

MUBVIEW®

A Smarter Safety Solution

QUICK START GUIDE



ZY-C8 PAN TILT WIRED CAMERA

WIFI OUTDOOR | 24/7 RECORDING | WATERPROOF

FCC-ID: 2AZL7-ZY-C6

Warranty Service

Thanks for your shopping and trust.

We have been optimizing our products and improving our lifetime customer service to offer you a better shopping experience. If you need help, please contact Mubview before returning your product. Most questions can be answered through our online support center at www.mubview.com or our after-sale mailbox at support@mubview.com. We will solve your problems within 24 hours. In addition, your advice or suggestions will be much appreciated and welcomed. Register via link below to get 3 Years Warranty Extension. Register link: <https://bit.ly/3zBSB2y>

Service Centre

Email: Support@mubview.com

Distributor: business@mubview.com

More About Us

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Amazon Store: www.amazon.com/mubview

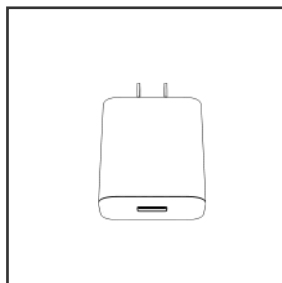
Contents

1. Packing List -----	P1
2. Product Appearance -----	P2
3. Download & Install App -----	P3
4. Account Registration -----	P4
5. Add Camera to App -----	P4
5.1 Preparations for Connection -----	P4
5.2 Connect Camera to App -----	P4
6. Alert Settings -----	P6
6.1 Motion Detection Settings -----	P6
6.2 Noise Detection -----	P6
7. Reducing False Alarms -----	P6
8. Install the Camera -----	P7
9. FAQ -----	P8-P9

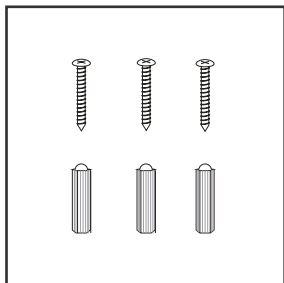
1. Packing List



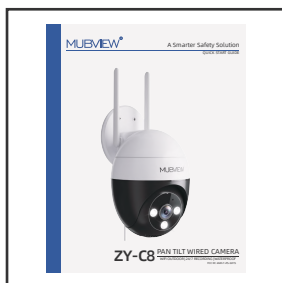
Camera--C8
With 3M Power Cable



5V 1A Power Adapter x 1

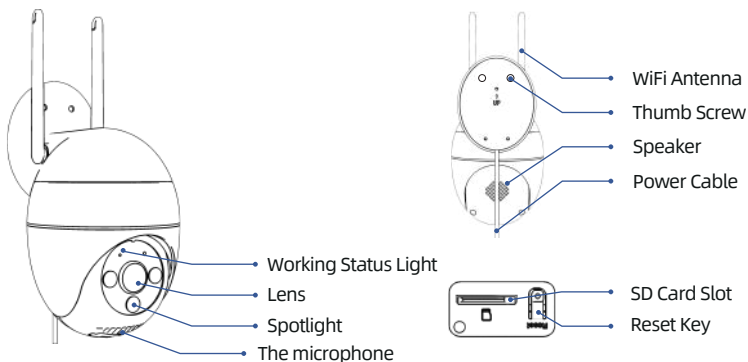


Screws Set x 3



User Guide x 1

2. Product Appearance



Reset Key	Press and hold RESET for 5 seconds to reset the device to factory setting. (You will hear tips if reset successfully)
SD Card Slot	Support local SD card storage (up to 128G)
Lens	Support FHD resolution
Working Status Light	Solid on red: Device is abnormal (Network problem)
	Flashing red slowly: Ready for Wi-Fi connection
	Flashing red quickly: Wi-Fi connecting
	Solid on blue: Wi-Fi connected Successfully

3. Download & Install App



iOS



Android

The camera supports Android and iOS systems.

Please scan the QR code or search 'Mubview' in the App store to download the App, and follow the instruction to register an account.

If you encounter any problems during the installation, please feel free to contact us via support@mubview.com



NOTE: Please turn on both of the following permissions.

* Allow Mubview App to access mobile cellular data and wireless LAN, otherwise it will fail to connect the camera.

* Allow Mubview App to receive pushed messages, otherwise, the phone will not receive alarms when motion is detected.

4. Account Registration

A new user needs to register account in App with an email address. Click 'Sign up' to register a new account.

Note:

- * When register a new account, please choose the region you are actually in and fill in correct country code. (People registered in different regions can't share the camera.)
- * Please register with e-mail address.

5. Add Camera to App

5.1 Preparations for connection

1. Before turn on the camera, insert a Micro SD Card (not included) to save video clips or you can start the 3-day free cloud service. Without Micro SD Card or cloud service, no video will be saved.
2. Make sure your WiFi is 2.4GHz. The camera only works with 2.4GHz WiFi, not support 5GHz.
3. Put the camera and your smart phone as closer as you can (suggest 1-3 ft) to the router when connect WiFi.

5.2 Connect Camera to App

1. Add camera to App: Home page - Right up corner '+' - 'Power Plug Camera'
2. Connect the camera to Wi-Fi according to the steps in App.

