

JOVISION



CloudSEE Int'l

Quick Start Guide

Written Offer

This product contains software whose rightsholders license it under the terms of the GNU General Public License, version 2 (GPLv2), version 3 (GPLv3) and/or other open source software licenses. If you want to receive the complete corresponding source code we will provide you and any third party with the source code of the software licensed under an open source software license if you send us a written request by mail or email to the following addresses:

Jovision OSS support team Email: opensource@jovision.com

Postal: Jovision Technology Co., Ltd.





Floor 11, Building D, In-hi tech Square, No. 2008 Xinluo Street,
Jinan, Shandong, China

detailing the name of the product and the firmware version for which you want the source code and indicating how we can contact you.

PLEASE NOTE THAT WE WILL ASK YOU TO PAY US FOR THE COSTS OF A DATA CARRIER AND THE POSTAL CHARGES TO SEND THE DATA CARRIER TO YOU.

THE AMOUNT CAN BE VARIED ACCORDING TO YOUR LOCATION AND GENIATECH OSS SUPPORT TEAM WILL NOTIFY THE EXACT COST WHEN RECEIVING THE REQUEST.

THIS OFFER IS VALID FOR THREE YEARS FROM THE MOMENT WE DISTRIBUTED THE PRODUCT AND VALID FOR AS LONG AS WE OFFER SPARE PARTS OR CUSTOMER SUPPORT FOR THAT PRODUCT MODEL.

EU Conformity Statement	
	This product and - if applicable - the supplied accessories too are marked with "CE" and comply therefore with the applicable harmonized European standards listed under the Low Voltage Directive 2014/35/EU, the EMC
	2012/19/EU (WEEE directive): Products marked with this symbol cannot be disposed of as unsorted municipal waste in the European Union. For proper recycling, return this product to your local supplier upon the purchase of equivalent new equipment, or dispose of it at designated
	2006/66/EC (battery directive): This product contains a battery that cannot be disposed of as unsorted municipal waste in the European Union. See the product documentation for specific battery information.
	The battery is marked with this symbol, which may include lettering to indicate cadmium (Cd), lead (Pb), or mercury (Hg). For proper recycling,

Support

Should you have any questions, please do not hesitate to contact your local dealer.



CHANGE THE DEFAULT PASSWORD

Default Account:

Username: abc Password: 123

The default account is for first-time log-in purposes only. You should change this default password to better protect against security risks, such as the unauthorized access by others to the product that may prevent the product from functioning properly and/or lead to other undesirable consequences.

For your privacy, we strongly recommend changing the password to something of your own choosing (using a minimum of 8 characters, including upper case letters, lower case letters, numbers, and special characters) in order to increase the security of your product.

Proper configuration of all passwords and other security settings is the responsibility of the installer and/or end-user.

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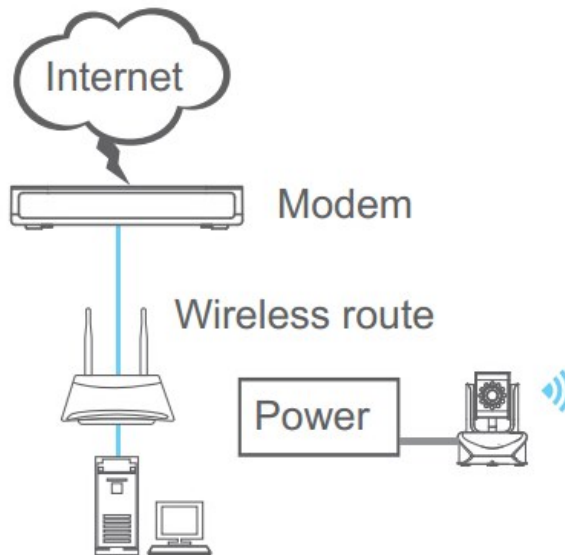
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1 Network Connection

Before you start:

Please choose proper connection mode according to camera model. Some models don't have Ethernet port, they can use wireless connection only.

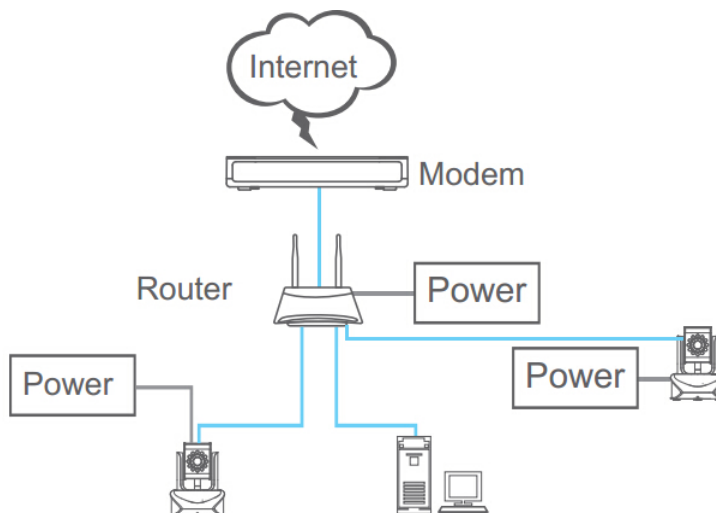
1.1 Wireless connection



Note:

The camera must be configured to connect to wireless router first with wireless connection mode. Please refer to **3.2 Sound wave Configuration** to connect camera to Wi-Fi.

