



Quick Installation Guide

J Series/ M Series /S Series

IP Security Camera

For a complete product manual and installation software, please visit TOPODOME official website.

www.topodome.com

General Introduction

Topodome IP Security Cameras include J series, M series and S series products.

These cameras can be installed in various places, walls, backyards, indoors and corridors. These series of products can be viewed with the same mobile APP or computer software, providing customers with convenient and safe services.

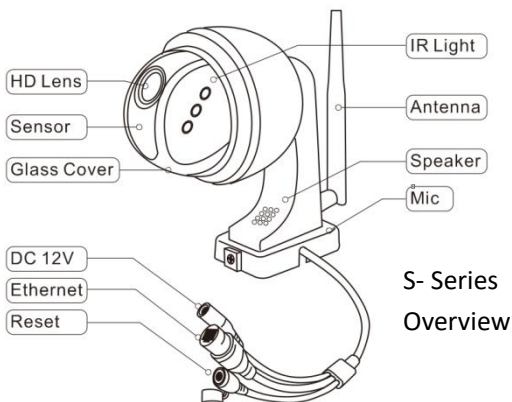
These series of products support wired and wireless connections. It should be noted that wireless connections only support 2.4G wireless.

Each camera is delivered with below accessories:

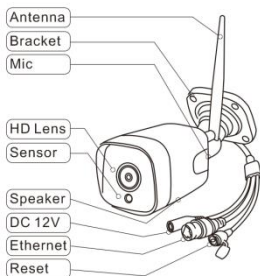
➤ Package Contents

| | |
|-----------------------------|----|
| ● IP Security Camera | x1 |
| ● Power Adapter | x1 |
| ● Network Cable | x1 |
| ● Wi-Fi Antenna | x1 |
| ● Quick Installation Guide | x1 |
| ● RJ45 Port Waterproof Case | x1 |
| ● Installation Screws | x4 |

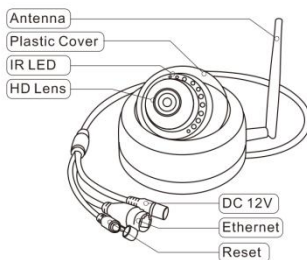
➤ Physical Description



J- Series Overview



M- Series Overview



● The above figures are for reference only, the actual products appearance maybe different.

➤ Important Tips:

- 1.The suitable use environment temperature is -10 to 50 degrees Celsius, please avoid using in an environment that exceeds this range.
- 2.These products only support 2.4G wireless network. Please make sure that your wireless router supports 2.4G wireless and does not activate MAC filtering (For Mac address of camera, please refer to 3.1 section) or firewall. If you have set these security settings for the router, please make sure to add the camera to the white list.
- 3.When installing the cameras, please avoid placing the lens close to reflective glass or white walls, which may overexpose the graphics.
- 4.Please make sure that the installation area has a good wireless signal. You can check the strength of the wireless signal in the wireless setting function of the **CamHi pro** APP. It is ideal if the strength is higher than 70%.
- 5.When the PTZ type camera is powered on, it will automatically rotate. Please do not turn it by hand at this time. After the startup process is over and the installation is complete, you can control its rotation or zoom through the mobile phone, browser or CMS software.

➤ Start Installation of the Camera

These cameras can be installed by a smartphone/ tablet (Android or iOS), or by a PC (Windows or Mac OS). Please finish the hardware installation first and begin the software configuration refer to the below guide.

1. Hardware installation

- 1.1 Mount the Wi-Fi antenna and make it stand vertically.
- 1.2 Connect the camera's DC socket with the power adapter, the camera will turn on automatically.
- 1.3 Before configuring the camera, you should wait for about one minute until the startup process is over.

