

网络摄像机使用说明书

IP Camera User Manual

尊敬的客户：

感谢您购买我司产品！

请按照如下步骤配置摄像机：

温馨提示：已下载 Eye4 APP 到手机上并注册过 Eye4 账号的用户可略过步骤 1 和 2。

1. 软件下载

方式一：使用以下二维码扫描下载



备注：建议使用手机浏览器或微信扫描下载软件。

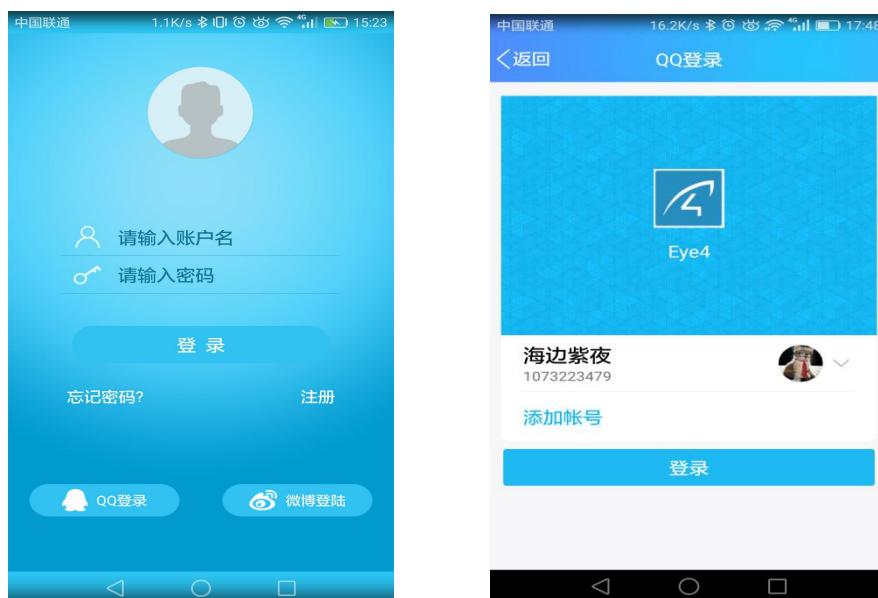
方式二：苹果手机请打开 APP Store，安卓手机请打开手机商城等平台搜索“Eye4”APP 下载

