



SEC-IPCAM100B(W)

SEC-IPCAM105B(W)



MANUAL (p. 2)
IP camera

2013-07-30

ENGLISH

FULL MANUAL

Table of contents:

- Introduction (p. 2)
- Safety precautions (p. 2)
- Packaging content (p. 2)
- System requirements (p. 2)
- Technical specifications (p. 2)
- Product description (p. 3)
- User instructions (p. 5)
- Warranty (p. 22)
- Disclaimer (p. 22)
- Disposal (p. 22)

Introduction:

Watch over your property with this genuine Plug & Play IP camera without the need for any IP setting or router configuration. Easy and simple installation in just a few minutes, the free uCare Cam App allows you to watch on your Smartphone, anytime and anywhere. Advanced features provide you with an email or App notification when motion is detected. Photo and/or video footage can be play backed at any time you require.

- We recommend that you read this manual before installing/using this product.
- Keep this manual in a safe place for future reference.

Safety precautions:

This product should ONLY be opened by an authorised technician when service is required. Disconnect the product from the mains and other equipment if a problem should occur. Do not expose the product to water or moisture.

Packaging content:

- 1x IP camera
- 1x Camera mount
- 1x AC/DC adapter
- 1x Quick start guide
- 1x CD with complete manual

System requirements:

- Device running on iOS 5.0 or above
- Device running on Android 4.0 or above
- WiFi Router

Technical specifications:

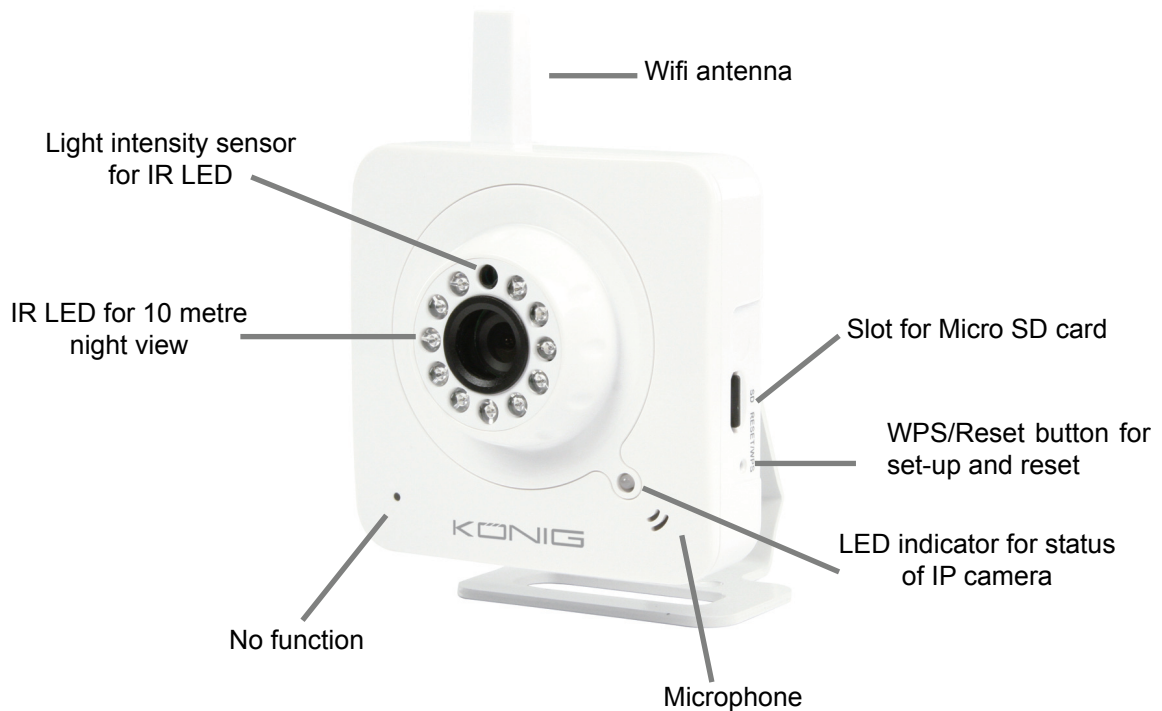
Specifications:	SEC-IPCAM100B/W	SEC-IPCAM105B/W
Video codec:	MJPEG	
Resolution:	VGA 640x480 / QVGA 320x240 / QQVGA 160x120	
Frame rate:	1~25fps	
Image sensor:	CMOS	
Lens:	3.6mm	3.0mm
Night vision:	1 Lux, 10 meter	1 Lux, 5 meter
Flash memory:	8 MB	
Card storage:	up to 32 GB SDHC (not included)	
Audio:	2-way (integrated microphone + loudspeaker)	1-way (integrated microphone)
Networking Protocol:	IPV4, ARP, TCP, UDP, ICMP, DHCP Client, NTP Client, DNS Client, SMTP Client, P2P Transmission	
Built-in network interfaces:	802.11b/g/n WLAN	

Specifications:	SEC-IPCAM100B/W	SEC-IPCAM105B/W
Wireless security:	Wireless security: WEP/WPA/WPA2 wireless encryption	
Wireless transmit output power:	Wireless transmit output power: 16.5 dBm for 11b, 13.5 dBm for 11g, 13.5 dBm for 11n (+/- 1.5dBm)	
Video features:	Adjustable image size and quality, Time stamp and text overlay, Flip	
View Angle:	H:39.3°, V:26.8°, D:46.5°	H:46.4°, V:31.9°, D:54.5°
Digital zoom:	Up to 4x	
3A Control:	AGC (Auto Gain Control), AWB (Auto White Balance), AES (Auto Electronic Shutter)	
Power:	External AC-to-DC switching power adapter, 100 to 240 V AC, 50/60 Hz, Dc Plug Output: 5 V DC/1 A	
Dimensions (W x D x H):	88mm*46mm*116mm (excluded camera mount)	74mm*74mm*65mm (excluded camera mount)
Weight:	119 g (without mount)	72 g (without mount)
Max. power consumption:	2.3W	1.9W
Operating Temperature:	0 to 40 °C (32 to 104 °F)	
Storage Temperature:	-20 to 70 °C (-4 to 158 °F)	
Humidity:	Humidity: 20% to 80% RH non-condensing	

Product description:

