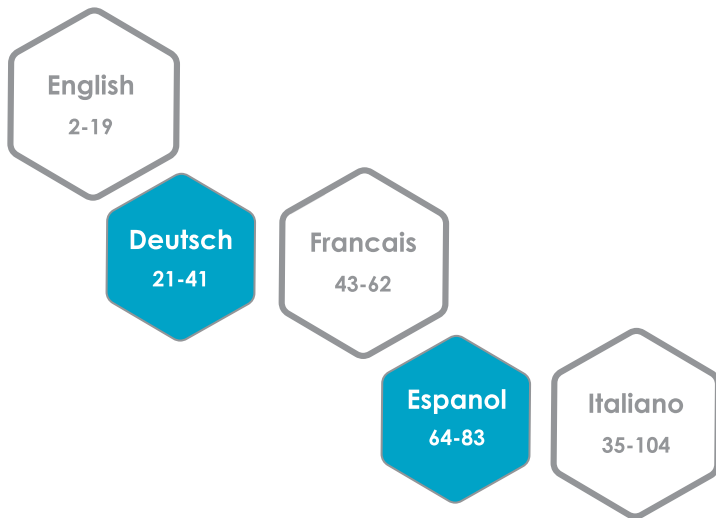




USER MANUAL

Official Email: service@iegeek.com



EN

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Warranty

Thanks for your purchase. For ease of use, please read the user manual carefully before operating the camera. The camera which can be connected to a mobile phone and tablets supports remote and short-range wireless network. Before use, please install the appointed APP or PC client, plug the camera into the power supply as well as installing a genuine class 10 security micro SD card which is not over 128GB.

From the date when you purchased the camera, this product will have a 1-year warranty. It is our priority to provide outstanding customer service. If you need any support for your product or have any problems during the period of warranty, please send your request to the le geek after-sale service via service@iegeek.com.

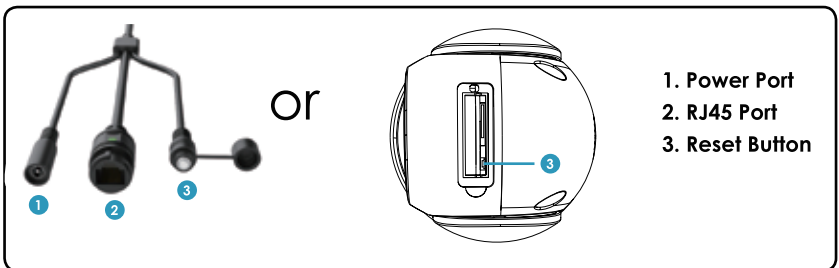
We offer 2 versions of this manual(this booklet uses CamHipro as example). We recommend you to use CamHi to start with, which is sufficient for standard functions and usage, then if you want to explore the advanced options you can download CamHipro later and work with that version.

If you need electronic user manuals for CamHi and CamHipro, please If you need the electronic user manuals of CamHi and CamHipro,please contact us directly: service@iegeek.com

BTW: Our TY10 camera doesn't support human detection.

Structure of Tail Line of Electricity Supply

Each camera has its own UID which is an unique identification. You can view it on the sticker of the camera.
This sticker is a sample of XMP camera.



X.0Mega Pixels IP Camera

QR code
attached
to the product

DC: 12V P2P

User: admin Password:admin

IP Adress: DHCP Lens:3.6

UID: UID:XXXX-XXXXXX-XXXXX

SN: 20XX1111A1111



Operations of Mobile Phone App

Please install CamHi or CamHipro in the Apple APP Store or Google Play. CamHipro is the upgraded version, so its functions are more comprehensive. For example, you can set the working time of alarm recording and plan recording on CamHipro, but not on CamHi.



CamHi



CamHipro

Tips Before You Connect Network

Please reset the camera first (the button 3 of TY10 camera is next to the SD Card slot.) before using it and please don't hide your network.

