

Battery Camera Set up Guide

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How to Contact Us

If you have any questions or issues, you can contact us by submitting feedback on VicoHome or emailing Sovmiku@163.com.

Set up Guide

- **Before setting up**

1. Download the VicoHome app and make sure it has been updated to the latest version, and then sign up for a VicoHome account.
2. Fully charge your camera before setting it up the first time. This can take up to 8 hours. Once fully charged, the indicator light will switch from **solid yellow** to **solid green**.

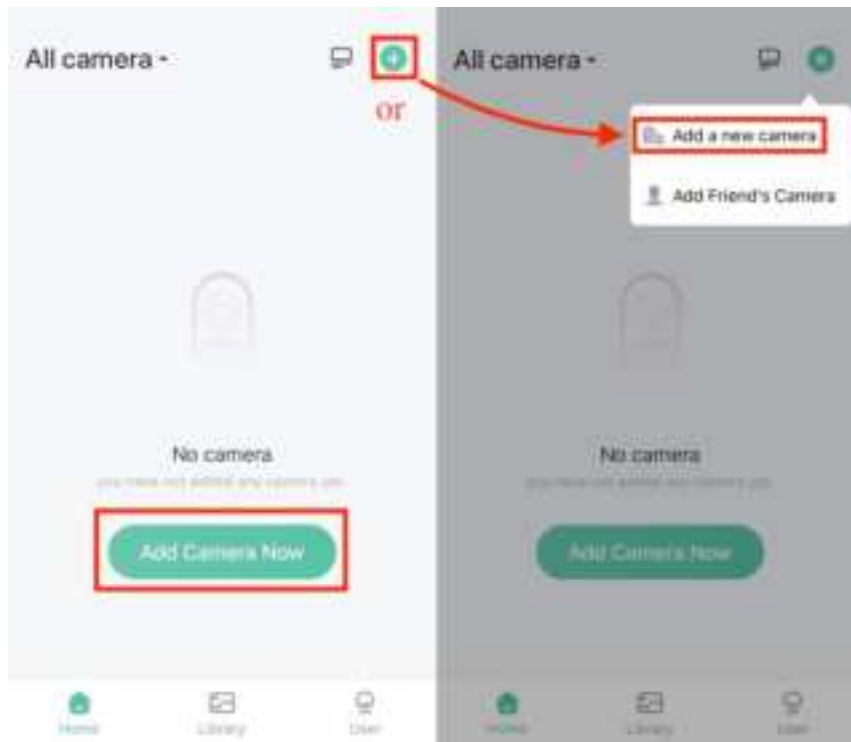
- **Make the camera enter QR code scanning mode**

1. Press and hold the camera power button for about 3s to turn it on. When it is on, you can hear a startup sound and see the **blue light** on.
2. Confirm the camera enters the scanning mode: when the camera is in the scanning mode, you will hear a **repeated “Ding Dong Ding Dong” sound** and see the **flashing blue light** at the same time.

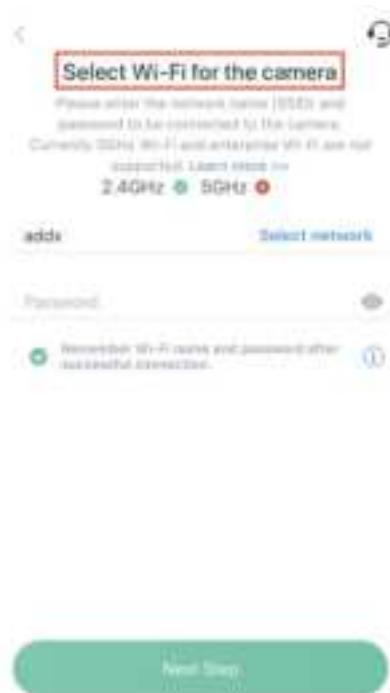
*Usually, the camera without network configuration can get into the scanning mode automatically after it is turned on. If it fails to enter the scanning mode automatically, you can **double-click the camera power button** to manually make it enter the scanning mode.*

- **Prepare Wi-Fi network QR code using the VicoHome app**

1. Open the VicoHome app, tap **Add Camera Now**. Or tap **+ plus icon** on the top right and then tap **Add a new camera**.



