MAISI IP CAMERA
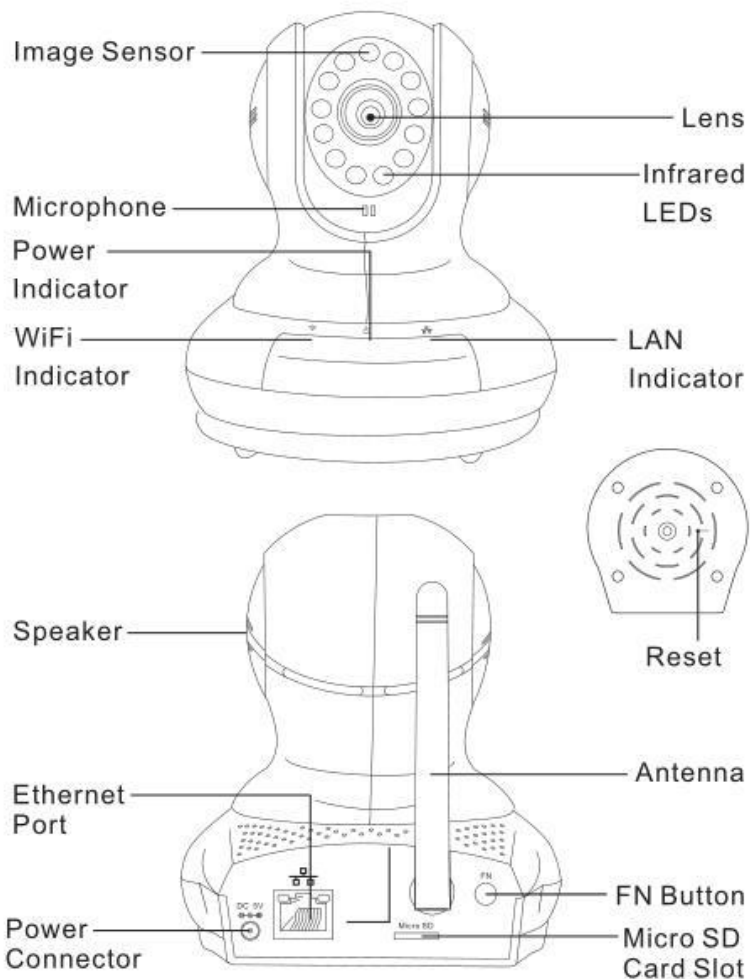
QUICK INSTALLATION GUIDE

Thank you for your purchase of MAISI IP Camera. Just in case you come across any issues related to the setup/configuration/troubleshoot, drop us a quick email at maxtopuk@gmail.com. We answer most emails within 24 hours. Or you can add our Skype ID: hewitt.powertechnic and we can chat from there. Note that for UK customers, we are 7-8 hours ahead of you, however, you can always leave us message.
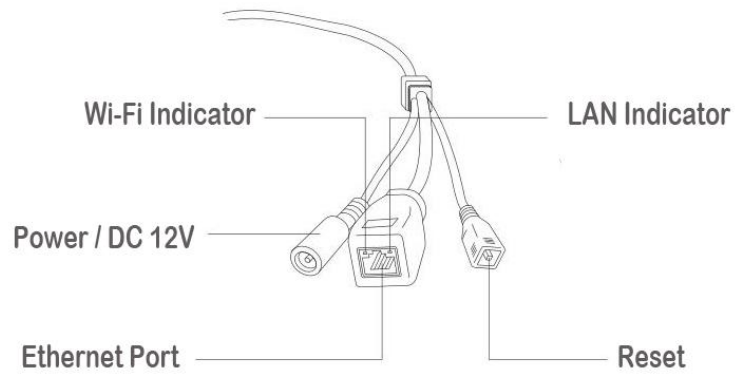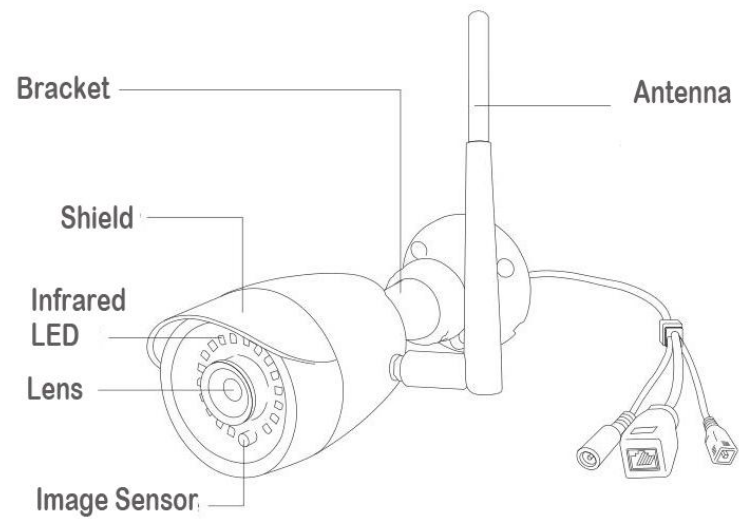
Product Diagram