Before you connect to the network, please make sure:

1. IP camera and the phone are connected to the same network.

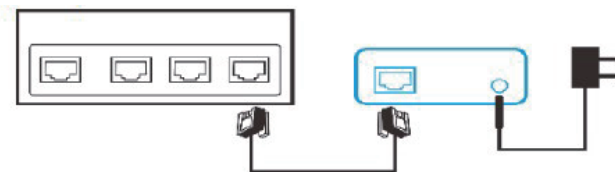
2. your router opens DHCP. You can log in router setting, find the DHCP and check if it's closed. If DHCP is closed, router will not distribute IP address to your camera, and the camera will also fail to connect to the Internet.
3. the network you used is 2.4GHz rather than 5.0GHz.
4. Wi-Fi SSID and Wi-Fi password don't include special character, such as: !@#\$%^&*()_+
5. there is no limit to the number of devices to connect the router.
6. camera's antenna is tight if you choose Wi-Fi connection.

Notice:

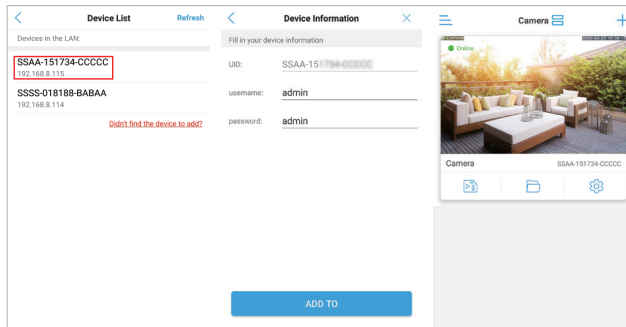
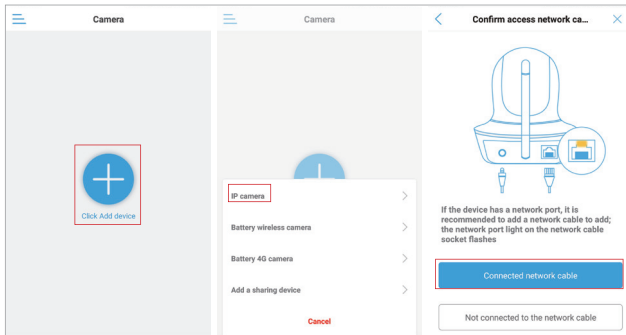
1. If you choose Wi-Fi connection, please make sure the Wi-Fi signal connected to the camera is over 80%.
2. If your camera can't connect well but your network is good, please take out your micro SD card and try to reconnect it. Maybe the micro SD card is incompatible.
3. If there are excessive devices connect to your Wi-Fi, it will cause the IP address conflict so that it will fail to connect to Wi-Fi.

Wired Connection

1. Connect the camera into the router via an Ethernet cable and then plug the power supply adapter in.

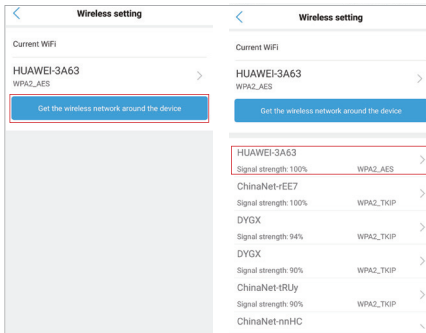
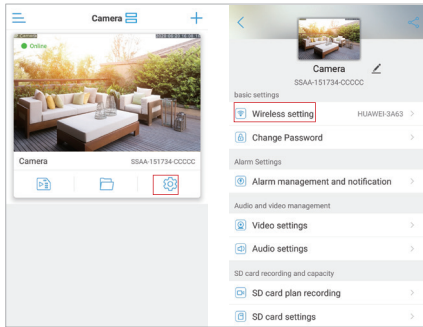


2. Open CamHipro and click 'Add Device' - 'IP camera' - 'New device' - 'Connected network cable' - choose the camera UID you want to connect - enter initial password 'admin' - 'Add to'.



