Cloud WiFi Camera

Operation Manual

CLOUD-BASED STORAGE SERVICE
15 DAYS FREE EXPERIENCE

HIGHER-END AND SAFER STORAGE

amazon
web services

Dear user, welcome to use this product, please read the operating instruction carefully before using this product and keeping this manual for future use.

1、 Main Function Description

Cloud Storage	High Definition Recording Remote Switch	Audible Alarm Schedule Recording
ISO supported	Android Supported Two-way Audio	Remote Monitor Wireless Wifi
TF Card Storage	Infrared Night Vision Video Streaming	Pan & Tilt Motion Detection

2、 How To Download Mobile APP

A: Search and download "Eyeplus" in Apple Store or Android app store.

B: Scan the QR code as below.

C：Before the Android devices get connected with WiFi router, the GPS service must be turned on. After installation is complete, you will be asked to turn on the GPS service when you use the app at the first time, if you choose not to turn on the GPS service, please uninstall and reinstall the app again.

For Android   For IOS

3、How To Operate The Mobile APP

① Register an account

When you use this app at the first time, you need to use your email to register an account, click "Sign Up" and set a password according this procedure.

*If you forget your password, you can reset your password, just click "Forgot password" on the login page.
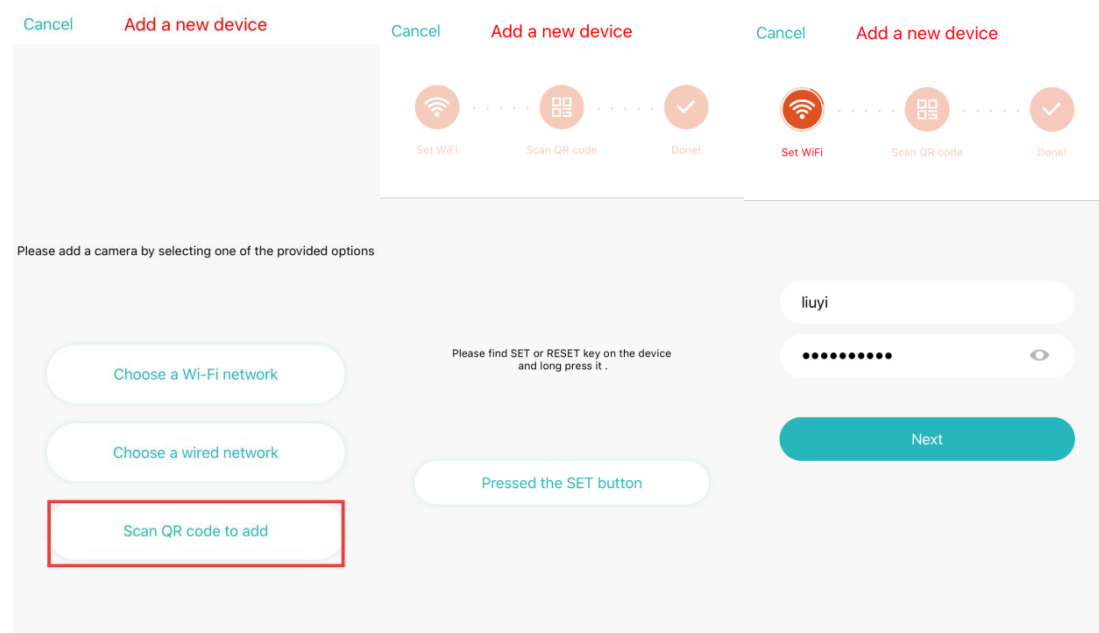
*Password should be at least 6 characters and not longer than 30 characters. The password must contain an uppercase letter, a lowercase letter, and a number
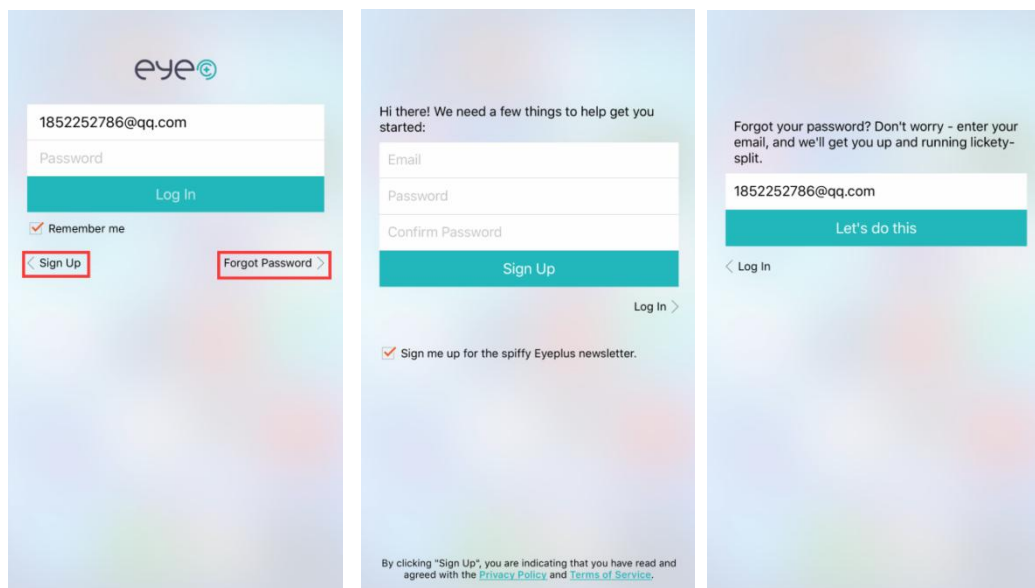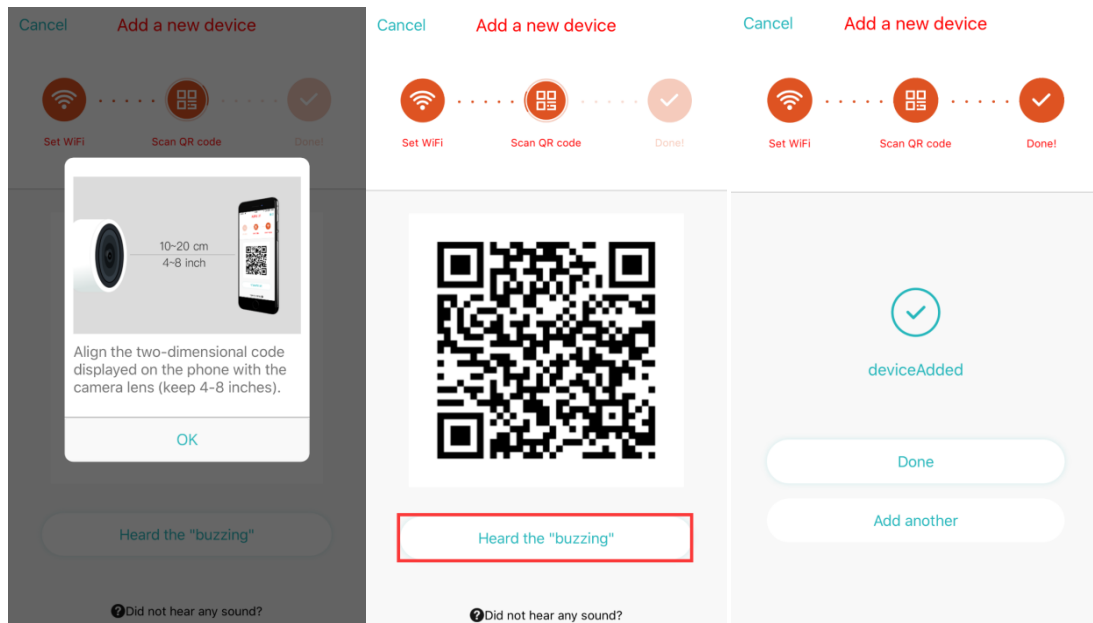

