Complete Surveillance User Guide

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If you have any questions, you can always contact our customer support.

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1. Introduction

The Vimtag solution combines an advanced software monitoring and control application with sophisticated cameras and storage devices to provide an easy-to-install and easy-to-use complete business and home surveillance system.

Using the Vimtag solution, you can quickly and easily:

- Observe what is happening in real time from remote locations
- Capture and store video and images both manually and automatically
- Modify the viewing area covered by each camera (in some cases you can rotate the camera nearly 360°, tilt the view to capture areas above or below the current view, etc.
- Zoom in to get a better view of a specific area
- Communicate with people (or pets) in the viewing area
- Hear what is happening in the viewing area

Vimtag cameras are available in several configurations and combine with an advanced cloud-based application that lets you manage and control each device you add to form your overall security solution.

You can customize the size of your solution by adding devices to your account at any time, making the Vimtag fully scalable to meet the needs of any commercial or private entity.

This document details how to install and work with the Vimtag solution as well as its key benefits.

Key Benefits of the Vimtag Solution

Traditional IP cameras tend to be difficult to install and use. The Vimtag IP cameras are simple to set up and operate. They offer the ease of a truly Plug and Play system with many distinct features and functions. Unlike other solutions, Vimtag does not require you to define port mapping settings, deal with an IP address, or define DNS server settings.

Use Examples

In a small business, a single camera might be installed to enable the business owner to monitor who enters and exits the store during the day and any night traffic once the business is closed. This can even be done remotely, long after business hours have ended.

In larger businesses, even if located in multiple sites or even different cities, several cameras, including indoor and outdoor models, can be combined with the VimBox to record and store activity within the viewing area. Security guards onsite can use the motion detection options to be alerted if someone enters restricted areas. Alerts are triggered and notification to mobile devices can be configured.

In residential use, the Vimtag solution provides security for the home as well as the ability to monitor what is happening while you aren't there. You can observe your children and those who are responsible for them when you are not home; you can set the cameras up as added protection for elderly parents; you can even use it to watch what your pets are doing while you are away. If you don't expect any visitors to come through your back door, you can set Vimtag's solution to notify you if it detects any motion from this direction. The Vimtag solution offers many benefits, including:

- Supports wireless streaming real-time video on computers, Android and iOS devices (iPhone, iPad), ensuring a smooth image. Offers 25 frames per image transmission, can record 720p HD images.

- Remote monitoring for real-time control from any computer or mobile device, any location, at any time.
- Motion detection function.
- Two way audio to listen to sounds from the area under surveillance; to communicate with those who are there.
- Ability to view recorded videos and snapshots.

The advanced web-based application enables you to access and view surveillance activity via a wide variety of mobile devices, including both iOS and Android devices. Another benefit of the Vimtag solution is its cost-effectiveness, making it an ideal solution both for large corporations that need to secure large areas, as well as smaller businesses and even homeowners wishing to provide surveillance and security on a more moderate scale.

Overview of the Vimtag Workflow

The main steps in getting started are:

- Downloading the Vimtag app to either your mobile device or computer.
- Opening the application and signing up to create a user account. This user account can be used for many cameras and storage devices so you only need to do this once, regardless of how many or which types of devices you are installing.
- Set up each camera and attach it to your Ethernet or Wi-Fi network.
- Add the device to your account. You will need to do this for each device (camera or VimBox).
- Manually adjust the camera to optimize the area under surveillance by viewing the real-time feed on your computer or mobile device. For more information, see ***Fout! Verwijzingsbron niet gevonden.***.
- Begin monitoring or recording with your camera.

2. Vimtag Devices

The Vimtag solution is a fully scalable, modular system built by adding one or more cameras to your account. It can be expanded, as needed, to include VimBoxes and additional cameras. All of the Vimtag cameras offer wireless connectivity and can be added to a Vimtag account and then controlled and managed remotely via the Vimtag app (either run on Windows, MAC, Android or iOS platforms).

The following table explains each of the currently available camera models and the benefits and features of each.

Model	Image	Description
Vimtag P1		Vimtag's P1 Series offers unparalleled quality, packaged in an attractive, patented design. P1 provides hi-definition video recording capabilities with a 4x Digital Zoom and 2-way voice with high echo cancellation. It is equipped with advanced night-vision technology and storage either through an SD card (up to 64 GB) or via wireless connectivity, it can store snapshots and videos on a Vimtag VimBox. Use this camera for indoor security and surveillance.

Model	Image	Description
Vimtag VT-361		Vimtag's VT-361 supports two-way voice intercom, pan/tilt capabilities up to 120°, zoom and the ability to rotate and broadcast images of nearly 360°. The camera has built-in Infrared LED and offers up to 10 meters of night vision, whole day monitoring, unbiased color images. Supports motion detection, external alarm detection for the implementation of comprehensive protection. Use this camera for indoor coverage only.
Vimtag B1		Like the indoor cameras, the M1 works seamlessly with the Vimtag App. It features night vision, motion detection alerts, and is specifically designed to be weather-proof. It takes videos that are clear and smooth even when viewed from multiple apps, SD cards, or a VimBox. This camera is intended for outdoor use.

Model	Image	Description
Vimtag M1		The M1 Series offers a small, elegant, compact, indoor camera that can be mounted or placed in small or inconspicuous places. It offers HD video, motion detection notifications, 2-way voice with high echo cancellation. It features a wide viewing lens, and night vision up to 8 meters and should be used indoors, especially when you want the camera to be inconspicuous or mounted in a small, tight area. This camera is for indoor use only.
VimBox S1 (1 TB and 2 TB models)		The Vimtag Vimbox is the ideal solution for storing the videos and snapshots taken by all your Vimtag cameras. It provides seamless integration with the cameras and can easily be accessed by Android devices, iOS devices, and computers using the Vimtag App.

3. Installing the Vimtag App

You can operate and control the Vimtag cameras in several ways by downloading and installing the Vimtag app, available for the following platforms:

- iOS or Android devices (both phones and tablets). To use the application, you need to have:
  - iOS devices: iOS 5.0 or above
  - Android devices - Android 2.1 or above; at least 600MHz.
- Downloadable App for Windows or MAC

Note: You can also operate and control the Vimtag devices without installing the Vimtag app on your mobile device or computer by logging into your Vimtag website account www.Vimtag.com and clicking the Devices link.

