

AquaWatch HD IP Camera

Quick Start Guide

V 3.1

Please read this manual carefully before using this product and keep it for future reference.

Note: Due to the continuous updating of the products and software, there may have some discrepancy between the operating guide and APP interface. All the instructions are subject to the actual operation interface. If you want to know if you can update the fireware, pls contact technical team.

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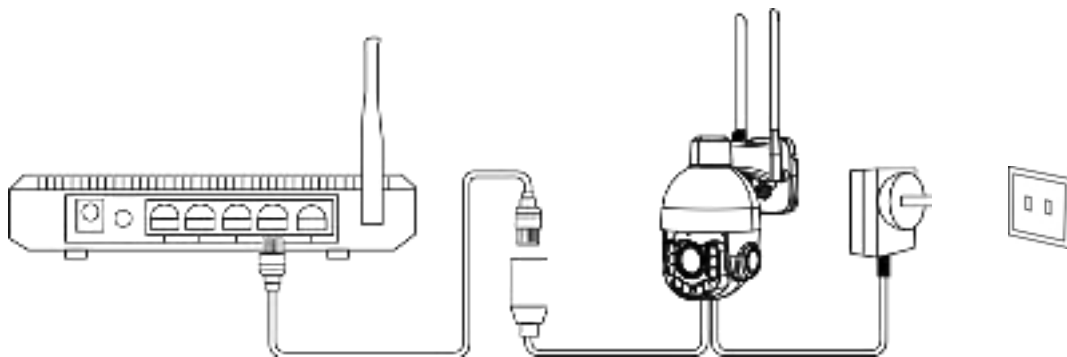
1. Introduction

This manual describes all the parameters, functional structures, usage, common problems and solutions for the cameras in detail. This would help you know the camera quickly and use it easily.

If you have any problems with our camera or confused in the settings, please contact with us, and we will provide technical support and service at the first time.

• LAN cable connection

1) Connection network cable to router and plug in power adapter.



2) Connect LAN cable and power to camera, it needs about one minute to self checking and then start working.

Tips: The router must be able to connect to the internet! Please use the standard power supply.

3) Network indicator light (green): always flashing means network data transmission is normal.

2. Installation



3. SD Card Slot



4. APP Download

Download APP "CamHipro" in Google Play or Apple Store, or scan the QR



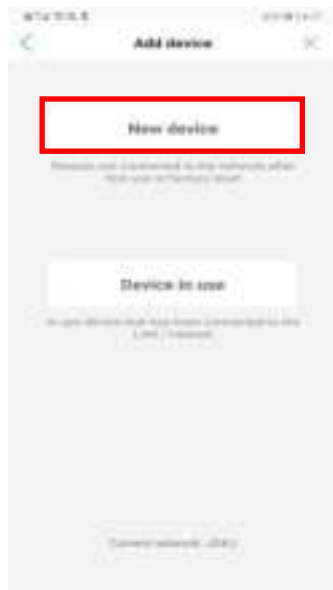
5. Mobile APP CamHipro Connection

5.1 Connect the Camera by Network cable

Install the APP, connect the mobile phone to the WIFI network, enter the APP and click “Add Device button” to enter the Add Device interface. Choose different adding methods according to different types of cameras, because common IP cameras cover various adding methods. The following adding instructions are based on IP cameras.



Step 1



Step 2



Step 3



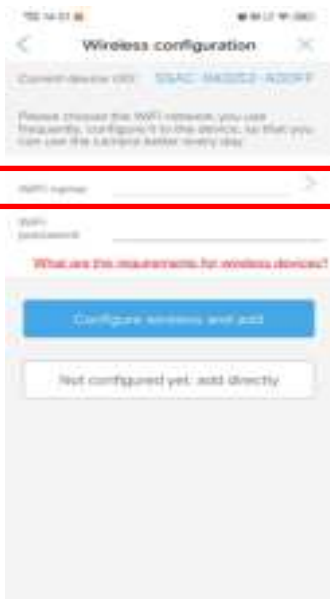
Step 4



Step 5



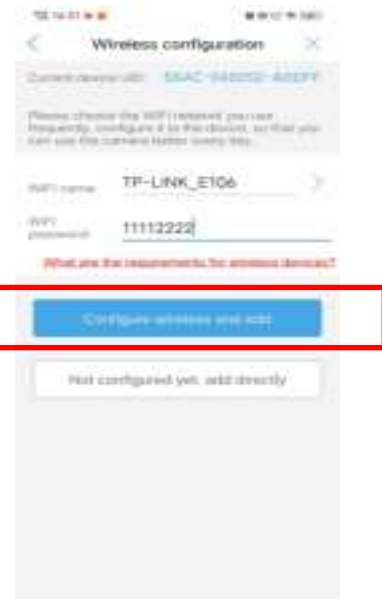
Step 6



Step 7



Step 8



Step 9



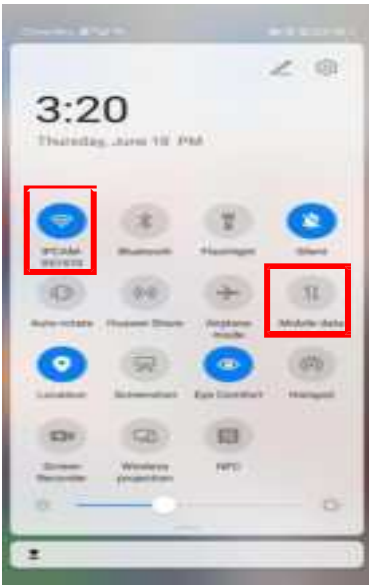
Step 10



Step 11

5.2 Connect to IP Camera Hot-Spot and then Configure Wi-Fi

Go to your cell phone's Wi-Fi Setting -- search Wi-Fi signals -- connect the Wi-Fi.
 The name of Wi-Fi Hot Spot is the UID on the camera (Wi-Fi name: IPCAM-900139)
 Camera default Wi-Fi Hot Spot password: **01234567**



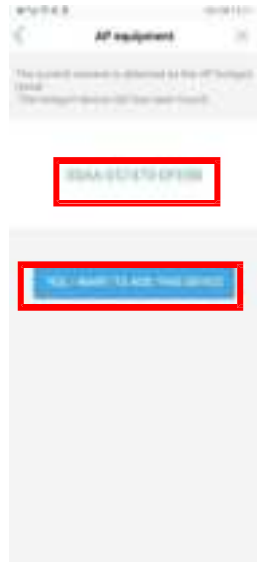
- Tips:
1. Only when the mobile phone is 3-5 meters away from the camera can the hot spot signal be detected , please close the mobile data when connect the camera Hot Spot.
 2. First time connect camera power on after 10-20 seconds for self-test.
 3. If there is no camera in the list, please press and hold the reset button for 15 seconds, the camera will be restored to factory settings
 4. If you connect the camera with a cable, the camera hotspot will no longer be displayed. If you want to connect the camera hotspot, disconnect the cable and reset the camera.

5.3 Add Camera

Add your camera to 'CamHipro' APP follow the steps of the below pictures.



