



**VIO-Series**  
Video IP Operation



## Cam4Home Plus

User's Manual

***Enjoy it.***

# Table of Contents

<b>1</b>	<b>Create an account and log in.....</b>	<b>1</b>
<b>2</b>	<b>Overview .....</b>	<b>3</b>
2.1	Device Interface .....	3
2.2	Message Interface .....	4
2.3	Me Interface .....	5
<b>3</b>	<b>Device registration .....</b>	<b>6</b>
3.1	Camera registration .....	6
3.2	NVR Registration .....	9
<b>4</b>	<b>Camera dashboard .....</b>	<b>11</b>
4.1	Live view .....	11
4.2	Viewing History Record.....	13
<b>5</b>	<b>Camera Settings .....</b>	<b>15</b>
5.1	Setting Device Name and Cover Image .....	16
5.1.1	Cover image setting.....	16
5.1.2	Device Name .....	16
5.1.3	Changing Device Password .....	16
5.1.4	Firmware Version and upgrade.....	16
5.2	Storage Setting .....	17
5.2.1	Cloud Storage.....	17
5.2.2	Local Storage Status.....	17
5.2.3	Local Storage Setting .....	17
5.3	Device Setting .....	18
5.3.1	Customized Encryption.....	18
5.3.2	Device Share .....	18
5.3.3	Network Config.....	18
5.3.4	More .....	19
5.4	Delete a device .....	20
<b>6</b>	<b>Alarm Settings .....</b>	<b>21</b>
6.1	Notification .....	21
6.1.1	Alarm Notification .....	21
6.1.2	Device offline .....	21
6.1.3	Do Not Disturb mode .....	21
6.2	Arm Settings.....	22
6.2.1	Motion Detection .....	22
6.2.2	Arm Schedule Setting .....	22
6.2.3	Detection Sensitivity .....	22
6.2.4	Detection Region Setting .....	23
6.2.5	Alarm Sound Setting.....	23
<b>7</b>	<b>Cloud Storage.....</b>	<b>24</b>
7.1	FREE trial.....	24
7.2	Purchase a Cloud Storage Plan .....	24

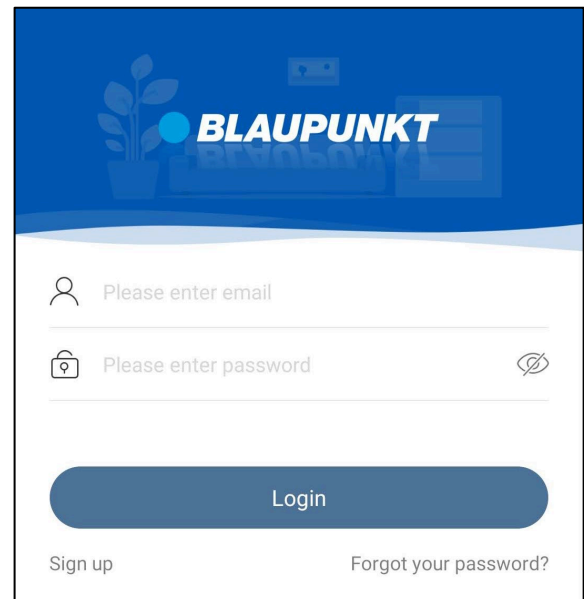
7.3 Activate Cloud Storage Plan .....	26
7.4 Managing Cloud Storage .....	27
7.5 Transferring the Cloud Storage Plan .....	27
<b>8 Help.....</b>	<b>28</b>
8.1 F.A.Q .....	28
8.2 How-to videos .....	29
8.3 Customer Support.....	29
<b>9 Cybersecurity Recommendations .....</b>	<b>30</b>
<b>Appendix .....</b>	<b>32</b>

# 1 Create an account and log in

This chapter introduces how to sign up for the first use. You can log in Cam4Home Plus App after signing up.

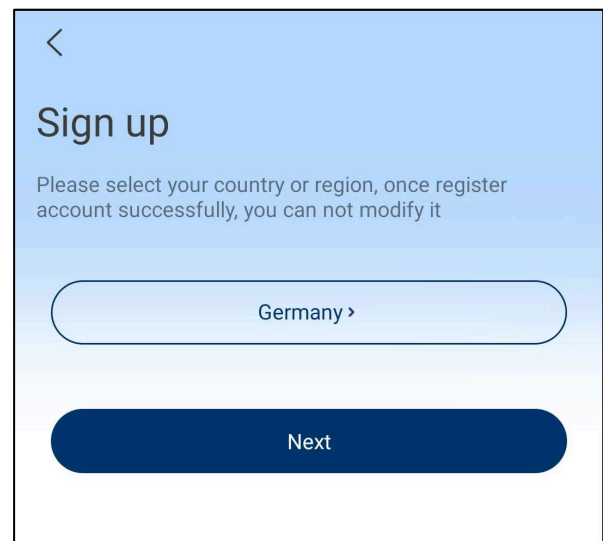
Step 1 Open the Cam4Home Plus App on your smartphone.

Step 2 Tap **Sign up** at the bottom left.

The image shows the login screen of the Cam4Home Plus App. At the top, there is a blue header with the 'BLAUPUNKT' logo and a small plant icon. Below the header, there are two input fields: 'Please enter email' with a person icon and 'Please enter password' with a lock icon and a toggle for password visibility. A large blue 'Login' button is centered below the fields. At the bottom, there are two links: 'Sign up' on the left and 'Forgot your password?' on the right.

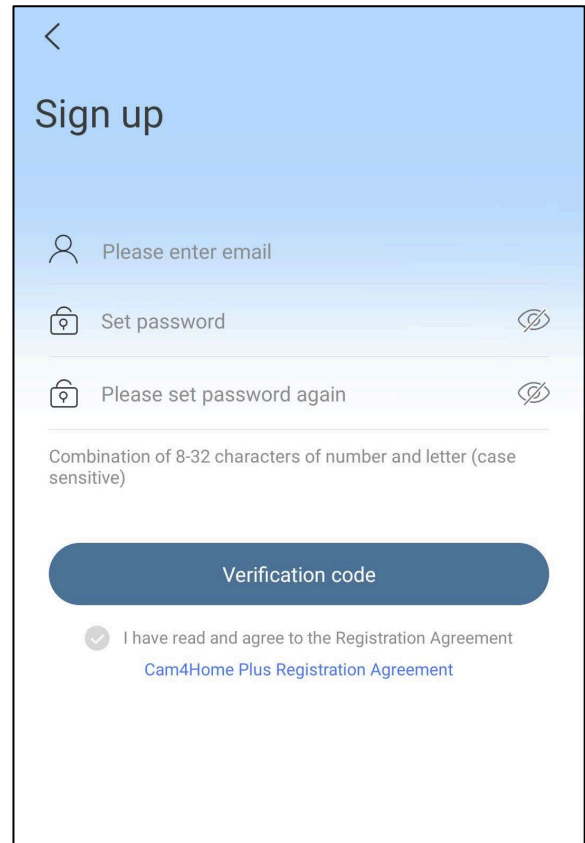
Step 3 In the country/region list, select country or region where you are located, and then tap **Next**.

**Important:** Be careful to select your country or region. Once it is successfully set, it cannot be modified.

The image shows the 'Sign up' screen of the Cam4Home Plus App. It has a light blue background. At the top left is a back arrow. The title 'Sign up' is in a large, bold font. Below the title is a message: 'Please select your country or region, once register account successfully, you can not modify it'. There is a list of countries with 'Germany >' selected and highlighted. At the bottom is a large blue 'Next' button.

Step 4 Enter the email address as the account name and set the password, read *Cam4Home Plus Registration Agreement* and select **I have read and agree to the Registration Agreement**, and then tap **Verification code**.

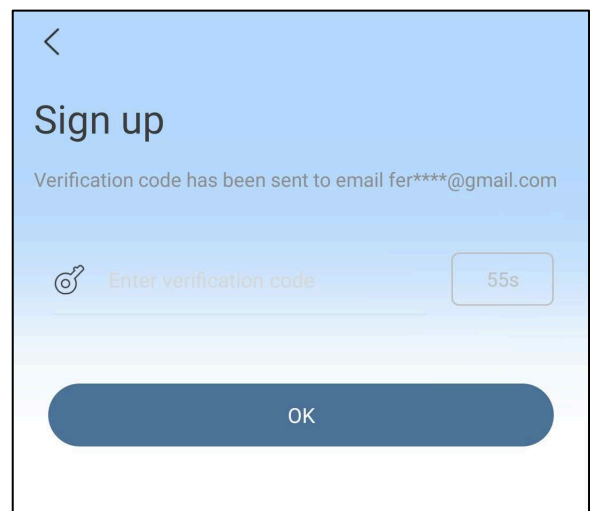
The verification code entering interface is displayed.



Step 5 Get the verification code from your email box, enter the code, and then tap **OK**.

The Login interface is displayed, and the system automatically logs in to Cam4Home Plus App. You can start adding the device to your account.

















After signing up, when you log in again, just enter the registered email address and the password, and then tap **Login**.



# 2 Overview

## 2.1 Device Interface

You can add devices to the Cam4Home Plus App as you want. The added devices and function icons are displayed on the **Device** Interface.

Icon	Function
	Tap to play four live views simultaneously in 2x2 mode of the added devices (first four devices in the list).
	Tap to play four live views simultaneously of the devices added to the network video recorder in 2x2 mode (first four devices in the list). Note: The function is available only when an NVR is connected.
	Tap to enable <b>Channel Mode</b> and each channel of a multi-channel device will list downward.
	Tap to enable <b>DND mode</b> to turn off all alarm notifications.
	Tap to register a device to your Cam4Home Plus account.
	Tap to quickly view device information and configure the device. You can share the device, upgrade firmware, set SD card and alarm notification, go to device details interface, and view alarm record. Note: The functions may vary depending on the device.
	Cloud storage:  : Activated;  : Expires soon;  : Unactivated
	Tap to enter a single live view interface.
	When this function is enabled, the lens will be concealed and the live view cannot be used within the period to protect your personal privacy.
	Tap the button below the device list to sort the devices added to the Cam4Home Plus App. NOTE: The function is only available when there is more than one device but no more than 8. TIP: You can also sort the added devices by tapping <b>My Device</b> on the <b>Me</b> interface and then tapping  to enter the <b>Device Sequencing</b> interface. Tap and hold  to adjust the device sequence and tap  to complete.

## 2.2 Message Interface

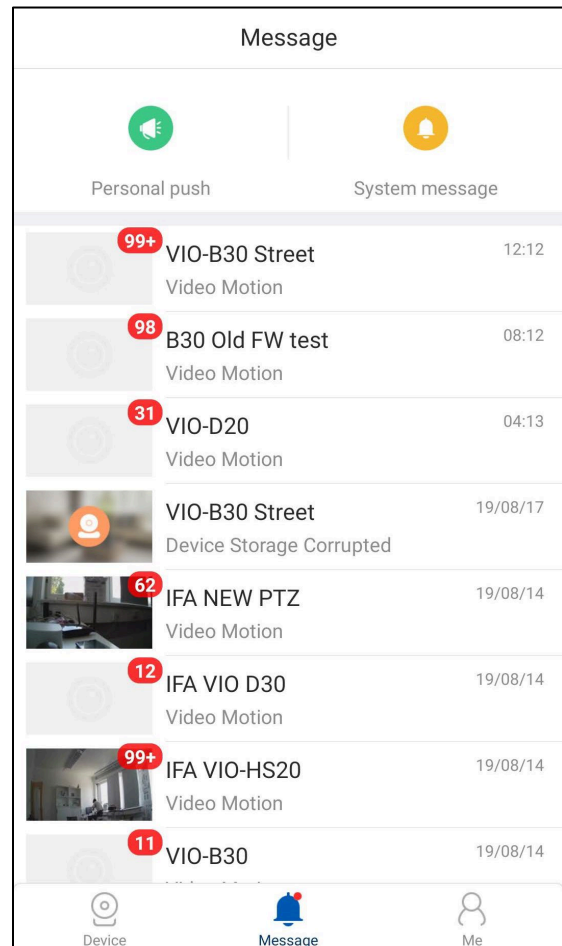
You can read personal push, system notifications, and view alarm messages on the **Message** interface.

