

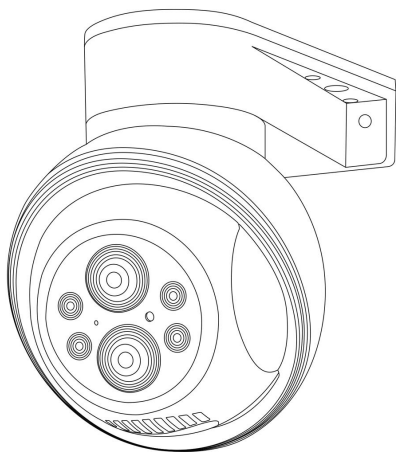


# QUICK START GUIDE

V1.1

F10

## Dual Lens WiFi camera



\*Please read this manual thoroughly before using and keep it for future reference.

## **Dear Customer ;**

Thanks for your trust to purchase wireless battery camera from MMQ and please accept our sincere appreciation here. If you are satisfied with our product or service, could you please spend a minute to share your product experience on Amazon? Your precious customer review will help us shape our business to the best and let other customers know more about MMQ product and service, your unwavering support and patronage is our motivation to go further.

MMQ always place customers' needs as our top priority, any suggestion or questions, please feel free to contact us.

Thanks again and wish you all the best.

All staffs in MMQ

For any questions, please contact us:

Email: [mmqcamera@163.com](mailto:mmqcamera@163.com)

Or enter the Eseecloud APP personal center(Me), you can contact customer service online (Available Pacific Time 5:00pm-12:00pm)



[www.mmqcamera.com](http://www.mmqcamera.com)



Live chat/Message

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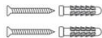
## Box Contents



Camera



Power supply



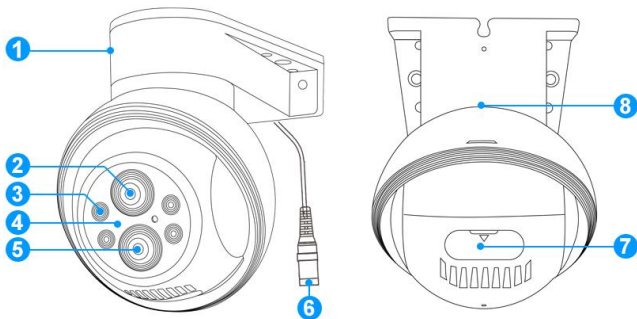
screw pack



User manual

## Product Overview

### 1. Camera



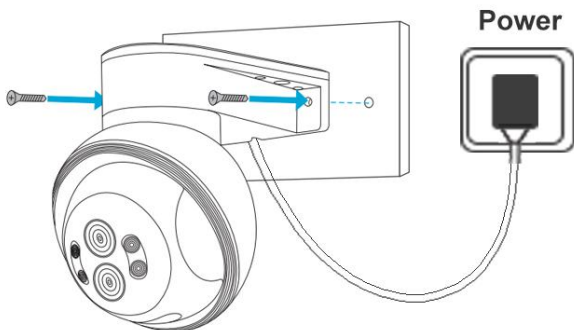
- ① Hidden antenna;
  - ② 3.6mm Lens: close focus lens;
  - ③ 4pcs infrared lights and floodlight;
  - ④ Microphone;
  - ⑤ 8mm Lens: telephoto lens;
  - ⑥ Power: DC 12V;
  - ⑦ **TF card slot:** Support micro SD card for local storage (Max 128GB);
- Reset button:** Press and hold for 5s to reset the

camera ,you will hear a prompt tone.

**NOTE:** After resetting the camera, you need to re-pair the camera to the NVR, otherwise there will be no image;

**8** Speaker.

## 2. Camera Installation



Choose Your Ideal Mounting Way:



## How to paired the camera to NVR recorder?

It can be configured on both NVR and mobile phone

### Configured on NVR:

**Step 1 Delete camera:** Right -click on the mouse → select camera settings → Delete the camera of that channel (skip this step if no camera has been added to the channel).

(CH1)CAM1



Keep recording

ON

**Step 2 Reset camera:** Take the camera near the NVR and reset it.

**Step 3 Pair camera:** Click the "+" on the channel, the NVR will say that the camera is being paired, wait for about a minute, and the NVR will say that the pairing is successful.

### Configured on mobile APP:

**Step 1 Delete camera:** Double-click the channel you want to set, click the settings icon in the upper right corner to enter camera setting, go down to the bottom, and click "Delete channel" (skip this step if no camera has been added to the channel).