Step 1



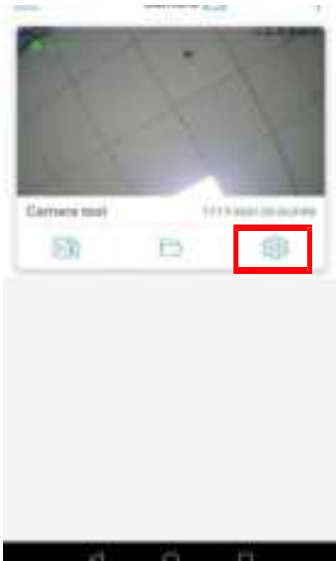
Step 2



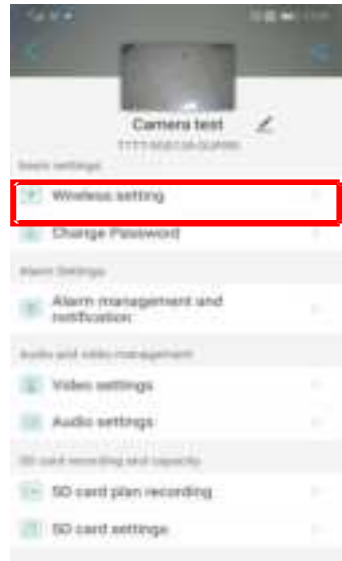
Step 3

5.4 Wi-Fi Setting

Set Wi-Fi for your camera with the your Router's Wi-Fi, follow the steps below:



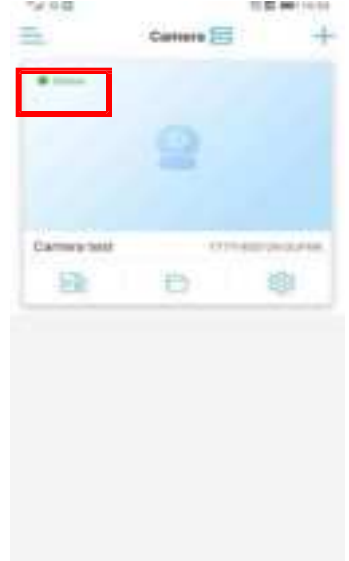
Step 1



Step 2



Step 3



Step 4

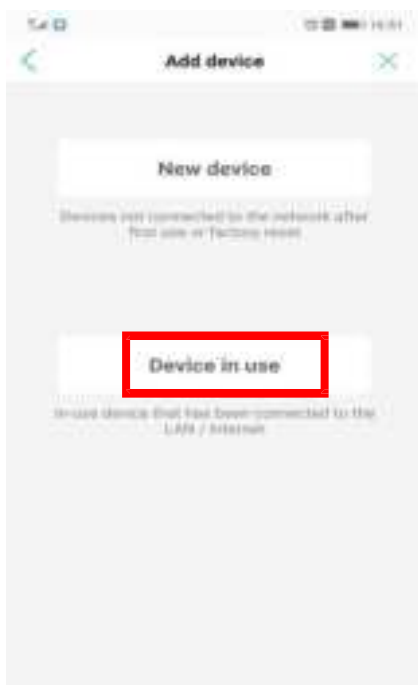
5.5 Connect the Camera by Search Nearby Devices

A. Connect the camera to the power supply and the camera would turn into self-test mode, which would take about 15 seconds. Open the 'CamHipro' APP.

B. Add the camera by Search Nearby Devices follow the below steps.

Tips:

1. Please make sure that the camera has been connected to router's Wi-Fi.
2. Please make sure that your cell phone connects the same Wi-Fi as the camera connected.
3. If there is no camera on the device list, please hold reset button for 15 seconds and the camera will restore to factory setting.



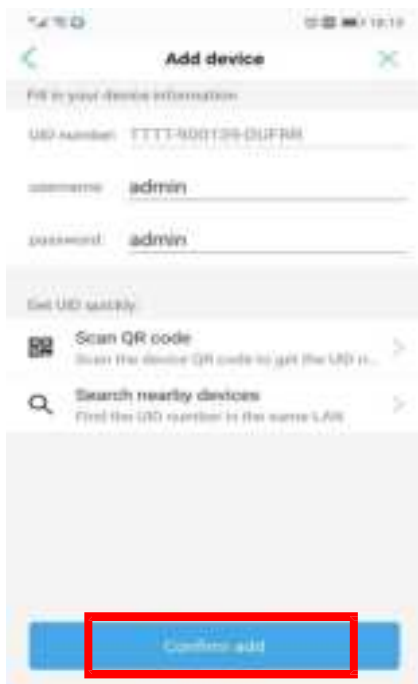
Step 1



Step 2



Step 3



Step 4



Step 5

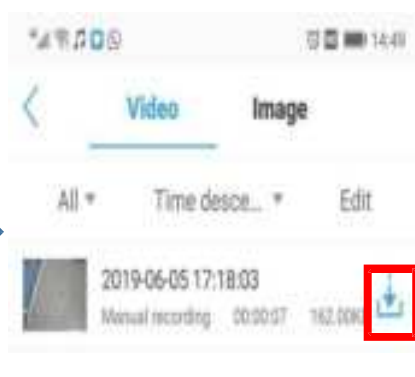
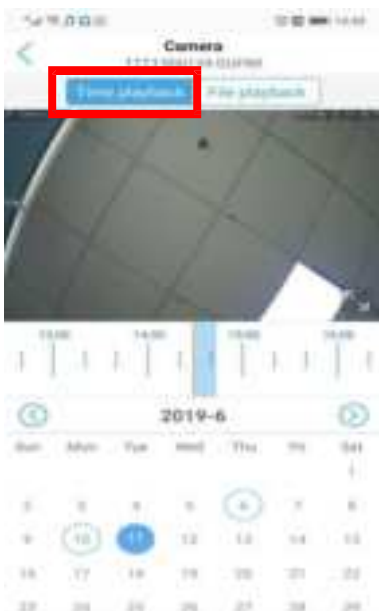