SEC-IPCAM100B/W

Front



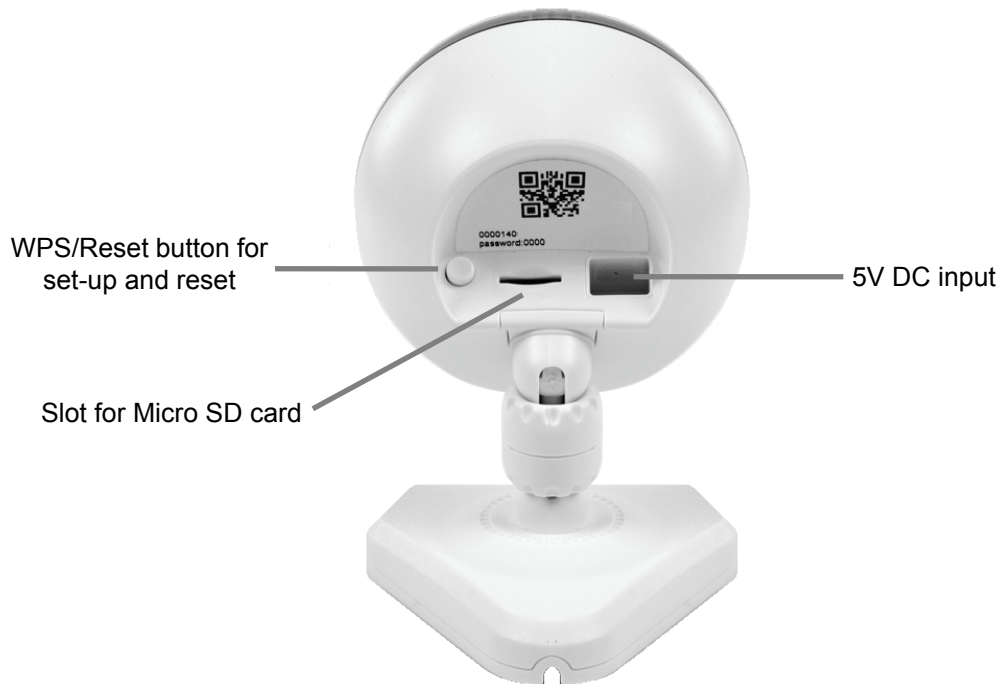
Back



**SEC-IPCAM105B/W
Front**



Back



User instructions:

A. Hardware Installation

1. Please find a location to install the uCare Cam that is within good WiFi signal reach of your home router.
2. If you plan to hang the uCare Cam, you can use the mounting kit included.
3. If the power cable included is not long enough to reach a power outlet, please purchase an extender cable from your local electronics store.
4. Connect the camera power adapter.




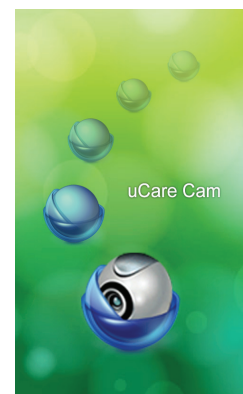
Warning:

Please use the power adapter included with your camera to avoid damage to the camera.

When the camera powers up, the status LED will be green for about 15 seconds before flashing red. If there is no red LED flashing, please unplug the power cord, wait 5 seconds, then re-connect the power. It will take about 60 seconds for the uCare Cam to finish starting up. The status LED should alternate between red and green. If the status LED does not flash red and green, please press and hold the WPS/REST button at the back of the uCare Cam for 10 seconds.

B. Hardware Installation

1. Download the Smartphone App "uCare Cam" from the App store (iOS) or Play Store (Android).
2. Search for the App named "uCare Cam", then download and install it on your smartphone.
3. After the software installation is complete, this icon will appear . Click on this to run the App.



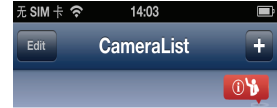
C. uCare Cam APP Overview

Default camera password: 0000
Default manager name: admin
Default manager password: 0000

There are 4 major function tabs at the bottom of the App main screen.

Camera List Tab

This is the main App screen. In this tab, all of the cameras which have been added will be listed.



WiFi Setting or WiFi Connect Tab

Please go to this tab to configure the uCare Cam WiFi settings.

There are two methods to install a new uCare Cam and connect it to a WiFi Router.

1. Router Mode
2. WPS (WiFi Protect Setup) Mode
(Requires a Router with WPS function using WPA/WPA2 encryption - WEP encryption will not work)

There's no camera in the list.



Play List Tab

Go to this tab to view all pictures taken by the user via smartphone. The pictures will be listed by camera.

Settings Tab

Configure uCare Cam settings and remote microSD Card video playback.

User will need to input a management ID and password to enter this tab.

Default management ID: admin Default password: 0000

If you forget your password, you can reset the uCare Cam by pressing the WPS/REST button on the back of the camera for 10 seconds. This will restore the uCare Cam to factory settings. You will need to set up the WiFi connection again after you reset the camera.

D. iOS – Setup uCare Cam WiFi

Method 1: Use WPS (WiFi Protected Setup)

Available if your WiFi router supports WPS and it is set to use **WPA or WPA2 security encryption**. WEP security encryption is not supported in WPS mode. An easy way to check if your router supports WPS is to look for a button that says “WPS” on the router. It may also be called “AOSS” or “QSS”.


1. Press and hold the WPS/REST button for 10 seconds at the back of the camera. It will reset and restart the uCare Cam. After about 60 seconds, the LED colour should **flash green and red**.
2. Press “WPS” button on the WiFi router
3. Press the WPS/REST button on the back of the uCare Cam for 2 seconds.
 - If the uCare Cam has entered the WPS connection mode, the status LED colour will turn a fast blinking green.
4. The uCare Cam will try for up to 2 minutes to connect to the WiFi router using WPS.
5. If the **LED colour changes to orange**, your uCare Cam has successfully connected to your router. If the LED does not change to orange, the setup has failed. Please make sure the uCare Cam is within WiFi distance of your router, press the WPS/REST button for 10 seconds to reset the uCare Cam, and try the setup again.
6. Use the smartphone App to add the uCare Cam into the Camera List. See instruction manual – “iOS - Add uCare Cam (already connected to router) to App”.

Method 2: Use Router Mode


You will first need to connect to the router that is available inside the uCare Cam, configure the WiFi settings for your home router, then the uCare Cam will restart and connect to your home router.

Write down, or have handy, the SSID of your WiFi router and your WiFi password. For example, the SSID may be something like “TP-Link-XXXXX” or “NETGEAR”. You will need both the SSID and the password during this process.

1. Make sure the status LED on the uCare Cam is blinking red and green. If the status LED is not blinking red and green, please press and hold the WPS/REST button for 10 seconds to reset the uCare Cam. Wait for 1-2 minutes for it to restart and the LED should turn red and green.

2. Connect your iOS device to the router inside the uCare Cam. To connect to the uCare Cam router, open up “Settings” , then “Wi-Fi” and let it search for a network. The network will be “wifi-cam-p2p”. Click on “wifi-cam-p2p” to connect.



3. Now, open the smartphone App “uCare Cam”  and click on the tab at the bottom of the screen that says “WiFi Connect”. Click on “Router mode”, then “Next”. You will see live video.



