www.mubview.com

support@mubview.com

+1 (978)3092611

ZS-GX7S

Warranty Service

Thanks for your shopping and trust.
We have been optimizing our products and improve our lifetime customer service to offer you a better shopping experience.

If you have any problems, please feel free to write us e-mail We will solve your problems within 24 hours.

In addition, your advice or suggestions will be much appreciated and welcomed.

> Instructions: This product does not support 5GHz WiFi networks and must be connected to a 2.4GHz WiFi network!

*If you're unsure how to find a 2.4GHz WiFi network, please search Google for instructions or contact us.

Produkt-Service
Email: support@mubview.com
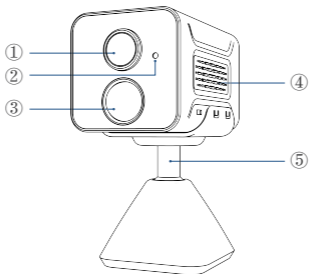Verteiler: business@mubview.com

Mehr über uns
Web: www.mubview.com
Facebook: www.facebook.com/mubview
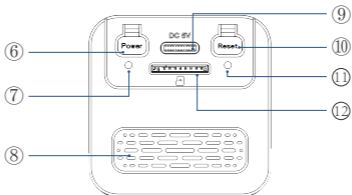
Camera Introduction

1. Lens
2. Microphone
3. PIR

4. Speaker Holes
5. Bracket

6. Power Key
7. Charging Indicator
8. Ventilation Holes
9. Charging Port

10. Reset
11. Working Status Indicator
12. SD Card Slot
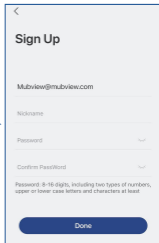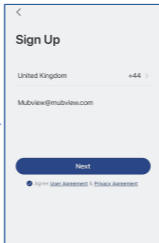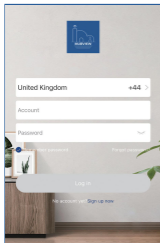
Download & Install App

The camera supports Android and iOS system.
Please scan the QR code below or search 'MUBVIEW' in App store to download the App, and follow the instruction to register account. If you encounter any problems during the installation process, please feel free to contact us via support@mubview.com

Download on the **App Store**

Android App on **Google play**

Registrierung eines Kontos

- Sign up in App with your email address.
- Choose your region and correct country code
  (Users from different regions cannot share the camera).

United Kingdom   +44

Account

Password

Sign up now

Sign Up

United Kingdom   +44 ›

Mubview@mubview.com

Next

Agree User Agreement & Privacy Agreement

Sign Up

Mubview@mubview.com

Nickname

Password

Confirm PassWord

Password: 8-16 digits, including two types of numbers, upper or lower case letters and characters at least

Done

Add Camera to App

1. Allow 'MUBVIEW' App to access mobile cellular data and wireless LAN, or it will fail to add camera.

2. Allow 'MUBVIEW' App to receive pop-up messages, otherwise the smart phone will not receive notification when motion is detected.
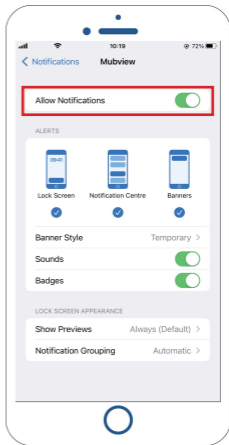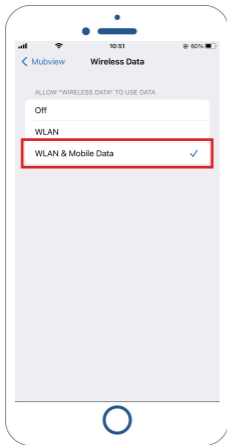
Preparation for Connection

1. Insert Micro SD card when the camera is Power off (Supports up to 128GB.SD card not included). The camera only works with 2.4GHz Wi-Fi, not support 5GHz Wi-Fi.

2. Take the camera close to the router while connecting.

3. Keep pressing the power button for 2-4s to power on/off the camera.

4. After turning on the camera for the first time, please press and hold the Reset button for 2 to 4 seconds, and then follow the instructions in the app to connect the camera.