② Add The Camera

Note: This product only supports 2.4GHZ format WIFI, before adding equipment, make sure your router is 2.4GHZ WIFI, and the phone is connected to 2.4GHZ WIFI
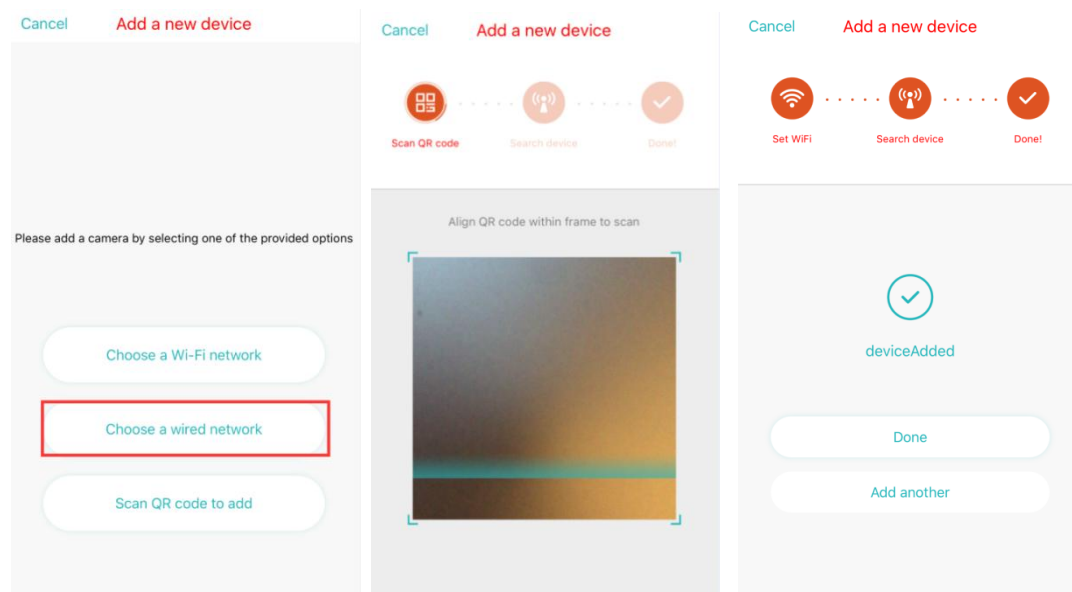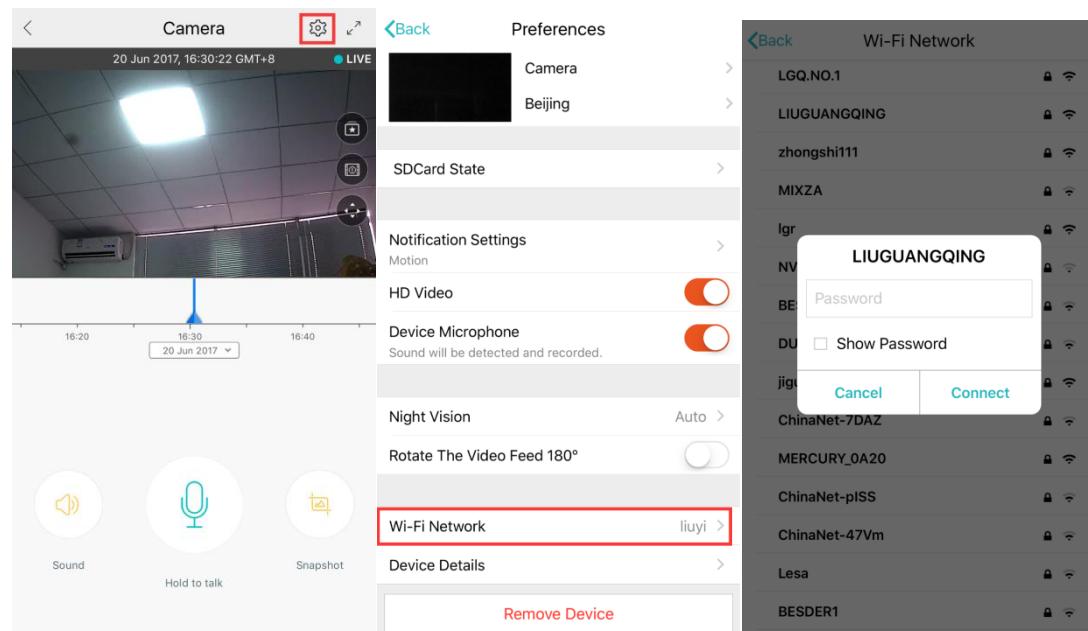
1、Scan QR code to add

