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VC9411
VC9411-2

Full HD Camera with Alarm

vtech®

Quick start guide

1 Install MyVTech Cams mobile app

MyVTech Cams mobile app allows you to access and monitor your area with your HD camera.

NOTE

- Make sure your mobile device meets the minimum requirement for the mobile app.

Minimum requirement

The app is compatible with:

- Android ® 4.4 or later; and
- iOS 8.0 or later.

Install the app

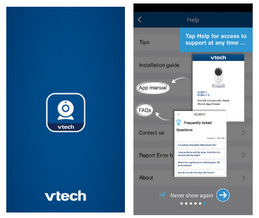
1. Browse the App Store or the Google Play ® store .
2. Search for the mobile app with the keywords "myvtech cams".
3. Download and install **MyVTech Cams** mobile app to your mobile device.

Driven by Android and iOS updates, **MyVTech Cams** mobile app, app manual, and online FAQs will be updated periodically.

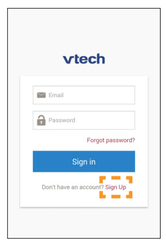
Download and install the latest mobile app. For latest information and supports, go and check the app manual and online FAQs.

2 Create account

1. After installing the app, tap on your mobile device to run the app.
   - A welcoming tutorial is displayed. You can tap **Never show again** to skip the tutorial in future.



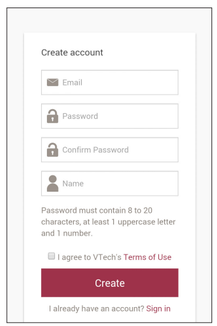
2. Tap **Sign Up** to create your camera account.



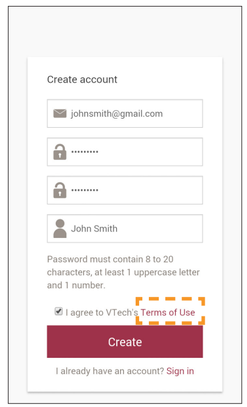
3. Fill in the respective information.
   - **Email**. Enter your email address for registration of your new camera account. We recommend that you use a common webmail service, such as Google Gmail™.
   - **Password**. Enter a new password for your camera account.
   - **Confirm password**. Type in the password again to confirm.
   - **Name**.

NOTE

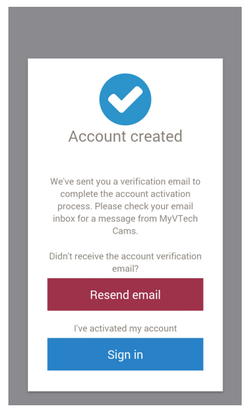
- Write down your account login details, such as email address and password. You will need to log in to your account for viewing and operating your camera.



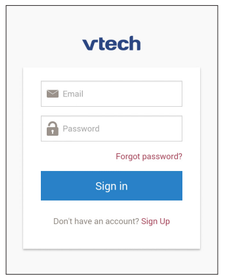
4. Tap **Terms of Use** to read the terms of service of using **MyVTech Cams** mobile app. Tap the check box to acknowledge you have read and agree to the terms.
5. Tap **Create**.

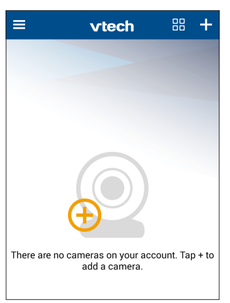


6. A camera account verification email will be sent to the email address that you have just entered for camera account registration. Check your email and activate your camera account by clicking the link in the email.
   - If you do not find the verification email in your Inbox folder, also check your Spam folder.



