Netvue Camera User Manual

Thank you to join Netvue community.

In order to help our customer to know more basic settings in Netvue APP and how to use our camera, we write the user manual. Please read it before using our device, it helps to understand the most unknow operations and problems.

We'll update the user manual continually; you can download it from Amazon or our customer service if you need the latest version.

Catalog

1. Common Settings

① How to reset password / account email/ nickname / payment?
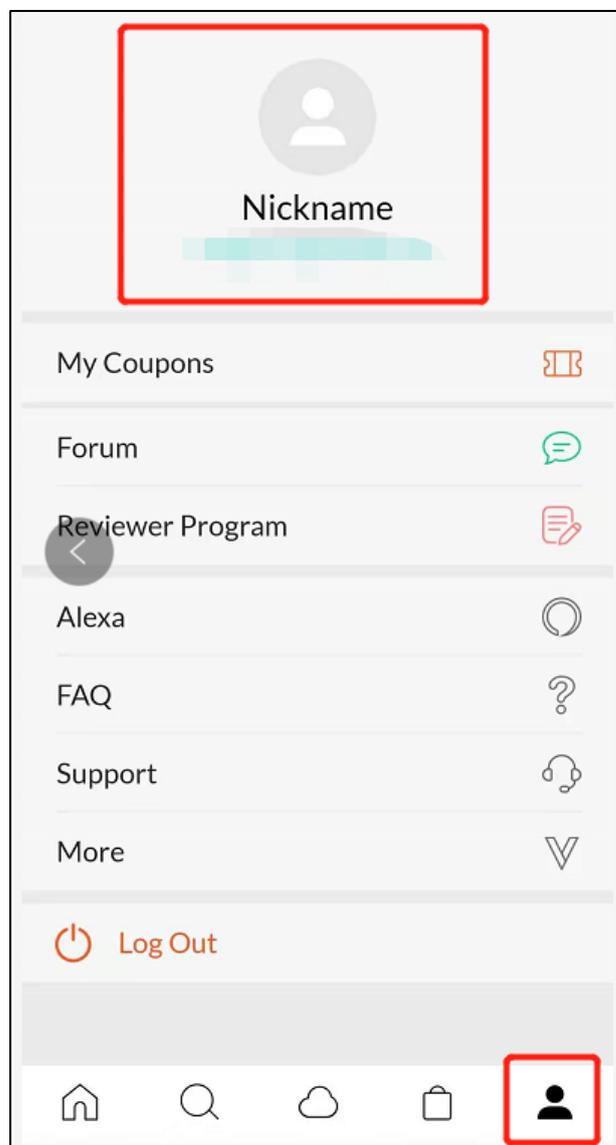
Turn to the Personal Center and click the area which is near "Nickname" to enter "Personal Information" page.
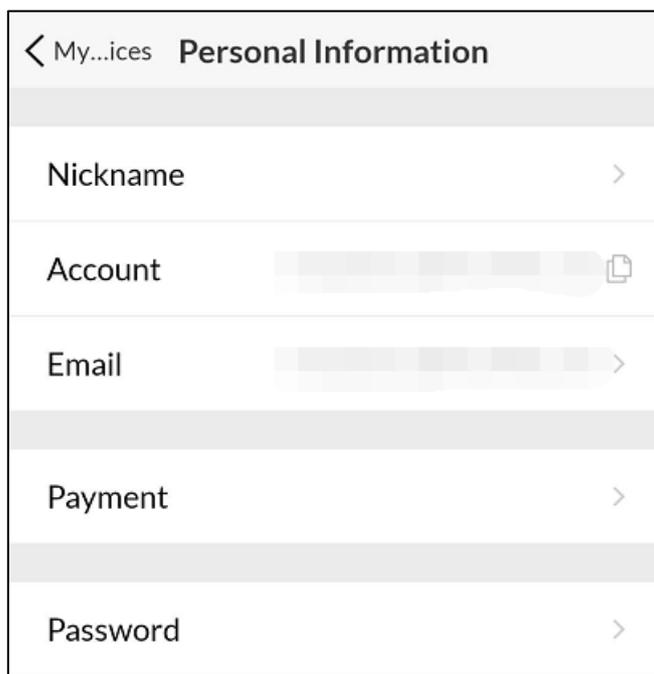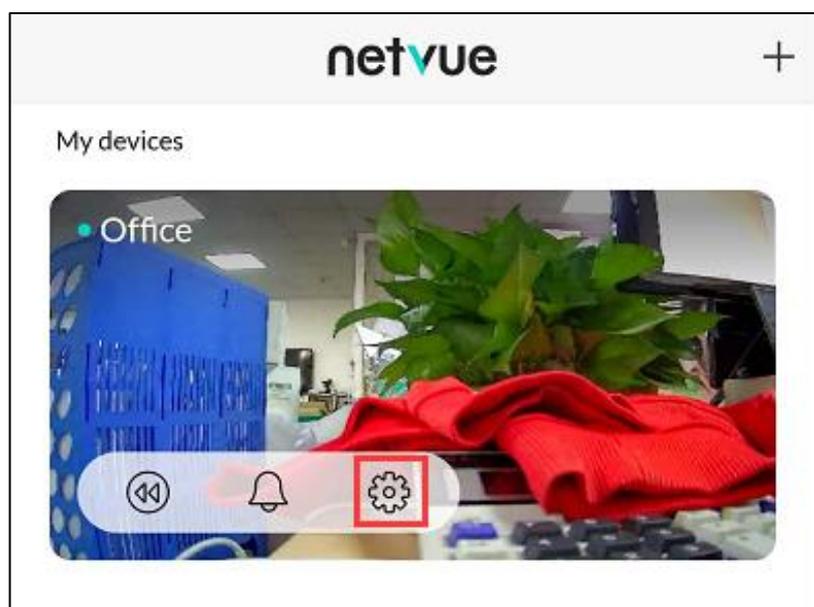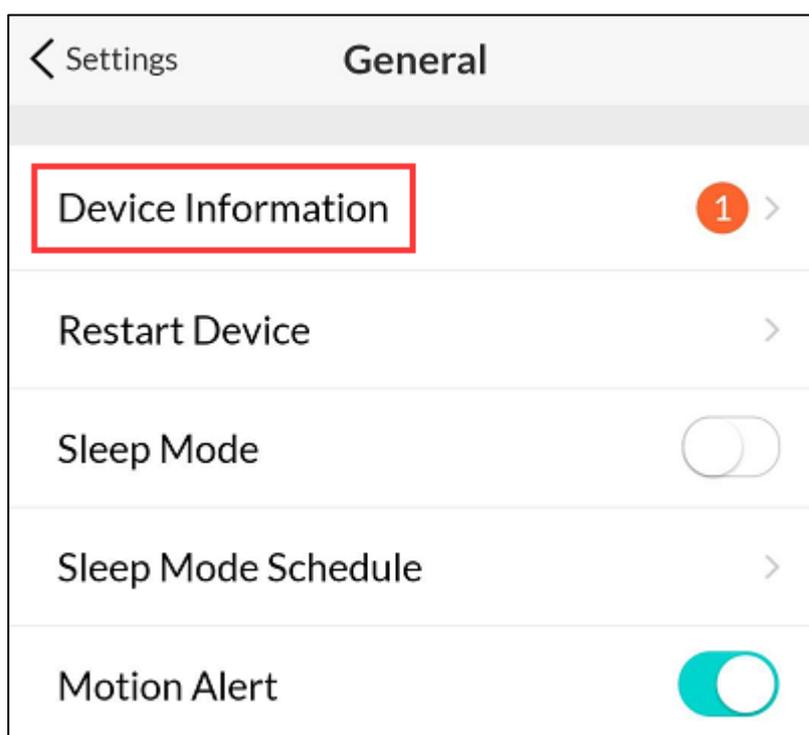
The Nickname / Account Email / Payment Mothed and Password can be changed in this page.