A、Please make your phone connect to the Wi-Fi, and then click "Scan QR code to add", reset the camera, after hearing the voice "Please use mobile phone for Wi-Fi configuration", please click the "Pressed the SET button"

B、Select your own Wi-Fi and login with your password.

C、Align the two-dimensional code displayed on the phone with the camera lens, maintain a distance of 4-8 inches and keep balance.

D、Click "Heard the buzzing" after hearing

  the beep, a few seconds later, you will hear the voice "Internet connected welcome to use cloud camera"

2、Choose a wired network（Only support Lan port device）

A、Please connect Ethernet cable between camera and Wi-Fi router.

B、After your phone connect to the Wi-Fi, Click "**Add device**" and "**Choose a wired network**"

C、 Please scan the RQ code on the device and wait for the network connection to succeed.

D、 Open the video, click the set icon to the settings screen

E、Select "Wi-Fi Network" and choose your Wi-Fi, login with your password, then click "Connect"

F、Unplug the ethernet cable.

3、Choose a Wi-Fi network

A、After your phone connect to a Wi-Fi, please click "**Add device**" and "**Choose a Wi-Fi network**"

reset the camera, after hearing the voice "Please use mobile phone for Wi-Fi configuration", please click the "Pressed the SET button"

B、Select your Wi-Fi and login with your password.

C、Hear the voice "Internet connected welcome to use cloud camera" and wait for the Wi-Fi connection to succeed.
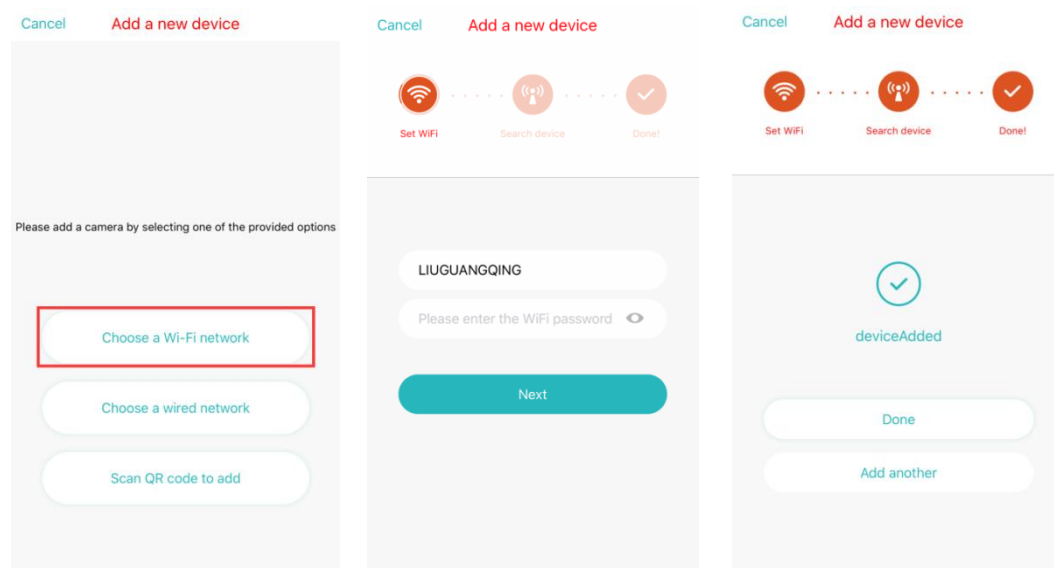
③ Function Introduction