Step 3.

Please wait for the video screen and then press Next button to continue.



4. Enter the WiFi router SSID and password for your home router. Click on the “Next” button and again, on the next screen, the “Next” button.

5. Please enter a Camera name (2 to 20 characters) and the default password “0000”. You are encouraged to change the default password after setup for security purposes. Then click “Finish”.

6. After the uCare Cam receives this information, it will restart. Please wait for it to start up and connect to your home router. When it successfully connects, the status LED colour will turn orange. It may take up to 10 minutes. If the status LED colour does not turn orange, please check your router and make sure the uCare Cam is within the signal area of your WiFi router. Then try setup again, starting from Step 2.

7. Your iOS device should have disconnected from “wifi-cam-p2p” and reconnected to your home router. Please check that your iOS device has connected to your home router now, via “Settings” -> “Wi-Fi”. If it has not, please connect your smartphone to your home router WiFi.

8. Open the “uCare Cam” smartphone App, and you can click on the camera name in the Camera List view to connect.

E. Android – Setup uCare Cam WiFi

There are two methods to set up the uCare Cam to connect to a new WiFi Router.


Method 1: Use WPS (WiFi Protected Setup)

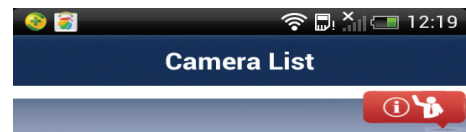
Available if your WiFi router supports WPS and it is set to use **WPA or WPA2 security encryption**. WEP security encryption is not supported for WPS mode. An easy way to check if your router supports WPS is to look for a button that says “WPS” on the router. It may also be called “AOSS” or “QSS”.

1. Press and hold the WPS/REST button for 10 seconds at the back of the camera. It will reset and restart the uCare Cam. After about 60 seconds, the LED colour should **flash green and red**.
2. Press “WPS” button on WiFi router
3. Press the WPS/REST button on the back of the uCare Cam for 2 seconds.
 - If the uCare Cam has entered the WPS connection mode, **the status LED colour will turn a fast blinking green**.
4. The uCare Cam will try for up to 2 minutes to connect to the WiFi Router using WPS.
5. If the **LED colour changes to orange**, your uCare Cam has successfully connected to your router. If the LED does not change to orange, the setup has failed. Please make sure the uCare Cam is within WiFi distance of your Router, press the WPS/REST button for 10 seconds to reset the uCare Cam, and try the setup again.
6. Use the smartphone App to add the uCare Cam into Camera list. See instruction manual – “Android - Add uCare Cam (already connected to router) to App”.

Method 2: Use Router Mode

Please have your WiFi password readily available as you will need it in this process.

1. Open the Smartphone APP “uCare Cam”  and click on the tab at the bottom of the screen that says “WiFi Setting”.
2. Click on “Router mode”.
3. Make sure the status LED on the uCare Cam is blinking red and green. If the status LED is not blinking red and green, please press and hold the WPS/REST button for 10 seconds to reset the uCare Cam. Wait for 1-2 minutes for it to restart and the LED should turn red and green.
4. Click “Next”. Your smartphone will start to search for the uCare Cam. Once it finds it, you will see live video. Click on “Next” button.
5. Your smartphone will search for nearby WiFi signals. Once they are found, you will see a list of routers.
6. Click on your router name and enter your WiFi password in the pop-up screen.



Step3.

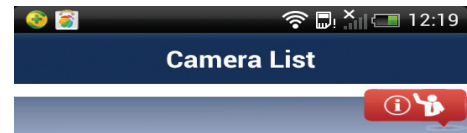
Please wait for the video screen and then press Next button to continue.



Next

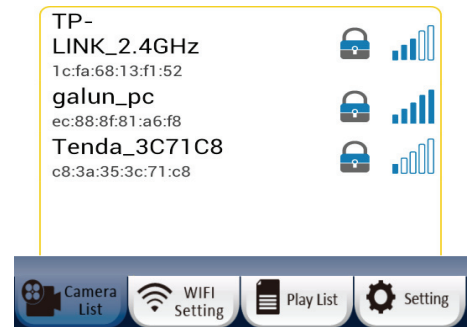


7. Please enter a Camera name (2 to 20 characters) and the default password "0000". You are encouraged to change the default password after setup for security purposes. Then click "OK" in the top right corner.
8. The camera will restart and the Smartphone App will automatically connect to the camera in Live View.
9. When the uCare Cam successfully connects to your router, the status LED colour will turn orange. It may take up to 10 minutes. If the status LED colour does not turn **orange**, please check your router and make sure the uCare Cam is within the signal area of your WiFi Router. Then try the setup again.
10. If the setup is successful, the uCare Cam will be automatically added to your Camera List window and you can click on the camera name to view Live Video.



Step4.
Please select the SSID from WiFi Router that WiFiCam wants to connect.

wifi-cam-p2p is connected




F. iOS – Add the uCare Cam (already connected to Router) to App

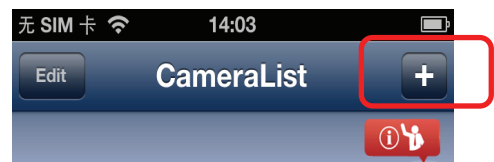
There are three ways to add a uCare Cam to the Camera List view if the uCare Cam is already connected to the internet. You can:

- Scan for the uCare Cam in local intranet
- Scan QR code at the back of the uCare Cam
- Type in 20 digit code

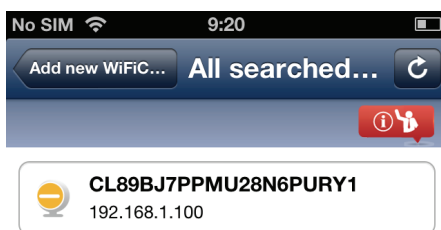
Method 1: Scan for the uCare Cam in local intranet

1. Make sure your smartphone is connected to the same router as your uCare Cam. Open up the Smartphone App "uCare

Cam"  and click on the "+" at the top right of the screen.



2. Click on "Scan Camera's UID in intranet".
3. You will see a list of UIDs that were found on your local intranet.



There's no camera in the list.

4. Click on the UID you would like to add.
5. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click "Done" on the top right of window.



6. You will see the Camera name now in Camera List view. It should indicate that the Camera is **“Online”**. To connect to the Camera, please click on the Camera name. If the Camera is not **“Online”**, you may need to force reconnect. To force reconnect, click on the right arrow and click on **“Reconnect”**. Click on the Camera name once it shows **“Online”**.

Method 2: Scan QR Code at back of the uCare Cam

1. Make sure your smartphone is connected to the internet. Open up the Smartphone App “uCare Cam”



and click on the **“+”** at the top right of the screen.