② **Where to find camera's device ID?**

Steps 1: Find the setting icon in my devices

Steps 2: Select "General" icon and "Device Information"
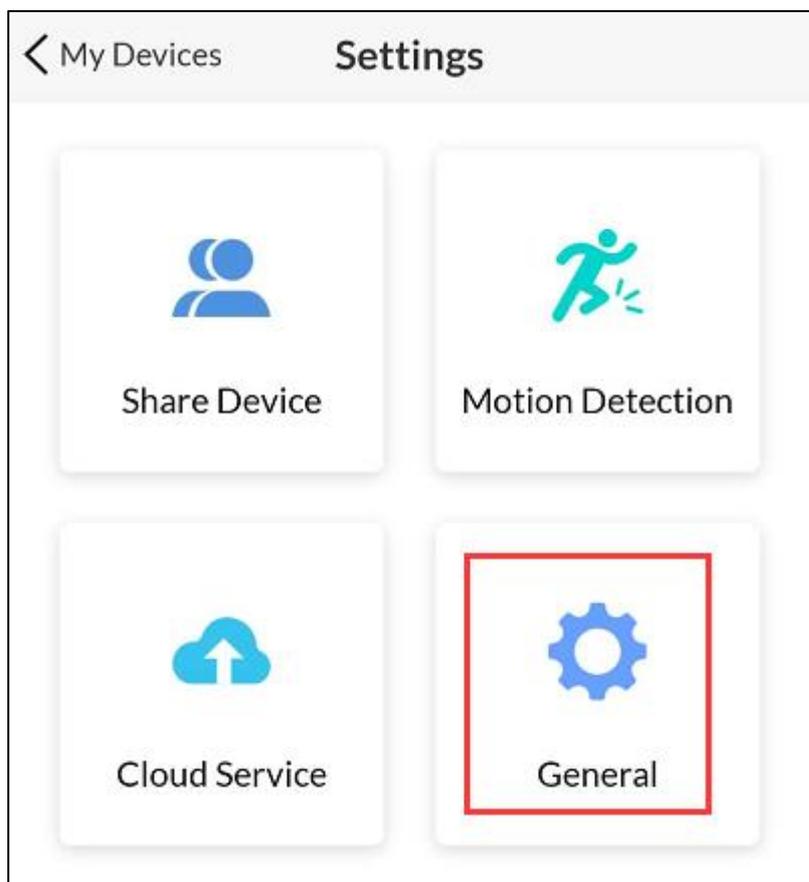
Step 3: The first bar is your device ID (the mosaic part)
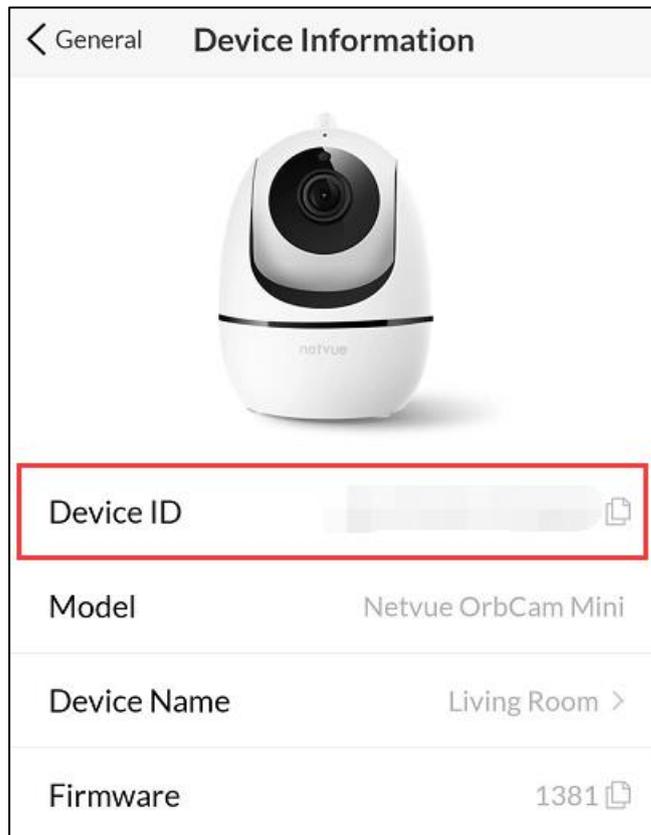
③ **Does Netvue camera support PC or laptop to watch video?**

Netvue cameras support both APP and web browser to watch streaming videos. Download Netvue APP in phone and tablet are available to watch **all** Netvue cameras, but **only** cameras of 3 Million pixels (we call them 3M camera) support steaming on browsers, no matter where the browser is (PC, laptop, phone or tablet).