1.2 Wired Connection



Notes:

You can add this camera in CloudSEE Int'l directly by CloudSEE Int'l ID or Scanning in LAN.

2 Preparation on Smart Phone (iOS, Android)

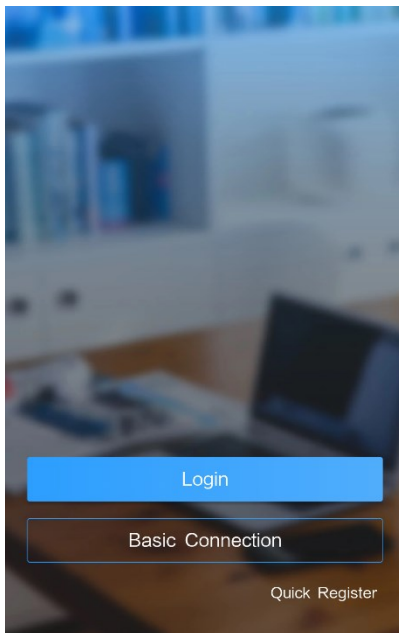
2.1 Get CloudSEE Int'l APP

1. Search “CloudSEE Int'l” in App Store (iOS) or Google play (Android).
2. Get and install CloudSEE Int'l on your smart phone.

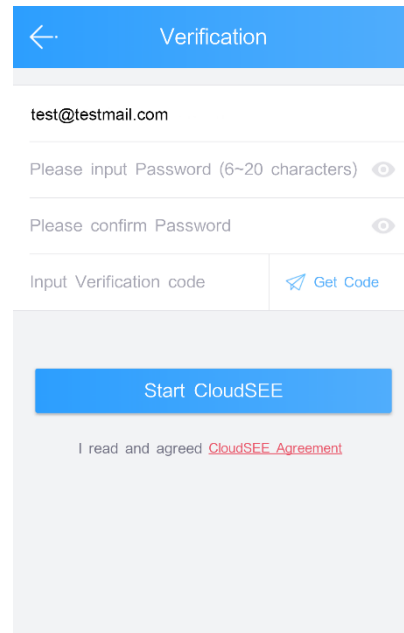
2.2 Register CloudSEE Int'l Account

Notes:

You need to register a CloudSEE Int'l account before using CloudSEE Int'l service which is free. Although you can use “**Basic Connection**” for using CloudSEE Int'l service without creating an account. But we strongly recommend that register your own account for better experience. With CloudSEE Int'l service account, devices list will automatically upload and store on server, and when you login CloudSEE Int'l with your account on other smart phones, you can access to all these devices without adding them again.



1. Open CloudSEE Int'l App, and tap “**Quick Register**” to register a new CloudSEE Int'l account. If you already have account, tap “**Login**”. “**Basic Connection**” for using CloudSEE Int'l service without creating a CloudSEE Int'l account.



2. Input your E-mail and password, make sure the E-mail has not been registered, tap Get Code for verification code. It will send to your Email. After verify your email with verification code, Tap Start CloudSEE Int'l, the screen will be redirected to login page if the registration is success.

2.3 Power-on the Device

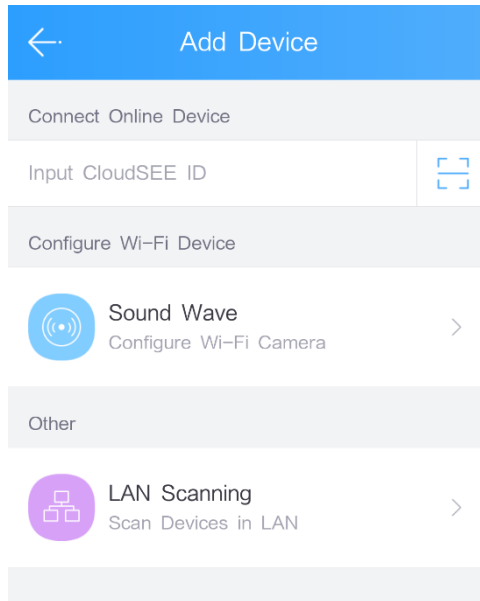
Connect the camera with power adapter, and wait for about one minute while it is self-checking. After that, we can start.