(Check the corresponding diagram below based on your purchase)

Indoor Pan/Tilt Model

Outdoor Model

Bracket ——————————————— Antenna

Shield —————

Infrared
LED —————

Lens —————

Image Sensor —————

Wi-Fi Indicator ——————— LAN Indicator

Power / DC 12V —————
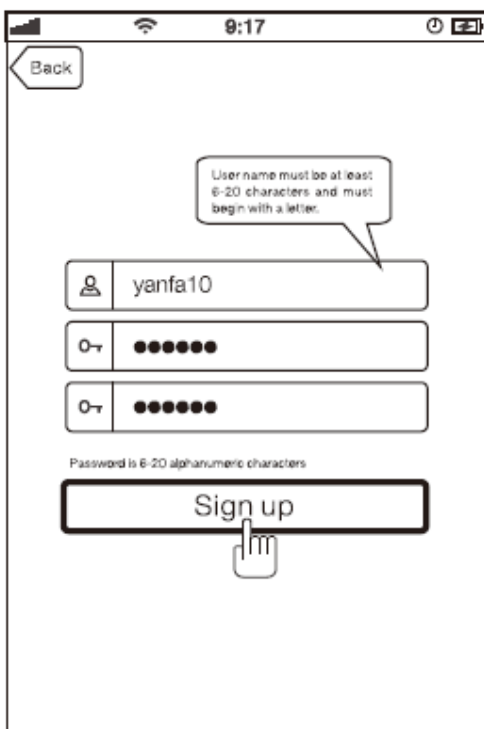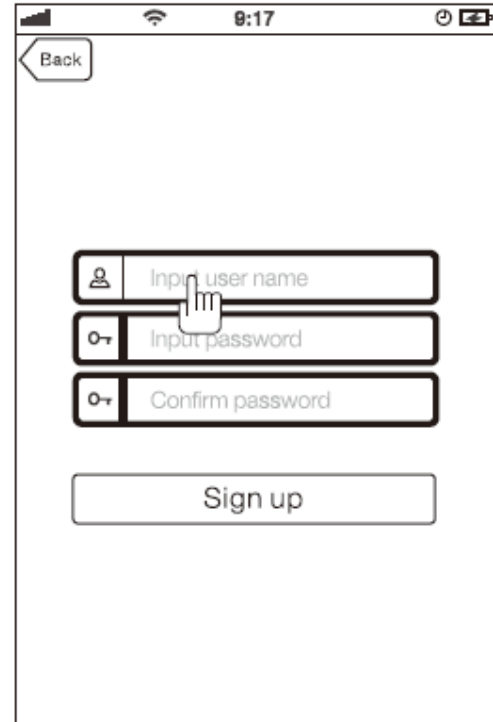
Ethernet Port ——————— Reset

Getting Started

Step 1: Install the MIPC App

You can download the MIPC app from either Apple Store or Google Play.

*Currently the APP does not support Windows Phone.*

Step 2: Run the APP and Sign up a User Account with MIPC

How to Connect the Camera via Mobiles Quickly?