2. Click on **“Scan camera QR code”**.
3. You will see your smartphone camera live view. Face your smartphone camera towards the QR code found on the back of the uCare Cam. Please make sure the QR code is clear and fully viewable in the screen. Once the QR code has been detected, the App will display the UID in the App window.
4. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click **“Done”** on the upper right of the screen.
5. You will see the Camera name now in Camera List view. It should indicate that the Camera is **“Online”**. To connect to the Camera, please click on the Camera name. If the Camera is not **“Online”**, you may need to force reconnect. To force reconnect, click on the right arrow and click on **“Reconnect”**. Click on the Camera name once it shows **“Online”**.

Method 3: Type in the 20 digit QR code

1. Make sure your smartphone is connected to the internet. Open up the Smartphone App “uCare Cam”



and click on the **“+”** at the top right of the screen.

2. Click in the **“UID”** field to enter typing mode.
3. Type in the 20 digit code exactly as printed underneath the QR code on the back of the uCare Cam.
4. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click **“Done”** on the upper right of the screen.
5. You will see the Camera name now in the Camera List view. It should indicate that the Camera is **“Online”**. To connect to the Camera, please click on Camera name. If the Camera is not **“Online”**, you may need to force reconnect. To force reconnect, click on the right arrow and click on **“Reconnect”**. Click on the Camera name once it shows **“Online”**.

G. Android – Add uCare Cam (already connected to router) to App

There are three ways to add a uCare Cam to the Camera List view if the uCare Cam is already connected to the internet. You can:

- Scan for uCare Cam in local intranet
- Scan the QR code at back of uCare Cam
- Type in 20 digit code

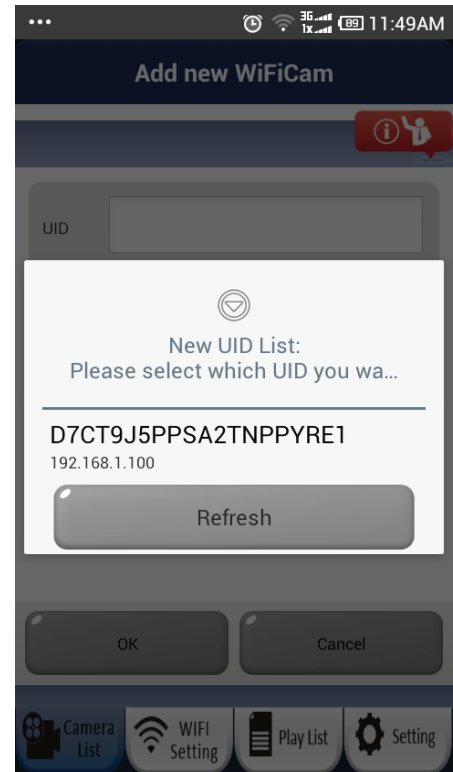
Method 1: Scan for the uCare Cam in local intranet

1. Make sure your smartphone is connected to the same router as your uCare Cam. Open up the Smartphone App “uCare Cam”



and click on the “Click here to import installed WiFiCam” at the top of the screen.

2. Click on “Search”.
3. You will see a list of UID’s that were found in your local intranet (Figure XX).
4. Click on the UID you would like to add.
5. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click “OK” at the bottom of the screen.
6. You will see the Camera name now in Camera List view. It should indicate that the Camera is “Online”. To connect to the Camera, please click on Camera name. If the Camera is not “Online”, you may need to force reconnect. To force reconnect, click and hold on the Camera name. A pop-up window will give you options to Reconnect, Edit, and Remove Camera. Click on “Reconnect” then click on the Camera name once it shows “Online”.



Method 2: Scan QR Code on the back of uCare Cam

1. Make sure your smartphone is connected to the internet. Open up the Smartphone App “uCare Cam”



and click on the “Click here to import installed WiFiCam” at the top of the screen.

2. Click on “QRCode”. You are required to have a QR code reader installed on your Android phone. A popular QR code reader might be “QR Droid”.
3. You will see your smartphone camera live view. Face your smartphone camera towards the QR code found on the back of the uCare Cam. Please make sure the QR code is clear and fully viewable in the screen. Once the QR code has been detected, the App will display the UID in the App window.
4. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click “OK” at the bottom of the screen.
5. You will see the Camera name now in the Camera List view. It should indicate that the Camera is “Online”. To connect to the Camera, please click on the Camera name. If the Camera is not “Online”, you may need to force reconnect. To force reconnect, click and hold on the Camera name. A pop-up window will give you options to Reconnect, Edit, and Remove Camera. Click on “Reconnect” then click on Camera name once it shows “Online”.

Method 3: Type in 20 digit QR code

1. Make sure your smartphone is connected to the internet. Open up the Smartphone App “uCare Cam”



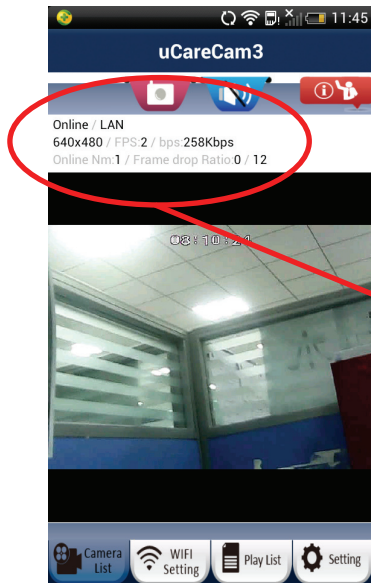
and click on the “Click here to import installed WiFiCam” at the top of the screen.

2. Click in the “UID” field to enter typing mode.
3. Type in the 20 digit code exactly as printed underneath the QR code in back of the uCare Cam.

6. Please enter a Camera name (2 to 20 characters) and the camera password. The default password is 0000. Click “OK” on the bottom of the screen.
7. You will see the Camera name now in Camera List view. It should indicate that the Camera is “Online”. To connect to the Camera, please click on the Camera name. If the Camera is not “Online”, you may need to force reconnect. To force reconnect, click and hold on Camera name. A pop-up window will give you options to Reconnect, Edit, and Remove Camera. Click on “Reconnect” then click on Camera name once it shows “Online”.

H. Live Video Window & Network Connection Type

When you connect to your uCare Cam, you will see the below Live Video screen. At the top of the screen, there will be some information listed to help you understand the performance of your internet connection.



Online / LAN
 640x480 / FPS:2 / bps:258Kbps
 Online Nm:1 / Frame drop Ratio:0 / 12

Online / P2P: Connection type - there are three types, LAN, P2P, and Relay. Connection type shown is P2P

- **640x480** is the video resolution. uCare Cam supports VGA 640x480, QVGA 320x240, and
- **QQVGA** 160x120
- **FPS** is current frames per second
- **OnLine Nm:** number of users currently connected to this uCare Cam
- **Frame Ratio 0 / 499** : first number is packet loss number, second number is packet receive number. If the first number is too high compared to the second number, it means that your internet connection speed is slow or unsteady.

