CamHi IP Camera

Quick Start Guide

V 2.4

This manual applies to the following CamHi IP cameras:

CamHi PTZ Cameras

CamHi Bullet/Dome IP Cameras

Please download the correct product information at www.ipcam.xin.

Please read this quick start guide carefully before using the product and keep it for future reference.

Product Introduction

This is a network camera for security surveillance, It is connected to the Internet through network cable or Wi-Fi for data transmission and reception, you can use it to remotely watch real-time images on mobile phone and computer anytime anywhere, it can save video in the Micro SD card or computer, you can set motion detection and humanoid detection alarm on the camera, when the alarm is triggered, the camera can send email, push phone message, and make alarm sound, and other more functions.

Product List

NO.	Name	QTY
1	IP Camera	1 PCS
2	12V Power Adapter	1 PCS
3	Quick Start Guide	1 PCS
4	Installation Accessories	1 PCS
5	Network cable	1 PCS

Product Precautions

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

When installing the camera, please protect the camera's interface cable and power supply, please make sure they cannot be short-circuited or be lengthened.

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.

Make sure the camera has been placed in areas of good signal of the Wi-Fi, set it up away from somewhere might jamming signal as metal or microwave oven.

If this is a PTZ rotation type camera, do not twist the camera to force it to rotate, if you need to adjust the monitoring orientation, you can adjust it through the PT function of the mobile APP.

Turn on the Camera

Use the correct power adapter and connect it to the power Interface of the camera, and then wait a few minutes until the camera startup completed.

Reboot or Restore Factory Settings

Reconnect the power to reboot the camera.

Press and hold the reset button for 5 seconds, you will hear the "dong..." restart tone, then the camera will restore to factory settings.



Connect the Camera and Watch on the Phone

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

Android

IOS

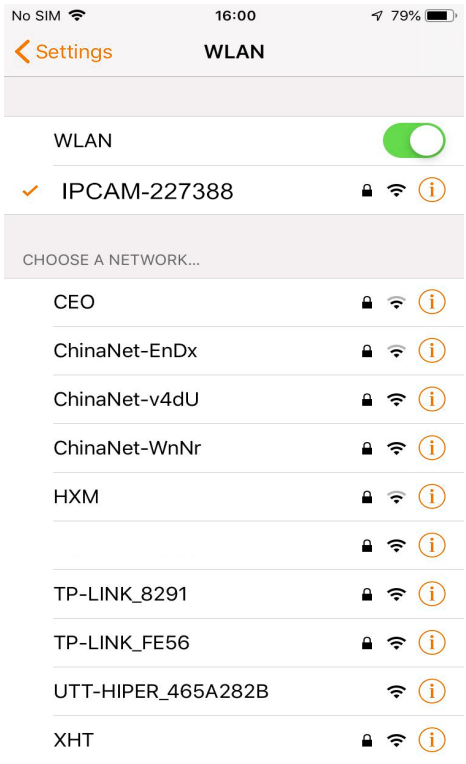
Method 1: Connect with Wi-Fi

Some things you need to check first:

Please make sure that the wireless signal value of the camera installation location is higher than 70% in the signal list of the camera, you can check it in APP later.

Connect the power to the camera(Do not connect the network cable), install or check the antenna of camera.

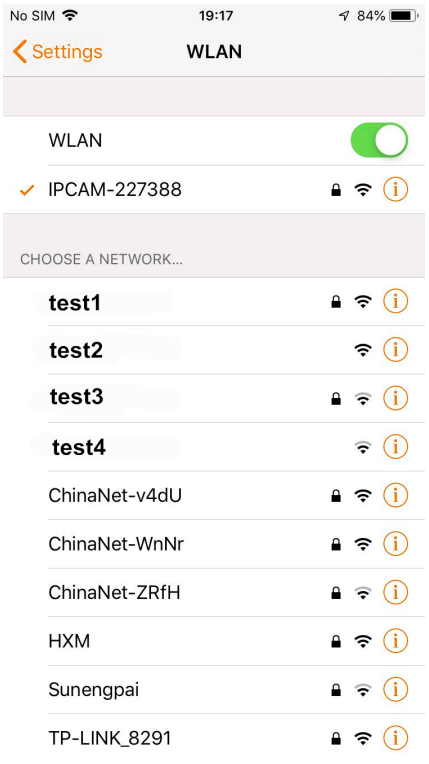
Enter your phone "Settings"-"WLAN" page, you can find the camera's hot spot in the WLAN list, if you do not find this hot spot, please reset the camera and wait 1 minute to find the hot spot, the hot spot name is "IPCAM-******"(The symbol * represents a number, for example IPCAM-66666), the hot spot password is "01234567", connect it as shown below Shown:



Find hot spot of the camera "IPCAM-******"

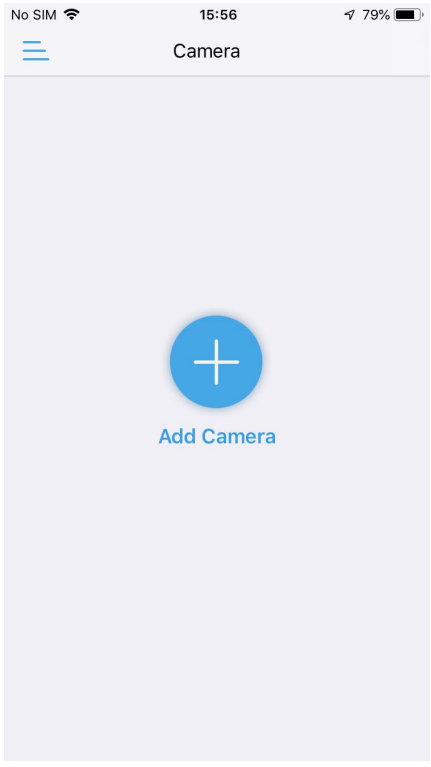


The hot spot password of the camera is "01234567"