2. Follow the prompts until you enter **Select Wi-Fi for the camera** screen.



3. Select Wi-Fi, or manually enter the name of your Wi-Fi, and then enter the password of the Wi-Fi **to generate the WiFi network QR code**.

Please note that the camera **only supports 2.4G Wi-Fi**.



- **Take the camera to scan the generated QR code**

Take the camera to scan the generated QR code. If the camera successfully scans the QR code, it will make a beep sound **Ding**.

Please make sure the camera lens is clean.

The QR code should be 6 ~ 12 inches in front of the camera. You can slowly move the camera back and forth to adjust the distance to get the best focus.

Please do it in an environment that is not too bright or too dark.

- **Name the camera and set a location for the camera**

Name your camera and choose/add/edit the location where your camera will be installed.



- **Automatic Camera Upgrade**

Usually, the camera will upgrade the firmware to the latest version automatically after being added to the app, so please wait for a while. After the camera is upgraded, you will see the added camera on the home screen. You're all set!



Once your camera is set up successfully, you can mount it.

Why can't I turn on the camera?

- **No battery**

With an extremely low battery, the camera won't be turned on. You need to charge it with AC power before using it. Or you can plug in the AC power and then turn on the camera.

*The specification of the power adapter should be **5V/1.5A or 5V/1A**.*

The length of the charging cable should not be too long, generally not longer than 16ft.

*The camera indicates a **solid yellow** light for charging and a **solid green** light for a full charge. It will take 6~8 hours to fully charge the camera.*

- **Broken power button**

Once confirming the power button is broken, or the camera loops rebooting, please contact us for a replacement.

- **Battery Issue**

The camera might have a battery issue if it still cannot be turned on after charging for several hours. In this case, please contact us for technical support.

What to do if VicoHome does not generate a QR code of the Wi-Fi network?

- Please check the network connection of your mobile phone and make sure it's good and stable. Then re-enter this page to refresh the QR code.
- Please make sure you've installed the latest version of the VicoHome app.
- Please Kill the app and reopen it to try again.
- If possible, use another phone to add your camera.
- If it still does not work, please contact us for technical support.

Why can't the camera scan the QR?

When adding a camera, please scan the QR code generated in the VicoHome app. If you scan the QR code on the camera body, the app will jump to the help article of adding a camera. If you want to add the camera that has already been added on the phone of your family or friend, you need to ask him/her to generate a share QR code to scan. The below cases apply to add a camera:

- **The camera is not in the scanning mode**

Please turn on the camera and then double click the power button to make the camera enter this mode, in which you will see the **flashing blue** light and hear a **repeated "Ding Dong Ding Dong" sound**.

- **The camera lens is not clean**

Please remove the plastic protective film first. And please clean the camera lens if it

is dirty and when doing that please try to avoid leaving a fingerprint.

- **The camera can not find focus**

Please slowly move the camera back and forth to the QR code to find the focus. And please scan the QR code in an environment neither too bright nor too dark.

- **Other problems**

Please contact us for technical support.

Why does the camera fail to connect with Wi-Fi after successfully scanning the QR code?

Camera reports "Wi-Fi SSID not found"

- Please check the name of Wi-Fi and make sure it is correct.
- Please place the camera near the Wi-Fi router and make sure the router is connected to a power source.
- Please note that our camera **only supports 2.4GHz Wi-Fi**.

Camera reports "Wi-Fi password error"

- Please double-check the password you entered and make sure it is correct and case-sensitive.
- And please pay attention to special characters, e.g. white space.