2. 注册账号

① Android/iOS 客户端点击“注册”按钮，输入自定义的用户名、密码后提交即可完成账号注册。



② APP 也支持关联第三方账号（QQ/微博）直接登陆。



3. 设置摄像机连接网络

请将摄像机插上电源，等待 30 秒左右摄像机启动完成。成功启动，摄像机会发出一声锁车声。

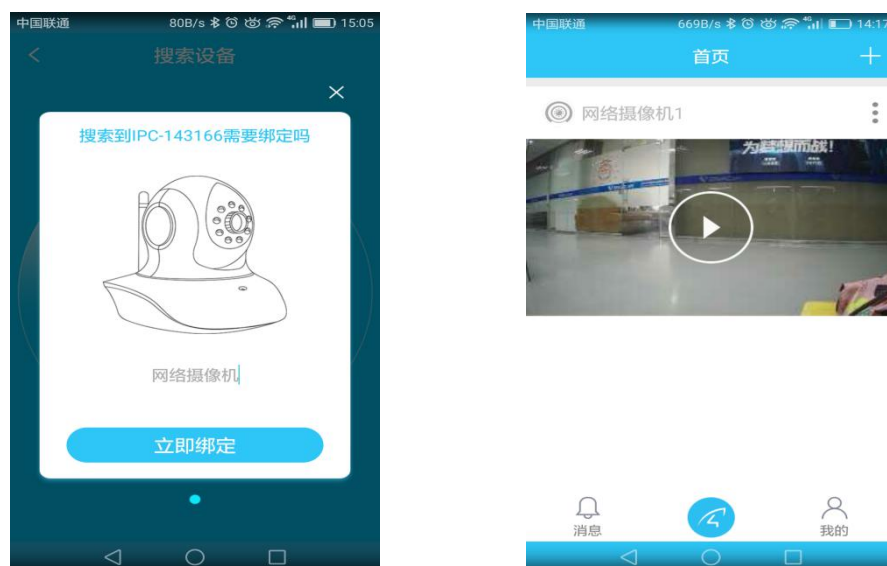
有两种方法可连接摄像机到手机 APP：“去扫一扫添加”和“其他添加方式”。

3.1 去扫一扫添加

① 登录 APP，在首页右上角点击“+”符号，点击“去扫一扫添加”，扫描摄像机机身标贴上的二维码。



② APP 开始搜索摄像机，大约 30 秒后，能够搜索到摄像机，点击“立即绑定”完成摄像机的添加。



备注：若摄像机标贴上没有二维码，或使用“去扫一扫添加”方法添加失败，可改用“其他添加方式”添加摄像机。

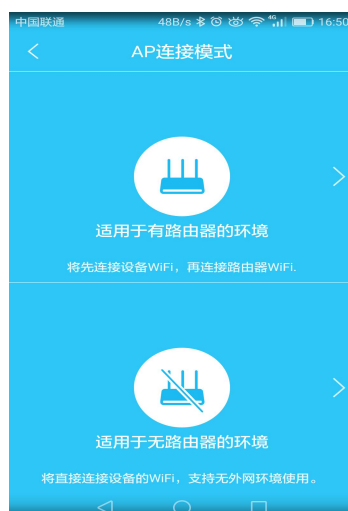
3.2 其他添加方式

登录 APP，在首页右上角点击“+”符号，点击“其他添加方式”→“网络摄像机”。

- 若您没有路由器和无线网络，则请使用“AP 模式添加”中的“适用于无路由器的环境”方式添加摄像机。
- 若您有路由器和无线网络，可使用“AP 模式添加”中的“适用于有路由器的环境”方式或“搜索局域网”，“手动添加”中的任一种方式来添加摄像机。

3.2.1 无路由器和无线网络

① 點選“AP 模式添加”→“适用于无路由器的环境”。



② 点击“切换成功”进入下一步。（摄像机出厂默认为 WiFi 热点模式，若无法找到摄像机热点，或者已经配置过，可拧开摄像机底部长方形盖子上的四个螺丝，取出盖子，找到 reset 按键，按住 10 秒钟复位摄像机，切换到 WiFi 热点模式。）



③ APP 开始搜索摄像机，约 30 秒后摄像机被搜索到（绑定界面 IPC-XXXXXX 中的 XXXXXX 为摄像机标贴 UID 中的 6 位数字，若有多台摄像机，可以据此区分），点击“立即绑定”添加摄像机。绑定成功后，摄像机会出现在 APP 首页。

注：此时手机连接的是摄像机的热点，无法上互联网。手机若提示您切换网络，请选择不切换，保持连接摄像机的热点才能够观看摄像机。

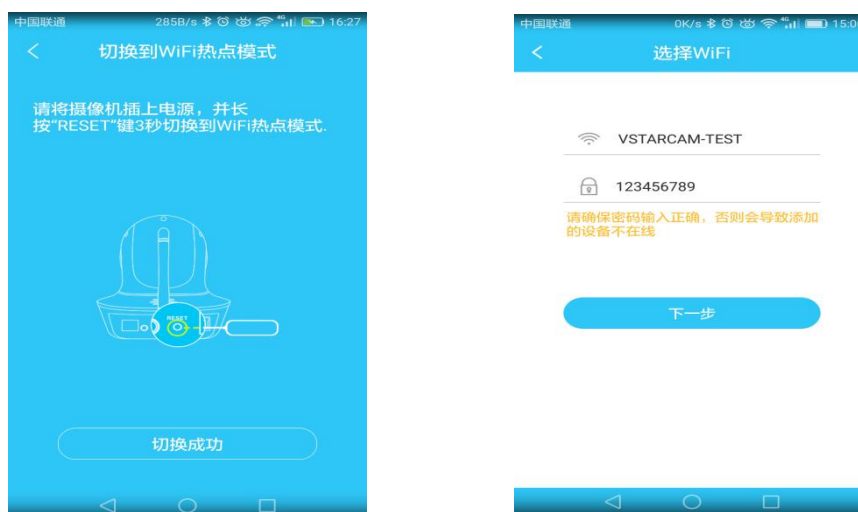
3.2.2 有路由器和无线网络

① 点选“AP 模式添加”，选择“适用于有路由器的环境”，点击“切换成功”进入下一步（若无法找到摄像机热点，或者已经配置过，可参照以上 3.2.1 章中步骤②的方法复位摄像机）。

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② 点击“切换成功”进入下一步。APP 界面会弹出路由器 WiFi 名称，确认为家中 WiFi 后，输入 WiFi 密码，点击进入下一步。



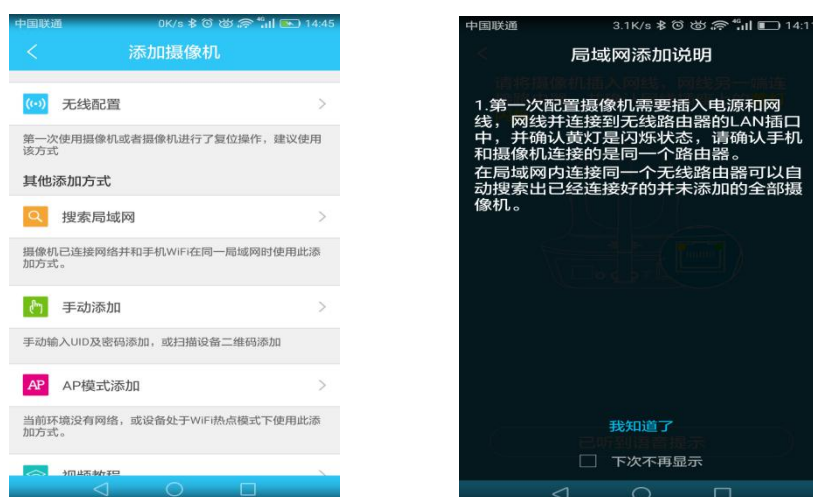
③ APP 开始搜索摄像机，约 30 秒后摄像机被搜索到，弹出绑定界面，点击“立即绑定”添加摄像机。

