# CamHi 4G IP Camera

## Quick Start Guide

V 2.4

The serial number and production date are important information of the camera, please keep it with the manual for future reference.

Please download CamHi 4G IP camera product information at www.ipcam.xin.

## Product Introduction

This is a 4G HD IP camera for monitoring. it connects to the Internet via SIM card to send and receive data, and you can use it to remotely view real-time images from your mobile phone, computer or other devices anytime and anywhere, it can save surveillance videos in the Micro SD card or computer, The camera also supports alarm functions such as sending alarm emails, alarming phone message push and other functions.

## Product List

| NO. | Name | QTY |
|---|---|---|
| 1 | 4G Camera | 1 PCS |
| 2 | Power Adapter | 1 PCS |
| 3 | Quick Start Guide | 1 PCS |
| 4 | Installation Accessories | 1 PCS |
| 5 | Network cable | 1 PCS |

## Product Installation

1. Attach the locating sticker in the part package to the location planned for installation, and use the drilling tool to drill holes at the locating points marked on the locating sticker;
2. Screw the plastic expansion nuts into the wall according to the positioning hole, and then drive the screw into the expansion nuts;
3. Align the groove on the bottom of the camera with the screw and fix it still.

## Product Precautions

1. The proper environment temperature for this camera range from -10℃ to 50℃.Please avoid exposing it to too much hotter or colder environment.

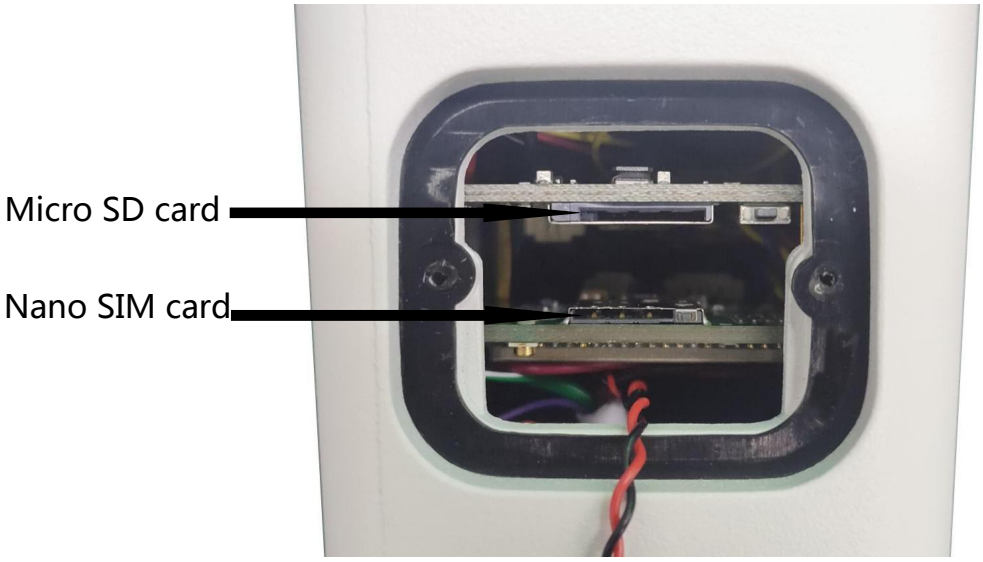
2. Please do not use this camera in somewhere moist or high risk of getting water inside of it, thus to ensure this camera of precise electronics a long service life.

3. For better user experience, please keep the front and both sides of the camera lens away from objects reflective as glass, white wall etc. So that the picture function well without overexposure.

4. Make sure the camera has been placed in areas of good reception of the Wi-Fi signal or at lease within the signal zone. Set it up away from somewhere might jamming signal as metal or microwave oven.