7. Sign in to your account. The app displays the blank camera list after signing in.





3 Add camera

On Android

TIPS

Before adding your camera, make sure:

1. Your mobile device is connected to a secured 2.4GHz Wi-Fi network. Your camera and your mobile device must connect to the same Wi-Fi network when adding camera.
2. Location service on your mobile device is enabled.
3. The "Smart/Auto network switch§" option in "Settings" is disabled in your mobile device. This will avoid your mobile device switching to use mobile data if no or poor Wi-Fi network is found.
   - To ensure adding your camera successfully, we recommend that:
     - Turn off mobile data on your Android device before adding camera.

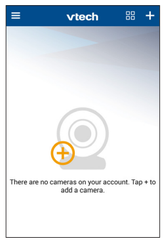
     OR

     - Turn on airplane mode on your Android device, and then turn on Wi-Fi and select a secured 2.4GHz Wi-Fi network before adding camera.

§ The name and location of the setting may vary in different mobile brands.

Add a camera

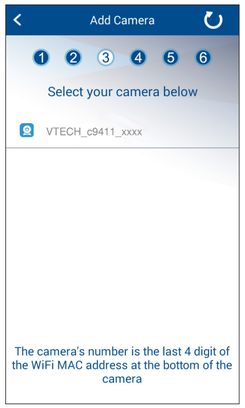
1. Tap on the camera list.



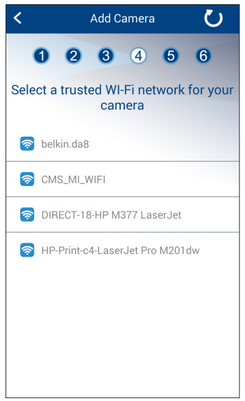
2. Tap to select your HD camera model.

3. Follow the instructions shown on the screen. Then, tap **Next**.

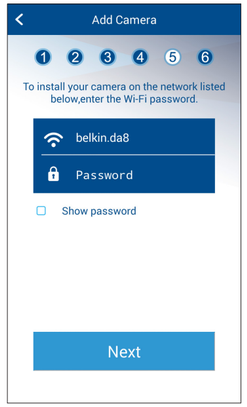
4. Tap to select the HD camera (VTECH_c9411_xxxx). "xxxx" represents the last four characters of the camera's Wi-Fi MAC address shown at the bottom of the camera.



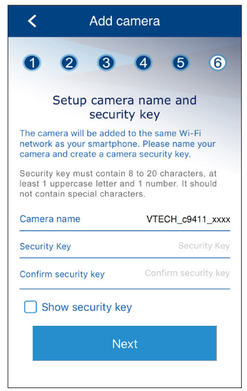
5. Tap to select your preferred and secured 2.4GHz Wi-Fi network for your HD camera. You must select the same Wi-Fi network that your mobile device has connected to.



6. Type in the password of the selected Wi-Fi network, and then tap **Next**.



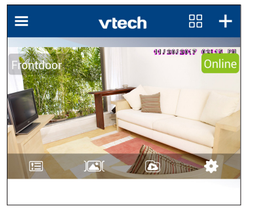
7. Enter a security key for the camera. Repeat entering the security key to confirm, and then tap **Next**.
   - The security key must contain 8 to 20 alphanumeric characters with at least one uppercase character and one number. Do not use special characters.



NOTE

- You may rename your HD camera. For example, rename your camera for the ease of memorizing the camera location.

8. After you have successfully added the HD camera to your account, the app displays the camera list with the preview of your HD camera.



NOTE

- If you have more than one camera account and want to add your camera to another account, you will need to remove the camera from your original account first. Refer to the **Remove camera** section in the online app manual for instructions.

Specifications are subject to change without notice.
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IOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used under license.

3 Add camera

On iOS

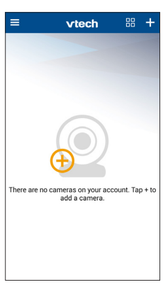
TIPS

Before adding your camera, make sure:

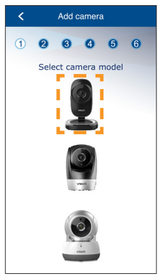
1. Your mobile device is connected to a secured 2.4GHz Wi-Fi network. Your camera and your mobile device must connect to the same Wi-Fi network when adding camera.
2. Location service on your mobile device is enabled.

