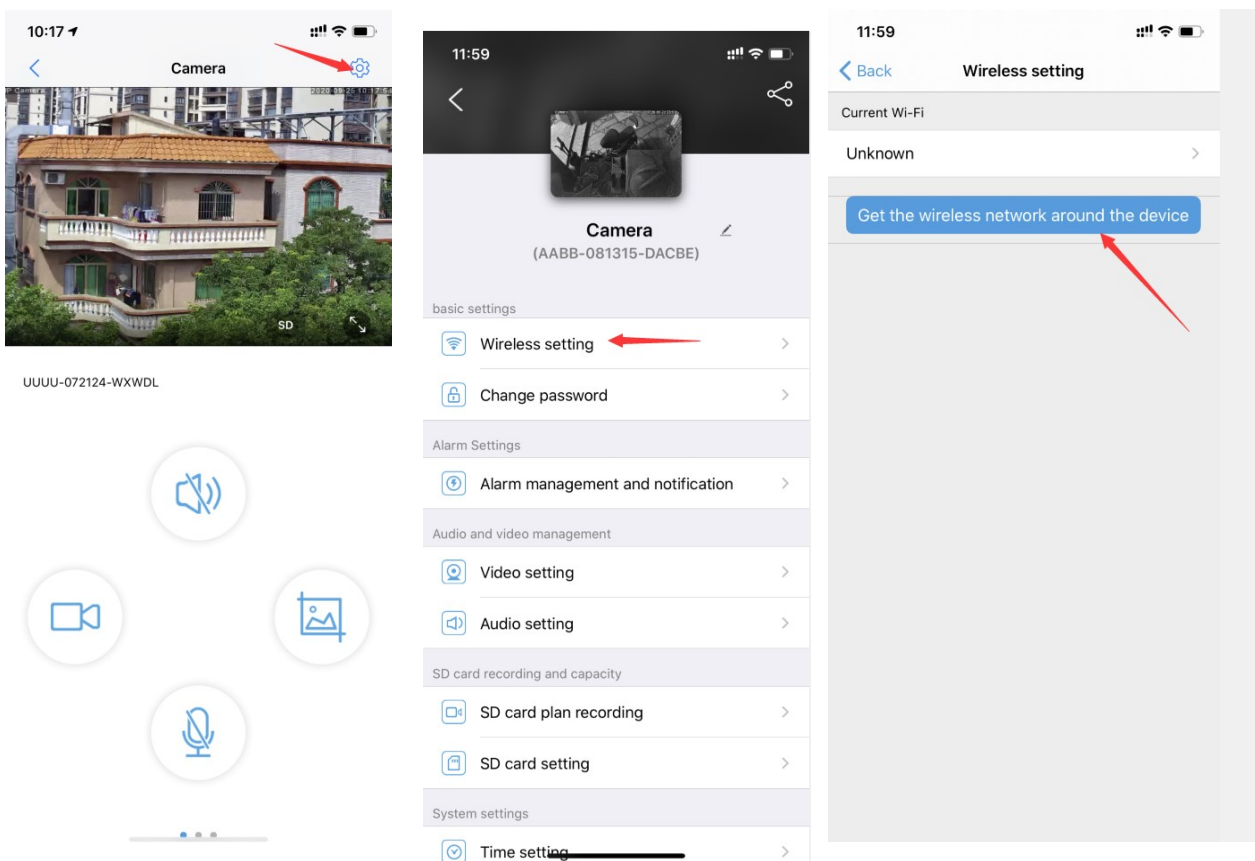


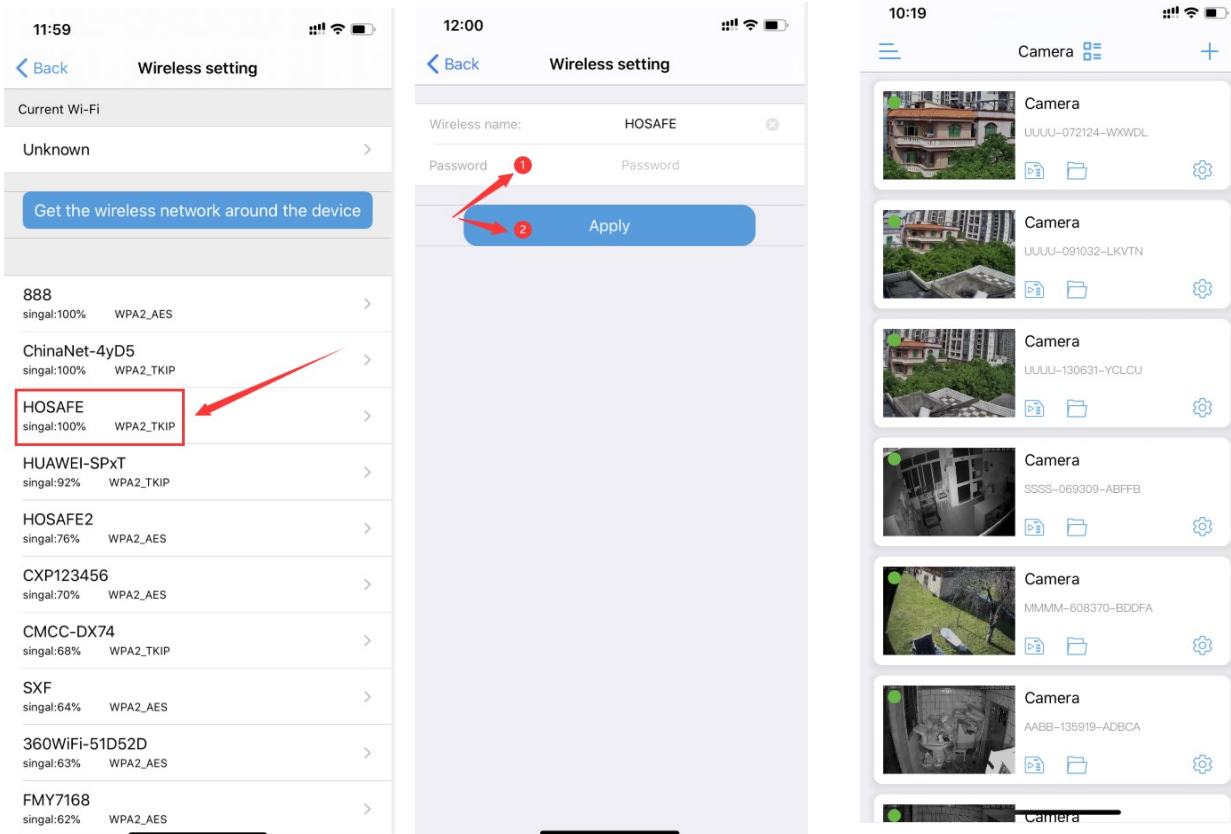




Remark: It allows you to change the SD/HD mode to get a higher resolution, and full screen view. If your home does not have internet, you could connect the camera like this and playback video from local sd card (not included), but you can only watch live video when you are near the camera, because the app access the camera via the camera's wifi access point, if you want to access the camera worldwide, please go to setting page to make the camera connect to your home WiFi. (see next chapter)