### Personal Push

You can view the notifications that relate to your account, such as cloud storage expiration, device share, or device deletion.





### System Info


View the notifications that are prompted from the server.

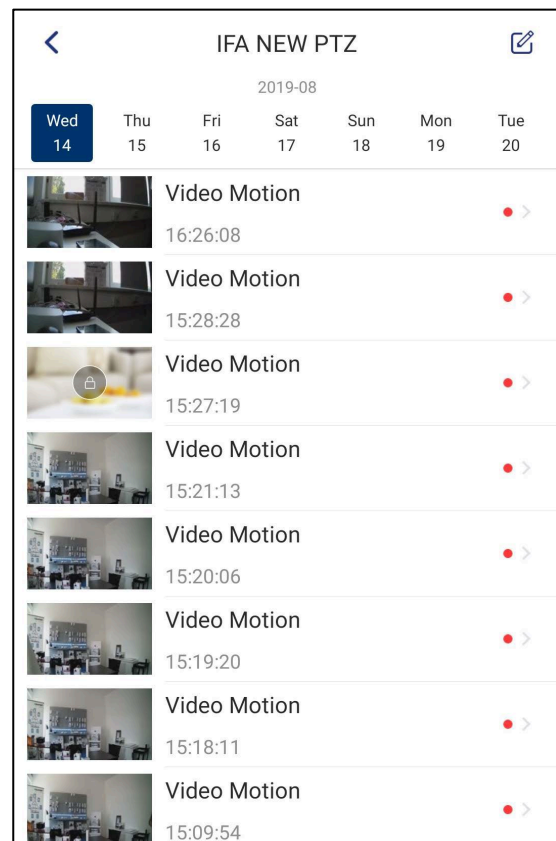


### Alarm Message

Tap the video to enter the calendar interface. Tap the date you want and then you can tap the specific file to view the recorded video.

- Mark as read: Tap , select the message, and then tap .
- Delete message: Tap , select the message, and then tap .

TIP: You can tap  to select all the messages.



## 2.3 Me Interface

You can view the information such as cloud, device information, download tasks, local files, Wi-Fi detection tool, smart home services, and account settings on the **Me** interface.

### My Cloud

Note: Make sure your device supports cloud storage.

You can purchase cloud storage service, view the activated or deactivated plan, activate plans for your devices, and configure the paid plans like transferring and replacing.

### My Device

You can view and configure the device information.

### Download List

Display the downloaded videos.

### Local Files

You can view the recorded videos or snapshots.

- For iOS smartphone, you can share the local files with other apps, download to your smartphone, name the files or delete them.


For Android smartphone, you can only share the local files with other apps or delete the files.

### Tool

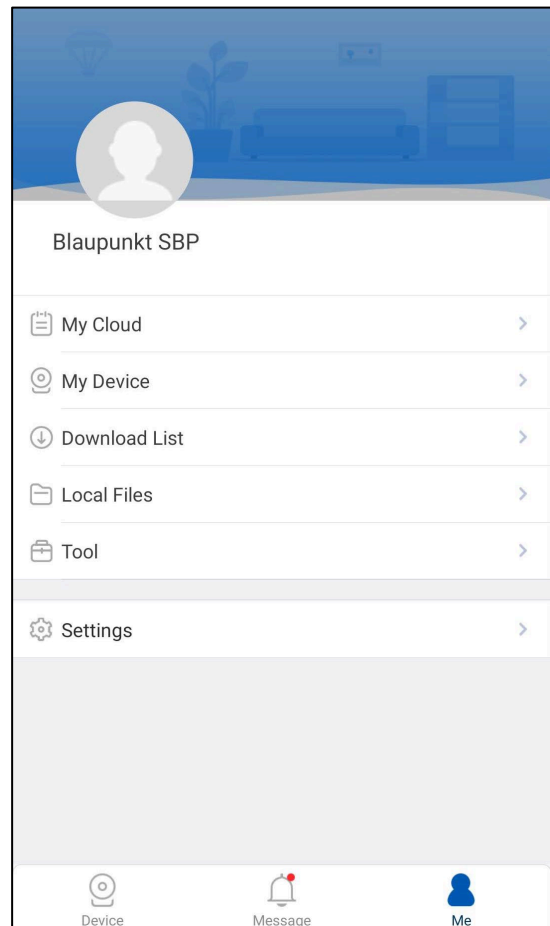
You can detect your Wi-Fi network speed.

### Account Settings

- **Account and Security:** You can change the account password, enable or disable fingerprint login, delete device and account, and export account information to the specific email you want.
- **Prompt:** You can enable or disable the messages prompted to your phone. After enabling **Prompt**, you can set the schedule of the prompted message by tapping **Period**.

Note: You can enable or disable the function by tapping  on the **Device** interface.

- **Play on mobile network:** Enabling this function, you can select to play on mobile networks when Wi-Fi is unavailable.
- **Reset Device Password:** You can reset the device password by scanning the QR code and then follow the instructions to complete.
- **About:** Check app version and customer support email and number.
- **FAQ:** Access to Frequently Asked Questions list
- **Exit current account:** Log out your account from am4Home Plus.





# 3 Device registration

On the **Device** interface, you can view and add VIO-Series devices such as cameras or NVR to the Cam4Home Plus App.

**Note:**

- Before adding a device to the Cam4Home Plus App, you can detect the Wi-Fi speed. On the **Me** interface, tap **Tool** > **Wi-Fi Detection Tool** > **Wi-Fi Detection**, wait for 60 sec. till the Wi-Fi network status is displayed, and then tap **Complete**.
- The onscreen instructions may vary depending on the device you are adding.
- Connect your smartphone to your Wi-Fi network
- If you are using a dual-band router, make sure that your smartphone is connected to a 2.4 GHz WiFi network and not to a 5GHz Wifi network. To learn more about this please check your router manual.

## 3.1 Camera registration


You can add cameras to Cam4Home Plus App through a Wi-Fi connection or wired connection.

Step 1 On the **Device** interface, tap  on the upper-right corner.

Note: You can also tap **My Device** on the **Me** interface and then tap  on the upper right to register a device.

Step 2 Add the device through either of the following ways.

- Focus with the camera of your smartphone over the “QR Code” sticker. After the “QR Code” was scanned successfully tap “next”.
- Press “Serial number adding” and type in the (S/N) Number located on the label. Then tap “Next”.

Note: You can enable the fill light by tapping  on the upper right of the **Device registration** interface if it is dark around.

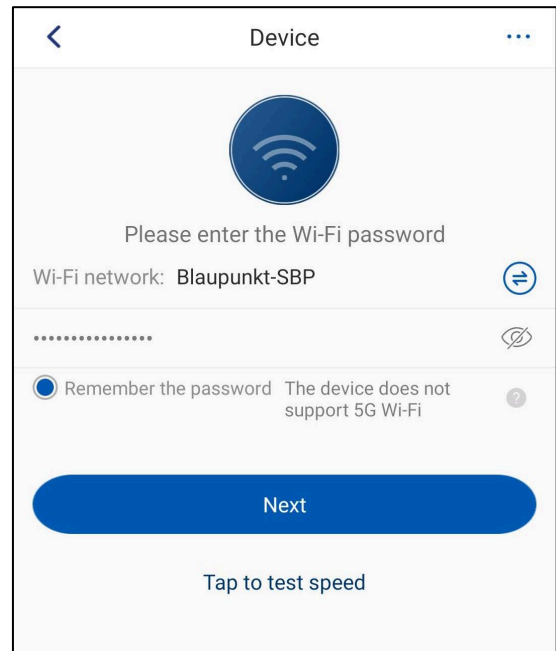
Step 3 Connect the power supply cable to the camera and to the power line socket to power ON the camera. The red Indicator LED will turn on and the device will start booting.

Option 1: For WIFI connection press “Next” on the app.

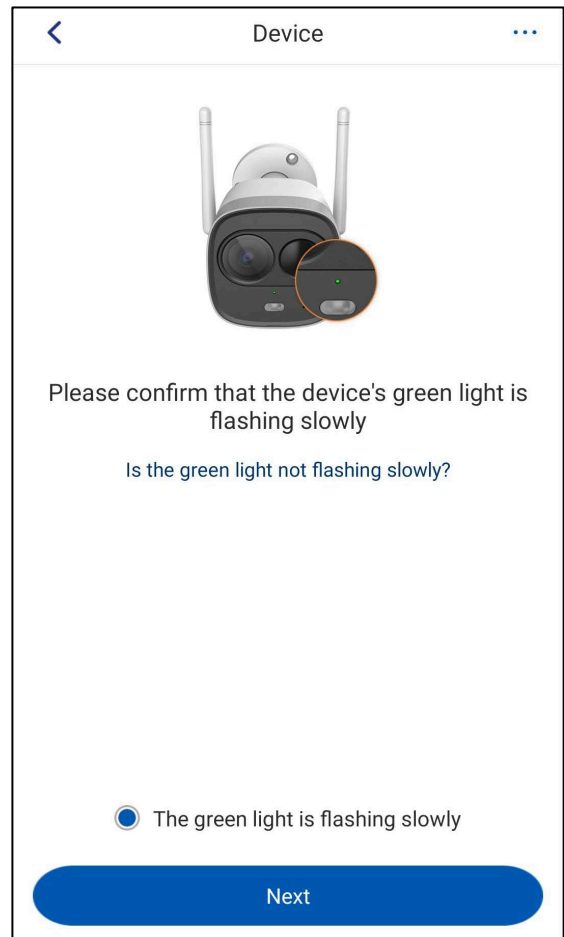
Option 2: For Ethernet connection, connect the camera to the router via an ethernet cable. Then skip to step 6.

Step 4 Enter the Wi-Fi password and tap Next.

Note: Before entering the Wi-Fi password, you can also detect Wi-Fi speed by tapping **Tap to test speed** on the bottom of the interface. Follow the instructions and wait for 60 sec. till the network status is displayed, and then tap **Complete** to exist.

