Q5

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.

Register via link below to get 3 Years
Warranty Extension. (Or scan the QR code)
https://bit.ly/3zBSB2y

Product Service
Email:support@mubview.com
Distributor: business@mubview.com
Tel: +1 (978)3092611 (Mon-Fri 9:00 AM-5:00 PM EST)

More About Us
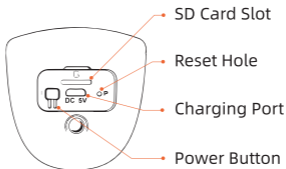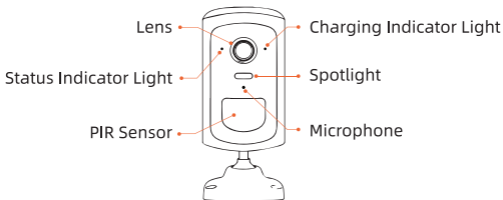Web: www.mubview.com
Facebook:www.facebook.com/mubview

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Camera Introduction

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Power Button

Power Button: Press for 5 seconds to power on/off the camera.
Reset Hole: Insert the "pin" into the hole. Press and hold for 5 seconds to reset the camera.

*Please reset the camera before connecting to APP.

More about the Camera

Compatible charger (not provided):

USB compatible mobile phone charger (DC 5V 1A~2A)

Prior to the camera installation, please charge up your camera for about 6-8 hours till the Charging Indicator turns BLUE from RED.

LED Status	Indication
Solid red	Battery charging
Solid blue	Fully charged

LED Indicator Status

LED Status	Indication
⭕ Solid red	Device is abnormal
⭕ Flash red (once/sec)	Ready for Wi-Fi configuration
⭕ Flash red (twice/sec)	Connecting to Wi-Fi
⭕ Solid blue	Device is online
⭕ Flash blue (once/sec)	Live-viewing doorbell cam
⭕ Flash blue (twice/sec)	Firmware upgrading

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

Account Registration

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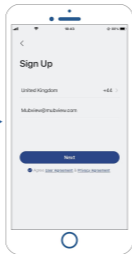
Preparations for Connection

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.
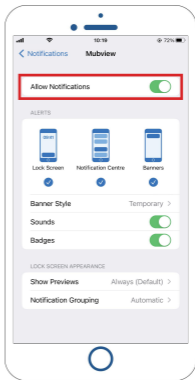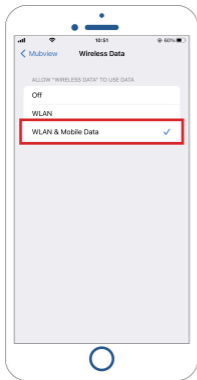
① MUBVIEW offers a free 7-day cloud storage with the basic version, or you can insert a Micro SD card into the camera to store videos.

② The camera only works with 2.4GHz Wi-Fi, not support 5GHz.

③ When connecting to network, please take the camera closer to your 2.4GHz router, to ensure a stable network signal.

Connect the Camera to App
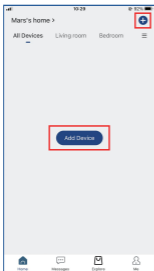
Add Device
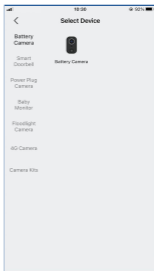
Select Your Device
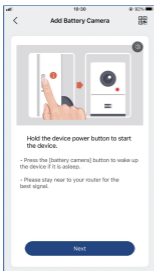
Click "Next"
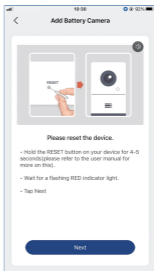
Click "Next"
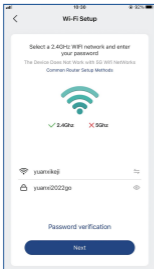
Input 2.4G Wi-Fi Password

