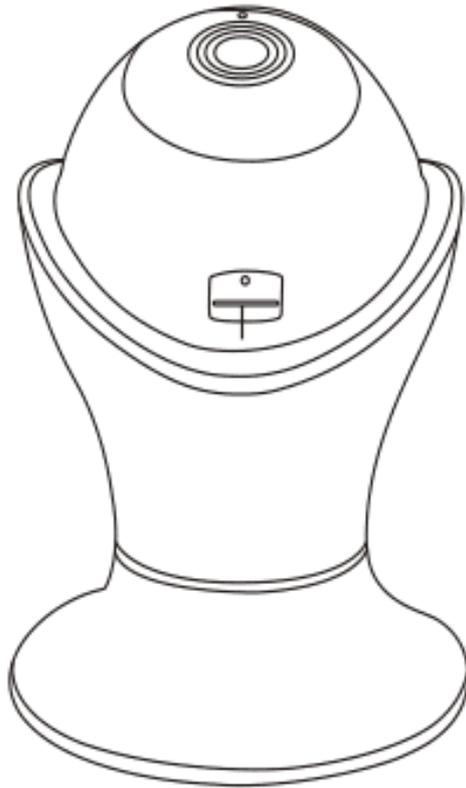# 360eyeS

## Video Encryption 3D Navigation 2MP PT IP Camera

Instruction Manual

Benavis
More help to visit www.benavis.net

Product Overview

Introduction

Thank for choosing mine 1080P Wireless IP camera. This product is designed to make remote video surveillance become easier. Leveraging the Full HD CMOS image sensors and advanced image signal processor, this camera can deliver 1080p video with high image quality. Included many useful and smart features including motion detection, push notification alert.
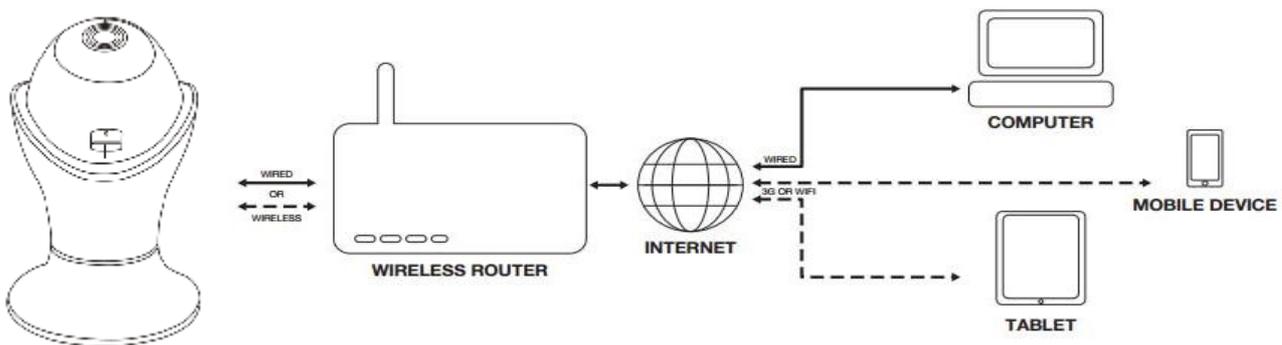
Major Features:

l   3D Navigation View: 15 Pre-set position. Camera will take snapshot at each 24 degree direction. This is for your quick pan view. No need to touch screen and rotate your camera to where you want to look.

l   Privacy Protection: Encryption video stream between your mobile and devices

l   Cloud storage optional: Once you decide to try it, pls contact us for more detailed service terms

l   P2P camera live view

l   2 Way Audio

l   1920X1080 Full HD Resolutions

l   Maximum SD card storage 128 GB

l   Night Vision: Infrared night distance is 10 meters

l   3 Meters Extended power cable for your convenient installation

.

Preparation:
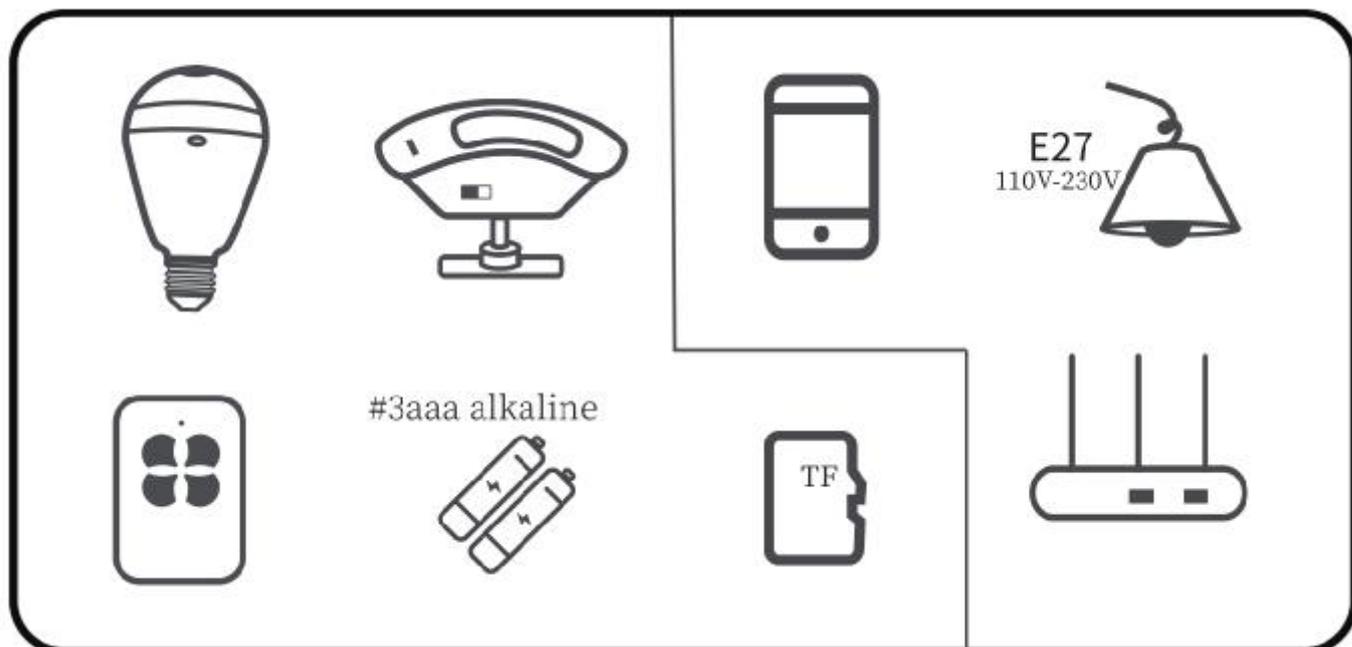
Check box inside list before using it.