The following sections detail installing and using the Vimtag mobile app for iOS and Android devices.

Downloading the Vimtag App

There are several ways to download the Vimtag application. These include:

- On an iOS device: open the App Store and search for "Vimtag". Download and install the app to your iOS device.

- On an Android device, open the Play Store and search for "Vimtag". Download and install the app to your Android device.
- Using the appropriate device and/or operating system, navigate to the Vimtag website (www.vimtag.com), locate and click the Download APP link. This will open the Download page from which

you can download according the appropriate version for your device or computer. Options include:

- Windows
- MAC
- Android
- iOS

- On your computer, open the Vimtag website (www.vimtag.com), and hover over **APP Download** option. QR code will appear. Using your mobile device, scan the QR barcode to access a link to the appropriate Web app and install as above.

- Enter the direct link in your browser on any computer or mobile device: (www.vimtag.com/download/), and install the app directly.

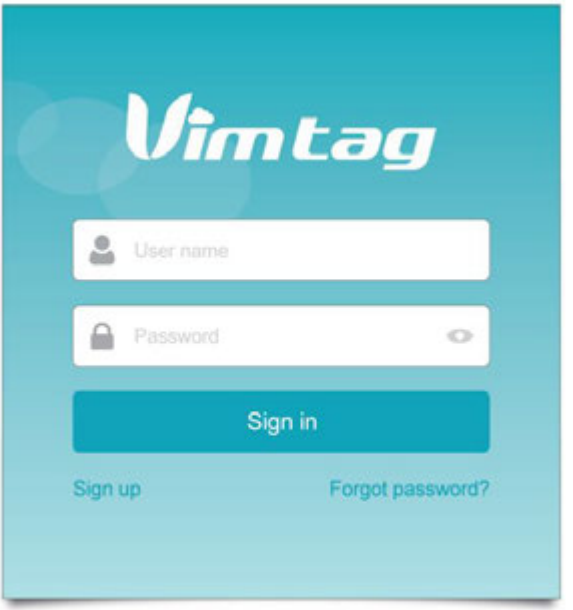
Once you have successfully downloaded and installed the Vimtag app, you will need to create a Vimtag account.

Creating an Account

To use the cloud-based Vimtag solution, you will need to set up an account with Vimtag.

To create an account:

1. Locate the Sign up link:
   - In the Vimtag app on your mobile device, press **I am a new user Sign up >>**.
   - Using your Internet browser, navigate to www.vimtag.com and locate the **Sign up** option under the Sign in form and click the link.



2. The Sign Up page opens. Create a **User name** and a **Password**.

   Note: The user name should have 6-20 characters containing only numbers and letters. The user name is not case-sensitive. The password should also contain 6-20 characters. The password IS case sensitive.

3. Enter the password again in the **Confirm Password** field.

4. Click **Sign up**. If you have not picked a unique name to the system, you will be notified and you will need to enter a new user name.

5. Once you have successfully provided a unique user name, the site will ask you to confirm that you wish to sign in to the account. Click **OK**.

Once you have an account, you will be able to log into the system and add one or more devices.

Logging in to the Vimtag Account

When signing in to access your account, you will select Sign in, rather than Sign up. (Sign up is only used once to create your account.)

To log in to your Vimtag account:

1. Locate the Sign up link:
   - In the Vimtag app on your mobile device, press **Existing account Sign in >>**.
   - Using your Internet browser, navigate to www.vimtag.com and locate the **Sign in** and click the link.
1. Enter your user name and password in the appropriate fields.
2. Click **Sign in.**

*Note: If you forgot your password, you can click the **Forgot password** link.*

4. Installing the Camera and VimBox

Vimtag cameras have been designed to be easy-to-install. All of the cameras also have the ability to be used with an SD card.

Note: The Vimtag B1 has a built-in, 32 GB SD card pre-installed.

Alternatively, you can purchase and use the VimBox, which is available in two models with storage capacities of either 1 Terabyte or 2 Terabytes.

Installation Prerequisites

Before installing the camera, you should ensure that your network meets the following minimum requirements.

Computer Requirements

To effectively use the Vimtag solution, you should ensure that your computer meets the following requirements:

- Computer equipped with Microsoft Windows® XP and above; or Mac OS, or Linux
- CPU clocked at 1.3G or higher, with at least 128MB of RAM
- Web browser to access the Vimtag website

Phone Requirements

- iOS System Requirements - iOS 5.0 or above
- Android System Requirements - Android 2.1 or above

Network Requirements

- 10/100 Ethernet or Wi-Fi network
- 2.4 Ghz Wireless network

Storage Requirements

- SD card up to 64 GB, or
- VimBox (either 1 TB or 2 TB version)

Package Contents

There are slight variations in what is shipped with each camera or VimBox. A basic package will contain the following:

- The device
- Ethernet cable
- Ethernet adaptor, relevant for models: EagleCam (P1) and PearlCam (M1)
- Power adapter
- Stand and installation kit (where applicable)
- Wireless antenna, relevant for models: VT-361 and SeaCam (B1)
- Warranty card
- Getting Started card (containing a download link for manual)

***Note**: Always make sure you are using the correct voltage power supply for your device. Failure to use the correct voltage power supply could result in equipment damage and invalidate your warranty.*

Connecting the Device

Access to the camera is accomplished with an Ethernet or Wi-Fi connection:

ETHERNET: If you plan to use the device through a wired connection, you simply connect an Ethernet cable from the Ethernet interface to your router. The device will then show up on your network. You can go to the

Vimtag site and add the device using the **Add a device** option (+ on mobile devices), to get it started.

Wi-Fi: If you plan to connect through Wi-Fi, you will find the camera on the network with a mobile device once it is hooked up and the power is turned on. You will be able to add the camera, using the **Add a device** option, on the Vimtag app.