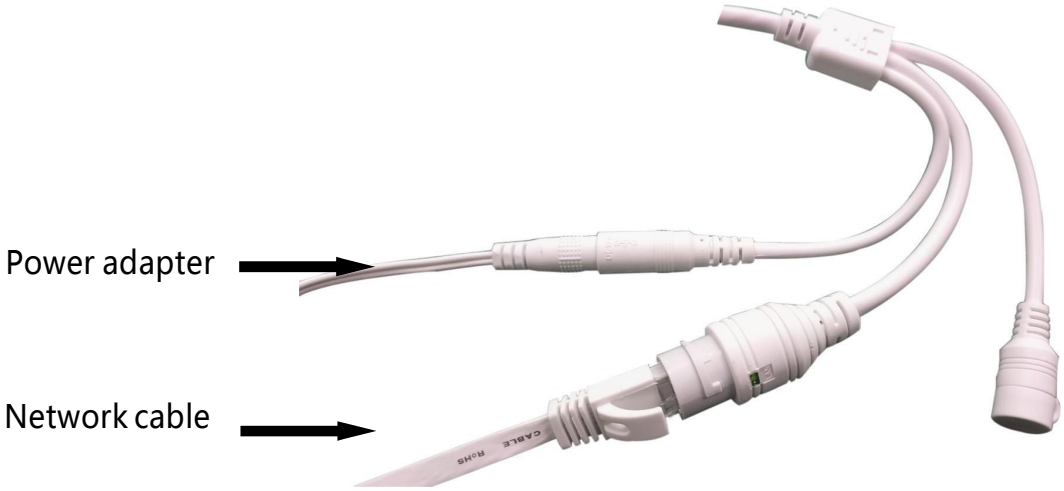
## Install Micro SD Card and Nano Sim Card

Refer to the installation tutorial to install the SD card to the camera, you can find the installation tutorial in CamHi 4G IP camera product information.



## Connect Camera

Connect the power adapter and network cable to the camera, and make sure that the network cable can be connected to the Internet.




When the green network indicator keeps blinking means the network data transmission is normal.

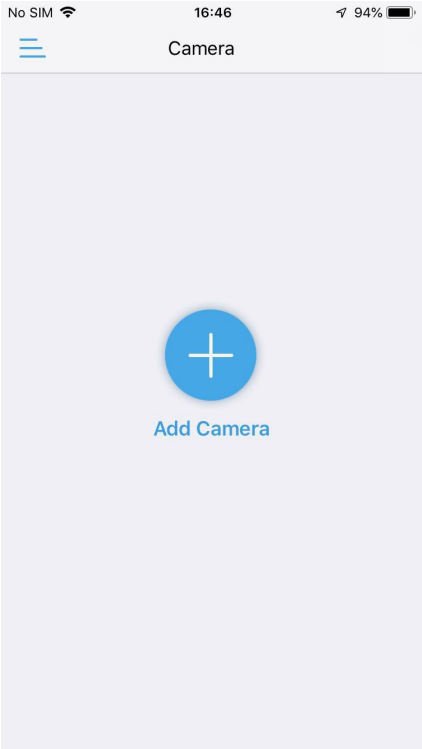
## Watch on Mobile Phone

Download "CamHiPro" or "CamHi" from Google Play Store / Apple App Store or scan the QR code below to get APP information.

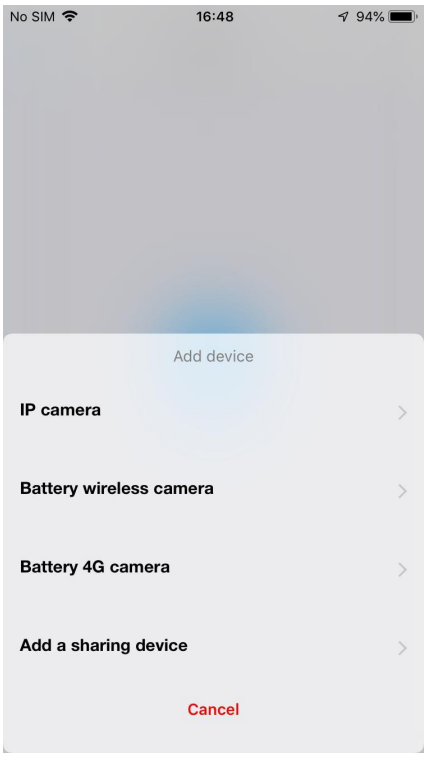
Android

IOS

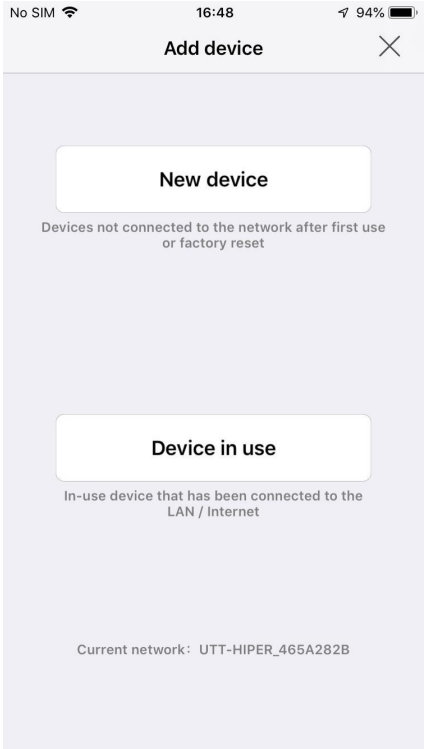
# Follow the steps below to add a camera.