Go to real-time video page
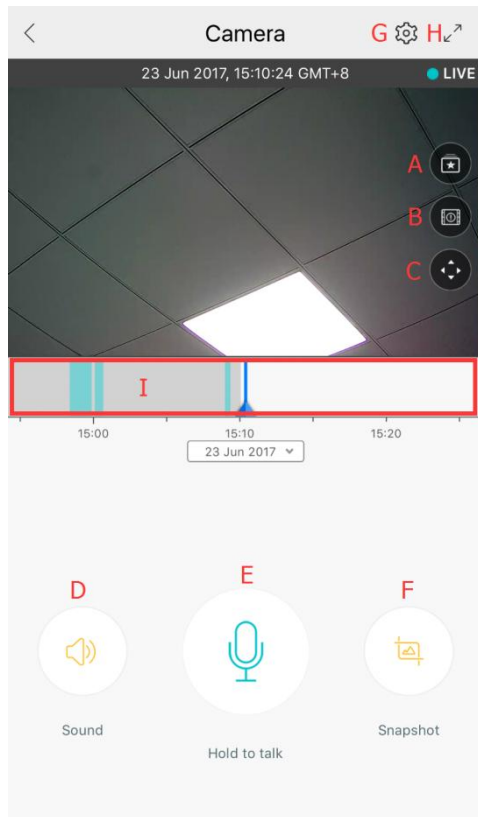
A：Favorites, save any video you like

B： Message, including the motion alarm and audible alarm
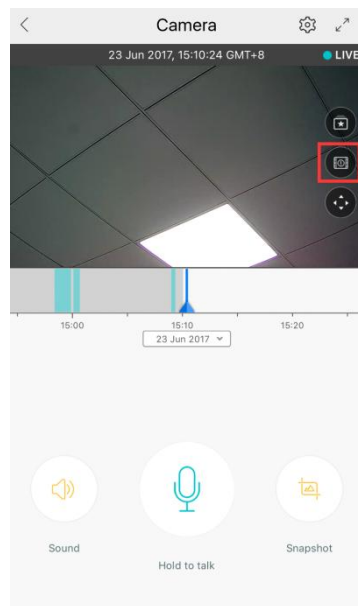
C： Pan & Tilt

D：Mute/Unmute
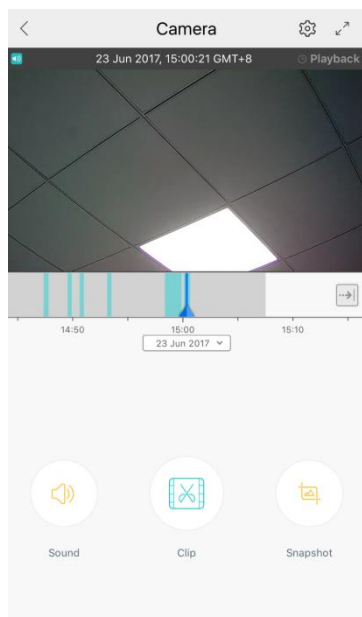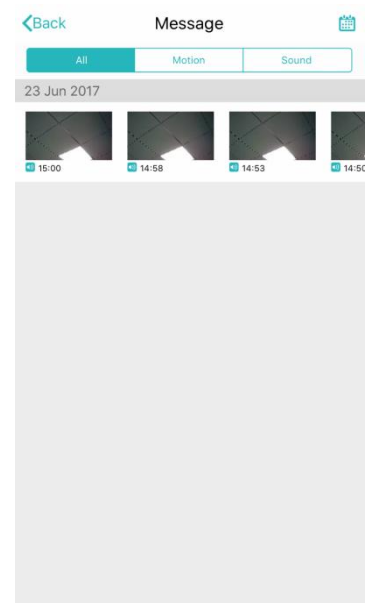
E：Two way audio.

F：Snapshot

G： Parameter Menu

H：Full Screen

I：Cloud video replay, drag to each timeline position to check the record from the video.

1、 cloud video playback / edit

click the icon, check the cloud video page

change the title of this video

set the time of this video

choose the video and click "cut"
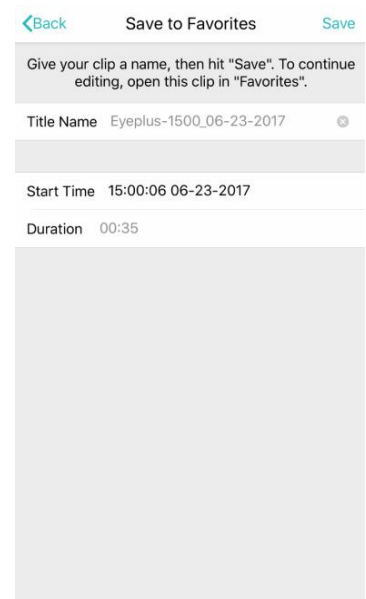
Click save, and the video will be saved to "my videos" Automatically

2、 Favorites video playback / share

A、Click "Favorites"

B、Choose and play the video

C、Click "Share", You are share your Video on Facebook and YouTube, you can also share it by link.