注：若 AP 模式添加失败，则可使用“搜索局域网”或者“手动添加”方式来添加摄像机。

请先将摄像机用一根网线连接路由器的 LAN 口，连接正常后，摄像机尾线上的黄色网络指示灯会不时闪烁。

3.2.2.1 搜索局域网：

① 点击“搜索局域网”可以搜索到和手机在同一个路由器下的所有摄像机。确认网络指示灯状态正常后，点击进入下一步。



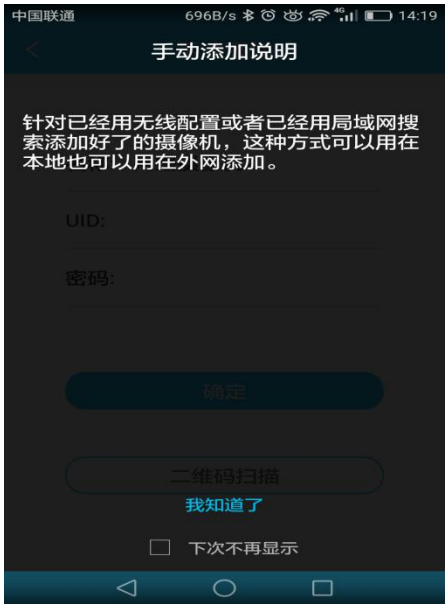
② APP 开始搜索摄像机，大约 30 秒左右，APP 能够搜索到摄像机，摄像机的绑定界面弹出来，点击“立即绑定”添加摄像机。
连接成功后，若有其他用户需连接此摄像机，可使用此功能添加（备注：已经

被添加的摄像机，将不会被再次搜索）。

注：若绑定界面无法跳出，请再次尝试或返回到“网络摄像机”界面，选择“手动添加”方式。

3.2.2.2 手动添加摄像机：

点击“手动添加”后，输入 15 位 UID 码或通过扫描摄像机底部标签上的二维码，自动提取 UID，然后输入摄像机密码完成绑定。



备注：使用“搜索局域网”或者“手动添加”绑定摄像机后，若需要设置摄像机为无线连接模式，请采用以下方式进行操作。

① APP 首页点击摄像机右上角  ——选择参数设置——无线设置。选取手机/平板所在的 WIFI 信号，输入 WIFI 密码，点击“完成”按钮。





② 待软件提示“请拔掉网线，摄像机将自动重启…”时请拔掉摄像机上面的网线（全程无需断电）。

请拔掉网线，摄像机将自动重启……

备注：若设置不成功请采用网线连接方式或更换无线路由器重新设置。

4. 更改密码

为加强摄像机的安全性，初次添加摄像机后，APP 会强制要求更改摄像机密码。方法：在 APP 首页，点击摄像机画面的播放按钮，根据提示，创建新的密码并记好，点击“提交”，等 10 秒左右，新密码即生效。



5. 白光灯

摄像机镜头下方左右两边各有一个白光灯，可在夜晚补光，形成全彩夜视的效果。白光灯的开启时间有三种模式可选：**关闭**、**24 小时全开**和**定时计划开**，可点开 APP 首页摄像机右上角的 ，到“参数设置”→“摄像机参数”→“白光模式”下选择。



白光灯还有补光录像和强光驱盗的作用。开启移动侦测后，点开摄像机的“报警”选项，开启移动侦测报警，找到“白光”选项。有**关闭**，**补光**和**闪烁**三个模式可选，点击相应选项选择模式。注：点选每种模式后，“白光”选项下方会出现相应模式的说明。



6. 远程访问

若您需要远程访问，请先确保摄像机所连接的网络和您手机的网络能通互联网，然后直接打开手机 APP，点开摄像机画面即可远程访问摄像机，无需额外做设置。

注：若摄像机没有连接路由器和外网，则无法远程访问摄像机。

7. 摄像机参数设置

在 APP 首页，摄像机的右上角点击 ，选择参数设置即可进入如下 4 个功能参数设置区。

①  摄像机参数：可以查看摄像机基本信息，密码修改及固件升级，重启与删除操作。

②  视频观看：可以设置夜视模式，水平与垂直镜像，光线模式选择，亮度和对比度调节。

③  录像：可以看到 SD 卡的容量状态，设置计划录像、移动侦测录像和是否选择录制声音。（使用 SD 卡录像前建议格式化）。

④  报警：可以开启/关闭移动侦测报警，设定报警通知方式，添加报警生效的时段，移动侦测报警灵敏度分为低、中、高三档。

在线售后咨询

如果您在使用产品的过程中遇到任何疑问与困难，或者您对产品有更好的建议与想法要与我们分享，欢迎通过以下方式与我们取得联系：

在 APP 右下角点击“我的”，选择“在线客服”进入，即可享受我司提供的高品质在线咨询服务。



常见问题

问：摄像机如何恢复出厂设置？

答：拧开摄像机底部长方形盖子上的四个螺丝，取出盖子，找到 reset 按键，插入电源待摄像机启动完成后，用顶针按住 10 秒左右。摄像机默认密码：888888（为提高安全性，保护用户隐私，强烈建议用户修改摄像机密码）。

