

FAQ

I've Already Connected My Camera to Internet, But I Can't Connect It in the App.

Make sure you used the right QR code during the pairing section.

Make sure you are using the 2.4GHz Wi-Fi, the camera can't support 5GHz yet. The camera supports IPV4 only. DHCP Server/Services should be enabled on the router setting.

If you are using a firewall, all ports from 10000 to 65635 of your cameras IP address should be allowed for in/out in the firewall rule to allow data from the camera.

I Can't Save the Snapshots.

The App will need access to your phone's album to save the snapshots. The authorisation might need to be approved while using the function for the first time in some phones.

If you click the 'No' option during the authorisation, you might need to enable it in the system setting menu.

How to Reset My Camera Network?

If you relocate the camera, launch the APP and tap "Network Setting" on the "Accessory Setting" page. Press and hold the reset button on the back of the camera for 3s after the camera is powered on, it'll make a tone and enter AP mode.

How to Reset My Camera?

PLEASE MAKE SURE YOU CLEARLY UNDERSTAND THE RESULT OF RESETTNG:

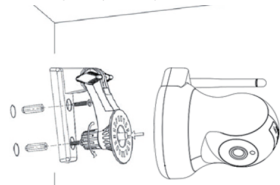
ALL DATA WILL BE ERASED INCLUDING THE INTERNET SETTINGS.

Press and hold the reset button on the back of the camera for 10s after the camera is powered on. After successfully resetting, it will make a tone which means the reset is done and the camera enters AP mode.

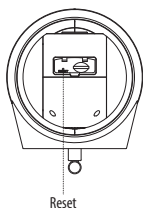
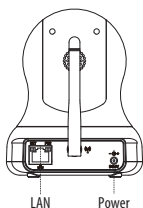
Installation Guide

Note: Prior to installation ensure that the installation environment can support at least 3 times the weight of the camera.

And do not place objects on top of the camera.



- 1) Drill pilot holes in the position that you wish the camera to be seated using a 3/16 drill bit.
- 2) Screw the mount on the wall with two screws provided.
- 3) Loosen the thumb screws to adjust the mount to the desired position.
- 4) Once the position is set, tighten the screws securely.



VIGIPTZ Wireless Pan-Tilt Camera

User Guide

Features

Designed for use with VIGILATE Smart alarm systems, the VIGIPTZ Indoor Camera is a wireless Internet based camera that provides outstanding performance.

This IP camera is easy to configure and operate via the VIGILATE Control App. It uses Access Point technology to help the camera connect to wireless routers fast and easily. By utilising global overseas servers, users can easily watch the live video or recorded videos on their phone from anywhere anytime. Video Resolution 1920x1080@30FPS, Auto IR-LED illumination with auto IR-Cut Switch, 8 IR LEDs, IR Night vision range (30 meters), Wi-Fi compliant with IEEE 802.11b/g/n, 2.4GHz band Support, WEP, WPA-PSK and WPA2-PSK Encryption, Support recording and playback via micro SD Card, up to 128GB. Compatible with ONVIF Protocol H.265 main profile video compression format.

Parameters

Camera	Image Sensor	1/2.9" 1080P CMOS	General	Power Supply	DC 5V/1A
	Effective Pixels	1920(H)x1080(V)		Hard Reset	Supported
	WDR	Digital WDR		Power Consumption	<5W
	Noise Reduction	3D DNR		Working Environment	-10°C~+55°C, 10%~90% RH
	Day/Night control (IR-Cut)	Auto(ICR) / Color / Black&White		Dimensions	102x100x120mm
	Motion detection	Supported		Weight	265g
	SD Card	Supported, up to 128GB	Network	Network Protocol	HTTP, FTP, TCP/IP, UDP, SMTP, DHCP, NTP, UPNP, DDNS
Lens	IR distance	30m		Smart Phone	iOS(9.0 or above), Android(5.0 or above)
	Focal Length	4mm		Wi-Fi	Wi-Fi (802.11b/g/n), 2.4G only, supports WEP/WPA-PSK/WPA2-PSK encryption
	Max Aperture	F2.4		P2P	Supported
	Focus control	Fixed			
Video	Diagonal Angel of View	114°			
	Encode	H.265 main profile			
	Resolution	1080P (1920x1080) VGA (640x352)			
	Video Bitrates	64Kbps ~ 8Mbps			
	Video Frame Rate	25fps@1080P			
	Image snapshot	Supported			

Setting Up Camera

Power up

Connect the power cable into power connector of the camera, and plug the power adapter into an outlet.