Step 6




5.6 Mobile APP Function Introduction

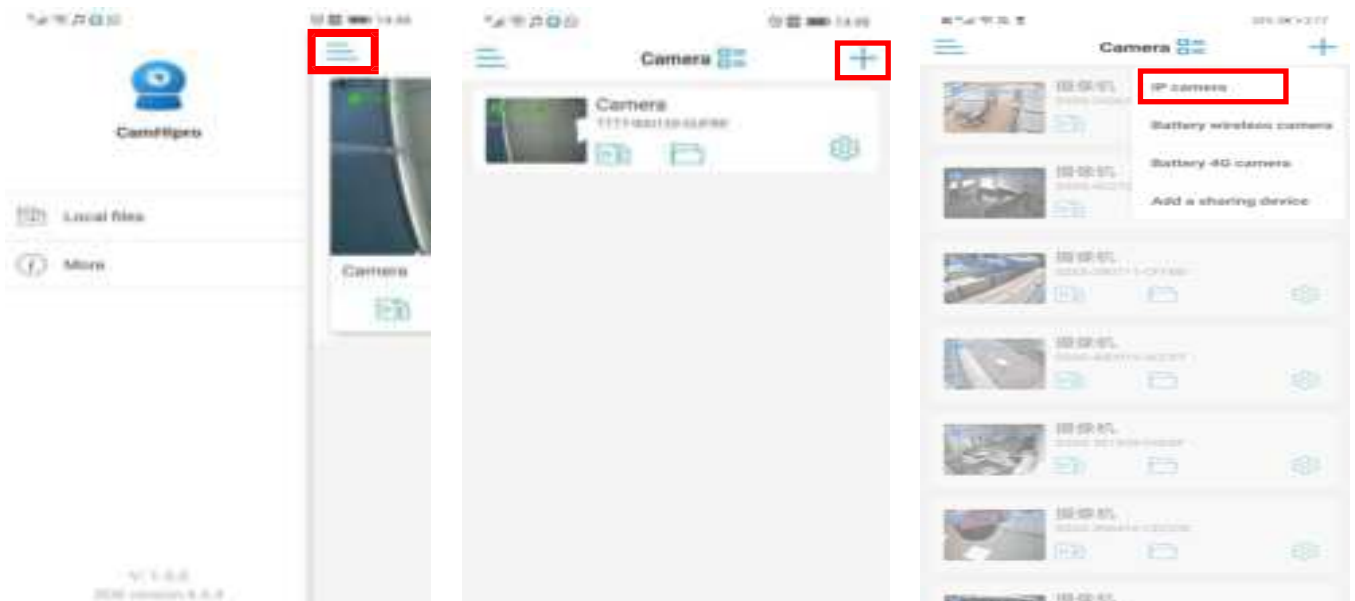
5.6.1. Micro SD Card snapshot picture/Video files playback and download

Oops:if you download the recorded video files from pc,then the files can only be played in hiplayer.



5.6.2 Local files, device list and add other new camera

Click  to view the local file of different cameras.; click **Camera**  to change the camera device list; click  to add a new camera.



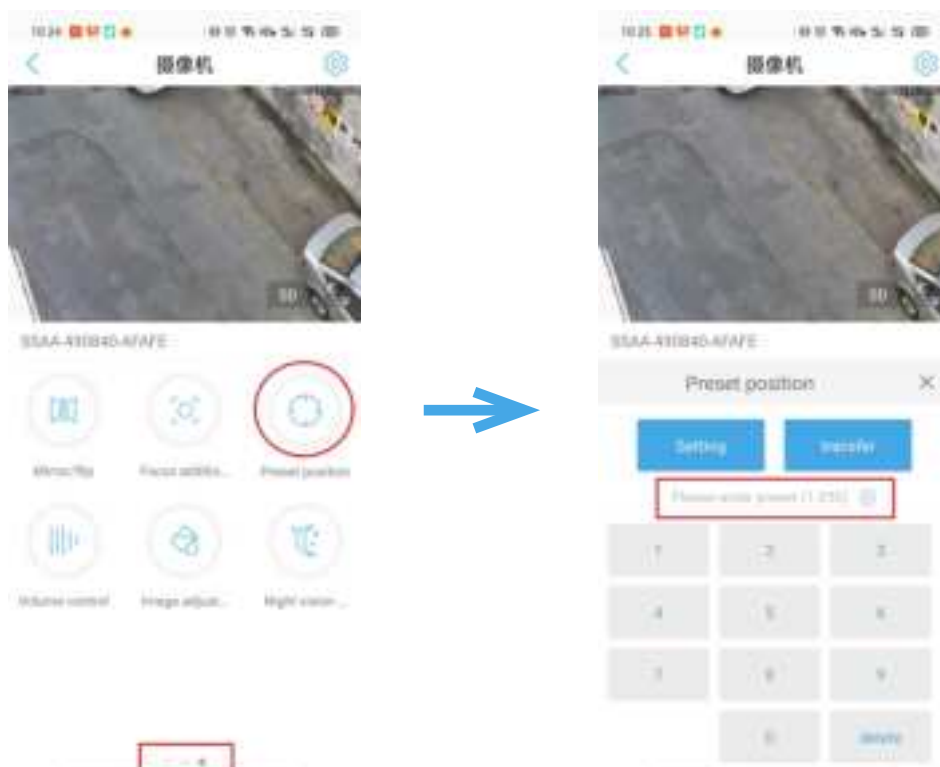
5.6.3 Pre-set point and auto cruise (For PTZ)

Preset Function

Preset settings: input preset point Number on presetting site, then click "Set" button, this preset point will be set successfully, camera will record the current location.

Preset call: input preset point Number on presetting site, then click "call" button, this preset point will be called, camera will turn to recorded location.

Delete preset: input preset point Number on presetting site, then click "Remove" button, this preset point will be deleted.



Model: BU-Q500 Special Preset Position List :



Set cruise

When you have set at least 3 preset points between 1-16, you can call special preset “ 76” to start cruising, the camera will rotate to the preset points 1-16 that have been recorded until the camera are manually controlled.

Call preset point 76: Start cruising.

Infrared light board control

Call preset point 131: The infrared light board is always on and the image is black and white night vision.

Call preset point 132: The infrared light board is always off and the image is in color.

Call preset point 133: The default work module, infrared light board and image automatically switch according to the day or night environment .

Others

Call preset point 91: PT re-checks itself and returns to the initial position.

Call preset point 92: The PT to the initial position, the PT data is restored to the default value.

Call preset point 210: Delete all preset point.

Model: BU-E580 Special Preset Position List :



1、 Trigger tracking opening method for guard position area:

Rotate the dome to the designated important monitoring area, set the preset position 92, and then call the preset position 92 to start the humanoid tracking function in the current area. If the target is lost, it will return to the initial setting after 3-8 seconds Track location.

2、 Trigger tracking opening method in cruise line area :

The user can set 1-16 preset positions according to the actual scene, and then call the No. 93 preset position to automatically cruise between the set preset points, and activate the humanoid alarm tracking function in the stay area of all cruise points.

3、 Turn off humanoid tracking method:

The guard position or cruise line humanoid detection and tracking function can be turned off by calling the preset position 94 command.

Note: Whether it is guard position tracking or cruise line tracking, when the user manually controls the rotation of the dome, the system will temporarily turn off the tracking for 10 seconds, and automatically return to the set tracking mode after 10 seconds.

4、 Return time setting of tracking process:

The default duration of all tracking processes is 60S. When the predetermined time is reached, the dome will automatically return to the preset tracking scene and state. Set the preset position 93 +Set N (N is the tracking time, and the value of N is 20- 255 seconds) The duration of the tracking process can be changed.