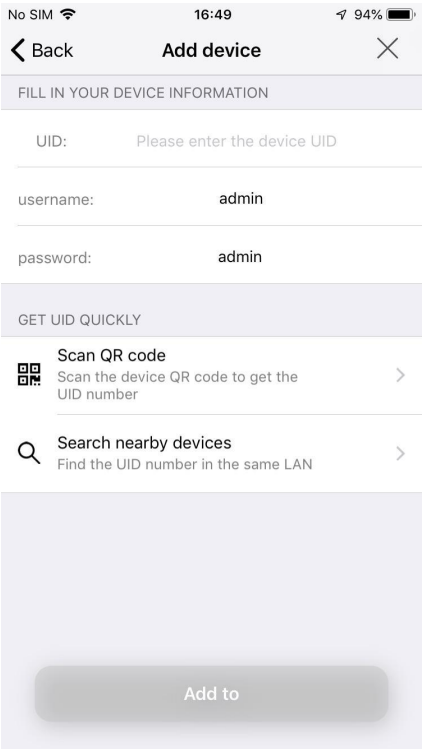

Click "Add Camera"



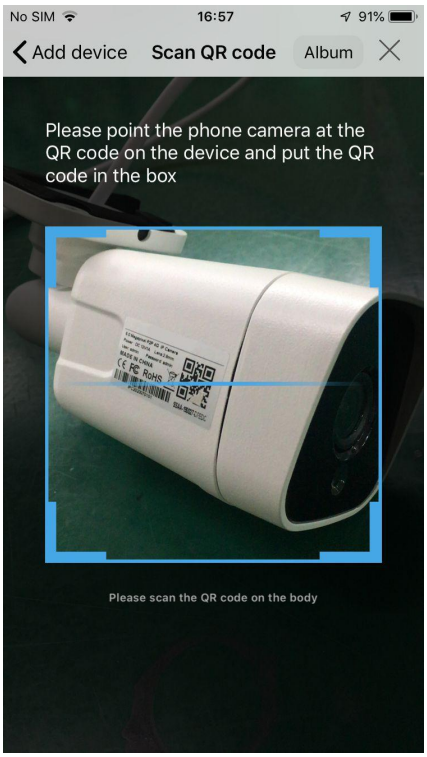

Click "IP camera"



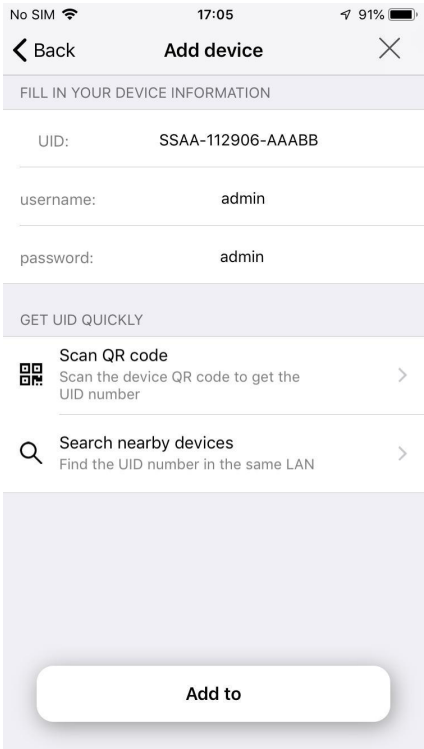

Click "Device in use"