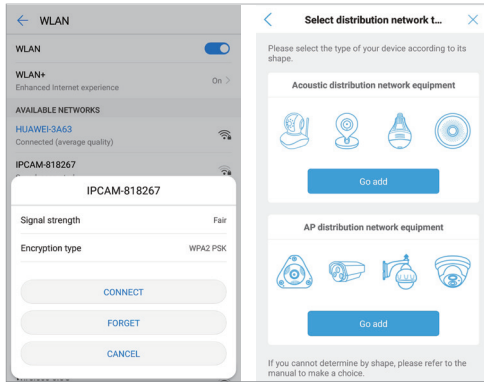
Wired Connection Switch to Wi-Fi Connection

1. Please follow the steps above to connect the camera to the APP.
2. Enter "Wireless setting" - "Get the wireless network around the device" to choose the Wi-Fi you want to connect. After you enter your Wi-Fi password, it will say "Wireless setup successfully".
3. Waiting 60 seconds as this camera needs to reboot and you can't tell any changes during the reboot.
4. Then the camera will show online.
5. Unplugged the Ethernet cable.
6. Waiting for about two minutes to reboot the camera and restart your APP.



AP Hotspot Connection

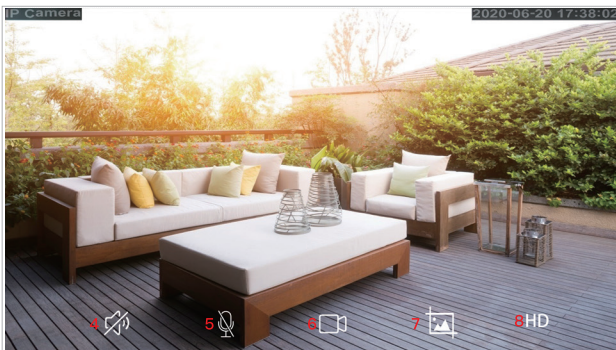
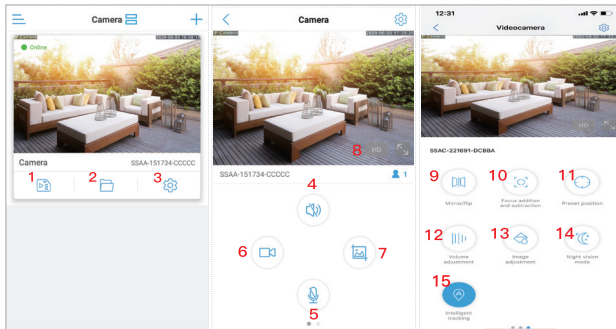
1. Unplug the ethernet cable, access your phone's WLAN/Wi-Fi Setting, and find the Wi-Fi name IPCAM-111111 (yours will be a different number).
2. Input the password to connect this Wi-Fi (IPCAM-111111), the initial password is 01234567.
3. Back to CamHipro APP, click 'Add Device' - 'IP camera' - 'New device' - 'Not connected to the network cable' - 'AP distribution network equipment' - 'Go add' - enter initial password 'admin' - 'Add to'.
4. After you connect your camera, please enter 'Wireless setting' - 'Get the wireless network around the device' to set up Wi-Fi.
5. Wait for about two minutes to reboot the camera and restart your APP.



APP Settings

A. Introduction of App Interface

1. Time playback and file playback. You can view plan recordings and alarm recordings in here. If you need to search more recordings, please click the search icon "magnifier".
2. Local file. You can view downloaded videos and manually recorded videos and pictures here.
3. You can change password, setup alarm settings and other functions etc.
4. Horn. Open the horn you can hear the voice beneath your camera.
5. Microphone. If you want to talk to your camera, please open it.
- 6 & 7. Taking videos and photos manually and save to your phone.
(You can view these videos and photos in the local file, and you can also click the save button to save the videos and photos to your phone gallery.)
8. Pixel selection function. You can set the camera to HD and SD mode.
9. Mirror/flip. Set up and down, left and right mirror images.
10. Focus addition and subtraction.
11. Preset position.
12. Volume control. You can set the input and output volume.
13. Image adjustment. You can adjust brightness, contrast and saturation.
14. Night vision mode: You can choose Infrared mode, Full color mode and Intelligent mode here.
15. Intelligent tracking: "On" means camera will follow the human motion to move. "Off" means camera will not follow the human motion to move.