4.4 Setup Camera Connecting to Home WiFi. Tap setting icon on the top right corner when you watch live video (or tap setting icon in the camera list page)-->Tap “Wireless Setting”-->Tap “Get the wireless network around the device” (camera and phone should be near the WiFi Router)-->Select your home WiFi (2.4Ghz WiFi only, does not support 5Ghz), input WiFi password and tap Apply, the camera will sound a short music after connected WiFi successfully, the camera will turn off AP wifi signal, your phone will connect to home WiFi automatically, the app will go to camera device list, now you can access the camera worldwide as long as your phone has internet.



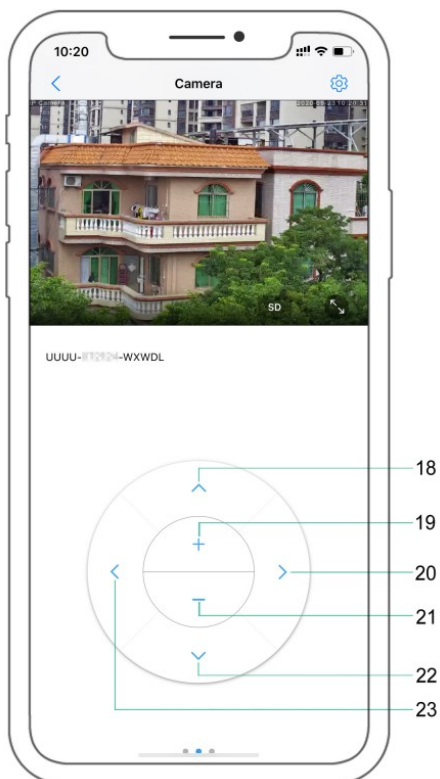
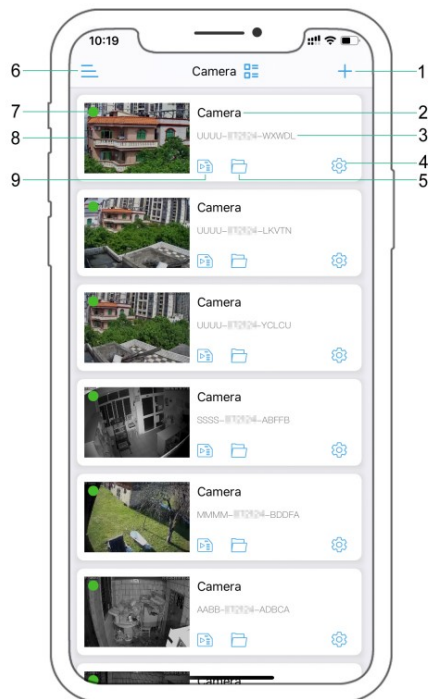