PT Camera X1

PSU 5V1.6A 3Meters X1

Reset Pin X1

Wall mount 1-in Screw X2

Fluted Plastic Wall Anchors X2

Installation Plate: X1

Quick Manual X1

Installation Bracket X1(Optional)

Ethernet cable X1(Optional)

*****If any missed, pls reach at Stonebird.yi@benavis.com.cn or www.benavis.net for help. You maybe need micro sd card for video storage. Micro sd card not included here.

Some Tips Before Installation:

1). Camera should not far away from the router, recommend the distance is 10 meters. If over 10 meters, you need to download "speedtest" check if internet upload speed over 4Mbps and stable.

2). Under paring Wifi status, you need to put your cellphone as close as possible to the camera. Recommend 30 centimeters around. Increase cellphone sound as big as possible. Make that there is no big noise at the background

3). If your home network is 2 lays, eg there are 2 routers, pls use root one to configure the camera.

4). The camera only supports 2.4GHz Wifi, can't support 5GHz. Making sure that there is no special character such as "/ ? " etc in WiFi SSID and password, only allowed with letters or numbers . DHCP function should be enabled in your router

5). Some cases, camera can not work with your routers properly. If you meet this, pls reach us at Stonebird.yi@benavis.com.cn or www.benavis.net for help. Hope you can report us your routers brand and model name.

Installation Procedure

1) Connect Power with the Camera: Use the adapter insert in the camera, camera indicate light will be red and flash slowly.
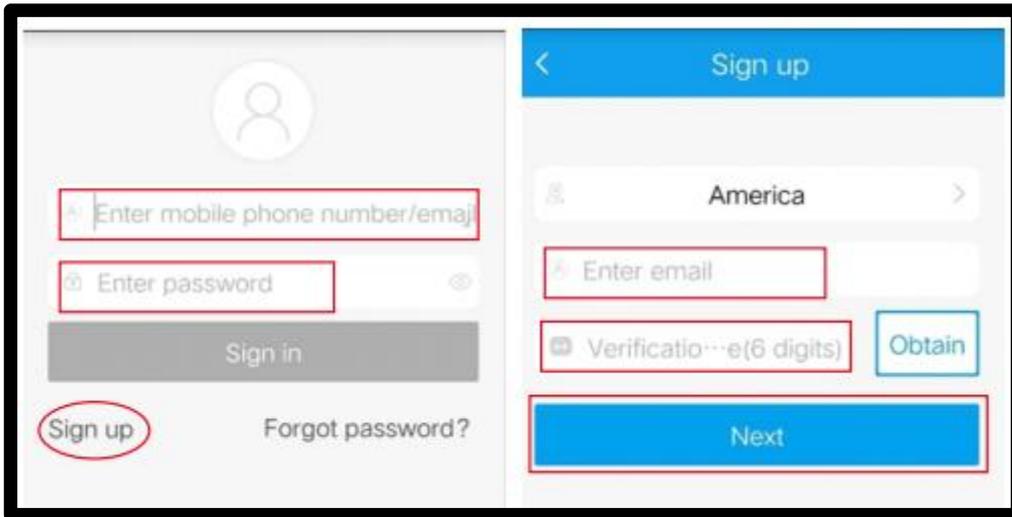

Indication Light Power on
Blinking red slowly
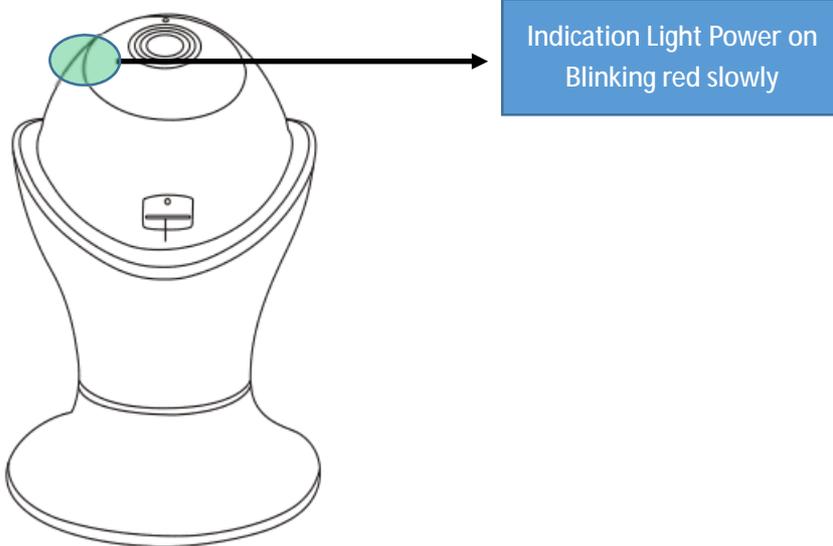
2) Download APP from below website or directly from APP store.
Http://s.360eye.cc

Remark: Android system support version 4.1 and above, IOS system support version 9.2 and above.
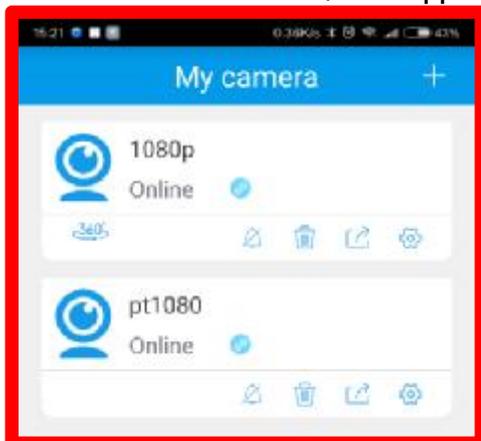
3) Register an account and login in

A) Add camera into your account: There are 2 ways to add the camera into your account,
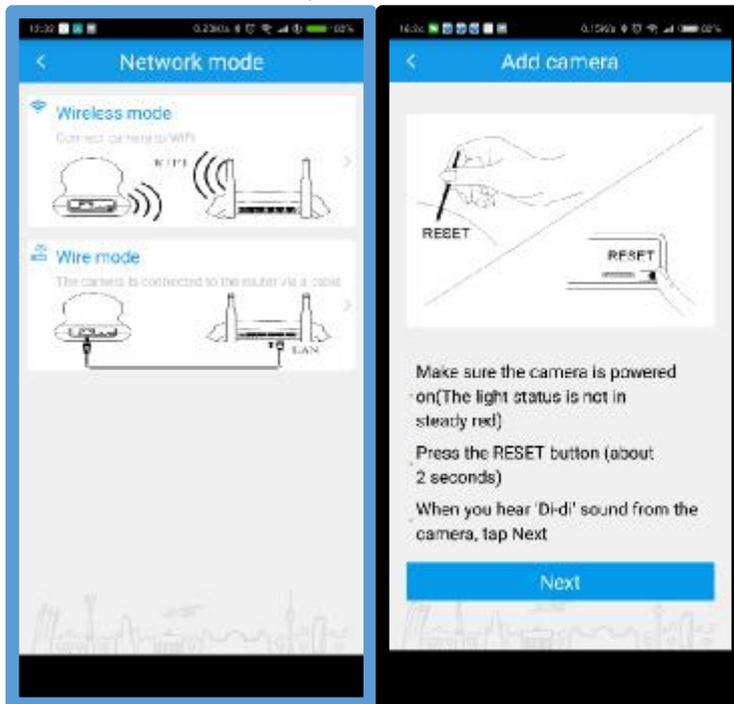
Option#1: **"Wireless mode"**

Option#2: **"Wire mode".**

If you got trouble to connect the camera with Option#1, pls use Option#2. For Option#2 detailed instruction, pls see page 10 for more detail.