Connection Types

There are three types of network connection types possible between uCare Cam and your Smartphone App.

1) Local Area Network (LAN) Mode

Both uCare Cam and your smartphone are connected to the same WiFi Router.
 Typical frame rate will be around VGA 640x480 15~20fps.

2) Point to Point (P2P) Mode

uCare Cam will establish a point to point network connection directly with the smartphone.
 The typical scenario will be that the uCare Cam is installed at home or in the office and the smartphone has a 3G/3.5G/4G internet connection. Typical frame rate will be around VGA 640x480 10~15fps.

3) Relay Mode

The uCare Cam and smartphone cannot establish a point to point network connection link. The uCare Cam must send Audio/Video data to a relay server and the smartphone will retrieve data from the relay server. In relay mode, there will be a limit on the video download frame rate.
 The typical scenario will be that the uCare Cam is installed at home or in the office and the smartphone is using a WiFi connection.

Remark:

- When using 3G/3.5G/4G to connect to uCare Cam, the App will use P2P mode. If the smartphone download speed is too slow, the App will switch to relay mode. The user can force

the App to reconnect to the uCare Cam and it will try P2P mode again. To force reconnect, press and hold the camera name on the Camera list. A pop-up menu will appear with the option to "Reconnect". Please click "Reconnect".

I. Using the uCare Cam App

The uCare Cam has a lot of functions possible through the Smartphone App. Please see below for some of the key functions.

Camera List

Add Camera that has already been

Camera On-Line

Edit Camera Info

UID: D7CT9J5PPSA2TNPPYRE1
 Camera's Name: uCareCam1
 Camera's Password:

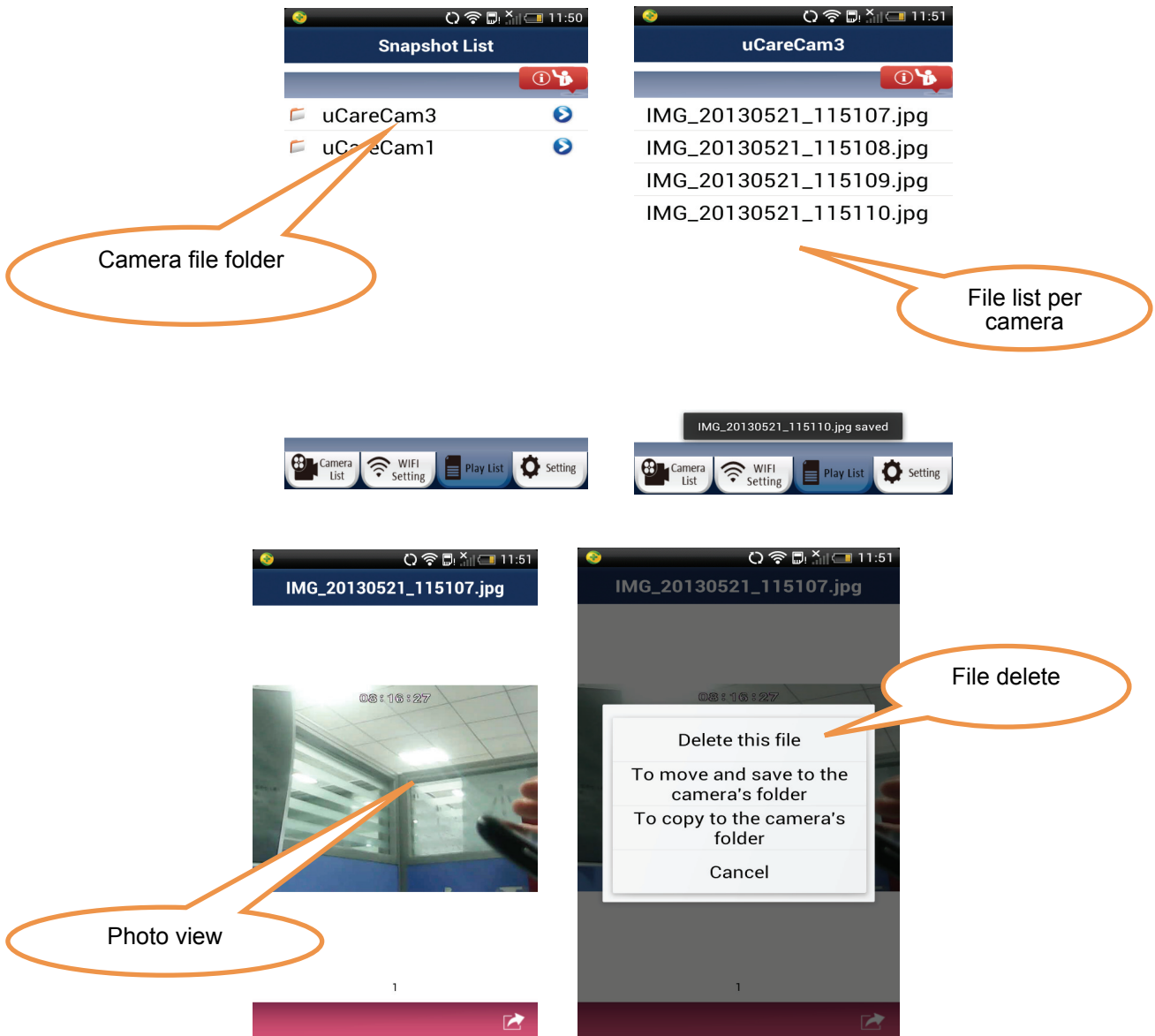
Connection Status Information

Take Photo

Online / LAN
 640x480 / FPS 2 / bps: 258Kbps
 Online / 1 / Frame drop Ratio 0 / 12

Playlist

User can view, delete, and copy picture files.



