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 process.

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.
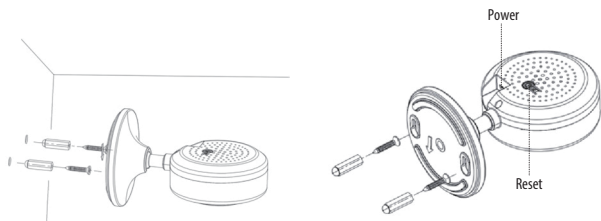
How to Reset My Camera?

PLEASE MAKE SURE YOU CLEARLY UNDERSTAND THE RESULT OF RESETTING:
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

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.

Power

Reset

- Drill holes on the wall in the correct position.
- Seat the wall plugs in the pilot holes.
- Mount the camera to the wall.

VIGIFC Indoor Fixed Camera   User Guide

Features

Designed for use with VIGILATE Smart alarm systems, the VIGIFC 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 ultising global oversea 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(8 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	<6W
	Noise Reduction	3D DNR		Working Environment	-10°C~+55°C ,10%~90% RH
	Day/Night control (IR-Cut)	Auto(ICR) / Color / Black&White		Dimensions	Φ70x109mm
	Motion detection	Supported		Weight	113.5g
	SD Card	Supported, up to 128GB			
	IR distance	8m			
Lens	Focal Length	2.8mm	Network	Network Protocol	HTTP, FTP, TCP/IP, UDP, SMTP, DHCP, NTP, UPNP, DDNS
	Max Aperture	F2.4			
	Focus control	Fixed		Smart Phone	iOS(9.0 or above),Android(5.0 or above)
	Diagonal Angel of View	140°			
Video	Encode	H.265 main profile		Wi-Fi	Wi-Fi (802.11b/g/n), 2.4G only, supports WEP/WPA-PSK/WPA2-PSK encryption
	Resolution	1080P (1920x1080) VGA (640x352)			
	Video Bitrates	64Kbps ~ 8Mbps		P2P	Supported
	Video Frame Rate	25fps@1080P			
	Image snapshot	Supported			

Setting Up Camera

Power up

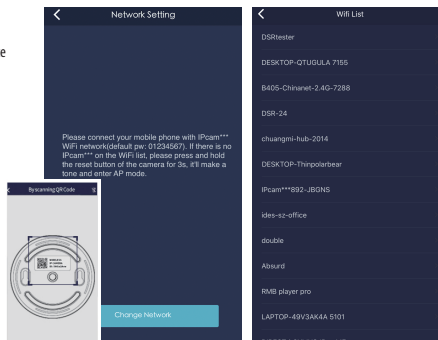Insert power cable into the Micro-USB slot on the camera.
- The camera will power up and you will hear the prompt voice to show you it is waiting for the WiFi settings.

Pairing with system

Tap "+" Add accessory to scan QR codes printed on the back of the camera base. You will be guided to connect to Camera by connecting the AP's name which starts with IPcam***.
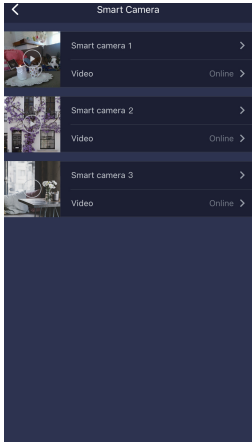
Wi-Fi Settings

- 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.
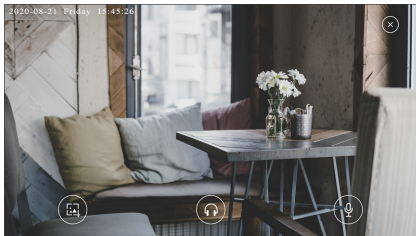
Access live video and daily operation

• 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.
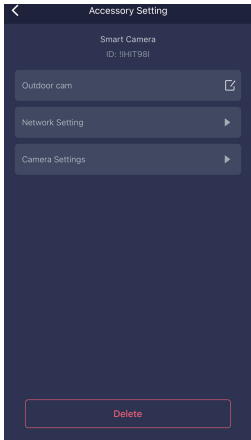

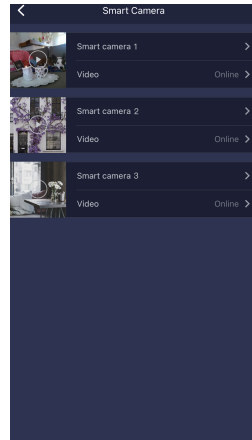### Quick Actions for camera

Use below buttons to take a snapshot, listen and talk.

⊡ : Snapshot and save pictures to album.

🎧 : Hearing the audio from the camera.
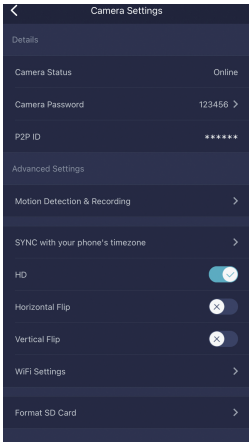
🎙 : Talking to the camera.

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 the camera with your 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.