Prepare to Scan
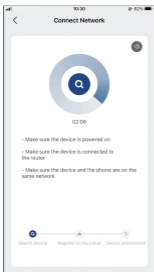
Connecting
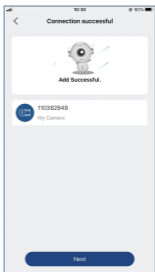
Click "Next"

Note: If the camera fails to connect to the network, please insert the "pin" into the hole, press and hold the "reset" button for more than 5 seconds, and connect again after hearing the beep. If it still fails, please email us support@mubview.com
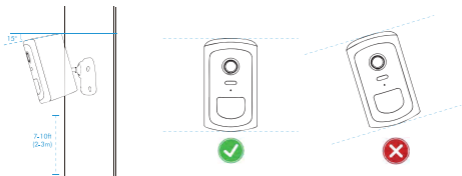
1. The camera should be placed 7-10 ft (2-3m) off the ground.

2. Tilt the camera down at about a 15° angle.

3. Keep the PIR lens level for best results.
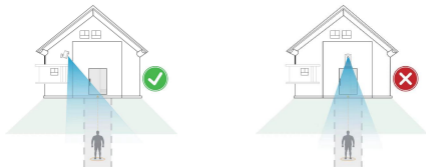
4. Not suggested installing the camera vertically towards moving objects, otherwise, it may not detect motion events or cause delay.

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 10M (33ft).
- 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

Reset the camera
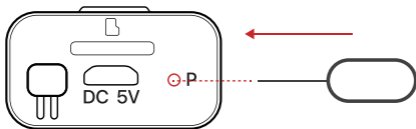
Reset Hole: Insert the "pin" into the hole. Press and hold for 5 seconds to reset the camera.

Multi-User Sharing

Camera can be shared to others in two ways:
- Let her/him view but cannot control the camera.
- Let her/him view and control the camera.

Share steps:
1. User A scan User B's QR Code or input User B's account ID.
2. User B accept share.

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

FC CE UK CA ⊠ ⊠ ♲ RoHS

Made In China
FCC ID: 2AXBN-Q5

FCC Notice

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However,there is no guarantee that interference will not occur in a particular installation.If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radio Frequency Exposure Statement

The device has been evaluated to meet general RF exposure requirements. The device can be used in fixed/mobile exposure condition. The min separation distance is 20 cm.

Notice: Shielded cables
All connections to other computing devices must be made using shielded cables to maintain compliance with FCC regulations.

CE This product complies with the radio interference requirements of the European Community.

Declaration of Conformity

Hereby, MUBVIEW declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.
For the declaration of conformity,
visit the Web site: https://www.mubview.com/

RF exposure information :

The Maximum Permissible Exposure (MPE) level has been calculated based on a distance of d=20 cm between the device and the human body. To maintain compliance with RF exposure requirement, use product that maintain a 20cm distance between the device and human body.

T8360 Wi-Fi Operating Frequency Range: 2412-2472 MHz(2.4G); Wi-Fi Max Output Power: 17.66 dBm(ERIP); T8360 Bluetooth Operating Frequency Range: 2402~ 2480 MHz; Bluetooth Max Output Power:5.43 dBm(EIRP).

IC Statement

This devic complies with Industry Canada Licence-exempt RSS standard(s). Operation is subject to the following two conditions:
(1) this device may not cause interference, and
(2) this device must accept any interference, including interference that may cause undesired operation of the device.
This Class B digital apparatus complies with Canadian ICES-003.

IC RF Statement

When using the product, maintain a distance of 20cm from the body to ensure compliance with RF exposure requirements.

This product is designed and manufactured with high quality materials and components, which can be recycled and reused.

This symbol means the product must not be discarded as household waste, and should be delivered to an appropriate collection facility for recycling. Proper disposal and recycling helps protect natural resources, human health and the environment. For more information on disposal and recycling of this product, contact your local municipality, disposal service, or the shop where you bought this product.

UK
CA
This product complies with the radio interference requirements of the United Kingdom Declaration of Conformity.

Hereby, MUBVIEW declares that this product is in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at the following internet address: https://www.mubview.com/

Web

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