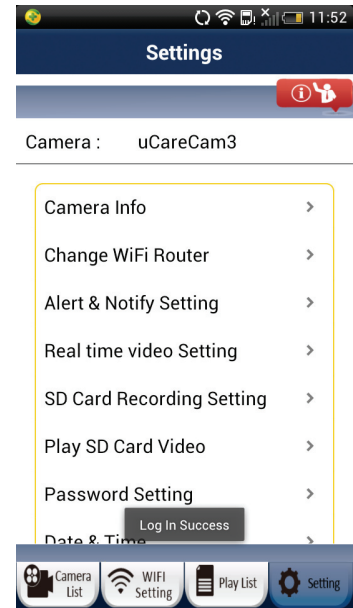
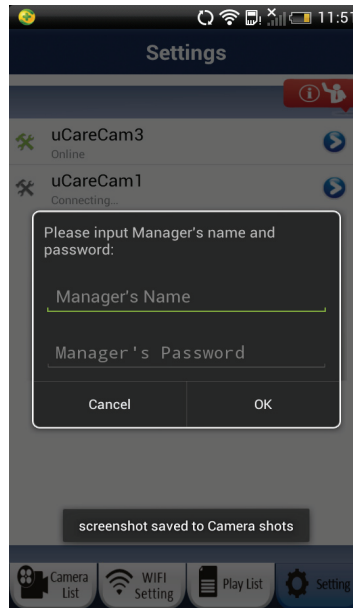
Settings

Manage uCare Cam (**Default manager name: admin, Default Password: 0000**)

Only one user can manage a camera that is online and connected to the smartphone App at any one time.

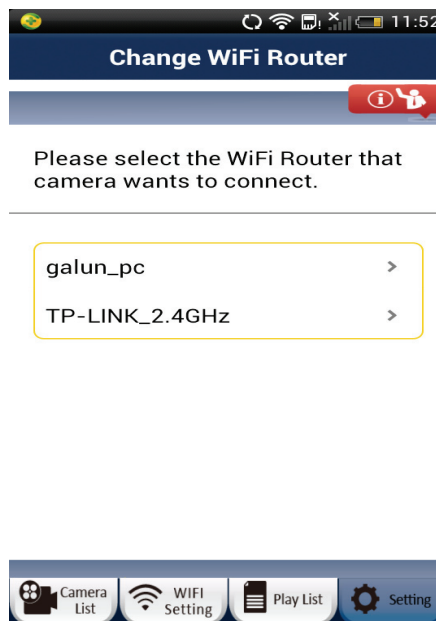
Here, the user can:

- Check Camera Info
- Change WiFi Router
- Change Alarm Settings – “Warning & Notify Setting”
- Set Real-time video
- Check SD Card Recording
- Play SD Card Video
- Set Password
- Change Date & Time



1) Change WiFi Router

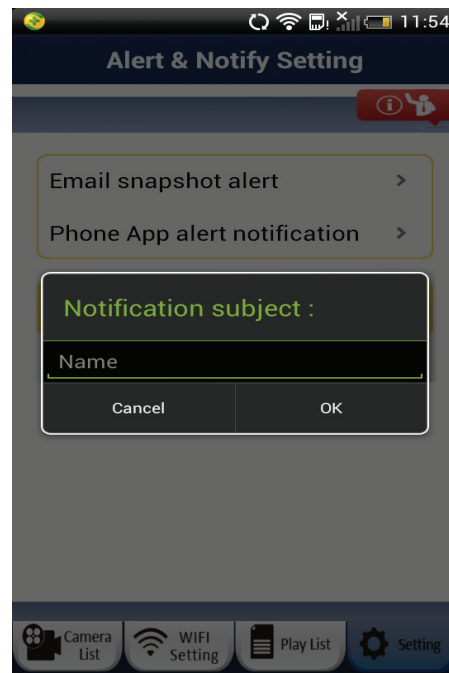
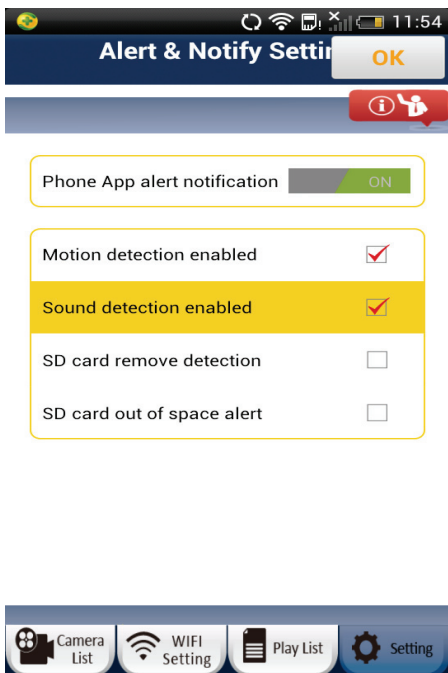
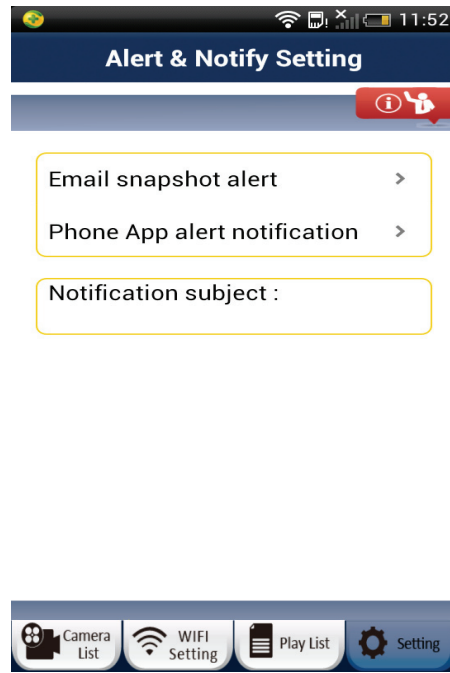
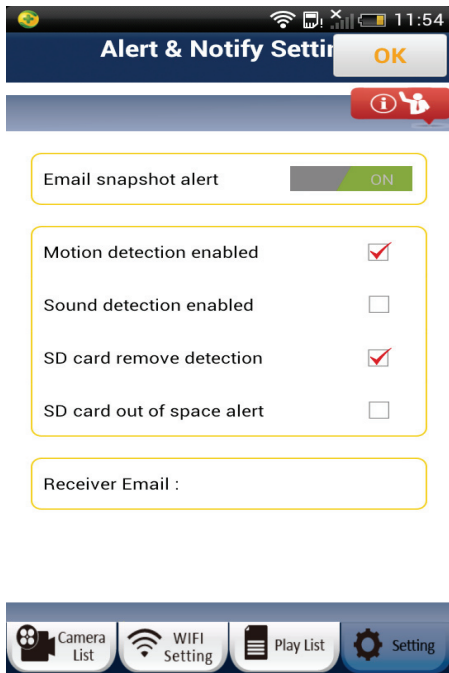
User can remotely switch the camera to connect to a different WiFi router.



2) Alert & Notify Setting / Warning & Notify Setting

The camera has a number of hardware alarm detection possibilities.