Theoretically, installing a virtual machine on a PC and an APP maybe available to watch the cameras which are not 3M.

Scan the QR code or forward to Netvue Web Client by the address to watch monitor video.

https://my.netvue.com/home/index.html#/en/protect_plans

④ **Does Netvue camera support Alexa, Google Home, IFTTT?**

We support Alex, but IFTTT is not available currently. Google home only supports control and doesn't support live broadcast, so you can't use Google Home with Netvue cameras.

⑤ **App Settings**
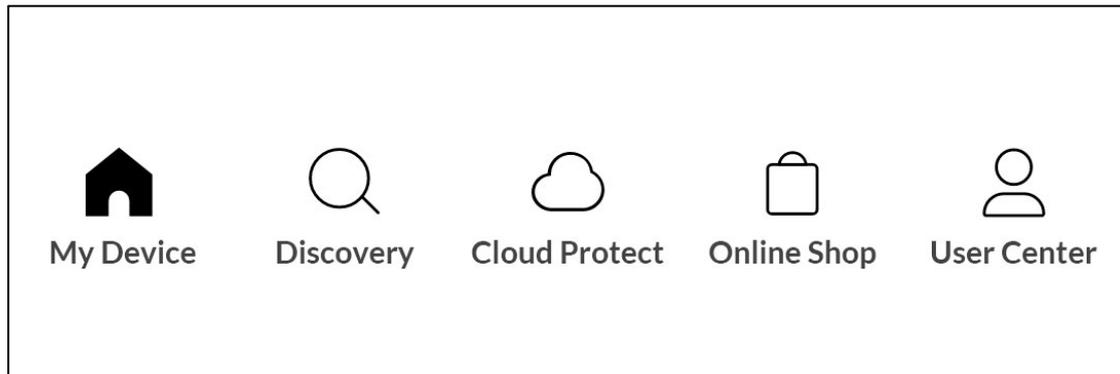
Device settings：

 Replay：User can **replay videos** on cloud or SD card.

 Notification：User can **review motion recordings**.

 Settings：Include "Share Device" "Motion Detection" "Cloud Service" and "General Settings".

Bottom Line, from left to right:

My Device, Discovery, Cloud Protect, Netvue Online Shop, User Center.

