

MUBVIEW®

A Smarter Safety Solution

QUICK START GUIDE



ZY-E6

2K Floodlight Security Camera

Wire-free WiFi outdoor

FCC-ID: 2AZL7-ZY-E3

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.

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

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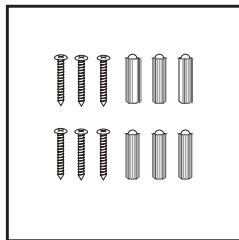
MUBVIEW[®]

Scan the QR code for electronic manual

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1. Packing List

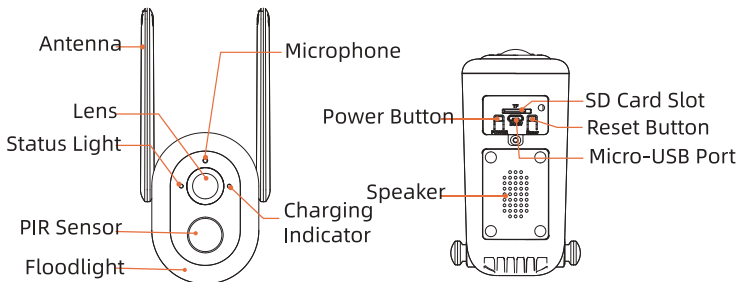


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NOTE: Micro SD card and power adapter are not included.

2.Product Appearance



Power Button	Keep pressing for 5-10 seconds to power on/power off
Reset Button	Press and hold for 5 seconds until hearing 'Boogu' to reset
SD Card Slot	Support local SD card storage (up to 128G)
Charging Indicator	Red means charging, blue means fully charged
Status Light	Blink Slowly in Red: Awaiting Wi-Fi connection ready for adding devices
	Blink Fast in Red: Wi-Fi connecting
	Solid in Red: Network problem
	Solid in Blue: Wi-Fi connected, camera running normally
	Blink Slowly in Blue: Firmware update
USB Charge Port	Use 5V 2A adapter to charge this camera

3.Download App



iOS



Android

The camera supports Android and iOS systems.

Scan the QR code or search 'Mubview' in App store to download it. Follow the instruction to register an account.

Note: Must turn on both following two 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 notifications, otherwise, your phone will not receive alarm notification.



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 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 close (suggest 1-3 ft) to the router when connect WiFi.

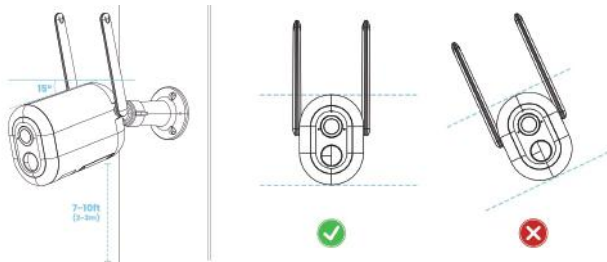
5.2 Connect Camera to App

1. Add camera to App: Home page - Right up corner '+' - ' Battery Camera'
2. Connect the camera to WiFi according to the steps in App.

Note:

- * When connect camera to WiFi , make sure the indicator light is flashing slowly in red. If not, please reset the camera (hold the RESET button for 4-5 seconds until the light turns red and blinks.)
- * If you can't hear 'Bugoo', please long-press the reset button to enter the configuration mode again.
- * Make sure your accountant password is correct. (the password of the WiFi cannot include single quote, underline, space and virgule /).
- * In general, the router has 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 re-download the App, reset the camera or restart the router, and then add the camera in App again.
- * If you tried all the steps, but still no luck, please email us for support: support@mubview.com.

6.Camera Installation



1. The camera should be placed 7-10 ft (2-3m) off the ground.
2. Tilt the camera down at about a 15° angle.
3. Keep the PIR lens level for best results.



4. It is not suggested installing the camera vertically towards the moving objects, otherwise, it may not detect the motion events or cause delay. The camera motion sensor is much more sensitive for movement goes across the lens's field of view rather than directly toward/away.

Note: To reduce false alarms, please note that:

- *Better not point the camera to lights/glass/window/swimming pool.
- *Do not point the camera too close to busy traffic.
- *Keep camera away from outlets, including air conditioner vents, humidifier outlets, the heat transfer vents of the projectors, etc.