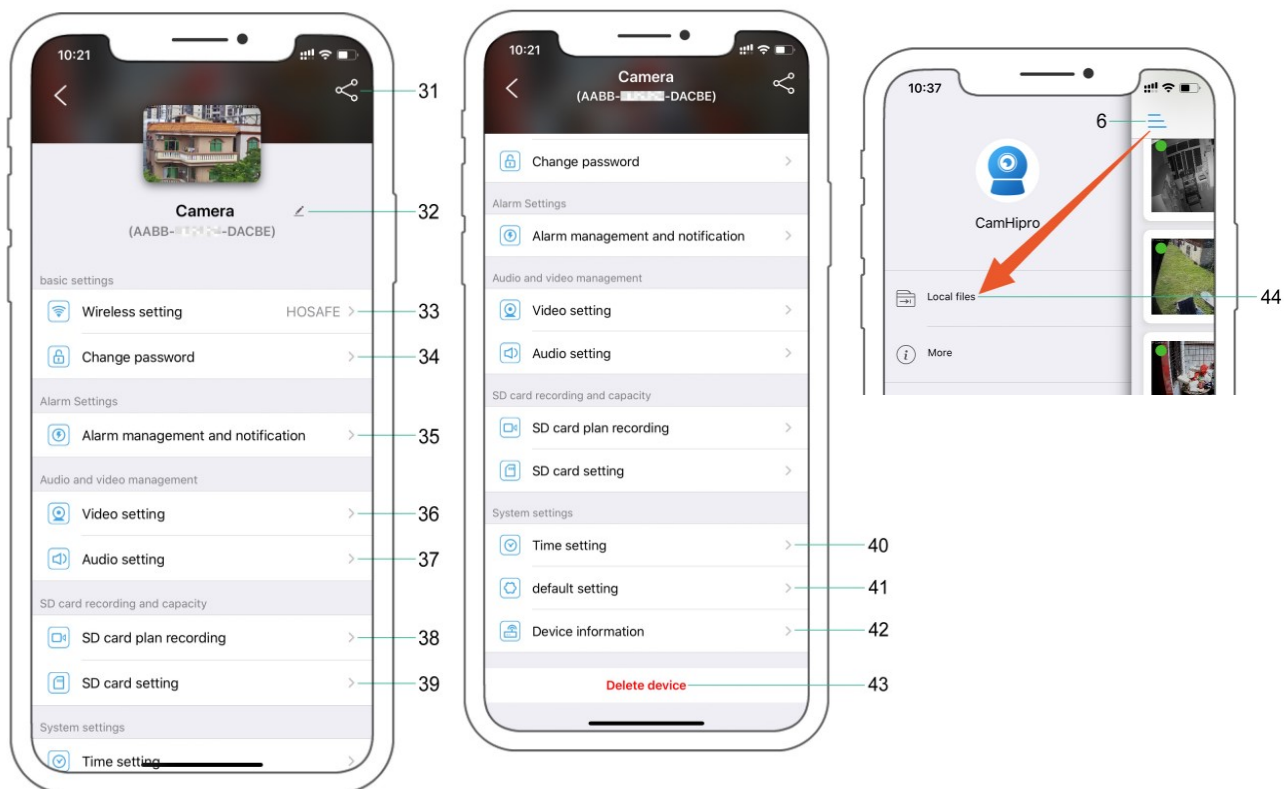
5.Install camera

After the camera wifi setup successfully, please take the camera to the installation position, connect to power adaptor, it will connect to WiFi automatically after start in 1 min. Now open the app Camhipro, if it is ok to watch the live stream video, you can install it there; if cannot connect to camera or the live video is freezing, maybe you have to choose another position closer the router (this may happen when there are too many walls/interference), please test wifi connection first before fixed the camera.

Remark: If there does be blocks/interference around the camera, it keeps disconnecting, you can also connect it to wireless router or WiFi extender via Ethernet cable.

6.APP operation interface explanation





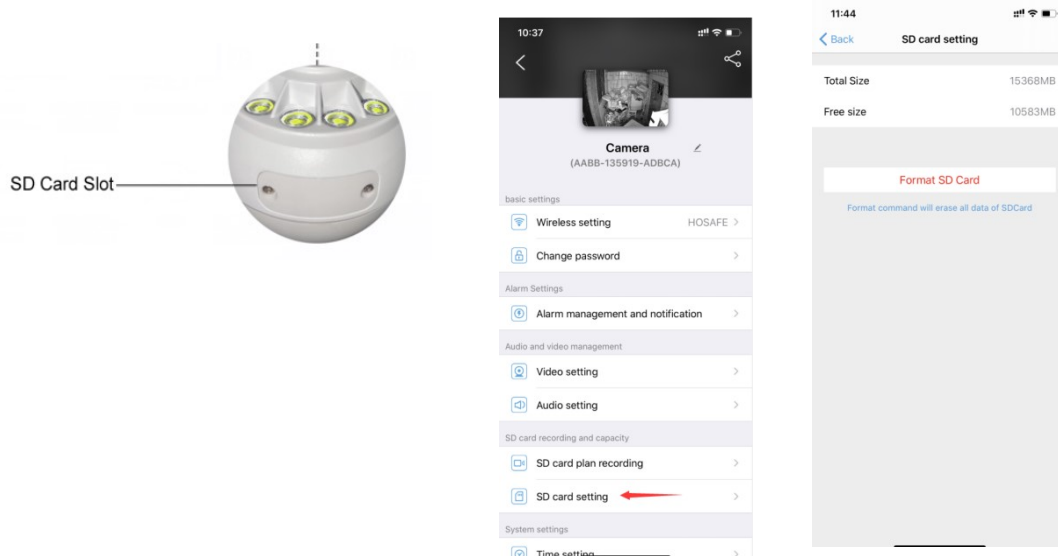
1.Add Camera	2.Camera Name
3.Camera UID	4.Setting Icon
5.Videos & Photos Downloaded From SD card	6.Local Files (Videos & Photos Saved to Phone While Watching Live Video)
7.Camera Status (Green is Online, Red is Offline)	8.Screenshot from Last Live Video
9.Playback Videos from SD Card	10.Setting Icon
11.Date & Time	12.Full Screen Live View
13.SD/ HD Switch (Standard and High Definition)	14. Speaker (Hear Sound from Camera)
15.Take a photo for live video and save to phone	16. Intercom Microphone (Press and hold to speak, talk with camera, release to hear)
17. Record Live Video to Phone	18. PTZ Control--UP button
19. PTZ Control--Zoom In button	20. PTZ Control--Right button

