

VC931
VC9311-111
VC9311-112
VC9312-2

2.4GHz Pan and Tilt
IP Wi-Fi Camera



vtech®

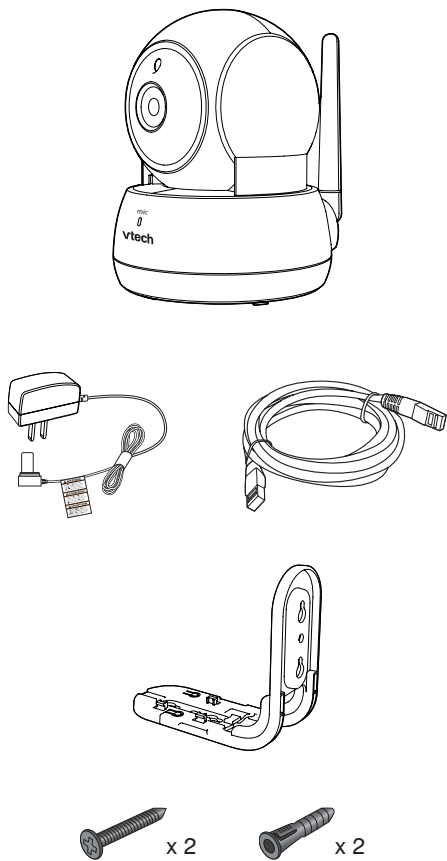
Installation guide

Congratulations

on purchasing your new VTech product. Before using this IP camera, please read **Important safety instructions**.

What's in the box

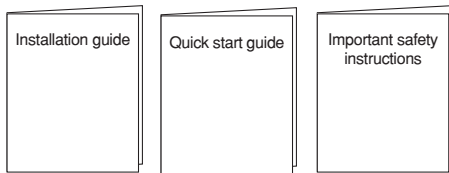
Your IP camera package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



1 set for VC931/VC9311-111/VC9311-112
2 sets for VC9312-2

1 set for VC9311-111

1 set for VC9311-112

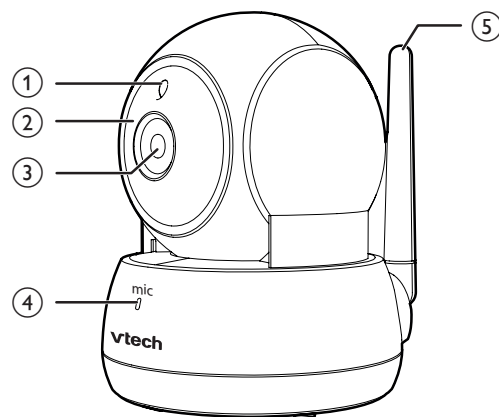


Requirements

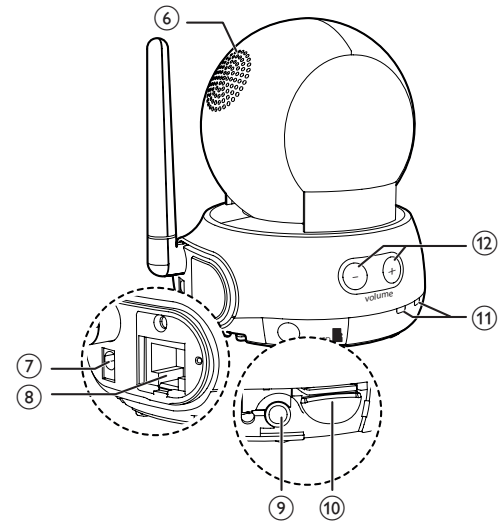
Make sure your system includes the following components, and they meet the minimum requirement.