D、Select "Download" to save the video to your phone.
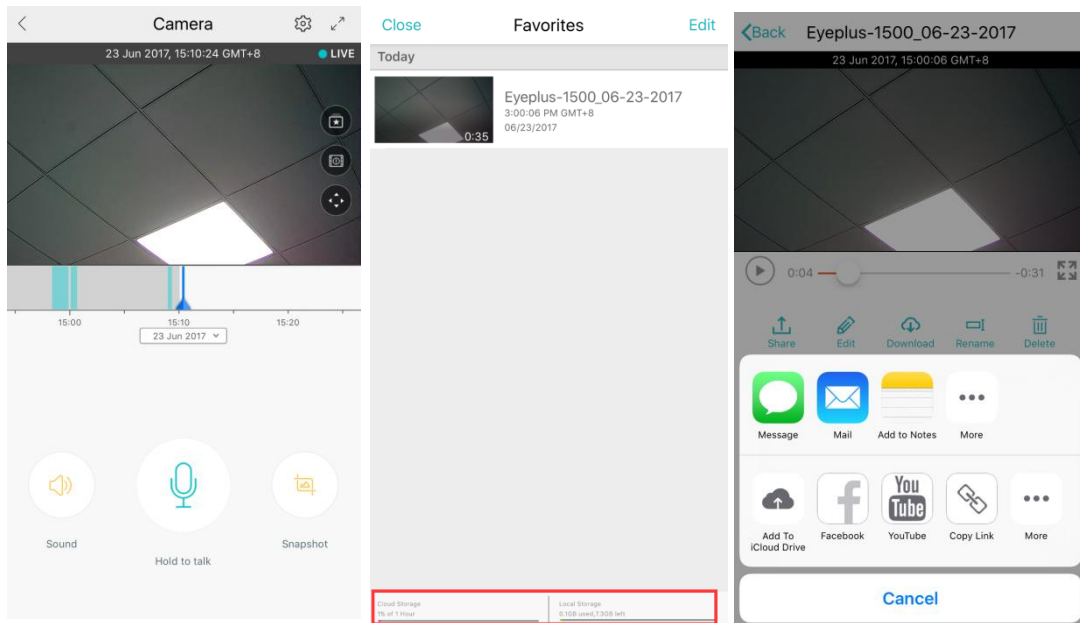
3、 Close/Open the camera, set your monitoring plan

A、 Click the setting icon, check the parameter menu

B、 Click "Device is On" to open or close the camera

C、 Click "Auto Turn On/Off" to set your monitoring plan
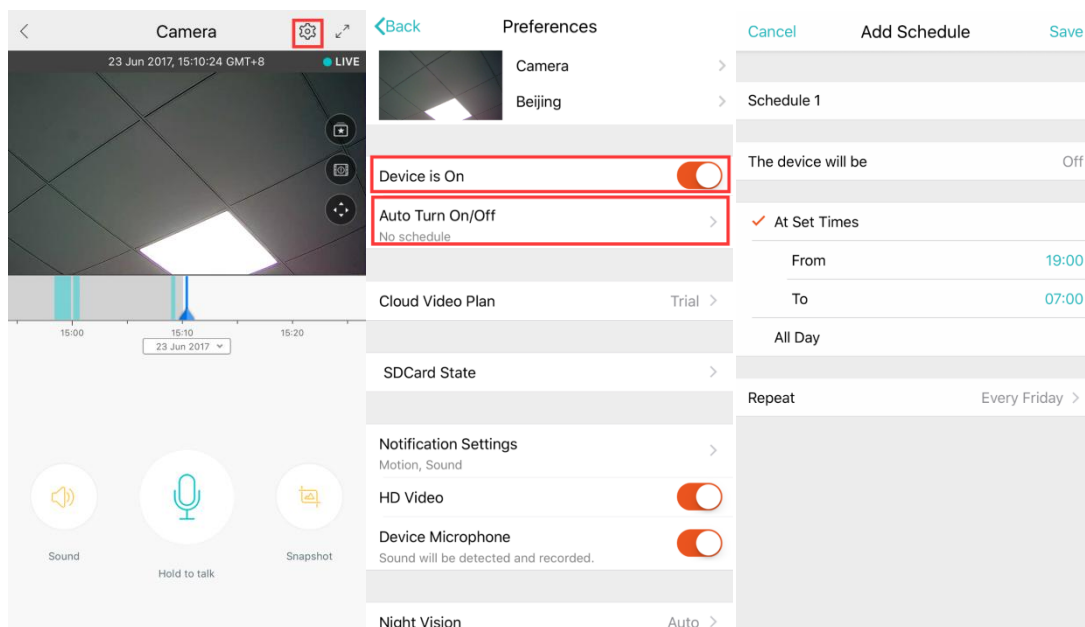
4、Cloud Storage Service

We offer 15-day-long cloud service, everyone can enjoy the cloud storage service for free, after that you can choose to pay for the service with a low cost.