21. PTZ Control--Zoom Out button	22.PTZ Control--Down button
23.PTZ Control--Left button	24.Mirror/Flip, Adjust picture direction
25. Auto Focus Camera Zoom Optional Function (Only for some models)	26.Preset position (Only for high end PTZ camera)
27.Microphone and Speaker Volume Adjustment (keep default recommend)	28.Image Adjustment (Brightness, Contrast, Saturation)
29.Night Vision Mode (Ordinary: IR LED working at night, Color: Floodlight Working at night, Intelligent: IR Led working at night and when camera detect motion, IR led OFF, Floodlight ON, change to IR led if no motion detected in 30s)	30.Intelligent Tracking (Tracking Motion, do not use it if there are much false motion alert)
31.Share Camera with Friends	32.Edit Camera Name
33.Wireless Setting	34.Change Password
35.Alarm Management and Notification	36.Video Setting
37.Audio Setting	38.SD Card Recording Plan
39.SD Card Setting (see memory size after inserted a sd card)	40.Time Setting
41.Default Setting	42.Device Information
43.Delete Device	44.Local Files

7.Insert Micro SD Card

Open the bottom SD Card slot cover with a small screw driver, and insert a micro SD card (Support 16G to 128G), you can see the sd card size after installed successfully, in Camhipro app, Setting--> SD card setting-->you can see the size and format the card

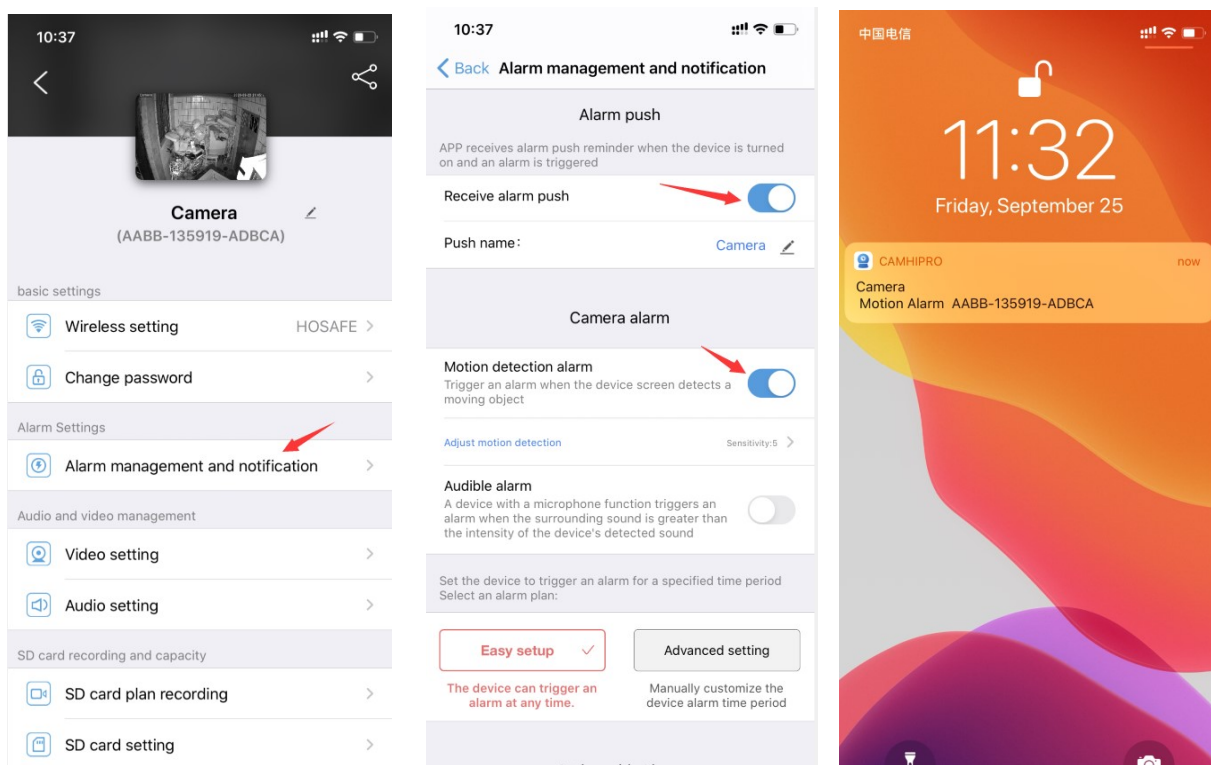
Remark: Please power off the camera when insert sd card, and based on default setting, the camera will start loop recording once installed sd card, 10min per video, the latest video will cover the oldest video.



8.Motion Detection and Push Alert Message to Phone

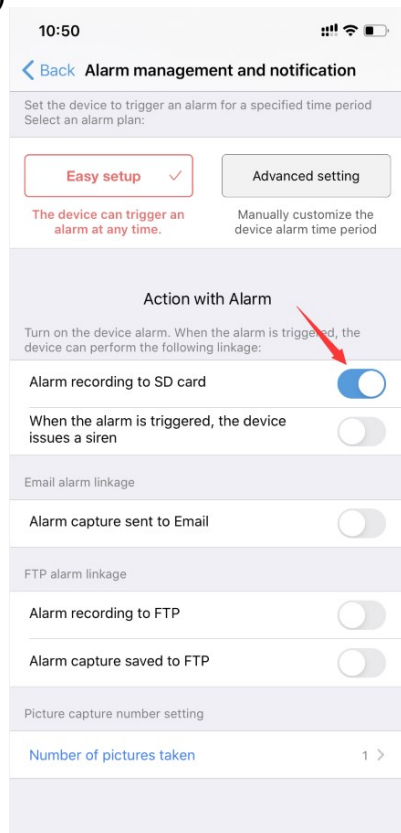
8.1, To receive motion Alert on phone Camhipro app, please go to setting page--> Alarm management and notification-->Turn on both “Receive alarm push” and “Motion detection alarm”, and if you want the camera also detects a sound, please turn on “Audible alarm”

8.2, Schedule Alarm time, if you only want the camera detect motion at night or any special time, you can go to “Advanced Setting” to set up the time range.