1. Connect the camera with the power adapter and plug it to the power socket. **No need to connect the network cable yet.**

2. Log in to your MIPC using the username and password you just registered.

3. Tab on the top left "+" icon to add your camera. On the next screen you will see "QR Code Scan".
You can then scan the camera's QR code on the camera body. It will automatically read the device ID and default password: **admin**.
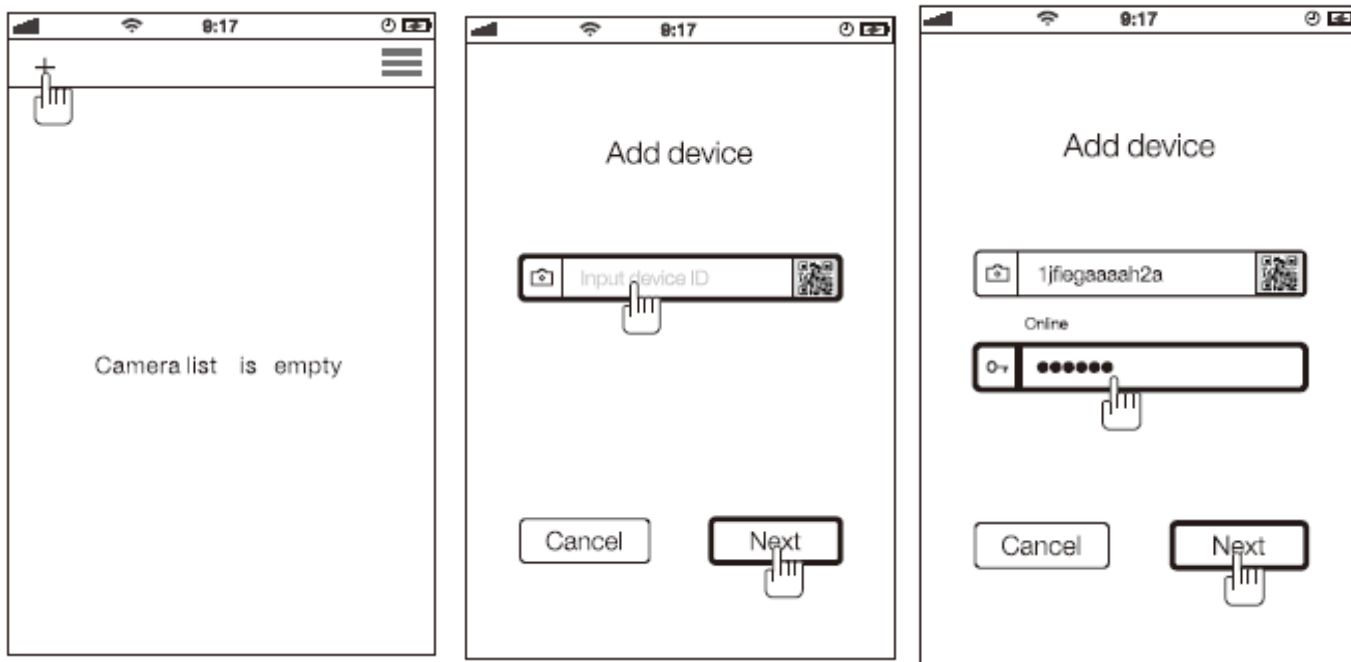

Note: the default password for the camera is *admin*, it is not the same as the account password you just registered.

4. Two ways of setting up the camera: Choose any of the following methods, either Method #1 or Method #2.

Method #1 - Ethernet Setup: You need to make sure your camera is connected with your router using the network cable.

Method #2 - Smart Wi-Fi Setup: You do NOT need to connect any network cable in this case. You will just need to keep the camera powered up via the power cable.
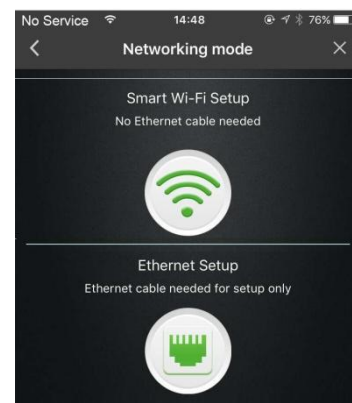
Method #1: Ethernet Setup