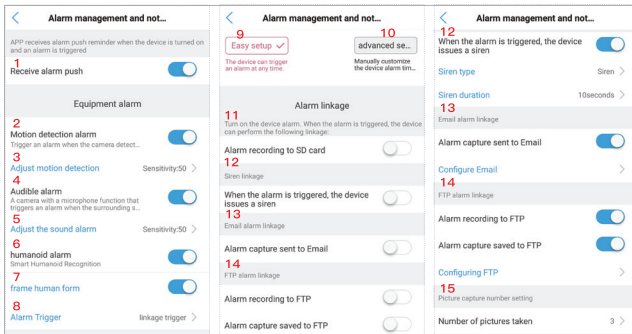
B. Alarm Management and Notification

1. Receive alarm push: on: you will receive a notification on your smart phone when the alarm is triggered; off: you do not receive this notification.
2. Motion detection alarm: the camera will detect all objects or human movement and trigger the alarm.
3. Adjust motion detection: you can set motion detection sensitivity and detection area here.
4. Audible alarm: after setting the sound sensitivity value, when the surrounding sound exceeds the sensitivity value, the camera will trigger an alarm.
5. Adjust the sound alarm: you can adjust the audible sensitivity here.
6. Humanoid alarm: the camera will reduce the accidental trigger (IE20 camera doesn't have this function).
7. Frame human form: the camera will trigger an alarm only when it frames the entire figure (IE20 camera doesn't have this function).
8. Alarm trigger: linkage trigger: the camera will trigger an alarm only when both

human detection and motion detection are triggered at the same time; alone trigger: when either the human detection or motion detection is triggered, the camera will trigger an alarm.

9. Easy setup: the alarm detection will working 24/7.
10. Advanced settings: you can set the working time for alarm detection. (Pink areas are working hours)
11. Alarm recording to SD card: the camera can record alarm recording to your micro SD card.
12. Siren linkage: when the alarm is triggered, the camera will emit an alarm sound (siren, canine or the sound you recorded yourself).
13. Email alarm linkage: the camera will send you 1-3 pictures when the alarm is triggered. (If you don't know how to set up email, please feel free to contact US.)
14. FTP alarm linkage: the camera will send you 1-3 pictures and the alarm recordings to your PC when the alarm is triggered.
15. Picture capture number setting: the number of pictures sent to mailbox and computer.

Notice: The alarm recording length is fixed at about 15 seconds. (IE20 camera just can send one picture.)



C. Video settings

1. Code rate: the higher the value, the clearer the video.
2. Frame rate: the higher the value, the smoother the video.
3. Video coding level: the smaller the value, the better the image quality.

Each option has a corresponding value setting interval. You can set any value in this interval. After you setup, you can click "SD card plan recording" to choose "first stream" and "second stream".

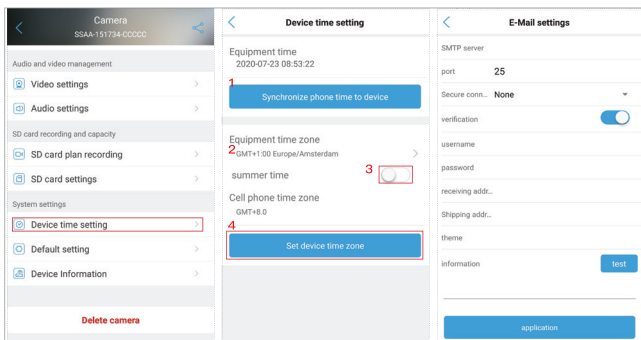
When the network is not good, the camera will implement the second stream by default, so it is recommended to set the second stream lower than the first stream. If the network is not good and the value is set too high, the camera will save the video slowly. Also will affect the live video.