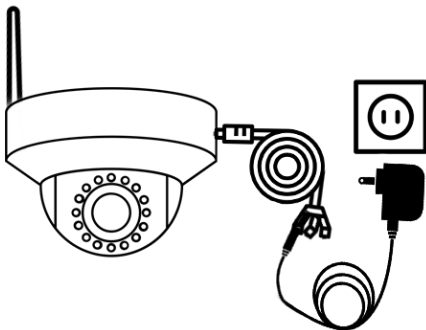


Fig1.1 Connect to the AC/DC adapter

- 1.4 During the camera configuration process, if you use a mobile phone or tablet device, you can choose to connect the camera to the router with a network cable, or choose not to connect the network cable. Instead, connect the camera's hotspot first, and then set up a wireless connection with the router.
- 1.5 If you are using a PC for configuration, you must connect the camera to the router with a network cable (you can find the network cable in the gift box).

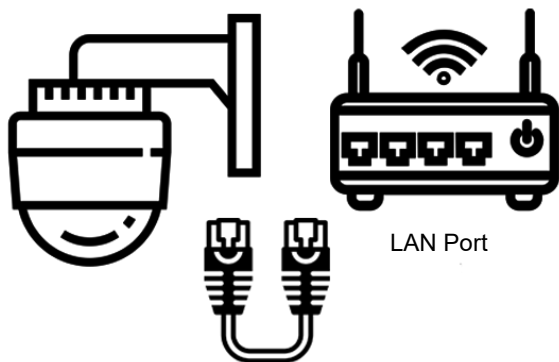


Fig1.2 Connect the camera to router with Ethernet cable

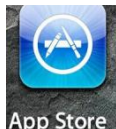
2. Smart Phone Installation Method

2.1 Download and Install CamHi Pro App.

Search "CamHiPro" on App Store or Google Play, or scan the QR code to download CamHiPro App and install it on your Phone/ Tablet.



Scan the left QR code to directly download the iOS App from App Store



Scan the left QR code to directly download the Android App from Google Play



2.2 Add Camera to Your Phone and Login the Camera.

Run the CamHiPro App on the phone. Tap "Click Add Camera", then tap "IP camera".

2.2.1 If it is for the first installation, go to "**New device**", then tap "**Power is on, next step**". Here you can choose "Connected network Cable" or "Not connected the network cable".

-Connected network Cable:

a. Ensure the camera has been connected to the router with a network cable, tap the "**Connected network cable**", new device UID and IP address will display on list, select your camera by tapping the **UID Code** for going to the interface of device information.



SSAC-010175-CFEDD

Tips:

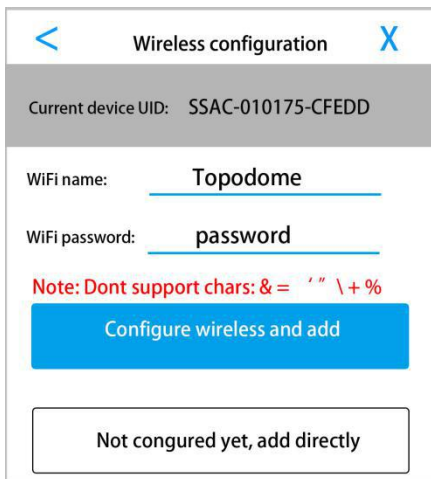
You can find the **UID Code** on the label of the camera, which is under a QR code.

Fig1.3 UID and QR Code

b. Enter the username and password (both are "**admin**" for factory default setting, the password is case sensitive).

c. Tap "**Add to**", the next page will display "**wireless configuration**", please click the symbol ">" beside the "**WiFi name**" input field, tap the **2.4G** wireless SSID of

yours, input the WIFI password, then tap **"Configure wireless and add"**.



< Wireless configuration X

Current device UID: SSAC-010175-CFEDD

WiFi name: Topodome

WiFi password: password

Note: Dont support chars: & = ' " \ + %

Configure wireless and add

Not congured yet, add directly

Fig2.1 Wireless configuration

- d. When WiFi configuration is successful, you can choose **Camera Name** from default options or input yours.
- e. If you decide not to configure the Wireless and click the **"Not configured yet, add directly"**, will skip the configuration of WiFi, you have to finish this step later in camera settings when you want to connect to the router via wireless mode .

f. Now the camera device page will appear, please tap the **Video Windows** of the camera and enter the **Control Panel** of your camera.

g. In the **Control Panel**, you can implement functions such as video recording, screenshots, two-way voice and image adjustment. If your camera model supports PTZ, then you can achieve rotation and zoom functions.

