Hassle Free IP Camera User's Manual

Version: 1.0.0

NetView reserves the right to make any changes and amendment to this manual. The content may be renewed as our service develops or changes. Please visit www.netviewtech.com for more information.

I. Hardware Installation

Firstly, connect the network cable with the network interface on the backside of the camera and the route or Modern, so as to access network.



1. Connect the attached power adapter with the DC input port on the backside of the camera and the wall socket power or an electrical outlet (Before connecting power, please check whether the power adapter and the electrical outlet are in good condition, for the sake of your personal safety and avoiding unnecessary loss.) The power supply is normal if the red LED power indicator lights.

II. Begin to use
    1. Login
       Enter www.mynetvue.com in the address bar with a browser, and come to
the user register interface. If you are a new user, please open an account first.



    2. Register
       On the login interface, click "Register" and enter user register interface.
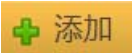       Complete your register by following the prompt.



       (Note: Email is required for password regain. Please ensure it correct.)

    3. Add camera
       In the message box for adding camera, enter the camera's ID in the bar *Camera ID*
(This ID No. is a unique identity of the camera which is attached in the label or package of

the camera), then give the camera your favorite name. Click **Add** button  to

finish this procedure. If you currently don't want to add the camera, select **Cancel** ,
and it return back the page.



### III. Plugin installation

Verify the installation of a small plugin:

First, playing video from this camera on Web requires a small plugin java. If there is no this plugin installed in your computer before, after login please follow related prompt popped up on the browser to download the plugin. If you miss the prompt on the webpage, prompt will appear when you drag a camera to play video, as below:

The page you are browsing uses Java. Microsoft webpage provides more information on Java.
Do not show this message again.    More information    OK

Based on the above sample prompt for java plugin on IE browser, here explain the installation process(Prompt for process on different browsers varies).

Click "*More information(M)*", and then on the new page follow prompt to install java.

Follow the below steps to install Java:

1. Click "Start" button, then "**Internet Explorer"** to open Internet Explorer.

2. Enter www.java.com

3. Click "*Free Java Download*", and then click "*Agree and Start Free Download*". If there is prompt requesting admin password or confirm, please enter password or confirm.



4. If there is a yellow information bar(Warning you that the page requires ActiveX or Add-Ons from Sun Microsystems), please click this bar and then the "*Install ActiveX*" or "*Install Add-Ons*". When it appears message window "*Security warning*", please click "Run".
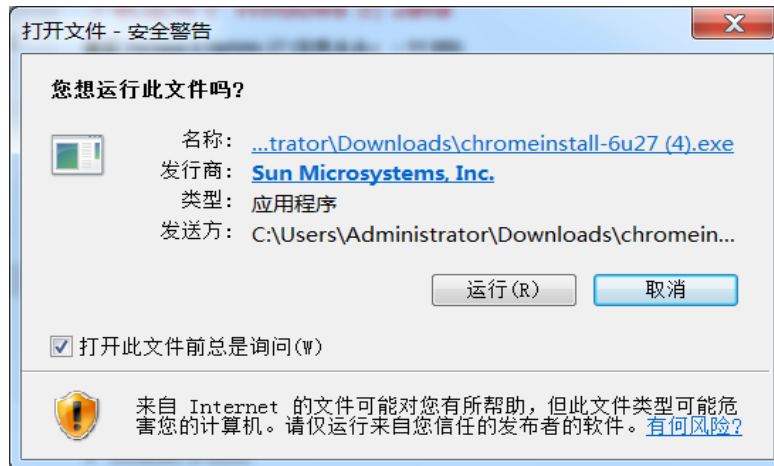
5. Click "Install". ( Please note that, user can change default installation place *C:\Program Files\Java* into other places if user selects the check box **Change Destination File** and follows instructions.)



6. When a finish window appears, please click "**Close**". There is no need to fulfill additional settings to Java, and no need to restart the computer.



If you download it by a download tool like Thunder etc., you can find it in your assigned file, then with the mouse double click or right click it to install.

**IV. Live viewing**

     After finishing the procedure of adding your camera, with the mouse drag (move the mouse on the camera icon or name and then press left mouse button for movement) your camera(Or a shared camera from other user) to designated area on the right side. And the video starts to play.