5、 Red and blue lights on and off commands:

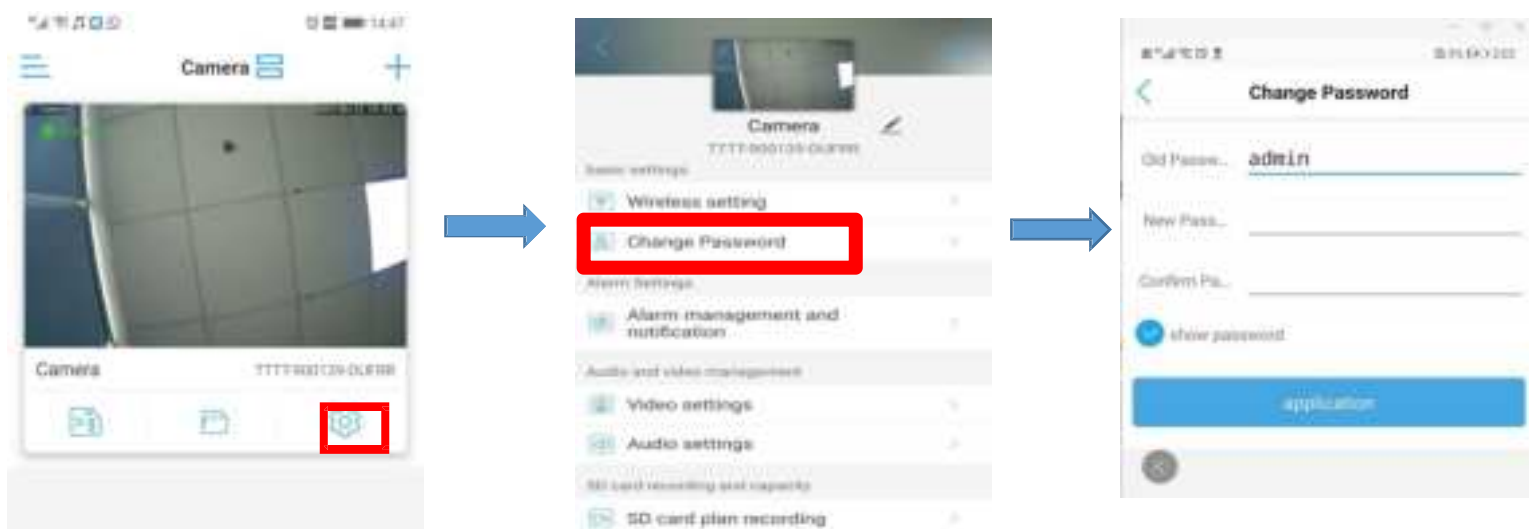
Call 37 to open; Set 37 to close

6、 List of special preset positions:

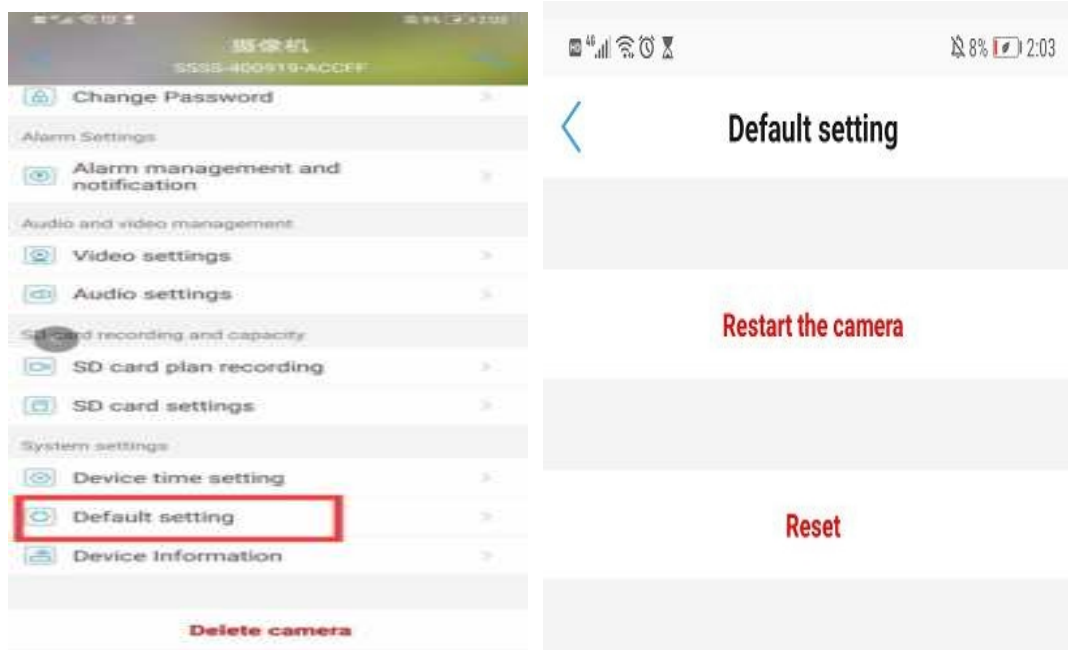
Operation instruction list		
The first cruise line (preset positions 1-30)	Call preset No. 56	
Infrared light sensitivity setting (photosensitive start threshold)	Set 110 + set N (the value of N is 36-100)	The smaller the value, the earlier the startup
Set the maximum speed of the ball machine control	Set 113 + set N (the value of N is 1-64)	
Set cruise stay time	Set 114 + set N (the value of N is 1-255 seconds)	
Set cruising speed	Set 115 + set N (the value of N is 1-64)	
Infrared light automatic mode	Call preset No. 81	
Infrared light is forced on	Call preset No. 82	
Infrared light is forced to turn off	Call preset No. 83	
Initialization (restore factory settings)	Call preset position 115	
Tracking command menu:		
Set the preset position 92 as the function of setting the viewing position (after the tracking is over, the dome camera will return to the position)		
Call preset 92 to start the guard point tracking function		
Call preset position 93 to start tracking cruise (when the device is cruising, if a human figure is found, it will start tracking)		
Call preset 94 to turn off tracking cruise (after turning on the tracking cruise function, you must call this command to turn off this cruise)		
Red and blue light on/off commands:		
Call 37 to open, Set 37 to close		