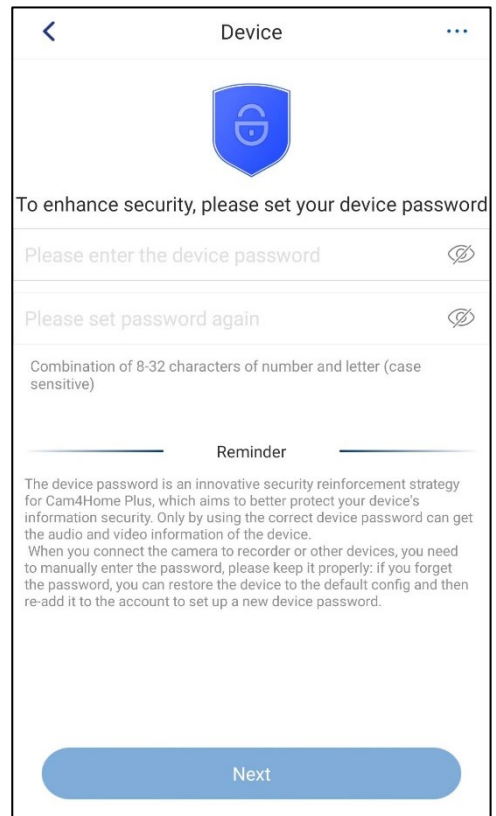


Step 5 Wait until the device's light turns red to green and flashes slowly. Select **The green light is flashing slowly** and tap **Next**.



**Step 6** For security reasons type in an individual camera password. (Password must contain at least 8 characters, including at least 2 of the following: Capital letters, small letters, number and special characters. Please do not use any of the following characters: & ' , " .

Now the camera will connect to the cloud this could take up to 60sec.



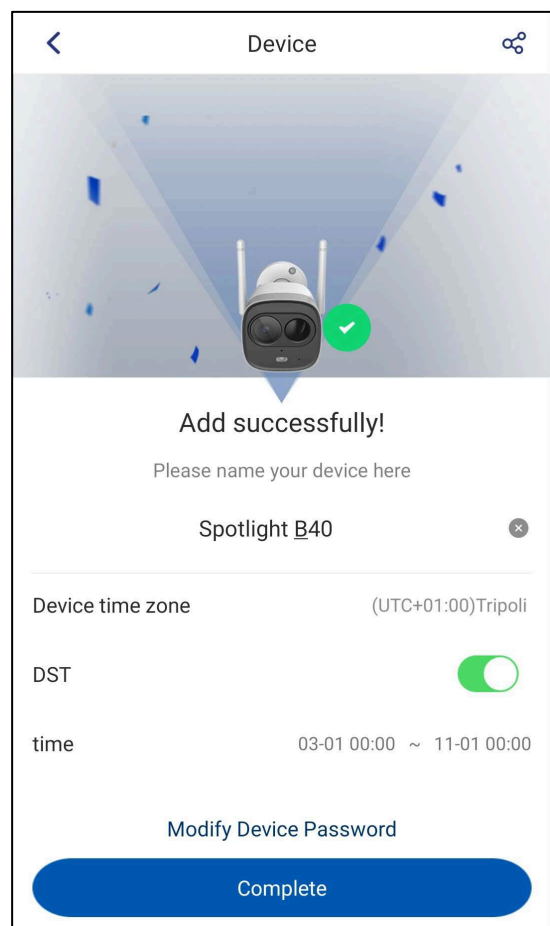
The screenshot shows a mobile app interface titled "Device". At the top is a blue shield icon with a lock. Below it, the text reads: "To enhance security, please set your device password". There are two input fields: "Please enter the device password" and "Please set password again", both with eye icons for toggling visibility. Below the fields, it specifies: "Combination of 8-32 characters of number and letter (case sensitive)". A "Reminder" section follows, explaining that the device password is a security reinforcement strategy for Cam4Home Plus and that users should keep it safe to avoid manual resets. At the bottom is a large blue "Next" button.

**Step 7** Write the desired camera name (E.g. "Living Room") in the Name: field.

**Step 8** Select a time zone according to your location.

To set up automatic summer/winter time change, tap on the DST button (Daylight Saving Time) and select a starting and ending time for the DST. After setting DST, tap on the upper left corner to return.

**Step 9** Tap Complete.



The screenshot shows the "Device" setup screen after successful addition. At the top, a camera icon with a green checkmark is shown. Below it, the text says "Add successfully!". There is a field "Please name your device here" with the text "Spotlight B40" entered. Below this, the "Device time zone" is set to "(UTC+01:00) Tripoli". The "DST" toggle is turned on. The "time" range is set to "03-01 00:00 ~ 11-01 00:00". At the bottom, there is a "Modify Device Password" link and a large blue "Complete" button.

## 3.2 NVR Registration

You can add storage devices such as an NVR to your Cam4Home Plus App.


**Note:**

- Before adding the storage device to your Cam4Home Plus App, make sure the device is online. For the uninitialized the device, please refer to related device manual.
- The storage devices only support wired connection, so you need to connect the device to the router with a cable.

Step 1 On the **Device** interface, tap  on the upper-right corner.

Step 2 Add the device through either of the following ways.

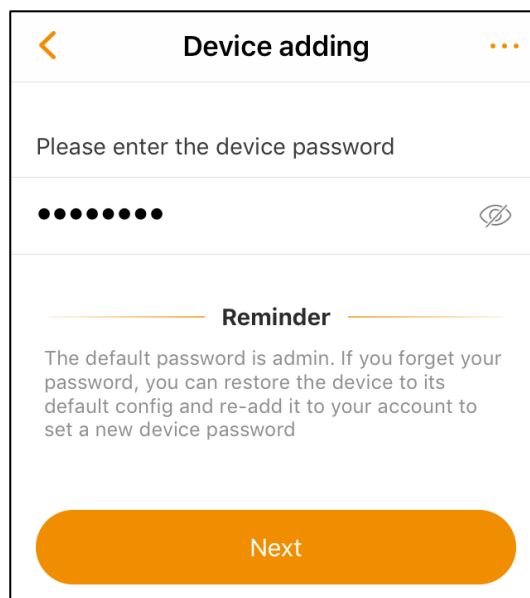
- Focus with the camera of your smartphone over the “QR Code” sticker. After the “QR Code” was scanned successfully tap “next”.
- Press “Serial number adding” and type in the (S/N) Number located on the label. Then tap “Next”.

Note: You can enable the fill light by tapping  on the upper right of the **Device registration** interface if it is dark around.

Step 3 Connect the power supply cable to the NVR and to the power line socket to power ON the NVR. Then connect the NVR to the router via an ethernet cable.

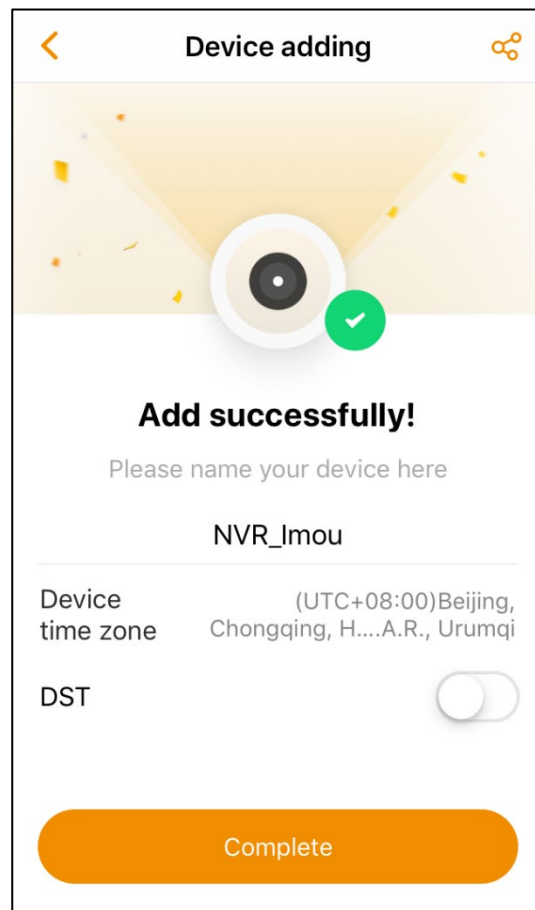
Step 4 Enter the device password on the **Device registration** interface for verification and tap **Next**.



Step 5 The Cam4Home Plus app will add the device to your Cam4Home Plus account.

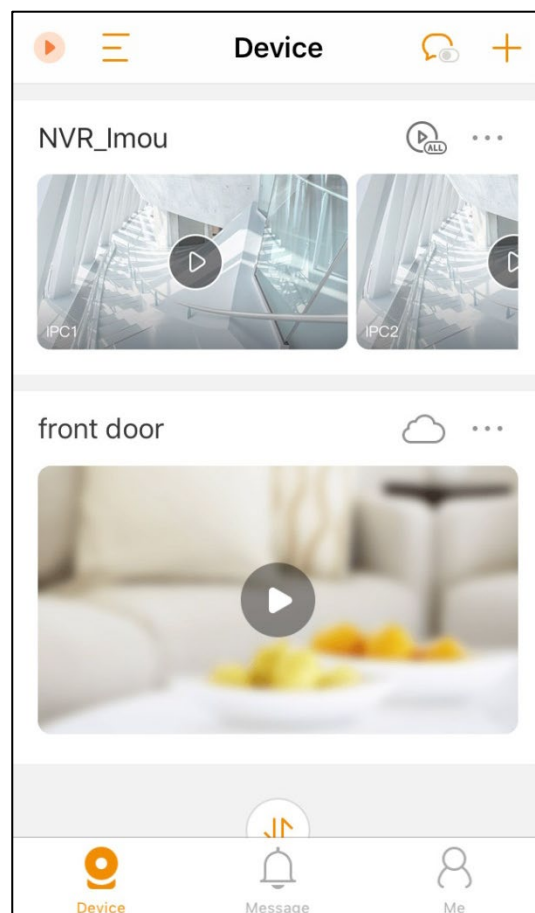


Step 6 You can name your device and configure the device time zone and DST. Tap **Complete**. The **Device** interface is displayed.

Note: The time zone and DST you set may affect some function usage of Cam4Home Plus App. Configure them properly.



Step 7 Tap  to enter a single live view interface of the device added to the network video recorder. You can also tap  to view four live views simultaneously in 2x2 mode (first four devices in the list).



# 4 Camera dashboard

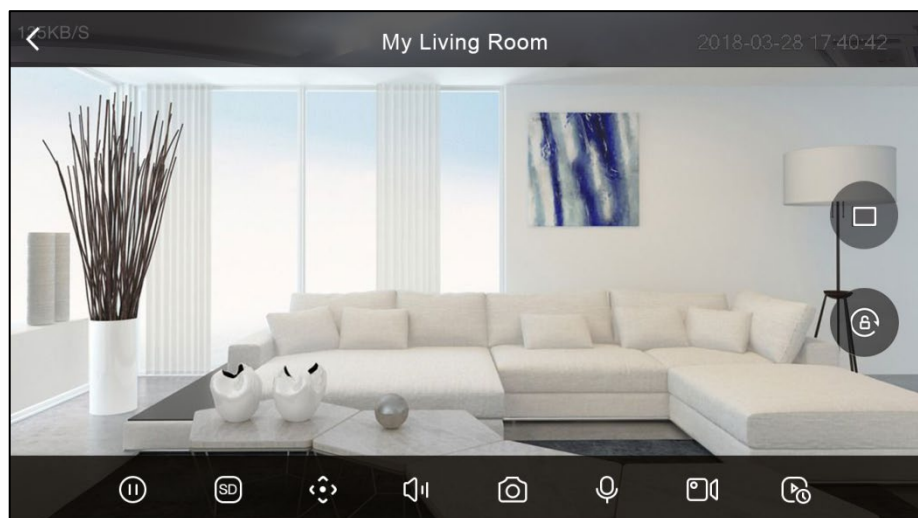
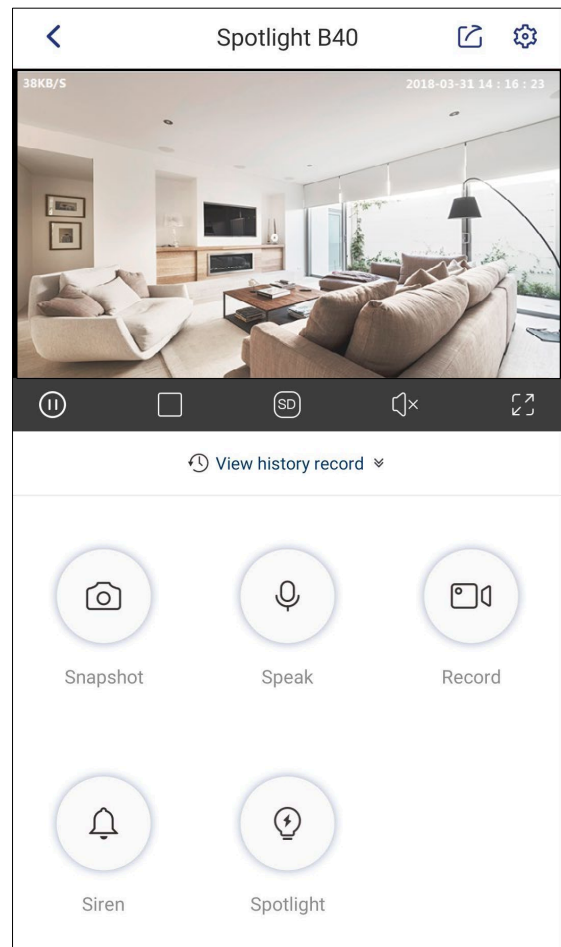
## 4.1 Live view