Following Step 3 above, tab on Ethernet sign located to the bottom under "Networking Mode". Make sure the camera is already connected to the power socket **and** router. After you successfully add the camera (it may take up to 1 minute after you connect both cables). You will be asked to change the password for the camera (not the log-in password), change the password per you're your preference, note that the password should not be less than 6 characters, by default the password is admin.
.
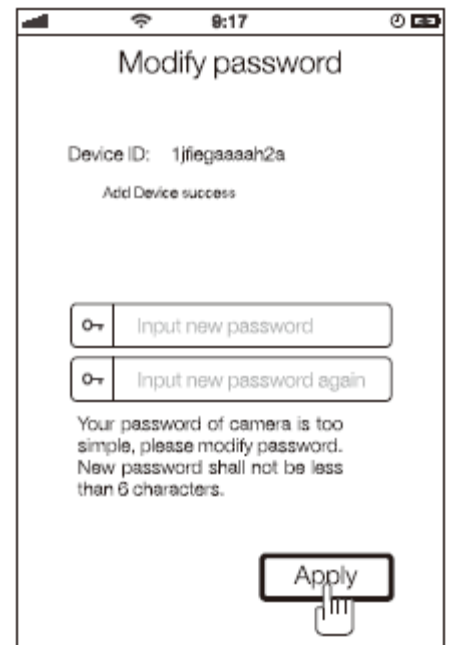
And you can set up the wireless connection with router after you change the password. You can skip this process as well, and set it up at a later time if you want, if so you can go to MIPC - Settings – Network – Wi-Fi. If you choose to set it up now, just follow the on-screen instruction as it is very straightforward. See below:
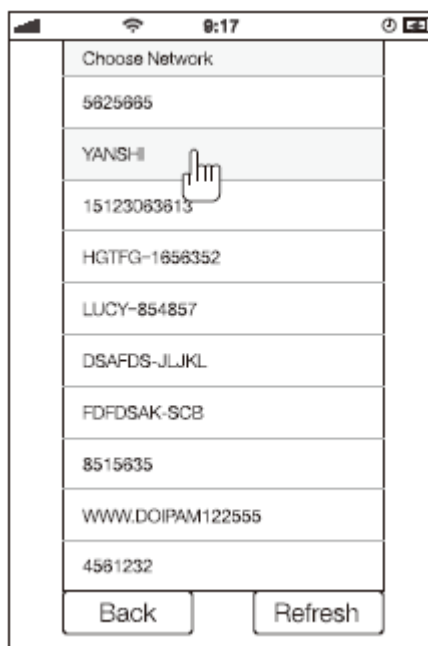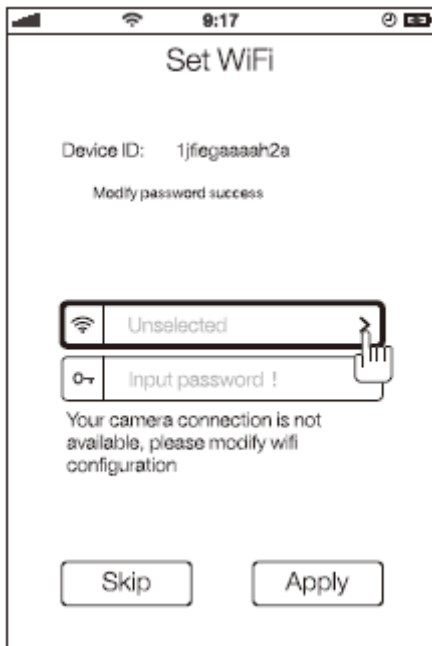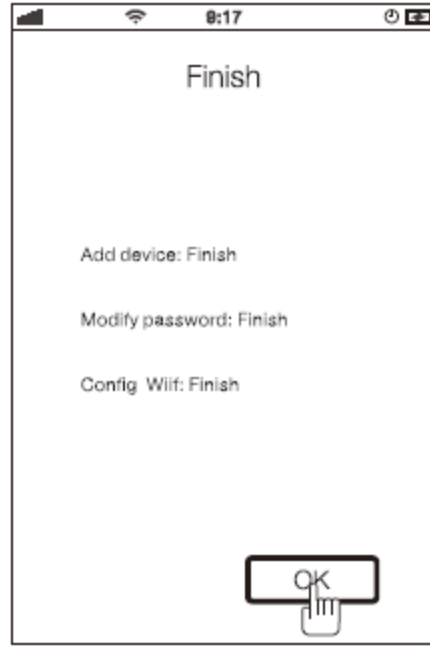
You will be confirmed by the APP all configurations are completed and successful. Sometimes it takes a while for the wireless connection to take effect, so be patient. When it is all done, you can unplug the network cable and get the camera to work wirelessly, alternatively you can choose not to disconnect the network cable and let it work under wired mode.

Method #2: Smart Wi-Fi Setup

Note: Your mobile device (which runs MIPC APP) needs to be connected to the same Wi-Fi in this case. No need to connect the network cable.