Camera reports "Cloud service connection fail"

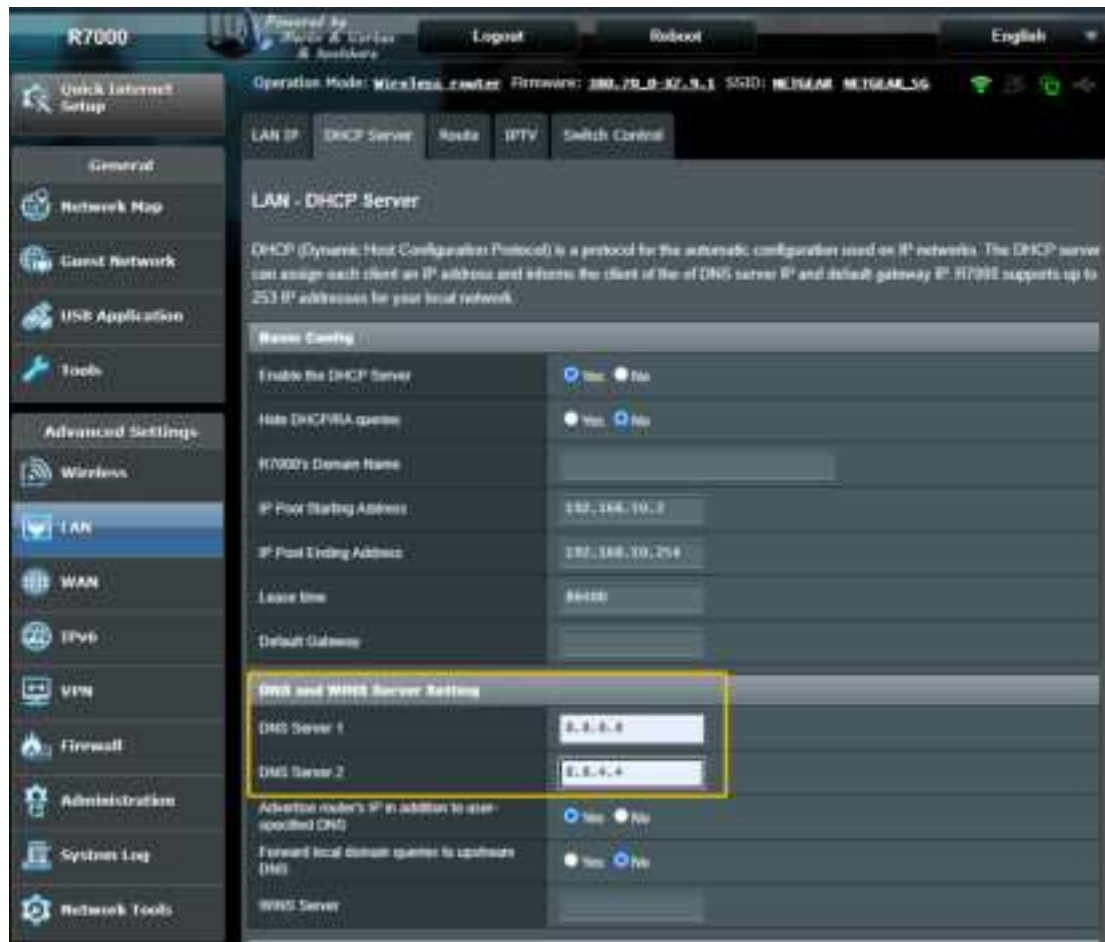
- This means it fails to build the connection with our cloud server.
- Please check if your router is connected to an available network.
- Please try to restart the router and re-connect.
- If possible, please try another WI-FI.

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If the camera reports "Cloud service connection fail", it means the camera fails to build the connection with our cloud server. To solve the issue,

1. Please make sure your Wi-Fi router is connected to an available network.
2. If it is but the issue still exists, please try to restart your Wi-Fi router and try again.
3. If the issue still exists after restarting your Wi-Fi router, it's very possible that there is some restriction(s) on the Wi-Fi router. In this case, you can try the below:
 - a. Remove the restriction on the Wi-Fi router: enter the router's admin address in the browser address bar (usually the admin address will be written on the router's body) -> enter the admin password to go into the admin site -> click LAN

-> click DHCP Server-> Set Server 1 as 8.8.8.8 and Server 2 as 8.8.4.4 under DNS and WINS Server Setting (you can refer to the attached picture).



