

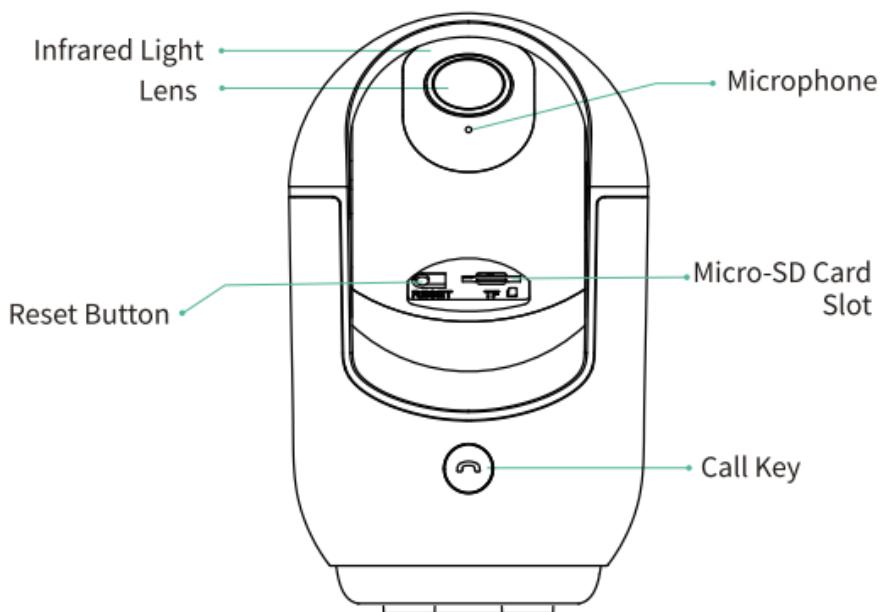
# Smart PTZ Camera

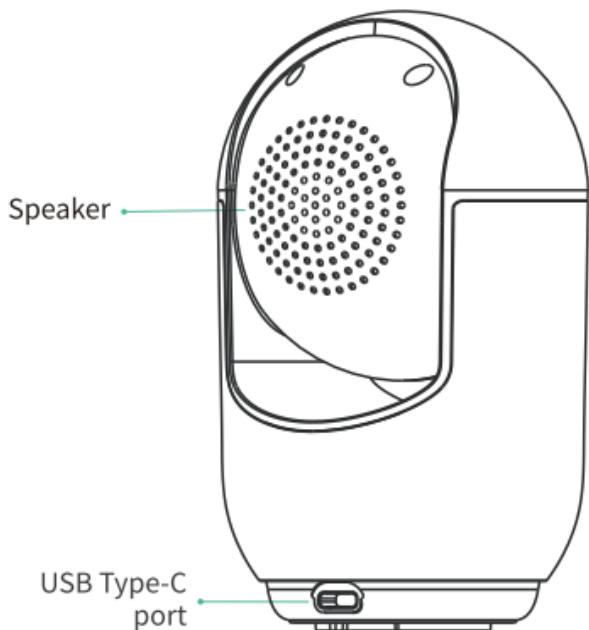
Operation Instruction

# Packing list

1. Camera\*1
2. Bracket\*1
3. Power cable\*1
4. Power adapter\*1
5. Mounting kit\*1
6. Operation instruction\*1

# Product appearance





# Quick start

## 1. Download and install the App



The camera supports Android and iOS App. For your best experience, please download and install the App with your mobile phone as instructed below, and complete the user registration process in the App.

a) Go to the following link in your system browser to download:

**app.vicohome.io**

OR

b) Scan the QR code to go to the link:

**CAUTION:** DO NOT use 3rd party QR code scanning tool or app to avoid scam or malware. Use QR code scanning app provided by your mobile phone system, e.g. the system camera app



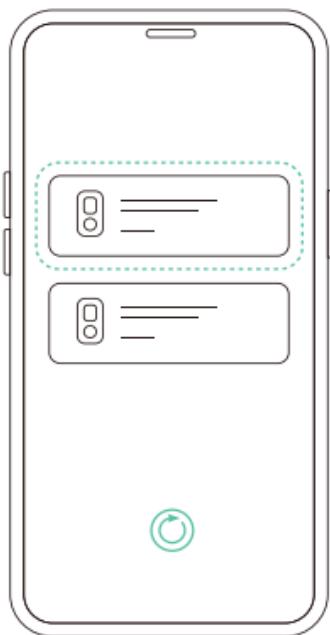
## 2. Add the device

Sign in to the App connect to Wi-Fi and add the device according to the prompts (please bring the device close to the router when configuring).



# Bind the camera

1)Click the "Add Now" button in the app, Connect the power cord of the camera, and the app will automatically search for devices that are on and not bound. Select the device you want to bind in the search results for the next step.