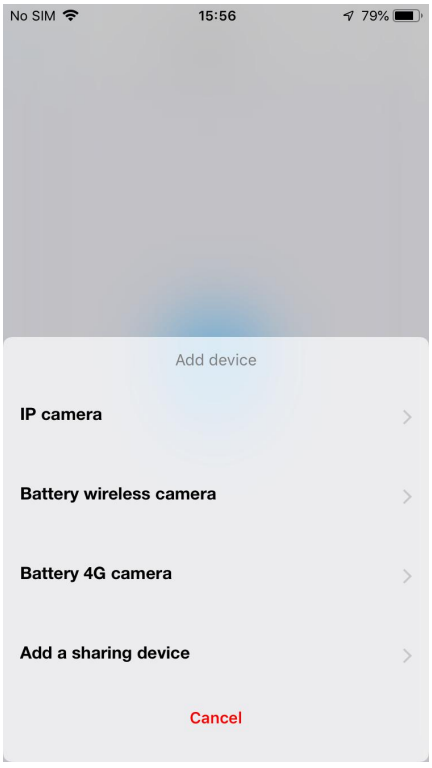


Connected hotspot

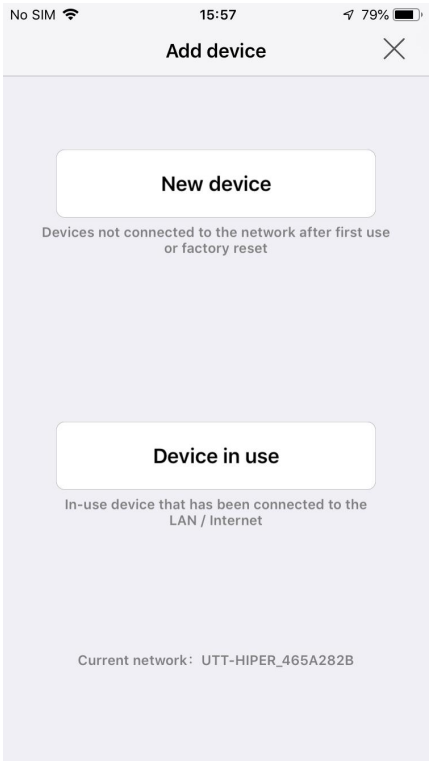
Then run APP "CamHiPro" and follow the steps below:



Click "Add Camera"

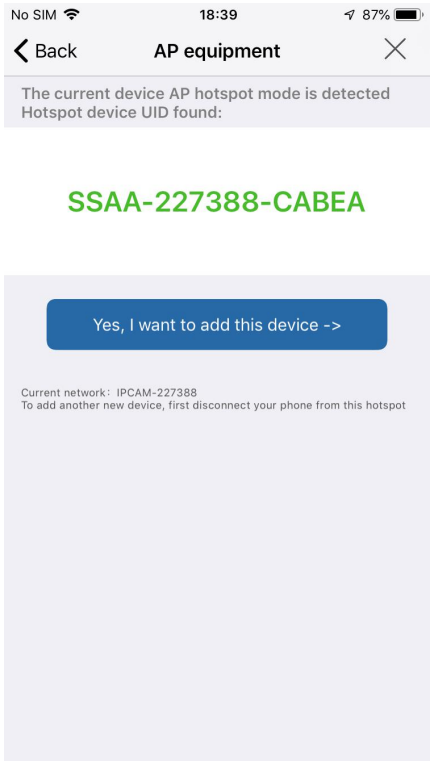


Click "IP camera"

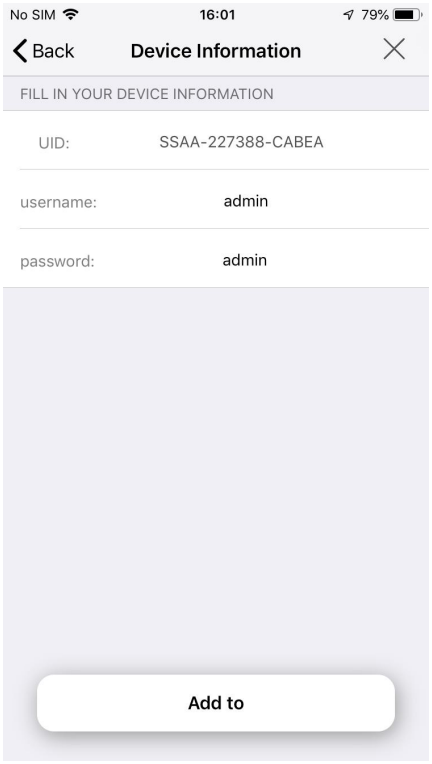


Click "New device"

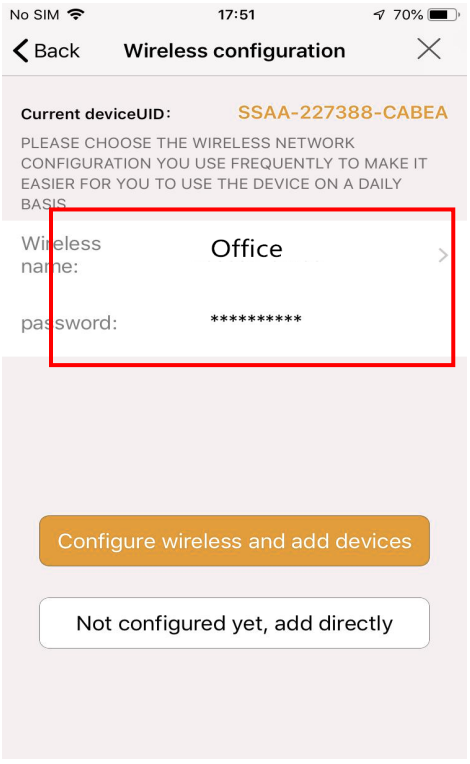
Quick Start Guide / Schnellstart Anleitung / Guía de inicio rápido / Quide de Démarrage Rapide / Guida Rapida