⑥ **How to share device to others?**

Find the "Share Device" in "General", press the "+" and type accounts which you want to share device to. The account must be Netvue app account (the registered email).
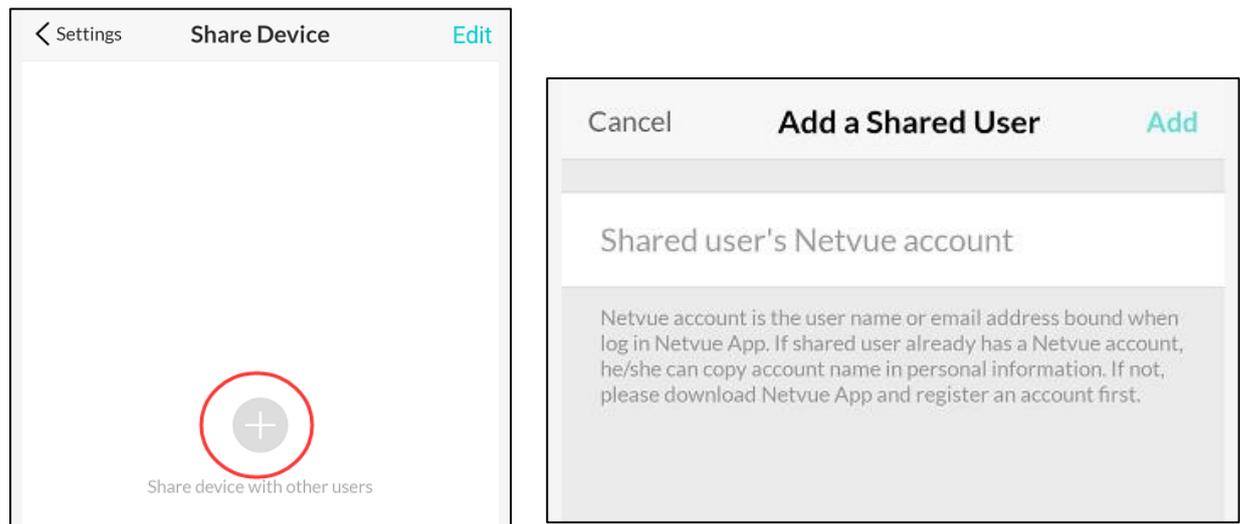
Check your account and email in **user center**:
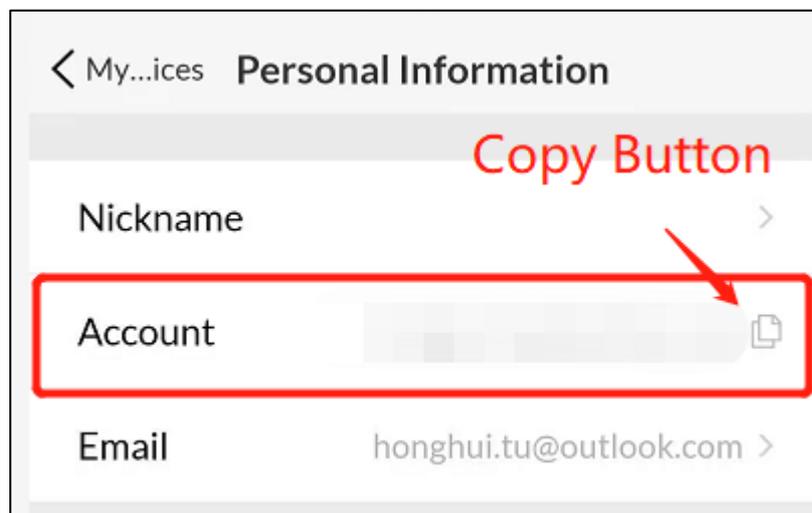
Tips: Login with social media account also can find the user name at the same place, you can't share device to a social media account.

One camera can be added to one account only, but one account can be logged in different phones at the same time.

⑦ **Cloud Service Details**

There are three kinds of cloud services:

Continuous video recording, Event video recording and Human detection.

The explanation and purchase page are in the middle of bottom bar.

How to purchase cloud service?

Android users can choose and buy cloud service directly. IOS users must visit the website "my.netvue.com" Or go to device setting > cloud service to select purchase because of iOS system limited. Remember to log in the same account as APP account.
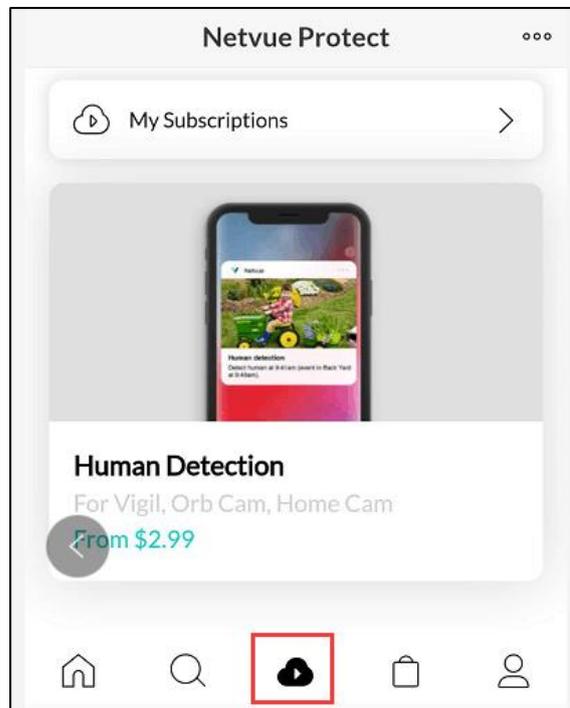
Continuous video recording

Basic plan for 1 camera, user is available to replay recording videos from the pass five days. It costs $5.99 per month or $59.99 per year.