--Not Connected to the network Cable:

Important note: In this step, the camera should have an antenna installed and placed not far from the wireless router.

a. After tapping "**Not connected to the network cable**", you have to choose the camera shapes, please tap the option as below, tap "**Go add**".

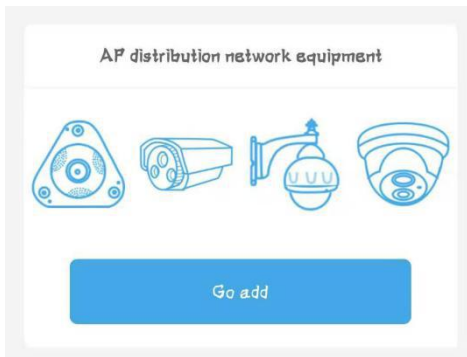


Fig2.2 Choose camera shapes

b. For Android phones, next step will display "**Discover device hotspots**", and WiFi hotspot "IPCAM-xxxxxx" will appear in the hotspots list (xxxxxx is same as the UID middle number, Fig1.3), default password is "01234567". It is recommended to connect to the hotspot manually.

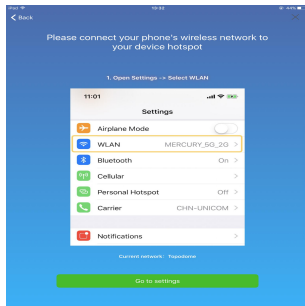
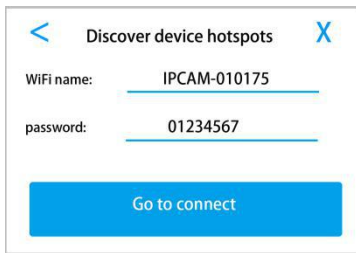


Fig2.3 Hotspots Connection

c. For Apple phones, next step will display the guide of how to connect the hotspot step by step. Please switch to the WLAN Settings of your phone and connect to the hotspot "IPCAM-xxxxxx" manually(password: "01234567").

Note: ①You will not find any hot spots if the camera has connected the router with the Ethernet cable. ②If the hotspot keeps not appearing, please reset the camera and repeat the operation from the first step.

d. Now return to the **CamHiPro** and go to the next page ,

input device login information, username and password (both are "**admin**" for factory default setting).

e. Click "**Add to**", the "**Wireless configuration**" page will pop, please finish this step refer to Fig1.4, the camera will **play music** when connected to the router successfully.

f. Name your camera and go to the camera list page, tap the camera you have added, enter **Control Panel** to operate the camera (*more details please refer to the manual book on the www.topodome.com*).

2.2.2 If the camera has been added successfully before and you want to connect it with another mobile phone, go to "**Device in use**" and add the camera with UID.

- a. You can fill the UID manually, or scan the **QR code** (refer to Fig1.3).
- b. Also you can tap "**Search nearby devices**", the camera in the LAN will be found and listed with UID code and IP address.
- c. Pay attention to the login **username** and **password** of the camera, maybe you have modified it during the first installation.
- d. Tap "**Confirm add**", name your camera and go to the camera list. At this time, if "Online" appears in the upper left corner of the camera screen, the installation