问：摄像机晚上看不见？

答：① 检查摄像机夜视功能是否正常打开。
② 检查摄像机上的夜视灯和白光灯是否发亮。
③ 恢复出厂设置，再观看之后的画面效果。
④ 可以尝试升级最新固件来优化体验。

问：摄像机不清晰怎么办？

答：① 请进入实时视频画面，将画质设置为高清模式。
② 请用棉签将摄像机镜头外的玻璃罩清洁干净。

保修条款

1. 正常操作使用情况下出现国家“三包规定”所列性能故障，未经拆修，可享受 18 个月保修。保修日期根据发票、收据等相关凭证和厂家 ID 被激活之日起开始计算。
2. 保修期内维修运费双方各承担一半，保修期外 厂家不承担运费。
3. 保修服务仅限正常使用下出现故障有效。以下情况均不在免费保修范围内，可提供维修服务并收取适当费用。
 - ① 由于使用者或第三者的疏忽、滥用、误用、灾祸或用户自行拆机等造成的设备损坏。
 - ② 使用非厂家认可的配件，未依照说明书使用、维护、保养，其它意外而造成设备损坏。
 - ③ 不正确或不正当的操作使用所造成的设备故障或损坏。
 - ④ 设备外表的标签、零件和因使用而造成设备外表的磨损。
 - ⑤ 无激活日期且无法提供发票或网购记录等相关凭证。

服务

FAQ 详细说明 : <http://FAQ.ey4.cn>

客服热线: 400-602-9990

QQ: 4006217868

邮箱 : support@vstarcam.com

非常感谢您购买我公司的产品，如果您有什么疑问或需要请随时联系我们。
本说明书基于 Eye4 APP 5.0 版本编写，因 APP 迭代更新可能与说明书描述不完全相符，如果因此给您带来不便，敬请谅解！我们将尽可能保持 APP 和说明书同步更新。

深圳市威视达康科技有限公司

www.vstarcam.cn

Dear Customer,

Thank you very much for purchasing VStarcam product!

Please follow the steps below to configure the camera:

Note: Users who have downloaded Eye4 APP to mobile phones and registered Eye4 accounts can skip steps 1 and 2.

1. Software download

There are two ways to choose from:

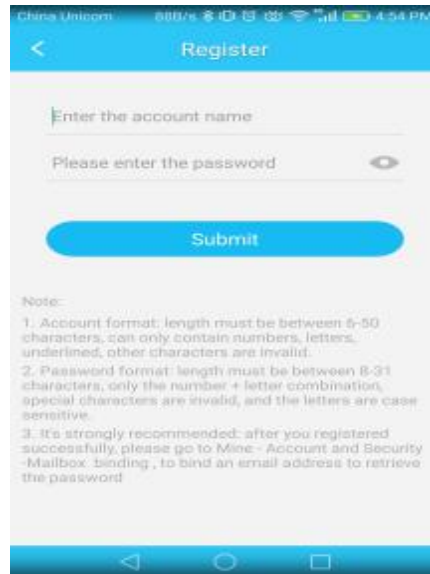
① Scan the QR code below to download.



② For iPhone, please go to APP Store ; For android phone, please open the Google Play or other APP market,to search for "Eye4" APP and download.

2. Register

① For Android/iOS APP, click on "Register", create a user name and password to finish register.



② Also support third parties account login(no need to register).

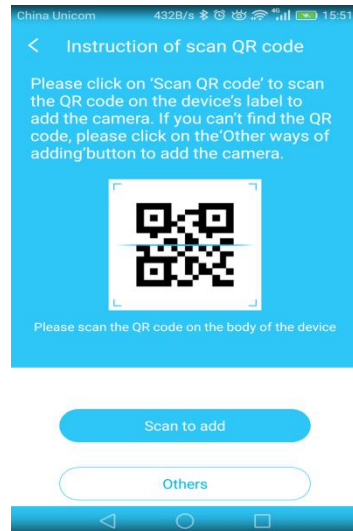
3. Add cameras to the network

Please plug the camera in the power and wait about 30 seconds for the camera to start. After successfully started, the camera will make a car-locking sound .

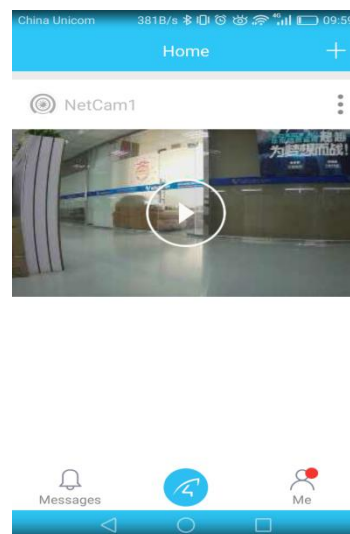
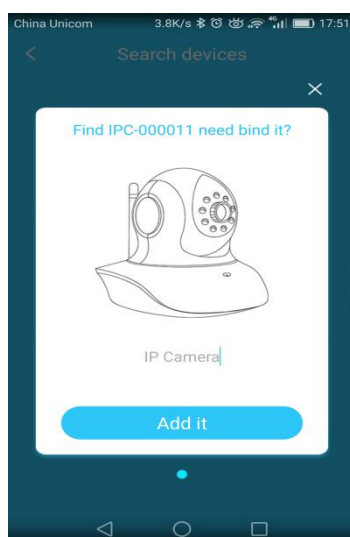
There are two ways to connect a camera to the mobile APP:
"Scan to add" and "Others".