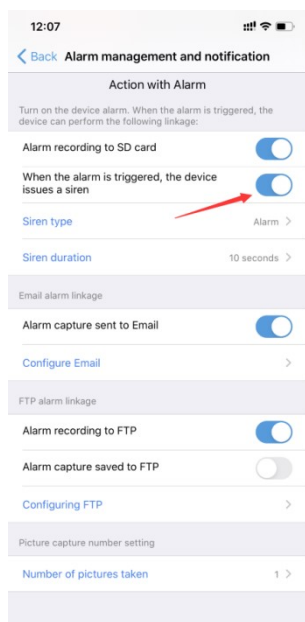


9.Actions when detect a motion

9.1 Save Motion Videos to SD Card, if you have inserted a micro sd card to camera, you will be able to turn on the switch “Alarm recording to SD card” (can not turn on if no sd card)



9.2 Sound Warning, If you want the camera warning with a sound when detect the motion, please turn on “When the alarm is triggered, the device issues a siren”

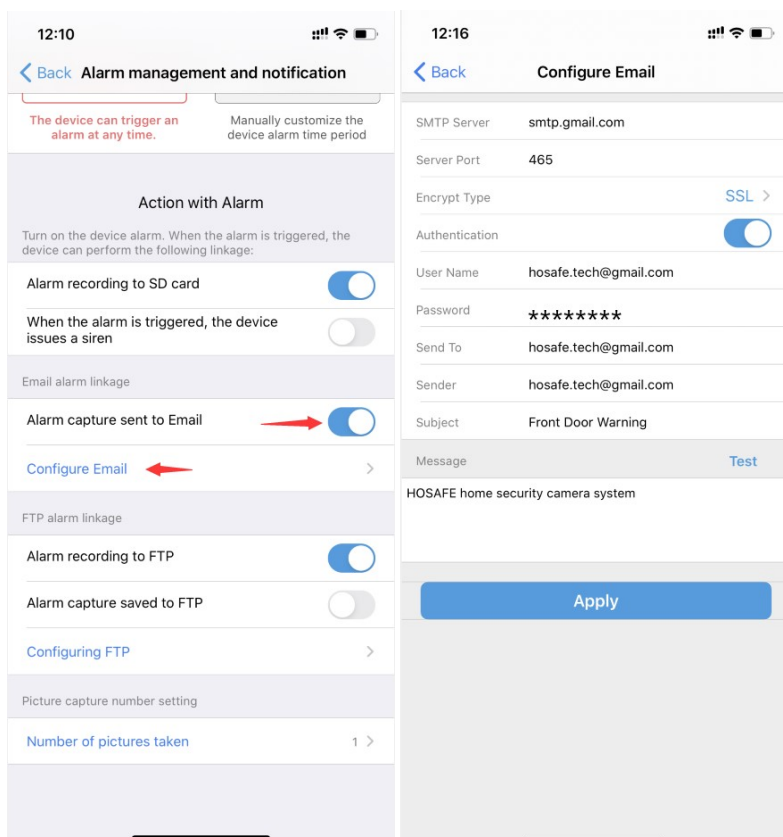


9.3 Email Alert, If you want camera send an Email Alert with picture, you can turn on “Alarm Capture sent to Email”, and configure Email, see below photos for your reference.

Remark: Tap “Apply” before Test

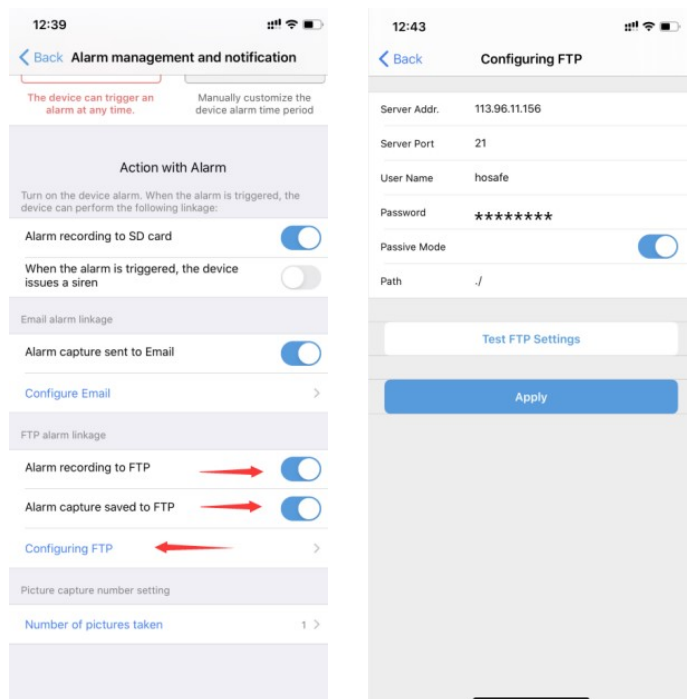
If your gmail has not turned on 2-factor authentication, login gmail account and go to Google apps-->Account-->Security page, scroll the page down to Less secure app access and click to turn it on (only personal gmail account has this option)

If you gmail has turned on 2-factor authentication, please login gmail account and go to Google apps-->Account-->Security page, find 2-step verification and turn on, setup an APP password, select windows mail type, and use this unique password instead your original gmail password in email alert setting page.