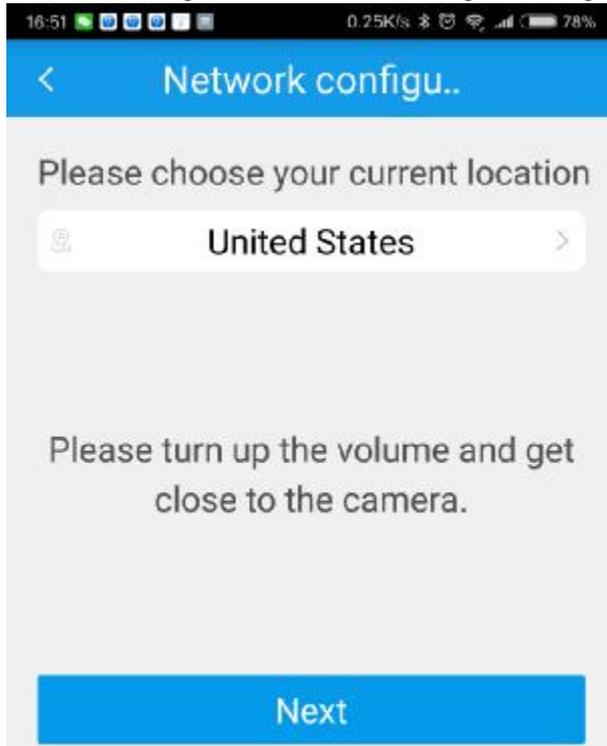Follow the APP Instruction, click upper right corner**" +"** ,

B) Choose **"wireless mode"**, select **"next"**

C) Input your Wifi password, then **"next"**

D) Select your country **"United States"**, that is to save your location timezone to the camera.
You can change it at **"camera setting"—"Language & timezone"** later.


E) Trigger sound wave technology to for pairing process. This needs about 2 minutes.
Pls wait patiently until you hear **"ding dong"** and the voice **"camera ready"**. It means camera connected successfully. After paring, the indication led will change to green and flash slowly. Before it flash red slowly. You can rename camera with installation location such as porch, garage, front door for better recognize.
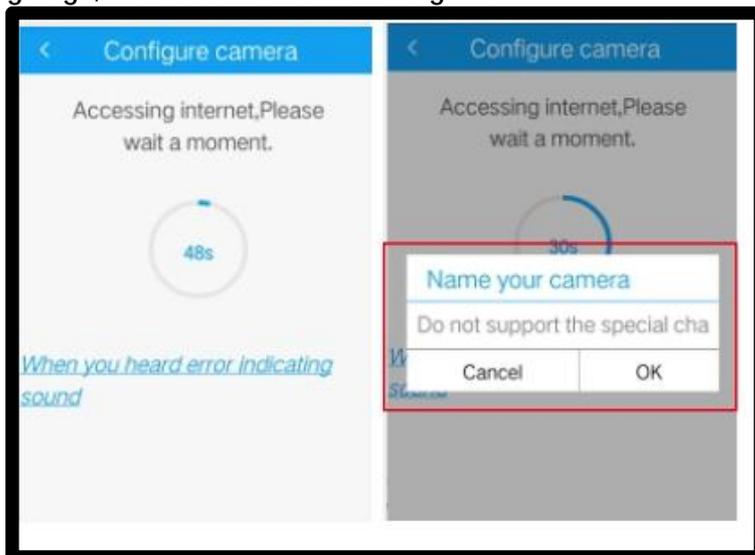

*****If you failed, pls reset the camera and try it again. If 2'nd time failed, pls check some tips as above mentioned before trying it, or use ethernet cable to link the camera. Tell us your router band and model name, we will verify it. For how to reset the camera, pls refer to the Q&A. If any, pls reach at Stonebird.yi@benavis.com.cn or www.benavis.net for help*

4) Set up your storage plan: Day, Evening, whole day 24 hours or your customized plan.
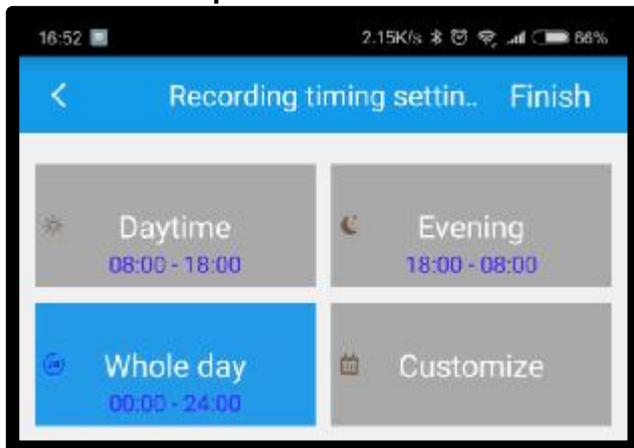
5) Install the camera at the right position and set up 15 pcs navigation view positions:

In the **"My camera"** page, click icon **"** **"** to trigger this function.

This action need around 3 minutes. App will take a snapshot picture at horizontal direction, each 24 degree and save into your phone, pls allow app to visit your phone storage.
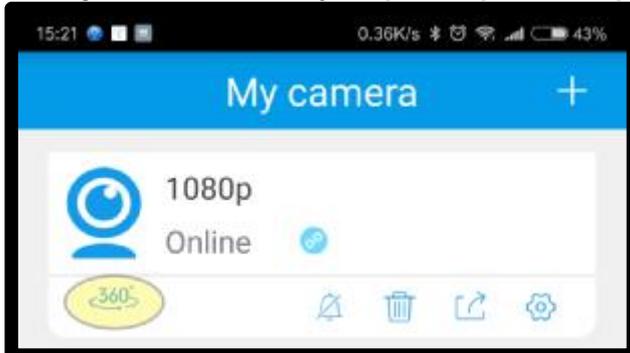
After picture captured, APP will create a small thumb for each direction below main view window.