5.6.4 Change password

Click "Change Password" to modify the password. Old password:admin

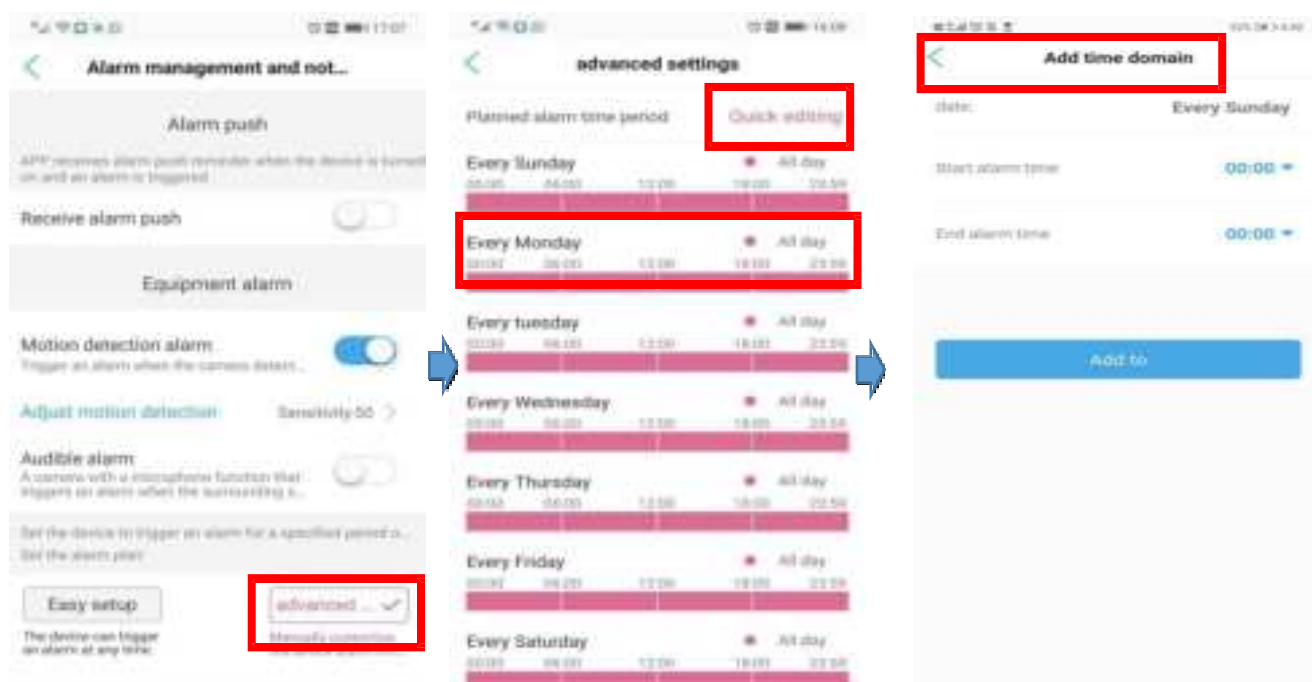


5.5.5 Set camera to default setting

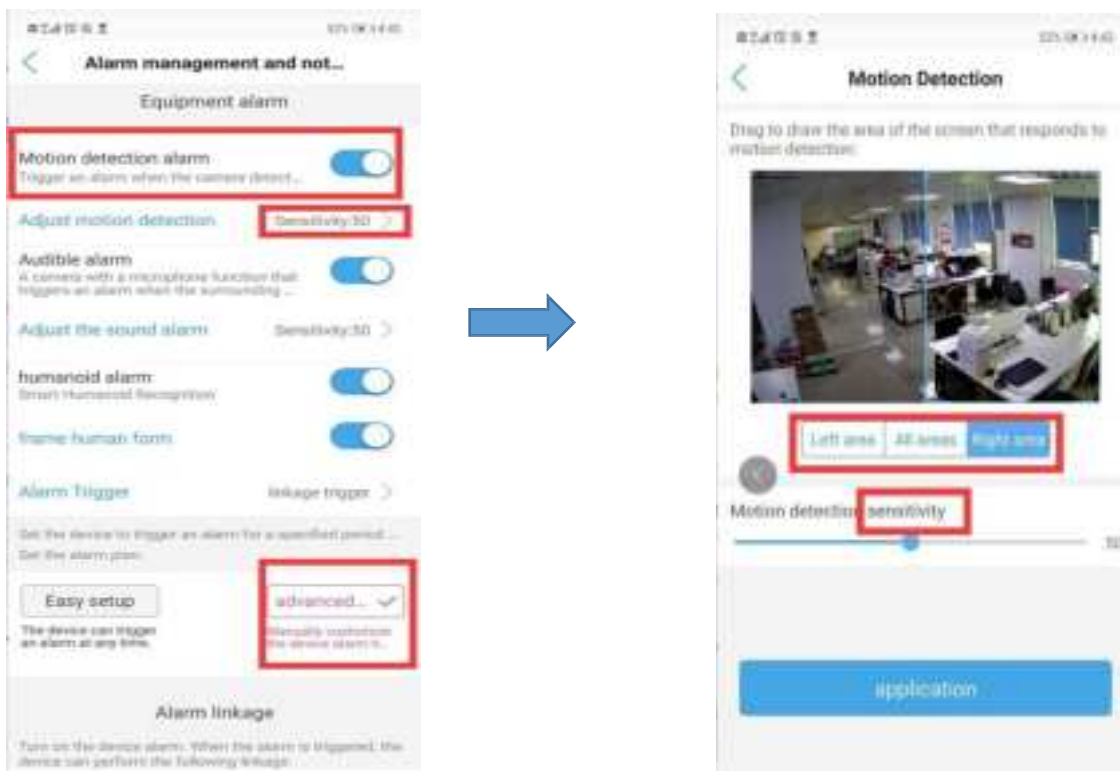


5.6.6 Alarm management and notification

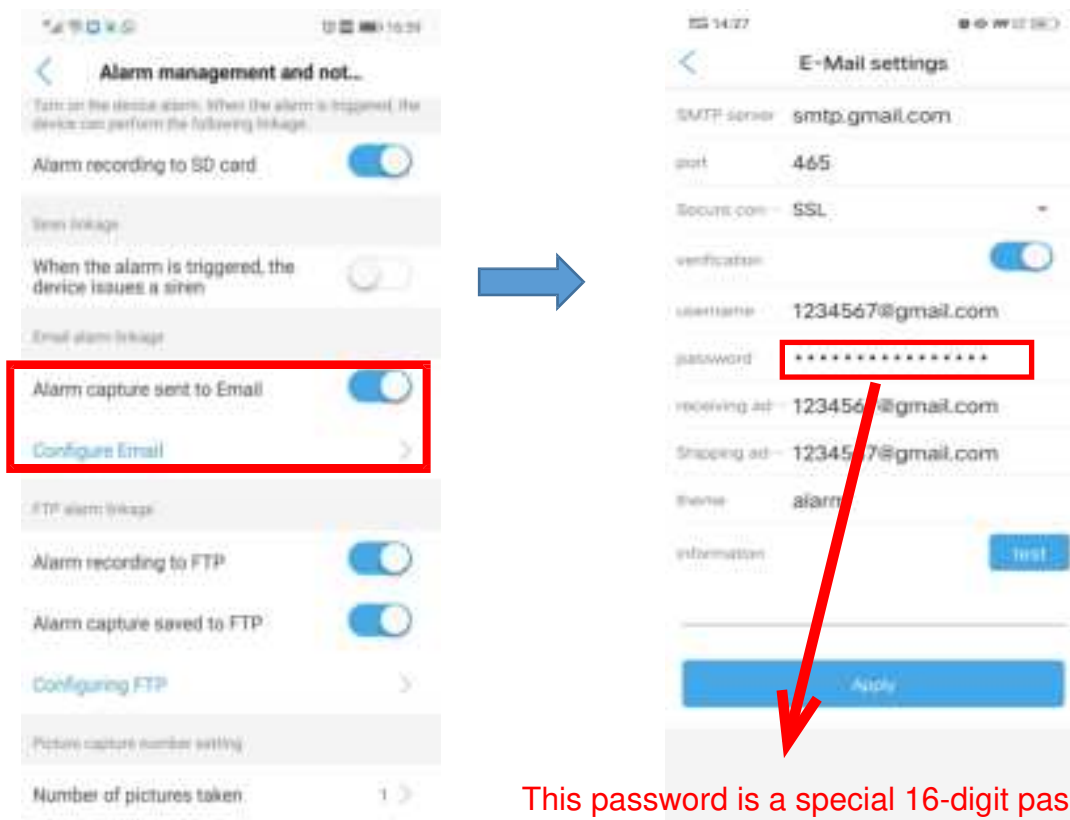
Recording and alarm, default recording all day; APP push is off by default; Recording time period and alarm time period can be customized