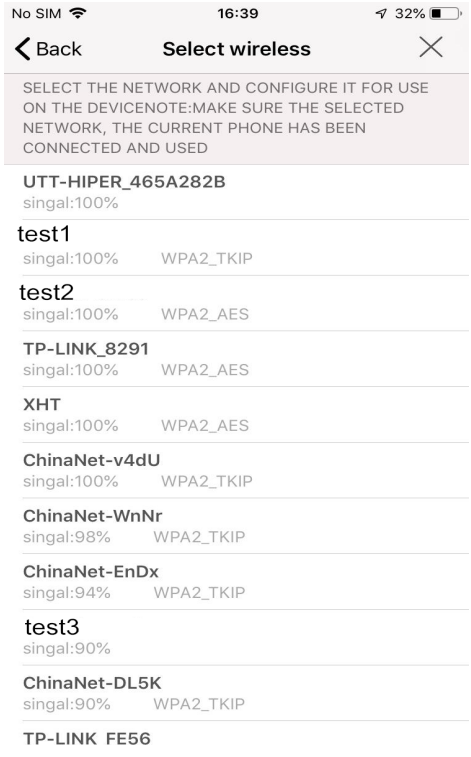
Click "Yes, I want to add this device"



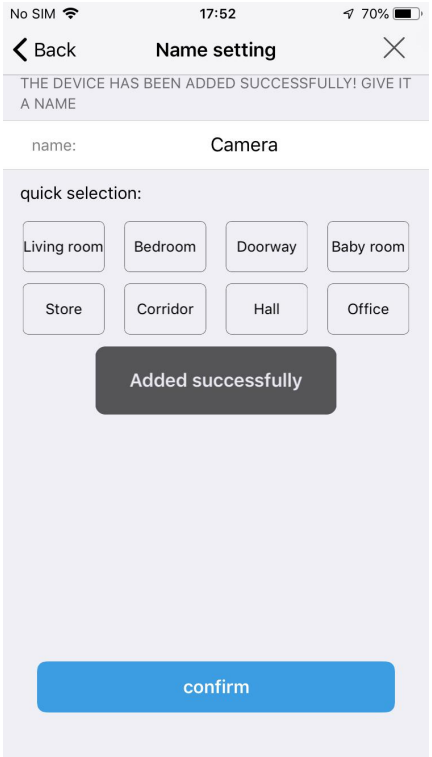
Click "Add to"



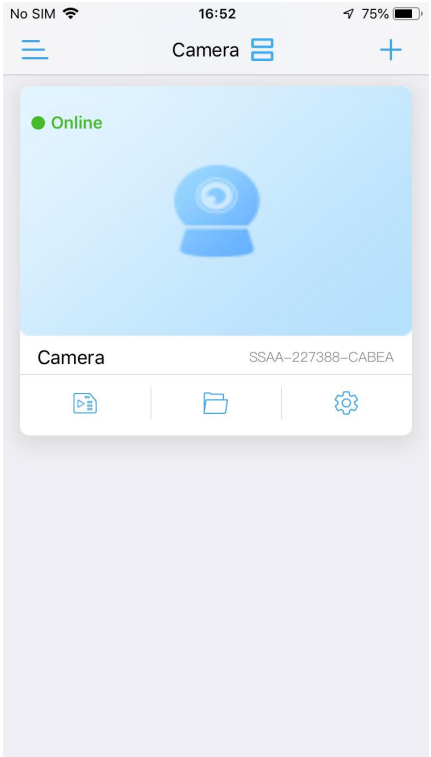
Choose your Wi-Fi and enter the password, then click "Configure wireless and add devices"



Find your Wi-Fi and make sure its signal is higher than 70%



Name the camera and click "confirm"



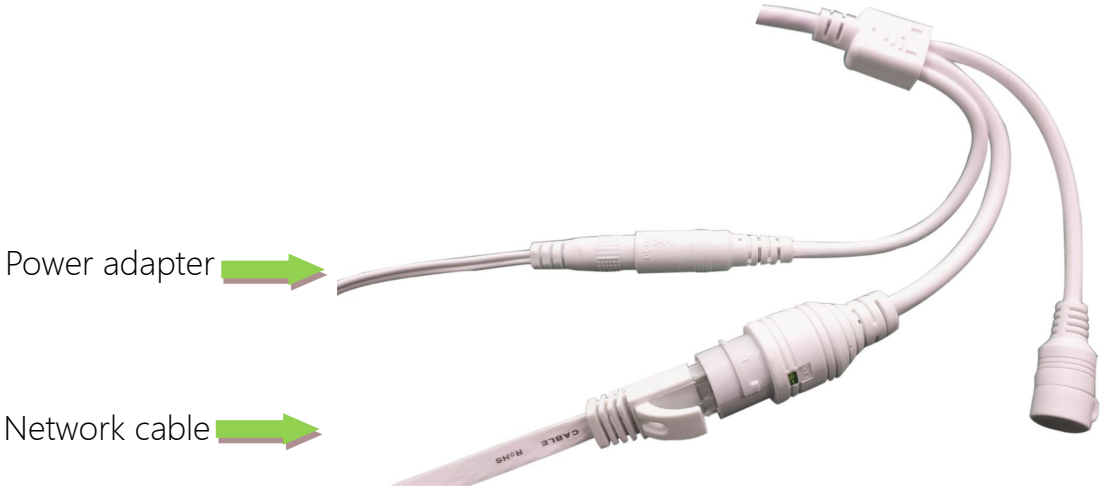
Camera is added, click the online camera to watch

When the Wi-Fi connection is successful, you will hear the sound "ding..." from camera, if not, please check your Wi-Fi password and reconfigure.