A、Select "Cloud Video Plan" and check Subscription packages

B、There are three kinds of subscription packages for you, you can choose to pay for this service by monthly or yearly.

C、We support PayPal payment system, click "Go to PayPal now" and then finish the payment (please install PayPal app in advance)

Note：The cloud services are supported by Amazon AWS, all the videos and messages are saved to amazon web services, it was authenticated by US-EU Safe Harbor protocol verification, ensuring your safety and privacy are inviolable. Due to the cloud subscription package is binding with the device, if the camera stops working and you need to transfer the subscription package to new device, please contact the seller.
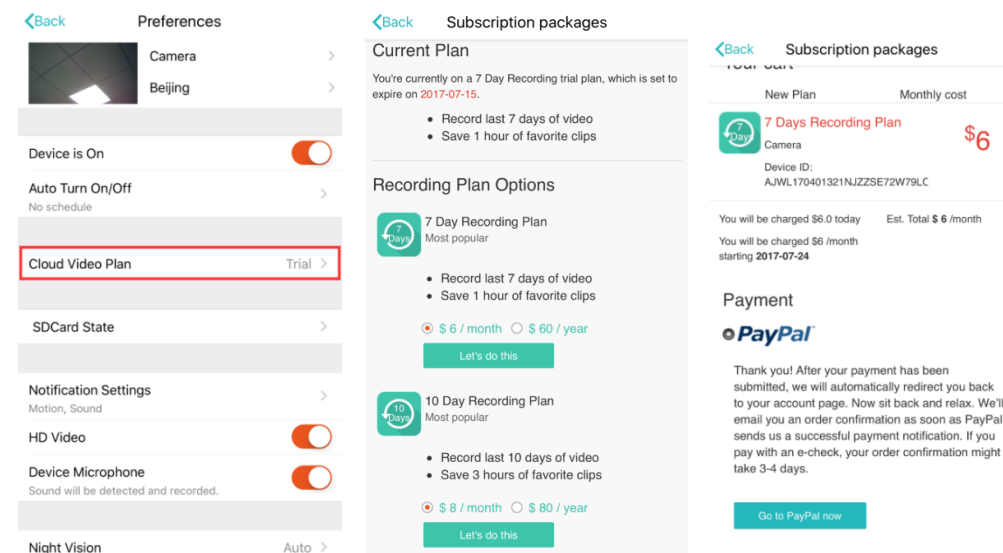
5、Notification Settings
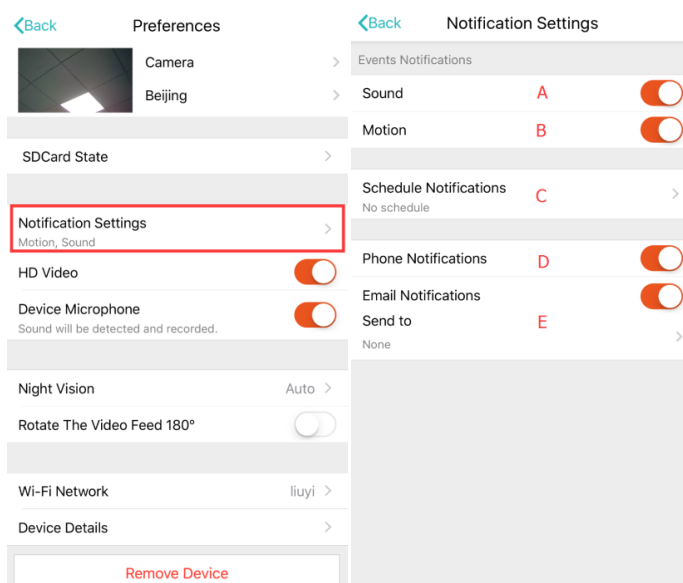

Click Notification Settings, set the notification model.

A、Open audible alarm，get the alarm message and record the video after hearing the voice.

B、Open motion alarm, get the alarm message and record the video after the changes monitored by camera.

C、schedule notifications.

D、Open/Close mobile phone notifications.

E：Set email notifications.

6、SD card

Insert the SD card into the camera and start the camera (Don't do this while it's working)
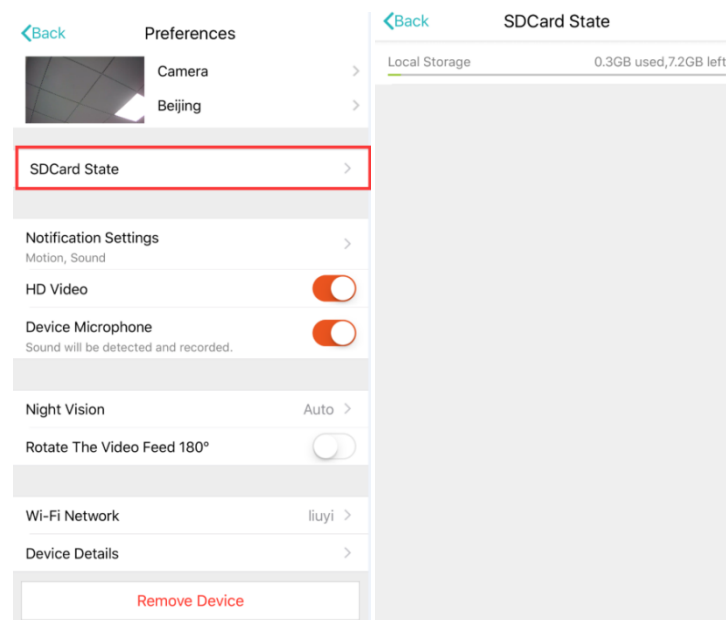
TF card requirements