Following Step 3 outline above (scan the QR code of the camera and add the camera), tab on

the "Smart Wi-Fi Setup" to the upper side under "Networking Mode". The APP will automatically choose the Wi-Fi that your phone is already connected to, then you can enter the password for the Wi-Fi. Tab "Next".


IMPORTANT: As showed on the screen instruction, find something like a (in the package) to hit the reset button (for just ONCE), wait till you hear the voice "***Waiting for receiving the wireless config. information***", then tab "Already heard the voice hint" to go to next screen.

Note:
If you press the reset button for just 1 second, it will go to wireless configuration mode.
If you press the reset button for up to 15 seconds, the camera will fully reset itself to default factory settings.
Do NOT reset the device in this case. Just hit the "reset" button once.
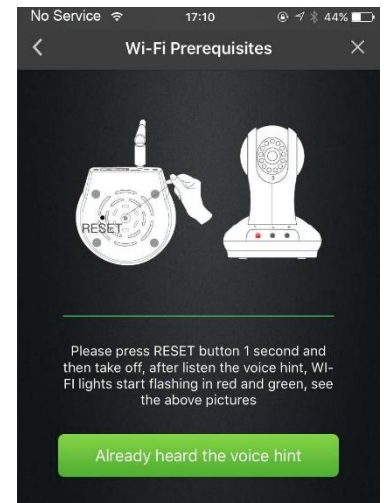
On the next screens, you will see below:

You will see the camera is automatically establishing connection with the router, and you should hear a buzz sound, if you don't like it you can turn it off. It may take a while for the camera to connect with Router.

You will hear the following voice in sequence:

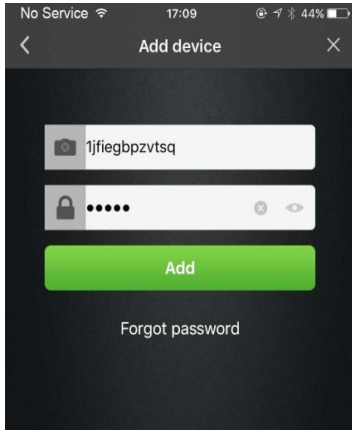** Connecting to the router, please wait for a moment.*

* Connecting to the server, please wait for a moment.

* Configure successfully.

After the Wi-Fi is connected, you will receive the following screen which indicates all steps are completed. It will also ask you to change the password for the camera because the default password "admin" is not secure.
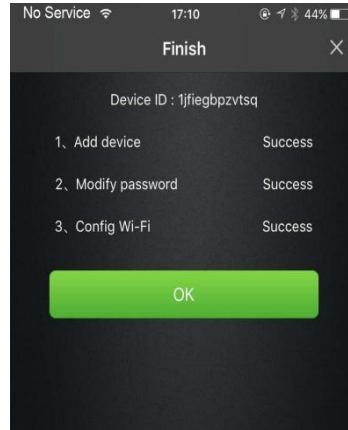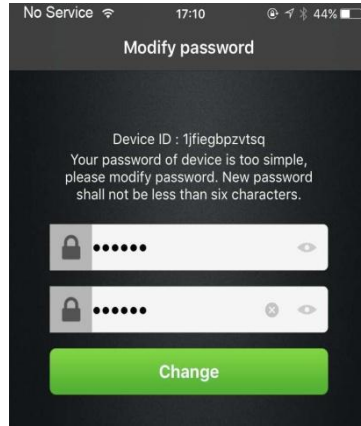
How to Connect the Camera via Computer Quickly?

(You can also visit www.mipcm.com and click the top right button "Download" to unfold the drop-down menu and choose "Client Manual" for detailed Manual and Instruction)

1. Go to www.mipcm.com (**make sure your device is connected to Power Outlet and Router**)
You can use Chrome, IE, Firefox, Firefox, etc.