Plus Plan for up to 2 cameras, user is available to replay recording videos from the pass five days. It costs $9.99 per month or $99.99 per year.

Economy Plan for up to 5 cameras, user is available to replay recording videos from the pass ten days. Its cost $18.99 per month or $189.99 per year.

Event Video Recording

Basic Plan for 1 camera, user can review motion videos history from the pass thirty days, each event recording has a 5-minute cooling time. It costs $1.99 per month or $19.99 per year.

Plus Plan for up to 2 cameras, user can review motion videos history from the pass thirty days, each event recording has a 5-minute cooling time. It costs $2.99 per month or $29.99 per year.

Economy Plan for up to 5 cameras, user can review motion videos history from the pass sixty days, each event recording has a 5-minute cooling time. It costs $5.99 per month or $59.99 per year.

Premium Plan for up to 10 cameras, user can review motion videos history from the pass sixty days, each event recording has a 3-minute cooling time. It costs $8.99 per month or $89.99 per year.

Human Detection

Customer will only receive human alerts when camera detect lots of movements, it costs 2.99 per month per camera.

⑧ **How can I check recording videos if I purchase Continuous Video Recording cloud service or inserting a SD card?**

The video will be auto recorded since you got "Continuous Video Recording", it also has a timeline for user to forward or backward.

⑨ **About the SD card**

The video auto records since you insert a SD card, if you need to view the footage on computer. Here are the links to download the player program:

https://resource.netvue.com/nvt-player/nvt-player-darwin-1.0.0.dmg

(MAC)

https://resource.netvue.com/nvt-player/nvt-player-win-x86-32-1.0.0.exe

(Windows 32)

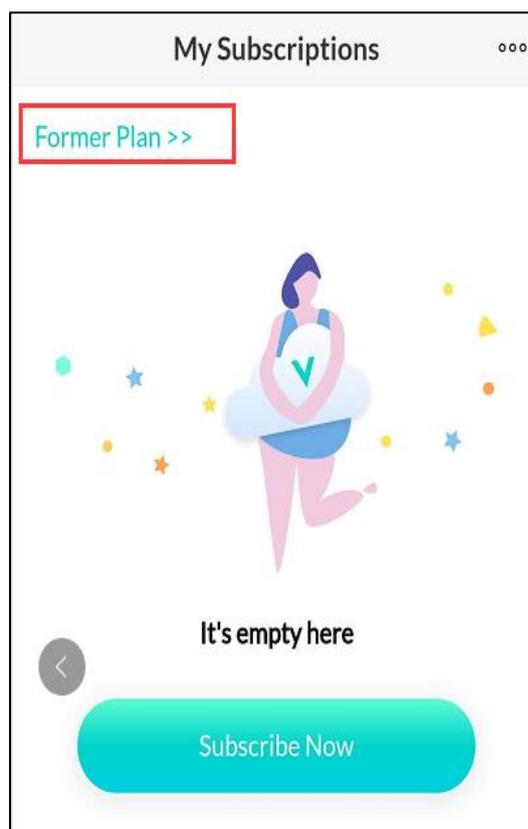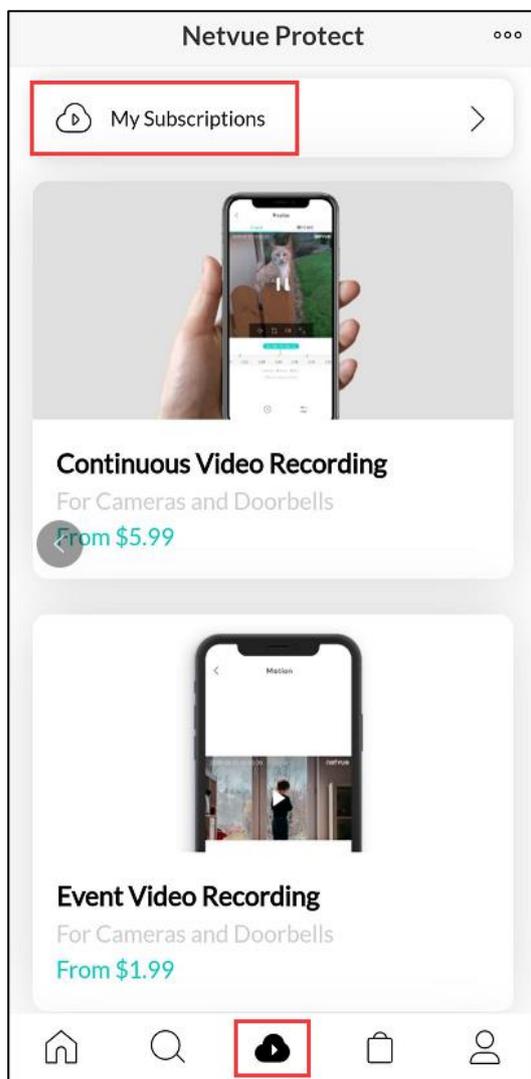https://resource.netvue.com/nvt-player/nvt-player-win-x86-64-1.0.0.exe