Connect the Camera to App

Add Device
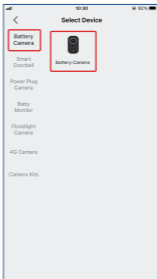
Select Your Device
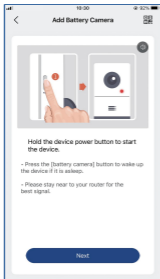
Click "Next"
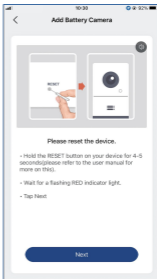
Click "Next"
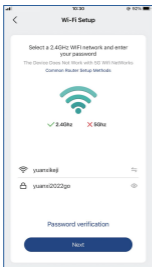
Input 2.4G Wi-Fi Password

Prepare to Scan

Connecting
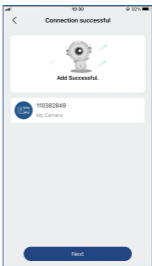
Click "Next"

Note: If the camera fails to connect to the network, please move the camera closer to the Wi-Fi router, then press and hold the "Reset" button for more than 5 seconds. Once you hear the prompt sound, reconnect the camera. If the issue persists, please email us at support@mubview.com

Install The Camera

Mounting Height:
2-3 Meters

PIR Detecting Distance:1-7Meters
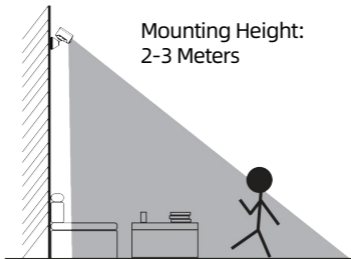
- GX7S is only for indoor use,please install it indoors according to the instructions and keep away from water sources.
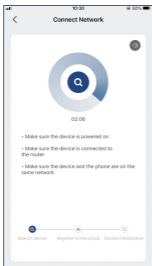
- It's recommended to select the location before installation Once the 3M glue is attached,it will not be easy to remove (to avoid damage to the wall).

- Install the camera 2-3 meters above ground.The detection range of the motion sensor would be maximized at such a height.

- For effective motion detection,please install the camera angularly.

NOTE:If a moving object approaches the PIR sensor vertically, the camera may fail to detect motion.

To reduce false alerts,please note that:

- Do not install the camera in a position facing strong lights/ glass/window/swimming pool.

- Do not place the camera too close to any angle with busy traffic.

- Recommended distance between the camera and motion objects is within 7M(23ft)

- Stay away from the outlets,including air conditioner vents, humidifier outlets,the heat transfer vents of the projectors, etc.

- If there is any motion detection delay or false alerts, please contact 24/7 after-sales service via support@mubview.com

Battery Management

1. The camera's Battery can last 1-2 months, assuming triggering of 30 times/day.

2. Charger Standard:DC 5V 2A (adapter not included)

3. It takes 6-8 hours to fully charge it. Please fully charge the camera before first use.

4. The battery durability depends on how frequently the camera is woken up.The more times the camera is woken up,the faster the battery drains.It is recommended to lower down the 'Motion Detection' sensitivity or turn it off occasionally.

5. The battery of your camera may drain faster below 32F(OC)

When you receive low-battery alert on your app,it is suggested to take the camera down and fully recharge it indoor,or you can connect it to the power cable all the time.

Multi-User Sharing
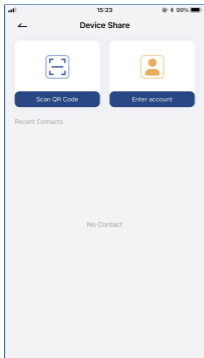
You can share your camera with friends and family and choose whether to allow them to monitor or control your device.

Please note that you will only be able to share if you confirm that the user's location matches yours. Device administrators can share their devices with multiple people.

(Invitees need to download and install the "MUBVIEW" application, register an account, and log in to the application.)

Sharing steps:

Step 1: The sharer scans the invitee's QR code or enters the invitee's account.

Step 2: The invitee accepts the invitation.

FAQ

For more detailed FAQs, please log in to the APP, search in "Me"-"FAQ"-"Help Document" ; Or contact us by e-mail

The device prompts offline?