You can click each thumb, camera will rotate the relative position.
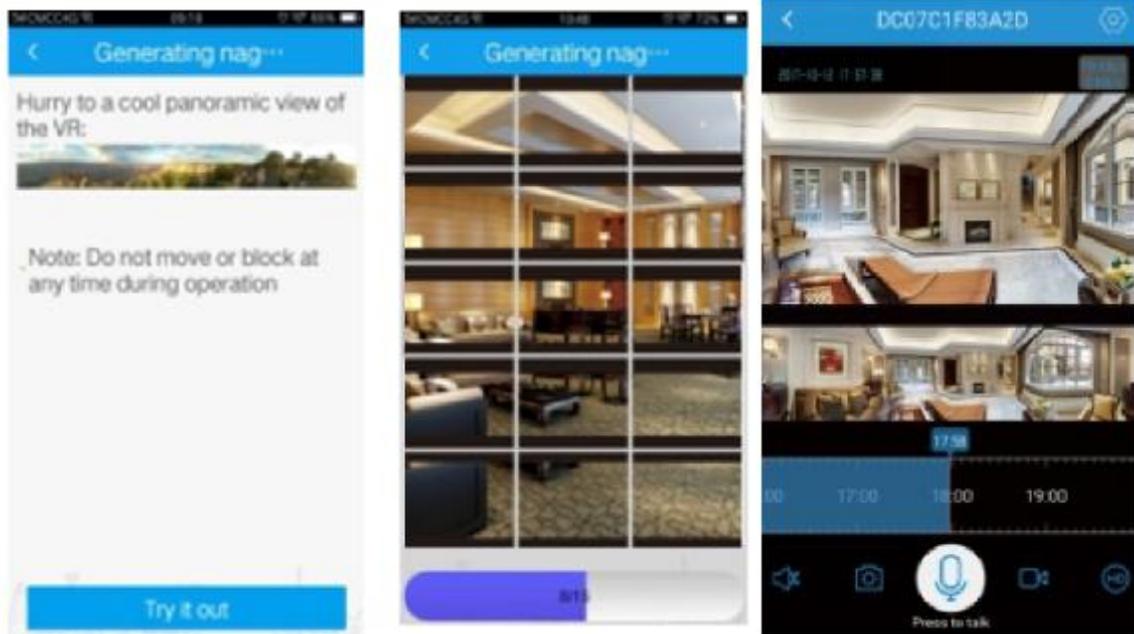
6) Enjoy it.

Option#2: Wire Mode

Option#2: "Wire mode" to add camera is used for some cases:

1. Camera wifi is not compatible with your router

2. The installation location Internet upload speed is not stable and could not reach 4Mbps above.

3. Your monitoring area is far away from the router.

Connect ethernet cable with routers and camera, Power on the camera, click "Connection complete, next". APP will search within intranet.

*** Notes: Keep the camera with your mobile at the same Wifi SSID, open your router DHCP function.
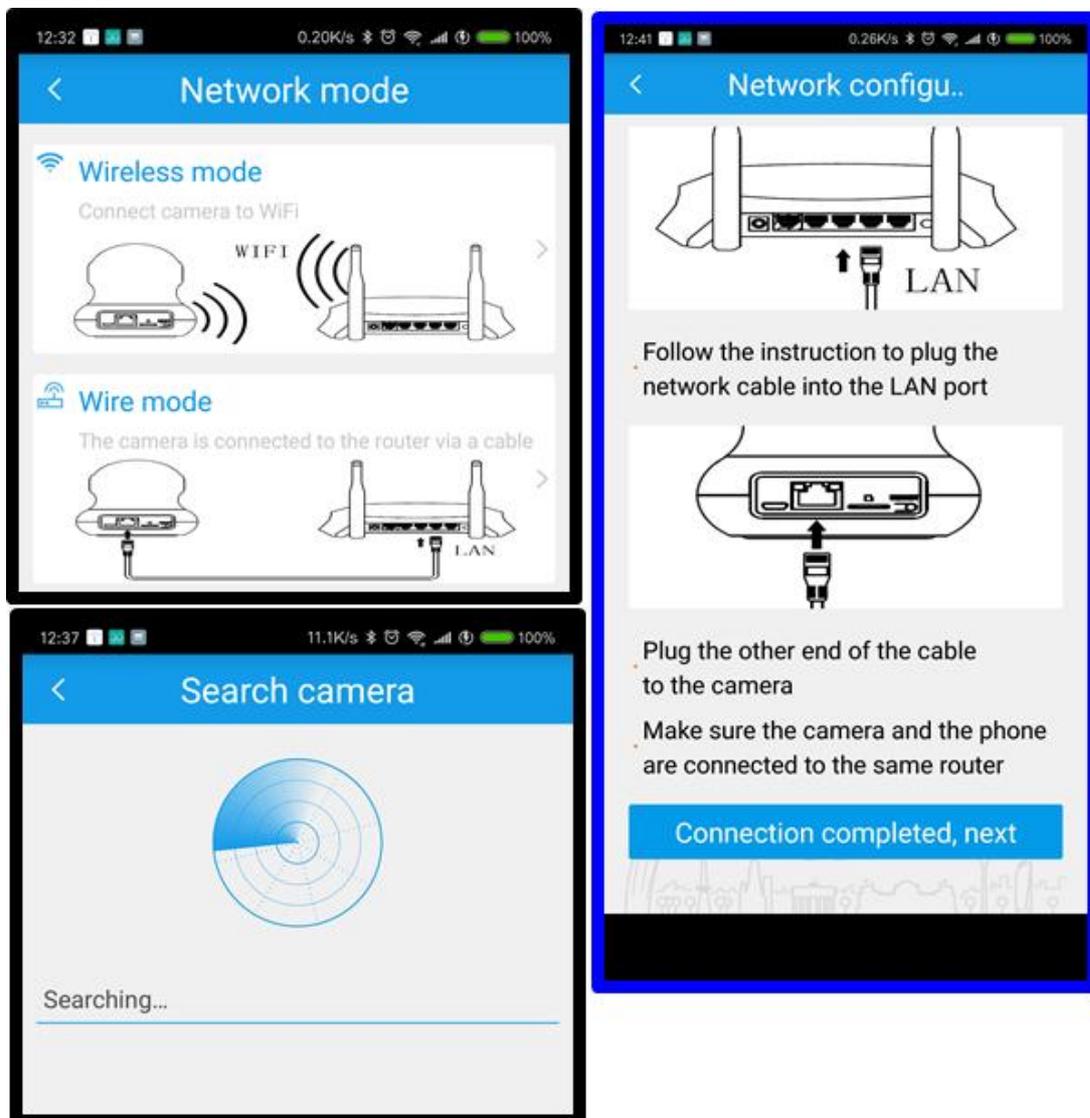
Questions you want to consider?

1) How many days video stream you want to save? Genera case, 16G TF card can support one day, 128G can support 8 days. Please use Classs10 high speed TF card. Format it with FAT32 before inserting Sd card slot. Recommend sd card brand such as Toshiba, Sandisk, Kinstone etc.