A:Memory space 8-64G

B:C10 TF card

C:FAT32 format

D:Use after formatting

E:Recommend Kingston/SanDisk/Samsung

Click "SDCard State" to check it

Note：After the SD card is inserted, the video will be save to the SD card and loop coverage in the future.

7、Other functions setting
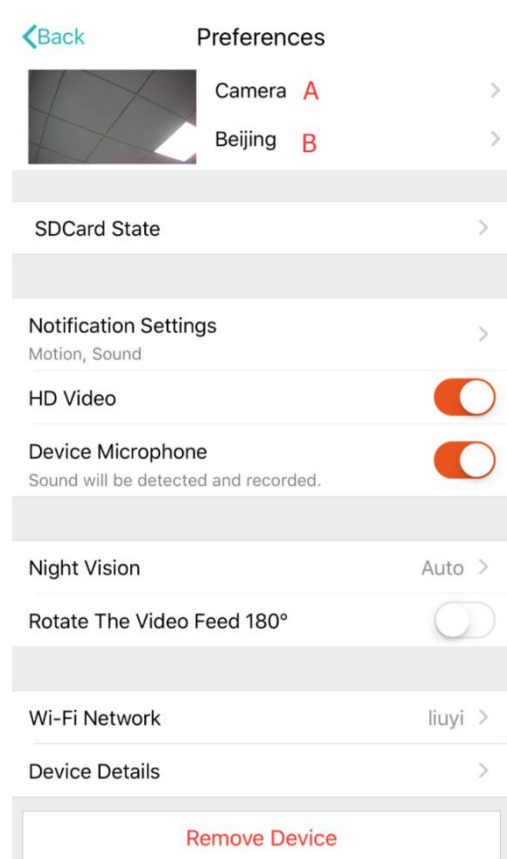
A、Device name

B、Time zone.

HD video: switch the quality of pic, HD / SD

Device Microphone: Open / Close the microphone

Night Vision：

1、Off, close the night vision

2、On, always open night vision

3、Auto, automatic switchover

Rotate The Video Feed 180°： Flip the picture when the camera is installed under the roof.

Wi-Fi Network: Change the Wi-Fi on the device.

Note: The Wi-Fi must be searchable, if the location changed and the Wi-Fi is different, please reset and connect to a new Wi-Fi again.

Device Details：Check the ID and the number of the software\hardware of the device.

Remove Device：Please remove the camera in your account if you need to use another account to add the camera.

4、 How to check the video on PC

1、Login

Enter your email address and login with your password on https://www.eyeplusiot.com

Note: Don't forget https://

2、 Function introduction
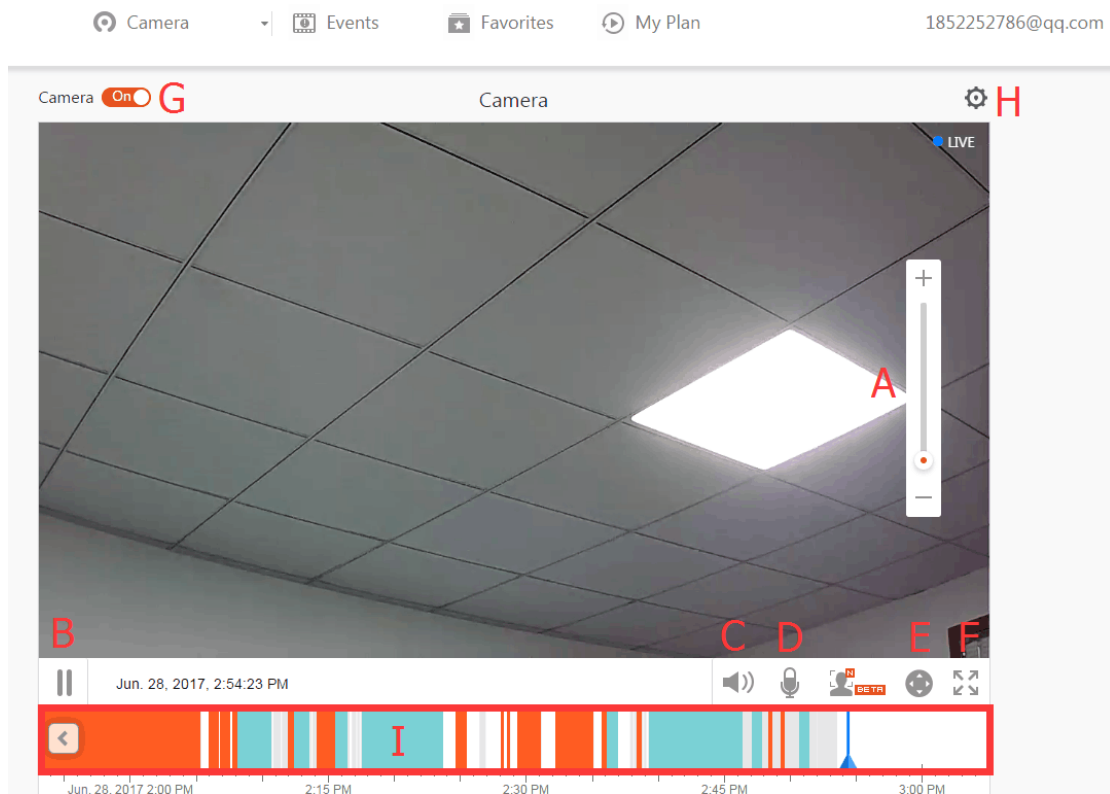
A、 4x Digital zoom