Smartphones/tablets	- Android® or iOS devices with 3G/4G mobile communication. - Android 4.4 or later; or iOS 8.0 or later.
Network	Support Wi-Fi
Wi-Fi router	2.4GHz IEEE 802.11 b/g/n
Video codec	H.264
micro SD card	Support Class 4 or higher, with storage capacity up to 32GB

Overview

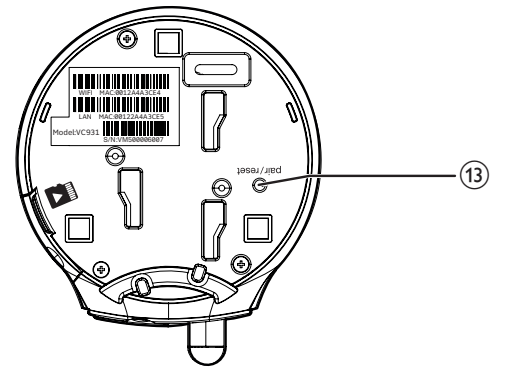


- 1 – Light sensor**
- 2 – Infrared LEDs**
 - Allow you to see clearly in a dark surrounding.
- 3 – Camera lens**
- 4 – Microphone**
- 5 – Antenna**
 - Connect to router with Wi-Fi.



- 6 – Speaker**
- 7 – Power jack**
- 8 – Ethernet port**
 - Connect to router with a RJ45 network cable (optional).

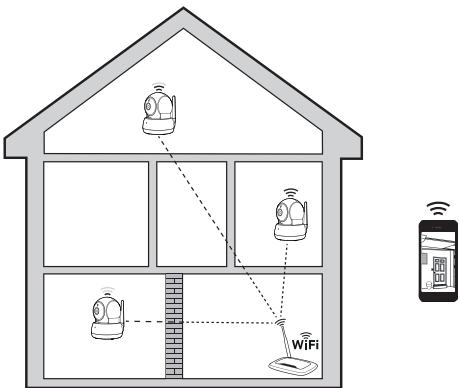
- 9 – 3.5mm line jack**
 - Connect to audio output device (optional).
- 10 – micro SD card slot**
- 11 – LED indicators**
 - Off when the camera unit is not connected to a power outlet, or when they are set to off.
 - Blue flashes when the camera unit is in pairing mode.
 - Blue flashes quickly when the camera unit is connecting to the Internet via Wi-Fi.
 - Orange flashes quickly when the camera unit is connecting to the Internet via network cable.
 - Blue is steady on when the camera unit is idle.
 - Orange is steady on when the camera unit is idle and is connected to the Internet via network cable.
 - Blue flashes slowly during video streaming.
 - Orange flashes slowly during video streaming when connected to the Internet via network cable.
 - Orange and blue flash alternately when the camera unit is updating its firmware.
- 12 – Volume –**
 - Press to decrease the speaker volume.
- Volume +**
 - Press to increase the speaker volume.



- 13 – Pair/reset button**
 - Press and hold for three seconds to enter pairing mode.

How the system works

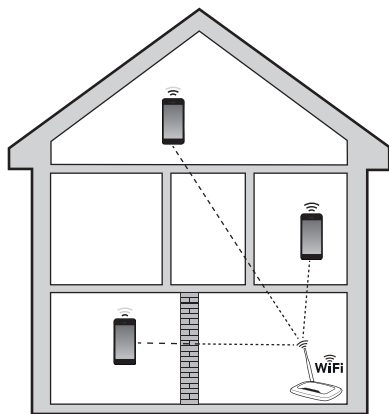
The Wi-Fi router (not included) provides Internet connectivity to your camera. It serves as a communicating channel between your camera and **MyVTech Camera** mobile app, allowing you to monitor and/or control your camera through the app wherever you are.



Test the location for IP Camera

Before you install your camera unit, you need to test which of your selected monitoring areas within the house have good Wi-Fi signal strength. You can use your mobile device's Wi-Fi signal strength indicator to assist in checking. Once you have identified the suitable location, you can install your camera unit. Adjust the distance between your camera unit and the Wi-Fi router if needed.

- TIP**
 - Depending on surroundings and obstructing factors, such as the effect distance and internal walls have on signal strength, you may experience reduced Wi-Fi signal. To improve the Wi-Fi signal strength, adjust the distance or direction of your mobile device. Check with your mobile device again.



Connect

You can choose to set up the camera unit for desktop usage, wall mounting or ceiling mounting.

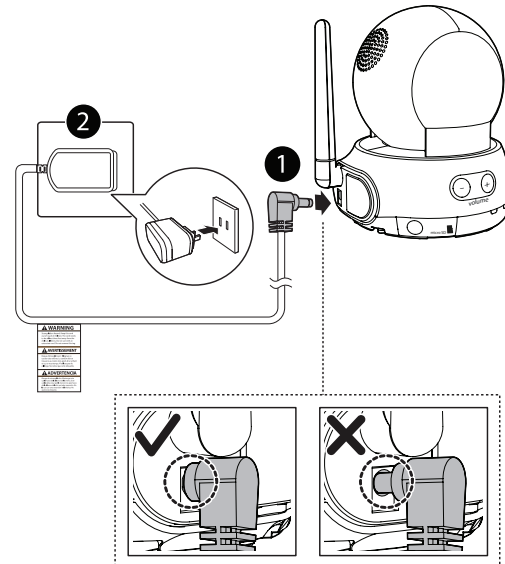
- NOTES**
 - Use only the camera power adapter supplied with this product.
 - Make sure the electrical outlet is not controlled by wall switch.
 - The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
 - Make sure the camera unit and the power adapter cord are out of reach of children.

Connect the IP Camera

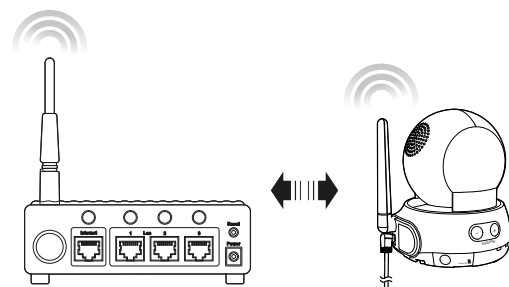
Wi-Fi connection

- NOTES**
 - Before you connect the IP camera, make sure you have Internet access and a Wi-Fi router (**IEEE 802.11 b/g/n**, not included). Data charges apply and service plan may vary for Internet access.
 - Do not plug in the network cable.
 - To maintain compliance with the FCC's RF exposure guidelines, place the IP camera at least 20cm from nearby persons.

- Connect the power adapter to the camera unit and a power supply.



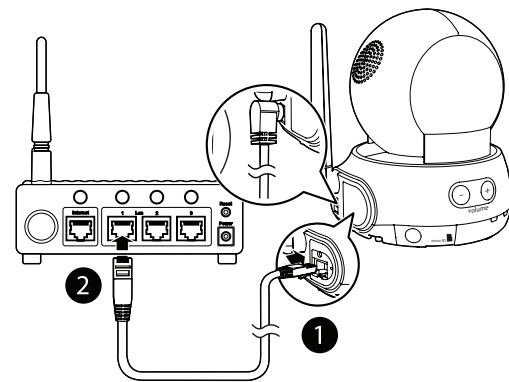
- Place the camera unit at a desired place.



- NOTE**
 - To turn off the IP camera, unplug the camera unit from the power supply.

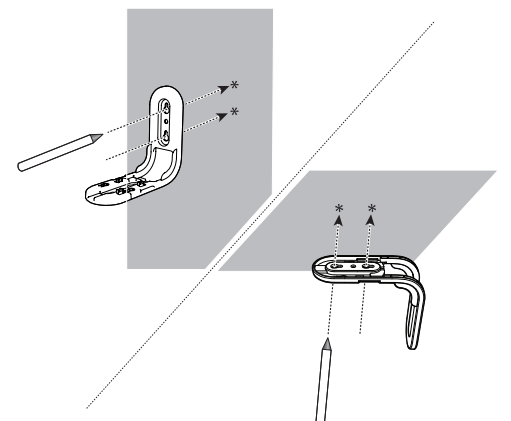
Cable connection (optional)

After you have paired the camera unit with your mobile device via Wi-Fi, you can connect the camera unit to the Internet using the network cable to optimize your Internet connection. Refer to the online app manual for the instructions on how to pair your camera unit with your mobile device.

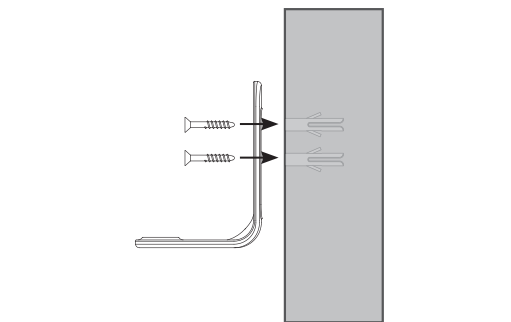


Mount the IP Camera (optional)

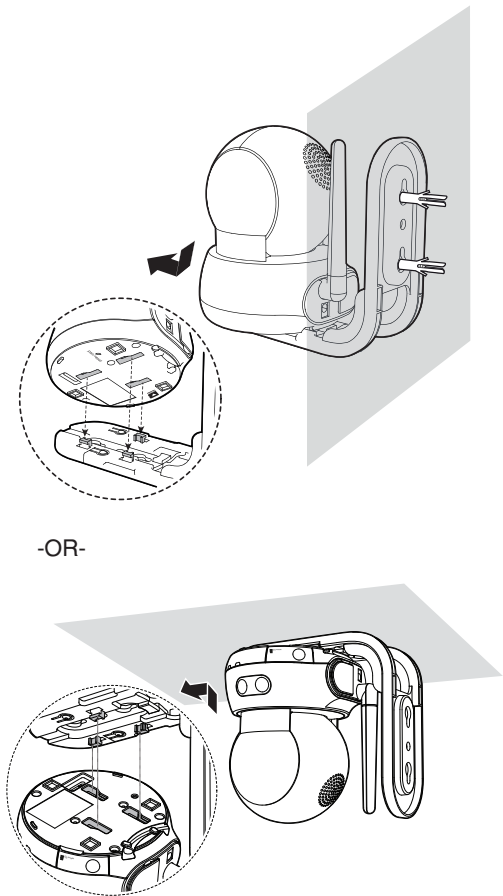
- Place the wall mount bracket on a wall or on the ceiling, and then use a pencil to mark two holes in parallel.



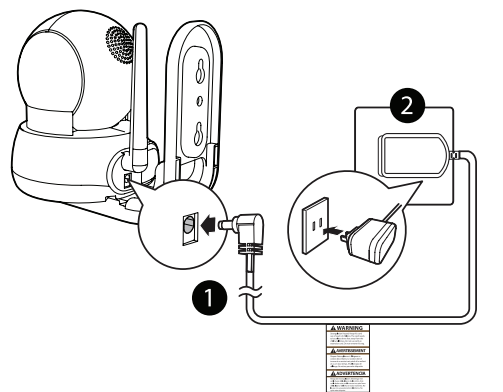
- Remove the wall mount bracket and then drill two holes in the wall or on the ceiling (7/32" drill bit).
 - If you drill the holes into an object other than a stud, insert the wall anchors into the holes and tap gently on the ends with a hammer until the wall anchors are flush with the wall.
- Align the holes on the wall mount bracket with the screws on the wall or on the ceiling. Tighten the screws in the holes.



4. Place the camera unit on the wall mount bracket, and then slide it forward until it locks into place.



5. Connect the power adapter to the camera unit and a power supply not controlled by a wall switch.

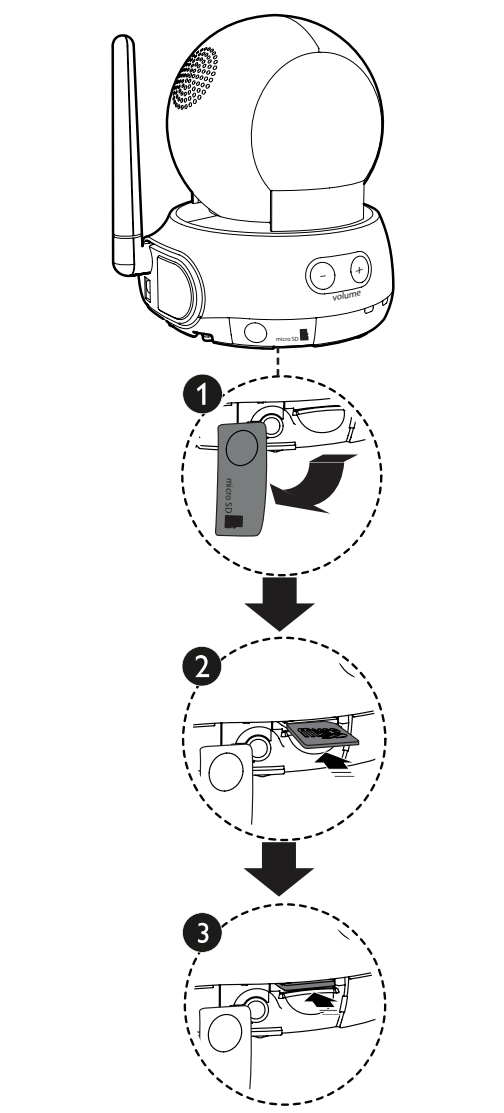


Insert micro SD card

Your IP camera can capture videos of the monitoring area when detects motions. You can choose to save the videos to a micro SD card.

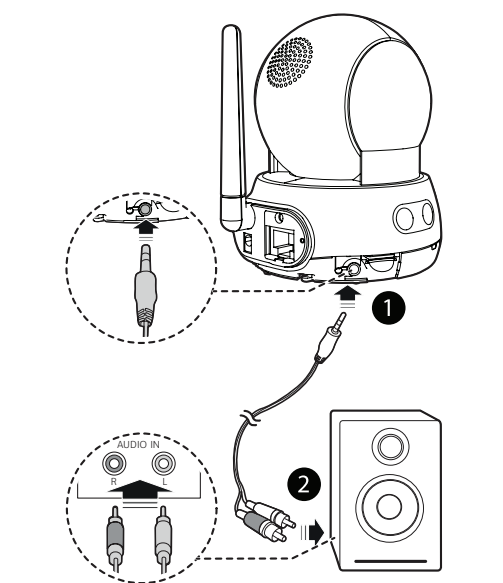
- NOTE**
- Your IP camera supports Class 4 or higher micro SD card, with storage capacity up to 32GB.

- CAUTION**
- Before inserting or ejecting the micro SD card of your IP camera, you must first power off the camera. To power off, unplug the camera from the power supply.



Connect to audio output device (optional)

Your IP camera has a built-in speaker. You can also connect an external self-powered speaker to your camera unit for extra sound quality.



Set up IP camera

After you have connected the IP camera, refer to the Quick start guide included in your package to set up your camera.

IP camera setup:

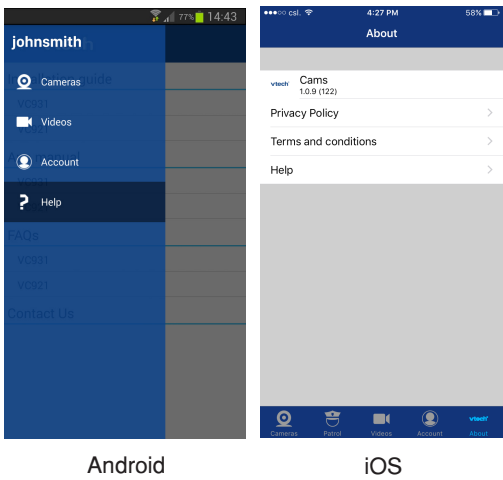
- Create user account
- Sign in
- Add camera
- Reset password