1) Check whether the equipment is in the power-on state, and observe whether the working light of the equipment is on normally.
2) Check whether the Wi-Fi network is in good condition and restart the router.
3) If the device is located far away from the router, which results in the inability to obtain a good Wi-Fi signal, it is recommended to move the router to a closer place or add a Wi-Fi amplifier to improve the Wi-Fi performance of the home.
4) Delete the camera from your Mubview account and add it again after esetting the device.

Check whether the device firmware and application program are the latest version.

Update router or Wi-Fi password?

Delete the camera from your Mubview account. After resetting the device, use the new Wi-Fi and password to add it again.

Can't play historical video?

1) Check the status of the SD card in "Settings" to ensure that the SD card has been successfully recognized.
2) Reinsert the SD card.
3) In the application, format the SD card.
4) Try another new SD card.

Alarm push frequently?

1) In the App, lower the sensitivity of the motion detection alarm.
2) Check whether there are objects that interfere with and trigger the PIR sensor in the field of view of the device, such as the outdoor unit of the air conditioner, driving cars, passing pedestrians, etc. The angle of the device can be adjusted appropriately to avoid these easily disturbing objects.
3) Turn on "human motion detection" and use humanoid algorithm to filter useless.

The phone cannot receive the alarm push?

1) Turn on all the push permissions of the "Mubview" application in the system settings of your mobile phone.
2) Make sure that the device's motion detection function is successfully turned on.
3) Restart the phone, and clear the cache on Android phones.
4) Check whether the network is good.

How to Troubleshoot Network Connections

The indicator has a solid red light

1) If the indicator has a solid red light, please reset or unplug the device, then setup again.
2) If reset does not work, please contact our technical engineer team (**support@mubview.com**) , to get upgrading package to upgrade your device (please check if you have a. SD card reader and a SD card first).
3) If all of the above methods does not work, please feel free to contact us for further solution.

The indicator is red and blinking slowly but does not blink fast after the device scanned the QR code, and does not make a sound like "bee"

The above case might be caused by any of the following reasons: the QR code is abnormal, the lens is defocused or the device is defective.

1) Make sure your phone is 5-8 inches from the lens and try to scan the QR code from different angles.
2) If your phone is a new brand, this might cause the abnormal QR code. In this case, please provide us a screenshot of the QR code and the model and operation system version of your phone.
3) Make sure the lens is clean. Try AP mode to setup your phone and then check whether the lens is defocused.
4) If you still failed to setup your device and the device does not make any response when setup. Please provide us the SN of your device, the screenshot of QR code, the exact time you setup your device (if possible, please provide a video of setting up your device) for a further troubleshooting.

The indicator is red and blinking slowly and turns fast red light after the device scanned the QR code. But the fast red light does not turn blue

The indicator blinking fast red light means the device has recognized the QR code successfully. Reasons for device failed to setup might be as the following:
1) The wifi is 5G instead of 2.4G.
2) Wrong password.

3) Unstable network. Please put your device next to the router when setup. If this still does not work, please reboot your router and reset your device to try again. Also, you can try to use your mobile data as hotspot to setup your device to test if it works with hotspot wifi.
4) If it does not work with hotspot, the Wifi antenna inside the device might be defective. In this case, please feel free to contact us for further solution.

The indicator is red and blinking slowly and turns fast red light after the device scanned the QR code. And the fast red light turns blue after a while but the device failed to addto APP

Please provide us your SN/ account info as well as the exact time you setup your device.We will forward these info to the technical engineer team for a further troubleshooting.

MUBVIEW official after-sales email: **support@mubview.com**

THANK YOU

User guide videos
Benutzerhandbuch Videos
Vidéos de guide de l'utilisateur
Video di guida per l'utente
Videos de la guía del usuario

EU	REP	**SUCCESS COURIER SL**
		Calle de RIO TORMES 13A, oficina 1,
		Fuenlabrada, Madrid, 28947 Spain
		Email: support@mubview.com

UK	REP	**GOAL REACH CONSULTING LTD**
		OFFICE 1029 3 HARDMAN STREET 10TH FLOOR,
		SPINNINGFIELDS MANCHESTER,UK M3 3HF
		Email: support@mubview.com

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