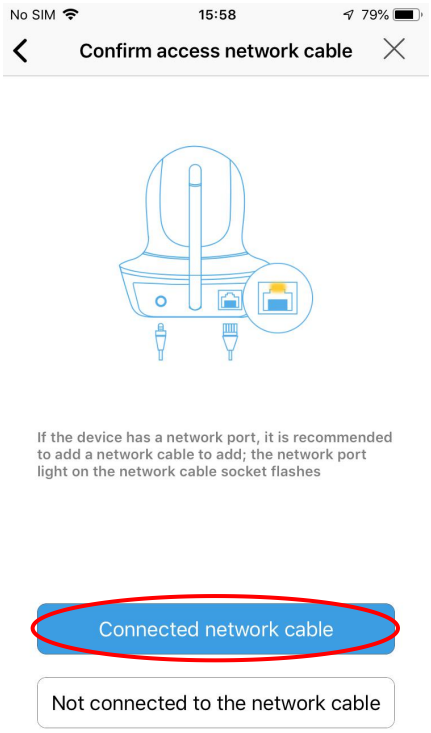
English / Deutsch / Español / Français / Italiano

Method 2: Connect with network cable

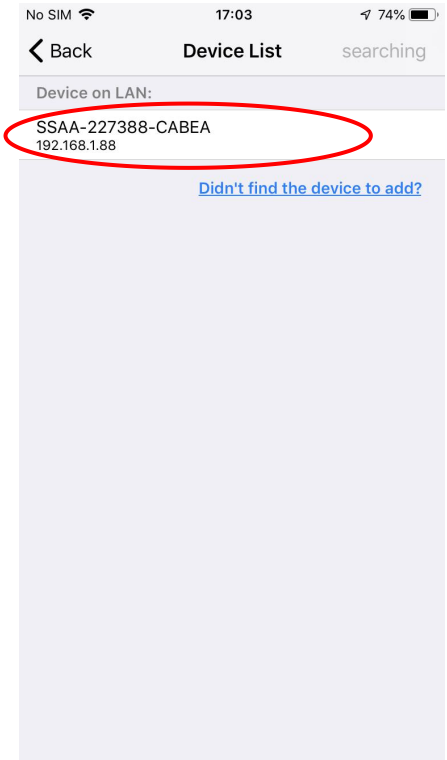
Connect the power and network cable to the camera, make sure that the camera and mobile phone are in the same local area network, and both can be connected to the Internet.



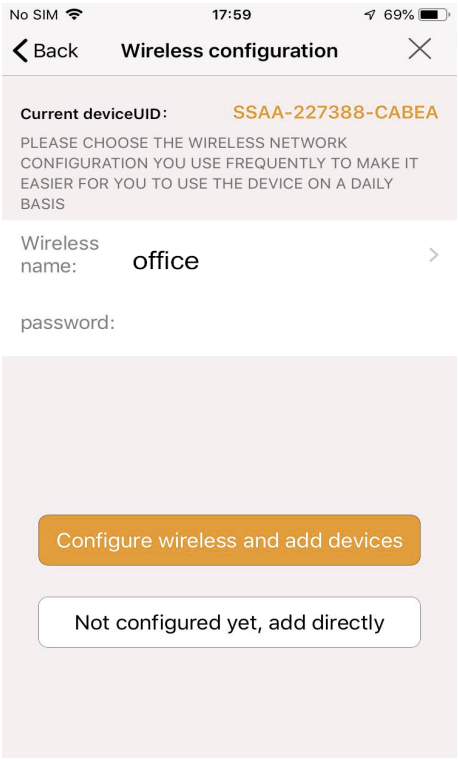
Run APP and click "Add Camera"-"IP camera"-"New device"-"Power is on, next step" until "Confirm access network" page, then follow the steps below:



Click "Connected network cable"