D. Time Setting

1. Please make sure your phone's time zone and the camera's time zone are the same. If your phone's time zone and camera's time zone are different, please don't choose to synchronize the time zone when the APP reminds you.
2. If your phone's time zone and the camera's time zone are the same, please click "Synchronize phone time to device" (1). If not, please choose the time zone directly (2). (UK time zone is "GMT+0"; US have four time zone, please confirm the time zone with your area)
3. Please open "summer time/ daylight saving time" (3) at the correct time. (It may cause one hour time difference)European summer time: From the last Sunday in March to the last Sunday in October.

American summer time: From the first Sunday in March to the last Sunday in November. (Seven regions of the US don't implement summer time.)

4. Please click "Set device time zone" (4) after you setup the camera's time zone.
5. Then wait for about 30 seconds, the camera will restart itself.



E. Email Setting

1. SMTP Server: the sender's email corresponding to SMTP sever. (If you use Gmail, please find the SMTP Server on computer)
2. Sever Port: the sender's email corresponding to sever port.
3. Encrypt Type: select the IP Security Protocol of sender's email
4. Authentication: open

5. Username and Password: username and password of sender's email.

Notice: If you use Gmail or Yahoo mail, please use the app authorization code as the password (16-character, which is generated in the email after turn on "Two-Step Verification"). If you have any doubts, please contact us via service@iegeek.com.

6. Send To: the mailbox of receiver with alarm pictures.

7. Sender: your email address

8. Subject and Message: Not null when all items are completed, click "Apply" to save all and then click "Test" to see if alarm email can be sent.

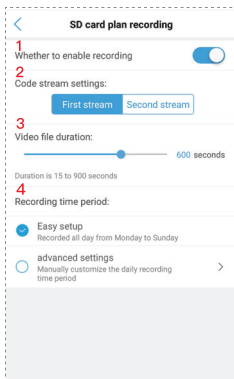
F. SD Card Plan Recording

1. Whether to enable recording: on: the plan recording will save to your micro SD card; off: the plan recording won't save to your micro SD card.

2. Code stream settings: this is related with the "video settings".

3. Video file duration: you can set the plan recordings length between 15-900 seconds.

4. Recording time period: "Easy setup": that mean the plan recording will work 24/7; "Advanced settings": you can set the plan recording working time as you want. (Blue area is the working time.)



Notice: you don't need to take out the micro SD card to view your recordings. You just need to view them on your APP or HIP2P.

PC Client Setting

If you need more detailed instructions in PC client, please contact our after-sales service directly: service@iegeek.com.

Please download and install 'HiP2P' in PC client via the following link: <http://www.iegeek.com> HiP2P Client.exe will appear in your desktop after installed successful. HiP2P supports IOS and Windows.

There is no password when you log in the HiP2P at the first time.



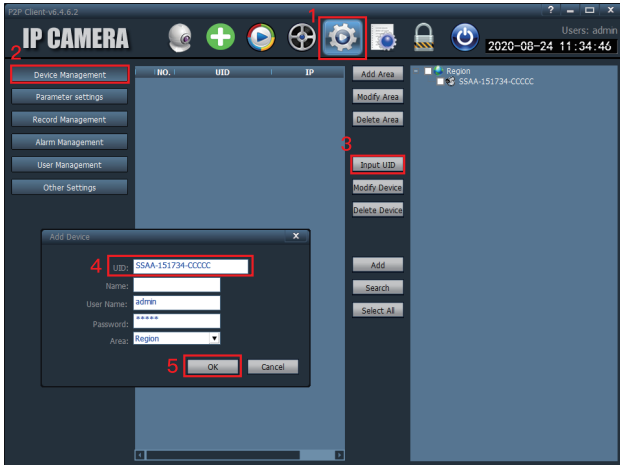
A. Introduction of HiP2P interface

1. Preview: preview online cameras.
2. Automatically add devices: add devices under the same router automatically.
3. Local playback: view the downloaded videos and videos stored in hard disks.
4. Remote playback: view the videos stored in SD card.
5. Config: set the camera settings such as add the camera, server address and snapshots, etc.
6. Logs: you can check the camera active in here.
7. Log out user: log out the current user.
8. Exit.

