VSTARCAM®
www.vstarcam.com

摄像机使用说明书
User Manual

My safety, My rule!

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2和3。

1. 硬件连接

有两种安装模式可以选择（如下图所示），可根据您的实际应用来选择安装模式。

安装 模式一：POE交换机集中供电

网线POE供电   网线

POE交换机   网络录像机

POE摄像机

安装 模式二：传统12V电源供电

网线   网线

交换机   网络录像机

POE摄像机   电源

2.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

3.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。
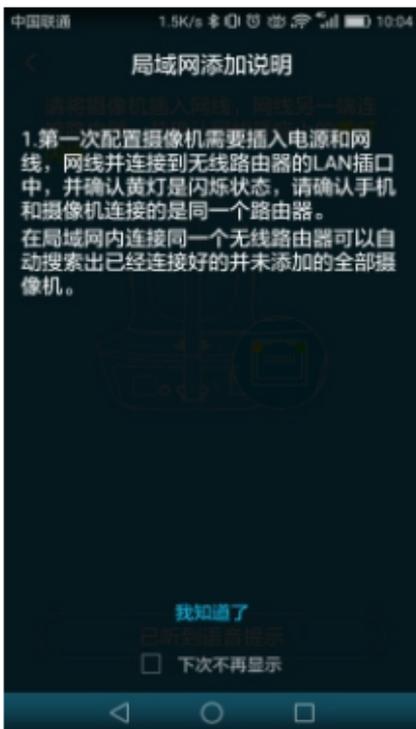
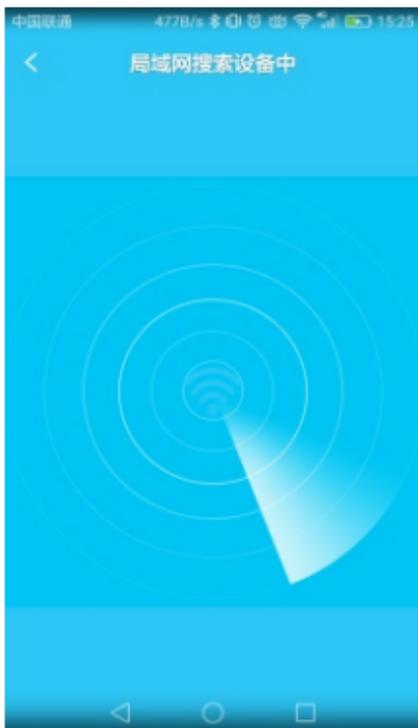② APP也支持关联第三方账号 (QQ/微博) 直接登陆。

4.设置摄像机连接网络

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"。可先使用"去扫一扫添加"方式，若添加不成功，则可使用"其他添加方式"添加摄像机。

4.1 去扫一扫添加

① 登录APP，点击"+"，点击"去扫一扫添加"，扫描摄像机机身标贴上的二维码。

② 参照APP界面的"局域网添加说明",确认所有情况都符合后点击"我知道了"进入下一步。

③ 确认摄像机尾线上网口灯正常后,点击"已听到语音提示"进入下一步, APP 开始搜索摄像机。

④等待10秒左右，APP搜索到摄像机后，将会跳出绑定界面，点击
"立即绑定"完成添加操作；

备注：若摄像机标贴上没有二维码，或者使用"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。

4.2 其他添加方式

① 登录APP，点击"+"去添加设备。点击"其他添加方式"→"网络摄像机"。

可选择"搜索局域网"或者"手动添加"方式来添加摄像机。

搜索局域网：
② 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。**接下来可以可参照以上"去扫一扫添加"方法中的②③④步完成摄像机的添加。**

若连接成功后有其他用户需连接此摄像机可以使用此方式添加
（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。

手动添加摄像机：

点击"手动添加"后，输入15 位UID码或者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。

5. 摄像机参数设置

在 APP 首页右上角点击"⋮"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。

6. 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 右上角点击"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：请找到设备上的 Reset 孔，插入电源中顶针按住10 秒左右即可。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下出故障有权。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

　　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。

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 2 and 3.
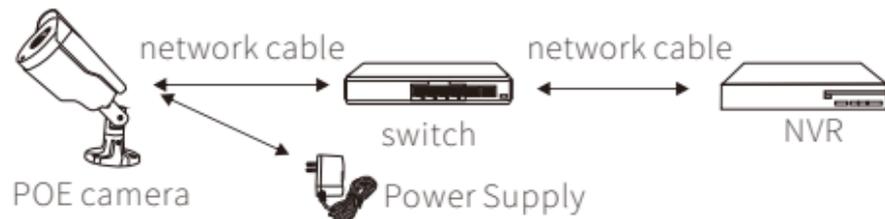
1. Hardware Installation
There are two installation modes to choose from (as shown in the figures below), please select the mode according to your actual scenario.