Find the camera and click on it



Choose whether to configure Wi-Fi and finish it

If you want to use a network cable to connect, please click "Not configured yet,

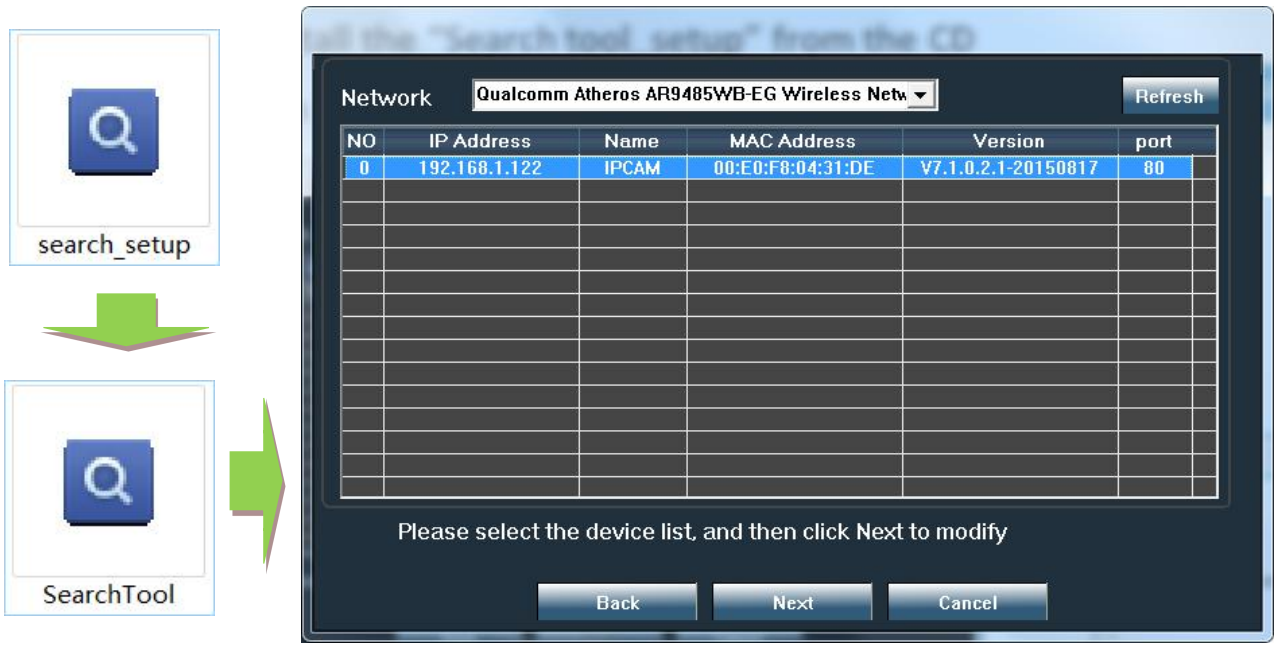
add directly" and continue.

If you want to change to Wi-Fi connect, please click "Configure Wi-Fi and add devices" and continue, when the configure is finished, you need to unplug the network cable to activate Wi-Fi.

Watch on Computer

"Search tool"

Install the "Search tool" from CamHi IP camera product information, you can download it at www.ipcam.xin.



The search tool can help you find cameras in the LAN and modify the IP address of the camera if it does not match your network.

Web access

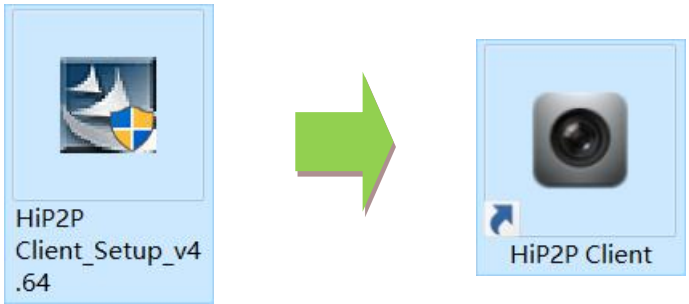
Double-click the camera in the search tool to open the camera web page.



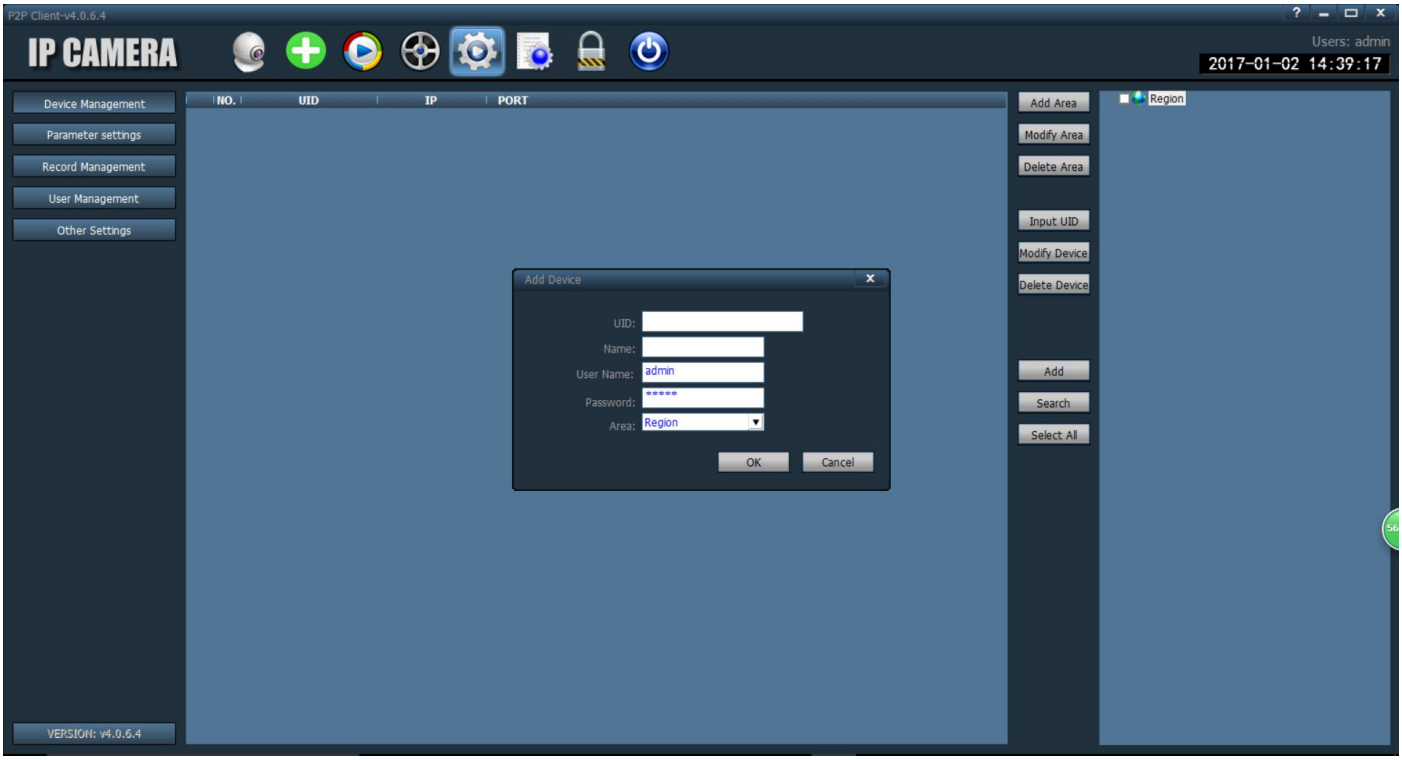
In web you can configure all parameters of camera, if you are not using IE browser some settings will be missing.