is successful, **Congratulations!**

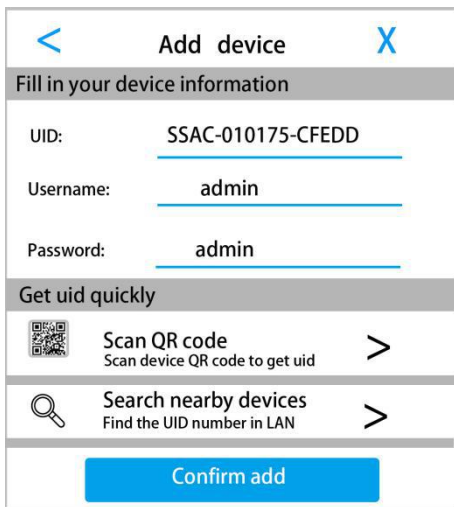


Fig2.4 Add camera in use

2.3 Change the default Password of the Camera

For security reasons, after the installation is complete, it is strongly recommended that you modify the default login password. You can modify it through the mobile App or through the browser. The mobile APP only allows you to modify the login password, and the login username and password can be modified simultaneously on the browser.

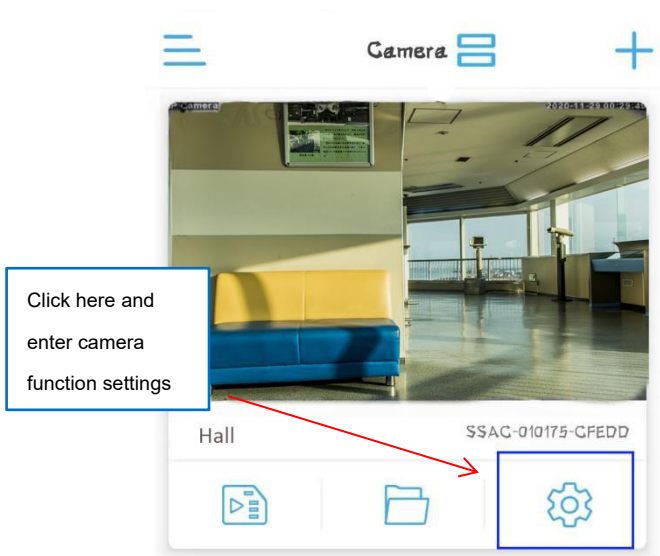


Fig2.5 Camera settings

Tap the "**Gear Icon**" in the camera panel, the function settings page will pop out, go to the "**Change Password**" option, input your new password and tap "**Apply**".

Caution: ①Changing password or username will force the camera offline on phones or PCs, users have to login again with a new password or username. ②If you lost the password or username, please reset the camera by pressing the reset button 5-10 seconds, then re-install the camera again.

2.4 Modify Wireless Configuration via App

You can modify the WIFI configuration via APP anytime. Go to "functions settings", tap "**Wireless setting**".

- You can get the Wi-Fi list near your device, if you want to change a new Wi-Fi network, just choose the new SSID and input the login password to connect again.
- If you have modified the **login password** of the old WiFi network, then the camera will offline. Please connect the camera to the router with a network cable, when the camera logs in again, modify the login password of WiFi in wireless settings.
- If you will not connect the camera with a network cable, then you have to reset the camera and install it again.

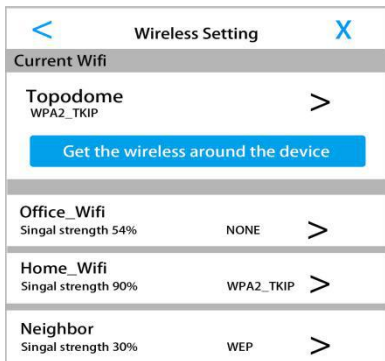
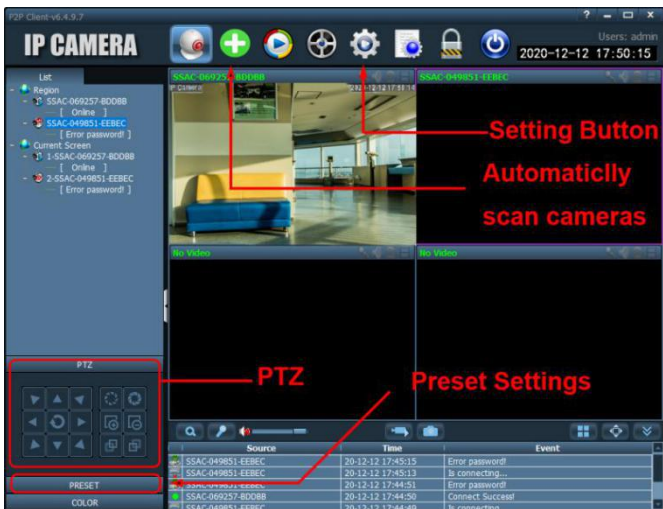


