67x76mm

Ziicam Operation Manual

(Only for long powered equipment)

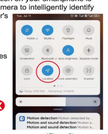
This manual is for reference only, and the specific functions are subject to actual conditions

⚠ATTENTION:

Before installing the product, please follow each of the instructions below to prepare for installation. This is crucial for us to ensure a smooth installation process.

1. Press and hold the "RESET" button for 5 seconds until you hear a "DING" sound. Wait for 30 seconds to complete the self-check process. This will reset the camera and put it in the optimal setup state for installation. (Figure 1)
2. Place your camera as close to the router as possible during the connection process. This ensures a stable signal. (Do not mount the camera on the wall before connecting the devices.)
3. Make sure the location information on your smartphone is enabled.This will enable the camera to intelligently identify the appropriate app for the user's region and quickly locate the matching device and WiFi signals.(Figure 2)
4. Confirm that your router provides a 2.4GHz WiFi signal. This camera is not compatible with 5GHz WiFi signals. (Figure 3)

(Figure 1) (Figure 3)



(Figure 2)

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1. Mobile APP download

Mobile application store: search for "Zilicam" to downloadScan the QR code below and download the APP.

Zilcam APP downloading QR code

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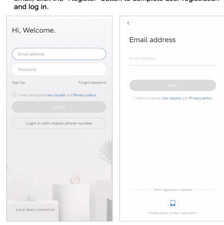
2. How to add a camera

2.1 Registered account

To start the APP for the first time, users need to register via email, click the "Register" button to complete user registration and log in.



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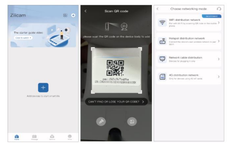
3. Add Smart Camera

3.1 Wi Fi distribution network

After the camera is powered on, you can hear the voice broadcast of the device and **connect your mobile phone to WiFi.**

1. Enter the APP home page, click "+", and select "Add Device" (*Refer to Figure 1*)
2. scan the QR code on the device body (*Refer to Figure 2*)
3. Select "Wi Fi distribution network" (*Refer to Figure 3*)

Note: *After the camera is powered on, it will automatically perform a 30-second PTZ (Pan-Tilt-Zoom) self-detection. All operational commands should be executed after the self-detection process is completed.*



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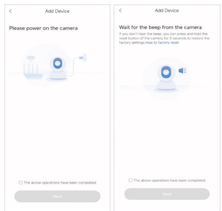
4. On the "Please power on the camera" interface, check "The above operations have been completed", and click "Next".
5. On the "Wait for the beep from the camera" interface, check "The above operations have been completed", and click "Next".



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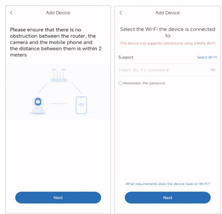
6. Make sure there is no obstruction between the router, the camera and the mobile phone, and the distance. between them is within 2 meters, and then click "Next"
7. After entering the WiFi password, click "Next".



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8. Point the mobile phone screen directly in front of the camera lens, with an interval of 15 cm - 20 cm. Try not to let the mobile phone shake during the process.
After hearing the device prompt tone or indicator light changing, click "Hearing the prompt tone or indicator light flashing", and wait for the addition to succeed.

As shown in the diagram on the right, please position the QR code on the phone towards the camera lens for QR code recognition. When you hear the "DING" sound, it indicates successful recognition.

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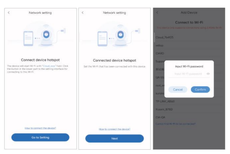
3.2 Hotspot distribution network

1. Enter the APP home page, click "+", select "Add Device", then scan the QR code on the device body, and then select "Hotspot Distribution Network".
2. Complete the guidance of powering on the camera and voice broadcast of the device.
3. Follow the wizard to connect to the Wi-Fi whose prefix is Cloud_xxxx, after the connection is complete, click "Next".
4. Select the Wi-Fi that needs to be configured, enter the password and click "Confirm", and wait for the APP to display "Add successfully means the network configuration is successful.



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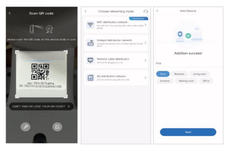
3.3 Network cable distribution

1. Please connect the network cable to the network cable interface of the device, and connect the other end of the network cable to the router, power on the camera and wait for it to start, and hear the voice broadcast of the device or the indicator light change.
2. Enter the APP home page, click "+", scan the QR code on the device body, and then select "Network Cable Distribution.
3. Complete the corresponding operation according to the guide, and then wait for the network distribution to succeed.