2. Enter the Username (QR code) and the Password to log in. If you've registered an account, log in using the account and add the camera from your account. You can add as many as you want.
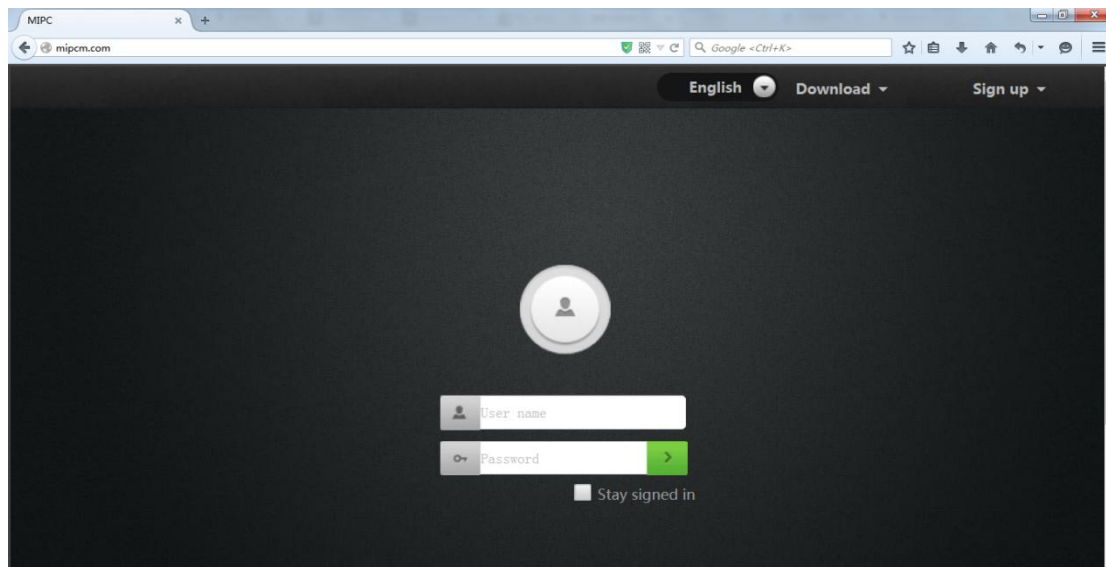
3. Install the plug-in if prompted **(Try use Chrome or Internet Explorer if there's no joy on Firefox, on IE it requires ActiveX Installation, make sure you follow the on-screen indication to enable the ActiveX**)
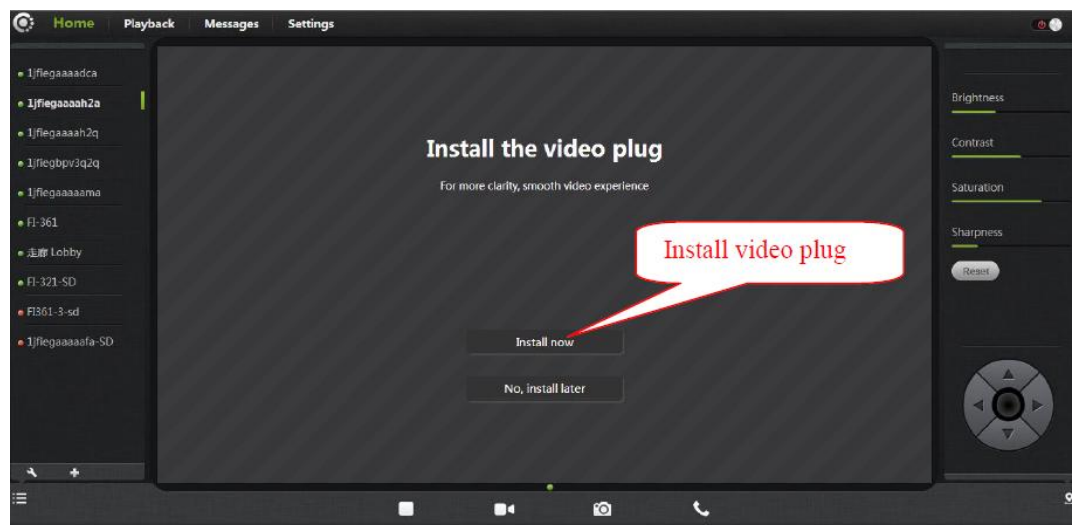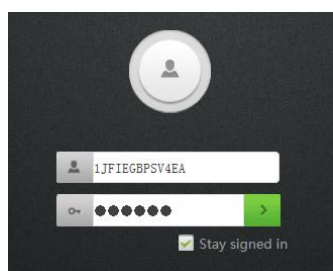
You can also download the software client for PC (Windows) from our website as well. The software client is called: MIPC.