2) How much distance between routers and devices? Recommend 10 meters between router and cameras. The distance will be a reference. It is relative with your router wifi signal. After connection successful, you can go to "camera setting", view "camera information" and check current location Wifi signal. 5 means best. 4 or 5 is recommended. If lower 3, you need a wifi repeater to enlarge Wifi covering area. For better use experience, you need to make sure that the internet upload speed is over 4 Mbps and stable. You can download "speedtest" and get aware about the installation location internet speed.
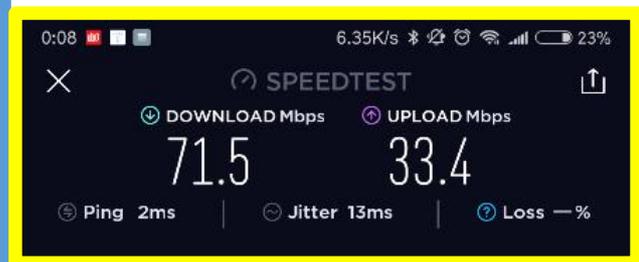
3) What about your expectation for the motion detection? Motion detection alert is not exact, mosquitoes, fly, bugs, pet or moving car, light reflection, sunlight will trigger alarm.

4) Can we use cloud storage?   Cloud storage is based on motion detection alarm event. Once alarm triggered, camera will send one minute video stream to the cloud. If you want to try this, pls choose your favorite package and pay it. Before doing, pls reach us Stonebird.yi@benavis.com.cn or www.benavis.net for help. We will send the cloud service

terms to you.
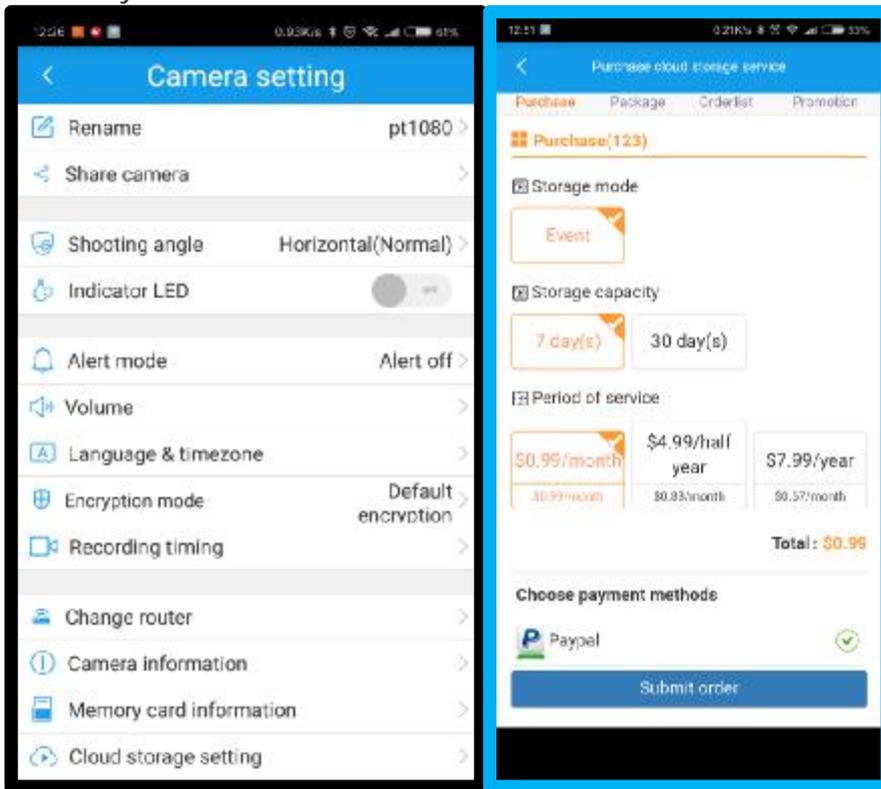
5) How many people you want to share? Maximum shared account is 5. Also camera stream can be viewed by 5 users at the same time. Sharing needs your friends register the account also and he has only view privilege right, no authorization right to modify the camera setting.

Safety Information

I   Do not try to disassemble

I   Keep the power supply dry and avoid contact with water

I   Small parts may cause a choking hazard, keep away from children

I   Only use approved power supply and accessory

I   Do not cover the camera, infrared lights product heat which may create a fire hazard

I   Ensure camera is property attached to the stand before final installation and positioning

I   Compliance is only assured by using the included power supply

Introduction APP Interface:

1. "My Camera" And "Real Time View Window"
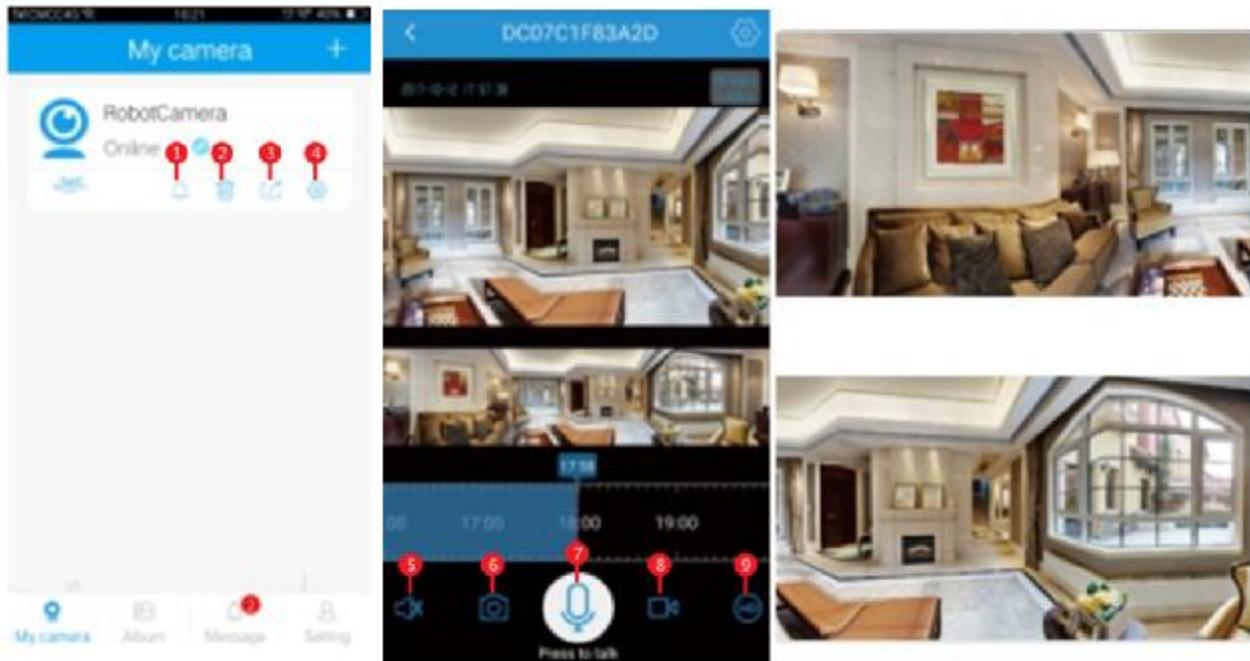
①Alert Mode Switch: Turn on or off the motion detection alarm function (need TF card put in)

②. Delete: Unbind camera from your account

③. Sharing: Share camera to other account (max 5 accounts): your friends must have registered the account already.