Note:

- * When connect camera to Wi-Fi, make sure that the indicator light is flashing slowly in red. If not, please reset the camera (press and hold the RESET button for 4-5 seconds until the light turns red and blinks.)
- * Make sure your account password is correct. (the password of the Wi-Fi cannot include single quote, underline, space and virgule /).
- * In general, the router has a connection limit. Once the devices number exceeds the limit, other devices will fail to connect to the router.
- * After checking the above information, if the camera still cannot connect to WiFi, please try to re-download the App, reset the camera and restart the router, and then add the camera in App again.
- * If you tried all the steps, but still had no luck, please email us for support: support@mubview.com.

6. Alert Settings

6.1 Motion Detection Settings

Enter the application -"Settings"- "Alert Settings"- "Motion Detection" interface, you can adjust the motion detection settings.

Low gear sensitivity, motion detection distance of 4-5 meters.

Medium gear sensitivity, motion detection distance of 5-7 meters.

High gear sensitivity, motion detection distance of 8-9 meters.

6.2 Noise Detection

After facilitating detection, the camera can detect motion and noise around the camera. It can select different detection sensitivity according to different requirements.

Note:

*If the night alarm is disabled, the camera will only record a black and white video at night.

7. Reducing False Alarms

Do not place the camera towards any objects with bright lights, including sunshine, bright lamp lights, glass, mirror, etc.

Set alarm area to focus the zone you concern.

Lower the sensitivity properly to reduce the false alarms.

8. Install the Camera

1. Make a network signal diagnostic at the place you want to install your camera. Steps as below: Finding the camera in App - Enter its "Settings"- Click "Installation Guide" - "WiFi Signal Strength "

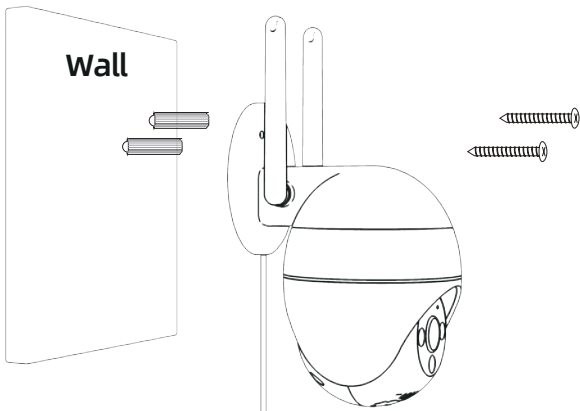
2. The place where the camera is installed should be close to the socket.

3. Install bracket:

Step 1: Choose a clean, smooth and dry surface (avoid uneven wood leather and stucco walls).

Step 2: Fix the anchor bolt into the wall - Fix the bracket with screws through into the anchor bolt.

Step 3: Adjust the angle of the camera as you like.



9. FAQ

Q: What should I do if my camera doesn't work?

- A:** 1. Please find the 'Reset' hole at bottom of camera, use a pin to press it for more than 5s to reboot the camera.
2. Power off the camera and power on again.
3. Add the camera to APP again.

Q: What if the SD card cannot be detected?

- A:** 1. Recommend brand cards such as San Disk, Samsung, etc.
2. Support 2-128GB capacity;
3. Recommend standard Class 10 SD cards.
4. Only FAT32 format is supported.

Note: Insert the memory card into the SD card slot of the device and the device will automatically start saving the video.

Q: Why can't WiFi connect?

- A:** 1. Check WiFi name and password (password cannot contain special symbols)
2. Make sure the WiFi is 2.4GHz. 5GHz is not supported.
3. Make sure the camera and mobile phone are in the same WiFi environment when connecting, and take them close to the router when connect to WiFi.

Q: What should I do if the device is offline?

- A:** 1. Make sure the camera is in power. Observe whether the camera's status indicator light is normal.
2. Check whether the WiFi network signal is good, or restart the router.
3. If the camera is installed far from the router, resulting in weak WiFi signal, it is recommended to move the router to a closer location, or add a WiFi signal expander to improve the signal.

4. Remove the camera from your APP, reset the device and then re-add it.
5. Check if the device firmware and App are the latest versions.

Q: How to reduce the frequency of receiving alarm information?

- A:**
1. If the phone receives alarm messages too frequently, it is recommended to lower the motion detection level or set the alarm area.
 2. If you find that there are no moving objects in the alarm picture, the phone frequently receives, it may be due to factors such as changes in light and shadow in the motion detection range, it is recommended to lower the motion detection level or set the alarm area.

Q: Why did my APP crash?

- A:**
1. The system version of your phone is too high or too low.
 2. Download a Mubview App in the application store again.
 3. Rscan the QR code on the manual to download Mubview App.

Q: Why unable to play local history replay?

- A:**
1. Check the status of the SD card in 'Settings' to ensure that the Micro SD card has been successfully recognized.
 2. Reinsert the Micro SD card.
 3. Format the Micro SD card in App.
 4. Replace the Micro SD card.

If you have other problems, please email us for better solution, before returning the product to Amazon.

Email: support@mubview.com

Brand Story

Since its inception in 2019, MUBVIEW has been committed to being a promoter of a smart lifestyle.

MUBVIEW not only focuses on echnology and superior service but also pays special attention to customer privacy. The recorded video will be encrypted at military level so that you can enjoy the ultimate experience.

In the past three years,the love and trust from millions of customers have being the driving force behind MUBVIEW ensuring a smart and relaxed lifestyle for everyone.

You are welcome to share your using experience or story with us! If you are looking for cooperation or anything else, feel free to email us to support@mubview.com.

Customer Service

Warranty:36-month limited warranty (The actual warranty period shall be implemented according to the requirements of local laws and regulations)

Email us:support@mubview.com

Facebook:[@MUBVIEW](#)

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www.mubview.com