**Step 2 Reset camera:** Take the camera near the NVR and reset it.

**Step 3 Pair camera:** Enter the real-time viewing interface of the APP, click the "+" on the channel, the NVR will say that the camera is being paired, wait for about a minute, and the NVR will say that the pairing is successful.

For detailed operations, please refer to the guide:

[mmqcamera.com/setup1](http://mmqcamera.com/setup1)

# How to paired the camera to WiFi router?

## 1. Install Eseecloud App

You can scan the QR-Code to download the free mobile app, or search "Eseecloud" in App store or Google Play.



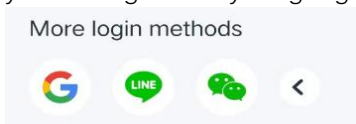
Eseecloud APP



APP download

## 2. Register Account and Login

**Method one:** Click "More login methods" at the bottom, you can log in with your google/Line/WeChat account.



**Method Two:** Register an account with your email or phone number, verification code will be send after click "confirm".

### Log in

Email/phone number

password

[Forget password?](#)[Register](#)

Confirm

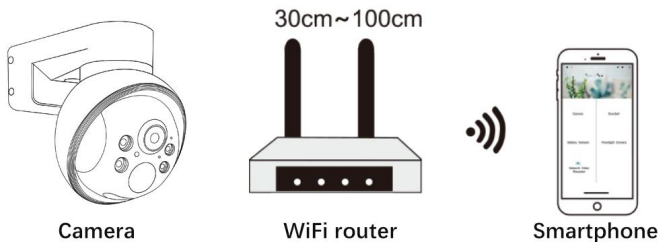
### Register

Email/phone number

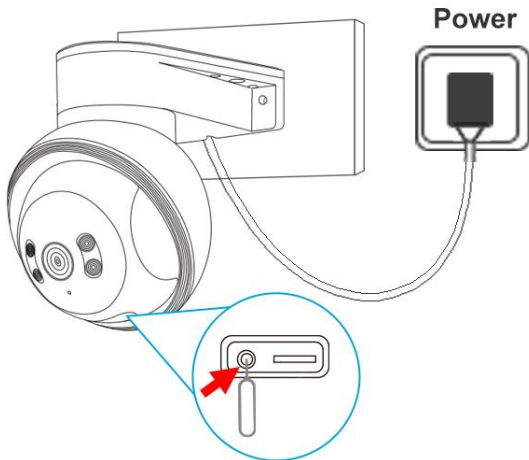
Confirm

### 3. Add device to phone APP

① Take the camera and smartphone close to the router (<5metre), connect phone to the router's Wi-Fi, **support 2.4GHz WiFi only**.

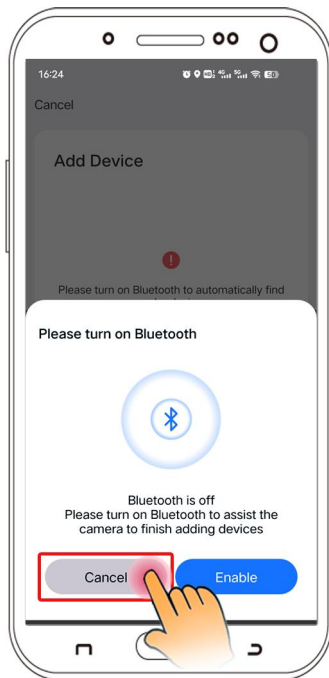


② **Power on the camera and reset it:** Power on the camera, wait 30 seconds, and then use a pin to push the reset button (inside the small hole)

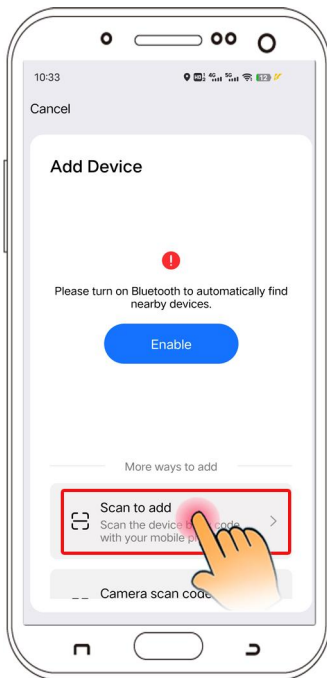




③ Run Eseecloud app → Click "+" to add camera → Cancel "enable Bluetooth" → Click "Scan to add".  
(Because this camera does not support Bluetooth pairing, there is no need to turn on Bluetooth, select "Scan to add")