Mode One: Centralized power supply by POE switch

POE power supply by network cable

network cable

POE switch

NVR

POE camera
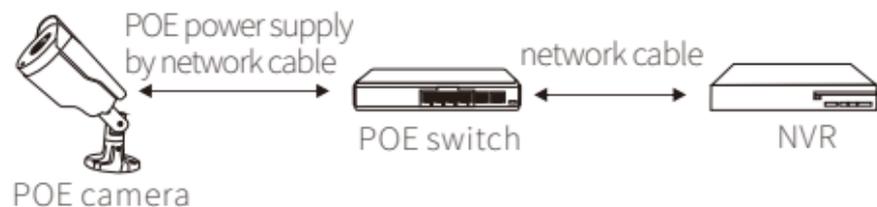
Mode Two: Traditional 12V power supply

network cable

network cable

switch

NVR

POE camera

Power Supply

2. Software download
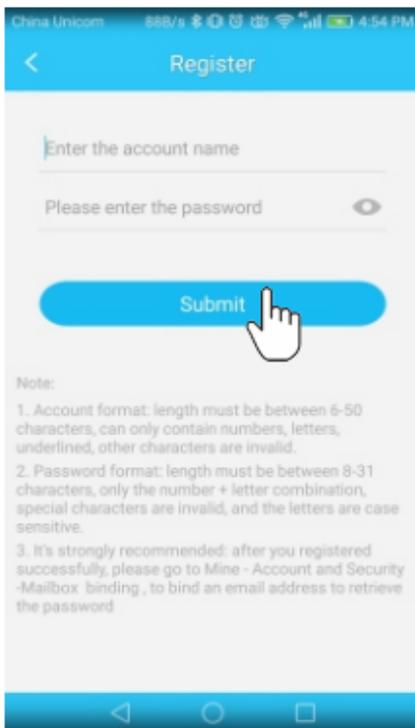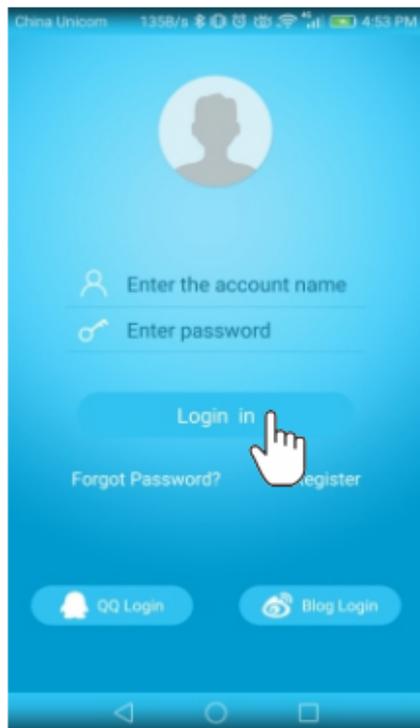
There are two ways to choose from:
① Scan the QR code below to download.

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.