④. Camera Setting: Set up camera parameter in this page

⑤. Mute the camera sound:

*****If your phone is close with camera, you can hear very sharp sound and became more and more noisy. That is because of sound echo. That is a normal status.*

⑥. Snapshot: Hold to save a camera snapshot picture into your mobile phone

⑦ 2 Way talk button: Hold and speak to your mobile phone. Your voice will be transferred to the camera speaker.

⑧ Record button: Click the button will trigger video clips in your mobile phone

⑨. View Quality view Switch: Change live video quality, HD(High resolution/SD(standard)/Adaptive(fluent), it depends on your mobile phone and camera internet network status. More clear pictures mean high band width and long time to load the video. General case, 5 second needed at least.

⑩. Video playback (need TF cad inside)

⑪. View mode switch: perspective is looking up, or looking down)

⑫. Add camera: Add a new camera into your account, refer to page 6

2. Camera setting
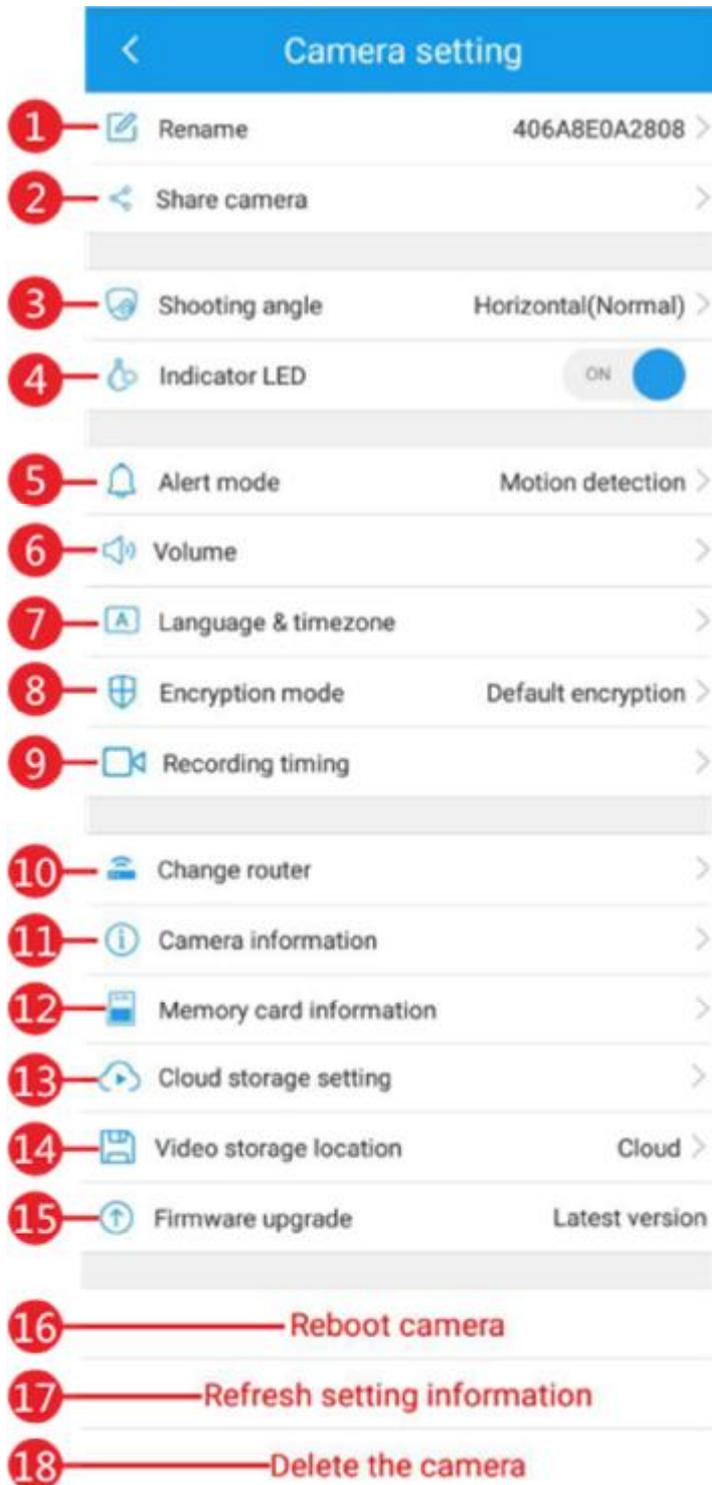
1) Rename camera: **If you want to change the camera name, you need to click here.**
   *** *Do not support punctuation in the camera name.*

2) Share device: Share the camera with your friends or family. Your friends and family members must create their account already. *(Maximum can share one device to 5 accounts)*.

3) Shooting Angle: Switch view angle, Horizontal(Normal), Overlook, Look up(Reverse)

4) Indicate LED: Turn on/off camera indicator led light green blinking

5) Alert mode: Turn on/off motion detection function *(Need to insert TF card)*

6) Volume:
   Open/close reminding voice
   Adjust speaker, mic, remind sound volume

7) .Language and timezone setting:
   Setup up camera reminding voice language.
   Timezone Setting: If APP could catch your location time exactly, you need to set up manually. We are using Greenwich Time. Typical US main area
   EST: GMT-05:00
   CST: GMT-06:00
   MST: GMT-07:00
   PST: GMT-08:00
   AKST: GMT-08:00
   HST: GMT-10:00

8) Encryption mode Setting:
   "Default Encryption" means camera will use your APP account password to encrypt video stream
   "Customize Encryption" means you can set up an individual password, which can be different with your app account password. That is to improve privacy level, protect some important area.

9) Recording timing: You can set up video storage schedule to save sd card storage space. There are 4 options. Day time, night time, 24 hours and customized plan.
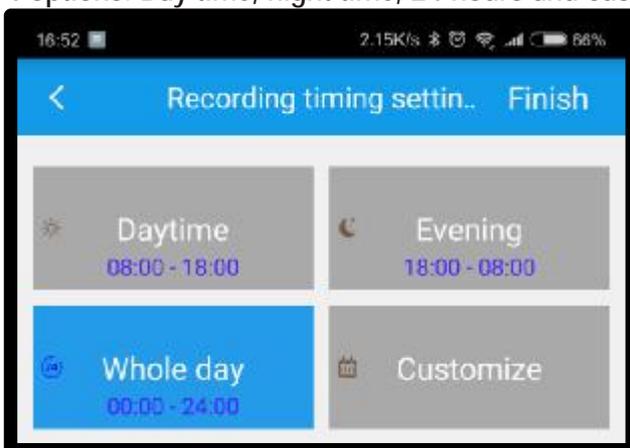

10) Change router: if you want to switch another router, different wifi SSID or from "Wireless mode" to "wifi mode", pls follow the APP to do and reset the camera into factory status.