B. How to connect the camera

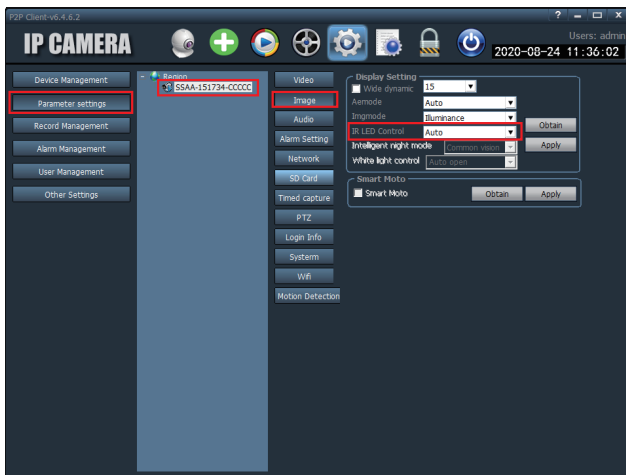
1. Click "config".
2. Click "device management".
3. Click "input UID".

4. Enter your camera UID. (You can find the UID on the camera sticker.)
5. Click "OK".
6. Go back to preview. Double click your camera name or click the right mouse button. Click connected device.



C. Parameter settings

1. Video: set bit rate, frame rate, stream etc.
2. Image: set IR LED, image mode etc.
3. Audio: the input&output voice. (Just can set the two-way audio cameras.)
4. Alarm setting: including motion detection, sound alarm, email alarm, FTP storage etc.
5. Network: get the IP address, RTSP port and ONVIF port of the camera.
6. SD card: check your micro SD card storage and set the plan recording time. (The green areas are the working time.)
7. Timed capture: save pictures to micro SD card or RTSP.
8. Login information: change the camera password.
9. System: view the camera information and set the time zone.
10. Wi-Fi: connect the camera to Wi-Fi and test the Wi-Fi signal.
11. Motion detection: set the detection zones and sensitivity.



D. Record management

Including general record length, alarm duration time, record format etc. (The videos saved in the TRecord file are the real-time videos. The camera will save real-time video to TRecord file automatically after you open HiP2P.)

E. Alarm management

Set alarm working time.

F. User management

Add, modify or delete user account.

G. Other settings

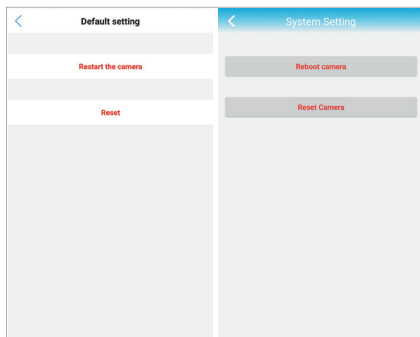
Including image capture path, single screen number, display mode etc.

FAQ

Q1: How can I reset my camera?

A1:

- ① If your camera can't connect with CamHi or CamHipro APP, press the reset button (please see Structure of Tail Line of Electricity Supply) more than 20s under charging the factory settings of camera will be restored.
- ② If your camera can connect with CamHi or CamHipro, you can reset the camera on your app. Please follow below ins.
 - 1) If you use CamHipro, you can enter the "Default setting", then click "Reset".
 - 2) If you use CamHi, you can enter the "System setting", then click "Reset Camera".



Q2: I have selected 2.4GHz Wi-Fi and input Wi-Fi password correctly, why does the camera still not connected to Wi-Fi?