Locate the online app manual

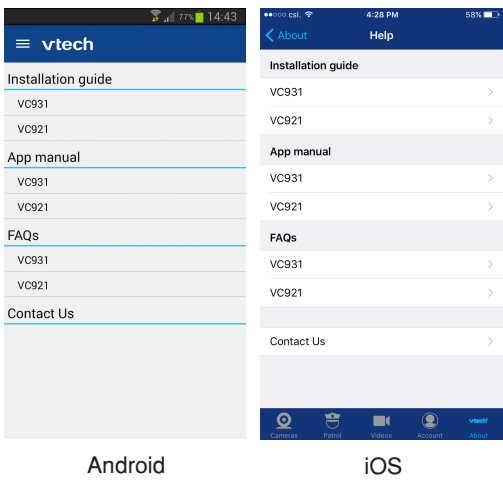
You can refer to the online app manual for the complete operation instructions.

To access the online app manual from the mobile app:

- Tap  on Android device to display the side menu, and then tap **Help**. For iOS device, tap **About** and then tap **Help**.



- Tap **VC931** under **App manual** to read the online app manual.



MyVTech Camera online app manual

The online app manual of **MyVTech Camera** mobile app includes the following information and instructions on using the IP camera:

Setup	- Install the app - Create account - Log in to the app - Add IP camera
At a glance	Overview of the mobile app.
Using IP camera	- Take snapshot or record video - Pan and tilt - Touch to talk - SD card - Play or mute sound - Preset IP camera views - Zoom - Patrol mode
Event log	Event timeline, and how to view, search, share and delete events.
Media	- Show all manually recorded videos and downloaded motion detected videos. - Play back, download, share or delete videos.
IP camera settings	- Rename IP camera - Update IP camera firmware - Change camera time zone - Delete all events of a camera - Set motion detection - Set sound detection - Set flip view - Night vision - Brightness, volume and contrast - Sleep mode - Set video streaming quality - Set status LEDs - Set light frequency - Remove IP camera
User account	- Change password - Manage subscription plan - Notification setting (Android) - Remote connection setting (Android) - Log out of the app

Pair new IP camera

You can add or replace any IP cameras.

The Wireless Monitoring family includes IP cameras **VC921** and **VC931**, which can be purchased separately. They can be paired to your user account with the **MyVTech Camera** mobile app, for example, you can have a combination of **VC921** and **VC931**. You can pair a maximum of eight IP cameras to your user account.

For more details, refer to the online app manuals of **VC921** or **VC931** in the Help page of the mobile app.

General product care

- To keep this product working well and looking good, follow these guidelines:
- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
 - DO NOT expose it to direct sunlight or moisture.
 - Avoid dropping the product or treating it roughly.
 - Clean with a soft cloth.
 - DO NOT immerse the camera unit in water and do not clean it under the tap.
 - DO NOT use cleaning spray or liquid cleaners.
 - Make sure the camera unit is dry before you connect it to the mains again.

Storage

When you are not going to use the IP camera for some time, store the camera unit and the adapter in a cool and dry place.

Frequently asked questions

Below are the questions most frequently asked about the IP camera.

Why does the IP camera not respond normally?	Try the following (in the order listed) for common cure: 1. Disconnect the power to the camera unit. 2. Wait a few minutes before connecting power back to the camera unit. 3. Run the mobile app again.
Why is my screen in black and white?	The screen is in black and white during nighttime or in a dark room. This is normal due to external light sources.
Why does my IP camera show offline?	The camera unit may lose the Internet connection. Check your network and the router setting.
Why is the connection lost every now and then?	Other electronic products may cause interference with your IP camera. Try installing your IP camera as far away from these electronic devices as possible.

Limited warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the repaired

or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

- This limited warranty does not cover:
- Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
 - Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
 - Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
 - Product to the extent that the problem is caused by use with non-VTech accessories; or
 - Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
 - Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
 - Product returned without a valid proof of purchase (see item 2 on the next page); or
 - Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

How do you get warranty service?

NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit.

If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

- Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
- Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Technical specifications

Frequency	Camera unit: 2412 - 2462 MHz
Channels	11
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirement	Camera unit power adapter: Input: 100-240V AC 50/60Hz Output: 5V DC 1500mA

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