3.1 Scan QR Code

- ① Enter the APP, click "+" on the right corner of the APP, and tap "Scan to add" to scan the QR code affixed to the camera body label.



- ② The APP starts searching for the camera. After about 30 seconds, it will find the camera, click "Add it" to bind the camera.



Note: if there was no QR code on the camera label, or the "Scan to add" method failed, you can use "Others" method to add the camera.

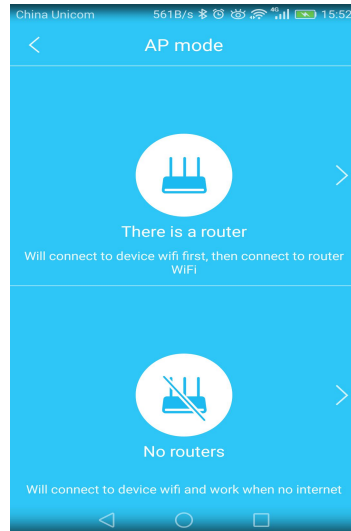
3.2 Other ways of adding

Enter the APP ,click the "+"on the top right corner, choose 'Others' → 'IP Camera'.

- If you **don't have a router or WiFi network**, please add the camera by using the **"No routers"** mode in **"AP mode adding"**.
- If you **have a router and WiFi network**, you can refer to the **"There is a router"** mode in the **"AP mode adding"**, **"Search in LAN"** or **"Manually add "** to add the camera.

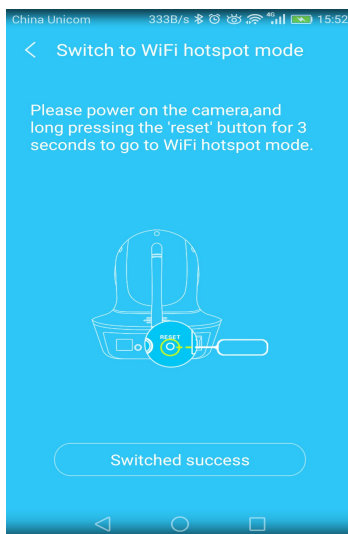
3.2.1 No Router or WiFi network

- ① Click **"AP mode adding"** , then choose **"No routers "**.



② Click " Switched success" to proceed to the next step.

(**Note:** The camera is in WiFi hotspot mode by default, if you can't find the camera' s hotspot in the Wlan list of your phone, or the cam has been configured, you can reset it to factory default. To reset it, please unscrew the rectangular lid at the bottom of the camera , remove the lid, find the reset button, and hold down the 10 seconds. After being successfully reset, the camera will be switched to WiFi hotspot mode.)



③ The APP will start searching the camera, it will find the camera in about 30 seconds (The XXXXXX in the top panel of the binding window is the number of the camera' s UID , if you have multiple cameras, you can distinguish them accordingly), click "Add it" to add the camera.

After the binding is successful, the camera will appear on the APP homepage.

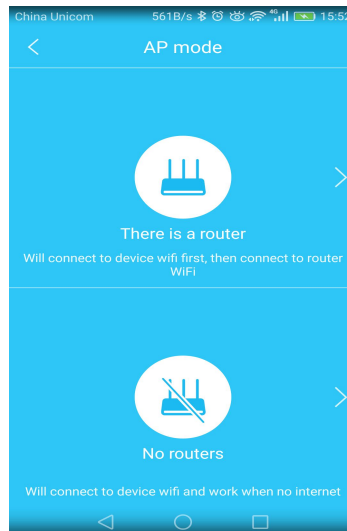
Note: At this time, the mobile phone is connected to the hotspot of the camera and cannot be connected to the Internet.

If your cell phone prompts you to switch the network, please choose not to switch, and keep the camera connected to the hotspot, unless you can' s access the camera.

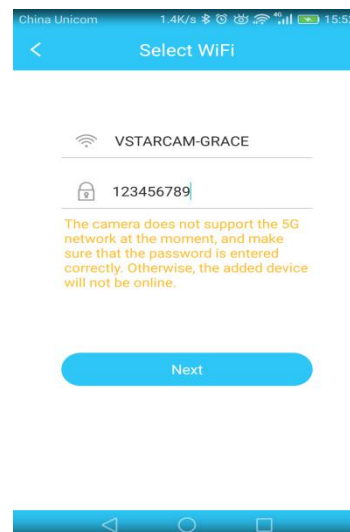
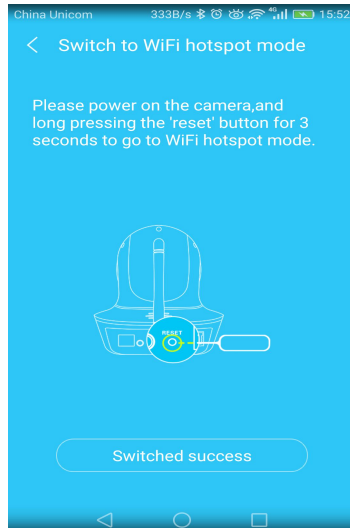
3.2.2 There is a router and WiFi network

① Choose "AP mode adding" → " There is a router" , click "Switched success" to proceed to the next step.