Fig2.6 Modify Wireless Settings

3.2 Install the camera with CMS Software

1. Please download the CMS software from the URL of **www.topodome.com/support**, the software named HiP2P Client.
2. After the CMS software is installed, a shortcut will appear on the desktop. Double click and run the software.



3. Click the green "+" button at the top of the main screen, a login window will pop up, please keep the password area empty (there is **No default password**), and then

click "OK" to log in to the software.

4. When the software starts, it will automatically search and add all cameras in the local area network. If the default username and password of the camera are still "**admin**", the camera will be added automatically; if the username and password of the camera have been modified, the software will display "password error", you need to manually modify the password and complete the installation.
5. Click the gear icon (Setting button), the device management window will pop up, where you can modify the device information or add a new camera remotely.
6. **Modify device information:** Click the gear button, choose camera **UID** and click "**Modify device**", then input new password or username.



7. **Add New Device:** If the camera is not in the LAN, you need to directly add the UID to connect, click the **"Input UID"** button, then manually enter the UID of new camera, input right username and password, click **"OK"** and the new camera will be added to camera list.
8. Now you have successfully completed the installation of the camera on CMS software, and then you can view the camera, or set PTZ, Preset, Image setting etc.
9. For other advanced software settings, such as Alarm Settings, Video playback, Wi-Fi settings or record management, please visit Topodome official website www.topodome.com for more details.

3.3 Login the Camera via Browser in LAN

1. Search the IP address of cameras referred to Fig3.1, then double-click the camera name and the login page will pop up in the default browser. You can also enter the IP address in the address bar of other browsers to open the login page.
2. The best browser for these cameras is the IE browser such as IE11 or IE10. Other browsers including Edge, Firefox and Google Chrome, will stop supporting the **Adobe Flash Player**, so images cannot be displayed.
3. When the login menu pops up, input default username

"admin" and default password **"admin"**.

- For IE11 and edge browsers, when the camera is installed for the first time, a plug-in installation prompt will appear. The name of the plug-in is ClientPlusSetup. If there is no prompt, you can click **"Setup software"** on the login page to start the plug-in installation.

Notes: Please disable firewall or virus clean software on your computer before installing the plugin, for some firewall software will stop the installation of the plugin.

- After successfully installing the plugin, please refresh the page or login again, the video page will appear in IE11 browser. For security reasons, please modify the **login password** immediately in settings.

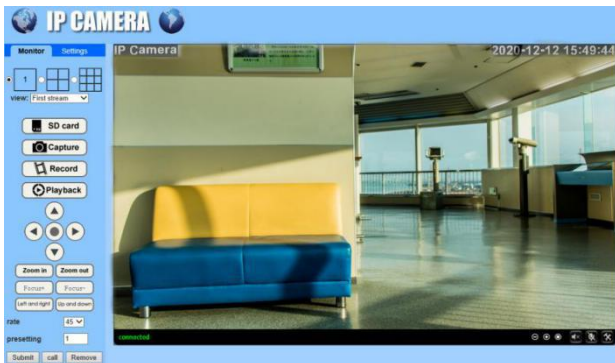


Fig3.2 IE Control Page

3.4 Wireless Connection Setup via Browser

1. Click the menu **Settings** on the top of the live view window, go to the option **Network-->Wireless**, first select **Enable Wireless**, then click the search button, all WiFi names around the camera will be displayed, please choose the WiFi name you want to connect and input the **login password** of WiFi.
2. The wireless login password needs to be entered twice. You can click the **Check** button to check whether the password is correct, and then click **Apply** to complete the wireless settings.
3. After finishing wireless setup, you need to close the browser, and then unplug the network cable and wait for around 30 seconds to get the camera re-connect to Wi-Fi network.
4. Refresh the Search Tool to wait the camera shows up again on the window (The IP address of wireless is different from wired connection). Login the camera again with a new IP address, now you have completed wireless settings successfully and try to unplug the Ethernet cable for testing Wi-Fi connection.