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4. Function introduction

4.1 Real time preview interface

A: Device Time (OSD): Displays the time in the current time zone

B: High/standard definition switching: switching camera definition

C: Zoom: zoom the camera image

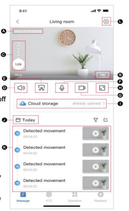
D: Sound switch: turn on or off the sound of the camera

E: Screenshot: capture the current picture played by the camera

F: Voice intercom: voice intercom with camera

G: Screen recording: record the current video played by the camera

H:Full screen: can switch the live screen to horizontal display



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I: Cloud storage: display the status of the current cloud served package (not subscribed, subscribed, about to expire, expired)

J: Time selection: select the time corresponding to the message column list

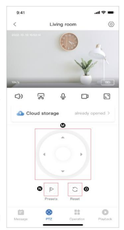
K: Message: the current event message will be displayed（*By selecting the cloud storage function, you can view captured alarm snapshots. If you choose to use a TF card for video recording, you will only receive notification alerts and will need to use the TF card playback feature to view recorded images.*）

L: Configuration center: can operate camera related settings

M: PTZ: can control the equipment to rotate up, down, left and right

N: Preset position: preset position can be set and preset point can be viewed

O: Reset: the camera can return to the initial remote point



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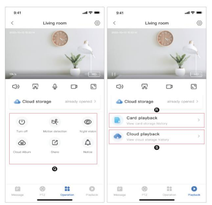
Q: Operation bar: relevant camera configuration can be set

R: SD card playback: after inserting the SD card, you can view the corresponding playback video of the camera

S: Cloud storage playback: After purchasing cloud services, you can view the video recorded by the camera



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5. FAQ

5.1 Why can't devices be added to the WIFI connection mode?

1. Please ensure that the device has been restored to the factory settings before adding the device (press and hold the reset key until a voice prompt or indicator light changes);
2. The camera only supports 2.4GHz WIFI， If it is a 5G router, please turn on the router to turn off dual band mode and select 2.4G signal;
3. Confirm that the distance between the router and the camera is within a reasonable range.

5.2 Why is the video intermittent?

Cloud service trial package, alarm recording package and SD card event recording mode will record only when the camera is detected moving, so the recording may not be continuous.

5.3 Why do I plug in an SD card and choose continuous recording or intermittent recording?

1. Make sure that SD card is selected as the video viewing method. First, format the SD card. If the SD card is still intermittent, it may have a bad point;
2. Make sure that the recording mode is on and the whole day recording is turned on.

5.4 Why can't the mobile phone receive the alarm message?

Confirm that the notification push permission of the APP in the mobile phone settings is turned on, and then turn on the message notification in the APP notification settings, and the current time is not in the planned time period for stopping notification;

Under normal circumstances, when an exception is detected, a message will appear in the phone notification bar. Whether there is a sound or vibration depends on the phone settings.

5.5 Display what to do when the camera is disconnected.

First confirm whether the power supply and network are normal, and then power off and restart the camera if there is no problem. If the connection is still lost after restart, please remove the camera from the APP and add it again.

5.6 Why can't the shared account operate the camera?

For security reasons, the shared account permission is restricted and the device cannot be operated. If other people need to operate the camera, they can directly log in with the bound account password.

5.7 What should I do if I need to replace a WIFI connection camera?

Two methods:

1 If the camera does not change location and another WIFI can be searched, in the parameter setting menu>>Change WIFI connected to the device>>Change the corresponding WIFI;

2. If the camera is replaced and another WIFI cannot be found, restore the factory settings of the camera and re distribute the network.

5.8 How can I view SD card videos on my mobile phone?

Make sure that the device has been inserted into the SD card and can be recognized normally, and can be viewed normally at the APP end.

In order to build a better user experience, the App may be optimized and updated. Please refer to the App as the interface style.