3 Add Wi-Fi Camera on Phone

Before you start:

- The interfaces on iOS and Android may different, but the functions and configuration steps are similar.
- Press reset button for about 5 seconds and release to start sound wave configuration, there will be an audio prompt “Waiting for configuration”.

iOS & Android



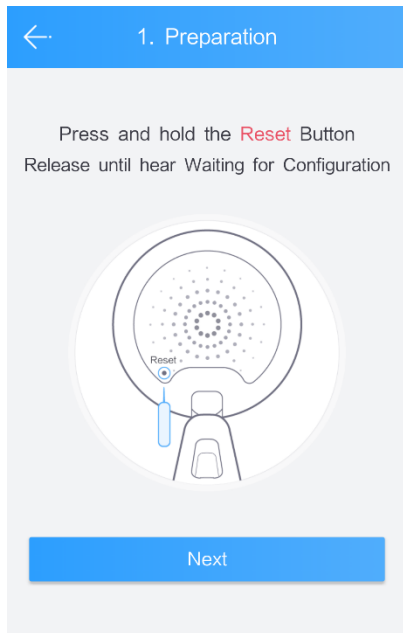
3.1 How to Choose Device Adding Methods

Methods	Situation	Connection Mode
Sound wave Configuration (Add by sound waves) Recommended	First-time use or the device has been reset . You need to configure the camera to connect to wireless router with this method.	Wireless
Add by Device ID (Scan QR Code)	The device has already connected to Internet and get device ID online.	Wireless/Ethernet Cable
Scan devices in LAN (LAN Addition)	The device has already connected to the same network as your smartphone.	Wireless/Ethernet Cable

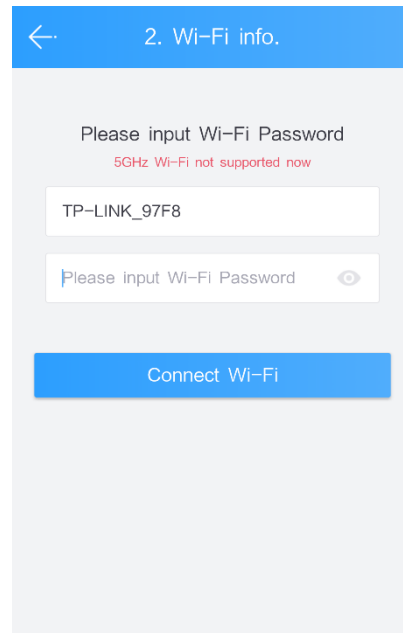
3.2 Sound wave Configuration

Before you start:

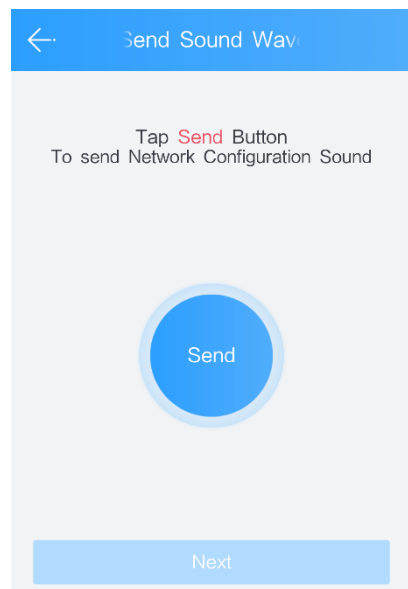
- Set the volume of your phone to maximum level before this operation. And make sure there is no noise.
- Keep the speaker close enough to the MIC of the device when sound wave is playing.



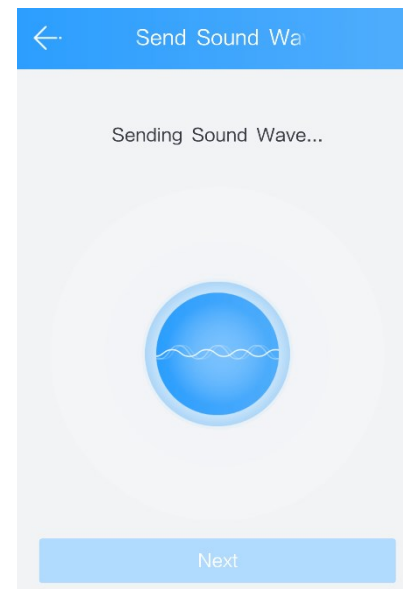
1. Tap **+**, and select **“Sound wave”**, Press reset button for about 5 seconds until hear the voice **“Waiting for configuration”**, then release the button and tap **Next**



2. Select the network that your phone joined in, input the password and tap **Connect Wi-Fi**.

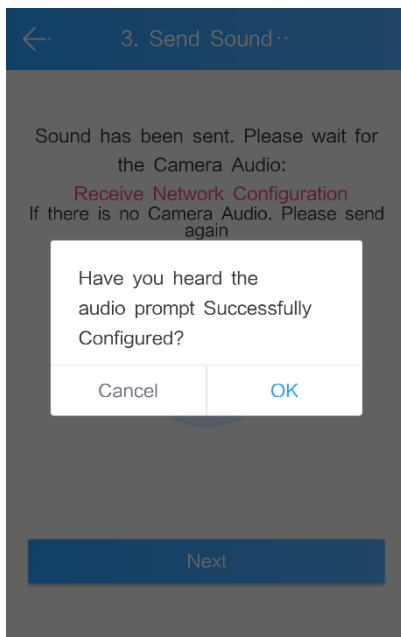


3. Keep the speaker of your phone close enough to the MIC of the camera. Tap send button to send the SSID and password configuration of the Wi-Fi to the device by