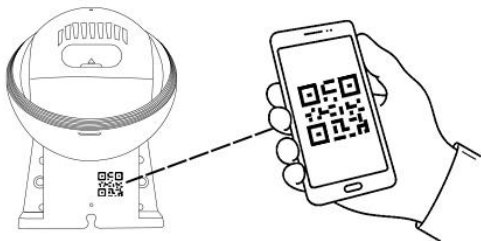


Cancel enable Bluetooth

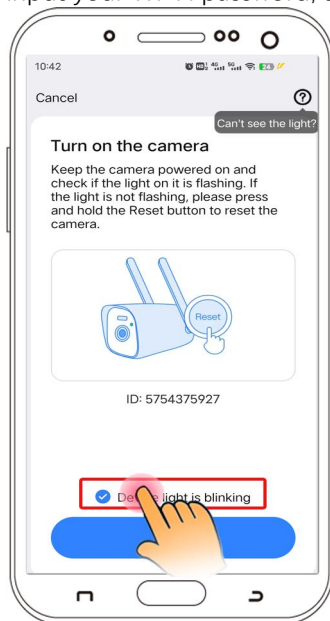


Select "Scan to add"

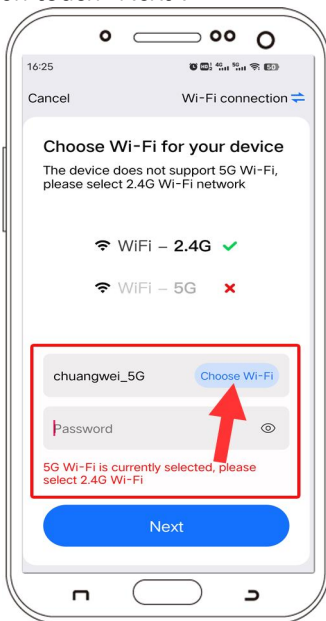
- 4 Scan the QR code on the camera body.



- 5 Check "Device light is blinking" → Choose your WiFi and input your Wi-Fi password, then touch "Next".



Check "Device light is blinking"

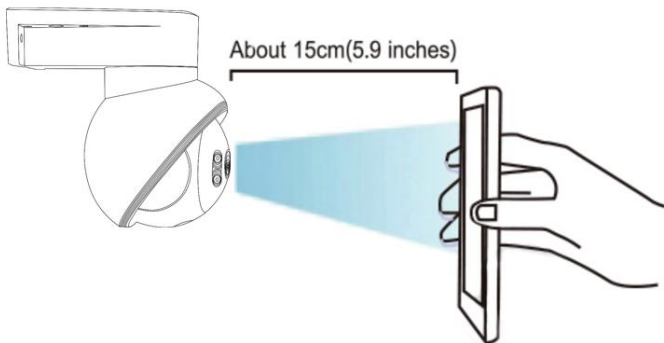


Connect WiFi

This camera does not have an indicator light, so just check "Device light is blinking"

If there is a red word "5G WiFi is currently selected, please select 2.4G Wifi" at the bottom, you need to choose 2.4G

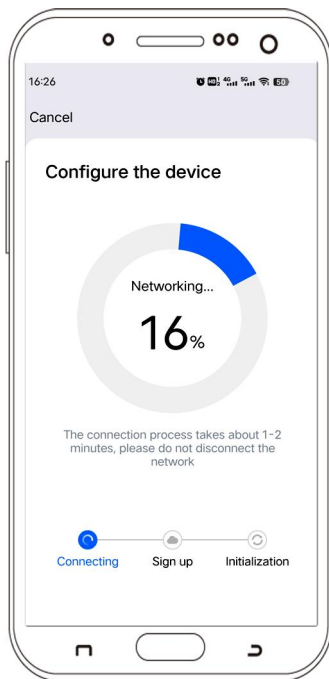
⑥ A QR code will appear on your phone. Use the camera to scan the QR code.