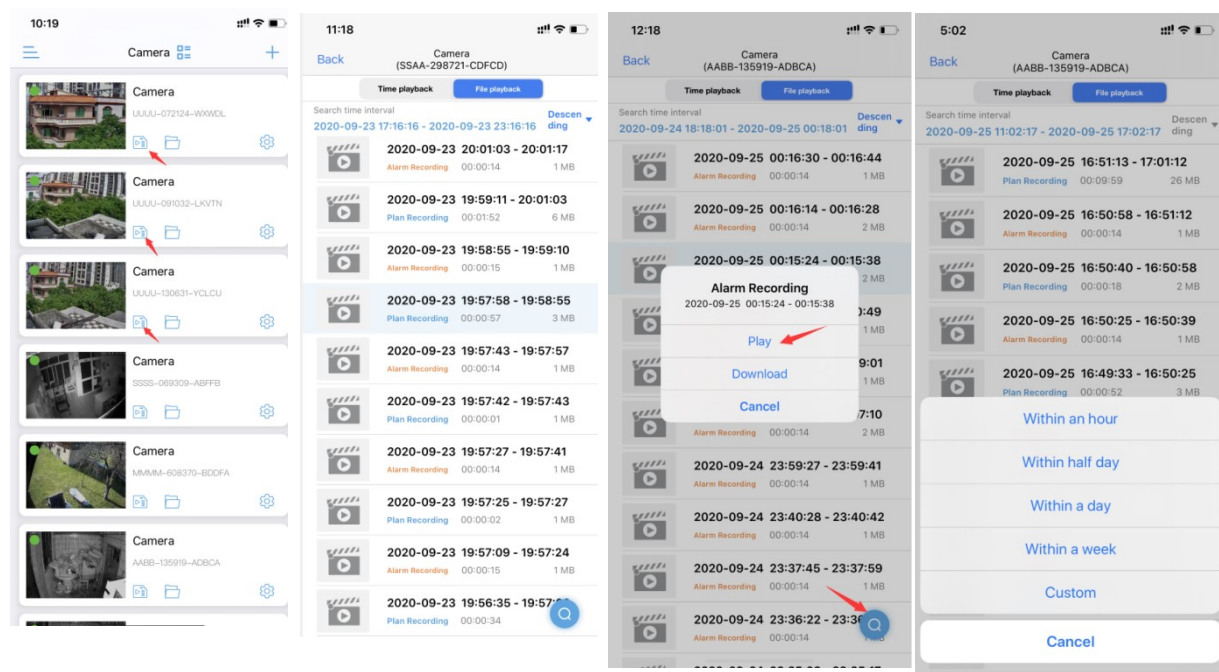
9.4 Upload pictures and videos to FTP Server, if you want to upload pictures and videos to FTP server, please turn on “Alarm recording to FTP” and “Alarm Capture saved to FTP”, and configure FTP, see below photos for your reference.

Remark: Tap Apply before test.

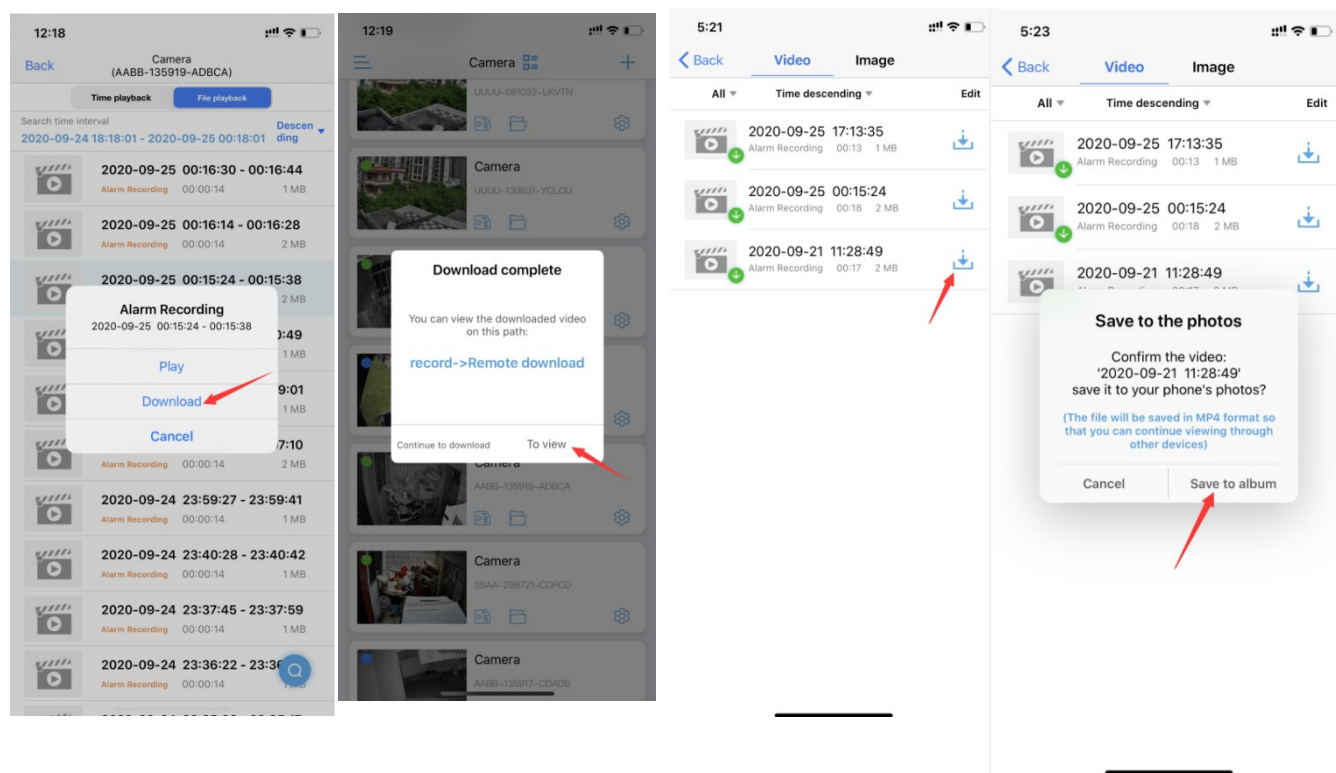


10. Playback and Download Videos from SD Card

10.1 Playback. Please tap the icon  to check videos saved in SD card, select and tap a video to play, if you want to find older videos, tap the right down Search icon to select the date (make sure your camera date and time were right when recorded)



10.2 Download Video. When you select the video, tap the video--> tap Download--->after download complete, tap “To View”. And if you want to save this video to phone or share with family/friend/police, you can tap download icon  to save to album, then you can find the videos in your phone photo album.