(**Note:** The camera is in WiFi hotspot mode by default, if you can't find the camera' s hotspot in the Wlan list of your phone, or the cam has been configured, you can refer to the step ② in the above chapter 3.2.1 to reset it.)



② Click "Switched success" to enter the next step. The WiFi SSID will pop up on the APP interface. Please confirm that the SSID is the one you want to connect to , and enter the WiFi password, click to enter the next step.



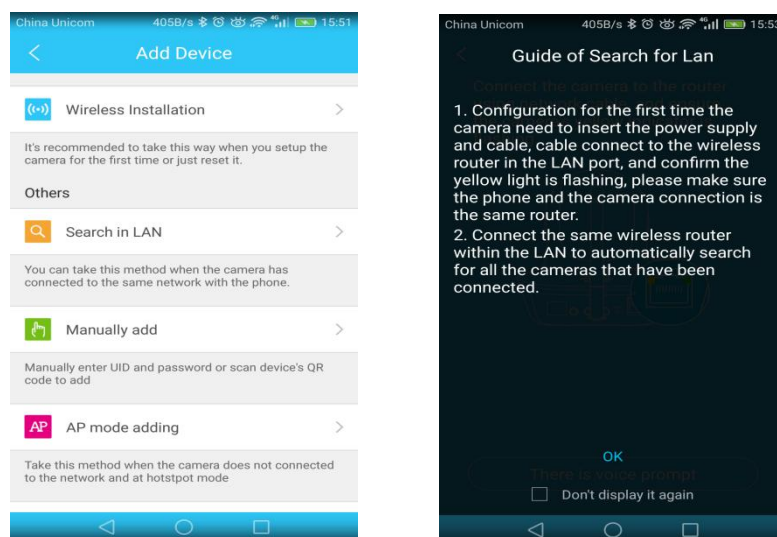
③ The APP starts to search for the camera, it will take about 30 seconds, after it detected the camera, the binding interface pops up, click "Add it" to bind the camera.

Note: If the AP mode adding fails, you can use "Search in LAN" or "Manually add" to add the camera.

Please connect the camera to your router's LAN port with a network cable first. After properly connected them, the yellow network indicator light on the tail line of the camera will flicker from time to time.

3. 2. 2. 1 Search in LAN

① Click the 'Search in LAN' to find all the cameras under the same router with your phone. After confirming that the network indicator is in normal condition, click to go to the next step.



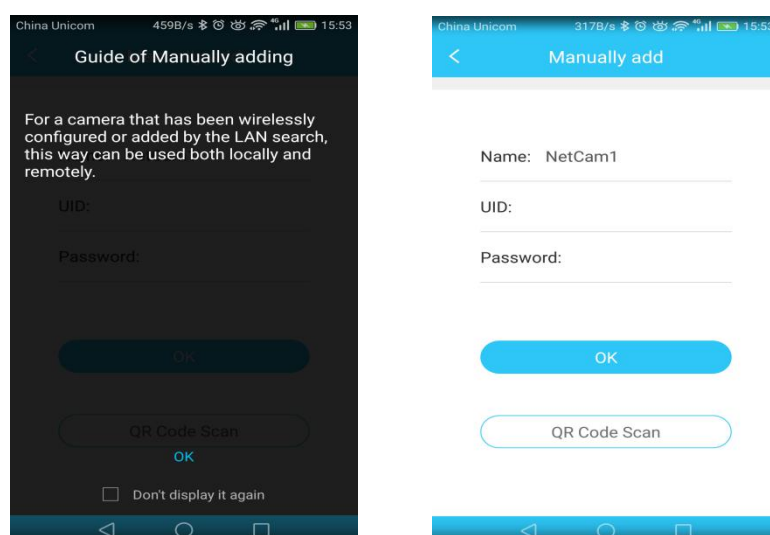
② The APP starts to search for the camera, it will take about 30 seconds, after it detected the camera, the binding interface pops up, click "Add it" to bind the camera.

After the camera is successfully connected to the network, other users can use the 'Search in LAN' method to add the camera(Note: Cameras that has been added will not be searched again).

Note: If the binding interface can't pop out, please try again or return to the adding methods interface and select "Manually add" method.