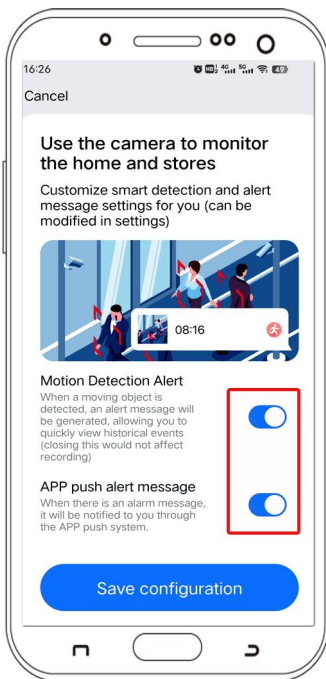
⑦ When the camera makes a sound, means scan QR code successfully, click "**hear the prompt sound**" to the next step.

If you don't hear sound from the camera, click "**Can't hear the prompt sound**" → "Device hotpot connection" to add it with another method, or reset the camera and try again.

8 Wait about 20 seconds to update to 100% → Enable "Motion detection alert" and "APP push alert message".

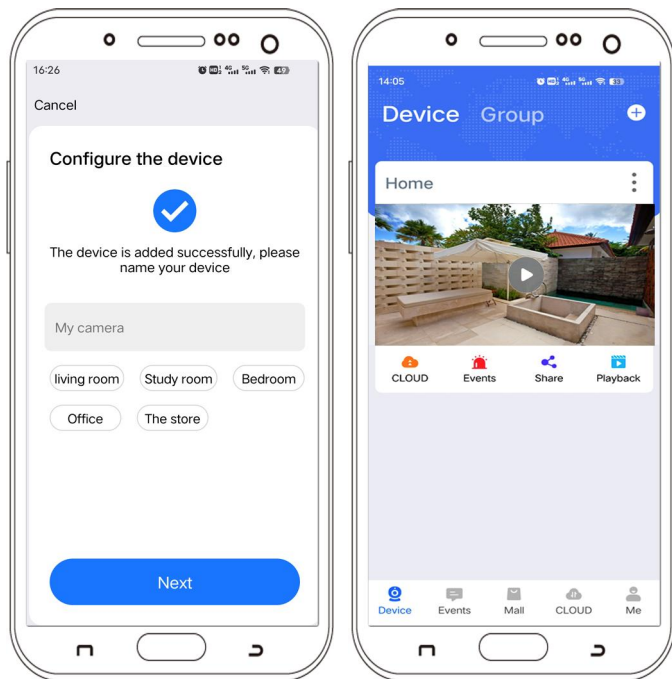


Wait for 100%



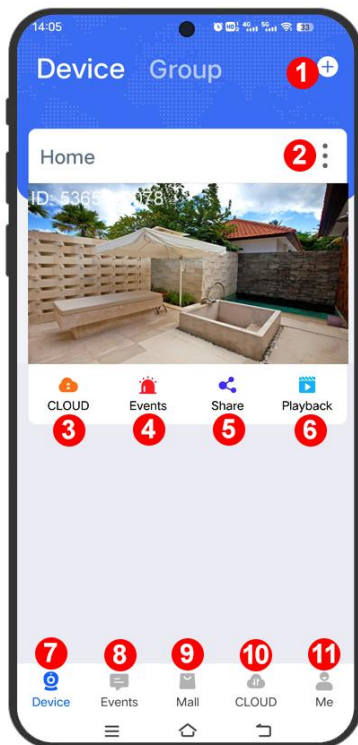
Enable "motion detection"

8 Set a name for the camera, and the setting is complete, you can click the image to play the video.



# Main Menu Functions

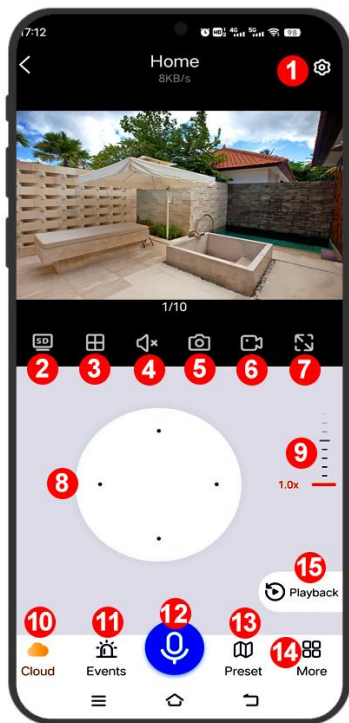
## Device (Home page)



1. Add device
2. Camera setting
3. Cloud service
4. Alarm message
5. Share device
6. Playback
7. All device
8. Alarm message about all the device
9. Our official website
10. Cloud service
11. APP personal center

Enter the APP personal center(Me), you can manage APP account /View screenshots or videos / Contact customer service online.