(Windows 64)

⑩ **I bought the former cloud service plan; how can I update it to new version?**

Step 1: Go to "My Subscriptions" in protect plans, click "Former Plan".

Step 2: Click Upgrade to New plan, system will provide you a proper

solution based on previous plan. Usually device will get more service days after upgrading.

Step 3: Once the upgrade is confirmed, APP will show new plan on the same page, more details is available to check.

2. Questions of adding devices

① How to add cameras

Installation can be refined into 6 steps, the purpose of step 1 and 2 are preparation, step 3 and 4 are to connect camera to your Wi-Fi, step 5 is to link camera to our app and cloud server, step 6 is final finish.

Step 1: Power up camera

Power up the camera and it'll make a start chime.

Step 2: Start adding in App

The two "+" marks are both available to active installation, then select the type of your camera to next step.
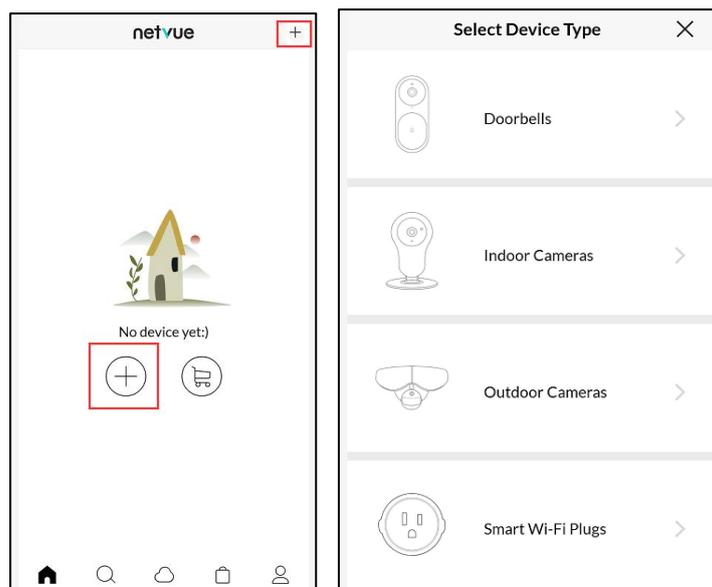
Step 3: Follow installation steps on APP, scan the QR code on the back or
bottom of camera. If app finish scanning, it shows "Set up device".

Step 4: Connect to Wi-Fi (2.4GHz only)

Forward to the Wi-Fi connecting page, ensure the Wi-Fi is 2.4Ghz and
type correct Wi-Fi password then tap "connect Wi-Fi" button.

Some Network operators doesn't allow user to adjust 2.4Ghz or 5Ghz,
you have to contact their customer service for help.