Remark: The camera will continue loop record videos after you inserted the sd card, saved to sd card 10min per video, no matter if there is a motion, there is a blue label “plan recording” for this kind of videos.

If you have turned on the motion detection and action with alarm “Alarm recording to SD card”, you may also find there are 14s short videos with Orange label “Alarm Recording”, these videos are all recorded when the camera is triggered by a motion. The Alarm recording could stop the Plan recording when there is a motion, so the plan recording maybe shorter than normal 10min per video.

If you just want to save the motion videos and hope the limited sd card to save videos for a longer time, please go to “SD card plan record” to turn OFF “Enable record”, and also make sure “motion detection alarm” and “motion recording to sd card” are both opened.

11.Device information

You can easily find camera ip address with the device information, and access the camera with its ip address on Web browser. (IE, Edge, Firefox, Chrom, Safari)

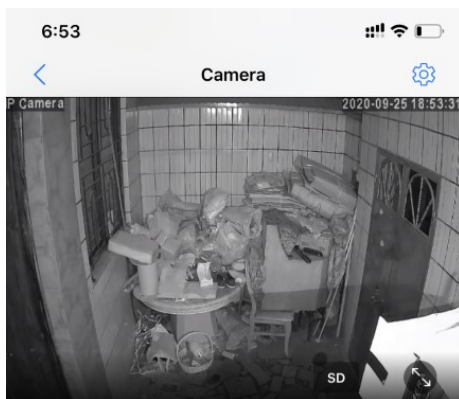
12.IR LED Night Vision and Floodlight

This smart camera has 3 types night vision mode:

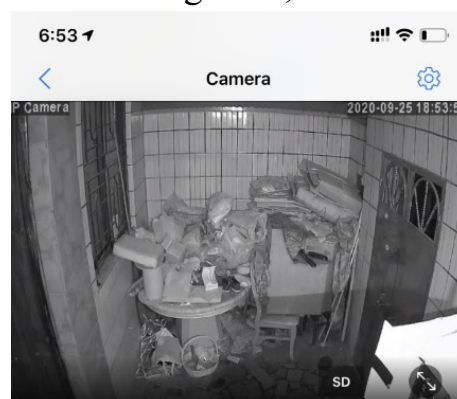
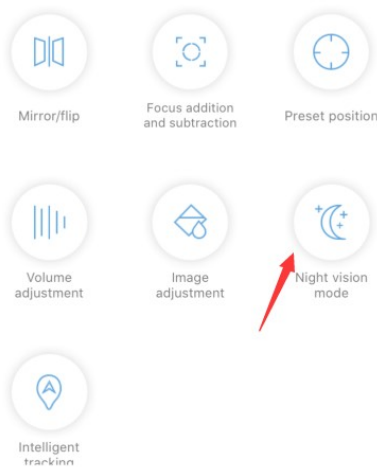
Ordinary: IR LED works at night (light is low) automatically, picture is black/white, Floodlight does not work

Color: IR LED does not work at night, Floodlight works at night, picture is color

Intelligent: IR LED works at night, and when there is a motion detected, the IR LED will be off, the Floodlight will be on for 30 seconds, the it will be off if there is no motion in 30 seconds, if there are continue motions, the floodlight working time will extend until no motion detected, after floodlight off, the IR led will work again.



AABB-135919-ADBCA



AABB-135919-ADBCA

Night vision mode

Ordinary ✓
Color
Intelligent

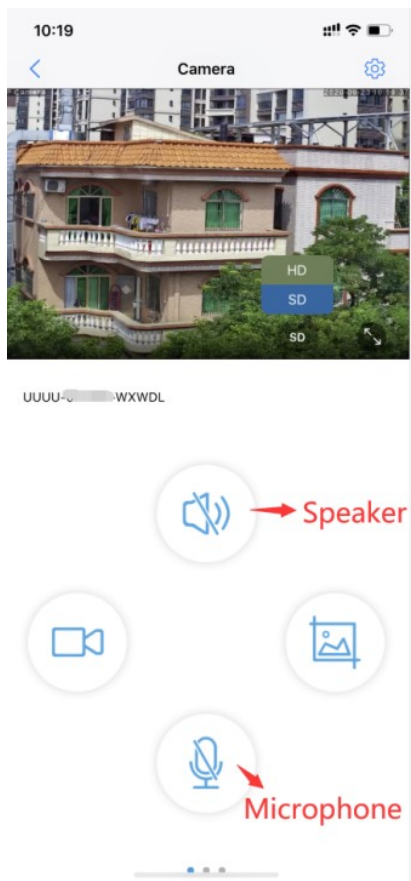
13.How to use 2-way talk function

If you want to talk with camera, need go to live video page

Step 1: Activate the Speaker icon, you can hear from camera

Step 2: Active the Microphone icon to speak

Remark: You can not hear from camera when you active microphone, and can not speak when you hear from the camera, so you need switch from the microphone and speaker



14.Share the camera with your family

Each camera can be managed by several Camhipro app, after you setup the camera connected to your home WiFi, go to setting page, find top right share icon to get a QR code, then ask your family/friend download Camhipro from appstore, scan the QR code to add the camera to the device list.