Add a camera

1. Tap + on the camera list.

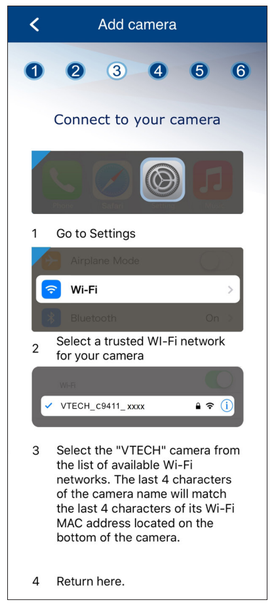


2. Tap to select your HD camera model.



3. Follow the instructions shown on the screen. Then, tap **Next**.

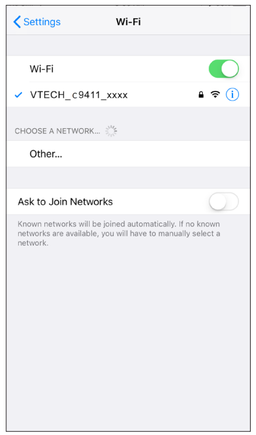
4. Read through the instructions shown on the screen.



i. Go to your mobile device's Wi-Fi settings.

ii. Tap to select the HD camera (VTECH_c9411_xxxx) from the list of available Wi-Fi networks. "xxxx" represents the last four characters of the camera's Wi-Fi MAC address shown at the bottom of the camera.

iii. Return to the app.



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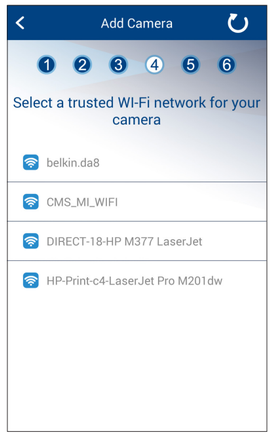
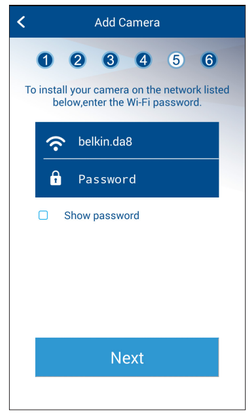


6. Type in the password of the selected Wi-Fi network, and then tap **Next**.



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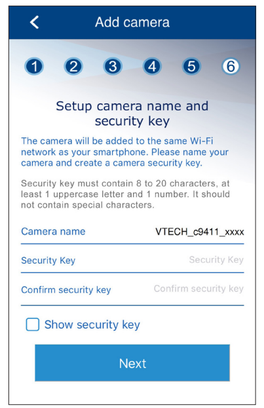

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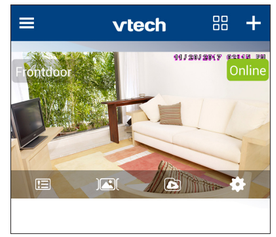


NOTE

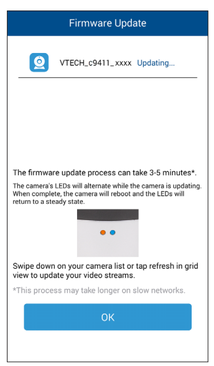
- If you have more than one camera account and want to add your camera to another account, you will need to remove the camera from your original account first. Refer to the **Remove camera** section in the online app manual for instructions.

Update camera firmware

Auto-prompt for camera firmware update

The app will prompt you to update your HD camera firmware when there is a new version available.

- It typically takes 3 to 5 minutes* to update and reboot your camera(s).
- Once the update is complete, refresh your camera list.

