



# Cloud IP Camera

## Quick Installation Guide

**E-mail:**[support@vimtag.com](mailto:support@vimtag.com)

**Note:** Due to the continuous updating of the product & software, there may be a discrepancy between this user guide and App interface. All the instructions are subject to the actual operation interface.

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## I. Install “Vimtag” APP

To download the Vimtag, please refer to the following 3 ways. Please note, each app require iOS 7.0 or later version, Android 4.2.2 or later. For PC users, it require Windows 7/8/10 or later version.

Option 1: Download the Vimtag from Apple App Store (iOS) or Google Play Store (Android).

Option 2: Download the Vimtag on the website:  
<http://vimtag.com/download>

Option 3: Scan the QR code by smartphone to download the Vimtag.



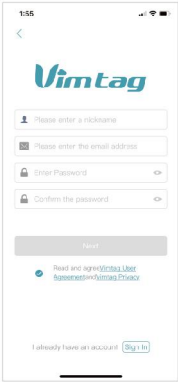
## II. Sign Up Account

For purposes of this user guide, we will use iPhone X as an example. The app interface may differ slightly from the screenshot below as the app keep updating.

Launch the Vimtag app, tap the “Sign Up” button at the lower right of the landing screen to register a new account by inputting your username and password in the sign up interface (Signup–01 & Signup–02). Please make sure your user name is at least 6 characters beginning with a letter.



Signup–01

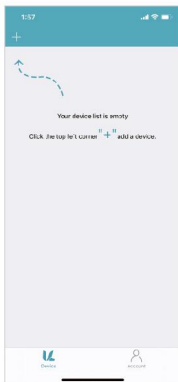


Signup–02

### III. Wi-Fi Set Up on Phone

Before connecting to your camera, please confirm if your home Wi-Fi network is 2.4GHz. Meanwhile, please choose 2.4GHz Wi-Fi to connect your phone. Additionally, please put this camera close to your Wi-Fi router, it will help you connect the camera with Wi-Fi successfully.

- a. Click the “+” button in the top left corner, select the **device model**.
- b. Then plug the adapter in the device to power up.
- c. Scan the QR Code attached on the camera or input the device ID directly to add a new device. Go into the network connection interface.
- d. Then please follow the steps in the APP interface to add devices.



## IV. FAQ

### IV.1 Setting Issues

1. Why I can not connect the camera with my phone?

- ① Please confirm the Wi-Fi name and password (no spaces)
- ② Please confirm the Wi-Fi is 2.4G, it does not support 5G Wi-Fi.
- ③ Please check if the camera and mobile are close to your router, or if the camera and mobile connect the same Wi-Fi
- ④ Please reset the camera for 10 seconds or longer to restore to factory settings, you need to configure connecting again. Or try scan the QR code to add the camera

2. How to share the camera with my family?

- ① First let your family sign up for a new account, pay attention to register with a new email account.
- ② Go the settings, choose “Device Sharing,” and enter the device password, then click to generate the QR code.

③ The person who you are sharing this with will open the app, select the device type, and scan the QR code.

3. Why my device not recognize the SD card?

① Max supports 128 GB.

② It is recommended to check the SD card for damage before using the SD card. Format the Micro SD card before inserting it into the camera.

③ **NOTE:** Please insert/remove the SD card after cutting off camera's power. Otherwise the SD card can't be read.

④ If the SD card still is not readable, you could contact us. Customer Support: [support@vimtag.com](mailto:support@vimtag.com)

## IV.2 App Issues

1. There are spots on Vimtag interface.

① Please wipe the camera lens.

② If it is still in it, please slap the lens from the side of the camera, then check if the spot moves.

③ If it is still in it, please contact our customer support.

2. If you receive tips like “Network Diagnostic”, it means that your network is unstable. We recommend you to restart the camera; if it doesn’t recover, restart the router.

3. If you receive a screen showing “loading” and “OKB” on the top right corner, please check your Wi-Fi network if it is stable.

4. If you the video is lagging, please check the network of your camera connected or move the camera closer to the router. Then test it again.

5. If you can’t receive notifications, please confirm the following things.

① Please check if you accept the Vimtag send notification to your phone.

② Please check if you turn on the “Sound” and “Vibration” on Vimtag (Account “my” – Notification Center).

③ If you choose the alarm type and enable the alarm on Notification (Camera Settings–Alarm type).

6. If you can’t receive notifications after logging out the Vimtag, please contact our customer support.



### **IV.3 Other Issues**

1. If you can't hear the voice clearly from the app or camera side via two way audio, please turn up the speaker of the phone and camera, and keep your phone away from the camera more than 2 meters, then try it again.
2. As for accessories broken issues, such as power adapter, power cable, wall mount, please contact our customer support directly.

## V. Customer Service

- **Warranty**

12-month Limited Warranty

- **NOTE**

We hope that you enjoy the new purchase. But if you are not satisfied with the product and plan to return, we strongly suggest that you reset the camera to factory default settings and take out the inserted SD Card before returning.

- **Email US**

Customer Support: [support@vimtag.com](mailto:support@vimtag.com)

***Vimtag***