Note: *If connecting the VimBox, there is no Wi-Fi connection option and therefore the device must be manually connected using an Ethernet connection.*

To connect your device to your network:

1. Connect the device to a power source and wait approximately one minute for the camera to fully power On. If you connect via an Ethernet connection, the wired network light will flash green three times every three seconds, indicating that the camera is connected normally.
2. Connect your mobile device to the same Wi-Fi on which the device is running.

Note: This only needs to be done once during the initial setup.

After you connect your device to the network, you need to log in to your Vimtag account and add the device to it.

For more information, see:

- *Logging in to the Vimtag Account*
- *Adding a Device*

Adding a Device

Once you have created an account and connected the devices to your network, you can now add the device to your account. Each camera or

VimBox is considered to be a device and each must be added one time to create an overall surveillance system.

To add a device using a mobile device:

Note: For adding a device on a computer, see the following section.

1. Log into the Vimtag app and on the main page, click **+** to add a device.

Note: You only need to add a device once. After that, the device will appear in the account, regardless of whether you access the account on an iOS device, an Android device or a computer.

2. A QR scanner program will open. Locate the QR code on the bottom of the device and let the mobile device scan the QR code. Alternatively, you can click **Manual input device ID** and then enter the device ID manually. This includes entering the 13 character device ID found on the bottom on the device and the initial password of the device. The default password for all devices is admin (all lower case).

3. Press **Add.**
4. On a mobile device, select **Wi-Fi.** Your Wi-Fi name should appear. Enter your Wi-Fi password and press **Add.** Alternatively, you can use a wired connection via the Ethernet port. For the EagleCam (P1) and PearlCam (M1), an Ethernet adaptor can be found in the original box in which the device was shipped.

5. Within 90 seconds, the device should be connected to the Wi-Fi and you will be directed to change the device password. The new password should be 6-20 characters and IS case sensitive. When the system has finished configuring the device, you will see a Finish prompt. Click **OK**.

Note: If, after following the procedure detailed below on a mobile device, the system failed to connect with the smart Wi-Fi, check the following:

- *That your wireless network is turned on and active*

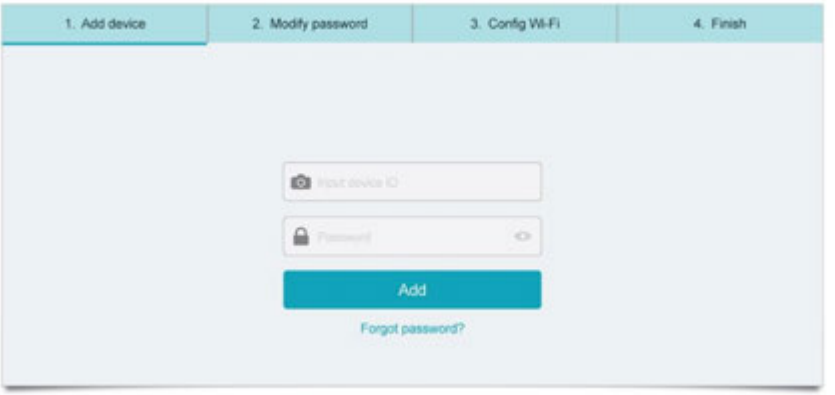
- *That you have entered the correct Wi-Fi password*
- *That your Wi-Fi is 2.4 Ghz*

If it still unable to connect, try to connect using an Ethernet cable. This is needed only during the initial setup procedure. Further communication between the device and the Vimtag app is accomplished via wireless communication. For information adding a device on a mobile device using an Ethernet cable, see the following section.

To add a device using an Ethernet cable (on either a computer or a mobile device:

While you should be able to add a device wirelessly to your account via a mobile device, to add a device on your account via the computer requires an Ethernet connection.

1. Open the Vimtag app and log in to your account (or you can also add a device while logged in to your account on the www.vimtag.com site).
2. The next step is to enable the computer or mobile device to identify the Vimtag device. Click **Add device (+ icon)**.
    - On a computer: On the Add device tab, enter the ID of the input device and a password for the device. For a new device, the default password is set to admin (all lower case).



- On a mobile device: a QR scanner opens, enabling you to scan the QR code found on the device. Scan the code and the default password is entered automatically.

3. Click **Add**. This moves you to the next step: Modify Password.
4. Create a new password for the device, which should be 6 to 20 characters. Retype the same password to confirm it and press **Next**. This moves you to the next step in the wizard which is to configure the Wi-Fi connection.
5. Select your Wi-Fi name from the dropdown list by clicking on the arrow to display all available Wi-Fi options. If you do not see your Wi-Fi, hit **Refresh**. Once you select your Wi-Fi, enter your Wi-Fi password and click **Apply**. The device will now be added and the Finish screen will open. You can also skip this option for now and do this later, and the device will still be added to your account at this time.
6. Click **Finish** to complete the process.

The device should now be associated with your account.

Deleting a Device

There are two ways to delete a device from your account:

- On a mobile device, you can simply do a long press on the camera, and then select delete from the menu that pops up.
- Select the device that you would like to delete and open the Settings page of that device. Click **Delete**.

Installing the Camera on Walls and Ceilings

Before mounting the Vimtag camera on a wall or ceiling, you should first add the camera (device) to your account. This will enable you to see the area that the camera can cover when installed in a location.

Once you have decided on a location, it is important to check the quality and angle of the image before actually mounting the camera. Consider several key factors when choosing a location:

- Do you want the camera to be visible or would you prefer that it be located in a more discreet location?
- Are there objects blocking the camera's view?
- Is it high enough off the ground to be safe from being knocked down or touched by people, children, animals, etc.?
- Is the Wi-Fi signal strong in the location where you intend to install the device?

Once you have verified that you have optimized the camera location and that using the Vimtag app, you can maximize the viewing area, affix the mounting bracket tray to the wall using a screwdriver and the appropriate screw. You can then place the camera on the mounting bracket tray and secure it by tightening the screws by hand.

If you place the camera upside down, the viewed image will be upside down when you view it through the monitoring site. To reverse the image so it appears right side up, use the **Flip** function. See Settings and Options.