7.Floodlight

The light panel can provide brightness of up to 800 lumens. Brightness can be adjusted manually. Click once to turn on. Click again to turn off.

The lighting duration can be manually set from 10 seconds to 10 minutes max.

The light will automatically light up after camera being triggered by HUMAN in all black environment. Trigger distance is up to 10 meters.

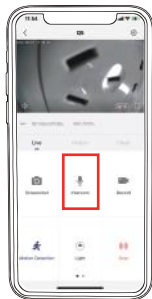
7.1 Siren + Light Alarm

The camera can give audible and light alarm, based on following conditions:

1. All black environment
2. Turn on "Linkage bazar" in "Alarm management" - "Motion Detection"
3. Turn on "Speaker" in " Sound Settings"

8. Two-Way Audio

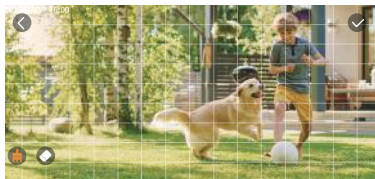
1. Open microphone permission of Mubview App.
2. Press the intercom button to start speaking.
3. Release the intercom button to listen.



9. Alarm Management

9.1 Alarm area

The alarm area has 16*9 grids. Select the area you want to monitor. To set alarm area, enter camera setting page - "Alarm Management" - "Alarm Area". You will only receive alarm notification that appears in the grid area.



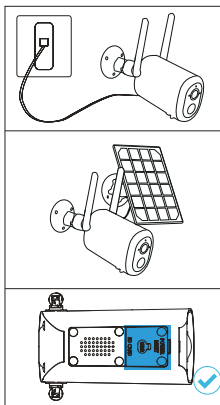
9.2 Alarm Plan

You can set weekly/daily alarm schedule in alarm management. The camera will only be triggered and send alarm notification during your schedule period. You can set 4 alarm time periods at most.

10. Power Management

1. Original rechargeable battery built in 13500mAh.
2. Mubview Solar panel powered
3. 5V 2A power adapter charge

For a better weatherproof performance, always cover the USB charging port with the rubber stopper after charge the camera.

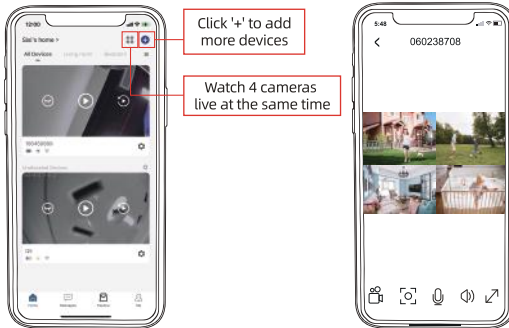


10.1 Solar Panel

Install Mubview solar panel where sun shines for most of a day and adjust the angle to make sure maximum exposure.

11. Multi Device Management

Mubview App can manage multiple Mubview cameras or doorbells . You can watch live of 4 cameras at same time in the App.



11.1 Device Share

Enter "Device Share" in camera setting page to share camera with others.

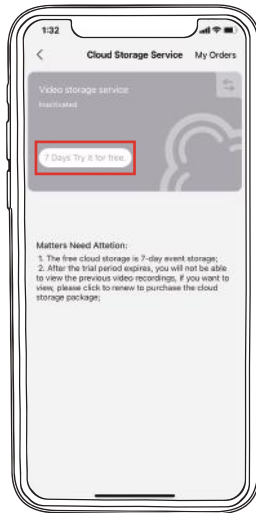
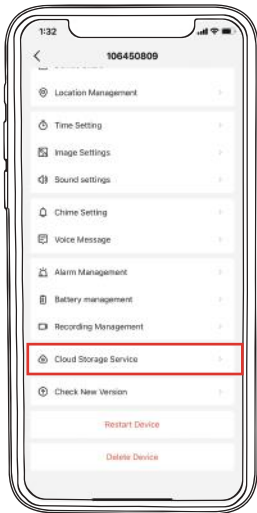
Share steps:

1. B download Mubview App and create his new account in App.
2. Click 'Add' in App on A's phone.
3. A scan B's QR Code or input B's account ID directly.
4. B accept share on his phone.