Select your camera in the “Device” menu, this will bring you to the camera dashboard, where you can see the camera live stream video and access various features such as pause, window splitting, stream quality switch, and mute.

Note: Features will differ between cameras.

You can zoom in the screen to view the details.

- If PTZ function is not enabled, the zooming operation by gesture is completed through digital zoom.
- If PTZ function is enabled, the zooming operation by gesture is completed through optical zoom (for the device that supports optical zoom).






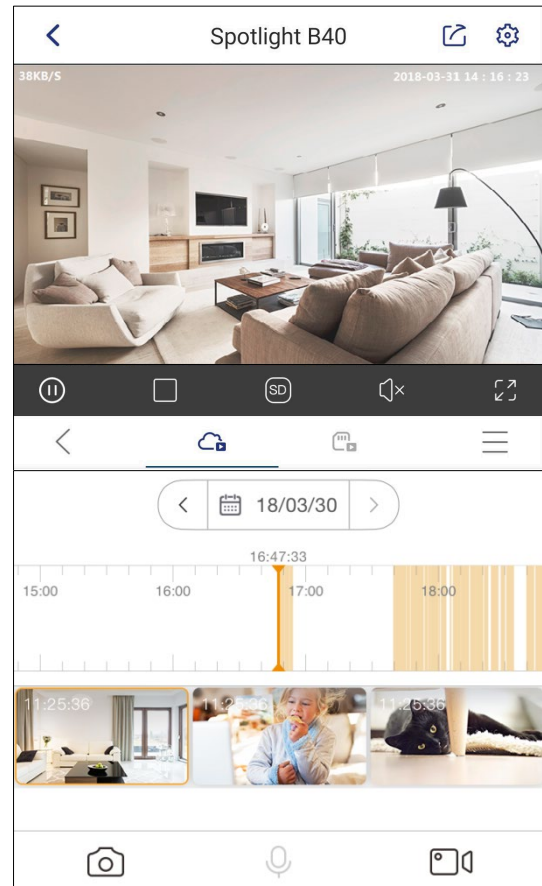
Icon	Description
	Play or pause the video.
	Switch between single-window view and four-window view.
	Tap to change the stream video quality between Standard Definition (SD) and High Definition (HD).
	Mute or unmute the video. Note: This function is available only on the camera supporting microphone.
	Display video in Fullscreen mode. Tap  to exit the full-screen mode.
	In full-screen mode, tap  to lock the screen from auto-switching to normal display mode by gravity. The icon switches to  .
	Tap to take a snapshot. This snapshot will be recorded on your smartphone local storage.
	Tap this icon to enable two-way talk function. The icon switches to  in normal display mode and  in full-screen mode. Tap again to stop two-way talk function. Note: This function is available only on the cameras with microphone such as VIO-H30 or VIO-HS20.
	Tap this icon to start instant recording. The icon switches to  in normal display mode and  in full-screen mode. This video recording will be recorded on your smartphone local storage.
	Tap to trigger a siren Note: This function is available only on cameras with a built-in siren.
	Tap to turn ON / OFF the light Note: This function is available only on camera with a spotlight.
	Tap this icon to display the PTZ control panel. You can move the camera in both horizontal and vertical direction to get a different angle of view.  Note: This function is available only on the camera supporting PTZ such as VIO-DP20.
	Access view record history. For further information refer to chapter 4.2 Viewing History Record.
	Access the camera settings. For further information refer to chapter 5 Camera Settings.
	Tap to share the camera. For further information refer to chapter 5.3.2 Device Share.










## 4.2 Viewing History Record

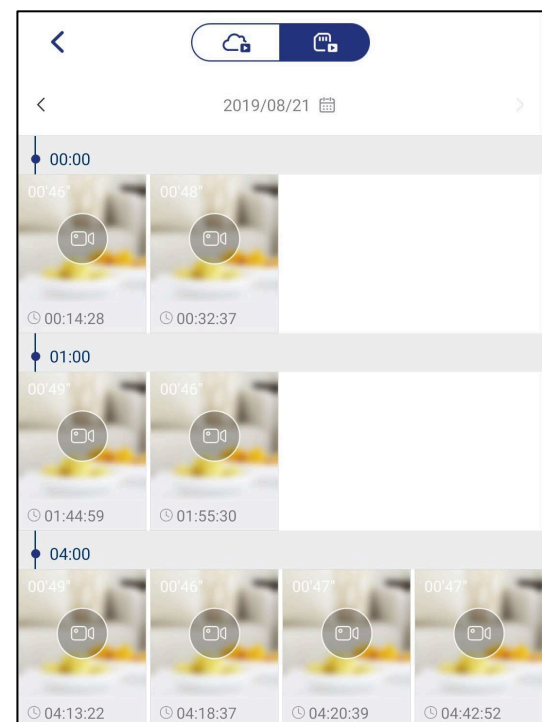
Note: To view the video recording the camera needs to have an installed micro-SD card or an active cloud a cloud storage plan.

You can view the historical record through either of the following ways.










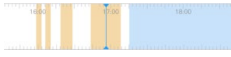
- On the **Camera Dashboard** interface:  
Tap  **View record history** and select Cloud  or SDCard  storage. Tap on date and select a day on the calendar. Use the timeline bar to watch video recordings from the selected day. Video recordings are marked in orange



- On the **message** interface:  
Tap on the device that you want to view and select Cloud  or SDCard  storage. Tap the date you want and then you can tap the specific file to view the recorded video.
- On the **Device** interface:  
Tap  on the device that you want to view and then tap **Alarm Record** and select Cloud  SDCard  storage. Tap the date you want and then you can tap the specific file to view the recorded video.
- On the **Camera Dashboard** interface:  
Tap  **View record history** tap the  icon. Select Cloud  or SDCard  storage, then tap on the date and select a day on the calendar. Use the timeline bar to watch video recordings from the selected day. Video recordings are marked in orange.






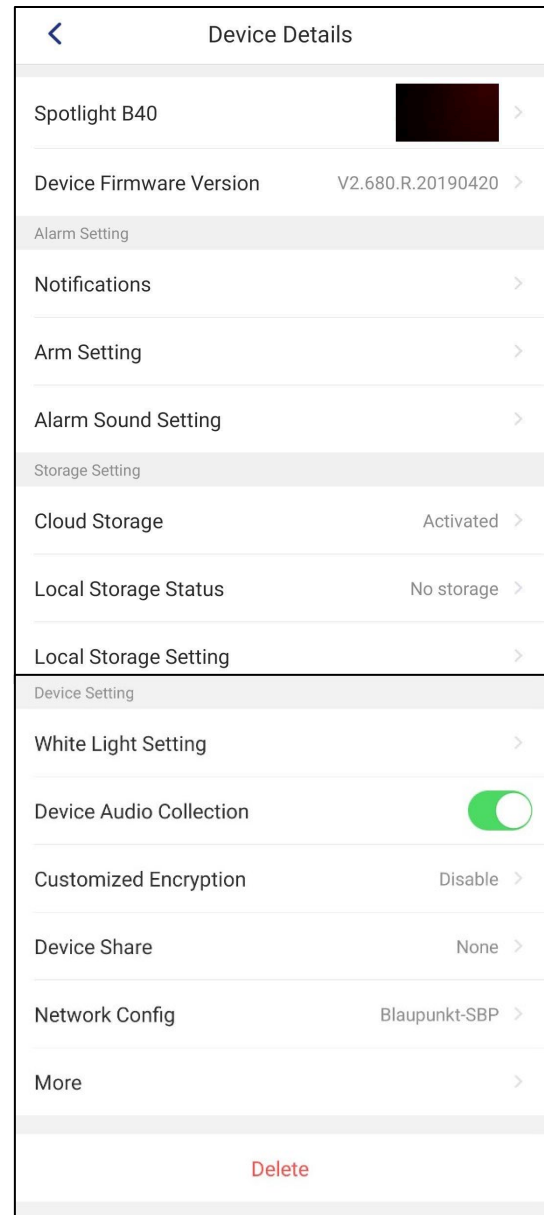
Icon	Function
	Tap this icon to exit the record history and display the live view interface.
	Tap this icon to display the recorded videos that are stored in the Cloud server. The icons turn to  once it is selected. Note: You can tap  to purchase the cloud storage if you need the service.
	Tap this icon to display the recorded videos that are stored in the SD card. The icons turn to  once it is selected.
	Select icons to switch between displaying the recorded videos stored in the Cloud server and ones stored in the SD card.
	Tap this icon to view all the videos that are stored in the cloud server or in the SD card.
	In the calendar list, select the time when you want to view the recorded videos. Note: This function is only available in normal display mode.
	The time bar shows the time when there are recorded videos. Tap and hold the time bar to drag to the time where you want to view the recorded video.

# 5 Camera Settings

The configurations of the following chapters in this chapter are set on **Device Details** interface and you can enter this interface through the following ways.

- On **Device** interface, select a device in the list, tap **...** and then tap **Device Details**.
- On **Me** interface, tap **My Device**, select the camera to enter its **Device Details** interface.
- Enter the live view of the device, tap  on the upper right to enter **Device Details** interface.

Note: The **Device Details** interface shows the device functions that you can configure on the Cam4Home Plus App. The interface may vary depending on the camera you are using. If the function is not listed on your interface, it means the camera does not support this function.