     ( Note: Only when the camera is online can it be dragged and played. The camera is online when its icon is in green, and offline in red .)

**V. Download and playback**

     The access to video playback and download is on the page of user control center. You can set the time to begin playing back the video and choose a video clip to download in a time slot as you want. The precondition is that there is a piece of memory card in the camera and the video data you want are still kept on the memory card.

After selecting a wanted time slot, you can download the video data memorized on the TF card. The download prompt may be varied due to different browsers you use.
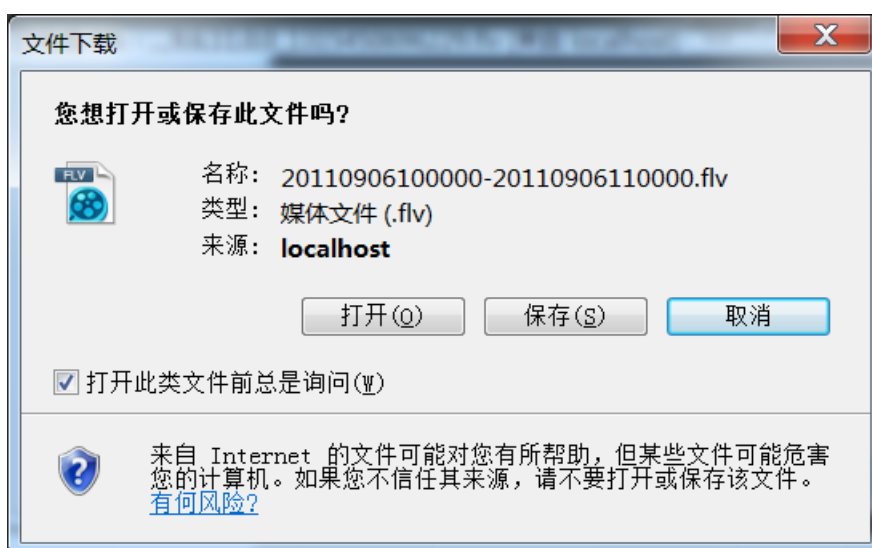


In a popped up download window, select *Save*, and the video data will be saved in a file pointing

to your appointed path after your confirmation. If you download the video data by a download tool like Thunder etc., you can find them in your assigned file, then with the mouse double click or right click the video clip to watch.
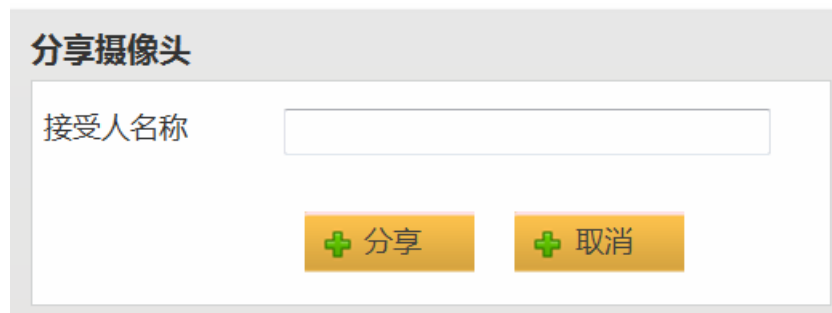
六、分享
VI.Share
1. Share with friends

In the list of *My Camera,* move your mouse to a camera, and select ***Share*** in the dropdown list:



In the message window, enter the shared user name (Shared user should have an account in this website) and click ***Share***  to complete. If you currently don't want to share, click ***Cancel***  to return.