5.6.7 Motion Detection

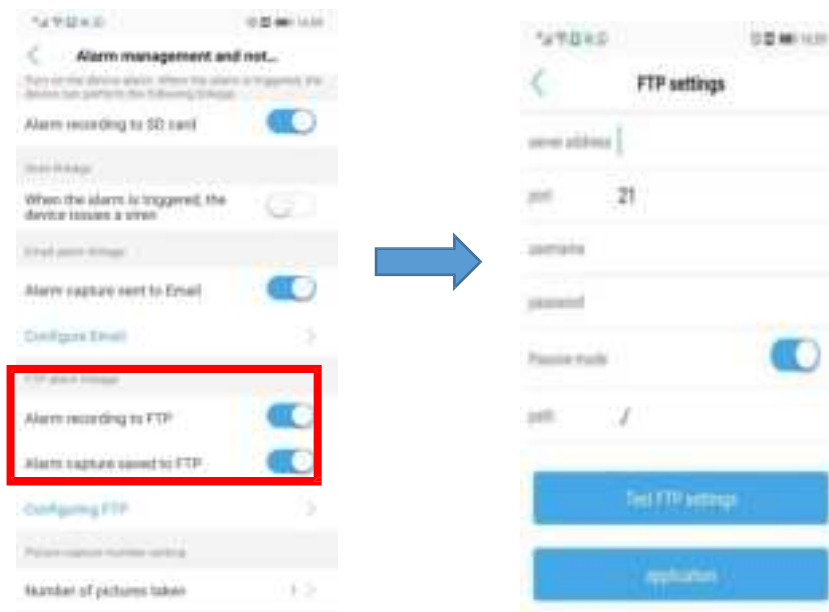


5.6.8 Email settings

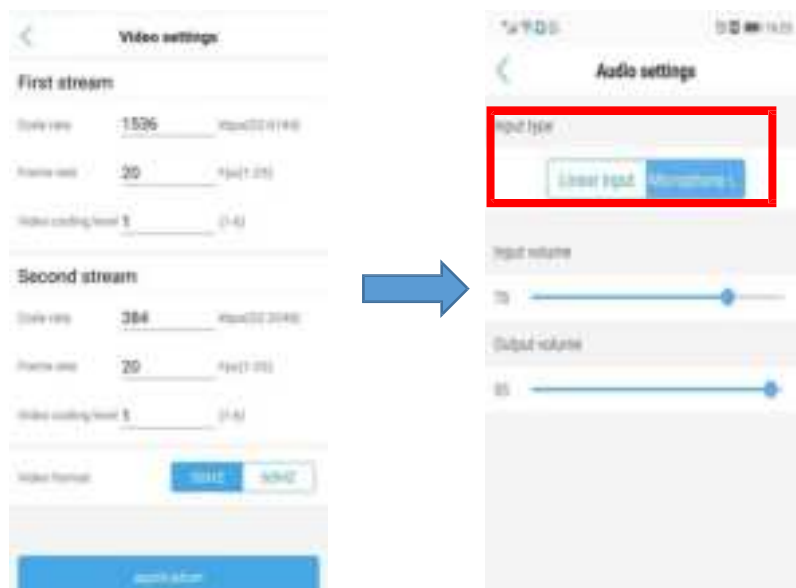


This password is a special 16-digit password obtained from the mailbox settings

5.6.9 FTP setting

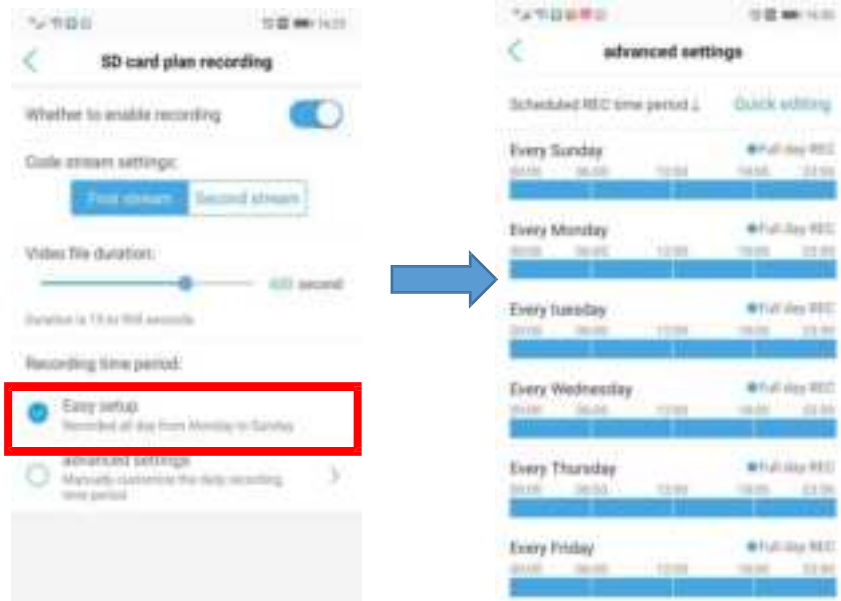


5.6.10 Video setting and audio setting

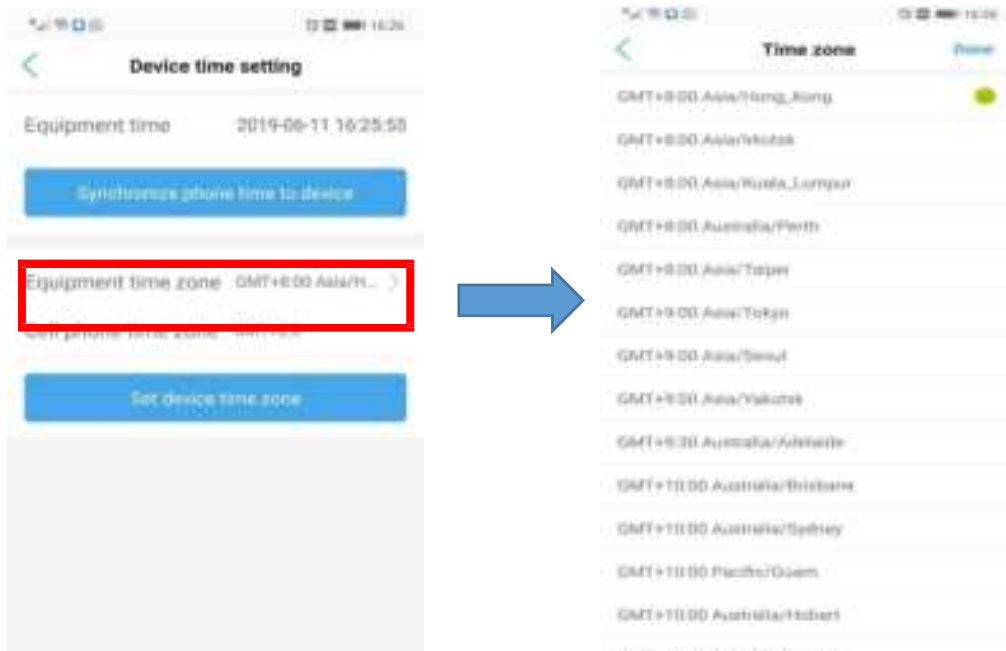


5.6.11 SD card plan recording

Need to change the camera time to the local time zone first



5.6.12 Device time setting



5.6.13 SD card setting

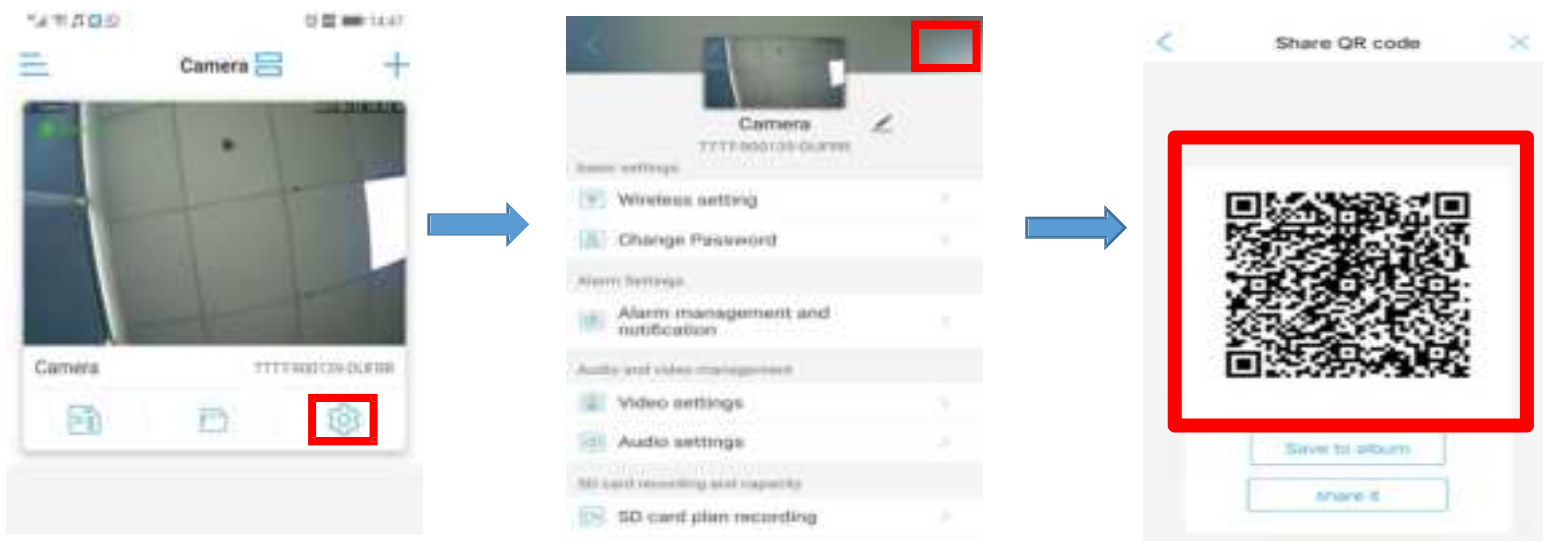
The files in the SD card cannot be deleted to keep the playback function coherent, the SD card will automatically overwrite the earliest recording



Tips: SD card is recommend to use SanDisk, Kingston, Samsung, Toshiba, PNY Bianwei, Lexar brand

5.6.14 Share the camera with family members

1. Click “settings”, click the “share” button in the upper right corner, and share the camera QR code with your family.
2. Use CamHiPro App to scan the QR code to add a camera.



6. Computer Browsing Access

6.1 Download Search Tool

Download Software from the website (<https://www.ebulwark.com/pages/download-center>) or Mini CD in the package, open the file and install search tool in your computer. Click “next” to find IP camera. Also You can select Network Card to search IP Camera.