"HiP2P Client" multi-channel management client

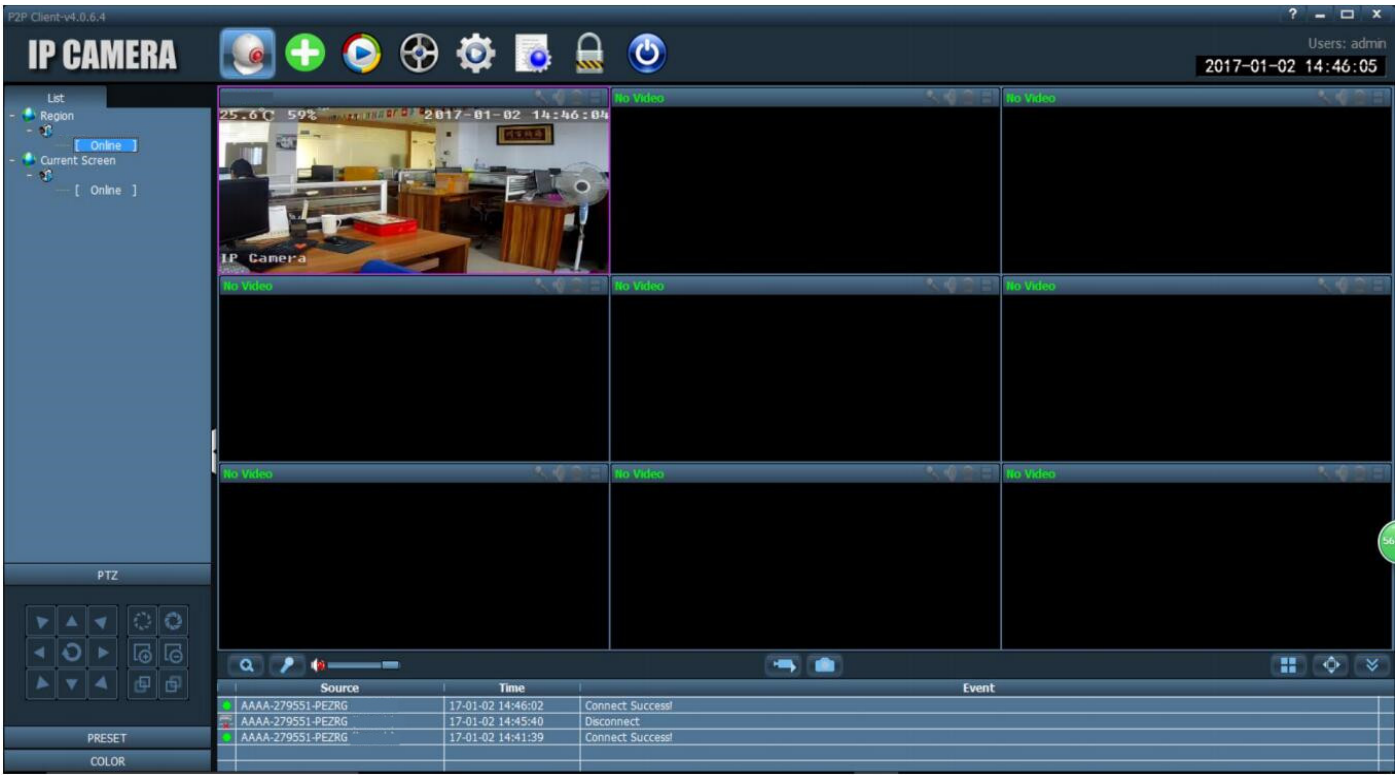
Install the "HiP2P Client" client, you can find installation file and instructions in CamHi IP camera product information.



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



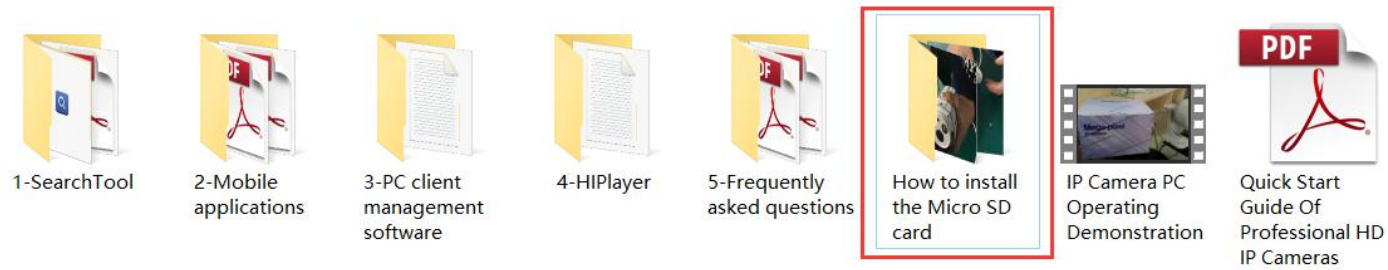
After adding the camera, double-click the camera to watch the live video.



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), you can configure parameters of camera etc., please read instructions for more information.