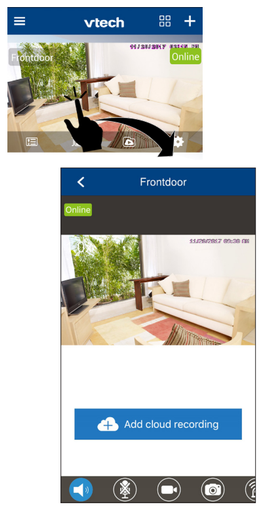


* The duration may take up to 20 minutes depending on your network speed.

Basic operation

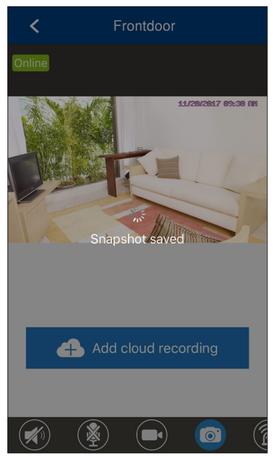
View the live camera

Tap the camera view on the camera list to go to its live view.



Take a snapshot

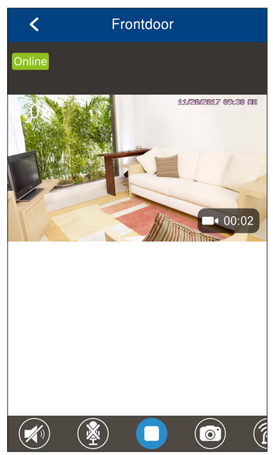
Tap to take a snapshot and save it in your mobile device.



Record a video

Tap to record a video and save it in your mobile device.

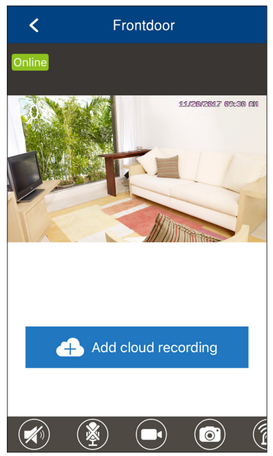
The icon changes to when recording. Tap it to stop recording.



Play or mute sound

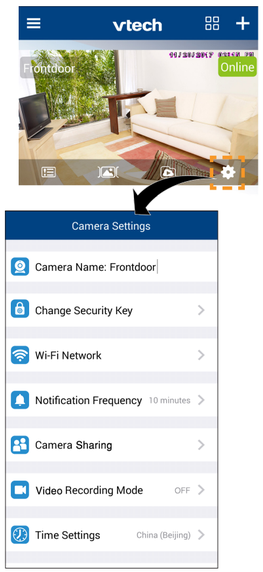
Tap to toggle between play sound or mute sound transmitted from the camera when streaming.

- Make sure your mobile device's speaker volume is not muted.



Camera settings

On the camera list, tap of a camera to go to its camera settings.

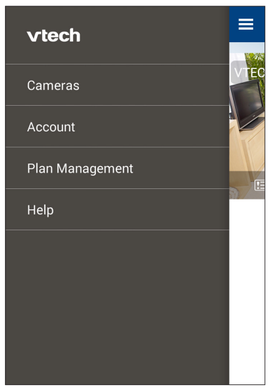


Read the online app manual

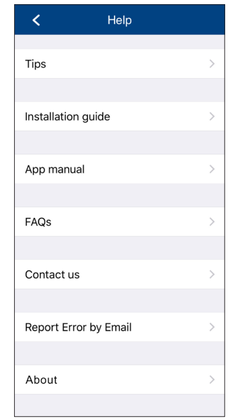
Driven by Android and iOS updates, **MyVTech Cams** mobile app, app manual, and online FAQs will be updated periodically.

For latest information and supports, go and check the app manual and online FAQs.

1. Tap to display the side menu.
2. Tap **Help**.



3. Tap **App manual**.



NOTE

- You can also scan the QR code on the right to open the online app manual in a web browser; or
- Visit below online mobile app manual's web page: vtechphones.com/manual/vc9411