Optimizing Camera Positioning

Camera placement is one of the most important elements for optimizing the use of your new security camera. You need to make sure that you are putting it in an area that will provide the best possible coverage for each location that you need to keep secure. The “perfect placement” is likely going to be different for each camera, as the layout of rooms and buildings vary widely.

The best way to optimize the placement of the camera is simply by “trial and error”. Try placing the camera in several different spots, checking how well each place works by viewing the camera’s range of coverage in real time. As needed, move and adjust the camera until you can get the best possible angle and location for your site.

When you are connecting through an Ethernet port, run the link cable from the camera to your router so you can connect it to your network.

Connecting by Wi-Fi tends to give you more options in terms of placement, since you do not have to worry about the proximity to the router.

In many cases, you will be able to place the camera on a desk, a bookshelf, or other horizontal surface. Or, you may need to mount it on a wall or other location to get that perfect angle.

Storing the VimBox

The VimBox is connected to your account in the same way that a camera is connected. However, placement for the VimBox is likely to be different. The VimBox does not have to be placed in the same physical location as the camera (or cameras) connected to the account, but it does have to be connected to the same network.

You might want to consider putting the VimBox in an inconspicuous place, safe from getting damaged or stolen.

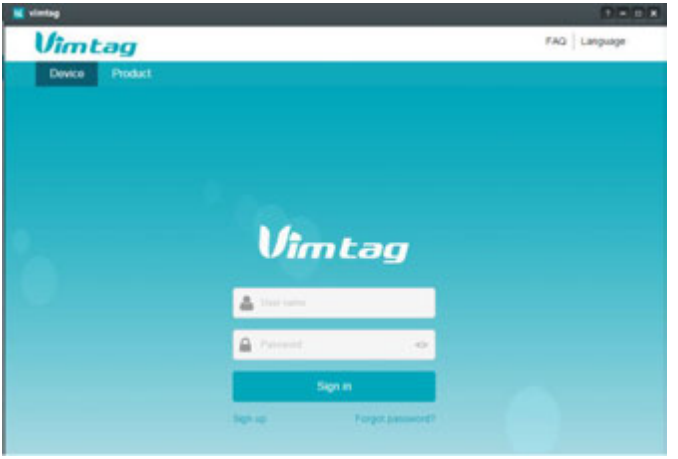
Note: The VimBox needs to be connected via an Ethernet cable while in use.

5. Using the Website Interface or Web App

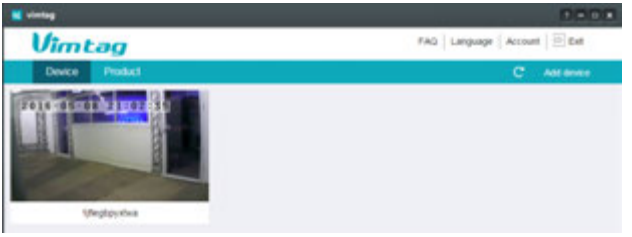
You can operate the camera from the web, using a computer or mobile device. Two or more people can be logged in to the same camera, control it remotely, and see the results of any actions made by one, or both at the same time. From any computer or mobile device at any time, you can log in to your account to see what is happening at a camera site.

To log in to the Vimtag website:

1. In your Web browser, go to www.vimtag.com. The following window appears:



   - Enter your **User name** and Password, and click **Sign in**.
   - The Vimtag website interface opens. If devices have been added, the current image for each active device is shown in the dashboard.



Overview of the Dashboard

When you first open the Vimtag app and log in, the main Dashboard appears. Although there are some differences between the various platforms, all Vimtag apps have the following elements:

Element	Description
Add device	On mobile devices, this option appears as a plus sign (**+**) On the Vimtag app for Windows and MAC, and on the Vimtag.com site, this option is located on the top right as **Add device**.
Device Thumbnails	For each device that has been added to the account, one thumbnail appears. Below the image, the Nickname of the device is listed. Click (for computers) or tap (for mobile devices) on the device to open it.
Account link	On mobile devices, this link is located at the bottom of the screen. On the Vimtag app for Windows and MAC, and on the Vimtag.com site, this option is located on the top right of the screen.

Element	Description
	When you click the Account option, it opens the Account page. For more information, see *Managing Your Account*.

Viewing Devices

By default, you can have up to 32 cameras (additional cameras can be supported. For more information or to add additional cameras beyond this number, contact customer support).

The ability to scale up your surveillance solution by adding additional cameras and VimBoxes is why the Vimtag solution works well for homes and small businesses, as well as for large businesses, with several sites, perhaps in various parts of a city, many cities, or even many countries. Multiple cameras also work well for large sites, such as big homes and public institutions, which require optimal security.

When the camera is offline, an “X” will appear in the Vimtag app on the camera when offline. If you are unable to confirm that the camera is working, see *For the Camera*.

Vimtag makes it easy for you to view and control all cameras from the same account. You are able to switch between them by selecting the camera name and making sure that the camera is live. For this reason, it is a good idea to provide the cameras with names that help identify its location or cause. When you open the Vimtag App, each device is represented on your Dashboard by a thumbnail picture. The Nickname assigned in the **Settings > Nickname** option appears below the picture. The Nickname you use for the camera should assist you in identifying either its location, its purpose, or some other useful and unique information.

To change the name of a camera:

Note: *The camera device ID is not the Nickname you may have assigned to the camera but the actual device ID number assigned by Vimtag.*

You can set or change the name of the camera by accessing the Settings window, as follows:

1. In the Vimtag Web App, select the relevant device. When the device results are loaded, click the **Settings** icon ( ).
2. In the Settings options, click **Nickname**. The display name of the camera appears.
3. Change the name and then click **Apply** to save it.

The Camera Display

The following icons are located on each video image on the screen:

- Sound (to transmit remote sounds)

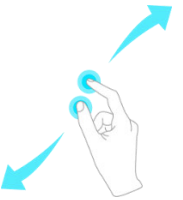
- Record (to initiate a live recording)
- Snapshot (to create a snapshot image of the current view)
- Microphone (to transmit your voice through the device)
- Resolution (which enables you to set the mode for brightness, contrast, saturation, etc.)
- History Access (which opens to the History page and a filter)
- Settings (which opens with a list of Settings tabs)

For more information see, *Operating the Camera*.