2)Enter the name and password of the Wi-Fi network you want the camera to connect to. To ensure long-distance connection, the camera only supports 2.4GHz WiFi network with stronger wall penetration capability and does not

support Wi-Fi with enterprise-level authentication. Please make sure that the Wi-Fi meets the requirements, click Next after completion, and the app can try to connect the camera to the Wi-Fi.



3)After a while, the camera will play a sound indicating that the connection is successful. At this point, please set a name for the camera on the app and select the location where you want to place the camera. Click Finish to complete the pairing.

 Possible problems with binding:

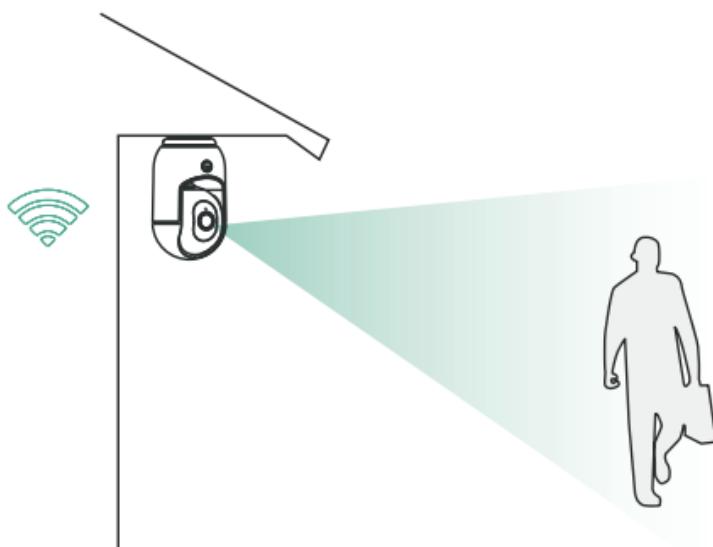
- When you hear the "**Wi-Fi Password Error**", please check whether the Wi-Fi password you entered in the App is correct;
- When you hear the "**Authentication error**", please ensure that your Wi-Fi network is not an enterprise-level network, and the device supports only the network with the security level below WPA-2;
- When you hear the "**Wi-Fi not found**", please check whether you select or enter the correct Wi-Fi name, and place the device near the Wi-Fi router and ensure that the router is powered on. Please note that 5Ghz Wi-Fi cannot be searched by the device;
- When you hear the "**Retrieving IP timeout**", it indicates that the number of devices connected to the router in your home is too many to connect more devices. Please remove some of the connected devices that are not commonly used or restart the router to clear the unconnected devices. You may need to contact the router administrator;
- When you hear the "**Cloud service connection fail**", please check whether your router is connected properly to the external network. When you hear this error prompt, it is common on the condition of network disconnection or that the selected router in your home is a local area network server. Please ensure that the network connection is normal, and try to temporarily turn off the firewall to connect again.

# Install the camera

You can place the camera on a shelf or other surfaces to use, or you can install it on a wall to use.

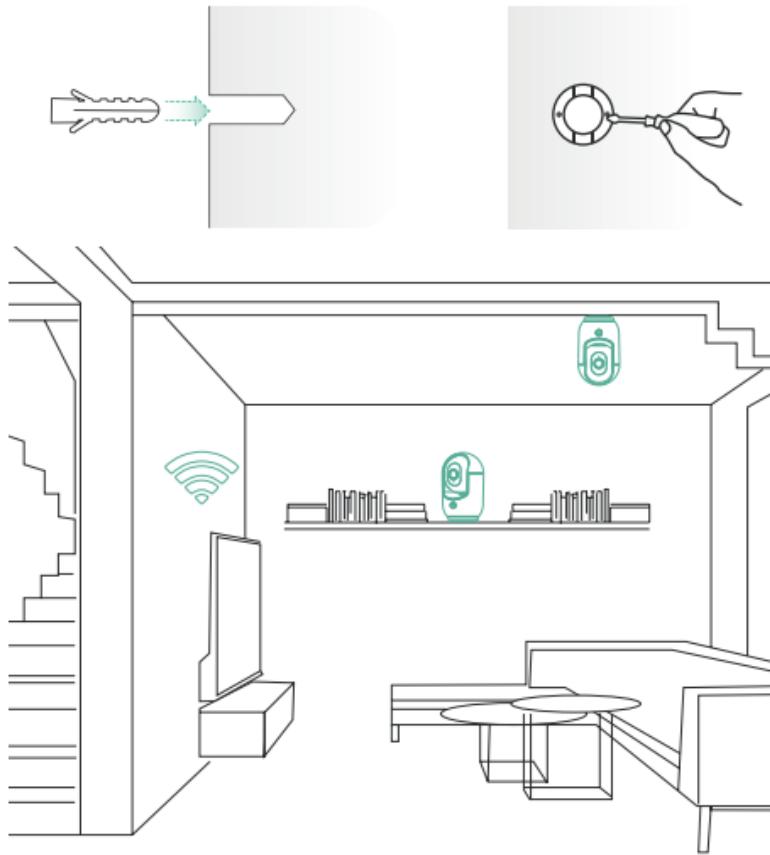
## (1) Select a good spot for your camera

Select a good spot for your camera, please install the camera in a position where its view is not blocked and ensure that it is within the coverage of the Wi-Fi network.



## (2) Install the bracket

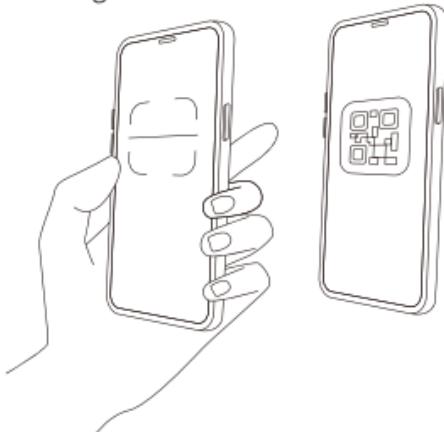
Fix the camera to the desired location. You can directly place the camera on a flat surface or fix the bracket to the wall or ceiling by screws, and then screw the camera to the fixed base.



# Share the camera

You can use this feature when you need to use the camera with other family members or friends. Only the admin user who has bound the camera for the first time can share and set up the camera, while other members can only view the live video or video playback feature of the camera.

- 1)For admin user of the camera, find the camera you wish to share on the app homepage or camera settings screen, then click the share button and enter the Share page. Click "Device Sharing" to generate a shared QR code.
- 2)For users who need to be shared with, click "+" on the homepage and select "Add Friend's Device" to enter the scan code page.
- 3)After the shared user successfully scans the QR code on the admin user's mobile phone, the admin user will receive a confirmation notification, then click "Accept" to complete the camera sharing.



# Product specification

Item	Specification
Horizontal angle	355°
Vertical angle	110°
Camera Lens	Field of view 91.8°
Image resolution	2304×1296
Video bit rate	Adaptive
Image coding	H.265,H.264
Audio	Duplex two-way audio
Storage media	Micro SD card (Up to 128GB)
Night vision light	Infrared light
Network	Wi-Fi (2.4GHz 802.11b/g/n)
Power	DC 5V/1A
Operating	-10° ~ 45° C
Size(LxWxH)	123.5mm*73.95mm*72.68mm

# Firmware upgrade

When you connect your camera through the App, it will prompt you if the latest firmware is available. You can also manually check the firmware version in the settings of the App.

- ! Please make sure that your camera is fully charged or connected to the power adapter before upgrading the firmware, please do not cut off the power supply during the upgrading.

# FCC warning

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.
- (2) this device must accept any interference received, including interference that may cause undesired operation. Any 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.

To maintain compliance with FCC's RF Exposure guidelines. This equipment shall be installed and operated with minimum distance 20cm between the radiator and body.

# FAQ

## 1.Q: Camera permission management: How to invite family and friends to use my camera together?

A: Open the App and select your camera on the home page. Click the share button on the home page or the "Share" in the camera settings to enter the sharing page, and then click "Invite" to generate a QR code. Your friends can now get some of the access rights by scanning the QR code in your phone.

## 2.Q: Why doesn't the Wi-Fi name appear when I connect to Wi-Fi?

A: On Apple devices with iOS13 and above, you need to turn on the "location permission" for the app in the system settings and change it to "allow when using."

## 3.Q: Will the camera show red lights when night vision is activated?

A: The built-in infrared lamp beads make the camera only show some dim red lights when night vision is activated, but the image quality is still clear under no light environment.

## 4.Q: What are the requirements for Wi-Fi?

A: Please use a 2.4GHz wireless network. The device does not support the 5GHz wireless network. Meanwhile, please set the Wi-Fi authentication method to WPA2-PSK or other lower level of security method. A password is required.

## 5.Q:How far should the camera be placed from the router?

A: After testing, the Wi-Fi connection distance can normally reach up to 150 meters in the open area. However, the actual situation depends on the strength of Wi-Fi and its surrounding environment (thick walls, electromagnetic devices, large metal objects will all cause interference to the Wi-Fi signals). If the camera connection signal is weak or unstable, please place the camera as close to the router as possible.

## 6.Q:What is the maximum length of recording time?

A: If you set the duration as "Auto", when someone occurs in the view of the camera, it will start recording a video for up to 3 minutes.

## 7.Q:How to quickly view videos by category?

A: Click the icon in the upper left corner of the "Library" page to start filtering videos by category. Select the category you want to see and then click "Save" to view the video playbacks.

## 8.Q:What should I do when the device is in malfunction?

A: Long press the power button for 3 seconds to restart it. If there is no response, you can remove the rubber plug at the button of the camera. Press the reboot hole with a pointed object to restart the camera.