3. Register

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

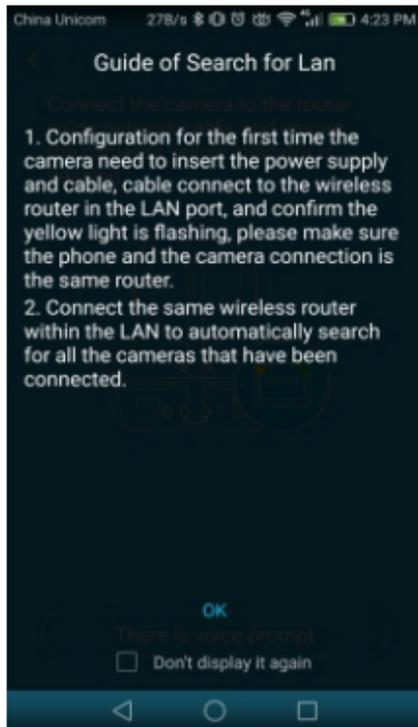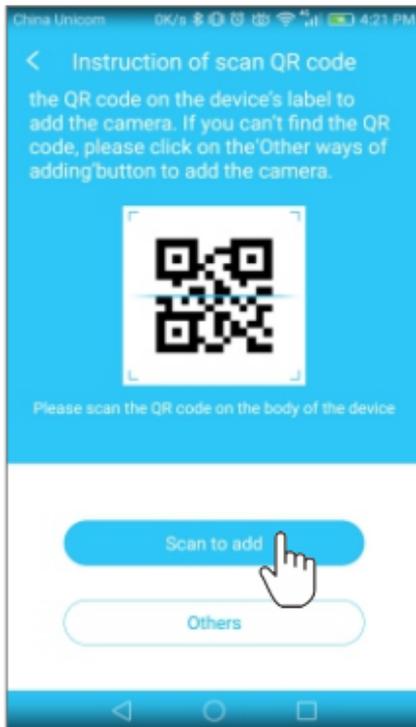② Also support third parties account login(no need to register).

4. Add cameras to the network
There are two ways to add the camera to the mobile APP: "Scan to add" and "Others".
You can use the "Scan to add" method first. If it failed, you can turn to the "Others" method.
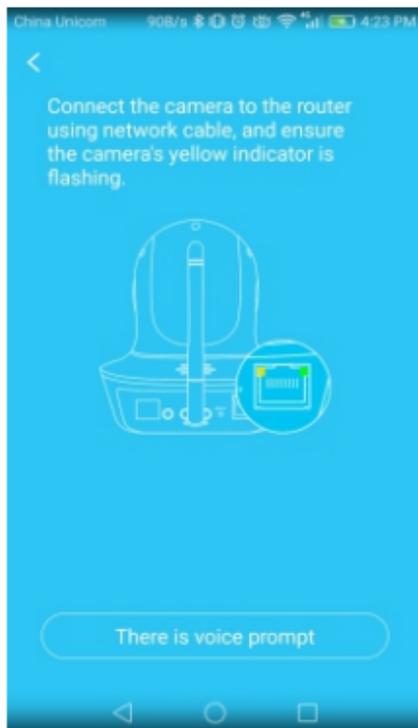
4.1 Scan QR Code
① Enter the APP, click "+" on the right corner of the APP, and tap "Scan to add" to scan the QR code affixed to the camera body label.

Instruction of scan QR code

the QR code on the device's label to add the camera. If you can't find the QR code, please click on the'Other ways of adding'button to add the camera.

Please scan the QR code on the body of the device

Scan to add

Others

Guide of Search for Lan

1. Configuration for the first time the camera need to insert the power supply and cable, cable connect to the wireless router in the LAN port, and confirm the yellow light is flashing, please make sure the phone and the camera connection is the same router.
2. Connect the same wireless router within the LAN to automatically search for all the cameras that have been connected.

OK

☐ Don't display it again

② Click "ok" to proceed to the next step after confirming that all the situations are in accordance with the "Guide of Search for Lan" on the interface.

③ After confirming that the camera's status lights on the tail line are normal, please enter the next step, the APP starts searching for the camera.

Connect the camera to the router using network cable, and ensure the camera's yellow indicator is flashing.