A2:

- ① Please make sure the network you used in your IP camera and the phone are the same one.
- ② Please make sure the network you used is 2.4G not 5.0G.
- ③ Wi-Fi SSID and Wi-Fi password not including special character, such as: !@#\$\$%^&*()_+.
- ④ Please make sure your router opens DHCP; you can log in the router setting and find the DHCP to check it closed or opened. If it close, then it will not distribute IP address to this IP camera, and it will fail.
- ⑤ Please make sure the camera's antenna is tight if you choose Wi-Fi connection.

- ⑥ Please make sure that there is no limit to the number of devices to connect the router.
- ⑦ Please make sure the Wi-Fi signal is over 80%. You can test it in "Wi-Fi setting" on app when you connect the camera with internet cable.
- ⑧ Please press the "reset button" more than 20 seconds under charging to reset the camera if you want to change connection.

Notice:

1. If you choose Wi-Fi connection, please make sure the Wi-Fi signal connected to the camera is up to 80%.
2. If your camera can't connect well but your network is good, please take out your SD card and try again, may the SD card is incompatible. If the devices connected to Wi-Fi are excessive, it will cause the IP address conflict and fail to connect to Wi-Fi.
3. If you input the Wi-Fi password wrong it locks you out of the functions. So you can 'Edit' the camera and delete it, then re-set up the camera.

Q3: The camera is offline after a few months? It cannot be connected automatically after being offline?

A3: Please check:

- ① If the camera is powered normally or not.
- ② If the antenna is tightened.
- ③ If the connected devices are excessive or not.
- ④ If the signal intensity changes or not.
- ⑤ If there is IP address conflict or not.

Please reboot your camera and the router to check it again. Just unplug the power supply and plug it back.

If it can't connect, please take out the micro SD card and reset the camera, then reconnect it.

If all methods can't do anything, please contact us via service@iegeek.com.

Q4: How to reconnect a disconnected camera which is installed on wall?

A4: After the camera has been installed on the wall, it is not necessary to remove the camera. You can use AP mode to connect your camera.

Here are the steps:

- ① Delete the camera from your app first, then re-start your router.
- ② Press reset button for 20 seconds, you can see three cables on your camera, the first one is for RJ45 port, the second one is for power supply, the third one is reset button.
- ③ Wait for 1-2 minutes, the camera need to reboot at this time, you don't need to do any things, just wait for it.
- ④ Access your phone's WLAN Setting, and find the Wi-Fi which named IPCAM-XXXXX(such as this).

- ⑤ Input the password to connect this Wi-Fi (IPCAM-XXXXX), the initial password is 01234567.
- ⑥ Back to CamHi or CamHipro app, click "Add Camera" – "Search Camera From LAN".
- ⑦ After you connected your camera, please click "Wi-Fi setting" "Wi-Fi Manager" to choose the Wi-Fi which you want to connect.

Q5: Why is there still only 14-second video after setting 900-second video?

A5: Alarm recording is just for 10-14 seconds. It's difficult for some clients who use FTP storage to save a long video. But plan recording can be set for 15-900 seconds.

Q6: Why does FTP just upload the pictures but no videos?

A6: If you want to save videos to FTP, you need to insert a micro SD card into your camera. Then the camera will save the alarm recordings to your FTP.

Q7: Why the recording time does not sync with the actual time?

A7: Please access "Time Setting" to select the right time zone where the camera is install and notice whether the local time is daylight-saving time. If the time is setting wrong, you may not search the camera recordings.

Q8: Why I can't find my recordings?

A8: Please try to click the search icon to search your recordings.