## Live Video



1. Camera setting
2. Adjust video quality
3. View 1 or 4 screen
4. Turn sound on or off
5. Screenshot of current camera view
6. Record of current camera view
7. Full screen
8. Pan and Tilt
9. Hybrid zoom
10. Cloud service
11. Alarm message
12. Two-way audio
13. Set frequently viewed locations
14. More settings: Cruise / PTZ calibration / light mode/siren/view screenshots
15. Playback

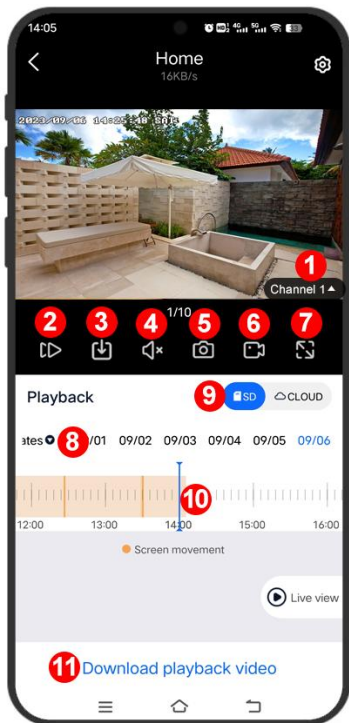
On the home page, click "Me" → "Screenshot/Recording" to view screenshots or videos.

### How to zoom:

- 1) Hybrid zoom
  - 2) Digital zoom:
- Swipe across the screen



## Video Playback



1. Select channel
2. Fast playback(valid only if you have subscribed to the cloud service. If you do not subscribe, you can fast playback on the NVR system).
3. Download video
4. Turn sound on or off
5. Screenshot of current camera view
6. Record of current camera view
7. Full screen
8. Select date
9. Select where to playback the video.
10. Select time (The darker orange bar means there is video recording
11. Download video

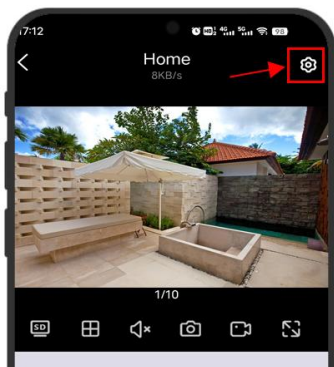
If you don't have an NVR system, you need to install a TF card or purchase cloud storage service for storage.

TF card: FAT32, class 10 and above, max 128GB.

Because the camera only records when motion alarm, if it prompts "No video", please change the date/time, or change the channel to see if there is a video.



## Camera function settings



Enter live view interface,  
then click "⚙️" to access  
the camera settings, you  
will see:

### 1) Software version and signal

Camera version and signal status. .

### 2) Alarm setting

Enter motion detection alert→adjust the motion sensitivity / humanoid detection / motion tracking / Motion detection period / siren setting / white light alarm.

### 3) Record Setup Mode

Enter recording setting→ set record mode and record time :  
Record mode: event recording or uninterrupted recording  
Record time: all day/day time/night time/ custom recording period

### 4) Delete camera

Delete the camera of this channel before adding a new camera.

# Frequently Asked Questions | Troubleshooting

## 1. Prompt "device offline" on the APP

It means that the camera failed to connect to the Internet.



① Please make sure the camera and WiFi router is in a valid signal range. Don't install the camera too far away from the WiFi router, otherwise the camera won't always stay online.

② Check whether the power adapter is not plugged in properly or is faulty.

③ Power it off and power on again to check it work?

④ Reset the camera and pair it again .

## 2. Can't receive alarm notification?

① Enter APP→Me→settings→Enable"Notification banner"

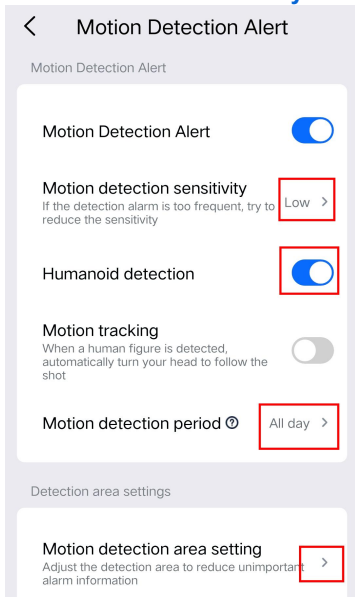
② Enter your app →Me → system authority settings→ Enable "Notification".