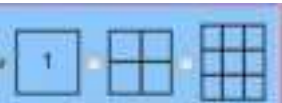

6.3 View Video by Browser




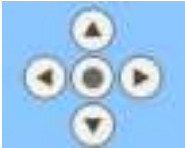


Support IE, Google and Firefox browser, Install ActiveX before view video.



6.4 Interface



Region A		Multiple preview modes.
Region B		View memory card capacity and date.

		Click on the capture and take the current image.
		Local manual recording.
		Video Recording playback: Click the playback, select the date and time, select the local playback or SD card playback, search the video files and double click on the file to play.
Region C		PTZ control operation interface, control the camera to rotate horizontally and vertically.
		Control the camera zoom in/out, focus +/-, left / right and up / down cruise.
		Adjust the camera rotation speed and presetting point settings: Select presetting point 1, the camera rotates to the screen you want to monitor, click on the setting to set the preset point. Type 41 in Presetting to call the command of auto cruise.

7. Video Management Software (HIP2P Client_v6.5.1.4)

Using Video Management software to view multiple cameras at the same time


7.1 Software installation

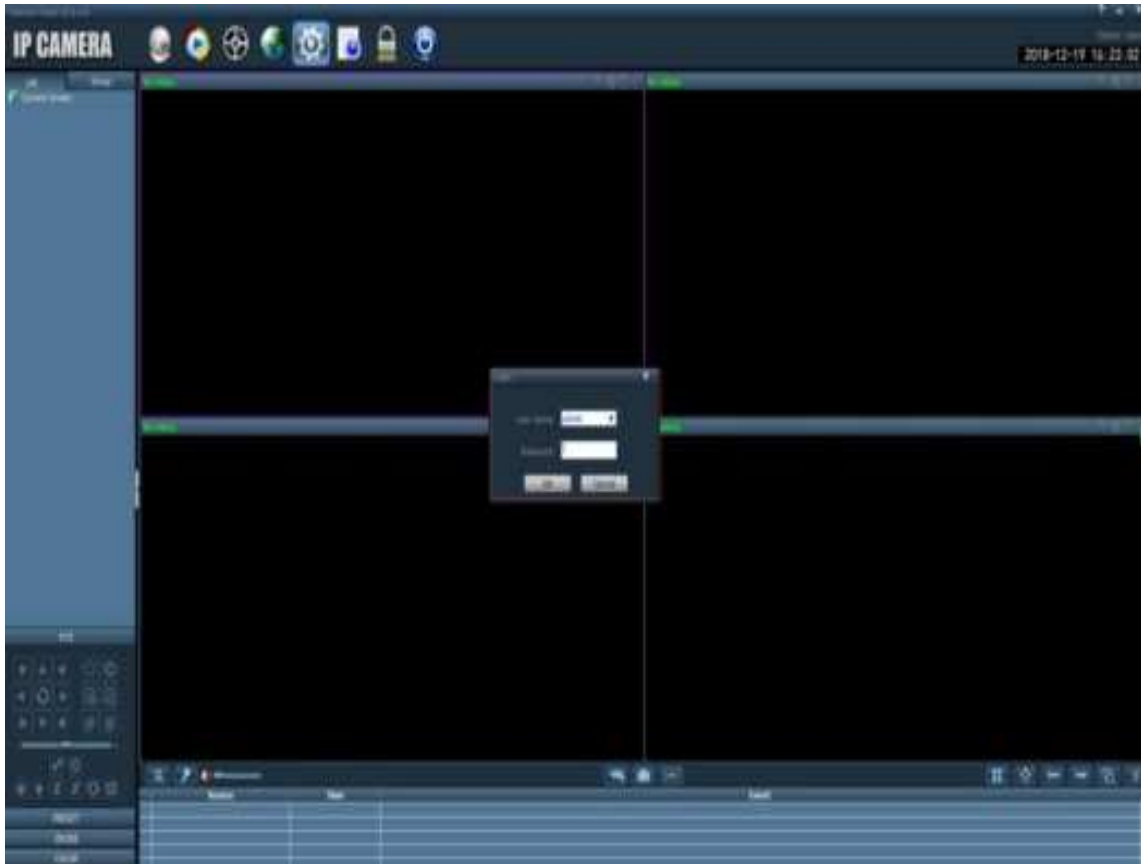
Download from website

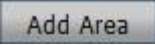
(<https://www.ebulwark.com/pages/download-center>) Or use the mini CD in the package. Install it on your computer.