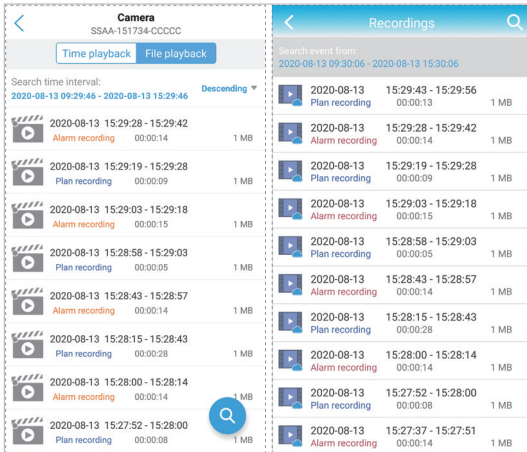
Q9: How do I connect my camera to my new wifi supplier?

A9: Please enter your app "wifi setting" to connect the camera to your new wifi or phone hotspot first. Otherwise, you need to reset the camera then follow A4 to reconnect the camera.

Q10: Micro SD card cannot be recognized.

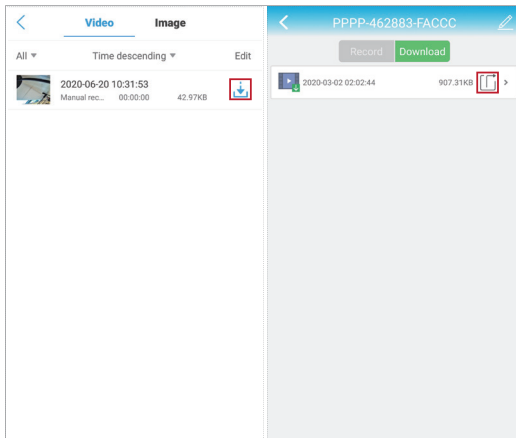
A10: Maybe there is something wrong with the micro SD card or the card slot. Please check whether the SD card is compatible or not and whether SD card is damaged or not.

Please try to format your micro SD card, and then reconnect again. Micro SD card in the camera is more easily damaged than in the other device because the SD card is reading and writing the videos all the time in the camera. If it still can't work after you format the micro SD card, please change another micro SD card. It is suggested to use SanDisk special white security micro SD card, class 10 (legal), not over than 128GB. 64GB is suggested.



Q11: After download videos via phone app, why can't find them in my phone gallery?

A11: Please find your downloaded videos in the app, then click the save icon to save the videos to your phone gallery. The alarm recordings time length is fixed at 14 seconds. The plan recordings time length can set between 15-900 seconds.



Q12: Does the micro SD card will automatically overwrite the recordings?

A12: Our all camera has loop recording function. It will cover the previous recordings when the micro SD card is full. You can download the important recordings before it overwrites. 128GB Micro SD card can record up to 2 weeks. 64GB can record up to 1 week. 32GB can record 3-4 days. 16GB can record 2-3days.

Q13: Does the camera work without network?

A13: Our camera can work well without network. And you can connect your camera with your phone hotspot, mobile Wi-Fi or home Wi-Fi and etc. Or take out the micro SD card to view all the recordings on your computer.

Q14: It is black at night and I can't view anything.

A14: Please put your finger on the infrared sensor when the camera is connected with the power. If the red LEDs are on, please adjust your camera's angle to check it again. It may cause by the refraction of light. Please make sure IR CUT setting is set to "auto" on HiP2P (The initial setting is auto). If it doesn't work, please contact us.

Q15: I want to upgrade the firmware but failed each time.

A15: The prefixes shall be constant during the process of upgrading the firmware, you can see the prefixes from camera's setting "Device Information". Besides, please make sure that the camera and your computer are under the same network. If you are not sure which firmware you need, please send the current firmware version to inquire us. We will help you.

Q16: What's the URL (Uniform Resource Locator) of ONVIF and RTSP?

A16: The URL of the camera is 8080 and 554. For example, you camera IP address is 192.168.1.38, your ONVIF port of main stream is onvif://192.168.1.38:8080/11 and ONVIF port of secondary stream is onvif://192.168.1.38:8080/12. Your RTSP port of main stream is rtsp://192.168.1.38:554/11 and RTSP port of secondary stream rtsp://192.168.1.38:554/12.