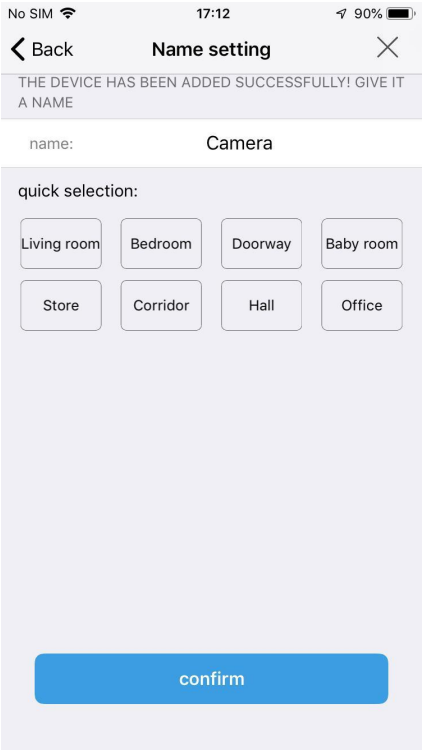

Click "Scan QR code"



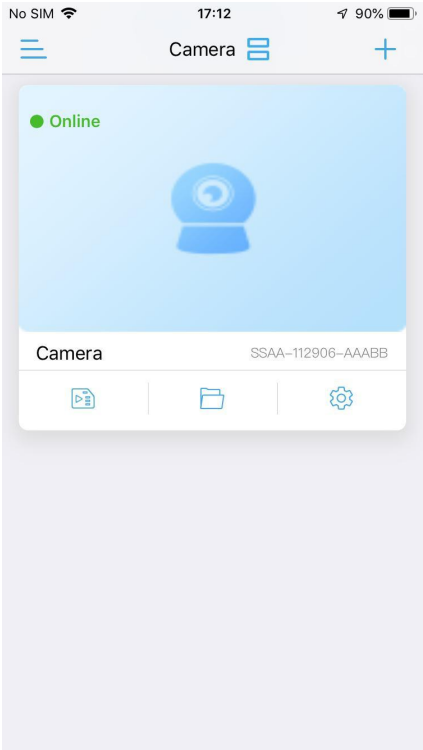

Scan the QR code on the camera label.



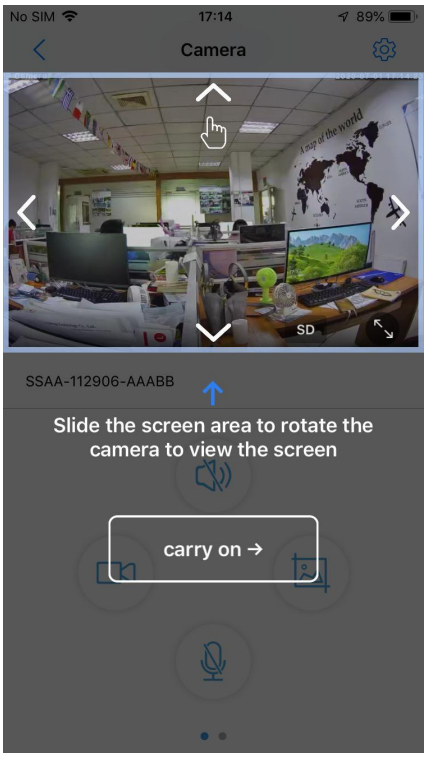

Click "Add to"