B、 Stop playback

C、 Volume setting

D、 Talkback key

E、 PAN / TILT

F、 Full Screen

G、 Close / Open Camera

H、 Parameter setting, set the quality of picture and notifications.

I、Cloud video replay, drag to each timeline position to check the record from the video.

4、 FAQ

1、Can't add the device？

A、Please make sure the camera has been reset. Press the Reset button until hear the prompt tone

B、Only support 2.4GHZ Wi-Fi, if your Wi-Fi router is 5GHZ, please switch to 2.4/5GHZ dual mode.

C、Please turn on the GPS service before adding the device on the Android mobile phone . After installation is complete, you will be asked to turn on GPS service when you use the app at the first time, if you choose not to turn on the GPS service, please uninstall and reinstall the app again

D、Please confirm the camera wasn't binding by the other account.

There are four voice prompts in the progress

（1）"Please use mobile phone for Wi-Fi configuration" after powering on.

（2）Select your Wi-Fi and login with your password, after the device makes a noise like "beep" you will hear this "Please wait for Wi-Fi connecting".

（3）"Please wait for internet connecting" after getting the Internet ip address.

（4）"Internet connected welcome to use cloud camera"

   A、If you can't go to the second step, please check your Wi-Fi channel is not hidden, and the Wi-Fi router can't be so far from the camera. If this way doesn't work, please scan the QR code to add the camera.

   B、If you can't go to the third step, please reduce the number of the Wi-Fi users, and delete the special characters of your Wi-Fi password.

   C、If you can't go to the forth step, please try again, if it still doesn't work, please contact the seller.

2、What's the difference of the timeline's colors？

Orange means alarm video recording, blue means audible alarm video recording, gray means no exceptions and TF card video recording, white means no recording.

3、Why does it have a interval while the video is recording to the TF card

The size of the video file is limited. Once the video size close to the critical value, the video file will be created and the next video will continue to be recorded, there is a interval but so short.

4、The TF card can't be identified？

Please check the TF card if it meets the quality requirements, when the Wi-Fi signal is not good, it also can't be identified.

5、The video recording timeline is blank after the cloud service expired.

The video can't be replayed after cloud service expired, if there is no TF card in the camera, the video can't be recorded.

If the TF card is always working, but the video files disappeared, please check the Check TF card state, if it is normal in the App but no video has been recorded, please format the TF card. If it still doesn't work, please get a new TF card and try again.

6、Why I can't get the notifications on my phone？

Make sure the App get the message pushing rights

Otherwise, when you are watching the real-time video in the App, there is no warning

notifications, because it's unnecessary to send notifications when you are watching the video online.

Advanced message push system, the warning notifications won't be pushed to your phone all the time but it will record all the messages and videos.

7、Camera disconnect？

Please check the power and the Internet then restart the camera. If this way doesn't work please remove the camera and add it again in the App.

8、Circle in the video, video runs slowly？

Circle in the video means it's still loading, please check your network environment.

9、How do the other people watch the video?

Share the App account with the other people.

10、How many people can use the account simultaneously.

There is no theoretical limit.

11、Why adding camera to another account would fail?？

One camera one account, if the other account needs to add the camera, please remove the camera in the current device.

12、How can I get my camera connected to the other Wi-Fi.

Two ways:

A：When you need to change to another Wi-Fi without moving the place.

Parameter setting >> Wi-Fi Network >> select the Wi-Fi

B: When the camera is moved to another place, please start the camera, you will see the "Device disconnected" on the main page, and then click "TROUBLESHOOT" to connect to the Wi-Fi again.

13、How to view the SD card video on the phone, how to watch the SD card video on the computer?

To ensure that the SD card is working properly, switch the video channel to SD card mode, you can view the SD card on the timeline.

Watch the SD card on your computer requires an exclusive player. Please download the player at http://www.ancloudtech.com/en/service/dow.html　and insert the SD card into your computer to play the video

• After sales instruction

Kindly reminder: if the instruction is updated, it will not be noticed any more, dual video recording memory (TF card/cloud storage) is supported by the video camera; to better safeguard safety of video recording, users could select multiple cloud video recording mode for video camera via service channels, choosing for monthly/yearly payment for storage.