## 5.1 Setting Device Name and Cover Image

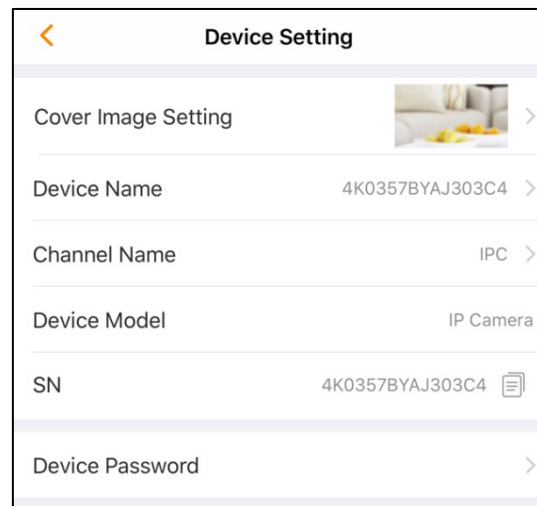
At the top of the **Device Details** interface, tap the camera name. On this interface, you can set device name, change the camera cover image, device model, serial number and camera password.

### 5.1.1 Cover image setting


Tap Cover Image setting, then select between:

**Auto Snapshot:** The camera will take automatic snapshots and replace the camera cover image.


**Custom:** Select a fixed photo for the camera cover image from your photo gallery or smartphone camera.



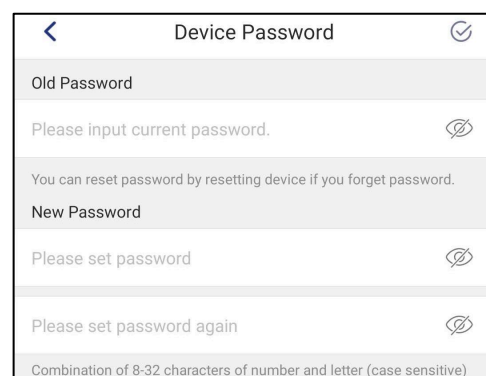
### 5.1.2 Device Name

Tap Device Name to change the name displayed on your camera. Tap the  icon at the top right to save the changes.

### 5.1.3 Changing Device Password

Tap **Device Password**, then, input the current password, set the new password and tap  at the top right to save the changes.

**Note:** The length must have at least 8 characters Include at least two types of characters. Character types include upper- and lower-case letters, numbers and symbols.

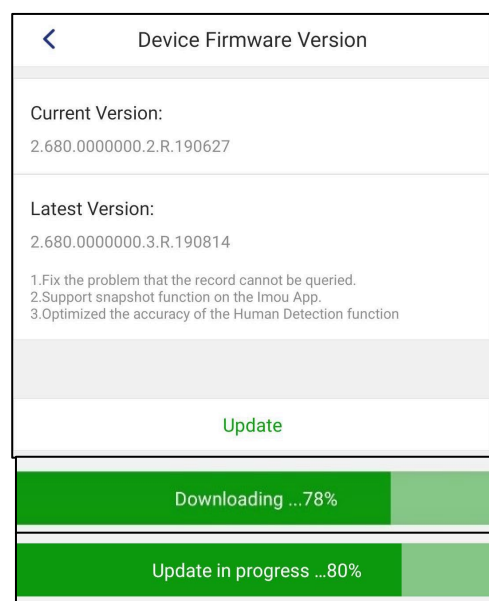


### 5.1.4 Firmware Version and upgrade

Displays the current Firmware version. If there is a red dot at the right, it means that the camera does not have the latest firmware and it can be upgraded. Press on Device Firmware Version and click Update at the bottom. The app will confirm the app upgrade, click "Start Upgrade".

After the confirmation, the camera will start to download the latest firmware, after the download is complete, the camera will start to upgrade the firmware. This process can take a couple of minutes. After the upgrade process is completed the camera reboot.

Note: Do not power off the camera during the upgrade process.



# 5.2 Storage Setting

You can manage your cloud storage plan, view the local storage status, and enable or disable local storage and general record storage, select recording definition and set the recording schedule for the General Record Storage.

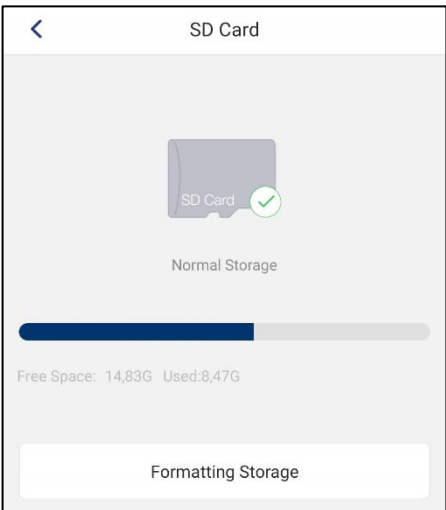
## 5.2.1 Cloud Storage

For cloud storage information, please refer to Chapter 7 Cloud Storage:

## 5.2.2 Local Storage Status

Tap Local Storage Status to check the status for the micro-SD card from the camera. There you will be able to see the amount of free and used space.

To format the micro SD-card tap on the blue bar, then on the Formatting Storage button located at the bottom.



## 5.2.3 Local Storage Setting

### 5.2.3.1 Record


If enabled, the camera will allow recording videos on the micro SD-card according to motion detection and general record settings.

### 5.2.3.2 Steam Setting

Set the video quality of the videos recorded by the camera. Tap and select between Standard Definition and High Definition.

### 5.2.3.3 General Record Storage

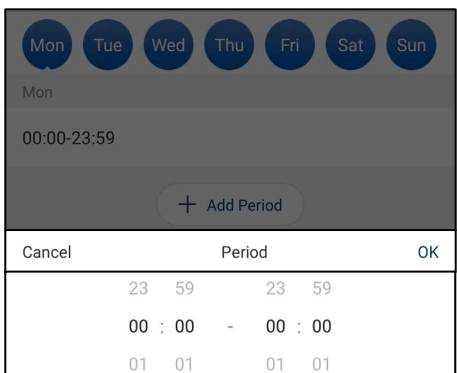
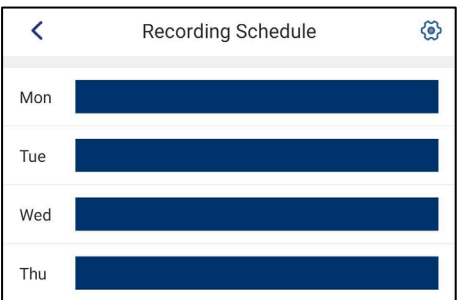
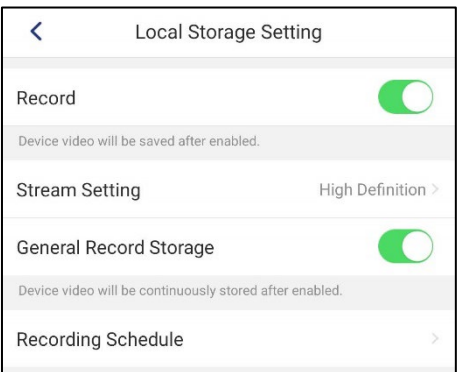
If enabled, the camera will record continuously on the micro SD-card.

Select Recording Schedule and tap the  icon at the top right to set up when the camera should be recording continuously.

At the top of the screen, select a day of the week. Then tap on the schedule and create a period for video recording.

Tap + Add Period to create more periods for the same day.


After all the days of the week have been configured according to your needs, click "Save" at the bottom of the screen to save the changes.



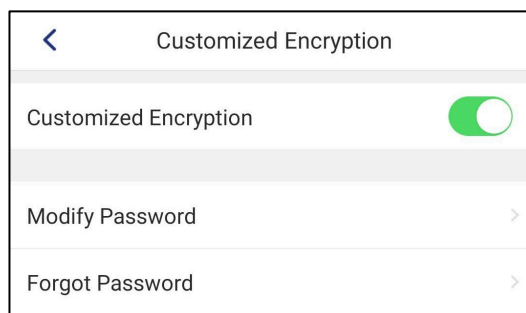
## 5.3 Device Setting

### 5.3.1 Customized Encryption

When this function is enabled, you can set a password for viewing the live view or stored videos. When you log in to Cam4Home Plus App from other smartphones, you need to enter this password to access the live view interface.

Tap **Customized Encryption** and enable the function. Input the new password and tap  to complete.

After is enabled, the customized encryption menu will allow you to disable the mode and modify or remove the password.








Note: If you forget your password you will need to perform a factory reset and lose all the videos on the cloud.

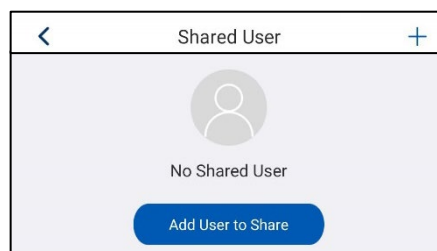
### 5.3.2 Device Share

A camera can be shared with other Cam4Home Plus accounts. A shared camera in other Cam4Home Plus account will have access only to the live streaming, notifications and video recording history. To modify the camera settings please use the account where the camera was registered.

On the account where the camera was registered you can share a camera with other users by following the below options:

- Enter the live view of the device, then tap  on the upper right corner and select Device Share.
- On the **Device** interface, select a device in the list, tap  and select **Device Details**. Then scroll down and tap **Device Share**.
- For a camera that has been shared already, go to the **Device** interface, select a device in the list, tap  and then tap .

Then tap on "Add user to Share" or the  icon at the top right. Type the email of the Cam4Home Plus account you want to share the camera with and tap the save button at the top right of the screen.




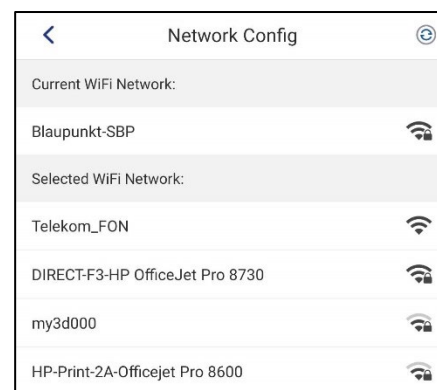
To stop sharing the camera with a user go to the camera dashboard --> settings --> Device sharing and tap "Cancel".

### 5.3.3 Network Configuration

On **Device** interface, tap  and then tap **Device Details**.

Tap **Network Config** and select the Wi-Fi network you want to switch to. Enter the Wi-Fi password, tap **Connect** and wait for the network to be successfully connected.

Note: If your WIFI network is not displayed tap on the  icon at the top right corner to refresh the WIFI network list.



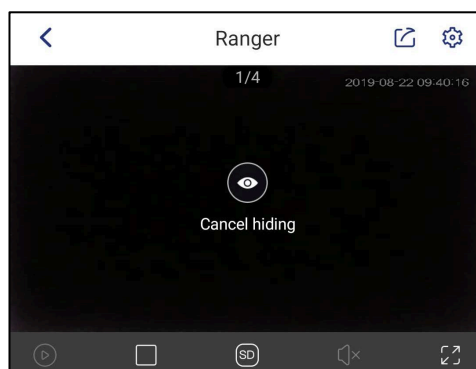
## 5.3.4 More

### 5.3.4.1 Camera Shielding

When this function is enabled, the lens of the selected device will be concealed, and the live view cannot be used at this time to protect your personal privacy.

You can enable / disable the camera shielding by:

- On the Device interface tap the Camera Shielding icon of the device you want.
- Additionally, to disable it you can tap on the Cancel hiding on the dashboard interface.



Note: This feature is available only for some cameras.

### 5.3.4.2 Spotlight Setting

On this interface, it is possible to configure the camera spotlight.

If Alarm Linkage Spotlight is enabled, the camera will turn on the spotlight when the camera detects movement according to the camera motion detection settings.

