



**3MP WI-FI SECURITY CAMERA**

# **QUICK START GUIDE**

ENGLISH

# WELCOME!

Congratulations on your latest purchase and welcome to the Q-See family. This guide will help get your camera up and running.

## WHAT'S INCLUDED

- (1) QCW3MP16 Wi-Fi Camera
- (1) USB Power Adapter
- (1) Micro USB Cable
- (1) 16GB Micro SD Card
- (1) Mounting Sticker
- (1) Mounting Hardware

## STEP 1

Before installing, please register your device on the Q-See Support Portal at [www.q-see.com/register](http://www.q-see.com/register) to receive critical updates and support for your system. Registering will also help us to assist you with any technical or warranty issues if ever necessary.

**Please be sure to keep a record of your model number(s) and to save this guide, as you will need this information if you are ever in need of technical or warranty support.**

**NOTE:** Your username and password used to register your device are not the same as those you use to log in to your system. Please write down your username, password, and model number(s) in the spaces provided below:

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Model #: \_\_\_\_\_

## STEP 2

Plug the power adapter into a surge protector and plug the micro USB end of the cable into the camera and wait until the indicator light begins to flash. After 15-30 seconds the light should slowly flash green which indicates it is ready to configure. If the light displays red, hold the reset button for 15 seconds to reset the camera.

**IMPORTANT:** Go through all of the steps to setup and test your system before mounting your camera. Visit [www.q-see.com/support](http://www.q-see.com/support) to find the most recent guides and up-to-date support for your Q-See products.

## STEP 3

Download the **Q-See Plus** app from the App Store on your mobile device. Once installed, ensure that your mobile device is connected to the wi-fi network you wish to use for your camera. Launch the app on your mobile device.



## STEP 4

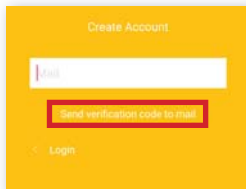
Tap on **Register** and create an account for the new camera.

*\*All screenshots shown are from the Q-See Plus app on Android.*



## STEP 5

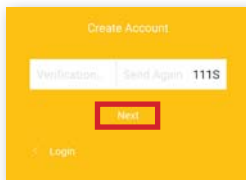
Enter an email address to use for your account. You should immediately receive an email with a verification code. You will have two minutes to enter the verification code, so be sure you will have quick access to the email address used. Tap **Send verification code to mail**.



The screenshot shows a yellow background with the title "Create Account" at the top. Below the title is a white input field containing the text "Email". Below the input field is a red button with the text "Send verification code to mail". At the bottom left, there is a "Login" link with a left-pointing arrow.

## STEP 6

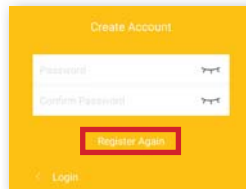
Enter the verification code and click **Next**.



The screenshot shows a yellow background with the title "Create Account" at the top. Below the title is a white input field containing the text "Verification: Send Again 111S". Below the input field is a red button with the text "Next". At the bottom left, there is a "Login" link with a left-pointing arrow.

## STEP 7

Create a password for your account. You will enter the same password twice to confirm. Tap **Register Again** to continue.



The screenshot shows a yellow background with the title "Create Account" at the top. Below the title are two white input fields: "Password" and "Confirm Password", each with a right-pointing arrow. Below the input fields is a red button with the text "Register Again". At the bottom left, there is a "Login" link with a left-pointing arrow.

## STEP 8

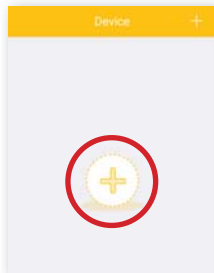
Enter your email address again and the new password. Tap **Login** to continue.



The screenshot shows a yellow background with the "qsee" logo at the top. Below the logo is a white input field containing the text "Account/Mail". Below the input field is another white input field containing the text "Please enter password" with a right-pointing arrow. Below the input fields is a blue button with the text "Login". At the bottom, there are two links: "Register" and "Forgot password?".

## STEP 9

Tap the **Add symbol** to continue. In the following screen, select “Wi-Fi Camera” for device type. Next, using your mobile device’s camera, scan the QR code on the back of the wi-fi camera.



## STEP 10

Once the QR code scans, a new screen will appear with login credentials. Do not edit any of the credentials. Do not enter a verification code. Tap **OK** to continue.

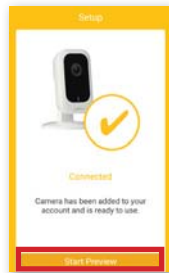


## STEP 11

In the next screen, tap “Yes, config Wi-Fi”. Enter your wi-fi network’s password and before tapping “Next”, place your mobile device within 12” of the wi-fi camera. Click “Next” to proceed. Connecting may take over a minute. Once connected, the LED on the front of the wi-fi camera will turn solid green.