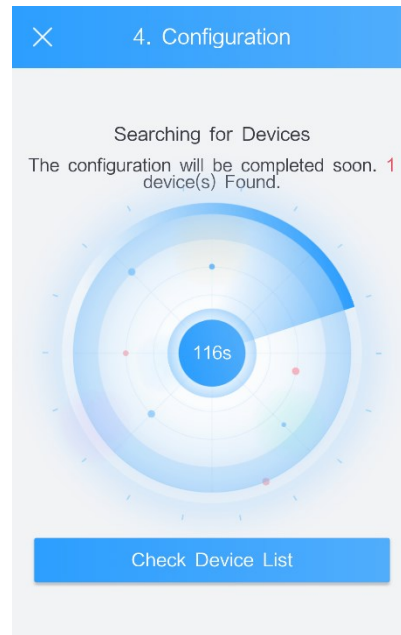
4. You can send it for several times until hear the voice **“Receive network configuration”**. Wait for a while, the camera will say: **“Successful configuration”**, which means the

sound waves.

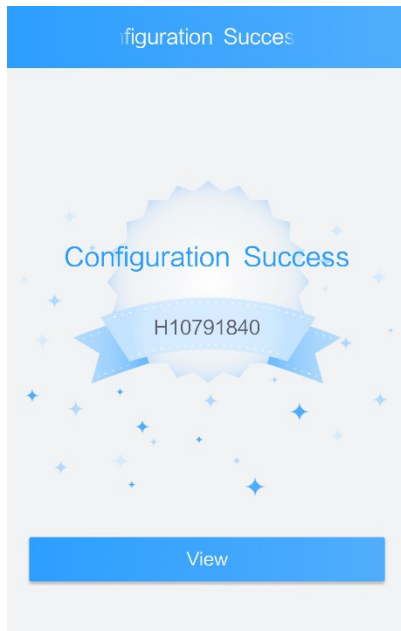


5. There will be a popup to confirm that you have heard the "Successful configuration" audio prompt, tap **OK**.

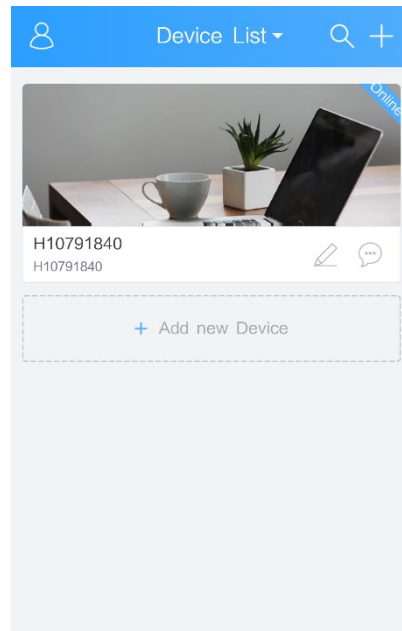
device has joined the network.



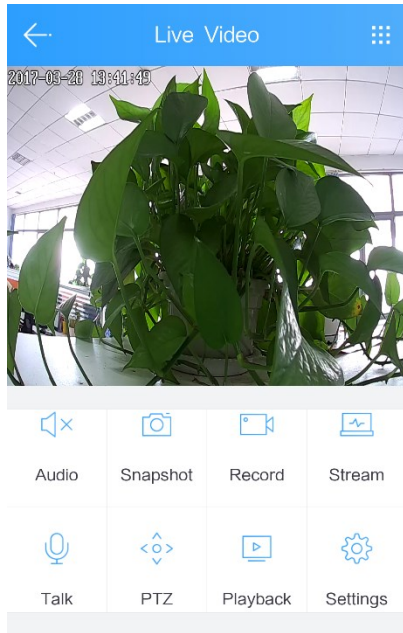
6. Then APP starts scanning camera connected in the network, and the camera will be added in your device list once it found.



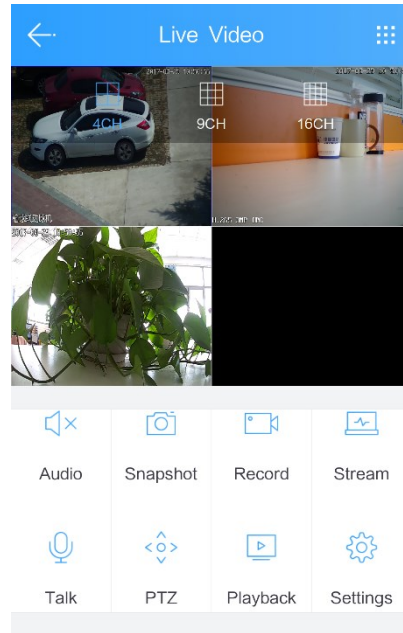
7. Tap **View**, you can see the camera in the list.



8. Tap the device to view the video streaming



The live video of the device will display, you can access **Audio, Snapshot, Record, Stream, Talk, PTZ, Playback and Settings** here.