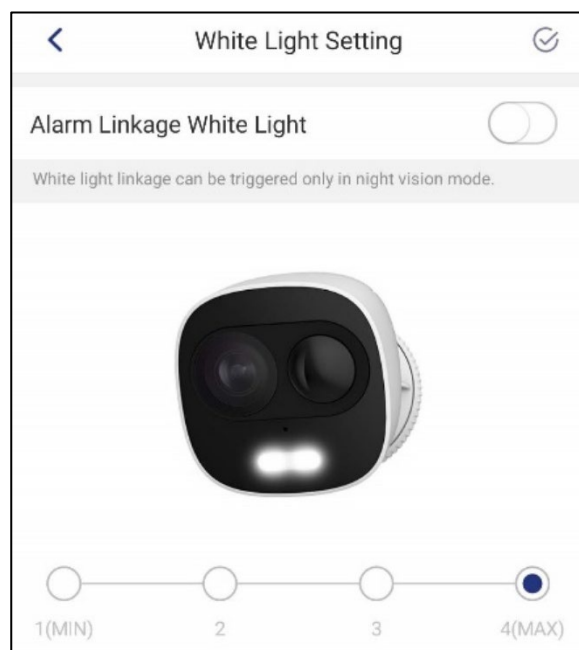
**Note:** The spotlight will be triggered only if the environment light is dark.

At the bottom, select the brightness for the spotlight between 1 (minimum) and 4 (maximum).

The spotlight of the camera can also be triggered manually from the dashboard interface.

Tap the  icon at the top right to save the changes.

**Note:** Only available for spotlight cameras



### 5.3.4.3 Device Audio Collection

If disabled, the camera microphone will be deactivated and neither live view video, nor video recording will collect audio.

### 5.3.4.4 IR LED Setting

Select "Auto" to enable the IR LED night vision when the environment is dark. If disabled, the camera will not activate the IR LEDs and there will be no night vision.

### 5.3.4.5 Device LED Indicator

Enable or disable the LED indicator from the camera.

### 5.3.4.6 Camera Image Flip

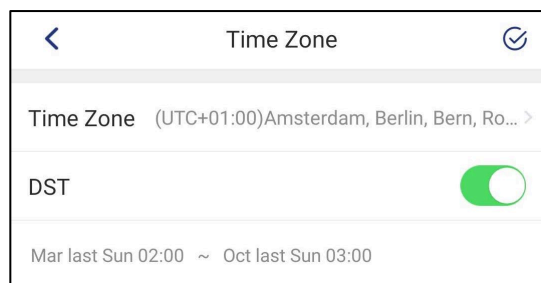
If enabled, the camera image will turn 180°. This is useful for dome cameras mounted in a ceiling.

### 5.3.4.7 Time Zone

On this interface, you can configure the time zone and enable DST (Summer / Winter time).

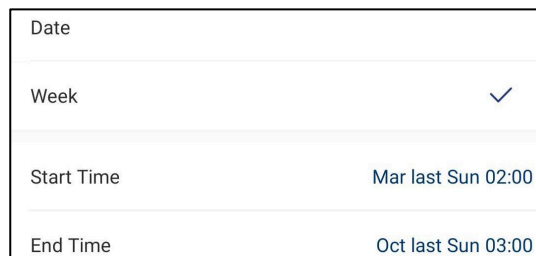
Select Time Zone and choose a time zone from the list according to your location.

To enable DST, tap on the DST button (Daylight Saving Time) and tap the date below. Then select a starting and ending time for the Summer / Winter time.



**Note:** For Central Europe click Week, then select as Start Time the last Sunday of March at 2:00 am and End Time the last Sunday of October at 3:00 am.

Tap the  icon at the top right to save the changes.

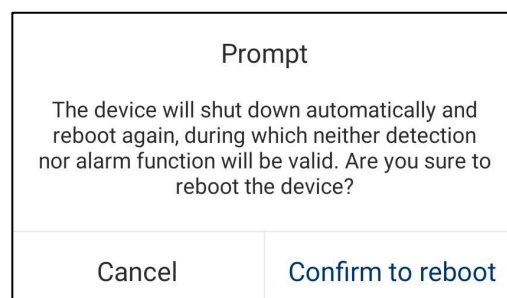


### 5.3.4.8 Date Format

Select the date format that will be displayed at the top right on the live view and playback recordings.

### 5.3.4.9 Reboot

Tap Reboot and confirm to reboot the camera. Camera won't be factory reset and no data will be lost. The camera will be powered OFF and ON. Wait 1 minute until the booting is completed to use the camera again.

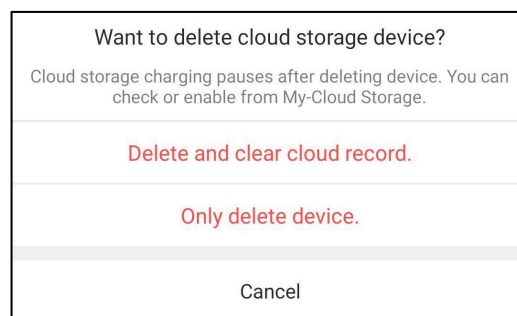


## 5.4 Delete a device

Tap **Delete** to delete the camera from your Cam4Home Plus account. Then choose between:

**Delete and clear cloud record:** The camera and all video recording stored on the cloud will be deleted.

**Note:** This option will appear only if the cloud had a Cloud Storage plan activated.



**Only delete device:** Delete the camera from the Cam4Home Plus account but keep the Cloud recording (in the case the camera had a Cloud Storage plan activated).

# 6 Alarm Settings

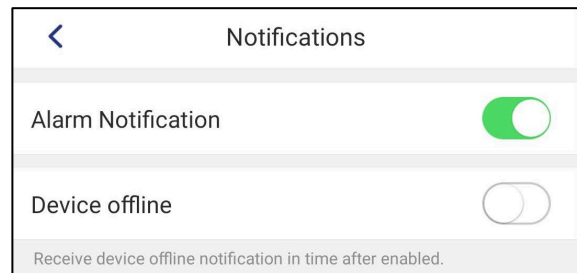
## 6.1 Notification

Tap **• • •** on the **Device** interface, then tap **Device Details** and tap **Notifications**.

### 6.1.1 Alarm Notification

Tap the Alarm Notification button to enable / disable notifications.

**Note:** Motion or Audio detection needs to be enabled to trigger an alarm notification.






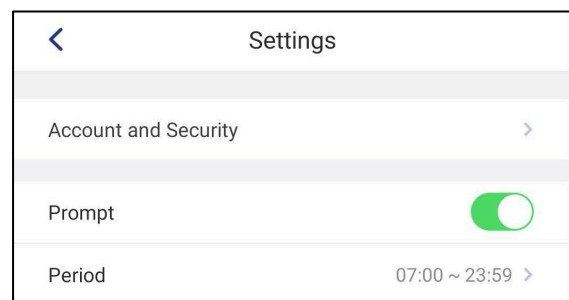
### 6.1.2 Device offline

Tap the Device Offline button to enable or disable a notification when the camera goes offline. (e.g. loses connection to the internet or it is powered OFF).

### 6.1.3 Do Not Disturb mode


You can enable the Do Not Disturb mode to block all the Cam4Home notifications through either of the following ways:

- On the **Me** interface, tap **Settings**, then enable the **Do Not Disturb** button to turn OFF the notifications on your smartphone. Tap **Period** to set a schedule for the Do Not Disturb mode.
- On the **Device** interface, tap  enable the Do Not Disturb mode and turn OFF notifications on your smartphone. The icon will switch to . Tap the  icon again to disable the Do Not Disturb mode and turn ON notifications.



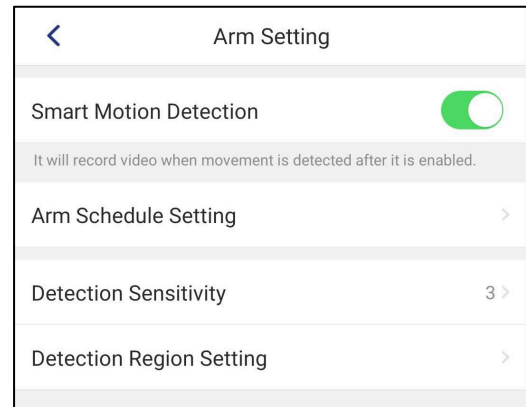


## 6.2 Arm Settings

Tap  on the **Device** interface, and then tap **Device Details** and tap Arm Setting.


### 6.2.1 Motion Detection

Tap the Motion Detection button to enable / disable motion detection when an object moves at the camera view field. If motion is detected, the camera will trigger a notification and start video recording according to the notification and record settings.



### 6.2.2 Arm Schedule Setting

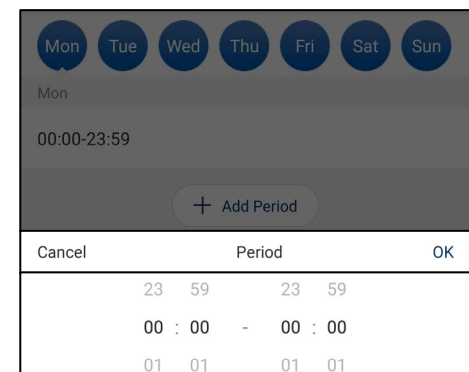
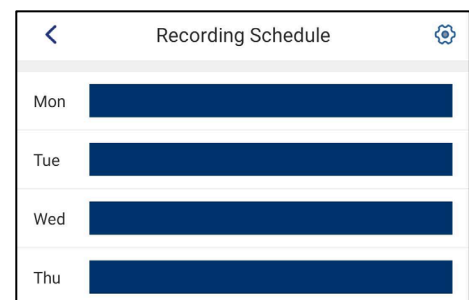
You can record the video through either of the following ways.

Select Arm Schedule Setting and tap the  icon at the top right to set up when the camera should be recording continuously.

At the top of the screen, select a day of the week. Then tap on the schedule and create a period for video recording.

Tap + Add Period to create more periods for the same day.

After all the days of the week have been configured according to your needs, click "Save" at the bottom of the screen to save the changes.

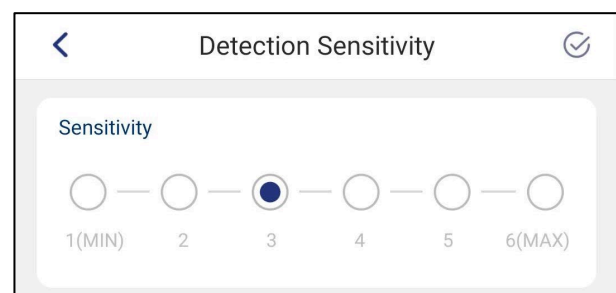


### 6.2.3 Detection Sensitivity

Tap Detection Sensitivity to adjust the motion sensitivity according to your needs between 1 (min) and 6 (max). Motion sensitivity is calculated between the size of the object and the speed.

Setting to high sensitivity could trigger false alarms, at the same time low sensitivity could ignore alarms on low light environment.

Tap the  icon at the top right to save the changes.



**Note:** Motion detection is triggered based on a certain percentage of pixel change.

Low sensitivity: The camera will alert if many pixels in the picture have changed.