Controlling the Camera Movement

Depending on the camera model, one important advantage of the Vimtag solution is the ability to not only see the camera view from remote locations, but also the ability to control the camera. While viewing the live image on your mobile device, you can swipe to the right or the left to move the camera in that direction. You can also pan (move the camera focus to the left or right) and tilt (move the camera focus up or down) the display, as well as zoom in and out.

- To zoom in, place two fingers together on the screen and then slide them apart.



- To zoom out, place two fingers further apart on screen and then "pinch" them together.

Using the Vimtag app from your computer, you can use the control arrows on the left, right, top, and bottom of the screen to move the camera's viewing location. These controls are only available as you move the mouse to hover over the display edges (top center, bottom center, left center and right center).

Operating the Camera

The Vimtag app provides several icons that enable you to control the camera and initiate actions such as recording a video, creating a snapshot, etc. remotely. While the options are very similar on all platforms, there are some differences. For example, on a mobile device, you can use standard zoom in and zoom out methods, while this functionality is not available when operating the camera from a computer.

To operate the camera:

1. On the Dashboard of the Vimtag app, there is a thumbnail image for each device that has been associated to the account. Select the device you want to view from the dashboard by clicking the image related to that device. The camera picture opens to almost the full screen and the right panel shows the device list.
2. Use the following controls to operate the camera:

Note: *Dragging sliders to the left will decrease the level of the setting, while dragging to the right will increase the setting.*

Icon	Action
	Mute and unmute the sound. This is the sound that may be happening in the viewing area. *Note: By default, the sound is muted.*

Icon	Action
	Start recording a video. ***Note**: Camera must be equipped with a SD card unless you are recording on to a mobile device (where the recordings are saved to > Account > My folder).*
	Take a snapshot of the current camera view.
	Turn the microphone ON to enable transmitting your voice through the camera. *Note: On an Android device, you are prompted to press to speak.*

Icon	Action

	Adjust picture quality.
	• Mode: Click appropriate button for setting based on the time of day or the room setting:
	  ○ **Day** - The video will be in color.
	  ○ **Night** – The video will be in black and white (the camera uses infrared technology to enhance its capabilities to record in dark conditions and therefore renders the video in black and white).
	  ○ **Auto** - Automatic adjustments based on the quality of the room's current lighting conditions. Using the Auto setting, the video will be either in black and white or in color, depending on the conditions.
	• **Sharpness:** Move slider from left to right for more sharpness.
	• **Contrast:** Move slider from left to right for more contrast.
	• **Saturation:** Move slider from left to right for more saturation.
	• **Brightness:** Move slider from left to right for more brightness.

	On computers only: pause and start the camera.
	Search the history for videos or snapshots. For more information, see Filtering Video Archive*Filtering Video Archive*

Icon	Action
	Modify settings and select options. For more information, see *Overview of the Device Settings Page.*
	On computers only: move camera right, left, up and down using directional controls. These controls are only available as you move the mouse to hover over the display edges (in the top center, bottom center, left center and right center until the control appears). *Note: Not all cameras provide the full range of rotation, panning, tilting, etc*.
Auto	Camera resolution: • 720P (HD) • Standard • Smooth • Auto

Managing Your Account

The Vimtag app offers you access to view, monitor and configure your devices. The app also has an option to view or configure your Account information. Vimtag enables you to configure two types of settings: Account settings and Device settings. For information on Device settings, see *Overview of the Device Settings* Page.

When you click the Account option, the following options appear:

- My folder (only for iOS and Android Vimtag apps)
- Settings

- Exit

Any videos or snapshots that you take manually, or any scheduled videos that you choose to download to your mobile device are stored in your **My folder** location.

***Note**: The location and options on the Settings page differ slightly between operating systems.*

Account Settings for Windows and MAC

The **Settings** page contains the following options:

- Software version
- **User admin password** – Enter the Old password, and a new password, and then enter the new password again in the Confirm password field. This enables you to change your account password.
- **User guest password** – If you wish to allow someone access to your Vimtag solution, you can assign them a user guest password, which can be disabled at any time. Guests can view what the cameras are broadcasting and can move the cameras, but they will not be able to make any changes in the settings or use the remote microphone. To create a guest user password, you will need to enter the Admin password, and then the new guest password (once in the first field and then again in the Confirm password field).
- **Binding email** – Enter an Email address. This is the email account to which notification is sent when you ask to reset your password.
- **Download path** – Enter the default address path for downloading videos and snapshots.

Account Settings for Mobile Devices

The Settings page for iOS and Android are very similar. Minor differences are indicated below. The Settings page for mobile devices contains the following options:

In the Notification Center section:

- **Sound** – toggle to turn the sound on/off. This is the sound of the notifications that would be sent to the phone based on alerts set on each device
- **Vibration** – toggle whether the phone should vibrate or not when an alert is triggered
- **Notification ringtone** – select a ringtone that will sound when an alert is triggered

In the email section:

- **Binding email** – Enter an email address. This is the email account to which notification is sent when you ask to reset your password.

In the Password section:

- **User admin password** – Enter the Old password, and a new password, and then enter the new password again in the Confirm password field.
- **User guest password** – If you wish to allow someone access to your Vimtag solution, you can assign them a user guest password, which can be disabled at any time. Guests can view what the cameras are broadcasting and can move the cameras, but they will not be able to make any changes in the settings or use the remote microphone. To create a guest user password, you will need to enter the Admin password, and then the new guest password (once in the first field and then again in the Confirm password field).

In the Others section:

- Software version
- Rate us (for Android only)

At the bottom of the screen, there is a Clear cache button. Click this to clear the cache on your mobile device. The original snapshots and/or videos stored on either your SD card or your Storage Device are not deleted when you click **Clear Cache**. This option relates only to the mobile device and the cache that has been stored on it (either manually taken or downloaded).

Note: This will delete My folder.

6. Overview of the Device Settings Page

In addition to being able to configure Account-related settings (see *Managing Your Account*), you can also set many Device-related settings, which are accessed by pressing the Settings icon ( ).