3. 2. 2. 2 Manually add

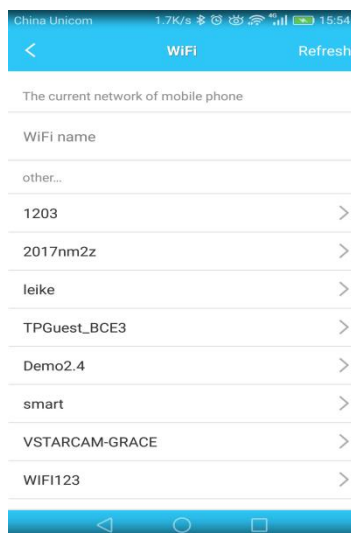
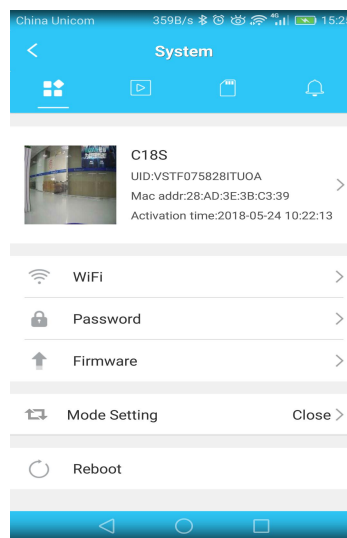
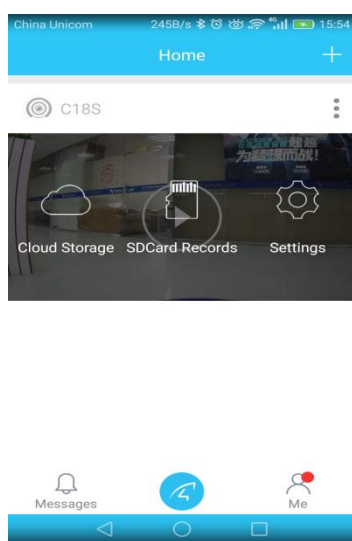
After clicking "Manually add", enter the 15-bit UID code or scan the QR code on the label at the bottom of the camera, the UID will be automatically extracted , and then enter the camera's password to complete the binding.



Note: After the camera is being added by 'Search in LAN' or 'Manually add' , if you want to make the camera

work in WiFi mode, please follow the steps below:

- ① In the home page of the APP, click the  in the top right corner of the camera → choose Parameter Settings → WiFi Setting", select the WiFi that the smartphone/tablet connecting to, then input WiFi password, click on "done".



② Wait until camera says 'please remove the network cable, camera will restart ...' , remove the network cable(Keep the camera powered on).

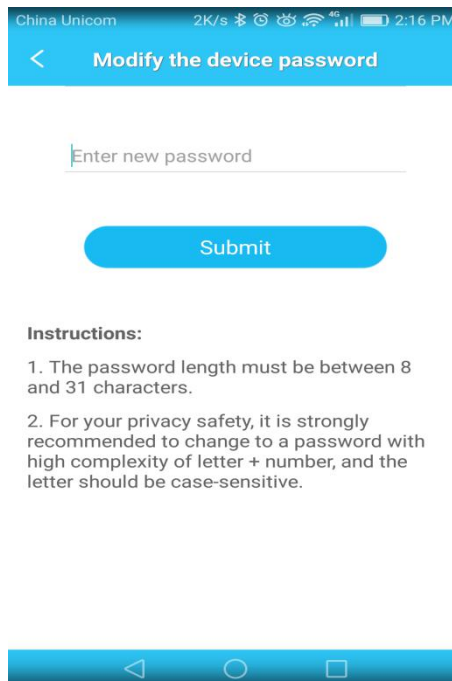
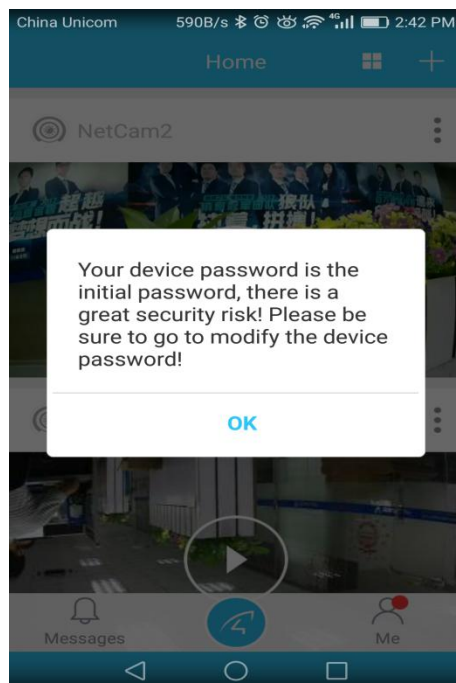
Unplug the network cable,camera will reboot automatically...

Note: If setup failed, please refer to network cable connection method or change a router to setup again.

4. Change the password

For the sake of security enhancement, the camera's password will be forced to be change after it being added for the first time.

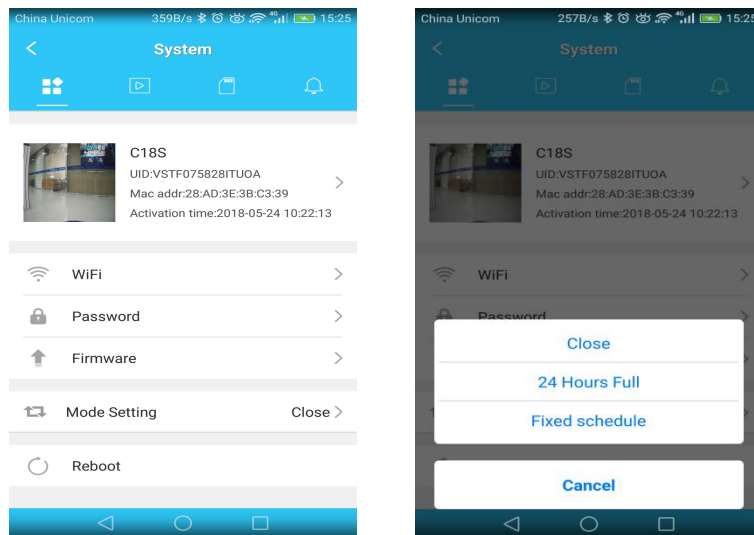
Method: On the homepage of the APP, click the Play button, create a new password and take down it according to the prompt, click "submit", the new password will take effect after about 10 seconds.