2. Share on a social network site

    This function is under development. Please keep attention to it.
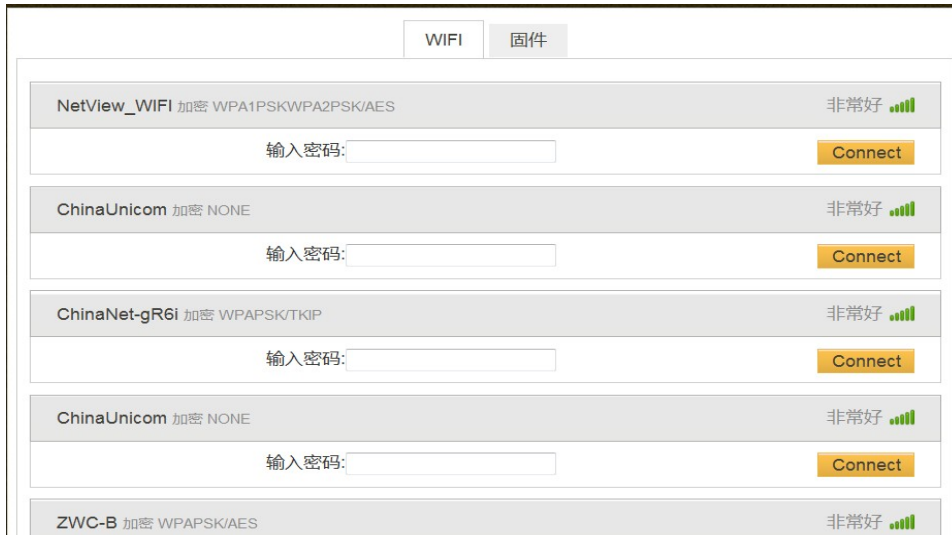
3. Embed video in a third website

    This function is under development. Please keep attention to it.

VII. **WIFI configuration**

WIFI configuration is on  page of user control center. Select an online camera. Then select your wanted wifi in the list of discovered wireless signal, and enter its password. Click **Connect** button to access.



If the below prompt appears, it means that the wifi is being configured. User can close this window after several seconds. Then remove the network cable and repower the camera.
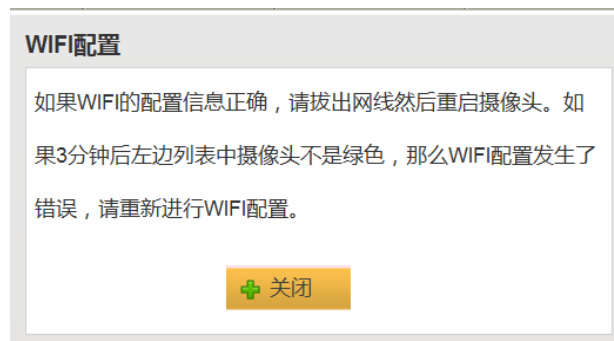


If your WIFI configuring information is correct, please disconnect the network cable and restart the camera. If the camera in the left list is not in green in 3minutes, an error may have occurred on configuring WIFI. Please reconfigure WIFI.



If it appears the prompt *Obtaining firmware/Wifi information has timed out,* please check whether your network is in normal condition.

(Note: In the first time of configuring wifi, please ensure that the camera has been in normal network condition by network cable. Only after the success of WiFi connection, can you remove the network cable and use the camera anywhere within the WiFi signal)

**VIII. Firmware update**

Firmware update is in the **Setting** 设置 page of User Control Center. Select an online camera, and click "**Firmware**" after obtaining firmware/wifi information.



On the firmware page, information includes camera name, firmware type, firmware version, and release date. Click *Update firmware* to complete. There will be prompt to restart the camera.



Firmware update is finished. Would you like to restart the camera and re-login? Click (*Yes*) to restart the camera and exit.

Congratulations on getting your firmware version latest, if no valid button *Update Firmware* can be found after firmware/wifi information is obtained.

## IX. Other Functions

### 1. Remove Camera

In the list *My camera,* move your mouse to the camera name you would like to remove, and click *Remove* in the dropdown list. Then the camera is removed. If you want to rework this camera, please add it again.

2. <span style="color:green">Cancel Sharing:</span>

In the list ***My camera,*** move your mouse to the camera name you have added, and click click ***Cancel Sharing*** button in the dropdown list. Then from the list of cancel camera, select the username you would like to cancel sharing. If there is no other shared user, the list will be blank.
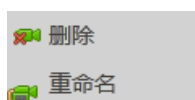


3. Rename Camera

In the list ***My camera,*** move your mouse to the camera name you have added, and click ***Rename*** in the dropdown list. Then in the popped up window enter the new name of the camera and click ***Rename*** . If you currently do not want to change the name of the camera, please click ***Cancel***  and return.
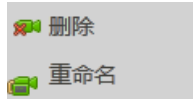


4. Revoke Camera:

In the list of shared camera, move your mouse to the camera name that is shared by the other user, and click ***Revoke*** in the dropdown list. Then the shared camera is called off.