In the Device Settings page you can configure the following values for each camera selected.

Note: The Settings page options vary slightly between the mobile application and the non-mobile version used on a either a Windows or a MAC computer. For more information on each option, click the link below.

Option	Explanation
About	Provides information about your device.
Nickname	Set a user-friendly name for your device.
Device Admin Password	Change the Admin password.
Device Guest Password	Create a Guest password.
Network	Configure network settings.
OSD (On Screen Display)	Modify the on-screen display settings.
SD Card	Enable the use of an SD Card. You can also format and unmount the SD Card.
Storage Device	Enable a VimBox for additional storage, then enter the device ID and password.
Motion and Notification	Configure motion detection options and notifications sent when motion triggers the camera.

Option	Explanation
	Note: On the Vimtag app for Windows and MAC, these features are located in the Motion Sensitivity and Motion Detection options on the computer.
Scheduling Alerts	Schedule specific times when alerts should be active.
Schedule Recording Times	Schedule times when you want the camera to record. Options are either 24/7 or at specific times.
Date/Time	Set the date and time for the device.
System	Set System options such as restoring to factory settings, restarting, etc.
Others	Miscellaneous options such as flipping the camera view, adjusting the audio, etc.
Delete device	Delete the device.

System Settings

About

In this section, you will find static information about the camera that you are using:

- Model - Model of the camera you are using.
- Software Version – The software version of the camera you are using.
- Plug-in Version - The version of the plug-in you are using (for PCs).
- Device ID - The identifying number for your device.

Device Admin Password

To change the Admin password, type in your old password in the top box, then type in the new password below. Confirm your new password by typing it in again, and then click **Apply**. You can change the password as many times as needed.

Note: This is not the account password, but the password for the specific device.

Each camera can have a different Admin password. You can choose to give a person Admin permissions on a single camera, but not all of the other cameras in your system, when you change the password through this setting. You can also reset the password back to the default setting (where the device password will return to be **admin**.

Device Guest Password

If you wish to grant someone access to your Vimtag solution, you can assign them a device guest password, which can be disabled at any time. Guests can view what the cameras are broadcasting and can move the cameras, but they will not be able to make any changes in the settings or use the remote microphone.

To create a device guest password, you will need to first enter your Admin password, then create the guest password and confirm it. Click **Apply**, and your guest password is created. The guest password added in this section will only work for the selected camera. As previously described, guests will have limited abilities and permissions.

To enable guests to access the device, each guest must have a Vimtag account created and the device added to that account. Once this is done, the guest can either use Vimtag app or access the Vimtag website interface. For more information, see *Creating an Account*.

Network

Warning: *If you change the settings on this tab, it is possible that the network can be disconnected.*

The Network Tab enables you to choose the network interface that you want to use - **Ethernet** or **Wi-Fi**. When you choose **Ethernet**, you can view the MAC address, the network status, and the IP information.

Once your device is connected, it is recommended that you do not change the settings or click **Apply** on the Network tab, as this is likely to cause you to be disconnected from the Network.

Note: The Ethernet option will show up first. However, if you are connected via Wi-Fi only, you will see that the Network status for Ethernet is set to ***Not connected.*** *When you switch to the Wi-Fi option, the Network status will indicate that your network is* ***Connected*** *via Wi-Fi.*

When you choose **Wi-Fi**, you can view the MAC address, mode, network status, DNS, and IP information. You will also be able to choose Wi-Fi

access points from the drop-down list. If you do not see your network, refresh the list. On this list, you will be able to view the strength of the Wi-Fi signal. Multiple bars indicate a stronger connection.

You can also choose a static IP.

OSD (On Screen Display)

In the **OSD** tab, you are able to manage what displays on the video screen. These settings include:

- **Display Text** - Add text that will show up on the video screen. You could choose to add the camera's nickname, so you can easily tell which camera you are watching.
- **Display Date** - Choose whether to display the date on the screen and the type of date format (MM-DD-YYY or YYY-MM-DD).
- **Display Time** - Choose whether to display the time on the screen and the time format (12 hour or 24 hour).
- **Display Day of the Week** - Choose whether to display the day of the week on the live screen.

After changing the settings, click **Apply**.

Initial Settings

Nickname

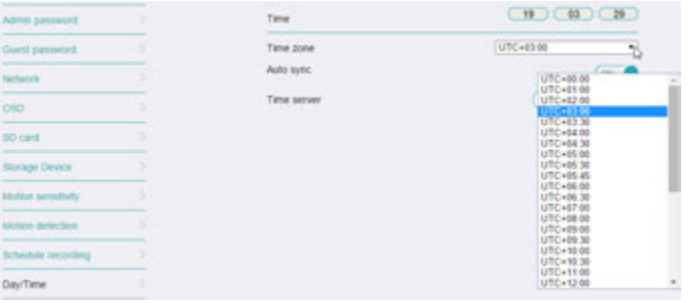
The **Nickname** option enables you to quickly identify a camera. Type the name in the box and then click **Apply**. The camera is now listed by its name. For example, you may have one camera named Office and one named Entrance. If you do not create a name, the default device ID is used.

Note: *The camera device ID is not the Nickname you may have assigned to the camera but the actual device ID number assigned by Vimtag. You can see the device ID on the Settings page in the About option.*

Date/Time

In the **Date/Time** tab, you can set the date and time for your camera. Choose the date, time, and the time zone. You can also choose to synchronize to the local date and time automatically. However, you can change the time manually if you prefer. You will want to have the correct date and time so you can schedule your recordings correctly.

Note: On mobile devices, to change your time zone, you need to first turn the Auto sync off. On a computer, you can change the time zone even while the Auto sync is on, however you cannot change the time manually, unless you first turn the Auto sync off.



Storage Options

SD Card

The SD Card section indicates whether you have an SD card in the camera and whether it is enabled.

- To use the SD card, place it into the slot on the back of the camera. If the card does not go in all the way by pushing it with your finger, you

can use the edge of a paperclip or pen to push it into place. It will not damage the camera.