There is voice prompt

④ After about 10 seconds, when the APP find the camera, the binding interface will pop up, click "Add it" to add the camera.
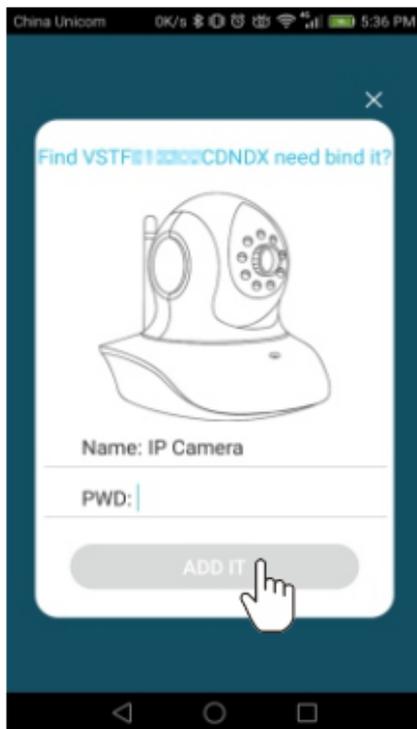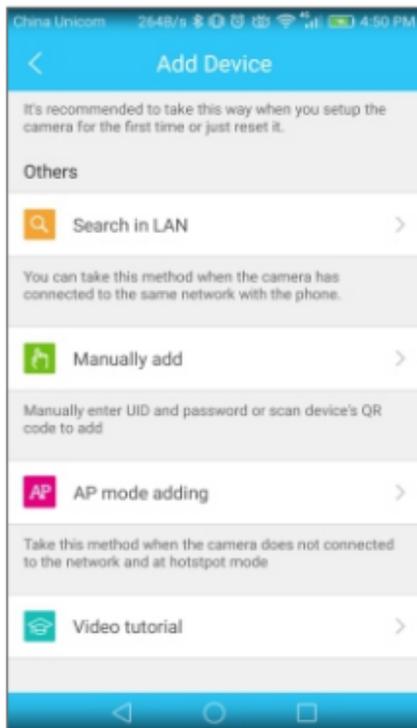
Note: if there is no QR code on the camera label, or the "Scan to add" method fails, you can use "Others" method to add the camera.

4.2 Other ways of adding

① Enter the APP ,click the "+"on the top right corner, choose 'Others' → 'IP Camera'.

You can choose to add the camera by "Search in LAN" or "Manually add".

Search Camera in LAN:

① Click on "Search in LAN", you can find all the available cameras in the same router with the smartphone. **After that, we can refer to the step ②③④ in the above method "Scan to add" to finish the adding.**

If added successfully, the camera can be added via the same way by other users(with different account). **(Note:Cameras that has been added successfully in this account will not be searched again.)**

Note: If the binding page does not pop up, please return to the Add camera page, select the "Manually add" method to add the camera.

Manually add a camera:

After select "Manually add", please scan the QR code on the camera's bottom sticker, the UID will be auto filled in, or input camera's UID(15 digits, can be found on the label stick to the camera's body),then put in the camera's password to bind the camera.
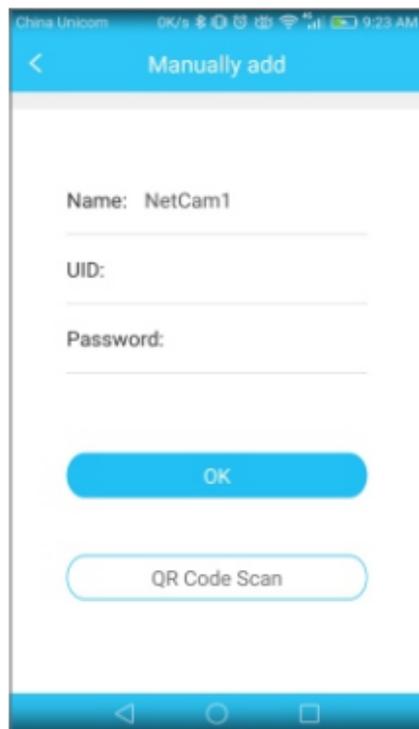
5. Parameter settings of cameras

In the home page of the APP, click the ⋮ in the top right corner, go to "Parameter 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".

6. 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.
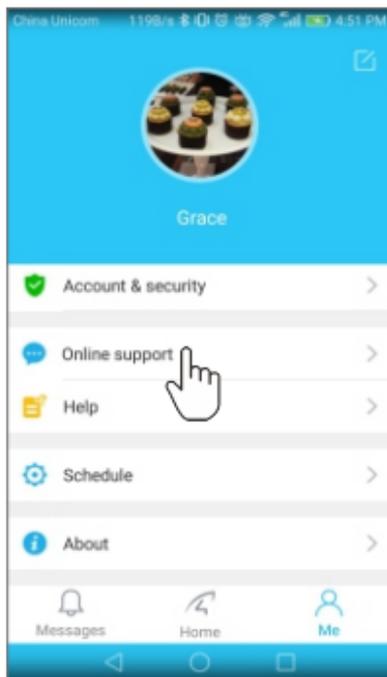
FAQ

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.eye4.so
Or contact us at:
QQ:4006217868
Email: support@vstarcam.com
Skype: support3@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.