5. Rename Shared Camera

In the list of shared camera, move your mouse to the camera name that is shared by the

other user, and click **Rename** in the dropdown list.



Then in the dialog box enter a new name and click **Rename** 重命名. If you currently

don't want to change the name of the camera, please click **Cancel** 取消 and return.



6. Change password

Click the button in the top right corner to change password. You will be required to
enter your old password and new password, and confirm the new password. Then click
**Submit** 提交 button to finish. If you currently don't want to change password, click
**Cancel** 取消 button to exit.



7. Retrieve Password

If you have forgotten your password, please don't worry about it. You can reset your
password according to the reset password function. Have forgotten your password on the login
page? As below please click "Click Here" to enter the interface of Reset Password.

Please enter your username and email address (The email must be the one you have associated with this username), and then click **Reset Password** 重置密码 button. The new password of this username will be sent in a mail to your email address. If you suddenly remember the password before reset password, you can click **Login** 登录 button to login your account in the popped up login interface.

8. Local storage for video data

You can insert a piece of TF memory card with memory capacity of 2G/4G/8G/16G/32G etc. into the camera for video data storage. (The camera should be repowered after memory card is installed.)

X. **Mobile phone usage**

1. iphone

On your iPhone, enter www.mynetvue.com in the address bar with a browser. It will come to a mobile phone login page. Please enter your user name and password to login.



Watch video: Click the triangle button ▶ on the right side to play video. (Only when the

camera is online can you play the video. The camera is online when its icon is in green ,

and offline in gray . There is no triangle button to play video when the camera is offline.)

Add camera:

On the live broadcast page of user control center, click *Add camera*: 

In the message box for adding camera, enter the camera's ID in the bar *Camera ID* (This ID No. is a unique identity of the camera which is attached in the label or package

of the camera), then give the camera your favorite name. Click *Add* button 

to finish this procedure. If you currently don't want to add the camera, select

*Cancel* , and it return back the page.



Share camera:

In the list *My camera,* select a camera which you would like to share with the other

users. Click the left camera icon( / ), then click *Share*  button in the

dropdown list. In the popped up window, enter the shared username and click *Share*

button. Then the camera is shared. If you currently don't want to share the camera,

click **Cancel** ![+取消] button to stop.



Remove camera:

In the list **My camera/Shared Camera,** select a camera which you would like to remove.

Click the left camera icon( ![camera icon] / ![camera icon] ), then click **Remove** ![删除] button in the dropdown list. Then the camera is removed.

In the list *My camera,* select a camera which you would like to stop sharing with the other users. Click the left camera icon( 📹 / 📹 ), then click *Cancel Sharing* 🚫 删除分享 button in the dropdown list. In the popped up window, select the user name with whom you want to stop sharing. And click *Cancel* ➕ 删除 button. Then the sharing stops. If you currently don't want to stop sharing the camera, click *Cancel* ➕ 取消 button to stop.



Change password:

Click the button 🔑 in the top right corner to change password. You will be required to enter your old password and new password, and confirm the new password. Then click *Submit* ➕ 提交 button to finish. If you currently don't want to change password, click *Cancel* ➕ 取消 button to exit.

**2、Android**
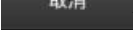
For Android mobile phone user, you need to download by your phone our application software name ***NetviewA.apk*** for the Android platform (Apps to download at: www.netviewtech.com).

Software setup:

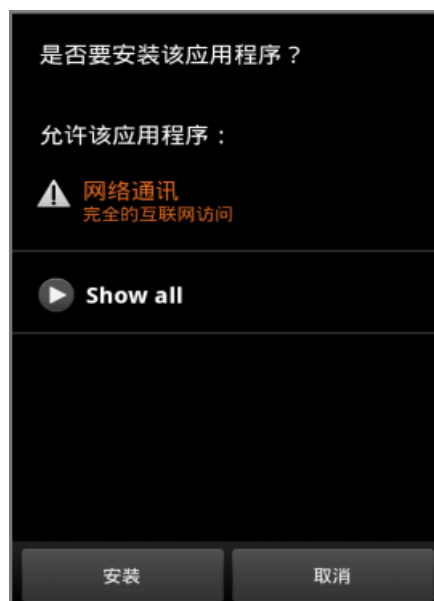Firstly, find the software  you have downloaded on your phone. Now click and begin to setup:



Click ***Install***  button as beginning. If you currently don't want to

install, click **Cancel** 取消 button to return back. Install interface will appear if you decide to install.



If you want to experience the software to watch video, click **Open** 打开 button after finishing the installation. If you currently don't want to use the software, click **Finish** 完成 button to end the procedure. You can find this application software in the software list on your phone. Click its icon to use it anytime when you want. Username and password are required to login.
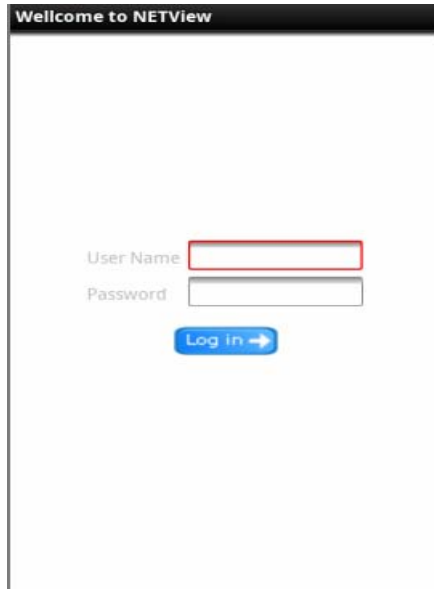
      Account management center: Enter the account management center after your login. There are functions here such as Watch Camera, Add Camera, Share Camera, and Remove Camera.
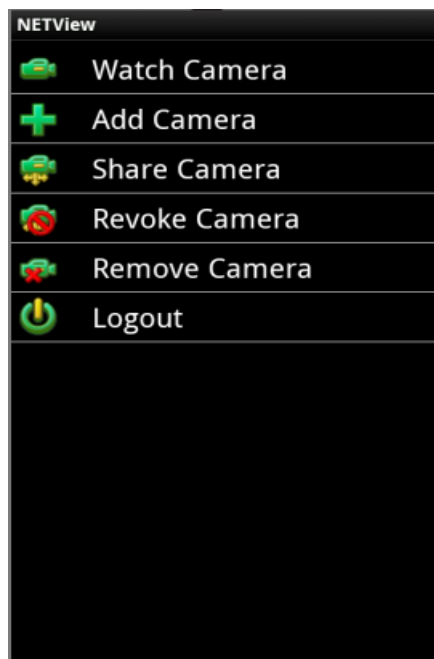


<span style="color:green">Watch Camera:</span>

      On the page Account Management Center, click ***Watch Camera*** . It appears your camera list (including the shared camera you got from the other users). Select an online camera and you can now watch real-time video. (Note: Only when the camera is online can it be played. The camera is online if its icon is in green , offline in gray .)

| NETView | Video Player |
|---|---|
| My Cameras | |
| 🎥 netviewtest | |
| | |
| Shared Camera | |
| Reback | |
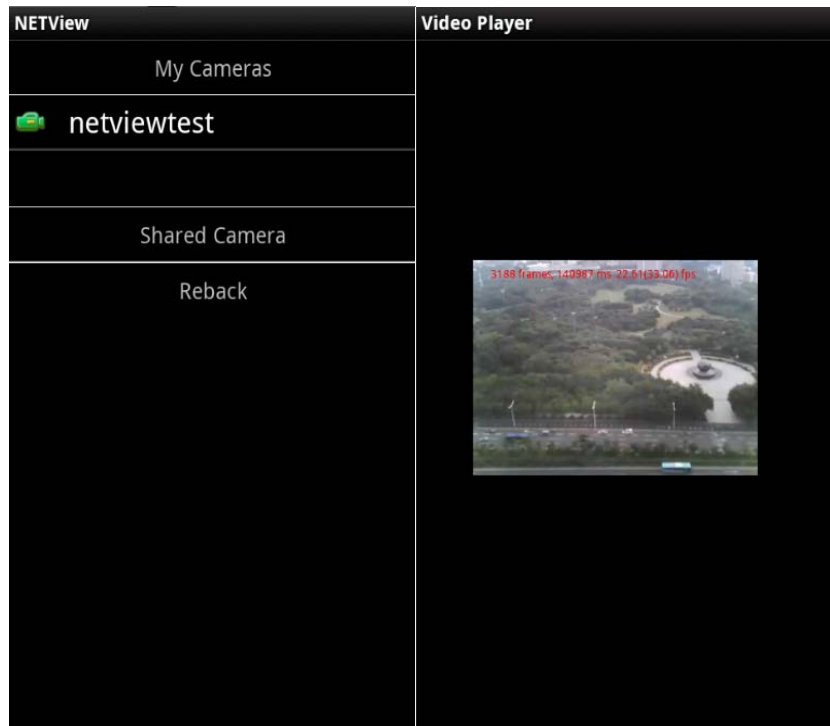
(The size of window to play video is related to the screen resolution of your cell phone)

Add camera:

On the page of Account Management Center, click **Add camera**:
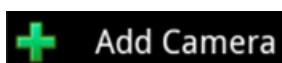


In the popped window, enter the camera's ID in the bar **Camera ID** (This ID No. is a unique identity of the camera which is attached in the label or package of the camera), then give the camera your favorite name. Click **Add** button to finish this procedure. If you currently don't want to add the camera, select **Cancel**, and it return back the page.
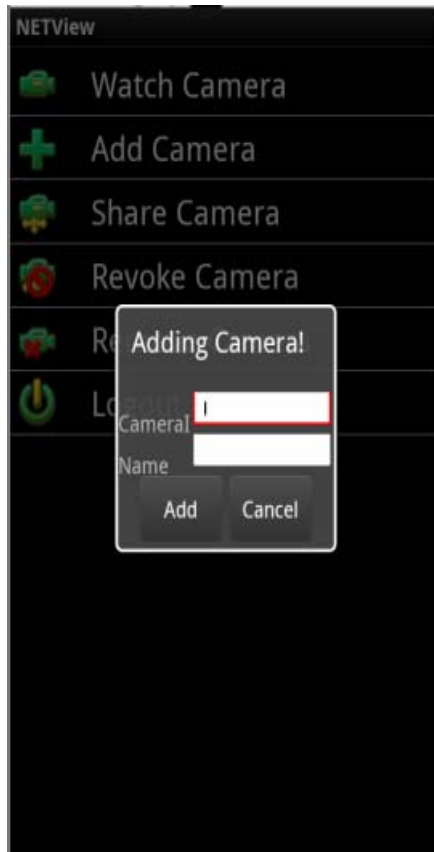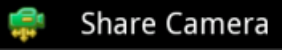
Share Camera:

On the page of Account Management Center, click **Share camera**: . Then select from the camera list a camera which you would like to share with the other users. In the popped window, enter the shared username. Click

**OK**  button to carry out sharing. If you currently don't want to add the camera, select

**Cancel** .
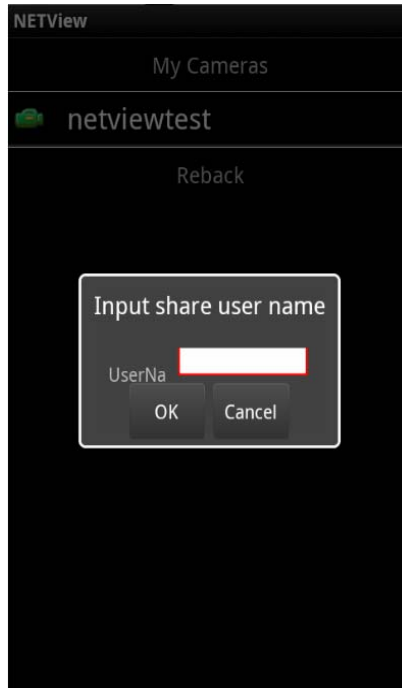
Revoke Camera:

On the page of Account Management Center, click **Revoke camera**  to enter a list which shows the shared users. Then select from the list the users with whom you would like to stop sharing.



Remove Camera:
On the page of Account Management Center, click **Remove camera**  to enter a list which shows your own cameras and the

cameras shared to you by the other users. Then select from the list the cameras you don't want to keep.
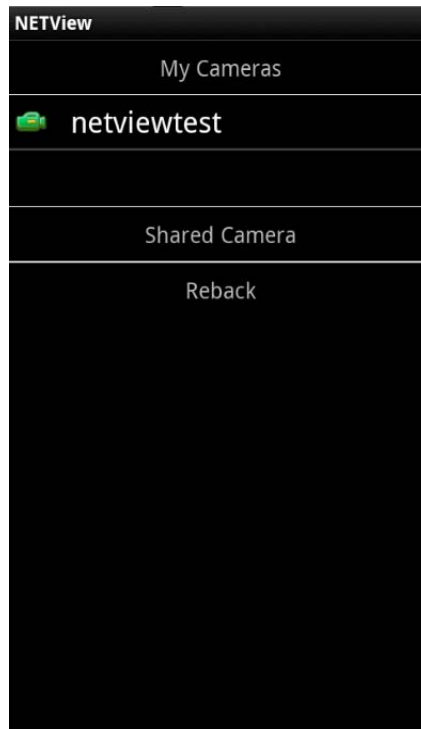


Logout:

On the page of Account Management Center, click ***Logout***  to exit. It will come back to the login interface.

## XI. Trouble shooting

1. Is it easy or not to install and setup a Hassle Free IP Camera?

    Answer: It's extremely easy to install and setup a Hassle Free IP Camera. You can begin using it by just connecting its power and network cable.

2. Is it difficult to use the Hassle Free IP Camera?

    Answer: It's also very easy to use this product. You can login to our operation website: www.mynetvue.com to register for an account first and then add the camera to begin watching video. In addition, you can use iPhone or Android mobile phone to watch video anytime anywhere after installing our software.

3. If I forget my password, what should I do?

    Answer: You can reset your password of the account by password reset function.

4. How can I solve the problem that the LED lamp didn't light?

    Answer: Please check whether the power socket is on normal work? The power adaptor is in good condition? And whether the network is available?
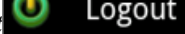
5. Why did my Web browser display the webpage incorrectly?

    Answer: It's likely because the browser version you use is too old.

6. How will the Hassle Free IP Camera protect user's data from being revealed?

    Answer: We highly value the protection of user's privacy. So we implement very strict management system combining fairly strong encryption to protect user's privacy. There is no need to worry about the security of the private data in NetView, as long as user can properly use with safe password and effective antivirus software to remove Trojan horse.

7. What can the Hassle Free IP Camera do for me?

    Answer: Hassle Free IP Camera provides you with a video management system aimed at small and medium sized business and family. Once you have this network camera, you can see the real time video of the scene on either mobile phone or computer, no matter you are on a business trip or at home.

8. What should I do if I want to use the service of Hassle Free IP Camera?

    Answer: Steps to use the service of Hassle Free IP Camera: First, buy this product. Second, install it. Third, register and begin using.

9. How is the resolution of this camera?

    Answer: If you watch the video of the camera on personal computer in the same LAN, the resolution of real time video is VGA (640 x 480). If for remote video on internet, the resolution of real time video is QVGA (320 x 240).

10. Does this camera have record function? If yes, how long of video can it record?

    Answer: It has record function. A piece of 32G TF memory card can support 7days circulating memory for video of VGA（640*480）format.

11. How can I use mobile phone or PC to watch real time video from the Hassle Free IP Camera?

    Answer: Please refer to its user's manual or user's guide.

12. Is there any limitation on mobile phone to watch video?

    Answer: Currently it only support iPhone and Android mobile phone.

13. Is the camera waterproof?

    Answer: No, it isn't. This camera is more suitable for indoor use.

14. Does it support WiFi wireless network?

    Answer: Yes, it does. Built-in WiFi module leads to easy access and setting to WiFi network.

15. Can this product support audio?

Answer: This function is under development, and will be available in subsequent versions.

16. Is there PTZ function?

Answer: This function is under development, and will be available in subsequent versions.

17. Can its video be shared to a social network site and embedded to a third webpage?

Answer: This function is under development, and will be available in subsequent versions.

## FCC Warning

1. 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.

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

2. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

## RF Exposure warning statement :

The antennas used for this transmitter must be installed to provide a
separation distance of at least 20cm from all persons and must not be colocated
or operating in conjunction with any other antenna or transmitter.