Vimtag

# Wireless IP Camera

Quick Installation Guide

www.vimtag.com
support@vimtag.com
@VimtagOfficial

**Note:** Due to the continuous updating of the product & software, there may be a discrepancy between this user guide and App interface. All the instructions are subject to the actual operation interface.

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## I.Product Introduction

-FRONT

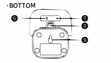
1. Supplement Light
2. Lens
3. Microphone

-BACK

4. Speaker
5. Power Cable



-BOTTOM



1. MicroSD Card Slot (SD Card not included)
2. RESET Button
3. Hook
4. Mounting Hole

### IN THE BOX

| | | | |
|---|---|---|---|
| Vimtag Cam G3 | x1 | Power Adapter | x1 |
| USB Cable | x1 | Mounting Screw | x1 |
| Expansive Rubber Plug | x1 | Manual | x1 |
| | | 3M Sticker | x1 |

Tools needed for the camera installation(Apart from the tools in the package box)




## II. Install "Vimtag" APP

To download the Vimtag, please refer to the following 3 ways. Please note, each app require iOS 7.0 or later version,Android 4.2.2 or later. For PC users, it require Windows 7/8/10 or later version.



Option 1: Download the Vimtag from Apple App Store(IOS) or Google Play Store (Android).

Option 2: Download the Vimtag on the website:
http://vimtag.com/download

Option 3: Scan the QR code by smartphone to download the Vimtag.

## III. Sign Up Account

**Note: When using the application for the first time, please turn on the following 2 permissions.**



Allow "Vimtag" to access mobile cellular data and WLAN, otherwise you will not be able to add devices. Allow "Vimtag" to receive messages, otherwise the phone will not receive alert push notifications when motion detection or audible alerts are triggered.The following is a screenshot of iOS cell phone operation, android cell phone permissions open method is basically the same as this method.

New users must register by email:
①Click on "Sign up".
②Follow the steps to complete your account registration.
③Login.



## IV. Wi-Fi Set Up on Phone

**Note: Please set the camera up through a 2.4GHz internet connection, not support 5GHz for connection yet.**

a.Place the camera and smartphone within 1 to 3 feet (30 to 100 cm) of the router to ensure Wi-Fi signal strongly.

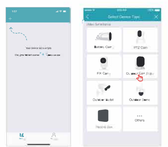
b. Click the "+" button in the top left corner, select the Outdoor Cam Mini.

c. Then plug the adapter in the device to power up.

d. Scan the QR Code attached on the camera or input the device ID directly to add a new device. Go into the network connection interface.

e. Then please follow the steps in the APP interface to add devices.







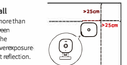

Vimtag

## V.Mount the camera onto a wall

**Note:** Before mounting the camera:
- Unplug the USB cable from the power adapter.
- Find a spot where the camera can easily reach a power outlet.
- Make sure the camera receives a strong Wi-Fi connection in the spot you want to mount it so that it can stream video to your Vimtag app.
- A 3M adhesive strip is provided for people who don't want to drill holes in the wall.Adhere the plate with the 3M adhesive strip after fastening the charging cable under the **bracket's hook**.

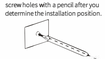
### Normal Install

**Note:** Keep a gap of more than 10 inches (25 cm) between objects to the side of the camera lens to avoid overexposure caused by infrared light reflection.






①Mark the positions for the screw holes with a pencil after you determine the installation position.

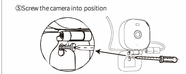


②Drill holes in the points you just marked.

③Connect the power cord

④Pass the cable through the bracket's hook

⑤Screw the camera into position



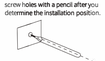
### Upside Down Install

**Note:** Keep a gap of more than 10 inches (25 cm) between objects to the side of the camera lens to avoid overexposure caused by infrared light reflection.






①Mark the positions for the screw **holes with a pencil after** you determine **the installation position**.

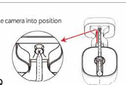


②**Drill holes in the points** you **just marked**.

③Connect the power cord

④Pass the cable through the bracket's hook

⑤Screw the camera into position



## VI. FAQ

### VI.1 Setting Issues

**1.WiFi Connection Failed During Initial Setup Process**

①Please set the camera up through a 2.4GHz internet connection, not support 5GHz for connection yet.

②Please ensure you have entered the correct WiFi password.

③Put your camera close to your router to ensure a strong WiFi signal.

④Please reset the camera for 10 seconds to restore to factory settings, you need to configure connecting again.



**2. Device offline.**

① Check whether the WiFi network is good and restart the router.

②If the location is far away from router, resulting in the inability to obtain a good WiFi signal, it is recommended to move the router to a closer location, or add a WiFi amplifier to enhance the home WiFi performance.

③Remove the camera from your Vimtag account, Reset the device (Please set the camera up through a 2.4GHz internet connection, not support 5GHz for connection yet), and then re-add it.

④Check that the device firmware and applications are up to date.

**3. Can't play history videos?**

①Check the status of SD card in"Settings" and make sure the SD card is successfully recognized.

②Reinsert the SD card.

③In the application, format the SD card.

④Max supports 128 GB.

⑤Try another new SD card.



**4. How to share the camera with my family?**

① First, set your family sign up for a new account, pay attention to register with a new email account.

② Go the settings, choose "Device Sharing", and enter the device password, then click to generate the QR code.

③ The person who you are sharing this with will open the app, select the device type, and scan the QR code.

If these won't work, please contact Vimtag Support
support@vimtag.com

**VI.2 App Issues**

1. There are spots on Vimtag interface.
① Please wipe the camera lens.
② If it is still in it, please slap the lens from the side of the camera, then check if the spot moves.
③ If it is still in it, please contact our customer support.



2. If you receive tips like "Network Diagnostic", it means that your network is unstable. We recommend you to restart the camera; If it doesn't recover, restart the router.

3. If you receive a screen showing "loading" and "0KB" on the top right corner, please check your Wi-Fi network if it is stable.

4. If you the video is lagging, please check the network of your camera connected or move the camera closer to the router. Then test it again.

5. If you can't receive notifications, please confirm the following things.
① Please check if you accept the Vimtag send notification to your phone.
② Please check if you turn on the "Sound" and "Vibration" on Vimtag (Account "my" – Notification Center).
③ If you choose the alarm type and enable the alarm on Notification (Camera Settings–Alarm type).



If these won't work, please contact Vimtag Support
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**VI. 3 Other Issues**

1. If you can't hear the voice clearly from the app or camera side via two way audio, please turn up the speaker of the phone and camera, and keep your phone away from the camera more than 2 meters, then try it again.
2. As for accessories broken issues, such as power adapter, power cable, wall mount, please contact our customer support directly.

## VII. Customer Service

- **Warranty**
12 month Limited Warranty
- **NOTE**
We hope that you enjoy the new purchase But if you are not satisfied with the product and plan to return, we strongly suggest that you reset the camera to factory default settings and take out the inserted SD Card before returning.



**Contact US:** www.vimtag.com support@vimtag.com
@VimtagOffical

## VIII.FCC Compliance Statement

**FCC WARNING:**
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.
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 RADIATION EXPOSURE STATEMENT:**
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter