



# Outdoor WiFi Camera

## User Manual

IP Camera Z3



Before using the product, please read this guide carefully to avoid any damages to the product.

# 1. Product Description

## 1.1 Packing List



Camera



Power adapter



User manual

## 1.2 Product Outlook



Questions? Contact us at E-Mail [info@cpvans.com](mailto:info@cpvans.com)

## 2. Installation

### 2.1 App Installation

#### **For iPhone users:**

Search and download the APP "NetSee" in App Store, install it onto your iPhone and register your account.

#### **For Android phone users:**

Search and download the APP "NetSee" in Google Play, install it onto your Android phone and register your account.



### 2.2 Device Hardware Installation

Connect power supply with the camera, then wait for the indicator light to flash green.

#### **LED indicator light status**

Green	System starting up
Green flashing slow	Pairing mode
Green flashing fast	Connecting to WiFi
Green	Camera works properly

Note: The LED indicator light can be turned off in the Setting of the app if required.

## 2.3 User Account Registration

**After opening the app for the first time, register your account by clicking 'sign up' .**

1. Register by email

a. Enter the email address correctly

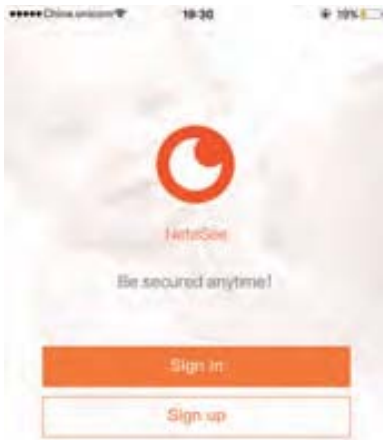
b. Click "Send code", your email will receive a verification code, enter the code within 30 minutes [Pls check if the email (subject: Email verification code) was delivered into your spam folder].

2. Register by phone

a. Choose the country/region; input the mobile number.

b. Click "Send code", your phone will receive a verification code, enter the code within 5 minutes.

**Input the password twice, click "Register immediately". Your login information will be saved the next time you open the app; however, it is recommended that you write your login information down.**



## 2.4 Camera Device and Phone Synchronization

Click the top-left "+" button, click on 'connecting my camera' and the "Next" .

**Step 1:** Check to see if the LED indicator light above the lens is flashing green after powering on the camera, the LED light should be flash green, click on 'Next' and proceed to Step 2.

**Step 2:** Connecting to your network (only support 2.4GHz WiFi network).

- Find your wireless network in the first field. You can select 'Other' if you do not see your wireless network.
- Enter your Wi-Fi password. If your wireless network does not have a password, click on the 'No Wi-Fi password' box. Then click 'Next' , select your timezone.
- Follow the instructions on the screen and move your phone speaker close to the camera' s microphone. Before doing so, make sure you are in a quiet environment without any noise interference and turn the phone up to the maximum volume. Then click 'send sound wave' .
- You will hear a scrambled sound being played from your phone. Keep your phone still and wait for the duration of the transmission, before you move your phone away. Afterwards, the voice prompt will indicate that the binding was successful and the app will redirect to the camera view interface automatically.
- If you do not hear the voice prompt say, 'binding successful' , you can try again by clicking the 'Send sound wave' or click on the hyperlink and follow the instructions.



## 3. App Functions

### 3.1 Live video

After syncing successfully, click the IP Camera interface to view live video. Smooth, SD and HD video definition are available.

### 3.2 Video Recording

3.2.1 Users can record video on live video interface , by pressing the red video recording icon on the left, refer to photo below.

The recorded video will be stored in the album on the homepage of app.



3.2.2 Playback: Click “Playback” icon and choose the time to replay the video recorded in the MicroSD card.

Select the date and time you wish to playback. You can fast forward/backward by swiping on the time bar. Tap on the camera icon to take a screenshot while replaying the video. Refer to photo below.



### 3.3 More Functions

In “Setting” you will find: image flip, video storage mode, alarm mode, video lock, sub-account management and many other functions.

## 4. Warning

- When using the camera, please avoid fire and lightning. The camera' s working temperature range is: -10°-55°C (-14°-131°F) outdoor.
- The IP Camera is designed to ensure the security and confidentiality of its users, but cannot completely guarantee the threat of being compromised, due to various setup circumstances. We highly advise that you only use the camera on a trusted password protected Wi-Fi network. This camera is recommended for general purpose monitoring only. The user acknowledges the risk of using the device otherwise.

