TECHview

720p Wi-Fi IP Camera

User Manual
QC-3835

2 Way
Audio

Motion
Detection

microSD Card
Recording

Quick Guide:

1. Connect the USB cable plug into the USB mains adaptor provided or a suitable USB charging port.

2. Insert a microSD card (not included) into the microSD card slot located at the top of the unit.

3. Download the app "NetSee" from Google Play or the Apple App store. Open the app once installed.

App Name: NetSee

4. Sign up to an account entering a suggested username and password.

5. Once you have signed in; press the add camera button and follow the steps.

6. Select your available Wi-Fi home network and enter the correct password. Once selected then proceed to select your current time zone.

7. Ensure the volume is all the way up on your smartphone and place it next to the IP camera's microphone. Once your smartphone is next to the IP camera, press the sound wave button to start the signal.

8. Once successfully paired; you can now view the camera.

Box Contents:
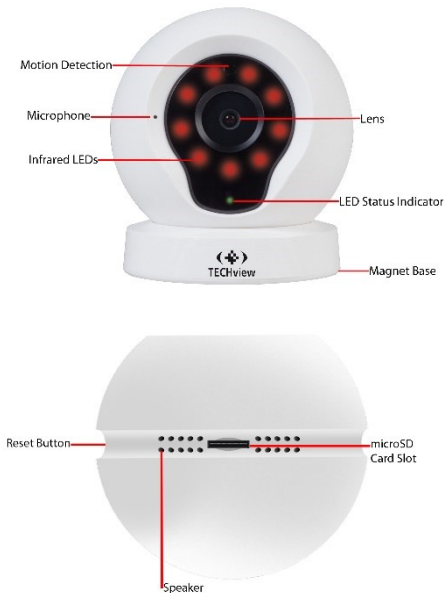

1 x 720p Wi-Fi IP Camera

1 x USB Mains Power Adaptor

1 x Software CD

Product Diagram:

Motion Detection

Microphone

Lens

Infrared LEDs

LED Status Indicator

TECHview

Magnet Base

Reset Button

microSD
Card Slot

Speaker

LED Status Indicator:

Colour	Description
Yellow	Starting Up
Red Flashing	Connecting To Wi-Fi / Setup Complete
Green	Working
Green Flashing	Wi-Fi Connection Successful

Note: The LED can be turned off in the
settings if required.

Installation:

1. Connect the USB cable plug into the USB mains adaptor provided or a suitable USB charging port.

2. Insert a microSD card (not included) into the microSD card slot located at the top of the unit.

3. Once the device is powered up; the LED status indicator should display yellow indicating start up.

4. Download the app "NetSee" from the Google Play Store for Android smartphones or the App store for iOS.
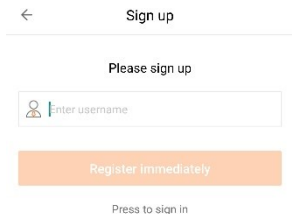
App Name: NetSee

5. Once you have downloaded and installed the app; open the app and a sign in page should display.

6. Press the sign up button for first time use.

Sign in

Sign up

7. Enter a suggested email address for the username and press "register immediately" once complete.

← Sign up

Please sign up

Enter username

Register immediately

Press to sign in

8. Enter a suggested password between 6-18 numbers, letters or characters. Press the finish button once your password has been entered.

Note: Must contain at least a number or character and letter together.

9. Enter your username and password into the sign in screen and press the "sign in" button to log in to your account.

10. Press the add camera button to connect the IP camera or the + button in the top left hand corner.

NOTHING HERE, ADD SOME VIDEOS TO
SEE, MOVE, RIGHT NOW

Add Camera

1
1. Press the "connecting my camera" button; you will also notice a voice prompt will guide you through the setup.

Connecting smart camera

Just take only 30 seconds to complete
binding for keeping an eye on children, parents
anywhere any time and two way talking. And
more intimate function waiting for you to
discover

Connecting my camera

12. Connect to your local modem/router by pressing the select button.

← Step 1 Step 2: Connecting to net...

👤 <unknown ssid>   SELECT

🔒 Wi Fi password

Next

☐ No Wi-Fi Password

13. Choose your local Wi-Fi network from the list on your smartphone. Press the scan button if you wish to refresh the Wi-Fi list.

←   Nearby Wi-Fi   scan

vividwireless-E0A5

Madgwick's

14. Select your appropriate time zone depending on which state and country you're from.

15. Ensure the volume on your smartphone is turned all the way up. Place your smartphone close to the microphone located at the front left hand side of the camera so it's able to hear the pairing sound correctly. The LED status indicator will begin to flash red.

Please move the phone speaker close
to the camera

16. Press the sound wave button to send a
pairing sound to the IP camera. Ensure
your smartphone is placed right next to
the IP camera and in you're in a low level
sound environment.

Please click the icon Send sound
wave
and connect the camera to the
wireless network

Click to send
the sound wave

17. The sound paring signal will now be playing. If you can't hear the sound; make sure your smartphone volume is all the way up.

Sending sound wave...

Send...

18. The pairing will now complete the setup and finish successful.
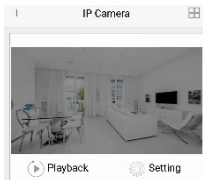If the pairing is unsuccessful then please repeat the pairing setup steps or refer to

the troubleshooting guide at the end of the manual.

19. If pairing is successful; the camera will automatically add to the device list. Press on the camera image to start viewing. Refer to the troubleshooting guide if unsuccessful. To refresh the view; swipe down on your smartphone.

Operation:

Recording:

Smartphone: To record from your smartphone; open the camera in your device list once successfully paired. Press the recording button in the bottom left hand corner to being recording on your smartphone.
Press the recording button again to stop recording.

microSD Card: Once the microSD card has been entered into the camera and correctly paired; the camera will automatically begin recording.

Motion Detection: The motion detection can be setup in the alarm settings which will send you a push notification if someone has activated the camera by motion. Press the alarm notification to

switch to live view once it has been activated.
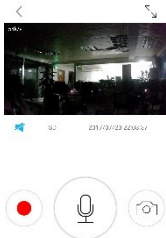
Playback:

Open the smartphone app and press the playback button which is underneath the camera in the device list. This will play back the recordings from the microSD card.
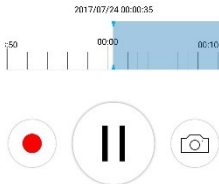
To play back the recordings from your smartphone; press the album button located at the bottom of the app.

Select the correct year, month, day and hour to select your playback files.

Once selected you can fast forward, fast rewind or screen shot when the video is displayed.
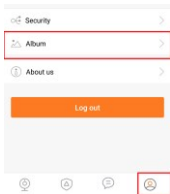
Snapshot Image:

This camera allows you to create a snapshot image and save it on your phone.

Press the snapshot button located in the bottom right hand corner to save an image to your phone.

To view these files; go to the album which is located at the bottom right hand corner of the device list.

Audio:

To hear the audio from the camera; press
the audio button located in the live
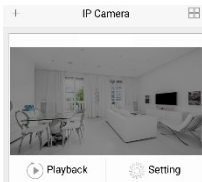camera view. Press it again to mute the
audio.
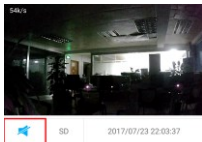
You can talk to the camera by holding the
microphone button down and speaking
into your phone. This will allow the audio
to be played through the camera's
speaker.

Camera Settings:

Press the settings button of the camera located in the device list of the app.

LED: Press the LED tab to turn of the LED status indicators; press it again if you wish to turn it back on.

Image Flip: Press the image flip button to choose between upwards and downwards. Since the camera has a magnet base, you can select the image to be in the upright

position even though the camera is
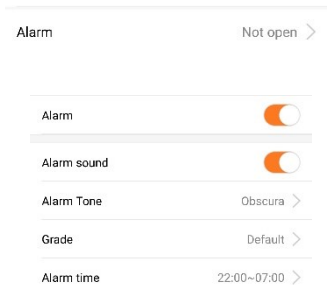positioned upside down.

Alarm: Press the alarm button to show the
alarm and motion detection settings.

Alarm	Not open >

|	
Alarm	🟠
Alarm sound	🟠
Alarm Tone	Obscura >
Grade	Default >
Alarm time	22:00~07:00 >

Alarm: Press the alarm tab to turn off motion detection or press it again to leave it on. Motion detection will be turned on by default.

Alarm Sound: You will hear the alarm sound from your smartphone if the motion has been detected. Press the tab to turn off these sounds.

Alarm Tone: There will be a default alarm sound when the motion is triggered. Press the alarm tone tab to select from any sound file located on your phone if you wish to change the alarm sound.

Grade: Select between low, medium (default) or high movement sensitivity for the motion recording.
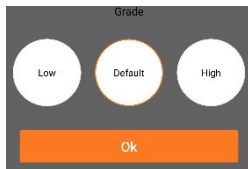
Alarm Time: This allows you to choose a start and end time to choose from for the motion detection. For example; you can just select the camera to record in motion detection for day or night time.

Alarm time： 22:00-07:00

Start

End

Ok

Video Storage: Press the video storage tab to select between standard or high definition recording.

Video Storage   smooth recording >

Press the video storage tab to turn off storing the video onto your microSD card. You can select between smooth, SD (VGA) and HD (720p) recording.
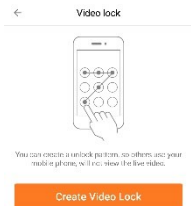
←   Video Storage

Video Storage

○ smooth

○ SD

○ HD

Video Lock: Press the video lock tab to create a lock so that other people using your smartphone are unable to view the video.

Video lock   Not set >

You can create a lock pattern by pressing the create video lock button.

←   Video lock

You can create a unlock pattern, so others and your mobile phone, will no, view the live video.

Create Video Lock

Sub Account Management: Press the sub account management tab to create new users. Up to 15 people can be added to this camera including the admin.

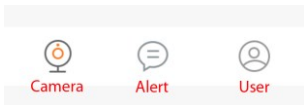Sub-account Management   >
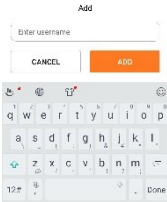
Enter a suggested username and password for the user and press the add button.

Ask the user to download the smartphone app and enter the username and password that you have provided to sign in and view the camera.

To delete a sub account once created; press the delete button to remove them from the user list.
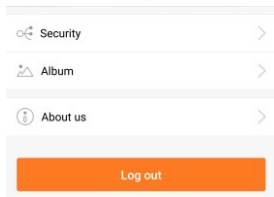
Interface Settings:

Camera: Displays the camera device list.

Alert: Displays the motion detection events.

User: Displays the current user settings and album.

User Settings:

Security: Allows you to change your password, add a security question and email.

🔒 Change password		›
✓ Security question		›
✉ Security email		›

It is suggested that you set a security email and question in case you forget your password.

←	Set Security email	
✉ Please enter a secure email		
👤 Please enter the code		**SEND CODE**

Album: View the saved recordings and images.

Located in the top right corner, you're able to share the images through social media such as Facebook, Twitter, email or SMS.

About Us: Displays the current app version.

Logout: Press this button to logout from the app and return to the login screen.

Software:

Insert the software CD into the disk drive of your computer.

The disk should automatically run, double click on the setup file to start the setup. If it doesn't run automatically, open My Computer and double click on the disk drive (D:).

Note: This PC software is only suitable for Windows; it will not work on Mac.

Press the next button to start the setup.

Press the install button to start installing the files in your computer. Note: The default install location is program files, you can change this if you wish by pressing the browse button.
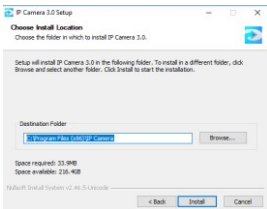
Press the install button to start installing the files in your computer. Note: The default install location is program files, you can change this if you wish by pressing the browse button.
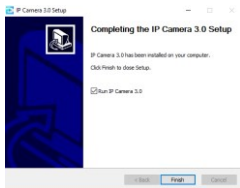
The installation is now complete; press the finish button to launch the PC software.

A dialog box will open for you to enter your current username and password that you setup using your smartphone.

Note: The camera needs to be setup by the smartphone first with an account before you can use the software. You can't setup the camera through the software first.
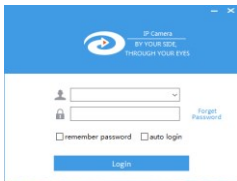
Once you have entered your username and password; press the login button.
You can also select to remember your password or automatically login by ticking the appropriate checkbox.

The device list will appear in the right hand side with the cameras that you have added to your smartphone. Double click on the camera that you would like to open.
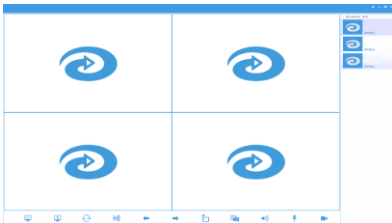
There is a list of options in the bottom task bar that you can select to change. From left to right:

Screen View: Select between such views as single, quad view or six view depending on how many cameras you have.

Turn Off Camera: Turn off the camera screen

Resolution: Switch between smooth, Standard (VGA) and HD (720p) recordings.

Alarm Setting: Select the motion detection time frame.

Page Up: Cycle through your cameras if you have more than one.

Page Down: Cycle through your cameras if you have more than one.

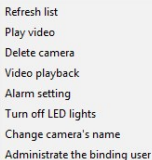**Rotate Screen:** Choose between portrait or landscape view.

Image Capture: Select to save a current screenshot of the image.

Speaker On/Off: Turn the current speaker of the camera either on or off.

Microphone On/Off: Turn the current microphone of the camera on or off.

Video Record: Select to start recording from the camera.

Some additional settings are found by right clicking on your camera in the device list located on the right hand side.

Refresh list
Play video
Delete camera
Video playback
Alarm setting
Turn off LED lights
Change camera's name
Administrate the binding user

You can choose between refreshing the video list, play video, deleting the camera, video playback, alarm settings, turning off the LED lights, changing the camera name and admin for the main user.

Please Note: If the software doesn't install then please install the credit redistributable package located on the CD which will help you to install the software correctly.

Troubleshooting:

Problem	Solution
The camera will not pair	Make sure the volume on your smartphone is all the way up
	Make sure the sound level in your environment is quiet to avoid the camera picking up additional sounds
	Hold the phone as close as possible to the camera

	Check that the camera is in binding mode; the LED indicator should be flashing red
Wireless Network does not exist	Check if the wireless network is hidden, if so then disable the hidden broadcast
	Check if the Wi-Fi frequency is 2.4GHz, this device can't support 5GHz networks

	Check if the Wi-Fi SSID name has any special characters or numbers, please remove these special characters from the name and try to connect again
Wireless Network connection failed	Check if the Wi-Fi password is correct and please try again
	Check if the Wi-Fi network is using WEP encryption, if

	so please change it to WPA or WPA2
Network abnormal, please check the router	Verify that the Wi-Fi network is able to connect to the internet
The camera will not show in the device list after successful pairing	Refresh the device list by swiping down on your smartphone
	Exit the app and login again
The camera appears offline	Re-insert the USB mains power adaptor and restart the device as sometimes it

	can be caused by network instability
Software won't install on my PC	Ensure your computer is a Windows PC, not a Mac
	Install the distribution package located on the software to fix the issue
The Wi-Fi network is not showing	Make your Wi-Fi network visible, the unit can't show hidden networks
	Check to see if your network is 5G, this device

	only supports 2.4GHz Wi-Fi
Problem with the binding process, linked to another account	Contact your place of purchase and provide them with the ID number shown on the message so that the device can be reset
Won't connect to the internet	Check to see if the Wi-Fi password has been changed
The microphone isn't working	Check the audio settings on your phone and allow

	the app to have access to the microphone
The video is not clear	Change the recording setting to HD to show the highest quality
Can't replay video	Check to see if a microSD card has been inserted correctly
	Only after 10 minutes of inserting the microSD, can the video be replayed.

	Put the microSD card in a computer to check if it's still working
	Reformat the microSD card
	Reset the camera
No push notifications when alarming	Check the settings of your phone to ensure the push notifications are allowed

FAQ:

1. Q: I have forgotten my password.
   A: Press the forget password button to retrieve it via your security email address. If you have not set this; please contact your place of purchase to have the unit reset.

2. Q: Can more than one person view my camera
   A: Yes, up to 15 users can view a single camera. The camera paired originally with the unit is the administrator.

3. Q: How many cameras can you add to the smartphone app?
   A: Up to 99 cameras can be added to a single app however it will slow down opening the device list if you have multiple cameras added.

4. Q: Can this camera be viewed in an internet browser?
A: No; only can be viewed via the smartphone app or PC software.

5. Q: Can the software work on Mac?
A: No; it can only work on Windows.

6. Q: Why can't some smartphones show the video?
A: The camera requires a minimum Android version above 2.3 and 5.1 for iOS devices.

7. Q: Can the night vision be turned off?
A: The night vision is switched on automatically when low light is detected.

8. Q: Can the camera be setup via my PC?
A: The camera needs to be setup by a smartphone first in order to create an account.

9. Q: Can I delete my camera from the app?

A: Yes; you can delete the camera from the app by going into the camera settings and pressing the orange delete button which is located at the bottom of the screen.

10. Q: How do I reset my camera?

A: Get a small pin and insert it into the reset hole located on the right hand side of the camera. Hold it down for up to 10 seconds until the LED lights off.

Specifications:

Wi-Fi Frequency: 2.4GHz
Image Sensor: 1/4" CMOS
Resolution: 720p (1280 x 720)
Megapixel: 1.0
Frame Rate: 25fps
Viewing Angle: 110°
Video Compression: H.264
Video Format: .264
Infrared: 10 x IR LEDs
Supported User Accounts: 15
Supported IP Cameras: Up to 99
Video Storage Time: Up to 40 Days
(Smooth Recording)
Storage: Up to 64GB microSD Card
Power Consumption: 500mA
Power Supply: 5VDC, 1A
Dimensions: 70(H) x 60(W) x 57(D)mm