- Tips:**
- 1 . This program recognizes the UID of the camera, not the IP of the camera.
 2. The IP of the camera is suitable for accessing a web browser.
 3. Above HIP2P client version v6.5.1.4

7.2 Add Camera

A) Open the software, click , to login system, **default password: leave it blank.**



B) Click  to Set an Area name (Like: office / home / factory.....), you also can modify and delete Area as picture showing below.




C) Click "Search" to find IP Camera in the LAN, Select the camera click "add" to Add camera.



D) Double Click camera's UID to modify camera's password. (Applicable after the camera is added to wifi, or after the camera has been connected to the network by cat5/6. You can access your camera anywhere by internet.)



E) Click  Back to preview screen, Double-click the camera name in the device list to preview the screen in real time. (Or right click on the connection pointed by the mouse)

Frequently Asked Questions

Q1: Remote viewing, appear pause and delay phenomenon?

- A:**1) Related to network data, it is recommended to adjust the HD mode to Smooth mode when watching, and the video file is still saved in HD mode.
- 2) Try to reduce the camera stream when view the video, reducing the stream may affect the quality of the image.
- 3) Remote viewing, the network recommends uploading network data up to 512KB/S. Download data 256KB/S to watch the best. Upload network data can be viewed in the router background.

Q2: Prompt password error

- A:** The camera security password is incorrectly entered or forgot the password. Press and hold the reset button for 5-8 seconds and then reset the camera.

Q3: No audio sound

- A:**1) Open the camera screen, click on the speaker and set to be monitored.
- 2) Open the volume setting, click on setting, click on audio settings, then adjustable volume.
- 3) The camera pickup range is 5-15 meters, depending on the volume of the recognized volume.

Q4: Camera IP address often changes

- A:**1) Login to web version and go to the camera setting, change the automatic IP address to manual setting.
- 2) The IP address which automatically obtain will vary depending on the IP assigned by your router's DHCP.

Q5: Is the device not online?

- A:**1) The router disables MAC address filtering.
- 2) If it is a dual-band router, it needs to use 2.4GWi-Fi and not support 5GWi-Fi.
- 3) The preferred server address (DNS) of the router is changed to the telecommunications service provider DNS.
- 4) Wi-Fi account password only contains numbers and letters, no horizontal characters and other special characters.
- 5) The router signal channel is changed to 11.

Q6: SD card remote playback download

- A:**1) Web download: Open the browser and log in, click the SD card and select recording date and time to download.
- 2) Mobile APP download: Open APP - click the video - click the remote playback - press the video file for 1-3 seconds to pop up a dialog box, click download, you can find the video file in the phone system file (CamHi file).

Q7:Can't identify the memory card?

- A:**1) Reinsert the SD card into the camera, powered off and restarted camera !
2) SD card is recommend to use SanDisk, Kingston, Samsung, Toshiba, PNY Bianwei, Lexar brand

Q8: Can't the phone search for the camera's own Wi-Fi?

A: Press the camera reset button for 5-8 seconds, make the camera reset factory default.

Q9:Can't the camera connect to Wi-Fi?

- A:**1) When the camera is configured, the phone and camera are no more than 3 meters away from the router!
2)Router Wi-Fi can't be hidden or MAC address bound, or limited!
3)Wi-Fi account password only contains numbers and letters, no special characters, such as horizontal lines.

Q10: How to use RTSP protocol to push the stream to Youtube for live broadcast?

A: Step 1. Download the OBS Studio software.

Step 2. Open the OBS Studio software, click [+] in the [Source] module, select [Media Source] in the source menu, and fill in the RTSP URL of the camera in the input box, such as rtsp://admin:admin@192.168. 1.88/11

Step 3. Click [Start], select [Settings] in the menu, then select YouTube streaming service, enter the YouTube live broadcast number (stream name/key) in [Stream name], and click [OK] to save the settings.

Step 4. Everything is ready, click the [Start Streaming] button to start YouTube live streaming, the bottom right of the software will display the streaming status, CPU usage, live streaming online time, etc.

Q11: WBE browsing plug-in installation problem

A: Web page online download plug-in component: ActiveX, Or install the plug-in program in the CD!

Q12: Third party software: iSpy Software operation

A: iSpy Add camera selection: Open the software click add object, Select the IP photographer, Click ONVIF to enter the user name and password. URL enter: http:// camera IP address / port 8080. Click on the next page to see the full URL, click add, finish!

Q13: Can't connect to Optical Modem Wi-Fi router?

A: Recommend to use Wireless router, Some Optical Modem with Wi-Fi router has some kind of restriction, Cause the device can't connect to the wireless signal or no network transmission on the connection.

Q14: Can't play back remotely at phone APP?

A:1) Check that the device if can preview in real time!

2)Click the pinion symbol to enter the setting ---- Click on the SD card, check if can read the SD card.

3)Can preview the real-time picture normally, Can read the information of memory card, but no playback of files in video playback, recommend to unplug and plug the SD card again.

4)Because the remote playback of the video file is relatively large, Network does not support remote playback of network traffic! Recommend to connect your phone to a faster Wi-Fi, try remote playback.

Q15: Can't search for the camera IP address in the local area network.

A: Our device default IP address network segment 192.168.1.X, you need to modify your network IP address network segment to the same network segment, then use the search tool on the CD to search for IP addresses.

Q16: Mailbox alarm cannot receive pictures

A:1) Motion detection mailbox alarms support most mailboxes such as Google, Yahoo, etc. If you do not receive an email alert, please check if the mailbox settings are set according to the instructions, whether to pass the test.

2) Some alarm messages may be judged as spam by the mailbox, can be found in the mailbox trash or send mail delay due to network server data congestion, etc.

Q17: Can I add a camera to multiple phones?

A: Yes. Manually add the camera UID number to other mobile APP after the camera is connected to the network.

Q18: I can view the image on the same LAN, but the phone can't be viewed remotely outside.

A:1) The camera may be connected to your local area network without connecting to your router's external network, no network access! It is recommended to check if the router has set this camera IP to prohibit network access.

2) Restore factory settings, reset the router Wi-Fi and reconnect..

Q19: The phone can't access the Internet after the phone is connected to the camera wireless hot-spot.

A: The camera wireless hot-spot is convenient for the device to preview and view the image by mobile APP in a network-free environment and the phone can't access the external network by the wireless hot-spot.