Ziicam快速操作手册

＊使用本产品前请仔细阅读快速操作手册，并妥善保管

本说明书仅供参考，具体功能以实际为准＊

1. 手机APP下载

- 手机应用商城：搜索" Ziicam "下载；
- 扫描下方二维码，下载APP。

Zilcam APP下载二维码

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2. 如何添加摄像机

2.1 注册账号

- 首次启动APP，用户需通过手机号进行注册，点击"注册"按钮，完成用户注册，并登录。

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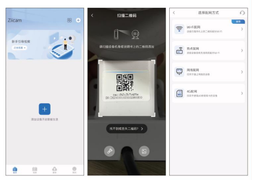
3.添加智能摄像机（请根据摄像机实际情况，选择配网方式）

3.1 Wi-Fi配网

- 摄像机上电后，听到设备语音播报，并手机连上Wi-Fi；
- 进入APP首页，点击"+"，扫描设备机身上的二维码，接着选择"Wi-Fi配网"；



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- 根据引导，分别在"请将摄像机接通电源"、和"等待摄像机发出提示音"界面，勾选"已完成上述操作"按钮后，点击"下一步"；
- 确保路由器、摄像机和手机之间无遮挡，并相互距离在2米内；

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- 接着选择Wi-Fi，输入Wi-Fi密码；
- 将手机屏幕对着摄像机镜头正前方，两者间隔15厘米~20厘米，过程中尽量不要让手机晃动；
- 听到设备语音播报或指示灯变换之后，点击"听到提示音或指示灯闪烁"，等待添加成功；

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3.2 热点配网

- 进入APP首页，点击"+"，扫描设备机身上的二维码，接着选择"热点配网"；
- 完成摄像机通电、设备语音播报的引导；
- 按照向导前往连接前缀是Cloud_xxxx的Wi-Fi，连接完成后，点击"下一步"；

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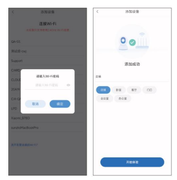
- 选择需要配网的Wi-Fi，输入密码点击"确认"，等待APP显示"添加成功"即配网成功；



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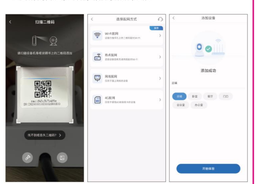
3.3 有线连接

- 请将网线和设备网线接口连接，网线另一端连接路由器，摄像机上电等待启动，听到设备语音播报或指示灯变换；
- 进入APP首页，点击"+"，扫描设备机身上的二维码，接着选择"网线配网"；
- 根据引导完成对应操作，接着等待配网成功；



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4 常见问题答疑

4.1 为什么WI-Fi连接方式添加不了设备?

1、请确保添加设备前，设备已恢复出厂设置（长按reset键直到发出语音提示）；

2、摄像机仅支持2.4GHz的Wi-Fi信号，如果是5G路由，请打开路由器关闭双频模式并选择2.4G的信号；

3、确认路由器和摄像机距离在合理范围内。

4.2 为什么录像断断续续?

云服务试用套餐、报警录像套餐和SD卡事件录像模式，都是在检测到摄像机发生画面移动时才会录像，因此录像可能并不连续。

4.3 为什么插了SD卡，选择连续录像，还是断断续续?

1、确保录制模式，开启了全天录制。

2、确保录像查看设置选择为SD卡，先将SD卡格式化一遍。如果还是断断续续，那可能是SD卡存在坏块；

4.4 为什么手机收不到报警消息?

1、确认手机设置里APP的通知推送权限是打开的，然后在APP的通知设置里打开消息通知，且当前时间不处于停止通知的计划时间段；正常情况下，检测到异常时会在手机通知栏出现消息，有没有声音或震动取决于手机的设置

4.5 显示摄像机断开连接怎么办?

先确认电源和网络的是否正常，没有问题再给摄像机断电重启。如果重启后依然掉线，请在APP里移除该摄像机，然后重新添加。

4.6 为什么被分享的账号不能操作摄像机?

为了安全考虑，被分享的账号有权限限制，不能操作设备。

4.7 需要换一个Wi-Fi连接摄像机，怎么办?

两种方法：

1、摄像机没有换地方且能搜索到另一个Wi-Fi，在摄像机的直播画面界面>>右上角小齿轮>>网络信息>>选择对应的Wi-Fi；

2、摄像机更换了地方且搜索不到另一个Wi-Fi，对摄像机进行恢复出厂设置，并重新配网。

4.8 如何在手机上查看SD卡录像?

确保设备已插入SD卡并正常识别，可在APP端正常观看的情况下。

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为构建更好的用户体验, App可能会优化更新, 界面样式请以App为准

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

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.

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

Radiation Exposure Statement
This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.