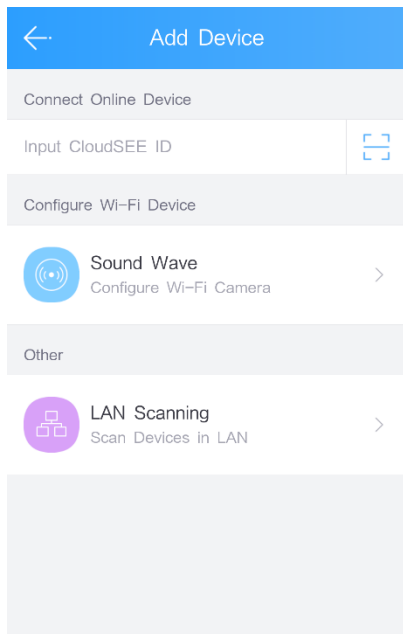


You can see video streaming in **4Ch, 9Ch and 16Ch** modes in this APP.

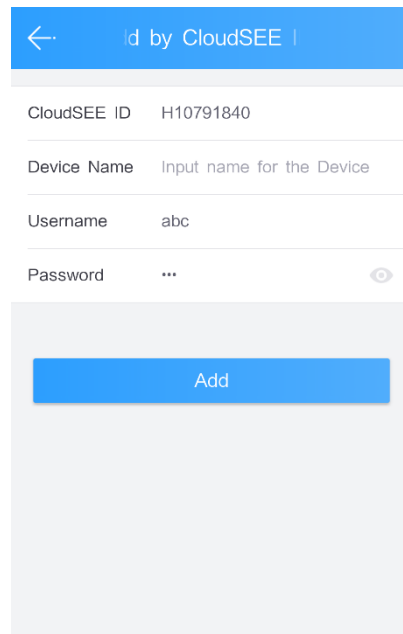
3.3 Add by Device ID

Notes:

This method requires that the device be connected to Internet and get CloudSEE Int'l ID online first.

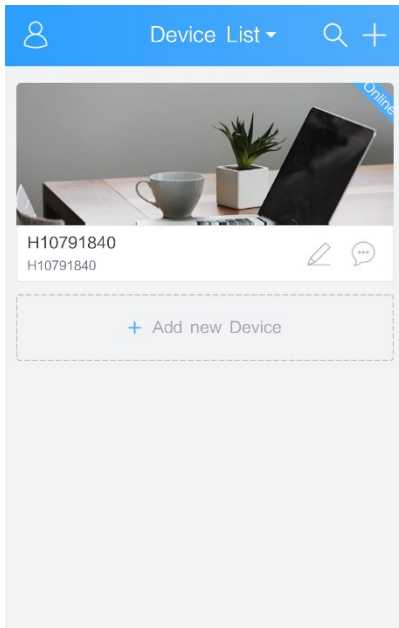


1. Open CloudSEE Int'l App, Tap **+**, and input CloudSEE Int'l ID directly in the box or scan



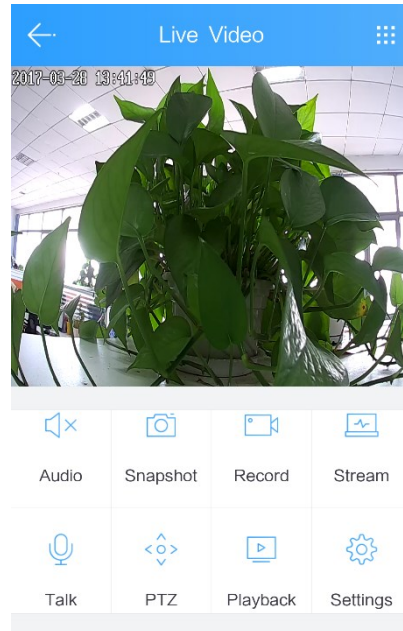
2. Input *Device Name, Username, Password* of

QR code to identify device ID in Add Device page.



3. The device will be added to device list.

the device, tap **Add**

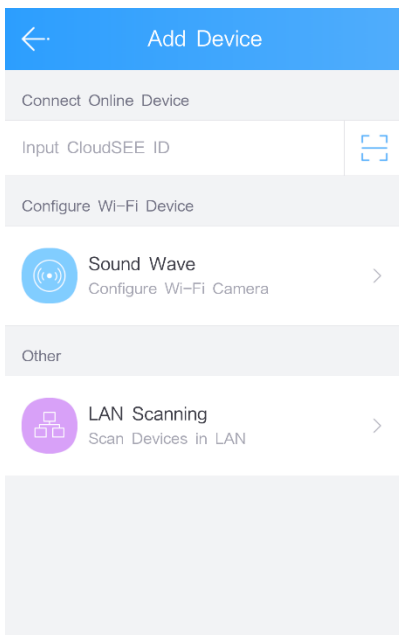


4. Tap the device and the camera will stream.

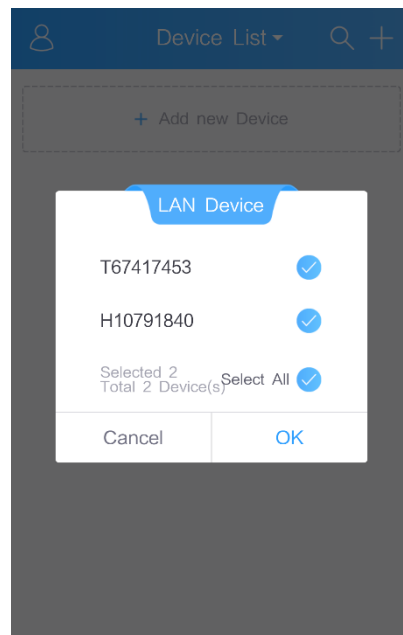
3.4 Scan devices in LAN

Notes:

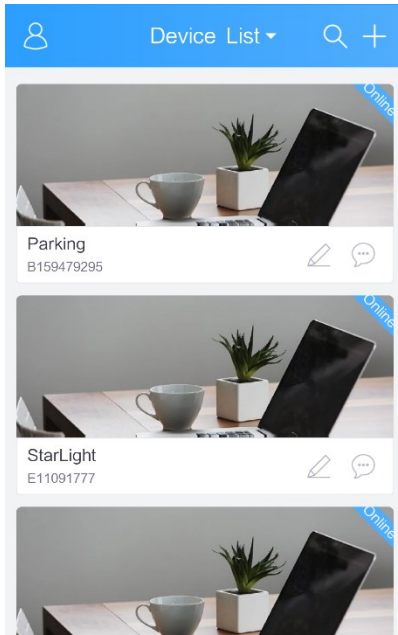
This method requires that the device be connected to the **SAME** wireless network with your smart phone first.



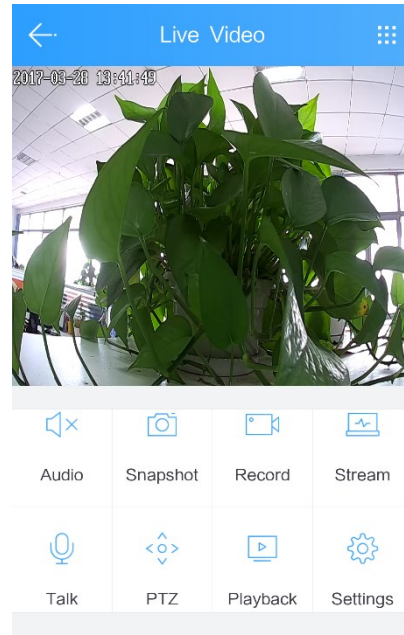
1. Open CloudSEE Int'l App, Tap **+**, and select "LAN Scanning"



2. Then CloudSEE Int'l will detect devices in the LAN, choose the device and tap **OK**.



3. The device will be added to Device List.

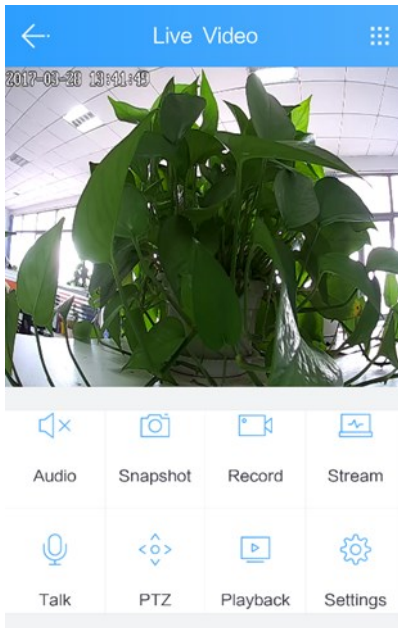


4. Tap the device and the camera will display.

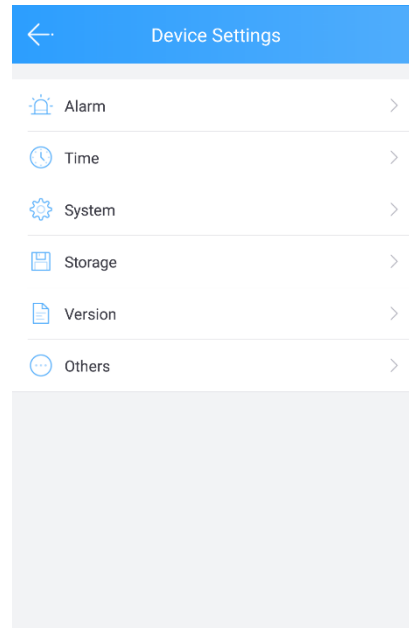
4 Device Settings

Notes:

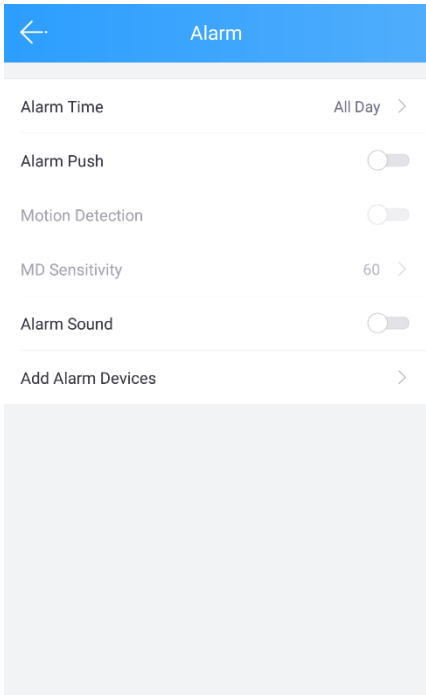
Settings function is only available for the Home Wi-Fi Cameras.