Give your camera a name




Click the online camera to Watch

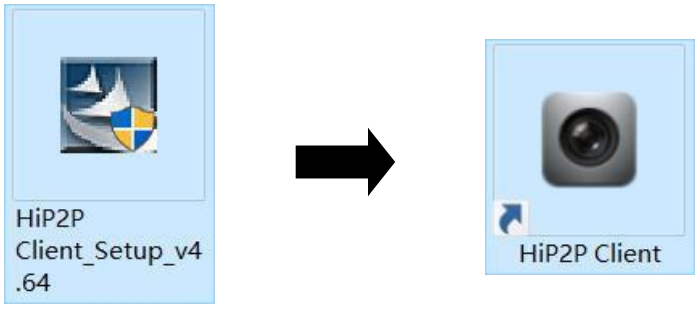



Watch live video

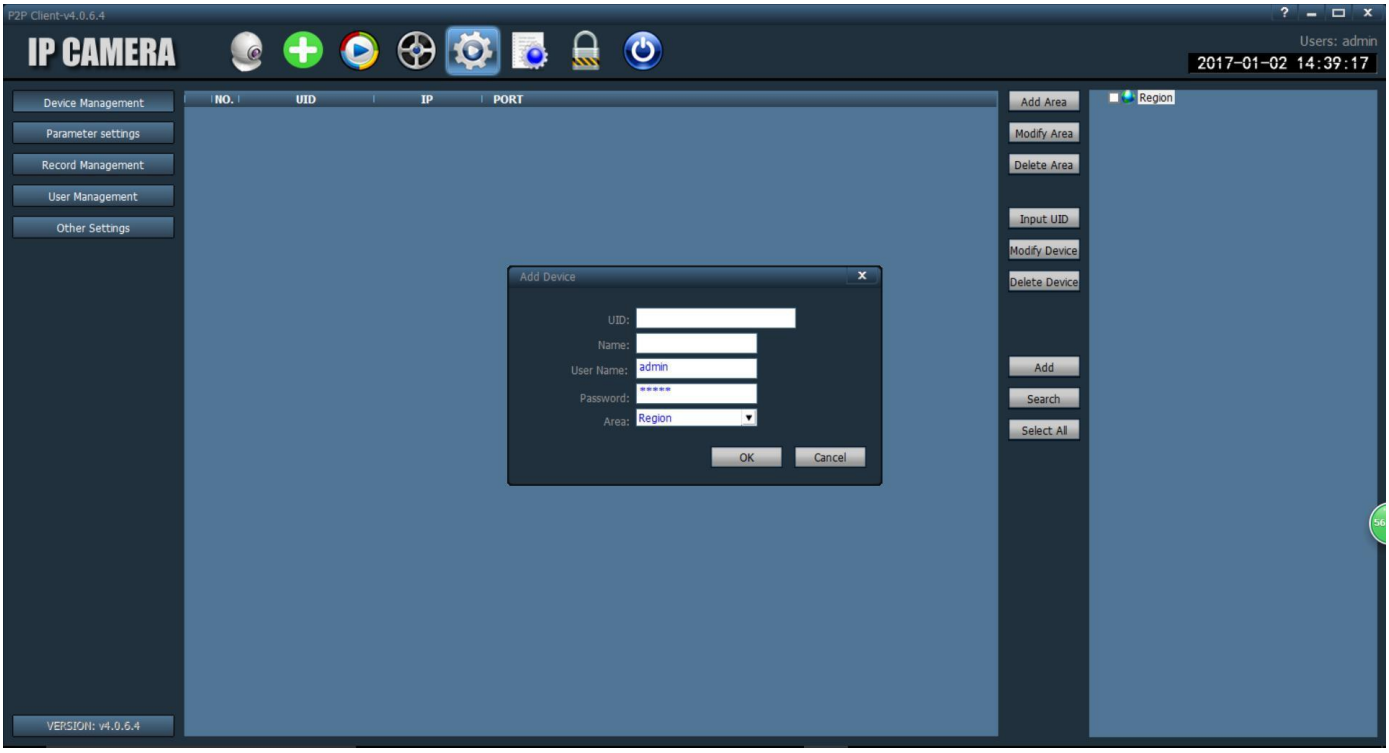
In the APP, you can manage multiple cameras, such as watching the real-time video, playback video, setting camera parameters, etc., you can find detailed operating instructions in the CamHi 4G IP camera product information.