Frequently Asked Questions

Q1: Why does the program prompt me with "wrong password" even though I tried different username and password several times?

A1: ①The original username and password are both "admin" (lowercase, no capital letters) as factory default setting. If the camera has been installed before, the password may have been changed. Please enter the new password to log in. ②As some iOS phones may automatically change the initial letter as capital, make sure to disable this function before entering password.

Q2: If I forget my username/password, how can I do it?

A2: Please press the reset button on the 3-in-1 cable and hold on for 5-10 seconds for reset. The power should be on during reset operation.

Q3: How to delete the videos in the memory card?

A3: When the memory card is full, the new file will overwrite the oldest file. If you want to delete files manually, please enter the "SD Card Settings" function and click Format.

Q4: I set up the wireless function of the camera, but when I unplug the network cable, the camera immediately disconnected?

A4: The camera does not support special letters (é,à,û

) and symbols (@#&...). If you use these characters in the SSID and WiFi password, the wireless configuration will be invalid. Please use regular English characters and numbers. In addition, please make sure that your wireless router does not use AES+TKIP encryption, and the camera cannot support this wireless encryption mode.

Q5: The time displayed in the video is incorrect, and it is different from the real time by several hours?

A5: The default time zone of the camera is GMT+8, please enter the camera time settings and modify the device time zone to your location. If it is daylight saving time, please check the DST option(Daylight Saving Time). The camera will restart to complete the time proofreading.

Q6: The alarm recording is only 15 seconds, how can I modify it?

A6: The alarm recording time is fixed 15 seconds, this cannot be modified. If the alarm event exceeds 15 seconds, multiple video files will be generated.

Q7: I always receive mobile alarm notifications, but no one is found in the video?

A7: If the camera's motion alarm sensitivity is set too high, any passing objects will trigger an alarm, such as animals walking by, shaking of plants, sudden changes in light, etc.

Please set the appropriate sensitivity and set an alarm area (such as in front of the door), so that motion detection can work more effectively. In addition, when the weather changes and there is rain or snow, the camera's motion detection function will be disturbed.

Q8: What kind of memory card does the camera support?

A8: The memory card supported by the Topodome camera is a Micro SD card, its size is 15mm × 11mm × 1mm; please be careful not to buy an standard SD card for the camera, it is larger (24mm×32mm×2.1mm).

Q9: Where can I find the slot to install a memory card?

A9: For S series cameras, most of the card slots are located at the top of the dome case. Please open the card slot protection cover and install the memory card; however, M series cameras and some S series cameras have integral transparent covers, which need to be removed before installing the TF card. For J series cameras, you can find a detachable cover at the bottom of its body. After opening, you can find the TF card slot.

Q10: How to solve the problem of frequent freezes when watching videos on mobile phones?

A10: If the camera is connected to the router via wireless,

please check whether the wireless signal is higher than 70% or whether the antenna is loose; in addition, if you want to obtain smooth image quality, the required network bandwidth is at least 2Mbps; in addition, you can find the "HD" or "SD" Symbol on the video window, please tap it and choose "SD" to select the smooth mode.

Q11: Why can't my phone receive push messages?

A11: Please find "Alarm Management and Notification" in the camera settings, and then check whether "receive alarm push" is allowed.

For more FAQ answers, please visit the website: <http://www.topodome.com/support>, or send the email to support@topodome.com for more help.



www.topodome.com

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