*****Pay more attention to here: If there are 2 routers in your wifi network structure, we recommend the root one router and wifi to configure the camera*

11) Camera information: Camera firmware version, mac address, Wifi SSid and Wifi signal.

12) Memory card information: If you insert micro sd card, you can see SD card info.

13) Cloud storage setting: If you decide to try this service, pls reach us Stonebird.yi@benavis.com.cn or www.benavis.net for help. We will send the cloud service terms to you.

14) Video storage location: Micro sd card or cloud storage, 2 options just can choose 1 as primary.

15) Firmware upgrade: Camera firmware online upgrade.
*****Pay more attention to here. If you decide to upgrade it, pls make sure the cameras always power on, make sure good connection with internet. If failed, pls reach us Stonebird.yi@benavis.com.cn or www.benavis.net for help.*

16) Restart camera: Remote restart camera

17) Reload setting information: Reload and refresh camera setting and info if you changed it.

18) Delete camera: Delete camera from your account.
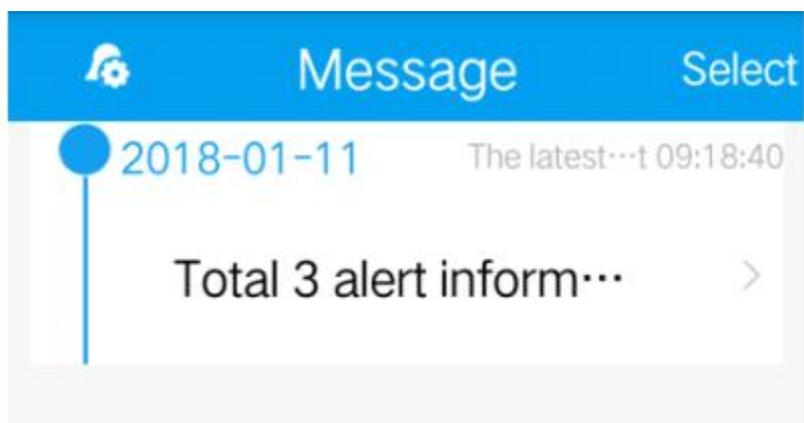
3. Album *(Once you inserted with sd card)*

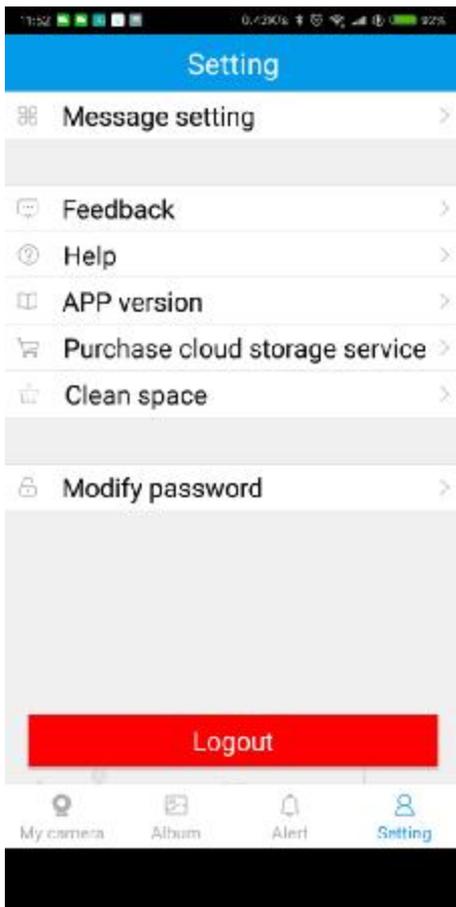View/edit snapshot and local video saved in SD card
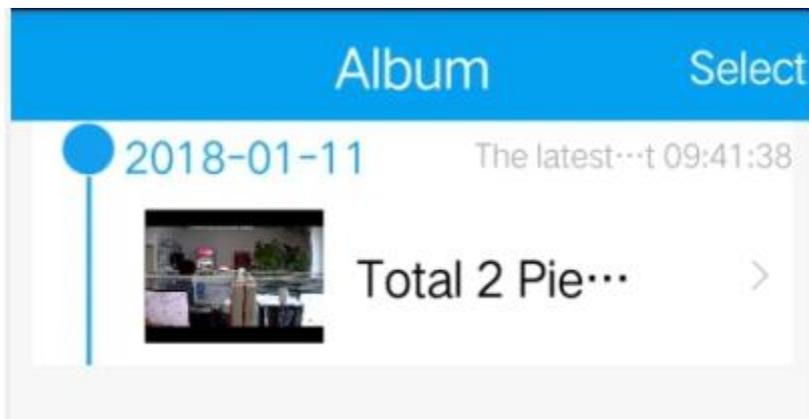
4. Message:

Setup/edit/view alarming message you can check the alarm message and with video footage.

5. Setting: APP general setting

①. Message Setting: Turn on/off motion detection alarm Push service, linked with "Alert Switch".

②. Feedback: question and advice for app developer. If you have anything to reflect to us, pls send email to us at Stonebird.yi@benavis.com.cn or visit www.benavis.net for help. I can not see and reply the message from app.

③. Help: basic instructions for APP.

④. App Version: current APP version

⑤. Purchase cloud storage service: Open cloud service buying page. If you want to try it, reach us Stonebird.yi@benavis.com.cn or visit www.benavis.net for help.

⑥. Clean space: Remove the APP cache in your mobile phone

⑦. Modify password: Change your account password.

⑧. Logout: logout and switch another account.