## Watch on Computer

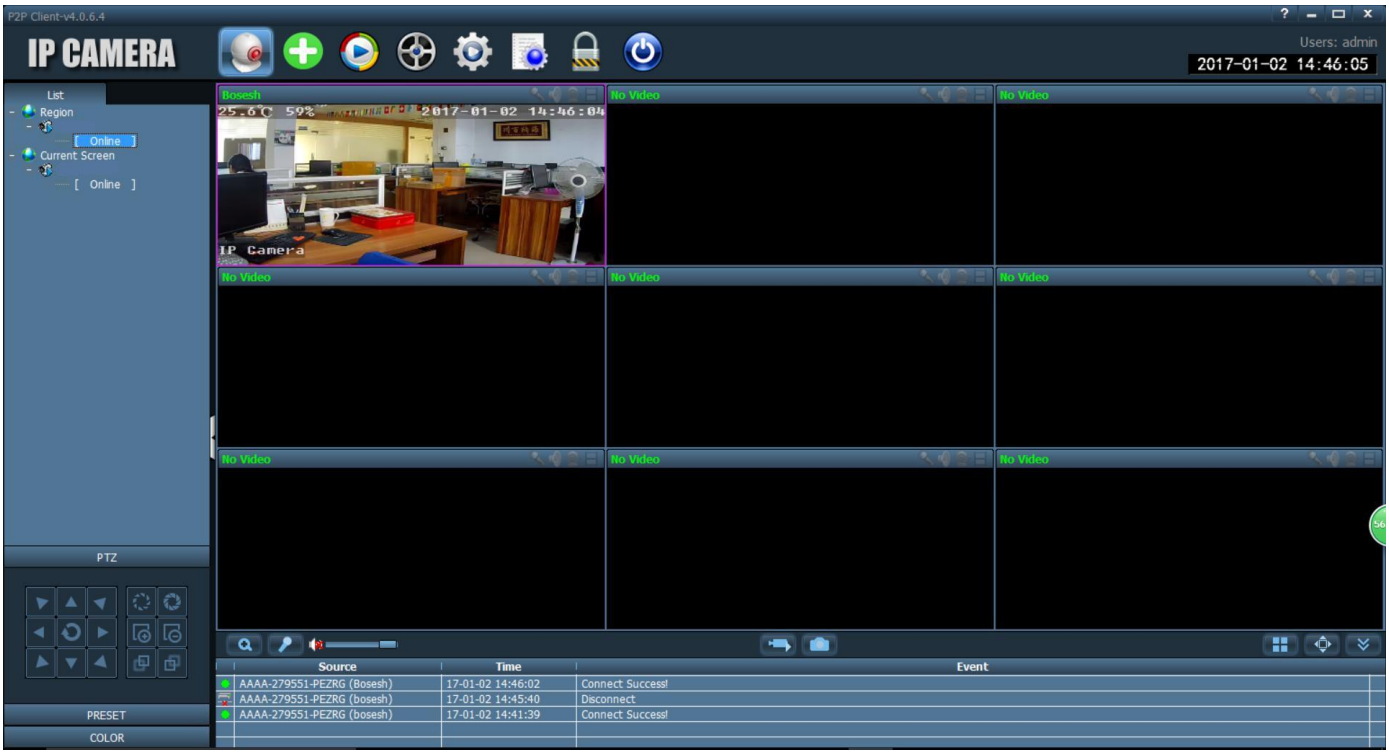
Install the "HiP2P Client" client, you can find installation file in CamHi 4G IP camera product information.



Run the client and enter the "Config" interface, click "Input UID" to add the camera , you can find the serial number on the label of the camera.




After adding the camera, double-click the camera to watch the live video.

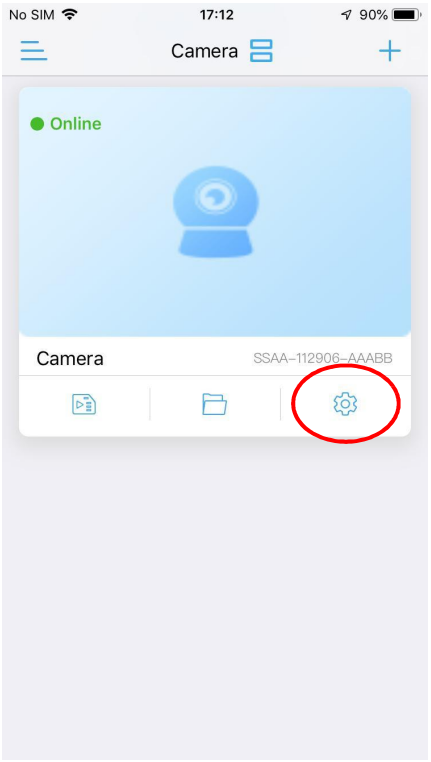



In the client, you can manage multiple cameras and watch up to 32 channel live videos at the same time, you can save the video on the computer, you can playback the local video (computer)

and remote video (SD card), also you can set camera parameters, etc., please read the operating manual for more information.

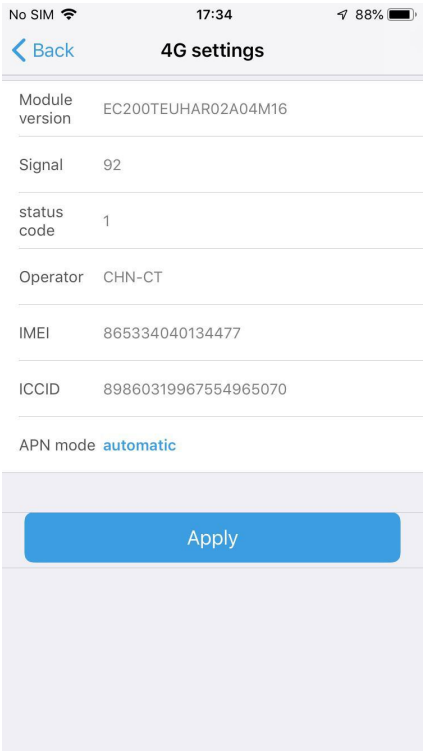
## Activate 4G

Check 4G card information.