Step 5: Wi-Fi configuration mode

Keep following installation steps, press the Wi-Fi configuration button
and choose QR code setup method then scan the QR code on your phone
screen and wait for the Ding-Dong sound. After the dingdong sound, you
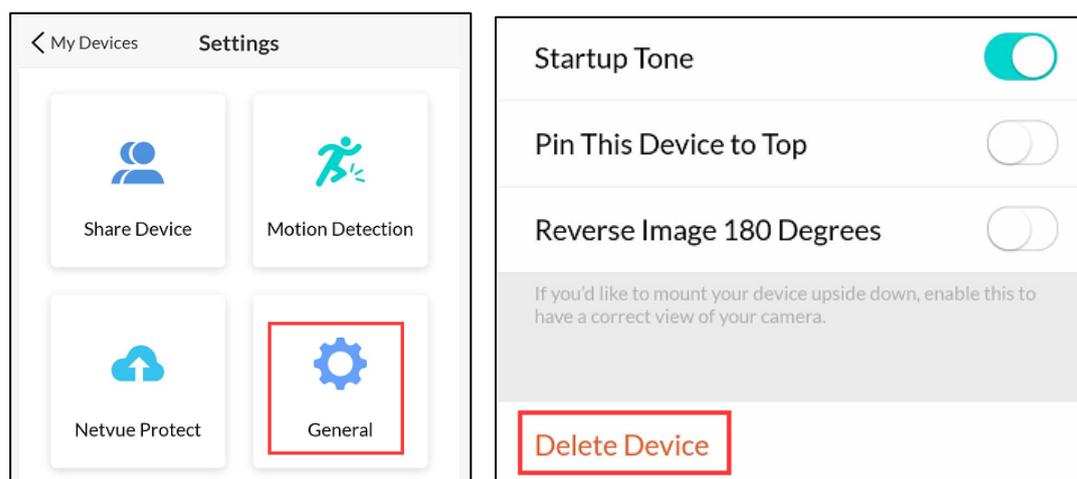will hear a long cheerful tone, then camera setup complete.

Step 6: Install camera

The last step is giving a name to camera and click "OK" button. The

installation is finished.

② **How to delete installed camera**

If you want to delete the camera, please follow these steps:

Camera's Settings – General – Delete Device.

③ **Trouble shooting during set up process:**

1. If there is no Ding-Dong after scanning QR code, that means the QR

code hasn't scanned successfully, please confirm if the green light is

flashing fast when scanning; when you have the QR code on your phone

screen, point it towards the camera. Make sure to have 3 to 5 inches of

distance and wait for the Ding-dong sound, make sure there is no strong light around your phone as well.

2. If you hear a sad music after the dingdong sound, it means the camera failed connecting to your Wi-Fi. The reasons may be wrong password or connected to a 5Ghz network since our camera doesn't supported 5G yet. Reset camera and set it up again if you find typed a incorrect password.
If you don't have a 2.4Ghz Wi-Fi, please connect your Network Operator to create one for you.
If you confirm the Wi-Fi password is correct and your Wi-Fi is 2,4ghz but still hear the sad music, please use another phone hot spot to install first, then follow this path to configure the camera to use your home Wi-Fi: Open App--Click the gear icon to enter the device setting-choose General--Select Wi-Fi setting.

3.If failed in the last step, you did heard cheerful tone but App shows "Binding failed, device can't connect to service", that means camera has been connected to Wi-Fi but failed connecting to our server.
Please reset the camera and router and try again after 10 minutes because our server may be too busy at this moment.

Recommendations: These are some tips when you meet some issues

when using camera：

Cannot receive any notification when movement has been detected:

1.Maybe your phone hasn't allowed Netvue app to send notifications, please check your phone settings.

2.If you turn on "Do Not Disturb", you won't receive notifications when lock the screen.

3. Make sure you have enabled the motion alert features on the Netvue app device setting.

4. If you enabled the human detection of lab features on APP, please turn it off.

What to do if camera is offline:

Usually the camera will be back to be online automatically.

If not, please go to camera' setting>general>Wi-Fi setting>start Wi-Fi offline setting. If it does not work, reboot the camera by unplugging and reconnect, then re-add the camera one more time.

Frequent Disconnection:

Unstable Wi-Fi signal will cause camera go offline frequently, we recommend you bring the device closer to the router or avoid wall blocking or install a Wi-Fi Range Extenders.

Or you can try to remove the antenna of the camera then reattach it one

more time

Also, please check if there are any microwaves, large metal objects, too many walls in between the camera and router. You can also try rebooting the router to clear up the network.

The online address of the User Manual

https://netvue.zendesk.com/hc/en-us/articles/360015865417--Netvue-User-Manual

or

save the QR code