- If the camera does not recognize the SD card, remove the card and unplug the camera. Put the SD card back in, plug the camera back in and restart it. The camera will reboot, and then it should be recognized.

Note: It is always recommended that you format the SD card after inserting it into the camera.

The maximum recommended size card for the camera is 64 GB, which should be able to record approximately 120 hours of video. At the end of the 120 hours, the card will record over the oldest segments first.

When you go to the SD card settings, the card should be enabled by default. If not, click **ON**. The following fields display the card information:

- Status – indicates the status of the SD card (options include: No SD card, Mounted, or Unmounted)
- Capacity – which indicates the size of your SD card.
- Usage – Amount of used space.
- Valid – Amount of space remaining.

The following option buttons allow you to perform important actions on the card:

- **Format** is an option for formatting the card. Whenever you install a new card, you will need to format the card. Formatting erases everything on the card. After clicking **Format**, follow the prompts.

  ***Note**: Every time you format the card, all of the content will be erased. If you have content that you need to save, make sure you save it off the card before formatting.*

- **Unmount** is an option to disable the ability to record onto the SD card without having to remove the card. You will have the option to mount a dismounted card. Click **Apply** to save the setting.

Storage Device

Using the **Storage Device** option, you can introduce another element of the Vimtag solution, the VimBox. The VimBox is an ideal DIY (Do It Yourself) security solution for homes and small businesses that require the recording of many hours of continuous video.

To use a VimBox, you must first connect the VimBox to the same network where one or more Vimtag cameras are connected. Once you have confirmed that the VimBox is connected, you need to enter the VimBox ID and password and enable its use in the Storage Device tab. For more information on the VimBox, see the VimBox documentation.

Working with the Camera Settings

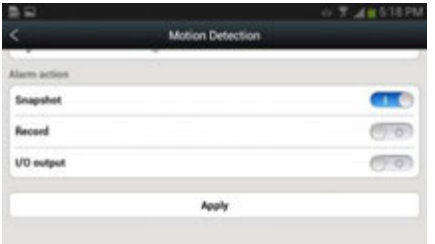
Motion and Notification

The cameras can detect motion in the viewing areas and can, as a result of that detection, take a snapshot, record a video, trigger an alert, etc.

The **Motion and Notification** tab offers two options to configure what the camera should do if and when motion is detected in the covered area:

- Motion Detection
- I/O Alarm

Select the **Motion Detection** tab to determine how sensitive the camera is when it comes to sensing motion. You can change the sensitivity settings for day and night operation separately to improve motion detection.



Note: *It is recommended that you start with the default settings and then alter them as needed to adjust to the conditions in the viewing area.*

If you place the settings too high, you could get a number of false alarms. If you lower the settings too much, it might not provide you with accurate results. Therefore, it is recommended that you first start with the default settings, which should provide optimal coverage.

You can also select what you want the camera to do if motion is detected. For example, you can configure the camera to take a snapshot, or to start recording a video automatically.

The I/O Alarm is for external devices connected to the camera. This setting is not commonly used.

When finished, click **Apply** to save your changes, and then Click **Turn alert on**. Toggle the Turn alert off button to Turn alert On.

On the Android and iPhone app, whenever there is a motion alert, it will send you an alarm and you can sign in to see what is happening or what happened and was recorded (depending on what you configure the camera to do).

Notifications are only sent via mobile devices. This means that if you are logged on with your mobile device and your computer, you will receive notifications on your mobile device only. Although you will not receive a notification on your computer, snapshots and recordings will still be saved and available for viewing via the History pages.

Scheduling Alerts

The Schedule Alerting tab enables you to specify the days and times of the week when you want to receive alerts and during that time, automatically record any motion in the viewing area. An alert would be triggered based on detected motion. At times when you do not expect there to be movement around your home or office, you may wish to schedule an alert.

For example, a store might set up a camera just inside the entrance. It is likely that the store would expect customers to be entering and exiting during the day but once the store closed in the evening and the owners left, there should be no movement. By enabling the Schedule Alerting feature, an alert would be triggered during the evening and night hours when the store is closed.

For each schedule, you can set a beginning time and an ending time, and specify the days of the week, the app should generate an alert if motion is detected. The system uses a 24-hour clock, in sequential order up to 23:59. This means, that if you want to record from midnight to 5:00 AM, for example, you would enter 00:01 as the start time and 05:00 as the end time. If you want to record from noon to 5:00 PM, you would enter 12:00 to 17:00. However, if you wish to record from 20:00 to 3:00 (8:00 PM to 3:00 AM), you will need to specify two schedules:

- From 20:00 to 23:59
- From 00:01 to 3:00

Note that it is possible to specify in increments of one minute, such that you can also record from 13:15 to 18:43. Once you have configured all of your schedules, click **Apply**.

Note: To ensure that the recordings are made at the correct time, it is important to verify that the time on the camera is set properly.

Schedule Recording Times

Under the **Schedule Recording tab**, you have the ability to enable recordings based on two different options: 24/7 and Scheduled. You should enable one of these options if you wish to schedule recording times automatically.

- 24/7 - You will be recording around the clock.
- A Scheduled Recording gives you control over the times that you actually record by scheduling a specific times. You will be able to schedule up to four different recording sessions.

For each schedule, you can set a beginning time and an ending time, and specify the days of the week. The system uses a 24-hour clock, in sequential order up to 23:59. This means, that if you want to record from midnight to 5:00 AM, for example, you would enter 00:01 as the start time and 05:00 as the end time. If you want to record from noon to 5:00 PM, you would enter 12:00 to 17:00. However, if you wish to record from 20:00 to 3:00 (8:00 PM to 3:00 AM), you will need to specify two schedules:

- From 20:00 to 23:59
- From 00:01 to 3:00

*Note that it is possible to specify in increments of one minute, such that you can also record from 13:15 to 18:43. Once you have configured all of your schedules, click **Apply**.*

To set up the first scheduled recording:

1. Click **Schedule 1**.
2. Select the days of the week that you want to record. In addition to specifying specific days, you can also select **All** to configure the system to record every day of the week.
3. Select the beginning and ending times. The system uses a 24-hour clock. If you want to record from midnight to 5AM, for example, you would enter 00:01 as the start time and 05:00 as the end time. If you wanted to record from noon to 5PM, you would enter 12:00 to 17:00. Keep in mind that you can add minutes as well, so you could record from 13:00 to 18:43.