## Troubleshooting:

Problem	Solution
Can't receive the verification code	Ensure the email address you input is correct.
	Pls check if the email (subject: Email verification code) was delivered into your spam folder.
The camera will not pair	Ensure the volume on your smartphone is all the way up.
	Make sure the sound level in your environment is quiet to avoid the camera picking up additional sounds.
	Hold the phone as close as possible to the camera.
	Check the cameras is in pairing model; the LED indicator should be flashing green.

Problem	Solution
The camera will not show in the device list after successful pairing.	Refresh the device list by swiping down on your smartphone.
	Exit the app and login again.
The camera appears offline.	Re-insert the power adapter and restart the device as sometimes it can be caused by network instability.
The WIFI network is not showing	Make your WIFI network visible, the unit can't show hidden networks.
	Check if the Wi-Fi frequency is 2.4GHz, this device can't support 5GHz network. If you are using dual band router(support 2.4GHz&5GHz both), please switch to 2.4GHz frequency only.
Network abnormal, please check the router	Verify that the Wi-Fi network is able to connect to the internet.
	Check if the Wi-Fi network is using WEP encryption, if so please change it to WPA or WPA2.
Problem with the binding process, linked to another account.	Contact your place of purchase and provide them with the ID number shown on the message so that the device can be reset.



Problem	Solution
Won't connect to the internet.	Check to see if the WIFI password has been changed.
The microphone isn't working.	Check the audio settings on your phone and allow the app to have access to the microphone.
The video is not clear.	Change the recording setting to HD to show the highest quality.
Can't replay video.	Check to see if a microSD card has been inserted correctly.
	Only after 10 minutes of inserting the microSD, can the video be replayed.
	Put the microSD card in a computer to check if it's still working.
	Reformat the microSD card.
	Reset the camera.
No push notifications when alarming.	Check the settings of your phone to ensure the push notifications are allowed.

# FAQ

## 1. Cannot bind camera device?

- ☆ User can only bind when the camera device is in the pairing mode (pls refer to 2.2). Otherwise, you cannot bind a camera device successfully when out of the pairing mode.
- ☆ Make sure the environment around the camera is quiet when transmitting the “sound wave” and the outer speaker of your phone is close to the microphone in the side of the camera.
- ☆ If shown warning “WIFI does not exists” , please make sure your Wi-Fi network name is correct.
- ☆ If shown warning “WIFI connection fail” , please make sure your Wi-Fi password is correct.
- ☆ If shown warning “Network abnormal please check router configuration” , please make sure your router is connected to Internet.

## 2. Cannot connect to Internet?

- ☆ Check the compatibility of the camera device with your router. Supports 802.11 b/g/n 2.4GHz WiFi network.
- ☆ Check whether the name and password of WIFI has been changed.

## 3. Video quality is not clear?

Switch between “SD” and “HD” .

## 4. Cannot replay video?

- ☆ Check if there is a micro-SD card (Maximum support 128G MicroSD card)
- ☆ Insert a micro-SD card, you can replay video after 10 minutes.

## 5. If the Wi-Fi is hidden, why cannot I find any network or camera device?

Our camera device can only connect to non-hidden Wi-Fi networks.

## 6. Sound is not coming from app on phone?

Please make sure your phone is not on silent and the volume is turned up.

## **7. I have forgotten my password**

A: Press the forget password button to retrieve it via security email address. If you have not set this ; please contact your place of purchase to have the unit reset.

## **8. Can more than one person view my camera**

A: Yes, up to 15 users can view a single camera. The camera paired originally with the unit is the administrator.

## **9. How many cameras can add to the smartphone app?**

A: Up to 99 cameras can be added to a single app however it will slow down opening the device list if you have multiple cameras added.

## **10. Why can't some smartphones show the video?**

A: The camera requires a minimum Android version above 4.0 and 8.0 for iOS devices.

## **11. Can the night vision be turned off?**

A: The night vision is switched on automatically when low light is detected.

## OTHER NOTES:

- To refresh your camera list, pull-down on the screen while viewing the camera list.
- After binding the device and phone successfully, if the camera device does not appear on the homepage, refresh the camera list interface. If the device is still not showing, log out of your account, then login again.
- There is approximately a 10-minute delay after a micro SD card has been inserted before you can replay videos.
- When testing the alarm function, after setting the alarm, please exit the app to receive the notification when the camera is triggered by motion.
- 15 user accounts can view the live video of the camera simultaneously (if the account administrator shares access).
- The first account bound to the camera is defaulted as the administrator account.
- When syncing the camera device and phone, do not leave the binding page, please wait for the camera to finish automatically.

### FCC WARNING STATEMENT

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

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.
- The distance between user and products should be no less than 20cm.