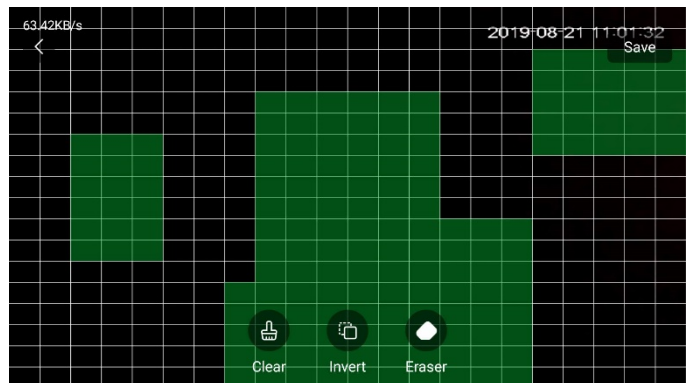
High sensitivity: The camera will alert when few pixels in the picture have changed.

## 6.2.4 Detection Region Setting

Tap Detection region setting to adjust the motion detection field.

By default, the motion zone covers the camera vision field completely.

- To delete specific areas, tap the **Eraser** icon and slide your finger through the screen. Tap again the **Eraser** icon to exit eraser mode.
- Tap **Clear** to delete all the detection zones.
- To create a new detection zone, tap on the screen and draw a motion detection zone. Create as many motion zones as needed.
- Tap **Invert** to invert the entire displaying zone to its opposite status (from detection zone to non-detection zone or vice versa).



Tap "Save" at the right top corner to save the changes.

## 6.2.5 Alarm Sound Setting

If Alarm Linkage White Light is enabled, the camera will turn on the spotlight when the camera detects movement according to the camera motion detection settings.


**Note:** Only available for cameras with sirens.

# 7 Cloud Storage

The premium service is a paid subscription service that makes your VIO camera even better. Event recordings will be saved on the cloud without a storage limit for the last 3 / 7 / 30 days (according to the selected plan). With this service, you will be able to review, share and save video recordings on the cloud.

All video recordings are protected by high-level encryption; additionally, it can be secured with a password to provide an extra layer of security.




## 7.1 FREE trial

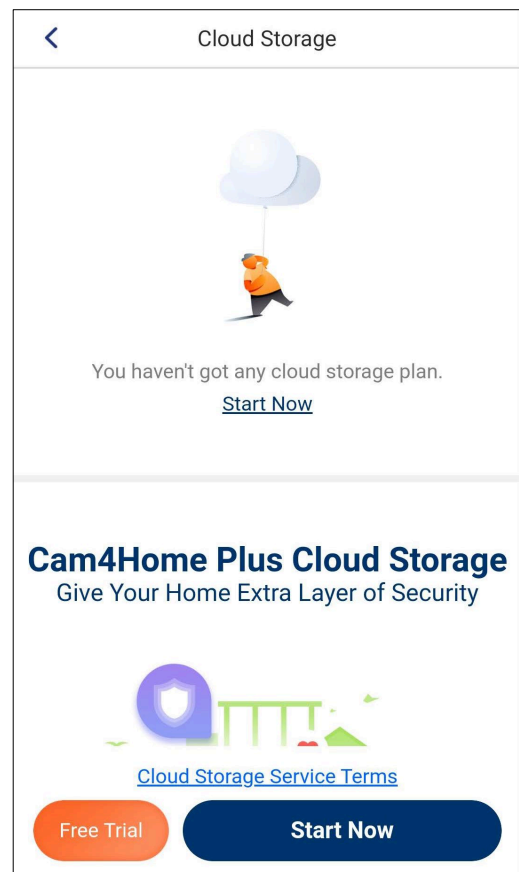
We offer a 1-month free trial that can be activated as a last step on the camera registration process. If you skipped the step and didn't activate the free trial, go to the **Device** interface and tap the  icon.

Then tap **Free Trial** at the left bottom and tap **Activate**.

## 7.2 Purchase a Cloud Storage Plan


You can access the cloud storage service through the following ways.

- On the **Device** interface, tap .
- On the **Live View** interface, tap **View history record**. Tap  and then click  to purchase cloud storage.
- On the **Me** interface, tap **My Cloud**.
- On the **Me** interface, tap **My Device**, tap the device name, and then tap **Cloud Storage**.

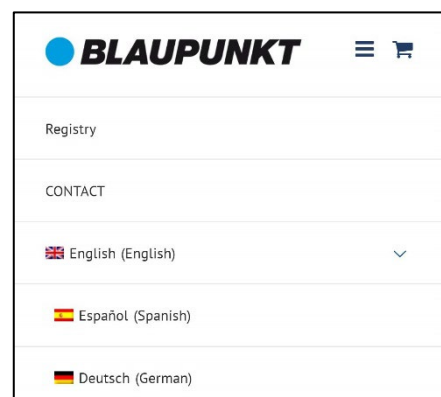


If you haven't got any cloud storage plan on the camera tap **Start Now** to purchase a code. If you already have a plan, you can tap **Modify** in the bottom to purchase another plan. Then tap Purchase Code.

The app will open a web browser and redirect you to our online shop at: <https://www.blaupunkt.prosecurity-service.com/vio-series-cloud-service/>




At the top bar click on the  icon and select your language from the drop-down menu.

Note: if your language is not there, select English as international.



Then select a plan between one of our plans:

- **Starter:** Event recordings will be saved on the cloud for 3 days.
- **Premium:** Event recordings will be saved on the cloud for 7 days.
- **Elite:** Event recordings will be saved on the cloud for 30 days.

 <b>Starter</b>	 <b>Premium</b>	 <b>Elite</b>
<b>Video Event History</b> 3 days	<b>Video Event History</b> 7 days	<b>Video Event History</b> 1 month
No storage limit	No storage limit	No storage limit
High level encryption	High level encryption	High level encryption
Cloud Servers located in Germany	Cloud Servers located in Germany	Cloud Servers located in Germany
2,99€ a month	5,99 € a month	9,99 € a month
29,90€ for one year <i>You save 20%</i>	59,90€ for one year <i>You save 20%</i>	99,90 € for one year <i>You save 20%</i>
<b>GO!</b>	<b>GO!</b>	<b>GO!</b>

Click GO on the plan you want and select the duration of the plan between monthly or yearly.

Note: Plans won't be renewed automatically. To renew a monthly plan, you will need to purchase and redeem the code again.

Select Add to Cart and register on our online shop.

Note: the registration on the online shop is not linked to the Cam4Home Plus account registration.

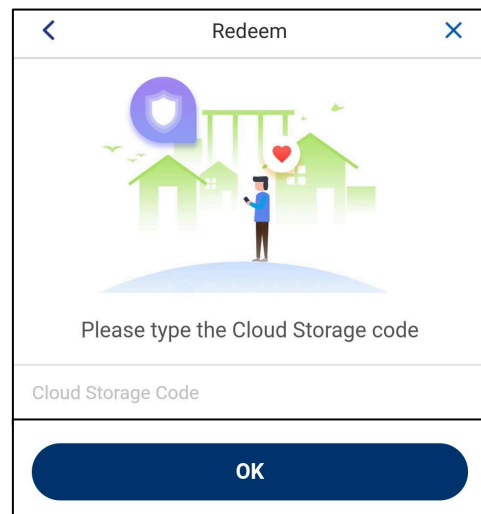
Proceed to checkout and payment process. Once the purchase is confirmed you will receive an email with the confirmation order and the Cloud storage code. Go to [Chapter 7.3 Activate Cloud Storage Plan](#) to learn how to redeem the Cloud Storage code.

## 7.3 Activate Cloud Storage Plan

To redeem a purchased code, go to your email inbox and check your order confirmation. On the License Key box, you will be able to see your Cloud Storage Code.

To access to the cloud storage, go to the **Me** interface and tap **My Cloud**.

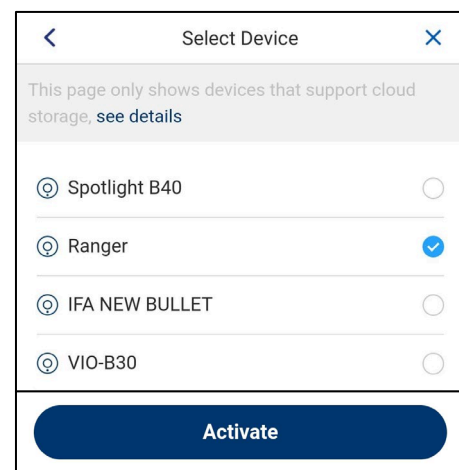
At the bottom tap Start Now, Modify or Renew and select Redeem Code. Type de Cloud Storage Code and tap OK at the bottom.

A mobile app screen titled "Redeem" with a back arrow and a close button. It features an illustration of a person standing on a hill with houses and a shield icon. Below the illustration, it says "Please type the Cloud Storage code". There is a text input field labeled "Cloud Storage Code" and a large blue button labeled "OK" at the bottom.

Review your plan and tap **Activate**.

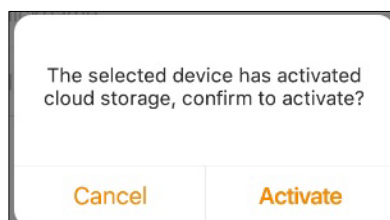
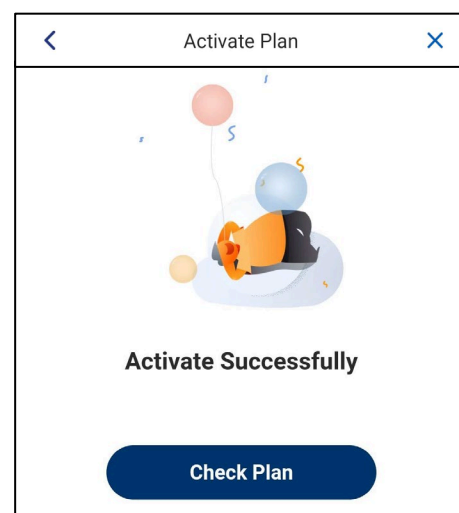
Note: If you have at least three un-activated plans, you can multi-activate them for added devices by tapping **Multi-activate**.

Select the camera you want to activate the code and tap **Activate** at the bottom.

A mobile app screen titled "Select Device" with a back arrow and a close button. It has a grey header bar with the text "This page only shows devices that support cloud storage, see details". Below this, there is a list of devices: "Spotlight B40", "Ranger", "IFA NEW BULLET", and "VIO-B30". Each device has a radio button next to it. The "Ranger" device is selected, indicated by a blue checkmark. At the bottom, there is a large blue button labeled "Activate".

The **Activate Plan** interface displays showing you successfully activate the plan.

**Note:** Each camera can only activate one plan, if the selected camera has activated cloud storage, the new plan will become the last to be valid.

A small dialog box with a grey border. It contains the text "The selected device has activated cloud storage, confirm to activate?". At the bottom, there are two buttons: "Cancel" and "Activate".A mobile app screen titled "Activate Plan" with a back arrow and a close button. It features an illustration of a person sitting on a globe with balloons. Below the illustration, it says "Activate Successfully". At the bottom, there is a large blue button labeled "Check Plan".

## 7.4 Managing Cloud Storage

On the **Me** interface, tap **My Cloud**.

- Here you can view the activated or inactivated plans, activate or multi-activate the paid plans, and configure the paid plans like transferring or replacing.