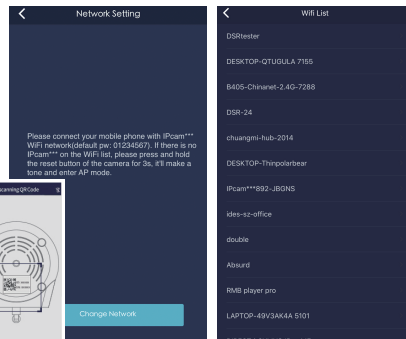
Note: Please DO NOT use an Ethernet cable to connect the Smart Camera to LAN before camera setup process is done.

Pairing with system

Tap "+" Add accessory to scan QR codes printed on the camera, you will be guided to connect to Camera by connecting the AP's name which started with IPcam***.

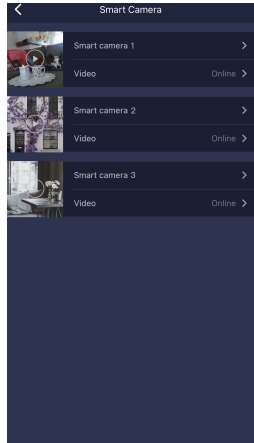
WiFi Settings

- After switching back to the App, you will have the page to set up the Wi-Fi of the camera.
- Select your WiFi router in the list, then input Password and Save.
- The camera will start to connect to the router, you will hear the camera play a special tone that means it was connected to the router successfully.
- Name it and set the password, then start to use the camera.



Access live video and daily operation

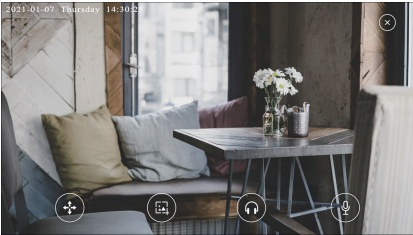
- Go to Camera list from the App, select the camera you would like to access.
- Press the play button on the snapshot of the camera to access live video.



Quick Actions for camera

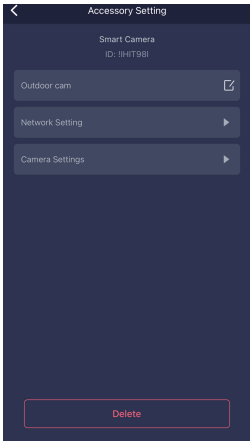
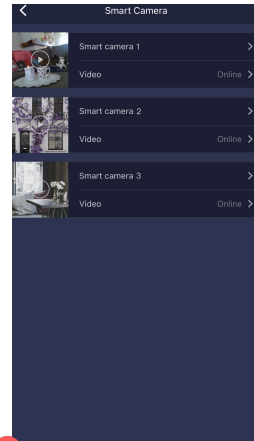
Use below buttons to take a snapshot, listen and talk

- : Change the camera view angle by this button.
- : Snapshot and save pictures to album.
- : Hearing the audio from the camera.
- : Talking to the camera.



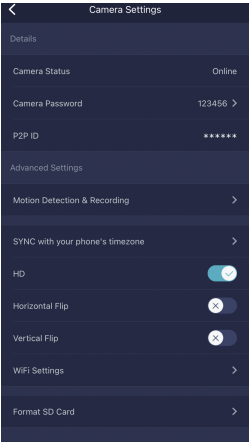
Accessory Setting

Tap camera name to enter Accessory Setting to rename, delete, re-configure camera network and settings.



Camera Settings

Tap "Camera Settings" to re-configure the camera and check more detailed information.



SYNC with phone's timezone:
SYNC with phone's timezone.

Horizontal & Vertical Flip:
Flip the screen to view correctly if the Smart Camera was been installed upside-down.

Wi-Fi Setting:
When the camera is online, in the event of a network change, tap "Wi-Fi Setting", and select the new Wi-Fi from the list.

Motion Detection & Recording

Tap "Motion Detection & Recording" to enter Motion Detection & Recording setting page. Users can choose to enable or disable it; setting alarm sound, motion sensitivity and alarm time.