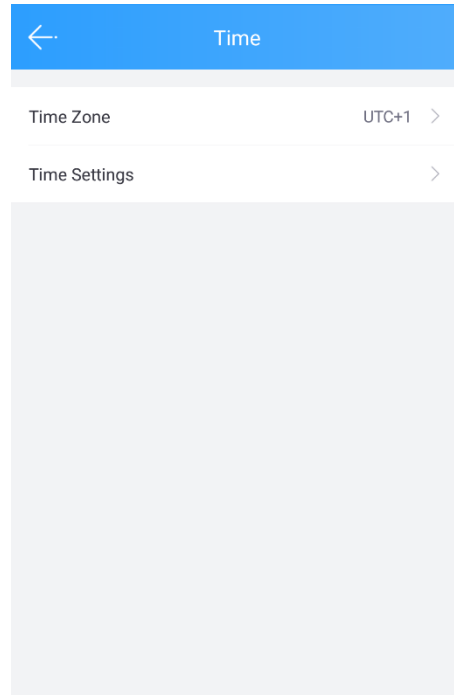
Click on the settings to access the device settings page



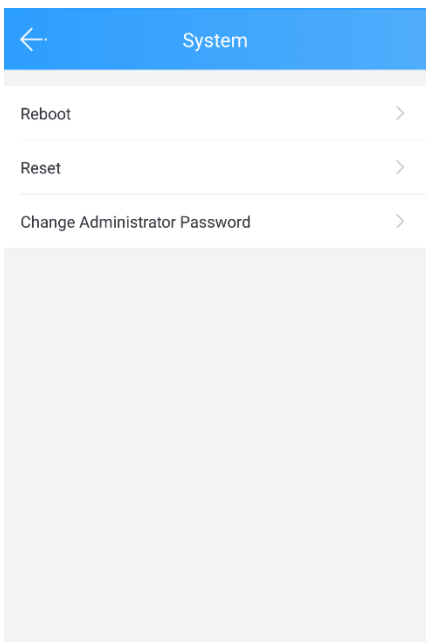
You can access and set **Alarm, Time, System, Storage, Version and Others settings** here.



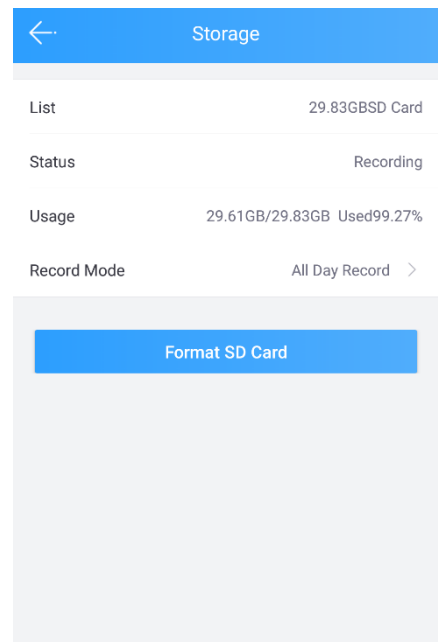
You can set the Alarm schedule, Set the Alarm Push, Motion Detection, Motion Detection Sensitivity, Alarm Sound and Add external Alarm devices here.



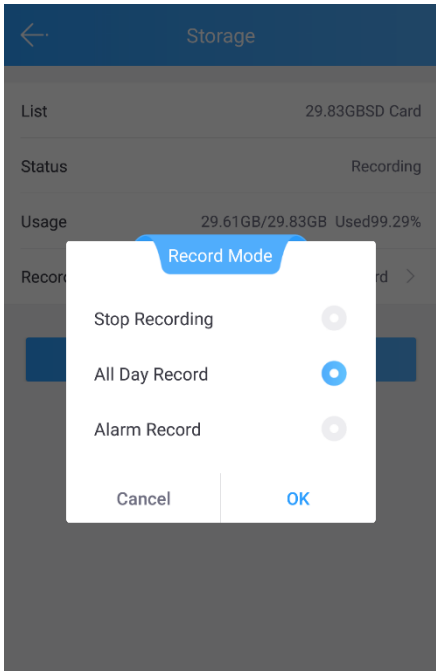
Time settings allows you to set the Time Zone, time Format and Network Time.



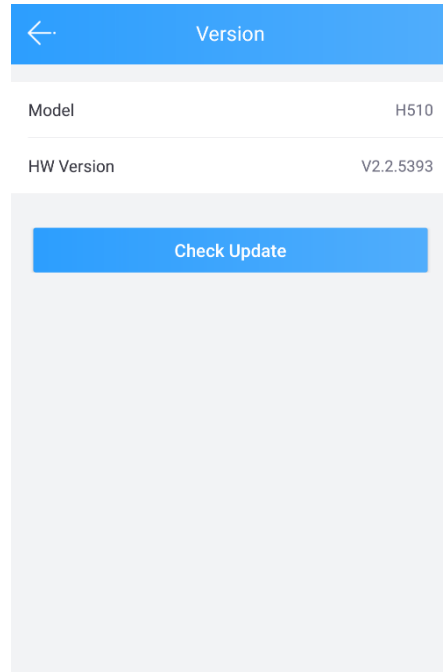
In System Settings, You can Reboot the device, Reset the device and Change the Administrator Password of the Device.