## STEP 12

You should then see the confirmation screen. Tap **Start Live Preview** and follow the on-screen prompt to finalize the setup. If the camera is unable to connect, try temporarily moving the camera closer to your wi-fi router to complete the setup process. If that doesn’t work, hold the reset button for 15 seconds and start the process over.



## CAMERA FEATURES

The 3MP Wi-Fi Security Camera features an adjustable magnetic base which can be easily attached to any metal surface, or mounted with metal screws to the desired location.

The LED indicator light will ensure that your camera is connected to wi-fi. A flashing green light means it is ready to connect. A solid green light means it is connected to a wi-fi network. A red light indicates that there is problem with the connection.

The camera's microphone and speaker will enable you to both hear and speak through your camera for two-way audio purposes.



## PORTS & RESETTING YOUR CAMERA

Your camera's micro USB port is conveniently located beneath the QR code on the back of the housing, and the micro SD memory card slot is found on the bottom of your camera for easy access. Your device also comes with a "reset" button situated at the back of the camera (beneath the bar code), allowing you to easily change wi-fi networks, or deal with any connectivity issues that you may encounter. Press and hold the reset button for 15 seconds in order to reset the camera to its original factory settings.



**DISCLAIMER:** Although Q-See has made every effort to ensure that the information in this guide was correct at the time of printing, Q-See does not assume any liability to any party for any loss, damage, or disruption caused by any errors, omissions, or typos that may occur.



## WARRANTY & SUPPORT

Q-See is always here to answer your questions and take your valued suggestions. Please do not hesitate to call us at **1-877-998-3440** Monday-Friday 6:00 AM - 7:00 PM PST. Visit us at **[www.q-see.com/support](http://www.q-see.com/support)** for 24/7 support and access to our Support Portal.





**WI-FI SECURITY DOME CAMERA**  
**QUICK START GUIDE**

# WELCOME!

Congratulations on your latest purchase and welcome to the Q-See family. Prepare to see the superior clarity and resolution provided by the latest Plus Series Wi-Fi Camera. This packet includes everything you will need to help get your camera up and running right out of the box. We are excited to have you on board and thank you for choosing Q-See!



# WHAT'S INCLUDED



**Also included:** 1 power supply & 1 weather seal (seal is for custom installs)

# FEATURES



**BEST IN CLASS**  
Setting the resolution  
bar higher than 1080p



**NIGHT VISION**  
See what's happening in  
pitch dark



**EASY SETUP**  
Less fuss, more  
monitoring



**MOTION ALERT**  
Get alerts about  
important activity



**SD CARD SUPPORT**  
Internal back up memory  
for video storage



**ADD-ON**  
Expand your current  
surveillance system  
with ease

# GET CONNECTED

Find the desired location for your camera to be placed. If you are going to be mounting the camera, please use the included mounting hardware to secure the camera firmly to the wall. **Please make sure to go through all steps and test the system completely before mounting the cameras.**

- Slide the included rubber grommet onto the antenna stem of the camera
- Screw the supplied Wi-Fi antenna on to the dome camera
- Plug in the included power supply to a surge protector and plug in the power supply to the Wi-Fi dome camera.

You are now ready to setup the camera. Once the camera is plugged in you may see a red LED power indicator ● light up. Later when connected to Wi-Fi this LED should turn green ●.



# STEP 1


The first step to this exciting journey is to register your device on the Q-See Support Portal at [www.q-see.com/register](http://www.q-see.com/register). Register your device to enjoy the following features:

- ✓ You will receive regular updates about the latest firmware version of your camera.
- ✓ Registering your product will streamline warranty claims and support requests by syncing your registered product with your account.
- ✓ You will be able to receive customized support for your device.
- ✓ You can easily find other Q-See products that are compatible with your device.

# STEP 2

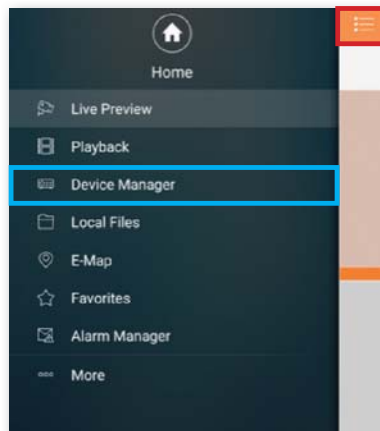
## DOWNLOAD & INSTALL THE QC VIEW APP

**NOTE: Ensure that your mobile device is connected to the Wi-Fi network you wish to use for your camera.**

Download the **QC View App** from the App Store on your mobile device. Once the App has been installed select the **Menu**  button in the top left corner, followed by [Device Manager](#).

**NOTE:** If you already have a Wi-Fi NVR this camera will automatically try to connect to it. Start using the NVR quick start guide to complete setup. If you would like to use this as a standalone device, disconnect or power off your Wi-Fi NVR before proceeding.