If you want to create another schedule after you have made your first, click **Schedule 2** and repeat the process. Continue for Schedule 3 and Schedule 4, if needed. Once you have configured all of your schedules, click **Apply**.

Note: To ensure that the recordings are made at the correct time, it is important to verify that the time on the camera is set properly.

Recording a Video

There are several different ways to begin videotaping the viewing area. These include:

- Manually initiating the camera by clicking the Recording icon ( ).
- Automatically scheduling (using the Schedule recording option on the Settings page).
- 24/7 recording.
- Motion detection recording (recording initiated by the camera detecting motion in the viewing area).

You can capture a video either to an SD card in your camera (if you have one), or to the VimBox, which can be managed by the Vimtag App on your computer, your mobile device, or the Vimtag website.

Playing Back a Recorded Video

You can play back the videos that have been captured. The videos that you recorded manually are stored in My folder (for mobile devices) or on the SD card (which is mandatory for recording from a computer). You will see a listing of videos that are stored on your VimBox (if you have added this device to your system). Each video has a timestamp indicating when it was captured.

To watch a video, click the video image in the list and then click the play button. To length of the video is indicated below each video.

Filtering Video Archive

Over time, if you save many videos, it is possible that it will be hard to locate a specific video and so the Vimtag app includes a search option to filter the video history.

To filter the search results:

1. Navigate to the VimBox or to the clock icon ( ) to get to the SD Card containing the video you wish to locate.
2. On the calendar, select the day on which the video was recorded.

3. If you wish to further filter the videos, click on the filter icon ( ). The filter icon enables you to set the criteria for the search. As with other elements of the app, there are slight differences, depending on which operating system you are using. The main criteria options are:
   - **Format:** select from video (Recording) or a snapshot
   - **Category:** select from Event or All.
   - **Duration:** specify the approximately time length of the video. You can select one of the following options: Short, 5 minutes, 30 minutes, or 1 hour. By default, videos are automatically saved in 30 minute increments. If you filter for an hour, two videos will be combined into one 60 minute video.

Downloading and Sharing Videos

You can download videos, either ones that were automatically recorded or ones that were manually initiated by either a mobile device or a computer.

To download videos:

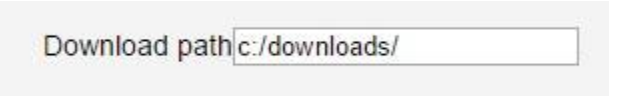
3. On the main page, select Device and then the storage device where the videos are stored (either a VimBox or the SD card that has been inserted into the camera).
   - If the video is stored on the VimBox, use the Vimtag App to navigate to the video you wish to download and click on it.
   - If the video is stored on an SD card, remove the SD card from the camera, insert it into your computer, and navigate to the video you wish to transfer to your computer.

Note: *You can use the filter to display videos in one of three increments (1 hours, 30 minutes, 5 minutes). To speed up the process of downloading a video, it is recommended that you select a shorter duration).*

4. Click the download icon (). Your video will begin downloading.

To access the downloaded video:

- On a mobile device, you can access the downloaded video by opening the Account > My folder page.
- On a computer, the download path is shown before the video is downloaded.



To share the video with others:

1. You can share the downloaded as follows:
   - On a mobile phone:
     - Open the video in the **Account > My folder** page and press the share icon. A message with an IP address appears on the phone.
     - Copy the local IP address into the Address field of a browser on your computer (which is connected to the same network) to access the IP address. A page displaying information about the video and a Download button appears.
     - Click the Download button to begin downloading the video to your computer to the default download location on your computer.

Note: *Do not close the Share page on your mobile device or the download page on the browser until the download is complete.*

System

Under **System**, there are three sections under System, as detailed below:

Online upgrade

Online upgrade displays the current version number and shows if there is a newer version. On a mobile device, you will see a red dot next to the Setting icon identifying that there is a new upgrade available. To download and install the latest software version, click **Update**.

Ideally, this field should display “No update available,” indicating that your Vimtag device is using the latest upgrade available.

Restore to factory settings

If you click **Restore**, it will restore the camera to the factory defaults, which can be helpful in case you have made changes to the camera and want to cancel these changes.

***Note**: When choosing Restore to Factory Settings, you also have the choice to keep or remove the network settings. If you do not keep the network settings, then you will have to reenter the network information to get the camera working on your network again. It is recommended that you keep the network settings, and just restore the other parts of the camera back to factory settings.*

Restart device

Clicking **Restart** reboots the camera. It is the same as unplugging the camera and plugging it back in again but is accomplished remotely.

***Note:** When the camera goes offline, such as when using the **Restart** button, the snapshots are deleted if you do not have a storage location specified (either VimBox or SD card).*

If you have a VimBox or an SD card configured, the information is safe. Many use the **Restart** button as a way to clear the images from their camera quickly.

Others

Use the sliders to adjust the Speaker and the Microphone. You can make the volume higher or lower with these sliders. Sliding to the right makes the volume go higher, and sliding to the left makes it lower.

1. **Speaker** refers to the speaker on the camera, not on the microphone you are using to speak. The speaker setting will determine the volume of your voice when it comes out of the camera's speaker.
2. **Mic** refers to the microphone that is on the camera. When you make this louder, it increases the sound that you will hear when you are watching a live feed and listening to what is happening in the surroundings.
3. **Flip** is used when the camera is mounted upside down (for example, when it is attached to a ceiling). It will flip the images viewed from the camera (either snapshot or recordings) so that they appear properly.

7. Troubleshooting

For the Camera

If the camera is not connecting properly, you can try several things:

- Make sure that there is a network connection to the camera. You will see a green light flash every three seconds when the camera is successfully connected.
- Try to restart the network router.
- Check the cable connections on the camera to make sure they are secure.
- Verify that the camera itself is on.
- Restart the camera.