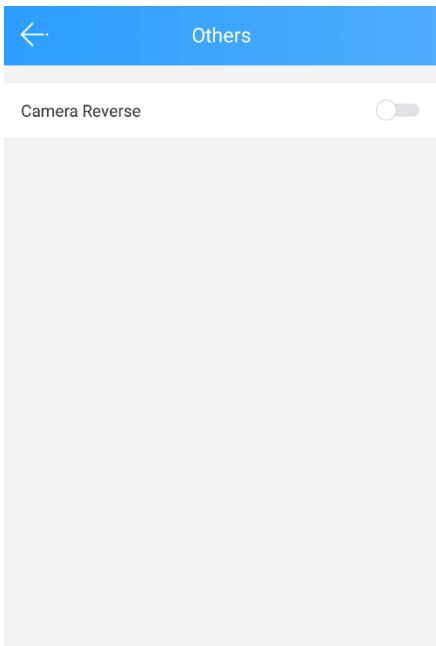
You can see the SD Card Capacity, Rcording Status, Memory usage status, set Record Mode and Format SD Card in Storage Settings.



In Record Mode, you can choose All Day recording, Record on Alarm or Stop recording.



You can check the Model Number, Hardware Version and Firmware update here.



If you install the cameras on the ceiling, Use this settings to flip the image.

5 FAQ

Q: I tried to configure the camera to connect to wireless router by sound wave, but failed.

A:

1. Please read and follow the instructions step by step, make sure you have press the reset button and heard "**Waiting for configuration**" once before sound wave configuration;
2. Please check the password to wireless router;
3. The Wi-Fi signal is too weak, please configure the camera near the router;
4. Please wait for about 1 minute after powered on the camera.

Q: My wireless network is not good, how to make the video smoother?

A:

1. Lower the stream in APP: Connect the camera in CloudSEE Int'l app, tap stream button in the bottom right corner of live video page, you can choose HD, SD and LD according to your network status.
2. Connect the camera on PC with client software, *remote configure—stream*, lower the resolution and the bitrate of each stream.

Q: It shows "Exceed connection limitation" and I cannot see the live video.

A:

A home security camera can be connected by 6 clients only including NVR, PC client, phone app, etc. If you receive this message, please check how many clients are there connecting the camera, disconnect some clients and try again.

Q: How can I check the alarm picture and video in app?

A:

1. Please make sure the TF card has been installed properly.
2. You can check alarm pictures and videos in alarm message; You can check recordings by tapping remote playback.
3. Please check if the recording function has been enabled on the top right of the live video page. The default mode is manual recording, you can tap the icon to switch to alarm recording.

Q: How to use TF card to record?

A:

Insert the TF card (64GB Max.) to the camera, the camera will start recording automatically. You can check the records with client software on PC or phone.

Q: I forget the password to the camera, I cannot connect it on any client and it shows "Password Wrong".

A:

You can press on the reset button for about 15 seconds and configure the camera again. The password will be reset too. Default username: abc, password: 123.

6 Safety Instruction

6.1 Warnings

- Please adopt the power adapter which can meet the safety extra low voltage (SELV) standard.
- If the product does not work properly, please contact your dealer or the nearest service center. Never attempt to disassemble the camera yourself. (We shall not assume any responsibility for problems caused by unauthorized repair or maintenance.)
- To reduce the risk of fire or electrical shock, do not expose this product to rain or moisture.
- This installation should be made by a qualified service person and should conform to all the local codes.
- Please install blackouts equipment into the power supply circuit for convenient supply interruption.



6.2 Cautions

- Make sure the power supply voltage is proper before using the camera.
- Do not drop the camera or subject it to physical shock.
- Do not touch sensor modules with fingers. If cleaning is necessary, use a clean cloth with a bit of ethanol and wipe it gently. If the camera will not be used for an extended period of time, put on the lens cap to protect the sensor from dirt.
- Do not aim the camera lens at the strong light such as sun or incandescent lamp. The strong light can cause fatal damage to the camera.
- The sensor may be burned out by a laser beam, so when any laser equipment is being used, make sure that the surface of the sensor not be exposed to it.
- Do not place the camera in extremely hot, cold temperatures (the operating temperature should be between -30°C to 60°C), dusty or damp environment, and do not expose it to high electromagnetic radiation.
- To avoid heat accumulation, good ventilation is required.
- Keep the camera away from water and any liquid.
- While shipping, the camera should be packed in its original packing.



Technical support

If you have any problems with the camera, please contact the dealer that you purchased from. If your problem still can't be resolved, please send your Email to the headquarter technical support team at: eusupport@jovision.com

We welcome your valuable comments and suggestions on improving our products.