Click the settings icon

Click "4G settings"




Check 4G card information

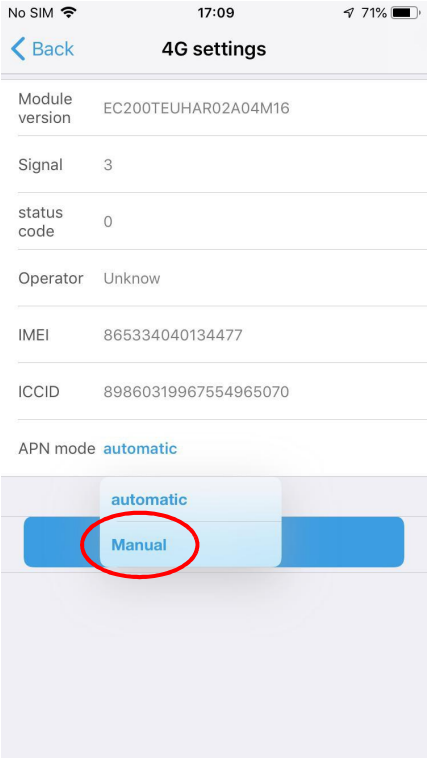
The following important 4G information needs to be checked:

Signal: 4G signal value, when the value is lower than 70, please check the antenna or replace the installation position.

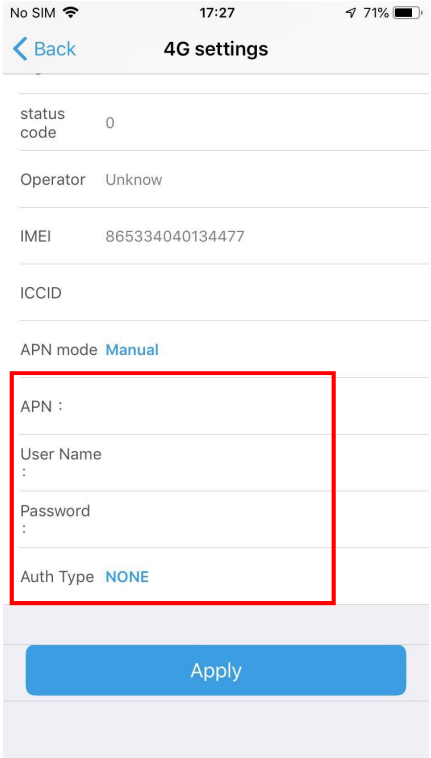
Status code: "0" means no SIM card, "1" means successful registration, "2" means in registering or registration failure.

APN mode: The camera will automatically match the APN, if the APN is incorrect, please modify it manually, you can get it from your network provider.

Follow the steps below to modify APN.




Click "manual"




Enter APN account and click "Apply"

When 4G is available, unplug the network cable to activate the 4G connection！！

# Reboot and Restore Factory Settings

Reconnect the power to reboot the camera.

Press and hold the reset button for 5 seconds and the camera will restore to factory settings.

# Q&A

Q: The password is incorrect or the password set after the last connection is forgotten?

A: The camera password may have been changed, please press the "Reset" button of the camera for 5 seconds. the camera voice prompts "dong...", then follow the steps above to re-add the camera.

Q: The device list is prompted the camera is offline?

A: Make sure your phone or computer can be connected to the Internet, and refer to the content of the manual to check the information of the camera 4G card.

Q: What should I do if the mobile APP does not receive the push?

A: Please check if the alarm push is turned on and the alarm settings are correct(Setting - Alarm manage and notification), whether the APP allows push permission on the mobile phone.

Q: Whether the computer client supports apple Mac operating system.

A: Support, we have provided apple Mac operating system management client.

Q: When playback video can not find video files?

A: Please check if the SD card is damaged, whether there is an SD card installed, check the camera time, check whether the playback time is correct.