2. If possible, reset your Wi-Fi router and re-configure your Wi-Fi router.
3. Try another Wi-Fi or hotspot of another phone.

Camera reports "Retrieving IP timeout"

- This means there are too many devices connected to the router so the camera fails to get an IP from it.
- Please delete some unused devices. You may need to contact your router administrator.
- Please try to restart the router and re-connect.
- Please try another Wi-Fi.

Camera reports "Authentication error"

- Please make sure that your Wi-Fi network is not an enterprise network connection method.
- Please note the camera only supports networks with a **security level below WPA-2, including WPE, WPA, and WPA2**. You may need to check it by checking

the settings of your Wi-Fi router.

Camera reports nothing

- Please contact us for technical support with the serial number of your camera so that we can check the connection log on our server to locate the problem. The serial number is written on the label attached to the camera, starting with "S/N:AICXXXXXXX".

How to change/reset the Wi-Fi network connected with the camera?

1. Turn on the camera and then **double click** its power button to make it enter the QR code scanning mode. In this mode, you will see the **flashing blue** light and hear a continuous tip sound "Ding dong ding dong".
2. In the VicoHome app, you can follow the "Add a new camera" steps to reset the network. You can also tap camera **setting sign** -> tap > **extension icon**-> tap **Wi-Fi name(SSID)**-> tap **Change Wi-Fi** to reset the network.

If our system finds a camera is bound under the same VicoHome account, all the settings of the camera will be kept the same.

How does the RST (reboot) button work?

Resetting can totally cut off the power of the camera so that all the temporal status of the camera can be cleared. It is used to fix some corner-case issues of the system.

Please note that if you want to reset the network of the camera, you need to double click the power button to make the camera enter the QR code scanning mode after resetting, then try to re-add the camera to the app.

How to reset?

- **CG1: Open the back shell of the camera, and then open the rubber plug on the side of the camera.** Next press the pinhole with the pin included in the box or a pointed object like a needle. After releasing the pin/pointed object, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.
- **CG2 CG3 CG4 CG6 CG7:** Open the USB silicone cover **at the bottom** of the camera and press the pinhole with the pin included in the box or a pointed object like a needle. After releasing the pin/pointed object, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.
- **G0:** Open the USB silicone cover **at the bottom** of the camera and press the pinhole with the pin included in the box or a pointed object like a needle. After releasing the pin, the camera will restart automatically and you will see the **white light flash once**.

- **CQ1:** Open the USB silicone cover **at the top** of the camera and press the pinhole with the pin included in the box or a pointed object like a needle. After releasing the pin/pointed object, the camera will restart automatically in which you will see the **blue** light on and hear a startup sound.
- **CB0:** Unplug and re-plug to ensure the power adapter and the power cable are connected properly. Next find the reset hole **on the top** of the camera, and **long-press the reset hole** for 3s with the pin included in the box or a pointed object. After releasing the hole, you will hear a reset sound and the camera will automatically rotate. The completion of the rotation means the reset is successful.
- **CB1 CB2 CB3:** Unplug and re-plug to ensure the power adapter and the power cable are connected properly. Next please **rotate the "head"** of the camera vertically to find the reset button and then **press and hold it for 3s**. After releasing the hole, you will hear a reset sound and the camera will automatically rotate. The completion of the rotation means the reset is successful.
- **DB1:** After taking the doorbell off the bracket, press and hold the power button for 3 seconds to reboot it. If it doesn't respond, you can reset the doorbell by poking the Reboot hole with a pin. You will find **the reboot hole near the right side of the body label**. Please open the silicone cover, press the reboot hole with the pin included in the box or a pointed tool like a paperclip, and gently apply pressure on the pin/pointed tool. After releasing the pin/pointed tool, the camera will restart automatically in which you will see the indicator light on, and hear a startup sound.

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