*\*All screenshots in guide are from QC View app on iOS.*



## STEP 3

### ADD A NEW DEVICE

In Device Manager, Click “+” to add a new device. Select “**Wi-Fi configuration**” and create a name for your camera. Tap the **QR code icon** in the SN field and then scan the QR code located on the back camera panel (see photo below). Once the QR code has been scanned, complete the remaining username and password fields and hit next:

**Username:** admin  
**Password:** admin

A screenshot of the 'WIFI configuration' screen in an application. The screen has an orange header with a back arrow and the title 'WIFI configuration'. Below the header, there are several fields: 'Name:' with the value 'WiFi Camera'; 'SN:' with the value '1M04B4DYAZ00014' and a QR code icon to its right; 'Username:' with the value 'admin'; and 'Password:' with a masked password '.....'. Below these fields are 'Live Preview:' and 'Playback:' sections, each with an 'Extra >' button. At the bottom is a grey 'Next' button.

## STEP 4

### ADD A WI-FI DEVICE

Configure the network settings by entering the **password** of your Wi-Fi network.

A screenshot of the 'Add WIFI device' screen in an application. The screen has an orange header with a close button (X) and the title 'Add WIFI device'. Below the header is a progress indicator with three steps: 'Network Configur...' (1), 'Device Configurati...' (2), and 'Done' (3). The 'Network Configur...' step is active. Below the progress indicator, there is a field for 'SSID : ASUS' and a password field with a masked password '.....'. At the bottom is a grey 'Next' button.

**NOTE:** The Wi-Fi network should be the same one used by your mobile device.

## STEP 5

### START LIVE PREVIEW

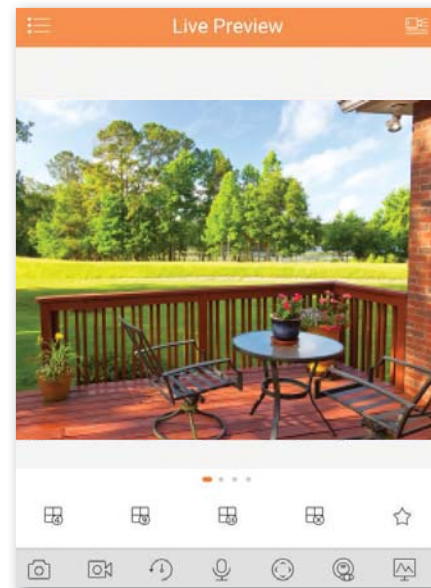
Once your Device has been added successfully, select [Start Live Preview](#) to view the feed from your camera.



## STEP 6

### VIEW THE LIVE VIDEO FEED

Your camera has been set up successfully. You can now access your camera feed anytime and anywhere using the QC View App.

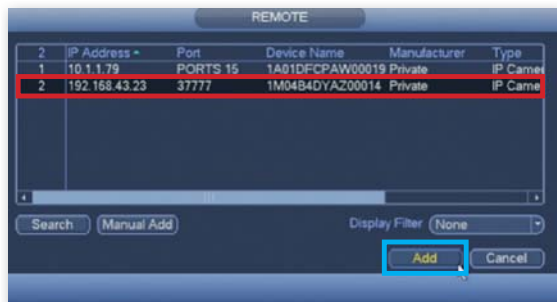


# STEP 7

## ADD TO AN EXISTING QC NVR SYSTEM

If you would like to add this camera to your existing QC Series NVR, login to your NVR and go to Remote Devices. **Select your camera** from the device list and click **Add**. The camera feed will appear on your NVR. The NVR has to be connected to the same network as your mobile device for the initial setup process.

Visit [www.q-see.com/support](http://www.q-see.com/support) to verify if your system is compatible.



*\*This screenshot is from a QC Series NVR.*

# LENS ADJUSTMENT

The lens of your dome camera can be adjusted based on where you are mounting it by gently loosening its screw and rotating the angle and orientation of the camera. The LEDs denote the bottom half of the camera so be sure to rotate the lens accordingly or the camera view will be sideways. The center blue sensor should point directly down when mounted.





# ADDITIONAL FEATURES

## RESET BUTTON

The reset button on your dome camera is located under the lens cover that can be removed with the included wrench. If you wish to change the existing Wi-Fi network to a different network, while the camera is powered on, hold the reset button for five seconds and setup your camera again.



## MEMORY SLOT

The SD memory card slot is located under the lens cover that can be removed with the included wrench. Slide the slot open, place in a memory card, close the slot and lock the card into position. Some units will include an SD card.



## NETWORK CABLE

Please do not worry about the additional network cable on your dome camera. This network cable can alternatively be used to hard-wire the camera using a cat5 cable instead of a Wi-Fi connection. Please make sure that this cable is never exposed to moisture.





## WARRANTY & SUPPORT

Q-See is always here to answer your questions and take your valued suggestions. Our focus is providing excellent customer support and always working to improve our customers' experience.

Please do not hesitate to call us at **1-877-998-3440** Monday-Friday 6:00 AM - 7:00 PM PST.

Visit us at **[www.q-see.com/support](http://www.q-see.com/support)** for 24/7 support and access to our Support Portal.



Q:see®  
Life in Focus