Technical information:
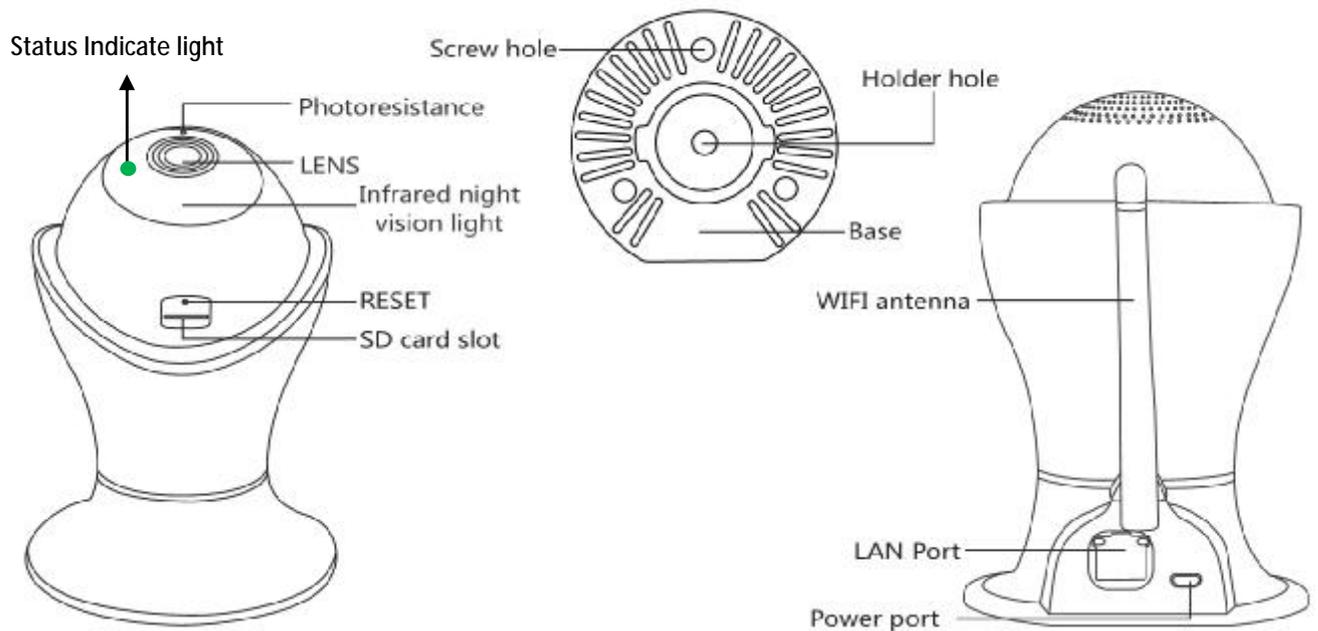
Status Led Indication Explainations:

1. 🟢 Green (solid): Connecting network

2. 🟢 Green (Blinking): Online

3. 🔴 Red (Blinking): Waiting for connection

4. 🟢 🔴 Red and Green (Blinking): Upgrade successful

5. 🔴 Red (solid): Camera with an error

6. ⚫ No light: No power

Camera	
Image device	1/3" CMOS
Pixels	1920X1080
Focus Length	3.6mm
White Balance	Auto
Exposure mode	Auto
Gain	Auto
Viewing angle	Horizontal:75.7° Vertical: 66°
PTZ	Pan: Horizontal rotation 355 degrees Tilt: Vertical 80 degrees Zoom: Digital 3X

Min. Illumination	1.0 Lux
Night Vision Distance	10m
IR LED Q'ty	9 pcs
IR cut filter	Yes
Network	
Image compression	H.264
Image resolution	1920X1080
Max. frame rate	25fps @1920X1080
Audio compression	G.711
Simultaneous viewers	5
Network protocols	TCP IP, UDP, HTTP, UPNP,DHCP, NTP
Stream type	RTSP
Network connection	Ethernet (10BASE-T/100BASE-TX)
Wireless LAN	
Wireless technology	IEEE802.11b/g/n
Transmission speed	150Mbps/54Mbps/22Mbps/11Mbps/5.5Mbps/2Mbps/1Mbps (Auto Switch)
Security	WPA2-PSK(AES/TKIP)
External Port	
Built-in microphone	Electret Condenser Microphone
SD slot	Yes
Advance Function	
Motion Detection	1 windows motion detection
Recording	Customized Recording Plan
Cloud Storage	Motion detection Alarm Event Cloud storage 1 minutes
Encryption	End To End Video Stream Encryption
General	
Power requirements	DC5V 1.6A
Power consumption	4.5W
Power over Ethernet (POE)	No
Operating temperature	-5 to +45 °C (+22 to +113 °F)
Storage temperature	-20 to +60 °C (-4 to +140 °F)
Operating humidity	20~80%RH(Non-condensing)
Storage humidity	20~95%RH(Non-condensing)
Dimensions(W x D x H)	9.5X9.1X13.1CM
Weight	228g(Main Body)
Package Dimension	10x10x20cm
Package Weight	372g
System Request	
PC	Windows7
Browser	Not Support

Ⅲ. FAQ

Why we can see the decryption failed?	That means your cellphone hardware is not high enough. You can make camera and cellphone power off, then try it again. If same occurred，you can try another phone. If still with problems, pls email to me that exact your phone brand and system version and return the camera to us.
My camera status is online, but when I tap into the camera it keep loading and doesn't shows the image. How can I solve this problem?	Make power off your phone and cameras. Then check if it is ok, if still same, pls check the installation location internet speed. The camera need 4Mbps upload speed. You can download speedtest APP and test it. See next question for detailed answers.
My camera keep going offline, why is it?	You need to check the installation location internet speed. The camera need 4Mbps upload speed. You can download speedtest APP and test it，Pls check if the location upload speed Mbps is stable and over 4Mbps. Camera Wifi with problems, pls reach us pls reach us Stonebird.yi@benavis.com.cn or www.benavis.net for help.
How to make sure that we can add the camera successfully?	1. Pay more attention to the distance between the router and cameras, recommend 10meters maximum. If it is over such distance, you need to test the location internet speed as above mentioned. 2. When the camera triggered at pair status, you need to adjust your cellphone volume as big as possible and close to the cameras as much as possible, recommend the distance between the camera and cellphone is 30CM. 3. During paring, pls make sure the surrounding is quite enough, no so much noise. 4. Wifi name and password must not include special character and punctuation.
Why we could not reset my camera?	Press use reset pin (attached in package)，insert "Reset" hole, press the button 2 or 3 seconds, till you heard "Di" "Di" 2 times, and the indication LED is red and blinking slowly. That means you make you reset the camera to the default factory status. If you did not see it, pls power off the camera. Pay more attention to that power off
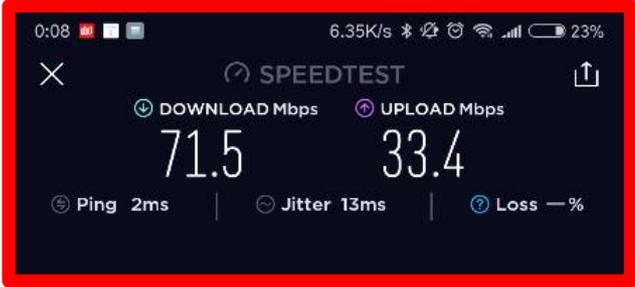
	camera needs around 1 minute to be ready. After the camera ready, if no connection, led indication will be red and flash slowly. If Led indication is green and flash, that means cameras connect wifi already, you can reset the camera again and try again
Why it is hard to add the camera into my account?	Pls check your wireless structure. If there are 2 routers within your network, pls use the root one to configure the camera and make sure there is no special character and punctuation within SSID name and password.

If still not solve your problems, pls go to my website www.benavis.net to look at QA questions and videos, we will update per customer feedback, or email to us. Stonebird.yi@benavis.com.cn

Tks for your reading.

www.benavis.net