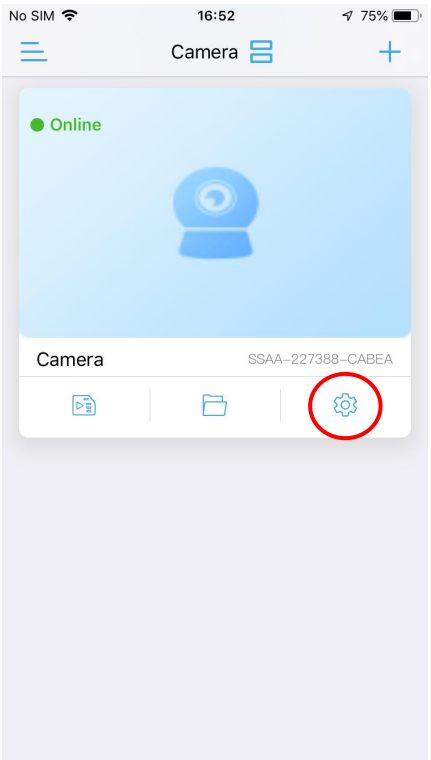
Install Micro SD Card and Record Settings

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

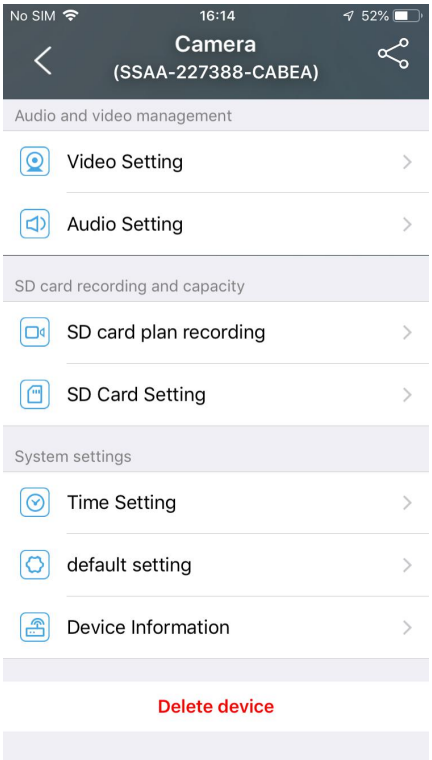


Please make sure your SD card have good quality, otherwise it will fail to record and even cause the camera to crash.

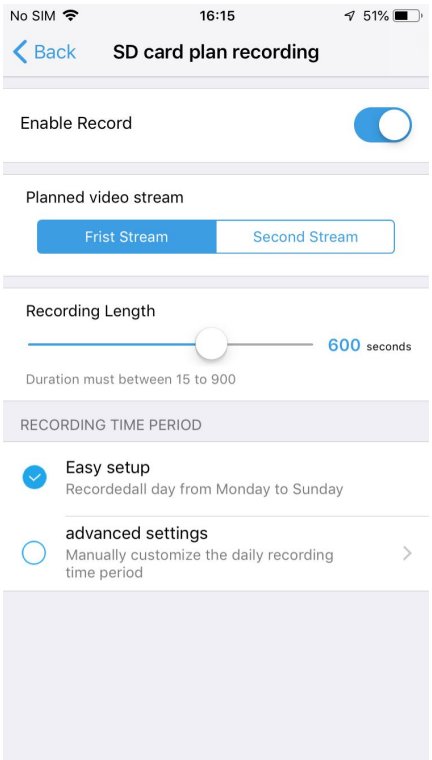
Set micro SD card plan recording:



Click "Setting" icon button

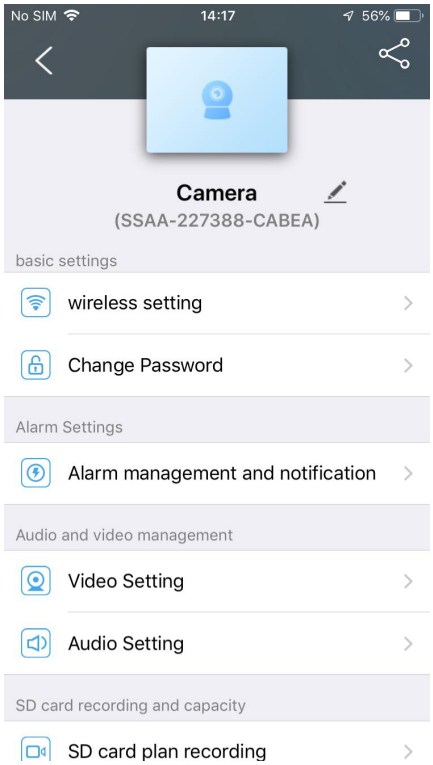


Click "SD card plan recording"