15.Camera works on other devices

This small outdoor security camera not only works with phone app Camhipro, but also works on windows PC / MAC / ipad/ android pad, we offer free windows pc software which could connect camera locally and remotely.

For Mac, it can only work with Safari via local ip address.

Please check detail instructions on hosafe.com support page or contact our support team via email support@hosafe.com if you need help for making it work with other devices or 3rd party ONVIF software/device.

16.ONVIF & RTSP

ONVIF:

If you want to add the camera to 3rd party onvif software/device, please find the camera ip address from device information (settge page), usually we should use information below:

Protocol: ONVIF, Ip address, Onvif port: 8080, user: admin, password: admin (for some special software may need more information, please contact us for remote online help, we use Teamviewer to help you to setup remotely)

RTSP:

The camera RTSP port is 554, and there are two live H.264 rtsp stream,

main stream: http://ip address:554/11,

sub steam: http://ip address:554/12

E.g. If camera ip address is 192.168.1.123, main steam: http://192.168.1.123:554/11

17.How to reset the camera

Connect camera to power adapter, press and hold camera reset button for 20 seconds, it will reset and restart in 1 min, the reset button is on the cable with a cover.

18. Connect to Blue iris

Input ip address and onvif port: 8080, click Find/Inspect

Network IP camera configuration

Address
http:// 192.168.1.193 Find/inspect...

User admin Password ***** ☐ Show Blank address to search for cameras

Make Generic
Model RTSP H.264/H.265/MJPEG/MPEG4

Media/video/RTSP port 554
Discovery/ONVIF port 8080

Video
Path /11
Params
Camera 1

Audio
Path
Format 64 kbps G.711 u-law
☐ Setup RTSP back-channel for talk support (PCM-U format)

Network options
Receive buffer (MB) 6.0
☐ Use RTP/UDP ports: 7000
☒ Send RTSP keep-alives
☒ Use RTSP/stream timecode
☐ Skip initial HTTP DNS and reachability tests
☐ Decoder compatibility mode
☐ Get events with PullPointSubscription

OK Cancel Help

19. Connect to Synology

Edit Camera - ONVIF

Information Video Advanced

Name: ONVIF

IP address: 192.168.1.100

Port: 8080

Brand: JuFeng

Camera model: PTIR12-200-30X

Username: admin

Password:

Test Connection ✓

20. Connect to QNAP

Edit

Camera Configuration Video Settings Schedule Settings

Camera Brand: Generic Model

Camera Model: Generic RTSP

HTTP URL: /11

Camera Name: Camera 1

IP Address: 192.168.1.20

Port: 8080

RTSP Port: 554

WAN IP Address: 192.168.1.20

Port: 80

RTSP WAN Port: 554

User Name: admin

Password:

☐ Show password

Test

Apply Cancel

21. How to get a good night vision picture

When the camera changes to night vision mode, if there is obstruction within three meters of the lens, infrared rays will have a concentrating effect, which will cause the obstruction part to be extremely bright, and other screens will be darker, and the night vision effect will be poor. If the camera monitoring area is too far away (more than 33ft), no object reflects the infrared light back, and the night vision effect is not good too, it is like shining a flashlight into the sky and seeing nothing.

(No matter where the camera is installed, make sure there are no obstacles within **3 meters** of the lens)

If you do want to put the camera behind a glass, please go to night vision setting page to select Color option, it will turn off IR led at night.



No obstruction night vision is normal.



Obstruction causes night vision picture unnatural.

Troubleshooting Table		
No.	Description	Reason & Solution
1	Can not see the camera's WiFi Signal in phone WLAN setting	Please make sure the camera is NOT connecting Ethernet cable, press and hold the reset button on the cable for 20 seconds, wait for 30 seconds, check in your phone WLAN settings, there should be a WiFi signal named IPCAM-xxxxx, if still can not find the wifi signal, quick press the reset button and wait for 20 seconds, there should be a wifi signal now, the format is IPCAM-XXXXX. If still can not see the wifi signal, contact our support team via email support@hosafe.com , or come to our website www.hosafe.com , talk with us via Facebook.
2	Connection can not be established	1) Check your Wi-Fi name and password, if there is any special character. 2) Make sure your WiFi is 2.4G, it does not support 5G. 3) Make sure your camera and mobile phone are near the router. 4) Email contact customer service staff to solve your problem within 24 hours
3	Reset to default	1) Press and hold the reset button for 20 seconds. 2) Hear "Dong" sound, and wait for reboot
4	How to connect the camera to a NEW WIFI	1) Reset camera 2) Delete the camera from Camhipro device list 3) Setup the camera as a new one
5	Alarm captures without a person	1) Please try to adjust the camera position or direction, make the camera further from the monitor area 2) Some objects (Fly, Leaves, Dust) trigger the motion

		sensor, please reduce the motion sensitivity, and adjust the monitor area to avoid the false alarm area
6	Alarm too frequent	Please reduce the motion sensitivity, adjust the monitor area, setup schedule alarm time in advanced setting
7	Cannot get alarm push	Enable notification of the Camhipro app in the mobile settings.
8	No alarm video recorded	Please insert the micro SD card, make sure the sd card is readable in sd card setting page (you can see the memory size)
9	Device offline	Check if the network works well, maybe the the camera location is too far from the router, move to a closer place and try
10	Video delay	Check the WIFI network, the distance between the camera and the router should not be too far

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

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.

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

Radiation Exposure Statement

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