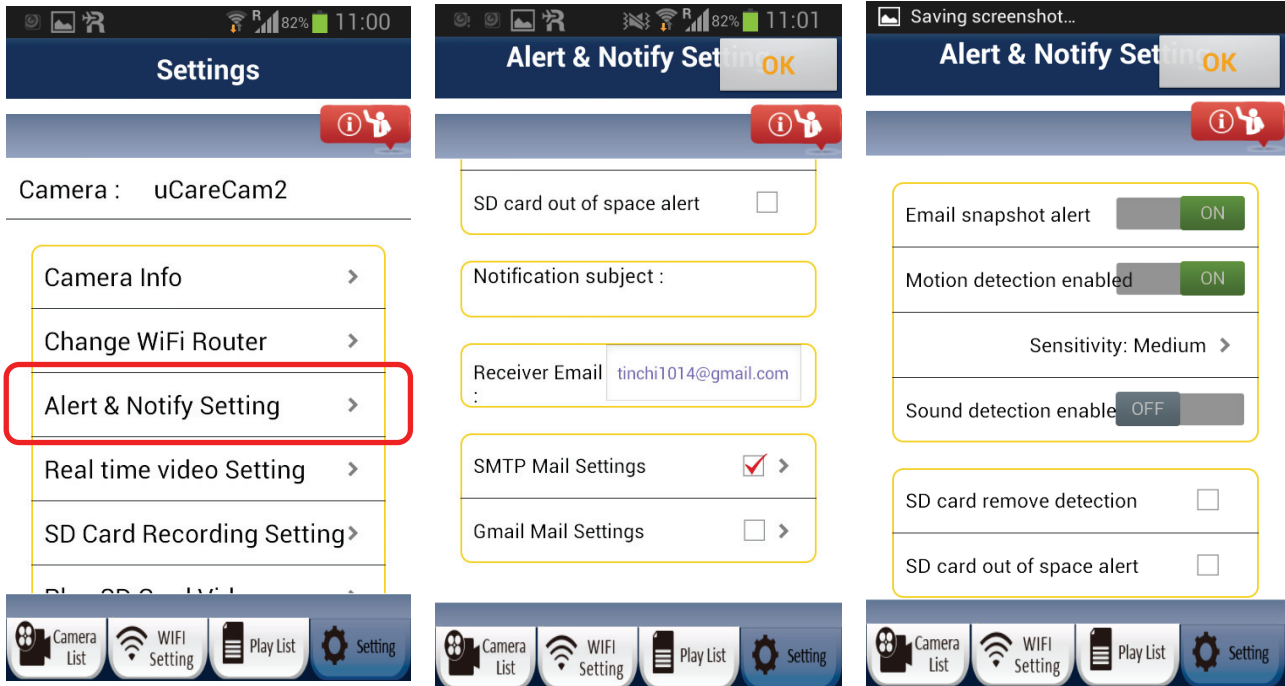
User can set the desired trigger and notification. When a new event is generated, the App will notify the user either through email or through a push notification on the smartphone.



Set Email Alerts

To setup your email to receive motion/sound/etc. alerts, please login to the “Settings” page with Manager name and password (default: admin / 0000).

- 1) Click on “Alert & Notify Setting” or “Warning & Notify Setting”.
- 2) Click on “Email snapshot alert”
- 3) You will see a variety of options. You can touch and scroll down the page to see more options.



- **Email snapshot alert** – Turn email on/off
- **Motion detection enabled** – Turn motion detection on/off
- **Sensitivity** – Motion detection sensitivity (High, Medium, Low)
- **Sound detection enabled** – Turn sound detection on/off
- **SD card remove detection** – Send alert if SD card is removed
- **SD card out of space alert** – Send alert if SD card is full
- **Notification subject** – Note to be added to email alert (less than 10 characters)
- **Receiver Email** – email address to send alert to
- **SMTP Mail Settings** – only either SMTP or Gmail mail settings can be set. Please enter your email provider's SMTP server settings. You may need to contact your email provider for the server settings. Please enter your email address and email password. This account will be used as the "Sender" or "From" for the email alerts.
- **Gmail Mail Settings** – only either SMTP or Gmail mail settings can be set. For convenience, we have already entered Gmail's SMTP server settings. Please enter your Gmail account email and Gmail password. This account will be used as the "Sender" or "From" for the email alerts.

3) Real-time video setting

User can adjust the video quality settings based on the status of the network connection. If the user does not have adequate video performance, please turn off motion detection and reduce the resolution.

- (1) Frames: The default is motion image detection
- (2) Resolution: The default is 640x480



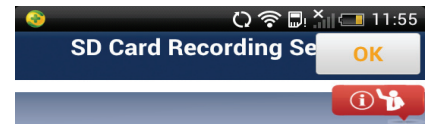
4) SD Card Recording Setting

User can insert a microSD card into the camera to enable the recording function.

Trigger Recording:

The camera will automatically start recording when a trigger event (motion, sound, and other events) have occurred. The camera will record for 60 seconds. If another trigger event occurs, the camera will record for another 60 seconds; otherwise it will stop recording.

Continuous Recording: User can setup uCare Cam to constantly record. A video file will be saved every two minutes. When the microSD card is full, if "SDCard Overwrite" is checked, the programme will remove the oldest video files and continue to record. Otherwise, it will stop recording. "HQ" means high quality recording. "LQ" means low quality recording.

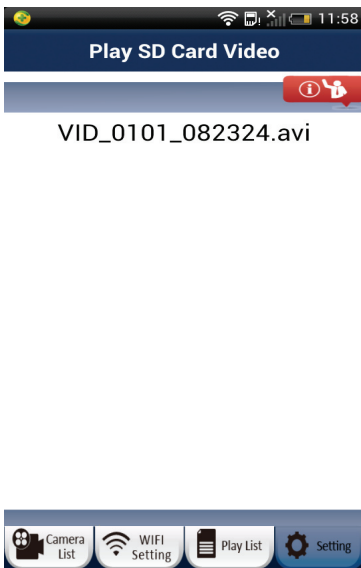


SD card status has been removed



5) Play SD Card Video

Click on the Video file to play.



6) Password Setting

The two-level password management system allows the user to safely and effectively manage the camera.

First layer: Camera password – able to view the camera.
Default value is 0000

Second layer: Manager's Name and Password – able to view and set uCare Cam settings.