③ Enter your app→Device→ system authority settings → Enable "Alarm push".

④ Enter your app→enter the live view interface, click Settings→Push message settings→Enable "APP push alert message"

⑤ The installation of the camera is too high

## 2. APP received too many alarm messages

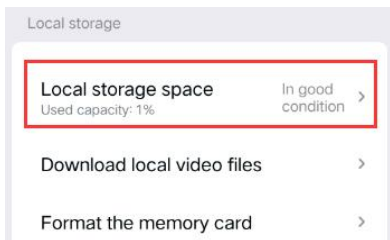


Enter the camera settings  
→ Motion detection alert

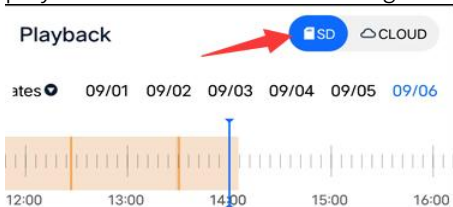
- 1 Sensitivity set to "LOW".
- 2 Check "Humanoid detection".
- 3 Custom time period.
- 4 Custom detection area.

## 3. I can't play back the video

1) Enter camera settings → storage settings → Local storage space shows TF card information which is normal.



2) When playing back on the mobile phone, select "SD" to play back the video of local storage.



3) Maybe there is no video recording at this time, please try another date and time (the battery camera will only record when there is a motion alarm)

4) The camera recording mode is set to record only motion alarm, so there is no recording at this time.

#### 4. Set up siren and floodlight

When the camera detects a moving object, it can sound a siren and turn on a floodlight to warn intruders, by default, siren is off and floodlight is on, you can modify it according to your needs: Enter camera Settings→Motion detection alert→ "Siren settings/white light alarm".



## 5. How do i view my cameras on computer?

① Download the computer software "Eseecloud" (not the same software as the mobile APP "Eseecloud"):

[mmqcamera.com/download-eseeccloud-pc](http://mmqcamera.com/download-eseeccloud-pc)

② Login PC software(There are 2 ways)

1) Log in with the mobile APP account, after logging in, the devices that have been added to the APP will be synchronized, and you can watch immediately.

The image displays two side-by-side login windows. The left window, titled 'Login Cloud', contains a username field with 'mmqcamera@163.com', a password field with masked characters, and checkboxes for 'Remember password' and 'Auto login'. A blue 'Login' button is at the bottom. Below the button are links for 'Register', 'Forgot Password?', and a red-bordered box containing the text 'Switch to Login Local'. A red arrow points from this box to the right window. The right window, titled 'Login Local', has a username field with 'admin', a password field with the text 'Please enter password', and checkboxes for 'Remember password' and 'Auto login'. It also features a blue 'Login' button and links for 'Forgot Password?' and 'Switch to Login Cloud'.

2) Log in with the administrator account of software , the user name is "admin" and there is no password. After logging in, add the device Cloud ID number. For detailed operations, please refer to the guide:

[mmqcamera.com/setup2](http://mmqcamera.com/setup2)

## 6. What should I do if I forget my password?

If you have forgot the login password of the APP account, please click "Forget Password" and follow the prompts step by step. If you have forgot the password of the device, please reset the device and configure it again.

## 7. What are the differences between Hybrid zoom/Digital zoom and optical zoom

### Price:

Optical zoom > Hybrid zoom > Digital zoom

### Image Quality:

Optical zoom  $\approx$  Hybrid zoom > Digital zoom

### Lifetime:

Hybrid zoom  $\approx$  Digital zoom > Optical zoom

Because of the optical zoom camera, the lens is constantly extending and contracting and can easily malfunction.

## Warranty

### Regular Warranty:

All MMQ products are with 1 year warranty from the original date of purchase. During the warranty period, if any parts of product are damaged, please contact us immediately and we will provide satisfactory resolution.

In many cases, misunderstandings may be caused by unfamiliarity with the product, if you have any questions, please contact us first, by reducing returns, we will be able to sell to consumers at lower prices, thank you!

### Extended warranty:

Enter Eseecloud APP personal center(Me), and click the customer service icon, send your order number for us to apply for extended warranty. You can apply for an extended warranty within 3 months of purchase.