12.Storage and Encryption

Mubview security cameras have two storage methods:

1. Micro SD card capacity up to 128G.
2. Cloud: Mubview supplies with 3 days of free cloud storage. To continue to use the cloud service, you need to purchase this service. Choose the cloud space and time you need, the video will not be lost.



13. FAQ

1. Unable to connect wifi

- ① Check WiFi name and password (cannot contain special symbols).
- ② Make sure WiFi is 2.4GHz, 5GHz is not supported.
- ③ Make sure camera and mobile phone are in the same WiFi network when connecting, and add the camera under strong wifi signal.

2. Connect to a new network

- ① Remove camera from Mubview App.
- ② Long press the reset button to restore factory settings.

3. Reset the camera

- ① Find "Reset" button at bottom of camera. Pressing it until hear sound "Boogu".
- ② Wait for the camera status indicator to flash red slowly.

4. Can't charge

- ① Charge at least 8~10 hours with a 5V/2A adapter.
- ② Ensure that the charging cable and power adapter are workable.

5. Frequently received alarm information

- ① Reduce the sensitivity of motion detection alarm.
- ② Check whether busy traffic or waving leaves keep triggering the PIR sensor.
- ③ Turn on "Alarm only when people appear", and use the humanoid algorithm to filter false positives.

6. Some people pass by without alarm

- ① Ensure WiFi signal is strong.
- ② Ensure motion detection function is turned on and increase sensitivity of the camera.
- ③ Make sure the motion occurs within the detection range of PIR sensor.

7. No alarm video recording

- ① Make sure the camera is triggered.
- ② Ensure that the Micro SD card is inserted correctly and recognized, or subscribe to cloud services.

8. No alarm push

- ① Open the phone settings, click "Notification", find "Mubview" App, and turn on "Notification".
- ② Open the "Mubview" App, in the "Settings" page, turn on "alarm push".
- ③ In the "Mine" page, enter "settings" and turn on "push sound".
- ④ Ensure that the motion detection function of the device is successfully turned on.
- ⑤ Restart the phone, try to clear the cache on the Android phone.
- ⑥ Check if network is good.

9. Unable to play local history

- ① Check the status of the Micro SD card in "Settings" to ensure that the Micro SD card has been successfully recognized.
- ② Re-insert the Micro SD card.
- ③ Format the Micro SD card in the App.
- ④ Use a new Micro SD card.

10. Is floodlight waterproof

- ① Yes. IP65 weather resistant and work in -20° ~ 55°C

11. Device offline

- ① Check battery, and observe whether the camera status indicator LED normally.
- ② Check WiFi network is good, restart the router.
- ③ Check if the camera version and Mubview App are the latest version.
- ④ Delete the camera from the Mubview account, reset the device and add it again.
- ⑤ Adjust the installation position of the camera ensuring it is always in coverage of strong WiFi signal.

12. Will floodlight light up automatically during night

- ① Yes, you can set up the lighting time.
- ② When camera is triggered by human, light will get on during all black environment.

13. What to do if Mubview App crashes

- ① Re-download the latest version of Mubview App.
- ② The version of mobile phone system is too low.
- ③ Clear the phone cache.

14. Unable to share device

The accounts you and your friends have registered must be in same country. For example, UK users cannot share with US users.

15. No sound is heard in two way talk

- ① Open the speaker button on the App.
Adjust the intercom volume in the settings.
Turn on the phone media volume. Press the two-way talk button to speak and release to listen.

16. Noise during two-way intercom

- ① If the distance between camera and mobile phone is too close (1~2 meters), there will be whistling, which is a normal phenomenon.
- ② It is recommended keeping a certain distance between camera and mobile phone during the intercom.

17. Live video is blurry

- ① Check the lens for dust and wipe it clean softly.
- ② Try switching between different resolutions.
- ③ Re-add camera after reset.

18. The live broadcast at night has white spots

- ① When the light source lights directly on the lens, there will be white spots on the screen.
- ② It is recommended not to point the lens at a strong light source.

For any questions, please send us SN number of your camera and describe the problem you have, we will solve it as soon as possible.

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](https://www.facebook.com/MUBVIEW)

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