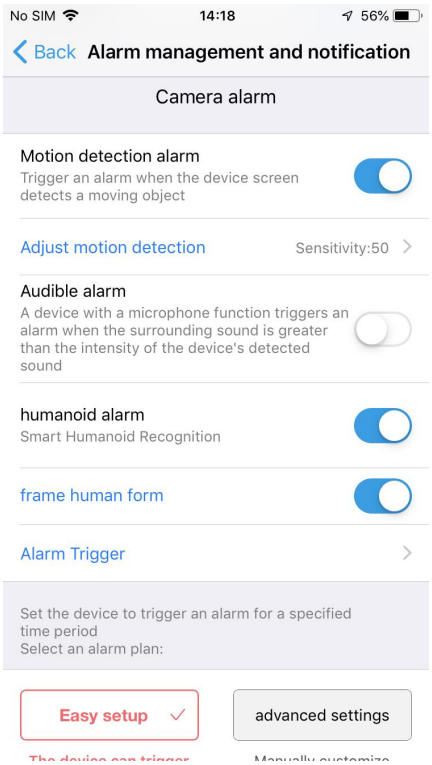


The default is always record, please check

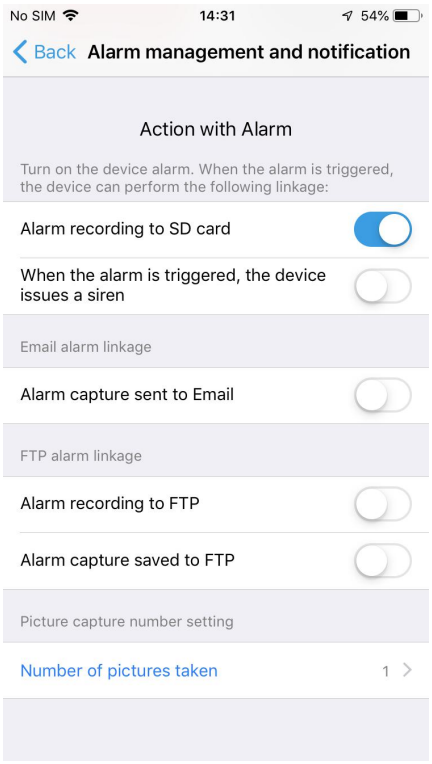
Set micro SD card alarm recording:



Click "Alarm management and notification"

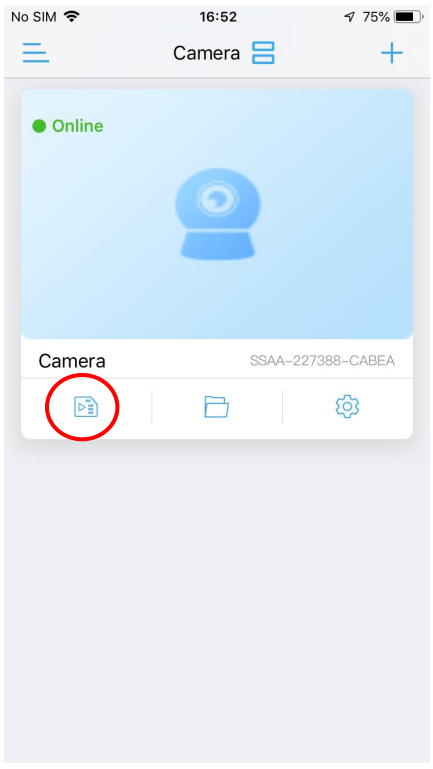


Select alarm conditions

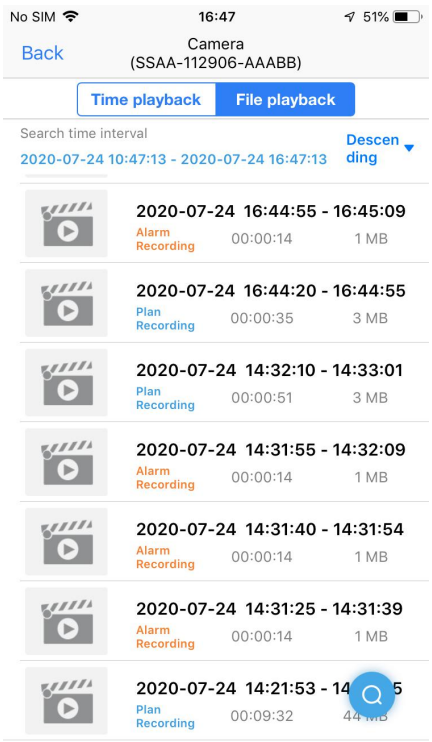


Open "Alarm recording to SD card"

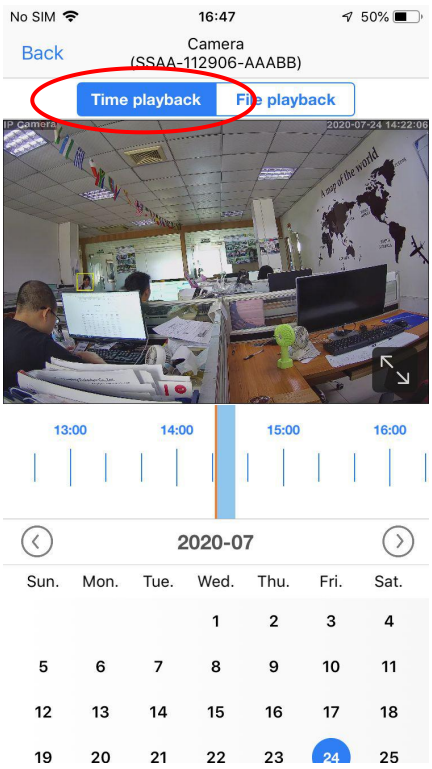
Record playback:



Click "Playback" icon button



Click the video file to play or download



You can choose the time playback mode

Q&A

Q: forget password?

A: Reset camera and reconfigure.

Q: Wi-Fi configuration failed?

A: Check whether the Wi-Fi signal is sufficient, the Wi-Fi name and password are correct, the Wi-Fi name and password must be in English characters, the Wi-Fi password length cannot exceed 31 characters.

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

A: Please make sure your phone can be connected to the Internet, the camera's wired/Wi-Fi connection is correct and can be connected to the Internet, If the camera is connected Wi-Fi, whether the Wi-Fi signal of the camera installation location is sufficient, check whether the Wi-Fi name or password has been changed.

Q: Live video is very stuck, even the camera shows offline?

A: Please make sure that the internet connection of the phone and the camera is good, stable and at least 2Mbps, if the camera is connected Wi-Fi, make sure that the signal at the installation location is sufficient.

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 management and notification), whether the APP allows push permission on the mobile phone.

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.