Default value is: admin / 0000

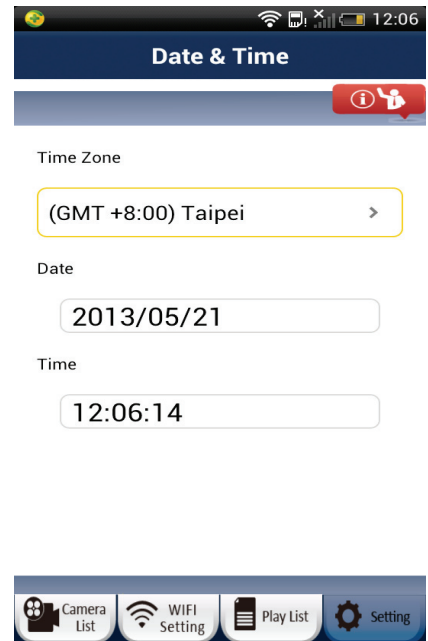


Manager's Name	admin
Manager's Password	0000
Camera's Password	0000



7) Date & Time

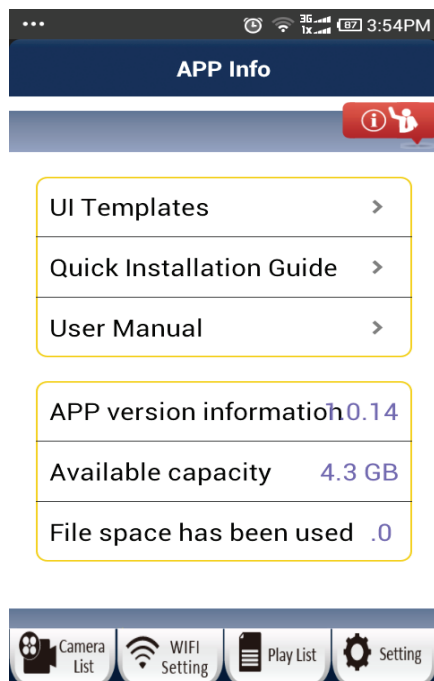
User can only adjust the Time Zone. The Date and Time will be factory set and the user cannot change it.



App Info

In the App info page, the user can see options related to the App, not specific to a camera. To go to the App info page, please click on the top right hand corner of screen. Inside the App info page, the user can:

- Switch the App user interface skin to a different colour template.
- See the Quick Installation Guide
- See this Detailed Instruction Manual
- See the App version number
- See the memory usage of the uCare Cam App on your smartphone.



J. Update your uCare Cam firmware

1. Download firmware and un-compress the file.
2. Copy "update.bin" to microSD Card top folder, for example H:\

3. Turn off power to the uCare Cam and insert microSD card into the uCare Cam microSD slot in the back of the uCare Cam.
4. Turn power on to the uCare Cam.
5. The uCare Cam will start reading data from the microSD card and upgrade the firmware. The LED colour will blink red and green during this process. It will take about 3 minutes to upgrade the firmware.

Don't power off the camera or remove the microSD Card during the upgrade process.

6. After the firmware upgrade is successful, the uCare Cam will automatically reboot and reset all settings.
7. User will now need to reinstall uCare Cam.

FAQ:

1) uCare Cam status LED is orange.

Why can't my smartphone connect to uCare Cam?

- a. Does the camera status in Camera List view show "Online"?
 - i. Yes -> Check smartphone internet connection speed
 - ii. No -> Try to force reconnect.
 1. To force reconnect on iOS, click on the right arrow and click on "**Reconnect**". Click on Camera name once it shows "**Online**".
 2. To force reconnect in Android, click and hold on Camera name. A pop-up window will give you options to reconnect. Click on "**Reconnect**" then click on the Camera name once it shows "**Online**".

2) The live video stream is very slow.

The uCare cam will automatic adjust video streaming speed according to your smartphone's internet connection. It will start sending video from a low frame rate and gradually increase the frame rate. It may take 1-2 minutes for the frame rate to stabilise. If performance is still not satisfactory:

- a) Please ensure motion detection is turned off. "Settings" -> "Alert & Notify Setting" -> "Email snapshot alert" -> "Motion detection enabled" is NOT checked.
- b) Please reduce the video quality. "Settings" -> "Real-time video Setting" -> "Video quality settings".

3) What does the LED colour stand for?

LED Colour	Description
Power on → green	IPCam booting (15 seconds)
Power on →green → red flashing	IPCam loading program (15 seconds)
red and green light alternatively	Router Mode
Fast green light	WPS Mode
Green slow flashing	Searching and Connecting to WiFi router (uCare Cam will reboot automatically every hour in this status)
Orange	Connected to WiFi Router
Red fast flashing	WPS pairing failed

4) My uCare Cam does not connect to the router

It's possible that there are too many WiFi routers nearby using the same channel and they interfere with each other.

- a. Please move the uCare Cam closer to the router to ensure a good WiFi signal.
- b. You may consider changing your WiFi channel number, for example Ch1, Ch6, Ch11.
- c. Please turn off power to the uCare Cam, wait 5 seconds, then turn power on to the uCare Cam.
- d. Please wait ~1 minute, then press the WPS/REST key in back of uCare Cam.
- e. Please wait ~1-2 minutes. The status LED should be flashing red and green. Please try setup again following the instructions.
- f. If the status LED does not flash red & green, please contact Customer Support.

5) How to check your WiFi signal and coverage by Android App -- WiFi Analyzer

Ans: There is a free android app “WiFi Analyzer” that can scan and show all WiFi SSID’s around. User can change their WiFi channel to avoid interference and get better signal and coverage.

https://play.google.com/store/apps/details?id=com.farproc.wifi.analyzer&feature=search_result

6) What is the default account name and password?

Ans: Default password for IPCam is “0000”, default manager account is “admin”, password is “0000”

7) Why can’t uCare Cam connect with WiFi Router using WPS Mode?

- a. Make sure the router’s WPS function is enabled.
- b. Please try router model if WPS mode setup failed.

8) What is the frequency of email alerts and smartphone notify alerts?

Ans: Once motion or sound detection is triggered, then the uCare Cam will send email and phone notifications immediately. If the trigger event continually happens, then the email and phone notifications will be sent out at three minute intervals.

The trigger event ends after 10 seconds if there is no continual motion or sound.

The minimum interval for email and phone notifications will be 11 seconds.

9) What is the estimated recording size of video per hour (video format .AVI)

VGA 640x480	Continuous HQ (20FPS)	Continuous LQ (10fps)
Frame Rate Priority	4GB / Hour	2GB / Hour
Image Quality Priority	8GB / Hour	4GB / Hour

10) In iOS, I cannot see the uCare Cam router “wifi-cam-p2p”.

After some time, the uCare Cam Router will no longer broadcast the SSID “wifi-cam-p2p”. Please reset the uCare Cam by pressing the WPS/REST button for ~10 seconds. Then please take note of the LED colour. When the LED turns green/red, then you should see the SSID being broadcast again.

Warranty:

Any changes and/or modifications to the product will void the warranty. We cannot accept any liability for damage caused by incorrect use of this product.

Disclaimer:

Designs and specifications are subject to change without notice. All logos, brands and product names are trademarks or registered trademarks of their respective holders and are hereby recognized as such.

Disposal:



- This product is designated for separate collection at an appropriate collection point. Do not dispose of this product with household waste.
- For more information, contact the retailer or the local authority responsible for waste management.