Frequently Asked Questions

1. How to access the camera?

A App: MIPC

B Software client for PC: MIPC (you can download this from the website: www.mipcm.com)

C Webpage: www.mipcm.com

*(The camera does not support DDNS access. It does not work with 3rd party Software or APP)*

2. I cannot configure the camera successfully via Smart Wi-Fi Setup, it kept showing "Configuration Failed" and asked me to retry?

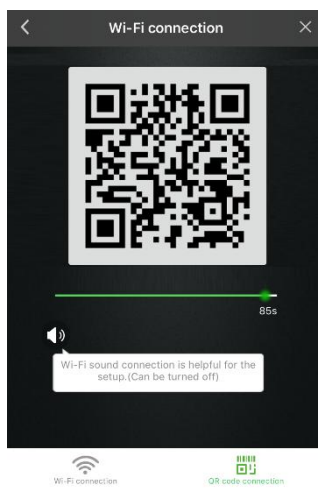Sometimes it is the issue of the camera, you may want to do the following:

* Make sure you enter the correct password.

* When the Wi-Fi connection is in progress (you should hear a loud buzz sound), try this: *Tab "QR Code Connection" located to the bottom right corner of the screen, on the next screen, read the short instruction carefully and tab "I know" to confirm, a QR Code will show up on the screen, tab "I Know", then a QR Code comes up, face the QR Code directly to the camera lens (space them approximately 20-30cm) and let the camera sense the QR Code. This will help expedite the Wi-Fi connection. See the screenshots.*

* The last solution is to try the "Ethernet Setup" as indicated on the screen. Or contact us for more details.
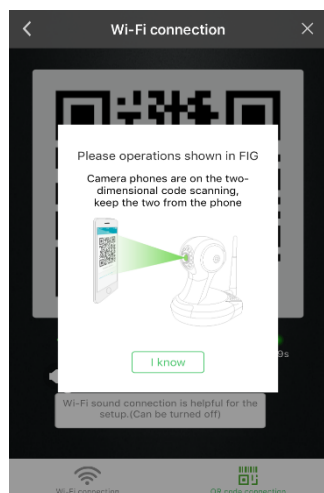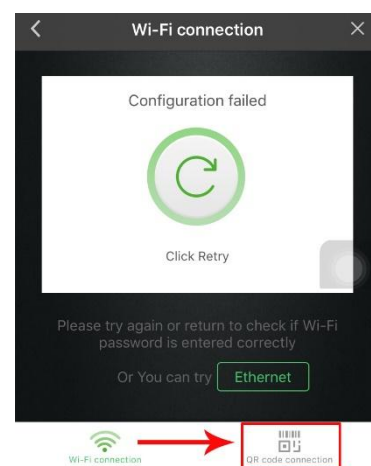
(Read this instruction)   (Face this Code in front of the camera lens)

3. I cannot access my camera wirelessly?

A Try reboot your router first

B Make sure your router runs at 2.4GHz wireless channel only because the camera will not work with 5GHz, so if you are having a dual-band wireless router, you may need to disable the 5GHz on your router settings first.

C Make sure to enter the correct password and the password is not too lengthy, the camera accepts password less than 20-character.

D Make sure there is no environmental factors that may affect the camera's wireless connectivity, ie. a large window,

a large mirror, a fish tank, bathroom walls, concrete walls. Those would definitely decrease the wifi signals hence the disconnection.

4. Does the camera have email alert when movement is detected?

No, it comes with push alerts on mobile but not with email alerts. The push alert is in real time manner.

5. How to factory-reset my IP Cam?

Start with the camera powered on via Power Cable, press the reset button for up to 15 seconds and wait for the camera to reset itself, it may take up to 1 minute. After the reset, the camera should go back to factory default with Device ID and "admin" for password.

6 Is there a more specific and detailed instruction for the camera?

Yes you can download the instruction manual for software MIPC from our website: www.mipcm.com, click "Download" on top right corner and choose the manual from the drop-down menu.

7. Can I add more than one camera?

Yes. On your APP MIPC, sign up a user account with us and you will be able to add as many as you want.

8 How to contact seller for help?

If there is anything preventing you from giving us a 5-star feedback, contact us at maxtopuk@gmail.com and we will sort it out for you. Please expect the first reply within 24 hours as we are having 7-8 hours ahead of you. We do have technical backup in UK but we would appreciate your letting us know the issue before we can schedule any call from there.

You can also add our Skype ID: hewitt.powertechnic, still we are 7-8 hours ahead so please expect a short delay for the first response.