## 7.5 Transferring the Cloud Storage Plan

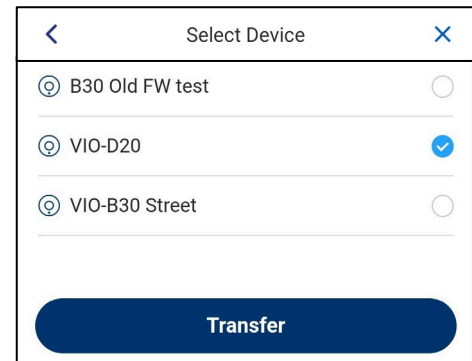
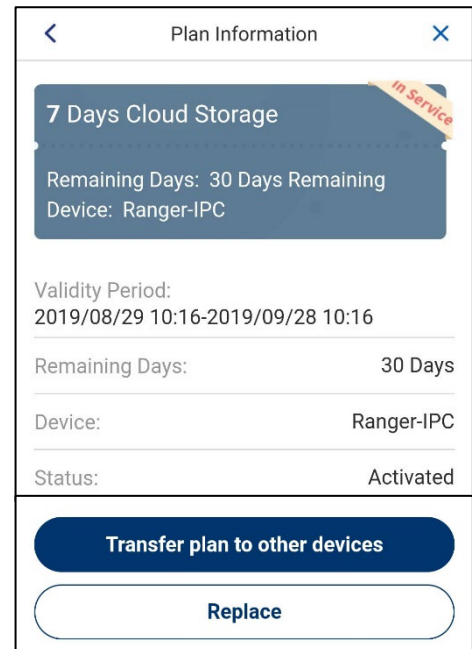
You can transfer an activated cloud service from one camera to another.

On the **Device** interface, tap the  icon from a camera you want to transfer its activated cloud storage plan.

Review the plan, the validity period and the remaining days. Then at the bottom tap Transfer plan to other devices.

Select the camera you want to transfer the cloud storage plan and tap **Transfer** at the bottom. The app will ask to confirm the transfer.

The selected device will activate the cloud storage plan immediately after the plan is transferred. If the device has activated cloud storage, the new plan will enter the plan list and become the last to be valid.



## 8.1 F.A.Q.

Note: To check the FAQ on the app: Launch the Cam4Home Plus app, Go to the "Me" menu -> Settings --> FAQ

### **1. The app is always saying "Failed to configure device network".**

Please reset your camera and follow the Cam4Home Plus process to set up the Wi-Fi connection again, during the configuration process, we have some suggestions

- 1)For cameras with microphone (such as H30 and HS20), during the Wi-Fi connection process we suggest you put your smartphone and camera within 30cm and turn on the phone sound.
- 2)If your camera has an Ethernet port and you have an Ethernet cable at hand, and you failed several times with the normal process, we suggest you choose "Ethernet Wi-Fi Setup" in the failed pages and follow the prompt to configure. You also can connect your camera to your router with cable directly. After you successfully added your camera to your Cam4Home Plus account, you can configure the Wi-Fi settings at the camera's "Wi-Fi config" page.
- 3)Make sure your smartphone is connected to your router's 2.4GHz Wi-Fi during the configuration.

### **2.The app says "Failed to bind"**

When the app says, "Failed to bind", it means your camera is already successfully connected to your Wi-Fi but failed to add the camera to your Cam4Home Plus account. Please double-check whether your router is connected to the Internet, then try again. Normally the reason is the Internet connection is not stable.

### **3.I can see the camera under my device list, but when I try to stream live view it's not steaming.**

Firstly, please check whether the light of your camera is fixed green, if yes it means your camera is already connected to the Internet.

Please check the Internet access of your smartphone, if the signal is too weak or if you are on a highway, maybe the signal cannot handle the streaming.

If you are not able to stream the video even when your smartphone is connected to the same Wi-Fi as your camera, maybe your camera's Wi-Fi signal is too weak. As Wi-Fi's coverage always has its limitation, we have some suggestions

- 1)Please make sure there is not too much obstacle around your Wi-Fi router or camera, which may decrease the Wi-Fi signal.
- 2)If your Router or camera has external antennas, please try to change the antennas' direction, see whether the signal can be better.
- 3)Try to put your camera at a new location where it has a better signal.
- 4)If your house is very big, and the place where you want to locate the camera is out of the Wi-Fi range, you can consider adding a range extender to extend the Wi-Fi coverage.

#### **4.I have no access to my camera remotely.**

- 1) Please make sure your camera is connected to the Internet.
- 2) Please make sure your smartphone has Internet access. If not, please check the Wi-Fi or Mobile Network configuration of your smartphone.
- 3) If your smartphone's signal is too weak, maybe you're not able to view your remote camera as well. If Internet speed is good but still cannot stream the camera, please contact our customer support.

#### **5.How to add my camera to a new Cam4Home Plus account?**

For security reason, one camera can be bound to only one Cam4Home Plus account. If you want to add your camera to a new account:

- 1) Please delete it from the previous account first.
- 2) Use the share camera feature. (Please refer to [Chapter 5.3.2 5.3.2 Device Share](#) to learn how)

#### **6.I changed my Wi-Fi/ I want to put the camera at a new location, how to connect my camera to my new Wi-Fi?**

Firstly, please check whether your camera has an Ethernet port and whether you have an Ethernet cable at hand. If yes, please power on your camera and connect it to your router with the Ethernet cable, wait till the LED turn stably green to make sure it has access to the Internet. Then log in to your Cam4Home Plus account, find your camera on the "Device" menu. Then go to the camera settings menu and tap "WIFI config" and you can connect it to your new Wi-Fi.

If your camera has no Ethernet port or you don't have a cable at hand, we suggest you reset your camera to factory default, then set up your camera with the new Wi-Fi.

#### **7.How can I receive the alarm message?**

Firstly, you need to click the enable button in the upper left corner of the dashboard menu. If it says, "Failed to subscribe", we suggest you ensure the following configuration.

- 1) Receives notifications from APP.
  - If you use an iOS phone Enable Cam4Home Plus Notifications via "Settings"-> "Notifications"
  - On the Cam4Home Plus go to "Me"-> "Settings"-> "Notice".
- 2) Enable Event in the device. Take motion detection as an example, the event should be enabled, and time schedule should be valid.
- 3) Make sure the device is connected to the Internet.

#### **8.I forgot the cloud storage or camera passwords.**

For security reasons, it is not possible to recover your camera or cloud storage password. Please, delete the device from your account, perform a factory reset and register the device again.

#### **9.How many cameras can I share with the Cam4Home Plus account?**

The maximum number of cameras shared per account is 6

## **8.2 How-to videos**

For "How-to-Videos" on the installation and registration please visit our YouTube channel by scanning the QR code. And then select your language from the playlist.

## **8.3 Customer Support**

For additional help, contact our technical support. For a list of all our country customer support numbers, visit: <http://security.blaupunkt-service.com>





# 9 Cybersecurity Recommendations

Cybersecurity is more than just a buzzword: it's something that pertains to every device that is connected to the internet. Security cameras video surveillance is not immune to cyber risks but taking basic steps toward protecting and strengthening networks and networked appliances will make them less susceptible to attacks. Below are some tips and recommendations on how to create a more secure security system.

## **Mandatory actions to be taken for basic equipment network security:**

### **1. Use Strong Passwords**

Please refer to the following suggestions to set passwords:

- The length should not be less than 8 characters;
- Include at least two types of characters; character types include upper and lower case letters, numbers and symbols;
- Do not contain the account name or the account name in reverse order;
- Do not use continuous characters, such as 123, abc, etc.;
- Do not use overlapped characters, such as 111, aaa, etc.;

### **2. Update Firmware and Client Software in Time**

- We recommend keeping the firmware up-to-date to ensure the system is equipped with the latest security patches and fixes. When the equipment is connected to the public network, it is recommended to enable the "auto-check for updates" function to obtain timely information of firmware updates released by the manufacturer.
- We suggest that you download and use the latest version of client software.

## **"Nice to have" recommendations to improve your equipment network security:**

### **1. Physical Protection**

We suggest that you perform physical protection to equipment, especially storage devices. For example, place the equipment in a special computer room and cabinet, and implement well-done access control permission and key management to prevent unauthorized personnel from carrying out physical contacts such as damaging hardware, an unauthorized connection of removable equipment (such as USB flash disk, serial port), etc.

### **2. Change Passwords Regularly**

We suggest that you change passwords regularly to reduce the risk of being guessed or cracked.

### **3. Set and Update Passwords Reset Information Timely**

The equipment supports password reset function. Please set up related information for password reset in time, including the end user's mailbox and password protection questions. If the information changes, please modify it in time. When setting password protection questions, it is suggested not to use those that can be easily guessed.

#### **4. Enable Account Lock**

The account lock feature is enabled by default, and we recommend you to keep it on to guarantee the account security. If an attacker attempts to log in with the wrong password several times, the corresponding account and the source IP address will be locked.

#### **5. Change Default HTTP and Other Service Ports**

We suggest you change the default HTTP and other service ports into any set of numbers between 1024~65535, reducing the risk of outsiders being able to guess which ports you are using.

#### **6. Enable HTTPS**

We suggest you enable HTTPS, so that you visit Web service through a secure communication channel.

#### **7. Enable Whitelist**

We suggest you enable whitelist function to prevent everyone, except those with specified IP addresses, from accessing the system. Therefore, please be sure to add your computer's IP address and the accompanying equipment's IP address to the whitelist.

#### **8. MAC Address Binding**

We recommend you bind the IP and MAC address of the gateway to the equipment, thus reducing the risk of ARP spoofing.

#### **9. Assign Accounts and Privileges Reasonably**

According to business and management requirements, reasonably add users and assign a minimum set of permissions to them.

#### **10. Disable Unnecessary Services and Choose Secure Modes**

If not needed, it is recommended to turn off some services such as SNMP, SMTP, UPnP, etc., to reduce risks.

If necessary, it is highly recommended that you use safe modes, including but not limited to the following services:

- SNMP: Choose SNMP v3, and set up strong encryption passwords and authentication passwords.
- SMTP: Choose TLS to access mailbox server.
- FTP: Choose SFTP and set up strong passwords.
- AP hotspot: Choose WPA2-PSK encryption mode and set up strong passwords.

#### **11. Audio and Video Encrypted Transmission**

If your audio and video data contents are very important or sensitive, we recommend that you use encrypted transmission function, to reduce the risk of audio and video data being stolen during transmission.

Reminder: the encrypted transmission will cause some loss in transmission efficiency.

## 12. Secure Auditing

- Check online users: we suggest that you check online users regularly to see if the device is logged in without authorization.
- Check equipment log: By viewing the logs, you can know the IP addresses that were used to log in to your devices and their key operations.

## 13. Network Log

Due to the limited storage capacity of the equipment, the stored log is limited. If you need to save the log for a long time, it is recommended that you enable the network log function to ensure that the critical logs are synchronized to the network log server for tracing.

## 14. Construct a Safe Network Environment

To better ensure the safety of equipment and reduce potential cyber risks, we recommend:

- Disable the port mapping function of the router to avoid direct access to the intranet devices from an external network.
- The network should be partitioned and isolated according to the actual network needs. If there are no communication requirements between two subnetworks, it is suggested to use VLAN, network GAP and other technologies to partition the network, to achieve the network isolation effect.

Establish the 802.1x access authentication system to reduce the risk of unauthorized access to private networks.

# Appendix

- The manual is for reference only. If there is an inconsistency between the manual and the actual product, the actual product shall prevail.
- We are not liable for any loss caused by the operations that do not comply with the manual.
- All the designs and software are subject to change without prior written notice. The product updates might cause some differences between the actual product and the manual. Please contact the customer service for the latest program and supplementary documentation.
- There still might be a deviation in technical data, functions and operations description, or errors in print.
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