5. White Lights

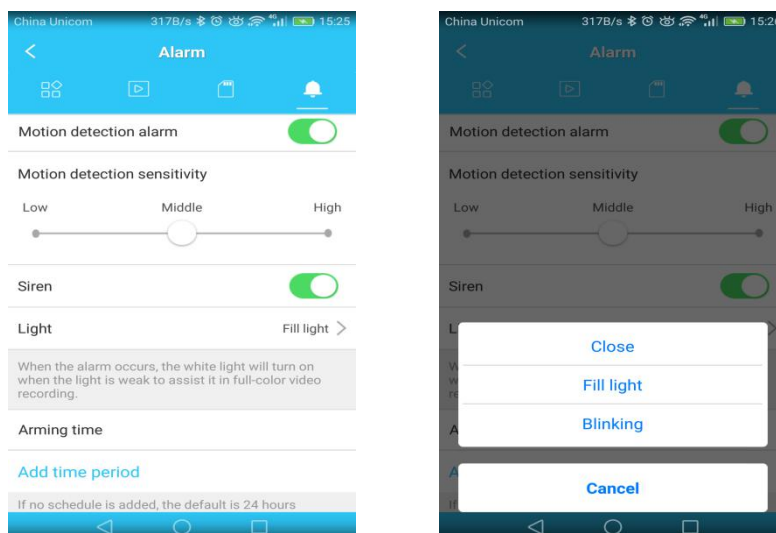
There are white lights lamp on the lower left and right side of the camera lens, which can fill the light at night, forming the effect of full color night vision.

There are three mode of white light lamp : Close, 24 Hours Full and Fixed schedule. To access the modes, please go to the home page of the APP, click the  on the upper right corner of the camera, go to "Settings" → "Mode Setting".



White light lamp also has the function of video recording light filling and strong light theft-driving. After enable motion detection alarm, find the "Light" option, there are three modes optional: close, fill light and blinking. Click the corresponding option to select the mode.

Note: After selecting the mode, the description of the corresponding mode will appear under the "Light" option.



6. Remote Access

To remote access the camera, both the phone and the camera need to be well connected to the network and the Internet. Then we open the APP and can view the camera directly, no additional setup required.

Note: If the camera is not being connected to the router and internet, it cannot be accessed remotely.

7. Parameter settings of cameras

In the home page of the APP · click the  in the top right corner, go to "Settings", you will get the following menus:

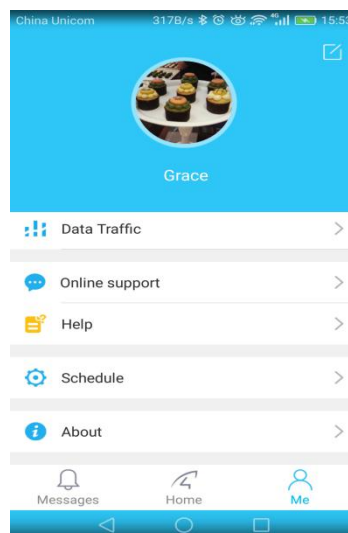
- ①  Basic Parameters: You can see the camera's basic information, modify password, upgrade firmware, reboot and delete the camera.
- ②  Video Viewing: can setup night vision mode, horizontal and vertical mirror view, light mode, brightness and contrast.
- ③  SD Recording: can check SD card capacity, setting schedule recording, motion detection recording and select recording sound or not (suggest you to format the SD card before recording to SD card).
- 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".

Online Support

If you have any questions or difficulties in using the product, or suggestions for our products, please contact us in the following ways:

Click on "**Me**" in the bottom right of the APP, and click on '**Online support**', to enjoy the high-quality online consulting services provided by our company.



FAQ

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

A : Hold the reset button for about 10 seconds to reset camera.

Camera's default password: 888888 (To improve the security, it

is highly recommended that you modify the password of the camera).

Q : No vision at night time ?

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

② Check if the IR LED is on or not;

③ Reset the camera back to factory setting;

④ Upgrade the camera to the latest firmware.

Q : What to do if camera's picture is blurred?

A : ① Login the camera's web interface, adjust the picture quality to HD mode;

② Clean the camera lens with a cotton swab.

Service

More help needed, please refer to our FAQ:

<http://FAQ.eyec4.com>

Or contact us at:

Hotline : 400-6029-990

QQ: 4006217868

Email: support@vstarcam.com

Thank you very much for purchasing VStarcam products, if you have any problem, please feel free to contact us.

This manual is made based on the Eye4 V5.0, due to continuous update of the APP, the description of the manual may not exactly match with the ones in your APP, sorry for the inconvenience caused! We will keep updating the instructions to latest APP.

Shenzhen VStarcam Technology Co., Ltd

www.vstarcam.com